

Training Needs Assessment 2012-14

Prepared by Colleen Eggett, Utah State Library Training Coordinator / Consultant

A needs assessment was administered by the Utah State Library from Dec. 5, 2011 to Jan. 5, 2012. An online survey instrument was sent out to recent attendees, the ULN and ULA listservs, and was posted on the USL website. There were 210 respondents.

Demographics

Library type	Count	Percent
Academic Library	44	20.95%
Government Library	6	2.86%
Public library	137	65.24%
School (K-12) Library	3	1.43%
Special Library	8	3.81%
None at this time	0	0.00%
Other	5	2.38%
No answer	7	3.33%
Total	210	100%

Service Population	Count	Percent
0-2,499	21	10.00%
2,500-9,999	33	15.71%
10,000-24,999	35	16.67%
25,000-99,999	60	28.57%
100,000+	40	19.05%
Don't know	13	6.19%
No answer	8	3.81%
Total	210	100%

Current Position	Count	Percent
Board member	3	1.43%
Circulation specialist /aide	4	1.90%
Director/Administrator	43	20.48%
Librarian	97	46.19%
Shelver	3	1.43%
Supervisor/ branch or department manager	28	13.33%
Other	25	11.90%
No answer	7	3.33%
Total	210	100%

Learning Preferences

People were asked to rank how they prefer to learn, ranking their 1st to 4th choices.

1st choice: in person (face-to-face) 67%*

2nd choice: live online learning, synchronous, 44%

3rd choice: training at your own pace, asynchronous, 43%

4th choice: books/ print materials, 57%

*67% of respondents said that their first choice in learning was in person.

There are significant differences since the last time we asked this question, two years ago, in 2009. The question was asked slightly differently, but the results are still comparable, as follows:

- 1st choice: in-person (face-to-face) 94%
- 2nd choice: training at your own pace, asynchronous, 58%
- 3rd choice: live online learning, synchronous, 42%
- 4th choice: books/ print materials, 42%

What is the difference? For one, the Utah State Library dramatically increased the number and percent of classes that were offered synchronously online, while the asynchronous offerings remained consistent. Therefore, synchronous learning led to a significant change in people’s learning preferences.

- FY2009: 29 online courses/35% of training offered
- FY2010: 40 online courses/45% of training offered
- FY2011: 63 online courses/61% of training offered

Other differences to be considered are rises in travel expenses, turndowns in the general economy, falls in library operating expenses in many cases, and other things.

Still, in-person training is solidly in first place, and books/print materials is in last.

Training Topics

People were asked which topics, among a list, they were most interested in. The top 20 topics follow.

Training Topic	#	Percent
New technology in libraries: kindles, ipads, nooks in the collection	98	48.04%
21st Century Library	79	38.73%
Blogging/ facebook/ social media for the library	79	38.73%
Adult programming	68	33.33%
Customer Service	68	33.33%
Innovations in libraries: kiosks / bookstore/ Anythink model	67	32.84%
Summer Reading Program	67	32.84%
Communication (positive/effective)	66	32.35%
Technology	65	31.86%
Pioneer: Utah's Online Library	64	31.37%
Children’s Services	60	29.41%
Outreach services	60	29.41%
Public relations & marketing	58	28.43%
Book clubs for kids and teens	57	27.94%
Conflict resolution	56	27.45%
Advocacy/ community support	55	26.96%
Collaborating with local community agencies	55	26.96%
Collection Development	54	26.47%
Teaching computer/ Internet skills to the public	53	25.98%
Problem patrons and security	52	25.49%

NOTE: the complete list is in Appendix A.

Write-in topics include:

Advanced cataloging training (including authority control)
Advanced Pioneer training
Audiobooks and ebooks with specific devices
Copyright
Future of the public library and its role in the community
Grant writing
Leadership/management
Ninth House management
Puppet shows and scripts
Reference and how it's changing
Services for seniors
Serving special needs/ at risk populations
Table top discussions
Topics for school librarians

Needs of Public Library staff (Service population <100,000)

100 of the people surveyed are in this category, or 48% of respondents.

When considering the needs of public library workers in service populations of under 100,000 people (the target audience for Uplift and other training events), how people prefer to learn does not change. The rankings and the percentages are generally the same as the complete set.

