

Serving yourself.....



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



Laptop Loans



Room Booking

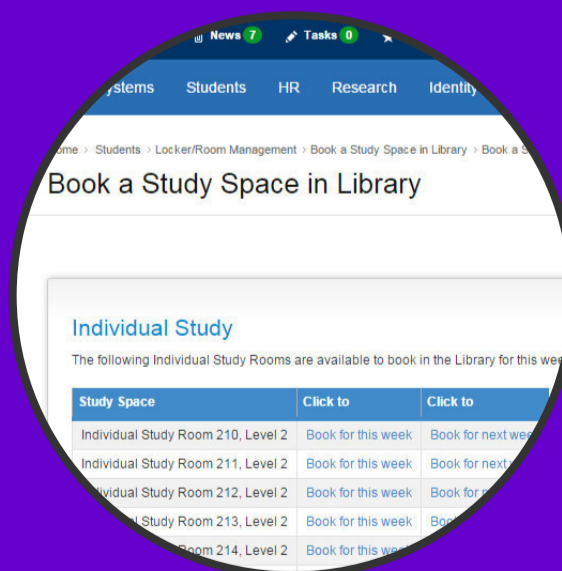


Fines Kiosk

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