TO: Sacramento Public Library Authority Board Members

FROM: Gerry Calderón, Information Technology Manager

RE: Implementation of Self-Check Machines

RECOMMENDED ACTIONS:

1. **Acknowledge** completion of Phase I implementation of self-check machines at eleven branch libraries.

BACKGROUND:

Additional self-check machines improve customer service by providing customers with greater flexibility and by reducing demand on staff at the circulation desk, consistent with the new Model of Service that emphasizes self-service to ensure staff time is spent most effectively.

On March 26, 2009, the Board approved the use of $226,000 for the purchase of additional self-check machines to reduce the workload burden on staff as a result of increased library usage.

The new self-check machines integrate E-commerce and give customers the option to pay fines and fees prior to checkout of library materials.

With direct input from branch personnel, a site assessment was conducted to determine hardware, software, furniture and data/electrical requirements for placement of the self-check machines. Table 1 indicates the branches receiving new self-check machines.

Table 1:

Branch	Quantity
Arcade	3
Arden	3
Colonial Heights	3
Fair Oaks	3
Martin Luther King Jr.	3
McKinley	1
South Natomas	3
North Highlands-Antelope	3
Southgate	3
Sylvan Oaks	3
Total	28

Two training documents have been made available for staff on the new Express Lane self-check programs. The first is a PowerPoint presentation with screen shots of the steps for login, checkout, renewal, holds and paying fees on line. The second is a single page Word document with step-by-step procedures. Either may be used for staff review or customer training.

Phase II of this project will continue with completion of construction or redesign projects at Central (5), Belle Cooledge (3), Valley Hi-North Laguna (4), North Natomas (4), and Robbie Waters-Pocket Greenhaven (4).