

# Yale University Library

Presents on Paperless  
Paging

# Introduction

Cindy Greenspun – Portfolio Project Manager

Viviana McHugh– Customer, End-user

Martin Lovell – Engineer

## **Roles involved with project:**

Product Owner

Engineering Team

Project Sponsors

Client Support & Enterprise Team

Workstation Support



# Inception of Idea

## **Abstract used for proposal:**

For decades, Yale University has provided paper-based paging services to the library community, comprising of Yale faculty, staff, students and scholarly researchers from all over the world. The main library on campus currently houses 3.5 million library items in its building with additional materials from other libraries on the Yale campus. The Voyager-based service is extremely popular but always suffered from a few issues including handling paper-slip handoffs and managing second-searches. With COVID, the Library quickly moved to limit physical contact between staff, especially “touch”-based work and identified the paging workflow as an area for improvement. By developing a system that takes call-slips online, Yale Library both improved the efficiency of a legacy paper-based system and realized improvements in staff scheduling, ease of use, and reporting. This service is not limited to Voyager and there is potential to release this as open-source.

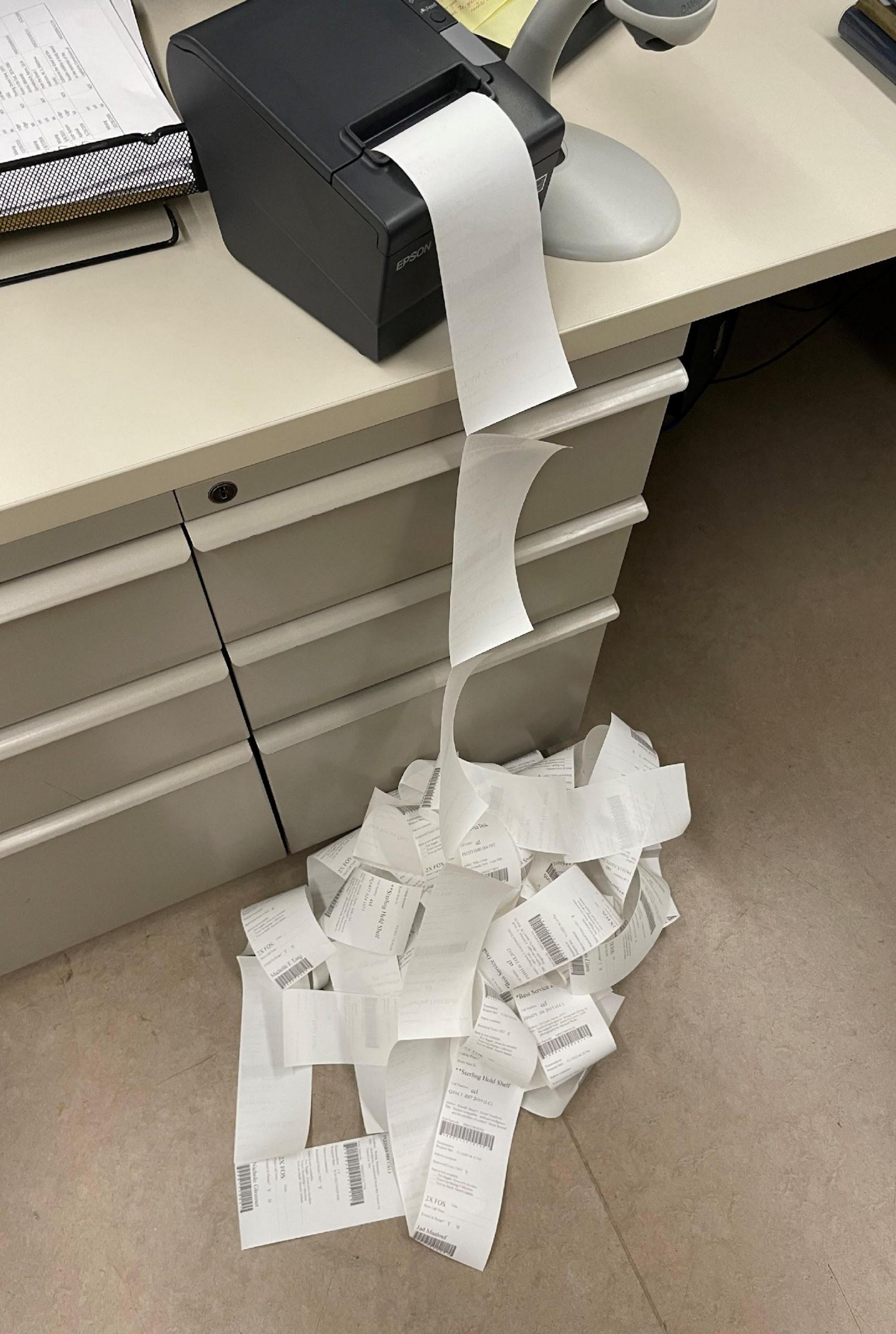


# Project Management Overview

- Methodologies used
- Requirements gathering
- UAT / Test / Prod environments







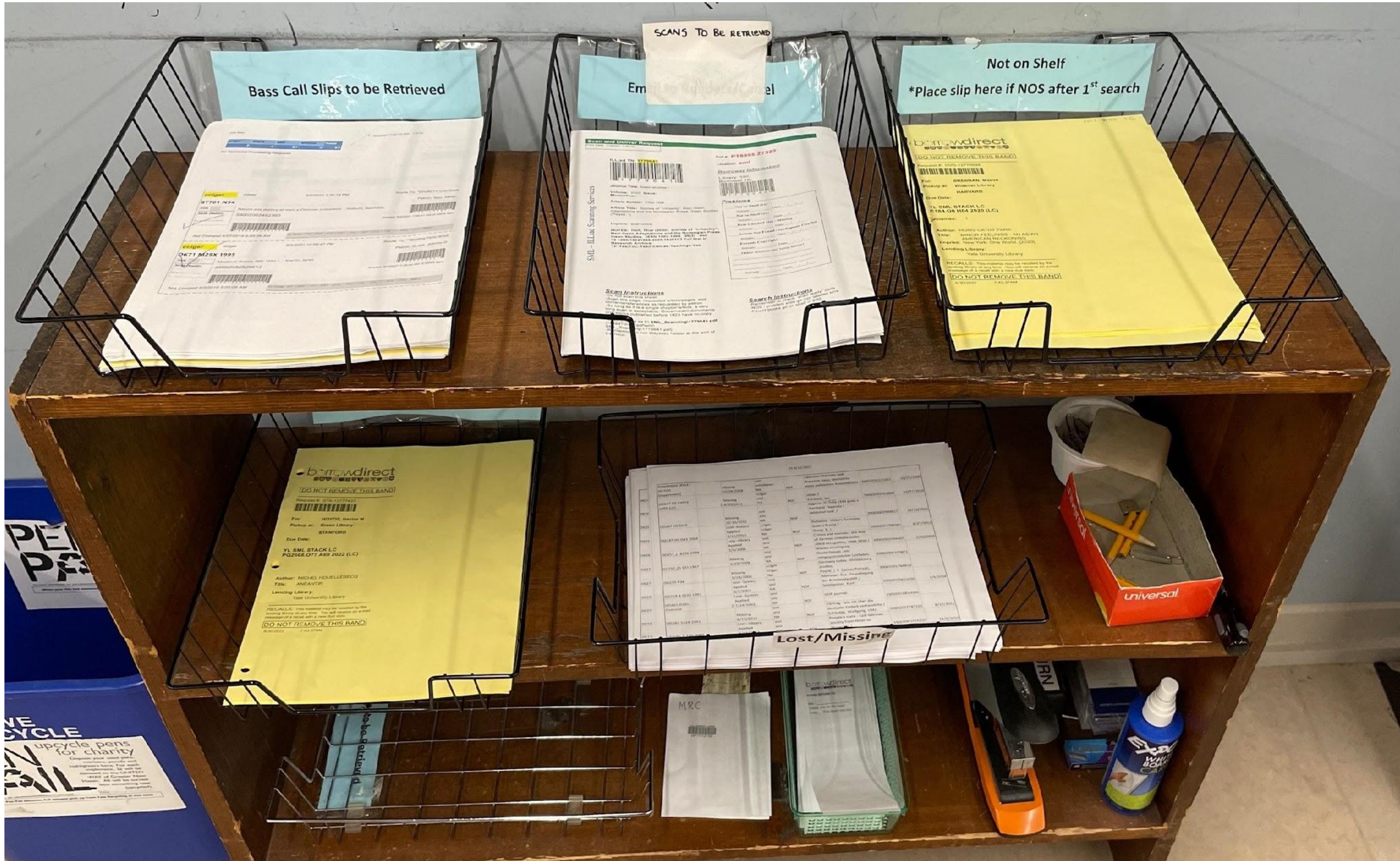
# Previous Paper-Based Workflow

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- High paper waste
- Difficult to work with and prone to lost
- No accountability / tracking







