

**IMPROVING THE LIBRARY
EXPERIENCE BY TRANSFORMING
THE POINT OF SERVICE**

An aerial photograph of a large university campus. The campus is filled with various buildings, including academic halls, a large arena, and several parking lots. In the background, there are large, rugged mountains under a clear sky. The foreground shows a baseball field and a track.

30,000 STUDENTS
1,300 FACULTY
2,800 STAFF

2,000,000 GATE COUNT
4,100,000 TITLES
350 FTE

**WHAT IS THE BIGGEST CHALLENGE
FACING YOUR LIBRARY?**

**WHAT IS THE BIGGEST CHALLENGE
FACING YOUR LIBRARY?**

LIBRARIANS.

**LIBRARIANS EXPERIENCE
THE LIBRARY DIFFERENTLY
THAN OTHER PEOPLE.**

**SERVICE POINTS DESIGNED BY
PEOPLE ALREADY COMFORTABLE
WITH THE SERVICE.**

**NO MALICIOUS INTENT.
JUST A NATURAL SIDE-EFFECT.**

Operating System

Genuine Windows® 7 Professional, 32-bit, no media

- Genuine Windows® 7 Professional, 32-bit [add \$3.00]
- Genuine Windows® 7 Professional, 32-bit, no media [Included in Price]
- Genuine Windows® 7 Professional to XP Professional SP3, with media [add \$3.00]
- Genuine Windows® 7 Professional to XP Professional SP3, no media add \$0.00
- Genuine Windows Vista® Home Basic SP2, 32-bit, With media [subtract \$62.00]
- Genuine Windows Vista® Home Basic SP2, 32-bit, No media [subtract \$65.00]
- Genuine Windows Vista® Business SP2, 32-bit, With media [add \$3.00]
- Genuine Windows Vista® Business SP2, 32-bit, No media add \$0.00
- Genuine Windows® 7 Ultimate, 32-bit [add \$53.00]
- Genuine Windows® 7 Ultimate, 32-bit, no media [add \$50.00]
- Genuine Windows® 7 Ultimate, 32-bit, with XP Mode Installed [add \$53.00]
- Genuine Windows® 7 Ultimate, 32-bit, with XP Mode Installed No Media [add \$50.00]
- Genuine Windows® 7 Ultimate to XP Professional SP3, no media [add \$50.00]
- Genuine Windows® 7 Ultimate to XP Professional SP3, with media [add \$53.00]

Start

The Start screen features a grid of live tiles. The top row includes a Mail tile for Jean Stone with 8 messages, a calendar tile for Monday, 24, with a house warming party, a Photos tile showing the Golden Gate Park bandstand, and a Music tile. The second row has a People tile with five photos, a Finance tile for BLUE YONDER stock, an Internet Explorer tile, and a Help + Tips tile. The third row contains SkyDrive, Maps, a Weather tile for San Francisco (68° Sunny), a Sports tile with a trophy, a Travel tile showing a tropical beach, and a Skype tile. The bottom row includes a Desktop tile with a cherry blossom image, a Weather tile for the day and tomorrow, a Store tile, a Reading List tile, a Health & Fitness tile, and an Excel 2013 tile. A large purple fish graphic is positioned in the upper right background.

<p>Jean Stone Thank you for your help! It was great to have your help moving</p> <p>Mail 8</p>	<p>House warming party Jean's new house 5:30 PM – 9:00 PM</p> <p>24 Monday</p>	<p>Photos</p>	<p>Music</p>
<p>People</p>	<p>BLUE YONDER - 6/24/2013 80.81 ▲ +0.10% (+0.08)</p>	<p>Internet Explorer</p>	<p>Help + Tips</p>
<p>SkyDrive</p>	<p>Maps</p>	<p>68° San Francisco Sunny</p>	<p>Sports</p>
<p>Desktop</p>	<p>Today 65° / 52° Mostly sunny Tomorrow 68° / 53° Partly sunny</p> <p>Weather</p>	<p>Store</p>	<p>Travel</p>
			<p>Polar bears enjoy fun, freedom in their new home</p>
			<p>Skype</p>
			<p>Alarms</p>
			<p>Reading List</p>
			<p>Health & Fitness</p>
			<p>Excel 2013</p>

So...which way do I go?



