

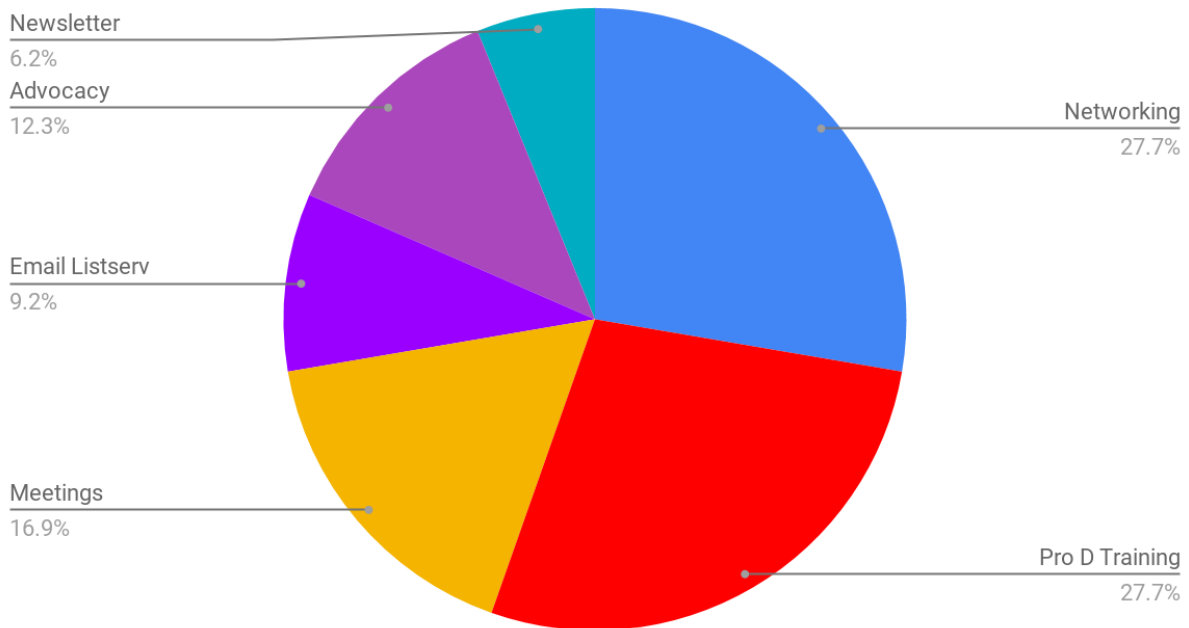


ABCPLD - 2019 Member Phone Calls - Summary of Themes

Summary:

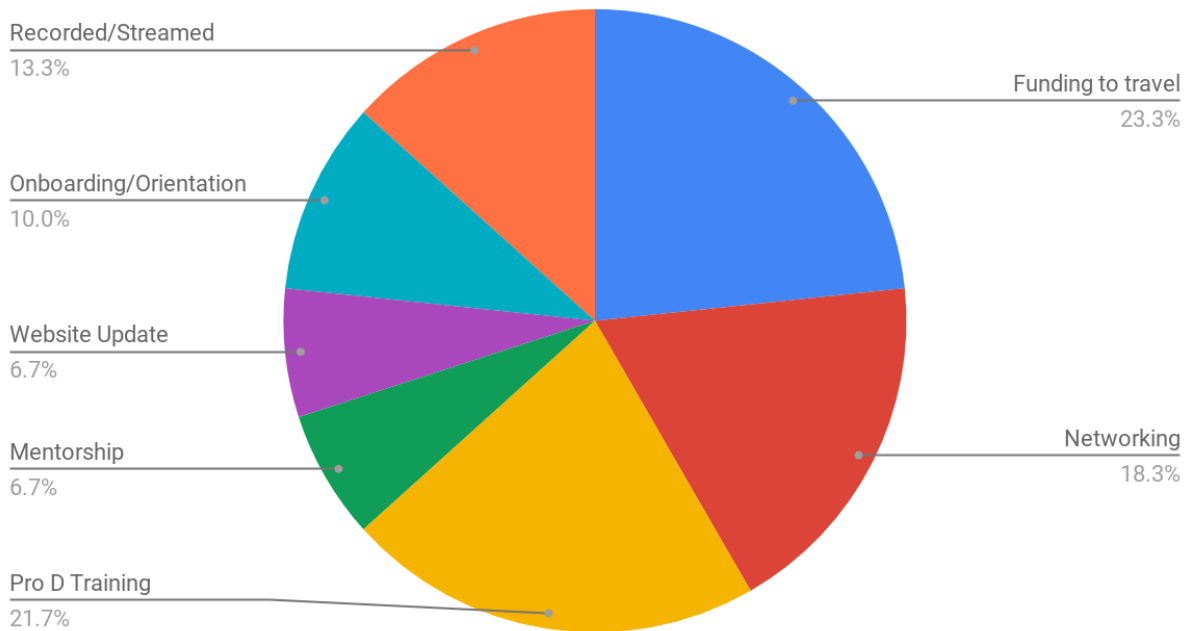
Between February and April 2019, the Senior Manager, ABCPLD had phone calls with 41 of the 71 members (58%). The same questions were asked of each member. This is a summary of the themes found in the responses.

