Shop & Stop: The New Generation in Branch Services

Virginia Library Association Conference - 2008

5 years later....

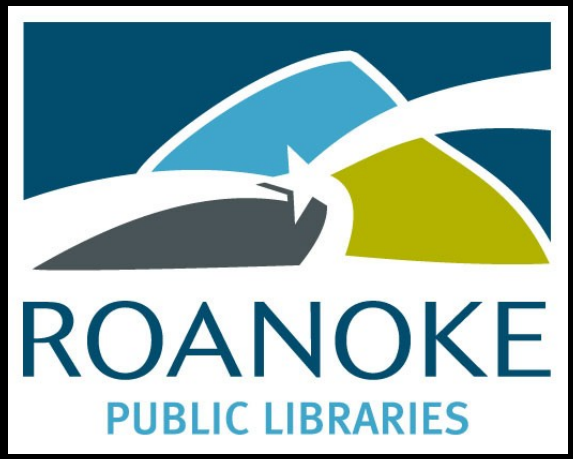
ABOS Conference - 2013

Contacts

Sheila S. Umberger, Director of Libraries
sheila.umberger@roanokeva.gov

Wendy Allen, Head of Public Services - Presenter
wendy.allen@roanokeva.gov

Amber Yopp, Head of Youth Services
amber.yopp@roanokeva.gov

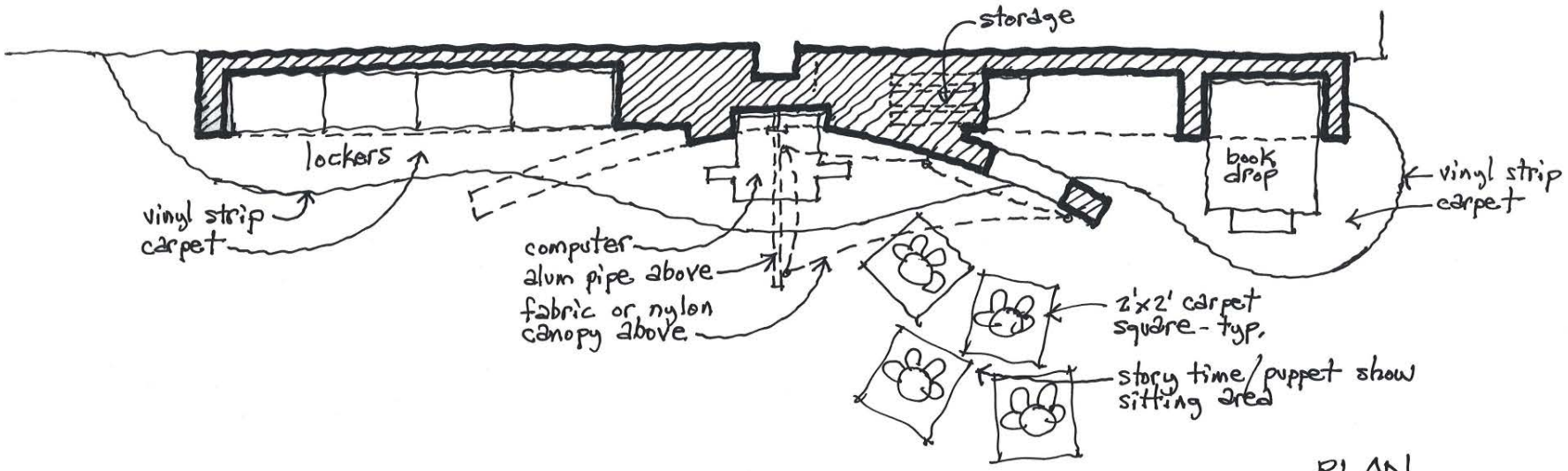


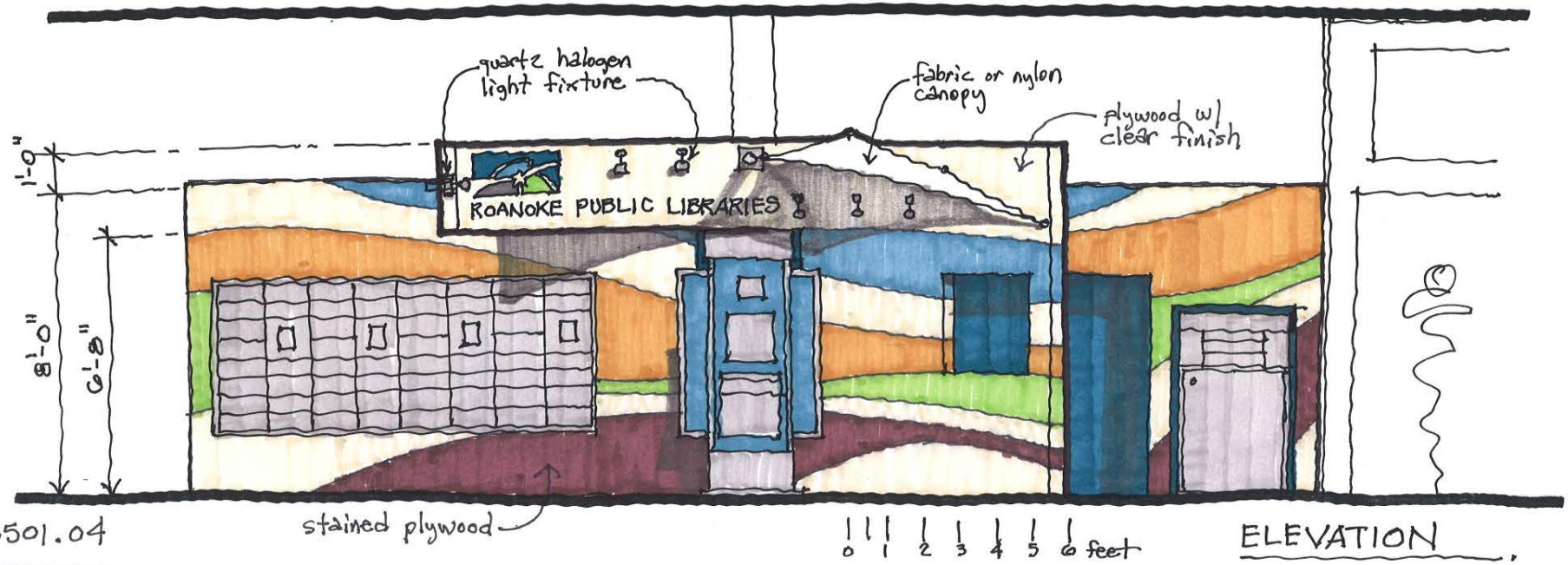
Roanoke Public Libraries Valley View e-Branch

October 2007

- Combine traditional and non-traditional services
- Create a new service in a high retail area
- Bring the Library outside of its traditional walls to create destination point
- Bring convenience – Go where people are

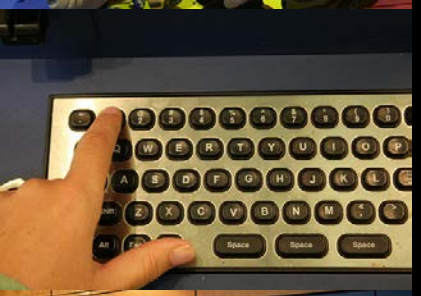
Beyond a Kiosk: The e-Branch Concept





6501.04

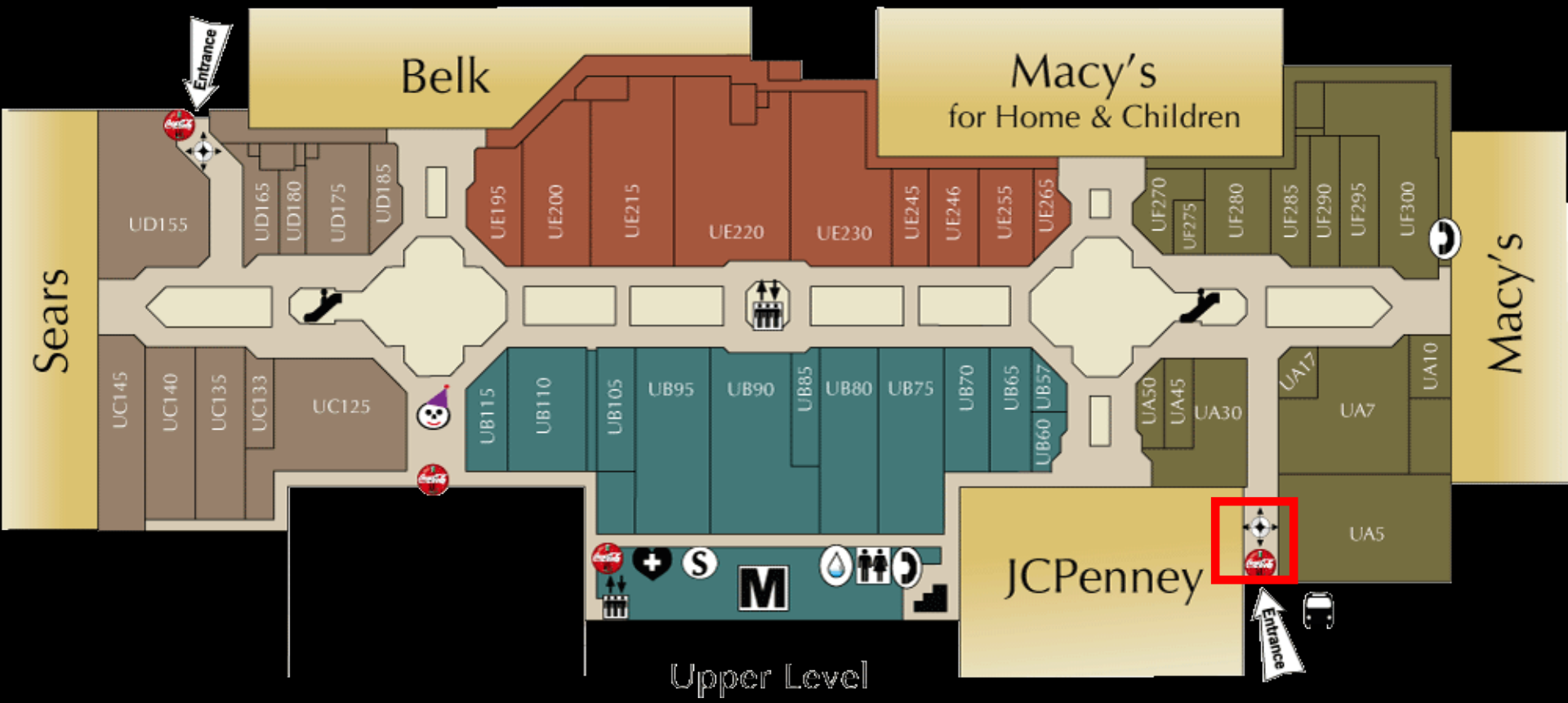
ABC News Video Clip



Practical Issues

- Electrical
- Contracts
- Lease
- Dealing with non-library folks
- Selling the concept
- Location

Valley View Mall-Upper Level



Elements of the e-Branch

Walk-up Book Drop Service

American Book Returns

Model 950
Stainless Steel Return for Walk-up & Drive-up Service

Capacity: 500+ Books - Videos - CDs

Part ID **Model 950 includes:**

0126 A heavy gauge stainless steel "fold-weld" cap and cabinet, has galvanized tamper guard to prevent fishing. Two all brass works registered locks installed on Access Door. Access Door attaches by industrial stainless hinge along right or left jamb. (4) ½ x 4 inch long stainless steel anchors included for fastening to concrete.

0714 **One-hand Chute** installed for Walk-up or Drive-up service any side. Chute opening is 3.5 inches high x 19.5 inches wide and has a 5.5 inch projection. Weatherized to keep out moisture.

1006 **Signs:** Two Black ____ or Blue ____ vinyl signs: "LIBRARY BOOK DROP" or "MEDIA RETURN" (UNIVERSAL).

1002 **ID Plate**, 1.25x8.5 inch wide, engraved with library name.

1803 **Book Truck** is made of heavy gauge galvanized steel that is reinforced at each corner, edge and base. The truck is 31 wide x 37 deep x 29 inches high. The book truck has a spring-loaded receiving platform to protect books. Stainless steel handle and (4) 4 inch hard rubber casters (front two swivel) make transporting books easy.

Color Options:

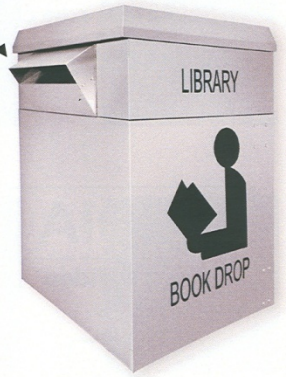
1106 **Powder Coat** mansard cap - one stock color.
1107 **Powder Coat** entire book return - one stock color.
1108 **Powder Coat** book return two tone - stock colors.
1109 **Custom Match Powder** coating each color.

Options:

0714 **One-hand Chute** added for two sided delivery.
0710 **Media Opening** 2.5 x 6.5 inches wide accepts most media.
0610 **Chute Closer** includes slide-in panel, with "CLOSED" sign, padlock and two keys.

One-hand Chute can face any direction!

