

V. Federal Fund

B.2. Program – Continuing Education Survey – Information item

The Idaho Commission for Libraries (ICfL) offers an array of continuing education (CE) opportunities aimed at assisting Idaho libraries in building capacity to best serve their communities. The ICfL seeks feedback on these CE activities through an annual survey.

The ICL received 75 responses to its **2024 CE Survey** in July and August. The survey report is printed below.

2024 CE SURVEY REPORT

Context: The ICfL seeks feedback on our continuing education efforts every year in an annual survey. This year we received 75 responses between 7/15/2024 and 8/9/2024. Feedback provided was on CE offerings between 7/1/2023 to 6/30/2024.

During this fiscal year, ICfL staff hosted 119 professional development events, including in-person and online trainings, webinars, and discussions, reaching an audience of over 2,413. Additionally, the ICfL awarded 34 grants to Idaho libraries on behalf of their staff enrolling in formal library science courses or to support attendance at conferences and other in-person trainings for a total of \$45,059.94.

Q1: WHAT ICFL SPONSORED CE OPPORTUNITIES HAVE MADE THE MOST IMPACT IN YOUR LIBRARY EDUCATION?

- 1st time conference attendance grant
- Creative Aging Convening
- Public Library Directors Summit
- Director 101
- Facilities grant webinars
- eServices road show
- Group training grant
- Library science course grant
- Building Equity Based Summers
- Values-Based Resiliency in the Workplace (Niche Academy)
- One on one consulting with ICfL staff
- ABLE courses
- Read to Me Rendezvous
- Indigenous Idaho courses (Niche Academy)
- Niche Academy
- Summer Summit
- Partner training (Library Juice Academy, InfoPeople, Amigos Library Services)

- Open office hours sessions

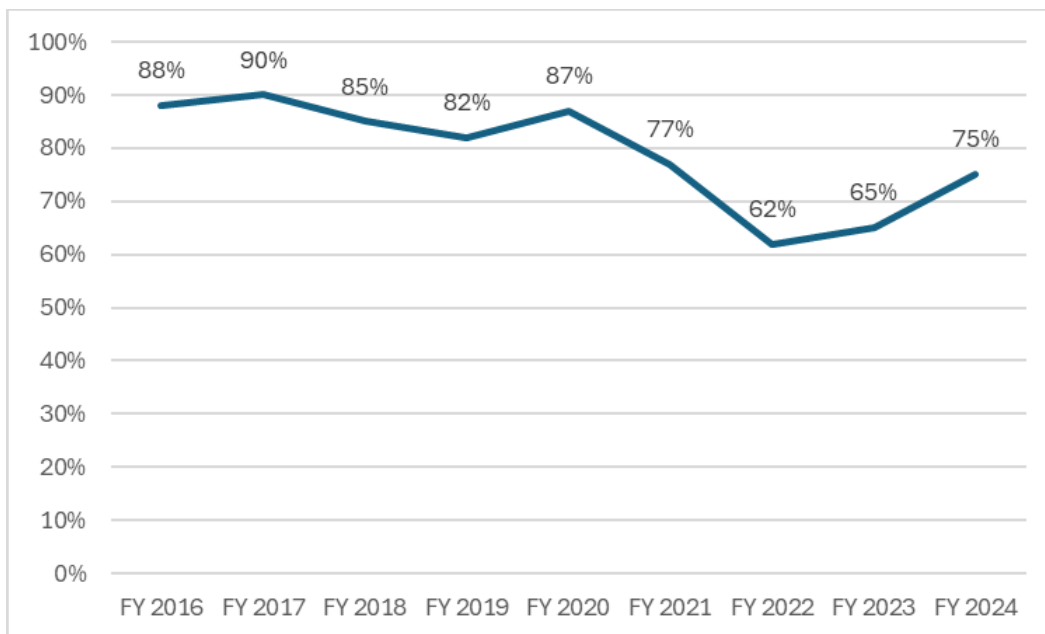
SOME QUOTES:

- “I love the webinars that I could turn and use the next day.”
- “Conference sessions with Clay -- always full of good advice!”
- “I always get so much out of The Directors Summit. But I also enjoy the workshop that Jennifer Redford does for our Summer Reading/Summer STEM. I come away with great ideas to implement as well as the networking connections. Technology does not come easy for me, so the E-services roadshow was very helpful too!”
- “Funding for CE is important at our library. For this year, receiving funding for in house staff development was instrumental for organizational change. Attending the Directors Summit also was impactful.”
- “Going through the BEBS series as part of the Summer Learning Strategies Grant has made the biggest impact on my library education.”
- “I had some questions about a library program (1,000 Books Before Kindergarten) and ICfL (Stacy) was able to put together a LITT Chat with that as the topic. This was so helpful for us! Being able to hear from other librarians around the state who already run the program and have a conversation about it was invaluable.”
- “I was able to take away many strategies and apply them to our library immediately.”
- “I have enjoyed all of the conferences and trainings, but the conference on aging was very informative. Our library has a lot of programs for youth and adults, but we are interested in expanding our adult education. For two years we have trained and given away chrome books to our Veterans and Seniors and were excited at the response. We want to expand our services to our senior citizens.”
- “I loved attending the Read to Me Rendezvous, E-services road show and the Directors summit. These have all made a great impact on our programs and patron interactions. This has also helped with my work as director, with writing policy and how board meeting work. All made an impact.”
- “I find the quality of webinars are always excellent!”
- “I really enjoy the resources and opportunities available through the ICfL to learn and grow.”
- “I will be executing the PBS/IMLS Visions of America program at my library.”
- “I would say the Indigenous Course. I learned so much from that course. It was so interesting, and the speakers were phenomenal!”
- “ICFL's funding for my education towards a masters in library science degree has been invaluable to me and my library in terms of my growth. We don't have a good setup for sharing information or directly learning from one another yet, so any outside learning I can get has been pivotal to my growth as a librarian and ensuring that my library grows along with me.”

- “My courses were all funded by ICfL. It is likely that I would not have been able to complete my Library Leadership & Management Certification without their financial support.”
- “Read to Me Rendezvous has really helped me in planning more effective Story Times.”
- “I am so grateful for the resources I have gotten from attending the e-service road trip, and the director summit, and also having learned that I could reach out to any ICfL staff and gave great feedback from them.”
- “This year I branched out and took a Continuing Education Course via Library Juice Academy entitled Supercharging Your Storytime. This course has dramatically affected my confidence level, the programming I do, and my view on CE as a whole.”
- “The CE courses that are funded by ICFL allow libraries and librarians with very little financial help and time the opportunity to learn virtually in their own time frame.

Q2: HAS YOUR LIBRARY MADE CHANGES IN PROCEDURES OR SERVICES AS A RESULT OF ICFL SPONSORED TRAINING OR CONTINUING EDUCATION ACTIVITIES?

In FY 2024, 75% of respondents said they made changes as a result of our trainings or sponsored activities, which is an increase from last year. Here’s how that data point looks over time.



Q2-A: COMMENTS ON CHANGES MADE:

- “I altered our trainings according to principles I learned at [AECT 2023].”
- “Doing simple surveys at the end of programs has helped us identify what our community likes and wants.”
- “Have shared and referenced sessions from the Director's Summit many times.”

- “I believe the sessions I attended at PLA greatly expanded my knowledge of current library trends and challenges. I now have a better toolbox to draw from for my programming and planning.”
- “I have updated several policies and procedures based on the suggestions I received after an open hours session meeting with the directors regarding new legislation Idaho Code 18-1517 b.”
- “I have updated training for public facing staff at three out of our four branches based on education I received in my MLS courses. I have improved our reference services, including our chat reference, and I have worked to improve our accessibility generally at the branches based on my participation.”
- “I learned a lot at the Directors Summit from the lawyer (I forget his name) who spoke regarding HB710. I was able to share his explanations with my board and we made changes to our policies.”
- “I now include a gathering song and am working towards beginning a Baby Storytime as I now have 5 infants in attendance.”
- “I was able to share a Readers' Advisory presentation with the staff at my branch to help support readers' advisory services thanks to the Adult Genres class and I plan on implementing a new 50+ Social Hour program this fall that was created as part of an assignment in Adult Programs and Services.”
- “It's helped me be more specific in my policies and make sure my staff understands the laws around service animals.”
- “We now have better documentation to keep track of projects and I am working on building an airtable for workflow.”
- “My staff are now wanting to be involved in more webinars and they are loving to learn new things.”
- “Outreach Programming has become a lot more dynamic and well planned. I feel more confident how lesson planning, delivering, etc.”
- “Since a lot of focus for libraries this year was on the new Idaho Law the things I learned regarding the new law were extremely helpful in guiding procedures for implementation. In addition meeting other directors and hearing some of their stories about what they have dealt with this past couple of years was also educational and helpful for my staff and myself.”
- “Your presentation during the ICfL roadshow on website design and ebranch services was very helpful, specifically the info on how to make our website more ADA compliant. I immediately started adding ALT text to all of the images on our website, which hadn't happened consistently before.”
- “I've worked with current management at my library to update our district's emergency preparedness manual.”
- “[After attending a LITT chat on 1,000 Books Before Kindergarten] we created a proposal and presented it to our leadership team.”

