Appendix 3

Participant Ethics Information Letter

You are invited to participate in a research project studying 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 sectors 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.

The lead researcher on this project is Michelle Whitehead, Master of Library and Information Studies (MLIS) candidate with the School of Library and Information Studies at the University of Alberta. This study fulfils the requirements for a Directed Study course, toward the completion of an MLIS degree, supervised by Dr. Lisa Given.

There are no reasonably foreseeable harms that may arise from participating in this research while benefits that may arise include a greater personal awareness of changes in the delivery of service at public libraries today.

The contact information for Michelle Whitehead in the case that you need to contact her at any time after this interview is:

Michelle Whitehead
3-20 Rutherford South
University of Alberta
Edmonton, Alberta
T6G 2J4

780-989-0051
michelle.whitehead@ualberta.ca