

# 2013 MALT Survey: Analysis of Results

---

Every two years MALT conducts a survey of Library Technicians and other library staff who are working in the library field in Manitoba, but who do not have a Masters in Library and Information Science. This survey provides a snapshot of the job market and current salary information, and helps MALT support continuing education and advocacy needs. The 2013 survey was conducted from November 18<sup>th</sup> to 30<sup>th</sup>. 274\* people completed the survey, almost double the response rate of 2011. Thank you to everyone who participated! Full results will be posted on our website.

## Part 1: Employment

The pay scale ranges from minimum wage to more than \$30 per hour with the majority (41%) earning \$20 - \$24 an hour.

The most common job title is 'Library Technician' as indicated by 38% of respondents. The second is 'Library Assistant' at 24%. Many others had job titles that indicate a managerial or supervisory role.

Most of the respondents are closer to the beginning of their careers than the end. 65% have been in the field for less than 15 years, with the largest group (27%) having been in the library field for 5 – 9 years. A significant number are in it for the long haul, with 17% having worked 25 years or more. 73% belong to a union.

The majority (66%) said that there is no opportunity for advancement with their current employer. This is up from 56% in 2011. A slight majority (44%) felt that their skills were being put to good use in their jobs. This is down significantly from 75% in 2011 survey.

## Question 12: Issues of Concern for Your Library

We asked respondents to share the issues affecting themselves and their libraries. 91 people responded with lots of details about the concerns they are facing. The big issues in the 2011 survey were funding and continuing education. In 2013, the problems you are facing are more varied. Although shrinking or stagnant budgets continue to be at the heart of many of the issues facing libraries and library staff, responses focused heavily on a range of employment concerns.

### Under-employed and worried about job security

A general lack of full-time, permanent positions and the need to balance multiple part-time jobs was noted by 10% of respondents. A further 4% expressed concern over job security. These two were linked in many of your answers. Working part-time or term positions was reported to cause economic hardship, and sometimes meant that an employee is not entitled to benefits, pension or vacation. One person stated, "I don't feel as though there is much hope of making this job a career." Other respondents echoed this. There was a sense that this was not likely to improve in the near future, and a worry that it would actually get worse as untrained staff were being hired in place of Library Technicians.

Several of you speculated that the reason for the current job market is due to budget constraints (employers trying to save money). Others expressed concern about the Government of Canada cutting libraries and library jobs; this was seen to have a trickle-down effect on the entire field. Both were taken as signs that libraries in general are not valued.

### **Under-paid and overworked**

12% reported being overwhelmed at work, and 9% felt that they were not fairly compensated for the amount of work they were expected to accomplish. As library positions have been cut, reduced, or left unfilled, the workload has steadily increased. Several people said that workload expectations were unrealistic. It is not only Library Technician positions that are experiencing these changes, but Librarian positions as well, leaving the Techs to pick up the slack.

### **Keeping up with changes in technology**

The ability to keep up in our rapidly changing technological world was a concern for 9% of respondents. In the 2011 survey, technology concerns revolved mainly around not having the money or training to keep up with changes. This was expressed in the 2013 survey as well but several people also wondered what these changes would mean for their libraries and for their jobs.

### **Other concerns**

You also mentioned: conflict between Library Technicians and Librarians and a desire to get past the “us vs. them” attitude; lack of support for professional development or continuing education; lack of opportunity for advancement; lack of recognition of archives and records management; problems communicating with management; outdated furnishings and décor; the lack of recognition of Library Technicians by Winnipeg Public Library; and amalgamation of public libraries, or public with school libraries.

## **Part 2: Education**

57% have a college diploma as their highest level of education, while 32% have a university degree. 68% responded that a Library Clerk certificate or Library Technician diploma was required in their position description.

### **Question 18: Continuing Education Topics**

69% of respondents said that they had participated in continuing education in the previous 12 months. We asked what types of continuing education opportunities would be beneficial to you. 49% said that they would like further training in cataloguing, particularly in RDA. 83% responded that they could use more training in technology, especially electronic resources management. 36% were interested in reference topics. 66% wanted training in library issues, especially copyright. Other areas of interest were: human resources management; working with volunteers, grant writing; designing programming for children; French language classes; and marketing the library.

