Revolutionizing resources sharing, together

איך נוכל להביא את חווית השירות של אמזון להשאלה הבינספרייתית ?

Sharona Sagi, VP Resource sharing solutions

ExLibris
a ProQuest Company

They’re not millennials , they’re generation

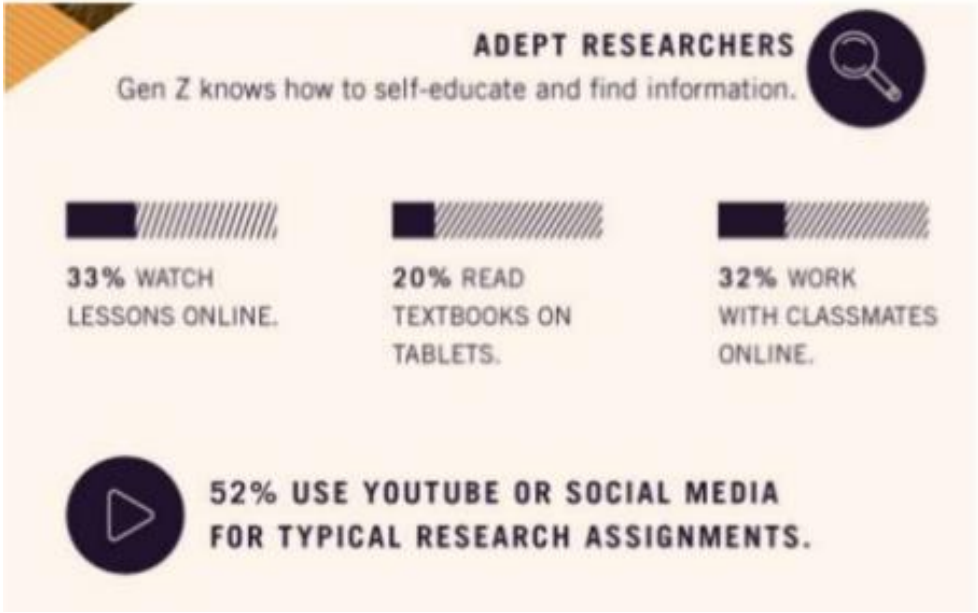
© 2019 Ex Libris | Confidential & Proprietary

זוכרים את זה?

או שזה נראה לכם מוכר הרבה יותר?

Who are they, what kind of researchers they tend to be?

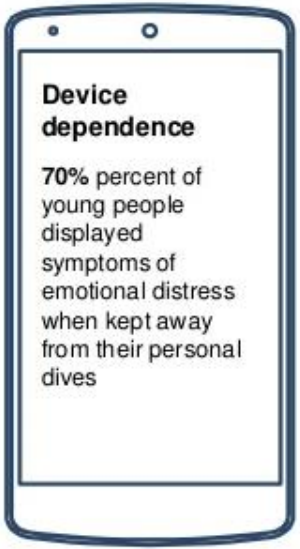
- Born after 1995

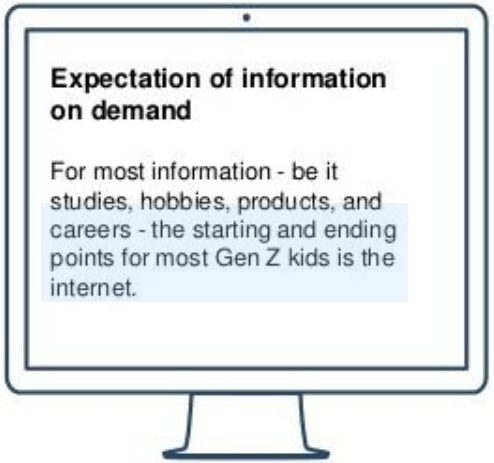


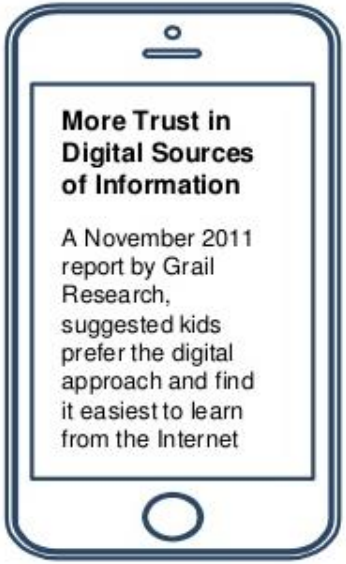
Growing up in a time of uncertainty (the post-9/11 world, economic recession) and changing norms (increased racial diversity, shifting gender roles), **Gen Z is mature, self-directed, and resourceful.**

