

Emerging Mobile Technologies in Libraries

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Objectives

- Identify and discuss current and future mobile technologies
 - PDAs
 - Blackberries
 - iPods
 - Cell phones
 - TabletPCs
 - Other Devices
- Apply case studies and recommendations for supporting mobile devices

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Why do we care?

- Convergence of information professionals
- “Information appliances”
- Meet “them” where they are at



Transparent toaster from Inventables.com

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Mobile Devices Used in Libraries

- PDAs/Smart Phones
- Cell Phones
- iPods/MP3 players
- Tablets

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PDAs and Smartphones

- Personal Digital Assistant
- Palm
- Handhelds
- Organizers
- Smart Phones
- Blackberry?
- Pocket-size computers



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Operating Systems

- Palm OS
 - More users
 - More software/ application development
 - Better battery life
- Windows Mobile (Pocket PC)
 - HP, Dell, and others
 - Fewer users
 - Handwriting recognition
 - Biometric integration
- Symbian
 - Smartphones
- RIM
 - Blackberry

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Software Availability

- Palm software
 - More (free) applications
- Windows Mobile software
 - Most common applications are available
 - Can run Palm OS applications with additional software (Styletap)
- Library Vendors
 - Elsevier (MD Consult)
 - Access Medicine
 - eMedicine
 - InfoPoems

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Blackberry is RIMarkable!

- Research in Motion
 - Proprietary operating system
 - E-mail device
 - Phone
 - WAP compatible
- Patent infringement
- Addiction = “Crackberry”
- Library checkout – UIUC
- Not many library-related apps?



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Trends

- IDC and Gartner Group
 - Handhelds “basic PDA” decreasing
 - Blackberries increasing
 - Smartphones increasing
- Gut-Based Practice (guess)
 - Palm 60%
 - Windows Mobile/PocketPC 20%
 - Smartphone 20%

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Services for PDAs/Smartphones

- Start a PUG
- Host a IT Fair
- Purchase collections
- Provide installation station
- Provide Infrared
- Offer Training
- Install Wireless
- Provide Content

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Start a PUG

- PDA Users Group
- Library = Neutral
- Topics



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Host a PDA/Technology Fair

- PDA or Technology
 - Keynote
 - Breakout sessions
 - Vendors/exhibits
 - Door prizes
- Visible player
- Identify new partners



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Purchase Collections

- Vendor license negotiation
 - Per seat
 - Unlimited
 - Simultaneous user
- Examples:
 - Drug Information
 - Textbooks
 - Clinical guidelines
 - Mobile searching



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Provide Installation Station

- Technical support?
- Support purchased collections
- Wired or wireless
 - BYOC
- Modified installations
 - Card reader/file transfer
- Security

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Provide Infrared

- Infrared is universal
 - No cradle/cable hassle
- PDA-to-PC
 - Installing software or data files
- PDA-to-Ethernet
 - E-mail
 - RSS/Avantgo updates
 - Subscription updates
- PDA-to-Printer



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Offer Training

- Curriculum-related classes
 - Second year medical students
 - Nursing graduate students
 - Residents
- Open enrollment classes
 - Which one do I buy?
 - Introduction to the Palm or Windows Mobile OS
- Consultations

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Install Wireless

- JIT
- Real time data manipulation
- Information currency
- Integration into workflow
- Wireless catalog



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Install Wireless



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Provide Content

- Web Clippings
- Journal club
- Avantgo Channels
- iSilo documents
- Alerting services – TOCs, new books, etc...
- Micro Portals/Pathfinders?
 - Duke EBM Toolkit

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Cell Phones

The "Thumb" Generation

- SMS – Short Message Service
- Texting 101
 - Area code + phone number on cell
 - Area code + phone number@teleflip.com
 - 160 characters or less
 - [Netlingo](#)
- Examples of use:
 - Virtual Reference
http://www.libsuccess.org/index.php?title=Online_Reference

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The screenshot shows the website for Sims Memorial Library. At the top, there is a navigation menu with links: About, Indexes, Catalog, Reserves, Research, LS102, Forms, What's New, Ask/Post, and Settings. Below the menu, the breadcrumb trail reads "Home > Reference > Text A Librarian". The main heading is "Text A Librarian" followed by "@ 011-6142-TXT-SELU" and "011-6142-898-7358". A paragraph explains that Text A Librarian is a component of the Ask A Librarian service, allowing Southeastern students, faculty, and staff to send questions and receive answers via text message. Below this, there is a "Frequently Asked Questions" section with links for: Who can use the service?, When should you use the service?, What do you need to use the service?, What does the service cost?, What information should I supply?, How long does it take to get a response?, and What type of response will I get?. To the right of these links are links for "Privacy Statement", "Your Technology Fee at Work", and "Feedback". At the bottom, there is another "Frequently Asked Questions" section with the heading "Who can use the service?" and the text "This service is available to all Southeastern students, faculty and staff." followed by the heading "When should you use the service?"

How Does it Work?

- Student sends text message
- Text message goes to server in Australia
- Text message converted to e-mail
- E-mail sent to Library account
- Librarian opens and responds
- E-mail goes to server in Australia and is converted back to text message.

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Questions asked

Query Category	Example of question sent	Percentage of Queries Received
Explanatory	What time does the Library close?	71%
Catalogue	Do you have book X?	10%
Reference	When was PM John Howard born?	9%
Referral	Which senior librarian should I approach to discuss X?	8%
Technical	I am having problems accessing XXX database	2%

Based on a paper from librarians at Curtin University in Australia
<http://conferences.alia.org.au/online2005/papers/a12.pdf>

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Questions

- My name is Meghan will u b my friend?
- Hey do u have books?
- Where r the magazines?
- Where can I do vehicle registration?
- What is the recipe for cream pie?
- Who wrote the great gatsby?
- How do I find empirical articles online?

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iPods

iPod

- MP3 player from Apple
 - iPod works with PCs too
 - Many other MP3 players
- Plays digital audio and video
- What else can you do with your iPod besides listen to music?
 - Notes
 - Contacts
 - Calendar
 - To Do list
 - Games
 - RSS feeds - iPod Agent, iFeed

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Podcasting

- Method of distributing multimedia files over the Internet
 - Podcast = audio program
 - RSS & Atom = main formats of distribution
- Playback on mobile devices and personal computers.
- Asynchronous - TiVo
- Subscribe to podcasts

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Podcasting Examples

- Berkeley
- Creighton University School of Medicine
- UVa Historical Collections
- Arizona Health Sciences Library
- Publishers - Nature

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TabletPCs

TabletPC use in Libraries

- Full Windows XP Tablet Edition OS
- Slate or convertible
- Pen or pen/keyboard
- Eccles Library
 - 26 TPCs for Check out
 - 1 hour introductory course



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Have UMPC Will Travel

- Microsoft Origami (Ultra Mobile PCs)
 - 7" diagonal screen
 - Windows XP Tablet OS
 - Finger and stylus input



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The Next Small Thing...

Time to "Thing" Differently...

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introducing the Geeks.com **thing**

Nokia 770 Screenshot



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Summary

- Mobile technology is here to stay
- Mobile technology is another vehicle for information
- Mobile technology is another way to meet our users where they are at
- Our content should be portable or have the ability to be ported

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Questions?