

Customer Success Story

LE PHILLIPS MEMORIAL PUBLIC LIBRARY

Doing More with Less Equipment

The Situation

The Riso digital duplicator the LE Phillips Library had for years was up for replacement on the library's replacement schedule. The machine had served the library well – probably its most notable function was printing the library's newsletter. The piece was printed on 8 ½ X 14 paper and utilized spot color, which meant a second run after the main color dried.

With the duplicator up for replacement, library staff identified what they wanted in their new machine. Top on that list was a machine that would print on 11 X 17 paper as the library wanted to upgrade the format of their newsletter. EO Johnson was called in to discuss options for the new machine.

The Solution

Many options were presented to the library ranging from different levels of machines all doing spot color to a high speed ink jet that provided full color. Library staff even had the opportunity to have representatives from Riso demonstrate the equipment at EO Johnson's office. "Having the Riso experts demonstrate their equipment was very helpful," said Larry Nickel – LE Phillips' Public Relations and Programming Services. "The demo was very professional and answered all our questions. We were very impressed with Riso's high speed machine."

Not surprisingly Riso's high speed full color ink jet (model 5500) easily won out as the library's number one choice. But there was one obstacle – budget issues. The machine cost more than the library had to spend.

The Result

Perhaps one machine would
have to do double duty...

Business Profile

The L E Phillips Memorial Public Library is the City of Eau Claire's library and also provides library services to county residents outside the city boundaries. The LE Phillips Library is part of the Indianhead Federated Library System, a west-central Wisconsin regional association that pulls together approximately 60 libraries. As part of this association, the LE Phillips Library participates in an on-line catalogue that allows them to share materials with 40 other libraries. The LE Phillips Library has some 80 employees of which approximately two-thirds are part-time. Larry Nickel has been with the library over 30 years.



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One Machine to do Double Duty

The library also had a color laser printer that was up for replacement. So, the library considered replacing both the color laser printer and the Riso duplicator with the Riso 5500. Although the laser printer provided full color, its use was limited because it had a high per-page cost and printed at a very slow speed. "What we wanted to do with our newsletter was take it to the next level," Nickel said. "We wanted a folded piece with more than spot color, and we couldn't do that with our existing machines."

By consolidating to one machine, the library was able to upgrade to the Riso high speed ink jet color printer. And the library is enjoying the benefits the advanced machine provides:

- **Improved newsletter** – the library can print on the 11 X 17 paper and have a full color publication.
- **Efficiencies** – the paper on the new Riso is dry when it comes out of the printer so there is no drying time required. The prior duplicator required drying time between colors, thus requiring more staff time.
- **Time savings** – the prior process involved printing on each side of paper, one color at a time whereas the new Riso duplexes one larger sheet of paper so there is only one printing pass. With 2,500 newsletters, a substantial savings in staff time has been realized.
- **On-demand printing** – documents can be quickly and easily printed as needed and in any quantity. In the past, because the laser printer was so slow, even modest quantities presented turn-around time challenges.
- **Using outside printers less** – the Riso 5500 allows library staff to print more elaborate pieces, so the library is sending fewer projects to outside printers.
- **Control printing time** – because they are able to print more in-house, library staff control the printing schedule and are not dependent on outside printer's schedules.
- **Gained space** – by eliminating the laser printer, the library was able to gain the floor space that printer occupied. The timing of this change with a major library renovation provided office space for a staff member who didn't have adequate work space.
- **Green machine** – the Riso 5500 uses less energy and supplies than the prior machine.

"The new Riso is allowing us to do so much more. We face the realities of tight budgets and staff that have no extra time. The efficiencies we have gained with the new Riso and the additional capabilities the machine offers are making it possible for us to communicate more with our clients and have those communications be of a higher quality. We couldn't be happier."

LARRY NICKEL - LE PHILLIPS LIBRARY
PUBLIC RELATIONS AND
PROGRAMMING SERVICES



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