

Results of the CILIP in London survey November 2006

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1 Introduction

In November 2006 the committee of CILIP in London commissioned a survey subgroup to carry out a survey of its members. Questionnaires were sent out with CILIP Update of 1st November and by submitting invitations via email lists (including Lis-Profession, LisCILIP-REG, and LISPPS) asking members to respond by 15 December. It was decided that envelopes should be sent out with the questionnaires but due to an administrative mix up this was not done.

The Survey group members were, Tayo Ajibade, Peter Beauchamp, Neil Davies, Edward Dudley, Anna Martin and Ian Snowley. The survey was analysed, and this report written, by Anna Martin.

CILIP in London would like to thank the Survey group for carrying out this survey and Stephanie Baxter, Angela Norman, Mark Taylor, Christian Brown and Freddie Castrillion at CILIP headquarters for their invaluable help and advice.

2 Summary and analysis

2.1 Proportion of members who responded

Out of 4,000 members, 302 responded, or 7.5% of members. 126 replied to the online survey and 176 sent in the paper version. This is a good response rate.

2.2 Qualifications of respondents

The respondents covered a wide range of ages and qualifications.

35% were unchartered, Those who emailed were slightly less qualified than those who posted their responses: 47% of email respondents were unchartered compared with 28% of those who posted their responses. They were all more qualified than our average members, of whom 44% are unchartered.

Several people seemed to find the qualification categories confusing.

2.3 Age of respondents

62% were under 50. Those who emailed were slightly younger and less well qualified than those who posted their responses. (62% overall of those who responded were under 50, compared with 69% of those who emailed and 55% of those who replied by post.)

2.4 Current involvement of respondents

Only 42% of our members like being members. This seems quite low. 13 % (15 of those who answered by email and 10 of those who answered by post) were not aware that they were members of CILIP in London.

86% of people sometimes or regularly read the London CLIP. This reflects well on the editors' hard work and money spent in publication. The 'Details of future events' is the part that people read most, both in the newsletter and on the website.

29% of people sometimes or regularly look at the website. 17% of all respondents do read the CLIP online at least sometimes, which shows that there is a valid role for this service: similarly 22% use the website to check details of meetings. A lot of people were not aware that the website existed.

2.5 Events

28% of people who answered the question had attended at least one CILIP in London event this year. The most popular reasons were for current awareness and career development reasons. 95% said that it was OK or that they were satisfied.

79% of the sample analysed might or would be more interested in attending events if they were at a more convenient time. Early evenings were preferred to late evenings, Wednesday evening was the most popular time. Tuesday evenings (when the Sekforde Arms meetings are held,) were the third most popular. Many would like a choice between different days of the week.

85% of email respondents (only they were analysed for this question) said they might or would be interested in attending events if they were at a more convenient place. The vast majority of email respondents (65%) said they would like to have meetings at CILIP headquarters, with Sekforde Arms being the second most popular option at

31%. From comments, some like meeting in a pub and others never go to pubs. There was some support for the idea of Internet meetings too.

2.6 CILIP in London's effectiveness

Current professional awareness, networking and career development were seen as the three most important roles, followed by a place where people from different sectors meet and setting professional standards. Representing the profession to employers, representing the profession to the outside world, international involvement and having fun all ranked lower, in this order. From the comments, some of these latter may have been seen as roles for Central CILIP rather than CILIP in London.

51% of valid respondents scored the organisation at 3 or over in meeting their social and networking expectations. 65% of valid respondents scored the organisation at 3 or over in meeting their professional development expectations. 73% of valid respondents scored the organisation at 3 or over in keeping them in touch with London LIS news.

2.7 General overview and recommendations

It seems that people are unsure of what CILIP in London is, what it is for and what it does. Some people confuse the role of CILIP in London as a branch and CILIP itself. The group should consider changing its name to be less confusing. Existing events seem popular and well attended, but there are other needs which need to be met by varied timings, locations and subjects. The attempts to start a meeting in Croydon are a good step in this direction but from the results it might be sensible to hold more meetings in CILIP headquarters too. Events need to be better publicised. A procedures documents for organising events should help here.

The London CLIP seems to be well read and effective, and should continue. The website is less well used, but still performs valuable supplementary functions. It may not matter if people do not feel the need to look at our website much as the hard copy may be meeting most of their needs. The website address should be clearly advertised in the CLIP and in meetings, to raise its profile

A significant number of respondents commented that they could not go out, or could not receive the internet. There is a contrast between the majority who are interested in career development and a significant minority who commented that they are not (several are retired or isolated and their need is to feel they are in touch with the profession.) We need to try to make the housebound and isolated feel included, possibly by including them in news stories, or some interactive activity.

Several commented that they identified more with other Information groups and had little need for ours. We are perceived to be public-library centred and not to cater enough for the needs of other sectors such as law, charities and workplace libraries. Again we must ensure that our activities cover these subjects sometimes, or that we meet with other groups.

Many people commented that they would like to receive an email list.

There is a need to clearly define our roles, perhaps in a mission statement or policy document, and then to raise and clarify our profile by marketing ourselves, a special leaflet or edition of the CLIP. People also commented that they like to hear about people, so perhaps we could write articles on member profiles including those from

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different sectors. It would be nice to take photos of members at the AGM and CILIP AGM evening meeting to publicise who we are.

Several people took the opportunity to contact us about issues by writing on the forms, and this correspondence has been recorded and dealt with.

From people's comments, the survey itself seems to have been a good step in raising our profile and in making people feel that their voices are being listened to. We should publicise the survey results and our response, to show that we take it seriously.

3 The Survey

3.1 Methodology

All the comments and answers were recorded, except, to save limited resources, in analysing the complicated questions 14 and 15 a sample of 200 responses only was

analysed, and similarly for questions 16 and 17 email answers only were analysed. Of those who replied we have accepted their word that they are members since we thought having to enter a membership number would put people off.

