Grand Prairie, TX

CASE STUDY

The Epic Center, Grand Prairie, TX

THE LIBRARY

The Epic, a 120,000-square-foot fitness, arts and entertainment center, official grand opening was November 17, 2018. The Epic project was funded through a 1/4 cent sales tax passed by voters in May 2014. The center was constructed to be a world-class community amenity to serve the citizens of Grand Prairie as well as the entire North Texas region.

The center features multi-purpose courts with built-in seating, a grand atrium with a high-tech library, theater, recording studio, a large fitness center, second floor track and unique adventure track, artist studio, culinary arts room, a performing arts theater, youth game room, indoor lap and resistance pool, an outdoor amphitheater, and more located southwest of the city's Public Safety Building.

THE CHALLENGE

The Epic wanted to provide library services to their members but required a solution that would provide advanced world-class services equal to the visionary aspects of the other services of the facility. The Epic wanted a visual presence for the system that would entice members to use the library services.

The system would need to serve as an automated library branch. The center required a solution that would function during its
HOURS OF OPERATION:
Monday – Thursday 5:30 am – 10 pm;
Friday 5:30 am – 9 pm;
Saturday 8 am – 8 pm,
Sunday 11 am – 6 pm.

The system would need to be a fully functional easy-to-use stand-alone system that wouldn't require staff assistance.

THE SOLUTION

To meet the requirements of having a high-tech self-service solution as part of the offerings to The Epic members, the center chose the lendIT™ product from D-Tech. Prior to the installation of the lendIT™ solution, Grand Prairie installed the holdIT, a 30-locker holds kiosk provided by D-Tech in its Lake Park region in the fall of 2016.

The lendIT™ kiosk was selected as the solution of choice for its many features and options. The kiosk is designed to hold up to one thousand items consisting of books, CD's and DVDs and is available in modules ranging from 200-500 and 1000 items. The kiosk has an intuitive interface for new users and is user-friendly staff to load and retrieve items returned to the unit.

Features of The Epic's self-service kiosk include item capacity of 1,000 items; check-out/returns; search options by category, author, title, blue ray, DVD, etc; and account access with patron card and payments for usage and/ or fines and fees. One of the customization enhancements provided by D-Tech was the integration into the interface of a tutorial guided video on the use of the system. Additionally, D-Tech customized the kiosk with interior LED lighting that enhances the high-tech appeal of the kiosk and grabs members' attention. The enhancements of the lendIT™ fit the niche of providing a world-class presence while providing a much-needed service to members.

THE RESULTS

– Enhances and supports the mission of the City of Grand Prairie.
– Provides a high-tech, world-class, self-service library solution that fits seamlessly within The Epic center's other service offerings.
– Patrons have enthusiastically received the lendIT™ self-service kiosk as part of the many amenities offered at The Epic center. There have been many members already applying for library cards and strong circulation of materials since the opening of the center in November.

CUSTOMER COMMENTS

"We are constantly searching for ways to enhance the services we offer to Grand Prairie and our surrounding communities. The lendIT™ self-service kiosk is a perfect solution to extend library services to the members of The Epic. It gives members the convenience of accessing library materials while at the center and the freedom of extended hours access to library loan items. D-Tech continues to provide consistent high caliber customer care and innovative solutions. D-Tech's technical capabilities and enthusiasm in providing requested enhancements within a short time frame are some of their most valuable assets."
– Peter Sime, *Supervisor of People, Grand Prairie Public Library System*