

The Role of the **Business Librarian Training Program** in the Business Support Service Provided by Public Libraries

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Outline

- Background
- Business Librarian Training Program (BLTP)
- Characteristics of the BLTP
- Its Contribution to the Promotion of the Service

Background

Purpose of the Research Project

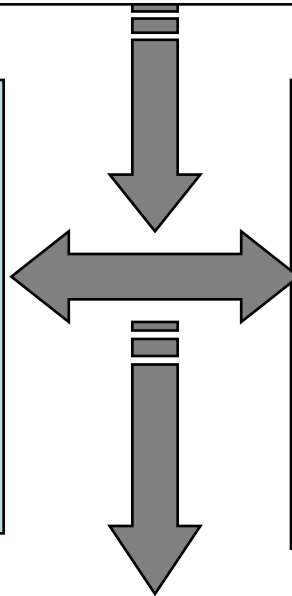
Explore the relationship between libraries and users using Business Support Service as an instance

Business Support Service (history & trends)

How users are using the Business Support Service?

How librarians are interacting with users and their needs?

Recommendations



Background

Business Support Service in Public Libraries

- Stimulated by the US Public Libraries
- Started in late 1990s
- Services

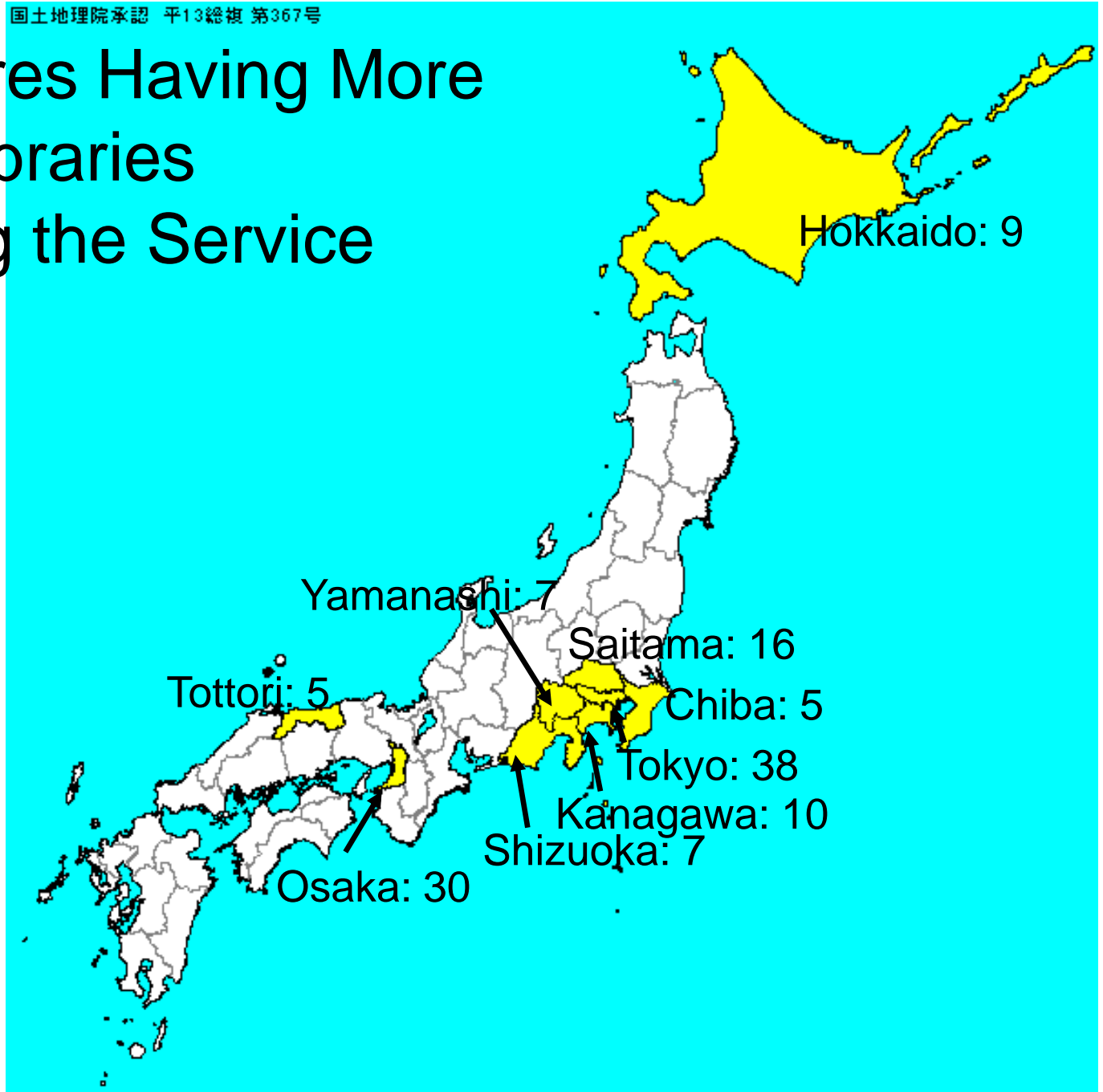
Business related collections

Reference services for business problem solving

Business related seminars

Consultation by business specialists

Prefectures Having More Public Libraries Providing the Service



Background

Business Support Service in Public Libraries

- Collaborates with municipal government and local business associations
- Needs knowledge of business as well as information resources
- Train librarians to be advisors and mediators

Business Library Association (BLA)

- Established in 2000
- Help apply ICT in public library services
- Train librarians to manage ICT use
- Facilitate the increase of business support libraries
- Helping the establishment of new businesses
- Provide necessary information for local businesses
- Utilize the information resources held by libraries

Business Librarian Training Program (BLTP)

- Started in 2004 (Shizuoka City)
 - Help develop new skills related to business support service
 - Help provide reference services on a variety of business topics
- Offered six training sessions since then
 - 127 librarians attended
 - 126 obtaining the certificate of completion

Past BLTP Training Sessions

Date	Place	Attendees	Fee
July, 2004 (4 days)	MAVIC Shizuoka & Shizuoka Prefecture Central Library	20	45,000yen
