

**CALA 21st Century Librarian Seminar Project
Team Leader Report***

Seminar Location: Taiwan

Seminar Dates: From: Nov. 10 2008 **to** Nov. 14, 2008

CALA Participants/Presenters:

Yuhfen Diana Wu (lead), Qi Chen and Win Shih

Hosting institution:

University Library at National Taiwan Normal University (NTNU) and Library Association in Taiwan

Sponsors:

CALA, Library Association in Taiwan and Graduate School of Library and Information Science of NTNU

The topics each CALA presenter gave are:

Wu: 1. Library strategic planning, 2. library's role in accreditation, 3. Embedding information literacy into curriculum

Chen: 1. Library consortia: consortium of Academic and Research Libraries in Illinois (CARLI), 2. Library evaluations: LibQual & other assessment, 3. Academic library management in US, 4. Challenges in the digital age for academic libraries: how should we serve better, 5. Evaluation, professional development and promotion: a case study

Shih: 1. Library innovative services, 2. Web 2.0 technologies (2 sessions)

Estimated number of participants of the seminar:

50 people signed up, 40 of them completed the whole seminar, and 32 returned the survey/evaluation

List major participating institutions:

Academic Sinica, National Cheng-Chih University, National Chung-Hsing University, National Chung-Shan University, National Taiwan Normal University, National Taiwan Normal University in Chang-Hua, National Taiwan University, Tatung University,, and many special libraries

Outcome of the seminar:

- This is the first seminar CALA has collaborated with Library Association in Taiwan. Although this seminar took place at the busy year end, participants who were able to attend expressed their great appreciation of this great opportunity to

* Add more paper as need.

be able to exchange ideas and thoughts with speakers. One participant commented, “all 3 speakers were very involved and committed, they are willing to share and to learn, they are good role models.”

(Please refer to the end of this report for more comments.)

- According the returned surveys, 87.5% of the participants rated either 5 or 4 for the overall performance and the satisfaction rate is 90.63%. They are most impressed with the new information presented (93.75%), contents (90.63%), quality (90.63%), practicality and collaboration among speakers both are rated at 90.63% as well.

Your suggestions:

1. International travel is very expensive; it'd be great if CALA could have some financial support. We hope the IMLS grant would be a possibility.
2. It's important for the speakers to send in handouts in advance so those handouts can be posted online. We did a very good job so did the host institution.
3. It's equally important to stick with the handouts with very minimum changes. Most participants would like to take notes by following the printed handouts. Speakers should ask the hosting institution to re-print a revised copy if there are any major changes.
4. Timing is the major factor to draw good attendance. In Taiwan it works better either in winter or summer break. In other words it'd be either February/March or June-August. However, February/March is the busiest season for academic librarians. June-August is the peak travel season and the airfares are the most expensive.

Some photos are available at

<http://www.flickr.com/photos/shihwy1/sets/72157609863149468/> posted by Win Shih

Overall rating:

Theme of the seminar **2008 academic library management & assessment in digital age**

Time & location **Nov. 10-14, Taipei, Taiwan**

Title of participants	total	dean/director	manager/unit head	librarian	other
Number returned	32	2	4	24	2
Average time of services	11.04 yrs				
Youngest/most junior	2.08 yrs				
Longest/most senior	21.5 yrs				

Seminar rating (5 being the highest)

	5	4	3	2	1	blank
overall	8	20	2			2
	25.00%	62.50%	6.25%			
contents	6	23	3			
	18.75%	71.88%				
speakers	12	16	3			1
	37.50%	50.00%				
clarity	11	17	3			1
	34.38%	53.13%				
speed	6	20	5			1
	18.75%	62.50%				
satisfaction	6	23	3			
	18.75%	71.88%				
interaction	4	23	4	1		
	12.50%	71.88%				
new information	10	20	2			
	31.25%	62.50%				
practicality	12	17	2	1		
	37.50%	53.13%				
collaborations among speakers	16	13	3			
	50.00%	40.63%				

organization and logistics	6	19	7	
	18.75%	59.38%		
registration	9	15	8	
	28.13%	46.88%	25.00%	
handouts	5	12	12	3
	15.63%	37.50%	37.50%	
Q&A	9	17	6	
	28.13%	53.13%		
Contents				
quality	12	17	3	
	37.50%	53.13%		
importance	14	14	4	
	43.75%	43.75%		
interesting	3	15	13	1
	9.38%	46.88%	40.63%	
usefulness	13	13	4	2
	40.63%	40.63%		
relevancy	6	22	4	
	18.75%	68.75%		
currency	10	18	4	
	31.25%	56.25%		
practicality	11	15	4	2
	34.38%	46.88%		
difficulty	1	15	9	7
	3.13%	46.88%	28.13%	
quantity	1	17	14	
	3.13%	53.13%	43.75%	

