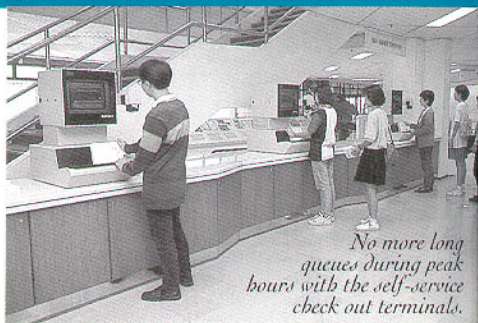


NP Library goes

Self Service




No more long queues during peak hours with the self-service check out terminals.

Staff and students of NP now no longer need to wait in long queues at the Circulation Counter just to check out a book. Thanks to the three units of self-service terminals which have recently gone on 'live' in June, users can now check out the loans themselves.

The self-service terminals from 3M Singapore each supports a self-issuing system, with built-in security, which automates the loan process, enabling users to checkout their loans without intervention from library staff.

The introduction of self-service terminals has not only helped to reduce routine workload at the front desk, it also has enabled us to direct our attention to other areas of work. We are now able to provide more personalised service than before. This certainly helps to expand the scope of our services at the Counter.

The addition of the self-service terminals is, in fact, part of the library's IT implementation plan to automate various aspects of library operations and services. The library's continual effort at automation has helped them to maintain the same staff strength as they had 10 years ago - this despite servicing a rapidly growing user population, which has increased from slightly more than 3500 students a decade ago to the current 15,000. Besides reducing manpower requirements, automation has also helped us to enhance the efficiency and productivity of our services. 

*by Caroline Phua
Reference Librarian*