Integrated Self-Pickup Service at the National Library of Public Information (NLPI) in Taiwan: A Resilient Infrastructure

Security Gate
- Only readers with reservations can enter to access their library card.
- The alarm goes off when detachment books without check out.

Inquiry Kiosk
- Used library card or how to reach the location of reserved books.
- The analog button on the bookshelf will light up after the inquiry.

RFID Bookshelf
- The bookshelf出动 and analog button can guide readers to pick up books.
- The antenna in the bookshelf detects the presence of books in real-time.

Self-checkout
- Two self-checkout machines are available in the area.
- Books can also be checked out through the Library App.

Self-pickup Locker
- Metal boxes, large format books, and restricted books management.
- Box is designed to be used only by accessing the library card.

Reserved Book Management System
- Add / delete items from reservation bookshelves.
- Book location management.
- Incident & Statistical report.

Highly Efficient Reserved Book Management

Ease the workload of staff
- The open-shelf management system allows multiple readers to pick-up reserved books at the same time.
- The security rate can reduce the loss rate of reserved books.

With more flexibility
- Each device can be maintained or uninstalled independently.
- Contain a greater number of books while occupying less space compared to self-service pickup lockers.

Zero-Touch Service
- Readers can check out reserved book through self-service without the assistance from librarians.
- Mobile checkout allows multiple readers to check out books at the same time.

Increasing Reservation Requests and User Satisfaction

User Satisfaction 4.6/5
Reservation Requests Increased by 50%

Decreasing Digital Gap and Supporting Lifelong Learning

NO POVERTY
QUALITY EDUCATION