The Library Mobile Quarterly Newsletter Q2 - 2022

Hi, Sir/Madam!

Welcome back to our Library Mobile Newsletter! In this Q2 edition, we will be reflecting on some of the new releases over the last quarter and offering some tips about how to support new patrons as we head towards the start of the academic year for North America and EMEA.

In May, we held our first Knowledge Acceleration Programme for new Library Mobile customers. This consisted of two 1-hour training sessions where we covered key fundamentals of managing the app experience. If you would like to view the recordings and supporting resources, click here.

In this newsletter we'll be introducing a new section devoted to our community of users, starting with the Universidad Nacional de Educación a Distancia in Spain. **If you'd like to be featured in the next quarterly newsletter, just reach out to our product marketing manager Hadas Tayeb:** **hadas.tayeb@clarivate.com.** She'd be delighted to hear from you. Really.

Thanks, and happy reading,

Sima Bloch

Product Manager

Library Mobile

The Library Mobile Community Spotlight
Introducing: Universidad Nacional de Educación a Distancia (UNED)

We're excited to welcome UNED to the Library Mobile community!

Thanks very much to Hugo Contreras Navarro, Head of the UNED Library Systems Service, for providing the following quote and beautiful app snapshots:

Our students combine work, family, etc. with their academic studies and time is a very scarce commodity for them. We are very pleased to be able to offer our patrons a new way for accessing information about their libraries, consulting Primo, performing searches, doing renewals, requests, etc. And all in the palm of their hand, wherever they are. So, we are very happy with the possibilities that Library Mobile App offers us. Now we start a very exciting path of constant improvement we hope helps for making life a little easier for our users!
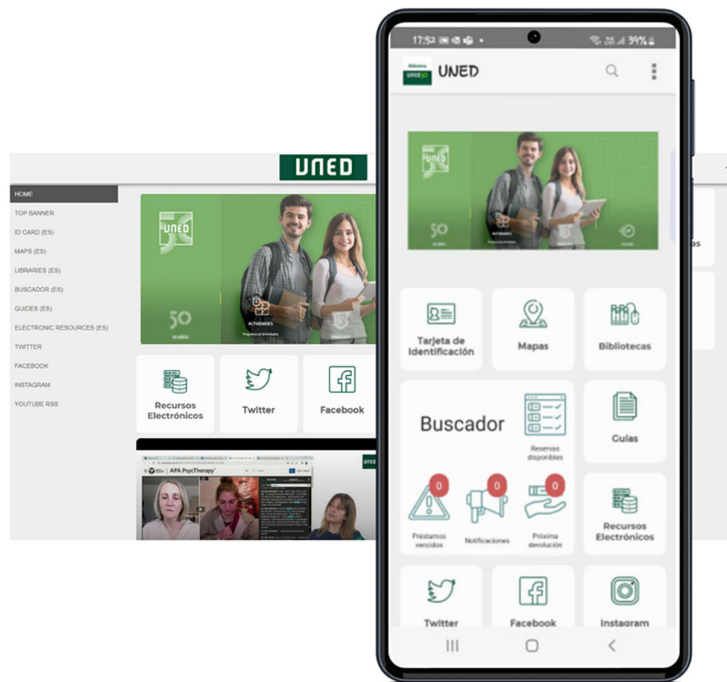
What's new with Library Mobile?

Q2 saw a number of significant enhancements to Library Mobile, with a focus on the patron experience and helping admins promote the app.

NEW! New User Notification Campaigns (June 2022)
Customers can now configure a series of notifications that are sent to a new user upon first registering for a particular profile. This empowers admins to highlight features and services of the app and the library at large.

[Community Request] Deeper integration with Alma for ID Card Product Integration (May 2022)
With the strong uptake of the ID Card, we have enabled deeper integration with Alma. Admins now have the ability to pull the user photo, the ID barcodes and custom fields directly from Alma.

[Community Request] Events Product Integration – Support for Multiple RSS Feeds (April 2022)

It is now possible to configure a combination of multiple RSS feeds and an Excel file import to populate the Events product integration. This enables customers to unify their event feeds in one place within the app.

Eager to implement but not sure where to start? Check out the Library Mobile section on [the Knowledge Center](#), or click the button below to get in touch with our support team.

<div align="center">

Get Support for these Features

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Library Mobile Tips and Tricks

Leverage a Well-Placed Welcome Banner

Create an engaging banner and place it at the top of your app to welcome new users and to highlight app services that can support their journey as new patrons.

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Set Up a Banner Tile

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Launch a Welcome Notification Campaign

Make use of the brand new 'New User Notification campaign' feature to create a welcome experience for your new users.

Line up a series of automated notifications that highlight key services and function offered by your library and by the app itself. This approach to slowly introducing students to new information can be a great way to get you message across during a time of information overload!

Get Started with a New User Notification Campaign

Offered Services List

Create a searchable list of all the services and support resources your users may need to access during their time at the institution.

In addition, create a searchable FAQ of those common questions that new users have had in the past and put the answers right in the palm of their hands

Discover the List PI

Useful Links

We have added in a dedicated area for Library Mobile release information, including the release schedule and the release notes for the library Mobile app itself. **See them here.**

We also have some **great [new training videos](#) available** on our Knowledge Center.

Finally, view all the quarterly updates **on-demand [here](#).**