



End User Reference Guide

Mobile Library is a platform that seamlessly integrates document delivery and content management across platforms—whether you access your e-content on your PC, Mac, or iPad.

The document delivery functionality allows you to quickly and easily source and fill requests for published articles. Mobile Library takes your company's licensed e-content and available print collections into consideration when you order so you do not need to check with your library when requesting content. Simply submit an article request through the Mobile Library website and the platform will search for and retrieve the article on your behalf. You will receive an e-mail once your document is located. Over 75% of document requests placed through Mobile Library are available in five minutes or less.

Mobile Library further streamlines the process by integrating content management into its document delivery platform. Once your document is available, it will be seamlessly stored in your Personal Library. From there, it is very easy to collaborate on content with your colleagues using a Shared Library. Using My Libraries, you are able to rate, review, comment on and annotate content.

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Log on to Mobile Library

1. Mobile Library may be accessed using Internet Explorer 6.0 (or higher), Firefox, Chrome or Safari.
2. If you are an Abt Associates employee:
 - a. Please ensure that you are connected to the Abt network either directly or via VPN.
 - b. Go to the following website and you will be automatically logged into Mobile Library using your Abt Associates details :
<https://www.mobilelibrary.com/vlib/logon.aspx?clientid=11397>
 - c. This link is also available on the Abt Library page on AGI (Abt Global Intranet) here:
<https://abtassoc.sharepoint.com/departments/ReputationalCapital/ReputationalCapitalServiceCenter/Pages/Abt-Library.aspx?mobile=0>
3. If you are an Abt SRBI employee:
 - a. Go to <https://www.mobilelibrary.com> to login.
 - b. Your username is your company email address. A default password will be sent to you for your initial login. You will need to change this password to something more secure the first time you log in.

TIP: Click the “Remember Me” checkbox so a cookie is placed in your browser so you do not have to enter your login name each time.

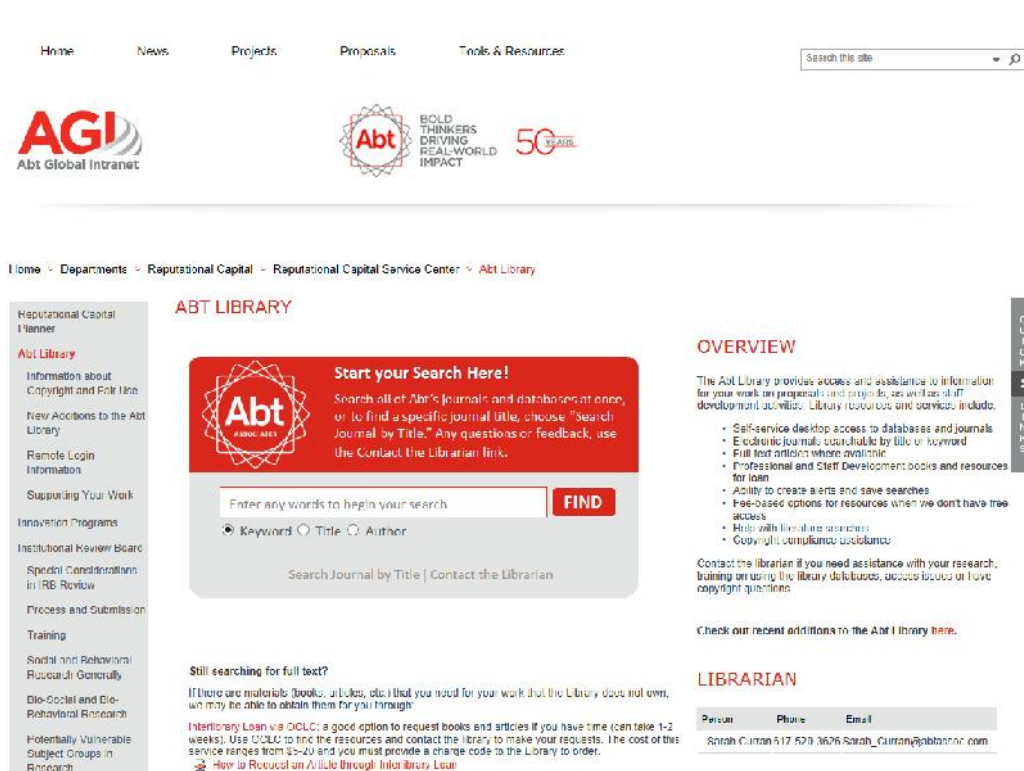
Content Finder Tools

Request through Abt Library:

Within the [Library Search platform](#), any results that do not have a direct link out to Full Text will have a **“Get Article from Infotrieve”** link.

