COFFEE AT THE LIBRARY RESULTS

Sept. 2013

We have a leased Keurig  machine from Absopure. It has a coin box and is self serve. It does not make money for the Library and in fact some months we take in less than we spend. We view it as a service to our patrons. There are several coffee shops in Northville, including a Starbuck,s so that may provide competition. That could account for our slow sales. (Northville)

I run a small, rural library and we have a Keurig machine donated by the FoL for the public to use. The FoL foots the bill for cups with lips, the Keurig cups, and we charge 75 cents for the coffee, a quarter for the cup. This isn't actually an ideal situation in my opinion as K-cups are very un-friendly to the environment, as are most disposable cups, and the Keurig machines also don't make very good coffee. This was all in place before I took the reins, but I figured I'd throw my opinion at you since I do have some knowledge about it! As for problems, we haven't had any. People rarely, if ever, spill. Good luck! They just pay at the circ desk and it goes in our register. It's pretty simple for us. (Colon)

We used to have a leased Keurig machine at our library. We operated on the honor system and asked for 1 Dollar to be put in for every cup of coffee.  
Unfortunately our experiences were not good at all. The honor system did not work for our patrons as all the K-cups would be gone, but there would hardly be any money in the box.  
Secondly, keeping the area around the machine and the machine clean proved to be getting more and more time consuming to the extent, that once the young after-school patrons arrived, we had to lock the machine away for a few hours only to put everything back out, once the kids were gone. Needless to say, it seemed that we were attending more to the coffee machine than to the books and therefore got rid of it all and decided not to serve coffee at all. Plus here in Tecumseh we are only two blocks away from the local coffee shop, so there is really not that great a need for us to supply coffee to our patrons.(Tecumseh)

We don't have enough room for all that equipment, so in our Coffee Room, we have a sink and a Keurig machine plus tables/chairs.  People come to the circ desk and pick their K-cup (once we bought some, people started donating them too).  They pay $1 and take the cup to the machine.  We provide cups/lids, stir sticks, napkins, creamer and sugar/substitute in a basket next to the machine.  There is little mess as most people clean up after themselves.  A trash can sits right there.  We have had almost no complaints.  We get the "extras" from SAM's Club or from GFS.  This set-up is finally making a profit.  Oh yes, we also have hot chocolate K-cups and for winter will include tea K-cups for those who don't like coffee.  Our patrons love this.

People have been donating the flavored coffees when they buy something and then don't like it.  We "feature" these every so often so that it's special and not expected.  I was getting medium roast coffees, but I find some people like dark roast, so I will include that.  This system works well because we have total control, but have minimal work to do.  And the teens love the hot chocolate, especially if they are here to study (we allow lidded cups at tables in the library). We went that way because we used to just have a pot of coffee made and sitting in the room and many, many people enjoyed the coffee, but did not pay for it.  Also, at the end of the day, we were also dumping coffee down the drain.  This way, everyone pays and no more wasted coffee.  And, we can offer flavored coffees for those who like them.  This has been a "win" all the way around. (Whitehall)

A few years back I worked with Sterling Services out of Canton.  Not sure if they are still in business or not. (Novi)

Dearborn Public Library has Austin vending and their machines are dated looking.  Quality is medium.  Need service regularly. (Dearborn)