

Contactless Library Locker Pickup Survey Summary Results



About the Survey...

Created to get input from other libraries using lockers

- Locker Type & Functionality
- Locker Use & Best Practices
- Maintenance, Safety & Security

Survey sent to LibCircPlus listserv on September 17, 2020

- Sent also to ALA Connect Group



Who Responded?



Thank you to the following
Libraries...

- Brandeis University Library
- CSU Dominguez Hills
- CSU Fullerton Pollak Library
- Hoboken Public Library
- MidPointe Library System - Liberty Branch
- North Liberty Library (IA)
- Northern Illinois University
- Undergraduate Library - University of Illinois
- University of Alberta Library
- University of Nevada Reno Knowledge Center
- UT Chattanooga / UTC

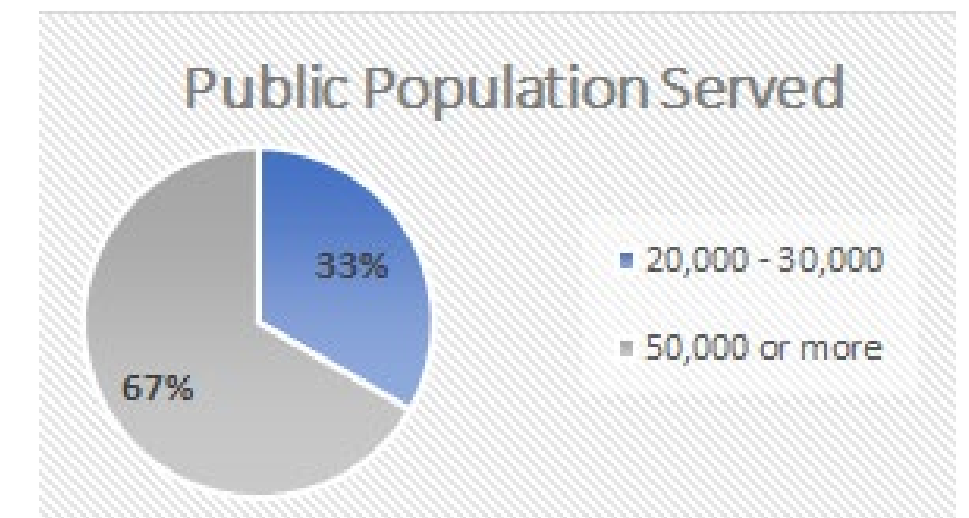
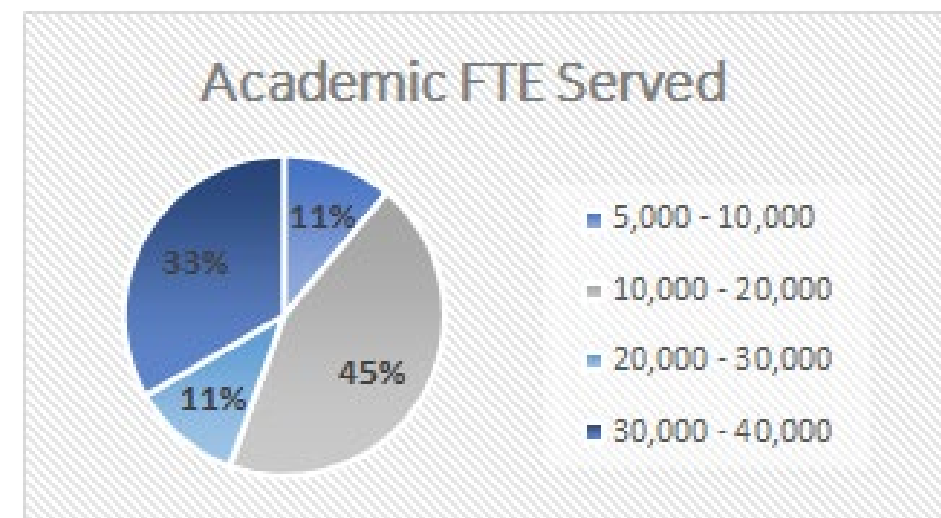
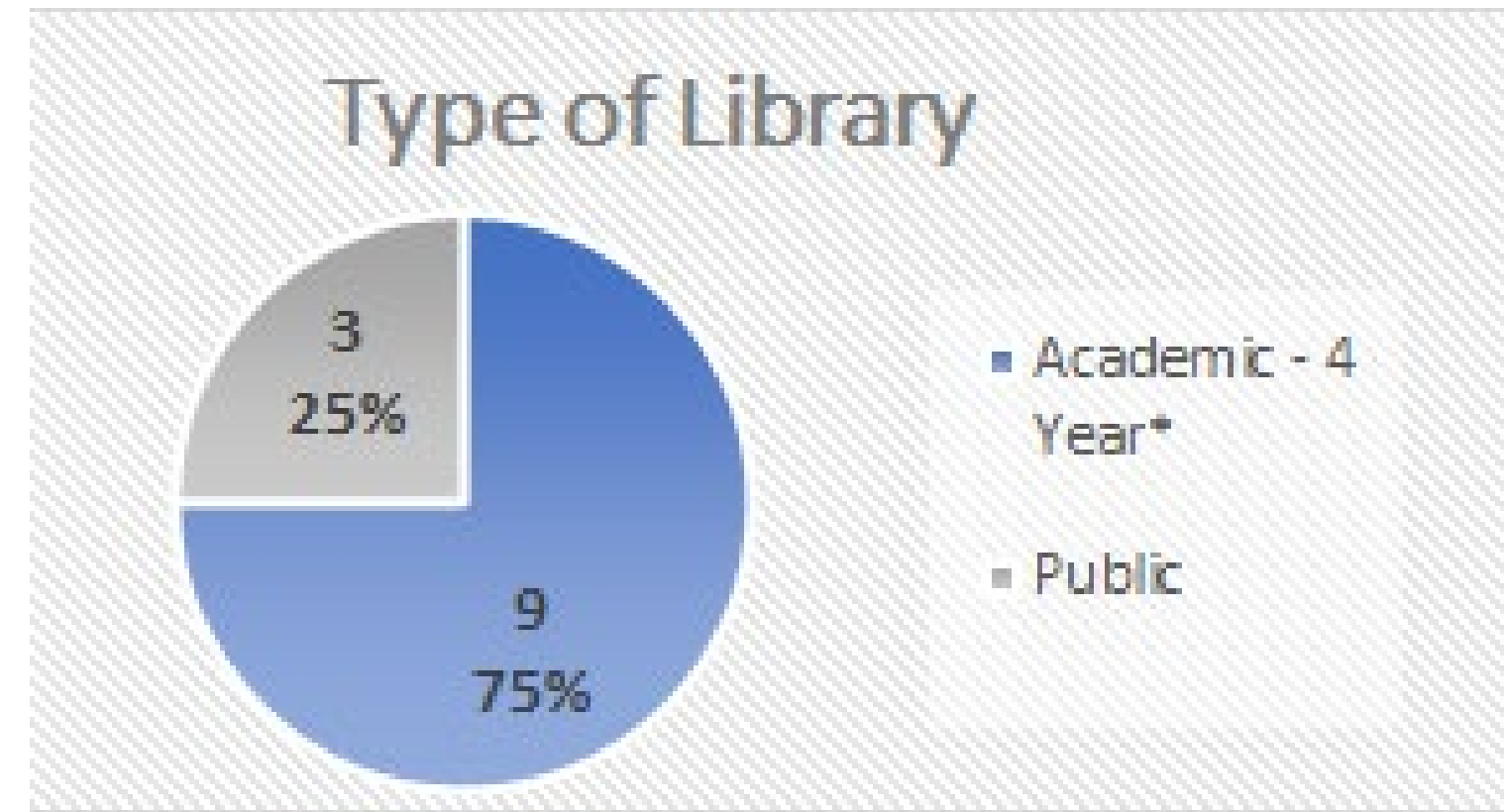


Survey Demographics...

Highlights:

- Received 12 responses from 11 different institutions
- Majority of responses from Academic 4 year

*Includes responses from 2 CSU's



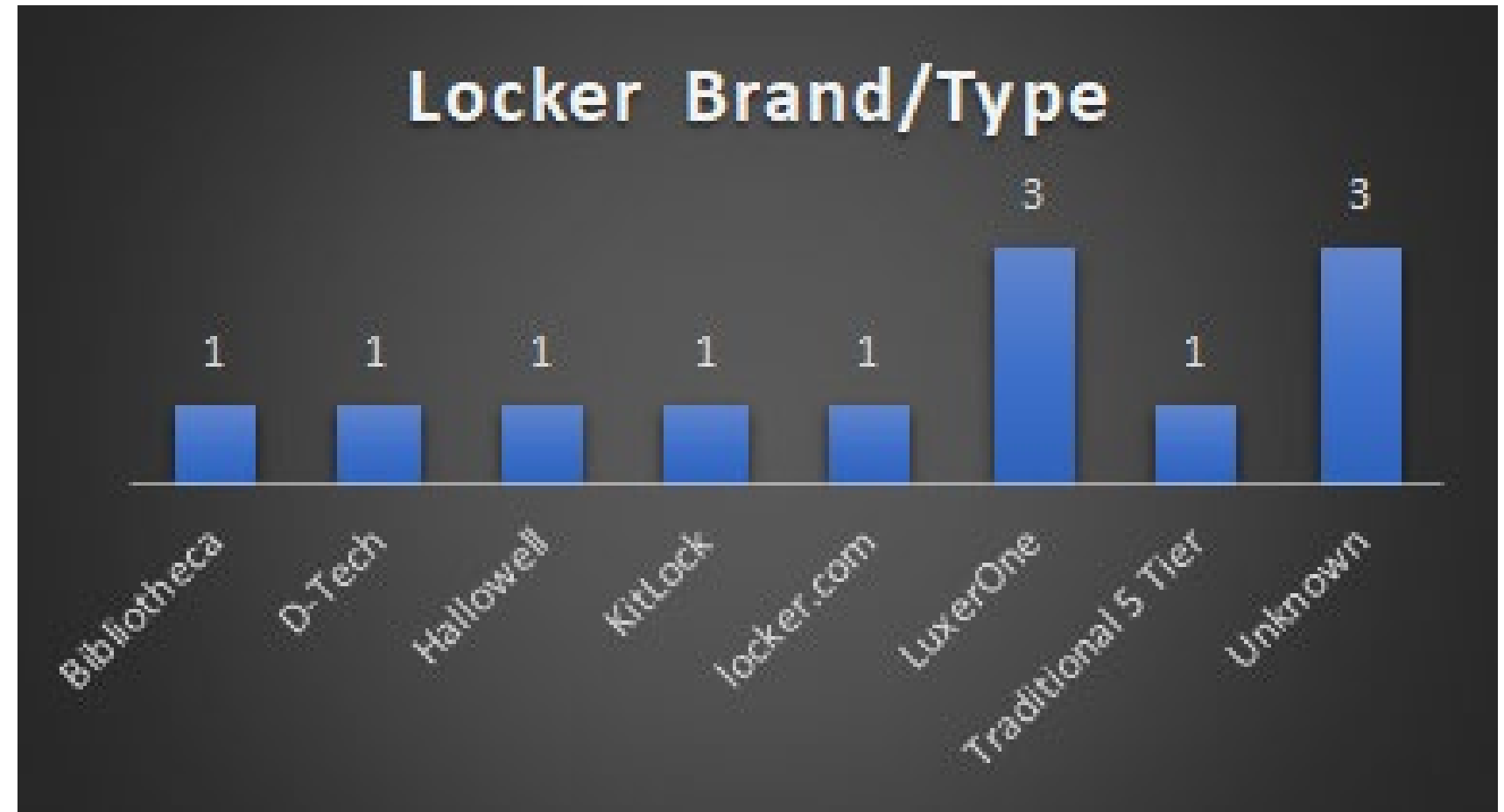
Locker Type & Functionality...

In this section of the survey we investigated:

- Locker Brand/Type
- Integration with ILS system
- Number of Lockers
- Location(s) of Lockers
 - In relation to Library/Campus
 - Shelter from Environmental Elements
- Method Used for Transporting Items To/From



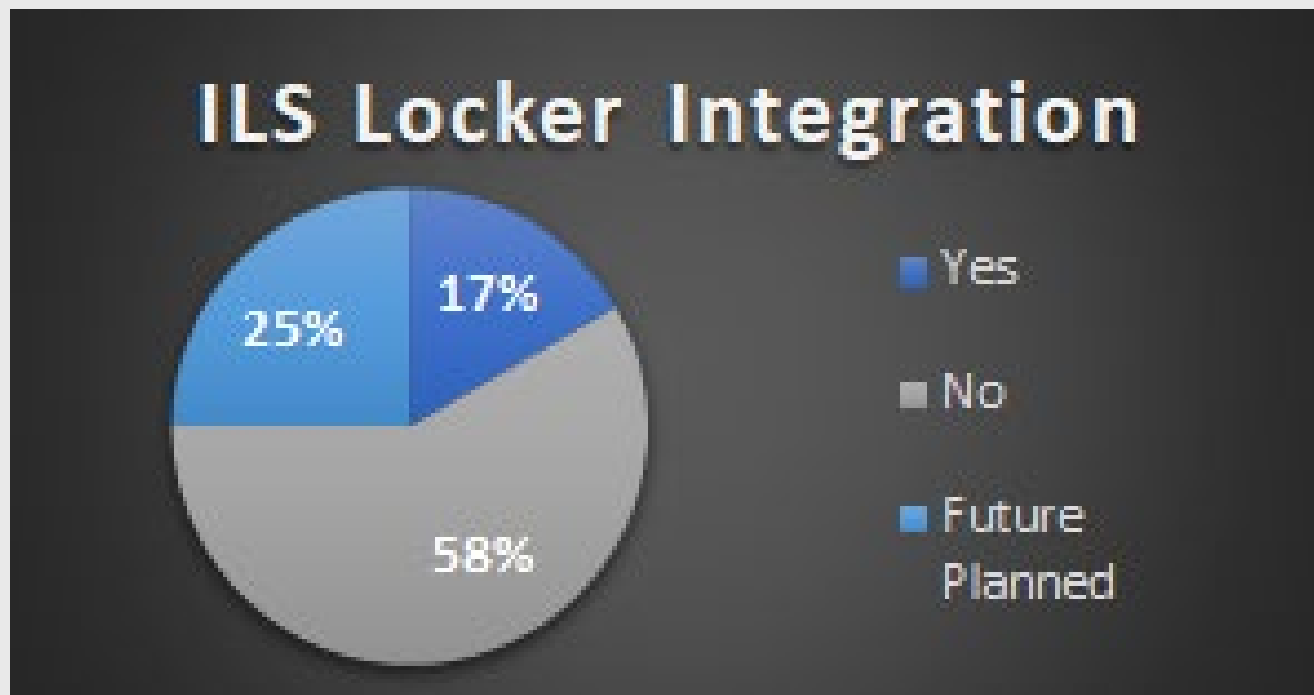
What Brand/Type of Locker is in Use?



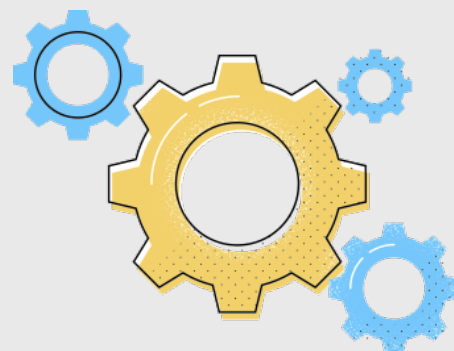
And more...



Locker Integration + How it Works?



- Less than half reported Locker/ILS integration
- Lockers with known or future planned ILS integration:
 - Bibliotheca
 - D-Tech
 - LuxerOne



How Integration Works...

- The Bibliotheca lockers function like a "branch" in Sierra as far as selecting a location for holds pickup, and then the lockers check out the items when the patron enters their card number to open the lockers
- When the first part of the integration is live, an Alma request will result with the patron's information being entered into the Luxer Locker Recipients list

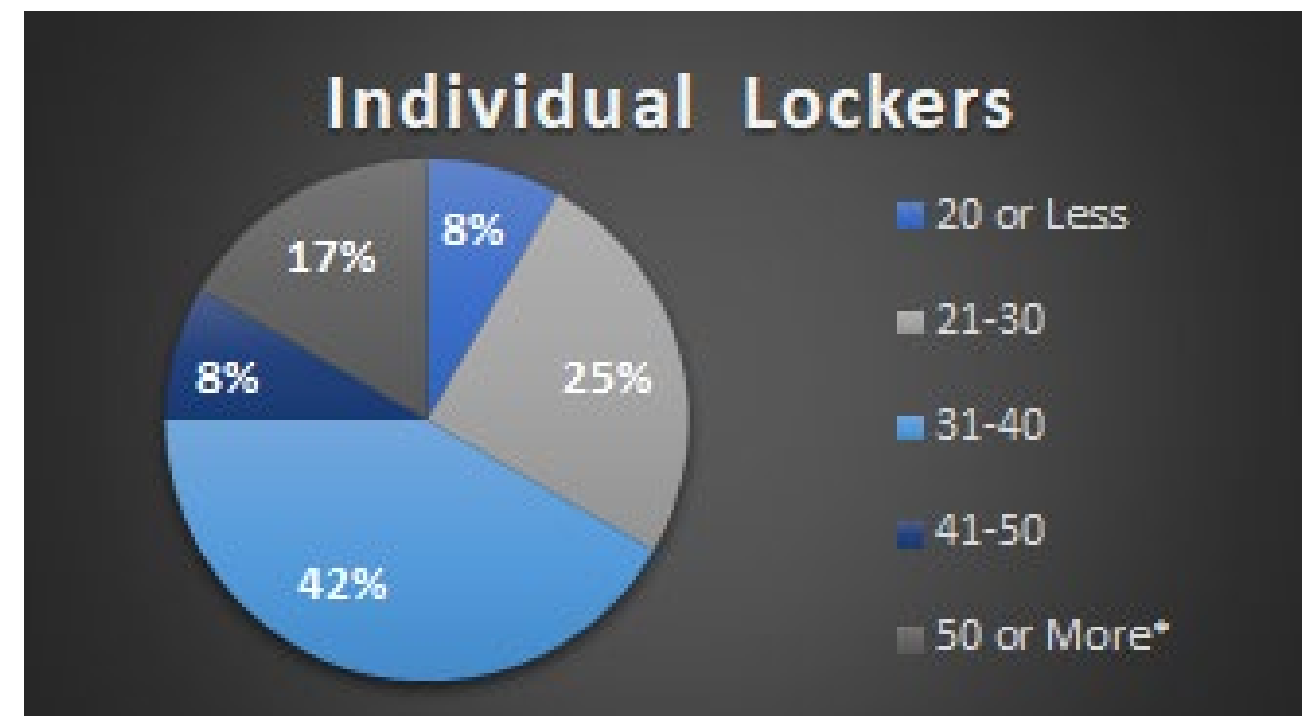
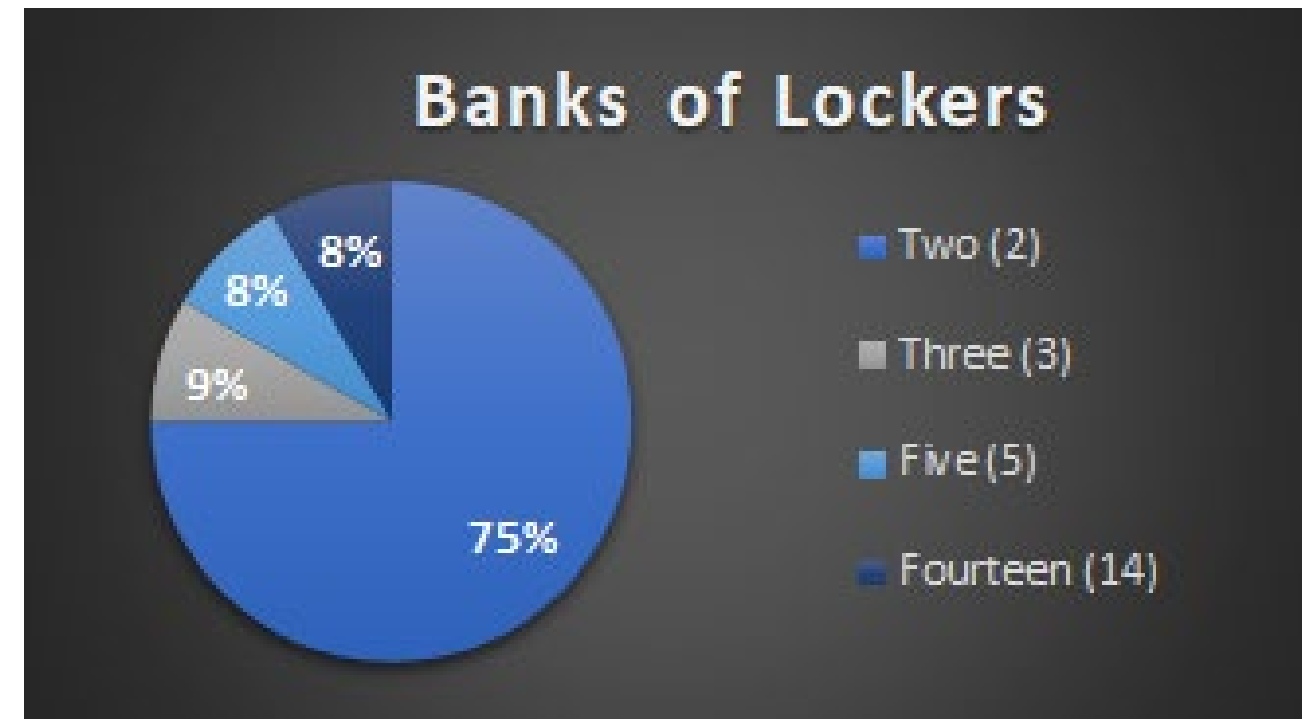


How Many Lockers Do You Have?



Highlights:

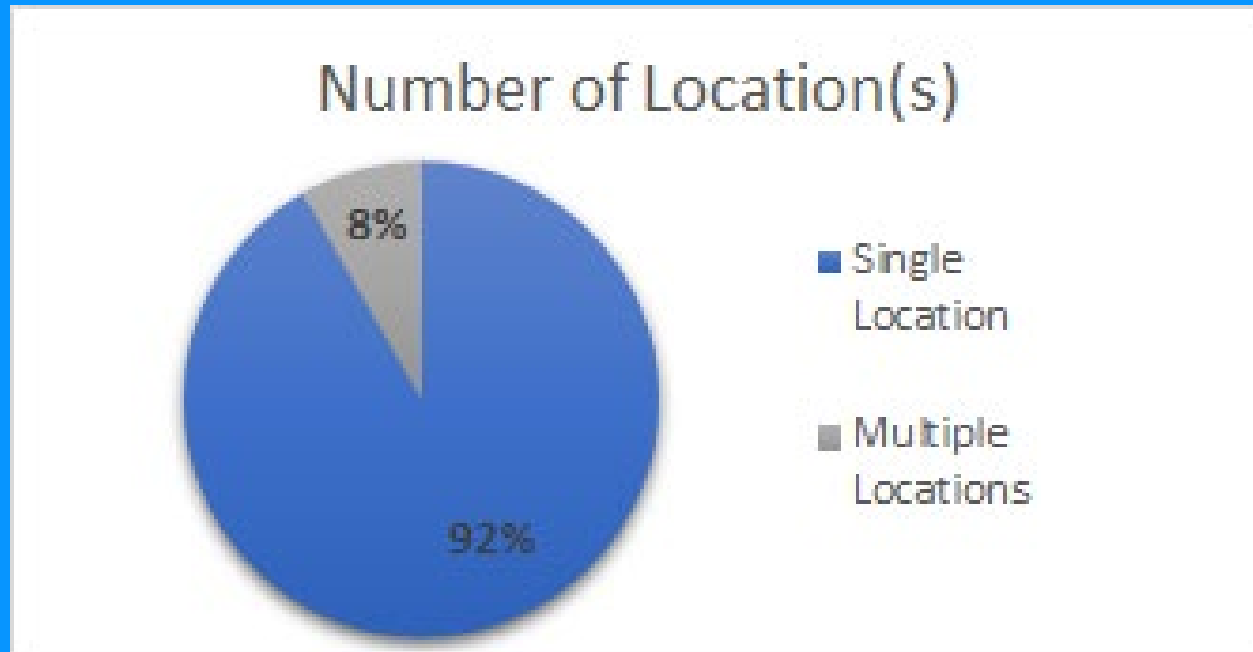
- Majority of the respondents have 2 banks of lockers
- 67% having between 21 - 50 individual lockers



Locker Locations

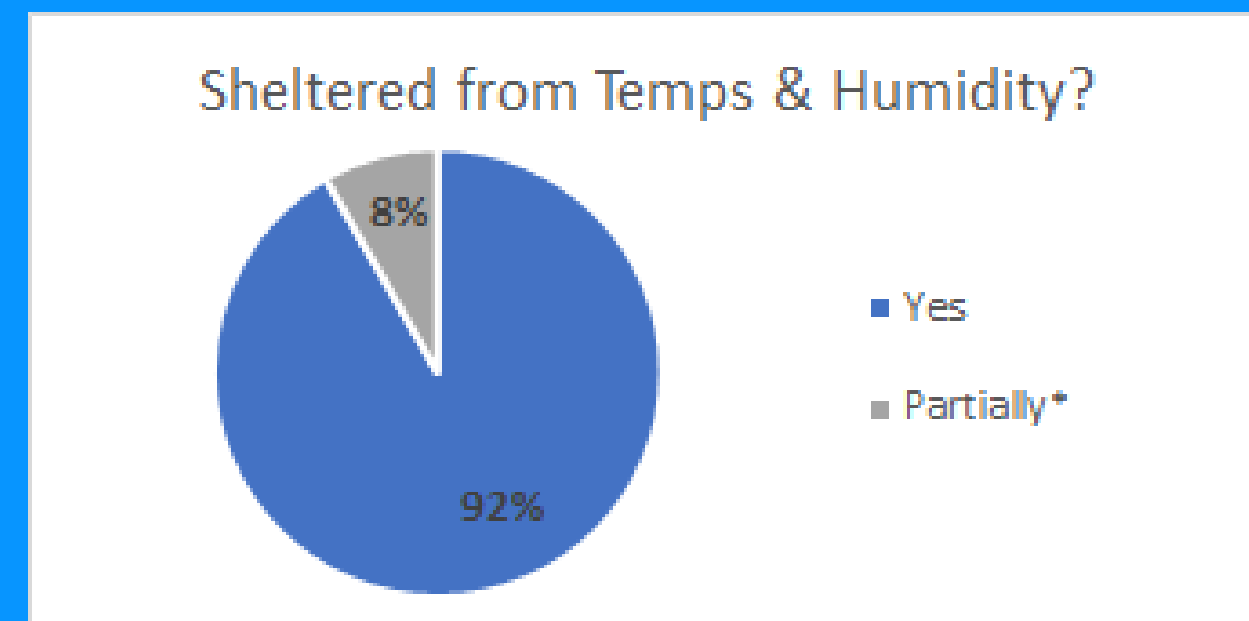
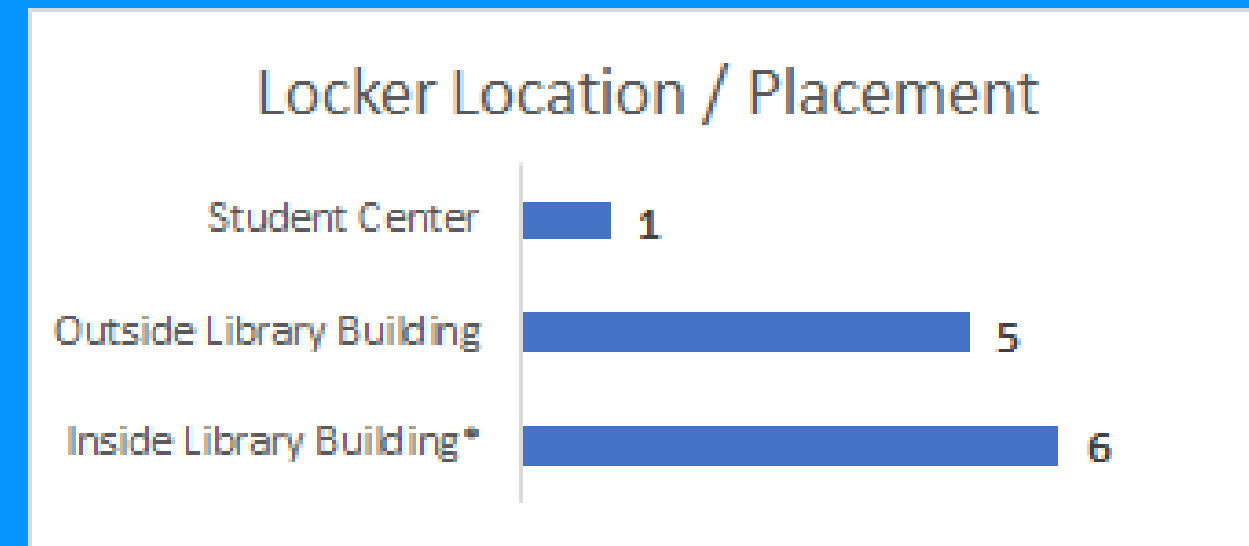


