



MyLibrary! is the App our Patrons have been Asking for, and then Some!

Eeva Stierwalt, London Public
Analisa Ornelas, Product Manager, iii



London Public Library is 'APPy' with MyLibrary!



London Public Library



- Population: 380,000
- Active patrons: 166,396
- Libraries/branches: 16
- Annual circ: 3.7 million
- Volumes: 868,000



MyLibrary! Launch at London Public Library



- June 1, 2016
- Launch with iOS only
- 239 initial downloads with June 1 launch
- In one month, 452 sessions launched!



Marketing

- Website
- Social Media
- Quarterly Magazine
- eTutorial from iii
 - No wheel re-invention!
- Ongoing
“Features Promotion”



MyLibrary! Catalogue App

MyLibrary! is just one touch away - the new London Public Library Catalogue App



Introductory Video supplied by Innovative Interfaces Inc.

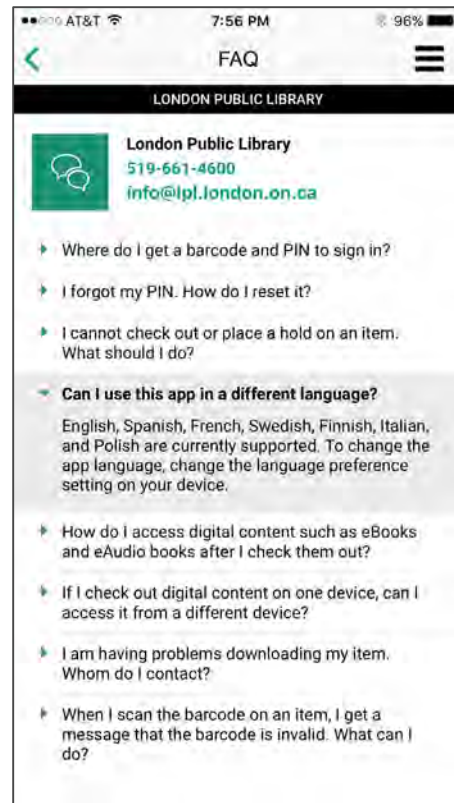
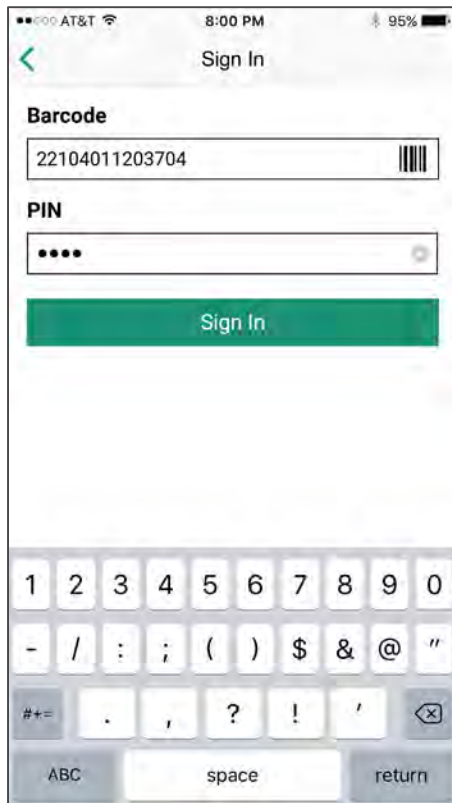
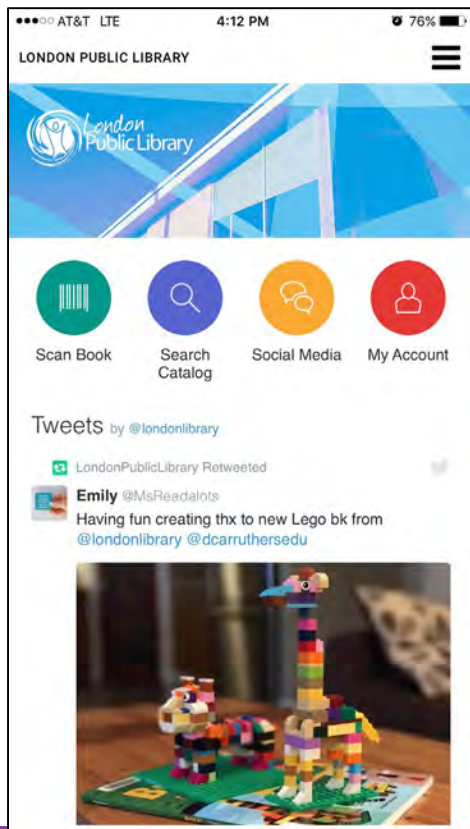
With MyLibrary! you can:

- Search the library catalogue and place holds on the go!
- Manage your account, including checked out items and holds
- Choose to remember your account login
- Use the virtual Library Card right on your App. Go to the My Account "Profile" section and select 'show card' and your library card barcode appears and can be scanned in self check or by a staff member in place of using your physical library card.
- At a book store? Scan a barcode. Find available items in our catalogue and place a hold request right then and there!
- Checkout, place holds and download eBooks and eAudio

