

Equipment Lending:

Providing the Technology Patrons Want and Managing Common Tech Issues

WILLIAM GEE, HEAD OF INTERLIBRARY LOAN (FORMER HEAD OF CIRCULATION & ILL)

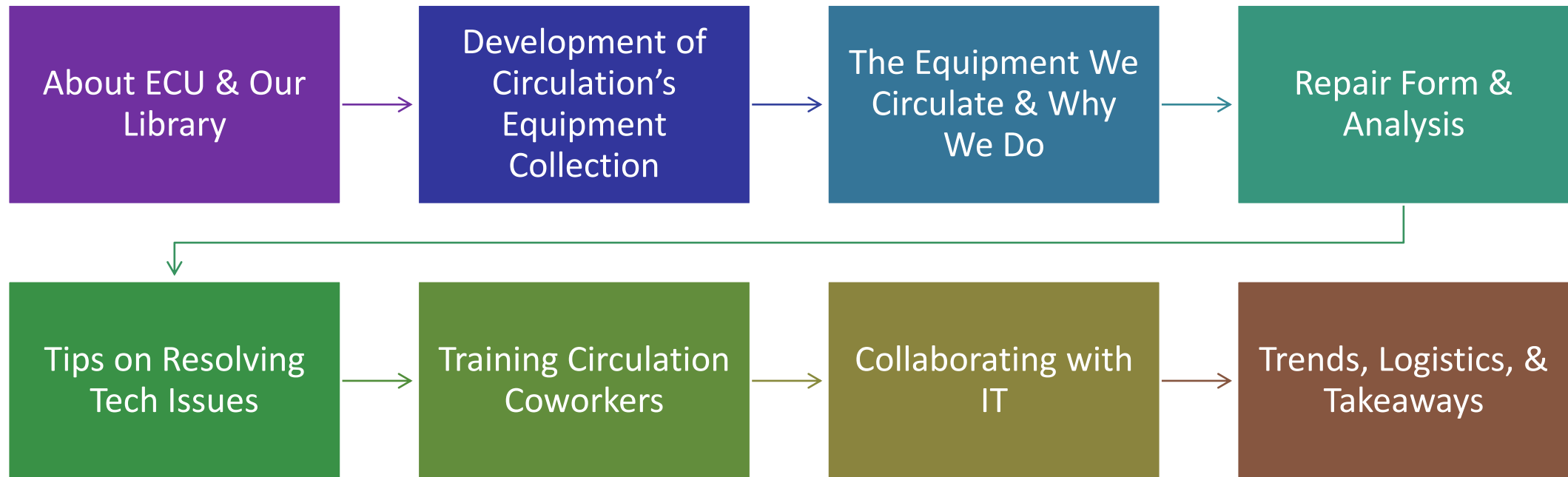
BLUME MANSFIELD, EQUIPMENT MANAGER, CIRCULATION DEPARTMENT

EAST CAROLINA UNIVERSITY, ACADEMIC LIBRARY SERVICES

PARAPROFESSIONAL CONFERENCE 2025

GREENVILLE, NC, MAY 16, 2025

Overview



About ECU & Our Library



East Carolina University

- State institution of the UNC System
- Enrollment of 26,700+ students
 - Many first-generation students
 - Mostly in-state, 46 states, and 70 countries
- R1 Classification
 - 85 bachelor's, 68 master's, 13 doctoral degrees
 - 100 professional certificates
 - Large distance education programs
 - Largest programs in business & health
 - Strong emphasis on service and regional transformation

Main Campus Library & Music Library

- 1+ million print volumes & 1.5+ million e-books
- 550+ databases/e-packages & 100,000+ e-journals
- Over \$4m acquisitions/e-resources budget
- Numerous primary source collections
- Member of ASERL, Carolina Consortium, NC LIVE



Development of Circulation's Equipment Collection

2009-10: 1st equip
policy & webpage-
only laptops,
video cameras,
tripods,
headphones &
calculators

