

G-LBQG10EN.001

Minimizing self-service touchscreen interactions

Quick guide for minimizing touch screen interaction on bibliotheca devices

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Table Of Contents

1 Overview	<u>4</u>
2 Configuration options for quickConnect	<u>5</u>
2.1 Put quickConnect in check-out mode	<u>5</u>
2.2 Put quickConnect in check-in mode:	<u>5</u>
2.3 Reduce the default timeout on the check-out/in screens:	<u>5</u>
2.4 Print a receipt automatically after each transaction:	<u>5</u>
3 Configuration options for Liber8	<u>6</u>
3.1 Put Liber8 in check-out mode:	<u>6</u>
3.2 Put Liber8 in check-in mode:	<u>6</u>
3.3 Reduce the default timeout on the check-out/in screens:	<u>6</u>
3.4 Print a receipt automatically after each transaction:	<u>7</u>
4 Configuration options for flexAMH	<u>8</u>
4.1 Set the front flap to always be open	<u>8</u>
4.2 Deactivate the on-screen button for opening the return	<u>8</u>
4.3 Automatically print receipts at the end of sessions	<u>9</u>
4.4 Deactivate logout buttons	<u>9</u>
4.5 Reduce the session timeout time	<u>9</u>
5 Contact bibliotheca Support	<u>10</u>

1 Overview

With the Covid-19 pandemic, many libraries are seriously investing in helping reduce the spread of the SARS-CoV-2 virus and a big part of that is reducing the number of shared surfaces the user has to touch during a typical trip to the library. At bibliotheca, we are actively supporting libraries in this endeavour and have designed a number of guides to help librarians reconfigure their bibliotheca products to minimize the use of the touchscreen.

Please follow the guides listed in this document to minimize touchscreen use in quickConnect, Libre8, and flex AMH systems.

2 Configuration options for quickConnect

This section provides guidance to minimize touchscreen interaction for quickConnect. Make sure that each solution is suitable for your library before implementing it.

2.1 Put quickConnect in check-out mode

Result: the selfCheck will automatically open the login screen.

1. Go to **System Manager -> Workflow -> General -> Workflow - Change to or Check-in**
2. Select **Check-out**

Issues with this mode of operation: Payment, Account and Renewal buttons can't be chosen from the main screen. Users with a PIN will still have to touch the screen to enter their PIN.

2.2 Put quickConnect in check-in mode:

Result: the selfCheck will start up on the Check-in screen.

1. Go to **System Manager -> Workflow -> General -> Workflow**
2. Select **Check-in**

Issues with this mode of operation: Payment, Account and Renewal buttons can't be chosen.

2.3 Reduce the default timeout on the check-out/in screens:

Result: this will end the transaction without the need for the user to press Finish.

1. Go to **System Manager -> Workflow -> Session**
2. Change **Inactivity Warning Timeout 30 (default)** to 5
3. Change **Walkaway Timeout 30 (default)** to 10

Walkaway and inactivity timeouts can be further adjusted in Configurator.

- **Configurator -> Session -> Inactivity Warning Timeout** to 00:00:05
- **Configurator -> Session -> Walkway Timeout** to 00:00:02

2.4 Print a receipt automatically after each transaction:

1. Go to **System Manager -> Receipts -> General**
2. Change **No Receipt Option** to Off
3. Change **Print Check-in/Check-out receipt** to On
4. Change **Email Check-in/Check-out receipt** to Off

3 Configuration options for Liber8

This section provides guidance to minimize touchscreen interaction for Libre8. Make sure that each solution is suitable for your library before implementing it.

	You can access liber8 admin mode by scanning admin card or or typing you admin code on patron login screen.
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3.1 Put Liber8 in check-out mode:

Result: Liber8 will automatically open the login screen.

1. Go to **Admin Menu -> Function Administration -> Main Screen Functions**
2. Select:
 - 1 for **Borrow Items**
 - 0 for **Account**
 - 0 for **Return Items**
3. Save your changes.

Issues with this mode of operation: Payment, Account and Renewal buttons can't be chosen from the main screen. Users with a PIN will still have to touch the screen to enter their PIN.

3.2 Put Liber8 in check-in mode:

Result: Liber8 will automatically open on return screen.

