Working in a Non-Traditional "Library": What, How, and Why

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If your "library" doesn't have any books in it, are you still a library technician? I'm a Wiki Gardener, and my answer is yes. I'll take examples from my day to day experience to demonstrate how you can use your skills in a job that doesn't fit the traditional image of a library technician, but is still all about helping people find the information they need. And I'll share advice on how to find jobs like this.

About me:

I am a recent graduate (in 2011) of Seneca College's Library and Information Technician Diploma program. Before going back to school to pursue this new career, I spent almost 15 years in the IT field as a Software Quality Assurance Analyst, and I have a B.A. (Hons.) in History from Queen's University. I've put my education and IT experience together in my role as a Wiki Gardener in the Information Services department of a Canadian insurance company.

Summary

➢ Non-traditional library jobs and library technicians: a library technician by any other name….

➢ Beyond the library to information and knowledge management

➢ Library skills I use every day

➢ Tell some stories that showcase how transferrable your library skills are

➢ Examples of job postings for non-traditional library jobs

Job Postings - Common themes

➢ Organizational skills specifically related to repositories of content (especially "digital" content)

➢ Awareness of both organizing and finding information

➢ Supporting others in the creation and organization of information

➢ Planning events

➢ Computer literacy starting with typical administrative tools and extending to applications relevant to the role and organization

All of these job postings have elements that should appeal to a library technician!
And a library technician should be able to demonstrate that they have the skills to do the job.

JOB POSTING

DEPARTMENT	POSITION	LOCATION
Information Services	Social Software Specialist	Head Office

The Environment

The Dominion has a multi-faceted integrated systems environment comprised of Java-based web applications, legacy mainframe systems, end-user client computing, and a business intelligence environment. The web applications run in a WebSphere/Oracle environment on our AIX platform and are developed in Java following J2EE standards. The legacy systems run in a CICS/COBOL environment on our z/OS mainframe.

We have an established Enterprise Architecture that is used to guide updates and improvements to the application and infrastructure portfolios. We use a Software Development Lifecycle Methodology, a Project Management Methodology, and employ standards in executing the projects. Clarity and Open Workbench are used to assist in planning and monitoring our project portfolios.

The Position

As the Social Software Specialist, you manage the business information repository content and framework within our Confluence Wiki. You are the gardener of the business information repository and the key person in organizing the content in a way that will meet the needs of stakeholders across the organization.

You must have strong organizational skills and have previous experience organizing large amounts of informational content in a collaborative environment in a way that makes it intuitive to locate and easy to maintain. You have proven experience in being able to effectively manage content within the boundaries of internal document standards, processes and procedures.

Your experience also includes strong technical writing, facilitation, negotiation and collaboration skills.

The position works closely with the business systems analyst team and requires knowledge of business analysis and difference between business and system information. You have experience with process diagrams, use cases and the need for centralized repositories of data and rules. Your business system analysis skills will also be used to evolve the wiki to meet the needs of the organization by identifying the stakeholder needs and finding solutions that will meet those needs.

Job Duties

- Investigates and analyzes problems and business requirements, including impact analysis of functional change on all systems and business areas, for projects up to high complexity in order to recommend appropriate solutions.
- Determines scope and prepares detailed requirements documents for tasks and projects up to high complexity to ensure scope and business requirements are understood and acceptable to all impacted areas.
- Maintains a current base of information, documentation and expertise about data within the Business application domain (including data models, meta-data, data dictionary) as well as its relationship to the enterprise and other application domains.

- Provides direction to internal and external users and assists in the effective and efficient resolution of issues.
- Provides mentoring to support analysts and business analysts in order to help them progress in their professional development and optimize performance.
- A flexible and adaptable team player that is service oriented.

SKILL AND EXPERIENCE REQUIRED

Education: Minimum - three year college diploma with a major in computer science, or equivalent experience.

Experience: Minimum - five years progressive experience in Information Services. Minimum – four years experience performing business analysis.

Technical Skills: Demonstrated ability in written Use Cases. Knowledge of UML with a demonstrated ability in Use Case modeling. Demonstrated ability in analysis. Demonstrated ability in testing & documentation techniques. The ability to plan and organize effectively. Microsoft Office (Excel, Word, PowerPoint). Knowledge of the property and casualty insurance industry

Performance Skills: Excellent analytical, problem solving, and decision making skills. Good communication skills oral and written.

Membership Services Coordinator at the Toronto Lawyers Association ("TLA")

The TLA Membership Services Coordinator is an energetic, amicable, and highly organized individual who provides key support to the Executive Director and the Board of Trustees while also acting as the TLA Webmaster. She or he is a professional in her or his own right, and will be the first face and voice of the TLA while also playing a key role in the functioning of the association.

Duties and Responsibilities

- Manage the website, using Yourmembership.com.
- Manage the association's social media presence using Hootsuite.
- Manage the membership database and the annual renewal drive.

- Organize meetings, educational events, and special events.

- Provide support as required by the Executive Director.
- Demonstrate administrative and organizational skills to enhance the effective operation of the association.
- Assess, establish, and maintain data management systems to ensure organized electronic and paper records.

- Produce accurate business correspondence.

- Use effective interpersonal skills in the workplace to assist the completion of individual and team tasks, to ensure effective customer service, and to promote the image of the organization.

- Troubleshoot and show initiative in the creation and production of accurate, organized business documents within a specified time frame.

- Perform other duties as assigned.

Qualifications
- Post-secondary Library Technician Diploma from a community college

Skills and Abilities
- Advanced written and verbal communication; excellent telephone manner.
- Exceptional time-management, planning, and administrative skills.
- Computer literacy including MS Office products: Word, Excel, Outlook, Power Point; experience with mail-merges and with any of the following: Yourmembership.com, Microsoft Access, Joomla, Simply Accounting, and Constant Contact
- Ability to organize and prioritize workload and manage multiple projects
- Proven ability to work independently and in a team environment.
- Demonstrate high level of diplomacy, sound judgment, and discretion when dealing with members.
- Must be enthusiastic, proactive, innovative and have intellectual curiosity.

Job posting: Research Administrative Assistant at Mount Sinai Hospital

Research Administrative Assistant - 2141
Requisition # 2141
Job Type: Regular Full-time
Vacancies: 1
Department: Family Medicine
Employee Group: Non Union
Hours (Subject to change): 37.5 hours per week

Job Description

Provide administrative and project assistance for the research and scholarship projects of the medical staff in the Gluskin / Granovsky Family Medicine Centre.

Responsibilities:

- Research/academic project support
- Providing administrative assistance on individual projects as required, e.g. photocopying, collating, packaging project materials, word processing, correspondence
- Conducting literature searches, retrieving articles from the Internet or medical library; ordering articles through inter-library loan
- Assisting with research grant applications – including on-line completion of required modules, photocopying and packaging
- Assisting with Research Ethics Board applications, including the creation and maintenance of a reminder schedule for project renewals and terminations
- Assisting with preparation of presentation materials and slides
- Assisting with preparation/formatting of articles for journal submissions
- Creating and maintaining reference databases for individual projects or researchers using Reference Manager or EndNote software
- Assisting with data retrieval and entry
- Assisting with expense reimbursement for travel related to academic projects
- Assist with travel arrangements for staff involved with academic projects
- Assist with patient data extraction in the EMR

Office responsibilities:

- Arranging project-related mail and courier services
- Organizing project meetings and teleconferences; making necessary travel or catering arrangements
- Ordering research supplies
- Coordinating requests for vacation, lieu days etc from research staff in conjunction with the Research Director
- Responding to and dealing with research requests from outside the GGFMC

Departmental responsibilities:

- Assist with FHT related research activities
- Maintaining and updating list of staff publications, presentations and grants
- Maintaining and updating CV modules for staff researchers
- Preparation of semiannual research newsletter
- Scheduling/arranging monthly scholarship meetings including agenda, minutes, logistics
- Book rooms for research events, meetings
- Maintain research work room and storage room
- Assist with Resident Academic projects

Ray D. Wolfe Department of Family Medicine responsibilities:

Provide administrative support to the Chief including, among other varied duties: MSH medical staff appointments and University of Toronto academic appointments, maintain Family Medicine physician database Assist in planning meetings/events for the Ray D. Wolfe Department of Family Medicine

Job Requirements

Education/Experience:

- Graduate from a Community College or University, specializing in Business Administration/Health Sciences or related fields
- Minimum 2 – 3 years related recent experience in a medical/university research environment preferred

Qualifications:

- Proficiency in Microsoft Office Suite including Word, Excel, Outlook, PowerPoint; Adobe Acrobat, Internet Explorer, Reference Manager/EndNote
- Familiar with Medline and other medical reference databases
- Ability to work independently, effectively and efficiently under pressure with multiple competing demands
- Ability to multitask and prioritize
- Good interpersonal skills
- Good judgment and problem solving skills
- Organizational, communication, and time management skills
- Motivated and effective team member
- Flexibility within the job function
- Self-motivated and detail-oriented
- Excellent verbal and written communication skills
- High degree of initiative and creativity would be an asset
- Demonstrated satisfactory work performance and attendance history

Job Posting - Web Editor

The Office of the Assembly is the administrative arm of the Legislative Assembly of Ontario.
Our mandate is to provide non-partisan support services to all Members of Provincial Parliament.

Web Editor

Web Publishing Office

We're looking for a well-organized, articulate enthusiast of current affairs and the legislative process to join our web editorial team. The team's role is to take editorial responsibility for making the content on the Assembly's web channels accurate, timely, fresh, meaningful, and consistent.

As steward of your own sites or sections, you'll prepare and post text, graphics, and audiovisual content, sometimes under tight deadlines; keep an eagle eye out for glitches; make sure that editorial standards are met; and be the first person that web users and contributors turn to with questions, for troubleshooting, and to pass along ideas. There will be some writing and a lot of copy editing. You'll have a say in editorial standards and in the planning and implementation of new content and features.

To be considered as a candidate, you need a university-level degree with well-developed English language skills. Excellent copy editing ability is a must, as is a fanatical attention to organization and detail. You are self-motivated and enthusiastic, with an interest in the work of the Assembly. Your writing is clear, succinct, and in plain language. You are adept at acting as a liaison among groups with different, sometimes competing, interests. We aren't looking for a web technology whiz-there are web designers, administrators, and developers to support you-but you do need to know your way around basic web content management systems and processes. Proficiency in French would be considered an asset. The salary range for this position is $44,289 to $56,462 per annum.

Online References

http://www.informationnow.ca/Presentations.html

Presentations from previous conferences:
- Do You Have the Skills for Tomorrow's Library Careers?
- Different Directions for Library Technicians

On Library and Information Technicians: a 101 guide

Includes search terms for library related jobs.

OALT/ABO Salary Surveys

Knowledge Workers: Methods - Toronto

A Meetup group in Toronto for those interested in knowledge management. Meetups are a great, relatively informal way to network and share ideas. Look for Meetup groups that share your interests.

The Public Speaker: Quick and Dirty Tips

Improve your public speaking and communication skills; great practical tips in article/podcast form.

Can You Read That at the Back of the Room?

Tips for better PowerPoint presentations shared by Ruven Gotz.