

The background features a complex network diagram with numerous nodes of varying sizes (dark blue, light blue, and grey) connected by thin grey lines. Some nodes are highlighted with larger concentric circles. The overall aesthetic is modern and technological.

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





Systems ↻ Protocols

Stories ↻ Emotions



**I'M GOING TO TELL A
STORY**









Backstop Technologies

TACO BELL



5931

1111



TACO BELL



5931

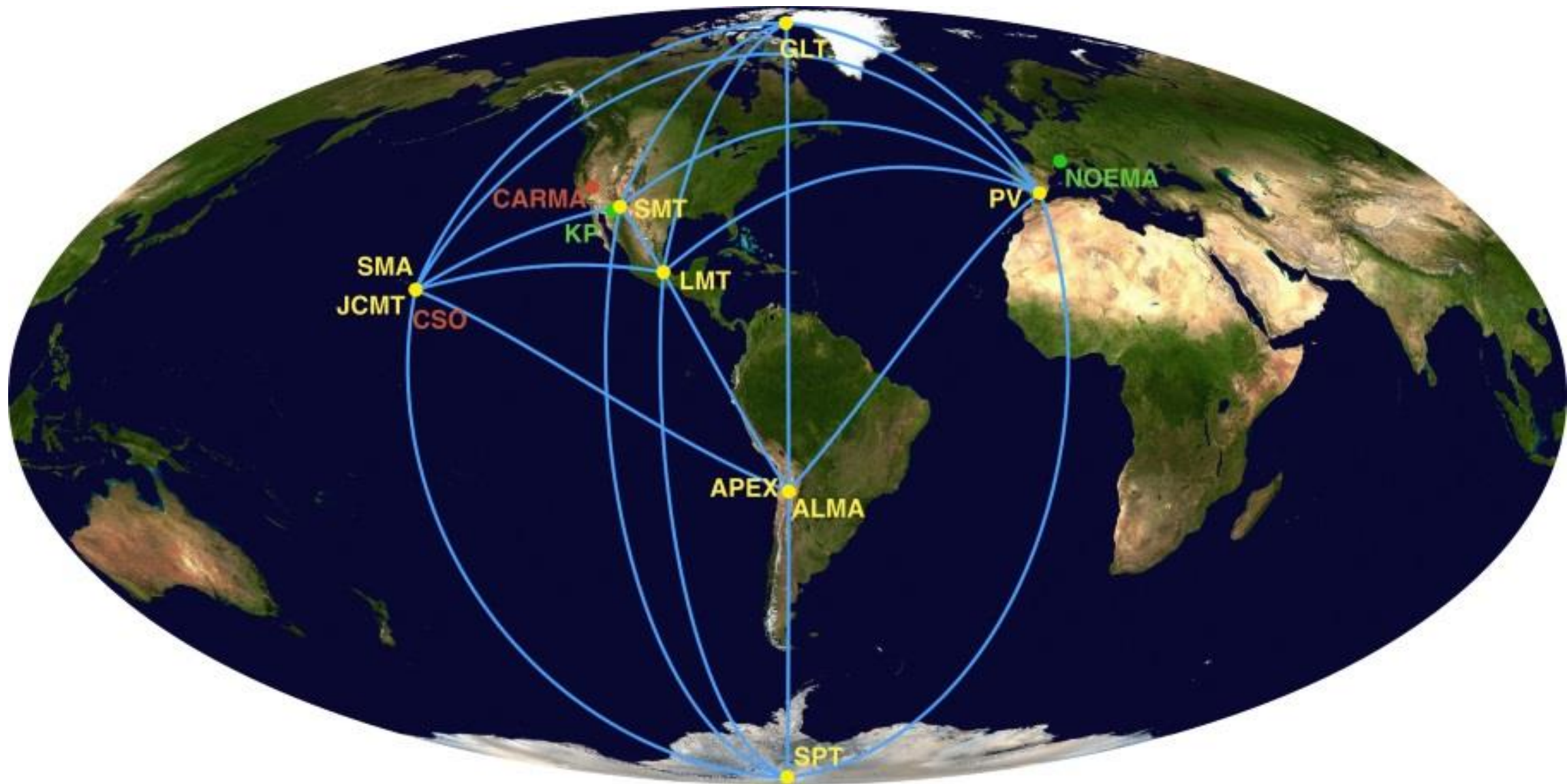
1111

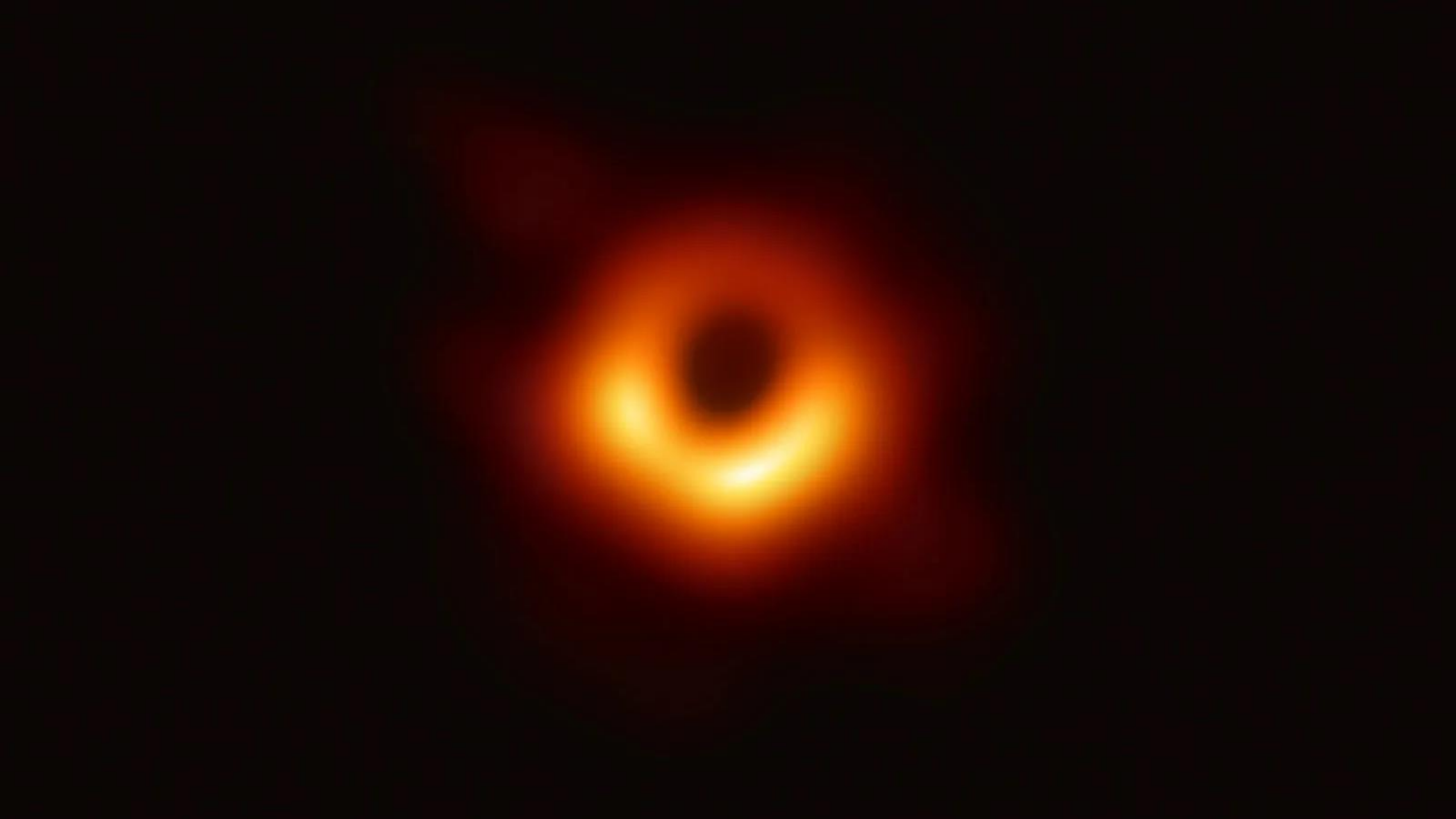
 **DOORDASH** **Uber Eats** **GRUBHUB**

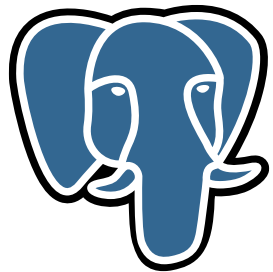
A photograph of a modern Taco Bell restaurant building. The building has a grey upper section with the 'TACO BELL' logo in large, dark letters. Below this is a dark, multi-story section with large windows. The drive-thru lanes are marked with yellow bollards and