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## Columbus Metropolitan Library Installs 100 OneStop™ Self-check Systems

**Columbus, OH** Columbus Metropolitan Library (CML) is rolling out OneStop self-check systems to all of its twenty-one locations as part of a massive upgrade program to embrace the Next Generation of self-service technology. The rollout of the self-check systems is the second phase of a six month project to realize a 100% self-service check out goal and to provide a seamless experience for customers. In early September, the Library went live with EnvisionWare eCommerce Services which enabled web-based fine payments using credit cards. "The success of this project exceeded our predictions. The convenience of web-based payment for fines using a credit card resulted in an immediate and rather surprising increase in collections. It now provides a sound core for realization of our next public service goal which is self-service fine payment during checkout all with the intent of an exceptional experience for our customers," said Scott Fothergill, Director of Information Systems.

The rollout represents an upgrade for that library that is migrating from another product to the EnvisionWare solution. Five key factors drew CML to the use of EnvisionWare OneStop. The library wanted an interface that provided 100% customization; integrated self-service fine payment using credit cards and cash; full Unicode support and multiple languages with the delivery; a platform that could be easily upgraded from the Administration facility; and a vendor with a reputation for responsiveness and unimpeachable service. Predicated on the library's experience with EnvisionWare PC Reservation® for computer management; LPT:One™ for print control, and EnvisionWare eCommerce Services™ for fine payment, the assurance of support and enhancement responsiveness was well known.

Columbus Metropolitan Library uses a library-developed ILS called Discovery Place. Some of the SIP enhancements for fine payment required collaboration from EnvisionWare who provided technical guidance and who referred a programmer to the library to aid in the rapid adoption of SIP enhancements. "We also added some new functionality in our products to address the specific needs of CML, said Mike Monk, Vice President of EnvisionWare. The Library wanted special debt collect rules for eCommerce and assistance with adoption of the Library's custom page designs for self-check which are created entirely with HTML.

Columbus Metropolitan Library operates twenty-one locations and circulates 16 million items per year. Hennen ranked CML as one of the top three libraries in the United States in 2006 and number one in 2005. EnvisionWare is the world's leading supplier of self-service solutions for libraries. Serving over 5,000 libraries around the globe, the Company operates regional offices and service centers across North America and Australia. EnvisionWare's PC Reservation is the most widely used PC management solution in the world. Other premier products include systems for print management, copier accounting, ILS-enabled point of sale, and turnkey RFID/AMH systems.

### More information:

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