Using technology to safely reopen and strategically pivot during the COVID-19 crisis

Audio
All attendees have been muted

Q&A
Up vote audience questions

Chat
Add your library and location to the chat

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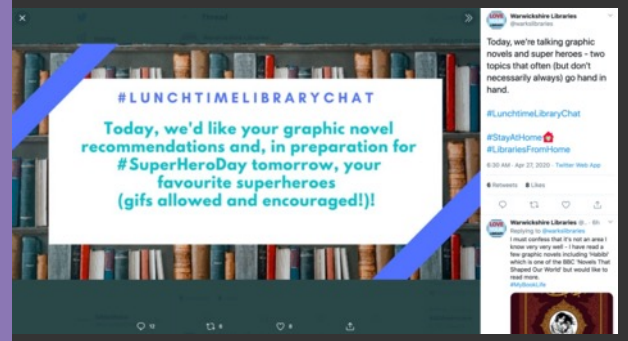
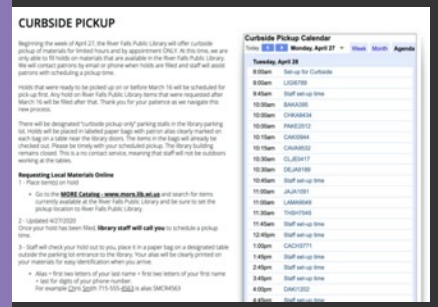
It’s time to prepare for the Next Normal

If restrictions were lifted tomorrow, some 80% say they are unlikely to go out to public places that are likely to draw crowds.

Source: Jackson, C. (2020, April 24). Americans: Social Distancing is Responsible Policy. https://bit.ly/2SfGmll





Partnering with libraries throughout COVID-19

bibliotheca.com/events

March 11, 2020
bibliotheca shares cleaning and minimizing touchscreen guidance

April 29, 2020
Webinar: No matter your size, create a 21st century library experience

May 29, 2020
Webinar: Phased reopening of libraries with Bremen and Orange County

June 1, 2020
bibliotheca helps libraries apply for grants

June 19, 2020
Webinar: Phased reopening with Fayetteville and Roskilde

July 20, 2020
Webinar: Library Leadership in A Crisis with Toledo Lucas and Austin Public

March 24, 2020
Launched weekly digital content training webinar series

April 22, 2020
Webinar: Making library use more accessible

May 6, 2020
Webinar: Improve productivity and make a bigger impact

May 13, 2020
Webinar: Shared digital titles make the best collections on a budget

June 2, 2020
Webinar: Safely deliver materials, apply grants toward innovation

June 11, 2020
bibliotheca shares technical support guidance for reopening

August 11, 2020
Webinar: How Pandemics Impact Library Buildings and Technology

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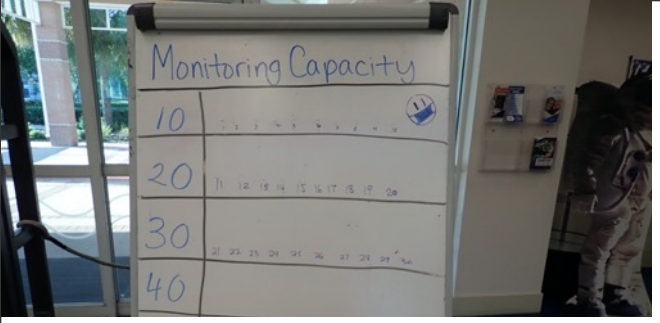

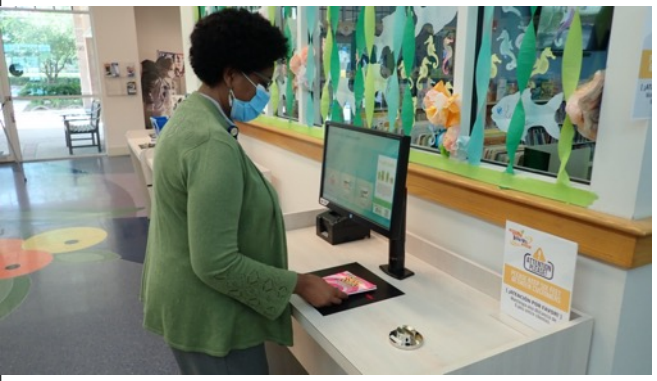

ORANGE COUNTY LIBRARY SYSTEM

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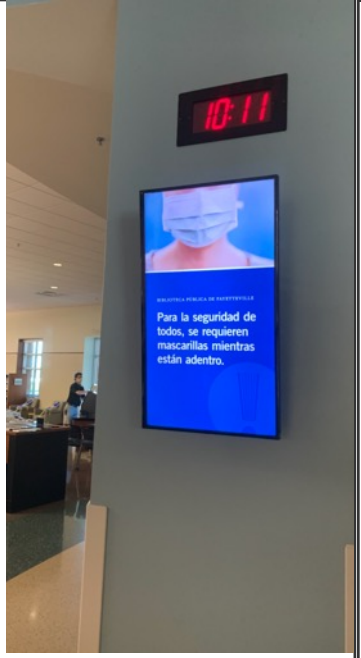

