



Making the Most of Discovery— Primo Today and in the Future

Tamar Sadeh, PhD

Director of Discovery and Delivery Strategy

Barcelona, April 16, 2015



Agenda

- ▶ The basics of discovery: a reminder
- ▶ Primo in action
- ▶ Next to come
 - ▶ Search and exploration
 - ▶ The treasure trove: data and technological expertise
 - ▶ User experience
 - ▶ Reading lists

The basics of discovery

Why discovery systems?

- ▶ **One interface**—everything the library deems relevant in one place
- ▶ **User experience**—branded and consistent; a platform for offering relevant services
- ▶ **Content**—structured, comprehensive, multidisciplinary, and relevant
- ▶ **Full-text access**—clear and with no frustration
- ▶ **Search**—pre- and post-search options that help users focus
- ▶ **Recommendations**—leading to relevant items, regardless of the query
- ▶ **Analytics**—supporting decision making



Primo in action

Search

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Boston University Goal

Make the library Website become the virtual manifestation of the library with Search and Website forming a unified whole.

Key principles

- ▶ Focus on the local characteristics
- ▶ Modern design and simplicity
- ▶ All library collections available through a single interface
- ▶ The Primo-driven website becomes the library's primary service platform*
 - ▶ No distinctions between the website and the library collections
 - ▶ Search integrated into every library page
 - ▶ Library site included in the search scope
 - ▶ Additional services integrated in context
 - ▶ Dynamic pages created based on Primo searches
- ▶ Develop services using 'Uber' principles
- ▶ Make use of the full Primo capabilities

* BU are using the Wordpress enterprise-level content management system

Search

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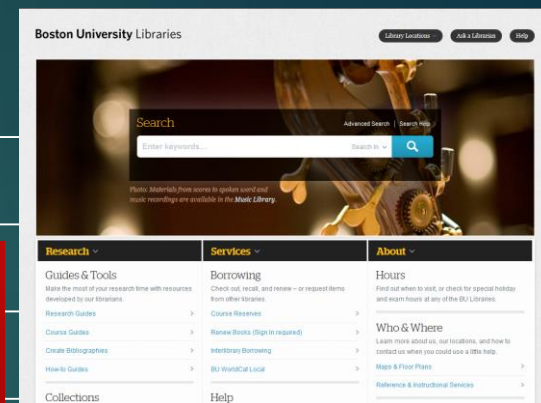
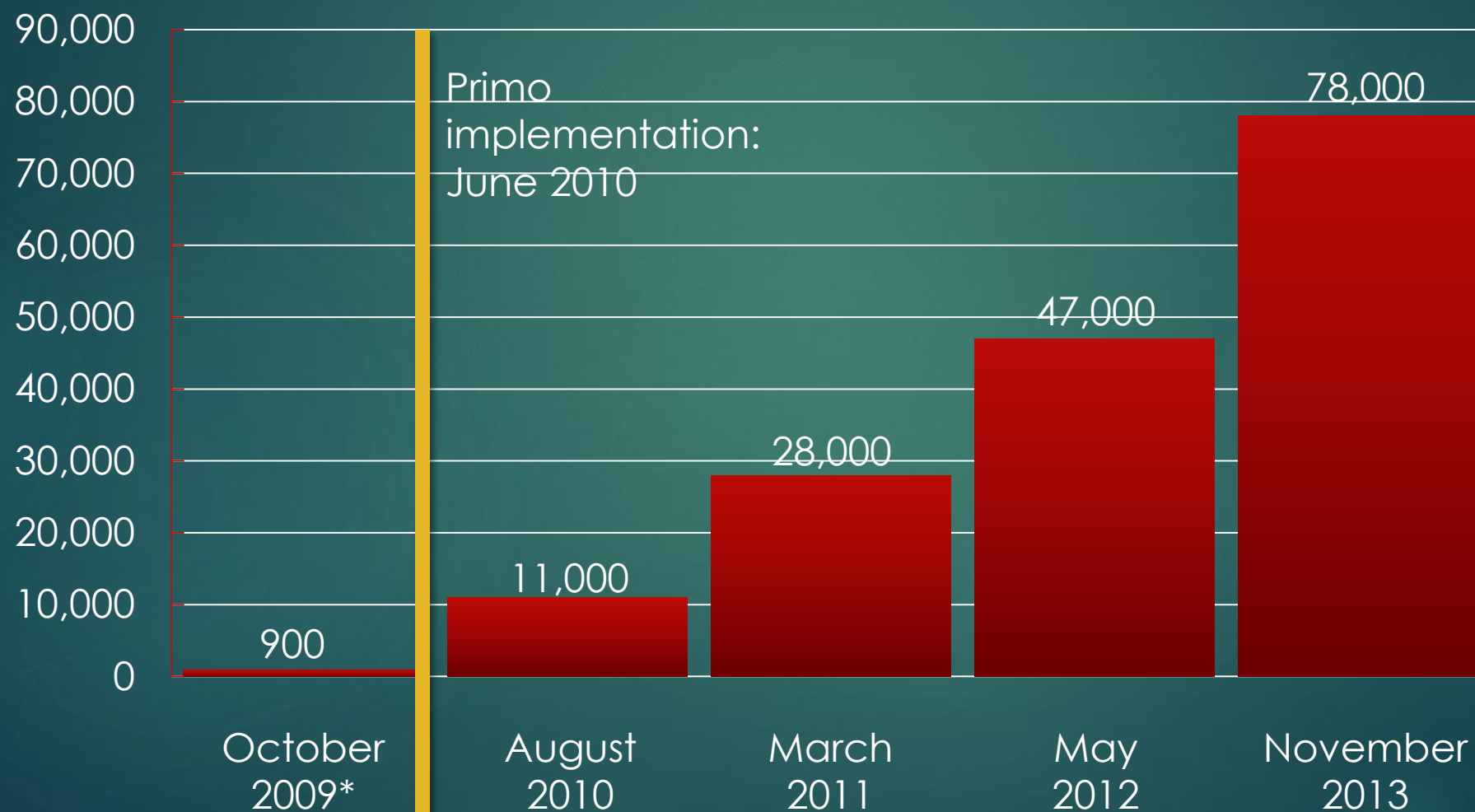
Other examples of innovative Primo sites

