

JULAC Libraries Forum **2021**

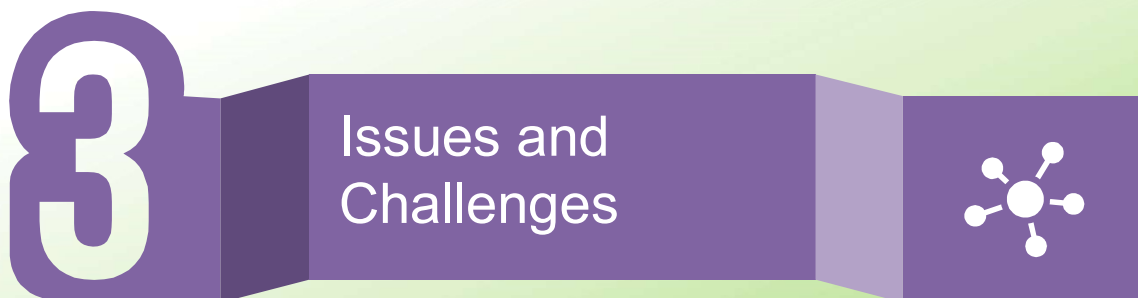
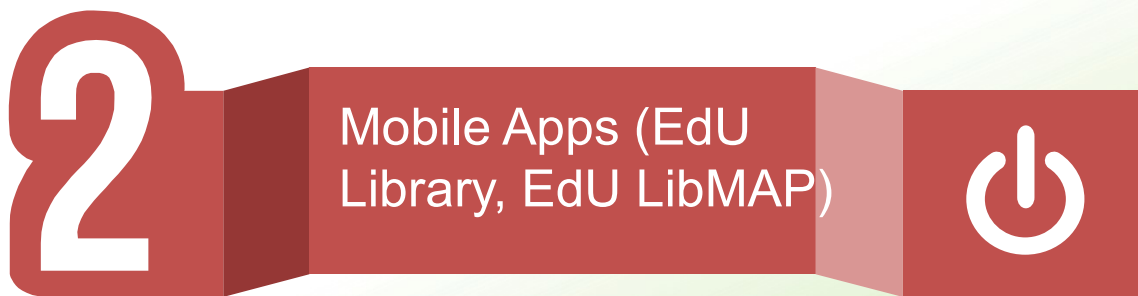
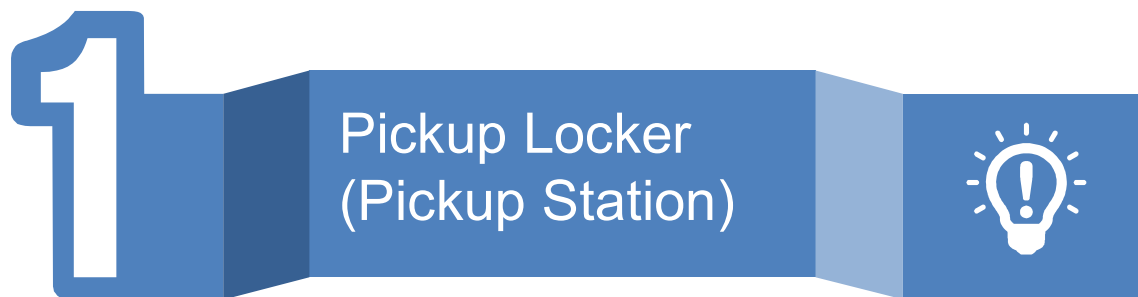
The New Normal?

Library Services in the Post COVID-19 Era

Highlight of services and challenges in an unusual year of 2020




Kevin Hau

Belinda Kwok



Service Arrangements in 2020

- Special opening hours/WFH/external members restriction
- “Call-for-service” at Circulation and Reference Counters
- Zoom with a Librarian
- Restricted seats in Booking System
- More UV Book Sterilizers
- Limited HKALL and ILL services
- Scan school textbooks (lic. by HKRRLS) for ECE students teaching/block practice
- EI Marketplace
- Future Classroom project proceed as schedule
- *Place all books in Pickup locker*
- *Make use of Library Apps*

- 1** Pickup Locker
(Pickup Station) 
- 2** Mobile Apps (EdU
Library, EdU LibMAP) 
- 3** Issues and
Challenges 

- Storage Locker (Octopus)
- Pickup Locker (SIP2)



1

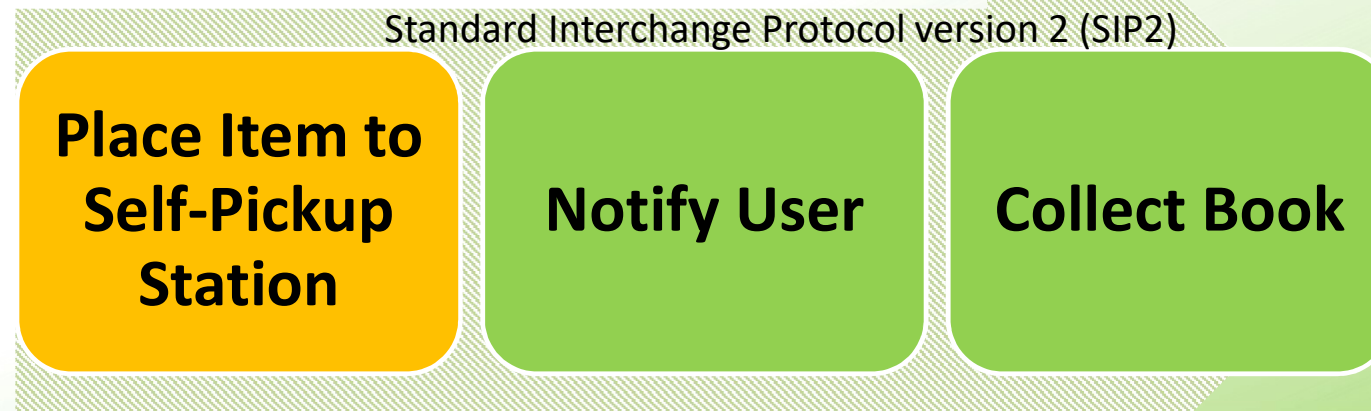


3?

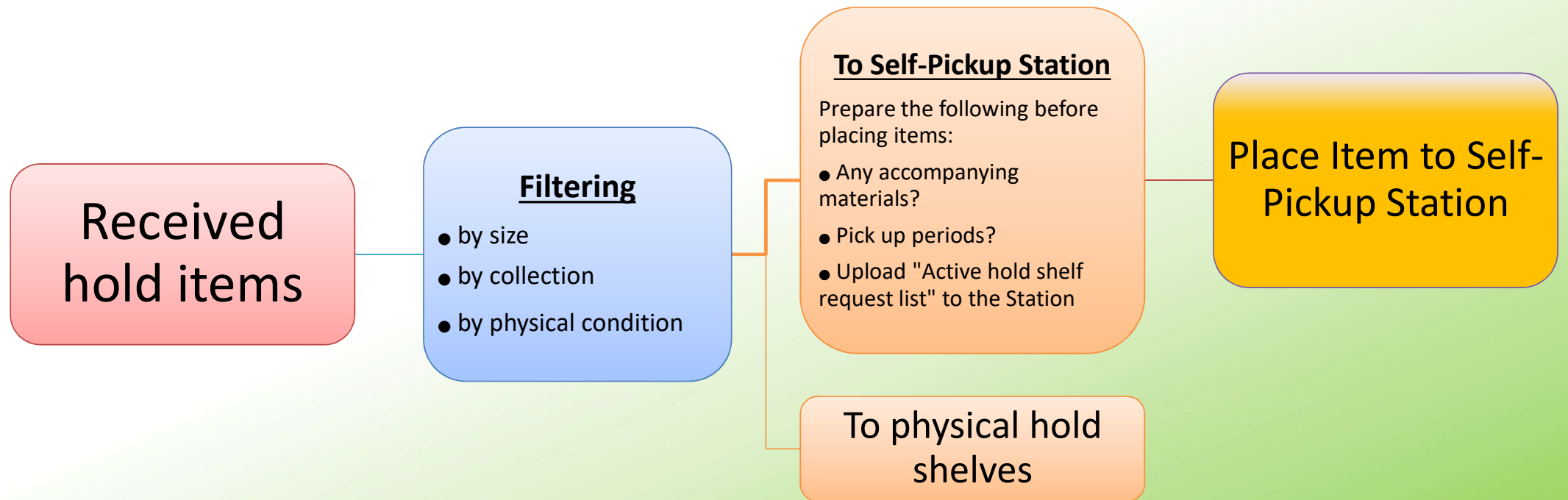
VIDEO (0:35)



- Pickup Locker



Workflow of placing item to Pickup Station



- Usage

2019	% of items placed into the Station out of the total hold request items	% of items successfully loaned out via the Station (out of total items placed in the Station)
MMW	67%	78%
TKO	61%	55%
MMW+TKO	66%	74%

2020	% of items placed into the Station out of the total hold request items	% of items successfully loaned out via the Station (out of total items placed in the Station)
MMW	68%	69%
TKO	72%	69%
MMW+TKO	69%	69%

Standard Interchange Protocol version 2 (SIP2)*

SIP2 64

2.00 Patron Information Response

The ACS must send this message in response to the Patron Information message.

