

*SLC*

**Competitive Application**  
**GOAL 1A – 1C UNDERSERVED**  
**LIBRARY SERVICES AND TECHNOLOGY ACT FEDERAL (LSTA) GRANT**  
**FEDERAL FISCAL YEAR 2012**

Submit one electronic copy in WORD Format and one fully signed and dated original to:

Jym Wroblewski/LSTA Coordinator/ Grant Administrator  
State Library Services-D34  
1500 Highway 36 West  
Roseville MN 55113-4266  
PH: 651-582-8805  
FAX: 651-582-8752

Original copy to include a fully signed original with all necessary signatures postmarked by midnight on June 15, 2012 to be eligible.

Minnesota LSTA FFY2012: Goal 1A – 1C Competitive Grant Application (Follow the exact form, contents and pagination provided.)

**A. Administrative Information:** [The state library uses items A: 1-7 for federal reporting. Be specific, direct and concise.]The below named applicant hereby applies for a LSTA project grant as established as a priority under the Minnesota Five Year Plan, 2008-2012, for the use of LSTA:

1. Applicant/Fiscal institution name and address: DUNS # 13-694-6667  
Anoka County Library  
707 County Road 10 NE  
Blaine, MN 55434

Minnesota Tax I.D. no. 802-6263

Federal Employer I.D. no. 41-6005752

2. Name, title, telephone number and e-mail address of Library Director, grant administrator/grant coordinator if different and Grant partner(s):

a. **Library Director/Agency Administrator:**  
Marlene Moulton Janssen, Anoka County Library Director  
Phone: 763-785-3695 ext. 2340  
Marlene.moultonjanssen@co.anoka.mn.us

b. **Grant Administrator/Coordinator:** same

- c. **Grant Partner(s):**
- Anoka-Hennepin School District
  - City of Ramsey
  - City of Andover
  - Youth First Community of Promise (Andover)

3a. **Project Title:** Anoka County Library on the Go

3b. **Federal Funds Requested:** \$117,389.00 3c. **Electronic Payment Address:** ABA Routing # 530000392, Account # 0289448003

4. **End Users:** Estimated number of actual people to be served 15,000

5. **Identify targeted geographic location to be served; include city, county(s) or statewide:** Anoka County

6. **Federal Congressional District(s) within area to be served by project:**  
List by Congressional number: 5 & 6

7. **Minnesota's LSTA Plan, 2008-2012:** Please check off the goal and program that best fit your proposal.

Goal 1A- Underserved Populations: Program: 1 \_\_\_ 2 \_\_\_ 3 \_\_\_ 4 \_\_\_

Goal 1B- Barrier Free Programming for Individuals: Program: 1 x 2 \_\_\_

Goal 1C- Children: Program: 1 \_\_\_ 2 \_\_\_ 3 \_\_\_ 4 \_\_\_

Applicant: Anoka County Library

**8. Relevance to LSTA Goal & Program Activity: (Only use space available below-READ directions)**

*Anoka County Library on the Go* fits the assigned goal by developing pilot programs to provide access to both physical and digital library materials and services outside of the four walls of Anoka County Library's (ACL) branch libraries. Library services will be provided to populations unable to conveniently access ACL libraries due to obstacles created by reduced library hours, geographic barriers, and economic hardship. Piloting services that provide access to both digital library materials (digital download stations, population-specific digital collections) and the technology required to use them (digital Readers, tablets), *Anoka County Library on the Go* will overcome existing barriers to service in order that ACL may better serve those in the community most in need of its services.

**9. Project Purpose: READ directions first – Purpose should be a six to eight sentence statement!**

LSTA funds will be used to partially fund a pilot program to expand ACL's reach while closing the digital divide and building strong relationships with community partners. Identifying high-traffic locations serving diverse, and/or economically disadvantaged populations, the individual pilot projects are intended to improve communities' access to technology and library services while establishing ACL as a future-oriented, technology-enhanced, and community-centered institution.

In recognition of the need to overcome barriers, local funds totaling \$200,000 have been raised to pilot the expansion of library services in several cities. These funds will be used to install self-service lockers, book vending machines, and book returns in community locations identified as high-traffic and underserved. A previous LSTA Grant application, *Library Services to the Underserved via Kiosks*, explored the benefits of expanding access to physical materials. Recognizing that the library of the future will increasingly depend on digital materials, services, and technologies, Anoka County Library seeks to complement these traditional library services with digital services. Local funding sources also recognize the need to provide digital services remotely; however, those funds are limited and can only be used on capital purchases. A number of digital options have recently been introduced to the library field. ACL seeks LSTA funds to pilot programs that will evaluate the results of access to new digital options including download stations, digital materials (eBooks), electronic readers, and tablets to populations otherwise unable to access them due to barriers of time, location, lack of transportation, and socio-economic status. ACL is seeking LSTA funds to ensure it is reaching those in the community most in need—namely, children in our local schools and individuals living in diverse, socio-economically depressed neighborhoods.

**10. Evaluation: (Federal Priority - See Directions)**

Evaluation of *Anoka County Library on the Go* will center on its ability to meet the community where it is at—while measuring its ability to move both itself and the community into the future. This will consist of measuring both rates of usage and behavior change that result from the pilot projects.

Usage statistics, reporting how many materials are picked up and returned and how frequently e-readers, tablets and digital materials have been checked out, will provide concrete evidence of the pilot program's success. Easily compiled by the technology used to bring these services to the community, ACL hopes that these numbers will total 9,000 items dispensed through lockers, 15,000 items returned via book returns, and 750 e-reader, 1,440 tablet, and 4,200 digital material checkouts during the first year of service. Statistics regarding number of library card applications initiated, related reference questions, and attendance at service introduction/trainings will also be compiled. The intent is to reach approximately 15,000 residents in some way over the course of the project.

Behavior change caused by *Anoka County Library on the Go*'s services will also be evaluated. ACL is interested in how the new service impacts community members' perceptions and use of digital services, their ability to utilize digital services, and their perceptions of ACL itself. ACL's ability to initiate, support, and sustain relationships with community entities already serving the underserved in the Anoka County region will also be evaluated—as this is at the heart of sustaining positive impacts from our services, current and future.

Minnesota LSTA FFY2012–Goal 1A-1C Competitive Grant Application: Follow the exact form, contents and pagination provided by the State Library.

Applicant: Anoka County Library

## 11. Project Activities/Methods: READ directions first!

Should *Anoka County Library on the Go* be funded, Anoka County Library will pilot digital services at these locations. Digital access will be introduced into communities at the same time as locally-funded services offering access to traditional (physical) library services are implemented. As a sign of commitment, local monies will fund two additional download stations to complement those purchased by and supported with LSTA funds. These digital access pilots will be implemented at all the locations self-service kiosks are, and at two additional locations identified as being significantly impacted by the digital divide. In all instances, Anoka County Library will serve as fiscal agent, coordinator, trainer, and maintainer of the digital stations and related materials and technologies.

**Service Site 1: Ramsey Northstar Train Station** – Serving Anoka County residents utilizing mass transit (train and bus), park and ride services, the Veterans Administration Clinic, and a growing population of seniors and young professionals, this location was selected for its ability to serve a diverse, intergenerational, high-traffic area. As mass transit operates at hours ACL branches do not, this will vastly increase access to our digital collection, while introducing it to a population who can put items to use immediately during their morning and evening commutes. The selected location will also fulfill the County's desire to provide increased services to veterans. Located 6 miles from the nearest Anoka County Library (Rum River Library), *Anoka County Library on the Go* seeks to implement a book locker system (local funding), a book vending machine (local), a download station (local, supported by LSTA-paid startup fee) and a vending machine supplied with 16 tablets (LSTA) at this location.

**Service Site 2: Andover YMCA** – Located 6 miles from the nearest Anoka County Library (Rum River Library), this location was selected for its high-traffic, its proximity to a wealth of community services (City Center, Senior Center, area schools) and its ability to serve county residents at times ACL is not accessible. In addition, the community wants to capitalize on the opportunity to serve and engage Youth First service recipients. A non-profit aimed at providing community youth a brighter future "regardless of ethnic or economic boundaries," Youth First will serve as a great ally in Anoka County's efforts to close the digital divide and expand its services to those most in need. *Anoka County Library on the Go* seeks to implement a book locker system (local), a book vending machine (local), and a download station (local, supported by LSTA-paid startup fee) at this location.

**Service Site 3: University Avenue Elementary School** – Initially identified by the Anoka County Library Board, this site was chosen for its ability to serve the county's youth, specifically those disproportionately impacted by the digital divide due to their depressed socio-economic status. Serving 525 students in grades K-5, University Avenue School receives Title I funding as a majority of the school's students come from families defined by the federal government as low-income. Approximately 70% of the students are receiving reduced school lunches. Further, 30% of the pupils are students of color. Situated only three miles from the nearest Anoka County Library, physically accessing the library requires traveling county highways and high-speed roads unsuitable for any pedestrian travel. Combining this knowledge with the fact that local funds cannot be used for projects implemented in the Anoka-Hennepin School District, *Anoka County Library on the Go* seeks to implement a download station (LSTA) at this location, and to complement the station with additional electronic readers (LSTA) and curriculum-supporting eBooks (LSTA).

**Service Site 4: Mississippi Library Branch** – Serving Anoka County Library's most diverse, urban population, ACL and affiliated partners have identified this as a location in need of increased digital services. *Anoka County Library on the Go* seeks to enhance ACL's existing services at this location by implementing a vending machine supplied with 16 tablets (LSTA). This addition to the branch library will provide the opportunity for residents of the socio-economically depressed neighborhood to check out, utilize, and learn from digital technology that is not otherwise available to them. Partners in the initiative also suggest that the tablet service will draw new patrons into the library branch, where they will find additional community-focused services and programs they can access free of charge. Finally, it will provide an opportunity to evaluate the cost effectiveness of this type of service in a library building versus a remote site.

### Project Overview

As indicated by generous local funds raised for the initiative, community leaders see a need to extend library services, both physical and digital, into the community. Although Anoka County Library is taking prime responsibility for procurement, installation and maintenance of the proposed physical and digital services, the pilot programs will only be a success through the involvement of the communities in which they are located. Looking forward to the successful implementation of *Anoka County Library on the Go*, ACL has been building partner relationships—both by strengthening existing connections and initiating new connections. The proposed LSTA project cements existing partnerships with the Anoka-Hennepin School District and the cities of Ramsey and Andover. *Anoka County Library on the Go* will foster new partnerships with the Andover YMCA, Youth First Andover, and University Avenue Elementary school. In exchange, all partners will support *Anoka County Library on the Go* through contributions to include: High speed Internet access (for the installed stations), a safe and secure site for program equipment (adequate to accommodate the mutually-agreed upon equipment, secure, protected from elements, temperature control where required, well lit, in high-traffic areas, adequately discoverable through signage and other way-finding methods), electrical power (sufficient for equipment operations) and a staff liaison. Combined with equipment providing traditional, physical library services to these sites & funded via local dollars, the proposed pilots will dramatically increase access to ACL services throughout the county, while simultaneously bridging the digital divide. *Anoka County Library on the Go* will help overcome barriers to accessing library services while simultaneously easing the transition to a positive, impactful and equality-driven digital future.

Letters of Support, as provided by proposed partners, are herein included as Attachment 1.

A proposed timeline is offered as Attachment 2.

Minnesota LSTA FFY2012–Goal 1A-1C Competitive Grant Application: Follow the exact form, contents and pagination provided by the State Library.

