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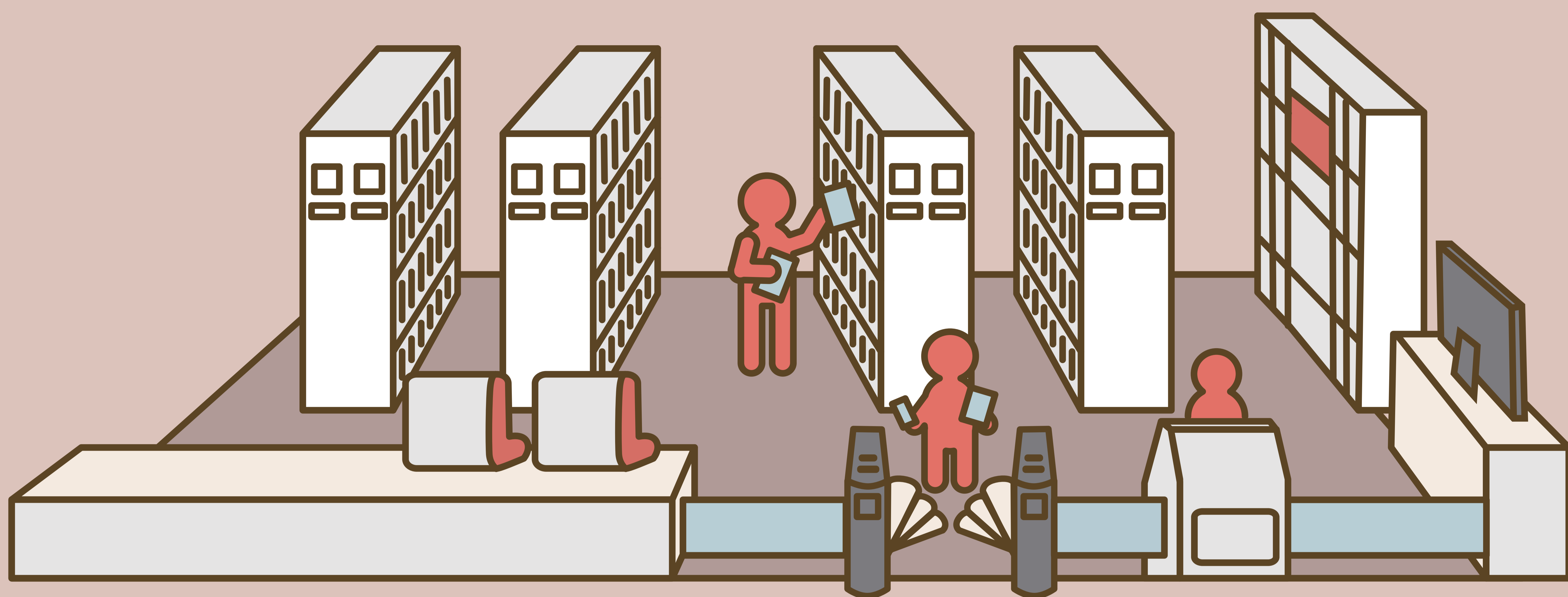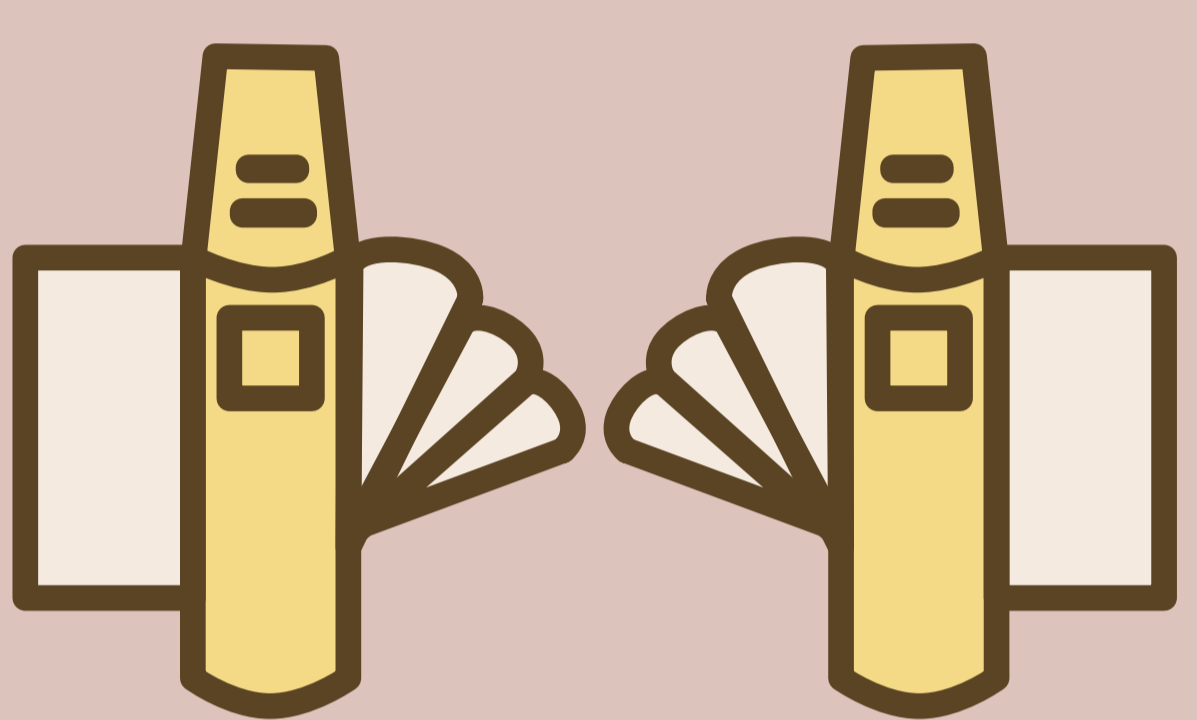## at the National Library of Public Information (NLPI) in Taiwan :
A Resilient Infrastructure