64 patron status <> language <> transaction date <> hold items count <> overdue items count <> fine items count <> recall items count <> unavailable holds count <> institution id <> patron identifier <> personal name <> hold items limit <> overdue items limit <> valid patron <> valid patron password <> currency type <> fee amount <> fee limit <> items <> home address <> e-mail address <> home phone number <> screen message <> print line <>

Field	ID	Format
patron status		14-char, fixed-length required field
language		3-char, fixed-length required field
transaction date		18-char, fixed-length required field: YYYYMMDDZZZHHMMSS
2.00 hold items count		4-char, fixed-length required field
2.00 overdue items count		4-char, fixed-length required field
2.00 charged items count		4-char, fixed-length required field
2.00 fine items count		4-char, fixed-length required field
2.00 recall items count		4-char, fixed-length required field
2.00 unavailable holds count		4-char, fixed-length required field
institution id	AO	variable-length required field
patron identifier	AA	variable-length required field
personal name	AE	variable-length required field
2.00 hold items limit	BZ	4-char, fixed-length optional field
2.00 overdue items limit	CA	4-char, fixed-length optional field
2.00 charged items limit	CB	4-char, fixed-length optional field
2.00 valid patron	BL	1-char, optional field: Y or N

Active	ID Type	Value	Note
<input checked="" type="checkbox"/>	jbarcode		-
<input checked="" type="checkbox"/>	Barcode		-
<input checked="" type="checkbox"/>	University ID		-
<input checked="" type="checkbox"/>	EPPN		-
<input checked="" type="checkbox"/>	Card ID		-



Integration Profile (Alma)

General Information Actions Contact Info

GENERAL INFORMATION

SC Identifier * PICK-UP-LOCK-MMW-HKALL

Error Correction Yes No

Alert Yes No

Item Transfer Yes No

SC Language English

Retries Allowed 5

Timeout Period 5

Checkin Yes No

Checkout Yes No

Renew Policy Yes No

Fee Payments Yes No

Return Message Yes No

Extension Type

Item Identifier Barcode

Authentication Required Yes No

Allow Fulfillment Network Users (supported for fully unique identifiers only) Yes No

Close Process Yes No

Prevent Requested Items Check In Yes No

Download Certificate

* Source: 3M™ Standard Interchange Protocol (Document Revision 2.12, Updated April 11, 2006)

Standard Interchange Protocol version 2 (SIP2)

