MOBILIZING STAFF WITH MOBILE TECHNOLOGIES

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Background
- Between May 24 and July 28, 2010, over 80 Librarians and Library Staff participated in Pilot
- All Library divisions participated
- 40% of staff (Libraries/USG) participated
- Campus Office of Information Technology (OIT) partnered with UM Libraries to loan 55 iPod Touches
- Remaining participants either shared a device or used their own personal device (iPod Touch or iPhone)
- Project activities were recommended for each week

Methods of communication
- Three clinics to discuss successes, problems and specific topics; and a farewell meeting to discuss what we all learned
- Multiple participants reported out and lead portions of clinics
- Email discussion and help lists
- LibGuide: http://libguides.shadygrove.umd.edu/mobilepilot
- Intranet Blog: http://tinyurl.com/bfr4v4h

Expected learning outcomes
- Participants will be able to use applications on iPod Touch
- Participants will identify parts of public web site that need to be mobilized
- Participants will identify service points/library services that would benefit from having access to mobile devices and recommend whether iPod Touches would be useful as those devices

Post pilot survey - August 2010

Sample pilot activities

LibGuide stats Google Analytics

Follow-up survey – April 2011

What worked well and/or be improved upon for the future?
- Particularly enjoyed seeing colleagues report out on what they were doing and learning at clinics. This appeared to increase engagement with pilot.
- It would have been nice to involve more staff/students in the process.
- Sharing between participants was very valuable, as was diversity of participants (age, position, department, etc.).

Key recommendations
- Create an emerging technologies discussion group
- Any new discovery tool (including the catalog) acquired should include a mobile version
- Future similar activities should involve students and faculty users of our services
- Mobile devices should be considered for service points to enhance services
- Assess under what circumstances mobile devices might be distributed to Library employees

Emerging Technologies Discussion Group (ETDG)
- In January 2011, ETDG launched as a direct result of Pilot in order to:
  - Provide an avenue for Libraries staff to exchange information related to new technologies
  - Facilitate the introduction, evaluation & sponsorship of topics relating to new & emerging technologies for consideration

Sample activities

- Create an account in libguide for the wiki section for staff to log in to create as many guides on mobile services as possible
- Promote the new guides in chat, listserv, blog, twitter, Facebook, Pinterest, and other social networking sites
- Use the LibGuide to test the pilot’s own website
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Sample activities

- Log in to the LibGuide wiki site using Firefox
- Search the LibGuide using Firefox and save the bookmark for the LibGuide
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Sample activities

- Follow-up survey – April 2011
- Additional comments regarding the pilot:
  - I just want to thank you all...you worked hard, you opened my eyes, and you let me play. I love my iPad and I wouldn’t have gotten one if it hadn’t been for your Pilot.
  - I think it started to build a community that isn’t scared of mobile devices
  - I do come into contact with students using mobile devices in their research, so the exposure the pilot gave me has been valuable.
  - I thought it was a great way to introduce people to mobile tech and to get other who are familiar with the tech to really start thinking about how people interface with it and where the libraries can fit in.

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