

# Contactless Library Locker Pickup Survey Summary Results



# About the Survey...

Created to get input from other libraries using lockers

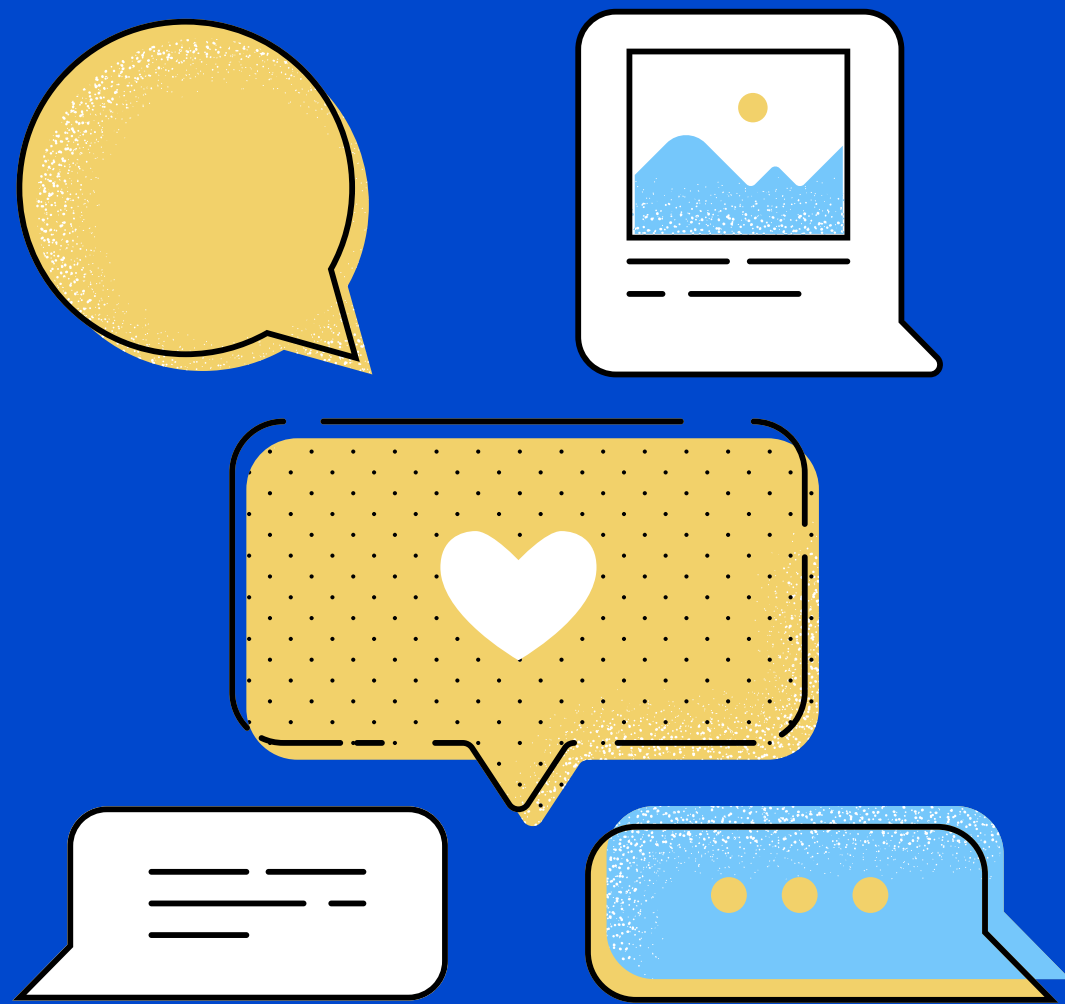
- Locker Types & Functionality
- Locker Use & Best Practices
- Maintenance, Safety & Security

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



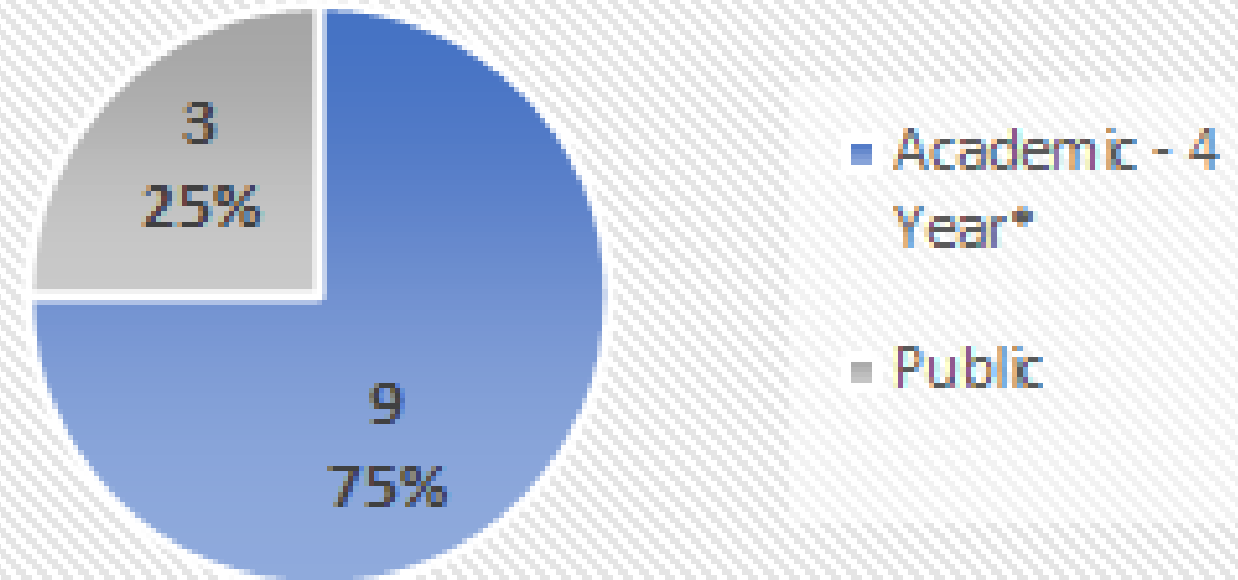
# Survey Demographics...

## Highlights:

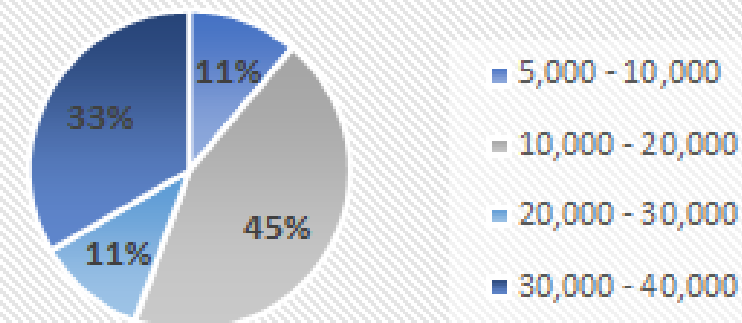
- Received 12 responses from 11 different institutions
- Majority of responses from Academic 4 year

*\*Includes responses from 2 CSU's*

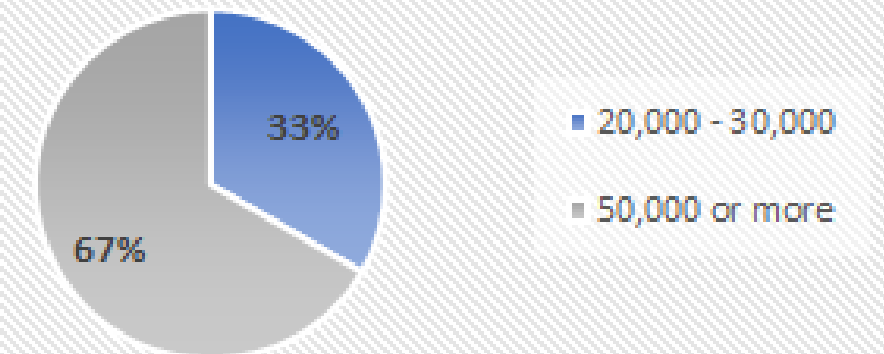
### Type of Library



### Academic FTE Served



### Public Population Served





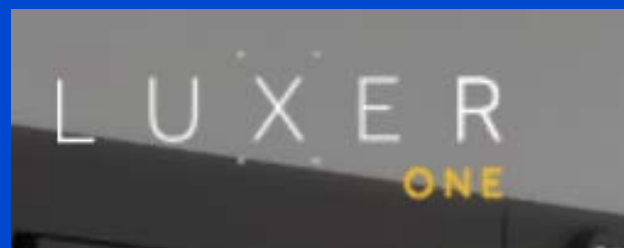
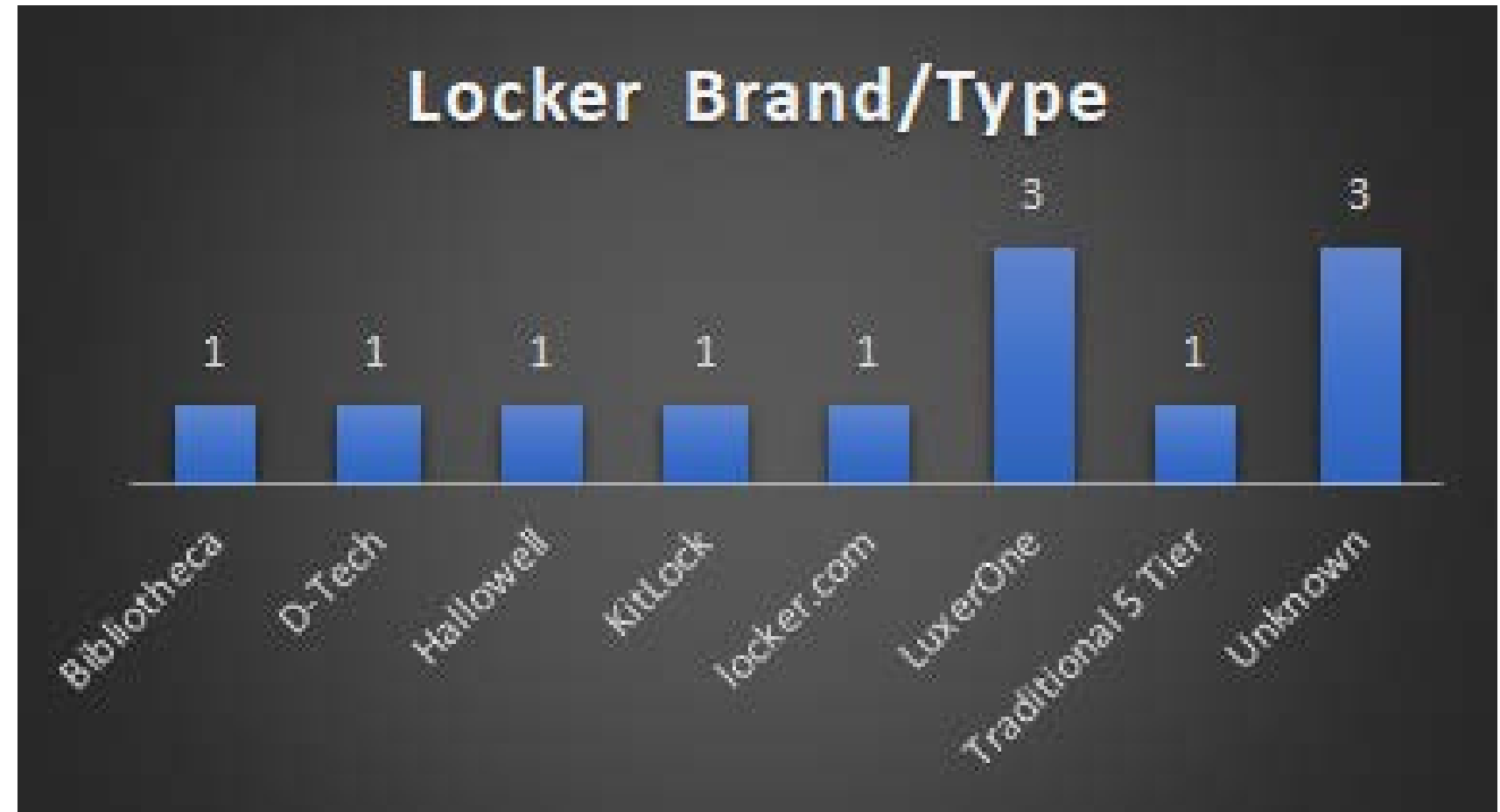
# Locker Type & Functionality...

**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



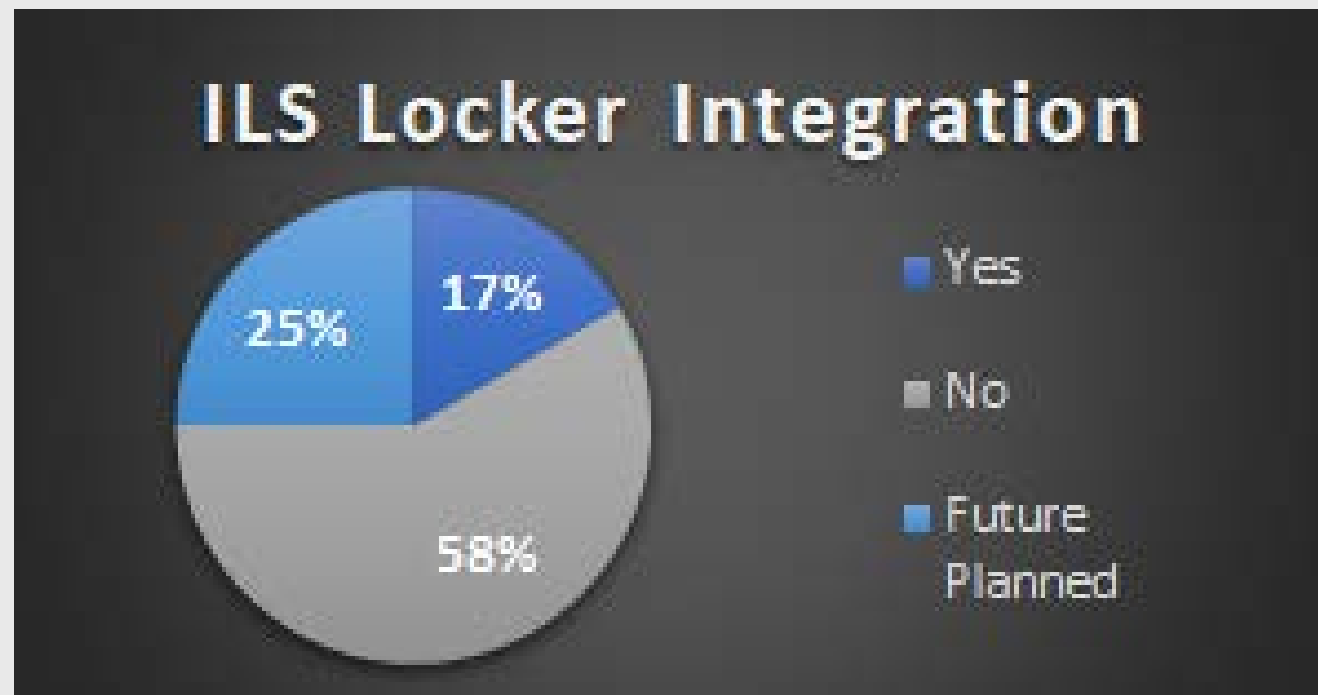
# What Brand/Type of Locker is in Use?



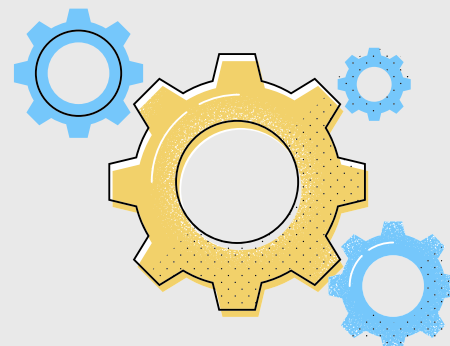
And more...



# 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

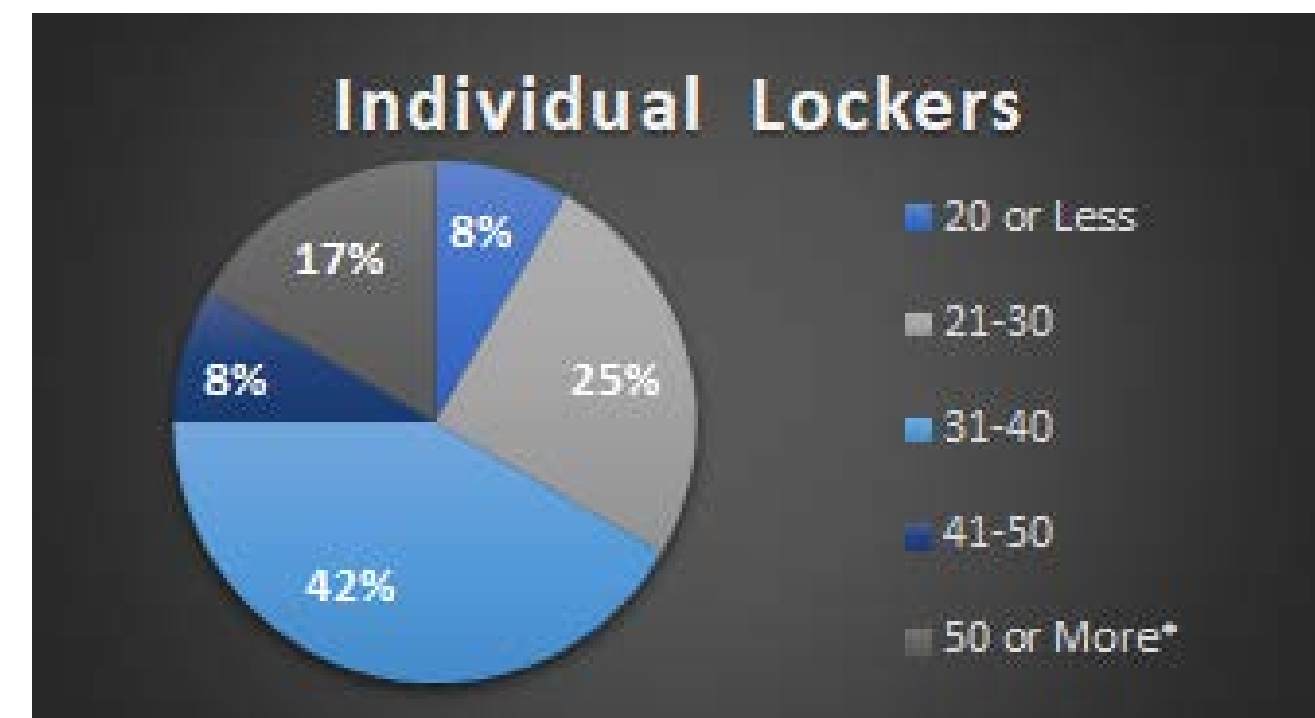
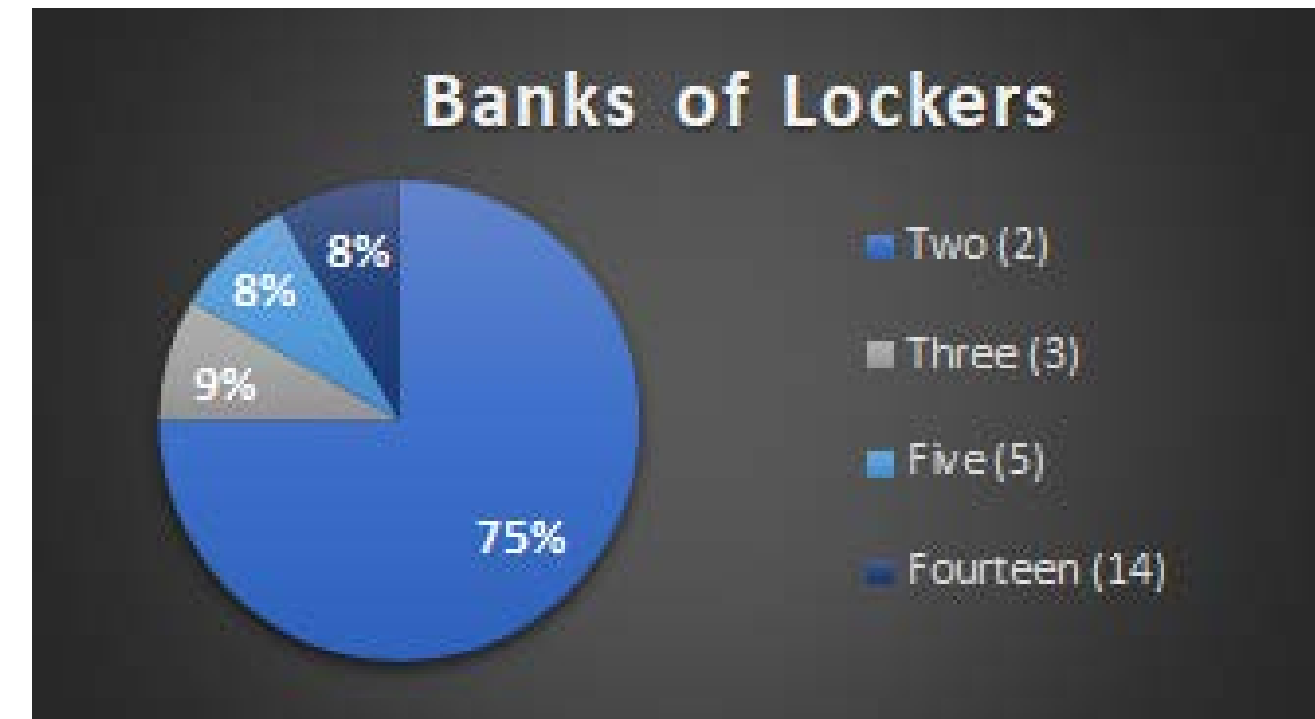


# How Many Lockers Do You Have?



## Highlights:

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

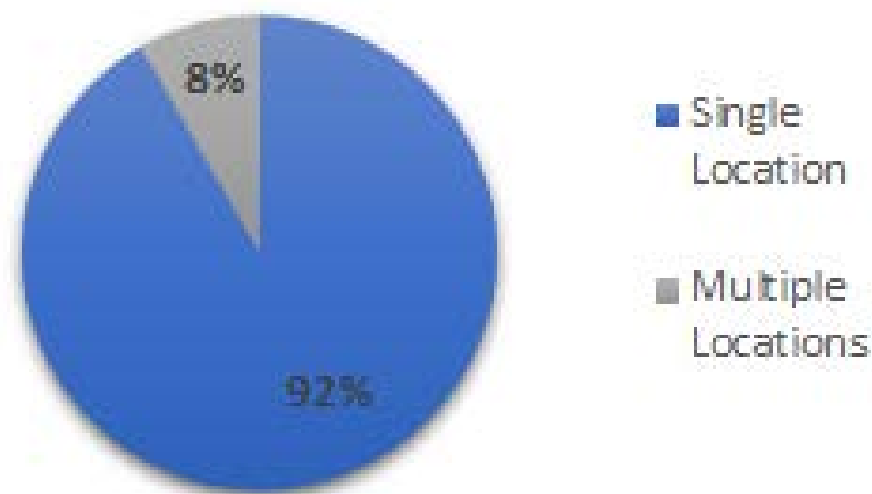


# Locker Locations



# Placement

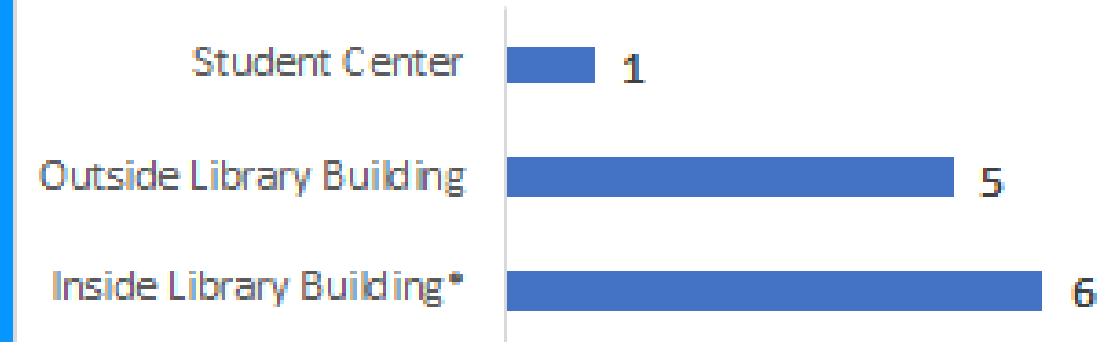
Number of Location(s)



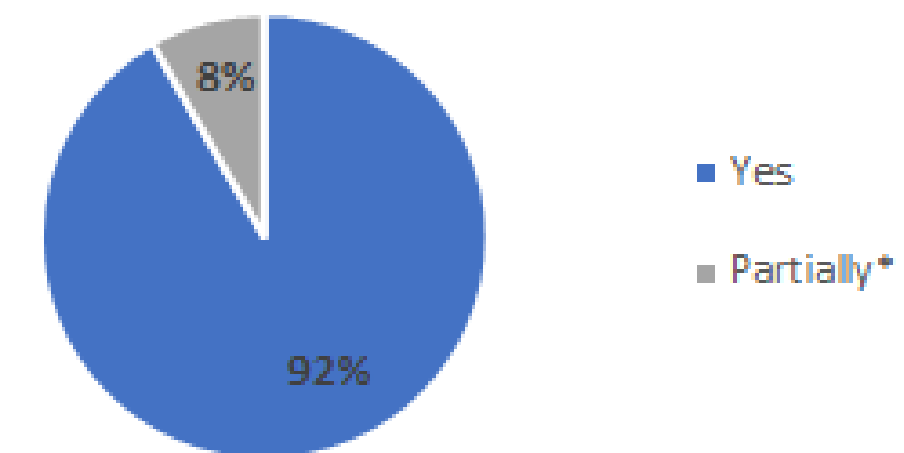
## Highlights:

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

Locker Location / Placement



Sheltered from Temps & Humidity?

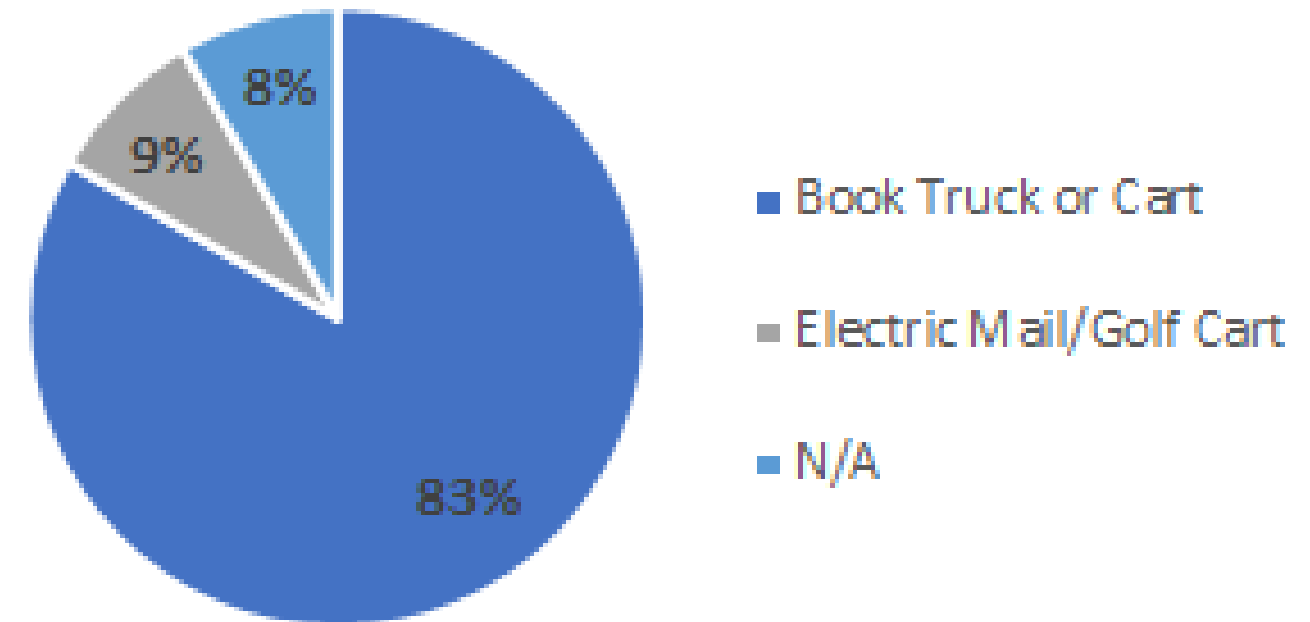




# How Are Books Transported to the Lockers?



Method Used to Transport Books



## Highlights:

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





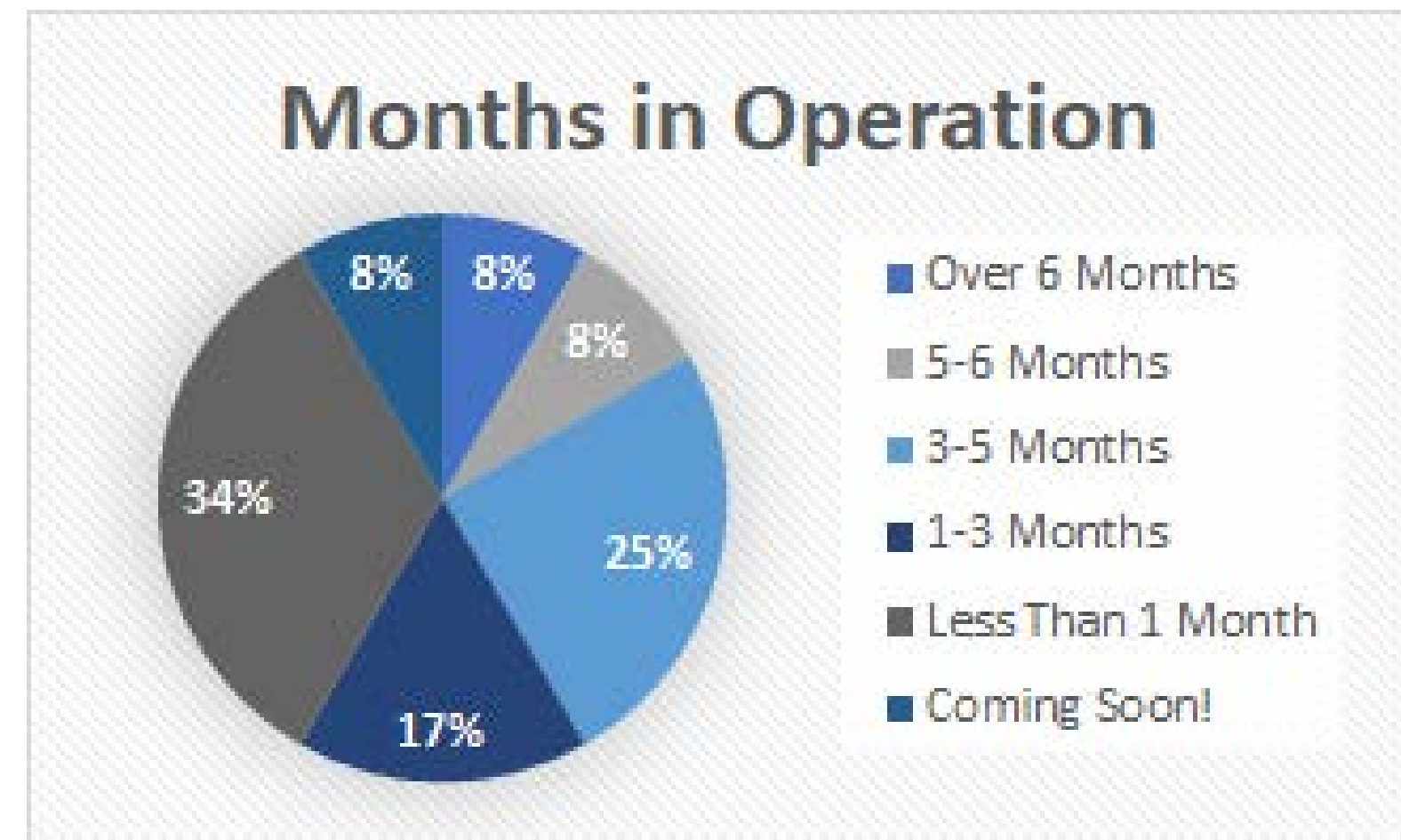
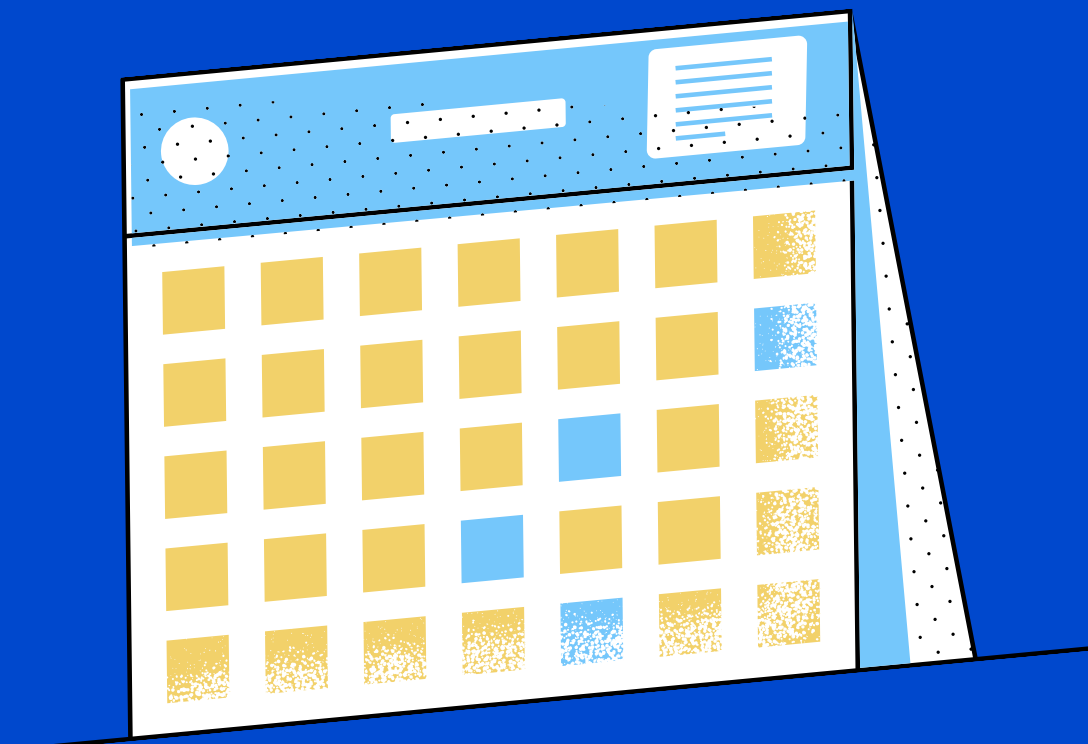
# Use of Lockers...

**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?

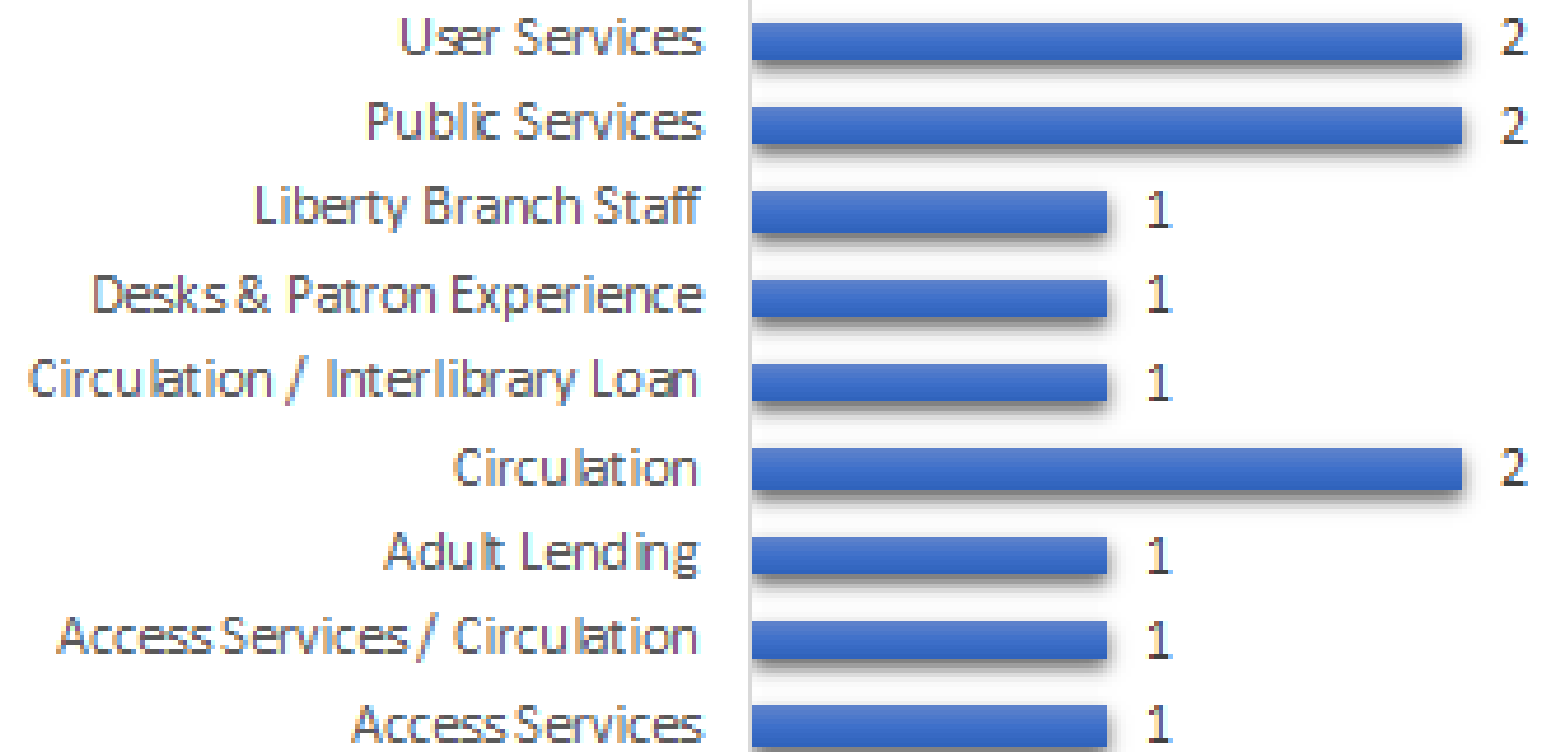
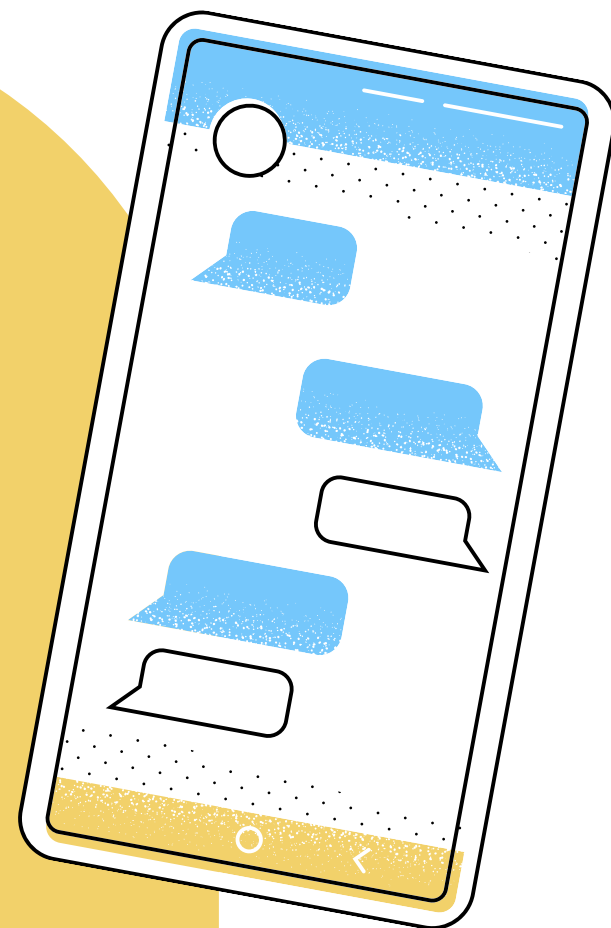


Based on results, this appears to be a fairly new service, trending after the onset of COVID-19

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



# What Department Manages the Lockers?



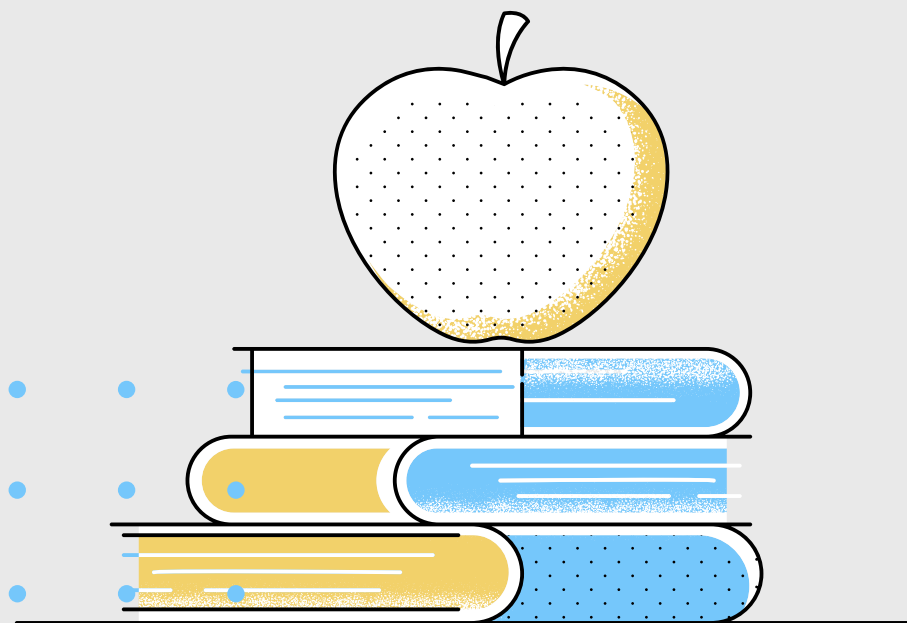
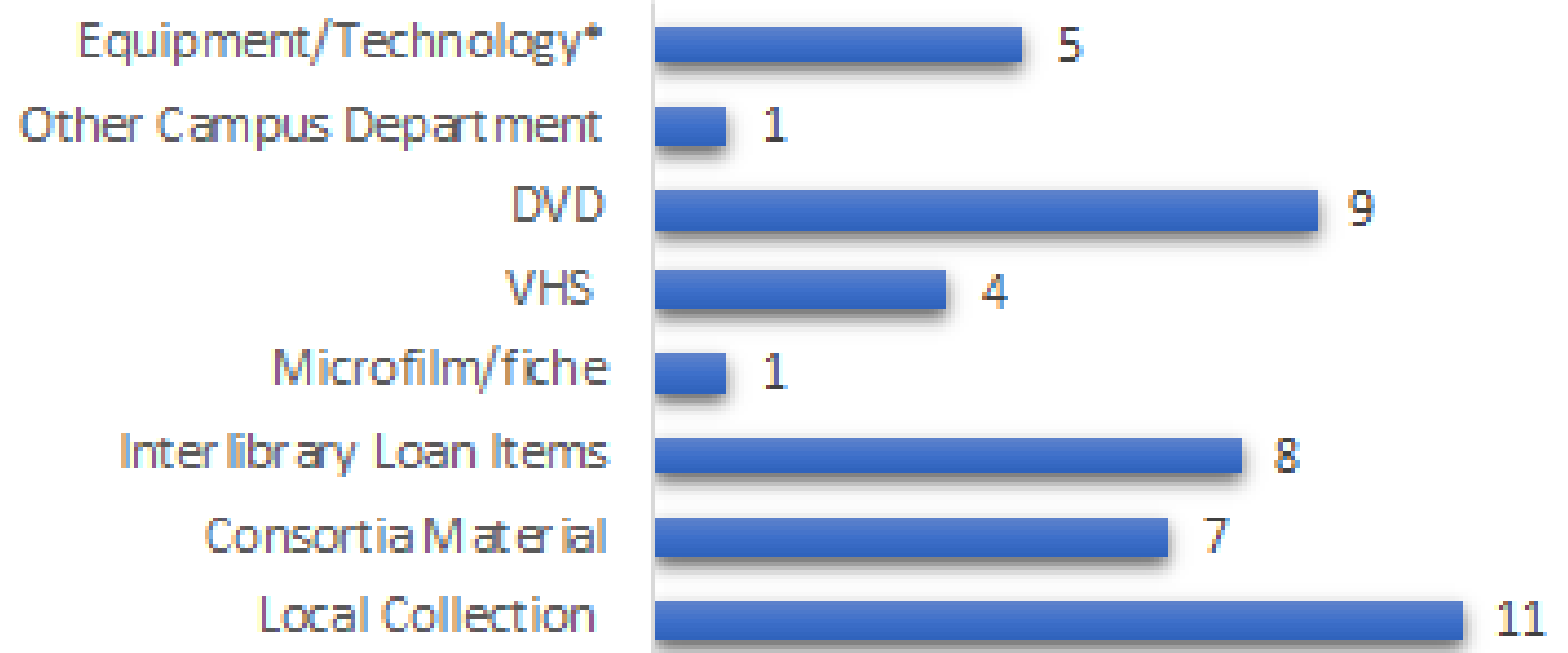
Results strongly indicate that this is the responsibility of Access, User, or Public Services Department--primarily the Circulation, Interlibrary Loan or Patron Experience Desks

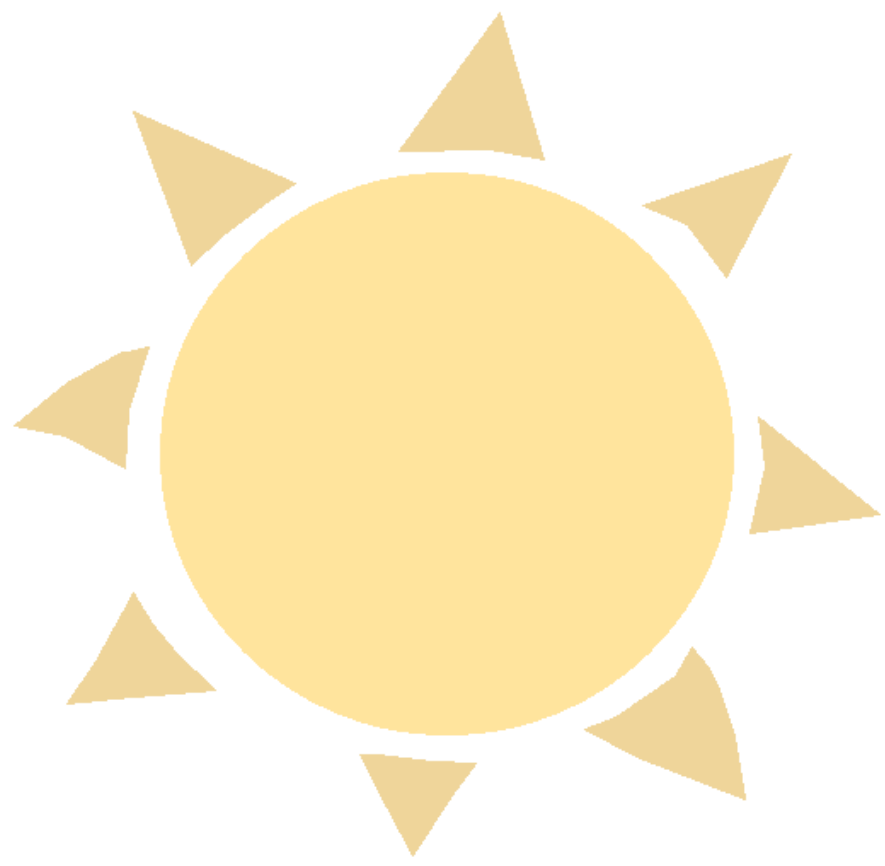


# What Material is Placed in the Lockers?

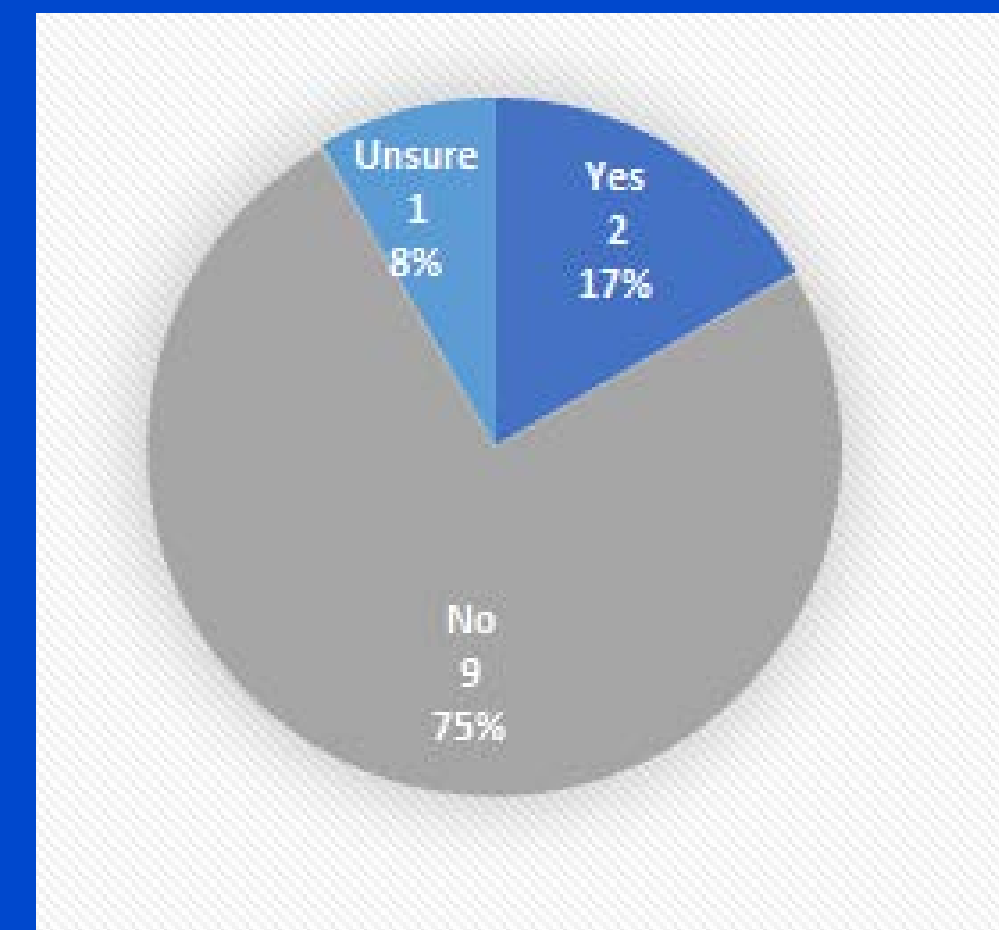
## Highlights:

- 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

One library did indicate that they were "Unsure if media outside of DVD's will be placed in lockers"



# Locker Use by Departments

## Outside the Library ...

- 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

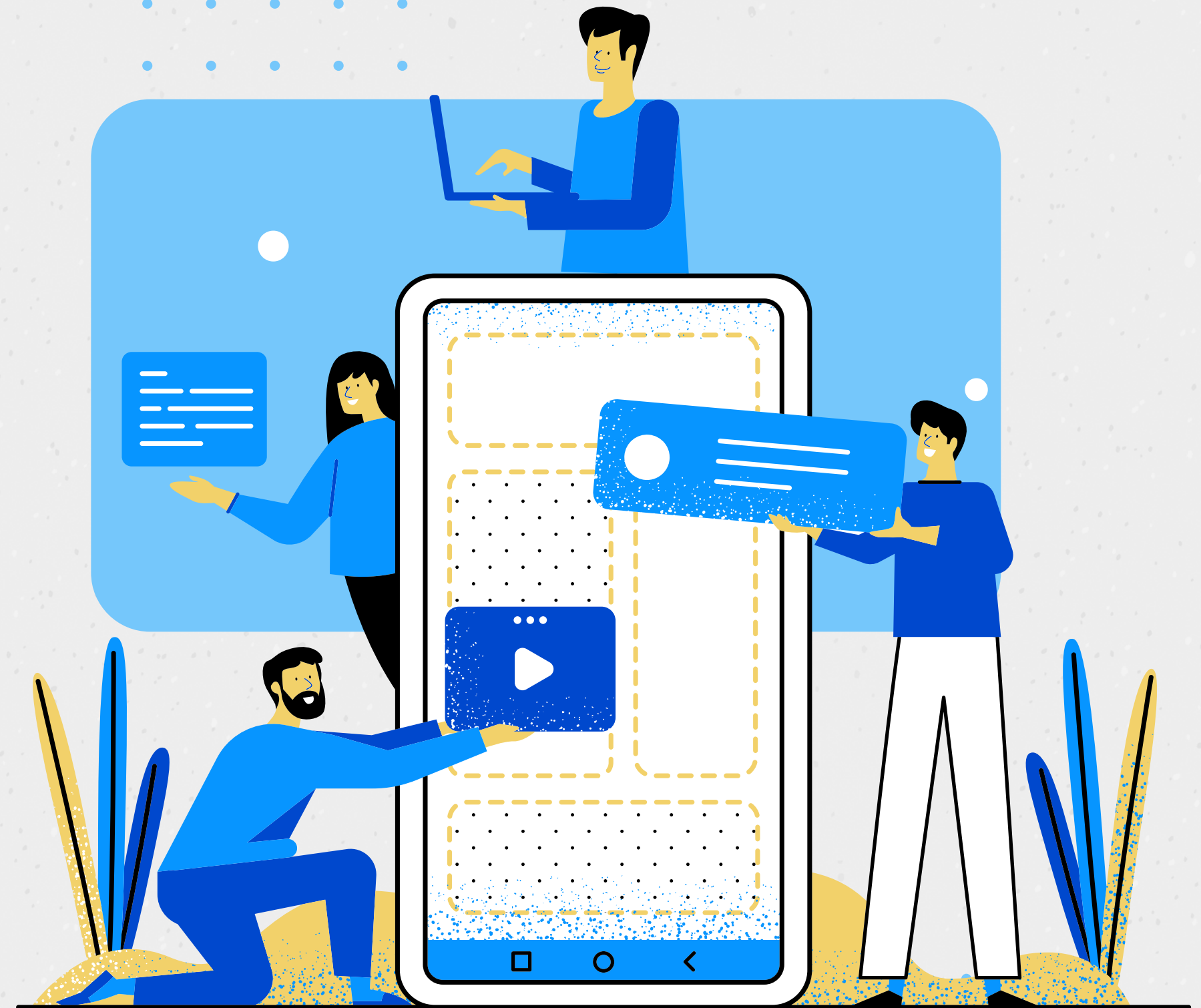




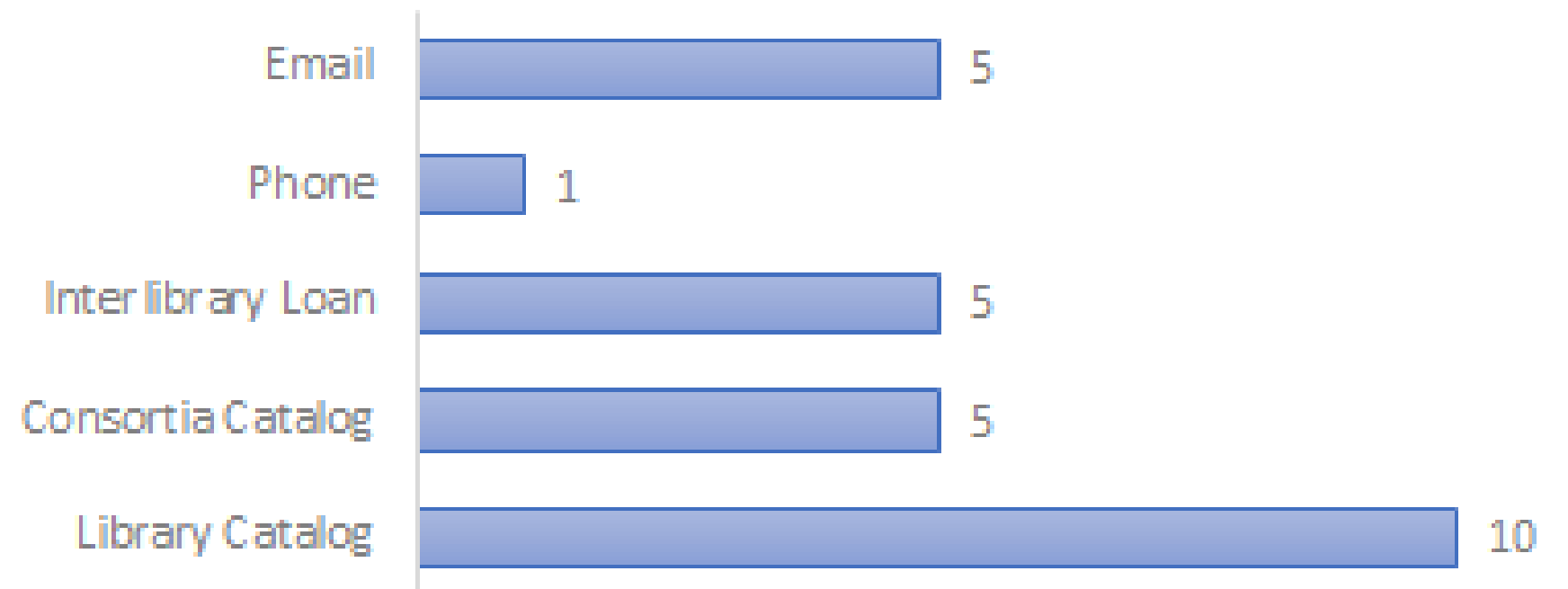
# Requesting & Locker Processing

**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



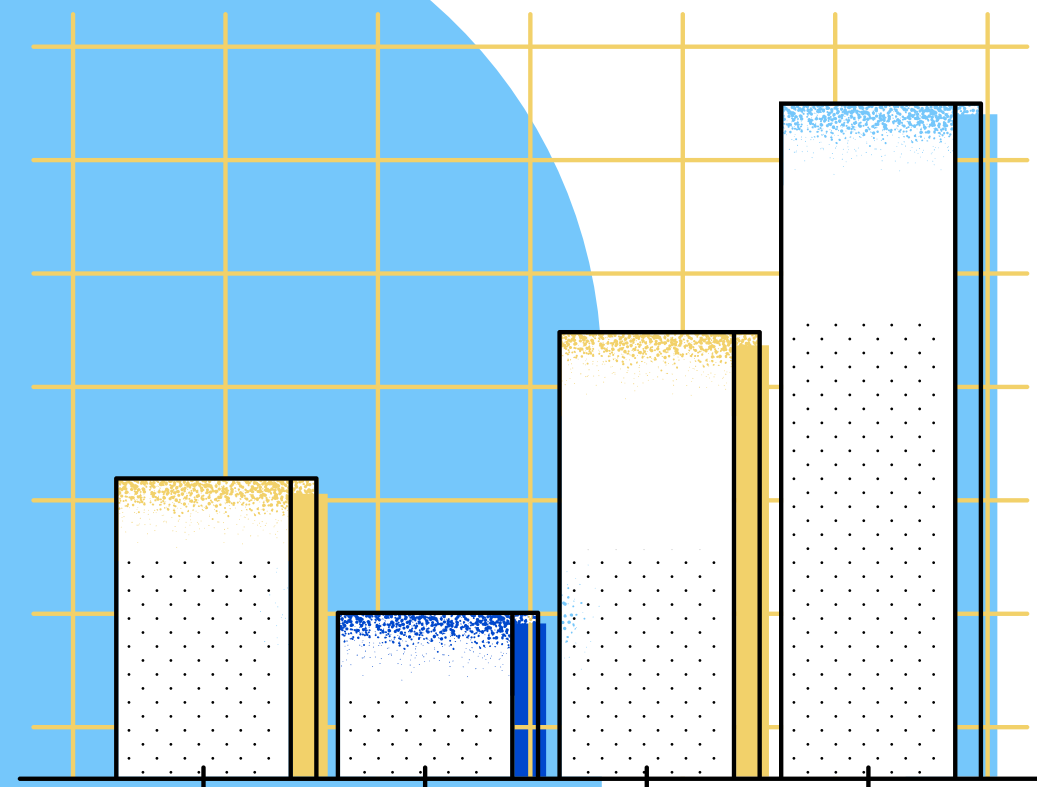
# How Are Items Requested?



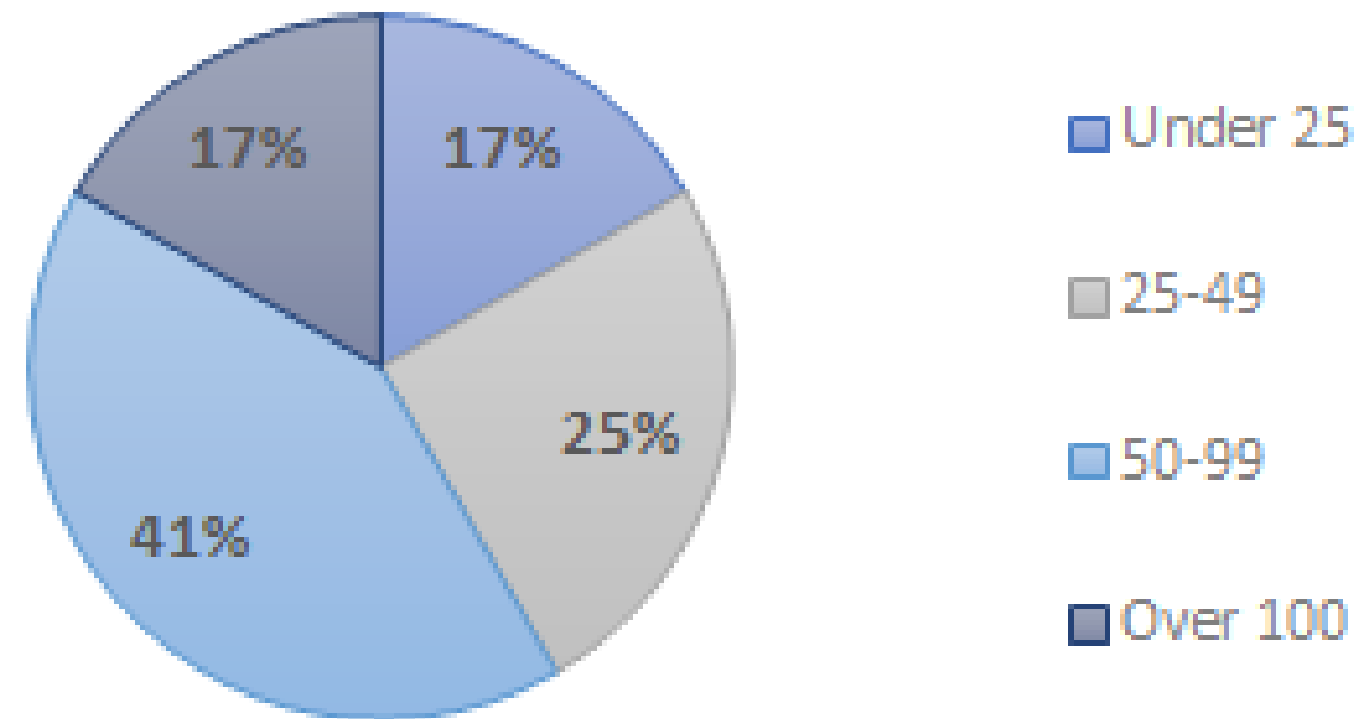
Based on results, requests for locker pickup typically come in through the library catalog, however some also come through interlibrary loan, a consortia catalog, or email



