

TITLE OF PAPER

From Data to mDashboard for Library Operations

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ABSTRACT (up to 300 words)

In developing services and content for mobile devices, we need to provide for both public and internal users. An important area for library staff is metrics to assess services such as circulation, reference inquiries, and visitor counts. Simple, flexible and mobile access to key operational and business data is useful and important to improve efficiency and work flow which benefits the user community.

We have developed a mobile digital dashboard to display real-time information on key performance indicators to enhance both executive and operational decision making. With access to timely library data from mobile devices, staff have an information and work tool that is available anywhere anytime to better manage some library operations and for business intelligence. For IT operations, we were able to streamline workflow, increase user independence, and empower staff.

Our mobile dashboard provides real-time snapshots of key performance indicators, and allows us to evaluate data and situations at a glance without the need for lengthy reports. In phase one, the key data include computer use and logins, helpdesk log statistics and schedules, audio-visual equipment rental, and IT inventory management. With the smartphone as the primary access device, the challenge was to create a platform-independent mobile application with an engaging interface to present textual, numerical and graphical data within the limited screen dimensions and onboard capabilities. We used a combination of PHP, JavaScript, HTML, and CSS with calls to several databases. The application is designed to be modular and extensible, and phase two will include data from the library system and other summary statistics.

This presentation describes our uses, application design and development, and challenges and benefits of a mobile application that supports staff in providing a better library service.