

# Certification of Information Professionals in Europe

CERTIDoc Project: Inquiry

Responsible Partner: Deutsche Gesellschaft für Informationswissenschaft und –praxis (DGI)

Authors: Marc Rittberger & Matthias Schmid

[marc.rittberger@heg.ge.ch](mailto:marc.rittberger@heg.ge.ch), [matthias.schmid@heg.ge.ch](mailto:matthias.schmid@heg.ge.ch)

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## Introduction

During the first phase of the CERTIDoc-Project<sup>1</sup> an inquiry with professional organizations in the information sector was carried out. The goal of the inquiry was to identify certification procedures in Europe. We also asked about the opinions and interests of the professional organizations in the information sector.

CERTIDoc is a project of three professional associations in the field of information and documentation: ADBS<sup>2</sup>, DGI<sup>3</sup>, and SEDIC<sup>4</sup>. They are accompanied by the Université Libre de Bruxelles and the Bureau Van Dijk. The named participants cover the profession on all aspects of information, e.g. gathering, conserving, adding value, giving access, and using information. Therefore all kind of professionals in the information sector are concerned: documentation specialists as librarians, archivists, knowledge managers, etc.

CERTIDoc follows the DECIDoc project, which was carried out in the years 1998 to 2000. CERTIDoc is, as DECIDoc was, supported by the European Union in the context of the Leonardo da Vinci program. DECIDoc identified some certification systems for professionals in the field of information and documentation around Europe. It analysed the characteristics and stipulated criteria to the different certification systems to guarantee the compatibility of the systems from one country to another. CERTIDoc will even go further by exploring the possibilities to install a European certification system in the field of information and documentation.

Certification means a formalised and rigorous process of accepting a qualification or delivering a certificate. The certificate should confirm the competence of a certain person in respect to a certain level at a certain moment. The competence assigned should correspond to a certain level in a specialised handbook for the certified domain.

The certificate is neither a bachelor or a master degree nor is it delivered by a university, but it is offered by organisations or associations to the candidates who are able to justify professional activity in the field of information and documentation.

The CERTIDoc Project continues for two years and will end in October 2004. To achieve the goals there are seven steps to be processed by the project partners during the two years:

1. An inquiry about the situation of certifications in Europe in the field of information & documentation.
2. A systemization and formalization of the certification process. Implementing a common set of rules for the certification process and a special set of rules for the evaluation of the candidates.
3. A rework on the handbook of competencies for the certification process.
4. A development of a database based software to support the auto-evaluation of the candidates to the certification.

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<sup>1</sup> CERTIDoc - Certification européenne en information-documentation

<sup>2</sup> "L'Association des professionnels de l'information et de la documentation", France, [www.adbs.fr](http://www.adbs.fr)

<sup>3</sup> "Dt. Gesellschaft für Informationswissenschaft und Informationspraxis", Germany, [www.dgi-info.de](http://www.dgi-info.de)

<sup>4</sup> "Sociedad española de documentatación e información científica", Spain, [www.sedic.es](http://www.sedic.es)

5. Checking and testing the certification program through a panel of information professionals.
6. A common activity to set up the personelle resources for the certification all over Europe.
7. A development and realization of an external communication and marketing scheme.

This report explains the methods and results for the first phase, the inquiry, of the European certification project CERTIDoc. In the first section we will explain how we got the addresses of the associations. We will present the associations we sent a questionnaire to. Second section explains the questionnaire and the timetable for shipment and responses. The results of the answers are presented in detail in the following section and finally we will make some estimation on the results. At the end one will find several sections in the appendix containing all “European Information Science Professional Associations”, the English version of the questionnaire (appendix 2), a list of associations and e-mail-addresses we used for the shipping of the questionnaire (appendix 3), and tables with the answers of the responses for associations which certify (question 2-14), responses from all associations (question 1, 15-20) (appendix 4<sup>5</sup>), detailed answers on question 4 (appendix 5). Finally in appendix 6 there is a small list of associations, which were mentioned in the responses of the questionnaire. We did not contact these associations during the inquiry. The detailed information about the associations participating in the questionnaire can be found in the list of “European Information Science Professional Associations”.

## European Associations of Information Professional



For the composition of the addresses for the “European Information Science Professional Associations” we used:

1. A list offered by ADBS presenting the associations participating at DECIDoc-project.
2. A list of nearby associations by DGI.
3. A number of lists from information professional associations on the World Wide Web<sup>6</sup>.

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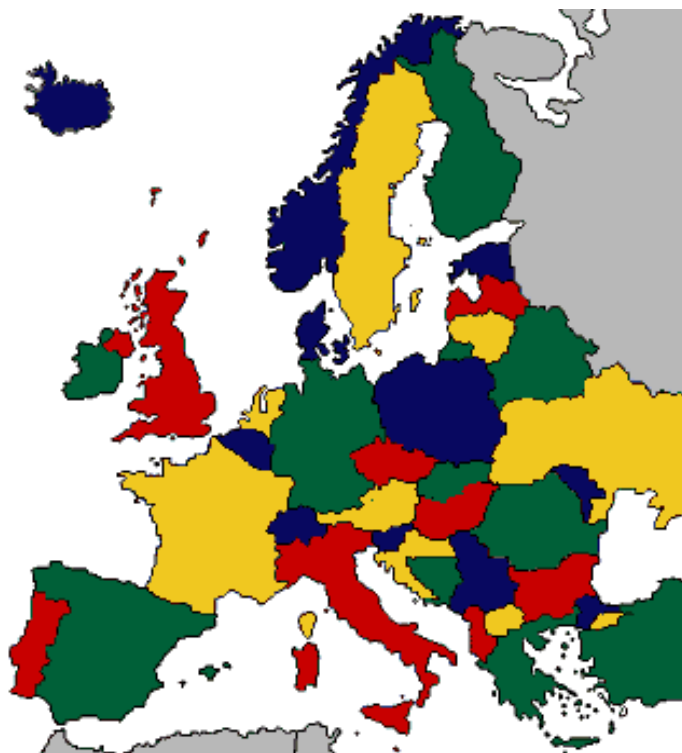
<sup>5</sup> Some of the associations, which answered do not appear in appendix 4 because the questionnaire was forwarded to these associations by another association (Royal School of Library and Information Science (Denmark), Biblioth que D partementale de Brasov (Romania), L'Association Nationale des Biblioth caires et des Biblioth ques Publiques de la Roumanie (Romania), FABR (Romania), The DIK Association Documentation, Information & Culture (Sweden))

<sup>6</sup> <http://www.inf-wiss.uni-konstanz.de/asis/associat.html#aus>  
<http://www.eurolib.net/data/resources.asp?criteria=librarianship>  
<http://www.netmask.info/asis/organizations.htm>  
<http://www.uni-duesseldorf.de/WWW/ulb/bib.html>

4. Google<sup>7</sup>, to search for additional associations based on the experience we had with the mentioned resources. We used Google especially to find associations of information professionals in countries we did not have any information from the other resources we used. The goal was to get at least one association of information professional for Western and Central Europe.

The following map shows all European countries. It is click able and offers links to appendix 1 and the information about the European information professional associations.

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[Austria](#) | [Belgium](#) | [Bulgaria](#) | [Croatia](#) | [Czech Republic](#) | [Denmark](#) | [Estonia](#) | [European Associations](#) | [Finland](#) | [France](#) | [Germany](#) | [Greece](#) | [Hungary](#) | [Iceland](#) | [Ireland](#) | [Italy](#) | [Latvia](#) | [Lithuania](#) | [Luxembourg](#) | [The Netherlands](#) | [Norway](#) | [Poland](#) | [Portugal](#) | [Romania](#) | [Serbia](#) | [Slovenia](#) | [Slovakia](#) | [Spain](#) | [Sweden](#) | [Switzerland](#) | [United Kingdom](#)

**Figure 1:** The countries of Europe on a click able image.

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<http://www.stbib-koeln.de/bi/links.htm>

<http://www.eblida.org/organisations/organisations.htm>

<http://www.chu-rouen.fr/documed/ass.html>

<http://slisweb.sjsu.edu/resources/orgs.htm>

[http://www.unesco.org/webworld/portal\\_bib/Groups/Associations/National/Europe/](http://www.unesco.org/webworld/portal_bib/Groups/Associations/National/Europe/)

<http://is.gseis.ucla.edu/orgs/isko/isko.html>

<http://www.ifla.org/database/directy.htm>

<http://www.ala.org/work/international/associations.html>

<sup>7</sup> <http://www.google.ch>

## Questionnaire

The inquiry had two main goals. First to identify and describe the few certification procedures in Europe concerning the information sector. Second, to inform all associations in the information sector about CERTIDoc and to question their opinion and expectations about a European certification process. Therefore the questionnaire was divided into four parts.

1. The first part contains introductory remarks explaining the tasks and goals of the CERTIDoc project.
2. The second part relates to the certification procedures (question 2-14) of the questioned associations as far as they run a certification procedure. Question one is used to split the associations with and without a certification.
3. The third part asks about the interest of all participating associations on a European certification in the information sector (question 15-20)
4. Finally, in the fourth part, we ask for some details on the participating associations. Also we are interested in addresses of additional information professional associations in the countries of the participating associations.

The English version of the questionnaire is available in appendix 2. The French, the German, and the English versions of the questionnaire are available at: <http://www.geneve.ch/heg/id/certidoc.htm>

ADBS as an association, which runs a certification procedure, and SVD/ASD (Schweizerische Vereinigung für Dokumentation), which does not have an own certification procedure accomplished a pre-test. We got a lot of good and helpful hints, especially ADBS and Bureau van Dijk, which had a lot of valuable advices.

To distribute the questionnaire we extracted the relevant e-mail-addresses from the "European Information Science Professional Associations". We sent 126 e-mails to 94 associations in Europe. Seven questionnaires were undeliverable, because of incorrect e-mail addresses, but for two of the seven incorrect e-mail addresses we could compensate the problem because we used additional addresses of the association.

The questionnaire was sent out on 1/27/2003. We asked the recipients to answer until 7/2/03. On 2/12/03 we sent another 106 e-mails to all associations, which did not respond yet. Members of the ECIA<sup>8</sup> received a mail to motivate them as former members of the DECIDoc project to participate on the questionnaire.

We shipped the questionnaire to 9 associations for archival science, 14 responsible for documentation and 50 associations in the library science sector. 6 associations are representing all three area of interest. 15 associations were identified to relevant in the information management sector. 2 responses came from associations in archival science, 9 answers from association in the documentation sector, 17 from library associations, 2 associations responded representing all three information sectors and 5 associations answered representing information management.

Until 2<sup>nd</sup> Avril 2003 we received 35 answers. This results in a respond ratio of 37.6%. 31 of the 35 answers included a questionnaire (33.3%). All ECIA members answered. Unfortunately we were not able to read the answer of INCITE – "Associação

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<sup>8</sup> ECIA - European Council of Information Associations - <http://www.aslib.co.uk/ecia>

portuguesa para o desenvolvimento da informação científica e técnica” for technical reasons.

We sent questionnaires to the associated partners of DECIDoc to Czech Republic, Romania, and Switzerland. The colleagues from Switzerland and Czech Republic answered. We also got answers from Romania, but none from the associated partner.

All member states of the European Union and almost all candidates were contacted. Only Malta and Cyprus were not asked, because we could not find any association in the information sector.

All associations, which responded to the questionnaire, are listed in the following figure.

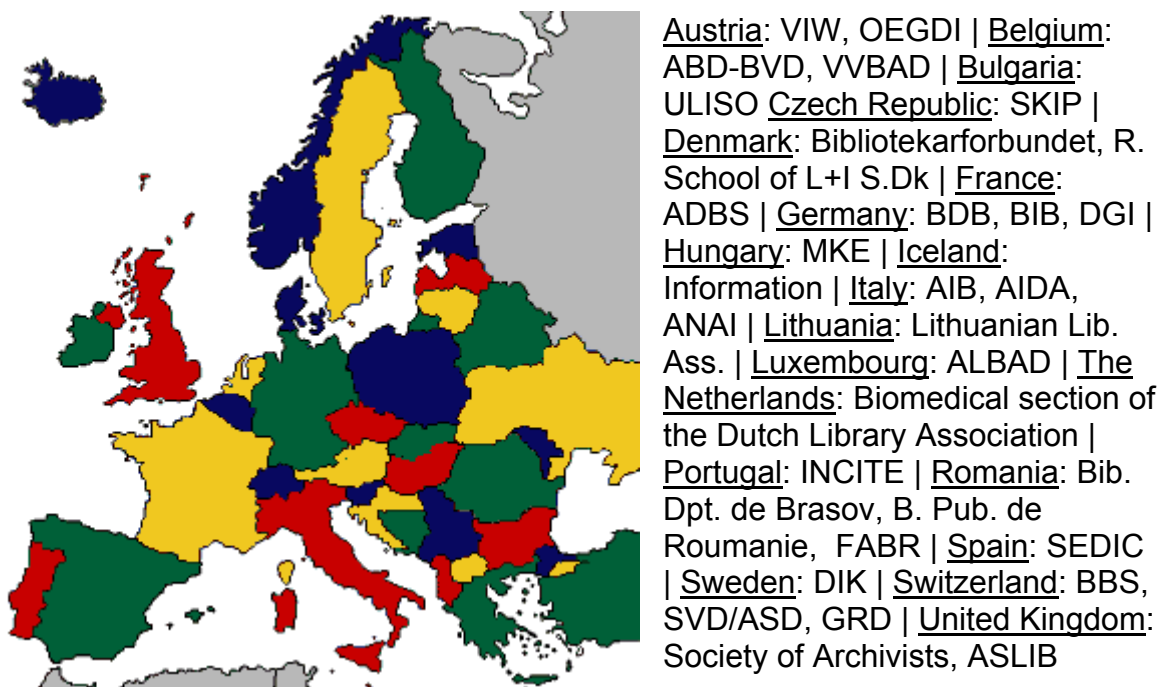


Figure 2: It shows the countries and the associations, which answered to the questionnaire

## Reporting

The reporting is not anonym because of the small number of participating associations and the great interest we have in respect to the answers of the different associations

We made the difference between the answers of associations with a certification procedure in their country and associations without a certification procedure. Information about other associations and their certification is mentioned at the certifying association (e.g. “Bund Deutscher Bibliotheken” (BDB) refers to the certification at DGI and is not listed at the certifying associations).

The results are distinguished for associations with a certification and associations without. First we present the result of the questions 1, 15 to 20 for all participating associations. Afterwards the results of the questions 2-14 are pointed out. They refer to the different certification procedures in several European countries (Austria, France, Germany, Spain, UK). Also it may be interesting whether there are different answers belonging to

- The interest of the associations in a European-wide certification
- The encouragement for candidates for a European certification
- Whether the existing degrees are highly judged or not.

Answers will be found in the subsection about dependencies to covered fields and certification levels.

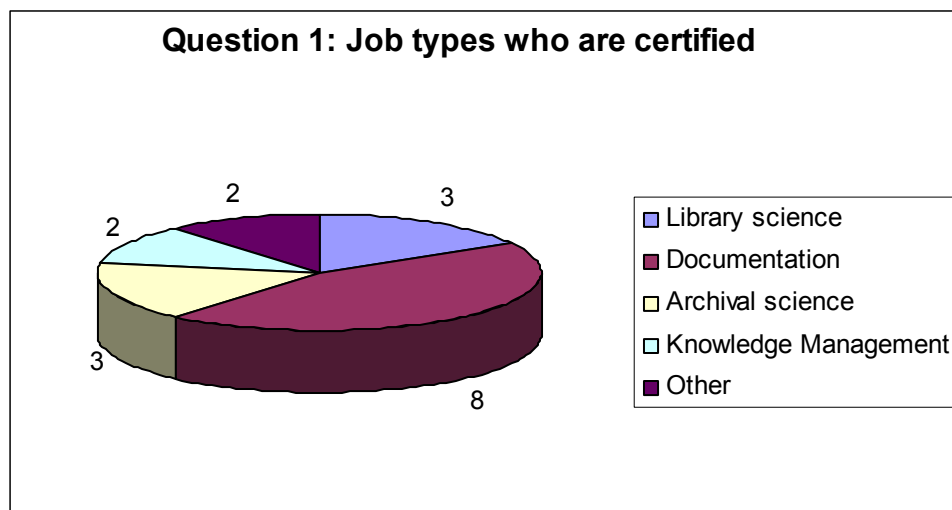
Finally we separate the answers of the ECIA associations for question 15-20. All ECIA members answered, but only six responses were usable for the reporting. TLS (Swedish Association for Information Specialists) and Tietopalveseura (Finnish Society for Information Services) were not interested, the answer of INCITE (Associação portuguesa para o desenvolvimento da informação científica e técnica) was not readable for technical reasons.

### ***Answers of all participating associations***

Do one or more certification systems for information professionals exist in your country (if yes, please fill-out the questionnaire for each certification system)?

- 22 times no, 8 times yes (BDB and BIB referred to certification of DGI)

Which job types are certified? (several answers are possible)

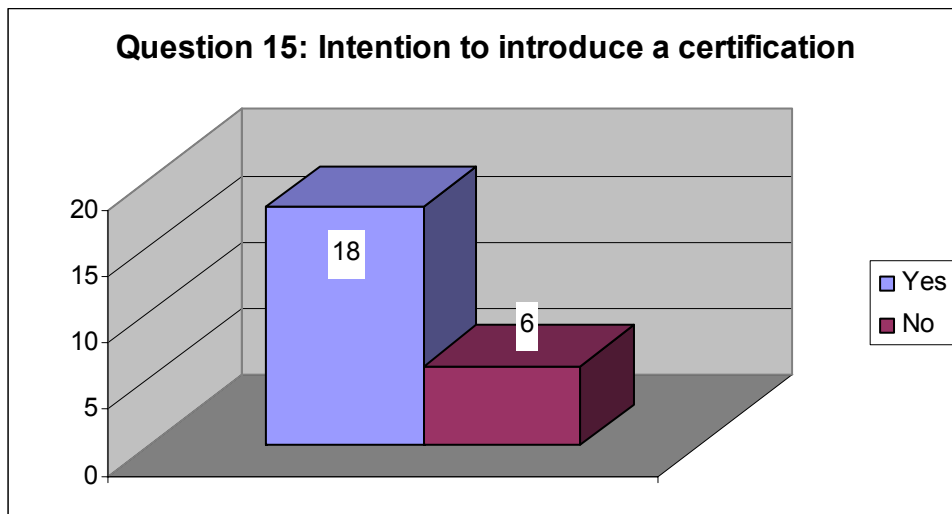




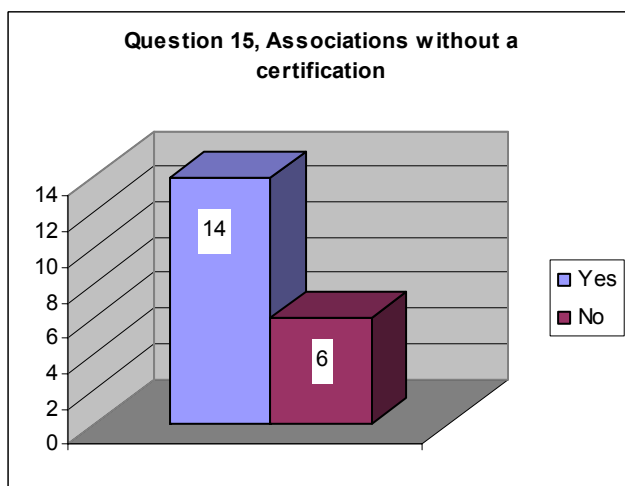
- Society of Archivists: Archives, records management
- VIW: Primär: CITC – Certified Information Technology Consultant, CCT – Customer Certified Trainer

### Question 15

Do you have the intention to introduce such a certification in your country?

