

Count and Percent -- OVERALL

Infopeople Workshop Survey 2003/04

	Count	Percent
1. I work in the following type of library:	Respondents: 1600	
Public	1097	68.56 %
Academic	188	11.75 %
School	102	6.38 %
Special	87	5.44 %
State Library	15	0.94 %
Library System	32	2.00 %
Not currently employed in a library	19	1.19 %
Other (please specify)	60	3.75 %

Total Responses 1600 100%

2. My position is: (Check all that apply.)	Respondents: 1586	
Management	489	30.83 %
Professional	881	55.55 %
Paraprofessional	228	14.38 %
Clerical	74	4.67 %
Technical	126	7.94 %
Other (please specify)	83	5.23 %

Total Responses 1881 100%

3. My work assignment is: (Check all that apply.)	Respondents: 1589	
Acquisitions	355	22.34 %
Administration	395	24.86 %
Adult Services	417	26.24 %
Cataloging/Technical Services	309	19.45 %
Children's Services	339	21.33 %
Circulation	350	22.03 %
Government docs	81	5.10 %
Instruction	385	24.23 %
Interlibrary loans	158	9.94 %
Library media teacher	104	6.54 %
Literacy	139	8.75 %
Outreach	243	15.29 %
Reference	781	49.15 %
Run 1-person library	96	6.04 %
Run branch	152	9.57 %
Serials	123	7.74 %
Subject specialist	146	9.19 %
Technology	270	16.99 %
Young Adult Services	221	13.91 %
Other (please specify)	210	13.22 %

Total Responses 5274 100%

4. I choose which courses to take:	Respondents: 1594	
for myself only	990	62.11 %
for myself and others	537	33.69 %
I do not choose which courses to take	67	4.20 %

Total Responses 1594 100%

Count and Percent -- OVERALL

Infopeople Workshop Survey 2003/04

	Count	Percent
5. Within existing budgetary guidelines, I approve expenditures on training:	Respondents: 1590	
for myself only	177	11.13 %
for myself and others	392	24.65 %
I do not approve expenditures on training	1021	64.21 %
Total Responses	1590	100%
6. My budget for training for the coming year is likely to be:	Respondents: 1476	
higher than last year	34	2.30 %
about the same as last year	536	36.31 %
lower than last year	702	47.56 %
zero	204	13.82 %
Total Responses	1476	100%
7. Listed below are Infopeople training locations. Please check any at which you would be willing to attend training. (Check all that apply.)	Respondents: 1590	
Alameda County Library, Fremont (San Francisco area, east)	432	27.17 %
Belvedere-Tiburon Public Library (San Francisco area, north)	199	12.52 %
Cabrillo College, Aptos (Central Coast)	116	7.30 %
California State Library, Sacramento	317	19.94 %
Camarena Memorial Public Library, Calexico (south, inland)	18	1.13 %
Cerritos Public Library (L.A./Orange County area)	364	22.89 %
Chico Branch Library (north state)	74	4.65 %
Contra Costa County Library, Pleasant Hill (San Francisco area, east)	347	21.82 %
Fresno County Library (Central Valley)	135	8.49 %
Humboldt County Library, Eureka (North Coast)	33	2.08 %
Kern County Library, Bakersfield (Central Valley)	90	5.66 %
Los Angeles Public Library, Central	316	19.87 %
Mammoth Lakes Branch Library (Eastern Sierra)	15	0.94 %
Mountain View Public Library (San Francisco area, south)	302	18.99 %
National City Public Library (San Diego area, south)	79	4.97 %
Palm Springs Public Library (Inland Empire)	93	5.85 %
Riverside County Library, Robidoux Branch (Inland Empire)	134	8.43 %
Salinas Public Library (north Central Coast/Central Valley)	91	5.72 %
San Bernardino Public Library (Inland Empire)	122	7.67 %
San Diego Public Library, Central	134	8.43 %
San Francisco Public Library, Main	550	34.59 %
Santa Rosa Library (San Francisco area, north)	150	9.43 %
Solano County Library, Vallejo (San Francisco area north, Sacramento area south)	205	12.89 %
Sutter County Library (Sacramento area)	112	7.04 %
Tehama County Library, Red Bluff (north state)	46	2.89 %
Ventura County Library (Santa Barbara area)	91	5.72 %
Woodland Public Library (Sacramento area)	175	11.01 %
Total Responses	4740	100%

