

TABLE OF CONTENTS

TABLE OF CONTENTS	3
LIST OF TABLES	4
THE QUESTIONNAIRE	20
SURVEY PARTICIPANTS	27
CHARACTERISTICS OF THE SAMPLE	28
SUMMARY OF MAIN FINDINGS.....	29
Chapter 1: Staff Training Budget.....	40
Chapter 2: Training Instructor	45
Chapter 3: Training Kits	77
Chapter 4: Training Requirements	86
Chapter 5: Cooperation in Training	88
Chapter 6: Employee Productivity & Assessment.....	92
Chapter 7: Resources.....	99
Chapter 8: Education Reimbursement.....	103

THE QUESTIONNAIRE

1. Please provide the following contact information
Name:
College:
Work Title:
Country:
Email Address:
2. Which phrase best describes your library?
 - (a) Academic Library
 - (b) Public Library
 - (c) Special Library
 - (d) Other (please specify)
3. What is the total number of full-time equivalent employees currently employed by your library?
4. What is the total annual budget of your library for all purposes including buildings, salaries, materials and all other costs?
5. Does your library have one or more specific budgetary allocations for personnel training?
 - (a) Yes
 - (b) No
6. If your library has one or more specific budgetary allocations for personnel training, what is the total annual allocation for these budget items?
7. If your library has a formal allocation for training, what was this allocation in the past year?
8. How has the library training budget developed over the past three years? Has it increased or decreased? Is it a formal or informal budget? Who makes decisions over spending on training? How have spending patterns changed over the past few years?
9. What are your library's most popular and best attended training sessions?
10. Does your library do any of the following?
 - (a) Conduct internal courses
 - (b) Hire external instructor to teach courses in house
 - (c) Send employees out to external training courses
 - (d) Pay for courses at library science schools
 - (e) Pay for degrees at library science schools
 - (f) Pay for internet based external training courses

The Survey of Library Employee Training Practices

11. In the past year, how much did your library spend on each of the following?
External/adjunct instructors to teach courses in-house:
Sending employees out to external training courses:
Courses at library science schools:
Internet based external training courses:
Salaries or fees for positions for dedicated internal trainers:
12. Is there one person who is largely in charge of training (i.e. a Training Coordinator) or is this an effort shared among people with many different job titles?
(a) One person
(b) Collaborative effort
13. If the library has a staff for training library personnel how large is this staff? Specify the number (in FTE terms) of full-time professional and part-time/support personnel.
14. Does the library have a written training policy?
(a) Yes
(b) No
15. To what extent are the following skills developed through formal training and supported with library funds for this purpose?
- Distribution, care and handling of books and serials
(a) Strongly financially supported
(b) Supported financially
(c) Supported somewhat financially on an ad hoc basis
(d) Not really financially supported formally
- Circulation (check-in/check-out)
(a) Strongly financially supported
(b) Supported financially
(c) Supported somewhat financially on an ad hoc basis
(d) Not really financially supported formally
- Collection management (ordering)
(a) Strongly financially supported
(b) Supported financially
(c) Supported somewhat financially on an ad hoc basis
(d) Not really financially supported formally
- Digitization projects
(a) Strongly financially supported
(b) Supported financially
(c) Supported somewhat financially on an ad hoc basis
(d) Not really financially supported formally

The Survey of Library Employee Training Practices

Navigating digital information sources

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Website development

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Grant-writing

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Interlibrary loan

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Interpersonal skills/customer service

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Library cataloging software and metadata development

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Technology Training

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

The Survey of Library Employee Training Practices

Search Training

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Information literacy teaching skills

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Management and leadership skills

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

Budget and Finance Skills

- (a) Strongly financially supported
- (b) Supported financially
- (c) Supported somewhat financially on an ad hoc basis
- (d) Not really financially supported formally

16. What are the two top areas that consume the greatest percentage of your overall training expenditure in time and funds?

17. What is the biggest challenge to training library staff?

18. Has the library ever purchased or utilized one of the digital training kits available from PLA's Train the Trainer series?

- (a) Yes
- (b) No
- (c) Not familiar with these kits

19. Has the library ever utilized the services of a professional training organization (such as ASTD or CLENE) for purposes of training library staff?

