

**To:** Sport, Leisure and Culture Policy Board

**On:** 14 May 2015

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**Report by:** Chief Executive

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**Heading:** Introduction of Self Service Kiosks in Libraries – Progress Report

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## **1. Summary**

- 1.1. In 2013/14 agreement was reached to introduce self service kiosks in Linwood, Johnstone, Erskine, Renfrew and Paisley Central libraries as part of a wider corporate project to introduce cash collection points for customers across a number of sites. The project improved the customer experience for library customers and included as part of the project funding to carry out refurbishment work in Erskine, Renfrew and Paisley Central libraries.
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## **2. Recommendations**

- 2.1. It is recommended that the Sport, Leisure and Culture Policy Board note the contents of this report
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## **3. Background**

- 3.1. The introduction of RFID/ self service kiosks into Paisley Central library and Renfrew library along with the new library in Johnstone Town Hall is a component part of the long term vision for the future of libraries in Renfrewshire. This initiative improves customer experience and frees up staff to enhance the services offered.
- 3.2. In 2013/14, it was agreed with Corporate Services that the RFID / self service kiosks would be incorporated with the introduction of cash collection kiosks in a number of Council sites. This allowed for the introduction of additional kiosks into Erskine library and the new Linwood library in the Tweedie Hall. It was also agreed as part of the project that funding would be made available for refurbishment work in Erskine, Renfrew and Paisley Central libraries.

- 3.3. The kiosks were introduced in the new Linwood library when it opened in May 2014 followed by Erskine in February 2015 and Johnstone in March 2015. Some basic refurbishment work was carried out in Erskine including removing the existing counter, electrical work and replacing some flooring.
- 3.4. Paisley Central library and Renfrew library were closed for an extended period during January / February and February / March 2015 with an alternative service provided through the Heritage Room in Paisley, and from the Town Hall and the mobile library in Renfrew. During this period extensive refurbishment was carried out in both libraries including:
- the main area was painted and re-carpeted.
  - library shelving was replaced with new comfortable seating/ browsing areas introduced and installation of new display shelving and units.
  - in Paisley the public access PC's were relocated to move them away from the children's area (in response to customer feedback).
  - the children's area was enlarged (again in response to customer feedback) and a separate area for teenagers introduced.
  - in Renfrew a purpose built space was created for the Macmillan Cancer Information and Support Service to enhance the customer experience for this service.
  - the new self service kiosks (with cash payment facility) were installed

Both libraries are now much brighter, comfortable and flexible spaces.

- 3.5. Work is still underway regarding the cash collection element of the kiosks which will allow customers to make payments for a range of customer services, including council tax and council rent payments.
- 3.6. Customer feedback has been positive both in relation to the introduction of the kiosks and to the refurbishment work. Staff are available to assist customers to use the kiosks if required and each library also has a staff enquiry point providing additional help and assistance.
- 3.7. As minimal staff intervention on routine issue and return tasks is required, staff time can be spent supporting customers who have enquiries and expanding added value activities e.g. activities for children, school and nursery visits and digital skills sessions, including supporting jobseekers and customers affected by Welfare Reform.

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## **Implications of this report**

- 1. Financial Implications**  
None.
- 2. HR and Organisational Development Implications**  
None.

### **3. Community Plan/Council Plan Implications**

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|---------------------------------------|--|
| Children and Young People             | - To provide and enhance access to cultural and leisure opportunities to support development.  |
| Community Care, Health and Well-being | - The refurbishment has provided customers with a more pleasant and welcoming space.   |
| Empowering our Communities            | - The introduction of the kiosks allows customers to have improved access to pay for Council services in their local area, as well as more control over their library account. |

### **4. Legal Implications**

None.

### **5. Property/Assets Implications**

None.

### **6. Information Technology Implications**

None.

### **7. Equality and Human Rights Implications**

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only.

### **8. Health and Safety Implications**

None.

### **9. Procurement Implications**

None.

### **10. Risk Implications**

None.

### **11. Privacy Impact**

None.

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### **List of Background Papers**

None

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JL  
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**Author:** John Laurenson, Cultural & Sports Services Manager, 0141 618 7204  
john.laurenson@renfrewshire.gov.uk