My InfoQuest and the HandHeld Librarian

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# Mobile data and communications activities

among those who have a cell phone or personal data assistant

<table>
<thead>
<tr>
<th>Activity</th>
<th>2007</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send or receive text messages</td>
<td>50%</td>
<td>65%</td>
</tr>
<tr>
<td>Take a picture</td>
<td>56</td>
<td>66</td>
</tr>
<tr>
<td>Play a game</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Send or receive email</td>
<td>19</td>
<td>25</td>
</tr>
<tr>
<td>Access the internet</td>
<td>16</td>
<td>25</td>
</tr>
<tr>
<td>Record a video</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td>Play music</td>
<td>17</td>
<td>21</td>
</tr>
<tr>
<td>Send or receive instant messages</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Got a map or directions to another location</td>
<td>14</td>
<td>17</td>
</tr>
<tr>
<td>Watch video</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>Have done at least one of the activities</td>
<td>77%</td>
<td>81%</td>
</tr>
<tr>
<td>Have done at least two of the activities</td>
<td>56</td>
<td>65</td>
</tr>
<tr>
<td>Mean number of activities</td>
<td>2.58</td>
<td>3</td>
</tr>
<tr>
<td>Median number of activities</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>


* In 2007, the question was phrased as follows: Access the internet for news, weather, sports, or other information.
Student Cell Phone Access

- Grade K-2 -- 20%
- Grade 3-5 -- 38%
- Grade 6-8 -- 62%
- Grade 9-12 -- 78%
- Parents -- 90%

Project Tomorrow
www.tomorrow.org
THE FUTURE

More smart phones than PCs will be sold by 2011

58% of Americans have cell phones with Internet connectivity.

More homes with no landline. Currently 17% have landlines w/no cell and 20% have cell phones with no land lines.

http://www.itfacts.biz/more-smartphones-than pcs-to-be-sold-by-2011/12991
http://www.itu.int/ITU-D/ict/newslog/
• Alliance Library System Project
• 6 month pilot project
• HandHeld Librarian Online Conferences
• Using Altarama Software and the Google Mail (Gmail) interface
What we thought about questions

• Limited to 160 character answers per message, or 320 for two messages

• Specific needs provided by this service:
  – General short-answer reference questions
  – Questions about local businesses and organizations
The Process

Patrons receive answers in text messages.

Patrons text their questions to a phone number provided by their library.

The gateway software reroutes questions into an email account that librarians have access to.

Librarians view questions and send answers via email.

Text or SMS Reference
• Text 309-222-7740 and enter your library's code

• Text your question

• A librarian will text an expert answer within 10 minutes during the hours of service
SMS from +14053174919
postmaster@pipi.com to Lori

Do fish sleep

© My Info Quest © to iqref→14053.

According to discoverymagazine.com: Most fish spend part of every day asleep. Being asleep can mean different things to different fish.
postmaster, me (2)  MTL  SMS from +14028136690 - From the website, Adobe Creative Suite 4 is available only on 1st floor UNO NatID  10:53 am
postmaster, me (2)  MTL  SMS from +16083260420 - If you have access to both objects, a simple way to test each object.  10:25 am
postmaster, me (2)  MTL  SMS from +13008238467 - 86-108 on FM 530-1700 on AM  9:44 am
postmaster  MTL  SMS from +13237421209 - Thank you  8:31 am
postmaster, me (2)  TAP  SMS from +13237421209 - The Main Santa Monica Public Library is at 86th St. and Santa Monica Blvd. Hours  8:26 am
postmaster, me (2)  TAP  SMS from +13237421209 - The average normal sleeping time is about 7 ½ hours for adults, with a range from  6:24 am
postmaster, me (2)  TAP  SMS from +1316199522 - Yes, a SUN reference librarian confirmed that video camera are available at the L  21 Oct
postmaster, me (2)  TAP  SMS from +15053541942 - According to IMDb.com, Lady Gaga birth name is Stefani Joanne Angelina Gear  21 Oct
postmaster  WCC  SMS from +19162567748 - Nvm its ok  21 Oct
postmaster, me (2)  WCC  SMS from +15053541942 - It's an even number, so it's not prime. Defn of composite: A composite number is  21 Oct
postmaster, me (2)  WCC  SMS from +1403432110 - Sorry, that's backwards - Pork is number 3, therefore turkey is less popular than  21 Oct
postmaster, me (2)  WCC  SMS from +13086649723 - According to Rap Songs | Billboard.com | Run This Town Jay-Z, Rihanna & Kanye  21 Oct
postmaster, me (4)  WCC  SMS from +19162567746 - That question is taking a bit longer than 10 mins sorry for the delay  21 Oct
postmaster, me (2)  WCC  SMS from +1403432110 - Beef is more popular than Turkey - more info at EatTurkey.com. As of 2008 in the  21 Oct
postmaster, me (2)  WCC  SMS from +13086649723 - Finding several answers, but in 2007 the Ministry of Public Security said Wang w  21 Oct
postmaster, me (2)  WCC  SMS from +1403432110 - It's a matter of taste. Are you looking for nutritional information on them?  21 Oct
postmaster, me (2)  WCC  SMS from +14035011060 - Mark Zuckerburg founded facebook with his college roommates Eduardo Saverin, I  21 Oct
postmaster, me (2)  WCC  SMS from +19162567746 - This is a tough question to answer via text. What is your local library? I can look  21 Oct
postmaster, me (3)  WCC  SMS from +19164770340 - I do not see that info on the SPL website, please contact them directly at 916-25  21 Oct
postmaster, me (2)  WCC  SMS from +19162567746 - Lots of answers, it will depends on your ages. You might try looking for a book on  21 Oct
postmaster, me (2)  WCC  SMS from +19162567746 - Do you have net access? There is a beauty site with lots of styles and suggestion  21 Oct
postmaster, me (2)  WCC  SMS from +19162567746 - Are you looking for info on a specific style or general hair care info  21 Oct
postmaster, me (2)  WCC  SMS from +13104672945 - There is no full rhyme, but Oxford Dictionary notes that lozenge is a half rhyme  21 Oct
postmaster, me (2)  WCC  SMS from +13237421209 - Things are going pretty great & my Infostat - if you have another question, just  21 Oct
postmaster, me (2)  WCC  SMS from +14085122943 - Eclipse is in production and is out June 2010. One blog post dated today about c  21 Oct
postmaster, me (2)  WCC  SMS from +14056132843 - Twilight's sequel New Moon is due out Nov 20 and is already cast  21 Oct
postmaster, me (2)  WCC  SMS from +13237421209 - Most recent land speed record for a motorcycle was set 9/24/2009 by Chris Carr  21 Oct
Software for SMS Reference

