

Case Study: Fayetteville Public Library Transforms Operations with Laserfiche

The **Fayetteville Public Library**, known for its dedication to strengthening the community and empowering citizens through open access to knowledge, has taken a major step toward modernizing its internal operations through the adoption of **Laserfiche**.

Overview

- **Staff:** ~115 employees
- **Monthly Visitors:** ~50,000
- **Departments Using Laserfiche:** HR, Finance, IT

Challenges Before Laserfiche

Prior to implementing Laserfiche, the Library faced several operational challenges:

- Inefficient manual processes
- Disorganized internal document workflows
- Excessive paper usage and wasted office space
- Bottlenecks in document approval and signature processes
- Difficulty managing historical records and compliance

The Laserfiche Solution

Laserfiche was implemented to automate and digitize document management, significantly improving efficiency and clarity in internal processes. Key improvements include:

Workflow Automation

- Eliminates manual paperwork and routing delays
- Automatically sends documents to the appropriate person
- Tracks who has or hasn't signed, avoiding workflow bottlenecks
- Built-in email notifications and employee lookup tables streamline processes

Departmental Use

- **HR:** Onboarding, internal approvals
- **Finance:** Budget forms, vendor onboarding
- **IT:** Internal documentation and compliance tracking

The **budget form workflow** was the first automation implemented, using Laserfiche's prebuilt templates to simplify day-to-day tasks.

External Access

- Vendors can submit W-9s and contact info through external forms

- Patrons can submit public records requests via tablets
- Digital agreements for terms and services improve accessibility

Features Utilized

- **Laserfiche Cloud**
- **Forms Portal**
- **Workflow Automation**
- **Participant User Access**

“If you have document workflows, Laserfiche will modernize your process, make it more efficient, and easy to use. It can be implemented in many different ways.”

— Fayetteville Public Library, IT Department

Results & Benefits

- Administrative processes reduced from **weeks to hours**
- Significant **reduction in paper usage**
- **Faster turnaround** on public information requests
- Improved **records retention compliance**
- Enhanced access to information for both staff and patrons

A Modern, Professional Solution

Laserfiche has helped Fayetteville Public Library evolve into a **streamlined, professional, and modern** institution. With built-in training resources, ease of use, and flexible customization, it's a powerful solution for libraries looking to improve operations and better serve their communities.