

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 Community Businesses/Organizations Staff

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 business 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 all over 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:

Business Code:

Place of Interview:

Interviewer Name:

Notes:

1. What does your business do? How long has your business been here? How many staff do you have? What is your role?
2. Does your business provide any form of free access to computers and the Internet?
3. Who, if anyone, in your community provides free access to computers and the Internet, aside from the library?
4. Do you know about the library and free computer services? How did you learn about the library's free access to computers—its connectivity, websites and training?
5. Do you yourself ever use the library's free computer services? What for?
6. How have you benefited from using the library's free access to computers and the Internet? (ask for each activity s/he participated in; want a specific story or incident) [civic engagement, education, eGovernment, eCommerce, employment, health, social inclusion]
7. Have you referred clients/customers to the library's free access to computers and the Internet?
8. Have you used the library's computers and the Internet to look up information on behalf of others? Why? (Lay information mediary behavior—LIMB)

9. Have other people used the library's computers and the Internet to look up information for you? Why? (LIMB—lay information mediary behavior)
10. If free computer and Internet access were not available at your library, how would it affect your business?
11. To your knowledge, how have individuals, families and the community at-large benefitted as a result of the library providing free access to computers and the Internet? (specifically need examples pointing to "community") (**Prompt:** What is your typical story?)
12. Other comments?

Demographics:

Employer/Employee:

Years in Profession:

Gender: