

„Digital UND mobil – Maker Spaces, Apps & more“ am Mittwoch, 10. Mai 2023



Redia

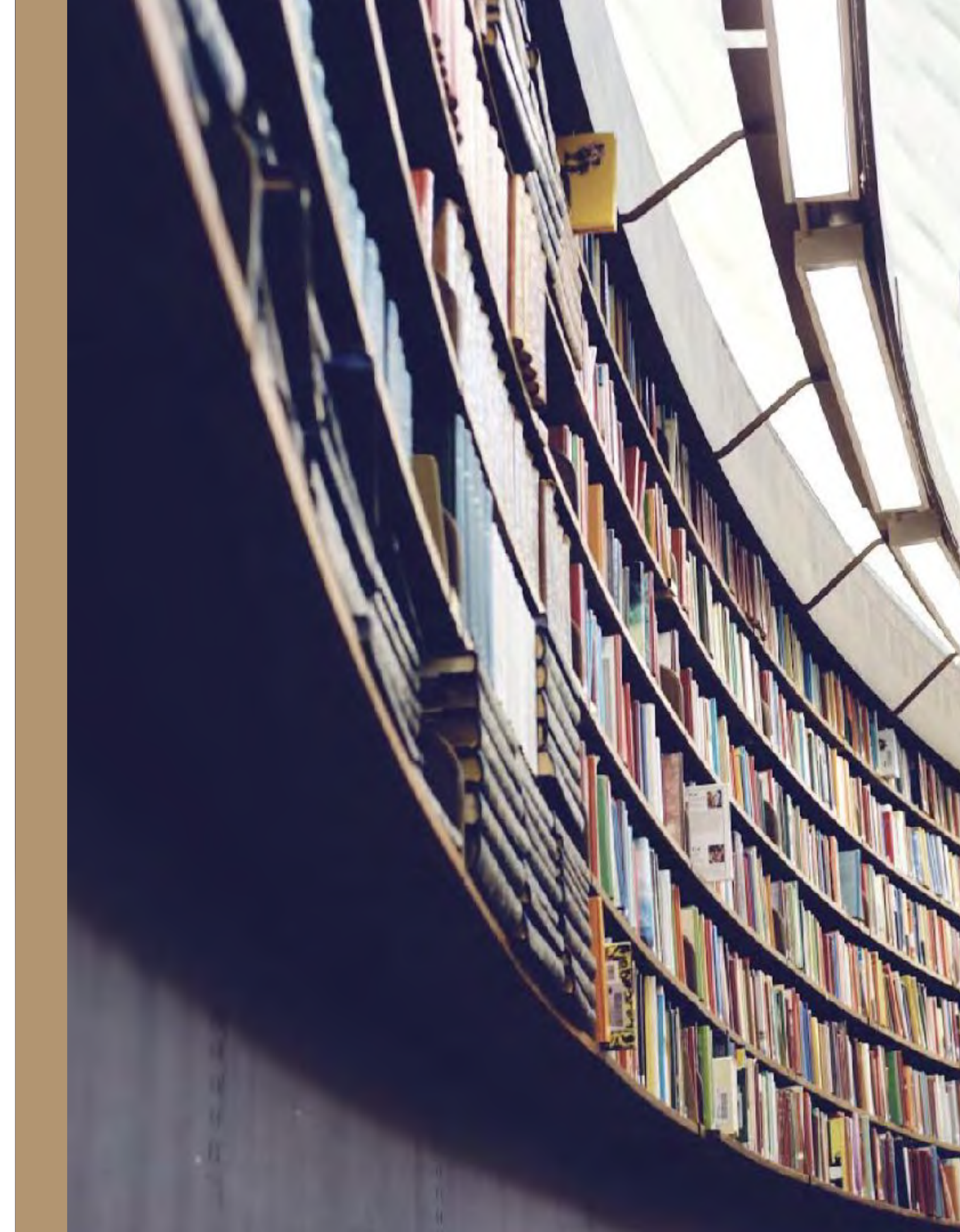
App's for libraries

Carsten Scheel, CCO

Intro

Redia A/S is a dynamic design and software company, that creates digital solutions for libraries. Redia is focussing only on the library domain. Redia connects libraries with their users.

- Organization: 30+ UX/Designers, Software developers, Product Management, Hardware engineers, Sales & Support organisation
- Lokations: Aarhus, Copenhagen and Oslo
- Shareholders: EKZ Bibliotheksservice GmbH & Biblioteksentralen SA





Our Approach: User-driven

- By being **user-driven**, we have the opportunity to design products based on specific needs
- Product development is iterative development, which must be maintained **together with the end users**
- We design and develop products **together with the libraries** - translate the needs into concrete solutions
- Product **development never stops** - it evolves all the time, because users' needs evolve
- Users do not have all the answers, but we can help find them by **designing the good digital solutions**
- By **seeing solutions from a user perspective**, we can optimize the user journey and thus design a better and optimal solution

Redia Apps

Biblioteket - for library users

- Physical books and other materials, digital movies
- 540.000 annual users

eReolen - for library users

- E-books, audiobooks, podcasts
- 1.100.000 annual users

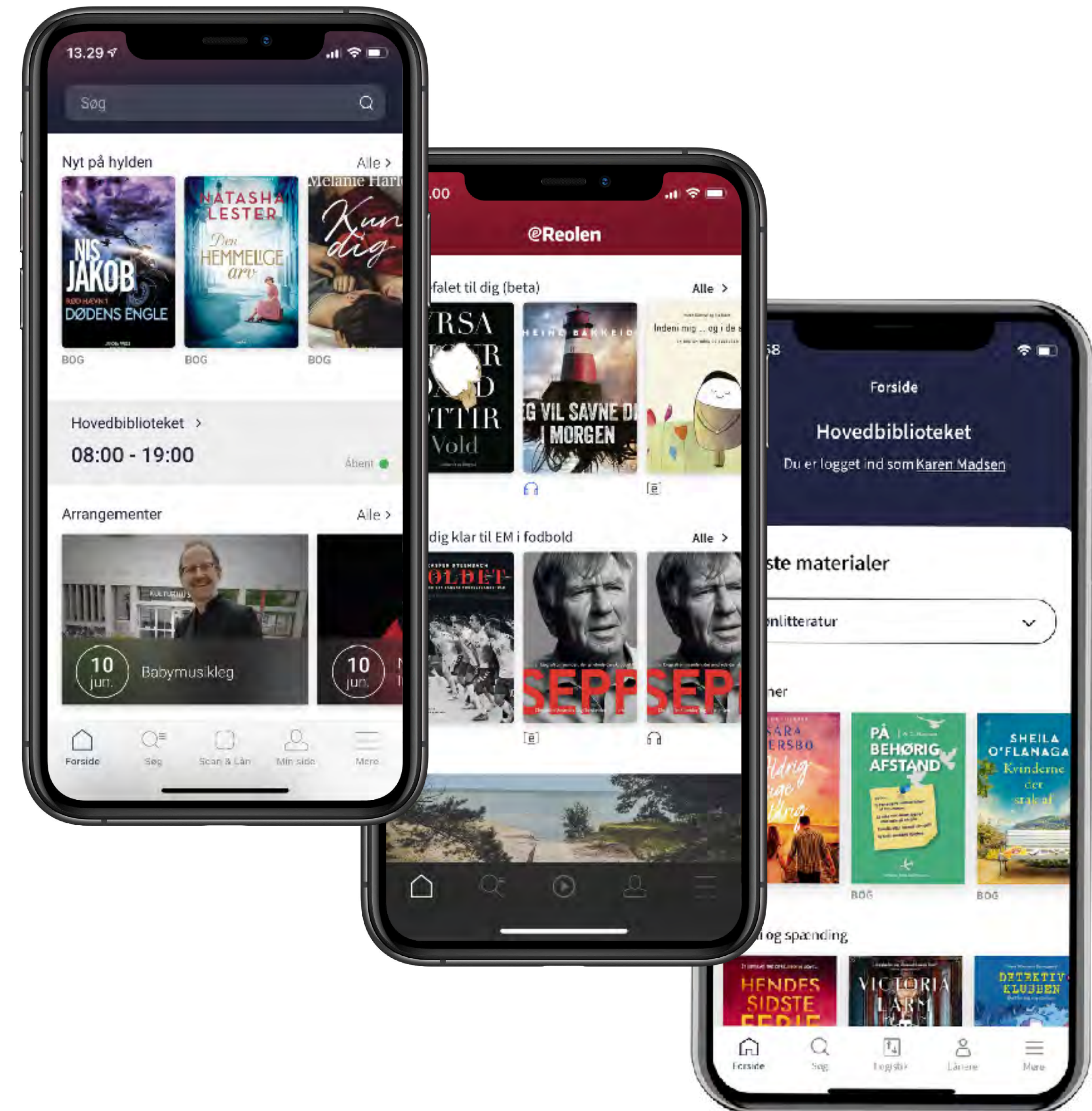
Assist - for the staff

- The librarian's tool with access to the library system
- 12 municipalities in Denmark

1.900.000 library users in Denmark

Population in Denmark 5.800.000

In total, there are 98 municipalities in Denmark



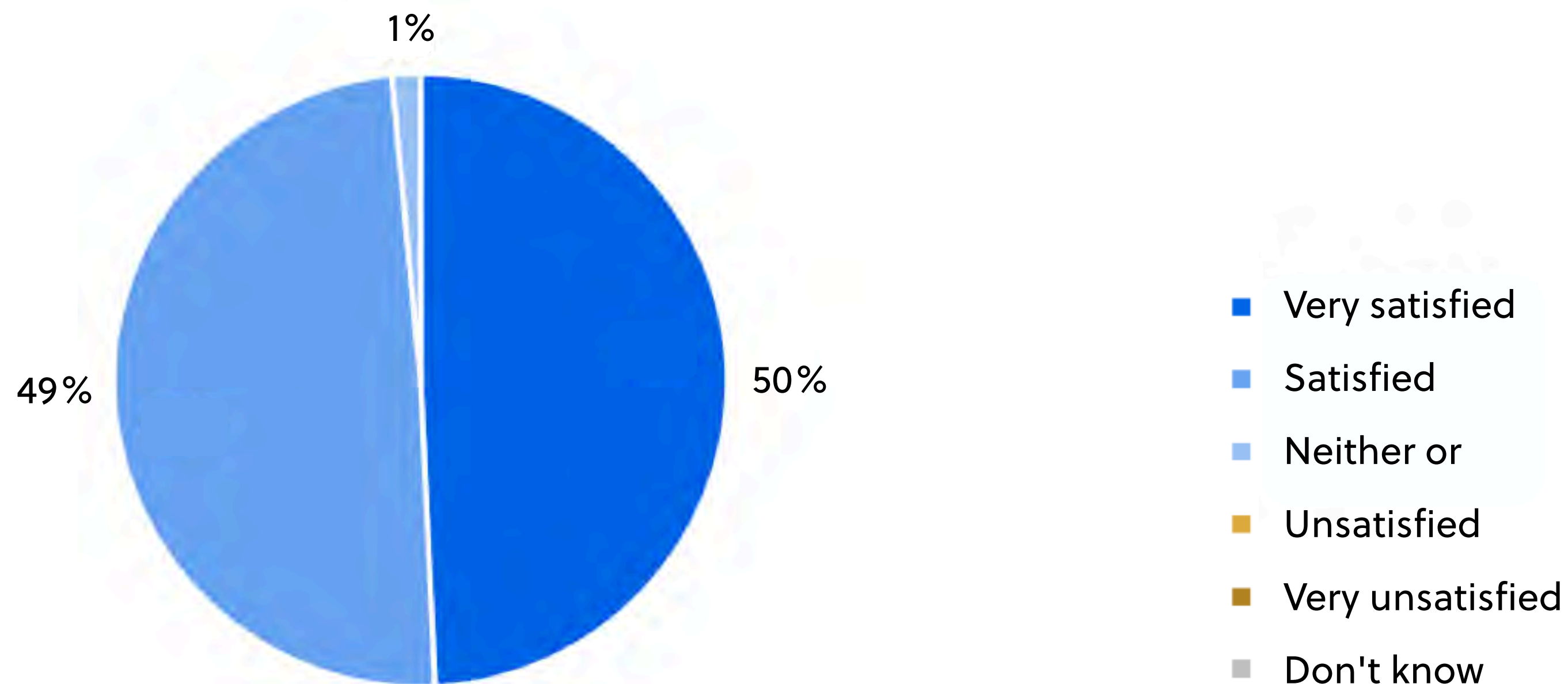
The App for Library users



Satisfaction survey 2022 in Denmark - "Biblioteket App"

The libraries' response to the question:

"How satisfied are you with the App solution your library offers your users using the Library App?"

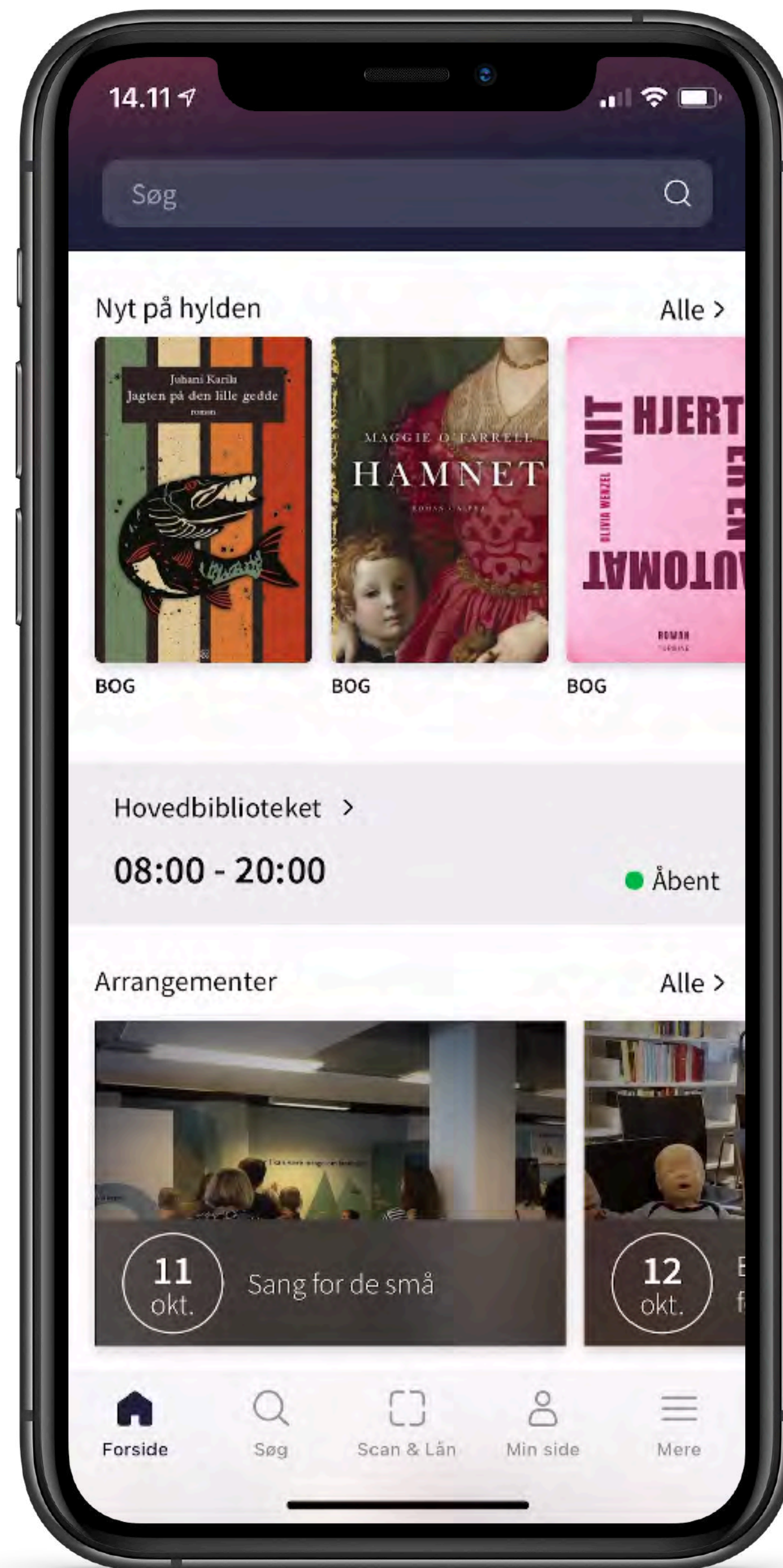


This is also in line with the users' experience of the app.

They have given the Library app 4.8 stars in the App Store and 4.7 stars in Google Play.



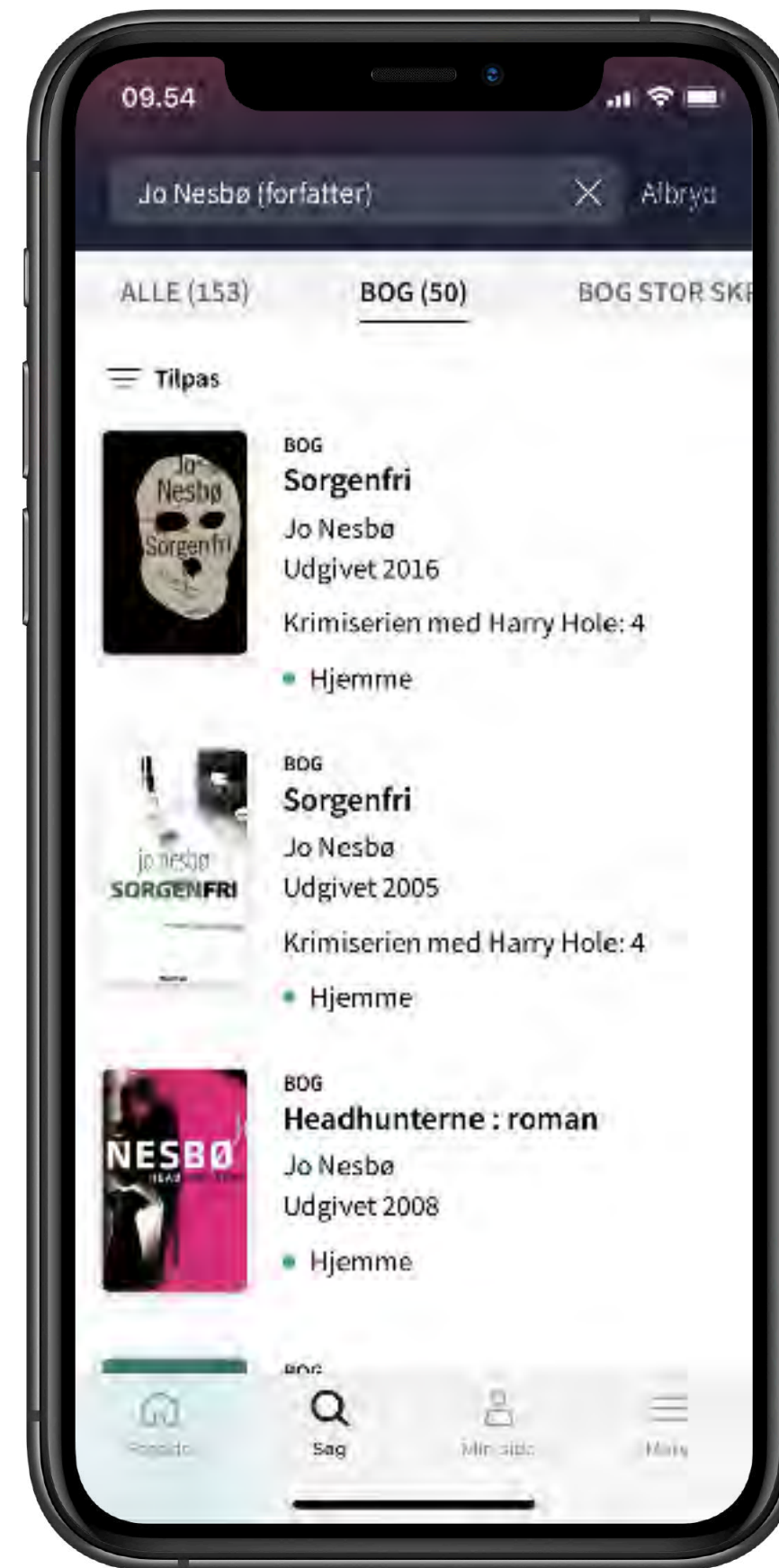
Front page "Biblioteket"



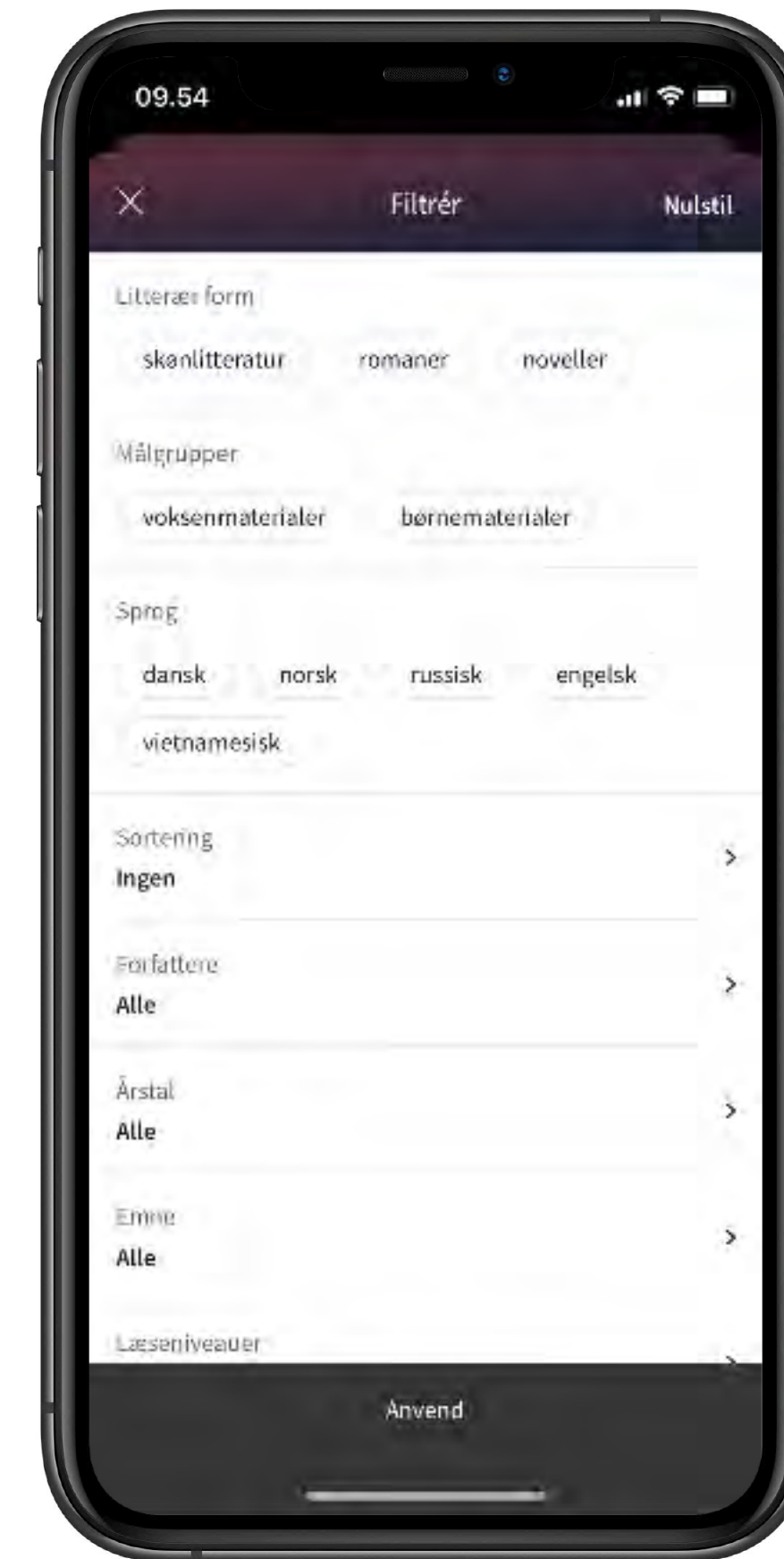
Search & results list



Suggestions



Search results

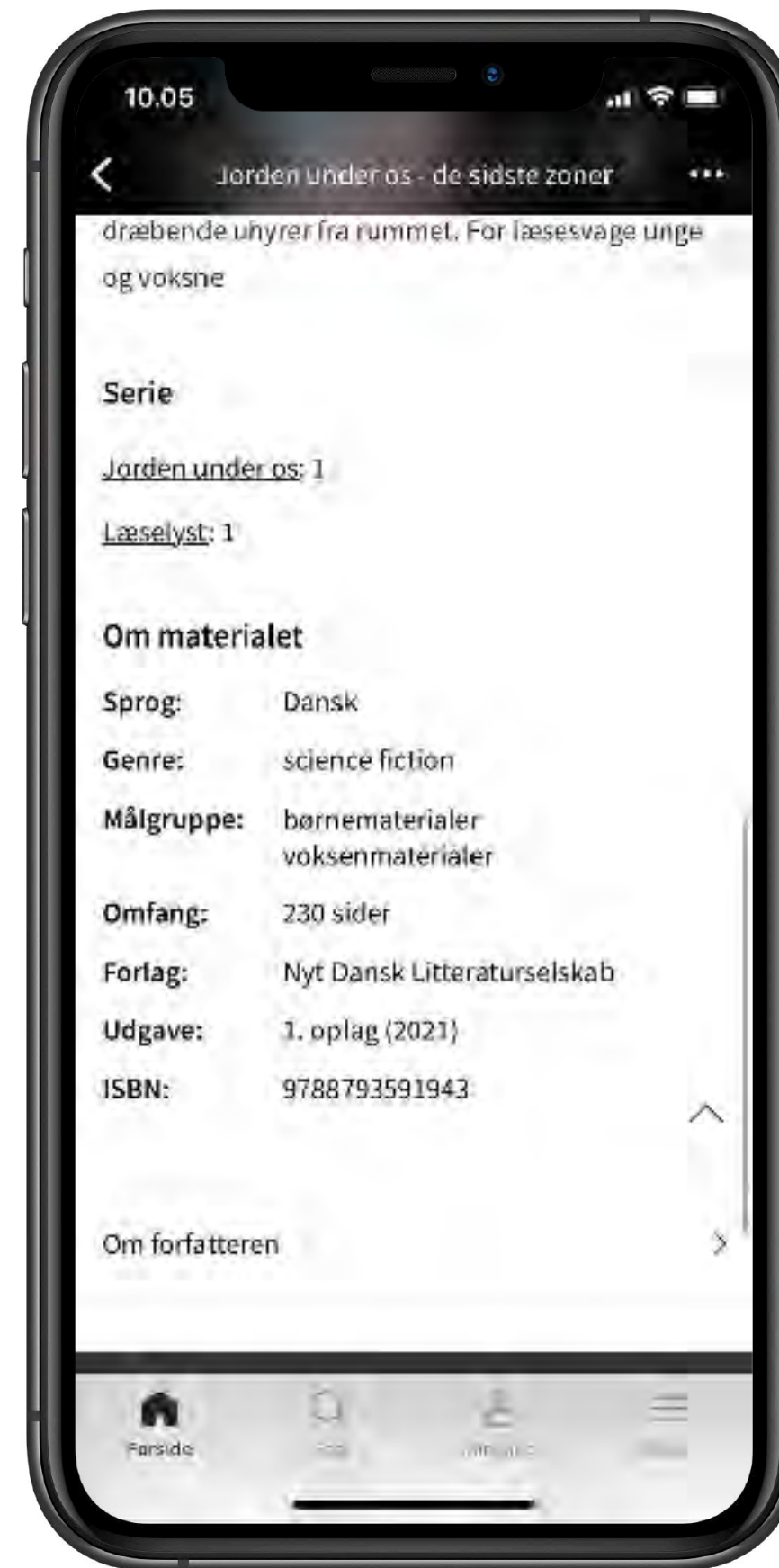


Filters / sorting

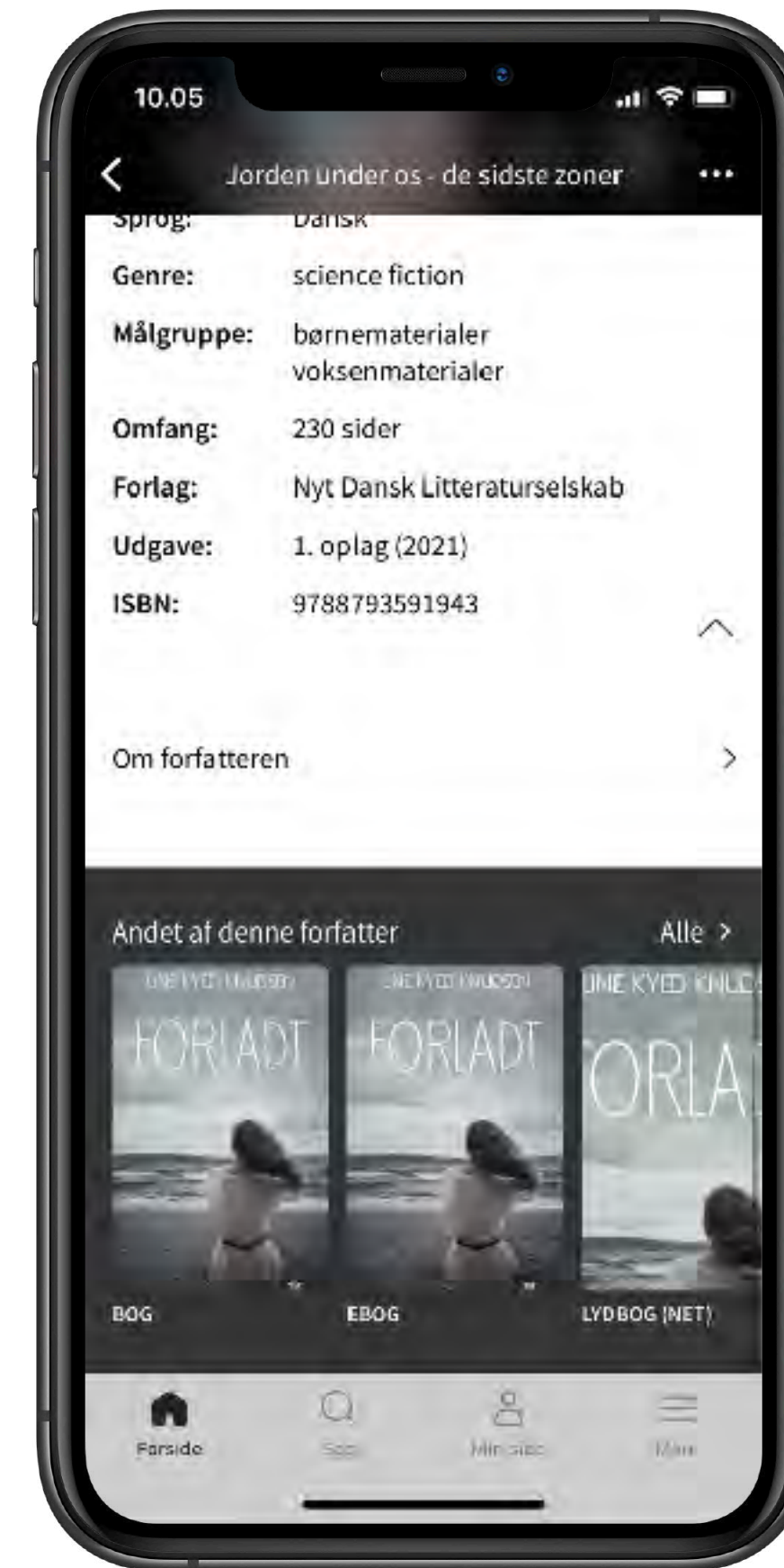
Media information screen details on...