Applicant: Anoka County Library

### 12. Project Outputs:

*Anoka County Library on the Go* will systematically measure outputs of its services, both digital and physical. Statistics related to checkouts made, unique users of, holds placed, etc., will be automatically compiled by the technology hosting each capability, as well as by ACL's existing integrated library system (ILS). ACL hopes that these numbers will total 9,000 items dispensed through lockers, 15,000 items returned via book returns, and 750 e-reader, 1,440 tablet, and 4,200 digital material checkouts during the first year of service. In addition, the intent is to increase awareness of library services in the 21<sup>st</sup> century, raise the visibility of Anoka County Library for underserved individuals, and illustrate library responsiveness to 15,000 individuals exposed to the project.

ACL librarians and staff will record the number of questions asked about *Anoka County Library on the Go*-related services and also record attendance at events and trainings. This will help gauge the popularity of the project, and where/when improvements in advertisement and communication should be made.

Another important output measure will utilize the number of library cards issued through contacts at remote sites and/or through events and trainings. These outputs will aid us in determining if the related technology and opportunity to use it free of charge proves an attraction to individuals who have not previously utilized ACL or its services.

### 13. Project Outcomes: Read directions first.

Key to all outcomes will be evaluation of whether or not the *Anoka County Library on the Go* services are: accessible, easy to understand and use, desired, impacting perceptions of ACL, and effectively challenging the digital divide.

Since the project focuses primarily on self-service in remote locations, the majority of patron outcomes related to *Anoka County Library on the Go* must depend on electronic surveys. Toward that goal, ACL is working with vendors and exploring third-party means of distributing a point-of-service survey. Options include integrated surveys (presented on kiosk screens used to complete check-out transactions) and e-delivery surveys (which will be sent to patrons' mobile phones and/or e-mail addresses for completion). A sample patron survey is included as Attachment 3. The surveys will request information regarding patrons' use of ACL, use of digital technologies, ease of check-out, and behavior changes related to use of *Anoka County Library on the Go* services. The same survey will be offered as a link on the ACL homepage.

Two *Anoka County Library on the Go* service locations, University Avenue Elementary and Mississippi Branch Library, offer the opportunity for richer outcome based evaluation. At University Avenue Elementary, ACL will work with teachers and classrooms to measure the impacts of its digital outreach efforts. Surveys will be issued at designated times throughout the year, tracking students' experiences using, exploring, and employing digital e-readers and eBooks. Feedback will also be sought from teachers and administrators. Mississippi Branch Library will offer ACL the opportunity to gather feedback from its users, as well—through observation of use (as it will be on-site), point-of-service surveys and casual in-person follow-up. This information will give ACL the most immediate feedback while helping Mississippi Branch Library engage their users in new ways.

Surveys will also be distributed to community partners and hosting agencies throughout the project. This information will be aimed at evaluating their experience of the project, if it is meeting their goals, and how it impacts their relationship with ACL.

### 14. Other Results:

Although *Anoka County Library on the Go* is driven by the desire to provide barrier-free services to the County's underserved, ACL recognizes that there is much more to be learned in the piloting process. Perhaps paramount is the testing of remote services: Will they work for Anoka County residents? For ACL? For partners? The technology itself will teach us much. Depending on which purchases the Taskforce decides to make, ACL may utilize Radio Frequency Identification (RFID) technologies for the first time. ACL, recognizing the frontier-defining nature of the pilots, anticipates that significant publicity is likely to result from *Anoka County Library on the Go*. This will bring attention to ACL, its partners, technology in libraries and the LSTA funds that made it possible. It is hoped that viable and sustainable partnerships will also be forged and strengthened thanks to the pilots. This will be measured via ongoing collaborations and new projects/alliances initiated.

Applicant: Anoka County Library

**15. Budget: (a. Narrative, b. Summary)**

**a. Budget Narrative: (Insert an additional page if needed)**

**A. Personnel: staff costs are in-kind or match only.**

For the purposes of planning, leading, administration, fiscal management, user assistance, and instruction, ACL and its partners will provide an in-kind match of approximately \$13,500.

**B. Telecommunications:**

Telecommunications costs will be borne by ACL and its partners as an in-kind match for this grant.

**C. Telecommunications Equipment:**

Project activities will utilize current telecommunications infrastructure to achieve goals.

**D. Automation Hardware:**

NA

**E. Automation Software:**

NA

**F. Staff Development:**

ACL and its partners will provide training for their staff as an in-kind match. Training will include how to utilize technology, maintenance tasks, and customer assistance.

**G. Supplies:**

\$500 for sign holders, classroom costs, paper, etc.

**H. Library Materials:**

Local cash contribution of \$14,000.

**I. Online Resources:**

Electronic book collection purchased based upon recommendations of University Avenue Elementary, math & science emphasis (\$8,000 LSTA). Additional eBooks for Andover Youth First program (\$5,000).

**J. Library Equipment and Furniture:**

Both local and LSTA funds will be utilized to purchase two Library Storage Lockers (\$110,000 Local), two Materials Vending Machines (\$60,000, Local), two book drops (\$8,000 Local), (three download stations (2 x \$2,800 = \$5,600 Local + \$2,800 LSTA = \$8,400), additional e-readers (61 readers @ \$149 + 2,500 for computer connection = \$11,589 LSTA), two tablet Vending Machines (\$20,000 x 2 = \$40,000 LSTA) and 32 tablets (\$500 x 32 = \$16,000 LSTA).

**K. Contractual:**

Fund one-time startup fees to initiate download stations and cloud eBooks. (\$25,000 LSTA).