- Google SMS
- Altarama's Reference by SMS
- AIM Hack
- Text A Librarian, Powered by Mosio
- LibraryH3lp Android SMS Gateway
- LibraryH3lp Google Voice Gateway
- Upside Wireless
M-libraries

- Reference
- Collections
- Services
- Web
- OPAC
SERVICES

• Text alerts
  – New title alert
  – Overdues
  – Marketing programs/services
  – Tip of the day

• Twitter
  – New Titles
  – Marketing
  – Surveys
SERVICES

• Patron generated
  – Book Renewal
  – Check account
  – Get hours
  – Get map to library

• Twitter
  – Hashtag programs
Web pages

- Sizeable
- Graphics
- Relates to PC view
Search for library materials—Enter search terms such as keywords, author or title
Find a WorldCat library near you—Enter your ZIP, postal code or location in the Libraries Locator
Call a library—Highlight and click the phone number in a library listing to place a call
Map a route—Find the fastest way to a WorldCat library using the mapping software already on your device
OPAC

Welcome to the Nashville Public Library catalog

Advanced Searching
View your patron information

Need help searching?
COLLECTIONS

- Audio Books
  - iPod/iPhone

- Book Readers
  - Kindle
  - Google
  - B&N

- Journals
THANK YOU
PARTICIPATING LIBRARIES

- Abilene Christian Univ. – ACU
- Adams State College - ASC
- Ahniwa Ferrari
- Alison Miller
- Alliance Library System - ALS
- Alpha Park PL District - APL
- Black Hawk East LRC - BHE
- Bloomington PL - BLL
- Bradley University - BUL
- Brazosport College - BCL
- Broome County PL (NY) – BCP
- Buena Park Lib Dist – BPL
- Christine Ayar Contra Costa County Library - CCC
- Cumberland University - CUV
- Dakota State University - DSU
- Dowling College Library - DCL
- Eugene Public Library - EPL
- Felician College Library - FCL
- Framingham State College - FSC
- Montgomery VA Medical Center - MVA
- Houston Public Library - HPL
- Illinois Central College LRC - ICC
- Jefferson County Library - JCL
• Kenton County Public Library - KCL
• Kutztown University - KRL
• LaFourche Parish Public Library - LPL
• Lake Washington Technical College - LWL
• Little Elm Public Library - LEL
• Lone Star College - North Harris - LSC
• Maricopa Community Colleges - MCC
• Mark & Emily Turner Memorial Library - MTL
• Melanie Junge
• Oakton CC - OCC
• Olney Central College - OLC
• Orange County Library System (FL) - OCL
• Paradise Valley CC (Maricopa CC) - MCC
• Patricia Ball
• Peacock Middle School Media Center - PMC
• Peoria Public Library - PPL
• Phillips Memorial Library - PML
• Pioneer Library System - PLS
• Pleasantview School Library - PMC
• Pratt Institute - PRI
• Quincy Public Library - QPL
• Rio Salado (Maricopa CC) - MCC
• Sacramento PL - SPL
• San Jose State Univ. SLIS - SJI
• Santa Barbara City C. - SAB
• Santa Monica PL - SMP
• South Central Regional Library Council (NY) - SCR
• Scottsdale Community College (Maricopa CC) - SCC
• Sno-Isle Libraries - SIL
• Southern Nazarene University - SNU
• SWON - Southwest Ohio and Neighboring Libraries – SOL
• Suchitra Kamath
• TAP Information Services
• Thomas Schmidt
• Univ. of St. Francis – USF
• U. Ill. @ Chicago Library of the Health Sciences-Peoria - UCP
• Univ. of Nebraska Omaha - UNO
• Univ of North Texas - UNT
• U. of S. Fla - Tampa - USF
• Washington County Cooperative Library Services (Oregon) - WCC
• Worcester Public Library - WPL