Basic information

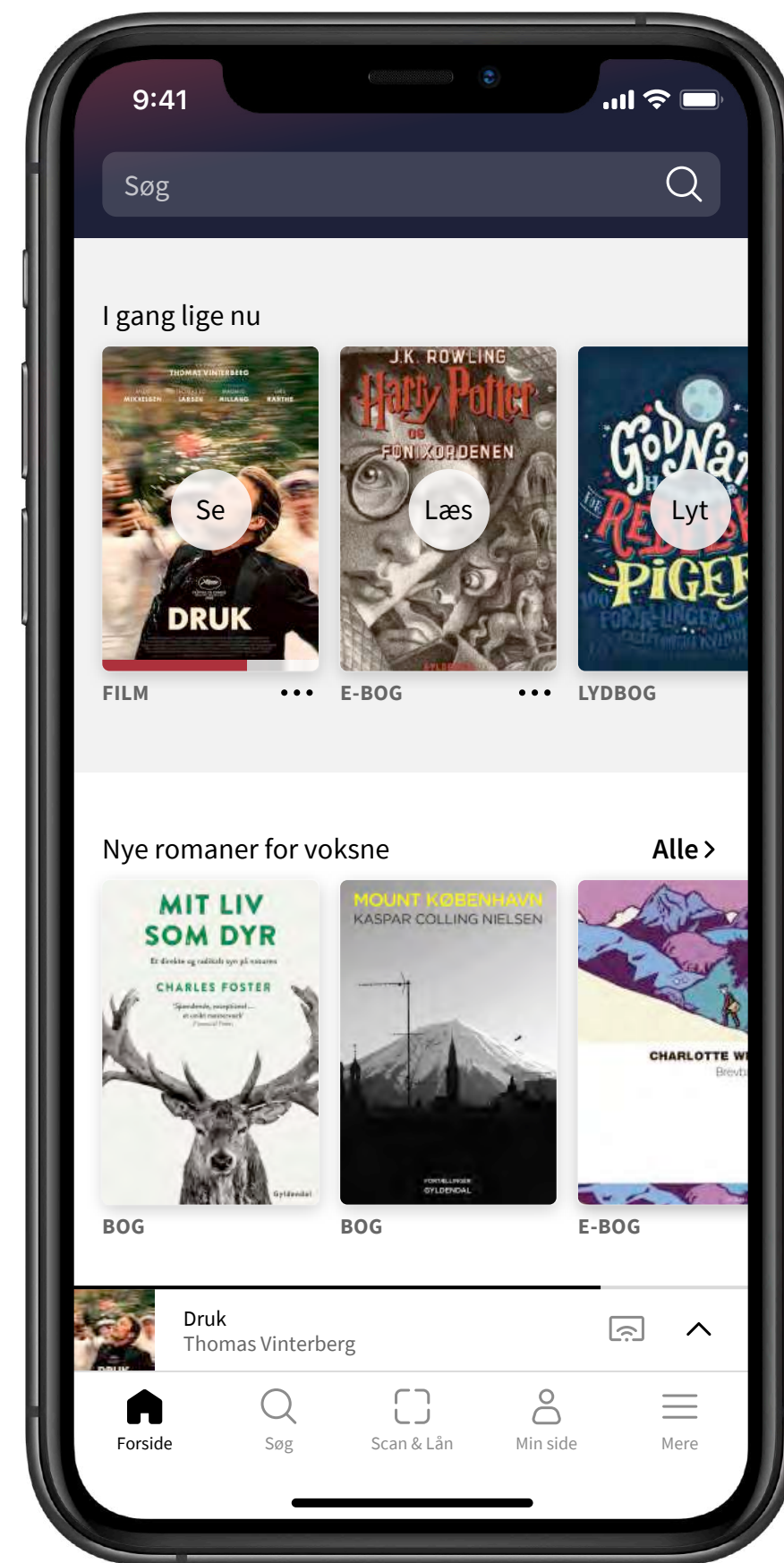


Description and more

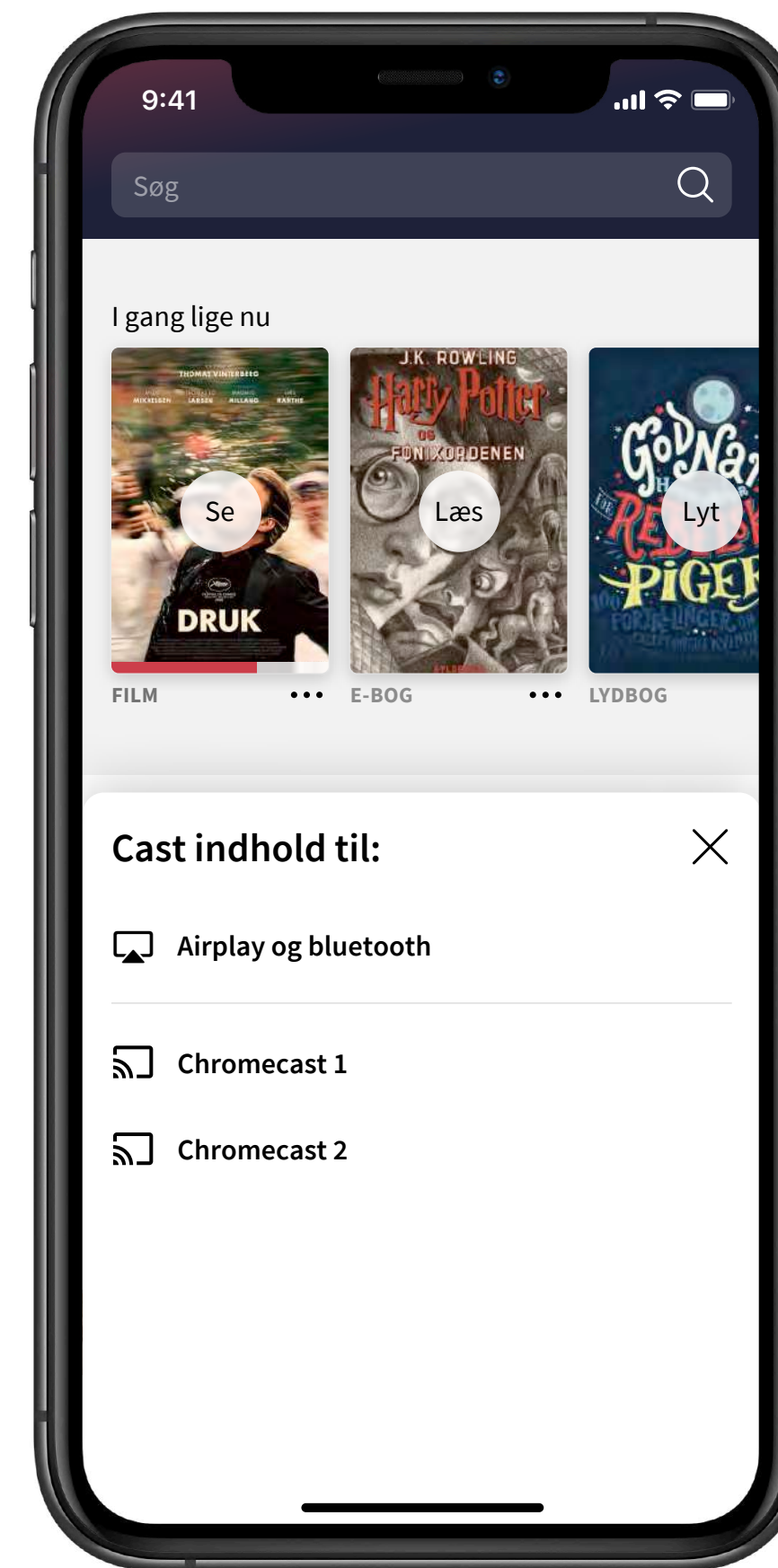


Related titles

Digital loans - eBooks, Audiobooks and Movies



Shortcut



Cast

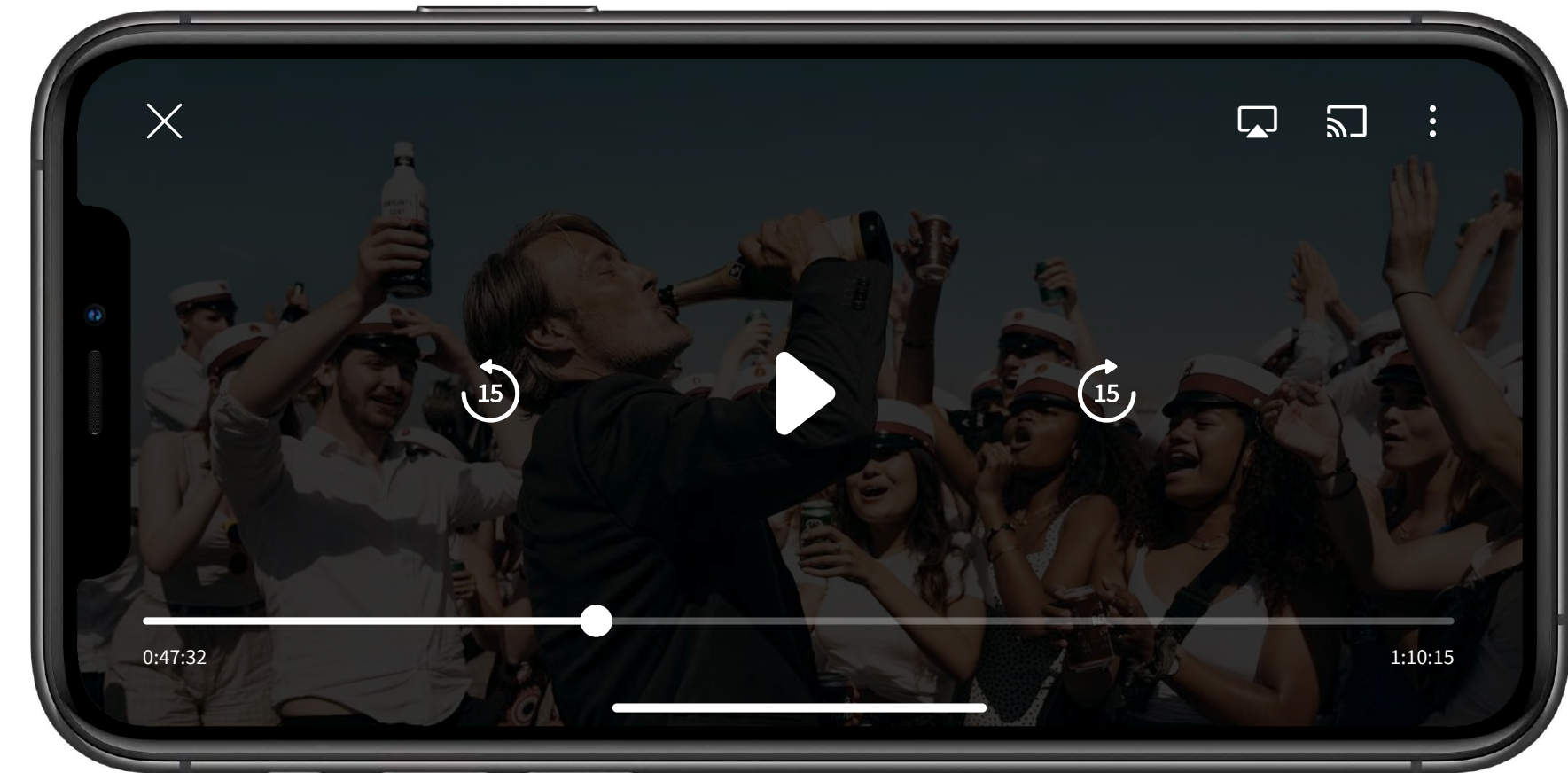
Reader & Player



Ebook reader

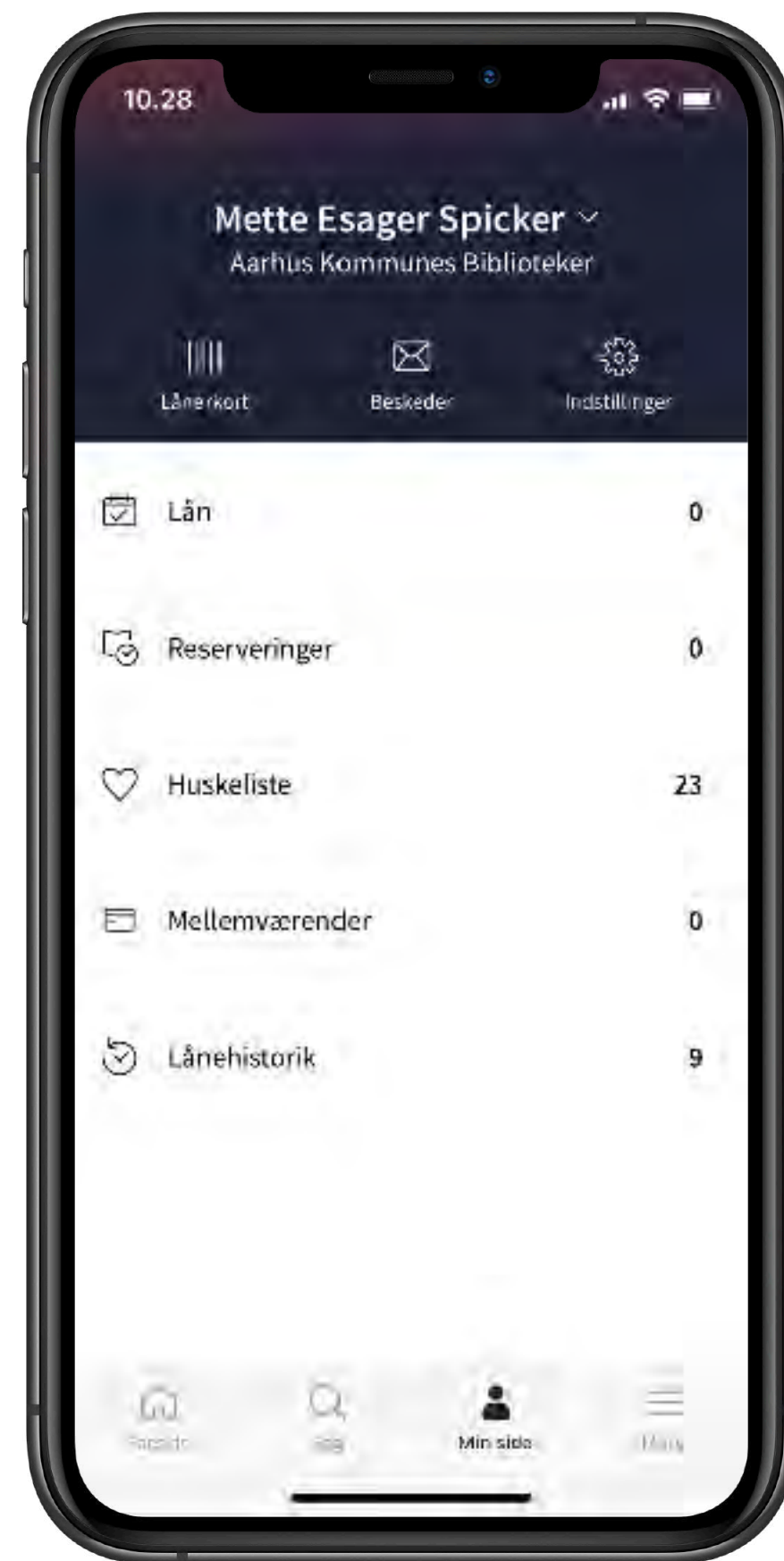


Audiobook player

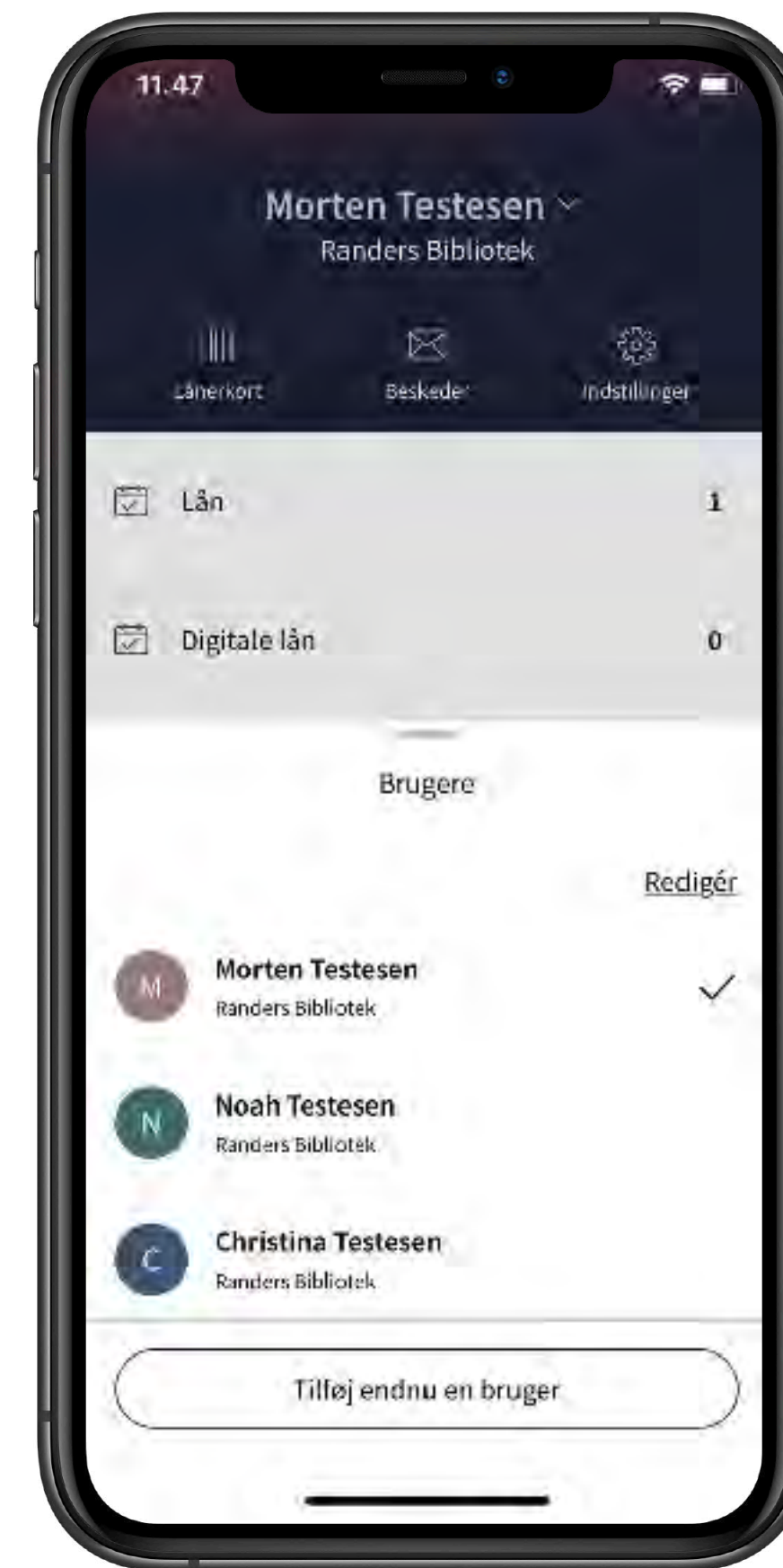


Movie player

“My account” area

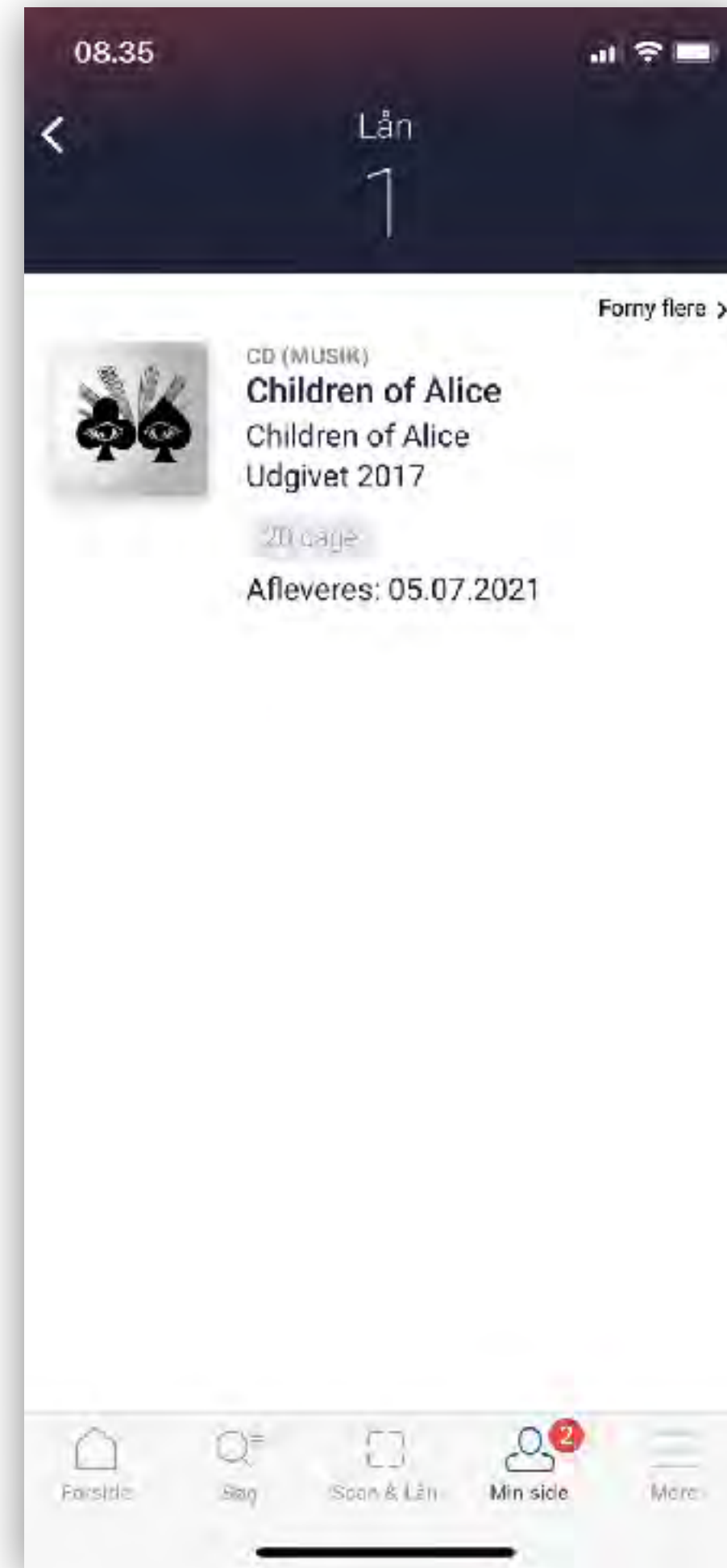
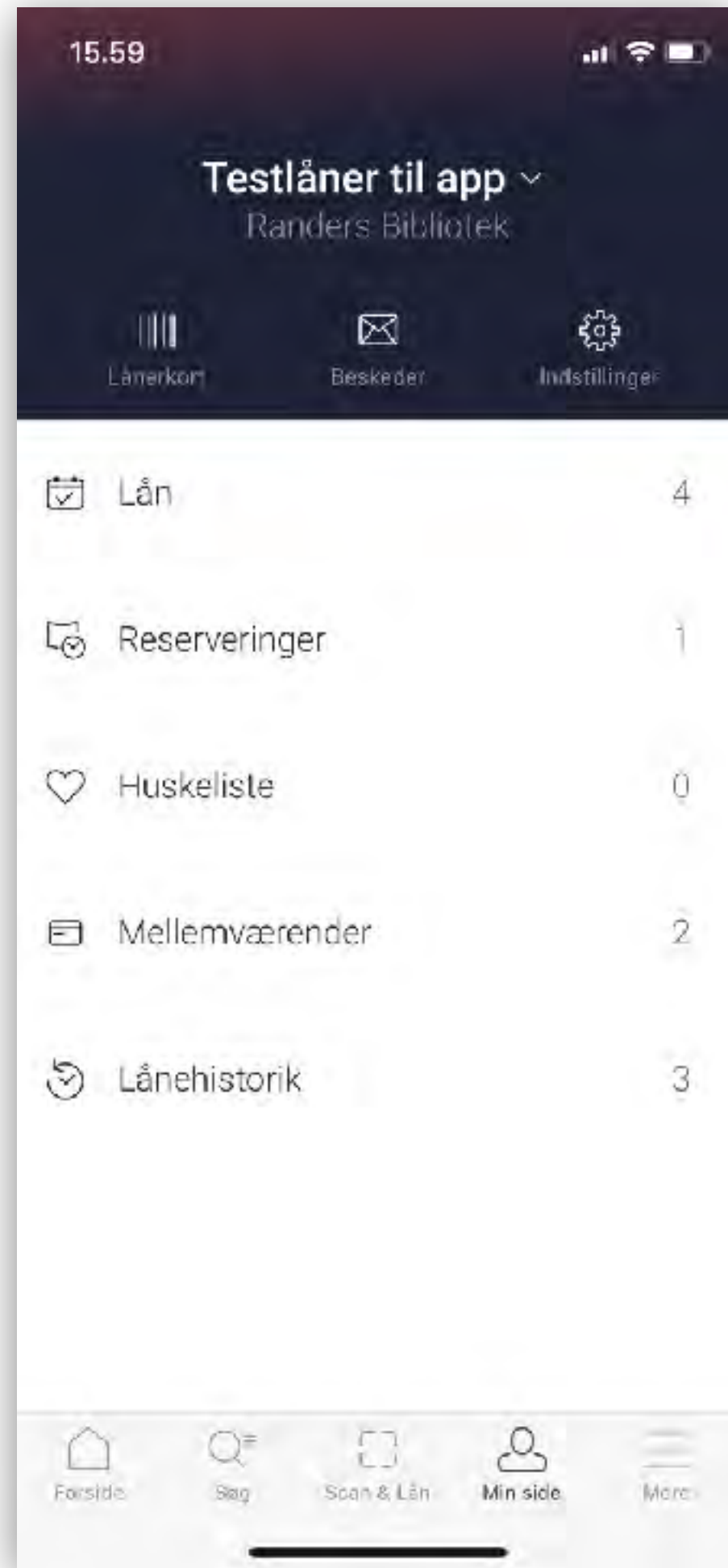


My page

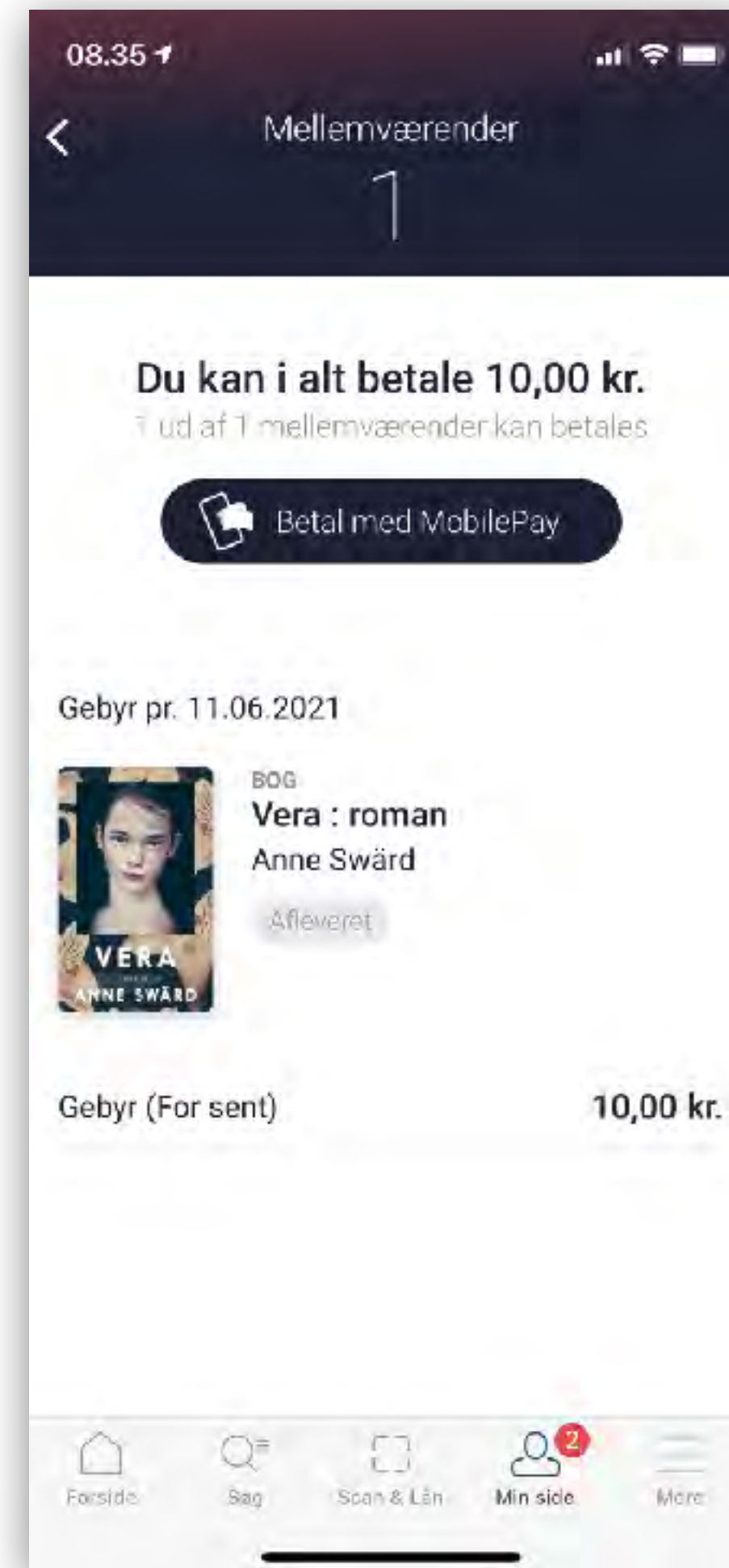


Multiple users and libraries

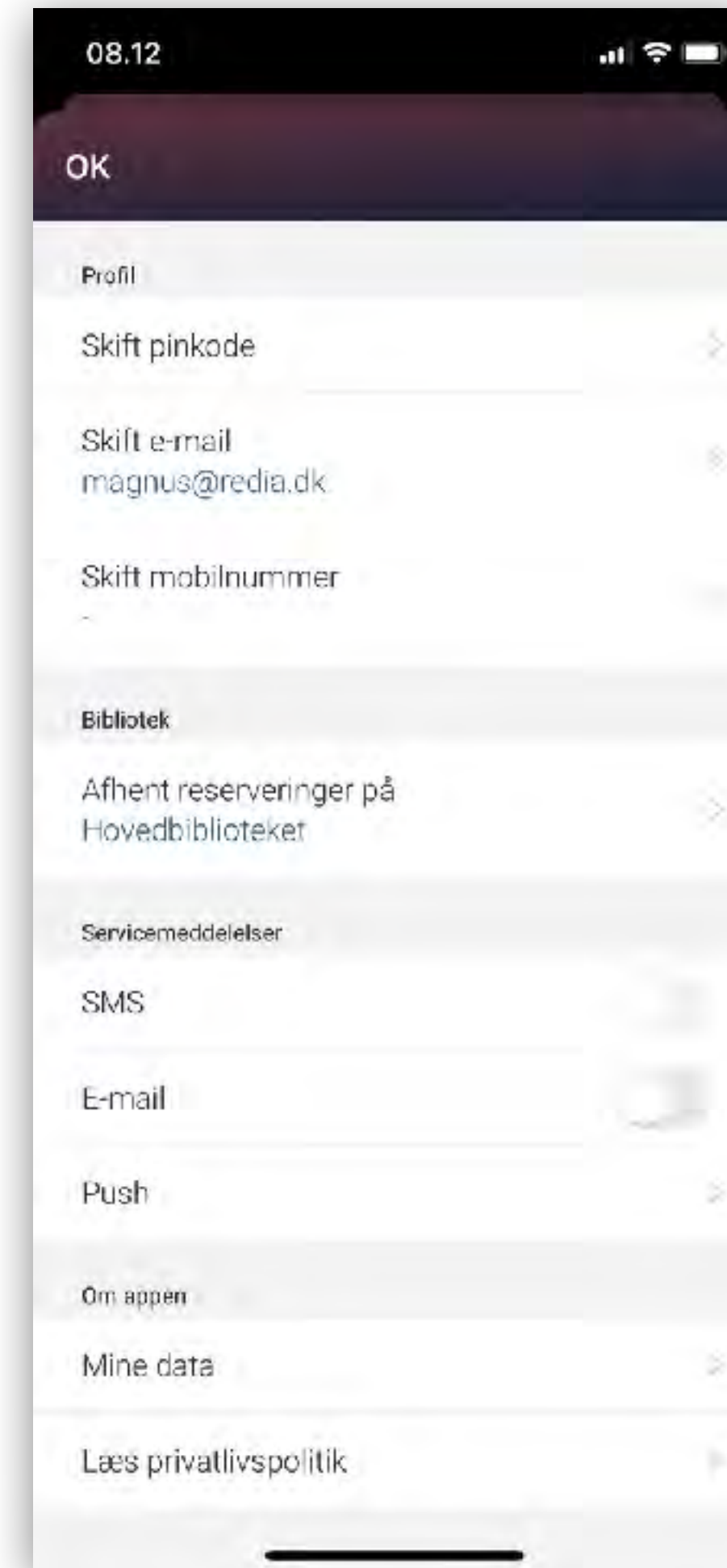
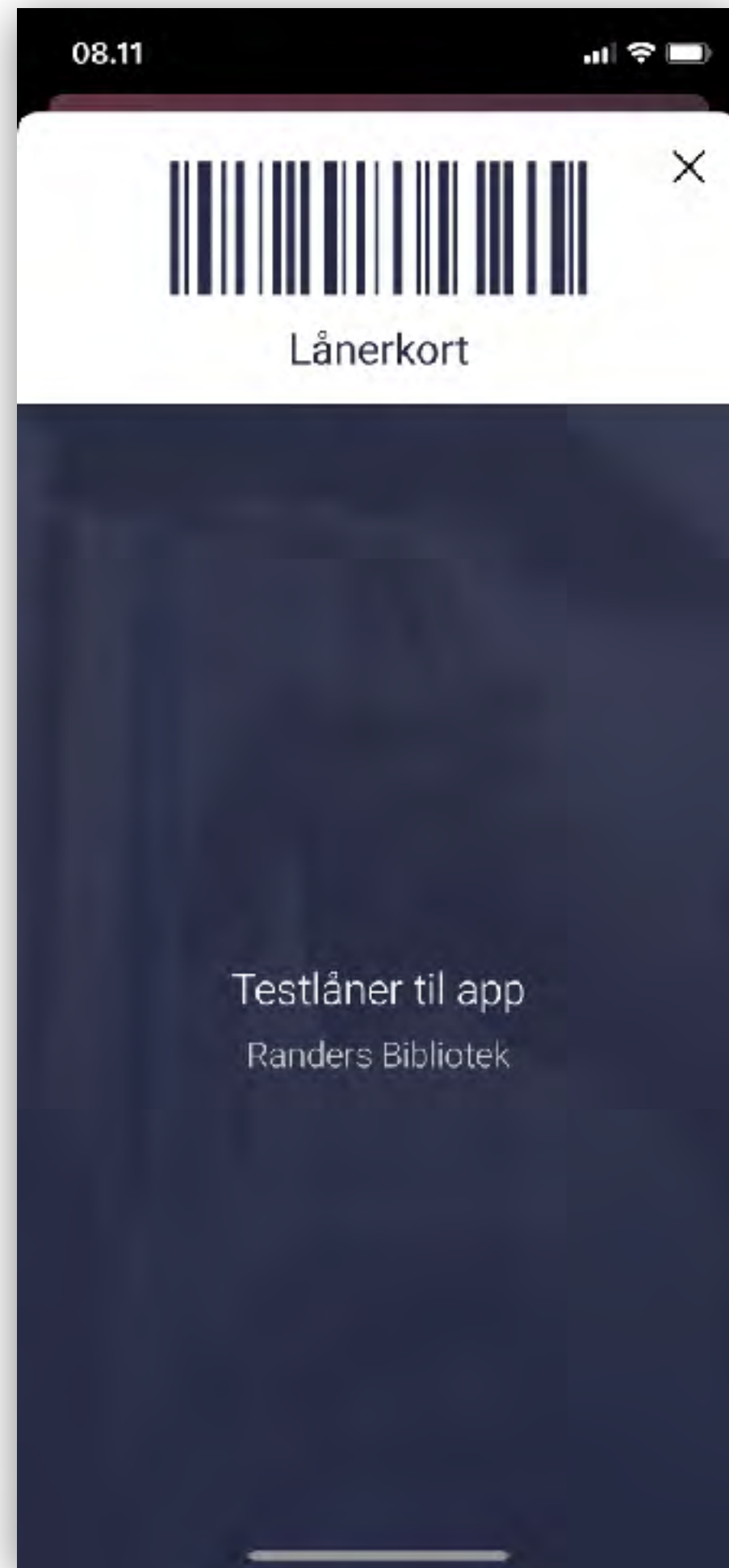
Loan & Reservations



