



Midwinter Virtual Conference 2021

Questions and links from Session 8: Starting a home and locker delivery service for your library in a pandemic, by Christina Hennessey (California State University, Northridge (CSUN))

Q1. Christina, is your stack closed during the pandemic?

Yes. Stacks were only accessed by our own staff once a day for the delivery processing and one person was in the building (and therefore the stacks) during this time. Our library has been closed to the public since March 2020 and have still not opened as of Feb 2021

Q2. Were you using Library Rate across the board or using a variety of mailing rates? Simply curious....

This is a great question as we are still trying to sort this out many months later. We are getting charged back much more than expected and need to sort out with our Campus Mail Services what rates they are charging us and why. We had some experience with mailing to distance learners before closure and those rates were as expected but the rates we are getting charged back for are higher than expected. Are things going out as FedEx? Are they using library rate, bulk rate, media rate, etc.? Is there a different rate being used vs. when we mail library to library? Are there different rates for a box vs. a small envelope vs. a large envelope, different weights, etc. They may be charging us a labor charge at Mail Services? I will update the answer here soon once I find out myself.

Q3. I mean is the stock closed for patrons?

Answered above

Q4. This is a great idea! Print access in a socially distant way! What was the start-up cost?

We budgeted several thousand dollars for mailings which we used up. We also had to buy mailing supplies and labels for different departments. Then there was the employee cost of implementation and training - that was more hours than expected.

Q5. How was it deciding which program to choose? were there any close choices to lux one?

LuxerOne's price offer was significantly lower than the other offers, also it helped that other Cal States had already chosen LuxerOne and were working with them, had made manuals, configured emails, so we could save time and work with their experience on that.

Q6. Did you allow pick ups after hours or did you empty the lockers at the end of the day?

We haven't started our locker service as of Feb 2021 but will allow pick-ups 24/7 and would assume that most pickups will be out of regular library hours (when we re-open limited hours). I am really curious to see the most popular times and days. We will keep items in the lockers for 6 days (with many reminders) before clearing them and returning them to the stacks after quarantine.

Q7. Why did the lockers need to be moved out of direct sunlight?

The locker is powered by a regular iPad and it was overheating and turning the locker access off. Once we added a sunshade and a cooling unit, the locker has not overheated, although it is "Winter" here. The temperatures in the San Fernando Valley can get up to 110-120 F in the summer so we are going to keep a close eye on this. We have not relocated the locker yet but we might due to this concern for the summer.

Q8. Is the app a more secure method for patrons picking up the items? I'm interested in the low-contact methods you listed.

I think the app will be more secure - the patron does not need to touch the locker except to get the item out of the particular locker, and they don't have to authenticate anything beyond having the app on their phone with an individual logon. Picking up something with the access code or QR code involves touching the locker - a patron could give their access code to someone else and then they could pick it up, a code would probably be given out more easily than lending someone your phone or your LuxerOne password. The access code is tied to the particular locker pickup so it is not re-used, however. We are very interested in the security of the locker and what ways the patrons will use them, and which methods will be the most popular.

Q9. Were there any privacy concerns related to this process?

Yes - the primary user ID is loaded into the LuxerOne database as the unique ID for the user record. This is also in our Alma database, of course, but we are exporting it to a different system now. Only library staff can see that database when at the locker but it is still transferring this data via a webhook to another database, that is outside and not monitored.

Q10. Have you considered how you will handle the data stored in Luxer?

I am concerned that we cannot delete users in the database without a request to LuxerOne to delete them. I would like to be able to flush the user database (and maybe the delivery history) at the end of each semester so people no longer associated with the university are no longer in there. LuxerOne is aware of the concerns and I hope will give libraries the ability to delete user records and history in later versions.

Q11. Thank you so much for all of the work that went into this project and the continued dedication to varied voices. How as digital storage worked, is that an ongoing conversation on sustainability for this project?

I am curious how many more years there will be interest in print item delivery, and if this locker will be a relic of past library times eventually. But there will still be interest for the next few years so we will keep the locker service as long as there is interest. I am not sure what we will do with the locker once we no longer have the service (how do we recycle/re-use it)? Also, the iPad inside of it will probably need to be replaced in a few years, hopefully not too often but we will recycle the iPads accordingly.

Link to CSU Locker Task Force - lots of documents:

<https://calstate.atlassian.net/wiki/spaces/ULMSA/pages/1439268870/Lockers>