

Welcome!

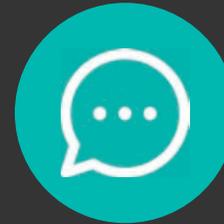
No Matter Your Size, Create a 21st
Century Library Experience

Wednesday, April 29, 2020



Audio

All attendees have
been muted



Chat

Add your location while
we get setup!



Q&A

We'll check here for
questions (not chat)



Becky Bilby
Library Director, Sioux
Center Public Library



Thomas Mercer
Senior Vice President of
Digital Products, bibliotheca



Meghan Davis
Vice President of Global
Marketing, bibliotheca



Monitoring chat and questions
Kelly Knutson and Kristy Goebel

#WebinarWednesday series



Making Library Use More Accessible
On-Demand



Featuring Hamilton and Oakville
Public Libraries



Improve Staff Productivity
and Make a Bigger Impact
Wednesday May 6



Featuring Iredell County and Forsyth
County Public Libraries



Shared Digital Titles Provide the Best
Collections on a Budget
Wednesday May 13



Featuring Palm Beach County and
Mandel Public Libraries

bibliotheca.com/events

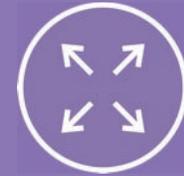


Webinar Recording: we'll share the recording
for absentees following today's live event

Embracing technology to solve library challenges



**Awareness and
Engagement**



**Outreach
and Access**



**Productivity
and Funding**

It's time to prepare for an extended "New 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/2SfGml1>



Online Programs

Online programs are here
Chat, learn and engage with us virtually.

View 1

#LUNCHTIMELIBRARYCHAT

Today, we'd like your graphic novel recommendations and, in preparation for #SuperHeroDay tomorrow, your favourite superheroes (gifs allowed and encouraged)!

Waterloo Libraries @waterloolibrary

Today, we're talking graphic novels and super heroes - two topics that often (but don't necessarily always) go hand in hand.

#LunchtimeLibraryChat
#StayAtHome
#LibrariesFromHome

Waterloo Library @waterloolibrary

According to @volunteerWR in @RegionWaterloo 48% of the population over the age of 15 years volunteer, helping make #kwawesome a great place to live and work. In Canada, 12.7 million volunteers contribute their time and abilities to serving communities.

#VolunteerAppreciationWeek

CURBSIDE PICKUP

Beginning the week of April 27, the River Falls Public Library will offer curbside pickup of materials for in-home hours and by appointment ONLY. At this time, we are only able to do books or materials that are available in the River Falls Public Library. We will contact patrons by email or phone when items are ready and staff will assist patrons with scheduling a pickup time.

Items that were ready to be picked up on or before March 16 will be scheduled for pickup first. Any items not ready for pickup before that date will be scheduled after March 16 and will be held after that. Thank you for your patience as we navigate this new normal.

There will be designated 'curbside pickup only' parking stalls in the library parking lot. Items will be placed in labeled paper bags with paper or other clearly marked on each bag in a pile near the library doors. The name on the bag will always be checked out. Please be ready with your scheduled pickup. The library building remains closed. This is a contactless service, meaning that staff will not be interacting with you at the drive.

Requesting Curbside Materials Online

- Place request on hold
- Go to the **NRRL Catalog**, www.nrmlib.org and search for items. Right-click on the item in the River Falls Public Library and the link to use the pickup location is River Falls Public Library.
- Submit request.
- Once your hold has been placed, library staff will call you to schedule a pickup time.
- Staff will check your hold out to you, place it in a paper bag or a designated area outside the parking lot adjacent to the library. Your area will be clearly marked on your materials for easy identification when you arrive.
- Also - first two letters of your last name - first two letters of your first name - last four digits of your phone number. For example: JOHN SMITH 715 555-1234 is also SMITHJOH.
- Staff will call you.

Daily Distraction

CHERRY CREEK COUNTY PUBLIC LIBRARY

DAILY DISTRACTION 4/27/2020

One of our local partners, Early Adult Services, is offering virtual Music & Movement classes that will get your little ones rocking and rolling this Monday morning. No matter your child's age or abilities, you'll find something here that will put a smile on their face. So pick up your baby, grab your toddler, and get ready for some dancing this week by joining the live class at 11 am: <https://meet.google.com/nuw-rlpqq-omy>

SKOKIE LIBRARY BINGO

Let's play bingo! Fill out your card and tweet it out. Make sure to tag @skokielibrary!

LISTENED TO AN AUDIOBOOK	RESEARCHED FAMILY HISTORY ON ANCESTRY.COM	FINISHED A BOOK	STREAMED A MOVIE OR TV SHOW ON KANOPY	COMPLETED BOONBEXX ACTIVITY
ATTENDED A LIBRARY PROGRAM ON ZOOM	WATCHED STORYTIME	READ AN EBOOK	CHATTED WITH A LIBRARIAN ON THE SKOKIE LIBRARY WEBSITE	JOINED SKOKIE LIBRARY'S ONLINE BOOK CLUB
USED THE HOOPLA APP	FILLED OUT A SCREENMATCH FORM	FREE!	STREAMED A MOVIE OR TV SHOW ON KANOPY	TRIED A CRAFT ON CREATIVERUG
CHECKED OUT A NEW EBOOK OR AUDIOBOOK	TOOK A BOOK TALK AT SKOKIELIBRARY	USED YOUR LIBRARY CARD	FILLED OUT A BODYMATCH FORM	DID AN AT-HOME ACTIVITY FROM SKOKIE LIBRARY'S BLOG
WATCHED A VIDEO FROM HOOPLA	STREAMED MUSIC FROM HOOPLA	WATCHED A SKOKIE LIBRARY YOUTUBE VIDEO	USED THE LIBRY APP	READ A POEM FOR NATIONAL POETRY MONTH

