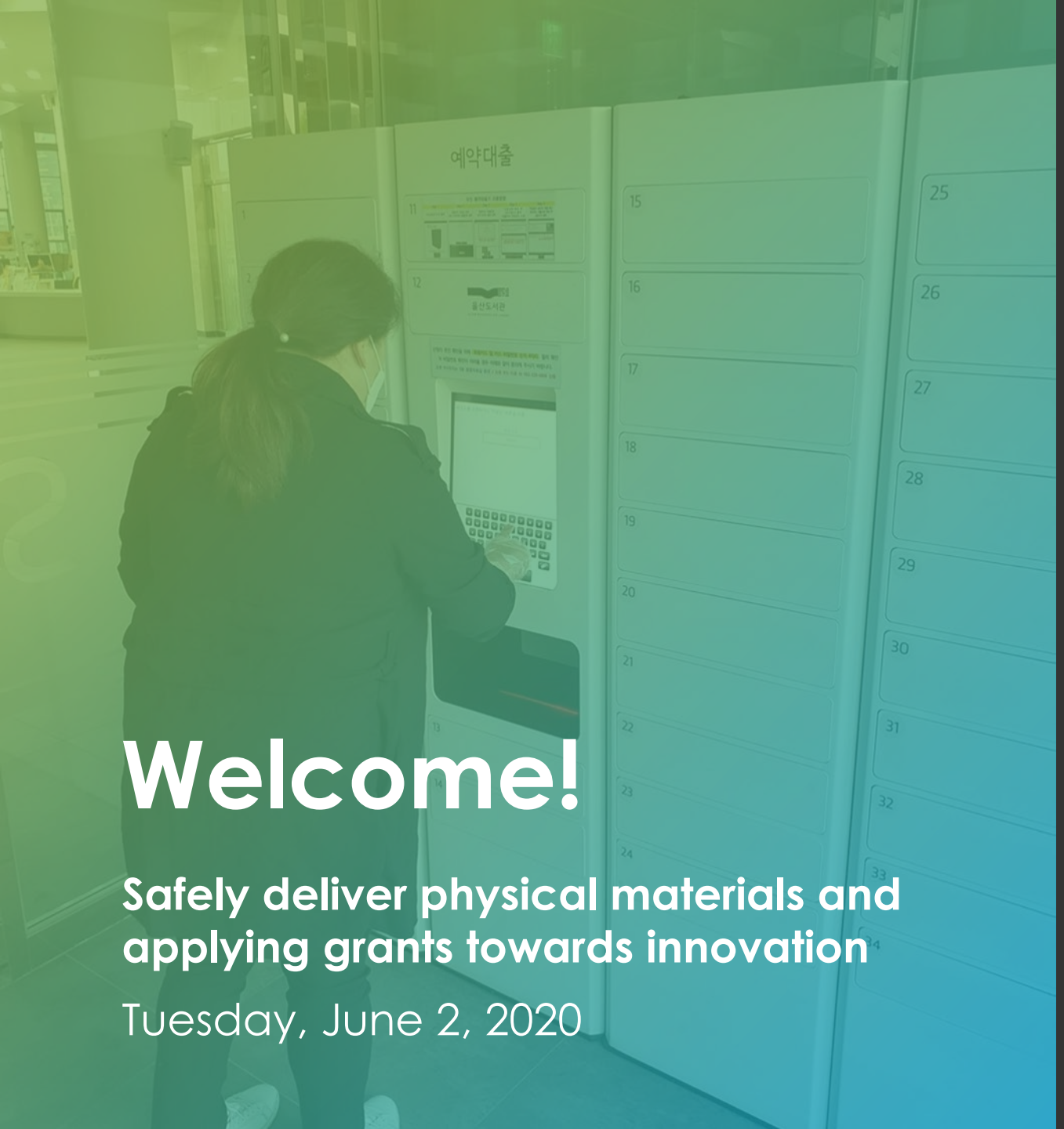

Welcome!

Safely deliver physical materials and applying grants towards innovation

Tuesday, June 2, 2020

Audio
All attendees have been muted

Chat
All Attendees & Panelists Chat Log will be shared

Q&A
We'll check here for questions (not chat)

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Dan Compton
Library Director, Summit County Library

Meghan Davis
Vice President of Global Marketing, bibliotheca

Monitoring chat and questions
Kelly Knutson and Kristy Goebel

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WE BELIEVE:

BLACK
lives matter

LOVE
is love

SCIENCE
is real

FEMINISM
is for everyone

HUMANS
are not illegal

KINDNESS
is everything

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Embracing technology to solve library challenges

Outreach and Access

Awareness and Engagement

Productivity and Funding

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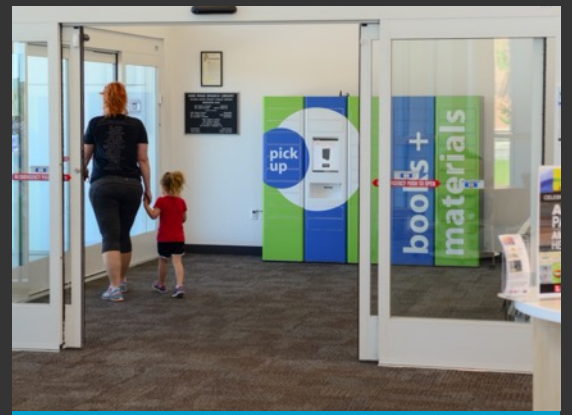
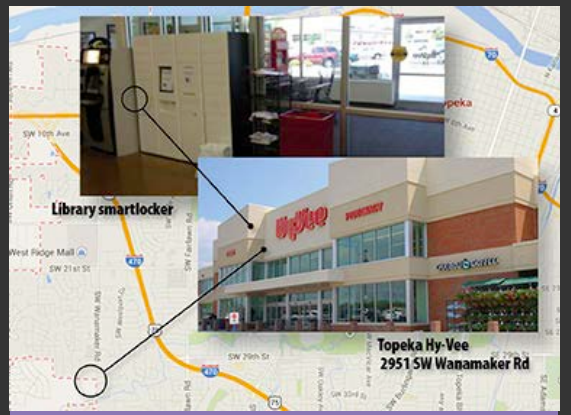
remoteLocker overview

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

Popular sports omplex
Oakville Public Library, Ontario CA

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Delivering the Library to Henefer

Dan Compton

Summit County Library Director

Library Overview

- Three-branch and one bookmobile system located east of Salt Lake City, UT
- Annual circulation = 330,407
- Collection size = 123,877
- Annual visitors = 174,060

Mission:

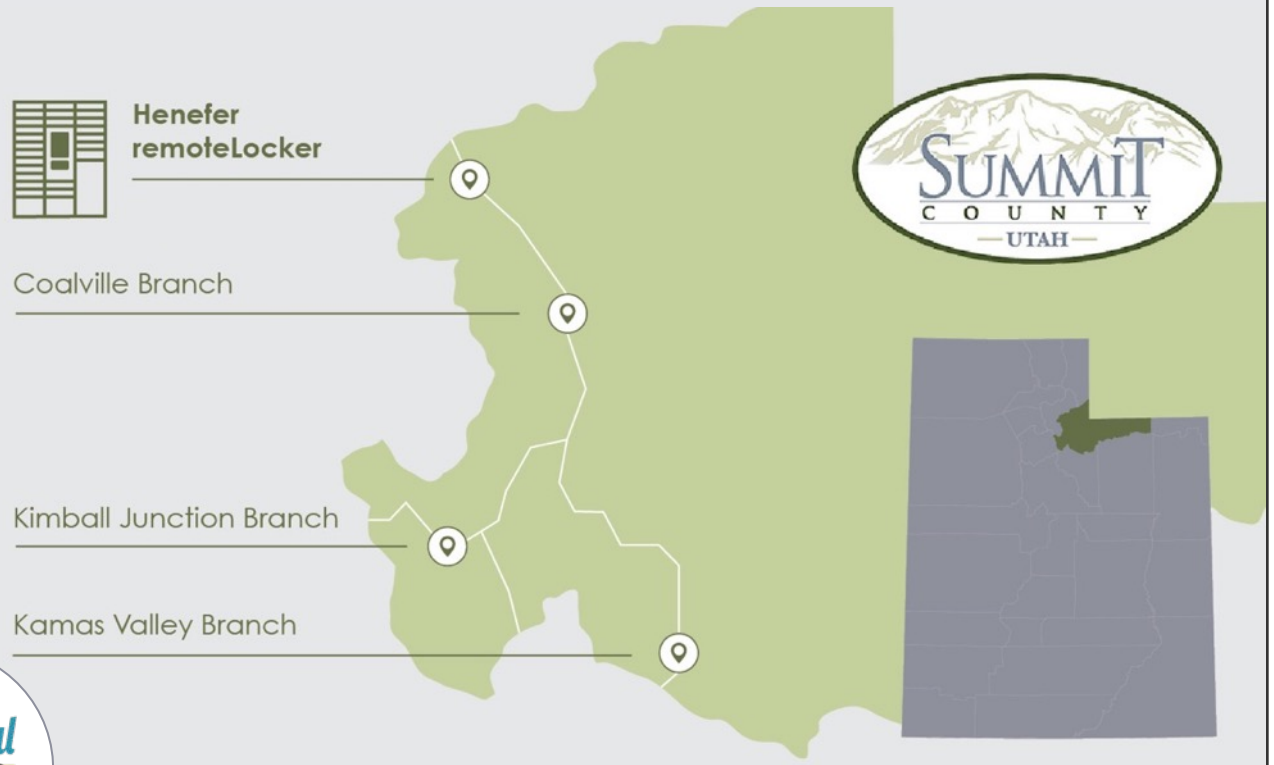
- Ignite Curiosity
- Advance Knowledge
- Support Community

Strategic Goals:

- Each branch is a **community hub** providing fun educational programs, and services to meet the community's needs.
- Staff is a **knowledgeable source** of community information and library resources.
- We provide **access to technology** and the resources and skills to use it.
- We **lead on literacy** – beginning with early literacy to encourage lifelong learning.

Challenges

- 20-mile round trip from Henefer to Coalville
- The Bookmobile only visits Henefer once every 2 weeks for about 90 min
- Many Henefer residents travel to Ogden to work and do their shopping



Where it all started…

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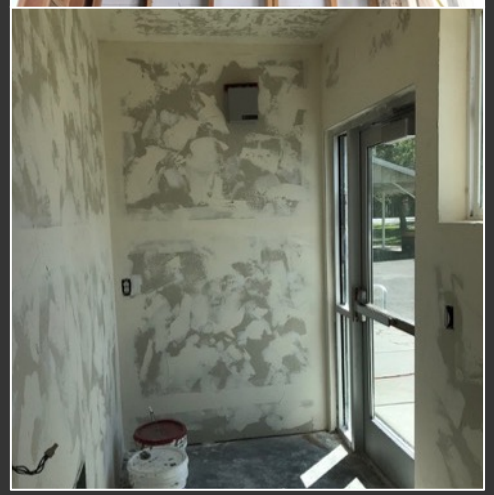
Before…

During…



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The finished product!

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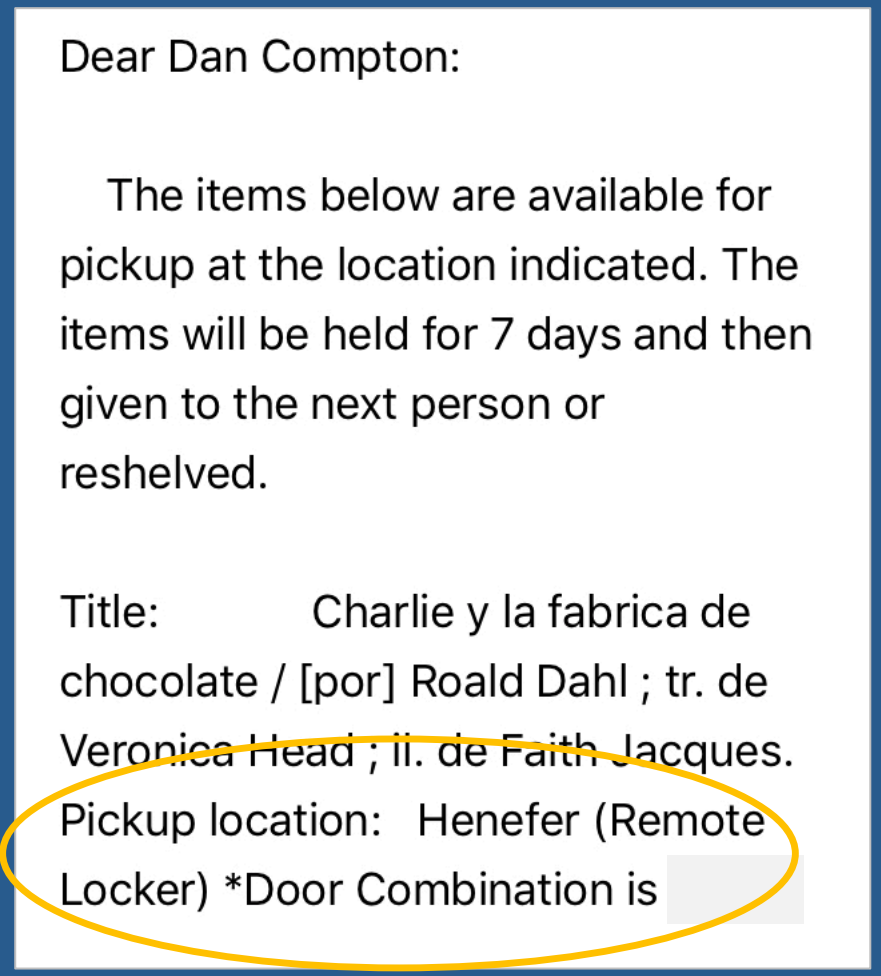
How users access

- Email notifications for available holds at the remoteLocker
- Same familiar experience for users
- Door combination included in email



Dear Dan Compton:

The items below are available for pickup at the location indicated. The items will be held for 7 days and then given to the next person or reshelved.

Title: Charlie y la fabrica de chocolate / [por] Roald Dahl ; tr. de Veronica Head ; il. de Faith Jacques.
Pickup location: Henefer (Remote Locker) *Door Combination is

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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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remoteLocker before & 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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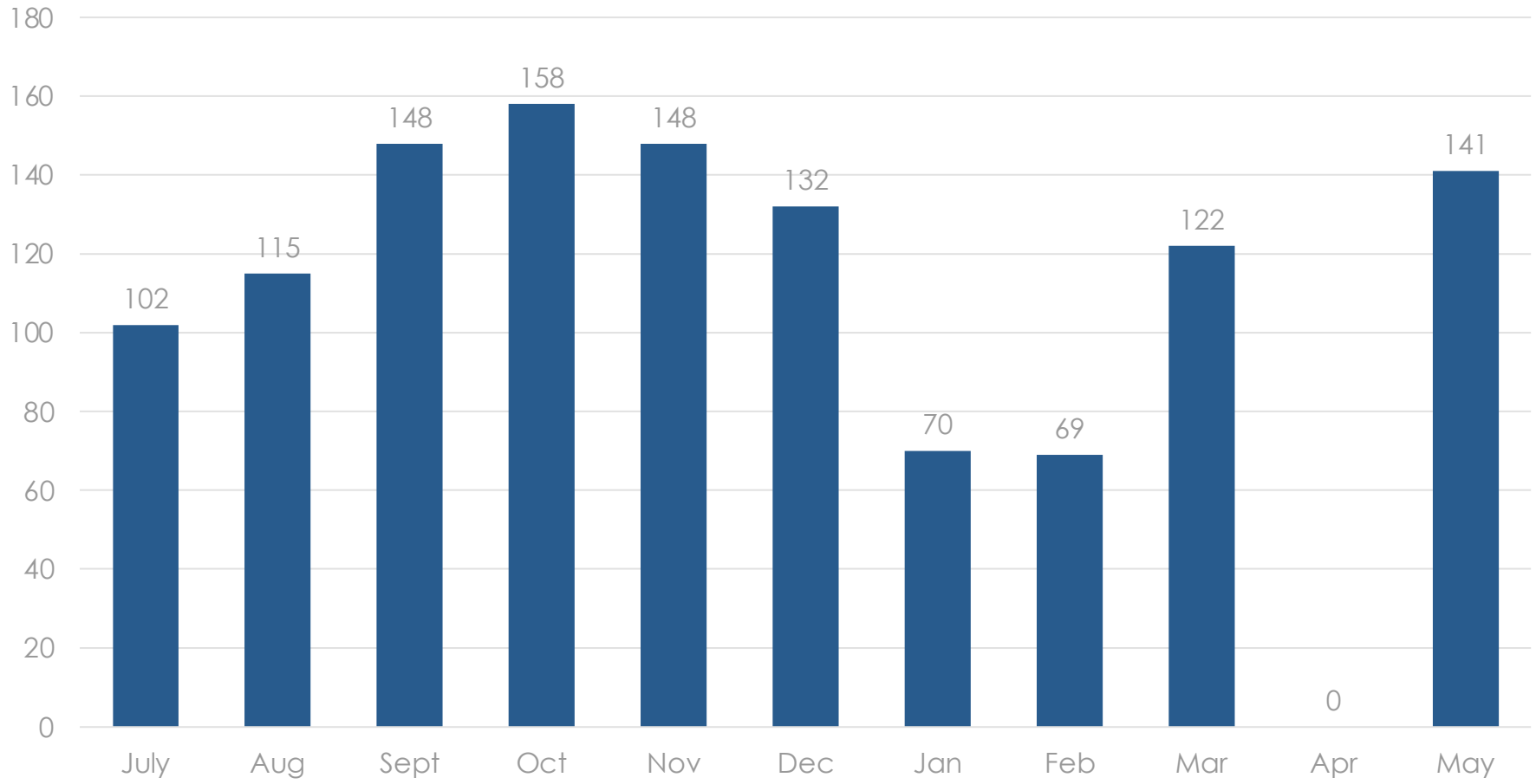
Items checked out from remoteLocker

July 2019 – May 2020



Henefer
Population: 871

Average
110 items a month,
94 distinct borrowers
since inception

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울산도서관
ULSAN METROPOLITAN LIBRARY

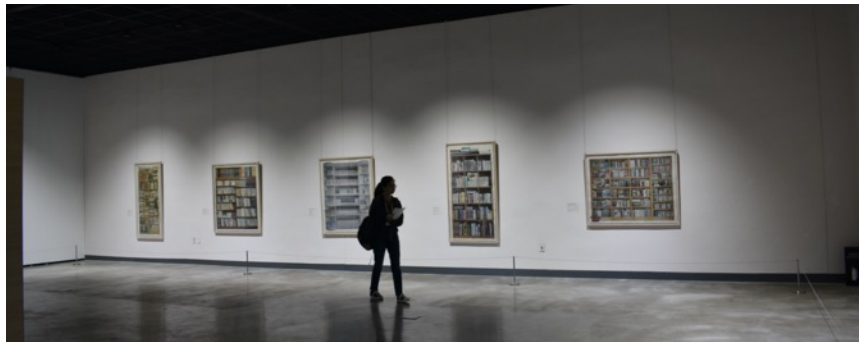
Ulsan Metropolitan Library

Ulsan, South Korea

- 1.2 million residents
- Headquarters of largest modern automobile production line, thriving shipbuilding industry

Library overview

- 130,000 monthly visitors
- 1.2M annual circulation
- Multi-cultural space with performances, educational courses and humanities programs available
- Uses RFID self-service for checkout, holds pickup and automated returns



Timeline from closed to limited opening

Feb. 25 - March 9

Library fully closed
Suspension of all services, except for digital library resources

March 10 - 24

Facilities closed
Self-service via remoteLocker and flex AMH returns available

March 23 - present

Introduced
Book drive-thru checkout service

May 6 - present

Limited opening
Reading room, self-service and screen assistance available. Entry procedures.

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Entering the library after COVID-19

Masks are mandatory

Measuring temperatures
No entry above 37° C / 98.6° F

Sanitizing hands
Then put on plastic gloves

Recording all visitors

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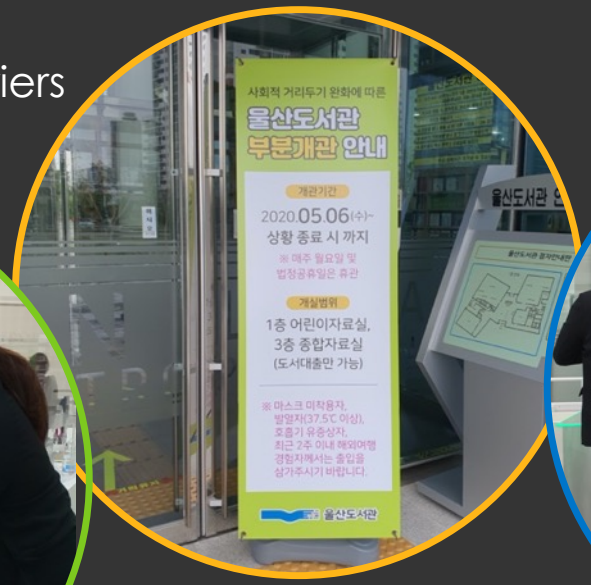
No seating available at tables

Plexiglass barriers in place



Book lending and library card membership only

Social distancing at selfChecks

Changes since COVID-19

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remoteLocker before & after COVID-19

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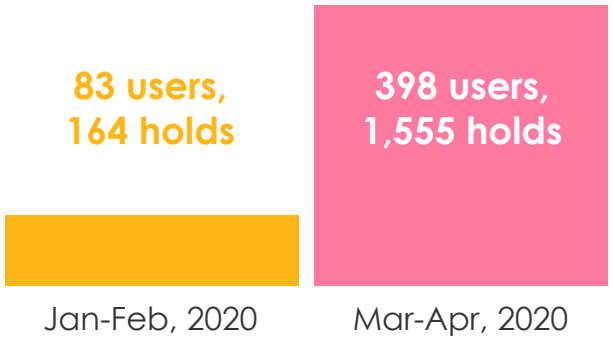
ULSAN Metropolitan Library

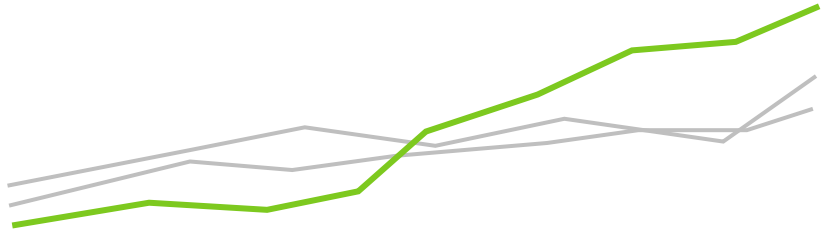
6PM – 9AM

Pre-COVID, remoteLocker 24/7 holds pickup service primarily used after hours for those not able to visit library while open



4x

increase in usage during COVID-19 pandemic



Significant increase in children's books borrowed

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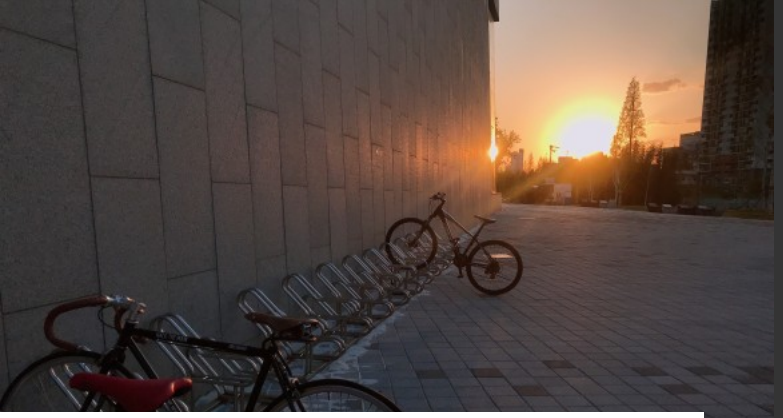
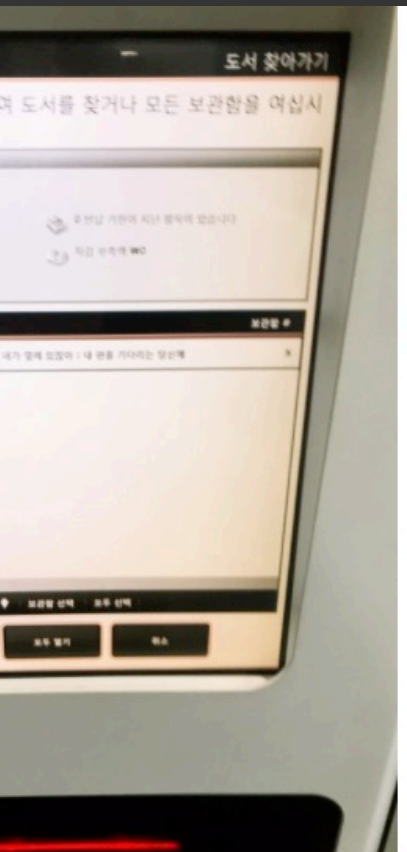
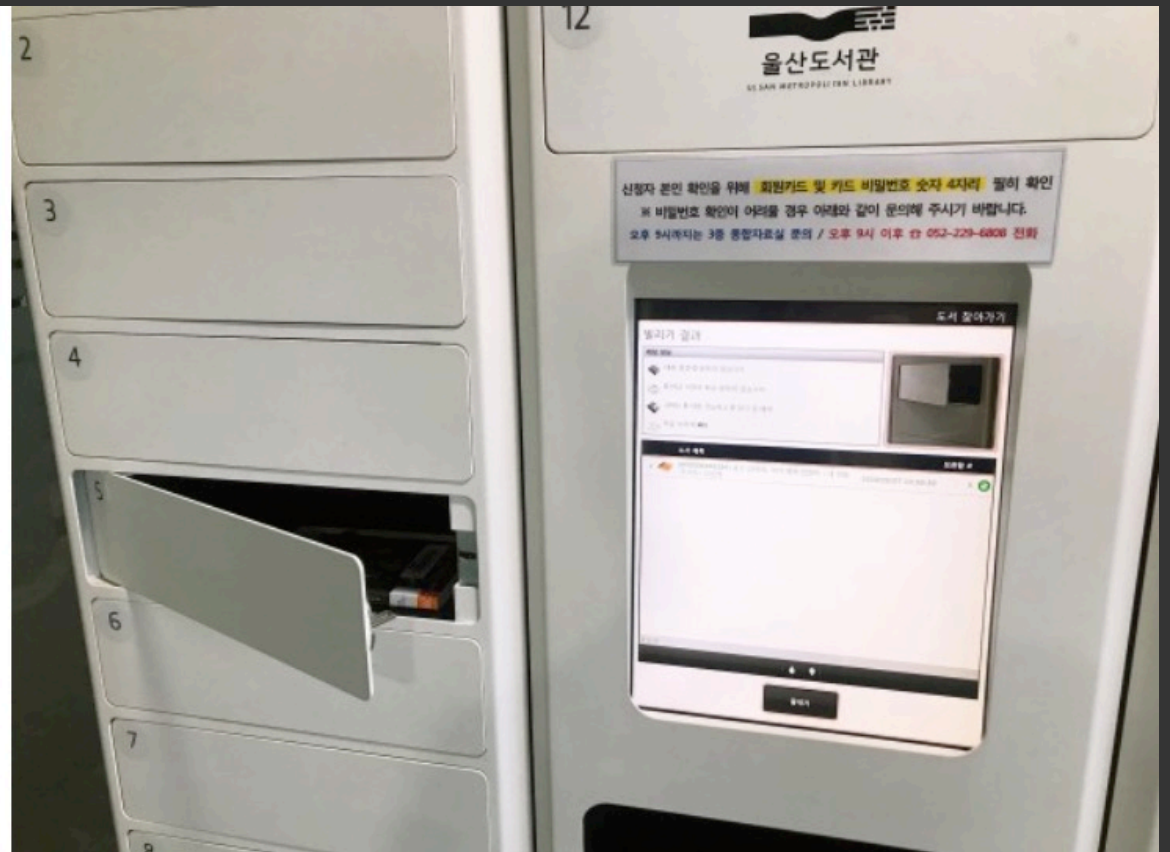
Personal impact







