The Training Gaps Analysis for Librarians and Library Technicians: Survey Instruments

8Rs Research Team

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INSTITUTIONAL SURVEY: PARAPROFESSIONALS

Definitions:

Paraprofessionals: Paraprofessionals usually possess a technical certificate and/or diploma from an accredited library technician program (e.g., library technicians as defined below) OR they might also work in paraprofessional roles with an undergraduate degree and/or relevant experience (e.g., library assistants)

Library Technicians: For the purposes of this study, we are defining library technicians as individuals with a diploma from a library technician program.

Professional Librarians: For the purposes of this study, we are defining professional librarians as individuals with a Masters degree (or its historical equivalent) from a library education program accredited by the American Library Association or its equivalent.

A.   Competencies & Education

1. What proportion of your paraprofessional staff have a library technician diploma?
    - ❒ 0 %
    - ❒ 1 – 25%
    - ❒ 26 – 50%
    - ❒ 51 – 75%
    - ❒ 76 – 99%
    - ❒ 100%
    - ❒ Don't know
    - ❒ Do not have any paraprofessional staff (Skip to Section B, Question 6)

2. Do any of your paraprofessional positions stipulate a library technician diploma as a prerequisite?

    - ❒ Yes → Please answer the next series of questions (3a to 3s) with respect to the competencies required for your **library technicians** (i.e., your staff with a library technician diploma)
    - ❒ No → Please answer the next series of questions (3a to 3s) with respect to the competencies required for your **paraprofessional staff** (i.e., your paraprofessional staff without a library technician diploma)

3. For the following list, first rate how important the competency or qualification is when you are making recruiting decisions about **library technicians** / OR **paraprofessional staff** and second, the level of ease or difficulty you have experienced in trying to hire individuals with these competencies or qualifications.

Importance of Competency / Qualification　　　　*Ability to Hire for Competency / Qualification*

		Not at all Important			Very Very Important			Very Easy			Difficult	
a.	Library Technician diploma	1	2	3	4	5		1	2	3	4	5
b.	Desired Number of years of experience	1	2	3	4	5		1	2	3	4	5
c.	Technical and bibliographic skills (e.g., acquire/manage/ dispose of information records / resources	1	2	3	4	5		1	2	3	4	5
d.	Public Service Skills (e.g., create/maintain programs/ services, reference, instruction)	1	2	3	4	5		1	2	3	4	5
e.	Information technology skills	1	2	3	4	5		1	2	3	4	5
f.	Managerial skills (e.g., skills involved in structuring / coordinating areas of personnel / staff development, budgeting, operations)	1	2	3	4	5		1	2	3	4	5
g.	Business skills (e.g., ability to read financial statement, prepare a business case, or develop a marketing plan)	1	2	3	4	5		1	2	3	4	5
h.	Leadership potential (e.g., taking initiative and making things happen through the effective action of others)	1	2	3	4	5		1	2	3	4	5
i.	Entrepreneurial skills (e.g., ability to seek out new opportunities and reconceive and revitalize products and services)	1	2	3	4	5		1	2	3	4	5
j.	Interpersonal or 'people' skills	1	2	3	4	5		1	2	3	4	5
k.	Communication skills	1	2	3	4	5		1	2	3	4	5
l.	Ability to handle high volume workload	1	2	3	4	5		1	2	3	4	5
m.	Ability to respond flexibly to change	1	2	3	4	5		1	2	3	4	5
n.	Ability to deal with range of users	1	2	3	4	5		1	2	3	4	5
o.	Ability to learn new skills	1	2	3	4	5		1	2	3	4	5
p.	Dedication to values of libraries	1	2	3	4	5		1	2	3	4	5
q.	Commitment to the organization's goals	1	2	3	4	5		1	2	3	4	5
r.	Interest in professional development / continuing education	1	2	3	4	5		1	2	3	4	5
s.	Other specialist skills (specify and rate up to 3):											
	a,	1	2	3	4	5		1	2	3	4	5
	b.	1	2	3	4	5		1	2	3	4	5
	c.	1	2	3	4	5		1	2	3	4	5

4. Do you think the education provided in library technician programs equips graduates with the competencies required to work effectively at your organization?
   - ☐ Yes
   - ☐ No
   - ☐ Don't Know
   - ☐ Not Applicable

5. How could the curriculum content of library technician programs be improved? (e.g., what should the content focus more or less on?)

6. On a scale of 1 to 5, what level of input does your organization have into the curriculum content at any of Canada's 18 library technician programs?

1	2	3	4	5
No input at all		Some Input		Very Much Input

B.   Training Needs of Immigrant Staff

7. Have you ever hired professional librarians or library technicians who acquired their credentials outside Canada <u>and</u> who lacked Canadian library experience?

   - ☐ Yes, Library Technicians
   - ☐ Yes, Professional Librarians
   - ☐ Yes, Both
   - ☐ No (Skip to Q9)
   - ☐ Don't Know (Skip to Q9)

8. What, if any, training was required for these recent immigrant recruits to meet your competency needs? (You may include any competencies listed in Q3 and/or any others necessary for staff in your organization.)

   Training needs for immigrant **professional librarians**:

   Training needs for immigrant **library technicians**

9. Do you have any further comments or points you would like to add to help us understand your responses to this questionnaire?

LIBRARY STAFF SURVEY (SELECTED QUESTIONS ANALYZED IN TRAINING GAPS ANALYSIS)

<u>BACKGROUND QUESTIONS</u>

1. Do you have a Masters degree in Library and Information Studies (*or its historical equivalent—e.g. Bachelor of Library Science)*?
   ❑ Yes
   ❑ No

2. In <u>what year</u> did you receive your Master's degree in Library and Information Studies (*or its historical equivalent*)?

