

Beanstack FAQs for Staff:

Q: How do I register patrons for Beanstack?

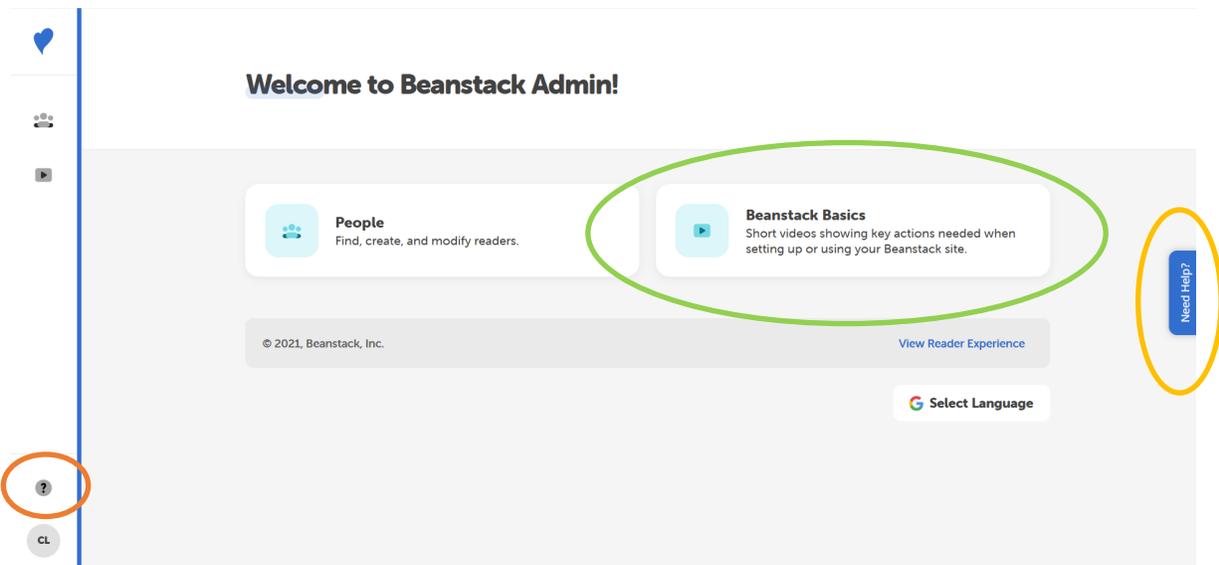
A: Patrons can register for themselves online via our website. Although there is an option to register readers on the Beanstack Admin page, our preference is that patrons register themselves.

Q: What if a patron doesn't want to use the online system or doesn't have access to the internet?

A: Patrons who decline to register online and prefer or need to participate with a paper log can be registered by staff as Offline Readers. Offline Readers can never access their own account online. Staff will need to log the reading and activities completed by Offline Readers when they return their log to redeem prizes.

Q: Are there any tutorials or directions on how to do things in Beanstack?

A: In addition to the short directions in this document, Beanstack offers a variety of information and explanatory videos on their website. When you are logged into Beanstack, you can access these by selecting "Beanstack Basics," which is circled in green in the screenshot below. In addition, you can click the blue "Need Help?" tab on the right side of the screen (circled in yellow) to search for help using specific Beanstack functions or click on the ? on the left (circled in orange) to go to their support page.



Q: Is Beanstack available in Spanish or other languages?

A: Beanstack has a built in Google Translate feature. To translate the page, scroll to the bottom of the page and click "Select Language" (circled in green below).

Q: Will patrons with children have to register everyone in their family separately?

A: Beanstack allows participants to register an individual, a family, and even a class or group. Although each participant's name, age, and library card status will need to be entered individually, information that is the same for the whole family (such as phone number, email, and branch preference) only has to be entered once. Adults can register an unlimited number of children and additional adults to their account and manage the whole family's reading in one place.

The adult who registers the family is known as the Account Creator. The additional participants on their account are known as Readers. When Account Creators use Beanstack to log reading and activities, they can choose to log it to one Reader or all of the Readers on their account.

Q: How does the Summer Reading Challenge work with Beanstack?

A: Patrons will register through Beanstack, which will automatically assign them to the Summer Reading Challenge that fits their age range.* After they register, they will receive a notice that lets them know they can pick up a prize at any library location.

Participants will log reading and activities online or through the app. Participants in all age groups must earn 15 badges to complete the challenge, but it is up to the participant which 15 badges they want to work on (there are 20 total available). To complete an activity badge, participants must check off 2 of the tasks listed. To complete a reading badge, participants must read for 1 hour.

When they complete the program, participants will be automatically entered into the drawing for a gift card at their branch. We will be giving away a mix of gift cards to different businesses, some local and some not, so check with your branch to find out what options are available. They will also see a message telling them they have qualified for a prize to be picked up at any library location.

	Registration	Completion—15 badges completed
Ages 0-12	Toy—unicorn, dragon, or mermaid panda	Gift card drawing entry & free book
Ages 13 - 18	Sunglasses	Gift card drawing entry & free book
Ages 19 and up	Sunglasses	Gift card drawing entry & free book

*Please note that Beanstack does NOT automatically update a patron's age, so if they registered last year when they were 12, they will only be offered the challenge for ages 0-12 until they manually update their age to 13.

