What is workplace information literacy? A comparison of views from the chalkface and the workplace

LILAC conference Apr 2015

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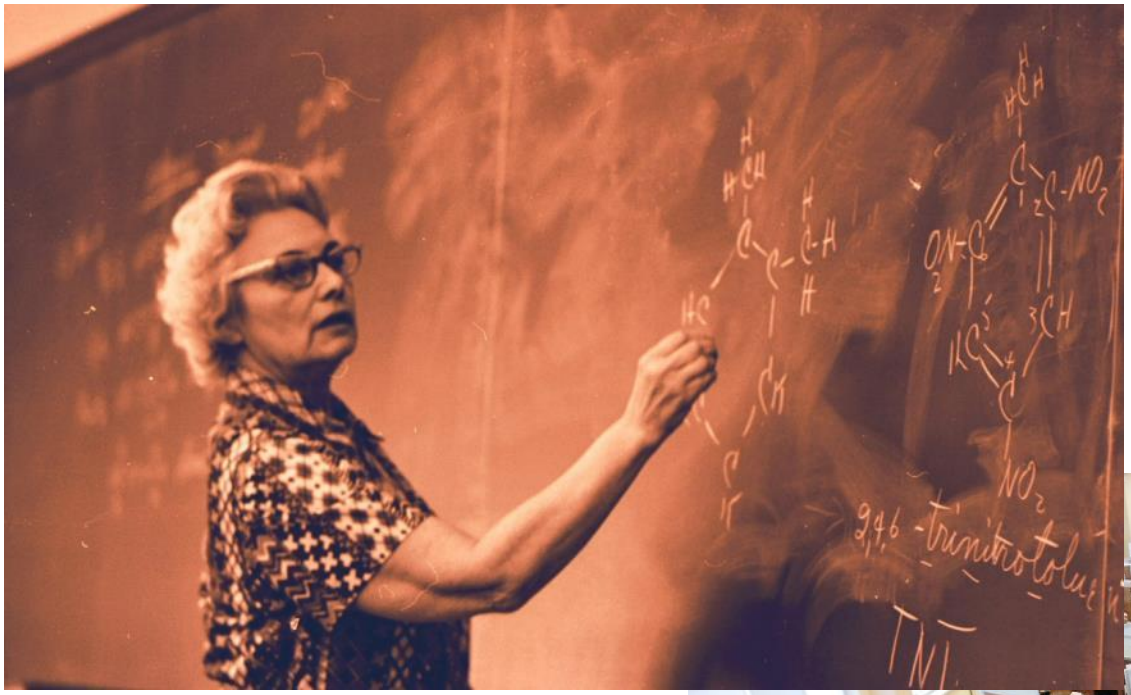

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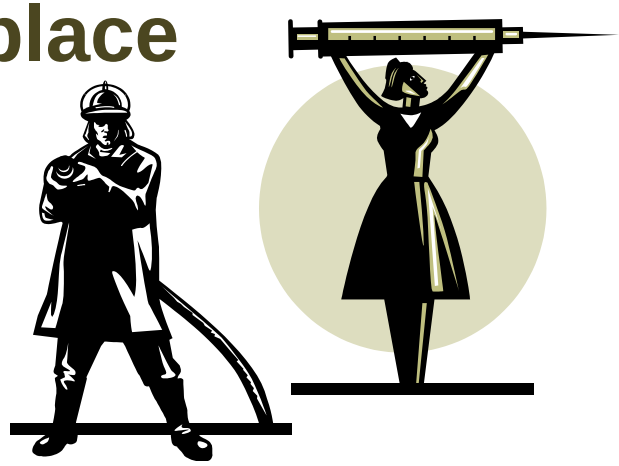
Information literacy…

- "… information literacy and lifelong learning are the beacons of the Information Society, illuminating the courses to development, prosperity and freedom. Information Literacy lies at the core of **lifelong learning**. It empowers people in all walks of life to seek, evaluate, use and create information effectively to achieve their personal, social, occupational and educational goals. It is a basic human right in a digital world and promotes social inclusion of all nations." (UNESCO, 2006)

Information literacy in the workplace



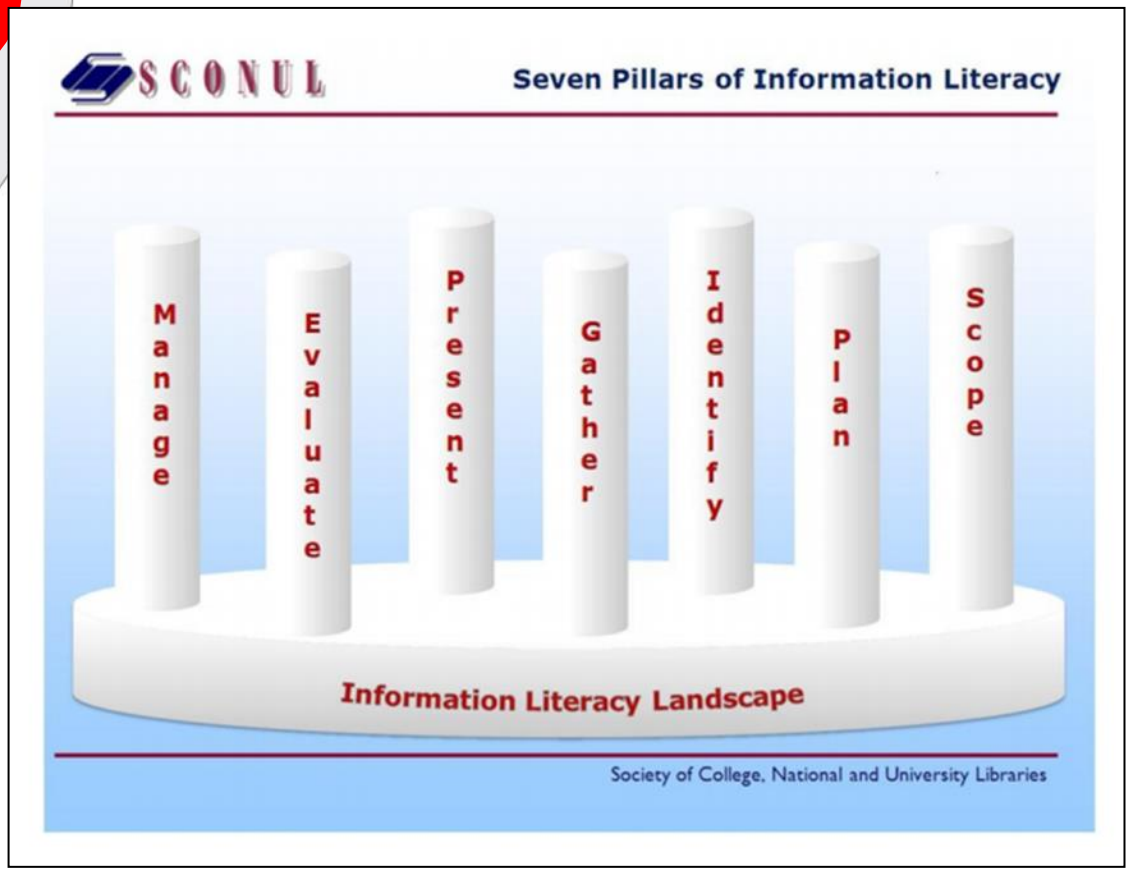
“Information literacy should be defined as the ability to know what there is in a landscape and to draw meaning from this through engagement and experience with information” (Lloyd, 2006:570)