**L. Other: (specify)**

\$ 2,200 for printing & marketing expenses

\$ 5,500 in contractual expenses for a project coordinator under Consultants

\$ 800 for expenses related to online survey tools

## GRANT CONTRACT BUDGET

DIVISION NAME:	ED-061638-12
	4/05

GRANTEE/FISCAL AGENT NAME:	Anoka County Library
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PROJECT NAME:	Anoka County Library on the Go
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OBJECT CODE	BUDGET COST CATEGORIES AND DESCRIPTION	MDE AMOUNT OF LSTA FUNDS REQUESTED	LOCAL CASH MATCH	LOCAL IN-KIND MATCH	PROJECT TOTAL
.00	SALARIES AND WAGES			12,555	\$12,555
100	FRINGE BENEFITS			945	\$945
100	PURCHASED SERVICES				
	CONSULTANT SERVICES	5,500			\$5,500
	TELECOMMUNICATIONS SERVICES				
	TELECOMMUNICATIONS EQUIPMENT				
	PRINTING & DUPLICATING	2,200			\$2,200
	POSTAGE AND PARCEL SERVICES				
	AUTOMATION SOFTWARE	800			\$800
	AUTOMATION HARDWARE				
	STAFF DEVELOPMENT				
	STAFF TRAVEL - INSTATE				
	STAFF TRAVEL - OUT OF STATE				
	WORKSHOP & CONFERENCES ( PARTICIPANTS MEALS, LODGING & TRAVEL AND MEETING ROOMS & AV EQUIPMENT RENTAL)				
	OPERATING LEASES OR RENTALS				
	PURCHASE SERVICES - OTHER	25,000			\$25,000
100	SUPPLIES AND MATERIALS				
	SUPPLIES	500			\$500
	LIBRARY MATERIALS		14,000		\$14,000
	ONLINE RESOURCES	13,000			\$13,000
	LIBRARY EQUIPMENT & FURNITURE	70,389	183,600		\$253,959
100	OTHER EXPENDITURES (LIST)				
	TOTAL DIRECT COSTS	\$	\$	\$	\$
	INDIRECT ALLOWED UNDER FEDERAL LSTA PROGRAM	NA			NA
NO		No Indirect			\$ -
					\$ -
	PROJECT TOTALS	\$117,389	\$197,600	\$ 13,000	\$327,989

Applicant: Anoka County Library

## 16. Project Continuation

Throughout the planning for *Anoka County Library on the Go*, ACL is emphasizing sustainability and continuance of service. Examples of ACL's efforts to carry *Anoka County Library on the Go* past LSTA FFY2012 include:

- Strategic site locations. ACL has carefully reviewed and identified service sites. Those selected were chosen based upon their ability to overcome barriers to service and their relation to preexisting community resources that will support and monitor service use. They are high traffic areas, currently underserved but offering significant community investment that will support the services well beyond the pilot.
- Shrewd technology investment. Currently conducting purchase research, ACL is emphasizing viability of technologies and their support systems. Information regarding parts, labor, warranty, continued coverage, customer support and business capacity are all being considered. Vendors offering affordable extended warranties and service agreements are being given priority. First-hand testimony from libraries already employing the technology is being actively sought to inform purchase.
- Strategic partnership building. Partnerships, both old and new, will determine both the success of this project and that of future undertakings. Understanding that collaboration and resource sharing is at the very heart of continuing to serve the Anoka County community to the utmost, partnerships are being given optimal attention and care throughout the process.

An overarching theme of this work is that of an institution working toward self-sustainability, as well. While trying to overcome barriers experienced by Anoka County residents, ACL is working towards sustainability of its services, as well as sustainability of the community it serves. Chiefly, while working to close the digital divide experienced by many of its residents, ACL is simultaneously establishing itself as a technologically adept institution, capable of changing with its community, and with the times.

## 17. Attachments: See Directions

- Attachment 1 – Letters of Intent, provided by proposed service partners
  - Andover YMCA
  - City of Ramsey
  - City of Andover
  - Youth First
- Attachment 2 – Timeline
- Attachment 3 – Survey for Electronic Distribution (Adult)

**Minnesota LSTA FFY2012–Goal 1A-1C Competitive Grant Application:**

Applicant: Anoka County Library

## **18. ASSURANCES**

The grantee (which refers to the applicant's status after it has been awarded grant funds) by signing the application submitted to the State, agrees to comply with all applicable federal, state and local laws, ordinances, rules and regulations, public policies and all provisions stated herein in the performance of this award.

### **1. SURVIVAL OF TERMS**

The following clauses survive the expiration or cancellation of this award: 4(d). State and Federal Audits; 5. Liability; 6. Ownership of Materials and Intellectual Property Rights; 7. Publicity; 8. Government Data Practices; 9. Data Disclosure; and 12. Governing Law, Jurisdiction and Venue and 18, Internet Safety..

### **2. USE OF FUNDS**

Grant funds shall be limited to the purposes for which granted as specified in the Library Services and Technology Act and Institute of Museum and Library Services requirements and approved grant application/contract or approved in an amendment to the original application/contract filed under provisions of the grant agreement and by any applicable state or federal laws. Funds may not be used for gifts or novelty items, generic marketing or promotional concepts not essential for successful performance of the grant, or for payments to vendors displaying exhibits. Funds may not be used to pay for or support other projects not identified in this application. Funds may not be used for the benefit of state employees, which includes, but is not limited to, reimbursement for any expenditures, including travel expenses; costs of registration fees for training sessions or educational courses presented or arranged; payments to state employees for presentations at workshops, seminars, etc., whether on state time, vacation time, leave of absence or any other non-work time. Project may be amended during the contractual timeline in consultation with the LSTA Grant Coordinator/Administrator. Programmatic approval by the LSTA Grant Administrator must be obtained for expenses in a category that reflect more than a 10% change from the proposed budget in the approved grant application.

