

LSSC Candidate Program Application

Thank you for your interest in LSSC Candidacy!

Follow the six-step tutorial below to complete your application.

After completing this form, you will use the username and password that you create to login to the Candidate Achievement Record (CAR), which is described below.

Step 1: Personal Information

The screenshot shows the 'Library Support Staff Certification (LSSC) Registration' form. The page header includes the LSSC logo (ALA Library Support Staff Certification Program) and a 'Powered by LiveText' logo. A progress bar at the top shows the following steps: Personal Information (current), Payment, Create an Account, Questionnaire, Confirmation, and Registration Completed. The main heading is 'Step 1: Personal Information'. A note states: 'Note: Titles in bold indicate required fields.' The form contains the following fields and options:

- Prefix**: dropdown menu
- First Name**: text input field
- M.I.**: text input field
- Last Name**: text input field
- Suffix**: text input field
- Gender**: dropdown menu (options: -- Select --)
- Age**: dropdown menu (options: -- Select --)
- Ethnicity**: six checkboxes arranged in two rows of three
- Email Address**: text input field
- Text: 'We will use the email address above to send you the registration confirmation email as well as password reminder.'
- Address (line 1)**: text input field
- Address (line 2)**: text input field
- City**: text input field
- State**: dropdown menu (options: [--- Select State ---])
- Zip/Postal Code**: text input field
- Phone Number**: three text input fields separated by dashes

A section titled 'I verify that I have received either one of the following diplomas:' contains two radio button options:

- High School**: radio button selected. Fields include: **High School Name** (text input), **City** (text input), and **State** (dropdown menu [--- Select State ---]).
- Equivalent Diploma**: radio button. Field includes: **Diploma Type** (text input).

Below this section is a checkbox: I verify that I have worked or volunteered in any type of library for the equivalent of 1 year (1,820 hours) during the last 5 years. Below the checkbox is a text input field labeled **Number of Years**.

A blue 'Next >>' button is located at the bottom right of the form.



Step 2: Payment Information


The screenshot shows the 'Step 2: Payment Information' page of the LSSC Registration process. The page header includes the LSSC logo (ALA LIBRARY SUPPORT STAFF CERTIFICATION PROGRAM) and 'Powered by LiveText'. A progress bar at the top indicates the current step is 'Payment', with other steps being 'Personal Information', 'Create an Account', 'Questionnaire', 'Confirmation', and 'Registration Completed'. The main heading is 'Step 2: Payment Information', followed by a note: 'Note: Titles in bold indicate required fields.' There are two main sections: 'Pricing Option' and 'Payment Method'. 'Pricing Option' has two radio buttons: '\$325 (ALA member only)' and '\$350 (For non-ALA member)'. The '\$325' option is selected, and there is a text input field for 'ALA Membership Number'. 'Payment Method' has two radio buttons: 'Credit Card' and 'Personal Check'. A yellow callout box titled 'Paying by Personal Check:' contains the text: 'You cannot access your LiveText account until LiveText Accounting processes your personal check. Instructions to complete payment processing will be provided at the end of this registration process.' At the bottom right, there are '<< Back' and 'Next >>' buttons. The footer contains 'Copyright © 1997-2009 LiveText Inc. All rights reserved.' and 'Support | Contact Us'.

Step 3: Create a Username and Password

The screenshot shows the 'Step 3: Create an Account' page of the LSSC Registration process. The page header is identical to Step 2. The progress bar now highlights 'Create an Account'. The main heading is 'Step 3: Create an Account'. There are four main sections: 'Username', 'Password', 'Security Question', and 'Answer'. 'Username' has a text input field and the note 'Case insensitive. 4 character minimum.' 'Password' has a text input field and the note 'Case sensitive, 6 character minimum. Must contain a good mix of character types from at least 2 of the following categories: Uppercase letters, lowercase letters, numeral, symbols.' 'Confirm Password' has a text input field. 'Security Question' has a dropdown menu with '-- Select --' and an 'Answer' text input field below it. The note for the answer is 'May not be the same as your hint. 1 character minimum, case insensitive.' There is also a 'Hint' text input field with the note 'May not contain answer phrase. This hint should allow you to remember your security answer.' At the bottom right, there are '<< Back' and 'Next >>' buttons. The footer contains 'Copyright © 1997-2009 LiveText Inc. All rights reserved.' and 'Support | Contact Us'.

Step 4: Questionnaire

**LSSC**
LIBRARY SUPPORT STAFF
CERTIFICATION PROGRAM


Powered by 

Library Support Staff Certification (LSSC) Registration

Personal Information Payment Create an Account **Questionnaire** Confirmation Registration Completed

Step 4: Questionnaire (Optional)

Please complete the questions below. Your answers to these questions will assist in developing the LSSC Program and will not have any impact on your LSSC Program eligibility. Thank you for taking the time to complete this questionnaire.

- 1. In what types of libraries have you worked and/or volunteered?**
(Check all that apply)
 - Public
 - Academic
 - School
 - Special
 - Other (Please specify):
- 2. In which departments have you worked?**
(Check all that apply)
 - Access Services
 - Adult Readers' Advisory Services
 - Cataloguing and Classification
 - Collection Management
 - Information Technology (IT)
 - Reference and Information Services
 - Supervision and Management
 - Youth Services
 - Other (Please specify):
- 3. Highest level of education attained:**
 - High school diploma/equivalent
 - Some college
 - Associate's degree
 - Bachelor's degree
 - Master's degree
 - Doctoral degree
 - Other (Please specify):
- 4. How did you learn about the LSSC Program?**
(Check all that apply)
 - Presentation on LSSC
 - Colleague
 - Supervisor
 - State Library
 - State Library Association
 - Regional Library Cooperative/Consortium
 - ALA-APA Website
 - ALA Website
 - Press Release
 - Other (Please specify):
- 5. Career Goals: How might LSSC Program affect or enhance your career?**
(200 words or less)

[<< Back](#) [Next >>](#)

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Step 5: Information Summary

ALA **LSSC**
LIBRARY SUPPORT STAFF
CERTIFICATION PROGRAM

Powered by LiveText

Library Support Staff Certification (LSSC) Registration

Personal Information — Payment — Create an Account — Questionnaire — **Confirmation** — Registration Completed

Step 5: Information Summary

Please make sure all information is accurate.

Personal Information [Edit](#)

Name

Age **Gender**
[Age goes here]

Ethnicity

Email Address

Payment Information [Edit](#)

Registration for non-ALA member \$ XXX.XX

Payment Method
[Credit Card]

Credit Card Information
[First Name] [Last Name]
[Card Type] Exp: [MM/YYYY] [Card Account Number]

Billing Address **Billing Phone Number**
[Address line 1] [###-###-####]
[Address line 2]
[City], [State] [Zip Code]
[Country]

Paying by Personal Check:
You cannot access your LiveText account until LiveText Accounting processes your personal check. Instructions to complete payment processing will be provided at the end of this registration process.

Account Information [Edit](#)

Membership Type

Username **Password**
(click to reveal)

Security Question

Answer
(click to reveal)

Hint

Terms of Service

Terms of Service - LiveText, Inc. - College LiveText edu solutions

1. ACCEPTANCE OF TERMS

LiveText Inc. will provide access to a series of online educational development tools ("College LiveText Services" or "services" or

I agree with the Terms of Service.

[<< Back](#) [Confirm >>](#)

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6. Registration Completed

ALA LSSC
LIBRARY SUPPORT STAFF
CERTIFICATION PROGRAM

Powered by **LiveText**

Library Support Staff Certification (LSSC) Registration

Personal Information Payment Create an Account Questionnaire Confirmation **Registration Completed**

Step 6: Registration Completed

Congratulations!
You have successfully activated your LiveText membership account. Below is your account information summary:

Username
Password (click to reveal)
Membership Type

You will receive an email notification regarding this account activation shortly.
Your notification will be emailed to:

In completing this registration process, you will have access to LiveText, the digital workspace required for the LSSC Program. Your LiveText Membership Account will remain active for 4 years.

Paying by Personal Check
If you selected Personal Check as your preferred method of payment, your account status is pending. To have your check processed, please call LiveText Accounting at **1-866-548-3839** and have the following information ready:

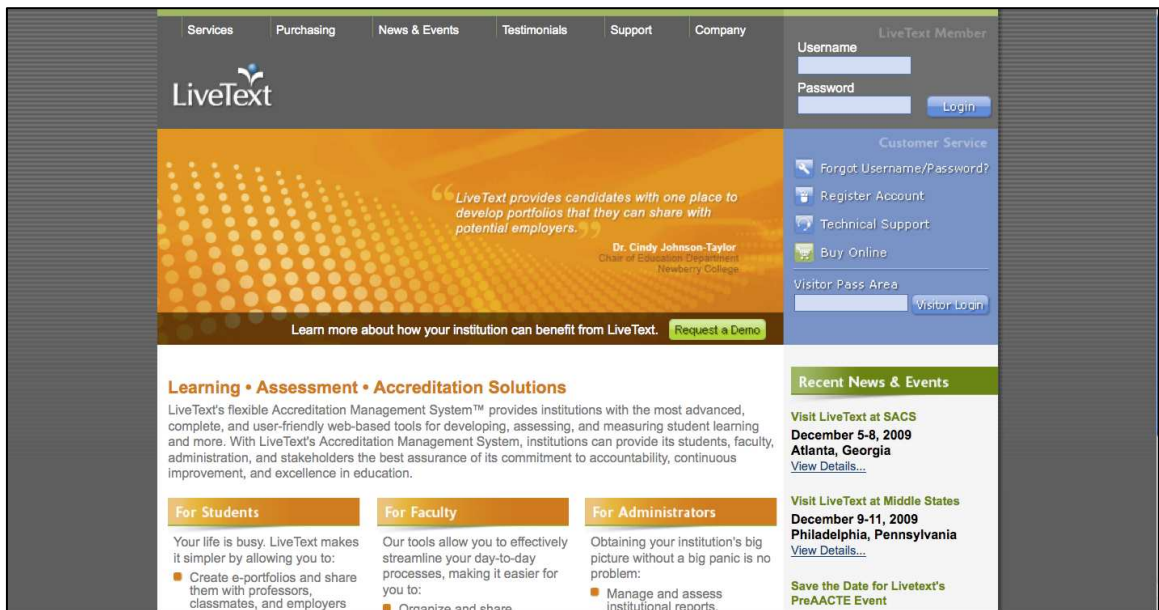
- Account Number
- ABA Routing Number
- Bank Name
- Name on Bank Account
- Bank Account Type (Checking, Savings, Business Checking)

[Login to LiveText >>](#)

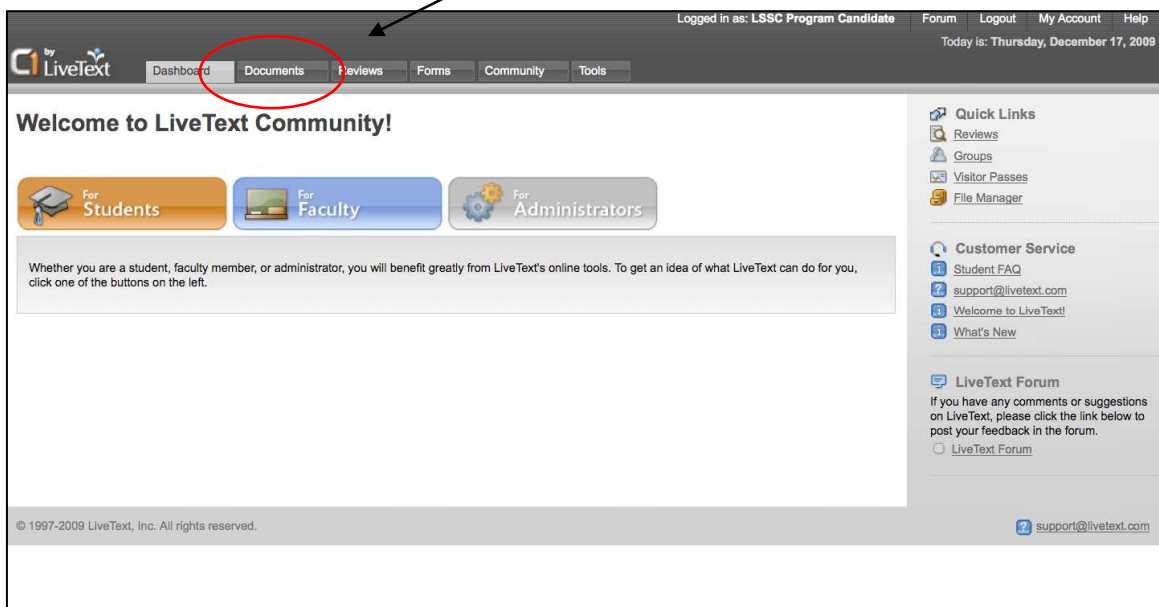
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Starting the LSSC Program Car