Count and Percent -- OVERALL

Infopeople Workshop Survey 2003/04

	Count	Percent
8. Instructional Skills (Check up to THREE.)	Respondents: 1482	
Creating Effective Online Tutorials	443	29.89 %
Delivering Effective Library Presentations	425	28.68 %
Designing Effective Library Training	427	28.81 %
Developing Effective Library Training Materials And Activities	451	30.43 %
Identifying and Training for Core Competencies	341	23.01 %
Introduction to Distance Education	178	12.01 %
Presentation and Delivery Techniques for the Library Trainer	198	13.36 %
Teaching Spanish-Speaking Patrons to Use The Internet	213	14.37 %
Teaching the Public to Use Digital Resources	418	28.21 %
Teaching the Public to Use the Internet	509	34.35 %
Training the Spur-of-the-Moment Trainer	129	8.70 %
Training the Internet Trainer	131	8.84 %
Training the Tech Trainer	76	5.13 %
Training the Trainer 2003/04	106	7.15 %
Training the Trainer 2003/04 - Spanish Version	22	1.48 %
Total Responses	4067	100%

Count and Percent -- OVERALL

Infopeople Workshop Survey 2003/04

	Count	Percent
9. Library-Specific Computer Skills (Check up to THREE.)	Respondents:	1507
Assessing Your Web Site's Usability	276	18.31 %
Building a Dynamic Web Site with Dreamweaver MX	146	9.69 %
Cascading Style Sheets for Library Web Design	102	6.77 %
Computer and Internet Troubleshooting Basics	386	25.61 %
Designing Great Web Sites	301	19.97 %
Desktop Publishing on a Shoestring	194	12.87 %
E-Mail Essentials	131	8.69 %
Getting Started with PHP and My SQL	59	3.92 %
Getting Started with XML	130	8.63 %
Getting the Most from Bibliostat	24	1.59 %
Introduction to Dreamweaver MX	108	7.17 %
Introduction to HTML and Library Web Page Development	140	9.29 %
Introduction to HTML Using Homesite5	7	0.46 %
Introduction to Microsoft Word	95	6.30 %
Intermediate Microsoft Word	164	10.88 %
Introduction to Microsoft Excel	225	14.93 %
Intermediate Microsoft Excel	143	9.49 %
Introduction to Microsoft PowerPoint	205	13.60 %
Intermediate Microsoft PowerPoint	87	5.77 %
Introduction to Microsoft Access	144	9.56 %
Intermediate Microsoft Access	83	5.51 %
Introduction to Metadata and Record Building	89	5.91 %
Library LAN Management	41	2.72 %
Library Network Security 101	57	3.78 %
Library Network Security Update	27	1.79 %
Managing Filters	128	8.49 %
Photoshop or other graphics program	278	18.45 %
Piggyback Technologies: Getting the Most from The Systems You Already Have	126	8.36 %
Planning and Developing a Library Intranet	75	4.98 %
Planning Your Digitization Project	131	8.69 %
Web Design	105	6.97 %
Web Images	22	1.46 %
Web Site Management	91	6.04 %
Windows Basics	37	2.46 %
Z39.50 Protocol: An Introduction	84	5.57 %
Total Responses	4441	100%

Count and Percent -- OVERALL

Infopeople Workshop Survey 2003/04

	Count	Percent
10. Library Supervision and Management (Check up to THREE.)	Respondents: 1452	
Branch Management Fundamentals	183	12.60 %
Building Community Support	324	22.31 %
Change Management for Library Administrators	109	7.51 %
Commonsense Project Management	138	9.50 %
Conflict Resolution in the Library Workplace	293	20.18 %
Delivering Effective Library Presentations	148	10.19 %
Effective Library Statistics	294	20.25 %
Energizing, Encouraging, and Inspiring Staff	355	24.45 %
Fundraising Fundamentals	159	10.95 %
Getting the Most from Bibliostat	19	1.31 %
How to Deal with the Press	65	4.48 %
Library Budget Fundamentals	114	7.85 %
Library Grant Writing Fundamentals	293	20.18 %
Library Laws for the Web Environment	94	6.47 %
Library Planning for Uncertain Times	101	6.96 %
Licensing Electronic Resources	63	4.34 %
Marketing the Library	394	27.13 %
Negotiation Skills for Library Administrators	56	3.86 %
Outcomes Measurement for Library Administrators	58	3.99 %
Planning and Developing a Library Intranet	45	3.10 %
Planning for Results	37	2.55 %
Rethinking Library Staffing	128	8.82 %
Rethinking the Library Plan of Service	84	5.79 %
Secrets of a Successful Entrepreneurial Library	61	4.20 %
Staffing for Results: Working Smarter	184	12.67 %
Successful Managing of Student Assistants	136	9.37 %
Survival Skills for the First-Time Library Systems Manager	65	4.48 %
Technology Planning Simplified	58	3.99 %
Technology Survival Skills for the Library Administrator	57	3.93 %
Workforce and Succession Planning and Internal Leadership Development	50	3.44 %
Total Responses	4165	100%

11. New Technologies (Check up to THREE.)	Respondents: 1392	
Convenience Technologies: New Tools for Outstanding Customer Service	670	48.13 %
E-books 101	319	22.92 %
Handheld Services in Libraries	263	18.89 %
Introduction to GIS-Library Applications	164	11.78 %
Library Laws for the Web Environment	332	23.85 %
Licensing Electronic Resources	152	10.92 %
Planning and Developing a Library Intranet	156	11.21 %
Productivity Technologies: Handling the Workload Without Adding Staff	487	34.99 %
Technology Trendspotting	290	20.83 %
Warp-Speed Communications: E-mail, Chat, and Instant Messaging in the Library	223	16.02 %
Wireless 101 for Libraries	463	33.26 %
Total Responses	3519	100%

Count and Percent -- OVERALL

Infopeople Workshop Survey 2003/04

	Count	Percent
12. Infopeople Updates (Check up to THREE.)	Respondents: 1399	
ADA Update	217	15.51 %
E-books Update	186	13.30 %
Government Documents Update	239	17.08 %
Internet Policy and Filtering Update	442	31.59 %
Library Law Update	390	27.88 %
Ready Reference on the Internet 2004	888	63.47 %
Search Engine Update	673	48.11 %
Virtual Reference Update	513	36.67 %
Z39.50 Update	101	7.22 %

Total Responses 3649 100%

13. Personal and Professional Development and Efficiency (Check up to THREE.)	Respondents: 1450	
Career Planning for Library Staff	212	14.62 %
Communication Skills for the Library Front Line	483	33.31 %
Conflict Resolution in the Library Workplace	271	18.69 %
Coping and Stress Reduction in the Library Workplace	421	29.03 %
Information Competency for Library Staff	397	27.38 %
Managing Up	170	11.72 %
Mastering Communications with Technical Personnel	108	7.45 %
Mastering Tough Public Service Situations	467	32.21 %
Negotiation Skills for Library Staff	206	14.21 %
Resumes and Interviews in the Library Marketplace	144	9.93 %
Retirement Planning for Librarians	238	16.41 %
Time Management for Library Staff	367	25.31 %
When Being Nice Isn't Working: Service, Safety and Security	553	38.14 %

Total Responses 4037 100%

14. Library Customer Service (Check up to THREE.)	Respondents: 1375	
Developing a Customer-Centric Plan of Service	462	33.60 %
Library Customer Service Fundamentals	515	37.45 %
FISH! And Pickle Techniques for Libraries: Creating the 21st Century Service Approach	555	40.36 %
Good Library Customer Service in 2004	745	54.18 %
Mastering Tough Public Service Situations	653	47.49 %
When Being Nice Isn't Working: Service, Safety and Security	516	37.53 %

