#2**, 8**5 104th St
Edmonton, AB
T** 4**
April 14, 2005

- - - - - , CEO
Greater Victoria Public Library
735 Broughton St.
Victoria, BC
V8W 3H2

Dear - - - - -,

My name is Michelle Whitehead and I am an MLIS candidate at the School of Library and Information Studies at the University of Victoria.

I am writing to you to request your permission for on-site research at the Central Branch of the Greater Victoria Public Library. The research study will look at public library borrowers' reactions to and experiences with self-checkout terminals in public libraries. The purpose of this research is to gain a better understanding of how self-checkout terminals affect public library patrons when borrowing materials from the public library and the usefulness of self-checkout terminals in public libraries. Furthermore, this research will look at the correlation between self-service options in other service sector and the choice to use or not to use self-checkout terminals in the public library. A third purpose for this study is to determine if self-checkout terminals would be used to a greater degree if there was available help and instruction from library staff members.

This study will be carried out by a series of 36 semi-structured interviews with volunteer participants who will be recruited through posters, flyers and, if it is possible, printed alerts on the bottom of self-checkout receipts issued when someone checks out material through the self-checkout terminal.

This study is funded through a grant from the Social Sciences and Humanities Research Council of Canada and has had approval through the University of Alberta's Faculties of Education and Extension Research Ethics Board.

I am hoping to carry out the interviews for this study throughout October 3-15, 2006. Please feel free to contact me with any questions or concerns at the address above or by phone: 780-989-0051, fax: 780-989-0052, or email: mwhitehead@ualberta.ca. I look forward to hearing from you.

Sincerely,

Michelle Whitehead