

ALCTS - Listserv

The survey has been created for an Association of Library Collections & Technical Services (ALCTS) Symposium at ALA Midwinter entitled "Re-envisioning 'Technical Services' to Transform Libraries: Identifying Leadership and Talent Management Practices." Library technical services departments and staff have unique and special training needs prompted by changing standards, new formats and innovative technologies. The survey (and symposium) have been created to determine what new skills are needed in technical services and how libraries are handling these training needs. In addition, the survey was created to investigate how libraries identify emerging leaders and whether they have formal succession planning. Preliminary results will be presented at the Symposium. The survey contains 28 questions and should take 25-35 minutes.

Q1 Please categorize your library below: categorize your library below:

- Community college or 2-yr College (1)
- 4-year College (2)
- 4-year University (3)
- Public Library (large research-focused) (4)
- Public Library (community focused) (5)
- Special (Corporate, Medical, Government, etc.) (6)
- School Library (7)

Q2 How do you identify emerging leaders in your library?

Q3 Does your library have a formal program or offer coaching on leadership development for new technical services librarians?

- Yes (1)
- No (2)

Q4 If you answered yes in question 3, please briefly describe the leadership development program in your library.

Q5 Does your library have a formal succession planning initiative for any library role or activity (not restricted to technical services)?

- Yes (1)
- No (2)

Q6 If you answered yes in question 5, please briefly describe the formal succession planning activities in your library.

Q7 For this list of library functional areas below, please select where each function is located in your library.

	Currently located within technical services (1)	Located in another functional area (3)	Shared between technical services and other areas (4)	Not a Library function at this time (5)	Not certain (6)
Acquisitions (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Resource Management (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensing (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection Development (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traditional Cataloging (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metadata Services (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Binding (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print Preservation (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Preservation (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vendor Management (information resources) (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vendor Management (Library Operations) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Institutional Repository Management (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Institutional Repository Support (ingest, metadata, etc.) (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Digital Humanities Support (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Publishing (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scholarly Communication (Open Access initiatives, etc.) (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Copyright Advice (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Production Services (scanning, online exhibits, etc.) (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 Please add any brief comments about other functional areas located within technical services. (Optional)

Q10 Using a scale of 1 to 5, with 5 being most important, which of the following technical skills do you consider the most important for librarians/staff in your technical services areas?

	Unimportant (1) (1)	Slightly Important (2) (6)	Average Importance (3) (2)	Very Important (4) (3)	Most Important, Essential (5) (4)
Facility with computer hardware and software (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand the variety of electronic resource access methods (IP authentication, proxy server, link resolver, etc.) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the functionality of the different library systems and how the different systems can (or cannot) work together (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming (scripting languages, etc.) (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web application development (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web design/standards (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System administration/client configuration (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of web analytics and statistics (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand data mining and data visualization (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metadata/cataloging standards (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to use productivity software (Word,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Excel, Access, etc.) (14)					
Knowledge of COUNTER (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of XML (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 Optional: Please list key technical skills not already listed.

Q12 Using a scale of 1 to 5, with 5 being very often - on average, when hiring and for technical services positions, do newly hired librarians/staff possess the majority of technical skills needed?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Facility with computer hardware and software (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand the variety of electronic resource access methods (IP authentication, proxy server, link resolver, etc.) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the functionality of the different library systems and how the different systems can (or cannot) work together (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming (scripting languages, etc.) (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web application development (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web design/standards (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System administration/client configuration (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of web analytics and statistics (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand data mining and data visualization (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metadata/cataloging standards (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to use productivity software (Word, Excel, Access, etc.) (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Knowledge of COUNTER (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of XML (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 Using a scale of 1 to 5, with 5 being most important, which of the following “soft skills” do you consider the most important for librarians/staff in your technical services areas?

	Unimportant (1) (1)	Slightly Important (2) (2)	Average Importance (3) (3)	Very Important (4) (4)	Most Important, Essential (5) (5)
Communication Skills (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Critical Thinking (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time Management (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negotiation (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Management (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multitasking (ability to work on several job duties/projects at one time) (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transparency (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to continuously learn new skills (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking initiative (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Innovate (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervisory skills (providing feedback to staff, helping staff meet deadlines, etc.) (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14 Optional: Please list key “soft skills” not already listed.