2016: 16 types-
GoPros,
Projectors
Microphones,
Blu-Ray/DVD
drives/players

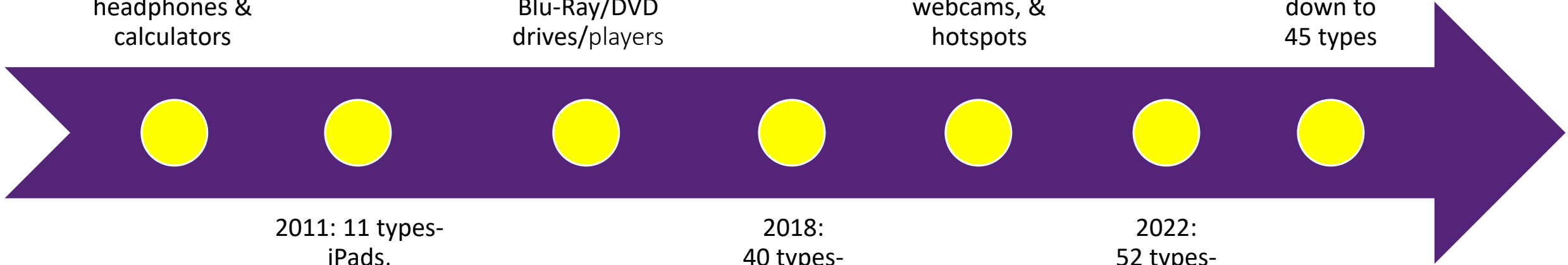
2020: COVID
added many
laptops,
headsets,
webcams, &
hotspots

2025:
Withdrew
down to
45 types

2011: 11 types-
iPads,
Kindles, Nooks, &
cassette player

2018:
40 types-
Laptop
Kiosk,
portable
printers &
scanners

2022:
52 types-
Swivl,
lasers,&
drawing
tablets





Financial difficulties &
expense of equipment

Laptops *
Cameras



Classes only use briefly

Thermal Imaging Camera
Laser Range Finder **
Portable Sound System
Art Kits



Useful in emergencies
and times of change.

Omni Power Bank
Hotspots
Computer Peripherals



Niche for in-library
study and stress-relief

Fidget Kits
White Noise Machines

Why provide equipment?





Libraries are hubs for modern research with technology

Changing purposes: books *and* technology
Books were only 33% of our circulation in '23-'24.



Beyond research: community & leisure are important.

Projectors, board games, sound systems, etc.



Education tech integration

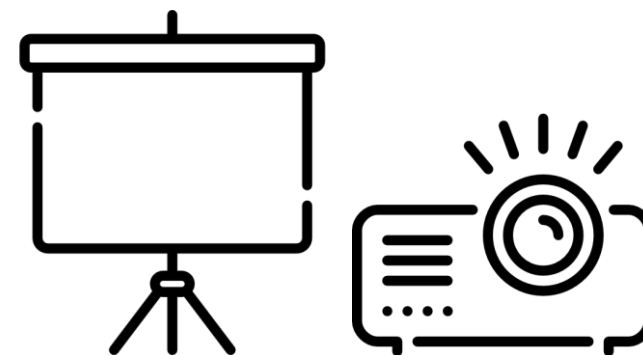
Hybrid learning
Academic integrity



Different purposes require different equipment.

Joyner Library serves as a general equipment hub.
Laupus Library and Music Library are more specialized.

Why provide equipment?



Circulating Equipment at Joyner Library, 2025

- Adapters
 - HDMI, Headphone and USB-C
 - International Plug Adapter
- Art Kits
- Board Games
- Cameras
 - DSLRs, Mirrorless and Thermal
 - Accessories and Lens Kits
 - GoPros
- Calculators
 - Financial, Graphing, and Scientific
- Chargers: Cellular and Laptop
- Computer Peripherals
 - Keyboards, Mice and Webcams
 - Graphic Tablets
- DVD & Blu-Ray Players/Drives
- Fidget Kits
- Film-to-Digital Converter
- Hotspots
- Headphones and Headsets
- Laptops
- Microphones
 - Omnidirectional, Teaching, and Wireless Lapel
- Mobile Printers and Scanners
- Office Kits
- Portable Whiteboards
- Presentation Pointers
- SD Card Readers
- Sound Systems
- Swivl CX Robotic Mounts
- Video Projectors and Screens
- Vlogging / Phone Media Kit
- White Noise Machines



<https://library.ecu.edu/services/borrow-equipment/>

Purple denotes the most popular items.

