Service Career System a new approach to manage competencies in an academic library

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http://docs.lib.purdue.edu/iatul/2013/papers/5
A systematic approach to continuous professional development

Learn from

70-20-10 model

Benefits

Employee

- Aalto University competence development framework combines both the strategic competence needs of Aalto and the motivation for development of the employee.
- Aalto University supports the professional development of its employees by encouraging career advancement, flexible job rotation, or horizontal career moves.
- Employees are offered inspiring possibilities for learning and training and they are encouraged to share their expertise within the Aalto organization.

University/Library

- Aalto University regularly defines its university-level strategic competences. Most of these shared development needs are enablers that support core mission of the University: expertise in leadership and management, as well as expertise related to networking, collaboration, internationalisation and information technology.
- The training and professional development programmes are organised both at the University-level and in the Library level.
- As a practical tool service career system clarifies the roles and responsibilities within the service units and with new partnerships in particular.

Aalto University

Library

Case Aalto University

Competence development support for service career system

Competent Employee

Competent Employee, expert in his/her own field

Solid knowledge of the basics of the field, deep knowledge of an area or broadbased knowledge

Own function's professional competence

Active use of available trainings, e.g. own function's trainings and trainings related to one's own profession field

Continuous learning on the job, e.g. new/challenging jobs/projects/responsibilities, problem-solving, jobrotation, visits, representing one's own work field, sharing knowledge

Service Competence

Service competence trainings

Diverse Interaction Competence

Active use of available trainings related to Cultural Competence: Language (e.g. Finnish, Swedish, English), and communication (presentations, negotiations, facilitation) trainings

Leadership Competence

Aalto Strategic Leader-program

Aalto Service Leader-program

Coaching

Library

Director

C

A

B

Specialist

Manager

Planning officer

Co-ordinator

Secretary

Communications

Director

C

A

B

Specialist

Manager

Planning officer

Co-ordinator

Secretary

IT

A

B

C

Specialist

Manager

Planning officer

Co-ordinator

Where science and art meet technology and business

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