



## House of Lords Library — Looking to a Mobile Future

**Shorayne Fairweather** and **Anne Maskell**  
House of Lords Library  
London, United Kingdom

**Session:**

**Session 103 — *Open source technology and mobile devices use and accessibility* — Information Technology with Library and Research Services for Parliaments**

---

### **Abstract**

*Since 1977, when the first computer was introduced in the House of Lords, the Library has embraced new technologies. Mobile technology is the latest innovation for accessing the Library's services and publications.*

*The United Kingdom parliament web and internet departments continually evaluate accessing parliamentary information for users through mobile technology.*

*This paper explores the anticipated benefits of ensuring that House of Lords Library services are accessible via mobile devices and gives practical examples of how the Library is currently developing mobile friendly services. The paper concludes with thoughts for a future mobile strategy for the House of Lords Library.*

---



Fig1: Nachol, A P (2011). *Tablet PC on Green Grass* [online image]. Web resource at: <http://www.freedigitalphotos.net> (Last accessed 10 April 2012)

***"By 2014, mobile internet should take over desktop internet usage"***  
**(Microsoft Tag)<sup>1</sup>**

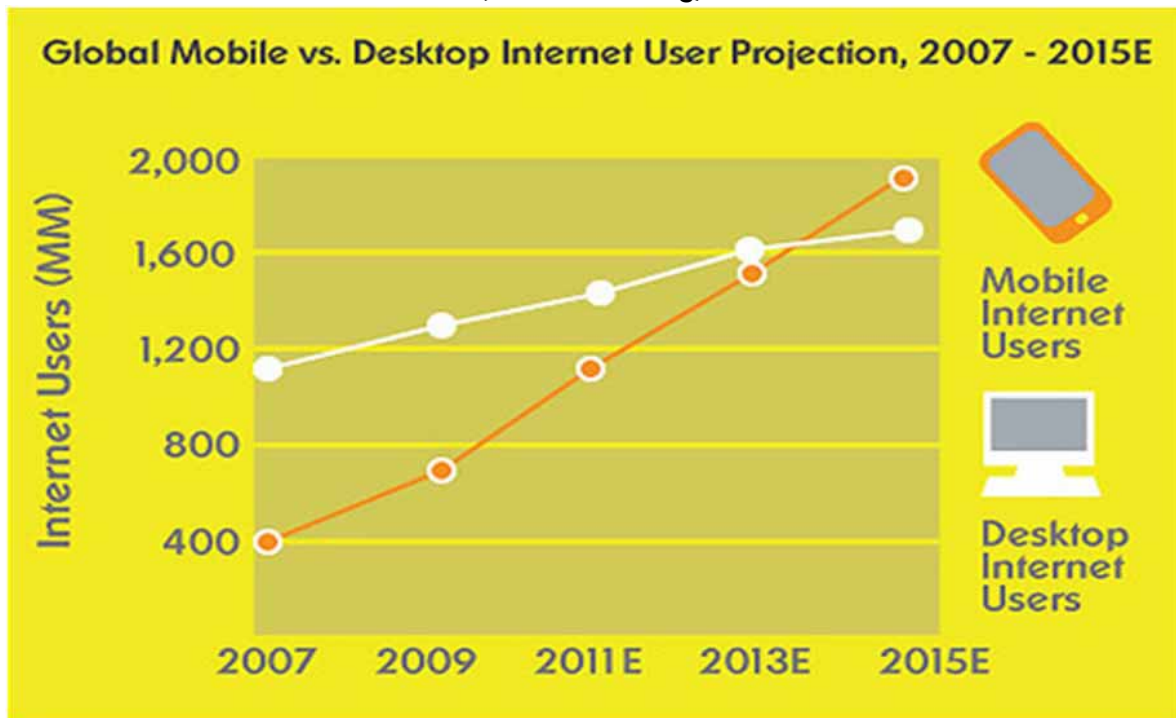


Fig 2: Hepburn, A (2011). *Global Mobile vs Desktop Internet User Projection, 2007–2012*. Web resource at: <http://www.digitalbuzzblog.com/2011-mobile-statistics-stats-facts-marketing-infographic/> (Last accessed 14 May 2012)

<sup>1</sup> *Infographic: Mobile statistics: Stats and Facts 2011*. Web resource at: <http://www.digitalbuzzblog.com/2011-mobile-statistics-stats-facts-marketing-infographic/> (Last accessed 8 April 2012).

## **Introduction**

### **Brief Biographical Information**

Shorayne Fairweather has been at the House of Lords Library for eleven years, and as Reference Services Librarian for five of those years. A key role is to ensure that the Members' computing facilities in the Library function to a high standard, including Wi-Fi connectivity. Shorayne is also keen to develop new strategies in delivering Library services and products through smart phones and tablets.

Anne Maskell has recently been employed by the House of Lords Library as an Assistant Librarian. One of her key responsibilities is to develop the Library's use of innovative devices to search and access online resources. She has a particular interest in how Library services can be delivered via mobile devices, such as tablets and smart phones.

### **Background**

The UK parliament has two parliamentary Libraries, the House of Commons and House of Lords Libraries. Both Libraries work together in partnership and share back office functions but do have differences in scale and focus.

The Commons and Lords Libraries face challenges of running 21st century services in a glorious 19th century setting, a difficulty which is shared by many parliamentary Libraries!

**House of Lords Library in the Palace of Westminster—The Queen’s Room:**



Fig 3

**House of Lords Library in Millbank House—The New E-Library (electronic Library):**



Fig 4

The new House of Lords e-Library in Millbank House is a real opportunity to promote e-literacy, as it focuses on the support and provision of e-resources, such as desktop computers and a large plasma screen used to deliver training using online resources, parliamentary events such as State Opening and to market Library publications.

Both Libraries deliver online resources, the majority on a joint basis and some that are provided separately. Members and staff of both Houses have access to the online resources provided by each Library.

Each Library works closely with the Parliamentary Information and Communications Technology Department (PICT) and the Web and Intranet Service (WIS) to maintain and enhance the provision of information technology. PICT is a joint department, which serves both Houses of Parliament as the provider of ICT services. WIS is responsible for Parliament's online communications and engagement using the parliamentary intranet, Parliament's website and social networking sites YouTube and Twitter. Both departments are actively involved in developing services to mobile devices and are actively supporting the Lords and Commons Libraries in developing mobile services.

## **Introduction to House of Lords Library**

The Library was first opened in 1826 following a Select Committee report recommending that a Library should be created to house a collection of English legal books to assist the House of Lords in carrying out its judicial function in hearing cases and making judgments.

In the following years the book collection expanded from essentially legal and parliamentary books to covering most subjects relevant to the parliamentary business and functions of the Lords, using the Dewey classification system.

In 1977 the Committee recommended that the Library introduce the use of computers in assisting Librarians to catalogue the collections.

In 1991 the Library had its first library management system. The system was upgraded in 2011.

The number of computers available for Members (of the House of Lords) in the Lords Library has increased steadily since 2005 to reflect the demand by the Members of the House of Lords for more computers in the main Palace Library and the Library in Millbank House.

In 2007 a virtual tour of the Lords Library was devised and is accessible through the parliamentary website.<sup>2</sup>

In expanding the availability of information technology the Library has worked closely with PICT and WIS. The Library also works closely, by way of joint working groups, with colleagues in the House of Commons Library<sup>3</sup> regarding the acquisition of online resources such as journals, press databases and papers deposited by the government of the day.

---

<sup>2</sup> Lords Library Online Tour [Online Resource]. Web resource at: <http://www.parliament.uk/visiting/online-tours/virtualtours/lords-library-tour/> (Last accessed 30 April 2012).

<sup>3</sup> House of Commons Library Online Tour [Online Resource] Web resource at: <http://www.parliament.uk/visiting/online-tours/virtualtours/commons-library-tour/> (Last accessed 30 April 2012).

Wi-Fi was introduced in the Library in 2009, enabling Members to use tablet technology to access the parliamentary and Library webpages and importantly the Library's services and publications, working with PICT, WIS and the House of Commons Library.

Training our Members in how to access our services via the Library's intranet webpages is the next step in the development of the use of apps and mobile technology.

