

Information Professionals' Competencies

- Paula Kaufman
- December 2012

What I'll Cover

- Library priorities
- Values
- Functions
- Competencies
- Competency acquisition
- Conclusions/recommendations

Priorities: Public Libraries

- Most popular new initiative: e-books and other resources
- Top priorities
 - Ensuring adequate internet access
 - Demonstrating value to funders
 - Licensing e-collections and e-books
 - Providing access to new technologies

Priorities: Academic Libraries

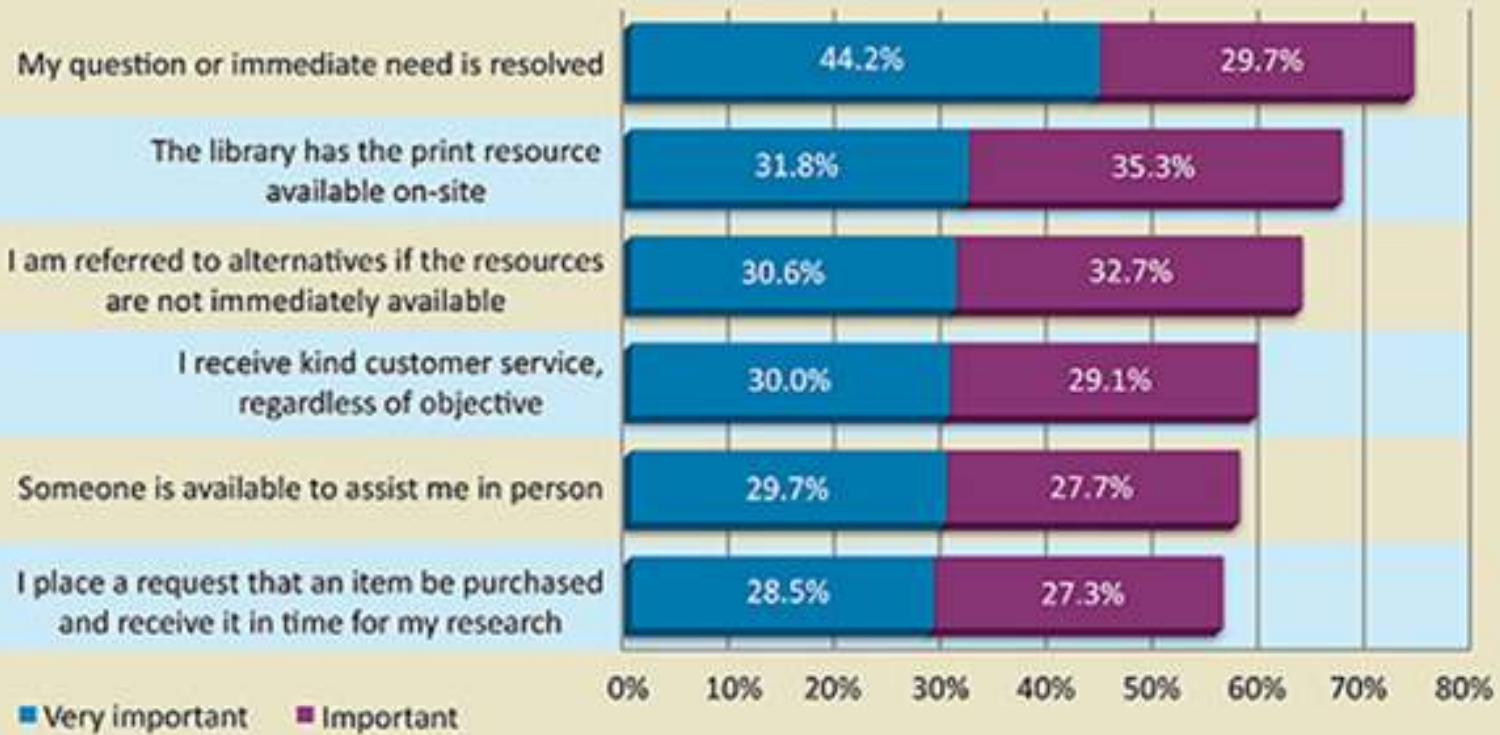
- Top priorities
 - Acquiring/licensing content
 - Print
 - Digital
 - Text
 - Data
 - Images
 - Audio
 - Video
 - Providing subject-based support: selection, instruction, reference, portals, guides
 - Providing search and discovery

Priorities: Academic Libraries

(continued)

- Physical spaces
- Providing assistance with new software, new kinds of content
- Data management services
- Lending technology/equipment
- Collaborating on and off campus
- Fighting barriers

Outcome Importance



National/International Libraries

- Digital Public Library of America

Open, distributed network of comprehensive online resources that would draw on the nation's living heritage from libraries, universities, archives and museums in order to educate, inform and empower everyone in the current and future generations

- Foundation: metadata and thumbnails culled from hundreds of sources across US

Library Values

- Content
- Every reader
- All content
- Save the
- The library is an organism – especially



Content

organism –
others

Digital Library Functions

- Collection acquisition and creation
- Aggregation
- Representation and integration
- Search, discovery, and navigation
- Instruction

AND....

