



Innovative Patron Services

How Can My Library Make Me Happy?

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Brought to You By...



- Conferences, sections and more
- Meet lots of great, new colleagues
- Join and get involved!
- Find out more about NELA
 - <http://www.nelib.org/>





And...



- Formerly NELINET, PALINET, SOLINET (and BCR)
 - Former NELINET members are now LYRASIS members
- LYRASIS is one year old!
- Education, e-resources, digital services, preservation, consulting, and more
- Membership organization
 - Affordable membership dues
 - Services also provided to non-members
- Find out more about LYRASIS
 - <http://www.lyrasis.org>

Happiness For Me As A Library Patron Is...

1. I will get exceptional service and easy self-service options
2. I can get what I want right now (or very soon)
3. I can be anywhere and be connected to my library



And...

4. I only have to go to one place to find lots of different kinds of stuff I care about
5. It will be easy for me to find things I want and things I didn't know I wanted, and get help when I want it
6. There is a great place for me to go and learn stuff and have a good time at the same time



5

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Exceptional Service



How Great Can Library Service Be?

- Beyond the call of duty
 - The commando librarian model
 - <http://www.youtube.com/watch?v=k9HetuCJ4GA>
- Expert help when you want/need it
 - The Home Depot model



What About the Reference Desk?



8



Roving Reference Be Where They Are

- Livermore Public Library (CA)
 - http://www.califa.org/featured_livermore.php



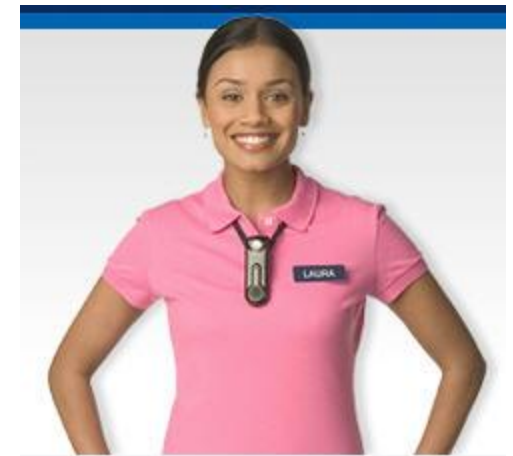
How Techie Do You Need To Be?

- Portable computer?
- Smart phone, walkie-talkie, etc.?
 - Web access
 - Phone/walkie-talkie
 - Texting



Communicating with Other Staff

- Vocera for wireless communication
 - Badges
 - Smart phone
 - Software client
 - <http://www.vocera.com/products/devices.aspx>
- Libraries (selection)
 - Columbus Metropolitan Library (OH)
 - Ohio State University (OH)
 - Orange County Library System (FL)
 - Boston Public Library (MA)



OR...

- The low-tech option...
- Just your friendly self, helping patrons with directions and advice and comfort



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Get It Now



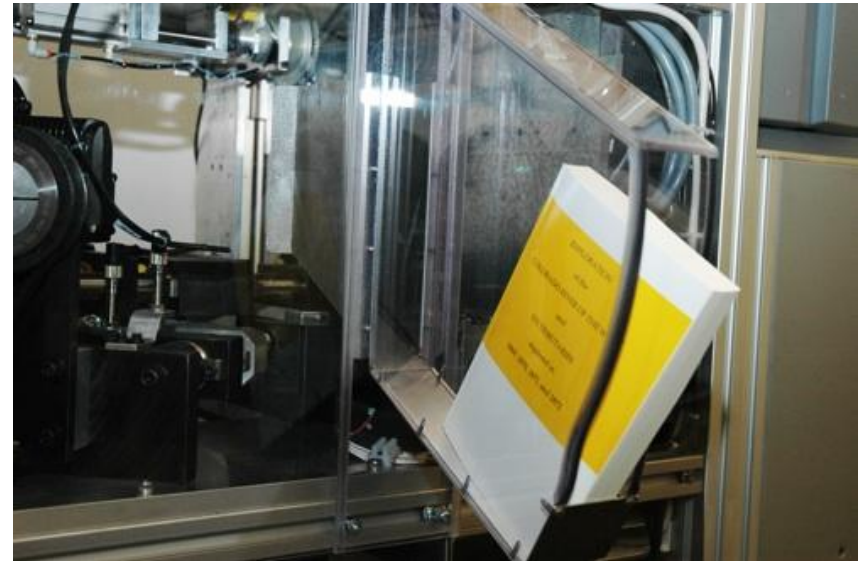
Print Me a Copy While I Wait

- Espresso Book Machine
 - Google Books printed on demand
 - <http://www.youtube.com/watch?v=zyNSap5XSv0>
 - On Demand Books video
 - <http://www.ondemandbooks.com/home.htm>



