

SelfCheckOut Service • Summary & Data

Kelvin Smith Library 2008-2009

SelfCheckOut service offers fast and efficient service for checking out KSL books when the Main Service Desk is busy, or at 3 am during KSL 24x7 service:

- SelfCheckOut is used every day of the week, every hour of the day, so that faculty, staff, and students can checkout online vs. in a line.
- New hourly increases (11 out of 24 hourly categories) also show new user behaviors that value the service convenience and the time saving benefits:
 - during 24x7 when library staff is not on duty
 - the first hour of the day when there is solo library staffing
 - at peak mid-day hours when the Main Service Desk is busy
- Tuesday and Monday remain the busiest days, declining throughout the week and Saturdays and Sundays show similar usage patterns.
- 6,675 Case individuals checked out KSL books with SelfCheckOut.
- 14,203 books were borrowed via the KSL SelfCheckOut computer.

Data Reports with SelfCheckOut Service Details 2008-09:

- KSL SelfCheckout Items Listed by 24 Hour Increments; Grand Total
- Case Customers using KSL SelfCheckOut, by Day of Week Chart
- Items Borrowed using KSL SelfCheckOut, by Hour of Day Chart

(Charts follow)

SelfCheckOut Items by Hour

Kelvin Smith Library • 2008-09

Hour	Total
0:00	291
1:00	198
2:00	110
3:00	121 *
4:00	49 *
5:00	42 *
6:00	35 *
7:00	60 *
8:00	197 *
9:00	423
10:00	568
11:00	1,004 *
12:00	1,204 *
13:00	1,363 *
14:00	1,327
15:00	1,489
16:00	1,419
17:00	1,184 *
18:00	840
19:00	649
20:00	502
21:00	404 *
22:00	343
23:00	381
Total	14,203

2% decrease from 2007-2008 (14,494)

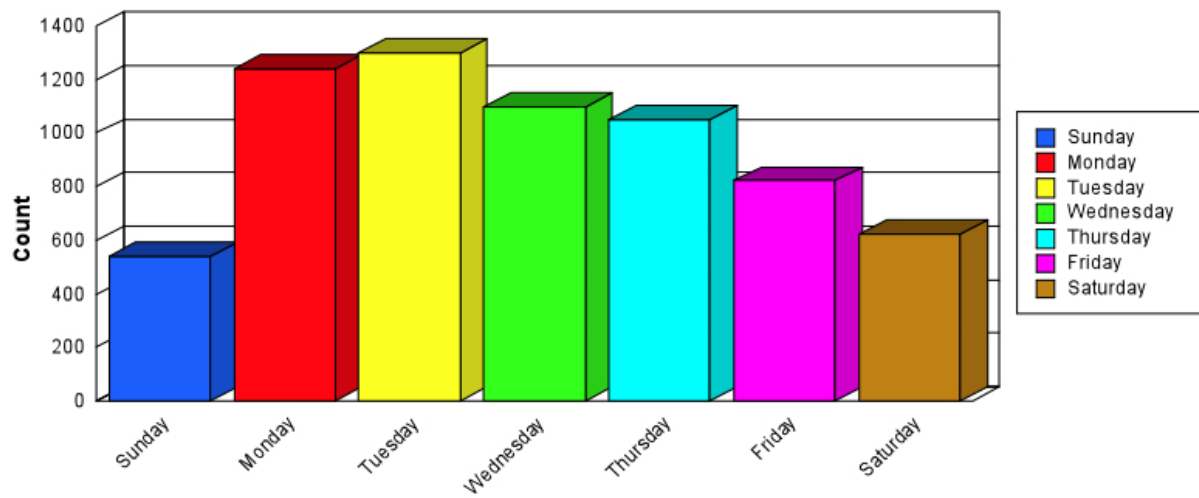
* New Hourly Increases from last year:

Hourly increases during 24x7 & early morning extend service w/o staffing

Hourly increases during peak mid-day hours offer quick, efficient service

SelfCheckOut Customers By Day Of The Week

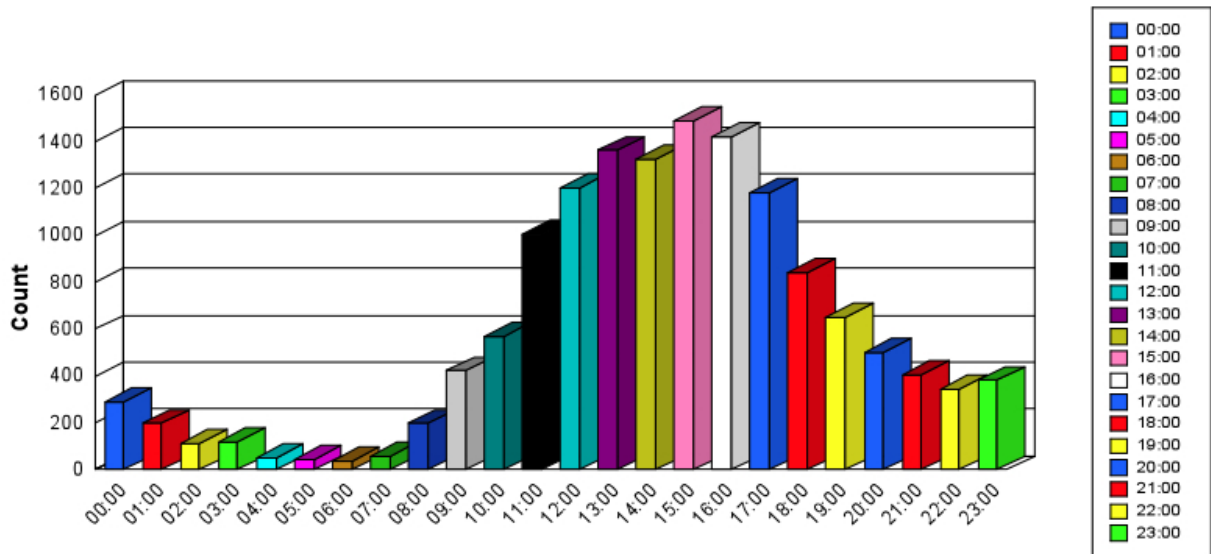
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Tuesday is the peak day for SelfCheckOut usage (1299); Monday (1239), declining through the week. Saturday & Sunday are similar at 624 and 541 respectively. 6,675 Case individuals used KSL SelfCheckOut service in 2008-09.

SelfCheckOut Items By Hour Of The Day

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KSL SelfCheckOut is used all hours of the day/night

SelfCheckOut usage continues to peak between 11 am and 6 pm, with strong usage to midnight.

Hourly activity increased during 11 of the 24 hours in 2008-09.

New hourly increases occurred during 3-9 am hours and then between 11 am-1pm.

14,203 KSL books were borrowed via the KSL SelfCheckOut Service.