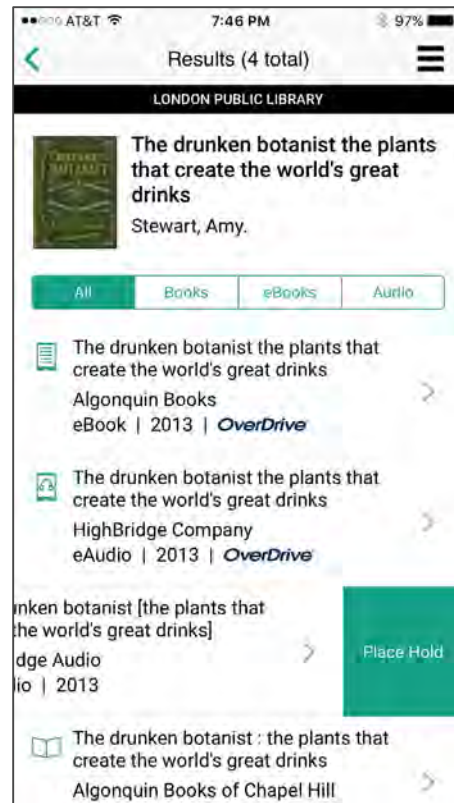
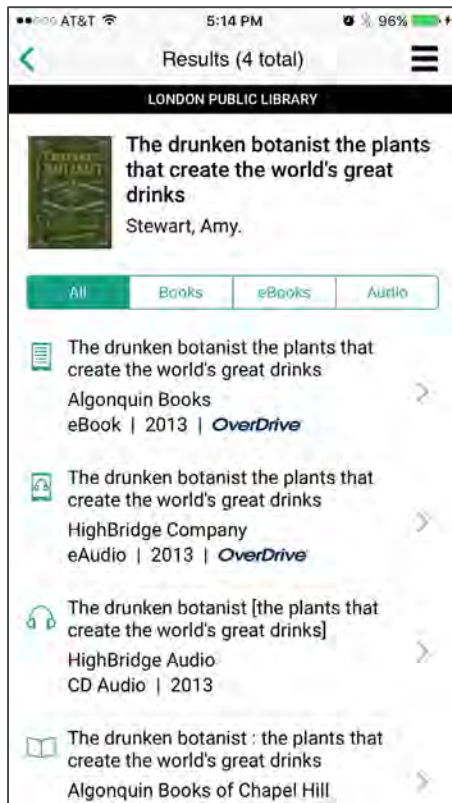
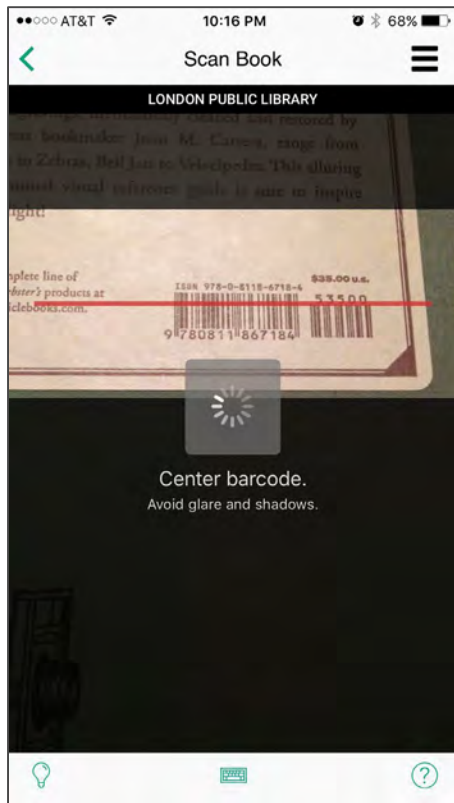


MyLibrary! in Action

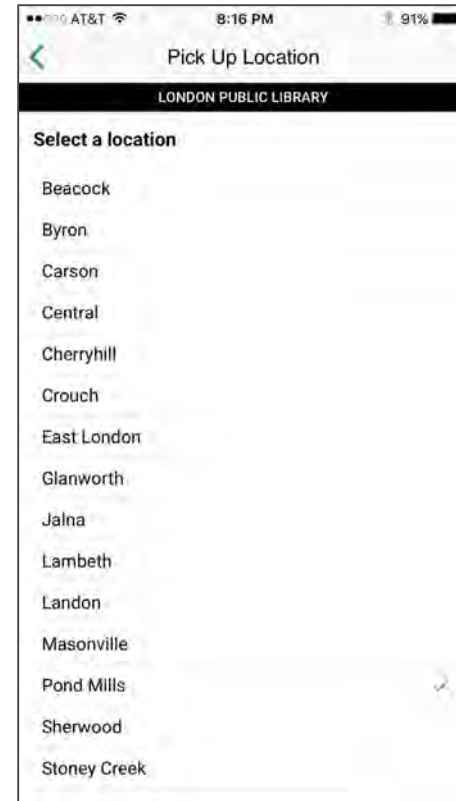
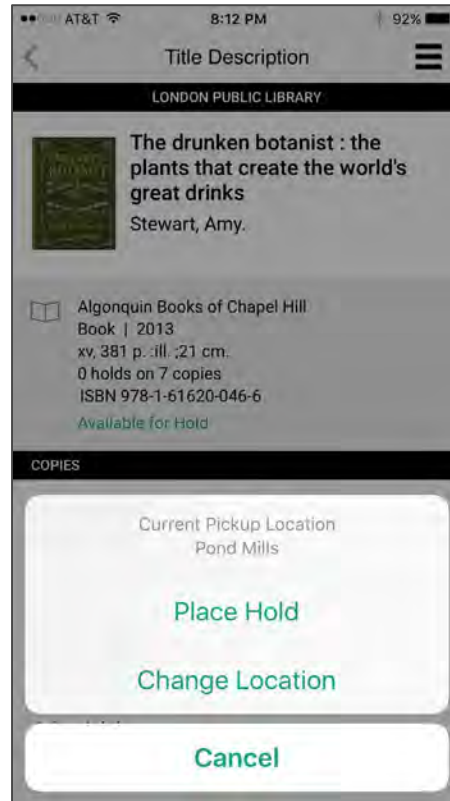
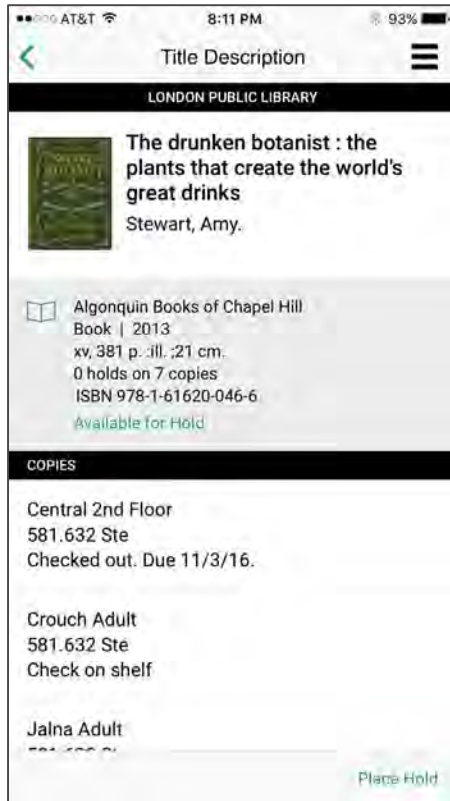
Get Started



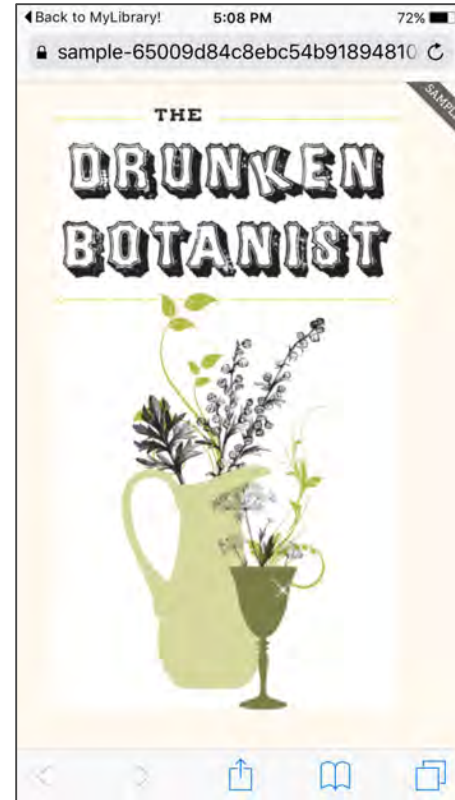
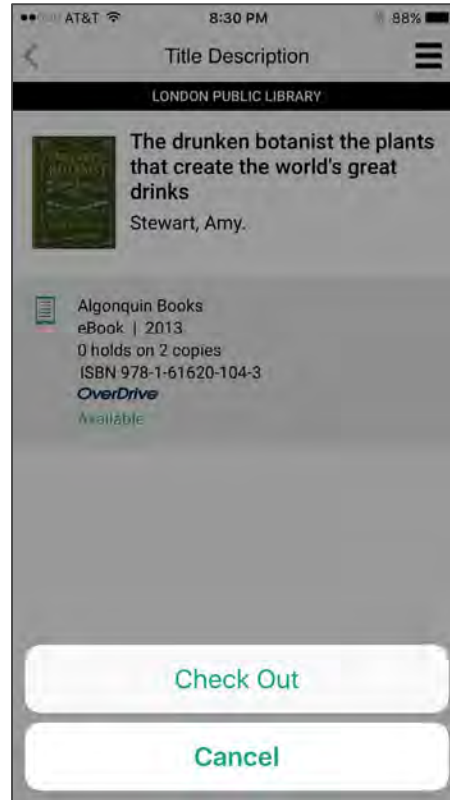
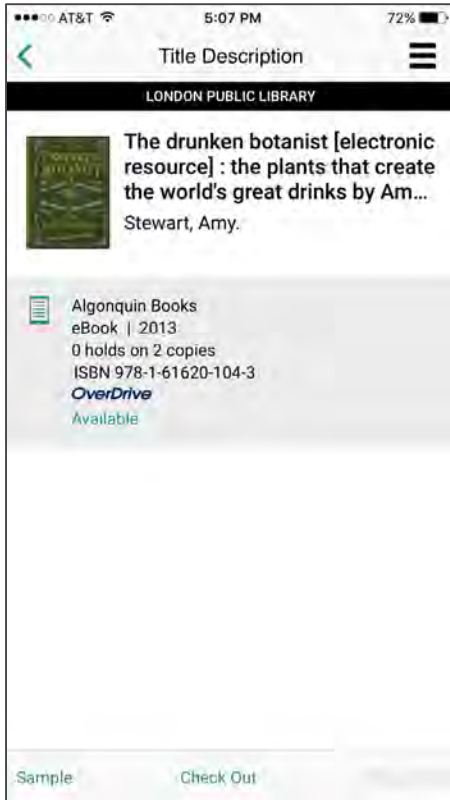
Scan a Book



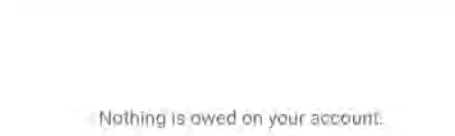
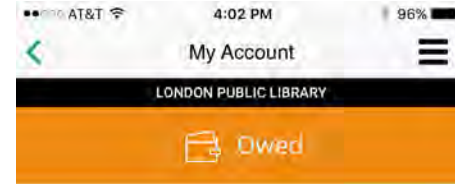
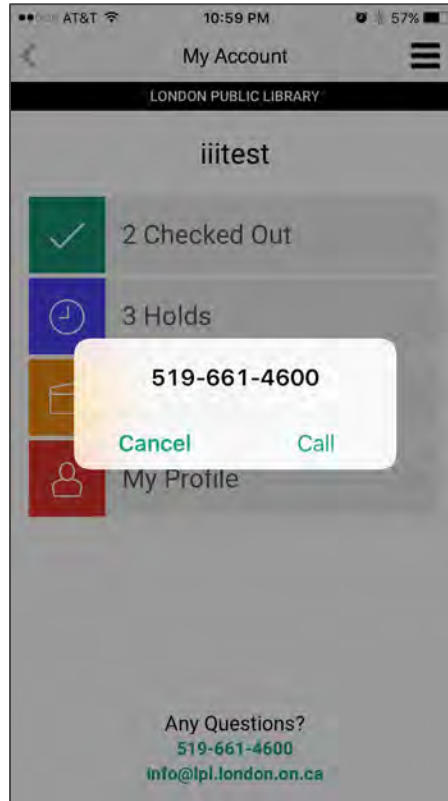
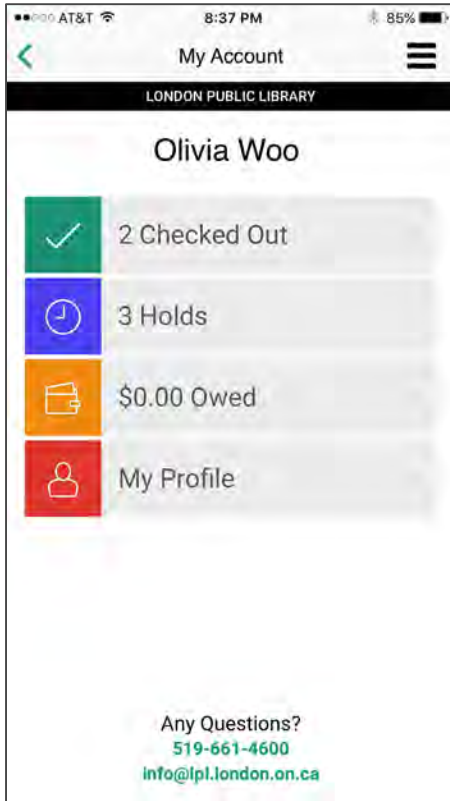
Place a Hold



Check Out a Book



View My Account




My Account – Change Your PIN

10:12 PM 72%

My Account

LONDON PUBLIC LIBRARY

 My Profile

Olivia Woo

card number 22104011203704 [show card](#)

expires 10/1/17

PIN [change](#)

email owoo@email.com [change](#)



8:37 PM 85%

Change PIN

LONDON PUBLIC LIBRARY

Current PIN [show](#)

Your new PIN cannot contain repeated characters, such as "aaaa" or "1212," or punctuation.

New PIN [show](#)

Re-type New PIN [show](#)

1 2 3 4 5 6 7 8 9 0
- / : ; () \$ & @ "
#+= . , ? ! ' <X
ABC space Next

8:37 PM 85%

Change PIN

LONDON PUBLIC LIBRARY

Current PIN [hide](#)

Your new PIN cannot contain repeated characters, such as "aaaa" or "1212," or punctuation.

