

Demographics of Respondents

Abbreviation		Abbreviation	
acad.	academic libraries	muse.	Museum
arch.	archives	netw.	network/consortia
corp.	corporation	public	public libraries
K-12	K-12 schools	spec.	special libraries
govt.	government agencies		

Number Overall Response Rate

Total number of responses	1,111	23.89%
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Survey Question: Have you attended a SOLINET course in the past 2 years?

	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Yes	568	51.1%	374	48.5%	131	58.5%	26	57.8%	17	58.6%	7	77.8%	4	44.4%	4	50%	1	25%	2	50%
No	528	47.5%	392	50.8%	90	40.2%	19	42.2%	10	34.5%	2	22.2%	5	55.6%	4	50%	3	75%	2	50%

Survey Question: What type of institution do you work for?

	all	% all	# attend	% attend	# non-attend	% non-attend
Academic Library	772	69.49%	374	65.85%	392	74.24%
Public Library	224	20.16%	131	23.06%	90	17.05%
Special Library	45	4.05%	26	4.58%	19	3.60%
Government Agency	29	2.61%	17	2.99%	10	1.89%
Archives	9	0.81%	7	1.23%	2	0.38%
Consortium/Network	9	0.81%	4	0.70%	5	0.95%
Corporation	8	0.72%	4	0.70%	4	0.76%
K-12	4	0.36%	1	0.18%	3	0.57%
Museum	4	0.36%	2	0.35%	2	0.38%

Survey Question: Are you the dean or director?

	all	% all	# atten.	% atten.	# not atten.	% not atten.	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Yes	159	14.5%	64	11.3%	93	17.6%	116	15.0%	27	12.1%	6	13.3%	3	10.3%	1	11.1%	3	33.3%	1	12.5%	1	25%	0	0%
No	937	85.5%	496	87.3%	432	81.8%	655	84.8%	189	84.4%	39	86.7%	25	86.2%	8	88.9%	6	66.6%	7	87.5%	3	75%	4	100%

Summary Report on Results of ES Survey, 2/2005

Survey Question: What type of work do you do? (Respondents choose up to 3.)

	# all	% all	# attend	% attend	# not attend	% not attend
Total for administration plus management	468	42.12%	209	36.80%	253	47.92%
Reference	407	36.63%	190	33.45%	213	40.34%
Cataloging	336	30.24%	234	41.20%	101	19.13%
Administration	296	26.64%	125	22.01%	165	31.25%
Acquisitions	265	23.85%	140	24.65%	124	23.48%
Instruction	208	18.72%	95	16.73%	111	21.02%
Information Technology	172	15.48%	88	15.49%	83	15.72%
Management	172	15.48%	84	14.79%	88	16.67%
Resource Sharing	147	13.23%	98	17.25%	44	8.33%
Circulation	142	12.78%	72	12.68%	69	13.07%
Other	122	10.98%	50	8.80%	72	13.64%
Archives/Special Collections	67	6.03%	39	6.87%	28	5.30%
Preservation	60	5.40%	28	4.93%	30	5.68%
Records Management	44	3.96%	19	3.35%	25	4.73%
Knowledge Management	23	2.07%	10	1.76%	13	2.46%

	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Total Admin plus Mgmt	468	42.12%	312	40.4%	110	49.1%	24	58.3%	7	24.1%	3	33.3%	6	66.7%	2	25%	2	50%	0	0%
Reference	407	36.63%	293	37.9%	76	33.9%	19	42.2%	10	34.5%	3	33.3%	0	0%	4	50%	1	25%	1	25%
Cataloging	336	30.24%	231	29.9%	60	26.8%	19	42.2%	13	44.8%	3	33.3%	1	11.1%	4	50%	1	25%	2	50%
Administration	296	26.64%	206	26.7%	64	28.6%	13	28.9%	3	10.3%	2	22.2%	6	66.7%	0	0%	1	25%	0	0%
Acquisitions	265	23.85%	177	22.9%	58	25.9%	12	26.7%	6	20.7%	3	33.3%	1	11.1%	5	62.5%	1	25%	1	25%
Instruction	208	18.72%	168	21.8%	30	13.4%	3	6.7%	3	10.3%	0	0%	3	33.3%	1	12.5%	0	0%	0	0%
Information Technology	172	15.48%	124	16.1%	32	14.3%	5	11.1%	4	13.8%	1	11.1%	3	33.3%	0	0%	1	25%	2	50%
Management	172	15.48%	106	13.7%	46	20.5%	11	24.4%	4	13.8%	1	11.1%	0	0%	2	25%	1	25%	0	0%
Resource Sharing	147	13.23%	101	13.1%	33	14.7%	7	15.6%	4	13.8%	0	0%	1	11.1%	1	12.5%	0	0%	0	0%
Circulation	142	12.78%	111	14.4%	20	8.9%	8	17.8%	1	3.5%	0	0%	1	11.1%	1	12.5%	0	0%	0	0%
Other	122	10.98%	73	9.5%	35	15.6%	2	4.4%	4	13.8%	0	0%	3	33.3%	2	25%	2	50%	1	25%
Archives/Spec Colls.	67	6.03%	36	4.7%	12	5.4%	6	13.3%	2	6.9%	8	88.9%	0	0%	1	12.5%	1	25%	1	25%
Preservation	60	5.40%	41	5.3%	7	3.1%	2	4.4%	5	17.2%	4	44.4%	1	11.1%	0	0%	0	0%	0	0%
Records Management	44	3.96%	30	3.9%	9	4%	2	4.4%	3	10.3%	0	0%	0	0%	0	0%	0	0%	0	0%
Knowledge Management	23	2.07%	14	1.8%	3	1.3%	3	6.7%	2	6.9%	0	0%	1	11.1%	0	0%	0	0%	0	0%

Communications

Survey Question: How do you currently find out about SOLINET courses?