- ▶ ETH Zurich: <http://www.library.ethz.ch/en/>
- ▶ Harvard University Library: <http://library.harvard.edu/>
- ▶ National University of Ireland: <http://www.library.nuigalway.ie/>
- ▶ Mountain West Digital Library: <http://www.mwdl.org/>
- ▶ Emory University <http://web.library.emory.edu/>
- ▶ The British Library: <http://www.bl.uk/>
- ▶ Aalborg University: <http://www.en.aub.aau.dk/>
- ▶ Tulane University: <http://library.tulane.edu/>
- ▶ The Royal Library (Denmark): <http://rex.kb.dk/>
- ▶ Northeastern University: <http://library.northeastern.edu>



The proof of the pudding is in
the eating

Number of Primo Searches per Day Boston University, MA, USA



Insights – 27(3), November 2014

The effect of discovery systems on online journal usage | Michael Levine-Clark et al




T
O
S
Up

Many academic libraries are implementing discovery services as a way of giving their users a single comprehensive search option for all library resources. These tools are designed to change the research experience, yet very few studies have investigated the impact of discovery service implementation. This study examines one aspect of that impact by asking whether usage of publisher-hosted journal content changes after implementation of a discovery tool. Libraries that have begun using the four major discovery services have seen an increase in usage of this content, suggesting that for this particular type of material, discovery services have a positive impact on use. Though all discovery services significantly increased usage relative to a no discovery service control group, some had a greater impact than others, and there was extensive variation in usage change among libraries using the same service. Future phases of this study will look at other types of content.



Some comments following the
implementation of Hollis+ at Harvard



I just wanted to say, on behalf of graduate students across the Harvard campus, THANK YOU for Hollis+!!!! and the same enthusiastic thank you for the retrieval ("request item") service (plus "map it"). We really, really appreciate these services.



HOLLIS+ Is The Best

I thank you, and praise you, O you Hollis+ of my library, who have given me wisdom and access, and have made known to me now what we desired of you: for you have now made known to us the knowledge of the ages.

Thank you, Harvard library, for enabling database searches in Chinese and Japanese characters in Hollis +. It makes a huge difference in my research.



