

Beanstack Staff FAQ

Do customers have to use Beanstack to participate in Summer Reading?

No, they may pick up a paper log at the library or download a PDF copy from the website.

Are staff expected to create Beanstack accounts for customers or help them do so?

No, if a customer is unsure how to use Beanstack, you may provide them with a technical assistance sheet or encourage them to use a paper Summer Reading log.

If a customer used to have a Beanstack account at Sno-Isle or currently has a Beanstack account at another library system, do they need to sign up for a new one?

Yes. Accounts from when Sno-Isle subscribed to Beanstack several years ago no longer exist. Customers will need to start over. If a customer has a Beanstack account with another library system, they will need to create a new one for Sno-Isle.

Is there a Beanstack mobile app?

Yes. In addition to using Beanstack on a computer, customers may also download the app from the iTunes store or Google Play store. Then, follow the set-up prompts.

How do I log into my library's Beanstack account?

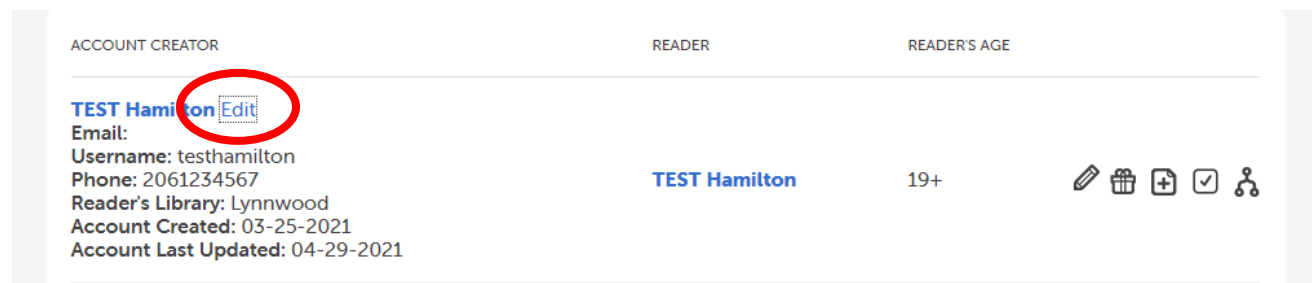
URL: <https://sno-isle.beanstack.org/>

Login: library name (e.g. lynnwood, marysville)

Password: beanstack

If a customer forgets their username or needs help resetting a password, what do I do?

1. Click on the People tab and search for the customer's name.
2. Click Edit next to the customer's name.
3. Retrieve or reset the username or password and click Save.



When a customer finishes Summer Reading online in Beanstack, what do I do?

1. Click on the People tab and search for the customer's name.
2. When you find the customer, click the gift icon to the right of their name and then check the Redeemed box.

TEST Hamilton Edit

Email:

Username: testhamilton

Phone: 2061234567

Reader's Library: Lynnwood

Account Created: 03-25-2021

Account Last Updated: 04-29-2021

TESTCHILD Hamilton

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3. Follow the procedure your library has decided for distributing books.

When a customer finishes Summer Reading using a paper log, what do I do?

1. Ask the customer if the information on the reading log is complete.
2. Click on the People tab to check if the customer has a Beanstack account.
3. If the customer has an account, click the gift icon to redeem the prize.

NOTE: If you click the gift icon and the child has not logged enough minutes online, the screen will say, "There are no rewards to redeem." Do the following:

- Click on the customer's name and check how many minutes have been read.
- Click Add to Log at the top, select Minutes and enter the number of minutes needed to reach 600.
- Scroll down to the Rewards box and check Redeemed.

A screenshot of the Beanstack web interface. At the top, there are three blue buttons: 'Add to Log' (circled in red), 'Log Activities', and 'Actions ...'. To the right is a dropdown menu labeled 'Active'. Below these buttons is a section titled 'Challenges'. Under 'Current Challenges', there is a table with columns 'CHALLENGE' and 'ENROLLED?'. The first row is 'STAFF - Spring into Reading' with the dates 'Mar 1, 2021 - Jun 18, 2021'. Under this challenge, 'Minutes Reading' is listed as '600' (circled in red), and there is a green checkmark icon in the 'ENROLLED?' column. Below the challenges section is a 'Rewards' section. Under 'Current Rewards', there is a table with columns 'EARNED REWARD' and 'REDEEMED?'. The first row is 'Prize Book' with the challenge 'Challenge: STAFF - Spring into Reading'. There is a green checkmark icon in the 'REDEEMED?' column (circled in red).

4. If the customer does NOT have an account, click Add Offline Reader and fill in the form. NOTE: You do not need to add Adult Contact Information or Log Reading.

When you reach the Challenge Enrollment section, check all three boxes.

Challenge Enrollment

CHALLENGE

STAFF - Spring Into Reading
Mar 1, 2021 - Jun 18, 2021

Log Reading

Log by...

Please choose a log type

ENROLL?	COMPLETE?	REDEEM REGISTRATION REWARD?	REDEEM ALL REWARDS?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When you check the Complete box, a message will pop up – check both boxes and click Permanently Complete This Challenge.

Complete STAFF - Spring into Reading for ?

Close

Warning: This cannot be undone, even by the Beanstack support team. This action is final!

Only the completion itself will count in the data for this challenge.

☒ I understand that this action is absolutely irreversible.

☒ I understand that badges will be earned, activities will be completed, but logging of reading (minutes, pages, books, etc.) will not happen automatically.

Permanently Complete This Challenge **Cancel**

Click the blue Create Account box to finish.

Challenge Enrollment

CHALLENGE	ENROLL?	COMPLETE?	REDEEM REGISTRATION REWARD?	REDEEM ALL REWARDS?
STAFF - Spring Into Reading Mar 1, 2021 - Jun 18, 2021	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

Log Reading

Log by...

Please choose a log type

Create Account

5. Follow the procedure your library has decided for distributing books.