

IFLA Library and Research Services for Parliaments Section

Survey 2008 on learning and development needs

Report to Standing Committee IFLA Library and Research Services for Parliaments Section

29 January 2009

Background

The Standing Committee of the section formed a sub-committee at its meeting on 14 August 2008:

- To investigate the learning and development needs of those employed in Library and Research Services in Parliaments.
- To review programmes that could be offered by the section, in particular through or held in conjunction with section pre-conferences.
- To prepare a report for the Standing Committee on learning and development needs and possible section activities.

The Section provides learning and development opportunities through the annual pre-conference and events associated with the IFLA conference. The sub-committee was interested in exploring whether additional training should be offered in conjunction with the pre-conference, and was keen to get the views of members and parliamentary librarians and heads of research services that could be members of the section in order to consider possible training days.

The report is provided to the Section Committee to enable a review to recommend future section events and individual research and library services may find the results useful for planning events in their region or subject area.

The survey was distributed in early December 2008 and while responses were sought by mid December, it was kept open to 27 January 2009.

Executive summary

Respondents came from the research and parliamentary library areas – approximately 27% indicated that their role was “research”, 73% “General management of library/research services”. Most participated in section and IFLA major events. Approximately 73% of respondents attended IFLA section preconferences or IFLA annual meetings regularly or occasionally. Most preferred to have training and development provided at the sections pre conference (more than 86%).

The areas most highly desired for training and development are:

Research and Library skills

New digital technologies (web 2.0)	4.18
Digitising material in your collection	4.12
Intranet management	3.83
Digitisation overview	3.8

Management and general job skills

Statistics and evaluation	3.76
knowledge management	3.71
Strategic management	3.68
Change management and communications	3.67

Areas most suggested for subject/other training were:

Statistics	5
Government documents	5
Law/legislative process/comparative law	4

Preferred delivery method.

Group	4.45
Practical exercises	4.38

Roxanne Missingham, Susan Mansfield, Raissa Teodori, Iain Watt Members, Subcommittee on Learning and Development Needs

Survey Results

Respondents

22 responses were received to the survey by 27 January 2009.

Responses were received from staff in library and research services for Parliaments from:

Brazil
Canada (Ontario)
Czech Republic
Finland
Germany
Iceland
Kiribati
Norway
Pakistan
Poland
Slovakia
Solomon Islands
Switzerland
Thailand
Ukraine
USA
Zambia

Question 1. Which area do you primarily work in?

(note: response allowed to more than one option)

General management of library/research services	16
Research	6
Library management	8
technical services/cataloguing	7
reference/enquiries	14

Details provided for “research subject area”:

sociology,
 general management of library services
 Comments in “other”:
 consultation on development of policy analysis and research services
 network services
 also Director of cataloguing and processing

Question 2: Do you attend section pre-conferences?

regularly 8
 occasionally 6
 never 8

Question 3: Do you attend the IFLA annual meeting?

regularly 7
 occasionally 7
 never 8

Question 4: Likely to attend training

in my country	16
in my continent	16
internationally	13
at a pre-conference	19
at an IFLA annual meeting	15

Question 5: Research and Library skills: level of need

Scale 1-5, 5 being highest need

	Rating	Total responses	Average rating	average responses / all survey respondees		
	1	2	3	4	5	
Research methods	2	4	6	3	4	193.162.73
Comparative/country research	1	5	4	4	5	193.372.91
writing research papers	4	3	2	3	5	173.122.41
citing sources and creating bibliographies	6	6	2	2	1	172.181.68
commissioning external research	4	3	4	4	2	172.822.18
conducting surveys	1	7	2	5	5	203.303.00
cataloguing skills and standards	7	6	2	0	4	192.372.05
catalogue systems - open source	4	3	4	3	4	183.002.45
catalogue systems collection	7	6	0	4	2	192.372.05
management/development	3	6	6	1	4	202.852.59
negotiating and managing contracts for electronic resources	2	2	3	4	8	193.743.23
subject indexing and metadata	3	4	3	4	5	193.212.77
website design, development & maintenance	3	4	4	3	4	183.062.50
writing web pages	5	4	2	2	5	182.892.36
internet searching	2	5	4	6	2	193.052.64
intranet management	0	3	4	4	7	183.833.14
marketing your library	2	4	3	5	7	213.523.36
marketing your research service	1	3	3	6	5	183.612.95
Digitising material in your collection	0	2	5	2	11	204.103.73
Digital collections - open source software	1	2	5	2	8	183.783.09
Managing electronic journals	3	2	2	4	8	193.633.14
Parliamentary processes	3	4	2	3	8	203.453.14
Digitisation overview	1	3	4	3	9	203.803.45
New digital technologies (web 2.0)	0	0	4	6	7	174.183.23

