Core Competencies for Support Staff: Librarians as Departmental Leaders (Program G-5)

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Core competencies: What do we mean?

• Core competencies: What do we mean?
  –Core → central or most important part
  –Competency → ability or knowledge to do something successfully
Design & Communication

- Design of system/profiling
- Communication during this process by supervisors
Communication (continued)

- Discussions among implementation team members regarding questions as system went live

- “Mistakes” and misunderstandings by staff using system
Learning the Modules

- All modules vs. individual modules
  - Staff familiarity
  - Build on skills → complete system, not just the parts
Definition & Design

- Define basic skills/core competencies for both public and technical services staff

- Design and implement training program
Definition & Design (continued)

• Approach administration for support

• Electronic classroom

• Class size
Definition & Design (continued)

- Development of training team
- Computer-based training
Competencies -- Searching & Record Types

• Searching basics
  - Indexes → basic USMARC fields for those indexes
  - Boolean searching
  - Character and web versions of catalog
  - Public and staff views

• Types of records
Competencies – Management Information & the Manual

• Basic management information
  – Location codes list
  – Indexes
  – System status/Transaction file

• Using the vendor’s online manual
Competencies –
Divisional Needs & New Products/version

• Divisional competencies
• New products, new versions
Link to Training Tools

For examples of training tools, visit:

http://unofficial.umkc.edu/schweitzbergerk/
AALLL.htm