

Evaluating room booking systems for a new medical library

Context:
In 2019 the Medical Library (Lausanne University Hospital - CHUV) is moving to a new building, where the number of rooms has decreased from 12 individual boxes to 3 group study rooms. The adoption of an RBS is hence considered to replace the current first-come first-served policy.



www.bium.ch/2019

User experience

The booking process should be frictionless, intuitive and fast. No assistance from library staff or IT support should be required.

On-site

Users should be able to book a room on the spot: no need to book in advance. Screens should show room availability as well as possibility to reserve.

Online

It should be possible for end users to book remotely and in advance, via any standard web browser.

Mobiles

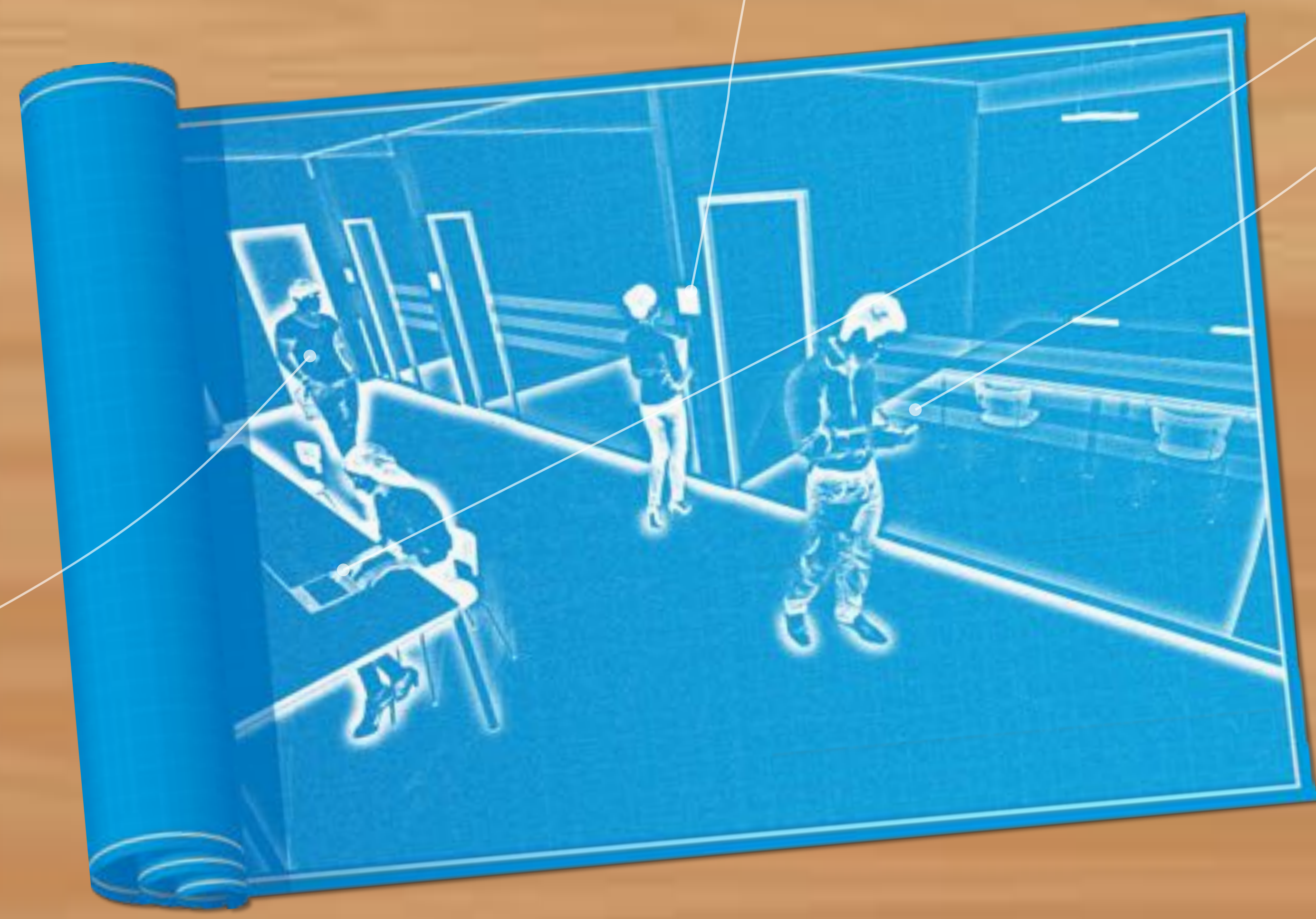
Display should be carefully adapted to small screens and touch devices. Availability of a "native" mobile app is a plus.

Patron-oriented

Users might not be registered in the institutional directory: the system should not work exclusively with the enterprise directory service, but offer alternatives to identify users (self-registration, email domain, etc.)

Quota

Limit the maximum number of hours (per day / week / month) a user can book rooms.