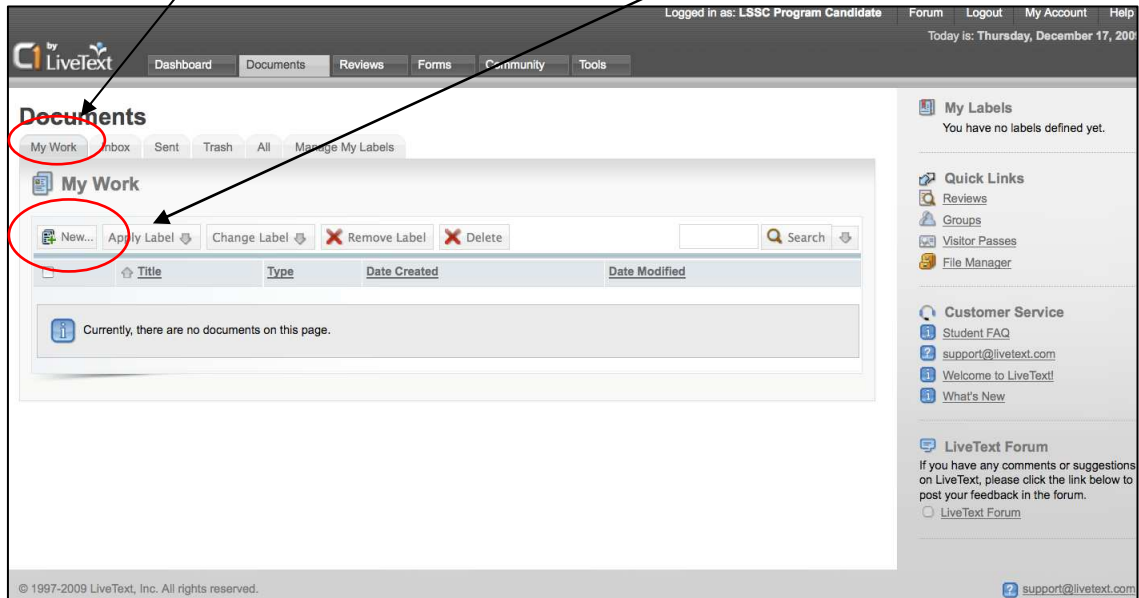
1. Login to your Candidate Achievement Record by typing the LiveText URL (livetext.com) a web browser
 - *Note: *Supported Internet Browsers:*
 - *FireFox, version 1.0 or greater (preferred browser)*
 - *Internet Explorer, version 6.0 or greater*
 - *Safari, version 2.0 or greater (some formatting capabilities are limited)*
2. Type your username and password into the username and password fields. Then click on the **Login** button.



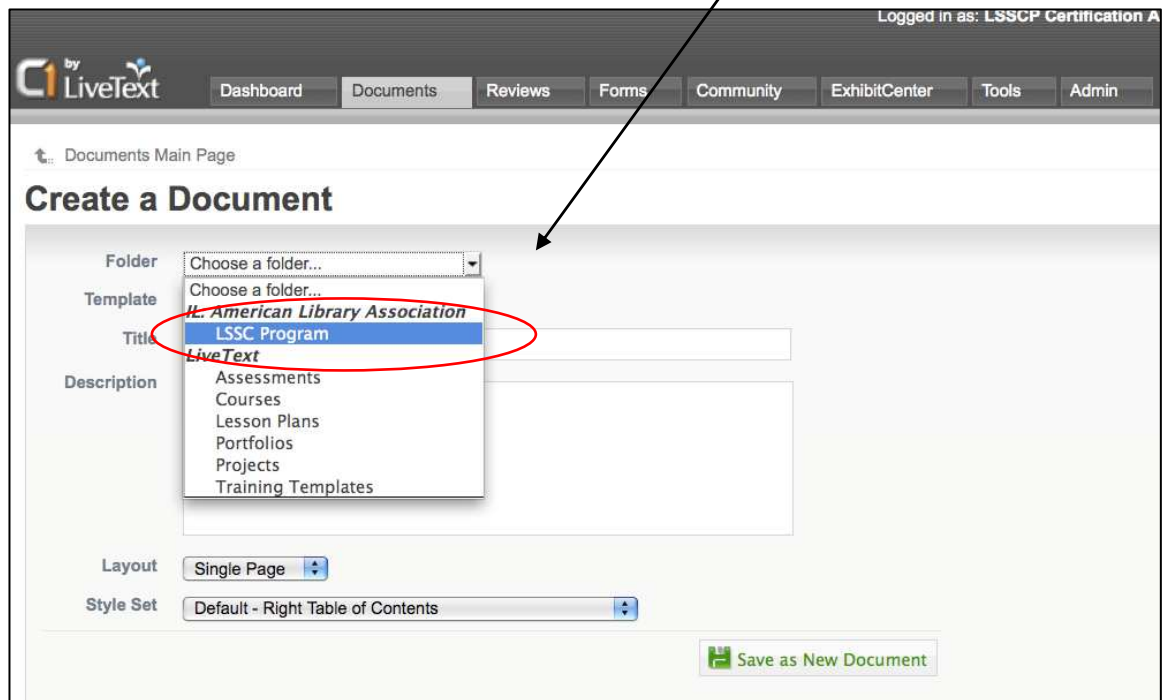
3. Once logged into the account, click on the **Documents** tab at the top of the screen to access your CAR. Candidates who are not using the portfolio still need to create a document.



- To access the LSSC Program Portfolio Template, select the **New** button from within the My Work tab. Note: the next time you log in, you do not need to create a new document.



- Use the Folder drop-down menu to select the LSSC Program folder.



6. As your final step to creating your LSSC Program car, use the template drop-down menu to select the Library Support Staff Certification (LSSC) program template.

Documents Main Page

Create a Document

Folder: LSSC Program

Template: Choose a template...
*Library Support Staff Certification (LSSC) Progra...

Title: [Empty]

Description: [Empty]

Layout: Single Page

Style Set: Default - Right Table of Contents

Save as New Document

7. Name your CAR (LastNameFirstNameCAR) by typing in the **Title** field. Click the **Save as New Document** button to open your CAR.

by LiveText

Dashboard Documents Reviews Forms Community Tools

Logged in as: LSSC Program Candidate Forum Logout My Account Help
Today is: Thursday, December 17, 2009

Documents Main Page

Create a Document

Folder: LSSC Program

Template: *Library Support Staff Certification (LSSC) Progra...

