

# Revolutionizing resources sharing, together



איך נוכל להביא את חווית השירות של אמזון  
להשאלה הבינספרייטית ?

Sharona Sagi, VP Resource sharing solutions

They're not millennials , they're generation

Z

זוכרים את זה?

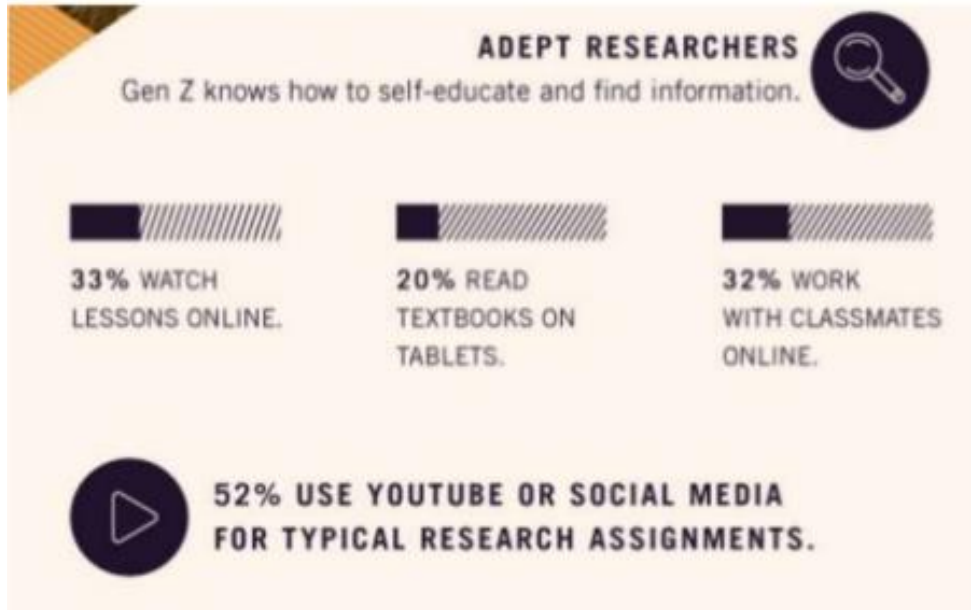


או שזה נראה לכם מוכר הרבה יותר?



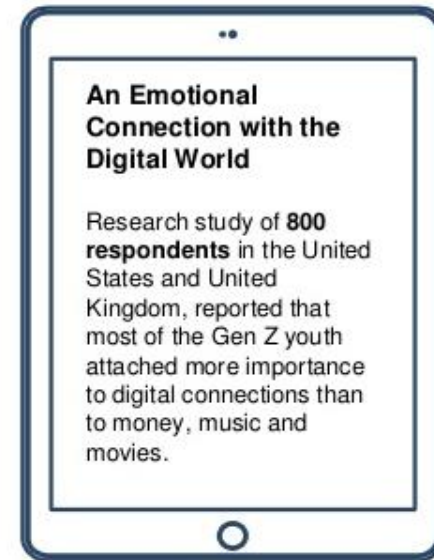
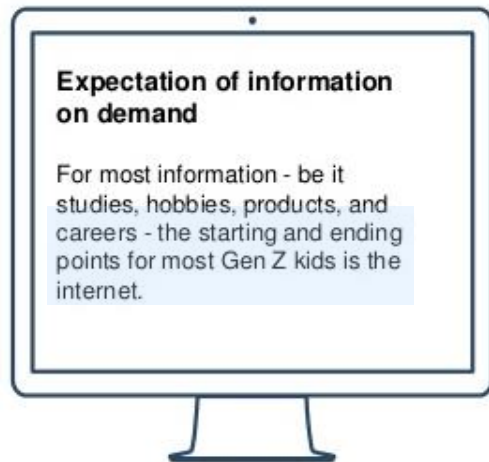
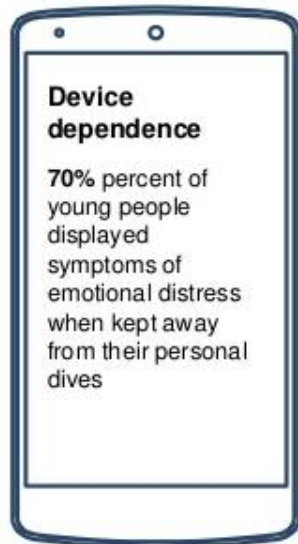
# Who are they, what kind of researchers they tend to be?