To find out more about the history of the House of Lords Library, please see House of Lords Library Note, *History of the House of Lords Library*.<sup>4</sup>

### **How do our Members feel about Mobile Technology?**

Here are some positive comments from Members of the House of Lords which illustrate how they feel mobile technology would be of benefit to them personally:

*"I would like to be able to access this on an eBook in preparation for a meeting..."*

*"With the annotation facilities that we have for the PDFs in GoodReader<sup>5</sup> (PDF reader for iPad), I was able to find information more quickly because I had indexed it already when we were debating the Bill. That is hugely valuable and useful and it is there, sitting with me, all the time."*<sup>6</sup>

*"What we want in Parliament is to receive information."*

*"It (a tablet device) becomes your own virtual Library."*

*"The tablet is a receiver of current information from the House of Lords or anything that the House is associated with, which goes through the Library. Library professionals will disseminate this information without prejudice, a professional statement."*

### **Why are we Looking at how Library Services can be Delivered Using Mobile Devices?**

Demand from Members of the House of Lords and Commons is the key driver. There is considerable demand from our Members to provide Library services to mobile devices. A key requirement of our Members is to be able to access business papers and parliamentary publications, with information (Library) resources to back up and inform this. There is real scope here to increase accessibility to this type of material via mobile devices.

Mobile internet usage worldwide is increasing at a phenomenal rate. In the recent US Digital Media Report, eMarketer estimated that the number of Mobile internet users in the US will reach 113.9 million in 2012, an increase of 17.1 percent from 97.3 million in 2011.<sup>7</sup>

---

<sup>4</sup> House of Lords Library Note, *History of the House of Lords Library*, 2011. Web resource at: <http://www.parliament.uk/briefing-papers/LLN-2011-024> (Last accessed 30 April 2012).

<sup>5</sup> Goodreader for iPad (2012). Web resource available to download at: <http://itunes.apple.com/us/app/goodreader-for-ipad/id363448914?mt=8> (Last accessed 30 April 2012).

<sup>6</sup> *Information Committee Annual Report 2010–11*. Web resource at: <http://www.publications.parliament.uk/pa/ld201212/ldhansrd/text/120313-gc0001.htm> (Last accessed 10 April 2012).

<sup>7</sup> *25 Eye Popping Marketing Statistics for 2012*. Web resource at: <http://blog.hubspot.com/blog/tabid/6307/bid/30495/25-Eye-Popping-Internet-Marketing-Statistics-for-2012.aspx> (Last accessed 8 April 2012).



Why is mobile internet usage increasing? We would suggest that ease and convenience, the ability to access information via the internet *wherever you are* via a mobile device, is something a rapidly growing number of people are seeking to do. Mobile internet devices have evolved significantly. Long gone are the days when they were used to simply make phone calls. They are now an increasing part of everyday life for millions of people across the world.<sup>8</sup>

Library services cannot afford to ignore this trend in information seeking behaviour. If we do, we risk becoming obsolete, as users will simply go elsewhere for information if their evolving needs are not sufficiently addressed. Library services must adapt in line with these changing needs and technologies and we recognise this and wish to embrace the possibilities afforded by mobile technology.



Fig 5: Ambro (2012). *Little Boy Using Digital Tablet* [online image]. Web resource at: <http://www.freedigitalphotos.net> (Last accessed 12 April 2012).

## Anticipated Benefits of Delivering Library Services via Mobile Technology

We anticipate that there will be many positive effects of enabling our Library services to be delivered through mobile devices, such as tablets and smart phones.

The key benefit we anticipate is to extend the reach of our Library service, to make the service more accessible.

Accessibility is crucial to any kind of service and increasingly there is evidence that many different kinds of services are recognising the value of ensuring their services can be easily accessed through mobile devices. Take, for example, the banking industry: usage of internet banking is on the rise<sup>9</sup> and mobile banking is becoming increasingly popular.<sup>10</sup>

*“Mobile banking has now taken hold,” commented Jim Hemmer, CEO of Antenna. “The public clearly want to fit their banking chores around their lives and not their lives around their banking chores, and using their mobiles, they can. Banks need to acknowledge this by implementing holistic mobile banking strategies as soon as possible and that means providing easy-to-use mobile web and apps across all device platforms.”*

---

<sup>8</sup> *Mobile Phones in Business*. Web resource at: <http://www.bizhelp24.com/tech/mobile-phones-in-business.html> (Last accessed 14 April 2012).

<sup>9</sup> *Internet banking use of the rise—additional risks for consumers*. Web resource at: <http://www.banking-guide.org.uk/blog/2011/11/internet-banking-use-on-the-rise-%E2%80%93-additional-risks-for-consumers/> (Last accessed 13 April 2012).

<sup>10</sup> *One in four internet users using mobile banking*. Web resource at: <http://www.antennasoftware.com/news/press-releases/6-30-2011-one-in-four-mobile-internet-users-using-mobile-banking> (Last accessed 8 April 2012).

It is clear that the provision of, as Hemmer states, “easy-to-use mobile web and applications (apps) across all device platforms” can significantly increase access to all kinds of services.

Libraries and information services worldwide are recognising this value and increasingly providing mobile access to their services. Examples include the Library of Congress Virtual Tour app, which will extend the award winning virtual experience<sup>11</sup> to millions of users<sup>12</sup> and the iPad app created by the British Library, providing access to titles from their 19th century book collection.<sup>13</sup>



Fig.6: Library of Congress (2011), *Library of Congress Virtual Tour*. [Online Image]. Web resource at: <http://itunes.apple.com/us/app/library-congress-virtual-tour/id380309745?mt=8> (Last accessed 10 April 2012).

<sup>11</sup> *Library of Congress Experience*. Web resource at: <http://www.loc.gov/experience/> (Last accessed 9 April 2012).

<sup>12</sup> *Library of Congress Virtual Tour app—iTunes*. Web resource at: <http://itunes.apple.com/us/app/library-of-congress-virtual/id380309745?mt=8> (Last accessed 9 April 2012)

<sup>13</sup> *British Library 19th Century Books—iTunes*. Web resource at: <http://itunes.apple.com/gb/app/british-library-19th-century/id439911364?mt=8> (Last accessed 9 April 2012).





Fig 7: (c) British Library Board (2011), *Novels of the 18th & 19th Century* [online screenshot]. Web resource at: <http://itunes.apple.com/us/app/british-library-19th-century/id438196905?mt=8> (Last accessed 12 April 2012).

*"Libraries can better serve their users by embracing the growing capabilities of mobile technology"*<sup>14</sup>

We are looking to enhance access to our Library services at the House of Lords Library, through the mobile web and apps.

The provision of a mobile virtual Library service will enable our Members to access our Library material from a location convenient to them, ie whilst on the move, at home etc, providing they have a connection to the internet.

Furthermore, Members of the House of Lords are now allowed to consult electronic devices during debates in the Chamber, in order to access material related to the business in hand. This includes all tablets, smartphones and e-Book readers—provided they are set to silent mode:<sup>15</sup>

*"Members taking part in proceedings should be able to use electronic devices to access Parliamentary papers and other documents which are clearly and closely relevant to the business before the House."*

<sup>14</sup> *There's an app for that! Libraries and Mobile Technology: An Introduction to Public Policy Considerations*. Web resource at: <http://www.ala.org/offices/sites/ala.org/offices/files/content/oitp/publications/policybriefs/mobiledevices.pdf> (Last accessed 10 April 2012).

<sup>15</sup> *First Report of Session 2010–11 from the Administration and Works Committee*. Web resource at: <http://www.publications.parliament.uk/pa/ld201011/ldselect/ldaccwks/92/9203.htm#a1> (Last accessed 10 April 2012).

This development makes a strong case in favour of the provision of virtual Library services via electronic devices.

*“The House of Lords’ decision to allow iPads and similar devices in the chamber is an acknowledgement that even our oldest institutions cannot ignore mobile internet technologies.”<sup>16</sup>*

Another very significant anticipated benefit of providing services to mobile devices is the predicted cost savings in printing. By encouraging our Library users to view information online via mobile devices, instead of on paper, we foresee that this will result in the consumption of less paper and thus savings in printing:



**The House of Lords Chamber (Much Paper Evident!)**

Fig 8: Parliament Education Service, *Parliament explained—House of Lords Chamber* [Online Image]. Web resource at: <http://www.parliament.uk/education/online-resources/parliament-explained/in-pictures-lords-chamber/> (Last accessed 5 May 2012).

There is growing acknowledgement amongst Members of both Houses that use of mobile devices, such as tablets, will save money.

The House of Commons Administration Committee has recommended a rollout of tablets, as they have concluded that this will save the tax payer money—after a successful trial:<sup>17</sup>

*“Announcing its recommendation, Sir Alan Haselhurst, chairman of the committee, said the trial had cut MPs’ costs by “several thousand pounds” as they could circulate information electronically rather than in hard copy.*

*“There is a pretty sure case to say that the supply of these will lead to an overall saving for the public purse,” he said.”*

The House of Commons Commission has considered the Committee’s recommendations and has recently agreed that Members (Commons) are now permitted to exchange one of their current pieces of IT equipment for a tablet.<sup>18</sup>

<sup>16</sup> *Decision to allow iPads in the Lords puts Peers ahead of Judges.* Web resource at: <http://www.telegraph.co.uk/technology/8301184/Decision-to-allow-iPads-in-the-Lords-puts-peers-ahead-of-judges.html> (Last accessed 8 April 2012).

