

Future-facing librarians

Transforming library skills development



Tony Zanders
Founder & CEO
Skilltype
tony@skilltype.com



Helen Anderson
Development Manager
Technology From Sage
helen.anderson@technologyfromsage.com



Prashant Pandey
Director of Library Services
Flinders University
prashant.pandey@flinders.edu.au

VALA2024 - ReITerated

Getting IT back to grass roots

9 - 11 July 2024 - RMIT University - Naarm (Melbourne), Australia



vala

LIBRARIES / TECHNOLOGY
AND THE FUTURE//

Are we ready for the
next wave?

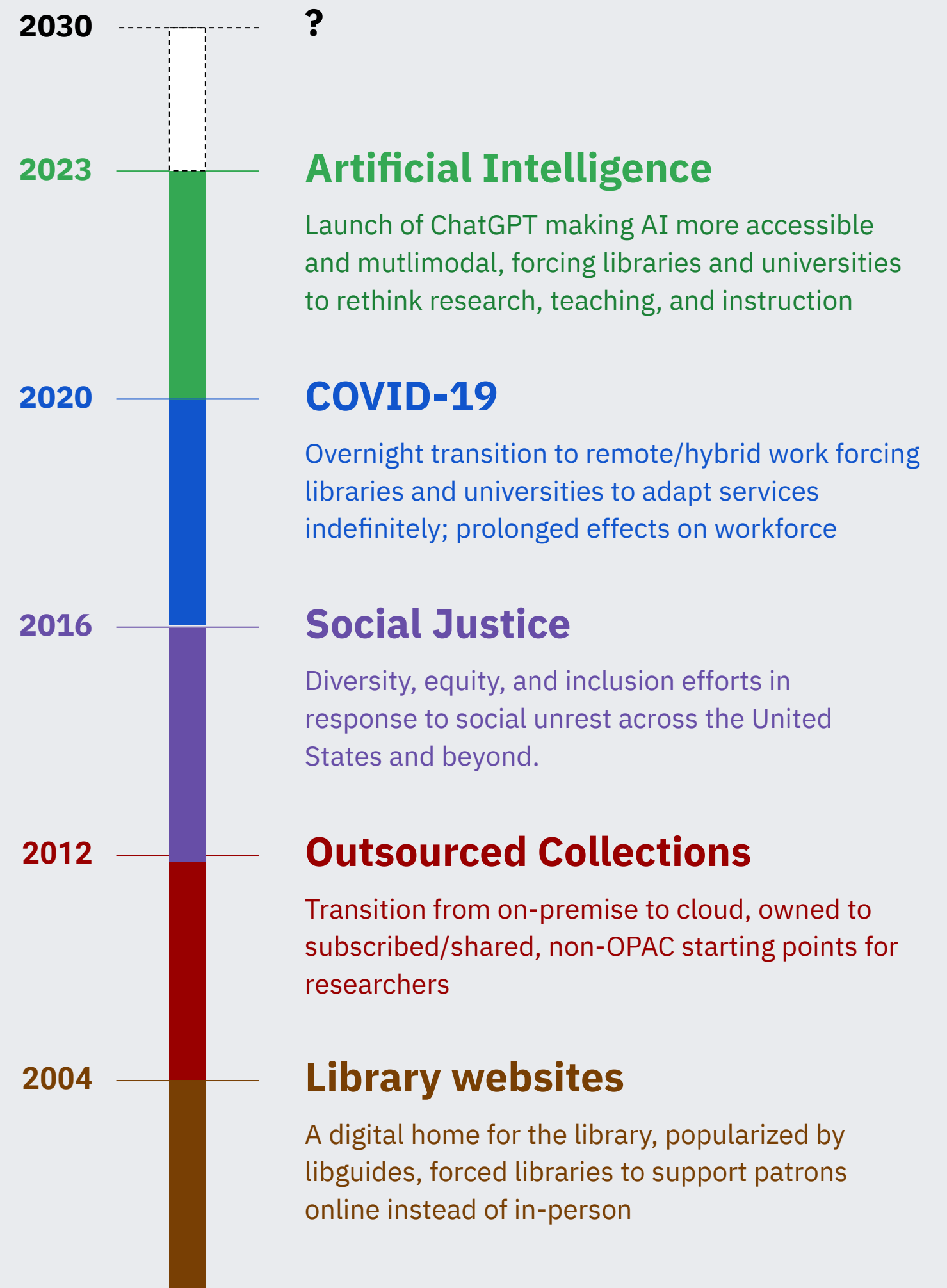


Photo by [Jeremy Bishop](#) on [Unsplash](#)



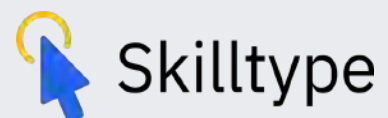
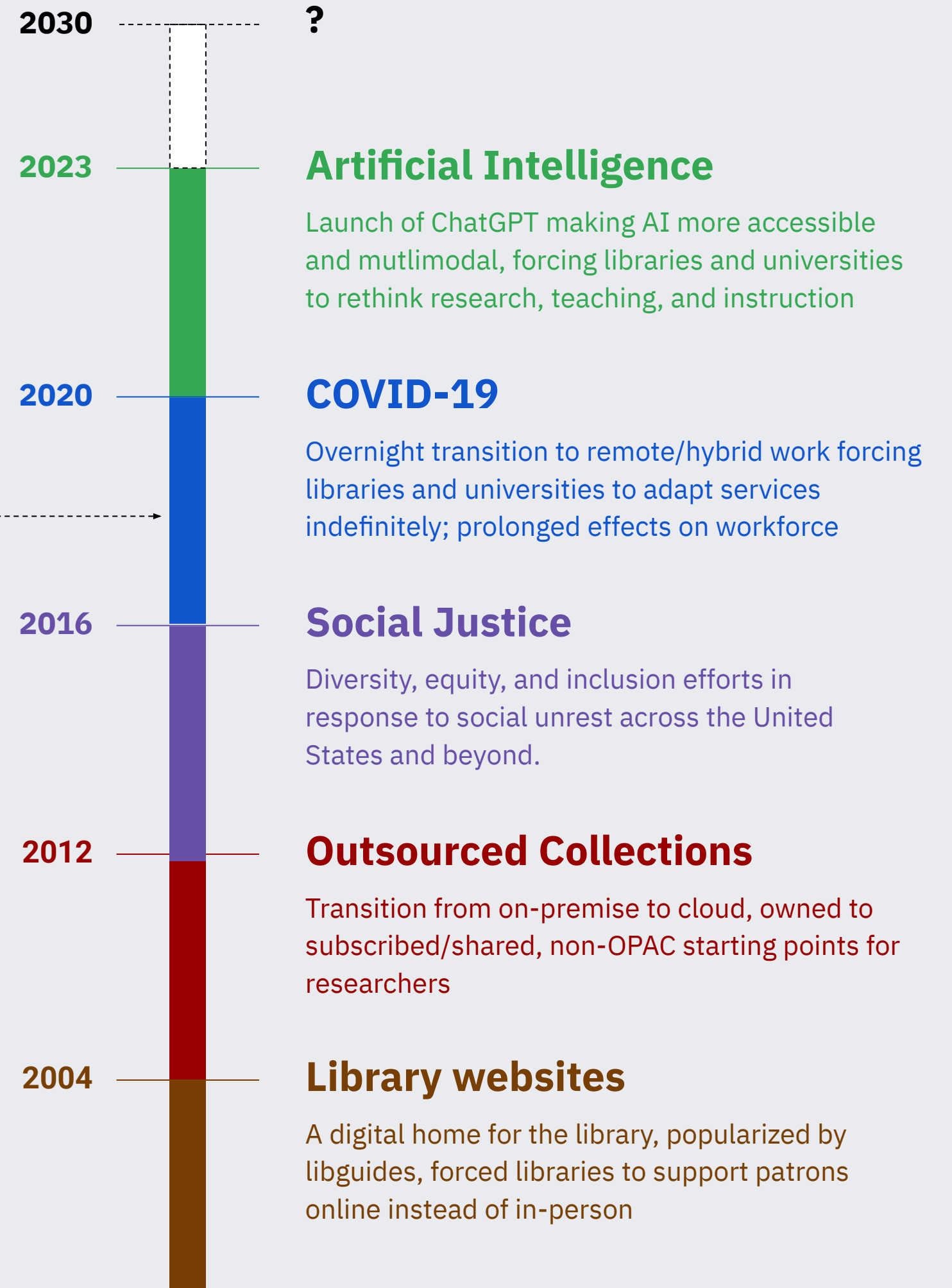
Librarianship in an era of flux