Q: Do participants have to complete book reviews to participate? What happens to the book reviews patrons submit?

A: Beanstack allows participants to submit written or picture reviews through the site and app. These are optional and do not count towards completing the Summer Reading Challenge (they *can* mark off one task for the Go Out on a Limb Activity, though), but feel free to encourage patrons to complete them. Once patrons submit a review, it is previewed by library staff on the Beanstack administrative team. After it is approved by library staff, it is displayed on our Beanstack landing page.

Q: Can patrons continue to log reading and activities after the Summer Reading Challenge is over?

A: Participants can keep logging books and minutes read past 15 hours, but it will no longer apply to the Summer Reading Challenge. Beanstack allows participants to log reading even when no challenge exists.

Q: If a child and a parent register separately, can their accounts be merged later?

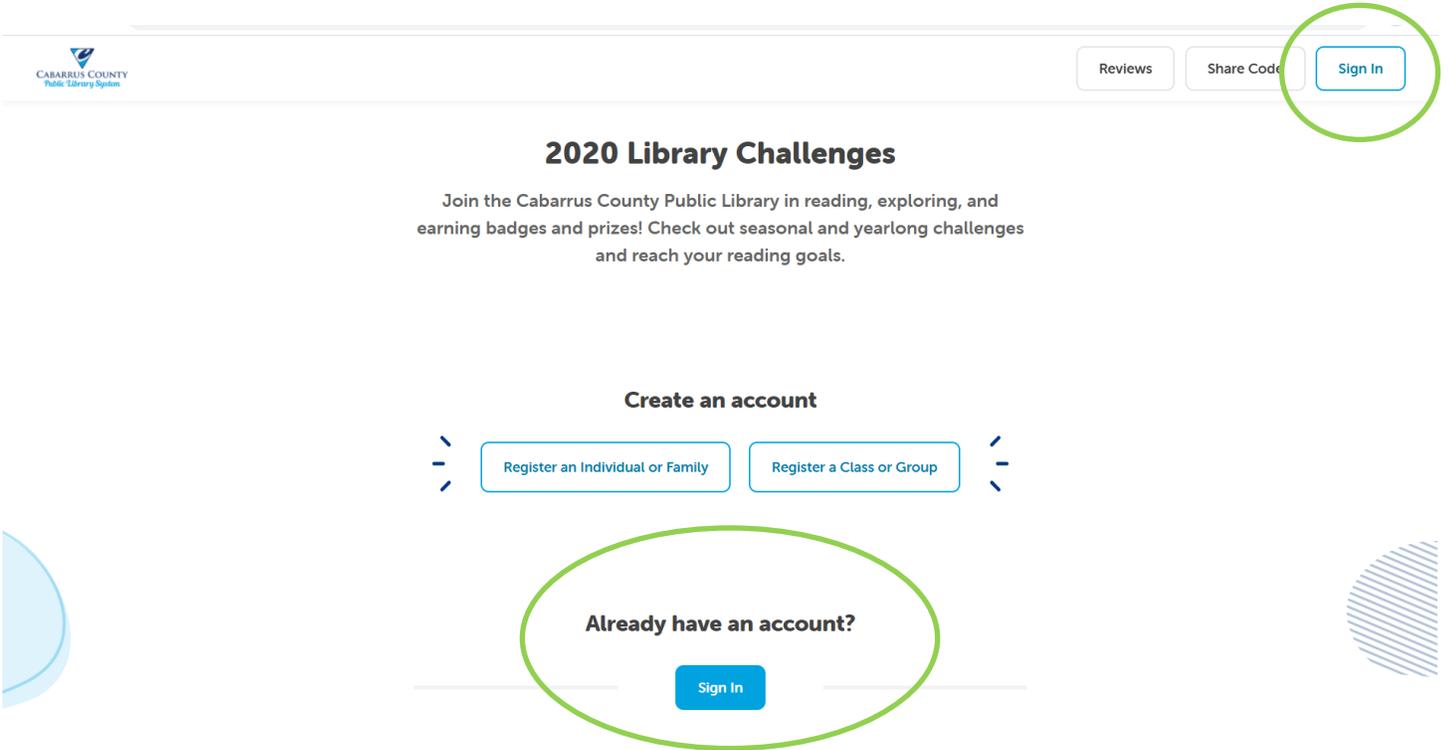
A: Technically there is no way to merge two accounts. However, the child can select to “share” their account with another Account Creator (in this case, the parent). This will allow the parent and child to edit the shared (child’s) account. The child would not have access to the parent’s account in this scenario.

Q: Can patrons interact with each other on Beanstack?

A: Beanstack has recently added a “Friends” and “Leaderboard” feature where participants can interact. This allows them to interact and compete (in a friendly way!) by looking at a leaderboard of folks they’ve shared information with. Patrons can only information about other patron’s reading if they have shared codes with each other. This feature debuted earlier this year, so patrons may not have encountered it before.

How to log into staff access:

1. Go to our Beanstack site: <https://cabarruscounty.beanstack.org/>
2. Click "Sign in" in the top right corner or in the middle of the page where it asks if you already have an account (see green circles below).



