

Infopeople 2012/2013 Needs Assessment Survey – in-State Library Staff

Last Modified: 04/19/2012

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

#	Answer		Response	%
1	I make the choice		207	83%
2	My immediate supervisor		140	56%
3	The training coordinator/manager		51	21%
4	A training committee		14	6%
5	The library director		81	33%
6	Other (please specify)		25	10%

Other (please specify)
Work with director to determine what staff will attend trainings
We all do
Mandatory training assignments also trickle down from 'above':)
Deputy Director of our branch
committees I serve on sometimes recommends trainings
county-manadated training for all employees
The County
with supervisor's okay
There is no money in our budget for training, so I can choose anything I like. As long as it is free...
Branch Manager
County mandate
executive managment
Library administrators
supervisor team
Committees such as Reference, Reader's Advisory, Children's , etc/
Deputy County Librarian
My supervisor's supervisor
With supervisor approval
deputy county librarian
I make the choice if the program is free webinar. If I want the library to pay for training then I do not make the decision.
Some generally non-Library trainings mandated by governing authority as well
the head of branches and the deputy director decides if a person may go to a training
If I receive any grants or other programs I have applied for.
If we see interesting learning opportunities. we send them to the Learning Systems Coordinator
My section as a whole may choose a training

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

#	Answer		Response	%
1	Pays tuition/fees for training		195	80%
2	Allows use of work time to take training		226	92%
3	Brings trainers to our library		128	52%
4	Offers training in-house using staff trainers		138	56%
5	Allows use of library equipment for online learning		198	81%
6	My library does not support training		7	3%
7	Other (please specify)		16	7%

Other (please specify)

We also have a University training program in different areas

I also checked "does not support," because not everyone gets money for fees.

Due to budget cuts, there is no money for training.

makes sure that those who attend training bring back learning and present it at a larger meeting so that as many people as possible have the benefit of it

We can apply to have training fees reimbursed by the library.

If director assigns the training, the library pays.

I'm not currently employed by a library

Not sure; haven't really been informed about it

Recently support for training has been reduced

Training is on my own time and paid for by me.

Sometimes will pay for training. Recently however less money has been available so training is often not paid for. Available money is usually used for annual or regional meetings.






My Director is always supportive of any and all training I get.

Pays wages for time spent at home on approved online training.

library supports some attendance at local & national conferences in state--very limited out of state travel

Working towards being a Learning Organization

3. 7. How many continuing education events (please include ALL continuing education events, not just Infopeople's) have you attended in the last year?

#	Answer		Response	%
1	Over 10		29	13%
2	6-10		60	27%
3	1-5		117	53%
4	None		10	5%
5	Not sure		6	3%
	Total		222	100%

4. 8. What types of continuing education events did you attend during the last year? Select all that apply.

#	Answer		Response	%
1	Infopeople on-ground workshop		57	26%
2	Infopeople online course		78	35%
3	Infopeople webinar		162	73%
4	Infopeople podcast		23	10%
5	Eureka! Leadership institute		9	4%
6	California Library Association conference		38	17%
7	American Library Association conference		18	8%
8	In-house training		146	66%
9	City/county training		86	39%
10	None		8	4%
11	Other (please specify)		69	31%

Other (please specify)
AALL Conference
other webinar
DVD on communication; class on Project Mgmt;
CCA training
ALA webinars and workshops online
Booklist and School Library Journal webinars
CLA Spring Fling programs, non-Infopeople webinars
ALA archived webinars and podcasts
Inhouse/in organization webinars & e-conferences
IUG, VRA, ARLIS, Handheld Librarian
Other webinars
AALL Meeting, SCALL Meeting, Online tutorials
Internet Librarian in Monterey
webinars from ALA and Booklist
SCELC, CARL-DIG, vendor webinars (EBSCO, LibGuides, etc)
Internet Librarian
webinars from other sources (esp ALCTS)
webinars and workshops provided by other institutions
vendor webinars (EBSCO, Recorded Books, Springshare, etc.); Publisher's webinars
Booklist Readers Advisories
OCLC webinar
ASIST conference
PLA conference
various webinars from educational companies, like Wonderlic
seminars provided by grad school
webinars by other agencies or vendors
EBSCONET training sessions
Online training and webinars hosted by OCLC, Library of Congress, ARL, etc.
other webinars and online conferences
American Association of Law Librarian and local chapters
Community nonprofit training
webinars from other organizations
ALA/ACRL online training
Skip Weisman Telesummits,
Product training

EBSCONET
Regional government training; ILS user group training
California Advancement Researchers Assn conference
2 LJ Webinars
webinars provided by others, not just Infopeople. Also, I read for professional development.
Special Libraries Association, Internet Librarian, NoCA & NV Medical Libraries Group
SCLC workshop, product training (Ingram),
a variety of specific groups sponsored webinars, online classes, multi-day workshops
ALA or ALSC online training
SLA, MLA
VolunteerMatch webinars (Califa)
Non- Infopeople webinars
ALA online course
Webinars from Library Journal and others
YALSA webinars, YALSA programming, Emerging Leaders programming, Spectrum Leadership Institute
PLA and Booklist webinars
ARSL Conference Workshops
Earthquake & disaster planning training provided thru county with other agencies
Webinars by WebJunction and OCLC; webinars by 3rd party corps.
ARSL Conference
Workforce development and School Board Training
Special Library Association conference/webinars; National Conference of State Legislatures webinars; North Carolina Library Association webinars
Public Library Association
Art and music workshops
Lead the change, web junction webinars, webinars by specific product vendors.
local leadership program, city leadership mentoring program
Internet Librarian Conference
Events sponsored by Library Schools
I'm not too sure of the above indications
ILMS preservation workshop

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

#	Answer		Response	%
1	My employer required me to attend		78	35%
2	It was relevant to my current job		198	90%
3	I wanted to get an introduction to or better understanding of a topic		181	82%
4	I wanted to gain skills for personal career advancement		120	54%
5	I wanted to take an LSSC approved course		4	2%

6. 10. Has the Infopeople annual training calendar been helpful to you in planning your continuing education?

#	Answer		Response	%
1	Yes		114	52%
2	No		9	4%
3	I didn't know Infopeople had an annual training calendar		98	44%
	Total		221	100%

7. 13. Does your library have any policy restrictions regarding access to social media sites like Twitter, Facebook, Google, etc?





#	Answer		Response	%
1	Yes		61	28%
2	No		124	57%
3	I don't know		34	16%
	Total		219	100%

9. 14. Type of library in which you work:

#	Answer		Response	%
1	Academic (2-year)		4	2%
2	Academic (4-year)		18	8%
3	Public		170	78%
4	School		0	0%
5	Special (including law and medical)		14	6%
6	Other (please specify)		13	6%
	Total		219	100%

Other (please specify)
government sci & Tech
federal special (museum) library
Public law library
County
Prison Law Library
government
public library consortium
Graduate university
Research for fundraising, advancement and special topics
Part-time at both Public and Academic (2-year)
Trinidad rancheria library (Tribal)
Government - State

10. 15. Your current position in the library:

#	Answer		Response	%
1	Adminstration		46	21%
2	Professional		118	54%
3	Support staff		42	19%
4	Other (please specify)		13	6%
	Total		219	100%

Other (please specify)
director and only staff member
Children's Services Coordinator
Managerial (between professional and administration)
Literacy Cordinator
supervisor
40 hour senior clerk -- I provide to other staff regarding policies while still conducting customer related activities
Literacy assistant
middle management
Technical Services -- Acquisitions
Research Manager for university department; worked in special libraries for 15+ yrs
adjunct
Branch Manager at a regional library (only person working at this library)

11. 16. Years you have worked in a library:

#	Answer	Response	%
1	Less than 5	18	8%
2	5-10	51	23%
3	More than 10	150	68%
	Total	219	100%

17. 4. Please use the slider bars to indicate the importance/relevance of the following training topics to you:

#	Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Adult Services (e.g. Book Discussion Groups, Workforce Development)	0.00	100.00	55.35	33.98	225
2	Collection Development (e.g. Digital Resource Management, Rethinking Reference Collections, Weeding)	0.00	100.00	67.10	30.73	225
3	Facilities Management (e.g. Redesigns on a Shoestring, Green Designs, Space Planning, Maintaining Wireless/Broadband Networks)	0.00	100.00	43.24	33.10	225
4	Interpersonal Skills (e.g. Communicating Up, Dealing With Difficult Patrons, Managing Stress, Time Management, Working With A Team)	0.00	100.00	72.65	28.34	225
5	Library Administration, Management & Supervision (e.g. Budgeting, Finance, Fundraising, Grantwriting)	0.00	100.00	56.36	35.86	225
6	Literacy (e.g. Electronic Literacy,	0.00	100.00	61.20	31.50	225

	Ebook Literacy, Early Childhood Literacy, Information Literacy)					
7	Preservation (e.g. Digital Preservation, Disaster Preparedness, Flatbed Scanning, Local History Digitization)	0.00	100.00	42.49	34.75	225
8	Programming (e.g. Designing Programs, Event Planning 101, Technology Petting Zoo)	0.00	100.00	58.15	32.75	225
9	Reference & Information Services (e.g. Readers' Advisory, Online Tutorials, Revisioning Reference, Subject-Specific Topics)	0.00	100.00	66.34	31.69	225
10	Search (e.g. Web Search, Advanced Search Skills, Searching Innovations)	0.00	100.00	65.27	30.74	225
11	Special Populations (e.g. ESL, Seniors, Special Needs Users)	0.00	100.00	51.53	32.05	225
12	Staff & Public Training (e.g. Developing Online Tutorials, Train the Trainer)	0.00	100.00	57.28	32.94	225
13	Sustainability (e.g. Change Management, Community Outreach, Developing	0.00	100.00	60.24	34.18	225

	Partnerships, Marketing, Promotion, Strategic Planning, Strategic Downsizing)					
14	Technical Services (e.g. Basic Cataloging, Book Repair, Process Improvement)	0.00	100.00	41.14	34.39	225
15	Technology (e.g. Cloud Computing, Digital Media Labs, Social Media, Mobile Applications)	0.00	100.00	69.19	30.39	225
16	Website Management (e.g. Drupal Fundamentals, Website Redesign, Web Graphics)	0.00	100.00	46.61	34.45	225
17	Youth Services (e.g. After School Programming, Book Clubs, Children's Services, Storytime, Teen Services)	0.00	100.00	50.50	37.18	225

18. 5. The Institute of Museum and Library Services has identified a set of 21st century skills. Please indicate the importance of the following skills to your job. Select all that apply.