© 2019 Ex Libris | Confidential & Proprietary

Gen Z has higher expectations of information on demand







© 2019 Ex Libris | Confidential & Proprietary

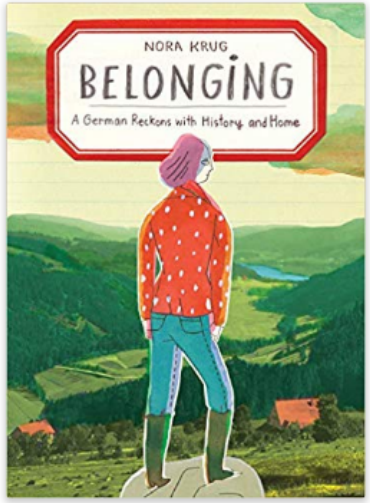
What would they do if they can't find what they need?

Their mobile devices are an extension of their bodies. They find information fast. They have trusted contacts in their family and closest friends. If they need more information, they may look to unverified rating sites or biased social media in their decision making. They will also ask their hundreds of friends in the social network for advice.

© 2019 Ex Libris | Confidential & Proprietary

When they look for a book in Amazon they get this

Look inside



Listen

See all 5 images

Follow the Author

Belonging: A German Reckons with History and Home Hardcover – October 2, 2018

by Nora Krug (Author)

★★★★½ 42 ratings

See all 6 formats and editions

Kindle	Audiobook	Hardcover	Paperback	Audio CD
$14.12	$0.00	$19.25	$14.86	$14.49
Read with Our Free App	Free with your Audible trial	31 Used from $10.44 38 New from $12.97 2 Collectible from $21.95	4 Used from $14.85 17 New from $14.86	13 New from $12.99

*** Winner of the National Book Critics Circle Award * Silver Medal Society of Illustrators ***

*** Named a Best Book of the Year by *The New York Times*, *The Boston Globe*, *San Francisco Chronicle*, NPR, *Comics Beat*, *The Milwaukee Journal-Sentinel*, *Kirkus Reviews*, and *Library Journal***

This "ingenious reckoning with the past" (*The New York Times*), by award-winning artist Nora Krug investigates the hidden truths of her family's wartime history in Nazi Germany.

Read more

Report incorrect product information.

Share

Buy New $19.25

Qty: 1 List Price: $30.00

& **FREE Shipping** on orders over $25.00 shipped by Amazon. Details

In Stock.

Ships from and sold by Amazon.com.

prime

We're giving you a 30-day FREE trial of Prime

Click here and start saving today with **Fast, FREE Delivery**

Add to Cart

Buy Now

Arrives: **Dec 18 - 20**

Fastest delivery: **Tomorrow**

Order within 13 hrs 10 mins

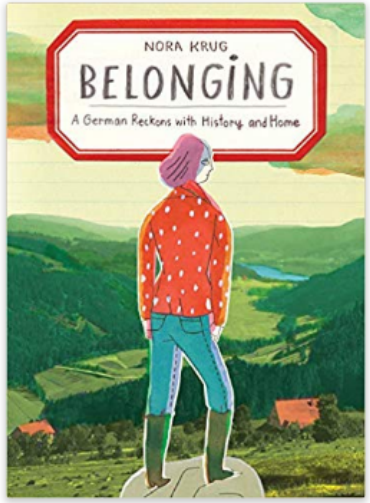
Deliver to Gal - Pasadena 91106

© 2019 Ex Libris | Confidential & Proprietary

ExLibris
a ProQuest Company

When they look for a book in Amazon they get this

Look inside



Listen

See all 5 images

Follow the Author

Belonging: A German Reckons with History and Home Hardcover – October 2, 2018

by Nora Krug (Author)

★★★★½ 42 ratings

See all 6 formats and editions

Kindle	Audiobook	Hardcover	Paperback	Audio CD
$14.12	$0.00	$19.25	$14.86	$14.49
Read with Our Free App	Free with your Audible trial	31 Used from $10.44 38 New from $12.97 2 Collectible from $21.95	4 Used from $14.85 17 New from $14.86	13 New from $12.99

*** Winner of the National Book Critics Circle Award * Silver Medal Society of Illustrators ***

*** Named a Best Book of the Year by *The New York Times*, *The Boston Globe*, *San Francisco Chronicle*, NPR, *Comics Beat*, *The Milwaukee Journal-Sentinel*, *Kirkus Reviews*, and *Library Journal***

This "ingenious reckoning with the past" (*The New York Times*), by award-winning artist Nora Krug investigates the hidden truths of her family's wartime history in Nazi Germany.