- ‘Learning’ is not the primary goal
- “…productivity, quality measurements, and development of expertise” (Lundh et al, 2013)
- “Effectiveness” (O'Farrill, 2010)
  - Information Literacy as Knowledge Management
  - NHS
- Firefighters, Lloyd (2005, 2006)
- SME and Charities (Go On UK, 2013)

Recent documentation

- Transferring information know-how
- Information Literacy in the Workplace: An annotated bibliography
- Information literacy is for life, not just for a good degree: a literature review
- Digital skills for tomorrow's world

Wider Organisation & Environmental Context
Wider Library, Information & Knowledge Sector Context
Research Skills
Information Governance & Compliance
Records Management & Archiving
Using & Exploiting Knowledge & Information
Knowledge & Information Management
Development
Organising Knowledge & Information
Literacies & Learning
Leadership & Advocacy
Strategy Planning & Management
Customer Focus, Service Design & Marketing
Professional Expertis
Ethics & Values
Generic Skill


SCONUL
Seven Pillars of Information Literacy
Manage
Evaluate
Present
Gather
Identify
Plan
Scope
Information Literacy Landscape
Society of College, National and University Libraries

What do we mean by competencies?

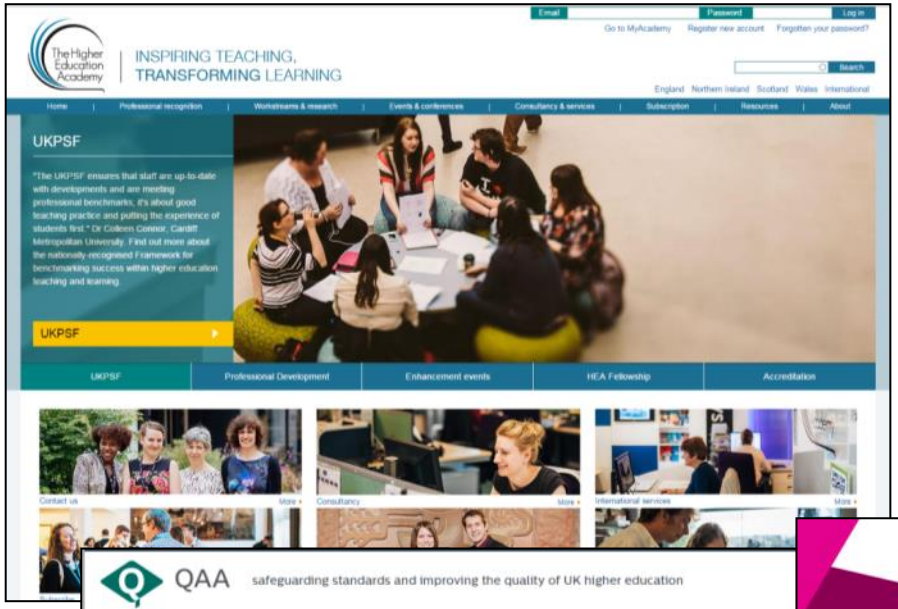
- Confusion:
  - demonstrable behaviour
  - cognitive skills
  - personality traits
- Link competencies to performance
- Identify skill-based and behavioural competencies
- KSAOs: knowledge, skills, abilities and other characteristics

(Stevens, 2012)

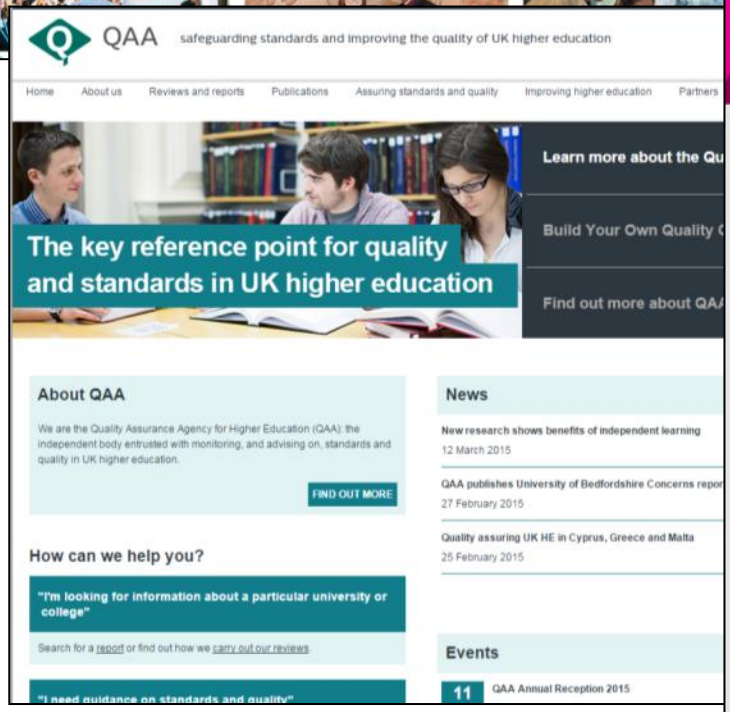
Table 1. A Comparison of Common Definitions of the Term of Competency.