3. <u>Where</u> did you receive your Master's degree in Library and Information Studies (*or its historical equivalent*)?
   ❑ From an ALA-accredited Canadian library school
   ❑ From an ALA-accredited American library school
   ❑ From the historical equivalent to an ALA-accredited library school (e.g. Bachelor of Library Science)
   ❑ From a library school outside North America
   ❑ Other: Please specify

3a. Please specify <u>the institution</u> where you received your Master's degree:

   Please specify <u>the country</u> where you received your Master's degree:

3b. Does your current employer recognize your Master's degree in Library and Information Studies (e.g., in terms of your position, salary, benefits)?
   ❑ Yes
   ❑ No
   ❑ Not currently working in a library
   ❑ Don't know

3c. Have you taken any courses of study or programs in Canada to upgrade your library degree?
   ❑ No
   ❑ Yes: How, if at all, has this made a difference to how your employer and the library community recognize your credentials?

4b. Do you have a certificate/diploma from a library technician program?
   ❑ Yes
   ❑ No

4c. In what year did you receive your library technician certificate/diploma? _____

6. Which one of the following job titles <u>best</u> describes your current library position?
   - ❑ Professional Librarian
   - ❑ Library Technician
   - ❑ Library Assistant, Associate or Aide
   - ❑ Manager/Administrator
   - ❑ Other professional (e.g., systems analyst, personnel, finance, marketing)
   - ❑ Secretary, Administrative Assistant, Clerk
   - ❑ Other: Please specify: _____

7. How long have you worked in this career?
   - ❑ Less than 1 year
   - ❑ 2 to 3 years
   - ❑ 4 to 5 years
   - ❑ 6 to 10 years
   - ❑ 11 to 15 years
   - ❑ More than 15 years

CAREER DEVELOPMENT/TRAINING/EDUCATION

1. Does your organization subsidize (*or reimburse*) any portion of the costs associated with your attendance at library
   association meetings?
   - ❑ Yes
   - ❑ No
   - ❑ Have never attended a library association meeting
   - ❑ Don't know

2. Does your organization subsidize, assist, or reimburse your participation in training courses taken outside of your paid
   working hours?
   - ❑ Yes
   - ❑ No
   - ❑ Have never participated in this type of training
   - ❑ Don't know

3. For the following list, <u>first</u> indicate if you have ever participated in the type / format of training through your current workplace, <u>and if so</u>, the extent to which the training improved your ability to perform your job:

		Participated in		Extent to Which Improved Ability to Perform Job					
		Yes	No	To no Extent				To a great Extent	N/A
a.	Job-oriented skills training (excluding technology)	1	2	1	2	3	4	5	8
b.	Technology skills training	1	2	1	2	3	4	5	8
c.	Customer-service related training	1	2	1	2	3	4	5	8
d.	Management training	1	2	1	2	3	4	5	8
e.	Northern Exposure to Leadership (NEL)	1	2	1	2	3	4	5	8
f.	Other leadership training (not including NEL)	1	2	1	2	3	4	5	8
g.	Other professional development (e.g. subject specialty, library issues)	1	2	1	2	3	4	5	8
h.	Mentorship training	1	2	1	2	3	4	5	8
i.	Job rotation	1	2	1	2	3	4	5	8
j.	Job sharing	1	2	1	2	3	4	5	8

NEW PROFESSIONAL LIBRARIAN ENTRANTS:

1. To what extent do you agree or disagree with the following statements about the education you received in your Master's of Library and Information Studies program?

		Extent to Which Agree/Disagree					
		Strongly Disagree				Strongly Agree	N/A
a.	The program provided me with the **general skills and abilities** required to effectively perform my current job.	1	2	3	4	5	
b.	The program provided me with the **information technology skills** required to effectively perform my current job.	1	2	3	4	5	8
c.	The program provided me with the **management skills** required to effectively perform my current job.	1	2	3	4	5	8
d.	The program provided me with the **leadership skills** required to effectively perform my current job.	1	2	3	4	5	8
e.	The program provided me with the **business skills** required to effectively perform my current job.	1	2	3	4	5	8
f.	The program provided me with the **problem-solving skills** required to effectively perform my current job.	1	2	3	4	5	8
g.	The program provided me with a realistic depiction about **what it is like to work as a librarian.**	1	2	3	4	5	
h.	The program provided me with a realistic depiction about **what it is like to work as a librarian in my library sector**	1	2	3	4	5	
i.	**I can apply what I learned** in the program to what I do in my librarian job	1	2	3	4	5	

2. Overall, how satisfied are you with the quality of education you received in your MLIS program?
   - ❑ Very dissatisfied
   - ❑ Dissatisfied
   - ❑ Neither satisfied nor dissatisfied
   - ❑ Satisfied
   - ❑ Very satisfied

3. What, if anything, do you think could be done to improve the quality of education offered in MLIS programs?

4. Which of the following types of libraries and organizations did you apply to when looking for your first professional
   librarian job? (*check all that apply*)
   - ❑ Academic library
   - ❑ Public library
   - ❑ Special government library (federal, provincial, or local)
   - ❑ Special non-profit library (e.g. hospital, religious institution, charity organization)
   - ❑ Special for-profit library (e.g. business, law firm, bank, crown corporation)
   - ❑ School library
   - ❑ Non-traditional library workplace (e.g. library consulting firm, vendor, researcher)

5. Which of the following locations did you apply to when looking for your first professional librarian job? (*check all that
   apply*):
   - ❑ Within the same university where I received my MLIS degree
   - ❑ Within the same city as the university where I received my MLIS degree
   - ❑ Within a library located in a different Canadian city than where I received my MLIS degree
   - ❑ Within a library located in a small town (under 10 000 people) or remote region of Canada
   - ❑ Within a library located in the United States
   - ❑ Within a library located outside of North America
   - ❑ Within another business (not a library)

10. Did you have any experience working in a library before graduating from your library studies program?
    - ❑ Yes
    - ❑ No