OFFICIAL BALLOT, GENERAL ELECTION
PALM BEACH COUNTY, FLORIDA
NOVEMBER 7, 2000

(REPUBLICAN)

GEORGE W. BUSH - PRESIDENT

3 ➔

DICK CHENEY - VICE PRESIDENT

(DEMOCRATIC)

AL GORE - PRESIDENT

5 ➔

JOE LIEBERMAN - VICE PRESIDENT

(LIBERTARIAN)

HARRY BROWNE - PRESIDENT

7 ➔

ART OLIVIER - VICE PRESIDENT

(GREEN)

RALPH NADER - PRESIDENT

9 ➔

WINONA LaDUKE - VICE PRESIDENT

(SOCIALIST WORKERS)

JAMES HARRIS - PRESIDENT

11 ➔

MARGARET TROWE - VICE PRESIDENT

(NATURAL LAW)

JOHN HAGELIN - PRESIDENT

13 ➔

NAT GOLDHABER - VICE PRESIDENT

OFFICIAL BALLOT, GENERAL ELECTION
PALM BEACH COUNTY, FLORIDA
NOVEMBER 7, 2000

(REFORM)

PAT BUCHANAN - PRESIDENT

← 4

EZOLA FOSTER - VICE PRESIDENT

(SOCIALIST)

DAVID McREYNOLDS - PRESIDENT

← 6

MARY CAL HOLLIS - VICE PRESIDENT

(CONSTITUTION)

HOWARD PHILLIPS - PRESIDENT

← 8

J. CURTIS FRAZIER - VICE PRESIDENT

(WORKERS WORLD)

MONICA MOOREHEAD - PRESIDENT

← 10

GLORIA La RIVA - VICE PRESIDENT

WRITE-IN CANDIDATE

To vote for a write-in candidate, follow the
directions on the long stub of your ballot card.

es will
electors.)



NO SMOKING

PAY PARKING HERE

STEP 3
CHOOSE MULTI USE PASS

STEP 2
INSERT TICKET

STEP 1
60 MINUTES FREE PARKING
PAYMENT NOT REQUIRED
USE ENTRY TICKET TO EXIT

STEP 5
COLLECT TICKET

COLLECT TICKET

TOWNVILLE HOSPITAL
USE HOSPITAL DISCOUNT
\$0 FOR 24 HOUR PASS
\$10 FOR 7 DAY PASS
A \$50 3 MONTH PASS
IS AVAILABLE FROM THE
CASHIER'S DESK IN THE
MAIN FLOOR

INSERT COINS
ACCEPTED COINS
1/4, 20¢, 15¢, 10¢, 5¢

STEP 4
PAY FOR YOUR PARKING

INSERT NOTES
\$5, \$10, \$20, \$50, \$100

COLLECT CHANGE

STERN ELECTRONICS

“THE USER IS NOT LIKE ME.”