國立公共資訊圖書館
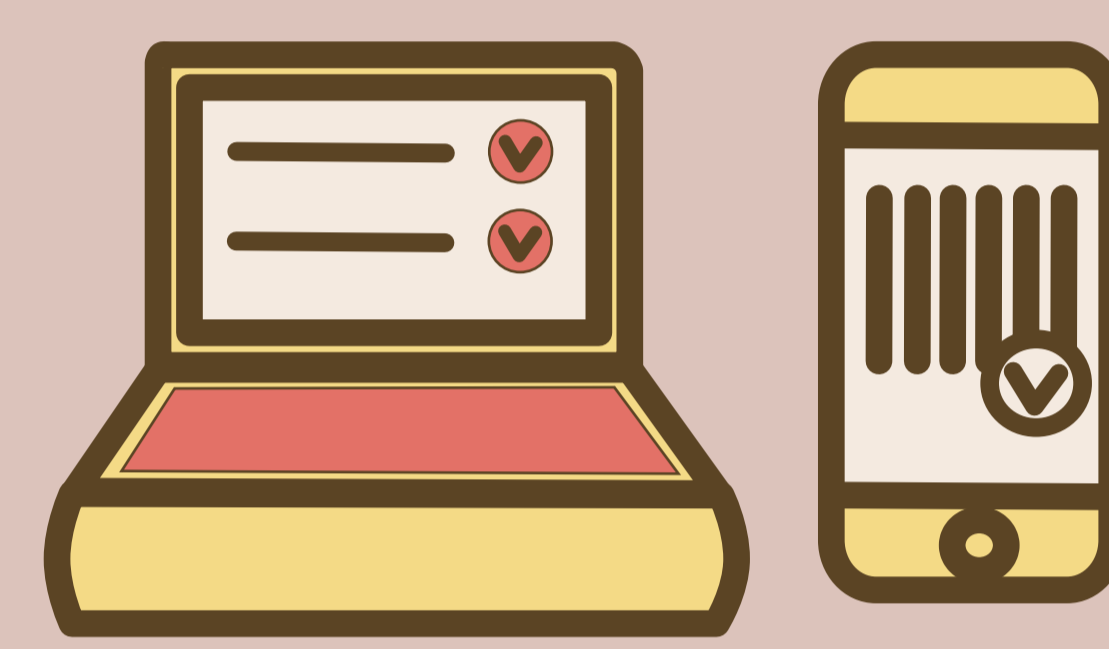**NATIONAL LIBRARY of PUBLIC INFORMATION**

Security Gate
- Only readers with reservation can enter by scanning their library card.
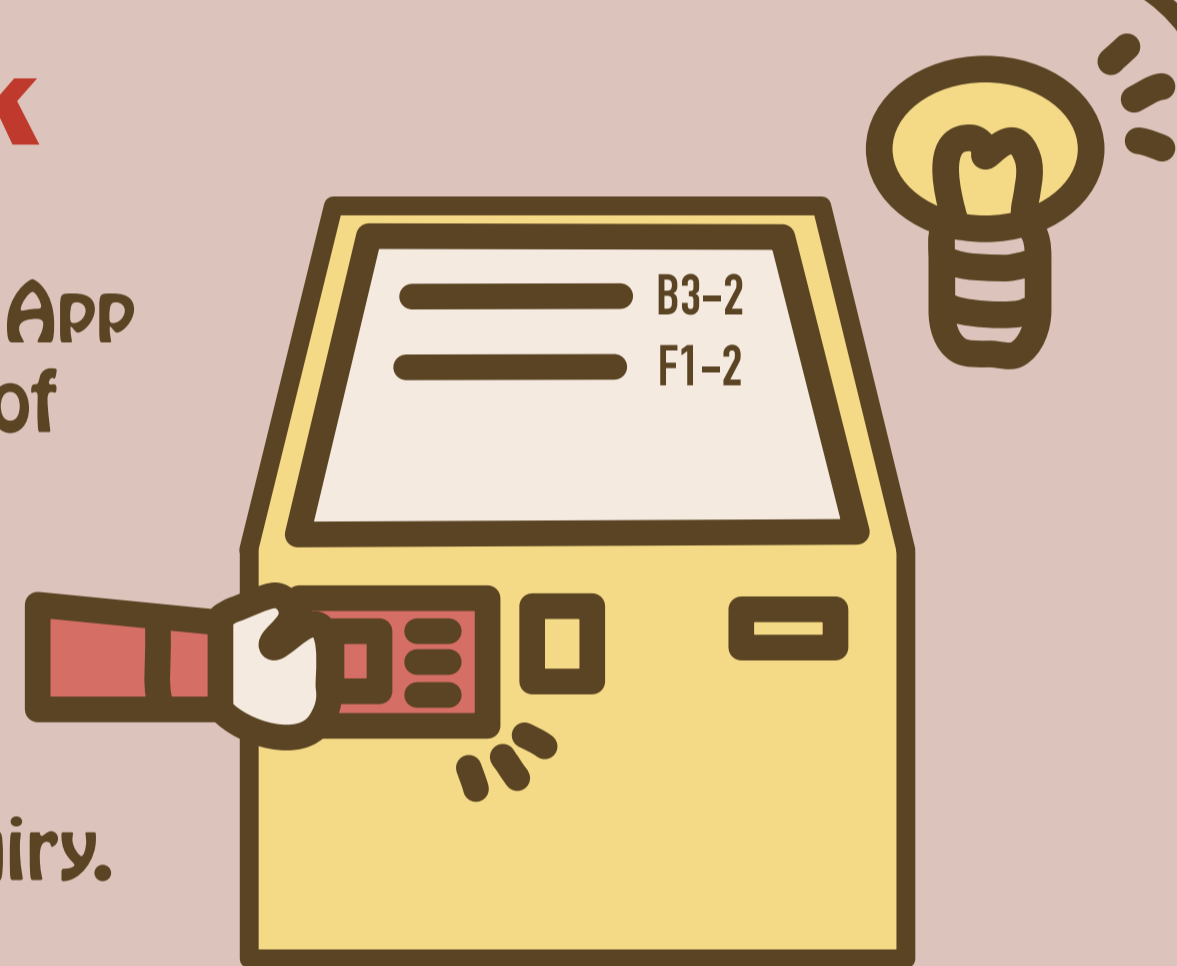- The alarm goes off when detecting books without check out.