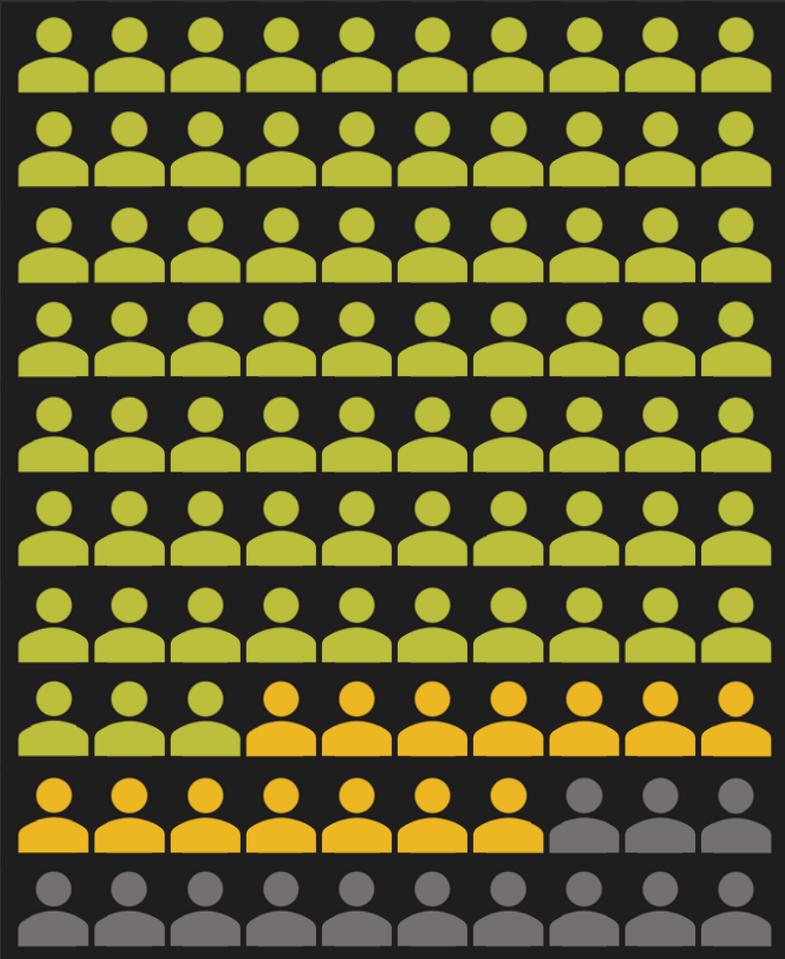
ADULTS

MONDAY Mini Screenmatch 7-9 pm	WEDNESDAY Learn to Crochet 10:30-11 am ESL Café 12:30-2 pm Inside Shakespeare's First Folio 7:30-8:30 pm	THURSDAY Goodreads Book Discussion: <i>Weather</i> 2-3 pm Career Action Group 2-4 pm	FRIDAY Mini Bookmatch 1-3 pm
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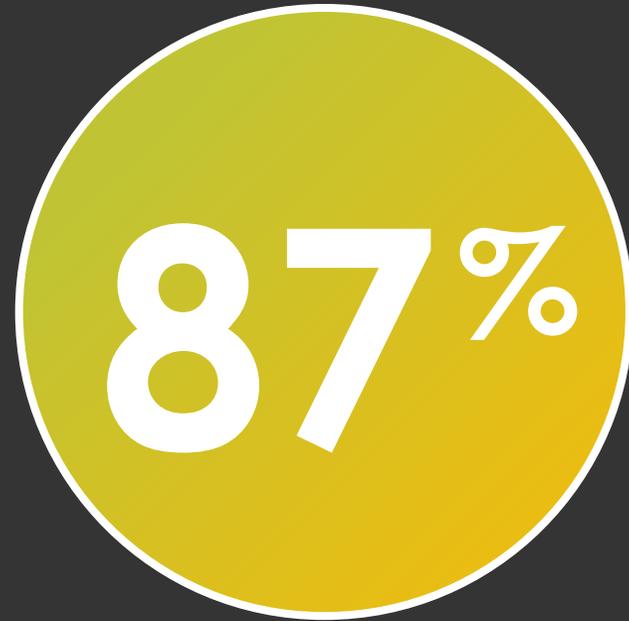
COVID-19 COMMUNITY RESOURCES

VISIT THE LIBRARY ONLINE.

Alongside City of River Falls staff, we have been updating our website with ways for community members to reach out, get help, and stay connected.



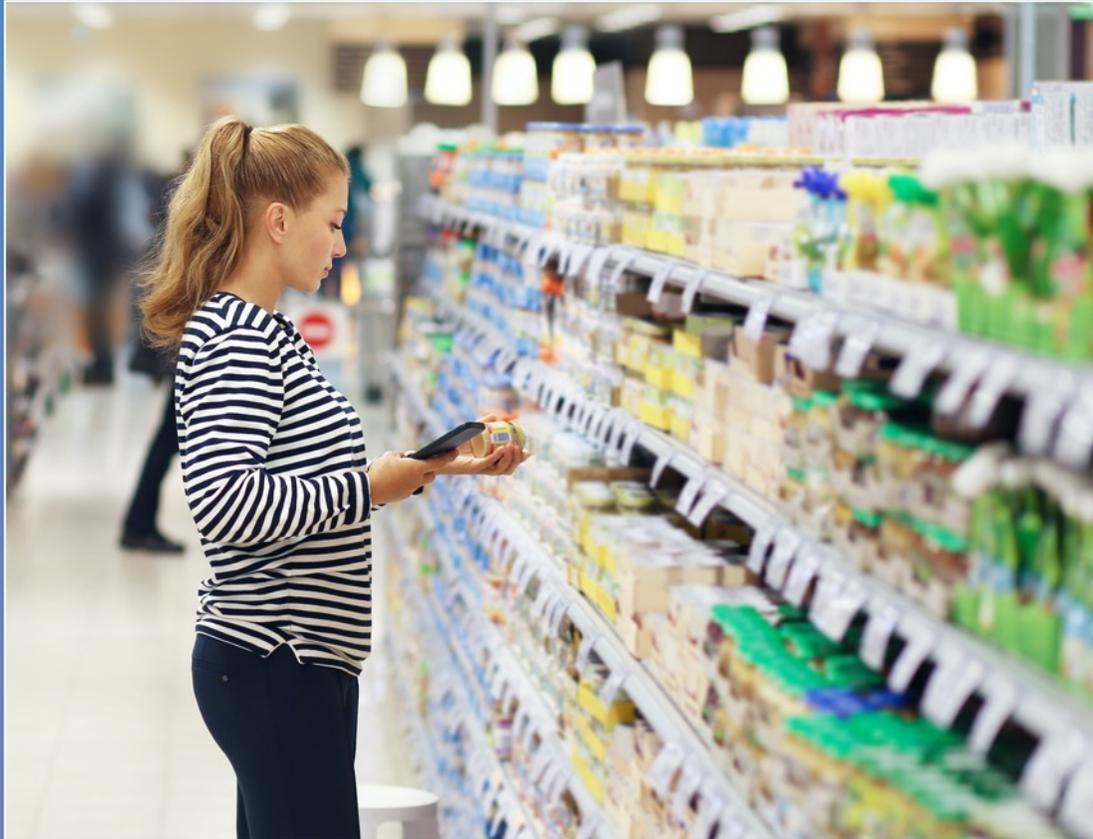
(prior to COVID-19)



