CONTACTLESS LIBRARY SERVICES: CASE STUDIES FROM OHIO'S PRIVATE ACADEMIC LIBRARIES

Derek C. Zoladz, Noreen Mulcahy, Rebecca Raeske-Grinch, Laura D'Amato

OUTLINE

1. Introduction

2. Case Studies

    -- Mount Carmel, Library on Demand

    -- Otterbein University, Self-Service Lockers

    -- Baldwin Wallace, Mobile Credentials

3. Wrap-up

Columbus Monthly [cover image]. May 2020. Columbus, Ohio (downtown area, mid-morning). Photographer: Tim Johnson

INTRODUCTION
OHIONET

Derek Zoladz
Library Systems Analyst

I'm not a storyteller

Systems and logic

API

Systems ⇄ Protocols

Stories ⇄ Emotions

I'M GOING TO TELL A STORY

Backstop Technologies
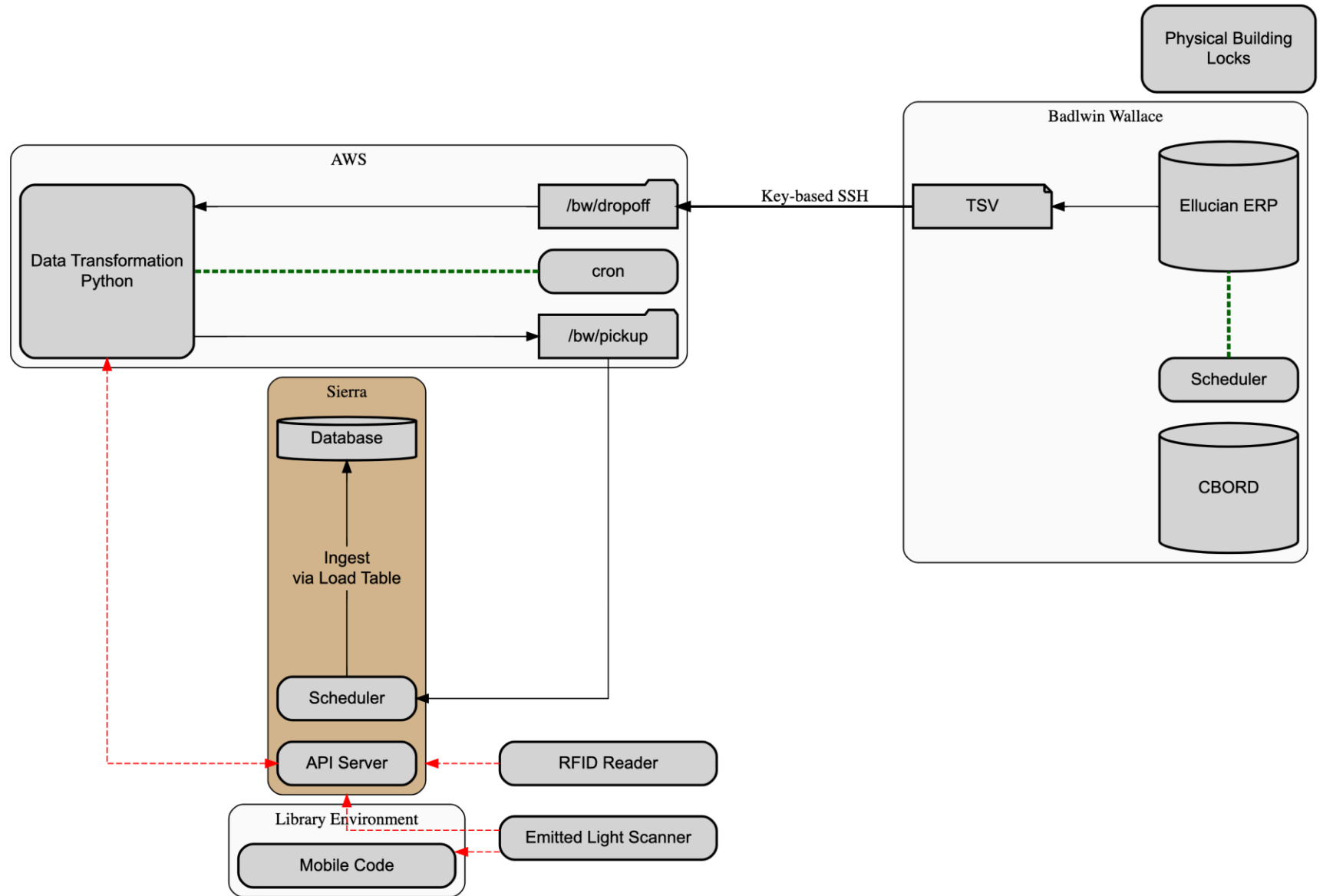
Where is the biggest growth potential in our customer base?
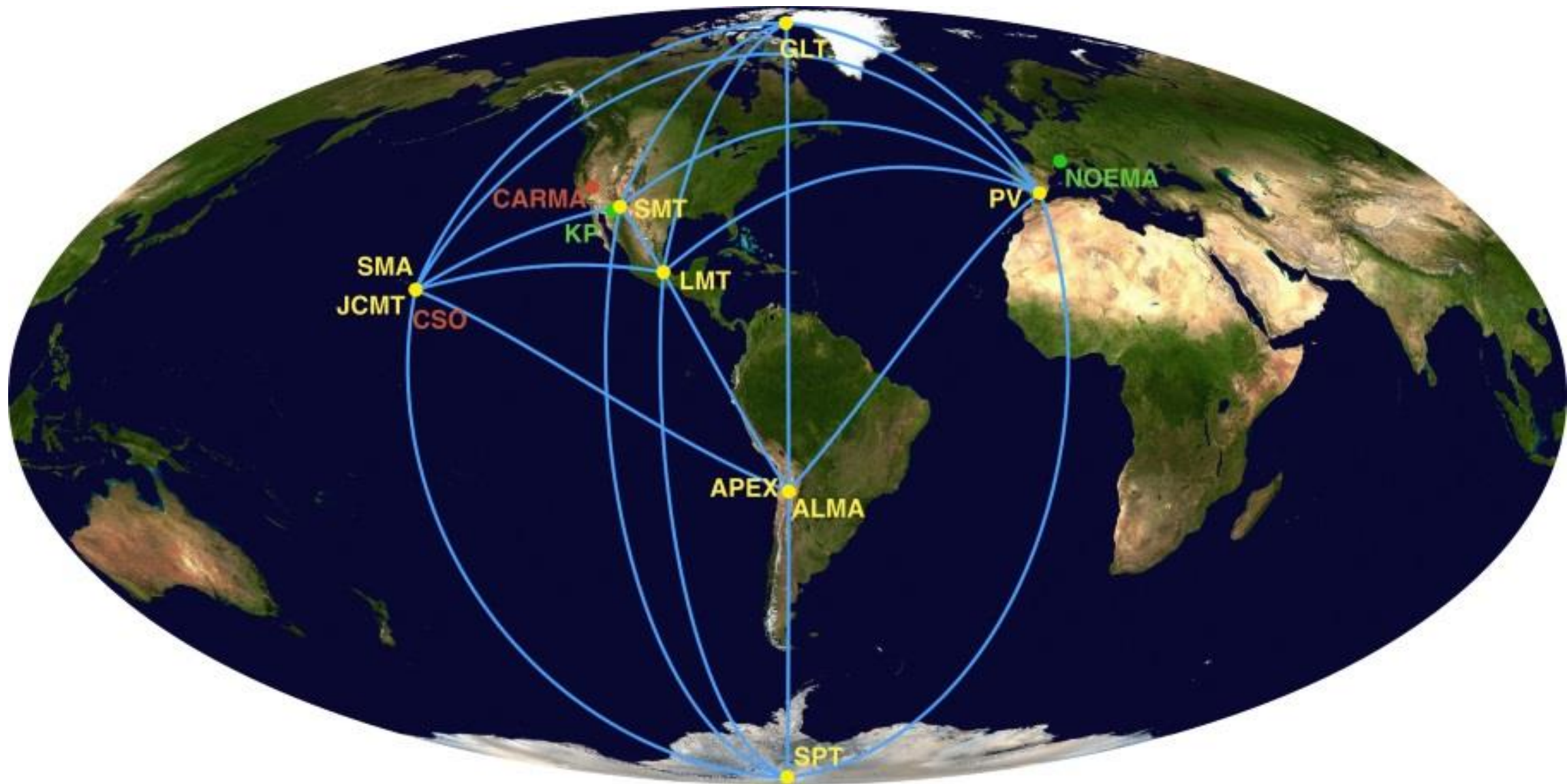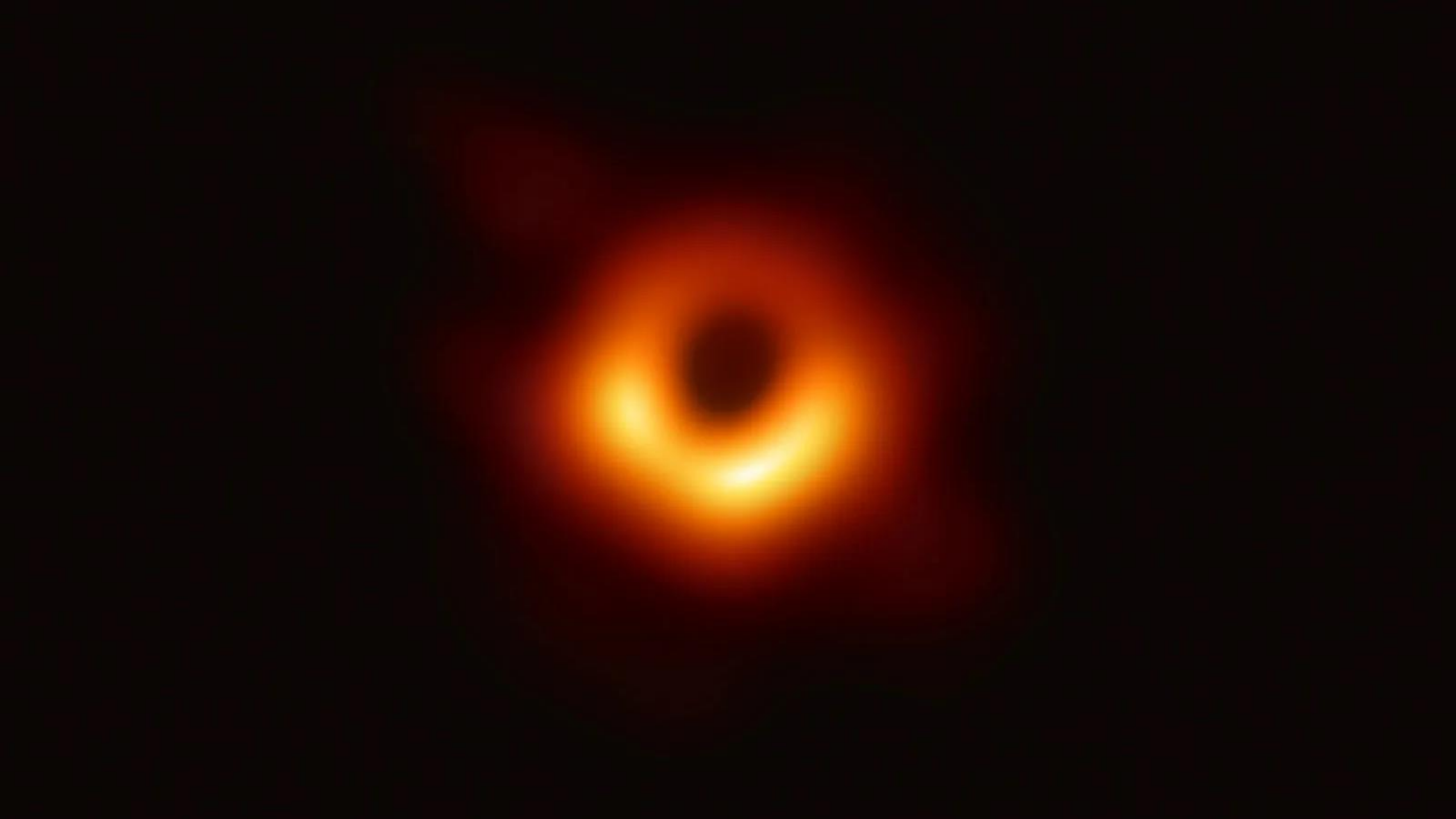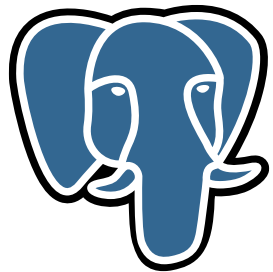
EXAMPLE: DIAGRAM OF DATA FLOWS

