

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**



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We have a plan!

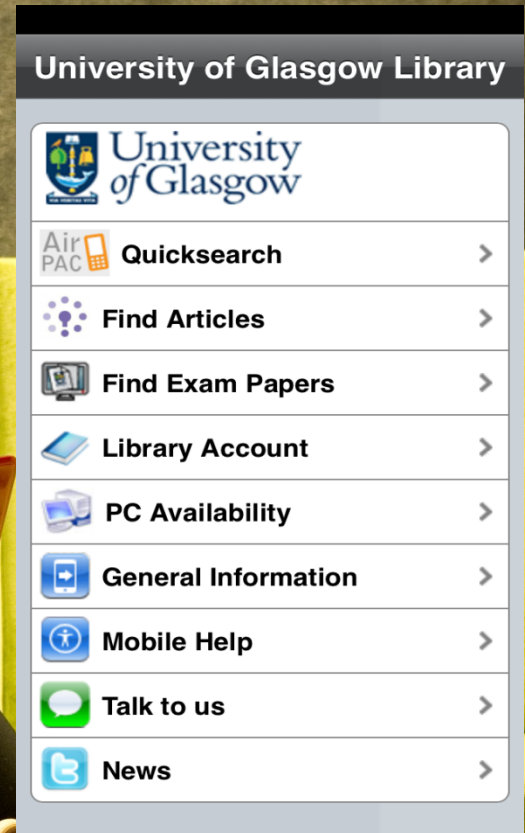
The Library's mobile strategy is a blueprint to help us plan, develop, implement and manage a range of library services for mobile devices.



infrastructure improvements by understanding what our users want & expect




Digital skills - Live Lab concept



mobile website

Digital media skills



“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?

Staff training: 23 things mobile

Self-paced 8 week online programme

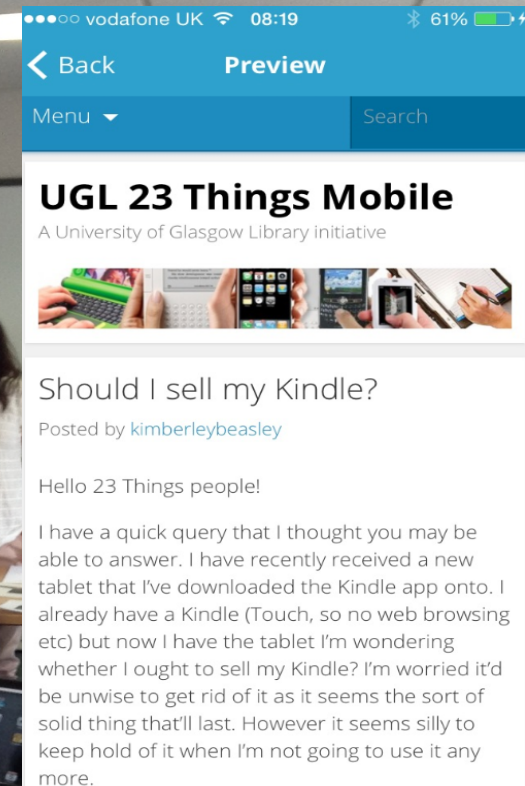
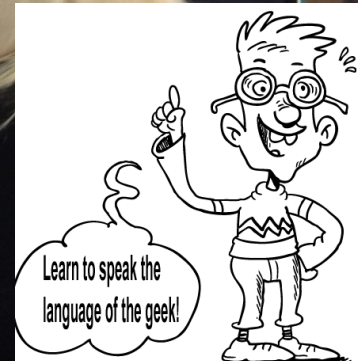
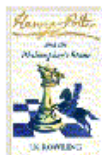
- delivered via Library VLE (Moodle) & 23 things blog
- designed for PC or mobile device
- group sessions at week 0 and week 5
- fun way of learning

Week six - ebooks, 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



23 things mobile: has it worked?

www.glasgow.ac.uk/library/mobile

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



Building on 23 things mobile



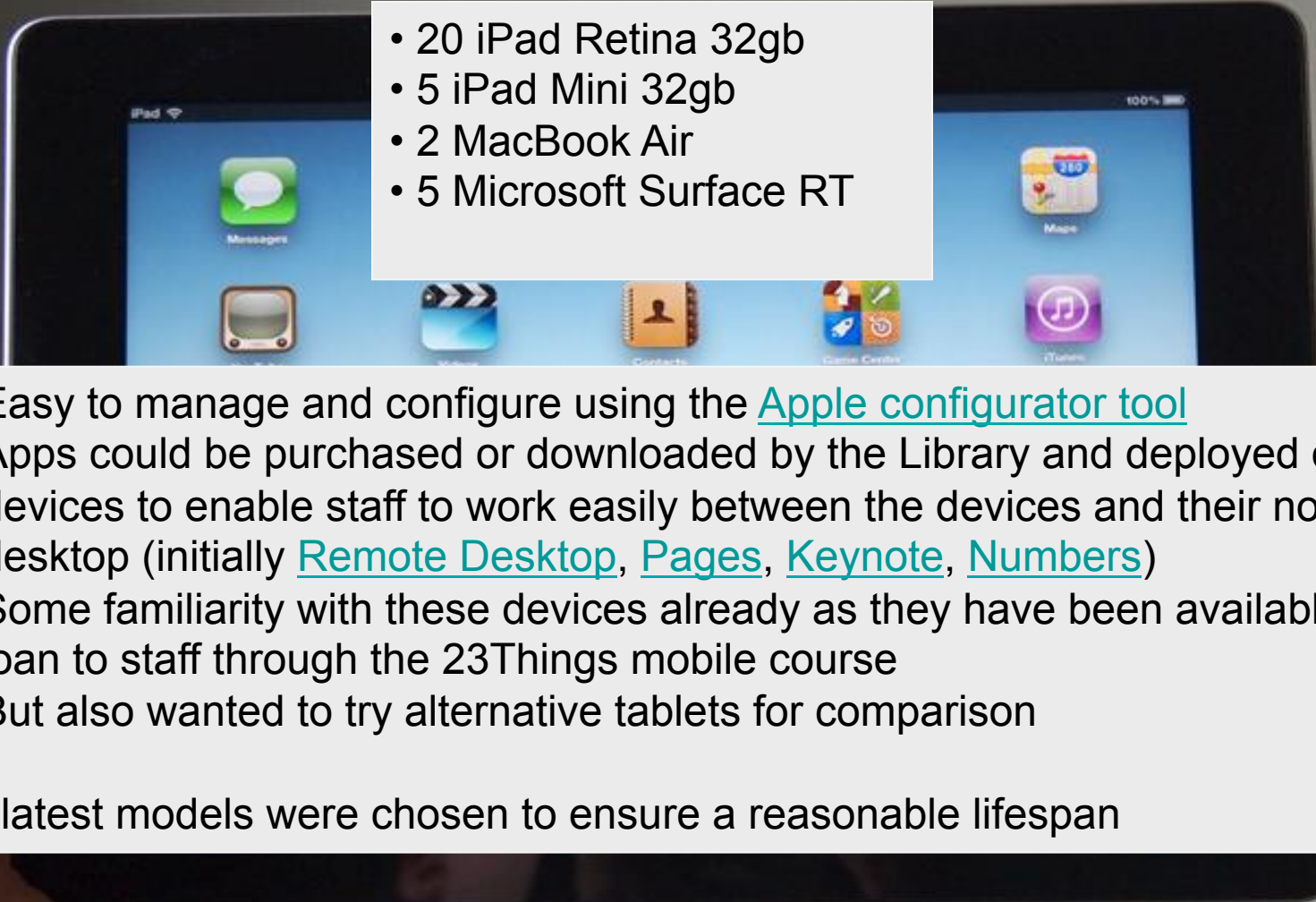
Summer 2013 - big investment in mobile technology for all subject librarians and service development staff – **game changing moment?**

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

Devices: which ones to buy?

- 
- 20 iPad Retina 32gb
 - 5 iPad Mini 32gb
 - 2 MacBook Air
 - 5 Microsoft Surface RT

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

Device distribution: individuals

27 members of staff were issued with latest mobile devices.