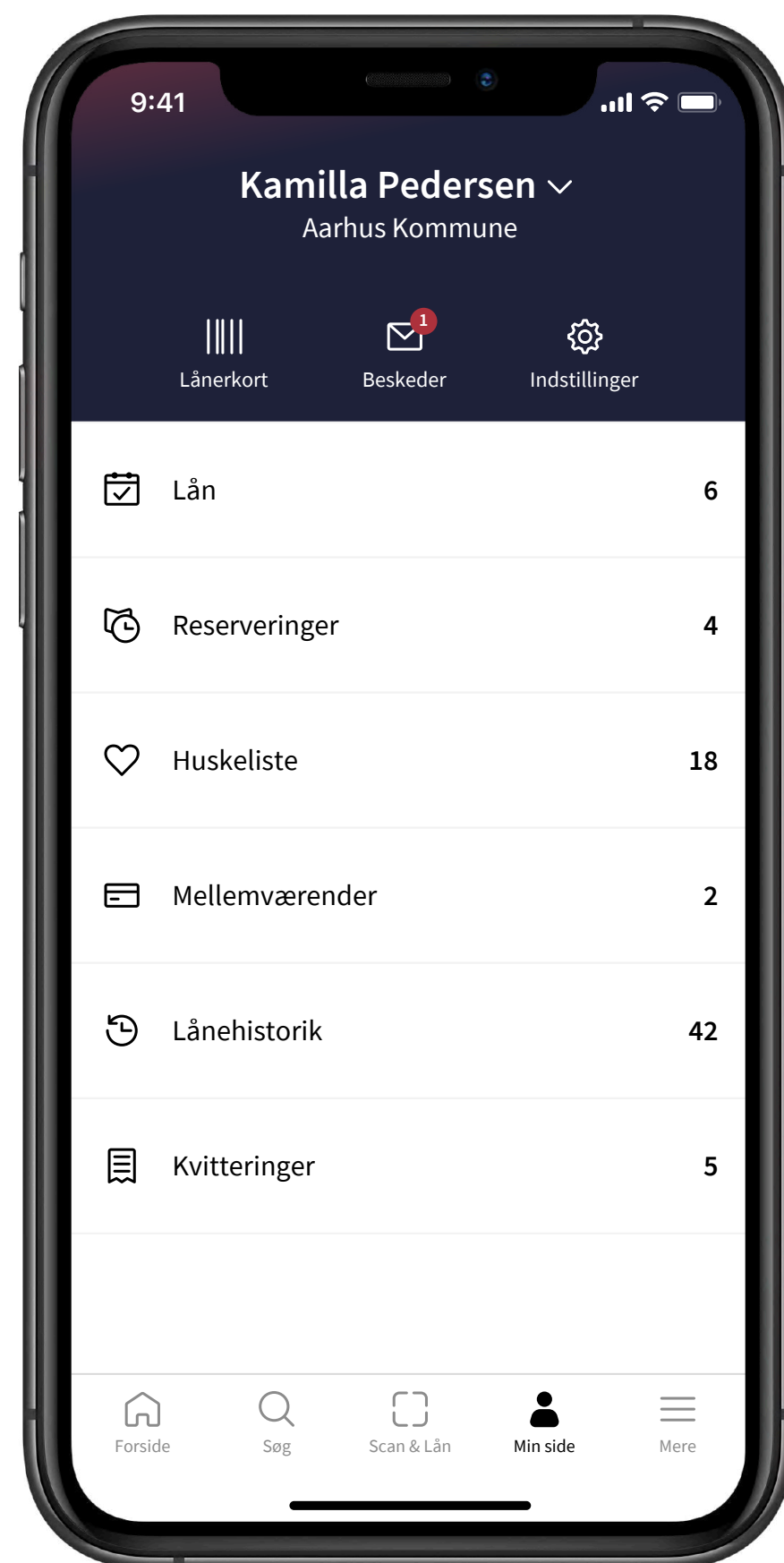
Memory list, Fees & Loan history



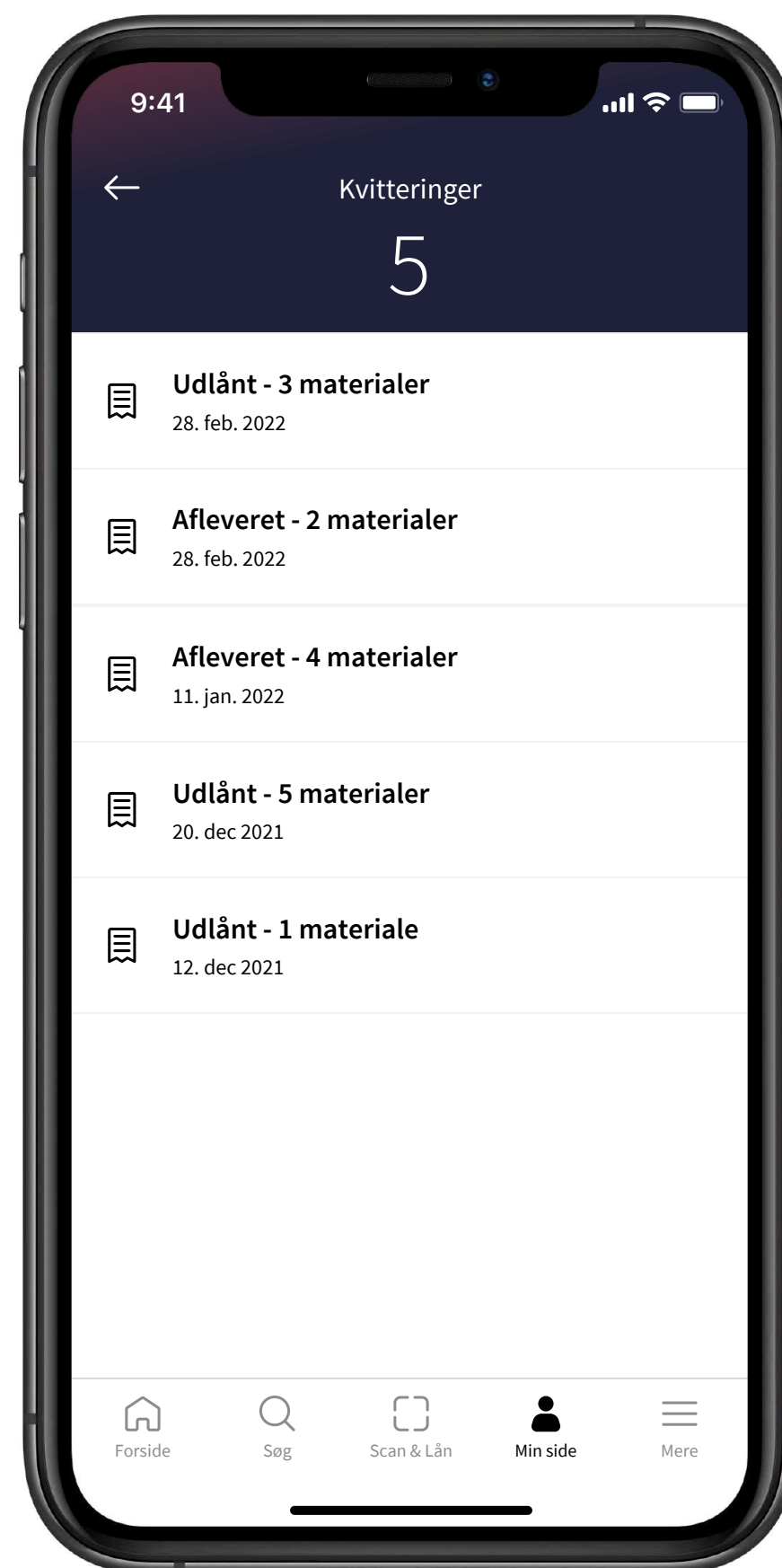
Patron-card, messages & Patroninfo



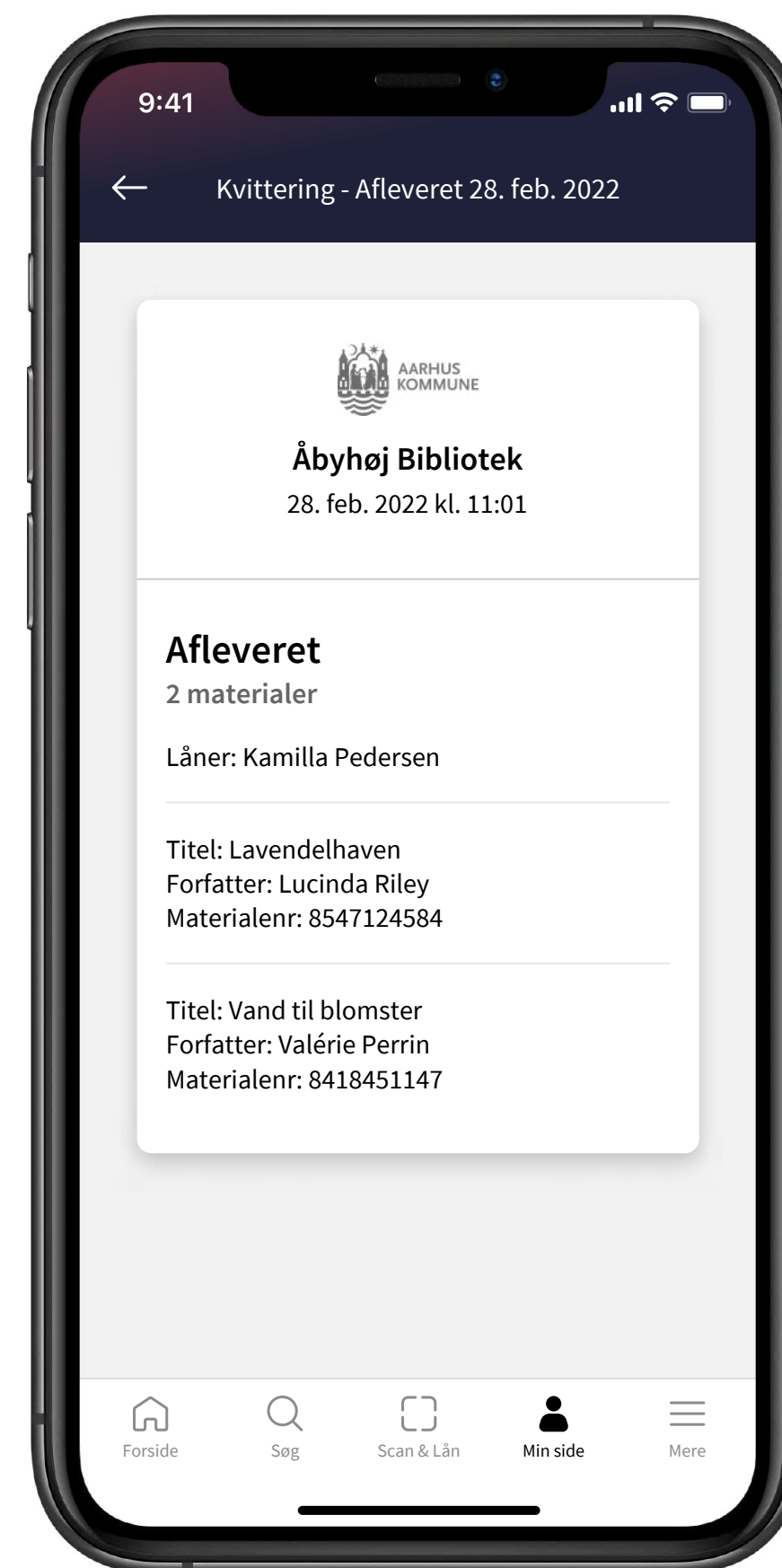
Receipts



Receipts on My page

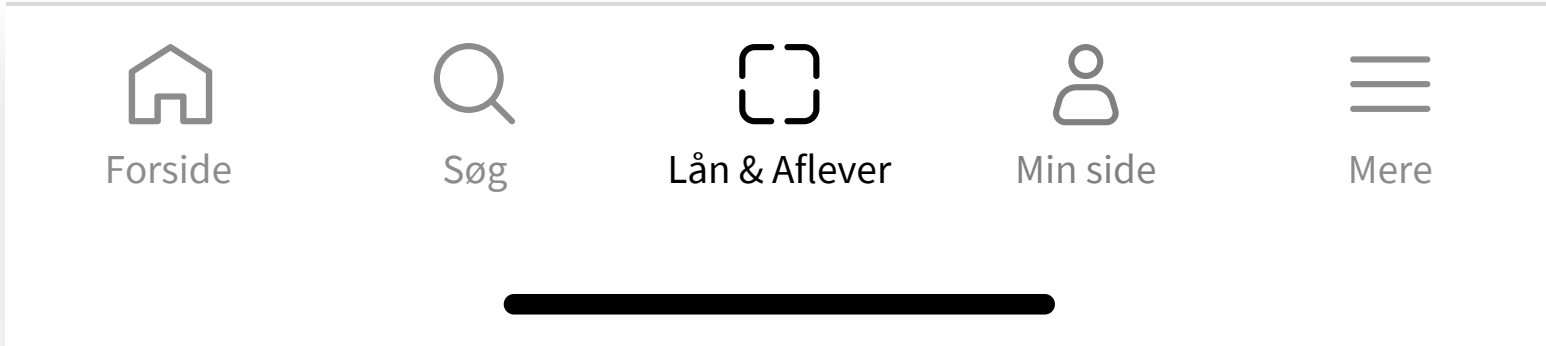


Receipts overview

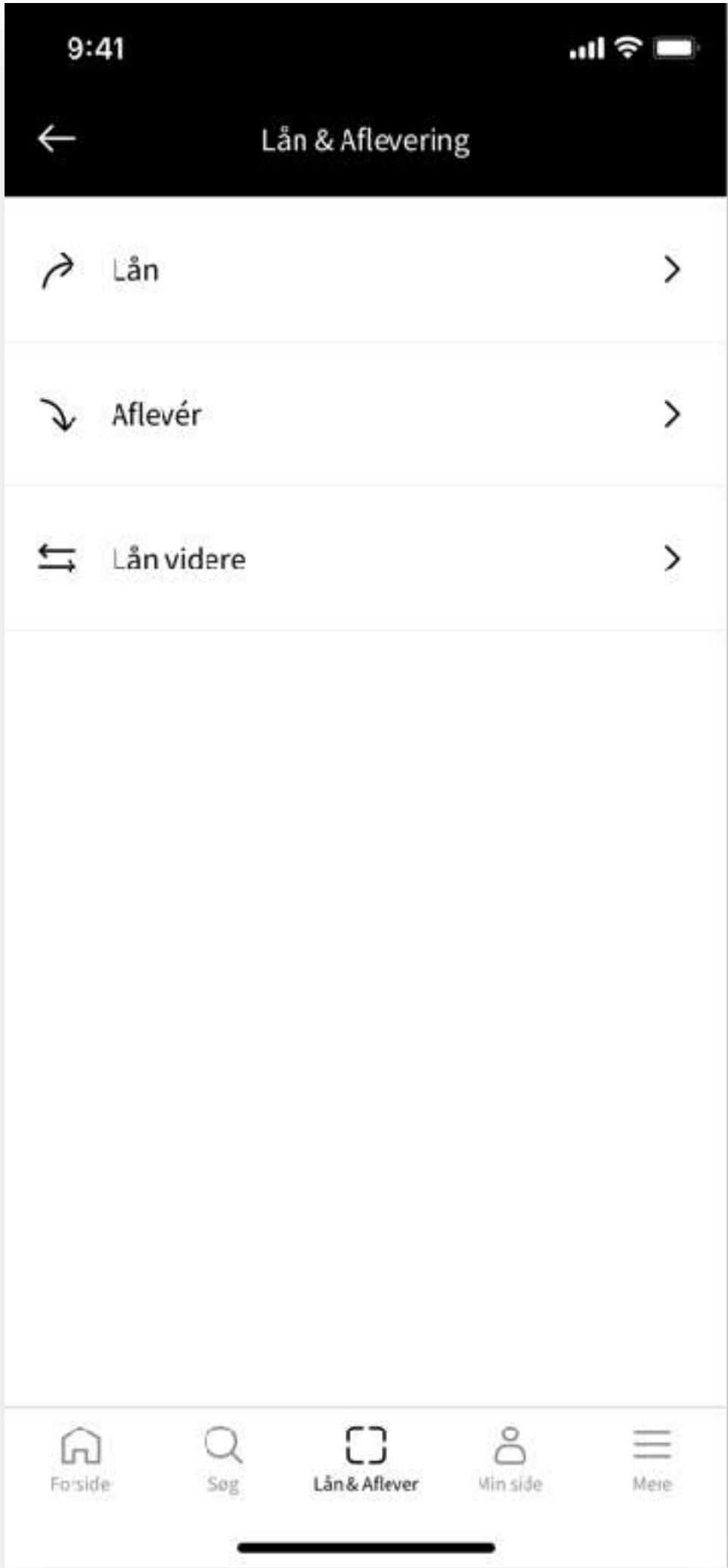


Receipts

Self-Service in the App



Chek-in & Check-out in the middle of menu
- easy to access and use, with RFID



Notifications



Notification



Messages (my page)

Service announcements

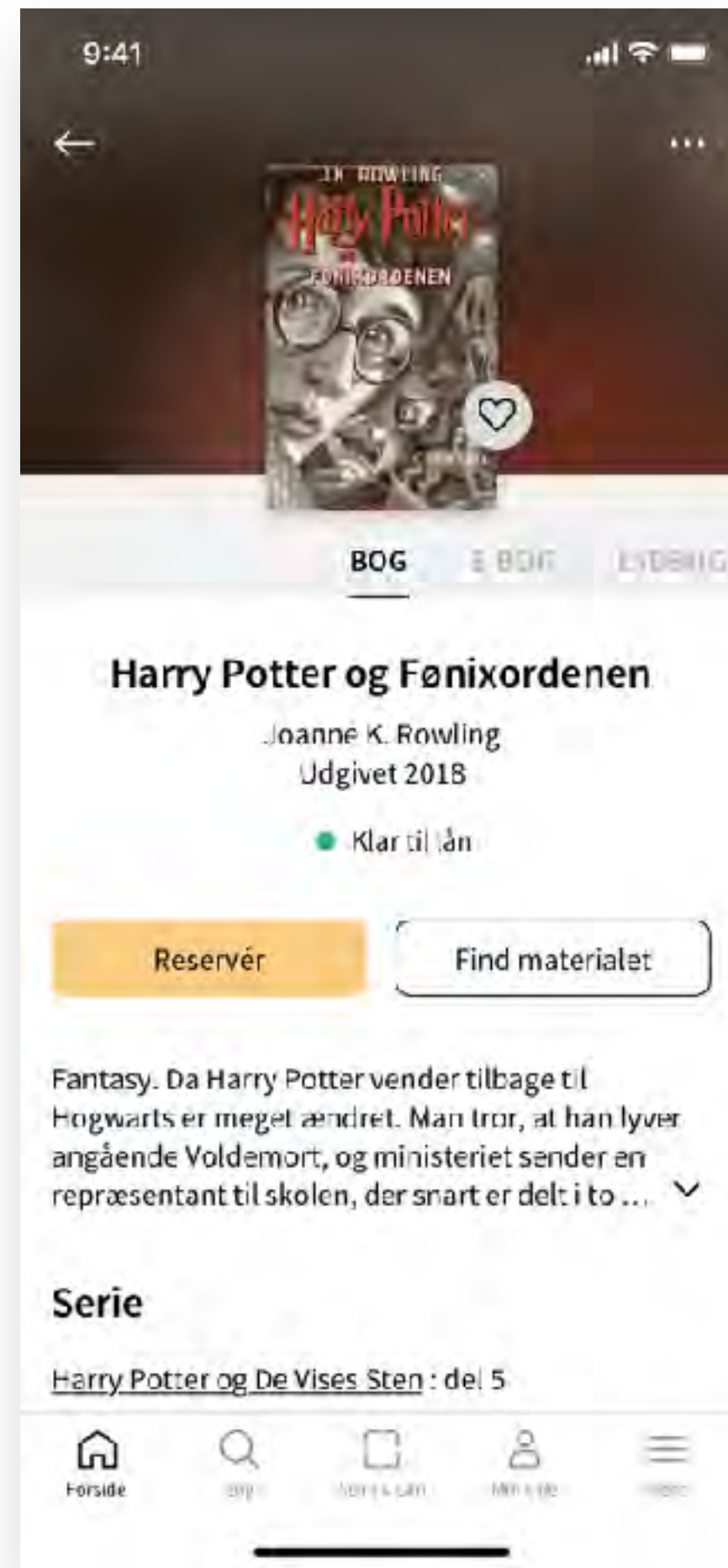
The screenshot shows the Redia admin interface for creating a service announcement. The page is titled "Generelt > Servicemeddelelser" and includes a user profile for "Mathias". The interface is divided into two main sections: "INDHOLD" (Content) and "INDSTILLINGER" (Settings). Under "INDHOLD", there are three main areas: "Vises i" (Visible in), "Overskrift" (Title), and "Brødtekst" (Body text). The "Vises i" section has three checkboxes: "Biblioteket-app" (checked), "Libry Assist" (unchecked), and "Libry Butler" (checked). The "Overskrift" section has a text input field containing "Driftsforstyrrelser" and a character count of "19 / 50". The "Brødtekst" section has a rich text editor with the text "Der er desværre driftsforstyrrelser i øjeblikket. Du kan bl.a. opleve problemer med at søge og se dine materialer. Vores teknikere arbejder på højtryk med at løse problemet." and a character count of "173 / 255". On the right side, under "Udgiv" (Publish), there is a "Status" dropdown set to "Kladde" (Draft), a "Vis fra" (Visible from) date and time of "04 okt. 2021 kl. 14:00", and a "Vis til" (Visible to) date and time of "04 okt. 2021 kl. 16:00". There is a "PLANLÆG VISNING" (Plan display) button and a "UDGIV" (Publish) button. Below the "UDGIV" button is a "GEM KLADDE" (Save draft) button. A left sidebar contains navigation options: "Område" (Area) set to "Generelt", "Konfiguration", "Indholdsstyring", and "Servicemeddelelser". A "Hjælpecenter" (Help center) link is at the bottom left.



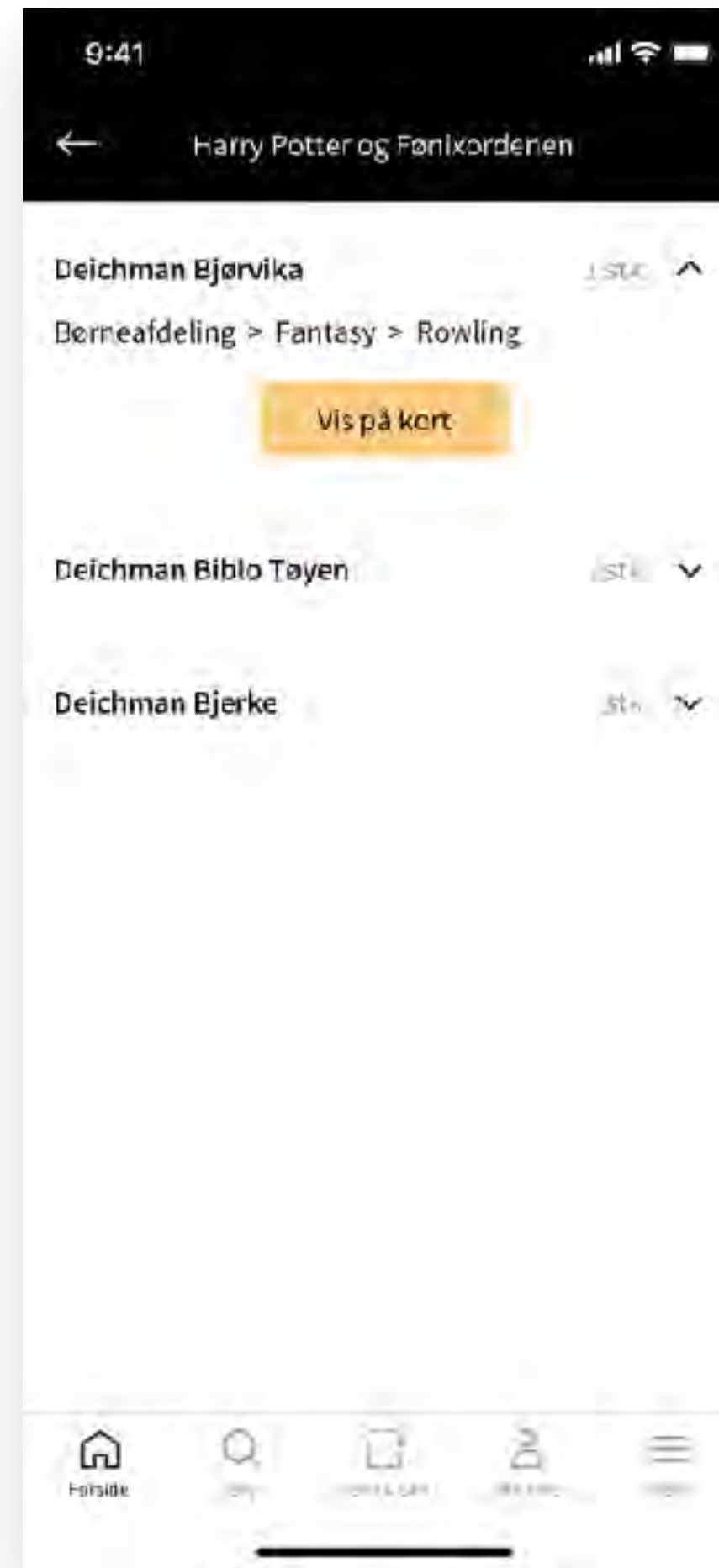
The screenshot shows the Redia mobile app interface. At the top, there is a search bar with the text "Søg" and a magnifying glass icon. Below the search bar is a service announcement titled "Driftsforstyrrelser" (Service interruptions) with a warning icon. The text of the announcement reads: "Der er desværre driftsforstyrrelser i øjeblikket. Du kan bl.a. opleve problemer med at søge og låne materialer. Vi arbejder på højtryk med at løse problemet." Below the announcement, there is a section titled "Nyeste titler" (New titles) with a link "Alle >". This section displays three book covers: "STEE WADE GADES EUROPA" (E-BOG), "DEN DANSKE FORBINDELSE" (E-BOG), and "CLAUS BJØRN ANDERS NIEL SVESTRUP ØSTERG" (LYDBOG). At the bottom, there is a "Tema" (Topic) section titled "Politikens Forlag på eReolen" with a background image of a person. The bottom navigation bar includes icons for "Forside" (Home), "Søg" (Search), "Min side" (My page), and "Mere" (More).

Admin

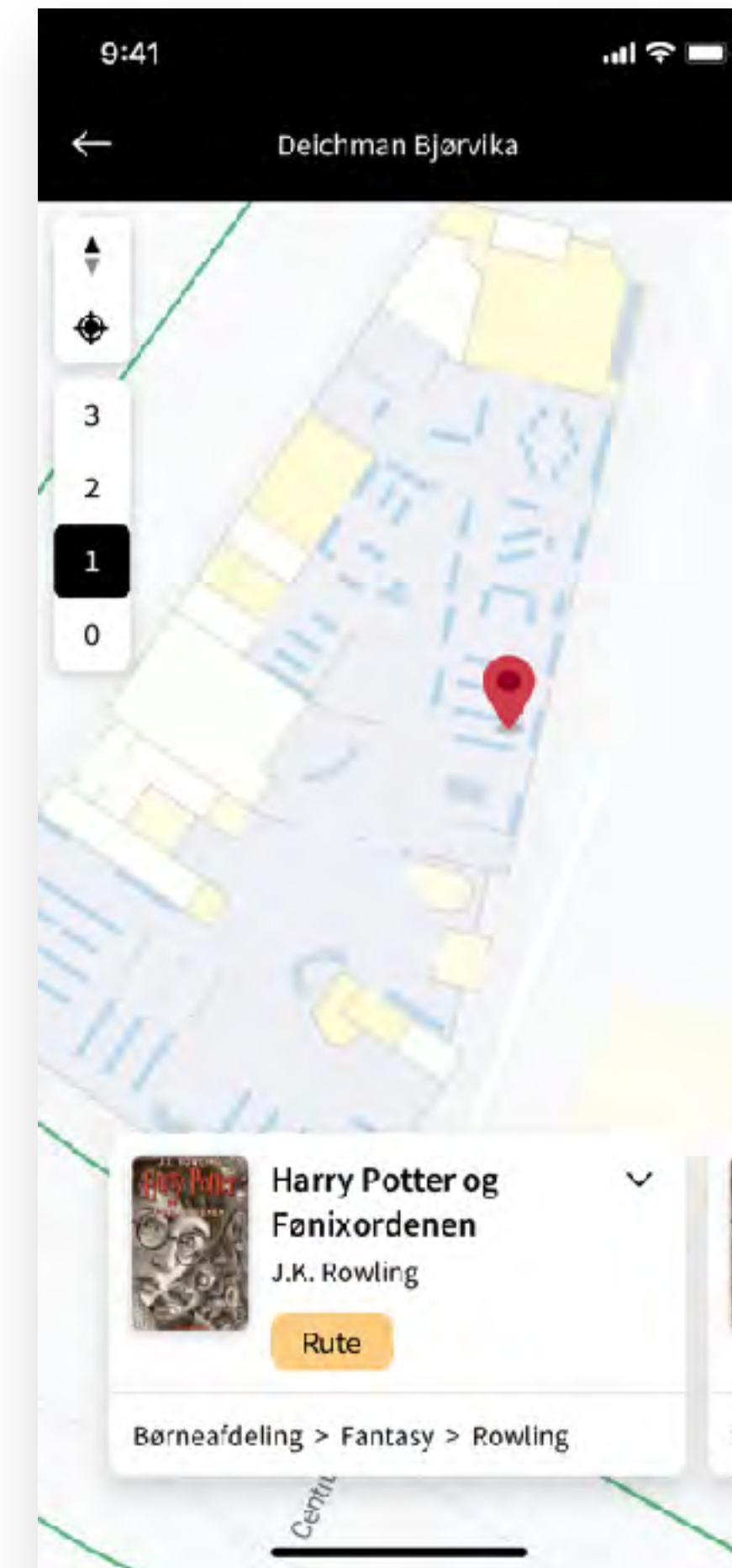
Wayfinding



Find the material



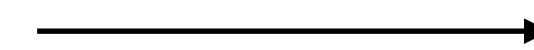
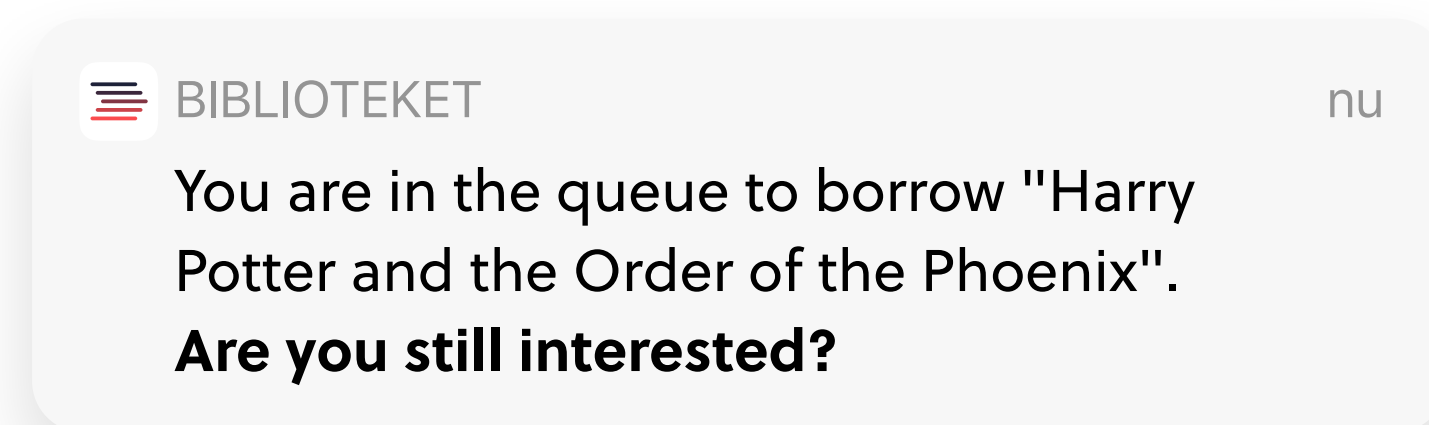
Show on map



