



Self-Service Hours

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Library Director

Overview

- Library card holders 18 or older can sign up to use the library 6 a.m.–11 p.m., seven days a week, including holidays.
- 598 Self-Service Hours a week; 592 staffed hours a week.

Timeline

- Authorization to pilot August 2022.
- Pilot at Farmington Library January 2023.
- Authorization to expand to all locations August 2023.
- Service at all locations by August 2024.

One Time - \$338,900

- \$320,000 – County funding (card readers, cameras and speakers).
- \$18,900 – MELSA funding (additional cameras and speakers).

Ongoing - \$475,700

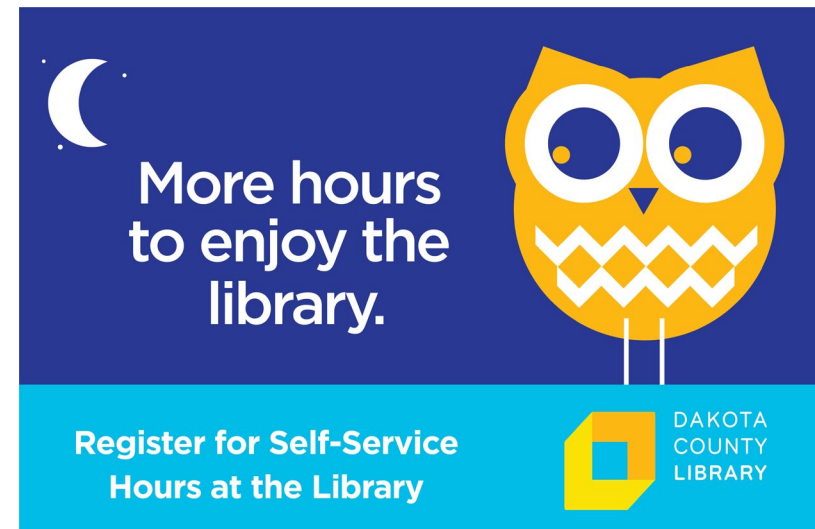
- \$305,700 for Staff time 2.5 FTE.
- \$160,000 for utilities a year.
- \$10,000 for cards a year.

- 16 out of 170 library security incidents occurred during Self-Service Hours in 2025.
- Self-Service Hours accounts for 9.4% of library security incidents and 7.7% of visits in 2025.
- Currently, the library has temporarily or permanently revoked access from 13 individuals.

