bibliotheca
transforming libraries

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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 life. As they promote 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 develop solutions that help achieve the mission of libraries through technological innovation, with an active roadmap focused on harmonized physical and digital library experiences. A few features on our roadmap have been accelerated as they can help libraries respond to COVID-19 regulations.

We've designed this document to help libraries apply for grant funds that will enhance those library experiences. Feel free to use this text, adapt it to your unique scenarios, and share it with key stakeholders and funding sources. We encourage you to learn how you can safely reopen your doors, comply with social distancing requirements, and expand your presence by employing technology that reduces barriers and enables discovery.

We are on hand to answer any questions you may have, provide guidance on best practices, and provide custom quotes for any grant applications you are completing. Please let us know how we can best partner with you to help your library receive the additional funding required to serve your community better through the COVID-19 crisis and beyond.

Solutions that could qualify for COVID-19 grant funds:

Extended Access with Social Distancing Compliance

In response to the COVID-19 emergency, we will use innovation to adapt our reopening strategy, to enforce social distancing requirements as we safely welcome patrons back to the library. We will implement the open+ solution by bibliotheca, which not only helps libraries with immediate COVID-19 environment safety, but also reduces barriers to library use, increases access to information, and extends our staff capacity. This system is trusted by more than 750 libraries across Europe and North America.

Using state-of-the-art technology, we will control the number of people physically allowed in the building at one time. By doing so, the library will comply with social distancing guidelines, reduce the risk of creating a virus hotspot, and provide peace of mind for both staff and users. The open+ system has a combination of features that make this possible.

| **Gain real-time accurate people counts:** Using a flexible, 3D camera-based people-counting solution on select library entrances, open+ quickly, accurately, and anonymously determines how many people are inside the building at one time. Live screens placed throughout the library display real-time occupancy counts. Color-coded warning levels provide a visual indicator of library capacity and warn users and staff when occupancy nears a non-compliance.

| **Control the physical access to the building:** Using the open+ access control panel, library staff can remotely and automatically lock the doors when the building has reached its maximum level of compliancy. This ensures continued support of social distancing within the library. It also eliminates the need for staff to personally attempt to restrict people from entering the library. Once a user leaves the library, freeing up capacity, the doors automatically unlock for new library users to enter. This delicate balance of ingress and egress is controlled by a central software system with flexible occupancy limits. open+ can be linked to our digital communication platform and other displays to inform users of current occupancy restrictions to entry.

| **Allow power users to reserve and schedule access:** open+ can be setup to allow users to enter based on a reservation function, guaranteeing safe access for them during a prearranged time. Proactive library users can reserve their library access time slot via a website or mobile phone application. The open+ access panel scans library cards to unlock the entrance for users with a reservation. The reservation feature is excellent for active users who want to plan their visit and guarantee space at the library at a particular time. However, open+ allows libraries to configure the space available for those with and without a reservation.

| **Broadcast messages to all members:** open+ includes an integrated audio system that plays pre-recorded announcements triggered by customizable scenarios. Library staff can use these messages to let people know when the library is close to capacity and kindly ask those who have been in the library for an extended time to finish their visit and free up space for new visitors.

Intended Outcome: Libraries strive to provide safe access to information and resources while remaining compliant with social distancing measures. open+ allows libraries to measure user traffic and better understand library usage trends based on anonymous people counting technology.

Long-Term Usage:
Unemployment has risen quickly, and economic uncertainty is rampant throughout many countries. During troubled times, libraries are called on more than ever for their free materials and databases, safe spaces, public access computers, and reliable internet connections. With this uncertainty expected to linger long term, open+ will help us enhance access, optimize use, and provide greater convenience with [___] more open hours per week.

Webpage: www.bibliotheca.com/open-library

Customer References with open+:
Gwinnett County Public Library, Georgia
Ventura Public Library, California
Hamilton Public Library, Ontario, Canada
Cologne Public Library, Germany
Hamburg Public Library, Germany
Bree Public Library, Belgium

Library Material Pick-up Lockers

In response to the COVID-19 emergency, libraries must comply with local health and safety regulations while enabling patrons to discover and use library collections and resources.

OPTION 1 | For use within a library vestibule:
We will utilize the bibliotheca remoteLocker to make the pick-up of library items more convenient for patrons, allowing them to interact with the library on their own terms. Some patrons may feel anxious being exposed to people within our facilities. The remoteLocker provides an alternative way for them to access materials. In addition to books, we will utilize the lockers to circulate our [STEM Kits, household items, tools, Lego kits, puzzles, binge boxes, etc] to keep our community engaged, entertained, and educated while spending more time at home. The remoteLocker will extend access to library materials [___] hours per week.

OPTION 2 | For use at an external site:
We will utilize the bibliotheca remoteLocker to extend access to underserved areas of the community. We have secured a partnership with [grocery store, community center, fire house, post office, etc.]. The remoteLocker will be located [___] miles from the main library, and many people in this area cannot visit our physical location during open hours. Satisfying a thirst for lifelong learning, the remoteLocker provides an additional opportunity to serve our community safely, conveniently, and proactively. By partnering with [grocery store, community center, fire house, post office, etc.], we will also build a lasting presence within the community. A graphic wrap* will be applied to the locker system, ensuring the library brand is visible within the community. We expect this library version of Amazon Lockers to resonate well with users. The remoteLocker will be available [___] hours per week, bringing new library service to an underserved section of our service population.

Intended Outcome:
We will extend information access to as many people in our service areas as possible. Our goal is to [describe goal]. We will survey customers before and after implementation to measure the success of this project.

Long-term Usage:
Users expect convenient access to materials and will appreciate the extension of our services. Some libraries service up to 35% of their holds through a bibliotheca remoteLocker. Our staff will continue filling the lockers, by [describe library plan]. Should we need to shut down our library again in the future, the remoteLocker would be a critical service point in the community.

Make sure you include the cost to apply a graphic vinyl wrap from a local printer. $1,000 is a good estimate for a 3-tower system, but worth checking locally based on your exact needs and configuration. Our team has graphic templates we can supply you with as well.

Webpage: www.bibliotheca.com/remotelocker

Customer References with remoteLocker:
Oakville Public Library, Ontario (sports complex & community center locations)
Toledo-Lucas County Public Library, Ohio (library vestibules)
Mooresville Public Library, North Carolina (YMCA location)
Summit County Library, Utah (rural community)
Lawrence Public Library, Kansas (grocery store location)
Niagara-on-the-Lake Public Library, Canada (Fire house location)
Ulsan Public Library, Korea (library vestibule)
University of Manchester, UK (24/7 university library access)

Mobile checkout

In response to the COVID-19 emergency, we will use innovation to extend our checkout options. We want users to be able to checkout materials from their own device using the cloudLibrary checkout app. This will increase user convenience while reducing anxiety about interacting closely with staff or using a publicly accessible kiosk.

Users are spending 20% more time in apps during the COVID-19 emergency. Checking out items independently with cloudLibrary checkout is the safest way for users to borrow items from the library, easing anxiety levels and minimizing risk.

Intended Outcome:
Our goal is to have [___]% of our cardholders download the cloudLibrary app for mobile checkout, digital receipts, and push notifications. We will promote the new app availability at our selfChecks and signage throughout the library. Our staff will provide any assistance to users who need it.

Long-term Usage:
Digital apps are the future. By allowing users to independently checkout their items, we will improve user satisfaction and allow our staff to focus on more meaningful work.

Website: www.bibliotheca.com/cloudLibrary

Customer References with self-service:
Sioux Center Public Library, Iowa

Self-Service Kiosks

In response to the COVID-19 emergency, it's our responsibility to protect staff and ensure users can utilize library services without fear of personal health and safety. 87% of consumers prefer self-service. It's one of the safest ways to borrow items from the library, ease anxiety levels, and minimize unnecessary risks from person-to-person interactions.

We will create new procedures to remove staff interaction where possible. Users will checkout their own materials at a completely contactless* selfCheck. A companion selfCheck app provides digital receipts, due-date reminders, and a virtual library card.

We will use on-screen promotions to broadcast latest updates, health and safety reminders, and virtual programming to keep our users as informed as possible during this time.

Intended Outcome:
Our goal is [___]% self-service usage at the selfCheck and [___]% adoption of the companion cloudLibrary app for digital receipts and push notifications on their mobile device. We will dedicate staff to help patrons for [length of time] to ensure successful adoption and provide any assistance to those who need it.

Long-term Usage:
We expect users to become familiar with selfChecks and continue to embrace this form of checkout with companion digital app in the future. We will update onscreen selfCheck promotions regularly, improving our marketing efforts. The selfChecks will allow our staff to focus on more meaningful work as economic uncertainty looms and many patrons face unemployment.

*This is achievable through existing software configurations. For libraries who use pins, we recommend removing this requirement temporarily, given the COVID-19 emergency, allowing for users to have a completely touchless experience.

Website: www.bibliotheca.com/library-self-service + www.bibliotheca.com/cloudlibrary

Customer References with self-service:
Sioux Center Public Library, Iowa
San Diego Public Library, California
Athy Public Library, Ireland
Scottsdale Public Library, Arizona
Bundaberg Regional Libraries, Australia

Shared eBook and audiobook collections for exponential growth

Throughout the COVID-19 emergency, our library saw a [___]% surge in eBook and audiobook usage. In order to meet this demand, we increased our digital collection spend by [___]% but that only added [___] titles to our collection. This means our patrons are experiencing long hold times and missing out on content they can find elsewhere. Accessing the digital collection will be the safest opportunity for users with underlying health conditions to engage with the library for the foreseeable future. To compete with the content of Amazon and Audible, we need to expand our digital collection exponentially to optimize adoption and use.

With the expense of digital content, we cannot provide a digital collection that matches the breadth of our physical collection. However, we found a realistic way to exponentially grow our collection, provide a greater diversity of titles, and allow for rich discovery.

The cloudLibrary app allows us to share digital collections with other libraries, similar to the way Inter-Library Loans allow sharing of physical collections. A unique algorithm will enable us to combine titles with other libraries in [State]. As seen in California, Florida, Texas, and many other states, this approach leads to vastly larger collections than those we could never afford on our own.

OPTION 1 | Forming new cloudLink group:
We will form a cloudLink group with [Library Name] to start the first cloudLink group in [State]. This will allow us to increase the size of our overall collection and reduce holds times, leading to more access to information and a better user experience.

OPTION 2 | Joining existing cloudLink group:
We will use this grant opportunity to join the [State] cloudLink group. By doing so, we will automatically have access to [Number of titles] titles, valued at [Value].* Our purchases will be prioritized for our community, so as we add copies to reduce hold times, we can realize immediate benefits for our patrons.

Intended Outcome:
We aim to see our eBook and audiobook collection grow by [___]% without needing to increase our digital collection investment significantly over time.

Long-term Usage:
We intent to use the cloudLink service to not only help in the short term but work towards having a digital collection with the same breadth and richness as our physical collection. We will maximize sharing digital content with partnering libraries to enhance access and optimize adoption both during and well after the COVID-19 emergency.

*We currently have cloudLink groups in Alabama, California, Florida, Indiana, Louisiana, Iowa, Missouri, Ohio, Ontario, Pennsylvania and Texas. Contact our team to populate how many shared titles these groups have. We're more than happy to help.

Website: www.bibliotheca.com/cloudlibrary

Customer References with cloudLink:
State of California cloudLink sharing group: customer story | infographic
Mandel Public Library: infographic
Palm Beach County Library: infographic