Self-Service in UCD Library

UCD Library’s strategic plan includes the development of self-service options as an essential strategic goal.

2014 & 2015 saw the development of new self-service options

• Online room booking
• Online fines payments
• A fines payment kiosk
• Self-Service laptop loans

Since September 2014 staff have been actively encouraging Library users to avail of the self-service options

BENEFITS

• As staff are freed from routine transactions at desks they have more time for reference queries as well as participating in other activities
• Self-service ensures services and facilities are accessible to a greater number of Library users outside of traditional opening hours
• Distance from the campus no longer disadvantages students who wish to book rooms
• Optimises the use of materials which can be borrowed and renewed at all times
• Fines can be cleared even when the desks are closed

FUTURE DEVELOPMENTS

• Online booking of the Postgraduate Research Centre (Feb 2015)
• Online booking of Single Study Rooms (Feb 2015)
• Increase in number of Laptops (tbc)
• Expansion of RFID to all sites (tbc)
• Ongoing promotion of Self-Service