Placement



Highlights:

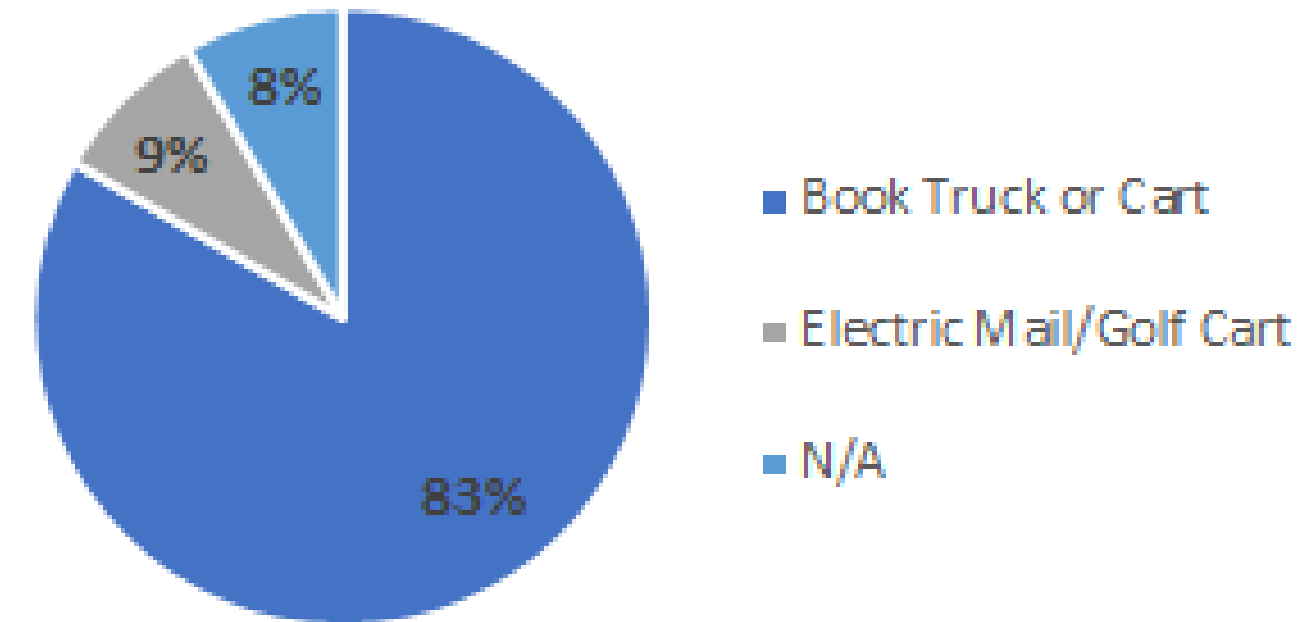
- Nearly all lockers are located in a single location
- Majority are located inside the library or just outside with shelter



How Are Books Transported to the Lockers?



Method Used to Transport Books



Highlights:

- A majority (83%) of libraries use a book truck or cart to deliver books to the lockers



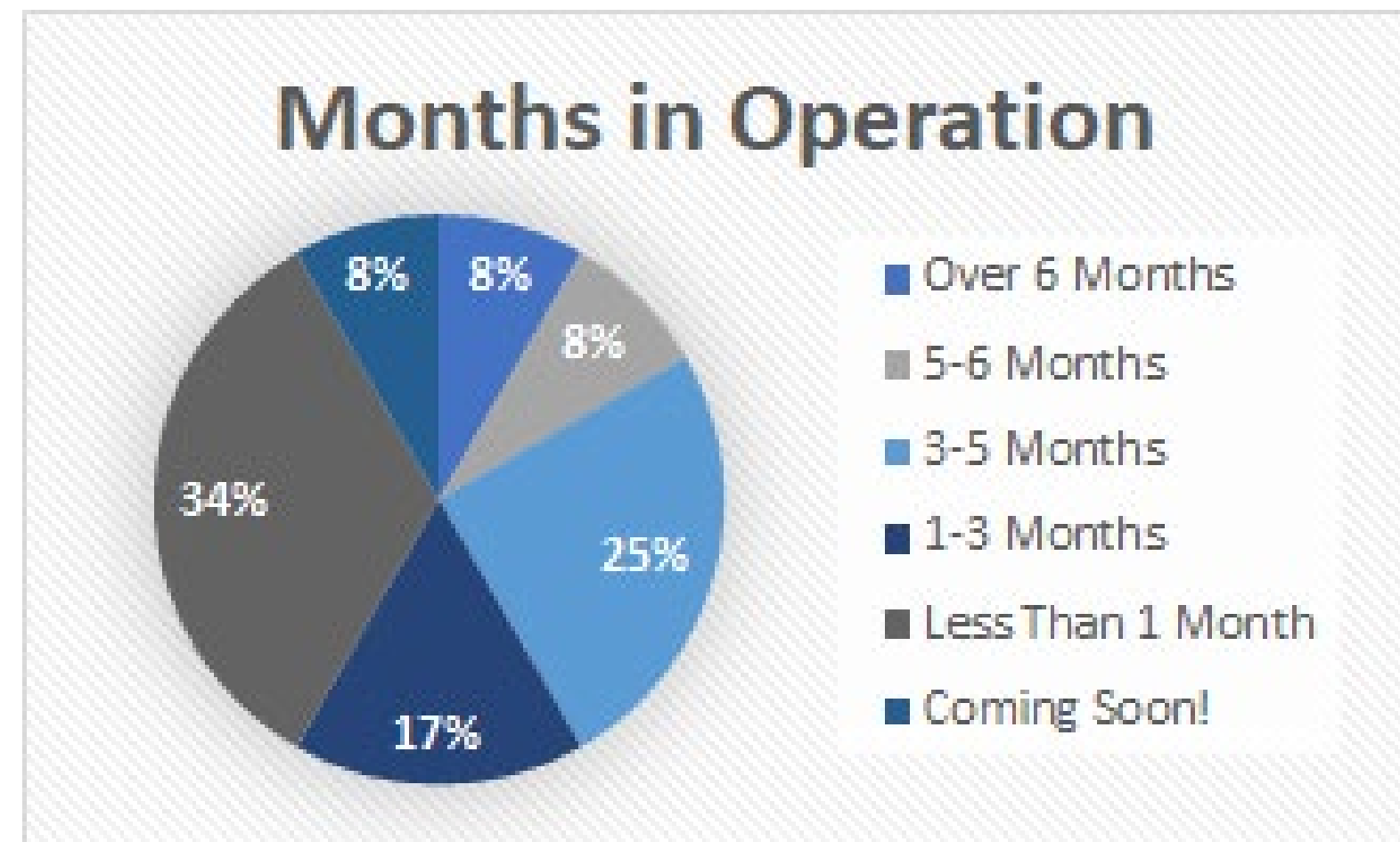
Use of Lockers...

In this section of the survey we investigated:

- Length of Time Lockers Have Been In Use
- Who Manages the Lockers
- What Material is Placed in Lockers
 - Impact of Temperature



How Long Have Lockers Been in Use?

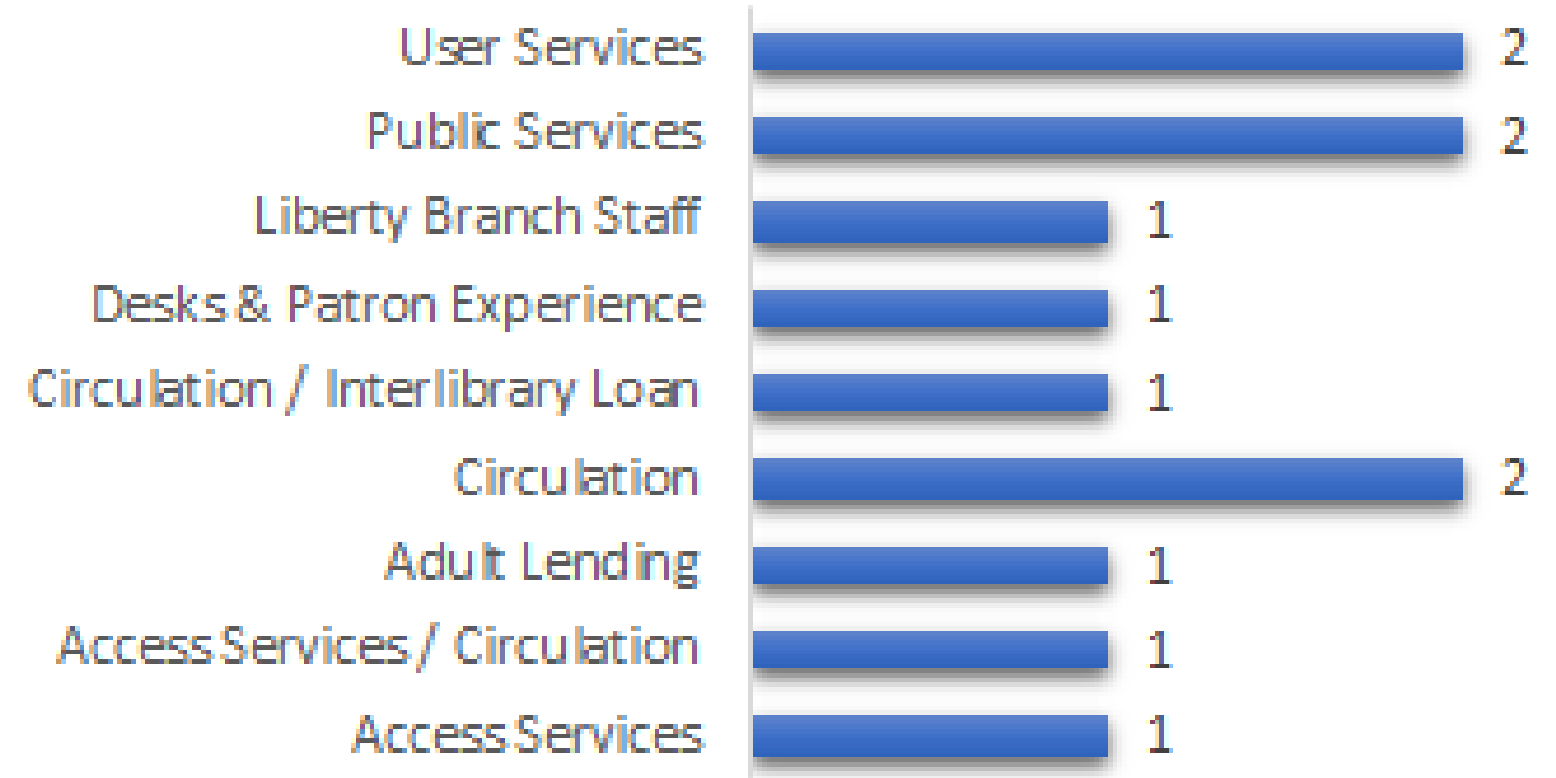
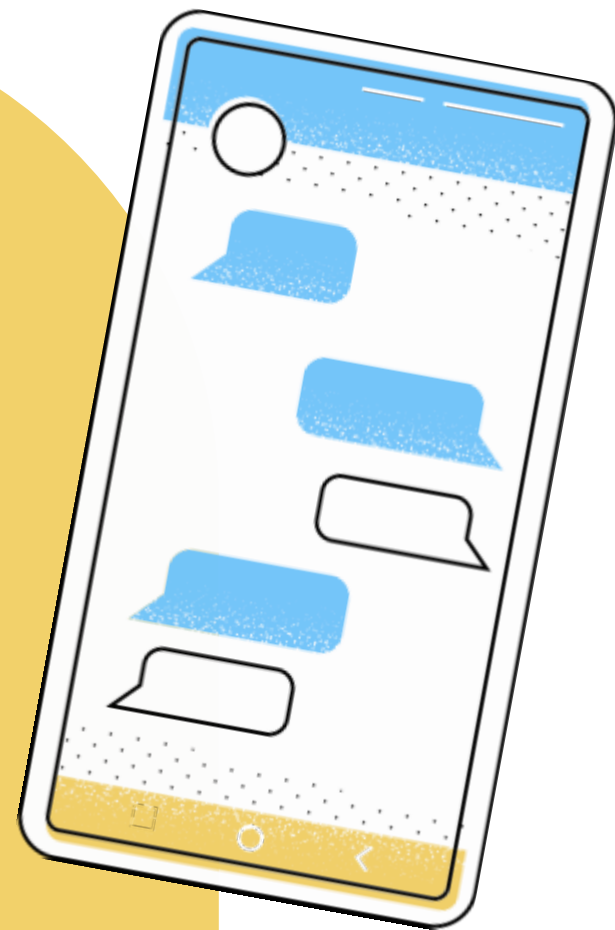


Based on results, this appears to be a fairly new service, trending after the onset of COVID-19

- Only one respondent had been using lockers prior to the pandemic
- 42% were either in planning stages or had been using less than 1 month



What Department Manages the Lockers?



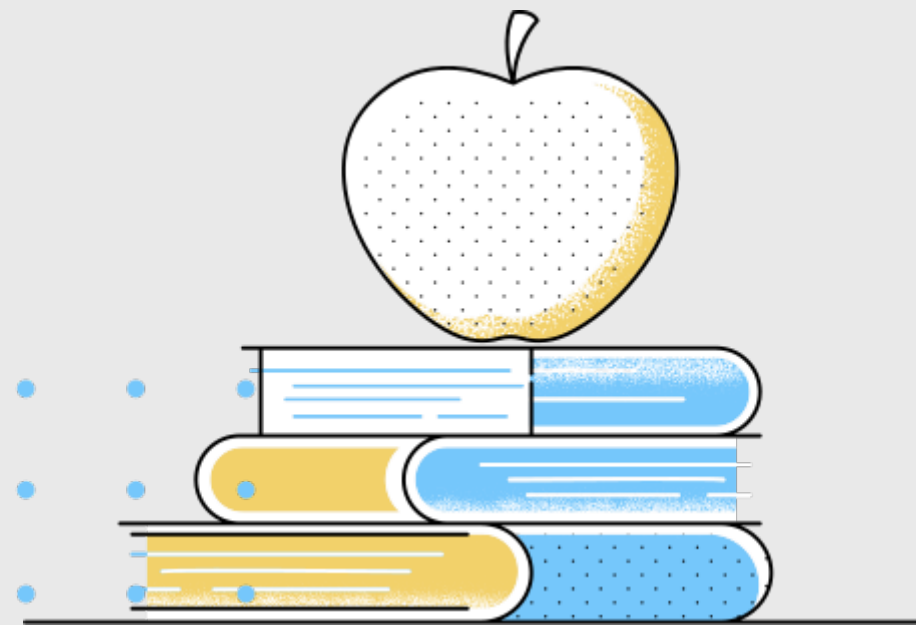
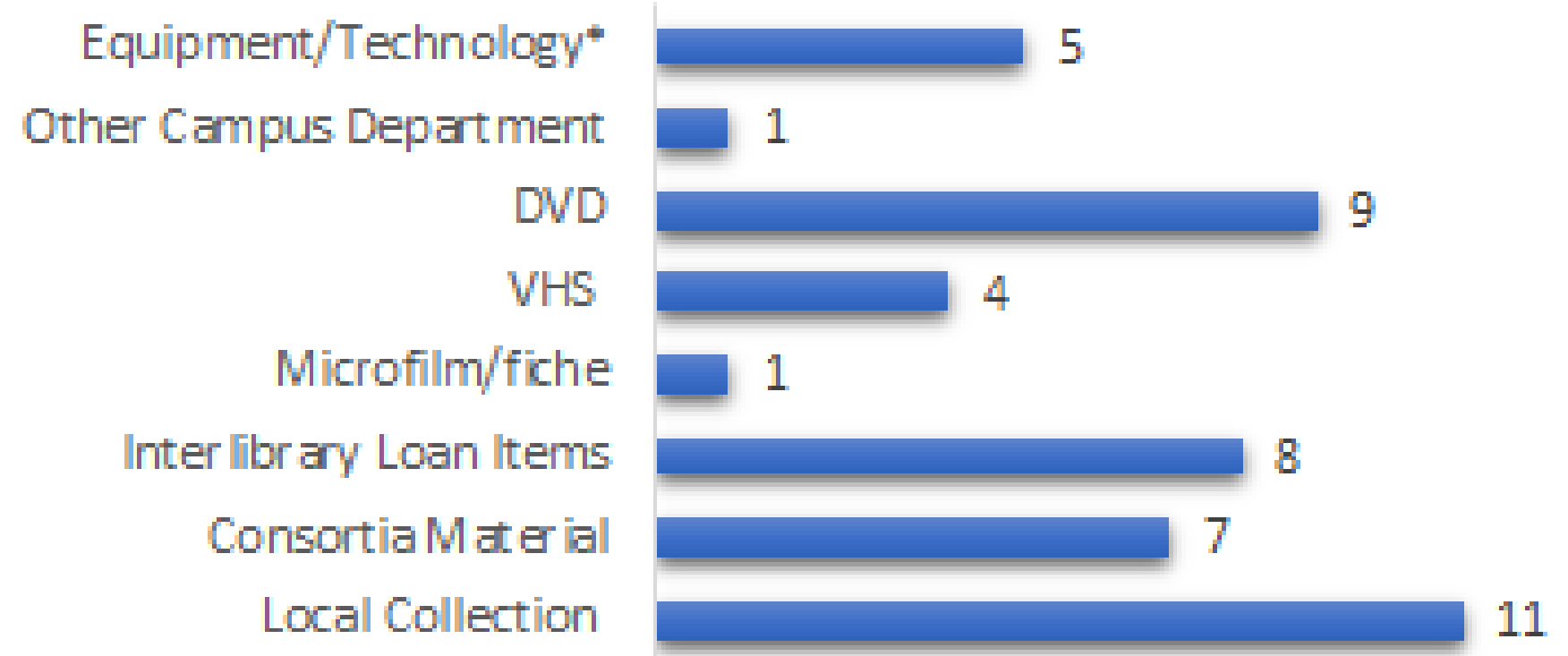
Results strongly indicate that this is a responsibility of the Access, User, or Public Services Department--primarily the Circulation, Interlibrary Loan or Patron Experience Desks

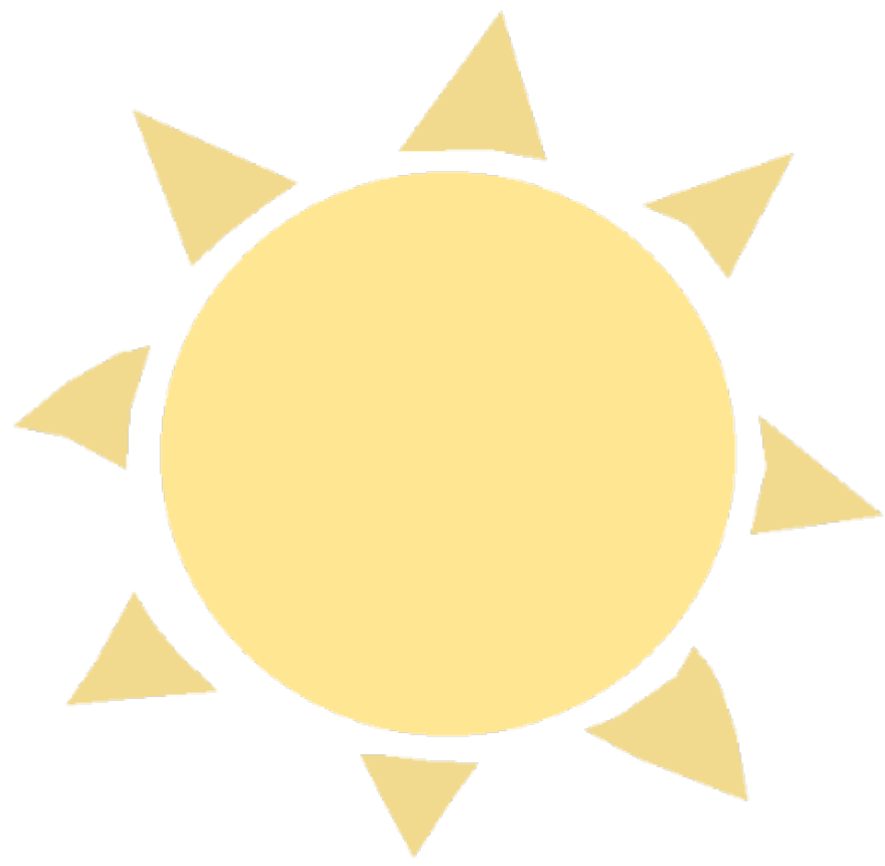


What Material is Placed in Lockers?

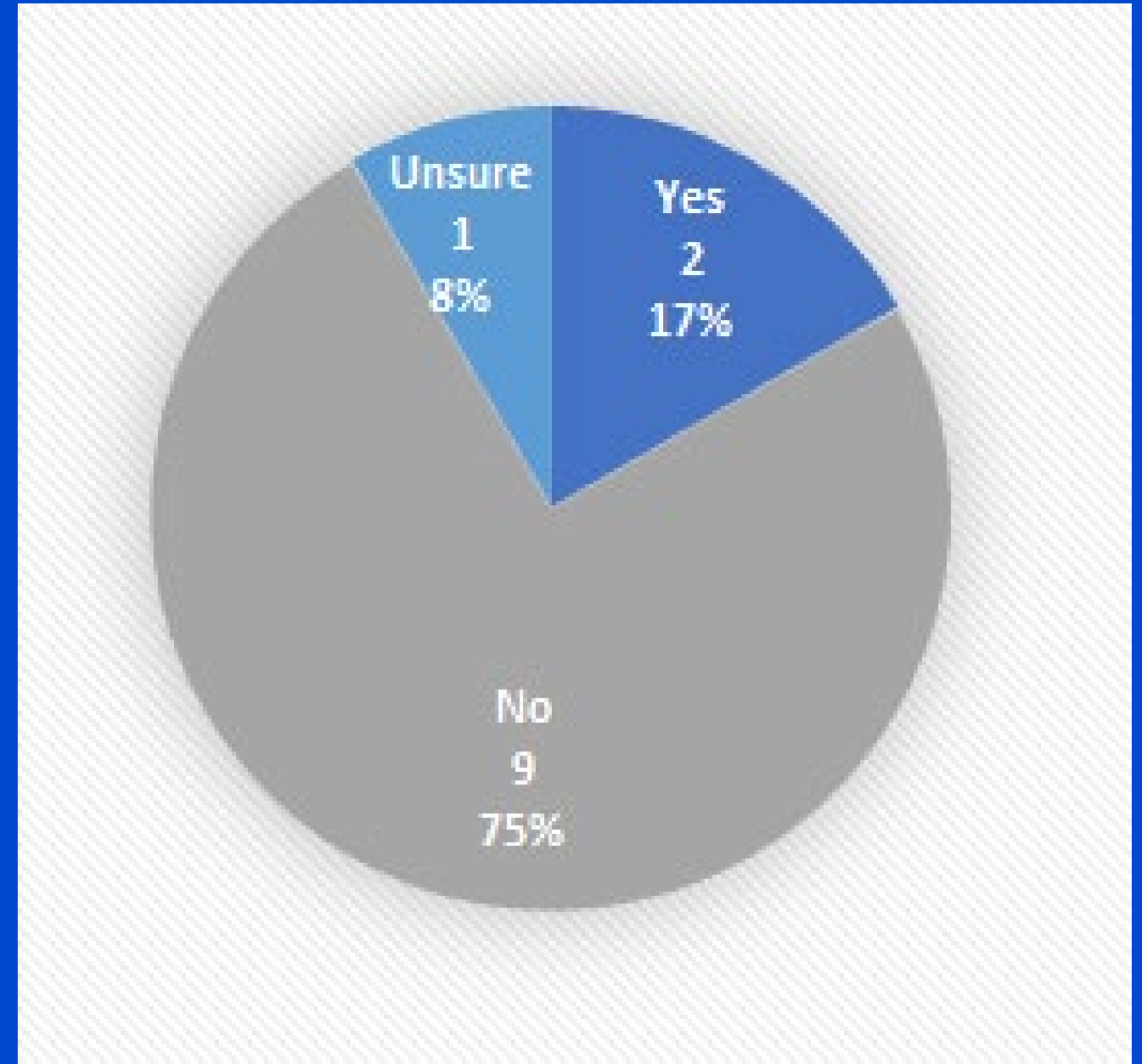
Highlights:

- A majority of the libraries place local collection books, DVD's, Interlibrary Loan and Consortia Material in the lockers
- A few libraries loaned Equipment/Technology, VHS, Microforms, or material owned by another department





Does Temperature Determine What Goes into Lockers?



Results show that temperature does not play a role in what material is placed in lockers



Other Comments on Locker Use...