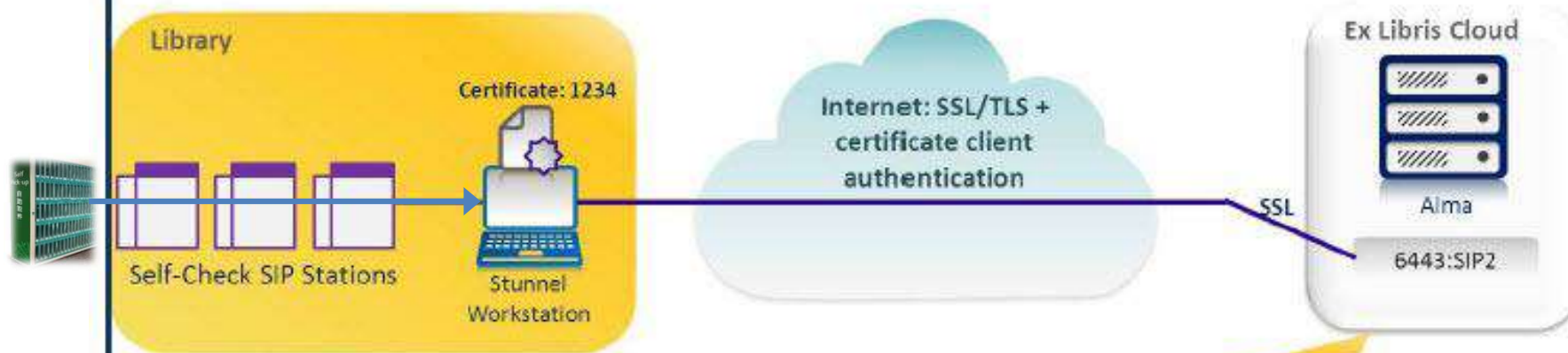
SIP2 64/63/23/17

TCP Socket programming, platform-independent implementation (e.g., Java, PHP)




```
function sip2patron($a,$b,$c){
    header("content-type:text/html;charset=utf-8");
    $socket = socket_create(AF_INET,SOCK_STREAM,SOL_TCP);
    socket_set_option($socket, SOL_SOCKET, SO_RCVTIMEO, array("sec" => 1, "usec" => 0));
    socket_set_option($socket, SOL_SOCKET, SO_SNDTIMEO, array("sec" => 5, "usec" => 0));
    if(socket_connect($socket,'175.159.xxx.xx',5008) == false){
        echo 'connect fail message:'.socket_strerror(socket_last_error());
    }else{
        $mess= "".$b." ".$c." AO3410|AA"'.$a.'" |AC|AD|BP|BQ|\r\n";
        if(socket_write($socket,$mess,strlen($mess)) == false){
            echo 'fail to write'.socket_strerror(socket_last_error());
        }else{
            return $callback;
        }
    }
    socket_close($socket); }
```


```
64|00120180821
1712220009000000500000
AA219958610 |AEI
Library Card
7|AO3410|AU3199501010576|AU
3199500865891|AU3199501106
5632|AU31995002737223|AU3199
5008409561|AU31995009007166|
AU31995007511268|AU31995007
932258|AU31995008829602|AU31
995008703963|AU319950084094
62|AU31995009041421|AU319950
07093515|AU31995010657850|AU
31995009006069|AU3199500873
5886|AU31995009795430|AU3199
5008929017|AU31995009243670|
AU31995008703989|AU31995008
704060|AU31995004042960|AU31
995007822996|AU319950096743
79|AU31995008700274|AU319950
09004791|AU31995002518615|AU
31995007091659|AU3199501060
4506|AU31995008707535|AU3199
5008829776|AU31995002801300|
AU31995002801417|AU31995010
165052|AU31995001866080|AU31
995009792692|AU319950086304
97|AU31995008463725|AU319950
01064892|AU31995002737173|AU
31995009042858|AU3199500873
9041|AU31995008700944|AU3199
5008477329|AU31995008491577|
AU31995007316080|AU31995004
178194|AU31995000201511|AU31
995009043682|AU319950092446
29|BELibcir@eduhk.
hk|BHHKD|BLY|BV0.00|CA0050|CC
99.00|CQ
```

Alma Secured SIP Communication



- The SelfCheck station is identified by its certificate
- Self signed SSL certificate
- Alma creates/renews the client certificate with a simple UI and stunnel installation procedure

- 1** Pickup Locker
(Pickup Station) 
- 2** Mobile Apps (EdU
Library, EdU LibMAP) 
- 3** Issues and
Challenges 

