



EHAIL WORKSHOP 2007, KRACOW, POLAND

September 12-15, 2007

PATHWAYS TO NEW ROLES:

The Education, Training and Continuing Development
of the Health Library & Information Workforce

**BIOMEDICAL LIBRARIAN IN VETERINARY
PUBLIC HEALTH INSTITUTIONS:
COMPETENCE PROFILE AND TRAINING**

Luisa GARAU; Cristina FERRI; Patrizia GRADITO



AIM

- To show the process to identify the competence profile and to plan education routes, in conformity with the quality principles defined in ***ISO 9001: 2000 rule***
- To outline the role profile of the current health librarian within the VPH (Veterinary Public Health) as an information manager
- To emphasize the methods, the instruments and the tools applied as performance and competence indicators



BACKGROUND



THE VETERINARY PUBLIC HEALTH SYSTEM IN ITALY (1)

✓ *at governamental level:*

- The Ministry of Health:

directive and coordination activity

- ISS (Istituto Superiore di Sanità):

technical-scientific Board of the Ministry of Health



THE VETERINARY PUBLIC HEALTH SYSTEM IN ITALY (2)

✓ *regional level*

The Regions:

- coordination, managing and inspection

II.ZZ.SS.(Istituti Zooprofilattici Sperimentali):

- effective technical and operational tool of the National Public Service (SSN)

✓ *local level:*

Health Local Boards Units (ASL): Health Services



THE LIBRARIAN'S ACTIVITIES AT II.ZZ.SS. (1)

Peculiar user profile:

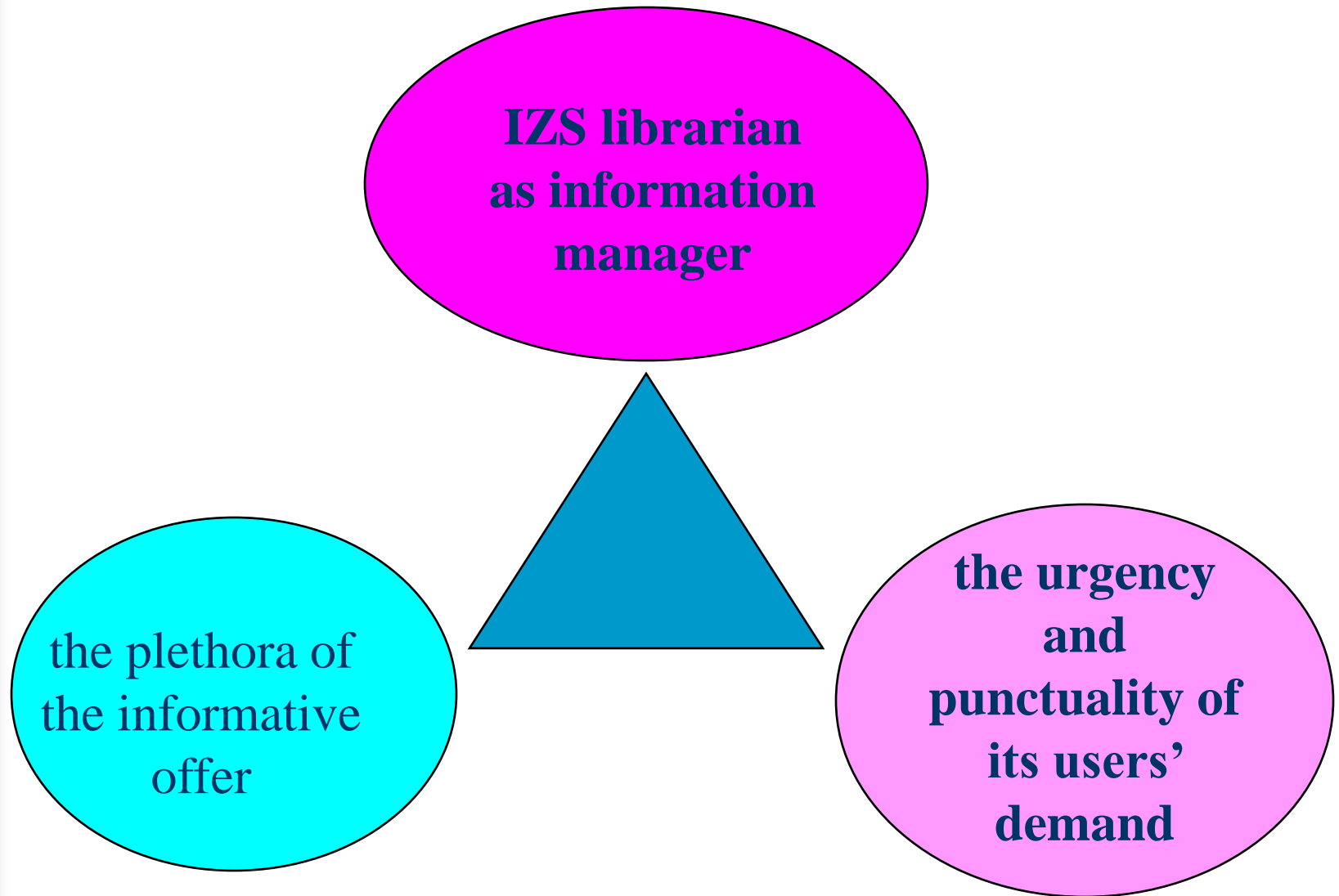
☐ Internal users:

Researchers, veterinarians, biologists, chemists, biomedical laboratory technicians, administrative staff, ICT experts

☐ External users:

public health operators (ASL), free lance veterinarians, students

THE LIBRARIAN'S ACTIVITIES AT II.ZZ.SS. (2)





THE LIBRARIAN'S ACTIVITIES AT II.ZZ.SS. (3)

User-oriented services:

- information retrieval and handling
- reference
- knowledge management
- user education and empowerment

A multi-skill approach to tackle a multi- faceted
reality: heterogeneous fields

THE LIBRARIAN'S ACTIVITIES AT II.ZZ.SS. (4)

- have to develop peculiar skills and to acquire specific knowledge in various fields,
to provide a high-level continuous support to research and scientific updating



in IZS Lombardia ed Emilia (IZSLE) and
In IZS Lazio e Toscana (IZSLT)

a specific education route

as been developed **to develop competence** and to
audit the results

EXPERTISE

The library teamwork operates
in concert with
the *Training and Continuous Education Section*





Our approach

- objective performance indicators measurement
- target identification
- critical points analysis

✓ **periodical surveys to check
the library staff performances required**

QUALITY SYSTEM

our approach is in conformity with
the **ISO 9001: 2000** rule



- Point 6: Resource Management
- Point 7: Planning and Development
- Point 8: the System Performance Screening and Measurement



Point 6: Resource Management

- **Point 6.2:** *Staff*
- **Point 6.2.2:** *Competence, awareness, training*



FOCUSED SPECIFIC COMPETENCE

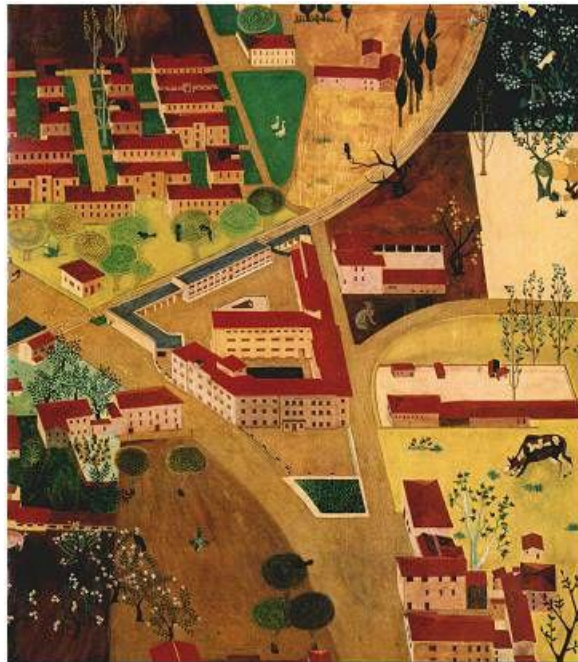
Specific Skills and Abilities in:

