MARKHAM PUBLIC LIBRARY

SELF CHECKOUT UNITS

3M Self Checkout machines are required at each branch for enable customer self service in the following areas:

- **Checkouts** – Customers demand self service options while in the branches. They can skip line ups and checkout their items themselves. Annually, approximately **2.5 million** items are checked out by the customers themselves using our self check units. As a percentage of total checkouts, this accounts for approximately 84%.
- **Renewals** – These units are also used by customers to renew their items while in the branch. Annually, an average of **70,567** renewals are done using these machines.

Current Number of Self CheckOut Units per Branch

Angus Glen	Cornell	Markham Village	Milliken Mills	Thornhill Community	Thornhill Village	Unionville
4	4	4	4	3	1	2

Self Checkouts	2012	2013	2014	2015	Total	Average
System Wide Total	2,595,670	2,785,439	2,439,493	2,309,249	10,129,851	2,532,463
Angus Glen	739,270	649,375	590,055	567,039	2,545,739	636,435
Cornell	17,354	415,682	356,201	327,552	1,116,789	366,478
Markham Village	632,240	467,434	375,849	358,300	1,833,823	458,456
Milliken Mills	380,859	400,693	369,831	349,359	1,500,742	375,186
Thornhill Community	394,174	406,874	351,686	338,589	1,491,323	372,831
Thornhill Village	29,689	32,066	29,209	30,572	121,536	30,384
Unionville	402,084	413,315	366,662	337,838	1,519,899	379,975
Self Renewals	2012	2013	2014	2015	Total	Average
System Wide Total	55,220	60,658	66,000	100,388	282,266	70,567
Angus Glen	7,551	6,137	8,468	14,833	36,989	9,247
Cornell	239	11,144	11,905	16,513	39,801	13,187
Markham Village	17,227	12,343	10,773	15,221	55,564	13,891
Milliken Mills	11,534	13,260	14,687	21,456	60,937	15,234
Thornhill Community	12,115	11,436	10,897	19,634	54,082	13,521
Thornhill Village	467	610	1,271	1,282	3,630	908
Unionville	6,087	5,728	7,999	11,449	31,263	7,816
Total Circulation	2012	2013	2014	2015	Total	Average
System Wide Total	4,359,353	4,644,678	4,370,057	4,581,729	17,955,817	4,488,954
Angus Glen	1,124,224	1,053,263	1,042,085	1,118,539	4,338,111	1,084,528
Cornell	20,932	566,772	503,580	506,666	1,597,950	525,673
Markham Village	948,456	774,552	691,969	746,421	3,161,398	790,349
Milliken Mills	834,322	800,104	751,244	772,002	3,157,672	789,418
Thornhill Community	655,614	674,280	634,726	653,944	2,618,564	654,641
Thornhill Village	74,758	74,026	75,394	82,985	307,163	76,791
Unionville	701,047	701,681	671,059	701,172	2,774,959	693,740

1. Cornell Library did not open until mid December 2012. Averages are taken just from 2013-2015.

Benefits of Self Checkout Units:

As you can see from the charts above:

- Each of our self check units are well utilized by customers with the system wide average of **84%** of all checkouts being done on these machines.
- Removing even one unit reintroduces manual work into the workflow of existing staff. Being already leanly staffed, this will introduce inefficiencies in workflows and lower service levels for customers.
- As you can see from the charts above Markham Village is a very busy branch and customers utilize self service options at a high rate. Removing one self check unit will cause an average of 118,109 checkouts/renewals to be passed on for manual completion by staff. The staffing complement in the branch cannot support this increased activity.

RECOMMENDATION

- That each branch maintain their current number of self check units for as long as circulation of physical items continue to increase. In 2015, MPL saw an increase in physical circulation of approximately 5%.