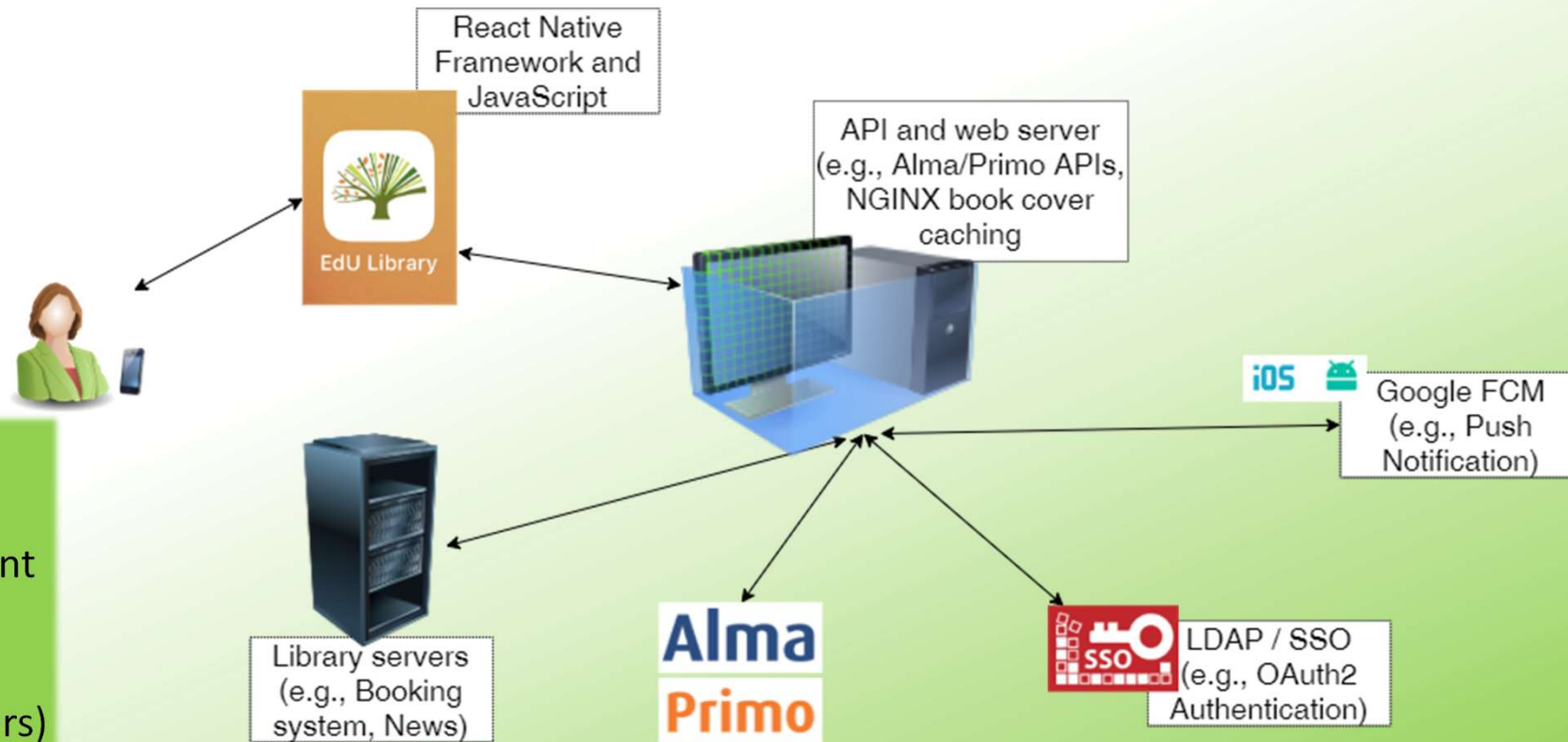
- EdU Library ($\approx 100\%$ Library-made)
- EdU LibMAP  (70% Outsourced)



DEMO



• EdU Library



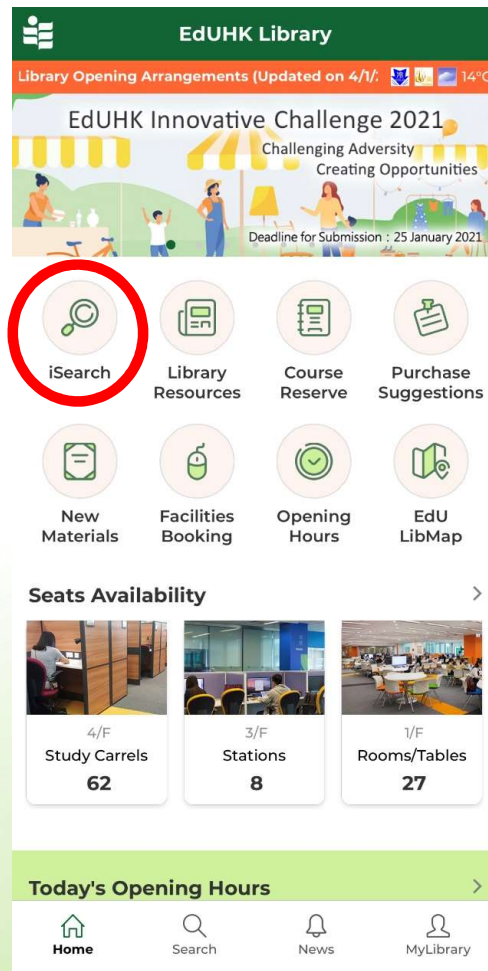
(Developer Network)

APIs ★

- Alma Users and Fulfillment (Users and Loans)
- Alma Configuration and Administration (Reminders)
- Primo Search

• EdU Library

Primo Search API



EdUHK Library

Library Opening Arrangements (Updated on 4/11/2021) 14°C

EdUHK Innovative Challenge 2021
Challenging Adversity
Creating Opportunities
Deadline for Submission : 25 January 2021

