

# The Ins and Outs of Screen Sharing: Google+ Hangouts and Join.me

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AMERICAN LIBRARY  
ASSOCIATION

**CHICAGO**

ANNUAL CONFERENCE & EXHIBITION  
JUNE 27-JULY 2, 2013

TRANSFORMING OUR LIBRARIES.  
OURSELVES



# THE INS AND OUTS OF SCREEN SHARING: GOOGLE+ HANGOUTS AND JOIN.ME

American Library Association

Library and Information Technology Association (LITA)

June 27 – July 2, 2013

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# HAVE YOU SCREEN SHARED?

- Yes
- No



## WHAT HAVE YOU TRIED?

- Google+ Hangout
  - Join.me
  - AnyMeeting
  - Other
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Langson Library

Tools, Privacy, and Implementation

# SCREEN SHARING

Name	Cost	Talk	Chat	Webcam	Share screen	Mobile	Download	Participants
AnyMeeting	Free w/ads \$18 per account / no ads	√	√	√	√	Attend	Java	Free: 200 (ads) paid = 25/200
Google+	Free	√	√	√	√	√	Plug-in	Up to 10
Join.me	Free ( Pro: 149 per year for 1 presenter)	√	√	No	√ one window	√	Plug-in	Up to 10
Uberconference	Pro version for \$10 / \$20 per month for toll-free calling	√	No	No	No	√	No	5
Screenleap	Free	No	No	No	√	√	Java	50-100 viewers.

Name	Cost	Talk	Chat	Webcam	Share screen	Mobile	Download	Participants
Quick Screenshare	Free	No	No	No	√	No	Java	1 to 1
WebX	Free License: \$24, \$49, \$89	√	√	√	√	√	No	Varies by License
Screen Stream	Free	Optional	√	√	√	√	√	Limited by bandwidth
Show Screen	\$40/month	No	No	No	√	No	Java	Up to 15
CrossLoop	Free	No	No	No	√	No	√	1 to 1

# PRIVACY CONCERNS

- Share only your screen
  - Do not give control over your computer to someone else
  - If you ask library users to sign-up via a form/database, remove private information at the end of quarter / semester / monthly
  - Google+: use a generic library account, remove library users after completion of the session
  - State privacy policy clearly
    - EX: The UC Irvine Libraries protects library user's right to privacy and confidentiality. When using 3rd party services (such as Google+ and Join.me) we cannot guarantee the privacy policies of these sites.
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# IMPLEMENTATION (THINGS TO CONSIDER)

- Consider your Library IT situation (open or closed system)
- Will set-up a formal consultation service or will you use screen sharing informally
- How will you market to library users?
- How many library staff should you train?
- Can you purchase the appropriate equipment?
- How will you evaluate?