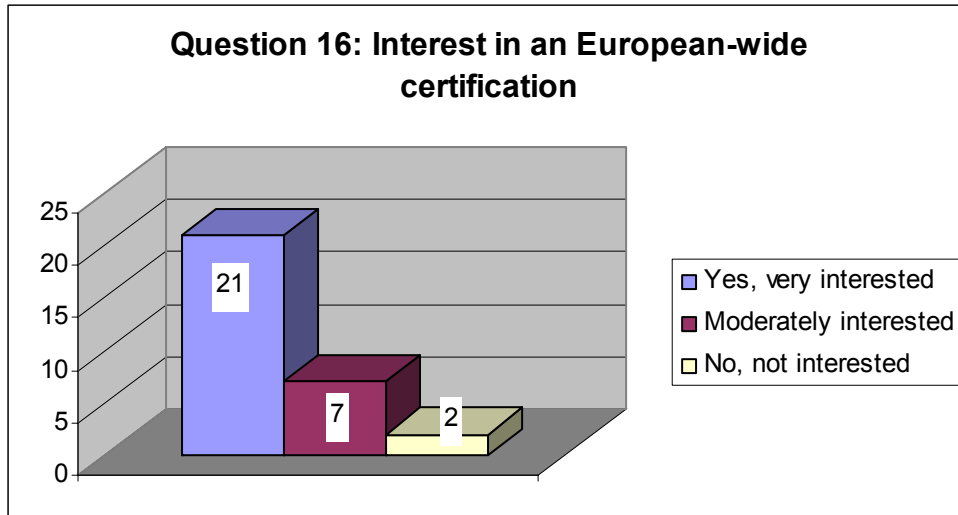


No: ALBAD, Bibliotekarforbundet, Information, OEGDI, R.School of L+I S.Dk, VVBAD

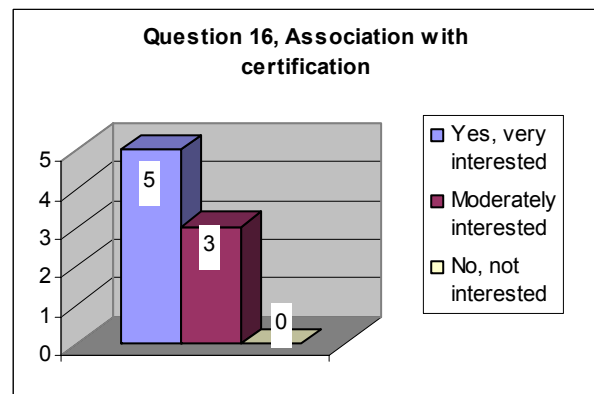
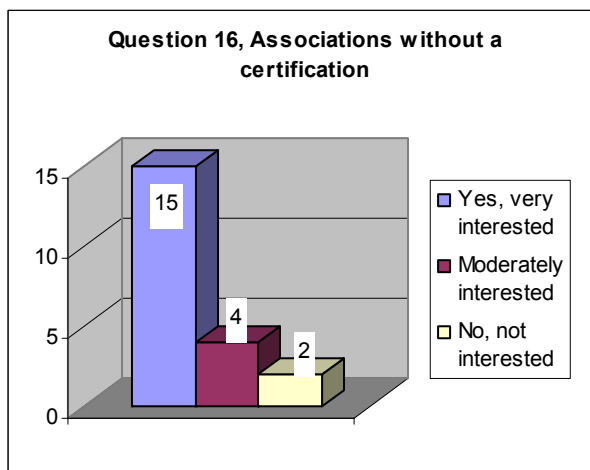


## Question 16

Is your association interested in a European-wide certification?



Not interested: Bibliotekarforbundet, VVBAD



## Question 17

If yes, which expectations has your association in respect to a European-wide certification?

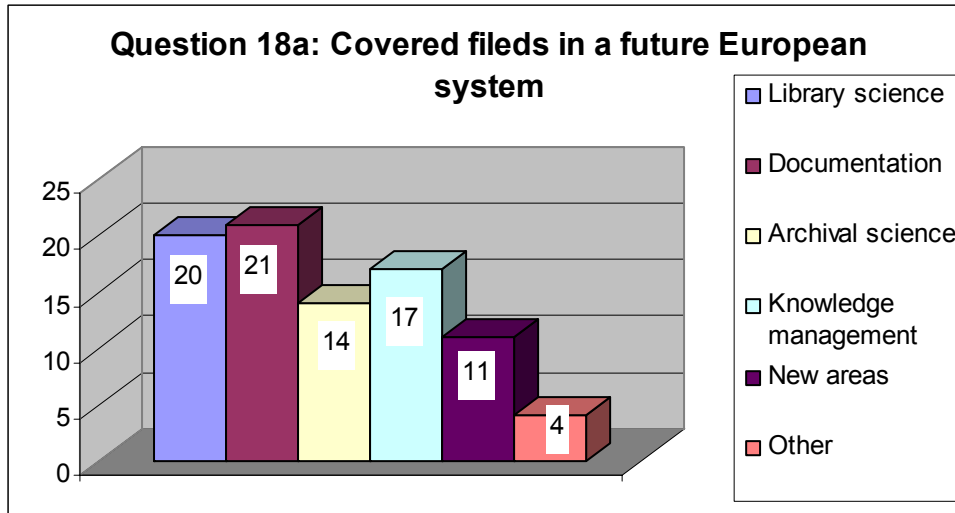
Association	Question 17
ADBS	Une certification européenne aura plus de poids que des certifications nationales. Elle facilitera la mobilité des certifiés. Elle permettra aux ressortissants de pays n'ayant pas de ressources suffisantes pour organiser leur propre système de bénéficier du système européen. Son existence évitera éventuellement que les pays européens ne se trouvent contraints d'appliquer des systèmes d'origine extérieure et étrangers à leur culture.
AIB	
AIDA	To be incerted into a European-wide certification system, with standard procedures and aimed at facilitating mobility within the European job market.
AINA	To introduce one unique certification everywhere
ASLIB	Wait and see
(BDB) ->DGI	Vergleichbarkeit, Erfahrungen über das Wissen in den anderen europäischen Ländern, Hinweise für die eigene Ausbildung und Fortbildung
(BIB) ->DGI	Vergleichbarkeit, Erfahrungen über das Wissen in den anderen europäischen Ländern, Hinweise für die eigene Ausbildung und Fortbildung
DGI	Gültige Grundlage für länderübergreifende Tätigkeit, Qualifizierungs- und Qualitätsmaßstab
Soc.of Archivists	I do not think we have considered such a thing before, but would be interested in being kept informed of developments
SEDIC	Favoriser la mobilité des professionnels. Augmenter la considération de la certification
VIW	Berufsbild, Terminologie und Methodik sollen angeglichen werden. Außerdem soll die Berufskennntnis im In- wie Ausland dokumentiert (A) und vergleichbar sein (B). DAmit soll der transnationale Berufswechsel ermöglicht werden.
ABD -BVD	not having to set up complete system on our own – benefiting from experience of others
ALBAD	transparence au niveau des qualifications professionnelles
BBS	Das Rad müsste nicht überall neu erfunden werden. Wir möchten unseren Mitgliedern ein gutes Angebot zur Verfügung stellen können.
Bibliotekarforbundet	20: no,because we find our education - MLS - from the Royal Danish Library School - is highly respected throuhout Europe and the rest of the world

Bib. Dpt. de Brasov	optimiser notre travail, collaborer avec des autres organisations similaires pour echange dinformation-former des specialistes
B. Pub. de Roumanie	-que ce certificat soit reconnu au niveau européen; qu'il soit une étape de la formation professionnelle; qu'il offre au candidat la possibilité de travailler également dans d'autre domaines, par exemple, etre spécialiste en information et documentation.
Biomed. Sect.of Dutch Lib.Ass.	
DIK	Harmonised descriptions of qualifications for different specialists across the EU, at an educational level corresponding to a masters degree.
FABR	The recognition of the Romanian certifications in the European countries.
GRD	Un système de certification européenne devrait apporter un cadre à la fois clair et souple, permettant de tenir compte des réalités de terrain très diverses. Il devrait par ses ancrages institutionnels et par sa consistance prendre une valeur de référence aussi solide que possible. L'importance de la consultation et de l'information préalables est primordiale.
Information	
Lithuanian Lib. Ass.	While making our own rules, we would very much like to know what other countries are doing in this field.
MKE	The Association of Hungarian Librarians is of the view that the member states of the European Union should follow the same principles of certification, but deems it necessary to take the special conditions and traditions of each country into account.
OEGDI	Vergleichbarkeit und Definition von "Qualitaet", intl. Kooperation
R.School of L+I S.Dk	It should be pointed out that we are not a professional organization but a university in the field of Library & Information Science supplying the market with high-calibre academic specialists. Our main interest and perspective is co-ordination of educational programmes throughout Europe and establishing equivalency of qualifications. In other words, the Bologna process and its completion
SKIP	Increasing of the qualification of LIS Professionals, possibility to compare the requirements on competencies in European countries
SVD/ASD	Wir gehen von einem integrierten Modell aus, also sind wir an „allen 3 obigen Themen zusammen“ interessiert, wobei der Schwerpunkt sicher bei Bibliothek und Dokumentation liegt, und etwas weniger im Archivbereich.
ULISO	to use experience, good practices
VVBAD	<b>Q. 20:</b> we do not see the need for a certification. At this moment the obligation of a diplome in information science for official jobs is under threat. We would welcome harmonisation of vocational training in library and archive schools and schemes of continuing professional learning.

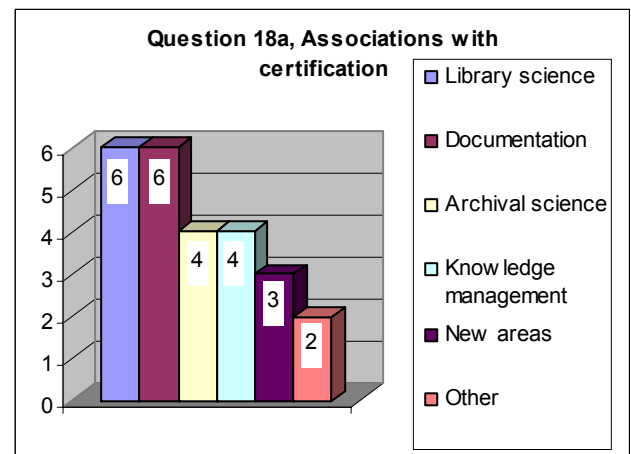
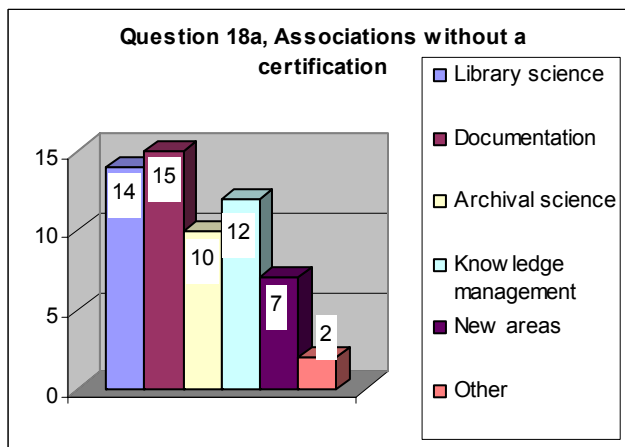
## Question 18

In a future European system, which requirements would you feel to be necessary in respect to:

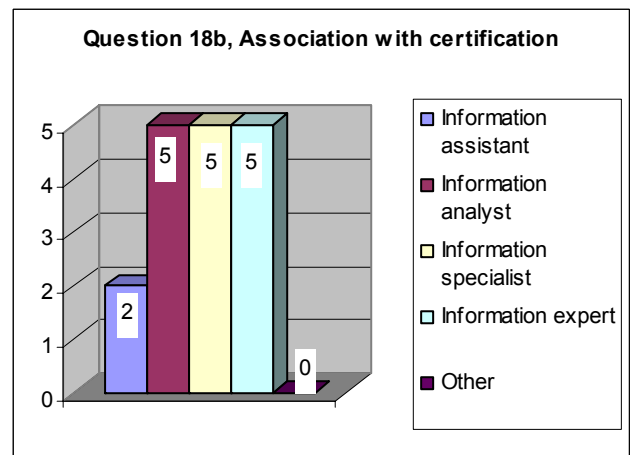
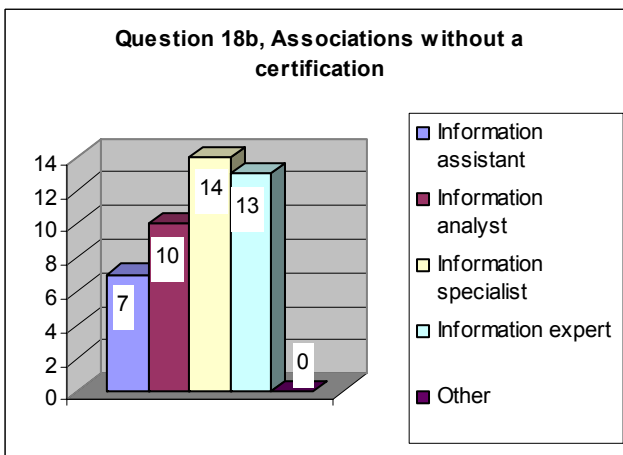
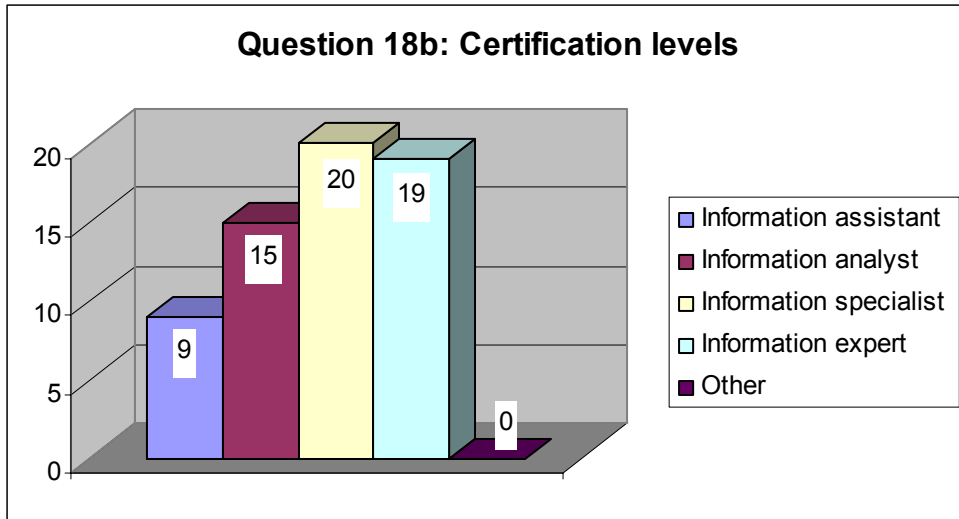
Covered field: (several answers are possible)



Other: information technology, archives, records management, conversation

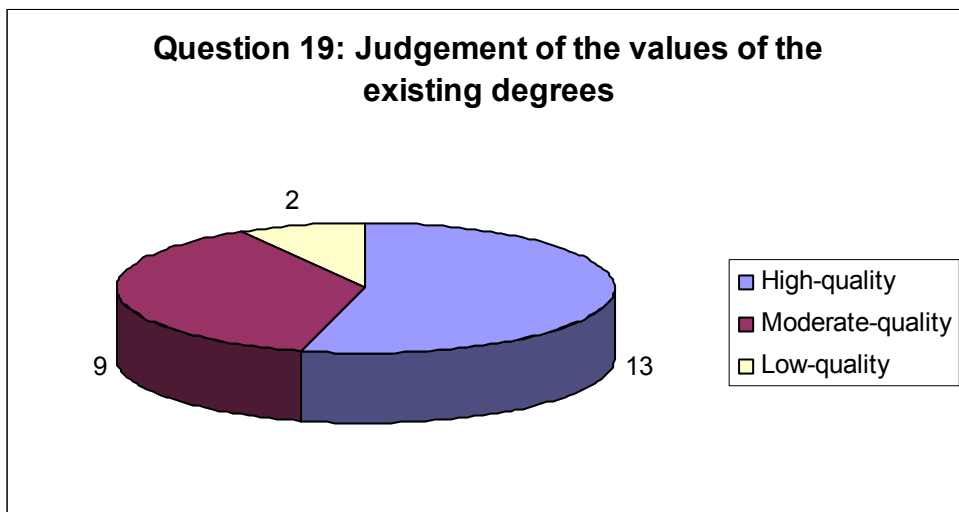


Certification on the following levels: (several answers are possible)

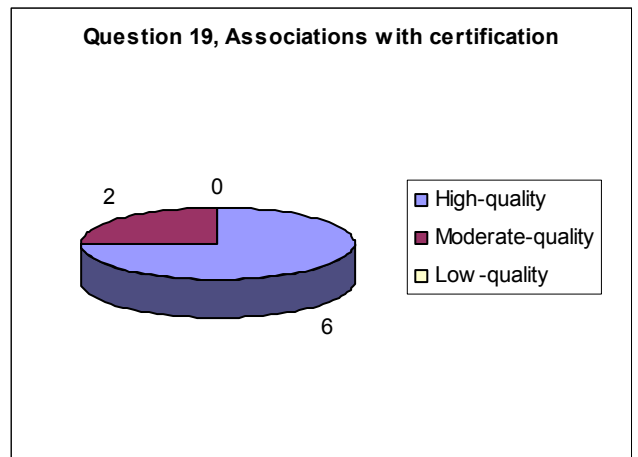
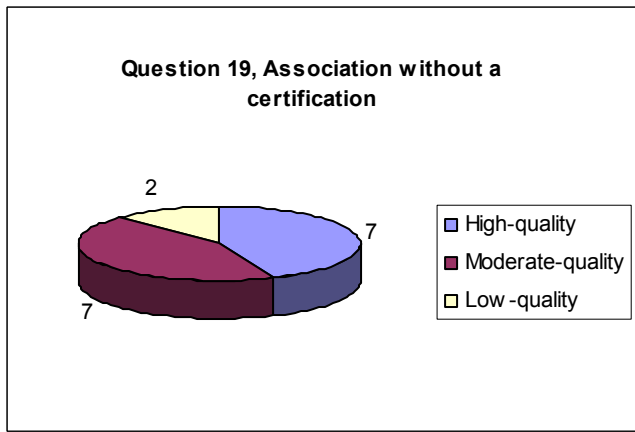


## Question 19

Please judge the values of the various existing degrees in the field of the information professionals:

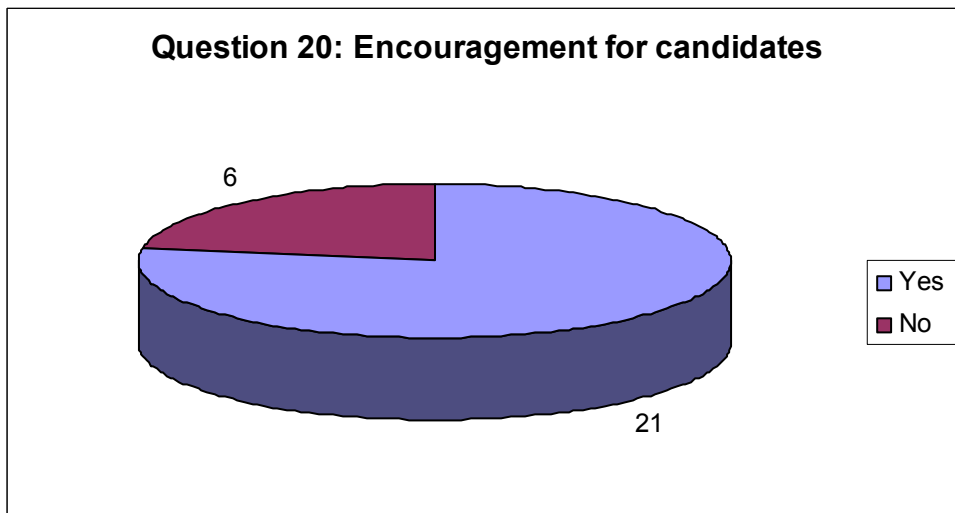


Low-quality: ALBAD, OEGDI

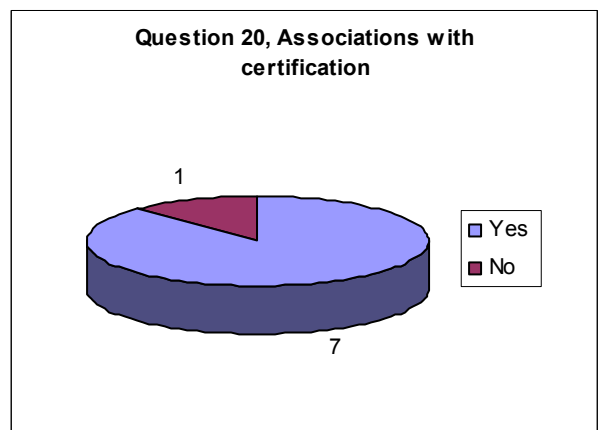
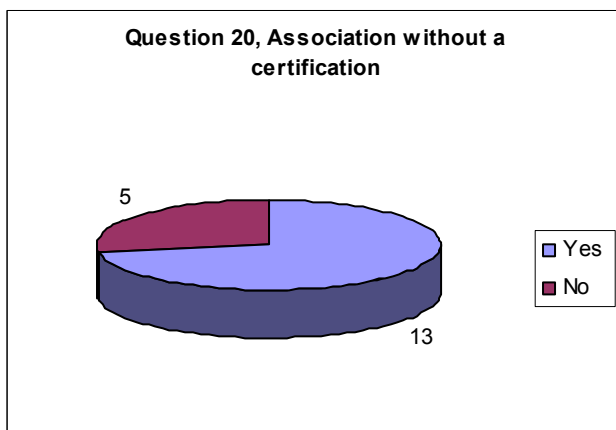


## Question 20

Would your association encourage and suggest candidates to participate in a European certification?



No from: ANAI, Soc.of Archivists, ALBAD, BBS, Bibliotekarforbundet, VVBAD

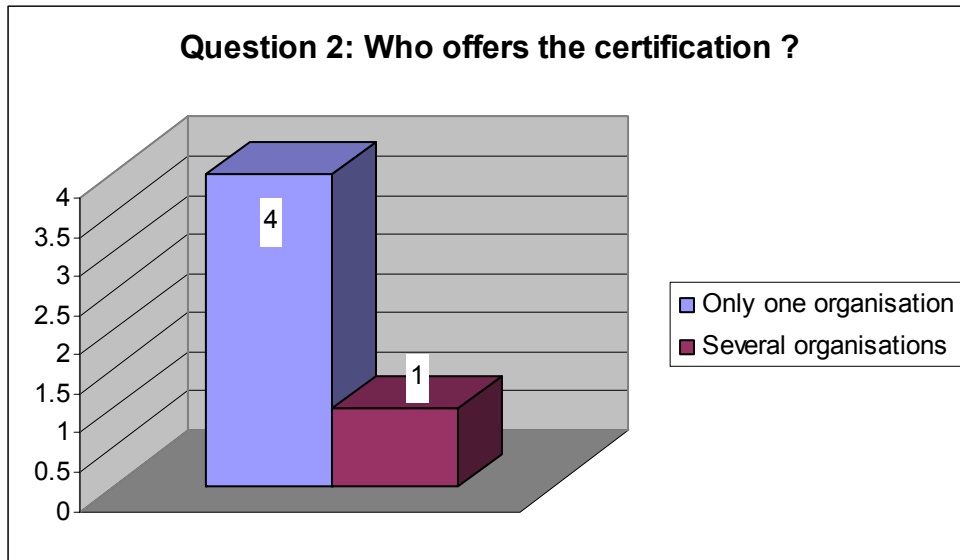


ANAI using the certification procedure of AIDA said also no.

