“When I think about the future for library technicians, I picture a province that….”

- Has library trained individuals coming to the North
  - Where you can wear many hats
  - To have practicum students in the North
- More Networking
  - To allow for better adaption to changes
  - To exchange ideas and resources
- One Desk model
  - As the future of library public service
- Resources for educational comp
  - Library Conference List: lcp.douglashasty.com
    - An up-to-date list of library conferences available in North America and Internationally.
    - A nonprofit devoted to making technology and technology education available and affordable to nonprofits and libraries all over the world.
  - Resource Shelf: www.resourceshelf.com
    - A daily newsletter with resources of interest to information professionals, educators and journalists.
  - ALA TechSource: www.alatechsource.org
    - A source for the latest news in Library Technology from the American Library Association.
    - An archive of past presentations and webinars from the SirsiDynix Institute.
  - YouTube EDU: http://www.youtube.com/education?b=400
    - A special, searchable section of YouTube dedicated to educational and informational videos on various topics.
• Understanding of library employees of all levels and appreciation
  o To see and appreciate the differences across the province in roles and titles
  o To appreciate the library patron’s perspective of library workers (all the same)
  o To understand that we all have the same goal, no matter what our formal education levels are

“What skills are needed now for library support staff?”
• Reference skills, the reference interview
• People skills
• Ability to see the inter-trainability of all trained skills
  o Especially with a movement towards a “one desk model”
• Adaptability of training for language differences

“How is technology changing the role of library support staff?”
• Increase in automation
• Need for ILS training -what is used in BC?
  o Library Technician training on ILS’s is mostly theoretical
  o LibraryWorld and Marc Edit is used at UFV
  o Looking into Sitka
  o More open source programs
• Reference skills
  o Learning eResources and related retrieval skills
• Cross-training
  o For hybrid positions
• Single Desk Model
  o Need skills for all positions

“Are there other places where the skills of library technicians and library support staff can be applied? Other industries?”
• Yes, everywhere!
• The ability to make order out of chaos
• Skills such as information retrieval
Examples
• Real Estate Boards
• Records Management Companies
• Museums and Archives
  o Royal BC Museum
  o Surrey Museum
• Database management for companies
• Municipal and other government
• Unions
• The Treaty Negotiation Office
• Securities Exchange
• Oil Companies
• Kaminko

“What Role should LTAIG take in helping shape the role of library support staff?”
  • Communication
  • Encouraging discussion
  • Resource lists
  • Compiled discussion responses and answers to posed questions