

# Assessing the Future: Developing Information Technology Skills for New Staff Roles in Academic Medical Libraries



Carol Perryman, TRLN Fellow; Robert James, Associate Director of Access Services; Charlie Lackey, Assistant Director of Cataloging and Bibliographic Services; Rick Peterson, Deputy Director, Duke University Medical Center Library, Durham, NC

## Purpose: Assess the technology skills of the Medical Center Library staff to plan for expanded roles in the future

### Setting & Subjects

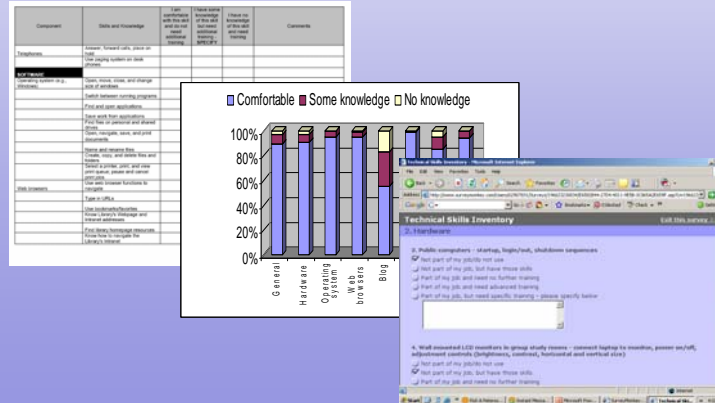
- The Medical Center Library serves as the primary information resource for Duke Medicine
- 40 FTE staff members
- Increasing demand for collaborative and educational spaces and services
- Poised for transition to a Learning Resources Center

### Methodology

- Review job descriptions
- Conduct literature review
- Develop list of core and advanced technical skills
- Develop print and online survey instruments
- Conduct pilot survey for core skills
- Revise and survey remainder of the staff
- Analyze results and identify need for additional core skills
- Develop and conduct training program
- Conduct online survey for advanced skills
- Analyze results and develop training program for advanced skills

### Results

- Developed list of core and more advanced technology skills
- Obtained experience designing and utilizing print and online survey instruments for skill assessment
- Gained understanding of staff's current technology skills
- Planned for future training needs



### Feedback

- “I don't know where all the manuals are located.”
- “I need to learn how to put things in files and create them”
- “I know nothing of the blog discussion”
- “I know the theory but could use practice / hands-on training”
- “I'm never quite sure what password is being requested”
- “No knowledge of virus checkers”

### Future Plans

- Additional skill development for new roles and career advancement
- Update position descriptions and conduct reclassification review
- Strengthen the ability of staff to partner with the School of Medicine
- Prepare for the integration of new services into the Medical Center Library