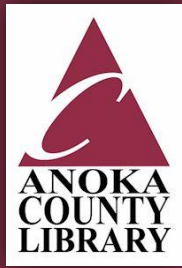


CREATING



Anoka County Library

on the Go



INSTITUTE of
Museum and Library
SERVICES

IN PARTNERSHIP WITH



The Institute of Museum and Library Services, a Federal agency that fosters innovation, leadership and a lifetime of learning, in conjunction with State Library Services, a division of the Minnesota Department of Education, which administers federal LSTA grants supports the LSTA project sponsored by Anoka County Library and its partners.

INTRODUCTIONS & BACKGROUND



Ramsey Municipal Center

Andover YMCA
Community Center



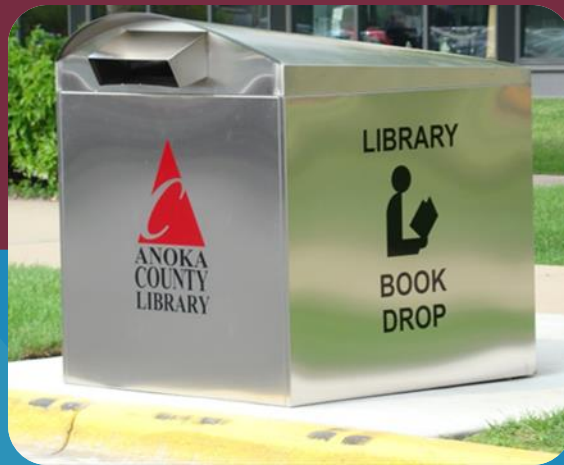
IMPLEMENTATION & TIMELINE

- Initial expectations and how they changed.
- Grant considerations
- Purchasing
- Scheduling installs
- iOS 7 upgrade with MediaSurfer iPads
- Expectations of partners



BOOK DROPS

- E-Z Drop
- Stainless steel
- Internal book drops as well



LOCKERS

iLibrary Kiosk from LEID products

Offers

- New locations
- Online holds through ILS
- Convenience ***
- Self-service

*** Patrons are willing to wait a week to pickup holds at a locker at the community center rather than drive to the library.



LOCKERS

iLibrary Kiosk

Thanks for help from our neighbors:

- Carver County Library
- Washington County Library

We looked at both systems and their procedures to develop our process and policies.



LOCKERS

Two iLibrary Kiosk Locations

Ramsey Municipal Center

20 Lockers

Usage Growing



Andover Community Center

40 Lockers

Higher traffic - Always full



LOCKERS: OVERVIEW

iLibrary Kiosk

Remote web-enabled interface

- Lockers assigned to patron card

Items are checked out in ILS

Library material delivered

Automated email sent to patrons

Patrons pickup material at their convenience



LOCKERS

Kiosk Usage

- Patrons have 7 days to pickup holds.
- Patron scans card or enters last 7 digits of their barcode on keypad to open locker.
- Items are checked out to patrons shortly before delivery.
- Eager patrons sometimes scan their card before delivery and locker needs to be reassigned.
- Slips are color coded for each day to make removal easy. Deliveries are 3 times a week.



LOCKERS

Network Issues at both locations.

Ramsey– Initially, unable to work through restrictions on city network. Solution was to switch to county network after we learned the county license bureau in the same building could be used to link back to the library.

Andover - Network connection has a timeout. The locker is not “chatty” enough.

Still have occasional issues at Andover.



LOCKERS: PATRON VIEW

- Email arrives
- Scan your library card or Enter the last 7 digits of your library card on the iLibrary Kiosk keypad
- One or more door(s) open.
- Items are already checked and the Date Due slip is included with your items.
- Easy!



VENDING MACHINES

Installation
Collections
Challenges



Our eBook circulation continues to grow at a fast rate.

We wanted to offer access to more titles than OverDrive and an easier user experience.

3M Cloud Library is now working with MELSA to provide access to other library collections.

With a Discovery Station in an elementary school, we needed to select items for our shelves carefully.

3M DISCOVERY STATION

HP TouchSmart 9300

Intel Core i3 processor

23" widescreen LCD; 1920 x 1080 resolution

2 GB RAM

500 GB hard disk

Gigabit ethernet connection

802.11 b/g/n wireless

Stand: 20" x 20" base; 36" height



TABLETS



What We Were Looking For:

Easy to use and manage

App Support

- Library apps (3M Cloud, Zinio, etc.)

Capabilities

Price

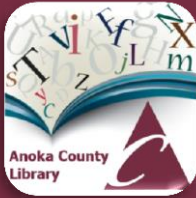


GOOGLE NEXUS 7



Screen	7" 1280x800 HD display (216 ppi)
Camera	1.2MP front-facing camera
Wireless	WiFi 802.11 b/g/n, Bluetooth, NFC
Memory	16 GB internal storage, 1 GB RAM
USB	Micro USB
Battery	4325 mAH (Up to 8 hours of active use)
OS	Android 4.2 (Jelly Bean)
CPU	NVIDIA® Tegra® 3 quad-core processor
Sensors	Microphone, NFC (Android Beam), Accelerometer, GPS, Magnetometer, Gyroscope

LIBRARY APPS



Boopsie



3M Cloud



OneClick



Overdrive



Zinio

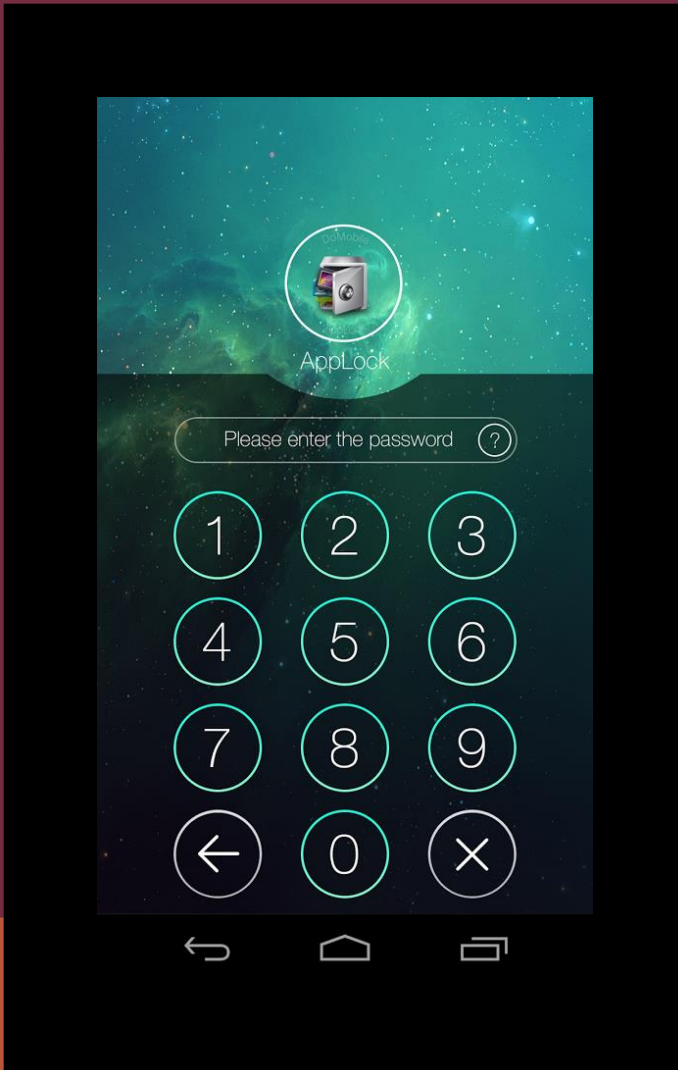


EBSCOhost



AccessMyLibrary

APPLOCK



**Available for free in the
Google Play Store.**

**Passcode protect access to
any app you choose.**

MEDIA SURFER

What is a Media Surfer?



MEDIA SURFER

Vendor specifications:

MediaSurfer™ MS16 self checkout kiosk

325 Lbs 52.75"x32.75"x24.7"

Provides 16 iPads

Touch screen patron interface

Optical library card scanner

ILS Integration – SIP2

Works with library policies

Unattended re-charging

Unattended re-provisioning

Mac-Mini using Apple Configurator

Blue Light indicates ready for patron



WHAT IS A MEDIA SURFER?

Self-service kiosk for lending iPads

Patron checks out and checks in

Checkout

1. Patron scans their library
2. Patron removes iPad by pulling the iPad indicated by a Blue Light

Check-in

1. Push iPad/Cradle back into slot the same orientation as it was removed



MEDIA SURFER - SETUP

iPad Configuration

- Choose apps to pre-load
- Choose URL short-cuts to pre-load
- Minimum charge before next checkout

ILS policies

- Patron profiles allowed to checkout
- Loan periods
- Fine rates
- Replacement costs

Location requirements

- Power 1300W
- Wired Ethernet connection



MEDIA SURFER - SITE SETTINGS

Library Requirements:

- **18 years old**
- **Library card**
 - Optical Scanner reads Library card
- **Email**
 - Checkout receipts
 - Return receipts
- **Signed agreement**
 - Provide a copy of MN DL or MN ID
 - Patron agrees to replacement cost
- **We use a patron profile to assign policies**



MEDIA SURFER

Demo iPad cradle

IT issues

- Requires Solid Network Connection
- Initial Setup working with partners adds extra challenges
- Multiple vendors



MEDIA SURFER - USAGE

Two locations

Ramsey Municipal Center

- Location – same issues as other kiosks
- 1 week checkout
- does get higher use Mississippi



Mississippi Library

- 4 hour checkout
- 18+ requirement limits use
- \$500 replacement cost limits use



PREPARING ITEMS FOR LOCKERS

As *On the Go* hold materials become available, they are flagged and set aside.

Deliveries are done on Monday, Wednesday and Friday.

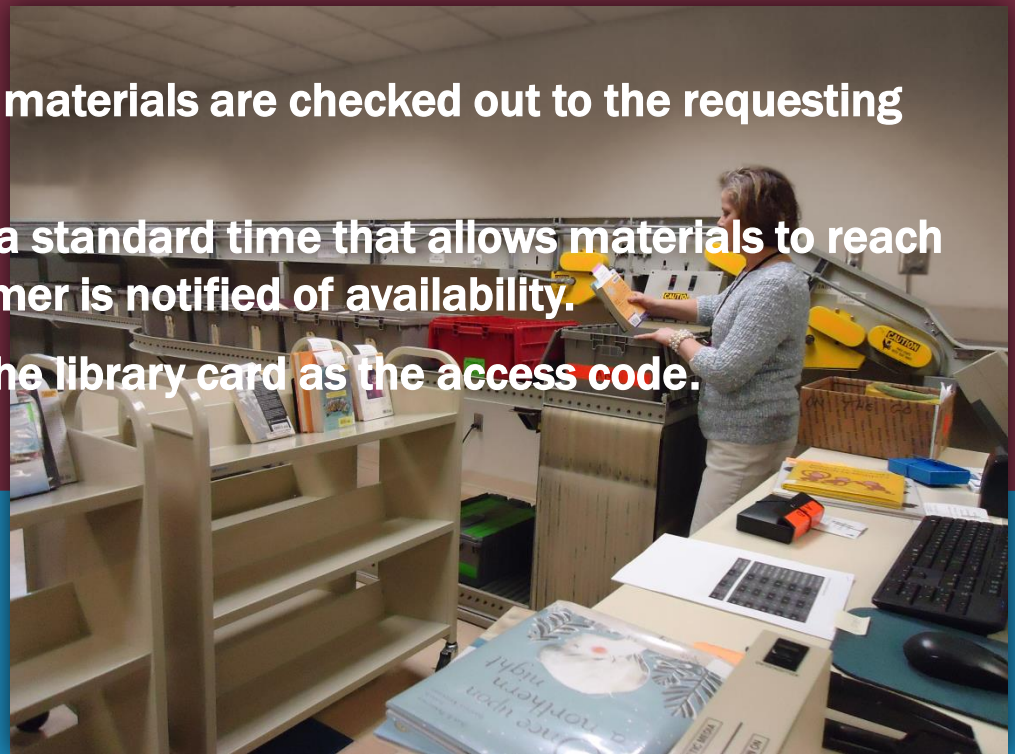
Access.it interface is used to manage locker assignments.

Once lockers that haven't been accessed in the allotted week are deleted, empty lockers are assigned.

Just before leaving the building, materials are checked out to the requesting customer.

An email notice is generated at a standard time that allows materials to reach the lockers before the customer is notified of availability.

We use the last seven digits of the library card as the access code.



OUR EXPERIENCE

The vending machines have required considerable on-site trouble-shooting.
Location, location, location.

“There will be problems.” (And there were!)

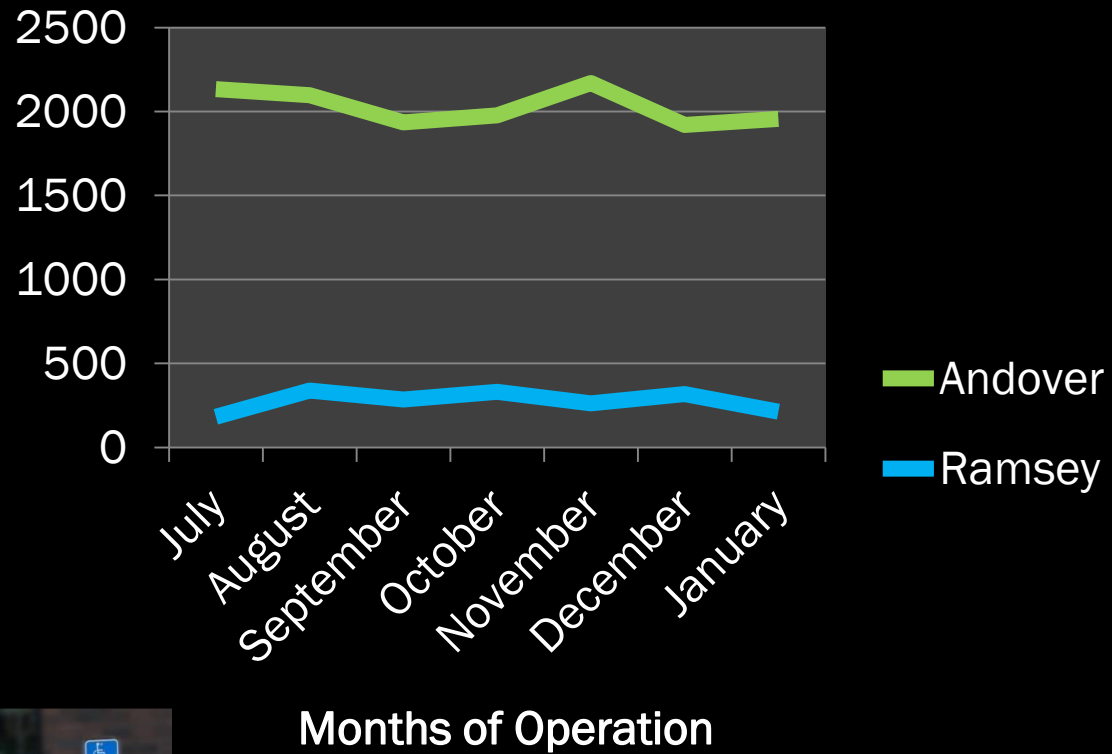
People can’t resist trying their code to see if they have anything.

Important for everyone on the team to have the same goal—great customer service.

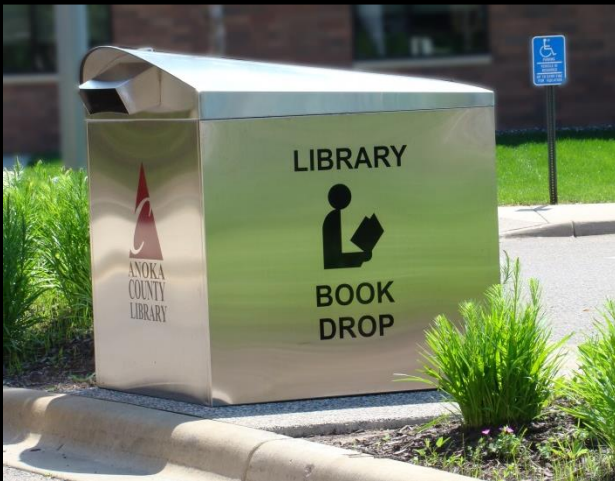


Book Returns

Materials Circulated



Months of Operation

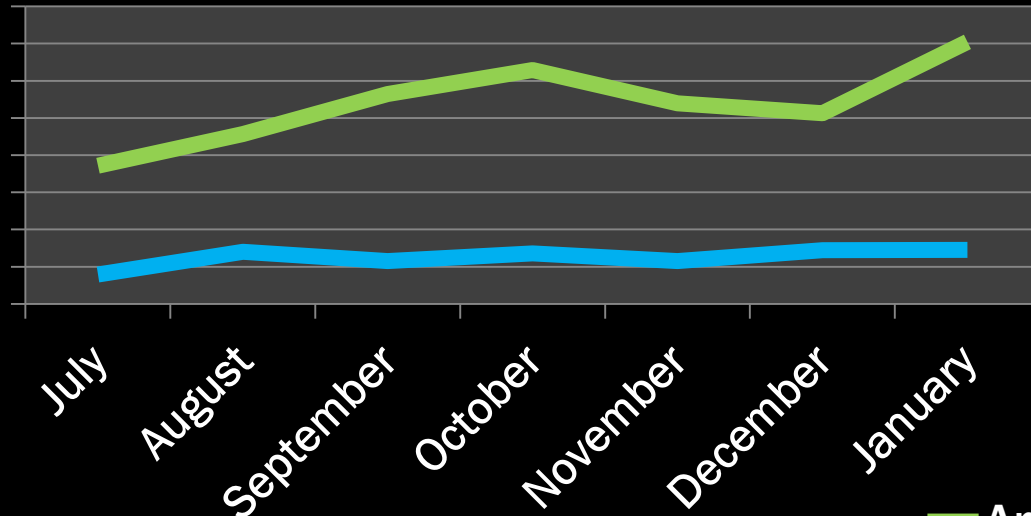


ACL set forth a goal of 15,000 materials circulated through book returns in the first year of service. The total after 7 months is 16,119.

Lockers

Materials Circulated

800
700
600
500
400
300
200
100
0



Months of Operation

— Andover
— Ramsey

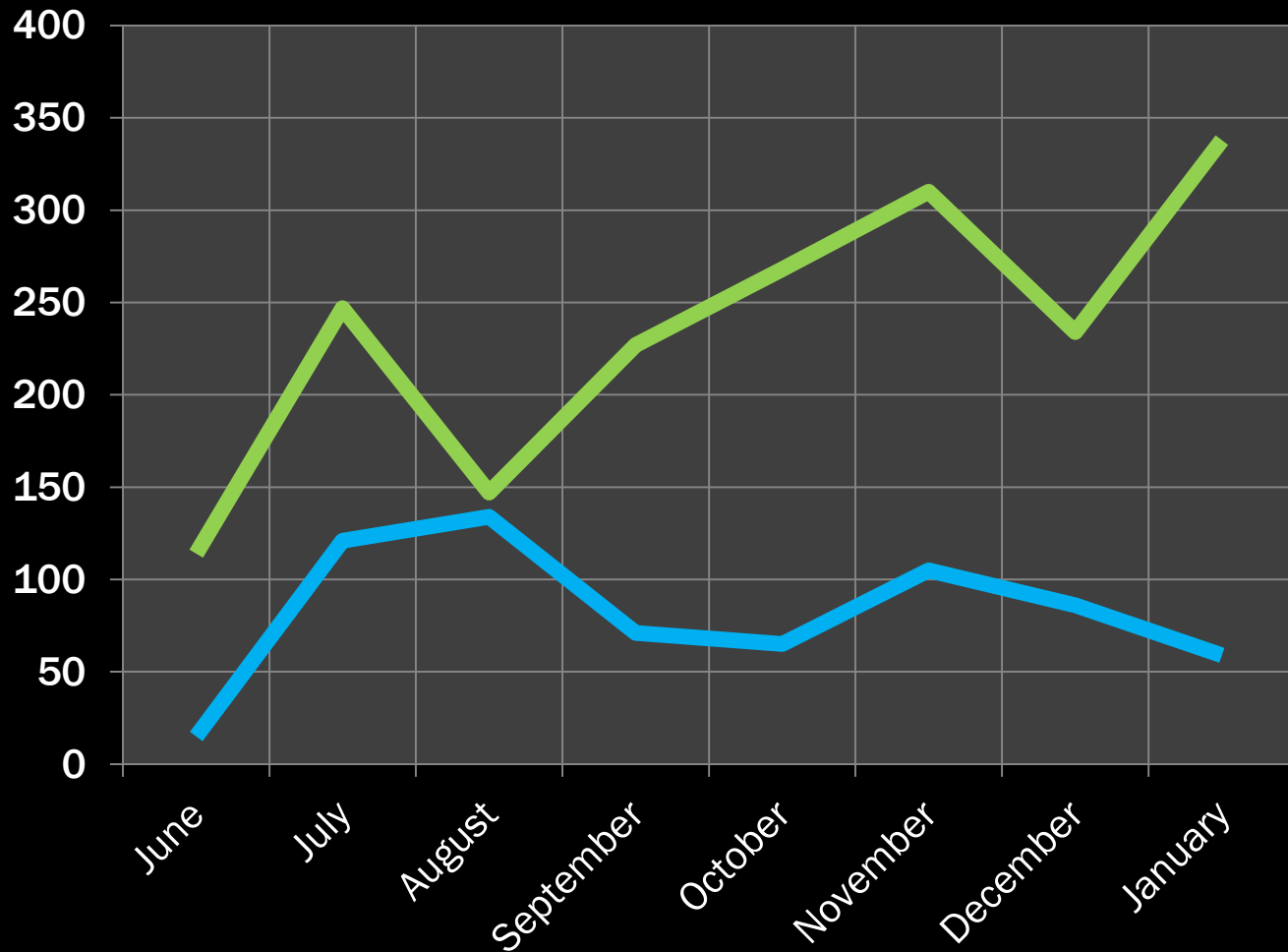
ACL has found that since January, on average about 6 of Ramsey's 20 locker compartments are filled daily.

Andover's 40 lockers are consistently filled and, on average, is *short* by at least 20 lockers on a daily basis.

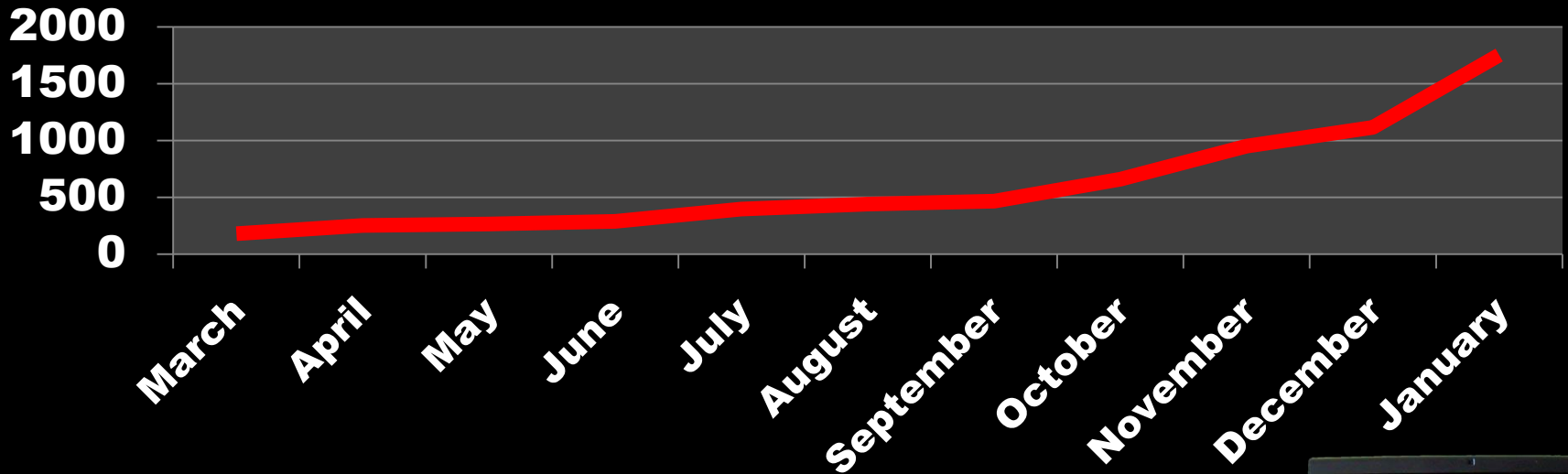


Vending Machine

— Andover — Ramsey



3M eBooks



ACL set a goal of 4,200 digital material checkouts for the first year of service.

After 11 months of service, there have been 6,761 digital checkouts.



LOCKER SURVEY

How easy did you find picking up requested materials from a locker?

1= extremely easy, 5= extremely difficult

1 = 92.4% 2 = 2.5 % 3 = 1.3% 4 = 1.3% 5 = 2.5%

Have Library *On the Go* services raised your awareness of what services are available from Anoka County Library?

Yes = 76.9% No – 23.1%

Will the Library *On the Go* services allow you to obtain library materials more frequently, about the same, or less frequently?

More frequently = 82.3% About the same = 17.7% Less frequently = 0%

Do the Library *On the Go* services make you more or less likely to visit a library location?

More likely = 8.9% **About the same = 56.9%** Less likely = 34.2%

LOCKER SURVEY

100% said they would recommend
On the Go services to a friend!

“We love the Library On the Go at the Y! It’s so convenient next to the kids’ school. We request and get to read so much more now!”

“I visit the YMCA three times per week so it’s great to have lockers in this location! Thanks!”

VENDING MACHINE SURVEY

How was your experience selecting and checking out an item today?
1=extremely easy, 5=extremely difficult

1 = 75% 2 = 5% 3 = 0% 4 = 5% 5 = 15%

What do you think about the material selection available to you today?
1=excellent , 5=very poor

1 = 25% **2 = 30%** **3 = 30%** 4 = 0% 5 = 15%

Have the Library on the Go services raised your awareness of what services are available from Anoka County Library?

Yes = 76.5% No = 23.5%

Will the Library on the Go services allow you to obtain library materials more frequently, about the same, or less frequently?

More frequently = 90% About the same = 10% Less frequently = 0%

VENDING MACHINE SURVEY

Do the Library *On the Go* services make you more or less likely to visit a library location?

More likely = 25% **About the same = 65%** Less likely = 10%

What is your overall satisfaction with the services you received today?
1=completely satisfied, 5=completely dissatisfied

1 = 70%

2 = 10%

3 = 10%

4 = 5%

5 = 5%

**“Would love to know where there are other Library *On the Go* machines!
Thought this was super neat!”**

“Used vending machine for the first time. It was great! I think it’s a great idea!”

FUTURE PLANS AND QUESTIONS

Reaction of county commissioners

Library Board Future Services Committee looking at performance metrics and creating criteria for future installations.

Seeking funding for additional lockers at Andover – high priority

Location, location, location