

Text Chat Transcript for July 22, 2015 Webinar: Libraries That Lend “Things”

Angela:Are those antitheft cases?

Mamie Anthoine Ney:Insurance costs...equipment and liability?

jdvanhook:that chess set is amazing. I want to check it out!

Angela:What have you found are your most popular items? An item you feel is a must have even for a low budget library?

RL:Do you catalog all of the items/objects?

Jenny:do you charge a deposit when they take out these items

Angela:Are these collections funded by grants?

steve:cool

steve:nice library

Reba:Do you ILL any of these items to other libraries to lend out?

holly kunde:what happens when someone does not bring an item back?

steve:they send Bookman after you

Kirstra:Is the demo area staffed? Or do people just interact with the tools on their own?

steve:must have a big budget. Who's backing you? Puffy?

RL:On average, you have one item for each?

Eileen O'Shea:You can take a look at the Ann Arbor online catalog here:

<http://www.aadl.org/catalog>

T V Mc Arthur:Those are MY people!

Jenny:do you charge a refundable deposit for items that can be taken out?

Jennifer Chilcoat:We are interested in lending power tools, but concerned about liability and getting items back intact. Do you have experience in that type of item?

Jamie McCanless:Do you think the thing collection helps circulation of other materials; i.e., DIY books, manuals, etc. ?

Angela:Do you have your lending policies or contracts online so we can see an example?

Lisa:Do patrons donate items you need... Cookery item for example

Lisa C:We in Charles County, Maryland, have a cake pan library that was completely donated by customers.

RL Godfrey:Ditto Angela's request for lending policies / contracts

holly kunde:Lisa C, what are your policies on the cake pan like if its damaged or if it comes back dirty

Eileen O'Shea:Berkeley Public Library in CA has a tool lending library. Here is their lending policy:

https://www.berkeleypubliclibrary.org/sites/default/files/files/inline/201328_bpl_tool_broch3_rev2.pdf

Lisa C:Damaged is the same as a book or DVD -- billed. But dirty just gets cleaned by staff.

holly kunde:thanks

Rose Reid:We have a table top cotton candy machine and a great looking popcorn machine that we use for programs in the library and we have loaned them out twice. These are both items that get very hot. Do you carry special insurance for items that could cause harm?

Eileen O'Shea:Here is Ann Arbor's circulation policy (includes tools):

<http://www.aadl.org/aboutus/policies/circulation>

Andrea:Is Mike Huckaby a volunteer or library employee?

Alicia Doktor:Here's the Sacramento Public Library Lending Guidelines for the Library of

Things: <http://www.saclibrary.org/getattachment/Services/Library-of-Things/Library-of-Things-Lending-Agreement.pdf.aspx/>

RL Godfrey: Thanks for the links!

Eileen O'Shea: Thanks Alicia! if your library has a policy for "things" feel free to post in chat and we'll save it and add it to the webinar archive page.

Susan Bates-Harbeck: what about liability, if it any problem?

Jana Fine: If someone checked out a tool and it was used in a crime, how would you handle it?

RL Godfrey: We're hoping to implement a "pass" collection; museum passes, park passes, bus passes etc. Has anyone tried something similar?

Taaren: Contra Costa County has Discover and Go

Lisa 2: when i worked in Maine, it was very common to check out museum passes (and very popular).

Rose Reid: We have passes to the local museum. They have not been used often. The museum was very excited to be partners.

Taaren: <http://discover.ccclib.org/> is a museum pass program

andrea herman: Museum Passes are great, it was really popular - sadly, it was a grant that ran out

RL Godfrey: Thanks, Taaren, Rose and Andrea!

Jen: we tried the "pass" collection, but it fizzled out because it was not really used. Plus, many places were not receptive to the idea - they wanted people to buy their passes.

Taaren: Ours is heavily used and expanded to many of the public libraries in the Bay Area.

Kelly Pepo: Museum passes are huge here at San Diego Public. I believe we have a partnership with 3 different museums and people wait months for them

nwrussell: Being near NYC, our library buys memberships to museums that can be used by patrons for up to 3 days.

Kelly Pepo: Patrons get them for 2 weeks for a group of 2 adults and 4 children entrance for free.

RL Godfrey: Interesting... it will be a great experiment then!

Joseph Berger: Ann Arbor's reputation as an educational and cultural hub makes these special collections very relevant to the unique needs of this community.