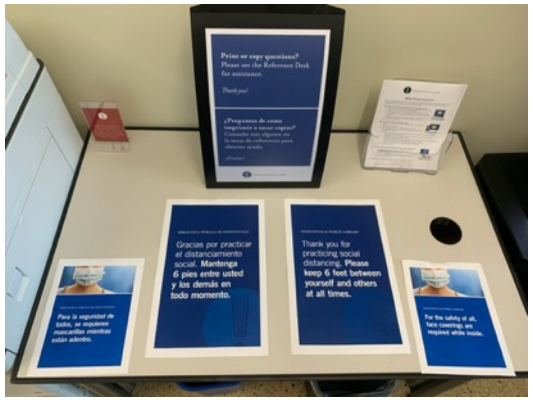

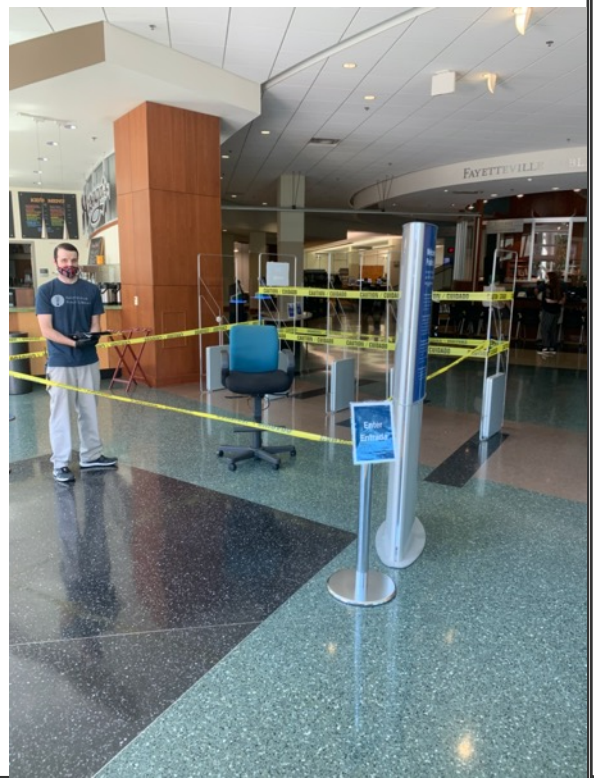

Fayetteville Public Library

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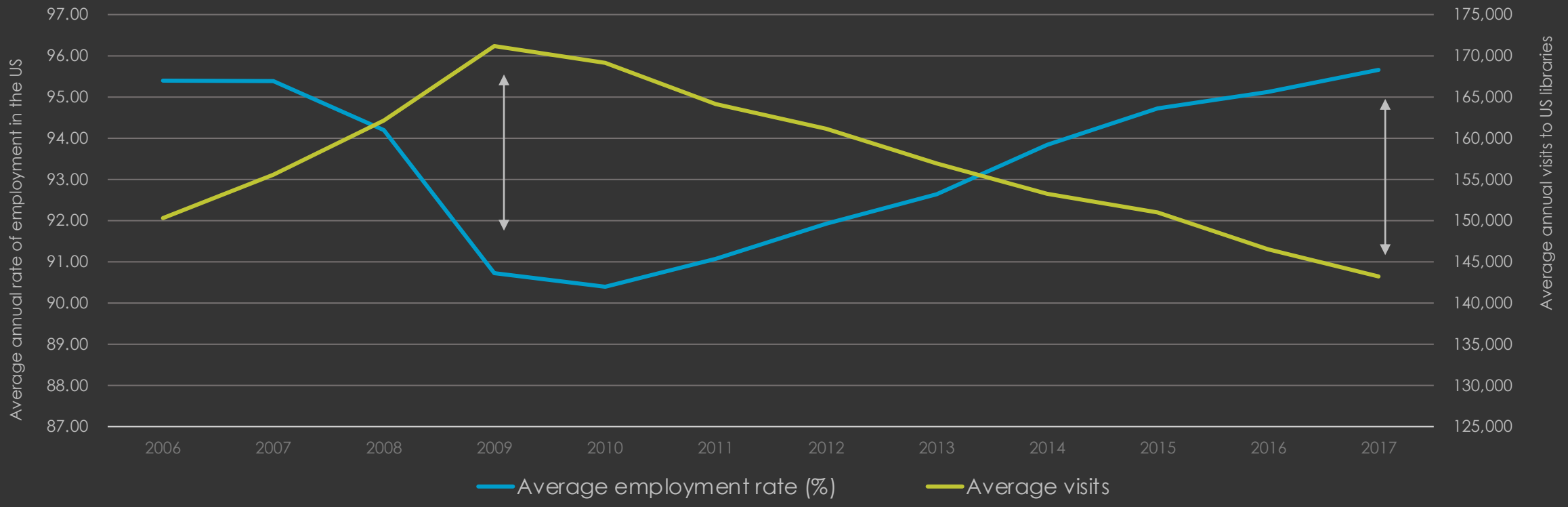
As employment declines demand for library services surges



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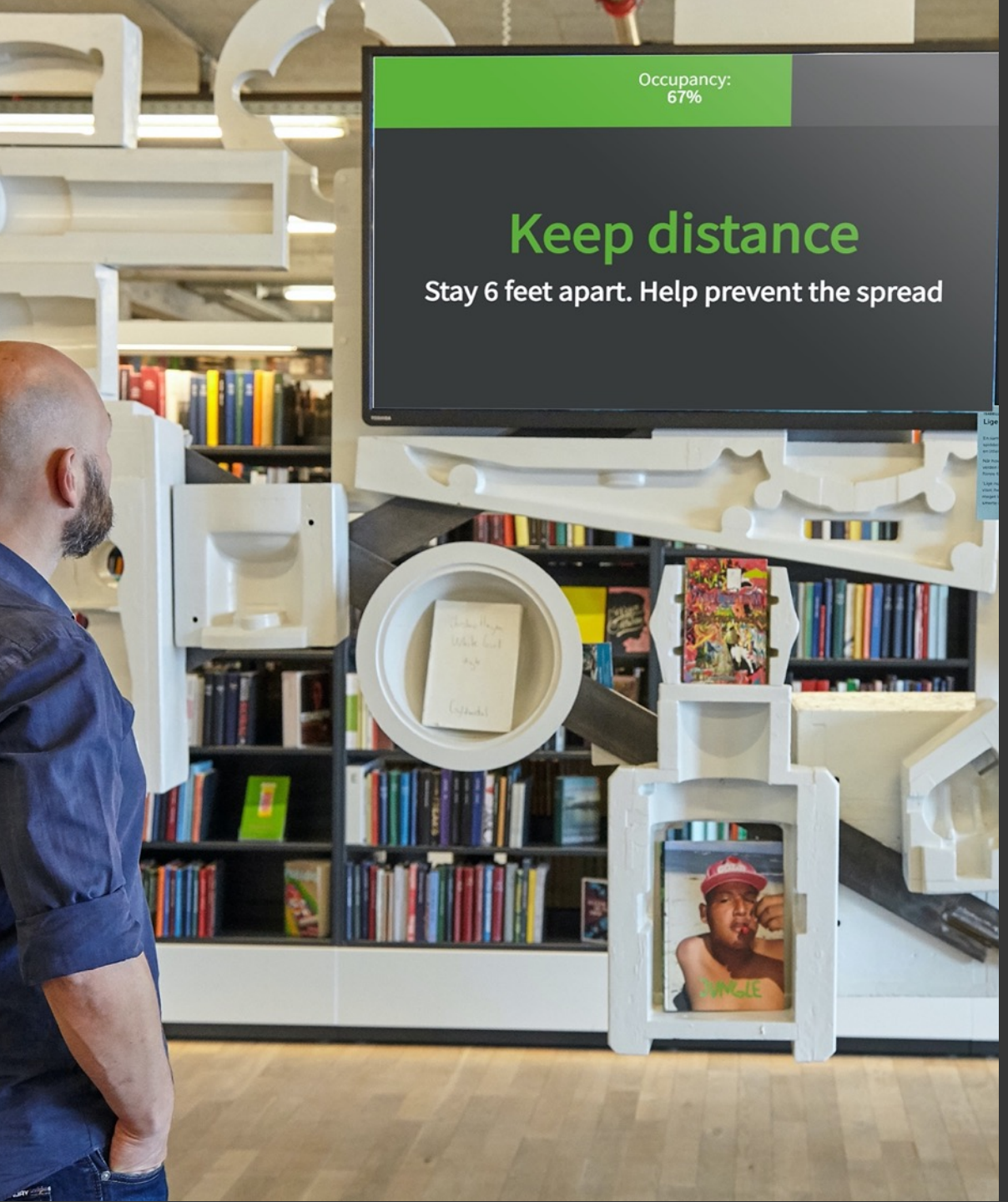

75%

would not feel comfortable without significant changes

17%

Inclusive hours for vulnerable populations

23%

Avoiding long lines of people

19%

Limits on crowds (limit attendance)

Survey: What would make you feel safe going to a museum, theater, zoo or concert again?