Consumers prefer self-service

Source: O'Shea, D., 2019. Study: 73% Of Consumers Want Self-Service. [online] Retail Dive. <http://bit.ly/bibliothecaffact1> and 87% Of Shoppers Prefer to Shop in Stores With Touchless or Robust Self-Checkout Options During COVID-19 Pandemic. (2020, April 7). <https://bit.ly/2y6zXII>





Smartphone users are library users

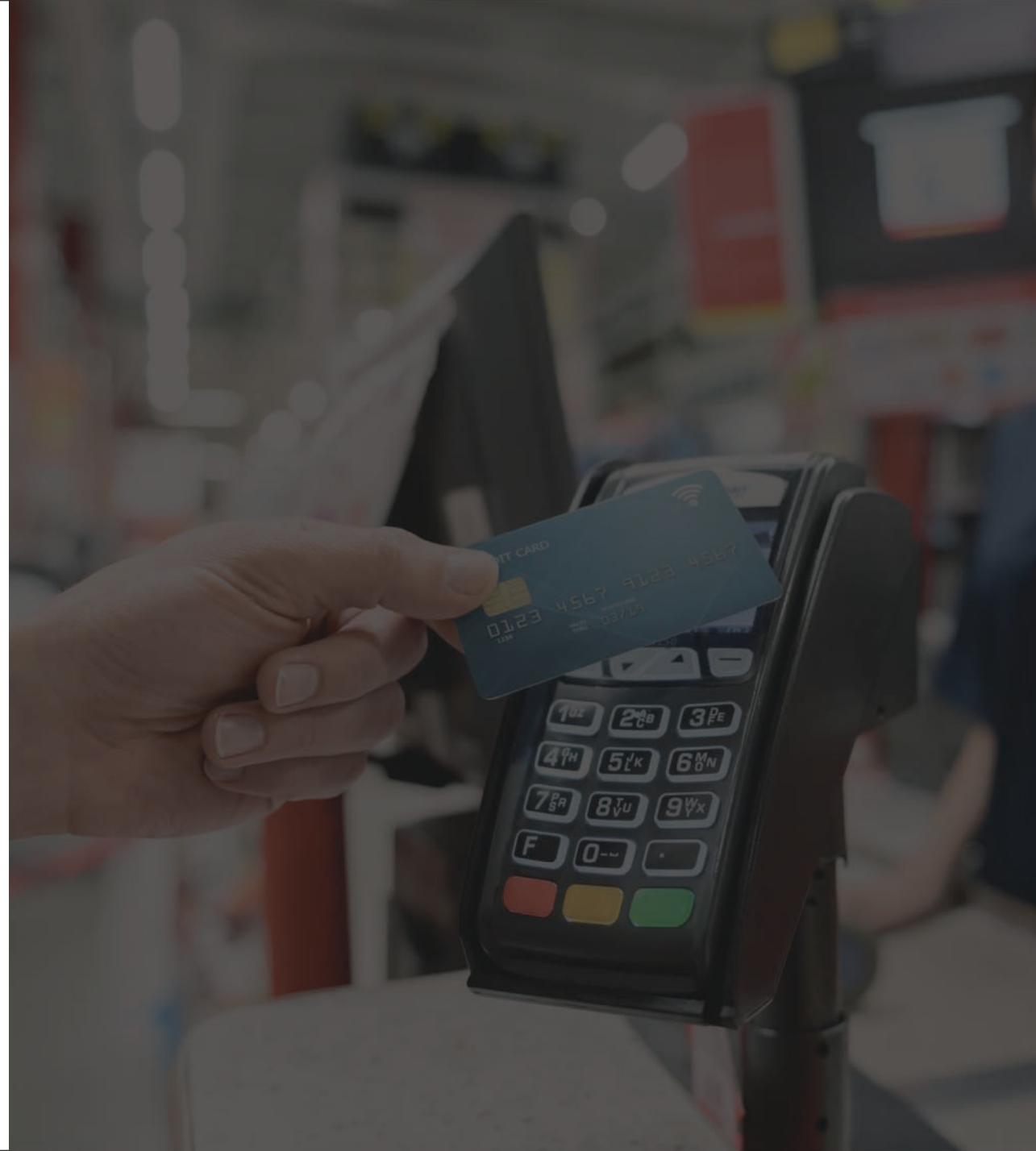
57% of shoppers are already using
retailer mobile apps inside the store

Sources: O'Shea, D., 2019. Study: 57% Of Shoppers Use Retailer Mobile Apps In-Store.
[online] Retail Dive. Available at: <https://bit.ly/2yTAQOC>



People see their phones as a safer way to pay

Source: Kharif, O. (2020, April 16). Contactless Payments Skyrocket Because No One Wants to Handle Cash. Retrieved from <https://bloom.bg/2W1MWND>



Build user confidence and limit in-person interactions



quickConnect selfCheck

- | Set to checkout automatically
- | Print receipt automatically
- | Share digital receipts instantly
- | Contactless payment of fines
- | Text to speech options
- | Promote new initiatives and services



cloudLibrary mobile checkout

- | Checkout with smartphone
- | Prompt to remove security (if enabled)
- | Share digital receipts instantly
- | Send reminders when to return



The marketing
Rule of Seven
applies to libraries

Do you know how many opportunities your library is missing?

Annual circulation:

750,000

Self-checkout percentage:

58%

= 145,000

Missed Opportunities

59%

of users do not know your library offers online career and job-related resources

Source: Pew Research Center: Internet, Science & Tech. Americans, Libraries And Learning. [online] Available at: <https://pewrsr.ch/2K73z1C>





The New York Public Library offers over 150,000 digital films for free!

Visit our website to search the collection and plan your next movie night!



Virtual Local Author Fair

Visit the library's website to learn more



COOL CHEMISTRY

Virtual event

Join real scientists for experiments, explosions and more! Visit the library's website to sign-up. Ages 8-14.



Mobile checkout is here!

