

Yacolt Library Express: A Robust Self Service Library Experience

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Statistics

Opened: Sept. 2012
Staff on site: 20hrs per week
Unstaffed: M-Th, 9-8 F- Su, 10-6
Monthly Circ: 4,500
Collection Size: 5,000
Daily Visitors: ~100
Internet Computers: 2



Services Available

The types of services available at the Yacolt Library Express are in line with the concept of quick, self-guided service.

- 2 Internet computers
- Printer
- WiFi
- Bathroom
- Self Check-out
- Self Check-in
- Book returns
- Hold Pick-up



Talking Points Positives:

- + Patrons have local access to basic services that they would use without staff involvement even in a fully staffed library.
- + Patrons can drop off materials at their convenience, rather than making a 25 mile round trip.
- +Wide range of access hours means different people with different schedules can find a time to get to the library.
- +WiFi hotspot means locals have a high-speed internet access nearby 24/7.

Drawbacks:

- +Staff aren't always there to provide in-person service and support.
- +No bill payment at site.
- +No ILL pick-up at site.
- +Hard to police unruly patrons
- +Technical and other difficulties may take hours or days to be fixed.

Media

The Yacolt Library Express was featured in The Columbian and The Oregonian, as well as on KGW news.



FAQs

- Who makes that card reader?
 - Telepen, in the U.K.
- Do you have RFID?
 - Yes.
- Do people stay over night?
 - Not so far, but some people stay a little late.
- How would you know?
 - We have door counters that tell us when people enter and leave, 24/7.
- Are people happy with it?
 - Yes, I think so. It was installed to replace once-per-week bookmobile service. That service helped an average of 70-80 people per week, while this one helps more than that every day. We check out as many items at Yacolt as at some of our smaller fully staffed locations. Holds are brought to Yacolt 5 days per week by the Yacolt staff, which is better than most smaller libraries on our courier route. Staff tidy every day they visit. There is an active Friends group.
- Would this work where I live?
 - Maybe - it depends on a lot of factors. Email Sam and/or Holland, and let's chat about it. swallin@fvrl.org and hchristie@fvrl.org

NOTES: