

Report prepared by Margaret Sampson under contract to CASLIS
Ottawa Chapter

Introduction

This survey was conducted in May, 2001. Key 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 using Websurveyor technology. The survey was publicized to members through direct e-mail, posts to the group Listserv, and through the annual general meeting.

Fifty-one members responded to the survey, 45 in English, 6 in French. English and French surveys were combined for the purposes of analysis and reporting.

Library Setting

Most responses came from the public sector, predominantly government however associations, private firms, hospitals, universities and public libraries were all represented.

Respondents by Library Setting

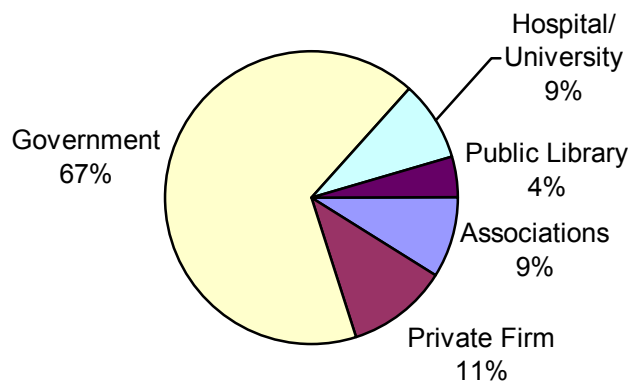


Figure 1

Position Within the Library

Almost half of respondents reported that they were library managers. Reference and system librarians, and client services had some representation. Fifteen respondents described themselves as holding other roles within the library. No respondents described themselves as trainers, catalogers, research assistants or library clerks. This question, because it formed the bases for a “skip”, permitted only one response per person, and no opportunity to describe what was meant by “other”.

Job Function of Respondents

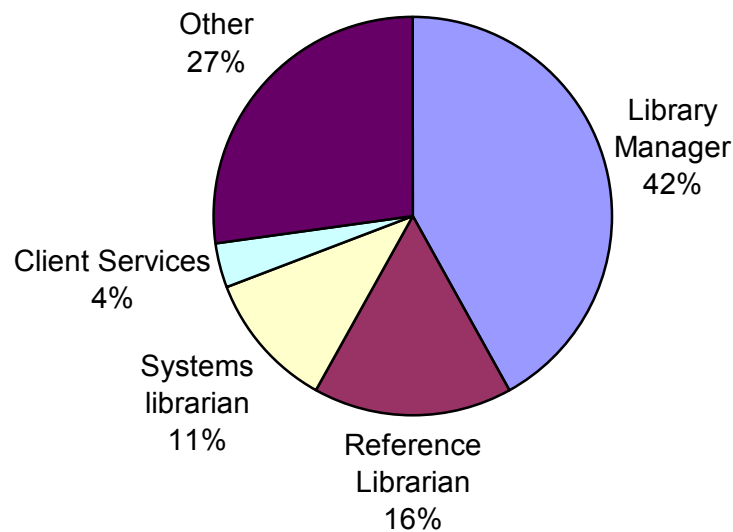


Figure 2

Status as Decisions Makers

Most of those who reported holding non-management positions described themselves as key advisers to the decision maker (n=12). Many others reported that they influence decisions through their role on committees (n=7). Only nine respondents felt they had less or no influence and involvement in decision making.

Interests and Concerns

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

Theme 1

- Management training, e.g. decision making, working in teams
- Leadership
- Change management
- Management and benchmarking
- Knowledge management
- Database management/ knowledge management
- Wisdom management, knowledge sharing
- Marketing ideas

Theme 2

Metadata: implementing schemas and their inter-relation with search engines.
Web page development/promotion within an organization
New information services
New technologies
Library services in Internet-driven workplace.
Using the intranet to deliver services.

Theme 3

Updates in copyright issues.
Copyright
E-journals, Copyright and photocopying
E-commerce, copyright

Miscellaneous

This year a merger of at least two and possibly more small library collections will take up most of our time. It will involve the physical move as well as the integration of different databases.
Conservation issues with old/rare books
One person libraries, elearning
Proposal writing for funding

Impact of CASLIS Events

Respondents did not report a major impact from CASLIS programming:

Influenced by a CASLIS Event

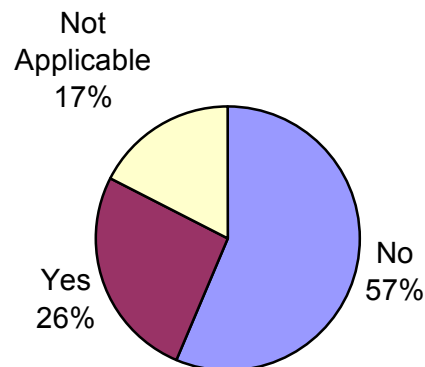


Figure 3

Only two respondents provided details of the events that influence them:

- Spring Vendors' Fair
- Used some of the time management tips given at a recent seminar - purchased some of the books recommended

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
Knowledge knows best: Librarians working in knowledge management	4.1
Red hot library trends: An overview of what's new this side of the Millennium	4.0
Virtual managers: Libraries managing web site / portal programs	3.8
Collection development: Doing more with less (partnering, licensing consortia, electronic books, internet, cost-recovery, etc.)	3.8
Creating multi-media web sites that respect copyright	3.8
Information Revolutionaries: How librarians are leading the charge	3.7
Learn that living: Professionally developing librarians	3.7
The winners corner: Strategically repositioning your library	3.6
Expanding library budgets through various funding models (cost-recovery, partnerships, winning project proposals, consortia)	3.6
Competitive intelligence: Librarian sleuths in the seamy information underworld	3.6
New frontier: Electronic news programs run by libraries	3.4
Getting the customer right: Customer service standards for libraries	3.3
Uncovering the truth: Information auditing your organization	3.1
Educating the organization: Running education programs out of the library	3.1
The moral of morale building: Building teams, changing culture	3.1
New frontier: Records management models for your organization	2.9

These rankings correspond well to the types of topics respondents reported when describing challenges and issues for the coming year.

As well as the absolute ranking, it is interesting to consider how consistently the topics were rated, and how many respondents rated the topic at all.

Uncovering the truth, *New frontiers*, *Educating the organization* and *The moral of moral building* all figured near the bottom of the list based on their average score, and had more missing answers than most topics. It is unlikely that a respondent would skip rating a topic in which they were quite interested, so if these non-responses are factored in, the true interest level in these final topics may be lower than their score would suggest.

On the contrary, the leading topics were ranked by nearly all respondents – on this basis, *Red hot library trends*, *Collection development*, *Information revolutionaries*, and *Learn that living* would get a slight boost over their posted score.

Other management topics suggested were:

- Physical organization of collections. Related issues are print vs. on-line sources, what material should be housed at off site locations.
- Using your library skills in other venues—brokering
- How to use Web conferencing for meetings or training sessions.

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
User needs assessment: Identifying the needs of your organization	3.9
Web site redesign / reorganization	3.9
Usability: evaluating the effectiveness of information products	3.8
Project management and working with consultants	3.7
Knowledge management skills overview	3.7
Information architecture design	3.6
Developing training programs	3.5
How to review Information products	3.5
Cataloguing and indexing internet resources	3.4
Educating adults: The principles of teaching library clients	3.0

Of note here, *Cataloging and indexing* was quite polarized with sizeable sub-group that showed great interest in the topic – but many that gave a low rating, or no rating at all. *Educating adults* appears to be a non-starter, as it not only received the lowest rating by those who bothered to rate it, but also had the highest number giving it no ranking at all.

The top four topics, *User needs*, *Web site re-design*, *Usability*, and *Project management* achieved those rankings with a high degree of consistency and very few non-ratings. These topics relate to themes evident in other areas of this survey, so should be a solid foundation for programming.

Additional topics suggested in this area were:

- Anything related to programming and web sites to get an overview as to how it all work e.g. xml, asp, javascript, how catalogues on the web work (this from the perspective of someone not doing it)-speakers from related fields discuss
- How to use the Web for online training; how to develop an excellent online training course

Skills topics generally received ratings as high as those given to management issues. The mean rating for management topics was 3.5 out of 5; the mean rating for topics classified as skills was 3.6.

Important Issues Facing Libraries

The most important issues for respondents' libraries to deal with over the next year were: (in alphabetical order, as reported by the respondents)

- Accommodation - we are in the process of completing a major renovation of the library.
- Amalgamation
- Bringing Internet access to all employees desktops, and adjusting the corporate Intranet/Internet sites accordingly
- Changing marketplace in information provision sector
- Contractuel pour le cataloguage de collections
- Creating a modular intranet/extranet of information resources
- Déménagement de la Collection et comment ceci affectera le service à la clientèle.
- Developing a comprehensive training module for staff and clients
- Developing a taxonomy for our Intranet
- e-access to journals, and subscribed organizations - promotion of these research tools
- Electronic journal costs
- Electronic licences with journal publishers
- Finding and nurturing partnerships

- Funding
- Funding for new initiatives
- Gaining a higher profile for the Library.
- Getting ourselves fully staffed
- Harmonization issues resulting from municipal amalgamation and the creation of a new public library system
- Implementing a new database for the library.
- Implementing an online catalogue.
- Impliquer les gens au comité consultatif des services de bibliothèque
- Keeping pace with change
- Knowledge sharing
- Promoting e-books and online products.
- Service improvement for clients -- how to use technology better to improve service to clients...
- La relève
- Maintaining a high profile in the GOL initiative
- Managing electronic publications
- Marketing our services, and doing more with limited resources
- Moving
- New integrated library system
- New technology
- Obtaining funds for special projects
- Placing more information online -
- Plan stratégique
- Possible move
- Procurement & promotion of electronic issues
- Promoting itself as an important aspect of the department and
- Putting library skills to use to manage information on our Web site
- Reinstating services that had been reduced or cut due to shortage of staff
- revenus accrues
- Service to clients with their own Internet access
- Staffing - we have a number of vacancies to fill
- Staying open
- To maintain funding avenues

