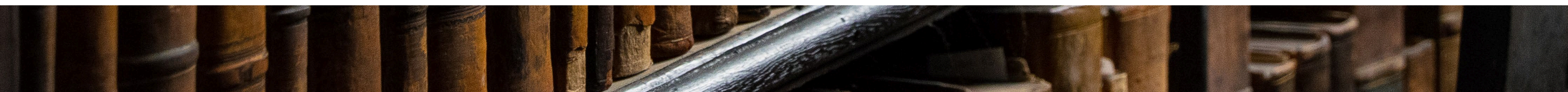




# LIBRARY STAFF: RECRUITMENT & RETENTION

*Vicki Whitmell*







# LIBRARIES ARE EVOLVING

- County law libraries have changed over the years and continue to change, but they remain essential to Ontario's lawyers by:
  - ❖ Providing access to print and digital case law, treatises, government documents and information, news and local and business activities
  - ❖ Keeping them informed of new legal resources, legislation, government policies
  - ❖ Proactively supporting them in their work for their clients





# LIBRARY STAFF ARE CHANGING TOO

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- Knowledge of legal online research, current awareness, technology and new electronic information sources
- Trainers and teachers
- Negotiators
- Marketers and Advocates
- Record Keepers
- Information Managers
- Often responsible for Administrative Support and Budgeting





# QUALIFICATIONS AND EXPERIENCE

- .....
- Will be based on the needs of each county law association and staff availability in the local area. Some will have a legal background or knowledge, others will develop it through experience.
- **Librarian:** Masters degree from an American Library Association accredited university program
  - Ontario Degree Programs: University of Toronto iSchool (MIS), Western Master of Library and Information Science (MLIS)
- **Library Technician:** Diploma from a two-year college program accredited by the Canadian Library Association:
  - Ontario Diploma Programs: Seneca, Mohawk, Algonquin, Conestoga, Confederation
- **Library Assistant:** Mix of education, background and skills





# JOB RESPONSIBILITIES WILL VARY

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- Job responsibilities will vary based on the local requirements/knowledge/interests/resources
  - Part or full-time
  - Supervisory/Management
  - Reference
  - Cataloguing
  - Collection Development and Purchasing
  - Training
  - Marketing
  - Administrative support
  - Others: CPD, Records Management, Internet/Intranet sites





# RECRUITMENT

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- Online job boards specific to library and information staff:
  - University of Toronto iSchool Jobsite  
<https://ischool.utoronto.ca/job-site/>
  - The Partnership Job Board (pan-Canadian library associations)<https://partnershipjobs.ca/>





# GETTING THEM INTERESTED

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- Importance of the job posting touching on possible interests of candidates:
  - Variety of duties
  - Flexibility (hybrid/remote work)
  - Training
  - Professional development opportunities
  - Career growth
  - Good salary
- Job descriptions should be updated regularly. Compare with other similar libraries and law associations





# WHAT TO LOOK FOR IN CANDIDATES

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- Curiosity
- Willingness to learn
- Interest in law and legislation
- Up-to-date skills and comfort with technology
- Great approach to customer service
- Good fit
- Flexibility
- Cooperative approach to their colleagues and law association members





# WORKING WITH YOUR LIBRARY STAFF

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- Early on in your term is important for both the president and vice-president to develop good rapport with the library staff to create a strong partnership
- Share information and communicate needs and ideas
- Be open with one another
- It is important that you have a strategic plan for the library (tied closely with the goals of the association) with clear and measurable goals for each year





# GATHERING INFORMATION

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- Meet regularly with your library manager/staff. Include:
  - Updates on use/activity of the library/members
  - Issues that need support/resolution
  - Resource requirements: planning and spending budget
  - Set short and long-term plans and direction





# SHARING INFORMATION

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- As a president/vice president is it important that you share what you know:
  - Association plans and activities
  - Member updates
  - Budget information
  - Updates from LiRN
  - Upcoming issues/events
  - Feedback



# Employees stay When they are



1. PAID WELL



2. MENTORED



3. CHALLENGED



4. PROMOTED



5. INVOLVED



6. APPRECIATED



7. TRUSTED



8. EMPOWERED



9. VALUED

## HOW TO RETAIN GREAT STAFF

- As much as possible, give them an interesting and varied role
- Meet with them regularly
- Let them try new things and not be afraid of failure
- Help them to contribute to the goals of the association and the work of the member lawyers
- Provide adequate resources and ongoing support for the work of the library
- Be interested in the work that the library is doing
- Support professional development and give them the time and resources to connect with and learn from their library colleagues
- Help them to grow in their career
- Keep them informed about plans and what is happening around them
- Be a good employer who values and recognizes personal achievements and understands and supports personal and professional needs
- Help and support them to do a good job





## WHAT YOU CAN EXPECT

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- **If you have the right staff and a partnership you can expect that your library will:**
- ❖ **Provide a high level of service within the confines of available resources**
- ❖ **Keep up-to-date on and be responsive to the changing needs of association members**
- ❖ **Be proactive and look ahead with innovative ideas and approaches**





QUESTIONS OR COMMENTS?