- 1st choice: in person (face-to-face) 68%
- 2nd choice: live online learning, synchronous, 49%
- 3rd choice: training at your own pace, asynchronous, 47%
- 4th choice: books/ print materials, 58%

However, the topics change substantially and are more pragmatic. Top 20 topics follow.

Topic	#	Percent
New technology in libraries: adding kindles, ipads, nooks to the collection	58	58.00%
Summer Reading Program	56	56.00%
Adult programming	55	55.00%
Book clubs for kids and teens	50	50.00%
Children's Services	50	50.00%
Blogging/ facebook/ social media for the library	49	49.00%
Multi-age (newborn to 5 year old) storytime success	42	42.00%
Teaching computer/ Internet skills to the public	42	42.00%
Teen services	42	42.00%
21st Century Library	41	41.00%

Pioneer: Utah's Online Library	41	41.00%
Storytimes	41	41.00%
Customer Service	40	40.00%
Public relations & marketing	40	40.00%
Children's Literature	39	39.00%
Innovations in libraries: kiosks / bookstore/ Anythink model	38	38.00%
Advocacy/ community support	37	37.00%
Early literacy –Utah Kids Ready to Read	37	37.00%
Communication (positive/effective)	36	36.00%
Outreach services	36	36.00%

NOTE: the complete list is in Appendix B.

Conclusion: we should continue to build a training program based on traditional roles of Utah librarians, adding in components of technology and emerging ideas, available to all librarians, not only public librarians in small to mid-sized libraries.

People that volunteered to teach, with their topics:

Alison Regan, U of U Marriott, alison.regan@utah.edu Digital storytelling

Annie Eastmond, Holladay Lib (soon, new Millcreek): I've had lots of experience and ideas for successful Storytimes. I could also do Booktalking (to kids,schools...)

Byron Evans, Utah Co. Bookmobile: MARC records, book repairs, shelving, library collection dev.

Dannie Libby, Tooele City Library: I used to work as an occupational therapy aide, which is helpful in teaching reading/writing/thinking skills in a fun, creative way.

Dennis Bernards, BYU, dennis_bernards@byu.edu: serials management

Dianne Hirning, Dixie State College Lib: Change management, life/work balance, and reference service.

Jennifer Fay, Kearns Library: Happy to help in any way especially management-related stuff.

John Bramble, Eccles HS Library, Health information access, health literacy resources

Kent Slade, Highland Library: Collection development, budgeting, management, personnel supervision, ADA.

Linda Jones, Dixie State College, I jones@dixie.edu: Information Literacy Course, American Sign Language

Linda Scadden, Lehi City: I don't know if I am an expert, but I dabble in anything storytime related.

Lorie Womack, Roosevelt Library: Grant Writing, Association of Rural and Small Libraries (Board Member)

Mari Cheney, Utah State Law Library: Law librarianship, social media - Facebook, Twitter and blogging.

Michael Whitchurch, BYU HB Lee Library: Services using QR Codes

Robert Shupe, Logan Library: Staff and professional development practices and motivation.

Sam Passey, Uintah County Library: Library space planning, evaluating new employees, working with elected officials.

Sarah Hall, Hurricane Branch: Teen Services, Social Networking to promote the library, Anime and Manga, Using Graphic Novels to Promote Teen Events, Book Clubs at the Library (Teen and Adult)

Veronica Sandoval, Tooele City Library: extensive knowledge of auditing

People that volunteered to teach, no topics mentioned:

Darrah Rogers, Salt Lake City Public Library, drogers@slcpl.org

Lori Stevens, Orem Public Library, lastervens@orem.org

Pam Jackson, Spanish Fork Library, pjackson@spanishfork.org

Steve Decker, Cedar City Public Library, dsteve@cedarcity.org

Others that can teach classes

Amy White, Orem Library

Brad Hall, head of the Speech Communication dept., Utah State University: workplace communication or some aspect of that; difficult performance eval. discussions.

Carrie Valdes, Moab Library, building community support

Jamie Carter, Tooele Library

Malissa Brandon, Tooele City Public Library

Martha Talman talman@dixie.edu

Mary Bushing

Meggan Spadafora, Spanish Fork megans@spanishfork.org, Teens Current trends

Pete Giacoma

Rita Christensen rita_christensen@byu.edu multimedia to promote library services/create library guides

Tim Rowley rowleyti@uvu.edu 801-863-8107 Tech Services/Reference Services

Tony Sams Tony.sams@Utah.edu digital storytelling

Evaluation of the existing program

Respondents were asked how satisfied they are with the training provided by the Utah State Library. 184 people responded to this question; 97 among public library workers serving <100,000.