Espresso Book Machine at Bookstores and Libraries

- Harvard Bookstore,
Cambridge, MA
 - Only NE location
- Full list of locations
 - http://www.ondemandbooks.com/our_ebm_locations.htm



Buy What I Want to Read

- Patron-Driven Acquisitions
 - Don't buy on speculation
 - Buy what patrons select – you know someone wants it
 - Load large numbers of MARC records into the catalog and let patrons initiate purchase process



Think Differently

- Rethink/replace traditional selection and purchasing models with “on demand” purchasing
 - E-books
 - Approval plans
 - Firm orders
 - Standing and blanket orders
- Lots of libraries trying this out



Deliver Books to My Home

- Orange County Library System
 - Search catalog and click on “Request Home Delivery”
 - Delivery: local courier service
 - Return: to any branch of library or mail (you pay postage)
 - <http://www.ocls.info/locations/Home%20Delivery/homedelivery.asp>
- Many libraries provide home delivery



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I Am Mobile



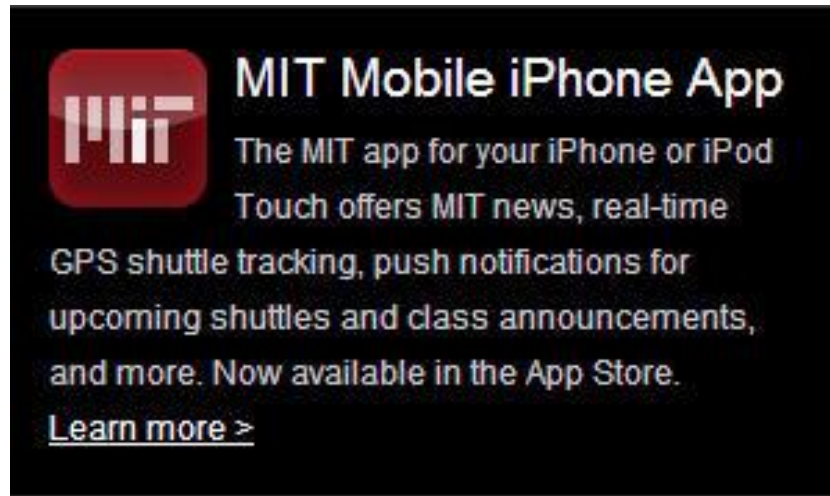


Connecting to My Library

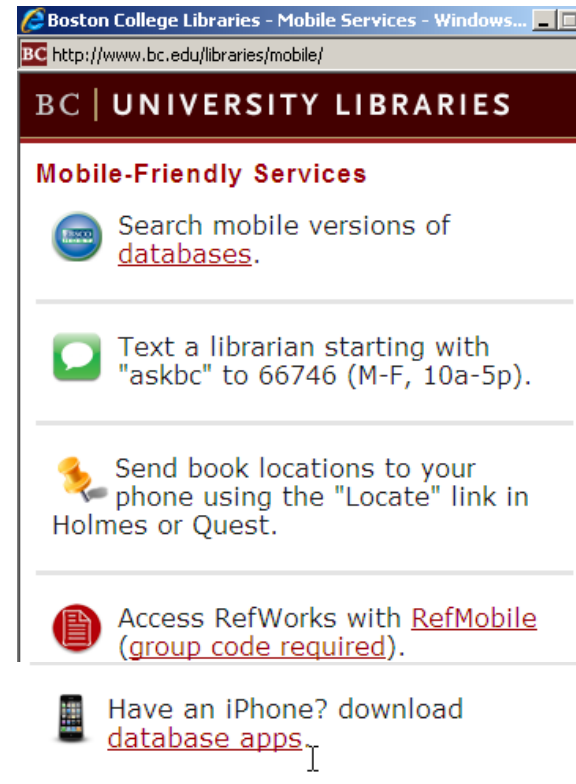
- Mobile the device of choice for students and young people
 - Text above all else
 - Anytime, anywhere
- Your community can get library services on mobile devices
 - Library catalog
 - E-resources and database
 - Ask questions



Mobile Services From My Library








 **MIT Mobile iPhone App**
The MIT app for your iPhone or iPod Touch offers MIT news, real-time GPS shuttle tracking, push notifications for upcoming shuttles and class announcements, and more. Now available in the App Store.
[Learn more >](#)



Boston College Libraries - Mobile Services - Windows...
BC <http://www.bc.edu/libraries/mobile/>

BC | UNIVERSITY LIBRARIES

Mobile-Friendly Services

-  Search mobile versions of [databases](#).
-  Text a librarian starting with "askbc" to 66746 (M-F, 10a-5p).
-  Send book locations to your phone using the "Locate" link in Holmes or Quest.
-  Access RefWorks with [RefMobile](#) (group code required).
-  Have an iPhone? download [database apps](#).

Compatibility with specific mobile devices may vary.
Questions? refer@bc.edu | (617) 552-4472
See also [Other BC Mobile Services](#).

Taking Your Library Mobile

- Linking to vendor mobile apps
 - Old Colony Library Network (MA)
 - Gale, SirsiDynix, WorldCat, Overdrive
- Buying a service
 - LibraryThing “Library Anywhere”
 - Mobile apps for library catalogs
 - Boopsie
 - Seattle Public Library



Getting My Questions Answered By My Library From My Mobile Device

- Text a librarian
 - <http://www.textalibrarian.com/>



Being Where They Are Libraries on Twitter and Facebook

LATEST TWEET

- ▶ tamworthlibrary: Just one more reason to continue to support your local library!!
<http://bit.ly/bqervh>
- ▶ tamworthlibrary: How many have you read?
<http://bit.ly/dhEYw9>
- ▶ tamworthlibrary: What books are considered to be "classics" to you? <http://bit.ly/ds4M7Y>


FAN US ON FACEBOOK!



facebook

Name:
Cook Memorial Library

Status:
What books are considered to be "classics" to you?



Fans:
238

Promote Your Page Too



facebook

[Sign Up](#) Cook Memorial Library is on Facebook
Sign up for Facebook to connect with Cook Memorial Library.

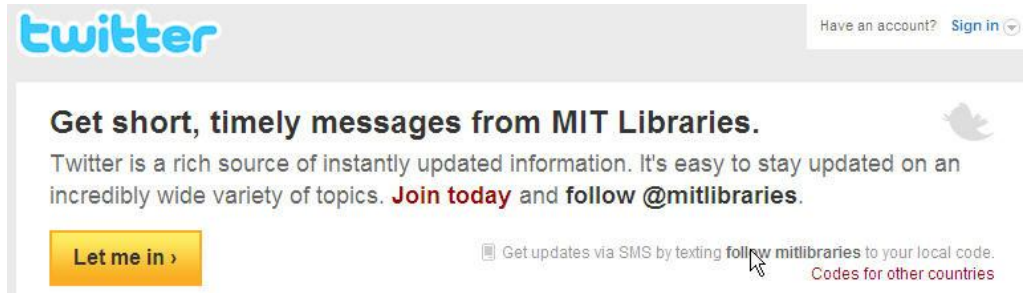


Cook Memorial Library

Wall Info Photos Boxes Events

Cook Memorial Library,
Tamworth, NH

MIT Libraries



twitter

Have an account? [Sign in](#)

Get short, timely messages from MIT Libraries.

Twitter is a rich source of instantly updated information. It's easy to stay updated on an incredibly wide variety of topics. **Join today** and **follow @mitlibraries**.

[Let me in >](#)

Get updates via SMS by texting [follow mitlibraries](#) to your local code. [Codes for other countries](#)

24

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Doing More With Facebook, Twitter, the Web, and Beyond

- David Lee King – lots of ideas
 - <http://www.davidleeking.com/>
 - Humanizing your Facebook Pages (Feb. 9, 2010)
 - <http://www.davidleeking.com/2010/02/09/humanizing-your-facebook-pages/>
- Post tweets from Facebook



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**All I Want Is One Little
Search Box**





All Library Resources With One Search - Summon

- Web-scale discovery service
- Search across multiple types of library content
 - Single search box
 - Many content partners
- From Serials Solutions
 - <http://www.serialssolutions.com/summon/>





