

PUL - Training and Development Needs Assessment - Main Survey

1. Purpose

As part of a broad needs appraisal, this survey seeks to ascertain information in several key areas:

- The types of job training and career development opportunities needed throughout the library system.
- The types of job training and career development opportunities needed for various sections of staff: Administrative, Professional, and Support.
- The methods for the delivery of job training and career development opportunities.
- Areas that need to be addressed to develop the library into an institution of continuous learning.

This Survey should take about 15 minutes to finish. Please take your time and be as complete with your responses as possible.

This survey will close on **12/5/08**.

Thank you,

The Library Education and Training Committee

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2. Demographic

To help us best interpret the results and develop opportunities for the correct audience, it will be very helpful to let us know the following information about you. We've made a conscience effort to balance the needs of obtaining specific information and providing sufficient anonymity.

* 1. I've worked at the library:

- | | |
|--|--|
| <input type="radio"/> Less than one year | <input type="radio"/> 16-20 years |
| <input type="radio"/> 1-4 years | <input type="radio"/> 21-25 years |
| <input type="radio"/> 5-10 years | <input type="radio"/> More than 25 years |
| <input type="radio"/> 11-15 years | |

* 2. My primary responsibilities are in:

- Firestone Library
- Branch or Special Library
- Multiple Libraries
- Other (ReCap, Annex, etc.)

Other Comments

* 3. My position is classified as:

- Support Staff
- Professional or Administrative Staff

Other/Comment

* 4. I am a Supervisor/Manager

- True
- False

* 5. On what basis are you employed?

- Full Time
- Part Time

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3. Skills and Responsibilities

Please respond to each item.

* 1. Skills

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I have all of the skills I need to do my job well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I started my position with the skills necessary to do my job at a basic level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My position makes the most of my skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My position requires that I learn new skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have taken advantage of opportunities to enhance my skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to increase my skills are available to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have used my newly acquired skills in my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Comments

* 2. Initiative

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Personal initiative is important to the success of my position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My position provides me the opportunity to use my own initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel encouraged to use my initiative in my position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my initiative is recognized and appreciated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Comments:

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* 3. Responsibilities

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
My responsibilities are clearly defined	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My responsibilities have increased since I began my current job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My responsibilities are adequately described in my job description	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel limited by my job description	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My responsibilities are greater than what is indicated in my job description	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor truly understands my responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Comment:

* 4. Empowerment

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I'm empowered sufficiently in my position to make a suggestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm empowered sufficiently in my position to volunteer for a committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm empowered sufficiently in my position to accept new responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm empowered sufficiently in my position to decline new responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm empowered sufficiently in my position to initiate a new project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm empowered sufficiently in my position to request to attend a conference or workshop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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4. Training Availability/Learning Behaviors

Please respond to each item.

* 1. I'm best able to attend training programs: (check all that apply)

	Morning (before Noon)	Afternoon (Noon-5pm)	Early Evening (5pm-9pm)	Not at all this day
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Comments

* 2. I'm most able to devote time to training and development activities in: (check all that apply)

<input type="checkbox"/> January	<input type="checkbox"/> May	<input type="checkbox"/> September
<input type="checkbox"/> February	<input type="checkbox"/> June	<input type="checkbox"/> October
<input type="checkbox"/> March	<input type="checkbox"/> July	<input type="checkbox"/> November
<input type="checkbox"/> April	<input type="checkbox"/> August	<input type="checkbox"/> December

Other Comments

* 3. In general, I prefer learning a new skill by... (check all that apply)

<input type="checkbox"/> Attending a workshop or lecture
<input type="checkbox"/> One on one, coaching or mentoring
<input type="checkbox"/> Reading a book or training manual
<input type="checkbox"/> Using a job aid like a handout or video
<input type="checkbox"/> Jumping in and trying it on the job
<input type="checkbox"/> I'm not sure how I prefer to learn

Other (please specify)

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* 4. When I do NOT take advantage of opportunities that will advance my career or improve my skills (check all that apply)

- I am unaware of the opportunity
- I have personal commitments
- I have too much to do
- My supervisor does not encourage me
- I cannot afford it financially
- I do not have the time
- I do not know how
- I do not think it is necessary
- I do not think I'm eligible
- Travel is not possible for me

Other (please specify)

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6. Training and Development Needs (P)

This page is here only to create a Printable version of the survey.