Comments and suggestions:

1. What did you like the most?

- web 2.0 innovations and applications (7 responses), such as wiki, Facebook, Flickr, YouTube
- Embedding information literacy into curriculum (6)
- library evaluations/assessment (3)
- library management (2)
- LibQual (1)
- Return on investment (ROI) by Dr. Joyce Chen (1)
- Qi Chen's presentations were very clear and easy to follow along with the handouts (1)
- concepts on net generations and how to serve them (1)
- all speakers are very dedicated and committed; impressed with their professionalism and devotion of American librarian
- theme and contents of this seminar

- interaction between speakers and participants
- excellent! Speakers all well prepared with very rich materials
- all speakers are very friendly, enthusiastic and involved/fully committed; all seminar personnel are very helpful and friendly
- practical experiences and some new concepts
- all 3 speakers were wonderful. Ms. Wu covers in details and well explained, very fluent in Chinese; Director Chen is friendly and open, Director Shih is very involved. I learned a lot this week, especially American experiences. We 2.0, LibQual and ROI were all very practical.

2. What did you dislike the most?

- assigned seats and needed to sign in for all sessions
- changes in handouts should be redistributed at the class so we could follow better
- innovative services in academic library
- extra charge for lunch, too many mosquitoes
- assigned seat and seats are too close together
- poor timing; this is the busiest time of the year
- slow web connection; too many mosquitoes
- last minute changes on schedule - order of the presentations

3. Areas you expected but didn't cover

- ROI - needs more examples, details, application into library
- more analysis on case studies, evaluations, procedures and end results
- evaluation of digital resources;
- evaluation/assessment between traditional and digital era
- evaluation of web 2.0 tools and applications
- more on innovative services, such as activities, events, how to re-arrange the space
- personnel management & evaluations (this class focused more on services)
- how to balance paper and digital resources;
- budget allocations
- personnel management, such as salary structures, promotion, ratios of staff in all functions
- need more details on how to apply ROI to libraries; I'd like to apply ROI in my library but it'd be difficult without real case as example

4. What needed to be covered in more detail, what to add, what to eliminate?

- more on strategic planning (case studies- 5); planning and procedures on information literacy
- more on web 2.0 and applications (4),
- practical use on assessment/evaluation
- more on ROI (2), accreditations and assessment (3), and more case studies (4)
- strategic planning and library management had some overlapped

- tour the library
- PPTs for web 2.0 were not in the same order as presented,
- should include URLs in the recommended reading list/bibliography
- would like to see more on evaluation/assessment and digital contents

5. What are your expectations for future seminar, themes or contents?

- need more "how's" on evaluation/assessment, planning and executions
- library promotion and marketing
- more on management
- library evaluations and assessment in Taiwan
- comparisons between libraries in Taiwan and USA, on evaluation/assessment
- evaluations of the use/applications of technology in library, both hardware and software
- scholarly exchanges, sharing of experiences
- special library; alternate between academic and special libraries
- management of special library
- transitions from traditional library to digital library
- new trends and issues associated with technological changes
- demo of SFX and Google scholar (infoLit session)
- would like to have hands-on (2) and "how to"
- legal issues/concerns in digital era

6. What were your suggestions and requests for this seminar in terms of the organization, location and time, promotion, schedule, materials or facilities?

- discrepancy between speaker's PPT and the printed handouts; revised PPT should be distributed in class
- very satisfied; it always feels nice to take class/training at Shida
- air condition not working properly; be more flexible on break time
- handout outlines not clear
- all PPTs should be uploaded online prior to the seminar
- revised PPT/handouts should be reflected at the seminar, 3. online open forum for further discussion
- all 3 speakers were participating from beginning to the end, very good interaction, good role model, thank you very much
- it's great to meet so many librarians from all backgrounds, I feel very good and this is a very worthwhile experience
- thank you very much for providing such a good and rich seminar, especially on experiences from the USA, web 2.0 applications
- participants sharing their own experiences, then compare with American experiences
- should have provided wireless access
- all were very good
- very good; people are all very friendly

- not good timing; for this week-long seminar, it'd would work better in summer or winter break

7. Any other comments or suggestions?

- The Library Association should work on certification and lifelong learning recognition/passport
- thank you very much for providing such a good and rich seminar, especially on experiences from USA, web 2.0 applications
- thanks to Library Association and Shida and to all who help put this seminar together
- upload seminar materials at least one month prior to the seminar so participants could study for questions,
- after each session, there should be website set up to include related materials and links, and provide a online discussion forum
- all 3 speakers were very involved and committed, willing to share and to learn, they are good role models
- it's too cold in the room (2 comments)

Report by: Y. Diana Wu

Submitted on December 17, 2008, revised on December 27,2008