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6th International Innovation & Design in Library & Information Science Competition (InDeLib2023)



MAPPING THE LIBRARY OF TOMORROW THROUGH INNOVATION

Editors

Asmadi Mohammed Ghazali
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PREFACE

The first International Innovation & Design in Library & Information Science Competition (InDeLib) was held in 2016 at the international level. InDeLiB became a brand name linked to the Faculty of Information Management, UiTM Kedah Branch, known to many local and international learning institutions. InDeLib is open to all organizations (libraries), librarians, professionals, researchers, academicians, teachers, and students from institutes of higher learning, college, secondary and primary schools. They share their ideas or methods throughout innovation and invention, particularly in library and information science. The 6th InDeLib 2023 is endorsed by the Librarians Association of Malaysia and the National Library of Malaysia.



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ENHANCING LIBRARY SERVICES VIA TECHNOLOGY: IN-HOUSE DEVELOPMENT OF AN ONLINE LIBRARY BOOKING SYSTEM

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Abstract

The Library Tech Tool Online Booking (LTTOB) is an online library booking system for equipment, tools, or devices available at the IPPT Library for all Universiti Sains Malaysia (USM) members. The primary function of this system is to allow library users to make reservations and facilitate staff in managing those bookings. Access to the LTTOB system is granted through the "Identiti@USM" login. LTTOB streamlines the user booking process, starting from the application, checking the reservation status, and concluding with the completion of the booking. Equipped with availability schedules, locations, and space statuses displayed on the main menu, it simplifies user decision-making. A green indicator signifies available spaces and devices, while pink indicates a space has been filled or reserved. This user-centric LTTOB system is user-friendly and easily managed by library staff. The system's features allow each device and tool to be set according to different time slots and locations. Staff can make adjustments, amendments, or temporary blocks to the slots and dates indicated in the provided schedule grid. Booking statistics can be generated through the LTTOB system for analysis reports and monitoring purposes. In essence, this system's development streamlines processes for staff and users. The LTTOB system is a user-friendly application that aids in monitoring services and is easy to use. It greatly assists the library in providing a customer-friendly experience while facilitating effective service monitoring.

Keywords

Online Booking System, Library Tech Tool, Reservations Management

Novelty & Uniqueness

The Online Library Booking System's novelty and uniqueness lie in its groundbreaking approach to enhancing user convenience and administrative efficiency. Unlike traditional library systems, this platform integrates modern technology and user-centric features to create a seamless reservation experience.

1. **User-Centric Design:** The system's emphasis on user convenience sets it apart. Its intuitive interface enables users to easily browse and select equipment, tools, or devices, while the real-time availability indicators (green for available, pink for reserved) enhance decision-making.
2. **Integrated Authentication:** The system employs the "Identiti@USM" login, streamlining access for university members and enhancing the system's security.
3. **Customizable Reservations:** The system's uniqueness lies in its flexibility. Each tool or device can be tailored to specific time slots and locations, empowering administrators to optimize resource allocation.
4. **Real-Time Updates:** The dynamic availability indicators provide real-time updates, enabling users to make informed decisions promptly. This real-time feature ensures accuracy and reduces frustration caused by outdated information.
5. **Statistical Insights:** The system's ability to generate booking statistics offers administrators valuable insights. This analytical approach aids in strategic planning, resource management, and service optimization.
6. **Centralized Management:** Library staff benefit from a centralized administrative hub. They can make adjustments, amendments, or temporary booking blocks, facilitating smooth operations.

The Online Library Booking System's novelty and uniqueness stem from its blend of cutting-edge technology, user-centricity, flexibility, and comprehensive administrative tools. This combination elevates the user experience, transforms library resource management, and positions the institution at the forefront of modern library services.

Potential Commercialization

The potential commercialization of this innovative Online Library Booking System opens up exciting avenues for both revenue generation and market expansion. By offering this system as a product or service to other educational institutions, libraries, and organizations, several opportunities for monetization and growth emerge.

1. **Licensing and Subscription Model:** The system can be offered to other universities, colleges, or libraries through a licensing or subscription model. Institutions can pay a fee to access and utilize the platform, allowing them to streamline their equipment reservation processes.
2. **Customization and Integration Services:** The system's flexibility allows for customization to suit the unique needs of different organizations. Customization and integration services for specific requirements can be a lucrative revenue stream.
3. **Maintenance and Support:** Providing ongoing technical support, updates, and maintenance services can be packaged as a premium offering. Institutions often seek reliable support for smooth system operation.
4. **Training and Consultation:** Developing training programs and offering consultation services to optimize the system's usage can create additional revenue streams.
5. **Partnerships and Collaborations:** Collaborating with industry events, conferences, or associations can increase visibility and credibility. These partnerships can attract potential clients and establish the system as a leader in its niche.
6. **Research and Development:** Feedback from clients can drive continuous improvements and updates. Investing in research and development based on market demands can enhance the system's features and maintain a competitive edge.

In conclusion, the Online Library Booking System's commercialization potential rests on its innovative features, adaptability, and user-friendly design. By strategically pricing and packaging the system's offerings and services, the institution can leverage its technology to enhance library services and create a sustainable revenue stream, furthering its financial growth and industry influence.

Acknowledgement

We extend our heartfelt gratitude to the AMDI Director, Chief Librarian, lecturers, library staff, and IT team for their instrumental roles in creating the innovative Online Library Booking System. Your collaborative efforts and expertise have revolutionized our library operations, enhancing user experiences. The visionary leadership of the Director and Chief Librarian, insights from lecturers, meticulous work of library staff, and technical excellence of the IT team have collectively shaped this transformative solution. Your contributions have elevated our institution, setting new standards in resource management and user-centric services. Thank you for your invaluable dedication and commitment to this achievement.