![innovative — a ProQuest Company]

Cairn University

CASE STUDY

MyLibrary! App Delivers Mobile Library Access for Students, Faculty, & Staff at Cairn University

Overview

Located just 25 miles outside of Philadelphia in Langhorne, Pennsylvania, Cairn University offers more than 70 undergraduate and graduate degree programs in business, divinity, education, liberal arts, music, social work, and sciences. Masland Library supports the research needs of the university's 1,200+ students and faculty with a robust collection of resources and hands-on library staff.

The Challenge

PROVIDE USERS WITH EASY-TO-USE LIBRARY ACCESS ON MOBILE DEVICE

Masland Library had a variety of resources to simplify online access for users, but no dedicated mobile solution. As library staff saw more students searching the collection using their phones, it became clear these users were struggling to find what they needed. Feedback they received helping remote students confirmed the library experience was clunky on a mobile device. And library staff helping students out in the stacks realized their own effectiveness was hampered by not having better mobile access.

Stephanie Kaceli, Library Director at Masland, was passionate about being able to "meet users where they are." But with a small team and limited IT resources, she knew Masland didn't have the manpower to create their own mobile app. It was important to

work with a vendor who really understood their Sierra ILS. When Innovative launched MyLibrary!, Kaceli became excited about the possibilities.

Solution

HIGHLIGHT COLLECTIONS WITH DEPENDABLE, MODERN MOBILE APP

The team at Masland focused on three key criteria to consider as they assessed the mobile app:

How well does it highlight the library collection?
It was important for the library's local materials to be front and center in the app. With multiple formats, eBooks, and media in their catalog, exposing diverse material types via mobile was desirable and the solution needed to accurately showcase the information and data coming from Sierra.

Is it user-friendly and intuitive to learn?
The solution needed to be something everyone could easily download and use on their own. And they were expecting an attractive, modern interface.

Is it absolutely stable?

As a primary gateway to the library catalog, the app needed to be dependable—functioning as expected whenever users connected. The clear path forward was a mobile app from the same company who developed and maintains Sierra. Kaceli explains, "Innovative knows how our system is built, knows how to represent it on an app, and understands how to make it work…it really delivers what we wanted."

Results and Benefits

INCREASED ENGAGEMENT & IMPROVED WORKFLOWS

Since going live with MyLibrary!, the team at Masland is pleased to see students using phones to find library materials more quickly. The app has enabled staff to be much more efficient when assisting visitors in the stacks. They also seeing some unanticipated benefits.

Students and faculty can access the library right from a phone app. MyLibrary! lets students see quickly what they have checked out, and complete renewals right within the app. Now, as faculty discover useful materials off campus, they simply scan the ISBN or UPC code to see if any edition of the title is already in the collection. Another unexpected use for the app: As new or donated books come in, library staff use MyLibrary! to scan the UPC or ISBN to see what version of the title might already be in the collection.

> *"…once you get the app going, it's really kind of cruise control. Even with new releases, we haven't had to go back and retrain anyone—there are no complaints or questions—users just open it up and use it. MyLibrary! is always doing its job."*
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> **STEPHANIE KACELI**
> Library Director, Masland Library, Cairn University

Kaceli notes that having an app from the same ILS provider means they always know who to call for a quick resolution. MyLibrary! mobile app has enabled the small team at Masland to ensure library users receive exceptional service—in person, and from any device.

Get in touch

If you're interested in discussing MyLibrary!, contact us:

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