Respondent feedback:

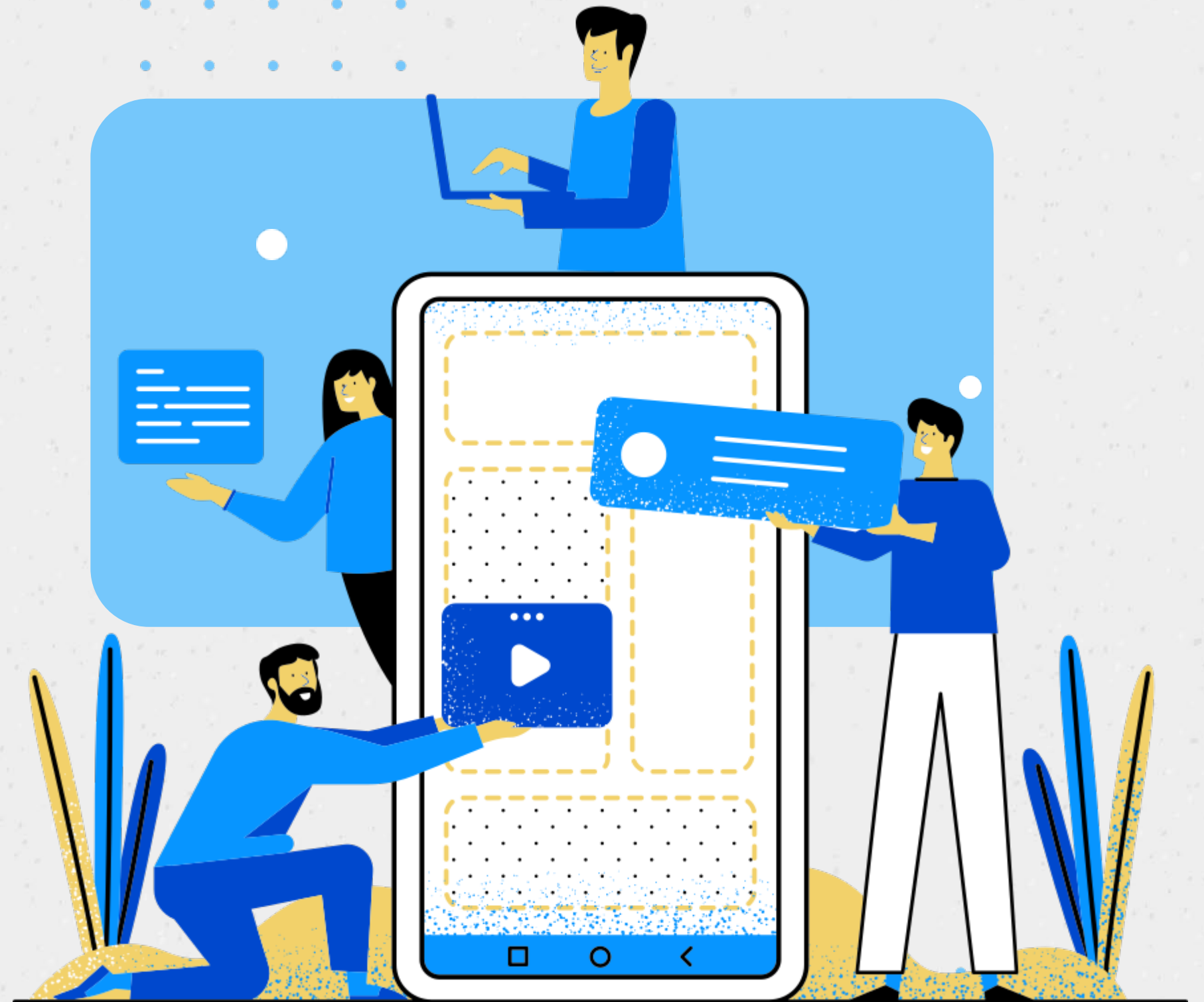
- Unsure if media outside of DVD's will be placed in lockers
- 90% respondents don't allow material from other departments in the lockers
- If campus partners are allowed to place items in the lockers, responses were mixed 50/50 between whether the other department or Library employees would manage the locker activity
- Materials from other departments are not added to or tracked in the ILS
- None of the respondents allow users to drop off material to a locker currently, however one indicated that faculty will be allowed to drop off their personal copies for Reserves next semester



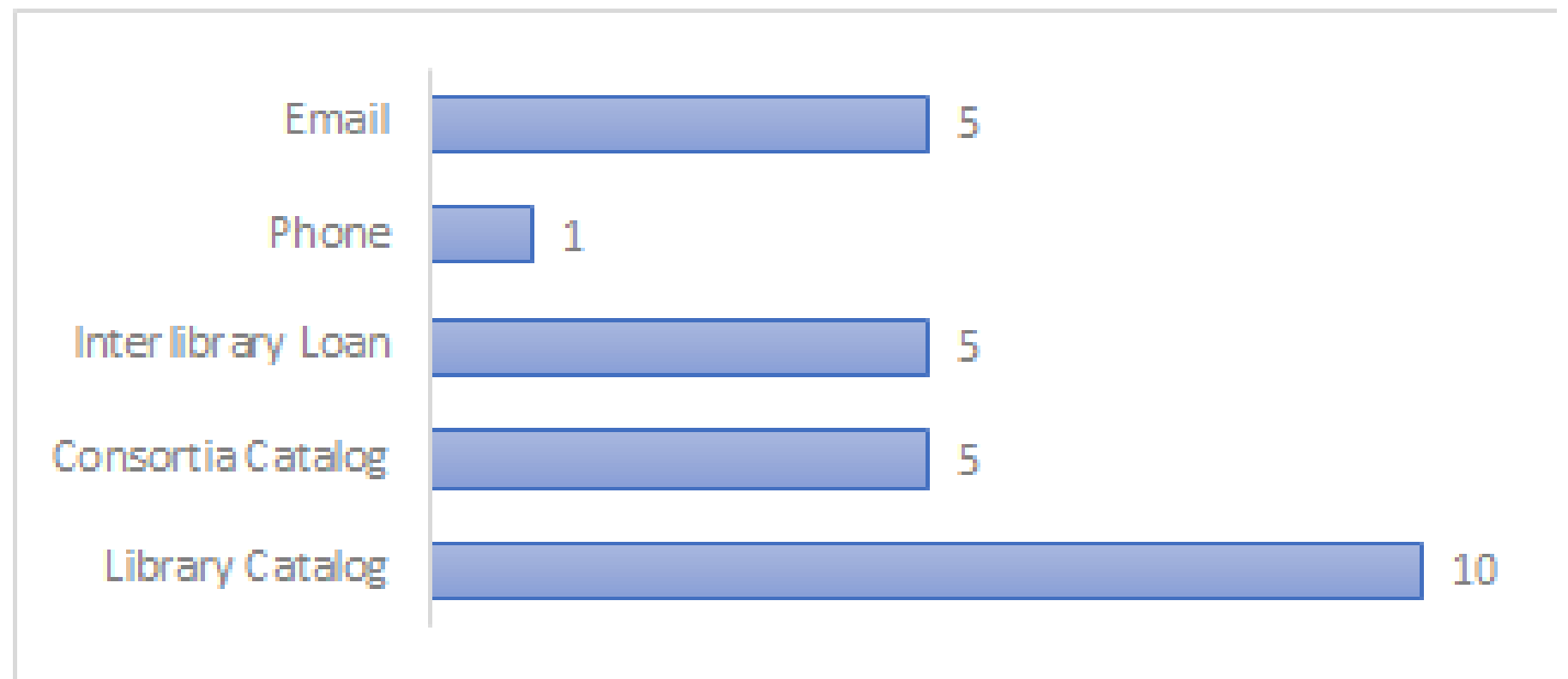
Requesting & Locker Processing

In this section of the survey we investigated:

- How Items are Requested
- Number of Requests Received
- How Frequently Requests are Processed
- Amount of Time it Takes to Process
- Point at Which Items are Checked Out
- How Users are Notified
- Number of Notices Received
- Days Items Remain in Lockers
- Quarantine of Non -Pickups



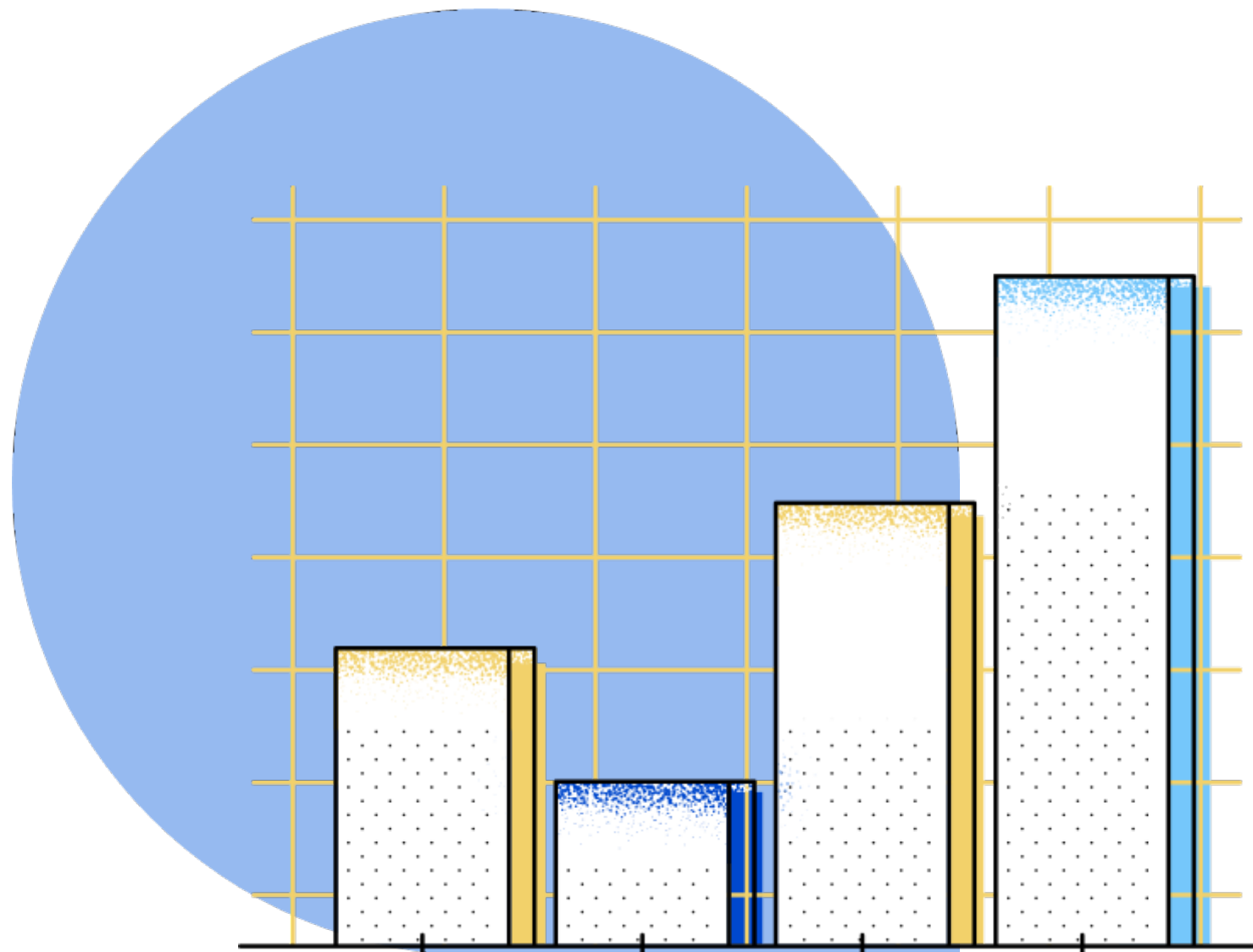
How Are Items Requested?



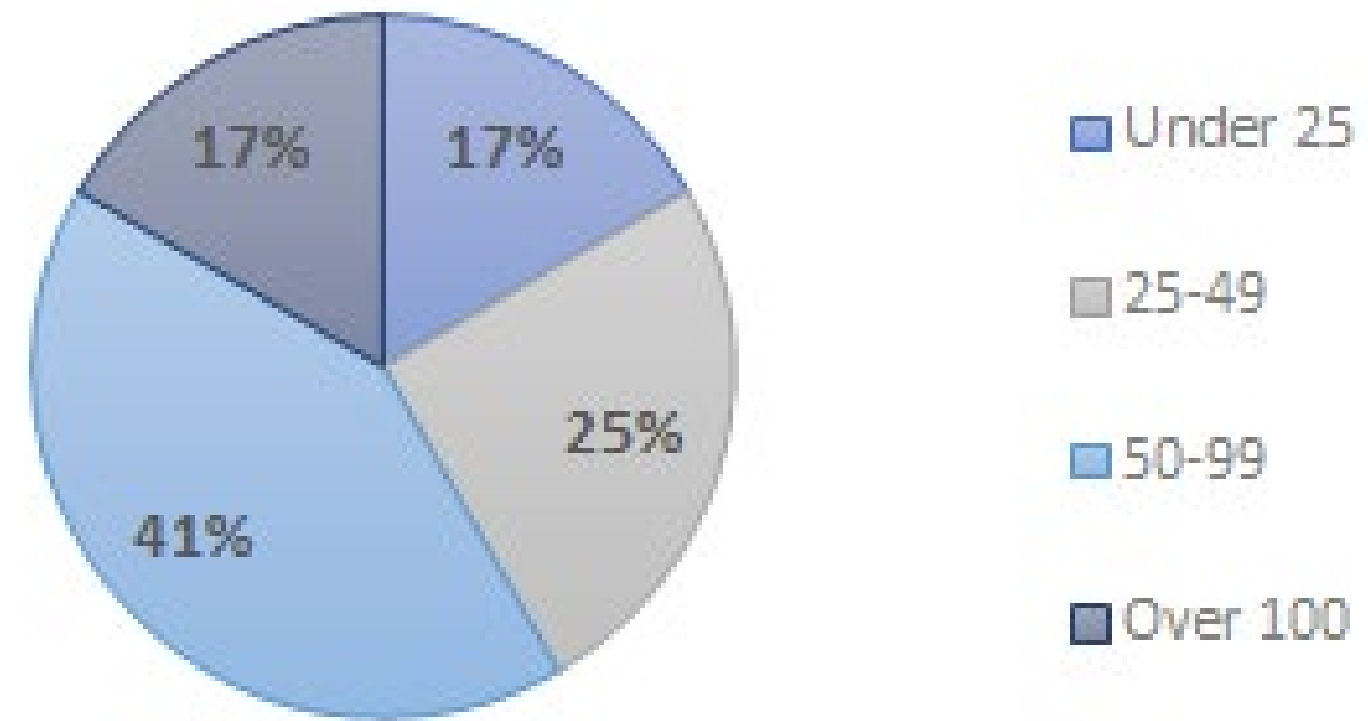
Based on results, requests for locker pickup typically come in through the library catalog, however some also come through interlibrary loan, a consortia catalog, or email



How Many Requests Do You Receive ?



