Closing the Library Skills Gap
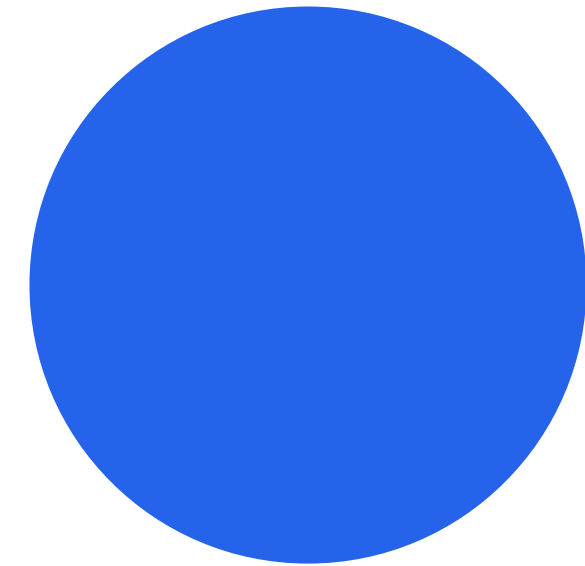
Tony Zanders
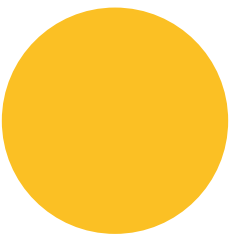Founder & CEO, Skilltype
