



Shreve Memorial Library Enhances Social Distancing and Patron Service

Shreve Memorial Library is all about patron service, particularly as the Library navigates reopening and reclosures due to the pandemic. The Library implemented RFID and self-checkout a few years ago and was interested in expanding self-service to include eCommerce.

“We’ve had a big focus on implementing eCommerce, particularly in light of COVID-19,” said Greg Frith, Area Manager of Information Technology at Shreve Memorial Library. “We want to make it as easy as possible for a patron to walk into the library and manage their own experience, including using a credit card to pay fines and fees, as well as copies and printouts.”

“Self-service payment also helps with social distancing as patrons no longer have to hand staff money to pay for services or fines,” Frith adds. “They can easily pay by credit card without needing to interact directly with staff.”

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EnvisionWare eCommerce Services™, Staff Solutions

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X11 Countertops

X11 Vending Kiosks

In addition to eCommerce, Shreve upgraded their self-checkout stations to EnvisionWare's X11 Vending Kiosks and X11 Countertops with a credit card terminal, as well as implementing Staff Register. These services will help patrons pay for fines, fees and printouts, as well as copies using EnvisionWare's Copy Payment Manager.

The Library has implemented these new services in three of their full-time locations. Over the next few months, Shreve will be expanding the rollout to all of the Library's 12 full-time branches throughout Caddo Parish. Shreve has 21 total locations, including part-time branches.

"Now more than ever people need library services," said Frith. "We're excited to reopen our doors with even more reasons for people to use the library safely and easily."

