

24/7 Library Kiosk FAQs



Basic information

- Currently filled with browsable collection (as of 9/27/21) but is expected to quickly be taken over by holds. Kiosk is expected to be a **Holds Pick up and Return site**.
- Delivery days are currently once daily Monday-Friday. Saturdays will be added on 10/16/21 to KIOSK ONLY!
- Customers who wish to place holds at the Kiosk will see the location as Kiosk at Mitch Park- Edmond. From the staff side this will show as EDMP.
- Material that goes to Kiosk from any other library is routed to Service Center (DOES) for processing.
- Materials are checked in using RFID. Currently, Envisionware cannot read our older RFID tags so it will say "Invalid Item". Item will be checked in when returned to Service Center. (IT is working with Envisionware to get changes made where all tags can be read.)
- Clearing expired holds is done daily after 8 days. Due to extremely high use potential, we will not be able to extend holds.
- Basic checkout involves entering a library card, pin (customer last name), and a selected slot number to pick an item for checkout. [Sorry, we are currently unable to use eCards at the Kiosk; we are working on adding this feature. Please encourage patrons to stop in at one of our other locations to receive a physical card.]
- Materials are returned and dispensed one at a time!

- Holds are deposited automatically when location EDMP is selected unless the items will not work with machine (Ex. Too thin/light or too large). In this case, the customer will be contacted by DOES staff to pick up at an alternate location.
- ILL materials should be returned at library locations as the kiosk cannot read the RFID on out of system items and may cause a delay in processing.

Kiosk Features

- Holds up to 340 items in 3 rotating rows for easy browsing and checkout with your valid library card and PIN (customer last name)
- There are 14 bins inside the unit that hold multiple items each (depending upon size).
- There are 5 drawers to hold non-standard size holds.
- Machine rotates selection every six minutes
- Access to online catalog available (touchscreen catalog on right side if facing book return) for easy browsing and requesting of additional items
- Two rotating slide display screens are located above customer input screen as well as large screen on left of unit
- Can be designated as a place to pick up requested items (holds) in the Library Catalog; Location is: Kiosk at Mitch Park-Edmond
- With your library card in hand and your PIN (last name) you can also return library items here. These items can be from any MLS location and will be routed to owning location.

Benefits of 24 hr. Library

- 24-Hour check out
- 24-Hour check in/returns
- 24-Hour Item Renewals
- 24-Hour holds pick up
- 24-Hour Catalog browsing
- 24-Hour program information
- 24-Hour reserve selection
- 24-Hour sorting

Using the Kiosk

Checking Out Materials

- Press Checkout button
- Scan or enter library card number
- Enter PIN (last name)
- Enter 4 digit slot number

- Repeat until you have received all the items you want to borrow
- Print receipt (optional)

To Pick Up Holds

- Scan or enter library card number.
- Enter PIN (last name)
- Hold items are shown at the top and press NEXT to dispense holds.
- All holds on shelf are released to the customer
- Holds expire after 8 days. Extensions will not be done at this time.
- Items that are shown ON SHELF for Kiosk at Mitch Park-Edmond may take 24 hours or more to actually be available depending on when items are delivered to the kiosk shelf.

Returns

- Press Return
- Scan or enter library card number
- Enter PIN (last name)
- Insert items one at a time with barcode facing up
- Door closes between each return
- When finished returning, press done.
 - If patron attempts to insert multiple items at a time, you receive “Item not recognized, please insert items one at a time” message and extra item will be returned to patron or it will recognize one item and code the other as ‘Not Recognized’
 - Items Not Recognized will remain on patron’s card until it is scanned in at the SC
- Print receipt (optional)
- Items returned to Kiosk at Mitch Park-Edmond will be returned to Service Center for processing with the exception of items designated for Kiosk holds. Kiosk at Mitch Park holds will be labeled as such and shelved for pickup in the kiosk.

Problems with the machine

No Receipt

- Unit may be out of receipt paper. Receipt printer paper is exchanged by Outreach Delivery Specialists (DOES) and will be checked during every service.
- Paper may have jammed, please alert DOES Kiosk staff.

Machine Unresponsive

- Machine may not be responsive for a variety of reasons:
 - It will automatically shut down if a jam occurs in the moving parts. (conveyor, elevator, etc.)

- The machine will be unresponsive if data communication to the device is down.
- The machine detects a blockage or unexpected item when processing material returns/checkout.
- General problems with the conveyor or elevator system, requiring maintenance. Loose parts, distorted conveyance, etc.
- CARL.X is down
- Kiosk will be automatically rebooted overnight to resolve any existing issues.
- Customers should call (405) 341-9282 to report issues. Staff will address issues as they're available based on time of call and staff availability. (CIS will answer calls during hours they're open.)

Material Not Coming Out When Selected

- Material can cause a blockage resulting in a failed checkout.
- Items can become stuck in the elevator.
- Items can become stuck on the conveyor.
- Items that fail to checkout will not go onto a customer's card.
- Items that fail to checkout are dropped into an exceptions bin, resulting in downtime for the system of about a minute.

Maintenance

- Cleaning is done by
 - Light pickup and cleaning of unit will be performed Mon-Friday (plus Saturday as of 10/16/21) by DOES Outreach Delivery Drivers daily.
 - Area surrounding Kiosk is cleaned and maintained by Edmond City staff.
- Vandalism/damages to kiosk and/or shelter should be reported to Executive Director, Security Manager, IT DED, and DOES Director.

EDMP Material and Issues

On Hold / Reserved:

- Materials from other libraries being routed for holds at Kiosk will have the standard Hold label for the intended customer.
- Any material may be selected for holds at EDMP but not all items will fit in the machine and not all items have RFID functionality.
 - Material that does not meet requirements (size and RFID availability) to be placed in the machine will either be placed in Kiosk's hold drawers or be routed

to a local library of the patron's choosing. DOES Delivery Specialist will make these calls.

- Checking in uses RFID, shelving materials is using RFID or barcode scan but checking out is NOT using RFID; the kiosk has its own database and knows what's in each slot; it then sends SIP2 message to ILS to check out materials.

Problems with Library Material

- Material that doesn't read correctly on the RFID or barcode reader at Kiosk will go to the exceptions bin without being checked in.
- Material that is not checked in may not be seen by staff for several days, depending on the date of the return. Most customer problems will be resolved Monday-Friday. (Ex., "I returned this item Saturday and it is on my record today, Monday". The patron may just need to wait for processing on Monday to have the issue resolved.)
- Missing Pieces and/or damaged material as well as problems with holds and holds questions are handled under the same procedure as any library material.

Questions, Concerns, Problems with Library Accounts

- Please direct Kiosk calls to CIS [\(405\) 341-9282](tel:405-341-9282) and they'll route accordingly.