Click this button and you will be brought into Mobile Library with all of the citation information you already identified.

1. Use the **“Start Your Search Here”** box to access the library search platform by entering your search query and clicking **“Find”**.



The screenshot shows the Abt Library website. At the top, there is a navigation bar with links: Home, News, Projects, Proposals, and Tools & Resources. A search bar is located on the right. Below the navigation bar, there are logos for AGI (Abt Global Intranet), Abt Associates, and a 50th Anniversary logo. The main content area is titled "ABT LIBRARY" and features a large red box with the text "Start your Search Here!" and a search input field. To the left of the search box is a sidebar with a list of links under the heading "Reputational Capital Planner". To the right of the search box is an "OVERVIEW" section with a list of services and a "LIBRARIAN" section with contact information.

Home **News** **Projects** **Proposals** **Tools & Resources** Search this site

AGI Abt Global Intranet **Abt** BOLD THINKERS DRIVING REAL-WORLD IMPACT **50 YEARS**

Home Departments Reputational Capital Reputational Capital Service Center Abt Library

ABT LIBRARY

Start your Search Here!
Search all of Abt's journals and databases at once, or to find a specific journal title, choose "Search Journal by Title." Any questions or feedback, use the [Contact the Librarian link](#).

Enter any words to begin your search **FIND**

☒ Keyword ☐ Title ☐ Author

Search Journal by Title | [Contact the Librarian](#)

OVERVIEW

The Abt Library provides access and assistance to information for your work on proposals and projects, as well as staff development activities. Library resources and services include:

- Self-service desktop access to databases and journals
- Electronic journals searchable by title or keyword
- Full text articles where available
- Professional and Staff Development books and resources for loan
- Ability to create alerts and save searches
- Fee-based options for resources when we don't have free access
- Help with literature searches
- Copyright compliance assistance

Contact the librarian if you need assistance with your research, training on using the library databases, access issues or have copyright questions.

Check out recent additions to the Abt Library [here](#).

LIBRARIAN

Person	Phone	Email
Sarah Cuman	617 628 3626	Sarah_Cuman@abtasoci.com

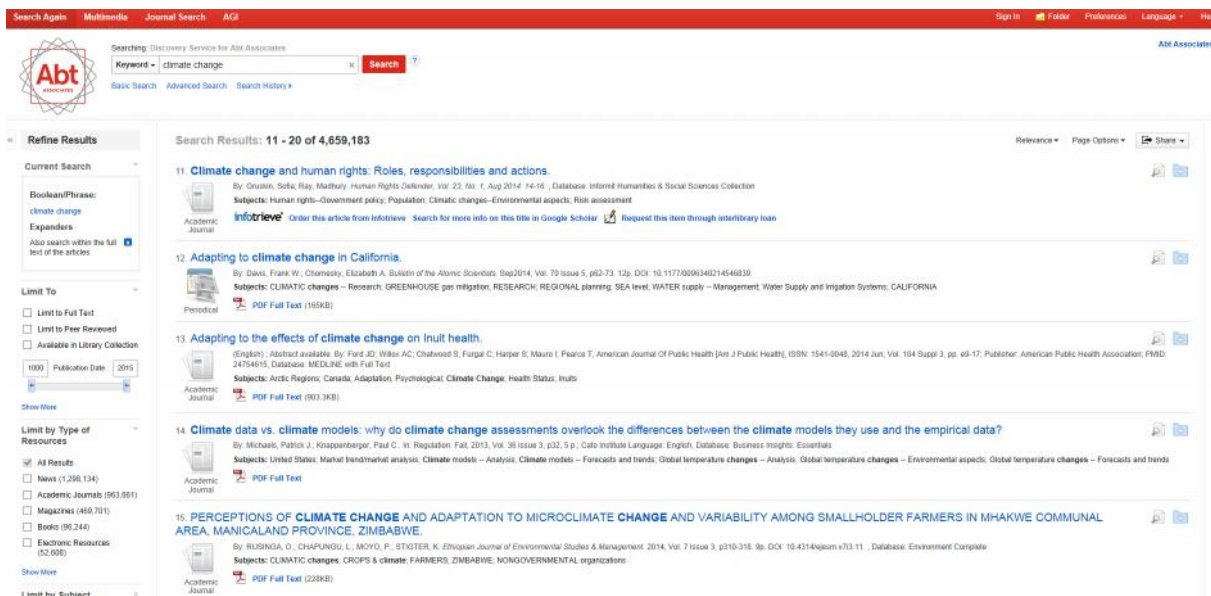
Still searching for full text?

