Library Service Developments
LITS and Client Services Collaboration
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Online Chat

The online chat offers assistance with simple research questions, such as how to find books or journal articles on a particular topic, or general information about the Library collections and services.

UCD Library uses Springshare LibChat, a single platform for all our online reference needs. The chat widget is embedded into the Library ‘Contact Us’ page. It allows real-time chat with Librarians, from any location. If a Librarian is online, the chat box will show ‘Available’. There are also chat facilities for the Richview and Health Sciences Libraries.

Advantages:
~ Chat can be used from any location
~ Allows students to get an instant response to general queries
~ Reduces footfall to the desk for small queries
~ Reduces number of phone queries to the desk

~ Students can consult directly with Librarians

Online Fine Payment

The online fine payment service allows students to pay Library fines using their UCard via UCD Connect. When paying a fine, students select ‘Pay a Library Fine’ in the My Library Account channel in UCD Connect. This opens the ‘Pay a Library Fine’ page. The student current UCard balance and Library fine balance will be shown and they can now pay as much of the fine as they wish with all balances updating accordingly in real-time.

Prior to the online fine payment service, fines could only be paid by cash and in person in the Library. The integration of Millennium with the UCard system means that students can now pay fines anytime and from any location, at their convenience.

Advantages:
~ Fines can be paid at anytime from any location
~ Users are more empowered
~ Promotes a more modern, electronic based library
~ Reduces the need to carry cash
~ Reduces footfall to the desk

Online Room Bookings

Currently students are required to book group study rooms at the desk. To improve this service UCD Library will be launching a new online booking facility, LibCal Room Booking system by Springshare, in the new year.

The online room booking system will allow students to book group study rooms in all library sites. Students can see a list of study rooms available, as well as a list of available times. Information is available for each room which includes a picture of the room as well as the number of seats, network points etc. An email is sent to the student who then clicks a link to confirm the booking. No library staff involvement is required. Users are required to select their School/College when booking and this information can be used for statistics purposes.

Advantages:
~ Allows patron to feel much more engaged in Library experience
~ Promotes a more modern, electronic based library
~ Rooms can be booked from any location at anytime
~ Connection to our mobile users
~ Students can view room availability for all library sites in real time and book a room themselves without any interaction with library staff
~ Reduces footfall to the desk

Extension of Self-Service to all sites

Self-service machines have been in use in the James Joyce, Health Sciences and Veterinary Libraries for a number of years. They have proved to be very successful in allowing patrons to issue or return library books themselves, at their convenience.

With the success of the Library self-service machines in these libraries already, it was decided to extend the self-service facility to all library sites. Thus, in the event of queues at the desk or outside of service hours, a patron can view their account information and return, renew or issue books without staff assistance.

Advantages:
~ Allows the issuing and returning of books outside desk hours
~ Allows patron to feel much more engaged in Library experience
~ Promotes a more modern, electronic based library
~ Reduces footfall to the desk

RFID in Blackrock & Vet

RFID makes borrowing and returning books faster and easier for Library patrons. In tandem with the extension of self-service facilities to all Library sites, RFID has now been introduced in the Blackrock and Veterinary libraries.

With the introduction of RFID in more sites, UCD Library aim to enhance the Library experience for all patrons by streamlining the circulation process and making it more intuitive and straight-forward.

Advantages:
~ Returns are discharged immediately – patrons can avail of full borrowing entitlements once returns are placed in drop-box
~ User-friendly – makes borrowing and returning books faster and simpler
~ More intuitive – eliminates possibility of confusion when scanning barcodes
~ Allows patron to feel much more engaged in Library experience