Wayfinding

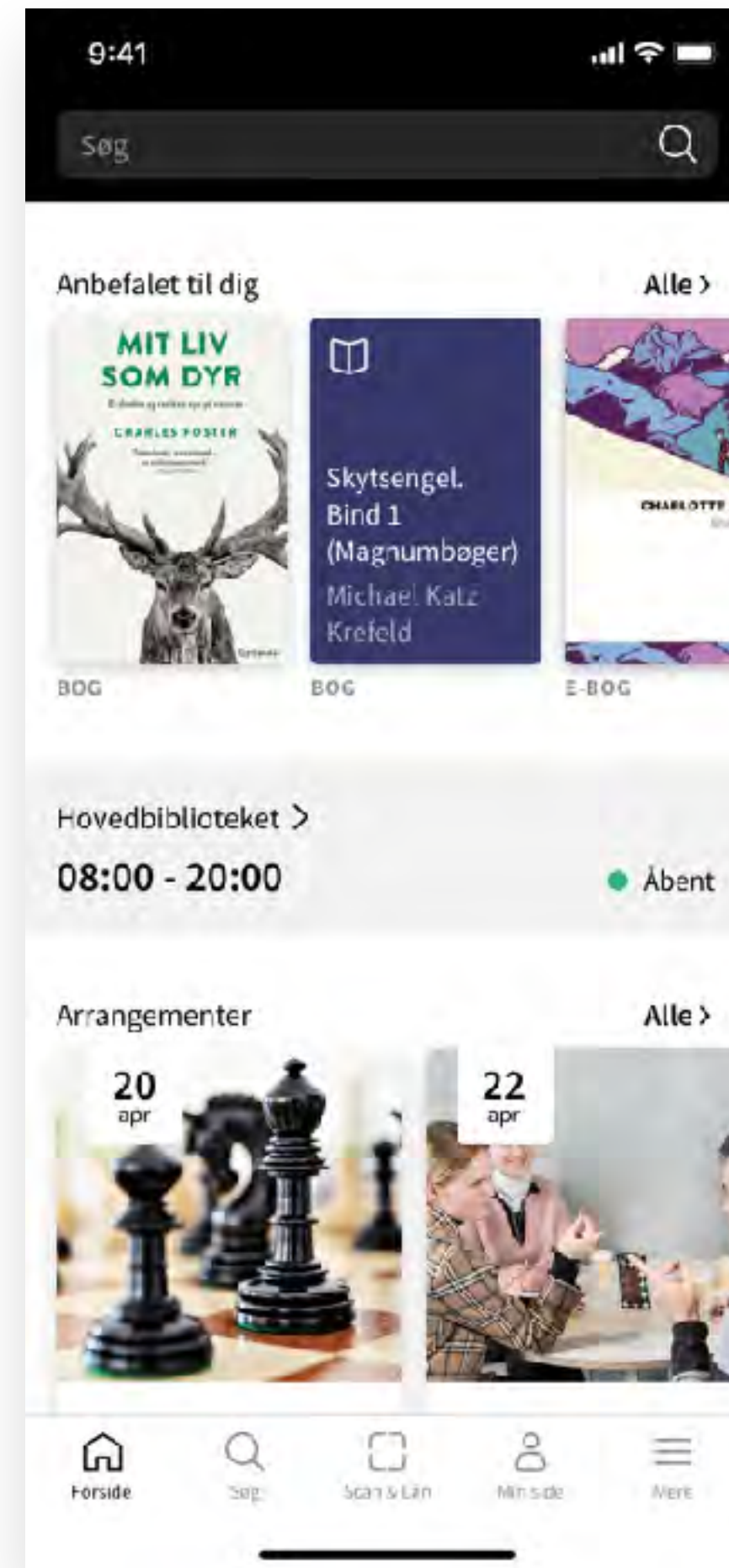
Queuing ... and more-function

- Pause your reservations for a period of time
- Notification of continued interest
- Pick-up and date of interest
- Add pick-up as an event in the user's own calendar
- And much more

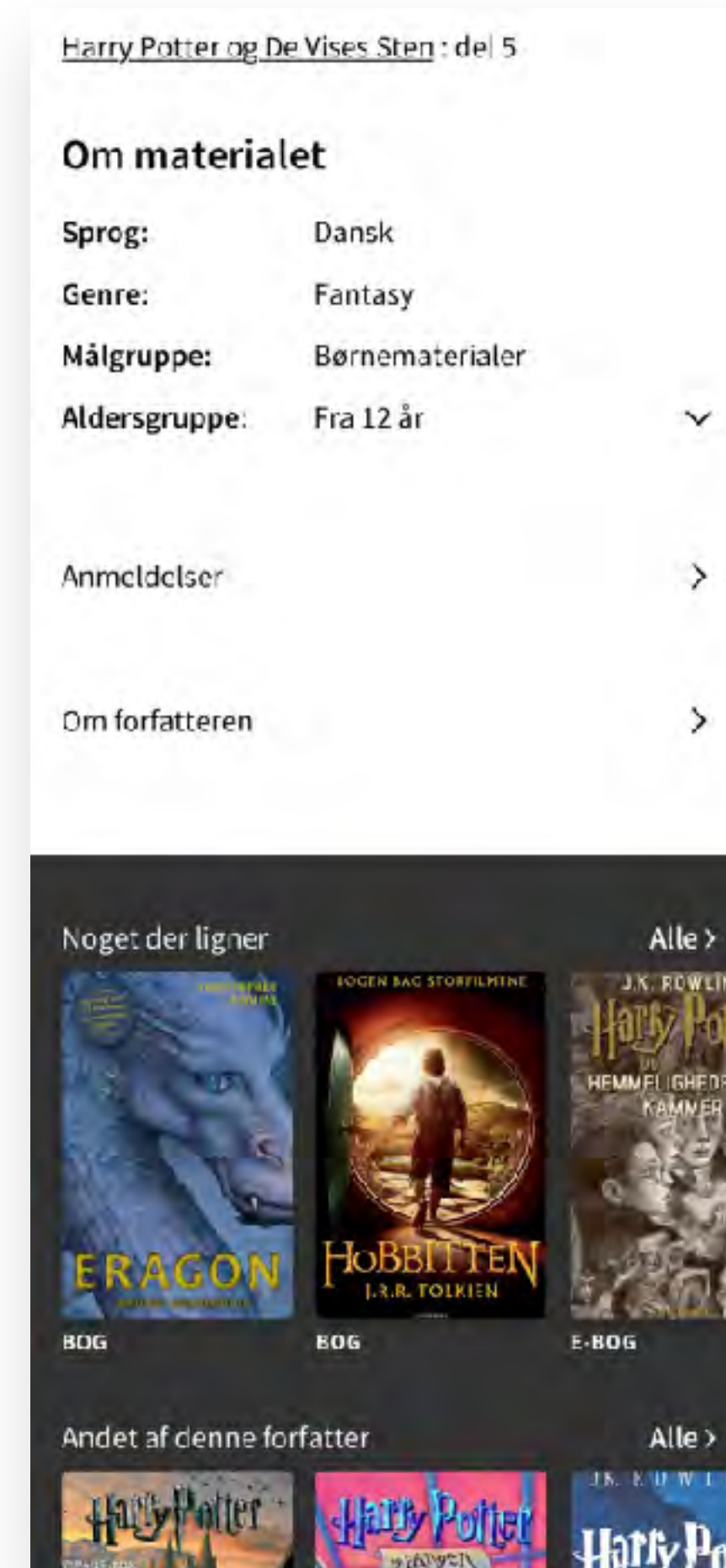


Still interested?

Recommended & Similar

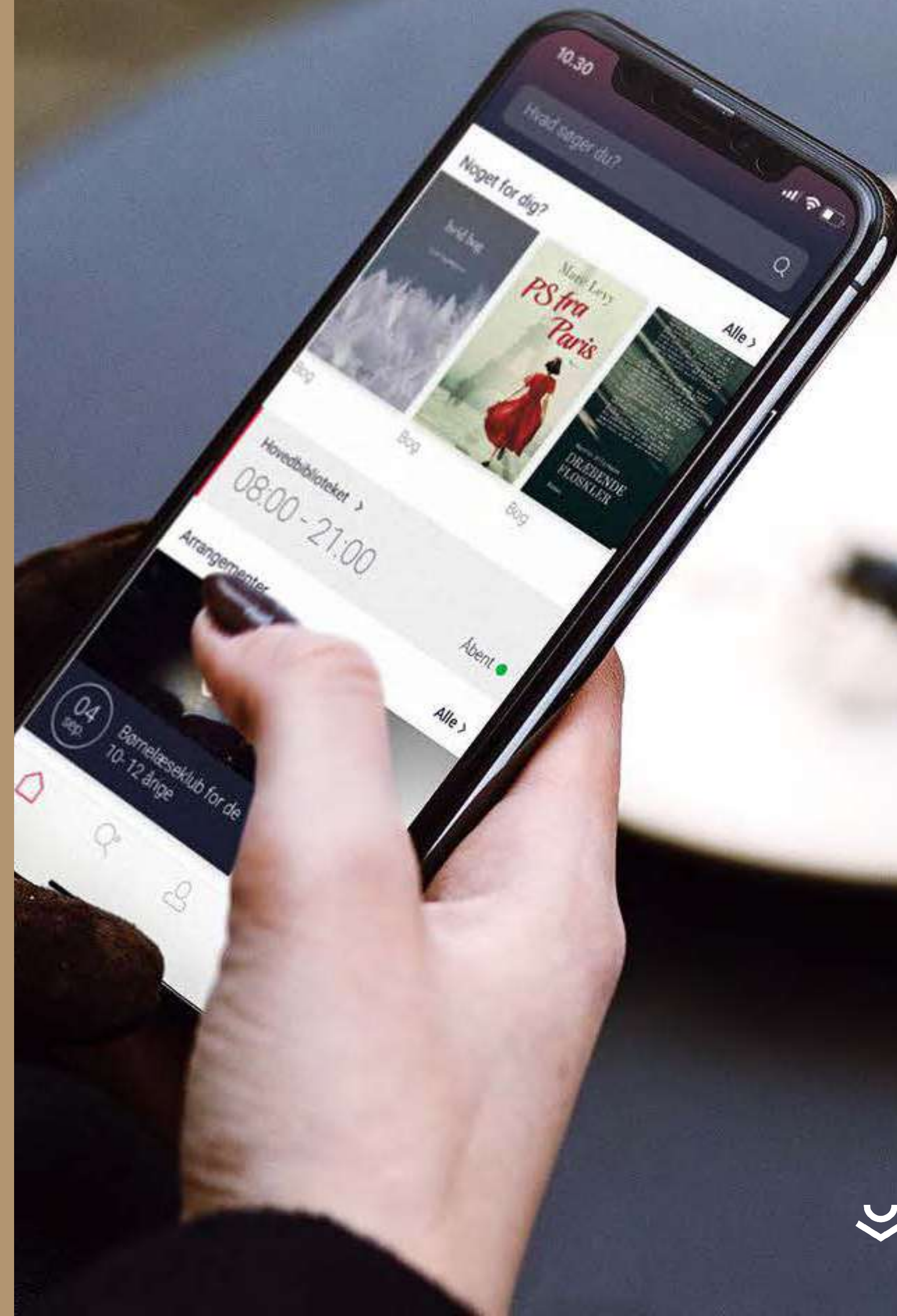


Shelf: Recommended for you



Shelf: Something similar

Assist Staff's App

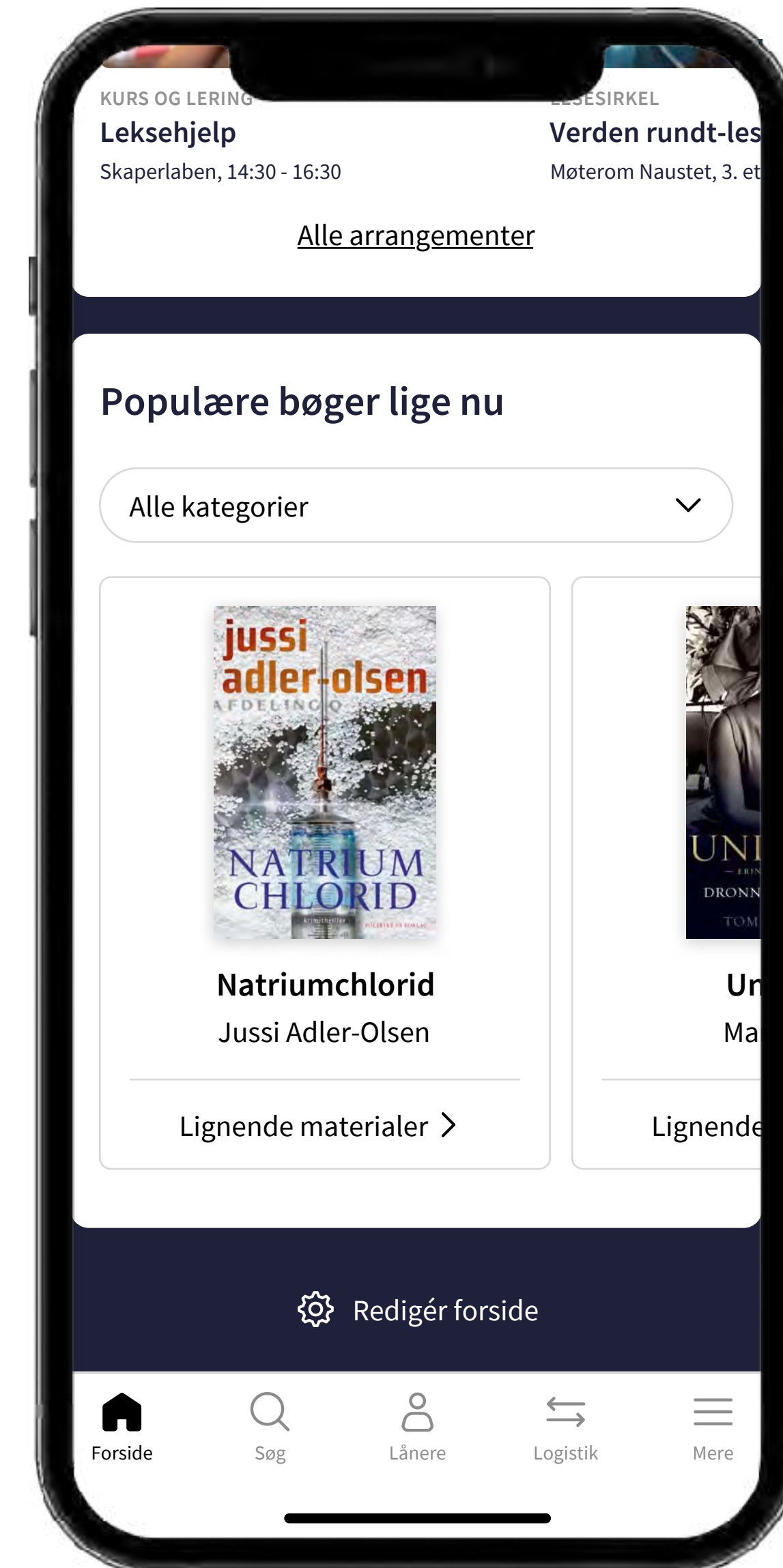






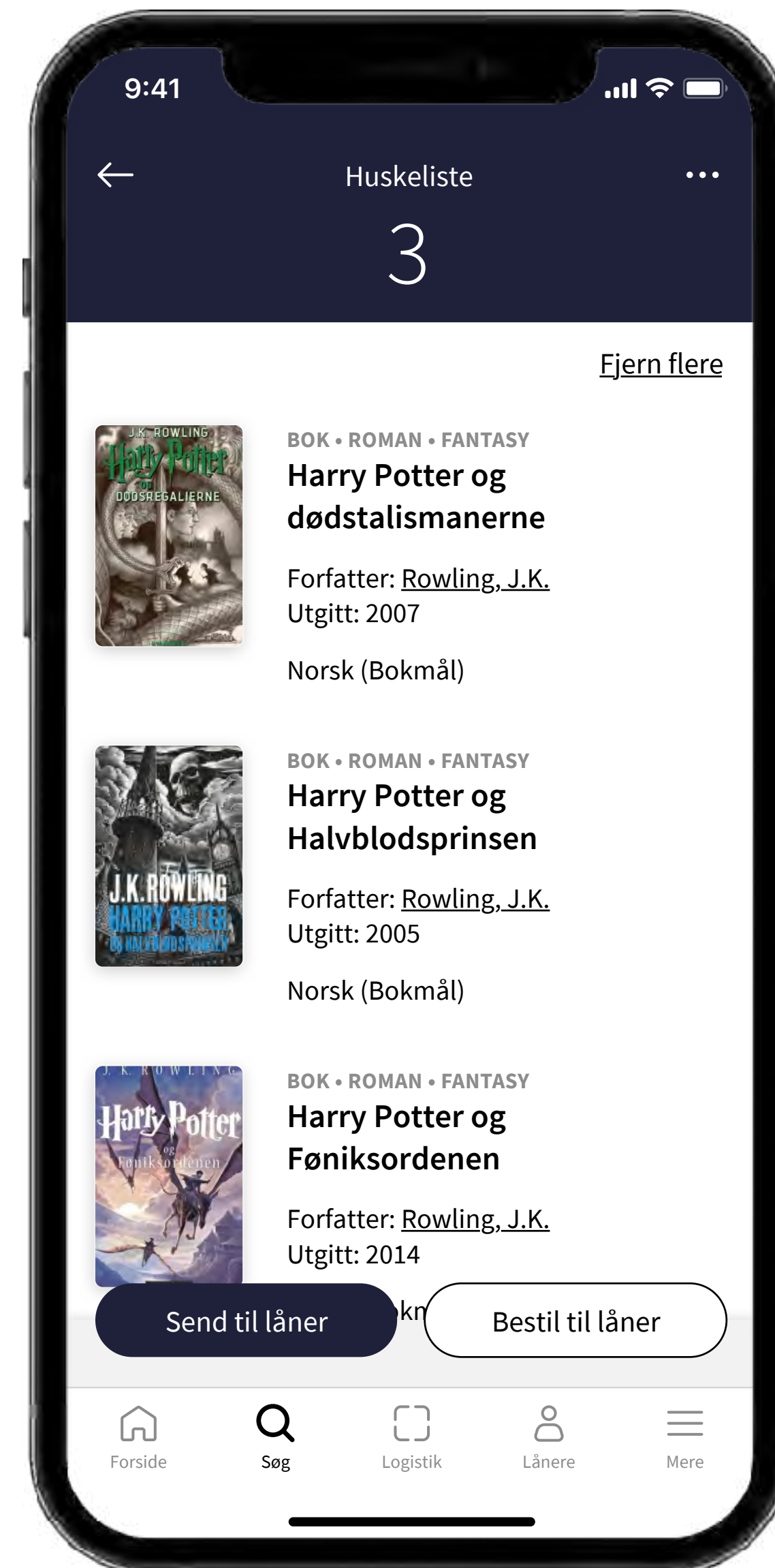
Guidance

- "Popular books right now" anticipates many questions about specific titles, and gives the librarian on duty a quick shortcut to the material
- Supplement with suggestions for what looks like the popular titles, as there will typically be long queues for these.



Memory list

- A list function to collect a range of materials, that can be sent or reserved for a patron



Service announcements

The screenshot shows the Redia admin interface for creating a service announcement. The page is titled "Generelt > Servicemeddelelser" and includes a user profile for Mathias. The interface is divided into two main sections: "INDHOLD" (Content) and "INDSTILLINGER" (Settings).

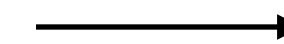
INDHOLD:

- Vises i:** A list of channels where the announcement will be displayed, with checkboxes for "Biblioteket-app" (checked), "Libry Assist" (unchecked), and "Libry Butler" (checked).
- Overskrift:** A text field containing "Driftsforstyrrelser" with a character count of 19 / 50.
- Brødtekst:** A rich text editor containing the text: "Der er desværre driftsforstyrrelser i øjeblikket. Du kan bl.a. opleve problemer med at søge og se dine materialer. Vores teknikere arbejder på højtryk med at løse problemet." with a character count of 173 / 255.

INDSTILLINGER:

- Udgiv:** A section for publishing details, including "Status" (Kladde), "Vis fra" (04 okt. 2021 kl. 14:00), and "Vis til" (04 okt. 2021 kl. 16:00). It includes a "PLANLÆG VISNING" button and a "UDGIV" button.
- GEM KLADDE:** A button to save the announcement as a draft.

The left sidebar contains navigation options: "Område" (Generelt), "Konfiguration", "Indholdsstyring", "Servicemeddelelser", and "Hjælpecenter".



The screenshot shows the Redia mobile app interface. At the top, there is a search bar with the text "Søg". Below the search bar, a service announcement is displayed with a warning icon and the title "Driftsforstyrrelser". The text of the announcement reads: "Der er desværre driftsforstyrrelser i øjeblikket. Du kan bl.a. opleve problemer med at søge og låne materialer. Vi arbejder på højtryk med at løse problemet."


Below the announcement, there is a section titled "Nyeste titler" (New titles) with a link "Alle >". It features three book covers:

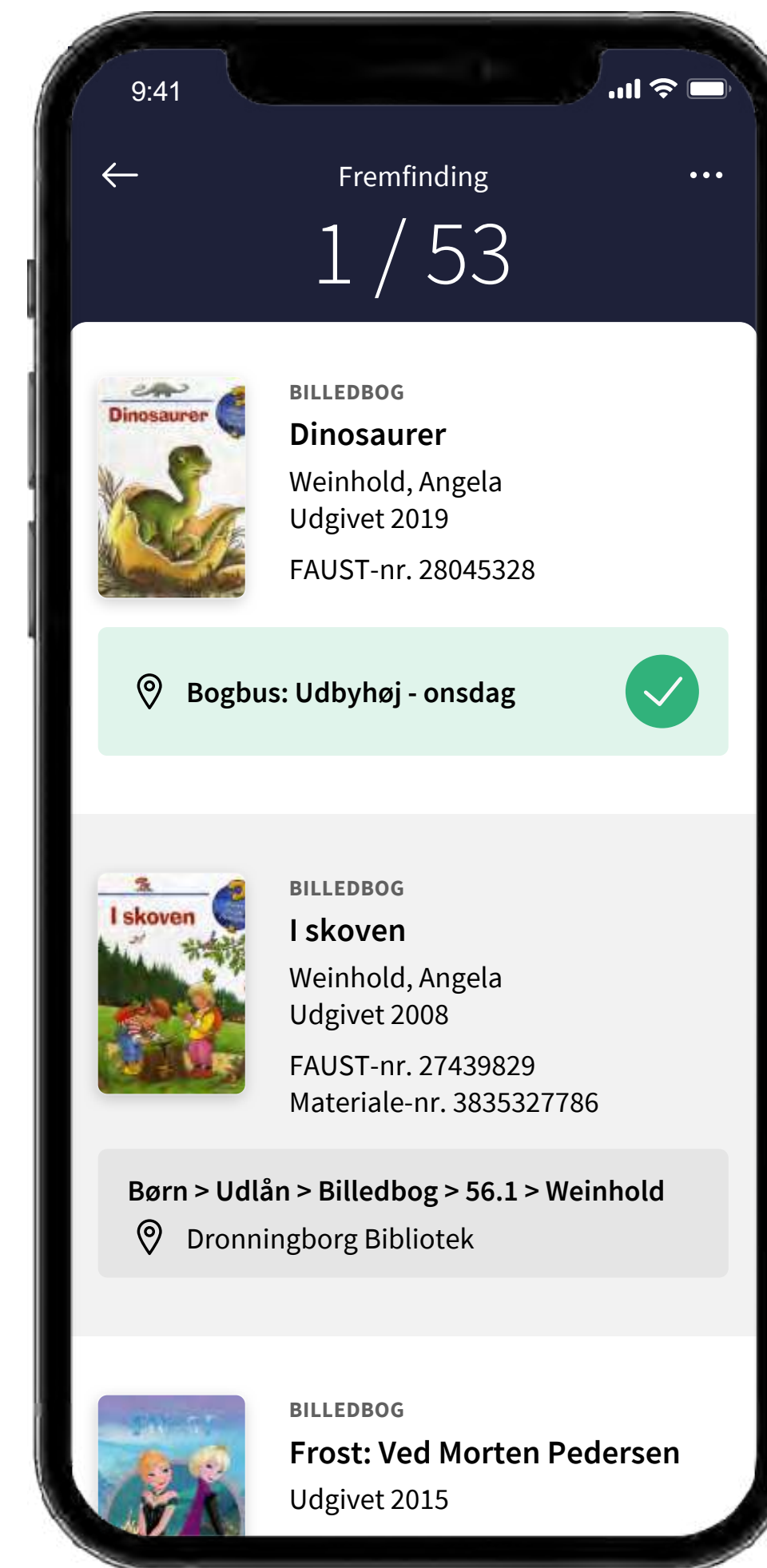
- E-BOG:** "STEEGADE GADES EUROPA" by Steegade.
- E-BOG:** "DEN DANSKE FORBINDELSE" by Steegade.
- LYDBOG:** "ANDERS NIEL SVESTRUP ØSTERG" by Claus Bjørn.

At the bottom, there is a "Tema" section titled "Politikens Forlag på eReolen" with a background image of a woman. The bottom navigation bar includes icons for "Forside", "Søg", "Min side", and "Mere".

Admin

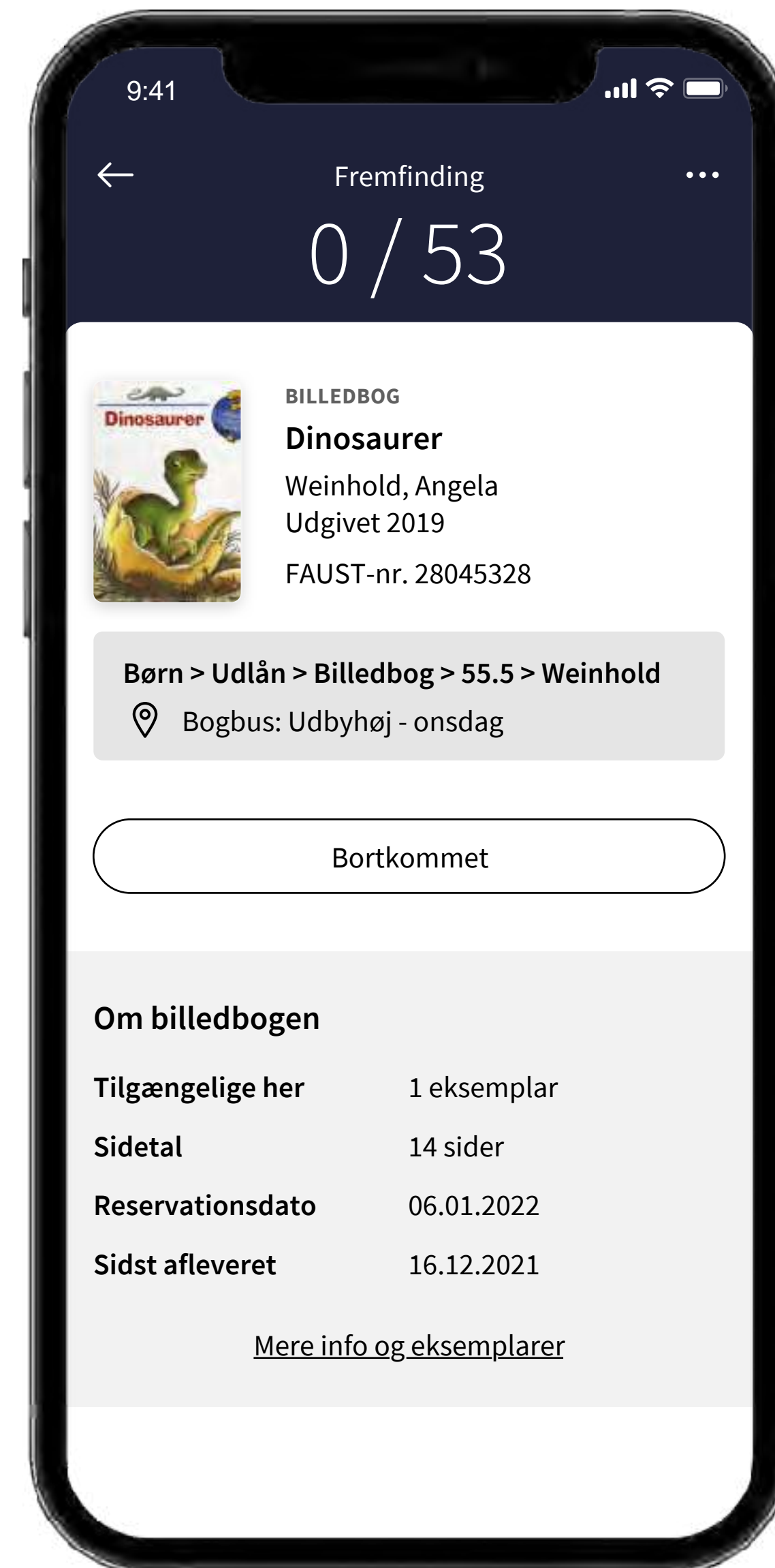
Finding

- The list is sorted chronologically based on the arrangement of the materials
- The destination is clearly displayed for easier sorting
- If a particular item is reserved, the material number will be displayed in the list, e.g. "In the forest"
- Picked materials are shown with  when they are registered and updated across other lists



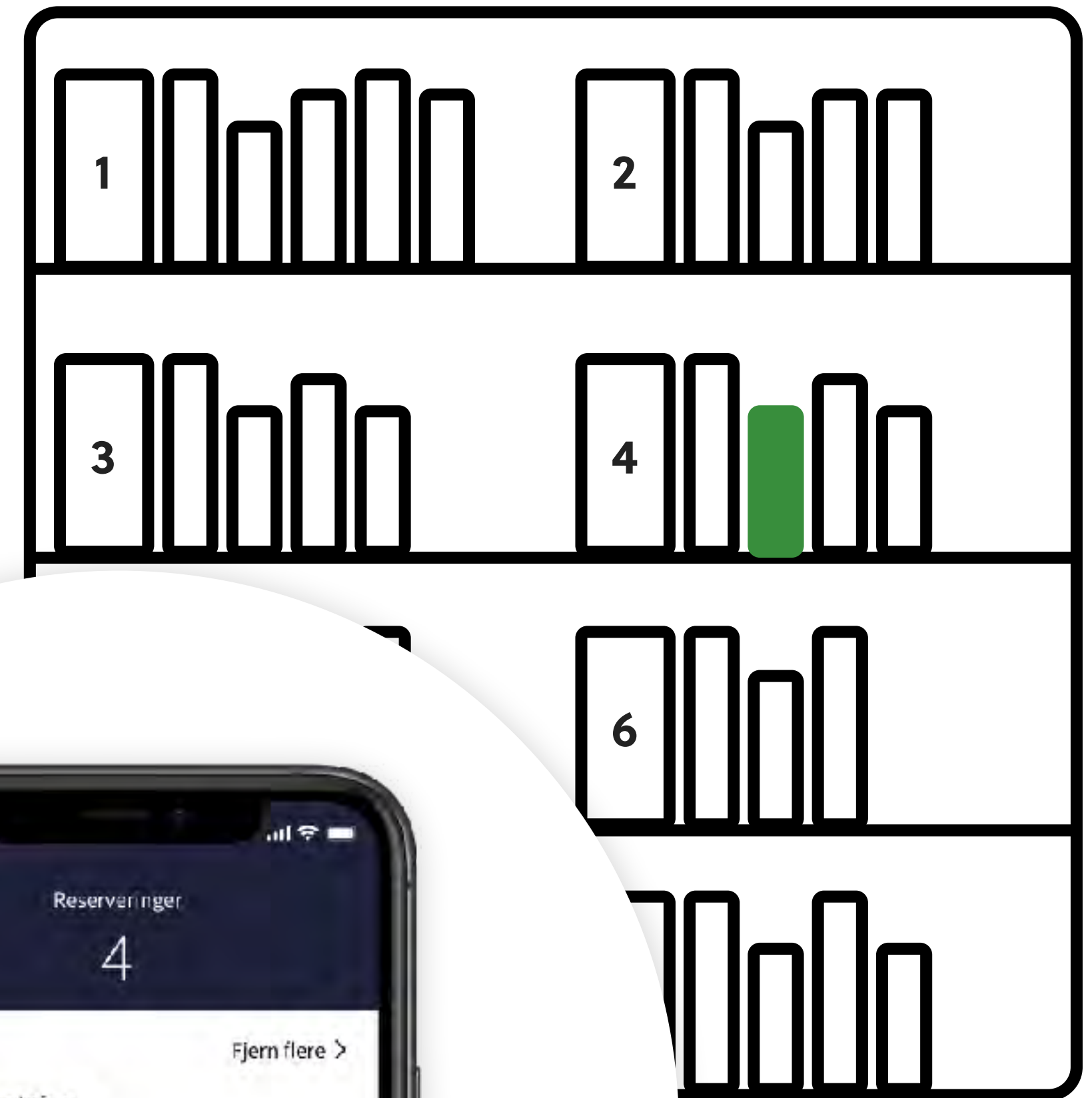
Finding

- Possibility of detailed view for the material if further information is needed to find the item
- The full list of items can also be accessed here

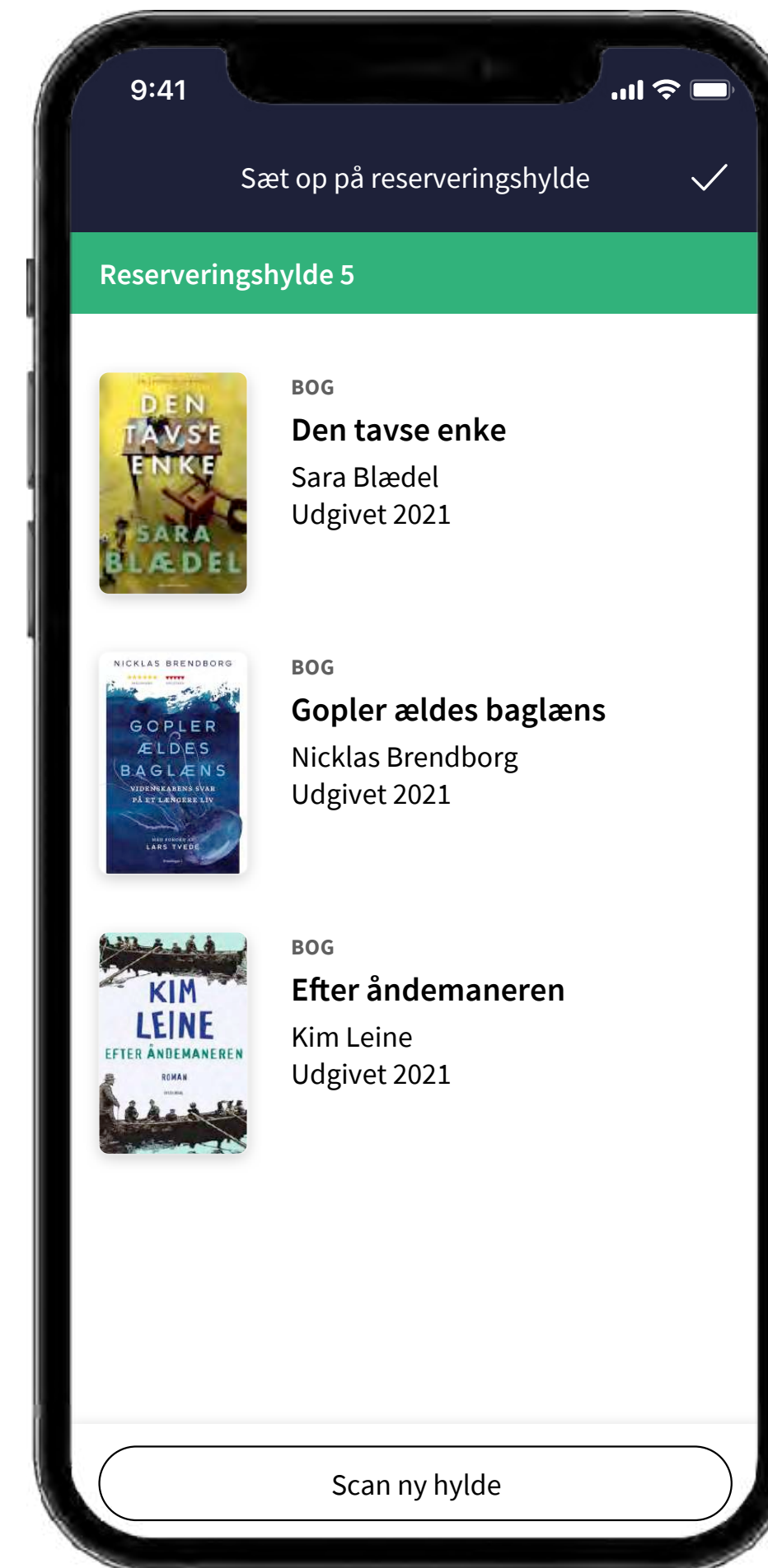
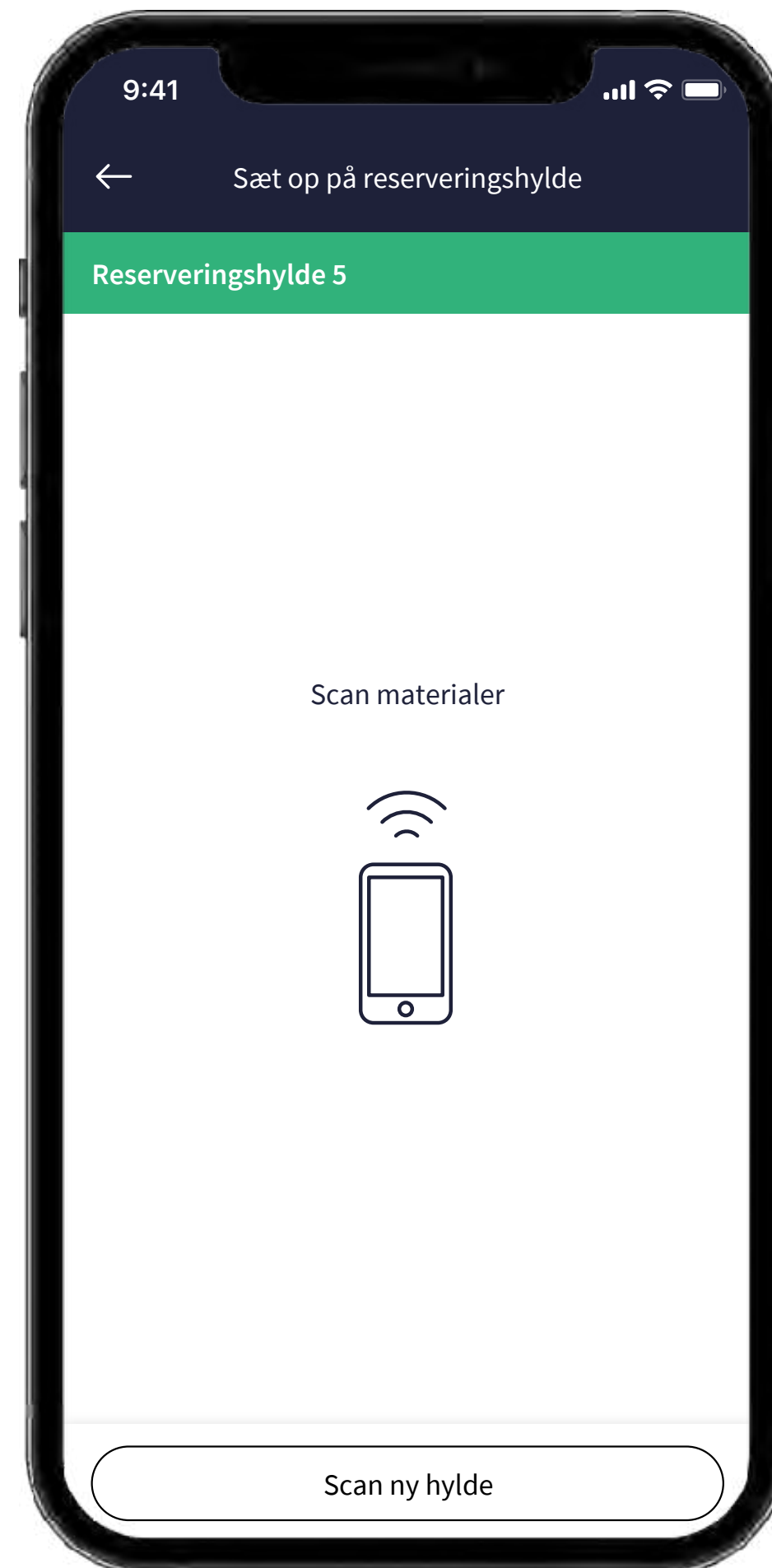
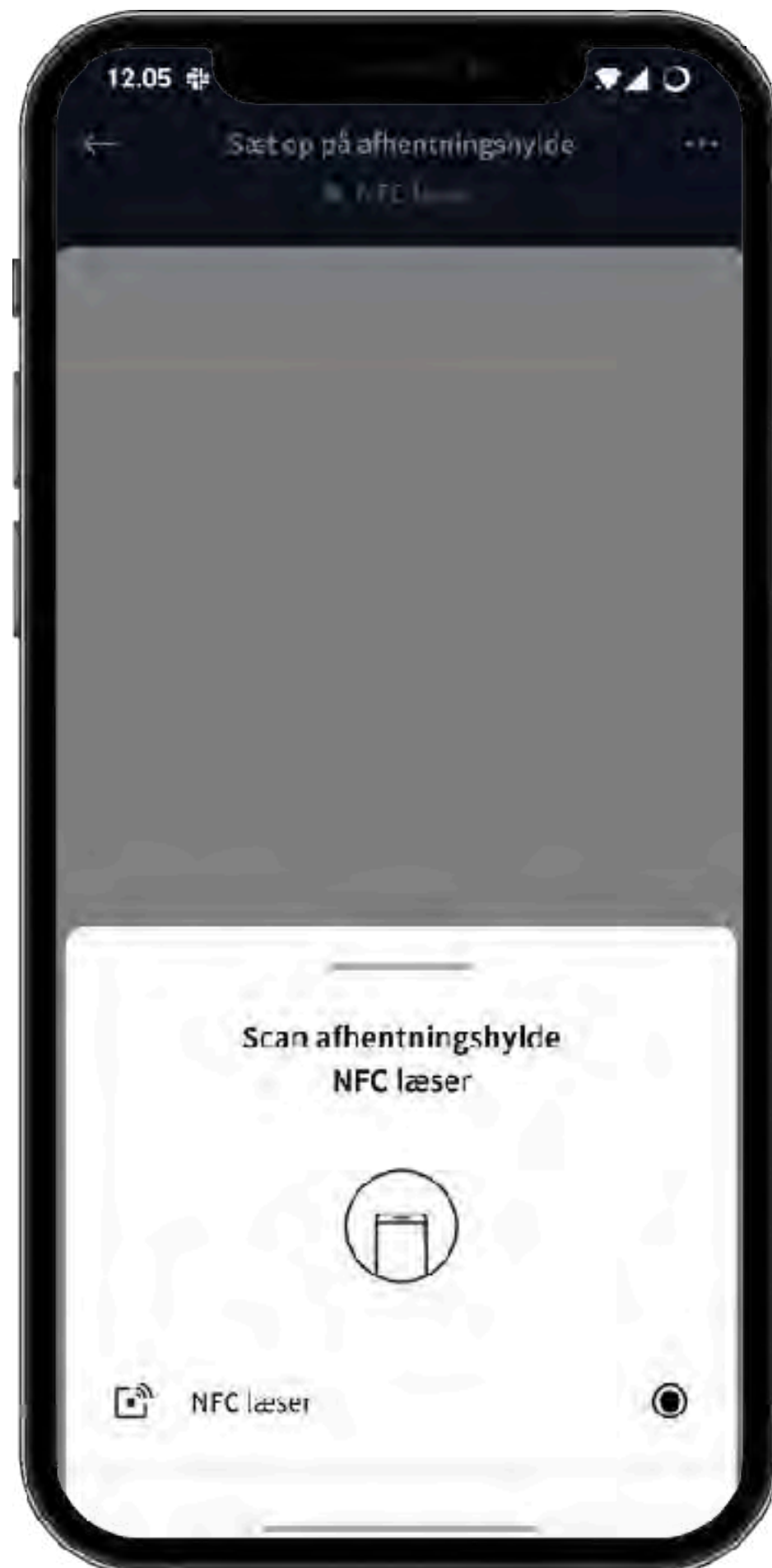


