Integration and Stability Key for Peninsula Library System

When it came to selecting a new provider for public computer and print management, Peninsula Library System in California had specific requirements. "Stability and support were key factors," said Peninsula IT Director Monica Schultz. "Each of our libraries has its own policies and procedures and we needed a system that could handle the complexity. EnvisionWare's system is designed to scale and the company has a great reputation for service."

In addition to computer and print management, mobile printing was also on Peninsula's wish list, as patrons had been requesting to print from their mobile devices.

Before migrating from their existing vendor, Peninsula was able to pilot the EnvisionWare® Suite™ and MobilePrint Service™ in two of their branches to test the products in a live environment. The EnvisionWare Suite includes PC Reservation® for computer management and LPT:One™ for print management.

After a successful test run, Peninsula rolled out the pilot, as well as EnvisionWare® eCommerce Services™ and 28 Coin and Bill Acceptors. These products were rolled out to 32 locations on over 750 public computers.

To support self-service payment, the consortium also installed 26 X1 Series Self-service Stations in both countertop and kiosk models.

During the rollout, Peninsula became aware of a feature difference from their prior system. According to Schultz, "EnvisionWare understood our needs and quickly turned around a solution."

"We've seen a dramatic decrease in Help Desk tickets from the consortium with EnvisionWare products," said Schultz. "And we've been extremely pleased with how seamlessly the products integrate with one another."

According to Schultz, EnvisionWare's MobilePrint Service™ has proven easy to use by patrons of all ages. Since the rollout of mobile printing, Peninsula has seen usage from mobile printing almost triple in just a few months of launch, with over 650 patrons and 2,000 printouts. The Library anticipates usage will continue to increase.

The EnvisionWare launch was so successful that Peninsula proceeded to purchase and install EnvisionWare's Library Document Station™ for scanning and faxing at San Mateo Public Library.

ENVISIONWARE PRODUCTS IN PENINSULA LIBRARY

EnvisionWare® Suite™
    PC Reservation®
    LPT:One™

X1 Series Self-Service Stations

EnvisionWare® eCommerce Services™

MobilePrint Service™

Library Document Station™

EnvisionWare® Enterprise Reporter™

EnvisionWare® CBA™ (Coin/Bill Acceptors)

For more information, please visit **www.envisionware.com**

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Enriching Public Library Service Inside and Out