

## What IS the New Normal?

Concierge to Ask the Library

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## **Background**



A description of the changed service model

# Concierge Service

Student walks into library

Student uses the Ask the Library chat terminal

Greeted by concierge

Concierge refer student to Ask the Library chat terminal

Student needs resources on "management styles"

### **Tiered Service Model**

Self Help

Concierge

Ask the Library

Referrals to subject expertise

one to one consultations

#### What is the New Normal

Hybrid Ways of working

Concierge/ATL

Enhancements to our service