11. Did you participate in a co-op or practicum (or other type of program that involved alternating periods of work at a
    library with periods of in-class study) while still enrolled in your library studies program?
    - ❑ Yes
    - ❑ No
    - ❑ Don't know

12. How long do you expect to continue working at your current work place?
    - ❑ Less than one year
    - ❑ 1 to 5 years
    - ❑ 6 - 10 years
    - ❑ For remainder of career
    - ❑ Don't know

13. What kind of work would you like to be doing 10 years from now?
    - ❑ The same work I am doing now
    - ❑ Administrative librarian (e.g., Head Librarian, Director, CEO)
    - ❑ Management librarian (e.g., Branch or Department head)
    - ❑ Supervisory librarian
    - ❑ Non-management librarian
    - ❑ Non-librarian work
    - ❑ Other: Please specify:
    - ❑ Don't know

NEW ENTRANTS TO LIBRARY

1. To what extent do you agree or disagree with the following statements about the education you received in your library technician program?

Extent to Which Agree/Disagree

	Strongly Disagree				Strongly Agree	N/A
a. The program provided me with the **general skills and abilities** required to effectively perform my current job.	1	2	3	4	5	
b. The program provided me with the **information technology skills** required to effectively perform my current job.	1	2	3	4	5	8
c. The program provided me with the **management skills** required to effectively perform my current job.	1	2	3	4	5	8
d. The program provided me with the **leadership skills** required to effectively perform my current job.	1	2	3	4	5	8
e. The program provided me with the **business skills** required to effectively perform my current job.	1	2	3	4	5	8
f. The program provided me with the **problem-solving skills** required to effectively perform my current job.	1	2	3	4	5	8
g. The program provided me with a realistic depiction about **what it is like to work in a library.**	1	2	3	4	5	
h. The program provided me with a realistic depiction about **what it is like to work in** my library sector	1	2	3	4	5	
i. I **can apply what I learned** in the program to what I do in my library job	1	2	3	4	5	

2. Overall, how satisfied are you with the quality of education provided in your library technician program?
   - ❑ Very dissatisfied
   - ❑ Dissatisfied
   - ❑ Neither satisfied nor dissatisfied
   - ❑ Satisfied
   - ❑ Very satisfied

.
3. What, if anything, do you think could be done to improve the quality of education offered in library technician programs?

DEMOGRAPHIC AND WORKPLACE INFORMATION

1. What is your gender?
   - ❑ female
   - ❑ male

2. In what year were you born?   19 _____

3. What is your current relationship status?
   - ❑ Single (never married)
   - ❑ Married or living with partner
   - ❑ Divorced/separated
   - ❑ Widowed

4. Do you currently have dependent children or dependent adults living with you?
   - ❑ Yes, dependent children
   - ❑ Yes, dependent adults
   - ❑ Yes, both dependent children and adults
   - ❑ No

5. Do you consider yourself to be a member of a visible minority group? Members of visible minorities are persons of
   colour or are non-Caucasian in race (excluding Aboriginal peoples). Examples include Chinese, South Asian, East
   Asian, Middle Eastern, Latin American
   - ❑ yes
   - ❑ no

6. Do you consider yourself to be an Aboriginal person (includes status Indian, non-status Indian, Inuit or Métis)
   - ❑ yes
   - ❑ no

7. Do you consider yourself to have a disability that may disadvantage you in employment?
   - ❑ yes
   - ❑ no

8. Is your library located in an urban centre with a municipal population of more than 10,000 people?
   - ❑ Yes
   - ❑ No

9. In what province/territory is your library located?
   - ❑ Alberta
   - ❑ British Columbia
   - ❑ Saskatchewan
   - ❑ Manitoba
   - ❑ Ontario
   - ❑ Quebec
   - ❑ New Brunswick
   - ❑ Nova Scotia
   - ❑ Newfoundland/Labrador
   - ❑ PEI
   - ❑ Yukon
   - ❑ NWT
   - ❑ Nunavut

10. What are the first three digits of your workplace postal code? _____

11. In total, approximately how many paid staff are employed in your library? (*include all staff except volunteer workers*)
    - ❑ Less than 5
    - ❑ 5 - 10
    - ❑ 11 - 19
    - ❑ 20 - 50
    - ❑ More than 50

CONCLUDING QUESTIONS

1. What, in your opinion, are the most pressing human resource challenges the library sector will face over the next 5 years and why?

2. Do you have any other comments, questions, or concerns that relate to this study or questionnaire?

LIBRARY EDUCATORS TELEPHONE INTERVIEW GUIDE

INTERVIEW QUESTIONS

PROGRAM FOCUS AND PROGRAM CHANGE
1. How has the curriculum of your program changed in the past 5 years, if at all?

   a. What underlies this change in focus? What is the reasoning behind this change?
   → Have any of these changes been made explicitly to address changing skill demands in the library workplace?

2. Can you please tell me about your current program focus. How would you describe the focus of your program?
   → If trouble answering question, can answer with respect to:
   → How would you distinguish your program from the other library technician programs across the country?
   → Would you say that there is a librarian focus to your program? Are there other information related occupations that your program attempts to address?

   a. How is this focus reflected in the course curriculum?

   b. How is this focus reflected in the types of skills and abilities that students will leave the program with?
   →These can be technical skills (such as IT skills), professional skills (such as teaching ability or communication), or personal / behaviour skills (such as flexibility, adaptability to change, or leadership ability).

   c. How is this focus reflected in your continuing education or professional development offerings, if at all?

3. What are some of the things that influence that focus?
   → Do you have an underlying philosophy/perspective that drives the focus?
   → What about the influences of your institution and/or your partnerships with other departments?
   → What about the influence of the areas of expertise of your faculty?
   → What about the influence of Graduate Studies?
   → What about the influence of the labour market?
   → What about the influence of the North American (or even international) LIS trends?

