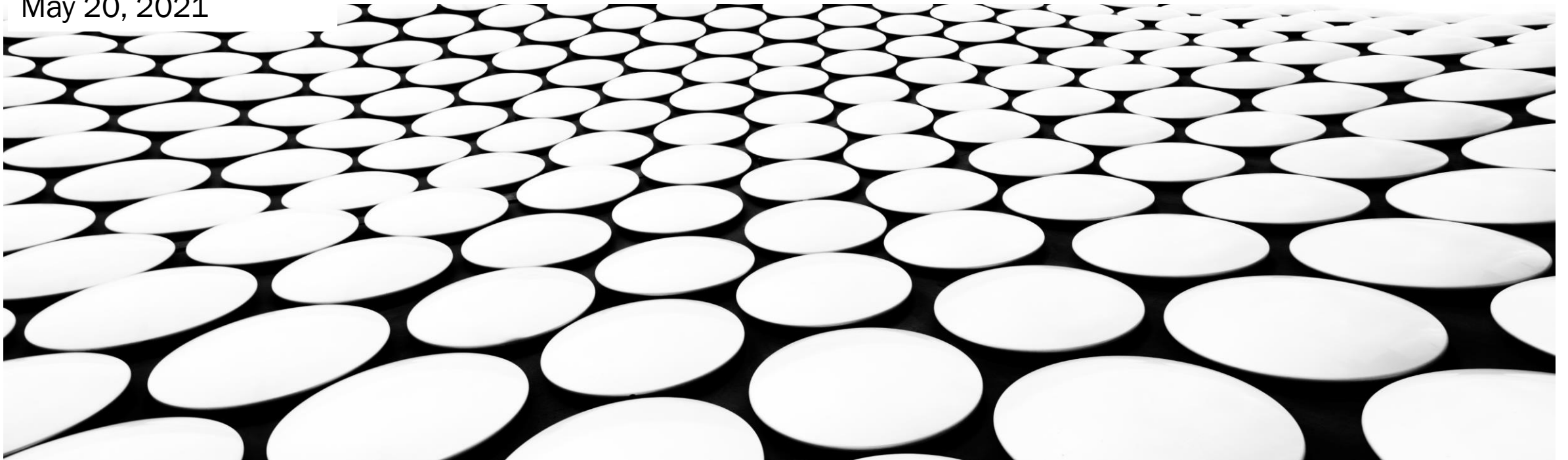

SELF-SERVICE DISCUSSION

FINDINGS FROM RESEARCH AND INTERVIEWS

Futures Subcommittee
May 20, 2021



BACKGROUND AND PROBLEM STATEMENT

- Self-service libraries have been operating in Europe and Asia, with increasing interest in North America
- The Woodland branch meets some of the criteria suited to self-service
 - Small footprint with a large, engaged patron base interested in extended hours
 - Limited hours of operation; staff retirements
 - The Futures Subcommittee interviewed key managers from two libraries that have implemented self-service, as well as representatives of Bibliotheca, the primary vendor of self-service technology
 - What does Self-Service mean?
 - How have patrons reacted to this capability?
 - What are key lessons learned?
 - What are the costs to enable and maintain this capability?

DIFFERENT TYPES OF SELF-SERVICE:



[Chula Vista Kiosk](#)



[Ventura County Hill Road Branch](#)

CALIFORNIA WANTS TO USE OPEN+ IN 10 LIBRARIES OVER 2 YEARS (2020)

Bibliotheca

OPEN+ Pilot



Key Elements of Open+

- Card access to library outside of normal, staff hours
- Video surveillance system at key control points
- Onsite server to control system
- In some cases, integration of other library systems (alarm, auto check-out, etc.)

HOW SELF-SERVICE HAS BEEN IMPLEMENTED AT TWO U.S. LIBRARIES

	Jordan Branch Scott County, MN	Hill Road Branch Ventura County, CA
Key Characteristics	<ul style="list-style-type: none"> Small library located adjacent to a senior living facility with 50-60 residents 	<ul style="list-style-type: none"> 5,000 sq. ft. High traffic area, next to government center
Rationale for Self-Service	<ul style="list-style-type: none"> Expand the staffed 32 hours/week to 112 hours/week 	<ul style="list-style-type: none"> Designed for self-service (2nd library in U.S. to offer this capability) Staffed library hours ~40 per week; self-service allows +30% initially, with more planned
Patron Reaction	<ul style="list-style-type: none"> Had signed up 100 patrons in initial test group COVID prevented opening; will finally launch in September 2021 	<ul style="list-style-type: none"> 115 patrons opted in at launch; now over 2,000 No security issues to date Ventura County will invest in self-service at another location in near future
Costs	<ul style="list-style-type: none"> \$12K capital costs \$12K annual license + \$8K for support 	<ul style="list-style-type: none"> \$12K annual license fee Equipment costs part of capital investments for this new library
Lessons Learned	<ul style="list-style-type: none"> Engage Staff, City Council, Legal to prepare policies and processes 	<ul style="list-style-type: none"> Review all policies impacted by self-service, e.g., privacy, security,