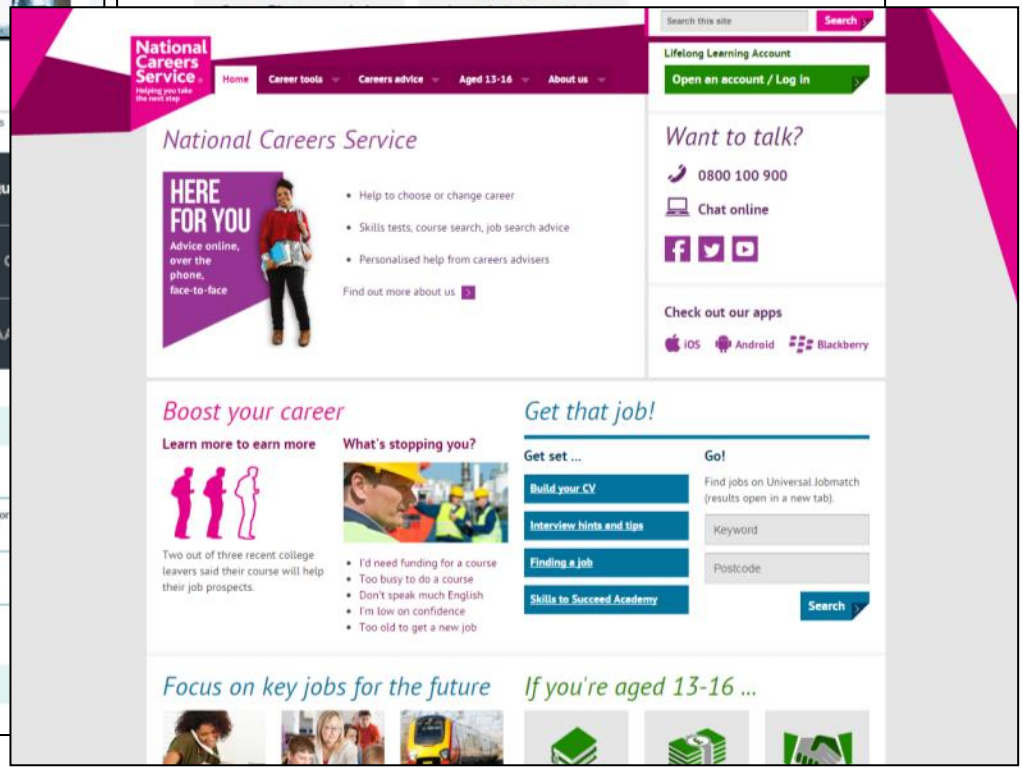
Source	Definition of competency
Athey and Orth (1999)	A set of observable performance dimensions, including individual knowledge, skills, attitudes, and behaviors as well as collective team, process, and organizational capabilities, that are linked to high performance, and provide the organization with sustainable competitive advantage.
Bartram (2004)	Sets of behaviors that are instrumental in the delivery of desired results or outcomes. Also, a repertoire of capabilities, activities, processes, and responses available that enable a range of work demands to be met more effectively by some people than by others.
Campion et al. (2011)	Collections of knowledge, skills, abilities and other characteristics that are needed for effective performance in the jobs in question.
Catano (1998); Soderquist et al. (2009)	The knowledge, skills, and abilities that underlie effective or successful job performance, which are observable, measurable, and distinguish superior from average performance.
Chen and Naquin (2006)	The underlying individual work-related characteristics (e.g., skills, knowledge, attitudes, beliefs, motives, and traits) that enable successful job performance, where "successful" is understood to be in keeping with the organization's strategic functions.
H. C. Frese (interviewed in Hayton & McEvoy, 2006)	A combination of skills, attitudes, and behaviors that an individual or an organization is competent at, that is, the ability to deliver, perform (a set of) tasks with relative ease and with a high level of predictability in terms of quality and timeliness.
Mansfield (1996)	A detailed, behaviorally specific description of the skills and traits that employees need to be effective in a job.
Parry (1996, 1998)	A cluster of related knowledge, attitudes, and skills that affects a major part of one's job (i.e., one or more key responsibilities); that correlates with performance on the job; that can be measured against well-accepted standards; and can be improved via training and development

(Stevens, 2012)


The Higher Education Academy
INSPIRING TEACHING, TRANSFORMING LEARNING
UKPSF
UKPSF
Professional Development
Enhancement events
HEA Fellowship
Accreditation

PROSPECTS
Jobs and work experience
Postgraduate study
Careers advice
Job sectors
We are rebuilding Prospects.ac.uk · Try the beta version
Every month we guide millions of students to make the right career choice.
Start your journey today.
Find a job
Find a course
Keyword
Location
Search jobs
My Prospects

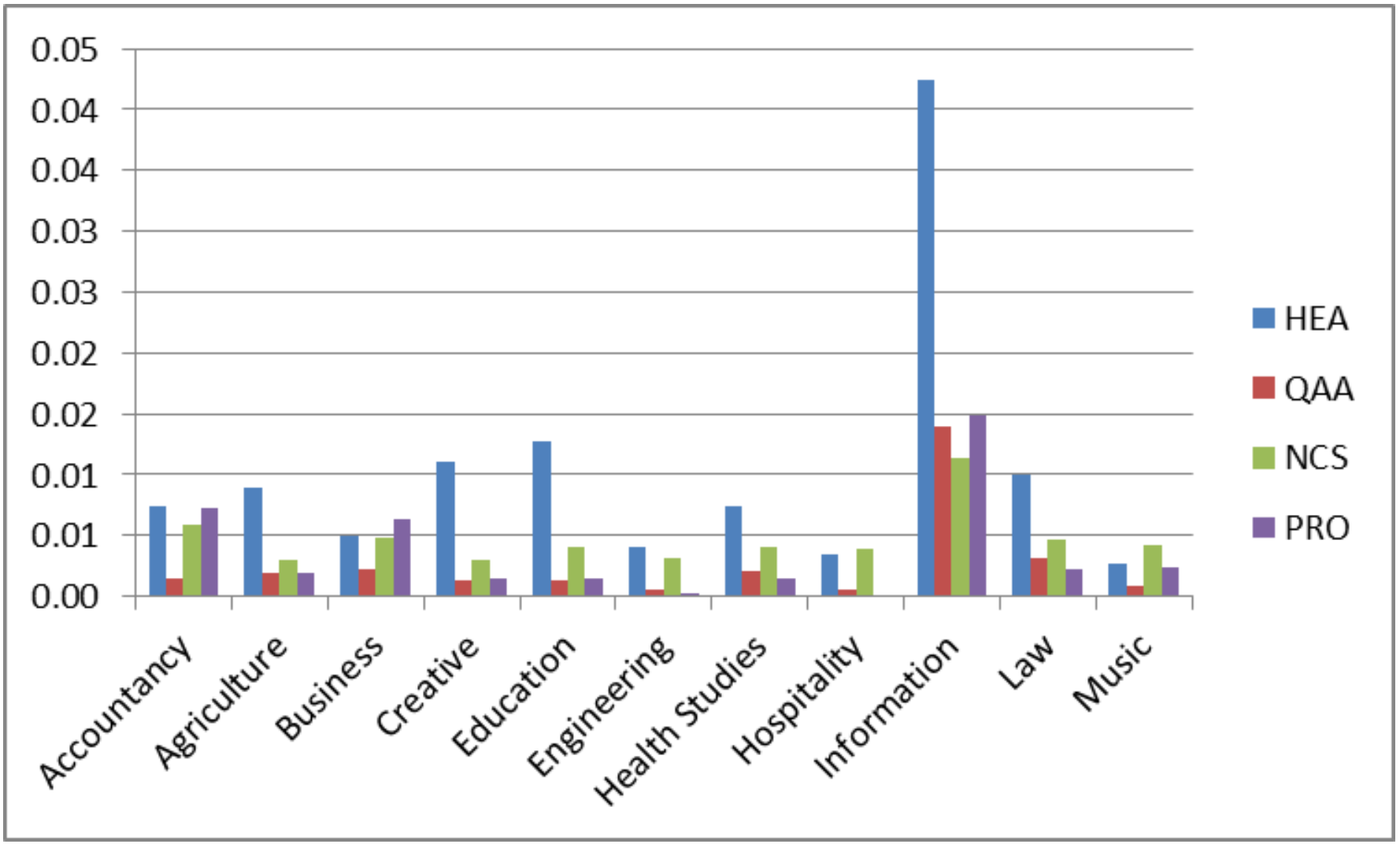

QAA
safeguarding standards and improving the quality of UK higher education
Home
About us
Reviews and reports
Publications
Assuring standards and quality
Improving higher education
Partners
The key reference point for quality and standards in UK higher education
About QAA
We are the Quality Assurance Agency for Higher Education (QAA): the independent body entrusted with monitoring, and advising on, standards and quality in UK higher education.
FIND OUT MORE
How can we help you?
"I'm looking for information about a particular university or college"
Search for a report or find out how we carry out our reviews
News
New research shows benefits of independent learning
12 March 2015
QAA publishes University of Bedfordshire Concerns repor
27 February 2015
Quality assuring UK HE in Cyprus, Greece and Malta
25 February 2015
Events
11
QAA Annual Reception 2015


National Careers Service
Helping you take the next step
Home
Career tools
Careers advice
Aged 13-16
About us
Search this site
Search
Lifelong Learning Account
Open an account / Log in
National Careers Service
HERE FOR YOU
Advice online, over the phone, face-to-face
Help to choose or change career
Skills tests, course search, job search advice
Personalised help from careers advisers
Find out more about us
Want to talk?
0800 100 900
Chat online
Check out our apps
iOS
Android
Blackberry
Boost your career
Learn more to earn more
Two out of three recent college leavers said their course will help their job prospects.
What's stopping you?
I'd need funding for a course
Too busy to do a course
Don't speak much English
I'm low on confidence
Too old to get a new job
Get that job!
Get set ...
Build your CV
Interview hints and tips
Finding a job
Skills to Succeed Academy
Go!
Find jobs on Universal Jobmatch (results open in a new tab).
Keyword
Postcode
Search
Focus on key jobs for the future
If you're aged 13-16 ...