4. Do you intend to continue with the same over-arching focus or are there any plans in the works for change?

    a. Are there any plans to introduce or increase opportunities for students to engage in more hands-on practical library experience through practicum, co-op or internship programs?
    b. Do you have any plans for program expansion, such as the development or expansion of doctoral programs or the expansion of MLIS courses into undergraduate studies?
    c. Are any of these changes designed to address labour market skills demands?

5. What are your perceptions of the congruencies between your program and the skill needs of the workplace? In other words, to what extent do you think the program addresses the competency needs of the library sector?

    a. To what extent do you think it is important that the program content be informed by the competency needs of the library sector?
    b. Do you think there is room for improvement? And if so, what changes would need to be made so that your program provides a better fit with the skill needs of the marketplace?
    c. How would you assess your ability to change the program in response to emerging marketplace trends (e.g., employer demands for generalists and specialists and for leadership, management, and business skills)?
        → Do you face any barriers to making such curricular change?

RECRUITMENT/ACCESSIBILITY
I would now like to ask you a series of questions about applicants to your program, such as the numbers and types of people applying, the kinds of methods you use to attract potential students, and a few questions on the acceptance criteria into your program.

6. Do you have a recruitment policy and if so, what is it intended to address?
    → Does the recruitment policy relate in any way to the focus of your program?
    → Ask for copy of policy if have one

7. Do you market your program towards any specific target audiences?
    → Current library workers (e.g., library technicians, volunteers)
    → Current undergraduates students from specific faculties
    → Immigrants or foreign-trained individuals
    → Individuals with certain personal characteristics (e.g., detail-oriented, . . .

8. Do you have any plans to change your marketing strategy and if so what are these changes intended to address?
    → Do your plans involve recruiting to special populations such as current library personnel, foreign-trained individuals or to visible minorities?

9. Have there been any notable shifts in the number and variety of people applying to your program within the past 5 to 10 years?
  → More males?
  → More younger/older people?
  → People with different educational or work experience backgrounds?
  → More or fewer visible minorities?
  → More or fewer foreign-trained applicants?

10. Have there been any noteworthy changes in your acceptance criteria for admission into the program within the past 5 years and if so what was the intent of these changes?
  a. What barriers, if any, do you face in trying to change the acceptance criteria for program admission?

11. Do you have any plans to change your acceptance criteria and if so what are these changes and what issue do they intend to address?
  → Is the intended effect to increase / decrease the size of your student body and if so why?
  → Is the intended effect to shift the dominant characteristics of individuals enrolled in your program and if so why?

12. What are your projected enrollments over the next 5 years, numerically speaking?
  → Do you foresee your enrollment staying the same? Increasing? Decreasing?

13. Do you have any plans for alternate methods of program delivery?
  → Are you planning to introduce or increase distance education opportunities? → Is it a reasonable aim to offer the entire program at a distance? If not, what are the disadvantages of doing so?
  → Are you planning to expand or introduce multiple points of entry into the program over the year? allowing more part-time students?

14. What are your overall perceptions about the level of program accessibility?
  → Are you aware of individuals who cannot access the program for whatever reason, but whom you think should access the program?
  → What processes or policies do you have that are designed to make the program accessible? (e.g., part-time, multiple entry points over the year, distance learning)

15. Do you have a process for evaluating the foreign academic credentials of applicants to your program and if so can you please briefly tell me how this process works?

16. Do you see any patterns in the types of courses that are typically needed by foreign students?
  → Do you offer any courses or course content that are designed to meet the unique training needs of foreign students?

LIBRARY SECTOR PARTNERSHIPS

17. Do you have any contact with employers and if so can you please tell me what these contacts involve?
    → Do you meet on a regular or formal basis?
    → Are any of these meetings explicitly or otherwise designed to gather information from employers on the types of skills/abilities they are looking for in new graduates?
    → How effective are these contacts?

    a. Do you see a need to increase the communication between educators such as yourself and employers and if so, do you have any suggestions for how these relationships could be improved?
       → What, if any, barriers do you see to improving educator/employer relationships?

18. Do you have any contact with other library-related educational programs and if so can you please tell me what these contacts involve? (e.g., with other MLIS program and/or with library technician programs)
    → Do you meet on a regular or formal basis?
    → What is the purpose of these meetings?

    a. Do you see a need to increase the communication among library-related educators and if so, do you have any suggestions for how these relationships could be improved?
       → What, if any, barriers do you see to improving inter-educator relationships?

19. Do you have any contact with any local, provincial, or national library associations and if so can you please tell me what these contacts involve?
    → Do you meet on a regular or formal basis?
    → What is the purpose of these meetings?
       → Do you partner in professional development initiatives with these library associations?

    a. Do you see a need to increase the communication between educators such as yourself and library associations and if so, do you have any suggestions for how these relationships could be improved?
       → What, if any, barriers do you see to improving educator/association relationships?

SUCCESSION PLANNING

20. Are you concerned about the retirement of library faculty and if so do you have any plans for how library educators will be replaced?

THIS CONCLUDES THE INTERVIEW. THANK YOU FOR TAKING THE TIME TO PROVIDE YOUR THOUGHTFUL RESPONSES TO SOME VERY IMPORTANT QUESTIONS.
Do you have any further comments you would like to add or any questions you would like to ask?