The 21st century has been defined by constant change, thereby challenging what libraries are, what librarians do, and why either exists.



Rethinking foundations, not facades

One-shot initiatives miss the forest for the trees. Skilltype was developed in 2018 to rethink the way libraries and their staff identify and close skill gaps in a more continuous way.



Step 1: Needs Assessment


What are the priority skills and competencies for our library?



University of Notre Dame | Skilltype

app.skilltype.com/organizations/26461/profile

Skilltype University of Notre Dame Search Home My Training Profile


University of Notre Dame
Academic Library
Notre Dame, IN

ADMIN PANEL

- Profile
- Directory
- Teams
- Insights
- Training
- Settings

Strategic Directions [?](#) [Edit](#)

- Advance Scholarly Communications
- Culture of Assessment
- Customer Service Culture
- Digital Publishing and Scholarship
- Distinctive Special Collections
- Diversity, Equity, and Inclusion
- Evidence-based Decision Making
- Inclusive Outreach and Engagement
- Institutional Mission
- Interdisciplinary Research Support
- Organizational Excellence
- Preservation and Access
- Talent Development
- Transform Library Spaces

Key Skills [?](#) [Edit](#)

- Access Services
- Accessibility
- Acquisitions
- Artificial Intelligence (AI)
- Assessment
- Bibliographic Records
- Budgeting
- Cataloging
- Circulation
- Collaboration
- Collection Development and Management
- Community Outreach
- Continuous Improvement
- Copyright
- Course Reserves
- Customer Service
- Data Analysis
- Data Management
- Data Visualization
- Digital Archives
- Digital Collections
- Digital Humanities
- Digital Initiatives
- Digital Preservation
- Digital Repositories
- Digital Scholarship
- Diversity
- Evidence-based Practice
- Facilities Planning and Management
- Fair Use

Step 2: Employee Profiling


What skills and interests do we have?



app.skilltype.com

Skilltype Affiliate Profile Search

Home My Training Profile



Deirdre Doran
Metadata Assistant
deirdre@skilltype.com
Chester, VT

Skills ?

