Is there a need for increased I.C.T training in library technician courses in Australia?

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Key Words

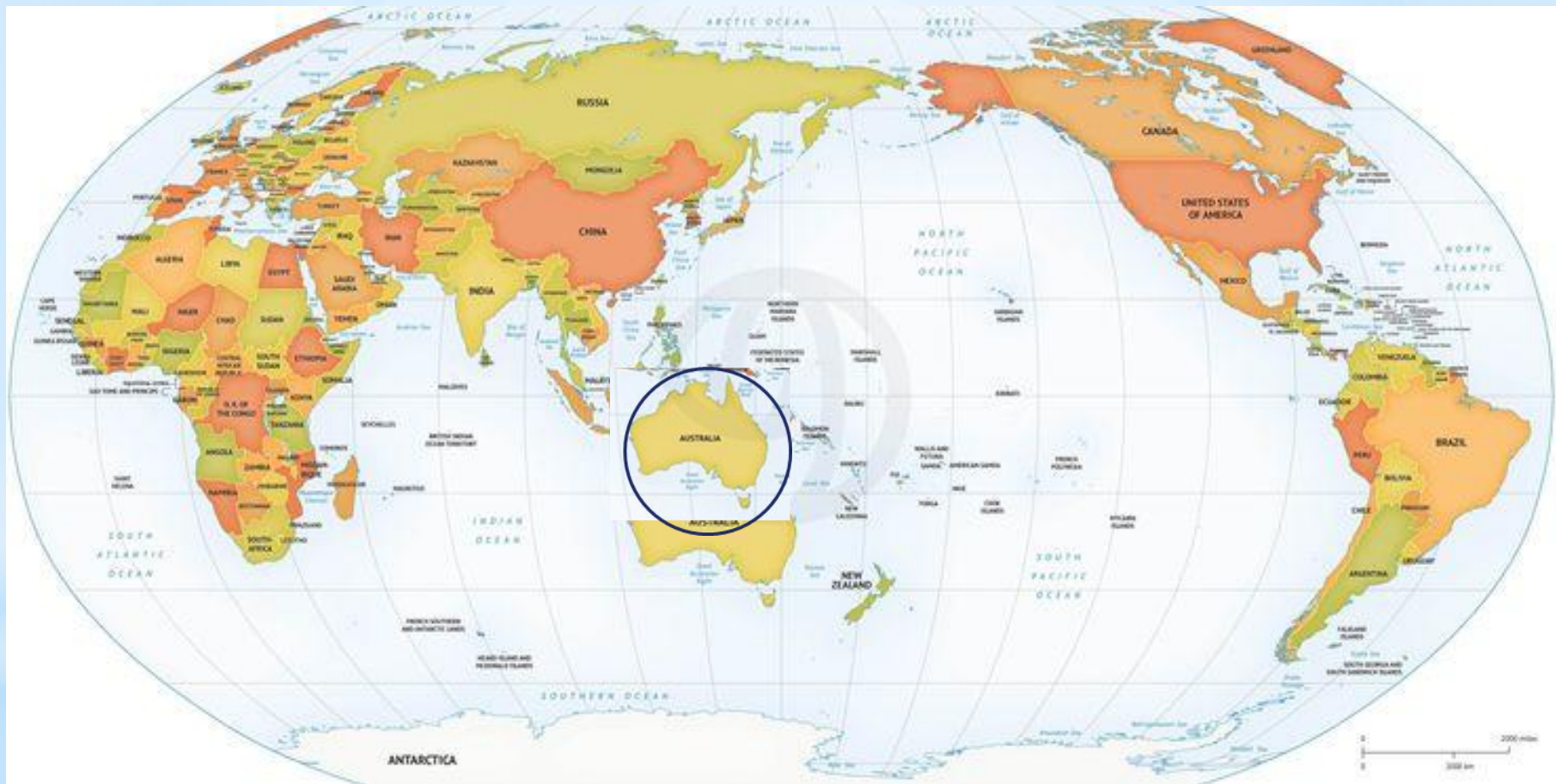ICT training

Library technician courses

Australia

What is ICT?

Library Technicians

<u>Australia</u>

The course

1999 CUL50199	2004 CUL50104	2011 CUL50111	2016 BSB52115
?3 IT-related units	6 IT-related units	9 IT-related units	9 IT-related units - updated

IT-related course content

Unit code	Offered by # of training providers
ICTSAS410 Identify and resolve client IT problems	14
BSBEBU401 Review and maintain a website	3
BSBLIB506 Maintain digital repositories	10
ICTWEB417 Integrate social web technologies	4
ICTWEB418 Use development software and IT tools to build a basic website	4

IT-related course content

Unit code	Offered by # of training providers
ICTWEB420 Write content for web pages	0
BSBLIB303 Provide multimedia support	6
ICTICT308 Use advanced features of computer applications	6
ICTWEB201 Use social media tools for collaboration and engagement	8

Employment
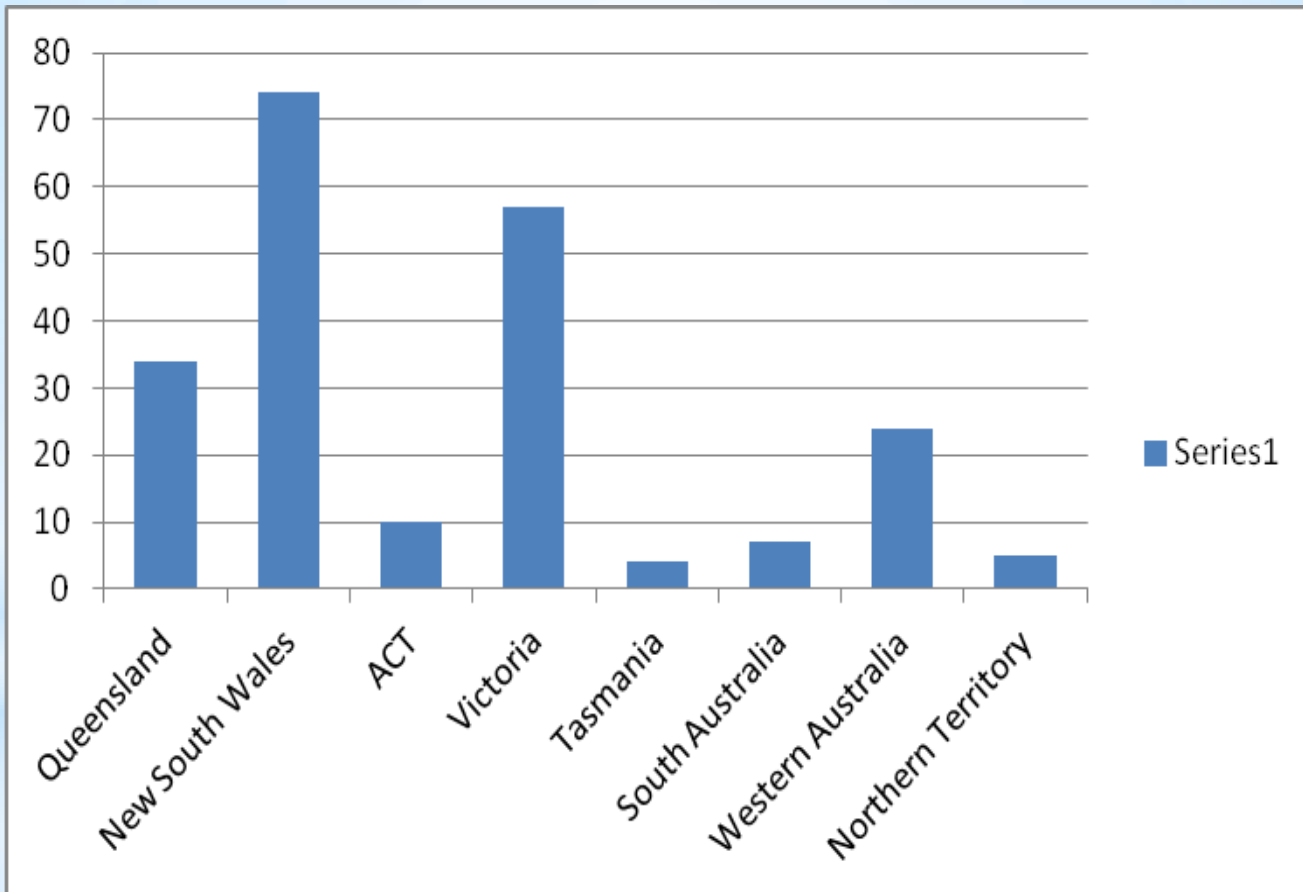
Employment

Library Officer   Learning and information officer

Library teacher aide   Library client services officer

Digital collection support officer   Library assistant

Collections officer

	Digital repository 56-73%
Cataloguing 62-92%	Software 53-72%
Equipment 58-77%	Presentations 56%

Comparison of Manager's top priorities compared to LTs self-rated as 4 - 5

Task	Managers	LTs
Library Management Systems	54% - 100%	73% - 84%
Cataloguing	62% - 92%	68%
Library Equipment	58% - 77%	43% - 73%
Digital repository	56% - 73%	34%
Software	53% - 72%	75%
Presentations	56%	43% - 45%

Stand-out discrepancies

Tasks	Managers	LTs
Smartboards	36%	18%
Clickview	30%	16%
Video editing	11%	7%
Laptop / iPads, iPhones	64% / 58%	36% / 43%
eReaders	40%	27%
Self-serve checkouts	48%	37%

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"Putting greater emphasis [on] ICT skills is important - people working in libraries today need to be willing to 'give it a go'"

"Library technicians need to be able to train customers in all manner of IT and social media; they need to learn the ability to "have a go"'

"... I've noticed a lack of familiarity with technology in general and a lack of problem solving skills/confidence ..."

"Would expect LTs to have good Microsoft Office skills and a good working knowledge of a LMS."