## Answers of the associations with an certification

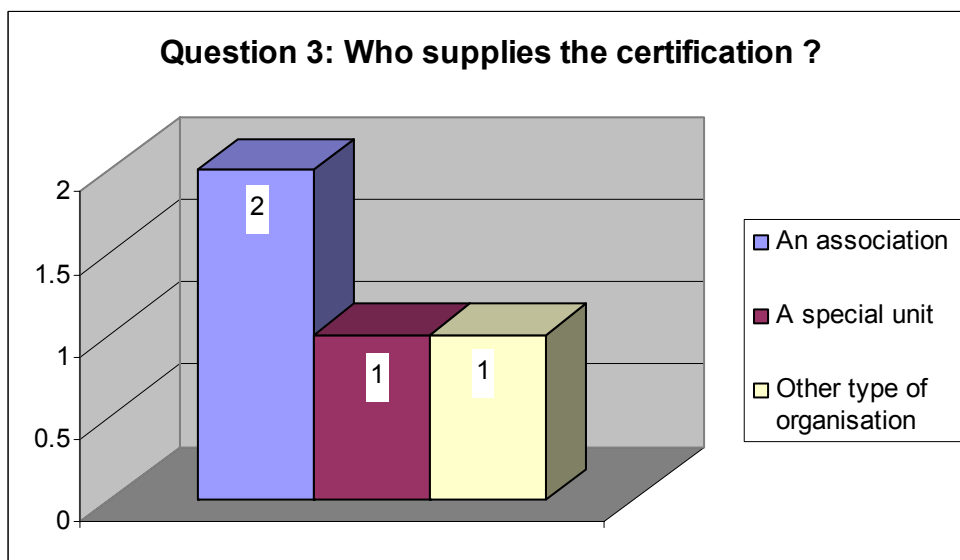
### Question 2

If the certification corresponds to several content areas, does one organisation or do several organisations offer the certificate in respect to their competence?



### Question 3

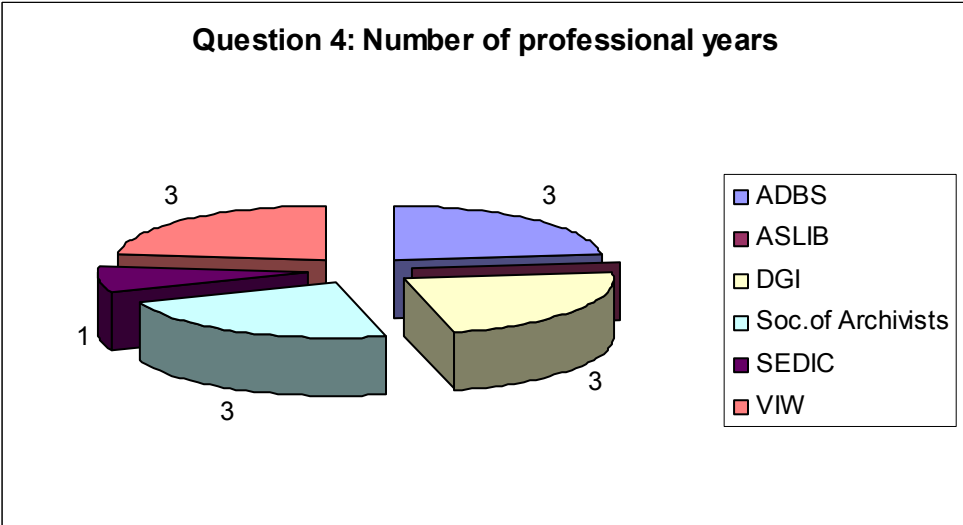
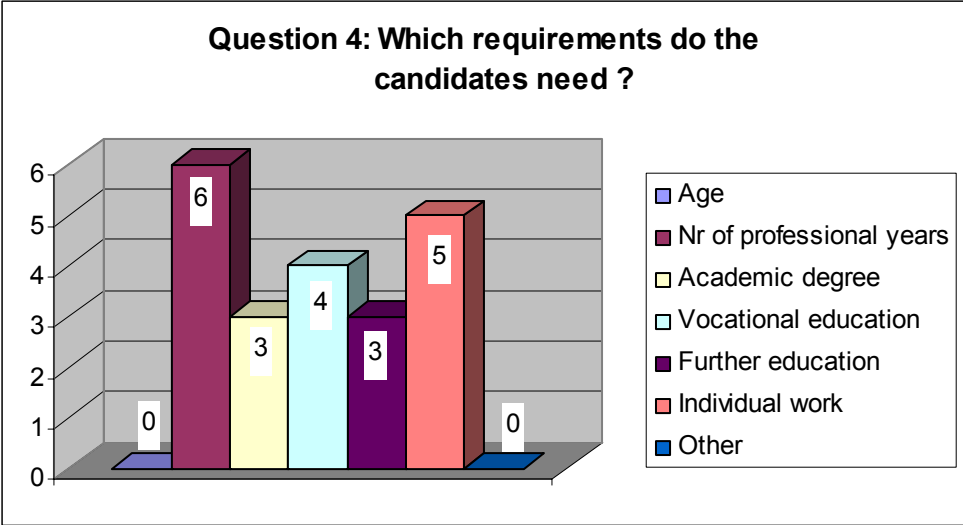
Which is the name of the organisation that supplies the certification (if it is not yours)?





### Question 4

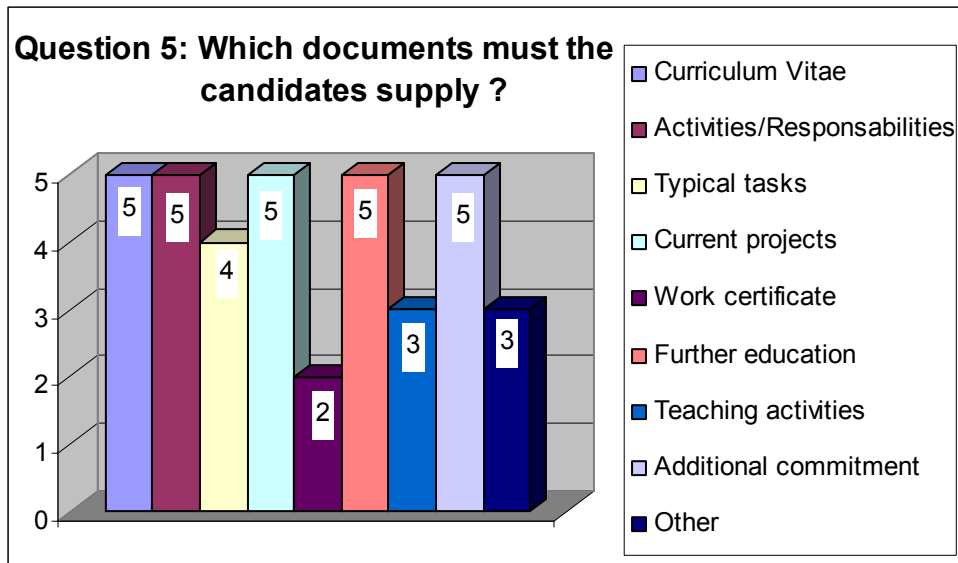
Which requirements do the candidates need?



The detailed answers of question 4 are in appendix 5

## Question 5

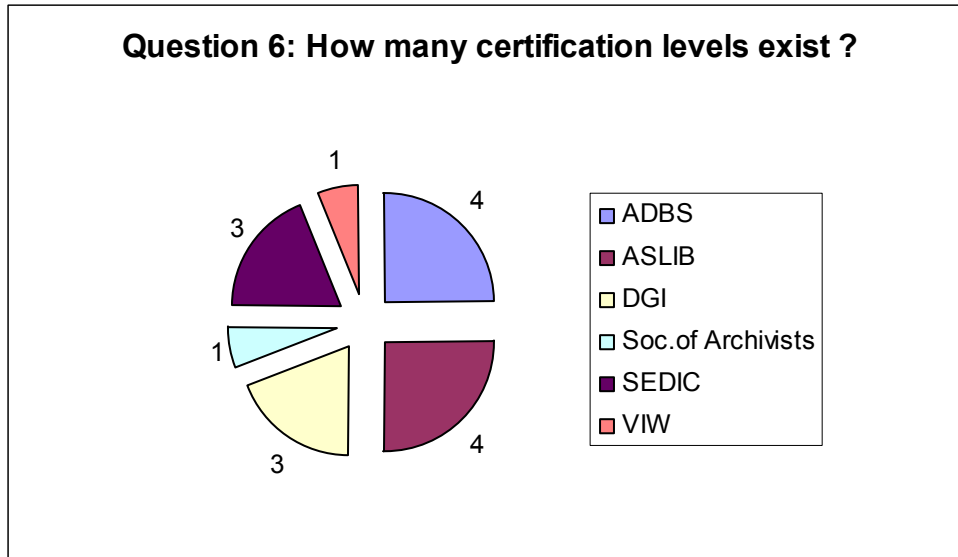
Which documents must the candidates supply? (several answers are possible)



- ADBS:
  - Copie des diplômes ou demande de dérogation si le candidat n'a pas le diplôme général ou en I&D requis
  - Lettre de motivation à l'appui de sa candidature
  - Fiche d'auto-évaluation des compétences basée sur l'Euroréférentiel des compétences
  - Fiche d'auto-évaluation des aptitudes
  - Attestation d'un tiers faisant autorité (pour les experts)
  - Documents faisant foi de réalisations professionnelles en I&D.
- SEDIC: Diplôme universitaire, publications,

## Question 6

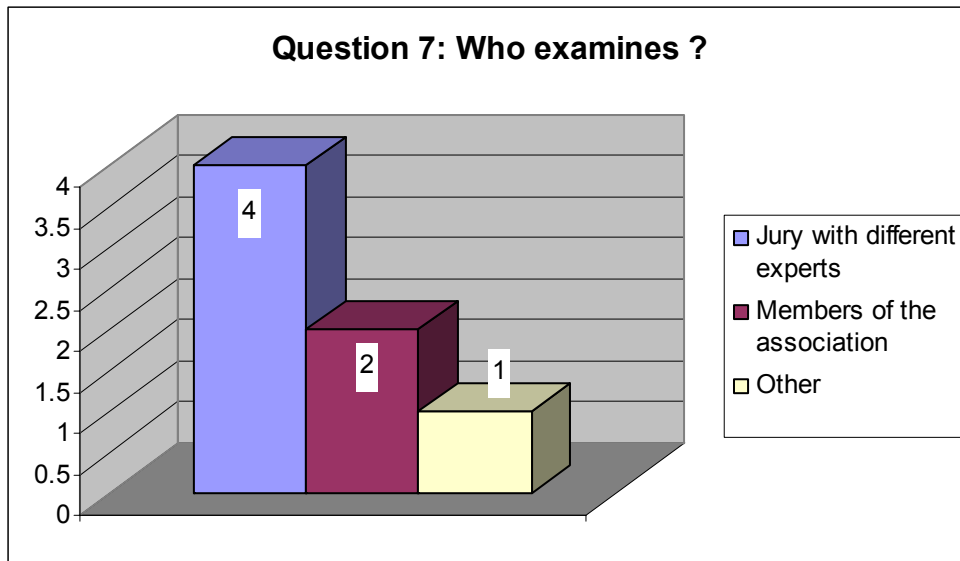
How many certification levels exist? Please describe the individual levels:



- ADBS: Il existe 4 niveaux :
  - Niveau D ; assistant en Information-documentation
  - Niveau C : technicien-gestionnaire en Information-documentation
  - Niveau B : ingénieur-manager en Information-documentation (mention de spécialité facultative)
  - Niveau A : expert en Information-documentation (mention de spécialité obligatoire)
  - Voir Référentiel ADBS ; définition des niveaux de qualification
- DGI: drei: Informationsexperte, Informationsspezialist, Informationsanalyst
- SEDIC: Il y a trois niveaux: technique, technique supérieur et expert.
  - Niveau 1, technique: L'intéressé connaît et il sait manipuler les normes techniques.
  - Niveau 2, technique supérieur: L'intéressé peut améliorer, adapter et actualiser les normes techniques, aussi il peut organiser un système d'information.
  - Niveau 3, expert: L'intéressé dispose de toutes les techniques complexes et il domine un champ d'activité.
- VIW : Nur 1 Niveau, befristet auf jeweils drei Jahre

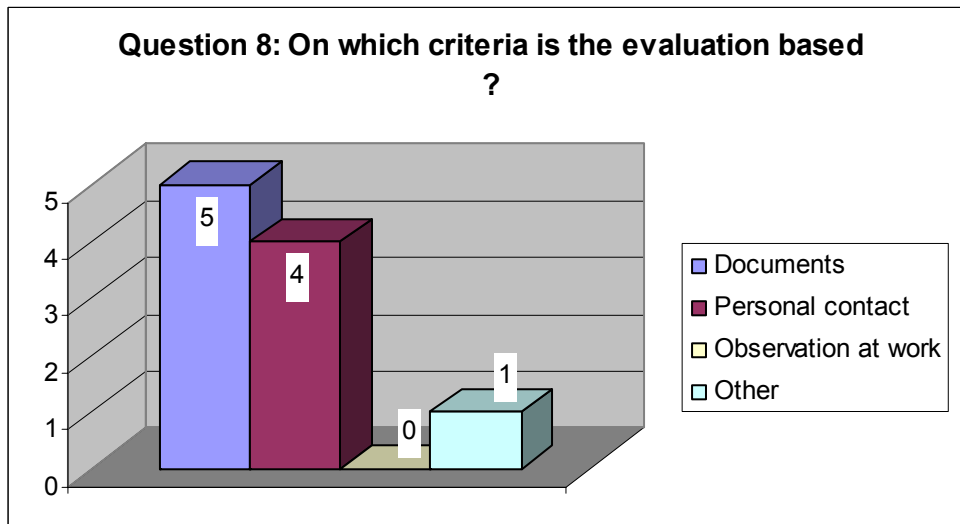
## Question 7

Who examines?



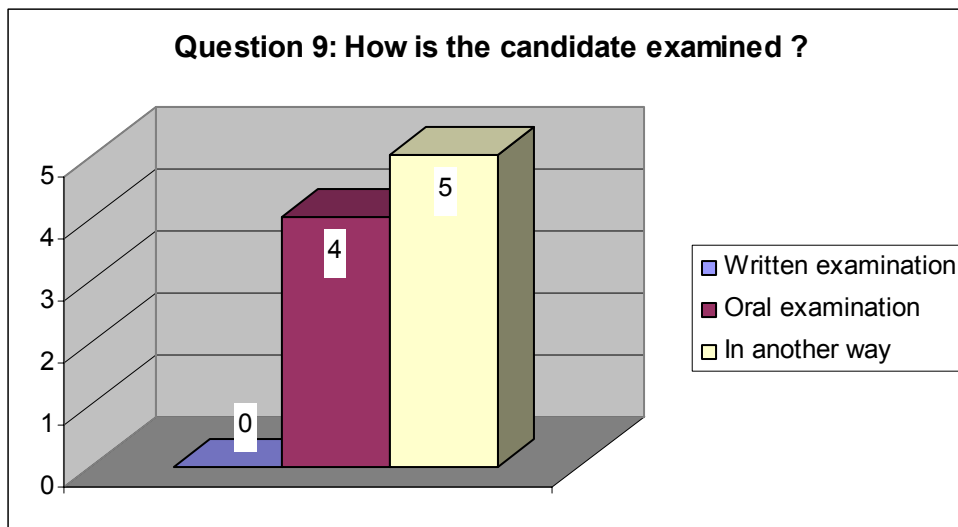
## Question 8

On which criteria is the evaluation based? (several answers are possible)



## Question 9

How is the candidate examined? (mark several times is possible)



In Another Way:

- ADBS: et sur un examen minutieux du dossier
- ASLIB: trough assignments
- DGI: plus Präsentation
- Society of Archivists: The candidates must pay a fee and produce a portfolio consisting of background documents (CV, job descriptions), application form, reference from a Registered member of the Society, and evidence of 12 credits which cover at least 3 out of 4 areas (Formal Training courses, Private study/research, Work achievements, Contribution to the Profession). The portfolio is considered by at least three assessors, who are themselves registered and experienced members of the profession.
- VIW: Ein Tutor begleitet den Prüfling schon Wochen vor der Prüfung und analysiert ihn.

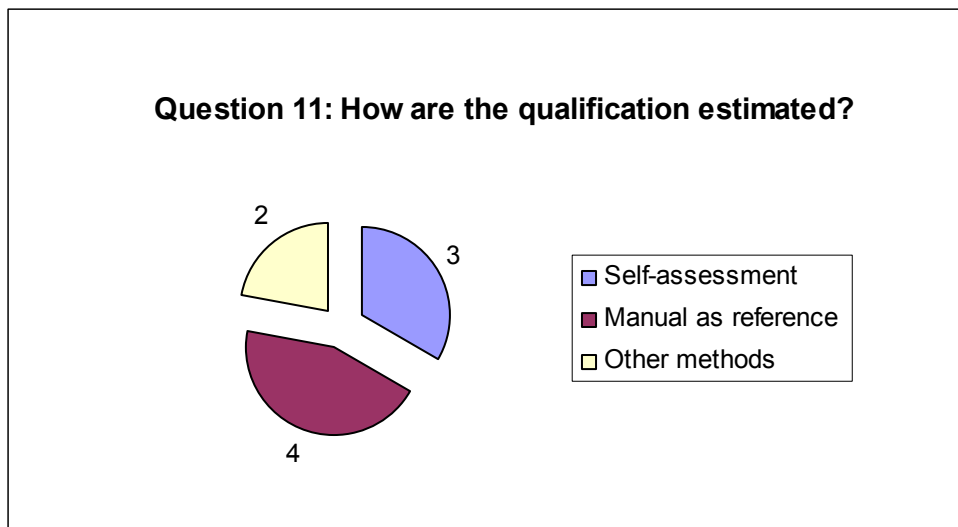
## Question 10

Please describe the temporal sequence of the process of certifying:

- ADBS: Le postulant adresse un dossier à ADBS Certification:
  - 1) Après un contrôle formel des pièces par le secrétariat, la commission de certification examine la recevabilité de la candidature (respect des conditions à remplir et des pièces à fournir) et émet un avis à destination du jury d'évaluation
  - 2) le jury d'évaluation reçoit le candidat pour un entretien d'une heure environ et émet à son tour un avis argumenté
  - 3) la commission de certification, au vu des appréciations du jury décide en dernier ressort de certifier ou non le postulant au niveau demandé.
- DGI:
  - zuerst Einreichung schriftlicher Unterlagen,
  - dann mündliche Prüfung mit Präsentation und Fragen der Kommissionsmitglieder
- SEDIC: La entretien oral se réalise le meme jour que le jury se reunit
- Society of Archivists: Candidates can enrol for the Registration Scheme as soon as they have a professional qualification. They then spend a minimum of three years doing professional work, during which time they should be putting together their portfolio. They can then submit their portfolio at any time. Assessment are carried out twice a year (deadlines are 1<sup>st</sup> April and 1<sup>st</sup> October) and candidates should hear within 3 months if they have been successful.
- VIW: Ein Tutor begleitet den Prüfling schon Wochen vor der Prüfung und analysiert ihn.

## Question 11

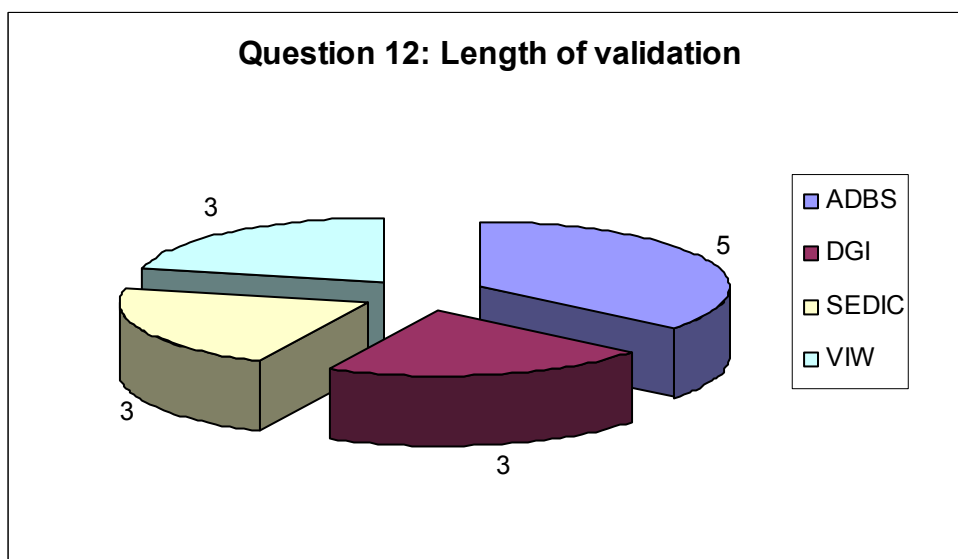
How are the qualifications estimated? (several answers are possible)



- DGI: Prüfungsgespräch
- Society of Archivists: Professional qualifications must be accredited by the Society - see <http://www.archives.org.uk/training/postgraduate.asp>
- VIW: Keine Selbsteinschätzung, weil nur 1 Niveau vorhanden.