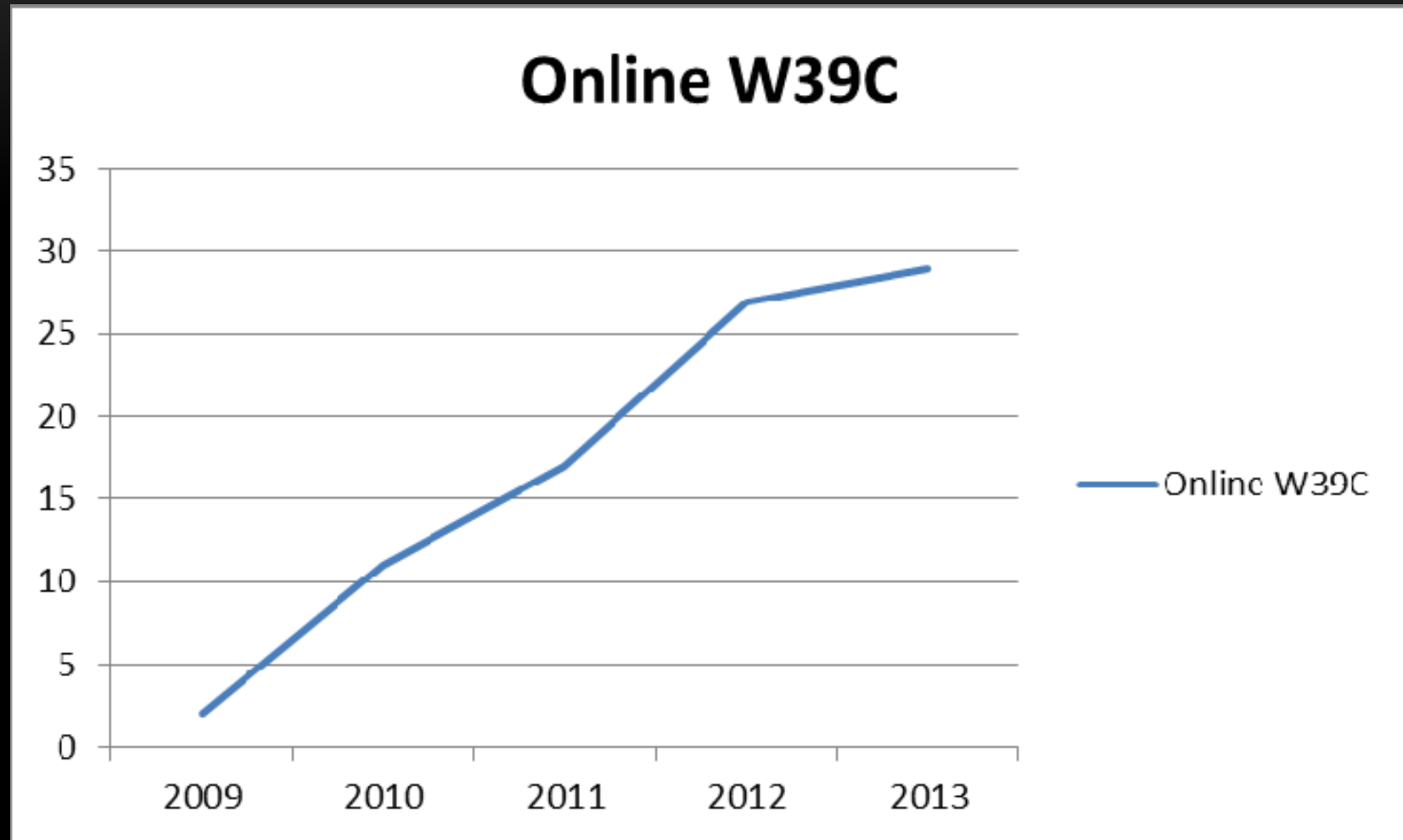


Aldrich Park

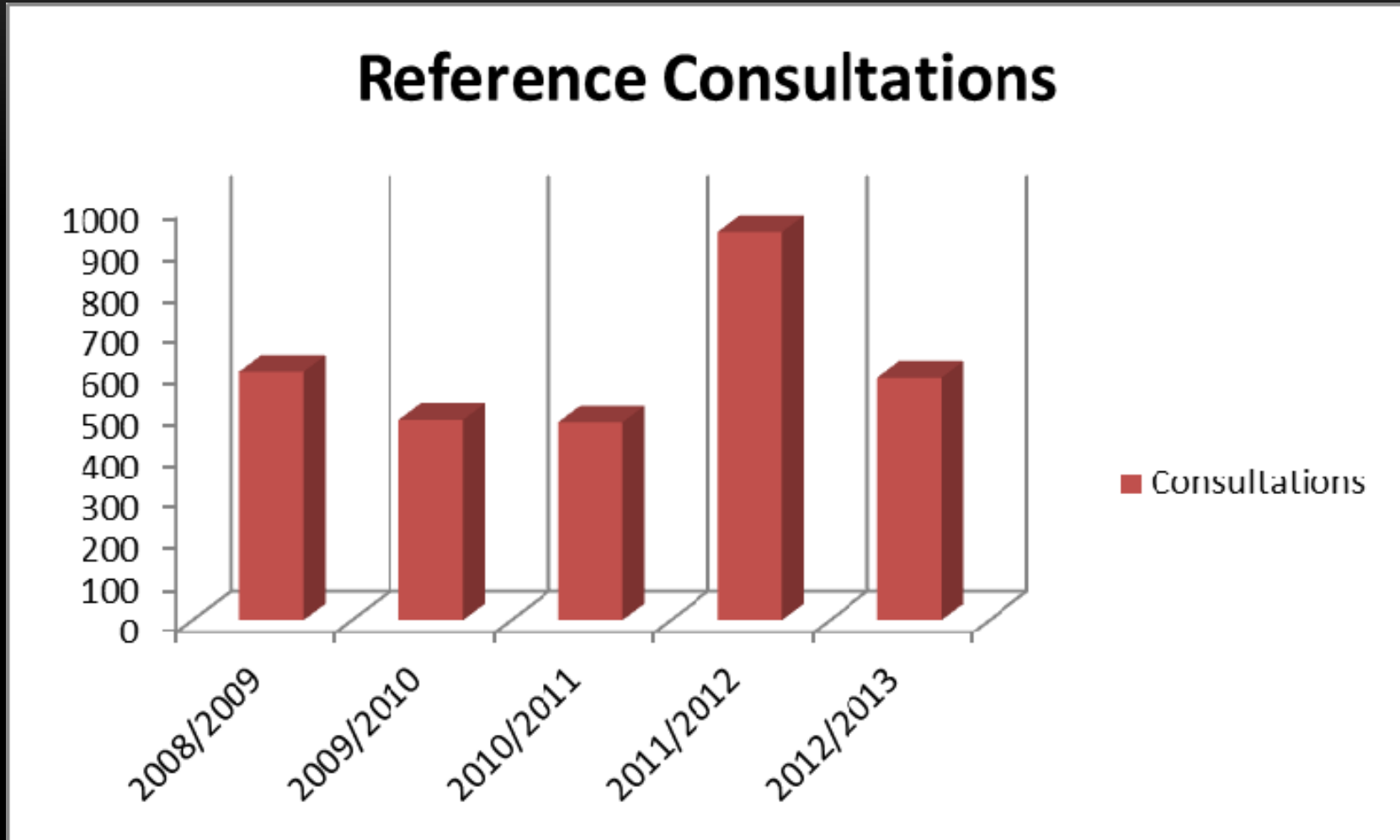
Pilot, Training, and Evaluation

# SCREEN SHARING PILOTS AT UCI

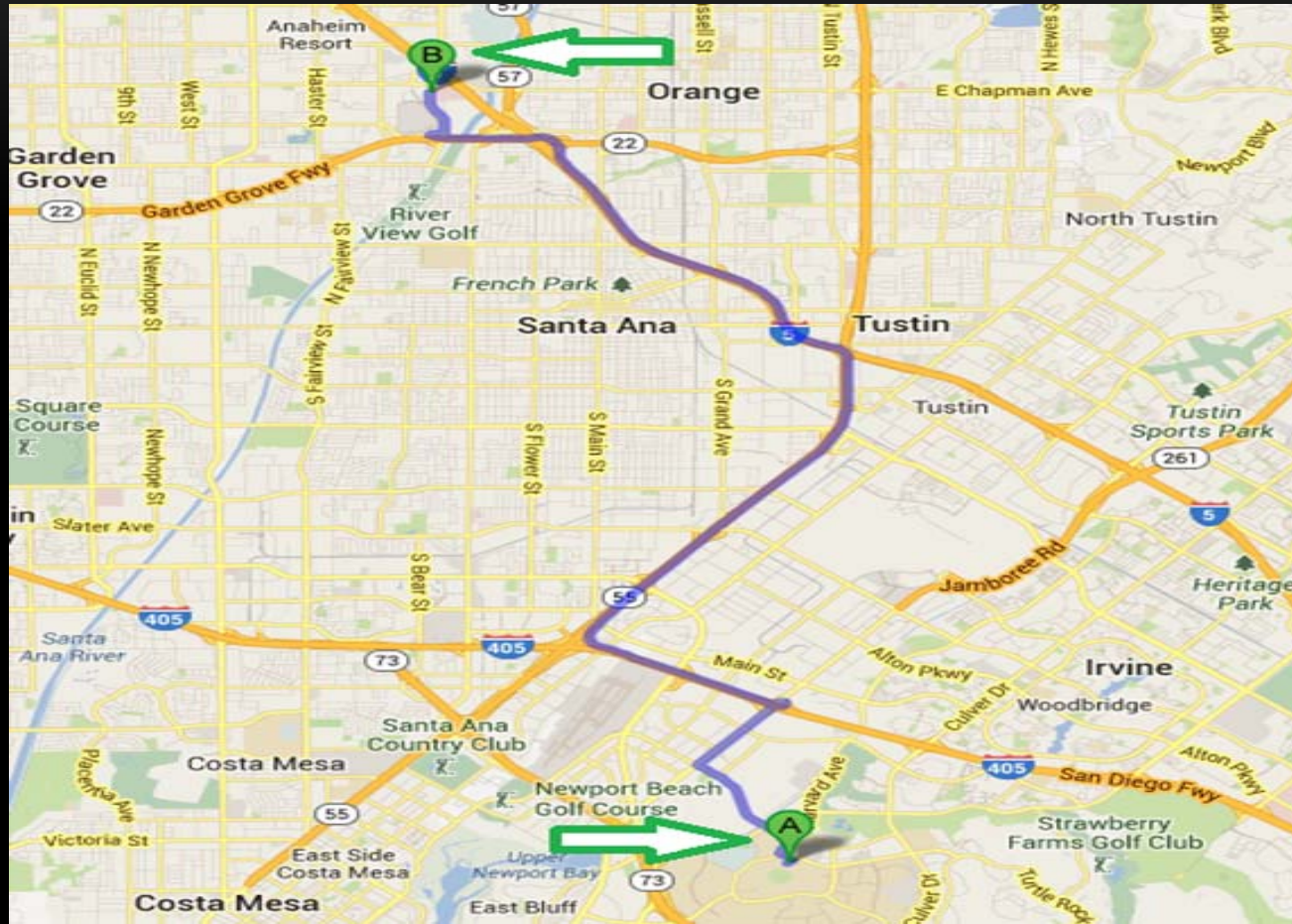
# ONLINE INSTRUCTION AT UCI



# REFERENCE CONSULTATIONS



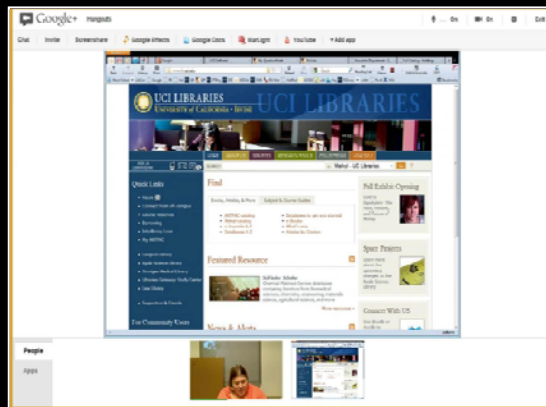
# MEDICAL REFERENCE: 2 LOCATIONS & FEW LIBRARIANS



# WHY GOOGLE+ AND JOIN.ME

## Google+ Hangouts

- Maximum of 10 participants
- Must have a web cam / speakers / microphone
- Google Drive / YouTube integration
- Plug-in required



## Join.me

- Free/Paid version
- Does not require a webcam
- Librarian must have speakers / microphone
- Plug-in required



# TESTING / PILOT PREP

- Try the service – how does it work
- What did we need to make it work
  - Had to fit into RCS Service
  - Updating RCS form with Web Services
  - Commitment from LibIT
- Testing – try to break it
  - Pinpoint issues, have solutions
- Documentation – Library wiki
  - PDF's of features
  - Detailed process
  - Example scripts



# PILOT

## Phase 1

- Trained 10 Librarians to provide Online RCS during summer 2012
- Soft roll-out
- Monitor usage
- Included Online RCS into RCS form

## Phase 2

- Trained approx. 20 more library staff (30 total)
- Continued soft roll-out + announcements in in-person W39C library sessions
- Continue to monitor usage
- Research other tools
- Major revision of RCS form
- Developed LibGuide

## Request a Research Consultation

### Schedule a 30-minute consultation with a librarian

Select one of the appointment type options below and follow the prompts for submitting your request. All appointment times are Pacific Standard Time (PST).

