

# **UAB Library Mobile App Documentation**



The University of Alabama at Birmingham

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UAB LIBRARIES

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## Library Mobile App Overview

UAB Libraries has licensed Library Mobile from Ex Libris, an application powered by their campusM platform. The app allows UAB Libraries to attract, engage, and connect the UAB community with popular library resources and services. By connecting patrons to the library, UAB Libraries can uphold their mission for supporting the academic success of the UAB community.

Library Mobile is highly customizable and configurable. UAB Library Mobile has been configured to connect to the libraries' information systems, Alma, and Primo VE. Having this capability allows users to log into the app using their UAB credentials, access their library account, and search the catalog all in one place. For added security, the app communicates security data using SAML which makes Single-Sign-On (SSO), i.e., DUO, possible. This authentication process is seamless and familiar to UAB Libraries' patrons/users.

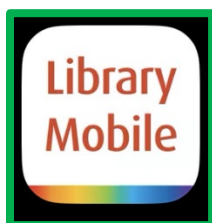
Features of the app are the following:

- Ability to search the library catalog.
- Access to full library account.
- An opt-in or opt-out setting for push notifications about patron's library account.
- Use of campus maps, including maps to each library location.
- Access to research guides, made by professionals in a particular subject or field.
- Keep up with library events with an events feed.
- Links to library social media accounts.
- Ability to reserve a space, such as group or individual study rooms.
- Access to full list of accessible databases.
- Link-out for placing an Interlibrary Loan request.
- Make an appointment for research assistance.
- View available library technologies, like laptops, 3-D printing opportunities, and more.
- Chat with a librarian (during available hours).
- Current and future Birmingham weather reports.

## How to Download & Use Library Mobile

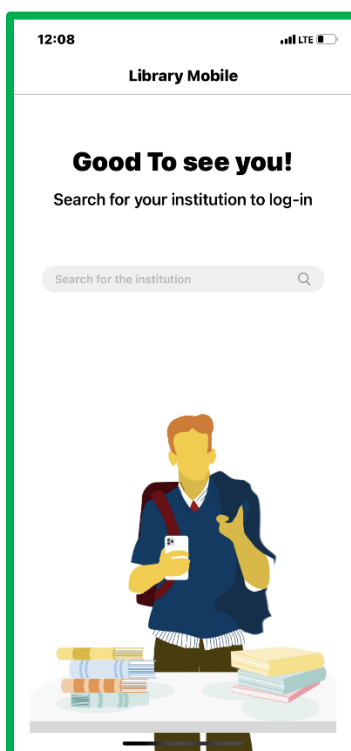
UAB Library Mobile is searchable in app stores for mobile devices and tablets as "Ex Libris Library Mobile." UAB Libraries licensed the app from Ex Libris. We can customize and configure the app, but we aren't able to change the app's name or the app logo. The app is compatible with iOS, Android, Windows, and MacOS.

### A. Library Mobile App Logo



Once downloaded, patrons will be prompted to search for their institution's app instance. Search for "University of Alabama at Birmingham." Patrons will then be asked to sign in using UAB credentials.

#### B. Library Mobile – Search for your institution log-in



## Configuration Details

### Alma & Primo VE

As mentioned before, UAB Library Mobile has been configured to connect to Alma and Primo VE. Alma contains important information about library patrons, like what items they have checked out, overdue charges, pick-up items, and items that are due soon. Allowing the app to retrieve this information from Alma gives patrons updates about their library activity directly in the app. Having Primo VE integrated into the app allows patrons to search the library catalog the same way they would from the library website, but now from the convenience of an app.

### User authentication

A SAML connection has been set-up to authenticate users. SAML makes DUO sign-in possible, which adds an extra layer of security for our patrons. Patrons will use their UAB credentials to log in to the app. This process is seamless and already familiar to the UAB community.

### Alerts and notifications

Library Mobile also gives the library the power to send alerts and push notifications directly to patrons. Global alerts will only be used for urgent updates like health and safety information, or building information; for example, if the libraries must close due to COVID-19, or if the power is out. Alerts can be found within the "Alerts" section of the app.

Push notifications are updates regarding a patron's library account. They can be automated and range from items that are due soon to items that are ready for pick-up. This is particularly useful because currently the libraries communicate this information via email only. Configuring push notifications will deliver important library account information in a modern and simple way. Push notification types often depend on how a user has their notification settings configured within their mobile device or tablet. A push notification can appear as a banner notification, a lock screen notification, and/or a notification that appears within the mobile device's/tablet's notification center.

Users will have the ability to opt-in or out of push notifications based on their preferences. This can be done in the settings menu.