OVERVIEW

TECHNOLOGIES

WEB SERVICES

RESPONSIVE DESIGN

ONLINE CHANGES

SCHOLAR SEARCH

COLIGO

MY ACCOUNT

OFFLINE CHANGES

WEB SERVICES

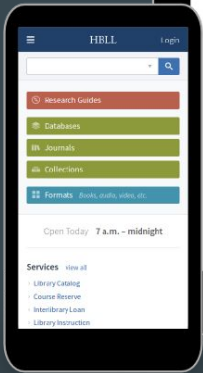
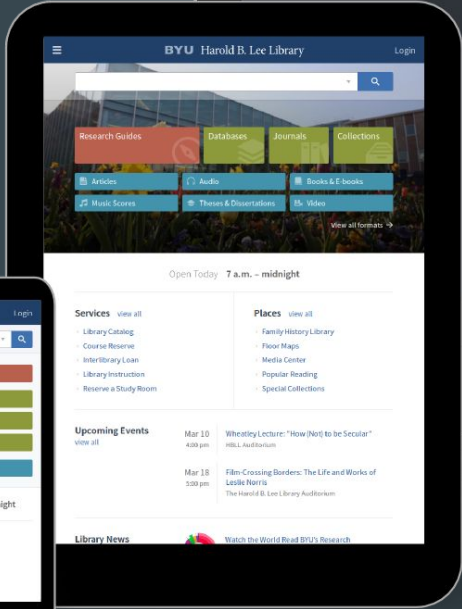
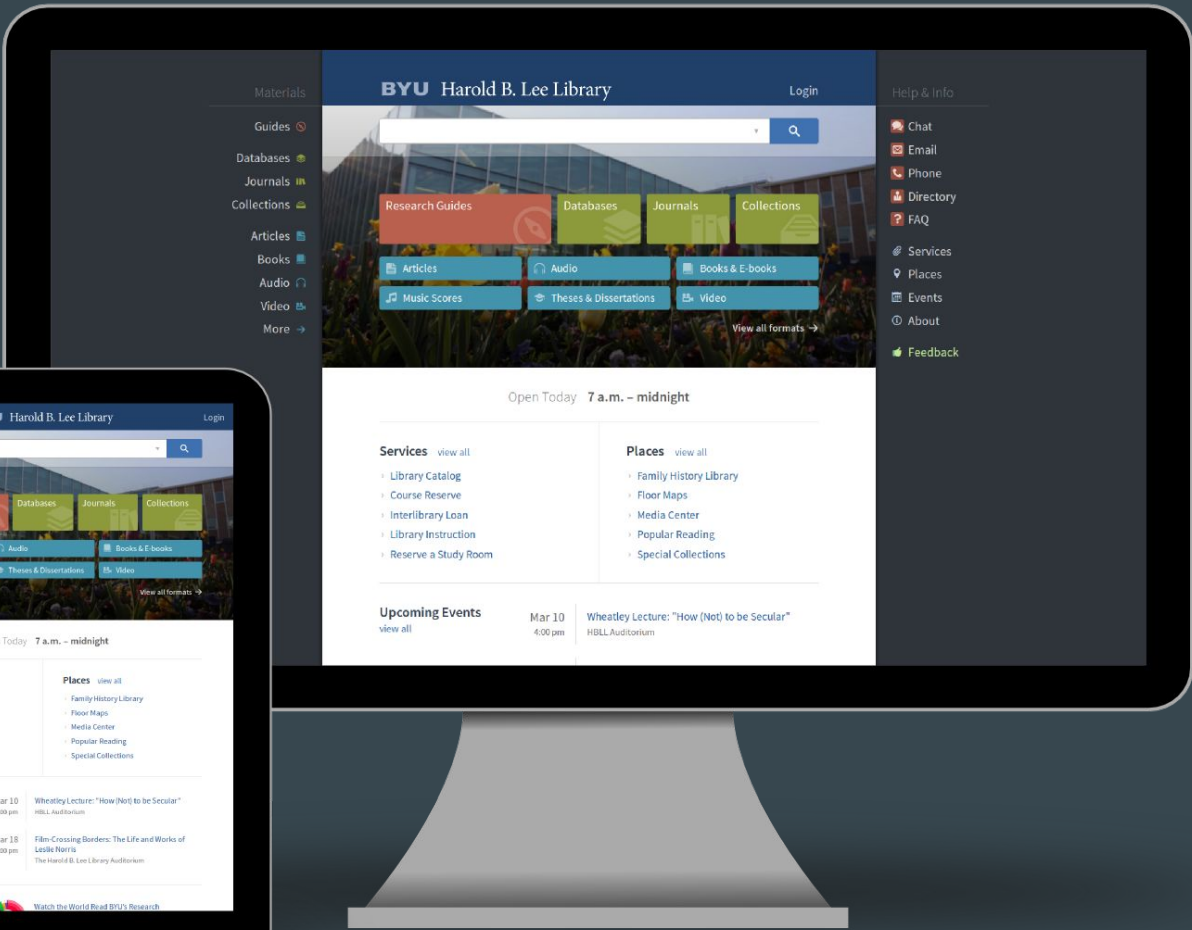
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BECOME A NEAR-UNIVERSAL
MEANS OF COMMUNICATION
BETWEEN WEB APPLICATIONS.**




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“EAT YOUR OWN DOG FOOD”

RESPONSIVE DESIGN



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10 Library Items

[Renew All Items](#)

Primer

Carruth, Shane — PN 1995.9 .S26 P75 2005 (HBLL Media Center)

Due 18 Mar, 11:59 pm — No online renewals left, contact the circulation desk (801-422-6061, library-circ@byu.edu)

Proceedings of the International Workshop on Software Version and Configuration Control

[Renew](#)

International Workshop on Software Version and Configuration Control (1988 : Grassau, Traunstein, Germany) — QA 76.751 .I58 1988 (HBLL)

Due 19 Apr, 11:59 pm (1 month till due date) — 4 online renewals left

Rocket men : the epic story of the first men on the moon

[Renew](#)

Nelson, Craig, 1955- — TL 789.8 .U6 A559 2009 (HBLL)

Due 25 Apr, 11:59 pm (1 month till due date) — 3 online renewals left






Lincoln : the unknown

[Renew](#)


Carnegie, Dale, 1888-1955 — E 457 .C28 1932 (HBLL)


Due 1 Jun, 11:59 pm (3 months till due date) — 1 online renewal left


Effective Java : programming language guide


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Requests

1 Request

Harry Potter and the sorcerer's stone

Rowling, J. K.