## Question 12

How many years is the certification valid?

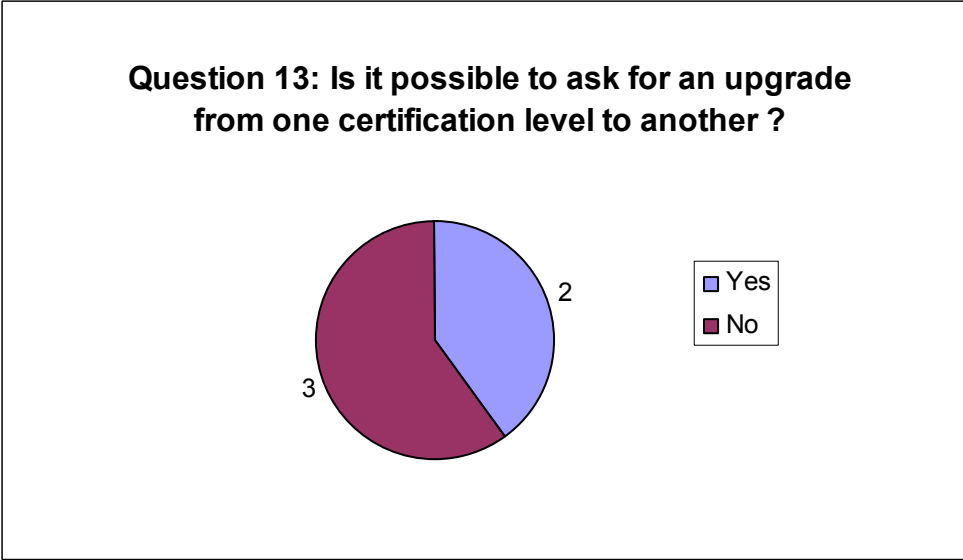


Society of archivists: as long as member

ASLIB: eternal

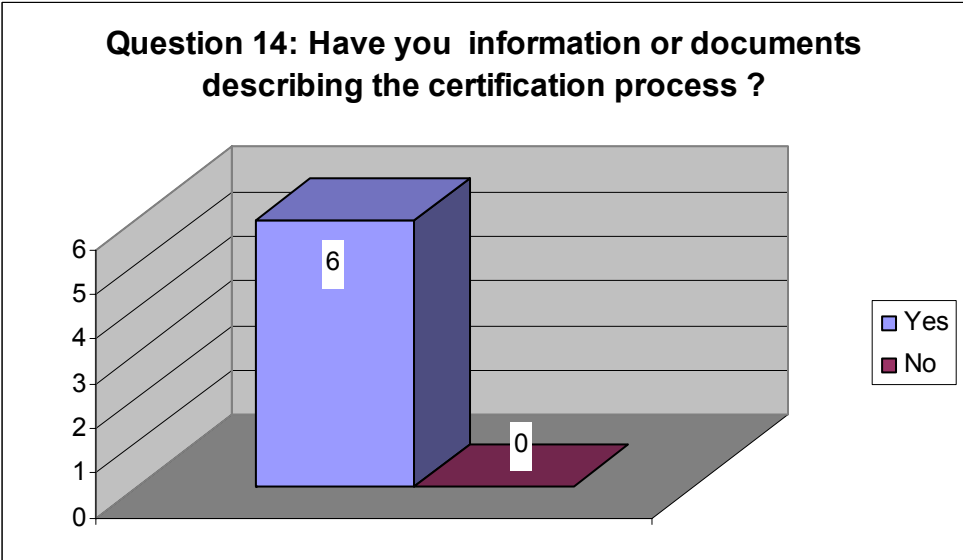
**Question 13**

Is it possible to ask for an upgrade from one certification level to another?



**Question 14**

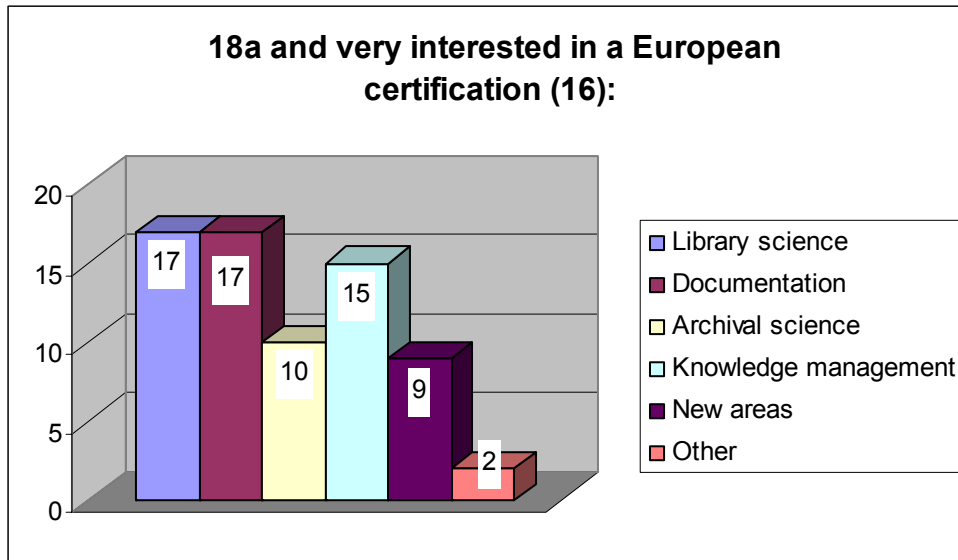
Have you printed information or other documents (WWW) describing the certification process?



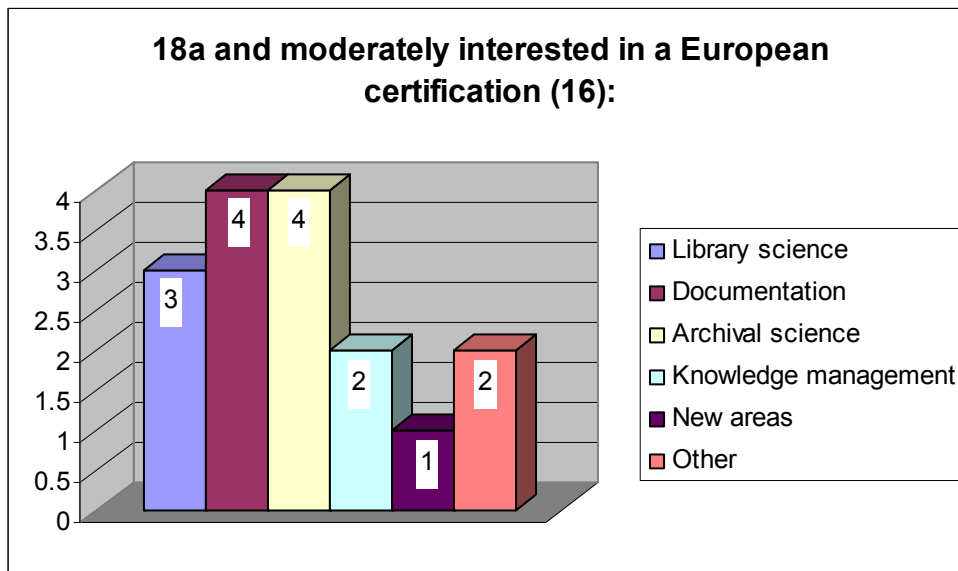


## ***Dependencies to covered fields and certification levels in a European system***

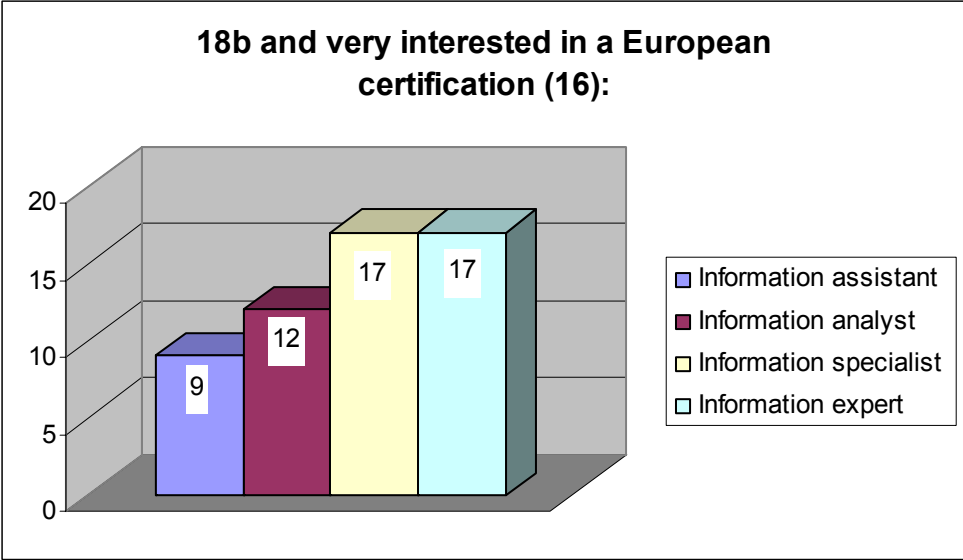
Very interested in a European-wide certification & covered field in a European system



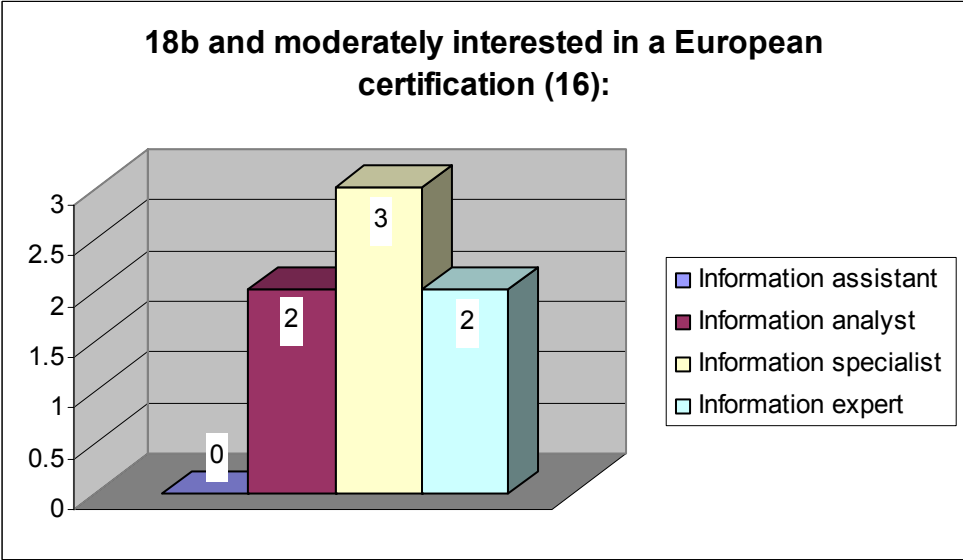
Moderately interested in a European-wide certification & covered field in a European system



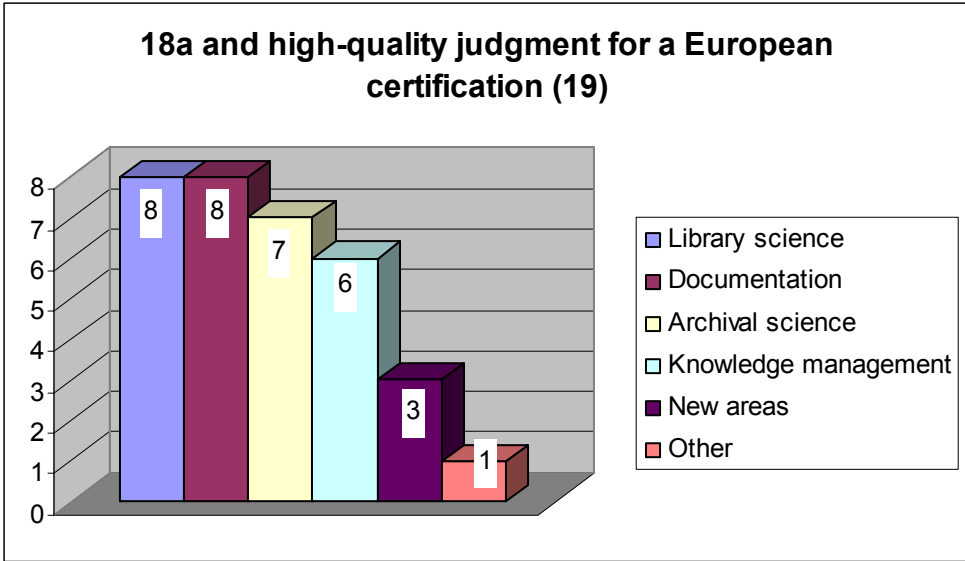
Very interested in a European-wide certification & certification levels in a European system



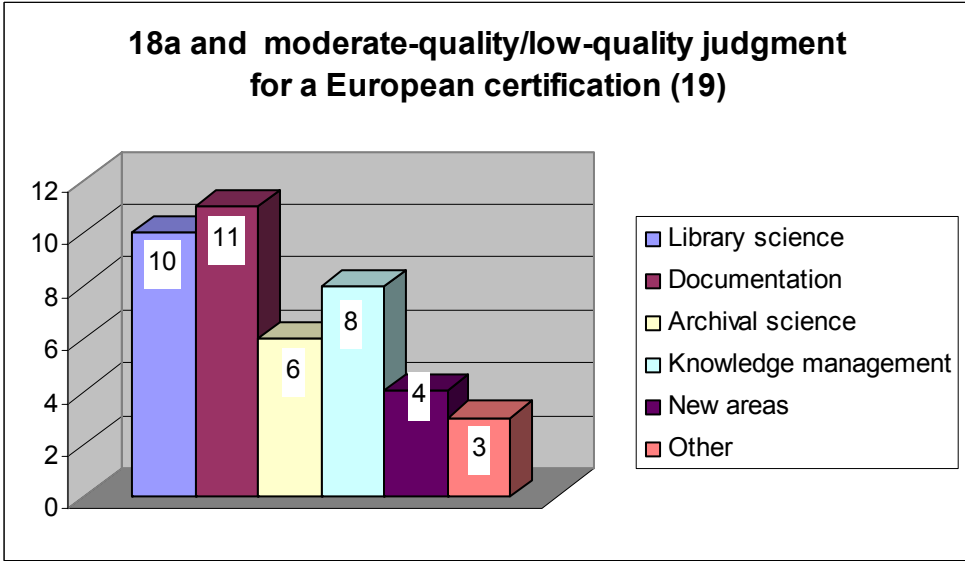
Moderately interested in a European-wide certification & certification levels in a European system



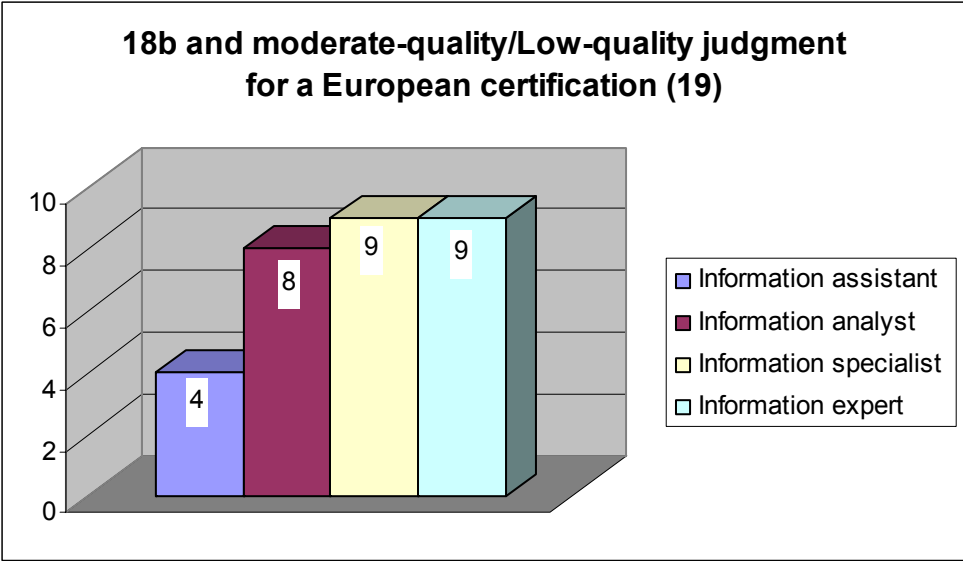
High-quality judgement of the existing degrees & covered field in a European system



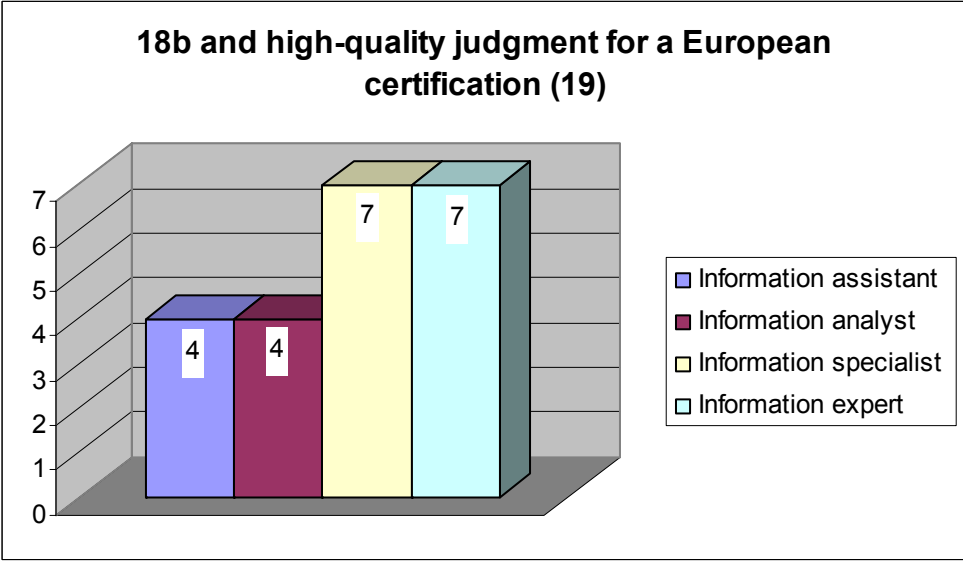
Moderate-quality/low-quality judgement of the existing degrees & covered field in a European system



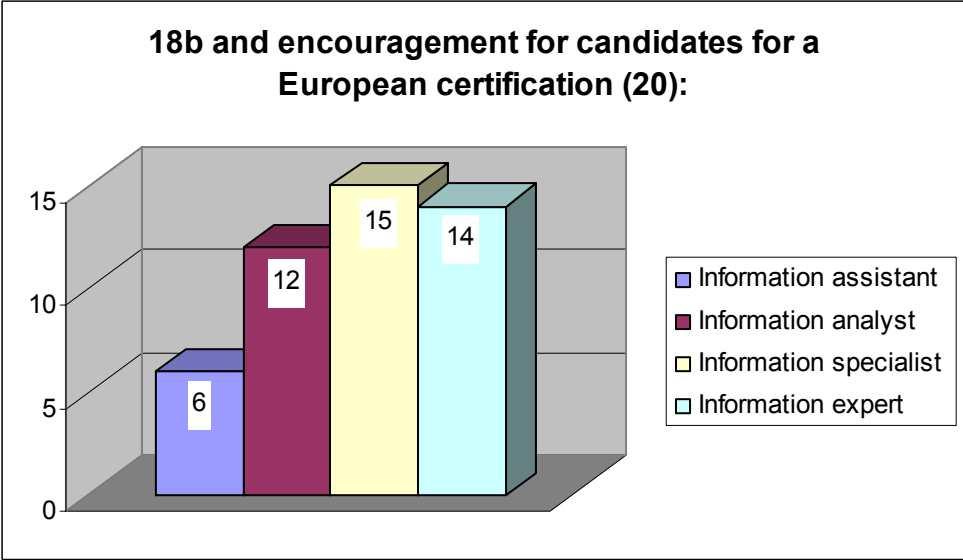
Moderate-quality/low-quality judgement of the existing degrees & certification levels in a European system