Acquisitions Adult Services Archives Arrangement and Description

Bibliographic Records Book Banning and Challenges Book Clubs

Budgeting Cataloging Circulation

Collection Development and Management Community Outreach

Digital Archives Digital Collections Digital Content Creation Digitization

Facilities Planning and Management Finding Aids Grant Writing

Library Administration Library Automation MARC Metadata

Mindfulness Product Evaluation Professional Development

Programs and Events Records and Information Management

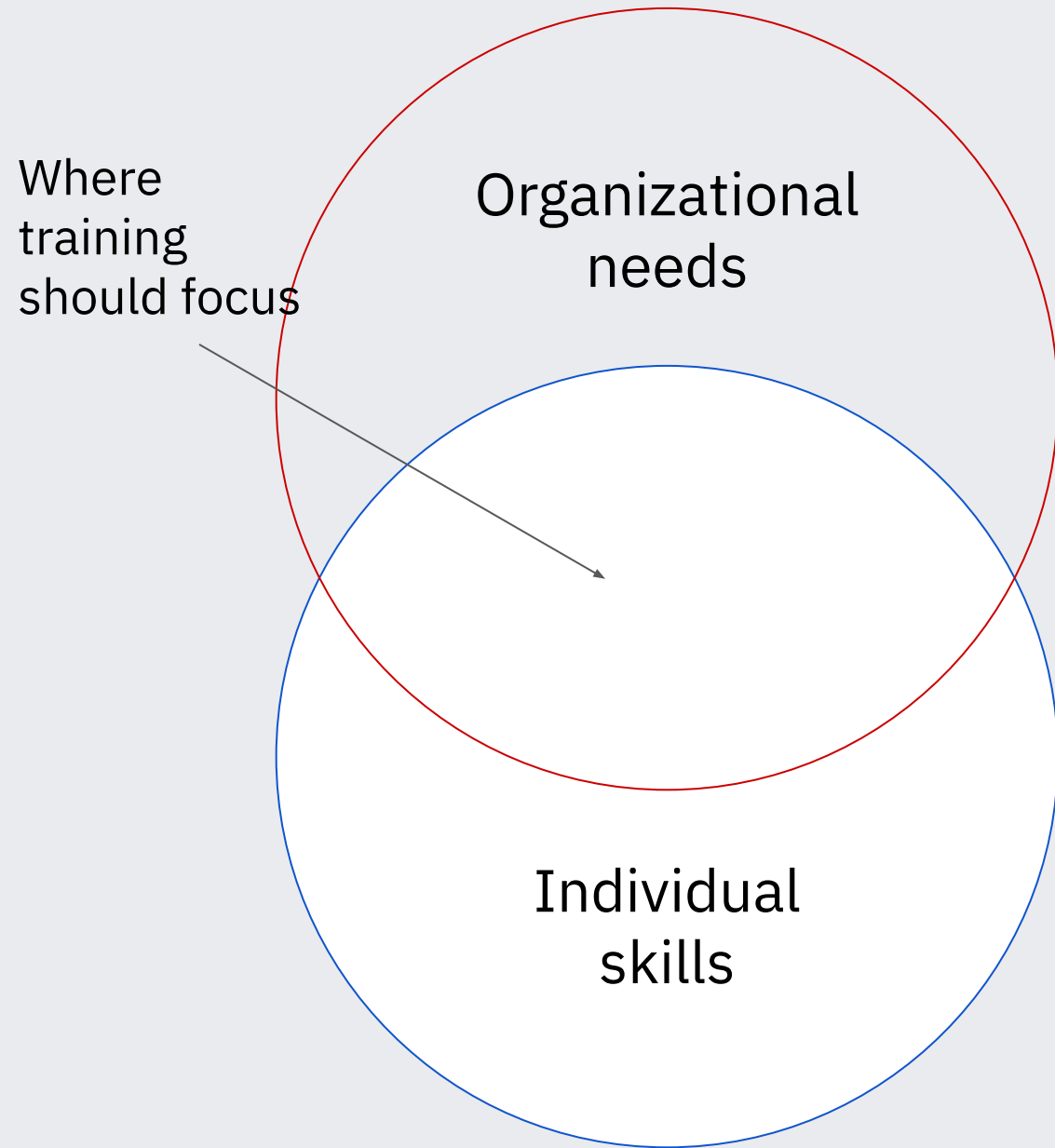
Strategic Planning

Priorities ?

Creative Content Management Discovery and Delivery

Step 3: Talent Audit

Where are our skill gaps?



The screenshot shows the Skilltype Talent Audit interface for Washington University in St. Louis. The page is titled 'Talent Audit' and displays a comparison between 'Acquired' skills (79 total) and 'Interested' skills (79 total), with a list of 'Missing' skills (5 total). The 'Missing' skills are: Civic Engagement, Consortia Relations, Literacy, Micro-Credentials, and Music Librarianship.