<sup>17</sup> *Commons authorities decision on iPads for MPS delayed.* Web resource at: <http://www.bbc.co.uk/news/uk-politics-17512536> (Last accessed 10 April 2012).

## Issues

There are many complex issues to consider when looking into mobile service delivery. For example, the variety of mobile devices that are available can present problems. Can any mobile strategy feasibly support the huge array of different devices that are currently on the market and those which will be available in the future? The questionable security of these devices also presents many concerns. There are practical issues to consider, for example some find it difficult to type using mobile devices, for example models with touch screen interfaces and it can be difficult to print. There is, of course, also the need for full Wi-Fi coverage, which is not always possible, especially within older buildings.

## Future Proofing

Mobile service delivery is a rapidly developing area. How can we successfully anticipate future developments in order to seize opportunities and to take action to minimise negative consequences? For example, how important will voice recognition be and what do we need to do to cater for that in future?<sup>19</sup> Will we need to start thinking about Augmented Reality, for example in relation to Special Collections?<sup>20</sup>

## Dutch Senate

The Dutch Senate has created an iPad app for members,<sup>21</sup> which provides all the planning and committee meeting documents required for the next week's business, previously only supplied in paper format:

*"We have had enormous piles of paper couriered to our houses every week, thick envelopes with planning and committee meeting documents, but now from 6pm every Friday you just open the Senate app and find all the documents for the next week," Hamilton told Reuters on Thursday."*

The Secretary General of the Senate, Geert Jan Hamilton, is confident that this app will significantly reduce printing and courier costs:

*"Creating the Senate app and buying the iPads, a plan which has been in the works for about a year, cost about 150,000 euros and according to Hamilton will save the Senate around 140,000 euros in printing and courier costs in the first year."*

---

<sup>18</sup> House of Commons Commission Media Briefing Note, 1 May 2012. Web resource at: <http://www.parliament.uk/documents/commons-commission/120501-briefing-note-Commission.pdf> (Last accessed 9 May 2012).

<sup>19</sup> Siri (Beta). Your Wish is its command. Web resource at: <http://www.apple.com/uk/iphone/features/siri.html> (Last accessed 9 May 2012).

<sup>20</sup> Special Collections using Augmented Reality to Enhance Learning and Teaching (SCARLET). Web resource at: <http://www.jisc.ac.uk/whatwedo/programmes/elearning/ltig/scarlet.aspx> (Last accessed 9 May 2012).

<sup>21</sup> Dutch Senators ditch pen and paper for iPads. Web resource at: <http://www.reuters.com/article/2011/10/07/uk-dutch-senate-ipad-idUSLNE79602L20111007> (Last accessed 12 April 2012)



Fig 9: Kusters, J (2011). *Senate replaces printed parliamentary documents with iPad* [Online Image]. Web resource at: <http://www.mpsinsights.com/insights-blogs/senate-replaces-printed-parliamentary-documents-with-ipad/> (Last accessed 5 May 2012)

## **Where is the UK Parliament Now?**

Successful tablet trials have been conducted by the Administration and Information Committees and both Houses (Commons and Lords) now allow use of tablets in their Chambers.

Recently, the House of Commons Commission agreed that Members (Commons) are permitted to swap one of their pieces of IT equipment for a tablet.<sup>22</sup>

## **Goals of the Lords Library**

We would actively like to support Members in using tablet technologies by offering coaching and training. We also intend to continue liaising with providers of core parliamentary publications and business papers to ensure that these are presented in ways which meet Member's information needs. Further aims are to trial a range of tablet devices and smartphones with Members and to develop Library products and services for tablets which meet Members' information needs.

## **How are we Delivering Library Services to Mobile Devices?**

### **The Development of Tablet Apps for the House of Lords**

Having discussed why we are looking at how Library services can be delivered to mobile devices and the anticipated benefits of doing so, we will now turn to focus on how we are starting to actively do this. We will first focus on the developments initiated by PICT.

The first example is a suite of custom web clips created for the iPad, which provide access to specific information available on the national parliament website: [www.parliament.uk](http://www.parliament.uk).

---

<sup>22</sup> *House of Commons Commission Media Briefing Note, 1 May 2012*. Web resource at: <http://www.parliament.uk/documents/commons-commission/120501-briefing-note-Commission.pdf> (Last accessed 9 May 2012)





Fig 10: PICT (2012), *House of Lords web clips* [Online Image]

These web clips provide instant access to web pages on the parliament.uk website:



Fig 11: *Parliament UK website* [Online Image]. Web resource at: [www.parliament.uk](http://www.parliament.uk) [Last visited 10/5/12].



They include links to the following UK parliament web pages:

- Lists of Members of the House of Lords<sup>23</sup> and Commons<sup>24</sup>
- *Hansard* (official report of the proceedings in the House of Lords and Commons Chambers, published daily when the Houses are sitting and recording everything that is said and done)<sup>25</sup>
- Library Notes (research publications produced by the House of Lords Library)<sup>26</sup>
- Order Paper<sup>27</sup>

### Mobile Device Management System (MDM)

One further development from PICT is the implementation of a 'Mobile Device Management' System (MDM). This system enables access to the Parliamentary intranet on mobile devices, such as tablets and smart phones. The MDM allows Parliament to provide a secure connection to the intranet and reduces the risks if a tablet or smartphone is lost or stolen.

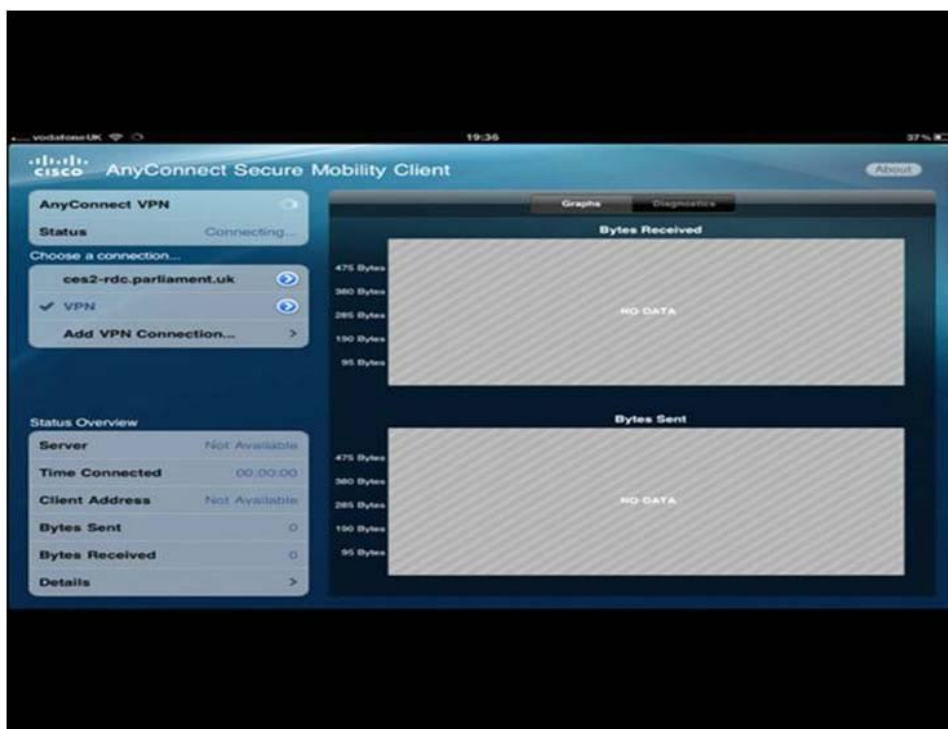


Fig 12: PICT (2012), *AnyConnect Secure Mobility Client* [Online Image].

