



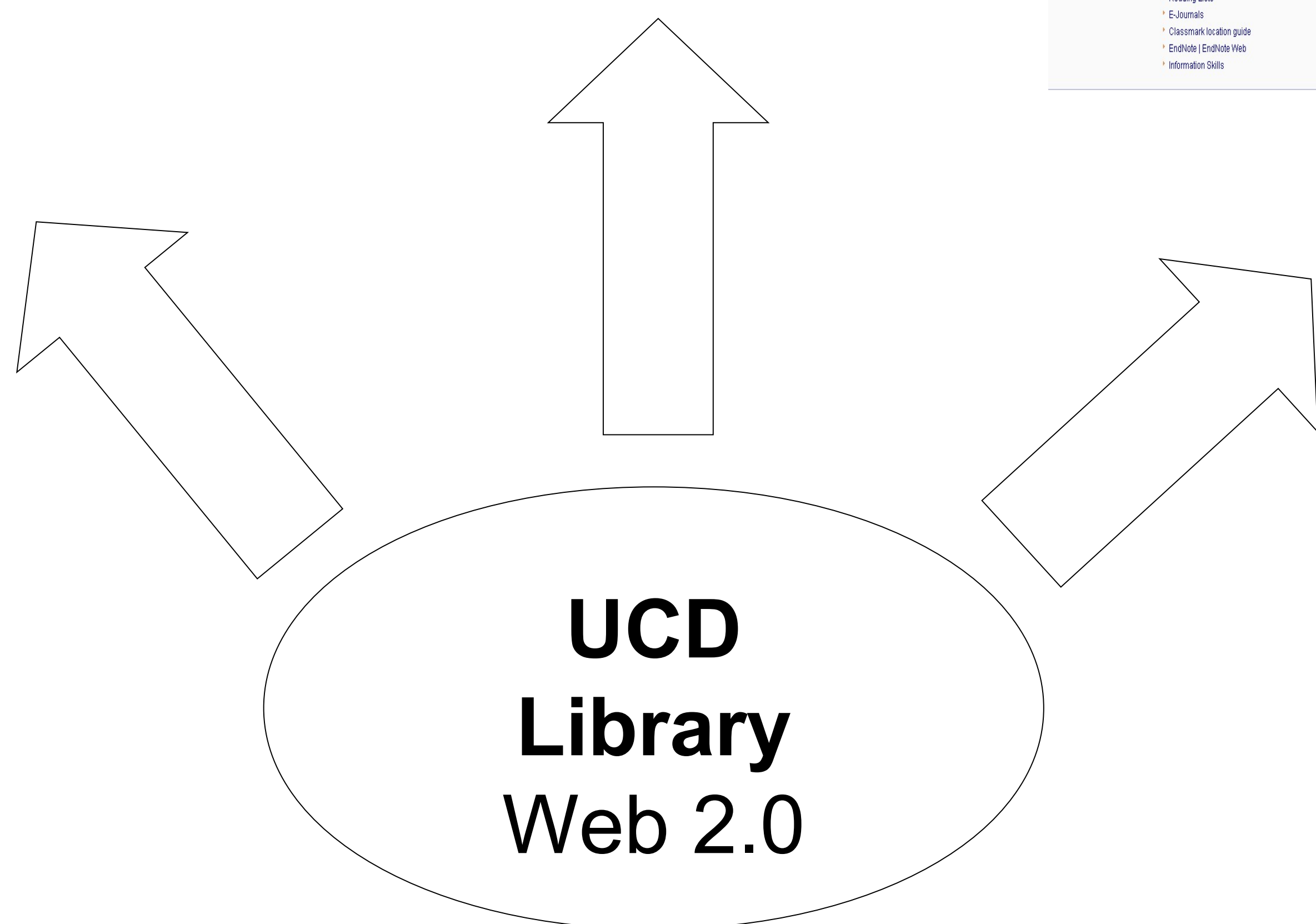
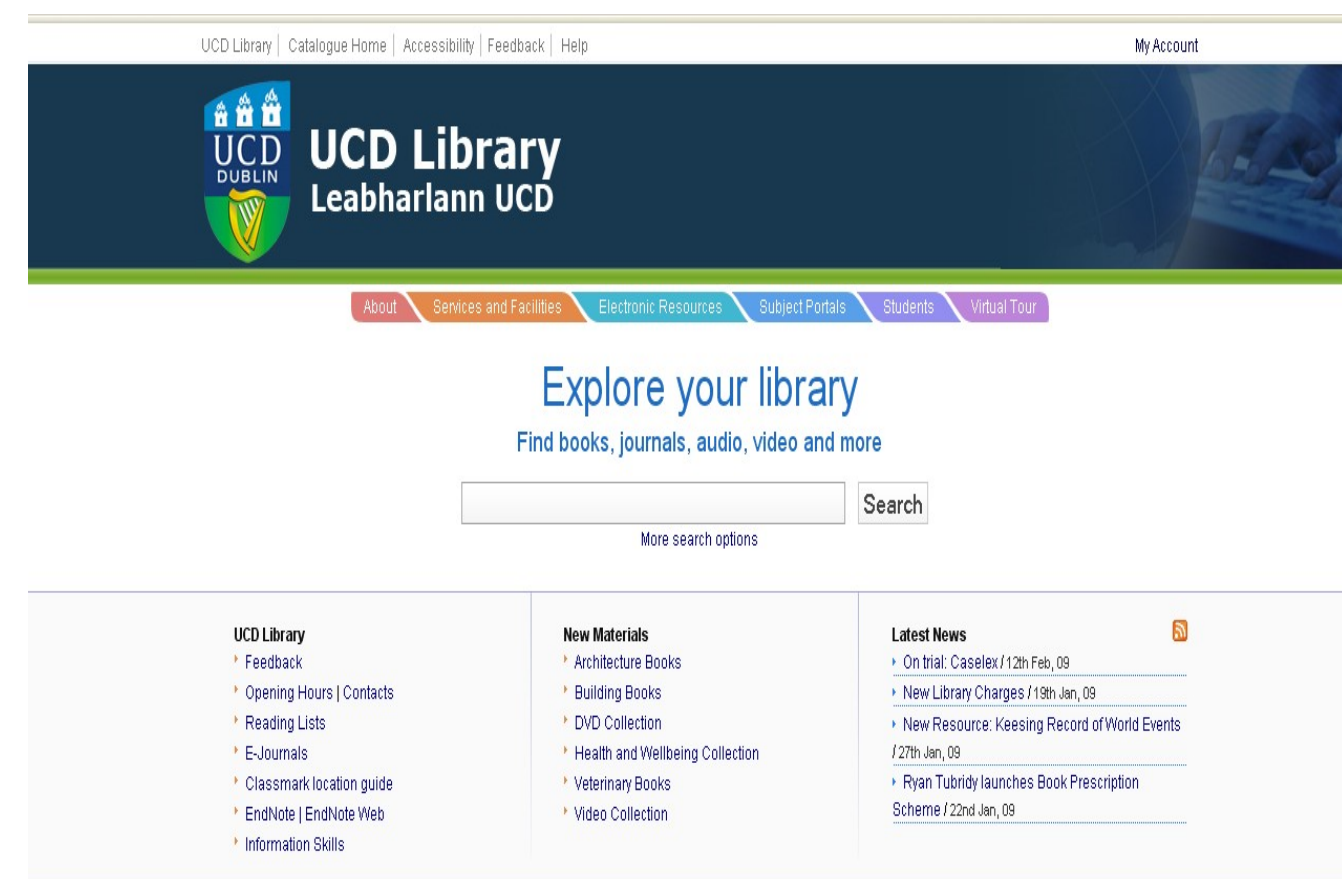
