

Learn how you can offer
extended access to your
community





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Extended Access

About Us

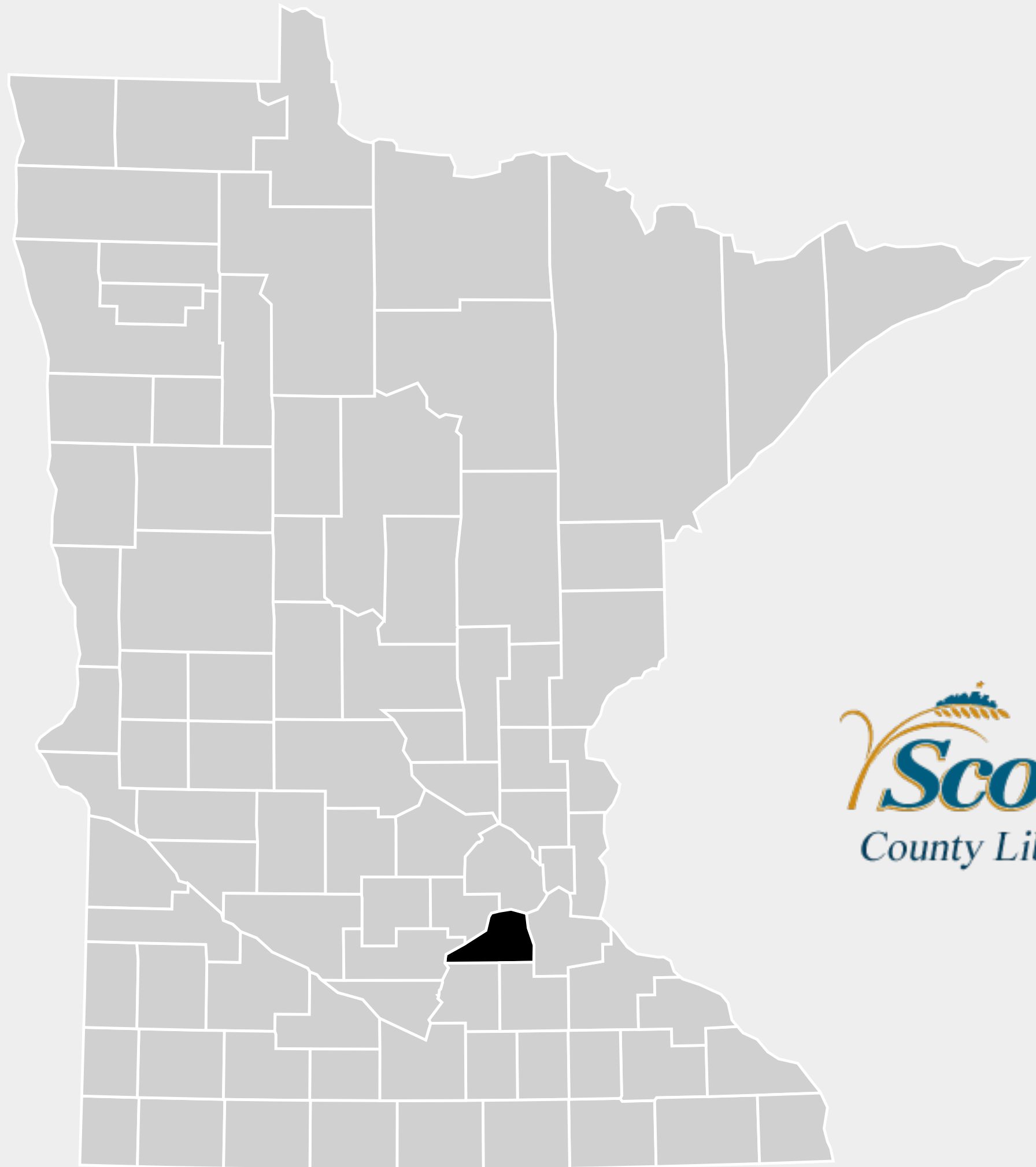
SCOTT COUNTY LIBRARY

9 branch County system

- 7 public branches
- 1 Law Library
- 1 Readmobile outreach vehicle

Smallest county in the Twin Cities Metro

Mix of suburban and rural locations



What’s the problem we’re trying to solve?

CURRENT HOURS – ELKO NEW MARKET LIBRARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Closed				Closed		Closed
	10 am - 4 pm	2 pm - 8 pm	10 am - 4 pm		10 am - 4 pm	



EXTENDED ACCESS HOURS – ELKO NEW MARKET LIBRARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
6 am -10 pm	6 am - 10 am	6 am -12 pm	6 am - 10 am	6 am -10 pm	6 am - 10 am	6 am -10 pm
	10 am - 4 pm	2 pm - 8 pm	10 am - 4 pm		10 am - 4 pm	
	4 pm - 10 pm	6 pm - 10 pm	4 pm - 10 pm		2 pm - 10 pm	





What is Extended Access?



SERVICE MODEL THAT ADDS SELF-SERVICE PERIODS TO EXISTING STAFFED HOURS

VENDOR SOLUTION (OPEN+ BY BIBLIOTHECA) MEDIATES BUILDING ACCESS USING LIBRARY CARDS

CUSTOMERS CAN VISIT WHEN IT WORKS BEST FOR THEM

Image: Branch Manager Brittany Brown using card reader at Jordan Library
Credit: [Belle Plaine Herald](#), Aug 20, 2021

Building access? Yes, really!

WHY SELF-SERVICE PERIODS
OVER LOCKERS, INCREASED
STAFFING, OR OTHER
SOLUTIONS?



Customers truly want access to building, collection, and computers - not just holds



Affordable for small budget



Ability to offer access during desirable hours that staff don't traditionally work (early AM, late PM)



Who does this create equity for?

EXTENDED ACCESS HOURS – ELKO NEW MARKET LIBRARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
6 am -10 pm	6 am - 10 am	6 am -12 pm	6 am - 10 am	6 am -10 pm	6 am - 10 am	6 am -10 pm
	10 am - 4 pm	2 pm - 8 pm	10 am - 4 pm		10 am - 4 pm	
	4 pm - 10 pm	6 pm - 10 pm	4 pm - 10 pm		2 pm - 10 pm	

- MORE OPPORTUNITIES FOR FOLKS WHO...
- COMMUTE OR WORK MORE THAN ONE JOB
- HAVE TRANSPORTATION BARRIERS (YOUTH, SENIORS)
- HAVE INCONSISTENT ACCESS TO TECHNOLOGY AND/OR THE INTERNET
- HOMESCHOOL OR WORK REMOTELY IN A RURAL AREA

Research Process

2018-2019



Partnership with University of Minnesota Resilient Communities Project, St. Kate's LIS program



Community Needs Assessment designed by St. Kate's students



Interested in the research?
(Citations available at links)

STUDY #1
Open Self-Serve Library Feasibility Assessment

STUDY #2
Open Libraries Feasibility Assessment

Extended Access



✦✦✦ **Now available to all!** ✦✦✦

Sign up to use the Jordan Library from
6am-10pm, seven days a week

Concerns Identified
(Staff & Customers)

Service level impacts
Staff impact
Safety
Security



Opting In Required

AVAILABLE TO ALL SCL CARDHOLDERS AGED 16 AND OLDER
(PARENT CONSENT REQUIRED FOR 16- & 17-YEAR-OLDS)

MUST VISIT A BRANCH DURING OPEN HOURS TO SIGN UP
WITH STAFF AND RECEIVE BRIEF ORIENTATION

PHOTO ID AND CONTACT METHOD REQUIRED

USERS MAY BRING GUESTS, BUT ASSUME RESPONSIBILITY
FOR THEM PER THE SIGNED AGREEMENT

Pilot Location

Jordan Library Branch

SELECTED FOR IMPACT - ONLY 32 STAFFED SERVICE HOURS/WK BEFORE EA

Small branch, 1 floor with an open plan (senior living upstairs)

Often only 1 staff member on duty

Small city; population under 7,000

Few modifications needed

*Image: Jordan Library main entrance
Credit: Kristy Rieger*



Jordan Library Branch

PILOT LOCATION



Image: Jordan Library Branch Manager Brittany Brown facing the children's area
Credit: Michael Strasburg, [Southwest Media](#), Mar 4, 2020



Image: Jordan Library overhead view from opposite direction
Credit: Mathias Baden, [Southwest Media](#), Oct 31, 2014

What do customers experience?



ACCESS FROM 6AM TO 10PM, 7 DAYS A WEEK
INCLUDING HOLIDAYS

SCAN CARD READER AT ENTRANCE

MOTION-SENSOR LIGHTS & PROMINENT CAMERAS
INSIDE

ACCESS TO EVERYTHING BUT A STAFF MEMBER

TIMED PA ANNOUNCEMENTS AROUND TRANSITIONS
(SUPPLEMENTAL SIGNAGE FOR SUPPORT DEAF &
HARD-OF-HEARING CUSTOMERS)



What We've Observed

Early AM is desirable, 6am-7am hour is most popular time period

Increased holds

Increased public PC usage

Increased facility needs (requests to refresh bathrooms, replace lights, etc.)