Position 1 of 1

Cancel

1 Interlibrary Loan Request

Some Book that BYU Doesn't Own


John Doe


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Courses

BUS M 205R
(Marsh)

RESEARCH GUIDES

**BYU Management
Library**


LIBRARIAN


Andy Spackman

No reserve items found

Note: Independent Study courses will not appear on this page.

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Room Reservations

- **3327 HBLL:** Sat, 19 Mar, 8:00am-8:30am, Test Reservation ([edit](#))
- **3331 HBLL:** Sat, 19 Mar, 10:30pm-11:00pm, Test Reservation ([edit](#))

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LABELS

Your Labels [dna](#)System Labels [Inbox](#)[All Bookmarks](#)

Actions

Options

Bookmarks: All

 [Catching fire](#) Book

2009, 391 pages; 22 cm, First edition.

[4 other holdings →](#)[Inbox](#) [DNA sequencing](#) Book





1983, xi, 384 p.: ill.; 20 cm.

[1 other holding →](#)[dna](#)[Inbox](#) [House of Flying Daggers](#) Video

2005, 1 videodisc (119 min.): sd., col.; 4.3/4 in.





[1 other holding →](#)[Inbox](#) [Look to windward](#) Book

2001, x, 369; 25 cm

[1 other holding →](#)[Inbox](#) Chat Email Phone Directory FAQ Services Places Events About Feedback

SCHOLAR SEARCH

PROMOTED RESULTS

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biology



NARROW YOUR SEARCH

Availability 

- Online (4,606,527)
- Available for Checkout (18,308)
- Available Only in Library (1,078)
- Unavailable (681)
- Peer Reviewed (112)

Type 

- Articles (4,153,364)
- Books (99,190)
 - Online (83,596)
 - Print (18,018)
- Reviews (66,691)

SHOW MORE Collection 

- Lee Library (22,253)
- Databases (9,768)
 - ICPSR (7)
 - Berg Fashion Library (2)
 - Business Expert Press Ebooks (1)
 - Smithsonian Global Sound (2)

SHOW MORE 

Page 1 / 4,623,283 results

Options

Research Guides

 **Biology**

Librarian: [Mike Goates](#)
 Databases: [Scopus](#) • [Web of Science](#)
[See all research guide results →](#)

Research Tools

 **Biology Browser**

BiologyBrowser, produced by BIOSIS, is a free web site offering resources for the life sciences info...
[See all database results →](#)

 **Biology**

MDPI • ISSN: 2079-7737
[See all journal results →](#)





Library Results

 **Mike Goates**


Life Sciences Librarian • (801) 422-6012 • 2324 HBLL •
michael_goates@byu.edu
[See all directory results →](#)


Biology **Book** / Mader, Sylvia S.


New York, NY: McGraw-Hill Education, 2016, xviii, 922 pages, 1-37: illustrations; 29 cm, Twelfth edition., English

[Harold B. Lee Library Bookshelves](#) Chat Email Phone Directory FAQ Services Places Events About Feedback

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scott bertagnole



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Online (0)

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Library Results

 **Scott Bertagnole**

Library Systems Programmer • (801) 422-7714 • 2840 HBLL •
scott_bertagnole@byu.edu

[See all directory results](#) →


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- [Google Scholar](#)
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study room



NARROW YOUR SEARCH

Availability 

- Online (354,662)
- Available Only in Library (8,981)
- Available for Checkout (5,737)
- Unavailable (967)
- Peer Reviewed (4)

Type 

- Articles (321,157)
- Books (16,521)
 - Print (12,756)
 - Online (4,193)
- Technical Reports (1,890)

SHOW MORE Collection 

- Lee Library (13,892)
- Databases (893)
 - Brepolis Library of Latin Texts (CLCLT) (18)
 - American Song (2)
 - Business Expert Press Ebooks (1)
 - ICPSR (29)

SHOW MORE Search instead for [studyroom](#)

Page 1 / 367,524 results

Options

Research Guides

 **Education**






Librarian: Rachel Wadham

Databases: ERIC (EBSCO) • PsycINFO (EBSCO)