- “As a novice librarian the Summer Institutes gave me a solid base to stand on and grow from.”
- “Updated several procedures and have plans to update more.”
- “We are building two study rooms.”
- “[After receiving] training from Clay Ritter on board members and board meetings we have changed how we act and function as a group.”
- “We are modifying our children's and teen space, adding additional kits to our collections, and also started offering new programs.”
- “We are planning to offer a creative aging program this fall.”
- “We changed our [collection development] policy and [request for reconsideration] after meeting with Dylan's group. We ordered more indigenous materials after the Indigenous Idaho training.”
- “We did away with charging late fines and the niche training I did provided proof this was the best practice. The time it took and the impact it makes was not worth it.”
- “We have been creating lots of policy, Summer reading prizes, changed up how we run our board meetings.”
- “We have implemented new types of programs, and we are continually thinking about how our programs and services can be more accessible and inclusive.”
- “We continue to order books relevant to the Indigenous community we live.”
- “We have worked on policies and started working on facilities growth planning.”
- “We learned some better strategies for providing needed resources to our community.”
- “We now have senior citizen chrome book training and computer training and our After-Hours Adult Education.”
- “We were able to evaluate much of our American Indian collection, remove aged and inaccurate books, and purchase lots of new books by Indigenous authors.”
- “We were able to make our summer reading cleaner and more efficient. Many ideas on how to implement classes and have goals to meet our communities needs.”
- “We were dealing with harassment issues and through the course we were able to identify more issues and learned how to deal with them better.”
- “I LOVED the Creative Aging Convening. I'm taking information from that to help guide me as I create programs and partnerships for older adults at the Library. Currently I'm talking with the Alzheimer's Association to create programs for patrons to learn about the disease; I hope to bring the Idaho Commission on Aging in on that series as well.”

Q2-B: COMMENTS ON BARRIERS TO CHANGE:

- Money and space.
- Changes had already been implemented.
- Needed to prioritize responding to HB710 this year, so other changes will come later.
- “I didn't change anything on the whole library level, but my learning did make me a better leader.”

- “Read to Me Rendezvous didn't change library wide procedures or services, but it did help a lot of staff to be able to interact with children and their parents/guardians better.”
- “Funding is a large part of why some changes can't be made. Other barriers include lack of staffing to cover desks while others participate in meeting to learn about potential changes and discuss them.”
- “The biggest [change] has been how I am able to think differently and better manage my interactions with people.”
- “I am not in a position where I can change how things are done.”

Q3: WHAT WAS YOUR BEST LEARNING EXPERIENCE? WHAT MADE IT SO EFFECTIVE?

