Career Counseling and Services:
A Cognitive Information Processing Approach

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Chapter 13

The Career Resource Library: Development and Management Issues

Overview

- Comprehensive Career Resource Libraries

- Administration

- Technical & User Services

- Summary

Comprehensive
Career Resource Library

- Purpose:
  - Provide relevant, accessible, timely career information to help individuals solve career problems and make career decisions

- Definition:
  - Collection of a wide range of career information resources, covering varied subjects, providing varied media delivery options, organized for easy access

Key Questions to Ask

- How does one design a career information library?

- Where should the library be located?

- Who should be in charge of the library?

Administration: Library Governance/Organization

- Library's location and physical layout should reflect goals and objectives of the center it supports

- Career resource library is one type of special library

Location

- Options
  - Located within or near main library
  - Located in the "heart" of the career center

- Factors to consider
  - Who will be using
  - Accessibility

Floor Plan/Physical Layout

- Easy access to different types of resources

- Varied space arrangements to accommodate varied media delivery formats

- Accommodating persons with disabilities

- Proximity of staff offices

- Space allows for self-directed, staff-assisted, and group activities

Role of Career Resource Library

- Depends on nature of the center

- Center staff can provide input on vision and direction of library

- Consider use of library advisory committee to serve as liaison

Human Resources Management

- Three roles to consider:
  - counselor
  - resource manager/Librarian
  - technical assistant
- Roles may be performed by one or many staff members depending on size of the center

Use of Paraprofessionals

- Can include graduate assistants/interns and undergraduates

- Can provide a variety of assistance in a career library depending on the nature of their training

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Career Counselor Role

- Helping clients use information to solve problems and make decisions

- Overlap between counselor and librarian role

- Establishing boundaries for what types of assistance each person provides

Librarian Role

- Trained to set up and manage special collections

- Could involve review of resources by outside librarian or employment of professional librarian in-house

- As scope of center increases, need for specialized librarian role is greater

Counselor vs. Librarian Roles

- Recognize unique contributions of each

- Effective collaboration is essential

- Librarian's role--technical procedures for acquiring, organizing, and managing the collection

- Counselor's role--helping clients use the information to solve career problems

Orientation & Training

- Needs to be thorough and continuous

- Staff development activities require adequate time for effective learning

- Ideally training activities are hands-on

- Develop library training and procedures manuals

Collection Development Policy

- Lays out the library's plan for effectively meeting the information needs of its clientele

- Allows resource manager to make decisions that carry out the library's mission

Collection Development Policy

- Policy is shaped by the library's goals and objectives

- Describes in detail subject areas and formats collected

- Articulates who selects
  - which resources
    - what kind, and
      - for whom

Collection Development Policy

- Policy includes:
  - Collection maintenance details
  - Timetables for evaluation & review of collection resources
  - Guidelines for retaining and discarding materials

Collection Development Policy

- Written policy helps ensure that consistent criteria are used to develop & maintain resources

- Policy is influenced by overall philosophy of library

Technical & User Services

- Acquisitions

  – process of ordering, discarding, and replacing print or multimedia resources

  – puts into practice collection development policy

Acquisitions: Key Questions

- Where is the library located/who are the key clientele being served?

- What items are heavily used? frequently requested?

- Where are gaps in the collection?

- What formats are needed?

- What are the most affordable means to gather resources?

Acquisitions

- All staff can be involved in acquiring information

- Evaluate appropriateness of materials for library
  - Use reviews in professional publications to guide this process
  - Apply set of professional standards (e.g., NCDA guidelines)
  - Use local information (e.g., surveys, circulation statistics)

Acquisitions

- Determine what is already in the collection

- Check on currency of available editions

- Maintain a collection of publishers' catalogs

- Manage acquisitions information with an electronic file

Acquisitions

- Subscriptions
  - Review sample copy
  - Consider on-line versus hard copy format
  - Review status of subscriptions on a regular basis

Acquisitions

- Integrating resources into the collection

  - Use of an information management system- provides structure to keep track of resources and ensure their availability

  - Information system should use classification scheme that meets needs of library clientele

Cataloging

- Review of historical schemes

- Sample classification scheme

Frank Parsons Scheme

- Agencies & office work
- Agricultural
- Artistic
- Commercial
- Domestic & personal service
- Fishing

- Manufacturing
- Mechanical, building, construction
- Professional & semiprofessional
- Transportation
- Miscellaneous industries