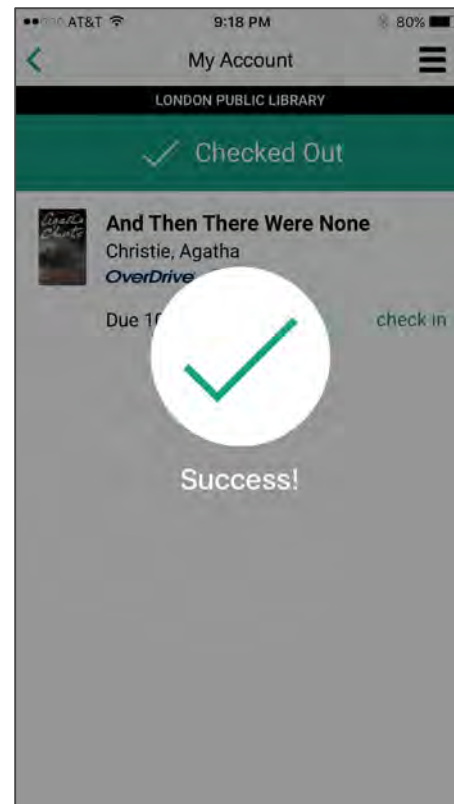
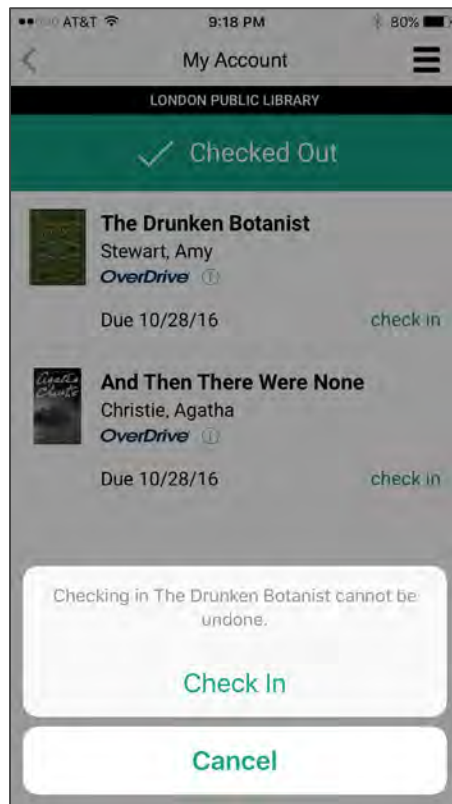
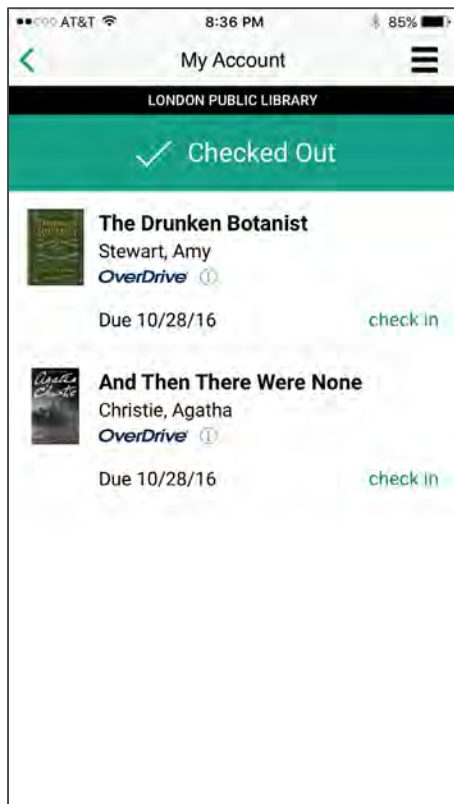
New PIN [show](#)

Re-type New PIN [show](#)

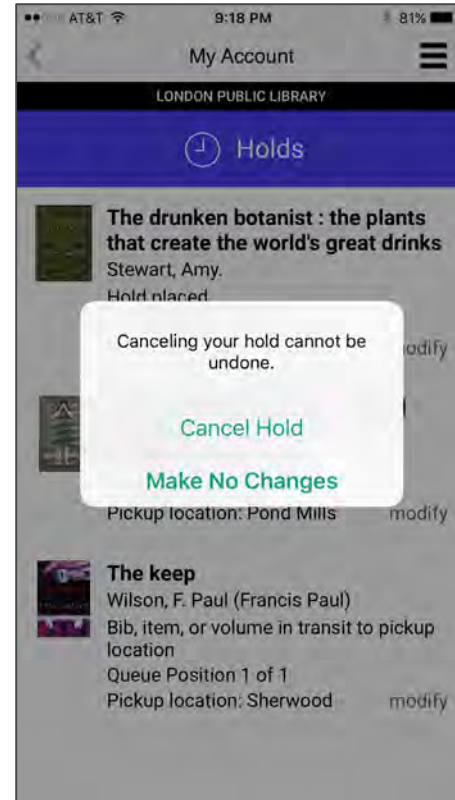
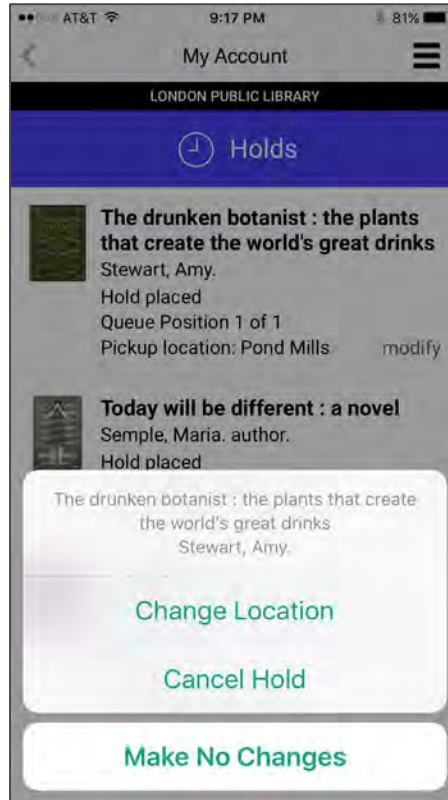
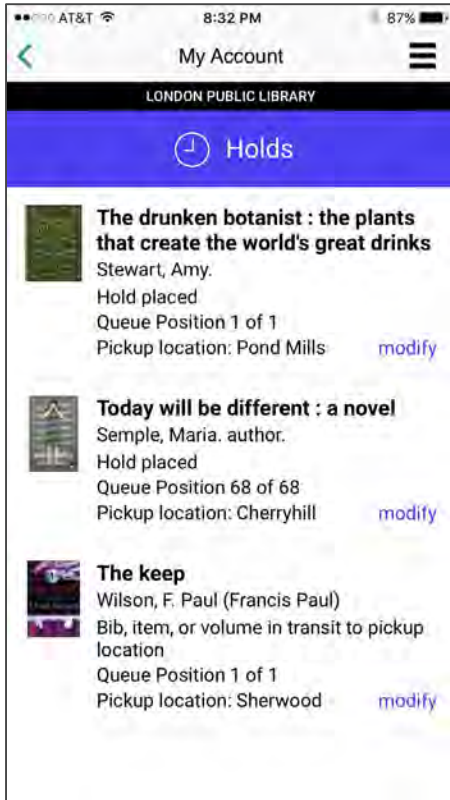
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- / : ; () \$ & @ "
#+= . , ? ! ' <X
ABC space Next



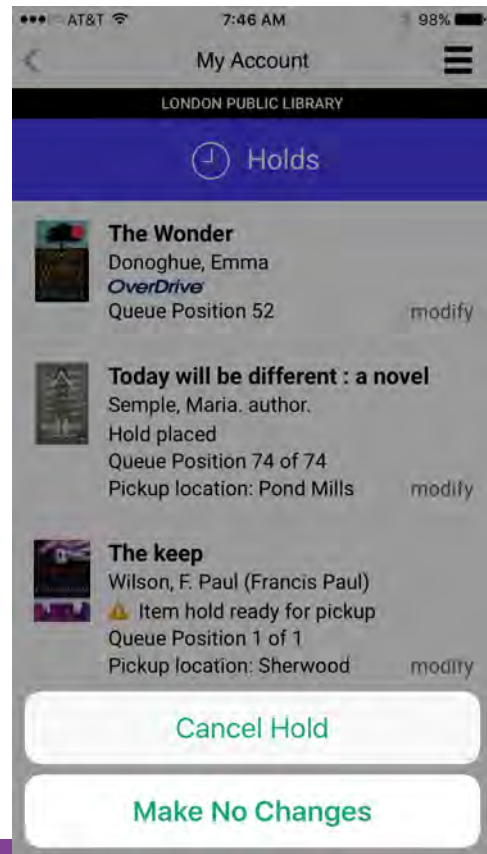
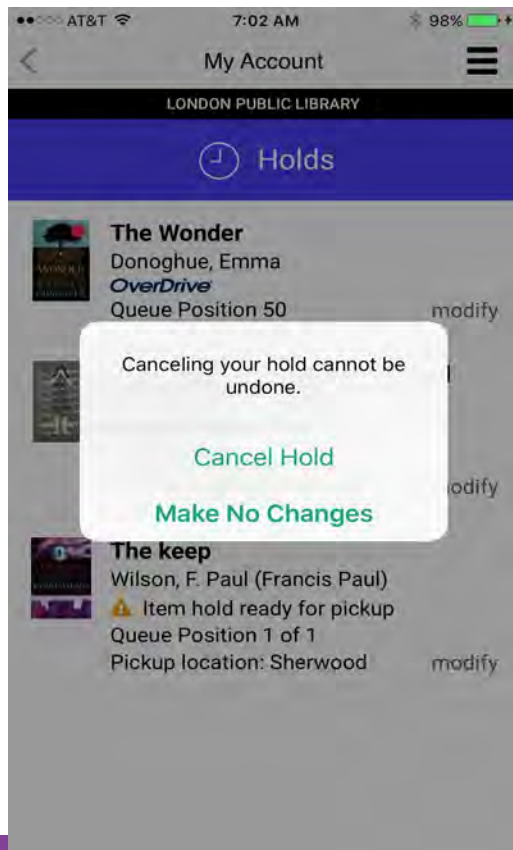
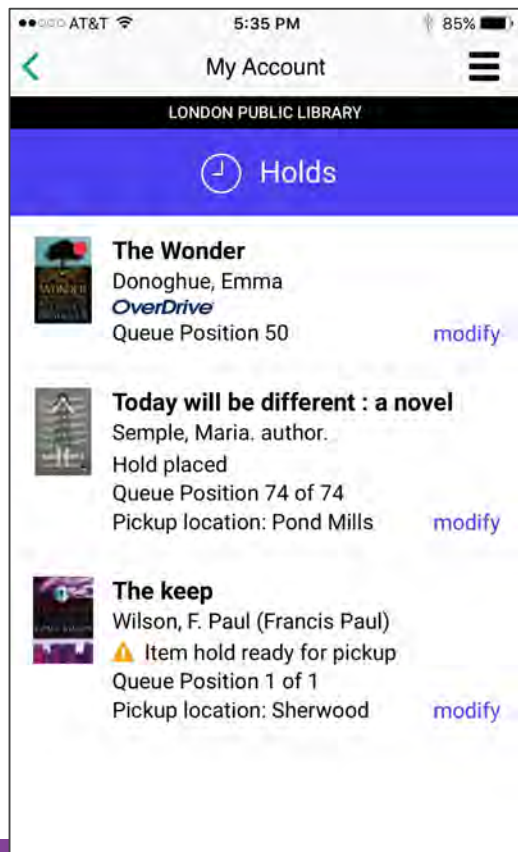
My Account – Return a Book



My Account – Cancel a Hold

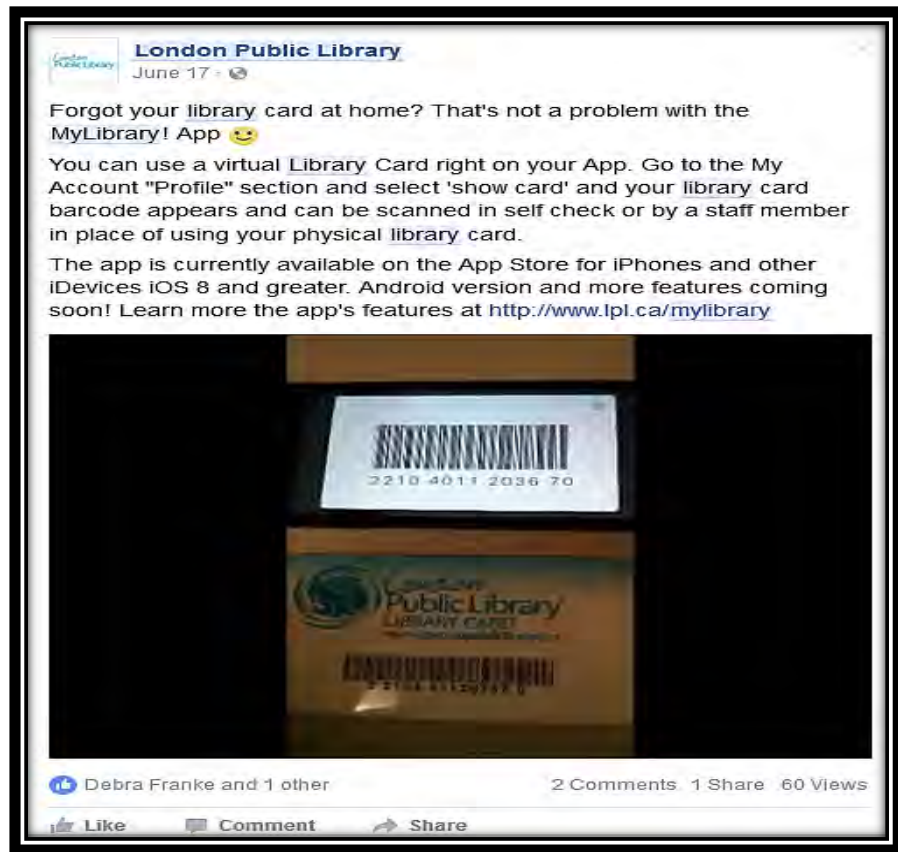


My Account – Cancel a Hold



Marketing and Initial Feedback

- I have been waiting for something like this. Yes LPL!
- Is the Android app available yet?
- My family is loving this app! I've overheard my kids telling their friends about MyLibrary! and helping them set it up.



