

## Community Engagement and Learning Survey Results

September 2024

### Survey Goal

The Electronic Health Library of British Columbia (eHLbc) Strategic Framework 2024-2028 includes goals of “identifying areas of common interest to members and preferred methods of connection to support communities of practice” and “facilitating member-to-member learning opportunities, driven by needs assessment.” To that end, the eHLbc Administrative Centre surveyed eHLbc members to gather input about areas of common interest, and about what learning, and knowledge sharing experiences would benefit the community.

### Participation

The survey was distributed to members via the All Member Group listserv, which includes a contact person at each of eHLbc’s 47 member organizations. Recipients were asked to forward the survey invitation to library staff and colleagues at their organization.

The eHLbc Administrative Centre received 17 completed surveys. Eight responses were from health organizations and nine from post-secondary institutions. Some institutions/organizations submitted multiple responses.

Respondent roles included:

- Management
- Librarians
- Library coordinators and clerks
- Library technicians
- Professional development support

# Key Findings

## Community of Practice

**Respondents have a moderate interest in a community of practice being created for eHLbc members.**

**81%** indicated they would be somewhat likely to attend community of practice synchronous sessions.

Learning from peers and sharing best practices, and discussing trends and challenges were the two top desired outcomes from a community of practice.

- Respondents would specifically like to discuss advanced search skills and tips as well as new technologies and tools.

**Respondents would prefer to attend community of practice synchronous sessions quarterly or every other month**

The majority would prefer a combination of both synchronous sessions and asynchronous digital collaboration.

**There was no clear preference for one digital collaboration tool.**

There was a mix of interest in Discord, a listserv, online forum, and Slack.

**At this stage very few respondents indicated they were interested in facilitating a community of practice session.**

Two respondents indicated they were unsure, it would depend on the responsibilities of a facilitator, and one respondent may be interested depending on time commitment and support.

## Learning Opportunities

75% of respondents indicated that they are still interested in eHLbc learning opportunities (45-60 minute virtual sessions on topics of interest).

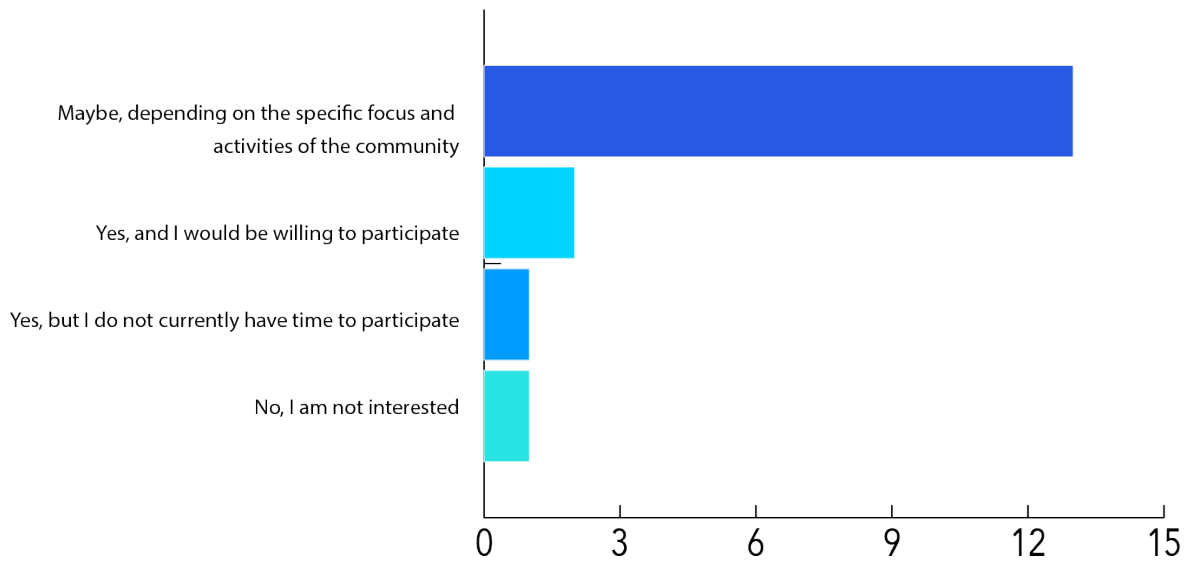
Interest in topics varied, with the top two topics of interest being eHLbc licensed resources and marketing of library services.

There was an interest in attending both member-led learning and member-led tutorials, but a low interest in leading.

