



Highland Sam J. Racadio Library and Environmental Learning Center



## Enhanced Services and Social Distancing Prove a Winning Combination at San Bernardino County Library

San Bernardino County Library had been interested in expanding their self-service solutions for quite some time to meet patron needs and streamline service in their busy libraries. With the COVID-19 pandemic, the need for these solutions became even more vital, particularly in light of the health and economic impact of the virus.

When grant funding became available, San Bernardino County was able to purchase EnvisionWare's X11 Series vending kiosks for each of their 32 locations. The kiosks enable the library to fulfill multiple patron self-service needs with a single station, including the ability to release print jobs, checkout books and materials using self-checkout with RFID, make computer reservations, and pay for print jobs as well as fines and fees. The X11's not only make it faster and easier for patrons to use the library, they allow for social distancing without the need for staff interaction.



### ENVISIONWARE PRODUCTS IN SAN BERNARDINO COUNTY LIBRARY SYSTEM

EnvisionWare® Suite™

- PC Reservation®
- LPT:One™

MobilePrint Service™

EnvisionWare® eCommerce Services™ Self-Service Solutions

Library Document Station™

EnvisionWare® RFID Software Suite™

OneStop™

The grant funding also enabled the Library to address a growing patron need for scanning and faxing services by installing EnvisionWare's Library Document Station™ in each building. The Library Document Station enables patrons to scan and fax materials without needing staff assistance to handle the materials or process the scanning/faxing.



To better leverage their growing digital collections, San Bernardino County installed 10 Tablet Stations from EnvisionWare. The Tablet Stations, powered by Hublet, provide self-service access to tablets pre-loaded with educational materials, job resources, news and media, as well as games, books and magazines. Patrons simply scan their library card, grab a tablet and sit anywhere in the library at a safe distance from others. When finished, the user returns the tablet to the docking station and all of their information is wiped clean.

"The pandemic has been an unprecedented and challenging time for everyone," said Melanie Orosco, Regional Manager of Library Services. "These solutions provide peace of mind from a health and safety perspective and enable us to meet essential needs at a time when our communities need us the most."