The 21st century library experience

Now, more than ever, changing your approach to library services is essential. Libraries have rose to the challenge to bring as much virtual programming and resources to users around the world with stay at home restrictions in place.

We long for the day when it's safe for people to once again congregate inside libraries to browse physical collections, get help with unemployment, utilize creative maker spaces and connect with people and ideas that transform communities. While no one can predict the future, we expect new behaviors formed during this time to remain long term, even when we have a vaccine for the coronavirus. In the near-term future, social distancing, wearing face masks, completing transactions on smartphones and self-service kiosks and continually disinfecting surfaces and materials will be fundamental to providing the safest encounters.

Before coronavirus hit, a Pew Research Center study found nearly half of those surveyed did not know their libraries provided engaging programs and essential services. A stunning 38% of people didn't know their library offered eBooks and audiobooks. That number has likely fallen as libraries quickly pivoted to promote their digital resources more than ever before.

As library programs, resources and information continually change, libraries need to choose the right technology to communicate effectively with users. Grocery stores, retail shops and restaurants will continue to evolve at a rapid pace, increasing user expectations. Forward-thinking libraries trust in bibliotheca technology to improve their marketing efforts and integrate the library experience into everyday lives.

bibliotheca®
transforming libraries

The majority of library patrons are smartphone users. How is your service offering evolving with modern expectations?

Embrace technology to drive engagement

People use apps to find information, buy items, book appointments, order groceries, read magazines and even exercise. A Google study shows that the average smartphone user has 35 apps on their phone, and 20% have over 50. This is especially true for people between the age of 18 and 34.

Meet your audience where they are

Get ahead of the curve and thrive. By offering multiple self-service options, your library can offer an inclusive service model that accommodates the needs of diverse users and informs them of vital library programs and resources in an intuitive, natural way.
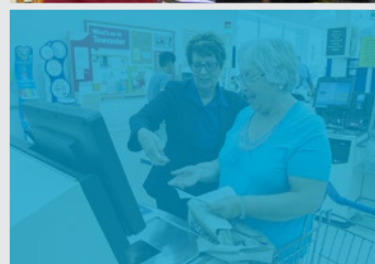
You choose the technology

Whether your library uses RFID, barcode or EM technology, we have a variety of solutions with the same, easy-to-use intuitive self-service workflow for both users and staff.

RFID   **EM/Tattle-Tape**   **Barcode**

Create a seamless extension of self-service through mobile devices

The industry standard for self-service is higher than ever. Library users are exposed to some of the best self-service checkout kiosks and personalized apps in the retail space every day. The bibliotheca ecosystem delivers intuitive self-service experiences paired with a modern app. From busy parents to independent students, we've designed a physical and digital self-service offering to satisfy varying needs and changing preferences.

Learn about new events and programs they may be interested in

Discover personalized physical and digital reading recommendations

Pay library fines independently and privately

Receive digital receipts, push notifications and reminders

Keep track of physical and digital reading history in one place

Borrow, return and renew items at a kiosk or from a phone

Store, access and toggle between digital library cards with a quick tap

# 87% of consumers prefer self-service

The age of apps has drastically changed the way people interact with the world. For today's independent, self-service users, the cloudLibrary app offers a mobile checkout experience similar to retail spaces. Mobile self-checkout will become increasingly necessary as users seek to interact with the library on their own terms.

Clean, modern and accessible kiosk designs attract and impress users. Every detail has been considered during extensive human factors research. Ergonomic and user-friendly selfCheck kiosks are designed to help people quickly and independently complete transactions. Each selfCheck comes with the most intuitive software available and many integrated features to choose from, including extended shelves, return bins, height adjustability, media case unlockers, and payment methods such as contactless, credit/debit and cash/coin.

Most 18-34 have 35+ smartphone apps!