Library Services

 **Study Room Scheduler**

Schedule group study rooms in the library

Practice Brief: Accommodating Deaf and Hard of Hearing Students in Operating Room Environments--A Case Study **Article** / Meeks, Lisa M.; Laird-Metke, Elisa; Rollins, Mark; Gandhi, Seema; Stechert, Martin; Jain, Neera R.2015, *Journal of Postsecondary Education and Disability*, volume 28, issue 3, starting on page 383, English**Listening to "How the Patient Presents Herself": A Case Study of a Doctor-Patient Interaction in an Emergency Room** **Article** / Delbene, Roxana2015, *Journal of Education and Training Studies*, volume 3, issue 2, starting on page 1, English Chat Email Phone Directory FAQ Services Places Events About Feedback

AWARENESS OF ACCOUNT STATUS

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1 HOLDING

Sampler Collection—Nonfiction

D541ab Book / Floor 2-N

Checked Out — 1 copy

Abundance

The future is better than you think Book / [Diamandis, Peter H.](#)*New York: Free Press, 2014, xiii, 412 pages; 22 cm, Free Press paperback edition., English*

D541ab

Floor 2-N, Sampler Collection—Nonfiction
[Map](#) • [Browse nearby items](#)Checked Out — 1 copy (*due 10 Mar*)**You have this item checked out. Due: 10 Mar 2016, 11:59 pm.**[Request Item](#)[Actions](#)

Edition

[› Free Press paperback edition.](#)





Contributors




[› Kotler, Steven 1967- author.](#)

Description

The authors document how four forces--exponential technologies, the DIY innovator, the Technophilanthropist, and the Rising Billion--are conspiring ...[show more](#) ↓

Subjects

[› Technological innovations — Forecasting](#) Chat Email Phone Directory FAQ Services Places Events About Feedback

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HBLL Juvenile Collection

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HBLL Juvenile Collection

823 R797h 2015 Book / Floor 4-S

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Bookshelves**PZ 4 .R798 H28 1998** Book / Floor 5-S**Available** — 2 copies

2 other copies

Sampler Collection—Fantasy

R798hs Book / Floor 2-N

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Sampler Collection—Fantasy

R798hs 2001 Book / Floor 2-N

Checked Out — 1 copy

BYU Salt Lake Center on library
juvenile shelves**823 R797h** Book**Available at Salt Lake Center** —

1 copy

Harry Potter and the sorcerer's stone

 **Book** / [Rowling, J. K.](#)

New York: A.A. Levine Books/Scholastic Press, 1998, vi, 309 p.: ill.; 24 cm., 1st American ed., English

**PZ 4 .R798 H28 1998**

Floor 5-S, Harold B. Lee Library Bookshelves

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Available — 2 copies

Checked Out — 2 copies (*due 3 Mar, 30 Mar*)

3 requests (*your position: #3*)

 **Item Requested**
Actions

Uniform Title

› [Harry Potter and the philosopher's stone](#)

Edition

› [1st American ed.](#)





Series

› [Year ... at Hogwarts](#)

Contributors

› [GrandPré, Mary ill.](#)

Description

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da capo : (*Italian*) from the beginning
(literally “from the head”)

