The Wexford Public Library

PrinterOn and SurfBox provide library patrons
with a self-service, pay-as-you-go printing solution

"We wanted a complete self service pay-as-you-go printing solution which allowed printing from our public library computers, Citrix thin clients, mobile devices and laptops in either black and white or colour. The SurfBox Print Station is the best solution to our patrons printing requirements."

Eileen Morrissey
Senior Executive Librarian
Wexford County Council

Customer Benefits

- Self-service printing frees up librarians time for other more relevant tasks

- The library now has more control over printing

- Patrons can print from their own mobile devices

- The libraries have a fully outsourced printing service with zero capital investment or running costs

- Each library earns a percentage of the revenue generated by printing

SurfBox®

"SurfBox provides Internet and Printing solutions serving the travel, hospitality, public and commercial sectors. SurfBox was established in 2004 and operates Internet and printing kiosks in Airports, Hotels and commercial centres in Ireland, UK, France and Belgium. Over recent years they have developed a strong presence in Airports, operating in 15 airports including Gatwick, Dublin and Edinburgh Airports. The SurfBox airport solution provides pay-as-you-go Internet access, printing (Powered by PrinterOn) and mobile charging facilities. www.surfbox.net"

The Customer: Wexford & Gorey Public Libraries, Ireland

Wexford Public Library service is provided by Wexford County Council and serves a population of 150,000 people. The council operates libraries in 5 towns: Wexford, New Ross, Gorey, Bunclody and Enniscorthy. They provide access to informational, educational, cultural and recreational library materials and services in a variety of formats and technologies. Internet access via Wi-Fi and Internet terminals is freely available for all citizens of the community.

Before PrinterOn & SurfBox

- Patrons could only print directly from the library's Citrix thin clients or PC terminals to a network printer that was directly connected to them
- Each print job was automatically released, there was no secure print method in place which was not ideal for patrons. This generated additional costs and a lot of waste paper by those who never picked up their documents
- Patrons paid for their prints at the front desk with librarians having to deal with each transaction
- There was no way for patrons to print from their own mobile devices

The Solution

The Wexford Public Library chose PrinterOn and SurfBox for their printing solution because they met all of their specific requirements:

1. Support for Citrix thin clients and PCs
2. Mobile printing support for all devices whether users are in the library, at home or on the move
3. Self-service cash payment solution

The solution was deployed at the Wexford and Gorey branches with the Wexford Library having 30 Citrix thin clients, 4 PCs and 2 printers and the Gorey Library having 16 Citrix thin clients and 1 printer. Users submit documents for printing at the Internet terminals though the PrinterOn web printing portal or use their own mobile devices to submit documents via email, web portal or by using one of the apps for iOS, Android or BlackBerry. The documents are processed in the PrinterOn Cloud and delivered to the SurfBox PrintStation, which is powered by PrinterOn's Print Delivery Station (PDS) software. Users receive a unique release code, enter it at the PrintStation and make the required payment to release their documents.

To promote the service, the library has created an instructional leaflet for patrons. SurfBox will be installing the solution at the other 3 libraries in the new year.