USAGE FREQUENCY

SOURCE: OPEN+ SYSTEM REPORTS

12 AVG NUMBER OF EA VISITORS PER DAY

25 HIGHEST NUMBER OF EA VISITORS IN ONE DAY

2412 TOTAL TIMES JORDAN HAS BEEN UNLOCKED
Sept 1, 2021 – May 31, 2022

Who's gaining opportunities?

EARLY RISERS

COMMUTERS

REMOTE WORKERS

SENIORS

PARENTS WITH YOUNG CHILDREN

MOST USED 55 TO 64

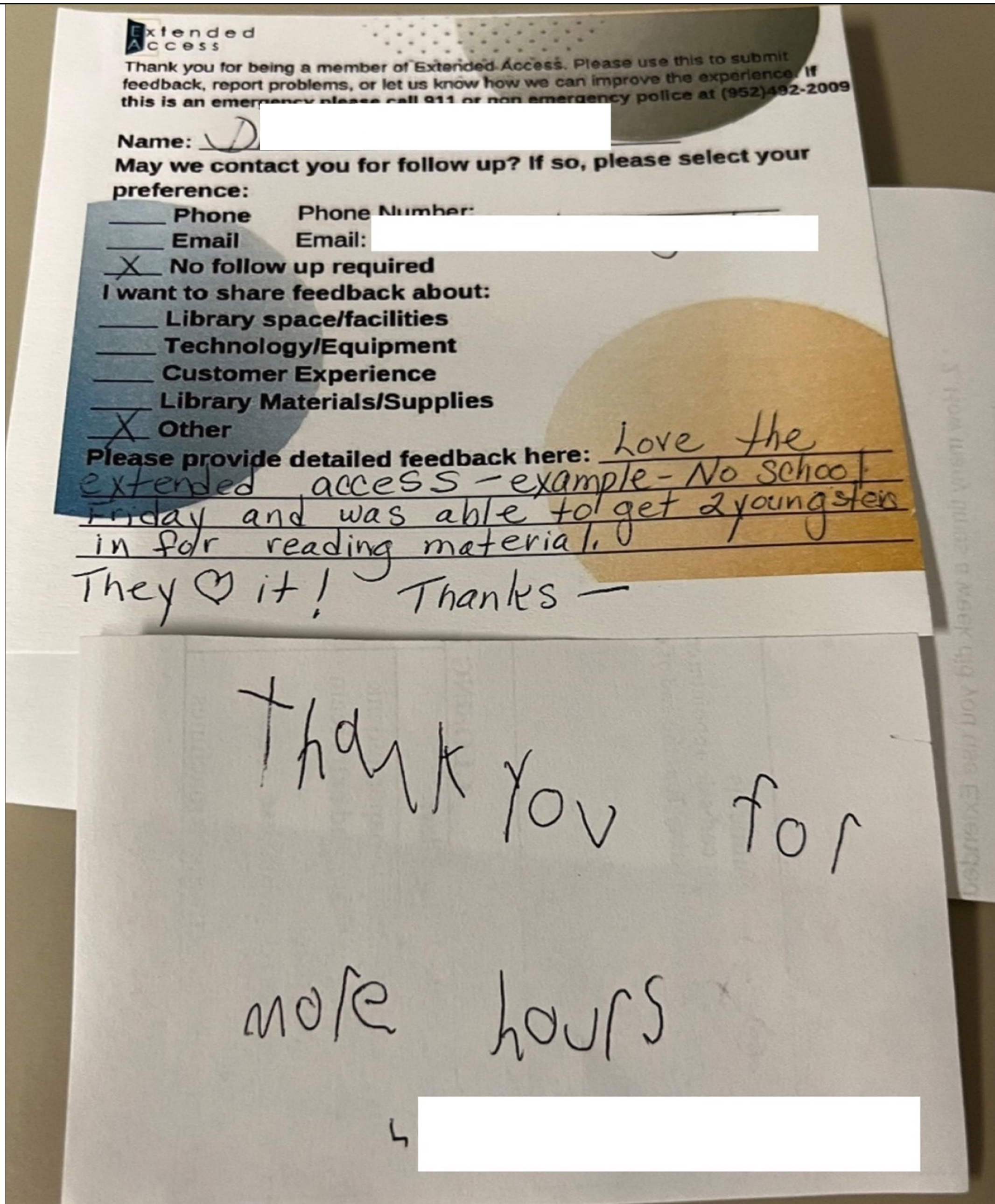
“

Love the extended access – example – No school today and was able to get 2 youngsters in for reading material. They [love] it! Thanks” - D

“

Thank you for more hours” -L

Image: Example of a comment card
Credit: Kristy Rieger



Extended Access
Thank you for being a member of Extended Access. Please use this to submit feedback, report problems, or let us know how we can improve the experience. If this is an emergency please call 911 or non emergency police at (952)492-2009

Name: [redacted]
May we contact you for follow up? If so, please select your preference:
☐ Phone Phone Number: [redacted]
☐ Email Email: [redacted]
☒ No follow up required

I want to share feedback about:
☐ Library space/facilities
☐ Technology/Equipment
☐ Customer Experience
☐ Library Materials/Supplies
☒ Other

Please provide detailed feedback here: Love the extended access - example - No school Friday and was able to get 2 youngsters in for reading material. They love it! Thanks -

Thank you for more hours

[redacted]

What opportunities has it created?

TOP 3 ACTIVITIES

“

“I use the library a lot to check my email, because I don't have internet access at home. It really helps me to be able to come here 7 days a week.”

“I work 40 minutes from Jordan and frequently miss opening times ... this has been wonderful to pick up holds and browse to get books.”

-Pilot Members, Oct 2021



PICK UP MY HOLDS



BROWSE THE COLLECTION



USE TECHNOLOGY OR WI-FI

Takeaways



Library users want - and need - more flexibility



Self-service periods are helpful for small libraries, may not work for all communities



Requiring users to opt in is recommended



Engage frontline staff in the planning

Thank you!



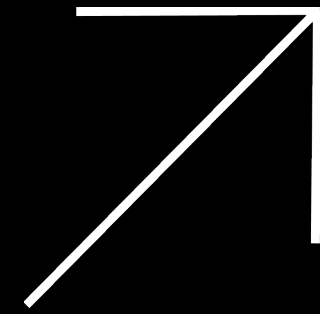
GET IN TOUCH

Visit us: www.scottlib.org/EA

Call us: 952-496-8010

Open+

TRUSTED TECHNOLOGY DESIGNED SPECIFICALLY FOR LIBRARIES



open+

VISUALIZATION



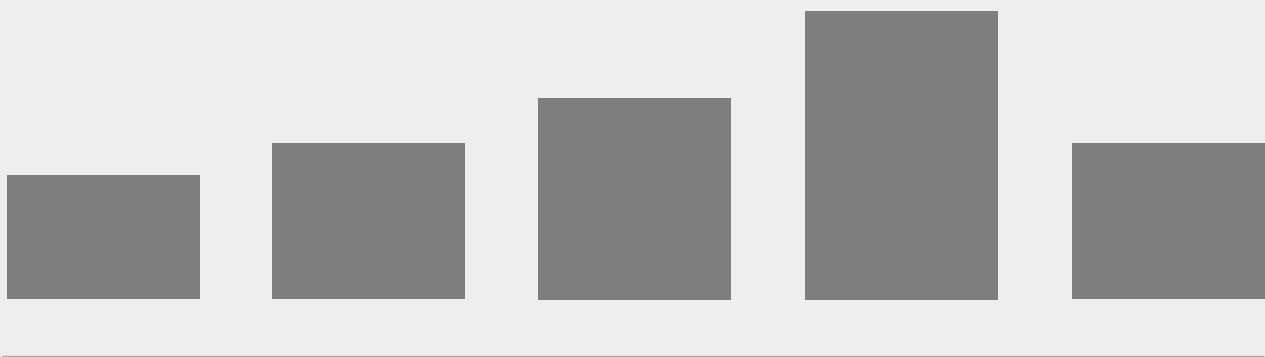
Average public library open hours in the United States

LIBRARYJOURNAL

Population served	Average FTE staffing for all locations	Average weekly open hours per location
Under 10,000	4.7	46.0
10,000 – 24,999	11.9	55.8
25,000 – 49,999	21.7	57.9
50,000 – 99,999	38.9	53.8
100,000 – 249,999	70.1	51.3
250,000 – 499,999	179.2	54.8
500,000 – 999,999	327.5	56.1
1 million or more	430.7	49.8

60.0

2008 average weekly hours



52.8

2017 average weekly hours

Customer stories

OPEN +



open+
at Hamilton Public Library
EXTENDED HOURS FOR RURAL COMMUNITIES,
FIRST OPEN+ INSTALLATION IN CANADA!



