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		Comment Text	Response Date
Find	**1.**	Librarians need an ability to think critically. They need professional and personal self-confidence. They need to agree upon and enforce HIGHER ACADEMIC STANDARDS among each other. Yes, I know, that a more palatable answer for many librarians would be "oh, they need all kinds of ability to relate to patrons through new cultural media, social networking mechanisms, etc. etc!" Yes, they need that too. Yes, they still need some of the traditional skills and competencies too, like a familiarity with basic reference sources and an ability to organize information. Yet getting those "surface" skills will not advance the profession nor libraries' missions if we do not address some of the core problems. Many segments of society do not take us seriously. If we want to address this we need to focus less on acquiring specific, concrete skills. That is the easy part. The more important part is to make LIS programs a real academic and professional challenge. Right now most are not. LIS students should have to perform serious research, whether from the approach of social scientists or humanists. Librarians should have to communicate effectively in writing like real scholars and professionals and not just trite cultural cheerleaders. I'm not against cultural cheerleading and in fact appreciate those who take on that roll. We need, however, to adandon our fixation on making each other feel good at the expense of intellectual rigor. I fully aware that the author of this survey has experience as a psychotherapist and has some social science credentials. I ask the author of this survey, therefore, to consider whether the professional literature about personality traits and librarianship has any merit. Is it true that certain personality types congregrate in the library profession? Do the arguments that people who show less self-confidence and assertiveness appear in populations of librarians more than in other professions have any merit? If those arguments are not justified, then fine - one may dismiss a good part of my concerns. But unless one can honestly dismiss those arguments then members of the library profession must face the possibility that our future relevancy will depend less acquiring some new technical skill than on whether we can make academically and intellectually legitimate the process by which we award our qualifying professional credential. Right now a lot of library education is about making each other feel good, and assuaging insecurity *at the expense of academic legitimacy.*	Sat, 9/27/08 9:47 AM
Find	**2.**	To be able to serve the patron in the way they are most comfortable with. Also to be able to improve our opacs so that they serve 21st century patrons.	Thu, 9/25/08 6:21 PM
Find	**3.**	- understanding the basics about how information can be organized (from the basic "paper file system" to "library catalogues" to metadata and beyond. I am continually surprised by how little information technology basics my co-op students have ... from not understanding the importance of basic database structure (like unique identifiers or authority control	Tue, 9/23/08 2:04 PM

concepts) to not understanding that their files on their PC/laptop are organized in a hierarchical file structure ... these basics seem to be completely absent in youth and MLS/MLIS education now. While the co-op students are great with MS-Word and ibasic nternet searching, they are severely lacking these basics...

4. Technology skills and the time, desire and freedom to keep up-to-date with them. A realistic view of where books and libraries are headed, and a willingness to change, not for change's sake, but in order to adapt to changing environments and patron needs.   Mon, 9/22/08 8:04 AM

5. Learn to learn interest in innovation investigation skills feel free to create   Sat, 9/20/08 6:04 AM

6. They have to develop their own literacy competences in order to teach them in their POW. Being ready to change due to the times Active Learners Compromise   Fri, 9/19/08 5:08 AM

7. computer skills, people skills (communicating, arbitrating, diplomacy, dispute resolution, etc.)   Wed, 9/17/08 12:39 PM

8. The bottom line for me is that actually earning an MLS is no guarantee that someone will be a good librarian. So, the most valuable skills and competencies can be learned independently of library school - whether on the job or in the literature. I believe that the most critical skill is really an openess to change. The second is (only by a nose) a belief that everything revolves around the patron. Everything we do is to provide a service to someone, and so many people don't remember this fact. I used to to think that technical skill was at the top of the list. It is critical, but I'm having a difficult time trying to decide from where this knowledge should come - to decide how we should handle a basic lack of technical skills in the profession. I don't think that library schools can teach this in a broader sense. People who likes books, but not computers probably shouldn't go into librarianship.   Tue, 9/16/08 5:50 PM

9. the desire and ability to teach yourself new skills of any type the ability to put yourself in your patron's shoes and see things from their perspective understanding how content delivery works in a variety of media/formats   Tue, 9/16/08 12:58 PM

10. Flexibility Willingness to engage in Life long learning Teaching Digital libraries, digital preservation Special collection   Mon, 9/15/08 2:36 PM

11. teaching to different learning styles Toastmasters-type skills (getting to the point, making it understandable, keeping classes/remarks/speeches on time) making searching fun   Mon, 9/15/08 11:46 AM

12. must love people! must love technology! must embrace change! must be curious about all kinds of things!   Mon, 9/15/08 11:10 AM

13. 1) Keeping abreast of new developments and understanding how to apply them quickly and effectively in their library - this covers everything from technology to collection development 2) Tenacity and a positive outlook 3) Working with people, including being a supervisor and being empathetic yet firm with the angry professor/sassy teen/concerned mum/panicked student   Mon, 9/15/08 6:28 AM

at the reference desk 4) Marketing and advocacy: Being savvy about how the power structure at an institution/community works and how to keep the library visible and vital within that structure

14. I'd say tech skills for sure. We need to be able to build tools to support our users' needs. That's the future for librarianship IMHO.   Fri, 9/12/08 5:32 PM

15. Search & Retreival, some web design, computer repair   Fri, 9/12/08 8:55 AM

16. Flexibility. Adaptability. Great communication skills.   Fri, 9/12/08 2:43 AM

17. customer service/desire to work with people; computer skills;   Thu, 9/11/08 3:19 PM

18. Technical skills!! The ability to think outside of the box. The ability to question the way things are currently done . . .   Thu, 9/11/08 1:43 PM

19. Customer service - in person and online Troubleshooting skills - very had to teach - you either have a knack for it or you don't. Intuition goes almost as far as knowledge when it comes to troubleshooting. Troubleshooting skills are as important for online products as for locally installed software. Library budget management including planning for inflation and large projects such as building, renovation, or other major initiatives   Thu, 9/11/08 12:10 PM

20. adaptability basic tech skills (e.g. surfing the web effectively) flexibility   Thu, 9/11/08 11:48 AM

21. Listening skills, how to relate to people, what customer service really is and why it's important   Wed, 9/10/08 8:24 PM

22. Current awareness Willingness to explore new technologies Searching strategies Basic Cataloging (intro to MARC, Dublin Core, LCSH, DDC, LCC)   Wed, 9/10/08 1:23 PM

23. Computer skills, researching skills, and the ability to think outside the box - we just need to teach folks it's OK to go after innovative ideas & solutions!   Wed, 9/10/08 11:32 AM

24. Flexibility, innovation, enthusiasm, and devotion to their work.   Wed, 9/10/08 11:26 AM

25. Adaptability, Basic technology competencies, understanding of HTML and web design, marketing   Wed, 9/10/08 10:57 AM

26. hands-on experience with technical aspects of libraries   Wed, 9/10/08 8:23 AM

27. As always, natural curiosity towards new innovations and an interest in constantly learning. I've only been out of school for three months, and I already feel out of the loop, despite reading professional blogs and journals. The ability to keep in touch with professionals is essential.   Tue, 9/9/08 7:34 PM

28. IT/network skills, basic cpu troubleshooting, social networking, web development, and navigating the huge number of redundant databases and ref products.   Tue, 9/9/08 6:09 PM

29. How to speak and present in front of an audience, adaptability, understanding of web technologies and how people interact with one another on the web.   Tue, 9/9/08 4:51 PM

👤 Find	**30.**	Skills in advocacy, public relations, fund raising. (Again, my interests are in public libraries.)	Tue, 9/9/08 3:52 PM
👤 Find	**31.**	it's not so much specific skills as a way of looking at things, a lack of fearfulness about using different tools. competencies--i think we should all know more stuff e.g. cataloging, details of classification, troubleshooting. but for me, it's just as important if not more so to have the librarian outlook, mindset as to have the individual skills.	Tue, 9/9/08 1:27 PM
👤 Find	**32.**	I think management, customer service, and technology skills are crucial for librarians today.	Tue, 9/9/08 1:26 PM
👤 Find	**33.**	Cataloging. I'm somewhat surprised that this is not required any more. Don't get me wrong; I'm not saying everyone needs to know every MARC field, but I do think that you should have in-depth experience with *a* cataloging/metadata system. It could be MARC, but it could also be Dublin Core, TEI, whatever. Then you can build on that foundation to learn other systems. In your career, you will almost certainly produce/program/interpret for users some form of metadata. (You may be surprised. I was!)	Tue, 9/9/08 1:08 PM
👤 Find	**34.**	Being able to interface between IT and what the library users need.	Tue, 9/9/08 12:28 PM
👤 Find	**35.**	Comfortable with computers, at least in an I'm-aware-of-what-they-can-do state of knowledge. Thorough grounding in the principles of cataloguing, collection deveopment, reference, etc., both currently and historically. Even if the job you do doesn't focus on one of those areas, you need to know the principles under which librarianship as a whole works.	Tue, 9/9/08 12:14 PM
👤 Find	**36.**	Attitudes: collaboration and collegiality. As a 1990 MLIS graduate, I see the most recently fledged librarians exhibiting attitudes of entitlement and unwillingness to learn. Recent grads are relying primarily on digital resources, echewing print when it may be fastest and most reliable. </rant> So, skills: ability to use legacy resources (print, microforms, ephemera) -- solid customer service -- basic digital literacy -- facility with social networking applications	Tue, 9/9/08 11:22 AM
👤 Find	**37.**	everything from conducting a basic reference interview to communicating knowledgeably with the tech dept	Tue, 9/9/08 10:30 AM
👤 Find	**38.**	*customer service *technology in general	Tue, 9/9/08 10:16 AM
👤 Find	**39.**	The underlying principles of the profession, the incredible variety of library work (from public service to technical service to IT), and of course, basic technology skills - though I'm not sure that grad school is the place to learn those.	Tue, 9/9/08 9:45 AM
👤 Find	**40.**	Creativity, flexibility, curiosity, customer service orientation, excellent database searching skills.	Tue, 9/9/08 9:12 AM
👤 Find	**41.**	anything to do with technology. project management, marketing, negotiating, time management, info analysis	Tue, 9/9/08 6:48 AM
👤 Find	**42.**	customer service (that's at the core of our services), reader's advisory (a cool personal service that we're REALLY good at), flexibility (is this a skill?	Tue, 9/9/08 4:57 AM

anyway, gotta keep up with change), technology awareness, trend
awareness

Find	**43.** I feel like saying leadership and courage. Good leadership for all the obvious reasons common to our profession and many others, but also the guts and intelligence to fight our own risk-averse profession and cost-aware university bosses.	Tue, 9/9/08 12:43 AM
Find	**44.** Management, cataloguing, programming.	Mon, 9/8/08 9:27 PM
Find	**45.** Lifelong learning skills and focus; strong technology skills; reference / research; management and general people-skills.	Mon, 9/8/08 9:03 PM
Find	**46.** Reference skills Customer service skills Computer/IT skills	Mon, 9/8/08 8:31 PM
Find	**47.** Desire and ability to learn new things and appreciate other people.	Mon, 9/8/08 8:07 PM
Find	**48.** Social skills - the ability to speak publicly, forge relationships, act politically, lead staff. Innovation and whole-picture thinking. Community development awareness and strategy.	Mon, 9/8/08 7:51 PM
Find	**49.** flexibility and adaptabilty; slightly above average computer skills (e.g. ability to troubleshoot--especially important for those working as public librarians!); passionate and committed about providing the best service possible; willingness to learn constantly	Mon, 9/8/08 6:38 PM
Find	**50.** Effective use of the Internet and all it has to offer, both as tools for teachers and students, and as aides in library management.	Mon, 9/8/08 6:24 PM
Find	**51.** *ability to understand how informtion is organized and superior search and retrieval skills *ability to learn new concepts and technologies quickly....including the ability to fiddle with a gadget to figure out how it works and the ability to fiddle with a new application/etc and see how it basically works and what it's good for. *people skills....it's kind of an old joke in the library field that we have an over abundance of folks with odd social skills...we need to change that....we need to be highly adaptable people with exceptional listening and personal interaction skills. We need the ability to manage stress and the skill to just let stuff go. I've seen some horrendous service because librarians/staff lacked the skills of negotiation and the ability to let things go and remain calm. To me, it's probably one of the top 3 core abilities i would look for if I got to hire the next librarian.	Mon, 9/8/08 4:39 PM
Find	**52.** Anything emerging technology. Librarians really need to be at the forefront of information access and retrieval, and today I just don't think you can do that if you're not familiar with the newest tools.	Mon, 9/8/08 3:47 PM
Find	**53.** Flexibility and intellectual curiosity are of utmost importance. Times and technologies change, and the professionals who can shift their practice to new environments will thrive. The best librarians are interested in finding out how to improve their services and are willing to put those plans into action. Political savvy and strong communication skills are essential.	Mon, 9/8/08 3:42 PM
Find	**54.** How to learn. A range of IT skills - and not of the "how to use [software X]" variety.	Mon, 9/8/08 3:14 PM

55. Tech skills and a user-focused approach to libraries! I think a generous and understanding attitude toward how patrons use our services and systems is something I see lacking in some recent graduates.   Mon, 9/8/08 2:45 PM

56. The ability to program computers, which is an area in which I'm terribly deficient, and it holds me back on a daily basis. The ability to write well. The ability to educate a live audience (and an understanding of how NOT to use PowerPoint). The ability to raise money. Time management. Marketing.   Mon, 9/8/08 2:25 PM

57. assessment, strategic planning, and project management. All my fellow library students hated the 2 weeks we spent on this during our general library class, but it is by far the most important thing.   Mon, 9/8/08 1:50 PM

58. I think the skill to be able to reasonably analyze the technologies, programs, services, etc. to pick the ones that would most suit the library one is working in. To know where to find out about these new ideas and have the ability to adapt to change and to particular environments.   Mon, 9/8/08 1:44 PM

59. The ability to dive in and learn. We cannot afford to graduate people who expect handholding with anything technology related.   Mon, 9/8/08 12:28 PM

60. Computer/Technology Skills   Mon, 9/8/08 12:07 PM

61. Intermediate computer skills - knowing some HTML or XML, CSS, how to create podcasts, blogs, wikis, etc. Being comfortable with new technologies so that one isn't afraid to play when something new comes along!   Mon, 9/8/08 12:02 PM

62. Ability to continue learning. Part of that is personality (curiosity, openness to change) but it's also knowing how to teach yourself and/or how to find somebody who can teach you (even if it's the 14 year old in the YA section)   Mon, 9/8/08 11:58 AM

63. The ability to teach and a desire to work with people. If the days of just working with books in a public library ever existed they are long gone.   Mon, 9/8/08 11:56 AM

64. Flexibility (is that a skill/competency? Maybe it's something else, like a character trait.) At least the basics of interface usability I still think we need to know where to find the "good stuff" though we need to be more open to what that means (see "flexible" above) Effective teaching/public speaking skills (I'm sure there are more, but I'd better stop....)   Mon, 9/8/08 11:53 AM

65. people skills, technology, managing people/teamwork, organizing info & presenting it in understandable language   Mon, 9/8/08 11:53 AM

66. Some technical skills, communication. All librarians should have some hands-on experience, either in the form of an internship, or something that is away from their regular place of employment. I have worked at a law library, academic library, and a corporate library--all have different skills, but the underlying principles are the same. Also, each involved a lot of learning to become proficient in helping patrons.   Mon, 9/8/08 11:45 AM

67. Ability to learn new technologies; how to do assessment; information literacy; building collections; management/leadership/innovation skills.   Mon, 9/8/08 11:32 AM

68. Ability to move with changes in technology, acceptance of change. Someone who must stick to a rigid plan will not be successful. Successful librarians will see beyond the day to day tasks and see the big picture of what can be done with or from a library. I don't know how you teach that skill!   Mon, 9/8/08 11:17 AM

69. organization, basic programming, understanding the basic workings of computers/networks, information seeking.   Mon, 9/8/08 10:56 AM

70. Strategic planning, assessment, management methods and trends, big picture thinking (this can be taught!), visioning. I know you're asking these questions in the context of Web 2.0, but I think these things fit. If you have no vision for the future and can't see the big picture, you're never going to understand why incorporating social media into the library is important. If you don't know how to plan and assess and manage people, there will be no buy-in from other staff and any projects or initiatives will founder. We've got to have the basics of running a good library and being responsive to our constituents. Then, regardless of what type of services we're talking about, we'll be better prepared to take action and plan accordingly.   Mon, 9/8/08 10:51 AM

71. willing to expereiment and play, do it yourself mentality, web development skills   Mon, 9/8/08 10:30 AM

72. To be well rounded! I'm a believer in "holistic" librarianship. If we don't understand how people search for information, how can we organize it to allow for the quickest finding of the information? If we don't understand how information is organized, how can we determine the most efficient way of going about finding the information? If we don't know about the finding or organization of information, how can we effectively communicate to outside interests the value our profession provides? Lots of things to think about.   Mon, 9/8/08 10:22 AM

73. Patience "People" skills Marketing skills Ability (and willingness) to step outside the box Able to use any operating system (Sun, OSX, Linux, Vista) Understand underlying technology concepts for networks, computers, and computer security Able to use basic HTML, and understand basic web site structure and how web sites work (what is a web server, what is a MySQL server, what is authentication, etc.) Able to use a content management system, such as Drupal, Plone, Mambo   Mon, 9/8/08 10:19 AM

74. Project management, staff management, cataloguing & classification - designing bespoke systems.   Mon, 9/8/08 10:14 AM

75. Excellent communication skills - verbal and written, in all types of media. Ability to learn quickly and independently. Flexibility. Adaptable, able to deal with frequent change. Curiosity, interested in trying new things and looking for new solutions to problems. Unafraid of technology. Able to see to larger picture - connect individual tasks/projects to an overall mission or vision.   Mon, 9/8/08 9:55 AM

76. Technology is the biggest one.   Mon, 9/8/08 9:53 AM

77. - people skills, desire to want to help people -internet searching/research skills -knowledge of technology- software programs etc. (I work in a community college library and a large number of questions are from   Mon, 9/8/08 9:45 AM

students needing help with MS Office, blackboard etc.)

78. customer service, public speaking, understanding of intellectual freedom, online information literacy, intellectual curiousity, drive for self-improvement   Mon, 9/8/08 9:38 AM

79. To be well-rounded, technologically savvy, good with people   Mon, 9/8/08 9:30 AM

80. Collection Development Web Development Willingness to try stuff Research skills Instruction --esp in online environment   Mon, 9/8/08 9:28 AM

81. A certain level of comfort with technology is necessary, but rather than particular skills and competencies I really think that people need to be ready and willing to try new things and learn new skills. A willingness to change and adapt is far more important than knowing how to do X thing.   Mon, 9/8/08 9:24 AM

82. Strong communication, critical thinking, technological (from typing through Library 2.0 and beyond), and social service skills.   Mon, 9/8/08 9:22 AM

83. People skills; organizational skills; how to teach/train staff; working with the public   Mon, 9/8/08 9:16 AM

84. Interpersonal skills. Very, very few professional librarian jobs have little to no interaction with people, whether it's the public/patrons/customers, your co-workers, or people you manage. Certainly a high level of technological competency is required. Adaptability and dealing with change is an important skill. And time management.   Mon, 9/8/08 9:14 AM

85. Familiarity with internet and database searching, knowledge of both print and online reference resources, working in team-based groups,   Mon, 9/8/08 9:14 AM

86. -comfort with technology -'people' skills -building relationships with coworkers/admin and the public -empathy   Mon, 9/8/08 9:09 AM

87. understanding of the web under the hood - programming is valuable but not essential, but someone should know what is POSSIBLE with programming. Assessment/ measurement and an ability to articulate the value of libraries in a creative way. Instruction/ teaching and a knowledge of user behaviors and learning behaviors.   Mon, 9/8/08 9:02 AM

88. Our most important skills still are being able to find what users want. Reference searching is still about searching for information, it's just evolved online and in terms of what information is available. I do lots of other things as a medical librarian--mostly interlibrary loan, actually, but it's the reference services that give you a chance to wow a patron by finding something difficult they've looked for themselves and it proves your worth more than any other part of the field. The funny thing is that I did not focus on reference as a student--I did cataloguing, archives, and computers instead. But reference is something you really have to learn on the job because different positions have different access or different collections, or even a different focus in terms of what area of expertise you need to learn. So every librarian really needs to take the basics they learn of reference services and really run with it, continually updating their skills.   Mon, 9/8/08 9:01 AM

Find	**89.**	Much deeper knowledge of technological foundations (TCP/IP, programming, routing, etc.).	Mon, 9/8/08 8:55 AM
Find	**90.**	Good customer service. Everyone comes into the field being smart, excited at the thought of uncovering information, loving books, etc. But too few professionals come in wanting to help people. I think MLS students need the ability to see the library through their patrons' eyes rather than through a librarian's eyes. I think MLS students need to know how to market the library to people as libraries compete for patrons' attention with a lot more 'stuff' than they used to.	Mon, 9/8/08 8:52 AM
Find	**91.**	adaptability, tech-savviness, teaching ability, comprehension of a search in a variety of different media	Mon, 9/8/08 8:42 AM

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