Equipment Purchasing

Selection

- Primarily student suggestions
- Technology advancements in in all areas
- Examples from other institutions

Funding

- Mixture of funding sources
- Repairing versus reordering - the delicate balance
- Trial runs of a few to lessen a first investment

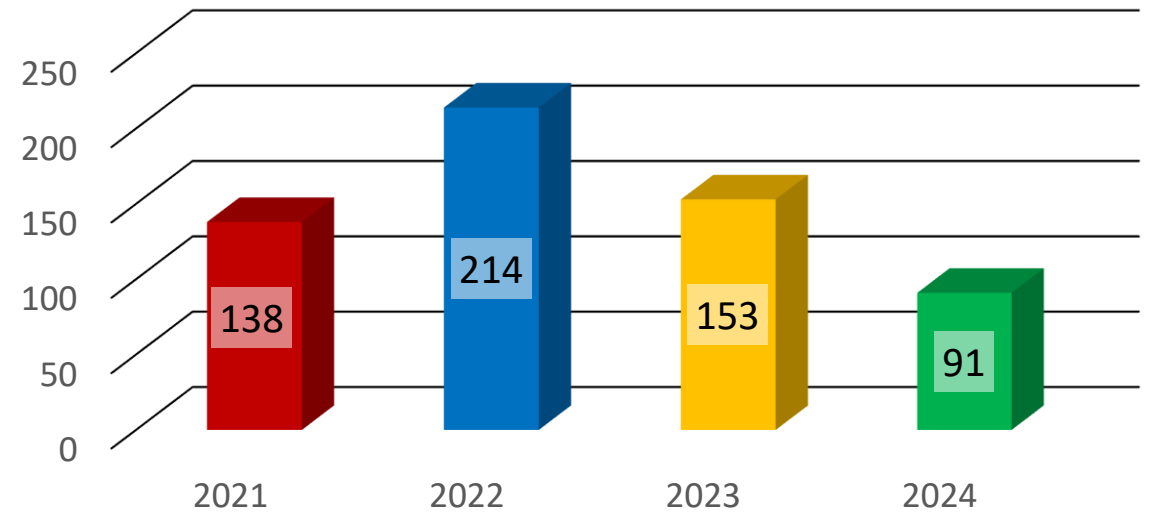
Repair Form

- For damaged items and missing parts
 - Completed by staff at Circulation Desk
 - Given to the Equipment Manager
- Form was used less often in '24-'25.
 - Equipment Manager's workspace is now nearer the Circulation Desk.
 - They serve more often on the Desk, too.
- Damaged and missing parts are still noted in our circulation system until suitably replaced or fixed.

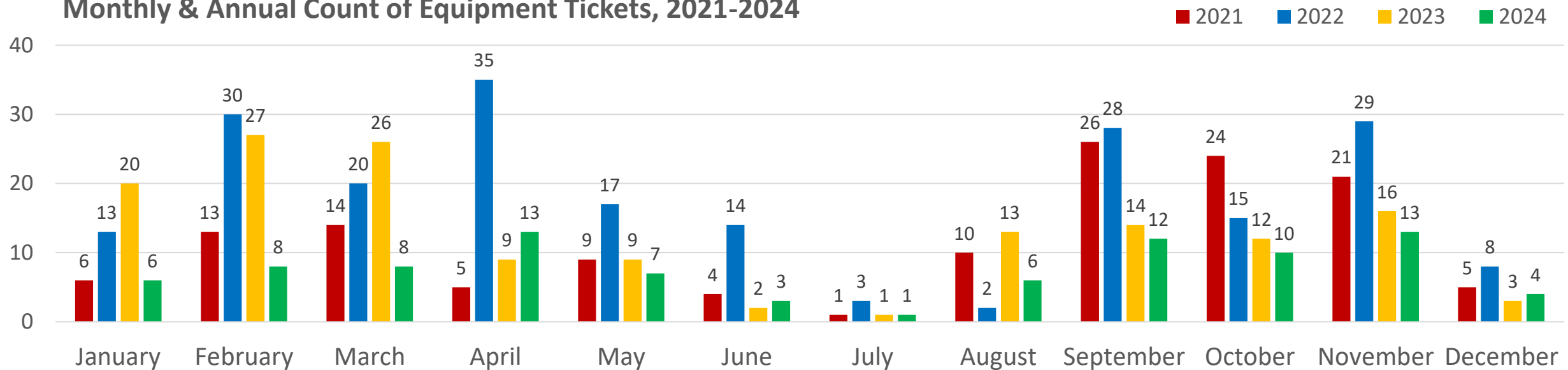
Barcode # or Item ID # on Equipment:			
Equipment Type:		Item #:	
Description of Problem:			
Patron Name: (If applicable)		Banner ID:	
Staff Name:		Date:	
Equipment Manager Comments:		Date:	

Analysis of Equipment Repair Forms

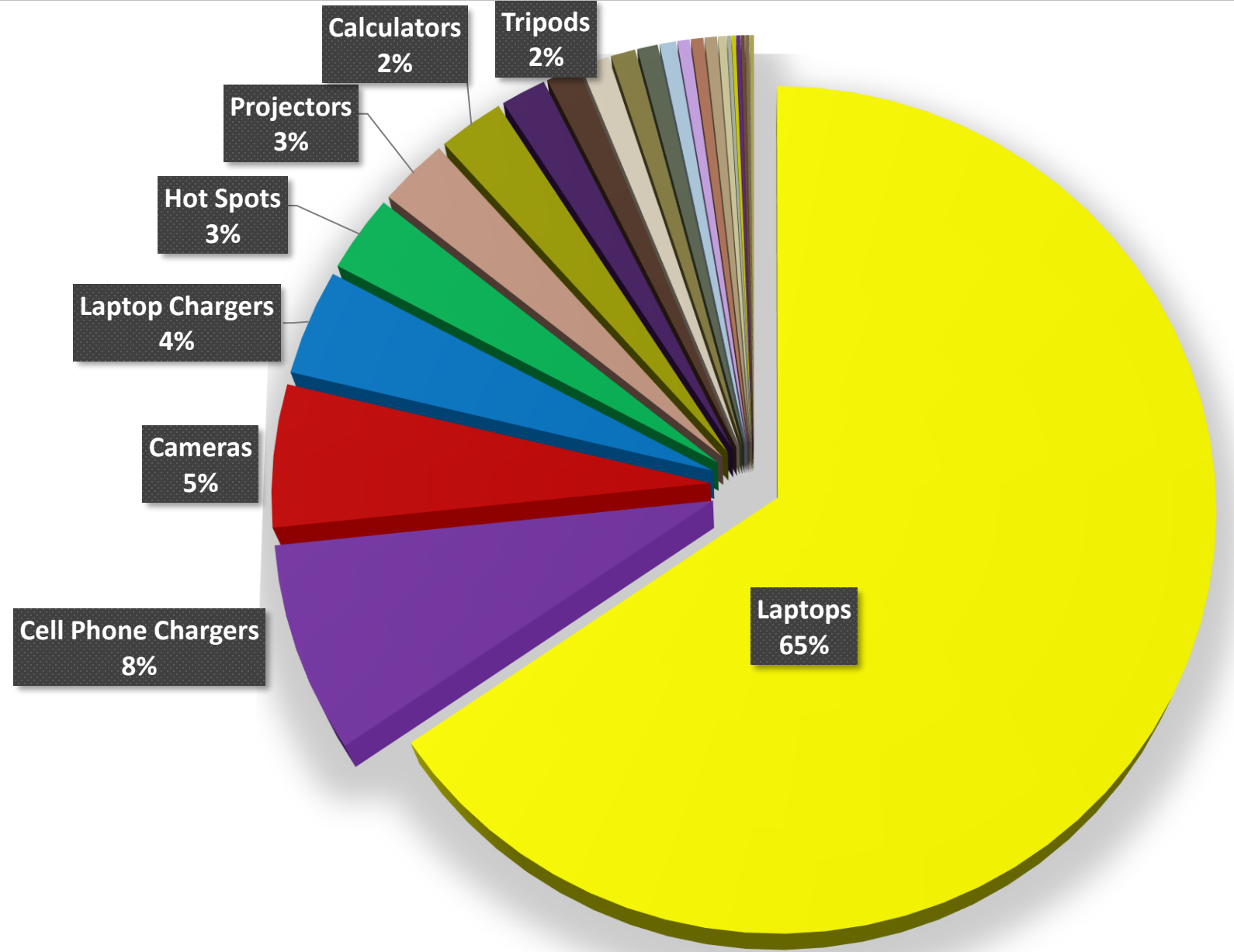
Annual Count of Equipment Tickets, 2021-2024