<u>Response</u>	<u>#</u>	<u>%</u>
Very satisfied	98	53%
Somewhat satisfied	51	28%
Neutral/ undecided	20	11%
Somewhat unsatisfied	2	1%
Very unsatisfied	0	0%
Not applicable	13	7%
Total	184	100%

<u>Response</u>	<u>#</u>	<u>%</u>
Very satisfied	68	70%
Somewhat satisfied	23	24%
Neutral/ undecided	3	3%
Somewhat unsatisfied	2	2%
Very unsatisfied	0	0%
Not applicable	1	1%
Total	97	100%

Strengths of the program

Note: complete comments are in Appendix C

- You offer good workshops, you are prepared, you offer WS at locations throughout the state, you know your stuff
- Mileage reimbursement and getting training opportunities off the Wasatch front.
- I have been highly impressed with the variety of training options offered.
- Posting slides online of popular trainings done at USL and in outside conferences.
- USL is making a good effort to bring hands-on training to rural areas of the state.
- Training is well-organized and practical.
- Offering training via the computer--much easier and more convenient.
- They provide a wide range of training topics at a variety of times.
- Working on specifics--a long-range planning document was helpful and the immediate suggestions to make the document more useful were very helpful.... It is often easier to feel comfortable with the state library experts.
- Giving us a chance to leave feedback.
- The presenters have been well-informed and they don't talk over my head.
- Basic skill development for non-professional/MLS librarians
- The [Ninth House] management series with guest presenters was great!
- USL does an excellent job with the UPLIFT program!
- The face to face training is good.

Weaknesses/ suggestions for improvement

- Note: complete comments are in Appendix D
- When the State Library offers a "live" (face-to-face) training, use technology to make the same available online and then archive it so others may benefit from it at a later time.
- More on location training, done regionally.
- Can USL subscribe to Infopeople to provide free access for those trainings to our staff?

- Scholarships to national/regional conferences.
- An increased frequency of classes would be nice.
- More classes in Eastern Utah, Price, Roosevelt, Etc.
- I would like to see more outreach- that is, USL trainers coming to libraries to provide training.
- Include a clearing house of live web based training options.
- Use personal microphones
- Cutting edge topics that meet the needs of many types of libraries (public, school, or academic).
- More advertising as to what is available
- Occasionally the training feels a little too fast paced. Depending on the subject a little more in-depth discussion would be helpful.
- If a session fills up really quickly, any chance of adding extra sessions?
- Continue to pursue webinar/online delivery for the extensive/inclusive access to workshops.
- Please offer more advanced UPLIFT classes.

Comments

Note: complete comments are in Appendix E

- I appreciate the training opportunities you provide to librarians.
- Any training I can get empowers me to better serve in all capacities of the library.
- I love what I do and I appreciate the tools with which I am being presented to magnify my position.
- I have enjoyed all classes I have taken and felt I have left with knowledge I didn't have before and confidence
- You are doing a great job. Thanks so much for the help we receive - we always need to know how to do things better.
- I have learned so much from the classes I have taken. This has really helped me be a better more helpful employee. Thank you!
- ...Your training really has helped me become a better librarian and I look forward to more opportunities.
- I appreciate all the support USL gives to libraries throughout the state. As a YS librarian I particularly appreciate the new role Matt McLain provides.
- I appreciate all the hard work that goes into providing these training sessions. Keep up the good work!