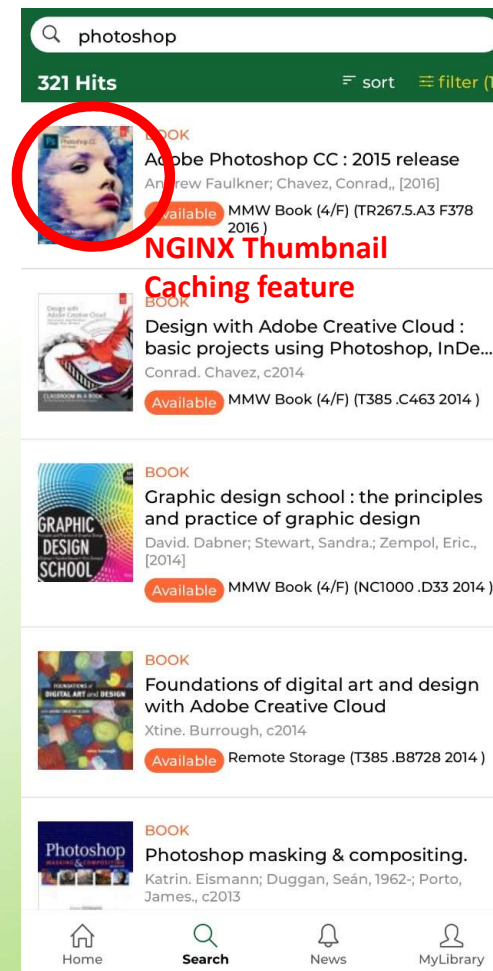
iSearch Library Resources Course Reserve Purchase Suggestions
New Materials Facilities Booking Opening Hours EdU LibMap

Seats Availability

4/F Study Carrels 62	3/F Stations 8	1/F Rooms/Tables 27
--------------------------------	--------------------------	-------------------------------

Today's Opening Hours

Home Search News MyLibrary



photoshop

321 Hits sort filter (1)

NGINX Thumbnail Caching feature

BOOK
Adobe Photoshop CC : 2015 release
Andrew Faulkner; Chavez, Conrad., [2016]
Available MMW Book (4/F) (TR267.5.A3 F378 2016)

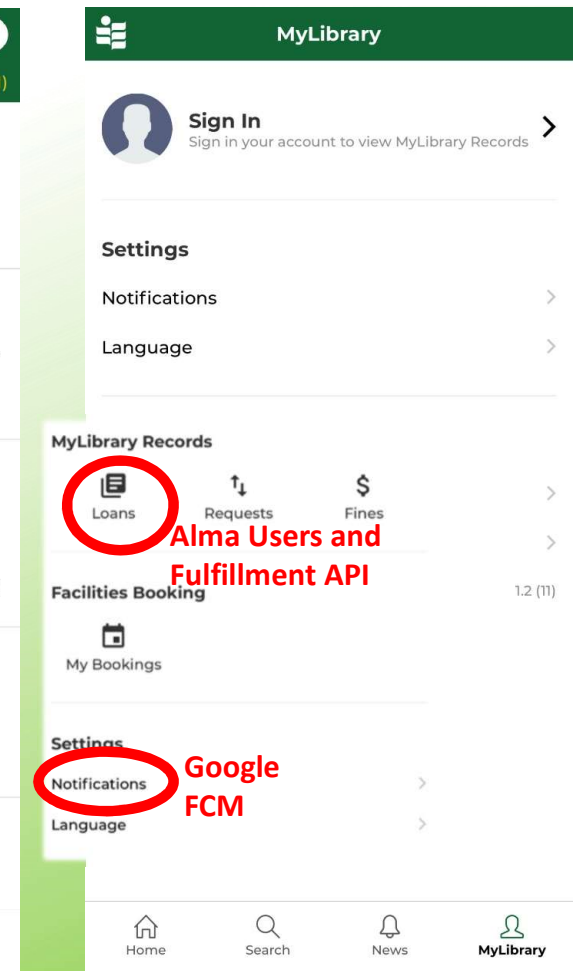
BOOK
Design with Adobe Creative Cloud : basic projects using Photoshop, InDe...
Conrad, Chavez, c2014
Available MMW Book (4/F) (T385 .C463 2014)

BOOK
Graphic design school : the principles and practice of graphic design
David, Dabner; Stewart, Sandra; Zempol, Eric., [2014]
Available MMW Book (4/F) (NC1000 .D33 2014)

BOOK
Foundations of digital art and design with Adobe Creative Cloud
Xtine, Burrough, c2014
Available Remote Storage (T385 .B8728 2014)

BOOK
Photoshop masking & compositing.
Katrin, Eismann; Duggan, Seán, 1962-; Porto, James., c2013

