

SUMMARY REPORT ON THE RESULTS OF THE SHINE ICT-BASED LEARNING QUESTIONNAIRE 2005

Introduction

One of the action points identified within the SHINE Development Plan for 2004-2006, was to consider differing ways of providing training for SHINE members. This was seen as important because whilst there is a greater focus on continuing professional development there are also growing constraints in the workplace and it is becoming more difficult to release staff to attend formal training courses or study days.

The Website Editorial Team was tasked with undertaking a scoping study to consider the provision of online training for members via the SHINE website and making recommendations by December 2005.

Method

A questionnaire was developed in consultation with the SHINE CPD Group in order to gauge interest in alternative forms of training, to find out what previous experience members had of e-learning and to find out what sorts of topics would be seen as most useful.

Information about the questionnaire was sent to lis-shine with a link to the online questionnaire on the SHINE website. A word version of the questionnaire was also available. The questionnaire was available on the website for a month – September 2005.

For the purposes of the questionnaire, 'ICT-based learning' was used as a generic term to cover a range of alternative forms of training, including online distance learning, computer-based open learning packages, audiovisual and telephone based training.

Results

Twenty responses were received, but one was discounted as it seemed to be an erroneous re-send of one that had already been received.

Q1. Have you ever undertaken any ICT-based learning?

78% of respondents had undertaken some form of online learning. Of those who had not it was mostly due to lack of time.

Q2. Are you aware of any Learning Centres or Learn Direct Scotlnd Centres to which you have access?

73.7% of respondents were awareness of Learn Direct Centres and many had ready access to these.

Q3. What ICT-based learning resources are you currently aware of?

The FOLIO courses were the most frequently mentioned online learning undertaken by respondents. ECDL and NHS Scotland eLibrary-related 'virtual' courses were also popular.

Others mentioned were Open University courses, Learning Bytes, SLIC, RDN, Netskills, 'Cleanliness Champions' and 'Freedom of Information' from the Scottish Executive.

Topics of study were varied: relating to legislation, management issues, IT skills, language courses and bibliographic databases.

Q4. If SHINE was to offer some sort of ICT-based learning to its members, what forms of training would you be interested in?

There was general support for all types of online learning.

79% of respondents were 'interested' or 'very interested' in summaries of evidence for good practice.
74% of respondents were 'interested' or 'very interested' in self-reflective exercises.
63% of respondents were 'interested' or 'very interested' in downloadable briefings, guided reading, online interactive tutorials and printable worksheets.
The two less popular methods were online group discussion and telephone training.

Q5. If SHINE was to offer some sort of ICT-based learning to its members, what topics would you find most useful?

89.5% of respondents were 'interested' or 'very interested' in library management (eg budgeting & finance, marketing, business planning)

82% of respondents were 'interested' or 'very interested' in legal issues (eg data protection, freedom of information)

73.5% of respondents were 'interested' or 'very interested' in self development (eg leadership skills, presentation skills)

61% of respondents were 'interested' or 'very interested' in orientation information for new staff

Least popular topics were library procedures (eg interlibrary loans, binding, book repairs) and customer care (eg telephone skills, questioning techniques, communication).

Other suggestions were copyright, intranet resources, Microsoft applications, desktop publishing, training/teaching skills, research skills and health and safety training.

Q6. Have you had any prior experience of creating or developing ICT-based learning materials?

Only one respondent had experience of creating or developing ICT-based learning materials but it was 'mainly theoretical'.

Q7. Do you have any other comments or suggestions to make regarding ICT-based learning?

Comments on ICT-based learning included 'a good idea', 'useful and effective', 'enjoyable', 'convenient way to learn', 'an excellent idea and one I will take full advantage of when opportunities start being offered'.

It was noted as important to distant, time-pressed users, and to those in single-person libraries. 'Work pressure dictates that we need a variety of training delivery methods'.

One user felt that group work could be 'a bit hit or miss' and another that the IT literate are likely to be the most receptive to this learning method.

Suggestions included linking to the PDP process, A4C frameworks and NES frameworks.

A question was raised over funding and accreditation and partnerships with SLIC, NES or HLG were suggested as solutions.

Conclusions

A small response rate (19 replies from around 176 members of lis-shine = 10.8%) means that the results are not very representative of the membership.

None the less, those who did respond were generally positive about SHINE providing some alternative forms of training.

There was strong support for SHINE providing some sort of online learning with a preference for self-contained, downloadable materials over interactive methods such as online discussion or telephone tutorials.

Favoured topics from those suggested by the SHINE Website Group were legal and management issues and orientation for new staff.

Additional suggestions were for ICT skills, presentation and teaching skills and health and safety issues.

The SHINE Committee should consider providing downloadable resources for health librarian staff development. It might be possible for summaries of evidence for good practice, as well other suggestions such as guided reading to be compiled by SHINE members on a voluntary basis as a trial.