- **In person**
  - suggest 3 dates/times that work best for you
- **Online**
  - select [Google+](#) or [Join.me](#) as your preferred connection method
  - suggest 3 dates/times that work best for you
  - a librarian will contact you with instructions for connecting with the service you selected

\* Indicates required field

Research Consultation Request Form	
* Name:	<input type="text"/>
* Email address:	<input type="text"/> (e.g., jsmith@uci.edu)
Phone number:	<input type="text"/>
* Affiliation:	Undergraduate ▼
* General topic:	Select a general topic ▼
* Describe your topic in detail (the more information you provide, the better):	<input type="text"/>
* Appointment type:	Select an appointment type ▼



# TRAINING

- Demonstrations
- Group and One-on-One Training
- Practice sessions
- Documentation (Wiki, shared drive, etc.)



"Image courtesy of Kane,D. "Jumping of the cliff."

# EVALUATION

## Lib Web Admin System

- Digital Campus
- Feedback (Social Media)
- QR Codes
- RCS
- RCS NOW
- Social Media Stats
- Tech Resources
- Trivial Pursuit

## View RCS Reports

### Search by quarter

Quarter: Spring 2013  
 Librarian: All Librarians

Submit

### Search by start date and end date

Start Date: Select Month Select Day Select Year   
 End Date: Select Month Select Day Select Year   
 Librarian: All Librarians

Submit

61 result(s) found for  
 Spring 2013 Quarter (3/27/2013 - 6/14/2013)  
 for All Librarians

#	Librarian Name	Pending In Queue	Assigned (In-person)	Assigned (Google+)	Assigned (Join.me)	Assigned (Total)	Incomplete (No Shows)	Incomplete (Other)	Incomplete (Total)	Completed (In-Person)	Completed (Google+)	Completed (Join.me)	Completed (Total)
1		0	3	0	0	3	0	0	0	3	0	0	3
2		0	3	0	0	3	1	0	1	2	0	0	2
3		0	4	0	0	4	0	0	0	4	0	0	4
4		0	5	0	0	5	0	0	0	5	0	0	5
5		0	2	0	0	2	0	0	0	2	0	0	2
6		1	2	0	1	3	0	0	0	2	0	0	2
7		0	3	0	0	3	1	0	1	2	0	0	2
8		0	3	0	0	3	0	0	0	3	0	0	3
9		0	2	0	0	2	0	0	0	2	0	0	2
10		0	3	0	0	3	0	0	0	3	0	0	3
11		0	3	0	0	3	0	0	0	3	0	0	3
12		0	3	0	0	3	0	0	0	3	0	0	3

# STATISTICS - SUMMER 2012 TO SPRING 2013

Quarter/year	Dates	Total number of RCS	Traditional RCS		RCSNow		Google+		Join.me	
Spring 2013	3/27 – 6/14	231	60	26%	170	74%	0	0%	1	0.4%
Winter 2013	1/2-3/22	136	37	27%	96	71%	1	0.6%	2	1.4%
Fall 2012	9/24 – 12/14	139	31	22%	102	73%	2	1.4%	4	2.8%
Summer 2012	6/25 – 9/12	54	46	85%	**	0%	6	12%	2	3.7%

\*\*RCSNow not held during summer



WHERE DO WE GO FROM HERE?

# FUTURE PLANS

## Phase 3 of Pilot

- Promotion of Online RCS
  - Spotlight on the library homepage
  - Include in library digital Signage
  - Video
- Continue to track usage in Summer and Fall



# OTHER USES

- Hold online meetings with co-workers
- Use in place of conference calls
- Collaborate on professional development
- Meet with library users without a formal RCS Service
- Use Google+ Hangouts / Hangouts On-Air to hold small instruction sessions



Image source: <http://www2.assist.org/browseUCs.do>



Grunigen Medical Library

Google+ Hangouts & Join.me

# DEMONSTRATIONS

# QUESTIONS

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Find me online!



<http://goo.gl/5xQwD>

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