The most desired development areas were as follows:

Highest average rating, overall rating above 4

New digital technologies (web 2.0) 4.18

Digitising material in your collection 4.12

The next highest ranked were:

Intranet management 3.83

Digitisation overview 3.8

Highest number of "5"s given

Digitising material in your collection (11)

Digitisation overview (9)

Respondents suggested the following areas of training in specific subject areas and also additional areas as follows:

Suggested area	Rating	Number of respondents
	1	2345
Statistics	0	01315
Government documents	0	02035
Law/legislative process/comparative law	0	02114
Business	0	10012
Economics	0	01012
E-information	0	00011
Parliamentary education	0	00101
GIS	0	00011
EU information	0	00101
Sociology	0	01001
archiving parliamentary papers	0	00011
anticorruption	0	00011
gender analysis	0	00011
parliament related IT	0	00011
database management	0	00011
sharing resources	0	00101
finding parliamentary documents (Nordic countries)	0	00101
European union issues	0	00101
Information retrieval technology	0	00011

Internet evaluation	0	00101
skills in guiding a reference query to specific client needs	0	00011
Management techniques	0	00000

Question 6: Management and general job skills: level of need

Scale 1-5, 5 being highest need

	Rating	Total responses	Average rating	average responses / all survey respondees
	1	2	3	4
customer service	4	2	8	3
Strategic management	4	1	3	4
Writing a business case	7	2	5	1
project management	3	2	1	9
change management and communications	2	3	4	3
supervision and staff management	4	0	4	6
team leadership	3	2	5	7
statistics and evaluation	2	3	2	5
library accommodation planning	6	2	0	7
library policy writing	6	5	1	2
Intranet management	2	5	5	1
grant writing	6	3	3	1
planning and budgeting	4	2	4	3
contract management	4	1	6	1
knowledge management	2	2	2	9
performance measurement	3	4	3	5
library leadership	3	2	3	8
time management/organisation skills	2	4	6	4
presentations/public speaking	3	3	9	1

Highest average rating, overall rating above 3.6

statistics and evaluation	3.76
knowledge management	3.71
Strategic management	3.68
change management and communications	3.67

Highest number of "5"s given

Strategic management 10
 statistics and evaluation 9
 change management and communications 9

Othersuggestions:

Humanresource management of public service (1 response rating it 5)

Ethicsin Government (1 response rating it 5)

Copyrightproblems (1 response rating it 5)

Question 7: Delivery method.

Please identify which deliverymethods you prefer for training. Scale of 1 to 5 with 5 being the mostpreferred method.

	Rating	Total responses	Average rating	average responses / all survey respondees
	1	2	3	4
Group	0	0	3	5
Practical exercises	0	0	5	3
Lecture style	1	2	9	3
One-to-one training/coaching	2	4	4	4
Online (including Webinars)	3	4	5	3
Self paced digital (could be online or via CD ROM)	2	7	5	3
Printed Workbook	3	3	7	3
Audio or video presentations	2	3	4	7

The most preferred delivery means was:

Highest ranking – over 4.0 (average raking from those who provided a response)

Group 4.45
 Practical exercises 4.38

Greatest number of “5”s:

Practical exercises 13
 Group 12

Question 8: Are there any additional areas of training you need that have not been listed on this survey?

Research in Foreign Legislation

I suggest in here that the Parliamentary Librarian cannot cope with the service, if they only general Librarian qualification. Three major and related development of the Parliamentary Librarians are:

Communication Studies

IT Training

Legal Studies

copyright problems

Web 2.0 - would like to hear of the validity and usefulness of these tools for libraries - studies, experiences and best practices for libraries. Impact of the library and information work and survival and future strategies for libraries and information services is really an urgent issue.

Marketing of Library Services

Question 9: Other comments

I have never attended any pre-conference neither Annual Meeting, but I intend to do it in 2009.

As a Senior Parliamentary Librarian, this survey will recap my areas of need and all of these areas are most needed. This is evident in the case of most third world countries where lacking in advancement of the new technology. The sections above I believe will be precious if this survey seriously considers the future of the Parliamentary libraries, especially in the third world countries in which depend very much to western world advancement.

It is difficult to describe but there are relatively few staff working in Information and Research Service for Althingi therefore the skills developed tend to be more generalistic than specialist.

Training through Podcasts or Webcasts could work nicely for people who will not be able to attend the IFLA conference.