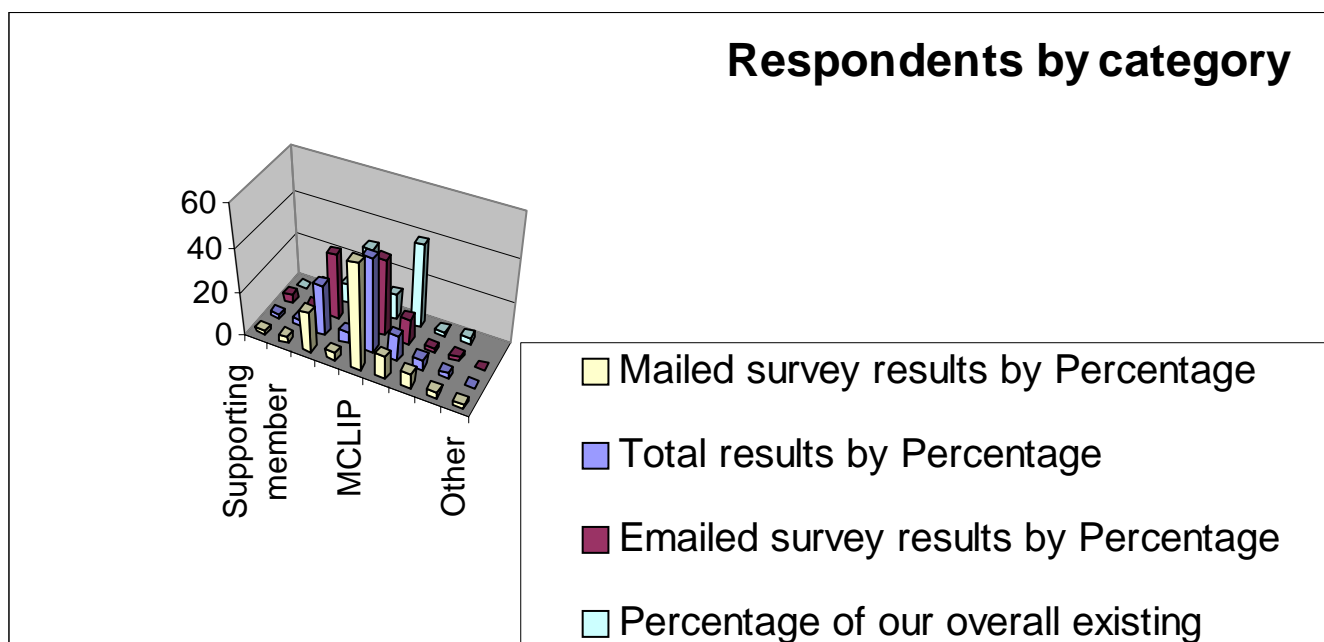
3.2 Section A: About you

This section was designed to see:

- 1) Who was replying to our survey.
- 2) Whether or not email answers respondents differed from mail respondents.
- 3) How they compared with our existing membership profile.

1. What category of member are you?

302 people answered this question.

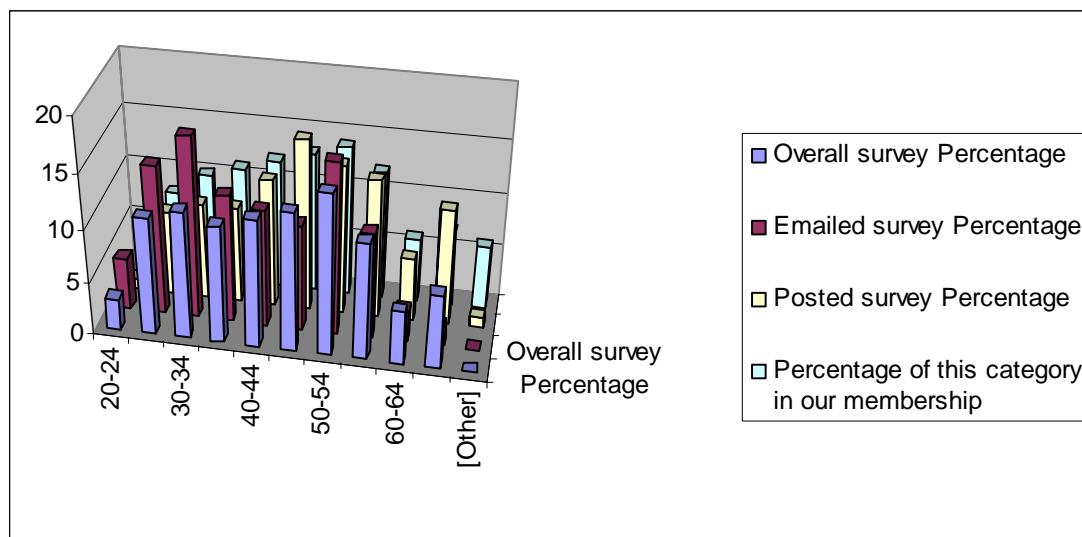


1. What category of member are you? – All results	Total results by Percentage	Emailed survey results by Percentage	Mailed survey results by Percentage	Percentage of our overall existing membership in this category	Total Survey results	Emailed Survey results	Mailed Survey results
Supporting member	2	4	2	0	7	4	3
Affl. Pers.	3	2	3	5	8	2	6
Assoc.	24	31	19	9	71	39	33
Grad. Assoc.	6	10	4	30	19	13	7

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MCLIP	44	36	49	12	135	47	86
Grad. MCLIP	12	12	11	39	35	15	20
FCLIP	5	2	7	2	16	3	13
Grad. FCLIP	3	2	3	3	8	3	5
Other	0	0	2		3	0	3
Total	100%	100%	100%	100%	302	126	176

2. How old are you?-



Overall survey Percentage **Emailed survey Percentage** **Posted survey Percentage** **Percentage of this category in our membership** **Total members** **Overall Survey results** **Emailed Survey results** **Posted survey results**

2. How old are you?-

Age Group	Overall survey Percentage	Emailed survey Percentage	Posted survey Percentage	Percentage of this category in our membership	Total members	Overall Survey results	Emailed Survey results	Posted survey results
20-24	3	5	1	1	68	9	7	2
25-29	11	14	8	8	323	32	18	14
30-34	12	17	9	10	426	38	22	16
35-39	11	12	9	11	463	32	15	16
40-44	12	11	12	12	473	35	14	21
45-49	13	10	16	13	524	40	12	28
50-54	15	16	14	14	569	45	20	25
55-59	11	10	13	12	483	35	12	23
60-64	5	3	6	6	184	15	4	11
65 or over	7	2	11	7	287	21	2	20
[Other]	0	0	1	6	244	0	0	1
Total	100	100%	100%	100	4044	302	126	176

Some people seemed confused by these categories and added their own, such as 'Student' or 'Chartered.