Summon at Dartmouth College

- Searches all Dartmouth library resources, including
 - Library catalog
 - Citations and full text of scholarly materials
 - Journal, newspaper, magazine content
- Refine your search by
 - Content type
 - Subject terms
 - Publication date
 - And more
 - <http://www.dartmouth.edu/~library/home/find/summon/>





Making the Library Catalog More User-Friendly

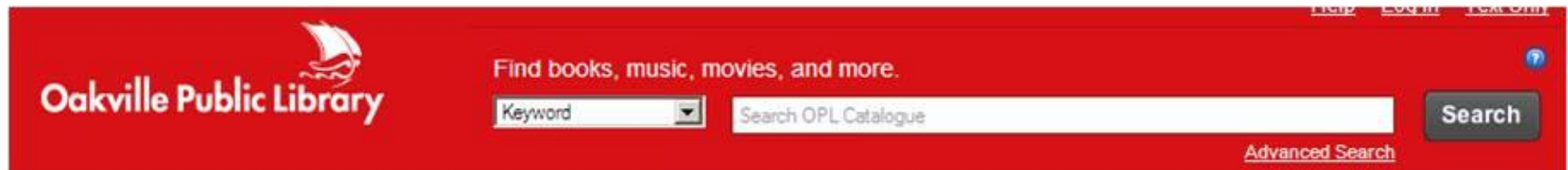
- Easy to search and navigate
 - Faceted to narrow search results, tags, etc.
 - Social and visual features
- Sample catalog systems
 - Bibliocommons
 - WorldCat Local
 - Encore
 - SOPAC



Bibliocommons Catalog at Oakville Public Library (Canada)

- Patron-focused
- Facets
- Images
- Sortable
- Narrow results by several criteria

– <http://www.opl.on.ca/>



Oakville Public Library

Find books, music, movies, and more.

Keyword Search OPL Catalogue

[Advanced Search](#)

WorldCat Local Catalog at Summit Libraries (WA)

- Easy-to-use interface from OCLC
- Web-based
- Facets
- Based on OCLC holdings for institution
- Narrow results by several criteria

– <http://summit.worldcat.org/>



SUMMIT
BETA

Search Summit and beyond

Libraries Worldwide

[Advanced Search](#) Search with  WorldCat®

Encore Catalog at HELIN Consortium (RI)

- Limit by facets
- Refine with tags
- “Recently added” titles that might be of interest
- From Innovative Interfaces (III)
 - <http://library.uri.edu/>

HELIN Library Catalog



Search the Catalog

Find it:

The search interface features a green header with a play button icon and the text 'Search the Catalog'. Below this is a search bar with the placeholder text 'Find it:' and a search button with a play icon.

Or Choose to Search by:

[Keyword](#) [Author](#) [Title](#) [Subject](#) [MESH](#)

SOPAC Catalog at the Darien Library (CT)

- SOPAC – The Social OPAC
 - Open source social discovery system for library bibliographic data
 - Created and maintained by John Blyberg, Darien Public Library
- Limit to available
- Facets
- Lots of sorting options
 - <http://www.darienlibrary.org/catalog>

Darien Library Catalog 

Search: by: in:

limit to available items

[Click for advanced search](#)



LYRASISTM

**Make It Easy for Me To
Find Something That Will
Make Me Happy**



Help Advise Readers With Appeal Terms

- Based on what I liked about the book I read, what other authors/books might I like?
 - Pacing
 - Tone/mood
 - Characterizations
 - Story line
 - Frame/setting
 - Style/language



Using Appeal Terms

- Analyze books by appeal term categories
- Broaden range of books to consider
- Eliminate books and authors you KNOW they won't like
- Recommend books to readers which match the appeal of books they liked





Learn More About Appeal Terms

- Library Journal Webinar, March 2, 2010
 - <http://www.libraryjournal.com/webcastsDetail/2140491137.html>
 - Click on “Register”
 - Click on “Launch presentation” to listen to the Webinar