## **Part 3: About You**

The vast majority of respondents – 95% – are female. 66% work in either Winnipeg or Brandon, 29% work in rural southern Manitoba and 5% work in northern Manitoba. The age range was fairly evenly distributed, with the fewest in the 18 – 24 (3%) group and the most (18%) in the 50 – 54 group.

*\*Please note: When the number of responses does not equal 274 it is because participants were able to select more than one answer or chose to skip that question.*

# 2013 MALT Survey: Summary Report

(Completion rate: 84.31%)







## 1. How many years have you been working in the library field?

Response	Chart	Percentage	Count
1 - 4		18%	49
5 - 9		27%	75
10 - 14		20%	57
15 - 19		6%	16
20 - 24		13%	36
25 - 29		9%	24
30+		8%	22
<b>Total Responses</b>			<b>279</b>

## 2. How many years have you been in your current position?

Response	Chart	Percentage	Count
1 - 4		37%	103
5 - 9		32%	88
10 - 14		14%	40
15 - 19		5%	15
20 - 24		6%	18
25 - 29		3%	9
30+		2%	6
<b>Total Responses</b>			<b>279</b>






### 3. What is your job title?

Response	Chart	Percentage	Count
Library Technician		39%	109
Library Assistant		24%	67
Librarian		11%	31
Library Manager		4%	12
Library Clerk		6%	17
Other, please specify		15%	41
<b>Total Responses</b>			<b>277</b>

#### 3. What is your job title? (Other, please specify)

Other responses included: Supervisor / Library Supervisor / Branch Supervisor; Library Administrator; Head Librarian; Office Assistant; Teacher-Librarian; Educational Assistant; Reference Assistant; Information Assistant; Archival Assistant; Secretary; Public Services Technician; Circulation Supervisor; Teacher; Children`s Coordinator; Head, Archives; Acquisitions Clerk; and Teacher.









### 4. What type of library setting do you work in?

Response	Chart	Percentage	Count
Academic		24%	66
Public		19%	53
School		47%	128
Special		7%	21
Other, please specify:		3%	7
<b>Total Responses</b>			<b>275</b>

#### 4. What type of library setting do you work in? (Other, please specify:)

Other responses included: school division; combined public and school library; and government.






## 5. Which best describes your employment status?

Response	Chart	Percentage	Count
Full-time		73%	199
Part-time		21%	59
Casual		3%	9
Permanent position		21%	57
Temporary position		3%	8
Self-employed		0%	0
Student		0%	1
Other, please specify:		3%	6
<b>Total Responses</b>			<b>274</b>

## 5. Which best describes your employment status? (Other, please specify:)

Other responses included: reduced appointment; and school-year/10 month appointment.

## 6. What is your hourly rate of pay?

Response	Chart	Percentage	Count
\$10 - \$14		7%	19
\$15 - \$19		28%	76
\$20 - \$24		41%	112
\$25 - \$29		17%	47
\$30+		6%	16
<b>Total Responses</b>			<b>270</b>

## 7. How many people do you supervise?

Response	Chart	Percentage	Count
0		52%	141
1 - 4		31%	85
5 - 9		9%	25
10 - 19		3%	7
20+		5%	13
<b>Total Responses</b>			<b>271</b>



## 8. In my current job, I use my skills and training to the fullest extent.

Response	Chart	Percentage	Count
Strongly agree		36%	97
Agree		41%	111
Neutral		13%	34
Disagree		7%	19
Strongly disagree		3%	7
No opinion		1%	3
<b>Total Responses</b>			<b>271</b>











## 9. Do you have opportunities for advancement with your current employer?

Response	Chart	Percentage	Count
Yes		16%	43
Yes, but I would need further education / training		18%	49
No		66%	181
<b>Total Responses</b>			<b>273</b>

## 10. Do you belong to a union?

Response	Chart	Percentage	Count
Yes		73%	196
No		27%	72
<b>Total Responses</b>			<b>268</b>

## 11. Does your employer provide you with the following?

Response	Chart	Percentage	Count
Pension plan		94%	232
Life insurance		77%	190
Medical insurance		63%	156
Dental benefits		60%	150
Disability benefits		69%	170
Parental leave (in addition to Employment Insurance benefits)		50%	125
Paid overtime		21%	53
Time off in lieu of overtime		55%	136
Paid sabbatical / research leave		7%	18
Other, please specify:		5%	13
<b>Total Responses</b>			<b>248</b>

### 11. Does your employer provide you with the following? (Other, please specify:)

Other responses included: RRSP matched contributions; education grant; money towards health insurance; one paid day off for every 50 extracurricular hours worked; and family leave.

