
A week in the life...

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Kay Munro is one of the College of Social Sciences support team librarians at Glasgow University Library.

My current roles include providing teaching and research support to academics and students in the college, with particular responsibility for law, politics and central & eastern European studies. I am also convenor of the library's Web Editorial Team and the library's Mobile Technologies Team. I'm interested in information literacy, developing online support services and keeping up to date with mobile technology developments. Addicted to tweet deck!

MONDAY

Got into the office early today, as I wanted to check that everything was in place for this morning's launch of our Instant Messaging (IM) service pilot. Checked that the new web pages had loaded overnight and were live – good news – we are good to go! After that, got on with the usual Monday morning stuff like answering email, starting this week's to-do list and dealing with enquiries – even managed to fit in a cup of coffee before heading out to the first meeting of the day at 11 a.m.

The group responsible for Web 2.0 developments meets to discuss the IM service pilot which launched this morning and will run for the next six weeks. We are using Meebo, which is being used by a lot of libraries in the UK and world wide. The group meets to monitor the first live session of the service which Catriona Fisher, the library's Customer Service Manager, has bravely volunteered to cover. We hammer out issues of administering the pilot, how to save the chat logs and decide to add some more help information to the web pages created for the service.

Instant Messaging is just one of nine key areas identified by the library's Mobile Technologies Strategy. Some of the others are: the introduction of a mobile website; use of QR codes; develop-

ment of a mobile e-literacy strategy and an ebook reader investigation. Under the strategic direction of the Mobile Technologies Group, there are a number of sub-groups currently working towards the implementation of an agreed phase-one plan for the introduction of a suite of services designed to exploit the technologies offered by modern mobile phone, tablet or ebook reader.

Head back to my office after the meeting, make the agreed changes to the web pages and try to catch up on a few things for later in the week before catching the train to London. I'm going south for a meeting of the Lexis Product Advisory Board tomorrow morning.

What a treat, sitting on the train to London, listening to a bunch of *Desert island discs* archive podcasts while working on a couple of papers for meetings later in the week and sketching out a plan for this article. Just realised how busy this week is going to be, so trying to ignore the emails on my iphone for the duration of the journey and enjoy some uninterrupted thinking time!

TUESDAY

Most of the day was spent at the first Lexis Academic Product Advisory Board meeting of 2011. There are three or four of these meetings a year and they are always interesting and fun. Basically, we get a 'peek' at all the developments and enhancements being planned or about to be implemented to the LexisLibrary database and we provide feedback from the academic user perspective. Board members are from all types of academic libraries, big and small. I'm the only member from Scotland – I think it's important that there is someone from north of the border to keep Scots law on the agenda. Today we spent quite a lot of time discussing access to Lexis from mobile devices and the issues surrounding access to legal content (or lack of it!) on the various webscale discovery products. Both these topics are very close to my heart at the moment because they seem to have taken up a lot of my working life in the last few months.

Headed back up to Euston and managed to catch an earlier train than expected and found a seat on it! Blissful few hours spent doing some uninterrupted work for the Reading List Group meeting later this week and listening to some more *Desert island discs*.

WEDNESDAY

Interesting morning trying to do two things at the same time. (What's new there you might ask!) Attended a meeting of the Web Support Team, where we were trying to come up with a plan of how to introduce new page templates to the whole library website with the least amount of disruption, while, at the same time, taking a turn monitoring our pilot IM service. A lot of hilarity for my two colleagues because every time Meebo 'pinged', for some reason that I find mildly worrying, I would let out a whoop and spring into friendly librarian mode! I even added a smiley face to one of my responses – so uncool, so middle-aged!

The morning concluded with a meeting of a Web Editorial Team sub-group that is looking at the revamp of our subject guides. Interesting discussions around how we could do things differently and be more user-focused – still a lot of work to do, but I think we are moving in the right direction.

The early afternoon was spent looking at the results from our mobile devices study with colleagues on the User Testing Group. The survey, which ran for the month of March, was designed to gather information about the types of mobile devices our users currently have, what they use them for and what library services they would like to be able to access on them. This first look at the data was very interesting indeed, particularly, the 'any other comments' responses which appear to be highlighting issues with our wifi network and other infrastructure factors that we need to share with our colleagues in IT Services. We now need to look at the data in more detail and disseminate the results to all the groups working on the various elements of the mobile strategy. It's been one meeting after another today and so I grab a quick coffee and a catch up with my colleague Kirsteen, then it's back to the office to catch up on emails, answer enquiries etc.

THURSDAY

I'm covering the IM service again this morning and I decide to give it my undivided attention this time. I had planned to try monitoring from my mobile for a short period while having a coffee in the Fraser Building – however, my now full-blown phobia of whooping unexpectedly in a public place, keeps me in my office! This gives me some time to prepare for an appointment later this morning with a new PhD student who needs help

finding some Russian texts. I took over responsibility for Russian and east European studies at the start of the year and I'm on a steep learning curve, so I need the preparation time.

In the afternoon I attend a meeting of a short-term 'task and finish' group that is looking at how we deal with reading lists and making sure that course materials are available to students. It's clear that our current system for dealing with this is outdated and no longer fit for purpose, but the dilemma is how to change it for the better! We are currently trying to gather all relevant data on our present system to better understand what the library's role in the provision of course materials currently is and how it could be improved. Looking at the potential of using a reading list management product like Talis Aspire, while at the same time trying to exploit the functionality of our library management system and Oasis, our online acquisitions tool. However, we also need to understand how the library's role fits into the wider institutional strategies for the provision of course materials and to establish internal processes that fulfil that role. To that end, we plan to prepare a paper for the University's Learning and Teaching Committee meeting in June.

FRIDAY

It's been a busy week, even though it's vacation – with so many interesting things happening at the moment there is so much to do! I've tried to put some space into my diary this morning so that I can catch up with things and read some documents that I've been meaning to look at for at least a week. Spent an hour or so doing some book ordering before meeting my colleague Gerald in Collection Services who's been helping me sort out our Russian newspaper collection, then showed a Hungarian visitor around our Slavonic collections at lunchtime.

In the afternoon chaired a meeting of our Mobile Technologies Group. Everyone on this group is working really hard at the moment overseeing the implementation of the nine strands of our mobile strategy. Excellent meeting where we got progress reports on each of the identified initiatives, thrashed out a plan for the implementation of our mobile catalogue, which is being installed this month, and discussed the creation of a stripped down version of the library website optimised for mobile devices. We also discussed the launch of our 'Live Lab' – this initiative is an integral part of the library mobile strategy and is vital to its success. We've bought a whole range of mobile

devices including phones, tablets and ebook readers from various providers with different operating systems so as to test our current online services and resources to see how they work on the different devices, identify the problem areas and create new services specifically designed for the mobile environment. We've decided to have a Live Lab launch day – where folks can come and try out all these new toys and experience some of the new services that we are developing to exploit the power of the device in your pocket (or handbag!). The Live Lab will help stay ahead of the game so that we continue to have a significant presence in offering content and services as the move to mobile continues apace.

After the meeting, head back to the office to write up the minutes of the meeting and to prepare for next week. Excitingly, I'm off to San Francisco on Tuesday with my colleagues Karen and Mark to the Innovative User Group (our library management system providers) annual conference. I'm so lucky to be attending this meeting because I'm not a 'techie', but I'm going to attend all the presentations about mobile and webscale discovery initiatives and hopefully get some insights from a user perspective. It's a hard life but I guess someone has to go!

5.15 and I'm out of here! The sun is shining and it's warm – I can hear that cold beer in the garden calling me!