



Welcome!

Making Library Use More Accessible

Wednesday, April 22, 2020



Chat

Add your location while we get setup!



Audio

All attendees have been muted



Q&A

We'll check here for questions (not chat)



Tara Wong
Chief Executive Officer,
Oakville Public Library



Sherry Fahim
Director, Digital Technology
and Creation, Hamilton
Public Library



Meghan Davis
Vice President of Global
Marketing, bibliotheca



Monitoring chat and questions
Kelly Knutson and Kristy Goebel

#WebinarWednesday series



No matter your size, create a 21st century library experience
Wednesday April 29



Featuring Sioux Center
Public Library



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**

remoteLocker overview

bibliotheca.com/customer-stories



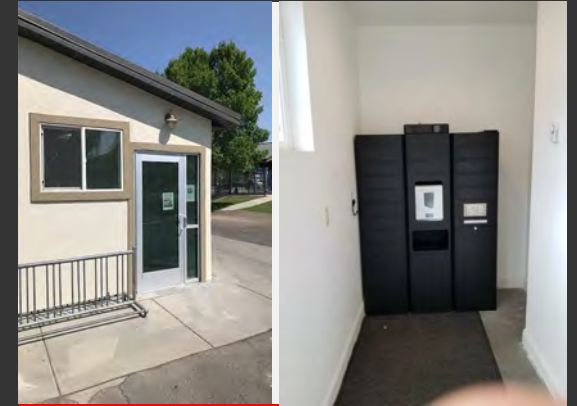
24/7 community lobby
Toledo-Lucas County
Library, Ohio USA



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



24/7 student access
University of Manchester,
Great Britain



Serve rural communities
Summit County Public
Library, Utah USA



Oakville Public Library

| Tara Wong, CEO



Overview

- | Oakville, Ontario located 30-40 minutes outside Toronto, Canada
- | 200,000 residents with 2% annual growth
- | 7 branches and 3 OPL Express locations
- | 1.2M visits and 1.9M circulations in 2019

Oakville residents

- | 79% have a library card
- | 91% say the library is very important to their quality of life and feelings of community belongingness



Mission

Inspiring Oakville



Vision

Cultivating discovery and creativity by fulfilling our values



Values

- | Providing access to resources for information and recreation
- | Fostering the joy of reading and learning for all ages
- | Offering a welcoming and supportive environment

For library users, it's all about convenience



Growing community,
takes up to 15 years to
open a new branch



Many residents
commute to Toronto,
away 10-12 hours daily



Market survey results:
users want inconvenient
hours and locations

Extending access with OPL Express locations

- | Partnered with Queen Elizabeth Park Community and Cultural Center
- | Introduced first OPL Express location
- | Basic library services centered around remote holds pickup locker (returns, holds pickup, programming)
- | Convenient location with extended hours (6AM – 10PM 7 days per week)



Expanding on success



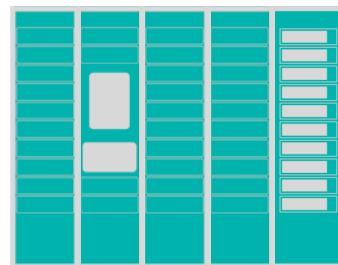
New lockers and capacity
to meet demand at QEP



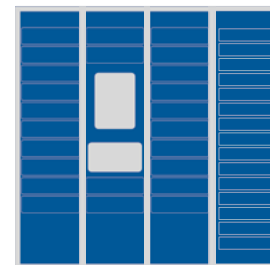
Added two new OPL
Express locations



Partnered with bibliotheca
on new locker concepts



Queen Elizabeth Park CC
Holds pickup, returns and
browse-able collection

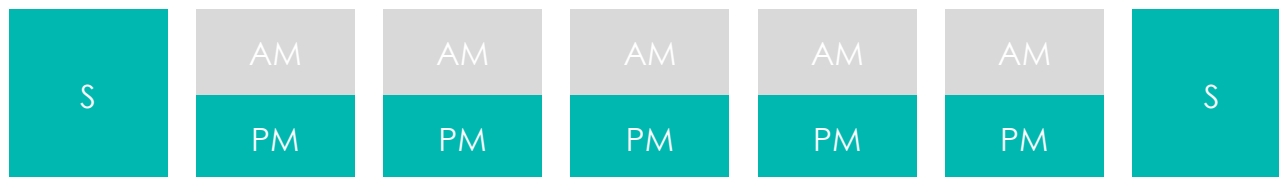


Sixteen Mile
Holds pickup, returns
and compact lockers



St. Luke's (Palermo)
Holds pickup
and returns

remoteLocker usage surges
weekends + weekday evenings



80%

of holds were accessed
while nearby library branch
was open



Why it's worked for users

- | **Convenient times.** Often OPL Express locations open longer than the library
- | **Convenient locations.** The library is meeting users where they are
- | **Offering basic library services** that satisfy users between visits