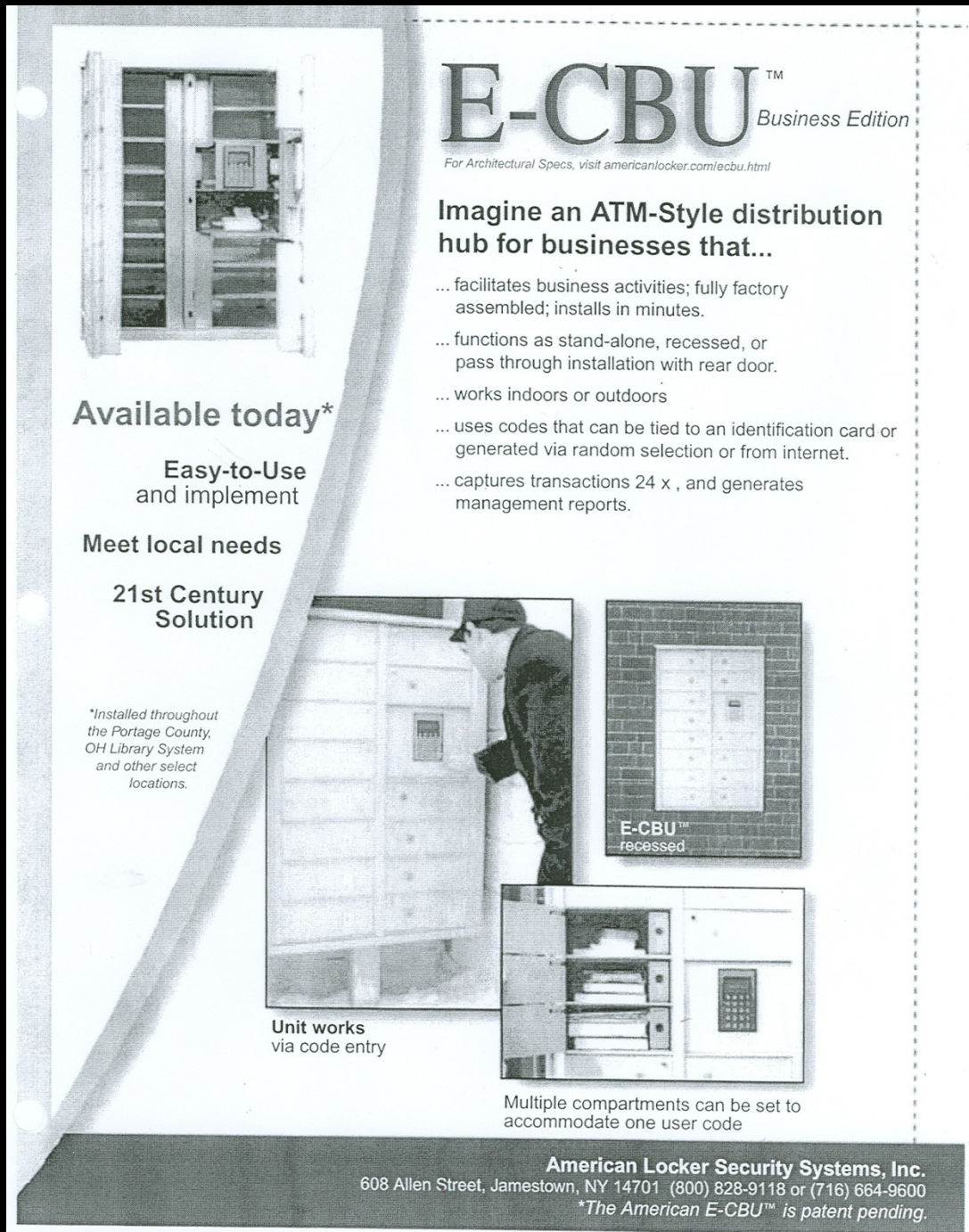
36 x 40 x 56 inches high



Book Truck 1803
31 x 37 x 29 inches high

Model 950 anchors with (4) ½" stainless anchors:

Individual Lockers for Item Pick-Up



Kiosk

e-Branch Library
3M
Innovation
IMMEDIATE
LIBRARY
ACCESS—
79.5 h x
23 d x
46 w
PIKinc.
PIK 02

Additional Elements

- Wi-Fi; Only Wireless Hot Spot in Mall
- Comfortable Seating in Kiosk Corridor
- Multi-Purpose Puppet Stage