If there are materials (books, articles, etc.) that you need for your work that the Library does not own, we may be able to obtain them for you through:

Interlibrary Loan via OCLC: a good option to request books and articles if you have time (can take 1-2 weeks). Use OCLC to find the resources and contact the library to make your requests. The cost of this service ranges from \$5-\$20 and you must provide a charge code to the Library to order.

[How to Request an Article through Interlibrary Loan](#)

- Review your search results; if full text is not provided for an article, you'll have the option to "Get the Article via Infotrieve" below the record details. Click on this to proceed to Infotrieve Mobile Library.



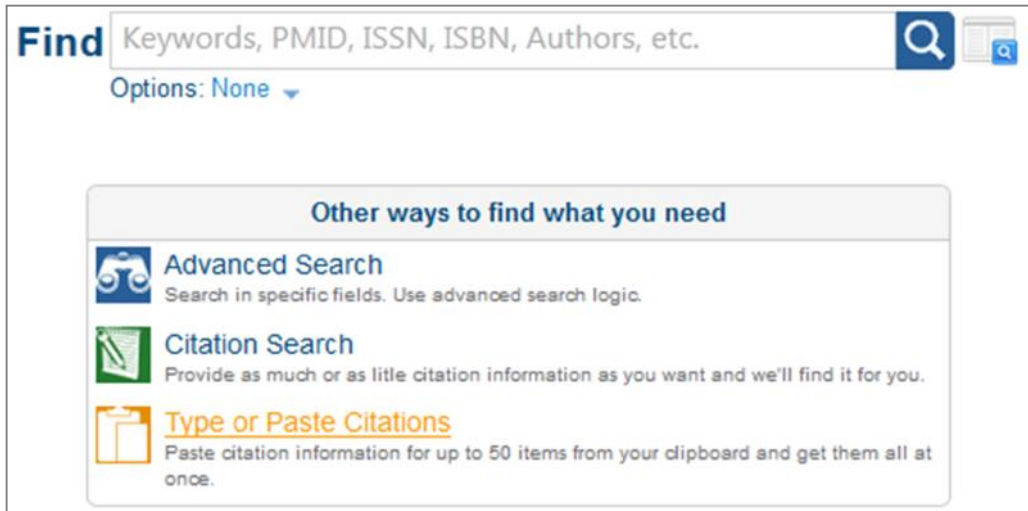
The screenshot shows the Infotrieve Mobile Library interface. At the top, there's a navigation bar with 'Search Again', 'Multimedia', 'Journal Search', and 'AG2'. A search bar contains the keyword 'climate change' with a 'Search' button. Below the search bar, there's a 'Refine Results' sidebar on the left with options like 'Current Search', 'Bookmarks/Phrase', 'Limit To', and 'Limit by Type of Resources'. The main area displays 'Search Results: 11 - 20 of 4,659,183'. It lists several articles, each with a title, author, journal information, and a 'PDF Full Text' link. For example, the first article is 'Climate change and human rights: Roles, responsibilities and actions' by Chavkin, Seth, Ray, Matthew, published in 'Human Rights Observer'.