# How Many Requests Do You Receive?



### Requests Received Weekly

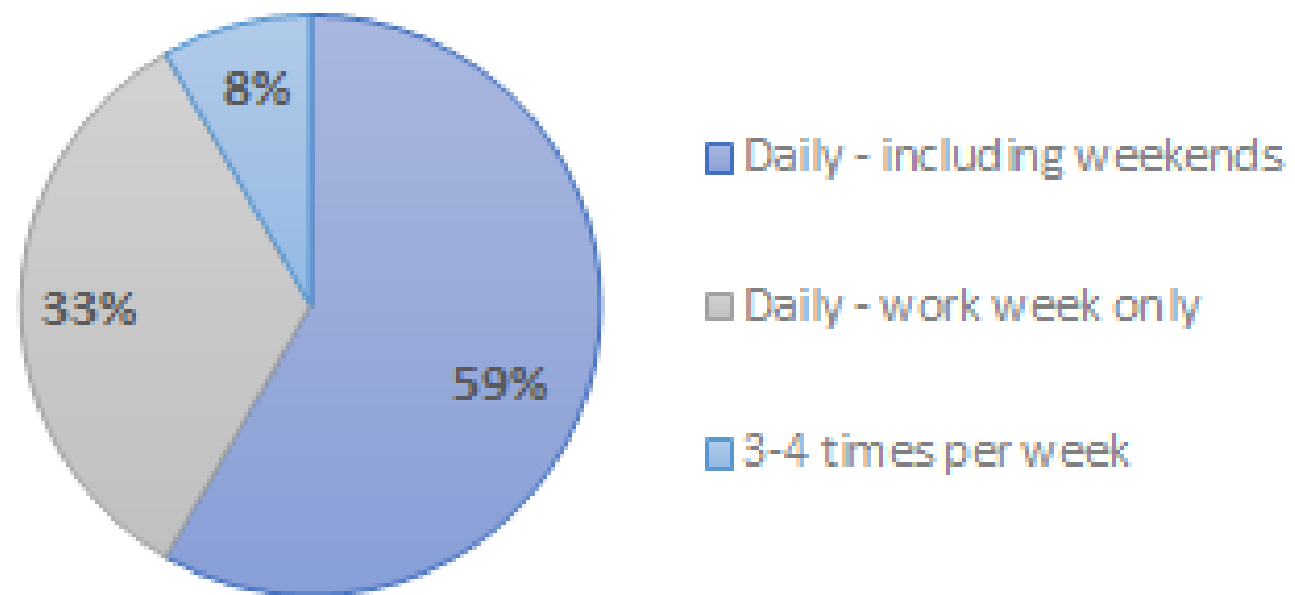


Results show that a majority of the respondents (67%) received between 25-99 request per week, the highest number receiving between 50-99 requests



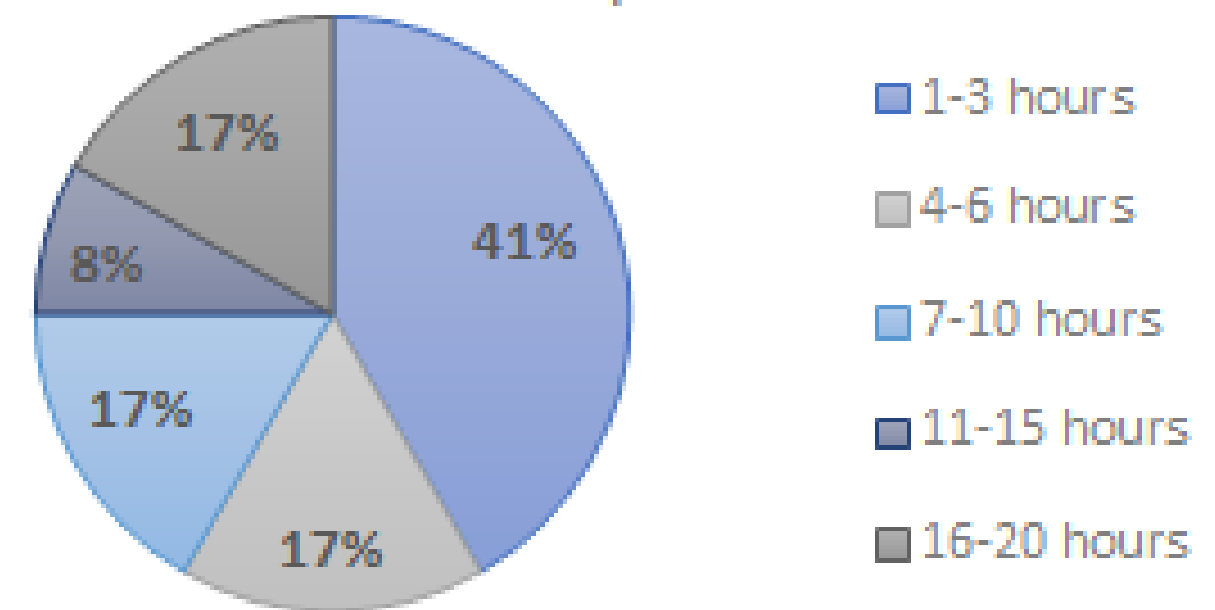
# Frequency of Time Needed For Request Processing

### Frequency of Request Processing



Results show that most Libraries process requests daily, including on weekends

### Hours Needed Weekly to Process Requests



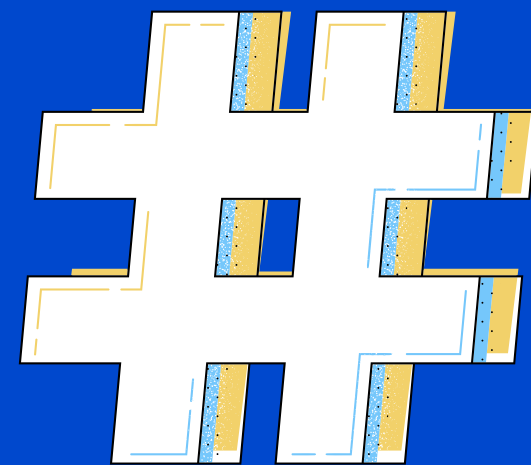
75% of Libraries can process weekly requests within 10 hours per week



# 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 indicated they have had times when lockers were at capacity



**Batch Items  
Capacity Reached**



# When All Lockers are Full...

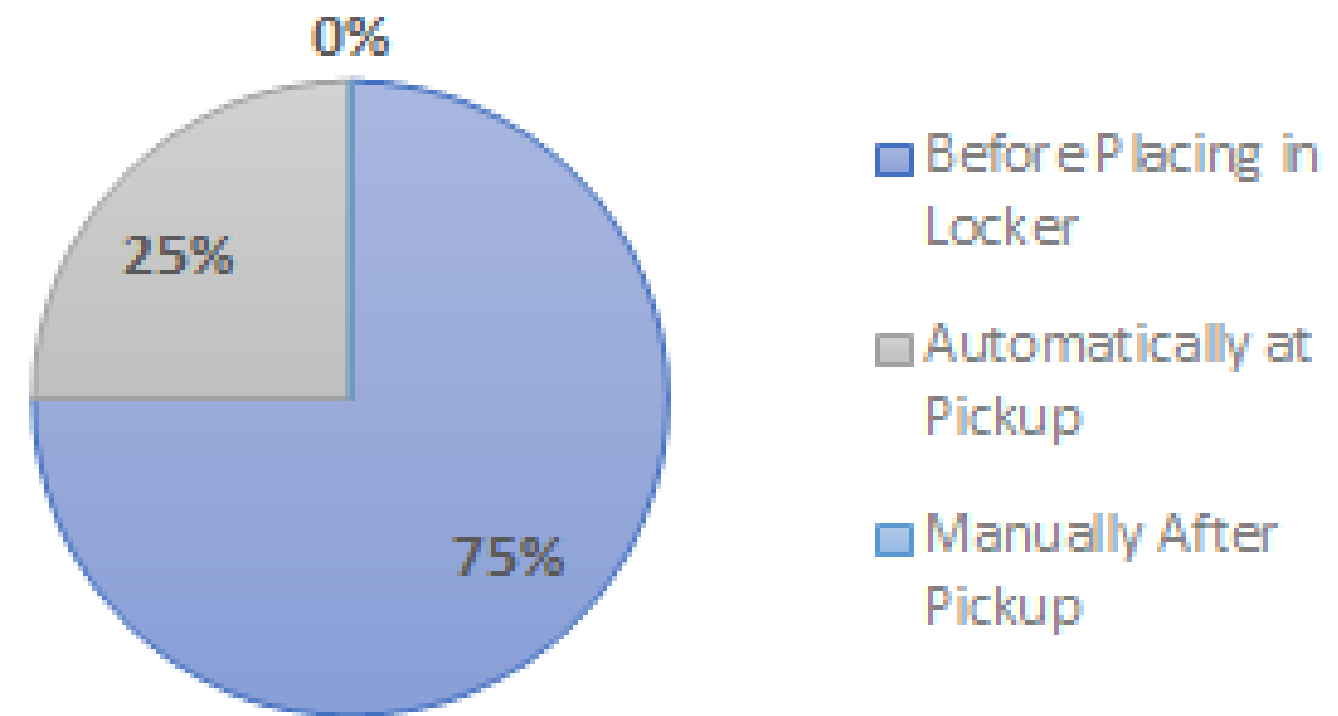
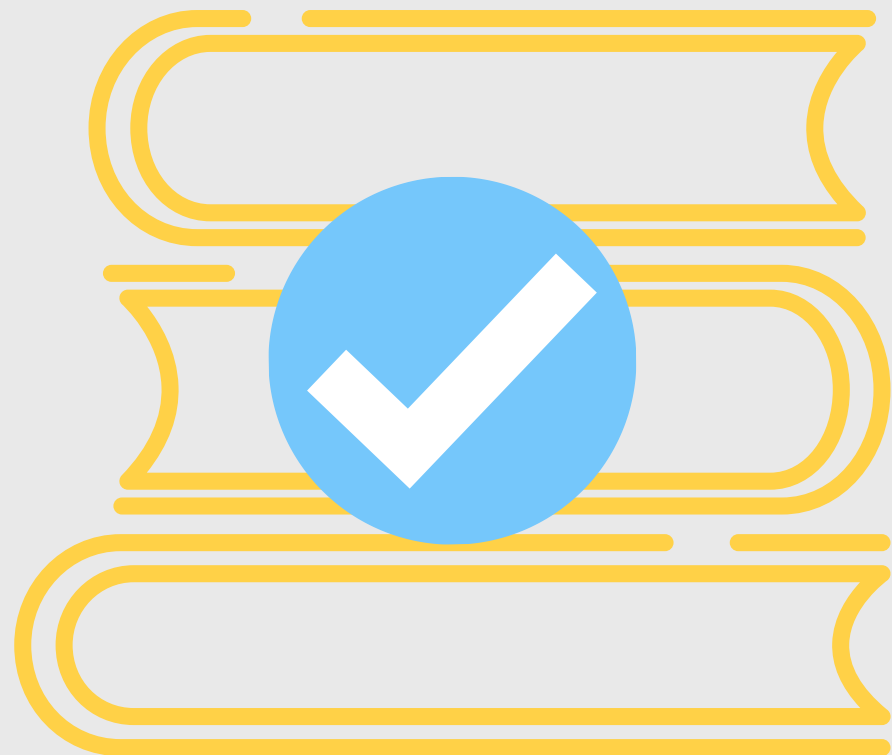
## Respondent feedback:

- 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



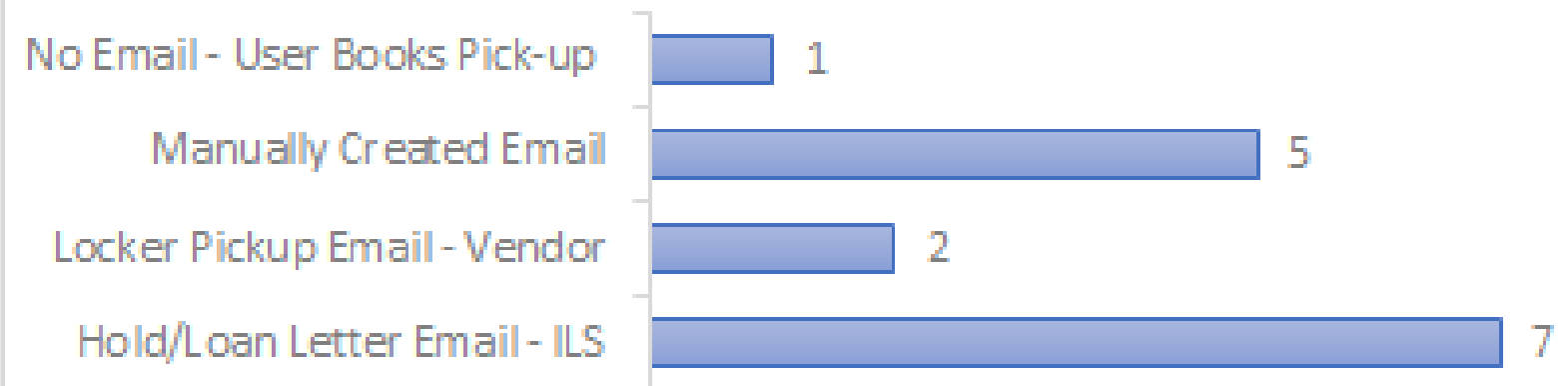
# Notification & Notices

## Highlights:

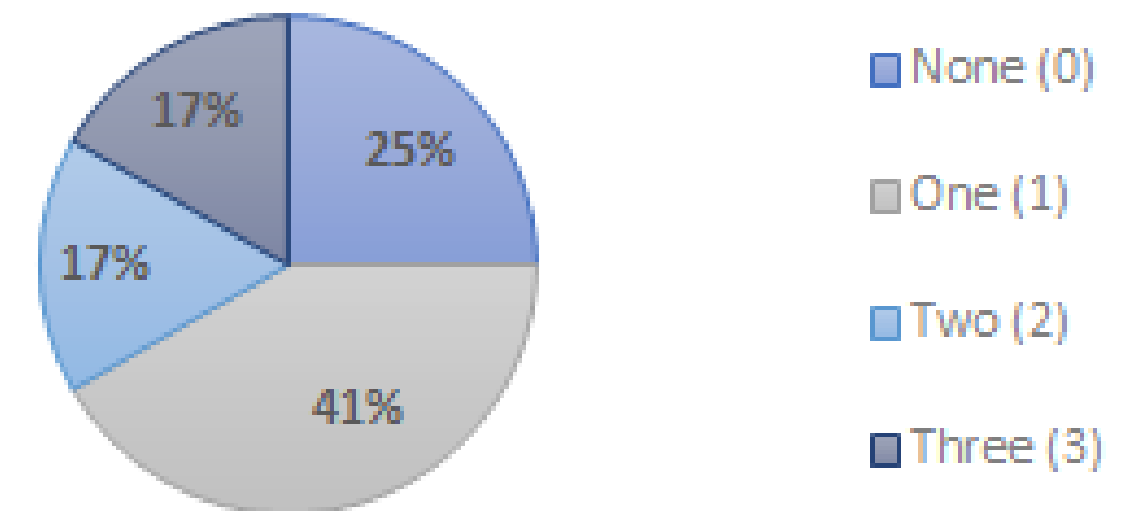
- A majority of respondents report that users are sent notices automatically generated through the local ILS
- Others report sending manually created emails
- There were also a couple of responses indicating that notices are sent from the locker vendor
- 41% of the responding libraries reported sending only one notice, with 25% sending no notices at all.



### How are Users Notified?



### How Many Notices are Sent?

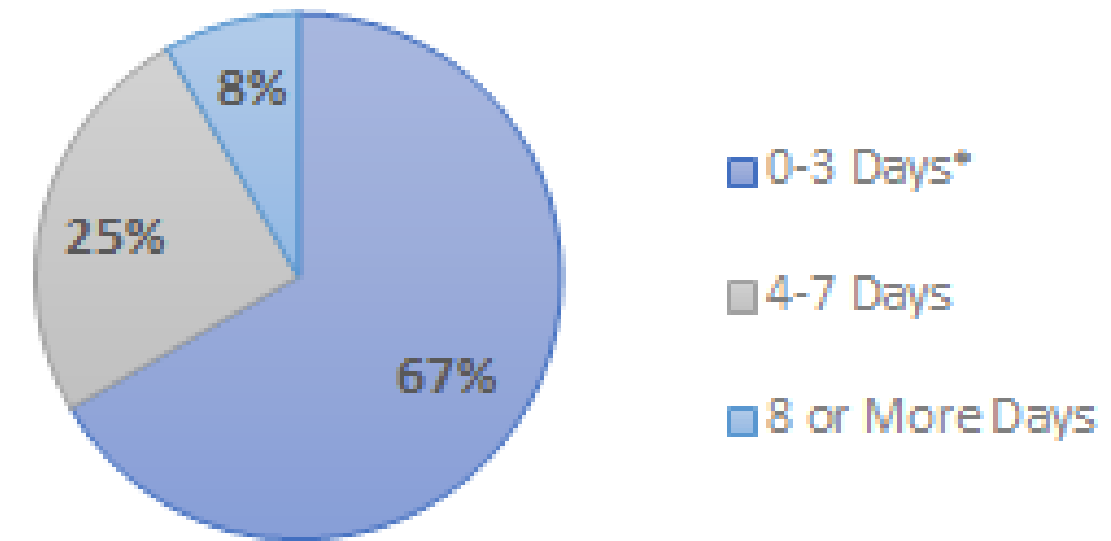


# Days Held for Pickup & Quarantine

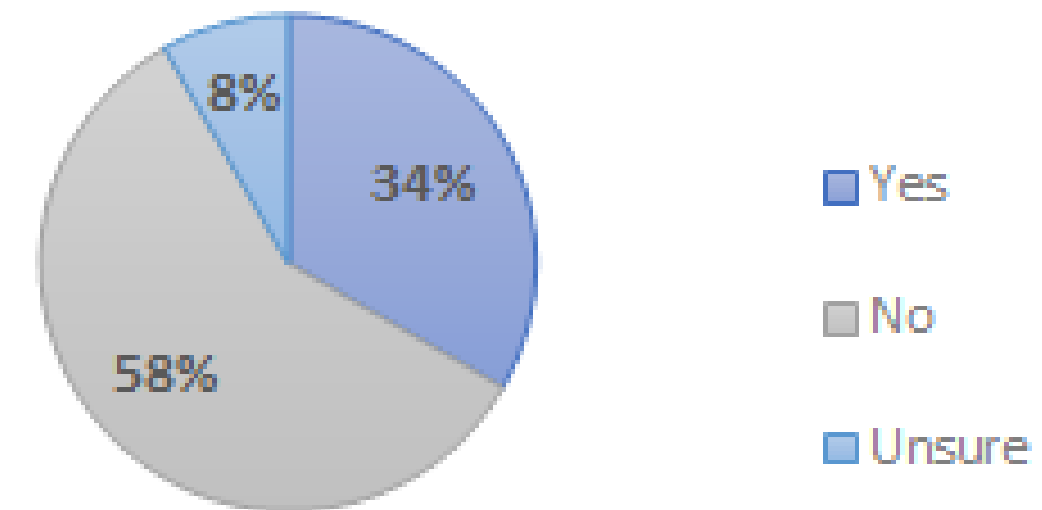
## Highlights:

- 67% of respondents indicate that items are kept in the lockers for 0-3 days
- 58% of libraries do not quarantine material not picked-up from lockers, however some report that they are held for an additional week before being re-shelved

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

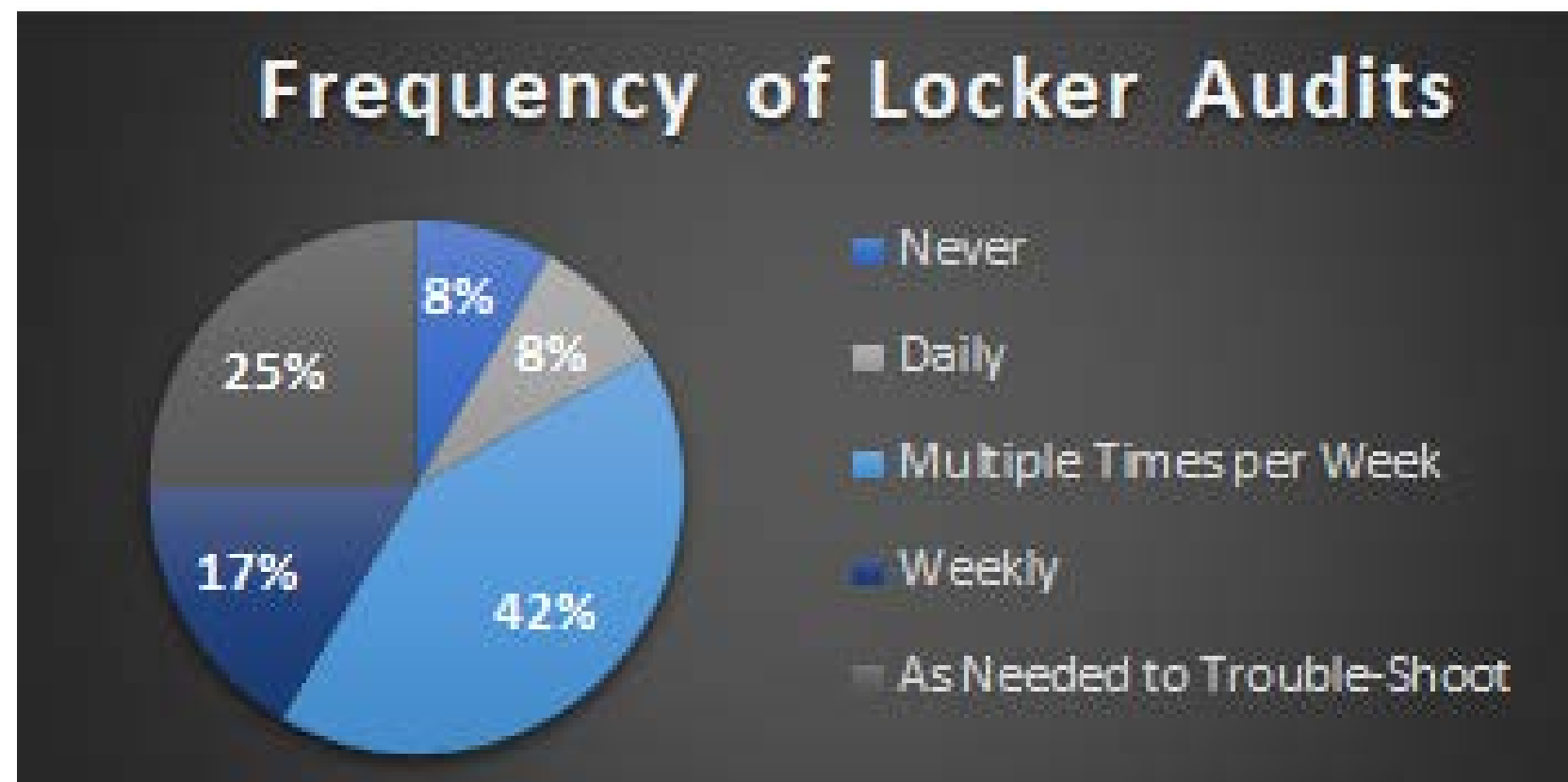




# Locker Audits

## Highlights:

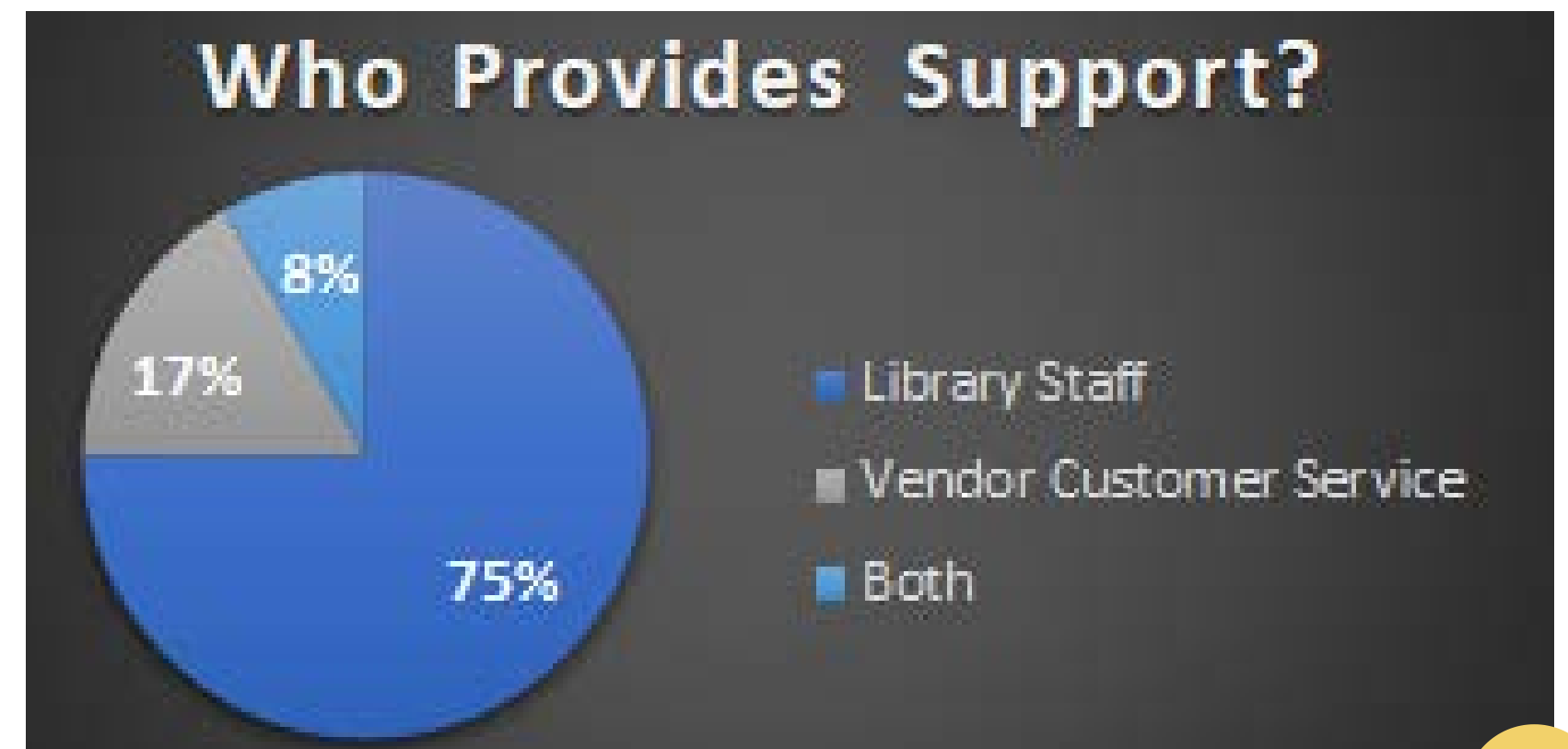
- 67% of respondents report that locker audits are conducted at least weekly