U. S. Government Classification Systems

- Census code
- Classification of Instructional Programs
- Dictionary of Occupational Titles
- Guide for Occupational Exploration

- Occupational Employment Statistics
- Standard Occupational Classification
- Standard Industrial Classification

Non-Government Classification Systems

- Higher Education General Information Survey

- Holland Codes

- Worker Trait Group Guide

- World-of-Work Map

Occupational Classification Systems

- Allows for integration of local, state, and national resources

- Professional system provides more valid means for managing the collection

Occupational Classification Systems

- Deciding which one to use
  - Needs of the local setting
  - Theoretical preferences of supervisors
  - Size of the collection
  - Extent of cross-referencing to other systems

Modern Classification Schemes

- Cataloging career information goes beyond just that having to do with occupations

- Classification schemes influenced by expanding range of settings where career information was being used

Classification Schemes

- Organizing & retrieving information; consider:
  - Form, type of medium
  - Location
  - Content

Classification Schemes

- Physical forms of materials (e.g., print, audio, video)

- Form influences location

- Similar formats may be grouped together

Classification Schemes

- Subject matter classification
  - Groups materials on a particular topic together
  - Helps guide users to materials location
  - Convey, in general terms, the content

Classification Schemes

- Content description helps clients determine if resource relates to their career problems

- Two ways of conveying content
    1) notation-using numbers & letters
    2) terminology-using key words or standard phrases

Classification Schemes

- Choice of scheme, consider:

  - Amount and breadth of information
  - Type of persons accessing the information
  - Center's service delivery approach

Classification Schemes

- Six main categories of the Florida State University Career Center's Career Key System

  I.   Career and life planning
  II. Occupations
  III. Education and training
  IV. Work experience
  V.   Job hunting
  VI. Employment information

Classification Schemes and Cataloging

- Help track resources in the collection

- Help clients and staff find them

- Record (print or electronic) created for each resource which contains brief description

- Requires consistently following rules for processing

Classification Schemes and Cataloging

- Describing resources through cataloging
  - Physical characteristics
  - Intellectual contents

Classification: Physical Characteristics

- Format/media
- Number of copies, volumes
- General location
- Author
- Title

- Edition
- Copyright date
- Publisher
- Publisher's location
- Price

Classification: Contents

- Indexing or assigning categories from a classification scheme to a resource based on subject contents

- Determines where in the collection resource will go

- Call number gives resource a unique location within the collection
  - allows for arrangement according to subject area; provides for fast and accurate access of resources

Classification: Contents

- Can use cataloging cards or database
- Serve as symbolic representations of the resource's information
- Provides access points to use in searches for resources by clients or staff
- Advantages of electronic databases
  - fewer processing steps
  - keyword searching

Reference

- Serving as a link for persons in need of career information

- Making staff aware of new resources

- May involve interviews, creating reference tools, or workshops

- Help clients learn to retrieve information independently

Reference Interview

- Identifying & clarifying what information a client needs

- Client information needs can be related to CASVE cycle

- Career resource manager may use skills similar to those of the counselor

- Following up to serve if clients found what they needed

Reference Tools

- Create foundation for self-help library

- Create structure and access to varied information resources

- Can include guides, hand-outs, bibliographies, Web pages, and signage

Circulation

- Depends on library's philosophy, type of resources, and clientele

- Policy communicates when and if resources may leave the facility, and for how long

Circulation

- Protects availability of resources
- Requires system for guarding against vandalism and theft
  - use of ID cards
  - lay-out of library space (open seating and table arrangements)
  - security system

Circulation

- Non-circulating resources
  - rationale for this
  - provide clients access to copier
  - need to be aware of copyright law
  - maintain info on Web versions of info found in the library

Summary

- Applying information management techniques to career information systems

- Developing & managing career library resources

- Key Issues: library governance and organization, human resources management, collection development, determining classification schemes, cataloging, reference service, and circulation procedures.

Getting the Most Benefit from Reading

- Visit a career library on-line or in person; determine how resources are organized.

- Visit the Bureau of Labor Statistics Web site; learn about the U.S. Government's classification system.

- Compare two collection development policies.

- Interview two professional librarians about how they help people locate and retrieve career materials.

- Determine how to spend $5,000 to establish or upgrade a career library.

For Additional Information

www.career.fsu.edu/techcenter/

Thank You