- A. A mid-year narrative report shall be filed at the six month interval of the grant year. A preliminary end of project narrative evaluation report indicating initial project results and a final report of grant expenditures shall be submitted to State Library Services on forms supplied by the state library agency no later than 30 days after the completion date of the project set forth in the grant agreement. A final Project Assessment including Outcome Based Evaluation shall be filed with the state library one year after completion date of the project. Failure to file a one-year project assessment will result in grantee being ineligible for future LSTA competitive grant rounds until an acceptable report is completed and approved.
- B. The grantee shall present reports to the Commissioner of the Department of Education (COMMISSIONER) or State's Program Contact Representative (STATE LIBRARIAN). At the COMMISSIONER'S or STATE LIBRARIAN'S discretion, the reports may be presented at departmental, legislative, other state agency or public meetings where the grantee shall be available to explain the project and to respond to questions.
- C. Reimbursement for travel and subsistence expenses actually and necessarily incurred by grantee in performance of this project may be paid provided that the grantee shall be reimbursed for travel and subsistence expenses in the same manner and in no greater amount than in the current "Commissioner's Plan," promulgated by the Commissioner of Minnesota Management and Budget (MMB). All travel and subsistence expenses must also meet Institute of Museum and Library Services LSTA federal rules and regulations.
- D. Interest on Grant funds shall be limited to the amount allowable by federal rules and regulations, which must not exceed \$100.00 annually on all LSTA federal dollars received. This regulation (45 C.F.R. Section 1183.21(i)) applies to IMLS grants to states and state sub-grants to public libraries, public school libraries, and other agencies that are governed by state and/or local governments.

Minnesota LSTA FFY2012–Goal 1A-1C Competitive Grant Application: Follow the exact form, contents, and pagination provided by State Library Services.

Applicant: Anoka County Library

Attachment 2: Timeline

<u>Week of</u>	<u>Milestone</u>	<u>Action</u>
April 22, 2012	Notification	ACL will notify Library Board and potential partners, hold initial discussions/meetings. Gauge interest.
April 29	Tech Research	ACL begins exploring tech options for implementation, considering both physical and digital options.
May 21	Site Visits	ACL and Library Board reps to visit sites currently implementing remote self-service kiosk technologies.
June 4	Sites Identified	ACL and Library Board reps meet to discuss details of local fund spending and digital access expansion. Identify populations and service locations to target.
June 12	Contacts Initiated	Identified sites are contacted and pilot programs are proposed. Support granted in form of partner letter.
June 15	Submission	LSTA 2012 Grant Application submitted.
June 18	Tech Research	ACL continues to research best tech options, emphasis on digital access technologies and sustainability of service.
June 25	Taskforce	Taskforce formed to inform work on pilots. Taskforce to include ACL, Library Board, community partner representatives and ACL patrons.
July 29	LSTA Notification	ACL to be contacted by Minnesota Department of Education regarding acceptance or rejection of <i>Anoka County Library on the Go</i> LSTA grant application.
September 10	Tech Finalization	Taskforce makes final tech purchase/implementation decisions. Locally-funded purchases initiated.
August 13	Location Finalization	Visits to hosting sites made. Locations for kiosks mutually agreed upon and finalized. Hosting sites make arrangements for installation (i.e. internet, lighting).
October 1	Equipment ordered	LSTA-funded equipment ordered.

November 12	Tech Installation	ACL receives and begins installation of technology at each service site. Service stations linked to ACL ILS.
November 12	Advertising	Advertisement efforts begin. Localized "teasers" posted in future service areas.
November 12	Tech Testing	Installation and modification of all stations complete. Tech testing conducted by Taskforce and ACL techs.
November 26	Services go Live	Press releases, library and community-wide advertisements deployed. ACL reps and volunteers sent to sites to introduce users to new services, sign up new library patrons (accounts/cards) and conduct demos.
November 26 -December 7	Close Monitoring	Machinery and its use closely monitored for glitches and/or unexpected interruption.
December 10	Social Media Push	Social media campaign, encouraging use of machines/services, begin. Local leaders enlisted to participate.
January 5	Pilot Kickoff Event	Taskforce and community meet to celebrate the pilots' first month.
February 28	Program Evaluation	Taskforce evaluates progress and outcomes to date. Follow-up and changes made as required. Midyear Report initiated.
April 5	Midyear Report	ACL files midyear report.
April 8	Advertising	New round of advertising initiated. Second social media advertisement push. Library card sign-up events held.
April 29	Program Evaluation	Taskforce evaluates progress and outcomes to date. Follow-up and changes made as required.
September 23	Program Evaluation	Taskforce evaluates progress and outcomes to date. Follow-up and changes made as required, with sustainability of program priority. Final Report initiated.
October 31.	Final Report	ACL prepares and files the LSTA Final Report.