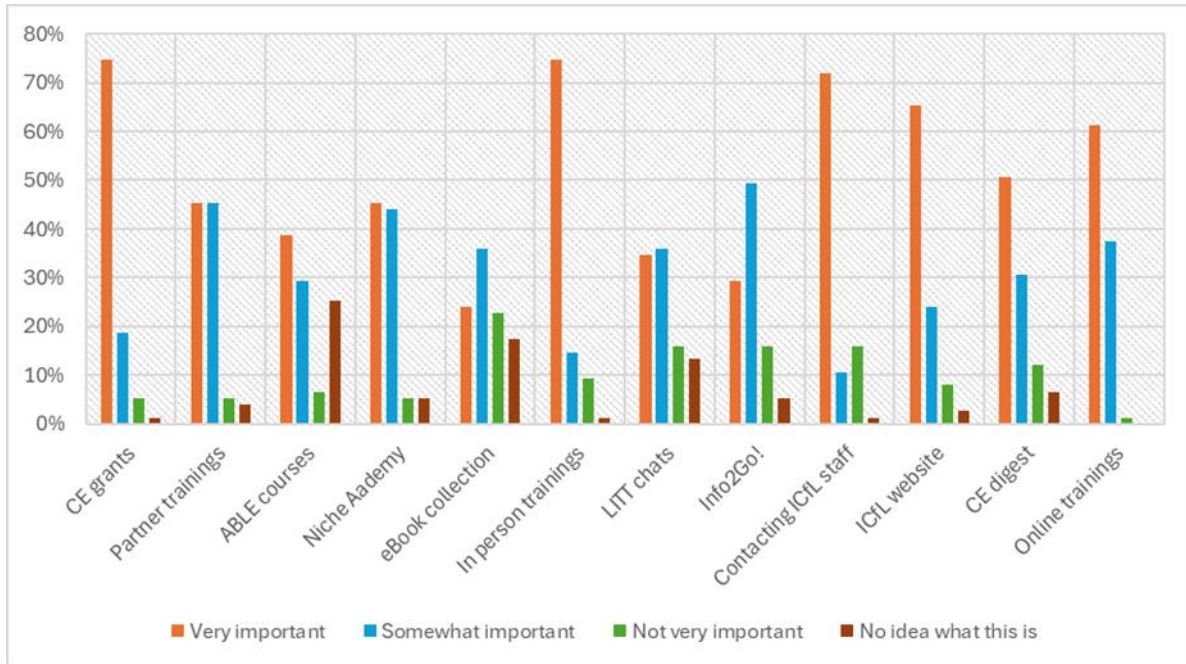
- Creative Aging Convening – the structure of the event, starting with broad information then going specific with case studies and hands on activities after lunch, and the mid-day rearrangement of seats to aid networking.
- eServices Road Show – I learned so much!
- An in-person conference – talking with others is more beneficial than a Zoom meeting, less of a “sterile” environment which seemed to improve the conversations.
- “Being able to discuss things that are affecting all the libraries in the state has helped me feel less isolated. It's easy to feel targeted with the changes going on and some of the patrons reactions. I am reminded that we are all facing similar challenges and that together we can do this.”
- “For me, the most effective learning experiences are the times when I am able to have open discussions and exchange ideas with other librarians. That was one thing I really appreciated about the BEBS sessions, and the summer learning workshops. I learn so much from my colleagues.”
- “Hearing similar struggles that other libraries are experiencing as well.”
- “Hearing what other libraries are doing and how they are doing programs and events. It was effective because they were real life examples so we did not have to reinvent the wheel.”
- Public Library Directors Summit – “The speakers were wonderful and very interesting but I think I learned the most just from chatting with other directors and with the ICFL staff. Also I learned a lot about board meeting rules and that was immediately useful and helpful.”
- “I learned that dealing with the issues head-on and as soon as they happen is the best course of action.”
- “I learn best talking with other people and seeing live demonstrations of things. Overall, the Created Aging was probably one of my favorites, as there was SO MUCH and it was a topic I haven't really explored before. I almost wish it was two days, because my brain was very full afterwards.”
- Public Library Directors Summit – “we talked about and practiced skills that were pertinent to employee issues and preparing for the new library law. It was also helpful to learn from other directors.”