have purple pillars. The sky is blue with some clouds. The text 'Where is the biggest growth potential in our customer base?' is overlaid in white on a dark semi-transparent background.

TACO BELL

Where is the biggest growth potential in our customer base?

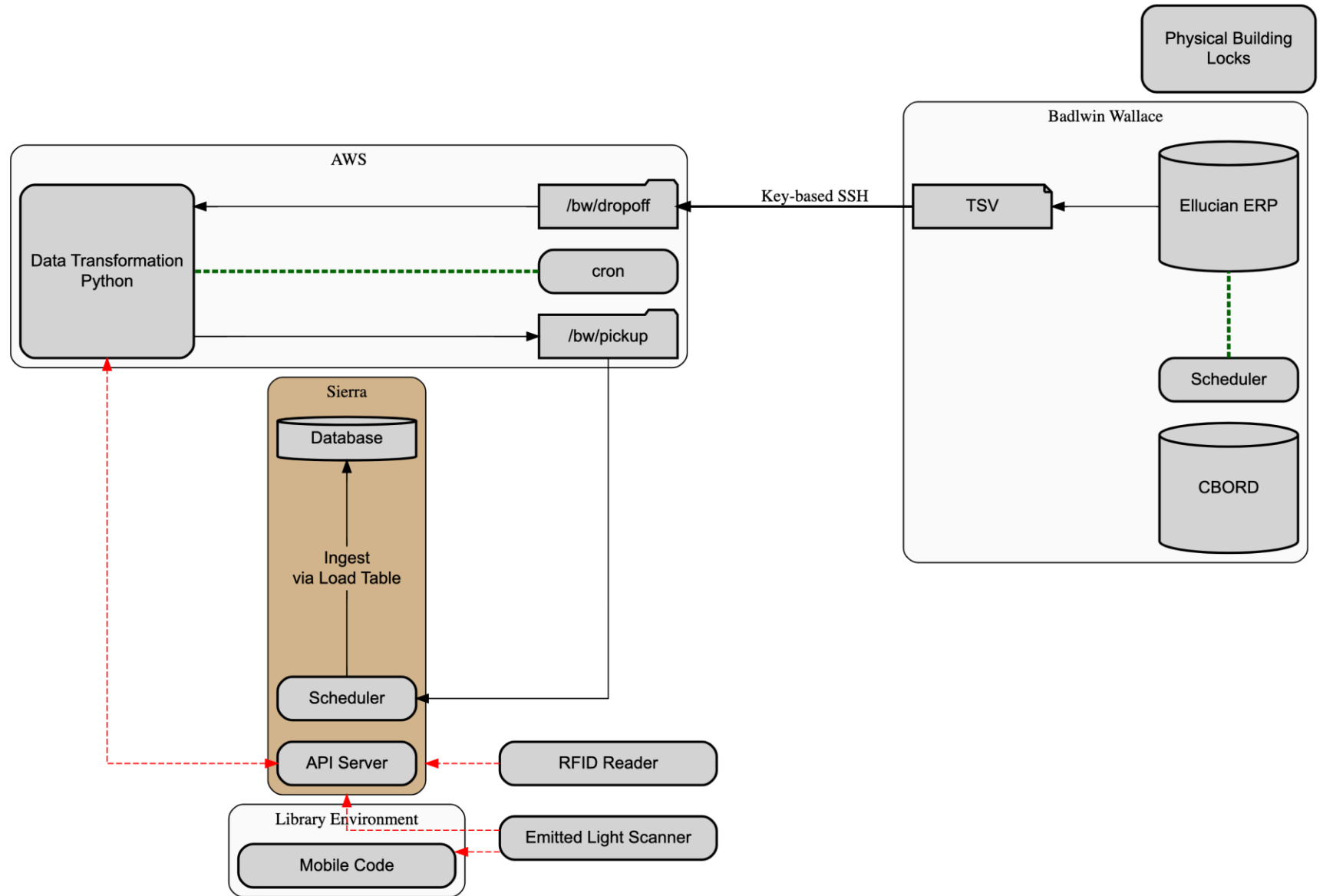








EXAMPLE: DIAGRAM OF DATA FLOWS





MOUNT CARMEL
Health Sciences Library



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.**

[Log out](#)

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:

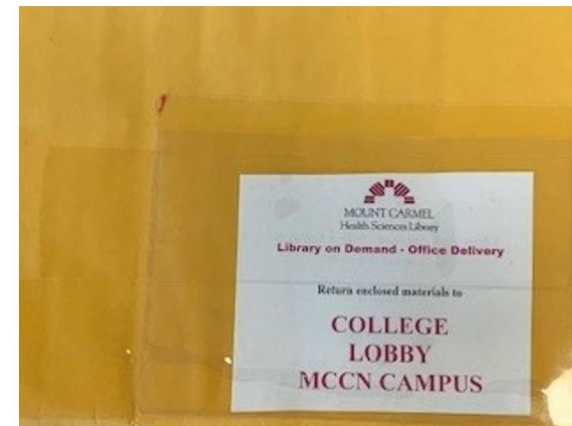
Date

Month ▾ Day ▾ Year ▾

Submit

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SELF-SERVICE LOCKERS

COURTRIGHT MEMORIAL LIBRARY | OTTERBEIN UNIVERSITY

Rebecca Raeske-Grinch
Circulation Supervisor; OhioLINK,
Interlibrary Loan, and Student
Accounts

HOW DID WE GET HERE?



- 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



Courtright Memorial Library | Academic Support Center & Disability Services | Center for Teaching & Learning

Library / LibGuides / Circulation Student Workers / Putting items in a locker

Circulation Student Workers

This guide will assist you in your daily tasks as well as provide you with reminders of supervisor concerns.

Who, What, Where, When

Circulation Basics

Sierra How To's

Equipment / Reserves

ITS Problems

Donations to the Library

GARF - Guest Users & Computers

Library Pick Up Lockers

Putting items in a locker

What a user sees

FAQs- Users

FAQs- Staff

OhioLINK Processes

Additional Reminders & Processes

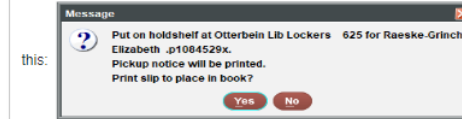
Frequently Asked Questions

Processing items for the lockers

Putting Requested Items in a Locker

There are two ways to see which items are going into lockers- either through a pop-up message (OPAL holds) or on the paging slip (OhioLINK holds).

While checking in OPAL holds that go in the lockers, you will get a pop-up message that looks like

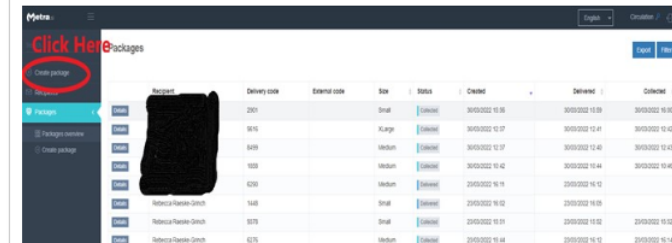


For OhioLINK items, you will have to check the paging slips before you check the items in. Those items will say "Library Pickup Lockers" in the Pickup At field on the bottom right half of the paging slip.

<Picture here>

You will want to set aside all items to be put in lockers until all the holds going on the hold shelf have been checked in. When you have finished processing items, sort the locker requests by users, because you will be putting all the person's holds in one locker, then check those locker items in.

After checking the locker items in, pull up the user record for each user and check the item(s) out to them. Write the due date on the book band, or, if it is one of our items, on the paging slip in the item, and highlight it so it is noticeable. Set these items aside and open Chrome if it isn't already open on the left-hand Circulation terminal. Open a new tab in the browser and click on the "Packages - Delivery" link in the Bookmark bar. Click in the Username box. You should get a pop up with the username and password, click to enter. If not, the username and password are in the Reference binder. Pull up the Delivery screen and click "Create Package".