#	Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Learning and Innovation Skills (e.g. Critical Thinking, Creativity & Innovation, Communication & Collaboration, Visual Literacy, Scientific Literacy)	0.00	100.00	81.72	22.09	222
2	Information, Media and Technology Skills (e.g. Information Literacy, Media Literacy, Communications & Technology Literacy)	0.00	100.00	80.60	23.73	222
3	21st Century Themes (e.g. Global Awareness, Financial & Economic Literacy, Civic Literacy, Health Literacy, Environmental Literacy)	0.00	100.00	65.33	28.67	222
4	Life and Career Skills (e.g. Flexibility & Adaptability, Initiative & Self-Direction, Social	0.00	100.00	80.84	23.91	222

	& Cross-Cultural Skills, Productivity & Accountability, Leadership & Responsibility)					
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19. 6. If you have topic ideas which are not included above, please provide them here:

Text Response
A clas on finding benchmarking or statistical information on the web
Project management - complete with gantt charts and the rest of it.
Dealing with Patrons, Improve Customer Service, Multi-Tasking, and Time Management.
n/a
roving reference and customer service, scheduling staff at multiple locations and public service points
RDA! It's impact will be huge on the tech services community (therefore, on the searchers), but free training is thin on the ground--ALCTS training is way too expensive for us to even consider, and we are probably not the only ones in this situation in California!
restructuring, reorganizing
None
tips and tricks for staff to use for themselves and to show the public using Encore and Millenium (III)
How to deal with work overload and lack of time.
LibGuides, LibAnswers, surviving in a stagnant work environmant
e-books for academic libraries
n/a
I work in a prison law library so we have such limited resources to enable us to do our jobs and yet provide essential services to the inmate population. Ergo, anything along those lines might be real value to us and certain other segments of libraries....
copyright refreshers
None
diversity; building new leaders
all the topics were covered. Great!
n/a
eScience, Data curation, New roles for librarians, Digital Assest Management
Maintaining longer hours (especially for the patrons who work) and services in the face of library cuts
Staying positive despite the reduced opportunities for professional growth in uncertain economic times.
Managing administrators
As a supervisor, I could use skills not in handling stress myself but in helping my staff learn to handle changes, dealing with unexpected, knowing when a problem is important and I need to hear about it and when it isn't critical helping them learn to just accept the change and move on.
None that I can add. Good job identifying topics!
Good e-reader training tools
I think one of the most important topics is how staff can deal with the stress of the job - difficult patrons, increased workload, harsh economy.

not at this time

I am in a medical academic library so my training needs are different than your public constituents. We need all levels of research for our library staff, some RDA also for the same group. For the academic support staff - dealing with difficult people/students (not patrons per se), stress, etc.

NO

Ways that small rural libraries with very little funding can stay relevant when patrons have so many choices



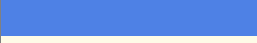




Again, an orientation for new library directors which would introduce them to the fundamentals of programs, services and administrative obligations for California libraries.


Cataloging/Organization of Information--not just with MARC records, but any type of collection. Virtual Worlds--e.g., Second Life

Digital storytelling

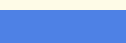






More literacy

20. 11. We would like to find out more about your plans for online learning in the next year. Please check all that apply.

#	Answer		Response	%
1	I plan to register for more online courses than I have in the past		39	18%
2	I plan to register for fewer online courses than I have in the past		10	5%
3	I plan to keep my online course registrations about the same as I have in the past		118	54%
4	I plan to attend more webinars than I have in the past		95	43%
5	I plan to attend fewer webinars than I have in the past		4	2%
6	I plan to keep my webinar attendance about the same as I have in the past		100	45%
7	I plan to use the Infopeople annual training calendar to create a personal continuing education plan for the next		78	35%

	year			
8	I will use Infopeople RSS feeds to find out about online courses		35	16%

21. 12. What barriers to participating in online instruction currently exist at your library?

#	Answer		Response	%
1	Lack of release time		63	29%
2	Availability of physical workspace conducive to online learning		45	21%
3	Firewalls		12	5%
4	Bandwidth		18	8%
5	I access my online courses primarily from home		19	9%
6	None that I'm aware of		87	40%
7	Other (please explain)		50	23%

Other (please explain)
cost and lack of staffing
too much to do in the library
Staff not being administrators of their own staff computers
Sometimes finding the time in the day to be able to attend is difficult since staffing is tight.
too busy, even with release time
funds--just because it's online doesn't mean it's free
Cost/approval
Some tailored for PC use and I have a Mac.
Cost
Age of work PCs
Funds
I have problems fitting training into my schedule at times.
we are supported in theory to do course work an work time, but finding the time to do it is very, very difficult. most poeple end up doing it at home, on their own time.
too much to do, not enough time to participate without neglecting required job duties
No funding for training
equipment
not enough time
Cost
the money for anything other than a free webinar
Staff shortages
loss of staff, higher workload
Admin's reluctance to give me time off for any training they don't consider "essential", too low staffed to reasonably take time away from my job site
Lack of funding
fees
time
time
Cost of program
Too many other responsibilities; too little time
Nobody talks about it
Not enough staff to cover when I am away
Staff time
No time at work available and extra hours not provided
prefer live trainings

Timing of course
Interruptions at work.
It's hard to take the time, even for classes I'm interested in
Lack of quiet area for study.
Cost of online courses
Fitting them all into my schedule
Staff personal decision
Reference Desk hours and e-reference inquiries take up a lot of time
Pressure of work, and online courses always take longer hours than predicted
Lack of my own time
Workload. Also time commitment for online classes is more than estimated in the descriptions.
Not enough time
not enough time in the day, due to staff cutbacks
courses given during desk shift times
lack of the necessity in my own eyes, and therefore lack of personal motivation
Release time is available, but only at the expense of the rest of the workload
chronic staffing shortage



Infopeople Needs Assessment 2012/2013 for Library Directors

Last Modified: 03/21/2012

1. 2. Will your library have a budget for staff training in 2012/2013?

#	Answer		Response	%
1	Yes		32	65%
2	No		7	14%
3	Not sure		10	20%
	Total		49	100%

2. 3. If you answered yes to having a training budget, will it be:






#	Answer		Response	%
1	The same as last year		19	59%
2	More than last year		5	16%
3	Less than last year		5	16%
4	Not sure		3	9%
	Total		32	100%

3. 4. In your library, who makes decisions regarding the training (i.e. who goes, what they go to, etc.)? Check all that apply.

#	Answer		Response	%
1	Library director		45	92%
2	Other administrative staff		21	43%
3	Training coordinator/manager		2	4%
4	Committee		4	8%
5	Individual supervisors		25	51%
6	Individual staff members decide for themselves		13	27%

7	Other (e.g. parent agency or personnel or human resources department)		8	16%
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4. 5. How do you support staff training? Choose all that apply.

#	Answer		Response	%
1	Pay tuition/fees for training		37	79%
2	Allow use of work time to take training		46	98%
3	Bring trainers to the library		32	68%
4	Offer training in-house using staff trainers		35	74%
5	Other (please specify)		13	28%

Other (please specify)

Webex training

Webinars

Staff attend training supported by the County

Infopeople webinars

Free infopole webinars

Support travel to out-of-area training opportunities

mentoring

Training provided by City

We are trying to provide an annual staff development day.

If staff can shift adjust, they can attend a free training. There is no budget to bring in trainers.

webinars

Encourage staff to attend Eureka!

Usually pay for training but funds are very limited

5. 10. In the past 2 years, have any of your staff participated in Infopeople training events?

#	Answer		Response	%
1	Yes		41	95%
2	No		1	2%
3	Not sure		1	2%
	Total		43	100%

6. 11. Infopeople has seen a dramatic decline in the registration for on-ground workshops in the last year. We understand that libraries are having a difficult time sending people due to budget and staff constraints. If Infopeople continues to offer face-to-face workshops, would you send staff to them?

#	Answer		Response	%
1	Yes		10	23%
2	No		7	16%
3	It depends (please explain)		26	60%
	Total		43	100%

It depends (please explain)

We have limited staffing and will probably face more reductions. Staff prefer webinars at this time if they were in the LA metropolitan area

on time and available resources

on cost and topic

Helps if they are local / regional.

How close to the library it is.

When offered and cost - can't release staff very easily to attend workshops

Yes, if travel expenses are covered.

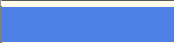


Depends on content and distance from Mono County

On the course offered, the cost, and the distance from our Library

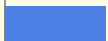
Preferably within a one hour drive and has to be an important reason to be F2F such as a technology petting zoo.

location, price
As budget cuts eliminate staff positions, existing staff find it harder to get away. However, if workshop does not require a lot of travel time, staff prefer the face-to-face.
Budget is still very tight, and we are operating most days with a skeleton crew.
It they are local. We are not able to spend money on travel
If they are little or not cost, our budget as does everyones keeps getting cut
We are experiencing the diminishing staff epidemic, too. If we can afford the time, we will send the staff or find a way to accommodate their being away for the workshop. However, the workshop has to be free as we have no buget for them as well. So very sorry!
Only if paid for by another organization and no cost to us
How close they are and are travel costs covered. Over two hours one way is too much.
If they are within an hour travel time, we would most likely attend. I think there is added social benefit to face-to-face workshops.
It would need to require travel time of less than one hour.
If special funding (grants, etc) made it possible
Needs to be within 25 miles of Palm Springs
Staff avialability and budget constraints
on locations and budget

7. 12. If you answered "Yes" or "It depends" to the previous question, please let us know your preference for the length of the on-ground workshops.

#	Answer		Response	%
1	Full day		13	37%
2	Half day - morning		21	60%
3	Half-day - afternoon		1	3%
	Total		35	100%

8. 13. Over the last 2 years Infopeople has expanded offerings of online courses. What barriers to participating in online instruction currently exist at your library?

#	Answer		Response	%
1	Can't provide		9	21%

	release time			
2	Availability of workspace conducive to online learning		9	21%
3	Firewalls		0	0%
4	Bandwidth		3	7%
5	Staff access online courses primarily from home		2	5%
6	Locked down computers limit access		4	9%
7	None that I am aware of		15	35%
8	Other		12	28%

Other

I like to encourage face to face interaction with out of system librarians

time of day is during operating hours.

time and interest-one more thing to do

the one thing I am working on with staff who participate in online training is actual "follow through" with what they have learned.

Is funding still available to cover registration?

Motivating staff to take advantage of offerings

We need sufficient notification particularly for front line staff as they usually need to be rescheduled if they will be off desk. This can take time for the circ supervisor. The more notice the better!

Course fees.

Personally, I find the online learning too involved! With less staff we are all working harder and having "homework" in addition to my other personal chores in not inticing.

Staff hesitancy to learn via this format.

need to share computers at work

budget

9. 14. Has the Infopeople annual training calendar been helpful to you in planning continuing education for your staff?

#	Answer	Response	%
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1	Yes		21	49%
2	No		2	5%
3	I didn't know Infopeople had an annual training calendar		20	47%
	Total		43	100%

10. 15. Did you know that Infopeople now offers six ALA-approved Library Support Staff Certification (LSSC) courses?