17 Hours per Week



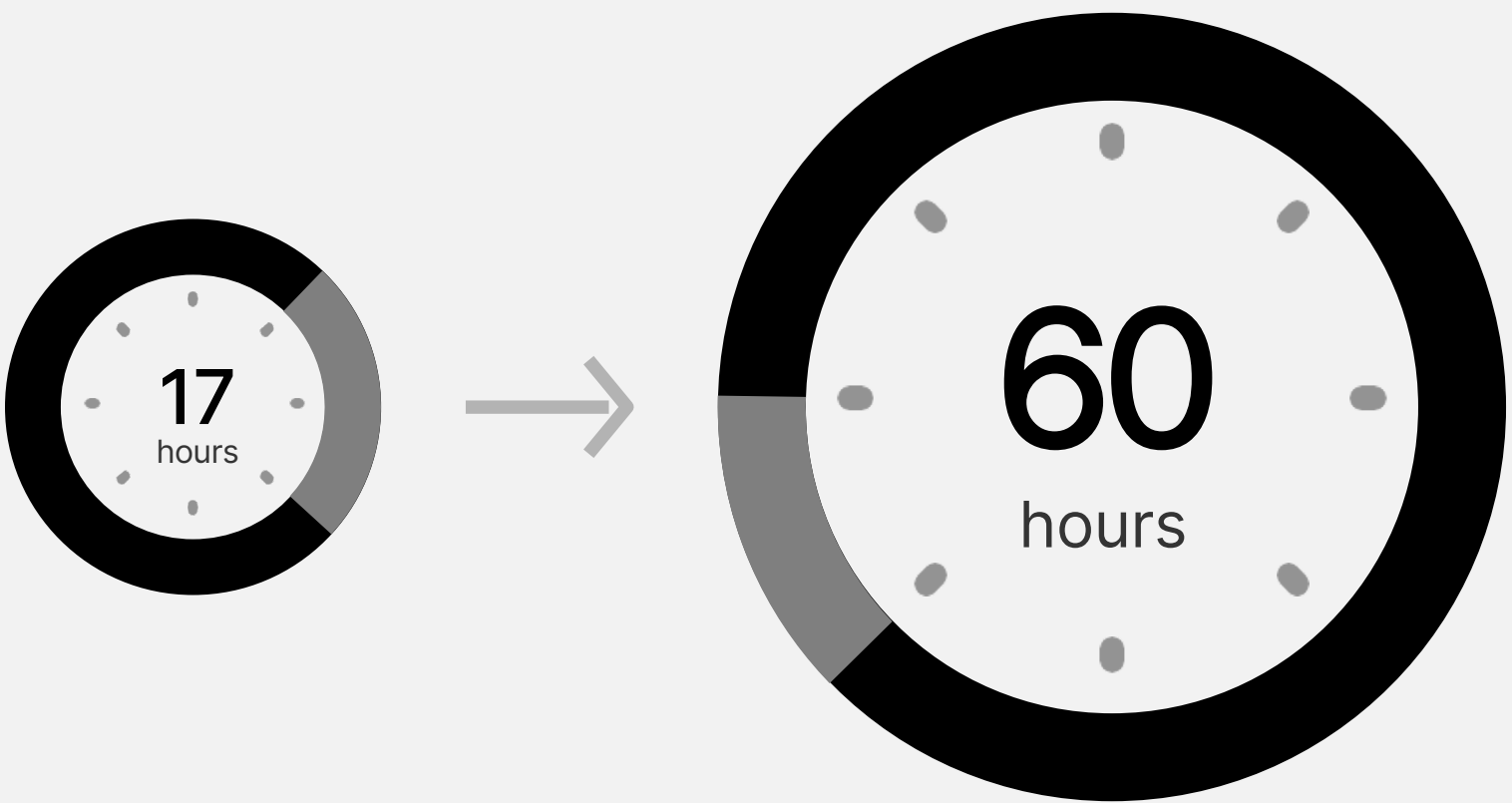
The Freelon Branch was open from 2 – 5PM a few days a week and from 4 – 8PM on other days.

The restricted hours were not convenient for the community and left valuable resources of collections, computers and space idle for most hours of the day.



More Time, More Service

In 2017, the Hamilton Public Library Board agreed to implement bibliotheca's open+ model as a pilot in Freelon. In 2018, we expanded the open+ service to our Lynden Branch. More rural Branches will be added

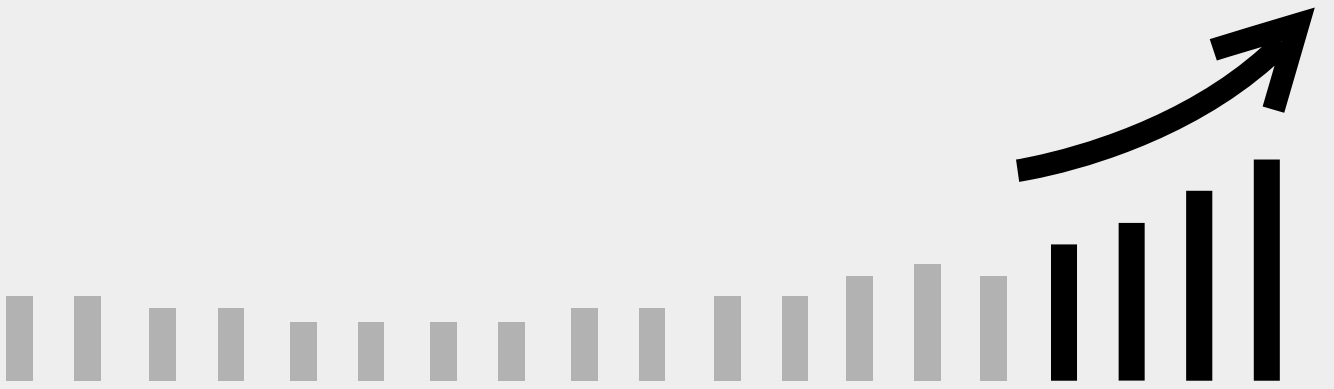


INCREASED OPEN HOURS
FREELTON BRANCH

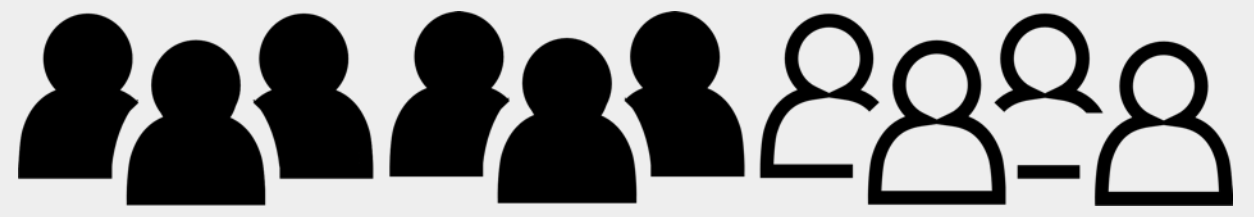


INCREASED OPEN HOURS
LYNDEN BRANCH

Increased Access, Increased Engagement



100 % Increase in library visits
compared to before system



60 % In computer use
year-over-year

Lessons Learned



Plan, plan and plan again



Manage project and risk closely



Keep it simple to implement



Train staff and engage everyone



Library as strategic community innovator

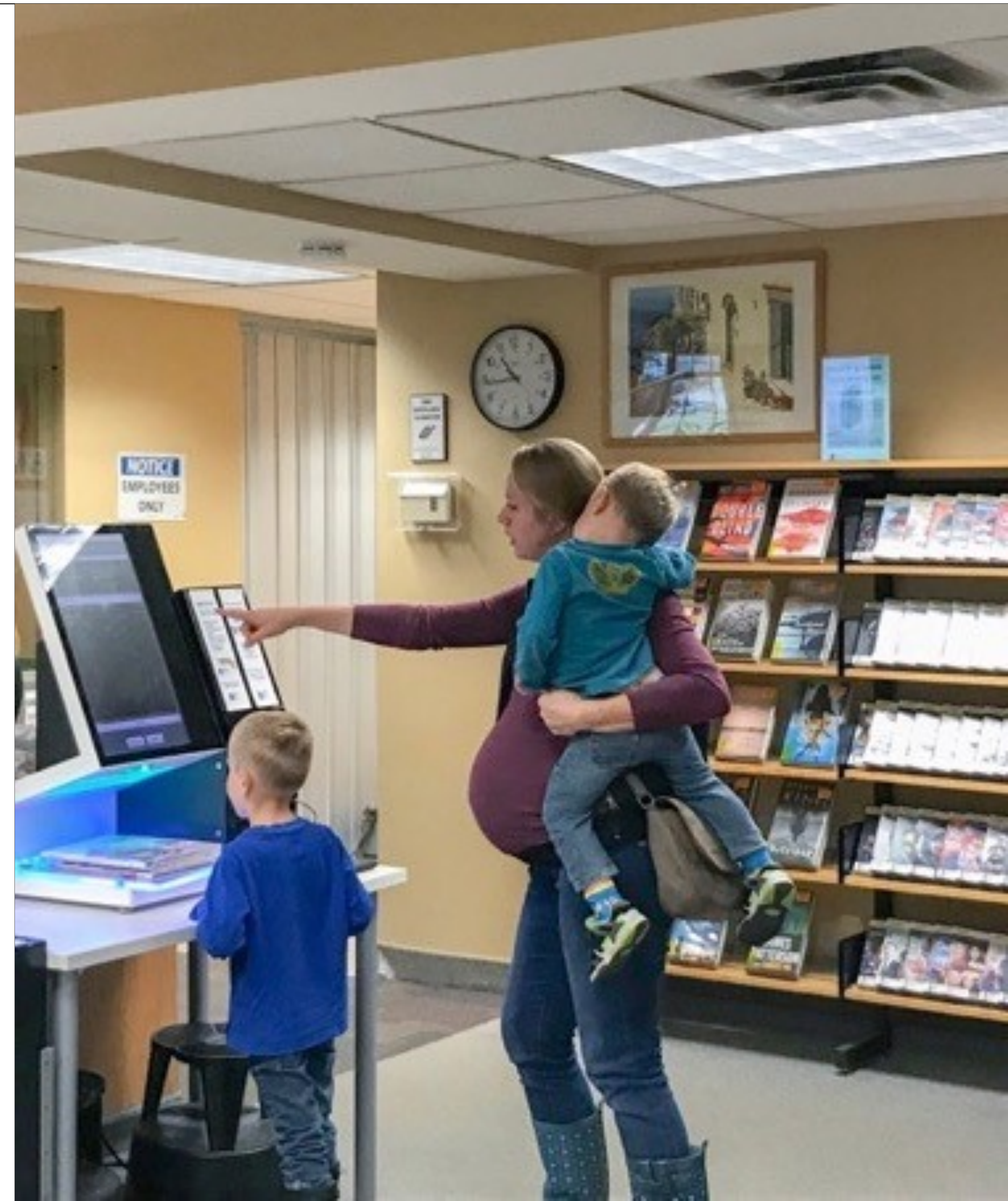
Giving the Keys Back to the Community

SUCCESS

open+ allows us to deliver on our Values and Priorities



This puts the keys back in the hands of the community – the people who are funding the library in the first place.



open+ at Gwinnett County Public Library



GWINNETT COUNTY
PUBLIC LIBRARY

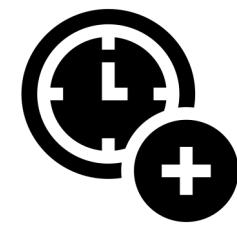
OPEN+ WAS IMPLEMENTED AS PART OF A NEW CUSTOMER SERVICE MODEL IN MAY 2016



BEFORE



AFTER



39 additional hours

Each week with the help of open+

85.6%

MORE OPEN HOURS THAN THE AVERAGE LIBRARY*