Appendix A Topics among all participants

Training Topic	#	Percent
New technology in libraries: kindles, ipads, nooks in the collection	98	48.04%
21st Century Library	79	38.73%
Blogging/ facebook/ social media for the library	79	38.73%
Adult programming	68	33.33%
Customer Service	68	33.33%
Innovations in libraries: kiosks / bookstore/ Anythink model	67	32.84%
Summer Reading Program	67	32.84%
Communication (positive/effective)	66	32.35%
Technology	65	31.86%
Pioneer: Utah's Online Library	64	31.37%
Children's Services	60	29.41%
Outreach services	60	29.41%
Public relations & marketing	58	28.43%
Book clubs for kids and teens	57	27.94%
Conflict resolution	56	27.45%
Advocacy/ community support	55	26.96%
Collaborating with local community agencies	55	26.96%
Collection Development	54	26.47%
Teaching computer/ Internet skills to the public	53	25.98%
Problem patrons and security	52	25.49%
Children's Literature	51	25.00%
Difficult conversations on performance issues	51	25.00%
Teen services	51	25.00%
Displays & signage	50	24.51%
Multi-age (newborn to 5 year old) storytime success	48	23.53%
Cataloging changes: RDA and FRBR	47	23.04%
Storytimes	46	22.55%
Staff recognition / supervision / management	44	21.57%
Weeding	44	21.57%
Web design	43	21.08%
Book repair	42	20.59%
Early literacy –Utah Kids Ready to Read	42	20.59%
Book talking (speaking to an audience about specific books)	41	20.10%
Clerks: training and evaluating	40	19.61%
Staff competencies	40	19.61%
Supporting and partnering with school librarians	40	19.61%
Digital storytelling (all ages)	39	19.12%
Change management	35	17.16%
Digitizing local resources	35	17.16%
Effective meetings	35	17.16%
Gaming in Libraries	34	16.67%
Space planning	34	16.67%

Task management and streamlining	34	16.67%
Friends of the Library	33	16.18%
Technical Services	33	16.18%
Volunteers	32	15.69%
Cataloging basics	31	15.20%
Job seekers and Public Libraries	28	13.73%
Digital media labs- starting and running one	27	13.24%
Serving at-risk teens	27	13.24%
Safety and security for children in libraries	26	12.75%
User Experience Librarianship	26	12.75%
Interlibrary loan	25	12.25%
Spanish language / multicultural awareness	25	12.25%
Webinar hosting- online training design	25	12.25%
RFID / Self check out	24	11.76%
Shelvers: training and evaluating	24	11.76%
Book group collections	23	11.27%
Running a branch library	22	10.78%
Broadband: how to use and manage it well	21	10.29%
Recruitment and hiring of employees	17	8.33%
Foundations	16	7.84%
ADA & the library building	15	7.35%
Building a new library	15	7.35%
Infant Brain Development	15	7.35%
Acoustics in libraries	14	6.86%
Outsourcing collections to other libraries/ groups	9	4.41%

Appendix B Topics among public libraries <100,000 service populations

Topic	#	Percent
New technology in libraries: adding kindles, ipads, nooks to the collection	58	58.00%
Summer Reading Program	56	56.00%
Adult programming	55	55.00%
Book clubs for kids and teens	50	50.00%
Children's Services	50	50.00%
Blogging/ facebook/ social media for the library	49	49.00%
Multi-age (newborn to 5 year old) storytime success	42	42.00%
Teaching computer/ Internet skills to the public	42	42.00%
Teen services	42	42.00%
21st Century Library	41	41.00%
Pioneer: Utah's Online Library	41	41.00%
Storytimes	41	41.00%
Customer Service	40	40.00%
Public relations & marketing	40	40.00%
Children's Literature	39	39.00%
Innovations in libraries: kiosks / bookstore/ Anythink model	38	38.00%
Advocacy/ community support	37	37.00%
Early literacy –Utah Kids Ready to Read	37	37.00%
Communication (positive/effective)	36	36.00%
Outreach services	36	36.00%
Technology	36	36.00%
Displays & signage	32	32.00%
Problem patrons and security	31	31.00%
Clerks: training and evaluating	30	30.00%
Collaborating with local community agencies	30	30.00%
Collection Development	30	30.00%
Weeding	29	29.00%
Conflict resolution	28	28.00%
Book talking (speaking to an audience about specific books)	27	27.00%
Difficult conversations on performance issues	27	27.00%
Digital storytelling (all ages)	27	27.00%
Gaming in Libraries	27	27.00%
Book repair	26	26.00%
Friends of the Library	25	25.00%
Space planning	25	25.00%
Supporting and partnering with school librarians	25	25.00%
Web design	24	24.00%