LIBRARY TECHNICIAN STUDENTS SURVEY

SECTION A: CURRENT EDUCATION INFORMATION

1. Which institution are you currently attending?
   - ❑ Algonquin College
   - ❑ Cégep de l'Outaouais
   - ❑ Collège de Maisonneuve
   - ❑ Cégep de Trois-Rivières
   - ❑ Cégep Lionel-Groulx
   - ❑ Collège François-Xavier-Garneau
   - ❑ Grant MacEwan
   - ❑ John Abbott College
   - ❑ Langara College
   - ❑ Mohawk College
   - ❑ Nova Scotia Community College
   - ❑ Red River Community College
   - ❑ S.A.I.T.
   - ❑ Saskatchewan Institute of Applied Science and Technology
   - ❑ Seneca College
   - ❑ University College of the Fraser Valley

2. As of December, 2005, what percentage of the program had you completed?
   - ❑ 0 – 25%
   - ❑ 26 – 50%
   - ❑ 51 – 75%
   - ❑ More than 75%

3. On average, how many courses are you taking per term?
   - ❑ 1-2
   - ❑ 3
   - ❑ 4
   - ❑ 5 or more

4. What format of program delivery have you participated in <u>at any point</u> in the library technician program? (*Check all that apply*)
   - ❑ Traditional classroom
   - ❑ Practicum, co-op, or internship
   - ❑ Online education
   - ❑ Other distance education (e.g., telephone, mail, teleconference or other forms of distance correspondence)

5. What are your 2 major reasons for choosing the Library Technician program as a field of study?

SECTION B: PROGRAM ENTRANCE/ACCESSIBILITY

6. How did you find out about what your Library Technician program was like before you made the decision to attend? (*check all that apply*)
   - ❑ Word of mouth
   - ❑ Program representative (e.g., department advisor)
   - ❑ Program information session / Open house
   - ❑ Career counseling
   - ❑ Advertising

☐ School website   ☐ Other: please specify

☐ Other internet search (not including
school website)

7. What are the major reasons why you chose to attend the Library Technician program at the
_____ (*check all that apply*)
- ☐ Convenient geographical location
- ☐ Desirable geographical location
- ☐ Good reputation of program and/or faculty members
- ☐ Good reputation of college/technical institution
- ☐ Program curriculum topics suited my interests
- ☐ Ability to take courses online
- ☐ Ability to take the program in French
- ☐ Friends were attending same program / institution
- ☐ Program affordability (excluding scholarship)
- ☐ Awarded Scholarship (or other type of funding)
- ☐ Was accepted here (and not elsewhere)
- ☐ Other reason, please specify:

8. Did you relocate from another province/territory or country to attend this program?
- ☐ Yes, came from another province/territory → please specify:
- ☐ Yes, came from another country→ please specify:
- ☐ No

9. Do you feel that the entrance requirements for your program are appropriate? For instance, do you feel that the previous education and / or experience requirements for entrance into your program correspond with what is required of you in the program?
- ☐ Yes
- ☐ No, → What changes would you recommend to the current entrance requirements to your program?

10. Do you feel that the choices in program delivery are adequate? For instance, do you feel that the program delivery methods are sufficiently flexible (e.g., the ability to attend part-time, to start at various points throughout the school year, to utilize distance education opportunities)?
- ☐ Yes
- ☐ No, → What changes would you recommend to the currrent methods of program delivery?

SECTION C: PROGRAM PERCEPTIONS

11. For the following list, <u>first</u> rate how important you feel it is that you are provided with the skill / ability in your program and <u>second</u>, the extent to which the program is providing you with the skill / ability:

	Importance of Skill/Ability					*Extent to Which Program Providing Skill / Ability*				
	Very Unimportant				Very Important	To no Extent				To a Great Extent
a. General library skills and abilities	1	2	3	4	5	1	2	3	4	5
b. Technical and bibliographic skills (e.g., acquire / manage/dispose of information records / resources)	1	2	3	4	5	1	2	3	4	5
c. Public service skills (e.g., create/maintain programs/ services, reference, instruction)	1	2	3	4	5	1	2	3	4	5
d. Information technology skills (e.g., digital library services, web design skills, knowledge management skills)	1	2	3	4	5	1	2	3	4	5
e. Managerial skills (e.g., skills involved in structuring / coordinating areas of personnel / staff development, budgeting, operations, project management)	1	2	3	4	5	1	2	3	4	5
f. Leadership skills (e.g., taking initiative and making things happen through the effective action of others)	1	2	3	4	5	1	2	3	4	5
g. Business skills (e.g., ability to read financial statement, prepare a business case, or develop a marketing plan)	1	2	3	4	5	1	2	3	4	5

12. To what extent do you agree / disagree that the program is providing you with a realistic depiction of what it is like to work as a library technician or in a related field?

1	2	3	4	5	8
Strongly Agree				Strongly Disagree	Don't Know

13. Overall, how satisfied are you with the quality of education you are currently receiving in your Library Technician program?
   ❑ Very dissatisfied
   ❑ Dissatisfied
   ❑ Neither satisfied nor dissatisfied
   ❑ Satisfied
   ❑ Very satisfied

14. What, if anything, do you think could be done to improve the quality of education offered in your Library Technician program?

SECTION D: FUTURE GOALS / EXPECTATIONS

15. Do you have a job lined up for when you complete your program?
   ❑ Yes
   ❑ No (skip to Q22)
   ❑ Not applicable, already working in library-related position (skip to Q8, Section E)

16. In which type of library or organization is this job? (*check only one answer*)
   ❑ Academic library (e.g., university or college library)
   ❑ Public library (includes regional libraries)
   ❑ Special government library (federal, provincial, or local)
   ❑ Special non-profit library (e.g. hospital, religious institution, charity organization)
   ❑ Special for-profit library (e.g. business, law firm, bank, crown corporation)
   ❑ School library
   ❑ Non-traditional library workplace (e.g. library consulting firm, vendor, researcher)
   ❑ Non-library related workplace

17. In which geographical region is this job located? (*check only one answer*)

❑ British Columbia	❑ PEI
❑ Alberta	❑ Newfoundland / Labrador
❑ Saskatchewan	❑ Yukon
❑ Manitoba	❑ Northwest Territories
❑ Ontario	❑ Nunavut
❑ Quebec	
❑ New Brunswick	❑ United States
❑ Nova Scotia	❑ Outside of North America

18. Is this job located in an urban or rural region?
   - ❑ Urban centre (population 10,000 or more people)
   - ❑ Rural centre (population less than 10,000 people)

19. Which of the following best describe the type of work you will be doing most of the time in the job you have lined up? (*check all that apply*)
   - ❑ Children's Services
   - ❑ Young Adult Services
   - ❑ Public Services
   - ❑ Technical Services
   - ❑ Information Technology (including digital and web services)
   - ❑ Supervision or management
   - ❑ Collection Development / Management (including licensing of electronic resources)
   - ❑ Other Professional work (e.g., systems analyst, personnel, finance, marketing)
   - ❑ Other: please specify:

20. How many hours will you be working per week in this position? _____ hours/week
   - ❑ Don't know

21. Is this position permanent or temporary?
   - ❑ Permanent (*Permanent means there is no indication of when the job will end*)
   - ❑ Temporary (*Temporary means the job will terminate at some specified time*)
   - ❑ Don't know

The following questions ask you to think about your plans for work when you have completed your program.