Total Responses 3446 100%

Count and Percent -- OVERALL

Infopeople Workshop Survey 2003/04

	Count	Percent
15. Subject-Specific Internet Resources (Check up to THREE.)	Respondents: 1408	
Art, Music, Antiques and Collectibles on the Internet	290	20.60 %
Business Resources on the Internet	408	28.98 %
Census 2000 Introduction	206	14.63 %
Consumer Resources on the Internet	390	27.70 %
Genealogy Resources on the Internet	302	21.45 %
Government Online	362	25.71 %
Health and Medical Resources on the Internet	453	32.17 %
Investing and Finance on the Internet	210	14.91 %
Job Resources on the Internet	401	28.48 %
Legal Resources on the Internet	350	24.86 %
Science and Technology Resources on the Internet	267	18.96 %
Seniors on the Net	253	17.97 %

Total Responses 3892 100%

16. Reference and Public Services (Check up to THREE.)	Respondents: 1439	
Government Documents Fundamentals	313	21.75 %
How to Promote Reading in Your Community	456	31.69 %
How to Start and Run a Book Group	439	30.51 %
Integrating Electronic and Non-Electronic Reference Resources	453	31.48 %
Readers' Advisory on the Web	503	34.95 %
Reference Fundamentals	351	24.39 %
Reference Interview Fundamentals	281	19.53 %
Ready Reference on the Internet	570	39.61 %
Virtual Reference 101	383	26.62 %

Total Responses 3749 100%

17. Serving Diverse Communities (Check up to THREE.)	Respondents: 1326	
Accessible Electronic Services for People with Disabilities	335	25.26 %
ADA Fundamentals for California Libraries	290	21.87 %
Community Outreach	523	39.44 %
Developing ESL Collections and Services	343	25.87 %
Developing Spanish and Latino Interest Collections Using the Web and Online Sources	288	21.72 %
Internet Resources for the African American Community	115	8.67 %
Internet Resources for the Asian American Community	189	14.25 %
Internet Resources for Native Americans	83	6.26 %
Internet Resources for the Spanish Speaker	322	24.28 %
Library Services for New Americans	360	27.15 %
Senior/Teen Blended Programs	357	26.92 %
Teaching Spanish-Speaking Patrons to Use the Internet	172	12.97 %

Total Responses 3377 100%

Count and Percent -- OVERALL

Infopeople Workshop Survey 2003/04

	Count	Percent
18. Technical and Support Services (Check up to THREE.)	Respondents: 1371	
Book Repair	372	27.13 %
Cataloging Fundamentals	277	20.20 %
Cataloging Electronic Resources	251	18.31 %
Circulation Fundamentals	133	9.70 %
Collection Development Fundamentals	344	25.09 %
Developing Spanish and Latino Interest Collections Using the Web And Online Sources	192	14.00 %
Interlibrary Loan and Document Delivery Fundamentals	131	9.56 %
K-12 Collection Development Fundamentals	300	21.88 %
Serials Cataloging Update	121	8.83 %
Strategies for Keeping Your Collection Alive When Your Budget Is Cut	640	46.68 %
Technical Processing Fundamentals	131	9.56 %
Using the Web for Collection Development	554	40.41 %
Total Responses	3446	100%

19. Youth Services (Check up to THREE.)	Respondents: 1188	
Building a Web Site for Kids	159	13.38 %
Child Development for Librarians	213	17.93 %
Children's Service Fundamentals	137	11.53 %
Developing Multimedia and Digital Resource Collections for Teens	217	18.27 %
Finding It for Kids on the Internet	217	18.27 %
K-12 Collection Development Fundamentals	111	9.34 %
K-12 Information Literacy in the Digital Age	153	12.88 %
K-12 Internet Resources	151	12.71 %
Kid Stuff: Top Web Resources for Kids	214	18.01 %
Librarians' Internet Toolkit for Kids	147	12.37 %
Practical Technology for Children's Library Services	138	11.62 %
Providing Homework Help	341	28.70 %
School Library Fundamentals	62	5.22 %
School/Public Library Cooperation: Best Practices	271	22.81 %
Storytime and Storytelling Fundamentals	197	16.58 %
Technology Survival Skills for School Librarians	53	4.46 %
Teens and the Internet	229	19.28 %
Young Adult Service Fundamentals	293	24.66 %
Total Responses	3303	100%