Final Product

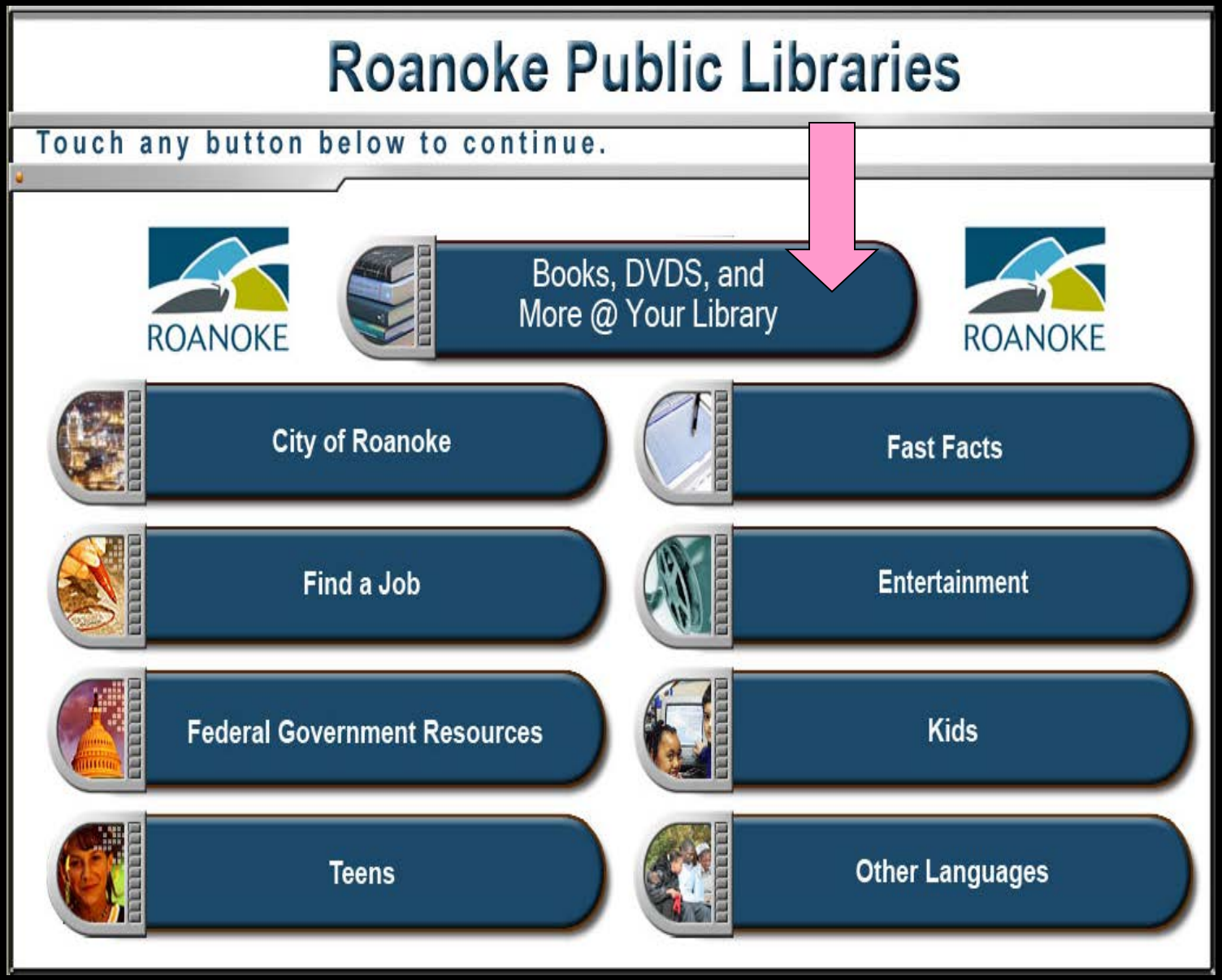
Features of the E-Branch

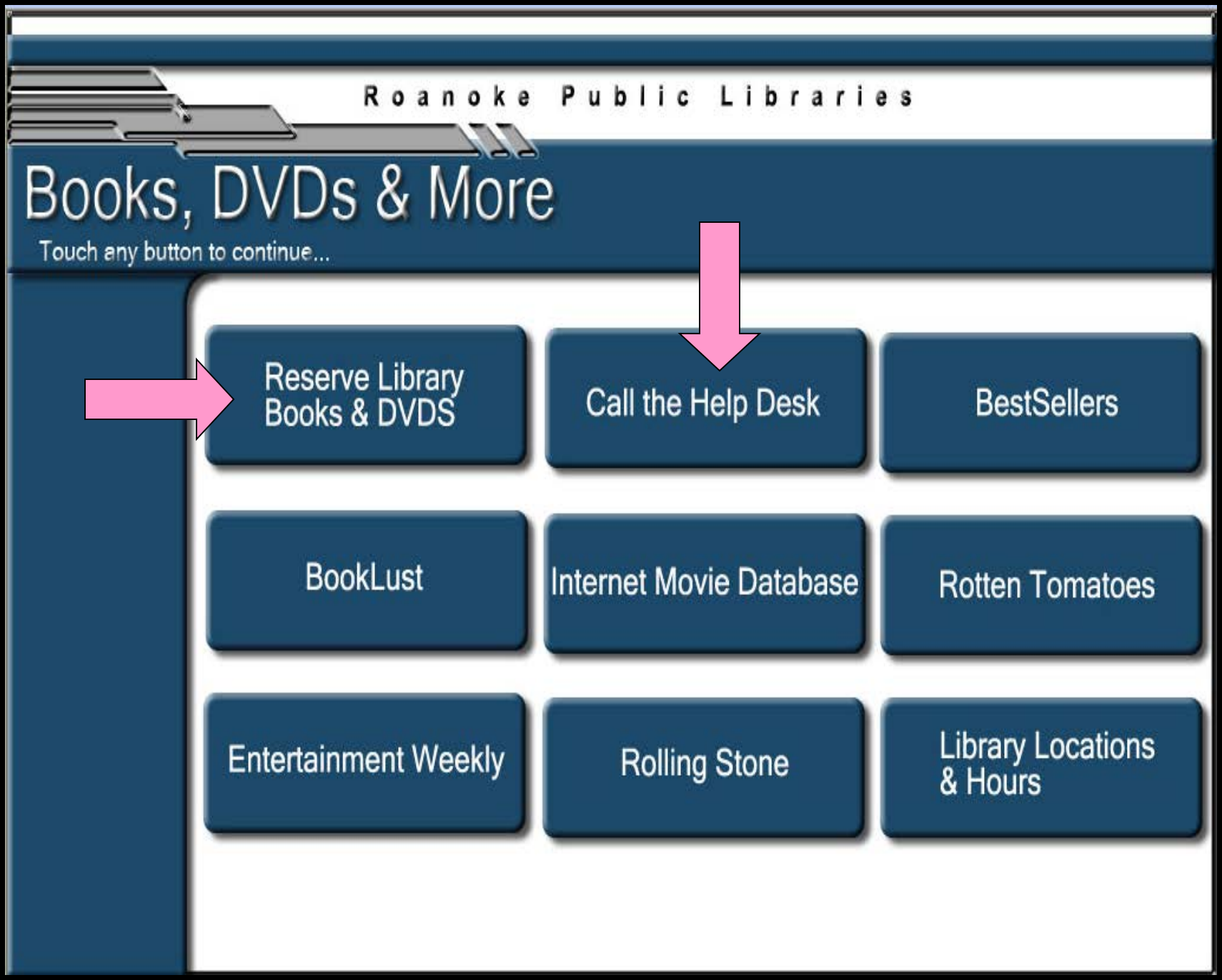
- Kiosk
- Pick up Items in the Lockers
- Return Items in Bookdrop
- Use Wireless Internet
- Attend Library Programs
- Pick up Library Information