- Librarianship
- VPH Legislation
- Specific ICT Knowledge and Skills
- Research activity
- Communication and Resource Management

II.ZZ.SS. IN ITALY



**ISTITUTO ZOOPROFILATTICO
SPERIMENTALE DELLA LOMBARDIA
ED EMILIA (IZSLER) LIBRARY
SYSTEM**





THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLER LIBRARY STAFF

- **First step:**

Competence development analysis through *Personal Records* to focus knowledge, skills and abilities and tasks

- **Second step:**

Drawing up of *the Activity/Competence Mould Table*

Activity/Competence Mould Table (IZSLER)

Microsoft Excel - M 6.2 rev. 1 Activity-Competence Mould

File Modifica Visualizza Inserisci Formato Strumenti Dati Finestra ?

Arial 10 G C S [Formatting Icons] 100%

C12 =

	A	B	C	D	E	F	G	H
1		scores updated on....				31/12/2006		
2	Reference and bibliographic assistance							
4	Specific competence							
6	Specific competence description	Massirio	Bigoni	Colombini	Delbarbi	Franceschini	Garau	Graz
7	knowledge of the library holdings	3	4	3	3	4	4	2
8	scientific data bank reference	3	2	1	2	3	4	1
9	legislative data bank reference	3	3	1	2	3	3	1
10	specific database reference	N.A.	4	1	1	4	2	1
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THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLER LIBRARY STAFF

- **Third step:**

*Education Plan for the Internal Human
Resources*

Education Plan for the Internal Human Resources (IZSLER)

M 6.1 Education Plan . Internal Human Resources - Microsoft Word

File Modifica Visualizza Inserisci Formato Strumenti Tabella Finestra ?

Titolo 2 Arial 12

Education and training	supervision	To accomplish a specific knowledge of the development methods of Education Plans and the ability to evaluate the impact on the organization	November 2007	05/21/2007, 06/07/2007 active didactic methodology; application of instrument for need analysis and for the evaluation relating to the education events – the education process in health evaluation; the efficacy of education in health
Education and training	Education and training and secretary's office	Specific updating relating to the legislative upcoming and the techniques relating to national and regional accreditation systems	Relating to the starting up of courses organized by National and Regional Boards	
Documentation system	Library's holdings development and management	Upgrading knowledge about cataloguing and classification standards	September 2007	
Documentation system	Library's holdings development and management	Autonomy in the journal collection management	June 2007	
Documentation system	Document delivery	Upgrading knowledge concerning the employment of internal and consortia document delivery	May 2007	Ref. to file " internal staff u
Documentation system	Reference and bibliographic assistance	Basic knowledge relating to user-oriented services and the employment of electronic publications and on-line databanks	September 07	Ref. to file " internal staff u
Documentation system	Supervision /Library coordination	Knowledge of the upcoming legislative provisions concerning copyright, open access and licences	November 2007	

Pag. 1 di 2

Disegno Forme

"M 6.1 Education Plan . Internal Human Resources ": 2.057 caratteri (valore indicativo).

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THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLER LIBRARY STAFF

Fourth step:

Screening and Evaluation through
specific Performance Indicators



PERFORMANCE INDICATOR TABLE (IZSLER)

Microsoft Excel - Table performance indicators							
File Modifica Visualizza Inserisci Formato Strumenti Dati Finestra ?							
B13 = photocopying and duplication							
	A	B	C	D	E	F	G
1	Performance indicator	DEFINITION					
2		PROCESS	REPORT SYSTEM	measurement unit	Expected improvement	reporting frequency	evaluation date
3	number of article requests received through NILDE	photocopying and duplication	NILDE	number	100	monthly	31/01/20
4	Number of article requests carried out through NILDE and directly delivered	photocopying and duplication	NILDE	number	2	yearly	31/01/20
5	Number of article requests received through SBBL	photocopying and duplication	SBBL	number	100	monthly	31/01/20
6	Number of duplication and /or binding works	photocopying and duplication	DB Statistic	number	20	monthly	31/01/20
7	Average time to complete duplication and /or binding works	photocopying and duplication	DB Statistic	number	4	monthly	31/01/20
8	Number of internal article requests	photocopying and duplication	DB Statistic	number	50	monthly	31/01/20
9	Average time to complete internal requests	photocopying and duplication	DB Statistic	number	4	monthly	31/01/20
10	Number of legislative provision requests	photocopying and duplication	DB Statistic	number	5	monthly	31/01/20
11	Average time to complete the legislative provision requests	photocopying and duplication	DB Statistic	number	4	monthly	31/01/20
12	Number of article requests carried out through NILDE and directly delivered	photocopying and duplication	NILDE	number	1.000	yearly	31/01/20
	Average time to complete the article requests carried out through NILDE and directly	photocopying and duplication	NILDE	number	4	yearly	31/01/20



THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLER LIBRARY STAFF

Fifth Step : AUDITING SYSTEM

- Internal audits: every six months
- External audits: Certification Authority once a year
- Subsequent *Development Management Paper* :
correction and prevention actions

THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLER LIBRARY STAFF

Sixth Step : *CUSTOMER SATISFACTION SURVEY*

- **Aim:** competence development control
- **Method:** questionnaire
- **Time-schedule:** every six month





THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLER LIBRARY STAFF

Sixth Step : *CUSTOMER SATISFACTION SURVEY*

Results:

the impact of the services supplied
by analysing the users' feedback,
in terms of evaluation, suggestions
and informal comments



How the customer explained it



How the project leader understood it



How the analyst designed it



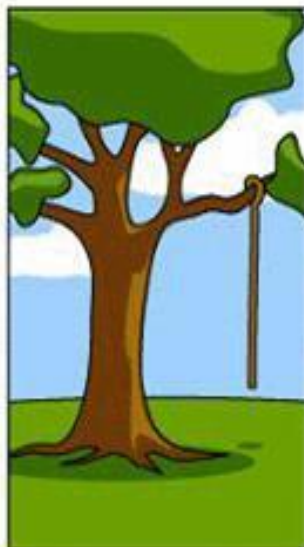
How the programmer wrote it



How the business consultant described it



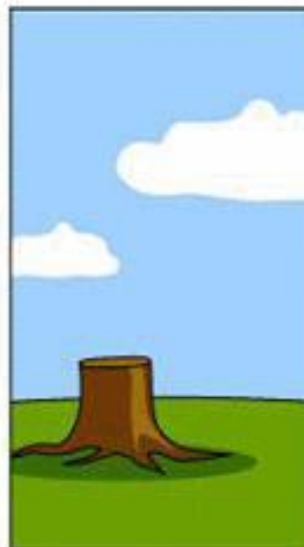
How the project was documented