# Technical Support

## Highlights:

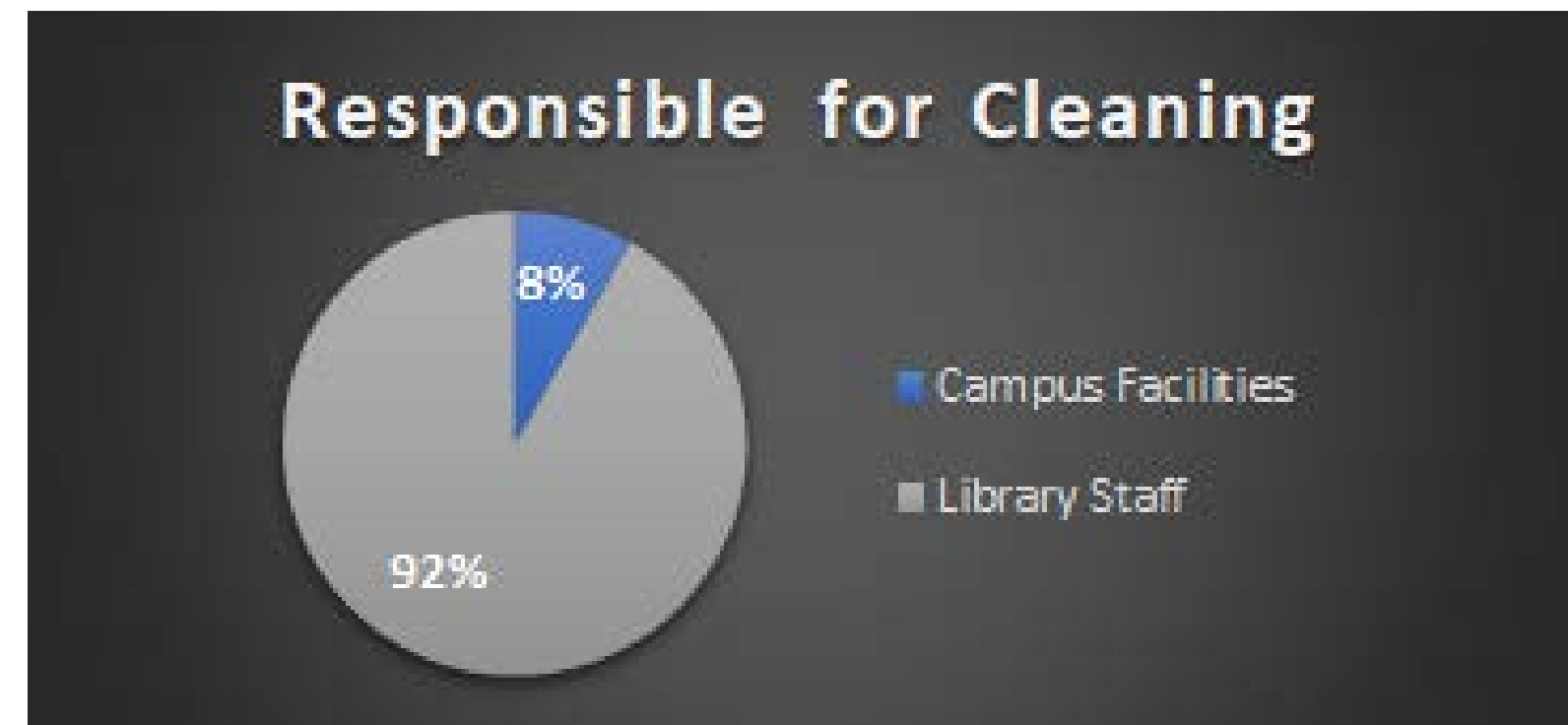
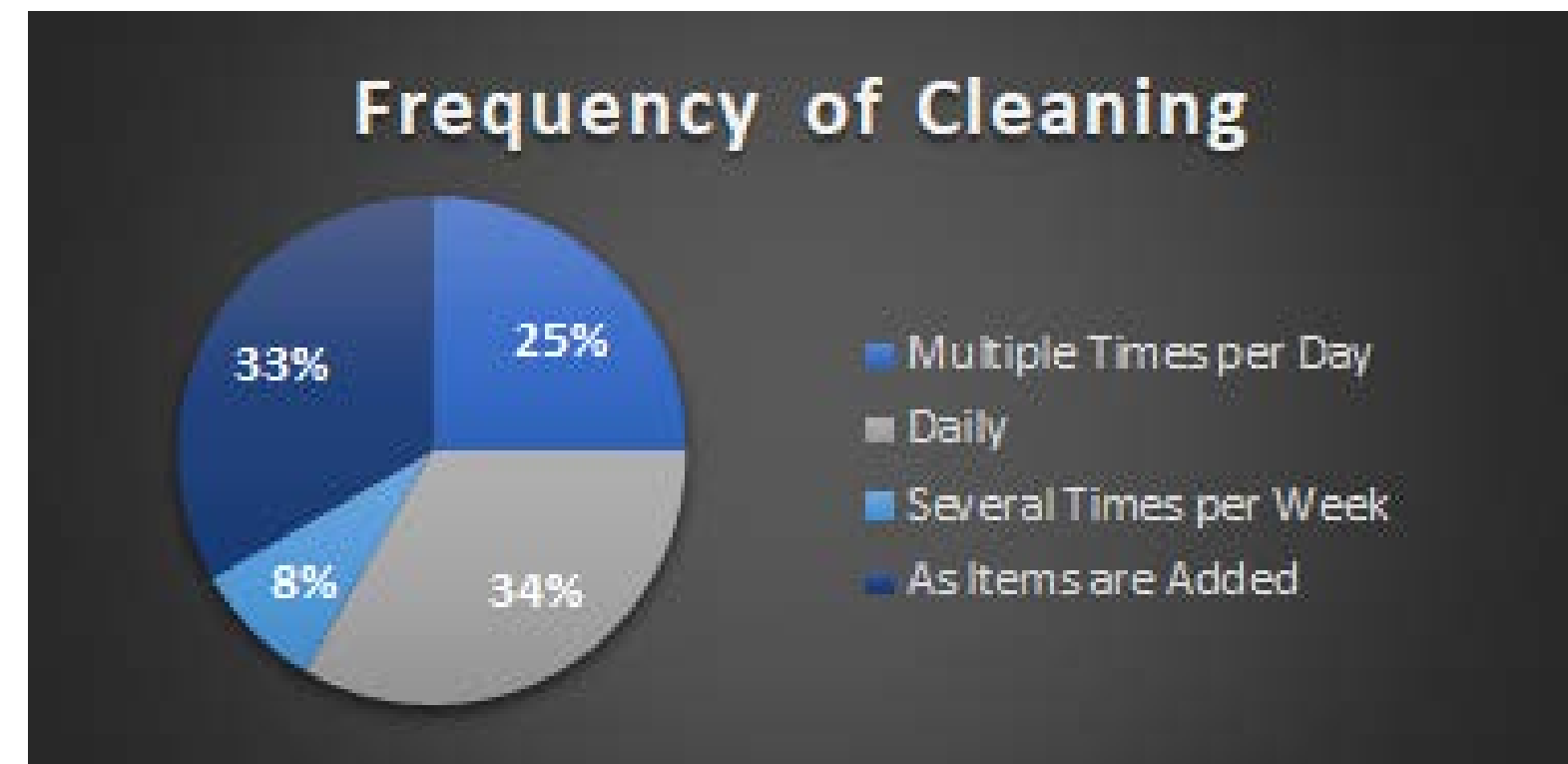
- 75% of respondents report that technical support is done by library staff, with an additional 8% indicating that support is shared with vendors customer service



# 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"*

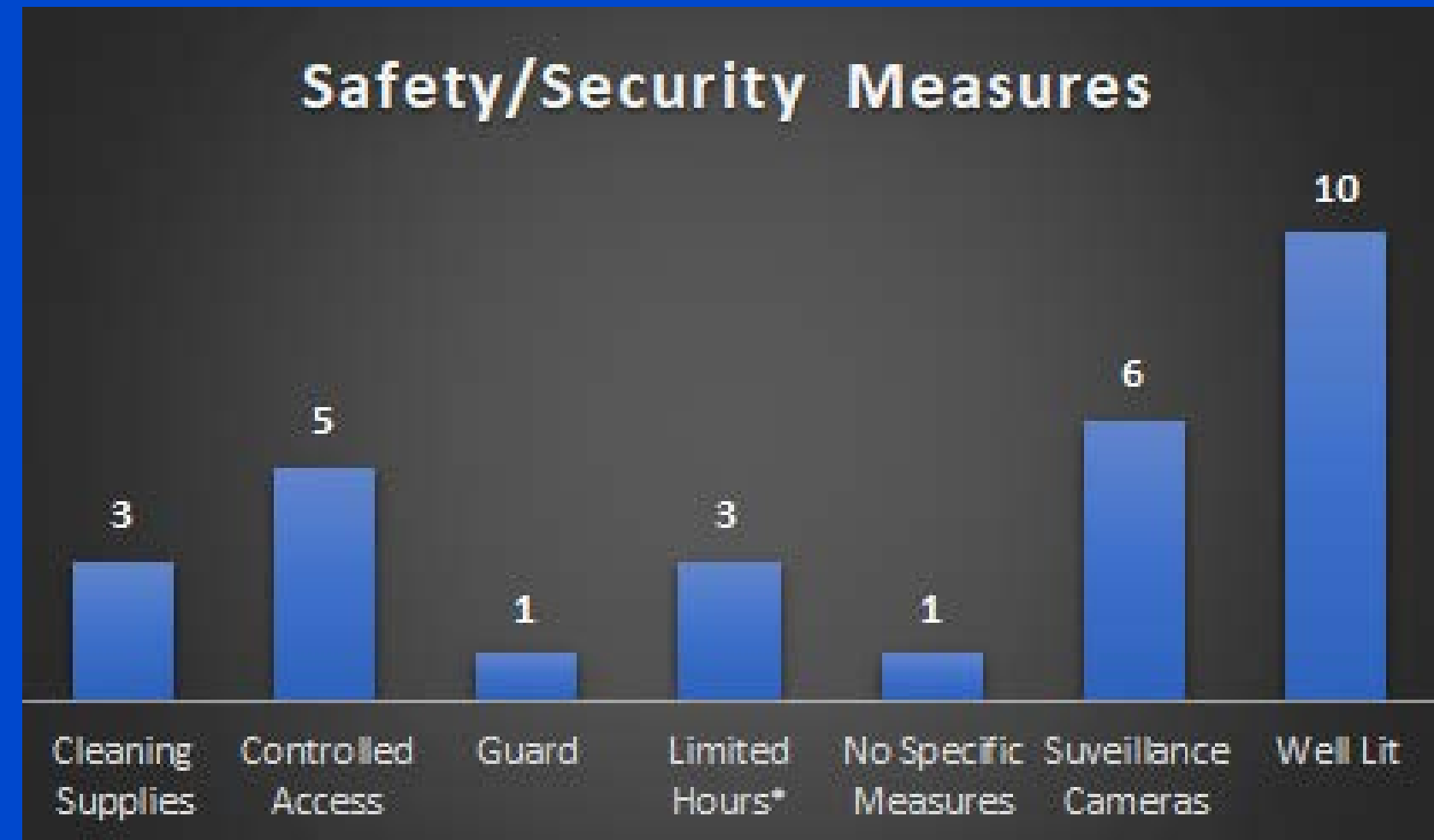


# Safety & Security



## 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 limiting access to when the building is open and/or staffed
- Surveillance cameras are primarily monitored by staff or security in the Library, but one library reported monitoring by campus security



# Questions?

**Contact:**

**Teri Roudenbush**

**[troudenb@csusm.edu](mailto:troudenb@csusm.edu)**

**(760) 750-4376**