One person commented "an Amazon voucher would be very useful to me to buy a textbook or two for my course." People in their responses seemed keen to engage and several commented that they were glad of the opportunity to give some feedback.

Other influencing factors

It seems likely that people were more likely to answer the survey if they did feel emotionally engaged with CILIP in London in some way, so we cannot assume that those who did not answer felt the same way.

3.3 Section B Your current involvement in CILIP

Aims of this section

This section was designed to show how people felt about CILIP in London and how they used and valued our services. 285 people answered this question.

3. Do you feel a part of CILIP in London?	Results	Percentage
CILIP in London is not important to me	25	9
I did not know I was a member	36	13
I neither like nor dislike being a member of CILIP in London	102	36
I like being a member of CILIP in London	121	42
Other	0	0
Total	285	100%

One person commented: ‘These questions [boxes] are completely different to this one [do I feel a part of CILIP in London- No]

13 % (15 of those who answered by email and 10 of those who answered by post) were not aware that they were members of CILIP in London. This result is difficult to interpret and raises the question of whether they were in fact members. If they responded because they received a printed survey they would have been members.

4. Do you read the London CLIP newsletter?	Results	Percentage
Never read	38	13
Sometimes read	119	42
Always read	123	44
Other	3	1
Total	283	100%

86% of people sometimes or regularly read the London CLIP. This is a good result.

5. What parts do you read? (tick any that apply)	Results	Percentage
Accounts of past events	183	65
Articles about new or improved products and services	157	55
Details of future events	196	69
Articles about how the branch is administered	80	28
Total number of those who responded to this question	283	[independent]

Other: please specify [NB responses in green denote email responses]

Normally scan whole document	
A brief skim through	People news
All	Publish it online and send it via email to desktop
All 4 pages	Read it all
All parts from cover to cover	Reports of the council
Biographical articles, personalia	Skim only
Do not believe I have received a copy since moving to London	
electronic newsletters and group info	Skim read occasionally
	Sometimes browse through. It's pink.
	Sometimes information furnished about certain jobs not detailed enough. Firms when contacted no clear feedback received.
Find reports of events useful	
I look at the photographs	
	Start to finish
I read it all	Unfortunately it just feels like another thing to read from CILIP
I scan the headlines and look at the jobs	Varies
It is a helpful information source and well worth reading	When I see it I read it all
Items that take my interest at the moment I am reading	Just skim through headings
Jobs section	

Those who commented were often those who had not ticked any particular subjects. One person commented that they had never seen any articles about new or improved services. Although a few results were a little confused, (citing 'jobs' which are not included,) it seems that a high proportion of people think they are reading the London CLIP, which shows that the editors' hard work is not in vain.

6. Do you have any comments about the Newsletter London CLIP? [NB responses in green denote email responses]

- A change in colour from the usual red masthead, say change it every issue.
- A well produced publication, professional appearance.
- Although interesting, its content is irrelevant to my working life [law librarian]
- As I don't really have access to the web a printed version is very important
- As with all other CILIP organs there is too much information, i.e. we've often already read the actual contents elsewhere
- Because I am unsure of the aim/purpose of CILIP in London I'm unsure of the value of the newsletter and how it overlaps with CILIP and the specialist groups.
- Clear typeface- easy to read, good layout
- didn't know it existed
- Doesn't look interesting. Photos could be improved - not very clear. Doesn't seem to appear very often - what is the frequency?
- Don't recall this title specifically- is this what 'branchlines' has become?
- Easy to read, interesting
- email it with one of CILIP's News alerts
- Even though I emailed that I have changed address to London my details online don't seem to have been updated (although I have received Gazette and Update to my London address)
- Future events usually needs more information about what it's about
- Honestly don't know if I've received it
- I don't find it very exciting
- I don't remember ever having seen it - if its amongst the bunch of inserts that comes with the Gazette its something that I would usually throw out thinking that its advertising. Maybe it should be delivered electronically as an alternative?

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I feel the newsletter is very well put together and informative

I felt the November 3rd edition was superior to previous editions in terms of newsworthiness. I am in a research/non library setting so generally few articles are relevant.

I find it hard to know what it is trying to accomplish. I'm sure there is useful info inside but its structure and style put me off.

I find it rather dry and not very interesting but at least it's short

I find the tone off putting - the approach needs to be more constructive and reflect a much broader spectrum of the profession. I find the approach to CILIP matters unduly negative and reflecting a "them and us" approach and it does not put the London branch in a very good light. Where is the coverage of / events relating to special libraries, information workers in very broad areas of non-library based work etc. London has a very broad spectrum of exciting areas to draw on and little of this is reflected in this rather trivial newsletter.

I have limited time and therefore keep my attention for CILIP mag and group newsletters to which I belong

I have never seen the London CLIP newsletter, is that because I live in Scotland? Or do you have to register for it? I get the Gazette an Update and my SIG newsletters.

I like the articles on aspects of knowledge/management marketing, etc, that apply to workplace libraries and that can be used in my assignments. I like the book reviews.

I only received May's edition but I did read it

I would like a pdf version to be emailed to me

I'd like to read more/see its contents expanded

I'm not sure if I am a member- perhaps I am thinking of the Career Development Group [membership number supplied here].

Information relating to library services in London

Is this the one with the pink banner? I can't recall anything about it hence uncertainty about being in CILIP and failure to comment on contents.

It is brief, which is good

It would be good to learn about fellow librarians and the posts they are in like appears in- My Week or People Careers in the Gazette (and not only in this country but maybe Europe too?)

It's a credit to the branch

Like all CILIP publications so crammed with items it is messy and largely unreadable
Lots of the same articles also appear in your magazine. I preferred the previous format. I think the print is expensive. How about PDF format and send them by email instead of sending them by post?

More focus on marketing services and marketing oneself

Must do!

Not very interesting

People news would be useful

Perhaps lacks content about news and features of London libraries- this is a shame because of the huge potential presented by librarians and libraries in London.

Personal information

Provides a nice general overview of current awareness within the profession/area.

Put it online and encourage more input

Rarely has any information relevant to my work as a workplace librarian- very public library oriented.