Social Media

Shelfie must have been searching the catalogue last night with the MyLibrary! App. Wonder if she made any holds on some Holiday books...

MyLibrary! is currently available from the App Store for iPhones and other iDevices iOS 8 or greater. Android version and more features coming soon:

<http://www.lpl.ca/mylibrary>

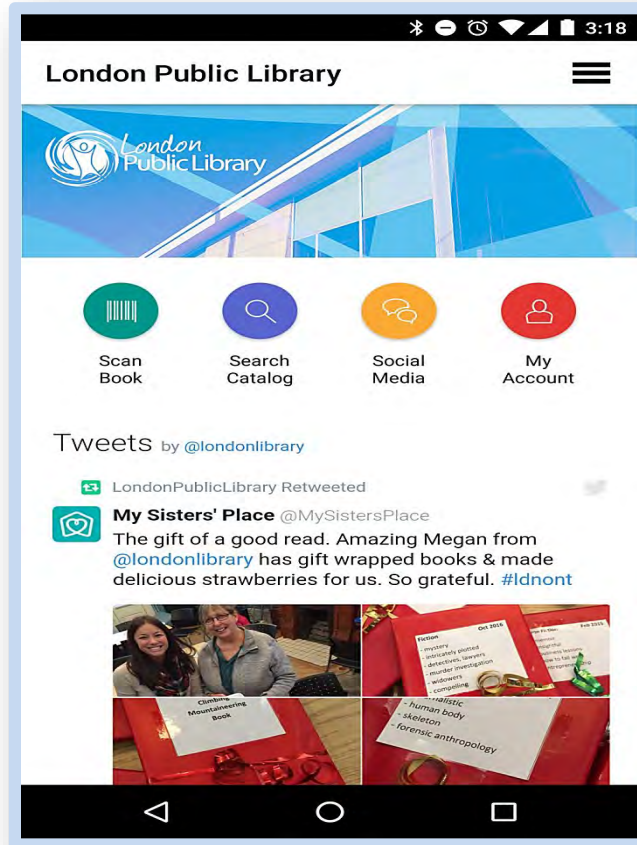


MyLibrary! 2.0

- Android 4.1 and better
- iOS 8 and better
- New Look!

LAUNCHED
January 6, 2017

Marketing and Feedback





Scan Book



Search Catalog



Social Media



My Account

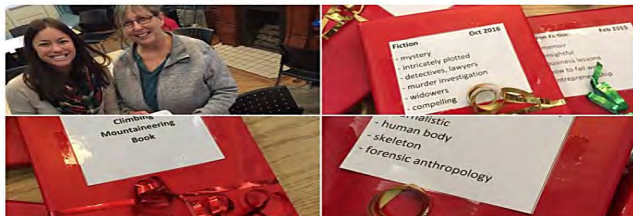
Tweets by @londonlibrary

LondonPublicLibrary Retweeted



My Sisters' Place @MySistersPlace

The gift of a good read. Amazing Megan from @londonlibrary has gift wrapped books & made delicious strawberries for us. So grateful. #ldnont



It is My Library!



London Public Library

Page Liked · 22 hrs · Edited ·

MyLibrary! is now available on Android devices (4.1 and up) 📱

Search the London Public Library catalogue, place holds on the go, manage your account and much more. You can even scan barcodes in stores to find available items in our catalogue and place a hold request right then and there!

Get started at <http://www.lpl.ca/mylibrary>

Like Comment Share

29

Top Comments

1 share

5 Comments



Lauren Leona YESSS FINALLY 😊

Like · Reply · 2 · 22 hrs



Heather Hill Yaaay!!!

Like · Reply · 1 · 18 hrs



Tara Monica Finally

Like · Reply · 1 · 22 hrs



Cara Elliott I dig this!

Like · Reply · 1 · 22 hrs



Eva Stierwalt We LOVE IT!



IUG2017

We're APPy at LPL with MyLibrary!



MyLibrary! Makes us ALL “APPy”!

“I didn't even know LPL has an Instagram site!”

“Great options bar and colours!”

“Easy to use and intuitive!”

“Love Scan Book feature! I was wowed by it and by how I can then place a hold or check out a book after scanning!”

“I like the main screen on the iPad, it suits the size of the iPad, makes it more user friendly”

“I like the ability to edit/modify holds easily!”

“Articles searching was easy and user friendly!”

“eBook checkout was straightforward”

“My kids love it!”



MyLibrary! Analytics

MyLibrary! @ London Public Library

MyLibrary!

By Innovative Interfaces, Inc.

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This app is designed for both iPhone and iPad

Free

Category: Education

Updated: Dec 30, 2016

Version: 2.0.0

Size: 9.6 MB

Languages: English, Finnish, French, Italian, Polish, Spanish, Swedish

Seller: Innovative Interfaces, Inc.

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Description

Connect with your library and all its resources with the MyLibrary! app. Everything you need to interact with your library is just a touch away, including easy-to-use features such as:

- **SCAN BOOK** – Scan a book's ISBN barcode (on the back cover) and see all formats available at your library. AND, check out OverDrive and 3M titles!
- **SEARCH CATALOG** – Access your library's full catalog of items with an easy-to-use search.
- **MY ACCOUNT** – Renew books, see fines, check on your on-hold items and more.
- **SOCIAL MEDIA** – Stay connected with your library to see what's happening via Twitter, Facebook, or Instagram.
- **LIBRARY CARD DISPLAY** – Use the app to display your library card for check outs at the library.
- **CHANGE PIN & EMAIL** – Use the app to change your PIN (password) and email address.

If your library uses 3M and/or OverDrive, our integration allows you to place holds, check out, and in some cases, return your digital content.

Start using the app now with London Public Library in Ontario or Palo Alto City Library — or ask your local library to sign up for the MyLibrary! app.

Please review our privacy policy (<https://www.lil.com/privacy/>).

We hope you enjoy connecting with your library — no matter where you are!

[Innovative Interfaces, Inc. Web Site](#) [MyLibrary! Support](#)

What's New in Version 2.0.0

Apps

Categories

Home

Top Charts

New Releases

My apps

Shop

Games

Family

Editors' Choice



MyLibrary!

Innovative Interfaces, Inc. Education

★★★★★

Everyone

You don't have any devices

[Add to Wishlist](#)

[Install](#)

Account

Redeem

Send gift

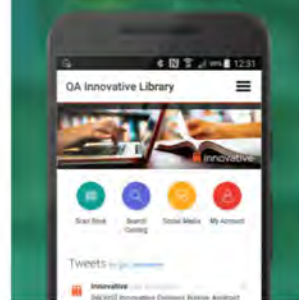
Add credit

My wishlist

My Play activity

Parent Guide

Connect with your library



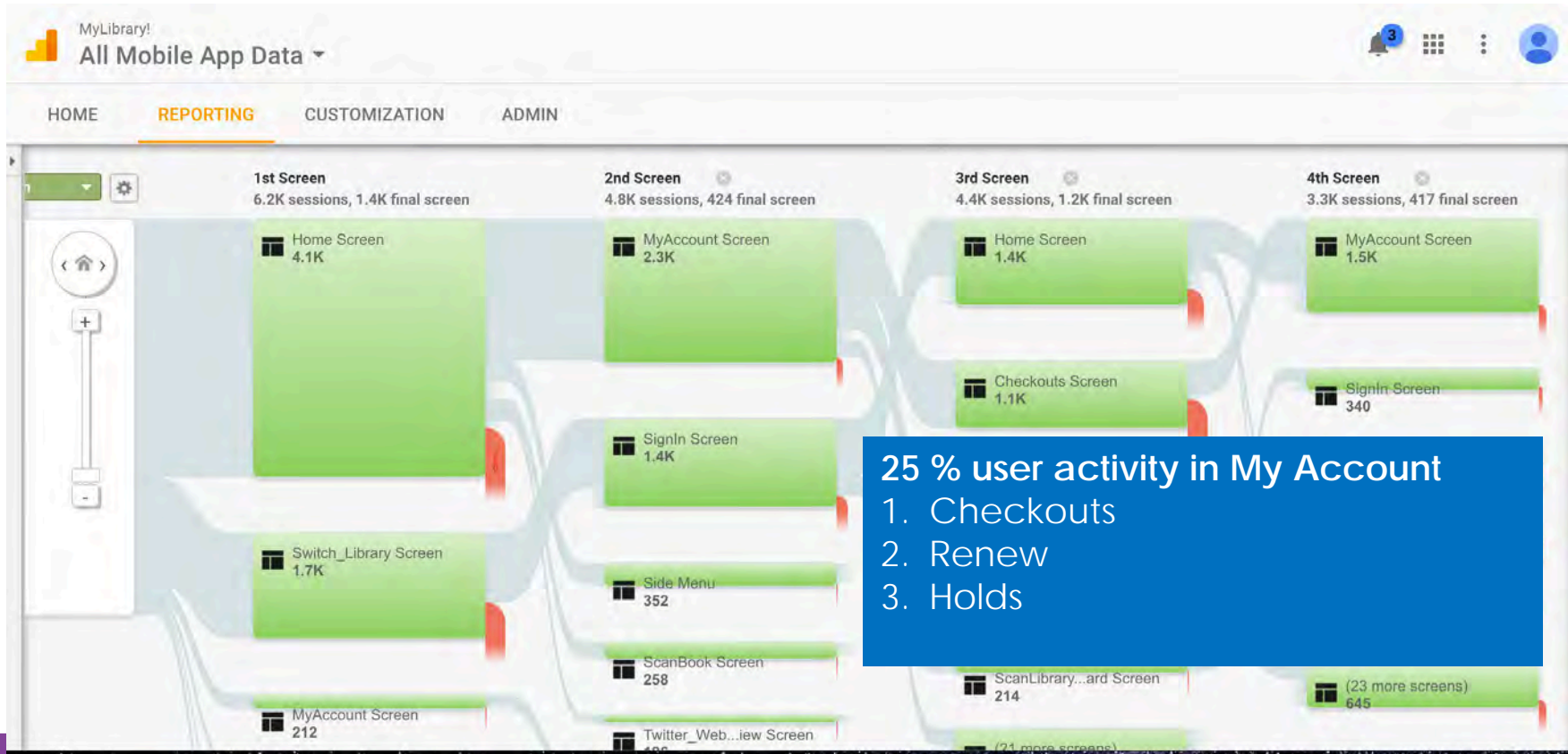
iOS / A P P L E
551 users

A N D R O I D
~ 477



IUG2017

What are users doing?

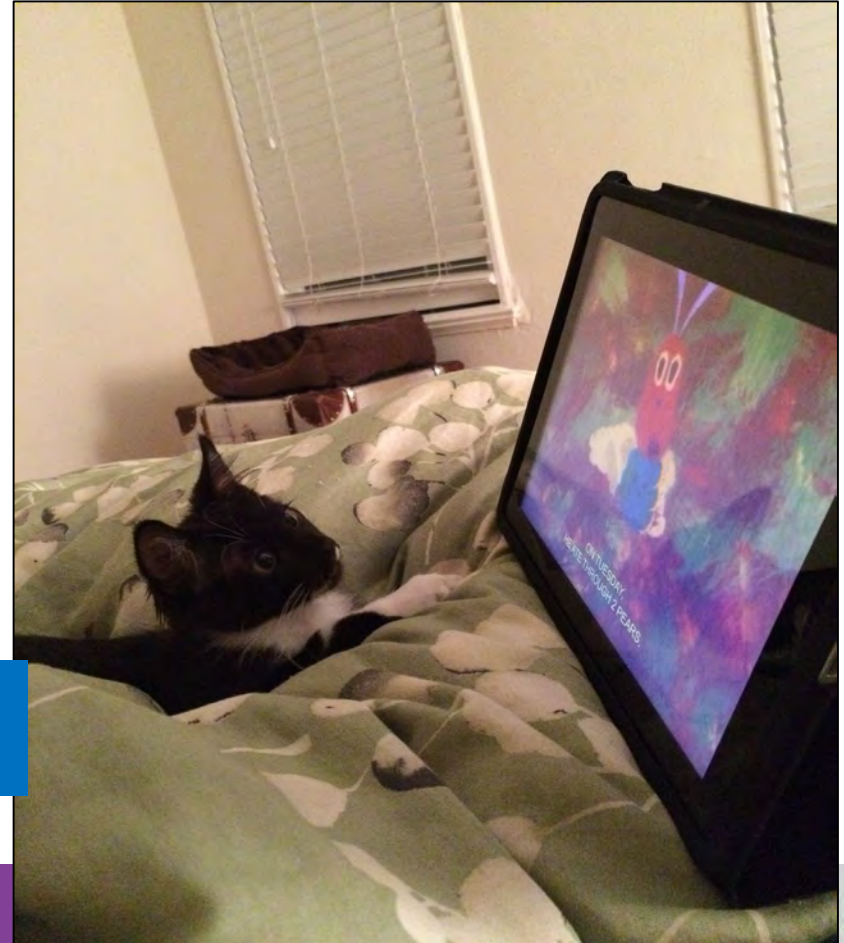




Also interesting . . .



Average Session
3:28



YEAR IN REVIEW

Q1 2016

- Scannable library card
- Call/email my library within app
- Additional languages added

Q2 2016

- Global availability
- eBook returns
- Change my PIN
- Additional languages added

Q4 2016

- Introduction of **ANDROID** support
- Redesign for welcome screen
- Facebook feed for welcome screen
- Problem report resolutions
- Performance improvements



MyLibrary!

