



case study

ergotron®

moving you forward

Company: Rockford Public Library

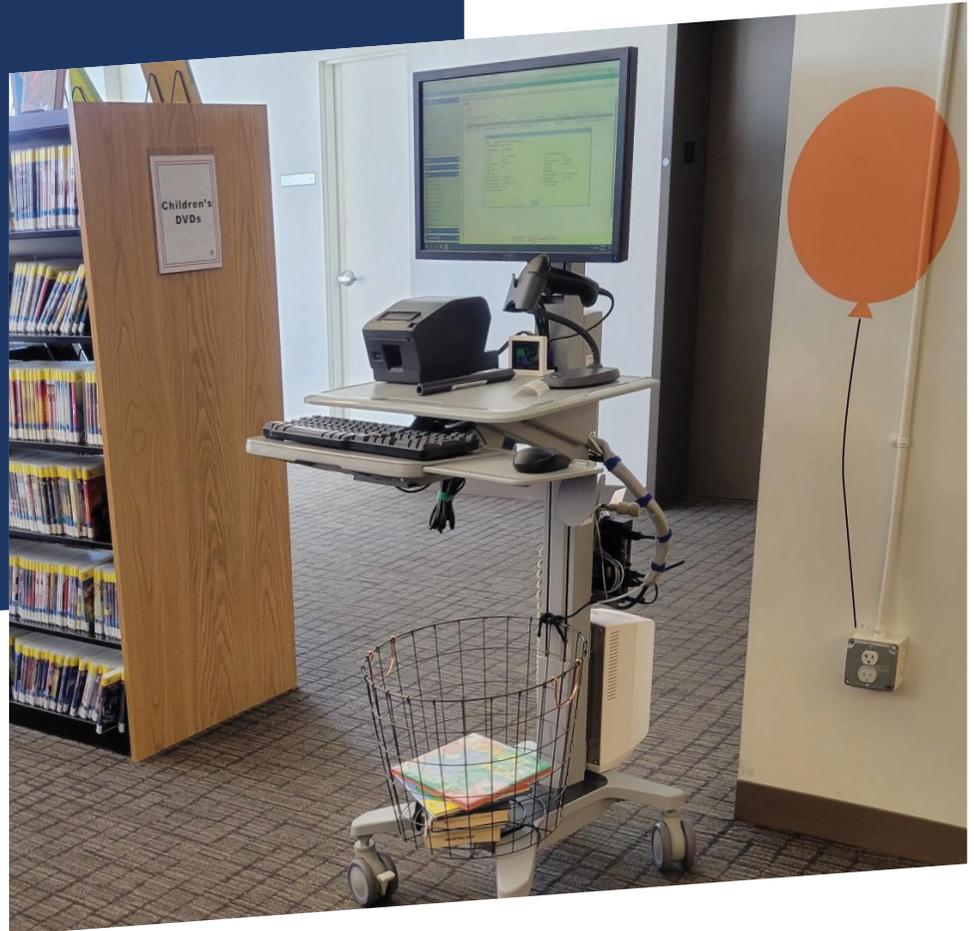
Industry: Public services

Location: Rockford, Illinois (U.S.)

Employees: 60

Project: Mobile circulation cart

Ergotron Products: WorkFit®-C
Sit-Stand Workstation with
LiFeKinnex™ Power System



Ergotron Moves the Rockford Public Library Forward with 900 Hours of Annual Time Savings

ROCKFORD, ILLINOIS (U.S.)

Staff at Rockford Public Library work to get library materials in the hands of visitors as quickly as possible, however, the time-consuming process for fulfilling hold requests was leading to long customer wait times and inefficient

use of staff time. At each location, staff would print 10–12-page reports two to three times per day and use the print-out to locate materials in the library and place them on the hold shelf.

The results:

\$2,700 annual cost savings

900 hours annual time savings

**Significantly reduced
customer wait times**

“I can’t say enough about the mobile cart and new procedure improving the process of managing the hold shelf! What used to take so much time in a four-part procedure is now done all in one step.”

— Circulation manager

This manual process would take nearly two hours at larger locations, diverting staff time from serving customers. Because of staff workloads and the cumbersome process, customers could spend more than a day and a half waiting for an item. In addition, the printed reports generated approximately 18,000 pages per year. Together with toner and paper, the material costs came to about \$2,700 annually.

When Rockford Public Library’s software vendor released an update that supported real-time hold tracking, they envisioned a mobile solution that could accommodate a computer, receipt printer and scanner to help staff:

- ***Manage holds throughout the day***
- ***Pull and process items with one touch***
- ***Assist customers anywhere in the library***
- ***Spend more time with customers***

The IT department contacted Ergotron and tested a mobile WorkFit-C Sit-Stand Workstation at one location. It was an immediate hit, with staff fulfilling hold requests throughout the library while simultaneously registering customers for library cards, checking out an interlibrary loan or locating items in the stacks. With everything they needed on a flexible, mobile platform with reliable battery power, they were able to cut more than 45 minutes from their hold process. That saves about 900 hours per year, which staff can now spend with customers.

“I can’t say enough about the mobile cart and new procedure improving the process of managing the hold shelf! What used to take so much time in a four-part procedure is now done all in one step,” said the circulation manager.

The easy height adjustment allows staff of different heights to select a comfortable, personalized position for completing each task. The convenient workflows increase time spent with customers, while shortening hold availability timelines. Since staff can monitor a live feed of all holds as they are placed, the library can quickly fulfill hold orders and notify customers more frequently throughout the day to get materials in the hands of customers faster.

Ergotron’s mobile cart has played a key role in revolutionizing a key library function, while benefiting the finance team, IT department and ultimately, the library customers. Rockford Public Library plans to present this innovative solution at future conferences to spread the word about this impactful solution.

