

Public Libraries Interest Group – Professional Development Topics Survey

Results Report

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Introduction

The Public Libraries Interest Group conducted an online survey for public library workers in British Columbia to rank professional development topics in order of preference. PLIG intends to use the results of the survey to inform the group's future development of programs, events and activities.

Survey details

The survey was open from January 1 – 22, 2018. 122 responses were collected, however, only 100 of the responses were able to be analyzed due to Survey Monkey's limitation of 100 responses before needing to pay for an upgraded service. The link to the survey was included in several emails through the BCLA and PLIG listserv, calling for participation from Public Library Workers in BC.

*A full copy of the Survey Questions can be found in the Appendix at the end of this report.

Results by Question

Question 1: Rank “Professional Foundations” topics in order of preference:

- 46% ranked Diversity and Inclusion as their number 1 topic.
- 24% ranked Equitable Access as their number 1 topic.
- 46% ranked Equitable Access as their number 2 topic.
- 24% ranked Diversity and Inclusion as their number 2 topic.

Take Away: “Diversity and Inclusion” and “Equitable Access” were the most popular topics in the Professional Foundations grouping.

Question 2: Rank “Interpersonal Skills” topics in order of preference:

- 26% ranked Customer Service as their number 1 topic.
- 17% ranked Staying Informed and Engaged of Emerging Trends and Issues” as their number 1 topic.

- 13% ranked Conflict Management as their number 2 topic.
- 12% ranked Stress Management and Resiliency as their number 2 topic.

Take Away: “Customer Service,” “Staying Informed and Engaged of Emerging Trends and Issues,” “Conflict Management,” and “Stress Management and Resiliency” were the most popular topics in the Interpersonal Skills grouping.

Question 3: Rank “Leadership, Management, and Administration” topics in order of preference:

- 17% ranked Leading from Any Position as their number 1 topic.
- 16% ranked Evaluation of Library services as their number 1 topic.
- 19% ranked Leading from Any Position as their number 2 topic.
- 12% ranked Project Management as their number 2 topic.
- 12% ranked Leadership Development as their number 2 topic.

Take Away: “Leading from Any Position,” “Evaluation of Library Services,” “Project Management,” and “Leadership Development,” were the most popular topics in the Leadership, Management, and Administration grouping.

Question 4: Rank “Collection Development” topics in order of preference:

- 40% ranked Promoting Collections as their number 1 topic.
- 28% ranked Acquisitions, Selection and Deselection as their number 1 topic.
- 28% ranked Acquisitions, Selection and Deselection as their number 2 topic.
- 24% ranked Promoting Collections as their number 2 topic.

Take Away: “Promoting Collections” and “Acquisitions, Selection and Deselection” were the most popular Collection Development topics.

Question 5: Rank “Library Services” topics in order of preference:

- 40% ranked Community Engagement as their number 1 topic.
- 17% ranked Reference Services as their number 1 topic.
- 32% ranked Programming and Event Planning as their number 2 topic.
- 21% ranked Community Engagement as their number 2 topic.

Take Away: “Community Engagement,” “Reference Services,” and “Programming and Event Planning” were the most popular topics in the Library Services grouping.

Question 6: Rank “Technology” topics in order of preference:

- 26% ranked User Experience as their number 1 topic.
- 17% ranked Emerging Web Technologies as their number 1 topic.

- 22% ranked User Experience as their number 2 topic.
- 18% ranked Emerging Web Technologies as their number 2 topic.

Take Away: “User Experience,” and “Emerging Web Technologies” were the most popular topics in the Technology grouping.

Question 7: Rank the above “Broad Categories” in order of preference:

- 38% ranked Library Services as their number 1 topic.
- 29% ranked Leadership, Management, and Administration as their number 1 topic.
- 23% ranked Library Services as their number 2 topic.
- 18% ranked Collection Development as their number 2 topic.

Take Away: “Library Services,” “Leadership, Management and Administration,” and “Collection Development” were the most popular Broad Categories of professional development.

Summary and Conclusion

Of the Broad Category Groupings (Professional Foundations; Interpersonal Skills; Leadership, Management, and Administration; Collection Development; Library Services; and Technology) the following were the most popular, listed with each Broad Category’s most popular sub-topics:

1. Library Services
 - a. Community Engagement
 - b. Reference Services
 - c. Programming and Event Planning
2. Leadership, Management, and Administration
 - a. Leading from Any Position
 - b. Evaluation of Library Services
 - c. Project Management
 - d. Leadership Development
3. Collection Development
 - a. Promoting Collections
 - b. Acquisitions, Selection and Deselection

It is recommended PLIG focus on the Professional Development topic areas when planning future events, activities and programs.

Appendix: Survey Questions

Q.1: Please rank the following Professional Foundations topics in order of your preference (1 being highest):

- Intellectual freedom
- Equitable access
- Legal issues and copyright
- Information policy, governance and compliance
- Diversity and inclusion

Q. 2: Please rank the following Interpersonal Skills topics in order of your preference (1 being highest):

- Customer service
- Team work and collaborations
- Conflict management
- Communication skills
- Emotional intelligence
- Written communication skills
- Intercultural communication
- Public speaking
- Stress management and resiliency
- Time Management
- Staying informed of emerging trends and issues
- Engaging in research

Q. 3: Please rank the following Leadership, Management, and Administration topics in order of your preference (1 being highest):

- Library advocacy and marketing
- Financial Management
- Fundraising and development
- Evaluation of Library Services
- Developing partnerships and networks
- Policy and procedure development
- Governance, advisory committees, and board relations
- Project management
- Planning and Strategy
- Leading from any position
- Leadership Development
- Organizational change
- Human Resources Management
- Facilities, health, and safety
- Library design
- Grant writing

Q. 4: Please rank the following Collection Development topics in order of your preference (1 being highest):

- Acquisitions, selection, and deselection
- Promoting collections
- Cataloguing, metadata, indexing, and classification
- Digital curation and preservation
- Circulation
- Preservation and conservation
- Electronic resources
- Data management

Q. 5: Please rank the following Library Services topics in order of your preference (1 being highest):

- Reference services
- Library instruction and information literacy
- Community engagement
- Programming and event planning
- Readers' advisory

Q. 6: Please rank the following Technology topics in order of your preference (1 being highest):

- Emerging web technologies
- Assistive technologies
- Educational technologies
- Database design
- Integrated library systems
- Web development
- Information retrieval
- Social media
- General application software
- Resource Description and Access (RDA)
- User experience

Q. 7: Please rank the above "Broad Categories" in order of preference:

- Professional Foundations
- Interpersonal Skills
- Leadership, Management, and Administration
- Collection Development
- Library Services
- Technology