Requests Received Weekly

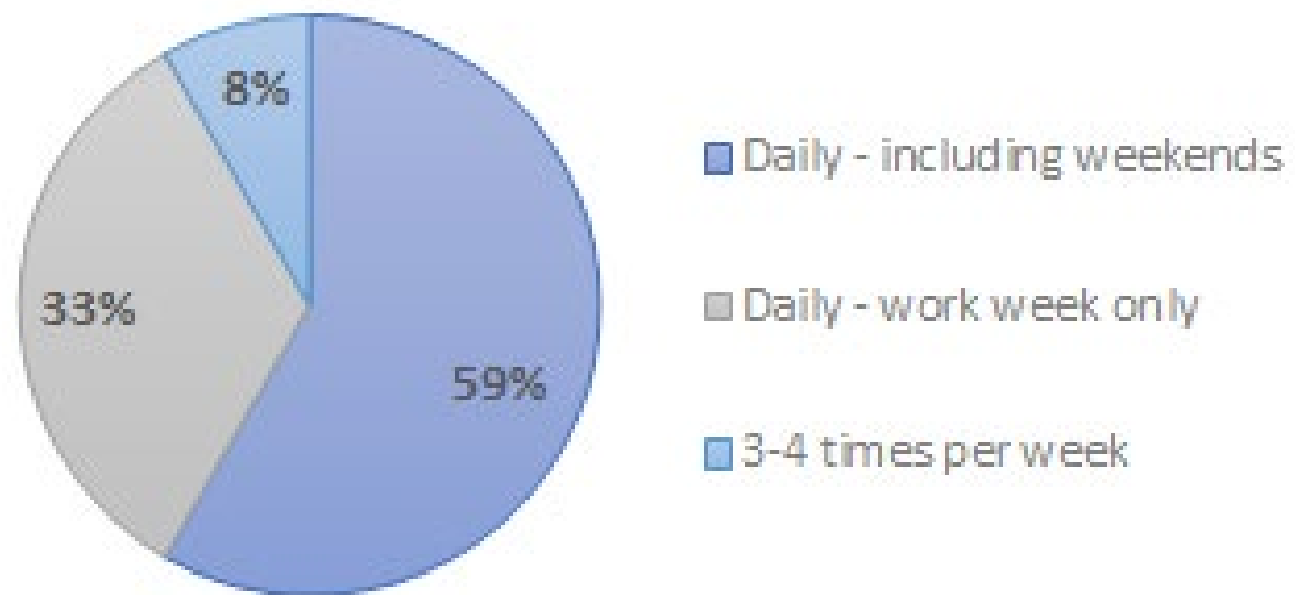


Results show that a majority of the respondents (67%) received between 25-99 request per week, the highest number receiving between 50-99 requests



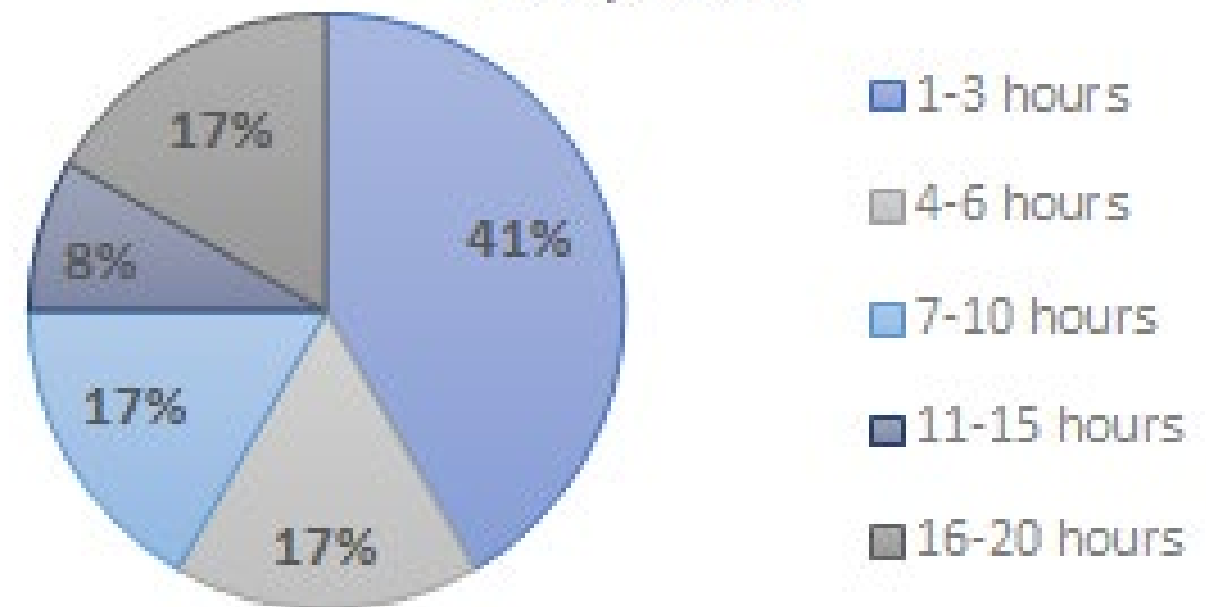
Frequency of & Time Needed For Request Processing

Frequency of Request Processing



Results show that most Libraries process requests daily, including weekends

Hours Needed Weekly to Process Requests



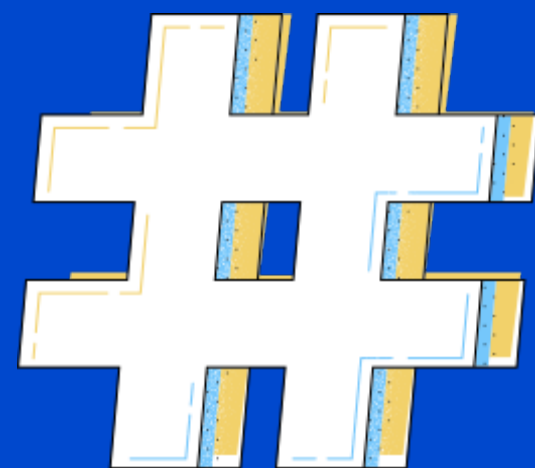
75% of Libraries can process weekly requests within 10 hours per week



Other Responses on Request Processing...

Based on Survey Responses:

- All respondents indicated that they batch items for the same user into a single locker
- 75% of the respondents have never reached capacity in their lockers
- 3 respondents or 25% have indicated they have had times when all lockers were at capacity



Batch Items

Capacity Reached



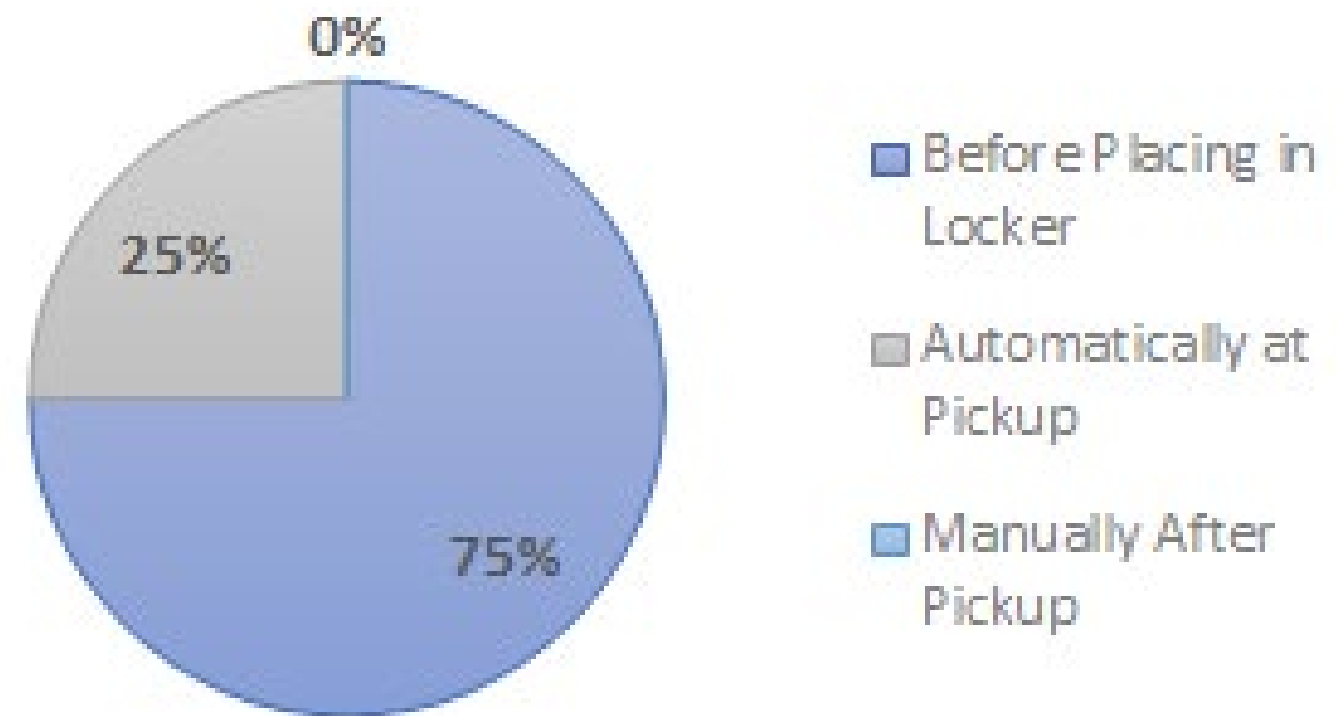
Comments on When All Lockers are Full...

Respondent feedback:

- We will likely have a one -week holds pickup requirement
- Pick up at the Check Out Desk
- We use LibCal's seats, user has to book a locker, lockers will run out and they will have to book a different day for pickup
- Email patron
- Audit for expired requests, contact patrons for a choice for grab and go pickup
- Items remain "in -transit" and aren't checked in to trigger the hold until there is space for the lockers. We put those in transit items together by name so that when a locker comes available, we can check in all items for that patron and activate the holds.
- We will keep them on the library hold shelf and email the patron asking if they want to do a pickup where the staff brings the items outside to them, or if they would rather us mail the items to them.



At What Point Are Items Checked Out?



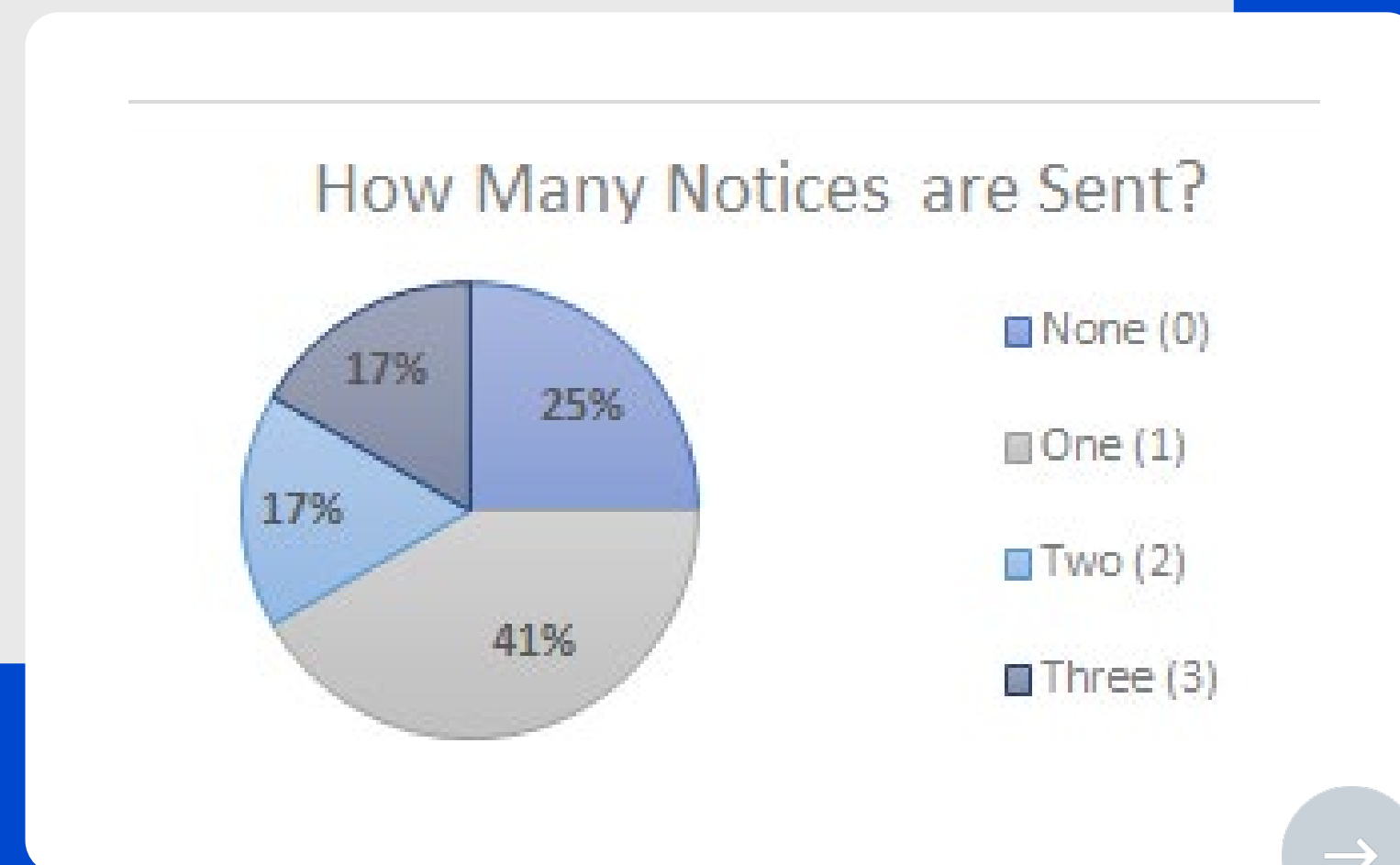
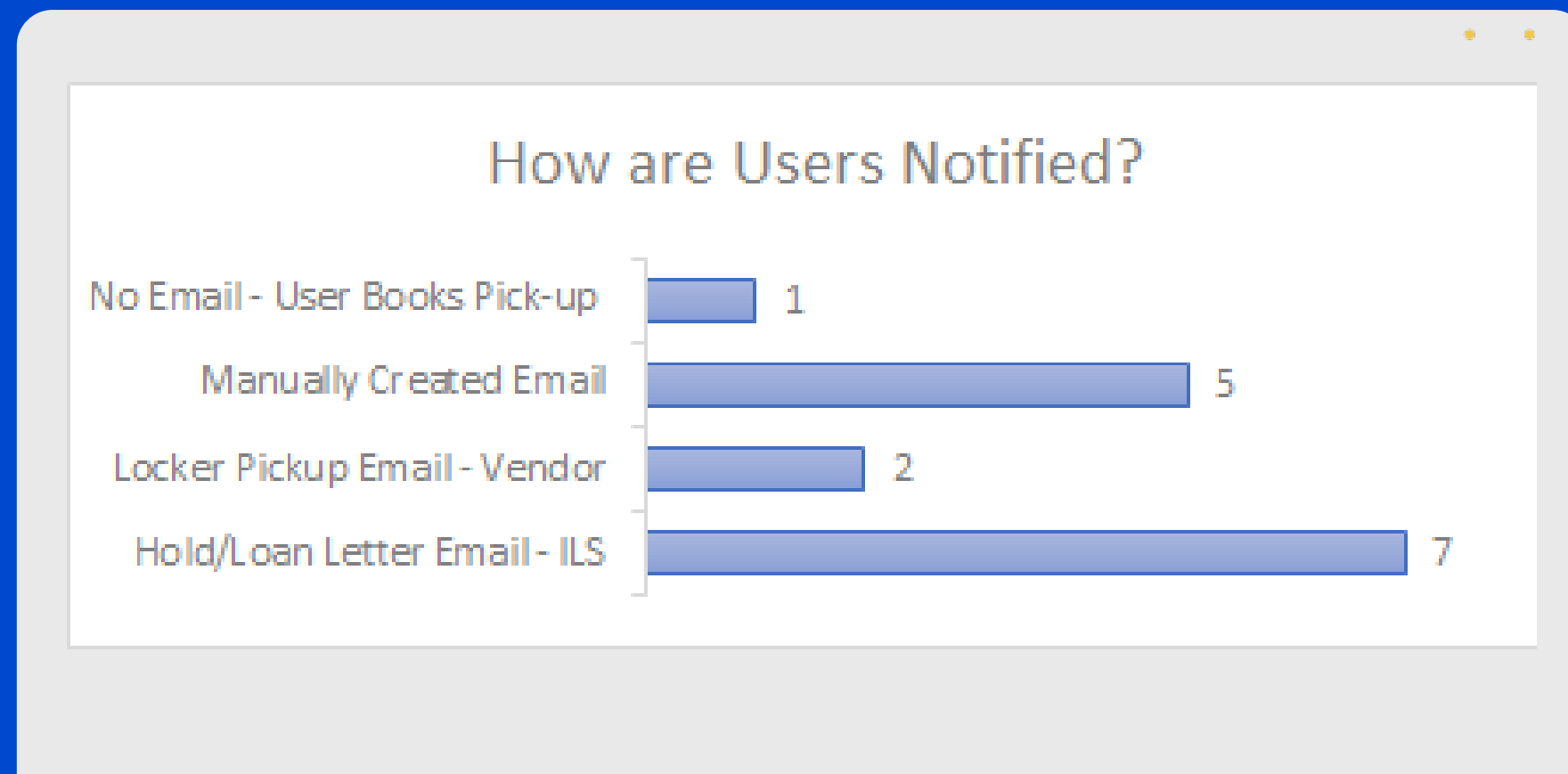
- 75% of the respondents indicated that items are checked out before they are placed in the lockers
- The other 25% are checked out automatically at the time of pickup as a result of system integration



