



ARCADIA
PUBLIC LIBRARY



Library Document Station™ Makes the Grade at Arcadia Public Library

Nestled in the picturesque foothills of the San Gabriel Mountains, Arcadia Public Library is anything but a sleepy little library. The Library is located across the street from the local high school and near three middle schools and serves as a hub for students to receive homework help, study and work on projects. Arcadia is also a community that highly values education and lifelong learning so the Library attracts patrons of all ages for programming and access to the collection.

When students and adults began inquiring about scanning and faxing services, Library Services Manager Roger Hiles took some time to explore his options. He wanted to evaluate how much time and labor would be involved in terms of service and patron support. "Library staff are busy helping students, answering reference and collection questions and conducting library programming," said Hiles. "I didn't want to reallocate valuable staff time to fixing the scanning and faxing machines or fielding mechanical questions."

Hiles had seen EnvisionWare's Library Document Station™ at another library and the feedback was positive. Arcadia was an existing EnvisionWare customer and staff were already confident about EnvisionWare's products and support. The Library could also leverage the integration between the Library Document Station and LPT:One™, EnvisionWare's print management solution.

"We've been incredibly pleased with the Library Document Station," said Hiles. "People walk up and intuitively know how to use the machine without staff assistance. Students and adults use it heavily and the biggest mark of success is that I've had no complaints from patrons."

In addition to scanning, copying and faxing, the Library Document Station also serves as an additional print release station during busy periods, making it a go-to spot for various self-service needs.

ENVISIONWARE PRODUCTS IN ARCADIA PUBLIC LIBRARY

- EnvisionWare® Suite™
- PC Reservation®
- LPT:One™

Library Document Station™