Inquiry Kiosk
- Using library card or App to reach the location of reserved books.
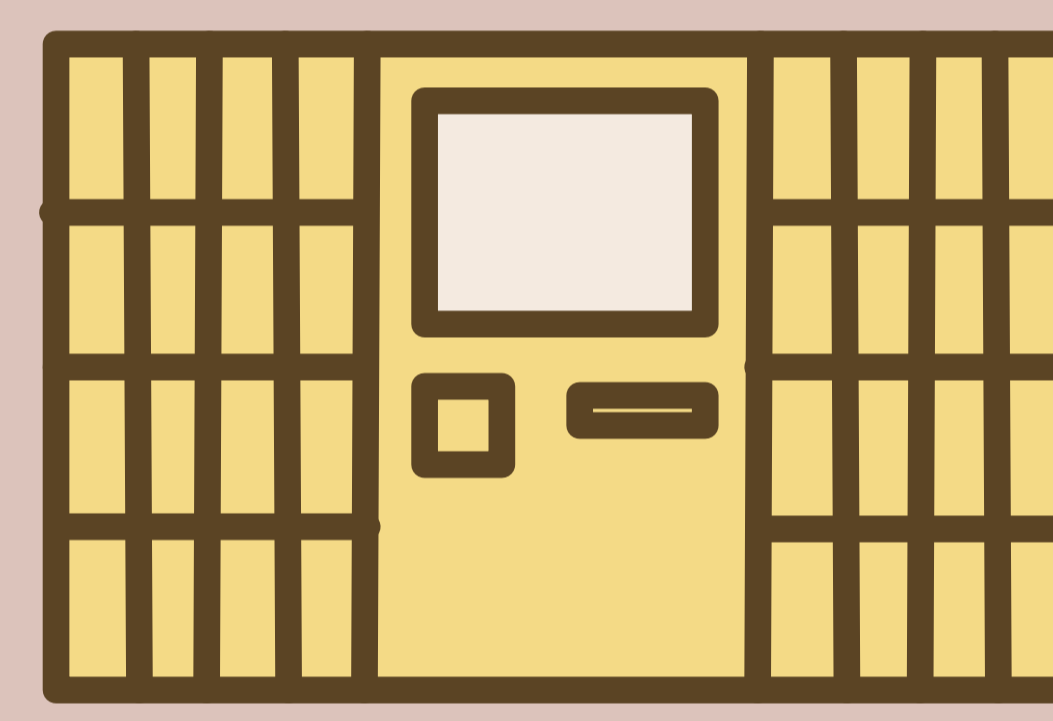- The guide lights on bookshelf will light up after the inquiry.

RFID Bookshelf
- The bookshelf signage and guide lights can guide readers to pick up books.
- The antenna in the bookshelves detects the location of books in real time.

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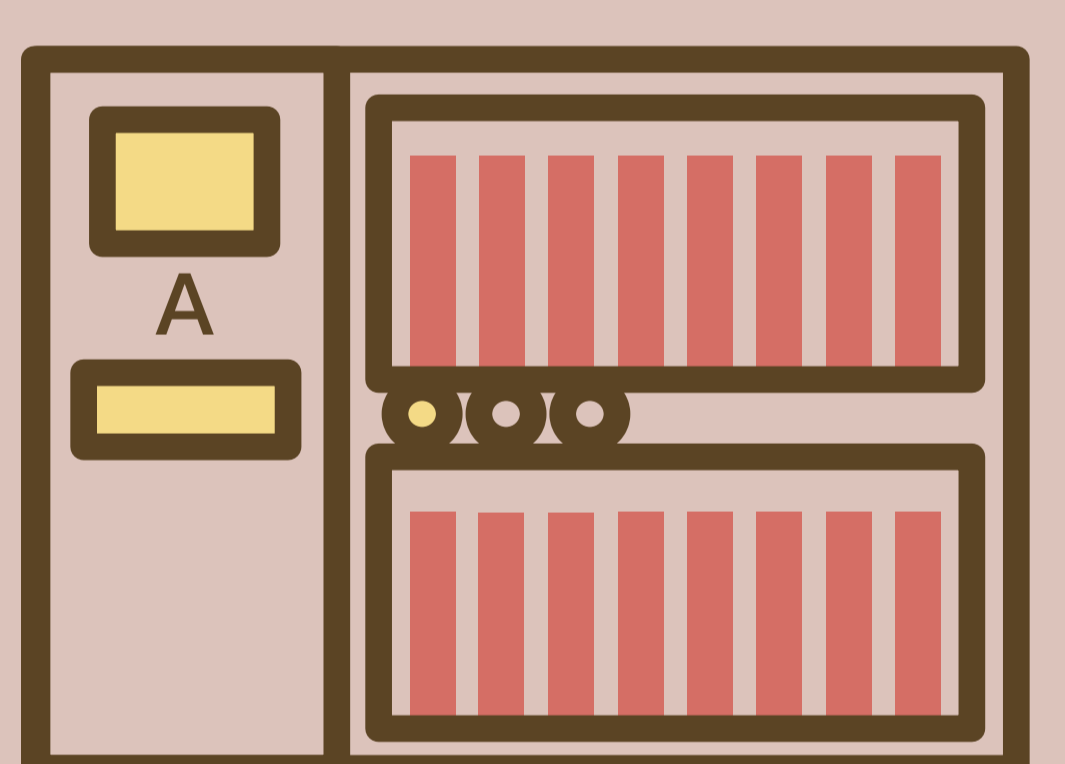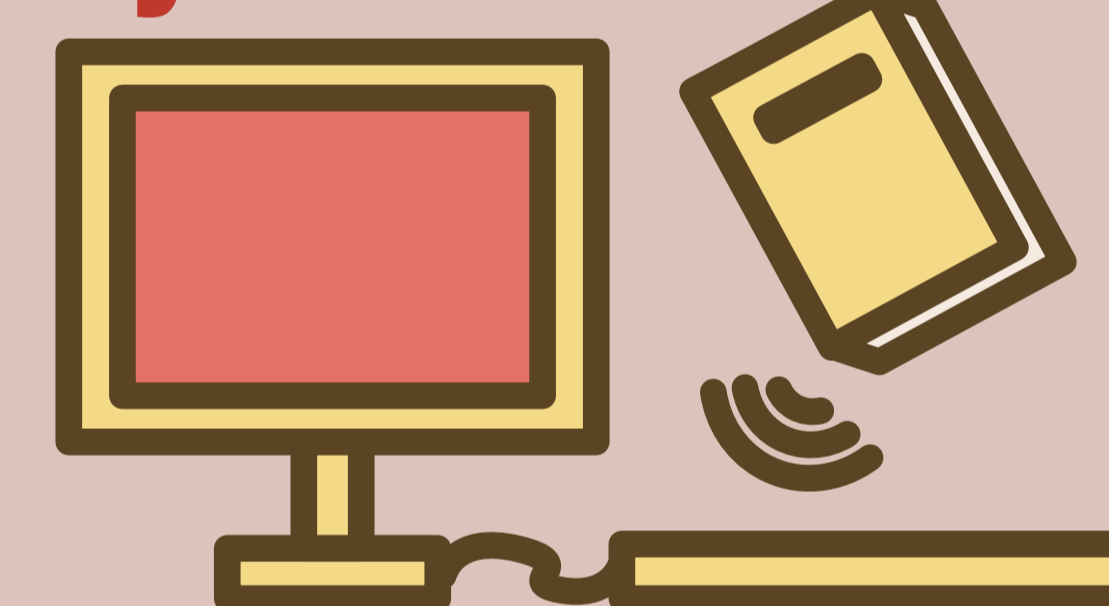- Books can also be checked out through the Library App.

