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Advancing Digital Empowerment
of Libraries in Europe

Case studies example

PR2



ICCU - March 2022



<p>Library presenting the case study (Name, city, website and contact details)</p>	<p>Regional library “Peyo Yavorov”, Burgas, Bulgaria Website: https://burgaslib.bg/ General email: pr@burgaslib.bg</p>
<p>Title of the case study</p>	<p>Kiosk with a book dropbox</p>
<p>Area of ADELE tool illustrated by the case study <i>Please underline the selected area</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Management</i> <input checked="" type="checkbox"/> <i>Infrastructure, Equipment and Support</i> <input type="checkbox"/> <i>Continuing Professional Development</i> <input type="checkbox"/> <i>Self-reflection on digital competences</i> <input type="checkbox"/> <i>Learning opportunities on digital competences for users</i> <input type="checkbox"/> <i>Collaboration, Networking, and Community</i>
<p>Description of the experience: aim, methods and outcomes</p>	<p>At the beginning of the COVID-19 pandemic, the library had to find a way to protect its visitors and readers. The idea was to make it easier for those who just wanted to return books or check for available titles to be able to do so without actually going further than the main entrance. Two kiosks were positioned right next to the registration desk at the main entrance. Users would drop their books in the lower part of the kiosk through a slit and then use the touch screen monitor on the top to check the available titles. This made it easier and quicker for people while limiting the contact between the visitors and staff as a result. The colleagues at the registration would help anyone who was struggling to use the kiosk to find the books they wanted. Many elderly people were curious about this service and it helped them to start developing digital skills.</p>
<p>Resources needed to implement the idea Please, provide any link and/or send them in attachment</p>	<p>The library director and partners from Planiks Computers worked together on the idea. Planiks built the computers and the wooden kiosks in which they were installed.</p>
<p>Target groups</p>	<p>All library visitors</p>
<p>Elements of innovation</p>	<p>We are saving our visitors' time by making it quicker and easier for them to return their books and find new titles. If the desired book is not available at the time, it can be reserved by the colleagues at the registration desk.</p>
<p>Tips to other library staff using this idea</p>	<ul style="list-style-type: none"> ● Ensure users understand how to use the kiosks ● This can be helped by an instructional short video/image as a screen saver ● Make sure the interface is visually appealing - Position the kiosks as close as possible to the entrance
	<p>#loan</p>





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Keywords	
References	<p>https://burga.slib.bg/%d0%bd%d0%be%d0%b2%d0%be-%d1%83%d0%bb%d0%b5%d1%81%d0%bd%d0%b5%d0%bd%d0%b8%d0%b5-%d0%b7%d0%b0-%d1%87%d0%b8%d1%82%d0%b0%d1%82%d0%b5%d0%bb%d0%b8%d1%82%d0%b5-%d0%bd%d0%b0-%d1%80%d0%b5%d0%b3%d0%b8%d0%be/</p>



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