communico one

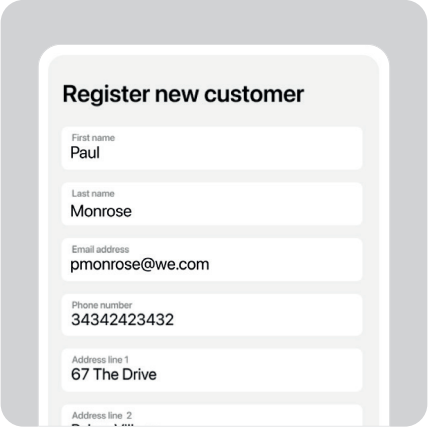
Roam

MOBILE STAFF TOOLS

Roam is our mobile staff point of service module, allowing library staff the freedom to leave the desk behind and move freely to help customers with catalog inquiries, event information and registration, room bookings, library account setup, and much more, all from a mobile device.

Leave the Desk Behind

Step away from the desk and take Roam with you both around the branch and to outreach events.

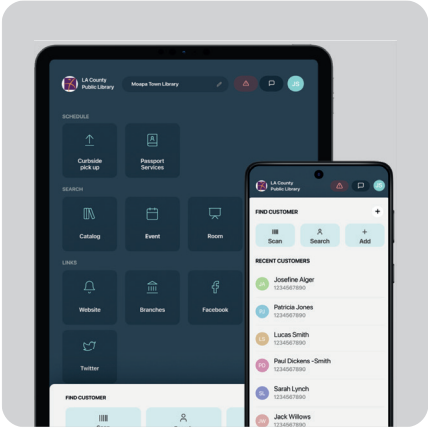


Library Card Signup

Register new customers for a library card or update existing account details.

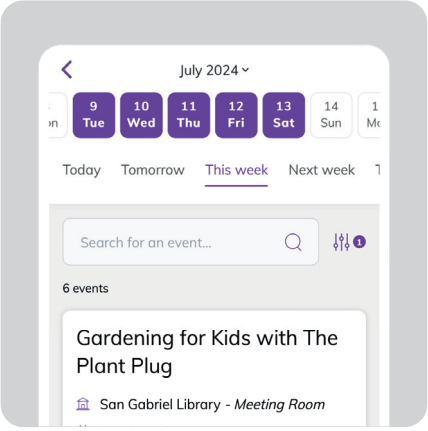
Mobile Self-Check

Checkout, renew, place holds and return items from anywhere.



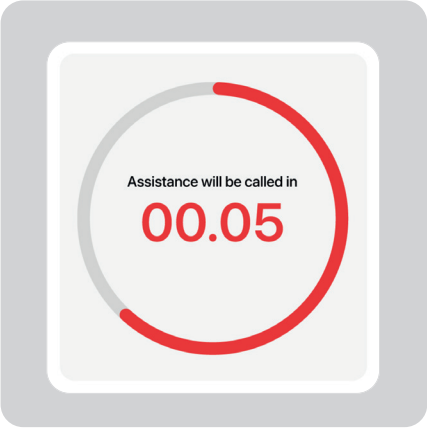
Your Preferred Device

Choose any iOS or Android device that works best for your unique role and use case.



Seamless Integration

Assist customers by reserving them a room, scheduling an appointment, or signing them up for an event.



Safety First

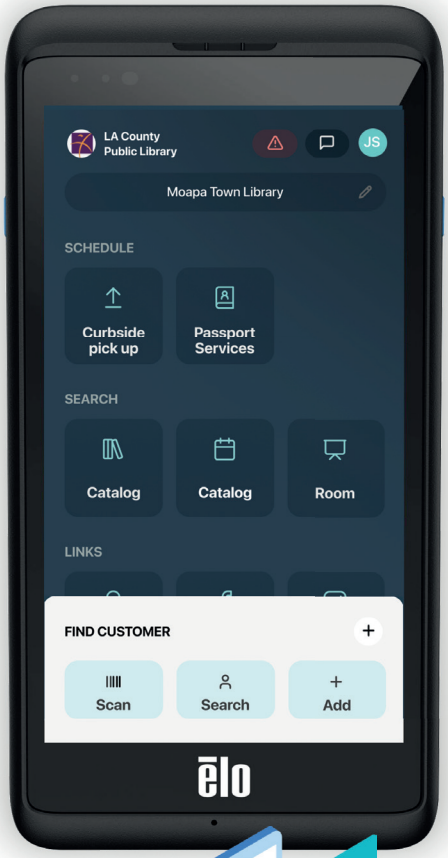
Discreetly share your location and request emergency assistance wherever you are with a single click.

Find a Customer

Search for a customer by name, general contact details or library card number to view or update their account.

Outreach

Take Roam with you to outreach events to provide amazing customer service from anywhere.



Grow Cardholders

Easily scan a blank library card and setup a new customer account with a few taps.

Access Documents

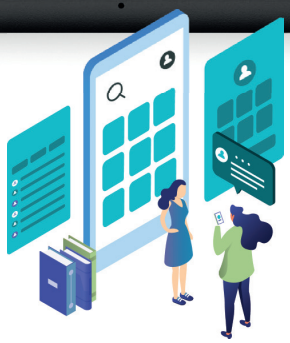
Upload important staff and/or customer-facing documents for easy sharing as required.

Location Details

Quickly access branch information to view current hours, directions and branch details.

User Permissions

You can decide which staff members can utilize Roam.



Module Synching

Tasks performed from Roam are synced in real time so you can access the data in your Control Panel.

Unlimited Devices

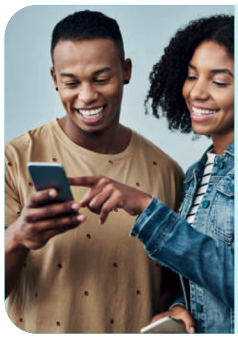
Install and use Roam on as many devices as you need without worrying about licenses.

SSO Integration

Use your SAML based SSO service to access Roam and easily manage your users.

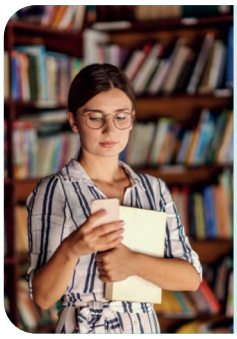
ILS Connectivity

Roam speaks directly to your ILS so account information is automatically updated.



Empower your customers

- Receive assistance from anywhere
- Increase engagement with staff members
- Access information without leaving the stacks



Help staff

- Save time by not having to return to the desk
- Provide amazing service both in and outside the branch
- Grow library usage from the palm of their hand

Communico specification sheets
Available to download at www.communico.one

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