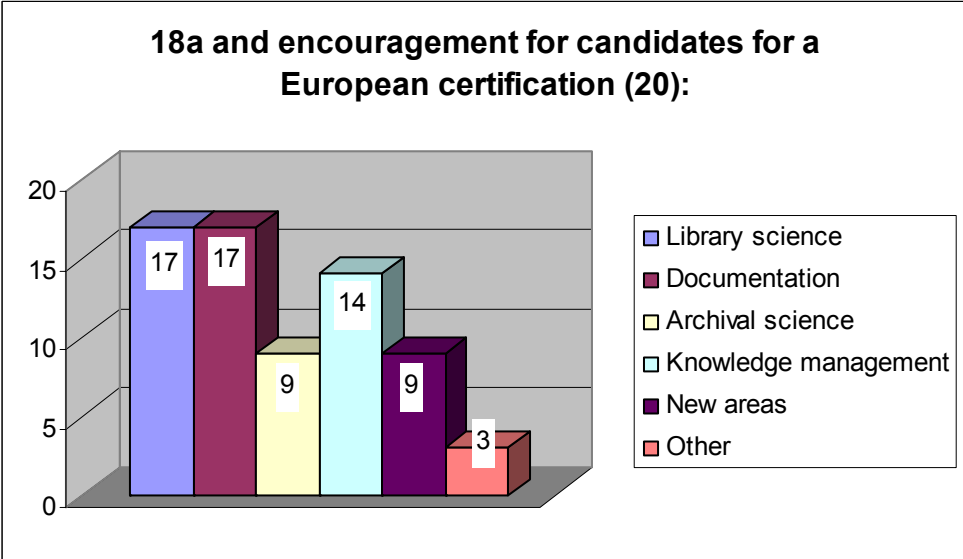
High-quality judgement of the existing degrees & certification levels in a European system



Encouragement for candidates to participate in a European system & covered field in a European system



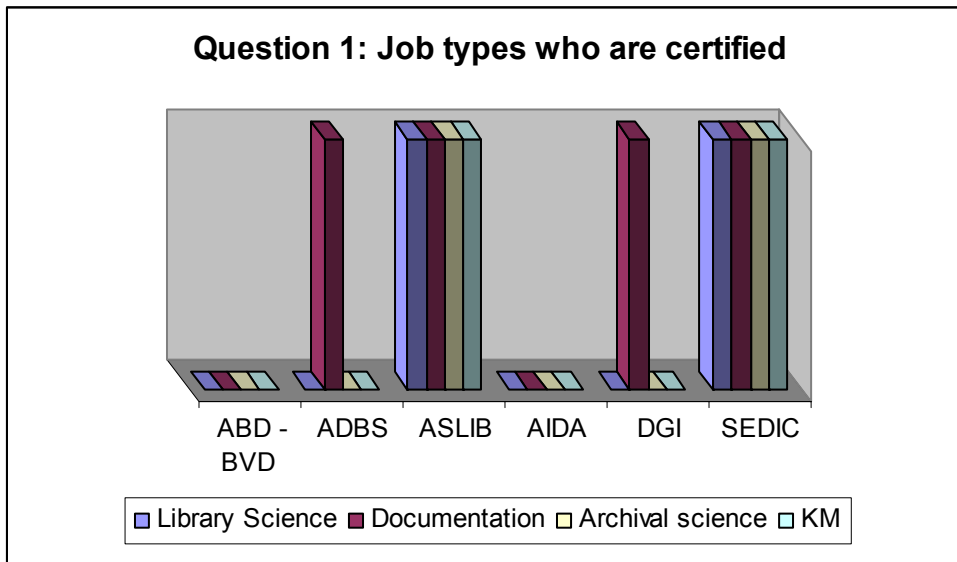
Encouragement for candidates to participate in a European system & certification levels in a European system



**ECIA members: Answer 1, 15-20**

Belgium	ABD-BVD	
Finland	TIETOPALVELUSERURA	no questionnaire
France	ADBS	
Germany	DGI	
Italy	AIDA	
Portugal	INCITE	no questionnaire
Spain	SEDIC	
Sweden	TLS	no questionnaire
UK	ASLIB	

Question 1: Which job types are certified ?



Question 15 : Do you have the intention to introduce such a certification in your country ?

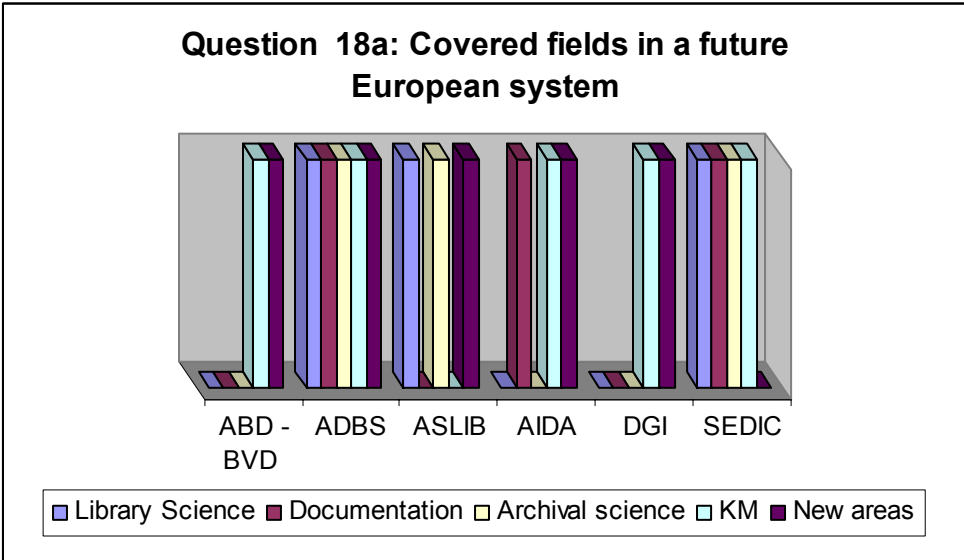
Question 15		Yes	No
ABD-BVD		1	
ADBS			
ASLIB		1	
AIDA		1	
DGI			
SEDIC			
<b>Total</b>		<b>3</b>	

Question 16 : Is your association interested in an European-wide certification ?

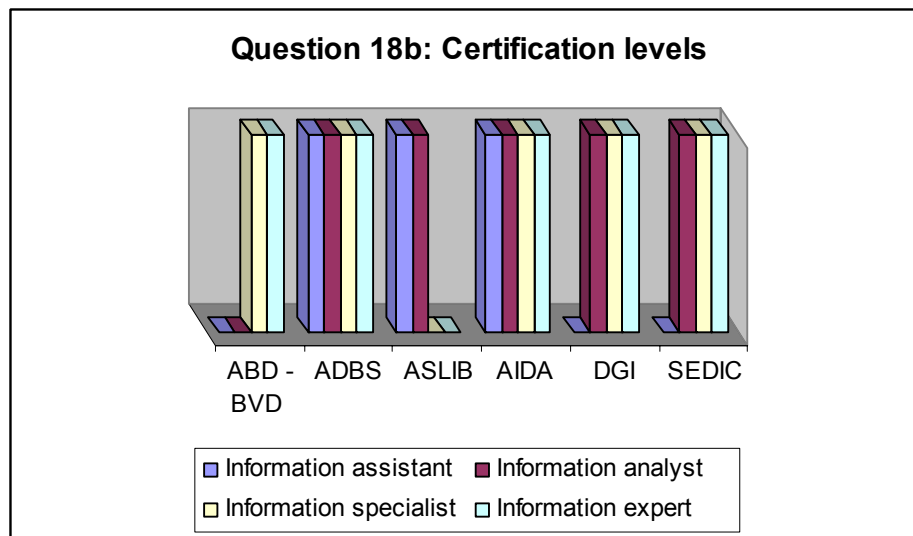
Question 16		Yes, very interested	Moderately interested	No, not interested
ABD-BVD		1		
ADBS		1		
ASLIB		1		
AIDA		1		
DGI		1		
SEDIC		1		
<b>Total</b>		<b>6</b>		

Question 18: In a future European system, which requirements would you feel to be necessary in respect to:

18a: Covered field



18b Certification on the following levels



Question 19 : Please judge the values of the various existing degrees in the information professionals field

Question 20: Would your association encourage and suggest candidates to participate in a European certification?

Question 19	High-quality	Moderate-quality	Low-quality
	ABD-BVD	1	0
ADBS	0	0	0
ASLIB	0	1	0
AIDA	0	0	0
DGI	1	0	0
SEDIC	1	0	0
<b>Total</b>	<b>3</b>	<b>1</b>	<b>0</b>

Question 20	Yes	No
ABD-BVD	1	0
ADBS	1	0
ASLIB	1	0
AIDA	0	0
DGI	1	0
SEDIC	1	0
<b>Total</b>	<b>5</b>	<b>0</b>



## ***Certification processes outside the CERTIDoc project***

In this section we give a little outlook about other certifications in the information sector. Besides the answers of the three participating associations at CERTIDoc (ADBS, DGI, SEDIC), we got answers about certifications from ASLIB, The Association for Information Management, Society of Archivists and Verband für Informationswirtschaft<sup>9</sup>. Supplementally we want to give some information from CILIP's certification process with chartered membership<sup>10</sup> and the National Vocational Qualification in Information and Library Services in United Kingdom<sup>11</sup>.

- ASLIB certifies all common types of information professional jobs together with other professional associations in United Kingdom. The certification corresponds to the chartered membership of CILIP.
- The Society of Archivists examines only in the field of Archival Science. Candidates should have at least three years of professional experience and a diploma/MA from a institution (e.g. a university) accredited by the society of Archivists. To achieve the certification (only one level) the candidates must produce a portfolio consisting of background documents (CV, job descriptions), application form, reference from a registered member of the Society, and evidence of 12 credits which cover at least 3 out of 4 areas (Formal Training courses, Private study/research, Work achievements, Contribution to the Profession). The portfolio is considered by at least three assessors, who are themselves registered and experienced members of the profession. Finally candidates can achieve the eternal certification, which is connected to the membership of the association.
- The Verband für Informationswirtschaft mainly represents private companies in the information sector. They offer the CICT certification a certification for Certified Information Technology Consultant together with INCITE<sup>12</sup>. There are seven criteria to be fulfilled (to be allowed to run a business, acceptance of national and international business rules, continuing further education, list of references, acceptance to be mentioned of the INCITE member database, at least three years of professional experience and CICT oral evaluation) and another two out of five criteria (knowledge of a foreign language, publications or lectures, liability assurance for damage of fortune, software development, two years of professional experience in a foreign country). The certification and qualification process is accompanied by an individual tutor, who discusses the way to be certified with the candidate.
- The Chartered Insitute of Library and information Professionals (CILIP) offers two levels of certification for information professionals with an university degree. The Chartered membership is achievable after one or two years of professional work and the completion of an individual further education program. Chartered Fellowship signifies that a Chartered Member has developed the potential identified by that award and has applied an increasing

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<sup>9</sup> <http://www.aslib.co.uk/>, <http://www.viw.at/>, <http://www.archives.org.uk/>

<sup>10</sup> <http://www.cilip.org.uk/>

<sup>11</sup> <http://www.dfes.gov.uk/nvq/>

<sup>12</sup> insitute for management consultants and information technology experts, <http://www.incite.at/>

level of professionalism both through personal professional practice and through the contribution made to the profession at large. The individual material and information is given to CILIP to proof the qualification of the candidates for the Chatered Membership or Chatered Fellowship.

- The National Vocational Qualifications (NVQ)<sup>13</sup> in United Kingdom for Information and Library Services was set up in 1991 and started 1995 with the first evaluations. Parker, Hare & Gannon-Leary 2000 explain that one can choose within 11 awards from levels 2 to 4 (from 5 possible levels) covering information and library services, records services and records management, and archives. “NVQs measure skills that are directly relevant to the everyday world of work. At each level, NVQs are broken down into a series of units, which describe separate functions within an individual's job role. These are grouped into Core and Mandatory Units, where work is considered as essential regardless of the kind of service being provided, and Optional Units which allow for specialist activities, such as the IT units for someone working in a hi-tech Business.” ... “Units are further broken down into a number of elements, usually from two to five elements. The element is the smallest assessable component of an NVQ.” ... “ Each unit is a 'mini qualification' and an individual can take just one or two units from an NVQ if this suits their purpose. They could combine units from different NVQs if this was valuable for them. They will be awarded the full NVQ only if they complete all the core and mandatory units designated for that level NVQ but, where they prefer to 'pick and mix' their own units, they get a certificate for each unit they have successfully completed”<sup>14</sup>

Most of the mentioned certification are connected close fitting to the associations offering the certifications. Remarkable is the use of tutor assessments and finally that the NVQ is not available on the high expert level (level four in the DECIDoc framework). On marketing aspects the idea of combining the certification with chatered or fellow-membership seems to be charming.

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<sup>13</sup> For detail see : Sandra Parker, Catherine Hare & Pat Gannon-Leary (2000): National Vocational Qualifications (NVQs): one route to improve the status of women in libraries? 66th IFLA Council and General Conference. <http://www.ifla.org/IV/ifla66/papers/115-151e.htm>

<sup>14</sup> Parker, Hare & Gannon-Leary (2000)

## Conclusion

From January to April 2003 an inquiry was carried out. Professional associations in the information sector were questioned about the certification of information professionals. For almost all European countries we could identify at least one association from the information sector. The questionnaire was sent to 94 associations. Until the beginning of April we received 35 answers of which we could use 31 for the evaluation.

Most of the associations are interested in a European certification, which is enjoyable but was also expectable. The associations are interested about certification in higher levels. The participating associations require a wide professional and technical background for candidates to a certification.

Documentational aspects are mentioned quiet often. This is not surprising, because we did ask almost all associations with a background in documentation and the partners in CERTIDoc come from documentation area.

Most of the associations expect an integration of the information sector in Europe, to learn from each other, and to integrate the different professional groups in the information sector (archivists, librarians, documentalists,...).

Associations, which certify by their own, want to certify all known professions in the information sector. During the certification process itself, the candidates have to present all available information about their professional live.

The associations, which participated in DECIDoc, run the certification with three or four levels. In contrast the other associations use only one level (VIW, Society of Archivists). In general there is a certification committee of information experts authorized by the national association of information professionals. The certification normally lasts for three years and one association organizes the examinations. The examination consists always on a written presentation by the candidate, mostly accompanied by a final oral test.

The evaluation gave a lot of evidence to the fact that there is a great, not to say outstanding interest about a European certification. The project members should keep in mind that associations from all types of professions are interested in a European certification in the information sector.

# Appendix 1: European Associations of Information Professionals

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## Austria

### Österreichische Gesellschaft für Dokumentation und Information OEGDI

(Austrian Society for Documentation and Information) <http://www.oegdi.at/>  
[Hermann.Huemer@wu-wien.ac.at](mailto:Hermann.Huemer@wu-wien.ac.at), Tel. +43(0)1-31336-5107, Fax. +43(0)1-31336-905107  
c/o Wirtschaftsuniversität Wien, Augasse 9, A-1090 Wien

### Vereinigung Österreichischer Bibliothekarinnen und Bibliothekare

<http://www.uibk.ac.at/sci-org/voeb/> <http://voeb.uibk.ac.at/>  
Dr. Harald Weigel [voeb@uibk.ac.at](mailto:voeb@uibk.ac.at)  
Vorarlberger Landesbibliothek [harald.weigel@vorarlberg.at](mailto:harald.weigel@vorarlberg.at)

### Verband für Informationswirtschaft (VIW)

<http://www.viw.at/>

Verbandssekretär, Herrn Gerhard K. Wagner:  
Tel: 0676-369 36 10 (Aus dem Ausland: 0043-676-3693610)  
Fax: (0043-1) 961 01 03 Email: [gwagner@viw.or.at](mailto:gwagner@viw.or.at)  
VIW e-Business Austria, Verband für Informationswirtschaft (VIW)  
Vereinssitz: 1141 Wien, Matznergasse 17.

### Dachverband der Oeffentlichen Büchereien <http://www.bvoe.at/index.html>

A-1082 Wien, PF 126, Lange Gasse 37, Tel.: 406 97 22-0, Fax: 406 35 94-22, E-mail  
[bvoe@bvoe.at](mailto:bvoe@bvoe.at)

### Verband österreichischer Archivarinnen und Archivare VöA (Peter Csendes, Präsident)

c/o Wiener Stadt- und Landesarchiv, Rathaus, A-1010 Wien, [post@m08.magwien.gv.at](mailto:post@m08.magwien.gv.at)  
[http://www.magwien.gv.at/ma08/m08\\_leit.htm](http://www.magwien.gv.at/ma08/m08_leit.htm)

<http://www.mediathek.ac.at/agava/default.htm> (Arbeitsgemeinschaft audiovisueller  
Archive Oesterreichs) Vorsitzender:

Univ.-Prof. Dr. Gerhard Jagschitz, Institut für Zeitgeschichte der Universität Wien  
[Gerhard.Jagschitz@univie.ac.at](mailto:Gerhard.Jagschitz@univie.ac.at)

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## Belgium

### ABD-BVD

<http://www.abd-bvd.be/>

Association Belge de Documentation, Belgische Vereniging voor Documentatie

Chaussée de Wavre 1683

B 1160 BRUXELLES

Tel.+32 2 675.58.62

Fax : +32 2 672.74.46

[abdbvd@abd-bvd.be](mailto:abdbvd@abd-bvd.be) [elyne.luctkens@shell.com](mailto:elyne.luctkens@shell.com) (Marc Vandeur :

[mvandeur@admin.ulb.ac.be](mailto:mvandeur@admin.ulb.ac.be))

President Philippe Laurent: [laurent@spri.ucl.ac.be](mailto:laurent@spri.ucl.ac.be)

**VVBAD Vlaamse Vereniging voor Bibliotheek-, Archief en Documentatiewezen**  
[http://www.vvbad.be/00a\\_home/frameset.htm?http://www.vvbad.be/00a\\_home/home.htm](http://www.vvbad.be/00a_home/frameset.htm?http://www.vvbad.be/00a_home/home.htm)  
Statiestraat 179, B-2600 Antwerpen  
tel. (+32) 03/281.44.57, fax (+32) 03/218.80.77  
De dagelijkse leiding is in handen van Marc Storms - marc.storms@vvbad.be, directeur (voltijds).

Université Libre de Bruxelles, Faculté de philosophie et lettres:Section INFODOC  
<http://www.ulb.ac.be/> → Marc Vandeur

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## Bulgaria

ULISO Union of Librarians and Information Services Officers <http://www.lib.bg/>  
4 Slavejkov Sqr., room 609, Sofia 1000, Bulgaria, tel./fax (+3592) 9870734, e-mail:  
[board@lib.bg](mailto:board@lib.bg)

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## Croatia

**Croatian Library Association** <http://www.hkdrustvo.hr/>  
Hrvatsko knjižničarsko društvo  
c/o Nacionalna i sveučilišna knjižnica  
Ul. hrvatske bratske zajednice bb  
10 000 Zagreb  
Hrvatska  
Tel. +385 (0)1 6159 320 Fax. +385 (0)1 616 4186 Email: hkd@nsk.hr

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## Czech Republic

**Association of Library and Information Professionals of the Czech Republic** / Verband der Bibliothekare und Informationsmitarbeiter der Tschechischen Republik / Svaz knihovníků a informacních pracovníků České republiky (tsch. Abk.: SKIP)  
[http://www.nkp.cz/o\\_knihovnach/konsorcia/skip/Deutsch/index\\_d.htm](http://www.nkp.cz/o_knihovnach/konsorcia/skip/Deutsch/index_d.htm)  
Předseda SKIP  
PhDr. Vít RICHTER  
Národní knihovna ČR  
Klementinum 190  
110 00 Praha 1  
Tel.: 221 663 338 Fax: 221 663 175 E-mail: [vit.richter@nkp.cz](mailto:vit.richter@nkp.cz)  
(SKIP) : Jarmila Burgetova, vice-présidente. E-mail [Jarmila.Burgetova@seznam.cz](mailto:Jarmila.Burgetova@seznam.cz)

**The Czech Republic LIBRARY ASSOCIATION** <http://www.cbvk.cz/asc/cr/sdruk/>  
doc.PhDr.Jaromir Kubicek, CSc  
Kounicova 65a, 601 87 BRNO  
05/41646 111 Fax: 05/41646 100  
e-mail:kubicek@mzk.cz mzk@mzk.cz

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## Denmark

**DBF Danmarks Biblioteksforening** <http://www.dbf.dk/> [webmaster@dbf.dk](mailto:webmaster@dbf.dk)  
Vesterbrogade 20, 5 sal 1620 Kobenhavn V  
President: Finn Vester (A) Dunhammervej 29, 3600 Frederikssund Tlf 4731 2332  
[fv@frederikssund-kom.dk](mailto:fv@frederikssund-kom.dk)

**Danish Research Library Association** <http://www.dfdf.dk/welcome.html>  
DF Secretariatet  
Anni Hansen  
c/o Det Sundhedsvidenskabelige Bibliotek  
Vennelyst Boulevard 2  
8000 Århus C Tlf.: 23 20 18 57 Fax: 89 46 23 67 [df@statsbiblioteket.dk](mailto:df@statsbiblioteket.dk)

**Dansk Forening for Information og Dokumentation (DFID)** <http://www.dfid.dk/>  
DFID c/o Karen Prehn, Institut for Statskundskab, Biblioteket, - Århus Universitet, 8000 Århus C  
Telefon: 28 46 15 16 - e-mail: [dfid@dfid.dk](mailto:dfid@dfid.dk)

**Danish Union of Librarians – Bibliotekarforbundet** <http://www.bf.dk/>  
The Danish Union of Librarians / Bibliotekarforbundet  
Lindevangs Allé 2, DK-2000 Frederiksberg, Denmark  
Phone: +45 38 88 22 33  
Fax: +45 38 88 32 01  
E-mail: [bf@bf.dk](mailto:bf@bf.dk)

