

Hello,

The Board asked me to put the topic of faxing onto our September 10 meeting agenda. They are interested in pursuing offering faxes through the same service the rest of the City uses. Can you please give me some information to bring back to the board, including:

- How would the process work from the patrons' perspective?
- How would the process work from the staff perspective? Both for sending and receiving faxes.
- What type of prep work is needed to implement this? Do we have the proper lines, equipment, etc.?
- What is the cost? Both for installation and any fees that might accrue monthly, yearly, etc.

Thanks,

Jamie

Because your copiers/printers are not part of the city's fleet program, I don't know whether you currently have an ability to scan documents and have them saved/routed to a network drive. For instance, how does a staff member create a PDF document? Is there a glass-face on a machine available to a patron that allows them to save to a library-owned storage device (like a computer hard drive)?

With answers to these questions, I'll contact our printer salesperson to verify that the current eGoldFax system can expand beyond his company's hardware.

We would have to assign a phone number to be the library's fax line (available numbers exist; done through Charter) so that incoming faxes would have a phone number to use. You would want to create a distribution email like fax@watertownpubliclibrary.org that will send incoming faxes to multiple recipients (whomever you set up). You'd be printing the fax for a patron that could likely be charged the same rate as your copier use fee is.

The attached document has directions for sending faxes; it's rather simple for staff sending library business. The logistics of patron interaction depends on the answers to the hardware questions above.

The city's account has a tier pricing of up to 500 pages (inbound and outbound) that is afforded through the IT budget (\$50). If the library's fax services were to cause a spike in overall usage, we could move to a higher tier and the library would be assessed the added cost. But I doubt the usage will be that much to prompt a higher overall use.

I don't recall that there would be a fee to turn on the use of one of available phone numbers. There is no phone equipment needed; your network is the communications carrier instead.

Mark

Yes, we have the ability to scan and send the PDF to a folder on staff computers from our staff copier. Right now, the only option patrons have on the public copier is to scan to email or scan to a flash drive, but I'm assuming the option to scan to "a library owned storage device (like a computer hard drive)" could be enabled. My question about that, though, is whether or not that document would then be living on that computer, or does it automatically get deleted when the fax goes through? We wouldn't want private patron information saved to our computers or anywhere on the copier that other patrons could access.

Regarding your comments about number of pages faxed...in 2025 library patrons faxed 1,300 pages, so moving to a higher tier should most certainly be expected. We would need to know the pricing of that before making any decisions.

Thanks,

Jamie

I'll pass this along to the sales rep and will let you know his guidance.

Mark

Good Morning Jamie,

- For outgoing faxes: Can these be done by the library patron without staff assistance (of course depending on the patron's comfort with the technology)? Yes, on our Sharp Devices this is an app that gets loaded on the machine at no cost. You would need to verify with Gordon Flesch if this is a cost to add to the Ricoh machines
- Storage: Are the scans stored anywhere on the copy machine or a computer on our network? Mark asked if we have the ability to scan to a library owned storage device (like a computer hard drive) from our copy machines. The answer is that feature could probably be enabled, but we don't want to have private patron information scanned and saved to our devices (both for concerns of storage space and privacy). Nothing gets stored locally on the computer or device. It can store these faxes in the cloud for up to 10 years if needed, and the only person that has access to this would be the Administrator
- Volume: Mark said the City pays for a 500 page/year tier for \$50. Last year library patrons faxed 1300 pages. Can you give me pricing information on higher tiers? You have 2 options partner with the City or setup your own account. If you went out on your own it would be \$31.49 per month, which allows up to 250 pages per month. If you partnered with the City it would roughly at \$10.00 per month.