**1. If PUL were to offer any program or training on the following topics, I believe this program would be highly valuable to the ORGANIZATION
(Choose your top THREE by indicating 1, 2, or 3)**

- | | |
|---|---|
| <input type="checkbox"/> Strategic Planning or Organizational Skills | <input type="checkbox"/> Mentoring |
| <input type="checkbox"/> Effective Meetings | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Hiring and Recruitment | <input type="checkbox"/> Interpersonal Communication |
| <input type="checkbox"/> Intellectual Property Issues | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Supervising in a Union Environment | <input type="checkbox"/> New Web technologies (blogs/wikis/rss) |
| <input type="checkbox"/> Legal Aspects of Supervision | <input type="checkbox"/> Sharepoint |
| <input type="checkbox"/> Coaching Skills for Supervision | <input type="checkbox"/> HTML/xHTML |
| <input type="checkbox"/> Performance Management | <input type="checkbox"/> Adobe Dreamweaver |
| <input type="checkbox"/> Sexual Harassment Prevention | <input type="checkbox"/> Adobe Photoshop |
| <input type="checkbox"/> Diversity in the Workplace | <input type="checkbox"/> Adobe Flash |
| <input type="checkbox"/> Managing Student Employees | <input type="checkbox"/> Word Processing (Word) |
| <input type="checkbox"/> Stress Management | <input type="checkbox"/> Spreadsheets (Excel) |
| <input type="checkbox"/> Managing Change | <input type="checkbox"/> Database (Access) |
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Presentations (PowerPoint) |
| <input type="checkbox"/> Conflict Management | <input type="checkbox"/> Desktop Publishing (Publisher) |
| <input type="checkbox"/> Business/Professional Writing | <input type="checkbox"/> Effective email Skills |
| <input type="checkbox"/> Grant Writing | <input type="checkbox"/> Outlook Calendar/Scheduling |
| <input type="checkbox"/> Resume(CV)/Cover Letter Writing | <input type="checkbox"/> Operating Systems - Windows XP |
| <input type="checkbox"/> Writing for Publication | <input type="checkbox"/> Operating Systems - Windows Vista |
| <input type="checkbox"/> Dossier Preparation/Preparing for Continuing Appointment | <input type="checkbox"/> Operating Systems - Mac OS |
| <input type="checkbox"/> Interview Skills | <input type="checkbox"/> Effective use of Search Engines |
| <input type="checkbox"/> Job Shadowing | <input type="checkbox"/> Voyager/Catalog Skills |

Other (please specify)

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2. If PUL were to offer any program or training on the following topics, I believe this program would be highly valuable to the MYSELF

(Choose your top THREE by indicating 1, 2, or 3)

- | | |
|---|---|
| <input type="checkbox"/> Strategic Planning or Organizational Skills | <input type="checkbox"/> Mentoring |
| <input type="checkbox"/> Effective Meetings | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Hiring and Recruitment | <input type="checkbox"/> Interpersonal Communication |
| <input type="checkbox"/> Intellectual Property Issues | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Supervising in a Union Environment | <input type="checkbox"/> New Web technologies (blogs/wikis/rss) |
| <input type="checkbox"/> Legal Aspects of Supervision | <input type="checkbox"/> Sharepoint |
| <input type="checkbox"/> Coaching Skills for Supervision | <input type="checkbox"/> HTML/xHTML |
| <input type="checkbox"/> Performance Management | <input type="checkbox"/> Adobe Dreamweaver |
| <input type="checkbox"/> Sexual Harassment Prevention | <input type="checkbox"/> Adobe Photoshop |
| <input type="checkbox"/> Diversity in the Workplace | <input type="checkbox"/> Adobe Flash |
| <input type="checkbox"/> Managing Student Employees | <input type="checkbox"/> Word Processing (Word) |
| <input type="checkbox"/> Stress Management | <input type="checkbox"/> Spreadsheets (Excel) |
| <input type="checkbox"/> Managing Change | <input type="checkbox"/> Database (Access) |
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Presentations (PowerPoint) |
| <input type="checkbox"/> Conflict Management | <input type="checkbox"/> Desktop Publishing (Publisher) |
| <input type="checkbox"/> Business/Professional Writing | <input type="checkbox"/> Effective email Skills |
| <input type="checkbox"/> Grant Writing | <input type="checkbox"/> Outlook Calendar/Scheduling |
| <input type="checkbox"/> Resume(CV)/Cover Letter Writing | <input type="checkbox"/> Operating Systems - Windows XP |
| <input type="checkbox"/> Writing for Publication | <input type="checkbox"/> Operating Systems - Windows Vista |
| <input type="checkbox"/> Dossier Preparation/Preparing for Continuing Appointment | <input type="checkbox"/> Operating Systems - Mac OS |
| <input type="checkbox"/> Interview Skills | <input type="checkbox"/> Effective use of Search Engines |
| <input type="checkbox"/> Job Shadowing | <input type="checkbox"/> Voyager/Catalog Skills |

Other (please specify)

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3. Please describe specific training you would like to see offered

Note: being as specific and job related as possible will increase the possibilities of getting the training program created (e.g. I'd like to learn how to make charts in Excel, I need to know how to take minutes at a meeting)

4. What other types of training or opportunities would you find helpful in your job or career at the library?

* 5. Job Opportunities

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I'm aware of job opportunities in the Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I were interested in a job opportunity at the Library I'd know how to apply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I were interested in a job opportunity at the University (but outside the Library), I'd know how to apply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Comments

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7. Work Environment/Workplace Connectedness

Please respond to each item.