	# all	% all	# attend	% attend	# not attend	% not attend
Email	762	68.59%	406	71.48%	350	66.29%
Printed announcements mailed to you	655	58.96%	342	60.21%	308	58.33%
SOLINET website	499	44.91%	303	53.35%	190	35.98%
Listserv	396	35.64%	238	41.90%	152	28.79%
Personal networks	266	25.94%	154	27.11%	109	20.64%
Brochures at conferences and other events	106	9.54%	61	10.74%	45	8.52%

	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw	% netw	# corp	% corp	# K-12	% K-12	# muse.	% muse.
Email	762	68.59%	536	69.4%	146	65.2%	30	66.7%	20	69%	8	88.9%	6	66.7%	6	75%	3	75%	4	100%
Printed announcements mailed to you	655	58.96%	472	61.1%	116	51.8%	30	66.7%	13	44.8%	5	55.6%	6	66.7%	5	62.5%	2	50%	3	75%
SOLINET website	499	44.91%	354	45.9%	92	41.1%	19	42.2%	16	55.2%	5	55.6%	5	55.6%	2	25%	2	50%	3	75%
Listserv	396	35.64%	272	35.2%	82	36.6%	16	35.6%	11	37.9%	4	44.4%	5	55.6%	0	0%	1	25%	2	50%
Personal networks	266	23.94%	178	23.1%	64	28.6%	8	17.8%	10	34.5%	4	44.4%	1	11.1%	0	0%	1	25%	0	0%
Brochures at conferences and other events	106	9.54%	71	9.2%	28	12.5%	1	2.2%	5	17.2%	1	11.1%	0	0%	0	0%	0	0%	0	0%

Summary Report on Results of ES Survey, 2/2005

Survey Question: How would you prefer to find out about SOLINET courses?

Respondents selected their top 3 and ranked in order of preference, with 1 as most preferred.

Most Preferred Rankings

Rank 1 – Most Preferred	all	% all	# attend	% attend	# not attend	% not attend
Email	721	64.90%	369	64.96%	346	65.53%
Printed announcements mailed to you	180	16.20%	89	15.67%	90	17.05%
Listserv	110	9.90%	56	9.86%	53	10.04%
SOLINET website	68	6.12%	43	7.57%	24	4.55%
Personal networks	11	0.99%	6	1.06%	5	0.95%
Advertising in professional journals	3	0.27%	0	0.00%	3	0.57%
Professional association website	3	0.27%	2	0.35%	0	0.00%
Brochures at conferences and other events	0	0.00%	0	0.00%	0	0.00%
Posters at conferences and other events	0	0.00%	0	0.00%	0	0.00%

Rank 1 – Most Preferred	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Email	721	64.9%	506	65.5%	138	61.6%	34	75.6%	20	69%	6	66.7%	5	55.6%	6	66.7%	2	50%	2	50%
Printed announcements mailed to you	180	16.2%	120	15.5%	41	18.3%	7	15.6%	5	17.2%	0	0%	2	22.2%	2	22.2%	2	50%	0	0%
Listserv	110	9.9%	80	10.4%	23	10.3%	2	4.4%	0	0%	2	22.2%	2	22.2%	0	0%	0	0%	0	0%
SOLINET website	68	6.1%	53	6.9%	9	4%	2	4.4%	2	6.9%	0	0%	0	0%	0	0%	0	0%	0	0%
Personal networks	11	1%	7	0.9%	4	1.8%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Advertising in professional journals	3	0.3%	0	0%	2	0.9%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Professional association website	3	0.3%	2	0.3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Brochures at conferences and other events	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Posters at conferences and other events	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Summary Report on Results of ES Survey, 2/2005

Combined Top 3 Rankings

Ranked 1-3	# all	% all	# attend	% attend	# not attend	% not attend
Email	1,003	90.28%	513	90.32%	481	91.10%
Printed announcements mailed to you	741	66.70%	375	66.02%	363	68.75%
SOLINET website	608	54.73%	338	59.51%	269	50.95%
Listserv	538	48.42%	284	50.00%	250	47.35%
Personal networks	116	10.44%	65	11.44%	51	9.66%
Professional association website	56	5.04%	30	5.28%	25	4.73%
Brochures at conferences and other events	43	3.87%	20	3.52%	22	4.17%
Advertising in professional journals	42	3.78%	15	2.64%	27	5.11%
Posters at conferences and other events	14	1.26%	6	1.06%	8	1.52%

Ranked 1-3	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Email	1,003	90.28%	700	90.7%	201	89.7%	43	95.6%	24	82.8%	6	66.7%	8	88.9%	8	88.9%	4	100%	2	50%
Printed announcements mailed to you	741	66.70%	516	66.8%	147	65.6%	34	75.6%	17	58.6%	6	66.7%	7	77.8%	6	66.7%	2	50%	2	50%
SOLINET website	608	54.73%	443	57.4%	111	49.6%	16	35.6%	17	58.6%	5	55.6%	2	22.2%	5	55.6%	0	0%	2	50%
Listserv	538	48.42%	386	50%	102	45.5%	21	46.7%	14	48.3%	2	22.2%	2	22.2%	2	22.2%	0	0%	0	0%
Personal networks	116	10.44%	80	10.4%	30	13.4%	2	4.4%	0	0%	2	22.2%	0	0%	0	0%	0	0%	0	0%
Professional association website	56	5.04%	34	4.4%	15	6.7%	3	6.7%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Brochures at conferences and other events	43	3.87%	28	3.6%	9	4%	4	8.9%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Advertising in professional journals	42	3.78%	31	4%	6	2.7%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Posters at conferences and other events	14	1.26%	9	1.2%	0	0%	2	4.4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Factors in Selecting a Course (Other Than Topic)

Survey Question: What is important to you when selecting an educational course?
 Respondents rated as 1 = very important, 2 = important, 3 = somewhat important, 4 = not important.

Criteria Rated as Very Important (1)

Very Important	# all	% all	# attend	% attend	# not attend	% not attend
Expertise of instructor	971	87.40%	504	88.73%	458	86.74%
Quality of course materials	885	79.66%	454	79.93%	421	79.73%
Where it is offered	848	76.33%	444	78.17%	396	75.00%
Supports career development	522	46.98%	291	51.23%	226	42.80%
Price	496	44.64%	236	41.55%	254	48.11%
Face-to-face	482	43.38%	267	47.01%	209	39.58%
Reputation of provider	274	24.66%	146	25.70%	127	24.05%
Networking opportunities	241	21.69%	135	23.77%	104	19.70%
Reputation of instructor	236	21.24%	124	21.83%	110	20.83%
Duration (1/2 day, full day, etc.)	204	18.36%	100	17.61%	102	19.32%
Educational credit for course	139	12.51%	84	14.79%	53	10.04%
Self paced e-learning	126	11.34%	62	10.92%	64	12.12%
Time of year	97	8.73%	50	8.80%	46	8.71%
Day of week	80	7.20%	36	6.34%	43	8.14%
Real time e-learning	77	6.93%	41	7.22%	35	6.63%