Notification & Notices

Highlights:

- A majority of respondents report that users are sent notices automatically generated through the local ILS
- A fair number of others report sending manually created emails
- There were also a couple of responses indicating that notices are sent from the vendor
- 41% of the responding libraries reported sending only ONE notice

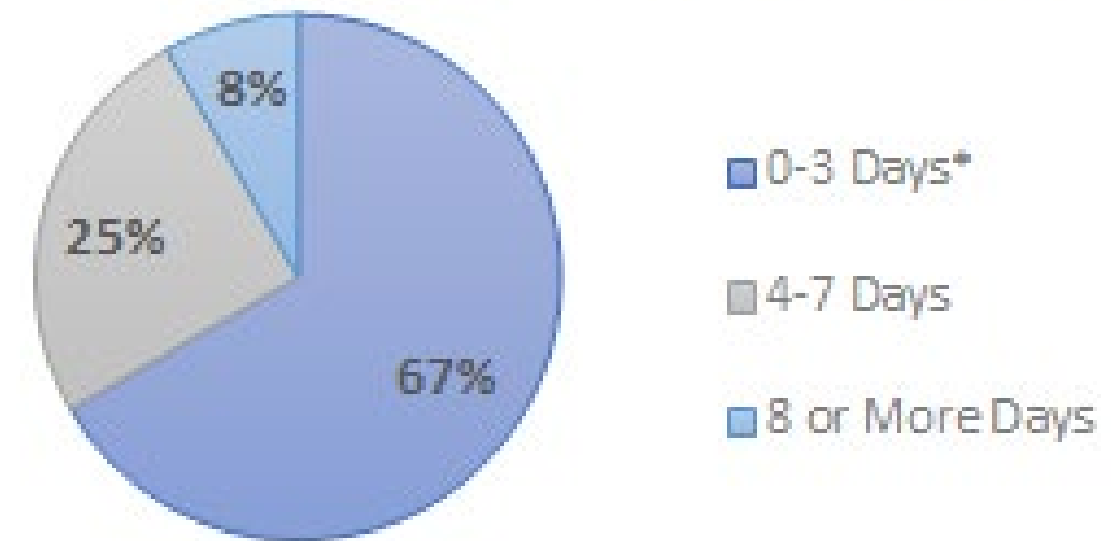


Days Held for Pickup & Quarantine

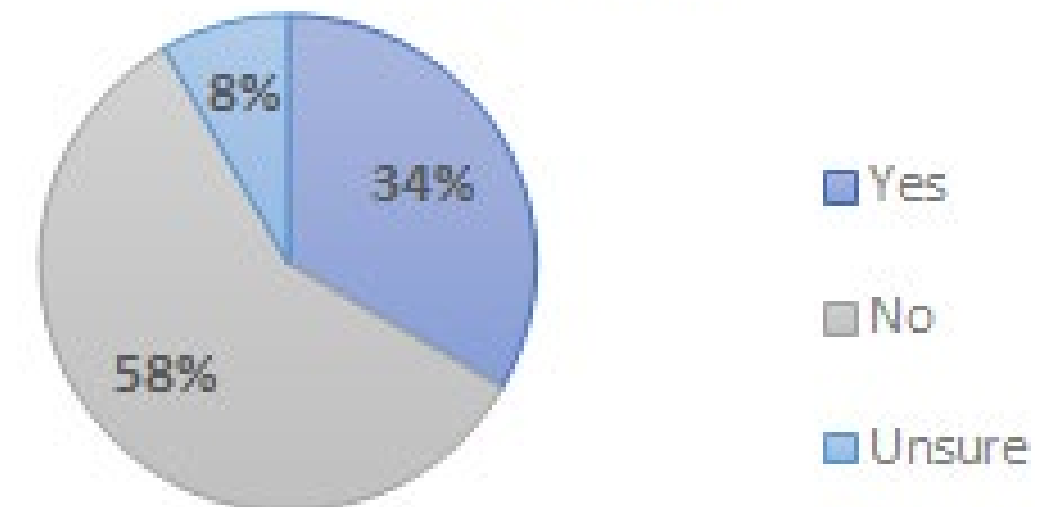
Highlights:

- Most items are kept in the lockers for 1-3 days
- 58% of libraries do not quarantine material not picked-up from lockers, however some report that they are held for an additional week

Number of Days In Locker



Do You Quarantine Items Not Picked Up?



Maintenance, Cleaning & Security

In this section of the survey we investigated:

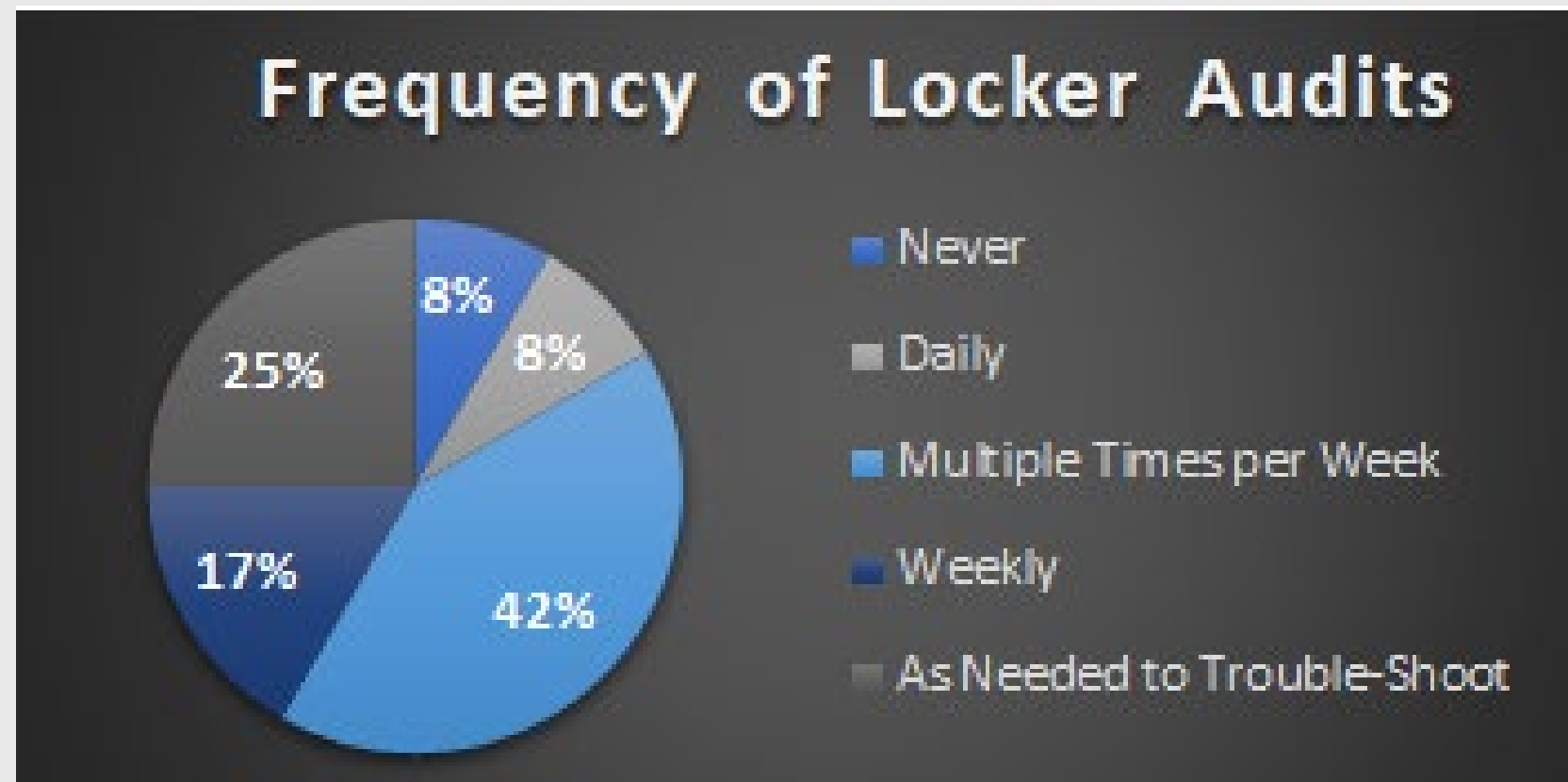
- Locker Audits & Technical Support
- Cleaning
- Safety & Security Measures



Locker Audits

Highlights:

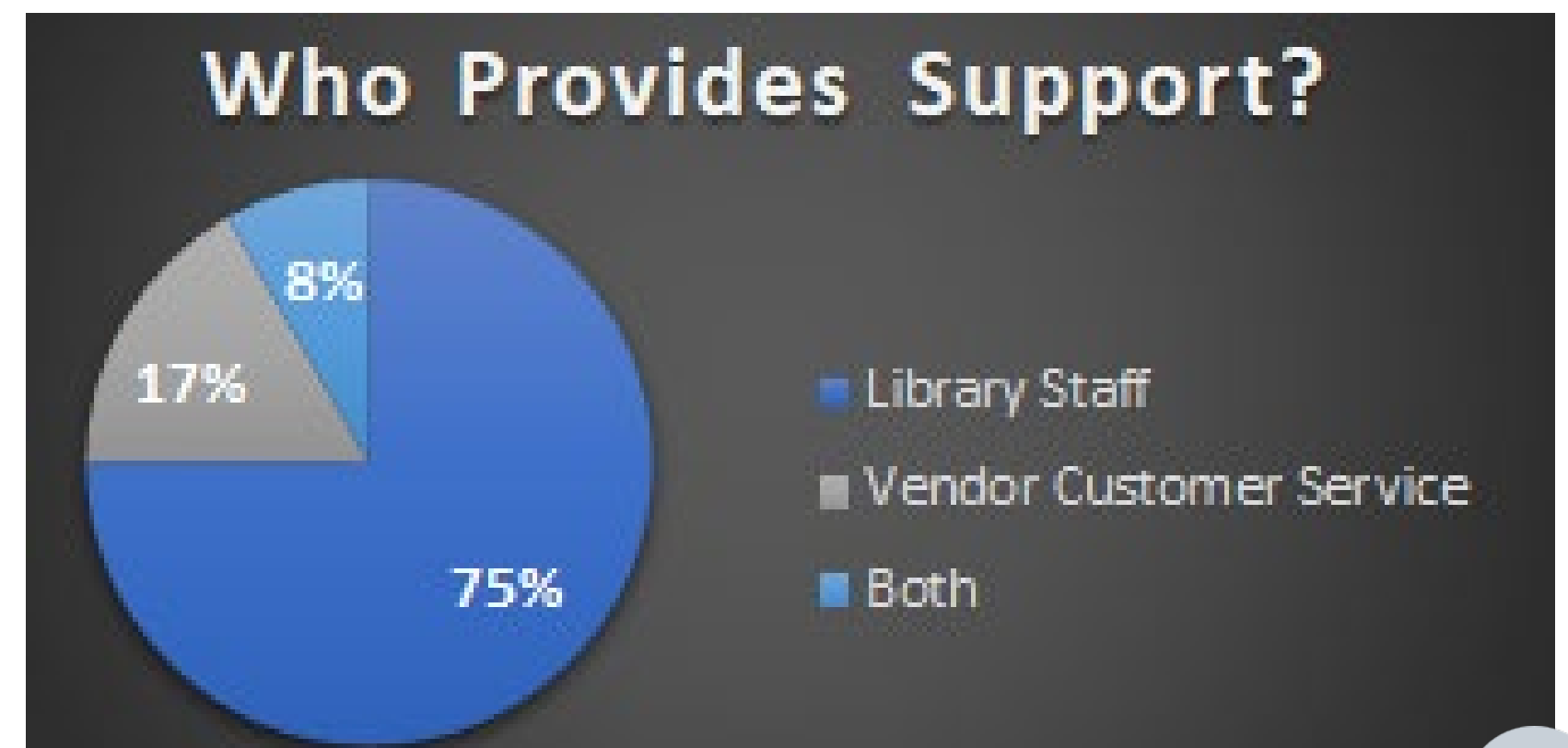
- 67% of respondents report that locker audits are conducted at least weekly