Coleen Dillenscheider, Survey 18 May, 2020 - 4,109 adults in the US, IMPACTS. bit.ly/2YBsZP8

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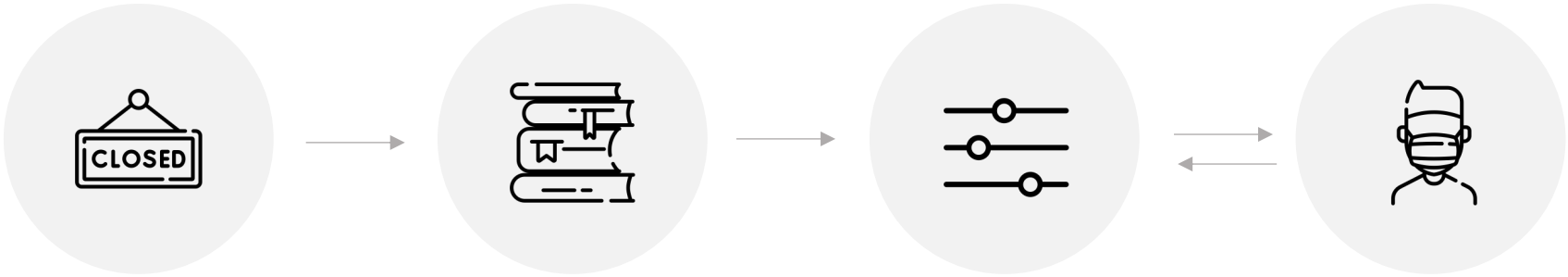
Reimagine the future of library services



React
Close physical spaces due to lockdown restrictions

Pivot
Increase marketing of virtual services and digital content

Adapt
Ensure people feel safe when using library spaces and services

Evolve
Create future library services based on society and behavior shifts

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Ensure library users & staff feel safe

Offer mobile checkout

- Borrow items with personal devices
- **cloudLibrary checkout**

Quarantine returns

- Utilize automated returns and bookDrops to ensure safety
- **flex bookDrop + quickConnect**

Provide for vulnerable users

- Offer library access at dedicated times
- Provide digital access
- **cloudLibrary content + open+**

Reduce physical contact

- Provide touchless interactions
- Provide digital access
- **selfCheck and cloudLibrary content**

Expand delivery services

- Offer borrowing via pickup lockers
- Provide digital access
- **remoteLocker**

Limit building occupancy

- Limit users simultaneously in the library
- Allow users to schedule appointments
- **open+**

Grow digital collections

- Expand digital collections with cloudLibrary sharing algorithm
- **cloudLibrary content and cloudLink**

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Grow digital collections and offer mobile checkout

Thomas Mercer

Digital collection budget

$50,000

Percentage budget increase

30%

= 375

New titles purchased

Digital expectations vs. library budgets

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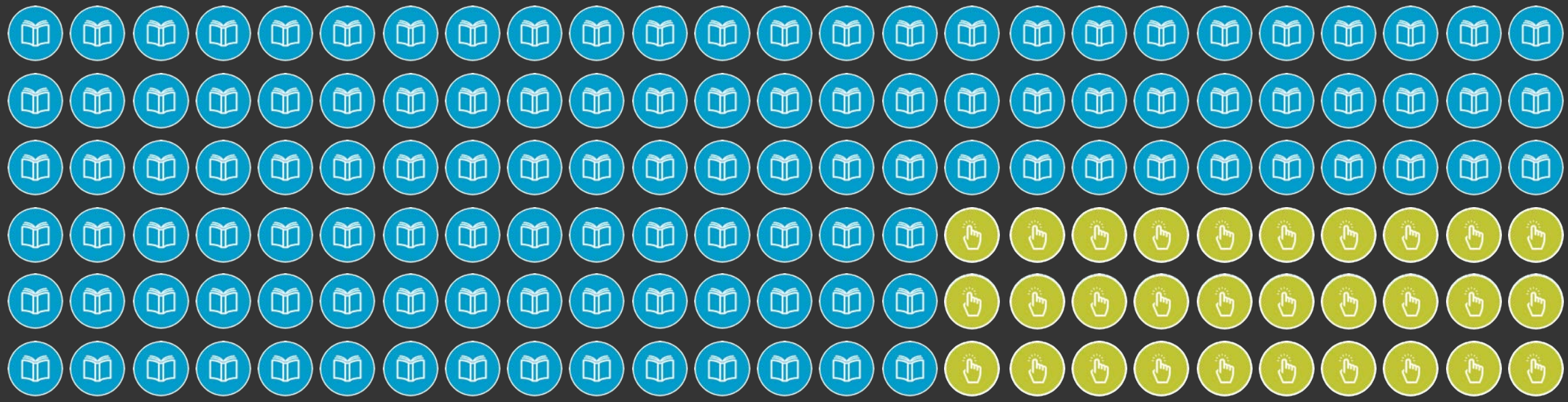

150,000 items
Average library physical collection

30,000 items
Impressive library digital collection

When compared to the breadth and size of physical collections, digital can't compete

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Share with neighboring libraries while prioritizing your digital collection and users

With cloudLink, library users enjoy shorter hold times and greater collection breadth, while collection development teams maintain independent reporting tools and control of patron-facing shelves

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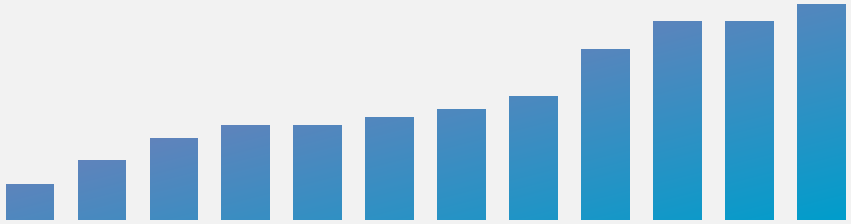
+ 118%

increase in digital circulation in 12 months



Louisiana's Trailblazer Consortium

34 libraries

across all of California

166,810 copies

Total digital copies of eBooks and digital audiobooks shared

10x circulation

San Diego Public borrowed 500K+ items from other member libraries in 2019!

California cloudLink sharing group

What would it take for your library to achieve an exponential increase in digital circulation?

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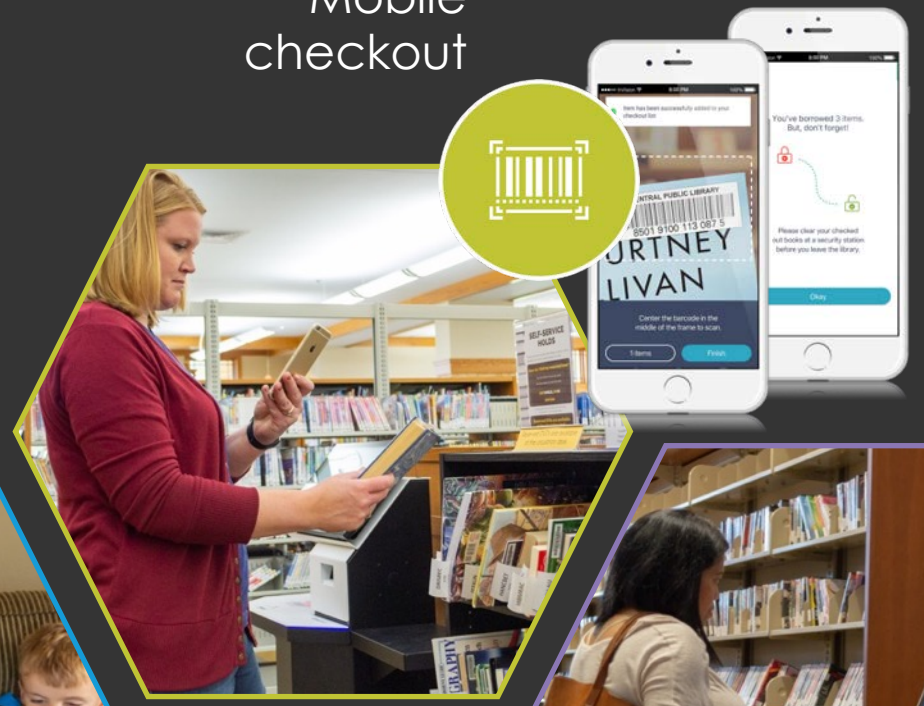
87% of people prefer self-service

Mobile checkout



Handy library self-service app

Engaging touchless selfCheck experiences

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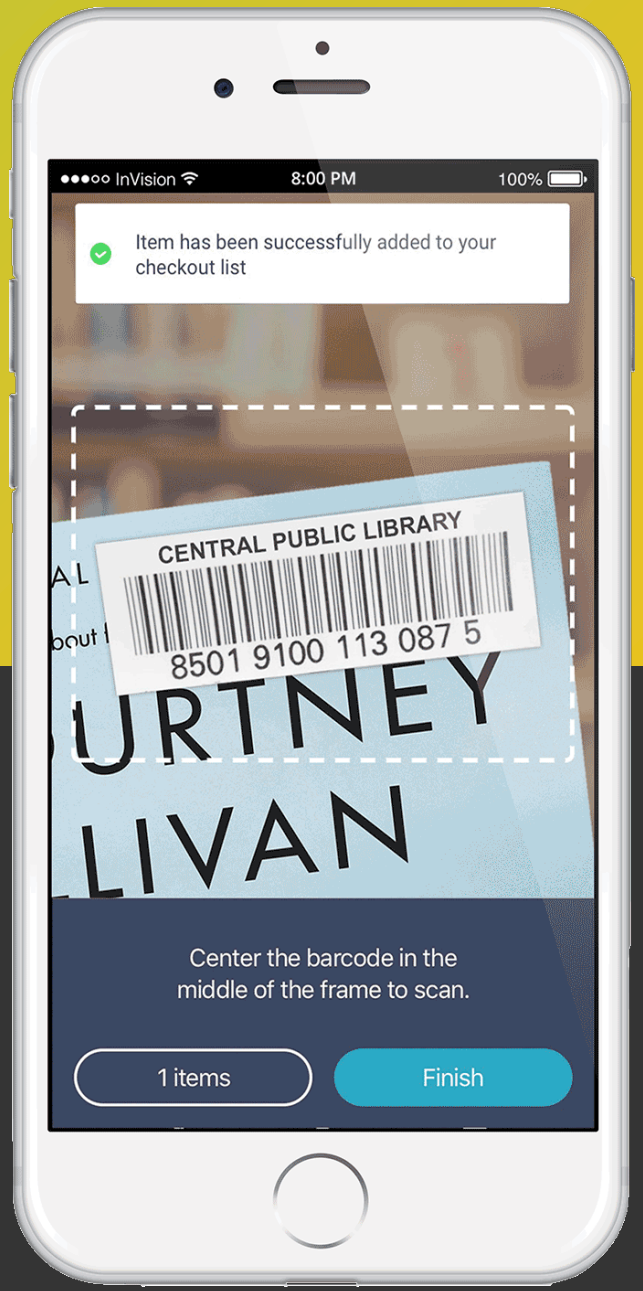

The safety of mobile checkout

- Contact free & intuitive workflow
- Digital receipts & helpful reminders
- Works with barcode, RFID and EM security

The Westport Library...

Orange County Library System

Metropolitan State University

Manawatu District Libraries

Library! Boise Public Library

Sioux Center Public Library

City of Huntington Beach California

Comhairle Cathrach Bhaile Átha Cliath Dublin City Council

Mobile Public Library

City of Auburn

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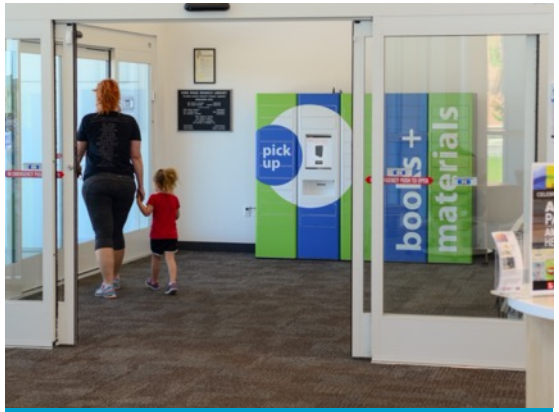
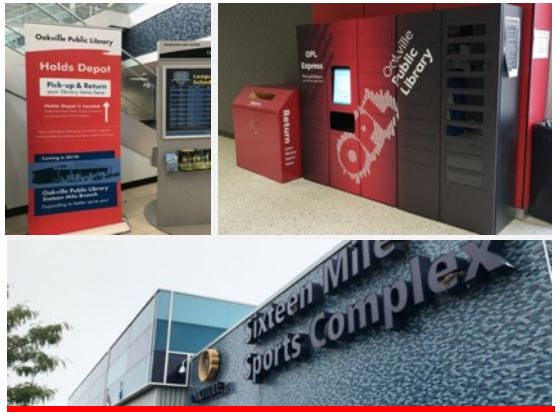
remoteLocker provides flexible delivery options



24/7 community lobby
Toledo-Lucas County Library, Ohio USA

Local grocery store
Topeka-Shawnee County Public Library, Kansas USA



Popular sports Complex
Oakville Public Library, Ontario CA

24/7 student access
University of Manchester, Great Britain

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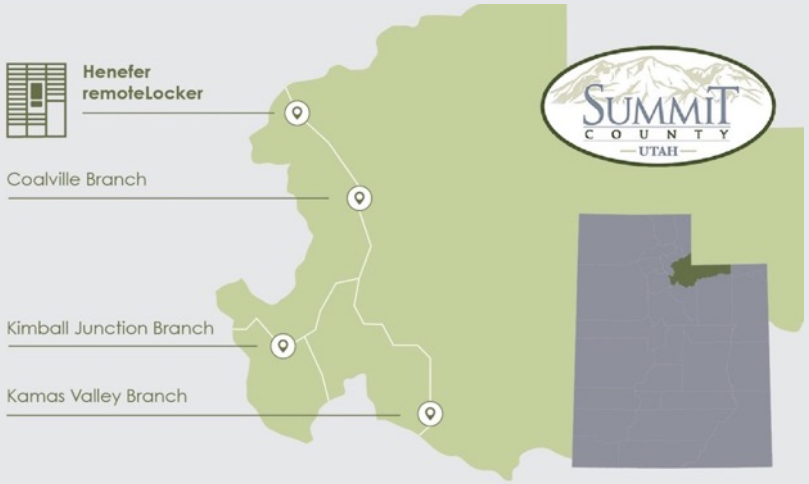

Summit County remoteLocker
Before and after COVID-19

March 13

Library closed

Branches close due to high level of cases in Summit County

March 13-26

remoteLocker available

Pickups skyrocket as users drive from all over county to pickup holds

March 27 – May 3

No holds pickup service

Ceased remoteLocker services at Henefer in accordance with local health dept. guidelines

May 4 - Present

remoteLocker + curbside

Facilities remain closed, remoteLocker + curbside available

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Feedback from Henefer residents

"I work from home and I'm not always able to get to Coalville to pick-up books. The remoteLocker is within walking distance of my house. **It's a great addition to our community.**"

"I love the remoteLocker system! With my work schedule, I don't have an easy way to access the library, but **now I can request books and pick-up and return them at my convenience.**"

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Provide for vulnerable and limit occupancy

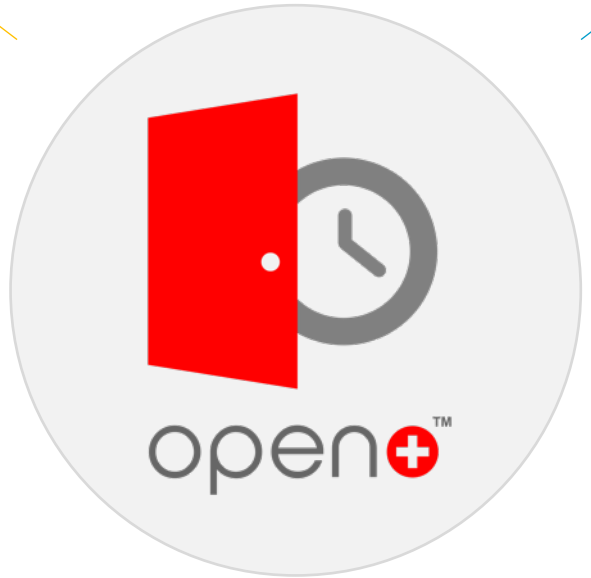
| Scott Hackstadt

Additional morning
+ evening hours

Creation of a holds
pick-up room

Provide access to
a section of a library

Additional
morning hours



Provide access to
the entire library

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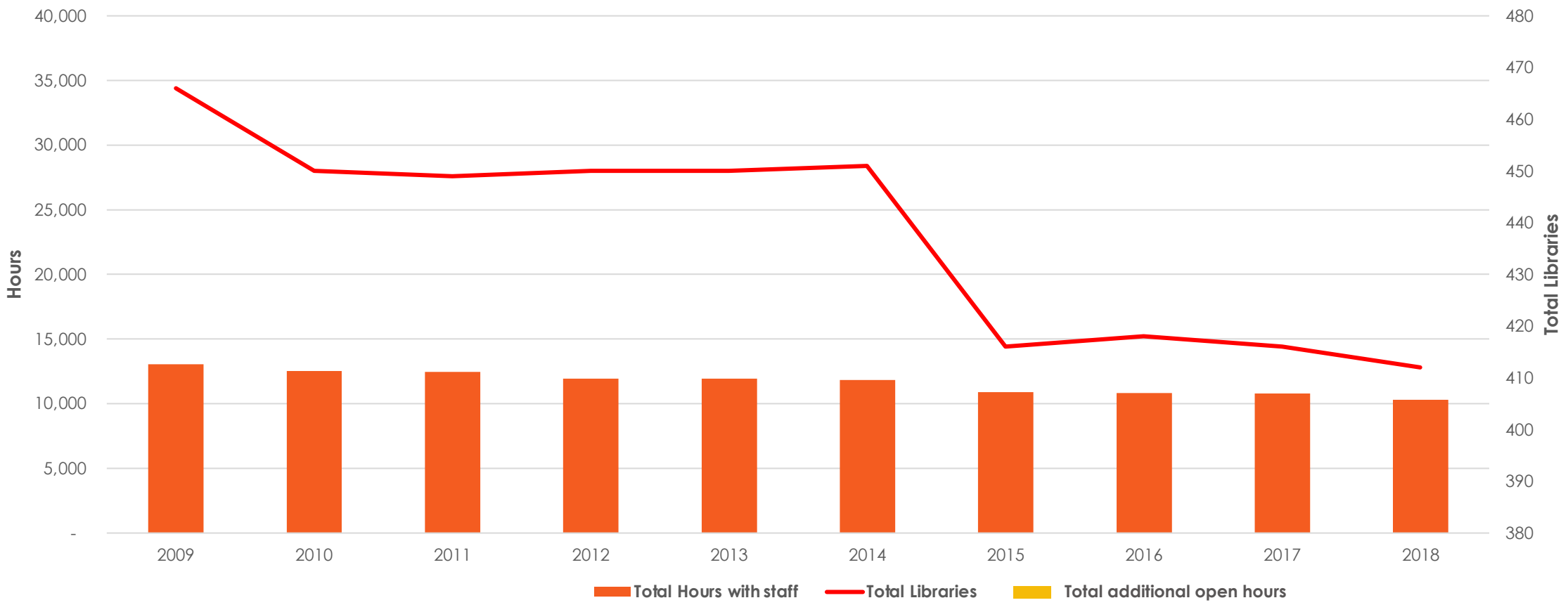
Trends in total libraries, staffed hours and open+ access in Denmark