These are the moms and dads with young kids and your library power users – and they expect convenient self-service.
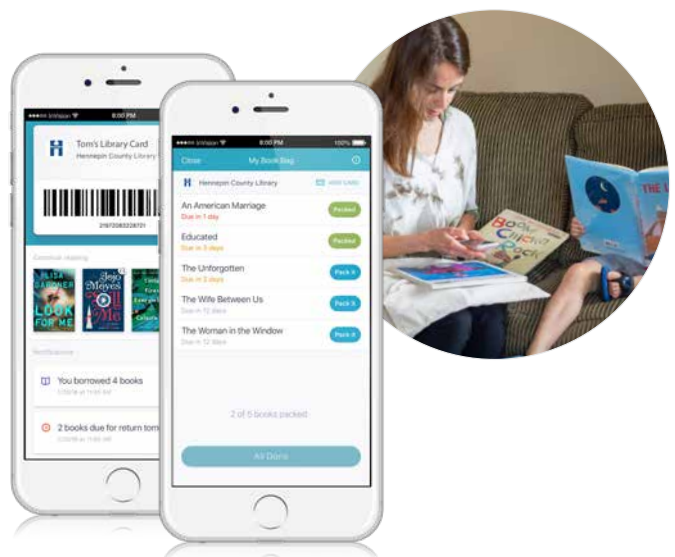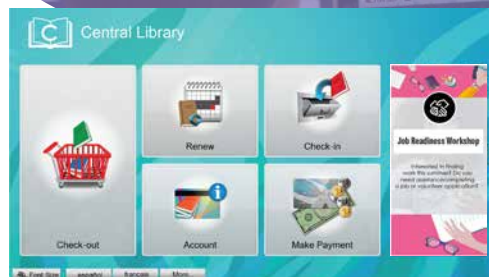
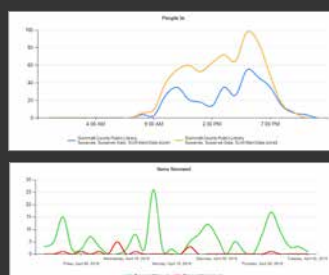# The critical need for marketing and communication

The Rule of 7. Research shows that people need to be exposed to something seven times before they take notice. Every interaction at the selfCheck could maximize the opportunity to grab user attention and share library communications or new items to borrow. With customizable backgrounds, library card animations, onscreen promotions, receipt text and logos, the marketing opportunities are embedded and unobtrusive, offering the right amount of communications without annoying users.

# Efficient configuration leads to data-driven decisions

Analyze self-service trends with powerful reporting and central configuration tools. Why make staffing, programming and other decisions without the data you need? Our central management solution is accessible from anywhere and makes it easy to monitor connected devices at one branch or across an entire system.

Gather vital payment reports for all devices from central location

Monitor library traffic patterns and self-service trends
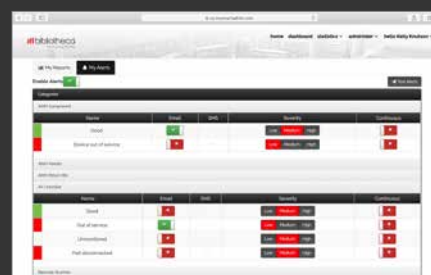
Set custom email/SMS alerts for leadership and frontline staff

A technology partner you can trust

For 50+ years, bibliotheca has developed technology solutions that sustain and grow libraries around the world. Our broad ecosystem is designed to work seamlessly, modernize the library experience and enhance staff efficiency. With 30,000+ library customers, we help our customers drive awareness and engagement, operate efficiently within tight budgets and extend their outreach and access – both physically and digitally.

Our headquarters are located in Minnesota, USA

We have offices in eleven countries

Our partners service over 70 organizations worldwide

400+ team members dedicated to libraries

# Reliable and knowledgeable support

Our commitment to service begins when products are designed and manufactured. We build robust, reliable products that can be easily maintained. If an issue requires on-site assistance, our technicians will be dispatched to service your equipment, providing you with the best support and service in the industry.

Service plans include:

Online Support Portal 24/7: Create and monitor help desk cases, access user guides, view helpful videos and download training materials

In-house help desk support: We provide a 24/7 hotline and software support hours are 7:00 AM – 6:00 PM CST Monday through Friday

On-site support: We have 120 trained and certified on-site technicians available to arrive at your library within hours
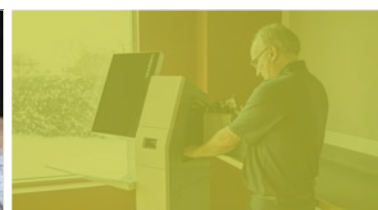
Make the right investment
with flexible financing

We encourage libraries to research options thoroughly and verify references when choosing their technology provider. Libraries who look at initial price alone can harm their reputation of spending taxpayer funds wisely when the total cost of ownership creates 'out of order' experiences and repetitive costly service visits in future years. You should choose a vendor that will deliver the best user experience and meet modern expectations, not just a vendor based on the lowest cost.

If pricing is a barrier, we have flexible financing options that can help ensure you're investing in the best long-term solution for your library and community. **We look forward to discussing next steps and working with your library!**

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