Title: LSSC Program Portfolio

Description: [Empty]

Layout: Multiple Page

Style Set: Default - Left Table of Contents

Save as New Document

Template Outline

- *Library Support Staff Certification (LSSC) Program
 - Overview of LSSC Program
 - About LSSC
 - Developing a Portfolio
 - Instructions
 - About Portfolio Development Suggestions
 - Portfolio Competency Worksheet
 - Portfolios vs. Approved Courses
 - Taking Approved Courses
 - Foundations of Library Service (required)
 - FLS Competency Set Overview
 - USING PORTFOLIO DEVELOPMENT SUGGESTIONS
 - FLS Personal Learning Statement
 - FLS Competency 1
 - FLS Competency 2
 - FLS Competency 3

8. Congratulations! You have created your CAR. Once the CAR is open, you will have a list of pages under the table of contents. Each page is comprised of sections. Pages are about different aspects of the LSSC Program, including the competency sets and how to complete them by developing a portfolio or taking an approved course.

The screenshot shows a web interface for the LSSC Program Portfolio. At the top, it indicates the user is logged in as 'LSSC Program Candidate' and the date is Thursday, December 17, 2009. The interface includes a navigation menu with options like Dashboard, Documents, Reviews, Forms, Community, and Tools. The main content area is titled 'LSSC Program Portfolio' and features a 'Table of Contents' on the left side. The table of contents lists various sections, including 'Overview of LSSC Program', 'Developing a Portfolio', 'Taking Approved Courses', 'Foundations of Library Service (required)', 'Communication and Teamwork (required)', 'Technology (required)', 'Access Services (elective)', 'Adult Readers' Advisory Services (elective)', 'Cataloging and Classification (elective)', and 'Collection Management (elective)'. The main content area displays the 'Overview of LSSC Program' section, which includes an 'About LSSC' sub-section. The text in the 'About LSSC' section states: 'The Library Support Staff Certification (LSSC) Program is a national certification program that allows library support staff to demonstrate their competencies and be certified by the American Library Association. LSSC is supported by a 3-year grant from the Institute of Museum and Library Services. It will begin accepting applications for LSSC candidacy in January, 2010.'

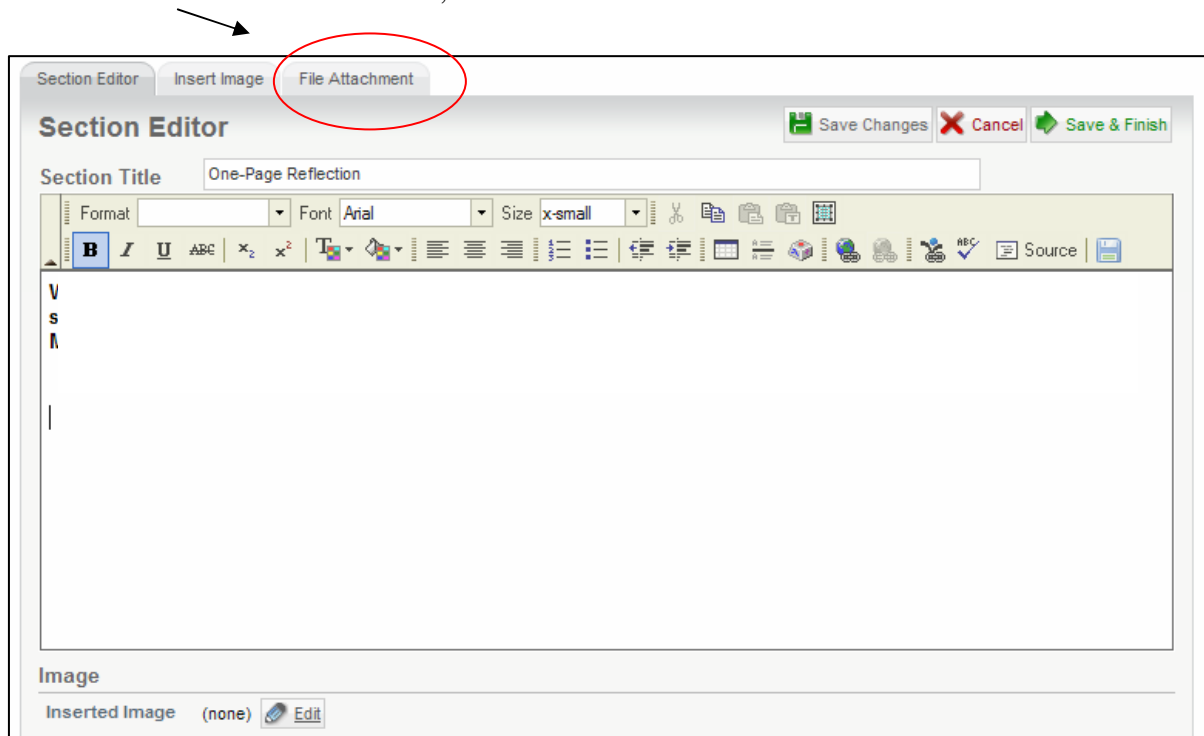
[Submitting Certificates of Course Completion \(CCC\)](#)

LSSC approves courses in the competency sets upon application from providers of library education. Upon completing an approved course, your provider will send you an electronic copy of a Certificate of Course Completion (CCC). To submit a CCC, upload (insert) the completed certificate you will receive from the course provider by following the steps below.