"We hope never to have another Great Recession or big downturn, but in the event that we did, **open+ allows the ability to at least maintain access to collections.**"

Charles Pace, Executive Director,
Gwinnett County Public Library

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Extending access at Coalville with open+

- System's smallest branch (square footage and FTEs)
- Adding open+ hours in the morning to ease transition
- Successfully acquired LSTA funding for the project, near completion

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8 – 10AM open+ hours	8 – 10AM open+ hours	8 – 10AM open+ hours	8 – 10AM open+ hours	8 – 10AM open+ hours	closed
10AM – 6PM Core, staffed hours	10AM – 6PM Core, staffed hours	10AM – 6PM Core, staffed hours	10AM – 6PM Core, staffed hours	10AM – 6PM Core, staffed hours	10AM – 2PM Core, staffed hours
					2 – 6PM open+ hours
6 – 8PM open+ hours	6 – 8PM open+ hours	6 – 8PM open+ hours	6 – 8PM open+ hours	closed	closed

Phase 1 | Phase 2

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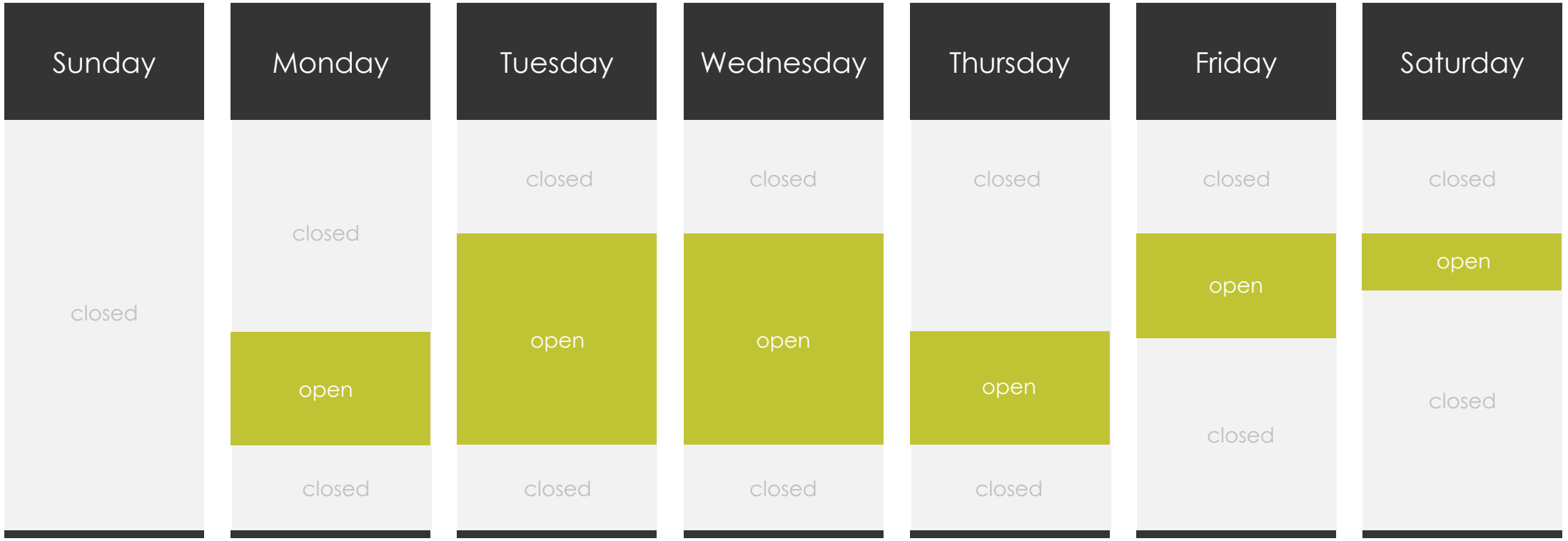
What is your library's ROI?



If libraries are open 52.8 hours on average,
that's only 31% of the week.

https://lj.libraryjournal.com/2018/02/budgets-funding/holding-pattern-budgets-funding/

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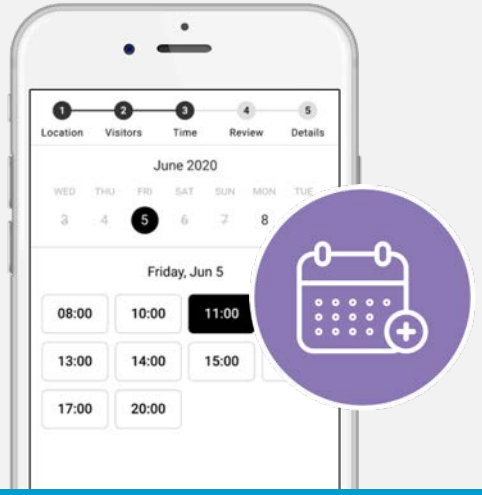
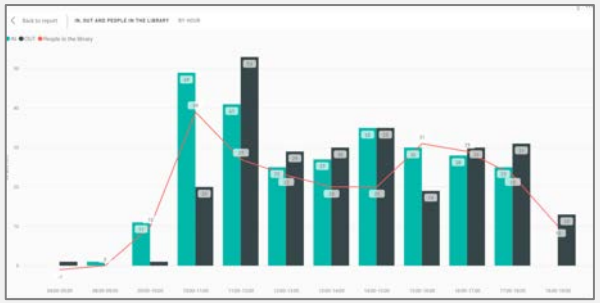
open+ evolves space and access management

