

2007 MLA Membership Survey

Results Overview

Date: 2/4/2008 2:29 PM PST

Responses: Completes

Filter: No filter applied



The MLA Membership Committee and headquarters staff seek your opinions on MLA programs, services, and future directions! Your responses will help us improve our service to you and determine future priorities for programs. Responses to this survey are completely confidential and will only be recorded in aggregate; we cannot identify you personally from the information collected on this survey. This survey will remain live through **January 31, 2008**.

This survey should take about 16-20 minutes to complete. We appreciate your careful consideration and feedback on all issues.

If you have technical problems with this survey, please contact [Kate Corcoran](mailto:corcoran@mlahq.org), corcoran@mlahq.org, 312.419.9094 x12.

Thank you in advance for your help and feedback!

PLEASE TELL US ABOUT YOURSELF.

1. What is your age group?







20 to 29 years		21	3%
30 to 39 years		103	16%
40 to 49 years		117	18%
50 to 59 years		280	44%
60 to 69 years		100	16%
70 years or more		8	1%
Do not wish to provide		8	1%
Total		637	100%

2. What is your race/ethnic origin?








Asian/Pacific Islander		26	4%
Black/African-American		23	4%
Hispanic/Latino		7	1%
North American Indian/Alaska Native		0	0%
White/Caucasian		539	85%
Multiracial or Other		10	2%
Do not wish to provide		32	5%

Total	637	100%
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3. Your highest-earned degree is (please check ONLY one):

Post-master's degree (e.g., M.D., Ed.D., Ph.D.)		35	5%
Master's degree in library/information science		546	86%
Master's degree in another field		24	4%
Currently working on master's degree		9	1%
Bachelor's degree		15	2%
Associate's degree		5	1%
None		3	0%
Total		637	100%





4. How many years have you been in the library/information field?

Student, not yet practicing		6	1%
0 to 5 years		78	12%
6 to 10 years		81	13%
11 to 15 years		96	15%
16 to 20 years		69	11%
20+ years		303	48%
Not in library/information science, but in an affiliate discipline		4	1%
Total		637	100%








5. Was your first professional position in a medical library?

Yes		333	52%
No		294	46%
Not applicable		10	2%
Total		637	100%

6. If your answer to the previous question was no or not applicable, what was your first professional position?

Other type of library		153	52%
Academic position		65	22%
Other type of information service (e.g., information vendor)		9	3%
Not applicable, I'm still a student		4	1%
Other, please specify		66	22%
Total		297	100%




7. How many years have you been employed as a medical/health sciences librarian?


0 to 5 years		126	20%
6 to 10 years		105	16%
11 to 15 years		99	16%
16 to 20 years		67	11%
20+ years		207	32%
Not employed as a medical librarian		26	4%
Not currently employed		7	1%
Total		637	100%

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




0 to 5 years		269	45%
6 to 10 years		132	22%
11 to 15 years		66	11%
16 to 20 years		49	8%
20+ years		87	14%
Total		603	100%

9. If you are currently a member of the Academy of Health Information Professionals, at what level?



Not an Academy member		359	58%
Emeritus level		5	1%
Distinguished level		142	23%

Senior level		61	10%
Member level		33	5%
Provisional level		21	3%
Total		621	100%














10. Did you use the academy mentor program when you joined the Academy?

Yes		58	9%
No		252	40%
Not applicable (not an Academy member)		314	50%
Total		624	100%

11. Have you had a mentor at any stage of your career (not necessarily for the Academy)?








Yes		304	48%
No		324	52%
Total		628	100%

12. What are your primary job responsibilities, using the following categories? *Please check all that apply.*

Administration		336	53%
Cataloging		181	29%
Circuit librarian		22	3%
Circulation/access services		193	30%
Collection development/acquisitions		308	49%
Consumer health		168	26%
Computer programming/Web design		105	17%
Education/faculty		271	43%
ILL/document delivery		204	32%
Media/AV services		60	9%
Outreach		195	31%
Personnel		114	18%
Preservation		40	6%








Reference/information services		448	71%
Serials		178	28%
Systems/technical services		108	17%
Other area(s), please list.		96	15%




13. As of January 1, 2007, what was your annual salary (range)? (International members, please adjust to **U.S. dollars**.)

