

Scott County Library



Extended Access Customer Orientation

What is Extended Access?

Extended Access offers access to the library building and resources outside of staffed open hours. Customers who have opted in to Extended Access will be able to use their library card and PIN to badge into the library. Once in the library, customers will have self-service access to library resources and services.

Customers will be able to access and use:

- Public computers
- Wireless internet
- Printing services
- Copy machine with scanning capabilities
- Self-checkout machines
- Catalog computers
- Holds shelf
- Study rooms
- Public restrooms and drinking fountains



Staffed and Unstaffed Open Hours

Extended Access allows the Library to offer a combination of staffed and unstaffed open hours.

This model gives customers increased access to library resources.

Customers can expect a different experience when they access the library during unstaffed open hours. Unlike our staffed open hours, Extended Access hours are completely self-service.



Jordan Public Library (952) 496-8050

275 Creek Lane S.

Extended Access Staffed Hours

Monday

6 am to 1 pm | 1 pm to 8 pm | 8 pm to 10 pm

Tuesday

6 am to 10 am | 10 am to 5 pm | 5 pm to 10 pm

Wednesday

6 am to 1 pm | 1 pm to 8 pm | 8 pm to 10 pm

Thursday

6 am to 10 am | 10 am to 5 pm | 5 pm to 10 pm

Friday

6 am to 10 pm

Saturday Sept—May

6 am to 10 am | 10 am to 2 pm | 2 pm to 10 pm

Saturday June-August

6 am to 10 pm

Sunday

6 am to 10 pm

For more information on how to enroll in extended access go to

www.scottlib.org

Staffed Experience	Unstaffed Experience
<ul style="list-style-type: none"><li data-bbox="193 315 1248 468">• The library building and resources are accessible to the public without any restrictions and/or requirements.<li data-bbox="193 544 1128 639">• Customers have access to all available library resources and services.<li data-bbox="193 715 1223 811">• Library staff are available to assist customers with questions and library needs.	<ul style="list-style-type: none"><li data-bbox="1294 315 2346 411">• The library building and resources are accessible to customers who have opted in to Extended Access.<li data-bbox="1294 486 2288 639">• Extended Access customers can use their library card and PIN to badge into the building during unstaffed open hours.<li data-bbox="1294 715 2237 811">• Extended Access customers have access to all available library resources and services.<li data-bbox="1294 886 2308 1039">• Extended Access customers will utilize the library resources and services independently in a self-service model.<li data-bbox="1294 1115 2237 1268">• Extended Access customers may encounter cleaning staff and/or maintenance staff that maintain the building during unstaffed hours.

Who can opt in to be an Extended Access customer?

Customers wishing to opt in must meet the following criteria:

Customers 18 years of age or older

- Customers must come in person to sign a consent agreement during staffed library hours.
- Customers must present a valid photo ID.
- Customers must provide a method of contact, preferably email.
- Customers must have a library card. If they are not a current library card holder, they can sign up for a card.

Customers under the age of 18

- Customers must be 16 years of age or older.
- Customers must have a parent or guardian come in person with them to sign a consent agreement during staffed library hours.
- Parent/guardian must present a valid photo ID.
- Customers must provide a method of contact, preferably email.
- Customers must have a library card. If they are not a current library card holder, they can sign up for a card.



How to Become an Extended Access Customer

I meet the criteria, now how do I opt in to become an Extended Access customer?

1. Complete an orientation.
2. Wait for your library card to be activated.
3. Start using your Extended Access privileges!



Orientation

- Stop by the library during staffed open hours for a brief orientation
- The orientation will include the following:
 - Review of the Extended Access agreement and signature
 - Review of library policies and procedures
 - A self-guided walk through the library to familiarize yourself with emergency exits, fire extinguisher locations, and location of public phone.

**Please note, customers under the age of 18 must have a parent or guardian present with them during the orientation.



Policies and Guidelines

All customers must read and agree to library policies and guidelines before being granted Extended Access privileges.

- [Computer and Internet Policy](#)
- [Customer Code of Conduct](#)
- [Meeting Room Policy](#)
- [Using the Library Guidelines](#)



Card Activation and Badging In

After completing orientation please allow **2-3 business days** for your card to be activated into the Extended Access group.

Once activated, you will be notified via email that your card now has Extended Access privileges.

You can then use your library card and PIN to badge into the library during Extended Access hours. Once in the building you will be able to access and use the library resources.

Safety and Security

Extended Access offers customers self-service access to library resources, while still maintaining a safe and friendly library environment. To ensure the safety of library customers and staff, the following will be in place:

- Customers will use their own library card and PIN to gain entry for themselves and their guests.
- Customers will be responsible for the conduct of themselves and any guests they bring in.
- Customers will not grant access to vendors or persons trying to enter the facility.
- Security cameras monitor the use of the facility.
- Announcements will be made over the PA system during Extended Access hours and customers agree to comply with instructions and directives contained in the announcements.
- All Scott County Library policies are in effect during Extended Access hours, including the Customer Code of Conduct, Computer and Internet Use, and Meeting Room policies. These can all be found and reviewed at <https://www.scottlib.org/866/Policies>.
- Violations of the above may result in loss of Extended Access privileges.



Safety and Security: Reporting Issues

If customers encounter technical issues, have issues with customer conduct, or wish to report something they can do one of the following:

- Report to the form on our Extended Access page: www.scottlib.org/EA
- Place a comment card in the comment box
- Call library administration or your local library staff during staffed open hours
- Email library administration or your local library staff

For additional information or to get signed up to be an Extended Access customer

Visit our website at www.scottlib.org/EA

or

Contact library staff during staffed open hours





Providing Feedback

Customer feedback is very important to the development and success of Extended Access. We ask that our pilot group members provide as much feedback as possible in order to help us make the service a success.

Feedback can be provided the following ways:

- Discussion Meetings: We will have a variety of meeting opportunities for pilot group members to attend.
- Comment Cards: A comment box will be at the library for you to place comment cards in.
- Online Surveys: You will be provided links to online surveys.
- Journaling: You can keep a journal of your observations and experiences throughout the pilot.



Questions or Comments?

Next Steps:

- Opt in! Let us know you are interested.
- Verify Library account and PIN
 - Do you already have an account? If not, staff will create one for you.
 - Check that the account is up to date and that customers know their PIN.
 - Attend brief orientation and allow 2-3 business days for your Extended Access privileges to be activated.