



# LIBRARY SERVICES

← POST COVID COUNCIL →

## Pre COVID

Libraries are an essential part of everyday learning and citizen interaction of all ages, giving access to knowledgeable librarians, workshops, events and story times. Libraries bring communities a sense of togetherness.

## COVID Challenge

Social distancing has resulted in the closure of libraries and the suspension of the wonderful and vital interactive services they offer. Citizens cannot visit unannounced and spend time choosing from stocked book shelves or spending time at the ICT suite.

Community events remain unorganised and unattended. This has an impact on the social well-being of citizens as well as financial implications on libraries.

# 30s

Time to make a simple booking - Less than 30 seconds



90%

It is estimated that Zipporah's Covid Class Solutions have reduced avoidable contact by over 90%

## How Zipporah can assist with the issue

We recognise the importance and value of continuing the provision of library services and want to suggest ways in which councils can allow their citizens to once again feel connected to the service and continue to feel the benefit of libraries and their experienced teams.

Firstly, we need to consider the issue of social distancing within the library. How can citizens visit and remain safe? It will not be feasible for individuals and families to attend without prior notice and agreement. The Zipporah solution tackles this issue and allows citizens to book a visiting slot with the library and its team. Zipporah have worked with Aberdeen City council to deliver online Booking slots for collection of your books/audio books etc. This includes the ability to select your preferred genre as well preferences such as large print.

The Zipporah library solution will allow a maximum number of visitors within a timeslot. In particular, the Zipporah solution will manage and control the maximum number of visitors within a timeslot, will set limits appropriate for the space at that point in time and restrict the number of bookings for individuals who can browse the library selection at any given time. The system will also enable a click and collect/drop-off for book/CD/DVD and any number of other services, allowing mobile libraries to travel stocked appropriately to more difficult to reach areas, and ensure that the correct items are readily available for those most at risk people – restricting their exposure to others and to any other potential harm.

## Features & Benefits

**Flexible and scalable** appointment and booking solutions – no one knows your libraries better than you do, so as your situation changes, make changes to your availability, the number of people welcome at one time or the number of spaces that can be booked.

**Multiple calendars and resources** with daily, weekly or monthly views – ensure that you facilitate access for all members of the community, allocating specific days or times for the venerable community, for example.

**Multiple booking & appointment types** - separate out your services to suit your capacity to deliver, and to suit your customers. You decide what works, when.

**Manage the information you need** to capture when booking – you decide what information is pertinent to your bookings. Define your own mandatory, custom questions.

**Manage allocation of appointments** to relevant staff and rooms – with space at a premium, ensure you're using appropriate staff in the best possible space for the job at hand.

**Control the complexity** of your appointment booking process – make the solution suit your requirements.



## Learn more about our Post Covid Council services

**Canteen Services**

**Customer Services**

**Environment Services**

**Finance & Accounting**

**Housing Services**

**Internal Services**

**Leisure, Outdoor Gatherings  
& Activity Centres**

**Library Services**

**Licensing & Trading Standards**

**MOT, Vehicles & Licensing**

**Parks & Highways**

**Registrars Services**

**Social Care Services**

**Sports & Venues**

**Training Services**

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