Library services/resources and handheld mobile devices

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Handheld mobile devices - small enough to be held and used with a hand. They can read HTML and have a small screen, requiring a customized display. Small screen size implies that its size does not exceed 7 inches (17.1 cm).
Handheld mobile devices with small screen encompass: **mobile phones, personal digital assistant – PDA, smartphone, small tablets,** *phablets* **and e-book readers** with a web browser.
In order to get an insight in users' opinion on library resources/services on handheld mobile devices, online survey was undertaken.

Objectives: to establish which types of handheld mobile devices are used and to find out is there a tendency for using academic and educational contents on such devices.
What library resources/services and to what extent respondents consider as the important ones for mobile friendly customization.

Methodology: Data collection was obtained by online questionnaire with 10 questions. (LimeSurvey tool, and for mobile optimized version SurveyMonkey.com service).
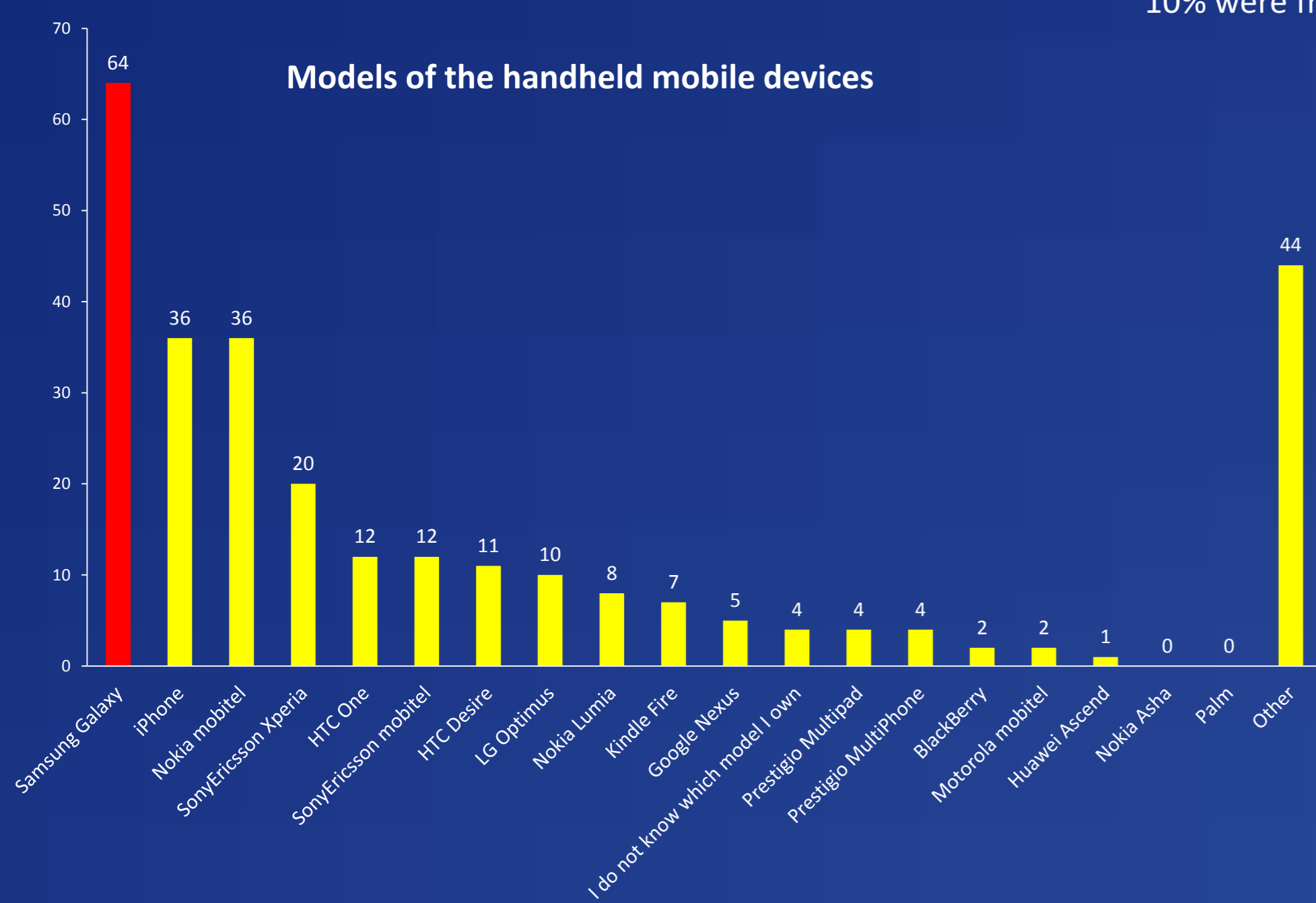We received **295 questionnaires,** out of which 285 were taken into account. 90% of the participants were RBI employees and only 10% were from other institutions.
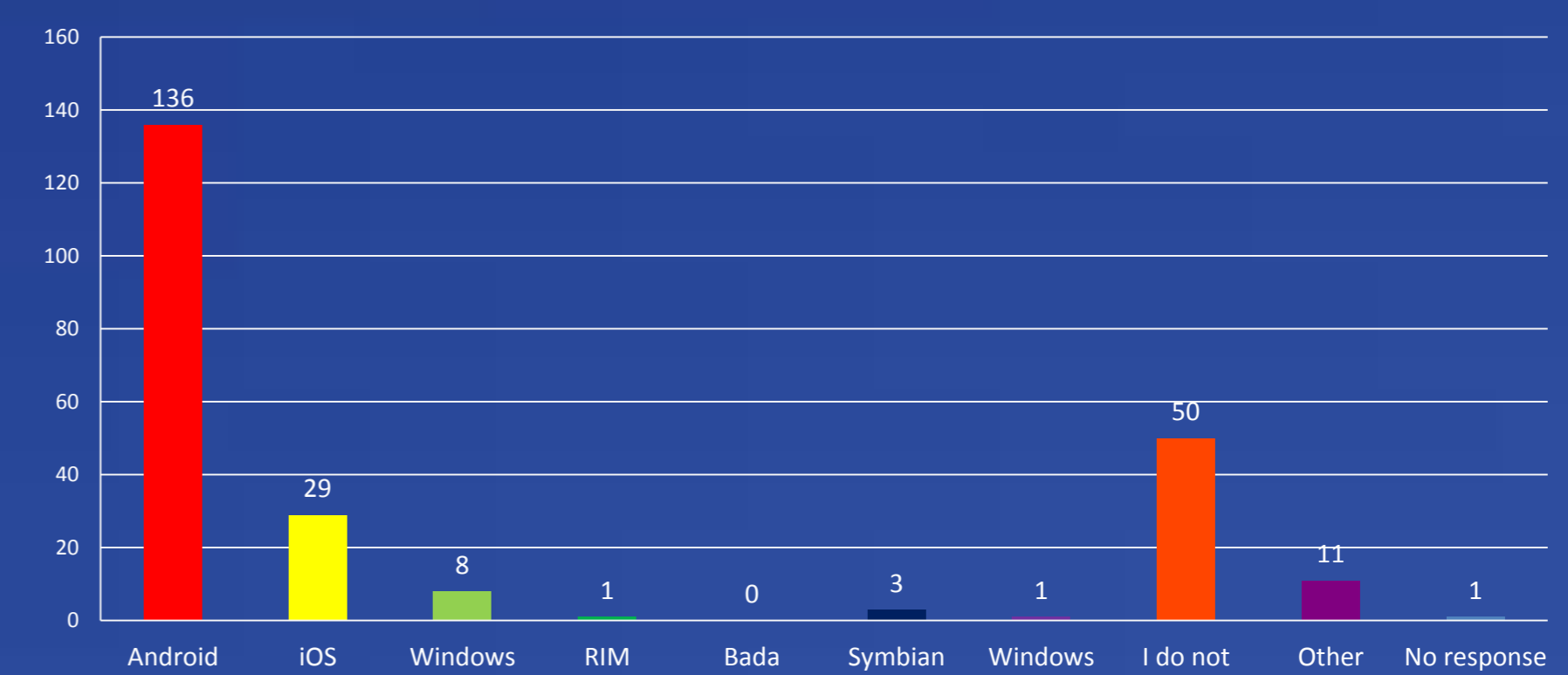
Types of the handeld mobile devices
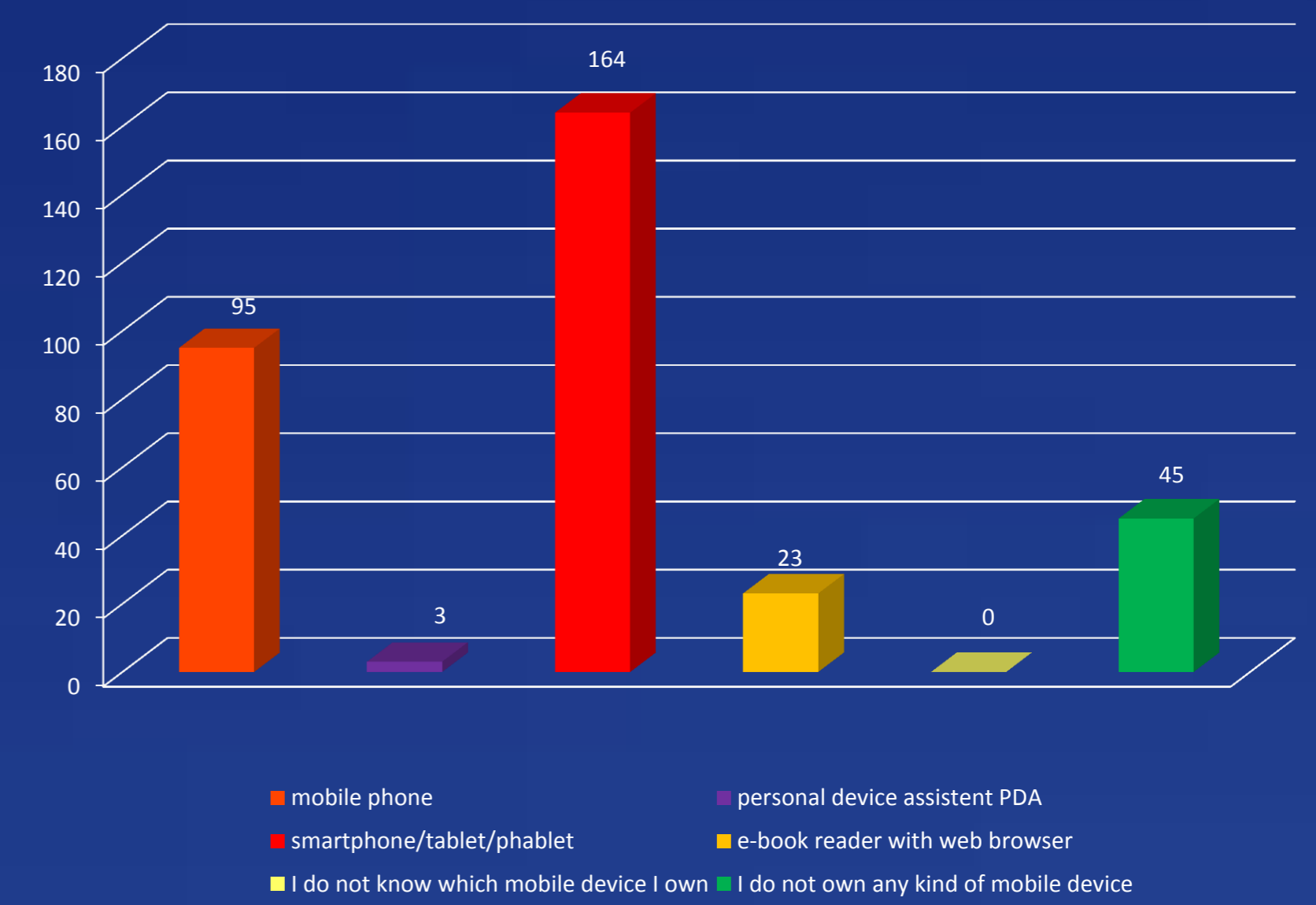
Largest number (58%) of respondents own smartphone/tablet/phablet; a significant number of users still do not have any kind of a handheld mobile device. (45 respondents, i.e. 16%).