#	Answer		Response	%
1	Yes		14	33%
2	No		29	67%
	Total		43	100%

11. 16. If we are able to offer more LSSC approved courses, would you encourage your staff to register for these?

#	Answer		Response	%
1	Yes		31	72%
2	No		12	28%
	Total		43	100%

12. 7. Based on input throughout the year and trend-watching, we have developed a list of possible training topics for 2012/2013. Please indicate your level of interest by using the sliders to indicate your interest in the following topics. In answering this section, please do not consider current funding or release time constraints.

#	Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Adult Services (e.g. Book Discussion Groups, Workforce Development)	0.00	94.00	43.16	29.35	44

2	Collection Development (e.g. Digital Resource Management, Rethinking Reference Collections, Weeding)	0.00	100.00	55.41	28.56	44
3	Facilities Management (e.g. Green Designs, Space Planning, Maintaining Wireless/Broadband Networks)	0.00	92.00	33.68	27.62	44
4	Interpersonal Skills (e.g. Communicating Up, Dealing With Difficult Patrons, Managing Stress, Time Management, Working With A Team)	26.00	100.00	80.32	19.93	44
5	Library Administration, Management & Supervision (e.g. Budgeting, Finance, Fundraising, Grantwriting, Volunteers)	0.00	100.00	59.16	29.85	44
6	Literacy (e.g. Adult Literacy, Electronic Literacy, Early Childhood Literacy, Information Literacy)	0.00	94.00	47.95	29.79	44
7	Preservation (e.g. Digital Preservation, Disaster Preparedness, Flatbed Scanning, Local History Digitization)	0.00	100.00	34.39	28.51	44

8	Programming (e.g. Designing Programs, Event Planning 101, Technology Petting Zoo)	0.00	100.00	58.20	27.97	44
9	Reference & Information Services (e.g. Readers' Advisory, Online Tutorials, Revisioning Reference, Subject-Specific Topics)	0.00	100.00	50.41	30.88	44
10	Search (e.g. Web Search, Advanced Search Skills, Searching Innovations)	0.00	99.00	42.43	30.34	44
11	Special Populations (e.g. ESL, Seniors, Special Needs Users)	0.00	100.00	49.39	30.76	44
12	Staff & Public Training (e.g. Developing Online Tutorials, Train the Trainer)	0.00	100.00	53.20	27.92	44
13	Sustainability (e.g. Change Management, Community Outreach, Developing Partnerships, Marketing, Promotion, Strategic Planning, Strategic Downsizing)	18.00	100.00	74.16	21.87	44
14	Technical Services (e.g. Basic Cataloging, Book Repair)	0.00	100.00	28.86	26.55	44
15	Technology (e.g. Cloud Computing,	2.00	100.00	68.93	29.00	44

	Digital Media Labs, Social Media, Mobile Applications)					
16	Website Management (e.g. Drupal Fundamentals, Website Redesign, Web Graphics)	0.00	100.00	58.89	31.89	44
17	Youth Services (e.g. After School Programming, Book Clubs, Children's Services, Storytime, Teen Services)	7.00	100.00	57.36	26.55	44

13. 8. The Institute of Museum and Library Services has identified a set of 21st century skills. Please use the slider bars to indicate the importance of the following skills to your library.

#	Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Learning & Innovation Skills (e.g. Critical Thinking, Creativity & Innovation, Communication & Collaboration, Visual Literacy, Scientific Literacy)	40.00	100.00	83.07	17.88	43
2	Information, Media & Technology Skills (e.g. Information Literacy, Media Literacy, Communications & Technology Literacy)	50.00	100.00	85.40	14.35	43

3	21st Century Themes (e.g. Global Awareness, Financial & Economic Literacy, Civic Literacy, Health Literacy, Environmental Literacy)	11.00	100.00	67.60	24.44	43
4	Life & Career Skills (e.g. Flexibility & Adaptability, Initiative & Self-Direction, Social & Cross-Cultural Skills, Productivity & Accountability, Leadership & Responsibility)	8.00	100.00	82.33	19.23	43

14. 9. If you have topic ideas which are not included above, please provide them here:

Text Response

role of librarian customer service

My observation of newer graduates is as follows: While many are technologically competent, there seems to be an almost "insular" way of working when they first come on the job. Almost, as if they solved the problem at the computer level, but have little skill in communicating the "change" up the chain. It is as though their "idea" or conceived solution is the only way to go.

ALL of the ideas are good. The ones which I did not rate highly are only because we have a good grasp of these already in-house.

Legal issues in a Library (patron confidentiality, pornography, etc.)



Librarians do not learn enough about budgeting and how their library fits into the whole government infrastructure. Both of these topics are very important if Librarians are going to be successful in the profession and if the public libraries are going to be operated by professional librarians and not private sources or other government departments.

Teamwork and collaboration skills

Infopeople 2012/2013 Needs Assessment Survey Out-of-State Library Staff

Last Modified: 03/26/2012





1. Are you a California resident?

#	Answer		Response	%
1	Yes		251	71%
2	No		104	29%
	Total		355	100%

2. What sorts of Infopeople training have you taken in the past 12 months? Check all that apply.

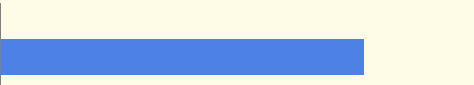



#	Answer		Response	%
1	Online course		21	22%
2	Webinar		87	92%
3	Podcast		4	4%

3. If Infopeople were to start charging for webinars, what fee would you consider reasonable?





#	Answer		Response	%
1	\$5		10	11%
2	\$10		18	19%
3	\$25		7	7%
4	If there were a fee I would not attend a webinar		60	63%
	Total		95	100%

4. Infopeople charges \$150 for out-of-state residents taking online courses. Given the current economic climate, if Infopeople had to

increase the fee to \$200, how would this affect your willingness to take an online course?



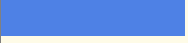




#	Answer		Response	%
1	I would be less likely to take a course		71	76%
2	My library could absorb the increase		4	4%
3	It would have no impact on my taking a course		9	10%
4	Depending on the topic, I would absorb the cost		9	10%
	Total		93	100%


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

#	Answer		Response	%
1	My employer required me to attend		10	11%
2	It was relevant to my current job		78	84%
3	I wanted to get an introduction to or better understanding of a topic		72	77%
4	I wanted to gain skills for personal career advancement		46	49%
5	I wanted to take an LSSC approved course		0	0%

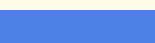






6	I need CE credits		16	17%
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6. 6. We would like to find out more about your plans for online learning in the next year. Please check all that apply.

#	Answer		Response	%
1	I plan to register for more online courses than I have in the past		18	20%
2	I plan to register for fewer online courses than I have in the past		1	1%
3	I plan to keep my online course registrations about the same as I have in the past		34	39%
4	I plan to attend more webinars than I have in the past		43	49%
5	I plan to attend fewer webinars than I have in the past		1	1%
6	I plan to keep my webinar attendance about the same as I have in the past		39	44%
7	I plan to use the Infopeople training calendar to create a personal continuing education plan for the next		16	18%

	year			
8	I will use Infopeople RSS feeds to find out about online courses		15	17%

7. 11. What barriers to participating in online instruction currently exist at your library?

#	Answer		Response	%
1	Lack of release time		28	33%
2	Availability of physical workspace conducive to online learning		18	21%
3	Firewalls		3	4%
4	Bandwidth		6	7%
5	I access my online courses primarily from home		10	12%
6	None that I'm aware of		33	39%
7	Other (please explain)		18	21%

Other (please explain)
too many things to do at the same time
Last minute things that must be dealt with rather than attending a webinar
Not enough computers - too many staff sharing too few
cost
plain old lack of time in the day
limited thinking or mediocre expectations imposed upon staff
Lack of funding
Fees for out of state resident participation
time during work day as well as in evening
Lack of time between other responsibilities (I split my time between four main "jobs")
cost of courses
no place to go without interruptions
Cost
Finding the time. Sometimes the cost.
not enough people to cover for me while I am online.
cost - our Library Board cut the continuing education budget by half this year
Occasionally, time conflicts--need to make sure the webinars are archived for later access
Cost, when there is one

8. 12. Does your library have any policy restrictions regarding access to social media sites like Twitter, Facebook, Google+, etc?

#	Answer	Response	%
1	Yes	18	21%
2	No	65	77%
3	I don't know	1	1%
	Total	84	100%

9. 13. Your current position in the library:

#	Answer	Response	%
1	Adminstration	24	29%
2	Professional	37	44%
3	Support staff	14	17%
4	Other (please specify)	9	11%
	Total	84	100%

Other (please specify)

Library assistant

I am the only librarian with one student helper.

Casual library assistant

shelver

I am a graduate student in Library Science and Information Technology

Librarian

student

Library Director

Professional--consultant with state

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

#	Answer	Response	%
1	I make the choice	207	83%
2	My immediate supervisor	140	56%
3	The training coordinator/manager	51	21%
4	A training committee	14	6%
5	The library director	81	33%
6	Other (please specify)	25	10%

Other (please specify)
Work with director to determine what staff will attend trainings
We all do
Mandatory training assignments also trickle down from 'above':)
Deputy Director of our branch
committees I serve on sometimes recommends trainings
county-manadated training for all employees
The County
with supervisor's okay
There is no money in our budget for training, so I can choose anything I like. As long as it is free...
Branch Manager
County mandate
executive managment
Library administrators
supervisor team
Committees such as Reference, Reader's Advisory, Children's , etc/
Deputy County Librarian
My supervisor's supervisor
With supervisor approval
deputy county librarian
I make the choice if the program is free webinar. If I want the library to pay for training then I do not make the decision.
Some generally non-Library trainings mandated by governing authority as well
the head of branches and the deputy director decides if a person may go to a training
If I receive any grants or other programs I have applied for.
If we see interesting learning opportunities. we send them to the Learning Systems Coordinator
My section as a whole may choose a training

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



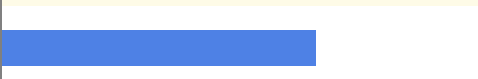


#	Answer		Response	%
1	Pays tuition/fees for training		195	80%
2	Allows use of work time to take training		226	92%
3	Brings trainers to our library		128	52%
4	Offers training in-house using staff trainers		138	56%
5	Allows use of library equipment for online learning		198	81%
6	My library does not support training		7	3%
7	Other (please specify)		16	7%

Other (please specify)
We also have a University training program in different areas
I also checked "does not support," because not everyone gets money for fees.
Due to budget cuts, there is no money for training.
makes sure that those who attend training bring back learning and present it at a larger meeting so that as many people as possible have the benefit of it
We can apply to have training fees reimbursed by the library.
If director assigns the training, the library pays.
I'm not currently employed by a library
Not sure; haven't really been informed about it
Recently support for training has been reduced
Training is on my own time and paid for by me.
Sometimes will pay for training. Recently however less money has been available so training is often not paid for. Available money is usually used for annual or regional meetings.
My Director is always supportive of any and all training I get.
Pays wages for time spent at home on approved online training.
library supports some attendance at local & national conferences in state--very limited out of state travel
Working towards being a Learning Organization

12. 7. How many continuing education events (please include ALL continuing education events, not just Infopeople's) have you attended in the last year?