<sup>23</sup> *Lists of Members of the House of Lords* Web resource at: <http://www.parliament.uk/mps-lords-and-offices/lords/> (Last accessed 12 April 2012)

<sup>24</sup> *Lists of Members of the House of Commons* Web resource at: <http://www.parliament.uk/mps-lords-and-offices/mps/> (Last accessed 12 April 2012)

<sup>25</sup> *Hansard* Web resource at: <http://www.parliament.uk/business/publications/hansard/> [Last visited 13/4/12]

<sup>26</sup> *Research Briefings—Lords Library Notes* Web resource at: <http://www.parliament.uk/briefing-papers/lords-library-notes/> (Last accessed 13 April 2012)

<sup>27</sup> *Order Paper* Web resource at: <http://www.parliament.uk/site-information/glossary/order-paper/> (Last accessed 13 April 2012)

## Lords Online Members' Centre Intranet Page

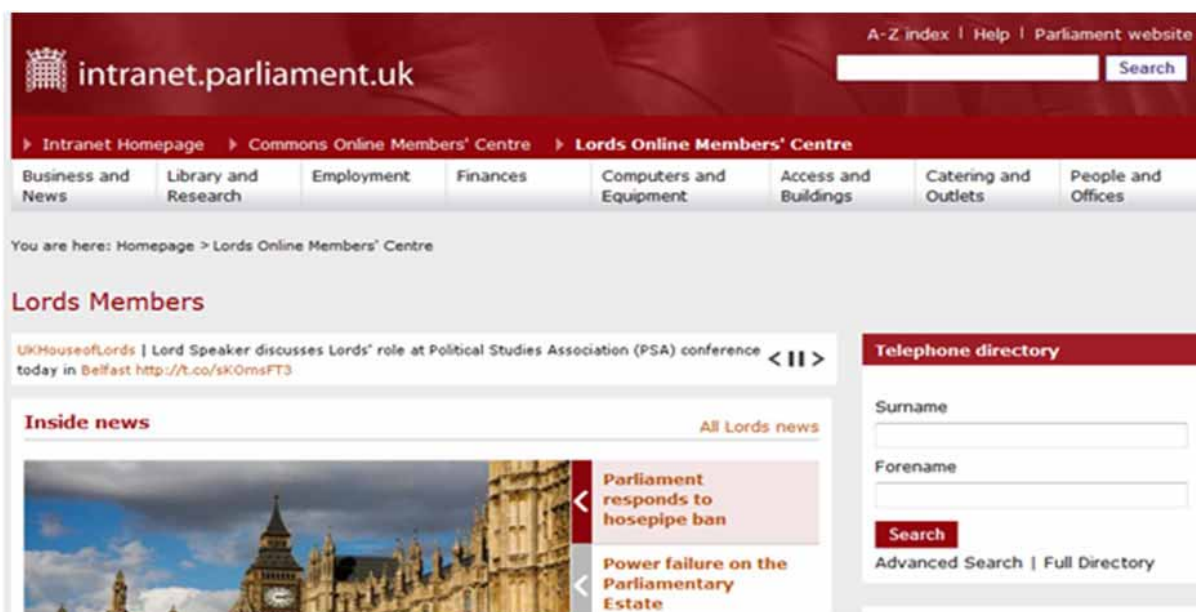


Fig 13: *intranet.parliament.uk* [Online Image]. Internal web resource at: [www.intranet.parliament.uk](http://www.intranet.parliament.uk) [Last visited 17/4/12]

## Library Related Apps for Tablets/Smart Phones

We will now turn to discuss how the Lords Library is developing services that are available via mobile devices.

Our mobile strategy is in very early stages of development. We would like to share our ideas for future implementation of mobile service delivery, as we feel they may well be of interest to other libraries and information service providers.

## Web Apps for Library Resources—in House

The first objective we have is to work with PICT and the WIS to create a suite of web clips for Library Resources. As demonstrated by the suite of web clips constructed by the PICT, it is now possible to create web clips that link to specific information on the Parliament.uk website.

One problem that the Library did encounter in this area is that many of our resources are only available internally—via the parliamentary intranet—which was previously not accessible on mobile devices. This situation has now been addressed, as the MDM has enabled access to the parliamentary intranet via mobile devices.

We would like to provide a suite of Library web clips which would provide direct access to commonly used Library resources on the intranet, for example linking to the:

- Library Catalogue
- New Books List
- E-journals (Electronic Journals)
- Electronic Databases

The creation of a suite of Library web clips would enable Library resources to be accessed instantly from a mobile device at the press of an icon, without needing to spend time navigating around the parliamentary intranet.

### Web Apps for Library Resources—External Suppliers

Another way to develop the provision of mobile web apps for Library resources is through the use of apps provided by external suppliers. This is very much a developing area. Suppliers of online resources, which libraries subscribe to, are increasingly realising the value of creating versions of their products that can be accessed via mobile devices.

One example is the well known magazine *The Economist*. The Economist Group has produced an app version of their magazine for the iPad, iPhone and Android devices.<sup>28</sup>



Fig 14: *The Economist*, 'The third industrial revolution', 2012 [Online screenshot—iPad] [Last visited 29/4/12]

<sup>28</sup> *The Economist* on iPad, iPhone and Android. Web resource at: <http://www.economist.com/digital/apps> (Last accessed 14 May 2012)



Fig 15: *The Economist*, 'The Economist on iPhone & iPad', 2010 [Online Video]. Web resource at: [http://www.youtube.com/watch?v=c\\_4XTiE5PEE](http://www.youtube.com/watch?v=c_4XTiE5PEE) (Last accessed 14 April 2012)

The development of the app was based on research into how users are reading *The Economist* and they discovered that in the US, only 35 percent of their readers over 40 expected to be reading *The Economist* in print in two years' time:<sup>29</sup>

*"A survey among its US subscribers asked those aged over 40 how they read the Economist—more than 95 percent said they read it in print. But when asked how they expect to read it in two years' time, the number expecting to do so in print fell to 35 percent. "I've never seen a statistic like it," says Rashbass (The Economist's Chief Executive)."*

This suggests that the levels of digital readership of *The Economist* are set to increase dramatically over the next few years.

*The Economist* app is free to download for print and digital subscribers. This could bode very well for libraries, which may be able to allow their users to download and use the apps provided by suppliers for free—if the Library has an existing print or digital subscription.

*The Economist* is one of the House of Lords Library's most heavily read magazines, therefore it makes much sense to explore new ways the magazine can be accessed by our users. Another example is the 'Nexis News Search' app,<sup>30</sup> designed for iPad and iPhone. The House of Lords and House of Commons Libraries have recently subscribed to a news aggregation service provided by the company Lexis Nexis. As the Lords and Commons Libraries are digital subscribers to the news service, Lords and Commons Library staff and our users are entitled

<sup>29</sup> Andrew Rashbass, 'The biggest reason we are successful is that we are lucky', *Guardian*. Web resource at: <http://www.guardian.co.uk/media/2011/nov/27/andrew-rashbass-economist-group-interview> [(Last accessed 12 April 2012)

<sup>30</sup> Nexis News search by Lexis Nexis. Web resource at: <http://itunes.apple.com/us/app/nexis-news-search/id476012097?mt=8> (Last accessed 12 April 2012)

to use this app for free. The app enables our users to search, browse and email Lexis Nexis licensed news content from an iPad or iPhone.

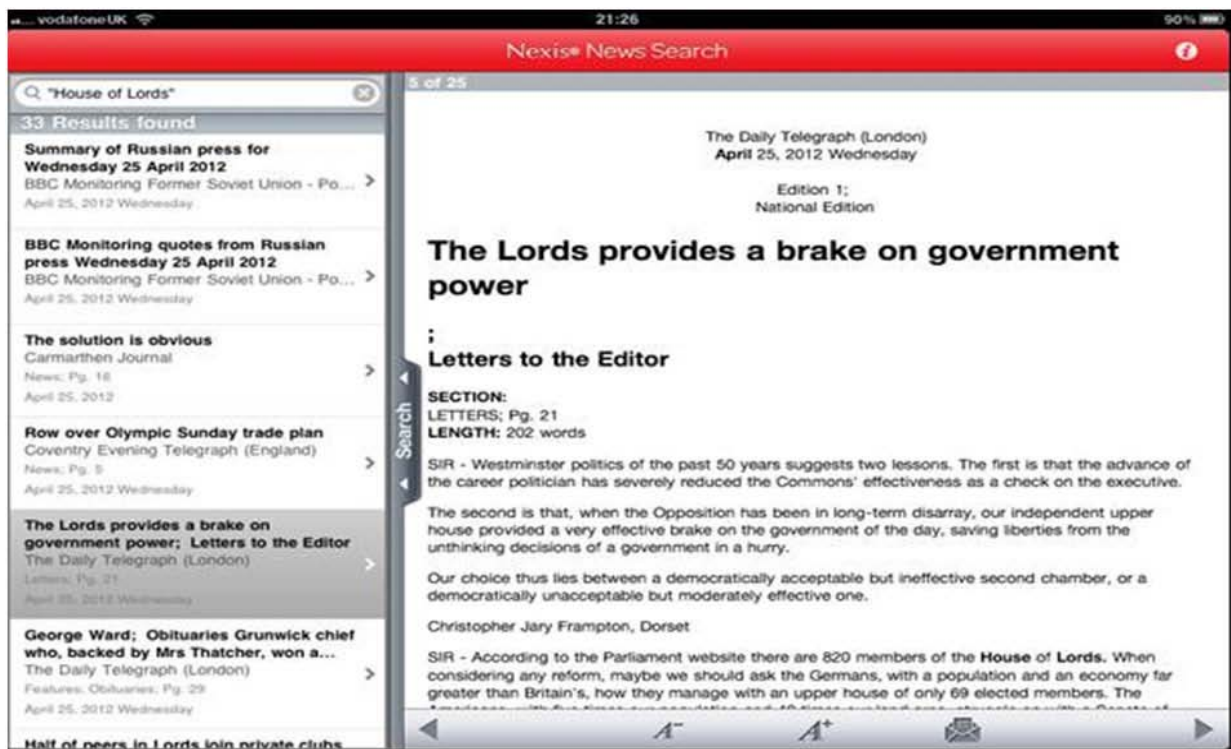


Fig 16:Lexis Nexis (2012), 'The Lords provide a brake on government power', *Daily Telegraph*, 25 April 2012. Web resource available via Nexis News Search app via iPad or iPhone. [Online screenshot from iPad ) (Last accessed 15 April 2012)

