Minimizing self-service touchscreen interactions

Quick guide for minimizing touch screen interaction on bibliotheca devices
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1 Overview

With the Covid-19 pandemic, many libraries are seriously investing in helping reduce the spread of the SARS-CoV-2 virus and a big part of that is reducing the number of shared surfaces the user has to touch during a typical trip to the library. At bibliotheca, we are actively supporting libraries in this endeavour and have designed a number of guides to help librarians reconfigure their bibliotheca products to minimize the use of the touchscreen.

Please follow the guides listed in this document to minimize touchscreen use in quickConnect, librer8, and flex AMH systems.
2 Configuration options for quickConnect

This section provides guidance to minimize touchscreen interaction for quickConnect. Before implementing a solution, ensure that it is suitable for your library.

The configuration options presented in this section work best for kiosks functioning in check-out only mode.

These configuration options require you to open quickConnect selfCheck System Manager. System Manager is available to administrator level accounts and can be opened either from the administrator’s desktop, or from the Windows Start menu.

2.1 Put quickConnect in check-out only mode

Result: the selfCheck automatically opens the login screen.

1. Open System Manager, select Workflow, then select General.
2. On the Workflow field, use the pull-down menu to select Check-out.
3. Scroll to the bottom of the page and click Update.

Issues with this mode of operation: Payment, Account and Renewal buttons can’t be selected from the main screen. Users with a PIN still must touch the screen to enter their PIN.

2.2 Put quickConnect in check-in only mode

Result: the selfCheck starts on the Check-in screen.

1. Open System Manager, select Workflow, then select General.
2. On the Workflow field, use the pull-down menu to select Check-in.
3. Scroll to the bottom of the page and click Update.

Issues with this mode of operation: Payment, Account and Renewal buttons can’t be selected.

2.3 Reduce the default timeout on the check-out/in screens

Result: this ends the transaction without the need for the user to press Finish.
1. Open **System Manager**, select **Workflow**, then select **Session**.
2. Use the slider to change **Inactivity Warning Timeout** 30 (default) to 5.
3. Use the slider to change **Walkaway Timeout** 30 (default) to 10.
4. Click **Update**.

### 2.4 Configure Kiosks to Process Multiple RFID Items

quickConnect selfCheck can process multiple RFID items. Have library staff inform patrons to place a stack of RFID items on the scan bed for processing, rather than scanning the items individually.

Configure this feature as follows.

1. Open **System Manager**, select **Workflow**, then select **General**.
2. Use the pull-down menu to change **Check-in Item Processing** to **Multiple**.
3. Use the pull-down menu to change **Check-out Item Processing** to **Multiple**.
4. Scroll to the bottom of the page and click **Update**.

### 2.5 Print a receipt automatically after each transaction

1. Open **System Manager**, select **Receipts**, then select **General**.
2. Change **No Receipt Option** to Off.
3. Change **Print Check-in/Check-out receipt** to On.
4. Change **Email Check-in/Check-out receipt** to Off.
5. Scroll to the bottom of the page and click **Update**.
3 Configuration options for liber8

This section provides guidance to minimize touchscreen interaction for liber8. Make sure that each solution is suitable for your library before implementing it.

You can access liber8 admin mode by scanning an admin card, or entering your admin code on the patron login screen.

3.1 Put liber8 in check-out mode

Result: liber8 will automatically open the login screen.

1. Go to Admin Menu -> Function Administration -> Main Screen Functions
2. Select:
   - 1 for Borrow Items
   - 0 for Account
   - 0 for Return Items
3. Save your changes.

Issues with this mode of operation: Payment, Account and Renewal buttons can’t be chosen from the main screen. Users with a PIN will still have to touch the screen to enter their PIN.

3.2 Put liber8 in check-in mode

Result: liber8 will automatically open on return screen.

1. Admin Menu -> Function Administration -> Main Screen Functions
2. Select:
   - 0 for Borrow Items
   - 0 for Account
   - 1 for Return Items
3. Save your changes.