Key Skill Sets for Development

Skills reported as most desirable to acquire over the next year were: (in alphabetical order, as reported by the respondents)

- A better understanding of library systems
- Analytical skills, moving the library with the times
- Better understanding of IIS (Internet Information Server) and general server maintenance
- Career development skills
- Cataloguing
- Don't know - I'm in limbo
- Easy import of & integration of Internet resources into the library catalogue, e.g. Along the lines of Ebsco.
- General management and supervision skills
- gestion financière
- Greater contacts in the special library world.
- How to manage and influence change in the workplace...
- How to train our patrons on Internet searching, but at an advanced level.
- How to use cascading style sheets, and Flash
- HTML
- Html - web development various software alternatives.
- Internet; Website creation
- Knowledge management
- Management

- Meilleure gestion de mon temps
- More about managing a web site maybe
- More in-depth vbscripting skills (to use with ASP technology)
- Not knowledge management.
- Policy
- Presentation skills
- Project management
- Proposal writing
- Pros and cons of Netscape versus Microsoft
- Savoir preparer de bons "business cases"
- Savoir transposer notre valeur dans un langage compris par l'executif
- Sharpen management skills
- The ability to write a strong business case
- Web design skills
- Web/intranet design/
- Web-site design

Suggested Presenters and Topics

Relatively few topics were suggested. The topics, and the nominator when self-identified, were:

- Conservation staff of National Library/National Archives
- Reva Nelson...on motivational stuff. Author of Bounce Back! Suggested by khenev@blgcanada.com, dk204@freenet.carleton.ca
- Roch Carrier, Bibliothèque Nationale, projects avec les bibliotheques suggested by Liliane Reid Lafleur
Bibliothèque Hartland Molson
Musée canadien de la guerre
776-7652.
Liliane.Lafleur@warmuseum.ca
- Susan Wright from the Randolph Group does great sessions on change management but she's expensive (about \$2,000 per day.)

Availability of Members for Events

Regarding the scheduling of CASLIS sessions, 35% of respondents reported being available mornings, 49% afternoons, 65% evenings, and 39% full days.

Respondents; Availability for CASLIS Events

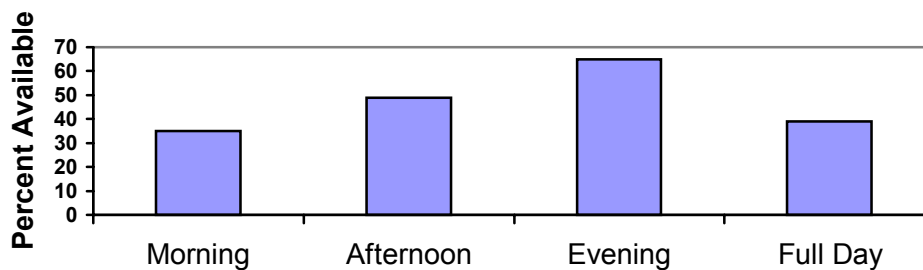


Figure 4

Guidelines for Fees

The amount respondents thought their libraries would be willing to pay for a two-hour session ranged from \$10 to \$250 or more. The most common answer was \$50. For a half-day session, acceptable fees ranged from \$50 to more than \$550, with \$200 being the most common fee. For a full day session, the amounts ranged from \$50-\$550+, with the most common amount being \$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.

Amount	2 hour session	Half day session	Full day session
	N	N	N
10	2		
20	3		
30	8		
40	7		
50	10	7	2
60	2	0	0
70	1	0	0
80	4	0	0
90	0	0	0
100	9	16	6
200	1	19	17
250	1	3	9
300*	1	3	5
350		1	2
400		0	1
450		0	0
500		0	4
550+		1	1
Total responses	49	49	42

Notes:

N=number of respondents selecting that response.

*\$250+ for the 2-hour session

The lower number of responses for fees for a full-day session probably reflects that relatively few respondents are available for full-day sessions (Figure 4).

Summary

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

But this survey tells us rather more than that. CASLIS members are working in a variety of settings, and most see themselves as key influencers within their organizations. They are equally interested in advancing their management abilities

and acquiring skills and knowledge in practical areas. 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, Internet technologies and intellectual property rights are key concerns and interests reported by managers for the upcoming year.

Appendix 1

Those providing contact information for further consultation were:

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