#	Answer	Response	%
1	Over 10	29	13%
2	6-10	60	27%
3	1-5	117	53%
4	None	10	5%
5	Not sure	6	3%
	Total	222	100%

13. 8. What types of continuing education events did you attend during the last year? Select all that apply.

#	Answer		Response	%
1	Infopeople on-ground workshop		57	26%
2	Infopeople online course		78	35%
3	Infopeople webinar		162	73%
4	Infopeople podcast		23	10%
5	Eureka! Leadership institute		9	4%
6	California Library Association conference		38	17%
7	American Library Association conference		18	8%
8	In-house training		146	66%
9	City/county training		86	39%
10	None		8	4%
11	Other (please specify)		69	31%

Other (please specify)
AALL Conference
other webinar
DVD on communication; class on Project Mgmt;
CCA training
ALA webinars and workshops online
Booklist and School Library Journal webinars
CLA Spring Fling programs, non-Infopeople webinars
ALA archived webinars and podcasts
Inhouse/in organization webinars & e-conferences
IUG, VRA, ARLIS, Handheld Librarian
Other webinars
AALL Meeting, SCALL Meeting, Online tutorials
Internet Librarian in Monterey
webinars from ALA and Booklist
SCELC, CARL-DIG, vendor webinars (EBSCO, LibGuides, etc)
Internet Librarian
webinars from other sources (esp ALCTS)
webinars and workshops provided by other institutions
vendor webinars (EBSCO, Recorded Books, Springshare, etc.); Publisher's webinars
Booklist Readers Advisories
OCLC webinar
ASIST conference
PLA conference
various webinars from educational companies, like Wonderlic
seminars provided by grad school
webinars by other agencies or vendors
EBSCONET training sessions
Online training and webinars hosted by OCLC, Library of Congress, ARL, etc.
other webinars and online conferences
American Association of Law Librarian and local chapters
Community nonprofit training
webinars from other organizations
ALA/ACRL online training
Skip Weisman Telesummits,
Product training

EBSCONET
Regional government training; ILS user group training
California Advancement Researchers Assn conference
2 LJ Webinars
webinars provided by others, not just Infopeople. Also, I read for professional development.
Special Libraries Association, Internet Librarian, NoCA & NV Medical Libraries Group
SCLC workshop, product training (Ingram),
a variety of specific groups sponsored webinars, online classes, multi-day workshops
ALA or ALSC online training
SLA, MLA
VolunteerMatch webinars (Califa)
Non- Infopeople webinars
ALA online course
Webinars from Library Journal and others
YALSA webinars, YALSA programming, Emerging Leaders programming, Spectrum Leadership Institute
PLA and Booklist webinars
ARSL Conference Workshops
Earthquake & disaster planning training provided thru county with other agencies
Webinars by WebJunction and OCLC; webinars by 3rd party corps.
ARSL Conference
Workforce development and School Board Training
Special Library Association conference/webinars; National Conference of State Legislatures webinars; North Carolina Library Association webinars
Public Library Association
Art and music workshops
Lead the change, web junction webinars, webinars by specific product vendors.
local leadership program, city leadership mentoring program
Internet Librarian Conference
Events sponsored by Library Schools
I'm not too sure of the above indications
ILMS preservation workshop

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

#	Answer		Response	%
1	My employer required me to attend		78	35%
2	It was relevant to my current job		198	90%
3	I wanted to get an introduction to or better understanding of a topic		181	82%
4	I wanted to gain skills for personal career advancement		120	54%
5	I wanted to take an LSSC approved course		4	2%

15. 10. Has the Infopeople annual training calendar been helpful to you in planning your continuing education?

#	Answer		Response	%
1	Yes		114	52%
2	No		9	4%
3	I didn't know Infopeople had an annual training calendar		98	44%
	Total		221	100%

16. 13. Does your library have any policy restrictions regarding access to social media sites like Twitter, Facebook, Google, etc?

#	Answer		Response	%
1	Yes		61	28%
2	No		124	57%
3	I don't know		34	16%
	Total		219	100%

17. 14. Type of library in which you work:

#	Answer		Response	%
1	Academic (2-year)		4	2%
2	Academic (4-year)		18	8%
3	Public		170	78%
4	School		0	0%
5	Special (including law and medical)		14	6%
6	Other (please specify)		13	6%
	Total		219	100%

Other (please specify)
government sci & Tech
federal special (museum) library
Public law library
County
Prison Law Library
government
public library consortium
Graduate university
Research for fundraising, advancement and special topics
Part-time at both Public and Academic (2-year)
Trinidad rancheria library (Tribal)
Government - State

18. 15. Your current position in the library:

#	Answer	Response	%
1	Adminstration	46	21%
2	Professional	118	54%
3	Support staff	42	19%
4	Other (please specify)	13	6%
	Total	219	100%

Other (please specify)
director and only staff member
Children's Services Coordinator
Managerial (between professional and administration)
Literacy Coordinator
supervisor
40 hour senior clerk -- I provide to other staff regarding policies while still conducting customer related activities
Literacy assistant
middle management
Technical Services -- Acquisitions
Research Manager for university department; worked in special libraries for 15+ yrs
adjunct
Branch Manager at a regional library (only person working at this library)

19. 16. Years you have worked in a library:

#	Answer	Response	%
1	Less than 5	18	8%
2	5-10	51	23%
3	More than 10	150	68%
	Total	219	100%

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

#	Answer	Response	%
1	I make the choice	92	89%
2	My immediate supervisor	32	31%
3	The training coordinator/manager	18	17%
4	A training committee	3	3%
5	The library director	34	33%
6	Other (please specify)	10	10%

Other (please specify)
Library director or head of youth may direct a particular training for all youth staff in city
Approval by Library Director after I choose what I need to improve or based on patron needs
I choose, but the director must approve.
Sometimes my employer requires certain training
Management committees
My immediate supervisor and I make the choice together.
Consortium training manager
The library director and I work together to choose appropriate training
Staff Development Team
Board of Control

21. 8. Please use the slider bars to indicate the importance/relevance of the following training topics to you:

#	Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Adult Services (e.g. Book Discussion Groups, Workforce Development)	0.00	100.00	63.62	30.16	85
2	Collection Development (e.g. Digital Resource Management, Rethinking Reference Collections, Weeding)	1.00	100.00	72.31	27.95	85
3	Facilities Management (e.g. Redesigns on a Shoestring, Green Designs, Space Planning, Maintaining Wireless/Broadband Networks)	0.00	100.00	54.19	31.60	85
4	Interpersonal Skills (e.g. Communicating Up, Dealing With Difficult Patrons, Managing Stress, Time Management, Working With A Team)	0.00	100.00	73.34	24.59	85
5	Library Administration, Management & Supervision (e.g. Budgeting, Finance, Fundraising, Grantwriting)	0.00	100.00	68.35	31.20	85
6	Literacy (e.g. Electronic Literacy,	1.00	100.00	72.12	25.83	85

	Ebook Literacy, Early Childhood Literacy, Information Literacy)					
7	Preservation (e.g. Digital Preservation, Disaster Preparedness, Flatbed Scanning, Local History Digitization)	0.00	100.00	48.09	33.27	85
8	Programming (e.g. Designing Programs, Event Planning 101, Technology Petting Zoo)	0.00	100.00	67.38	25.77	85
9	Reference & Information Services (e.g. Readers' Advisory, Online Tutorials, Revisioning Reference, Subject-Specific Topics)	0.00	100.00	72.75	27.15	85
10	Search (e.g. Web Search, Advanced Search Skills, Searching Innovations)	0.00	100.00	62.07	30.44	85
11	Special Populations (e.g. ESL, Seniors, Special Needs Users)	0.00	100.00	57.38	28.45	85
12	Staff & Public Training (e.g. Developing Online Tutorials, Train the Trainer)	0.00	100.00	69.76	28.70	85
13	Sustainability (e.g. Change Management, Community Outreach, Developing	0.00	100.00	67.39	31.40	85

	Partnerships, Marketing, Promotion, Strategic Planning, Strategic Downsizing)					
14	Technical Services (e.g. Basic Cataloging, Book Repair, Process Improvement)	0.00	100.00	49.07	32.52	85
15	Technology (e.g. Cloud Computing, Digital Media Labs, Social Media, Mobile Applications)	0.00	100.00	77.71	25.47	85
16	Website Management (e.g. Drupal Fundamentals, Website Redesign, Web Graphics)	0.00	100.00	60.48	32.64	85
17	Youth Services (e.g. After School Programming, Book Clubs, Children's Services, Storytime, Teen Services)	0.00	100.00	55.04	36.74	85

22. 9. The Institute of Museum and Library Services has identified a set of 21st century skills. Please use the slider bars to indicate the importance of the following skills to your job.

#	Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Learning and Innovation Skills (e.g. Critical Thinking, Creativity & Innovation, Communication & Collaboration, Visual Literacy, Scientific Literacy)	0.00	100.00	81.42	23.84	84
2	Information, Media and Technology Skills (e.g. Information Literacy, Media Literacy, Communications & Technology Literacy)	0.00	100.00	83.42	21.60	84
3	21st Century Themes (e.g. Global Awareness, Financial & Economic Literacy, Civic Literacy, Health Literacy, Environmental Literacy)	0.00	100.00	66.74	26.00	84
4	Life and Career Skills (e.g. Flexibility & Adaptability, Initiative & Self-Direction, Social	0.00	100.00	79.44	24.82	84

	& Cross-Cultural Skills, Productivity & Accountability, Leadership & Responsibility)					
--	--	--	--	--	--	--

23. 10. If you have topic ideas which are not included above, please provide them here:

Text Response

All sound good.

I'm finding it difficult to keep on top of literary trends and the crush of simply what's available and what is trending right now. Having a current trends in popular culture theme would be fantastically helpful.

Creating a shared database that patrons can access online

I'm good

transliteracy; creating information commons

The changing roles of libraries in society; library survival skills; the library of the future; library advocacy; capturing and telling library stories; how the individual can make a difference; etc.

Management in a unionized environment

Wireless, broadband primer- how it all works, why it all works, and what is recommended for public libraries.

See earlier screen where I listed topics.

n/a

I recently discovered the Infopeople webinars and LOVE them! Please don't start charging for them!!!