What are the benefits of ABCPLD membership?



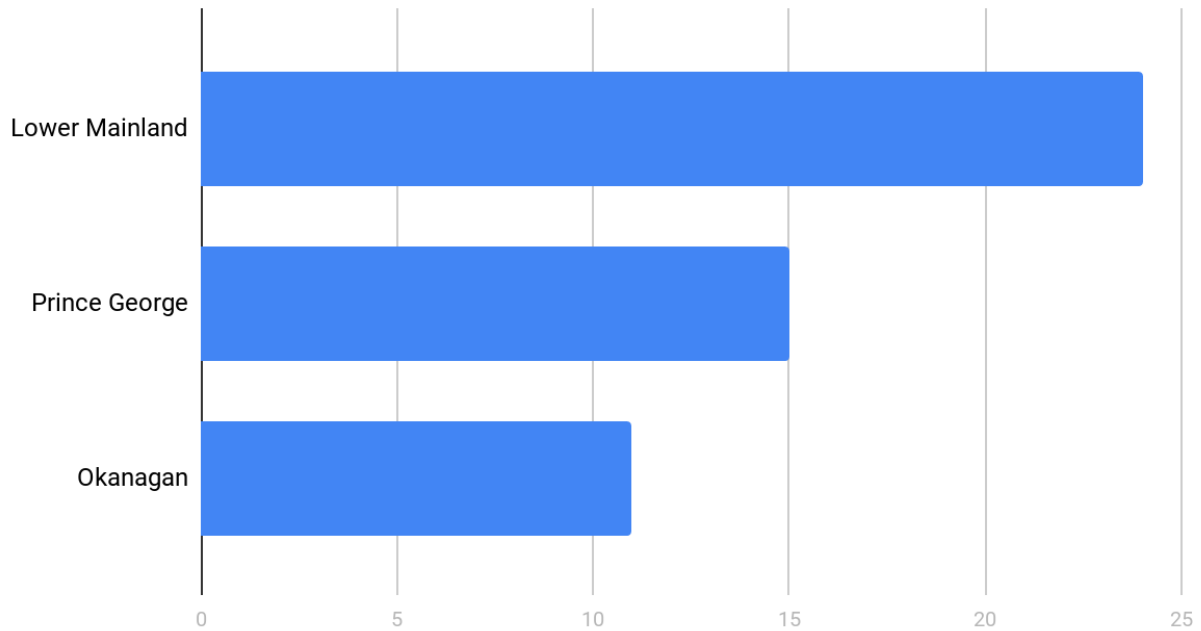
1. 17% of those surveyed didn't know very much or anything about ABCPLD.
2. 41% find the in person meetings/trainings are the biggest benefit of ABCPLD.
3. 9% see ABCPLD as the organization to represent provincial priorities

What are Member Needs?