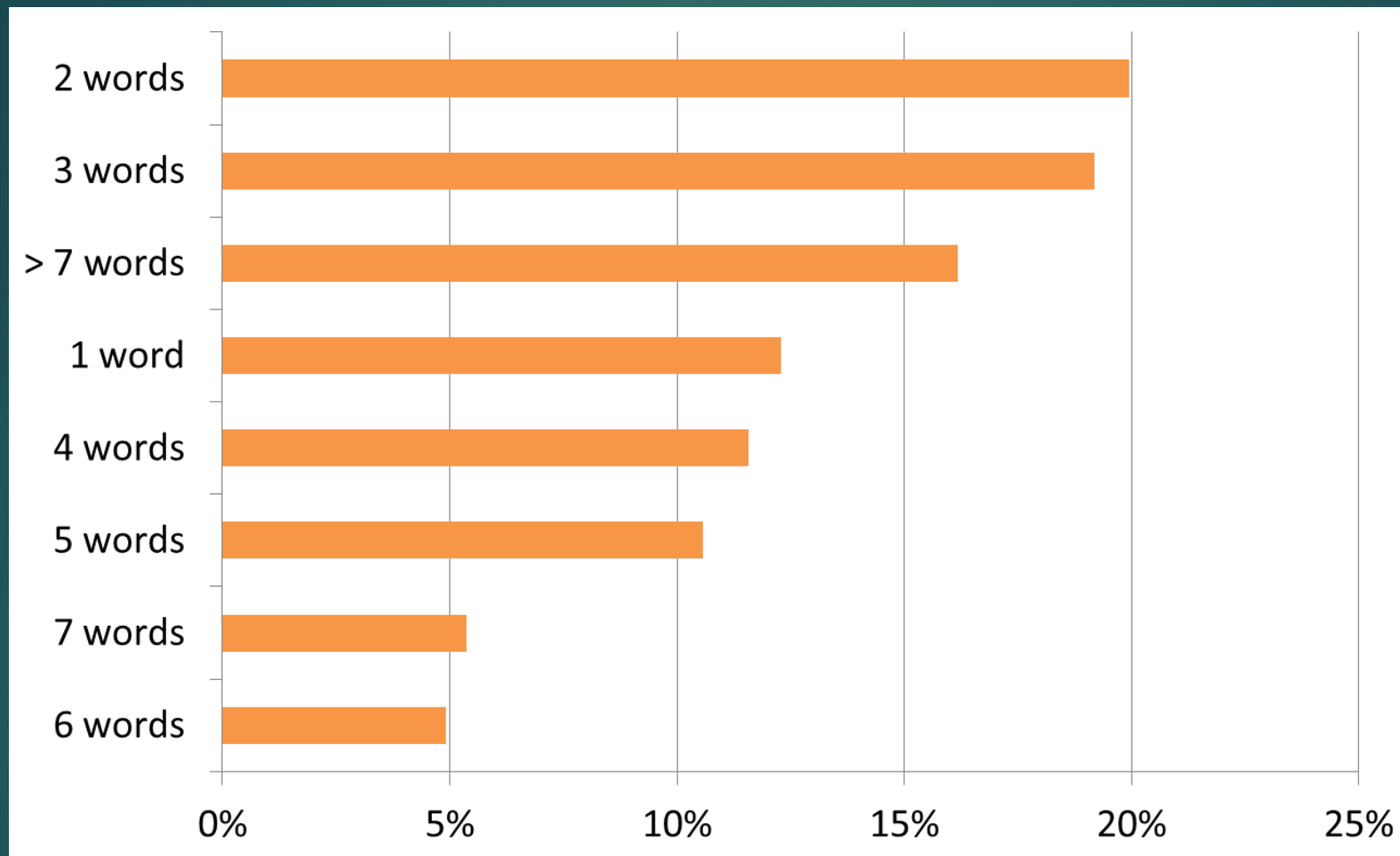
Next to come

This is what we know*

- ▶ More than 50% of searches are for known-items
- ▶ Learning is part of information searching; e.g., building terminology
- ▶ Following trails is hugely important
- ▶ No one strategy or technique fits all
 - ▶ Academic degree, expertise, discipline, specific task at hand—all matter
- ▶ Most materials used by undergraduates are listed in course readings

* Based on log analysis and user studies

Number of words in users' queries



Based on Primo Central search logs analysis

From search to discovery

- ▶ The base: optimal support of known-item searching
- ▶ Additionally
 - ▶ Browsing: finding through recognition rather than specification
 - ▶ Serendipitous discovery
- ▶ Next layer: building exploration trails to follow
 - ▶ References and citations
 - ▶ Implicit recommendations based on real-life selection patterns
 - ▶ Topics
 - ▶ Authors, institutions, and departments

Known-item search

- ▶ Support various types of queries, e.g.,

sing song girls of shanghai

Chemical Process Design and Integration

Simultaneous two-photon imaging of oxygen and blood flow in deep cerebral vessels

Tedeschi, bruni, Those Who Love Me Can Take the Train


gibson ars amatoria 3 2009

R. K. Gibson, Ovid: Ars Amatoria, Book 3 (Cambridge Classical Texts and Commentaries 40). Cambridge: Cambridge University Press, 2003. Pp. x + 446. ISBN 0-521-81370-0.

Biologic behavior and prognostic factors for mast cell tumors of the canine muzzle 24 cases (1990 2001).

- ▶ Support query variations, e.g.,
 - ▶ Typos or spelling mistakes
 - ▶ Missing or redundant words

Traditional browsing



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By author

▼

atak

Browse

Simple Search

Browse "atak" in authors list

No. of records	Entry
1	Atack, Jeremy
4	Atack, Margaret
3	Atack, Nikki
2	Ataide, Antonio de, Conde de Castanheira, -1647
1	Atal, C. K
1	Atala, Fuad
1	Atalaia, Lucinda
1	Atalar, Kerem Benjamin
1	Atalay, Erdogan 1966-
1	Atallah, Mikhail J



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By title

▼

The little


Browse

Simple Search

Browse "The little" in titles list

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Virtual shelf



Book

Far from the madding crowd
Hardy, Thomas ; Ronald Blythe
1978 Harmondsworth, Eng. ; New York : Penguin Books
● Available at Mugar Memorial Library Stacks (PR4745 .F78M)


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Book

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Hardy, Thomas ; Ronald Blythe
1978 Harmondsworth, Eng. ; New York : Penguin Books
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Book

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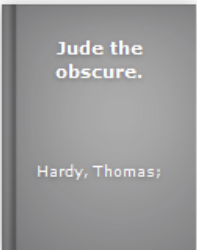
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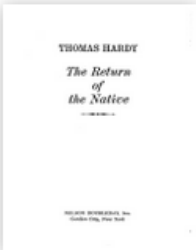
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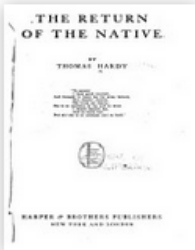
PR4746 .J83 2000



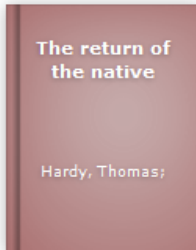
PR4746 F65



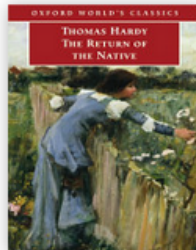
PR4747 .A1 1912



PR4747 .A1 1929



PR4747 .A1 1962



PR4747.A2 G37 2005

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Hardy, Thomas, 1840-1928 ; Thomas Hardy 1840-1928.

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Post-impressionism (Art) (8)

Painting, Modern (6)

Painting, French (6)

Painting (5)

More options

Author/Creator

Rewald, John (3)

Home Vision (Firm) (2)

National Gallery of Art (U.S.) (2)

Bessonova, M. A. (2)

WNET (Television station : New York, N.Y.) (2)

More options

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Mary Tompkins Lewis c2007
● Available at Graduate Library Stacks (ND547.5.I4 C75 2007)
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Jane. Bingham 2008
● Available at Main Library Juvenile Education Collection (ND547.5.P6 B56 2008)
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● Available at Main Library Stacks (ND1265 .R43)
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Impressionism and the Modern Vision [Photograph DMA_1308-11]
Dallas Museum Of Fine Arts

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Exploration trails: references and citations

The collage features several academic interfaces:

- Phys.org**: A science news website with a header for "PHYS.ORG" and navigation links for Physics, Nanotechnology, Earth, Astronomy & Space, Chemistry, Biology, and Technology.
- PLOS ONE**: A research article page for "Alliance Hypothesis for Human Friendship" by Robert Kurzban, dated June 03, 2009. It includes a table with columns: About the Authors, Metrics, Comments, and Related Content. The article has 11,219 views, 29 citations, and 82 saves.
- Frontiers in Social Psychology**: A journal page for "Social Judgment and Decision Making" edited by Joachim I. Krueger. It features a colorful abstract image of swirling lines.
- The American Sociological Review**: A journal page for "The origins of status hierarchies: A formal theory and empirical test" by Roger V. Gould (2002). It includes a summary and a list of tagged keywords: Sociology, status, and status (RSS).
- Other visible elements**: A "PHILOSOPHICAL TRANSACTIONS" header, a "Social intelligence" article snippet by Kay E. Holekamp, and a "Download PDF" button.

Implicit recommendations based on real-life selection patterns

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RESEARCH ARTICLE

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The Alliance Hypothesis for Human Friendship

Peter DeScioli, Robert Kurzban

Published: June 03, 2009 • DOI: 10.1371/journal.pone.0005802

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Users interested in this article also expressed an interest in the following:

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2. Barrett, H. Clark [Can Manipulations of Cognitive Load Be Used to Test Evolutionary Hypotheses?](#) Journal of personality and social psychology 91.3 (2006) 513-518
3. COUZIN, JENNIFER [Friendship as a Health Factor](#). Science 323.5913 (2009) 454-457
4. Wood, Stephen [The four pillars of HRM: are they connected?](#) Human resource management journal 5.5 (1995) 49 - 59
5. Tarrant, Mark [Friendship group identification, multidimensional self-concept, and experience of developmental tasks in adolescence](#). Journal of Adolescence 29.4 (2006) 627-640

Background

Active systems underlying human friendship will be advanced by functions these systems perform. Here we propose that human friendship is part, by cognitive mechanisms designed to assemble support groups. We use game theory to identify computations about friends that can be used to identify multi-agent conflicts. This analysis suggests that people would benefit from 1) hiding friend-rankings, and 2) ranking friends according to their own traits. These possible tactics motivate the hypotheses that people use allocentric representations of the social world, that people use information, and that egocentric friend-ranking is determined by information of partners' friend-rankings (more than others' traits).

Principal Findings

Wiley Online Library

Journal of Computer-Mediated Communication

Virtual Community Attraction: Why People Hang Out Online

Catherine M. Rodings and David Gefen

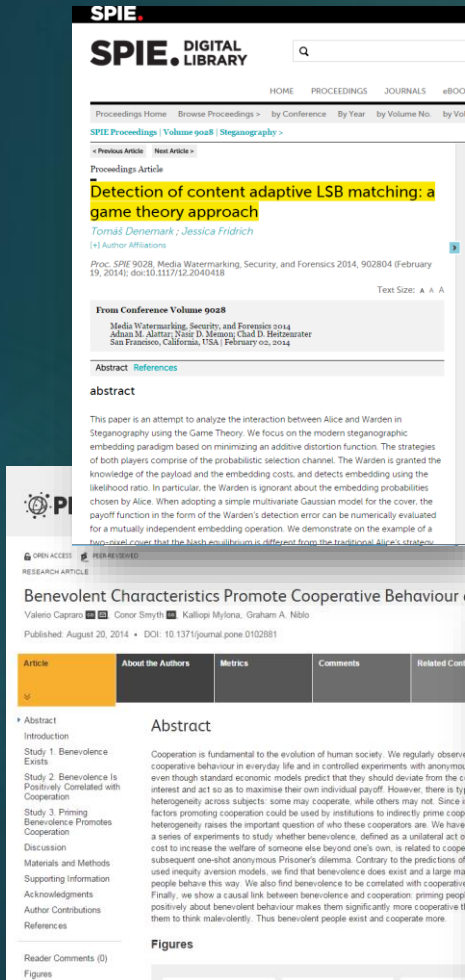
Article first published online: 23 JUN 2006
DOI: 10.1111/j.1083-4101.2004.00029.x

Abstract

Understanding the attraction of virtual communities is crucial to organizations that want to tap into their enormous information potential. Existing literature theorizes that people join virtual communities to exchange information and/or social support. Theories of broader Internet use have indicated both entertainment and searching for friendship as motivational forces. This exploratory study empirically examines the importance of these reasons in assessing why people come to virtual communities to directly assist virtual community members why they joined.

