

G-LBQG1064EN.002

Minimizing self-service touchscreen interactions

Quick guide for minimizing touch screen interaction on bibliotheca devices

Copyrights & Trademarks

Copyright © bibliotheca 1999-2020, all rights reserved. The bibliotheca name and device is a registered trademark of bibliotheca.

bibliotheca provides this document to customers and prospective customers only. The content of this document is strictly confidential and may not be reproduced in any form or transferred by any means, in whole or in part, to any third party without the explicit and prior written consent of bibliotheca.

All product names presented with the TM symbol within this document are trademarks of bibliotheca and may not be used without the express written permission. Windows is a registered trademark of the Microsoft Corporation in the United States and other countries.

Terms & Conventions

	Text boxes containing a green circle and white “i” contain important information pertaining to the use or configuration of the product. These may also contain tips or recommendations from bibliotheca or bibliotheca customers.
	Text boxes containing a red circle with a white triangle and exclamation point contain either information critical to the successful use or configuration of the product, or a warning. It is important to read and consider the information presented in the hazard text boxes carefully.
	Text boxes containing a blue circle and question mark contain a definition or explanation of a specific term or concept that may not be immediately apparent or common knowledge to all users. The information in these text boxes should assist the reader’s understanding of this document’s content.

Clickable/Writeable Fields – Bold Text denotes a button, tab, text field, or menu that a user can select or otherwise interact with.

Location/Reference – Italic text denotes the location of a file or folder on a computer, or a specific section within the document or reference to a separate document.

Table Of Contents

1 Overview	<u>4</u>
2 Configuration options for quickConnect	<u>5</u>
2.1 Put quickConnect in check-out only mode	<u>5</u>
2.2 Put quickConnect in check-in only mode	<u>5</u>
2.3 Reduce the default timeout on the check-out/in screens	<u>5</u>
2.4 Configure Kiosks to Process Multiple RFID Items	<u>6</u>
2.5 Print a receipt automatically after each transaction	<u>6</u>
3 Configuration options for liber8	<u>7</u>
3.1 Put liber8 in check-out mode	<u>7</u>
3.2 Put liber8 in check-in mode	<u>7</u>
3.3 Reduce the default timeout on the check-out/in screens	<u>7</u>
3.4 Print a receipt automatically after each transaction	<u>8</u>
4 Configuration options for flexAMH	<u>9</u>
4.1 Set the front flap to always be open	<u>9</u>
4.2 Deactivate the on-screen button for opening the return	<u>9</u>
4.3 Automatically print receipts at the end of sessions	<u>10</u>
4.4 Deactivate logout buttons	<u>10</u>
4.5 Reduce the session timeout time	<u>10</u>
5 Contact bibliotheca Support	<u>11</u>

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 **Whitelist** 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_AMH\2.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_AMH\2.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_AMH\2.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.

The Americas

 **Brasil**
+55 19 2515 7930
support-br@bibliotheca.com

 **Canada**
+1 877 207 3127 (select option 2)
support-ca@bibliotheca.com

 **United States**
+1 877 207 3127 (select option 2)
support-us@bibliotheca.com

Asia and Pacific

 **Australia**
+61 3 8555 3388
support-au@bibliotheca.com

 **中国**
+86 21 51078671
support-cn@bibliotheca.com

 **香港**
+85 2 3719 8122
support-hk@bibliotheca.com

 **日本**
+81 3 6273 0159
support-jp@bibliotheca.com

 **한국**
+82 02 6310 6565
support-kr@bibliotheca.com

 **Singapore**
+65 6 9044 270
support-sg@bibliotheca.com

 **中華民國**
+886 2 29012974
support-tw@bibliotheca.com

Europe

 **België**
+32 (0) 3 808 11 45
support-be@bibliothecca.com

 **Danmark**
+45 7027 1008
support-dk@bibliothecca.com

 **Finland**
+358 3410 93347
support-fi@bibliothecca.com

 **France**
+33 (0)1 56 24 11 76
support-fr@bibliothecca.com

 **Deutschland**
+49 7121 9264 115
support-de@bibliothecca.com

 **United Kingdom**
+44 (0)161 498 1150
support-uk@bibliothecca.com

 **Nederland**
+31 (0)85 7600 840
support-nl@bibliothecca.com

 **Norge**
+45 7027 1008
support-no@bibliothecca.com

 **Sverige**
+46 8408 39145
support-se@bibliothecca.com

 **Suisse**
+41 41 726 9950
support-ch@bibliothecca.com