\$0 to \$29,999 (use this category if you are not currently employed)		36	6%
\$30,000 to \$39,999		55	9%
\$40,000 to \$49,999		137	22%
\$50,000 to \$59,999		148	24%
\$60,000 to \$69,999		103	16%
\$70,000 to \$79,999		69	11%
\$80,000 or above		78	12%
Total		626	100%


PLEASE TELL US ABOUT YOUR INSTITUTION AND WORK ENVIRONMENT.

14. In what type of library/institution do you work?


Not currently working		9	1%
Academic library (includes medical or nursing school, college or university, school of library and information science, or non-hospital research facilities)		282	44%
Area health education center (AHEC) or unaffiliated medical or consumer health library		8	1%
Corporation or business (e.g., pharmaceutical or biotechnology company)		6	1%
Government/military/Department of Veterans Affairs		39	6%
Hospital, teaching or nonteaching		237	37%
Not-for-profit association or society		25	4%

Public library		7	1%
Vendor of library materials/products		4	1%
Other type, please specify.		20	3%
Total		637	100%



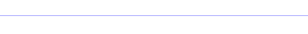
15. How many librarians are on your library's staff?

Solo librarian		172	28%
2 to 5 librarians		171	28%
6 to 10 librarians		102	17%
More than 10 librarians		170	28%
Total		615	100%



16. Describe the staffing level in your library over the past five years.



Increased		134	22%
Decreased		183	30%
Stayed the same		296	48%
Total		613	100%

17. Is your institution part of a larger health care system?




No		299	49%
Yes; my library only serves one institution in the system		137	22%
Yes; my library serves more than one institution in the system		175	29%
Total		611	100%

18. How would you describe your role in making purchasing decisions for your library? (Includes journal, monograph, furniture, and computer hardware and software purchases.)
Please check ONLY one.


I make all purchasing decisions for my library.		187	30%
I personally recommend specific purchases for my library.		154	25%

I am part of a team that recommends purchases for my library.		222	36%
I have no input on purchases for my library.		52	8%
Total		615	100%

19. Does your library dedicate any financial or staff resources to promoting the library and its services to client populations?








Yes		409	67%
No		158	26%
Don't know		46	8%
Total		613	100%

20. Did accreditation representatives tour your library or speak to a librarian during their most recent accreditation visit to your institution?

Yes		208	34%
No		248	41%
Don't know		154	25%
Total		610	100%


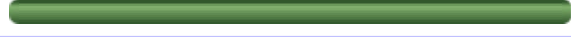

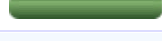
PLEASE TELL US ABOUT YOUR PROFESSIONAL ACTIVITIES OUTSIDE OF MLA.

21. Please indicate if you or your library are a member of any of these NATIONAL professional associations in addition to MLA. *Please check all that apply.*

I am personally not a member of another national professional association.		253	40%
My library is not a member of another national professional association.		121	19%
Don't know		41	7%
American Library Association (ALA)		170	27%
American Medical Informatics Association (AMIA)		54	9%
American Society for Information Science (ASIS)		21	3%
Association of Academic Health Sciences Libraries (AAHSL)		112	18%

Association of Research Libraries (ARL)		52	8%
Association of College and Research Libraries (ACRL)		92	15%
Canadian Health Libraries Association/Association des bibliothèques de la santé du Canada (CHLA/ABSC)		10	2%
Canadian Library Association (CLA)		3	0%
Special Libraries Association (SLA)		107	17%
Other NATIONAL association(s)		98	16%

22. Do you or your library plan to maintain these membership(s) in 2008?



Not applicable (don't belong to another national association)		178	28%
Yes		359	57%
No		10	2%
Don't know		86	14%
Total		633	100%

PLEASE TELL US ABOUT YOUR MLA MEMBERSHIP.