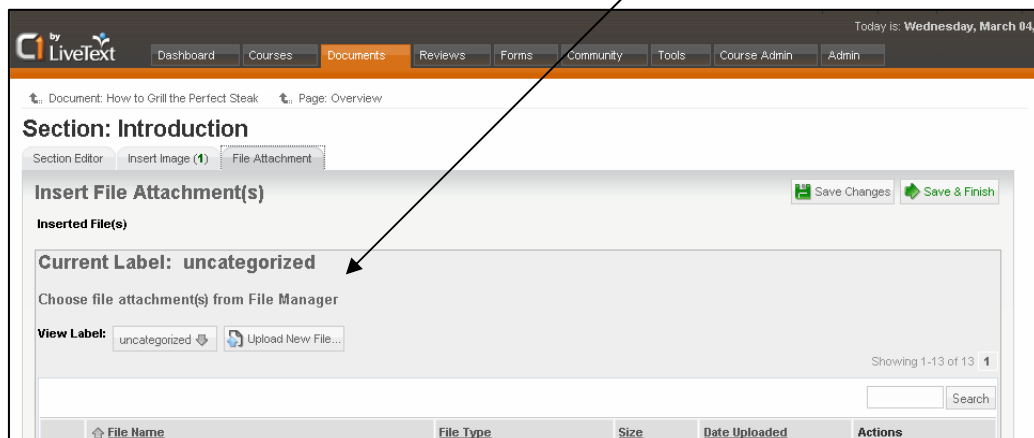
Add an Attachment into the Document

Upload New Files

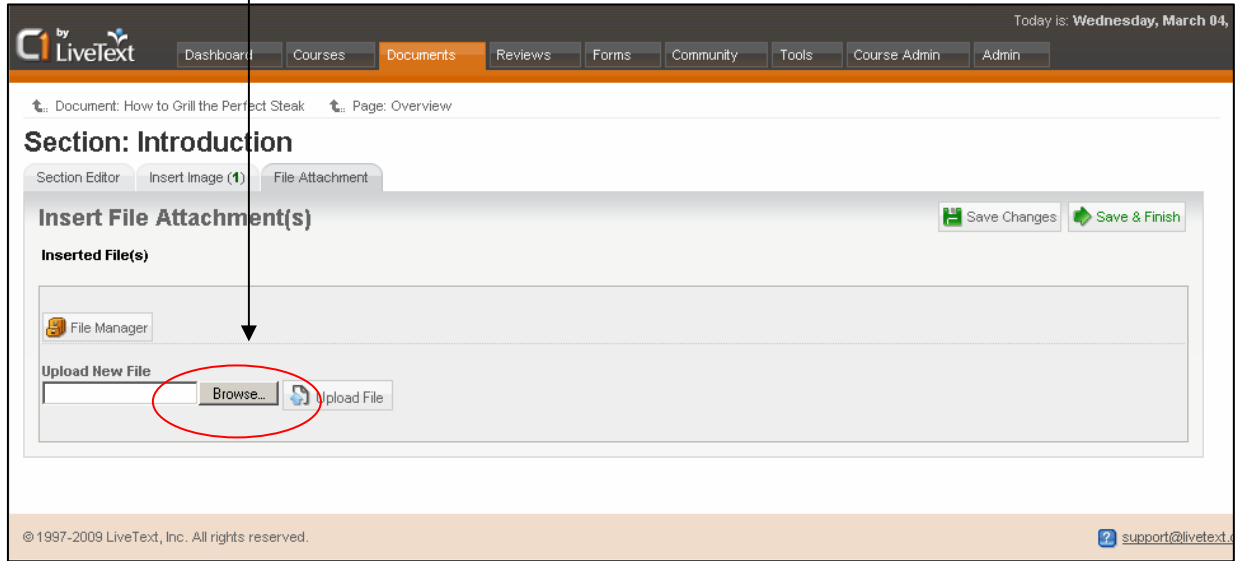
1. Click the **File Attachment** tab, which is located underneath the section title.



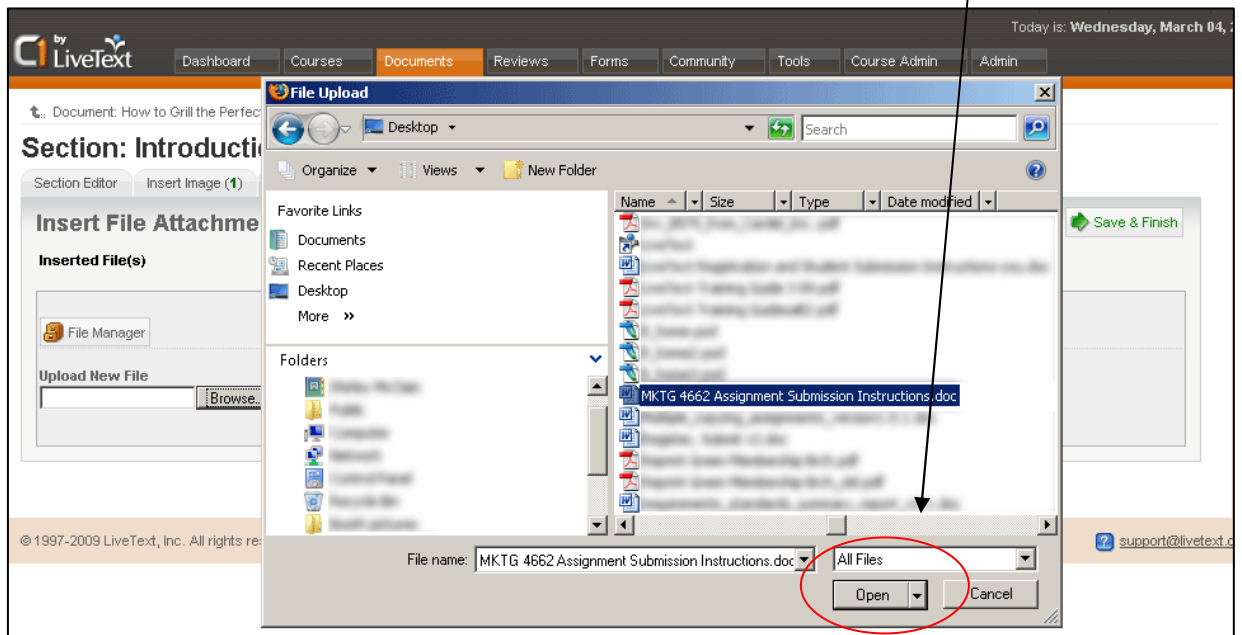
2. To upload a file from your computer, click **Upload New File...** button.



