Self Check Out Statistics - a Libnet Survey 3-28-03 thru 4-1-03

Library	% of Total Checkouts		Comments
Longmont Public Library		12.60%	with a lot of promotion
College Hill Library (Westminster)		11%	
Smedley Elementary School		50-75%	guesstimate
Lafayette Public Library		10-15%	barcodes must be in correct position
			% would be higher if handled AV materials
			can force usage by allowing longer lines at desk
Koebel Public Library		15-18%	when both of their 2 machines are functioning
			do the work of about 1fte circ assistant
			used by thousands of patrons every month
			very successful and hope to expand in future
			having near the Circ Desk has helped success
			life-span of a 3M machine is about 5 years
			yearly cost of $5,000 - excellent return on $$
			want to know ways of increasing use
Fort Collins Public Library		40-45%	have had for 8+ years and statistics are on the rise
			have 6 machines at 2 sites
			recently replaced 4 older models and purchase 2 more
			usage is on the rise - what a difference they have made!
Denver Public Library		83%	average per month on all machines
			implemented in September 2001
			immediately met and exceeded levels at leading self service libraries
			see more at http://www.3m.com/market/security/library/tattler/winter2003.pdf
MDE at Broomfield	May 00 - Mar 03	11.72%	usage is increasing - see stats by time period
	Apr 02 - Mar 03	14.27%	
Boulder Public Library	2002	11%	
	Jan - Mar 2003	10%	
Individual Comment #1			A patron of DPL **hates** self checkout because it
			is more time-consuming
			waits longer in line and actual checkout takes longer
			it cannot answer other quesitons - fines, due dates, etc.
			must wait in another line for those answers
			misses the denouement of human contact
Individual Comment #2			Patron prefers the self check out and uses it as much as possible

Self Check Out Machines (March 2003)

This data is the result of a query posted on Libnet in March 2003 asking for usage statistics of self check out machines. Nine libraries responded - one elementary school (guestimate of 50-75%), one combined Community College/Public Library (11%), and seven public libraries of various sizes.

Five public libraries reported usage in the 10-15% range. One public library reported 40-45% and one public library reported 83%.

There were also two comments from individual users - one favorable and one not favorable - that correspond to the anecdotal information libraries provided. Some people like the control and privacy of self check machines while others prefer to interact with a human.

There are some key pieces of information missing from this survey. I did not ask what type of machine people are using, so we don't know how usage is affected by the type of machine -- more people could use a machine that handled media as well as books. Also, several libraries reported having more than one machine at one site -- the availability of a machine would affect usage as well.