Alicia Doktor: Did you have to add additional staff hours to support this collection?

RL: Do you hire extra maintenance staff of this collection?

Mary Olive Thompson: Great information. Thank you for sharing!

Mamie Anthoine Ney: This was excellent. Thanks for making this available!

Taaren: What were any problems you had to overcome when the unusual tools were first launched?

Kirstra: If a game or a tool with multiple parts comes back missing parts, do you bill for just the parts that are missing? Or bill to replace the whole game/tool?

simona: This was a great webinar. I'm going to share what has been discussed with my colleagues. Thank you!

Joseph Berger: Very interesting presentation. Thank you, Steve and Anne!

Jana Fine: what has been the most popular tool?

Lisa C: Thank you so much for making this available. These are great ideas!

DEBBIE LYNN: Many things that I would not have thought about

Allie: our library circulates iPads and other digital devices - and we rarely have problems

lisa musgrove: what is the budget for "things"?

Sarah: We are working towards this with a grant in the fall/early winter but still struggling with a catchy name, this has been so helpful!

Katie Carter:Do you require a photo ID for tool checkouts?

kg:What is your most expensive item?

Mamie Anthoine Ney:We include in our iPad loan form specific language which says that failure to return is considered theft. We've had to bring in the authorities a couple of times.

susan diemert:How do you package the telescopes for check out?

Robert dAVIS:We have a huge problem with patrons checking books out and then moving and not leaving a forwarding adress, therefore we have no way of getting them to pay for lost books. A program like this at our library could get quite expensive.

Lisa C:Are there age restrictions?

Lisa C:As in, could an 8YO check out a MOOG?

Katie Carter:Thanks!

Angela:Mamie what library circulates iPads. Our staff has an interest.

Napa:Can the presenters list their processing vendors - cases, etc?

Susan Bates-Harbuck:what was your reason for not taking donations from patrons?

Yanni:My library has JUST started circulating a single iPad ...

susan diemert:What about liability for injuries?

Jamie McCannless:re-ask :-). Do you think this collection helps circulation of other materials; i.e., DIY books, manuals, etc. ?

Mamie Anthoine Ney:Lisa 2: It's still a very popular program in Maine. The favorite here in Auburn is the Gray Animal Farm.

Henry Madden Library:What is the total annual circulation for the tools collection?

Lisa 2:We started circulating a telescope after a patron of ours read about the NH program and said he wanted to buy a telescope for us.

Kathy Marquis:what about staff training?

Kelly Pepo:What is on the horizon for this collection? Considering anything new?

Anna Langrill:Is there a maintenance budget for the collection?

Kathy Marquis:do you have a lot patrons requesting one on one training on the tools

Anna Langrill:Thanks!

Angela:Very smart way to train

RL Godfrey:This was a great presentation, thank-you for offering it.

DEBBIE LYNN:Thanks

Jen:thank you!

Lisa 2:thanks for all the info :)

Thomas Vose:Great work - very informative!

jdvanhook:Thank you!

Lydia Byrne:Do you have a standard liability waiver that borrowers must sign ?

Jana Fine:What is the most bizarre item you all have seen as checkout items?

Jodie Moore:Thanks for sharing this information! I will be letting our statewide training coordinator know how useful it was!

Kelly Pepo:Thank you!

Miranda Lam:do you find the need to promote your tool collections? or it has been WOM?

T V Mc Arthur:Your skeleton seems odd to me.

Miranda Lam:cool! thanks!

Taaren:Thanks, very informative!

Eric Posin:Thank you

Susan Bates-Harbuck:thanks! Can't wait to get one going in Sandpoint

Angela:Thanks!

Barbara Chung:This was so informative - thanks!

Jenny:Thank you

Lisa C:Thank you for all of the information!

andrea herman:Thanks, really interesting

Margot Hanson:Thank you, great presentation!

OSU Valley Library Circulation Staff:Thank you for presenting!

Kelly Pepo:Very cool, thanks!

Yanni:Thanks.

Lydia Byrne:Thank you!! A lot of information to think about.

RL:Thank you very much.

susan diemert:Thanks

Josh:Thank you!

Mariana Sprouse:Thanks!

T V Mc Arthur:TYVM

jg:THANKS!

Infopeople Project:<https://www.surveymonkey.com/r/LBYS67M>

Anna Langrill:Thanks!