What operations installed



How the customer was billed



How it was supported



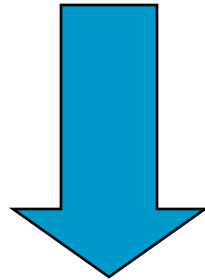
What the customer really needed

**ISTITUTO ZOOPROFILATTICO
SPERIMENTALE DELLE REGIONI LAZIO
E TOSCANA (IZSLT) LIBRARY
SYSTEM**



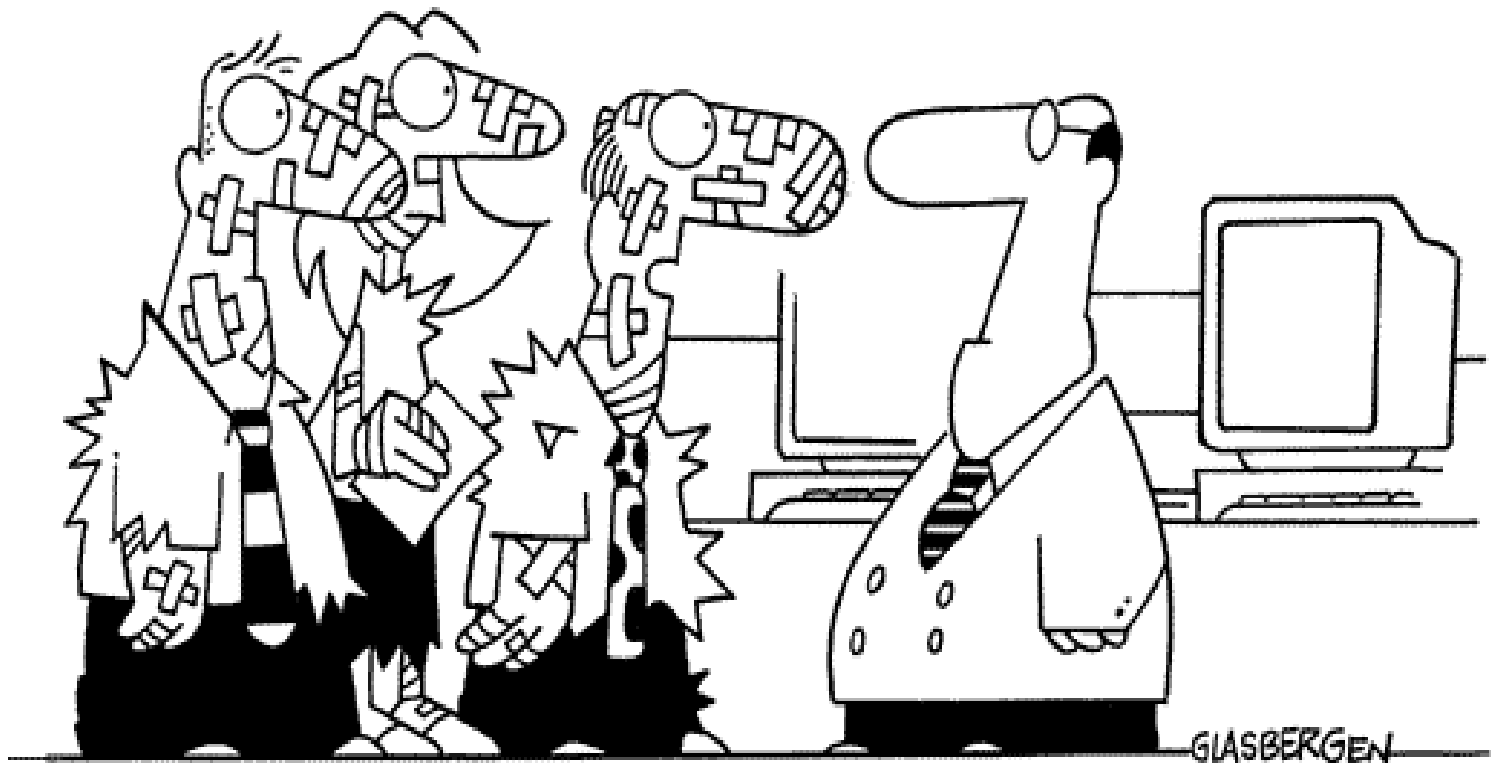
THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLT LIBRARY STAFF

First step: *Job Description* paper of each operator



- Activities/tasks performed
- Skills and abilities required and actually possessed

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**“Frankly sir, we’re tired of being
on the cutting edge of technology.”**

THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLT LIBRARY STAFF

Second step: *Department Education Plan*



The gap between the expected and the actually
possessed competence

gives rise to

a specific education and training route

✓ Screening on a settled **time-basis**

DEPARTMENT EDUCATION PLAN (IZSLT)

Microsoft Excel - Department Education Plan

File Modifica Visualizza Inserisci Formato Strumenti Dati Finestra ?