* 1. Roles

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I understand the role that the Library plays in fulfilling the mission of Princeton University	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the role of my department within the Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the importance of my job within the Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Comments

* 2. Communication

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I feel the Library communicates its mission and priorities well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the Library communicates important information about changes and developments within the library in a clear and timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the Library is consistent in its communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Comments

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*** 3. I prefer to receive information about University/Library updates/events via (check all that apply)**

- Email
- Posting on Bulletin Board
- Flyer/Postcard
- Meetings
- Newsletter

Other (please specify)

*** 4. How do you find out about developments/changes/opportunities at the Library or University? (e.g. njp-l, from a friend, staff meeting, etc.)**

8. Technical Knowledge

Please respond to each item.

* 1. I check my email

- Multiple times a day
- Once a day
- A couple of times a week
- Rarely
- Never

Other Comments

* 2. Technology Use...Have you...

	Yes	No
I've watched an online video (on a site such as YouTube)	<input type="radio"/>	<input type="radio"/>
I consistently visit and read posts on a particular blog	<input type="radio"/>	<input type="radio"/>
I've posted a comment to a blog	<input type="radio"/>	<input type="radio"/>
I have/have had my own blog	<input type="radio"/>	<input type="radio"/>
I've listened to and/or subscribed to a podcast	<input type="radio"/>	<input type="radio"/>
I use an RSS reader	<input type="radio"/>	<input type="radio"/>
I've participated on a Wiki	<input type="radio"/>	<input type="radio"/>
I've created my own Wiki	<input type="radio"/>	<input type="radio"/>
I have a MySpace page	<input type="radio"/>	<input type="radio"/>
I have an account on Facebook	<input type="radio"/>	<input type="radio"/>
I've learned a new idea or skill by reading something online	<input type="radio"/>	<input type="radio"/>
I've viewed a Webinar and/or attended an online event	<input type="radio"/>	<input type="radio"/>
I've taken an online class	<input type="radio"/>	<input type="radio"/>

Other Comments

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9. Learning Environment

The following survey questions have been excerpted/adapted from:

Harvard's Business School's Learning Organization Survey:

<https://surveys.hbs.edu/perseus/se.ashx?s=381B5FE533C282FF> (link will open in new window/tab)

Original Article:

Garvin, David A., Amy C. Edmondson, and Francesca Gino. "Is Yours a Learning Organization?" Harvard Business Review 86, no. 3 (March 2008)

Work Unit = Smallest Unit or Team that you belong to (e.g. Shelving Unit rather than Technical Services)

Please respond to each item.

* 1. Please respond to each item in terms of how well it describes your work unit

	Highly Inaccurate	Slightly Inaccurate	Neither Accurate nor Inaccurate	Slightly Accurate	Highly Accurate
In my work unit people value new ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unless an idea has been around for a long time, no one in this work unit wants to hear it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this work unit people are interested in better ways of doing things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this work unit, people often resist untried approaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)					

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* 2. Please respond to each item in terms of how well it describes your work unit

	Highly Innacurate	Slightly Innacurate	Neither Accurate nor Innacurate	Slightly Accurate	Highly Accurate
People in this work unit are overly stressed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Despite the workload, people in this work unit find time to review how the work is going	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this work unit schedule pressure gets in the way of doing a good job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this work unit, people are too busy to invest time in improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is simply no time for reflection in this work unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

* 3. Please respond to each item in terms of how well it describes your work unit

	Highly Innacurate	Slightly Innacurate	Neither Accurate nor Innacurate	Slightly Accurate	Highly Accurate
Newly hired employees in this work unit receive adequate training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experienced employees in this work unit receive periodic training/updating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experienced employees in this work unit receive training when new initiatives are launched	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this work unit training is valued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In this work unit, time is made available for education and training activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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* 4. Please respond to each item in terms of how well it describes your work unit

	Highly Inaccurate	Slightly Inaccurate	Neither Accurate nor Inaccurate	Slightly Accurate	Highly Accurate
My manager(s) invite(s) input from others in discussions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My manager(s) acknowledge(s) his/her own limitations with respect to knowledge, information, or expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My manager(s) encourage(s) multiple points of view	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My manager(s) establish (es) forums for and provide(s) time and resources for reflecting and improving on past performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My manager(s) criticize(s) views different from his/her own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)