

Proposed Project:

Public Print Payment System Replacement

Proposed Project Overview:

The current public printing software and payment equipment at OPL is outdated and beyond repair. The system, which hasn't been updated in over 10 years, only supports coin-based payments. With two machines (2 out of the 7 OPL branches) irreparable and the rest requiring staff intervention for every print job, the setup is unsustainable, creates a privacy issues, and causes frequent customer complaints. The preferred solution is to replace the existing system with a modern, user-friendly alternative supporting credit/debit cards and mobile payments. This will address hardware and software issues and align with the library's strategic objectives. A modern system will reduce downtime and staff intervention, ensuring consistent service and additional revenue into the town of Oakville.

Quantitatively, this inefficiency translates to increased labor costs and decreased print revenue and staff productivity. Additionally, OPL receives revenue from printing and continues to see consistent use despite the existing challenges. A new payment system that allows the use of debit/credit cards and no staff intervention offered the ability to grow this revenue area. Replacing the current printing solution is essential for improving operational efficiency, enhancing user experience, and aligning with the library's strategic goals, ensuring continued high-quality services for the community.

Costs and Benefits Summary:

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	2025	2026	2027	2028	2029	Total
Capital Costs	\$50,000					\$50,000
Capital Benefits						
Net Capital Costs	\$50,000					\$50,000
Operating Costs		\$10,000	\$10,000	\$10,000	\$10,000	\$40,000
Operating Benefits	\$30,000	\$40,000	\$42,000	\$44,100	\$46,305	\$(202,405)
Net Operating Costs	\$30,000	\$30,000	\$32,000	\$34,100	\$36,306	\$(162,406)

The costs for the project are the replacement of the hardware and implementation an upgraded software system/ the ongoing costs are related to licensing fees for the software.