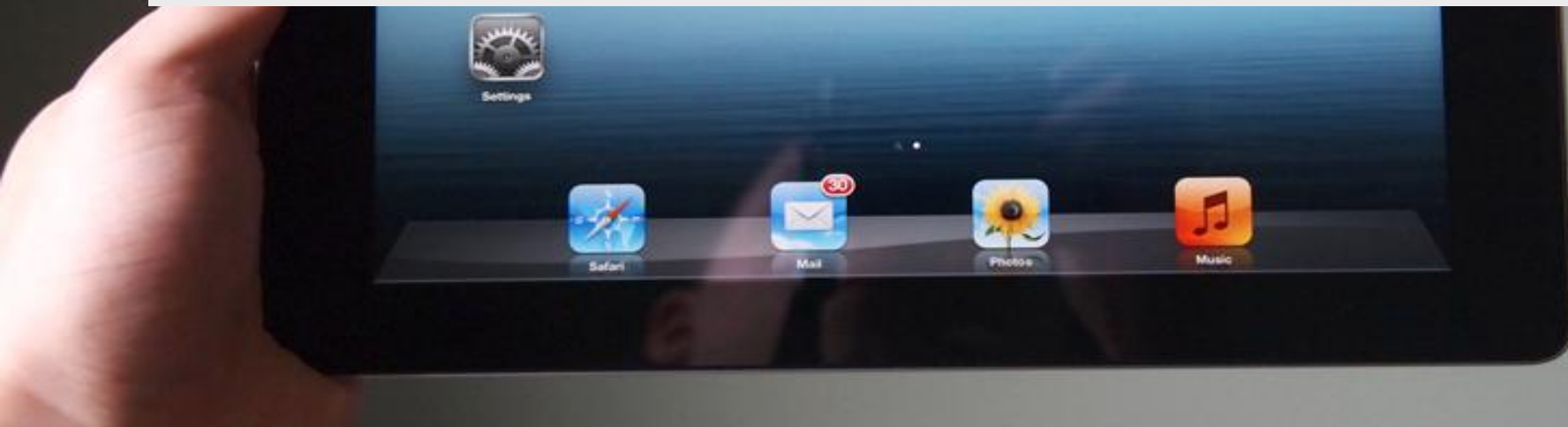
iPad Retina 32gb	19 issued
iPad Mini 32gb	5 issued
MacBook Air	2 issued
Microsoft Surface RT	2 issued

Device distribution: departments

A number of devices were bought to support more flexible working in a number of departments:

College Support Team
Special Collections
Archives
Customer Services team

Microsoft Surface RT
Microsoft Surface RT
iPad2 16gb wifi
4 x iPad2 16gb wifi



Finding out what staff need



What did staff tell us?

“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!”

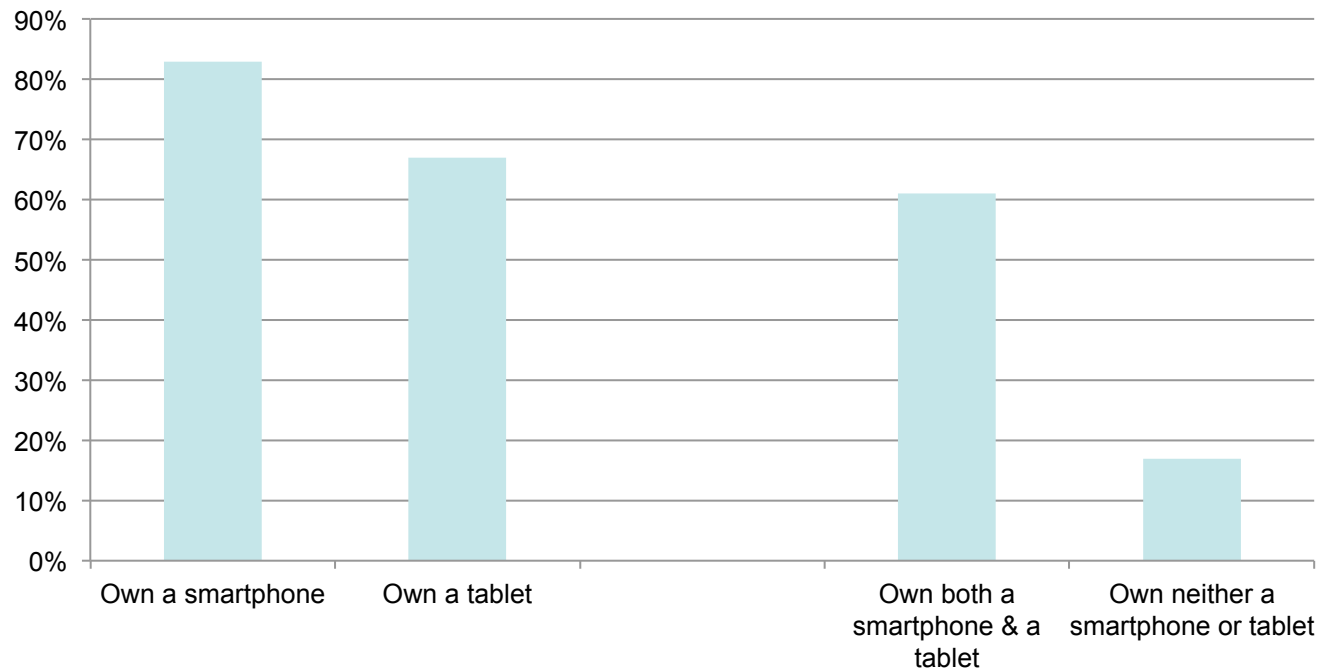
“I’d like to be able to use it lecture theatres for presentations. I haven’t really taken time to think about or explore what I can do with the ipad for work– must try harder to allocate some time to this!”