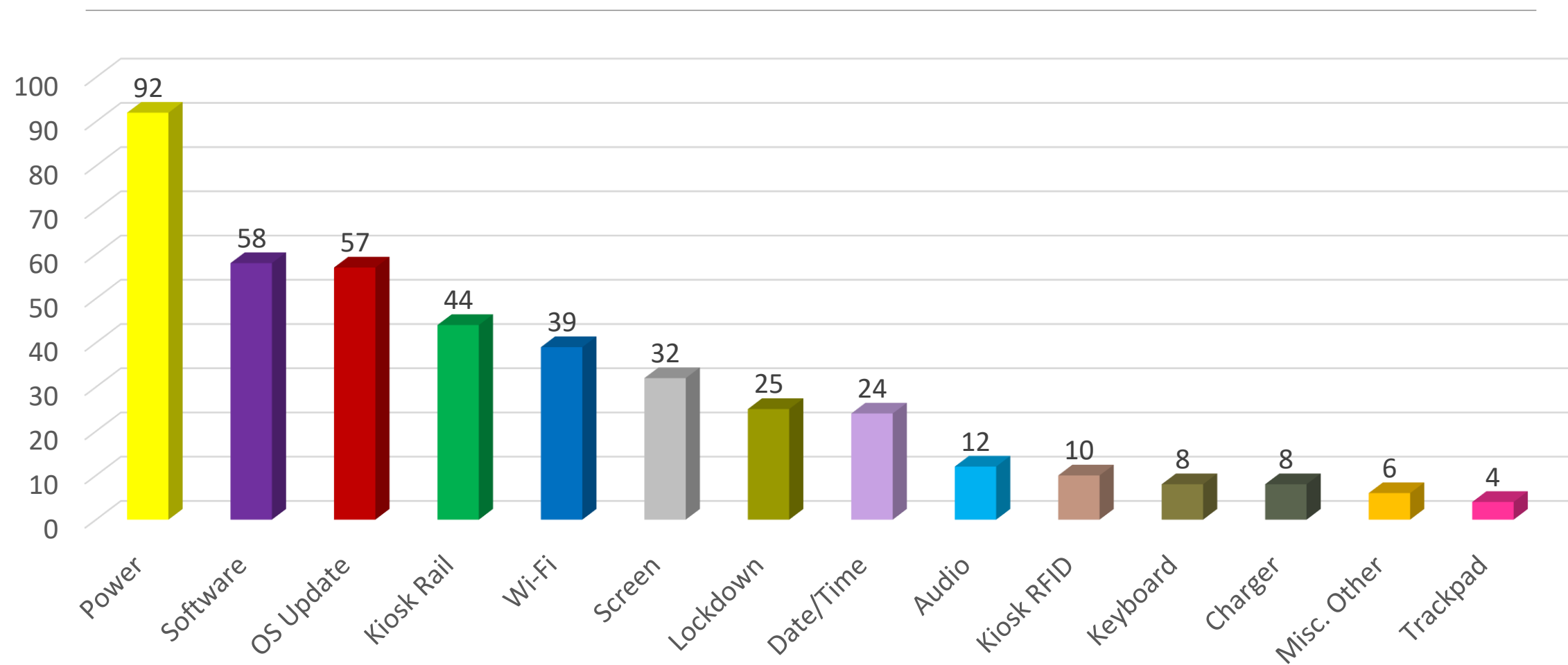
Monthly & Annual Count of Equipment Tickets, 2021-2024