Seldom get it. Should be larger- more about people

Should be a bit more funky! Eg. More pictures, practical examples of initiatives in other libraries

There is not that much about media libraries

These days I rarely read articles where the print is too small, or the articles too long and involved. I am just too busy to spend the time trying to understand!!

These questions [boxes] are completely different to this one [do I feel a part of CILIP in London-No]

To be fair to CILIP in London, as a music librarian the most relevant professional group for me, representing all the roles listed under section D, is the UK and Ireland Branch of the International Association of Music Librarians, leaving little time to be an active participant in CILIP in London.

Too much on past events. Would prefer on current/forthcoming issues which we as CILIP members need to think about/act on.

Too old fashioned, the print etc. needs jazzing up. Being pink is not enough. Needs to go online. Save trees etc.

Where is it?

would be more environmentally friendly if it was electronic, save paper

7. Do you look at the CILIP in London pages on the CILIP website?	Results	Percentage
Sometimes look	68	24
Regularly look	13	5
Never look	201	71
Other	2	
Total number of those who gave valid answers	284-2=282	100%

Analysis

29% of people sometimes or regularly look at the website. This is much lower than the 86% who read the CLIP.

8. What parts do you look at? (tick any that apply)	Results	Percentage
London CLIP	47	17
Details of future meetings	61	22
Contact details	23	8
Administrative information	21	7
Other website pages	22	8
Total number of those who gave valid answers (see question7)	282	[Independent]

Analysis

17% of all respondents do read the CLIP online at least sometimes, which shows that there is a valid role for this service: similarly 22% use the website to check details of meetings. Details of future meetings is the page that people look at most.

9. Do you have any comments about the website? [NB responses in green denote email responses]

A welcome presence

Break away and start our own

Chartership stuff is a bit disjointed- so one main website and some on CDG, but generally I like it. I like the email news alerts.

Confusing

Did not realise there was one

Didn't know CILIP in London had a web site

Didn't know it existed

Didn't know there was one

Didn't know they had one

Didn't realise it existed

Didn't realise they were there - just tried to access via the Regional homepage on the CILIP site and the link didn't seem to be working. Found my way to them eventually - afraid they didn't give much of a sense of what was going on (if anything), but

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appreciate that this might not be a fair representation of the facts given a single visit.

Don't feel I have any particular reason to go there- but this is due to personal circumstance. A while back I noticed a lot of good work had been done on it.

Don't have a computer

easy to navigate

easy to use but lots of pages which I don't get time to look at

Extremely informative if you use it frequently

Fine

Good design, informative

Have only just registered for it. Some of the links seem rather shaky at present.

I am almost certain that October's events did not appear on the CILIP events page/training/calendar/by date/October 06 and that I had to go to /branches/by region/london/events. November's events look perfectly fine in both places.

I dislike getting news from the WWW. I use a computer all day so don't want extra exposure.

I do not have access to the internet at work, therefore I rarely use the CILIP site as any other!

I do not regularly access the CILIP website to look for information. I would prefer CILIP in London to send me an email when they wish to communicate with me.

I feel the website is very well designed and informative

I use the CILIP website a lot and find it very useful - I have no reason to look at your pages. The journal does not particularly encourage you to do so.

I wasn't aware of it.

Is not available to me

It is not CILIP in London's fault that the main CILIP website is so awful and cumbersome to use

It is quite neatly done, I monitor it every so often.

It's never occurred to me to look at the CILIP website for branch/group info. I usually do professional reading on the train so I like the printed format.

I've only just signed up to it and enjoy the emails such as Jobnet. I will try to find time to visit the website.

Just tried looking at it for the first time and it doesn't seem to be available

like gossip

Link to pages not working at 06/11/06

look at the jobs section [this person put that they never looked at our web pages]

needs more publicity and promotion

Never thought to look

Never time to look at it!

No

No

None. I must look at it, as I guess the CILIP email forum has replaced the Jisc ones.

Not really

not relevant- see 6 above [no access to web]

not very aware of what the site contains

The CILIP website has improved greatly, the updated Chartership and ACLIP pages are especially helpful.

There's not much there!

When is the CILIP website finally going to be redesigned?

Where's the site?

Would be useful to be made more aware of the CILIP in London website.

You should publicise the website more clearly on the newsletter

Analysis

Action points:

Examine our branding

Raise awareness of our web pages eg in the Newsletter.

3.3 Section C: Events

10. Have you attended any CILIP in London events this year?	Results	Percentage
No	187	72
One	41	16
Several	30	12
Other	1 [said 'Don't know']	Less than 1
Total	259	100%

28% of people who answered the question had attended at least one CILIP in London event this year.

11. If so why did you attend? (tick any that Results apply)

Career development	41
Free food	10
Networking	34
Current Awareness	45

Current and Awareness and Career development were the most popular reasons for attending

Other reasons for attending meetings:

- Members Day - interesting speaker - convenient venue
- It was local to me
- Tony Benn [three people]
- Colleague wished to attend RSS event but not on her own and I was interested in topic and speaker.
- I can't say I go to the CILIP in London events for the food, but I think it is a good thing to have as it makes chatting and mingling after the talks much easier.
- To hear Bob Mackee speak and ask a question
- Personal interest
- Chartership
- Topic was relevant
- Meet old friends- support the cause
- Training
- Aren't they always in a pub in East London? I worry that the pub will be smoky and about getting home afterwards.
- On a committee so helping to run it [unknown name- must have been a guest or mistaken]
- As a speaker
- Political passion- went to hear Tony Benn Speak
- Author talks are always very interesting and useful
- Training days [Do we do training days?]

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- Good sausages
- The Sekforde- fair ales!
- The speaker
- Speaker and topic of interest
- Made time to talk to the very rude Czech Bursarian who ignored everyone (note I love Czech people- very surprised by behaviour.)

12. Did the meeting/s meet Results Percentage your expectations?

No, I was dissatisfied	4	5
It was O.K.	14	18
Yes I was satisfied	59	77
Total	77	100%

Analysis

95 % of people who attended the meetings thought that they were O.K. or better. This seems respectable. It would be nice to get even people in the satisfied category.