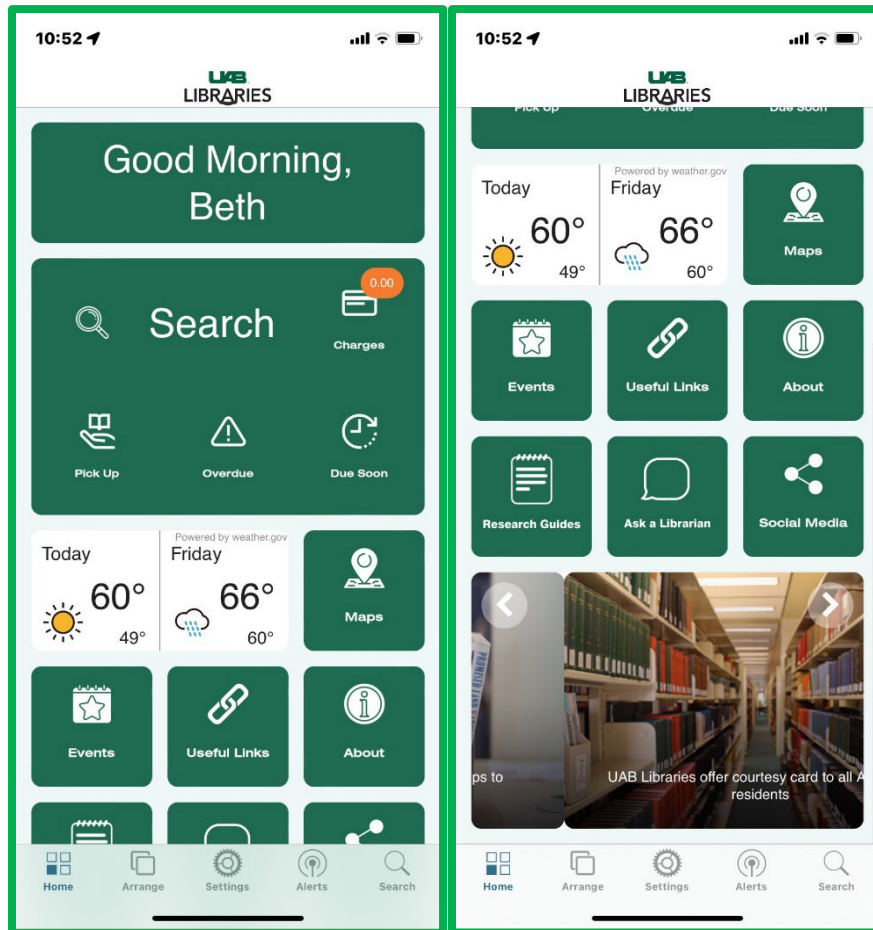
### App tiles

UAB Library Mobile's homepage is comprised of "tiles". These tiles are what users will click on to access library information, resources, and services. The following are the currently active tiles:

- **Library Search & Library Account tile**
  - There is one tile where users can either access the library catalog or their library account.
- **Birmingham, AL Weather Report tile**
  - A tile that presents the weather for only Birmingham, AL. The report is for today and tomorrow's weather.
- **Maps tile**
  - This tile is a map for UAB campus.
- **Events tile**
  - A full list of current and upcoming library events.
- **Useful Links tile**
  - **Research Assistance** – directs to a webpage on the library site where patrons can request one-on-one research assistance.
  - **Databases** – a full list of accessible databases used for research.
  - **Interlibrary Loan** – directs to the ILL webpage of the library site where patrons can request items from other libraries to be sent to any UAB library location.
  - **Reserve a Space** -- list of study rooms, individual and group, that patrons can reserve.
  - **Technology in the Libraries** – list of available library technologies that can either be checked out or used within the libraries.
  - **Frequently Asked Questions (FAQ)** – list of frequently asked questions, with the ability to submit your own.
- **About tile**
  - Contains library hours for all locations, including library contact details, addresses, and phone numbers.
- **Research Guides tile**
  - Full list of research guides.
- **Ask a Librarian tile**
  - Allows patrons to speak with an experienced librarian within the app via SpringShare (Operating hours apply).
- **Social Media tile**

- List of links to library social media accounts.
- **RSS feed tile**
  - A banner image tile that currently displays UAB campus news and events.