23. For how many years have you been an MLA member?









This is my first year.		46	7%
1 to 3 years		110	17%
4 to 10 years		153	24%
10 to 20 years		148	23%
20+ years		180	28%
Total		637	100%

24. If you have been a member of MLA for three years or less, have you participated in MLA's New Member SIG?



Yes		26	17%
No		80	51%

What's that?		50	32%
Total		156	100%




25. What type of MLA membership do you currently hold? *Please choose ONE answer only.*

Institutional only		111	17%
Institutional AND one of the individual categories below		44	7%
Regular (includes life)		374	59%
Regular, with lower dues		62	10%
Introductory		18	3%
Student		20	3%
Emeritus		4	1%
Fellow or retired Fellow		4	1%
Total		637	100%



26. Does your institution pay for your individual membership?



Yes		151	30%
No		351	70%
Total		502	100%

27. If your institution stopped paying your individual dues, would you continue to purchase MLA membership on your own?

Yes		77	51%
No		32	21%
Don't know		42	28%
Total		151	100%

28. The cost of MLA membership dues:

Is not a consideration or problem for me.		37	11%
Is reasonable, considering the features and benefits.		56	16%

Is high, but still affordable.		203	59%
Is prohibitive/too expensive.		51	15%
Total		347	100%

How interested would you be if MLA were to offer a "virtual" MLA membership?





- 29.** No such membership has been fully defined nor have dues been specified, but for the purposes of this survey, a virtual MLA membership might generally be defined as receiving only those benefits that could be delivered online. For example, you could view the *JMLA* on PubMed Central but would not receive a print copy; there might be no discount to attend the MLA annual meeting, but you might have a reduced fee to view meeting content on MLANET or receive a CD of the meeting content free of charge.





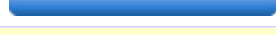
Very interested		83	13%
Somewhat interested		178	28%
Neutral or don't know		138	22%
Not very interested		152	24%
Not interested at all		86	14%
Total		637	100%

- 31.** How many MLA annual meetings have you attended in the past five years?



None		180	28%
1		130	20%
2		87	14%
3		70	11%
4		69	11%
5		101	16%
Total		637	100%

- 32.** If you have not attended a meeting in the past five years, why have you not attended? *Please select any that apply.*

My institution will not reimburse me.		59	34%
Too expensive; I can't afford to attend using my own funds.		85	49%
The meeting does not offer enough relevant programming to justify my attendance.		28	16%
Time of year is bad for me.		26	15%

Chosen locations have not been of interest.		7	4%
Meeting locations have not been close enough for me to attend.		48	27%
I only attend my chapter's meetings.		29	17%
I attend another national association's meetings instead.		18	10%
Other reason, please specify.		46	26%

33. Are you planning on attending MLA '08 in Chicago, IL?

Yes		283	45%
No		199	31%
Don't know yet		152	24%
Total		634	100%

34. Considering all the reasons you might attend a physical meeting (e.g., peer networking, location or environment, volunteer responsibilities, continuing education courses, speakers, programming) please indicate your level of agreement with the following statements:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I regularly purchase Webcasts, podcasts, or online meeting presentations, or electronic meeting content on CD/DVD, in lieu of attending physical meetings.	14 2%	52 8%	81 13%	182 29%	278 45%	17 3%
I have attended an MLA Webcast in the past three years.	228 37%	191 31%	27 4%	54 9%	113 18%	10 2%
I think MLA should offer some sort of "virtual" annual meeting, with selected portions of the onsite meeting available at a lower fee.	128 20%	249 40%	153 24%	35 6%	37 6%	23 4%
I would only consider participating in a virtual meeting if it were "live" and interactive.	46 7%	132 21%	206 33%	143 23%	61 10%	31 5%
MLA should make more robust annual meeting content available for purchase after the annual meeting (e.g., as podcasts, videos, audio/powerpoint	93 15%	227 36%	219 35%	34 5%	19 3%	32 5%