Summary Report on Results of ES Survey, 2/2005

Very Important	all		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
	all	% all	acad.	acad.	public	public	spec.	spec.	govt.	govt.	arch.	arch.	netw.	netw.	corp.	corp.	K-12	K-12	muse.	muse.
Expertise of instructor	971	87.40%	669	86.7%	201	89.7%	42	93.3%	27	93.1%	8	88.9%	7	77.8%	8	100%	3	75%	4	100%
Quality of course materials	885	79.66%	614	79.5%	180	80.4%	34	75.6%	27	93.1%	7	77.8%	7	77.8%	7	87.5%	4	100%	2	50%
Where it is offered	848	76.33%	588	76.2%	178	79.5%	33	73.3%	22	75.9%	6	66.7%	5	55.6%	7	87.5%	4	100%	3	75%
Supports career development	522	46.98%	367	47.5%	106	47.3%	21	46.7%	11	37.9%	5	55.6%	2	22.2%	4	50%	2	50%	3	75%
Price	496	44.64%	347	45%	101	45.1%	20	44.4%	13	44.8%	3	33.3%	4	44.4%	3	37.5%	2	50%	3	75%
Face-to-face	482	43.38%	318	41.2%	106	47.3%	23	51.1%	14	48.3%	5	55.6%	7	77.8%	3	37.5%	3	75%	2	50%
Reputation of provider	274	24.66%	173	22.4%	68	30.4%	12	26.7%	9	31%	2	22.2%	3	33.3%	2	25%	3	75%	2	50%
Networking opportunities	241	21.69%	166	21.5%	53	23.7%	12	26.7%	6	20.7%	1	11.1%	1	11.1%	2	25%	0	0%	0	0%
Reputation of instructor	236	21.24%	154	20%	51	22.8%	10	22.2%	9	31%	2	22.2%	3	33.3%	4	50%	1	25%	2	50%
Duration (1/2 day, full day, etc.)	204	18.36%	140	18.1%	40	17.9%	11	24.4%	7	24.1%	1	11.1%	1	11.1%	1	12.5%	1	25%	1	25%
Educational credit for course	139	12.51%	72	9.3%	47	21%	8	17.8%	4	13.8%	3	33.3%	1	11.1%	2	25%	2	50%	0	0%
Self paced e-learning	126	11.34%	97	12.6%	16	7.1%	3	6.7%	2	6.9%	3	33.3%	2	22.2%	1	12.5%	1	25%	1	25%
Time of year	97	8.73%	71	9.2%	14	6.3%	3	6.7%	5	17.3%	0	0%	2	22.2%	0	0%	1	25%	1	25%
Day of week	80	7.20%	57	7.4%	13	5.8%	6	13.3%	2	6.9%	0	0%	0	0%	0	0%	1	25%	1	25%
Real time e-learning	77	6.93%	60	7.8%	4	1.8%	5	11.1%	4	13.8%	1	11.1%	2	22.2%	1	12.5%	0	0%	0	0%

Summary Report on Results of ES Survey, 2/2005

Combined very important and important ratings on each factor

Criteria Rated as Very Important or Important	# all	% all	# attend	% attend	# not attend	% not attend
Expertise of instructor	1088	97.93%	558	98.24%	519	98.30%
Quality of course materials	1082	97.39%	548	96.48%	523	99.05%
Where it is offered	1054	94.87%	544	95.77%	499	94.51%
Supports career development	921	82.90%	486	85.56%	425	80.49%
Price	886	79.75%	448	78.87%	430	81.44%
Face-to-face	857	77.14%	464	81.69%	385	72.92%
Reputation of provider	734	66.07%	384	67.61%	342	64.77%
Networking opportunities	700	63.01%	373	65.67%	320	60.61%
Reputation of instructor	630	56.71%	313	55.11%	311	58.90%
Duration (1/2 day, full day, etc.)	626	56.35%	320	56.34%	300	56.82%
Self paced e-learning	483	43.47%	254	44.72%	226	42.80%
Real time e-learning	413	37.17%	226	39.79%	183	34.66%
Time of year	354	31.86%	161	28.35%	189	35.80%
Educational credit for course	348	31.32%	203	35.74%	141	26.70%
Day of week	256	23.04%	123	21.65%	130	24.62%

Summary Report on Results of ES Survey, 2/2005

Criteria rated as very important or important	all		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
	all	% all	acad.	acad.	public	public	spec.	spec.	govt.	govt.	arch.	arch.	netw.	netw.	corp.	corp.	K-12	K-12	muse.	muse.
Expertise of instructor	1088	97.9%	758	98.2%	221	98.7%	44	97.8%	29	100%	8	88.9%	9	100%	8	100%	4	100%	4	100%
Quality of course materials	1082	97.4%	752	97.4%	221	98.7%	44	97.8%	29	100%	9	100%	9	100%	8	100%	4	100%	3	75%
Where it is offered	1054	94.9%	734	95.1%	216	96.4%	43	95.6%	26	89.7%	9	100%	7	77.8%	8	100%	4	100%	4	100%
Supports career development	921	82.9%	640	82.9%	194	86.6%	35	77.8%	24	82.8%	7	77.8%	6	66.7%	6	75%	4	100%	4	100%
Price	886	79.8%	617	79.9%	179	79.9%	38	84.4%	22	75.9%	9	100%	6	66.7%	6	75%	3	75%	4	100%
Face-to-face	857	77.1%	590	76.4%	177	79%	36	80%	25	86.2%	6	66.7%	8	88.9%	6	75%	3	75%	3	75%
Reputation of provider	734	66.1%	494	64%	157	70.1%	29	64.4%	25	86.2%	8	88.9%	6	66.7%	7	87.5%	3	75%	4	100%
Networking opportunities	700	63%	475	61.5%	151	67.4%	33	73.3%	19	65.5%	5	55.6%	5	55.6%	5	62.5%	2	50%	2	50%
Reputation of instructor	630	56.7%	425	55.1%	129	57.6%	29	64.4%	20	69%	6	66.7%	6	66.7%	7	87.5%	3	75%	3	75%
Duration (1/2 day, full day, etc.)	626	56.4%	437	56.6%	126	56.3%	27	60%	17	58.6%	5	55.6%	4	44.4%	4	50%	3	75%	2	50%
Self paced e-learning	483	43.5%	336	43.5%	90	40.2%	22	48.9%	14	48.3%	3	33.3%	5	55.6%	6	75%	3	75%	1	25%
Real time e-learning	413	37.2%	295	38.2%	78	34.8%	15	33.3%	11	37.9%	1	11.1%	5	55.6%	4	50%	2	50%	1	25%
Time of year	354	31.9%	259	33.6%	63	28.1%	14	31.1%	11	37.9%	0	0%	3	33.3%	0	0%	1	25%	2	50%
Educational credit for course	348	31.3%	211	27.3%	98	43.8%	16	35.6%	9	31%	4	44.4%	1	11.1%	5	62.5%	2	50%	2	50%
Day of week	256	23%	181	23.5%	54	24.1%	11	24.4%	6	20.7%	0	0%	1	11.1%	1	12.5%	1	25%	1	25%

Course Preferences

Survey Question: Would you prefer to receive course materials electronically prior to class or in hard copy during class?