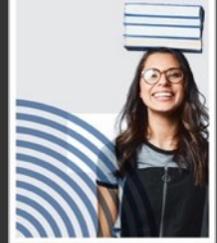
Borrow library materials safely and securely with your smartphone!

Download cloudLibrary from the Apple App or Google Play Store

Book Club

Virtual Edition

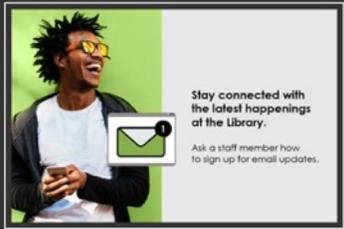
Join us the first Tuesday of every month. Visit the library's website to learn more!





Never lose your library card again.

Download cloudLibrary



Stay connected with the latest happenings at the Library.

Ask a staff member how to sign up for email updates.



LATE FEE FREE

- 3 WEEK CHECKOUT
- 2 RENEWALS
- 1 HAPPY CUSTOMER
- 0 LATE FEES

YOU'RE NOT ALONE

Learn ways to cope with your grief. Agenda comes out later so check.

Ask a staff member for more information.



MARVEL



DID YOU KNOW WE OFFER ECOMICS? ASK A STAFF MEMBER FOR MORE INFORMATION.



Job Readiness Workshop

Interested in finding work this summer? Do you need assistance completing a job or volunteer application?

FOOD FOR FINES

All library locations will accept non-perishable food items for fines throughout the month of November. Ask a staff member for more information.



What will you need to drive awareness of when you re-open?

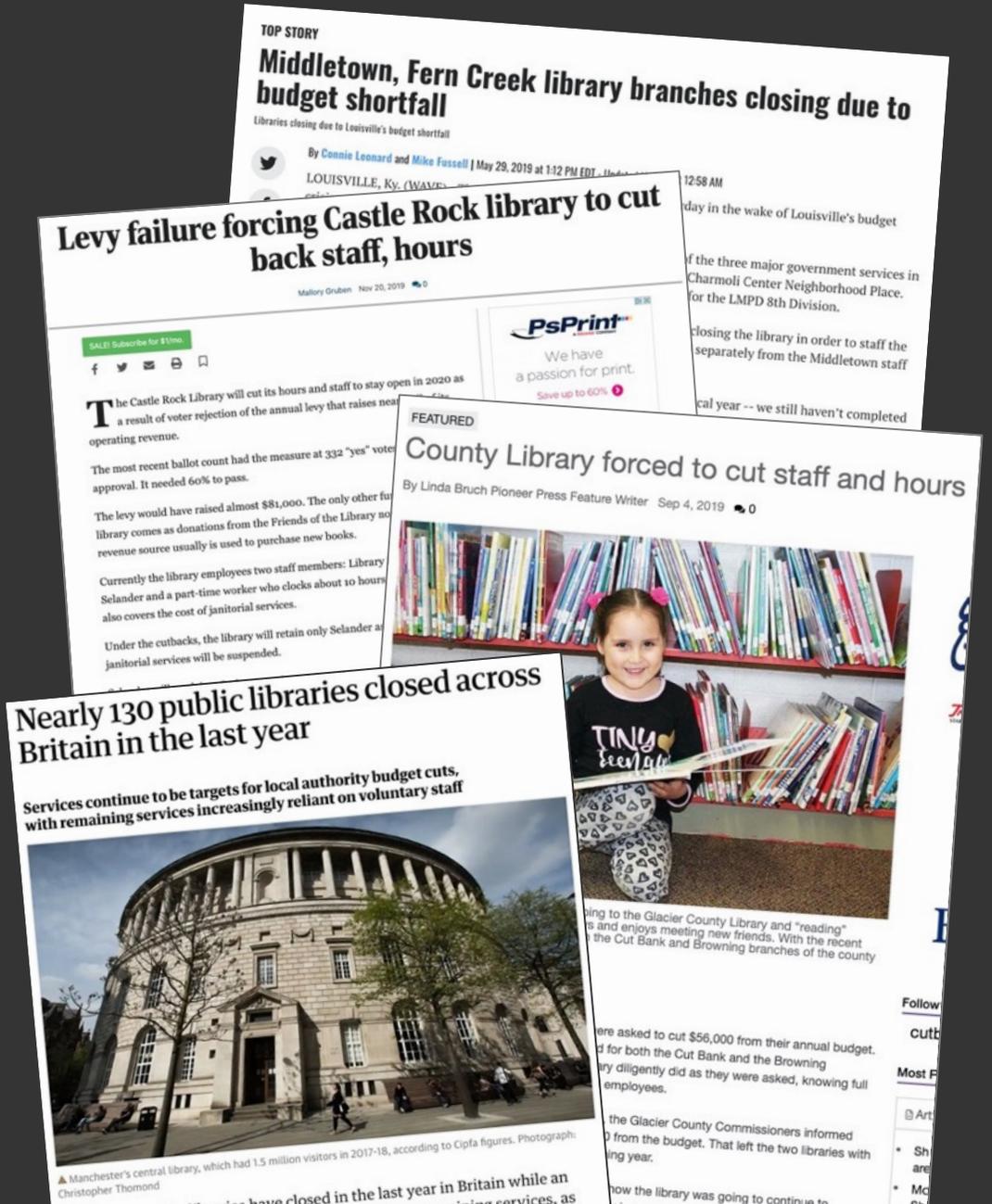


Libraries that didn't shift the perception of being a "book warehouse"

#1

The most common reason libraries lose funding is due to a lack of marketing

Source: EveryLibrary





Users are spending 20% more time in apps during COVID-19 crisis

Source: Venkatraman, A. (2020, April 2). Weekly Time Spent in Apps Grows 20% Year Over Year as People Hunker Down at Home: App Annie Blog. <https://bit.ly/3eVcODx>



I prefer apps that specialize in a small number of features that I use frequently