Assure visitors of occupancy compliance



Allow library users to make pre-arranged visits



Configure physical access based on occupancy counts

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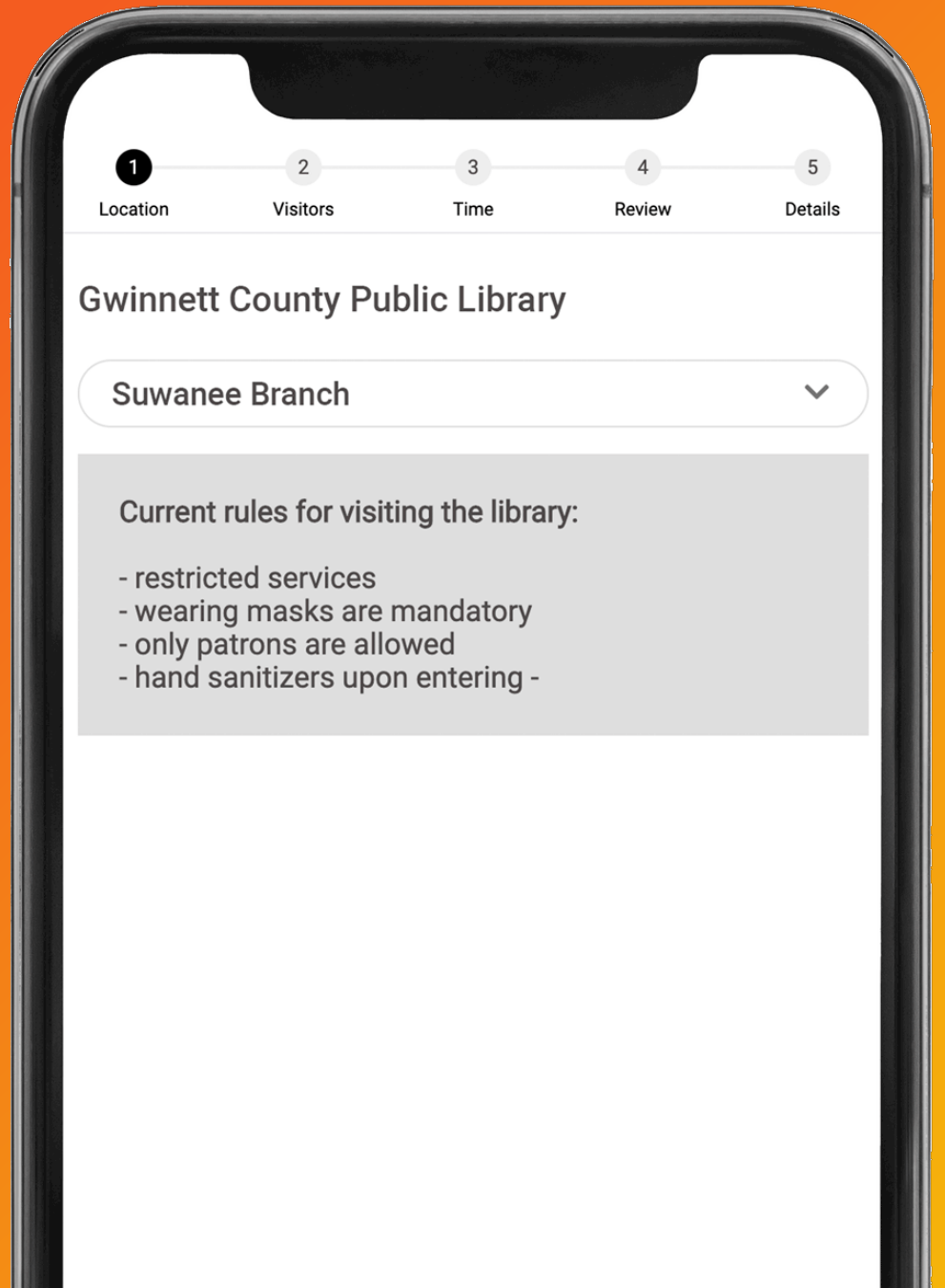
Booking time at the library

- Prevent disappointments on arrival
- Drive uptake by demonstrating safety measures
- Mobile friendly, intuitive workflow
- Can be embedded into existing library websites



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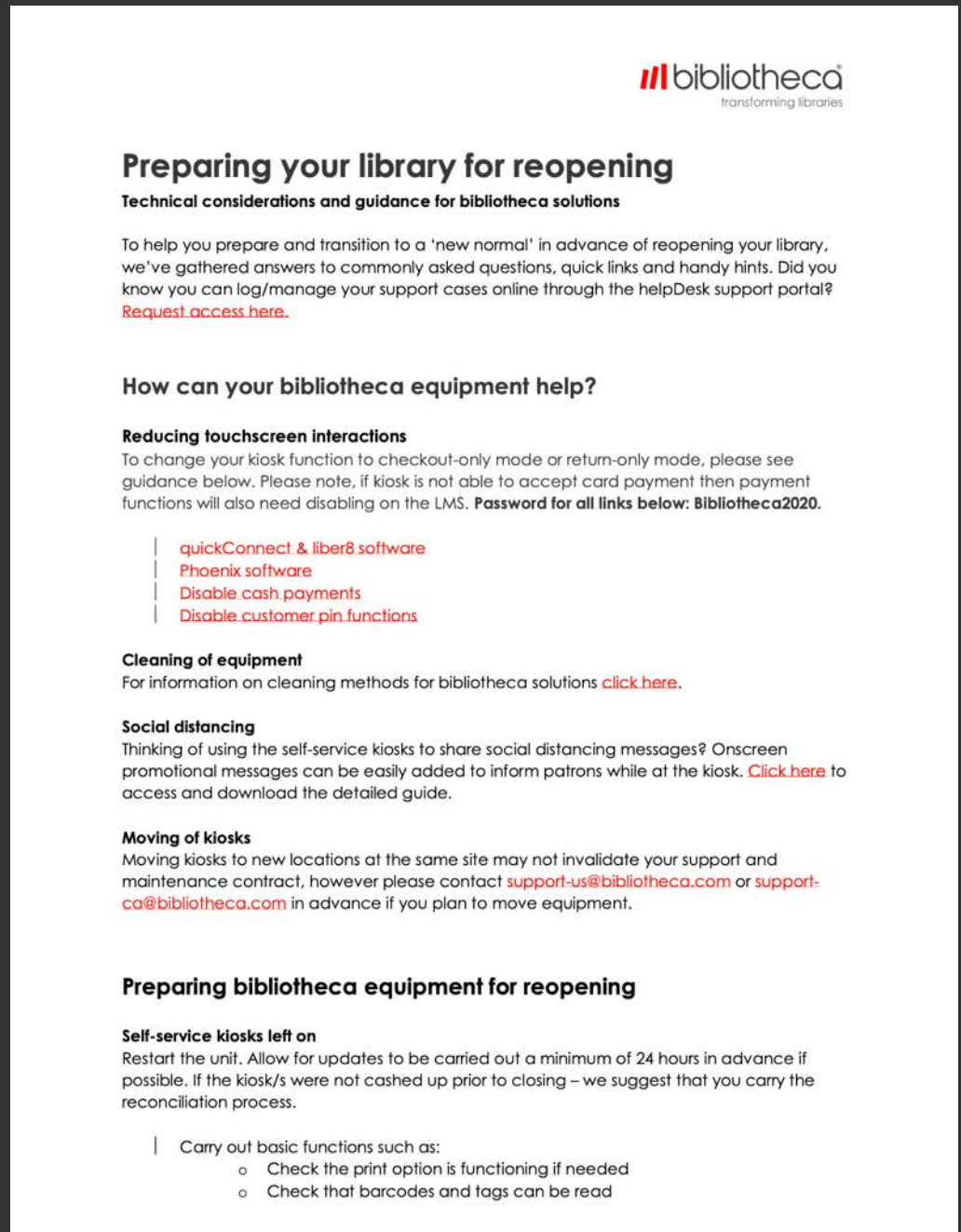
Technical preparations for library reopening

