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

Cynthia Johnson & Danielle Kane
THE INS AND OUTS OF SCREEN SHARING:
GOOGLE+ HANGOUTS AND JOIN.ME

American Library Association
Library and Information Technology Association (LITA)
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University of California, Irvine Libraries

"Image courtesy of cooldesign/ FreeDigitalPhotos.net"
HAVE YOU SCREEN SHARED?

• Yes

• No
WHAT HAVE YOU TRIED?

• Google+ Hangout
• Join.me
• AnyMeeting
• Other
<table>
<thead>
<tr>
<th>Name</th>
<th>Cost</th>
<th>Talk</th>
<th>Chat</th>
<th>Webcam</th>
<th>Share screen</th>
<th>Mobile</th>
<th>Download</th>
<th>Participants</th>
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<tr>
<td>AnyMeeting</td>
<td>Free w/ads $18 per account / no ads</td>
<td>√</td>
<td>√</td>
<td>√</td>
<td>√</td>
<td>Attend</td>
<td>Java</td>
<td>Free: 200 (ads) paid = 25/200</td>
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<td>√</td>
<td>√</td>
<td>√</td>
<td>√</td>
<td>√</td>
<td>Plug-in</td>
<td>Up to 10</td>
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<tr>
<td>Join.me</td>
<td>Free (Pro: 149 per year for 1 presenter)</td>
<td>√</td>
<td>√</td>
<td>No</td>
<td>√ one window</td>
<td>√</td>
<td>Plug-in</td>
<td>Up to 10</td>
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<tr>
<td>Uberconference</td>
<td>Pro version for $10 / $20 per month for toll-free calling</td>
<td>√</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>√</td>
<td>No</td>
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<tr>
<td>Screenleap</td>
<td>Free</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>√</td>
<td>√</td>
<td>Java</td>
<td>50-100 viewers.</td>
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Chart prepared by Kane, D. & Buckley, A. 2013
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.
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?
Pilot, Training, and Evaluation

SCREEN SHARING PILOTS AT UCI
Online Instruction at UCI
Reference Consultations

Year | Consultations
--- | ---
2008/2009 | 600
2009/2010 | 550
2010/2011 | 500
2011/2012 | 900
2012/2013 | 650
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
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

View RCS Reports

Search by quarter

Quarter: Spring 2013
Librarian: All Librarians

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

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

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<th>Assigned (Google+)</th>
<th>Assigned (Join.me)</th>
<th>Assigned (Total)</th>
<th>Incomplete (No Shows)</th>
<th>Incomplete (Other)</th>
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**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

"Image courtesy of renjith krishnan / FreeDigitalPhotos.net".
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
DEMONSTRATIONS

Google+ Hangouts & Join.me

DEMONSTRATIONS
QUESTIONS

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Find me online!

http://goo.gl/5xQwD