- This will either prompt you to login to Mobile Library (do so), or, if you have selected 'Remember Me' on your Mobile Library login page and are set-up for no password requirements, it will then take you to the Order Validation page with the citation data already filled out.
- Proceed with ordering.

Three Mobile Library Request Methods

Content Finder - The comprehensive content finder allows you to search Infotrieve's extensive bibliographic database of articles, book sections, journals, books, proceedings, and other published content, including your company holdings.

1. You can access the Content Finder search tool in the top right corner of the screen, by going to 'Find Content' → 'Search' from the tool bar, or by using the search box on the portal screen.



2. For a basic search, enter your search term(s) into the query box and click "Search". For an advanced search, click on the "advanced search" link to limit your search by various fields or using proximity and Boolean search terms.
3. Refine your search results on the left hand side to limit results by content type, publication date, author, or use the A-Z list to limit the title to a specific starting letter.
4. If you would like to view citations within a publication returned in the search, click the "More Options" button next to the citation and select "Table of Contents". You will be able to view article citations organized by year, volume, issue and pages within a publication.
5. From the results list, click the "Get this journal article" link next to the article citation OR check



the citation(s) of interest and click on the shopping cart icon at the top of the page. If you require on the copyright for the document, you can instead select the "Get copyright permission" link.

6. On the 'Content Request Options' page, if necessary, adjust delivery and special services by clicking on the "change" link in the "Delivery and Service Options" box.
 - o See the [Appendix](#) for details of Delivery and Service Options.



7. Enter Charge code information, if required, by clicking on “Change” to the right of the “Tracking information” box. A charge code must be entered for each request placed in Mobile Library in the format [five digits]-[four digits] or #####-####.
8. Under “order and viewing options” you will see a list of pricing options for document delivery (if you selected “Get this journal article”) or for Permissions (if you selected “Get this permission”). Click “Put in Cart” or, if an item is in your company’s holdings, click the “View Now” link listed next to the appropriate usage.
9. If you put the item in your cart, click “Submit” to complete the purchase. If you clicked “View Now”, you may need to click on the link to access your item.
10. If you submitted your request from the cart, an email will be delivered with a link to the document you ordered. If you requested more than one document during your session, you will receive a separate email for each requested document, each with a link to one of the documents requested.

Request by Form — Use the Request Form when you know the citation details of the document you would like to request. Enter the available citation information in the Request Form fields and Mobile Library will attempt to match it to a full citation. Entering as much available information as possible improves the likelihood of finding an exact article match.

1. Click on  [Request Form](#) under Useful Links on the Portal page or select ‘Find Content’ → ‘Request Form’ from the toolbar.

Content Request Form

Item Type

Journal Article

clear all fields

Article Title

Journal Name

DOI

Alt. Id (pmid, etc.)

ISSN

Supplement

Author(s)

