



Report prepared by Margaret Sampson for CASLIS Ottawa Chapter

Survey prepared and administered by John Savage

Introduction

This survey was conducted in June 2002. Objectives of this survey were to establish CASLIS chapter members' priorities for programming, preferred meeting times, and ranges of acceptable fees.

This survey, designed by the CASLIS directors, was conducted over Internet. The survey was publicized to members through direct e-mail, with reminders. The time period for responding was two business days, thus some CASLIS members may not have had the opportunity to respond however, there were nearly as many responses as last year when a longer time frame was provided for responding.

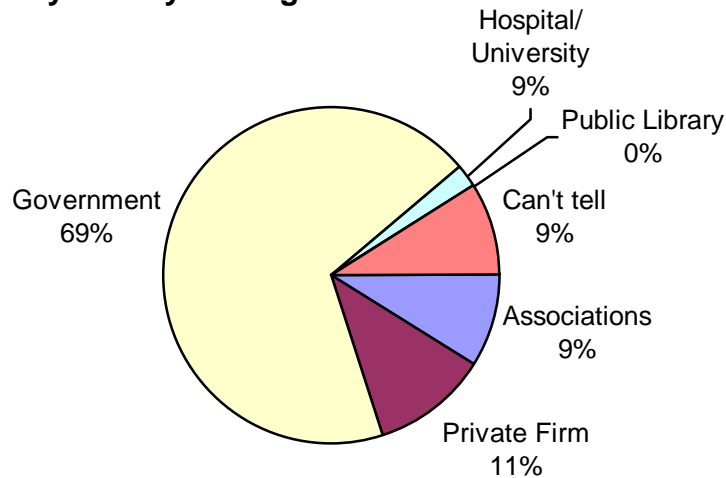
Forty-eight members responded to the survey, 44 in English, and 4 in French. English and French surveys were combined for the purposes of analysis and reporting. One survey contained no usable information, so was excluded from the analysis. One survey appears to have been submitted in triplicate, but the extra two copies could not be excluded from the results. A similar survey was conducted in May of 2001, yielding 51 responses.

Please note that there are several differences between the results reported here and those reported in a previous version that was circulated to CASLIS Ottawa Executive members. The table of ratings of management topics has several changed values, and several additional topics are reported. There is one change on the table of skills topic. The changes are flagged in the tables.

Library Setting

Most responses came from the public sector, predominantly government however associations, private firms, hospitals, and universities were represented. This year no respondents identified themselves as being from public libraries.

Respondents by Library Setting 2002



Respondents by Library Setting 2001

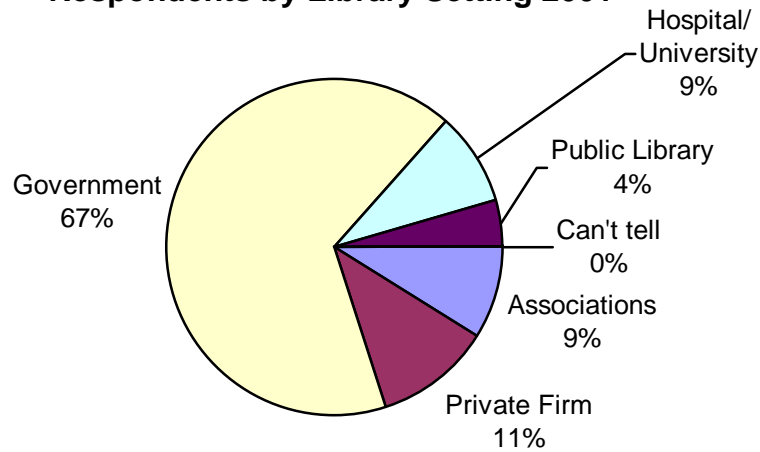
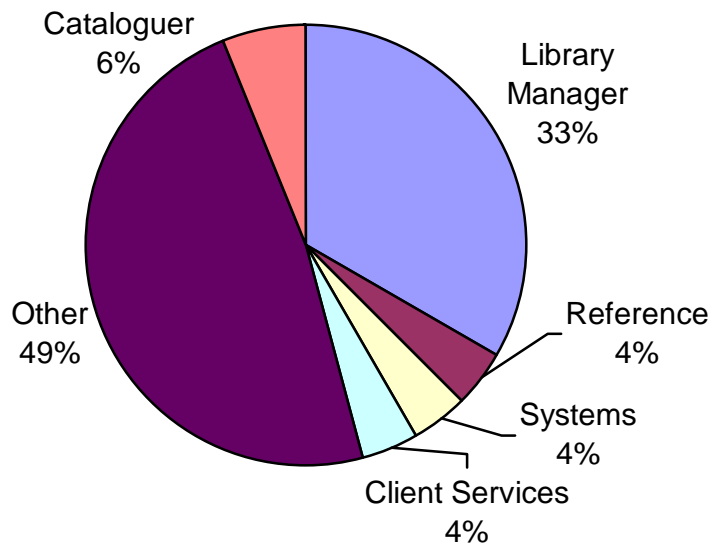