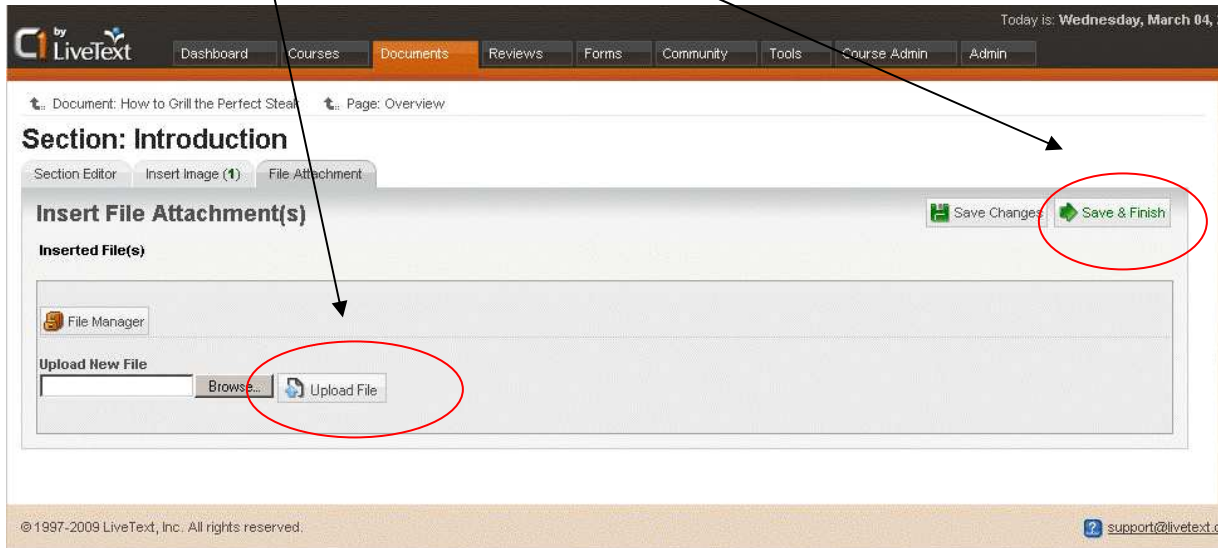
3. Click the **Browse...** button.



4. Browse your computer and select the file. Once you select a file, click **Open**.



5. Click the **Upload File** button. Click **Save & Finish**.



Developing Your Portfolio

The instructions below are primarily for those who will be developing portfolios for a competency set. If you take an approved course, view the instructions for submitting a Certificate of Course Completion (CCC).

1. Before uploading documents to any section of the CAR, **Developing a Portfolio** page. To see the pages in any section, click on the arrow next to any page in the table of contents to expand to the list of sections. Select a section by clicking on the title of the section.

The screenshot displays the LiveText interface for the LSSC Program Portfolio. At the top, there is a navigation bar with tabs for Dashboard, Documents, Reviews, Forms, Community, and Tools. The date "Today is: Thursday, December 17, 2009" is shown in the top right corner. Below the navigation bar, the page title is "LSSC Program Portfolio" and the user is identified as "by LSSC Program Candidate". A "Show Properties" button is visible on the right. The main content area is divided into a "Table of Contents" on the left and a main viewing area on the right. The "Table of Contents" lists various sections, with "Technology (required)" selected and expanded. The main viewing area shows the "Technology (required)" section, which includes a "T Competency Set Overview" and a detailed description of the "TECHNOLOGY COMPETENCIES (Revised June 18, 2008)". The description states: "These competencies address the skills and knowledge about technology necessary for library work. This competency set also addresses the role of providing access to and educating the user in the use of technologies and equipment relevant to information seeking, access, and use. The Technology competencies address the technology skills and knowledge necessary for library work. They also address the role of libraries in providing access to and educating the user in the use of technologies and equipment relevant to information seeking, access and use. Given the rapid pace of change in both computer and multimedia technology and library services, it is challenging for library staff to maintain the needed technology skills."

2. Each competency set is featured on a separate page; the pages are listed (with active links) in the table of contents.

Each competency set page features the following sections, which guide you in the creation of the portfolio:

- a. Overview – an explanation of the competency set with PDF attachments
- b. Portfolio Development Suggestions – examples of possible activities you might use to demonstrate your achievements for each competency.
- c. Personal Learning Statement – if you complete a portfolio, this section gives instructions for writing the short statement about how this competency set relates to your work and summarizes your new learning and experiences.
- d. Competencies – a description of each competency. Each competency is followed by one or more portfolio development suggestion (PDS). If you develop a portfolio, you may refer to these suggestions for ideas of how to demonstrate your achievement of each competency. use a portfolio development suggestion to demonstrate your achievement for each competency.

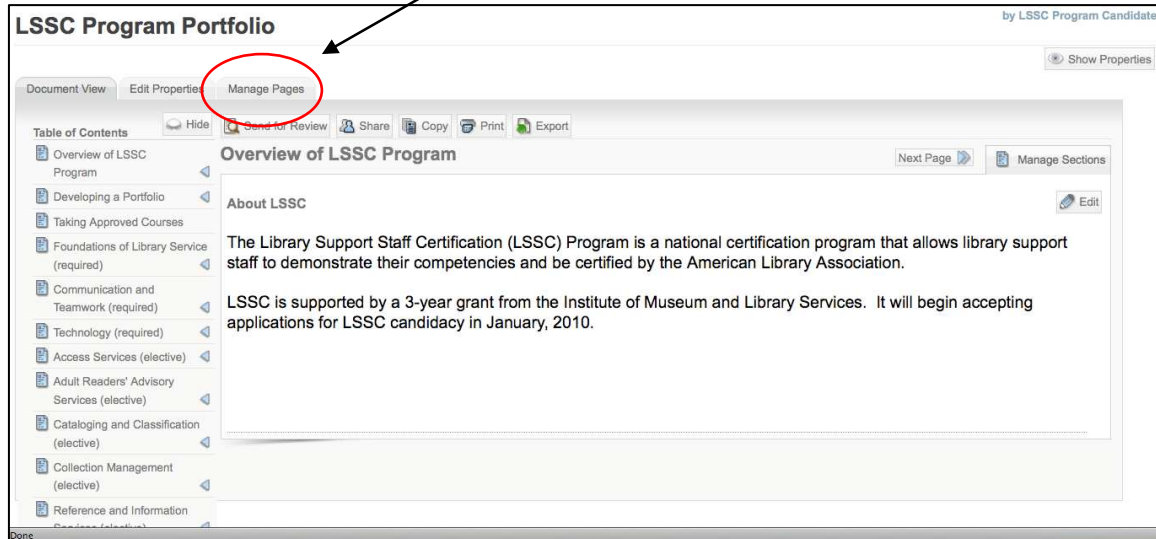
To upload documents to a section, click the **Edit** button that corresponds with the desired section. The **Edit** button is located to the right of each section. Follow the directions to add an attachment. When finished, click the **Save & Finish** button to view the document.

Caution: if you erase or type over the text in the box, the portfolio development suggestions are also available in a PDF under the competency set overview. You may want to add your text below what is already in the competency set box.