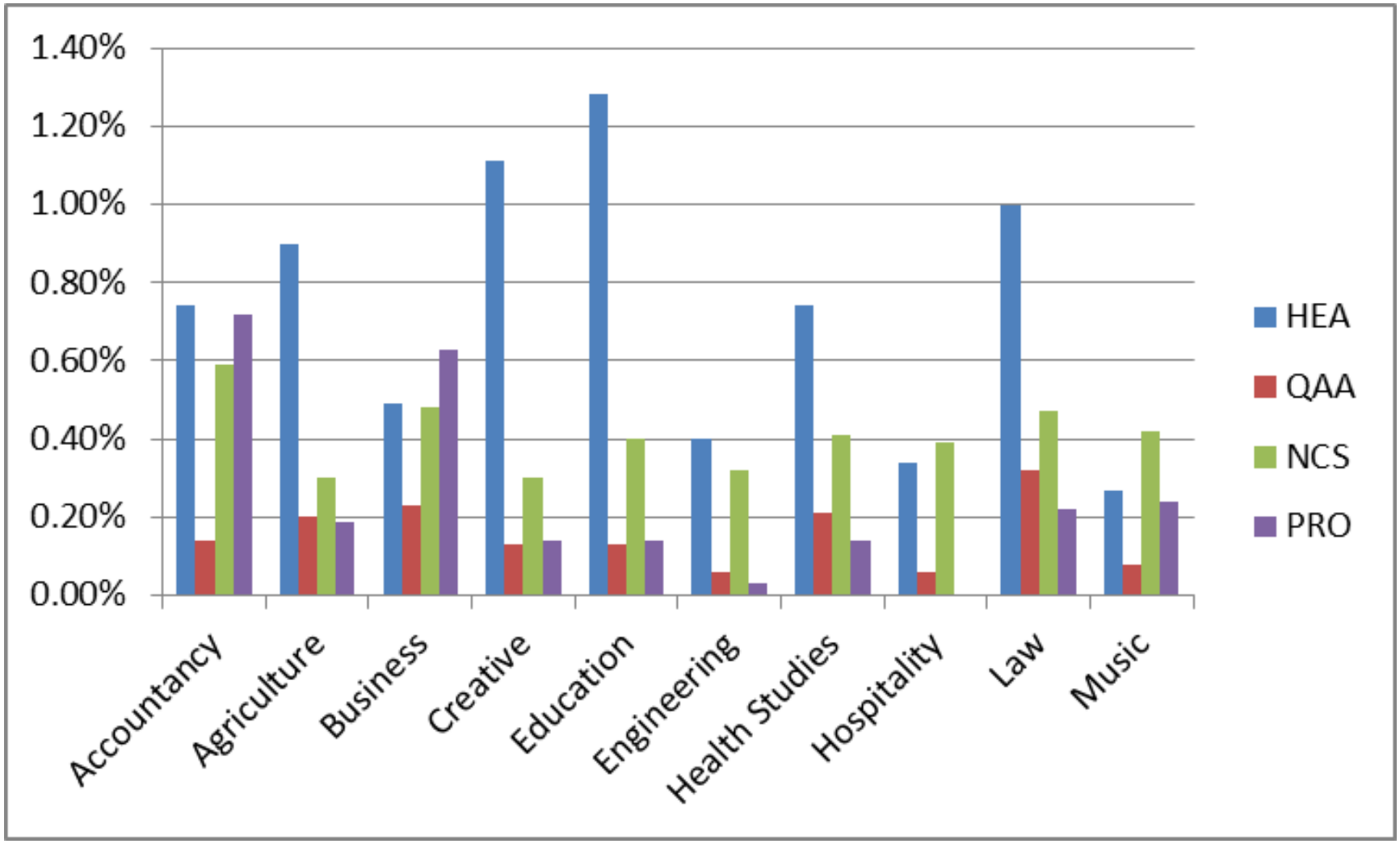
engineer
manager
technician
designer
officer
worker
teacher
scientist
therapist
researcher
architect
systems
operator
production
manufacturing
photographer
landscape
technologist
healthcare
media
maker
coordinator
construction
games
horticultural
control
service
music
psychologist
textile
film
art
nurse
museum
support
fishing
assistant
analyst
gallery
electricity
business
adviser
lecturer
practice
barrister
fashion
surveyor
community
hospital
repairer
learning
conservator
illustrator
curator
tax
trade
web
care
civil
inspector
forest
attorney
farm
language
legal
medical
clerk
sports
food
artist
dance
editor
security
administrator
broadcast
computer
furniture
clinical
developer
machinist
financial
chemical
executive
exhibition
school
agricultural
technical
forensic
education
building
accountant
instructor
consultant
process
health
furniture
doctor
centre
catering
chartered
animal

	QAA	HEA	Prospects	NCS	Total
Accounting	1	1	18	37	55
Agriculture	1	1	15	53	68
Business	1	1	9	93	102
Creative	1	1	23	72	95
Education	1	1	12	54	66
Engineering	1	1	32	142	174
Healthcare	1	1	51	75	126
Hospitality	1	1	8	22	30
Information	1	1	32	38	70
Law	1	1	7	30	37
Performing arts	1	1	6	57	63
	11	11	213	673	886

“Information”