Bass Call Slips to be Retrieved

SCANS TO BE RETRIEVED

Not on Shelf

\*Place slip here if NOS after 1<sup>st</sup> search

ILLIAD Scanning Services  
Request Form  
Request No: 01701 N54  
Request Date: 03/02/2015  
Requester: [Name]  
Requesting Library: [Name]  
Requesting Department: [Name]  
Requesting Location: [Name]  
Requesting Contact: [Name]  
Requesting Phone: [Number]  
Requesting Email: [Email]  
Requesting Address: [Address]  
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b2wdirect  
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Lost/Missing

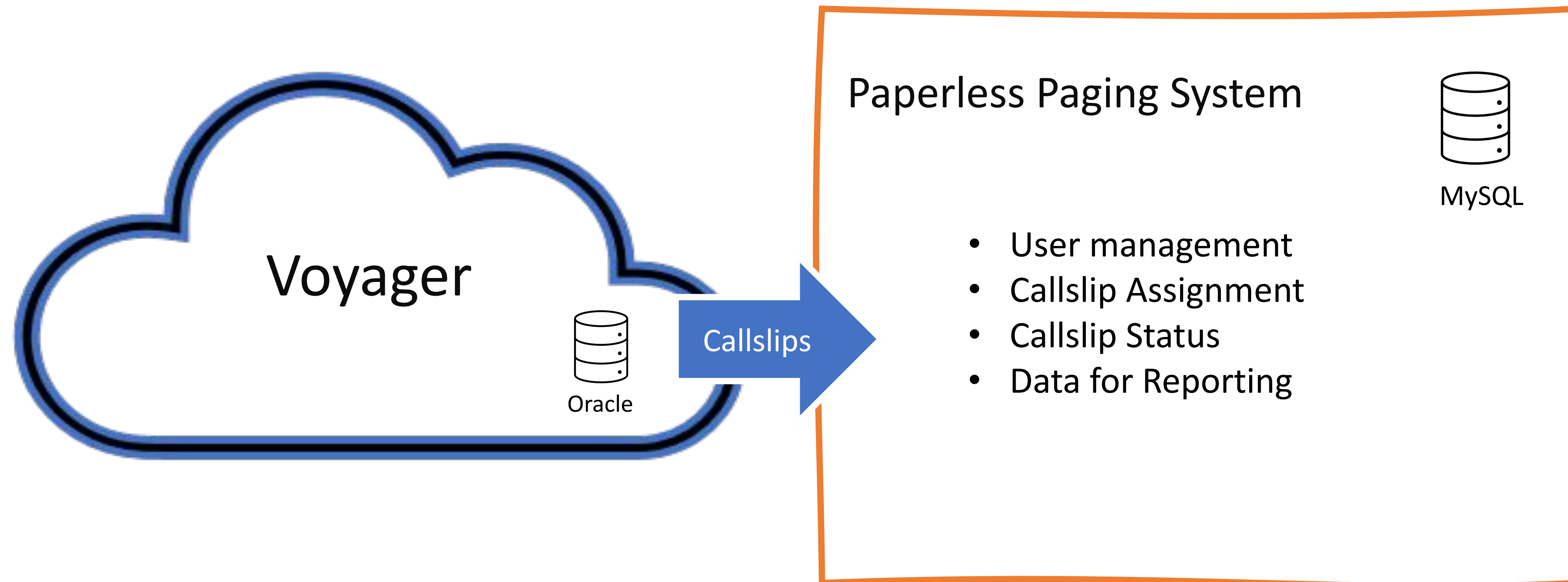
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RECYCLE  
upcycle pens  
for charity