Staff recognition / supervision / management	23	23.00%
Volunteers	23	23.00%
Staff competencies	22	22.00%
Technical Services	22	22.00%
Cataloging changes: RDA and FRBR	21	21.00%
Job seekers and Public Libraries	21	21.00%
Safety and security for children in libraries	20	20.00%
Serving at-risk teens	19	19.00%
Task management and streamlining	19	19.00%
Book group collections	18	18.00%
Cataloging basics	18	18.00%
Shelvers: training and evaluating	18	18.00%
Spanish language / multicultural awareness	18	18.00%
RFID / Self checkout	17	17.00%
Change management	15	15.00%
Interlibrary loan	15	15.00%
Running a branch library	15	15.00%
Broadband: how to use and manage it well	14	14.00%
Building a new library	14	14.00%
Digital media labs- starting and running one	14	14.00%
Effective meetings	13	13.00%
Foundations	13	13.00%
Infant Brain Development	13	13.00%
ADA & the library building	11	11.00%
Digitizing local resources	11	11.00%
Acoustics in libraries	9	9.00%
Recruitment and hiring of employees	7	7.00%
User Experience Librarianship	7	7.00%
Webinar hosting- online training design	6	6.00%
Outsourcing collections to other libraries/ groups	5	5.00%

Appendix C Concerning training, what is USL doing well?

You offer good workshops, you are prepared, you offer WS at locations throughout the state, you know your stuff

UPLIFT trainings are always well done.

Moving around the state, allowing us not to have to travel as far. Coming to Utah County has been great!

Keeping costs down for participants! Offering the same class/workshop in various sites around the State.

I appreciate the variety of training offered!

Mileage reimbursement and getting training opportunities off the Wasatch front.

I have been highly impressed with the variety of training options offered.

Excellent trainers and good locations, variety around the state.

Offering workshops throughout the state and not just in SLC. Offering online training. Allowing Librarians to participate in LE@D courses and footing the bill.

- Series of trainings by Darci on "Rx for the virtual branch was great in 4 sessions online. Gave us a chance to evaluate and review before moving on to more information. - Bringing in trainers from areas outside of Utah who have particular expertise and excitement. - Repetition of training. - Posting slides online of popular trainings done at USL and in outside conferences. - Professional development collection at USL for ILL has been useful, particularly when a staff member has an individual goal with regard to their own professional development. - I appreciate having access to consultants for live training at our library. We have utilized the expertise inside the State Library many times for many topics. We have also used Wimba and conference calling in some instances for smaller groups. Our library benefits from this willingness to share expertise regularly.

Nice to have weekly webinars to choose from and get training from your desk.

USL is making a good effort to bring hands-on training to rural areas of the state.

I haven't attended many training sessions, but they seem to be well-organized and practical.

Choosing personable, fun Experts to teach seminars etc. (i.e. Mary Bushing)

I hear that the leader of the workshop I will be attending is wonderful - a very good teacher (along with other great comments). Word of mouth really helps me feel comfortable.

Wide variety of topics, knowledgeable staff.

Face to face training.

Generally happy with the topics and the variety of dates and locations available for trainings. I love the workshops and trainings that are more open to input from other organizations and are willing to listen to questions on how to help each individual library with their goals and needs.

Awesome attitudes and personalities! Most of all THANK YOU - you rock!

Good topics, online classes good way to get quick cheap info, in person classes good way to meet other librarians

I'm rather new, so can only assume that USL had a great deal to do with our staff development days. Our last day was so extremely motivational as well as informative.

Timely topics, Informative materials, Practical teaching

All the training we receive has been a good resource

Topical trainings.

Offering training via the computer--much easier for me. Coming to my facility for staff training.

They provide a wide range of training topics at a variety of times.

They are offering more opportunities for staff to participate in training and making classes more accessible to get to.

Holding relevant classes and workshops for public libraries.

The offered workshops and training have been great. Working on specifics--a long-range planning document was helpful and the immediate suggestions to make the document more useful were very helpful. The workshops with 'guest' trainers were also helpful, but it is often easier to feel comfortable with the state library experts.

I have enjoyed the convenience of the online training.

I am glad you are offering classes across the state.

Covering topics well. Variety of topics

Knowledgeable Trainers

Gives us different dates to join in the training so it's easy to plan around work.

Great handouts. Great instructors

They pick people who are people friendly and know the subject they teach.

Great speakers and trainers

Coordinating training amongst branch librarians

Getting librarians together for training is very helpful, because we learn so much from them - as well as from the instructor, of course.

USL has very well organized training sessions with practical hands on aids. It has benefited me in every aspect of my career

Availability of trainings

Providing various locations and working with other state and local entities.