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## Estonia

**Estonian Librarians Association** <http://www2.nlib.ee/ERY/>  
TÕNISMÄGI 2  
10122 TALLINN  
TEL. 662 0388 FAKS: 630 7429 E-POST: [ela@nlib.ee](mailto:ela@nlib.ee)

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## European Associations

### **ECIA - European Council of Information Associations** <http://www.aslib.co.uk/ecia/>

c/o ASLIB  
20-24 Old street London EC1V 9AP  
Grande Bretagne  
Email : [ecia@aslib.co.uk](mailto:ecia@aslib.co.uk) )

### **EBLIDA European Bureau of Library, Information and Documentation Associations**

[www.eblida.org](http://www.eblida.org) [eblida@nbic.nl](mailto:eblida@nbic.nl)

EBLIDA  
Teresa Hackett, Director  
PO Box 43300  
NL-2504 AH The Hague  
The Netherlands  
Tel: +31 70 309 0608  
Fax: +31 70 309 0708

### **EAHIL European Association for Health Information and Libraries - Association**

**Européenne pour l'Information et les Bibliothèques de Santé** <http://www.eahil.org/>

EAHIL Secretariat  
c/o NVB Bureau  
Nieuwegracht 15  
3512 LC Utrecht  
The Netherlands  
phone + 31 30 2619663 fax + 31 30 2311830 e-mail: [EAHIL-secr@nic.surfnet.nl](mailto:EAHIL-secr@nic.surfnet.nl)

### **EFLC European Foundation for Library Cooperation**

17 chemin des vieux amis  
B-1380 Lasne  
Tel : +32 2 63 34 311 Fax : + 32 2 63 35 428

### **EIRENE- European Information Researchers' Network** <http://www.eirene.com/>

Secretariat : Tina Cooke  
**Instant Library Ltd**  
Charnwood Wing  
GRTC  
Ashby Road  
Loughborough  
Leicestershire  
LE11 3BJ,UK Tel: +44 (0)1509 268 292 Fax: +44 (0)1509 232 748 E-Mail: [eirene@instant-library.com](mailto:eirene@instant-library.com)

### **ELAG European Library Automation Group** <http://www.kb.nl/coop/elag/>

Paula Goossens, President of ELAG,  
Keizerslaan 4  
B-1000 Brussels.  
Fax: +32 2/519.56.46 [paula.goossens@kbr.be](mailto:paula.goossens@kbr.be)

### **EUCLID European Association for Library and Information Education and Research** c/o

Royal (School of Librarianship)  
<http://www.jbi.hio.no/bibin/euclid/>

Birketinget 6  
DK-2300 Copenhagen  
Danemark  
Tél : +45 31 586 066  
Fax : +45 32 840 201  
Email : [oh@db.dk](mailto:oh@db.dk) )  
[ragnar.audunson@jbi.hio.no](mailto:ragnar.audunson@jbi.hio.no)

**LIBER European Ligue of Research Libraries-Ligue des Bibliothèques Européennes de Recherche**

<http://www.kb.dk/guests/intl/liber/>

LIBER Secretariat  
Susan Vejlsgaard  
Det Kongelige Bibliotek;P.O. Box 2149  
DK-1016 Copenhagen K; Denmark  
Phone: +45 33 93 62 22 Fax: +45 33 91 95 96 E-mail: [sv@kb.dk](mailto:sv@kb.dk)

**European Association for the Transfer of Technologies, Innovation and Industrial Information c/o TII**

<http://www.tii.org/>

3, rue Aldringen  
L-1118 Luxembourg  
Tel: +352-46 30 351 Fax: +352-46 21 85

[tii@tii.org](mailto:tii@tii.org)

**EUSIDIC - The European Association of Information Services**

<http://www.eusidic.org/>

EUSIDIC Secretariat c/o Fachinformationszentrum Karlsruhe  
DE - 76344 Eggenstein-Leopoldshafen  
Tel. +49(0)7247/808-403 Fax: +49(0)7247/808-114

[eusidic@fiz-karlsruhe.de](mailto:eusidic@fiz-karlsruhe.de)

Ute Jenschke (Mrs.)  
EUSIDIC Secretariat  
c/o FIZ Karlsruhe  
76344 Eggenstein-Leopoldshafen  
GERMANY  
Tel: +49(0)7247-808-403  
Fax: +49(0)7247-808-114  
Email: [eusidic@fiz-karlsruhe.de](mailto:eusidic@fiz-karlsruhe.de)  
Home Page: <http://www.eusidic.org>

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## Finland

**SKA/FB/B/FLA Suomen Kirjastoseura/Finlans Biblioteksforening/Finnish Library Association**

THE FINNISH LIBRARY ASSOCIATION <http://www fla.fi/>

Vuorikatu 22 A 18  
FIN-00100 Helsinki, Finland  
tel. 358 + 9 - 6221 340 (office)  
fax. 358 + 9 - 6221 466  
e-mail [fla@fla.fi](mailto:fla@fla.fi)



**Suomen tieteellinen kirjastoseura r.y.**  
**Finnish Research Library Association** <http://pro.tsv.fi/stks/english/index.html>  
Finnish Research Library Association  
PL 217  
00171 Helsinki, FINLAND

President of the Association :  
Tuula Ruhanen  
tel. (09) 191 280 51 from abroad: +358 9 191 280 51  
fax (09) 191 280 86 from abroad: +358 9 191 280 86  
e-mail: [tuula.ruhanen@helsinki.fi](mailto:tuula.ruhanen@helsinki.fi)

**Tietopalveluseura ry / Finnish Society for Information Services**  
<http://www.tietopalveluseura.fi/index-eng.htm>  
Harakantie 2, FIN-02600 Espoo, FINLAND  
Phone int. +358 9 5418138, Fax int. +358 9 5418167  
email: [info@tietopalveluseura.fi](mailto:info@tietopalveluseura.fi), [marjut.kynaslahti@tietopalveluseura.fi](mailto:marjut.kynaslahti@tietopalveluseura.fi)  
Pirjo Kainu, présidente. E-mail [pirjo.kainu@observer.fi](mailto:pirjo.kainu@observer.fi)



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## France

**ADBS - L'Association des professionnels de l'information et de la documentation**  
25 Rue Claude Tillier,  
F-75012 Paris <http://www.adbs.fr>  
Tel. (33)1-43 72 25 25, Fax (33) 1-43 72 30 41, [ADBS@adbs.fr](mailto:ADBS@adbs.fr) [fwilhelm@isicom.fr](mailto:fwilhelm@isicom.fr) (presidente)  
[bernard.humbaire@diplomatie.gouv.fr](mailto:bernard.humbaire@diplomatie.gouv.fr)

**ADBU - Association des Directeurs et des personnels de direction des Bibliothèques Universitaires et de la documentation**  
<http://www.sv.cict.fr/adbu/>  
103, bd Saint-Michel  
75005 Paris France  
Tel: 01.44.32.92.27 Fax: 01.44.32.92.28  
[Lupovici@univ-mlv.fr](mailto:Lupovici@univ-mlv.fr) Christian Lupovici Président  
[adbu@agence.cpu.fr](mailto:adbu@agence.cpu.fr)

**ABF- Association des bibliothécaires français** <http://www.abf.asso.fr>  
31, rue de Chabrol - 75010 PARIS  
Tél : 01 55 33 10 30 - Télécopie 01 55 33 10 31 [abf@abf.asso.fr](mailto:abf@abf.asso.fr)

**L'ADBGV - Association des Directeurs des Bibliothèques municipales et intercommunales des Grandes Villes de France** <http://www.adbgv.asso.fr/>

Alain Caraco Président de l'ADBGV  
Médiathèque Jean-Jacques Rousseau  
Carré Curial - BP 208  
73002 Chambéry Cedex  
Tél. +33 (0)4 79 60 04 20 Fax +33 (0)4 79 60 04 44 [a.caraco@mairie-chambery.fr](mailto:a.caraco@mairie-chambery.fr)

**AAF-Association des archivistes français** <http://www.archivistes.org/>  
9, rue Montcalm 75018 Paris  
tel. 01-46-06-39-44 fax. 01-46-06-39-52 [secretariat@archivistes.org](mailto:secretariat@archivistes.org)

**ABES - Agence bibliographique de l'enseignement supérieur** <http://www.abes.fr>  
25, rue Guillaume Dupuytren - BP 4367  
34196 Montpellier Cedex 5 **Téléphone** : 04 67 54 84 10 **Fax** : 04 67 54 84 14  
Sabine Barral, Directrice de l'ABES [barral@abes.fr](mailto:barral@abes.fr)

**ACB - Association des Conservateurs de Bibliothèques** <http://www.acb.asso.fr/>  
c/o Bibliothèque centrale  
16, rue Claude Bernard  
75005 Paris 75231 Paris cedex 05  
Tél/fax 01 .44.08.18.62 [acb@inapg.inra.fr](mailto:acb@inapg.inra.fr)

**ADBBDP - Association des Directeurs de Bibliothèques Départementales de Prêt BDP**  
<http://www.adbdp.asso.fr/> [adbdp@adbdp.asso.fr](mailto:adbdp@adbdp.asso.fr)  
**ADEST (Association pour la mesure des sciences et des techniques)**  
<http://www.upmf-grenoble.fr/adest/>  
62, Bd Saint Michel 75006 Paris  
Contact : [Roger.Coronini@grenoble.inra.fr](mailto:Roger.Coronini@grenoble.inra.fr) ou [Jean-Max.Noyer@uhb.fr](mailto:Jean-Max.Noyer@uhb.fr)

**ANDEP - Association Nationale des Documentalistes de l'Enseignement Privé**  
<http://www.scolanet.org/andep/pandep.htm> [andep@caramail.com](mailto:andep@caramail.com)

**FADBEN - Fédération des associations de documentalistes bibliothécaires de l'Education Nationale**  
<http://www.fadben.asso.fr/> 25, rue Claude Tillier  
75012 Paris  
Tél. 01 43 72 45 60  
Fax 01 43 72 45 60 [fadben@wanadoo.fr](mailto:fadben@wanadoo.fr)

**GFII (Groupement Français de l'Industrie de l'Information)**  
<http://www.gfii.asso.fr/dep.htm>  
25, rue Claude Tillier  
75012 Paris  
Tel 01 43 72 96 52 Fax 01 43 72 56 04 [gfii@gfii.asso.fr](mailto:gfii@gfii.asso.fr)

**SCIP ( Society of Competitive Intelligence Professionnals in France, Association française pour la promotion de l'intelligence économique et concurrentielle)**  
<http://www.scip-france.org/>  
25, rue Claude Tillier  
75012 Paris  
Tel 01 43 56 83 84 Fax 01 43 56 84 25 [scipfrance@nerim.net](mailto:scipfrance@nerim.net)

**SFSIC - Société Française des Sciences de l'Information et de la Communication**  
[www.sfsic.org](http://www.sfsic.org) [postmaster@sfsic.org](mailto:postmaster@sfsic.org) [catherine.loneux@uhb.fr](mailto:catherine.loneux@uhb.fr)  
Secrétariat : Adressez votre courrier à :  
SFSIC  
INFOCOM Université Rennes 2  
6, Avenue Gaston Berger  
35000 RENNES  
La permanence du secrétariat est assurée par : Catherine LONEUX, tel 02 99 14 15 92 fax 02 99 14 15 88

**ISKO-France(International Society for Knowledge Organization)**  
c.o. Jacques Maniez  
61 rue de la Corvée

21000 Dijon  
Tél : 03 80 41 35 40

<http://isko2003.iut2.upmf-grenoble.fr/>

Email : [106407.1371@compuserve.com](mailto:106407.1371@compuserve.com) [mustafa@univ-lille3.fr](mailto:mustafa@univ-lille3.fr)

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## Germany

### **DGI Deutsche Gesellschaft für Informationswissenschaft und Informationspraxis**

Ostbahnhofstraße 13

[www.dgi-info.de](http://www.dgi-info.de)

60314 Frankfurt am Main

Telefon(49) 69 43 03 13

Fax: (49) 69 49 09 09 6,

E-Mail: [zentrale@dgi-info.de](mailto:zentrale@dgi-info.de) [fisch@dgi-info.de](mailto:fisch@dgi-info.de) [sabine.graumann@nfoeurope.com](mailto:sabine.graumann@nfoeurope.com)

### **VDA Verband deutscher Archivarinnen und Archivare e.V.**

Postfach 21 19

99402 Weimar

<http://www.vda.archiv.net/>

Tel.: 03643 / 870-235

Fax: 03643 / 870-164

e-mail: [info@vda.archiv.net](mailto:info@vda.archiv.net)

### **Bundesvereinigung deutscher Bibliotheksverbände BDB**

<http://www.bdb-dachverband.de/index2.html>

Geschäftsstelle der BDB (bei der DBV-Geschäftsstelle)

Elke Dämpfert

Straße des 17. Juni 114

10623 Berlin

Telefon: (0 30) 39 00 14 80, -81

Fax: (0 30) 39 00 14 84

E-Mail: [bdb@bdb-dachverband.de](mailto:bdb@bdb-dachverband.de)

### **Deutscher Bibliotheksverband DBV**

<http://www.bibliotheksverband.de>

Leiterin der Geschäftsstelle

Elke Dämpfert

Strasse des 17. Juni 114

10623 Berlin

Telefon: 030/39 00 14 80 Telefax: 030/39 00 14 84

E-Mail: [daempfert@bibliotheksverband.de](mailto:daempfert@bibliotheksverband.de)

### **Verein Deutscher Bibliothekare VDB**

<http://www.vdb-online.org/>

Verein Deutscher Bibliothekare e.V.

- Geschäftsstelle – 31.7.03

Staats- und Universitätsbibliothek Bremen

Postfach 330160

28331 Bremen

Tel.: 0421/218-3634

Fax: 0421/218-2614

E-Mail: [elsmann@uni-bremen.de](mailto:elsmann@uni-bremen.de)

## **Berufsverband Information Bibliothek BIB**

<http://www.bib-info.de/>

Berufsverband Information Bibliothek

Gartenstr. 18

72764 Reutlingen

Tel: 07121/3491-0 Fax: 07121/300433 mail@bib-info.de

## **Deutsches ISKO-Sekretariat:**

<http://www.bonn.iz-soz.de/wiss-org/>

H. Peter Ohly

c/o InformationsZentrum

Sozialwissenschaften

Lennéstr. 30

D-53113 Bonn

Tel.: 0228-2281-142

[ohly@bonn.iz-soz.de](mailto:ohly@bonn.iz-soz.de)

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## **Greece**

### **Greek Library Association**

<http://plato.elea.gr/~eeb/eeben.htm>

Themistokleous 73

106 83 Athens

Tel & Fax: 3302 128

[eeb@plato.elea.gr](mailto:eeb@plato.elea.gr)

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## **Hungary**

Verein der Ungarischen Bibliothekare (MAGYAR KÖNYVTÁROSOK EGYESÜLETE)

<http://www.mke.oszk.hu/>

**Adresse: H-1054 Budapest, V. Hold u. 6**

**Telefon/Fax: + (361) 311 8634**

**E-Mail: [mke@oszk.hu](mailto:mke@oszk.hu)**

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## **Iceland**

### **Information – the Icelandic Library and Information Science Association**

Lágmúli 7, 108 Reykjavík

The present chairman of Information – the Icelandic Library and Information Association is

Thórdís T. Thórarinsdóttir [thordis@ismennt.is](mailto:thordis@ismennt.is)

Tel. +354 553-7290 - Fax +354 588-9239

E-mail: [upplysing@bokis.is](mailto:upplysing@bokis.is) - URL: <http://www.bokis.is>

## Ireland

**The Library Association of Ireland (LAI),** <http://www.libraryassociation.ie/>

Library Association of Ireland  
53 Upper Mount Street  
Dublin 2, Ireland  
Tel: 086-6070462

[mcliney@eircom.net](mailto:mcliney@eircom.net).

## Italy

**AIB - Associazione Italiana Biblioteche**

[www.aib.it](http://www.aib.it)

Viale Castro Pretorio 105 I-00185 Rome Italie

Tél : +39 6 446 3532

Fax : +39 6 444 1139

Email : [aib@aib.it](mailto:aib@aib.it)

Alberto Petrucciani, vice-presidente : [petrucciani@aib.it](mailto:petrucciani@aib.it)

**AIDA - Associazione italiana per la documentazione avanzata**

[http://www.aidaweb.it/](http://www.aidaweb.it)

c/o Istituto di Studi Sulla Ricerca e Documentazione Scientifica – CNR

Via Cesare de Lollis 12, I-00185 Rome.

Tel. (39) 6-44 879 238, Fax (39) 6-44 63 836, E-mail [basili@isrds.rm.cnr.it](mailto:basili@isrds.rm.cnr.it),

[aida@aidaweb.it](mailto:aida@aidaweb.it)

Carla Basili, vice-présidente. E-mail [basili@www.isrds.rm.cnr.it](mailto:basili@www.isrds.rm.cnr.it) [f.diozzi@cira.it](mailto:f.diozzi@cira.it)

**ANAI - Associazione Nazionale Archivistica Italiana** <http://www.anai.org/anai/>

Via Pompeo Magno, 1

00192 – ROMA

TEL./FAX: 06 3243576 Isabella Orefice, Presidente

e-mail:

[segreteria.anai@libero.it](mailto:segreteria.anai@libero.it)

## Latvia

**Latvijas Bibliotekaru Biedriba (Lotyšské sdružení knihoven)**

**ADRESA**

*Latvijas Bibliotekaru Biedriba*

*R. Vagnera iela 4*

*Riga LV - 1050*

*Latvija*

**TELEFON** (371) 7225582 (372) 7210064

**FAX** (371)7225582 **E-MAIL** [lnbnp@lnbnp.org.lv](mailto:lnbnp@lnbnp.org.lv)

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## Lithuania

**Lithuanian Librarians' Association (LLA)** <http://www.lbd.lt/index.htm>

Sv. Ignoto 6-108, LT-2600 Vilnius, Lithuania

Telephone/fax (370-5) 275 03 40

[lbd@vpu.lt](mailto:lbd@vpu.lt)

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## Luxembourg

**L'Association Luxembourgeoise des Bibliothécaires, Archivistes et Documentalistes (a.s.b.l.)** <http://www.albad.lu/>

ALBAD a.s.b.l. Bibliothèque Nationale 37 Boulevard Roosevelt L-2450 Luxembourg

[albad@everyday.com](mailto:albad@everyday.com)

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## The Netherlands

**Netherlands Public Library Association (NBLC)** <http://www.nblc.nl/>

Platinaweg 10

2544 EZ Den Haag

Telefoonnummer:070 - 30 90 100 Faxnummer:070 - 30 90 200 [info@nblc.nl](mailto:info@nblc.nl)

**Netherlands Association for Library, Information and Knowledge Professionals (NVB)**

<http://www.nvb-online.nl>

Nieuwegracht 15, 3512 LC Utrecht.

Tel. 030-2311263 Telefax 030- 2311830 e-mail: [nvbinfo@wxs.nl](mailto:nvbinfo@wxs.nl)

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## Norway

**Norwegian Archive, Library and Museum Authority**

<http://www.abm-utvikling.no/english.html>

P.O. Box 8145 Dep

0033 Oslo

Norway

Tel: +47 23 11 89 00 Fax: +47 23 11 89 01 E-mail: [post@abm-utvikling.no](mailto:post@abm-utvikling.no)

## Norwegian Association of Special Libraries

### Norsk Fagbibliotekforening (NFF)

<http://www.rbt.no/eksterne/nff/>

NFF v/ Magnhild Bøyum Aase,

Norges Handelshøyskole. Biblioteket, Helleveien 30, 5045 Bergen

Tlf: 55 95 92 22 - Faks: 55 95 98 10      nff@rbt.no

## N L A - THE NORWEGIAN LIBRARY ASSOCIATION

<http://www.norskbibliotekforening.no/>

Norsk Bibliotekforening. Malerhaugveien 20. NO-0661 Oslo

telefon 2324 3430. faks 2267 2368

nbf@norskbibliotekforening.no



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## Poland

### Polish Society of Scientific Information POLSKIE TOWARZYSTWO INFORMACJI

NAUKOWEJ <http://uranos.cto.us.edu.pl/~ptin/>

UL. WYNALAZEK 2, 02-677 WARSZAWA

[ptin@ptin.org.pl](mailto:ptin@ptin.org.pl)

### Association of Polish Archivists / Stowarzyszenie Archiwistów Polskich

Zarząd Główny

00-213 Warszawa

ul. Bonifraterska 6 lok. 21

tel.: (+48 22) 635 87 68 tel./fax: (+48 22) 831 31 71      [sap@sap.waw.pl](mailto:sap@sap.waw.pl)

### Stowarzyszenia Bibliotekarzy Polskich / Polish Librarian Association

<http://ebib.oss.wroc.pl/sbp/>

[biercz@hiacynt.wimbp.lodz.pl](mailto:biercz@hiacynt.wimbp.lodz.pl)



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## Portugal

### BAD Associação portuguesa de bibliothecários, arquivistas et documentalistas

[www.apbad.pt](http://www.apbad.pt)

R. Morais Soares, 43-C, 1º Dto.

1900-341 Lisboa

PORTUGAL

Tel: +351 21 816 19 80 Fax: +351 21 815 45 08      bad@apbad.pt

### INCITE - Associação portuguesa para o desenvolvimento da informação científica e técnica

Edifício II - INETI, Estrada do Paço do Lumiar, n.º 22, 1649-038 Lisboa, Portugal Tel.