22. Which of the following types of libraries and organizations have you applied to, or do you intend to apply to? (*check all that apply*)
   - ❑ Academic library
   - ❑ Public library
   - ❑ Special government library (federal, provincial, or local)
   - ❑ Special non-profit library (e.g. hospital, religious institution, charity organization)
   - ❑ Special for-profit library (e.g. business, law firm, bank, crown corporation)
   - ❑ School library
   - ❑ Non-traditional library workplace (e.g. library consulting firm, vendor, researcher)
   - ❑ Non-library related workplace
   - ❑ Not applicable, plan on continuing education (**Skip to Q28**)
   - ❑ Not applicable, not planning to work for other reasons (**skip to Q28**)
   - ❑ Don't know

23. Which of the following geographical locations have you applied to, or do you intend to apply to? (*check all that apply*):

- ☐ British Columbia
- ☐ Alberta
- ☐ Saskatchewan
- ☐ Manitoba
- ☐ Ontario
- ☐ Quebec
- ☐ New Brunswick
- ☐ Nova Scotia
- ☐ PEI

- ☐ Newfoundland / Labrador
- ☐ Yukon
- ☐ Northwest Territories
- ☐ Nunavut

- ☐ United States
- ☐ Other non North American location

- ☐ Don't know

24. Have you, or do you intend to, apply to an urban and/or rural location?
- ☐ <u>Urban</u> centre only (centre with a population of 10,000 or more people)
- ☐ <u>Rural</u> centre only (centre with a population less than 10,000 people)
- ☐ <u>Both</u> urban and rural centres
- ☐ Don't know

25. Which of the following best describe the type of work have you applied for or intend to apply for? (*check all that apply*)
- ☐ Children's Services
- ☐ Young Adult Services
- ☐ Public Services
- ☐ Technical Services
- ☐ Information Technology (including digital and web services)
- ☐ Supervision or management
- ☐ Collection Development / Management (including licensing of electronic resources)
- ☐ Other Professional work (e.g., systems analyst, personnel, finance, marketing)
- ☐ Other: please specify:
- ☐ Don't know

26. Would you be willing to accept a part-time or temporary position?
- ☐ Willing to accept part-time position
- ☐ Willing to accept temporary position
- ☐ Willing to accepting part-time OR temporary position
- ☐ NOT willing to accept part-time OR temporary position
- ☐ Don't know

27. On a scale of 1 to 5, with '1' meaning "very difficult" and '5' meaning "very easy", how difficult/easy do you think it will be for you to find a job after graduation?

1	2	3	4	5	8
Very Difficult		Neutral		Very Easy	Don't know

SECTION E: EDUCATION AND WORK BACKGROUND INFORMATION

28. What is the highest level of education you achieved before beginning your current program?
    - ❑ High School Diploma
    - ❑ Certificate/Diploma from college / technical institute
    - ❑ University undergraduate degree
    - ❑ Masters degree
    - ❑ Ph.D.

29. Before participating in the Library Technician program, did you complete any other library-related educational programs?
    - ❑ Yes
    - ❑ No

30. Please specify the type of education you previously completed (e.g., teacher-librarian degree, other undergraduate librarian degree, other undergraduate librarian major or minor, other graduate librarian degree)

31. Were any of these other programs completed in an educational institution outside of Canada?
    - ❑ Yes; Please specify country:
    - ❑ No

32. Are you enrolled in your current program to upgrade your Canadian professional librarian education?
    - ❑ Yes
    - ❑ No

33. Have you ever worked, or are you currently working, in a library? (not including practicum, co-op, or internship)
    - ❑ Yes, currently work in a library: please specify job title:
    - ❑ Yes, previously worked in a library: please specify all previous job titles
    - ❑ Never worked in a library

SECTION F: DEMOGRAPHIC INFORMATION

34. What is your gender?
    - ❑ female
    - ❑ male

35. In what year were you born?   19 _____

36. What is your current relationship status?
    - ❑ Single (never married)

- ❑ Married or living with partner
- ❑ Divorced/separated
- ❑ Widowed

37. Do you consider yourself to be an Aboriginal person (includes status Indian, non-status Indian, Inuit or Métis)
    - ❑ Yes (skip to Q40)
    - ❑ No

38. Do you consider yourself to be a member of a visible minority group? Members of visible minorities are persons of colour or are non-Caucasian in race (excluding Aboriginal peoples). Examples include Chinese, South Asian, East Asian, Middle Eastern, Latin American, Afro-Canadians.
    - ❑ Yes
    - ❑ No

39. Do you consider yourself to have a disability that may disadvantage you in employment?
    - ❑ Yes
    - ❑ No

40. Do you have any other comments you would like to add that would help us understand your responses to this survey?

MLIS PROGRAM STUDENTS SURVEY

SECTION A: CURRENT EDUCATION INFORMATION

1. Which institution are you currently attending?
   - ❐ University of British Columbia
   - ❐ University of Alberta
   - ❐ University of Western Ontario
   - ❐ University of Toronto
   - ❐ McGill University
   - ❐ Université de Montréal
   - ❐ Dalhousie University

