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## New Self-Checkout Kiosks Now Operational at Hartford Public Library

**(HARTFORD, CT, September 5, 2019)** Hartford Public Library (HPL) has installed an advanced Radio Frequency Identification (RFID) system to enhance customer service and better manage and share its extensive collection of books, videos and numerous other items.

With the new system, self-service kiosks now allow library customers to check out and return items, as well as pay fines or fees, on their own. Library staff will be available to assist customers with using the express checkout machines as needed, but will also be able to devote additional time to more detailed requests, such as how to use a particular computer program or where to obtain job training information. Self-service kiosks are now in use at all HPL locations, with the exception of the Boundless Library at Rawson School. The Downtown Library has five kiosks, two in the Children's Department, one in the YOUmedia teen center, and three on the main floor.

The RFID system will also provide more effective control of the library's collection. RFID systems have been up and running for over a decade at many major libraries throughout the country, including several in Connecticut. In many libraries RFID implementation has resulted in significant decreases in the loss of items as well as improved customer service and reduction in wait times.

Switching to the new system involved installing RFID tags on every item in HPL's circulating collections, including books and DVDs. Library staff and dozens of volunteers performed this time-consuming task over the course of several months.

"Preparing the collections for our new RFID system was a huge job but it's certainly worth it," said Bridget Quinn-Carey, Hartford Public Library CEO. "The new RFID system reduces check-out times for people borrowing items, allows staff to spend more time assisting customers and helps us better monitor our collection system-wide."

Major funding for the new RFID system was provided by a \$61,358 grant from the William and Alice Mortensen Foundation, \$25,000 grant from the J. Walton Bissell Foundation, and a \$30,000 grant from Nutmeg Foundation Impact Grants.

### **ABOUT HARTFORD PUBLIC LIBRARY**

Now celebrating its 125<sup>th</sup> year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21<sup>st</sup> Century. With seven locations throughout the city, the library provides education, intellectual enrichment and cultural development for thousands of children, youth and adults every year. Hartford Public Library has also gained local and national recognition for its wide range of

new initiatives and partnerships designed to meet the needs of a diverse and dynamic city and region, including immigration services, employment assistance and youth leadership training. Please visit Crossroads to Connectivity [www.hplct.org](http://www.hplct.org).