“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”

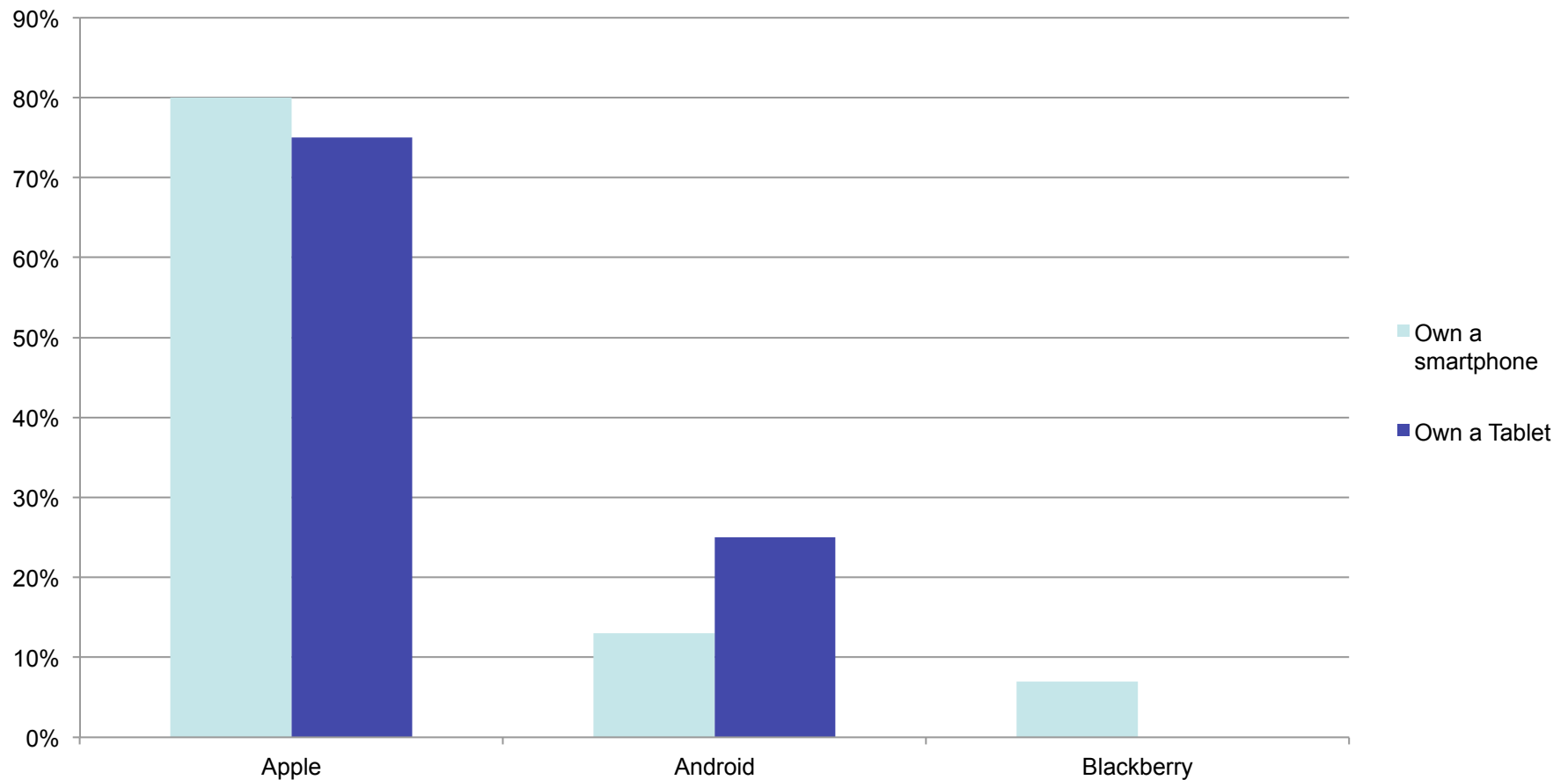


Personal ownership of smartphones & tablets





Personal ownership of smartphones & tablets








Effective use of mobile devices

Taking notes on a mobile device



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

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

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](#)

Challenges / early lessons learned

Challenges

- shared use of a device
- accessing shared mailboxes
- wireless printing
- software designed for desktop
- Microsoft to iOS and back

Successes

- Customer Services from desk-based to roving service
- Paperless MTG meetings
- Contribution to Library strategy on role of technology

Re-imagining workflows



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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
FOR
LISTENING

感谢收听

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