Jan – Feb, 2005 (4 days)	Books Kinokuniya; Toranomom Kotohira-Tower	20	45,000yen
Dec, 2005 (3 days)	Books Kinokuniya; Toranomom Kotohira-Tower	20	30,000yen
Sept, 2006 (3days)	Kitahiroshima City Library, Hokkaido	18	30,000yen
Feb, 2007 (3 days)	Toranomom Kotohira-Tower	22	30,000yen
Feb, 2008 (3 days)	Kasumigaseki Knowledge Squire	27	30,000yen

Places of Past Training Sessions



Curriculum

Date	Topic	Time	Title
Day 1	Orientation	9:00– 9:20	Guidance for Attendees
	Attitude of Business Librarians (I)	9:20–10:50	Attitude Change of Public Librarians
	Business Support Service (I)	11:00–12:30	Public Library’s Business Support Services
	(Lunch break)	12:30–13:30	(Individual introductions)
	Business Support Service (II)	13:30–15:30	Introduction to Economics for Librarians
	Business Support Service (III)	15:40–17:30	Basic Knowledge Required to Support Starting and Managing Companies
	Practical Skills	17:40–19:00	Lessons Learned from Business Support Services at Tottori Prefectural Library
Day 2	Application of Business Information Resources	9:00–11:00	Information Sources for Business and Business Reference Practices
	Business Support Service (IV)	11:10–12:10	Research in Preparing Proposals
	(Lunch break)	12:10–13:00	(Introduction to business databases)
	Practicum of Business Reference Service	13:00–14:50	Announcement and Comparison of Reference Questions
	Business Support Service (V)	15:00–19:00	Business Simulation Game
Day 3	Attitude of Business Librarians (II)	9:00–10:30	Problems and Issues in Business Support Libraries
	Planning and Presentation Skills	10:40–16:30	Workshop and Presentation of Models of Business Support Services
	Summary and Closing	16:30–17:00	Explanation of the Final Report

Characteristics of the Curriculum

1. Philosophy and general introduction to the business support service are included.
2. Coverage is extended to economy, entrepreneurship, and marketing.
3. Pedagogy is a mixture of lectures and practices:
 - business-simulation game
 - business-reference exercises
 - workshops on business-support service
4. Students have to do a lot of work beforehand.
5. Students work hard throughout the BLTP.

