

POST IMPLEMENTATION OF A MOBILE LIBRARY WEBSITE:

CAN SERVICE DELIVERY BE ENHANCED
THROUGH MOBILE LIBRARY SERVICES?

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CONTENTS

- Setting the scene
- A look back
- The in between / and round about
- Knowledge gained and applied
- Future



SETTING THE SCENE

WHERE WERE YOU IN 2011 – 2012?

- What type of phone did you have?
- How did you conduct your personal business?
- How did you do your day to day work?
- Which types of mobile devices did you own?

LOOKING BACK IN TIME



DO YOU
REMEMBER?

MOBILE LIBRARIES RESOURCES & SERVICES (INTERNATIONAL)



SOUTH AFRICAN PERSPECTIVE

MOBILE LIBRARY WEBSITES
NO LIBRARY MOBILE APPS

Search function i. e. (journals articles)

Subject guides

Mobile databases

OPACS III Airpac

Sending request via SMS

Information (locations & contact details)

About us

MIT MINI DISSERTATION

MIT MINI DISSERTATION BACKGROUND



2011-2012

*“An investigation into how mobile technologies
can advance service delivery for library users
at the University of Pretoria Library Services”*

RESEARCH METHODOLOGY

- Qualitative approach
- Experimental design
- Interviews & Focus group
- Case study:
 - Natural & Agricultural Science students, University of Pretoria (Undergraduate and postgraduate students)

QUASI EXPERIMENTAL DESIGN

- Situations randomness groups for study is impossible
- Continuation of work already done
- Type: Non-randomized control group pretest – posttest design
- 2 groups (experimental Group A – 2010), control (Group B – 2012)

QUASI EXPERIMENTAL DESIGN



Group A = O1 X1

----- (Indicates timeline/series)

Group B = X1 O2

PRE INTERVENTION

OI---- LIBRARY SERVICES MOBILE SURVEY

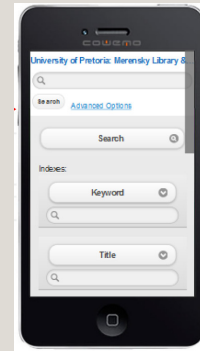
- 18% Postgraduate & 58% Undergraduate
- Requirements / needs of clients
- Devices ownership
- Need for mobile services: 90%

THE INTERVENTION

X I ----- LIBRARY SERVICES MOBILE WEBSITE

- Contact information
- Hours of operation
- Branch information
- Facebook and Twitter profiles
- Catalogue
- E-journals (link to Library website)
- Mobile dictionaries & encyclopaedias
- Maps & directions

XI -- MOBILE LIBRARY SERVICES



○ 2 --- POST INTERVENTION

FINDINGS

87% respondents have not used mobile website

100% indicated a need to have library services via mobile device

Most indicated already using mobile devices for academic purposes

Mobile services are **secondary** not main source (postgraduates)

FINDINGS

Preference: 46% laptop / computer to access library resources

26% cellphone

6% iPod

13% both cellphone & laptop

Bigger screen preferred for Library resources

FINDINGS – DEVICE OWNERSHIP

2010

- More Nokia & Samsung
- Less iPhone, HTC & Motorola

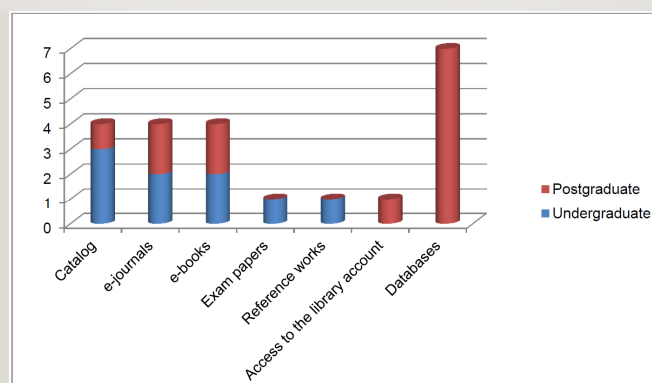
2012

- Blackberry & Samsung (58%)
- Less Nokia, Motorola & iPhone
- No e-readers
- 6% owned tablets