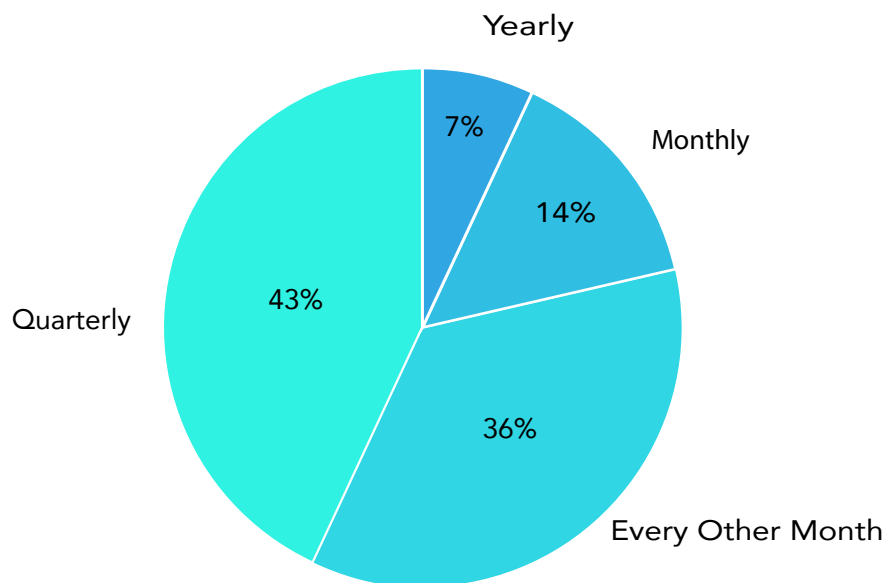
# Results

## Community of Practice

Respondents' willingness to participate in an eHLbc community of practice.



How frequently respondents are willing to attend synchronous community of practice sessions.



**Amount of time respondents are willing to spend on engaging with the community of practice and likelihood of attending regular sessions.**

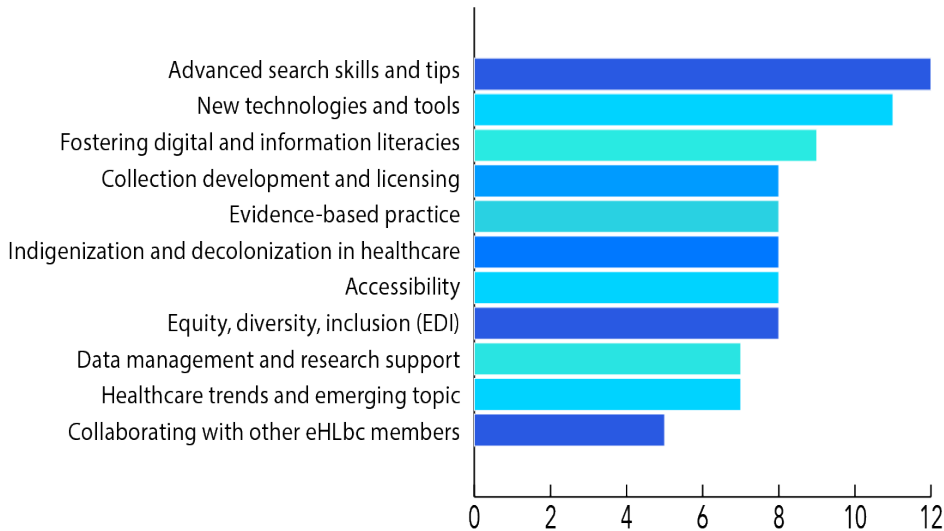
**75%** of respondents would be open to **occasionally** attending one-off sessions when their schedule allows.

**81%** of respondents are only **somewhat likely** to attend regular scheduled virtual sessions.

**What respondents are hoping to get out of community of practice sessions. Multiple responses were accepted.**



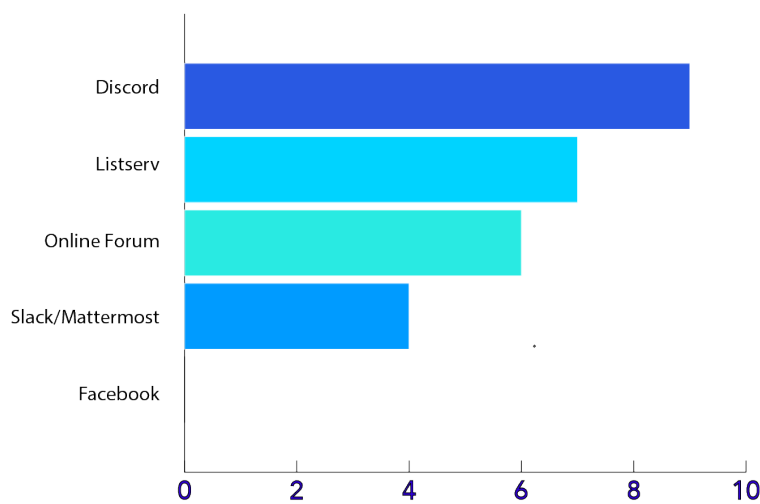
**Topics respondents would like to connect with eHLbc members on. Multiple responses were accepted.**