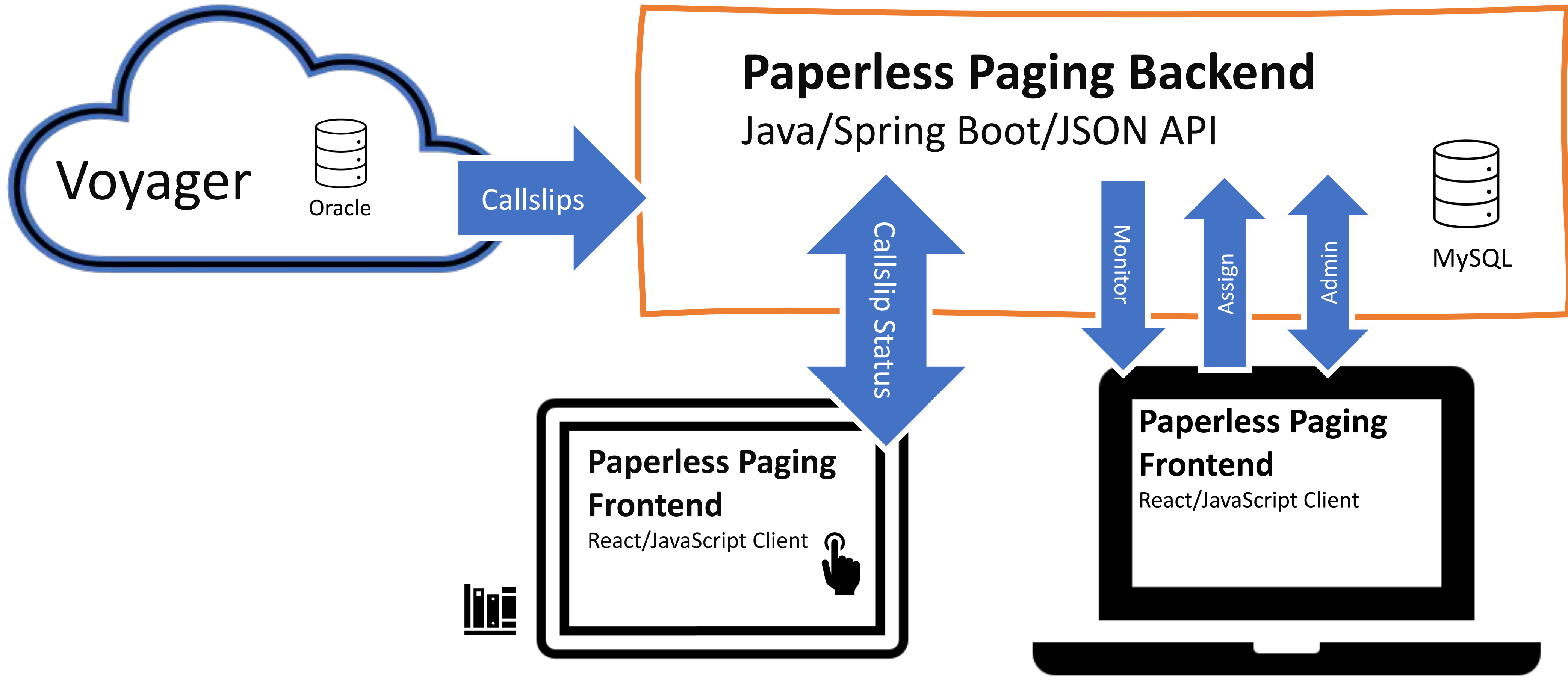




# Programming



# System Diagram





# Programming Summary

## **The Backend:**

- Spring Boot Java backend
- MySQL Database
- JSON API used by React
- Standard CAS Login

## **The Frontend:**

- React JavaScript single-page application
- Material UI for design and accessibility
- Same application for touchscreen and admin/assign

## **Deploy**

- Typical Test/UAT/Production configuration
- Jenkins Test, Build, and Deploy





# Paperless Paging Equipment

- iPad
- Durable case with hand and shoulder strap
- Handheld scanners
- Stylus
- iPad charging station







# Paperless Paging Workflow

- No paper waste
- Practical and efficient
- Easy reporting and tracking
- Staff accountability

<https://drive.google.com/file/d/1bDOM1BmKdNzV9GybiAqEMSLaY3HzANLe/view?usp=sharing>





# Closing?

- This could be open source
- This is a new service, home grown system, talk about how we handle this as a service and updates. we recently did a sprint that included 8(?) bug fixes and updates that spanned over 2 weeks
- Feel free to reach out to any of us
- Any questions?





## Contact Us:

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