

Infopeople needs your help! We develop our annual plan of service in response to needs identified by the California library community. In the current economic climate, it is especially important for us to hear from as many library directors, managers, supervisors, and staff members as possible so we can provide training that is focused, pragmatic, and accessible to the maximum number of learners. We have developed an online survey that asks some general questions and also seeks to assess interest in a wide variety of possible training/CE options. We think our topic list includes something for everyone, whether you are a new page or experienced library director. Your responses will help us develop the 2011/12 plan of service that best meets your needs.

Thank you in advance for taking time to respond to this online survey about training/continuing education needs. As an incentive, we will give an iPad 2 to a randomly chosen respondent. To be eligible for the iPad 2 drawing, you must provide your name and email address at the end of the survey. (Note: Your responses are confidential. If you provide your name and email it will be separated from your responses and used just in the drawing.)

This survey should take approximately 15 minutes to complete.

The survey deadline is Monday, April 4, 2011.

***Who makes decisions in regard to what training you receive annually? Choose all that apply.**

- I make the choice
- My immediate supervisor
- The Training Coordinator/Manager
- A Training Committee
- The Library Director

Other (please specify)

***How does your library support your training? Choose all that apply.**

- Pays tuition/fees for training
- Allows use of work time to take training
- Brings trainers to our library
- Offers training in-house using staff trainers
- My library does not support training

Other (please specify)

***If you were able to take any training you wanted and there were no barriers (e.g. travel, technology, etc.) rank the following formats in order of your personal preference. Make only one choice per column.**

	Most interested	Interested	Less interested	Least interested
Face-to-face workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Webinar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Podcast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>			

***How many continuing education events have you attended during the last year?**

- Over 10
- 6-10
- 1-5
- none
- not sure

***What types of continuing education events did you attend during the last year? Choose all that apply.**

- Infopeople onground workshop
 - Infopeople online course
 - Infopeople webinar
 - Infopeople podcast
 - Eureka Leadership Institute
 - California Library Association conference
 - American Library Association conference
 - In-house training
 - City/county training
 - None
 - Other (please specify)
-

For what reasons did you attend training events during the last year? Choose all that apply.

- My employer required me to attend
- It was relevant to my current job
- I wanted to get an introduction to or better understanding of a topic
- I wanted to gain skills for personal career advancement

Other (please specify)

If you did not attend any training during the last year, what were the reasons? Choose all that apply.

- Release time not available
- Funding not available
- Topics not of interest
- No interest in continuing education
- Unaware of continuing education offerings
- Other (please specify)

If you attended Infopeople training in the past year, how did you learn about the event(s)?

- IFPTraining discussion list
- CALIX discussion list
- CALIBK12 discussion list
- Facebook
- Twitter
- Website/blog
- Other (please specify)

Based on input throughout the year and some additional trendwatching and research, we have developed quite a lengthy list of possible training topics for 2011/12. We think there is something for everyone in this list, whether you are a new page or an experienced library director. Please indicate your level of interest by checking the box for each topic that interests you. In answering this section, please do not consider current funding or release time constraints.

***Technology – Including Equipment, Computer, and Internet (select all topics that are of interest)**

- New and emerging trends in electronic services, e.g.: QR codes, augmented reality
- New web tools and developments
- Mobile applications
- Improved web searching skills
- Open source and free technology
- E-books
- New consumer products other than e-books
- Improved skills in using desktop software: Word
- Improved skills in using desktop software: Outlook
- Improved skills in using desktop software: PowerPoint
- Improved skills in using desktop software: Excel
- Improved skills in using desktop software: Publisher
- Social media: Blogs
- Social media: Wikis
- Social media: Facebook
- Social media: Twitter
- Social media: Location-based social networks – e.g., Foursquare
- Cloud computing
- Website development skills: Planning (content, structure, appearance, etc.)
- Website development skills: Designing, Maintaining
- Website development skills: Content Management Systems (CMS)
- Website development skills: HTML coding
- Website development skills: Cascading Style Sheets (CSS)
- Search engine optimization for library websites
- Broadband technology
- Network management
- Troubleshooting computer and other equipment
- Screencasting
- Podcasting
- Photoshop and Photoshop Elements
- Technology petting zoo
- Local history digitization

- Digitization (general)
- None of these topics are of interest to me
- Other (please specify)

***Public Service (select all topics that are of interest)**

- CORE reference fundamentals – for new/support staff
- Reference update
- New service models
- Community reference
- Community-led service development
- Reference interview skills
- Popular licensed databases
- Using social media as reference tools
- Readers' advisory – basic
- Readers' advisory – new techniques
- Children's services fundamentals – for new/support staff
- Children's literature – basic and update
- Storytime skills – various ages
- Children's programming – various ages
- Puppetry
- Children's programming – various ages
- Promoting early literacy
- Cyber safety – what every parent should know
- Teen service fundamentals – for new/support staff
- Teen literature – basic and update
- Teen programming
- Teen volunteer programs
- Senior/boomer volunteer programs
- Trends in volunteer programs
- Booktalking – for various ages
- Book discussion groups
- Adult programming
- Services to special groups: Unemployed and underemployed, Homeschooling families