Kiosk

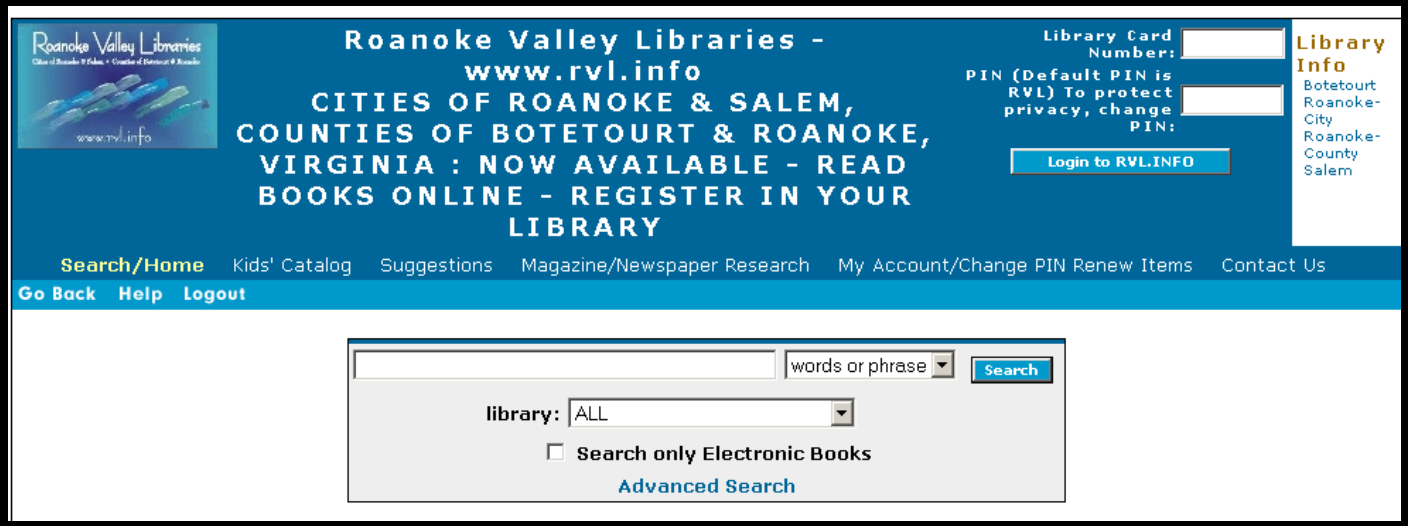
- Look up and reserve materials
- Search Internet sites
- Phone Support
- Use databases

Touch Screen Kiosk




Roanoke Public Libraries
Books, DVDs & More
Touch any button to continue...
Reserve Library Books & DVDS
Call the Help Desk
BestSellers
BookLust
Internet Movie Database
Rotten Tomatoes
Entertainment Weekly
Rolling Stone
Library Locations & Hours

Roanoke Valley Libraries Catalog



Kiosk Menu

http://pikkiosk.com/roanoke/

Kiosk Challenges

- Trackball and buttons instead of a mouse
- Credit card slot

Solutions

- Kiosk Demonstrations
- Pamphlet outlining steps
- Phone with direct line to library

Lockers

- Receive a call from staff
- Type in last 7 digits of card number
- Locker pops open
- Retrieve item

Locker Challenges

- Human error in using keypad
- Items pre-checked confusion
- Patrons with older cards

Solutions

- View locker log – phone support
- Carefully explain procedure to new kiosk patrons
- Older cards - use phone number instead of library card

The Staff Side of Lockers

1) Staff pre-checks out materials to the patron
2) Assign a locker to them – use the last 7 digits of library card for the access code
3) Materials delivered by courier
4) Call the patron
5) Ability to provide Phone Support by using the Locker Logs
6) Staff remove items from lockers and discharges items if patron hasn't pick them up within 7 days.

Securing the World's Contents since 1931

(800) 828-9118

Patti Engineering

Home | SETTINGS: Global | LOGS: Search, Export | PATRONS: Insert, List, Export | Import PATRONS

E-CBU

SYSTEM STATISTICS

Controller Model :	ACCESS .it (2007.001)
Firmware Version :	2.13
Serial Number :	D0FE9F
MAC Ethernet Address :	00:90:C2:D0:FE:9F
Used/Available Patron IDs :	4 / 496
Number of Log Entries Today :	1
Global Parameters :	Expire= 192 hrs : Delete= 15 min

TECHNICAL SUPPORT:

Patti Engineering

(800)852-0994

American Locker Security Systems, Inc.
815 South Main Street, Grapevine, TX 76051
Tel: (800) 828-9118 or (817) 329-1600