	# all	% all	# attend	% attend	# not attend	% not attend
Electronically prior to class	706	63.55%	336	59.15%	365	69.13%
Hardcopy during class	389	35.01%	227	39.96%	158	29.92%

	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Electronically prior to class	706	63.55%	520	67.4%	119	53.1%	31	68.9%	10	34.5%	7	77.8%	6	66.7%	5	62.5%	3	75%	2	50%
Hardcopy during class	389	35.01%	246	31.9%	100	44.6%	14	31.1%	18	62.1%	2	22.2%	3	33.3%	3	37.5%	1	25%	2	50%

Survey Question: Would you take a web-based course?

	# all	% all	# attend	% attend	# not attend	% not attend
Yes	927	83.44%	480	84.51%	438	82.95%
No	174	15.66%	86	15.14%	87	16.48%

	All	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Yes	927	83.44%	647	83.8%	184	82.1%	40	88.9%	26	89.7%	7	77.8%	8	88.9%	6	75%	2	50%	4	100%
No	174	15.66%	121	15.7%	38	17%	5	11.1%	3	10.3%	2	22.2%	1	11.1%	2	25%	2	50%	0	0%

Course Topics of Current Interest

Topics in the table below are organized in order from highest to lowest number of all responses.

<i>Topic</i>	<i># all</i>	<i>% all</i>	<i># attend</i>	<i>% attend</i>	<i># not attend</i>	<i>% not attend</i>
Emerging technologies	449	40.41%	226	39.79%	220	41.67%
Evaluation of library services	385	34.65%	179	31.51%	203	38.45%
Developing and managing digital collections	363	32.67%	193	33.98%	165	31.25%
Copyright	353	31.77%	179	31.51%	172	32.58%
Evaluation of library resources	350	31.50%	167	29.40%	179	33.90%
Marketing library services	334	30.06%	149	26.23%	182	34.47%
Web site development and design	316	28.44%	160	28.17%	151	28.60%
Staff development	306	27.54%	150	26.41%	154	29.17%
Collection development principles & practices	303	27.27%	150	26.41%	147	27.84%
Collection management principles & practices	289	26.01%	159	27.99%	126	23.86%
Database evaluation	287	25.83%	129	22.71%	155	29.36%
OCLC WorldCat Resource Sharing	273	24.57%	167	29.40%	99	18.75%
Information literacy	263	23.67%	117	20.60%	143	27.08%
Conducting a user needs analysis	259	23.31%	123	21.65%	132	25.00%
Evaluating internet resources	254	22.86%	122	21.48%	129	24.43%
Database searching techniques	251	22.59%	127	22.36%	119	22.54%
Managing serials collections	250	22.50%	137	24.12%	109	20.64%
Acquiring digital resources	247	22.23%	129	22.71%	117	22.16%
Virtual reference	247	22.23%	115	20.25%	128	24.24%
Interlibrary Loan	246	22.14%	137	24.12%	104	19.70%
Writing – grants	243	21.87%	110	19.37%	131	24.81%
Book repair	234	21.06%	132	23.24%	99	18.75%
Dealing with conflict	232	20.88%	118	20.77%	110	20.83%
OCLC Connexion Client	230	20.70%	161	28.35%	69	13.07%
Internet searching	227	20.43%	117	20.60%	107	20.27%
Preservation of digital resources	224	20.16%	127	22.36%	95	17.99%
Digital rights management	222	19.98%	117	20.60%	102	19.32%
Time management	216	19.44%	108	19.01%	107	20.27%
Mold prevention and mitigation	213	19.17%	110	19.37%	101	19.13%
Change management	205	18.45%	102	17.96%	99	18.75%
Supervision	202	18.18%	103	18.13%	97	18.37%

Summary Report on Results of ES Survey, 2/2005

<i>Topic</i>	<i># all</i>	<i>% all</i>	<i># attend</i>	<i>% attend</i>	<i># not attend</i>	<i>% not attend</i>
Teamwork	202	18.18%	102	17.96%	95	17.99%
Strategic planning	197	17.73%	94	16.55%	101	19.13%
HTML/XHTML	196	17.64%	104	18.31%	90	17.05%
Web resources for catalogers	194	17.46%	132	23.24%	60	11.36%
Acquiring library materials	186	16.74%	83	14.61%	101	19.13%
Authority control	184	16.56%	117	20.60%	66	12.50%
Cataloging – e-resources	181	16.29%	115	20.25%	66	12.50%
Project management	181	16.29%	99	17.43%	80	15.15%
Metadata – practical	179	16.11%	103	18.13%	75	14.20%
Emergency preparedness and recovery	177	15.93%	88	15.49%	86	16.29%
Budgeting	170	15.30%	80	14.08%	89	16.86%
Document Delivery	169	15.21%	93	16.37%	72	13.64%
Care of non-print formats	167	15.03%	93	16.37%	74	14.02%
XML	164	14.76%	96	16.90%	66	12.50%
Open Source	160	14.40%	79	13.91%	78	14.77%
Business competencies for librarians	154	13.86%	75	13.20%	76	14.39%
FirstSearch	153	13.77%	86	15.14%	65	12.31%
Fundraising	146	13.14%	72	12.68%	73	13.83%
Metadata for digitization and preservation	146	13.14%	83	14.61%	63	11.93%
AACR2	143	12.87%	83	14.61%	58	10.98%
PowerPoint	142	12.78%	79	13.91%	63	11.93%
MARC 21	136	12.24%	89	15.67%	45	8.52%
Public use PCs	134	12.06%	79	13.91%	54	10.23%
OCLC Connexion Browser	133	11.97%	81	14.26%	52	9.85%
Portals	130	11.70%	63	11.09%	66	12.50%
Government on the web	129	11.61%	69	12.15%	57	10.80%
Cataloging – audio-visual	122	10.98%	67	11.80%	55	10.42%
Cataloging – practice	111	9.99%	69	12.15%	41	7.77%
Consortia development and management	110	9.90%	55	9.68%	55	10.42%
Environmental control	110	9.90%	64	11.27%	44	8.33%
Planning for diversity	102	9.18%	48	8.45%	52	9.85%
RFID	99	8.91%	58	10.21%	41	7.77%
Networking PCs	93	8.37%	49	8.63%	42	7.95%
Filtering	88	7.92%	53	9.33%	34	6.44%
Preservation microfilming	87	7.83%	57	10.04%	28	5.30%

Summary Report on Results of ES Survey, 2/2005

<i>Topic</i>	<i># all</i>	<i>% all</i>	<i># attend</i>	<i>% attend</i>	<i># not attend</i>	<i>% not attend</i>
Web Editors	86	7.74%	41	7.22%	44	8.33%
Workplace health & safety	82	7.38%	53	9.33%	29	5.49%
Cataloging – theory	81	7.29%	48	8.45%	32	6.06%
Developing a business plan	81	7.29%	34	5.99%	46	8.71%
Writing – business	81	7.29%	37	6.51%	42	7.95%
Metadata – theory	80	7.20%	45	7.92%	35	6.63%
Cataloging – music	69	6.21%	39	6.87%	30	5.68%
Writing – technical	67	6.03%	41	7.22%	26	4.92%
Commercial binding	63	5.67%	32	5.63%	30	5.68%
Classification – DDC refresher	59	5.31%	36	6.34%	23	4.36%
Indexing – Book	58	5.22%	35	6.16%	22	4.17%
Risk Management	58	5.22%	29	5.11%	27	5.11%
OCLC Cat Express	57	5.13%	31	5.46%	25	4.73%
WebDewey	49	4.41%	32	5.63%	16	3.03%
Fire safety	48	4.32%	27	4.75%	20	3.79%
Compliance	44	3.96%	22	3.87%	22	4.17%
Indexing – Database/Pictorial	44	3.96%	26	4.58%	18	3.41%
Scenario planning	44	3.96%	15	2.64%	28	5.30%
Classification – DDC 22	43	3.87%	23	4.05%	19	3.60%
Indexing – Journal	43	3.87%	25	4.40%	17	3.22%
Cataloging – maps	42	3.78%	22	3.87%	20	3.79%
Abstracting	20	1.80%	12	2.11%	8	1.52%

Topics in the table below are organized by subject area as in the survey form.

	<i>all</i>	<i>% all</i>	<i># acad.</i>	<i>% acad.</i>	<i># public</i>	<i>% public</i>	<i># spec.</i>	<i>% spec.</i>	<i># govt.</i>	<i>% govt.</i>	<i># arch.</i>	<i>% arch.</i>	<i># netw.</i>	<i>% netw.</i>	<i># corp.</i>	<i>% corp.</i>	<i># K-12</i>	<i>% K-12</i>	<i># muse.</i>	<i>% muse.</i>
<i>Collection Development & Management</i>																				
Acquiring digital resources	247	22.2%	192	24.9%	43	19.2%	1	2.2%	3	10.4%	2	22.2%	2	22.2%	1	12.5%	2	50%	0	0%
Acquiring library materials	186	16.7%	126	16.3%	45	20.1%	7	15.6%	6	20.9%	0	0%	1	11.1%	0	0%	0	0%	1	25%
Coll. dev. principles/practices	303	27.3%	200	25.9%	75	33.5%	11	24.4%	10	34.5%	3	33.3%	1	11.1%	1	12.5%	1	25%	1	25%
Coll. mgmt. principles/practices	289	26%	184	23.8%	77	34.4%	12	26.7%	7	24.1%	5	55.6%	1	11.1%	1	12.5%	0	0%	2	50%
Develop/manage digital colls.	363	32.7%	273	35.4%	54	24.1%	10	22.2%	6	20.7%	7	77.8%	6	66.7%	3	37.5%	0	0%	3	75%
Digital rights management	222	20%	177	22.9%	21	9.4%	9	20%	2	6.9%	4	44.4%	2	22.2%	2	25%	2	50%	2	50%
Managing serials collections	250	22.5%	194	25.1%	25	11.2%	16	35.6%	6	20.7%	1	11.1%	2	22.2%	4	50%	0	0%	0	0%

Summary Report on Results of ES Survey, 2/2005

	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Information Access & Delivery																				
Consortia dev. & mgmt.	110	9.9%	87	11.3%	14	6.3%	4	8.9%	0	0%	0	0%	5	55.6%	0	0%	0	0%	0	0%
Copyright	353	31.8%	274	35.5%	47	21%	17	37.8%	5	17.2%	3	33.3%	1	11.1%	3	37.5%	1	25%	2	50%
Database evaluation	287	25.8%	215	27.9%	59	26.3%	3	6.7%	4	13.8%	2	22.2%	2	22.2%	2	25%	0	0%	0	0%
Database searching techniques	251	22.6%	175	22.7%	61	27.2%	6	13.3%	4	13.8%	2	22.2%	1	11.1%	1	12.5%	0	0%	1	25%
Document Delivery	169	15.2%	120	15.5%	33	14.7%	5	11.1%	7	24.1%	1	11.1%	1	11.1%	2	25%	0	0%	0	0%
Evaluating internet resources	254	22.9%	177	22.9%	57	25.5%	9	20%	7	24.1%	0	0%	0	0%	2	25%	1	25%	0	0%
FirstSearch	153	13.8%	75	9.7%	55	24.6%	9	20%	9	31%	0	0%	1	11.1%	2	25%	1	25%	1	25%
Government on the web	129	11.6%	83	10.8%	34	15.2%	1	2.2%	8	27.6%	0	0%	0	0%	3	37.5%	0	0%	0	0%
Interlibrary Loan	246	22.1%	154	20%	64	28.6%	14	31.1%	8	27.6%	0	0%	3	33.3%	2	25%	1	25%	0	0%
Information literacy	263	23.7%	216	28%	38	17%	3	6.7%	3	10.3%	0	0%	0	0%	1	12.5%	1	25%	0	0%
Internet searching	227	20.4%	139	18%	63	28.1%	11	24.4%	6	20.7%	2	22.2%	0	0%	3	37.5%	1	25%	2	50%
OCLC WorldCat Res. Sharing	273	24.6%	170	22%	71	31.7%	11	24.4%	11	37.9%	3	33.3%	3	33.3%	3	37.5%	1	25%	0	0%
Virtual reference	247	22.2%	170	22%	51	22.8%	12	26.7%	6	20.7%	1	11.1%	2	22.2%	3	37.5%	1	25%	1	25%
Web site development & design	316	28.4%	221	28.6%	69	30.8%	9	20%	8	27.6%	5	55.6%	0	0%	1	12.5%	1	25%	2	50%
Management																				
Budgeting	170	15.3%	116	15%	39	17.4%	10	22.2%	3	10.3%	1	11.1%	0	0%	0	0%	0	0%	0	0%
Business competencies for libns	154	13.9%	102	13.2%	38	17%	6	13.3%	5	17.2%	0	0%	0	0%	1	12.5%	0	0%	1	25%
Change management	205	18.5%	136	17.6%	51	22.8%	9	20%	4	13.8%	1	11.1%	0	0%	3	37.5%	0	0%	0	0%
Compliance	44	4%	32	4.2%	7	3.1%	1	2.2%	0	0%	1	11.1%	0	0%	3	37.5%	0	0%	0	0%
Conducting user needs analysis	259	22.3%	186	24.1%	53	23.7%	8	17.8%	6	20.7%	2	22.2%	1	11.1%	1	12.5%	0	0%	1	25%
Dealing with conflict	232	20.9%	149	19.3%	60	26.8%	12	26.7%	8	27.6%	2	22.2%	0	0%	0	0%	1	25%	0	0%
Developing a business plan	81	7.3%	45	5.8%	28	12.5%	5	11.1%	1	3.5%	0	0%	1	11.1%	1	12.5%	0	0%	0	0%
Evaluation of library resources	350	31.5%	251	32.5%	61	27.2%	17	37.8%	11	37.9%	2	22.2%	2	22.2%	2	25%	2	50%	1	25%
Evaluation of library services	385	34.7%	272	35.2%	80	35.7%	17	37.8%	8	27.6%	1	11.1%	1	11.1%	2	25%	2	50%	1	25%
Fundraising	146	13.1%	92	11.9%	46	20.5%	3	6.7%	1	3.5%	1	11.1%	1	11.1%	1	12.5%	0	0%	1	25%
Marketing library services	334	30.1%	211	27.3%	86	38.4%	19	42.2%	9	31%	1	11.1%	1	11.1%	2	25%	3	75%	2	50%
Planning for diversity	102	9.2%	57	7.4%	40	17.9%	3	6.7%	2	6.9%	0	0%	0	0%	0	0%	0	0%	0	0%
Project management	181	16.3%	113	14.6%	47	21%	12	26.7%	1	3.5%	4	44.4%	2	22.2%	1	12.5%	0	0%	0	0%
Risk Management	58	5.2%	38	4.9%	14	6.3%	2	4.4%	2	6.9%	0	0%	1	11.1%	1	12.5%	0	0%	0	0%
Scenario planning	44	4%	28	3.6%	12	5.4%	2	4.4%	0	0%	0	0%	1	11.1%	1	12.5%	0	0%	0	0%
Staff development	306	27.5%	204	26.4%	83	37.1%	10	22.2%	6	20.7%	2	22.2%	0	0%	0	0%	0	0%	1	25%
Strategic planning	197	17.7%	136	17.6%	44	19.6%	9	20%	2	6.9%	2	22.2%	2	22.2%	1	12.5%	0	0%	1	25%
Supervision	202	18.2%	135	17.5%	53	23.7%	10	22.2%	1	3.5%	3	33.3%	0	0%	0	0%	0	0%	0	0%
Teamwork	202	18.2%	124	16.1%	58	25.9%	11	24.4%	7	24.1%	0	0%	0	0%	1	12.5%	1	25%	0	0%
Time management	216	19.4%	151	19.6%	48	21.4%	10	22.2%	4	13.8%	1	11.1%	0	0%	2	25%	0	0%	0	0%
Workplace health & safety	82	7.4%	44	5.7%	30	13.4%	2	4.4%	3	10.3%	0	0%	1	11.1%	2	25%	0	0%	0	0%
Writing – business	81	7.3%	50	6.5%	24	10.7%	4	8.9%	1	3.5%	0	0%	1	11.1%	1	12.5%	0	0%	0	0%
Writing – technical	67	6%	42	5.4%	16	7.1%	4	8.9%	2	6.9%	2	22.2%	0	0%	1	12.5%	0	0%	0	0%
Writing – grants	243	21.9%	170	22%	51	22.8%	6	13.3%	4	13.8%	4	44.4%	3	33.3%	2	25%	1	25%	2	50%
Cataloging & Classification																				
AACR2	143	12.9%	88	11.4%	35	15.6%	7	15.6%	7	24.1%	3	33.3%	1	11.1%	0	0%	0	0%	2	50%
Abstracting	20	1.8%	12	1.6%	4	1.8%	2	4.4%	1	3.5%	0	0%	0	0%	1	12.5%	0	0%	0	0%
Authority control	184	16.6%	117	15.2%	51	22.8%	8	17.8%	4	13.8%	2	22.2%	1	11.1%	1	12.5%	0	0%	0	0%
Cataloging – audio-visual	122	11%	72	9.3%	37	16.5%	5	11.1%	1	3.5%	3	33.3%	1	11.1%	2	25%	0	0%	1	25%
Cataloging – e-resources	181	16.3%	138	17.9%	24	10.7%	9	20%	7	24.1%	0	0%	1	11.1%	2	25%	0	0%	0	0%
Cataloging – maps	42	3.8%	26	3.4%	9	4%	3	6.7%	1	3.5%	2	22.2%	1	11.1%	0	0%	0	0%	0	0%