Comments of the 4 dissatisfied

- Attempted to attend one but unable to due to lack of space [no one has ever been turned away to our knowledge.]
- Dull and worried about real dialogue Most librarians are very opinionated given the right environment. Most stay rather quiet.
- Should be held always at CILIP not at pub
- [No reason given]

Other people's comments on events:

- I find many of the topics odd and irrelevant, as if the organisers are scraping the barrel when there is so much that could be featured: lack inspiration
- [see my earlier answer:re advertising the meetings in more detail] I don't often know what to expect. There are people I know from previous and I still don't know their names. Names please!
- Tighter chairing could improve member participation in a number of events.
- More are needed outside Central London
- Not sufficiently publicised early enough. You have had interesting events that I have only found out about subsequently. Time or place is not an issue - the content, speaker and early publicity are.
- I think the range of speakers at the monthly talks in the Sekforde Arms is really well chosen.
- I only attend CILIP meetings which are relevant to my non-library role. This also applies to CILIP in London meetings
- I have found only two that appealed. Karen Blakeman on wikis and RSS, and the magnificent Tony Benn on members day.
- Very useful information and social function
- The meeting I attended in April was excellent for free
- Could be better publicised: not all group meetings listed in Gazette
- I am always impressed by the speakers
- Excellent range of topics and good company
- The quality and diversity of speakers is very good and this diversity is appealing- keep up the good work. I'm not a big fan of the Sekforde Arms as a venue though.

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- Advertise them more- especially by email
- Consistently well chosen subjects
- Excellent
- Very good that 1) they are in a pub, 2) Powerpoint is unavailable.
- Shame the meeting with Tony Benn had no opportunity for networking as it was a sit-down meal
- I would be interested with meetings with an element of training / information sharing - particularly if they were free or low cost.
- Not easy for me to get to (e.g. work 2 evenings to 8pm, other commitments on other nights)
- The organisation is too London-centric. I cannot justify going to London for training with my organisation.
- Some sound interesting, and as I live in London, I should like to go. But they are ALWAYS on a Tuesday evening, and that's my ringing practice night.
- I could never get to them on time. I work in greater London and it is quite a journey into central London.
- I regard myself as being professionally active but have never felt that the regional dimension in this context was particularly helpful. This may be due to the London "effect" where London is often the focus for much other professional activity.
- Far too early in the evening for those of us not working in central London. I have therefore never managed to attend, despite being interested by many of the meetings.
- I intend to go to the next meeting, I now work nearby. I want to attend for all the reasons above (I might find another job in a different sector after retirement from my current job)
- Where are they advertised?
- I would probably attend if I were starting out on my career- handy for networking and keeping up with current trends in other areas of librarianship from my own
- It's not the time that's the issue; it's the content. I never see anything that really interests me.
- I don't attend only because I attend other CILIP meetings
- As I do not attend I have no comment. Sometimes to participate costs money.
- I think evening meetings in the Sekforde Arms are a good idea. Mixing the social/professional aspects seems good.
- I went to one a few years ago and found it very useful and interesting
- Some of us do not frequent pubs for any reason! Those of us with kids cannot attend evening meetings.
- No- I am retired, (have been for eight years) and have mobility problems, so find travelling difficult. When I retired, did attend retired members visits but walking and standing problems now prevent me.
- I get the impression they are successful
- I need to attend meetings [before I can comment]
- Since I just registered a month ago I didn't have the chance to attend any event- but I will as soon as possible
- I could never go at present because I always work at 8pm on Tuesdays (whenever you have the meetings there are always going to be people who can't go though.)
- Student rates please

- None have stood out as being relevant to me [this person was a law librarian]

14. Would you be more interested in attending events if they were at a more convenient time?

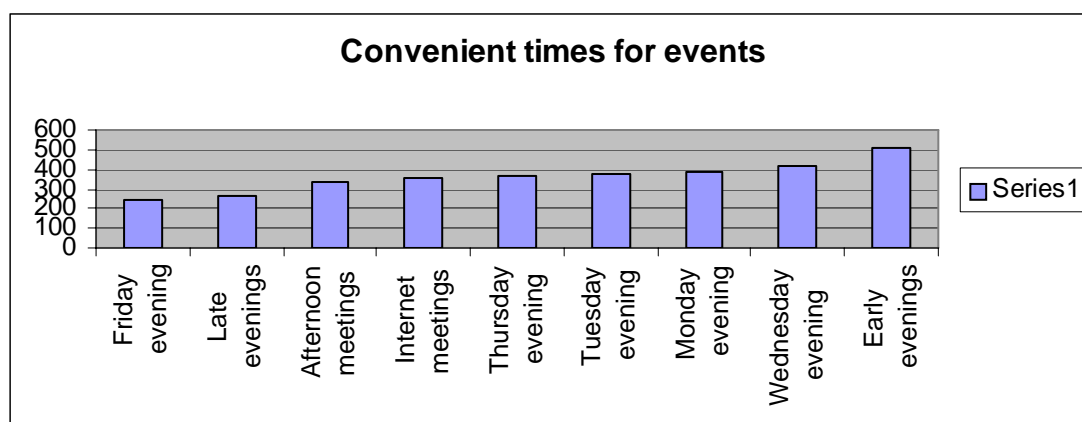
	Results	Percentage
No	36	21
Maybe	103	59
Yes	36	20
Other	1	
Total of valid answers analysed	176-1=175	100%

To save limited resources, only a sample consisting of the first 200 responses were analysed in this question (126 email responses and 74 written responses.) 79% of people might or would be more interested in attending events if they were at a more convenient time.

One person commented “No- because they ARE at a convenient time. This is a rather silly question.” Another commented “Are convenient so n/a”

15. Please select how convenient these times are, where 1 is not very convenient and 5 is very convenient.

	Results
Monday evening	385
Tuesday evening	380
Wednesday evening	416
Thursday evening	367
Friday evening	243
Internet meetings	360
Afternoon meetings	333
Early evenings	509
Late evenings	266
Other	1



To save limited resources, only a sample consisting of the first 200 responses were analysed in this question (126 email responses and 74 written responses.)

One person commented: “Any but it depends on which one (in the month)”

- This is a very difficult page to answer. You are asking for a required response even when a person answers no to Q10, how can i say where else I would prefer to meet if i don't know any of these areas. I will tick them all.

Early evenings were preferred to late evenings, Wednesday evening was the most popular time. Tuesday evenings (when the Sekforde Arms meetings are held,) were the third most popular.