- Services to special groups: New immigrants and English language learners
- Services to special groups: Those with disabilities
- Services to special groups: Nontraditional adult students Services to special groups: Seniors
- Services to special groups: Homeless
- Subject resources: Accessing and understanding Census 2010 data
- Subject resources: Jobs and workforce recovery
- Subject resources: Entrepreneurship and small business development
- Subject resources: Business (general)
- Subject resources: Government information
- Subject resources: Consumer health/medicine
- Subject resources: Law
- Subject resources: Genealogy
- Subject resources: Music
- Subject resources: Science
- Subject resources: Travel
- Subject resources: Sustainability (e.g., how to reduce waste, recycle, reuse, get rid of electronics, etc.)
- Outreach to non-users
- Working with a variety of cultures
- Survival language skills: Spanish
- Survival language skills: Chinese
- Survival language skills: Vietnamese
- Initiating a new service with no budget/staff
- None of these topics are of interest to me
- Other (please specify)

***Customer Service (select all topics that are of interest)**

- Customer service 101
- Trends/new models of customer service
- Self-service in the library
- Dealing with difficult situations
- Keeping the library safe and sane
- Bullying in the library
- None of these topics are of interest to me
- Other (please specify)

***Workplace/Interpersonal Skills (select all topics that are of interest)**

- Basic communication skills
- Time management
- Coping with change
- Managing stress
- Conflict resolution
- Making difficult conversations easier
- Dealing with toxic personalities in the workplace
- Communicating up
- Working in a team
- Facilitation skills
- Meeting management
- Writing skills: staff reports, proposals, etc.
- Improv techniques: what library staff need to know
- None of these topics are of interest to me
- Other (please specify)

***Management/Supervision (select all topics that are of interest)**

- Supervision 101: what all new supervisors need to know
- The accidental supervisor
- The effective middle manager
- Branch library management basics
- Leading library staff teams
- Implementing/leading change
- Strategic planning
- Project planning
- Project management
- Developing good planning documents: Service plan
- Developing good planning documents: Technology plan
- Developing good planning documents: Facilities master plan
- Developing good planning documents: Marketing plan
- Budgeting 101
- Best practices for budgeting in the current economy
- New models for library funding
- Fundraising
- Grant writing
- Process improvement – how to identify, analyze, and improve existing processes
- Fostering innovation in the library
- Staff performance management and reviews
- Developing individual work plans for staff
- Providing outplacement and career transition services for laid-off employees
- Library foundations: creation, development, best practices
- Effective relations with friends' groups
- Legal/structural/liability issues for friends, foundations, 501c3s, other library related groups
- Library legal issues (general)
- Developing and conducting needs assessments and surveys
- Developing a library building plan
- Library space analysis and planning
- Low-cost library remodels
- Joint use facilities: trends and best practices
- Building strategic partnerships

Communicating effectively with shareholders and community leaders

None of these topics are of interest to me

Other (please specify)

***Staff and Public Training (select all topics that are of interest)**

Train the trainer

Teaching the public to: Gain basic computer skills

Teaching the public to: Use the Internet

Teaching the public to: Use desktop software (e.g., Word, Excel, etc.)

Teaching the public to: Use email

Teaching the public to: Create a resume

Teaching the public to: Apply for a job online

Teaching the public to: Use social networking

Teaching the public to: Use licensed databases

Staff development basics

Developing online patron tutorials

Bibliographic instruction

Teaching information literacy skills

Basic instructional design

Developing good learning objectives

Developing individual learning plans for staff

For new employees: Library 101

For new employees: Ethics for new employees

None of these topics are of interest to me

Other (please specify)

***Collection Development and Management (select all topics that are of interest)**

- Collection development and maintenance fundamentals
- Collection management for support staff
- Good weeding practices
- Rethinking print reference collections
- Floating collections
- Keeping your collection alive when your budget is cut
- Increasing library use through creative collection development and promotion
- Selecting and managing digital resources
- Trends in audiovisual collections
- Nontraditional circulating collections (e.g., tools, toys, games, guitars)
- Trends in local history collections
- None of these topics are of interest to me
- Other (please specify)

***Support Service (select all topics that are of interest)**

- Basic cataloging and classification
- MarcEdit: free software for batch record processing
- Implementing RDA
- Cataloging digital media
- Alternatives to Dewey
- Basic book repair
- Intermediate book repair
- Trends in document delivery
- Resource sharing in the current economy
- Best practices in digitization
- Preservation planning for every library
- None of these topics are of interest to me
- Other (please specify)

***Marketing and Public Relations (select all topics that are of interest)**

- Marketing basics for libraries
- Using social media for marketing
- Word of mouth marketing
- Marketing as a team sport
- Marketing to particular groups (e.g., Latinos, boomers)
- Developing an effective public relations campaign
- Making the case for: Additional funding
- Making the case for: Increased staff
- Making the case for: The value for literacy programs
- Making the case for: The need for information literacy
- Effective elevator speeches
- None of these topics are of interest to me
- Other (please specify)

***Are you willing to pay for training yourself and do it on your own time if the topic is important enough to you?**

- Yes
- No
- Not sure

If you answered yes or not sure to question 10, how much would you be willing to pay for each of the following types of training?

	Under \$25	\$25-\$50	\$50-\$75
Full day face-to-face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-week online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any suggestions or comments you would like Infopeople to consider for the coming year.

***Type of library in which you work:**

- Academic (2-year)
- Academic (4-year or graduate university)
- Public
- School
- Special (including law and medical)
- Other (please specify)

***Your current position in the library:**

- Administration
- Professional
- Support staff
- Other (please specify)

***Years you have worked in a library:**

- Less than 5
- 5-10
- More than 10

***Your library information:**

Library name:

Branch name (if applicable):

County in which library is located:

Contact information (if you want to be entered in the raffle drawing):

Name:

Email Address: