



Case Study - Bayside Libraries

SOLUS is excited to have worked with Bayside Libraries to create their new Library App. We interviewed their Library Resource & Program Coordinator, Trevor MacKay, to find out about their experience since launching the app.

Why do you believe having a mobile app is important for your library?

Having our Library app allows us to engage with our customers whenever they want. Most people have a smartphone, and therefore with our app, they have quick access to our catalogue and services. It has also removed the need for customers to have physical library card on them.

How do you think it enhances the library's services?

The Library app provides new ways for our customers to interact with the library, including the option to self loan. Having the option for customers to check out books on their phones allowed us to reduce the number of loans kiosks we have in branch.

What specific needs did you aim to address by implementing a mobile app?

We have several different eLibrary providers, each with their own platforms. Having a library app that seamlessly integrates with our different platforms makes accessing resources much easier for customers, rather than having to determine which provider holds the title that they want.

Case Study - Q&A

How has the app changed the way your customers interact with the library?

More and more people are requesting a digital-only library card, meaning we are not creating as many plastic library cards. Our LMS allows us to generate digital barcodes that customers can input into the Library app which will create a digital barcode.

Have you seen an increase in engagement or feedback from customers since launching the app?

Yes! We are getting in excess of 12,000 launches of the app each month.

What features of the mobile app do you find most beneficial for your library and its patrons?

Definitely the option to have the library card on their phone. Also, having easy access to our eLibrary platforms. We also find the push notifications for closed days very beneficial.

To find out more about the Solus Library App - visit our website at www.sol.us/library-app or to request a demo, send an e-mail to info@sol.us. Thank you to Bayside Libraries for taking the time to provide your feedback.

What factors influenced your decision to choose Solus for your library's mobile app solution?

The Solus App was by far the most impressive app that we reviewed.

Were there specific features or services that set Solus apart from other options?

The ability for customers to borrow themselves and the seamless integration to eLibrary platforms.

How did the implementation process with Solus compare to your expectations?

It was a very smooth and quick process.

SOLUS is the world's #1 Library App provider for public libraries with SOLUS built Library Apps now in use in almost 8,000 locations globally and growing rapidly. The Library App supports 15 different ILS platforms using APIs and web services and is available in 40 languages. SOLUS has expanded its product suite to include Events & Room Bookings with its eb#1 product and to Library Web Discovery with the LUCi Discovery platform.