Pub. Date

Volume

Issue

Pages

Publisher

Continue



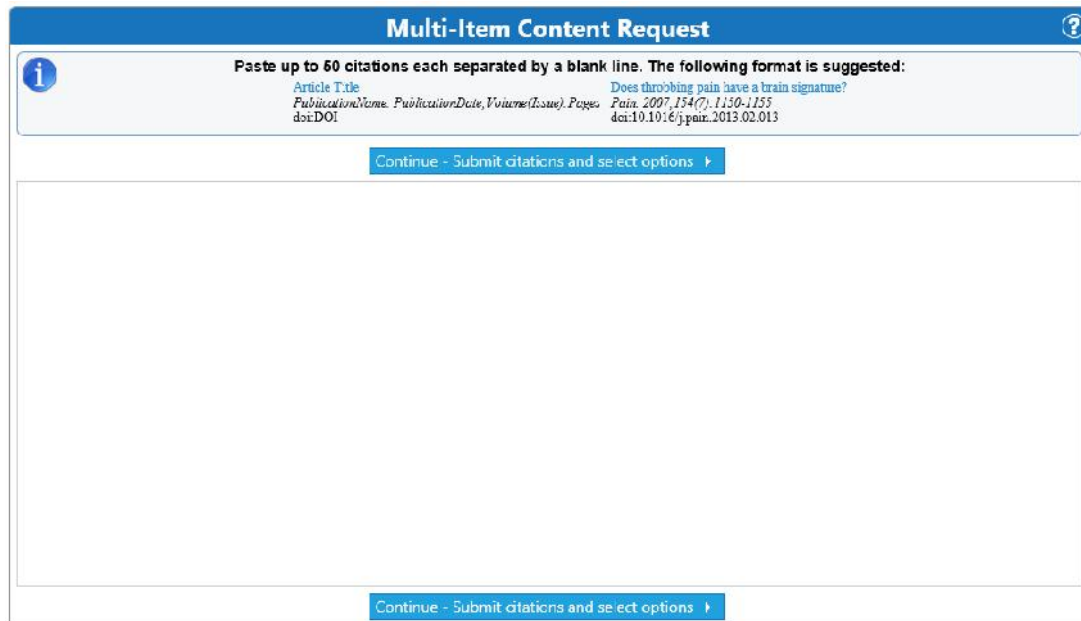
2. Enter the available citation information on the Request Form and Click "Continue". Mobile Library will display a single citation or multiple citations if more than one citation matches the search. If you do not find the citation you want, you may continue with the request using the exact information you entered or select "Change Citation" or "Back to Search" to continue searching.
3. To request one citation from a result list, select  [Get this journal article](#) to the right of that article. To request one more than one citation, tick the boxes to the left of the citations and click on the put in cart  icon at the upper right-hand side of the search results.
4. If necessary, adjust delivery and service options by clicking on "Change" to the right of the "Delivery and Service Options" box.
 - o See the [Appendix](#) for details of Delivery and Service Options.
5. Enter Charge code information, if required, by clicking on "Change" to the right of the "Tracking information" box. A charge code must be entered for each request placed in Mobile Library in the format [five digits]-[four digits] or #####-####.
6. Under "Content and Usage Options," select "View Now" or "Put in Cart" to the right of your intended usage for the document. If you wish to purchase copyright permissions only, click on the "permissions" link above the usages before selecting the option.
 - o See the [Appendix](#) for details of Content and Usage Options.
7. If you put the item in your cart, click "Submit" to complete the purchase. If you clicked "View Now", you may need to click on the link to access your item.
8. If you submitted your request from the cart, an email will be delivered with a link to the document you ordered. If you requested more than one document during your session, you will receive a separate email for each requested document, each with a link to one of the documents requested.

Multi-Citation Paste - Copy and paste one or more citations for bulk ordering. Mobile Library supports a variety of citation formats. If you have a format that does not parse correctly, please inform Infotrieve at customerservice@infotrieve.com.



Multi-Citation Paste

1. Click on the icon under Useful Links on the Portal page or select 'Find Content' → 'Multi-Citation Paste' from the toolbar.



Multi-Item Content Request

Paste up to 60 citations each separated by a blank line. The following format is suggested:

Article Title: Does throbbing pain have a brain signature?
 Publication/Volume, Publication/Date, Volume(Issue), Pages: Pain, 2007, 154(7), 1150-1155
 doi:DOI: doi:10.1016/j.pain.2013.02.013

Continue - Submit citations and select options

Continue - Submit citations and select options

1. For best results, format the citations according to the instructions at the top of the Request by Citation screen.
2. Click on **Continue - Submit citations and select options**.
3. When submitting more than one citation, go to **Content Usage Options** at the left of the page and select the "Order Type" (Document Delivery or Copyright Permission) and "Intended Use of Copies" for the documents you would like to request.
4. If necessary, adjust delivery and special services by clicking on "Change" to the right of the "Delivery and Service Options" box.
 - o See the [Appendix](#) for details of Delivery and Service Options.
5. Enter Charge code information, if required, by clicking on "Change" to the right of the "Tracking information" box. A charge code must be entered for each request placed in Mobile Library in the format [five digits]-[four digits] or #####-####.
6. Click on **Continue - Update availability and pricing information**.

7. If more than one match is found for your citation, you will be prompted to select the match or asked to submit your original citation information before placing the item in the shopping cart.
8. Select the box to the left of the citations you want to request and click on **Put selected items in cart**
9. In the Cart, click **Submit Content Requests** to submit your request(s).
10. If an item is available in your company's online subscriptions, a link to your document may be available in the Order Receipt.
11. An email will be delivered with a link to the document you ordered. If you requested more than one document, you will receive a separate email for each requested document, each with a link to one of the documents requested.