## 12. Are there issues of concern for your library that you would like to share with MALT?

Responses are summarized in Section 1: Analysis of Results.

### 13. What is your highest level of education?

Response	Chart	Percentage	Count
High school diploma		14%	36
College diploma		52%	128
Undergraduate degree		30%	75
Masters degree		4%	9
Other, please specify:		4%	9
<b>Total Responses</b>			<b>246</b>

### 13. What is your highest level of education? (Other, please specify:)

Other responses included: clerical training; college certificate; post diploma program from University of Fraser Valley; PhD.

### 14. What is the level of education required in your position description?

Response	Chart	Percentage	Count
High school		24%	61
Library Clerk certificate		9%	23
Library Technician diploma		59%	147
Master of Library Science		1%	2
Bachelor of Education		2%	4
Other, please specify:		13%	33
<b>Total Responses</b>			<b>250</b>

### 14. What is the level of education required in your position description? (Other, please specify:)

Other responses included: Library Technician diploma plus and undergraduate degree; undergraduate degree; French language; accounting; Master of Archival Studies; hands on training or previous experience; and no specific education required.



### 15. What library training have you had?

Response	Chart	Percentage	Count
None		2%	4
On the job training		26%	66
Courses in a Library Technician program		13%	33
Complete one-year Library Technician certificate		14%	35
Completed two-year Library Technician diploma		45%	113
Other, please specify:		9%	23
<b>Total Responses</b>			<b>252</b>

### 15. What library training have you had? (Other, please specify:)

Other responses included: Bachelor in Library and Information Science; minor in Library Science; Library Clerk certificate; certificate in Library Management; post diploma program from University of Fraser Valley; and related courses such as system upgrades, conflict management, etc.



### 16. Does your employer provide the following supports for continuing education?

Response	Chart	Percentage	Count
Paid time off		38%	68
Time off without pay		24%	43
Travel costs		28%	51
Registration fees		49%	88
Tuition reimbursement		54%	98
Other, please specify:		14%	26
<b>Total Responses</b>			<b>181</b>





### 16. Does your employer provide the following supports for continuing education? (Other, please specify:)

Other responses included: Employer provides in-house professional development opportunities; partial tuition reimbursement; employees may apply to a professional development fund; and no standard or guaranteed supports (i.e. at the employer's discretion). Numerous people responded that their employer provides no supports for continuing education.






### 17. Do you participate in continuing education opportunities?

Response	Chart	Percentage	Count
Yes		69%	180
No		31%	82
<b>Total Responses</b>			<b>262</b>

### 17b. How many continuing education opportunities did you attend in the past 12 months?

Response	Chart	Percentage	Count
0		37%	96
1 - 4		57%	148
5 - 9		4%	11
10+		1%	3
<b>Total Responses</b>			<b>258</b>

### 18. What continuing education topics would be beneficial to you?

Response	Chart	Percentage	Count
Cataloguing		49%	124
Reference		36%	91
Library issues		66%	166
Technology		83%	209
Other, please specify:		4%	11
<b>Total Responses</b>			<b>251</b>

### 18. What continuing education topics would be beneficial to you? (Other, please specify:)

Responses are summarized in Section 1: Analysis of Results.

## 19. What is your age?

Response	Chart	Percentage	Count
18 - 24		3%	8
25 - 29		7%	19
30 - 34		7%	18
35 - 39		10%	26
40 - 44		13%	33
45 - 49		14%	36
50 - 54		18%	47
55 - 59		15%	40
60+		13%	34
<b>Total Responses</b>			<b>261</b>

## 20. What is your gender?

Response	Chart	Percentage	Count
Female		95%	243
Male		5%	14
<b>Total Responses</b>			<b>257</b>

## 21. Where do you live?

Response	Chart	Percentage	Count
Northern Manitoba		5%	14
Rural Southern Manitoba		29%	74
Urban (Brandon or Winnipeg)		66%	171
<b>Total Responses</b>			<b>259</b>