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	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Cataloging – music	69	6.2%	39	5.1%	23	10.3%	4	8.9%	2	6.9%	0	0%	1	11.1%	0	0%	0	0%	0	0%
Cataloging – practice	111	10%	66	8.6%	29	13%	7	15.6%	3	10.3%	2	22.2%	1	11.1%	1	12.5%	0	0%	2	50%
Cataloging – theory	81	7.3%	39	5.1%	35	15.6%	3	6.7%	2	6.9%	1	11.1%	0	0%	0	0%	0	0%	1	25%
Classification - DDC 22	43	3.9%	11	1.4%	29	13%	1	2.2%	2	6.9%	0	0%	0	0%	0	0%	0	0%	0	0%
Classification - DDC refresher	59	5.3%	14	1.8%	42	18.8%	1	2.2%	2	6.9%	0	0%	0	0%	0	0%	0	0%	0	0%
Indexing – Book	58	5.2%	45	5.8%	9	4%	1	2.2%	3	10.3%	0	0%	0	0%	0	0%	0	0%	0	0%
Indexing – Journal	43	3.9%	34	4.4%	4	1.8%	1	2.2%	3	10.3%	1	11.1%	0	0%	0	0%	0	0%	0	0%
Indexing – Database/Pictorial	44	4%	34	4.4%	9	4%	0	0%	1	3.5%	0	0%	0	0%	0	0%	0	0%	0	0%
MARC 21	136	12.2%	85	11%	33	14.7%	7	15.6%	8	27.6%	2	22.2%	0	0%	0	0%	0	0%	1	25%
Metadata for digit. & pres.	146	13.1%	121	15.7%	10	4.5%	7	15.6%	1	3.5%	3	33.3%	2	22.2%	0	0%	0	0%	2	50%
Metadata – practical	179	16.1%	141	18.3%	19	8.5%	7	15.6%	4	13.8%	2	22.2%	3	33.3%	0	0%	1	25%	2	50%
Metadata – theory	80	7.2%	64	8.3%	10	4.5%	4	8.9%	1	3.5%	0	0%	1	11.1%	0	0%	0	0%	0	0%
OCLC Cat Express	57	5.1%	26	3.4%	20	8.9%	7	15.6%	4	13.8%	0	0%	0	0%	0	0%	0	0%	0	0%
OCLC Connexion Browser	133	12%	82	10.6%	30	13.4%	12	26.7%	3	10.3%	0	0%	3	33.3%	0	0%	1	25%	1	25%
OCLC Connexion Client	230	20.7%	165	21.4%	34	15.2%	17	37.8%	6	20.7%	2	22.2%	3	33.3%	1	12.5%	1	25%	0	0%
WebDewey	49	4.4%	12	1.6%	32	14.3%	3	6.7%	2	6.9%	0	0%	0	0%	0	0%	0	0%	0	0%
Web resources for catalogers	194	17.5%	122	15.8%	46	20.5%	13	28.9%	8	27.6%	1	11.1%	0	0%	2	25%	1	25%	0	0%
Preservation / Collections Care																				
Book repair	234	21.1%	157	20.3%	52	23.2%	8	17.8%	7	24.1%	3	33.3%	0	0%	4	50%	1	25%	1	25%
Care of non-print formats	167	15%	114	14.8%	34	15.2%	7	15.6%	5	17.2%	5	55.6%	0	0%	1	12.5%	0	0%	1	25%
Commercial binding	63	5.7%	36	4.7%	20	8.9%	4	8.9%	2	6.9%	1	11.1%	0	0%	0	0%	0	0%	0	0%
Emergency prep & recovery	177	15.9%	122	15.8%	36	16.1%	7	15.6%	6	20.7%	3	33.3%	0	0%	3	37.5%	0	0%	0	0%
Environmental control	110	9.9%	72	9.3%	25	11.2%	6	13.3%	4	13.8%	2	22.2%	0	0%	0	0%	0	0%	0	0%
Fire safety	48	4.3%	32	4.2%	11	4.9%	3	6.7%	1	3.5%	1	11.1%	0	0%	0	0%	0	0%	0	0%
Mold prevention and mitigation	213	19.2%	151	19.6%	39	17.4%	11	24.4%	4	13.8%	2	22.2%	1	11.1%	3	37.5%	0	0%	1	25%
Preservation microfilming	87	7.8%	55	7.1%	17	7.6%	6	13.3%	5	17.2%	3	33.3%	0	0%	0	0%	0	0%	1	25%
Preservation of digital resources	224	20.2%	164	21.2%	36	16.1%	9	20%	5	17.2%	5	55.6%	2	22.2%	1	12.5%	0	0%	2	50%
Technology																				
Emerging technologies	449	40.4%	310	40.2%	96	42.9%	19	42.2%	10	34.5%	3	33.3%	2	22.2%	4	50%	2	50%	2	50%
Filtering	88	7.9%	45	5.8%	38	17%	2	4.4%	3	10.3%	0	0%	0	0%	0	0%	0	0%	0	0%
HTML/XHTML	196	17.6%	144	18.7%	36	16.1%	7	15.6%	2	6.9%	3	33.3%	1	11.1%	1	12.5%	0	0%	2	50%
Networking PCs	93	8.4%	57	7.4%	29	13%	2	4.4%	3	10.3%	2	22.2%	0	0%	0	0%	0	0%	0	0%
PowerPoint	142	12.8%	82	10.6%	44	19.6%	5	11.1%	5	17.2%	2	22.2%	1	11.1%	2	25%	1	25%	0	0%
Public use PCs	134	12.1%	69	8.9%	45	20.1%	10	22.2%	8	27.6%	2	22.2%	0	0%	0	0%	0	0%	0	0%
Web Editors	86	7.7%	63	8.2%	16	7.1%	2	4.4%	4	13.8%	1	11.1%	0	0%	0	0%	0	0%	0	0%
Open Source	160	14.4%	136	17.6%	14	6.3%	4	8.9%	3	10.3%	1	11.1%	1	11.1%	0	0%	0	0%	0	0%
Portals	130	11.7%	100	13%	18	8%	6	13.3%	1	3.5%	0	0%	1	11.1%	1	12.5%	1	25%	1	25%
RFID	99	8.9%	55	7.1%	37	16.5%	3	6.7%	1	3.5%	0	0%	2	22.2%	1	12.5%	0	0%	0	0%
XML	164	14.8%	132	17.1%	17	7.6%	7	15.6%	3	10.3%	1	11.1%	2	22.2%	0	0%	0	0%	2	50%

Summary Report on Results of ES Survey, 2/2005

Top courses of interest to attendees (n=568):

- Emerging technologies
- Developing & managing digital collections
- Evaluation of library services
- Copyright
- Evaluation of library resources
- OCLC WorldCat Resource Sharing
- OCLC Connexion Client
- Web site development & design
- Collection management principles & practices
- Staff development
- Collection development principles & practices
- Marketing library services
- Managing serial collections
- Interlibrary loan
- Book repair
- Web resources for catalogers

Top courses of interest to non-attendees (n=528):

- Emerging technologies
- Evaluation of library services
- Marketing library services
- Evaluation of library resources
- Copyright
- Developing & managing digital collections
- Database evaluation
- Staff development
- Web site development & design
- Collection development principles & practices
- Information literacy
- Conducting a user needs analysis
- Writing – grants
- Evaluating internet resources
- Virtual reference
- Collection management principles & practices

Top courses of interest to academics (n=772):

- Emerging technologies
- Copyright
- Developing & managing digital collections
- Evaluation of library services
- Evaluation of library resources
- Web site development & design
- Information literacy
- Database evaluation
- Marketing library services
- Staff development
- Collection development principles & practices
- Managing serial collections
- Acquiring digital resources
- Conducting a user needs analysis
- Collection management principles & practices
- Digital rights management
- Evaluation of Internet resources

Top courses of interest to publics (n=224):

- Emerging technologies
- Marketing library services
- Staff development
- Evaluation of library services
- Collection management principles & practices
- Collection development principles & practices
- OCLC WorldCat Resource Sharing
- Web site development & design
- Interlibrary loan
- Internet searching
- Database searching techniques
- Evaluation of library resources
- Dealing with conflict
- Database evaluation
- Teamwork
- Evaluation of Internet resources

Top courses of interest to special libraries (n=45):

- Emerging technologies
- Marketing library services
- Copyright
- Evaluation of library resources
- Evaluation of library services
- OCLC Connexion client
- Managing serials collections
- Interlibrary loan
- Web resources for catalogers
- Collection management principles & practices
- Virtual reference
- Dealing with conflict
- Project management
- OCLC Connexion browser

Summary Report on Results of ES Survey, 2/2005

Top courses of interest to government agencies ($n=29$):

- OCLC WorldCat Resource Sharing
- Evaluation of library resources
- Collection development principles & practices
- Emerging technologies
- FirstSearch
- Marketing library services
- Government on the web
- Interlibrary loan
- Web site development & design
- Dealing with conflict
- Evaluation of library services
- MARC 21
- Web resources for catalogers
- Public use PCs

Top courses of interest to corporations ($n=8$);
(topics selected by 50% or more):

- Managing serial collections
- Emerging technologies
- Book repair

Top courses of interest to archives ($n=9$);
(topics selected by 50% or more):

- Developing & managing digital collections
- Collection management principles & practices
- Web site development & design
- Care of non-print formats
- Preservation of digital resources

Top courses of interest to K-12 ($n=4$);
(topics selected by 50% or more):

- Marketing library services
- Acquiring digital resources
- Digital rights management
- Emerging technologies
- Evaluation of library resources
- Evaluation of library services

Top courses of interest to consortia/networks ($n=9$);
(topics selected by 50% or more):

- Developing & managing digital collections
- Consortial development & management

Top courses of interest to museums ($n=4$);
(topics selected by 50% or more):

- Developing & managing digital collections
- Collection management principles & practices
- Digital rights management
- Copyright
- Internet searching
- Website development & design
- Marketing library services
- Writing – grants
- AACR2
- Cataloging – practice
- Metadata for digitization & preservation
- Metadata – practical
- Preservation of digital resources
- Emerging technologies
- HTML/XHTML
- XML

Comment Analysis

	all	% all	# attend	% attend	# not attend	% not attend
Total number of comments	346	31.14%	249	43.84%	97	18.37%
Number of positive comments	220	19.80%	177	31.16%	43	8.14%
<i>All other comments by subject if made by 3 or more</i>						
Need better/more locations	45	4.05%	25	10.04%	20	20.62%
Cost / too expensive / limited library budget	35	3.15%	13	5.22%	22	22.68%
Want more on-line, web-based	29	2.61%	23	9.24%	6	6.19%
Prefer more face-to-face	18	1.62%	18	7.23%	0	0.00%
Need better/more expert instructors	13	1.17%	10	4.02%	3	3.09%
Scheduled workshops cancelled	9	0.81%	7	2.81%	2	2.06%
Want more hands-on training	9	0.81%	8	3.21%	1	1.03%
Schedule more with networks/local groups	8	0.72%	3	1.20%	5	5.15%
Improve advertising/keep website up-to-date	7	0.63%	5	2.01%	2	2.06%
Better technical support for e-courses	6	0.54%	6	2.41%	0	0.00%
More carefully target to specific audiences/levels	6	0.54%	5	2.01%	1	1.03%

Note: 72% of comments were made by attendees.

	all	% all	# acad.	% acad.	# public	% public	# spec.	% spec.	# govt.	% govt.	# arch.	% arch.	# netw.	% netw.	# corp.	% corp.	# K-12	% K-12	# muse.	% muse.
Total number of comments	346	31.1%	229	29.7%	81	36.2%	15	33.3%	8	27.6%	3	33.3%	5	55.6%	2	25%	2	50%	1	25%
Number of positive comments	220	19.8%	142	18.4%	54	24.1%	11	24.4%	5	17.2%	2	22.2%	3	33.3%	1	12.5%	1	25%	1	25%
<i>All other comments by subject if made by 3 or more</i>																				
Need better/more locations	45	4.1%	28	3.6%	12	5.4%	3	6.7%	0	0%	1	11.1%	1	11.1%	0	0%	0	0%	0	0%
Cost / too expensive / limited library budget	35	3.2%	21	2.7%	7	3.1%	5	11.1%	1	3.5%	0	0%	1	11.1%	0	0%	0	0%	0	0%
Want more on-line, web-based	29	2.6%	22	2.9%	5	2.2%	0	0%	0	0%	2	22.2%	0	0%	0	0%	0	0%	0	0%
Prefer more face-to-face	18	1.6%	16	2.1%	1	0.5%	0	0%	0	0%	1	11.1%	0	0%	0	0%	0	0%	0	0%
Need better/expert instructors	13	1.2%	7	0.9%	5	2.2%	1	2.2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Scheduled workshops cancelled	9	0.8%	5	0.7%	1	0.5%	1	2.2%	1	3.5%	0	0%	1	11.1%	0	0%	0	0%	0	0%
Want more hands-on training	9	0.8%	9	1.2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Schedule more with networks	8	0.7%	6	0.8%	2	0.9%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Improve advertising/website	7	0.6%	5	0.7%	2	0.9%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Better tech support for e-courses	6	0.5%	3	0.4%	3	1.3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
More carefully target to specific audiences/levels	6	0.54%	3	0.4%	3	1.3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%