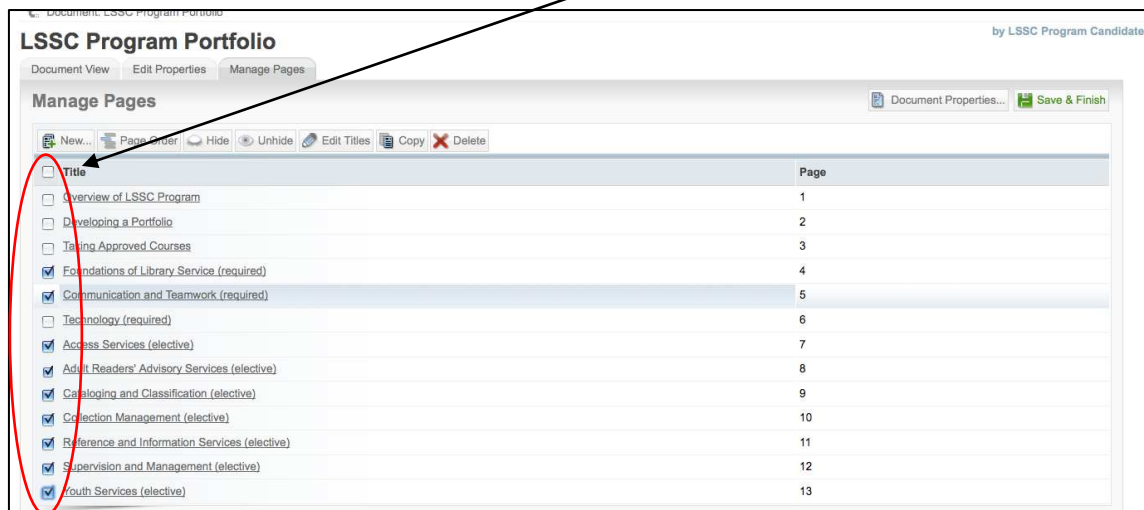
*Note: Once you begin working in a Text & Image section, an auto save feature automatically saves work every 30 seconds. **Saving often by clicking the Save Changes button is recommended.***

Submitting the Completed Portfolio

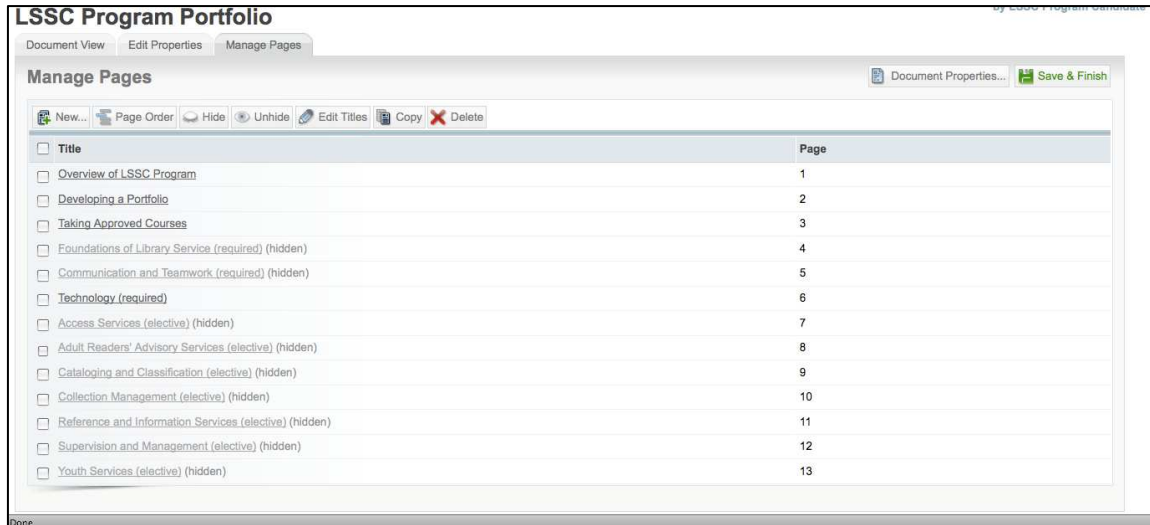
1. Prior to submitting a competency set for review, hide all other competency sets that will not be reviewed at this time. Click **Manage Pages**.



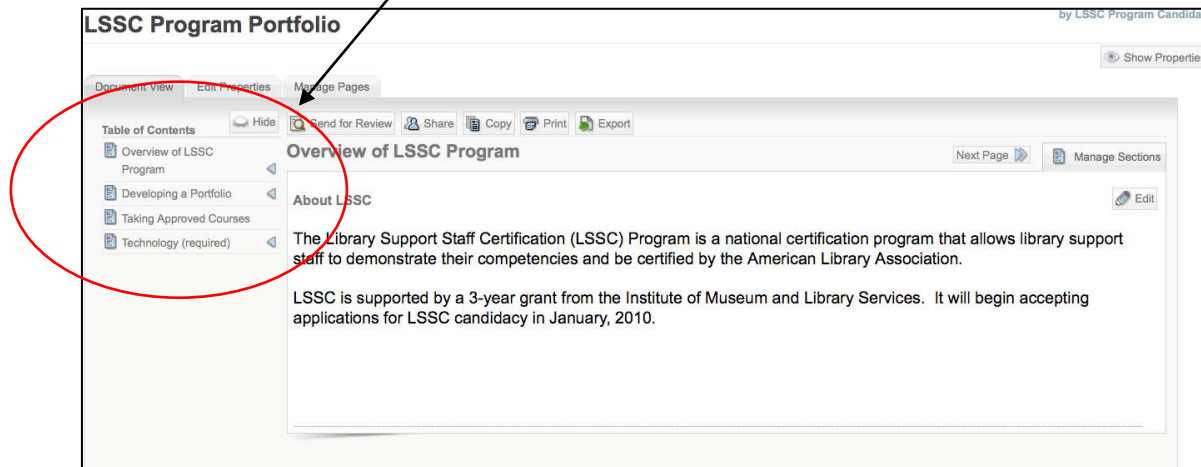
2. Check the boxes in front of any of the pages you would like to hide, leaving pages unchecked that you would like to show.



