

Media Advisory

For immediate release

Self-Serve Kiosks Introduced at your Clarington Public Library!

September 5, 2013—Clarington Public Library is excited to introduce self-serve kiosks at its Bowmanville, Courtice, and Newcastle Branches. The kiosks allow Library members to check-in and check-out their own material, renew items, review their account, and print receipts.

The kiosks make use of radio frequency identification technology (RFID). Each item in the Library's collection has a RFID tag that acts as a barcode. The tags allow for multiple items to be scanned at once providing faster circulation processes. The RFID system offers enhanced security measures and easy inventory checks.

“Some of our members were asking for a self-serve option – they want to check-out on their own,” says Darlene McCann, Coordinator of Circulation Services. “And as we expected, they are quite popular! The kiosks are very easy to use. I saw a boy run up to one last week, and with a few finger taps he had an armload of books checked out, and his receipt in hand.”

This streamlined process means enhanced service for Library members. “Basically, our staff can process items more quickly, which means the material gets back onto the shelves and in our members' hands faster,” explains Ms. McCann. “By automating parts of that process, our staff spend less time on day-to-day circulation tasks and more on managing the collection and front-line customer service.”

“The kiosks are a win-win! Our members get a self-serve option; we boost our collection management tools and improve our processes,” states Gail Rickard, Clarington Public Library Board Chair.

Drop in and “check out” the new self-serve kiosks at your local branch! Staff members are available at all times to provide demonstrations of the kiosks and assistance in their use.

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Contact:
Sarah Vaisler
Marketing Manager
905-623-7322 ext. 2705
svaisler@clarington-library.on.ca
www.clarington-library.on.ca