BW Mobile Credentials

LIBRARY ON DEMAND

HEALTH SCIENCES LIBRARY | MOUNT CARMEL HEALTH SYSTEM

Noreen Mulcahy
Lead Health Sciences Librarian, Technical Services

IMPLEMENTATION

Requesting **Advanced cardiovascular life support : provider manual / American Heart Association.**

Please select a pickup location from the list below and/or specify a date after which you no longer need the item, should the request not be filled before then.
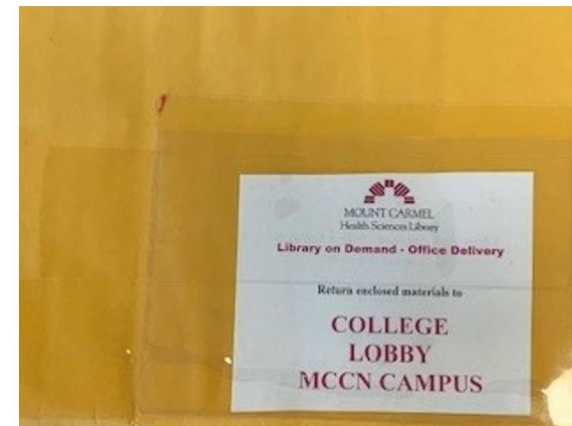
Mt Carmel Office (MC Only) 619

Cancel if not filled by:

Date

Month [Month] Day [Day] Year [Year]

Submit

If you experience difficulty accessing or navigating this content, please contact the **OPAL Support Team**

My Account | Course Reserves | Help

SELF-SERVICE LOCKERS

COURTRIGHT MEMORIAL LIBRARY | OTTERBEIN UNIVERSITY

Rebecca Raeske-Grinch

Circulation Supervisor; OhioLINK, Interlibrary Loan, and Student Accounts

HOW DID WE GET HERE?

No Contact Pick Up Location

■ **Step One: Stand On the Feet**

- Find one of the designated spots and stand on it! This helps us maintain social distancing

■ **Step Two: Text Us**

- Text 614-259-7404
- Send your first name and last name
- Include your University ID Number (if applicable)

-Services during COVID

-Reduced hours

-IMLS LSTA ARPA Grant

-Collaborate with campus partners

-Vendor demonstrations

INSTALLATION

- Location, location, location

- Wrap choices

- Assembly
  - Measure twice, cut once

- Troubleshooting/Lessons learned

STUDENT AND STAFF TRAINING

RIBBON CUTTING AND LIBRARY BIRTHDAY EVENT

April 5, 2022

USAGE RESULTS

Promoted via social media, librarian share outs, during Customer Service desk interactions

This semester:

-21 lockers used

-12 unique users

"I just wanted you to know how pleased I was with the promotional gift I found in my reserve locker... The origami touch was so lovely.