Category	Count
Acquired	79 Skills
Interested	79 Skills
Missing	5 Skills

Skill	Acquired Count	Interested Count
Academic and Scholarly Writing	8	1
Accessibility	15	6
Access Management	13	2
Acquisitions	6	7
Analytics	15	25
Anti-racism	4	8
Archives	11	3
Artificial Intelligence	-	-

folio
FOLIO

By the numbers:
A first look at the eUsage app

An open source library services platform

153 Items · 122 Users · 19 Organizations

Diversity

Leadership methods and practices which acknowledge all identities; leading to an inclusive organization

759 Items · 782 Users · 68 Organizations

DEIA in the Scholarly Landscape: A 2024 NISO

niso.org · June 6, 2024

Emergent Strategy and Radical Library Management

youtube.com · May 20, 2024 · 1 hr 3 min

Creating a Neuro-Inclusive Workplace: Supporting Candidates

youtube.com · May 20, 2024 · 1 hr 1 min

Project-Based Approaches for Increasing Engagement and Inclusion Work

youtube.com · May 20, 2024 · 1 hr

Open Educational Resources

Freely accessible, openly licensed text, media, teaching, learning, and assessing as well as

377 Items · 489 Users · 75 Organizations

youtube.com · April 25, 2024 · 56 min

Generative AI and Open Educational Resources: Opportunities and Pitfalls

youtu.be · April 22, 2024 · 25 min

OEN Community Conversation: Scaling & Sustaining OER Adoption Publishing, Oh My!

youtube.com · April 22, 2024 · 31 min

Pub101 Accessibility

youtube.com · April 18, 2024 · 1 hr 1 min

AI & OER: Redefining Education?

Charleston Virtual 2023- The FOLIO Ecosystem: How to Build a Complete Solution for Your Library

youtu.be · April 1, 2024 · 28 min

ALA Core Interest Group Week 2024: MARC Formats Tradition Group Presentations

ala-events.zoom.us · March 6, 2024 · 59 min

FOLIO Reporting App (Poppy)

youtube.com · November 6, 2023 · 8 min

Added by Index Data

LinkedIn Learning

An American online learning provider providing video courses from industry experts in software, creative, and business skills

461 Items · 203 Users · 13 Organizations

Streamlining Your Work with Microsoft Bing Chat

linkedin.com · June 22, 2023 · 26 min

Generative AI: The Evolution of Thoughtful Online Learning

linkedin.com · June 13, 2023 · 26 min

Ethics in the Age of Generative AI

linkedin.com · May 25, 2023 · 38 min

Canva Essential Training

linkedin.com · May 15, 2023

Generative AI and Open Educational Resources: Opportunities and Pitfalls

youtu.be · April 22, 2024 · 25 min

OEN Community Conversation: Scaling & Sustaining OER Adoption Publishing, Oh My!

youtube.com · April 22, 2024 · 31 min

Pub101 Accessibility

youtube.com · April 18, 2024 · 1 hr 1 min

AI & OER: Redefining Education?

Skilltype

Weekly Digest

To: Tony Zanders

Yesterday

Skilltype

Weekly Digest

Hi Tony, here's your progress

Trainings completed: 4
Time spent training: 3 hr 50 min

YTD activity. View or download full training history [here](#).

What's New for You

Project-Based Approaches for Increasing Engagement in Antiracism, Diversity, Equity, Inclusion Work
Video (1 hr)
Helps with: [Inclusion](#) | [Diversity](#) | [CALM Conference](#) | [Anti-racism](#) | [Equity](#) ...

Mama Said There'd Be Days Like This: Supporting Librarian Parents & Caregivers
Video (1 hr)
Helps with: [Policy Development](#) | [Wellness and Well-being](#) | [Human Resources](#) | [CALM Conference](#) | [Library Administration](#) ...

