



Pseudo Libraries: Locker/Drive-Up Panel

SWAN Expo 2022

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General Principals

- Used as a patron pick-up point for holds
 - Selected by patron when placing a hold in online catalogs (Aspen, Enterprise, BLUEcloud Mobile app)
 - Patron can modify pick-up point preference before hold is filled
- No patrons are associated with the pseudo library
- No items are "owned" by the pseudo library
- Used to facilitate "transit" between main library and special hold pick-up point
- Once item is ready to process for special hold pick-up point, item is checked in, hold slip generated, processed for patron pick-up
 - Checkout should be completed by pseudo library to properly remove title from hold shelf
- Circulation rules mirror main library; decisions on special processing such as items required to be checked out at circulation desk handled by staff procedures (not restricted by the system)

Types of Pseudo Libraries

- Lockers (DGS, MTS, NRS, OPS, SFS, VPD, soon-BLD, BVD, GED)
- Drive-up Windows (GED, GVD, INS, SCD, planned-LGS)
- School Districts with delivery at school district office
 - Kirby Elementary
 - Brookwood Elementary

Villa Park Public Library Lockers

- Renovation completed Oct 2019
- Power installed in outdoor location
- Rethinking of lockers May-June
- Wi-Fi options
- Installed Sept 2020
- Challenge with an emergency shut-off switch to turn off lockers
- Pulled data line
- iPad in the locker system is the “brain”
- QR code, app can open the door
- Patrons love them, access 24/7
- Branding added with a wrap
- Different size lockers, small, medium, large



Luxer One Lockers at Villa Park Public Library



Pick-up your holds from our automated locker system just outside the main entrance to the library!

Oak Park Public Library Lockers

- Lockers were part of a long-term solution
- Picking up items
- Extending library hours
- Plan was to explore options
- Curbside was difficult to manage with the location
- Self-service options
- 4 vendors explored
- Need flexible system for pandemic and post-pandemic needs
- 17 in lobby + 35 lockers planned outdoors
- Hotspots, laptops now in indoor lockers



Smiota Lockers at Oak Park Public Library

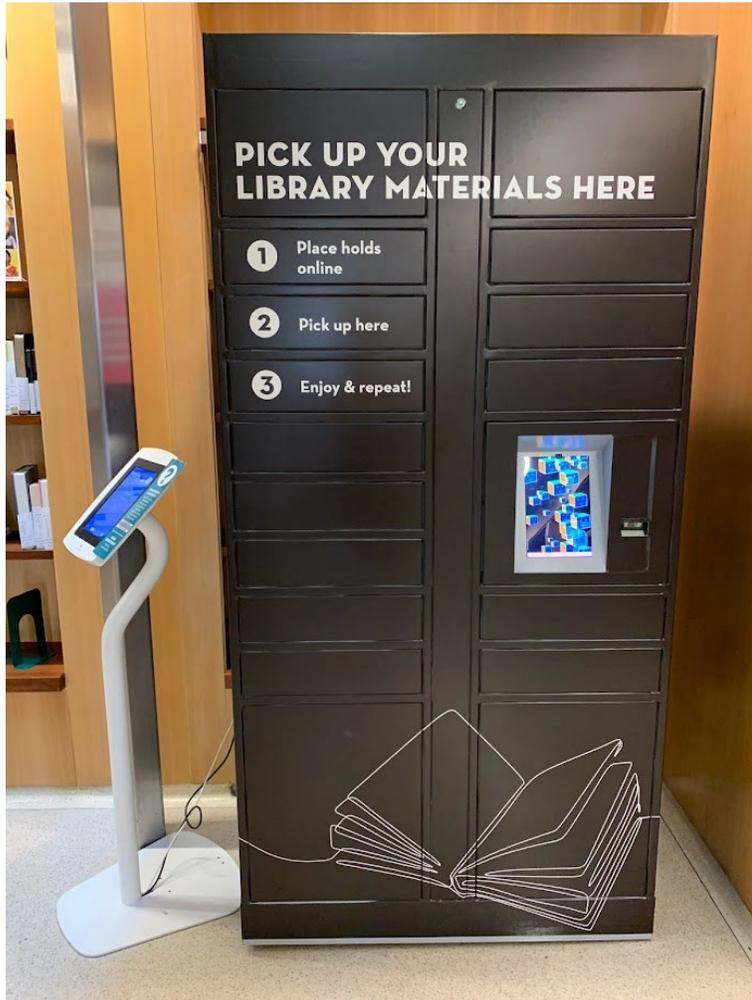
Oak Park Locker – Staff Interaction



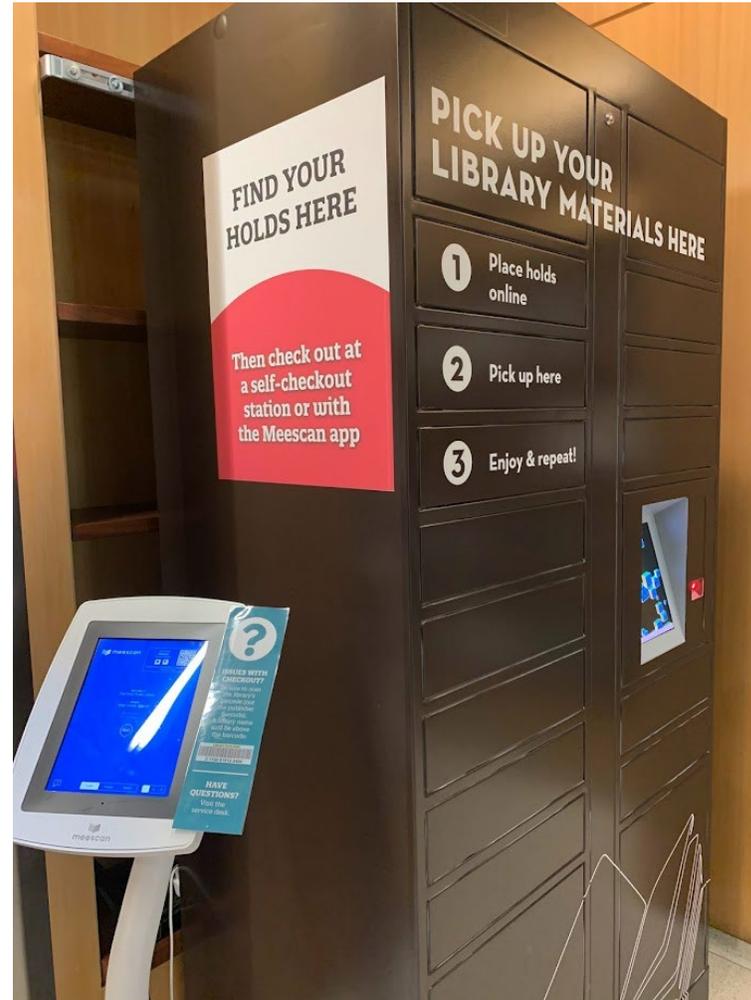
24 hour access to external lockers located by library main entrance.



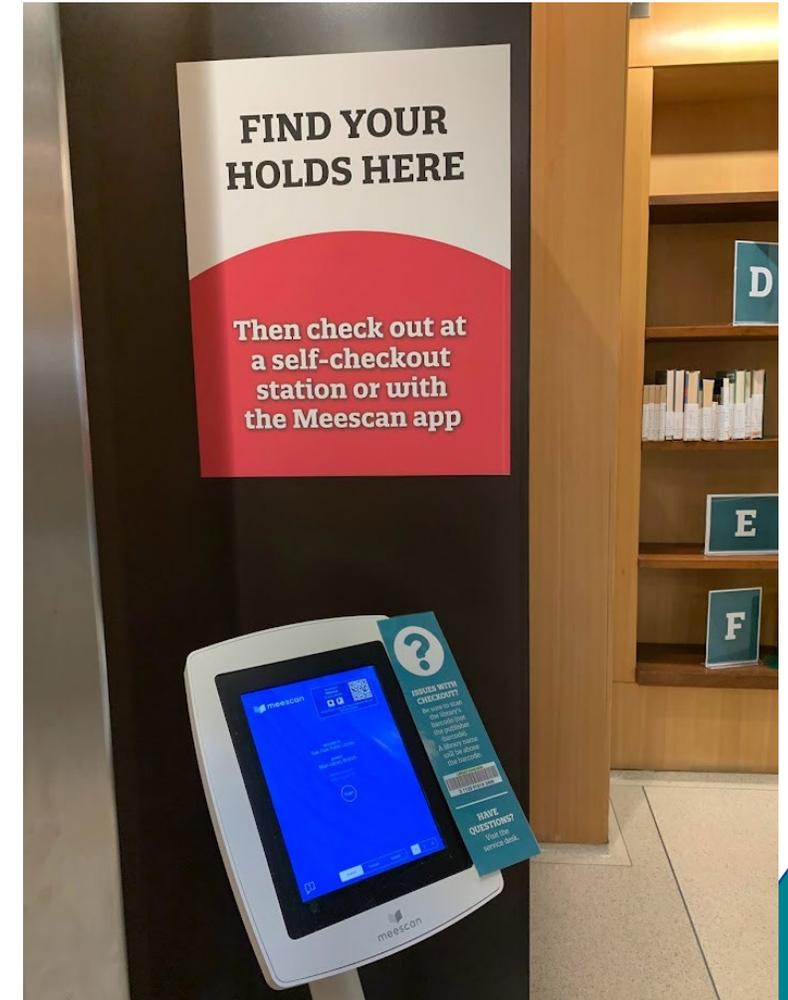
Oak Park Self Service – Meescan app



August 22, 2022



SWAN Library Services



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St. Charles - New Service: Drive-up Window

- Strategic Plan
- Based on staff and community input, it was clear they would like to see a drive-up included in the new Library renovations.
- Adding a drive-up window was part of our \$18.6 million renovation project.
- **In our case, the architects worked with the existing wall.**
- When we reopened our doors in July of 2021, we were eager to introduce all our new services, and one of them was the drive-up window where patrons can pick up materials they have placed on hold from the convenience of their car.

St. Charles - Renovation completed in June 2021



St. Charles - At the Drive-Up Window...



SirsiDynix Symphony WorkFlows: Discharge/Checkin: Identify Item

File Edit Wizards Helpers Modules Preference Tools Help

Drive-up/Locker Processing

Common Tasks

- Charge/Checkout
- Discharge/Checkin
- Check Item Status
- Display User
- Manage Hold Shelf
- Place Hold
- Modify Holds for User
- Library Calendar
- Item Search and Display
- Help

Discharge/Checkin x

Charge/Checkin: Identify Item

Identify item

Item ID:

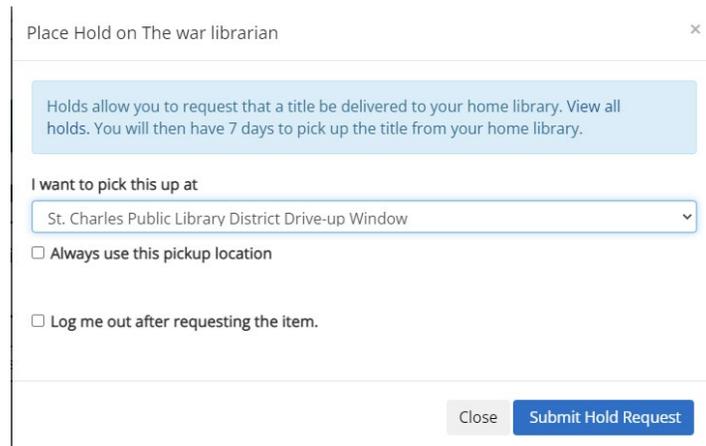
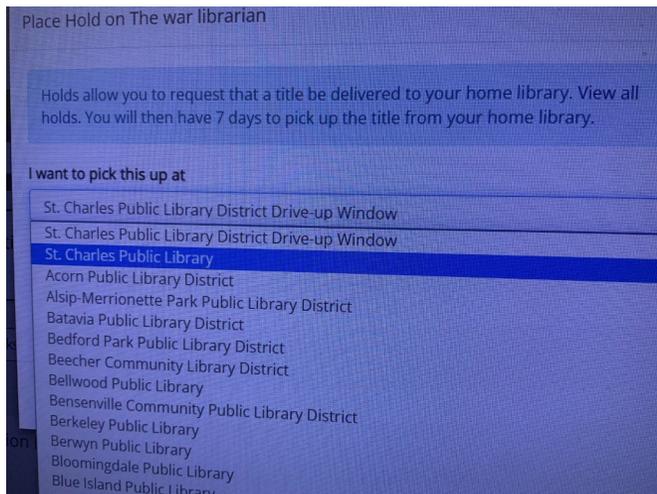
List of checkins

Select All

Title	Item ID	Route/Transit T
Embrace fearlessly th...	30052007202513	HOLDS
Poképark Wii Pikachu'...	31203002728049	HOLDS
Girl logic : the genius ...	31203003626499	HOLDS
Dungeon crawl!	30053013228708	HOLDS
The night before kind...	31737001187046	TPS
Ordinary grace	30053012898089	HOLDS
The Bad Guys in cut t...	31191012957833	DGS
I'll start again Monday...	30053013620870	HOLDS
I'm still here : black di...	30053013235547	HOLDS
The last housewife : a...	30053013697068	HOLDS

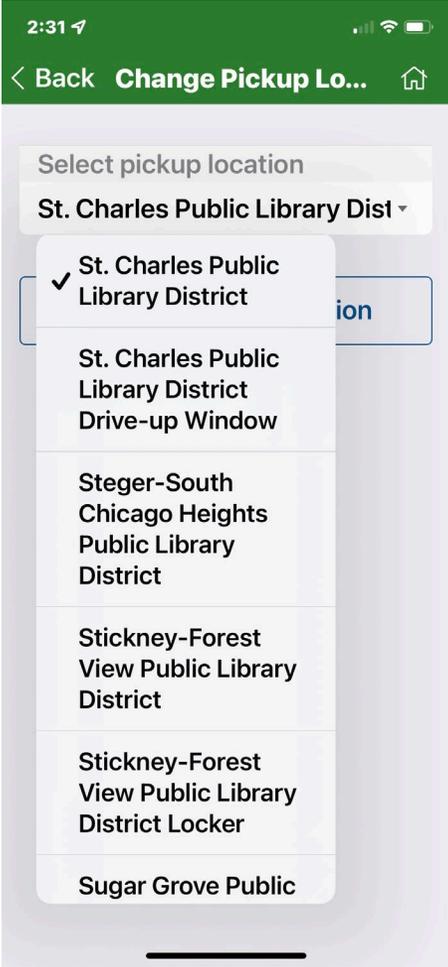
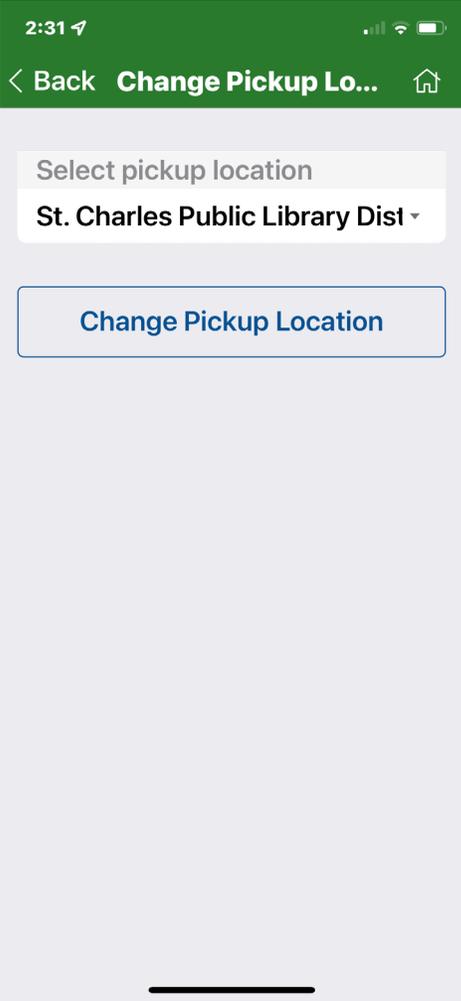
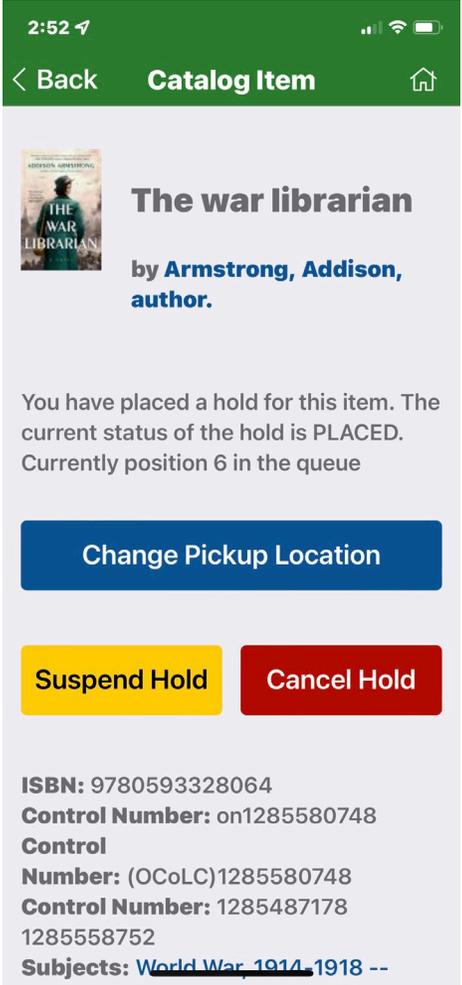
St. Charles - Instructions

- Items can be placed on hold online, by phone, or in person.
- *Patrons can choose the pickup location: Drive-up window or St. Charles Public Library.*

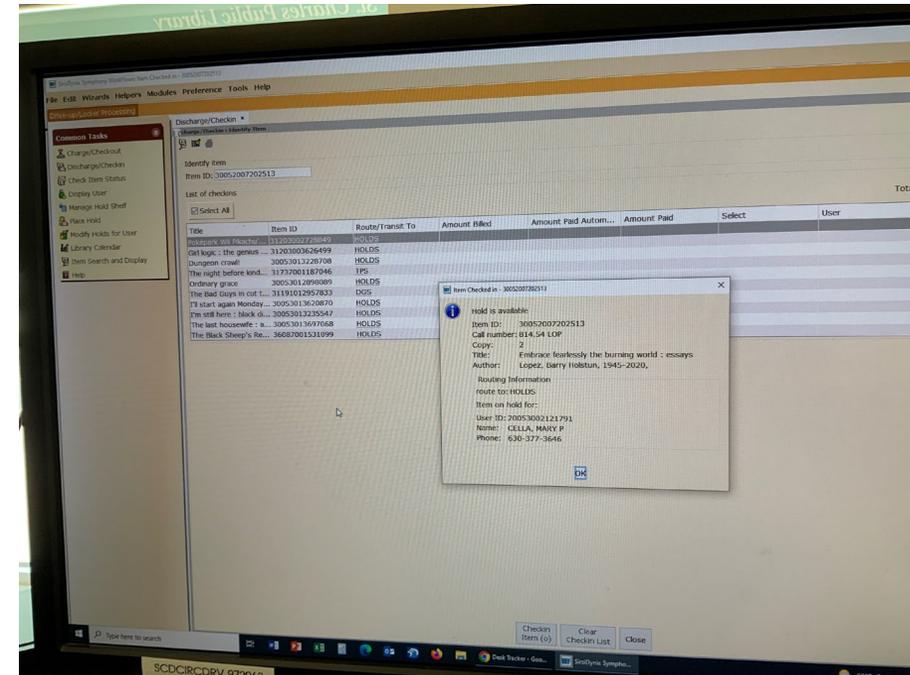
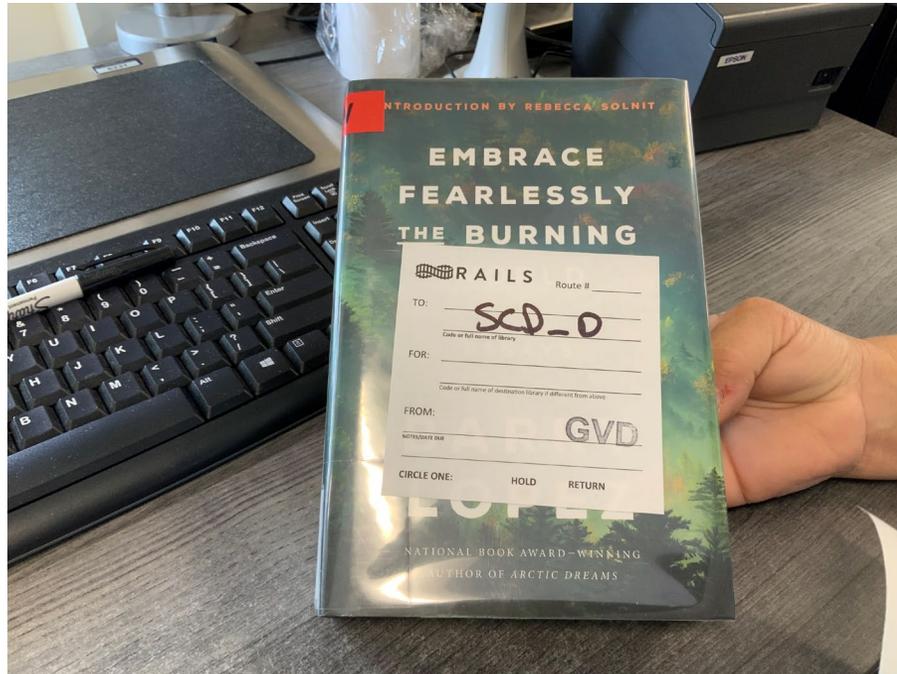
A screenshot of a library website's 'Place Hold on The war librarian' page. The page has a white background. At the top, it says 'Place Hold on The war librarian' with a close button (x) in the top right corner. Below that, a light blue box contains the text: 'Holds allow you to request that a title be delivered to your home library. View all holds. You will then have 7 days to pick up the title from your home library.' Underneath, there is a section titled 'I want to pick this up at' with a dropdown menu. The dropdown menu is open, showing a list of library districts. The first two options are 'St. Charles Public Library District Drive-up Window' and 'St. Charles Public Library', which is currently selected and highlighted in a darker blue. Other options include 'Acorn Public Library District', 'Alsip-Merrionette Park Public Library District', 'Batavia Public Library District', 'Bedford Park Public Library District', 'Beecher Community Library District', 'Bellwood Public Library', 'Bensenville Community Public Library District', 'Berkeley Public Library', 'Berwyn Public Library', 'Bloomington Public Library', and 'Blue Island Public Library'. Below the dropdown menu, there are two checkboxes: 'Always use this pickup location' and 'Log me out after requesting the item.'. At the bottom right, there are two buttons: 'Close' and 'Submit Hold Request'.

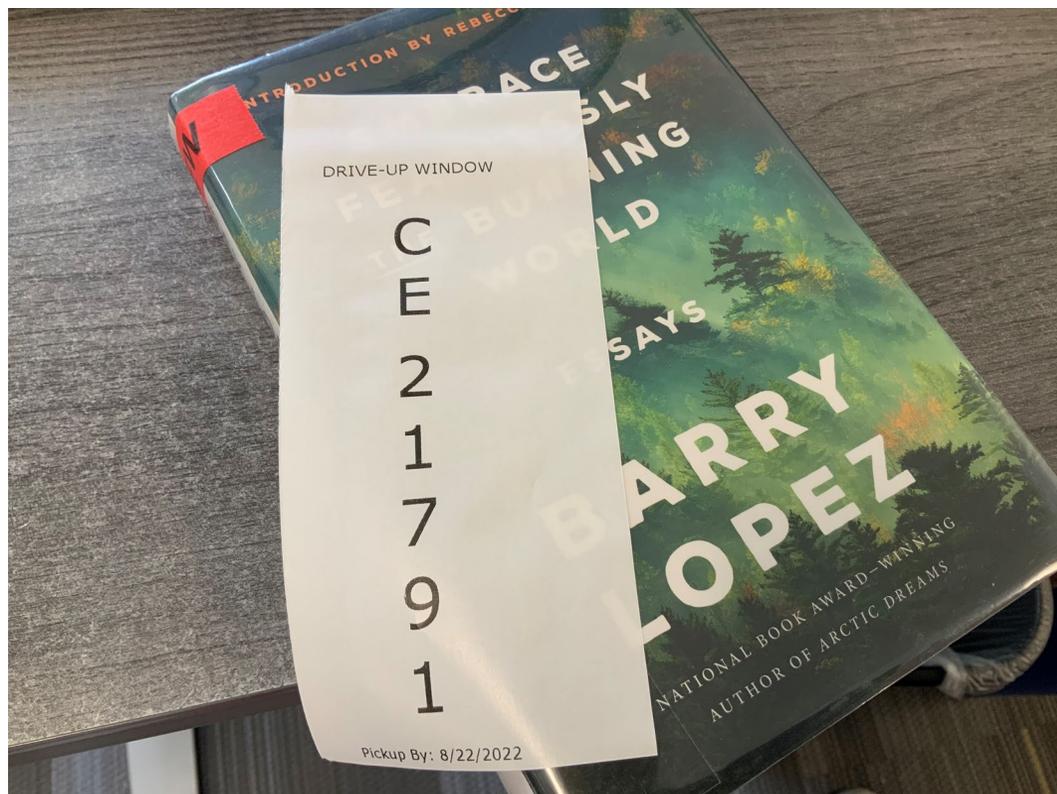
- They have to wait for an email or phone notice confirming their items are ready for pickup. (They will have seven days to pick up their item).

St. Charles - Library Mobile App



St. Charles - Processing Steps....





St. Charles - What were the biggest challenges?

- Negative patron comments, such as:
 - the window was hard to reach
 - the design of the drive-up dropbox was challenging to use from the car





St. Charles - Solution

- 18" curb will protect the building better
- 6" of the curb removed
- 3 bollards removed
- The result: patrons are able to pull up correctly, and we don't have complaints.

St. Charles - We worked with...

- Sheehan Nagle Hartray Architects - Design
- Quickserv – Drive-up window



Panel Discussion

Panel Questions:

- Can you explain what type of pseudo library your library supports (e.g., drive-up window and/or lockers) and how have you expanded service to your patrons with this capability?
- How did the pandemic impact your decision to install your lockers or drive-up window?
- How did you determine cost/benefit and what was the project planning and time frame for your implementation of either lockers or drive-up window?

Panel Questions:

- Once installed, were there internal procedures that needed to be revised? How does a pseudo library work with WorkFlows and checking out material?
- What are the biggest challenges of ongoing support of your lockers or drive-up? Any plans for expansion or revision – or even discontinuing use?
- How have patrons responded to this new service?

Panel Questions

- Have patrons been able to easily place holds and request pick-up at the locker or drive-up? Can you explain how this works for the patron interface in Aspen and BLUEcloud mobile?
- If you could start your project over again, would you do anything differently? What advice do you have for others considering lockers and/or drive-up windows?
- Are there other “pseudo library” flavors you can envision in the future? For example, bookmobiles – we did not have this capability earlier, but those might be another type of service point/preference for patrons.

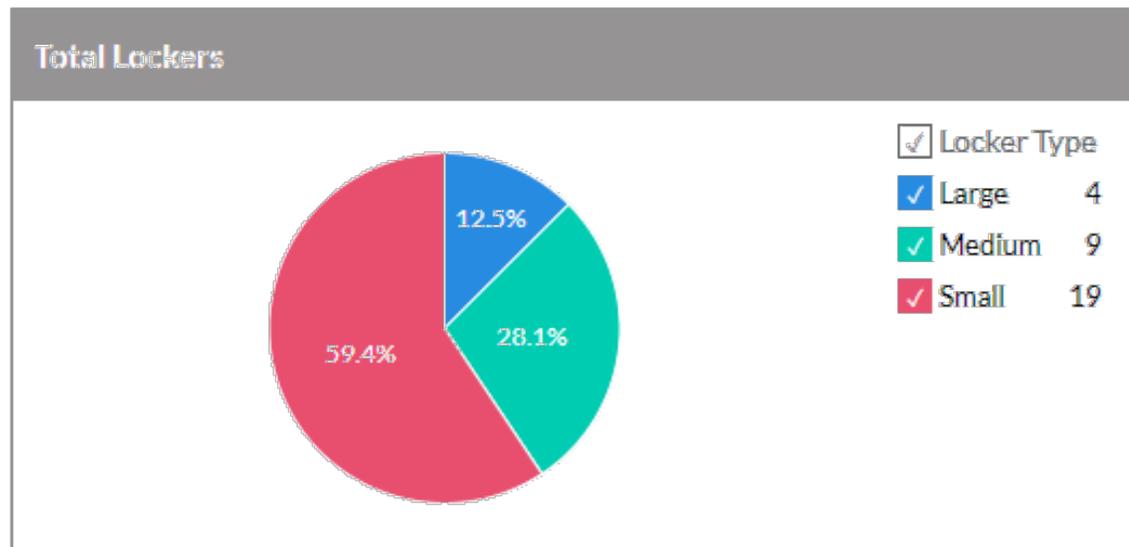
Pseudo Library Statistics

Pseudo library checkout and hold statistics need to be factored into overall library statistics.

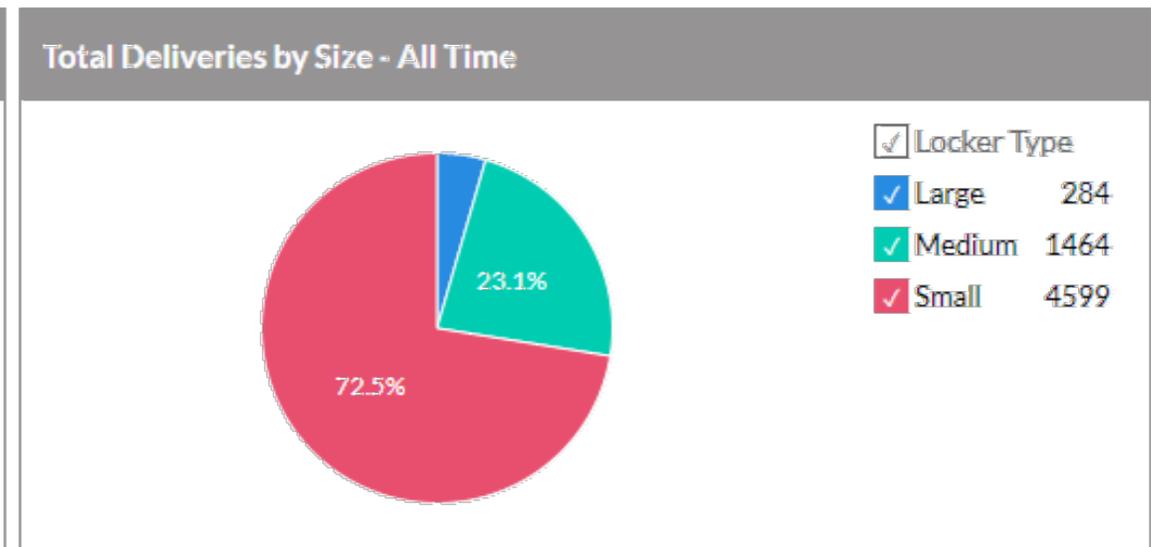


LuxerOne Lockers Deliveries/Active Users Stats (to date)

All Time Deliveries 6347	Total Deliveries Last 30 Days 302	Total Lockers 32	Total Active Users 663	Total State Orders 5
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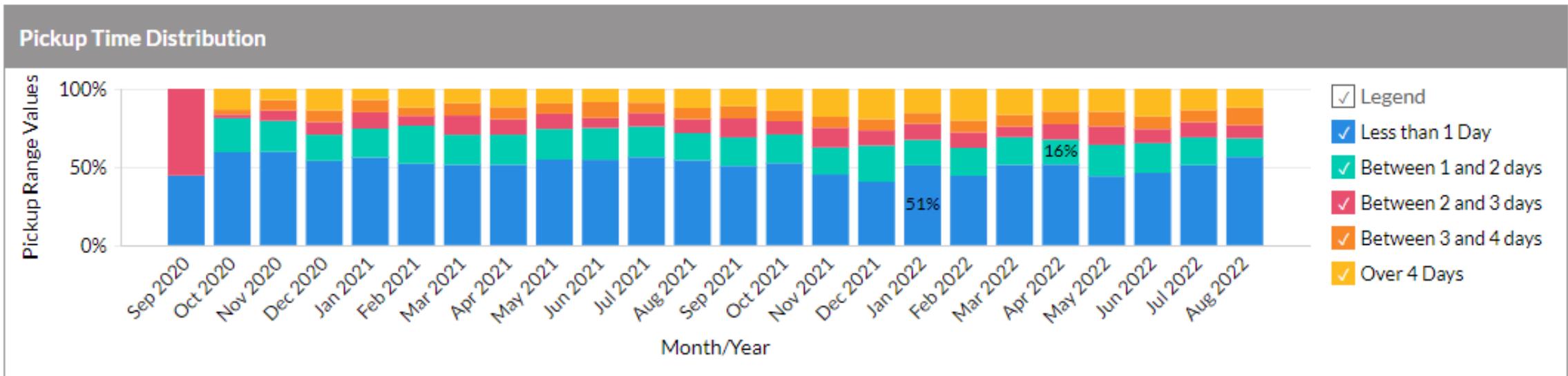
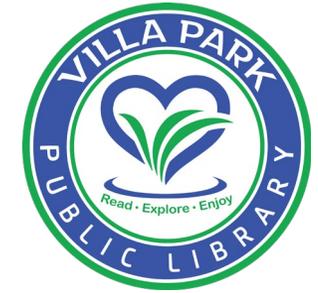


Total Lockers: This chart shows how many of each type and size of locker you have installed at your location.



Total Deliveries by Size: Count of all Deliveries made to the location grouped by locker size

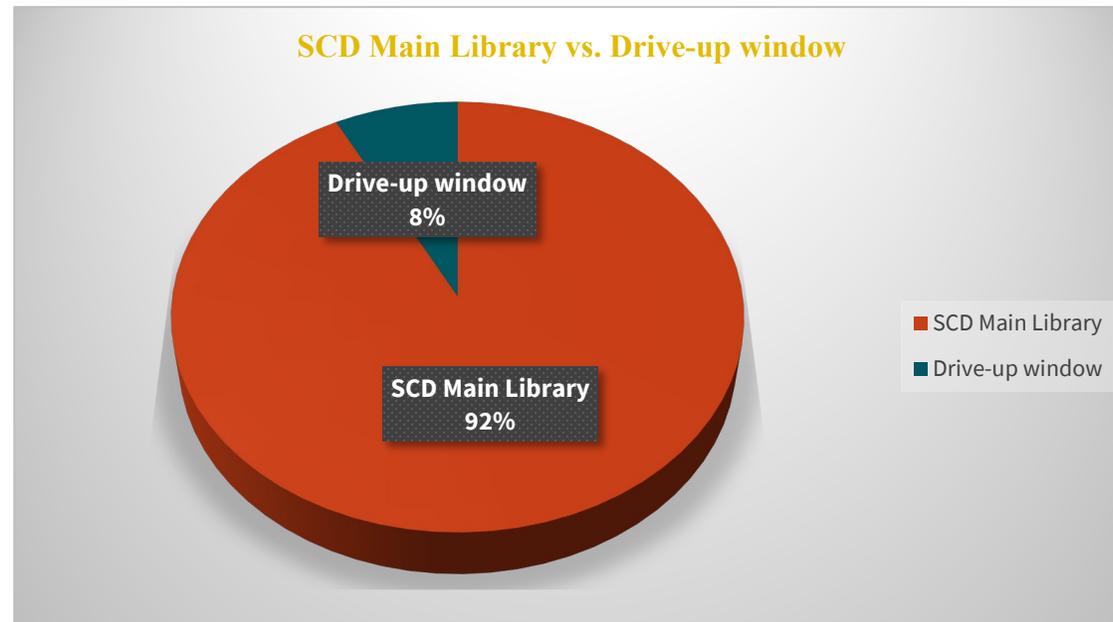
LuxerOne Lockers Pickup Time Distribution (to date)