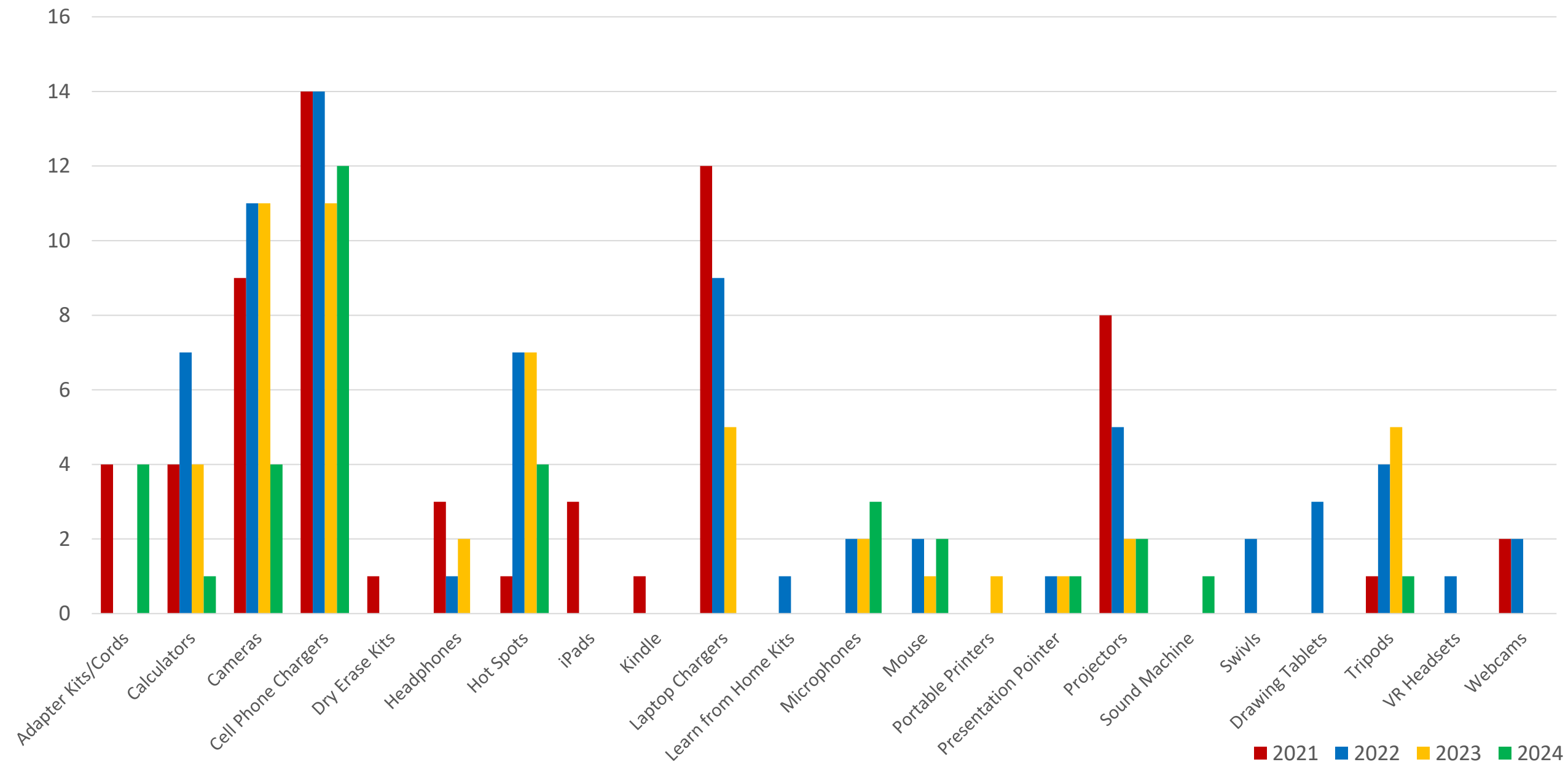
Analysis of Repair Forms: Forms by Equipment Type



Analysis of Repair Forms: Laptop Issues, 2021-2024



Analysis of Repair Forms: Other Equipment



Repair Forms:

Laptops – Everything Can Go Wrong & Does

MacBook Pro	Item #:	M76
Cracked at the bottom of the screen near the crease		

7 day Mac	Item #:	M38
Charger wires are visible, few screws missing on the bottom.		

kiostk Dell	Item #:	18
RFID fell off back of laptop; Sonia & Kyle notified about potential issues w/ overdue fines accrued on item		

Type C Charger	Item #:	24
Patron said whenever she plugged up the charger, it smelled like it was smoking		

Equipment Repair Forms: What Did the Patron Do?

DELL WEEK	Item #:	D62
I DON'T KNOW HOW, BUT THEY INSTALLED STEAM & SOME OTHER APPS ON HERE.		