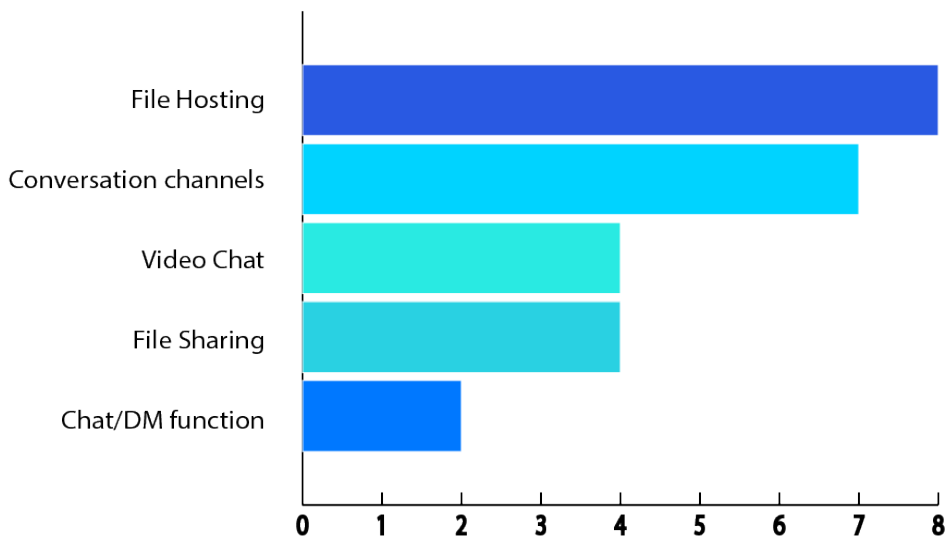
### What format respondents prefer for a community of practice.

**65%** of respondents would prefer a combination of asynchronous online collaboration and synchronous virtual sessions.

### What digital collaboration tool respondents would prefer for a community of practice. Multiple responses were accepted.