- Public Library Directors Summit – “I loved the mock board meeting. It was fun to watch and very informational.”
- “I really appreciate the ABLE courses. Sometimes in person is great, but in this case the courses are awesome because they are on-demand.”
- “I really enjoyed the course I took on research methods. I learned how to recognize and access high quality sources of information, and how to help patrons do the same. I learned how to improve my writing as well, and this has been immediately helpful for me on the job. I got a lot of practice with digital literacy skills, reference interactions, and organization of information.”
- “I think the reassurance that we are in the same boat and that we are all willing to learn together. We can always ask as many questions as we want and not feel as a burden.”
- Director 101 – “have been effective because they present useful topics and allow us to ask questions to get individualized help.”
- “Learning about the impact of early reading on children's brain processes and vocabulary skills.”
- “Learning all about VR was extremely helpful. I am way more comfortable using it now and it was nice to learn all about the different websites and apps to use to enhance our student's learning.”
- “Love the CE links send each week -- makes it easy to take a brain break from one task while learning something or listening to a quick TEDTalk. Really appreciate this!”
- “My best learning experience was being able to take online webinars that revolve around current events taking place in libraries. It was so effective because the webinars were on current events.”
- “My best learning experience was the hands-on activities that put into immediate practice the theory that was being presented.”
- “My best learning experience was with Jennifer Redford and the summer reading workshops. It was full of ideas and time to talk and collaborate with fellow librarians. The brick building bricks we earned were the BEST! We have used them all summer.”
- “Niche Academy is great for me. I can start something and go back to it when I get interrupted. We are often short staffed and have things that come up needing all hands on deck. Having something that you can go back to multiple times is important.”
- Indigenous Idaho courses – “I've lived in Lapwai for 30 years and I learned so much in this course to help me with the community and our patrons.”
- “Webinars titled something like "designing library programs from a marketing perspective" has stuck with me and our programs manager. We've implemented several suggestions from that training like displaying more "real life" images of what people can expect at a library program.”
- Read to Me Rendezvous – “a great way to train staff to improve interactions and services with youth and their families.”

- “The online leadership classes from Library Juice helped me to understand the more of what I needed to know when I became a supervisor.”
- “Recently I attended a virtual workshop about sensory storytimes available on ICfL's YouTube channel. I took away so many new things to think about - not only in a future sensory storytime that I would like to do - but there are elements I want to apply to my current storytimes. Being able to view this webinar on my own time was also convenient. I appreciate having access to these great resources.”
- “Testimonials from students who rose from difficult circumstances with the help of never give-up staff and educators to graduate with their high school diploma. Effective because it helps us to never give up when we may feel our efforts may have little effect. Yes, the introduction, use of, and lessons on technology were excellent also. The hands-on time to explore with the technology, the support for, and the gift of the technology were exceptional helps.”
- “Anytime ICfL staff travelled to do trainings with my team, they are excellent educators and in person was always most beneficial.”
- Values-Based Resiliency Course – “The exercises regarding values. I had never given much thought to my values before then. Identifying my values gave me a sort of way point to reorient myself with when dealing with challenging situations. That in turn allows me to be more objective, level headed as well as practicing increasing my patience and empathy. I was able to successfully use these skills this past weekend to deescalate a frustrated and disruptive patron while ensuring that they felt heard (I believe). I empathized with their struggle and let them know what I could do to help the situation while still establishing behavioral expectations. I feel that rather than meeting the frustrated individual with irritation, I was able to calmly manage the situation.”
- “The in-person training was the best. Being with co-workers and hearing their experiences and the questions they asked the presenters were insightful.”
- Library Science Course grant – “helping me learn more about librarianship. I couldn't afford the education without this help.”
- Supercharging Your Storytime course – “The professor and her valuable insight, thoughtful responses, and specific attention paid to each individual in the class made this course my best learning experience to date.”
- Webinar on 'obscene' or 'harmful to minors' – “was quite good. Good information presented in an easy to understand and thoughtful manner.”

Q4: HOW IMPORTANT ARE EACH OF THESE OFFERINGS TO YOU?

We asked our customers to rate the importance of 12 different CE offerings from the ICfL: CE grants, webinars/online courses from InfoPeople, Library Juice Academy, Amigos Library Services, ABLE courses, Niche Academy, eBook collection, in-person trainings & workshops, LITT online chats, Info2Go! webinars, contacting ICfL staff directly, ICfL's website, the weekly CE Digest email/newsletter, and online trainings & workshops.



