

***Infopeople Webcast Series:  
Technology Tuesdays—Tips, Trends, and Tools of the Trade***

Tuesday, May 13, 12:00 noon to 1:00 p.m.

**CONVENIENCE TECHNOLOGIES:  
NEW TOOLS FOR OUTSTANDING CUSTOMER SERVICE**

Instructor: Joan Frye Williams

• **Online reservations/booking**

Uses:	Reserve equipment Reserve meeting rooms Register for a program Register for training Reserve time with a librarian Manage scarce resources fairly
See It in Action:	Salons and spas Family Fitness Centers Ticketmaster Infopeople course registration
Sample Vendors:	<a href="http://www.pharos.com">http://www.pharos.com</a> <a href="https://www.regonline.com">https://www.regonline.com</a> <a href="http://www.appointmentquest.com">http://www.appointmentquest.com</a> <a href="http://www.timetrade.com">http://www.timetrade.com</a>
Ballpark Cost:	Turnkey software \$50-\$5,000+ or Hosted service \$30/month+
When to Implement:	Anytime

- **Vibrating pagers**

Uses: Eliminate lines  
Reserve book room  
Alert parents to pick up kids

See It in Action: Outback Steakhouse  
Ruby Tuesday's

Sample Vendors: <http://www.restaurantpager.com/coaster.htm>  
<http://www.jtech.com>  
<http://www.canamexcom.com>

Ballpark Cost: \$100 basic, single  
\$1,200 and up, multi

When to Implement: Anytime

- **Wireless “point of sale” computing**

Uses: Shorten lines  
Reduce staffing at desks  
Class visits  
In-stack inventory, weeding  
Empty the book drop

See It in Action: Airport rental car return  
Niketown stores

Sample Vendors: [http://www.symbol.com/products/  
mobile\\_computers](http://www.symbol.com/products/mobile_computers)  
<http://www.pSION.com>

Ballpark Cost: \$2,500

When to Implement: Anytime

- **Accommodation for user-supplied equipment**

Uses: Shorten wait to use library workstations  
Reduce library printer use – save on paper and toner

See It in Action: Amtrak  
Starbuck's

Sample Vendors: <http://www.shopbrodart.com>  
<http://www.librarybureau.com/vision.html>

Ballpark Cost: Get started with a power strip for \$20

When to Implement: Anytime

- **Voice recognition**

Uses: Make existing phone services convenient for cell phone users  
Make phone services accessible to people with poor vision or limited fine motor skills

See It in Action: Airline reservation systems

Sample Vendors: May be an option on your current phone answering/auto attendant system  
<http://www.ivoice.com/autoattendant>  
<http://www.speechworks.com>

Ballpark Cost: \$2,000 – less if you're adding a feature to an existing system

When to Implement: Anytime

- **Credit and debit card transactions**

Uses: Collect more fines, fees at check out  
Pay fines, fees over the Internet

See It in Action: Almost everywhere you shop

Sample Vendors: Local banks  
<http://www.charge.com>

Ballpark Cost: \$1,000 setup + 2.5%/\$0.35 per transaction  
May already be available from another unit in your organization

When to Implement: Anytime

- **Recommender systems/collaborative filtering**

Uses: Expand reader's advisory service  
Add value and interest to your Web site, program listings, or online catalog  
Gather collection development information

See It in Action: <http://www.movielens.umn.edu>

Sample Vendors: <http://www.gustos.com>  
<http://www.netperceptions.com>

Ballpark Cost: Free Web (Java) applets for “star” ratings only  
\$10,000+ for full-featured software

When to Implement: You might want to wait at least 1-2 years before  
taking the plunge for the full-featured software;  
prices are coming down

- **Infrared listening systems**

Uses: Assist hearing impaired  
Second language track/commentary  
Quiet library tours/bibliographic instruction

See It in Action: Courtrooms  
Theaters  
Churches and synagogues

Sample Vendors: <http://www.williamssound.com>  
<http://www.light-speed-tek.com/ls-assistive.html>

Ballpark Cost: \$1,500 – more for very large spaces

When to Implement: Anytime if you have ceiling tiles  
Otherwise, as part of a remodeling project