Overcoming Imposter Syndrome and Embracing Your Innate Power Within the Workplace
Video (55 min)
Helps with: [Wellness and Well-being](#) | [Mental Health](#) | [Staff Development](#)

Emergent Strategy and Radical Library Management & Engagement
Video (1 hr 3 min)
Helps with: [Inclusion](#) | [Diversity](#) | [Management](#) | [CALM Conference](#) | [Anti-racism](#) ...

Code4Lib 2024 — Day 1 Afternoon
Video (4 hr 22 min)
Helps with: [Training and Upskilling](#) | [Digital Infrastructure](#) | [Information Technology \(IT\)](#) | [FAIR data](#) | [AI Tools](#) ...

Charleston Conference

An informal annual November gathering of managers, consultants, and vendors

738 Items

ATGthePodcast 237 - 2023 Thursday Noble

open.spotify.com · April 29, 2024 · 2

Charleston In Between - Day Two Research Integrity

youtube.com · April 15, 2024 · 29 min

Charleston In-Between - Day One/Part 3

youtube.com · April 15, 2024 · 48 min

Charleston In Between: Day Two/Part 5: 10 Minute Power Pitch/Lightning Round by Solutions

youtube.com · April 15, 2024 · 56 min

Charleston In-Between - Day One/Part 1: Why Integrity in Research and Publishing Matters

youtube.com · April 15, 2024 · 48 min

Artificial Intelligence (AI)

Computer systems that undertake tasks and decision-making capabilities

723 Items · 172 Users · 41 Organizations

Science in the age of AI

royalsociety.org · May 27, 2024 · 1 hr 45

Libraries in Response Session 100: A

youtube.com · May 24, 2024 · 1 hr 2 min

ChatGPT and OpenAI API Solutions: My Favourite Implementations - Adam Cogan - NDC Sydney 2024

youtu.be · May 23, 2024 · 1 hr 12 min

RLUK DSF | AI & Machine Learning in Libraries

youtube.com · May 22, 2024 · 53 min

Research Integrity and AI: Navigating Challenges and Leveraging Potential

youtube.com · May 22, 2024 · 1 hr 1 min

OpenAthens

Cloud-based identity management solution that provides single sign-on to e-resources

169 Items · 200 Users · 33 Organizations

Access Lab 2024- How OpenAthens Works with Publishers to Evolve the Needs of the Library

youtu.be · May 3, 2024 · 17 min

Access Lab 2024- Navigating OpenAthens configurations: From Simple to More Challenging Scenarios

youtu.be · May 3, 2024 · 19 min

Access Lab 2024- GALILEO and OpenAthens: 5 Years On

youtu.be · May 3, 2024 · 22 min

Charleston In-Between - Day One/Part 3

youtube.com · April 15, 2024 · 48 min

Charleston In Between: Day Two/Part 5: 10 Minute Power Pitch/Lightning Round by Solutions

youtube.com · April 15, 2024 · 56 min

Charleston In-Between - Day One/Part 1: Why Integrity in Research and Publishing Matters

youtube.com · April 15, 2024 · 48 min

ChatGPT

ChatGPT is a chatbot developed by OpenAI; based on large language models (LLMs), it enables users to refine and steer a conversation through prompts

190 Items · 265 Users · 30 Organizations

ChatGPT and OpenAI API Solutions: My Favourite Implementations - Adam Cogan - NDC Sydney 2024

youtu.be · May 23, 2024 · 1 hr 12 min

Developing a ChatGPT Workshop: An Academic Librarian's Response to Evolving AI Technologies

youtu.be · April 24, 2024 · 28 min

How the Overuse of Chatbots Suppress the Information Literacy Development of College Students

youtu.be · April 22, 2024 · 30 min

ChatGPT and OpenAI API Solutions: My Favourite Implementations - Adam Cogan - NDC Sydney 2024

youtu.be · May 23, 2024 · 1 hr 12 min

RLUK DSF | AI & Machine Learning in Libraries

youtube.com · May 22, 2024 · 53 min

Research Integrity and AI: Navigating Challenges and Leveraging Potential

youtube.com · May 22, 2024 · 1 hr 1 min



Technology from Sage...

owned by Sage Publishing



Our products

Library technologies that improve your patrons' workflow.



