

Library Support Staff in the Big Picture

Facilitated by: Sarah Felkar and Stephen Karr

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“When I think about the future for library techs, I picture a province that...” “What skills are needed now for library support staff?” “How is technology changing the role of library support staff?” Bring a question or discussion point that you would like to see addressed to this roundtable about library support staff in British Columbia.

“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.
 - Tech Soup for Libraries: <http://www.techsoupforlibraries.org/>
 - 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.
 - *SirsiDynix Institute Event Archive:
<http://www.sirsidynixinstitute.com/archive.php>
 - 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
 - To see and appreciate the differences across the province in roles and titles
 - To appreciate the library patron's perspective of library workers (all the same)
 - 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
 - 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?
 - Library Technician training on ILS's is mostly theoretical
 - LibraryWorld and Marc Edit is used at UFV
 - Looking into Sitka
 - More open source programs
- Reference skills
 - Learning eResources and related retrieval skills
- Cross-training
 - For hybrid positions
- Single Desk Model
 - 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
 - Royal BC Museum
 - 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