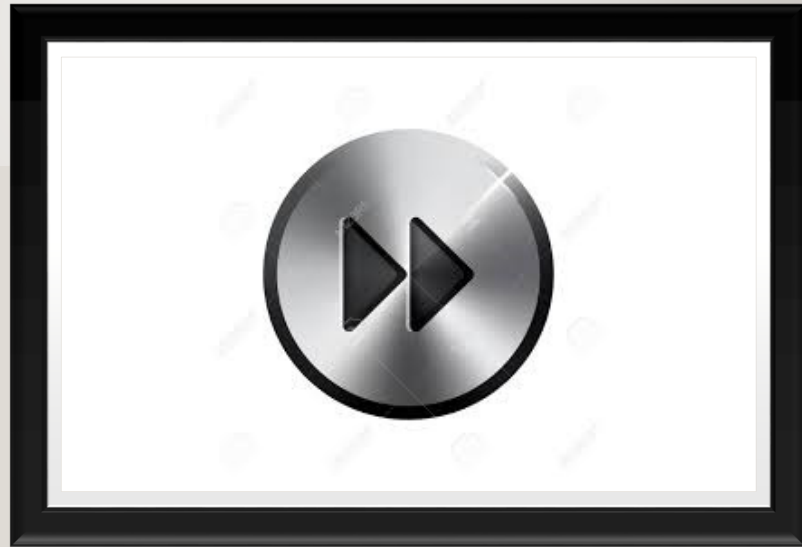
Future Ownership

- iPhones
- Tablets

2012 WHAT STUDENTS WANT ON MOBILE



KNOWLEDGE GAINED AND APPLIED



MEMBER OF EXCO IBALA CONSORTIUM (COP)

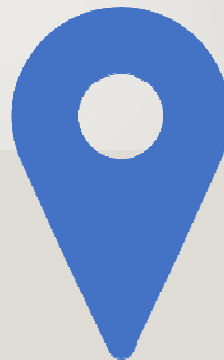
- Raise awareness of Mobile-technologies LIS
- To create platform for libraries ranging from academic, special to public libraries
- Share experiences & investigate new possibilities M-technologies environment
- To identify experts, leaders, innovators & create national voice with the Library and Information Services profession

2012-2016

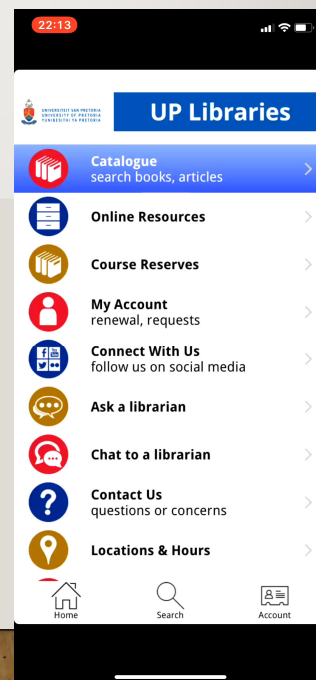
- Use of Mobile in Libraries
- Focus on SM via mobile devices
- Social media reporting at events
- Workshops & Presentations
 - @ Conferences LIASA & SAOIM
 - Ad hoc at Libraries
 - Part of the South African Online User Group (SAOUG)

2019 UP LIBRARY SERVICES

MOBILE SERVICE DELIVERY



UP LIBRARY MOBILE APP



VISITS

MAR 2018 – FEB 2019

Main Menu Channel	Visits
Online Resources	5,282
Course Reserves	928
My Account	44,502
Connect With Us	445
Ask a librarian	1,026
Chat to a librarian	616
Contact Us	420
Locations & Hours	4,239
Events	814
Library Website	1,734
University of Pretoria Website	1,445
Total:	61,451

THE FUTURE

FUTURE DEVELOPMENTS & ENHANCEMENTS

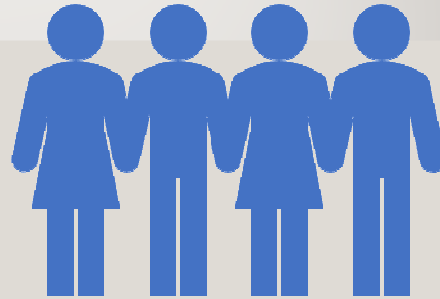
LibCal
implementation –
self booking
system

Integration of
Library APP with
University APP

More
enhancements

THANK YOU

UNIVERSITY OF PRETORIA
CARNEGIE CORPORATION
UP LIBRARY SERVICES
DR. HOLMNER & DR. PIENAAR
MIT INTAKE I GROUP



SOURCES OF INFORMATION

- De Wee, J.A. MIT mini dissertation:
https://repository.up.ac.za/bitstream/handle/2263/43790/DeWee_Investigation_2013.pdf?sequence=4&isAllowed=y
- UP website: more information on mobile APP
<http://www.library.up.ac.za/quality/app.htm>

Acknowledgement:

- Schoeman, C. 2019. Provided information on UP Mobile APP and statistics on usage.