Prefer

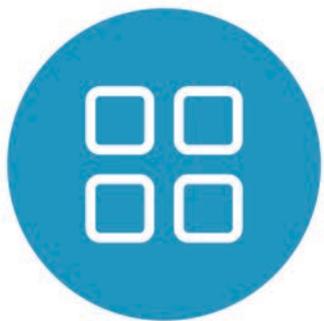


No preference



Do not prefer

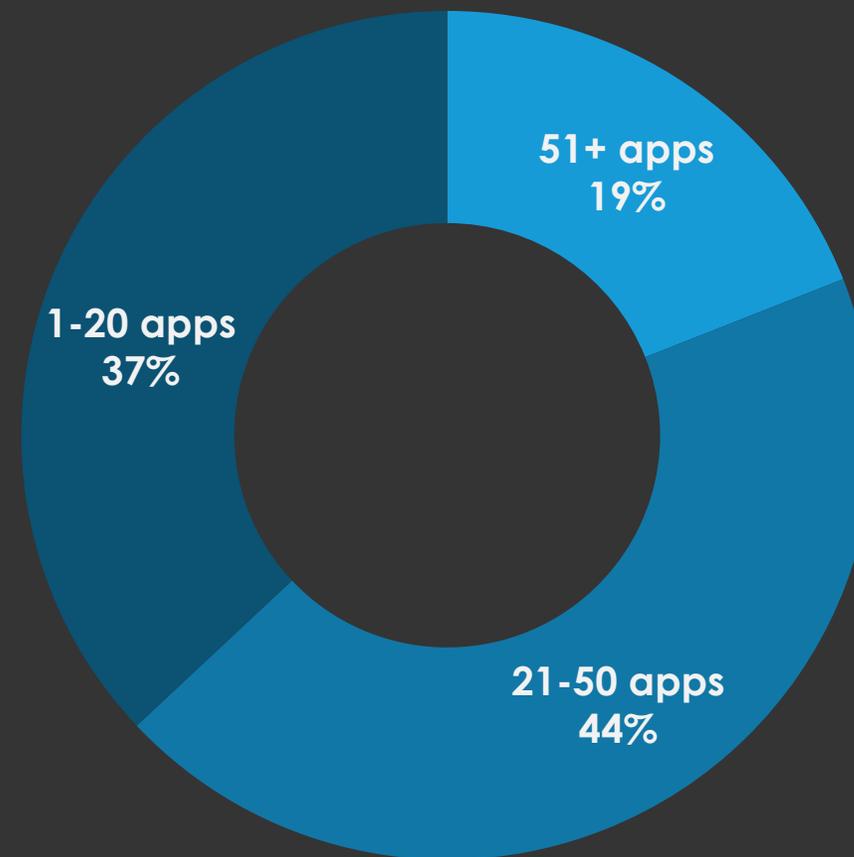
Source: Think with Google: How people discover, use and stay engaged with apps



**On average, users
have 35 apps installed
on their smartphones**

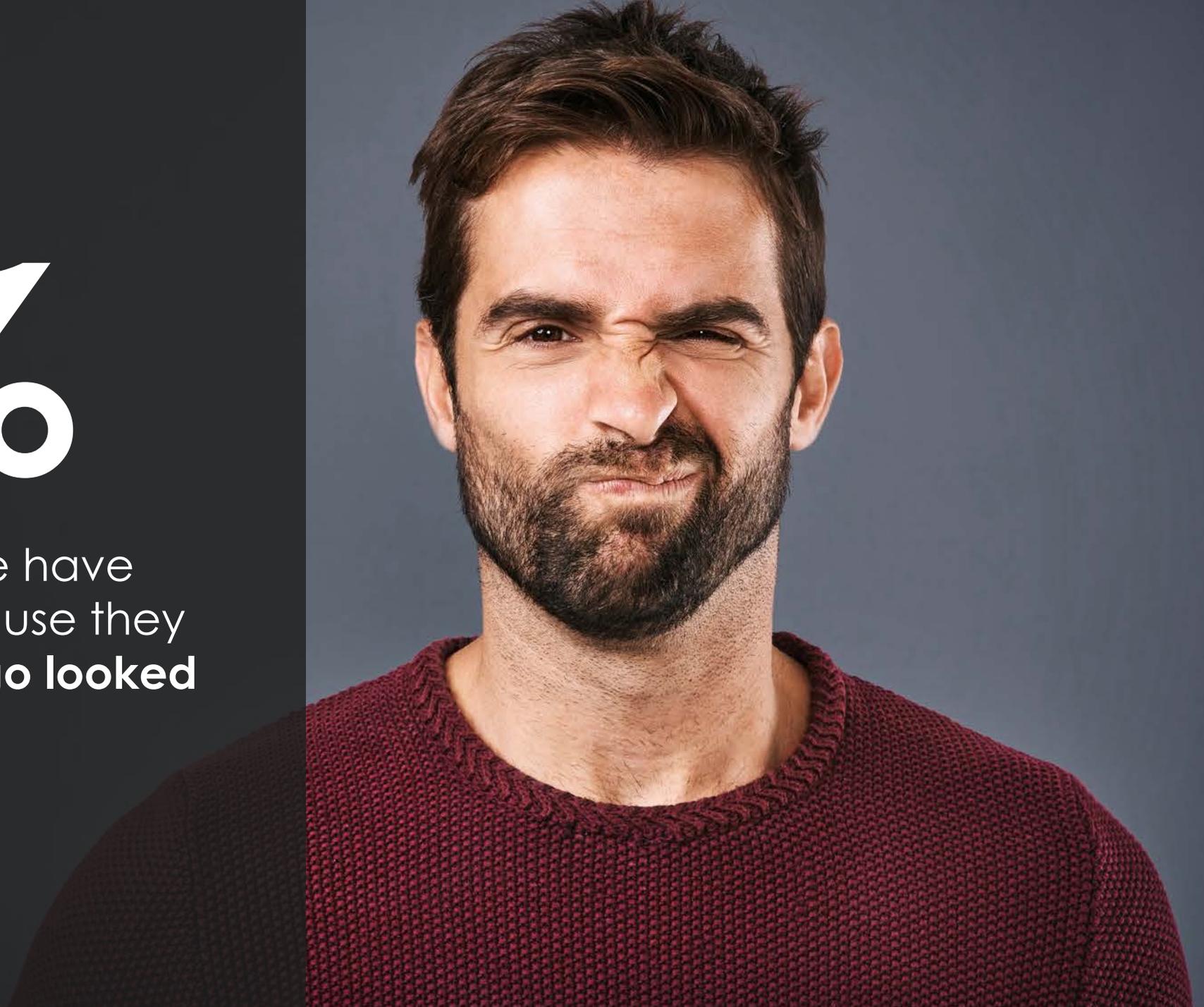
Source: think with Google: How people discover, use
and stay engaged with apps