Worldwide Service Center
(800) 323-9428 (716) 699-2773

AMERICAN LOCKER SECURITY SYSTEMS

Securing the World's Contents since 1931

(800) 828-9118

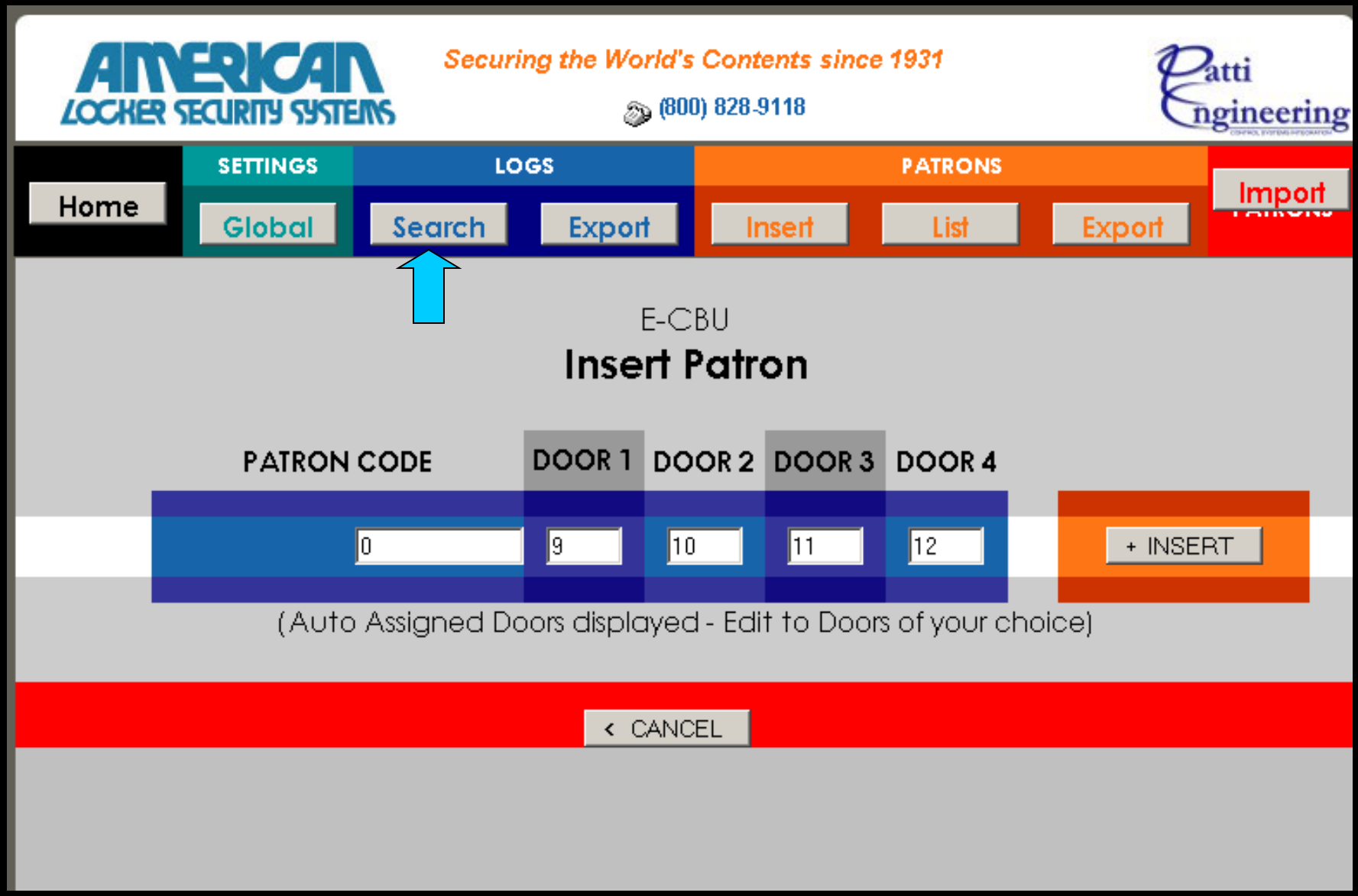
Patti Engineering

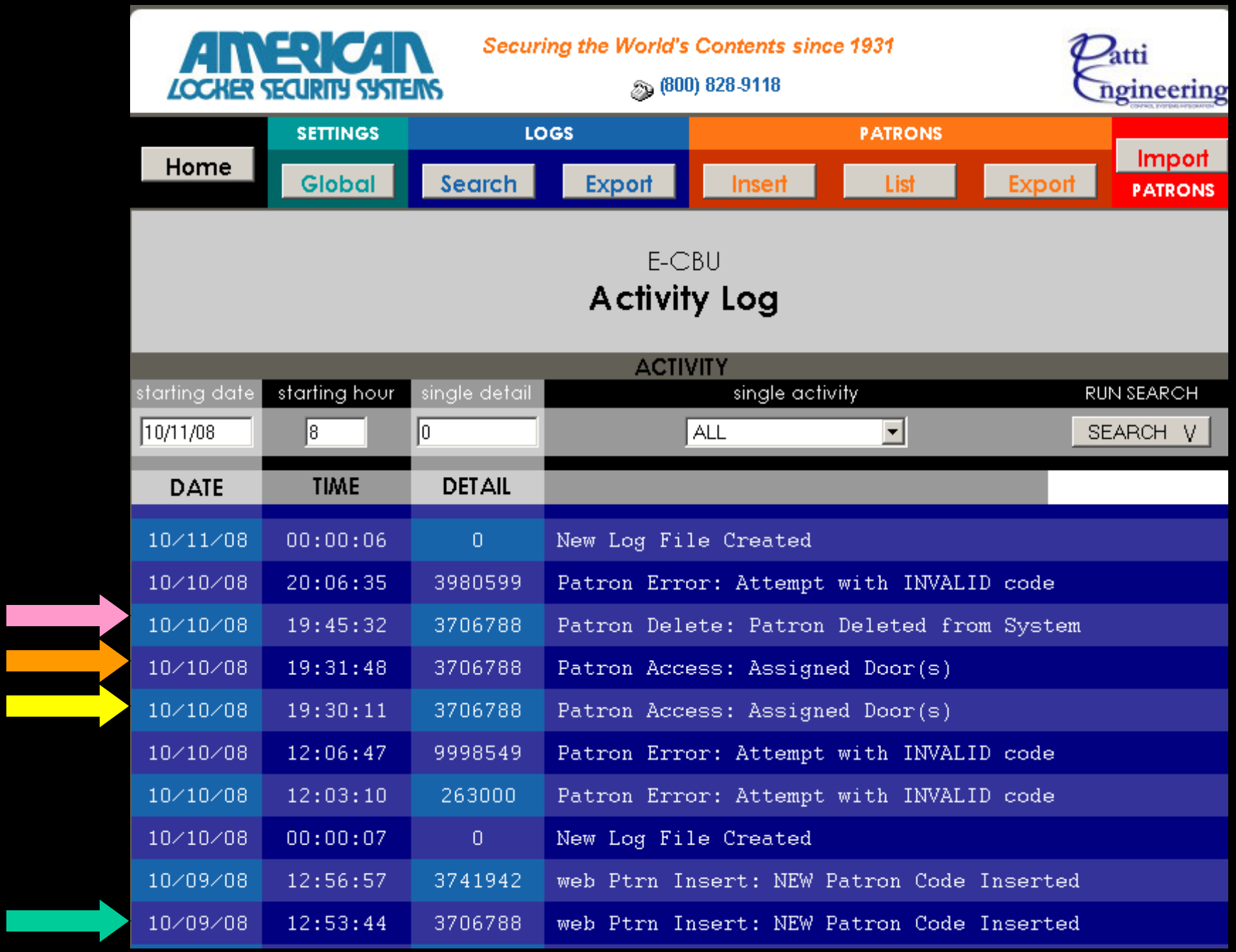
Home | SETTINGS: Global | LOGS: Search, Export | PATRONS: Insert, List, Export | Import PATRONS

