This report will discuss the EnvisionWare mobile printing service, highlighting the current strengths, as well as the opportunities for improvement.

As a public library serving a densely populated metropolitan city in the midst of a pandemic, our patrons would benefit from mobile printing now more than ever. With the decrease in building capacity numbers and introduction of curbside and contactless pick-up, introducing a mobile printing option will allow patrons to safely and conveniently pick up their print materials with minimal-to-no waiting.

This mobile printing tool is "quick to install, and intuitive to use" (*Mobile Printing,* 2020), allowing community members to print remotely from their tablet, smartphone, or computer. An added benefit to this is the reduction of touchpoints the library will see – further aiding in our effort to reduce risk of transmitting COVID-19. EnvisionWare's mobile printing service can be used either with the print management software already supplied by Envisionware or used via a subscription-based plan. A benefit of choosing EnvisionWare's mobile print service is that it allows patrons to pay for their prints using LPT:One (EnvirsionWare's print management software) payment options (i.e. cash, credit, or patron library account). This ensures that the library will not need to pay for additional hardware. There is also no cap for how many printers there can be tied to EnvionWare's mobile printing service, allowing us to save time and print from the closest printer available on site.

Time spent on assisting patrons with getting on to a desktop in order to print will also be decreased, as will assisting patrons on how to print (thanks to EnvisionWare's intuitive, patron-centered design). With computer stations being decreased in order to maintain at least six feet distance between parties at all times, mobile printing will also free up desktop computers for those needing to utilize them for other purposes.

Use of this tool depends on patrons having access to a tablet, smartphone, or computer, though patrons will still have the opportunity to check out a laptop or print from a desktop within the library. Introducing this mobile printing service also allows us the opportunity to consider increasing the number of laptops and mobile hotspots available for checkout to further expand users' access to this service.

References

Mobile Printing. (2020, August 11). Retrieved from https://www.envisionware.com/mobile-
    printing/