- 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.**

# Gen Z has higher expectations of information on demand





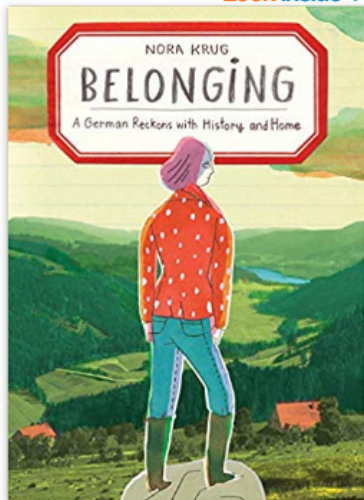
# What would they do if they can't find what they need?

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.



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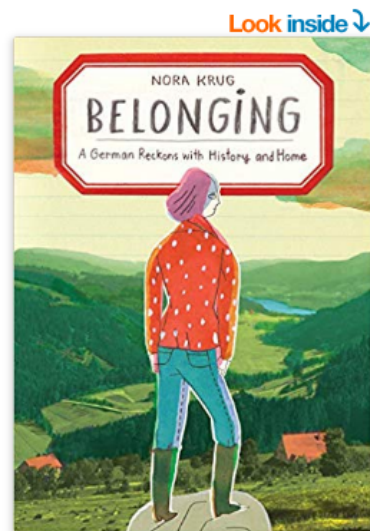
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Brighton, Eng.: Harvester Press, 1973



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Philip Malcolm Waller Thody 1928-  
London ; New York : Routledge, 2000

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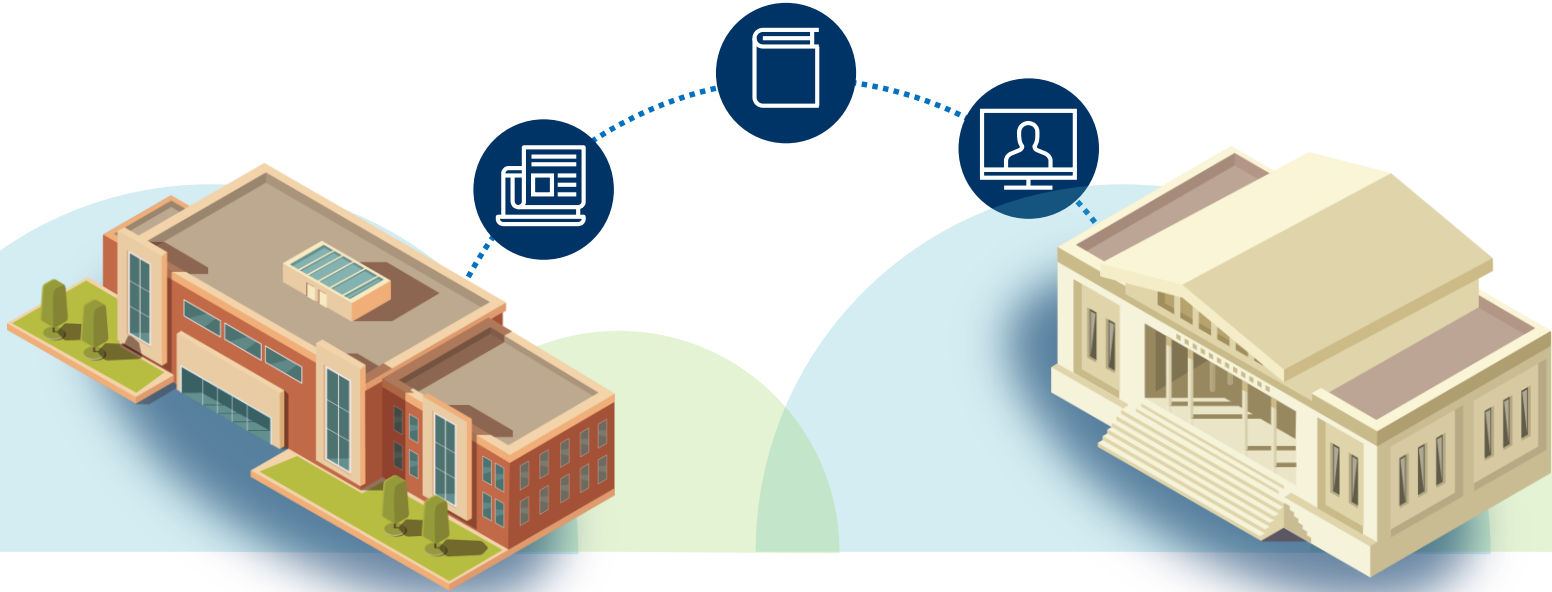
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# Resource sharing needs to go through a revolution



- 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)

# Revolutionizing resources sharing, together

Both Alma and non-Alma Institutions



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**Men without women : stories**  
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New York : Alfred A. Knopf ©2017

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BOOK  
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Umibe no Kafuka. English  
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- 

BOOK  
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**Norwegian wood**  
Haruki Murakami 1949- Jay Rubin 1941-  
New York : Vintage eBooks 2010

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# 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!