2. As of December, 2005, what percentage of the program had you completed?
   - ❐ 0 – 25%
   - ❐ 26 – 50%
   - ❐ 51 – 75%
   - ❐ More than 75%

3. On average, how many courses are you taking per term?
   - ❐ 1-2
   - ❐ 3
   - ❐ 4
   - ❐ 5 or more

4. What format of program delivery have you participated in at any point in the MLIS program? (*Check all that apply*)
   - ❐ Traditional classroom
   - ❐ Practicum, co-op, or internship
   - ❐ Online education
   - ❐ Other distance education (e.g., telephone, mail, teleconference or other forms of distance correspondence)

5. What are the top 2 reasons why you chose the MLIS program as a field of study?

SECTION B: PROGRAM ENTRANCE/ACCESSIBILITY

6. How did you find out about what your MLIS program was like before you made the decision to attend? (*check all that apply*)
   - ❑ Word of mouth
   - ❑ Program representative (e.g., faculty, graduate studies advisor)
   - ❑ Program information session / Open house
   - ❑ Career counseling
   - ❑ Advertising
   - ❑ MLIS Program website
   - ❑ Other internet search (not including school website)
   - ❑ Other: please specify:

7. What are the major reasons why you chose to attend the MLIS program at the [school] (*check all that apply*)
    - ☐ Convenient geographical location
    - ☐ Desirable geographical location
    - ☐ Good reputation of program and/or faculty members
    - ☐ Good reputation of university
    - ☐ Program curriculum topics suited my interests
    - ☐ Ability to pursue a joint degree
    - ☐ Ability to take courses online
    - ☐ Ability to take the program in French
    - ☐ Program located in same university in which I did my undergraduate degree
    - ☐ Friends were attending same program / institution
    - ☐ Program affordability (excluding scholarship)
    - ☐ Awarded Scholarship (or other type of funding)
    - ☐ Was accepted here (and not elsewhere)
    - ☐ Other reason, please specify:

8. Did you relocate from another province/territory or country to attend this program?
    - ☐ Yes, came from another province/territory → please specify:
    - ☐ Yes, came from another country→ please specify:
    - ☐ No

9. Do you feel that the entrance requirements for your program are appropriate? For instance, do you feel that the program's admission requirements (e.g., the level of education and / or experience) match the program's demands of you (e.g., intellectual content, workload)?

    - ☐ Yes
    - ☐ No, → What changes would you recommend to the current entrance requirements to your program?

10. Do you feel there are enough different options in the ways you can take the program? (e.g., the ability to attend part-time, to start at various points throughout the school year, to utilize distance education opportunities)?
    - ☐ Yes
    - ☐ No, → What changes would you recommend to the currrent methods of program delivery?

SECTION C: PROGRAM PERCEPTIONS

The questions in this section ask you to draw upon your understanding of the kinds of skills and abilities you think you will need when you find a job.

11. For the following list, <u>first</u> rate how important you feel it is that you are provided with the skill / ability in your program and <u>second</u>, the extent to which the program is providing you with the skill / ability:

	Importance that Skill/Ability Provided in Program						*Extent to Which Program Providing Skill / Ability*				
	Very Unimportant				Very Important		To no Extent				To a Great Extent
	1	2	3	4	5		1	2	3	4	5
a. **General library skills and abilities**	1	2	3	4	5		1	2	3	4	5
b. **Technical and bibliographic skills** (e.g., acquire / manage/dispose of information records / resources)	1	2	3	4	5		1	2	3	4	5
c. **Public service skills** (e.g., create/maintain programs/ services, reference, instruction)	1	2	3	4	5		1	2	3	4	5
d. **Information technology skills** (e.g., digital library services, web design skills, knowledge management skills)	1	2	3	4	5		1	2	3	4	5
e. **Managerial skills** (e.g., skills involved in structuring / coordinating areas of personnel / staff development, budgeting, operations, project management)	1	2	3	4	5		1	2	3	4	5
f. **Leadership skills** (e.g., taking initiative and making things happen through the effective action of others)	1	2	3	4	5		1	2	3	4	5
g. **Business skills** (e.g., ability to read financial statement, prepare a business case, or develop a marketing plan)	1	2	3	4	5		1	2	3	4	5

12. To what extent do you agree / disagree that the program is providing you with a realistic depiction of what it is like to work as a librarian or in a related profession?

1	2	3	4	5	8
Strongly Agree				Strongly Disagree	Don't Know

13. Overall, how satisfied are you with the quality of education you are currently receiving in your MLIS program?
   ❑ Very dissatisfied
   ❑ Dissatisfied
   ❑ Neither satisfied nor dissatisfied
   ❑ Satisfied
   ❑ Very satisfied

14. What, if anything, do you think could be done to improve the quality of education offered in your MLIS program?

SECTION D: FUTURE GOALS / EXPECTATIONS

15. Do you have a job lined up for when you complete your program?
   ❑ Yes
   ❑ No
   ❑ Not applicable, already working in library-related position

16. In which type of library or organization is this job? (*check only one answer*)
   ❑ Academic library (e.g., university or college library)
   ❑ Public library (includes regional libraries)
   ❑ Special government library (federal, provincial, or local)
   ❑ Special non-profit library (e.g. hospital, religious institution, charity organization)
   ❑ Special for-profit library (e.g. business, law firm, bank, crown corporation)
   ❑ School library
   ❑ Non-traditional library workplace (e.g. library consulting firm, vendor, researcher)
   ❑ Non-library related workplace
   ❑ Other: Please specify

17. In which geographical region is this job located? (*check only one answer*)
   ❑ British Columbia
   ❑ Alberta
   ❑ Saskatchewan
   ❑ Manitoba
   ❑ Ontario
   ❑ Quebec
   ❑ New Brunswick
   ❑ Nova Scotia
   ❑ PEI
   ❑ Newfoundland / Labrador
   ❑ Yukon
   ❑ Northwest Territories
   ❑ Nunavut