3. Use the table below to log in for your branch:

Sign In

Don't have an account?
Sign up for free.

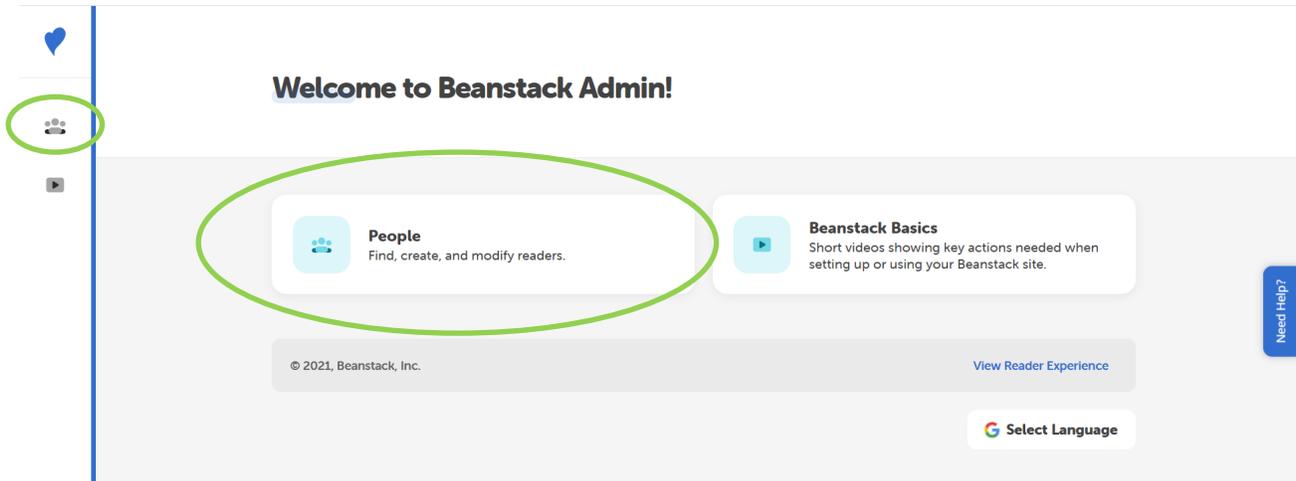
Email or Username Forgot Your Username?

Password Forgot Your Password?

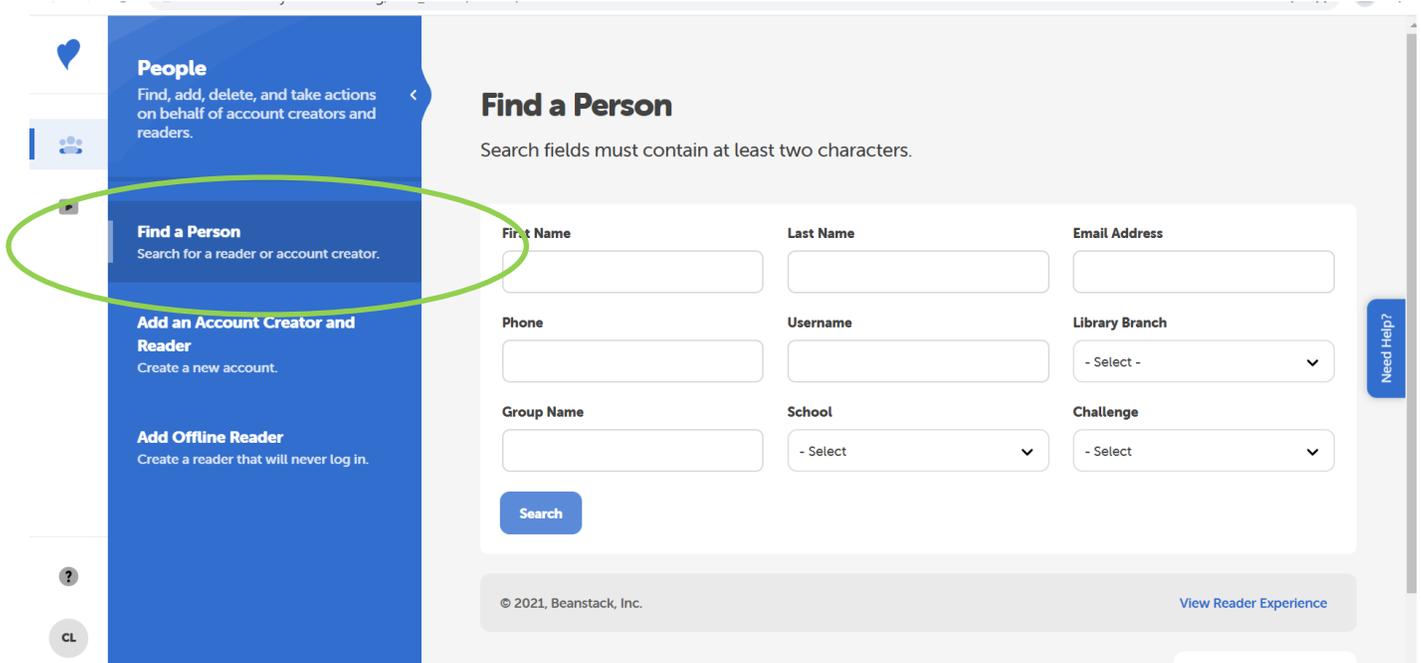
Username	Concord	Harrisburg	Kannapolis	Midland	MtPleasant
Email	con@noemail.com	har@noemail.com	kan@noemail.com	mid@noemail.com	mtp@noemail.com
Password	[REDACTED]				

How to find a participant and edit their account, log reading, and redeem rewards:

1. Log in to your branch Beanstack account.
2. Select “People” on the Beanstack Admin home page. There are two locations where “People” can be found and they are both circled in green below.



3. Select “Find a Person.” Enter the participant’s first and/or last name to search for them. There are additional fields you can use to search if you need to, such as in the event that the name may have been misspelled. Type in the information you have and press enter or select “Search.”



4. The results of your search will appear at the bottom of the page. Scroll down to see them.

Group Name School Challenge

[Search](#)

There are 28 results for your search.

[Didn't find the right person? Add an account.](#)

[Add offline reader.](#)

ACCOUNT CREATOR	READER	READER'S AGE
Amanda Connor Edit Email: atv [REDACTED] Usernam [REDACTED] Phone: 7 [REDACTED] Reader's Branch: Harrisburg Account Created: 06-24-2020 Account Last Updated: 06-29-2020	Amanda Connor	40
Amanda Cromer Edit Email: ac [REDACTED] Usernam [REDACTED] Phone: 9 [REDACTED] Reader's Branch: Kannapolis Account Created: 06-13-2020	Amanda Cromer	42

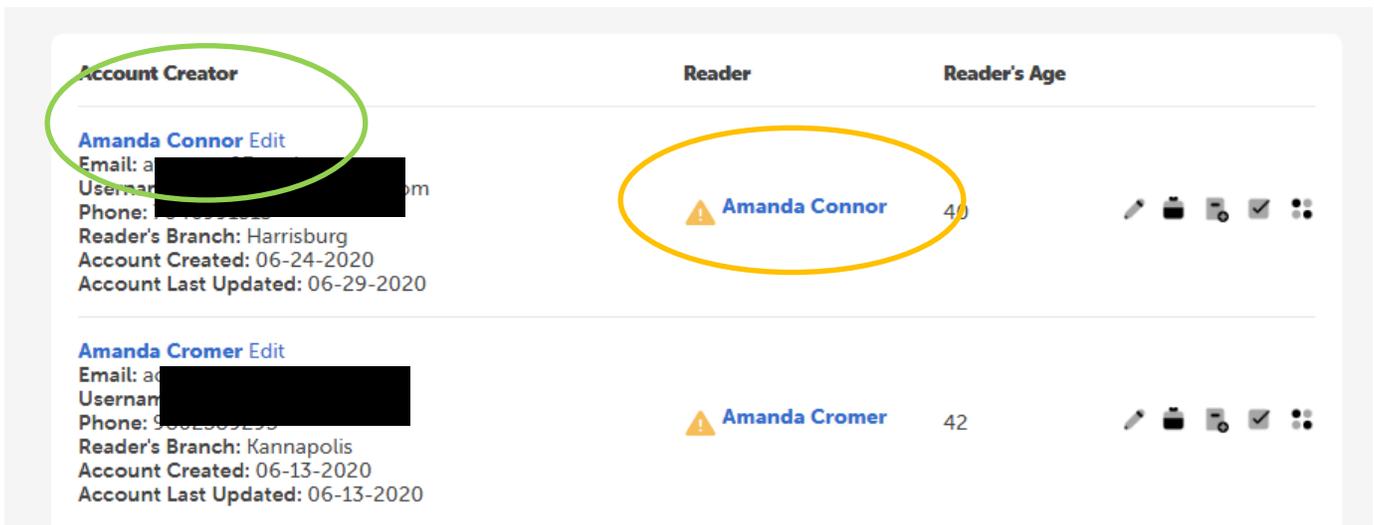
[Need Help?](#)

“Account Creators” are adults or teens who registered themselves and/or their families. “Readers” are family members registered by someone else. All results will display with the Account Creator’s name on the left (circled in yellow) and the relevant Reader in the middle (circled in green). In this case, the Account Creator and the Reader are the same.

5. From this screen you can view accounts, edit accounts, redeem prizes, and log reading and activities. To view or edit an account, first decide if you need to make a change to the Reader or the Account Creator (and through the Account Creator, all the participants on that account).

If you only want to change a Reader's account, you can use the icons on the right. They are defined in the table and circled in yellow in the screenshot below.

Symbol					
Function	Edit the Reader's name, age, and other personal information	Mark that the Reader redeemed or picked up a prize	Log reading	Log activities	Enroll or remove the Reader from challenges



The screenshot shows a table with columns for Account Creator, Reader, and Reader's Age. The first row shows an account for Amanda Connor. The Account Creator name is circled in green. The Reader name, Amanda Connor, is circled in yellow and has a yellow warning triangle next to it. The second row shows an account for Amanda Cromer. The icons for editing, marking redeemed, logging reading, logging activities, and managing challenges are visible on the right side of each row.

If you want to make changes to an entire account, click on the name of the Account Creator to access functions like deleting the account, editing information, and viewing reading logs, book reviews, or prize redemptions. If you need to log reading for everyone on the account, you will need to do so here. The Account Creator's name is circled in green above.

The yellow triangle indicates that the reader's account may need updating. If you see this triangle, Beanstack is probably going to ask you to update the reader's information before it allows you to take any other action.

6. Once you click on the Account Creator's name, you will see this screen. You can access more information about each Reader by clicking on each name. If you want to log reading for everyone on the account, click on "Log for All Readers" (circled in green) and enter the appropriate information.

The screenshot displays the account management interface for Jessi Ellenburg. At the top, there are three buttons: "Redeem Rewards", "Add Readers", and "Log for All Readers", with the latter being circled in green. Below the account name, a sign-in history entry shows "Last sign in on Tue, 20 Apr 2021 18:18:49 -0500". The "Readers" section lists three individuals: Etta Fink, Jessi Ellenburg, and Willa Fink, each with an "Edit Information" link. The "Account Info" section includes fields for Email, Phone Number, Library Branch (Concord), and Library Card (No), with an "Edit" button at the bottom. A "Need Help?" button is visible on the right side.

Jessi Ellenburg

Redeem Rewards Add Readers Log for All Readers

Last sign in on Tue, 20 Apr 2021 18:18:49 -0500

Readers

Etta Fink
Edit Information

Jessi Ellenburg
Edit Information

Willa Fink
Edit Information

Account Info

Email
[Redacted]

Phone Number
[Redacted]

Library Branch
Concord

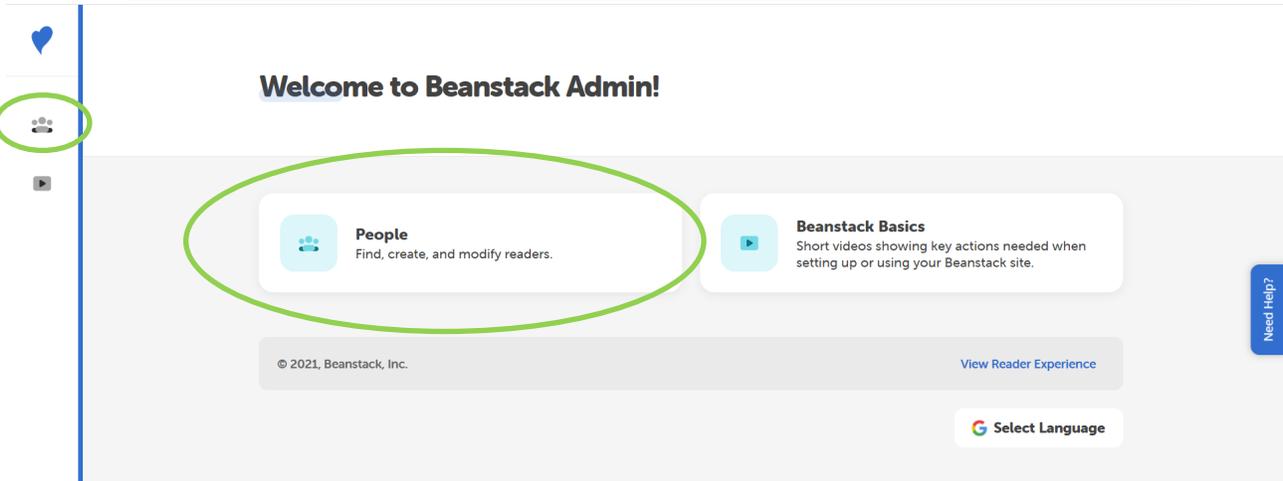
Library Card
No

Edit

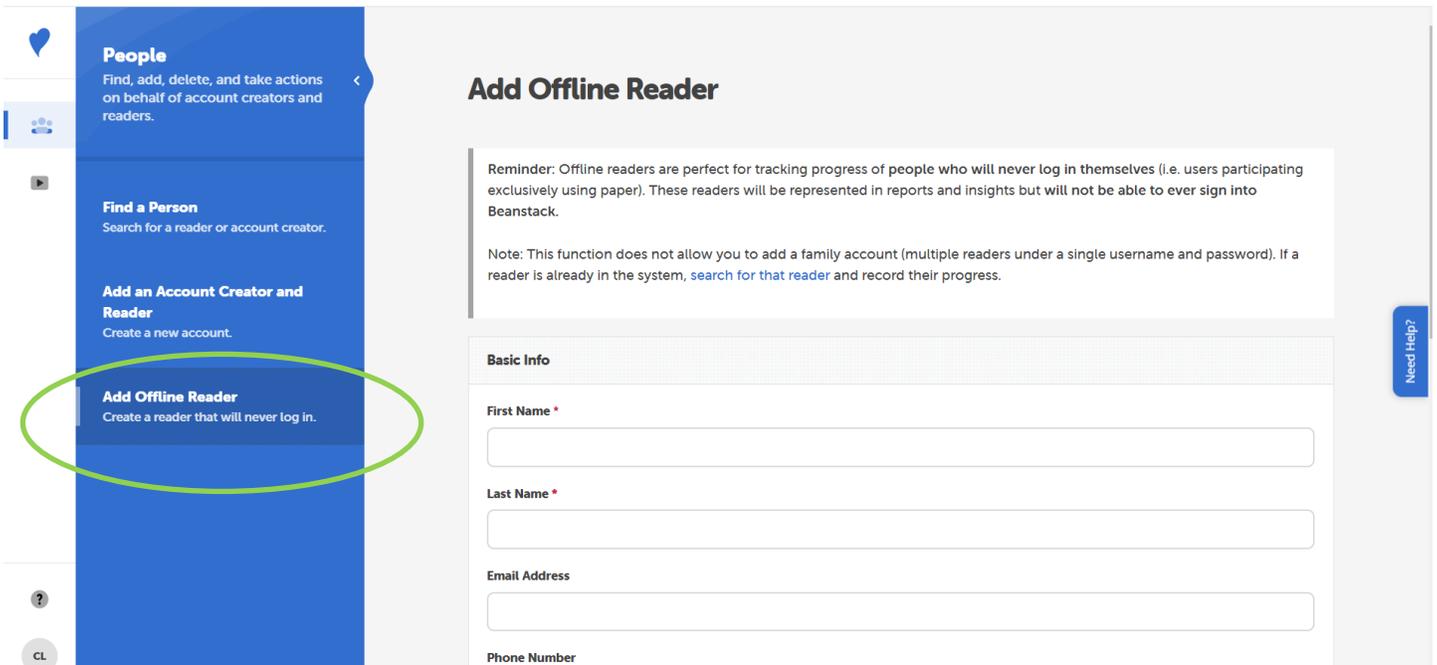
Need Help?

How to enter an Offline Reader:

1. Log in to your branch Beanstack account.
2. Select “People” on the Beanstack Admin home page. There are two locations where “People” can be found and they are both circled in green below.



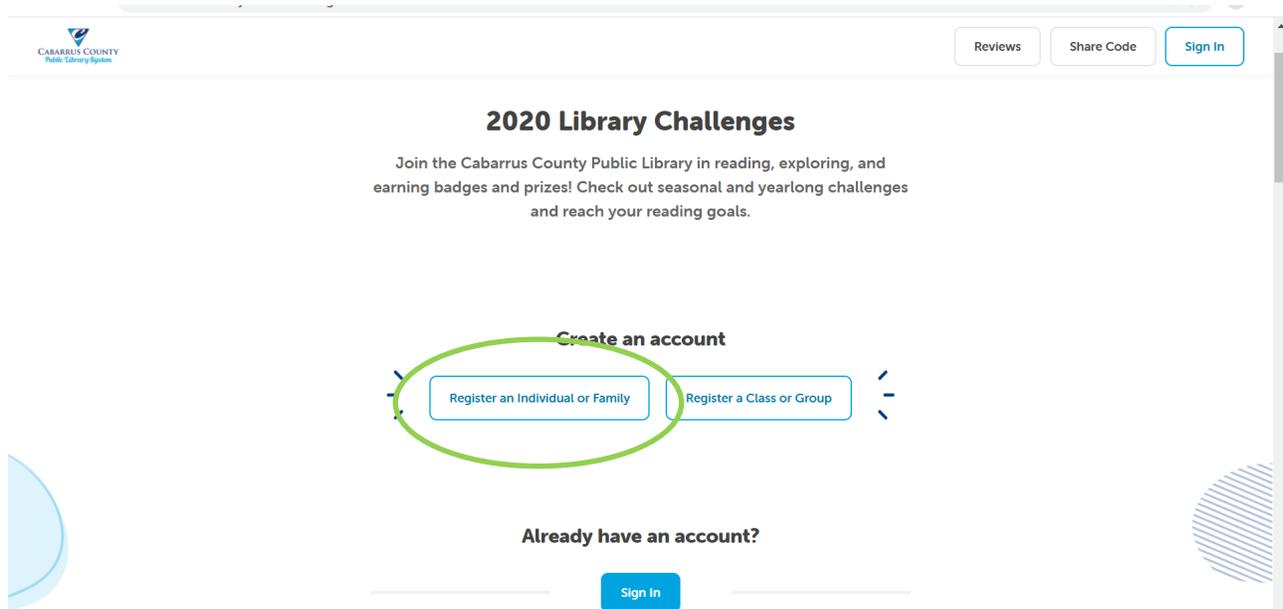
3. Select “Add Offline Reader.” Offline Readers can never log in to the Beanstack website on their own. The purpose of adding an Offline Reader is mainly to collect data for the library.



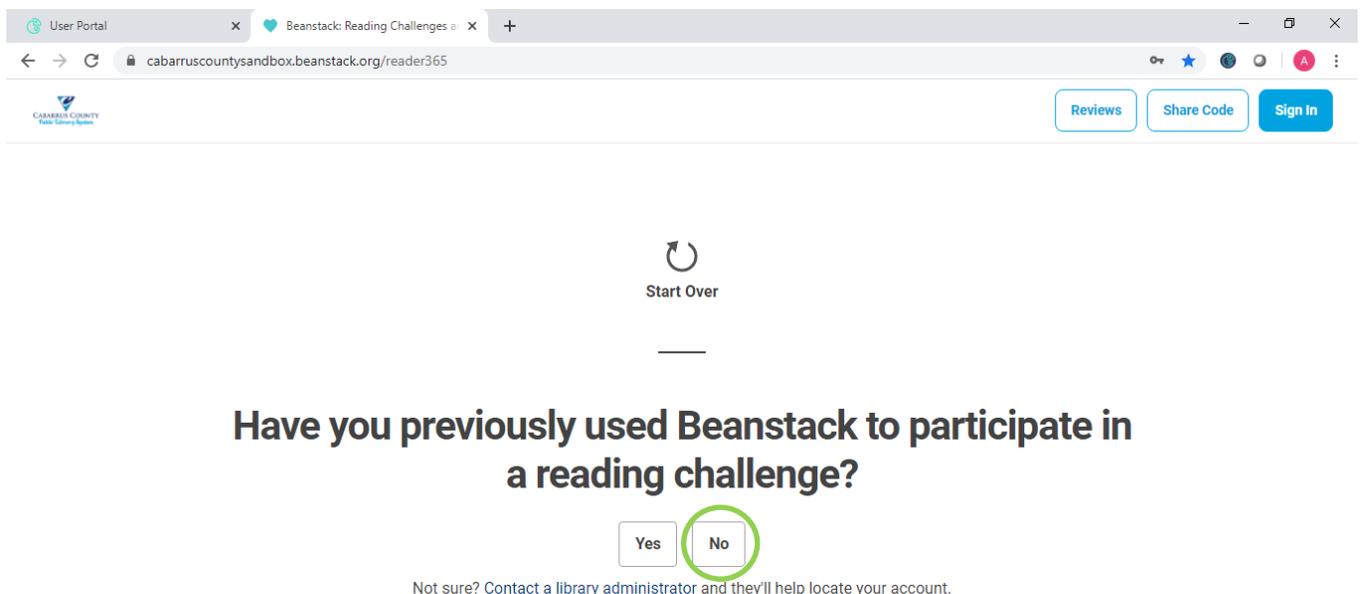
4. Fill in the information for your Offline Reader and click “Create Account” (no pictured). The Offline Reader is now in the system and you can search for them, make edits, and log reading, activities, and prize redemptions.

How to sign up for Beanstack:

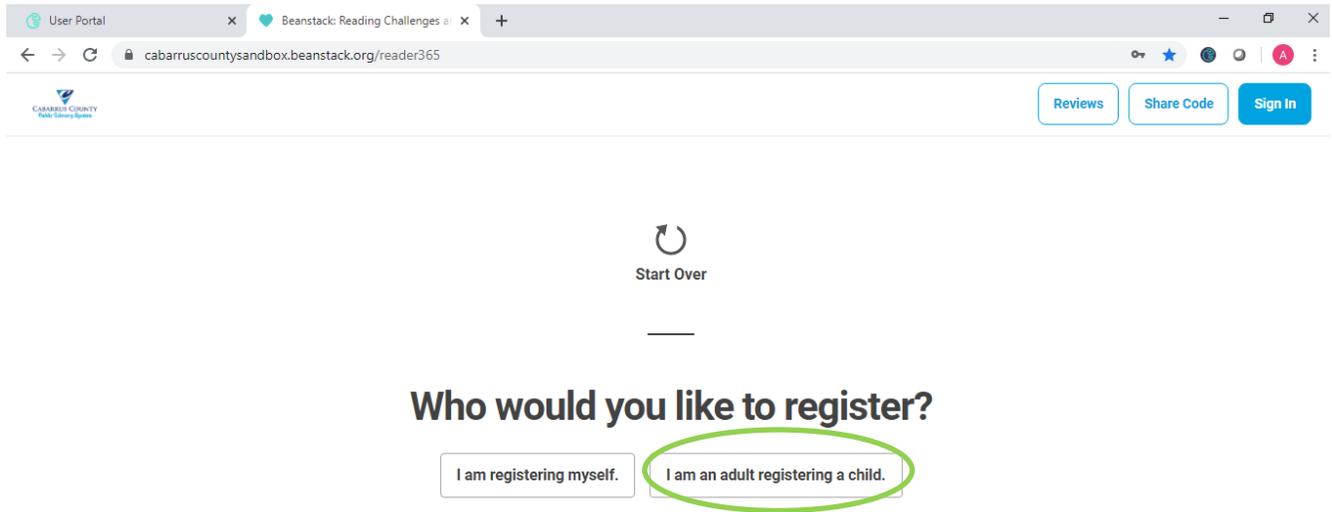
1. Go to the Beanstack site: <https://cabarruscounty.beanstack.org>
2. Scroll down and select "Register an Individual or Family" (circled in green below).