Read more

Report incorrect product information.

Share

Buy New $19.25

Qty: 1

List Price: ~~$30.00~~

& **FREE Shipping** on orders over $25.00 shipped by Amazon. Details

In Stock.

Ships from and sold by Amazon.com.

prime

We're giving you a 30-day FREE trial of Prime

Click here and start saving today with **Fast, FREE Delivery**

Add to Cart

Buy Now

Arrives: **Dec 18 - 20**

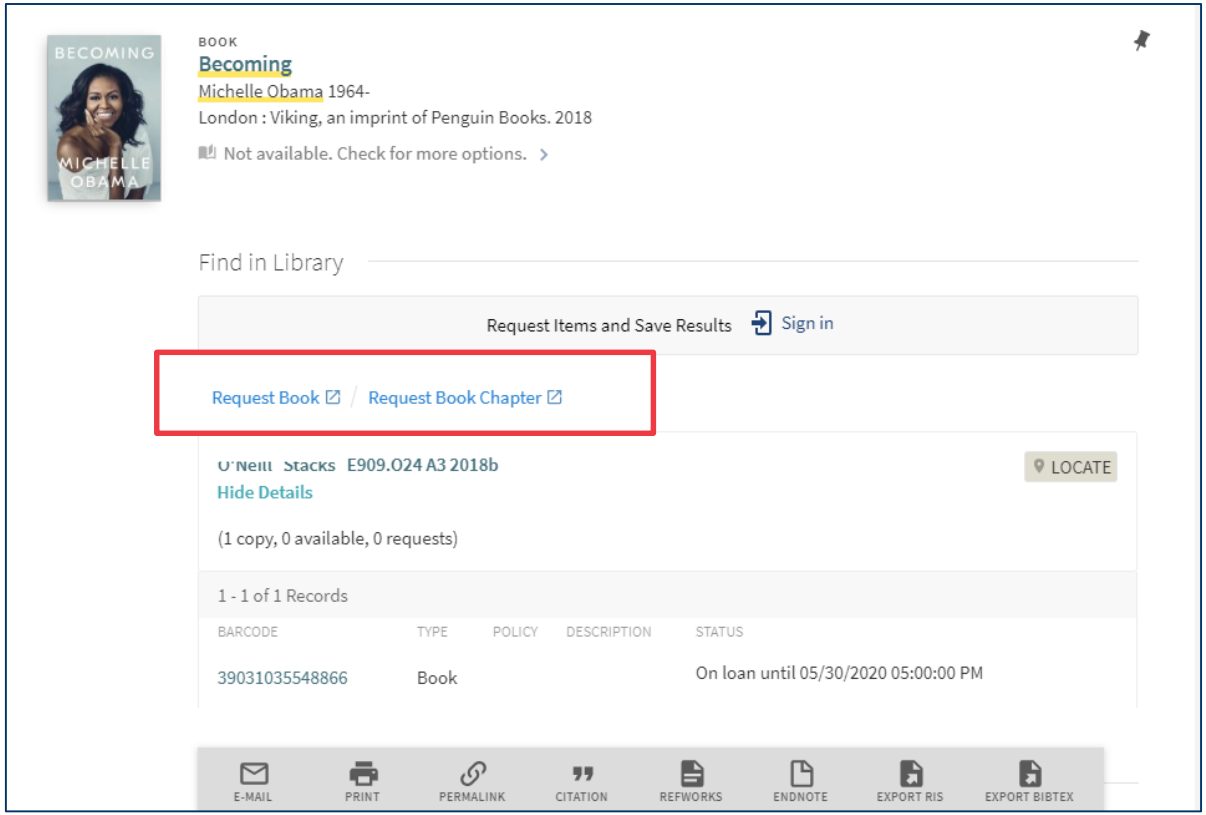
Fastest delivery: **Tomorrow**

Order within 13 hrs 10 mins

Deliver to Gal - Pasadena 91106

© 2019 Ex Libris | Confidential & Proprietary

And when they search in library catalog, they get this



© 2019 Ex Libris | Confidential & Proprietary

Or this

BOOK

Britain and Europe since 1945.

Brighton, Eng.: Harvester Press, 1973

TOP

SEND TO

GET IT

DETAILS

TAGS

Send to

EXPORT BIBTEX | ENDNOTE | ENDNOTE WEB | PERMALINK | PRINT | E-MAIL | GET CITATION

Get It

Sign in for all services Sign in

Your search did not match any physical resource in the library. Try searching Worldcat for items held at other libraries.

