

Q&A Webinar: Maximizing Library Efficiency with Bibliotheca quickConnect

1) Q: Is there a way to enable the text-to-speech on QCI remotely and deploy it to 65 self-checks?

A: Configuration of text-to-speech is only available in the configuration settings at this time and is not in System Manager or libraryConnect Devices (so cannot be turned on remotely).

2) Q: Are these new images and animations only available on the 3000? Is it available on the 1000?

A: The new images and animations are available in the latest version of quickConnect, which can be used on the 1000s.

3) Q: Or just mass deploy changes instead of going through each of the self-checks?

A: System Manager allows you to make configuration changes to one selfCheck kiosk at a time. You can make configuration changes to more than one selfCheck kiosk at a time via another subscription service called libraryConnect Devices. With libraryConnect Devices, you can view device health for AMH, selfChecks, Gates, remoteLockers, and the smartShelf; schedule reports; and make multi device configuration changes on a web-based platform.

4) Q: On which version are the most recent themes available?

A: QCI 2.8

5) Q: Do we need support from the Help Desk to upgrade to the newest version of QuickConnect or does the software update automatically?

A: The software does not update automatically. The Support team can assist you with this.

6) Q: We've had our current self-check stations since 2020, how do I get the upgraded System Manager? Is it only available with the 3000?

A: The Support team can assist with a QCI and System Manager upgrade. You do not have to have a selfCheck 3000 to get the latest version.

7) Q: 'Bibliotheca Academy'. Do you have a link?

A: A link to Bibliotheca Academy training materials is in the works (planning stages)! In the meantime, your Account Executive can direct you to paid training courses taught by Gwyneth and Lori. Future webinars are also planned.

8) Q: Do you offer statistics on the System Manager? For example, if we offer email and paper for receipt options, will we be able to know how many people don't need an email receipt?

A: System Manager provides reports/stats on items, patrons (how many transactions, how many failed, etc.), and the reading recommendations feature. Numbers of types of receipts or human behavior surrounding the kind of receipt that was chosen are not available at this time.

9) Q: Portrait / Landscape - Is this configurable by patron? OR is it fixed at install and done?

A: The selfCheck 3000 cannot be adjusted back and forth between portrait and landscape by your patrons.

10) Q: How can we access the Canva templates?

A: Canva templates can be accessed on the quickConnect resource center site.

11) Q: Can we use LibraryConnect to upgrade the QuickConnect software?

A: QCI updates are done by the Support team. LibraryConnect does not handle software updates.

12) Q: If we wanted to require a PIN for people who are entering their card number manually, would that be found under Authentication?

A: Yes, you would first want to make sure you have PINS enabled in your ILS. Then, the PIN setup is under Workflow > Authentication in System Manager. There is a selection menu that lets you choose Always require PIN, Never require PIN, or Only require PIN with manual entry.

13) Q: 'uniFi+ '... Please provide some links.

A: Here you can find more information about uniFi+: [Interactive Library Displays](#) | [UniFi+](#) | [Bibliotheca](#)
For additional details, please feel free to contact your Account Executive.

14) Q: Will announcements for the new version of quickConnect be shared in the Bibliotheca mailing list since there isn't a launch date available yet?

A: You can contact the Bibliotheca Support team for more information about getting the latest version of quickConnect.

15) Q: Can promotions be managed centrally or must each unit be modified individually?

A: To manage promotions in the way that was demonstrated in the webinar, you can only update one selfCheck kiosk at a time. Promotions can be managed on multiple kiosks via your libraryConnect subscription, but if you have a lot of selfChecks, it is best to manage them in small groups. The easiest way to push promotional material out to multiple kiosks at a time is with a uniFi+ subscription. UniFi+ is intended to be a content creation tool; however, so by design it is used to create new content from scratch, though you can also use it to load already created images.

16) Q: Can you manage the self-check machines in libraryConnect?

A: Yes, if you have a subscription to libraryConnect Devices, you can make configuration changes to multiple kiosks at the same time. You can also schedule and run reports, and check on device health.