

MOBILIZING STAFF WITH MOBILE TECHNOLOGIES

Nevenka Zdravkovska¹, Maggie Saponaro¹, Tanner Wray¹, Irene Münster²

¹University of Maryland Libraries; ²Priddy Library, Universities at Shady Grove

Background

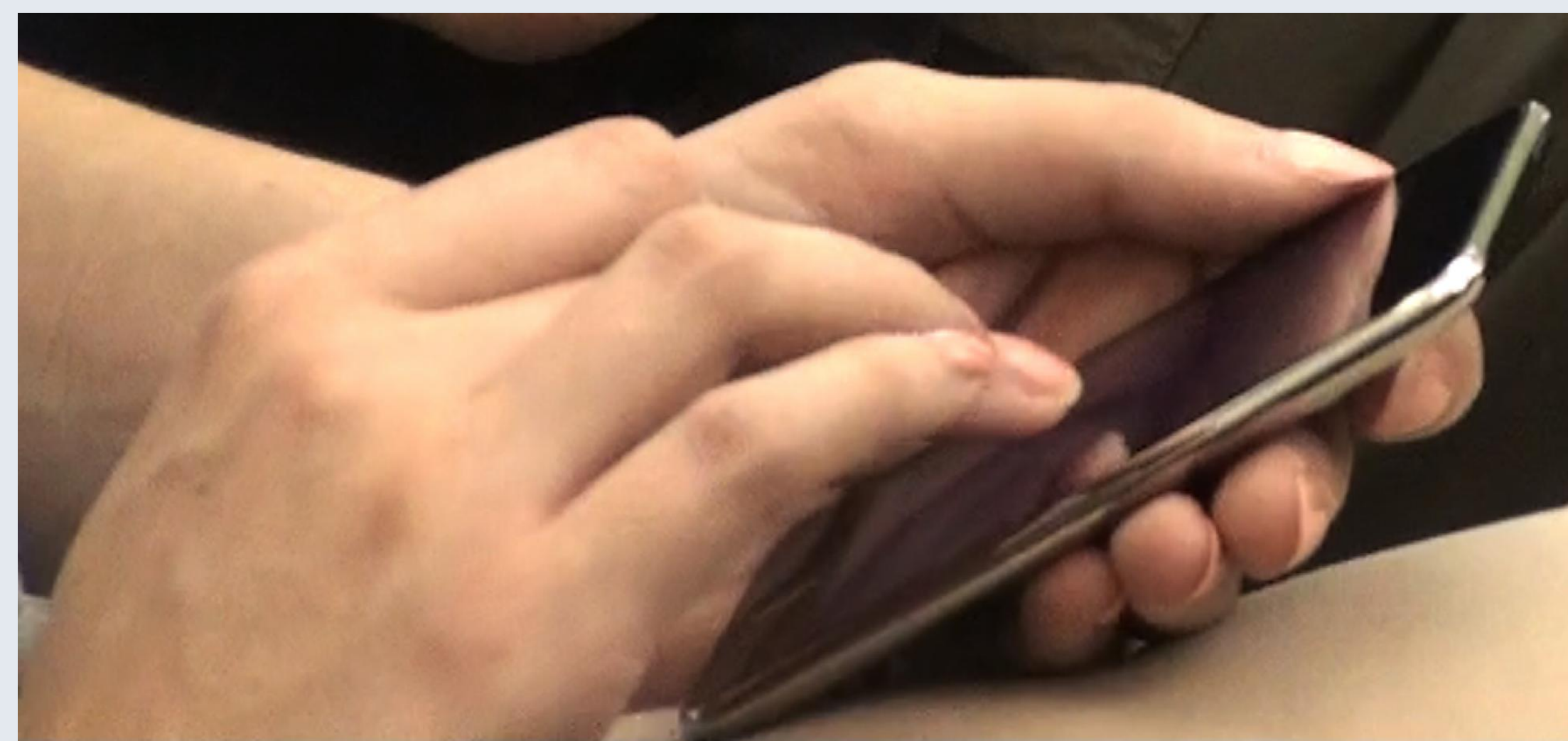
- Between May 24 and July 28 2010, over 80 Librarians and Library Staff participated in Pilot
 - All Library divisions participated
 - 40% of staff (Libraries/USG) participated
- Campus Office of Information Technology (OIT) partnered with UM Libraries to loan 55 iPod Touches
- Remaining participants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