16. Would you be more interested in attending events if they were in a more convenient place?	Results	Percentage
No	18	15
Maybe	63	52
Yes	41	33
Other	1	
Total valid responses	123-1=122	100%

To save limited resources, only email responses were analysed for this question.

85% of people said they might or would be interested in attending events if they were at a more convenient place

17. In which of these areas would you prefer to attend events?

Sekforde Arms	31
CILIP headquarters	65
South London	5
North London	3
East London	1

To save limited resources, only emailed responses were analysed in this question. The vast majority (65%) said they would like to have meetings at CILIP headquarters, with Sekforde Arms being the second most popular option at 31%.

3.5 Section D CILIP in London's effectiveness

[role of CILIP in London]	Points	Ranking
Representing the Profession to employers	752	6
Representing the profession to the outside world	788	7
Setting professional standards	740	5
Career development	582	3
Networking	530	2
Current Professional awareness	458	1
Having fun	963	8
International involvement	1087	9
A place where people from different sectors meet	655	4

Comments

- “surely it doesn’t do any of these [first three] things,” and, about International involvement “surely it doesn’t do this either.”
- [=the first two roles were CILIP HQ roles.]
- [=the first three were the job of CILIP]
- “Survey will make me pay more attention to your activities.”
- “having fun- What? But we’re librarians!”[joking]

These answers were ranked 1-9, so those scoring the least points were the ones which people put first.

People’s strongest motivation for belonging to CILIP in London, or CILIP if they were confused, was for career development reasons. This is an quite interesting considering that many of our members are retired, and presumably it was not them voting in this way. It might be possible to break down these results against age group to see if there was differentiation in the way ages prioritised our role, or between those who responded by email and by post

Meeting expectations

How well does CILIP in London meet your social and networking expectations on a scale of 1-5 where 1 is bad and 5 is good?	Results	Percentage
1	68	31
2	40	18
3	64	29
4	30	13
5	19	9
Other (discounted)	14	
Total number who sent valid answers	236 – 14=222	100%

51% of valid respondents scored the organisation at 3 or over in meeting their social and networking expectations.

How well does CILIP in London meet your current awareness expectations on a scale of 1-5 where 1 is bad and 5 is good?	Results	Percentage
1	44	19
2	37	17
3	86	39
4	35	16
5	22	9
Other	13	
Total number who sent valid answers	237-13=223	100%

64% of valid respondents scored the organisation at 3 or over in meeting their current awareness expectations

How well does CILIP in London meets your professional development expectations on a scale of 1-5 where 1 is bad and 5 is good?	Results	Percentage
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1	57	26
2	41	18
3	73	33
4	27	12
5	25	11
Other	13	
Total number of those who sent valid answers	236-13=222	100%

65% of valid respondents scored the organisation at 3 or over in meeting their professional development expectations

How well does CILIP in London keep you in touch with London LIS news on a scale of 1-5 where 1 is bad and 5 is good?

	Results	Percentage
1	34	15
2	27	12
3	56	24
4	66	29
5	45	20
Other	12	
Total number of those who sent valid answers	240-12=228	

73% of valid respondents scored the organisation at 3 or over in keeping them in touch with London LIS news. This probably reflects the success of the London CLIP. There is quite a lot of scope for improvements in meeting people's expectations. Perhaps this question was not worded very well.

20. How could we meet your needs better? Please give us any general comments and ideas: [NB responses in green denote email responses]

A regular email list of events to all members. Raise the profile of CILIP in London. PS I would like the opportunity to get more involved in CILIP in London. [name and address supplied and noted.]

Although I read the newsletter (before binning it!) I can safely say that nothing about CILIP's London group's activities inspires me to join it. Prefer 'special interest' group (more focused.)

An envelope, perhaps prepaid would have been nice with this questionnaire. What about a student rate for some of your seminars? (I'd like to pay less than £100 per seminar.)

Apologise- don't think I've been active. This is the type of thing I need to get involved in though.

As I work on the outer fringe of London getting to meetings that start before 1830 is impossible as it takes between an hour and a quarter to an hour and a half to get into the centre.

Attendance at events is quite low and disappointing. I think there is certainly good stuff going on but could be augmented to compensate for the lack of HQ activity and member involvement. How about joint meetings with other groups e.g. HLG, Job-sharing network, etc. There could be many more visits and social events. I used to organise some but no time due to work and educational commitments.

Brainstorming sessions open to all MCLIP and above to keep them professional

branch is generally irrelevant. I object to having to be a member - things generally would be much better if you had to compete for members

By getting rid of those who should have moved on by now- 'pale male and stale' (like th BBC as it was.)

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Change the name back to Library Association. The outside world can have no idea what we are on about with a nonsense acronym. No employer can give such a name credence and the public thinks libraries no longer exist as a public good.

Continue to publicise librarianship as a profession in the Guardian as has been done recently. Campaign for improvement for London weighting allowance and higher salaries for graduate trainees.

Define what CILIP in London is for and facilitate easier involvement

Email details of meetings/training sessions using CILIP's database.

E-mail mailing lists to keep members more aware of CILIP in London - news, events, etc.

Excellent service provided

Explore issues experienced by those in the not-for-profit sector. Cover Special libraries, International Issues, website work, ILS role, BLOGS/WIKIS

Fewer documents

Half day meetings with 2 or 3 speakers and discussion. Topical issues such as data sharing, Olympics Bid, information quality, public libraries in London

Having a service tailor made- help people developing their job from A-z. More research/studies about the media environment.

help for member looking for work

I am a home worker so networking can be quite difficult and I feel very isolated. CILIP in London could really help me but I don't feel currently it's very inviting.

I am now retired and am also still active with another professional association - BIALL- and I am afraid CILIP in London is not relevant or of interest to me.

I did ask for your help just before redundancy but received no reply so gave up, I suppose. So much seems irrelevant to me as I do not work in public libraries. I work in a corporate library which is disappearing into the ether so that job under threat and, with another part time employer, I am involved more in Records Management. I can't think what would engage me more or kick my motivation up a gear, sorry.

I do not find geographical location a reason to meet. I want to meet with people who share some of my interests. If they are in Newcastle or Zimbabwe I can do this through the Internet. Just living in London is no special reason - in particular when we have CILIP HQ and its events in London. SIGS are far more relevant for me.

