

CLAIMS:

1. A method for facilitating the cleaning of a touch screen display, the method comprising:
 - receiving data from the touch screen display, the data relating to at least one
 - 5 touch event recorded on the touch screen display within a predetermined time period;
 - determining at least one touch metric based on the data;
 - comparing the touch metric to a predetermined threshold value;
 - in response to determining that the touch metric exceeds the predetermined
 - threshold, sending a notification message to a staff computing device, the staff
 - 10 computing device being external to the touch screen display; and
 - in response to receiving a response to the notification message, initiating a cleaning procedure.
2. The method of claim 1, wherein initiating the cleaning procedure comprises
- 15 causing the touch screen display to enter a cleaning mode.
3. The method of claim 2, wherein causing the touch screen display to enter a cleaning mode comprises disabling inputs of the touch screen display.
- 20 4. The method of claim 2, wherein causing the touch screen display to enter a cleaning mode comprises causing touches recorded by the touch screen display to be recorded as cleaning touches.
5. The method of any one of claims 2 to 4, wherein causing the touch screen
- 25 display to enter a cleaning mode comprises causing touch data recorded within the predetermined time period to be displayed on the touch screen display based on the location at which each touch event occurred.
6. The method of any one of claims 1 to 5, wherein initiating the cleaning
- 30 procedure comprises providing cleaning instructions to a user.
7. The method of claim 6, wherein the cleaning instructions are provided via at least one of the staff computing device or the touch screen display.
- 35 8. The method of any one of claims 1 to 7, wherein the data includes at least one of:

coordinate data relating to the location on the touch screen display at which the touch event was recorded;

time data relating to the time at which the touch event was recorded; and

type data relating to the type of touch event that was recorded.

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9. The method of any one of claims 1 to 8, further comprising:

receiving data from at least one peripheral of the touch screen display, the data relating to at least one use event associated with use of at least one peripheral of the touch screen display;

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determining at least one use metric based on the data;

comparing the use metric to a predetermined use threshold value;

in response to determining that the touch metric exceeds the predetermined threshold, sending a notification message to a staff computing device; and

in response to receiving a response to the notification message, initiating a peripheral cleaning procedure.

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10. The method of any one of claims 1 to 9, wherein the metric comprises the number of touches recorded within the predetermined time period.

20 11. The method of any one of claims 1 to 10, further comprising awaiting a notification that cleaning has finished, and terminating the cleaning procedure upon receiving the notification.

25 12. The method of claim 11, wherein terminating the cleaning procedure comprises causing the touch screen display to return to a normal operating mode.

30 13. The method of any one of claims 1 to 12, further comprising determining that the touch metric does not exceed the predetermined threshold and does exceed a predetermined warning threshold, sending a warning notification message the staff computing device.

35 14. The method of any one of claims 1 to 13, further comprising identifying the staff computing device is associated with the display, retrieving the contact information for the staff computing device, and using the retrieved contact information to send the notification message.

15. The method of any one of claims 1 to 14, further comprising determining that a response to the notification message was not received within a predetermined time period, and initiating an escalation procedure, the escalation procedure comprising sending an escalation message to an additional staff computing device, the additional
5 staff computing device being external to the touch screen display.

16. The method of any one of claims 1 to 15, wherein the response to the notification message is received from the staff computing device.

10 17. A method of prompting compliance with a cleaning program the method comprising:

receiving touch event data associated with a touch screen display, wherein the touch event data relates to at least one touch event recorded on the display while the display was not in a cleaning mode, and wherein the touch event data comprises
15 location data relating to a location of the at least one touch event;

displaying the touch event data on the display in at least one location corresponding to the location data;

receiving cleaning data from the touch screen display, the cleaning data relating to at least one touch event recorded on the touch screen display while the touch screen
20 display was in a cleaning mode;

comparing the cleaning data to the received touch event data;

in response to determining that the cleaning data corresponds to the previously recorded touch event data, modifying the touch event data by erasing at least some touch event data and modifying the location data associated with at least some touch
25 event data; and

displaying the updated touch event data on the display.

18. The method of claim 17, wherein upon determining that all touch event data has been erased, determining that the touch screen display has been cleaned.
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19. The method of claim 14, wherein determining that the cleaning data corresponds to the previously recorded touch event data comprises determining that the cleaning data relates to touch events that occurred in a corresponding area of the touch screen display as the previously recorded touch event data.
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20. A system for facilitating the cleaning of a touch screen display, the system comprising:
a touch screen display; and
a server system in communication with the touch screen display,
5 wherein the server system is configured to execute the method of any one of claims 1 to 19.
21. The system of claim 20, further comprising a staff computing device in communication with the server system.
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22. The system of claim 20 or claim 21, wherein the server is a cloud based server system.
23. A method for facilitating the cleaning of a shared surface, the method
15 comprising:
receiving data from an imaging device, the data relating to at least one contact event determined to have occurred to the shared surface within a predetermined time period;
determining at least one contact metric based on the data;
20 comparing the contact metric to a predetermined threshold value;
in response to determining that the contact metric exceeds the predetermined threshold, sending a notification message to a staff computing device, the staff computing device being external to the shared surface; and
in response to receiving a response to the notification message, initiating a
25 cleaning procedure.
24. The method of claim 23, wherein the data includes at least one of:
coordinate data relating to the location on the shared surface at which the touch event was recorded; and
30 time data relating to the time at which the touch event was recorded.
25. The method of claim 23 or claim 24, wherein initiating the cleaning procedure comprises providing cleaning instructions to a user.
- 35 26. The method of claim 25, wherein the cleaning instructions are provided via at the staff computing device.

27. The method of any one of claims 23 to 26, wherein the metric comprises the number of touches recorded within the predetermined time period.
- 5 28. The method of any one of claims 23 to 27, wherein the sensor device comprises at least one of a digital camera, heat sensor, bi-spectral camera, CCTV camera, proximity sensor, infra-red sensor or ultrasonic sensor.
- 10 29. The method of any one of claims 23 to 28, further comprising awaiting a notification that cleaning has finished, and terminating the cleaning procedure upon receiving the notification.
- 15 30. The method of any one of claims 23 to 29, further comprising displaying data received from the imaging device on a display, and receiving data from a user indicating an area of the received data that should be associated with the shared surface.
31. A system for facilitating the cleaning of a shared surface, the system comprising:
a sensor device; and
20 a server system in communication with the sensor device,
wherein the server system is configured to execute the method of any one of claims 23 to 30.
- 25 32. The system of claim 31, further comprising a staff computing device in communication with the server system.
33. The system of claim 31 or claim 32, wherein the server is a cloud based server system.