tony@skilltype.com

John Barnett
Dean of the Library, USC Upstate
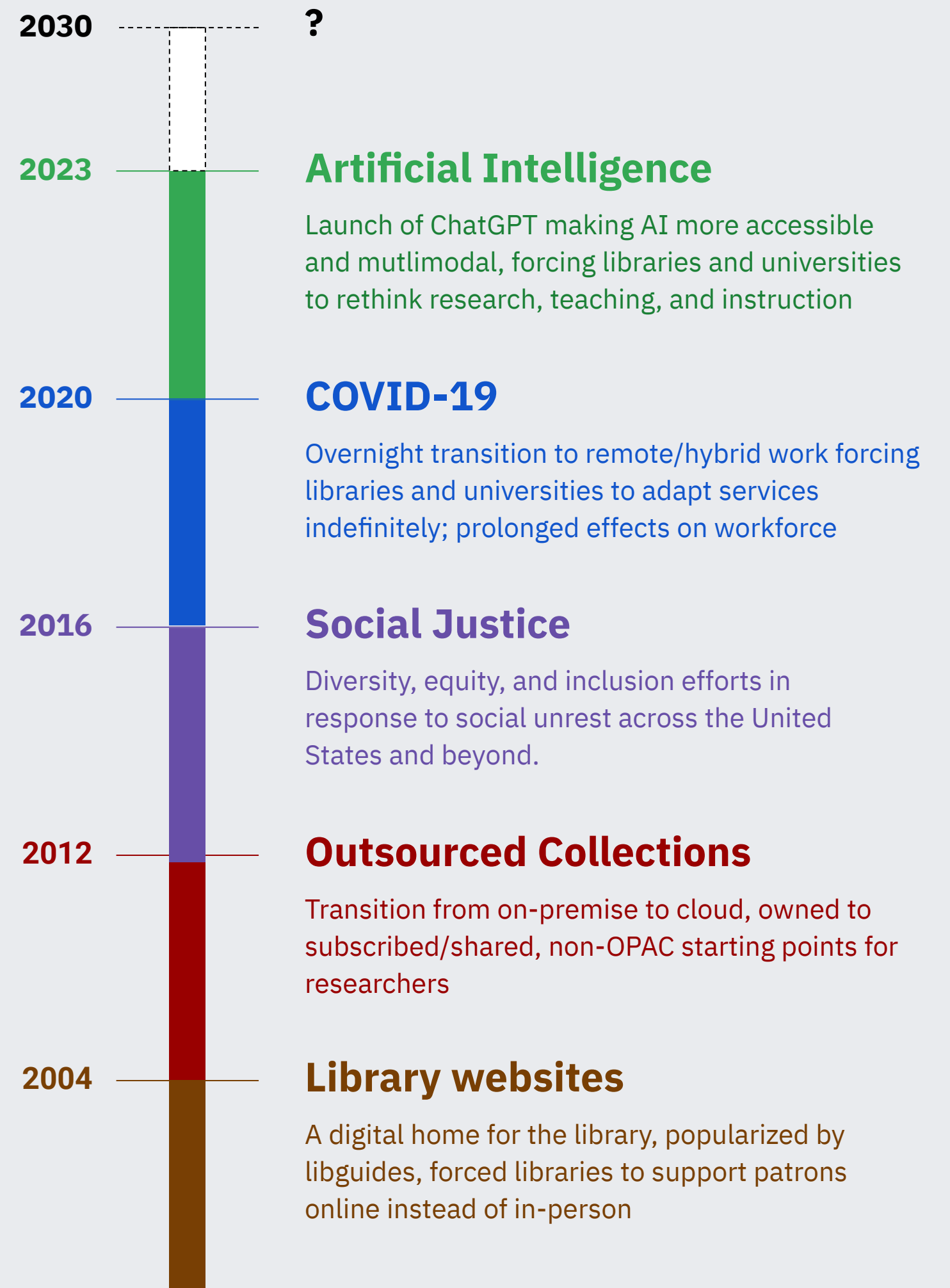jb186@uscupstate.edu

