Yes, We Check Out iPads: Implementation and Deployment of iPads in Academic Libraries
Fontbonne University

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### UNIVERSITY BACKGROUND

<table>
<thead>
<tr>
<th></th>
<th>Logan</th>
<th>Fontbonne</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE</td>
<td>926</td>
<td>1,383</td>
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<tr>
<td>Majors</td>
<td>Chiropractic, biology &amp; life science, nutrition, sports rehab</td>
<td>Business, Education, Health, Liberal Arts</td>
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<td>Physical holdings</td>
<td>45,767 (includes electronic resources)</td>
<td>123,354 (includes electronic resources)</td>
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<td>Devices currently owned</td>
<td>10 – iPad</td>
<td>1 – Nook</td>
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<tr>
<td></td>
<td></td>
<td>2 – Nook Color</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 – Galaxy Tab 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 – Kindle Fire</td>
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<td>3 – Kindle</td>
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<td></td>
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<td>2 – iPad Mini</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8 – iPad Air</td>
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SETUP AND IMPLEMENTATION
Logan recently implemented a new software package called ExamSoft for electronic test taking. For security reasons, iPads are the only supported mobile device. All incoming students are required to have an iPad. Cost of the iPad is part of student’s financial aid. Needed a way for students to borrow iPads for exams. Their iPad is not charged. Their iPad was left at home. LRC seemed like a good fit for loaning instead of IT. LRC is setup for checking in and out and has experience already with high cost items.

WHY DID WE DECIDE TO LOAN IPADS?
HOW DID WE LOCK DOWN THE IPADS?

- iPad Restrictions
  - Created 4 digit code that only IT has access to
  - Locked down everything except for access to ExamSoft and Safari
  - Disabled ability to add accounts for email or messaging
  - Disabled Messaging (After we had an issue)
MOBILE DEVICE MANAGEMENT

- Used for tracking and App management.
- Features:
  - Remote Wipe
  - GPS Location
  - Device Status
  - Send Messages
  - Install Apps
  - Clear Passcode
- Cisco Meraki MDM is free
### Cisco Meraki Interface

**Monitor**

#### Client List

<table>
<thead>
<tr>
<th>#</th>
<th>Status</th>
<th>Name</th>
<th>Model #</th>
<th>Connected</th>
<th>Connectivity</th>
<th>User</th>
<th>Location</th>
<th>SSID</th>
<th>Disk % used</th>
<th>Tags</th>
<th>Managed?</th>
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<tbody>
<tr>
<td>1</td>
<td></td>
<td>LRC-Loamer1 iPad 221272</td>
<td>iPad Air</td>
<td>now</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>LRC-Loamer1 iPad 221271</td>
<td>iPad Air</td>
<td>now</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>LRC-Loamer2 iPad 221273</td>
<td>iPad Air</td>
<td>now</td>
<td></td>
<td></td>
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<td>4</td>
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<td>LRC-Loamer5 iPad 221275</td>
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<td>6</td>
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<td>LRC-Loamer7 iPad 221277</td>
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<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>LRC-Loamer8 iPad 221278</td>
<td>iPad Air</td>
<td>now</td>
<td></td>
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<tr>
<td>8</td>
<td></td>
<td>LRC-Loamer9 iPad 221279</td>
<td>iPad Air</td>
<td>now</td>
<td></td>
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<td></td>
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<td>9</td>
<td></td>
<td>LRC-Loamer10 iPad 221280</td>
<td>iPad Air</td>
<td>now</td>
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<td>10</td>
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<td>LRC-Loamer10 iPad 221281</td>
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</tr>
</tbody>
</table>

**New in Dashboard:** Color blind assist mode and 2 other features. Read more.
DEVICE STATUS AND GPS LOCATION
### MDM commands

**Device security**
- Clear passcode
- Lock device
- Selective wipe
- Erase device

**Restrictions**
- Mobile security
- AppS
- Send notification
- GPS location

Enforced by profile: MDM Management
- Force Encrypted Backup: Yes

#### Profiles

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Managed?</th>
<th>Up-to-date?</th>
<th>Actions</th>
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<tbody>
<tr>
<td>Sep 03, 2014</td>
<td>LRC Loaner iPads</td>
<td>Yes</td>
<td>Yes</td>
<td>Reinstall</td>
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<td>Sep 03, 2014</td>
<td>MDM Management</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

#### Apps

**Installed**

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Vendor</th>
<th>Version</th>
<th>App size</th>
<th>App data</th>
<th>Managed?</th>
<th>Status</th>
<th>Actions</th>
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<tbody>
<tr>
<td>Sep 03, 2014</td>
<td>Sophos</td>
<td>iPasssoft Worldwide, Inc.</td>
<td>014806</td>
<td>24.7 MB</td>
<td>16.0 MB</td>
<td>Yes</td>
<td>Installed</td>
<td>Update</td>
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<td>Sep 03, 2014</td>
<td>Mendei</td>
<td>Mendei, Inc.</td>
<td>3</td>
<td>5.0 MB</td>
<td>1.0 MB</td>
<td>Yes</td>
<td>Installed</td>
<td>Update</td>
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</table>