Collaborative innovation that benefits users



Compact lockers to maximize space

Smaller lockers to meet demand of library power users,
OPL Express locations that turn over quickly

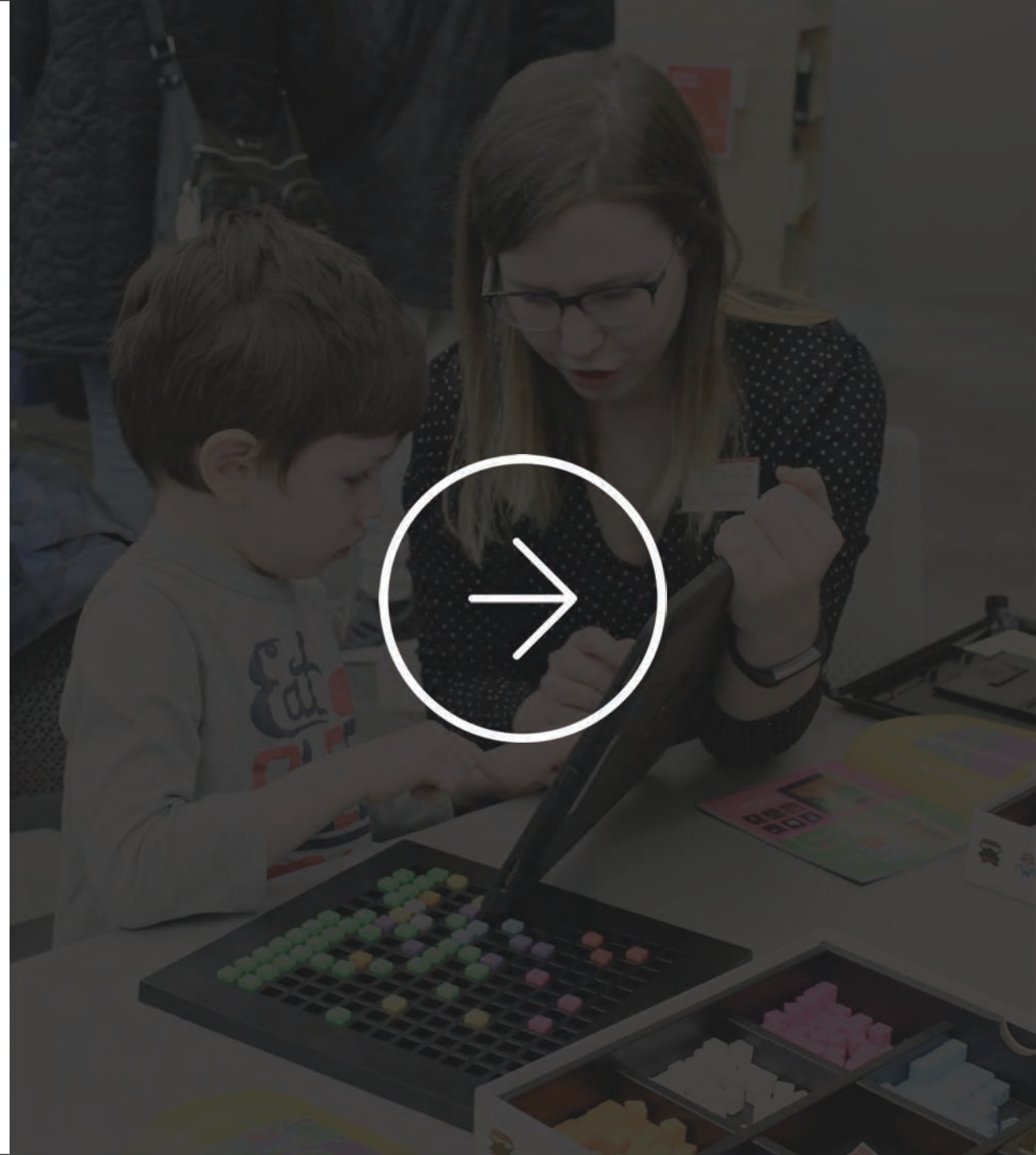


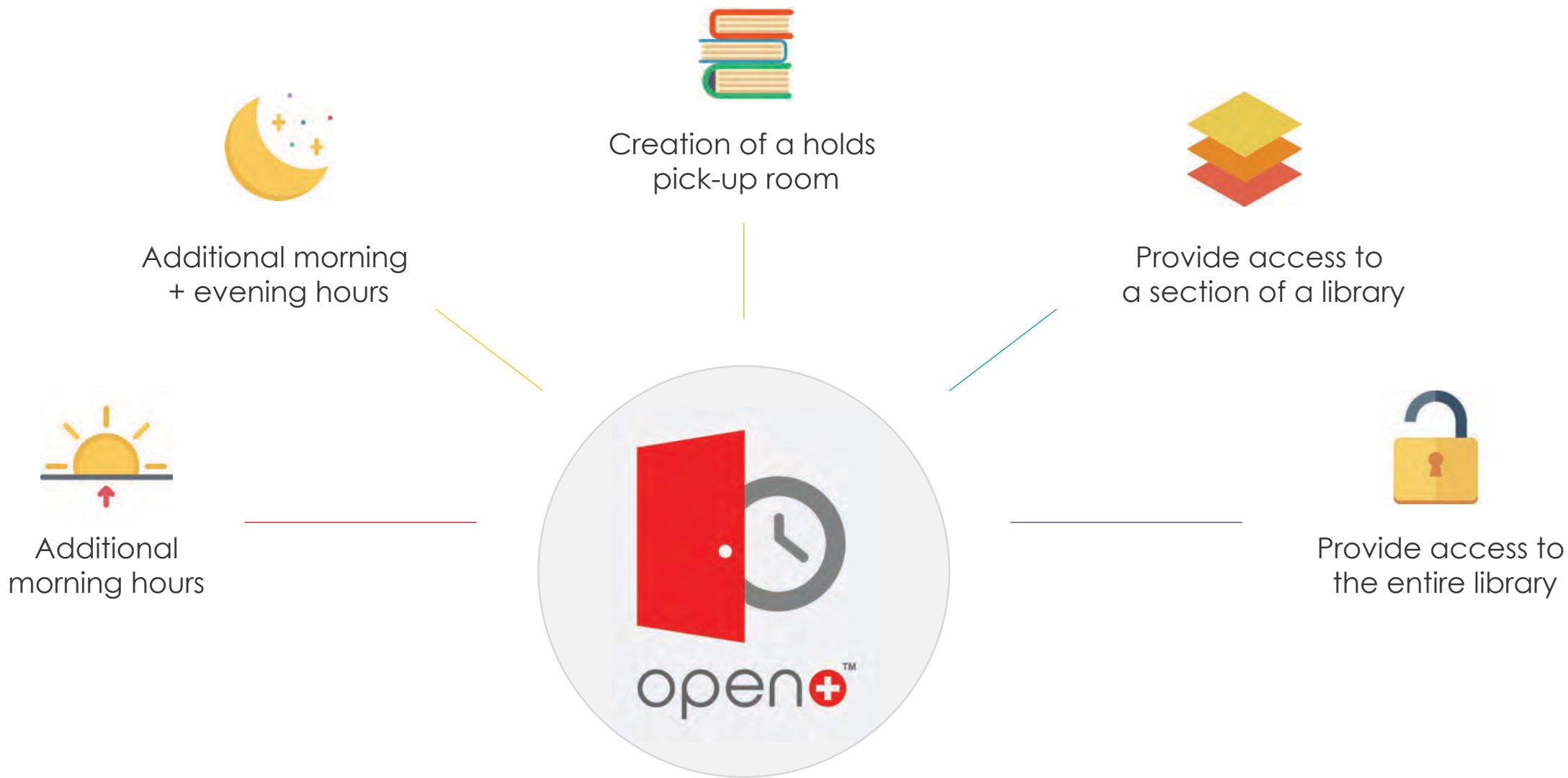
Remote browse-able collection

Highlight non-traditional and themed collections
(Tinker Toys, Binge Boxes, STEAM kits, etc.)

Lessons learned

- | Community partnerships are key
- | Consider 24/7 access as contingency for library closures
- | Prepare for demand and plan to implement more

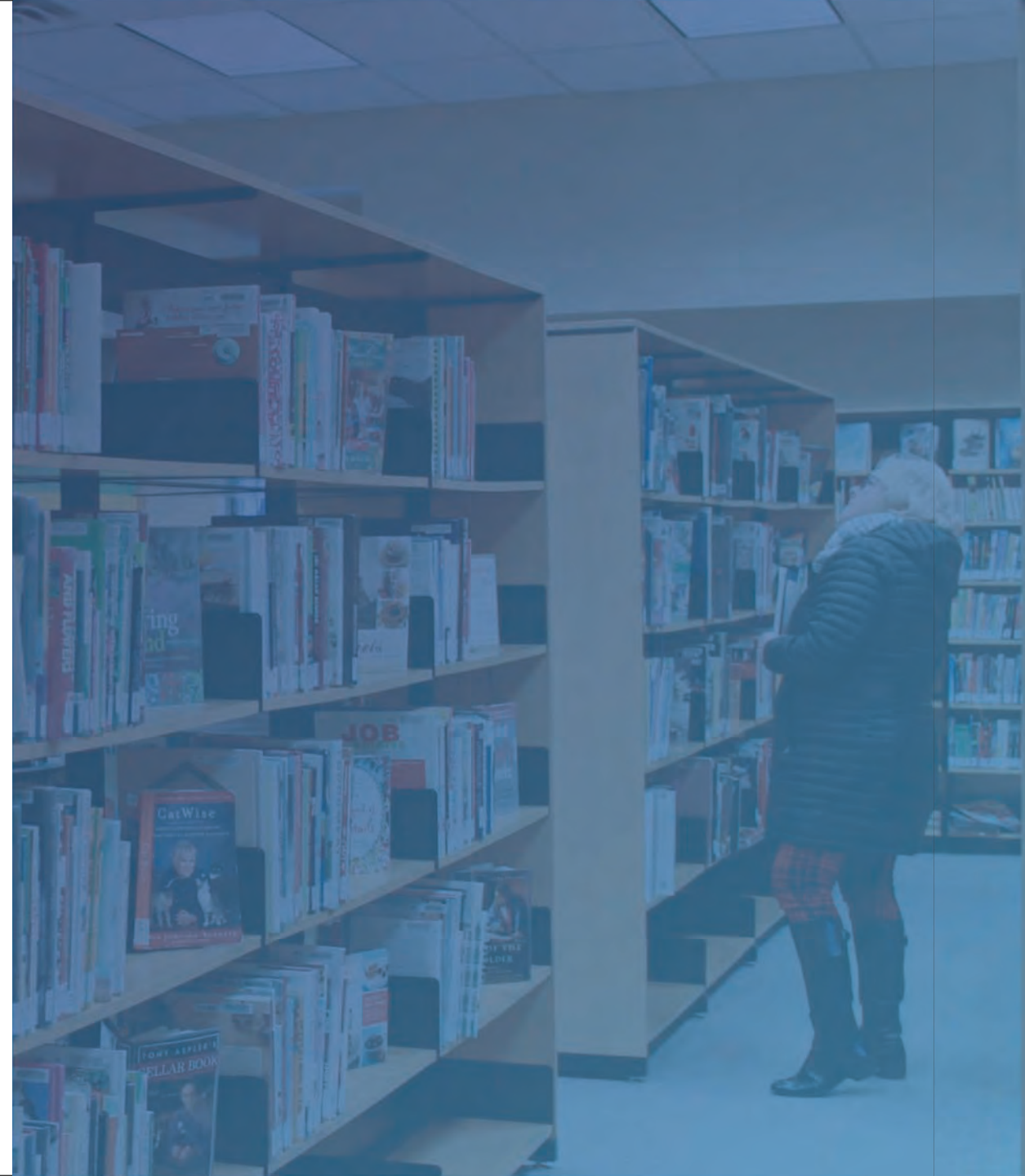






Hamilton Public Library

| Sherry Fahim, Director Digital
Technology and Creation





About Hamilton

- | Hamilton, Ontario is a port city on the westernmost tip of Lake Ontario.
- | Part of the Golden Horseshoe, Hamilton is among the largest cities in Ontario, and home to 550,000 residents.
- | The Hamilton Public Library operates 22 branches and 2 bookmobiles across 439 mi² / 1137 km².

Strategic plan to enrich our community



Freedom to discover



Strategic Priorities

- | Community beacon
- | Relevant and responsive
- | Learning and innovative organization



Values

- | Intellectual freedom
- | Inclusiveness
- | Innovation
- | Respect
- | Accountability



A New Way of Looking at Service

Rural Extended Access is now open 60 hours a week. Some of those hours we have staff present; other hours we offer remote support.

RURAL EXTENDED ACCESS

Large System, Different Needs

- | Large library system: Hamilton Public Library operates branches in urban, suburban, and rural communities.
- | Large branches in the heart of the city serve tens of thousands of customers, the smaller rural library branches serve a fraction of that number.
- | Freelon, our northernmost branch, serves a community of 2,500.
- | Lynden, in the northwest, serves a community of approximately 4500.





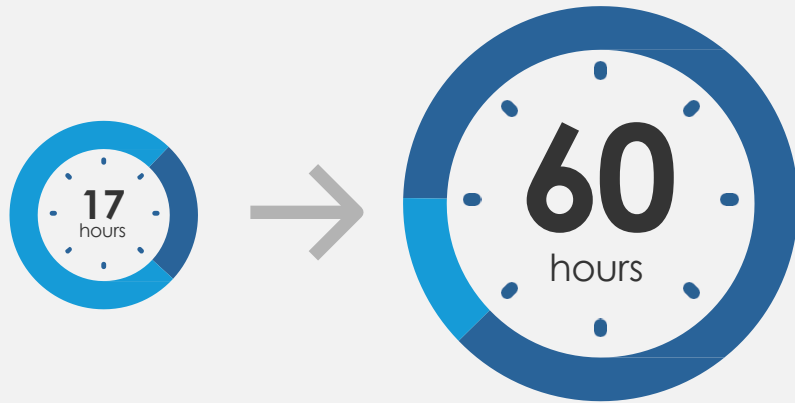
Implementing the Strategic Plan

Reasons for embracing self-service and new workflows:

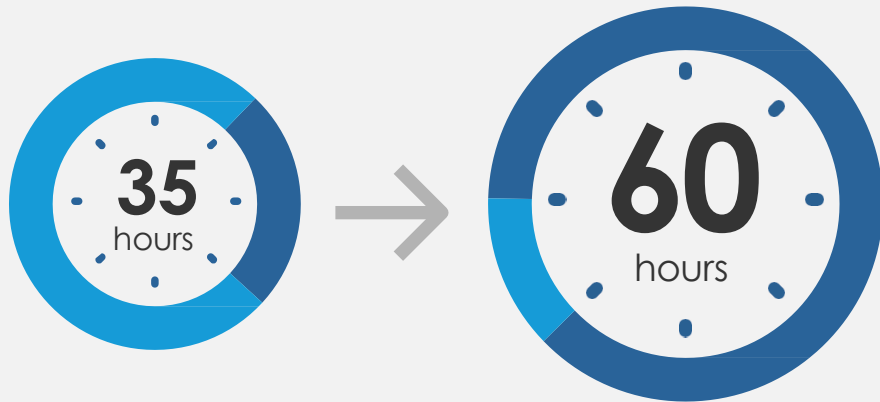
1. Simplify customer experience
2. Replace simple repetitive tasks with value added work
3. Better meet community needs where and when they need it
4. Expand HPL services in a sustainable way and improve ROI of under-utilized resources



open+ at Hamilton Public Library:
 Extended hours for rural communities, first open+
 installation in Canada!