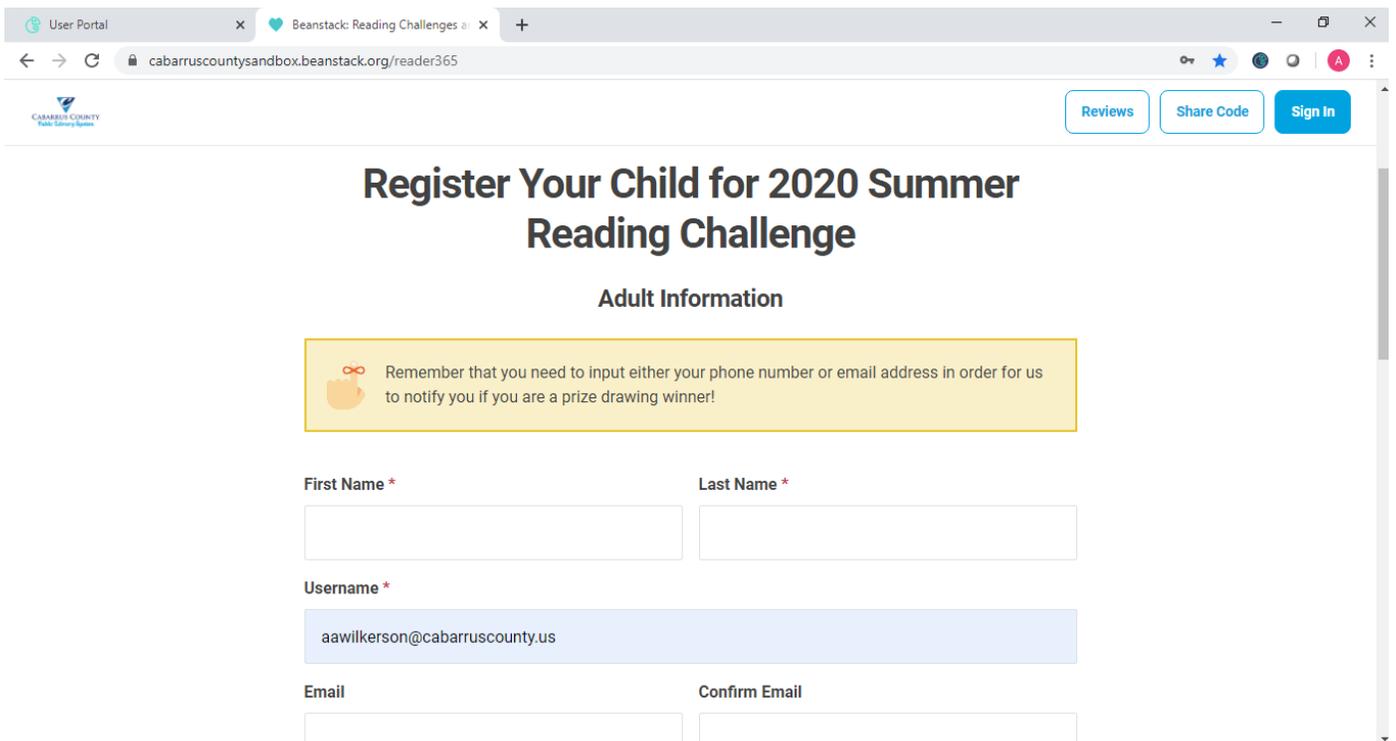
3. New registrants will select "No" to indicate that they have not previously set up a Beanstack account.



4. If a participant is an adult or teen registering only themselves, they will select “I am registering myself.” If they are an adult registering a child or registering a child and themselves, they will select “I am an adult registering a child” (circled in green). If the participant later wants to add participants (children, teens, or adults) to their account, they can also do so after registration.



5. Registrants will be asked to submit information about themselves. For participants also registering a child, Beanstack will ask them to submit the adult’s information first.



6. After entering information about themselves, participants registering a child will scroll down to input the child’s information. This is labeled “Reader’s Information.”

The screenshot shows a web browser window with the URL `cabarruscountysandbox.beanstack.org/reader365`. The page header includes the Cabarrus County Public Library System logo and navigation buttons for 'Reviews', 'Share Code', and 'Sign In'. The main heading is 'Reader's Information'. The form contains the following fields:

- What is your child's name? ***
 - First Name *
 - Last Name *
- How old is your child? ***
 - 6
- Do you have a library card? ***
 - Please choose an answer

Below the form is a grey box with the text: **Would you also like to receive a book recommendation for your child each week?**

7. Each time an adult finishes registering a child, Beanstack will ask if they would like to add another child. They can add an unlimited number of readers to their account.

The screenshot shows the same web browser window as above, but the form fields are hidden. The main heading is **Would you like to add another child?**. Below the heading are two buttons: 'Yes' and 'No'.

8. After clicking “No” to indicate they would not like to add another child, an adult will be asked if they would like to register themselves.



Would you like to register yourself?

9. If they select “Yes,” indicating they do want to register themselves, they will be asked a few additional questions about their age, library card, and preference about receiving book recommendation emails (generated by Beanstack). No information is duplicated; they will only enter email address, branch location, and other account information one time.

Register for 2020 Summer Reading Challenge

How old are you? *

42

Do you have a library card? *

Yes

Would you also like to receive book recommendations?

Book recommendations will show up on your *Recommendations* page and be sent to you by email or text message.

10. Next, participants are given the opportunity to register an additional adult on the family account.



Would you like to add another adult?

11. Click "Continue," seen below circled in green.



Great! You're all set up.



12. The participant will now see their Beanstack page. From this page, they can toggle between the Readers associated with their account (circled in green), edit information (circled in yellow), add more participants (circled in red), log reading (circled in blue), and more.