E-CBU

Active Patron List

	PATRON CODE	DOOR 1	DOOR 2	DOOR 3	DOOR 4	EXPIRE
SELECT >	2979923	1	0	0	0	121
SELECT >	4122068	2	0	0	0	121
SELECT >	3850263	3	0	0	0	121
SELECT >	3741942	8	0	0	0	147
SELECT >	0	0	0	0	0	0
SELECT >	0	0	0	0	0	0
SELECT >	0	0	0	0	0	0


AMERICAN LOCKER SECURITY SYSTEMS
Securing the World's Contents since 1931
(800) 828-9118
Patti Engineering
Home
SETTINGS
Global
LOGS
Search
Export
PATRONS
Insert
List
Export
Import
E-CBU
Insert Patron
PATRON CODE
DOOR 1
DOOR 2
DOOR 3
DOOR 4
0
9
10
11
12
+ INSERT
(Auto Assigned Doors displayed - Edit to Doors of your choice)
< CANCEL


AMERICAN LOCKER SECURITY SYSTEMS
Securing the World's Contents since 1931
(800) 828-9118
Patti Engineering
Home
SETTINGS
Global
LOGS
Search
Export
PATRONS
Insert
List
Export
Import PATRONS
E-CBU
Activity Log
ACTIVITY
starting date
starting hour
single detail
single activity
RUN SEARCH
10/11/08
8
0
ALL
SEARCH
DATE
TIME
DETAIL
10/11/08 00:00:06 0 New Log File Created
10/10/08 20:06:35 3980599 Patron Error: Attempt with INVALID code
10/10/08 19:45:32 3706788 Patron Delete: Patron Deleted from System
10/10/08 19:31:48 3706788 Patron Access: Assigned Door(s)
10/10/08 19:30:11 3706788 Patron Access: Assigned Door(s)
10/10/08 12:06:47 9998549 Patron Error: Attempt with INVALID code
10/10/08 12:03:10 263000 Patron Error: Attempt with INVALID code
10/10/08 00:00:07 0 New Log File Created
10/09/08 12:56:57 3741942 web Ptrn Insert: NEW Patron Code Inserted
10/09/08 12:53:44 3706788 web Ptrn Insert: NEW Patron Code Inserted

Program Scheduling

- Be consistent
- Be aware of all activities
- Survey mall traffic

Programming

Shop & Stop Storytime

Every Tuesday
at 11:00 am
Located at the
Valley View e-Branch Library
2nd floor, across from
Lens Crafters

ROANOKE
PUBLIC LIBRARIES

Recognition

- 2008 Virginia Public Library Directors Association Outstanding Service Innovation Award
- Premier Visual Award – Best Kiosk
- 2008 Visual Victories Award for Specialty Retail Report
- Media Coverage (Local News, Library Hotline)
- Contacts from libraries across the country

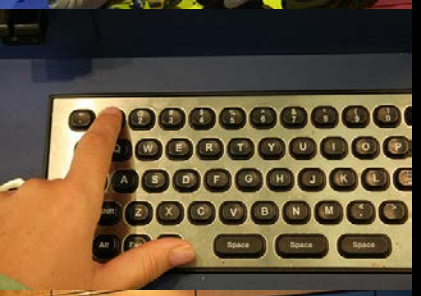
Garden City e-Branch
June 26, 2008

Upcoming e-Branch FY 2019

Phase I has been completed and included renovation of the Jackson Park and Gainsboro facilities, and standalone kiosk facilities at Valley View Mall and the Garden City Recreation Center.

Phase II consists of the following:
First floor remodeling at Main Library FY 2013-2014, Construction begins Fall 2013
Expansion/renovation of Raleigh Court Branch FY 2014-2015, Design Spring 2014
Expansion/renovation of Williamson Road Branch FY 2015-2016
Expansion/renovation of Melrose Branch FY 2016-2017
New storefront branch Peters Creek/ Countryside FY 2018

New South Roanoke e-Branch FY 2019



Wishes/Changes

- Keep Lockers , Bookdrop, Wi-Fi
- Computer Kiosk – undecided
- Expand Upon Programming Space Model
- Look at “Red-Box” Type of Solutions

For More Information

- www.flickr.com/roanokepubliclibraries
  - Photos of the e-Branches
- www.roanokeva.gov/library
  - Roanoke Public Libraries' Website
- Contact
  - Sheila S. Umberger, Director of Libraries
    - sheila.umberger@roanokeva.gov
  - Wendy Allen, Head of Public Services
    - wendy.allen@roanokeva.gov
  - Amber Yopp, Head of Youth Services
    - amber.yopp@roanokeva.gov