Average apps installed



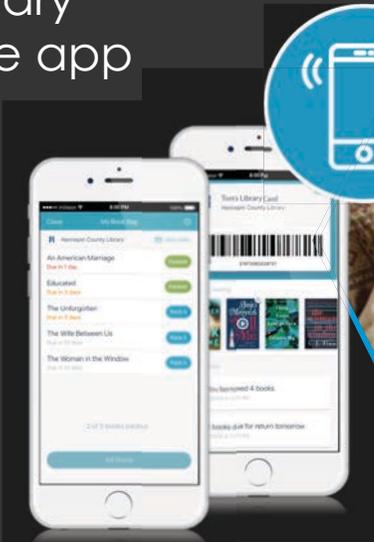
21%

Percentage of people have deleted an app because they **didn't like how the logo looked on their phone!**



When it comes to engaging users and driving awareness, every library can do this

Handy library self-service app



Mobile checkout



Engaging selfCheck experiences





Sioux Center Public Library

| Becky Bilby, Library Director



Sioux Center Public Library

- | Located in Sioux Center, IA (western Iowa)
- | Population: 7,579 including many young families with children
- | **Collection**
 - | Physical Materials: 62,885
 - | Downloadable Materials: 68,246
- | **Circulation: 304,084**
 - | 29.9 % of that total circulation is digital resources
- | Roughly 20 staff members, two full-time

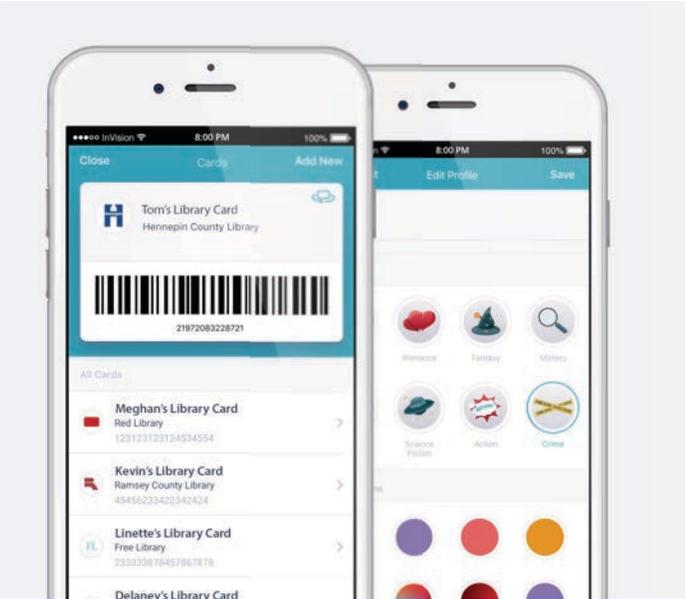


cloudLibrary modules beta program

- | cloudLibrary app set up to align with our circulation policy and library procedures
- | Fall 2018: we were invited to participate in the cloudLibrary modules beta program