Graphing calc.	Item #:	10
Patron's dog ate through the bag, but all items are undamaged		

Sony digital camera	Item #:	5
Smells very bad (bag)		

7-day lenore	Item #:	39
professor found this laptop in his class & returned it to front desk; it looks like it's z'd out and now belongs to the patron I'm pretty sure I found the correct patron		

Equipment Repair Forms: What did the Patron Say?

posk mac	Item #:	44
Weird error message		

VO HOT SPOT	Item #:	12
missing "box" that plugs into the wall		

Mac Computer	Item #:	M 114
patron claims date is set to 1980 ? 1990 something and wasnt able to use Google		

Tips on resolving tech issues & helping patrons

Always try the most obvious things first. Occam's Razor exists for a reason.

1. Turn it off and on again. Rebooting often fixes simple software issues.
2. If not turning on, it is potentially a battery issue.
 - a. Check if the battery is missing, dead, or weak.
 - b. Replace or recharge. Try a different charger and wall outlet.
3. Having patience is a must.
 - a. Every tech issue can be unique.
 - b. Some are a quick fix or a more irritating endeavor.
 - c. Patience helps keep everything calm.

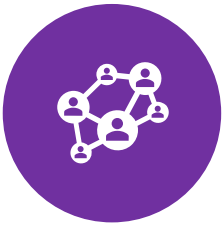




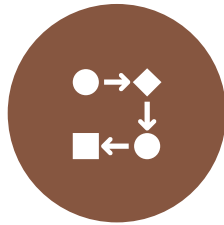
Training Circulation Coworkers on Technology

- Training topics
 - Identify equipment items
 - Determine the type of issue
 - When to pass along for help
- Many issues are software problems.
- Other issues are more simple day-to-day fixes
 - Bag and label maintenance
 - Assessing for lost and damaged parts
 - Sending items to library IT if needed
 - Laptop kiosk problems

Tips on Collaborating with IT



Meet, talk, and be friendly with them.



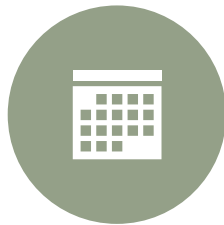
Understand and accommodate their workflows and process times.



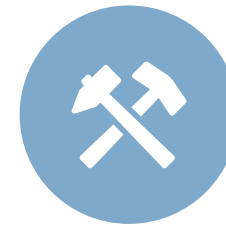
Request assistance their preferred way (tickets, email, etc.).



Be clear about the issue and what you've tried. It saves time.



Be upfront about department/patron deadlines (e. g. need for finals).



Be capable. Fix it yourself when you can. Save IT for difficult issues.

Trends

- Chargers and laptops have *by far* the highest checkouts.
- HDMI kits and USB-C adapters are increasing.
- Fidget kits & white noise machines are now popular.
- Some items check out mostly seasonally.
 - Calculators during math test weeks
 - Cameras during weeks before graduation and breaks
 - Swivls during College of Education projects



A Few Final Logistical Tips

Missing Pieces and Disputing – Accept Or Refuse

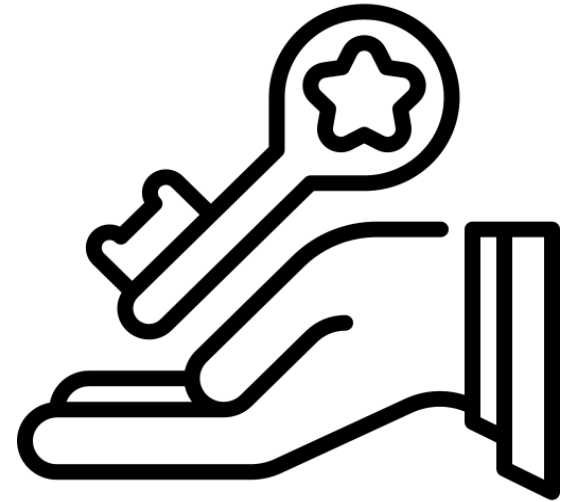
Cleaning Equipment – Do's And Do Not's

Equipment Use Procedure

Bags – Quality Vs Quantity

Takeaways

- Equipment circulation meets patrons' needs.
- Equipment is different than books in many ways.
 - cost, space, parts, lifespan
 - troubleshooting, repairs, replacements
- Be selective, plan, train, and publicize.



Your Questions and Tips

If you have anything to tell us or ask us, please reach out!

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Blume Mansfield's email: mansfieldp22@ecu.edu

Thank you for attending our presentation!