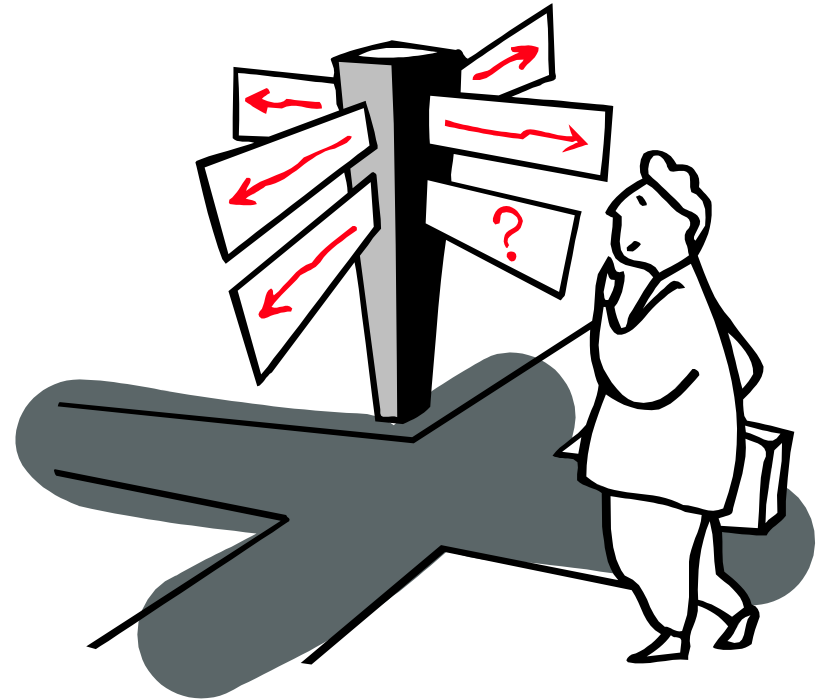


Dewey or Don't We?



Library or Bookstore?

- Can patrons make sense of Dewey and find what they want?
- What can we do to help them?
- Should we get rid of Dewey altogether and be like a bookstore?
- Lots of controversy, lots of experimenting





Bookstore Model

- BISAC classification
- Maricopa County (Phoenix, AZ) Perry Branch Library
 - Started the trend
- Rangeview Library District, Northglenn, CO
 - First to fully adopt BISAC-based classification
 - WordThink
 - BISAC with a few adaptations
 - Word-based rather than number-based





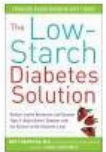
Anythink: A Revolution of Rangeview Libraries

- Opened September, 2009
- Focus on customers
 - New brand
 - Break down barriers for customers
 - More than just books
- Examples of changes
 - Eliminated overdue fines
 - Switched to WordThink to replace Dewey
- More information
 - <http://www.anythinklibraries.org/>
 - <http://www.anythinklibraries.org/news-item/introducing-anythink-new-style-library>
 - Anythink catalog: <http://www.anythinklibraries.org/catalog>



WordThink

- Call numbers are words
- Based on BISAC



The low-starch diabetes solution : six steps to optimal control of your adult-onset (type 2) diabetes with the science of insulin resistance and the glycemic load / Rob Thompson ; recipes by Dana Carpender.

by Thompson, Rob, 1945-
New York : McGraw-Hill, c2010.

Format:



book

Requests: 0

Location

Anythink Huron Street

Collection

Adult Non-Fiction

Call No.