Search this Guide

Search

Easy step by step process

- Unpack bags/pull requests for our items.
- Process items in Sierra.
 - Run items through check in.
 - Group items by user.
- Check items out to each user.
 - Note due date on book band/sticker or on paging slip.
 - Highlight due date.
 - Desensitize item.
- In Metra software, click "Create Package".
 - Enter user's name- select from autopopulated list
 - Select "Library" as location
 - Choose size appropriate to size of/ number of items.
 - Click Create button.
- On a post-it, write 4 digit delivery code from the Packages screen for each user.
- Take items to lockers.
 - Tap Deliver on main screen.
 - Enter PIN code from post-it.
 - Select locker number from available lockers.
 - When locker pops open, put materials in and remove post-it.
 - Close locker.



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?

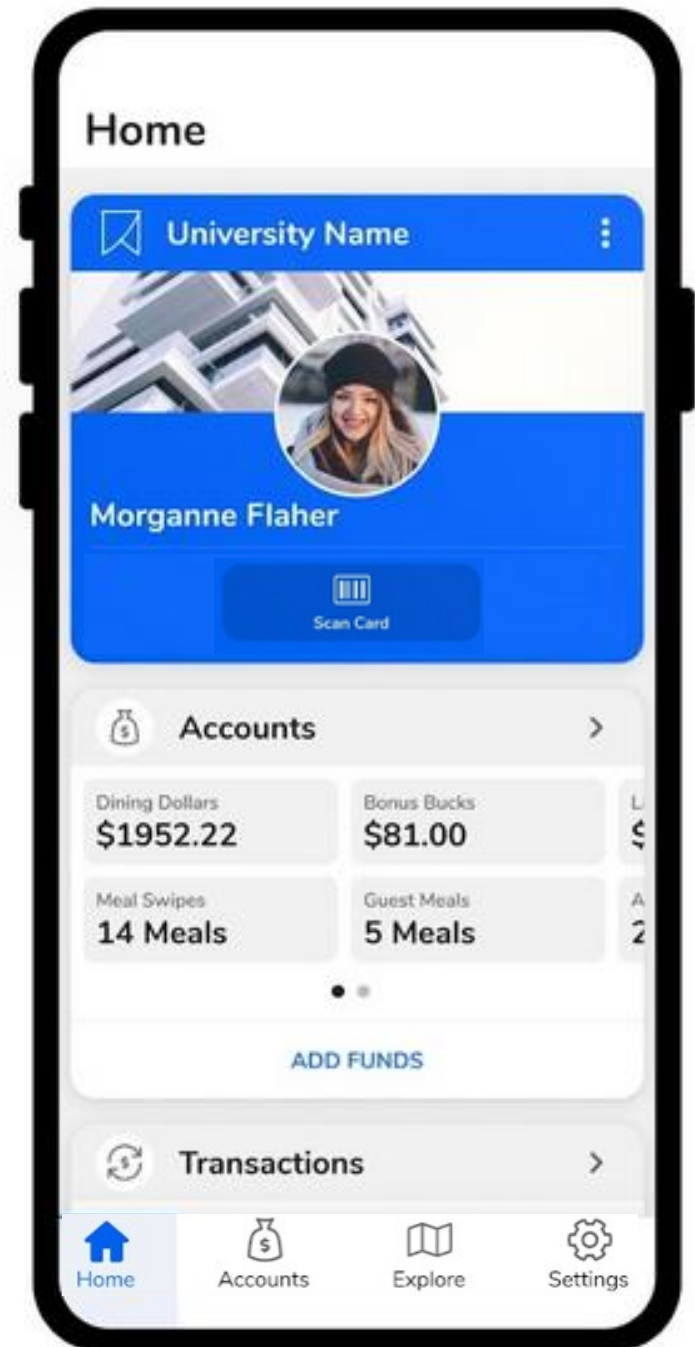


WHO?



HOW?

HOW DOES IT LOOK ON A PHONE?



MOBILE CREDENTIALS

HIGHLIGHTS

CHALLENGES



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