# Mobile Device Diversity & Management

**Q:** **How do we manage the library's investment in these devices: software updates, interoperability, staff use & training?**

**A:** **There is no clear answer yet. This is uncharted territory for most libraries. One thing is for sure: each library will be different!**
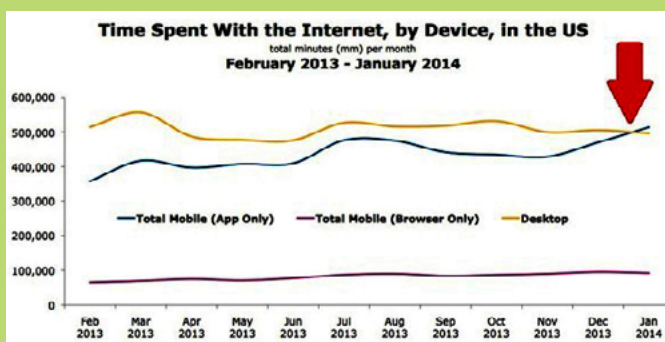
## Devices are a mainstay of American life.

**According to Pew Internet, in January 2014:**

- 58% of American adults own a Smartphone.
- 50% of American adults own a tablet or e-reader.
- 63% of adult cell phone owners use their phones to go online.
- 34% of cell phone internet users go online mostly using their phones.

www.pewinternet.org/fact-sheets/mobile-technology-fact-sheet/

## Mobile exceeds PC internet usage.



**Time Spent With the Internet, by Device, in the US**
total minutes (mm) per month
**February 2013 - January 2014**

—Total Mobile (App Only)    —Total Mobile (Browser Only)    —Desktop

Source: comScore

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## Starting the conversation in your library.

### Some questions to consider:

- What are the expectations for our staff's level of knowledge in device technology?
- Who on staff is expected to be knowledgeable in device technology?
- Do we already have staff members who are knowledgeable?
- What mobile library services do we offer on devices (ebook lending, Zinio, Freegal)?
- Does our staff know basic procedures/ troubleshooting for these mobile services?
- What kind of staff training is available and what are the costs (if any)?
- What level of device assistance/troubleshooting do we currently offer patrons? (i.e: classes, one-to-one help by appointment, help at the reference desk)
- Is that level enough to meet our patrons' needs?

### Create a staff tech survey

Explore your staff's existing tech skills. Find out who owns devices and ask if they would be willing to help demonstrate these devices to other staff. You may be surprised to learn just how knowledgeable your staff already is.

### Develop a plan

Like any major investment in staff time, money, and training, there needs to be a plan in place first. Set goals and a timeline.

### Flexibility is Key

Technology will change faster than we can possibly keep up with. Build flexibility into any long-term plan you make because you will inevitably need to make adjustments along the way.

# Common Ground:

Feeling overwhelmed? Don't panic! Devices have more in common with each other than you think.

*The more practice you have on any device helps, even across platforms.*

A Samsung Galaxy Tab (front) and an iPad (back) are more alike than not in function, design, and interface.

## Top Device Operating Systems:

Android *(Kindle, Nook, Google Nexus, Samsung Galaxy)*

Apple iOS (iPad/iPhone)

Windows 8 (Microsoft Surface)

## Ideas for device management:

1. Request the Mobile Device Discovery Kit through the NJ State Library:
www.njstatelib.org/services_for_libraries/statewide_services/mobile_device_discovery_kits/

2. If funding is available, invest in device technologies within your library for both staff and patron use.

3. Diversify your library devices. If your library owns an iPad, consider also getting a Kindle Fire or other Android based device.

3. Diversify training within your library. Train for 'pros' on staff that specialize in a certain device.

4. Take advantage of any opportunities to learn. There are a number of free online tutorials that can help.

## Online Resources:

**Apple Support Communities:**
https://discussions.apple.com/welcome

**For Dummies Device Tutorials:**
www.dummies.com/how-to/consumer-electronics.html

**GFC Learnfree.org:**
www.gcflearnfree.org/devices

## Consumer Information:

### Price Ranges:

- iPad mini/iPad mini 3: $249-$729
- iPad Air/iPad Air 2: $399-$829
- Microsoft Surface Pro 2: $449 +
- Microsoft Surface Pro 3: $799 +
- Samsung Galaxy Tab: $179 (7 in. screen) - $750 (12.2 in screen)
- Google Nexus 7: $260
- Kindle Fire: $99-$379

**For a comprehensive list of tablet comparisons, visit:**
en.wikipedia.org/wiki/Comparison_of_tablet_computers

### Device Reviews:

**Consumer Reports:**
www.consumerreports.org

**PC Magazine:**
www.pcmag.com