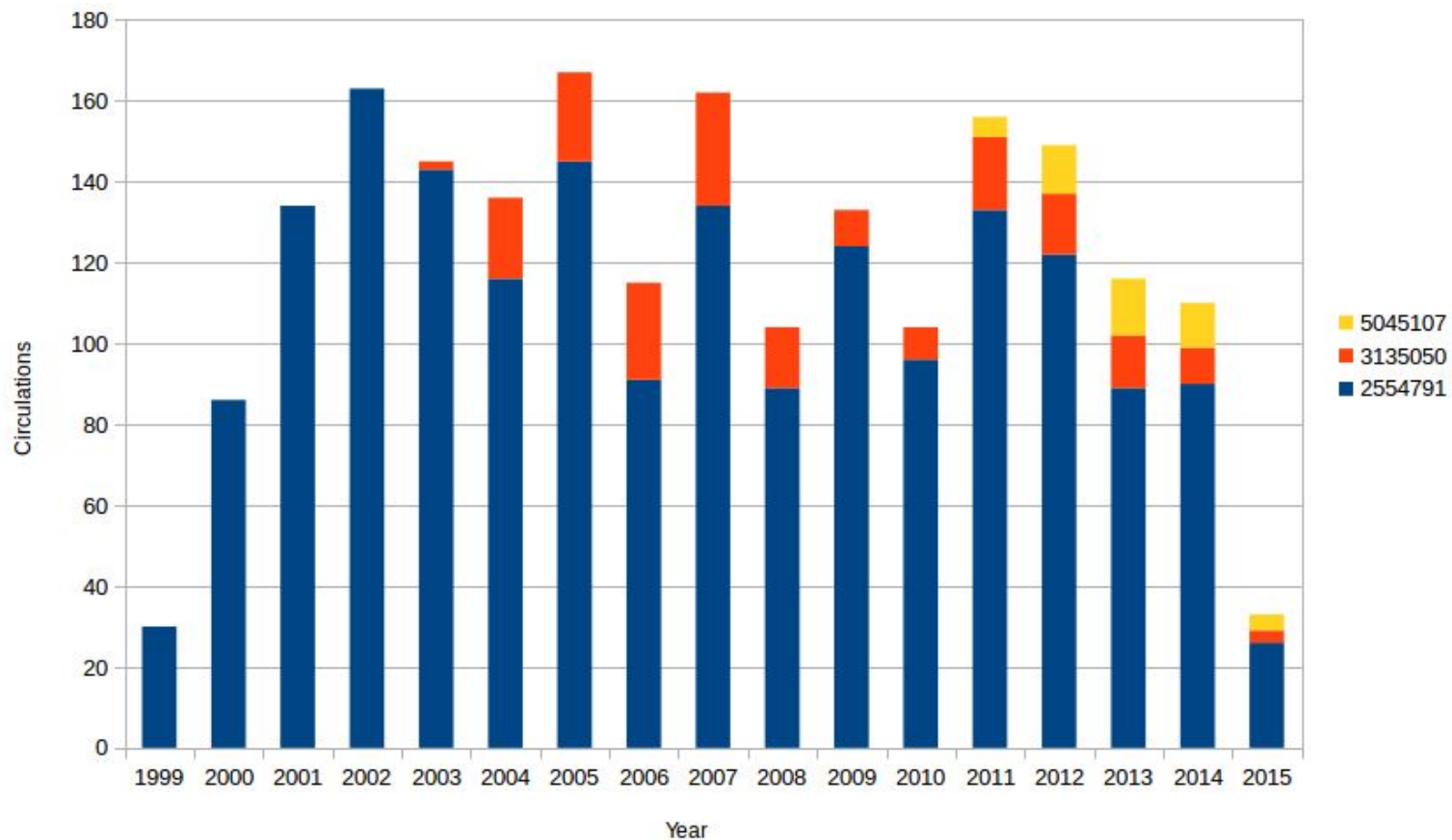


DACAPO

**(HARVESTS SYMPHONY
TRANSACTION LOGS INTO A
QUERYABLE WEB SERVICE)**

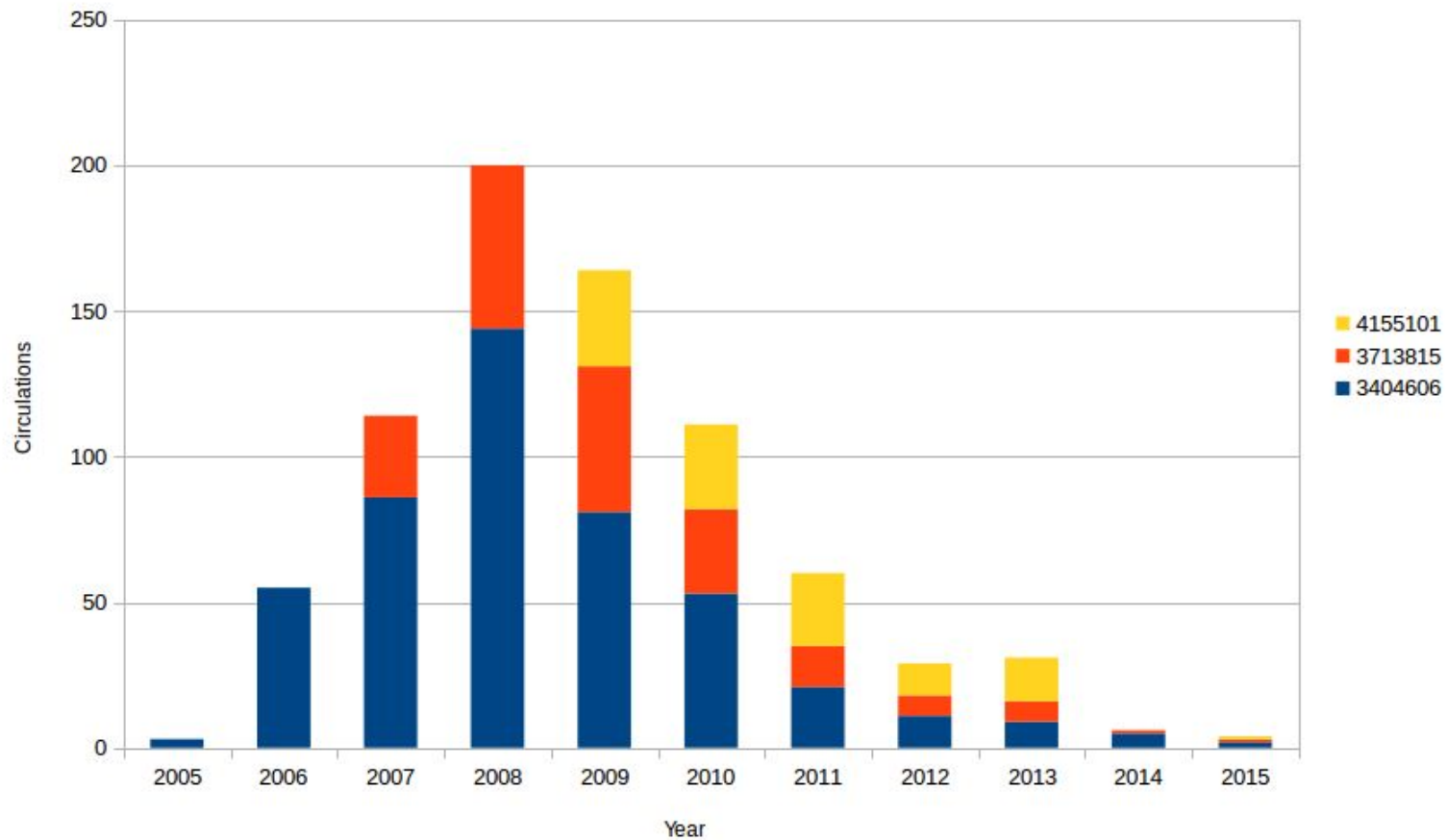
Circulation Statistics: "Harry Potter and the Sorcerer's Stone"

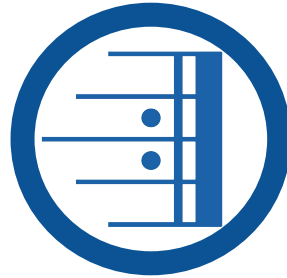
(Grouped by Catalog Record)



Circulation Statistics: "Twilight"

(Grouped by Catalog Record)





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HARRY POTTER: 162.782410
TWILIGHT: 5.0220404

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NORMALIZE

- ↳ CONCAT

- ↳ HASH (MD5)

- ↳ ENCODE (BASE 36)

- ↳ TRUNCATE (16 CHARS)

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R798hs 2001

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 1 copy

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PZ 4 .R798 H28 1998

Book

Available — 2 copies
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823 R797h

Book

Available — 2 copies
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HBLL Juvenile Collection
823 R797h 2015

Book

Available — 1 copy

Harry Potter and the sorcerer's stone

 Book / [Rowling, J. K.](#)

New York: A.A. Levine Books/Scholastic Press, 1998, vi, 309 p. :
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HBLL Juvenile Collection

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Actions

Uniform Title

- › Harry Potter and the philosopher's stone

Edition

- › 1st American ed.

Series

- › [Year ... at Hogwarts](#)

Contributors

- › [GrandPré, Mary ill.](#)

Description

Rescued from the outrageous neglect of his aunt and uncle, a young boy with a great destiny proves his worth while attending Hogwarts School for ...[show more ↓](#)

Subjects

- › [Orphans — Juvenile fiction](#)
- › [Witches — Juvenile fiction](#)
- › [Wizards — Juvenile fiction](#)
- › [Schools — Juvenile fiction](#)

harry potter and the
 sorcerer s stone harry
 potter and the
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bob1z32bpzeh188o

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Apr*)[Request Item](#)[Actions](#)

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- [Orphans — Juvenile fiction](#)
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- [Wizards — Juvenile fiction](#)
- [Schools — Juvenile fiction](#)

lee 5045107 lee samp
fan 823 r797h

uc4tz46u96c3bek9

**NOT PERFECT,
BUT REALLY GOOD.**

...AND WE JUST BROKE HOLDS.