What job-related skills do you need to acquire or improve in the coming year? (in-state)

- More training in commonly used programs, i.e. Publisher, Excel, etc. Also customer service, marketing, etc.
- computer skills, excel for example, supervisory skills
- Grant Writing and Implementation. Project Management. Statistical/Demographic Analysis/Marketing
- working with frustrated/angry patrons, keeping up with new technologies, improve reader's advisory skills,
- Management related, motivational, project planning
- Outreach
- HR, Excel
- Web site maintenance
- Drupal, CSS, HTML
- Project Management
- Social networking
- Reference, Difficult Patrons, Spanish speaking skills, Improved time usage.
- reference cataloging
- Working with adults on having more adult - oriented programming etc.
- Cataloging, Readers Advisory, Book Mending
- learn more about E-Readers, keep up to date with online reference resources, how to deal with difficult patrons, sharpen supervisory skills, how to triage technological problems, improve workflow and scheduling skills
- Unsure, maybe more on Authority records or website coding.
- Using social media, public speaking, improving customer service, creating compelling programs for teens - especially teen boys.
- Public programming, fundraising
- Any skills that improve my ability to manage employees, services, outreach to the community and doing so in a cost effective manner.
- Not sure—I always need to keep on top of the latest technology trends. Project management, customer/staff relations are also always very important.
- Current online and print reference resources in an era of downsizing. Weeding in a multimedia world.
- Ordering materials
- Working with mentally ill/challenging patrons, management skills, readers' advisory, and technology (eReaders, iPads, etc...)
- screencasting, video editing
- Technologic devices and/or techology that support electronic library materials
- Database training, training related to instruction, and ?
- understanding e-books and their ramifications planning early literacy programs book groups for elementary school children summer reading games - purpose of and audience for
- Knowledge about Copyright and Fair Use; time management; project management;

- Helping patrons with tablets & e-readers, community college level reference/research strategy questions, doing nontraditional outreach
- Technology. new or recent devices.
- supervision, social media, ebook management
- I need to understand my patrons needed and better evaluate needs also I need to come up with a weeding and culling practice that would allow our collection to best be used and increase usership of our library . we are a small rural library with 300 population base . I know are patrons just wish I could better grasp what would help to build our future and provide support for our patrons.
- Doing a needs assessment
- Conducting outreach to Spanish-speakers in my community (you have a webinar on this, I believe); honing my Word and Excel skills; acquiring familiarity with e-book procedures.
- Time management, train the trainer (how to be a more effective teacher in a classroom setting), working with volunteers, business sources, dealing with difficult patrons, dealing with stress.
- Marketing via social network, improving excel knowledge, keeping up-to-date with emerging technologies, advocacy, fund raising (new ways to fund raise).
- Project management, budget planning, social media, mobile trends
- Understanding metadata, organization of records Web/Library database researching
- Emerging trends in library services and new media, innovation, forging new partnerships (communication), digitization and managing digital assets, how to use statistics for maximum impact
- I hope to learn how to use the iPad, although I don't think it is a requirement yet. I am continuing to improve my skills in using the Evergreen operating system.
- library instruction, providing e-books for an academic library, assessment
- Dealing with violence in the workplace, dealing with police, creating interactive presentations using prezi/jing/or other interactive instruction, using Social Media to promote the library, statistics and the library, patron driven acquisition, finding library jobs in this economy,
- dealing with stress; new versions of Word, etc.
- Familiarize myself better with our library software, improve my interoffice communications and improve my customer service skills.
- Managing stress; customer service
- workplace problem solving; evolving e-book world; licensing and contract considerations
- Technology skills: Google+, ereaders, digital preservation, other technology
- readers advisory
- Would like to improve skills in: management, negotiation, customer service, information literacy, stress management, gaming and outreach.
- How to conduct interviews, e-book techniques & equipment
- Grant writing
- technical skills
- Keeping up with technology, adult and teen programming, management 101
- reference skills

- time management statistical report reading
- community needs assessment, using statistics effectively, communication, marketing
- Further training in finding statistical information re hospitals either online or via pub med
- Preservation of special/rare materials, care and use of A/V materials, digital asset management/curation
- reference, anything digital-related
- Effective communication tools for patron problems / dealing with patrons' irrational complaints.
- How to deal with people in the new hands on devices era. Lots of questions asked.
- leadership/supervisory skills, marketing, anything tech-related
- Sadly, Microsoft Excel; Using OverDrive for downloading books; Working with Gen X, Gen Y and Milenniums populations; Cloud Technology; Doing PowerPoint Presentations (not just working with PowerPoint technology, but the planning process and tips and techniques for a creating a successful presentation; Developing and Implementing a CLA/ALA presentation?
- Management skills, Data management knowledge, Instruction skills
- grant witting, programming
- Better readers' advisory skills and training on downloading ebooks with all the latest devices such as kindle, ipad, nook or mp-3 player.
- Latest technology in Digital Preservation of video's to a loss-less formate for long term preservation.
- digitization - use of software and machines related to digitization
- Leadership, reference-related training, technology innovation.
- Training in assisting patrons in Link + and E-readers
- reference, reader's advisory, conflict management
- As an Administrative Assistant - any and all that apply to my job
- new trends in library service; new technology, esp. as regards to security (e.g. is there something better than RFID?)
- I'm the director @ my library and I need training on general mgmt, budget topics. I plan on taking the upcoming Change program.
- Technology: how to effectively use social networking; Branding, Marketing & Image; How to Cope with Change; Effective Presentations;
- Use of technology broadly, both hardware and software, ongoing
- Technology planning; Staff Development; Community participation and partnerships; Creativity
- learning copy cataloging
- I'd like to be more comfortable with new technologies.
- Cataloging and E-Resources.
- E-reader use for all e-readers to help patrons
- With all of the staff cuts and more work to do: time management, stress related (with staff&public), also how to be more effective in our current jobs.

- Supervisory skills; introduction to the State Library; introduction to funding for public libraries— we have so many new directors and very little information about the programs and agencies that impact our work.
- New digitalization of items. Cataloging changes. Basic software updates and best ways to utilize all it offers. Etc.
- Time management due to layoff of staff and how to cover important areas with limited resources.
- XML and XSLT concepts (in relation to encoding standards such as MODS, MARCXML, etc.); semantic web and linked data concepts
- Community partnering and marketing/fundraising
- using Government resources, cataloging/archiving digital materials,
- Computer trouble shooting dealing with difficult and possibly dangerous patrons Burn out from dealing with an angry public succession planning
- I need to find a way to stay current in emerging technologies and emerging marketing trends.
- Newer technologies used for teaching, such as making short video clips. Evaluating products, such as PDF annotating tools. Book reader devices (iPad, Kindle, Nook, etc.) comparisons. eBook reader formats and compatibility. Smartphones comparison with regard to using library services or what are libraries doing to assist users of smartphones. More details re newest Google (Google wallet, what's new in Google highlights and unique uses) More re Mobile Devices and best ways to keep up
- Cataloging and MARC and RDA
- Keep up w internal software & hardware updates and Technological advances
- Effective outreach strategies Supervisory skills Technology-related skills (using ereaders, using certain computers programs like Microsoft Excel or Access) Doing more with less- by less I mean less \$\$ and less staff Effectively using volunteers
- I could use training on creating dynamic presentations that sell my points to my Board.
- e-readers; mobile devices; video and photo editing
- administration, bettering reference (new ideas), collection development (in these tough economic times), basic courses for my newest librarians to gain better knowledge in a more practical way ...
- customer service, working with ebooks, improving library promotion, working with social media
- brush up on latest reference sources, ebooks and other digital resources
- Archive management. Doing more with less at academic libraries.
- New trends in Libraries, Efficiencies (do more with less money & staff).
- Copy cataloging skills
- RDA implementation, Information Literacy/Fluency
- Mobile devices (such as Android, iPad, iPhone, etc.) and software eBooks use on (iPad, Kindle, Nook, etc.) Google products (Docs, Earth + the newest ones) Review of New Technology Useful 'free' or inexpensive software, such as PDF Creator, Jing, etc. Finding statistics
- Copy cataloging, learn more about Evergreen,

- Leadership development; technology related training, including trends, specific devices, relationship to service; digital storytelling and creating compelling visual media for our virtual presence.
- RDA
- Library Promotion
- public administration, how to develop & work with partners
- Space and facilities management
- We are taking copy cataloging starting next week. May want continuing brush-ups or additional training at some point. As a manager of technical services, including selection, cataloging, processing, routing and receiving, I am always looking for anything that covers new ways our section's workflow can be fashioned. We have done a reorganization, and want to be as efficient as we can. Also, we are moving to as completely shelf ready ordering as possible. We want to know how best to organize for this.
- Teen programming, Research, patron relations, working with the public, stress management, stretching tight resources and budgets, readers advisory,
- Working with difficult governing boards
- using e-devices; understanding the implications of publishers and the impact on libraries and ebooks; critical thinking; job interviewing and how to advance; dealing with difficult customers (always); family literacy.
- time management, presenting, teaching techniques, exam question and rubric writing
- Outreach to the Hispanic population, understanding digital books and resources
- more skills with software such as Excel, PhotoShop. Understanding social media usgae. Issues/practices with eBooks, eMedia.
- Software related web creation skills
- N/A
- how (my library can) build strong relations with other community groups ebooks, any/everything about them how to improve 'digital divide' intervention
- Management/Supervisor skills
- Excel, Everything concerning e-books
- Training on e-reader devices especially as the vendors change/update their capabilities. Web design, reader's advisory.
- Budget Management
- Excel, PowerPoint, and the preparation of flyers and signs using computer graphics software.
- Volunteer recruitment strategies, programs, and ideas for small libraries like ours.
- project/time management
- audio and ebook downloading IPADs Juvenile reader advisory
- Any new technical information that arises
- MLIS degree
- I would like to find new , inexpensive (or beter yet free!) ways to provide programming for my library. I would like to offer more computer oriented programming. I need to find more grants/donations.