Resource list management

Create and manage resource lists with an online platform used by over 100 universities worldwide. Talis Aspire connects faculty and students with relevant library holdings and integrates seamlessly with your existing systems – streamlining acquisition decisions for your library.



Collaborative annotation

Encourage student engagement with a platform that brings discussion into the heart of teaching materials. Talis Elevate enables collaborative annotation in 17+ content types, while giving academics insights into student interactions to fine-tune teaching.



Resource access & workflow services

Put your library on your patrons' shoulder via an extension on their browser. Lean Library simplifies online access to library content and open access alternatives and embeds library collections and services into the patrons' workflow.



Reading and authoring

Give library patrons an easy and intuitive way to discover, read, annotate, write and share research with an award-winning online reference management tool. With intuitive and customizable features that enable collaboration, Sciwheel is where research comes together.

Our mission

Our mission is to help redefine and amplify the power of the academic library to advance teaching, learning and research.





Librarian Futures Part III

The Librarian Skills Landscape



Data

Skilltype + Survey

- Anonymized aggregate data from the Skilltype platform was made available for analysis to identify trends within the information industry. The anonymized data represents the key skills and interests selected within the Skilltype profiles of 2,327 library professionals associated with 72 library organizations with activity on the Skilltype platform between April 1, 2022 to August 1, 2023.
- We also conducted a survey, with 289 responses from library professionals globally. The survey was conducted via SurveyMonkey with responses conducted between August 7th and September 8th 2023.

1. Librarians have a great deal of confidence in their ability to serve patrons.

An overwhelming majority of librarians agreed or strongly agreed with the following statements:

- I possess the capability to fulfill my day-to-day tasks
- I regularly meet patrons' expectations
- I regularly meet my manager's expectations
- I feel confident regarding supporting student success within my institution.

Results were much more mixed for the statement "I feel confident regarding advancing my career".

2. Many librarians (37%) feel unprepared to answer patron questions on the use of generative AI in their studies.

Although some are neutral on this question (17%), and a small number do not feel able to meet these challenges (8% disagree, 1% strongly disagree).

3. Many librarians benefit from regular discussions about current and developing skillsets with a range of stakeholders, from senior management to students.

74% of respondents reported that they engaged in upskilling, on average, at least once every 3 months.

However, many librarians are being left out of such conversations, and the impact is particularly pronounced for staff without postgraduate qualifications and for staff working in a hybrid fashion and over 10% of library professionals surveyed as only upskilling once per year.

4. In the short term, librarians identified digital literacy skills as an essential skill to develop, with 90% of librarians agreeing.

This is likely in response to the rapid rise of generative AI.

Moving into the medium and long term, a number of librarians see skills in learning analytics being crucial to develop.