Setting up on the reservation shelf

- Set-up is done digitally, where the materials are scanned onto a shelf number
- The borrower is sent the reservation shelf number and can then find the reserved material under the number by looking for the corresponding title and author
- This saves the library from having to print out reservation slips for every single item on the reservation shelf

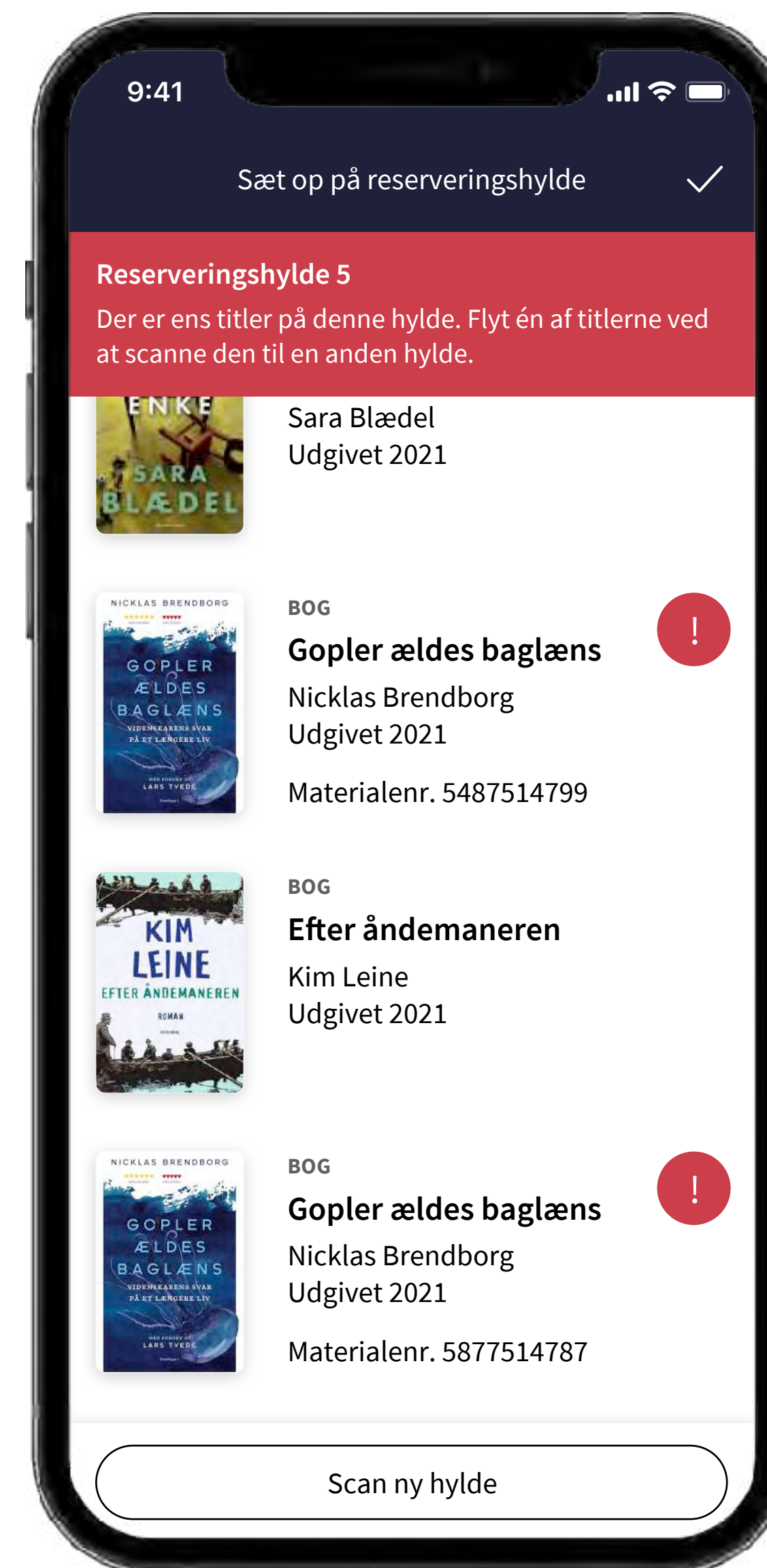


Setting up on the reservation shelf



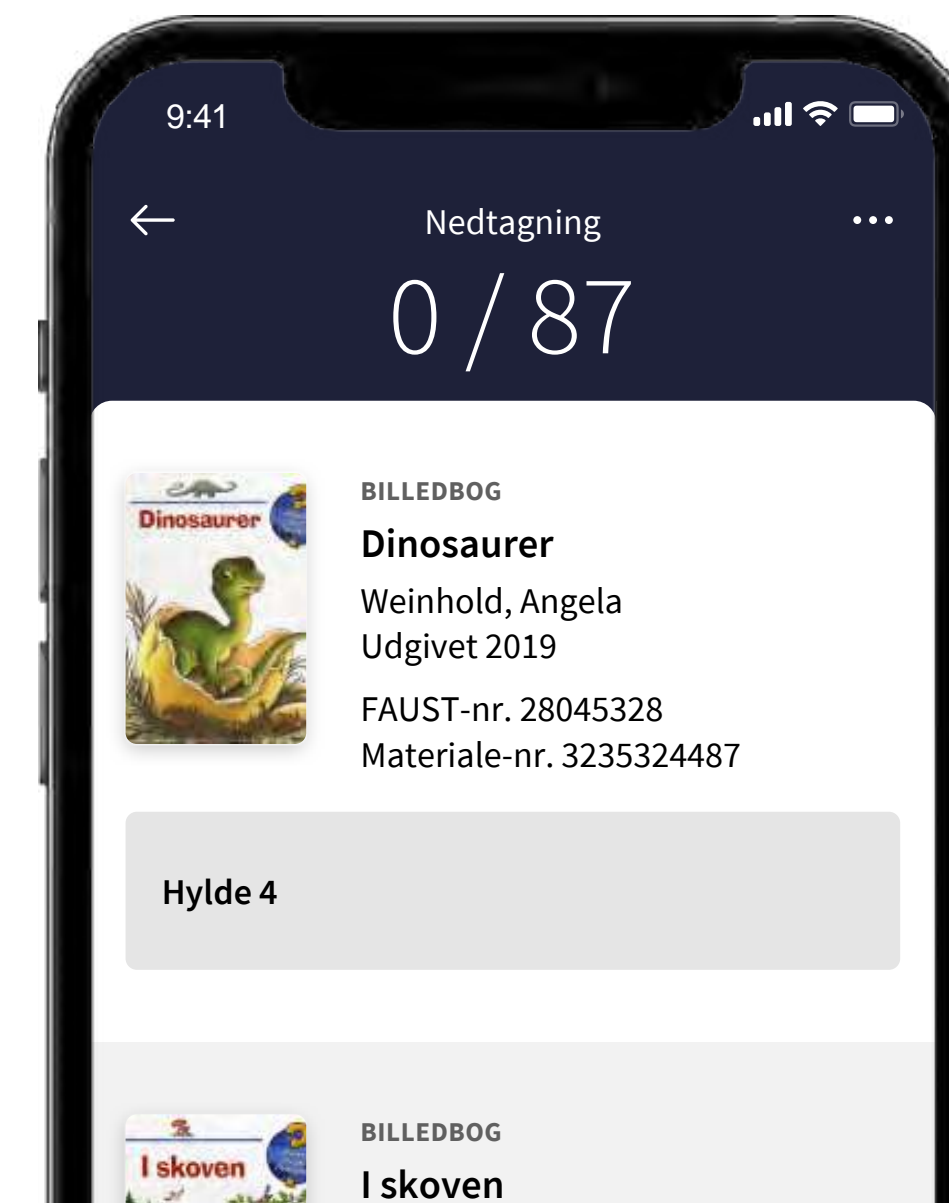
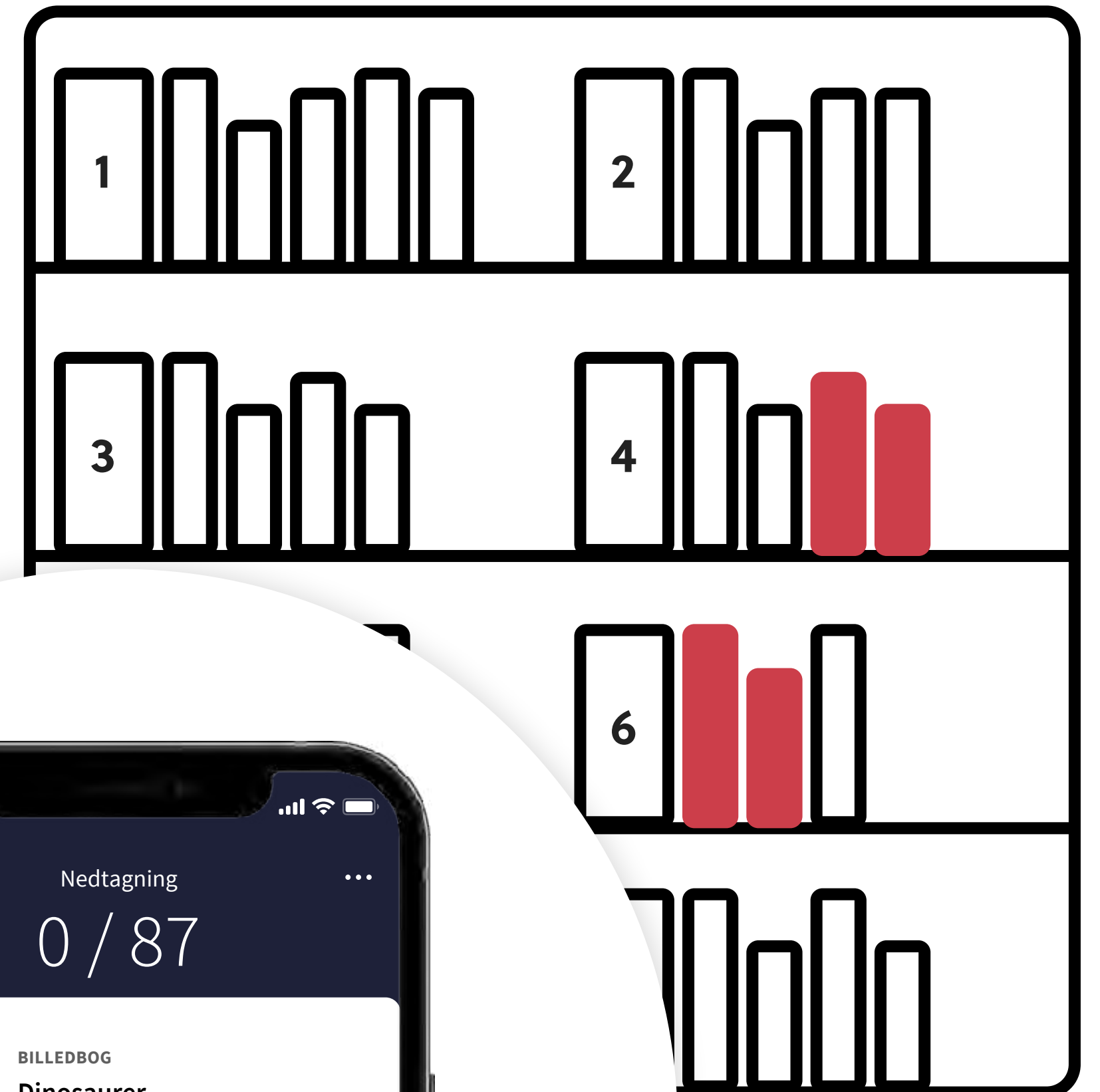
Setting up on the reservation shelf

- It is not allowed to place two materials of the same title on the reserve shelf
- Assist reports an error if two identical titles on the same shelf number and requires one of the titles to be moved to another shelf



Removal from the reservation shelf

- When materials expire from the reserve shelf or are cancelled by a patron, they will be displayed in Assist under the function "Take down from reserve shelf"
- The function can be seen as a pick list for the reserve shelf, showing titles and shelf numbers



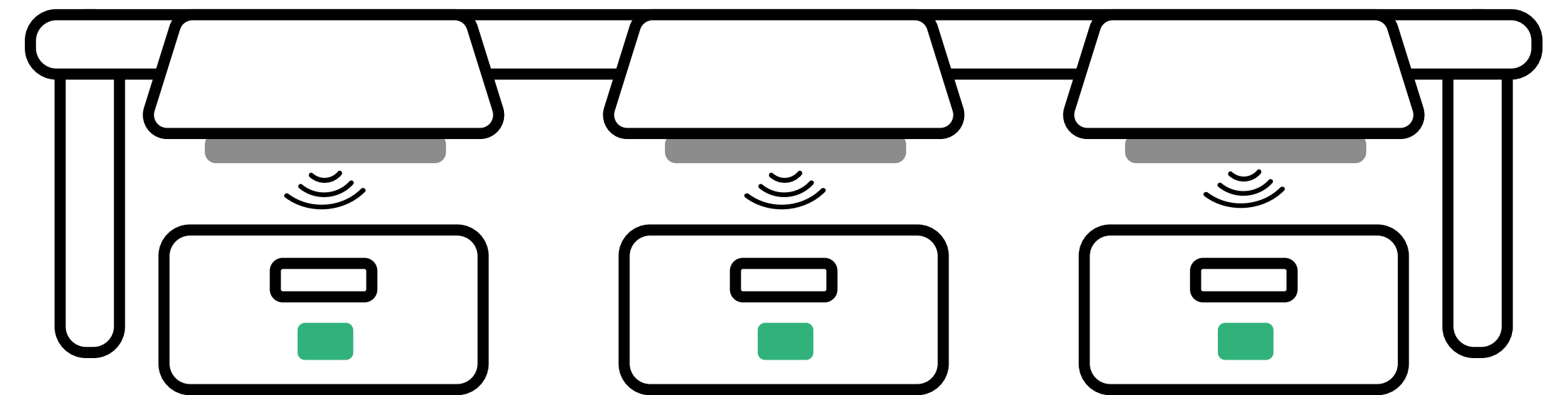
Manual sorting by pick list

- When picking, the employee can see the destination of the material on the list



Automatic control of boxes for sorting machines

- All returns are equipped with an RFID scanner to register the boxes.
- In this way, the system itself takes care of the link between the return and the box. Staff simply change the tills and let the system do the rest.



Types of devices & Hardware



Android



iPhone



Feig HR

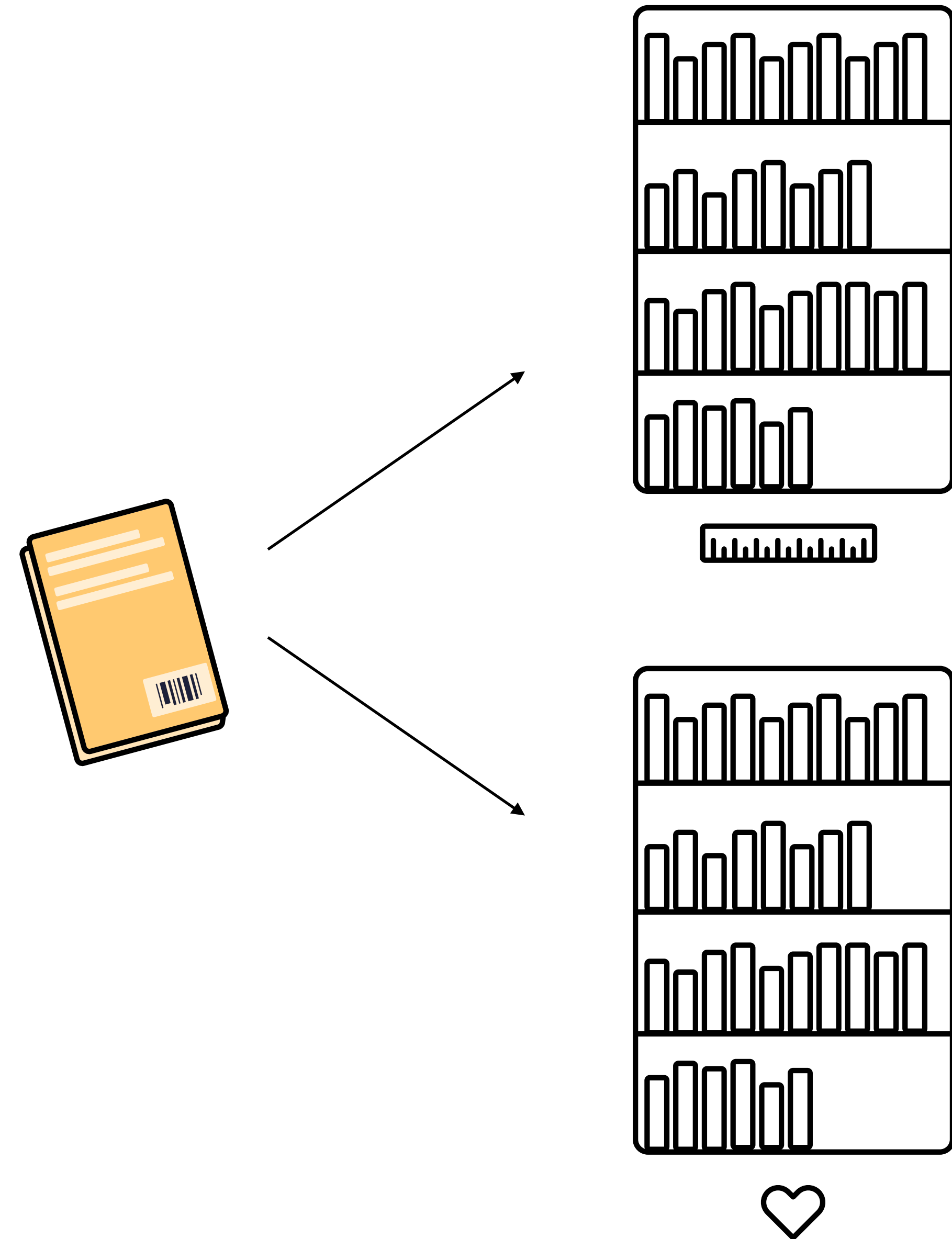


Redia RFDI reader - Battery and wireless!

Fluid materials

Distribution of the collection - in short

- Avoid empty or overcrowded shelves by distributing materials where there is space
- Data-driven distribution algorithm where material flows to where it is most likely to be borrowed
- Focus on optimal transport between libraries
- Enquire for separate information on this



Thank you very much



Carsten Scheel, CCO
Redia A/S

+45 22 55 80 90
carsten@redia.dk