synchronized presentations)							
I already purchase the annual meeting CDs--that's enough for me.	13 2%	32 5%	160 26%	142 23%	198 32%	67 11%	
I would be interested paying more than I do for the current CDs for more robust meeting content online or on CD/DVD.	12 2%	76 12%	181 30%	114 19%	154 25%	76 12%	
I am only interested in meeting content that is available at no charge or included with my association membership.	101 16%	151 24%	161 26%	120 19%	50 8%	34 6%	
I prefer face-to-face annual meetings and programming.	225 37%	211 34%	121 20%	36 6%	9 1%	14 2%	

36. Do you belong to any MLA sections?

Yes, to one section		267	43%
Yes, to more than one section		218	35%
No		143	23%
Total		628	100%

37. Do you belong to an MLA chapter?

Yes		520	83%
No		104	17%
Total		624	100%

38. Are you planning to attend an MLA chapter meeting in 2008?

Yes		274	43%
No		126	20%
Don't know yet		235	37%
Total		635	100%

39. How important to you are the following MLA benefits for continuing your MLA membership?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Extremely important	Very important	Moderately important	Somewhat important	Not important at all	Don't know / no opinion
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Addressing pressing issues in health information management/librarianship	249 40%	236 38%	86 14%	33 5%	14 2%	7 1%
Advocating the value and role of the library and librarian with accrediting bodies	299 48%	195 31%	75 12%	32 5%	13 2%	7 1%
Benchmarking Network surveys and information on MLANET	90 14%	173 28%	166 27%	88 14%	76 12%	30 5%
Career resources on MLANET or brochures for career fairs to recruit new health sciences librarians	85 14%	154 25%	151 24%	96 15%	101 16%	35 6%
Consumer health resources I can use in my library (e.g., Medspeak brochure)	75 12%	159 25%	152 24%	110 18%	106 17%	23 4%
Collecting salary survey data to assist in comparing salary data with like institutions or to negotiate salary increases	170 27%	188 30%	130 21%	75 12%	47 8%	13 2%
Discounts for nonmember staff to attend annual meetings (institutional benefit)	50 8%	79 13%	139 23%	68 11%	179 29%	102 17%
Discounts on employment and placement services (institutional benefit)	43 7%	94 15%	137 22%	87 14%	149 24%	109 18%
Governmental relations, monitoring, and alerts about legislation (e.g., copyright law)	119 19%	208 33%	153 25%	87 14%	46 7%	11 2%
Liaison with NLM and other allied organizations	208 33%	213 34%	123 20%	50 8%	22 4%	10 2%

40. How important to you are the following MLA benefits for continuing your MLA membership? (List continued from previous question.)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Extremely important	Very important	Moderately important	Somewhat important	Not important at all	Don't know / no opinion
MLA Exchange (institutional benefit)	31 5%	83 14%	108 18%	68 11%	124 20%	200 33%
Monitoring and alerts about scholarly publishing issues	126 20%	215 35%	154 25%	79 13%	32 5%	17 3%
Setting professional and library standards	261 42%	231 37%	77 12%	36 6%	8 1%	9 1%
15% to 30% discounts on meetings, CE courses, publications	233 37%	187 30%	129 21%	40 6%	24 4%	12 2%
Advocacy of the value and role of the librarian through National Medical Librarians Month and other public	175 28%	204 33%	139 22%	60 10%	31 5%	16 3%






relations activities (e.g., <i>Myths and Truths</i> white paper and presentation)							
Sponsorship of MEDLIB-L list	216 35%	156 25%	126 20%	59 9%	41 7%	25 4%	
CE courses at the annual meeting	223 36%	215 35%	105 17%	44 7%	24 4%	12 2%	
Educational Clearinghouse	119 19%	205 33%	139 22%	63 10%	42 7%	54 9%	
Job and placement services in the <i>MLA News</i> , on MLANET, and at the annual meeting	146 23%	187 30%	130 21%	80 13%	59 9%	22 4%	
<i>Journal of the Medical Library Association</i>	238 38%	219 35%	104 17%	45 7%	16 3%	3 0%	

41. How important to you are the following MLA benefits for continuing your MLA membership? (*List continued from previous question.*)






Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Extremely important	Very important	Moderately important	Somewhat important	Not important at all	Don't know / no opinion
Medical librarian credentialing and certificates (e.g., Academy of Health Information Professionals, consumer health information specialization)	158 25%	154 25%	122 20%	84 14%	86 14%	18 3%
MLA-FOCUS email announcements	131 21%	225 36%	153 25%	72 12%	20 3%	19 3%
<i>MLA News</i> , in print or full-text on MLANET	198 32%	234 38%	126 20%	52 8%	10 2%	3 0%
Online membership directory	166 27%	199 32%	155 25%	64 10%	26 4%	12 2%
Provision of professional networking opportunities	256 41%	227 37%	87 14%	29 5%	9 1%	9 1%
Recognition of members' professional accomplishments (e.g., awards program)	113 18%	187 30%	176 28%	88 14%	46 7%	13 2%
Section membership, meetings, and programs	192 31%	239 38%	111 18%	45 7%	22 4%	15 2%
Programs, exhibits, and practical research (e.g., poster sessions) at annual meetings	224 36%	211 34%	115 18%	36 6%	24 4%	13 2%
Volunteer leadership opportunities	122 20%	180 29%	158 25%	87 14%	54 9%	23 4%

Web 2.0 technologies for communication and collaboration (e.g., MLA RSS feed, MLA unit blogs and wikis)	92 15%	183 29%	185 30%	92 15%	37 6%	33 5%
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42. How well OVERALL does MLA serve your needs?

Excdellent		88	14%
Very Good		290	46%
Average		186	30%
Fair		48	8%
Poor		18	3%
Total		630	100%


43. Compared to other NATIONAL professional associations, how well do you think MLA serves the needs of medical librarians and medical libraries?

Excellent		126	21%
Very Good		269	44%
Average		162	27%
Fair		46	8%
Poor		8	1%
Total		611	100%

44. How often do you visit the association's website, MLANET?

At least once a day		6	1%
A few times per week		80	13%
A few times per month		363	57%
Rarely		180	28%
Never		8	1%
Total		637	100%

45. Have you ever accessed the members-only area of MLANET?

Yes		550	88%
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No		73	12%
Total		623	100%

46. Please indicate your response to the following statements about MLANET and other MLA Internet services.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Yes	No	Don't know / no opinion
When I receive an MLA-FOCUS email, I read it and follow links that interest me.	531 85%	49 8%	47 7%
I have used the online membership directory to look up a colleague.	390 63%	209 34%	22 4%
I have used the online membership directory to change my directory listing.	265 42%	337 54%	26 4%
Vendor sponsorships and ads are a reasonable way to support MLANET services.	478 77%	64 10%	82 13%
I have used an MLANET sponsorship banner ad or annual meeting sponsor link to visit a vendor site.	100 16%	457 74%	58 9%
I have used the members-only CORE Toolkit to find examples of tools, methods, or presentations for my work.	259 42%	321 52%	43 7%
I subscribe to the MLA RSS feed or to other MLA unit blog feeds.	83 13%	501 81%	37 6%
I have renewed my MLA membership online via MLANET.	275 44%	314 51%	32 5%

47. Please indicate your response to the following statements about MLANET and other MLA Internet services (continued from previous question.)








Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Yes	No	Don't know / no opinion
MLANET has provided me with useful information I can use in my job.	523 84%	55 9%	45 7%
I have accessed the <i>MLA News</i> on the members-only area of MLANET.	324 52%	274 44%	27 4%
I prefer accessing the <i>MLA News</i> online to receiving it in print.	203 33%	322 52%	90 15%
I have accessed <i>Journal of the Medical Library Association (JMLA)</i> articles online via PubMed Central.	446 72%	161 26%	15 2%
I prefer accessing the <i>JMLA</i> online to receiving it in print.	211 34%	331 53%	80 13%
I have registered online for an MLA annual meeting.	352 57%	243 39%	24 4%

I am subscribed to an MLA email discussion list (e.g., section, committee, or task force list).	407 66%	205 33%	7 1%
I subscribe to the MEDLIB-L email discussion list.	378 61%	225 37%	12 2%

48. Please indicate which of the following MLANET enhancements might be of interest to you.





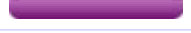



Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very interested	Somewhat interested	Neutral or no opinion	Not very interested	Not interested at all
Allow members to add content to MLANET to share with colleagues	126 20%	272 44%	170 28%	33 5%	16 3%
An online "encyclopedia" for the profession and the association via a wiki, à la Wikipedia	173 28%	238 38%	136 22%	54 9%	21 3%
Subject expertise database of MLA members	233 37%	268 43%	92 15%	24 4%	6 1%
A personalized "My MLANET" page where I can see information about my membership, sections, CE credits, and links I visit often.	247 40%	173 28%	130 21%	48 8%	24 4%
Research and white papers I can use to promote the library or librarians' expertise.	243 39%	264 42%	85 14%	22 4%	8 1%
Recommended websites for specific health areas (for health information professionals, not consumers)	273 44%	231 37%	86 14%	22 4%	11 2%
More Web-based tutorials available	256 41%	232 37%	105 17%	23 4%	3 0%

49. Which of the following social networking/Web 2.0 tools are you currently using in either your work or personal life? *Include any tools you use for MLA volunteer work. Please select all answers that apply.*





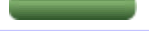

Blogs		349	61%
Wikis		294	52%
Media sharing (e.g., flickr, YouTube)		179	32%
RSS feeds		283	50%
Instant messaging/chat/virtual reference		237	42%
Web-based office tools (e.g., Google documents)		205	36%
Social networking sites or services (e.g., Facebook, MySpace, Second Life)		168	30%

Most if not all of the services above are blocked by my institution.		167	29%
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50. What is your preferred way to receive information about what is happening in MLA and the profession? *Please check the ONE BEST communication method for you.*




MLA-FOCUS		245	39%
MEDLIB-L or other email discussion list		130	21%
RSS feed or blog entry		48	8%
MLANET home page		42	7%
MLA News		98	16%
Section website, email list, blog, or newsletter		11	2%
Chapter website, email list, blog, or newsletter		28	4%
Journal of the Medical Library Association		24	4%
Total		626	100%

51. Compared to five years ago, how much time do you contribute to any volunteer activities?












Same amount		142	23%
More time		212	34%
Somewhat less time		104	17%
Much less time		75	12%
Not applicable--I don't volunteer		70	11%
Don't know/not sure		26	4%
Total		629	100%

52. What are your preferred modes of learning? *Please select the TOP TWO of interest to you.*



Classroom instruction		457	73%
Formal distance-learning program		91	15%
Journal club or reading a publication (e.g., MLA independent reading program)		97	16%
Teleconference		74	12%

Web-based course or tutorial		252	40%
Webinar or Webcast		225	36%
Other method, please specify.		9	1%

53. During the past year, please indicate if you participated in any of the following continuing education (CE) activities *Please check any that apply.*

CE course(s) sponsored by an MLA chapter (classroom instruction)		290	47%
Course(s) or seminar(s) sponsored by a non-MLA organization (classroom instruction)		303	49%
Formal distance learning program		71	11%
Member-organized journal club		27	4%
MLA annual meeting course(s) or symposia (classroom instruction)		173	28%
MLA specialization program (e.g., consumer health)		32	5%
MLA-sponsored Webcast		324	52%
Teleconference or Webcast sponsored by another organization		239	38%
Web-based course		131	21%
None of the above		64	10%
Other CE activity, please specify.		23	4%