(351) 21 -7156091, Fax (351) (351) 21 -7156091, E-mail [incite@net.sapo.pt](mailto:incite@net.sapo.pt)

WWW: <http://www.terravista.pt/Ancora/7170> <http://www.incite.pt>

la présidente: Mme Odete Santos : [odete.santos@depp.msst.gov.pt](mailto:odete.santos@depp.msst.gov.pt)

[zita.correia@citi.ineti.pt](mailto:zita.correia@citi.ineti.pt)

## Romania

Roumanie (**InfoDocRom**) : Doina Banciu, présidente. E-mail : [infod@itcnet.ro](mailto:infod@itcnet.ro) (mais elle ne répond plus aux messages depuis deux ans)

### **Association of Librarians and Documentalists in Bucharest (Asociatia Bibliotecarilor si Documentaristilor din Orasul Bucuresti - ABIDOB)**

<http://www.ong.ro/ong/abidob/>

str. Take Ionescu 4 sector 1 Bucuresti

Telefon: 211 36 25

Fax: 211 36 25

E-mail: [abidob1@fx.ro](mailto:abidob1@fx.ro)

### **Asociatia Bibliotecarilor din Invatamant – România** <http://www.bcut.ro/abir/index.html>

The Association of the Librarians in Education

Str. Boteanu nr. 1, sector 1, cod 70119, Bucuresti    Telefon: 40-1-3123205 int.223 Fax: 40-1-3120108

E-mail: [abir@bcub.ro](mailto:abir@bcub.ro)

### **FABR – Federation des Associations des Bibliothécaires de Roumanie**

Dr. Mircea Regneala - The President of FABR - ROMANIA.

### **L'Association Nationale des Bibliothécaires et des Bibliothéques Publiques de la Roumanie**

[Doina Popa \(Vice president\), doinapopabic@yahoo.com](mailto:doinapopabic@yahoo.com)

### **La Bibliotheque Departementale de Brasov /CIC**

Didiana Piscu/CIC Braov, [cic\\_brasov@yahoo.com](mailto:cic_brasov@yahoo.com)

## Serbia

### **Community of Libraries of Serbia** <http://www.nbs.bg.ac.yu/enbs7603.htm>

11000 Belgrade, Skerlijeva 1

tel. +381 11 431 418 fax. + 381 11 452 952 [zajednica@nbsbg.nbs.bg.ac.yu](mailto:zajednica@nbsbg.nbs.bg.ac.yu)



## Slovenia

**UNION OF ASSOCIATIONS OF SLOVENE LIBRARIANS** <http://193.2.8.11/index.html>

Turjaška 1, 1000 Ljubljana

Tel.: +386 1 20 01 193 Fax: +386 1 42 57 293

President:

Irena Sešek

[irena.sesek@nuk.uni-lj.si](mailto:irena.sesek@nuk.uni-lj.si)

Tel.: +386 1 58 61 309 Fax: +386 1 58 61 311

**Institute of Information Science** <http://www.izum.si/>

Prešernova 17

2000 Maribor

Slovenia

tel.: +386 2 2520-331

fax: +386 2 2524-334

[izum@izum.si](mailto:izum@izum.si)

**Društvo dokumentalistov in informatorjev Slovenije**

<http://www.ck.uni-lj.si/DDIS/>

Trg rpublike 3, 1000 Ljubljana, Slovenija

[ddis@ck.uni-lj.si](mailto:ddis@ck.uni-lj.si)



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## Slowakia

**Slovak Library Association** <http://www.sakba.sk/>

Centrum VTI SR

Sekretariát SAK

Nám. slobody 19

812 23 Bratislava

PHDr. Mária Kadnárová

Slovenská lekárska knižnica

Lazaretská 26

811 09 Bratislava

Tel.: 02/5296 2427, 5296 1121-2/kl.249

Mobil: 0905 416 227

Fax : +421 2 5296 8438

[kadnarova@healthnet.sk](mailto:kadnarova@healthnet.sk)



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## Spain

**FESABID Federación Española de Sociedades de Archivística, Biblioteconomía, Documentación y Museística**

<http://www.fesabid.org/>

C/ Santa Engracia, 17 - 3º 28010 Madrid

President: Pedro Hípola

Teléfono: 91 591 20 13 E-mail: [secretaria@fesabid.org](mailto:secretaria@fesabid.org) / [info@fesabid.org](mailto:info@fesabid.org)

**SEDIC (Sociedad española de documentación e información científica)** [www.sedic.es](http://www.sedic.es)  
Santa Engracia, 17, 3<sup>o</sup>, SP-28010 Madrid  
Tel. (34) 91-593 40 59, Fax (34) 91-593 41 28, E-mail [sedic@sarenet.es](mailto:sedic@sarenet.es)  
Tel. [sedicmad@mx.sarenet.es](mailto:sedicmad@mx.sarenet.es) [sedic@sedic.es](mailto:sedic@sedic.es) [asc@cne.es](mailto:asc@cne.es) (President)

**ANABAD - Asociación Española de Archiveros Bibliotecarios, Museólogos y Documentalistas** [www.anabad.org/](http://www.anabad.org/)  
ANABAD. c/ Recoletos, 5, 5<sup>o</sup> izda. 28001 Madrid  
Tel. +34 91 5751727 · Fax +34 91 5781615 [anabad@anabad.org](mailto:anabad@anabad.org)

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## Sweden

**Svensk Biblioteksforening**  
<http://www.biblioteksforeningen.org/>  
Saltmätargatan 3A  
Box 3127  
103 62 Stockholm  
Tel 08-545 132 30  
Fax 08-545 132 31  
[info@biblioteksforeningen.org](mailto:info@biblioteksforeningen.org)

**Swedish Association for Information Specialists** <http://www.tls.se/>  
(ex-TLS Tekniska Litteratursällskapet/The Swedish Society for Technical Documentation)  
P.O. Box 55580, Grev Turegatan 14  
SE-102 04 Stockholm, Sweden  
Telephone: +46-8-678 23 20. Telefax: +46-8-678 23 01  
Katarina Wahl, secrétaire. Email: [kansliet@tls.se](mailto:kansliet@tls.se) [tove.cecilia.persson@telia.com](mailto:tove.cecilia.persson@telia.com)

**The DIK Association Documentation, Information & Culture** <http://www.dik.se/>  
Visiting address: Planiavägen 13  
Postal address: P O Box 760, S-131 24 NACKA  
Telephone: +46 8 466 24 00, telefax: +46 8 466 24 13 [kansli@dik.se](mailto:kansli@dik.se)

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## Switzerland

**BBS - Verband der Bibliotheken und der Bibliothekarinnen/Bibliothekare der Schweiz / Association des Bibliothèques et Bibliothécaires Suisses / Associazione delle Biblioteche e delle Bibliotecarie e dei Bibliotecari Svizzeri** <http://www.bbs.ch/>  
Effingerstrasse 35  
CH-3008 Bern  
Tel. ++41 31 382 42 40  
Fax ++41 31 382 46 48 **E-Mail:** [bbs@bbs.ch](mailto:bbs@bbs.ch)

**VSA Verein Schweizerischer Archivarinnen und Archivare** <http://www.staluzern.ch/vsa/>

AAS Association des Archivistes suisses

Sekretariat VSA

Silvia Müller-Lehmann

Brunngasse 60

Postfach

3000 Bern 7

Tel 031 312 72 72

Fax 031 312 38 01 [vsa-aas@smueller.ch](mailto:vsa-aas@smueller.ch)

**SVD/ASD Schweizerische Vereinigung für Dokumentation** <http://www.svd-asd.org/>

Schweizerische Vereinigung für Dokumentation (SVD), Sekretariat,

Schmidgasse 4, 6301 Zug

Telefon 041/726 45 05; Fax 041/726 45 09 [protamo@swissonline.ch](mailto:protamo@swissonline.ch)

**GRD - Groupe romand de documentation** <http://www.grd.ch>

[Jean-Francois.Cosandier@rsr.ch](mailto:Jean-Francois.Cosandier@rsr.ch)

**SDB/BDS Schweizer Diplombibliothekare/innen / Bibliothécaires Diplômé(e)s Suisses**

<http://www.sdb-bds.ch/>

Postfach 638

CH-4003 Basel

[info@sdb-bds.ch](mailto:info@sdb-bds.ch)



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## United Kingdom

**BAILER - British Association for Information and Library Education and Research**

<http://www.bailer.ac.uk/>

[l.s.ashcroft@livjm.ac.uk](mailto:l.s.ashcroft@livjm.ac.uk) [Linda Ashcroft](#) Chair (*postal address*)

[jbp@aber.ac.uk](mailto:jbp@aber.ac.uk) [Judith Broady-Preston](#) Secretary

**Chartered Institute of Library and Information Professionals CILIP**

<http://www.cilip.org.uk/>

7 Ridgmount St, London WC1E 7AE.

**Telephone:** +44 (0)20 7255 0500 **Fax:** +44 (0)20 7255 0501

**Email:** [info@cilip.org.uk](mailto:info@cilip.org.uk)

**ASLIB, The Association for Information Management**

<http://www.aslib.co.uk/>

Temple Chambers,

3-7 Temple Ave,

London EC4Y 0HP,

United Kingdom

**Tel:** +44 (0) 20 7583 8900 **Fax:** +44 (0) 20 7583 8401

[aslib@aslib.com](mailto:aslib@aslib.com)

**Peter Matthews. E-mail** [peter.matthews@aslib.com](mailto:peter.matthews@aslib.com)

[roger.bowes@aslib.com](mailto:roger.bowes@aslib.com)

**Society of Archivists**

<http://www.archives.org.uk/>

Mary Fox

Society of Archivists, 40 Northampton Road, London, EC1R 0HB

Tel. 020 7278 8630 Fax. 020 7278 2107 [societyofarchivists@archives.org.uk](mailto:societyofarchivists@archives.org.uk)

***Scotland:***

**Scottish Library and Information Council**

<http://www.slainte.org.uk/>

1st Floor Building C

Brandon Gate

Leechlee Road

Hamilton

ML3 6AU

[slainte@slainte.org.uk](mailto:slainte@slainte.org.uk)

***Wales:***

Cymdeithas Llyfrgelloedd Cymru

Welsh Library Association <http://www.dils.aber.ac.uk/holi/wla/wla.htm>

**DIS, Llanbadarn Fawr, Aberystwyth SY23 3AS**

**Tel: 01970 622 174**

**Ffacs/Fax: 01970 622 190**

[hle@aber.ac.uk](mailto:hle@aber.ac.uk)

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## Appendix 2: English Questionnaire

### Project CERTIDoc Inquiry

Ladies and Gentlemen,

CERTIDoc is a project of three professional associations in the field of information and documentation: ADBS<sup>15</sup>, DGI<sup>16</sup>, and SEDIC<sup>17</sup>. They are accompanied by the Université Libre de Bruxelles and the Bureau Van Dijk. The named participants cover the profession on all aspects of information, e.g. gathering, conserving, adding value, giving access, and using information. Therefore all kind of professionals in the information sector are concerned: documentation specialists as librarians, archivists, knowledge managers, etc.

CERTIDoc follows the DECIDoc project, which was carried out in the years 1998 to 2000. CERTIDoc is, as DECIDoc was, supported by the European Union in the context of the Leonardo da Vinci program. DECIDoc identified some certification systems for professionals in the field of information and documentation around Europe. It analysed the characteristics and stipulated criteria to the different certification systems to guarantee the compatibility of the systems from one country to another. CERTIDoc will even go further by exploring the possibilities to install a European certification system in the field of information and documentation.

Certification means a formalised and rigorous process of accepting a qualification or of delivering a certificate. The certificate should confirm the competence of a certain person in respect to a certain level at a certain moment. The competence assigned should correspond to a certain level in a specialised handbook for the certified domain.

The certificate is neither a bachelor or a master degree nor is it delivered by a university, but it is offered by organisations or associations to the candidates who are able to justify professional activity in the field of information and documentation.

At the beginning of the project we will make an inventory of the existing certification standards in Europe and will inquire about the interest of professional associations in Europe concerning this topic.

The results of the inquiry will be available to all participants.

May we ask you to answer the following questionnaire and to send it back by email to the project group in Switzerland which accomplishes the inquiry for the DGI (<mailto:certidoc@heg.ge.ch>).

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<sup>15</sup> "L'Association des professionnels de l'information et de la documentation", France, [www.adbs.fr](http://www.adbs.fr)

<sup>16</sup> "Dt. Gesellschaft für Informationswissenschaft und Informationspraxis", Germany, [www.dgi-info.de](http://www.dgi-info.de)

<sup>17</sup> "Sociedad española de documentación e información científica", Spain, [www.sedic.es](http://www.sedic.es)

## 1. Questions with reference to a certification

1. Do one or more certification systems for information professionals exist in your country (if yes, please fill-out the questionnaire for each certification system)?

**No:** → Please go directly to question 15

**Yes:** → Which job types are certified? (several answers are possible)

- Library science
- Documentation
- Archival science
- Knowledge Management
- Other, please specify:

2. If the certification corresponds to several content areas, does one organisation or do several organisations offer the certificate in respect to their competence?

- only one organisation
- several organisations (please indicate name, address, email and URL of all organisations: )

3. Which is the name of the organisation who supplies the certification (if it is not yours)?

Is it:

- an association:
- a special unit built through another organisation:
- another type of organisation, which type:

4. Which requirements do the candidates need?

Age:

Number of professional years:

Academic degree:

Vocational education:

Further education:

Individual work:

Other, please specify:

5. Which documents must the candidates supply? (several answers are possible)
- Curriculum Vitae
  - Description of the activities and areas of responsibility in the current job
  - Examples of typical tasks
  - Description of current projects
  - Work certificate
  - Proof of training in further education
  - Proof of teaching activities
  - Proof of additional commitment in the professional field
  - Other, please specify:
6. How many certification levels exist? Please describe the individual levels:
7. Who examines?
- A jury with different experts
  - Members of the association
  - Other, please specify:
8. On which criteria is the evaluation based? (several answers are possible)
- Documents (e.g. Curriculum Vitae, references etc.)
  - Personal contact
  - Observation at work
  - Other, please specify:
9. How is the candidate examined? (mark several times is possible)
- in a written examination,
  - in a oral examination
  - in another way, please specify:
10. Please describe the temporal sequence of the process of certifying:
11. How are the qualifications estimated? (several answers are possible)
- Self-assessment of the candidates
  - Manual as reference
  - Other estimation methods:
12. How many years is the certification valid?
13. Is it possible to ask for an upgrade from one certification level to another ?
- Yes                       No

14. Have you printed information or other documents (WWW) describing the certification process?  
 Yes → Could you please send these documents (if possible in English, French or German)? Our address is at the end of the questionnaire.  Yes  No  
 No

15. Do you have the intention to introduce such a certification in your country?  
 Yes  No

16. Is your association interested in a European-wide certification?  
 Yes, very interested  
 Moderately interested  
 No, not interested

17. If Yes, which expectations has your association in respect to a European-wide certification?

18. In a future European system, which requirements would you feel to be necessary in respect to:

a) Covered field: (several answers are possible)

- Library science
- Documentation
- Archival science
- Knowledge management
- New areas
- Other, please specify:

b) Certification on the following levels: (several answers are possible)

- Information assistant (basic knowledge)
- Information analyst (doing routine tasks)
- Information specialist (able for more complex setting of tasks with higher responsibility)
- Information expert (creative control of methods and techniques)
- Other, please specify:

19. Please judge the values of the various existing degrees in the information professionals field:

- High-quality
- Moderate-quality
- Low-quality

Why?:

20. Would your association encourage and suggest candidates to participate in a European certification?

- Yes, because:
- No, because:



## **2. Information about your association**

Could you give us some information about your association?

Number of members:

Tasks & goals of the association:

Target group:

Other information:

## **3. Associations in your country**

Are there some other professional associations within the information science field in your country?

Please indicate name, address, E-Mail, and if possible URL:

Please give us name and responsibility of the person who filled out the questionnaire:

Thank you very much for your participation in this inquiry. May we ask you to send your answers back to the following E-Mail address until February 7th, 2003:

[certidoc@heg.ge.ch](mailto:certidoc@heg.ge.ch)

Contact:

CERTIDOC – Project manager DGI

Prof. Dr. Marc Rittberger

Haute école de gestion de Genève

Filière Information documentaire

route de Drize 7

CH-1227 Carouge – Genève

FAX : +41 (0)22 705 99 98

Phone : +41 (0)22 705 98 18

## Appendix 3: List of associations and e-mail-addresses

### I-D associations

### e-mail-address

- AAF-Association des archivistes français (E-mail) secretariat@archivistes.org
- ABD-BVD (E-mail 2) abdbvd@abd-bvd.be
- ABD-BVD (E-mail 3) evelyne.luctkens@shell.com
- ABD-BVD (E-mail) mvandeur@admin.ulb.ac.be
- ABES (E-mail) barral@abes.fr
- ABF (E-mail) abf@abf.asso.fr
- ABIR (E-mail) abir@bcub.ro
- ACB - Association des Conservateurs de Bibliothèques (E-mail) acb@inapg.inra.fr
- ADBDP (E-mail) adbdp@adbdp.asso.fr
- ADBGV (E-mail) a.caraco@mairie-chambery.fr
- ADBS (E-mail 2) ADBS@adbs.fr
- ADBS (E-mail 3) bernard.humbaire@diplomatie.gouv.fr
- ADBS (E-mail) michele.battisti@adbs.fr
- ADBU (E-mail) adbu@agence.cpu.fr
- ADEST (E-mail 2) Jean-Max.Noyer@uhb.fr
- ADEST (E-mail) Roger.Coronini@grenoble.inra.fr
- ALBAD (E-mail) albad@everyday.com
- ANABAD (E-mail) anabad@anabad.org
- ANDEP (E-mail) andep@caramail.com
- Arbeitsgemeinschaft audiovisueller Archive Oesterreichs (E-mail) Gerhard.Jagschitz@univie.ac.at
- ASLIB (E-mail 2) peter.matthews@aslib.com
- ASLIB (E-mail 3) roger.bowes@aslib.com
- ASLIB (E-mail) aslib@aslib.com
- Associação portuguesa de bibliotecários Arquivistas et Documentalistas (E-mail) bad@apbad.pt
- Associação portuguesa para o desenvolvimento da informação científica e técnica (E-mail 2) odete.santos@depp.msst.gov.pt
- Associação portuguesa para o desenvolvimento da informação científica e técnica (E-mail 3) zita.correia@citi.ineti.pt
- Associação portuguesa para o desenvolvimento da informação científica e técnica (E-mail) incite@net.sapo.pt
- Association of Librarians and Documentalists in Bucharest (E-mail) abidob1@fx.ro
- Association of Library and Information Professionals of the Czech Republic (E-mail 2) Jarmila.Burgetova@seznam.cz
- Association of Library and Information Professionals of the Czech Republic (E-mail) vit.richter@nkp.cz
- Association of Polish Archivists (E-mail) sap@sap.waw.pl
- Associazione Italiana Biblioteche (E-mail) aib@aib.it
- Associazione italiana per la documentazione avanzata (E-mail 2) aida@aidaweb.it
- Associazione italiana per la documentazione avanzata (E-mail 3) f.diozzi@cira.it
- Associazione italiana per la documentazione avanzata (E-mail) basili@isrds.rm.cnr.it
- Associazione Nazionale Archivistica Italiana (E-mail) segreteria.anai@libero.it

- BAILER (E-mail 2) jbp@aber.ac.uk
- BAILER (E-mail) l.s.ashcroft@livjm.ac.uk
- BBS (E-mail) bbs@bbs.ch
- Berufsverband Information Bibliothek (E-mail) mail@bib-info.de
- Bundesvereinigung deutscher Bibliotheksverbände (E-mail) bdb@bdb-dachverband.de
- CILIP (E-mail) info@cilip.org.uk
- Community of Libraries of Serbia (E-mail) zajednica@nbsbg.nbs.bg.ac.yu
- Croatian Library Association (E-mail) hkd@nsk.hr
- Czech Republic LIBRARY ASSOCIATION (E-mail 2) mzk@mzk.cz
- Czech Republic LIBRARY ASSOCIATION (E-mail) kubicek@mzk.cz
- Dachverband der Oeffentlichen Büchereien (E-mail) bvoe@bvoe.at
- Danish Research Library Association (E-mail) df@statsbiblioteket.dk
- Danish Union of Librarians - Bibliotekarforbundet (E-mail) bf@bf.dk
- Dansk Forening for Information og Dokumentation (E-mail) dfid@dfid.dk
- DBF Danmarks Biblioteksforening (E-mail 2) webmaster@dbf.dk
- DBF Danmarks Biblioteksforening (E-mail) fv@frederikssund-kom.dk
- Deutscher Bibliotheksverband (E-mail) daempfert@bibliotheksverband.de
- Deutsches ISKO-Sekretariat (E-mail) ohly@bonn.iz-soz.de
- DGI (E-mail 2) zentrale@dgi-info.de.de
- DGI (E-mail 3) zentrale@dgi-info.de
- DGI (E-mail) fisch@dgi-info.de
- Društvo dokumentalistov in informatorjev Slovenije (E-mail) ddis@ctk.uni-lj.si
- EAHIL (E-mail) EAHIL-secr@nic.surfnet.nl
- EBLIDA (E-mail) eblida@nblc.nl
- EIRENE (E-mail) eirene@instant-library.com
- ELAG (E-mail) paula.goossens@kbr.be
- Estonian Librarians Association (E-mail) ela@nlib.ee
- EUCLID (E-mail) ragnar.audunson@jbi.hio.no
- European Association for the Transfer of Technologies, Innovation and Industrial Information (E-mail) tii@tii.org
- EUSIDIC (E-mail) eusidic@fiz-karlsruhe.de
- FADBEN (E-mail) fadben@wanadoo.fr
- FESABID (E-mail 2) info@fesabid.org
- FESABID (E-mail) secretaria@fesabid.org
- FINNISH LIBRARY ASSOCIATION (E-mail) fla@fla.fi
- Finnish Research Library Association (E-mail) tuula.ruhanen@helsinki.fi
- Finnish Society for Information Services (E-mail 2) marjut.kynaslahti@tietopalveluseura.fi
- Finnish Society for Information Services (E-mail 3) pirjo.kainu@observer.fi
- Finnish Society for Information Services (E-mail) info@tietopalveluseura.fi
- GFII (E-mail) gfii@gfii.asso.fr
- Greek Library Association (E-mail) eeb@plato.elea.gr
- InfoDocRom (E-mail) infod@itcnet.ro
- Information - the Icelandic Library and Information Science Association (E-mail 2) upplysing@bokis.is
- Information - the Icelandic Library and Information Science Association (E-mail) thordis@ismennt.is
- Institute of Information Science (E-mail) izum@izum.si

