

Interview Guide for Public IT Librarian/ Staff

Understanding the Impact of Free Access to Computers and the Internet in Public Libraries

“Hello! My name is [name]. I’m working with a research project being conducted by the University of Washington’s Information School and sponsored by the US government’s Institute for Museum and Library Services. We’re interested in finding out how your Library has been affected by free access to computers and the Internet. Your responses will help us evaluate and improve library computer services in libraries across the country. The interview will take approximately 30 minutes. You can learn more about this project at <http://www.depts.washington.edu/imlspac>

Staff Alias:

Library Code:

Date: Time: Day:

Place of Interview:

Length of Interview:

Interviewer Name:

Names:

Questions:

1. How long have you been working with your library?
2. How long have you been working with free access to computers and the Internet? What is your role/responsibilities?
3. What computer and Internet services does your library provide? (include all classes, all ages, on & off the site, current and seasonal services)
4. How popular are the following computer applications? (high, medium, low)
 - a. Email
 - b. Chat
 - c. Music
 - d. Games
 - e. Internet browsing
 - f. Word processing, spreadsheets, PowerPoint
 - g. Voice over IP (VoIP)
 - h. Webcam
 - i. Movies
 - j. Other_____
5. How popular are the following Internet uses? (high, medium, low)
 - a. Blogs
 - b. Social networking sites

- c. E-government services
- d. Education
- e. Specialized databases (jobs, health, agriculture)
- f. Remittances, banking (eCommerce)
- g. Other _____

6. How many people use the computer and Internet services each month
7. Who are its users? (e.g. young kids, students, seniors/retirees, mothers, immigrants, tourists, low income, homeless, business people, other agencies, rehab teens, other) [civic engagement, eCommerce, education, eGovt, employment, health, social inclusion]
8. Who else would you like to reach/draw in? What are the challenges in reaching them?
9. How would you characterize the successes of the public library? How about non-successes/failures?
10. Are you tracking/recording computer and Internet need/demand? How about resolution/fulfilled need? Do you have any statistics or data?
11. How have individual users been helped?
12. Why is your free access to computers and the Internet important to its users?
13. In what ways have benefits been accrued by users' families? What is your evidence for these observations? (seen families here, users told us, etc)
14. Have you noticed evidence of indirect computer and Internet users—LIMB (lay intermediary information behavior)—people who see/use information on behalf of others without necessarily being asked first? What kinds?
15. In what ways have benefits been accrued by the community at-large? What is your evidence for these observations?
16. How do you work with other organizations in the community? If so, how important to you is your relationship with other organizations?
17. What factors hindered the development and offering of free access to computers and the Internet?
18. What challenges/barriers do your computer and Internet users face?
19. How could free access to computers and the Internet be improved?
20. How would you like to see free computer and Internet access develop in the future?
21. What is needed to make this happen? (include advocacy needs)

22. Other comments?

Demographics:

Professional Training:

Years in Profession:

Gender:

Special Attributes (e.g., bilingual):

Special Awards/Recognition:

Positions (e.g., state/national committees, column editor, blogger):