

Council of Australian University Librarians (CAUL)

Digital Dexterity framework for library professionals

Digital Dexterity is a critical component in the success of digital societies. Library and information professionals have a unique responsibility for supporting its development. The *CAUL Digital Dexterity framework* (based on the Jisc digital capabilities framework), outlines the skills and capabilities that students will need to succeed in the workforce of the future.

Recognising the role that library and information professionals have in supporting students this *Framework for library professionals* outlines the specialist attitudes, knowledge and capabilities that library staff need. It is intended for institutions to adopt and adapt as needed.

The *Digital Dexterity framework for library professionals* originated at workshop facilitated by Helen Beetham in Sydney in January 2019 (attended by over 70 library professionals from across Australia and New Zealand). The workshop outcomes were subsequently refined by a group of library professionals "Digital Dexterity champions" – as such this is a framework developed by library professionals for library professionals.

References

Council of Australian University Librarians (CAUL) (n.d) *Digital Dexterity Framework*

Retrieved from

<https://www.caul.edu.au/sites/default/files/documents/digital-dexterity/digdex2019framework.pdf>

Jisc (n.d.) *Building digital capabilities: the six elements defined*. Retrieved from

http://repository.jisc.ac.uk/6611/1/JFL0066F_DIGIGAP_MOD_IND_FRAME.PDF

Jisc (n.d.) *Library and information professional profile*. Retrieved from

http://repository.jisc.ac.uk/6616/1/JiscProfile_libraryinformationprofessional.pdf

ICT proficiency and productivity

Attributes:

- Agility
- Creativity
- Cognitive flexibility
- Versatility

Knowledge: a library professional understands:

- The range of the software and apps relevant to their role as a library and information professional
- Basic concepts in computing, editing, coding and algorithmic thinking
- Information management
- How programs and systems interoperate
- The need to stay up to date as digital systems and practices change
- How digital technology is changing scholarly and professional practice

Capability: a library professional is able to:

- Use general and corporate systems, ICT-based devices and services (e.g. online communication and productivity tools)
- use ICT-based tools for professional tasks such as writing, recording, presenting, task management, analysing data, managing files and working with images
- Use library and information systems, catalogues, data records, learning and research environments to a high degree of proficiency
- Support others to use library and information systems, catalogues, search, data records, learning and research environments effectively and productively
- Evaluate and choose devices, applications, software and systems relevant to different tasks
- Navigate and troubleshoot basic IT functions (e.g. password resets, printing and Eduroam)
- Support students to navigate student systems, e.g. Learning Management Systems and Turnitin
- Recognise available software, its purpose and function and share knowledge with peers

Digital learning and development

Attributes:

- Willing lifelong learner
- Self-direction
- Self-reflection
- Adaptability
- Confidence

Knowledge: a library professional understands:

- Opportunities and challenges involved in learning online
- Personal needs and preferences as a digital learner
- Importance of lifelong learning for personal development
- How students learn with digital technology, and how they develop digital habits of study
- How researchers develop as digital scholars
- Basics of digital pedagogy

Capability: a library professional is able to:

- Identify, use and share digital learning and professional Development resources
- Use digital media to organise, record, reflect on, plan and monitor personal progress and set goals for continuous improvement
- Contribute to curriculum development (e.g. embedding of digital and information literacies)
- Contribute to researcher development (e.g. around digital scholarship)
- support students as emerging digital learners and scholars
- Select and create digital learning materials independently or collaboratively
- Contribute to the development of the library as a space of formal and informal learning
- Contribute to digital dexterity of the whole organisation (e.g. through advocacy, evaluation, evidence building, leadership of change)
- Contextualise to local institutional opportunities
- monitor personal progress through peer-review

Digital creation, problem solving and innovation		
<p>Attributes:</p> <ul style="list-style-type: none"> Creativity Judgement and decision-making Critical thinking Versatility 	<p>Knowledge: a library professional understands:</p> <ul style="list-style-type: none"> Digital production processes IP, copyright and licensing essentials Digital research methods Different data analysis tools and techniques Innovation, enterprise and project management in digital settings 	<p>Capability: a library professional is able to:</p> <ul style="list-style-type: none"> Design and create new digital media and re-use, remix, re-purpose, enhance and share digital media Strategically collect and analyse data using digital tools and techniques Use digital evidence to solve problems and find new solutions Innovate digital practices in librarianship and scholarship Develop new ideas, projects and opportunities utilising appropriate digital technologies Contribute to development of digital scholarship Showcase best practice in learning and encourage innovation in others
Collaboration, communication and participation		
<p>Attributes:</p> <ul style="list-style-type: none"> Communication Collaboration/ teamwork Self-direction 	<p>Knowledge: a library professional understands:</p> <ul style="list-style-type: none"> Features of different digital media and tools used for collaboration and communication The range of communication norms and needs How digital media and networks influence social and scholarly behaviour 	<p>Capability: a library professional is able to:</p> <ul style="list-style-type: none"> Communicate effectively in digital media and spaces Actively participate in digital teams, working groups and communities of practice Use shared productivity tools to collaborate, produce shared materials and work across cultural, social and linguistic boundaries Participate in, facilitate and build digital networks Support students and scholars to use and collaborate in digital environments through familiarity of platforms and digital systems Lead and contribute to partnerships, internal and external Demonstrate in a 'hands-on'/blended way Understand appropriate contexts and delivery methods, whether digital or not Access and navigate the digital environments in which students and scholars operate

Information literacy, media literacy and data literacy

Attributes:

- Creativity
- Critical thinking
- Cognitive flexibility
- Judgement and decision making

Knowledge: a library professional understands:

- Copyright and open access alternatives
- How data is used in professional and public life
- Legal, ethical and security guidelines in data collection and use
- How algorithms work
- How personal data may be collected and used
- Digital media as a social, political and educational tool
- Technical aspects of digital media production

Capability: a library professional is able to:

- Critically evaluate information in terms of its provenance, relevance, value and credibility
- Create, collate, manage, access and use digital data
- Analyse and interpret data and other digital information
- Critically receive and respond to messages in a range of digital media
- Manage research data securely, ethically and responsibly
- Record data and metadata in digital systems
- Collect data relevant to the working of the library, and enable others to access library-related data
- Support students to develop information, media and data literacies for study
- Support staff and researchers to develop information, media and data literacies for research
- Support teaching staff to develop information, media and data literacies
- Select appropriate tools for training and instruction
- Develop effective search strategies for appropriate information resources

Digital identity and wellbeing

Attributes:

- Versatility
- Critical thinking
- Adaptability
- Judgement and decision making
- Communication
- Confidence

Knowledge: a library professional understands:

- Reputational benefits and risks involved in digital participation
- Benefits and risks of digital participation in relation to health and wellbeing

Capability: a library professional is able to:

- Develop and project a positive digital presence and manage digital reputation - personally and on behalf of the library
- Collate and curate personal materials across digital networks
- Understand and review the impact of online activity
- Behave safely, ethically and responsibly in digital environments
- Support others to develop safe, responsible digital practices
- Ensure personal health, safety, and work-life balance when using technology
- Act with consideration for the human and natural environment when using digital tools
- Contribute to the development of organisational policies on digital wellbeing
- Advocate for equality of access to digital information and library services