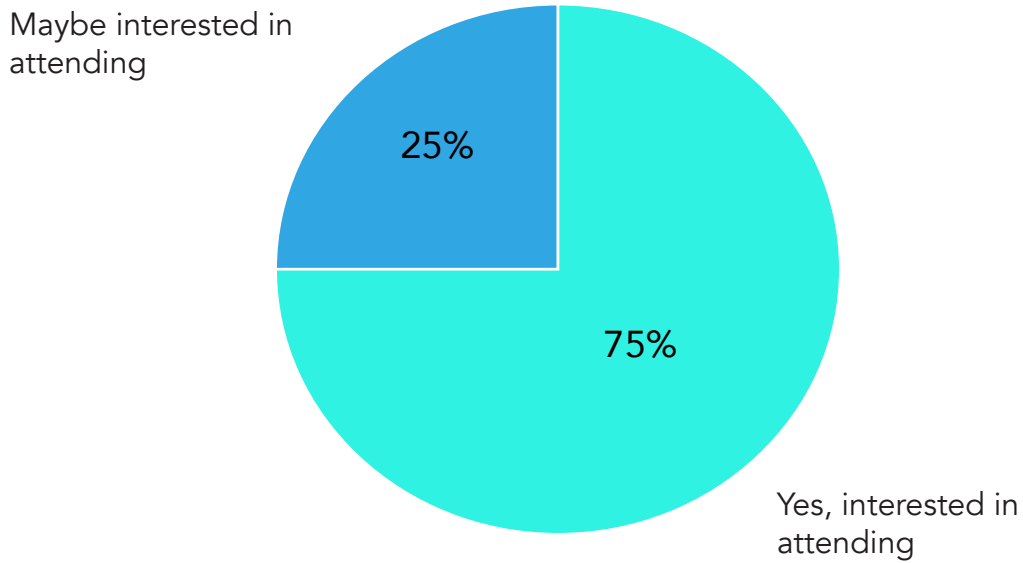


### Digital collaboration tool features respondents would most like. Multiple responses were accepted.

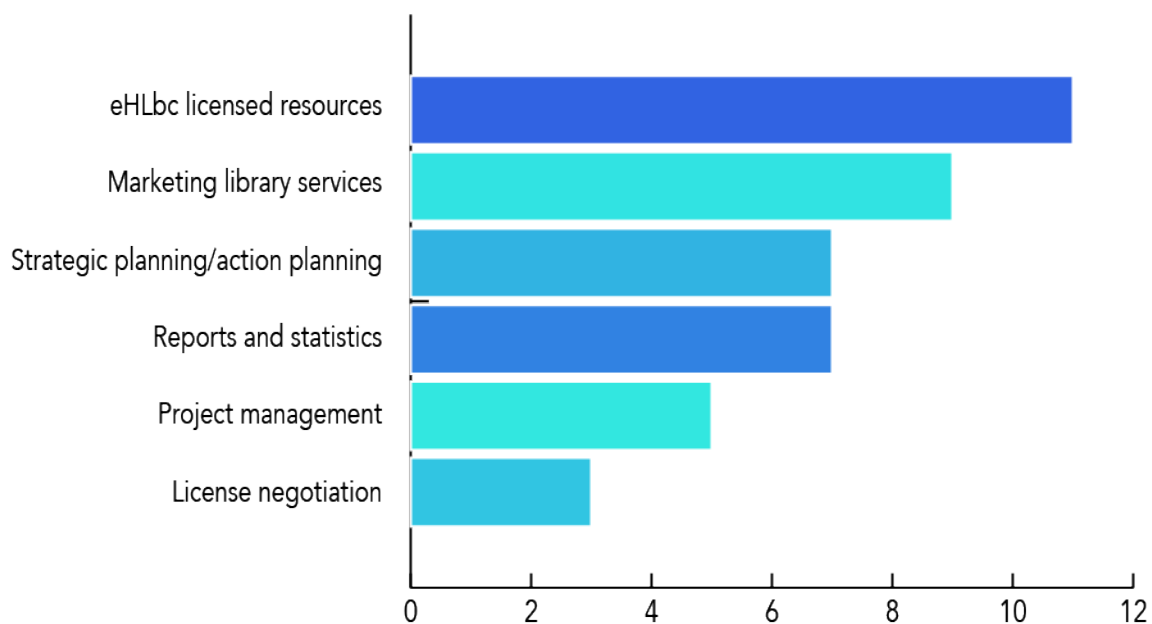


## Learning Opportunities

Respondents' interest in attending eHLbc learning opportunities.



Topics respondents are interested in learning about. Multiple responses were accepted.



**Interest in member-led learning where a staff member from a member organization leads the session.**

**15** respondents indicated interest in this format with only **1** not interested.

**3** respondents indicated they may be interested in leading a session.

**Respondents suggested possible topics including:**

- Rural/semi-rural library services
- Small-staff library work
- Indigenous materials and services
- Automating library processes
- Measuring library services and usage for non-librarian audiences.

**Interest in member-to-member learning where a member leads a tutorial about a resource and attendees provide feedback.**

**2** respondents indicated an interest to be **either** a presenter or an attendee.

**5** respondents were **not** interested in the learning format.

**9** respondents indicated an interested in watching a member-led tutorial **and** providing feedback.



# Recommendations

The low survey response rate and moderate interest in a community of practice indicates that the membership may not be interested in participating in community of practice sessions and discussion at this point in time. Further investigation is needed to determine if it would be beneficial to create and maintain a community of practice for eHLbc members. Respondents displayed more enthusiasm in learning through attending learning opportunity sessions. Therefore, the eHLbc Admin Centre recommends the following:

## 1. Continue to hold regular learning sessions.

- Focus on eHLbc licenced resources, marketing of library services, and strategic planning.
- Some sessions should be member-led sessions and tutorials with feedback.
- Create a calendar for learning sessions in advance so that members can plan to attend. A standing invitation could be sent to participants to hold space every few months.

## 2. Add optional discussion time (e.g. 30 minutes) to the end of learning sessions for members to discuss topics of interest to the membership.

- Option for eHLbc Admin Centre staff to kick off discussion with frequently asked questions or a previously agreed upon topic of discussion.
- This is a low commitment way to gauge community of practice interest. If people seem enthusiastic, eHLbc can hold more sessions or hold longer sessions.

## 3. During learning/discussion sessions, probe membership further on interest in digital collaboration tools.

- Currently, there does not seem to be clear interest in using a particular digital collaboration tool.
- Face-to-face discussion at learning sessions would help garner further insight into what the membership would use and find useful.

## 4. Reach out to the Health Libraries Association of BC about their community engagement strategies, including asynchronous digital collaboration tools.

- Share knowledge about what has or has not worked in our respective community engagement efforts.
- Explore potential to collaborate on joint learning/discussion sessions or community of practice.