

Smart devices and smart staff

We present a case study of the impact of the University of Glasgow Library's mobile technology training programme for staff. We will demonstrate how the course has contributed to the creation of a workforce that is increasingly confident and engaged with mobile technology, and how this was a significant driver in the decision to make a substantial financial investment in mobile devices for Library staff in 2013. The combination of a confident workforce with widespread access to modern mobile devices presents a game-changing moment for the Library service, which could revolutionise the way we work, communicate and deliver services.

A key component of the Library's mobile strategy is to increase the skills of our staff as we operate in an increasingly mobile environment. This is being achieved through an ongoing training programme introducing all Library staff to the tools and trends of mobile technologies and how they are changing Library services and working practices. By the summer of 2013, one hundred staff had successfully completed the initial programme. This milestone led to a major investment of around £30k by the Library in mobile technology. Devices and relevant apps were purchased for individual customer liaison and service development staff along with devices for use by the technical service departments. The impact of this investment in staff training and devices in terms of service delivery and working practices is being monitored and evaluated by the Library's Mobile Technology Group. Early findings will be presented at this session.

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