- disaster planning, e-collection development
- Puppet storytelling skills to utilize our puppet tree in the best possible way.
- Finding legal resources online (director of county public law library). Locating legal information online. Locating lending libraries for those titles this library cannot afford to provide for citizens.
- managerial skills
- more training in technical skills like blogging, facebook, library 2.0 etc.
- Change management. Community engagement.
- social media interface, federated searching design
- Finding outreach and partnership opportunities in my community is always important to me. I also like to keep abreast of new and upcoming lit. for children and teens. Info. on reader's advisory and booktalking are always good, too.
- Tech/computer, ereaders related
- keeping up with library trends and suggested methods of implementation; alternative methods to engage stable staff; grant writing workshops; personal growth - next level career moves
- Management skills
- website mgmt, technology
- Keeping up with technology is always the big challenge. Useful tools and resources would be good.
- Digital archives, managerial training
- Flexibility in an ever changing technology scene
- time management, library mobile technologies, digital content curation
- Access database training Social media copyright
- PowerPoint, cataloging
- Project management. Change management.
- xxxx
- Gather new ideas for library programming (especially with shrinking budgets) and operations.
- Computer skills such as how to create a blog, cloud computing, and using Microsoft Word.
- -Managerial skills with the public and fellow Staff members. - Update Training on basic to advanced procedures in library work.
- Refresh and update of current skills such as reference, cataloging, communications, etc. as well as "what's new to know".
- Book repair, resources for veterans, using Publisher effectively, or Excel tips and tricks.
- Understanding budgets and how to value engineer our services. How to prioritize tasks with reduced staffing
- I need to stay current on search skills/sites and mobile applications/services.
- Learning to use new technologies that have come, or are about to come, to the library.
- Excel, Data Gathering, Data Analysis, Project Management, Varied methods of creating training programs using free software for our student assistants - Written, PPT, Prezi, GoAnimate, wikis, lib guides, pros and cons of each Library related technology such as Ipads, apps, and I don't even know enough of what's out there to even say what we should be adding. A concrete

baseline of technology skills a non librarian should have - if such a thing can even be reasonably developed for groups. Obviously has to be tailored to the institution and their staff KSAs.

- Technology, hardware, cataloging, circulation, supervising difficult people.
- Supervisory/management skills Reference/collection development
- motivating employees, supervisor training
- leadership, working with difficult patrons/board members, IT
- library directors always need management strategies for motivating staff and engaging communities.
- Skill in using e-readers to better explain to public how to download e-books How to use Microsoft publisher for producing flyers advertising library programs/services More information about the practical uses of social media in libraries
- Keeping abreast of trends for future planning and technology. New trends in collection development. Grant writing. Social Media. Supervising and evaluating staff.
- Technology
- better understanding of how to use e-readers with the vendor products we have; expanded skills with making LibGuides
- More online searching experience.
- Up to date information & training on ebooks to provide information to the public. Up to date training on anything to do with Mil Circ
- copy cataloging
- How to help patrons use ebooks and eaudio books. How to advance in my career.
- Microsoft Office skills (all applications), Web 2.0 applications
- Programming, e-tech, funding
- Supervisor training
- Computer programming basics Succession planning Legal reference
- libguide skills, communications skills
- Technology, e-readers

What job-related skills do you need to acquire or improve in the coming year? (library directors)

- Keep current with Microsoft 2010 software
- Customer service should always be an emphasis
- Growing programming using para-professionals Roving help for IT purposes Being creative about our libraries-displays, material selection, programming, staffing allocations
- More training on downloadable ebooks and audiobooks -- the plethora of formats and devices is a challenge customer service training always good traveling technology zoo again would be good, a chance to handle multiple devices
- Our goal is to continually improve and learn new skills related to providing enhanced services, marketing, providing high quality customer services and collection development. New technologies are a very important part in the evolution of public libraries and we desperately need to learn about how and why certain technologies should be a main part of our library offerings, both in house and for circulation. Since there are limited funds available, we have no luxury to learn this by experimentation. If we spend money on technology, we must not spend it somewhere else. If we can learn about its uses and how best to use it ahead of time, that is a really great way to make decisions!
- Social media; customer service; reader advisory
- Customer Service, websites, fundraising, grantwriting
- Customer service, supervisory skills, library technology training, social media
- reference databases customer service collection development program planning & evaluation time management
- Training on newer technologies as they develop and become popular, e.g.-eBooks and eReaders, reference applications, new databases in many areas, reader's advisory sources, working with difficult customers...
- How to create content such as video tutorials, short promotional videos, slides for the lobby display using Adobe photoshop, web page design, etc. How to handle mentally ill patrons. Helping people with eBooks.
- Customer service Team work Leadership Value diversity
- How to help patrons who need to use ipad, download apps, e-books
- Customer service
- Currently, staff will need the ability to learn to cross train, manage a more productive schedule, and update our technology skills.
- Customer service; Safety in public buildings; Management strategies for team building and other core management skills
- customer service project management change management
- digital age skills

- collection management (esp weeding efficiently), efficient materials handling, how to promote self-check, dealing with difficult (inc. mentally ill) people, project management skills
- technical skills in cataloging, process, automation, computer programs innovative process for programming and service delivery services to populations who don't speak English as primary language chances to network and do larger group work with those outside Torrance PL
- Mandated child abuse awareness training. Customer service Thriving with change in the organization New technology as it arrives at our library
- New Technologies Customer Service Working with Difficult People
- Customer Service How to think outside the box and move forward with change Turn negative situations into positive opportunities Change the way of doing the same old thing How to be a Team Player when you do not get your way Organizational and planning skills development
- customer service with less staff to provide service ipad training ereader training staying current with technology
- Cross training for all areas of service...youth, adults, teens, circulation, technology
- Supervision, e-reader devices, event/program/services planning, grant writing, community survey techniques
- Developing consistent customer services skills and behaviors. 2. Effectively dealing with and de-fusing encounters with difficult people (colleagues and patrons). 3. Developing effective supervisory skills. 4. Understanding and using new technologies.
- Understanding the concept of customer service; using mobile devices; word processing/excel; basic original cataloging; handling confrontation
- Our staff are very skilled at most of their duties. The things that we need continued training are more soft skills...communication, teamwork, etc. Also need supervisory skills, would like training for staff on new models of service, problem solving. Have several staff who could use a business writing class.
- Excel spread sheet; reference; teamwork; weeding; customer service; budgets
- My staff is in the Catalog and Processing area, but do assist in the Circulation area. So, copy cataloging, perhaps mending materials or general public library topics for paraprofessionals.
- Integration of new technologies
- Use of e-books, programming for all ages, good customer service, ability to look at the big picture
- most anything to do with ebooks, ebook programs, mobile apps, changing technology 2. change within organization due to budget constraints

- Customer service. Dealing with difficult patrons (can't seem to get enough of this for front line staff). New technologies. Anything to empower staff to learn more, and have the tools to respond to patrons.
- E-Resources/Devices Overcoming negativity in a challenging environment/Understanding this is the new norm Budgeting The importance of marketing and outreach/it's not just the director and administrators who can make a difference Workflow analysis
- (1) How to use databases. (2) How to use social media (3) How to conduct community outreach (4) How to give excellent customer service (5) How to use MS Office applications (6) How to implement paradigm shifts, such as dumping the Reference Desk. (7) How to plan and implement programs for youth
- Customer Service and Technology
- new trends and using those trends in reduced budget situations, making do with less, prioritizing work/time, thinking outside the box, sharing success stories - childrens programming, dealing with problems, etc.
- Customer service, dealing with difficult patrons, storytime, stress reduction
- time mgmt; stress/change mgmt; establishing community partnerships and collaborations;
- More customer service training, time management. For para-professionals an overview of what libraries are and how they function.
- 21st Century technology
- Thriving in change Customer service New reference models Ebooks Encore careers New and effective web searching/sites

What job-related skills do you need to acquire or improve in the coming year? (out-of-state)

- reference, digital libraries, mobile devices, marketing
- Managerial responsibilities
- Technology skills, like using Camtasia
- More tech issues ("how to use" aspects)
- digitization skills, college reference library skills, teaching critical thinking to college students, teaching faculty about the school library
- ebooks; customer service
- collection management and evaluation, readers advisory
- Library advocacy and management. Young adult outreach.
- whatever is pertinent to libraries in the coming decade
- Increase technology skills.
- Customer service, emerging tech.
- Readers Advisory, new trends,
- Administrative, Human Resource, Security and professional development areas
- improving customer experience, marketing in the library, programming for adults
- Bookkeeping
- Dealing with strategic planning in a changing environment; changes in ebook publishing/purchasing and providers (3M, Recorded Books, Blio, etc); Library redesign for coffee shop, study rooms, making a library a destination place, etc.
- e-Library and Information management skills
- Team Building
- Learn Microsoft Excel, time management skills, emerging technology training, conducting performance reviews, collecting and using data effectively, providing customer-centric services, the 21st century library, having difficult conversations, *** restructuring staff for greater efficiency and more customer focus*** (most interested in this!)
- Communications
- trends in library technology, project management, enhanced strategic planning, doing more with less funds, managing a staff remotely
- program evaluation
- supervisory skills, grant-writing skills, programming skills
- My ability to work with change in the work environment and keep up with new technologies.
- electronic gadgetry and libraries
- Reference skills with helping those job hunting, e-reader knowledge, teen books, graphic novels for 18 and under (especially J level)

- collection development for academic or public libraries, answering online chat ref ques., creating mobile sites/apps for libraries, starting book clubs, creating a jobs-source center in-house (not online) for patrons who need to checkout items related to job searching, resume building, etc.; programming for latino communities; how to downsize reference collections to replace print sources with electronic ones; how to assess collections for enhancement projects; how to collaborate; how to create a nurturing supportive environment; how to counter bullying--what supervisors and administrators can do to stop it; how to foster innovation in the workplace; how to avoid limited stinkin' thinkin' so typical of libraries; how to get along with others; advanced skills in conflict negotiation strategies and tactics; how to work in teams; how to be team oriented; how to work in groups; how to expand awareness or mental faculties for all of the things mentioned here
- Readers Advisory for Young Adults, Policy, and Programming for Young Adults.
- Digitization, preservation of library materials
- Web design, social media, marketing, ereader, tablets, budgeting, excel, scheduling, productivity software
- Introduction to library and archives skills: preservation, collection, management.
- Use Facebook to connect with my user base App deveopment Use Adobe Connect for distance trainings and meetings Increasing my organization skills
- XXXX
- I would like to become more familiar with various social media, not just as a passing general knowledge but in a vein that would allow me to understand more practical applications for interfaces like Twitter.
- Business reference, health reference, government reference
- Programming for boomers and older adults, public speaking, community partnerships.
- How to deal with difficult patrons and difficult staff personnel; what technology trends are out there and how they can be useful in public libraries; reader advisory skills for children, teens and adults; and programming ideas for adults, teens and children.
- interpersonal skills and communication skills
- Reading advisory knowledge is always helpful to me, free or nominal cost programming ideas are good, also writing resume and cover letters and interviewing skills for librarians would be of interest.
- Early Literacy particulrally, looking at that class this spring. Would alos like more tech classes, but out city keeps IT locked so tightly, it would be very difficult to practice anything I learned.
- emerging technology managing personnel staff trained to teach user computer skills
- Management, programming, community outreach, time management
- Collection Development for youth

- Spanish language skills, basic website development, grant writing, social media usage, marketing library resources
- Preservation, digitization, resource allocation
- Increase library marketing skills, stay current with ebooks and technology
- computer related downloading ebooks
- information/knowledge on the Common Core State Standards; text complexity knowledge; Danielson framework; digital resources, such as ebooks/ereaders/etc., advocacy for having certified teacher librarians in schools
- Information/training on new/emerging technology
- Library Science, collection management, cataloguing
- I would like to gain more training in supervising our student staff.
- technology & acquisitions
- can't think of a skill, but I would like more information on moving towards a community destination library
- library management
- Library issues and related news.
- communication skills, management skills
- using new technology
- metadata, curation, web-design
- Reference
- Technology planning, operational analysis, digital media skills - creating videos, slideshows etc.
- Review of policies
- video creation & editing; better social media skills
- Using social networking sites and new technology to better serve patrons. How to effectively market the academic library to faculty and students.
- New technologies, marketing
- Processing materials, up-to-date tech
- Information on current technology trends that relate to libraries, especially in the areas of eBooks, smart phones, downloadables, subscription databases, other eResources, alternate funding models for library eResource subscriptions, etc.
- I'm always looking for help in understanding and making good use of new technologies. I want to improve my skills related to Bibliographic Instruction. I would like to learn about new instructional technologies and how people are successfully using them for teaching research skills.
- Actual HOW TO training on video tutorial creation, practical ideas on how to use social media, tips on anything related to virtual services. I get the ideas and I grasp concepts but I need practical tips and how to's.