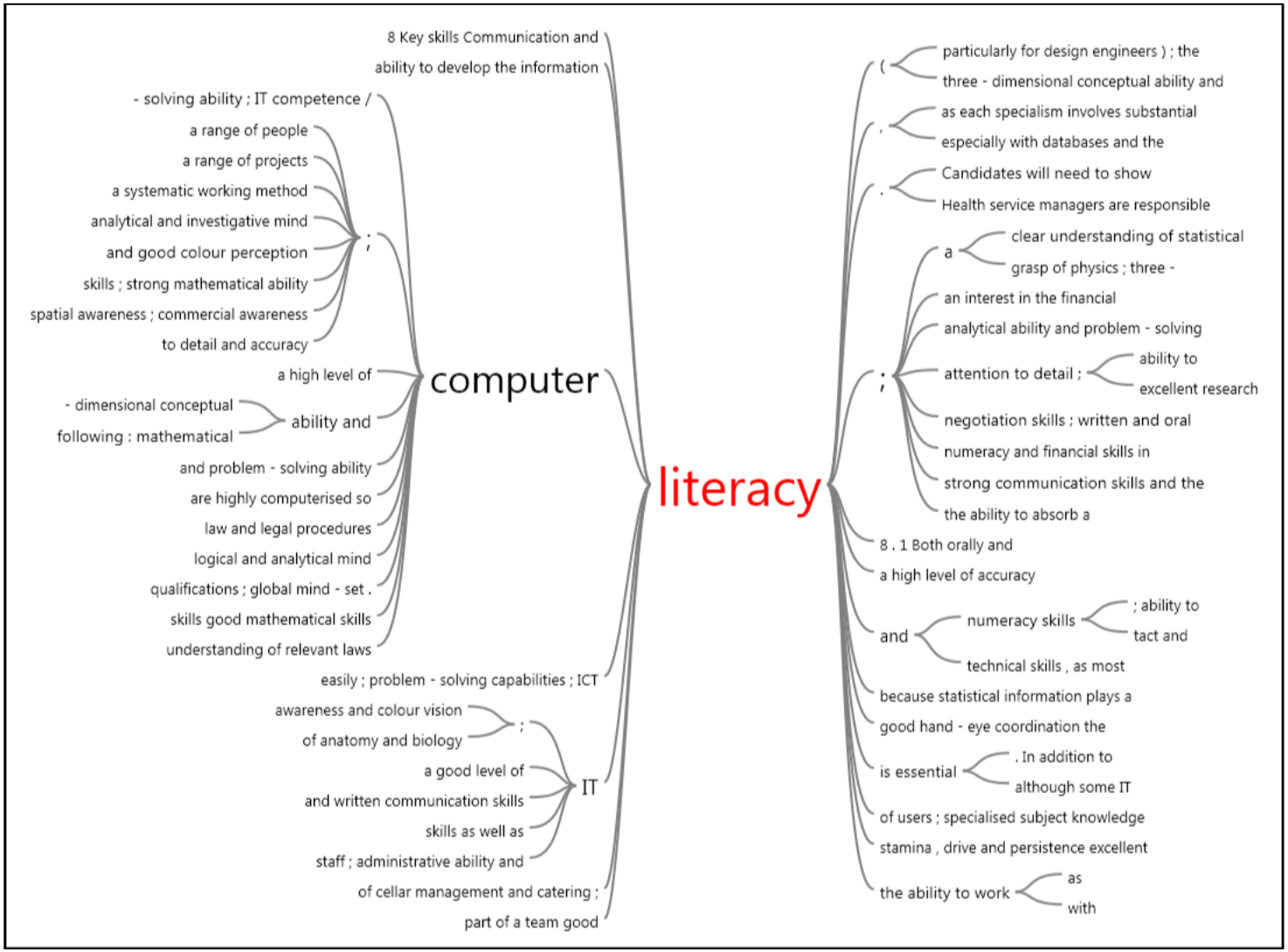
“Information” (Information removed)



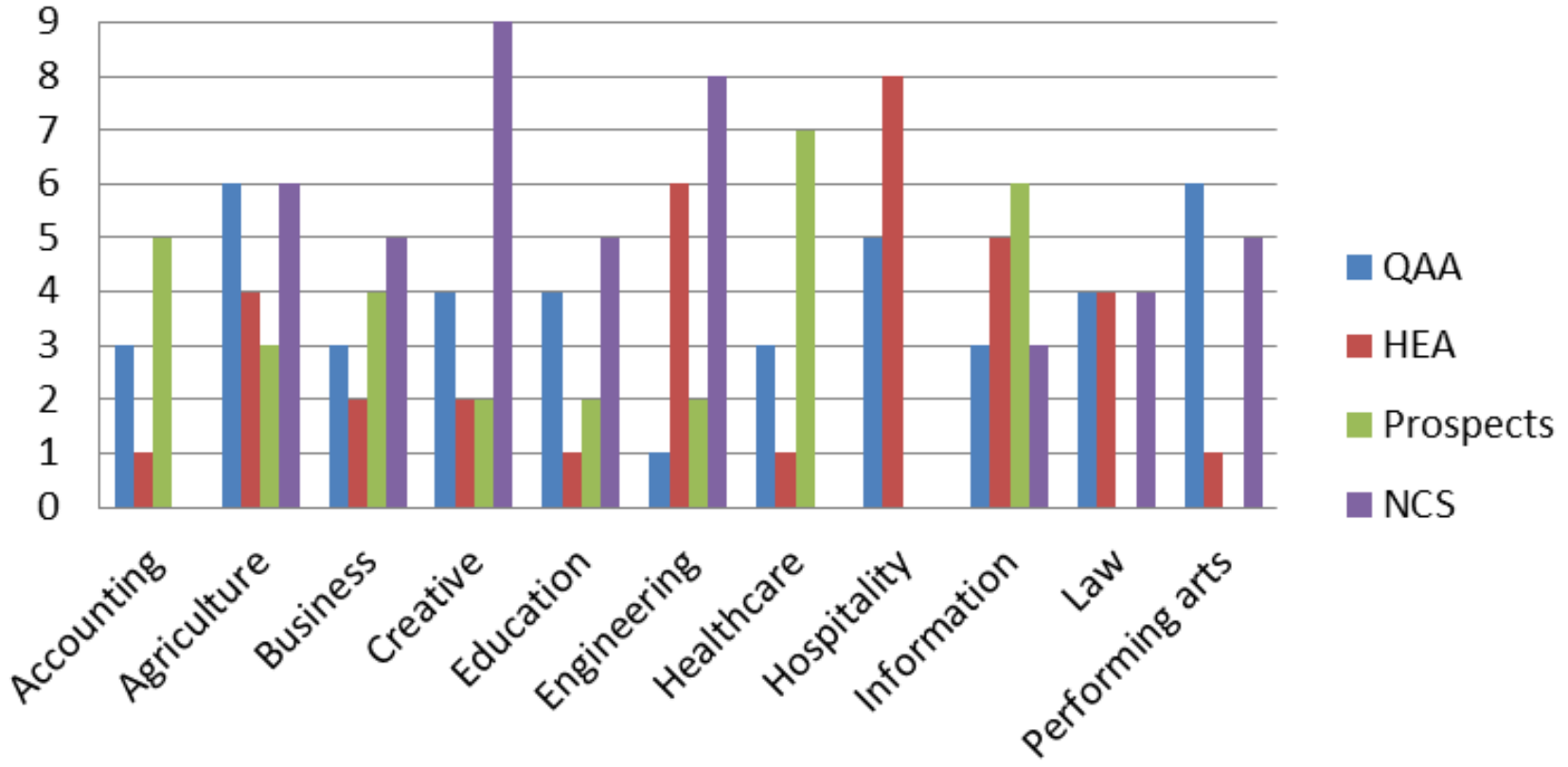
"information literacy"				
	QAA	HEA	Prospects	NCS
Accounting				
Agriculture				
Business				
Creative				
Education				
Engineering				
Healthcare				
Hospitality				
Information	4		1	
Law				
Performing arts				

