Skills for the future academic library

Wednesday, 28 November 2018
Workforce Development: Report from the SCONUL Task and Finish Group

Regina Everitt on behalf of Caroline Taylor

Caroline Taylor
University Librarian, University of Leicester
Vice-Chair of SCONUL and Chair of the SCONUL Workforce Development Task and Finish Group

Regina Everitt
Director of Library and Learning Services, University of East London
Co-Project Manager, Research Project: BAME staff experiences of academic libraries
What SCONUL does

- Publishing the SCONUL Annual Library statistics, the standard resource for data on UK and Irish HE libraries
- Developing methodologies to measure the quality of library services, and supporting HE library leaders to implement them
- Briefings for the UK government and EU commission on the legislative framework for HE and national libraries, particularly on HE reforms, on health and on copyright. This is part of SCONUL’s general advocacy ensuring that generic laws do not overlook the needs of library users
- Providing the SCONUL Access scheme: a UK-wide scheme for borrowing and reference by students and researchers across HE libraries
- Disseminating knowledge of library users’ needs and the factors influencing student success and employability
- Sharing knowledge and information on the planning of library buildings and services
- On-going and detailed work in partnership with Jisc and others on the scope for collaborative development of major infrastructure shared services and business processes within libraries, with the aim of improving efficiency
- Supporting the development of library skills within and beyond the higher education sector
- Supporting strategic capabilities and skills development among HE library leaders

Our “charitable objects”:
Generally to promote, maintain and advance the science and practice of librarianship and to improve the overall standards of national and university libraries for the benefit of the public.
Issues for the sector 2019 - 2021
Most important issues - institutions

Over the next three years, which issues are likely to become more or less important?

- Having adequate budget to meet library user and institutional needs
- Meeting user expectations for resources
- Sufficient staff numbers
- Recruiting for, or developing, staff with appropriate skill sets
- Delivering the library elements of support for research practices,…
- Meeting requirements for supporting the teaching and learning…
- Collections management including e-resource models and platforms
- Pressures on space
- Quality and development of library buildings
- Demonstrating the value and impact of library services
- Ability to obtain support for library priorities from senior institutional…
- Cross-departmental working and collaboration within the institution
- The burden of compliance

- Much more important
- More important
- About the same
- Less important
- Much less important
Most important issues - institutions

- having adequate budget to meet library user and institutional needs (83.6%)
- demonstrating the value and impact of library services (79.0%)
- recruiting or developing staff with the appropriate skills sets (78.7%)
Workforce Development Task & Finish Group
Programme on strategic workforce planning to support members in their own workforce planning, focusing on three key areas:

- Supporting members to address the lack of ethnic diversity across the library workforce, starting by listening to BAME staff members’ experiences of work
- The pipeline for new talent, exploring how to foster and support new entrants to the profession
- Developing the current work, particularly in adapting to fast-paced changes in the profession and the requirements of our home institutions
Research into BAME staff experience

- 69% female; 27% male; 4% other
- All regions represented but 58% from London; 17% from NW / NE / Yorkshire & Humber; 13% from SE / SW
- 52% with library related qualification; 42% with non-professional; 7% other
BAME staff survey findings

Have you ever experienced racial discrimination at work either from a co-worker or service user or both?

- Yes: 0.00%
- No: 100.00%
BAME staff survey findings

If yes, did you report it?

- Yes: 0.00%
- No: 100.00%
BAME staff survey findings

If yes, was it resolved to your satisfaction?

- Yes: 0.00%
- No: 10.00%
- Don't know - Ongoing: 20.00%
Pipeline for new talent

• Key question: understanding the pipeline of new talent coming into HE libraries

• What will the research do?
  – address the demographic data gap – who are they, where are they going
  – identify what skills and attributes they come with – balance between technical and soft skills
  – understand their experience of work, progression (and blocks to that?)
  – identify opportunities for their development

• Outputs due Summer 2019
Pipeline for new talent

Who has what responsibility?

- HE libraries
- HE institutions
- CILIP
- New entrants
- Library schools
Developing the current workforce

• Key question: how do we inspire and motivate the current workforce to embrace fast-paced change

• Demographics of the current workforce
  – A UK workforce size estimated at 86,376 people
  – A significant gender pay gap, 78.1% female and 21.9% male
  – Women dominating the workforce, but
  – Under-represented in senior management, 6% female, 9.8% male (Libraries), 6.4% female, 11.2% male (Archives), 8% female, 13.6% (Records), 8.8% female, 13.6 % male (Information management), 11.5 % female, 15% male (Knowledge management).
  – A highly-qualified workforce, 61.4% hold post-graduate qualifications.
  – High-earners more likely to hold professional qualifications than low-earners
  – An ageing workforce, 22.7% 55-64 year olds.
  – Low ethnic diversity, 96.7% white workforce.
Developing the current workforce

• Key challenges

  – understanding latent skills and how they can be mapped to the needs of the future
  – challenging the fear factor in professional development
  – redefining professional library skills
  – leading cultural change (on limited resources)
  – embracing the achievable
Observations

• This work is primarily for SCONUL members
• Outputs developed for leaders in academic libraries to think about how they can nurture and reposition workforce
• Allowing us to be more agile, more responsive and more flexible
• How do we create an environment in which we foster and develop new skills
• Owning the challenges and leading from the middle.
Questions?
Skills for the Future Academic Library:

Workforce Development: Report from the SCONUL Task and Finish Group

Wednesday 28 November 2018
Skills for the future academic library

Wednesday, 28 November 2018