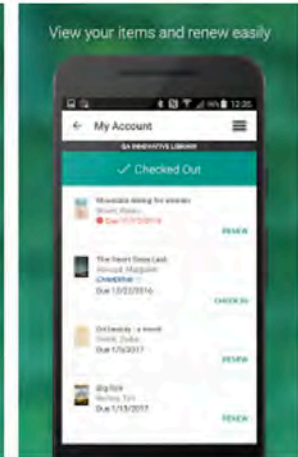
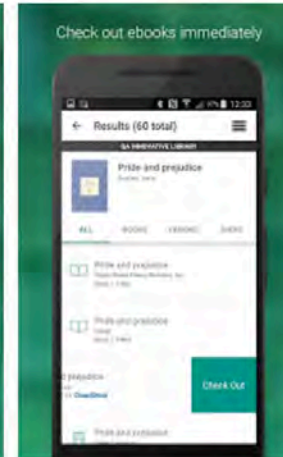
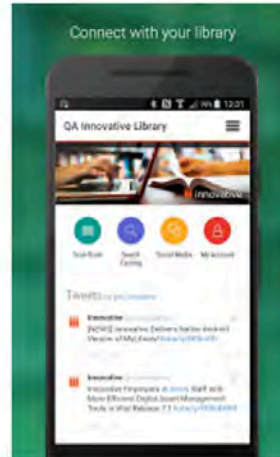
Innovative Interfaces, Inc. Education

Everyone

This app is compatible with your device.

★★★★★ 10

Installed



25th Anniversary

IUG2017



Native Keyword
Search



Usability Testing
Improvements

MYLIBRARY! FOCUS 2017



LDAP
Authentication



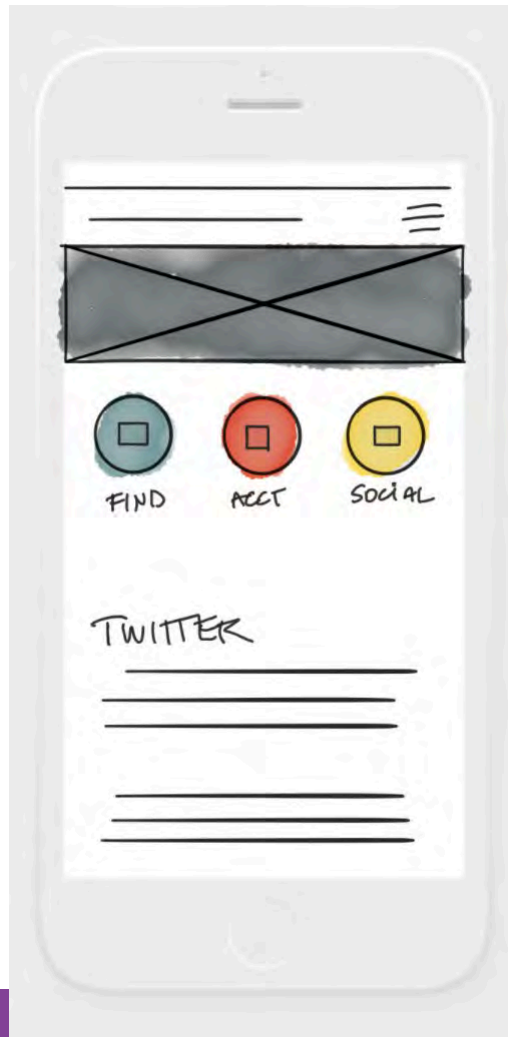
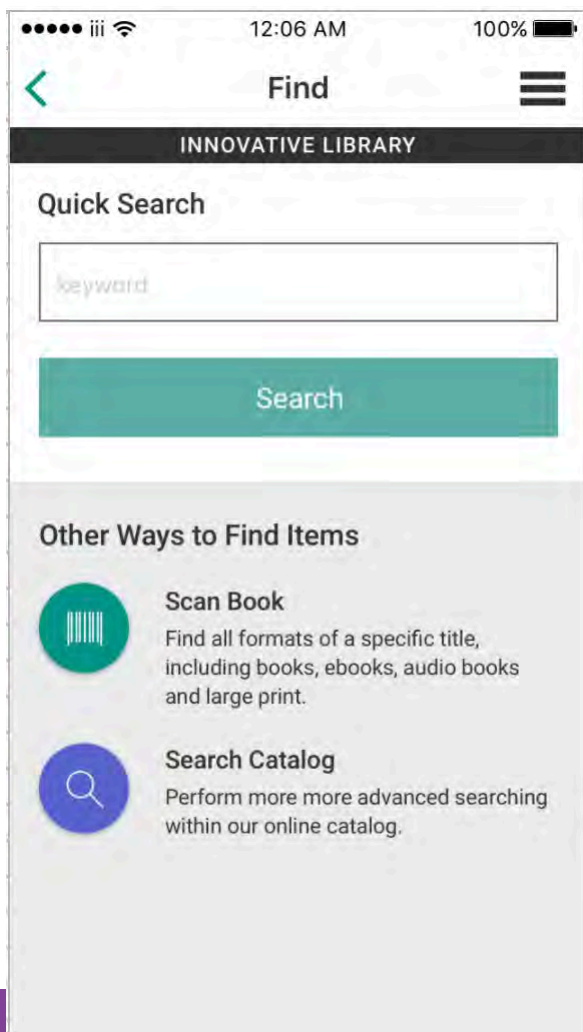
polaris

Platform Support



Consortia Support





PPOR – MyLibrary!

Theme: Android Support

- Introduction of Android support
- Redesign for welcome screen
- Facebook feed for welcome screen
- Problem report resolutions
- Architecture enhancements
- Performance improvements

Theme: Patron Empowerment

- LDAP Support
- Polaris Support
- Consortium Support
- Patron Account *Alerts* or Notifications
- Self-checkout from Stacks
- Reading History
- Self-registration
- Lists creation

Theme: Discovery and more

- Native Discovery
- Native Reviews
- Native Recommendations
- Events management
 - notifications & alert
 - calendar integration
- IoT– library tours' recommendations
- Analytics Access

Release 2.0
Q4 2016

Release 3.0
SUMMER
2017

Ingrid

Audrey

Kate

- Native Simple Keyword Search
- Usability improvements
- Problem report resolutions
- Architecture enhancements

Theme: Enhanced Searching

- Fines Payment
- Course Reserves Integration
- LibGuides Integration
- Stackmap Integration
- Academic eContent Integration
- Library Info i.e. branches, hours
- Axis360 integration
- White Labeling

Theme: Enhanced Experience



THANK YOU

MyLibrary!

Analisa Ornelas

aornelas@iii.com

Eeva Stierwalt

eeva.stierwalt@lpl.ca

