

## **Treat Them Like Customers**

*Shulamis Hes*

**Description:** In this workshop, you will learn how to improve customer satisfaction at your academic library; increase e-resource discoverability and accessibility; and convert your physical and/or virtual space into a student-centered Information Commons.

**Shulamis Hes** manages print and digital resource integration for Yeshiva University's Pollack, Mendel Gottesman, and Hedi Steinberg Libraries, and provides general and Judaic studies research guidance to patrons of all academic levels. Shulamis has pioneered digital tools and services such as YUFind discovery service and *The Last Minute*, a marathon evening of research and writing assistance.