Founded in 1451, the fourth oldest university in the English-speaking world.

6000
staff

23000 +
students

University of Glasgow Library

200
staff

2.5 million
books

40,000+
e-journals

600,000+
e-books

1.7 m
visits

92%
national student survey
The Library’s mobile strategy is a blueprint to help us plan, develop, implement and manage a range of library services for mobile devices.
infrastructure improvements by understanding what our users want & expect
“In the future, we must be able to teach users about how to access information from their mobile devices and show them how to organise and use effectively that information for coursework and research.”

(University of Glasgow Library Mobile Strategy, 2010)

… but what about the Library staff?
Self-paced 8 week online programme

- delivered via Library VLE (Moodle) & 23 things blog
- designed for PC or mobile device
- group sessions at week 0 and week 5
- fun way of learning

Week six - e-books, ejournals and databases

thing 16: e-books - read all about it!
thing 17: e-books readers - better than a hardback?
thing 18: e-articles - journals, databases
Pilot launched July 2012
• 95% enjoyed it
• 90% thought it was pitched right level
• 100% would recommend to colleagues

Revised course late 2012
• compulsory for all Library staff
• delivered in tranches, max 40

By late summer 2013
• over 100 members of staff had completed 23 things mobile

www.glasgow.ac.uk/library/mobile
Summer 2013 - big investment in mobile technology for all subject librarians and service development staff – game changing moment?

We are currently evaluating the value of this investment in mobile

Phase 4 mobile strategy targets 2013 – 2014

Supporting the transition from working only on the desktop to making effective use of mobile in the workplace
1. Easy to manage and configure using the Apple configurator tool
2. Apps could be purchased or downloaded by the Library and deployed on the devices to enable staff to work easily between the devices and their normal desktop (initially Remote Desktop, Pages, Keynote, Numbers)
3. Some familiarity with these devices already as they have been available to loan to staff through the 23Things mobile course
4. But also wanted to try alternative tablets for comparison

The latest models were chosen to ensure a reasonable lifespan
27 members of staff were issued with latest mobile devices.

- iPad Retina 32gb: 19 issued
- iPad Mini 32gb: 5 issued
- MacBook Air: 2 issued
- Microsoft Surface RT: 2 issued
A number of devices were bought to support more flexible working in a number of departments:

<table>
<thead>
<tr>
<th>Department</th>
<th>Devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>College Support Team</td>
<td>Microsoft Surface RT</td>
</tr>
<tr>
<td>Special Collections</td>
<td>Microsoft Surface RT</td>
</tr>
<tr>
<td>Archives</td>
<td>iPad2 16gb wifi</td>
</tr>
<tr>
<td>Customer Services team</td>
<td>4 x iPad2 16gb wifi</td>
</tr>
</tbody>
</table>
Finding out what staff need
“Keeping track of notes etc of meetings is not so much difficult but I found I had to investigate the various note apps to find the best one that suited my workflows. This took a bit of time and I’m still finding it quite hard to implement fully. But I am getting there!”

“I’d like to be able to use it lecture theatres for presentations. I haven’t really taken time to think about or explore what I can do with the iPad for work—must try harder to allocate some time to this!”

“It would be useful to be able to update a spreadsheet or WORD document in my email without sharing in the Cloud.”

“Sierra (LMS database) for mobile & access to shared mailboxes”
Personal ownership of smartphones & tablets

- Own a smartphone: 90%
- Own a tablet: 70%
- Own both a smartphone & a tablet: 60%
- Own neither a smartphone or tablet: 10%
Personal ownership of smartphones & tablets

- **Apple**: Own a smartphone (80%), Own a Tablet (70%)
- **Android**: Own a smartphone (20%), Own a Tablet (10%)
- **Blackberry**: Own a smartphone (5%), Own a Tablet (4%)

Legend:
- Own a smartphone
- Own a Tablet
Effective use of mobile devices

- Drop-in sessions
- Blog
- Printed guide books!
- VLE content

**Taking notes on a mobile device**

- Using the Notes App on the iPad
- Using Pages to take notes
- The Best (Free) Note-taking Apps

---

**On a more serious ‘note’**

By Erika Jagielko on November 12, 2013 | 2 Comments | Edit

Just starting to use an iPad for taking notes in meetings. The app that comes with the iPad seems fine, but wondering if any more seasoned iPad users could recommend other apps that are good for recording and arranging minutes and notes from meetings?

Posted in: Uncategorized
<table>
<thead>
<tr>
<th>Challenges</th>
<th>Successes</th>
</tr>
</thead>
<tbody>
<tr>
<td>• shared use of a device</td>
<td>• Customer Services from desk-based to roving service</td>
</tr>
<tr>
<td>• accessing shared mailboxes</td>
<td>• Paperless MTG meetings</td>
</tr>
<tr>
<td>• wireless printing</td>
<td>• Contribution to Library strategy on role of technology</td>
</tr>
<tr>
<td>• software designed for desktop</td>
<td></td>
</tr>
<tr>
<td>• Microsoft to iOS and back</td>
<td></td>
</tr>
</tbody>
</table>

Re-imagining workflows
The future: we must reimagine it

“To invent a future that doesn't exist, you really have to understand what people are doing today and completely reimagine it”

- Bill Burnett, executive director of the design program at d.school, Stanford.
Thanks

K. Munro
University of Glasgow Library
kay.munro@glasgow.ac.uk
@kayjmunro

K. Stevenson
University of Glasgow Library
karen.stevenson@glasgow.ac.uk

感谢收听