Most important:

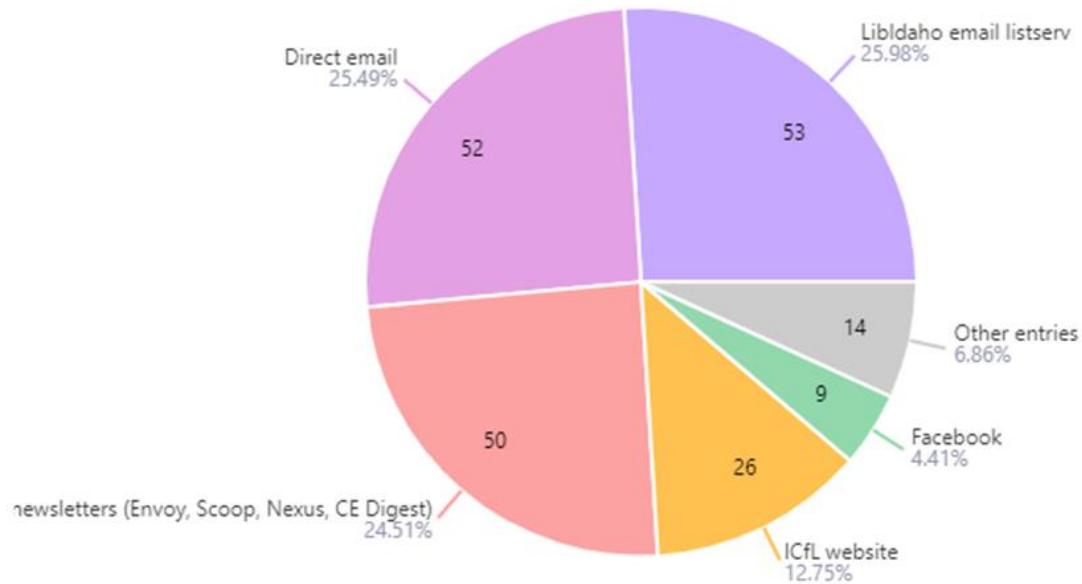
- CE grants (75%)
- In-person trainings (75%)
- Contacting ICfL staff directly (65%)
- ICfL website (62%)

Least known:

- ABL E courses (25%)
- eBook collection (17%)
- LITT chats (13%)
- Weekly CE Digest newsletter/email (7%)

Q5: WHAT ARE THE BEST WAYS TO INFORM YOU OF ICFL SPONSORED CONTINUING EDUCATION OPPORTUNITIES?

Overall, announcements sent over the Libdaho listserv and direct email remain the top ways to inform our users about continuing education opportunities, with ICfL newsletters also being quite popular. Those that would prefer to be informed via social media or other methods are proportionally small.



Q6: WHAT OBSTACLES PREVENT YOU FROM PARTICIPATING IN ICFL PROVIDED CONTINUING EDUCATION OPPORTUNITIES?

- Availability/time
- Travelling to Boise is difficult
- Family and other responsibilities
- Don't always know what's available or how to access it
- I don't really fully understand all of the various opportunities - which cost and which do not.
- Just too busy.
- Knowing about them in time.
- I am pretty much homebound as I can no longer drive, so the online courses are indispensable to our library
- Not enough in house staff currently to be able to spend a lot of time (any of us at the moment) on training or traveling.
- Often times I am the only one at my library. Attending webinars can be challenging when I have to help patrons too.
- It's hard to prioritize professional development when you're stretched thin.
- Scheduling issues are the biggest concern for me. I have a huge task list and I feel like I'm constantly putting out fires and occasionally get to actually address things that aren't pressing.
- My library has a budget shortage this year, and travel was one of the things to go. Thankfully ICfL has provided funds to help with that.
- Currently I'm the only one in my department and do not have time to seek education opportunities.

Q7: WHAT TOPICS WOULD YOU LIKE TO SEE INCLUDED IN FUTURE ICFL CONTINUING EDUCATION OFFERINGS?

- Academic library focused
- AI in libraries
- Art therapy
- Bibliotherapy
- Bilingual storytimes
- Book-making for elementary students
- Budgeting basics – how are libraries funded and how do budgets work
- Building effective library boards
- Canva
- Cataloging
- Child psychology and development
- Collection development
- Collections – weeding
- Collections – finding foreign language books to add
- Communication skills
- Data management
- Data privacy and confidentiality
- De-escalating difficult situations/patrons
- Drones
- eBooks and other electronic resources
- Effective use of Microsoft Office and Google Suite
- Emergency preparedness
- Emotional intelligence
- Fake news / misinformation & disinformation
- Finding funding & applying for grants
- Graphic design for posters, flyers, and social media
- Graphic novels / manga / comics
- HB710
- How to become a better advocate for the library
- In-person events like the eServices Road Show
- Intellectual freedom
- Interlibrary loan
- IT & computer maintenance
- Leadership
- Library trends
- Marketing and communications
- Meeting facilitation

- Mental health and wellness for library workers (more in-depth than “try meditation and yoga”)
- OCLC
- Open meeting law
- Organizational skills and tools
- Partnerships
- Programming – broad principles, event planning, creating lesson plans & learning outcomes
- Programming for teens
- Programming for adults
- Project management
- Records retention
- Reference services
- Self-care
- Spanish language learning
- Specific trainings for small and rural libraries
- STEM/STEAM
- Supervisory skills & staff management
- Supervisory skills for middle management
- Team-building ideas
- Technology
- Time management
- Training new generations
- Volunteer management
- Website maintenance
- Working with adults with intellectual and developmental disabilities
- Working with diverse patrons
- Working with homeschooling families
- Working with people experiencing homelessness
- Working with people recently incarcerated who are reentering the community
- Working with refugee communities

Q8: ANY OTHER COMMENTS?

- “I have put in much work towards bettering myself and furthering my career. I intend to stay in the library field, despite the current political environment. The Continuing Education resources, grants, scholarships, and any other type of funds your organization provides has helped me in more ways than I can begin to explain in this space. The culmination of our combined efforts have helped me at work, home, and within myself. I am more confident, less anxious, and have a renewed sense of wanting/needing to learn and do more. Thank you!”

- “Overall, is the transparency and availability of ICFL staff when it comes to any and all services offered. If I have questions, concerns, etc... Anyone I have ever contacted at ICFL has been respectful, informative and PATIENT!!!!!!”
- “Clay Ritter has been especially helpful to me, but every member of the ICfL staff is fantastic. You have assembled a truly high-quality team and the work you do is exceptional. Thank you!!!”
- “Everything you do is amazing and always very thoughtful!!”
- “I am so very grateful for all the opportunities that ICFL provides for us.”
- “I appreciate all of the training on lili and about lili. I use the training that is available all of the time for lili.”
- “I appreciate all that you do to keep resources, education, professional development of all kinds and in many different platforms available to us.”
- “I appreciate the support you have given. Thank you!”
- “I love the offerings you have so much and feel so supported. Everyone is so friendly and positive.”
- “My comment is directed at the directors summit: I really got a lot out of that and am looking forward to be able to attend next year. It seems most of the directors were very concerned with the (then) upcoming law and how that would affect our libraries and staff. My suggestion is that the next summit set aside some really good time (Possibly speakers who could also address this issue) for all of us to exchange experiences and ideas when we meet again. I might be missing info as far as ICFL's involvement with this process, but I am concerned. Where is the ALA in this? Isn't this censorship? How do we who love this profession and consider it a calling manage our ideals with this new reality?? I really feel we need to address this very large issue in a more focused and problem solving way. thanks for the opportunity for feedback.”
- “One of my favorite parts of CE with the ICfL is the time to learn with, and engage with, fellow Idaho librarians. (the LITT chats are great for this, though we as librarians tend to be a quiet lot)”
- “I'd love to see more in-person regional events & classes.”
- “Thank you again for allowing people outside your state to access these learning opportunities!”
- “Thank you all for offering as many CE opportunities as you do, it's been amazing to share with others those opportunities to allow them to learn more about the library and specific areas they are interested in.”
- “Thank you all for your support and knowledge. You are appreciated.”
- “Thank you for all of the work you do supporting us.”
- “Thank you for all the work you do!”
- “Thank you for all you do for Idaho libraries! Because of the resources and opportunities you offer, we are better able to serve our communities.”
- “Thank you for all you do! It's been wonderful!”

- “Thank you for all you do.”
- “Thank you for offering everything you do to help us in the library world.”
- “Thank you for your support!”