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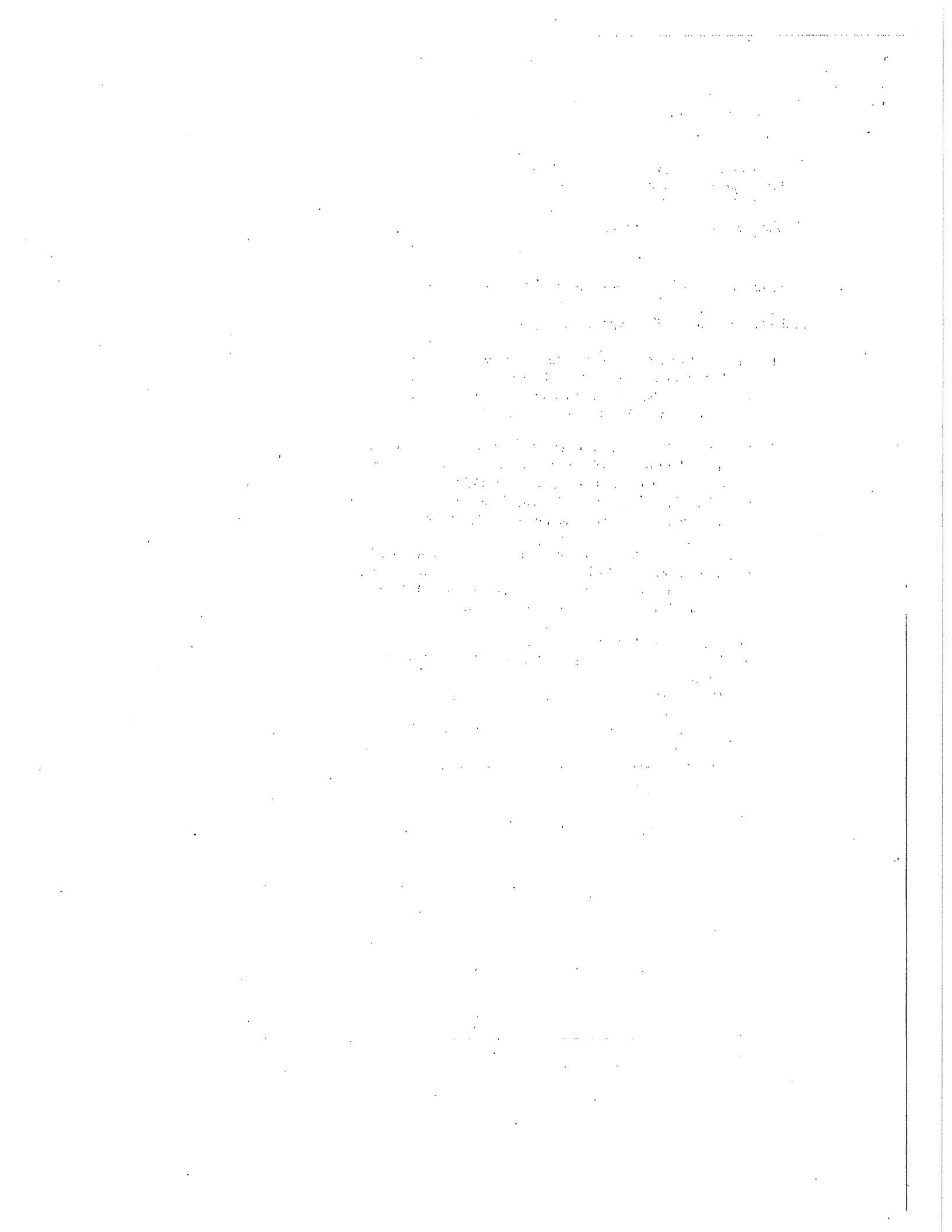
Applicant: Anoka County Library

Attachment 3: User Survey for Electronic Distribution (draft)

Below is an example of the types of survey questions ACL would like to ask of service users.

1. Have you used Anoka County Library or its services prior to your visit today? (Y/N)
  - If Yes: Have you used ACL's digital services prior to your visit today? (Y/N)
  - If No: Why haven't you? (select one: Distance, Time, Disinterest, I use another library system, I don't know where an ACL library branch is)
2. Have you used an electronic reader (example: Kindle, Nook, iPad) before? (Y/N)
  - If Yes: How often? (select one: Once, Twice, Monthly, Weekly, Daily)
  - If Yes: Do you own an electronic reader? (Y/N)
  - If No: Why haven't you? (select one: Disinterest, Cost, Inability to access)
  - If No: Are you excited to test drive one today? (Y/N)
3. Have you checked digital items out from the library before? (Y/N)
  - If Yes: How often? (select one: Once, Twice, Monthly, Weekly)
  - If No: Why haven't you? (select one: Disinterest, Inability to access library, Experienced difficulty, Perceived difficulty, Lack technology (e-reader, computer) to check out digital items)
4. On a scale of 1-10, how would you rate:
  - Your experience selecting and checking out a digital item today? (1 = Extremely Difficult, 10 = Extremely Easy)
  - The material selection available to you today? (1 = Extremely Unsatisfactory, 10 = Extremely Satisfactory)
  - Your overall satisfaction with the service you received today? (1 = Unsatisfied, 10 = Extremely Satisfied)
  - The likelihood you will use this service, or a similar digital service, again? (1 = Definitely Will Not, 10 = Definitely Will)
5. Would you recommend using *Anoka County Library on the Go* services to friends or family? (Y/N)
6. Would you like *Anoka County Library on the Go* services to remain in this location?
7. Would you like *Anoka County Library on the Go* services to expand to additional locations?
8. Please offer any additional feedback regarding *Anoka County Library on the Go* services below.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank You and Happy Reading from Anoka County Libraries!



Books & Services

Books & Automation

**BWA**  
A FOLLETT CORPORATION COMPANY

**BWA**  
A FOLLETT CORPORATION COMPANY

Public Library Specialists  
**BWA**

sparkeology

McNAUGHTON

ERI Member

ASKAF  
Corporate Friend

Informational brochures and documents displayed on the left side of the kiosk.

Interior shelves of the kiosk displaying various book covers and titles, including 'Hardcover' and 'DVD'.

Control panel on the right side of the kiosk, featuring a keypad and a coin slot.

**BRO DART** Brodart Library

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Published: June 20, 2012 Updated: 10:10 p.m.

## Fullerton installs \$35,000 book vending machine

Installed near the transit center, the hope is commuters will read during their journeys.

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By KEVIN REYNOLDS / THE ORANGE COUNTY REGISTER

FULLERTON – Commuters looking for a mental escape on their train rides will be able to choose from hundreds of best-selling books at a new vending machine stocked by the Fullerton Public Library.

The vending machine, dubbed the FPL Station, is believed to be the first of its kind in Orange County. The machine will be available to the public at the SOCO West Parking Structure across Harbor Boulevard from the Fullerton train station, which is at Santa Fe Avenue.



Andrea Taylor, Technical Services Division Manager with the Fullerton Public Library, stocks books into the library's new book vending machine located at the SOCO West Parking Structure near the Fullerton Train Station Tuesday. It is believed to be the first of its kind in the county. The machine will have the capacity to dispense 500-books.

H. LORREN AU JR., THE ORANGE COUNTY REGISTER

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The library is using a \$35,000 federal grant to install the machine, which will include a drop box for returns and a selection of about 500 books for checking out.