Increased open hours
Freelton Branch



Increased open hours
Lynden Branch

More Time, More Service

- | In 2017, the Hamilton Public Library Board agreed to implement bibliotheca's open+ model as a pilot in Freelton.
- | In 2018, we expanded the open+ service to our Lynden Branch
- | More rural Branches will be added



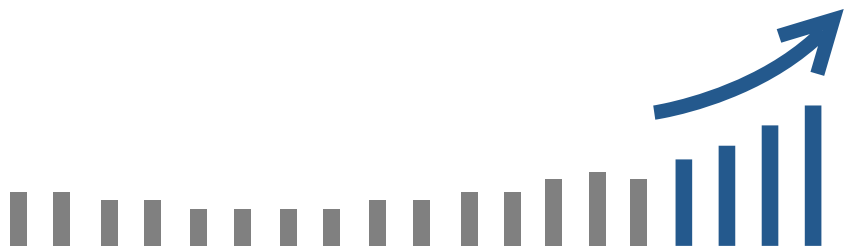
A Robust Service Model

In the first 5 months

- | Freelon's usage is up 19%. Circulation has increased, and both gate count and computer use are up almost 50%.
- | Interestingly, the library isn't just used more during extended hours. Program attendance also doubled and digital circulation increased.
- | The library is more accessible and therefore, the community is more engaged.



Increased Access, **Increased Engagement**



100% Increase in
library visits
compared to
before system

60%



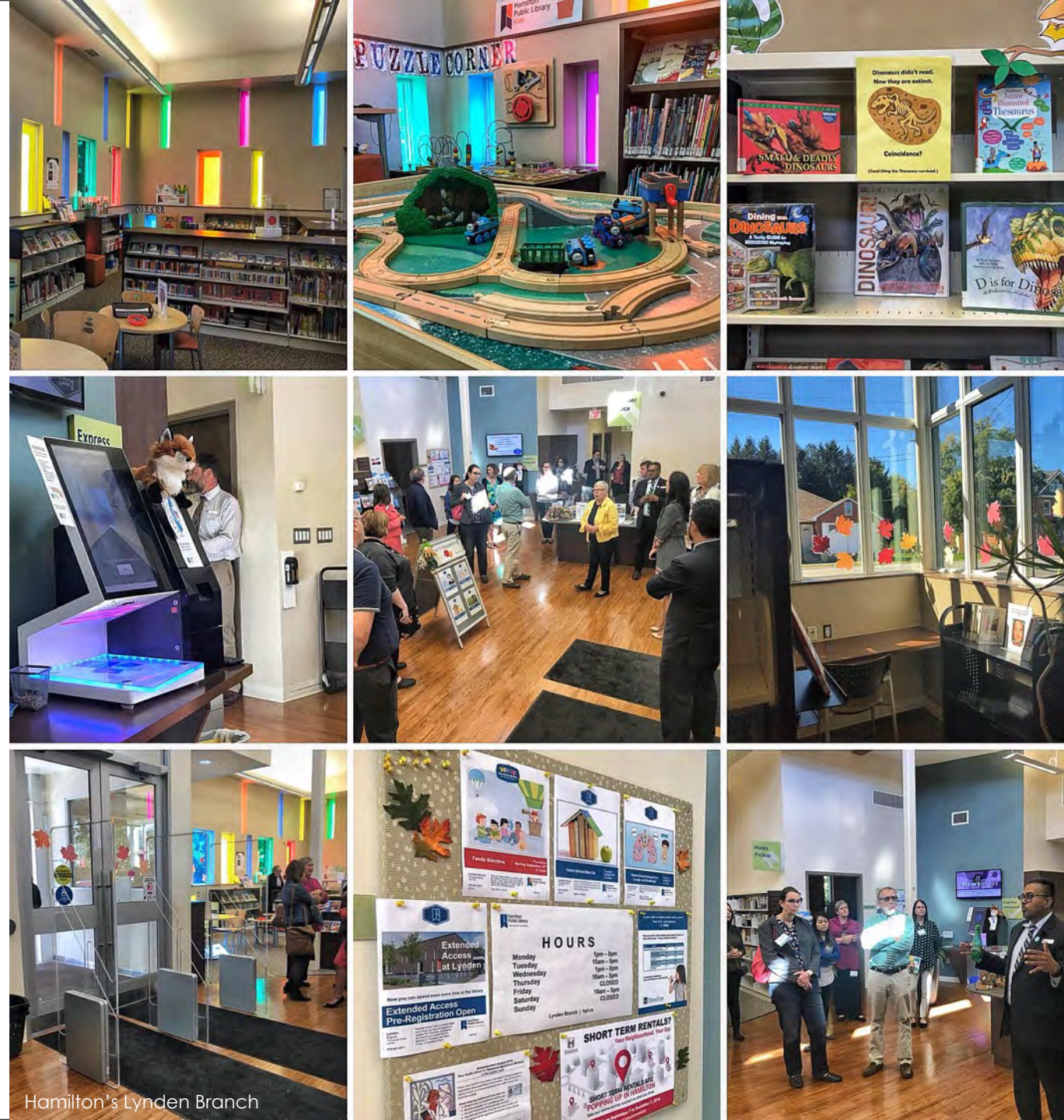
In computer use
year-over-year

Key Learnings

We had to go the extra mile because we were the first. As more systems do this, it will only become easier.

The process:

1. Trust the Board, staff, community.
2. The board's reassurances that they were using this to expand access and not reduce staffing went a long way.
3. Ensure all the pieces are in place before opening.



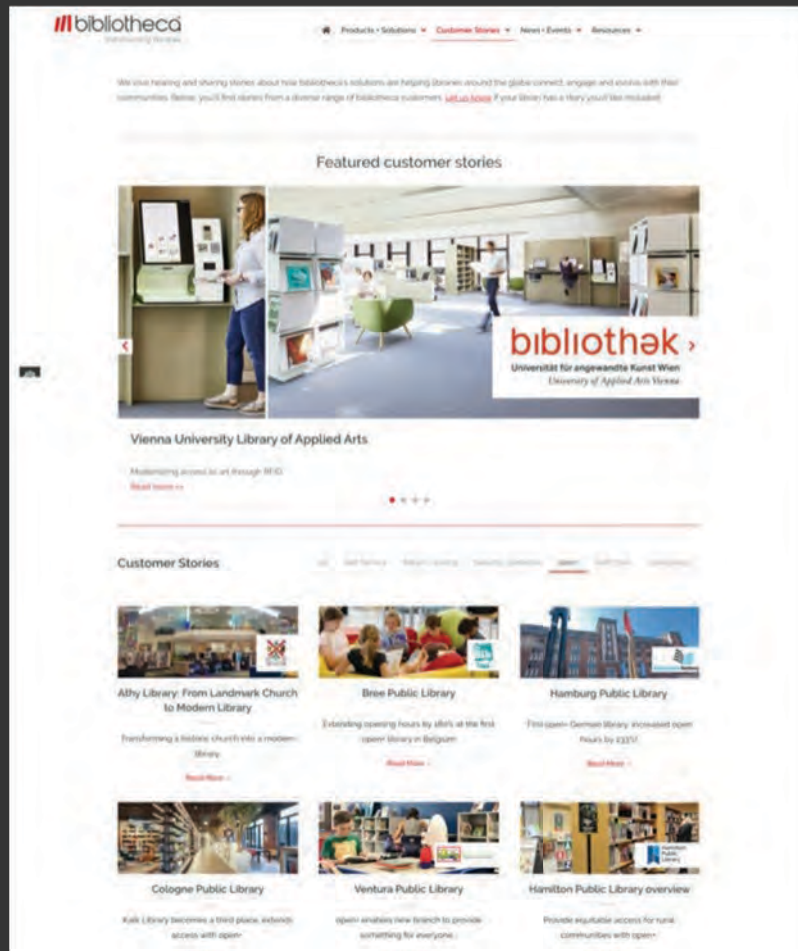


Success: Giving the Keys Back to the Community

- | open+ allows us to deliver on our Values and Priorities
- | This puts the keys back in the hands of the community – the people who are funding the library in the first place.

Academic and international library stories

bibliotheca.com/customer-stories



The University of Manchester
Expanding interlibrary loan access for busy students with after-hours holds pickup lockers



Cologne Public Library
Kalk's new library becomes a third place and extends access to the community with open+



Edith Cowan University
Holds pickup and self-service solutions allow librarians to focus on university goals of student success and research

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 a payment.

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

Walkaway and inactivity timeouts can be found in the following menu:

- **Configurator** -> **Session** -> **Inactivity Timeout**
- **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 receipt** to On
4. Change **Email Check-in/Check-out receipt** 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](#).

bibliothecca.com, page 4



COVID-19 resources bibliothecca.com

- | Minimizing touchscreen transactions and cleaning guides
- | bibliothecca team updates and letter from bibliothecca CEO, Ray Hood
- | cloudLibrary digital collection recommendations

Cleaning guidance