54. If you participated in any CE activities, did your institution cover part or all of the cost?

Yes		448	77%
No		134	23%
Total		582	100%

55. For the following topic areas, indicate how you might like MLA to develop resources for you.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	No interest in topic	CE course, symposium, or Webcast	MLANET resources	Print or PDF publication	On-demand audio or video resources
1) Assisting client populations with research	130 22%	149 26%	123 21%	114 20%	68 12%

2) Consumer health information	135 23%	106 18%	173 30%	117 20%	54 9%
3) Copyright	66 11%	155 26%	152 26%	164 28%	54 9%
4) Development of web-based courses	110 19%	214 37%	116 20%	45 8%	95 16%
5) Electronic publications resources: publishing, measuring, evaluating, licensing	75 13%	210 36%	146 25%	86 15%	68 12%
6) Evidence-based health care	56 10%	227 39%	117 20%	102 17%	81 14%
7) Fundraising and marketing	138 24%	149 26%	149 26%	81 14%	60 10%
8) Library standards, accreditation process	106 18%	120 21%	176 30%	127 22%	52 9%

56. For the following topic areas, indicate how you might like MLA to develop resources for you (continued from previous question.)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	No interest in topic	CE course, symposium, or Webcast	MLANET resources	Print or PDF publication	On-demand audio or video resources
9) Basic library skills	230 39%	87 15%	91 16%	90 15%	86 15%
10) Advanced library skills	128 22%	161 28%	109 19%	82 14%	105 18%
11) Management skills (e.g., budgeting, team building, and project management)	74 13%	230 40%	104 18%	88 15%	86 15%
12) Organizing, evaluating, and quality filtering health information	57 10%	225 39%	124 21%	93 16%	82 14%
13) Outreach (e.g., reaching underserved populations or providing foreign language resources)	143 25%	168 29%	133 23%	73 13%	63 11%
14) Professional identity and options for new roles for health sciences librarian	85 15%	168 29%	167 29%	95 17%	58 10%
15) Research for the profession: conducting, gathering, interpreting, or applying	78 14%	202 35%	135 24%	88 15%	68 12%
16) Using Web 2.0 applications or social networking services for information delivery	90 16%	221 39%	116 20%	44 8%	103 18%
17) Using salary or benchmarking data to improve services or to justify budgets and salaries	89 16%	109 19%	176 31%	143 25%	56 10%

58. For the following statements about MLA and association involvement, please indicate your level of agreement or disagreement.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/no opinion
When I contact MLA headquarters, I receive friendly and courteous service.	168 28%	221 37%	27 5%	12 2%	169 28%
When I contact MLA headquarters, I receive satisfactory answers to my questions and get the help I need.	144 24%	234 39%	38 6%	11 2%	168 28%
MLA directs its resources to programs and services critical to me.	72 12%	319 54%	86 14%	21 4%	98 16%
MLA leaders address the critical issues facing our profession.	109 19%	338 57%	56 10%	16 3%	69 12%
My MLA membership has helped my professional development and career advancement.	204 34%	252 42%	55 9%	25 4%	64 11%
MLA leaders encourage member involvement in planning and policymaking.	99 17%	270 46%	73 12%	20 3%	129 22%
MLA offers me the opportunity to be involved in committees or as an officer at the national, section, or chapter level.	212 36%	275 46%	30 5%	15 3%	63 11%
MLA communicates decisions and policy or planning issues in a timely and thorough manner.	91 15%	310 52%	58 10%	14 2%	123 21%
People from different racial, ethnic, or religious backgrounds feel welcome in MLA	110 18%	201 34%	22 4%	12 2%	251 42%
MLA offers CE courses on the topics I need, at the level I need.	79 13%	315 53%	95 16%	24 4%	81 14%
It's important to me to be a member of MLA.	257 43%	259 43%	43 7%	13 2%	25 4%