- Prepare and transition to a ‘new normal’ in advance of reopening
- Answers to commonly asked questions, quick links and handy hints
- We have selfHelp guidance and a helpDesk portal available through libraryConnect.com



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Preparing your library for reopening

Technical considerations and guidance for bibliotheca solutions

To help you prepare and transition to a ‘new normal’ in advance of reopening your library, we’ve gathered answers to commonly asked questions, quick links and handy hints. Did you know you can log/manage your support cases online through the helpDesk support portal? Request access here.

How can your bibliotheca equipment help?

Reducing touchscreen interactions
To change your kiosk function to checkout-only mode or return-only mode, please see guidance below. Please note, if kiosk is not able to accept card payment then payment functions will also need disabling on the LMS. **Password for all links below: Bibliotheca2020.**

- quickConnect & liber8 software
- Phoenix software
- Disable cash payments
- Disable customer pin functions

Cleaning of equipment
For information on cleaning methods for bibliotheca solutions click here.

Social distancing
Thinking of using the self-service kiosks to share social distancing messages? Onscreen promotional messages can be easily added to inform patrons while at the kiosk. Click here to access and download the detailed guide.

Moving of kiosks
Moving kiosks to new locations at the same site may not invalidate your support and maintenance contract, however please contact support-us@bibliotheca.com or support-ca@bibliotheca.com in advance if you plan to move equipment.

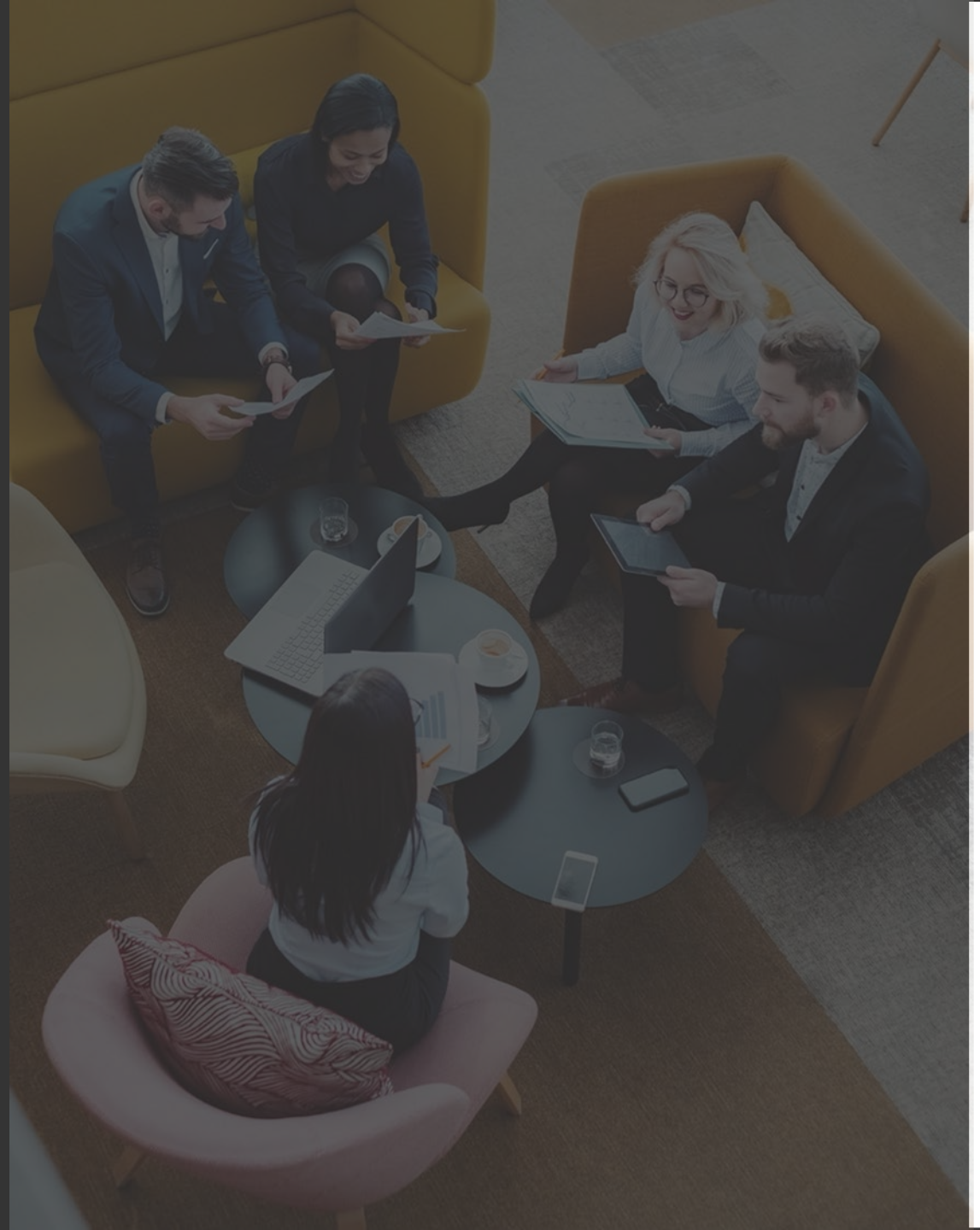
Preparing bibliotheca equipment for reopening

Self-service kiosks left on
Restart the unit. Allow for updates to be carried out a minimum of 24 hours in advance if possible. If the kiosk/s were not cashed up prior to closing – we suggest that you carry the reconciliation process.

- Carry out basic functions such as:
  - Check the print option is functioning if needed
  - Check that barcodes and tags can be read

Purchase through government initiatives

- Many frameworks are in place to make purchasing easier
- Connect with your local rep to discuss options



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Normalize your budget and prevent obsolescence

- Move projects forward that might not be possible without financial assistance
- From large automated projects to mobile checkout, we partner with Hitachi to meet your library's needs

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Q&A

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Learn from libraries around the world

Catch up on-demand and join the discussion live with global leaders: **bibliotheca.com/events**

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