Creating Engaged and Motivated Staff: From Expectations to Excellence

Resource List

- **WebJunction Competency Index**: WebJunction aggregated and synthesized competency definitions from a number of library organizations, subjected them to vigorous subject matter expert review, and published them as an index.
  
  http://www.webjunction.org/documents/webjunction/Competency_Index_for_the_Library_Field.html

- **Edge Initiative Assessment and Benchmarks**: The Edge Assessment evaluates a library’s public technology services. It includes benchmarks that may be useful to a library working on competencies.
  
  http://www.libraryedge.org/benchmarksv1

- The **American Library Association** is a great resource for competencies, including:
  - The Core Competences of Librarianship
    
    http://www.ala.org/educationcareers/careers/corecomp/corecompetences
  - Young Adult Library Services Association (YALSA)
    
    http://www.ala.org/yalsa/guidelines/yacompetencies2010
  - Association for Library Service to Children (ALSC)
    
    http://www.ala.org/alsc/edcareeers/alsccorecomps
  - Library Support Staff Certification Competency Sets
    
    http://ala-apa.org/lssc/for-candidates/competency-sets/

- **Colorado State Library’s Technology Trainer Competencies**: These competencies outline the skills and knowledge necessary for library staff to be effective technology trainers.
  
  http://create.coloradovirtuallibrary.org/technology-trainer-competencies

- The **Pioneer Library System (OK)** competency topics are mapped to 12 training tracks (Children’s, Circulation, Computer Center, etc.)
  
  http://alalearning.wikifoundry.com/page/Overview+of+Training+Academy+of+Pioneer+(Oklahoma)+Library+System

- **Gwinnett County Public Library (GA)**: The library uses a detailed checklist to evaluate employee proficiency using the Horizon integrated library system (ILS).
  
  http://connect.ala.org/node/106096

- **Ephrata Public Library (PA)**: The library uses LibGuide for their competency training site.
  
  http://ephratapubliclibrary.libguides.com/competencies

List continues
• **TechSoup for Libraries** Spotlight on Alexis Caudell, Mitchell Community Public Library, Indiana “Making Technology Training a Priority—And a Job Requirement”

• **Anythink Tank** (includes staff manifesto and job descriptions, too)
  [http://www.anythinklibraries.org/anythinktank](http://www.anythinklibraries.org/anythinktank)

• **Flylady**: [http://www.flylady.net/](http://www.flylady.net/)

• **Technology Speed Dating** [http://techsoupforlibraries.org/blog/speed-dating-a-fast-way-to-meet-new-technologies](http://techsoupforlibraries.org/blog/speed-dating-a-fast-way-to-meet-new-technologies)


• **Drive: The Surprising Truth About What Motivates Us** by Daniel Pink

Resource list courtesy of Brenda Hough and Stephanie Gerding