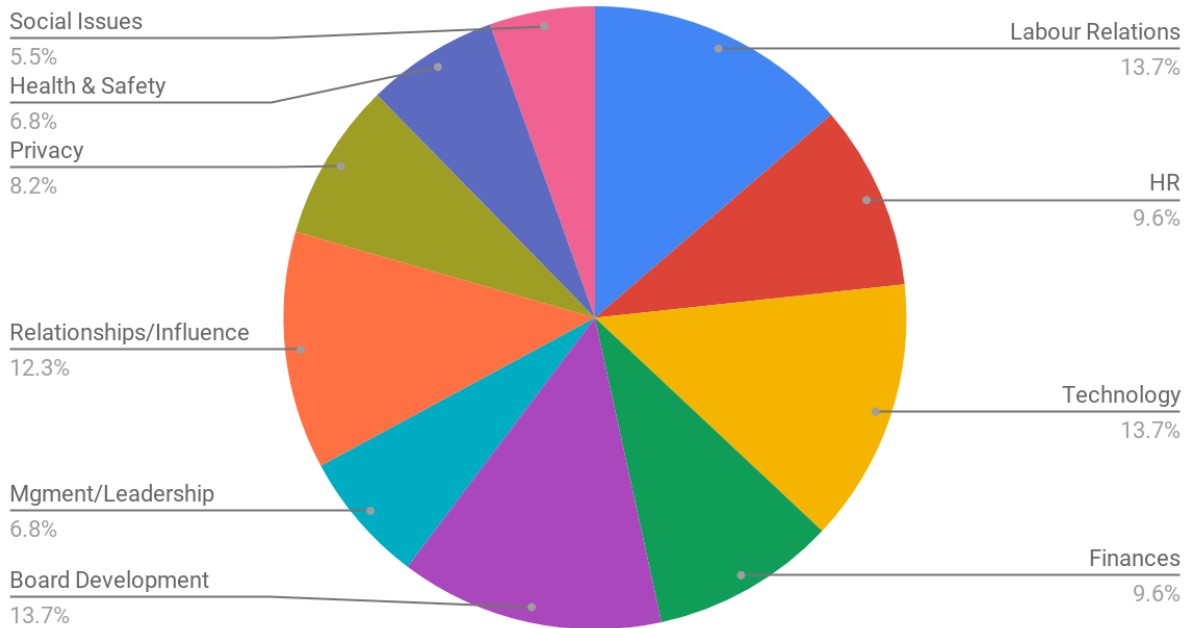
1. Networking: a strong feeling of being disconnected and wanting to have more regular contact with other Directors. This is particularly true of Directors outside the Lower Mainland.
2. Pro D Training: Directors from outside Lower Mainland really need professional development but don't have the funding to attend as much as they'd like or ever. Almost all of them are open to recorded or streamed training as an alternative.
3. 9% said needs are met outside of ABCPLD (CULC, Federations)
4. 6.7% want an ABCPLD website refresh
5. 4% shared about a perceived divide between rural libraries and the Lower Mainland
6. 4% want to learn more about other libraries and receive this information regularly

Where should we host the Fall 2019 Pro D Workshop?



1. Consider that people in the north or the Kootenays would need to take 2 flights to get to each other's area
2. Directors in the Lower Mainland typically have more funding for travel
3. Some Directors in the Lower Mainland prefer to travel out of town because it makes them unplug from their libraries
4. If we hold the meeting outside the Lower Mainland, needs to be in early to mid October for best weather options
5. Many Directors can't afford car rental, so location needs to be by the airport or in a city with mass transit

What are the Pro D Topics you'd like to learn about?



1. Labour Relations: Union, really benefit from more access to legal information, a better understanding of management rights, understand how arbitration is changing the landscape
2. Technology: Digital literacy, tech updates, artificial intelligence
3. Board Development: navigating these relationships, best practices
4. Relationships/Influence for local government: How to influence, win over local politicians and people of influence, how to raise money/approach donors
5. HR: anything HR
6. Finances: budget management and fundraising 101 (mostly from new Directors)
7. 6% want to hear a round table of current projects & issues happening with other libraries
8. Crisis Communications came up as a specific ask from 3 Directors who have been on the receiving end of negative media