I love that fact that you do the trainings in more than one place, so we never have to travel very far. I enjoy the diversity of the training topics, too.

Caring and personable. No question is too small or dumb.

Offering free classes to help meet our needs and allowing us to share ideas with other librarians.

This is hard to say, since I am not employed by USL, but I work with the Utah County Bookmobile for Mapleton City.

The presenters/teachers have been wonderful as well as very experienced in what they are teaching. You take great care of our needs, lunch, drinks, etc. I like the class sizes. I think they are perfect number of students.

Variety and frequency.

The teachers are knowledgeable and easy to understand. Classes are very helpful

Very well organized

Summer Reading Training

Giving us a chance to leave feedback. Working with our schedules and giving us our own training days.

I have been to some great workshops in person and you all do a nice job with the webinars as well.

Reaching all parts of the state.

Providing a variety of trainings

Offering workshops in more than one area - taking it to the librarians instead of everyone travelling to SLC. I have enjoyed the Pioneer training very much.

You offer a wide variety of learning opportunities.

I have not attended any trainings except LSTA grant workshop some years ago.

I have enjoyed face to face trainings - maybe once per year or every other year. Brings local librarians together!

USL provides training on a very wide range of topics that are both useful and convenient to access.

I have enjoyed all the workshops I have attended.

All the training I have attended has been wonderful. The presenters have been well-informed and they don't talk over my head.

You do offer a wide variety. Thanks

Offering it at all

Don't know, probably a lot, don't really care

I really value the training opportunities that USL has provided in the past.

It was interesting and fun

Basic skill development for non-professional/MLS librarians

Appreciate the opportunity to take a class with instructor at the State Library lab.

I appreciate the distributed sessions around the state and the option to review training materials if we miss a webinar or in-person workshop.

Variety of topics

The management series with guest presenters was great!

I just attended a ready to read new updated literacy program, emergent literacy in December and it was very helpful and provided helpful information.

I love the area training for Children's services so we don't have to travel so far...& the people who come have been great!

I haven't attended a USL training for many years because SL county provides so many good ones.

We love the online trainings that are available both at your own pace and live trainings. USL does an excellent job with the UPLIFT program!

The most useful training sessions I have attended are the children's summer reading programs. Not only are there great ideas from the national level, but other librarians come up with good local program ideas. Thanks

The face to face training is good.

Great teachers. They make it fun and very applicable to our needs. I have learned so much. I am a better more helpful employee because of the training I have received. Thank you!

I loved the leadership program that I took

I like the summer program workshop. I have enjoyed helping with the mentoring program.

Appendix D Concerning training, how can USL improve?

Something on 21st Century libraries

This survey was a great idea.

If there could be more basic trainings for book repair and customer service type things, that would be great.

When the State Library offers a "live" (face-to-face) training, use technology to make the same available online and then archive it so others may benefit from it at a later time.

I would like to see more available online. Especially the Pioneer training.

More on location training, done regionally.

Continue to expand online training. Encourage directors to encourage their staff to participate.

-Can USL subscribe to Infopeople to provide free access for those trainings to our staff? Lynda and Lead are already awesome. Infopeople would be a great addition. - Scholarships to national/regional conferences.

An increased frequency of class would be nice. More classes in Eastern Utah, Price, Roosevelt, Etc.

I would like to see more outreach- that is, USL trainers coming to libraries to provide training. It is often difficult for staff to get away, especially in a small library.

Will let you know if there is anything I feel you could improve upon when I finish my workshop on cataloging.

More online courses.

More face to face training.

Sometimes the trainings are rather vague. While I understand that it is difficult to specialize and departmentalize as all libraries are different, some training - esp. for teens seems to be more of a "look what I did," not a "how can I help you to implement a new program or better one that you are struggling with." While some people may like the book talks, I generally feel that I could have gotten that online or via some other resource rather than one on one and see it as a waste of time to drive somewhere to have someone book talk me... :) Maybe those should be put on youtube, instead???

Good training, would like more time for some of it like a questions-answer time. When seeing a program for the first time, it takes a bit to register so that what has been taught can sink in. Sometimes I don't even know where the training subject is, I am getting much better, but maybe show us how to get there first.