Self-pickup Locker
- Metallic books, large format books, and restricted books management.
- Open the designated cabinet door by sensing the library card.
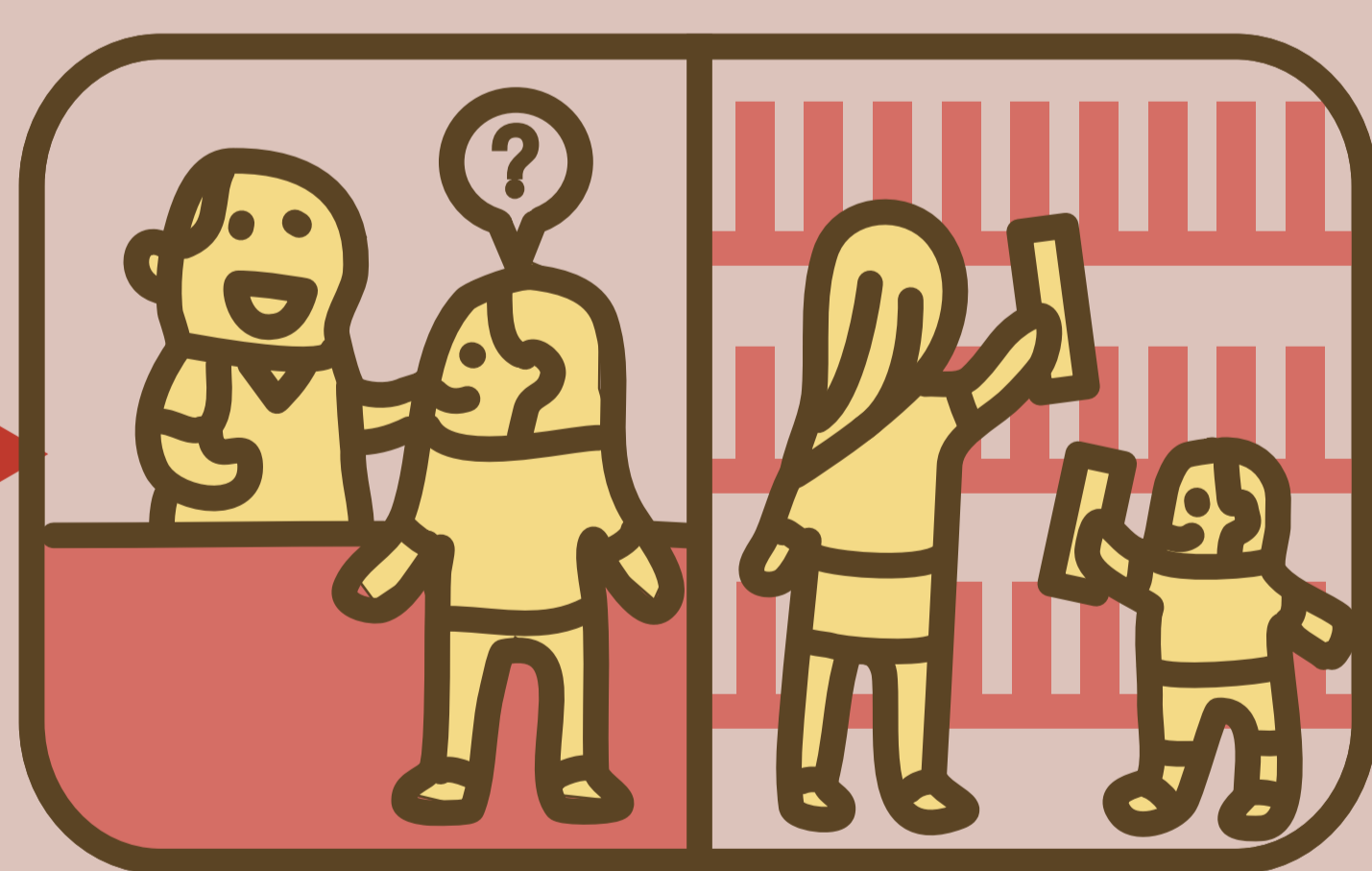