Technical Support

Highlights:

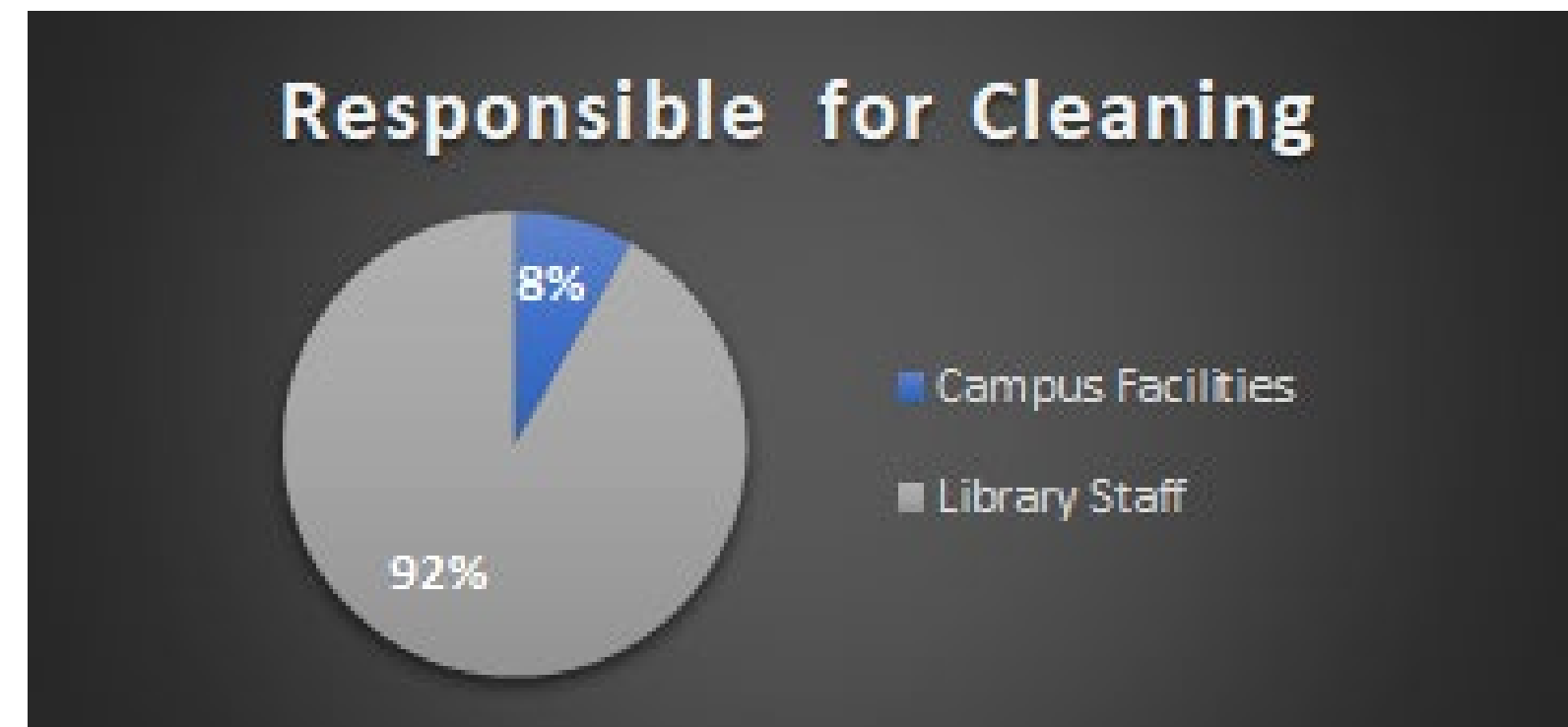
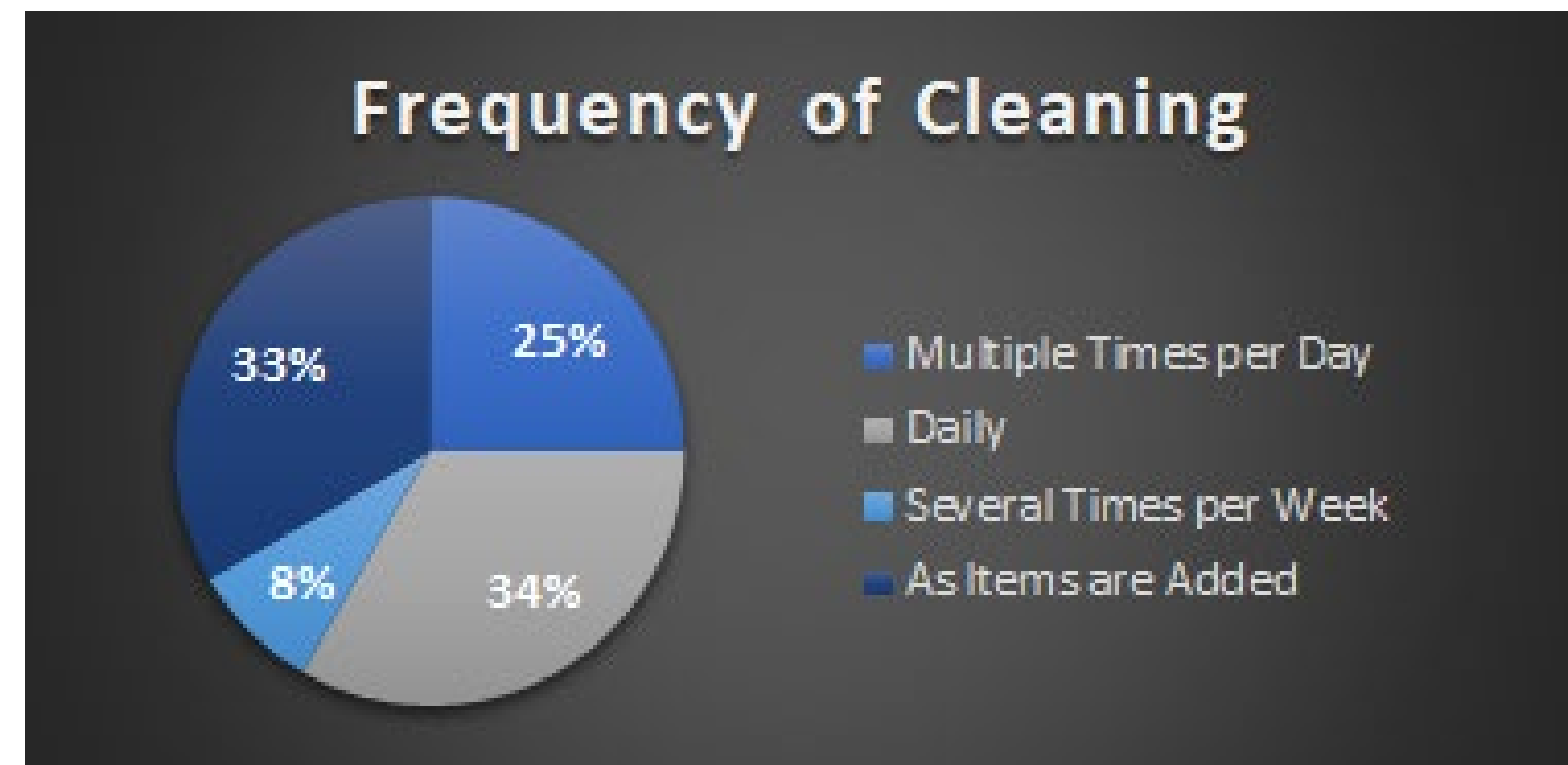
- 75% of respondents report that technical support is done by library staff, with an additional 8% indicated that support is shared with vendors customer service



Locker Cleaning

Highlights:

- Based on results, lockers are primarily cleaned by Library Staff as items are added to the lockers, multiple times a day or daily.



Comments on Supplies & Cleaning...

Recommended Supplies

- Cloths for wiping/drying
- Disinfectant wipes
- Mild Soap
- Alcohol, Lysol, Sani-Quat or Other Disinfecting Spray
- Sanitizing Spray Mace or Digger

Recommended Cleaning

- Inside surface (when empty)
- Outside lock, keypad, and door whenever touched
- Nightly spraying of exterior by campus facilities

"Disinfectant sprayed on cloth wiped on surface of locker and keypad, let sit and clean off with clean cloth"

"Clorox wipes on interior; exterior is sprayed with a digger in the evening hours"

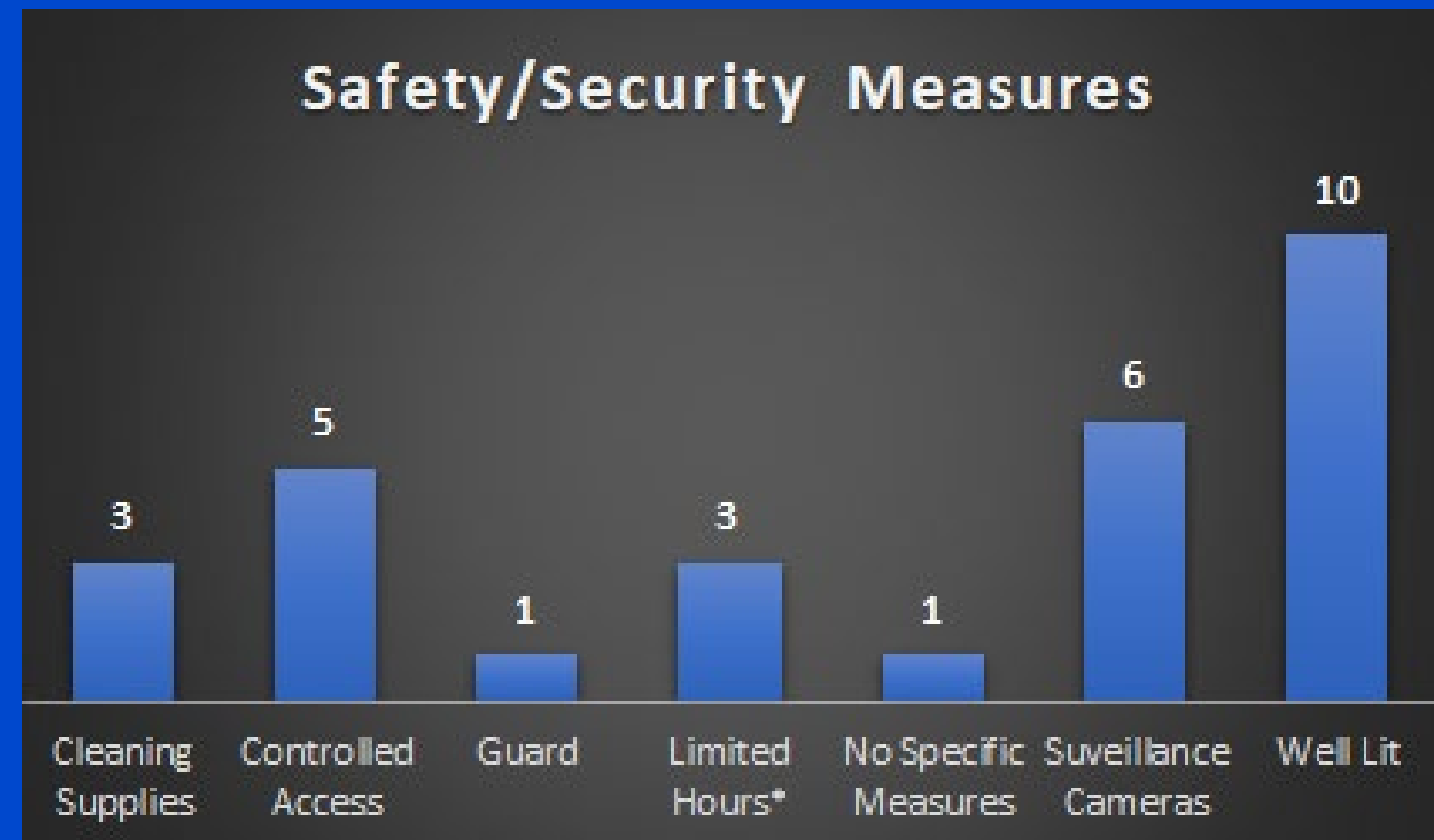


Safety & Security



Highlights:

- Most lockers are in well lit areas
- Half of the respondents have surveillance cameras, and others rely on controlled access
- Controlled access is by card swipe, or limited to when the building is open and staffed
- Surveillance cameras are primarily monitored by staff or security in the Library, but in one instance campus security



Questions?

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