2024 GALILEO Annual Conference

**GALILEO UNBOUND:
NEW PERSPECTIVES ON LITERACY**
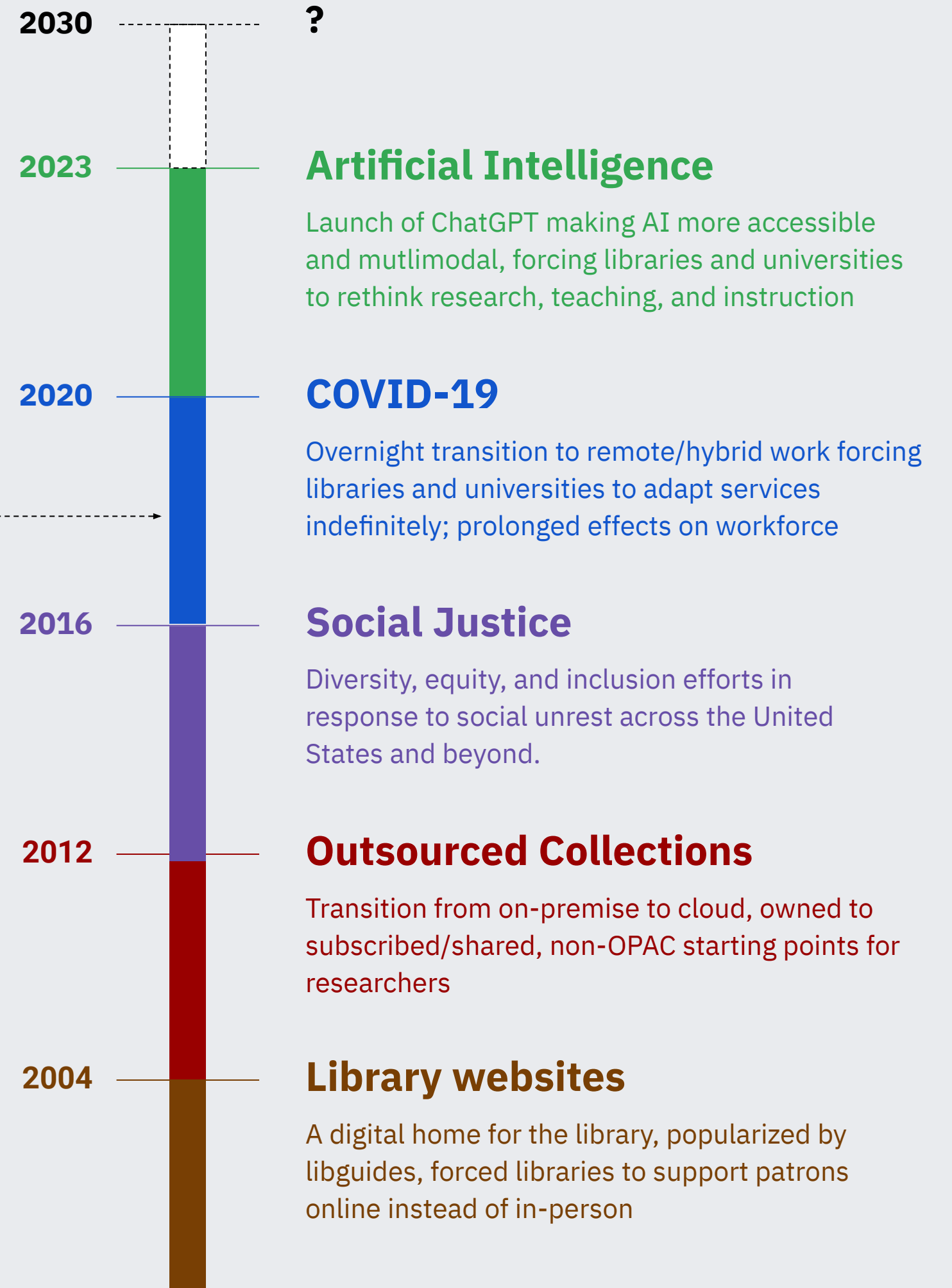
June 11-12, 2024

Skilltype

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.

2030 ⌐ **?**

2023

Artificial Intelligence

Launch of ChatGPT making AI more accessible and mutlimodal, forcing libraries and universities to rethink research, teaching, and instruction

2020

COVID-19

Overnight transition to remote/hybrid work forcing libraries and universities to adapt services indefinitely; prolonged effects on workforce

2016

Social Justice

Diversity, equity, and inclusion efforts in response to social unrest across the United States and beyond.

2012

Outsourced Collections

Transition from on-premise to cloud, owned to subscribed/shared, non-OPAC starting points for researchers

2004

Library websites

A digital home for the library, popularized by libguides, forced libraries to support patrons online instead of in-person

Skilltype

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.

Skilltype

2030 .... **?**

2023 — **Artificial Intelligence**

Launch of ChatGPT making AI more accessible and mutlimodal, forcing libraries and universities to rethink research, teaching, and instruction

2020 — **COVID-19**

Overnight transition to remote/hybrid work forcing libraries and universities to adapt services indefinitely; prolonged effects on workforce

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2004 — **Library websites**

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Skilltype

Step 1: Needs Assessment

What are the priority skills and competencies for our library?

Organizational needs

Step 2: Employee Profiling

What skills and interests do we have?

Individual
skills

Skilltype | **Affiliate Profile** | Search

Home   My Training   Profile

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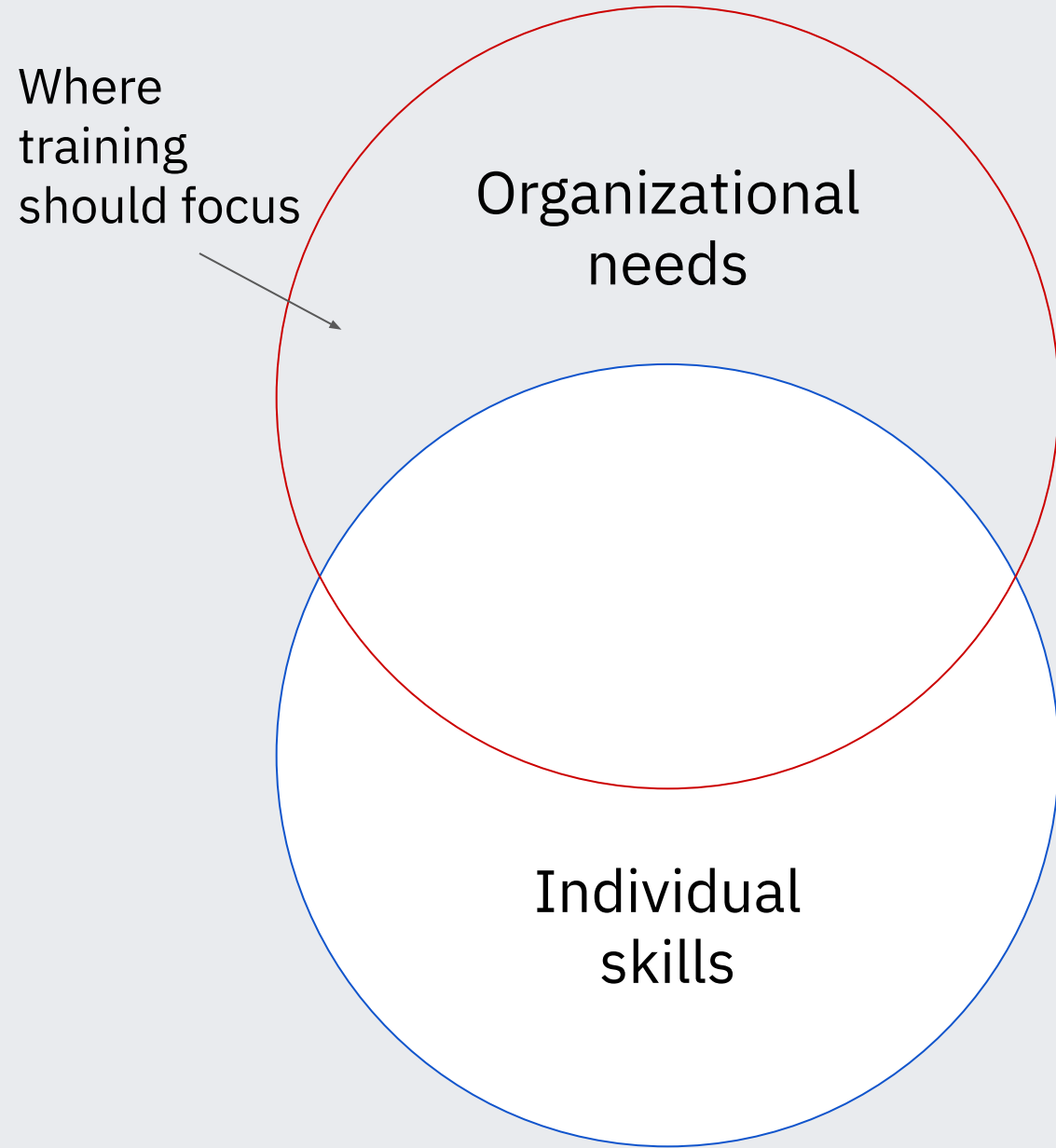deirdre@skilltype.com
Chester, VT

Skills ⑦

| 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 ⑦

| Creative Content Management | Discovery and Delivery |

Skilltype

Step 3: Talent Audit

Where are our skill gaps?

Where training should focus

Organizational needs

Individual skills

Washington University in St. L   ×   +

app.skilltype.com/organizations/26525/insights/talent-audit

Skilltype | Washington University in St. Louis

Search

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Washington
University in St. Louis
UNIVERSITY LIBRARIES

Washington University in St. Louis
Academic Library
St. Louis, MO

ADMIN PANEL

Profile

Directory

Teams

Insights

Training

Settings

Talent Audit   Skills   Product Experience   Interests

Key Skills

Acquired	79 Skills
Academic and Scholarly Writing	8
Accessibility	15
Access Management	13
Acquisitions	6
Analytics	15
Anti-racism	4
Archives	11
Artificial Intelligence	

Interested	79 Skills
Academic and Scholarly Writing	1
Accessibility	6
Access Management	2
Acquisitions	7
Analytics	25
Anti-racism	8
Archives	3
Artificial Intelligence	

Missing	5 Skills
Civic Engagement	
Consortia Relations	
Literacy	
Micro-Credentials	
Music Librarianship	

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FOLIO ✓
An open source library services platform
Folio forum
153 Items · 122 Users · 19 Organizations

By the numbers:
A first look at the eUsage app
Jessica Scholze
Richard Redweik
Leipzig University Library

📹 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

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

Diversity ✓
Leadership methods and practices which acknowledge
of 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: Suppor
Candidates
youtube.com · May 20, 2024 · 1 hr 1 min

📹 Project-Based Approaches for Increasing Eng
Inclusion Work
youtube.com · May 20, 2024 · 1 hr

Charleston Conference
An informal annual November gathe
managers, consultants, and vendors
738 Items

🎙️ ATGthePodcast 237 - 2023 Thur
Noble
open.spotify.com · April 29, 2024

📹 Charleston In Between - Day Two
Research Integrity
youtube.com · April 15, 2024 · 29 m

📹 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

LinkedIn Learning ➕
An American online learning provider providing video
industry experts in software, creative, and business sk
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
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

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 ...

Open Educational Resources
Freely accessible, openly licensed text, med
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?

⋮ Save
✓ Mark as Completed
📋 Copy to Clipboard
🚩 Report to Skilltype
✏️ Edit

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

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

Today's Library Skills Landscape

The information profession is evolving

- ○ Collections are consolidating
- ○ User expectations are changing
- ○ Organizations are collaborating
- ○ Data literacies are rapidly evolving

Libraries offer more than information

- ○ Connecting the community
- ○ Translating user needs into services
- ○ Curating collections tailored to specific audiences
- ○ Creating digital experiences for teaching, learning and research

Expertise is a key differentiator for knowledge workers

Skilltype

Career development for information professionals

- Technology continues to evolve the library

- Position descriptions are becoming more specialized and bespoke

- Finding relevant training among countless offerings is burdensome

- Library managers often lack training or time to guide professionals' growth

- Each skill's "shelf life" is rapidly decreasing

- Interim assignments and "other duties as needed" are a new normal due to retirements, attrition and lengthy hiring processes

Skilltype

The Skilltype approach

Essential Skills

- Interpersonal communication
  - Giving and receiving feedback
  - Influencing, pitching, negotiating
- Cultivating relationships, building consensus
- Adaptability and resilience
- Situational awareness and self awareness
- Curiosity
- Environmental scanning and forecasting
- Data analysis

- Assessment
- Seeking out data to inform decisions
- Awareness of cognitive bias
- Problem framing and solution finding
- Translating across audiences and disciplines
- Systems thinking
- Pedagogy, learning science,
- User Experience
- **Long life learning**

Skilltype

Deep Dive: USC Upstate

About USC Upstate Library

- 25 employees
- Single location undergoing expansion
- Members of PASCAL consortium
- Started as dean in June 2021
- Onboarded to Skilltype in February 2024

Skilltype

Problems we were seeking to address

- Feedback from SACSCOC for not having a professional development plan for library staff

- Staff and faculty desiring more engagement and opportunities

- Increased needs for skills in technology, technical services, scholarly communications, and marketing

- No real hierarchy in organization with over half of employees reporting to me

- Lack of bandwidth to inform and coordinate PD opportunities

Skilltype

How Skilltype has helped solve them

- Skilltype addresses training gaps my employees have cited

- Everyone has equal access without requesting it explicitly - at your own pace

- We've created teams by function and unit, along with creating professional interests groups

- We can stay up to date with industry happenings on a variety of professional topics and initiatives such as Charleston Conference proceedings and Ithaka S+R reports

Skilltype

What's next for us?