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ULSAN METROPOLITAN LIBRARY

"As the necessity of non-face-to-face service emerged more than ever during COVID-19, the remoteLocker was really helpful during an emergency. In addition, **automated holds pickup and return machines that can be used at any time of the day is now an essential part of the library experience.**"

Mr. Jeongnam Seo, Library Director

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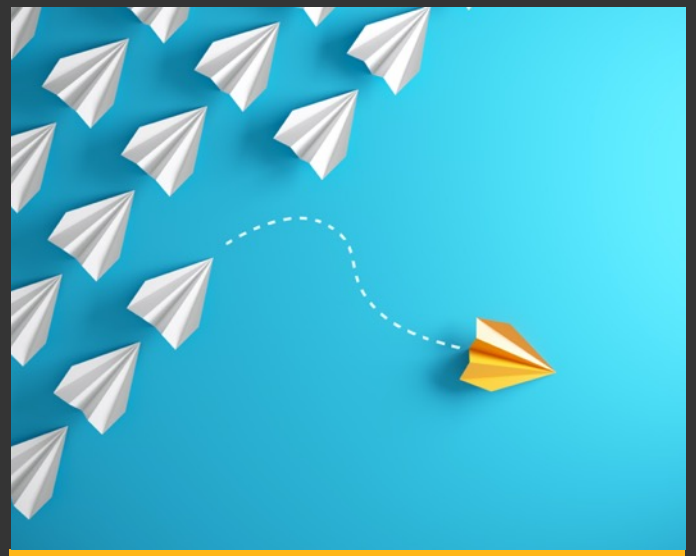
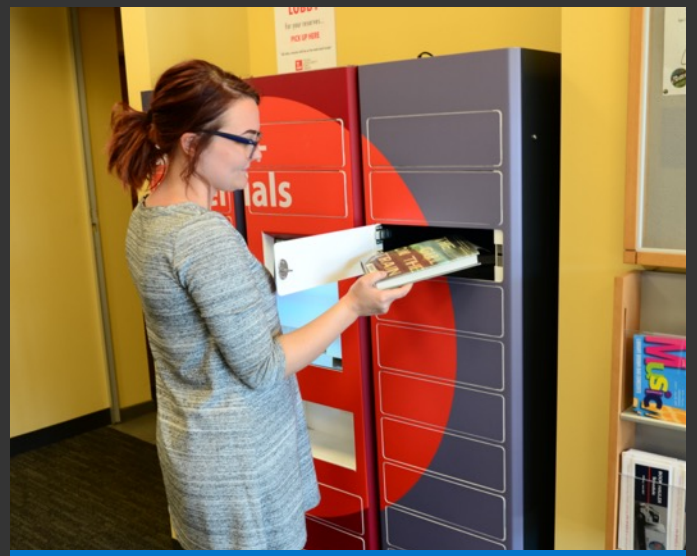
Key take-aways from Ulsan



Increasing demand for individualized services



Accessibility and ease-of-use are key to users

Be mindful of space and increased demand

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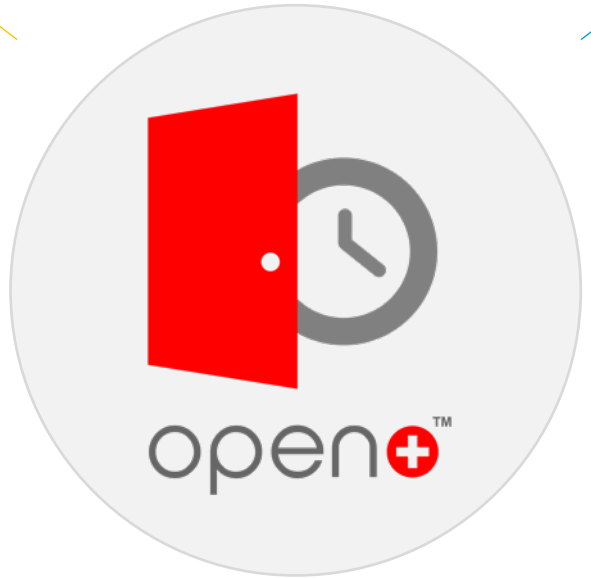
Additional morning
+ evening hours

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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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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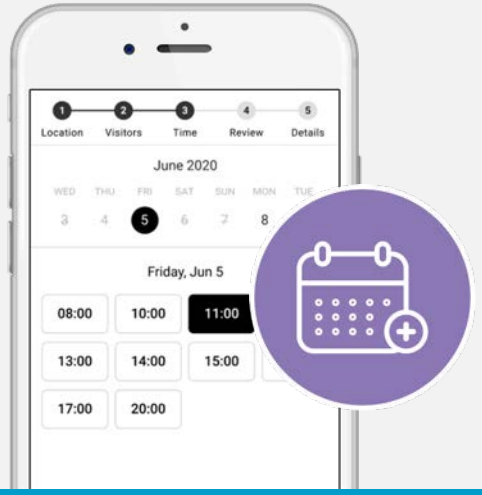
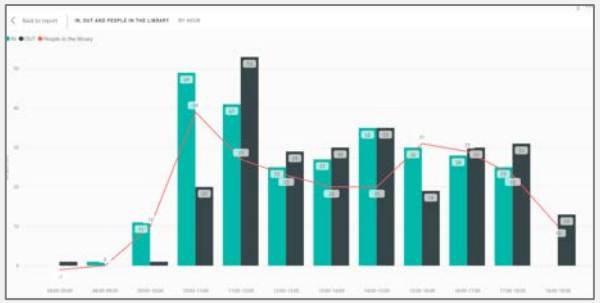
open+ enhancements coming soon

Assure visitors of occupancy compliance



Allow library users to make pre-arranged visits



Configure physical access based on occupancy counts

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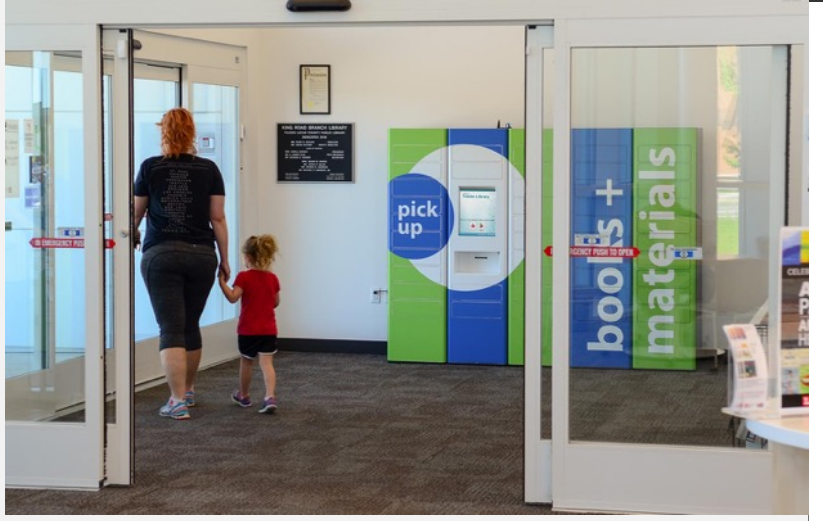

bibliotheca helps libraries apply for grants

- Prepared guidance, text and references
- Reach out if questions or need a custom quote built for your library

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May 26, 2020

bibliotheca solutions for COVID-19 and beyond

Today, as much of the world begins reopening, libraries must adapt their facilities, services, and resources in response to the challenges posed by COVID-19.

While no one can predict the future, we expect new behaviors formed during this crisis to persist longer term, perhaps even after we have a coronavirus vaccine. In the future, social distancing, wearing masks, offering self-service, and continually disinfecting surfaces will be considered a fundamental responsibility of public facilities like libraries. As grocery stores, retail giants, and restaurants continue to evolve, they increase user expectations, and create the next "normal" for public spaces.

Forward-thinking libraries are taking advantage of new developments - embracing innovative technology to help protect users, thereby ensuring their library continues its essential service and remains engrained in everyday li… staff safety and user wellbeing, they also increase user convenience and overall satisfaction.

Partnering with bibliotheca allows libraries to respond rapidly to a shifting landscape. We achieve the mission of libraries through technological innovation, with an active roadr… physical and digital library experiences. A few features on our roadmap have been accele… respond to COVID-19 regulations.

We've designed this document to help libraries apply for grant funds that will enhance th… to use this text, adapt it to your unique scenarios, and share it with key stakeholders and … you to learn how you can safely reopen your doors, comply with social distancing r… presence by employing technology that reduces barriers and enables discovery.

We are on hand to answer any questions you may have, provide guidance on bu… custom quotes for any grant applications you are completing. Please let us know how we cu… help your library receive the additional funding required to serve your community better … crisis and beyond.

Solutions that could qualify for COVID-19 grant funds:

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Q&A

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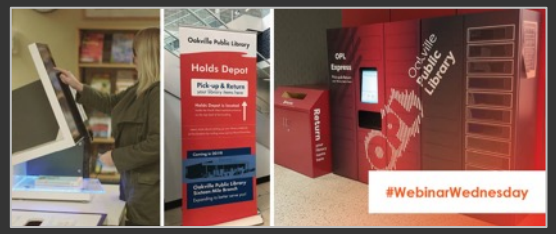
Available on-demand webinars

