



Infotrieve specialises in business service solutions for information centres in middle and large market corporations. Among the services it provides are technology for content access and management, secure social networking and collaboration, full service library outsourcing, content licensing, copyright compliant document delivery, usage analysis, reprints and collection management, with substantial resources dedicated to research and development. Infotrieve offers expertise and technology solutions for all aspects of information centre management. Over the past 20 years, Infotrieve has expanded from its initial document delivery services in the US into an information management company on a worldwide scale.

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The Infotrieve Mobile Library App for iPad was released on 28 September 2010. The app allows users secure cloud-based access to order and read all licensed content, and also get access to one of the largest collections of scientific, technical and medical (STM) literature available on a pay-per-use basis. Mobile Library is integrated with the company's Content SCM® platform and gives users the ability to easily switch from the iPad to their PC or Mac, since all platforms are automatically synchronised. Users can also share content with others (while still remaining in compliance with copyright), annotate content and set up a variety of automatic RSS feeds to stay current.

Mobile Library is a component of Content SCM, a web-based content sourcing and delivery platform which was introduced in 2008. Content SCM allows users access to the company's licensed content, as well as over 50 million citations contained in Infotrieve's database of published STM information. Documents are copyright compliant and all order information (such as citations, fees and intended use information) is tracked for auditing and reporting. Content SCM brings together rights management and document delivery, and the company claims that it can deliver over 70% of all medical, scientific and technical content in five minutes or less. Since Mobile Library is integrated with Content SCM, these same features are now available to a mobile user.

The full reviews, including detailed tables, screen shots and all the usual in-depth study of a VIP review, can be accessed via your FreePint Master account. The Product Series is included in your subscription to VIP Magazine.

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## Infotrieve Mobile Library: VIP's View

- |  |  |
|--|--|
| ✓ Easy to use, simple interface.                                     | ✓ Setting up RSS feeds and alerts is very easy.                        |
| ✓ Variety of search options and reporting capabilities.              | ✗ The annotation tool can be somewhat tricky to figure out how to use. |
| ✓ Ability to share documents, libraries and collaborate with others. |  |



NB: Full discussion of all features, pluses and minuses can be found in the in-depth product reviews, included in your VIP subscription and stored in your [FreePint Master account](#).

## Sources of information

Infotrieve's document delivery service provides access to print and digital documents from thousands of STM publishers. Currently, Infotrieve has agreements with 145 STM publishers who provide the company with data and allow content to be retrieved and delivered through Infotrieve's Document Delivery platform. However, the company can also access content from many other publishers. Documents include journal and magazine articles, book chapters, conference papers and case studies published both nationally and internationally. The company has "retrieval specialists" throughout the US and Europe who facilitate retrieval and assist with hard to locate documents. Infotrieve also offers an "STM Library" of managed print collections.

## Coverage and content

The range of years covered is varied, depending on the licensed content available from the different publishers, but it is safe to say that coverage extends at least into the early 20th century. Infotrieve also maintains an STM Library of client content, which is essentially a large warehouse with a physical print collection for several multinational companies.

All licensed content is full text and in PDF format and covers a wide variety of genres, such as patents, theses, book chapters and conference proceedings as well as journal articles and books.

## Search options

Mobile Library allows users to search and order documents via the Store screen. Search options include keyword "Title Contains", "Title Exact", Standard Number, "Info ID", "Alt ID" (such as a PMID code used in PubMed or a Coden number). In addition you can search by "genre" which allows you to specify whether you want to search journal articles, books, patents, proceedings or all publications.

There's also an Order Form icon in the Store which gives you even more ways to search. The Order Form allows you to specify what type of document you are looking for (journal article, book chapter, book, report and so on).

In addition to these types of search, Mobile Library allows you to set up Custom Links to favourite websites. I like this feature quite a bit because it keeps your links organised and easy to access and you don't need to waste time surfing the web to find

your favourite sites. I use PubMed a lot, and by setting up a custom link I can go directly to the site and start searching.

## Search results and output options

Search results are ranked by relevancy and presented in an overview list of the most relevant documents. If an abstract is available, you can click on the "View Abstract" button to look at it if the document is something you've already saved to your personal library. A purple "In Personal" button lets you know you have already added the citation or document to your personal library. This is a handy feature for those who do document searching and ordering.

Documents are saved to your personal library (My Library) and marked in different ways to denote whether it is an item of interest (citation is saved and can be used to order a document), a document you recently downloaded, a document that you can "link out" to (if your organisation's content is mounted on Infotrieve's platform) or a document available via Infotrieve's cloud (but not yet downloaded onto the iPad). This is a helpful way to keep track of what documents you have and what you might still need to order.

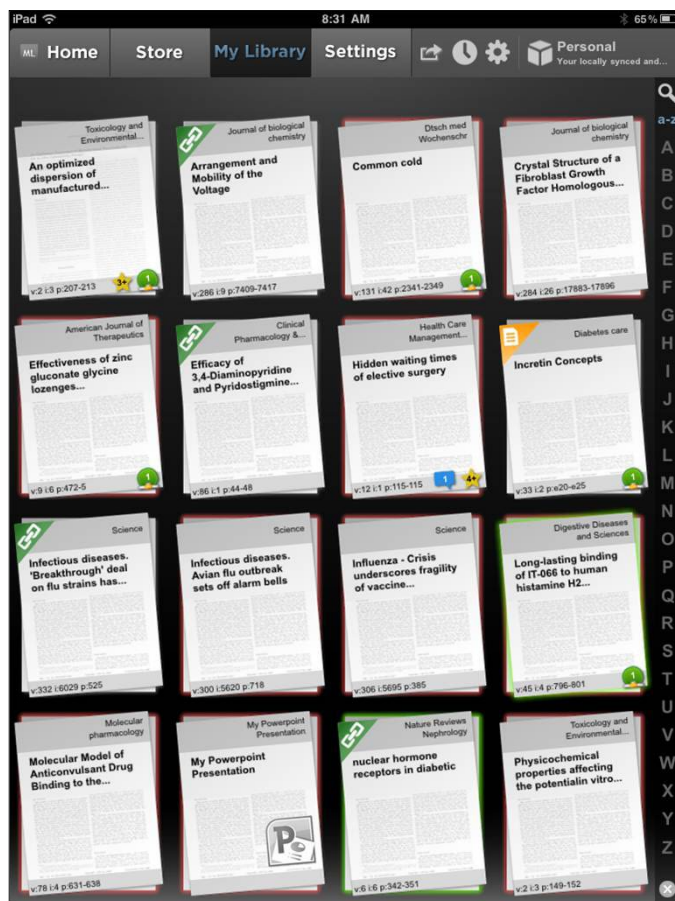


Figure 1: My Library

Mobile Library also lets users create different private work groups based on common interests or projects. Members of the group can share documents and collaborate on projects, annotate and comment on documents, provide feedback and reviews. These comments, reviews, annotation and comments are full-text searchable within the group.

The private work groups feature was added recently and is a major upgrade to the original product. This type of functionality is becoming more common in electronic products, in response to customer demand. This is one of the real advantages of mobile technologies – allowing for greater flexibility and productivity.

Another strong feature is that since Mobile Library is fully integrated with Infotrieve's Content SCM product, users can switch between their iPad and PC or MAC workspace easily. Both the PC and iPad workspaces are synchronised automatically, so whatever is downloaded or updated to your iPad is also available on your PC or MAC.

## User interface

The Mobile Library app is easy to use and navigate. In my opinion, even users who may not be familiar with iPads or other mobile devices will be able to figure out how to use the app with little difficulty.

After tapping on the ML icon, the user is brought to a Home screen that displays different boxes with different content, such as Top 25 Articles in Company, Top 25 Articles, Recent Orders and any other feeds that have been set up.

My Library contains all the documents you've ordered and downloaded. Settings allows the user to set up general settings, as well as billing information, general account settings, delivery options (including preferred method and urgency) and general information about the app itself (such as version and so forth). Again, those familiar with using an iPod Touch, iPhone or iPad will have no problem navigating through the different parts of the app.