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

Sample pilot activities

3	6/7-6/11	<ul style="list-style-type: none">Create an account in iTunes (see the FAQ section for instructions on how to create an account without giving your credit card).For those who have accounts in Gmail, Yahoo, Skype, Foursquare, LinkedIn and/or Facebook - have you set them up on your device? If not, try it!Use the Safari browser to check out your favorite website. Is it mobilized? (Easy to read on your device?)Check out the Google Earth app on your device and locate your home (or favorite vacation destination).Update apps if necessary (see the FAQ section for instructions).
4	6/14-6/18	<ul style="list-style-type: none">Navigate through the UM Libraries website using Safari.Search Aleph. Repeat the search in WorldCat (use the WorldCat App).Search the mobilized ASU Summon catalog: asu.summon.serialssolutions.com.Check out NCSU mobile (m.ncsu.edu) and WRLC mobile (m.wrlc.org)Check out the Texas and Duke Mobile apps. Do they have the most relevant info?



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/6l9x4dt>

ADP Research
by Nevenka Zdravkovska June 18, 5 comments
1 comment

I downloaded the app from home and I tried to access articles from Research app. However, the system asked me to login through Safari on screen. The only one that said able to access was the editor's notes which said there is a bug. I haven't looked for any others that are free.

When I tried to open search from Safari, I was able to access the articles and save them locally.

Any thoughts on how to solve the authentication issue when off-campus?

Searching Academic Search Premier
by Robert Wright June 9, 4 comments
Using the iPad Touch, I searched Academic Search Premier's mobile version (from the link off Research front) and noticed that I got different results from the same search using the regular web version. When I did a search using "urban garden" (without the quotes), I got 2574 results for the mobile version and 121 for the regular web version. I did a search for "The mobile search results are different for the two versions". I did all my searches for "mobile" and "mobile" for regular. Also, results are relevance-ranked by default for mobile, by date-ranked for regular.

Apps Suggestions
by Margaret Newman June 7, 1 comment
1 comment

Thanks to Joann Hall for suggesting the following free apps to the Coordinating Group!

* Dictionary.com

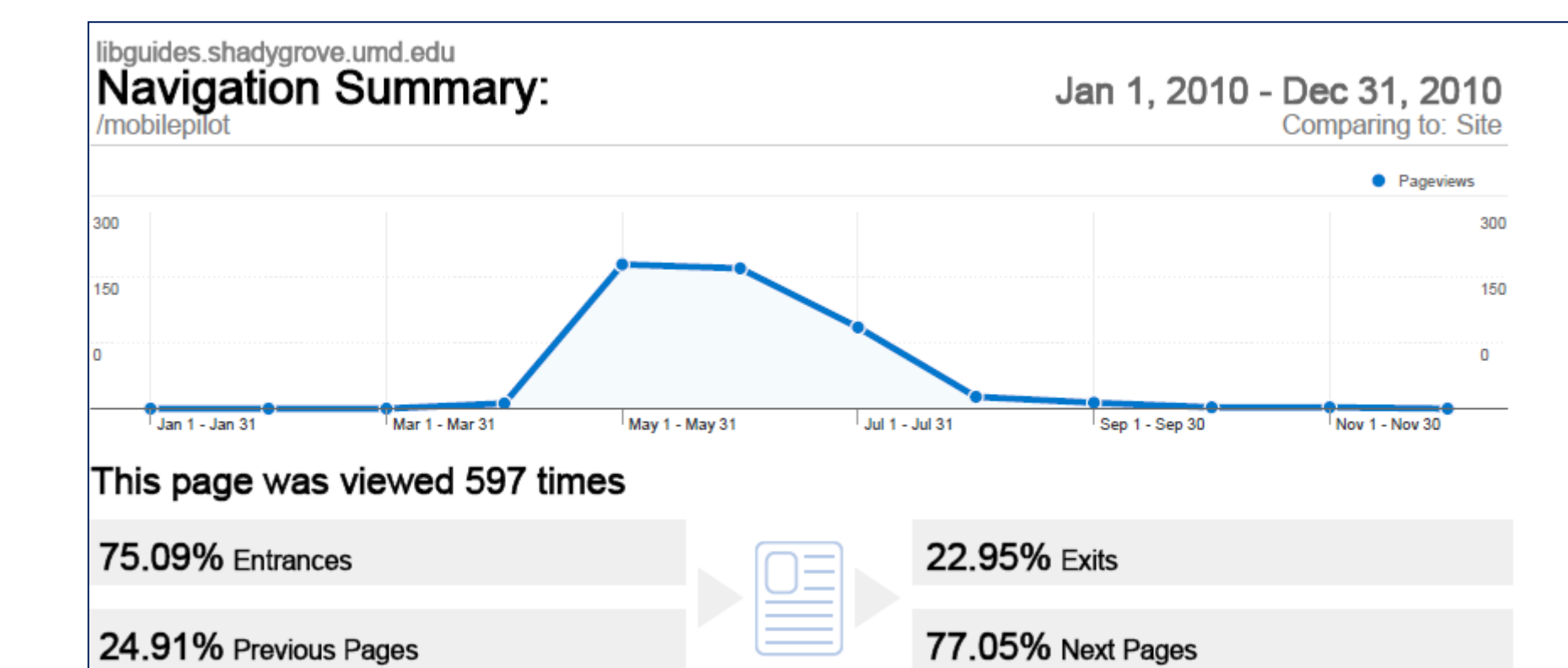
"Reports from the Field"
Presenters include: Terry Owen, Joan Kammer, Bob Wright, Tom Harrod, and Tim Hackman.

Tuesday, June 22nd - 1:00 p.m. - 2:00 p.m. 6137 MCK

What have you learned so far? What did you enjoy using? Have you found that what you could get on desktop such as those having the iPad?

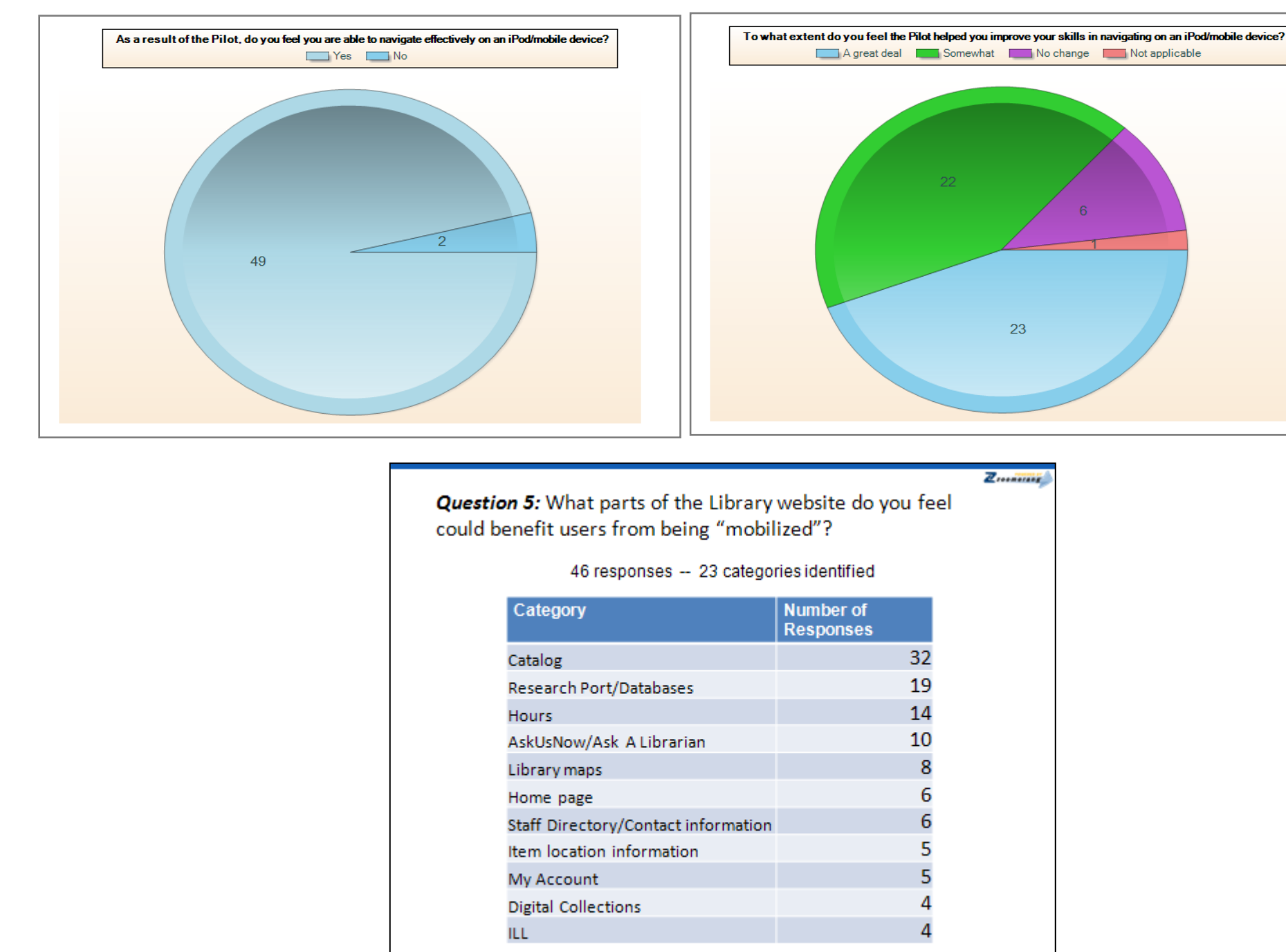
Contact:
Mobile Devices Pilot
Coordinating Group
[Blog@libguides.shadygrove.umd.edu](#)

