



CASE STUDY:
SALVE REGINA UNIVERSITY
MCKILLOP LIBRARY

Newport, Rhode Island





Located in the center of Bellevue Avenue Historic District in Newport, Rhode Island, Salve Regina University is an accredited institution that serves over 2,500 students a year. Even with a small student body, the University offers a wide range of academic studies—and as a result, the University’s McKillop Library holds approximately 15,000 books in addition to being the home to a computer lab, workspaces, and collaborative areas.

Salve Regina Gives Library Storage a Tech Upgrade

In order to make room throughout the library for all of the new collaborative areas, Dan Loreaux, an Account Manager at Donnegan Systems, a certified Spacesaver distributor located in Massachusetts, worked with Olga Verbeek, Salve Regina’s Director of Library Services, to install a 22-carriage mobile storage system, which would store a large amount of the physical book collection.

The compact storage was a fantastic solution. What Verbeek wasn’t prepared for was the fact that the mobile system, with its touchpad control and multiple buttons, actually made the shelving just a bit confusing to use. The original touchpad control included a left and right arrow button for moving the carriages as well as a stop button, and Verbeek was often tasked with explaining or giving tutorials on how the system worked to multiple patrons on a daily basis, to the point where it was beginning to impact her daily work.

Loreaux thought that Verbeek and McKillop Library would be a great candidate to try out an LCD powered control system being developed by Spacesaver, the Touch Technology Control™. When Loreaux was at the Library, he noticed students and library patrons were on their smartphones and tablets constantly, and he knew that having the same easy-to-use, intuitive technology on the mobile storage system might alleviate some of the struggles the students were having—and make it possible for Verbeek to get her work done.

The screen of the Touch Technology Control still features the functions available on the original touchpad control—now offered in an intuitive manner. The screen only shows you the system movements and options that you’re able to make at any given time, which means it only shows one command at a time. These visual cues automatically eliminated the need to come up and ask Verbeek how to use the system.



"There were always questions on the buttons the patrons needed to push in order to find the materials they needed," Verbeek says. Now, because it's technology they use on a daily basis, it's cut down on the confusion."

She also says that in the off-chance someone does have a question, the built-in tutorials within the Touch Technology Control further eliminated the explanation time.

The Touch Technology Control also offered Verbeek added benefits that she hadn't even thought of. By offering controlled audit access available via PIN-code or card authorization, she can limit the number of aisles and material being accessed.

"Having the ability to program the system is great, because we can change it whenever we need to," Verbeek says.

While it might seem strange to think that the addition of a 4.3" touchscreen on a mobile storage system might lead to increased productivity, that's precisely what it's done. The students and staff use the system without any hesitation, and Verbeek is able to concentrate what she does best—implementing the programs and services that can really make a difference in a student's tenure at Salve Regina.



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*Olga Verbeek,
Director of Library Services,
Salve Regina University*





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