Figure 1

Position Within the Library

Job Function of Respondents 2002



Job Function of Respondents 2001

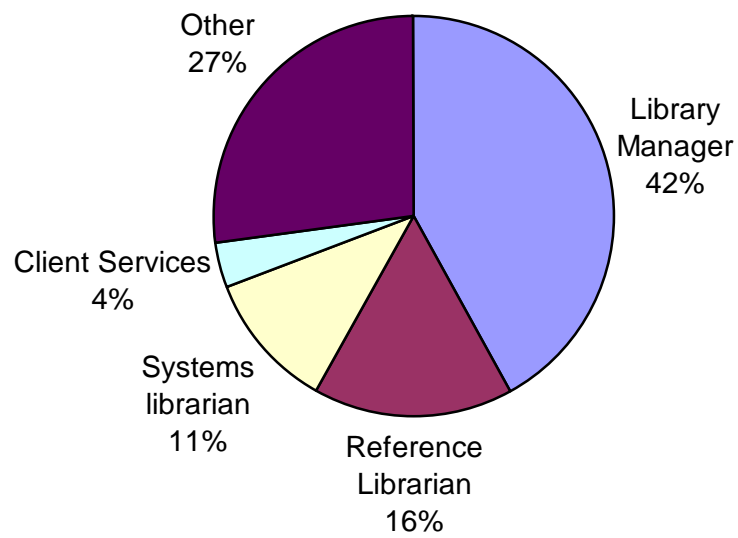


Figure 2

Status as Decisions Makers

Almost sixty percent of respondents indicated that they were either the decision makers or a key advisor to the decision maker. Another quarter indicated that they influenced decisions through their role on committees. About 15% felt that they had little or no role in decision-making.

Interests and Concerns

Respondents reported the following particular concerns and interests in the upcoming year:

Theme 1

Web indexing

Metadata

E-services -e-books, web pages etc

Structuring of information for an intranet

Preservation of digital materials in collections

Digitizing collections

Workshop on Claris Homepage and or Webstar web servers (both Macintosh products)

The GOL agenda -- how to improve GOC services to Canadians.

Theme 2

Information Management As An Impending Force

Knowledge Management

Theme 3

Best Practices In Special Libraries

Innovations In Reference Service Delivery

Keywording

New Cataloguing Rules And MARC Fields For Non Cataloguers Who Want To Keep Up To Date

Theme 4

Professional Reports/Ratios And Presentations (To Demolish "Library Talk" And To Write Or Speak "Business")

Performance Measurement

Management Of The Files Paper And Electronic Of The Employees:

Gestion Des Dossiers Papier Et Electroniques Des Employés

Marketing

Of interest, a prominent theme from last year, managing copyright in an electronic era, has vanished.

Impact of CASLIS Events

Respondents did not report a major impact from CASLIS events:

Influenced by a CASLIS Event

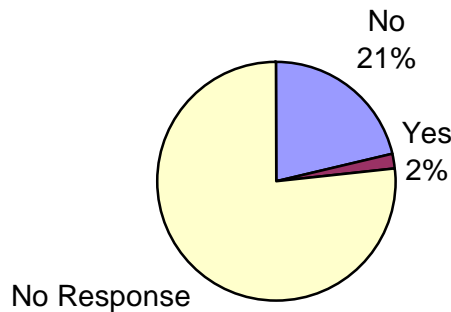


Figure 3

Most respondents did not answer the question. There was no opportunity for respondents to indicate whether they had attended a CASLIS event.