Doing great job

I can see a need for EVERY training to include, in some part, positivity. The vital importance for us to remain positive - that we cannot take out personal frustrations on our patrons or fellow library workers. Our roll in a community is much too vital to allow that.

Nothing noted for improvements at this time.

By give us more training

Perhaps offer a class in the evenings. Also, training in multicultural/multilingual story times would be helpful. (Sorry, forgot to mention that on the last page.)

I would like to see more online opportunities. It helps with the travel budget.

Include a clearing house of live web based training options. Spell out the relationship if any between Amigos Lyrasis and the Utah State Library. Discuss how and when libraries may want to subscribe directly to OCLC.

More often, bring training to local libraries and boards.

More of the same, please.

I often don't know what classes are going on. I know you announce them on the website, but I forget to go there and look at a regular basis. Do you send out a newsletter?

Doing more of what you do well

Having training closer to the smaller Libraries so less traveling is necessary

None. Just keep them coming!

More hands on

Use personal microphones

More in depth on database training

The Summer Reading Program training is excellent when covering ideas for Children, but the Teens and Adults get skipped over completely. It's kinda frustrating for the Teen Librarians who are looking for ideas that aren't the same thing that they do every year.

Although I am not familiar w/ your training meetings, I think ALL librarians involved w/ the Bookmobile will benefit from catalog entry training.

Keep up the good work!

More training for new librarians

Bringing as many training sessions to southern Utah as possible

Being flexible, on trainings.

Keep offering more training opportunities - especially UPLIFT

Cutting edge topics. Topics that meet the needs of many types of libraries, not just one of them (public or school or academic).

More advertising as to what is available

While I realize your main focus is the public of the state of Utah, it would be nice to have some focus brought toward the career schools in Utah who are the odd one out at ULA and not accepted by UALC. We could use some support.

Occasionally the training feels a little too fast paced. Depending on the subject a little more in-depth discussion would be helpful.

If a session fills up really quickly, any chance of adding extra sessions?

I would like to have more trainings closer to home. Tremonton

More online trainings

Maybe come to the library to train all staff on customer satisfaction, early literacy importance.

I really like the outreach programs. It is helpful for the rural and outside the Wasatch front areas.

don't know, don't really care

Continue to pursue webinar/online delivery for the extensive/inclusive access to workshops.

Spread out the workshops so they don't all fall at the same time. Travel is difficult as it is.

I assume the greater need for training is to the more rural and smaller library systems in the State.

Please offer more advanced UPLIFT classes.

Allow more time for each subject that is brought to our library for training.

More helps for story time and youth programs.

Appendix E Comments

Thank you

I appreciate the training opportunities you provide to librarians.

Thank you. Santa is watching and so is the Utah State Legislature.

I will be attending my first cataloging workshop this week. I answered the above question as I think how I will feel at the end of the day.

Thanks!

Any training I can get empowers me to better serve in all capacities of the library.

Thanks for everything you do! I recently attended the children's ready to read training and appreciated being able to share concerns for my community and listen to other input on how different communities handle similar problems.

THANK YOU for doing your job and doing it so well.

I love what I do and I appreciate the tools with which I am being presented to magnify my position.

Hi, Coleen, This is Donna at the Provo library. Good luck with this.

Thank you

I have enjoyed all classes I have taken and felt I have left with knowledge I didn't have before and confidence

You are doing a great job. Thanks so much for the help we receive - we always need to know how to do things better.

Thanks for reading my input!

I have learned so much from the classes I have taken. This has really helped me be a better more helpful employee. Thank you!

Thanks Colleen!

Faster notification of cancelled training sessions

We appreciate your help and support.

Thanks for your support at USL!

I haven't been involved in recent years; attended some workshops when I first became a library worker.

Thanks for all you do. Your job probably isn't as fun as mine, but you do it so very well.

I would like to have better knowledge of what is available. I get Matt's listserv which is helpful but I don't think it covers all the trainings available.

THANKS

Thank you for offering trainings. I hope to be able to attend more in the future.

I really appreciate all the training I have been given...I just wish I had more time (& money) to implement some of the great ideas. But your training really has helped me become a better librarian and I look forward to more opportunities. You're doing a great job!

I appreciate all the support USL gives to libraries throughout the state. As a YS librarian I particularly appreciate the new role Matt McLain provides.

I appreciate all the hard work that goes into providing these training sessions. Keep up the good work!