The responses to the open-ended question "Why did you join?" were categorized based upon the reasons suggested in the literature. Across 27 communities in 5 different social types, 560 different reasons from 369 people indicated that most sought either friendship or exchange of information, and a markedly lower percent sought social support or recreation. The reasons were significantly dependent on the grouping of the communities into types. In all the community types information exchange was the most popular reason for joining. Thereafter, however, the reason varied depending on community type. Social support was the second most popular reason for members in communities with healthiness and professional/career topics, but friendship was the second most popular reason among members in communities dealing with personal interests/hobbies, pets, or recreation. These findings suggest that virtual community managers should emphasize not only the content but also encourage the friendship and social support aspects as well if

Themes and concepts



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Detection of content adaptive LSB matching: a game theory approach

Tomás Denemark, Jessica Fridrich

(*) Author Affiliations

Proc. SPIE 9028, Media Watermarking, Security, and Forensics 2014, 902804 (February 19, 2014); doi:10.1117/12.2040418

Text Size: A A A

From Conference Volume 9028

Media Watermarking, Security, and Forensics 2014
Alfian M. Alim, Xiao D. Xiang, Chad D. Betzuster
San Francisco, California, USA | February 09, 2014

Abstract References

abstract

This paper is an attempt to analyze the interaction between Alice and Warden in Steganography using the Game Theory. We focus on the modern steganographic embedding paradigm based on minimizing an additive distortion function. The strategies of both players comprise of the probabilistic selection channel. The Warden is granted the knowledge of the payload and the embedding costs, and detects embedding using the likelihood ratio. In particular, the Warden is ignorant about the embedding probabilities chosen by Alice. When adopting a simple multivariate Gaussian model for the cover, the payoff function in the form of the Warden's detection error can be numerically evaluated for a mutually independent embedding operation. We demonstrate on the example of a two-level cover that the Nash equilibrium is different from the traditional Alogoskoufis strategy.

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RESEARCH ARTICLE

Benevolent Characteristics Promote Cooperative Behaviour

Valerio Capraro, Conor Smyth, Kallio Mylona, Graham A. Niblo

Published: August 20, 2014 • DOI: 10.1371/journal.pone.0102081

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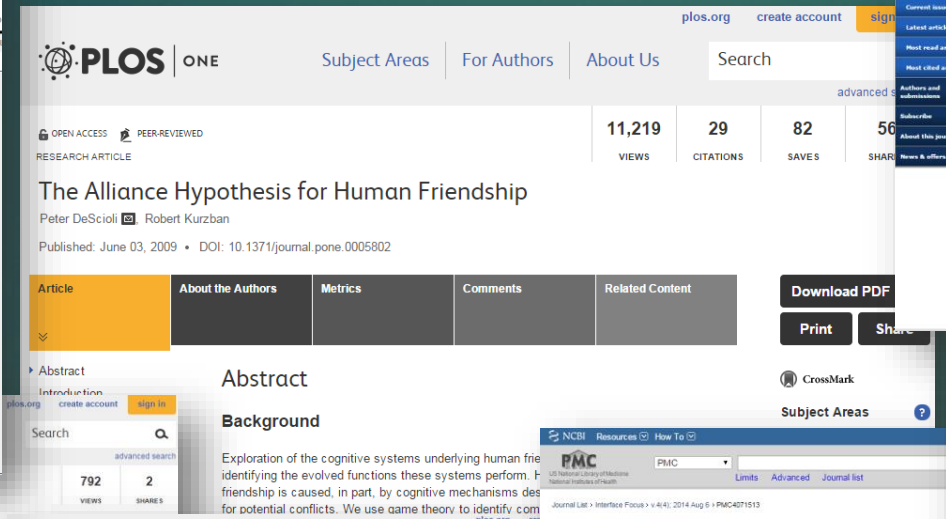
Abstract

Cooperation is fundamental to the evolution of human society. We regularly observe cooperative behaviour in everyday life and in controlled experiments with anonymous even though standard economic models predict that they should deviate from the coll interest and act so as to maximise their own individual payoff. However, there is type heterogeneity across subjects: some may cooperate, while others may not. Since factors promoting cooperation could be used by institutions to indirectly prime cooperation, heterogeneity raises the important question of who these cooperators are. We have a series of experiments to study whether benevolence, defined as a unilateral act of cost to increase the welfare of someone else beyond one's own, is related to cooper subsequent one-shot anonymous Prisoner's dilemma. Contrary to the predictions of I used inequity aversion models, we find that benevolence does exist and a large majority people behave this way. We also find benevolence to be correlated with cooperative. Finally, we show a causal link between benevolence and cooperation: priming people positively about benevolent behaviour makes them significantly more cooperative than them to think malevolently. Thus benevolent people exist and cooperate more.

Figures

Reader Comments (0)

Figures



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RESEARCH ARTICLE

The Alliance Hypothesis for Human Friendship

Peter DeScioli, Robert Kurzban

Published: June 03, 2009 • DOI: 10.1371/journal.pone.0005802

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Abstract

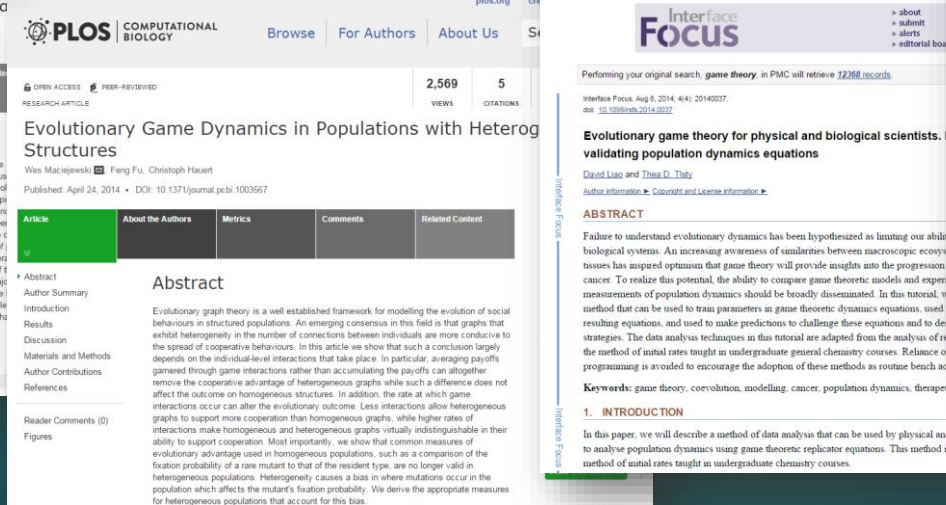
Background

Exploration of the cognitive systems underlying human friendship identifying the evolved functions these systems perform. Friendship is caused, in part, by cognitive mechanisms designed for potential conflicts. We use game theory to identify cognitive

