From Lending to Information Services: A Case Study on Transforming Staff through Competency-Based Training

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Project Background

The key of the project is to enhance service quality of front line services. The new practitioner is expected to be a strong team member for the Library and Learning Commons and maintain central place in implementation the University’s teaching, learning and research mission goals.
Presentation Outline

1. Training Scope
2. Training Methodology
3. Evaluation
4. Future Recommendation
Competency, Competence

The two words are usually used synonymously. Their meaning is the capability of a person to choose and use (apply) an integrated combination of knowledge, skills and attitudes to realize a task or work function in a certain context.
Scope of the Training

Staff to be trained in the following competencies:

1. Information retrieval
2. Reference interview skills, question types
3. Soft skills (People skills)
4. Hard skills (Search Strategies)
5. Reference Resources
9 librarians

- Drawn from the Information and Lending Services Unit participated in the training:
  
  - One to one training at the Info desk
  - 5 days training 2 hours per day
Training Content

Competencies for Librarians

1. Foundational Knowledge
2. Interpersonal skills
3. Information services
4. Information Technology Skills
Competencies for Librarians: Foundational Knowledge

All librarians should have a strong foundational knowledge of:

- Librarianship and professional practice
  - Ethics and values
  - Interpreting search results

- Library systems
  - Structure
  - Key policies and procedures
  - Key collection strengths
  - Key services for students

- Scholarly Communications
  - Institutional repositories, open access journal
  - Copyright legislation
Competencies for Librarians: Interpersonal Skills

- **Problem solving**
  - Identifying problems
  - Determining relevance
  - Accuracy of related information

- **Collaboration**
  - With library and campus wide hierarchies
  - Teamwork skills (listening, problem resolution and giving feedback)
Competencies for Librarians: Interpersonal Skills

- **Marketing**
  - Promoting the expertise
  - Promoting services
  - Promoting collections
  - Promoting facilities

- **Team building**
  - Teamwork skills (listening, problem resolution and giving feedback)
Competencies for Librarians: Information Services

**Reference Services**
- Knowledge of the principles and techniques of effective reference service which provides access to relevant and reliable information
- Knowledge of the principles and techniques for effectively interacting with users to determine information needs.

**Information Literacy**
- Institutional teaching and learning
- Knowledge of concepts
Competencies for Librarians: IT Skills

Strong Knowledge and capability in:

- Integrated Library systems – Search
- Electronic Resources
  - Online Databases
  - Online Journals/Books
  - Past exams
  - Reading Lists
Staff feedback

Findings –

- Customer service skills
  - Increase in confidence
  - Increase in knowledge
  - People skills
  - Hard skills
    - Efficiency
    - Accuracy
    - Effectiveness
Future developments

- A complete competency based training should be added to organization development plan and strategies.

- After training staff will be placed according their strongest competency