Management Topics of Interest

In regards to future programming, when asked to rate the following management topics on a scale from 1 (least interest) to 5 (most interest) the topics ranked as follows:

Topic	Rating
Thesaurus Rex, the King of Controlled Vocabulary: Librarians are building corporate thesauri for metadata, indexing, search engine support tools, content development, and glory!	3.95
Library portals in 2003: Trends and examples of what's new and improved	3.85
Cataloguing and indexing web resources for OPACs and web sites	3.81*
Enterprise Info Management: Roles for libraries managing corporate information found on intranets.	3.78
XML: Are we ready yet for XML? What librarians need to know.	3.76 [†]
Cataloguing brains: Experts databases developed by libraries to track corporate knowledge	3.72
Librarians setting corporate standards for information management. How librarians influence accessibility standards and knowledge management standards within their organizations.	3.68
Change management: Changing the organization before it changes you! often need to convince their colleagues that they know best. Change management methods can help to win them over.	3.62
Wily wireless: What's coming down the pipeline for libraries	3.61*
Online searching: Advanced approaches for information professionals using a variety of online sources including the Internet.	3.46 [†]
Alternative librarians: Alternative careers for librarians that include consulting, knowledge management, sales, next generation web writing, and web site management.	3.42
Managing your manager: Getting along with the boss on your terms, not theirs!	3.31
Libraries on the move: Strategically repositioning your library to where the action is!	3.27
Examples of libraries succeeded in becoming unquestionably indispensable within their	

organizations.	
User interfaces in your face: UI the LIS approach.	3.19 [†]
Competitive Intelligence: Turning libraries into highly valued intelligence management operations	3.07
Information Revolutionaries: New leaders into 2003	3.03*
Management workshop: Getting the most out of your team by understanding your management style.	3.02
Librarian educators: Effective teaching methods for library clients.	3.00 [†]
Digital information licensing: Negotiating licenses without getting robbed!	2.77 [†]
Overcoming a negative library culture. Dealing with an unpleasant office environment before you go nutz! Fight, flight, or influence change.	2.71
Show me the money! Bolster your library budget through cost sharing, consortium licensing, and procurement vehicles.	2.67
Meet me at the library! Marketing libraries as meeting places for your patrons.	2.48
The psychology of getting along and getting ahead! Understanding personalities and organizational behavior using Myers-Briggs, etc.	2.43 [†]

[†] not reported in a previous version of this report

* value changed from a previous version of this report

Skills Development Topics of Interest

Skill development topics and were rated as follows (on a scale of 1 to 5, with 5 preferred)

Topic	Rating
XML: Are we ready yet for XML? What librarians need to know.	3.76
Metadata: A full-day metadata workshop to arm librarians with the knowledge required	3.55
User needs assessment: Identifying the needs of your organization and responding to them.	3.50
Online searching: Advanced approaches for information professionals using a variety of online sources including the Internet.	3.48*
Next generation web writing: Making it searchable and sensible the LIS way.	3.40
Invisible web, invisible riches: Getting gems from the hidden corners of the Internet.	3.34
Cataloguing and indexing web resources for OPACs and web sites, using corporate thesauri, metadata, web writing, and indexing principles.	3.33
User interfaces in your face: UI the LIS approach.	3.19
Project management and working with consultants: Keeping everything on time and on budget.	3.02
Librarian educators: Effective teaching methods for library clients.	2.93

* value changed from a previous version of this report

In general, the management topics were given on average a quarter point higher interest ratings than the skill topics. This difference is unlikely to be important, and is similar to the results seen last year.

Topics that would interest members

The most important themes for respondents' libraries to deal with over the next year (followed by the number mentioning those themes) were:

- Marketing or positioning the library within the organization, organizational redevelopment (5)

- The digital library: Web site/ virtual library / electronic collections (4)
- Merging or transitioning catalogue systems (3)
- Budget & Finance (3)
- Archives & Records management – Library's role, archiving digital material (3)
- Knowledge or information management (2)
- Staffing - particularly succession planning & replacing retiring employees (2)
- Metadata (1)

Key Skill Sets for Development

When asked, " What skills would you most like to acquire over the next year?" Themes that emerged (and the number of respondents suggesting those themes) where:

- Project management (5)
- Indexing (thesaurus, XML, metadata) (5)
- Information Design/ HTML/ User interface design (5)
- Management (human resources management, evaluation, negotiation, strategy) (4)
- Marketing (3)
- Instructional techniques (3)
- People skills/ communication (2)
- Information retrieval (2)
- Knowledge management/ information management (2)
- Improved second language skills (2)
- Licensing (1)
- Hardware/software (1)
- Records management (1)
- Collection development (electronic) (1)
- Internet (unspecified) (1)

Suggested Presenters and Topics

Relatively few topics were suggested. The topics and presenters were:

Carole Joling\r\nretrirée du CRDI

Online Library Systems e.g. Cataloguing/Circulation Control systems

Tim Wayne on metadata.