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Abstract

Exploration of the cognitive systems underlying human friendship identifying the evolved functions these systems perform. Friendship is caused, in part, by cognitive mechanisms designed for potential conflicts. We use game theory to identify cognitive



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RESEARCH ARTICLE

Evolutionary Game Dynamics in Populations with Heterogeneous Structures

Wes Maciejowski, Feng Fu, Christoph Hauert

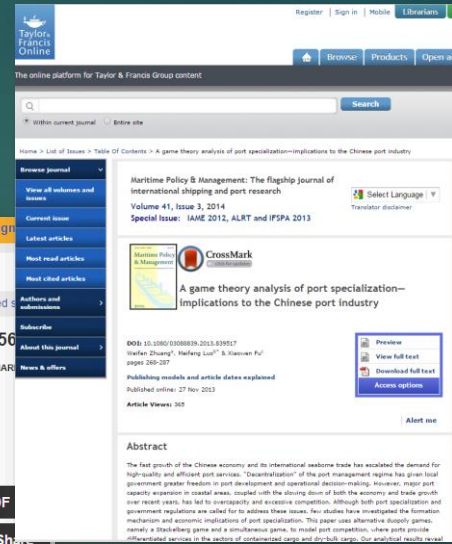
Published: April 24, 2014 • DOI: 10.1371/journal.pone.0100367

2,569 VIEWS 5 CITATIONS

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Abstract

Evolutionary graph theory is a well established framework for modelling the evolution of social behaviours in structured populations. An emerging consensus in this field is that graphs that exhibit heterogeneity in the number of connections between individuals are more conducive to the spread of cooperative behaviours. In this article we show that such a conclusion largely depends on the individual-level interactions that take place. In particular, averaging payoffs generated through game interactions rather than accumulating the payoffs can altogether remove the cooperative advantage of heterogeneous graphs while such a difference does not affect the outcome on homogeneous structures. In addition, the rate at which game interactions occur can alter the evolutionary outcome. Less interactions allow heterogeneous graphs to support more cooperation than homogeneous graphs, while higher rates of interactions make homogeneous and heterogeneous graphs virtually indistinguishable in their ability to support cooperation. Most importantly, we show that common measures of evolutionary advantage used in homogeneous populations, such as a comparison of the fixation probability of a rare mutant to that of the resident type, are no longer valid in heterogeneous populations. Heterogeneity causes a bias in where mutations occur in the population which affects the mutant's fixation probability. We derive the appropriate measures for heterogeneous populations that account for this bias.



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Maritime Policy & Management: The flagship journal of international shipping and port research

Volume 41, Issue 3, 2014

Special Issue: IAME 2012, ALRT and IFSPA 2013

A game theory analysis of port specialization-implications to the Chinese port industry

Wenli Zhang, Yifeng Luo, & Xianwen Fu

DOI: 10.1080/0088889.2013.839517

Published online: 27 Nov 2013

Article Views: 305

Abstract

The fast growth of the Chinese economy and its international seaborne trade has escalated the demand for high-quality and efficient port services. 'Overcapacity' of the port management regime has given local government greater freedom in port development and operational decision-making. However, major port capacity expansion in coastal areas, coupled with the closing down of both the economy and trade growth over recent years, has led to overcapacity and excessive competition. Although both port specialization and government regulations are called for to address these issues, few studies have investigated the formation mechanism and economic implications of port specialization. This paper uses alternative supply games, namely a Stackelberg game and a simultaneous game, to model port competition, where ports provide differentiated services in the sector of containerized cargo and bulk cargo. Our analytical results reveal



ICT Systems Security and Privacy Protection

IFIP Advances in Information and Communication Technology Volume 425, 2014, pp 15-29

Game Theory Meets Information Security Management

Andreas Felder, Emmanouil Panaousis, Pasquale Malacaria, Chris Harkin, Fabrizio Smeraldi

Abstract

This work addresses the challenge 'how do we make better security decisions?' and it develops techniques to support human decision making and algorithms which enable well-founded cyber security decisions to be made. In this paper we propose a game theoretic model which optimally allocates cyber security resources such as administrators' time across different tasks. We first model the interactions between an omnipresent attacker and a team of system administrators seen as the defender; and we have derived the mixed Nash Equilibrium (NE) in such games. We have formulated general-sum games that represent our cyber security environment, and we have proven that the defender's Nash strategy is also minimax. This result guarantees that independently from the attacker's strategy the defender's solution is optimal. We also propose Singular Value Decomposition (SVD) as an efficient technique to compute approximate equilibria in our games. By implementing and evaluating a minimax solver with SVD, we have thoroughly investigated the improvement that Nash defense introduces compared to other strategies chosen by common sense decision algorithms. Our key finding is that a particular NE, which we call weighted NE, provides the most effective defense strategy. In order to validate this model we have used real-life statistics from Hackmap: the Verizon 2013 Data Breach Investigation report, and the Ponemon report of 2011. We finally compare the game theoretic defense method with a method which implements a stochastic optimization algorithm.