Evaluation and Certificate

- Issues a certificate of completion
- Final paper must be submitted
- The final paper must include some of the participant's own ideas based on the lessons learned from the BLTP
- The final paper is assessed by lecturers of the BLTP
- Excellent final papers have been presented on the BLA's web site and published in the AVCC Library Report

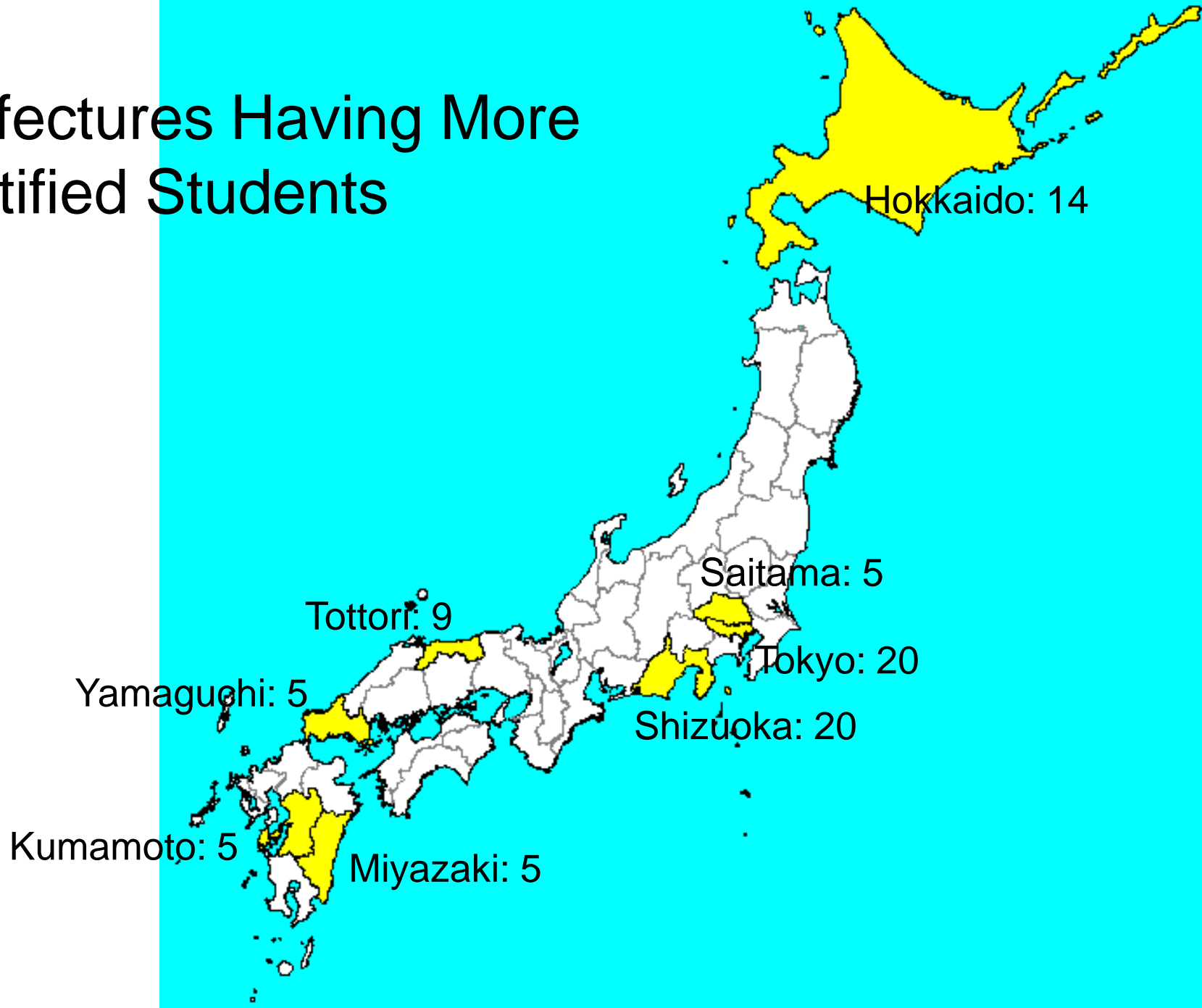
Lecturers

- Mostly librarians and professors in library and information science
- Consultants and specialists in the business world
 - Suits with the program

Students

Type of Library	No.
Prefectural	60
City, Town, etc.	60
Special, etc.	6
Total	126

Prefectures Having More Certified Students



Impact of the BLTP

- Producing Champions for Public Library Business Support Services
- Active Information Exchange through Alumnus Networking

Conclusion

- BLTP's contribution to the training and starting the service
 - Intensive and hard curriculum
 - Have produced luminaries and supported active network among them
 - Help start the business support service

Acknowledgments

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