SELF-SERVICE CAN BENEFIT PATRONS WITH DIFFERENT NEEDS

A consistent and convenient schedule can attract new and different types of users



Older patrons wanting quiet time in the morning to read newspapers



Students seeking a quiet space for studying in the evening



Shift workers and commuters that can't make traditional open hours



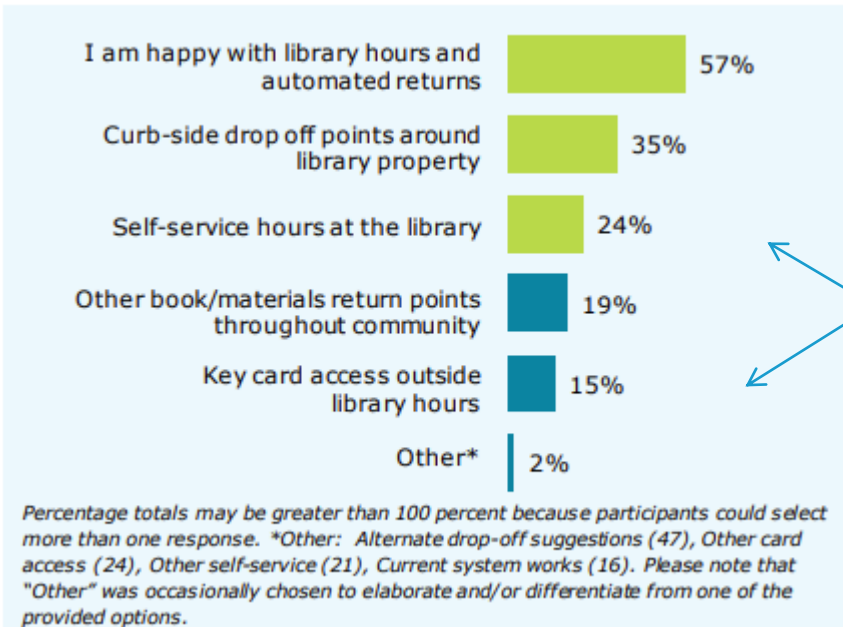
Parents with young children looking for a welcoming and enjoyable space

BIBLIOTHECA INTERVIEW FINDINGS:

- Interviewed David Noll, VP of Sales, and Regan Dewey from Bibliotheca on May 20, 2021
 - Los Altos Library Commission represented by Julie Crane, Ying Liu, and Nelvin Gee
- Currently working on a large project for the San Jose Public Library—we've asked for introductions
- Company started in 2008 in Scandinavia and grew to encompass UK, France, Germany, and other countries in Europe
- Approaching 100 installations in North America and 900 globally
- #1 share in the self-service library market, with 60% share
- Subscription model with initial 3 year commit. \$12K per year for control system, 12 cameras and entry panel.
- 10-12 weeks from initial project start to completion

FROM THE 2019 SCCLD SURVEY OF PATRONS:

Input on Expanding Access

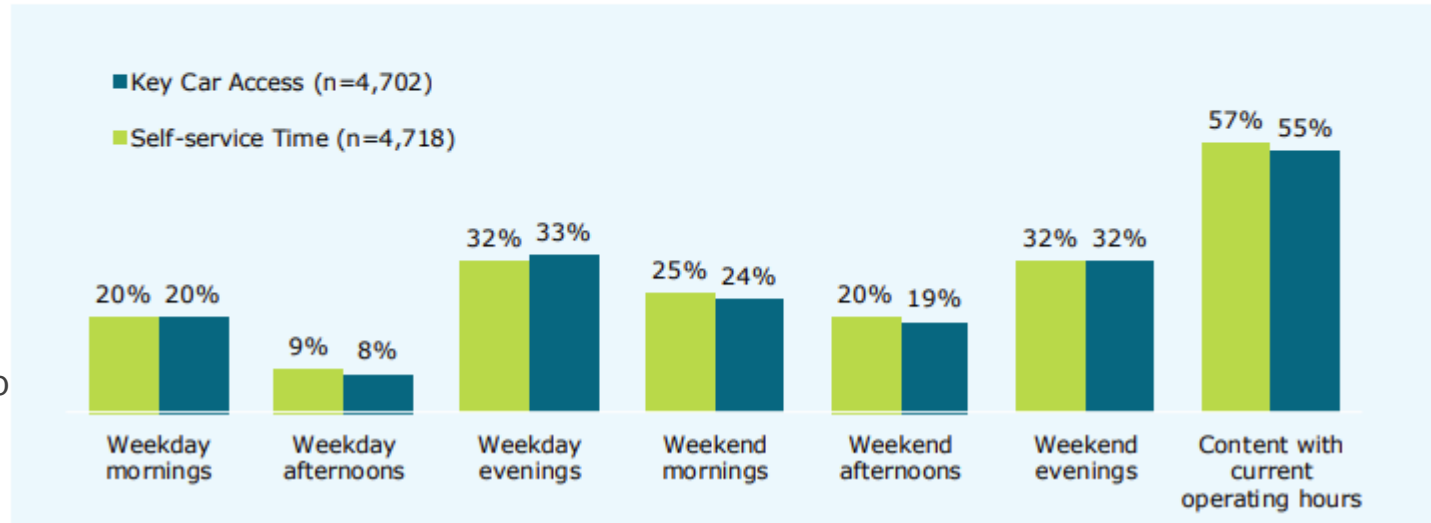


39% of SCCLD patrons named either self-service or key card access to library

Expanded evening access on weekdays and weekends preferred over mornings

Alternate Library Access (n=4,705)

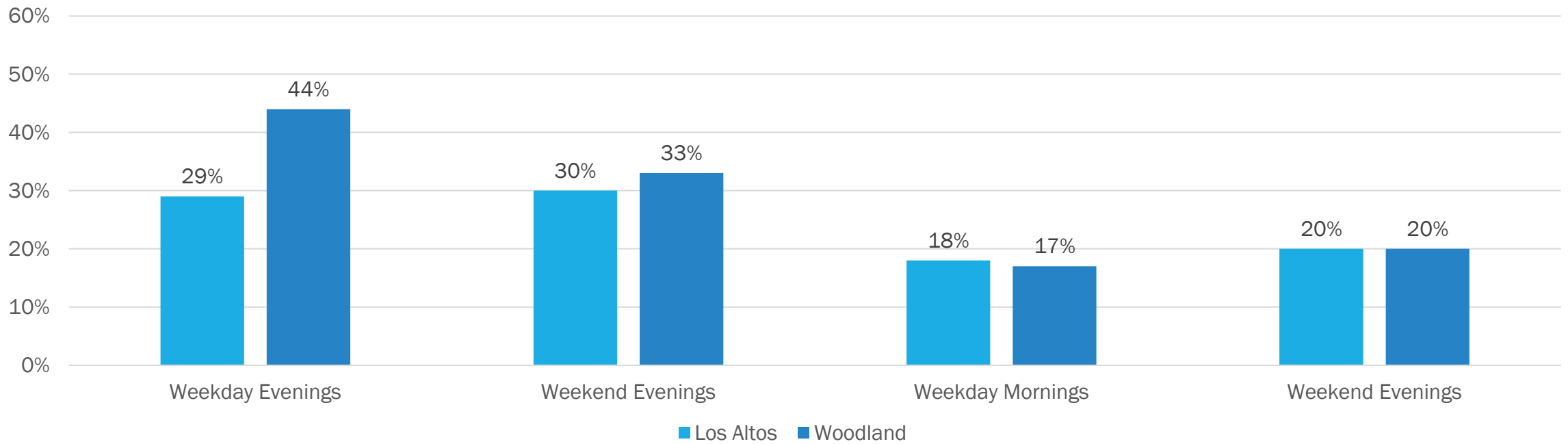
Respondents were asked when they would like the library to offer alternative access through Key Card Access and Self-service Time. Most patrons were content with current operating hours (55-57%). The second most popular option for alternate access was tied at weekday evenings (32% for self-service and 33% for key card access) and weekend evenings (32% for both self-service and key card access).



30% of Los Altos patrons and 42% of Woodland patrons also indicated that they would like self-service hours or key card access to the library

LOS ALTOS AND WOODLAND PATRONS EXPRESSED A SIMILAR PREFERENCE FOR KEY CARD ACCESS IN THE EVENINGS

% of Survey Respondents





DISCUSSION AND NEXT STEPS