

Government Information Resources at Libraries Survey
Prepared by the Library Research Center

With funding from the Institute of Museum and Library Services, this survey is just one part of a project exploring how people with low-access to the Internet find government information. By answering the following questions, you will help us learn more about how libraries provide government information resources to the public. Thank you for your time.

1. Is the public required to present a valid library card before they may use computer terminals? Yes/No
2. Approximately how many patrons use your computer terminals in an average week? _____
3. How many computer terminals are available in your computer lab for *patron* use? _____
 - 3a. Of the computer terminals available for *patron* use, how many are connected to the *Internet*? _____
4. How many computer terminals are available in your computer lab for *staff use only* (not including public use computers counted in Q4)? _____
 - 4a. Of the computer terminals available for *staff use only*, how many are connected to the *Internet*? _____

The following section asks you to report Full Time Equivalent (FTE). Please report your FTE in terms of your standard work week as long as that standard week is between 35 and 40 hours. If not, please convert to a 40 hour work week.

- 5 Report FTE of all staff members doing any work at your library _____
- 6 If applicable, report FTE of all staff members working hours in the computer lab _____
- 7 What is the gross annual budget for your library? \$ _____
- 8 What is the legal service area for your library? _____
- 9 Total scheduled public service hours per year for all service outlets (*Include the hours open for public service at the main/central library, the branches, and the bookmobile*) *NOTE: Use an actual annual count, if available; otherwise calculate an estimate based on a typical week and multiply by 52.* _____
- 10 If your center has branch or satellite labs please provide the zip codes for each:

_____	_____	_____
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The following set of questions focus on the services your library offers patrons. In particular we are interested in services that pertain to government information at all levels (local, state, federal) of government. This information may include anything from health and housing, education and employment opportunities, legal and law enforcement issues, military service, and even how to fill out tax forms.

11 Which of the following do you offer for topics concerning *government information* in its broadest sense? (Check all that apply.)

- Classes** – a series of cumulative, formal instruction on a regular/semi-regular basis _____
- Workshops** – training that is one-time only for special occasions/needs _____
- Tutorials** – mediated or unmediated step-by-step instruction upon request _____
- Reference service** – unscheduled, user-driven reference transactions _____
- Specialized collections** – geared towards public use of government information
(for example: an employment or genealogy center) _____

12 What types of *government information* topics are covered through the services your library provides? (Choose all that apply.)

TOPIC	Classes	Workshops	Tutorials	Reference Service	Special Collections
Family (or household), Neighborhood, Community - examples of this include marriage licenses, credit reports, government assistance					
Education, Jobs, Military - examples of this include getting a job, seeking military benefits, student loans					
Housing and Property - examples of this include purchasing a house, issues with a landlord, and zoning issues					
Health, Nutrition, and Food - examples of this include food stamps, Medicare/Medicaid, nutrition programs for children/families					
Law and Politics - examples of this include voter registration, immigration, courts/laws, tax					
Recreation - examples of this include local/state/national parks, fishing/hunting licenses					
Other					

13 Of the services that you offer concerning the usage of government information, do you evaluate the outcomes of these activities? (Choose all that apply.)

EVALUATION	Classes	Workshops	Tutorials	Reference Service	Special Collections
Keep track of complaints/compliments					
Collect usage statistics					
Survey participants about their experience					
Do not evaluate					
Other (Please Specify)					

Questions 14-21 refer to specific library services as listed in Q11.

14 How frequently does your library offer **classes** concerning government information?

- Several times a year _____
- Monthly _____
- Once a year _____
- Other (specify) _____
- N/A _____

15 At your library, the instructors for the **classes** concerning government information are (*select all that apply*):

- Librarians or library staff _____
- Community volunteers _____
- Commercial vendors _____
- Other (specify) _____
- N/A _____

16 At your library, the instructors for the **workshops** concerning government information are (*select all that apply*):

- Librarians or library staff _____
- Community volunteers _____
- Commercial vendors _____
- Other (specify) _____
- N/A _____

17 If your library offers **tutorials**, are they (*select all that apply*):

- Choose one....
- In person _____
 - Print-based _____
 - Computer-based _____
 - Other (specify) _____
 - N/A _____

18 If your library offers **tutorials**, are they primarily:

- Choose one....
- Designed by Library staff _____
 - Designed by Third-parties _____
 - N/A _____

19 How does your library offer **reference services**?

Choose all that apply....

Method of Reference Service	During Library Hours	Outside of Library Hours
In person		
Telephone		
Email		
Instant Messaging/Chat		

20 On a scale of 1 to 5, how does your library generally approach **face-to-face reference transactions**?

- | | | | | | | |
|---|---|---|---|---|---|--|
| Teaching users how to find the requested information themselves | 1 | 2 | 3 | 4 | 5 | Providing users with the requested information |
|---|---|---|---|---|---|--|

21 Where are your **specialized collections** that deal with government information located?

- In a prominent location in the main section of the library _____
- In a specialized room or section _____
- Integrated with the main collection _____
- Only available online through websites/digital catalog _____
- Other (specify) _____

22 Please rank in order the factors that have contributed to the successful execution of programs at your library?

- | | | | | | | |
|----------------------------|----------------------|---|---|---|---|-----------------------|
| | Contributed the most | 1 | 2 | 3 | 4 | Contributed the least |
| Budget | | | | | | |
| Staff time | | | | | | |
| Staff expertise | | | | | | |
| Community demands/interest | | | | | | |

23 How did your **specialized collection** originate/develop?

24 How does your library decide what government information topics to address with **class** and **workshop** offerings? _____

25 How does your library promote **class** and **workshop** offerings that address government information?

26 Is there anything else you would like to tell us about your library and the services it provides to low-access individuals in their search for government information?

Thank you for your time.

If you have any questions about this study, please contact the Library Research Center at (217) 333-1980 or via email at surveys@lrcmail.lis.uiuc.edu