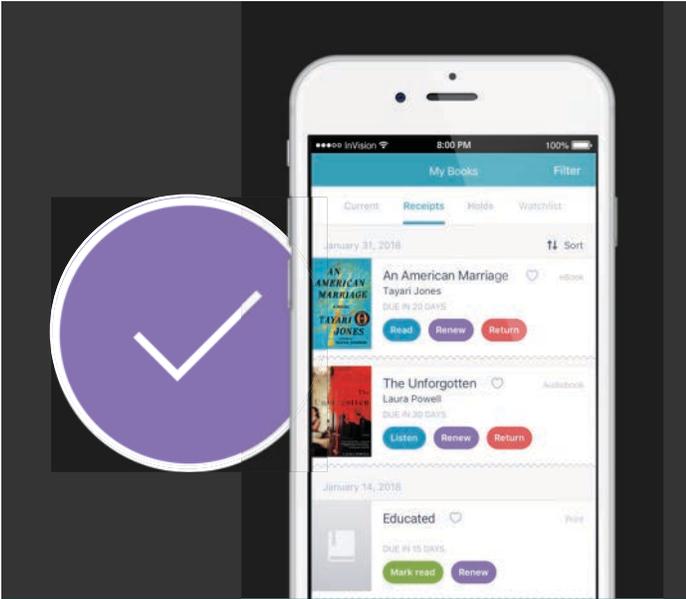
User benefits we LOVE



Easily switch between family cards



Best prepare for your next trip to the library



Integration of physical + digital collection

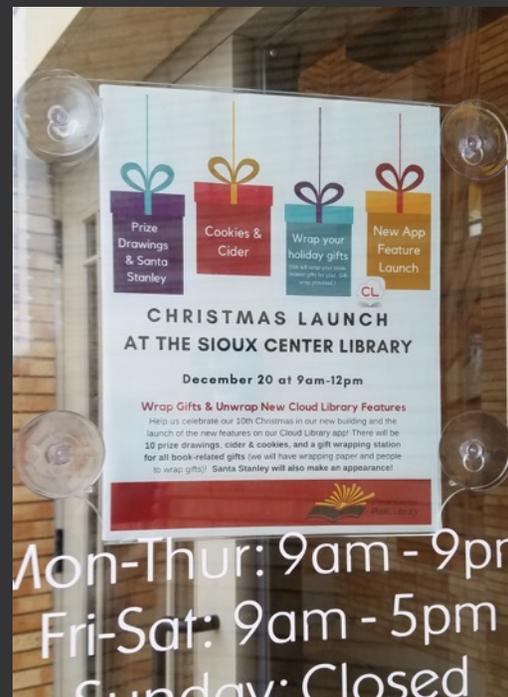


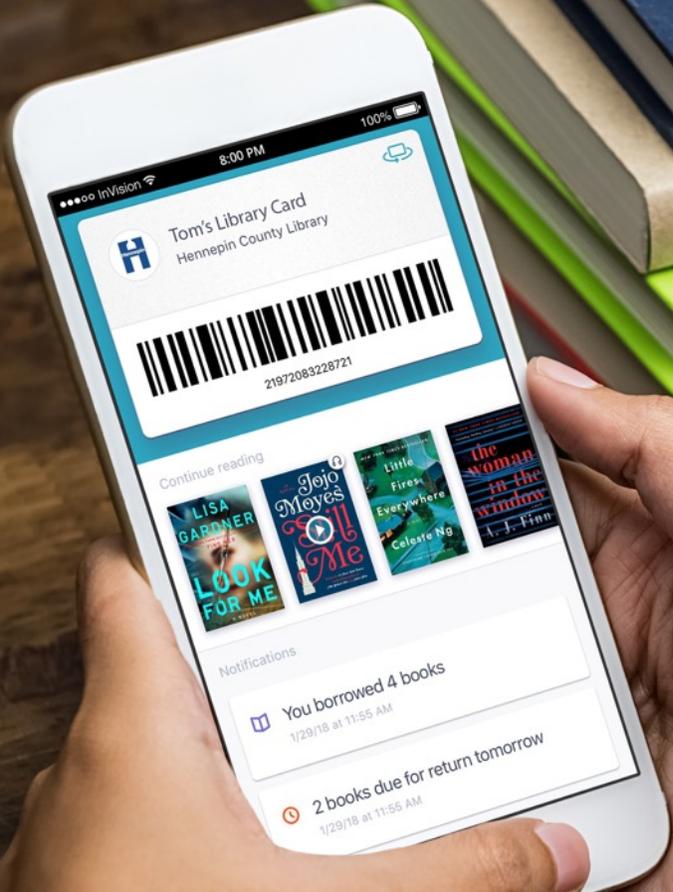
Feedback from users

- | Mobile checkout a hit with Gen-Z
- | Convenience of renewing all family member's books within one app is great for millennial parents

Time to celebrate!

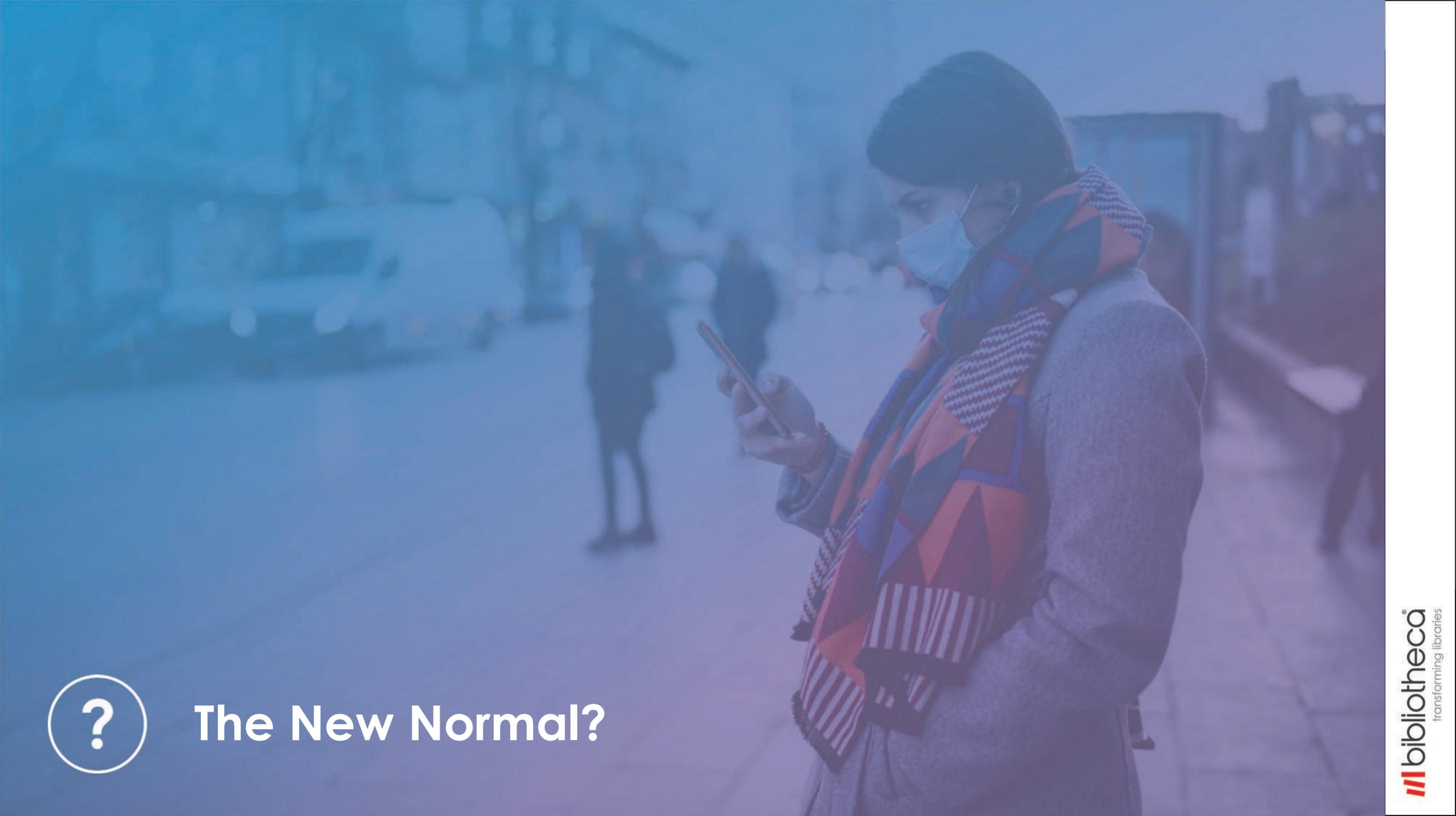
- | 10th Anniversary celebration (plus Christmas!)
- | Free gift-wrapping if item was “book related”
- | Interviews with local media
- | And GIVEAWAYS!





Advice from the team

- | Learning curve is LOW
- | Only app we get requests for!
- | Customer service is second to none
- | Innovations are far ahead of competition



The New Normal?

2x increase in digital collection investment



expanding Iowa cloudLink sharing group



Curbside Pickup

Service was already in the works, just implemented quickly due to COVID-19



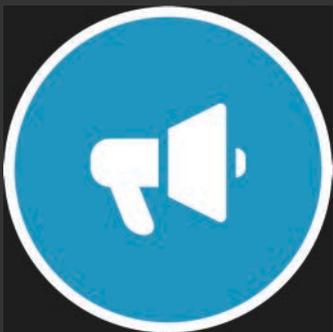
Prove SCPL's value

Library services, spaces and collections vital, especially now!