Viewing Request History/Check Request Status

1. To access your complete request history, go to "My Folder" and choose "My Requests".
2. "My Request History" will list all your completed and cancelled orders.
3. "My Pending Requests" contains all outstanding orders that have not yet completed.

TIP: If you are having trouble understanding a request status, click the  icon and search for General Navigation – Filters. There you will find a full list of request statuses and descriptions.

Browse Holdings

1. Click on 'Find Content' → 'Browse A-Z' in the toolbar. An alphabetical list of the holdings provided by your organization will appear.
2. To locate a particular item, enter the starting title words in the box provided or choose the radial for contains to search for words within the title.
3. Choosing a letter from the filter will allow you to browse through the titles by letter.
4. If your organization loaded keywords with the content, they are also searchable.



5. The following links may appear to the right of each title:



[Browse web site](#)

Link to the website of either the publisher or the title.



[Table of Contents](#)

View the Table of Contents for the title.



[More Options](#)

This drop down menu may include the following options:

- **Get alerted to new content:** Create an alert to be emailed when a new TOC is loaded for the journal
 - **Subscribe to an RSS feed:** Create an RSS feed to be updated when a new TOC is loaded for the journal
 - **Get an article from this journal:** Request delivery of a document.
 - **Get copyright permission:** Request permission to use a document.
6. To limit the search to certain types of content, use the “Type” drop down menu. [All Primary] searches through all publication titles. [All] will also include individual article titles.

[QuickCheck Bookmarklet](#)

The QuickCheck Bookmarklet allows you to easily place orders from anywhere on the Internet.

1. Click on the “Cool Tools” option in the toolbar and follow the instructions on the page to install the bookmarklet.
2. Go to any website and highlight the title of the item you need.
3. Click on the bookmarklet, “Order from Infotrieve”.
4. You may be prompted to log into Mobile Library (do so) or, if you have selected “Remember Me” on the login page and are set-up for no password requirements, it will then take you to the Order Form with the citation data already filled out.
5. Proceed with ordering.

My Libraries

Your Personal Library is a repository where you can store, annotate, rate, review and tag documents. Shared Libraries allow you to collaborate on content with your colleagues.

NOTE: Content will automatically be added to your personal library as the requests you make within Mobile Library are filled.

Document Explorer

The Document Explorer allows you to interact with the documents in your Personal Library. To access the Document Explorer, click on the document thumbnail or select 'Explore' in the menu accessed by clicking on the arrow to the right of the document.

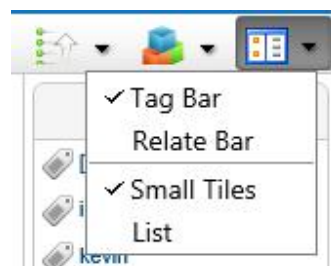
TIP: You can always select "Download" from this menu if you prefer to open your document with your default PDF reader software.

Use the Document Explorer to **view** your content, to **annotate** full text documents, to leave **comments**, to **rate** documents and write **reviews** of content.

Tag Bar

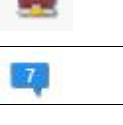
The Tag Bar makes it easy to add tags to one or more documents in your Personal Library.

To access the Tag Bar, go to the top right of the library display click on 'View >> Tag Bar'.



- To add tags to a single document, drag the tag from the Tag Bar over the document.
- To add tags to multiple documents:
 - o Check the boxes next to the documents.
 - o Click on the tag to highlight it.
 - o At the bottom of the tag bar, click 'Add to Selected'
- To create a new tag, drag 'Create New Tag' over the document and a box will appear. Type the new tag into the box and click 'OK'.

