If Not in School, Then How?
Education, Training, and Career Development of Access Services Librarians in Academic Libraries

By
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Agenda

• Relevant Previous Research
• Research Methods
• Research Results
• Limitations & Implications
Relevant Previous Research

• Brown & Bousfield – 1933
• Gwynn – 1957
• Young – 1975
• Frederiksen – 2004
• McCaslin – 2009
Survey Methods

- Instrument created – Spring 2010
- Prepared and tested – Summer 2010
- IRB review – September 2010
- Survey released – February 2011
- Posted to LIB-CIRCPLUS, ILL-L, and Lib-EReserves
Survey Results

• Surveys received – 171
• Not evaluated – 20
• Surveys evaluated for study – 151
• Now to the highlights…..
Demographics

- 59.5% Female
- 18.5% Male
- 21.9% Not disclosed
- 46 Different LIS programs represented
We’re A Passionate Bunch

• Have a passion for access services:
  – 88.1% Agree or Strongly Agree
  – 2% Disagree

• Would recommend access services as a career path:
  – 72.3% Agree or Strongly Agree
  – 6.6% Disagree
Higher Level Skills/Tasks

• 100% Agree or Strongly Agree
  – Do operational and strategic planning
  – Delegate responsibilities
  – Determine priorities and evaluate effectiveness

• 99.93% Agree or Strongly Agree
  – Select and supervise staff
  – Evaluate staff performance
Higher Level Skills/Tasks

• 98.6% Agree or Strongly Agree
  – Involve staff in the planning process
  – Utilize existing resources

• 97.4% Agree or Strongly Agree
  – Collect, calculate, and analyze statistics

• 84.1% Agree or Strongly Agree
  – Budgetary planning & control
Lower Level Skills/Tasks

• <95% Agree or Strongly Agree
  – Circulation tasks

• <70% Agree or Strongly Agree
  – Microforms/printers/photocopiers

• Btw 80% and 90% Agree or Strongly Agree
  – Reserve and Interlibrary Loan tasks
## Familiarity at Time of Appointment

<table>
<thead>
<tr>
<th></th>
<th>Circulation</th>
<th>Interlibrary Loan</th>
<th>Reserve</th>
<th>Collection Management</th>
<th>Personnel Management</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>54.3</td>
<td>23.8</td>
<td>21.9</td>
<td>13.2</td>
<td>21.9</td>
<td>71.5</td>
</tr>
<tr>
<td>Good</td>
<td>18.5</td>
<td>12.6</td>
<td>18.5</td>
<td>21.9</td>
<td>48.3</td>
<td>25.2</td>
</tr>
<tr>
<td>Average</td>
<td>21.2</td>
<td>39.7</td>
<td>35.7</td>
<td>47.7</td>
<td>23.2</td>
<td>2.6</td>
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<tr>
<td>Poor</td>
<td>4</td>
<td>17.2</td>
<td>17.9</td>
<td>10.6</td>
<td>6</td>
<td>0</td>
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<tr>
<td>Very Poor</td>
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<td>2.1</td>
<td>4</td>
<td>0.6</td>
<td>0.6</td>
<td>0.7</td>
</tr>
<tr>
<td>Not part of my AS duties</td>
<td>1.3</td>
<td>4.6</td>
<td>2</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

|                  | 100         | 100               | 100     | 100                   | 100                  | 100             |
# How I Learned AS Skills/Competencies

<table>
<thead>
<tr>
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<th>Collection Management</th>
<th>Personnel Management</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Library School</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>27.8</td>
<td>2.6</td>
<td>1.3</td>
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<tr>
<td><strong>Workshops/Continuing Education</strong></td>
<td>1.3</td>
<td>3.3</td>
<td>0.7</td>
<td>4.6</td>
<td>13.2</td>
<td>9.9</td>
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<tr>
<td><strong>Experience before Librarianship</strong></td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>14.6</td>
<td>21.2</td>
</tr>
<tr>
<td><strong>On the Job Experience</strong></td>
<td>96.1</td>
<td>90.7</td>
<td>92.7</td>
<td>59</td>
<td>65.5</td>
<td>63.6</td>
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<td><strong>Not part of my AS Duties</strong></td>
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<td>6</td>
<td>6.6</td>
<td>8.6</td>
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</tr>
</tbody>
</table>
Library Work Before Access Services

- Reference 57.6%
- Technical Services 41.0%
- Library Systems 8.6%
- Library Administration 13.2%
- Government Documents 8.6%
- Special Collections 6.6%

Select all that apply
Access Services Work Before Current Position

- Circulation Supervisor – 31%
- Circulation Clerk – 28%
- ILL Supervisor – 18.5%
- Stacks Manager/Shelver – 18.5%
- Reserve Supervisor – 11.3%
- Reserve Clerk – 5.3%
- No Access Services Experience – 13.2%
- Access Services Head Elsewhere – 15%

Select all that apply
Where Do We Go From Here?

- Advocate for access services courses across LIS programs
- Establish our own training/mentoring program
- More research needed
Thank You

• Questions?
• Comments?
• Concerns?