"It's like a Redbox for books," said Maureen Gebelein, Fullerton's library director.

The vending machine, at no cost to the user, went into operation this week and offers hard-cover and paperback books in a variety of genres.

Most with an active Fullerton Public Library card will be able to use the vending machine; if you owe \$5 or more on your library card, you will not be able to check out books from the machine.

The books in the machine this week are all best sellers. The plan is to monitor what books in the machine are most popular and to stock those types.

"Right now, it's kind of an experiment for us," Gebelein said. "It stems from the idea of trying to reach people where they are."

Contact the writer: 714-704-3761 or [kreynolds@ocregister.com](mailto:kreynolds@ocregister.com)

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# Library Media Box

## Manage your library's media with ease

This unique dispensing machine holds up to 2,880 CD/DVDs in specially designed and furnished slim-line cases. The Media Box provides security for your materials since a library card is necessary before the DVDs are dispensed. The system is programmed to connect directly to your ILS via SIP2 for library card authentication.

The Library Media Box has a touch screen that makes it easy for browsing the libraries' collection with a user-friendly menu. Optional browsing/reservation touch screens can be added on side panels for multiple users.

## Basic configuration

The Library Media Box features one console for browsing, reserving, receiving, and returning the CD/DVDs. The Library Media Box inventory can be viewed from any PC when integrated into the library's website. Once a hold has been placed on a CD/DVD, the customer merely scans their library card on the Library Media Box to retrieve their hold.

## Features

- Touch screen monitor for browsing
- High precision industrial strength robotic design and construction
- Shock resistant structure
- Fully customized graphics on exterior
- Bulk load feature allows staff to insert CDs/DVDs with minimal patron disruption

## Authentication

- Complete SIP2 integration with your ILS included
- CD/DVD capacity of 720, 1440, 2160 or 2,880
- CD/DVDs contained in custom slimline cases which are included with purchase

## Available options

- Panels for browsing and selection by additional library customers simultaneously (up to three additional)
- Works with RFID or 2D barcodes

## Dimensions

Model 720  
20" d x 82" h x 51" w  
(508 mm x 2083 mm x 1219 mm)

Model 1440  
20" d x 82" h x 99" w  
(508 mm x 2083 mm x 2438 mm)

Model 2160  
20" d x 82" h x 147" w  
(508 mm x 2083 mm x 3658 mm)

Model 2880  
20" d x 82" h x 195" w  
(508 mm x 2083 mm x 4877 mm)



**Public Information Kiosk, Inc.**  
A Veteran Owned Small Business  
12850 Middlebrook Road, Suite 410  
Germantown, MD 20874  
National 1-866-883-0300 ext. 256  
Local 301-916-1500 ext. 256  
Fax 301-916-1181

## Project Experience Study

# Library Express

Washington County Library, Minnesota



Products

**“The Library Express has been an asset to the city of Hugo as well as all Washington County Library patrons. This is a new system for us, the first in the state of Minnesota, and we’re excited about the possibilities!”**

**PATRICIA CONLEY**, Washington County (MN) Library Director

### Problem

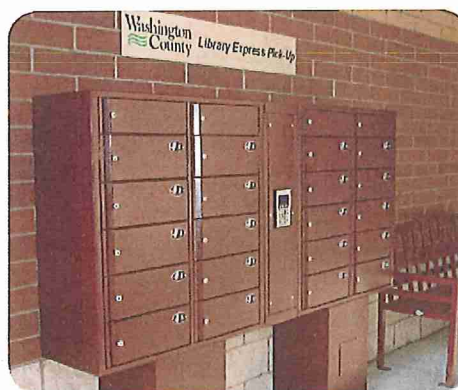
Established in 1967, Washington County library has nine branch libraries, two associate city libraries and the Washington County Law Library serving 27 cities and six townships. Within the county is the city of Hugo, a community that has been growing substantially. The population of Hugo has more than 12,417 people and covers 36 square miles. Hardwood Creek Branch is the closest library to Hugo but is located in the Washington County Forest Lake Service Center – a far distance for most of the Hugo patrons. Patricia Conley, Washington County Library Director, wanted to find a way to offer closer library services to the Hugo community in a cost-effective way. The plan though had to promote library growth without having to build a new facility.

### LEID Products’ Solution

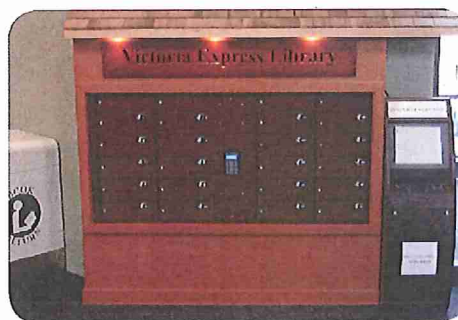
Conley discovered a high-tech kiosk called iLibrary (developed by LEID Products in Auburn Hills, MI) where patrons can order, pick up and return library materials, using a self-service kiosk, locker system and book return, 24 hours a day. Washington County Library jointly with Carver County Library, a nearby county in Minnesota, applied for a federal grant. The grant was approved from the U.S. Institute of Museum and Library Services and administered by the Minnesota Department of Education, State Library Services for both counties to install an iLibrary kiosk. The Washington County iLibrary kiosk equipment – which the library has renamed “Library Express” – was delivered and installed in July 2010. Carver County also has installed an “Express Library” in the city of Victoria, MN.

### Customer Savings

The equipment cost \$44,000, plus installation costs. The kiosk has been a cost effective and easy alternative to service the Hugo community without having to build a new facility during times when budgets are tight. “This has been an asset to the residents of Hugo and all Washington County Library patrons,” says Patricia Conley, Washington County Library Director. “This is a new system for us, the first in the state of Minnesota, and we’re excited about the possibilities”. Conley believes the kiosk will be a convenient part of customers’ daily lives.