98

HOURS OPEN PER WEEK AT LAWRENCEVILLE BRANCH

60%

PERCENTAGE OF HOURS THAT ARE STAFFED WEEKLY



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8AM-12PM 12PM-5PM 5-10PM	8-10AM 10AM-8PM 8-10PM	8-10AM 10AM-8PM 8-10PM	8-10AM 10AM-8PM 8-10PM	8-10AM 10AM-8PM 8-10PM	8-10AM 10AM-5PM 5-10PM	8-10AM 10AM-5PM 5-10PM
9 open+ hours	4 open+ hours	4 open+ hours	4 open+ hours	4 open+ hours	7 open+ hours	7 open+ hours

open+ at Coalville



Patrons in the Coalville area can browse materials, pick up holds, and use the library computers/Wi-Fi and space when it is most convenient for them



Extending access at Coalville with open+

A BIT OF HISTORY

System's smallest branch (square footage and FTEs)

Adding open+ hours in the morning and evening

Successfully acquired LSTA funding for the project, near completion

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8 – 10AM open+ hours	8 – 10AM open+ hours	8 – 10AM open+ hours	8 – 10AM open+ hours	8 – 10AM open+ hours	closed
10AM – 6PM Core, staffed hours	10AM – 6PM Core, staffed hours	10AM – 6PM Core, staffed hours	10AM – 6PM Core, staffed hours	10AM – 6PM Core, staffed hours	10AM – 2PM Core, staffed hours
6 – 8PM open+ hours	6 – 8PM open+ hours	6 – 8PM open+ hours	6 – 8PM open+ hours	closed	2 – 6PM open+ hours
					closed