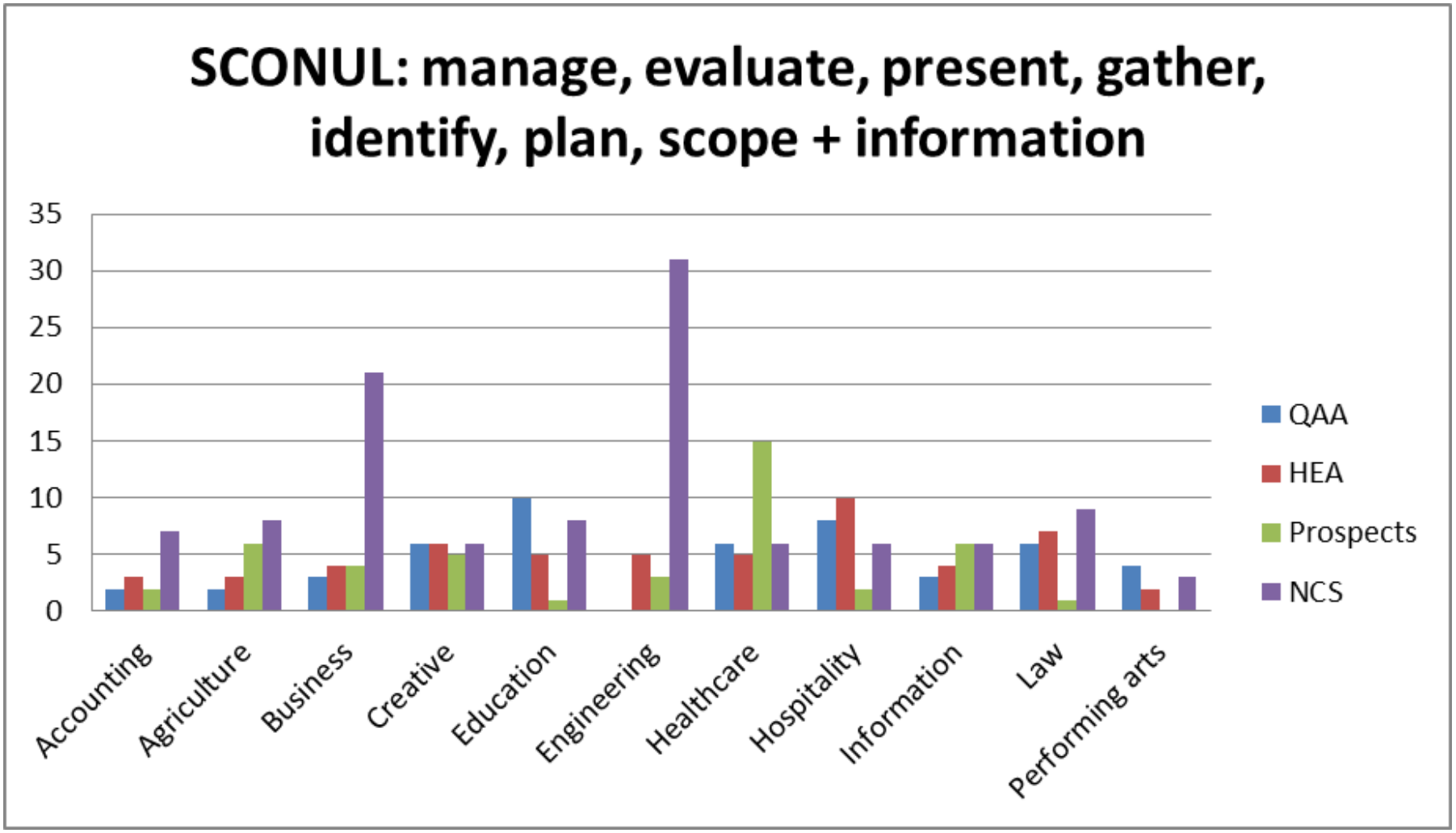
“IT literacy” + “computer literacy” + “ICT literacy”				
	QAA	HEA	Prospects	NCS
Accounting			3	1
Agriculture			2	
Business			2	2
Creative			3	
Education				
Engineering			4	
Healthcare			2	1
Hospitality			1	
Information			3	1
Law			2	1
Performing arts				1

Literacy / stemmed / Skills & Competencies



CILIP: need, find, evaluate, use, communicate, ethical + information




SCONUL: manage, evaluate, present, gather, identify, plan, scope + information
35
30
25
20
15
10
5
0
Accounting
Agriculture
Business
Creative
Education
Engineering
Healthcare
Hospitality
Information
Law
Performing arts
QAA
HEA
Prospects
NCS

Skills & Competencies

HEA

QAA

Skills & Competencies

NCS

PROSPECTS

Information literacy

NCS

PROSPECTS

H-point

- Drawn from H-index (citation research) to linguistics research by Popescu (2007)
- Identify key terms in text
- Rank terms in order of frequency
- H-point: rank = frequency
- NCS: H-point = 35
- PROSPECTS: H-point = 25
- QAA: H-point = 10
- HEA: H-point = 10

H-point vocab

QAA / HEA

NCS / PROPSECTS

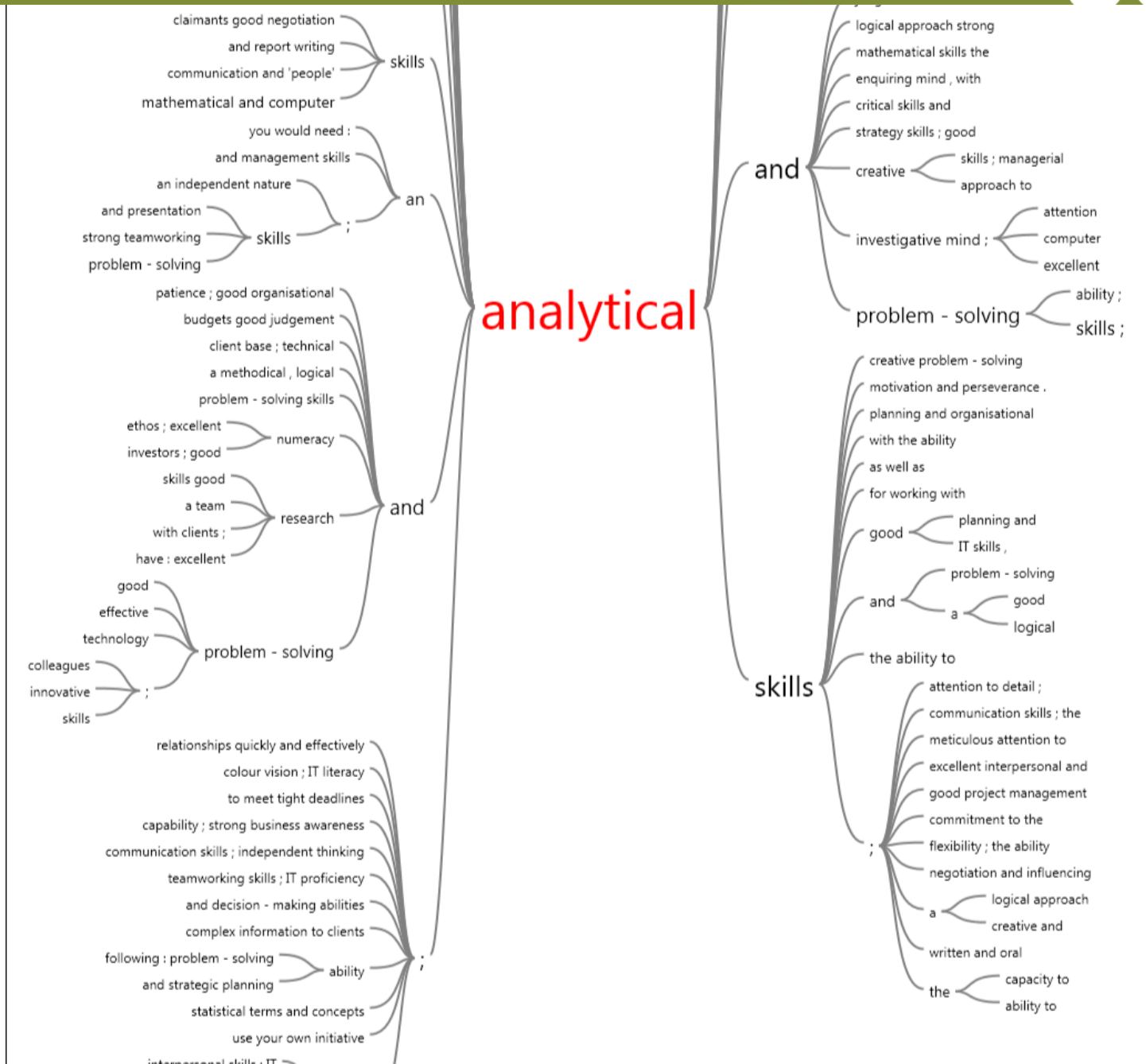
argument, arguments
audience, audiences
critical, critically
data
evidence
form, forms
ideas
interpret, interpretation
issue, issues
learn, learning
make, making
others
performance, performers
performing
personal
process, processed, processing
quantitative
reflect, reflection
relevance, relevant
solutions
source, sources
studies, study

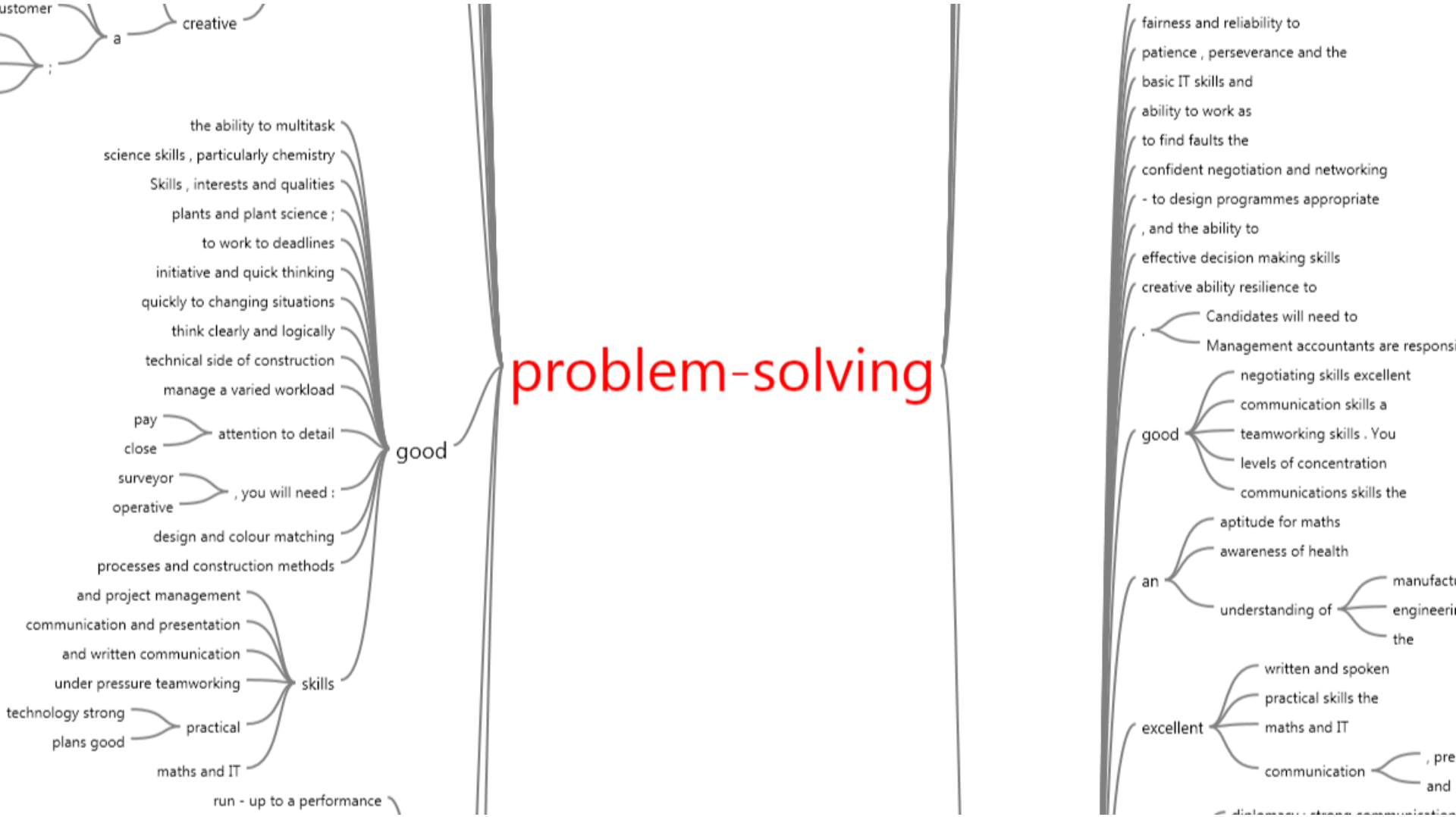
appropriate, appropriately
develop, developed, developing, development
evaluate
identify, identifying
include, includes, including
informed
range
use, using

communicate, communicating, communication, communications
information
manage, management
plan, planning
present, presentation, presentations
skill, skills
work, working

