

Government Information Resources at Public Access Computer Centers' 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 public access computing centers provide government information resources to the public. Thank you for your time.

1. Approximately how many patrons per week use your computer center? _____
2. What is the total scheduled public service hours per year for all service outlets (*Include the hours open for public service at the main/central center and any satellite units if applicable*) *NOTE: Use an actual annual count, if available; otherwise calculate an estimate based on a typical week and multiply by 52.*

3. Does your public access computing center share space with another institution, or is it part of another institution? If so, what type of institution is it?

- Church _____
- Employment Center _____
- Government Agency _____
- Non-Profit _____
- Local School/Community College _____
- Private Company _____
- Other _____

4. What is the gross annual budget for your organization? \$_____

5. For the current year, please indicate the percent of funding received from each source for your public access computing center by indicating the percent next to the appropriate source. If you don't receive money from a specific source please leave it blank. If you receive funding from a source not listed, please describe the source in the blank space next to "Other."

<u>Source</u>	<u>Approximate Percent of Funding Received</u>
Patron Fees	_____ %
Donations	_____ %
Federal Funding	_____ %
State/City Funding	_____ %
Community Taxes	_____ %
Private Sector Grants	_____ %
Foundation Grants	_____ %
Other _____	_____ %

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.

6. Report FTE of all staff members doing any work at your organization _____
7. Report FTE of all staff members working hours in the computer lab _____
8. How many computer terminals are available in your computer lab for *patron* use? _____

8a. Of the computer terminals available for *patron* use how many are connected to the *Internet*? _____

9. How many computer terminals are available in your computer lab for *staff use only* (not including public use computers counted in Q8)? _____

9a. Of the computer terminals available for *staff use only* how many are connected to the *Internet*? _____

10. What is the zip code of the physical location (not mailing address) of your center? _____

11. If your center has branch or satellite labs please provide the zip codes for each:

_____	_____	_____
_____	_____	_____
_____	_____	_____

The following set of questions focus on the services your public access computer center 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.

12. 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 _____
- Walk-in/Impromptu Services** –unscheduled questions from individual users _____
- Other Specialized Services** – geared towards public use of government information (for example: an employment center in the Lab) _____

13. What types of *government information* topics are covered through the services your public access computing center provides? (Choose all that apply.)

TOPIC	Classes	Workshops	Tutorials	Walk-in/Impromptu	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					
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14. 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	Walk-in/ Impromptu	Special Services
Keep track of complaints/compliments					
Collect usage statistics					
Survey participants about their experience					
Do not evaluate					
Other (please describe)					

Questions 15-23 refers to specific public access computing center services as listed in Q12.

15. How does your public access computing center offer **Walk-in/Impromptu services**?

Choose all that apply....

Method of Impromptu Service	During Center Hours	Outside Center Hours
In person		
Telephone		
Email		
Instant Messaging/Chat		

16. On a scale of 1 to 5, how does your public access computing center generally approach **questions from users who walk-in**?

Teaching users how to find the requested information themselves	1	2	3	4	5	Providing users with the requested information
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17. How frequently does your public access computing center offer **classes** concerning government information?

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

18. At your public access computing center, the instructors for the **classes** concerning government information are (select all that apply):

Public access computing center staff _____
 Community volunteers _____
 Commercial vendors _____
 Other (specify) _____
 N/A _____

19. At your public access computing center, the instructors for the **workshops** concerning government information are (select all that apply):

Public access computing center staff _____
 Community volunteers _____
 Commercial vendors _____
 Other (specify) _____

N/A

20. If your public access computing center offers **tutorials**, are they (*select all that apply*):

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

21. If your public access computing center offers **tutorials**, are they primarily:

Choose one....

- Designed by public access computing center staff _____
- Designed by Third-parties _____
- N/A _____

22. How does your public access computing center decide what government information topics to address with **class** and **workshop** offerings?

23. How does your public access computing center promote **class** and **workshop** offerings that address government information?

24. Is there anything else you would like to tell us about your public access computing center 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