Promotion



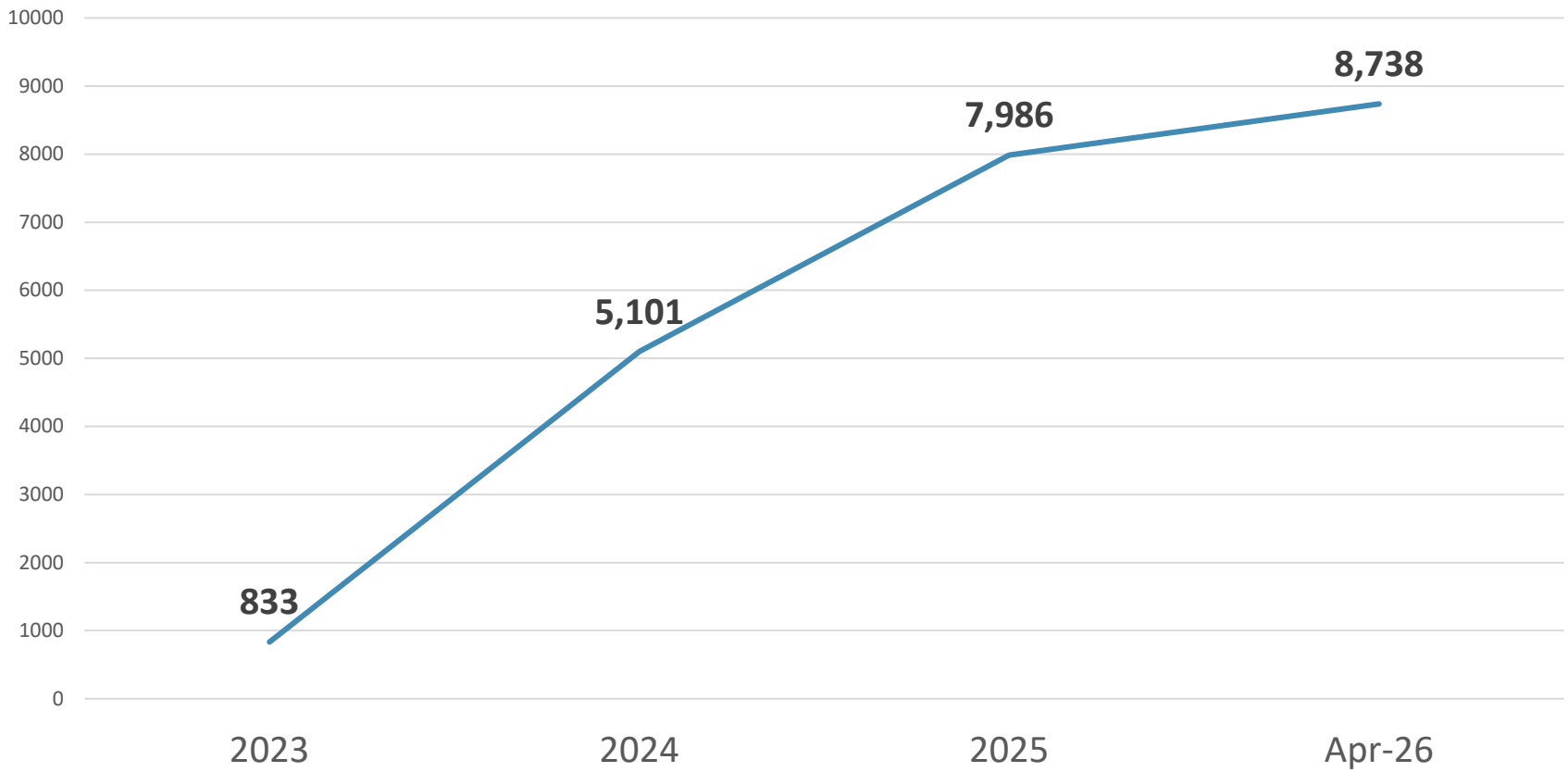
- **Launch campaign:** email to every library card holder, e-news, paid advertising, news coverage, social media, county newsletter.
- **Ongoing promotion:** point of sale, library podcast, social media, digital signs, posters.
- **Challenge and opportunity:** build awareness beyond books.



