



# What IS the New Normal?

Concierge to Ask the Library

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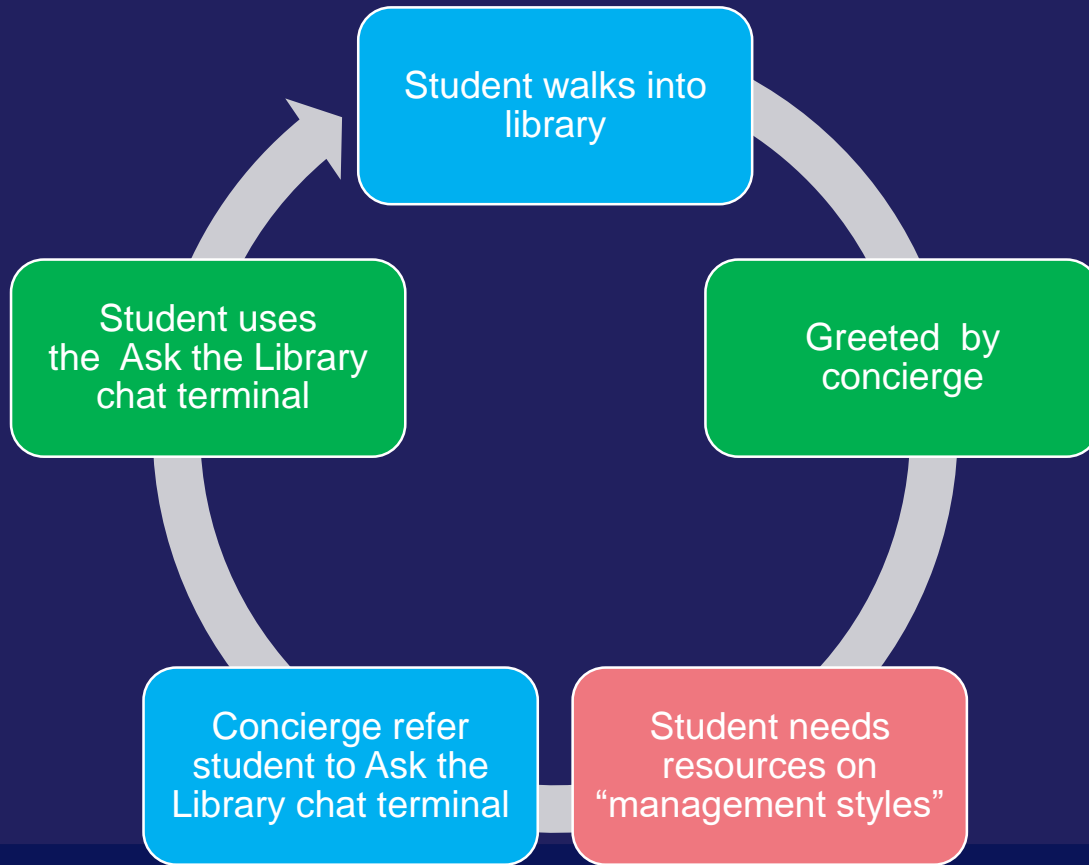
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What's next...

# Background



A description of the  
changed service model

# Concierge Service





# 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