- ISKO-France (E-mail 2)    mustafa@univ-lille3.fr
- ISKO-France (E-mail)    106407.1371@compuserve.com
- Latvijas Bibliotekaru Biedriba (E-mail)    lnbpn@lnbpn.org.lv
- LIBER (E-mail)    sv@kb.dk
- Library Association of Ireland (E-mail)    msliney@eircom.net
- Lithuanian Librarians' Association (E-mail)    lbd@vpu.lt
- Netherlands Association for Library, Information and Knowledge Professionals (E-mail)    nvbinfo@wxs.nl
- Netherlands Public Library Association (E-mail)    infolijn@nblc.nl
- Norwegian Archive, Library and Museum Authority (E-mail)    post@abm-utvikling.no
- Norwegian Association of Special Libraries (E-mail)    nff@rbt.no
- NORWEGIAN LIBRARY ASSOCIATION (E-mail)    nbf@norskbiotekforening.no
- Österreichische Gesellschaft für Dokumentation und Information (E-mail)    Hermann.Huemer@wu-wien.ac.at
- Polish Society of Scientific Information (E-mail)    ptin@ptin.org.pl
- SCIP France (E-mail)    scipfrance@nerim.net
- Scottish Library and Information Council (E-mail)    slainte@slainte.org.uk
- SDB/BDS (E-mail)    info@sdb-bds.ch
- SEDIC (E-mail 2)    sedic@sarenet.es
- SEDIC (E-mail 3)    asc@cne.es
- SEDIC (E-mail)    sedic@sedic.es
- SFSIC (E-mail 2)    postmaster@sfsic.org
- SFSIC (E-mail)    catherine.loneux@uhb.fr
- Slovak Library Association (E-mail)    kadnarova@healthnet.sk
- Society of Archivists (E-mail)    societyofarchivists@archives.org.uk
- Stowarzyszenia Bibliotekarzy Polskich (E-mail)    biercz@hiacynt.wimbp.lodz.pl
- SVD/ASD (E-mail 2)    Jean-Francois.Cosandier@rsr.ch
- SVD/ASD (E-mail)    protamo@swissonline.ch
- Svensk Biblioteksforening (E-mail)    info@biblioteksforeningen.org
- Swedish Association for Information Specialists (E-mail 2)    tove.cecilia.persson@telia.com
- Swedish Association for Information Specialists (E-mail)    kansliet@tls.se
- ULISO Union of Librarians and Information Services Officers    (E-mail)    board@lib.bg
- Union of associations of slovene librarians (E-mail)    irena.sesek@nuk.uni-lj.si
- VDA Verband deutscher Archivarinnen und Archivare (E-mail)    info@vda.archiv.net
- Verband für Informationswirtschaft (E-mail)    gwagner@viw.or.at
- Verein der Ungarischen Bibliothekare (E-mail)    mke@oszk.hu
- Verein Deutscher Bibliothekare (E-mail)    elsmann@uni-bremen.de
- Vereinigung Österreichischer Bibliothekarinnen und Bibliothekare (E-mail)    harald.weigel@vorarlberg.at
- VSA/AAS (E-mail)    vsa-aas@smueller.ch
- VVBAD Vlaamse Vereniging voor Bibliotheek-, Archief en Documentatiewezenen (E-mail)    marc.storms@vbad.be
- Welsh Library Association (E-mail)    hle@aber.ac.uk

# Appendix 4:

## Questions 1, 15-20 for all participating associations

No	1						15		16			18a					18b					19			20			
	No	Yes	Library Science	Documentation	Archival science	KM	Other	Yes	No	Yes, very interested	Moderately interested	No, not interested	Library Science	Documentation	Archival science	KM	New areas	Other	Information assistant	Information analyst	Information specialist	Information expert	Other	High-quality	Moderate-quality	Low-quality	Yes	No
ADBS		1		1						1			1	1	1	1	1		1	1	1	1		1			1	
ASLIB		1	1	1	1	1		1		1			1	1	1		1		1	1					1		1	
(BDB) ->DGI		1		1				1			1		1	1										1			1	
(BIB) ->DGI		1		1				1			1		1	1										1			1	
DGI		1		1						1					1	1			1	1	1			1			1	
Soc.of Archivists		1			1		1				1			1			1				1	1		1				1
SEDIC		1	1	1	1	1				1			1	1	1	1			1	1	1			1			1	
VIW		1					1			1			1	1	1		1		1	1	1				1		1	
ABD -BVD	1						1			1					1	1					1	1					1	
AIB	1		1	1						1			1	1											1		1	
AIDA	1						1			1				1	1	1			1	1	1	1						
ALBAD	1							1		1			1	1	1	1	1			1	1	1			1			1
ANAI	1			1			1				1			1										1			1	
BBS	1						1			1			1	1	1	1			1		1	1		1			1	
Bibliotekarforbundet	1							1			1													1			1	
Bib. Dpt. de Brasov	1									1			1	1		1	1		1	1	1	1			1		1	
B. Pub. de Roumanie	1						1			1			1	1		1			1	1				1		1		
Biomed.Sect.Dutch	1						1				1		1	1	1	1		1		1	1	1		1		1		
DIK	1						1			1			1	1	1	1					1	1		1			1	
FABR	1						1			1			1	1			1		1	1	1	1		1		1		
GRD	1						1			1			1	1	1	1				1	1	1		1		1		
INCITE																												
Information	1							1			1																	
Lithuanian Lib. Ass.	1						1			1			1		1	1					1	1					1	
MKE	1						1			1			1	1	1	1			1	1	1	1				1		
OEGDI	1							1			1		1	1	1	1				1	1				1		1	
R.School of L+I S.Dk	1							1		1														1			1	
SKIP	1						1			1			1	1	1	1			1		1	1		1	1		1	
SVD/ASD	1						1			1			1	1	1					1	1	1						
ULISO	1						1			1			1	1							1	1			1		1	
VVBAD	1							1			1																	1
<b>Total</b>	<b>22</b>	<b>8</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>18</b>	<b>6</b>	<b>21</b>	<b>7</b>	<b>2</b>	<b>20</b>	<b>21</b>	<b>14</b>	<b>17</b>	<b>11</b>	<b>4</b>	<b>9</b>	<b>15</b>	<b>20</b>	<b>19</b>	<b>13</b>	<b>9</b>	<b>2</b>	<b>21</b>	<b>6</b>	

**Questions 2-14 of the participating associations with a certification**

No	2		3			4						5						6					
	only one organisation	several organisations	an association	a special unit	other type of organisation	Age	Nr of professional years	Academic degree	Vocational education	Further education	Individual work	Other	Curriculum Vitae	Activities/Responsibilities	Typical tasks	Current projects	Work certificate	Further education	Teaching activities	Additional commitment	Other	Nr. of certification levels	
ADBS							3	1	1	1	1		1	1	1	1		1	1	1	1	1	4
ASLIB		1			1							1									1		4
DGI	1		1				3		1	1			1	1	1	1	1	1					3
Soc.of Archivists	1		1				3	1	1		1		1	1		1		1		1			1
SEDIC	1						1	1	1		1		1	1	1	1	1	1	1	1	1	1	3
VIW	1			1			3			1	1		1	1	1	1		1	1	1	1		1
<b>Total</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>2</b>		

No	7			8				9			11			12	13		14	
	Jury with different experts	Members of the association	Other	Documents	Personal contact	Observation at work	Other	written examination	oral examination	in another way	Self-assessment	Manual as reference	Other methods	Length of validation	Yes	No	Yes	No
ADBS	1			1	1				1	1	1	1		5	1		1	
ASLIB			1				1			1				x		1	1	
DGI	1	1		1	1				1	1	1	1	1	3	1		1	
Soc.of Archivists		1		1						1			1	x		1	1	
SEDIC	1			1	1				1		1	1		3			1	
VIW	1			1	1				1	1		1		3		1	1	
<b>Total</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>6</b>	<b>0</b>

## Appendix 5: Answers on question 4

	Age	Nr. of prof. years	Academic degree	Vocational education	Further education	Individual work	Other
<b>ADBS</b>	Pas de cond.	>3	-BAC pour le 1er niveau -BAC+2 pour le 2e niveau -BAC+4 pour les 3e et 4e niveaux	souhaitée	souhaitée	souhaités	
<b>ASLIB</b>						should be working in an information environment	
<b>DGI</b>	0	> 3	nein	eventuell	sinnvoll		
<b>Soc. of Arch.</b>	No req.	3	Yes	Yes - must have a diploma or MA in the UK/Ireland accredited by the Society of Archivists, or an equivalent qualification from another country if this is accredited by the professional association of that country	Not required, but further training courses may be submitted as part of the Registration Scheme	Completion of the Society's Registration Scheme	
<b>SEDIC</b>		Selon le niveau	Selon le niveau	un cours dans le domaine de la bibliothéconomie et des sciences de l'information, d'au minimum de 200 heures ou trois ou quatre cours d'au minimum de 50 heures		Selon le niveau	
<b>VIW</b>	Keine	> 3	Nein	Nein	Ja, Belege für laufende Weiterbildung erforderlich	Ja, Fachpublikationen/Lehraufträge fakultativ als 2 von 5 Zusatzkriterien	Obligatorisch: a) Nachweis von Kundenreferenzen (Klientenliste mit Projekten) b) Aufrechte Gewerbeberechtigung im Bereich Unternehmensberatung, c) Anerkennung der nationalen und internationalen Berufs- und Standesregeln

## Appendix 6: List of associations, which were mentioned in the responses of the questionnaire

### Belgium

L'Association Professionnelle des Bibliothécaires et Documentalistes : <http://www.apbd.be/>

### Hungary

-Alliance of Libraries and Information Institutes (IKSZ) - Budapest, Hold u. 6. H-1054, [iksz@oszk.hu](mailto:iksz@oszk.hu), [www.vein.hu/library/iksz](http://www.vein.hu/library/iksz);

-Association of Librarian-Teachers (KTE) - Budapest, Muzeum u. 7. H-1088, <http://server.pedint-szfvar.sulinet.hu/kte>;

-Hungarian Medical Library Association (MOKSZ) - Budapest, Kútvölgyi út 6. H-1125, [balogh.margit@peto.hu](mailto:balogh.margit@peto.hu), [www.clib.dote.hu/moksz](http://www.clib.dote.hu/moksz);

-Association of Church Libraries (EKE) - c/o Foapatsagi Konyvtar, Var 1. H-9090 Pannonhalma, [www.eke.hu](http://www.eke.hu)

### Iceland

-Icelandic Records Management Association – IRMA, [skjalastjorn@archives.is](mailto:skjalastjorn@archives.is)  
<http://www.skjalastjorn.archives.is/>

### Lithuania

there is a duplication among associations. Lithuanian Librarians Association is a general association. The same people might be members of other associations. For example:

-Lithuanian Academic Libraries Association ([meile@kmu.lt](mailto:meile@kmu.lt))

-Lithuanian City and District Public Library Director's Association ([zenonas@takas.lt](mailto:zenonas@takas.lt))

-Lithuanian County Public Library Association ([info@amb.lt](mailto:info@amb.lt)).

### Romania

-The National Association of the Librarians in Public Libraries ( ANBPR - Bucuresti, Calea Dorobantilor nr. 99A, et. 4, cam. 408, sector 1),

### Sweden

-National Archives of Sweden

c/o Landsarkivet i Lund

Box 2016

S-220 02 Lund [kansli@arkivsamfundet.org](mailto:kansli@arkivsamfundet.org) [www.arkivsamfundet.org](http://www.arkivsamfundet.org)

-Swedish Public Relations Association

Box 12230

S-102 26 Stockholm [info@sverigesinformationsforening.se](mailto:info@sverigesinformationsforening.se) [www.sverigesinformationsforening.se](http://www.sverigesinformationsforening.se)

### Switzerland

-Association of International Librarians and Information Specialists (AILIS) <http://ailis.cern.ch/>

-Swiss Knowledge Management Forum (ob dies ein potentieller adressat wäre, müsste man diskutieren)

### UK

-The NCCR (of which the Society of Archivists is a partner) accredits conservators - see <http://www.nccr.org.uk/> → = National Council for Conservation-Restoration

-Records Management Society of Great Britain <http://www.rms-gb.org.uk/>



## Appendix 7: Academic qualification models in United Kingdom

### United Kingdom

*Rédacteur : Eric Sutter*

Two "schemes" are in force in UK for librarian and information professionals (generic term covering : librarian, information officer, information scientist, information professional, information manager, information specialist, records manager, knowledge manager, archivist, information strategist) :

- The Chartered professionals
- The National Vocational Qualifications (in Information and Library services)

#### 1. The chartered professionals<sup>18</sup>

CILIP is the Chartered Institute of Library and Information professionals, a new professional body formed following the unification in april 2002 of the Institute of Information Scientist (IIS) and the Library Association (LA).

##### About Chartered Status

Academic qualifications provide evidence that people are aware of the core principles of information work and the various contexts in which they operate. But they don't necessarily guarantee aptitude for information work. To gain Chartered status and become a full Member of CILIP (MCLIP) shows that the professional has gained formal practice-based recognition of the skills in addition of academic qualification. After that, Fellowship (FCLIP) demonstrates that the professional has further advanced the professional skills to make an outstanding contribution to library and information professional practice.

Once Chartered, the professional should expect to keep his knowledge, skills and understanding up-to-date. CILIP can support a continuing professional development (CPD) through short courses, conferences and seminars, professional networking opportunities and by participation in the governance of the Chartered Institute.

##### What is Chartered Membership

Chartered Membership is the first level of professional qualification awarded by the Chartered Institute. Most members gain Chartered Membership two or three years after graduating. It is open to any member who fulfils the requirements of the Bye-laws and complies with the regulations laid down by Council.

The award of Chartered Membership is based on evidence of continuing professional development in practice, and on the ability to learn from experience. Candidates are seeking to demonstrate how that knowledge has been applied and what has been learned as an outcome of that application.

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<sup>18</sup> Source : [www.cilip.org.uk/qualifications/chartering](http://www.cilip.org.uk/qualifications/chartering)

## How to apply for Chartered Membership

Application for Chartered Membership is made through submission of a two-part application. The first part is a form on which candidates must provide information about the knowledge and skills they have developed since gaining their information studies qualification. The second part is a portfolio of evidence of continuing professional development.

There are two routes to Chartered Membership. One requires completion of a period of supervised training, the other a period of self-directed continuing professional development.

Route A : one year full-time equivalent work experience following a CILIP approved training & development programme supervised by a Chartered Member. Qualification required : CILIP accredited degree; candidates have to fill a registration of training form and a Training and Development Plan and, after the training period, supply a Certificate of completion of the professional training period (CPRA)

Route B : two year full-time equivalent work experience without direct supervision following a Personal Development Plan. Qualification required : CILIP accredited or other approved qualification. Candidates have to fill a Registration of Professional practice form and a Personal Professional Development Plan and, after their qualifying period, supply a Certificate of Professional Training (CPRB)

At the end of both routes candidates must submit an application for election to the Register that is assessed by the Chartership Board.

The achievement of Chartered Membership carries with it the right to the postnominal letters MCLIP.

Five years after gaining admission to the Register as a Chartered Member, a Corporate Member may submit evidence of further professional development for the award of Fellowship (FCLIP)

## **2. The National Vocational Qualifications (NVQs) <sup>19</sup>**

### ***2.1 General presentation***

National Vocational Qualifications, introduced in the 1980s, are work-related and competence based qualifications, which represent national standards recognised by employers throughout the country. NVQs reinforce an individual's ability to competently undertake the work for which it has been awarded.

Every NVQ describes work functions, work tasks and standards of competence. This basic structure is called the Standards or National Standards and consists of :

- units (of competence)
- elements (of competence)
- performance criteria
- range statements
- underspinning knowledge and understanding

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<sup>19</sup> Sources : several web sites

Individuals complete a specified set of tasks or routines which are assessed against criterion-referenced national standards and, if deemed to be of a satisfactory standard, a nationally recognised qualification is awarded.

The standards define the skills and knowledge required for a particular area of work.

The definition of competence provided by the QCA (Qualifications and Curriculum Authority) has four characteristics :

- task performance : the task specific or technical skills
- task management : the ability to plan and organise work activities
- contingency management : what to do when the unexpected happens
- team work : the ability to work with others.

The NVQ system has five "levels" of achievement, each representing an increasing range and complexity of tasks and greater responsibility within the working environment. Each level refers to a job role or range of role activities.

- Level 1 : Foundation skills in occupations : the most basic level ; the individuals demonstrates the ability to undertake a range of routine and predictable work activities.
- Level 2 : Operative and semi-skilled occupations : the individuals demonstrates the ability to undertake some complex non-routine activities and individual responsibility, to work alone and in collaboration with others.
- Level 3 : Technician, craft, skilled and supervisory occupations ; the individual demonstrates an ability to undertake a variety of complex and non-routine activities in differing situations, and offers a broad range of varied skilled activities, guidance and supervision of others. Associated with job titles such as supervisor, team leader, customer service manager and senior libraries assistant or manager.
- Level 4 : Technical and junior management occupations ; individuals need to undertake complex technical or professional work, responsibility for staff and resources, complex, technical specialised and professional activities, personal accountability; associated with job titles such as engineer, librarian or estate agent
- Level 5 : Chartered, professional and senior management occupations ; it broadly equates to post graduate competence for senior managers ; individuals have to undertake substantial personal accountability, autonomy, management of other managers, allocation of resources, analysis, diagnosis, planning and evaluation.

Each of five levels of attainment has eleven elements of competence. An element of competence is described as something that a person who works in a given occupation should be able to do.

Each NVQ is made up of a number of units, and each unit is a qualification in its own right. A unit represents an aspect of a job within an occupational area. Some units are mandatory and others are optional;

There are four basic sources of evidence :

- performance at work

- performance of specially set tasks
- questioning
- prior learning.

NVQs are available to anyone at any age or stage of their career.

A number of organisations are involved in the process of developing, delivering, awarding and preserving the quality of NVQs.

## ***2.2 The NVQ in Information and Library Services (ILS)***

One Lead Body was set up for the information occupational sector. This sector was subdivided into the specialist areas of

- Information and Library Services (ILS),
- Archives,
- Records services and records management
- Tourist Information.

The first Standards were approved during 1995 for ILS. By December 1998, there were 165 assessment centres with the number of candidates at each site ranging from a minimum of one to a maximum of 26 (level 2), 29 (level 3) and 8 (level 4)

These NVQ's have been particularly helpful to paraprofessional or library technician staff to achieve recognition. They often have long periods of services with key skills, but have no formal qualifications.

Level 2 is currently the first Information and Library level used and is intended for library assistants. It covers processing materials, identifying and providing information and working with users.

Level 3 is intended for senior library assistants or information officers/executives and covers providing and organising information, solving problems for users and maintaining quality standards together with five optional units.

Level 4 is intended for library, customer services or information managers.

A level 5 qualification for senior manager was under discussion but appears to have been shelved.

At each level, NVQs are broken down into a series of units, which describe separate functions within an individual's job role. These are grouped into Core and Mandatory Units, and Optional Units. For example at level 2, the core and mandatory units are :

- process material for use
- Identify and provide information/material required by user
- Develop positive working relationship with customers
- Maintain arrangement of information material
- Secure information/material
- Contribute to the maintenance of a supportive environment for users
- Direct users

- Issue and recover loan material
- Maintain data in a computer system.

Each unit is a "mini qualification" and an individual can get the corresponding certificate.

There are no formal entry requirements but every applicants will be interviewed to establish which level is most appropriate. Candidates should either be working in a library or be prepared to undertake work experience

The programme is delivered in a flexible way with workshops, personal and group tutorials, classroom sessions. Written work produced from these sessions is assessed and oral assessment takes place in class ; workplace practice is assessed by observation. There are no exams. Successful completion is subject to final submission of a portfolio of evidence.

All candidates have to pay a registration fee to the awarding body (course fee : £ 310 for NVQ 2)