The following table explains some of the icons you can see in your libraries:

Icon Key	
	<u>Thumbnail</u> - A full text PDF copy of the document available. Click the Explore link to annotate, comment, rate & review. TIP: These documents are usually full-text searchable.
	<u>Green LinkOut Flag</u> - When the content is available on a website, a link to your content is provided. Your company's internal subscriptions will be added as LinkOuts. For information about uploading documents, see the Details section. Note that annotations are not available for LinkOuts.
	<u>Orange Item of Interest Flag</u> – This flag indicates that this is an Item of Interest, but no document has been purchased. This allows citation information to be stored without an associated document.
	<u>Bookmark</u> – This icon signifies that this document is one that has been opened in the Document Explorer previously. You can filter for “Unread” documents to find all of the items without this icon.
	<u>Additional icons</u> - This indicates the format of the document when the item is not a PDF. For example, you may see a Microsoft Word icon or a camera icon if the item is an image.
	In a personal library, this icon indicates how many other libraries you have shared the document with. In a shared library, this icon indicates how many users have elected to share this document. Green indicates you have previously opened this document.
	In a shared library, this icon indicates how many users have elected to share this document. Red indicates you have not yet joined the conversation by opening this document.
	This icon indicates how many comments and annotations have been added to an item.
	In a personal library, this icon shows the rating you gave the item. In a shared library, this icon shows the average rating users in the library have given the item.

Details

The Details dialog box allows a central place to make changes to the document. It is available by clicking the ▼ icon and choosing 'Details' from the menu.

- On the General tab, view the thumbnail of an existing document or upload a new document.
 - To upload a new document, click on 'Select' to browse for the document.
- Click on the 'Tags' tab to view existing tags or to add tags to the document.
- Click on the 'Related' tab to create relationships between documents.
- Click on the 'Attachments' tab to upload attachments to the document. Note that attachments are not full text searchable.

Grouping, Filters and Sorting

Documents can be grouped to simulate a folder structure, filtered to search for a particular document or sorted within groupings to aid in finding and arranging documents in the library.

- Documents can be grouped by tags or publication date. Choose "Group By: Tag" or "Group By: Pub Year", respectively.
- Filters allow for easy searching within My Library. To see the filters, click on 'Filter: None'.
- By default, documents are sorted by title, and you'll find other sorting options.

Shared Libraries

Using Shared Libraries, you and your colleagues can collectively annotate, rate, review and tag documents. It has all of the functionality discussed in My Libraries plus the following.

Navigating to a Shared Library

- Go to the drop down list for 'Personal Library' (top left) and see the Shared Libraries listed. Choose that library to see its content.
- All libraries you are currently a member of display in the Dashboard for both your Personal and Shared libraries.

Sharing Documents

Any document in My Library can be shared with a Shared Library (if the function is enabled for the shared library by the administrator). To access the 'Share' function, go to your Personal Library, identify your document, click the ▼ icon and choose 'Share' from the menu.

- In the popup box, check the boxes next to the libraries with which you wish to share the document.
- If needed, uncheck any of the three options at the bottom of the 'Share' screen to keep your tags, comments or attachments as private to your Personal Library.

Library Notifications

Notifications can be sent about any changes made to documents in Shared Libraries. To start receiving notifications, click on 'Library >> Configure notifications'.

- Choose the notifications you wish to receive. Please note that the last option allows others to be notified when you order documents.
- To limit the notifications to only certain members of the Shared Library, click on the 'Member Restrictions' tab .
 - o Transfer any members you wish to track from the right-hand side to the left-hand side of the dialog box and click 'OK'.

Appendix A: Order Form Description

Delivery and Service Options

of Copies - Enter how many copies of the item you wish to receive.

Urgency - select one of three options. Turnaround time will vary per the standards indicated in your service level agreement.

- o "Normal" (Default) - Over 80% of Normal requests filled by Infotrieve get delivered in five minutes or less.
- o "Rush" - Rush orders are prioritized over all Normal requests. Surcharge is taken into consideration when presenting the price of the request before checkout.
- o "Panic" - Panic requests are prioritized over all other Rush and Normal requests. Surcharge is taken into consideration when presenting the price of the request before checkout.

On Behalf Of - (Optional, may or may not be available depending on set-up). Click the button and enter the first two letters (minimum) of the recipient's email address to find the match. Double-click on email address of match.

NOTE: Only registered Mobile Library users from your organization will be available for selection.

