

Institute of Museum and Library Services

University of Washington Information School

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

Interview Guide for Funding Agency Staff/City Council Member

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 agency has been affected by the presence of free access to computers and the Internet at your public library—including its computers, website, electronic databases, Internet connections and related services—and its use by your staff. Your responses will help us evaluate and improve library computer services in libraries across the country. Information about you is confidential except as provided by law. The interview will take approximately 30 minutes. You can learn more about this project at <http://www.depts.washington.edu/imlspac>.

Staff Alias:

Date:

Time:

Day:

Length of Interview:

Agency Code:

Place of Interview:

Interviewer Name:

Notes:

Questions:

1. What does your agency do? What is your role?
2. Does your agency/city have a formal written vision or strategic plan for digital inclusion in your community? If yes, how does the library fit into it? (digital inclusion defined as access, content and services)
3. Does your agency/city support/fund free access to computers and the Internet? Does it fund the library?
4. Who, if anyone, in your community provides free access to computers and the Internet, aside from the library?
5. Describe the library's free access to computers and the Internet —its connectivity, websites and training?
6. How is your agency/city affected by the library's computer and Internet services? (want **explicit** examples of who, what, when, how, why)
7. What are your expectations of free computer and Internet access from the library?
8. How does your organization track or record computer and Internet services need/demand? How about resolution/fulfilled need? Do you have any statistics or data?

9. How has the library helped your agency/the city reach more people in need of your services? Please explain, share an example.
10. What determines your funding priorities in terms of the types of activities, e.g., health, education, employment, civic engagement, social networking?
11. What determines the biggest need in your community today?
12. What measures do you use to determine the success of your funding in these areas?
13. Do you think of libraries as being contributors to helping to provide the means for individuals to make changes to their lives in these areas? How so?
14. Do you think of libraries as being contributors to helping to provide the means for communities to make changes in these areas? How so?
15. What role does the library play in your agenda for the community through its free access to computers and the Internet? How about its future role?
16. What could the library do to most effectively communicate the value of its free computer and Internet access to policy and decision makers?
17. Is there anything you would like to add?

Demographics:

Professional Training/Education:

Years in Profession:

Years at Agency/City Council

Gender:

Special Awards/Recognition:

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