Home Search News MyLibrary



MyLibrary

Sign In
Sign in your account to view MyLibrary Records

Settings
Notifications
Language

MyLibrary Records
Loans Requests Fines

Alma Users and Fulfillment API

Facilities Booking 1.2 (11)
My Bookings

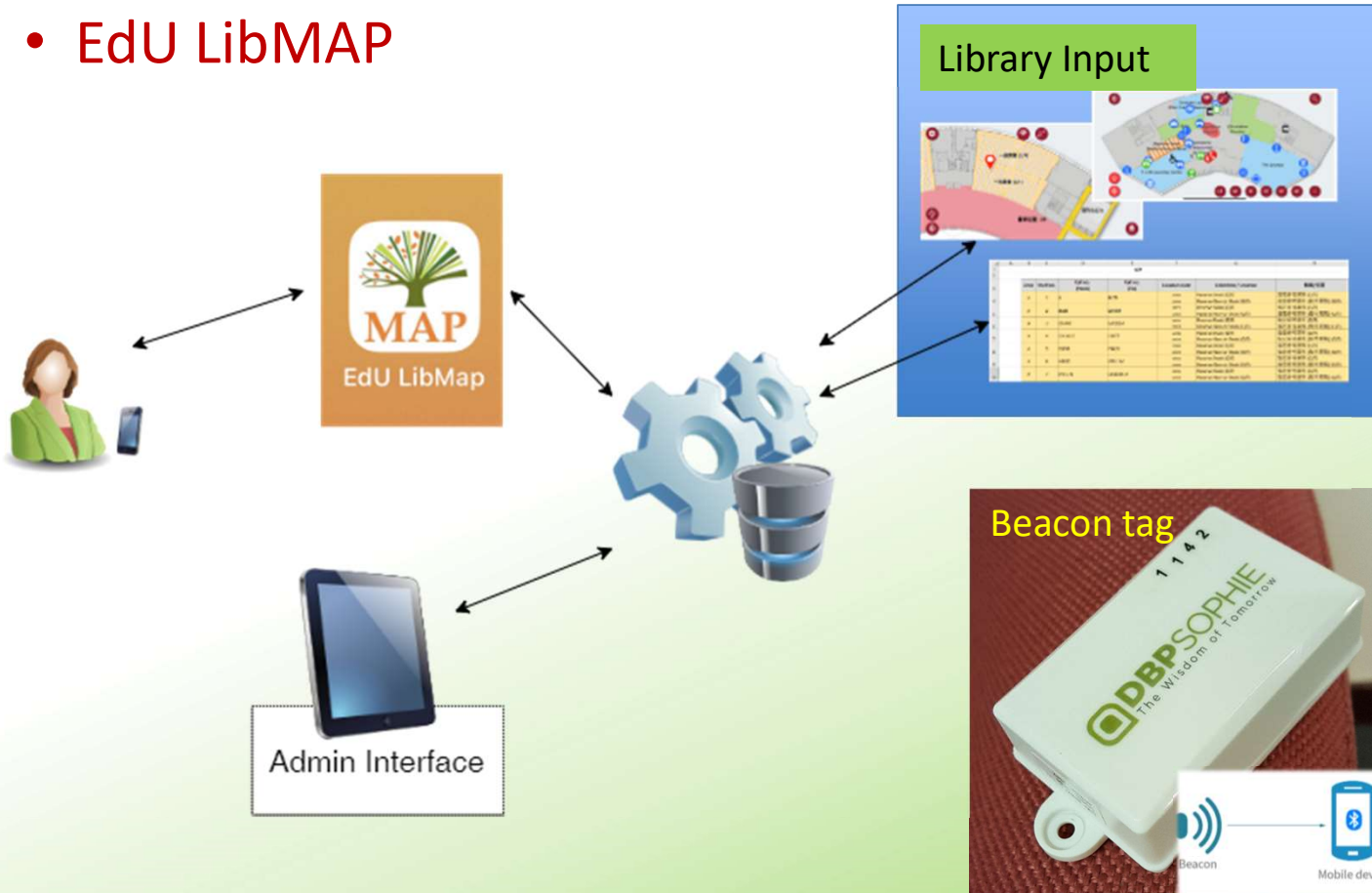
Settings
Notifications Google FCM
Language

