GRAND PRAIRIE LIBRARY SYSTEM

Grand Prairie, TX

CASE STUDY

The Grand Prairie Library System – Grand Prairie, TX

THE LIBRARY

The Grand Prairie Public Library System (GPLS) is a department of the City of Grand Prairie Texas with three physical locations: the Grand Prairie Main Library, the Betty Warmack Library and the Tony Shotwell Library. The library system offers a diverse selection of hardcover books, e-books, large print books, audio books, DVDs, music and graphic novels. Library services include research assistance, computers, Wi-Fi, printing, scanning, on-line resources, classes and programs. The Main Library is a participant in the Family Place Libraries Network, a network of more than 400 sites in 27 states that provide workshops that promote literacy and healthy communities.

In addition to its three physical locations, the GPLS serves residents of Lake Parks in south Grand Prairie with a D-Tech book locker. The book locker is located outside the city's Lake Parks Administration Office. Patrons can access the locker 24/7 to pick up and return library materials they've placed on hold.

THE CHALLENGE

During the past three years, GPLS has been reinventing itself – remodeling some of the physical spaces to accommodate new programs and providing more online services for the communities it serves. Grand Prairie's southern sector, known as the Grand Peninsula, has seen an explosion in population, particularly the Lake Parks community. The three existing libraries were too far away for residents to travel to the locations and there were no immediate plans for construction of a library in the Lake Parks community.

The city's mission is "create Raving Fans by delivering world class service." The library's mission is "educate everyone." Library personnel met to address how library services could be expanded to all its citizens in supports of its mission.

THE SOLUTION

To meet the challenge, the library director and staff started their research. After a request for bids, D-Tech's holdIT™ system had all the attributes required for the remote location. In the fall of 2016, the holdIT kiosk was installed outside the Lake Park administration office.

The modular holdIT kiosk currently has 30 lockers but can be expanded with more bays. Patrons can place items on hold and then pick up and return items at the kiosk. holdIT™ allocates a locker and prints a receipt with a barcode indicating the items and locker number. Once a bin is full of items ready to be loaded into the holdIT, the staff member scans the barcode on the receipt that is attached to the reserved item and it will unlock the correct locker, place the item in and close the door.

To access the reserved locker, the user simply scans his user card or enters the library card number and pin. The screen will display the items, the user then accepts and the locker is opened and the items are issued. For the library's on-line card customers, they can go online, join the library, get an email with their library card number and reserve library materials. At the kiosk, they can then enter their library card number on the keypad and access their reserved materials stored in the kiosk locker. Items are returned into a book drop unit for retrieval by library staff.

THE RESULTS

– Enhances and supports the mission of the City of Grand Prairie.
– Provides lending services to an additional population of residents in the Lake Parks community.
– With the addition of the keypad feature on the locker, patrons can enter their card number and pin to access on-hold items at the kiosk without having to scan a physical card. There were increases in circulation of 66%!

CUSTOMER COMMENTS

"We are constantly searching for ways to support our city's goal to create raving fans by delivering world-class service. The book locker is a great tool to meet this goal. It gives our customers the convenience of location and the freedom of 24-hour access to all of our materials. No one else can provide the service we have received from D-Tech. Our requests were met with enthusiasm and were implemented within months, not years."

– Peter Sime, *Supervisor of People, Grand Prairie Public Library System*