		Count	Percent	
1. I work in the following type of library:		Respondents: 1600		
Public		1097	68.56 %	
Academic		188	11.75 %	
School		102	6.38 %	
Special		87	5.44 %	
State Library		15	0.94 %	
Library System		32	2.00 %	
Not currently employed in a library		19	1.19 %	
		60	3.75 %	
Other (please specify)				
	Total Responses	1600	100%	
2. My position is: (Check all that apply.)		Respondent	ts: 1586	
Management		489	30.83 %	
Professional		881	55.55 %	
Paraprofessional		228	14.38 %	
Clerical		74	4.67 %	
Technical		126	7.94 %	
Other (please specify)		83	5.23 %	
	Total Responses	1881	100%	
3. My work assignment is: (Check all that apply.)		Respondents: 1589		
Acquisitions		355	22.34 %	
Administration		395	24.86 %	
Adult Services		417	26.24 %	
Cataloging/Technical Services		309	19.45 %	
Children's Services		339	21.33 %	
Circulation		350	22.03 %	
Government docs		81	5.10 %	
Instruction		385	24.23 %	
Interlibrary loans		158	9.94 %	
Library media teacher		104	6.54 %	
Literacy		139	8.75 %	
Outreach			15.29 %	
		243 781		
Reference			49.15 %	
Run 1-person library		96 152	6.04 % 9.57 %	
Run branch		152		
Serials		123	7.74 %	
Subject specialist		146	9.19 %	
Technology		270	16.99 %	
Young Adult Services		221	13.91 %	
Other (please specify)		210	13.22 %	
	Total Responses	5274	100%	
4. I choose which courses to take:		Respondent	ts: 1594	
for myself only		990	62.11 %	
for myself and others		537	33.69 %	
I do not choose which courses to take		67	4.20 %	
_	Total Responses	1594	100%	
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August 19, 2003 Page 1 of 8

Nithin existing budgetary guidelines, I approve expenditures on Ining:			Count	Percent
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Woodland Public Library (Sacramento area) 175 11.01 %			91	5.72 %
Total Responses 4740 100%			175	11.01 %
		Total Responses	4740	100%

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	Count	Percent
8. Instructional Skills (Check up to THREE.)	Responde	nts: 1482
Creating Effective Online Tutorials	443	29.89 %
Delivering Effective Library Presentations	425	28.68 %
Designing Effective Library Training	427	28.81 %
Developing Effective Library Training Materials And Activities	451	30.43 %
Identifying and Training for Core Competencies	341	23.01 %
Introduction to Distance Education	178	12.01 %
Presentation and Delivery Techniques for the Library Trainer	198	13.36 %
Teaching Spanish-Speaking Patrons to Use The Internet	213	14.37 %
Teaching the Public to Use Digital Resources	418	28.21 %
Teaching the Public to Use the Internet	509	34.35 %
Training the Spur-of-the-Moment Trainer	129	8.70 %
Training the Internet Trainer	131	8.84 %
Training the Tech Trainer	76	5.13 %
Training the Trainer 2003/04	106	7.15 %
Training the Trainer 2003/04 - Spanish Version	22	1.48 %
Total Responses	4067	100%

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	Count	Percent	
Library-Specific Computer Skills (Check up to THREE.)	Responde	nts: 1507	
Assessing Your Web Site's Usability	276	18.31 %	
Building a Dynamic Web Site with Dreamweaver MX	146	9.69 %	
Cascading Style Sheets for Library Web Design	102	6.77 %	
Computer and Internet Troubleshooting Basics	386	25.61 %	
Designing Great Web Sites	301	19.97 %	
Desktop Publishing on a Shoestring	194	12.87 %	
E-Mail Essentials	131	8.69 %	
Getting Started with PHP and My SQL	59	3.92 %	
Getting Started with XML	130	8.63 %	
Getting the Most from Bibliostat	24	1.59 %	
Introduction to Dreamweaver MX	108	7.17 %	
Introduction to HTML and Library Web Page Development	140	9.29 %	
Introduction to HTML Using Homesite5	7	0.46 %	
Introduction to Microsoft Word	95	6.30 %	
Intermediate Microsoft Word	164	10.88 %	
Introduction to Microsoft Excel	225	14.93 %	
Intermediate Microsoft Excel	143	9.49 %	
Introduction to Microsoft PowerPoint	205	13.60 %	
Intermediate Microsoft PowerPoint	87	5.77 %	
Introduction to Microsoft Access	144	9.56 %	
Intermediate Microsoft Access	83	5.51 %	
Introduction to Metadata and Record Building	89	5.91 %	
Library LAN Management	41	2.72 %	
Library Network Security 101	57	3.78 %	
Library Network Security Update	27	1.79 %	
Managing Filters	128	8.49 %	
Photoshop or other graphics program	278	18.45 %	
Piggyback Technologies: Getting the Most from The Systems	126	8.36 %	
You Already Have			
Planning and Developing a Library Intranet	75	4.98 %	
Planning Your Digitization Project	131	8.69 %	
Web Design	105	6.97 %	
Web Images	22	1.46 %	
Web Site Management	91	6.04 %	
Windows Basics	37	2.46 %	
Z39.50 Protocol: An Introduction	84	5.57 %	
Total Responses	4441	100%	

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	Count	Percent
0. Library Supervision and Management (Check up to THREE.)	Responder	nts: 1452
Branch Management Fundamentals	183	12.60 %
Building Community Support	324	22.31 %
Change Management for Library Administrators	109	7.51 %
Commonsense Project Management	138	9.50 %
Conflict Resolution in the Library Workplace	293	20.18 %
Delivering Effective Library Presentations	148	10.19 %
Effective Library Statistics	294	20.25 %
Energizing, Encouraging, and Inspiring Staff	355	24.45 %
Fundraising Fundamentals	159	10.95 %
Getting the Most from Bibliostat	19	1.31 %
How to Deal with the Press	65	4.48 %
Library Budget Fundamentals	114	7.85 %
Library Grant Writing Fundamentals	293	20.18 %
Library Laws for the Web Environment	94	6.47 %
Library Planning for Uncertain Times	101	6.96 %
	63	4.34 %
Licensing Electronic Resources		
Marketing the Library	394	27.13 %
Negotiation Skills for Library Administrators	56 50	3.86 %
Outcomes Measurement for Library Administrators	58	3.99 %
Planning and Developing a Library Intranet	45	3.10 %
Planning for Results	37	2.55 %
Rethinking Library Staffing	128	8.82 %
Rethinking the Library Plan of Service	84	5.79 %
Secrets of a Successful Entrepreneurial Library	61	4.20 %
Staffing for Results: Working Smarter	184	12.67 %
Successful Managing of Student Assistants	136	9.37 %
Survival Skills for the First-Time Library Systems Manager	65	4.48 %
Technology Planning Simplified	58	3.99 %
Technology Survival Skills for the Library Administrator	57	3.93 %
Workforce and Succession Planning and Internal Leadership Development	50	3.44 %
Total Responses	4165	100%
. New Technologies (Check up to THREE.)	Responder	nts: 1392
Convenience Technologies: New Tools for Outstanding	670	48.13 %
Customer Service E-books 101	319	22.92 %
Handheld Services in Libraries	263	22.92 % 18.89 %
	263 164	11.78 %
Introduction to GIS-Library Applications	_	
Library Laws for the Web Environment Licensing Electronic Resources	332 152	23.85 % 10.92 %
•		
Planning and Developing a Library Intranet	156 497	11.21 %
Productivity Technologies: Handling the Workload Without Adding Staff	487	34.99 %
Technology Trendspotting	290	20.83 %
Warp-Speed Communications: E-mail, Chat, and Instant Messaging in the Library	223	16.02 %
Wireless 101 for Libraries	463	33.26 %
Total Responses	3519	100%

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	Count	Percent
12. Infopeople Updates (Check up to THREE.)	Respondents: 1399	
ADA Update	217	15.51 %
E-books Update	186	13.30 %
Government Documents Update	239	17.08 %
Internet Policy and Filtering Update	442	31.59 %
Library Law Update	390	27.88 %
Ready Reference on the Internet 2004	888	63.47 %
Search Engine Update	673	48.11 %
Virtual Reference Update	513	36.67 %
Z39.50 Update	101	7.22 %
Total Responses	3649	100%
3. Personal and Professional Development and Efficiency (Check up to THREE.)	Responde	nts: 1450
Career Planning for Library Staff	212	14.62 %
Communication Skills for the Library Front Line	483	33.31 %
Conflict Resolution in the Library Workplace	271	18.69 %
Coping and Stress Reduction in the Library Workplace	421	29.03 %
Information Competency for Library Staff	397	27.38 %
Managing Up	170	11.72 %
Mastering Communications with Technical Personnel	108	7.45 %
Mastering Tough Public Service Situations	467	32.21 %
Negotiation Skills for Library Staff	206	14.21 %
Resumes and Interviews in the Library Marketplace	144	9.93 %
Retirement Planning for Librarians	238	16.41 %
Time Management for Library Staff	367	25.31 %
When Being Nice Isn't Working: Service, Safety and Security	553	38.14 %
Total Responses	4037	100%
4. Library Customer Service (Check up to THREE.)	Responde	nts: 1375
Developing a Customer-Centric Plan of Service	462	33.60 %
Library Customer Service Fundamentals	515	37.45 %
FISH! And Pickle Techniques for Libraries: Creating the 21st	555	40.36 %
Century Service Approach Good Library Customer Service in 2004	745	54.18 %
Mastering Tough Public Service Situations	653	47.49 %
When Being Nice Isn't Working: Service, Safety and Security	516	37.53 %
Total Responses	3446	100%
Total Responses	3440	100 /0