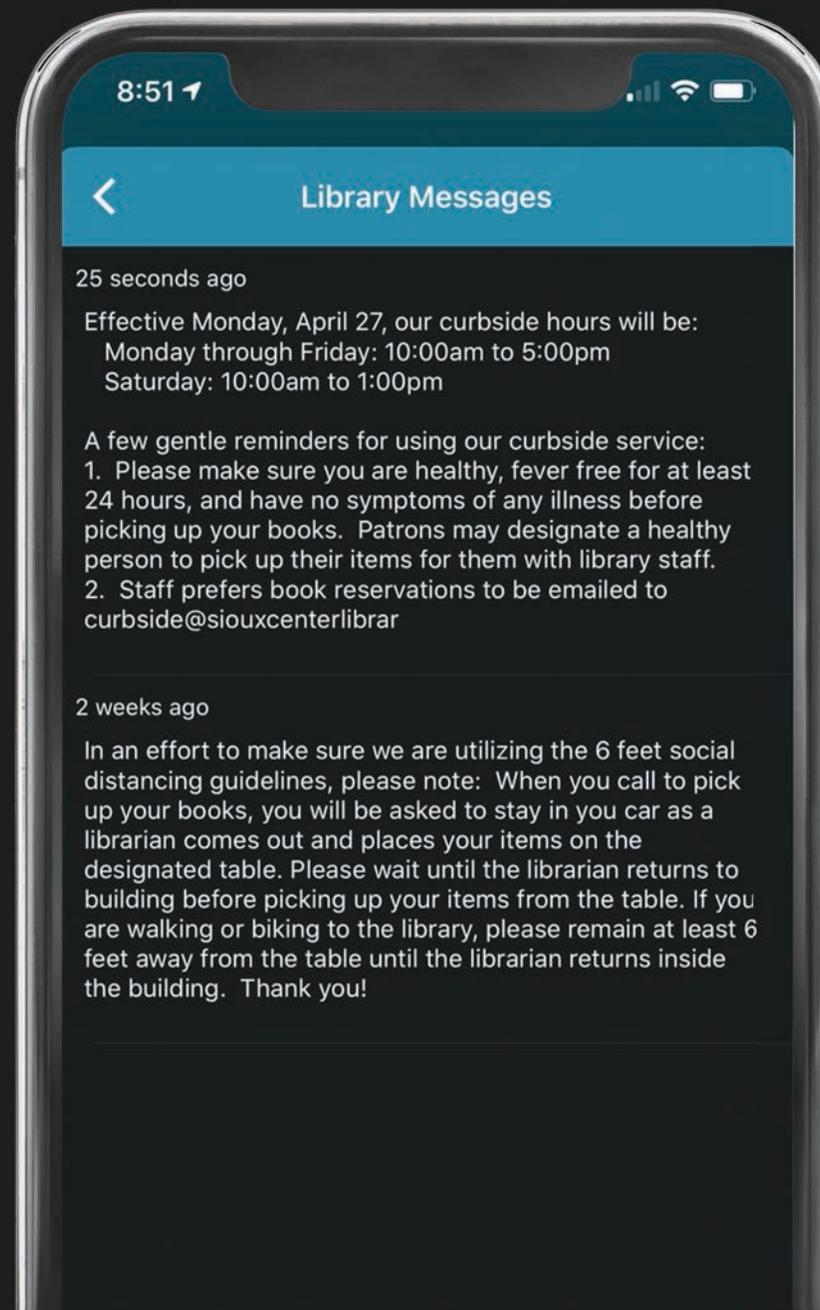
The "New Normal"

Preparing for heavy smartphone use, physical distancing long-term



Critical library messages

- | Quickly & easily alerts all users
- | Push notifications get their attention
- | Keep everyone informed





Q&A

Minimizing touchscreen transactions



2 Configuration options for quickConnect

This section provides guidance to minimize touchscreen interaction for quickConnect. Make sure that each solution is suitable for your library before implementing it.

2.1 Put quickConnect in check-out mode

Result: the selfCheck will automatically open the login screen.

1. Go to **System Manager** -> **Workflow** ->
2. Select **Check-out**

Issues with this mode of operation: Payment the main screen. Users with a PIN will still have

2.2 Put quickConnect in check-in mode

Result: the selfCheck will start up on the Check-in screen.

1. Go to **System Manager** -> **Workflow** ->
2. Select **Check-in**

Issues with this mode of operation: Payment the main screen. Users with a PIN will still have

2.3 Reduce the default timeout

Result: this will end the transaction without payment.

1. Go to **System Manager** -> **Workflow** ->
2. Change **Inactivity Warning Timeout** 30
3. Change **Walkaway Timeout** 30 (default)

Walkaway and inactivity timeouts can be found in the Configurator.

- **Configurator** -> **Session** -> **Inactivity Warning**
- **Configurator** -> **Session** -> **Walkaway Timeout**

2.4 Print a receipt automatically

1. Go to **System Manager** -> **Receipts** ->
2. Change **No Receipt Option** to Off
3. Change **Print Check-in/Check-out** to On
4. Change **Email Check-in/Check-out** to On



1 Cleaning methods for bibliothecca solutions

This quick guide describes the recommended cleaning and disinfecting procedure for bibliothecca solutions relative to Coronavirus Disease 2019 (COVID-19). Included are recommended disinfectant products that are safe for use with bibliothecca solutions and approved by the US Center for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA).



For details on how to clean the bibliothecca flex AMH solution, please refer to the specific section at "[Disinfecting flex AMH systems](#)" on page 6.

1.1 Important considerations before cleaning

- Select only non-abrasive cleaning cloths to avoid scratching touchscreens.
- Do not get liquids inside the unit. If liquids get inside the unit, have a qualified technician determine whether it is safe to power the unit back on.
- Avoid highly concentrated (70%+) alcohol, bleach or ammonia solutions, as these may cause discoloration.

1.2 Cleaning/disinfecting procedure

- Dampen a clean, non-abrasive cloth with a mild soap-and-water solution. Ensure excess moisture is squeezed from the cloth.
- Clean the surfaces and allow them to dry.
- Dampen a new clean, non-abrasive cloth with your chosen disinfectant. Ensure excess moisture is squeezed from the cloth. Or use recommended pre-dampened wipes.
- Disinfect the surfaces and allow them to dry.
- For disinfectant solutions that are safe for use with bibliothecca solutions, see below.

1.3 US CDC-recommended disinfectant solutions safe for bibliothecca solutions

- Household bleach solution (1/3 cup bleach per gal. of water)
- Isopropyl alcohol (70% solution)
- More info from the CDC on disinfecting procedures for COVID-19 can be [found here](#).



COVID-19 resources bibliothecca.com

- | Minimizing touchscreen transactions and cleaning guides
- | cloudLibrary digital collection recommendations