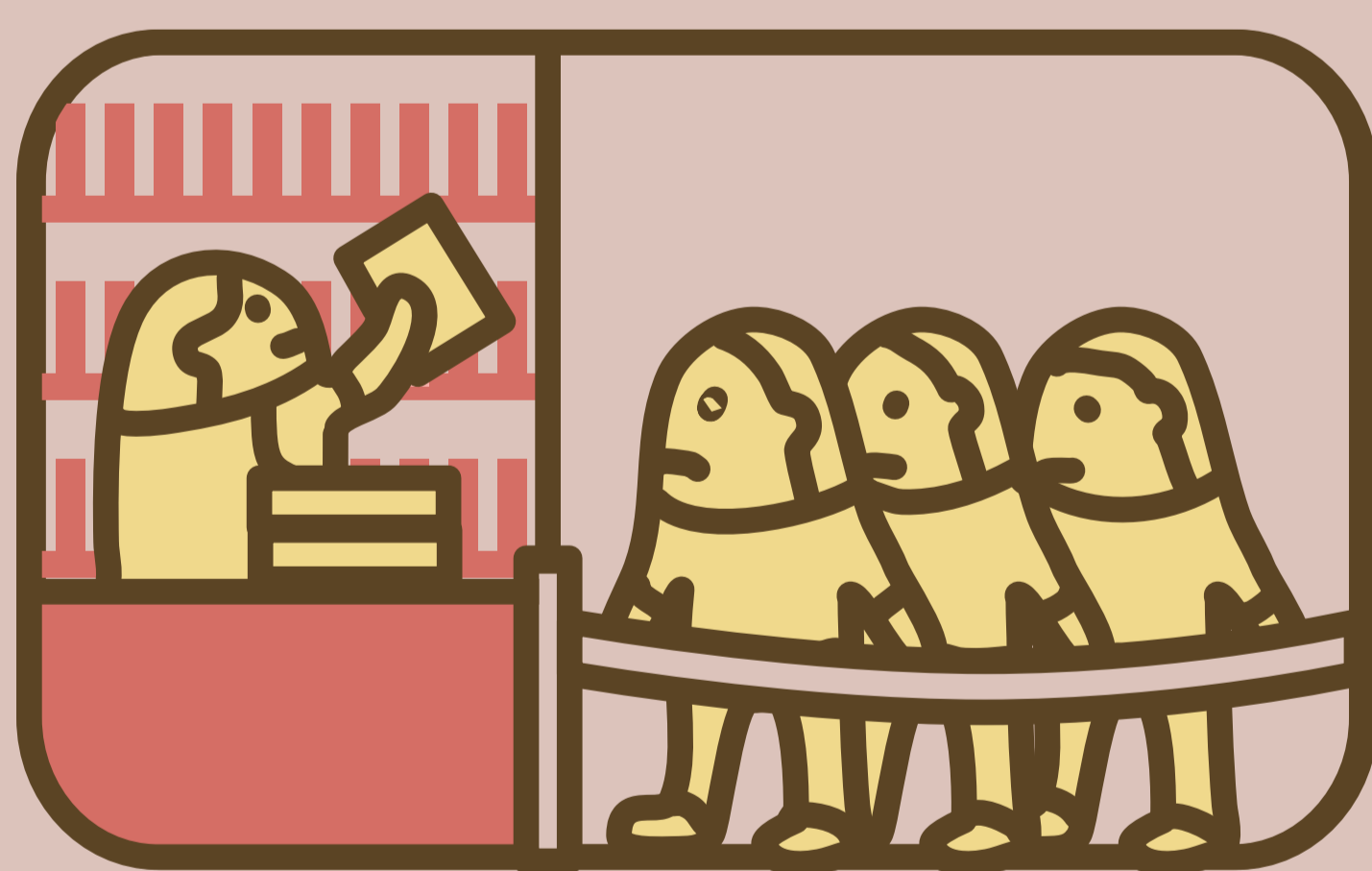### Reserved Book Management System
- Add / delete items from reservation bookshelves
- Book location management
- Incident & Statistical report

