

AMERICAN LIBRARY ASSOCIATION - SUPPORT STAFF INTERESTS ROUND TABLE

Summary of Survey to Determine Top Three Issues of Concern to Support Staff

Participants were asked to rank the five issues they would like to see receive the highest priority from SSIRT in future strategic planning. A large percentage of respondents did not rank the issues but simply placed a checkmark beside those they considered important. For that reason, a statistician from the University of Colorado at Denver reviewed the issues ranked 1-5 and those checkmarked as important.

The top three issues are listed in order of ranking.

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Issue	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Unranked (but checked as a concern)
Career ladders (few opportunities for advancement)317 178236 150114 782
Compensation not appropriate to level of education, experience, and responsibilities362 245145 13482 663
Access to continuing education and training opportunities286 156108 105109 586
Keeping up with technological changes192 158129 133121 555
Limited access to participate in decisions that affect their job111 190188 167119 529
Lack of support from library for continuing education and training opportunities110 131101 9592 373
Apathy of support staff (not wanting to get involved)64 80 78 93118 324
Lack of paraprofessional certification program147 124108 7786 420
No agreement on appropriate terminology19 31 28 3241 113
Lack of recognition for contributions to libraries and librarianship99 121149 138125 447
Blurring of support staff and librarian roles136 142145 143126 517
Outsourcing3736 404540 138
No basic general education requirement for support staff positions2746 344243 160
Lack of support staff representation on decision making committee at library88 101130 120116 373
Lack of benefits (not wages)58 52 57 3453 210
Responsibility for library operations but no authority to shape opportunities122 135123 125162 470
Morale118 92105 137161 453

Of the people who responded:		
505 worked in Acquisitions		483 worked in Interlibrary Loan
759 worked in Cataloging/Processing		442 worked in Serials
1048 worked in Circulation		774 worked in "Other"
740 worked in Reference		
Of the people who responded:		
283 worked in a privately funded College or University Library		735 worked in a publicly funded College or University Library
96 worked in an Elementary/High School Library		747 worked in a public library
65 worked in a privately funded Special Library		61 worked in a publicly funded Special Library
100 worked in "Other" Library		
Of the people who responded:		
351 served a population of less than 5,000		245 served a population of 50,000-99,999
277 served a population of 5,000-9,999		190 served a population of 100,000-249,999
371 served a population of 10,000-24,999		98 served a population of 250,000-499,999
395 served a population of 25,000-49,000		73 served a population of 500,000-999,999
		87 served a population of more than 1,000,000
Of the people who responded:		
625 earned a high school diploma	279 earned an Associate's Degree	727 earned a Bachelor's Degree
64 earned a Master's Degree-MLS	116 earned a Master's Degree-"Other"	10 earned a Ph. D
Of the people who responded:		
256 earned \$10,000-\$14,999 annually	444 earned \$15,000-\$19,999 annually	513 earned \$20,000-\$24,999 annually
346 earned \$25,000-\$29,999 annually	141 earned \$30,000-\$34,999 annually	83 earned over \$35,000 annually
126 earned less than \$10,000 annually		

Strategic Planning Process Steering Committee

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