Mobile Device Diversity and Management
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"Technology planning is closely tied to the library's overall strategic plans"

--OCLC's *WebJunction*

Competency Index

Managing mobile devices can be developed in a similar fashion as collection development for traditional library materials. With their popularity, it is vital that libraries understand how mobile devices work and how they are used to access library services.

1. Develop an Inventory:
- Track what types of mobile devices patrons are using with library services
- Track staff requests for mobile devices
- Decide if the devices will circulate within/outside of the library? Strongly consider privacy and ADA compliancy
- Survey staff to understand what mobile devices they are comfortable and uncomfortable using and/or demonstrating--WebJunction competencies
- Analyze current library services. Do they work well with mobile devices?
- Are there devices that do not work well within the library? WiFi connectivity/NAC troubleshooting
- Longevity of the operating system (OS)--avoid devices that seem trendy. Does the device serve multiple purposes? Look for devices that support iOS (Apple) and Android (Google) OS. Amazon's Kindles are also a great item. Consider a Windows Surface tablet or a device that runs the latest version of Windows. Chromebooks can also be a great device to use and are usually priced at a low cost.
- Look at technology trends
    - CES
    - Gartner Top Ten Technology Trends for 2015
    - MWC 2015

2. Create a management plan
   - Document apps and account information on the device(s)
   - If devices are used by staff and/or patrons, have a circulation management plan. For instance, if an device is returned it must be cleared of any personal data and return to a constructed restoration point
   - Create (on an Intranet or shared drive) an area to keep instructions, troubleshooting tips, and current inventory
   - Construct a regular training schedule for staff or strongly encourage staff to use devices
   - Add apps that reflect current library services: OverDrive, 3M, Zinio, OneClick, Hoopla, etc. Make sure if the library has an app it is installed on all devices.
   - Develop a schedule for inventory checks (Are all the cables with devices?) and schedule regular updates (OS and apps)
   - Consider if there are additional accessories the library can purchase to help make the devices more resourceful for staff? Adapters/dongles to connect to a projector for presentations/electronic storytime, protective case, software, and/or apps. Mobile devices are great tools to use for outreach, photo opportunities, and as a programming enhancement

Resources:

Koep, D. H., & Felkar, S. (2015, January-February). Take our data-driven approach to staff technology training. *Computers in Libraries*, *35*(1), 18+. Retrieved from: http://go.galegroup.com/ps/i.do?id=GALE%7CA398073961&v=2.1&u=lom_metronet mnfc&it=r&p=GPS&sw=w&asid=796a1fae1490fecfd9c42db952ddd0cf

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Gartner, Inc. (2014, October). Gartner Identifies the Top 10 Strategic Technology Trends for 2015. Analysts Examine Top Industry Trends at Gartner Symposium/ITxpo 2014, October 5-9 in Orlando [Press release]. Retrieved from: http://www.gartner.com/newsroom/id/2867917

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