Washington County Library Express



Carver County Express Library



# MEDIASURFER™ SINGLE KIOSK

## MEDIASURFER™ SINGLE KIOSK

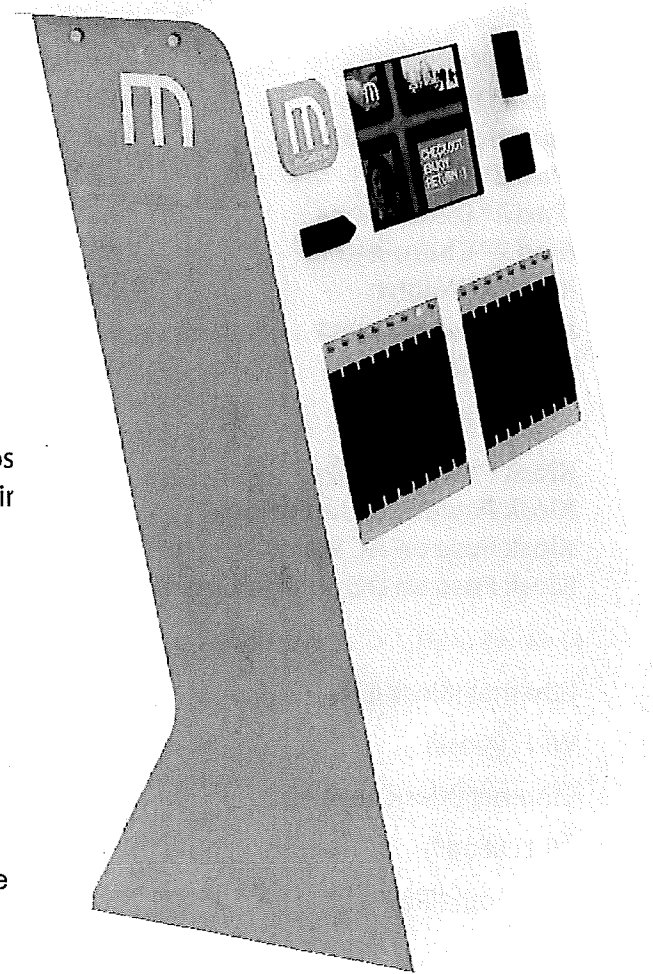
The MediaSurfer™ is a self-checkout kiosk system for internet tablets in libraries. The system allows a library to automatically lend iPads® and other media tablets to library patrons, allowing them to use the latest mobile technology and embrace digital learning. The system also provides the necessary functions to maintain the tablets, including charging the tablets and an Enterprise app, without utilizing the library staff.

### MEDIASURFER™ FEATURES:

- Touch screen controlled
- Recharges iPad®, removes previous user apps
- Enterprise app, allows user to download their own apps.
- Attached iPad® cradle with USB port
- Library card scanner or swipe
- Credit card swipe
- Printed and e-mailed receipts
- Only charged iPads® dispensed
- Blue light dispenser indicator
- Included wall charger
- iPad 2® or iPad 3® configuration
- PADSS compliant electronic payment module

### IPAD® FEATURES:

- Multi-touch display
- 9+ hour battery life
- Virtual onscreen keyboard
- A5X processor (iPad 3®)
- A5 processor (iPad 2®)
- Wi-Fi and Bluetooth technology are available options
- 16 GB, 32 GB or 64 GB flash memory (depending on iPad® model)
- Display supports multiple languages
- Still 5-megapixel camera and video camera (iPad 3®) with autofocus, tap to focus, and video stabilization
- Built in speaker
- Built in 42.5 watt-hour rechargeable lithium-polymer battery
- 3.5-mm stereo headphone mini-jack
- Built in microphone
- Internet access





# MEDIASURFER™ SINGLE KIOSK

## TECHNICAL SPECIFICATIONS

### MECHANICAL DATA

<b>Kiosk Weight</b>	325 lb (147 kg)
<b>Kiosk Dimensions</b>	52.75" x 32.75" x 24.5" (134 cm x 83 cm x 62.2 cm)
<b>Connections for Kiosk</b>	120 VAC cord and Ethernet cable
<b>iPad 2® Weight</b>	1.33 pounds (601 grams)
<b>iPad 2® Dimensions</b>	9.50" x 7.31" X 0.34" (24.1 cm x 18.6 cm x 0.86 cm)
<b>iPad 2® Charging</b>	USB, micro USB
<b>iPad 3® Weight</b>	1.44 pounds (652 grams)
<b>iPad 3® Dimensions</b>	9.50" x 7.31" x 0.37" (24.1 cm x 18.6 cm x 0.94 cm)
<b>iPad 3® Charging</b>	USB, micro-USB

### ELECTRICAL DATA

<b>Kiosk Power Supply</b>	120 Volts AC, 15 A, 50/60 Hz
<b>Kiosk Power Consumption</b>	1100 W
<b>Kiosk Fuse on AC Mains</b>	15 A
<b>Kiosk Fuse on DC Charge Circuit</b>	40 A

### COMMUNICATION

Ethernet (Kiosk ILS)  
Wi-Fi (Kiosk)  
Ethernet (Kiosk payment)  
Wi-Fi (iPad®)  
Bluetooth (iPad®)

### BATTERY

iPad® Rechargeable Li-Po Battery, 25 W-hours  
iPad® Run Time: 9+ hours

### SUPPLIED COMPONENTS

MediaSurfer Kiosk™  
(16) iPad® Cradles  
Wall Charger (optional)

### CERTIFICATIONS

UL-Pending (Kiosk)  
CSA-Pending (Kiosk)

### SUPPORTED IPADS®

iPad 2®  
iPad 3®

### OPERATING TEMP

32°F to 104°F (0°C to 40°C) (Kiosk operating)  
-4 to 140° F (-20 to 60°C) (Kiosk storage)  
32°F to 95°F (0°C to 35°C) (iPad®)