Great idea, I love the lockers, too!"

MOBILE CREDENTIALS

RITTER LIBRARY | BALDWIN WALLACE UNIVERSITY

Laura D'Amato
Head, Access Services &
Interlibrary Loan

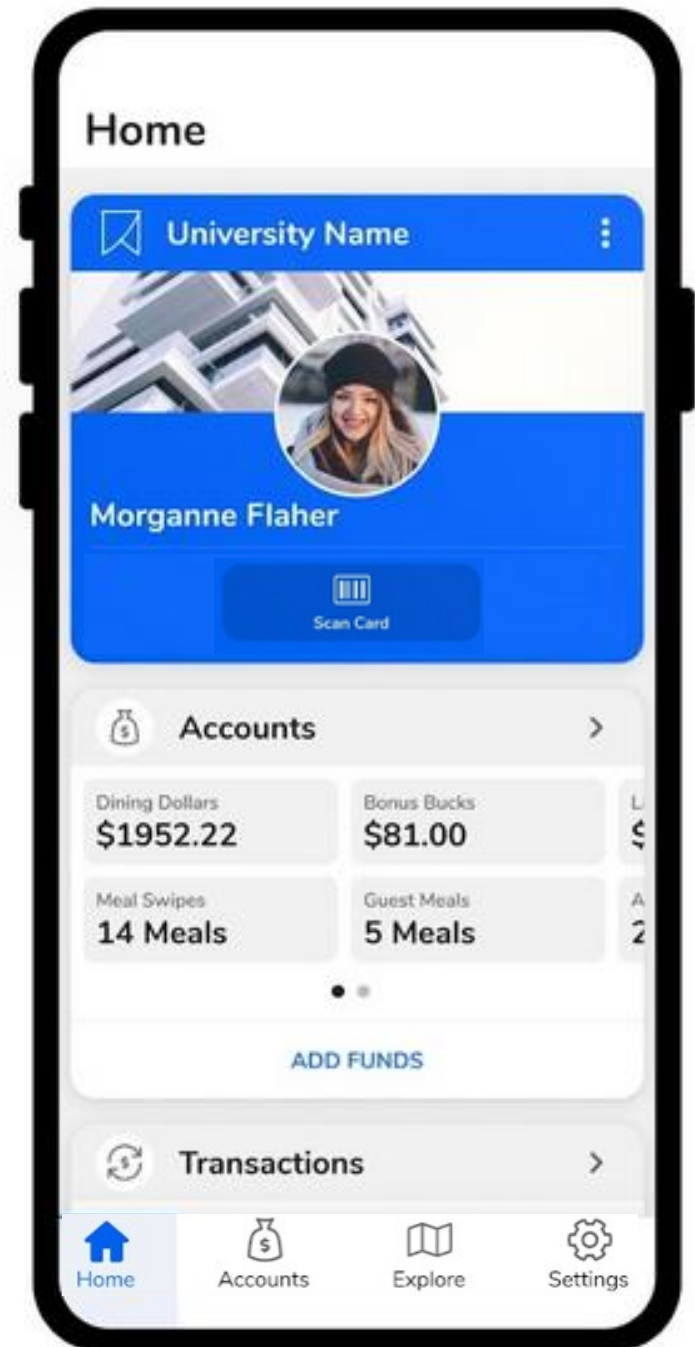# MOBILE CREDENTIALS

WHY?

WHO?

HOW?

HOW DOES IT LOOK ON A PHONE?

MOBILE CREDENTIALS

HIGHLIGHTS

CHALLENGES

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