RFID Tags

Internet of Things

Mobile Checkout Technology

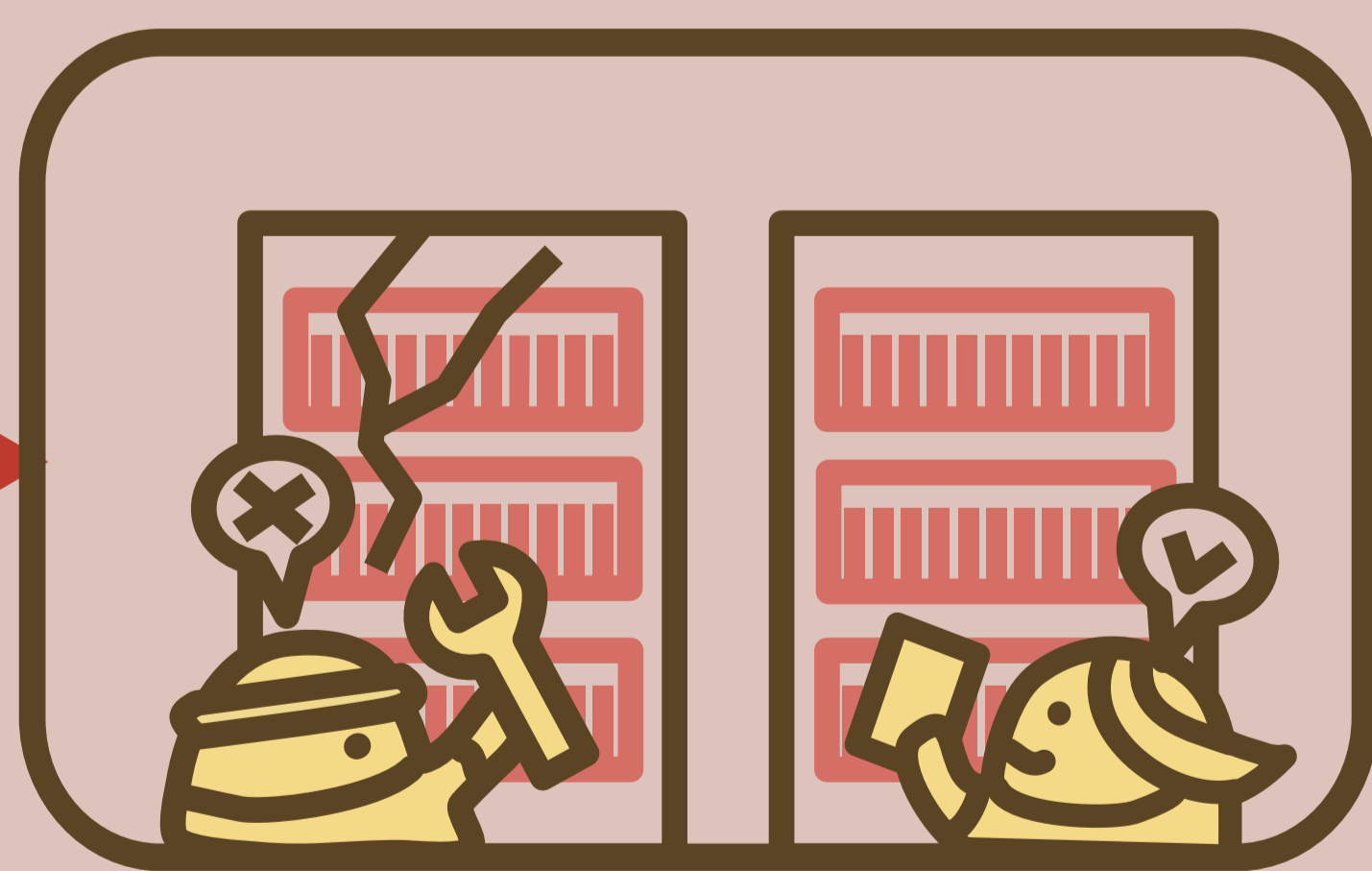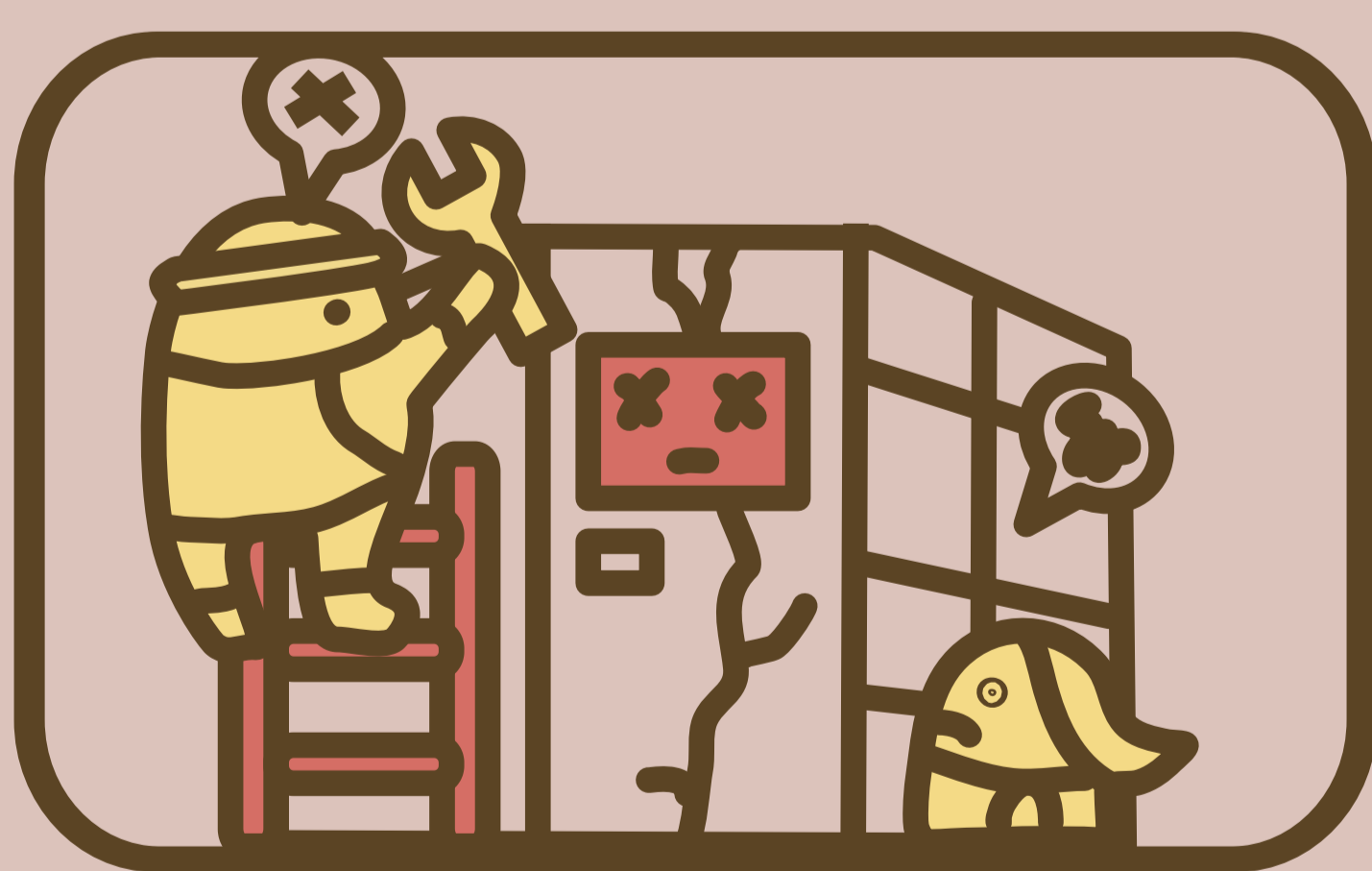**SDG GOALS 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**