Keywords: game theory, coevolution, modelling, cancer, population dynamics, therapeutic scheduling

1. INTRODUCTION

In this paper, we will describe a method of data analysis that can be used by physical and biological scientists to analyse population dynamics using game theoretic replicator equations. This method is based on the method of initial rates taught in undergraduate chemistry courses.

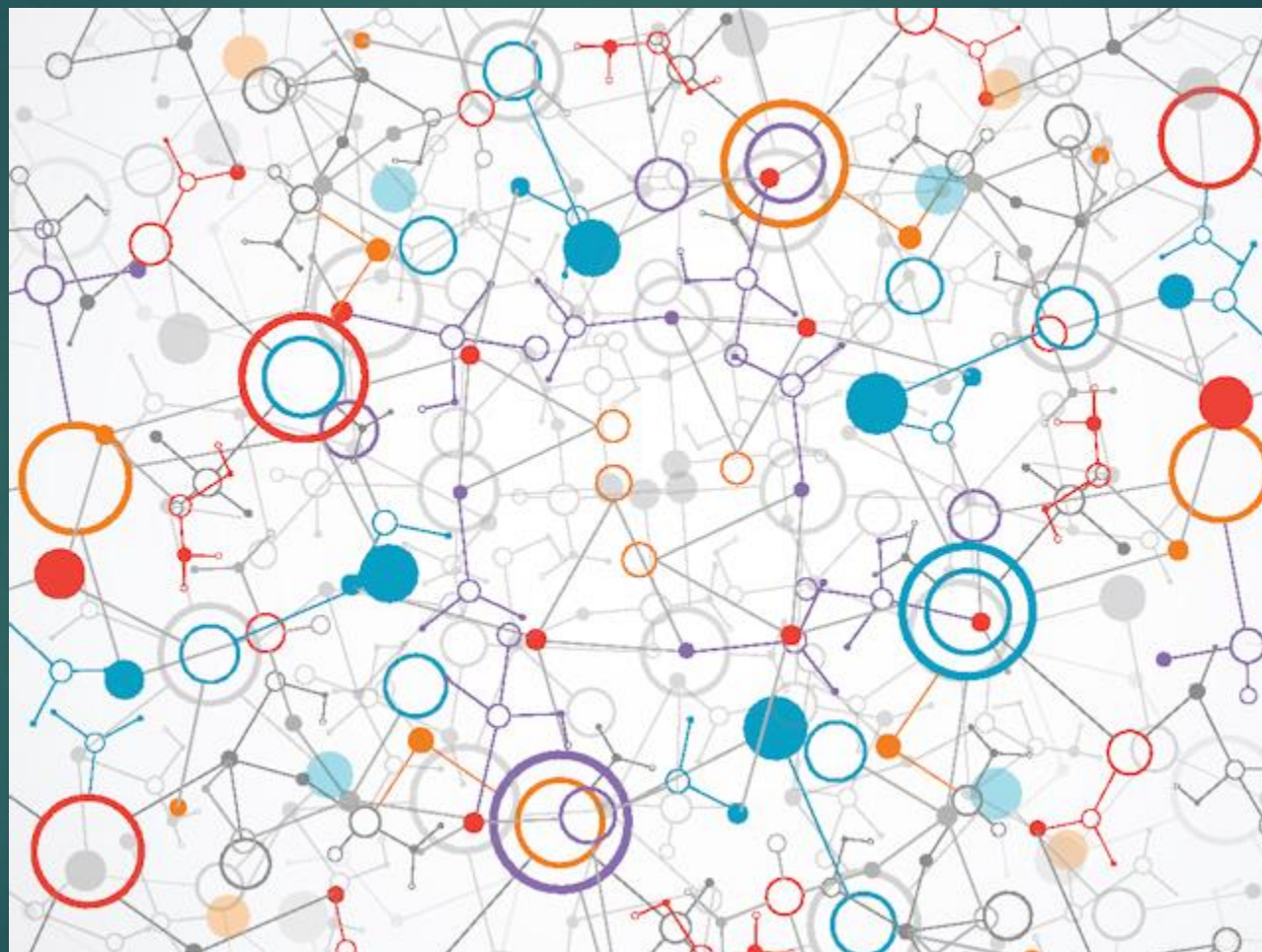
The treasure trove

- ▶ One billion items in the Primo Central Index
- ▶ Automated text analysis and clustering of items, based on similarities



Clustering based on data mining

Title					search	
Do honey bees average directions in the waggle dance to determine a flight direction?						
Description: The waggle dance of the honey bee is a recruitment behavior used to communicate the location of a resource to a nest mate. There is, however, significant imprecision communicating the direction across waggle runs in a single dance . In this study, we ask whether honey bee recruits determine the direction of their flight based on an average of many waggle runs , or on a single waggle run . We show that the distribution of recruit flight directions is narrower than the distribution of directions indicated in the dance . We also show that there is a better fit between observed flight directions and the prediction of a multiple- waggle-run -averaging model than a last- waggle-run or other single- waggle-run models. These findings substantially weaken hypotheses about the adaptive nature of imprecision in honey bee recruitment . [PUBLICATION]						
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	apis mellifera	averag model	bee	bees	Honeybee dances communicate distances measured by optic flow	
	behavior	communication	danc	dance	The spatial precision of the honey bees' dance communication	
	dance floor	direct	direct indic	direction	Signals and flexibility in the dance communication of honeybees	
	distribution	flight	flight direct	follow	The transfer of information in the dance language of honeybees: progress and problems	
	geographic	honey bee	honey bees	polarized light	The role of dances in recruiting bees to familiar sites	
	direction	recruit	recruitment	regression analysis		
	run	runs	statistical analysis	trap		
	von frisch	waggl	waggl run	waggle		
	waggle dance					