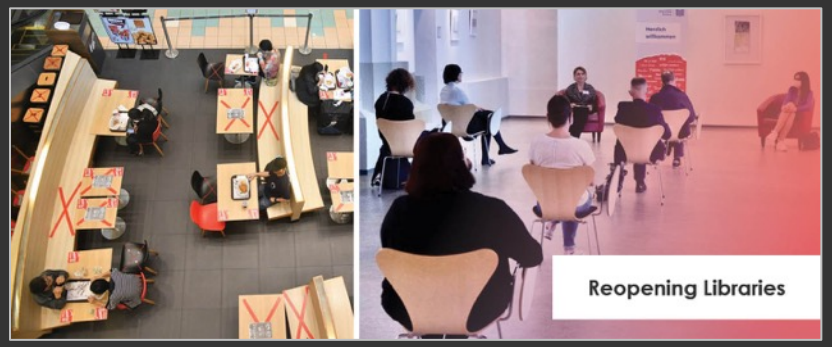
On-Demand: No matter your size, create a 21st century experience

On-Demand: Improve staff productivity and make a bigger impact



On-Demand: Making library use more accessible

On-Demand: Shared digital titles make the best collections on a budget



On-Demand: Phased Reopening of Libraries with Bremen Public Library and Orange County Library System

bibliotheca.com/events

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

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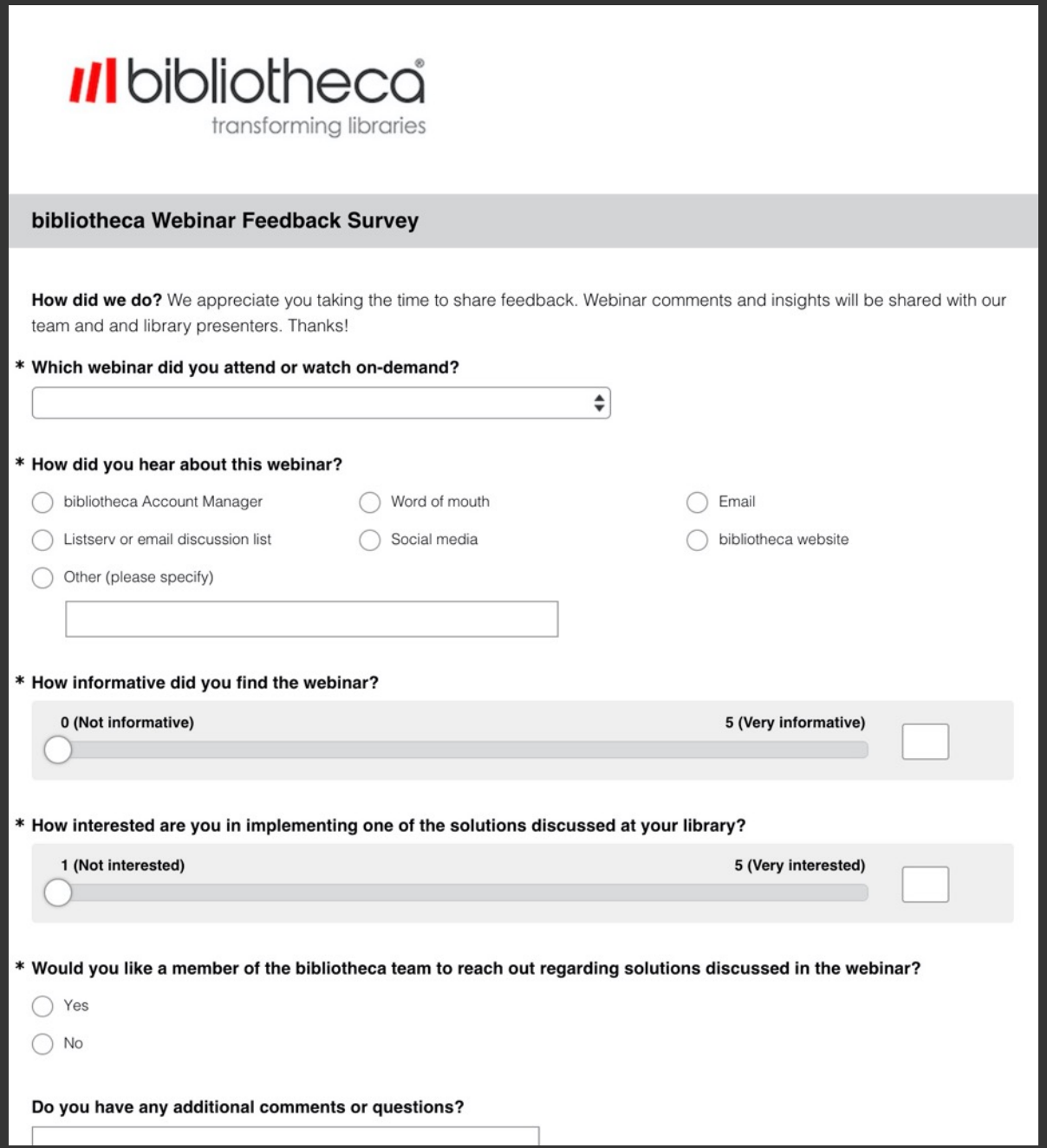
Help shape the future of our digital events!



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bibliotheca Webinar Feedback Survey

How did we do? We appreciate you taking the time to share feedback. Webinar comments and insights will be shared with our team and and library presenters. Thanks!

* **Which webinar did you attend or watch on-demand?**

* **How did you hear about this webinar?**

- bibliotheca Account Manager
- Word of mouth
- Email
- Listserv or email discussion list
- Social media
- bibliotheca website
- Other (please specify)

* **How informative did you find the webinar?**

0 (Not informative) **5 (Very informative)**

* **How interested are you in implementing one of the solutions discussed at your library?**

1 (Not interested) **5 (Very interested)**

* **Would you like a member of the bibliotheca team to reach out regarding solutions discussed in the webinar?**

- Yes
- No

Do you have any additional comments or questions?

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