#### Event log

Date: Feb 22 13:48 CST to Feb 23 13:48 CST

<table>
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<tr>
<th>Date</th>
<th>Event type</th>
<th>User</th>
<th>Details</th>
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<tbody>
<tr>
<td>Feb 23 01:26</td>
<td>Retrieve restrictions: response received</td>
<td>-</td>
<td>status Acknowledged</td>
</tr>
<tr>
<td>Feb 23 01:26</td>
<td>List installed applications: response received</td>
<td>-</td>
<td>status Acknowledged</td>
</tr>
<tr>
<td>Feb 23 01:26</td>
<td>Retrieve security information: response received</td>
<td>-</td>
<td>status Acknowledged</td>
</tr>
<tr>
<td>Feb 23 01:26</td>
<td>List managed applications: response received</td>
<td>-</td>
<td>status Acknowledged</td>
</tr>
<tr>
<td>Feb 23 01:26</td>
<td>Retrieve device information: response received</td>
<td>-</td>
<td>status Acknowledged</td>
</tr>
<tr>
<td>Feb 23 01:26</td>
<td>Retrieve restrictions: command enqueued</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Feb 23 01:26</td>
<td>List installed applications: command enqueued</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Feb 23 01:26</td>
<td>Retrieve device information: command enqueued</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Feb 23 01:26</td>
<td>List managed applications: command enqueued</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>
Librarians are responsible for cleanup upon return of device

- 4 or 5 steps to reset device back to original configuration
- Easy because the devices are locked down so tight
  - Not necessary to wipe device each time it’s checked back in
10 iPads and chargers (8 and 30 pin w/ USB power adapter)

Uses:
- ExamSoft test software
- attendance taking
- test administration
- Safari (internet)
- messaging (until we disabled that)

Users:
- Faculty
- Staff (no staff have taken advantage of this to my knowledge)
- Students (Mostly used by students in trimesters testing with ExamSoft or those needing a cable)
IPAD AND CHARGER CATALOG RECORDS

iPad record in Sierra

iPad charger record in Sierra
Policies & Procedures

Check-in Procedures
- Unregister SofTest-M
- Reset Guided Access Passcode
- Clear Safari history & cookies
- Close all open applications

Promotion of iPads
SETUP AND IMPLEMENTATION
Unlike Logan, whose IT Dept. managed their implementation, scrappy librarians implemented this small project.

This is relatively new implementation and we are continually learning, discovering what works and what needs improvement.
DEVICE HISTORY

- Nooks and Kindles.
- Kindle Fires and Galaxy Tablets.
- Nexus tablets.
- More mindful this go around in both patron privacy and device management.
Faculty member was awarded a grant using iPads in her research.

After research was completed, 8 iPad Airs and 2 iPad Minis donated to the Taylor Library.
Fontbonne University already an Apple customer.

IT Department required to create a sub Apple user account for the Library.

Created a separate Apple Volume Purchase Program for Education (VPP) account.
Mac desktop or notebook.

USB port hub with charging.

External hard drive to back up machine, if not networked.

iPads.
SOFTWARE REQUIREMENTS

- Apple Configurator Software
- Time Machine
- iTunes
- Download apps.
- Update apps. (More on updating apps later.)
In the App Store, download the Apple Configurator software to the Mac.

Configurator only runs on a Mac.
Designed to manage iPads for classroom or enterprise use in large numbers.

Creation of multiple user profiles for multiple requirements.

Such as lending iPads to student users, instructors, and administrators.

Taylor Library does not require many of Configurator’s features.

And, as a result, our usage of the software is limited.
CONFIGURATOR NOMENCLATURE

- Prepare
- Supervise
- Assign
- Settings
- Setup
- Restore
- Refresh
- Profile
- Check Out
- Configure
- Turned on device Supervision.
- Disallowed devices to connect to other Macs.
- Update iOS.
- Restore from backup.
- General settings
  - Organization name
  - Wi-Fi
  - Web Clips

- Restrictions for device functionality.
Profile restrictions can be used to:

- Disable app downloads and/or in-app purchases.
- Disable apps such as FaceTime and/or iTunes.
- Disable the capability to change e-mail accounts, multiplayer gaming, media access.
- Determine and set e-mail accounts, wireless network connections, passcodes, Safari preferences, user contacts and calendars.
Limit functionality of specific device features for both the end user and the Supervisor.
- Limits the use of preinstalled Apps.
Limits the use of media.
Apps can be added or deleted from the Configurator software.

Apps uploaded here from iTunes.
UPDATING APPS

iTunes

Apple Configurator
APPS LIVE IN iTUNES
Used Configurator settings and 1 iPad to create a master iPad template with the settings and apps we wanted to deploy.

Backed up that iPad master file into the Configurator.

Supervised this backup to “restore” the devices after patron use.
APPLE CONFIGURATOR SUPERVISE
Assign is optional.

Allows an IT department to function as its own device library.

Ability to assign devices to various class levels, instructors, etc.