I don't feel that the branch offers me anything that I don't get from my SIG or wider involvement in CILIP. Your strength and main focus should be on supporting members to network and develop their careers across the broad spectrum of opportunity London offers and to help us improve our contribution to employers through sharing best practice. The Branch seems old, stuffy, and entrenched and given the opportunity I would not be a part of it. Please win me back as London should be the most vibrant and exciting of branches to belong to.

I don't have any expectations [re: professional development]

I don't see London as local enough for a branch to have much function

I feel that CILIP generally does not speak out for Chartered librarians, eg, in constant restructurings, downgrading of posts, etc. I am very unhappy with the new routes to chartership.

I found the 'late' evening opening of the resource centre in Ridgemount street and am disappointed that it ceased.

I have a fundamental problem with CILIP in that I don't feel it properly represents its members. When I go to such events it all seems to be about self promotion and career progression- very little for those who do not seek a stellar career and are just hanging on to their jobs- certainly in my sector- Voluntary sector.

I have not really noticed there is a CILIP in London- I don't remember the newsletter. I suppose I must have read it. Maybe better publicity would be better. This is a good start.

I like many others in the information profession, work in a non-traditional (i.e. not library) information role. I'm sure in London probably more than elsewhere, there must be a large number of people in similar roles: information governance, information architecture, web & content management, intranet management, knowledge management, business information ... I would be encouraged to attend CILIP London meetings if they were relevant to me and the work I do. So much of what CILIP does passes me by as it focuses on traditional library issues (which whilst I

agree are very important and I'm fully supportive) are not of use to me. If CILIP London offered meetings/services which covered the varied range of information work being done it would certainly get my attention.

I like your daily news. It is a pity your library in the headquarters is open only until 17.00

I need to improve my interest, e.g. active involvement.

I realise that HLG exists for a reason, but any health research information would be very much appreciated. Especially since the HLG bulletin comes out less regularly.

I see the main function to be running activities accessible to members living and/or I working in London, convenient for travelling and forming links between professionals across the sectors. But I am heading for retirement and have other interests so would be unlikely to be very involved.

I think I should take the plunge and attend an event.

I think it needs to define as a group what its role is and then publicise this heavily. Not try to be everything but a couple of specific things it can excel as.

I think you have an excellent coverage as it is. Sorry- partly disabled, don't get around, not on internet, but still happy to receive your literature.

I'm quite senior, and much of the content, quite rightly, is aimed at younger people. I'm also in the commercial sector which always feels like a bit of a poor relation in CILIP matters. For example before a recent event that addressed what employers are looking for in different sectors, public and academic were represented by practitioners, workplace wasn't. I offered to be that person, but was turned down, although I do a lot of recruiting. I would be interested in some structured networking events on particular themes - we use speed networking a lot with our clients and I think this could have a huge impact and make the meetings less cliquy.

Improve the representation of people working in the private sector i.e cover news and current issues affecting them, events for the city information workers in the private sector.

In general I think the library info. Professional should be more concerned with its core- libraries, books, writing

In Question 18 no reference is made to (a) the role of the Branch in explaining CILIP policies to Branch members (b) representing vies of Branch members to CILIP. To my mind, some of the roles referred to in the question are those of CILIP, not Branches. I wished to list only the four roles I identify as important, and was annoyed to have to list a preference for things which I do not think relevant.

Internet email alerts- more general speakers, particularly in changing library world.

It is not until very recently I have become aware about CILIP London, wherefore I find it a bit difficult to fill in the questionnaire. As I have been a member of CILIP for quite a few years now, perhaps one suggestion could be that you promote/define/profile yourselves a bit better...or perhaps I should write more distinctively.

It would be nice to hear from a few North West Poly Contemporaries, but two my wife and I remember well remember in the West Country I think.

It's not so much about your service but the demands of work- travelling and hours, so on my free evenings I like to do non-professional things.

Less academic more professional interactive, encourage dialogue Less top down, encourage bottom up grass roots experience. Practical experience valued in relation to technical & academic input

Libraries of London services descriptions

London branch should be disbanded and activities taken over by CILIP HQ.

London Cilip isn't relevant to my area of work - it seems to be dominated by public library issues. To get my involvement you'd have to market yourselves better to people in other sectors.

Mailings/newsletters link up with North Kent.

Make the speakers submit a draft of the presentation in advance and veto say ..(no names) [presumably certain people in mind.] Well, I can dream, can't I?

Maybe send the newsletters in electronic format via email. Anything to cut down on paper waste. I am more likely to read in eformat as well.

Meetings of information scientists to discuss the latest up to date developments in every subject and find solutions electronic and manually as well to put the highest techniques to match the era we are living in, eg. 'Space'

CILIP in London Survey November 2006

Meetings on an evening other than a Tuesday! Meetings start either 5.00pm or 7.00pm. Newsletter via email - save paper!

More convenient meeting place please.

More CPD and current awareness events in a more central/southerly location.

More free events held at London CILIP headquarters

More information about it; I was unaware I was a member and so have not had the opportunity to test its services.

More information on the objective of CILIP in London

More joint events with London Special Interest Groups. My main involvement is with London YLG and they provide most of my networking/current awareness opportunities. But YLG would benefit from a wider range of people/sectors at its events.

more publicity

More sector info. Eg. Profiles with full details of salary, role etc. including professional accounts of experiences in sector.

Need to find time to look at more of what CILIP offers

Negotiate special rates for us to gain personal access to info. sources [or services?]- there has to be a benefit for being a lowly paid librarian! (and info is what appeals to me privately as well as professionally.)

Not too worried - I retire in less than 3 years and will be leaving London when I do! Make the survey so you can say - I do not see this as relevant for CILIP in London, or not relevant to me - rather than expecting full ranked answers as in Q18m, in which you can disregard my answers 6-9 as they are completely random, as none of them are what I think CILIP in London should be doing, but I could not say this!

On this survey you could ask for names and addresses so we have a chance of winning the Amazon vouchers.[name and address supplied. Obviously did not read line below.]

Perhaps email list of events/meetings

perhaps making the newsletter stand out a bit more if you have the budget and time of course!

Please could we vary the venue and times of meetings. Perhaps members could assist with venues by offering their places of work.

