Proposed Project:

Room Booking - Self-Service Enhancement

Proposed Project Overview:

Libraries serve as vital community spaces, offering access to information and amenities. As community needs evolve, there is a growing demand for private bookable rooms; for various applications like working from home, meetings, quiet study spaces, etc. Currently, customers must book these spaces online 48 hours in advance, with staff manually approving each application, and there is no self-service option for on-site bookings.

Quantitative data shows that room booking requests have increased by 30% over the past year, leading to longer wait times and reduced staff efficiency. Not addressing this opportunity risks continued inefficiencies, lower customer satisfaction, and increased strain on staff resources, ultimately impacting the library's ability to meet the community's evolving needs effectively.

This proposal introduces a self-serve solution by installing tablets at meeting room doors to enable first-come, first-served reservations, streamlining the booking process, reducing staff time and resources spent on ad-hoc reservations, and improving customer satisfaction. The library has secured an extension of its existing room booking software at no additional cost, and the proposed project request is to purchase and mount tablets for self-service bookings. This solution enhances the library's adaptability to community needs, modernizes services for greater efficiency, ensures equitable access for all, allows staff to focus on higher-value tasks, and reduces offline and manual processes.

Costs and Benefits Summary:

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	2025	**2026**	**2027**	**2028**	**2029**	**Total**
Capital Costs	$26,000					$26,000
Capital Benefits						
Net Capital Costs	$26,000					**$26,000**
Operating Costs						
Operating Benefits						
Net Operating Costs						

Costs reflect the purchase, mounting and wiring of the required tablets.