

Welcome!

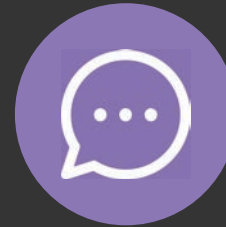
Improve staff productivity and
make a bigger impact

Wednesday, May 6, 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)



Holly Barfield

Assistant Director, IT and Facilities,
Forsyth County Public Library



Juli Moore

Library Director, Iredell
County Public Library



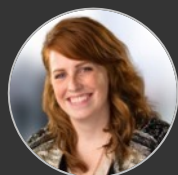
Bryan Pasteryk

Vice President of Sales,
bibliotheca



Meghan Davis

Vice President of Global
Marketing, bibliotheca



Monitoring chat and questions
Kelly Knutson and Kristy Goebel

Embracing technology to solve library challenges



**Awareness and
Engagement**



**Outreach
and Access**



**Productivity
and Funding**



FORSYTH COUNTY PUBLIC
LIBRARY

Forsyth County Public Library

| Holly Barfield, IT and Facilities
Manager





Library overview

- | Four-branch system located in the fastest growing county in Georgia
- | Circulation: 1.9M
- | Library visits: 476,000
- | Program and Outreach attendance: 55,000



Mission

FCPL champions literacy, lifelong learning, and personalized service to all patrons.



Vision

FCPL is a vital participant in the Forsyth County community, striving to improve the quality of life for everyone.



Values

- | Serve the entire Forsyth County community
- | Deliver a transformational library experience
- | Champion literacy and lifelong learning





Finding a solution that works for Georgia's busiest library

- | In terms of materials borrowed, the Sharon Forks branch is the busiest library in GA
- | Needed an automated materials handling solution designed for libraries that could process thousands of items per day and keep staff free for more meaningful work

The library needed more than just a shiny new toy

- | Drop-and-go option for busy families
- | Holds slip workflow that required less staff time
- | Internal and external returns
- | Configurable into existing spaces





Cumming Branch

Seven-bin flex AMH with drop-and-go. Branch also has four external book drops

Quick and easy for staff to drop overnight totes into bulkSeparator



Sharon Forks Branch

Two 13-bin flex AMH systems which include multiple book drops and staff return. Both drop-and-go as well.

Busiest branch



Hampton Park Branch

No automated materials handling



Post Road Branch

9-bin AMH with internal, external and staff returns

Single-induction only



Expanding programming to accommodate community needs



The library is busier than ever, but automation makes it look easy

Creating better library experiences for users and staff



FORSYTH COUNTY PUBLIC
LIBRARY

flex AMH works overtime
early in the week after busy weekends

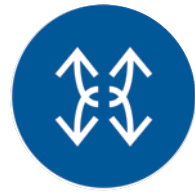


Items returned by day of the week at Sharon Forks FY20



1.9M

items circulated for
entire system FY20



90%

of items returned via
automated returns



24 hours

Most items back on the
shelves within one day



Reopening aided by dedicated committees



Quarantining of books for immediate needs



Reopening facilities and offering services safely for users and staff



"New Normal"
Long-term social distancing and COVID-19 reoccurrence



Library life in the time of COVID-19

- | Library staff are working from home
- | Book Clubs and farm programming a hit!
- | Expect self-service checkout and automated returns will be more vital than ever before
- | AMH reduced times items are touched and helps stop the spread of the virus
- | Researching workflows to accommodate quarantine time
- | Budgets: taking cues from 2008 as we've been in a similar situation quite recently



Iredell County Public Library

| Juli Moore, Library Director





Library overview

- | Statesville Main Library with two branches: Harmony and Troutman
- | Circulation: 378,620, Collection: 297,677
- | Library Visits: 251,707
- | Staff Members: 28 FT and 6 PT

Iredell County

- | 50 miles north of Charlotte, NC
- | Population: 181,000
- | Rural and suburban system



Statesville (Main)