McKay (?) on etiquette. Can't remember her first name. She spoke recently at an LAOH dinner.'

Availability of Members for Events

Regarding the scheduling of CASLIS sessions, this year's survey permitted only one answer, so should probably be read as the preferred times: 16% chose morning, 11%

afternoons, 45% evenings, and 29% full days. This can be compared to 35% of respondents reported being available mornings, 49% afternoons, 65% evenings, and 39% full days, according to reports from the 2001 survey when respondents could select multiple answers.

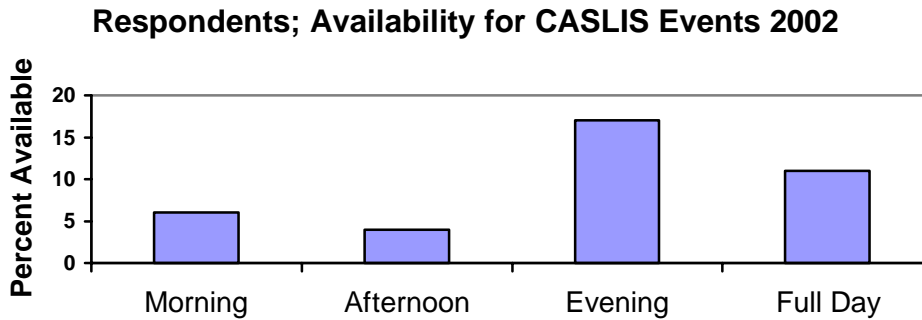


Figure 4

Guidelines for Fees

The amount respondents thought their libraries would be willing to pay for a two-hour session ranged from \$10 to \$150. Last year the maximum fee endorsed was \$250 or more. The most common answer was \$50, unchanged from last year. For a half-day session, acceptable fees ranged from \$50 to more than \$550, with \$50 and \$100 being the most common fees, down from \$200 last year. For a full day session, the amounts ranged from \$50-\$550, with the most common amounts being \$150 or \$250 – comparable to last year’s most common response of \$200.

It should be noted that this was a categorical question – respondents were not free to report their true minimum and maximum amounts, and for all three questions one or more respondent endorsed each of the extremes, and answer choices changed from last year (indicated by an entry of NA).

Amount	2 hour session	Half day session	Full day session
	N	N	N
10	2		
20	5		
30	4		
40	5		
50	13	11	3
60	3	na	na
70	1	na	na
80	0	na	na
90	2	na	na
100	2	10	3
150	3	6	11
200	0	5	1
250	0	6	8
300*	0	1	4
350		1	2

400		0	3
450		0	2
500		0	2
550+		0	0
Total responses	40	40	39

Notes:

N=number of respondents selecting that response.

*\$250+ for the 2-hour session

Language Preferences for CASLIS Sessions

All English events were preferred by 43% of respondents. Thirty-six percent replied that language of presentation does not matter. Of the 19% wishing to see sessions in both official languages were almost equally split between have some events in English and some in French, and having events with some English speakers and some French speakers. No respondents endorsed simultaneous translation or having all sessions in French.

Summary

Based on these survey results, the ideal CASLIS event would appear to be a 2-hour evening session on knowledge management or meta data, or information revolutionaries, priced at no more than \$50, and many of those in attendance would be managers of government libraries.

CASLIS members who responded to the survey are working in a variety of settings but concentrated in government. Most see themselves as key influencers within their organizations. They are slightly more interested in advancing their management abilities than acquiring skills and knowledge in practical areas. Thesaurus construction has moved onto the horizon, while the issue of digital copyright management has subsided from last year. Improving the library's profile, securing funding, adapting to changing information landscapes including Internet and electronic journals, and finding new and effective ways to deliver services are all issues identified by these survey respondents. Knowledge management and Internet technologies remain key concerns and interests reported by managers for the upcoming year.