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	Count	Percent
15. Subject-Specific Internet Resources (Check up to THREE.)	Responde	nts: 1408
Art, Music, Antiques and Collectibles on the Internet	290	20.60 %
Business Resources on the Internet	408	28.98 %
Census 2000 Introduction	206	14.63 %
Consumer Resources on the Internet	390	27.70 %
Genealogy Resources on the Internet	302	21.45 %
Government Online	362	25.71 %
Health and Medical Resources on the Internet	453	32.17 %
Investing and Finance on the Internet	210	14.91 %
Job Resources on the Internet	401	28.48 %
Legal Resources on the Internet	350	24.86 %
Science and Technology Resources on the Internet	267	18.96 %
Seniors on the Net	253	17.97 %
Total Responses	3892	100%
6. Reference and Public Services (Check up to THREE.)	Responde	nts: 1439
Government Documents Fundamentals	313	21.75 %
How to Promote Reading in Your Community	456	31.69 %
How to Start and Run a Book Group	439	30.51 %
Integrating Electronic and Non-Electronic Reference Resources	453	31.48 %
Readers' Advisory on the Web	503	34.95 %
Reference Fundamentals	351	24.39 %
Reference Interview Fundamentals	281	19.53 %
Ready Reference on the Internet	570	39.61 %
Virtual Reference 101	383	26.62 %
Total Responses	3749	100%
7. Serving Diverse Communities (Check up to THREE.)	Responde	nts: 1326
Accessible Electronic Services for People with Disabilities	335	25.26 %
ADA Fundamentals for California Libraries	290	21.87 %
Community Outreach	523	39.44 %
Developing ESL Collections and Services	343	25.87 %
Developing Spanish and Latino Interest Collections Using the Web and Online Sources	288	21.72 %
Internet Resources for the African American Community	115	8.67 %
Internet Resources for the Asian American Community	189	14.25 %
Internet Resources for Native Americans	83	6.26 %
Internet Resources for the Spanish Speaker	322	24.28 %
Library Services for New Americans	360	27.15 %
Senior/Teen Blended Programs	357	26.92 %
Teaching Spanish-Speaking Patrons to Use the Internet	172	12.97 %
Total Responses	3377	100%

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	Count	Percent
8. Technical and Support Services (Check up to THREE.)	Responde	nts: 1371
Book Repair	372	27.13 %
Cataloging Fundamentals	277	20.20 %
Cataloging Electronic Resources	251	18.31 %
Circulation Fundamentals	133	9.70 %
Collection Development Fundamentals	344	25.09 %
Developing Spanish and Latino Interest Collections Using the Web And Online Sources	192	14.00 %
Interlibrary Loan and Document Delivery Fundamentals	131	9.56 %
K-12 Collection Development Fundamentals	300	21.88 %
Serials Cataloging Update	121	8.83 %
Strategies for Keeping Your Collection Alive When Your	640	46.68 %
Budget Is Cut		
Technical Processing Fundamentals	131	9.56 %
Using the Web for Collection Development	554	40.41 %
Total Responses	3446	100%
. Youth Services (Check up to THREE.)	Responde	nts: 1188
Building a Web Site for Kids	159	13.38 %
Child Development for Librarians	213	17.93 %
Children's Service Fundamentals	137	11.53 %
Developing Multimedia and Digital Resource Collections for	217	18.27 %
Teens		
Finding It for Kids on the Internet	217	18.27 %
K-12 Collection Development Fundamentals	111	9.34 %
K-12 Information Literacy in the Digital Age	153	12.88 %
K-12 Internet Resources	151	12.71 %
Kid Stuff: Top Web Resources for Kids	214	18.01 %
Librarians' Internet Toolkit for Kids	147	12.37 %
Practical Technology for Children's Library Services	138	11.62 %
Providing Homework Help	341	28.70 %
School Library Fundamentals	62	5.22 %
School/Public Library Cooperation: Best Practices	271	22.81 %
Storytime and Storytelling Fundamentals	197	16.58 %
Technology Survival Skills for School Librarians	53	4.46 %
Teens and the Internet	229	19.28 %
Young Adult Service Fundamentals	293	24.66 %
Total Responses	3303	100%

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