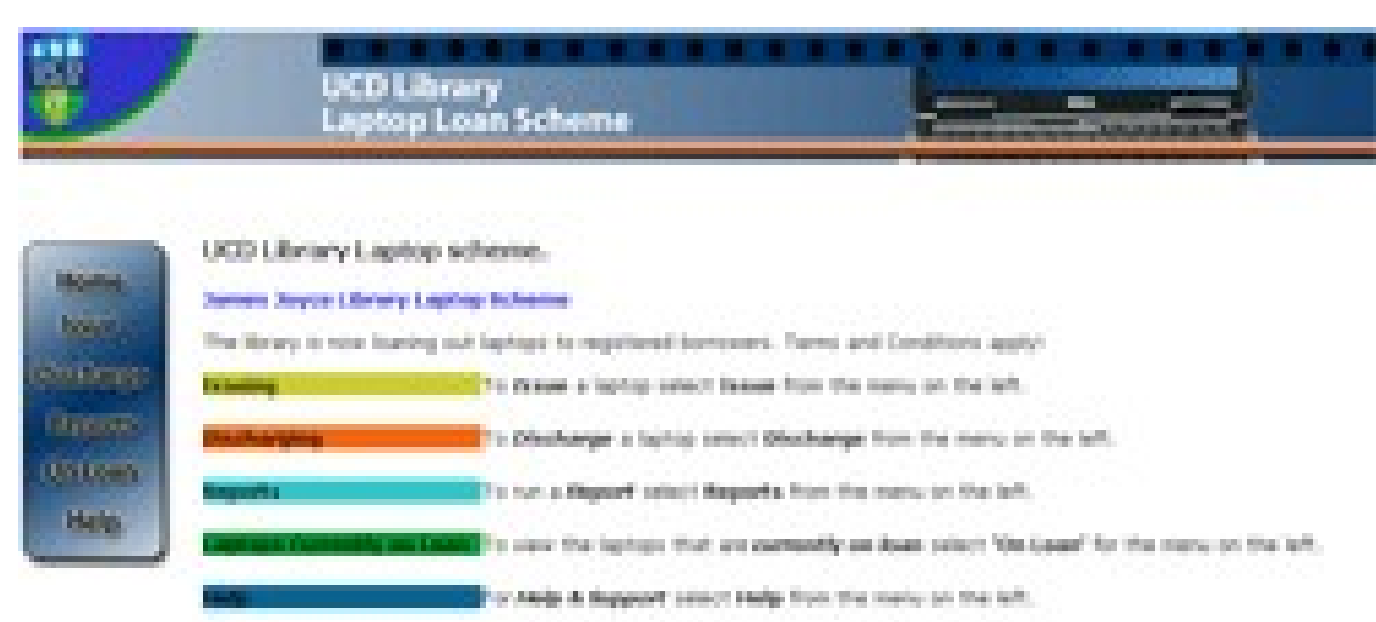
Web 2.0 Services at UCD:

Empowering Users in a Changing Environment

Tony Clarke & Caleb Derven, UCD Library



The provision of UCD library services has been directly influenced by the way students study and use the library. While most library implementations of Web 2.0 have utilised various hosted solutions, such as blogs and wikis, in the attempt to capture user needs, the UCD Library has used these technologies to directly embed reader needs and service provisions into empowering applications. These services have directly benefited library workflows and integrate directly with our Library Management System.



Interactive Kiosk



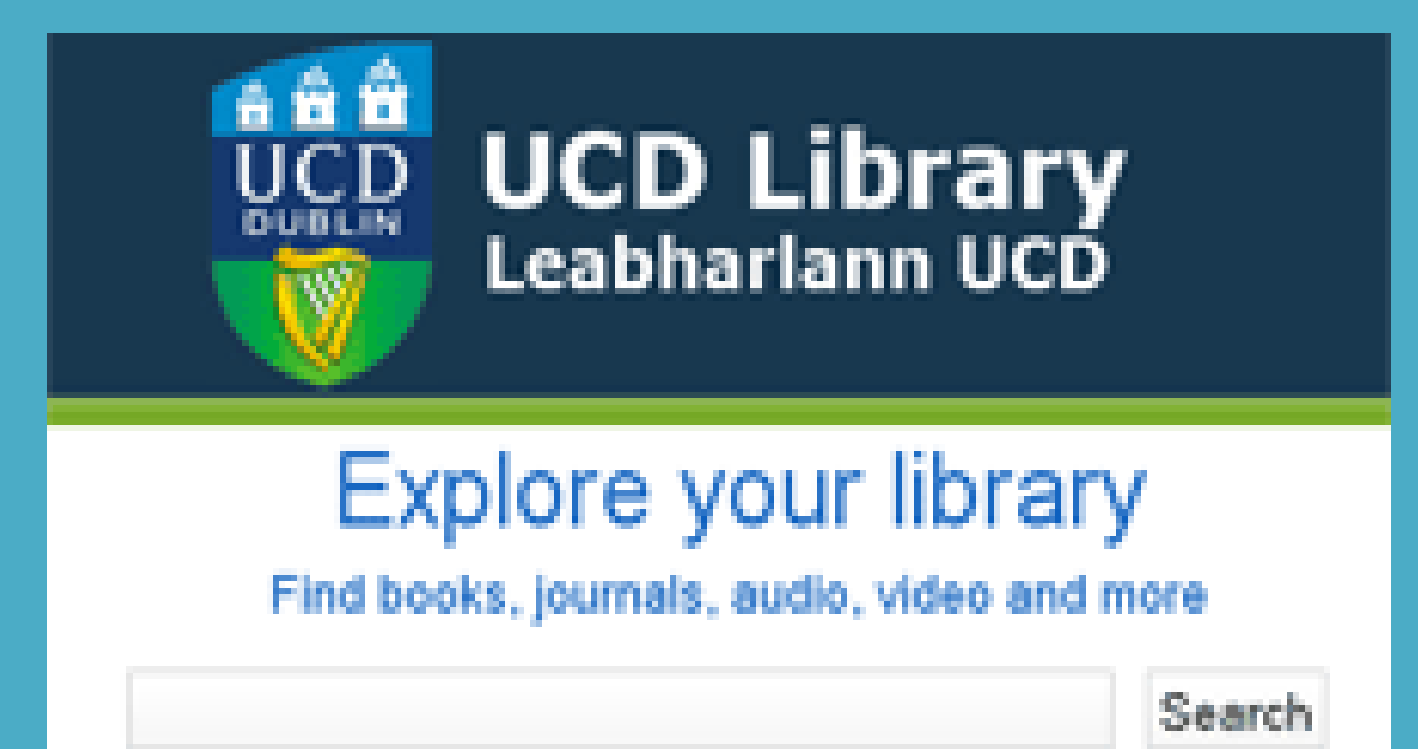
Where can I find a dictionary? To empower our readers, we developed a directional information kiosk that exploits a variety of open source software to enable information delivery.

Laptop Loans



Where can I find a laptop to use in the Library? Our laptop loans scheme uses a common set of web services to integrate directly with the Library's LMS and allows our readers enhanced access to Library services.

UCD Library Catalogue



How can I request an item directly from the catalogue? Readers may initiate requests directly from catalogue records. Flexible protocols allow the LMS to seamlessly interact with bespoke applications developed by the Library.