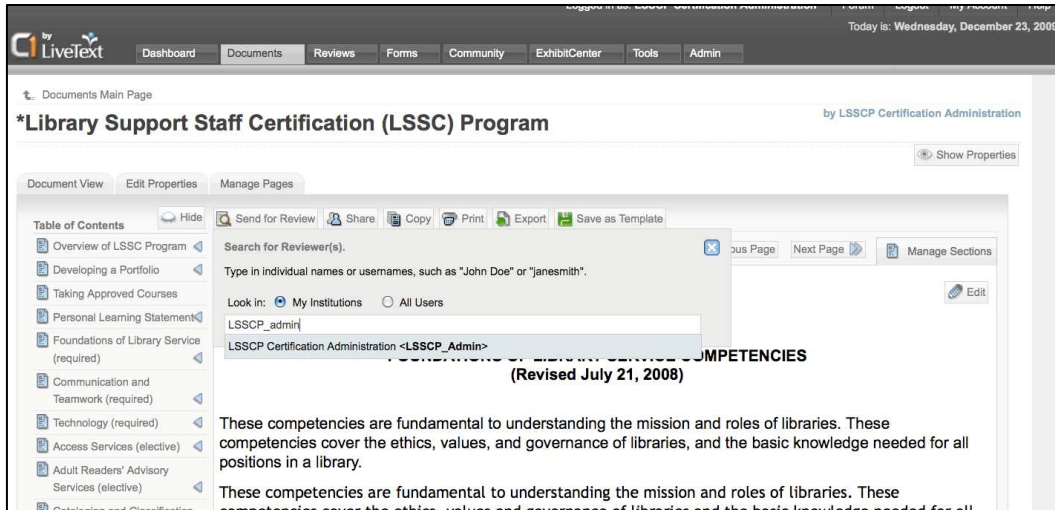
3. Pages that are hidden will be shown in grey letters. Click **Save & Finish**.



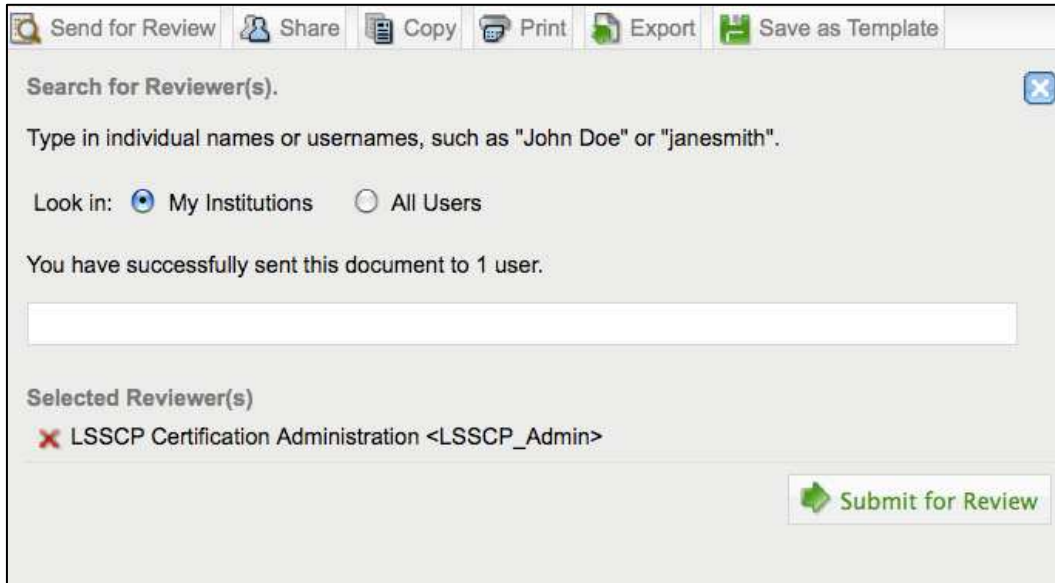
Only the pages that you left unhidden will show for review.



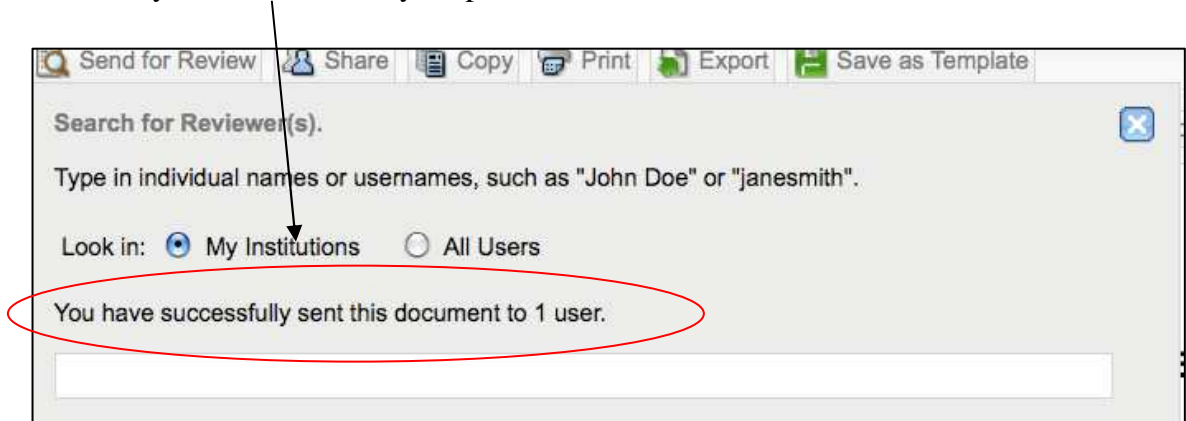
4. When you are ready to turn in the portfolio, click on the **Send for Review** button. Type the username LSSCP_admin (you will see the name appear below the field in blue). Select the name **LSSCP Certification Administrator <LSSCP_Admin>** by clicking on it.



5. After clicking on the name LSSCP Certification Administrator <LSSCP_Admin>, Click on the **Submit for Review** button.



6. Once you see the message, “You have successfully sent this document to one user,” you have turned in your portfolio.



Additional Resources

LiveText Support Team

If further questions arise regarding the application, contact LiveText at:

Phone: 1-866-LiveText (1-866-548-3839)

Email: support@livetext.com

Tech Support Hours

- Monday to Thursday 7:00am - 9:00pm (CT)
- Friday 7:00am - 6:00pm (CT)
- Sunday 2:00pm - 7:00pm (CT)

Extended Hours during End-of-Term Exams

- Monday to Thursday 7:00am - 9:00pm (CT)
- Friday 7:00am - 6:00pm (CT)
- Saturday and Sunday 1:00pm - 9:00pm (CT)

Quick Guide Help Link

https://www.livetext.com/c1_help/quickguides/