- Conflict management - we have a lot of students in here after school and they do not always use the library or treat the staff and other customers in a respectful manner. As a department head and frequently librarian-in-charge of the building, it's often my role to mediate. Online government resources - I'd like to learn more in-depth information about various government websites.
- succession planning, foundations & fundraising, leadership skills, supervisory basics and resources to share with customers
- technology-related skills
- Reader Advisory, New Tech skills (eBook devices, Handheld devices, apps, etc.)
- Succession planning, strategic planning
- I will be entering graduate school to be a librarian. I intend on upgrading all of my skills as it pertains to technology. Though, I am knowledgeable in this area, I still want to gain more information regarding current trends.
- Customer Service, Reader's Advisory, Technology

What I really want to say (in-state):

- Our library system is severely impacted by lack of funding and staffing issues (we're the most heavily used, yet bottom funded department in our county system due to the state mandated/non mandated services conundrum that doesn't label library/literacy services as essential services), therefore our training needs are almost impossible to fulfill. I had no training last year, though I had to choose an answer on this survey about that non existing training. If you could find a way for us to get continuing training despite our staff/budgetary limitation, it would be fantastic!
- Online learning is becoming more & more important.
- Libraries NEED Infopeople.
- I love the trainings from Infopeople - I just wish I had more time for them. Only the most crucial trainings get approved, so I am left to do much on my own time (and I don't always have the time to do all I'd like)
- Thank you for the variety and number of workshops and webinars you make available to the library community.
- You folks are great! Thanks for all you do.
- Thanks for all of the great training!
- Infopeople is doing a great job. No excuse for not doing free webinars (or archived). I would like to see some of the popular ones offered more than once as they fill up fast and it may be a long time before we can take a course.
- Thank you Infopeople for all that you offer. Though I would like to ask for webinars to be held at different times. I work totally alone and can not participate in them because they all are held at 12pm California time. I do get access to them afterwards.
- Thank you for your services. Infopeople does an incredible job with all their trainings and it has proven to be comprehensive and invaluable to the work I do to help library customers.
- Teach these librarians to stop being gatekeepers and stop thinking they have all of the answers and are smarter than their public.
- I appreciate the quality and currency of infopeople workshops and seminars. Please continue the good work.
- Keep up the great work!
- I enjoy the online courses and webinars, but sometimes I'm unable to attend because of situations that arise during the workday. Recorded sessions would be really helpful and sometimes those are available. We have already downsized within the past two years and are working towards enhancing our online presence. Courses on web development would be helpful. Thank you!
- N/a

- I value Infopeople's education offerings for myself and for the staff. The variety and quality of instructors are excellent.
- It's hard sometimes to take away information that I will actually put into practice, but this has to do with my own limitations more than anyone else's. Working with so much less money and with so many fewer information-savvy patrons than I used to is a challenge... sometimes very discouraging and other times just a fact to be acknowledged. Infopeople is extremely valuable, even though I am unable, personally, to apply your lessons to my own life to the degree I desire. I consider you quite important to the profession. Thank you!
- My big commitment this year was to the Fundraising course but I couldn't get it done in time allotted. I wish it had taken eight weeks, not four.
- Thank you for all the useful sessions!
- InfoPeople training is invaluable to California and other states. Our system, and my branch in particular, is not conducive to online training due to chronic staffing shortages. I do plan to continue as best I can with various training formats.
- I believe that training is very important. I'm thankful that I'm in a profession that is ever changing.
- --
- Thank you Infopeople! Keep up the great work!
- Thank you for the wide variety of easily accessible trainings you offer.
- I am so very tired of customer service training
- Thank you for training opportunities but it is not a high priority at my institution.
- Infopeople workshops are very helpful, not only for my staff but have also been very helpful for me. The cost is very affordable and the online courses allow more of my staff to participate.
- We
- Bravo! More!
- Thanks for listening and thanks for the great training opportunities you provide.
- Not enough hours in the day for all I would like to learn.
- I find the Infopeople Webinars to be very helpful in my work.
- I have a difficult time with online classes--making time for them, but webinars I find useful.
- Infopeople continues to be an invaluable training resource for me and for my Library. Preserving it despite budget cuts should be a top priority.
- Given a perfect world I would go for a degree in library science but at my age and the fact that the work for a Tribal Library that operates on a shoe string I do not think I will have the funds or the support of my tribe to take the online courses that I would like to take I would like to take ALA. library tech classes just funding stops me.

- Thank you! There but for the grace of Infopeople go I (well, maybe not exactly, but....)
- Pls make it easier to not only keep up with the changing library scene but present credentialed classes that we can access easily and have accepted by our employers.
- I really appreciate all the opportunities for web-based learning that Infopeople provides. Even if the webinar isn't on a topic I would think about on my own, I frequently find that you offer webinars on things that I feel I should know -- or at least know more about!
- I think Infopeople is an integral partner in the success of California libraries, and I applaud their efforts to find out what people want, and then to give it to them. Long live Infopeople!
- Thank you for all of the training you continue to provide. It is much appreciated.
- Thank you for providing training through InfoPeople - the webinars are great, and are about the only training I have time for.
- Keep up the great work! I hope we will still be able to take advantage of the excellent training opportunities Info-people offers the library community.
- I've always had great experiences with Infopeople workshops.
- It's wonderful that Infopeople provides a variety of trainings. Online courses and webinars are great, and I personally enjoy the face-to-face workshops since learning is still a social process that works best with live audience members.
- One can really feel information overload these days! I try to only select training I feel will be truly useful to me as as professional as well as training that will provide ideas for implementing new services or making positive changes.
- It would be easier to be motivated to pursue these classes if we were all expected to do so and were given the time to do so, without hampering the entire library budget. Scheduling time for staff to attend these classes seems to be the greatest hinderance. 95 % of my time is "on desk" with the public at a busy branch, and I don't even have the time to contemplate or research potentially interesting classes.
- I don't have the time to commit to online courses, but I always enjoy attending relevant webinars.
- I appreciate it when course materials are posted online and when multiple class locations are offered throughout the State.
- ***
- I'm a big fan of Infopeople! Thank you for your great work.
- Hi
- Thanks for all the great courses you've offered in the past. I've really enjoyed taking them. I would still really like to participate in an intensive reference skills improvement seminar similar to the two-day workshops which were available many years ago. Most of my coworkers attended those, and their skills are superior to my own, despite my having taken your current reference courses.

- As an older librarian who has been laid off, the jobs that are coming available are highly technology oriented. I cannot find ways to learn these skills to make myself hireable.
- I'd like to take more courses online and in person, and attend more webinars to increase my knowledge and skills, but I have so much work stuff to do, that I don't think I have enough time. We are understaffed.
- Thank you so very much for all you do for California librarians and paralibrarians!
- Thank you for all of the great workshops over many years.
- The world is changing and I need to figure out how to keep up with it.
- Webinars are great because they are free and archived; I can watch them when the time is right for me. Online courses are not as good for me. Quick, introductory training is best. In-person workshops are great too, but sometimes, it's hard to get a way for a full day.
- n/a
- All of the InfoPeople courses/workshops I have experienced have been extremely useful. I would like to participate in more webinars; however, the times of the listed courses tend to conflict busy schedules. Also, I would love to see an advanced technology petting zoo of sorts; a workshop for those who know the devices and are comfortable using them-but are looking to incorporate the devices into programming and public service.
- Thank you for all of the wonderful classes you offer. I have found the archived trainings especially useful in brushing up on certain skills.
- THANK YOU!
- Infopeople does a great job. Every training I've attended, whether online or in person, has been very informative and relevant.
- Love your webinars
- we restrict children 12 and under from email and facebook, but there are no restrictions for teens/adults. The webinars are great. We were told it's not possible to access online classwork in case the class is offered again. We are about to begin a teen video program and it would be great to pay a fee for the powerpoint slides or have some access to the class materials, since our staff person could not participate.
- Thanks, keep offering a variety of training options as much as possible. Have at least 2 in-person trainings. Webinars are good for avoiding traffic, long distances, but technological barriers exist as well as having trouble avoiding distractions from other staff while viewing.
- I have always loved how the infopeople staff educate and entertain in the classes they teach. I walk away smarter and with an uplift in my life. It gives me the same feeling I get after I leave my yoga class

- I take advantage of as many Webiner and online classes that I am able to due to my work schedule.
- Just like to be kept in the loop as to information regarding any changes within our library.
- You've been doing an excellent job. I've seen InfoPeople change and grow over the years and I continue to be impressed by the level of skill, the professionalism, the integrity and passion for what you do. Keep up the good work! And thank you for including us in the mix.
- I love libraries, but wish we did not have to constantly deal with street people and their problems.
- I wish I could attend more of Infopeople's many excellent courses, but am restricted due to lack of funding and the fact that more senior staff are given priority.
- I'd better get back to work.
- I'd lke more training opportunities, but, at this time, our budget precludes this.
- Thank you for providing ongoing training, particularly free webinars that can be accessed after the fact.
- I loved the class i took from Infopeople - "learning from any position"
- Thanks you for all of the great training you provide. With fewer dollars for training, I have mandated that my staff view 4-6 webinars from your site for professional development, followed up with an indepth summary. This has benefitted my staff tremendously, including Library Pages. This has encourage several of them to implement new programs from the training they have received from webinars and Infopeople courses.
- Thank you!
- I am in a medical academic library so my training needs are different than your public constituents. We need all levels of research for our library staff, some RDA also for the same group. For the academic support staff - dealing with difficult people/students (not patrons per se), stress, etc.
- Keep up the good work!
- Infopeople does a great job, and is an amazing resource. I just wish we had more resources, so we could take advantage of the offerings.
- You offer great services! I try to attend as many of the free ones as I have time for since our library doesn't sponsor very many paid trainings.
- Sometimes I don't realize I need it until you offer it. Thanks for anticipating what training is needed.
- Staff has to do a lot more with far less time and money available and reduced salary. It is hard to keep up with expectations.