Troutman Library



Harmony Library



+



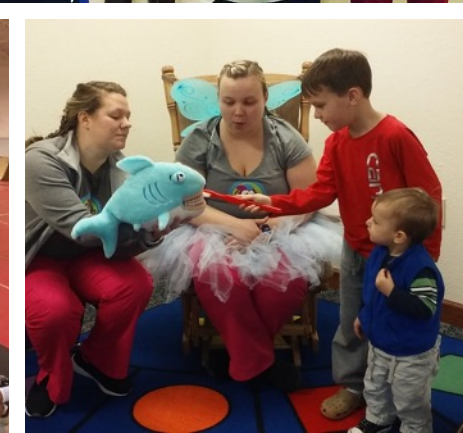
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Creatively funding Innovation

Reinstate and expand programs and outreach

- | Reinstated outreach services to homebound, daycares and nursing homes
- | New StudentAccess courier service and adult programs like writer groups, trivia nights and gardening groups.
- | Participating in local festivals and events we never had time for before



How to exceed your goals: location, location, location!



The first delighted user to borrow items at the selfCheck via RFID



Middle selfCheck deactivated to promote social distancing

Staff make the biggest difference

- | Making time more valuable, not replacing jobs
- | Focusing on relationships and connections rather than interactions



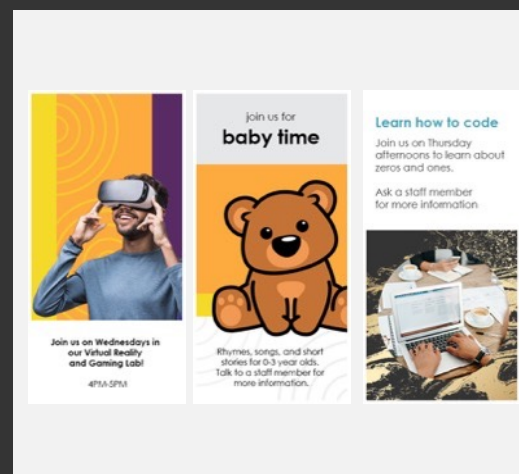
Removing barriers and promoting services



Increased fines threshold,
borrowing limits and renewal
periods



Configured local
student ID cards



Onscreen promotions keep
users informed and engaged



Creating positive experiences
for users from the very
beginning

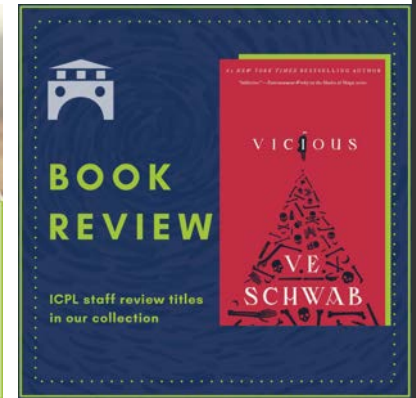


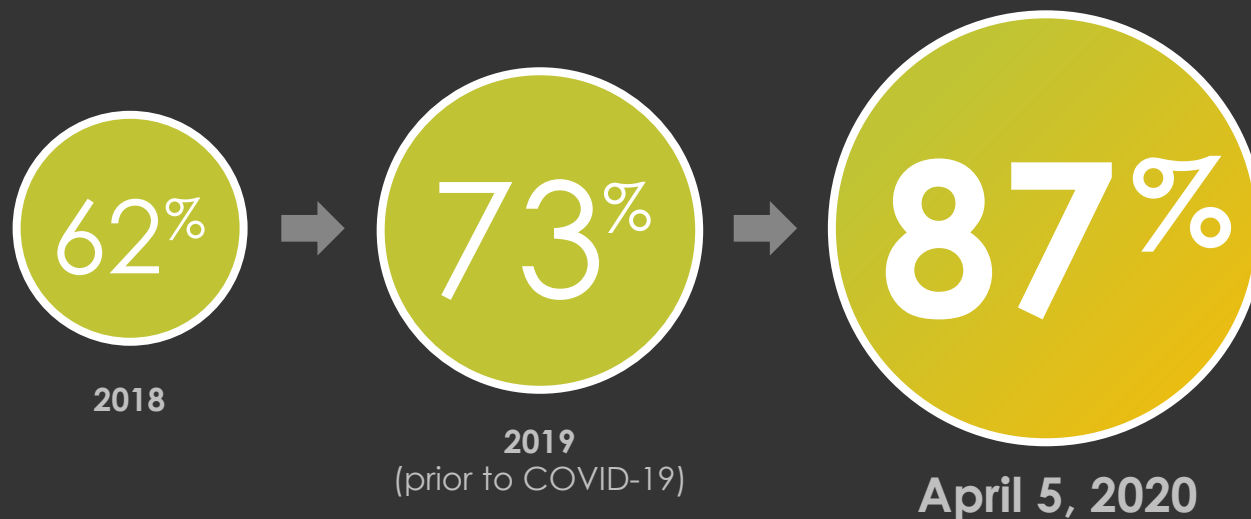
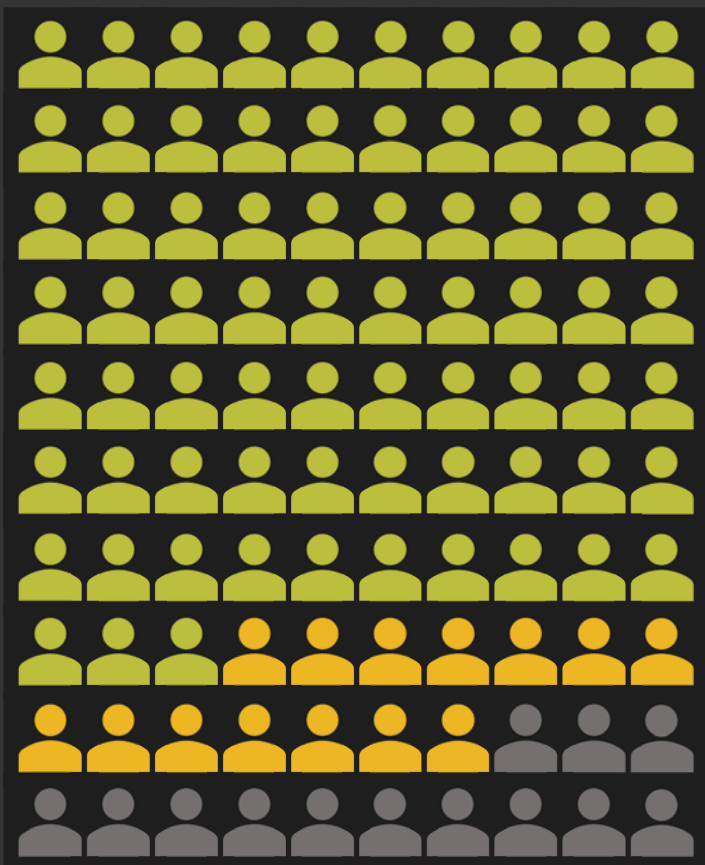
Library life in the time of COVID-19

- | Library staff are essential employees in Iredell County
- | Closed meeting rooms and cancelled in-person programming through August
- | **Express Books:** 5-10 items available after user completes questionnaire, selfCheck vital to success
- | Staff working on strategic plan projects that were staff time-intensive, but cost little to complete (weeding, inventory, etc.)

Constantly adjusting and making new plans

- | Revising strategic plan and taking budget news one day at a time
- | With change as a constant, creating a revised Summer Reading program has given staff opportunity to focus on something concrete





Consumers prefer self-service

Source: O'Shea, D., 2019. Study: 73% Of Consumers Want Self-Service. [online] Retail Dive. <http://bit.ly/bibliothecafact1> 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>





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 a timeout.

1. Go to **System Manager** -> **Workflow** ->
2. Change **Inactivity Warning Timeout** to 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