

Enhancing the Patron Experience through Best Practices



Library Success Solutions

Elevate User Experience

Automate Routine Services & Processes

Make Smart, Actionable Collections Decisions

Simplify Workflows to Ensure the Job Gets Done

Eliminate Switching between Systems

Capitalize on Innovations

Connect System and Services

Best Practices highlighted during this session



Reviewing Library Services & Strategy

Partnering with the Patrons

Data Driven Value at the Library

Reviewing Library Services & Strategy

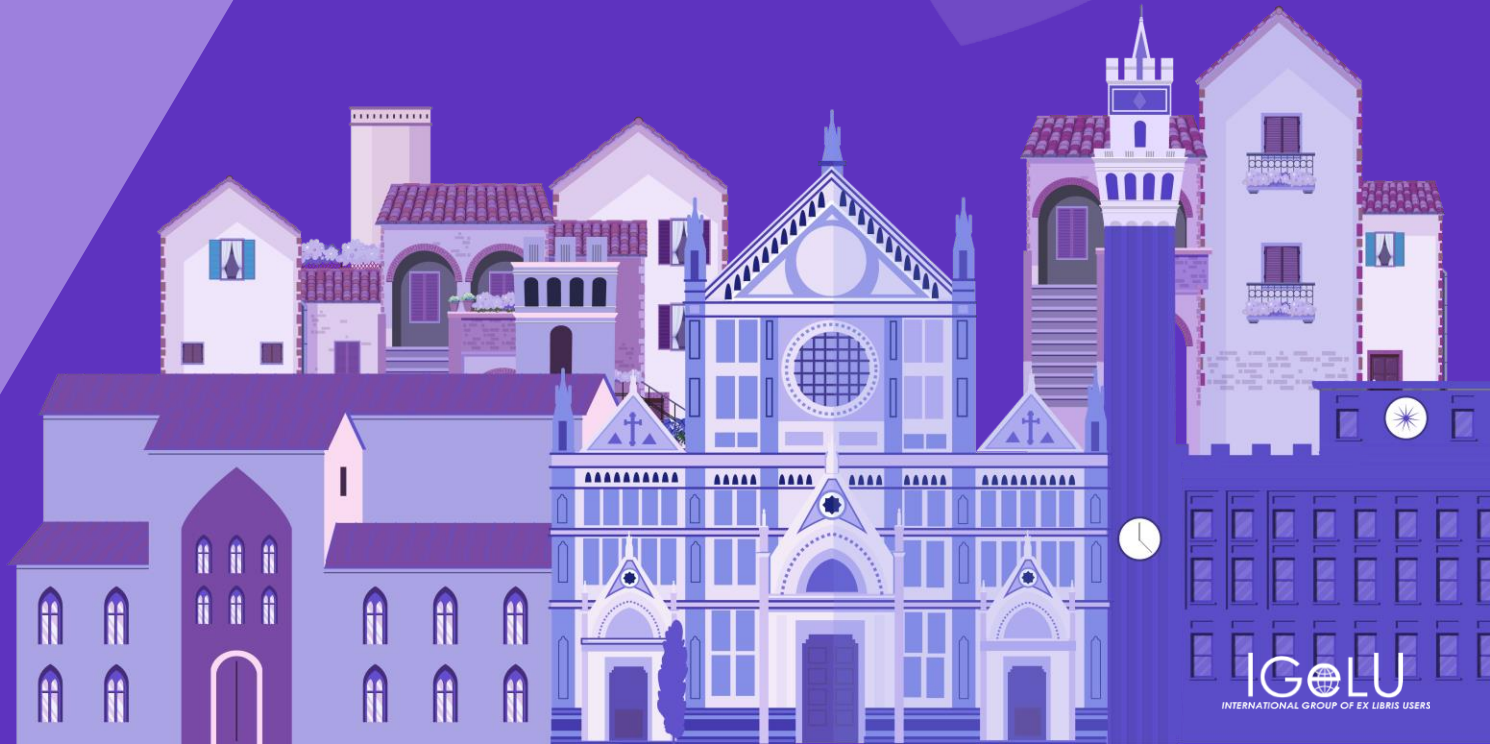


- Are we directing our users to the correct location?
- How easily can users locate relevant resources within a library's systems?
- Do you know that using local data search scopes to target key resources is possible?

Ease of Use and User Satisfaction



Partnering with Your Patrons



- Where do patrons struggle?
- What do they expect to find?
- When and how their search has been successful?

Training and Support



Data Driven Value at Your Library



Analysis of contents usage will be much easier if targeted resources are configured.

Align, Adjust and Promote





Recommended Resources

- [Configuring Custom Local Data scope for Primo VE](#)
- [Filtering Search Results in Primo VE](#)
- [Configuring Discovery Views for Primo VE](#)
- [Configuring Collection Discovery for Primo VE](#)
- [Resource Recommender for Primo VE](#)
- [Configuring the Feedback Tool for Primo VE](#)
- [Accessibility for Primo VE](#)
- [NDE User Engagement Analytics - Mixpanel](#)
- [Primo VE Analytics - OBI](#)
- [Alma Analytics Subject Areas](#)
- [Analytics Usage and Cost Per Use](#)



Thank You