

Session “Providing contactless services - picking up reserved books around the clock” – Qa&A

Q: In the pursuit of "contactless pickup", does the patron need to still touch the screen to press the "Pick up" button for each item?

A: Contactless means no people to people contact. patrons still need to press pick up button one by one or in batch when taking the books from cabinet

Q: Which company provided your book pickup cabinet?

A: Shenzhen Seaever Intelligent Technology Co.

Q: How much time did it take to set this all up and how big was your team?

A: We have only one manager of library system(me), who is responsible for maintaining the Alma, Primo, Website, WebChat, mobile library, Education system for incoming freshmen and other systems. I provided API and SIP2 information and workflow for this project, which implemented by the manufacturer of our cabinet. It took us a few months, because there was a period of home-based office and manufacturer couldn't enter the campus due to COVID-19.

Q: Did the manufacturer provide the connection to Alma? or is this development made by the library?

A: API and SIP2 information and workflow provided by our librarian and implemented by the manufacturer.

Q: Do you limit the number of requests?

A: Yes. The maximum number of books that can be reserved per patron is 5.