The provision of apps and mobile friendly websites from the suppliers of our online resources is something we intend to investigate in much more detail. We hope that suppliers will continue to develop easy to use mobile web and app versions of their products, which take into consideration the user experience and can be fully accessed across all types of mobile platforms. The ideal would be to offer a range of apps in many different subject areas, which our users could download to a mobile device of their choice.

An example of an institution which seems to be doing this very successfully is Tarleton State University. The Library lists a selection of mobile friendly apps and resources on this web page:<sup>31</sup>

<sup>31</sup> *Mobile friendly apps and resources*. Web resource at: <http://www.tarleton.edu/library/mobile.html> (Last accessed 9 April 2012)



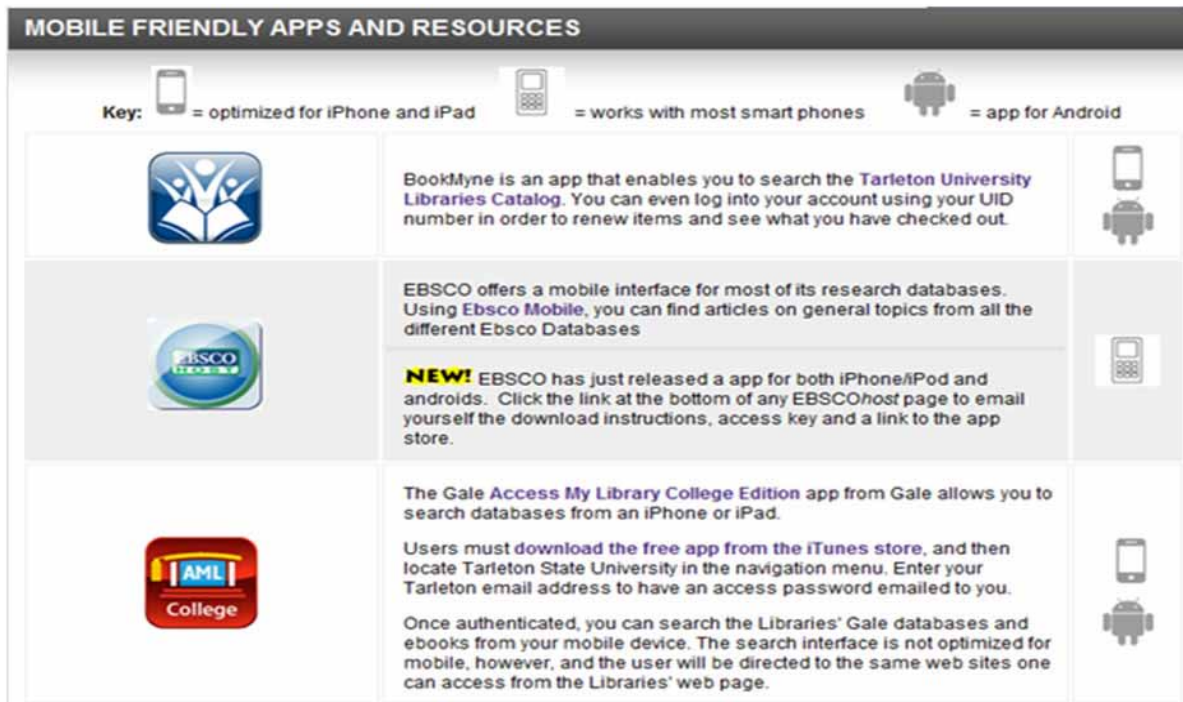


Fig 17: Tarleton State University, (2012). *Mobile Friendly Apps and Resources at Dick Smith Library*. [Online Image] Web resource at: <http://www.tarleton.edu/library/mobile.html> (Last accessed 12 April 2012).

The layout of this page is very appealing. The inclusion of the images of the apps themselves will make it easier for the user to identify which app to download and the key at the top of the page establishes clearly which mobile device each app is compatible with.

The House of Lords Library aims to emulate such a page for our users, which would provide an image of the app, an easy to follow description of how to download the app and what it can be used for and the use of a key, as in the above example, to demonstrate which mobile device each app can be downloaded to.

### e-Books (Electronic Books)

One further way of enabling our Library to be accessed via mobile devices is through the provision of an eBook service. We are currently investigating how best to do this.



Fig 18: Smith, M, (2012) *E-Book Reader* [Online Image] Web resource at: <http://www.freedigitalphotos.net> (Last accessed 3 May 2012)

The e-Book market is growing at a staggering rate. According to Phil Jones, deputy editor of trade magazine the *Bookseller*, there was a 500 percent rise in e-Book sales in the UK and industry experts expect a similar increase in 2012.<sup>32</sup>

e-Book lending in public libraries is also increasing very rapidly. For example, the number of downloaded e-Books from the New York Public Library grew by 81 percent in a twelve month period, from October 2010–11.<sup>33</sup>

e-Book lending is becoming increasingly common in many different Library sectors. The *Library Journal's* survey in 2010 of e-Book use in US libraries found that 94 percent of academic, 72 percent of public and 33 percent of school libraries had an existing e-Book collection.<sup>34</sup>

Why are e-Books becoming so popular? It is clear, once again, that accessibility is a key factor here. E-Books can be downloaded quickly and easily via an internet connection. There is no need to physically visit a Library or a book store; an e-Book can be downloaded from a location that is convenient to the individual, providing there is an internet connection. Phil Bradley, President of CILIP (Chartered Institute of Library and Information Professionals), summarises the advantages of providing an e-Book service over traditional print book lending in a public library:

*"It's a 24/7 service; you don't have to physically look after the books; you're able to get books to people who can't get to the library, such as shift workers and those who live in rural areas; the readers can choose the size of the font, which helps the visually impaired; it's flexible and it helps to outreach library service."*<sup>35</sup>

We anticipate that an e-Book service provided by the House of Lords Library would benefit our users in a similar way. Ideally, we would like to produce a service that would enable our users to have the ability to download an e-Book from wherever is convenient for them, when they want to, using a platform of their choice.

So, for example, a Member could access an e-Book on their tablet device at home one evening, in order to read essential background information required for a debate in the chamber the following day. A Library researcher could access an e-Book needed to write an urgent Library research publication on their way to work via a mobile device, without needing to physically visit the Library. The concept of accessibility is key here, as Lisa Thomas, Director of the Library consultancy 'Design, Think, Do' explains:

*"Integrated mobile platforms designed to allow individuals to search mobile optimized library catalogs, contact librarians, access information, and maintain patron account information, place holds on e-Books, and directly download and read library e-Books on their devices are critically important for libraries to be competitive in the mobile arena."*<sup>36</sup>

---

<sup>32</sup> *How e-Books made reading sexy again*. Web resource at: <http://www.telegraph.co.uk/culture/books/9138908/How-e-books-made-reading-sexy-again.html> (Last accessed 12 April 2012).

<sup>33</sup> *E-Book lending: Libraries go digital*. Web resource at: <http://edition.cnn.com/2011/10/26/living/digital-libraries> (Last accessed 11 April 2012).

<sup>34</sup> Polanka, Sue, (2012), *No Shelf Required: Use and Management of electronic books*. London: Facet Publishing.

<sup>35</sup> *Public libraries open doors for e-books*. Web resource at: <http://www.guardian.co.uk/government-computing-network/2011/apr/14/public-library-ebook-service-grows-cilip-lincolnshire> (Last accessed 11 April 2012).