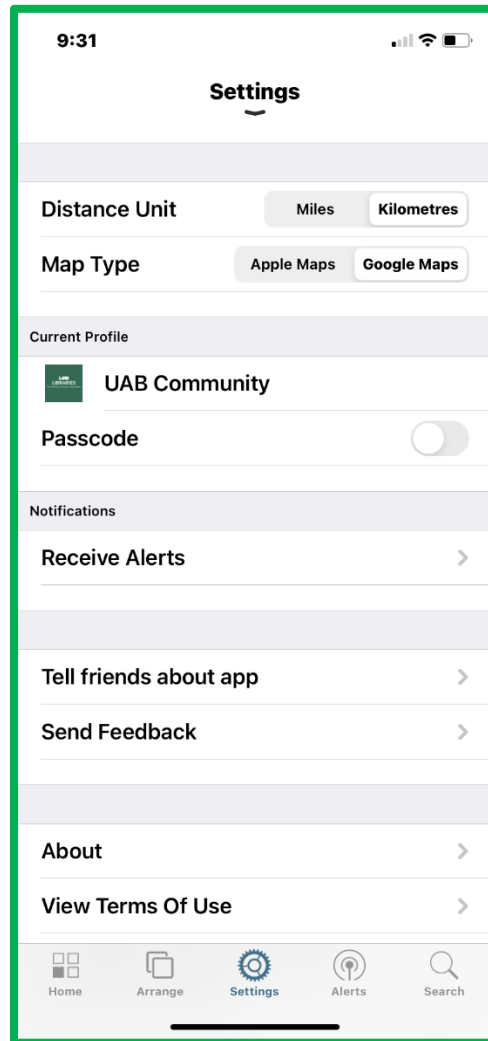
### C. UAB Library Mobile App Home



## App settings

App users can view and edit settings within the “Settings” section of the app located at the bottom-level navigation bar. Settings allows users to customize and edit aspects of their app account. For example, users can update the unit of distance and the map type for the UAB campus map tile. Users can also create a personalized passcode that adds an extra layer of security. Whether or not users want to receive alerts can be managed. There’s also information about the app like the Terms of Use and app version. Users can also log out of the app within settings.

### D. UAB Library Mobile App Settings



## App Communications

Any type of communications (questions, recommendations, issues, etc.) regarding Library Mobile will be conducted using SpringShare LibAnswers. Submit a support ticket through the [online form](#) or by sending an email to [UABLibrariesSupport@uab.libanswers.com](mailto:UABLibrariesSupport@uab.libanswers.com).

It is important to note that the Emerging Technology & System Development (ETSD) department will not be responding directly to patrons. We will resolve the issue then inform the library personnel when the issue has been resolved.

## App Management

UAB Library Mobile has two administrators: Beth Hall (Admin #1) and Danielle Hassan (Admin #2). Once communications are received through SpringShare LibAnswers, the ticket will be forwarded to Admin #1 to resolve. If Admin #1 is out of office, forward request to Admin #2. This is the same process for app questions, issues, errors, and recommendations.

## Frequently Asked Questions (FAQ)

- **How do I download Library Mobile?**
  - Option #1: Use either the iOS or Android QR code, depending on your device.
  - Option #2: Go to your device's app store and search "Ex Libris Library Mobile."
- **Why is the app labelled "Ex Libris Library Mobile" instead of "UAB Library Mobile" in the app store?**
  - UAB Libraries has licensed the app from Ex Libris. Many other libraries use their platform as well, so we do not have an option to rename the app for app stores. We can only figure the information WITHIN the app.
- **Why is the app icon not a UAB logo?**
  - UAB Libraries has licensed the app from Ex Libris. Since other libraries also use the application platform, we can only configure what information is WITHIN the app.
- **Where can I get help using the app?**
  - Option #1: Visit any of the HUB desks located at each library location.
  - Option #2: Use the Chat with a Librarian widget found on the main library website at [library.uab.edu](http://library.uab.edu).
  - Option #3: Use the Chat with a Librarian feature within the Library Mobile App.
- **I work for UAB Libraries. Who do I send app questions or issues from patrons?**
  - Submit a support ticket through the [online form](#) or by sending an email to [UABLibrariesSupport@uab.libanswers.com](mailto:UABLibrariesSupport@uab.libanswers.com).
  - Emerging Technology & System Development (ETSD) will not be responding directly to patrons. We will resolve the issue then inform the library personnel who communicated with us when the issue has been resolved.
- **How can I request photos, events, and survey content to be pushed through the app?**
  - Submit a support ticket through the [online form](#) or by sending an email to [UABLibrariesSupport@uab.libanswers.com](mailto:UABLibrariesSupport@uab.libanswers.com). All submissions will be reviewed before publication.



- **UAB already has an app. Why download this one?**
  - UAB Library Mobile contains useful library information, resources, and services. It also can distribute surveys, send library-related push notifications and alerts, and present library events. This keeps the UAB community connected and up to date on important library information.
- **I use the library website. Why should I use the app?**
  - Library Mobile provides quick interactive access to library services and information when users are away from their offices or not sitting at a computer. Library account information is more readily available, and patrons can receive automated push notifications about holds, overdue items, and fines instead of just SMS messaging. The app also makes pushing out surveys and library event reminders simple.
- **How does the app benefit me?**
  - UAB Library mobile gives you quick and easy access to popular resources and services the libraries offer. Apps are a perfect vessel for this – whether you're on the go or not, the library is with you.
  - Some more specific benefits to using the app is as follows:
    - Ability to search the library catalog.
    - Access to full library account.
    - An opt-in or opt-out setting for push notifications about patron's library account.
    - Use of campus maps, including maps to each library location.
    - Access to research guides, made by professionals in a particular subject or field.
    - Keep up with library events with an events feed.
    - Links to library social media accounts.
    - Ability to reserve a space, such as group or individual study rooms.
    - Access to full list of accessible databases.
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