Delivery Profile

- o Default Delivery profile for all users is email (PDF) preference. If you are granted access to My Delivery Profiles section under My Folder, you may create other Delivery profiles for fax or paper delivery methods.

Special Instructions

NOTE: Some special instructions may not be available to you depending on your company's configuration. Below is a complete list of available special services.

Publisher Original - Only publisher original sources are used to try and fill the article. If those sources are exhausted, the user is contacted to see if they are willing to accept a scanned version or not. No surcharges apply but fewer sources are available for fulfillment (print library sources are typically skipped).

Title Page and Verso Req - Title Page is included with the document. This means that electronic sources will not be used, and the item will be filled by a paper copy where a title page is available for scan. No surcharges apply, but order may take slightly longer to fill due to paper scan fulfillment.

TOC Req - Table of Contents is required and should be included with the document. See above "Title Page Required" specifications above.

Clean Copy Req - This special service is automatically checked with user selects "FDA Submission" for their intended usage. Special clean up on the document is performed when item is filled from Infotrieve and surcharges apply. Item may or may not be sourced from a client's own collections if someone in-house is available to perform special FDA formatting on the document being requested. In this case, no surcharges apply.

Color Required - Only sources where color copy is available are checked for document fulfillment. This includes electronic sources, and certain print libraries where color scanners are available. If the item is delivered via FedEx (i.e. paper delivery), additional surcharges may apply.

English Only - Infotrieve fills the request in English only. If it's available only in a language other than English, we do not deliver the article. No surcharges apply.

English Preferred - Provide the article in any language, but the English version is preferred (in lieu of another language). If item is not available in English, the order may be filled in foreign language. No surcharges apply.

Cancel if not immediate - Auto-cancel the order if it is not available from any electronic. No surcharges or cancellation fees apply.

Infotrieve - Fill Only - Submit the request but send the request to Infotrieve so your company's own subscriptions are NOT taken into consideration when filling the order. This forces the request to be externally filled from Infotrieve. Appropriate copyright and transaction fees will apply.

Custom - Custom request about the order in question. Only use this if absolutely necessary as it limits the number of sources available for article fulfillment. Surcharges may apply depending upon request.

Content Usage Options

Intended Usage

- o Default – “Internal General Business Use” – select this if you, or another colleague from your company is the intended recipient of the document.
- o Select “External General Business Use” if you are giving this document to someone OUTSIDE of your organization such as an external collaborator.
- o Select “FDA Submission” if you are submitting the document for regulatory purposes. Surcharges may apply for FDA document clean-up. Surcharge is taken into consideration when presenting the price of the order before checkout.

Delivery Requirement - select one of two options:

- o **“Document Delivery”** (Default) - If you need to receive the document for the selected usage.
- o **“Permissions”** - if you want to purchase Copyright Permissions to compliantly photocopy a paper or electronic document *you already have in your possession*.

Appendix B: Search & Discovery Tool Integration

Google Scholar

1. Go to the Google Scholar website and perform your search.
2. Proceed as in the [QuickCheck Bookmarklet](#) or [Order by Citation](#), depending upon the number of citations of interest.

Customer Service Contact Information

For additional information, please contact Infotrieve's Customer Service Department.

For US, Mexico, Central/South America:

Available 8:00 am – 8:00 pm ET, Monday - Friday

E-Mail: customerservice@infotrieve.com
Tel: +1 203 423 2175
Toll free: +1 800 422 4633 (US only)
Fax: +1 203 423 2155

For Canada:

Available 8:00 am – 5:00 pm ET, Monday – Friday

Email (English): help@infotrieve.ca
Email (français): aide@infotrieve.ca
Direct: +1 613 990-9106
Toll Free: +1 877 211-5536 (Canada only)
Fax: +1 613 952-8244

For EMEA and Asia Pacific:

Available 9:00 am - 6 pm CET, Monday - Friday

E-Mail: cs-support@infotrieve.eu
Tel: +49 221 660 67-0
Fax: +49 221 660 67-67

Alternatively, you can contact your Abt Librarian:

Sarah Curran

Tel: 617-520-3626
E-Mail: library@abtassoc.com