Times New Roman 11 G C S

D2 = DEPARTMENT EDUCATION PLAN DEPARTMENT

1	PG FOD 001/3 rev. 6															
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3	PARTE PRIMA					SECOND PART										
4	DEPARTMENT	NAME	CONTRACT TYPE	QUALIFICA TION	SKILLS AND ABILITIES TO DEVELOP	EDUCATION ISSUES RELATING TO THE SKILLS AND ABILITIES TO DEVELOP	ATTENDANCE TO EDUCATION EVENTS RELATED TO THE INDICATED ISSUES UPDATED TO JUNE, 30 (TITLE AND DATE)	ATTENDANCE TO EDUCATION EVENTS RELATED TO THE INDICATED ISSUES UPDATED TO DECEMBER, 31 (TITLE AND DATE)								
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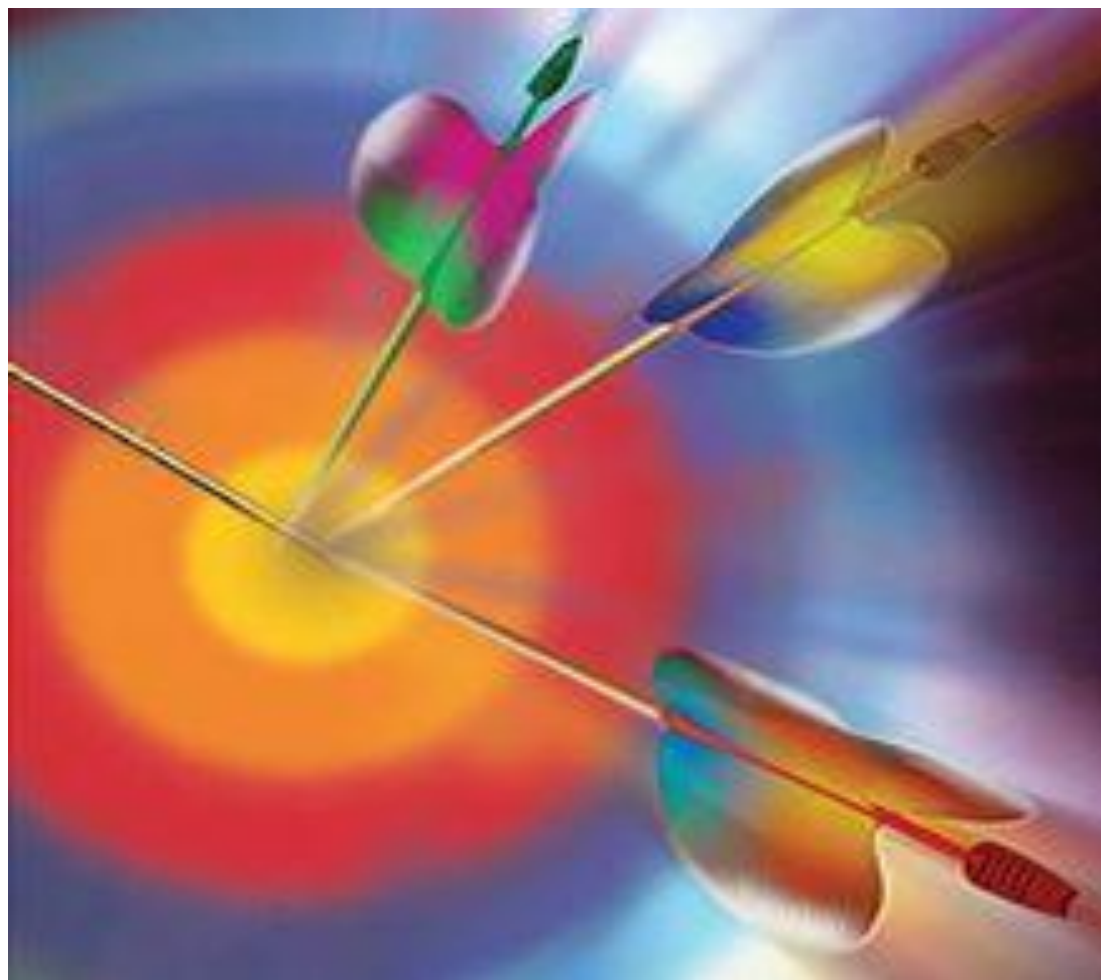
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THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLT LIBRARY STAFF

Third step: screening and check
as internal auditing



- A *check interview* to examine the targets pursued
- comparison between
the staff's self-evaluation and the Manager's evaluation



SIX-MONTH CHECK (IZSLT)