- In the past when it was possible and funding was available I really enjoyed taking the infopeople workshops. I like the personal interaction with other attendees and the trainer. I know it is easier to do them as webinars for some but I find it not so easy for me. I hope to be able to attend some this year and more webinars as well.
- Thank you for providing such relevant and quality learning opportunities.
- I would love to take some of the courses if I had the time, money, and support of my administration to do so.
- Keep up the good work! Keep it free!
- It's difficult to judge what I need to learn as our administration gives conflicting guidelines
- Would be interesting to see a small webinar dedicated to doing telephone reference only - not person-to-person, not IM not e-mail, just telephone. I personally haven't seen that before.
- most webinars are a waste of time
- Thank you
- It seems as though a lot of your training is aimed at front line staff dealing with the public. I would be nice to have some geared for staff whose 'public' is other staff and the special constraints that can add.
- This is an unusual year due to library staff restructuring; my position is new has changed substantially. I was a Librarian III branch manager & collection development librarian; now I am a Librarian II, reference librarian (again). There is apparently no need to apply well-developed skills as a supervisor (!). The new skills needed to perform my current job well is not altogether clear at this point in time. I would like to advance or regain some of my authority and value to the library I work in, but competition for fewer upper management jobs is pretty stiff. How can one refresh one's skills and hope to distinguish oneself in a competitive workplace?
- I wish I had time to look at what was available at InfoPeople and take more courses, both webinars and physical classrooms and expand my knowledge. But budget cuts and hiring freezes have placed a lot of strain to do more with less that its near impossible to take time out to look at what's there. Plus, since I am not a reference librarian, most of the items there would be considered non-essential to my job and thus would not stand a chance of being approved by Admin, even if I would be paying the class fees myself they can't spare the time off.
- I find the webinars very useful. I seldom join them live, but watch the archives. They focus on a topic and give a good review with ideas and links to follow up if I want to. The Eureka! institute has been a remarkable experience
- Wish I had more time to participate in professional development!

- I know State funds have been eliminated. and I know that my City has eliminated professional training funding. I know our Friends group is struggling to fund our basic services. What I don't know is, how do I find funding for professional development? We can only do what is free. and some of your best courses and workshops are not even expensive - but with a zero budget, what do you do?
- Infopeople consistently provides quality, relevant, and valuable training. The program continues to grow impressively to meet training needs. These training opportunities are vital for rural library staff. Thank you!
- thanks for offering this.
- I like cheese.
- Keep archiving training materials and webinars! Continue to offer free webinars and low cost training!
- Our library director is all about learning and a yes environment. So, I need to start stepping out of my niche and learning more about everything going on in the library.
- Thank you.

What I really want to say is:

- I love InfoPeople and very much appreciate that the sessions are archived so that staff can watch them when we have the time available. On ground trainings are great as well but we can't afford (time or money) to send people to them. Generally, we do in house training if we need in person training beyond our once a year Staff Day Training.
- The online courses are great and my staff has participated in several. BUT. Not a complete substitute for on ground or bringing the trainer to our library (which we also do)
- Of course I believe in continuing education. I am most appreciative of Infopeople and all you have offered and continue to offer. It is really tough right now for librarians and library staff to participate in workshops, even though we know we should. If there is time and money, we will be there as often as we can!
- Infopeople has done a tremendous job of bringing affordable library-specific training to library staff. Thank you for offering quality programs.
- Please continue to offer in-person training, as people seem to learn better and pay better attention at this type of training- if extensive travel is not required. However, online workshops still need to be offered- easier to give time off, less time involved, more people can attend- but also more easily distracted.
- I receive so many emails about Infopeople webinars that sometimes I don't even look at them. Perhaps there could be broad categories in the subject line like Adult Services, Collection Development, etc. Or, maybe one email at the beginning of each month reminding us to look at the training calendar or listing all of the events for that month. Just a thought.
- While I appreciate the training being there, we simply do not have the time or money available to take advantage of it
- I appreciate the quality training provided by Infopeople. Funds and staffing are so lean it's hard (often impossible) to take advantage of fee-based training. The online archive of free webinars is a rich resource, truly appreciated resource. Myself and other staff often view these outside of work hours. Thank you!
- I believe Infopeople are a wonderful resource for online trainings and have had some myself as well as some staff. Just wish there were more hours during the day given all staff are on furloughs thus limiting our time to handle just the daily tasks.
- You seem to be offering many webinars and online classes. This certainly gives staff a chance to be well informed. Thanks for all you do.
- Infopeople is AWESOME! I encourage more participation than I get from staff, but I am working on that. most important, keep it under \$100 and that makes it easy to pay for!

- Lower the cost of the workshops. In this economic environment \$75/per course is too expensive to allow more than one person at a time to take the course. If the cost were reduced, we could allow more staff to take advantage of the offerings.
- I think Infopeople does a tremendous job and is a real asset for California libraries
- InfoPeople is amazing, wonderful and incredible.
- Not sure what the LSSC courses are. I truly value what infopeople does. I appreciate the value offered for the money and will continue to use infopeople trainers for some of our staff development days as well as send folks to sessions offered in social. Also - I prefer full day trainings. If I am sending a staff member to attend a training in Orange or LA County I am probably going to end up releasing them for the whole day regardless of whether you are doing a full or half day training. Typically if someone requests a full day workshop they get released for their 8 hour day. If travel time and traffic puts them at 9 hours they are still given their 8 hour day. If I release someone for a half day they would probably end up released for the 8 hour day anyway because of traffic/travel/MOU rules on return.
- Infopeople always offers top-notch training that is vital for a small, rural library with limited resources.
- I would encourage staff to take training courses if they were of interest and helpful to staff and library.
- I value the courses Infopeople offers and often find myself forgetting this valuable resource.
- Infopeople, you are doing a fabulous job! Keep up the great work.
- I have taken info people classes and am mostly impressed. Again, I think the follow through and applicability of what we have learned is most important.
- Thank you for archiving the free webinars!
- Great job! Keep up the good work. It is a benefit to many.
- The online archived webinars for access on our own schedule are the most convenient formats.
- Flexibility is important - online education and training offers the opportunity to schedule training when it works best for the student. That model works best for us.
- I hope we survive. Thank you!
- The more we can do online the better and the more you offer training to non-professionals the better as well.

What I really want to say is (out-of-state):

- I really appreciate these webinars.
- I appreciate Infopeople's webinars, and I have attended many. I will continue to attend, and would be disappointed if they were no longer free. Keep up the good work!
- i want to win the ipad2
- As the recession finally eases, our library use is beginning to drop as well, which means we as librarians need to analyze how community needs have changed and what role the library can play in a somewhat recovered world. Guidance is needed to help the library transition from being a recreation and information resource to a community hub of connection and creation.
- Thanks for the wonderful webinars!
- I really like the Infopeople training programs. Due to staffing constraints, I'm often the one person taking the webinar but I then tell others to login later for the archived program. The length (1 hour) is just long enough.
- Thank you so much for providing reasonably-priced courses and free webinars. Since the Illinois library systems have been consolidated into two systems, we lost the CE opportunities that were available to us. We are on a very limited budget and your courses have helped tremendously.
- The online courses are good and useful but we from smaller libraries in Ghana find it difficult to pay the fees.
- Your webinars are definitely worthwhile; thanks. Please keep them free for non CA residents.
- Sometimes the webinars don't have as much "meat" as I would like. They seem a bit too thin sometimes.
- Keep up the great work!!!
- Thanks!
- Have truly enjoyed participating in InfoPeople webinars for several years; wish I had time to do more. Thanks for sharing them with folks outside of California.
- thanks for doing a survey
- I lived in California from 1997-2004 and attended a number of in-person workshops. I was delighted to discover your online courses because the in-person classes were helpful and well done.
- It doesn't matter to anyone except myself what I really want to say.
- Thank you for your wonderful webinars!
- Infopeople is a great resource; keep up the good work!
- Library and Archivist I I am currently a MLIS student and volunteer at a library/archive institution.

- I see many of your webinars that look great, and I mean to attend. Then, something comes up at the last minute which prevents me from attending. I always mean to return to the webinar archive, but I rarely do. This seems to indicate that I need to reprioritize my continuing education and incentivize myself to attend.
- With less money in the budget for paying for outside training and with little training being provided by my library system, online learning has become very important but I don't think that administration realizes the barriers in our branches to staff adequately using online learning. The public computers constantly get upgraded and added to but the number of staff computers in my branch has not changed in more than 5 years, nor have the existing computers been upgraded. What a disconnect!
- That the biggest constraint I have in the workplace is time. We're overstretched and understaffed, so any learning I do needs to happen either from home or on my breaks. Flexibility is key, as is finding ways to incorporate by continuing learning in the workplace.
- If the training is free, I can probably do it at work. If it costs money, I have to really want to do it, and I will have to pay for it on my own and do it at home.
- I think that you offer a wide range of topics and opportunities, in a very effective manner. The webinars are very well-done, with experts that know their content.
- The webinars and podcasts have been helpful and informative.
- Thank you for offering these InfoPeople webinars to all of those who are interested in gaining additional learning opportunities. I cannot pay for courses nor attend actual conferences due to a lack of continuing education funds.
- Nothing
- I do enjoy taking webinars from Infopeople. Most of the courses I have been able to take were extremely relevant to my current position or in helping me to bring some new information to my job. If a fee becomes involved, I may not be able to continue doing them.
- I love your training, especially the free webinars! I used them weekly while I was finishing my degree. Now that I'm working, my director doesn't have the interest in training (unfortunately!) and my time is more limited - but I appreciate your work immensely and look for you when I identify something I want more training on for myself. THANK YOU!
- I need help keeping up with emerging technology. I am in a rural area and many people do not have computers much less broadband Internet connections but students do have access at school and at the library and a growing number are getting ereaders that we have to teach them how to use and every one is different. I'm not sure what I-cloud is but I know it is a hot topic. As a rural library director with our tech person being someone outsourced I don't have the time or energy to learn all that and could use help

with somebody explaining it to me in plain English, not computerese. Also, since my budget for continuing education has been cut so much this year by the Library Board, the cost of courses really affects what courses I can take and how many staff members can take as well. The Library Board has decided that I should attend conferences, workshop, webinars, etc. and then teach it to the staff, which may be possible in some fantasy world but not in this world.

- Thanks for the free webinar info!