- Encourage staff to contribute their own training content

- Sign in with Microsoft 365

- Use Skilltype's analytics and talent audit to understand our skill gaps

- Manage our skills collectively in the PASCAL consortial network on Skilltype

- Encourage staff to take further advantage of professional development opportunities

- Make Skilltype use part of employee's annual evaluation
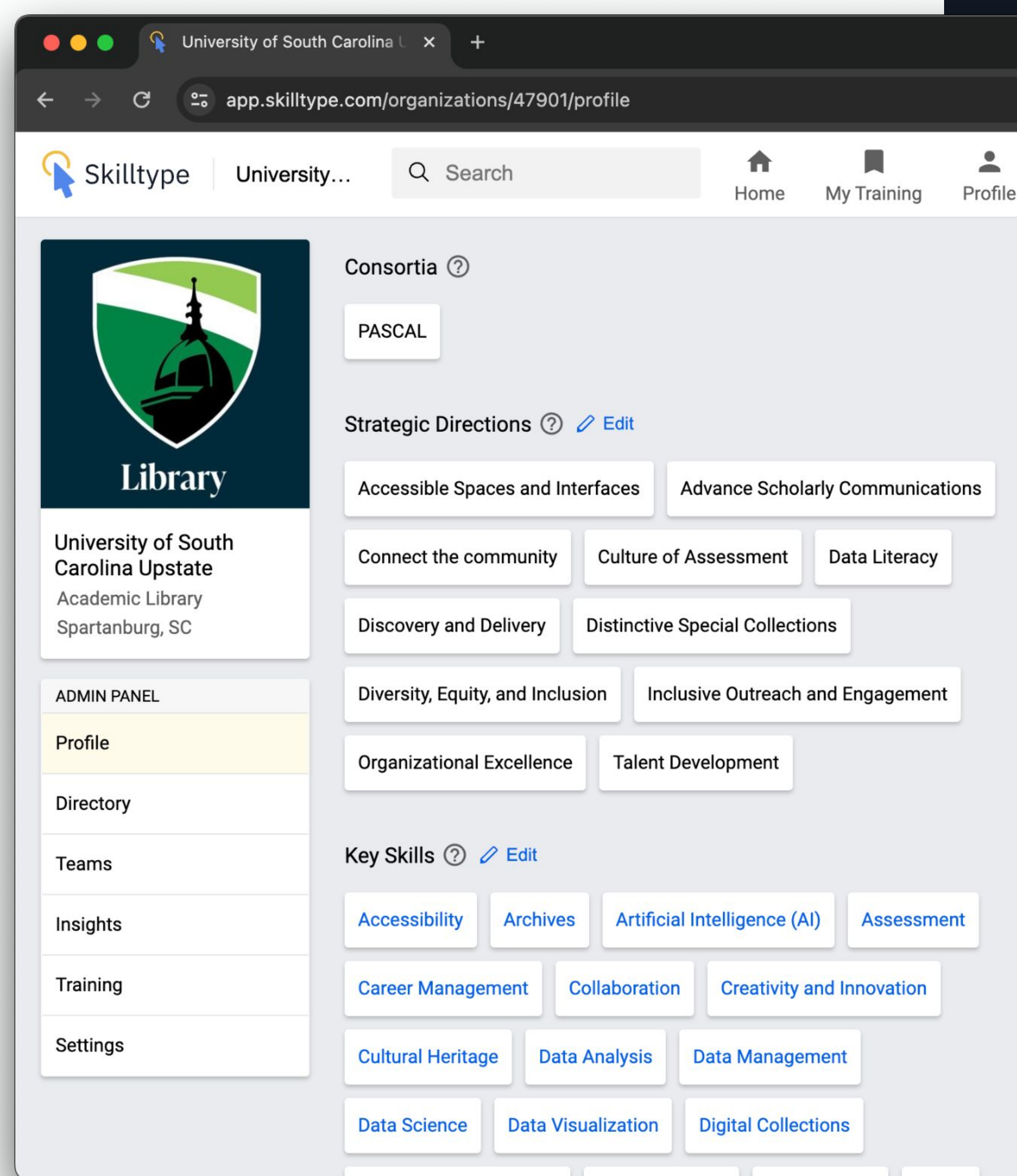
Skilltype

Questions? Thank you!

Tony Zanders
Founder & CEO, Skilltype
tony@skilltype.com

John Barnett
Dean of the Library, USC Upstate
jb186@uscupstate.edu

Skilltype