<sup>36</sup> *The State of Mobile in Libraries*. Web resource available at: <http://www.thedigitalshift.com/2012/02/mobile/the-state-of-mobile-in-libraries-2012/> (Last accessed 11 April 2012).

However, the provision of e-Book lending in Libraries does present many challenges. Issues with device and format incompatibility, licensing and digital rights management and accessibility, are all issues which librarians will encounter when developing e-Book collections.

On a positive note, there are signs that publishers and vendors are working collaboratively to support Library lending of e-Books. For example, OverDrive, a digital distributor of e-Books to public and school Libraries, announced in September 2011 that their service would be compatible with the Amazon Kindle.<sup>37</sup>

As we are a parliamentary Library and not a public or academic Library, we have found that the e-Book services available to us (not OverDrive) are not compatible with the Amazon Kindle. However, this development regarding OverDrive and public and school Libraries indicates this may change in the future.

We have started to look at e-Book suppliers to see which is best suited to our users' needs. Currently we are in the process of investigating *MyLibrary*: <http://www.myilibrary.com/>, an e-content aggregation platform for public, academic and professional Libraries around the world.

38

*MyLibrary* have almost 250,000 titles available covering all major disciplines and 5,000 titles are added on a monthly basis. E-Books can be viewed online using their existing interface:

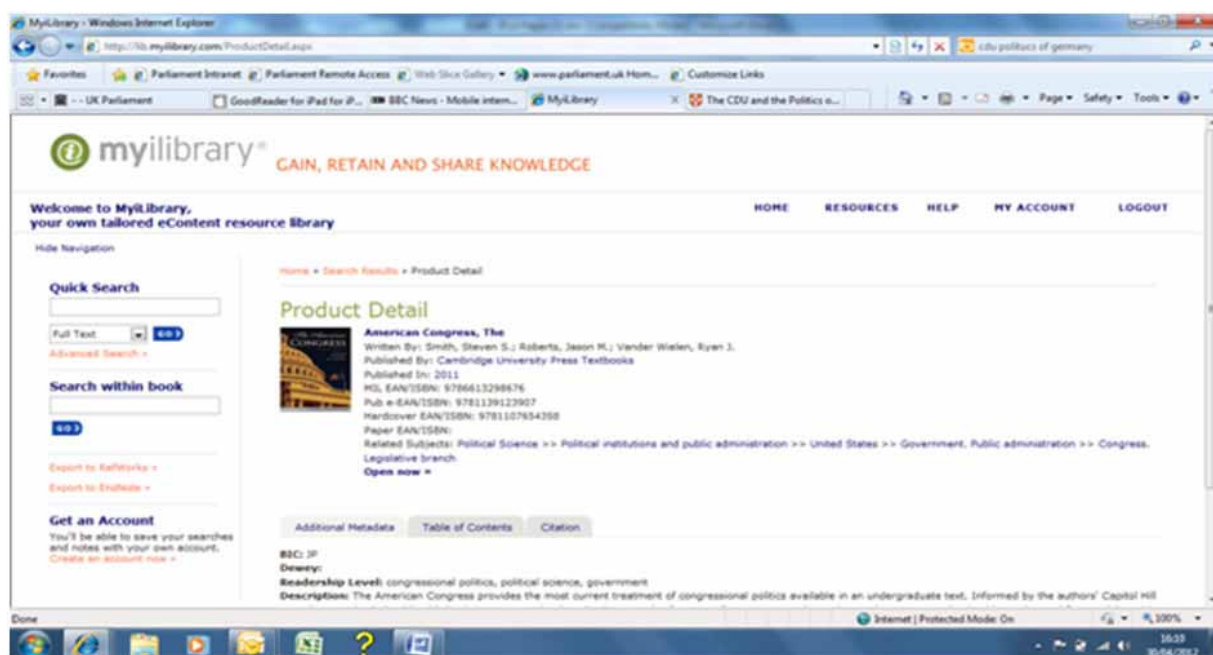


Fig 19: Ingram Content Group, (2012). *MyLibrary e-Book listing—'The American Congress'*. (Last accessed 20 April 2012).

<sup>37</sup> *OverDrive and Amazon launch compatibility with Library e-Books*. Web resource at: <http://www.overdrive.com/news/OverDrive-and-Amaon-launch-Kindle-compatibility-with-Library-eBooks> (Last accessed 12 April 2012).

<sup>38</sup> *E-content for libraries*. Web resource at: <http://www.myilibrary.com/> (Last accessed 12 April 2012).



Fig 20: Ingram Content Group, (2012). *MyLibrary* e-Book listing cover—'The American Congress'. (Last accessed 20 April 2012).



Fig 21: Ingram Content Group, (2012). *MyLibrary* e-Book listing first chapter—'The American Congress, Modern Trends'. (Last accessed 20 April 2012).

*MyLibrary* also enables e-Books to be downloaded to a mobile device.

The University of Glasgow Library provides a video tutorial which describes how to view e-Books using the *MyLibrary* interface and also how to download e-Books to a mobile device: <http://www.youtube.com/watch?v=w6MHBUI1d5k><sup>39</sup>

<sup>39</sup> *MyLibrary Help Guide*. Web resource at: <http://www.youtube.com/watch?v=w6MHBUI1d5k> (Last accessed 12 April 2012).



In terms of compatibility with mobile devices, such as tablets and e-readers, there are encouraging signs that *MyLibrary* does perform well in this respect. For example, e-Books from this supplier can be downloaded to all devices that support the software Adobe Digital Editions.<sup>40</sup> Here is a list of all the compatible devices:

<http://blogs.adobe.com/digitalpublishing/supported-devices>

Adobe Digital Editions is not compatible with Apple products, such as the iPad tablet and iPhone and they therefore are not referred to on this list. However, the app *Bluefire Reader*<sup>41</sup> can be used as a solution to this problem, as it provides support for e-Books protected by the Adobe Content Server. For more information on how to download e-Books from *MyLibrary* to an iPad, please see the 'MyLibrary Quick Start Guide for the iPad'.<sup>42</sup>

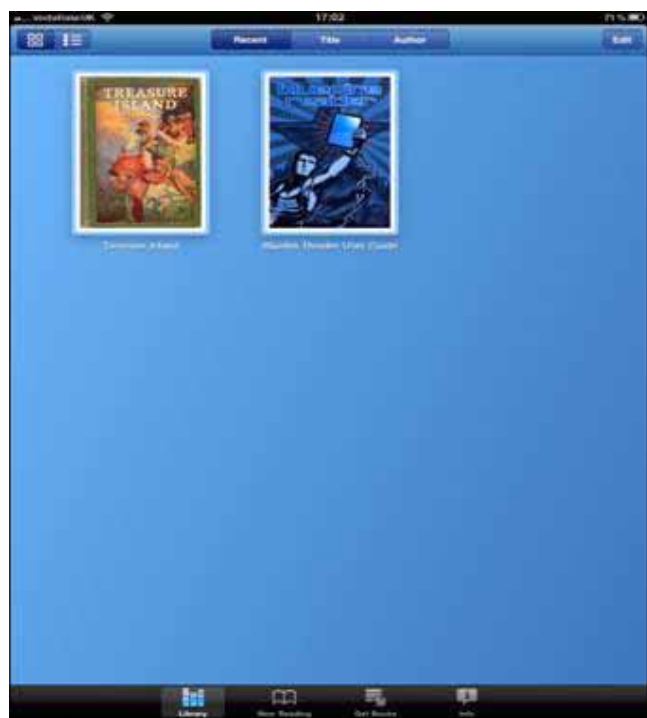


Fig 22: Bluefire Reader, (2012). Screenshot of Bluefire Reader on iPad [Online Image] (Last accessed 24 April 2012).

For those that are looking to initiate e-Book collections in Libraries, we would suggest reading this title: *E-books in libraries—a practical guide* edited by Kate Price and Virginia Havergal,<sup>43</sup> a very timely publication that considers the role of e-Books within a Library service.

The possibilities afforded by e-Book lending are exciting and we look forward to establishing such a service. Librarians need to be proactive in exploring the technologies that are available, both now and in the future, in order to maximise the quality of the e-Book collections available to our users:

*“Librarians can be proactive in exploring these technologies, identifying the inherent opportunities and developing the expertise to promote and facilitate access to burgeoning e-Book collections.”<sup>44</sup>*

<sup>40</sup> Adobe Digital Editions—make reading an engaging experience. Web resource at: <http://www.adobe.com/products/digitaleditions/> (Last accessed 11 April 2012).

<sup>41</sup> Bluefire Reader by Bluefire Productions— iTunes. Web resource at: <http://itunes.apple.com/us/app/bluefire-reader/id394275498?mt=8> (Last accessed 13 April 2012).

