



To: Library Board

Fr: Shellie Anderson, Adult Library Supervisor

Robert Trunley, Assistant Director

April 16, 2025

Re: Wauwatosa Public Library Foundation Support Request:

Purpose/Need

Library staff request to ask the Wauwatosa Public Library Foundation for funds to purchase two new systems:

Library Document Station and integrated self-service credit card terminal

Background

The library currently has one public photocopier which copies and scans. The library also has one public fax machine. The copier/scanner is heavily used and often there are people waiting in line to use it. The fax machine is expensive for the public (\$1.75 first page, \$1.00 each additional page) and is unreliable: faxes do not go through or multiple pages are pulled through at once.

The library proposes purchasing a Library Document Station as an additional access point for copying, scanning, faxing, and printing. High cost and poor reliability for faxes would be eliminated with this product. The new faxing system would allow for 250 pages/month at no charge to the library. Additional pages each month would be charged to the library at \$0.25 per page. We anticipate charging \$.50 per fax page to the public.

The Adult Library is unable to accept credit card payments for copying or printing upstairs. Staff have to manually override the print jobs at the public print release terminal. This situation denies privacy and agency to our patrons. Once the print job is released, patrons have to pay at the circulation desk. Often they have to wait in line to do this and circulation staff are now engaged in cashiering duties for small amounts of money. The public expects that we will offer self-service credit card payment as an option: other libraries in the system have it, and it is the norm at retail establishments.

The library proposes purchasing a credit card terminal and payment system. This would allow patrons to seamlessly pay for their computer or photocopies with a credit card at this terminal. Staff intervention is greatly diminished and patron privacy is secured.

This project supports the 2025-2028 Strategic Plan goal: "An access point to a multitude of technologies". This project also supports the Action Plan 2025, Strategic Goal I, D : "Research and implement improved printing, faxing, and credit card payment options".

Project Costs

Library Document Station:	\$8,175.00
Credit card terminal and payment system:	\$4,000.00
Project Total:	\$12,125.00

Recommendation

A motion for the Library Board to approve submitting the proposal to the Wauwatosa Public Library Foundation Board for consideration.