Home Search News MyLibrary

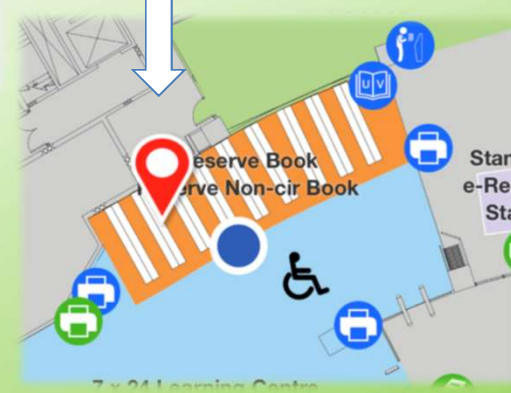
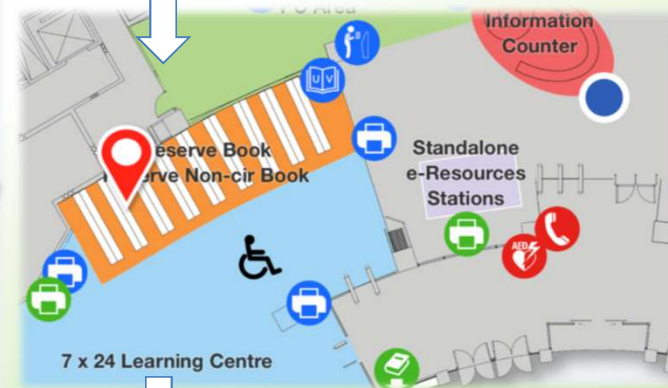
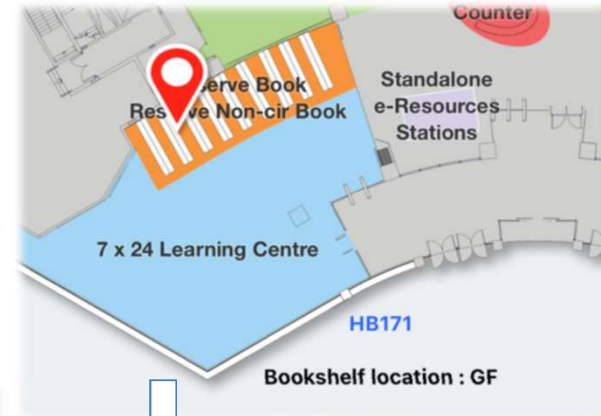
Future Enhancements can include:




- Booking sessions check-in using NFC tags
- Personalized features

• EdU LibMAP



• EdU LibMAP



- 1** Pickup Locker
(Pickup Station) 
- 2** Mobile Apps (EdU
Library, EdU LibMAP) 
- 3** Issues and
Challenges 

(Pickup locker)

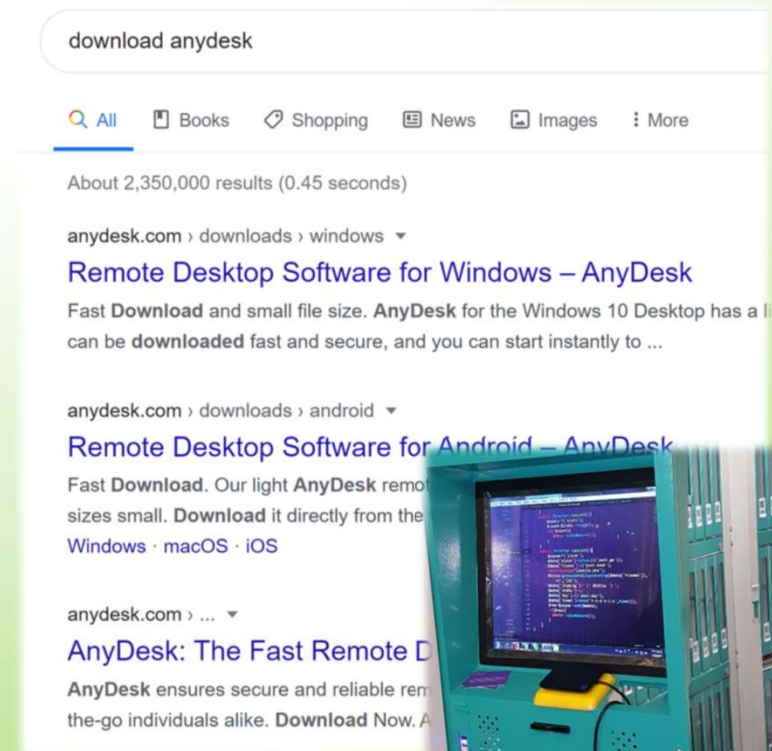
- Single source of supplier
- Maintenance via remote desktop connection; AnyDesk, TeamViewer, ...

(LibMAP)

- Outsource, strictly limited on customization
- Maintenance or charge items?

(Staff and Supplier)

- *More* communication, commitment, ...
- Only using mobile app to talk



Contact Us

bkwok@eduhk.hk (Circulation)
hork@eduhk.hk (Systems)

Thank you