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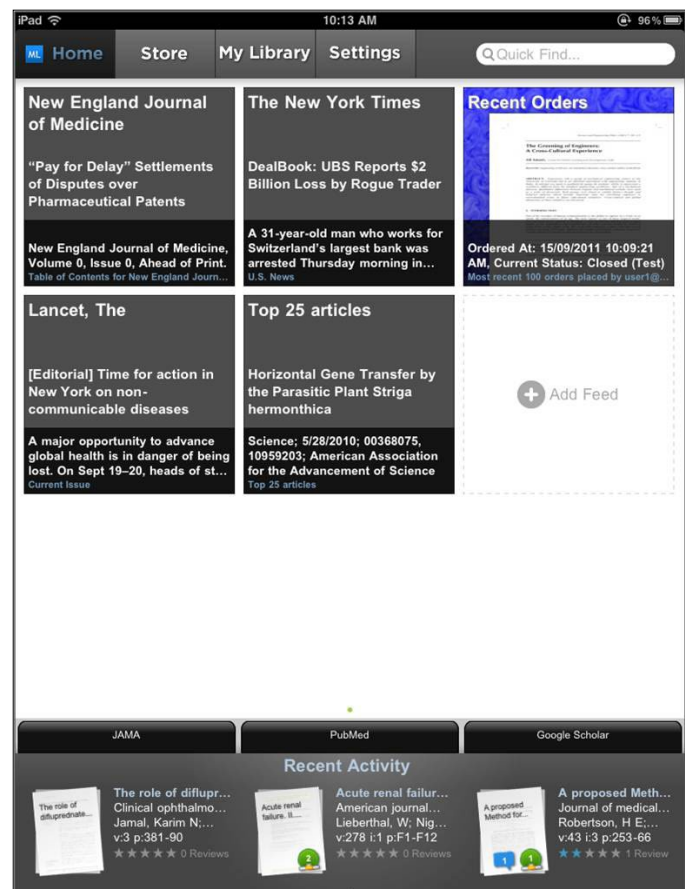


Figure 2: Home screen

## Alerts

Alerts can also be added via the General Settings screen by tapping on the "Add New" box under "News/Alerts" and typing in a title and URL. To delete feeds, you just need to tap on the red icon next to the feed and tap the "Delete" button that appears. You are basically guided through the whole process which takes just a minute or two.

## Help

There is no link to online help provided in the Mobile Library app. However, it is so easy to use and navigate that a help section is really not necessary.

Telephone and email contact information for customer support is provided on Infotrieve's website. Customer support by telephone is available Monday-Friday, 4am to 8pm Eastern Time for US and Asia Pacific customers; 8am-5pm for Canadian customers; and 9am-6pm CET for EMEA customers. Customers are asked to complete

an online support request form when calling or emailing. The company's customer service states that all queries are reviewed within 24 hours.

## Pricing

Pricing for the Mobile Library app is based on the size of the organisation. Prices for the document delivery service range from US\$14.00 per article (US, Canada, Mexico and Australia – article is fully referenced) to US\$20.00 if Infotrieve staff need to do additional research to find the article. International fees range from US\$15.00 per article (fully referenced) to US\$21.00 per article if additional reference work is required. These are base fees.

## Conclusion

Infotrieve is a world leader in document delivery and STM licensing. It has a large amount of full-text content in its STM Library (over one million volumes) as well as over 50 million citations. Mobile Library's key strength is its user friendliness. The app is easy to figure out and navigate. Even those who may not have that much experience using an app of this kind will find it pretty easy to figure out. Searching is fast and easy, and ordering documents is straightforward. Tracking costs is simple, and you can get the price of the document before you actually order it.

The documents themselves are easy to read and are high quality PDF documents. Reading the documents is almost like reading a book – by dragging your finger across the screen, you "turn" the page. Don't feel like reading the whole article? Just tap on the screen and you'll get an option to close the document. The whole app seemed very intuitive to me.

Mobile Library is a handy app for people who like to be able to take their library of documents with them, without having to bring a computer along. As mobile devices become more popular and mainstream, users expect more features that allow them not only to download and read documents, but also to give them the ability to annotate documents and share them with others. For professionals who need to be able to access documents anywhere and collaborate with others on projects, Mobile Library is definitely a useful tool to have. ■

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*This article appeared in the October 2011 issue of VIP Magazine (No. 95) and was accurate as of that date. Reprinted with the permission of Free Pint Ltd. All other rights reserved. To find out more about Infotrieve Mobile Library contact:*

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### Content of VIP Report: Product Review of Infotrieve Mobile Library



Full list of areas of analysis:

- Introduction
- Sources of information
- Audience
- Coverage and content
- Search options
- Search results and output options
- User interface
- Special software functionality
- Printing, downloading and exporting
- Alerts
- Timeliness
- Help and user support
- Pricing
- Conclusion
- Contact details

Included in every VIP Report on Products: Related Resources

For full details on our experience with this product, see *Product Review of Infotrieve Mobile Library*, available within your FreePint Master account as part of your subscription to VIP Magazine.

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