- mobile phone
- personal device assistent PDA
- smartphone/tablet/phablet
- e-book reader with web browser
- I do not know which mobile device I own
- I do not own any kind of mobile device

Models of the handheld mobile devices

Samsung Galaxy is the most popular model of the handheld mobile devices (22%), second place is shared by Nokia mobile phone and iPhone (both with 13%), SonyEricsson Xperia smartphone is in the third place (7%).
Oher (15%) - again, smartphones and mobile phones are the most represented among them.

Operating systems (OS)

Android (57%) is the most popular OS. Quite a number of respondents did not know the OS of their device (21%) - most of them do not own web enabled cell phone.

Features used on the handheld mobile devices

- daily
- occasionally
- rarely or almost never
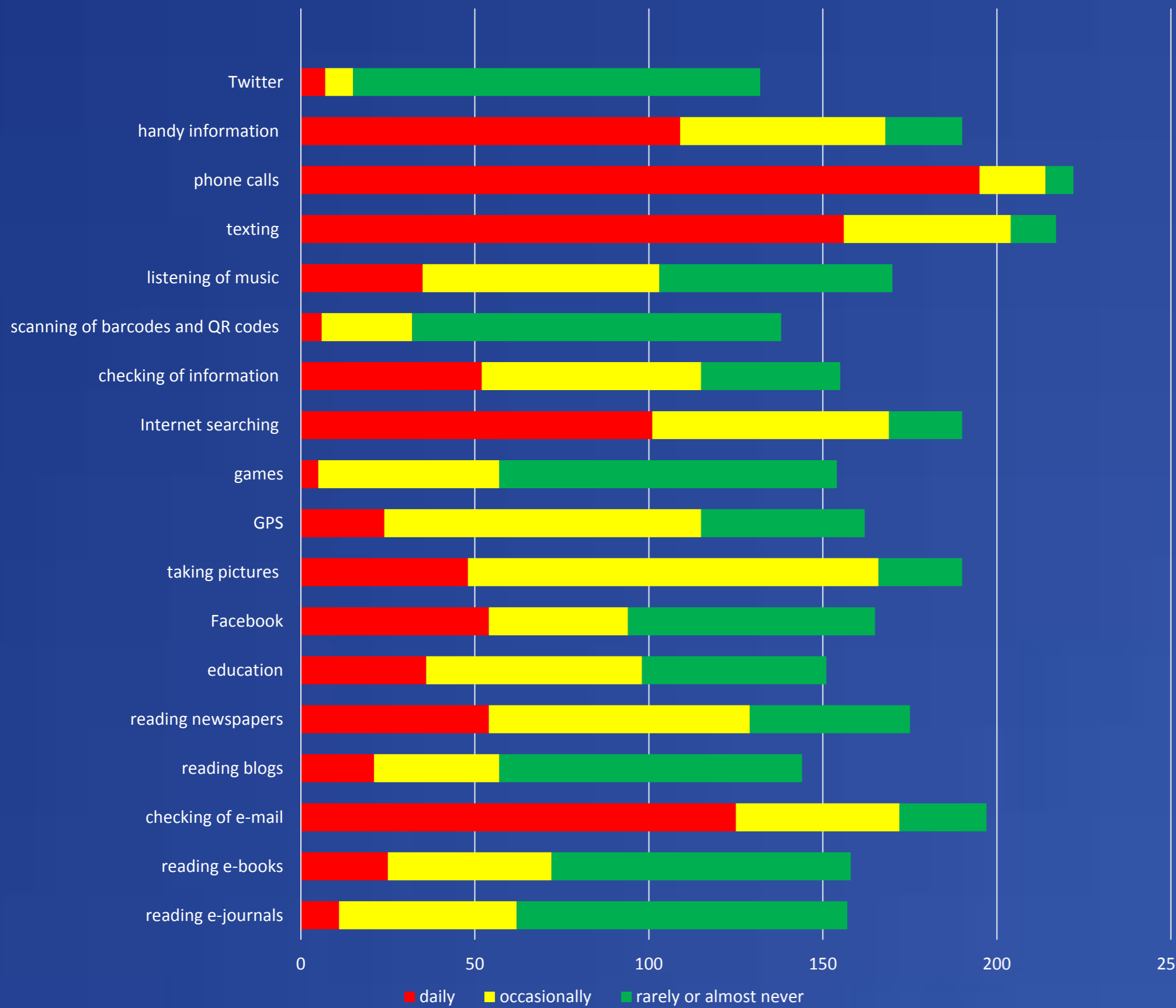
The top three daily used features are:
- phone calls (88%),
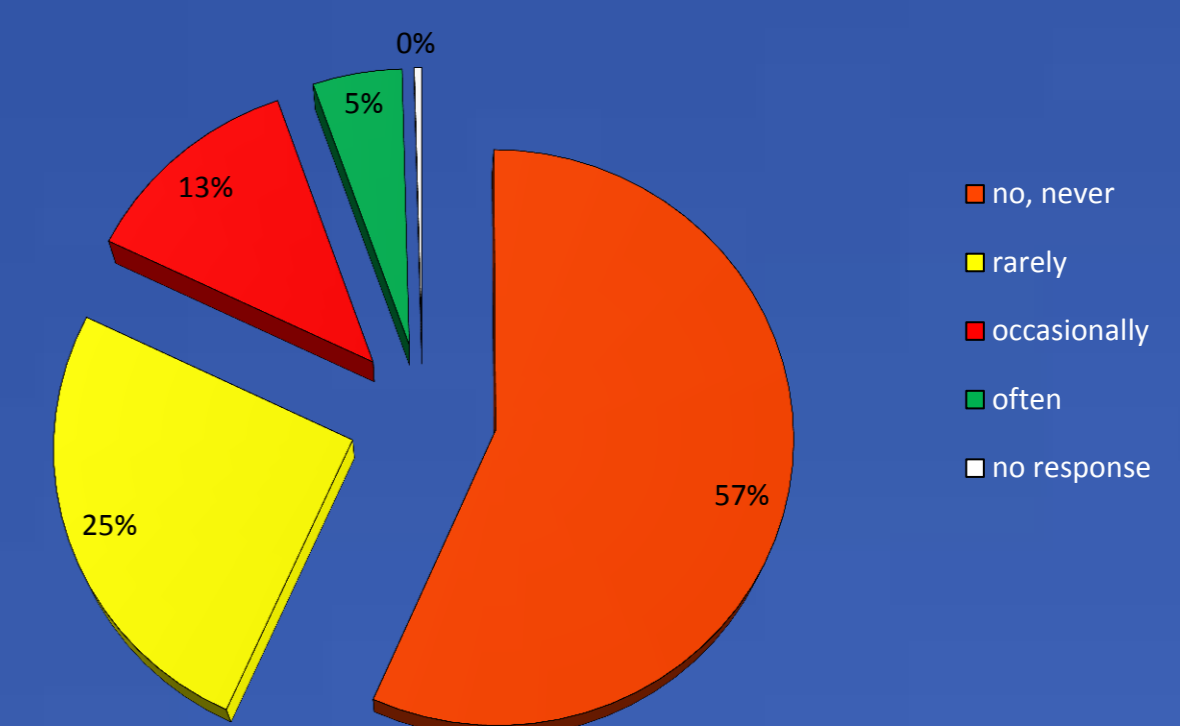- texting (72%)
- checking of e-mail (63%).