1. **Admin Menu -> Function Administration -> Main Screen Functions**
2. Select:
 - 0 for **Borrow Items**
 - 0 for **Account**
 - 1 for **Return Items**
3. Save your changes.

Issues with this mode of operation: Payment, Account and Renewal buttons can't be chosen.

3.3 Reduce the default timeout on the check-out/in screens:

1. Use a text editor to open `C:\Program Files\Bibliotheca\Liber8\SelfCheck.ini`
2. Navigate to the [OPTIONS] section
3. Change the number after **Timeout Seconds =** to adjust the number of seconds to suit your users. (e.g. **Timeout Seconds = 20**)

3.4 Print a receipt automatically after each transaction:

1. Use a text editor to open `C:\Program Files\Bibliotheca\Liber8\SelfCheck.ini`
2. Navigate to the `[RECEIPT PRINTER]` section and change the following values
 - **PrintLevelBorrow = 1**
 - **PrintLevelReturn = 1**
 - **PrintLevelRenew = 1**
 - **PrintLevelStatus = 1**

4 Configuration options for flexAMH

This section provides guidance to minimize touchscreen interaction for flex AMH systems. Make sure that each solution is suitable for your library before implementing it.

4.1 Set the front flap to always be open

Result: Changes the flex AMH return to UNSECURED mode, which means that the return is always open and books can be directly laid on the belt and immediately returned.

1. Open `configtool.exe` in the `C:\Program Files (x86)\Bibliotheca\quickconnect_AMH\2.x` directory
2. On the lower left-hand side of the "Basic Configuration" tab, set the **Mode** to UNSECURE
3. Press the **Save Basic Configuration** button

Issues with this mode of operation: This is likely only suited for indoor returns. Only anonymous returns are possible.

4.2 Deactivate the on-screen button for opening the return

Result: If the flex AMH return must operate in SECURED mode, this configuration disables any button presses and instead uses the external antenna to unlock the front flap.

1. Open `configtool.exe` in the `C:\Program Files (x86)\Bibliotheca\quickconnect_AMH\2.x` directory
2. Navigate to the "Screen Configuration" tab
3. In the top right-hand corner, ensure that the tick box under **6. Show unsecure button** is not ticked.
4. Press the **Save Screen Configuration** button
5. Navigate back to the "Basic Configuration" tab
6. In the lower right-hand corner, under Special Features, ensure that the **Enable External Trigger** tick box is ticked.
7. Press the **Save Basic Configuration** button
8. Navigate to the "config.xml" tab
9. Open the **return** dropdown, and then the **validation** dropdown.
10. Open the **Blacklist** dropdown and make sure the rule is ("True" = "False")
11. Open the **Whitelist** dropdown and make sure the rule is ("True" = "True")
12. Press the **Validate configuration** button

Issues with this mode of operation: This requires a functional external antenna. In its default configuration, it will open for any RFID enabled item.

4.3 Automatically print receipts at the end of sessions

1. Open configtool.exe in the C:\Program Files (x86)\Bibliotheca\quickconnect_AMH\2.x directory
2. Navigate to the "config.xml" tab
3. Open the **workflow** -> **mode** -> **session** -> **print** -> **ontimeout** dropdown menu
4. Ensure that it is set to true

4.4 Deactivate logout buttons

Result: Logout happens with timeout rather than the push of a button.

1. Open configtool.exe in the C:\Program Files (x86)\Bibliotheca\quickconnect_AMH\2.x directory
2. On the lower right hand corner of the "Basic Configuration" tab, under Special Features, ensure that the **Show Logout Button** tick box is not ticked.
3. Press the **Save Basic Configuration** button

4.5 Reduce the session timeout time

1. Open configtool.exe in the C:\Program Files (x86)\Bibliotheca\quickconnect_AMH\2.x directory
2. Navigate to the "config.xml" tab
3. Open the **workflow** -> **state** -> **ApplicationWrapper** -> **BookReturn** -> **Main** -> **MainSession** -> **timeout** dropdown menu
4. Set its value to the number of milliseconds you want to elapse before the session ends (and the receipt is printed, if so configured). For example, if you want to wait 10 seconds set the value to 10000

5 Contact bibliotheca Support

Please be ready with your library's customer number, case number, any applicable error messages or conditions, and the product version or serial number.

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