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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
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</thead>
<tbody>
<tr>
<td>Intel Core i3 processor</td>
<td></td>
</tr>
<tr>
<td>23” widescreen LCD; 1920 x 1080 resolution</td>
<td></td>
</tr>
<tr>
<td>2 GB RAM</td>
<td></td>
</tr>
<tr>
<td>500 GB hard disk</td>
<td></td>
</tr>
<tr>
<td>Gigabit ethernet connection</td>
<td></td>
</tr>
<tr>
<td>802.11 b/g/n wireless</td>
<td></td>
</tr>
<tr>
<td>Stand:</td>
<td>20” x 20” base; 36” height</td>
</tr>
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</table>
What We Were Looking For:

- Easy to use and manage
- App Support
  - Library apps (3M Cloud, Zinio, etc.)
- Capabilities
- Price
<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen</td>
<td>7” 1280x800 HD display (216 ppi)</td>
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<tr>
<td>Camera</td>
<td>1.2MP front-facing camera</td>
</tr>
<tr>
<td>Wireless</td>
<td>WiFi 802.11 b/g/n, Bluetooth, NFC</td>
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<tr>
<td>Memory</td>
<td>16 GB internal storage, 1 GB RAM</td>
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<tr>
<td>USB</td>
<td>Micro USB</td>
</tr>
<tr>
<td>Battery</td>
<td>4325 mAh (Up to 8 hours of active use)</td>
</tr>
<tr>
<td>OS</td>
<td>Android 4.2 (Jelly Bean)</td>
</tr>
<tr>
<td>CPU</td>
<td>NVIDIA® Tegra® 3 quad-core processor</td>
</tr>
<tr>
<td>Sensors</td>
<td>Microphone, NFC (Android Beam), Accelerometer, GPS, Magnetometer, Gyroscope</td>
</tr>
</tbody>
</table>
APPLOCK

Available for free in the Google Play Store.

Passcode protect access to any app you choose.
What is a 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
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
Demo iPad cradle

IT issues

• Requires Solid Network Connection
• Initial Setup working with partners adds extra challenges
• Multiple vendors
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
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.
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.
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.
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.
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.
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%
“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!”

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