LIBRARY APP
SELF-SERVICE CHECK OUT

Library App users can use the Self-Service option to "check out" their own library books within the library premises without the need for staff intervention.

Minimum device requirements:

- Android device with NFC capability or iPhone 7 running iOS 13 or above
- Location services and NFC must be turned on
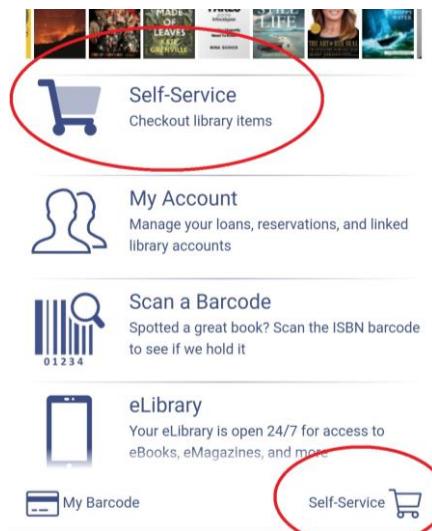- Device is connected to data or WiFi

Note: Android users must manually turn on NFC (this can be found in Settings).

1.   Ensure you are signed into your account

        the Self-Service option will only be visible once logged into your account

2.   Select the **Self-Service option** from the menu – it can also be found on the bottom right corner of the screen
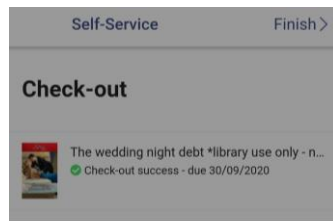

3.   Items check out to the default user – to check out to a linked account, select the user from the **User drop down box**

4.   Select the **green** **Check-out** option – your phone will show "Ready to Scan"
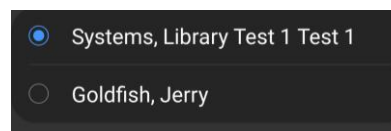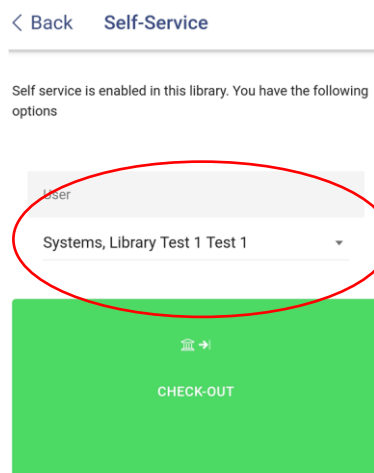
5. Place your phone **flat directly on top of the item** – the phone will **vibrate and a loan acknowledgement will show on screen**
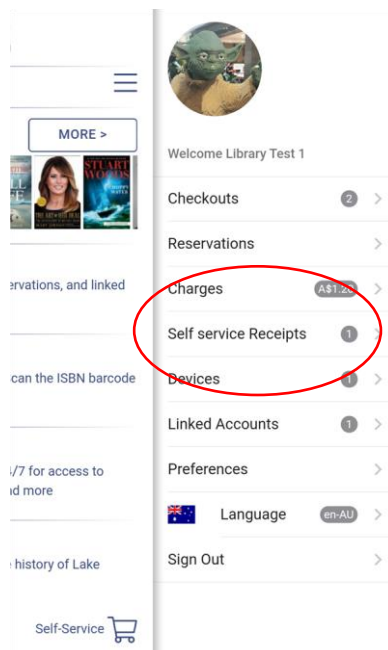

6. To scan another item, select the **green Scan a library item** option

7. The screen will progressively show your complete Check-out list

8. Once complete, select **Finish** in the top right corner of the screen and select **OK** to confirm

   view your **Self service Receipts** in your Account menu

   Your loans will also appear in your **Checkouts** menu

FAQs

How do I download the app?

Open the App Store on your device, search for **Lake Mac Libraries** and install / download to your device.

What sort of phone do I need?

Minimum device requirements are:

- Android device with NFC capability
- iPhone 7 running iOS 13 or above

The App won't work on my phone. Why?

Ensure you have enabled location **services** on your device.

Ensure your device is connected to data or WiFi/

Android users – check you have **turned NFC on**.

Not all Android devices have NFC (near field communication) capability. Check if your phone is NFC compatible https://en.wikipedia.org/wiki/List_of_NFC-enabled_mobile_devices

iPhone users – check your app permission settings to ensure **Location** is set to **Always**. If this still doesn't recognise you being in a Lake Mac branch location, open the Maps App and refresh the screen to re-locate your device at the current branch location.

Do I get the same loan time with my books?

Yes.
- You can borrow up to 40 items.
- Loan periods are four weeks for most items, or two weeks for popular items such as new titles, magazines, DVDs and CDs.

If I use the app, will my items set off the security alarm when I leave the library?

No. Watch your screen to ensure your items were successful and show a green tick, and you have clicked **Finish**. An alert will show the number of items borrowed. You can also check your **Self-Service Receipts** found in the My Account menu for a full list of your successful loans (including due dates).

If I use the app, will it lead to fewer staff in branches?

No, it will free up staff time to work on other projects within the library. Staff will still be available for assistance whenever you need help.

Do I return my books in the same way?

Continue returning your items via the return chutes, or after hours chutes when branches are closed.

If my children have the app on their phones, will it allow them to borrow age inappropriate material?

Loan restrictions for DVDs rated M15+ and R18 still apply. Our app uses the birthdate of the signed-in borrower to determine eligibility.

Who do I contact for help with the App?

Speak to a member of staff at any library branch for assistance, or email us via the Contact Us details at library.lakemac.com.au