2012 ILLIAD CONFERENCE

“ONE BUTTON TO RULE THEM ALL!”

**PAT NEW, STEFANIE BROOKS, ASHLEY WRAY
EASTERN KENTUCKY UNIVERSITY**

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NORICE LEE, JIVONNA STEWART
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CIRCULATION / HOLDS

A white outline arrow pointing downwards from the top box to the central box.

Request Item

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CIRCULATION / HOLDS

```
graph TD; A[CIRCULATION / HOLDS] --> B[Request Item ILLiad]; B --> C[INTERLIBRARY LOAN / DOCUMENT DELIVERY]
```

Request Item

ILLiad

**INTERLIBRARY LOAN /
DOCUMENT DELIVERY**



38,300 HOLD REQUESTS
25,000 ILL REQUESTS

CIRCULATION / HOLDS

```
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**SPECIAL
COLLECTIONS**

**DOCUMENT
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**LIBERATE
YOUR
REQUESTS**

coligo : (*Latin*) to bind, unify, tie together

PLACE HOLD

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LOAN**

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EXPEDITED
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BOOK**

**FACULTY
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Contributors

[› GrandPré, Mary ill.](#)

Description

Rescued from the outrageous neglect of his aunt and uncle, a young boy with a great destiny proves his worth while attending Hogwarts School for ...[show more ↓](#)

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WHEN DO YOU NEED IT BY?

DO YOU WANT THIS ITEM?

WHEN DO YOU NEED IT BY?

**WHEN WILL YOU NO
LONGER NEED THIS ITEM?**

DO YOU WANT THIS ITEM?

WHEN DO YOU NEED IT BY?

**WHEN WILL YOU NO
LONGER NEED THIS ITEM?**

DO YOU WANT THIS ITEM?

**WOULD YOU ACCEPT A
BORROWED/ILL COPY?**

WHEN DO YOU NEED IT BY?

**WHEN WILL YOU NO
LONGER NEED THIS ITEM?**

DO YOU WANT THIS ITEM?

**OK, BUT IS THIS FOR ACADEMIC
OR PERSONAL USE?**

**WOULD YOU ACCEPT A
BORROWED/ILL COPY?**

WHEN DO YOU NEED IT BY?

**WHEN WILL YOU NO
LONGER NEED THIS ITEM?**

DO YOU WANT THIS ITEM?
**WILL YOU ACCEPT IT IN A
DIFFERENT LANGUAGE??**

**OK, BUT IS THIS FOR ACADEMIC
OR PERSONAL USE?**

**WOULD YOU ACCEPT A
BORROWED/ILL COPY?**



WHEN DO YOU NEED TO ACCEPT THEM AS WORK, BUT IS THIS FOR A COMPANY OR PERSONAL USE?
LONGER NEED THIS ITEM?
DIFFERENT COULD YOU ACCEPT THIS ITEM?
APPROVED ALL COPY?

(FOR MOST USERS)

SIMPLICITY > CUSTOMIZABILITY

**FOLLOW-UP CONTACT IS
A BETTER WAY TO HANDLE
THE ODD CASES.**

**REQUEST UNFILLED AFTER
4 BUSINESS DAYS?**

**WE INVITE THE PATRON TO
SUBMIT AN ILL REQUEST.**



38,300 HOLD REQUESTS
25,000 ILL REQUESTS



46,800 HOLD REQUESTS
28,000 ILL REQUESTS



+20% HOLD REQUESTS
+12% ILL REQUESTS

THE REVOLUTION CONTINUES...

PLACE HOLD

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LOAN**

**SUGGEST A
BOOK**

**SPECIAL
COLLECTIONS**

**FACULTY
EXPEDITED
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**DOCUMENT
DELIVERY**



PLACE HOLD

**BETTER STAFF TOOLS
PREDICTION (?)**

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LOAN**

**SUGGEST A
BOOK**

**SPECIAL
COLLECTIONS**

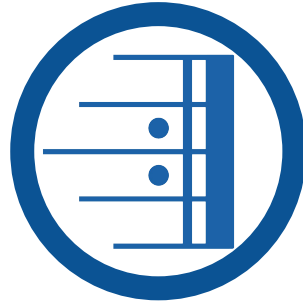
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**WHAT IS THE BIGGEST ASSET
OF YOUR LIBRARY?**

LIBRARIANS.

**LIBRARIANS EXPERIENCE
THE LIBRARY DIFFERENTLY
THAN OTHER PEOPLE.**



POWER

to the

PATRONS

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