Highly Efficient Reserved Book Management
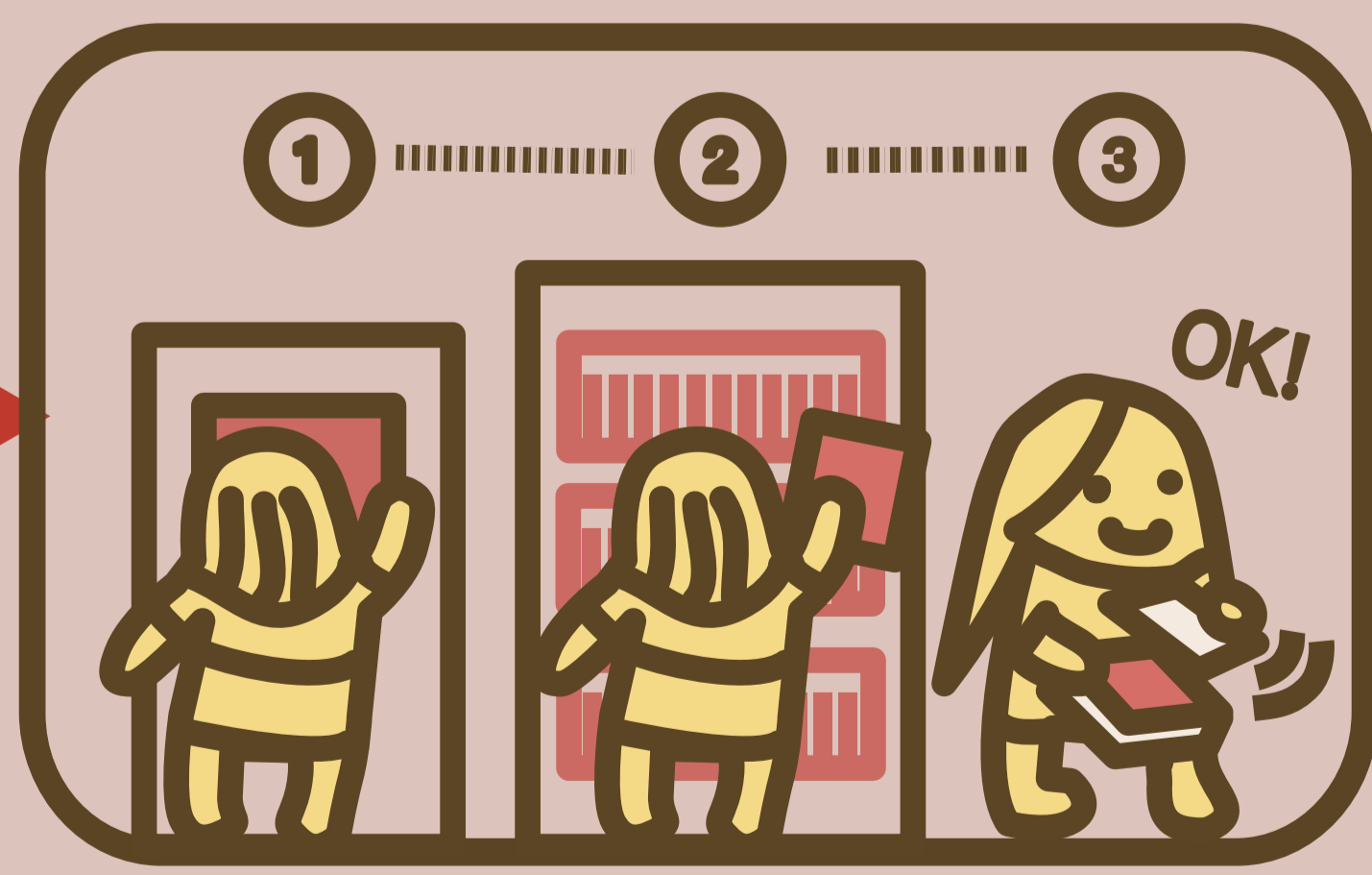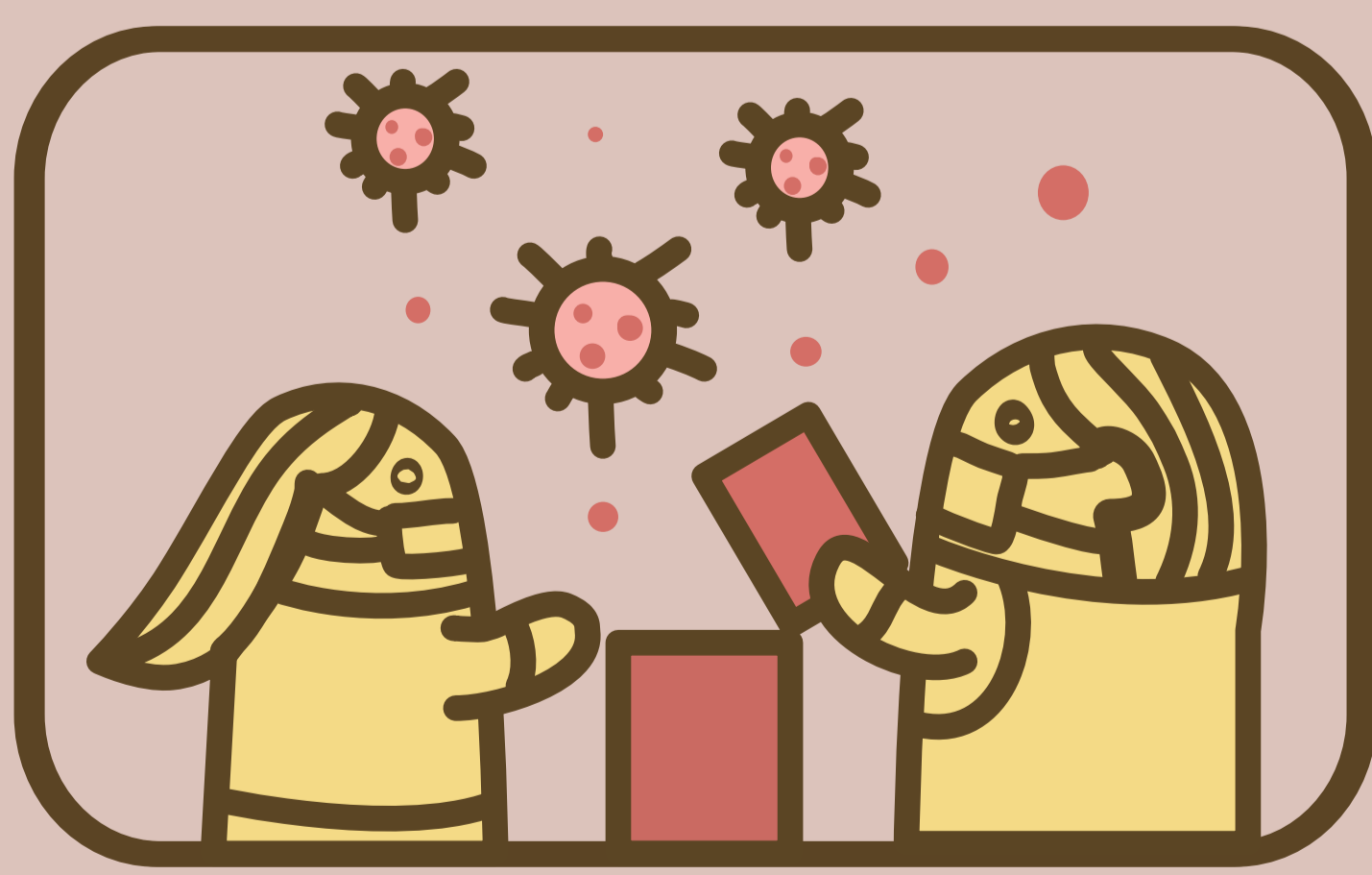**SDG GOALS 8 DECENT WORK AND ECONOMIC GROWTH**

