Out With The Desk

Re-Shaping Service Delivery in Libraries
Challenges Facing Libraries

Some issues to consider:

- Libraries are not convenient/practical in today’s digital world
- Library budgets are shrinking
- Patrons expect a different type of service
- We cannot easily move a building
- Very expensive to operate branches
- Staff tied to computers - limits mobility

“You can build it but they still won’t come”
What Do People Expect?

Imagine:

- McDonald’s without a drive thru
- Waiting days for your digital camera prints
- Not being able to get gas on Sunday
An Idea ...

What if we bring the library to them?
Library-In-A-Box (2010)
Pros and Cons

- Access to ILS anywhere
- Small enough to carry to any location
- Location only limited by wireless signal

But ...

- Not easy to transport
- Bulky/heavy
- Complicated setup requiring I.T. support
Introducing CANGuru
CanGURU

- Highly portable
- Light weight
- Easy to use
- Made of inexpensive consumer products that are readily available
- Can be easily replicated by other libraries
CanGURU In Action

- Apple Store model - no checkout lines
- Highlights the importance of the librarian
  - Return to Reader’s Advisory
  - Roving to enhance customer service with ability to start AND complete transactions
  - Eliminating desks - focus on reference librarian NOT reference desk!
- Actively seek patrons to assist instead of patrons seeking help
Impact on Community

- Lauzon Mobile Library
- Vacant unit in social housing complex
- Collaboration between Community Housing Corp., Library, Parks and Rec and other non-profit organizations
Lauzon Mobile Library

- Serves community of 700
- The Secret: Despite a library branch nearby, these families are unable to access it easily
- With this technology, we are able to reach and serve new patrons
Technology

- 3G or Wi-Fi for connectivity
- VPN for authenticated access to internal network
- RDP protocol for access to ILS software
- Client device such as iPad or notebook
- Bluetooth barcode scanner
- Custom iOS software
Future Improvements

- Faster wireless connection
- Thinner, web-enabled ILS interface
- Streamlined connectivity process
- Patron versions for self-check
- Remote self-check
- Porting to Android
Thank you

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