

Discover & Go ... & Go & Go & Go!

Since its inception in January 2011, Discover & Go has met Contra Costa County Library's goal of providing access to culture in and outside of the library by attracting more than 40 Bay Area cultural partners and making over 13,000 cultural visits possible. Discover & Go provides access to free museum passes that can be reserved online and printed.



The Discover & Go Network is now expanding to allow multiple libraries in the Bay Area to join the Discover & Go platform, extending access to their patrons to local cultural venues and sharing the responsibility for expanding the number and type of cultural venues that all member library patrons can access. Funds to develop Discover & Go were provided through a \$45,000 Bay Area Library Information System (BALIS) technology grant.

Library Wins 2 Awards for Snap & Go

Contra Costa County Library's Snap & Go program, a service that uses two dimensional barcodes called QR (Quick Response) codes and a Mobile Patron Support System to deliver library service to mobile phone users, is the recipient of a 2012 Cutting Edge Service Award from The American Library Association (ALA) Office for Information Technology Policy (OITP) and the Library Information Technology Association (LITA). The California Library Association (CLA) recognized Contra Costa County Library for the publicity of Snap & Go with the PR Excellence Award honoring the highest quality efforts of California libraries in promoting and communicating their message to their customers. Both awards mark the second time Contra Costa County Library has been honored by ALA and CLA.



LiveChat – Real-Time, Online Customer Service from Contra Costa County Web

Contra Costa County residents and others looking for information on the County website, now have the ability to chat live and in real time with Library staff able to help them find the County program, information, or service they seek. Launched in February 2011, in coordination with County Administration and the Department of Information Technology, LiveChat is available from 8:30 a.m.-5:00 p.m. Monday through Friday. In the first year of the LiveChat service, the Library responded to almost 7,000 real-time government information requests. An assessment conducted in January 2012 showed that almost 70% of the questions that come in are answered by referral to services provided by the Clerk-Recorder, Tax Collection, Sheriff, Conservation & Development, Court, and Assessor departments. The Library is looking at options for expanding this service to cities.

eBooks Get a Boost

eBooks usage has surged in the past year and the Library continues to add more items to its Downloadable Media Collection each month including popular books for adults, teens, and children, bestsellers, mysteries, science fiction, biographies, histories and other great nonfiction reads. Most eReaders and mobile devices are now compatible with this collection including Kindle, Nook, and Sony Reader as well as Android, iPhone, and iPad. You can check out and download library eBooks online from home, or wherever you have an internet connection, or, with certain devices, using the wi-fi at any of our community library locations.