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 - ▶ Intuitive indications on the screen
 - ▶ Material type mix
- ▶ Digital discovery, supporting hierarchical structure
- ▶ And for librarians: Oracle business intelligence (OBI) reports

Q Sugar plantations


Q SEARCH

▼ DETAILED SEARCH


Results 1 - 16 of 42,223, sorted by Relevance ▼

- 

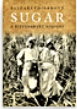
A Sour Taste on the Sugar plantations
Cohen, Jon
Science, 28 July 2006, Vol.313(5786), pp.473-475
“... proportionately concentrated. Originally built for workers from the sugar plantations, its residents have become shantytowns largely filled with ...”
[Available full text online](#)

- 

Bioaccessible arsenic in soils of former Sugar cane plantations, Island of Hawaii
Cutler, William G. ; Brewer, Roger C. ; El-Kadi, Aly ; Hue, Nguyen V. ; Niemeyer, Patrick G. ; Peard, John ; Ray, Chittaranjan
Science of the Total Environment, 2013, Vol.442, pp.177-188 [Peer Reviewed Journal]
[Available full text online](#)

- 

Sugar plantations Masters: Planters and Peasants in the World, 1800-1900
Rolf Knight
Toronto, Ont., Canada : Dept. of Anthropology, University of Toronto 1972
[Available full text online](#)

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Sugar - A bittersweet history
Abbott, Elizabeth
London; New York: Duckworth Overlook, 2009, x, 453 p.: ill.; 25 cm., English
“... Sugar plantations -- History ... plantation owners. Although Sugar lingers a bit too long on the dark side of sugar ...”
[Available full text online](#)

- 

The Asian sugar plantations in India and Indonesia
Bosma, Ulbe 1962- author.
Cambridge: Cambridge University Press, 2013, 1 online resource., English
[Available full text online](#)

Refine the search

Availability

In the library ~ 11
Full text online ~ 15,306
Peer reviewed ~ 7,252

MORE ▼

Resource Type

Articles ~ 12,177
Newspapers ~ 4,142
Books ~ 3,070

MORE ▼

Topic

EXPAND ▼

Creator

EXPAND ▼

Collection

EXPAND ▼

Language

EXPAND ▼

Classification LCC

EXPAND ▼

■ Fresh, fast, and intuitive

■ New technologies based on RESTful APIs

■ One experience for all devices

■ Integrated exploration flow

■ Flexible and easy to customize


Expanding the reach of the library

- ▶ The library is looking for ways in which it can be more involved in teaching and learning
 - ▶ To better support instructors and students
 - ▶ To ensure the proper use of materials
 - ▶ To optimally develop the library collections
 - ▶ To measure and demonstrate the library's value to the institution

Leganto: Ex Libris reading-list offering

- ▶ Serves instructors, students, and librarians
 - ▶ Instructors create, maintain, evaluate, and share reading lists and monitor their use
 - ▶ Students access materials, share their views, and suggest additional materials
 - ▶ Librarians make materials available and track their use through the library management service
- ▶ Tightly integrates with the course management system and other relevant systems and services and supports cross-system workflows

 Reading Lists

 Your Collection

14

 Notifications

< Politics and Social Change in Central America

Lorem ipsum dolor sit amet, consectetur tooltip example adipisicing elit. Sit expedita qui, cum consectetur provident vel rerum, aspernatur distinctio, culpa possimus similique.

 PUBLISHED  B790  Updated yesterday  5 items in 2 sections



All items



NEW SECTION

✓ DONE

Essential Reading

Lorem ipsum dolor sit amet, consectetur adipisicing elit. Aliquid quas magnam debitis maxime cum tempore neque accusantium. Dolorum ad nesciunt recusandae deserunt ipsam, commodi amet eos, minima dicta repellat est nihil quo.



Transnational Conflicts: Central America, Social Change, and Globalization
Robinson, William I.

New York: Penguin, 2003, 4th ed.

 Read it online

 3  5  24



Latin America and Global Capitalism: A Critical Globalization Perspective

Gunnell, John G.

University Press Of America, 1987, 4th ed.

 15  34

Your Collection

Drag items into the reading list.

Search

Order by Date Added ▾



Latin American Neostructuralism: The Contradictions of Post-Neoliberal Development
Fernando Ignacio Leiva



Social Change and Development: Modernization, Dependency and World-System Theories (SAGE Library of Social Research)
Alvin Y. So



Transnational Conflicts: Central America, Social Change, and Globalization
William I. Robinson
✓ ADDED TO LIST



American Exceptionalism: A Double-Edged Sword
Anthony Giddens



Capitalism and Modern Social Theory: An Analysis of the Writings of Marx, Durkheim and Max Weber
Eric R. Wolf



ReORIENT: Global Economy in the Asian Age
Emile Durkheim

Summing up: our focus in 2015-2016

- ▶ Current focus: a higher level of discovery
 - ▶ Optimal support for known-item searching
 - ▶ Exploration trails, following relations between items
 - ▶ Support for serendipitous discovery
- ▶ Clustering, based on extensive data and Big Data technologies
- ▶ User experience
 - ▶ How things look and function
 - ▶ Support for mobile devices
 - ▶ Personalization
 - ▶ Digital discovery
- ▶ Better integration of the library services in teaching and learning environments



Thank you!

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Director of Discovery and Delivery Strategy

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