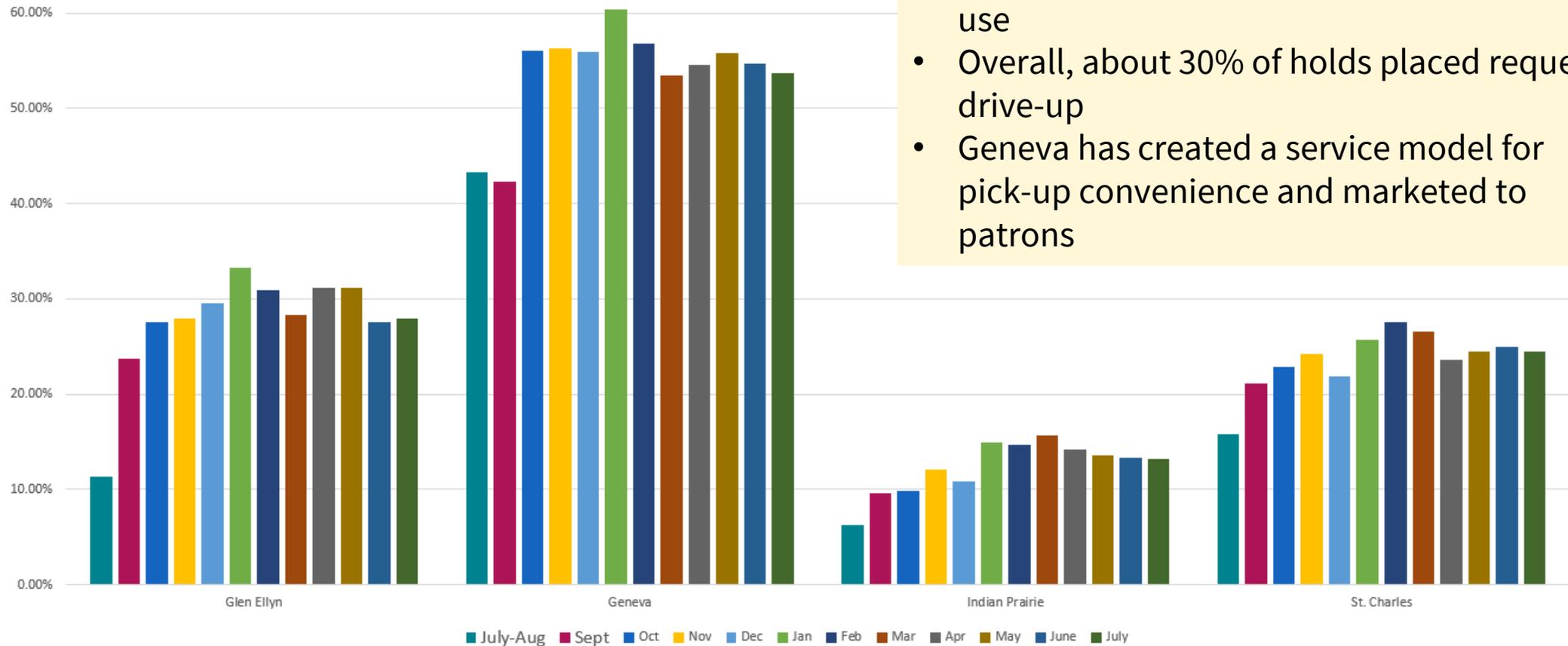
Pickup Time Distribution: This report shows you how often deliveries are left in the Luxer system by days.

St. Charles - How have patrons responded to this new service?

- Patrons checked out 61,097 holds at the drive-up window from July 2021 to June 2022.



Percentage of Holds Placed at Drive-up

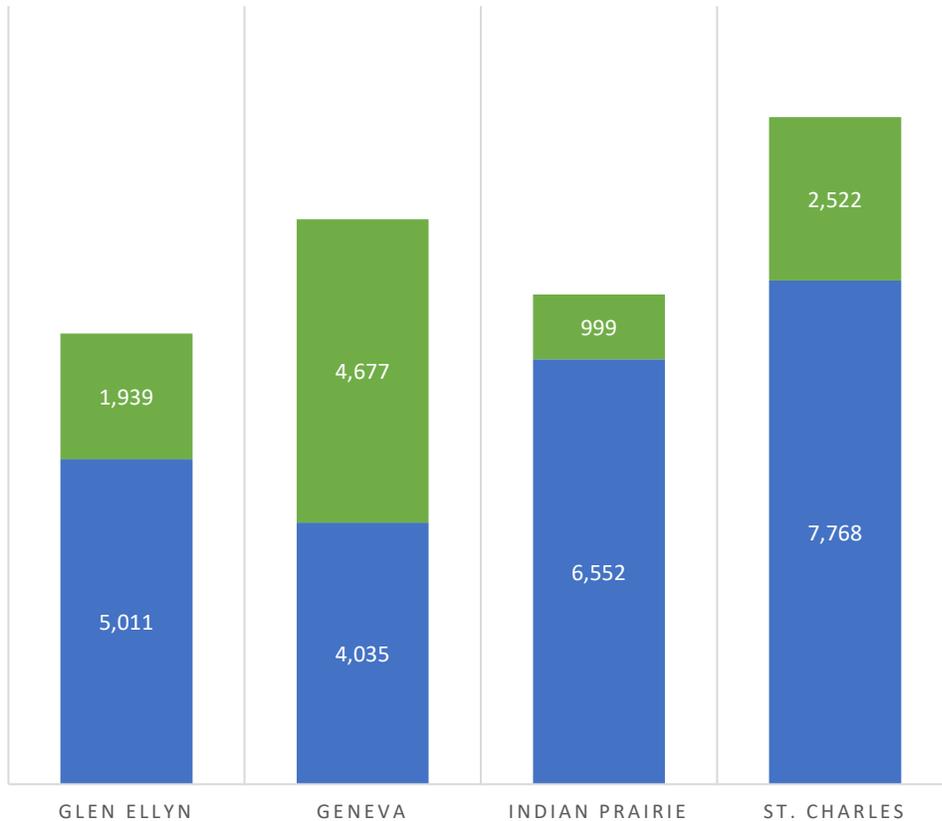


- Winter months show increase in drive-up use
- Overall, about 30% of holds placed request drive-up
- Geneva has created a service model for pick-up convenience and marketed to patrons