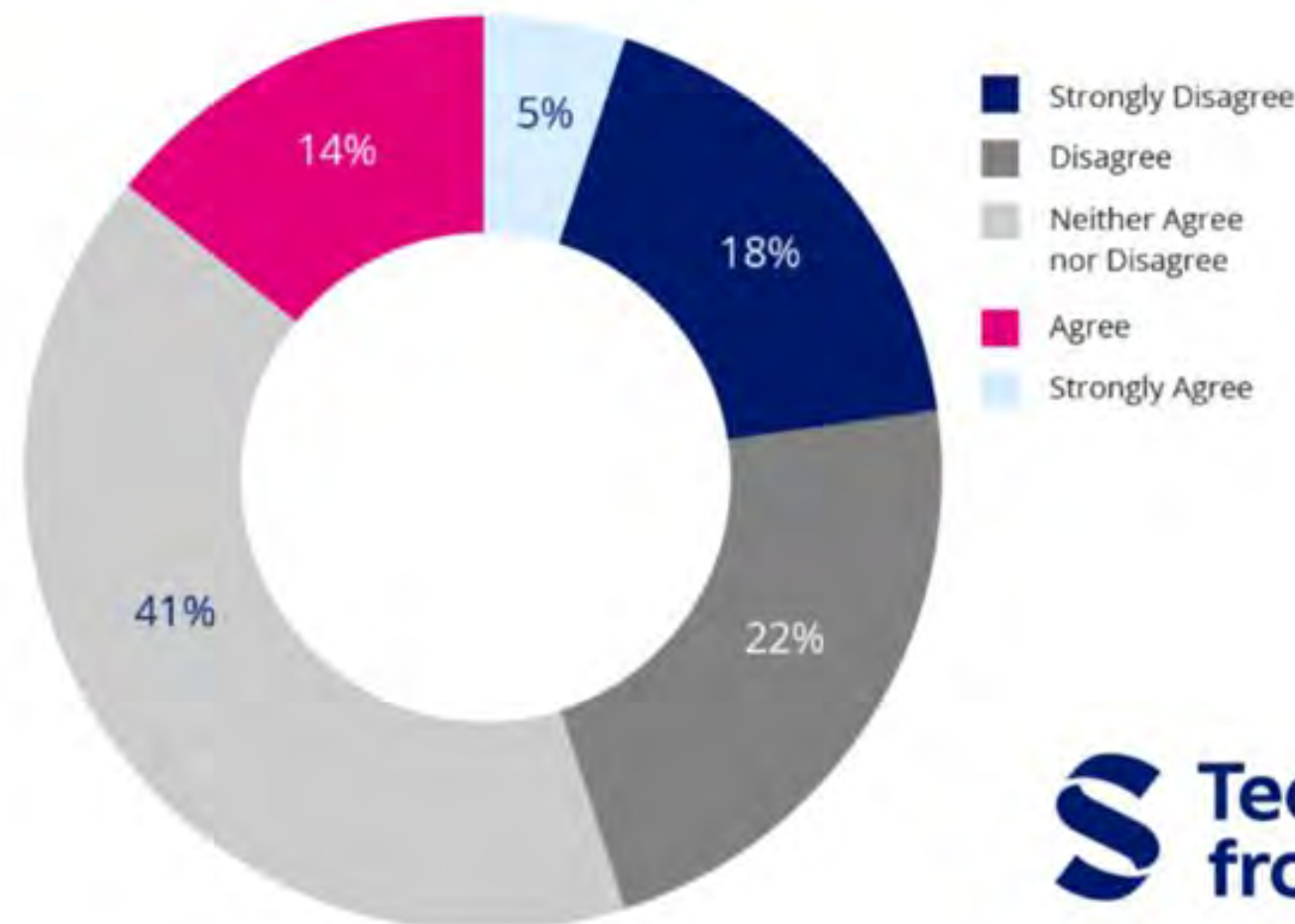
5. Librarians generally feel supported by senior managers, line managers, and their colleagues in regards to development and upskilling.

Over half of respondents agreed or strongly agreed that they were given ample opportunity to develop their skill set by the university (56%), and over half felt well supported to do so by senior management (62%), line managers (80%), and colleagues (72%).

6. Less than 20% of librarians feel that their effort to learn new skills is appreciated by students.

Just 19% of respondents felt that students recognise their efforts to learn new skills. A plurality (41%) of librarians were neutral on the topic, while a relatively huge 40% of librarians actively disagreed with the statement.

I Feel That My Effort to Learn New Skills Is Recognized by Students.



7. Almost all librarians have had the opportunity to upskill within the past 12 months.

Approximately 75% of librarians have had the opportunity to engage in upskilling at least quarterly.