Calendar

Users should have access to their list of reservations. A calendar should display availabilities (per room, daily/weekly views) without disclosing personal data from others users.

Opening hours

It should not be possible to book outside of library opening hours.

Availability assistant

Guidance should be provided to find the next available room or time slot.

Door lock control

Possibility to physically restrict access to a room by controlling a lock. Should still be possible for a group to get in if the person who booked is late / absent. Via badge or code.

Institutional directory & badges

Although most users would not be registered in the enterprise directory, it is expected that the solution can also allow staff to book without registering, and possibly use a badge to unlock.

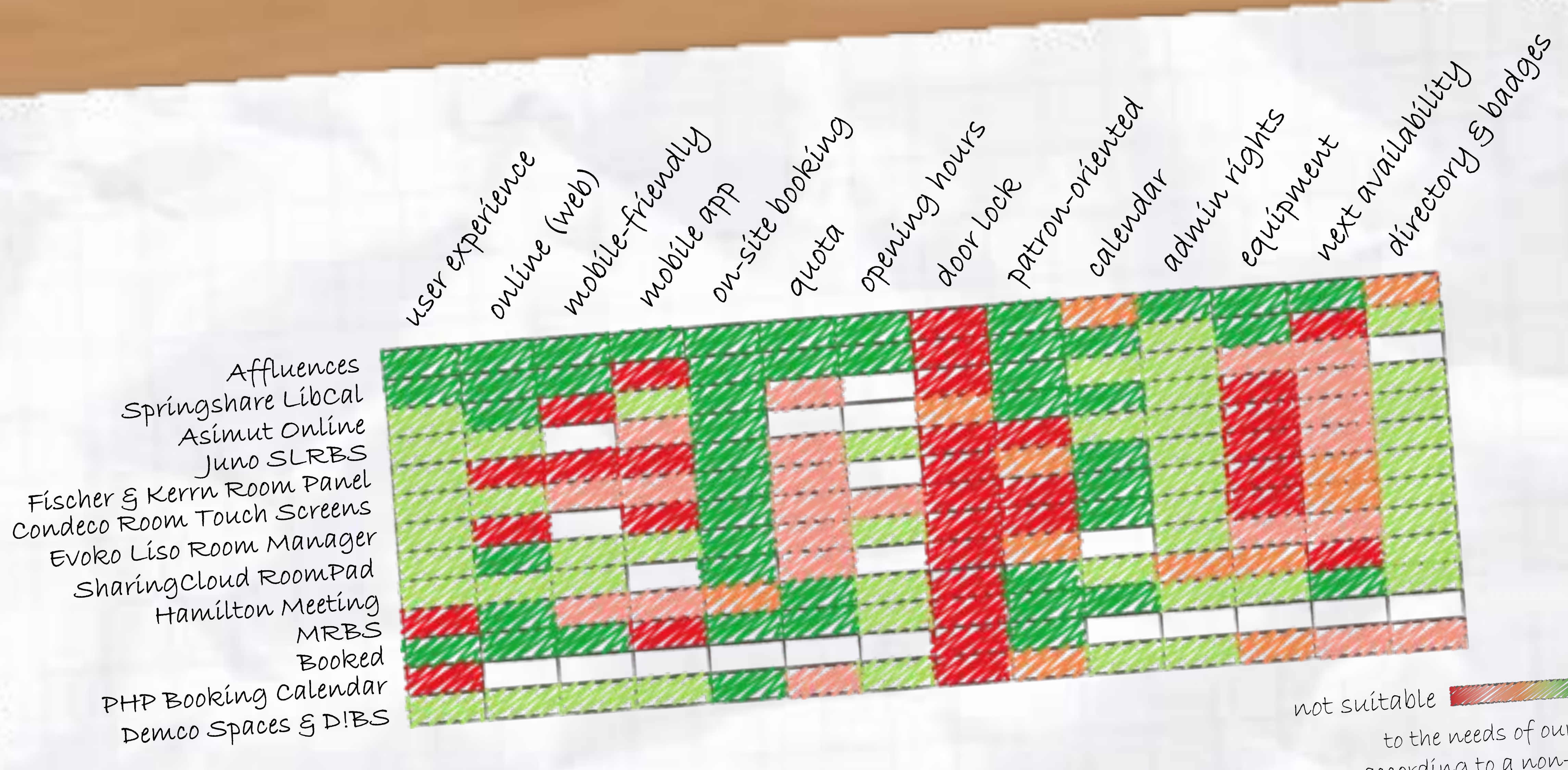
Admin privileges

Library staff should have tools to check and edit current reservations.

Equipment reservation

Miscellaneous resources can be booked by users, independently of the room.

Other considerations: integration (APIs), confirmations, costs, open-source, sustainability, ...



not suitable ■ suitable
to the needs of our library according to a non-exhaustive comparison made in 2018