Digital Library Functions

(continued)

- Recombination
- Preservation
- Management of users' data
- Administration
- Communication & coordination

7 New Roles for Librarians

1. Acquisitions and rights advisors
2. Instructional partners in learning spaces
3. Observers/anthropologists of information users and producers
4. Systems builders
5. Content producers and disseminators
6. Organizational designers
7. Collaborative network creators and participants

Walters and Skinner: New Roles for New Times: Digital Curation for Preservation, ARL, March 2011

Competencies for Electronic Resources Librarians

- Specifics of concepts and issues of lifecycle of recorded knowledge
- Providing and maintaining access to electronic resources
- Research skills
 - Uses data to inform decision-making
 - Understands data generated by and related to e-resources
 - Understands bibliometrics, systems analysis and other established research methods

Competencies: Technical Skills

- Technical proficiency (examples):
 - Specific technologies (XML, RDF, et al) and equipment
 - Discovery, search, retrieval systems
 - ERMs
 - Link resolvers and Open URL
 - Mobile apps
 - Social media
 - Digitizing

Technical Skills

(continued)

- Knowledge of (examples):
 - Standards and best practices
 - Licensing and contracts
 - Metadata schema
 - Selection practices
 - Copyright and intellectual property
 - Negotiation principles and methods

Other Competencies

- Ability to interact with:
 - Content publishers and vendors
 - Data producers
 - Systems providers
 - Campus/municipality staff
 - Faculty, staff, students, other users
 - Administrators
 - Attorneys
 - Consortial partners and staff
 - Funders and donors

Other Competencies

(continued)

- Ability to work in team environment and independently
- Interpersonal skills
- Communication skills – verbal and written
- Organizational skills
- Flexibility and comfort with change
- Critical thinking
- Budgets and finances
- Ethical; builds trust
- Respect for others
- Risk taking
- **COLLABORATION**
- Fund-raising skills

Institutional Skills for Transforming Libraries

Role	Skills and Knowledge Requirements
Director	Relationships with campus leaders and managers
Data Librarian	Data management planning; knowledge of selection, appraisal, metadata standards/schema, data formats, domain ontologies, identifiers, data citation, data licensing
Repository Manager	Persistent identification mechanisms, publisher requirements, intellectual property laws
IT/Computing Services	Data storage options, including cloud-based services
R&D Support Office	Provision for non-textual outputs such as datasets, software and program code, gene sequences, models
Faculty Doctoral Training Centers	Data management planning and data audit and assessment tools; training programs and modules
PVC Research	Data compliance implications, risks including legal and ethical issues, and sustainability challenges

How Do We Acquire Competencies?

- Professional literature
- Library and Information Science programs
 - Degrees
 - Certificate programs
 - Continuing ed
 - Mortenson Center
- Similar opportunities in other disciplines
- On-the-job training
- Workshops, seminars, conferences
- Practica, internships

Drivers of Change for 2020

- Longer lives, improved quality of life
- Growing interdependence between human mind and smart machines
- Torrents of data
- New media ecology
- Social technologies
- World growing more interconnected
- Growing ubiquity of capture & surveillance devices
- Global distribution of workers

Skills for the Next 10-20 Years

- Critical thinking
- Interpersonal skills
- Situational adaptability
- Cross-cultural competency
- Computational thinking
- Data management

Skills for the Next 10-20 Years

(continued)

- New media literacy
- Multidisciplinarity
- Collaboration
- Life-long learning
- Career management
- Leadership

Implications for Libraries

- Must be
 - adaptive learning organizations
 - alert to changing environment
- Ensure alignment between workers and emerging needs
- Invest heavily in employee training and development
 - Financial support
 - Build competency-based training with LIS schools
- Develop strong recruitment and retention
- Pay competitive salaries
- Become accustomed to higher turnover rates

Implications for Library Employees

- Recognize drivers of change
- Adapt, be flexible, change
- Take control over career development
- Be more aggressive in demanding support from employers for training and development
- Be willing also to invest own resources to sustain and acquire skills and expertise

Recommendations

- Retraining/redeployment of existing staff critical
- Libraries must invest heavily in training and development of librarians and information professionals
- Individuals must contribute to
 - The peer reviewed literature
 - the peer review of new forms of online scholarship
- Individuals must be prepared:
 - For change
 - To invest their own money and energy in retraining/new skill acquisition

Conclusions

- Library and information professionals will
 - Continue to be in high demand
 - Require increasingly complex sets of skills both technical and “soft”
 - Continue to be key factors of success for libraries
- MLS/MLIS not the only path
- Libraries will have control over destinies
- Library workers will have control over own futures



THANK
YOU

ptk@illinois.edu