<sup>42</sup> MyLibrary Downloadable Quick Start Guide. Web resource at: [http://lgdata.s3-website-us-east-1.amazonaws.com/docs/586/426928/iPad\\_Download.pdf](http://lgdata.s3-website-us-east-1.amazonaws.com/docs/586/426928/iPad_Download.pdf) (Last accessed 10 April 2012).

<sup>43</sup> Havergal, V and Price, K. (2011). *E-Books in Libraries: A practical guide*. London: Facet Publishing



## How Books are Coming Alive in the Digital Environment

One interesting aspect of developing an e-Book Library collection is the potential to lend e-Books that are quite different to their printed relations. Book publishers are starting to appreciate the exciting possibilities offered by new technologies. This type of publication is known as an enhanced or multimedia e-Book.

A number of British publishers have realised the potential of re-inventing printed books into new enhanced versions, including Faber and Faber,<sup>45</sup> Random House<sup>46</sup> and Penguin.

For example, Penguin has specifically designed enhanced e-Books for the iPad. This video demonstration, provides some examples: <http://www.youtube.com/watch?v=jdExukJVUGI><sup>47</sup>

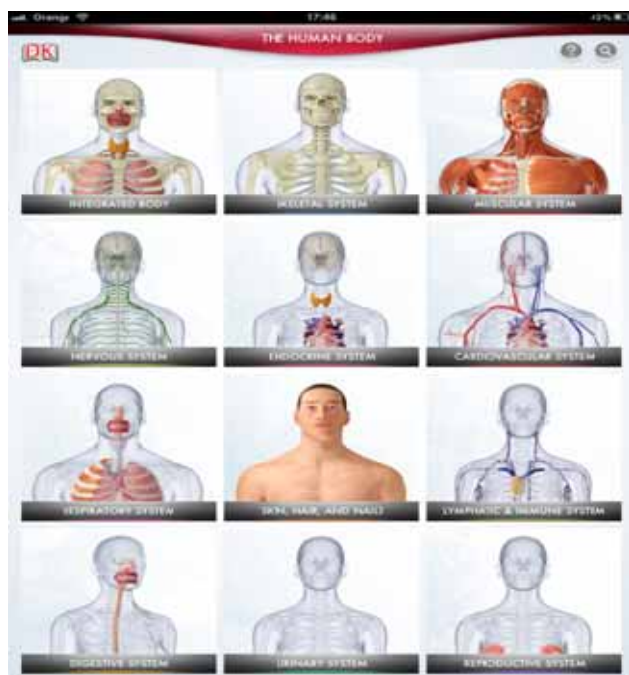


Fig 23: Dorling Kindersley, (2012). The Human Body App for iPad. [Online Screenshot] (Last accessed 29 April 2012) App available to download at: <http://itunes.apple.com/gb/app/dk-the-human-body-app/id454946651?mt=8>

*"As shown in the video, the "books" resemble more like applications than traditional e-Books, just what we would imagine books to be on the iPad, very interactive learning experiences."<sup>48</sup>*

Another example is the publisher *Inkling*,<sup>49</sup> who produces interactive textbooks for the iPad. They seek to revolutionize the concept of the traditional textbook into a flexible, interactive

<sup>44</sup> Polanka, Sue, (2012). *No Shelf Required: Use and Management of electronic books*. London: Facet Publishing.

<sup>45</sup> *e-Books and apps innovation exciting publishers despite price concerns*. Web resource at: <http://www.guardian.co.uk/technology/appsblog/2012/jan/13/ipg-publishers-ebooks-apps-innovation> (Last accessed 13 April 2012).

<sup>46</sup> *The Random House Group and Booktrack launch their first e-Book with sound effects*. Web resource at: <http://www.randomhouse.co.uk/news/2012/04/the-random-house-group-and-booktrack-launch-their-first-uk-ebook-with-sound-eff> (Last accessed 13 April 2012).

<sup>47</sup> *PaidContent: Penguin's upcoming iPad Books*. Web resource at: <http://www.youtube.com/watch?v=jdExukJVUGI> (Last accessed 12 April 2012).

<sup>48</sup> *A look at forthcoming Penguin iPad Books*. Web resource at: <http://www.ipadinsider.com/first-look-at-penguin-ipad-books-2/> (Last accessed 12 April 2012).

<sup>49</sup> *Inkling*. Web resource at: <http://www.inkling.com/> (Last accessed 13 April 2012).

platform, using multimedia such as video and 3D objects. See this demonstration of the product for more information: <http://vimeo.com/26935354>.<sup>50</sup>

This is a very exciting trend for Libraries. In future years, we could have the ability to lend e-Books which fully utilise the powers of multimedia and really engage our users. For example, we could be lending an e-Book biography of Winston Churchill, which provides video footage of his well known speeches and 3D images of the gifts he was given during his time as Prime Minister. Or, an e-Book of the history of the Lords Library, which has virtual tours of the Library embedded within its pages and a 3D images of the artworks in each room of the Library.

This shows how mobile devices have the power to revolutionise Library services. They bring something new, a fresh perspective.

## Discovery Interfaces

If our users are going to successfully access Library resources via mobile devices, we need to make them easily discoverable. Users expect mobile websites to be very easy to use with a simple interface.<sup>51</sup> They do not want to waste time searching different websites. One way of achieving this is to use a discovery interface.

Discovery interfaces essentially act as an umbrella, enabling simultaneous searching across different electronic collections. Libraries commonly have electronic resources accessible in many disparate locations online and we are no exception. We would like to provide our users with the ability to search across all our collections, using a single interface.

We are currently investigating a discovery interface called *Primo*,<sup>52</sup> which is a product from a company called Ex Libris. The British Library use *Primo* to power their replacement for the Integrated Catalogue which is called *Explore the British Library*.  
<http://www.bl.uk/catalogues/search/about.html>

---

<sup>50</sup> *Inkling—A textbook case of innovation*. Web resource at: <http://vimeo.com/26935354> (Last accessed 13 April 2012).

<sup>51</sup> *Mobile Web Design*. Web resource at: [http://dpom.co.uk/mobile\\_web\\_design](http://dpom.co.uk/mobile_web_design) (Last accessed 12 April 2012)

<sup>52</sup> *Primo—Empowering Libraries to Address User Needs*. Web resource at: <http://www.exlibrisgroup.com/category/PrimoOverview> (Last accessed 12 April 2012).

## EXPLORE THE BRITISH LIBRARY

bl.uk Explore Home About Feedback Tags Reservation List  
My Reading Room Requests Find eJournals Blank Order Form Help

Main catalogue Our website

Everything in this catalogue Search Advanced search

## What is Explore the British Library?

With Explore the British Library you can search, view and order items from our main catalogue of nearly 57 million records, or search the contents of the Library's website.

Whilst Explore the British Library gives access to the majority of the Library's collection, it does not yet include records from all the Library's catalogues. Notable exceptions are:

The Library's archives and manuscript collections

The Register of Preservation Surrogates (RPS)

The British National Bibliography (BNB) (Explore the British Library continues to include BNB records for items held in the British Library collection)

Some other types of material, which are listed in specialist catalogues.

## Notices

The latest release of Explore the British Library sees changes to the layout of the navigation as well as a new link - the Blank order form. This allows guest users and customers of our document supply services to place speculative orders for material.

We are continually developing and enhancing this service and welcome your feedback.

Please note that there are potential delays to delivery of items. We are sorry for the inconvenience this may cause.

Fig 24: British Library, (2012). Explore the British Library [Online Image]. Web resource at: <http://explore.bl.uk> (Last accessed 15 April 2012).

*Explore the British Library* gives access to the main Library catalogue of nearly 57 million records and also the ability to search the contents of the British Library website. Further information about this service is available here: <http://explore.bl.uk>

For example, an initial search for "mobile technology" produced this set of results (Fig 25). You can then refine your results by selecting options using the facet list to the left. For example, by material type (such as journal articles, books, audio etc), author, subject and collection.