The top three occasionally used features are:
- taking pictures (62%),
- GPS (56%)
- reading newspapers (43%)

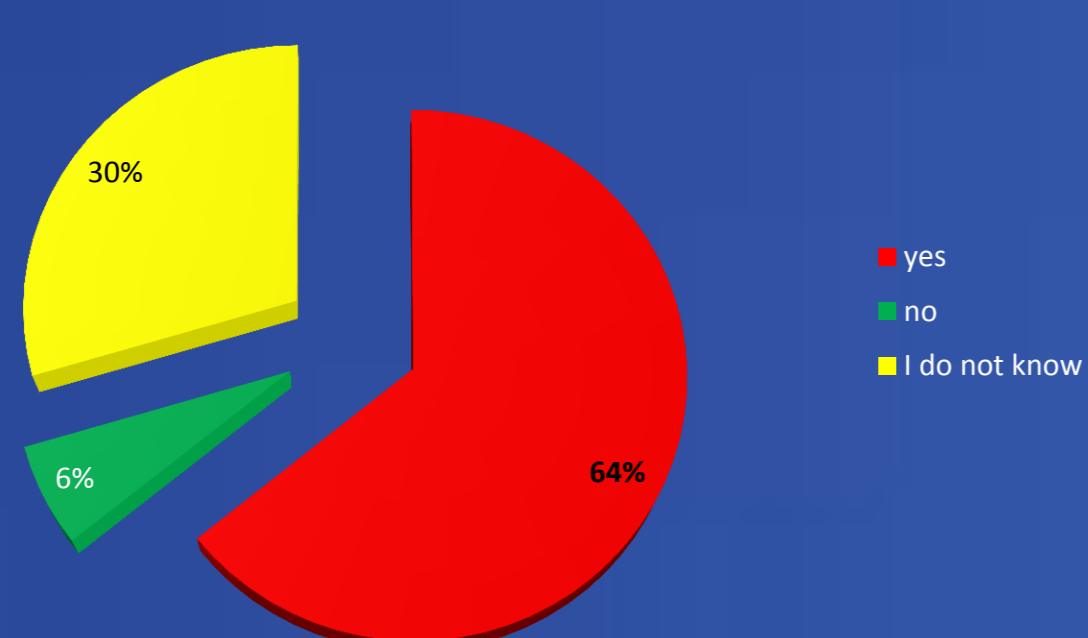The top three rarely or almost never used features are:
- Twitter (89%),
- scanning barcodes and QR codes (77%)
- games (63%).

Visiting rate of the RBI library web site/services

- no, never
- rarely
- occasionally
- often
- no response

RBI library web site is not customized for handheld mobile devices, but some commercial resources (mainly databases) are.
57% of the respondents have not yet visited the RBI library web site/services using the handheld mobile devices.; **only 5% visit oftenly**.

Importance of library resources/services

- unimportant
- partly important
- important
- very important
- most important

Customizing of RBI library web

- yes
- no
- I do not know

Conculsion
Users are interested in library services/resources available throught handheld mobile devices and these devices are, to some extent, used for educational, academic and informational purposes (reading of e-books and e-journals, education, data checking, searching internet and searching of handy information), but non academic purposes still dominate (texting, reading e-mails, phone calls, taking pictures).

Respondents have stated that RBI library should customize library web site/services for viewing on handheld mobile devices (154 i.e. 64%), only 15 respondents (6%) think that it should not there is also a significant number of respondents (71 i.e. 30%) who have answered that they do not know.

Categories *partly important* and *unimportant* were combined on the one hand and *important, very important* and *most important* on the other. Accordingly, it has been proved for the following sources/services: **Croatian Scientific Bibliography, (95%) e-journals database - EZB (57%), online databases (57%), contact information (64%) and lecture halls reservations (54%)** that the users want in **mobile friendly** version.
Library blog (78%), Library Facebook page (76%) and live chat with librarian (73%) are predomantily **not interesting** for the users.