Looking for an article? Try Google Scholar.

Need help? Ask a Librarian.

Or sometimes this

Europe since 1945
Philip Malcolm Waller Thody 1928-
London ; New York : Routledge, 2000
Checked out from Main Library Stacks (940.55 T449e)

Get It | Details | Virtual Browse

01NWU - Northwestern University (Alma)

Request Options: ILL @ NU | Course Reserve Book Request | Course Reserve Chapter Request | Request a Recall |

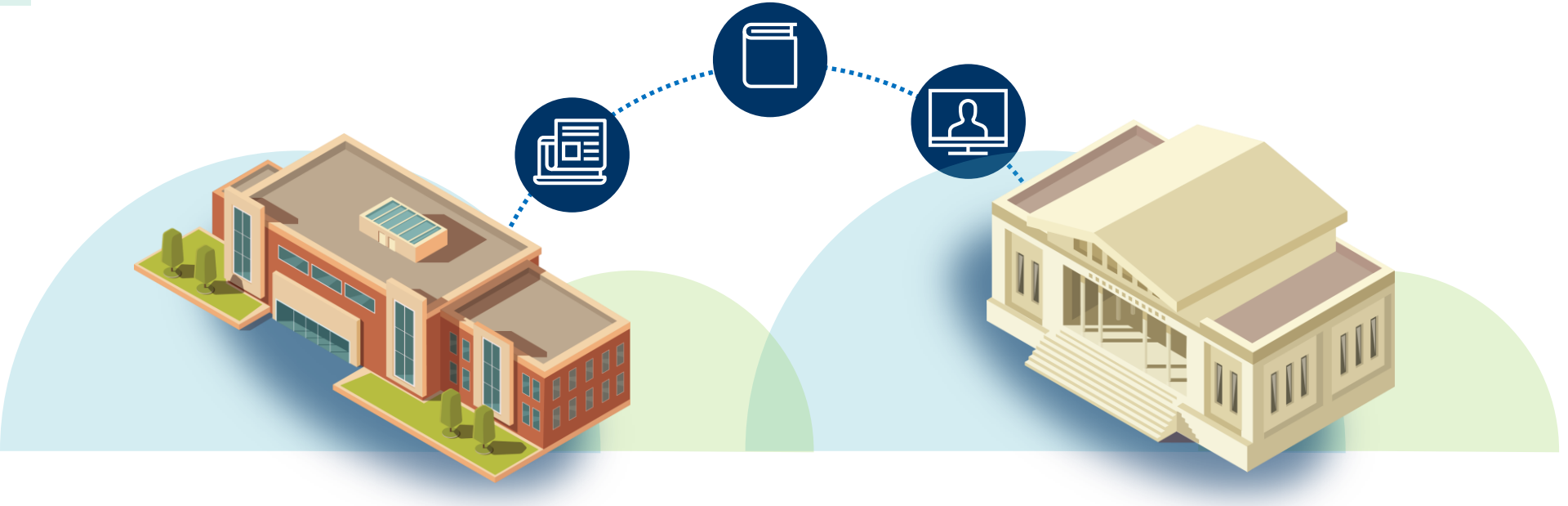
Location	Main Library Stacks 940.55 T449e
Availability:	(1 copy, 0 available)

1 - 1 of 1 Records

Barcode	Loan Policy	Description
35556032679441	End of Term	

© 2019 Ex Libris | Confidential & Proprietary

Resource sharing needs to go through a revolution



- We need to delivery material faster . This can only be done if we move away from manual mediated services
- We need to meet the changes in patron expectations (generation Z users)

© 2019 Ex Libris | Confidential & Proprietary

Revolutionizing resources sharing, together

Both Alma and non-Alma Institutions

Peer- to- peer and consortia level

Full solution for cross consortial, national and international RS

A cross platform document delivery service

RapidILL – an efficient doc delivery service by design

Designed by library staff at the Colorado State University

Libraries agree to lend reciprocally with one another and provide a fast turnaround time of 24 hours for article requests

Will search first your local repository, then OA and only after send to potential lenders

© 2019 Ex Libris | Confidential & Proprietary

Now part of ExLibris
A ProQuest Company

Through a highly automated workflow the average time to get an article or book chapter is less than 12 hours !

