



Some disadvantages were unique to the technology, like:

- Apps used by library staff for committee and group work like Skype and MS Office are not available for Chromebook.
- Chromebook runs Chrome OS, and Chrome OS has much less Apps available than the MS store. Can't install traditional software like MS Office or Adobe Photoshop or Skype. Chrome OS equivalents like Google Docs or Pixlr Editor are not as fully functional.
- Chromebook screen is not as vibrant, which makes it less effective for reading documents.

During the meetings, the authors also prompted and guided discussions based on several questions. The questions were designed to help expound on the already gathered input from librarians, and lead to a consensus decision on what technology this group of ten Librarians recommends. Discussion questions included:

- If **ASU Libraries** had an ample budget to purchase mobile technology, which of the two devices would you recommend?
- If **ASU Libraries** only had the budget for one mobile technology (either Surface or Chromebook), what would need to be changed to either the Surface or Chromebook in order to make it more functional for **ASU** librarian workflow?
- What are the major positives/negatives for either the MS Surface to the Google Chromebook?
- If our goal for future mobile technology is to replace our current library computing desktops, what would we suggest for purchase?
- If our goal for future mobile technology is to have a secondary mobile device to augment our current library computing desktops, what would we suggest for purchase?
- How can these mobile devices (either MS Surface or Samsung Chromebook) transform a librarian's workflow and work life?

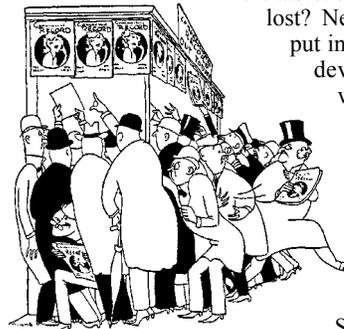
These guided discussions took place over two separate meetings in February 2014. Both meetings included members from both the MS Surface and the Google Chromebook groups. At the meetings, each group discussed the merit of either replacing librarian's current computer desktop with mobile devices, or not to replace the desktop, but purchase mobile device to supplement the desktop. Here are the recommendations and consensus decision from the group:

If mobile technology is a desktop replacement:

- Recommend purchase of a tablet. The MS Surface Pro over the MS Surface. More powerful, can run more apps, can use remote desktop.
- Include docking station with larger monitor and keyboard, so staff can have the mobility of the tablet, but also the functionality and productivity of a desktop with the larger monitor and keyboard.
- Include external drives for more storage and portability.
- Mirror image the tablet to include **ASU** apps (i.e., VPN and remote desktop) and network drives and network printing.
- Need to factor possible Surface theft or loss.

If the mobile technology is a desktop supplemental device:

- Recommend purchase of a tablet. MS Surface 2. Runs MS Office natively so fits well with librarian workflow; Word, Excel; PowerPoint.
- Have option of allowing library staff pick their tablet device; options can include Apple iPad or Android tablets. Suggest implementing a voucher system where Librarians can buy their device. Voucher should at least cover the minimum.
- Mirror image the tablet to include **ASU** Apps (i.e., VPN and remote desktop) and network drives and network printing.
- Need to factor possible Surface theft or loss.



Ultimately after using both the Surface and the Chromebook for four months, the group of librarians unanimously agreed that mobile technology is necessary for librarians to remain productive in their day-to-day work. With regard to a head-to-head competition between the Chromebook and the MS Surface, the group agreed that tablets are the clear winner. Although Chromebooks are less expensive, with a better keyboard and precise touchpad, the lack of built-in productivity apps, less portability, and lower quality monitor make the MS Surface tablet a more useful choice for librarians.

Benefits of mobile technology are obvious from the pilot; however, there are challenges to implementing in enterprise and the library. It is more challenging to secure the technology, both in and outside the university network. What if the tablet or Chromebook gets stolen or lost? New policies would have to be put in place to manage these new devices and ensure librarians will have secure access to the university network and files, like requiring passwords on start-up, or enabling encryption. Library and university IT would also have to balance users' needs to access corporate app stores (both MS Store and Chrome Web store), and provide safe and secure access to the university's sponsored apps, and network. Mobile technology could benefit staff in an enterprise system, and lead to increased staff productivity and work satisfaction in today's mobile working world. 🍌

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