Fontbonne does not use.
CONFIGURATOR MENU PREFERENCES

When a supervised device is connected:
- [ ] Automatically refresh

When a supervised device is refreshed:
- [ ] Remove apps and profiles Configurator did not install

Play sound on completion: Submarine
Reset all dialog warnings: Reset Warnings

Text:
- [ ] None
- [ ] Device or user name
- [ ] Custom
  - Jack C. Taylor Library
- [ ] Include user image

Drag an image onto the preview to change the lock screen background.

Lock screen will be applied to supervised devices.
RESOURCES | APPLE REPRESENTATIVES

- Josie Lolli
  HiED Account Executive | Apple Education
  jlolli@apple.com

- Nathan Roy
  Systems Engineer | Apple Education
  nathanroy@apple.com
Configuration Profile Key Reference

Oh Apple Configurator, I will not be defeated!!
http://mgleeson.edublogs.org/2012/12/10/oh-apple-configurator-i-will-not-be-defeated/

What I’ve learned about Apple Configurator... so far
https://edtechstandish.wordpress.com/what-ive-learned-about-apple-configurator-so-far/
DEVELOPING A COMPREHENSIVE DEVICE MANAGEMENT POLICY
Preparing to draft a policy
Writing a policy
Communicating a policy
Getting Started (some possible resources)
SOME POLICY EXAMPLES

- http://library.newpaltz.edu/policies/ipadlending.html
- https://libis.kenyon.edu/library-research/circulation/MacbooksandiPads/FAQ
- http://zsr.wfu.edu/about/policies/ipad-usage/
- http://libguides.hgtc.edu/ipads
- https://library.lyndonstate.edu/about-the-library/ipad-loan-policy/
- http://www.skylinecollege.edu/library/assets/documents/Tablet_Policy_Agreement.pdf
<table>
<thead>
<tr>
<th>Possible Categories</th>
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<tbody>
<tr>
<td>Eligibility</td>
</tr>
<tr>
<td>Availability</td>
</tr>
<tr>
<td>Loan Period</td>
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<tr>
<td>Renewals/Returns</td>
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<tr>
<td>Late Fees</td>
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<tr>
<td>Liability</td>
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<tr>
<td>Content</td>
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<tr>
<td>Personal Data</td>
</tr>
<tr>
<td>FAQ’s</td>
</tr>
<tr>
<td>Contact information</td>
</tr>
</tbody>
</table>
Availability

Renewals & Returns

Fines & Damages

Personal Data & Information

DOWN TO FOUR(ISH)
Did you know the library has tablets and e-readers available for checkout?

Available Apps
- Adobe Reader | iOS
- AI Jaccero America
- Amazon Instant Video
- App Store | iOS
- Associated Press Mobile
- BBC News Worldwide
- Blackboard Learn Mobile
- Dropbox
- Economic Research | Federal Reserve Bank of St. Louis
- Epicurious
- ESPN Score Center
- Facebook
- Facebook Messenger
- Facetime | iOS
- Flickr
- Flipboard
- goodreads
- Google+
- Google Calendar
- Google Drive
- Google Earth
- Google Maps
- Google Hangouts
- Google Mail (Gmail)
- Google Search
- Google Translate
- History Maps Series
- Hulus
- IMDb Mobile

Availability
At part of our mission to provide resources that promote lifelong learning, the library offers a variety of e-readers and Apple, Android, and Amazon tablets for two-week checkout. The devices are available first-come-first-served to all Fontbonne students, faculty, and staff in good standing. Current identification must be provided. Requests for specific units can be made through the Catalog or at the Circulation Desk; we will email your Fontbonne account when they become available.

Groups of devices also may be made available to faculty for classroom use. You can direct requests to Mark Calabrese in Circulation: mgcaleb雷斯@fontbonne.edu / 314-719-5000. Please provide at least two weeks' notice and include any special requests.

Renewals & Returns
Renewals are not allowed at this time. Each tablet includes a USB cable, a power adapter, a case, and a carrying case. For your protection, please return all pieces to the Circulation Desk in person to be checked in. There is a 24-hour turnaround time for all devices when they are returned.

Fines & Damages
Units and/or accessories not returned within three (3) business days of the due date will be billed to your library account.

- Device: $200

Permanent Link: [http://bridges.searchmobius.org:80//record=b2280594~S2](http://bridges.searchmobius.org:80//record=b2280594~S2)

Description: 1 tablet computer: black, sd., cal. screen; 24 x 17 x 1 cm. + lightning to USB cable (3-ft.) + 12W USB power adapter.

Note: Model MD785LL/A; adapter Model A1401; other Model nos. A1474.

Supports Wi-Fi and Bluetooth.

Subjects: iPad (Computer)

Tablet computers.

Other Author: Apple Computer, Inc.

Other Title: Apple iPad Air.

OCLC #: 862223687
http://library.fontbonne.edu
The Jack C. Taylor Library has added 8 iPad Airs and 2 iPad minis to its collection of e-book readers and tablets. To learn about the policies and available apps, go to Tablets and E-Readers found on the Library webpage.

Please check out the iPads, try them, and let us know how we can improve this service!
POLICY & PROGRAM RESOURCES


QUESTIONS?

Thank you.