SLIDE 13

Hi, I’m Shannon Schmidt, Head of Support Services Dept. at OTPL, which includes circulation and technical services.

My part of the Bookbike project was training staff how to use LEAP to issue new cards and check out materials while out in the community at our Bookbike appearances.

SLIDE 14

**TRAINING STAFF ON LEAP**

* I scheduled training of staff in groups of 3. As Anne said most of the staff who volunteered to ride the bike, had never used the circulation module in the Polaris client and had never used LEAP.
* This was one of the reasons we created a LEAP login of “bookbike”. We gave this login the basic permissions of only cko and new card registration.
* Other reasons for creating the special login, it was easier to track stats of materials circulated, cards issued and the bike riders had limited access to the patron database.
* With new card registration, we also had the new patron fill out a paper app, so circulation staff could check it for accuracy in Polaris when the bike rider returned to the library.
* **Many of the people we see out in the community are not our residents.  We have many public libraries in the area, some we have reciprocal borrowing with, some we don’t.  When we go out on the bike we are only issuing cards to our residents.  Other people have to bring their home library card to our brick and mortar library to get registered.**
* I also created a manual with screenshots of every section of new card registration.

Slide 15-20

* The next 6 slides are screenshots of the manual that I created for the bike riders. We have also added the manual along with this powerpoint presentation to the IUG website.
* The first slide is how to sign in and basic patron search and cko.
* Patron requirements and eligibility for a new library card
* Slides 17-20 show a screenshot of each section of new card registration.
* Entering patron name, if not in system, click on new patron and the 1st page of the new patron profile
* Address-enter zip code and the select a city field pops up and populates city, county, state
* I only had the bike rider enter basic info into LEAP, when the bike rider returned, the paper app was given to circ clerk to fill out any other important info-some of our user defined fields for example Census Trac and if minor, parent/guardian info
* And finally Success! Lets bike rider know registration was successful
* And remember to log out of Bookbike session when done

SLIDE 25 issues

* How to use the equipment and keeping the equipment charged was the most important part of the training!
* Connecting and using the wireless access point was one our most difficult hurdles
* Our community is not very big and has spotty internet service.
* IT staff took the wireless access point out to the locations that the bike would be visiting to make sure we had connectivity in that area. Our IT Staff trained all riders on how to connect out in the community. I advise that every staff member who is using this, practice connecting to the wireless access point in the library before taking it out. On a few occasions our IT staff did have to drive out to the event that the bike rider was at and get the wireless access point working.
* We keep both items in our staff equipment room, plugged in and charging when not in use.
* Another issue that we had was the bike rider forgetting to log out of LEAP after they returned from their ride. This caused item and patron records to be blocked.

SLIDE 26 Materials Selection

* Our Head of Adult Services, Beth Sheridan, is our main bike rider and she also chooses the materials that get circulated on the bike.
* She chooses materials based on the event the rider is going to. i.e. Flower fair-gardening books, dog park-book on dogs and dog care. Pop-up-Libraries-these were mostly in our many parks and out on our walking and biking trails, for these type of events she took mostly children’s books and library swag.
* Once she selected the materials, they were given to a circulation clerk to create a record set. Sometimes the bike is at the same type of event within a few days, like our Pop-Up libraries, so we keep the same materials for the whole week. Occasionally these items do show up on a pull list. For this reason we created a shelf location of “bookbike”. We change all items in record set to the “bookbike” shelf location, so all staff know where these items are.
* Our Friends of the Library group also sort out items from their donations that we give away during our Pop-Up libraries.

SLIDE 27

* What we learned this 1st year!
* Freebies! Were the #1 draw to the bike this 1st year. Especially when the bike went to the local parks to greet the community in our “Pop up Libraries”.
* Our community hosts concerts in the park during the summer months. We were getting there when the concert started, so not much attention was being paid to the bike. We started going ½ hour before the start time and leaving a ½ hour after it starts. This was much more successful.
* Bus stops, we came about this on accident. The rider was closer to home after an event one evening and rode the bike home instead of back to the library. In the morning she rode the bike to work during the time kids were waiting for the school bus to come. Kids stopped her and wanted to know more about the bike. Luckily she had plenty of freebies for the kids. So this year they are making scheduled stops at the end of the school year and the beginning of the next school year.
* Bug spray and sunscreen-You’re out there longer than you think. Parks can get buggy and we have an umbrella when the bike is parked, but not when we are riding to block the sun.
* Time your ride-we found it takes much longer when you have a full bike. Mapping the route is also very important. We don’t have sidewalks everywhere in our community. We had to take a lot of round about ways of getting to a few places.
* One of the most important things we learned, LEAP is very user friendly. Staff had an easy time learning and using the Web App out in the community on an IPAD
* Toward the end of the bike riding season we created a partnership with a local charity Holy Spokes

Slide 28

* Holy Spokes is a family operated non-profit organization located in Lake Orion which provides used bicycles, maintenance, and education to the community.
* Their philosophy is to Rebuild, Recycle, and Regive bicycles to the underprivileged.
* Holy Spokes came to the library and performed routine maintenance on the Bookbike. They replaced the tires so we would have more tread in case it snowed when we rode in the Orion Lighted Parade in December, and with the neverending Michigan winter we are having we may need more tread for the Flower Fair in May. They also did any needed repairs and adjustments throughout the year to make our bike easier and more efficient to ride, all for free!
* Holy Spokes had a tent at our *Bike or Trek the Polly Ann trail* event, offering needed repair for participants, and we will be bringing our Bookbike to their *Silent Ride* event, a **silent** slow-paced **ride** in honor of those who have been injured or killed while cycling, in 2018.

SLIDE 29

* Other ways we use LEAP at OTPL
* Picklist for local holds and interloan holds-we use an IPAD for that, no more printing.
* Searching-we have some new staff that are more comfortable using LEAP instead of the client and the PAC for searching. They had worked at another Polaris library and were trained only on LEAP
* Orion Center Library-we have a “Reading Room” in our local senior center. It has mostly large print books, and the clerk at that location uses it for circulation and searching.
* Future use-Ecommerce in LEAP is coming to OTPL on June 12th when we upgrade from 5.5 to 6.0 Polaris and we had hoped to use it at our customer service desks, but it does not work with separate point of sale software, we use Envisionware STS. I have put in an enhancement request on the IDEA LAB, so please vote for it!
* Thank you for attending our presentation. We also brought along some of the Freebies or Library Swag that we hand out on the bike, if you would like anything, please feel free to come up and get something. If you have any questions, please feel free to ask. Our contact info is on the screen and we have business cards available for questions you may have later.