© 2019 Ex Libris | Confidential & Proprietary

ExLibris
a ProQuest Company

Ex Libris Rapido

Focus on patron value:
Fast, Accurate, Transparent
("Amazon like" experience)

Library efficiency
Streamlined integrations,
advanced workflows

Shared holding index
Foundation for sharing
among groups

© 2019 Ex Libris | Confidential & Proprietary

Rapido | Haruki Murakami | ADVANCED SEARCH

‹ Back to local search results

PAGE 1 17,246 Results Personalize

Tweak my results

Sort by Relevance

Availability
- Available in the Library (7)
- Full Text Online (8,124)
- Open Access
- Peer-reviewed Journals (1,543)

Material Type
- Articles (3,313)
- Newspaper Articles (2,783)
- Reviews (1,188)
- Dissertations (457)
- Patents (185)

Show More

Publication Date

From 1958 To 2019 Refine

Subject

1

BOOK
A wild sheep chase / Haruki Murakami ; translated from the Japanese by Alfred Birnbaum.
Hitsuji o meguru bōken. English
Haruki Murakami 1949- Alfred Birnbaum 2002

Get it for me from other libraries ›

2

BOOK
Men without women : stories
Haruki Murakami 1949- Ted Goossen Philip Gabriel 1953-
New York : Alfred A. Knopf ©2017

Get it for me from other libraries ›

3

BOOK
Kafka on the shore / Haruki Murakami ; translated from the Japanese by Philip Gabriel.
Umibe no Kafuka. English
Haruki Murakami 1949- Philip Gabriel 1953- 2005

Available at Healey Library Main Stacks (PL856.U673 H5713 2002) ›

4

BOOK
2 versions of this record exist. See all versions ›
Norwegian wood
Haruki Murakami 1949- Jay Rubin 1941-
New York : Vintage eBooks 2010

No local copy available. Get it for me from other libraries ›

Jensen Baker
Student

Current Loans ›
Pending Requests ›

PAGE 1

BOOK

A wild sheep chase / Haruki Murakami ; translated from the Japanese by Alfred Birnbaum.

Hitsuji o meguru bōken. English

Haruki Murakami 1949- Alfred Birnbaum 2002

TOP

SEND TO

FIND ON SHELF

DETAILS

MORE LINKS

VIRTUAL BROWSE

TAGS

Send to

EXPORT BIBTEX | EXPORT RIS | CITATION | PERMALINK | PRINT | E-MAIL | REPORT A PROBLEM

Get it from other locations

Open Access available, click here to view the resource >

Get a physical copy

Delivered in **5 days**

Keep for 14 days

GET IT

See more options >

OR

Need only a chapter?

Delivered in **24 hours**

by email

GET IT

Want to get the book yourself? **See libraries around** >

Details

Tweak my results

Expand My Results

Sort by Relevance

Availability

Available in the Library (7)

Full Text Online (8,137)

Open Ac

Peer-reviewed Journals (1,522)

Material Type

Articles (3,294)

Newspaper Articles (2,822)

Reviews (1,181)

Dissertations (457)

Patents (185)

Show More

Publication Date

From 1962

To 2019

Subject

Last resort

ExLibris

Tweak my results

Expand My Results

Sort by Relevance

Availability

Available in the Library (7)

Full Text Online (8,137)

Open Ac

Peer-reviewed Journals (1,522)

Materia' Type

Articles (3,294)

Newspaper Articles (2,822)

Reviews (1,181)

Dissertations (457)

Patents (185)

Show More

Publication Date

From 1962

To 2019

Subject

BOOK

A wild sheep chase / Haruki Murakami ; translated from the Japanese by Alfred Birnbaum.

Hitsuji o meguru bōken. English

Haruki Murakami 1949- Alfred Birnbaum 2002

TOP

SEND TO

FIND ON SHELF

DETAILS

MORE LINKS

VIRTUAL BROWSE

TAGS

Send to

EXPORT BIBTEX EXPORT RIS CITATION PERMALINK PRINT E-MAIL

REPORT A PROBLEM

Get it from other locations

Physical delivery options

Delivered in	Keep for	Renewable	
5 Days	14 Days	✓	GET IT
7 Days	10 Days	–	GET IT
10 Days	14 Days	✓	GET IT
15 Days	20 Days	✓	GET IT
15 Days	25 Days	–	GET IT

Filter results

Delivered in (max)

15 Days

Keep for (min)

10 Days

Renewable

Yes (3)

No (2)

In summary

- Resource sharing can and should be an exceptional service experience
  - Faster delivery time
  - Easy to understand
  - Can fit all patrons' needs
    - I need it today
    - I need it for a semester
    - I need you to buy a copy
    - Etc

Thank you!