   ❑ United States
   ❑ Outside of North America

18. Is this job located in an urban or rural region?
  - ❏ Urban centre (population 10,000 or more people)
  - ❏ Rural centre (population less than 10,000 people)

19. Which of the following best describe the type of work you will be doing most of the time in the job you have lined up? (*check all that apply*)
  - ❏ Children's Services
  - ❏ Young Adult Services
  - ❏ Public Services
  - ❏ Technical Services
  - ❏ Information Technology (including digital and web services)
  - ❏ Supervision or management
  - ❏ Collection Development / Management (including licensing of electronic resources)
  - ❏ Other Professional work (e.g., systems analyst, personnel, finance, marketing)
  - ❏ Other: please specify:

20. How many hours will you typically be working per week in this position? _____ hours/week
  - ❏ Irregular hours since "on-call"
  - ❏ Don't know

21. Is this position permanent or temporary?
  - ❏ Permanent (*Permanent means there is no indication of when the job will end*)
  - ❏ Temporary (*Temporary means the job will terminate at some specified time*)
  - ❏ Don't know

The following questions ask you to think about your plans for work when you have completed your program.

22. Which of the following types of libraries and organizations have you applied to, or do you intend to apply to? (*check all that apply*)
  - ❏ Academic library
  - ❏ Public library
  - ❏ Special government library (federal, provincial, or local)
  - ❏ Special non-profit library (e.g. hospital, religious institution, charity organization)
  - ❏ Special for-profit library (e.g. business, law firm, bank, crown corporation)
  - ❏ School library
  - ❏ Non-traditional library workplace (e.g. library consulting firm, vendor, researcher)
  - ❏ Non-library related workplace
  - ❏ Other, please specify _____
  - ❏ Not applicable, plan on continuing education (**Skip to Q28**)
  - ❏ Not applicable, not planning to work for other reasons (**skip to Q28**)
  - ❏ Don't know

23. Which of the following geographical locations have you applied to, or do you intend to apply to? (*check all that apply*):

- ❏ British Columbia
- ❏ Alberta
- ❏ Saskatchewan
- ❏ Manitoba
- ❏ Ontario
- ❏ Quebec
- ❏ New Brunswick
- ❏ Nova Scotia
- ❏ PEI
- ❏ Newfoundland / Labrador

- ❏ Yukon
- ❏ Northwest Territories
- ❏ Nunavut

- ❏ United States
- ❏ Other non North American location

- ❏ Don't know

24. Have you, or do you intend to, apply to an urban and/or rural location?
- ❏ Urban centre only (centre with a population of 10,000 or more people)
- ❏ Rural centre only (centre with a population less than 10,000 people)
- ❏ Both urban and rural centres
- ❏ Don't know

25. Which of the following best describe the type of work have you applied for or intend to apply for? (*check all that apply*)
- ❏ Children's Services
- ❏ Young Adult Services
- ❏ Public Services
- ❏ Technical Services
- ❏ Information Technology (including digital and web services)
- ❏ Supervision or management
- ❏ Collection Development / Management (including licensing of electronic resources)
- ❏ Other Professional work (e.g., systems analyst, personnel, finance, marketing)
- ❏ Other: please specify:
- ❏ Don't know

26. Would you be willing to accept a part-time or temporary position?
- ❏ Willing to accept part-time position only
- ❏ Willing to accept temporary position only
- ❏ Willing to accepting part-time AND temporary position
- ❏ NOT willing to accept part-time OR temporary position
- ❏ Don't know

27. On a scale of 1 to 5, with '1' meaning "very difficult" and '5' meaning "very easy", how difficult/easy do you think it will be for you to find a job after graduation?

1	2	3	4	5	8
Very Difficult		Neutral		Very Easy	Don't know

SECTION E: EDUCATION AND WORK BACKGROUND INFORMATION

28. What is the highest level of education you completed before beginning your current program?
    - ❑ University undergraduate degree
    - ❑ Masters degree
    - ❑ Ph.D.

29. Before participating in the MLIS program, did you complete any other library-related educational programs?
    - ❑ Yes
    - ❑ No

30. Please specify the type of education you previously completed (e.g., library technician diploma, teacher-librarian degree, other undergraduate librarian degree, other undergraduate librarian major or minor, other graduate librarian degree):

31. Were any of these other programs completed in an educational institution outside of Canada?
    - ❑ Yes; Please specify country:
    - ❑ No

32. Are you enrolled in your current program to upgrade your Canadian professional librarian education?
    - ❑ Yes
    - ❑ No

33. Have you ever worked, or are you currently working, in a library? (not including practicum, co-op, or internship)
    - ❑ Yes, currently work in a library: please specify job title:
    - ❑ Yes, previously worked in a library: please specify all previous job titles:

    - ❑ Never worked in a library

SECTION F: DEMOGRAPHIC INFORMATION

34. What is your gender?
    - ❑ female
    - ❑ male

35. In what year were you born?   19 _____

36. What is your current relationship status?
    - ❑ Single (never married)
    - ❑ Married or living with partner
    - ❑ Divorced/separated
    - ❑ Widowed

37. Do you consider yourself to be an Aboriginal person (includes status Indian, non-status Indian, Inuit or Métis)
   ❑ Yes (skip to Q40)
   ❑ No

38. Do you consider yourself to be a member of a visible minority group? Members of visible minorities are persons of colour or are non-Caucasian in race (excluding Aboriginal peoples). Examples include Chinese, South Asian, East Asian, Middle Eastern, Latin American, Afro-Canadians.
   ❑ Yes
   ❑ No

39. Do you consider yourself to have a disability that may disadvantage you in employment?
   ❑ Yes
   ❑ No

40. Do you have any other comments you would like to add that would help us understand your responses to this survey?