MEDICAL DIABETES

Status

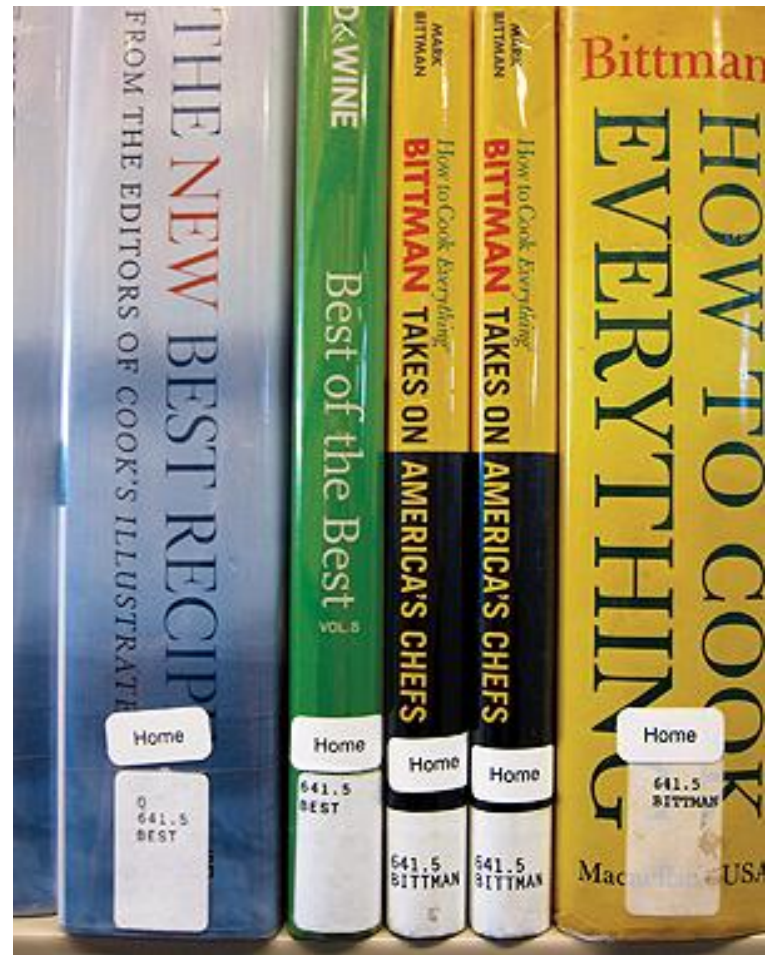
Checked In

Due Date



Dewey in the Middle Ground

- Keep Dewey but recast in new mold
- Select Dewey areas to group together with terms patrons understand
- Use signs to direct users to large categories



“Glades” at the Darien Library (CT)

- 8 broad categories = glades

- Body and soul
- Nature
- Home
- Places
- Work
- Play
- Life and times
- Art and literature

American Diabetes Association Complete Guide
To Diabetes

by American Diabetes Association

Please log in to request this item

There is currently 1 available.

Where To Find It

Call number: Body & Soul 616.462 AMERICA



- <http://www.darienlibrary.org/node/1706>



Check Out What Libraries Are Doing

- The Dewey Dilemma, October 1, 2009
 - <http://www.libraryjournal.com/article/CA6698264.html>
- PLA Conference: Cracking the Code: Beyond Dewey
 - <http://www.libraryjournal.com/article/CA6724514.html>
- Search library catalogs for libraries that are experimenting with Dewey and BISAC



LYRASIS™

**Give Me A Great Place To
Go**



Let Me Enjoy and Learn

- Food and drink
- Computers
- Quiet spaces
- Collaborative spaces
- Comfortable, serviceable and useful furniture



• Whatever environment you want, we have it!





Happiness Is...





Explosion of Innovative Patron Services

**Just a Sampling of Additional
Innovative Services Libraries are
Providing**





Making Users Happy

- Expanding collections and technology
 - Lending Kindles with content on them
 - Amazon wish list to encourage users to buy and donate books to the library – Fairfax County VA
- Remove barriers for users
 - Eliminate fines – Anythink
 - Netflix model with no late fees – Hayward (CA) PL
 - Win back patrons who left library because of fear of overdue fines
 - Pay flat fee per month, return whenever you want
- Library service in the face of closings or lack of branches
 - Open unstaffed “express” branch – King County, WA
 - Virtual branch – delivery and pickup site – Southlake PL, TX





Providing Essential Social and Community Services

- Literacy, career, language learning programs, etc.
 - Queens Library (NY) and many others
- Program to help immigrants and refugees adjust to life in America
 - Hartford Public Library
- Social worker on staff to work with the homeless and library staff
 - San Francisco Public Library





And More...

- Provide job resources and training
 - NC State Library trains librarians to help patrons with job hunting
 - “Hard-times help” from Washington State Library
- “Food desert” city residents without a supermarket nearby can order groceries online at library branches and pick them up at branch
 - Enoch Pratt Free Library, Baltimore, MD





Helping Others

- Food for fines program
 - Cuyahoga County PL, Parma, OH
- Match volunteers with opportunities
 - California State Library works with “volunteermatch” to help citizens volunteer at non-profits, including libraries
- Fill the void when last bookstore in town closed
 - Laredo PL (TX)





Librarians

Exceptional Service

- Despite
 - Tough times
 - Bad budgets
 - Staff reductions
 - Threatened closings
- Librarians are still doing all these things and lots more



CONGRATULATIONS!



But Beware...

- Reality is...
 - Staff is limited
 - Resources are limited
 - Demand is endless
 - Our creativity and ideas are boundless
- Don't get carried away by all of your great ideas
 - If only we could...
 - Prioritize
 - Where is the biggest bang for the buck?
 - What can we actually do?
- Only take on new services that you can do well with the resources you have
 - We can...





**What About YOUR Innovative
Services?
(Or Ones You Have Heard
About?)**