LibGuide stats Google Analytics



"Mobile device pilot" Page Hits 2010 (generated 2011-01-01)												
Page	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Activities	-	-	-	-	120	127	76	5	6	8	3	-
Activities: suggestions received	-	-	-	-	-	-	-	6	3	4	3	1
Contacts	-	-	-	-	32	18	9	-	-	2	1	-
Deleted content	-	-	-	-	2	-	-	7	-	-	-	-
FAQ	-	-	-	-	1	113	91	37	8	3	4	1
Final report	-	-	-	-	-	-	-	-	-	13	9	-
Mobilized Databases & Apps	-	-	-	-	1	110	83	58	17	5	5	-
Participants	-	-	-	-	64	27	14	2	1	1	-	-
Useful Resources	-	-	-	-	5	110	45	24	4	4	9	3
Welcome	-	-	-	-	10	231	254	154	18	11	34	20
Totals	-	-	-	-	17	782	645	379	60	33	80	46

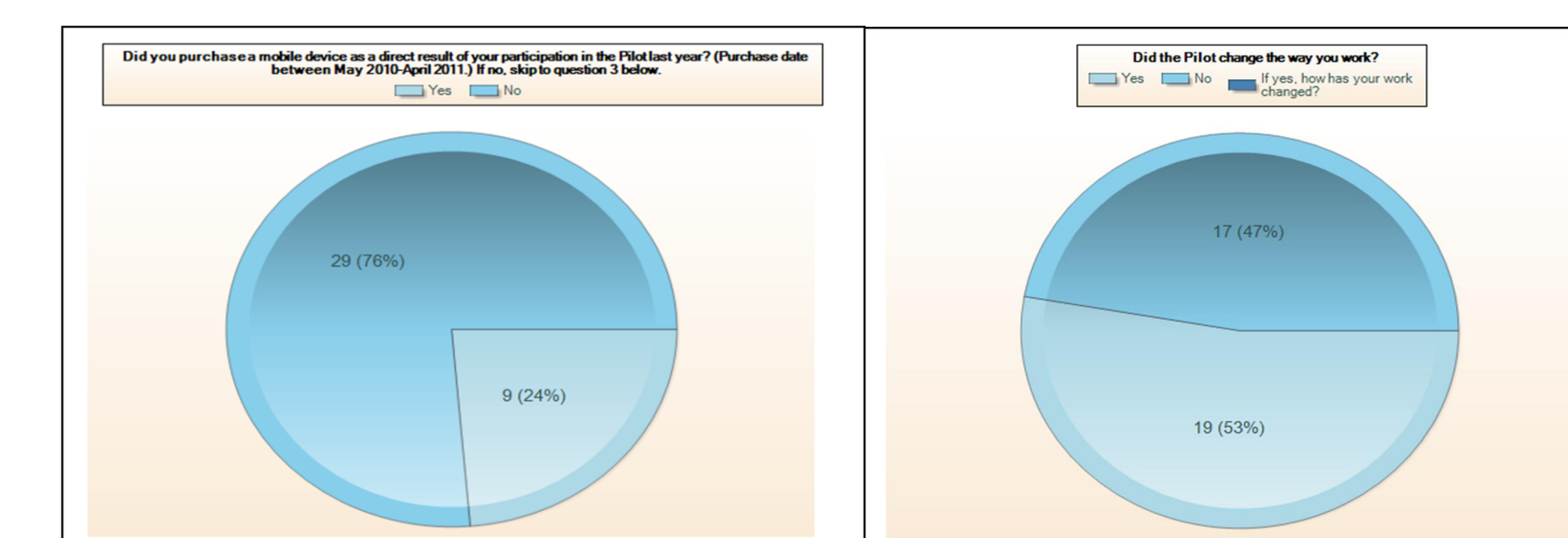
Post pilot survey - August 2010



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.).

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 scare[d] to share information.
- 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.

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



UNIVERSITY
LIBRARIES