Questions and Discussion

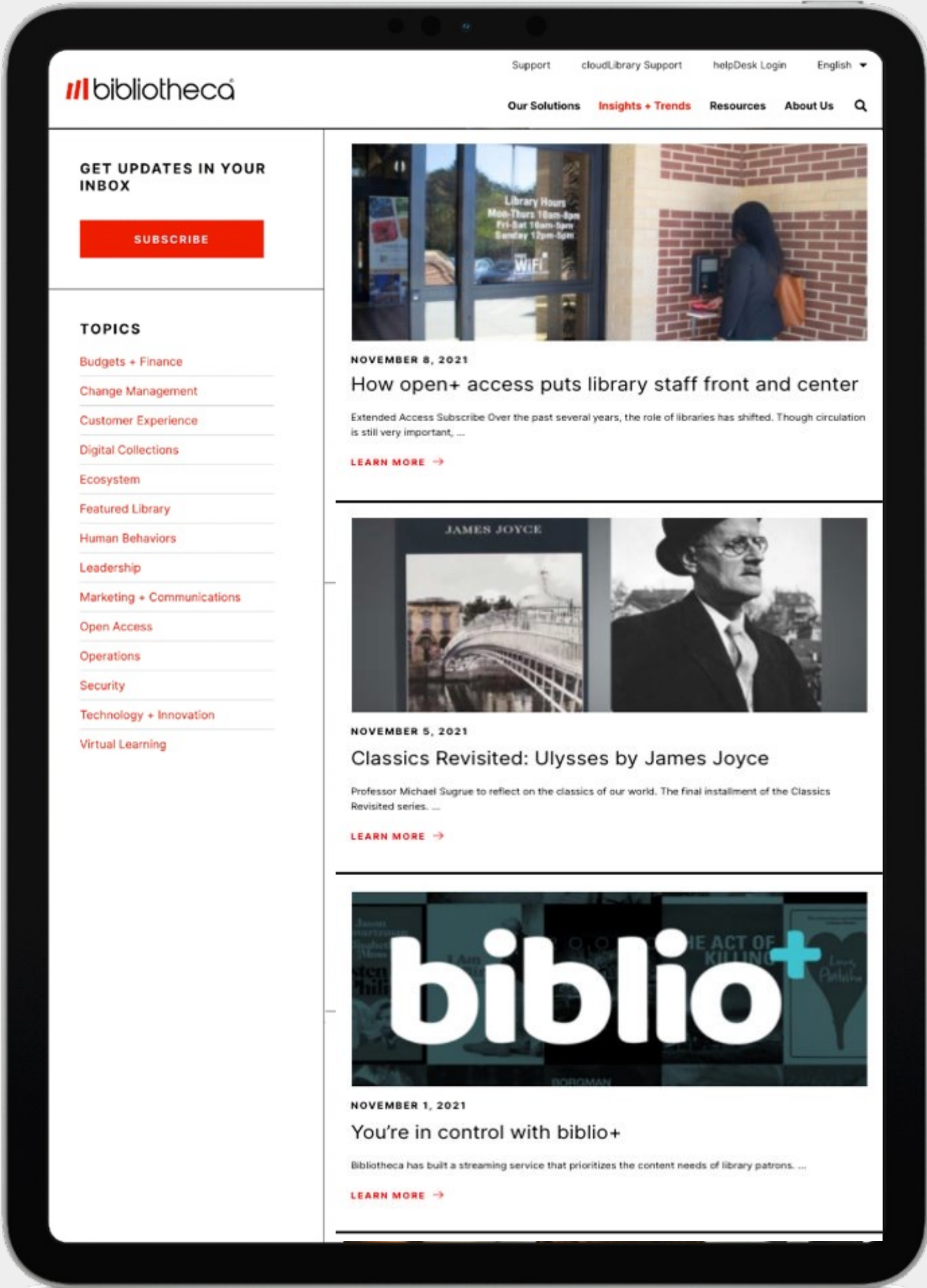
Learn from library leaders around the world

Catch up on-demand and join the discussion live with global leaders: bibliothecca.com



“This was great. I learned a lot, especially about what more I need to learn. The presentation was clear, precise, and at a great level of understanding. Thank you.”

Webinar attendee, 2021



Final Poll

TAKE TWO SECONDS TO COMPLETE THE SURVEY THAT APPEARS ON YOUR SCREEN; WE LOOK FORWARD TO HEARING FROM YOU.





Thank you.