Q15 Using a scale of 1 to 5, with 5 being very often - on average, when hiring and for technical services positions, do newly hired librarians/staff possess the majority of “soft skills” needed?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Communication Skills (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Critical Thinking (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time Management (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negotiation (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Management (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multitasking (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transparency (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to continuously learn new skills (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking initiative (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Innovate (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervisory skills (providing feedback to staff, helping staff meet deadlines, etc.) (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16 Which of the following leadership skills do you consider the most important for librarians/staff in your technical services areas? Please use the drag and drop to place these leadership skill areas in order of importance, with 1 being the most important.

_____ Ability to understand the mission of the organization (1)

_____ Having a strong leadership perspective (2)

_____ Participatory management skills (3)

_____ Fiscal Management (4)

_____ Human Resources Management (5)

_____ Strategic Planning (6)

_____ Knowledge of library services and programs (7)

_____ Funding and Development (8)

_____ Ability to inspire/motivate others (9)

Q17 Optional: Please list key "leadership skills" not already listed.

Q18 Using a scale of 1 to 5, with 5 being very often - on average, when hiring recruiting for technical services positions, do newly hired librarians/staff possess the majority of leadership skills needed?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Ability to understand the mission of the organization (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a strong leadership perspective (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participatory management skills (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fiscal Management (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human Resources Management (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategic Planning (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of library services and programs (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funding and Development (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to inspire/motivate others (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q19 Using a scale of 1 to 5, with 5 being most important, which of the following working style skills do you consider the most important for librarians/staff in your technical services areas?

	Unimportant (1) (1)	Slightly Important (2) (2)	Average Importance (3) (3)	Very Important (4) (4)	Most Important, Essential (5) (5)
Ability to work independently (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to work within a team (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analytical and Detailed (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organized (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to prioritize/workflow (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Best Practices (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change management (ability to implement and communicate organizational changes) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem solving skills (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to work with staff outside of technical services (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20 Optional: Please list key “working style skills” not already listed.

Q21 Using a scale of 1 to 5, with 5 being very often - on average, when hiring recruiting for technical services positions, do newly hired librarians/staff possess the majority of working style skills needed?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Ability to work independently (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to work within a team (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analytical and Detailed (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organized (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to prioritize/workflow (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Best Practices (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change management (ability to implement and communicate organizational changes) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem solving skills (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to work with staff outside of technical services (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 As staff are hired for the new roles/positions in “technical services,” what training and professional development opportunities are supported by your library to help librarians/staff develop the skills they need to be successful in these positions? Please select all that apply for each opportunity.

	Free Online (1)	Purchased Online (2)	Face-to-Face, No Travel (3)	Face-to-Face, Travel (4)
Training within the library (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library consortium (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campus/parent institution (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library associations (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other associations (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commercial online providers (Lynda.com for example) (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 Please list any other training opportunities not mentioned in the question above.

Q24 Please list the main conferences you recommend for professional development in technical services.

Q25 What types/areas of training/continuing education are currently missing from the library marketplace?

Q26 Would you support (attend, fund staff to attend) ALCTS training programs for succession planning, leadership development and other soft skills?

- Yes (1)
- No (2)

Q27 Please provide information about the respective roles of librarians and paraprofessionals/paralibrarians in your library technical services operation. (Optional)

Q28 Please provide any further comments or information. (Optional)

Q35 From which listserv below did you hear about the survey?

- ACQNET (1)
- ACRL NE (2)
- ALCTS Col Dev (3)
- AUTOCAT (4)
- Boston Lib Consortium (5)
- DIGLIB (6)
- EDUCAT (7)
- Facebook page for Lib Acq & Coll Dev (8)
- JESSE (9)
- LibLicense (10)
- LITA (11)
- LLAMA (12)
- NASIG (13)
- PADG (14)
- RDA-L (15)

Please click the forward arrow to complete the survey.

Thank you for completing the survey. We encourage you to attend the ALCTS Symposium “Re-envisioning ‘Technical Services’ to Transform Libraries: Identifying Leadership and Talent Management Practices” at the 2016 ALA Midwinter Meeting in Boston. The Symposium will be Friday, January 8, 2016 from 8:00am-4:00pm.