Holdings and Checkouts (Main vs Drive-up) 7/22

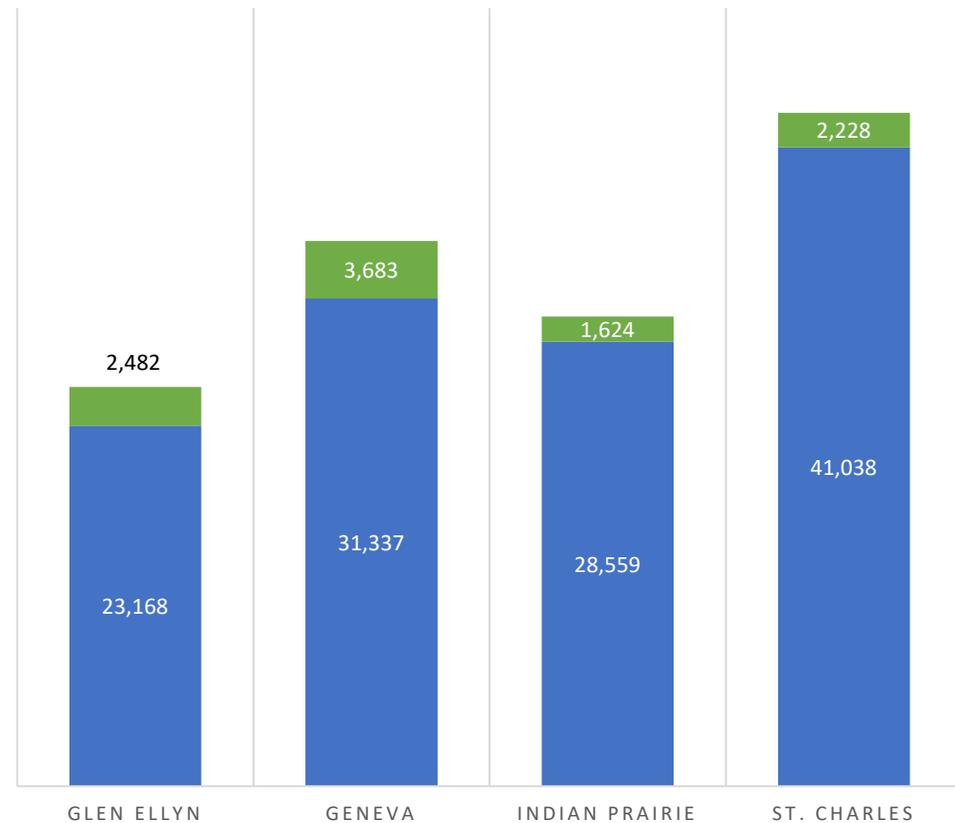
HOLDS PLACED

■ Main ■ Drive-up



CHECKOUTS

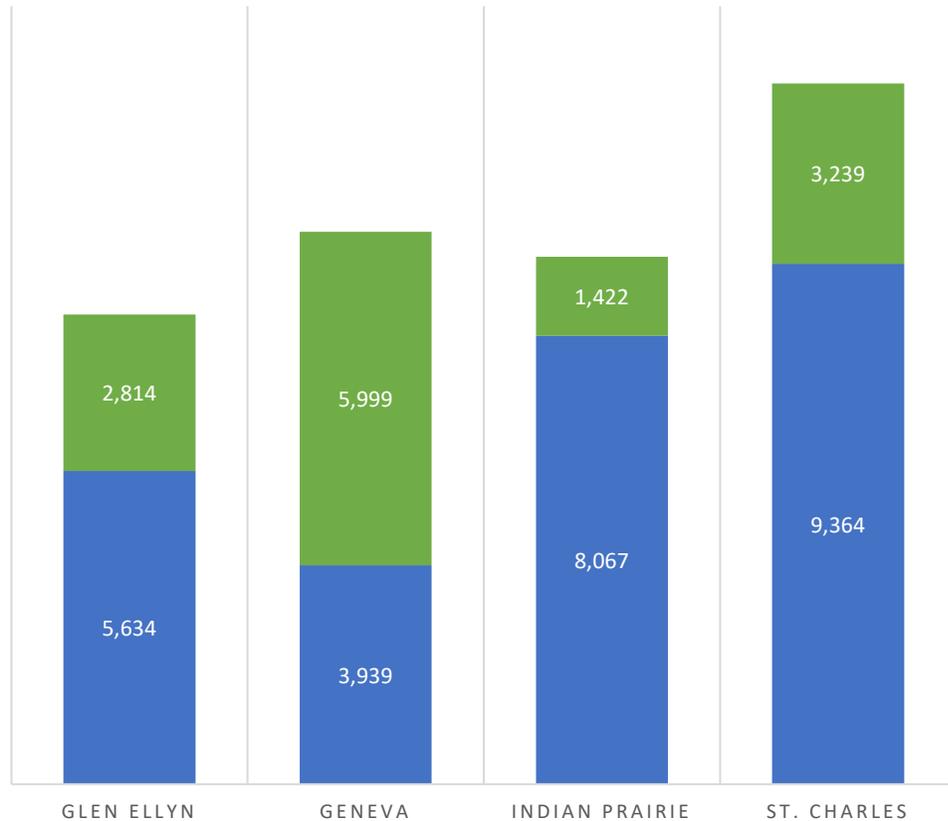
■ Main ■ Drive-up



Holdings and Checkouts (Main vs Drive-up) 1/22

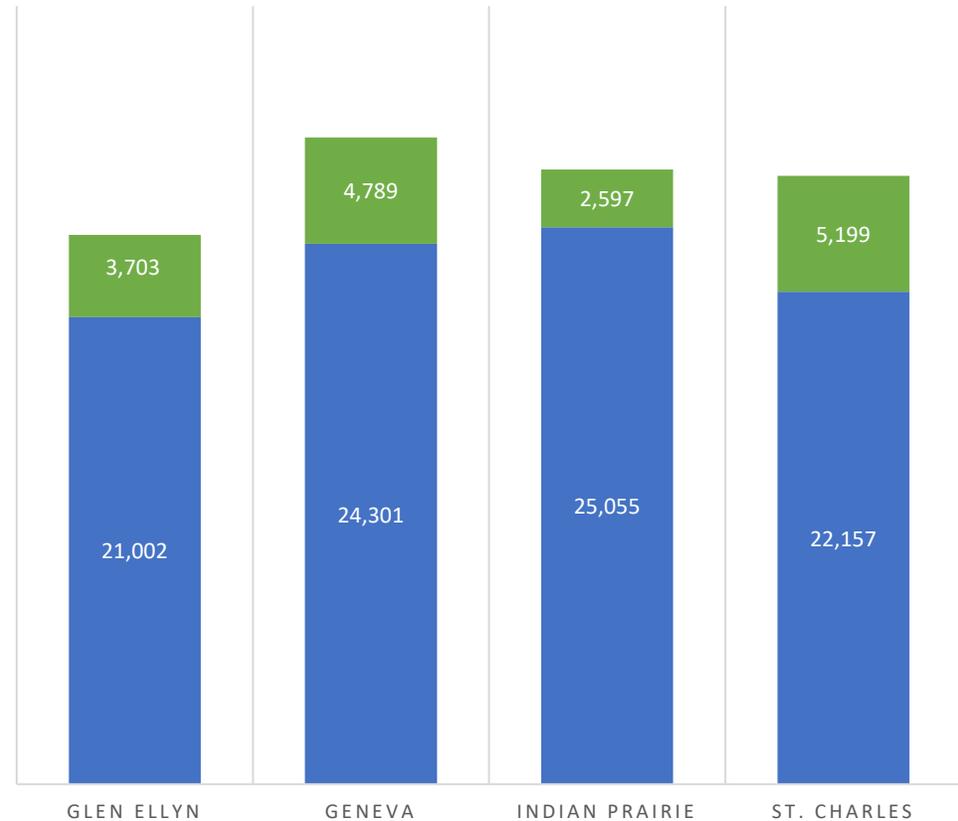
HOLDS PLACED

■ Main ■ Drive-up



CHECKOUTS

■ Main ■ Drive-up



Convenience of Drive-up in Winter

Percentage of Checkouts at Drive-up Window

July Jan

