For the Benefit of All

Public Library Benefits Kiosks

Angela Stanley & Daniel Zeiger
2023 Georgia Libraries Conference
Angela Stanley
7 years with GPLS; 15 years in libraries
MLIS, CA, DAS, Library Financial Mgmt
Exploring the intersections between libraries, open knowledge & digital access

Daniel Zeiger
12+ years with GPLS
Georgia State Alumni (BBA, CIS)
Google Workspace, ChromeOS, Tech Loaner Kits, LITLab, Web Hosting Migration
Challenges

Compounding stressors led to a dramatic increase in need coupled with a decrease in availability.

Internet Access

Presentations are communication tools that can be used as lectures, and more.

COVID-19

Presentations are communication tools that can be used as lectures, and more.

Office Closures

Presentations are communication tools that can be used as lectures, and more.

Medical Need

An increased need for health coverage, many families
Opportunities
Georgia's public libraries are a natural fit for promoting statewide services.

Internet Access
Presentations are communication tools that can be used as lectures, and more.

Population Served
Presentations are communication tools that can be used as lectures, and more.

Branch Locations
Presentations are communication tools that can be used as lectures, and more.

Trusted Resource
Presentations are communication tools that can be used as lectures, and more.
DFCS Locations
159 offices
Moving toward 4 days/week

Public Library Locations
400 service outlets + 9 bookmobiles
Majority of systems open 6 days/week
Build Statewide Relationships
Leverage Shared Audience
Expand Access
Goals
Georgia Department of Human Services’ Office for Family Independence received federal grant funding to support a partnership with Georgia’s public libraries to expand access to Georgia Gateway, DHS’ online benefits portal.
Project Design

Novel, but not new

By leveraging existing technologies and building on well-established relationships, GPLS was able to quickly provide iterative feedback until reaching a proposal that they, DHS, and the libraries could stand behind.

Planning & Implementation

Feasibility & Feedback
Conversations with libraries and DHS

Technology & Management
Familiar hardware, centralized management

Roles & Responsibilities
Flexible, adaptive project management
Project Testing

We know it works, but will it work for this?

Georgia’s libraries have been working with Chrome devices since 2013. Most are centrally managed and used as catalogs, digital signage, internet use, and lending devices. These kiosks are touchscreen only, must be highly accessible, protect patron data aggressively, and be as simple to use as an ATM.

Planning & Implementation

Initial Design

Avoiding custom development of hardware or kiosk stand where possible. Extensive research into compatibility.

Challenges and Hurdles

Hardware shortages, lack of universal design of tablets, and long lead times for shipping.

Solutions, First Unit

Selected CTA for stands due to their robust but low cost units and willingness to work with us. Asus provided the initial tablet.
Project Pilot

10 locations selected

A mix of library locations volunteered to pilot the kiosks. Kiosks were fully assembled and loaded into library vehicles for quick and easy deployment. Testing of distribution and assembly was not done at this stage.

Selecting Locations
Placing kiosks at a wide variety of library locations.

Limiting Support, Issues
Delicate balance of assisting pilot locations, and making sure the project would require minimal ongoing support.

Results, Modifications
Little changes were needed. Largest issues were around physical deployment, patrons wanting more DHS support, accessibility of actual stand.
Finalizing Design, Order

Order placed last week! Final design included enough for all library locations, a frantic search for a new tablet model, and many hours of phone calls with vendors to source the quantity needed. In the end, we exceeded the number we hoped to order and now have enough spares to deploy at DHS and replace damaged units as needed.

Orders, Distribution
Tablets, kiosks, branding, and supporting peripherals will be re-boxed into a single package to simplify deployment.

Extended Support, Spares
Significant savings allowed for extra spare units, and recent changes to software support means the devices will receive updates beyond 2030.

DHS Buy-in, Expansion
Rather than storing spare units, most will be deployed at DHS locations. Increases visibility with DHS staff.
Support & Training

The devices are on the way, what’s next?

- Devices will come enrolled, but unassembled, so detailed assembly instructions will be critical.
- GPLS will move quickly to use an example kiosk for video and instruction creation.
- Long term maintenance will be simple through rapid device swaps as needed.

Planning & Implementation

Videos and Instructions

Videos and instructions for assembly of shipped items. High detail, simple steps.

Inventory Control

Automatically recorded before leaving vendor, managed in the cloud. Asset tags for quick identification and support.

Maintenance

Simple component replacement, 1 step recovery, replace by 2032
# Initial Timeline

<table>
<thead>
<tr>
<th>June 15, 2022</th>
<th>August-October, 2022</th>
<th>November 2022-Jan., 2023</th>
<th>January-March, 2023</th>
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</thead>
<tbody>
<tr>
<td><strong>Initial Conversations</strong></td>
<td><strong>Design, Testing</strong></td>
<td><strong>Pilot &amp; Feedback</strong></td>
<td><strong>Deployment</strong></td>
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<tr>
<td>Introductory meetings and consultations with libraries.</td>
<td>More meetings, technology ideation, feasibility testing.</td>
<td>Send multiple device types out to 3-5 libraries for onsite testing and feedback.</td>
<td>Final equipment selection, procurement, training and deployment to libraries.</td>
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# Actual Timeline

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<td><strong>Deployment</strong></td>
</tr>
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<td>Introductory meetings and consultations with libraries.</td>
<td>More meetings, technology ideation, equipment sourcing, feasibility testing, more feasibility testing, app development to meet project needs, finalizing demo-unit configurations, selecting pilot partners.</td>
<td>Procuring and distributing 4 demo unit configurations with 8 library systems.</td>
<td>Surprises, pivots, alternatives, more surprises. Final order placed for 403 units.</td>
<td>Enrollment, shipping, local assembly, training, marketing.</td>
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Benefits & Challenges

**Challenges to DHS**
- Many more client touch points to manage
- Controlling the message
- Medicaid Redetermination is both a challenge and an opportunity

**Benefits to Both**
- Self-serve kiosks help low-touch clients save time and reduce waits
- Little to no staff training required
- Lightweight and inexpensive tech
- Community supported
- Medicaid Redetermination is both a challenge and an opportunity
- Cross-promotion of services

**Challenges to Libraries**
- Library staff are not social workers
- Managing the client login process
- Staffing challenges in local DFCS offices
Marketing & Training

- Social Media Messages
- Downloadable Fliers & Graphics
- Printed Materials by Request

- Staff Training Videos
- Digital Signage
- Medicaid Redetermination Resources
What’s Next?

- Data gathering
- Assessment & Evaluation
- Affordable Connectivity Program
- Kiosks as a model for other services
Get in touch

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