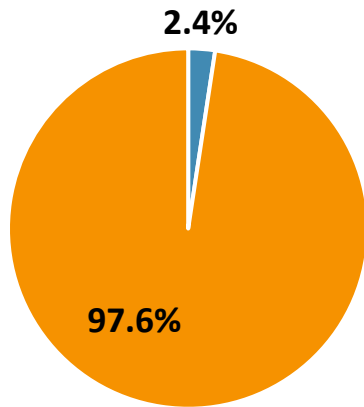
Registered Customers



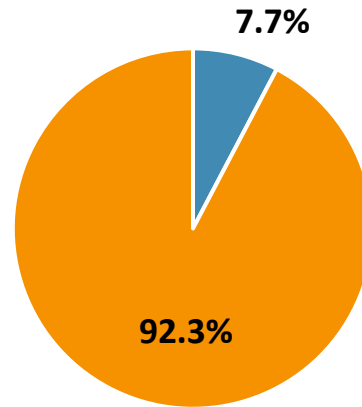
Registered Customers



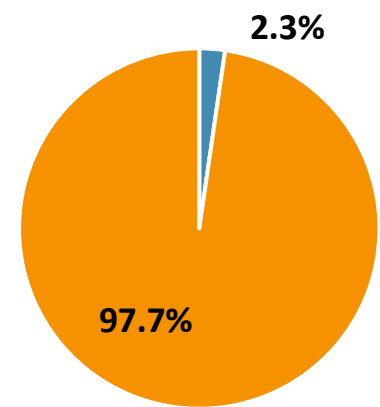
Card Holders



Visits

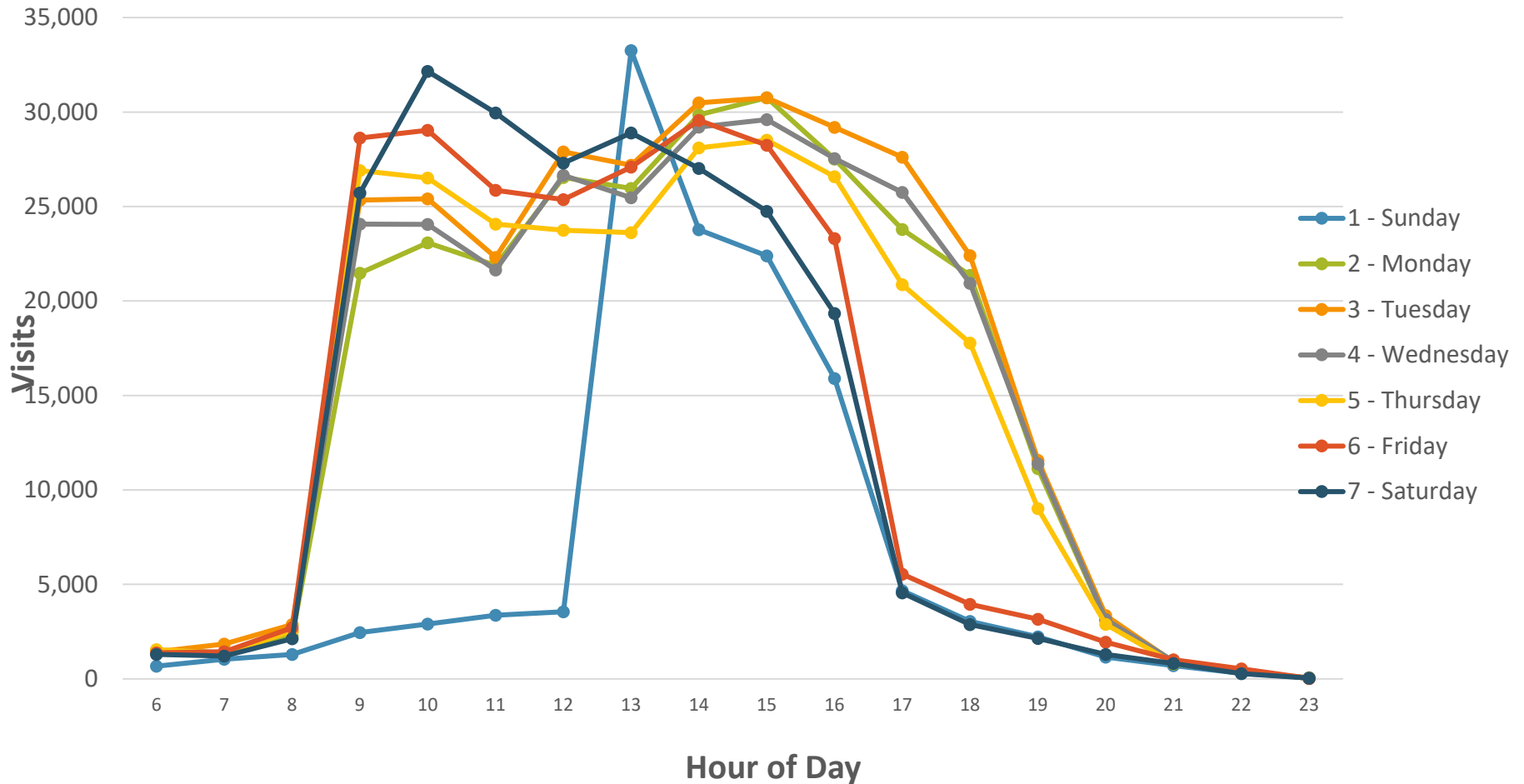


Checkouts



■ Self-Service Hours ■ Staffed Hours

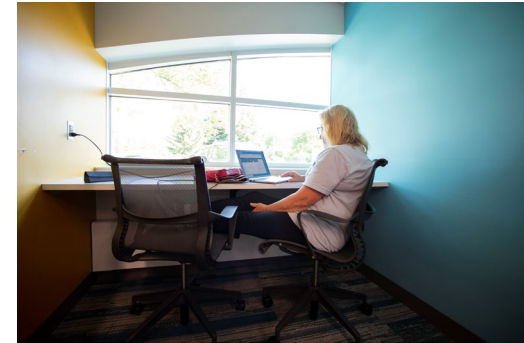
Visits by Hour and Day



How Residents Use the Service



“Maintaining a full time job, while going to school, and being a parent can become hard to manage. I use the self service hours to get homework done and catch up in my studies.”



“For 4-H we have an activity called "Project Bowl" that is a knowledge competition. For the Poultry Project, we have been using the hours to meet at the library and study as a group for competition”

“It’s extremely convenient. I love not having to consider whether or not the library is open when wanting to stop by with my kids or pick up books on hold. Thank you for providing this service for Dakota county residents!”



“Use the kids play area to play with my child, colored the bookmarks (great idea!), read books, used the scanner (love this feature) and checked out books”

Thank you

Questions & Discussion