<i>SECTOR</i>	<i>ACTIVITIES/TASKS</i>	<i>NOTES</i>	<i>CHECK RESULT</i> (form 1 to 6; positive result: \geq 4).
Library and Documentation sector	<p>1) carrying out the tasks indicated in the Job Description (JD).</p> <p>2) cooperation to the procedure relating to the acquisition of the documentation material by the new purchase management software</p> <p>3) effective cooperation in using the IZSLT web site for the Library homepage: screening and updating</p> <p>4) cooperation in the Library re-organization project</p>	<p>3) efficient cooperation with the technical operators</p> <p>4) to point at enjoying a better cooperation with the colleagues involved</p>	<p>1) score</p> <p>2) score</p> <p>3) score</p> <p>4) score</p>

THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLT LIBRARY STAFF

Fourth Step : *CUSTOMER SATISFACTION SURVEY*

- Aim: competence development control
- Method: questionnaire
- Time-schedule: once a year





THE COMPETENCE DEVELOPMENT SYSTEM OF IZSLT LIBRARY STAFF

Fourth Step : *CUSTOMER SATISFACTION SURVEY*

Results:

the impact of the services supplied
by analysing the users' feedback,
in terms of evaluation, suggestions and informal
comments

RESULTS AND CONCLUSIONS (1)

IZSLER- BRESCIA

Process
management
through
performance
indicators



**SYSTEMATIC AND
INTEGRATED
OUTLOOK**

IZSLT- ROME

Screening and
evaluation of the
single operator's
specific competence



**INDIVIDUAL
COMPETENCE
ANALYSIS**

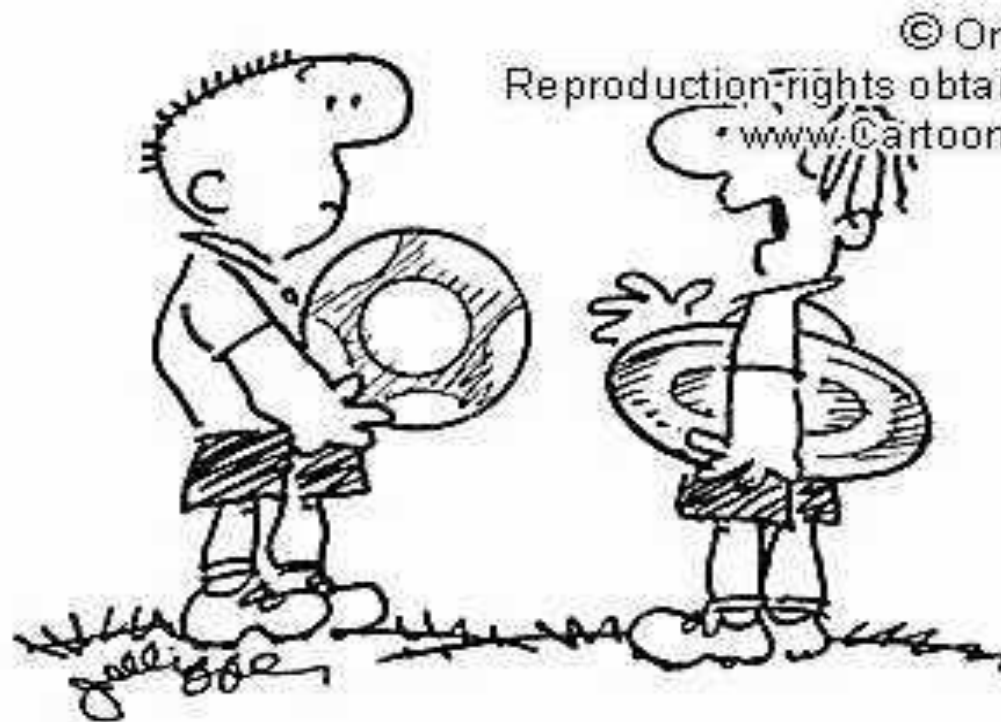


RESULTS AND CONCLUSIONS (2)

Future perspectives:

INTEGRATION between THE TWO SYSTEMS

TEAM WORK and interlibrary **COOPERATION**



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"You play ball with me and
I'll play ball with you!"



RESULTS AND CONCLUSIONS (3)

Acting as *reflective practitioner*,

both IZSLT and IZSLER librarians have acquired:

- Self-confidence
- Awareness of the implicit and explicit services needed and the competence required
- **Spur to plan education targets**

THANK YOU!