Issues with this mode of operation: Payment, Account and Renewal buttons can’t be chosen.

3.3 Reduce the default timeout on the check-out/in screens

1. Use a text editor to open C:\Program Files\Bibliotheca\Liber8\SelfCheck.ini
2. Navigate to the [OPTIONS] section
3. Change the number after Timeout Seconds = to adjust the number of seconds to suit your users. (e.g. Timeout Seconds = 20)
3.4 Print a receipt automatically after each transaction

1. Use a text editor to open `C:\Program Files\Bibliotheca\Liber8\SelfCheck.ini`

2. Navigate to the `[RECEIPT PRINTER]` section and change the following values
   - `PrintLevelBorrow = 1`
   - `PrintLevelReturn = 1`
   - `PrintLevelRenew = 1`
   - `PrintLevelStatus = 1`
4 Configuration options for flexAMH

This section provides guidance to minimize touchscreen interaction for flex AMH systems. Make sure that each solution is suitable for your library before implementing it.

4.1 Set the front flap to always be open

Result: Changes the flex AMH return to UNSECURED mode, which means that the return is always open and books can be directly laid on the belt and immediately returned.

1. Open configtool.exe in the C:\Program Files (x86)\Bibliotheca\quickconnect_AMH\2.x directory
2. On the lower left-hand side of the "Basic Configuration" tab, set the Mode to UNSECURE
3. Press the Save Basic Configuration button

Issues with this mode of operation: This is likely only suited for indoor returns. Only anonymous returns are possible.

4.2 Deactivate the on-screen button for opening the return

Result: If the flex AMH return must operate in SECURED mode, this configuration disables any button presses and instead uses the external antenna to unlock the front flap.

1. Open configtool.exe in the C:\Program Files (x86)\Bibliotheca\quickconnect_AMH\2.x directory
2. Navigate to the "Screen Configuration" tab
3. In the top right-hand corner, ensure that the tick box under 6. Show unsecure button is not ticked.
4. Press the Save Screen Configuration button
5. Navigate back to the "Basic Configuration" tab
6. In the lower right-hand corner, under Special Features, ensure that the Enable External Trigger tick box is ticked.
7. Press the Save Basic Configuration button
8. Navigate to the “config.xml” tab
9. Open the return dropdown, and then the validation dropdown.
10. Open the Blacklist dropdown and make sure the rule is ("True" = "False")
11. Open the Whitelists dropdown and make sure the rule is ("True" = "True")
12. Press the Validate configuration button

Issues with this mode of operation: This requires a functional external antenna. In its default configuration, it will open for any RFID enabled item.
4.3 Automatically print receipts at the end of sessions

1. Open configtool.exe in the C:\Program Files (x86)\Bibliotheca\quickconnect_AMH2.x directory
2. Navigate to the “config.xml” tab
3. Open the workflow -> mode -> session -> print -> ontimeout dropdown menu
4. Ensure that it is set to true

4.4 Deactivate logout buttons

Result: Logout happens with timeout rather than the push of a button.

1. Open configtool.exe in the C:\Program Files (x86)\Bibliotheca\quickconnect_AMH2.x directory
2. On the lower right hand corner of the "Basic Configuration" tab, under Special Features, ensure that the Show Logout Button tick box is not ticked.
3. Press the Save Basic Configuration button

4.5 Reduce the session timeout time

1. Open configtool.exe in the C:\Program Files (x86)\Bibliotheca\quickconnect_AMH2.x directory
2. Navigate to the “config.xml” tab
3. Open the workflow -> state -> ApplicationWrapper -> BookReturn -> Main -> MainSession -> timeout dropdown menu
4. Set its value to the number of milliseconds you want to elapse before the session ends (and the receipt is printed, if so configured). For example, if you want to wait 10 seconds set the value to 10000
5 Contact bibliotheca Support

Please be ready with your library’s customer number, case number, any applicable error messages or conditions, and the product version or serial number.

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