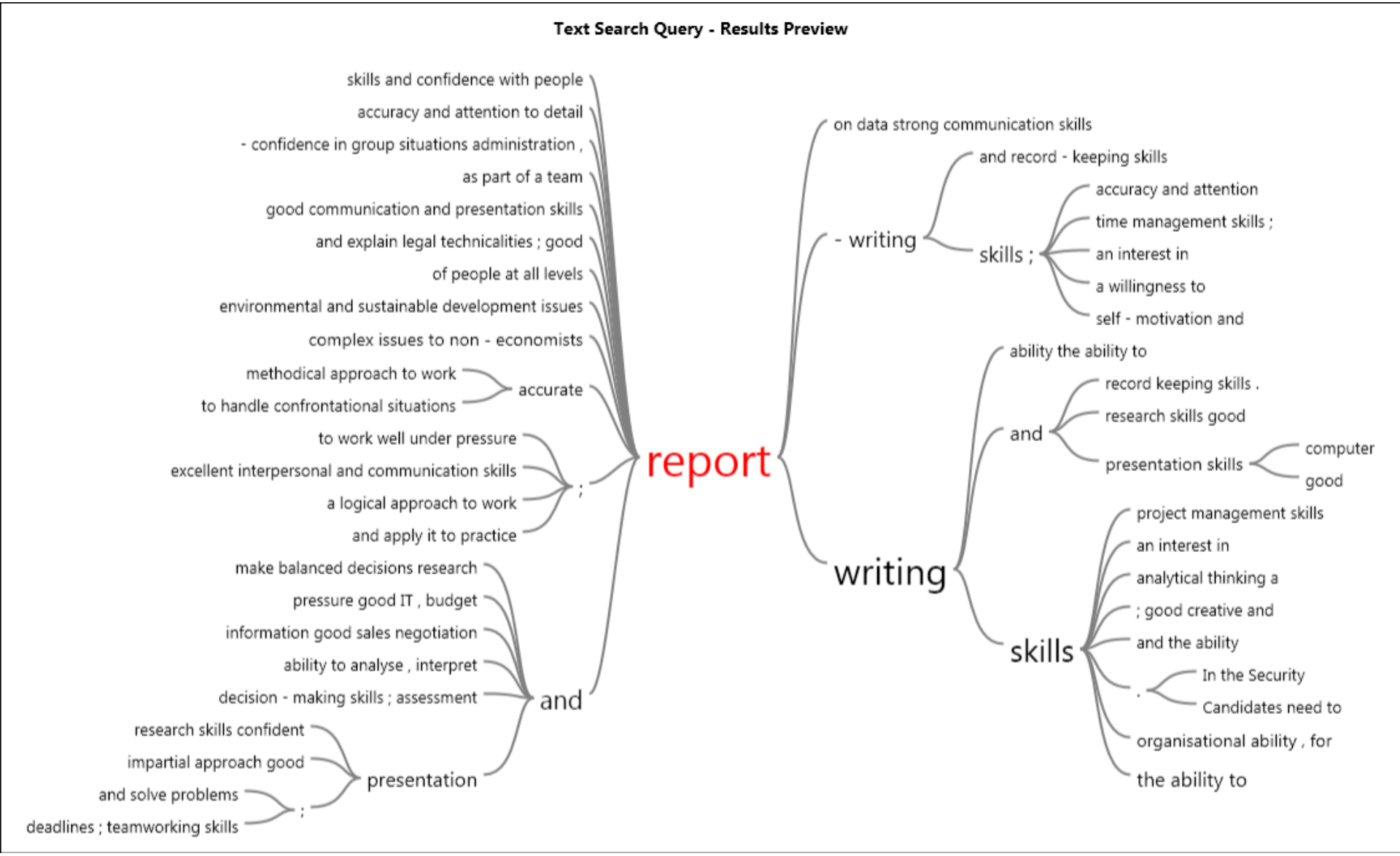
ability
analyse, analysing
knowledge
problem, problems
research, researching
solve, solving

accuracy
approach
attention
awareness
business, busy
clearly
computer, computers, computing
creative, creativity
design, designs
detail
excellent
explain
good
Interpersonal
keep, keeping
maths
methodical, methodically, methods
oral, orally
organisation, organisational, organise, organised, organising
report, reporting, reports
spoken
strong
technical
time
understanding
write, writing, written


analytical
skills
claimants good negotiation
and report writing
communication and 'people'
mathematical and computer
an
you would need :
and management skills
;
an independent nature
skills
and presentation
strong teamworking
problem - solving
and
patience ; good organisational
budgets good judgement
client base ; technical
a methodical , logical
problem - solving skills
numeracy
ethos ; excellent
investors ; good
research
skills good
a team
with clients ;
have : excellent
problem - solving
good
effective
technology
;
colleagues
innovative
skills
;
relationships quickly and effectively
colour vision ; IT literacy
to meet tight deadlines
capability ; strong business awareness
communication skills ; independent thinking
teamworking skills ; IT proficiency
and decision - making abilities
complex information to clients
ability
following : problem - solving
and strategic planning
statistical terms and concepts
use your own initiative
and
logical approach strong
mathematical skills the
enquiring mind , with
critical skills and
strategy skills ; good
creative
skills ; managerial
approach to
investigative mind ;
attention
computer
excellent
problem - solving
ability ;
skills ;
skills
creative problem - solving
motivation and perseverance .
planning and organisational
with the ability
as well as
for working with
good
planning and
IT skills ,
and
problem - solving
a
good
logical
the ability to
;
attention to detail ;
communication skills ; the
meticulous attention to
excellent interpersonal and
good project management
commitment to the
flexibility ; the ability
negotiation and influencing
a
logical approach
creative and
written and oral
the
capacity to
ability to


problem-solving
good
ustomer
a
creative
;
the ability to multitask
science skills , particularly chemistry
Skills , interests and qualities
plants and plant science ;
to work to deadlines
initiative and quick thinking
quickly to changing situations
think clearly and logically
technical side of construction
manage a varied workload
pay
close
attention to detail
surveyor
operative
, you will need :
design and colour matching
processes and construction methods
and project management
communication and presentation
and written communication
under pressure teamworking
skills
technology strong
plans good
practical
maths and IT
run - up to a performance
fairness and reliability to
patience , perseverance and the
basic IT skills and
ability to work as
to find faults the
confident negotiation and networking
- to design programmes appropriate
, and the ability to
effective decision making skills
creative ability resilience to
,
Candidates will need to
Management accountants are responsi
good
negotiating skills excellent
communication skills a
teamworking skills . You
levels of concentration
communications skills the
an
aptitude for maths
awareness of health
understanding of
manufact
engineeri
the
excellent
written and spoken
practical skills the
maths and IT
communication
, pre
and

Text Search Query - Results Preview



research
for their area
- based systems . Knowledge
of specialist
furniture deteriorates
- solving skills ;
an interest in
with scientific , engineering
the latest scientific
and medical
to organise and carry out
ability to plan and do
you deal in willingness
and statistics
computer images
level roles :
questioning skills
the ability
to
Skills , interests and qualities
literacy ; attention to detail
economic and political issues
;
investment analyst you need
will need to
writer , you should
have
;
excellent
the ability to meet deadlines
skills to maintain accurate records
printing processes , including computer graphics
the ability to think strategically
of internets and intranets , etc
and establish relationships with clients
project management skills ; political awareness
;
motivate and manage people
planning policies and procedures
pressure and meet deadlines
ability to supervise others
business and economic theory
and spoken communication
creatively project management
skills
interests , including current affairs
;
good
strong problem - solving skills ; an
interviewing skills ; confidence and
report writing skills the
willingness to participate at
carry out experimental practical
evaluate relevant design information
computer skills good budget
the collection and manipulation
apply it to practice ;
creative problem - solving skills ;
impart this to
to
work online with
the ability
creative problem -
; negotiation and
motivation and
analytical skills
and
strong presentation and negotiation
including the ability to
honesty and a fair
problem - solving ability a
confident presentation and report
) ; legal and commercial awareness ;
patience and tact problem -
and the ability to
- the ability to understand
evaluate
in order to
help
with a knowledge of
,
using hard copy and
Candidates need to show
.
Blacksmiths shape and join
spoken and written
good
computer skills drive
general knowledge , or
skills

INFORMATION

digital
ict
computing
data
media
research
problem-solving
current awareness
knowledge-management
e-skills

LITERACY

skills
fluency
competencies
capabilities
abilities
solving
awareness
understanding
evaluation
know-how
knowledge
confidence
capacity
use
handling

WORKPLACE

reports
presentations
plans
copyrights
confidentiality
instructions
weights
measures
up-to-date

Employability, information literacy, and library and information professionals

- Identify the key information literacy terminology of the workplace
- Use this to inform IL delivery relevant to these concepts to facilitate transition from FE and HE into employment
- Liaise with careers services, professional associations, employers, SME

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