



Electronic Booking System (EBS) as a Tool for Efficient Service Delivery.

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EBS DEFINITION

- ❑ The Electronic Booking System (EBS) is a product or module called “Program Registration” © Innovative Interfaces
- ❑ It was re-named EBS to avoid confusion since Unisa uses the term “registration” for enrolment purposes
- ❑ Unisa does not use the term “program” for training sessions

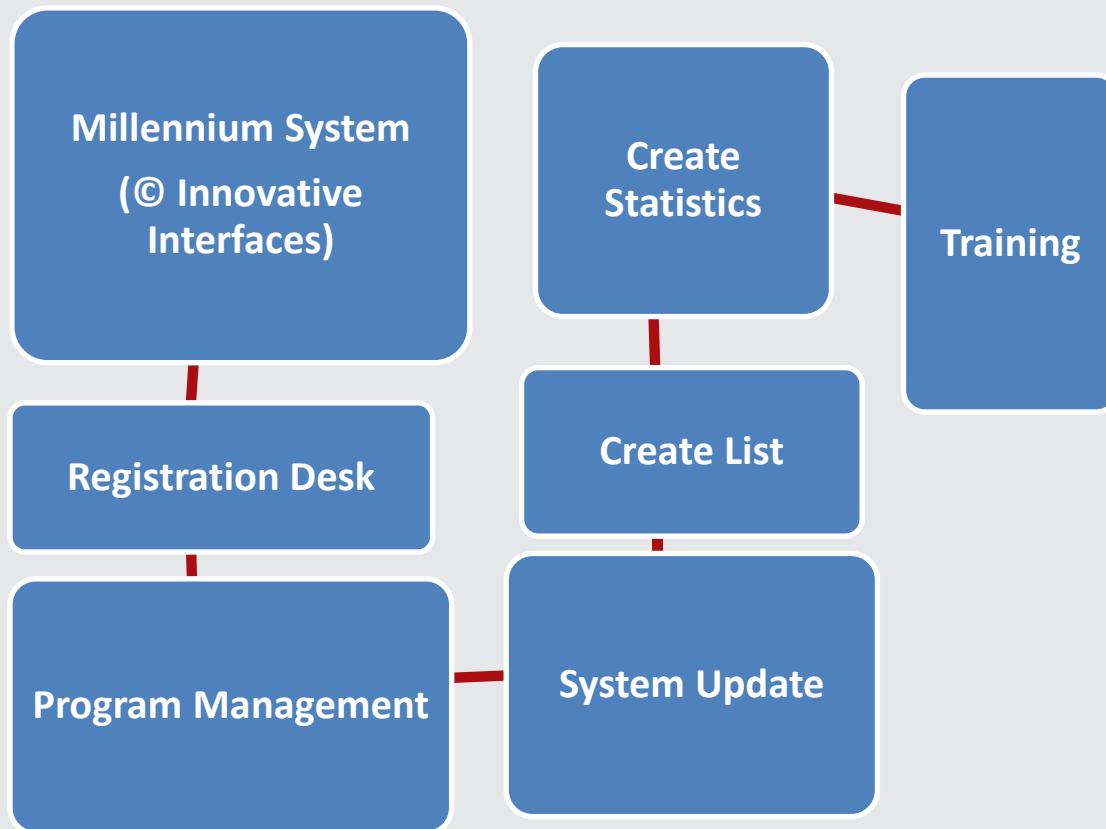
ABSTRACT

- ❑ The Unisa Library is ranked amongst the largest libraries in the world and is an Open Distance Learning (ODL) institution
- ❑ Most of the Unisa Library clients are off campus and are often unfamiliar with how to use the Library
- ❑ Furthermore, the majority of Unisa students are full-time employees and do not have time to visit the Library to find out when training will take place
- ❑ The purpose of this poster presentation is to showcase the use of Innovative Electronic Booking System (EBS) module available on the Millennium System to promote efficient service delivery to the Unisa ODL students.

INTRODUCTION

- ❑ Methods to provide library services are undergoing rapid changes in the 21st Century due to technological revolution
- ❑ To keep up with these changes there are various training modules available to empower Unisa Library users
- ❑ A schedule or calendar of training modules is available. It is accessed online and bookings are made via the EBS system
- ❑ The use of a digital booking system by the Library enables students to self-register at their own convenience irrespective of geographical location.

Staff Program Management Process



STAFF BENEFITS

- Promotes Library training and events
- Accurate statistics
- Time saved
- Printable attendance registers
- Reduces labour intensive manual administration
- Generates schedules and calendars for all the Branch Libraries
- Prevent overcrowding of trainees in venue
- Avoiding double-booking trainees for the same training session
- Eliminates venue scheduling conflicts

Self-Register for Library Training Online!

To be trained and get wise for Distance Learning



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'Oh, this is
really
convenient!
I can book
training on my
phone!'

Benefits for students:

- self-registration at own convenience
- instructions for booking and cancellations
- user-friendly
- complete, Web-based Library calendar
- schedule management
- email notification / confirmation
- immediate response
- no contact necessary when booking
- convenient 24/7 self-service
- easy access to training schedule/calendar
- Library users can select training available at their nearest Branch Library
- all bookings are viewable from one source, irrespective of Branch Library

Training is the KEY to success for distance learners!

Who should book?

Unisa students and staff members

Cost for the training?

Free of charge

View event calendar @

<http://oasis.unisa.ac.za/iii/calendar/month>



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<http://www.bizzclick.com>

CONCLUSION

How does the EBS benefit the Unisa Library staff and students?

- the tool is user-friendly
- cost-effective and
- eliminates a lot of challenges posed by manual systems

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