- (a) Yes
- (b) No

20. If so, how much does the library spend annually on such services?

The Survey of Library Employee Training Practices

21. Does the library use any of the following online training materials and tutorials?
- (a) InfoPeople
 - (b) Learn the Net
 - (c) LibraryU
 - (d) MERLOT
 - (e) PRIMO
 - (f) TechAtlas
 - (g) WebJunction
22. Is formal training required of all staff (either annually or semi-annually) or only of new hires?
- (a) All staff
 - (b) Only new hires
 - (c) Training is not required
23. Have library administrators (or those employees in charge of training) ever attended a workshop or conference on how to train staff?
- (a) Yes
 - (b) No
24. Does the library open its training sessions, either in-class or online, to participants from other institutions?
- (a) Yes
 - (b) No
25. If so, what percentage of class takers in your library training sessions, whether online or in person, are from institutions other than your own library?
26. What efforts has your library made to partner with other libraries, or with other departments of your organization, such as a city or college information technology department, to take advantage of one another's particular strengths and to cooperate in training?
27. Does the library issue a formal appraisal form to be filled out by supervisors assessing the employees they supervise?
- (a) Yes
 - (b) No
28. If so, approximately how often are these forms completed?
- (a) Once a year
 - (b) Twice a year
 - (c) Three or four times a year
 - (d) More than four times a year

The Survey of Library Employee Training Practices

29. If the library issues such appraisal forms, do you believe these appraisals promote better performance throughout the year?
- (a) Yes, drastically
 - (b) Yes, somewhat
 - (c) No
30. Does the library conduct appraisal interviews of its employees?
- (a) Yes
 - (b) No
31. Does the library consult library patron surveys when assessing the productivity and performance of its employees?
- (a) Yes, they are relied upon heavily
 - (b) Yes, although not much weight is given to the responses
 - (c) No, although we do provide such surveys
 - (d) We do not have such surveys
32. Does the library use the assessment tool LibQUAL+?
- (a) Yes
 - (b) No
 - (c) Not familiar with LibQUAL+
33. Has the library ever instituted a Learning 2.0 program or similar program to encourage employees to learn about new web technologies?
- (a) Yes
 - (b) No
 - (c) Not familiar with Learning 2.0
34. How does the library use blogs, wikis and listservs to enhance employee training and knowledge transfer?
35. Which blogs, listservs, social media sites, conferences, publications, websites and other resources have you found most useful in your training efforts?
36. Does your library or its parent institution offer full-time employees any form of tuition reimbursement for programs in library science or related fields?
- (a) Yes, to virtually all full-time employees
 - (b) Only to some full-time employees
 - (c) Only in occasional cases to develop specially needed skills
 - (d) Do not offer tuition reimbursement
37. What percentage of your full-time staff members have attained or are in the process of attaining a post-graduate degree in library sciences (or a similar field)?

The Survey of Library Employee Training Practices

38. To what extent do you believe that upper-level library management positions should be restricted to those holding an advanced degree in library science? Should this be an absolute requirement? Should upper-level positions be also open those with less formal library science education but who have "come up through the ranks?" Or open to those with advanced degrees in other areas, such as MA's in computer science, or PhD's in various subject specialties?

39. How much did your library or its parent organization spend in the past year for tuition reimbursement for librarians or technicians from your institution enrolled in formal degree programs?

40. What is the outlook for tuition reimbursement spending in the near future for your library?

41. Approximately what percentage of the full-time library staff have received a training scholarship or fellowship (such as ones offered by ALA)?

SURVEY PARTICIPANTS

Ada Community Library
Albany County Library
Anaheim Public Library
Ateneo de Manila University
Carroll University
Chawton House Library
Citrus College
Clark University
Coastal Carolina University
Cumberland County Public Library
Delaware State University
Durango Public Library
East Bonner County Library
Florida Keys Community College
Gran View University
Harrisburg Area Community College
Jackson State Community College
Jewish Theological Seminary
Johnson County Public Library
Joliet Public Library
Kalamazoo Public Library
Lake Region State College
Mechanics' Institute
Moraine Valley Community College
Morris County Library
National College
Orange County Library System
Penn State University
Prince George's County Memorial Library System
Rochester Public Library
San Marcos Public Library
Schwabe, Williamson, & Wyatt
Springfield-Greene County Library
St. Louis County Library
University of British Columbia
University of Illinois at Urbana-Champaign
University of Mary Hardin-Baylor
Valparaiso University
Walworth-Seely Public Library
Washoe County Library System
Wayne State University
Westminster College
Whatcom County Library System
Winthrop University
Zion-Benton Public Library

CHARACTERISTICS OF THE SAMPLE

Type of Library

	Academic	Public	Special
Entire Sample	46.67%	46.67%	6.67%

Total FTE Employees

	Less than 20	20 to 100	More than 100
Entire Sample	37.78%	37.78%	24.44%

Total Annual Budget (in \$US)

	Less than \$1,000,000	\$1,000,000 to \$5,000,000	More than \$5,000,000
Entire Sample	28.89%	37.78%	33.33%

Specific Budgetary Allocations for Personnel Training

	Yes	No
Entire Sample	62.22%	37.78%