Imagine freeing up 100,000 hours a year of librarian time. We can show you how.

This is an exciting time for libraries. Internet access allows you to offer patrons exciting new services. But with progress comes a whole new set of challenges. How will you manage access to technology without turning librarians into “computer cops?” How will you address the privacy issues created by new government regulations? And how will you continue to improve programs and keep your doors open with no increase in funding?

At Xerox Global Services, we understand that changing times call for a new way of looking at your challenges. Our customized solutions, which combine a metrics-based methodology (Lean Six Sigma) with innovative technology, can help your library and your patrons reap the benefits of the information age.

Craig Haskins
Vice President, Public Sector
Xerox Global Services

Leveraging technology to stretch resources and liberate library staff.

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At Xerox Global Services, we have witnessed a remarkable transformation of libraries. We’ve seen the impact of greater computer access. We’ve seen the steady decline in funding. And we’ve seen libraries continue to struggle with their fundamental mission: to provide free access and privacy to the patrons they serve.

Our experience has helped us develop solutions that:
•  increase efficiency
•  generate revenue
•  improve patron services
And most importantly, let librarians get back to what they do best. With our expertise and commitment to libraries, we can deliver truly measurable results for your library, too.

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There’s a new way to look at it.
Proven library services

Patron Access Management

Our modular, scalable Patron Access Management solution helps libraries recover print costs and generate new revenue streams while improving services and making their librarians more productive.

Patrons can use the system’s “smart cards” to reserve computer time, pay fines, borrow books, and pay for incremental services, such as retail and vending, without needing staff assistance. The cards can also track and report patron usage and demographics, allowing you to fine-tune your service offerings to better meet patron needs, while providing circulation and CIPA results for federal funding.

From a financial perspective, the system allows your library to obtain “float” money up front, providing greater cash flow and investment flexibility. To avoid disruption of services and leverage your existing IT investment, the system can be integrated seamlessly with your existing Library Management System.

Online Knowledge Sharing

To help you stay current and informed about the latest developments relating to business processes in libraries, we’ve made white papers, case studies, and research papers available online.

- Brooklyn Public Library Case Study
- Lean Six Sigma in Higher Ed White Paper

Find these and more at www.xerox.com/libraries.

Industry Insights

Library trends

Challenging economic conditions and the rise of Internet access have changed the landscape and given rise to a number of issues.

Budget constraints: Libraries must seek out innovative ways to cut costs and generate new revenue streams. Automating services and creating sponsorship opportunities for consumer marketers are two approaches that hold promise.

Privacy: The Patriot Act allows government to subpoena library information. This creates a dilemma: How can a library ensure freedom of information while at the same time protecting individual privacy?

Managing change: How can libraries manage their new responsibilities for providing access while balancing their need to stay financially viable and keep the public safe?

The Patriot Act is forcing libraries to re-think their information-storage policies.

95% of public libraries now provide public access to the internet.

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