The screenshot shows a search results page for 'Mobile Technology' on the British Library website. The search bar at the top indicates '16,430 results for Everything in this catalogue' and is sorted by 'relevance'. The results list includes:

- Mobile Technology** by Cragg, P., Chapman, P. (Article, 2001)
- Mobile technology advisor** (Journal, 2001)
- Mobile Technology and Medical Libraries: Worlds Collide** by Burnette, P. (Article, 2009-2011)
- Mobile technology and libraries / Jason Griffey** by Jason Griffey (Book, c2010)
- Mobile response : first International Workshop on Mobile Information Technology for Emergency Response, Mobile Response 2007, Sankt Augustin, Germany, February 22-23, 2007 : revised selected papers / Jobst Löffler, Markus Klann (eds)** (Book, 2007)

On the left side, there is a facet list for refining results:

- Show only:** Online resources (3,115)
- Refine my results:**
  - Material type: Articles (15,695), Books (405), Audio (205), Journals (89), Theses (36), Trade Literature (10)
  - Author/Contributor: Li, Y. (42), Hanzo, L. (17), Lopes, L. B. (12), Show 17 more
  - Subject: vehicular technology (1,264), information technology (759), Mobile communication systems (442), Show 11 more
  - Collection: Document Supply (325), General Reference Collection (149), Science, Technology & Business (113)

Fig 25: British Library, (2012). Explore the British Library—search for 'Mobile Technology'. Web resource at: <http://bit.ly/lzEcSB> (Last accessed 15 April 2012).

Discovery interfaces like *Primo* essentially enable the discovery and retrieval of different types of resources through a single search box. This means that the users do not have to spend time searching different types of interface.

*Primo* does support some e-Book collections. For example, it is compatible with *MyLibrary* e-Books. Here is an example of a search for “politics” using the search facility powered by *Primo* at Imperial College in London.<sup>53</sup>

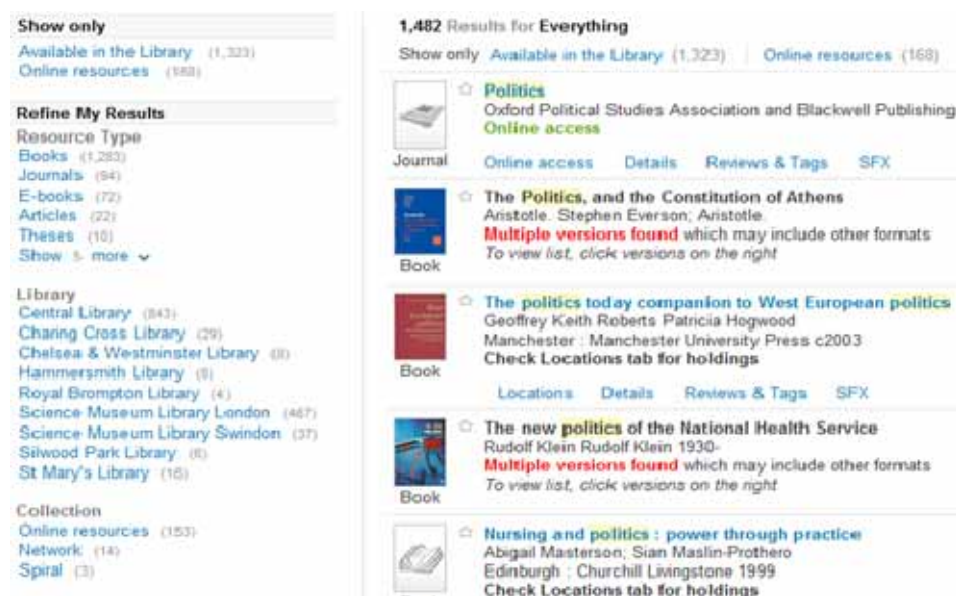


Fig 26: Imperial College. (2012) Find Books, Articles and more—search for ‘Politics’. [Online Image] Web resource at: <http://bit.ly/I9TMXF> (Last accessed 15 April 2012)

These results can then be refined by the following ‘Resource Type’ and we can see that ‘e-Books’ is an option.



Fig 27: Imperial College. (2012). Find Books, Articles and more—search for ‘Politics’. [Online Image] Web resource at: <http://bit.ly/I9TMXF> (Last accessed 15 April 2012)

<sup>53</sup> *Find Books, Articles and more*. Web resource at: <http://www3.imperial.ac.uk/library/find> (Last accessed 13 April 2012).

## Discovery Interfaces for Mobile Devices

If we do adopt a discovery interface, it would need to be fully compatible with mobile devices. *Primo*, for example, is equipped with a mobile interface.

*"Primo's mobile interface enables your users to search your entire library's collection— books, eBooks, print and electronic articles, digital media, and other types of resources—directly from their mobile device."<sup>54</sup>*



*A Primo results list viewed on Primo for mobile iPhone and Android interfaces*

Fig 28: Ex Libris, (2011). *Primo on your mobile. Your library—mobile*. [Online image]. Web resource at: <http://www.exlibrisgroup.com/category/PrimoForMobile> (Last accessed 15 April 2012)

A discovery interface, such as *Primo*, would enable our users to access our Library collections from a mobile device. This would work particularly well with e-Books and e-journal articles, as they could potentially view these instantly, directly from the device.

There are many different discovery interfaces available. Please see this comprehensive listing of some of the discovery interfaces that are being used in Libraries.<sup>55</sup>

## Library Management System—*BookMyne*

The Lords Library went live with a replacement Library management system in March 2011 called 'Symphony' by the US company SirsiDynix. This company has developed a new way for users to access their system called *BookMyne* via a mobile device. Users can make requests for books and view what they have borrowed. This is another potential channel for our users to

<sup>54</sup> *Primo on your mobile*. Web resource at: <http://www.exlibrisgroup.com/category/PrimoForMobile>. (Last accessed 12 April 2012).

<sup>55</sup> Marshall Breeding, (2011). *Discovery Layer Interfaces*. Web resource at: <http://www.librarytechnology.org/discovery.pl> (Last accessed 12 April 2012).



access the Library's online catalogue, which we intend to investigate further. Please see the website: <http://www.sirsiDynix.com/bookmyne> for further information.



Fig.29: *Bookmyne* from *SirsiDynix*. [Last visited 29/4/12, directly from publisher—SirsiDynix]

## Conclusion

It is clear that the use of mobile technology has the potential to revolutionise the House of Lords and Commons Library Services. By focusing on the provision of Library services that are truly compatible with mobile devices, we believe that we are essentially *realigning* ourselves to a place where our users will increasingly be—the mobile virtual space.

Looking to the future, we predict that there will continue to be an increased desire to provide and receive services via mobile technology within Parliament as a whole. We hope that parliamentarians grow to fully appreciate the fact that mobile technology is not just a gimmick, a fad or a toy but can actually make working life easier, more effective and more cost efficient.

In terms of the future for the House of Lords Library, we need to continue to embrace mobile technology, or else perhaps suffer the consequences of seeing our users turn elsewhere for information. Our Members have a high regard for our services and publications and there is

still an important role for information professionals and researchers to be found in disseminating information into the mobile virtual environment. We will continue to work with PICT, WIS and the House of Commons Library, to deliver innovative Library services tailored to our users' diverse, sophisticated and evolving information needs.

*"Too many libraries and librarians exist in a parallel universe to that inhabited by their users. Librarians must understand how differently people seek and use information in cyberspace and realign information services along new lines."<sup>56</sup>*

---

<sup>56</sup> Nicholas, D (2012), *Disintermediated, Decoupled and Down*. CILIP Update Magazine, April 2012, p 29.

## Further Reading

Ally M, *M-Libraries 3—transforming libraries with mobile technology*, 2012.

CIBER, 'Europeana—Culture on the go', 2011. Web resource at:  
<http://pro.europeana.eu/documents/858566/858665/Culture+on+the+Go>.

Fieldhouse M, *Collection Development in the Digital Age*, 2012.

House of Lords Library Note, *History of the House of Lords Library*. Web resource at:  
<http://www.parliament.uk/briefing-papers/LLN-2011-024>.

Havargal V and Price K, *E-Books in Libraries: A practical guide*, 2011.

Library Success—Wiki website, 'M-Libraries—A Best Practice Wiki', 2012. Web resource at:  
<http://www.libsuccess.org/index.php?title=M-Libraries>.

Nicholas D, 'Disintermediated, Decoupled and Down', *CILIP (Chartered Institute of Library and Information Professionals) Update*, April 2012, p 29.

Polanka S, *No Shelf Required 2: Use and Management of Electronic Books*, 2012.

Vollmer T, *There's an App for that! Libraries and Mobile Technology: An introduction to public policy considerations*, 2010. Web resource at:  
[http://www.ala.org/offices/sites/ala.org.offices/files/content/oitp/publications/policybriefs/mobile\\_devices.pdf](http://www.ala.org/offices/sites/ala.org.offices/files/content/oitp/publications/policybriefs/mobile_devices.pdf).

## Suggested Conferences to Attend

'Internet Librarian International': <http://www.internet-librarian.com/2012/>.

'm-libraries—'Information on the move": <http://m-libraries.org/>.

## Glossary

**Apps:** Applications

**Member:** A member of the House of Lords or House of Commons

**PICT:** Parliamentary Information Communication Department

**WIS:** Web and Intranet Service