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

With more flexibility
- Each device can be maintained or upgraded independently.
- Contain a greater number of books while occupying less space compared to self-service pickup lockers.
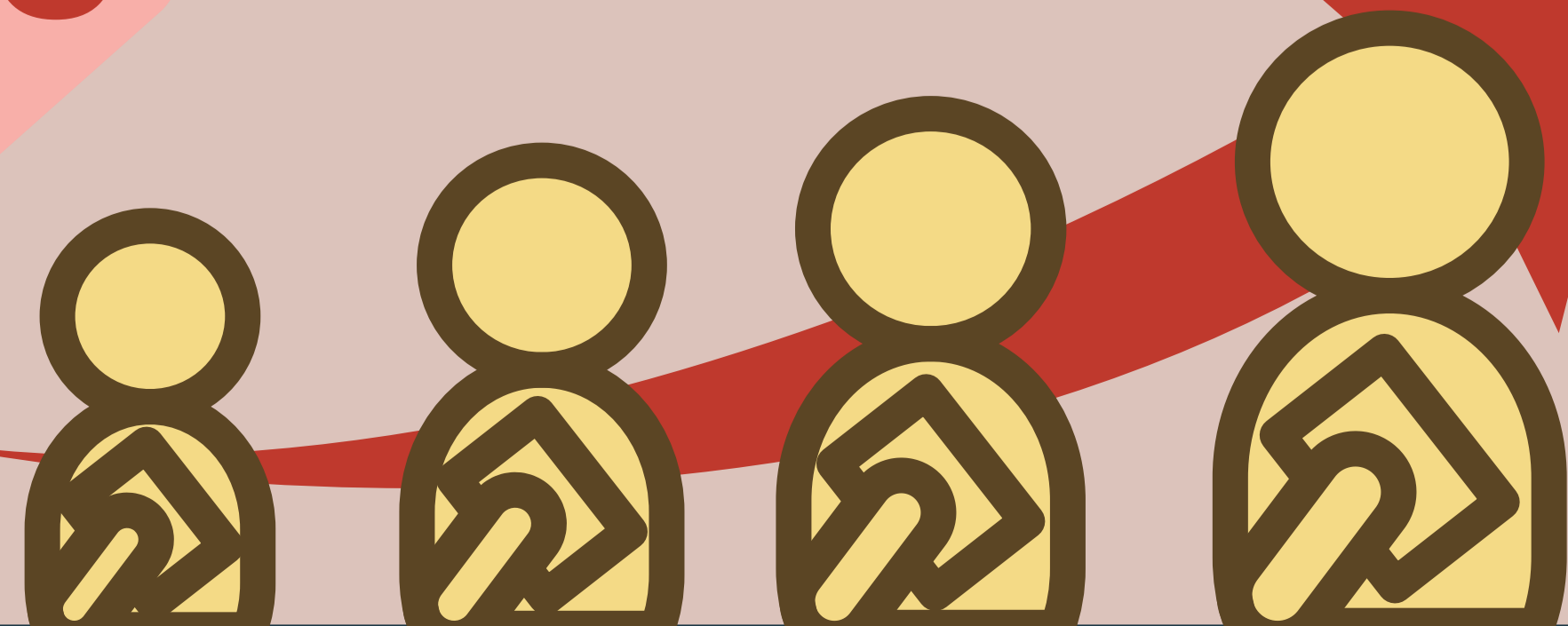
Zero-Touch Service
- Readers can check out reserved book through self-service without the assistance from librarians.
- Mobile checkout allows multiple readers to check out books at the same time.

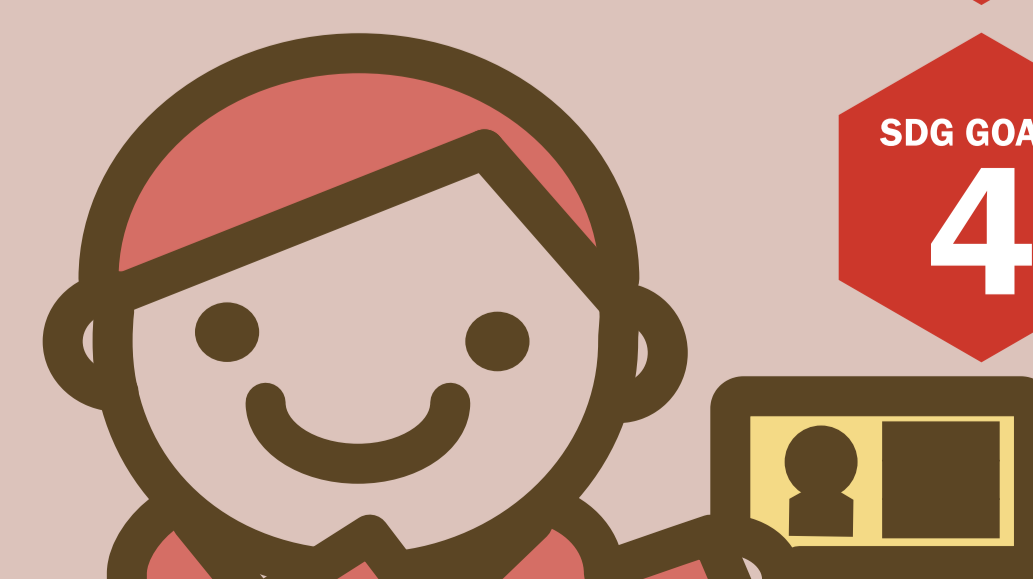## Increasing Reservation Requests and User Satisfaction

User Satisfaction
4.6/5

Reservation Requests 50% Increased

Decreasing Digital Gap and Supporting Lifelong Learning

FREE WIFI

SDG GOALS 1 NO POVERTY

SDG GOALS 4 QUALITY EDUCATION