Please could you provide an email address so that I can have more time to formulate my ideas. I have filled out this survey very quickly so that I can meet the deadline. I wanted to give a response to the survey. [name and address noted]

Please rotate the days of the week on which meetings are held. My colleagues and I are involved in evening duties in public libraries- and we are unable to attend.

Please send some information to CILIP members in London- I did not know about CILIP in London [name and address supplied]

Promote emailing lists more to London based CILIP members

Publicise website more- plan events with other professional groups eg NGLIS (formerly circle of State Librarians.)

Re venue for meetings- I am not happy coming to a pub and thus have only ever attended an AGM at CILIP HQ.

Sector specific coverage

Service is fine- it's just that my other professional and domestic commitments don't leave me time to participate.

Somewhere more central than Sekforde Arms would be good -'though I'm sure it's cheap to hire.

Sorry- I just don't see the point of a CILIP for London given it's where CILIP is based. Also, historically, CILIP London has been constantly arguing with HQ which I thought was appalling, and wanted nothing to do with.

Survey will make me pay more attention to your activities

The evening starting time should be changed to 6.30pm if possible

The Sekforde events are relevant and well attended so maintain these please.

The subjects chosen for meetings have been consistently interesting but since the congestion charge they weren't cost effective. Now I am retired I am enjoying the professional contact again.

CILIP in London Survey November 2006

To be honest I didn't realise CILIP in London existed or that I was a part of it. I'm part of other CILIP special interest groups and I seem to be more aware of what they're doing. Better marketing perhaps?

Too early to say! Maybe get young librarians involved. As old timers have been around too long !! wider variety of topics, better venues, more convenient meeting times.

With various other special interest groups and external bodies such as BIALL CIG SLA etc. I require very little professional support from CILIP in London. I can see the benefit and service it currently successfully provides to the public, academic, voluntary sectors.

Would prefer to see a more regular update by email (possibly as part of a single CILIP email containing content from all the sections I am a member of) rather than print journal - apologies if this exists, but I've not been signed up for it.

If you have any comments about this survey please contact CILIP in London at this address:

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Honorary Secretary, CILIP in London
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Cambridge University Library
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4 Appendix: CILIP in London Survey

A copy of the original survey is appended on the following four pages below:

CILIP In London Survey 2006

The CILIP in London Committee want CILIP in London to be relevant to you now and throughout your professional career, and for that we need your input and ideas. By filling in this form, ***You could win one of three £50 Amazon vouchers!*** Closing date: 15 Dec. 2006
Sorry but only CILIP in London members may take part.

Online version at: <http://fs3.formsite.com/cilip/form801240285/index.html>

A About you

1. What category of member are you?

- Supporting member
- Affl. Pers.
- Assoc.
- Grad. Assoc.
- MCLIP
- Grad MCLIP
- FCLIP
- Grad FCLIP

2. How old are you? (please tick the relevant box)

Under 20	<input type="checkbox"/>
20-24	<input type="checkbox"/>
25-29	<input type="checkbox"/>
30-34	<input type="checkbox"/>
35-39	<input type="checkbox"/>
40-44	<input type="checkbox"/>
45-49	<input type="checkbox"/>
50-54	<input type="checkbox"/>
55-59	<input type="checkbox"/>
60-64	<input type="checkbox"/>
65 or over	<input type="checkbox"/>

B Your current involvement in CILIP

3. Do you feel a part of CILIP in London?

- CILIP in London is not important to me
- I did not know I was a member
- I neither like nor dislike being a member of CILIP in London
- I like being a member of CILIP in London

4. Do you read the London CLIP newsletter?

- Never read
- Sometimes read
- Always read

5. What parts do you read? (*tick any that apply*)

Accounts of past events

Articles about new or improved products and services

Details of future events

Articles about how the branch is administered

Other (please specify below)

6. Do you have any comments about the Newsletter?

7. Do you look at the CILIP in London pages on the CILIP website?

Sometimes look

Look regularly

Never look

8. What parts do you look at? (*tick any that apply*)

London CLIP

Details of future meetings

Contact details

Administrative information

Other website pages

9. Do you have any comments about the website?

C Events

10. Have you attended any CILIP in London events this year?

No

One

Several

11. If so, why did you attend? *(tick any that apply)*

Career development

Free food

Networking

Current Awareness

Other (please specify)

12. Did the meeting/s meet your expectations?

No, I was dissatisfied

It was O.K.

Yes, I was satisfied

13. Do you have any comments about CILIP in London meetings?

14. Would you be more interested in attending events if they were at a more convenient time?

No

Maybe

Yes

15. Please select how convenient these times are, where 1 is not very convenient and 5 is very convenient

Monday evenings	1	2	3	4	5
Tuesday evenings	1	2	3	4	5
Wednesday evenings	1	2	3	4	5
Thursday evenings	1	2	3	4	5
Friday evenings	1	2	3	4	5
Internet meetings	1	2	3	4	5
Afternoons	1	2	3	4	5
Early evenings	1	2	3	4	5
Late evenings	1	2	3	4	5

16. Would you be more interested in attending events if they were in a more convenient place?

- No
- Maybe
- Yes

17. In which of these areas would you prefer to attend events?

- Sekforde Arms
- CILIP Headquarters
- South London
- North London
- East London

D CILIP in London's Effectiveness

18. What is the order of importance of each of these roles for the CILIP in London Branch? Please put them in order of importance, 1-9, where 1 is the most important

Representing the profession to employers	
Representing the profession to the outside world	
Setting professional standards	
Career development	
Networking	
Current Professional awareness	
Having fun	
International involvement	
A place where people from different sectors meet	

19. How effectively does CILIP in London meet your expectations? Please give your answer out of 5, where 5 is a high mark and 1 is a low mark

Meets my social and networking expectations	1 2 3 4 5
Meets my current awareness expectations	1 2 3 4 5
Meets my professional development expectations	1 2 3 4 5
Keeps me in touch with London LIS news	1 2 3 4 5

20. How could we improve our service? Please give us any general comments and ideas

Your answers to this survey are confidential and shall remain anonymous during the analysis. Your contact details will only be used to administer the prize draw.

Contact Details: _____

_____ **Thank You! You can read the results in the London CLIP Newsletter.**
 Please send this survey to: CILIP in London Survey, 7 Ridgmount Street, London WC1E7AE