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School of Library &
Information Studies
AT UW-MADISON

Public Libraries and Health Information

You are invited to participate in a study conducted by researchers at the University of Wisconsin-Madison. This study is about the National Library of Medicine's services to public libraries, and the information and resources that public libraries need to deal with health-related government programs. You have been asked to participate because you are an employee of a public library. This study will include employees of central libraries in public library systems of 20 states in the U.S. Participation involves completion of this survey. There is minimal risk to you. We don't expect any direct benefits to you from participation in this study.

The purpose of this research is to inform and improve the National Library of Medicine's services to public libraries, as well as increase NLM's understanding of the resource and education needs of public library workers.

This is a Web-based survey that can be taken at any Internet-connected computer of your choice, and should take less than 30 minutes to complete.

There is minimal risk to you. No information identifying you as an individual will be collected for this study. Only aggregate data about community size and state will be analyzed by the National Library of Medicine. Any publications resulting from this study will identify your library only by community size, as 'rural', 'suburban', or 'urban', and give the name of the state. Participants who choose to tell us the name of their

library will have their library's name entered into a raffle to win a free iPad for the library. There is a 1 in 1,558 chance that your library will win a free iPad. We don't expect any direct benefits to you from participation in this study.

You may ask any questions about the research at any time. If you have questions about the survey you should contact **Griselle Sánchez-Diettert**, the Project Director at the University of Wisconsin Survey Center at (608) 262-2164, or you may contact **Catherine Arnott Smith**, the study's Principal Investigator at (608) 890-1334.

If you are not satisfied with the response of the research team, have more questions, or want to talk with someone about your rights as a research participant, you should contact the University of Wisconsin Education and Social/Behavioral Science Human Subjects Research Office at (608) 263-2320.

Your participation is completely voluntary. If you decide not to participate or to withdraw from the study, you may do so without penalty or effect on your employment.

Instructions to complete the survey:

To choose a response, click on the button that corresponds to your answer.

You can skip questions if you are unable to answer them.

If you would like to change your answer, click on a different button or for questions with multiple answers just click the same button again.

You may go back to earlier pages by clicking the 'BACK' button at the bottom of the screen. To advance to the next page of the survey click the 'NEXT' button.

If you start the survey and are unable to finish it, you can exit by simply closing the browser window. However, if you close your browser before finishing the survey you will need to start again from the beginning.

After the entire survey has been completed and all the data are ready to be submitted, please click on the 'SUBMIT' button on the last page.

We appreciate your time and effort in assisting us by completing this survey.

By clicking here and completing the survey you are consenting to participate in the study.

*If you have any questions or comments about this survey,
please contact the [UW Survey Center](#).*



(q1) Has your library been involved in activities related to the Affordable Care Act (ACA / PPACA / 'Obamacare'), such as posting fliers, putting links on the library website, advertising enrollment on the library's Facebook page, or hosting a Navigator agency assisting with ACA enrollment?

- Yes
- No

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(q2) What activities has your library been involved with pertaining to the Affordable Care Act?

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(q3) Did any of your library staff participate in training about the Affordable Care Act focused on public libraries?

- Yes
- No

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(q4) What training about the Affordable Care Act focused on public libraries did your library staff participate in? (Please check all that apply)

- Webinars through the WebJunction/Zero Divide Health Happens in Libraries Project
- Training from another source. Please tell us what training and by whom:

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(q5) Which of the following online resources do you use to answer patrons' health information questions? (Please check all that apply)



Other online resource. Please tell us:

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(q6) Have you had any training in health information resources in your current or in any previous library positions?

- Yes
- No

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(q7) What kind of health information training have you had? (Please check all that apply)

- Continuing education training or CE, such as webinars and workshops
- Library school class on health information resources
- Other training. Please tell us:

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(q8) Do you refer health-related questions to someone else in your library who has training in health information resources?

- Yes
- No

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(q9) Did your State Library collaborate with your library's librarians regarding the Affordable Care Act?

- Yes
- No

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NEXT



(q10) Did your library collaborate with local or state medical librarians or state health sciences library associations concerning the Affordable Care Act?

- Yes
- No

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NEXT



(q11) Did your library collaborate with other local or state partners, such as health agencies and public health departments, on the Affordable Care Act effort?

- Yes
- No

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NEXT



(q12) Please share any comments you may have about collaborations pertaining to the Affordable Care Act.

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(q13) The National Library of Medicine (NLM) is the world's largest medical library. NLM produces online consumer friendly resources for health information, such as MedlinePlus and Tox Town, and also conducts training and outreach.

How can NLM help your library handle activities related to health information and the Affordable Care Act?

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(q14) Did your library use any resources from the National Library of Medicine to help answer questions about the Affordable Care Act?

- Yes
- No
- Don't know

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(q15) What resources did your library use to help answer questions about the Affordable Care Act?

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(q16) Did your library participate in any 'Health Happens in Libraries' activities?

- Yes
- No

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(q17a) What challenges, if any, were presented by the 'Health Happens in Libraries' activities in your library?

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OR



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(q17b) What barriers, if any, kept you from implementing 'Health Happens in Libraries' activities in your library?

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(q18) What challenges, if any, do public libraries experience when entering into partnerships with outside organizations centered on health information?

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(q19) Your library staff may have received a wide variety of reference questions about healthcare coverage during the Affordable Care Act sign up period.

What type of healthcare coverage questions did staff at your library have to refer to a partner agency because they were unable to answer them?

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(q20) The Affordable Care Act enrollment period and Medicare are topics that directly involve the federal government.

Do libraries and librarians have a role to play in helping people who need health information related to government programs?

- Yes
- No

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(q21a) Why do you think libraries and librarians have a role to play in helping people who need health information related to government programs?

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OR



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(q21b) Why do you think libraries and librarians do not have a role to play in helping people who need health information related to government programs?

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(q22) Please use the space below to share anything else related to your library's experience with the Affordable Care Act.

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(q23) In what state is your library located?

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(q24) In what type of setting is your library located?

- Rural
- Urban
- Suburban

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(q25) How many paid staff, professional and paraprofessional, does your library have?

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(q26) Do you have a Master's degree in Library Science?

- Yes
- No

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(q27) Do you consider yourself to be Hispanic or Latino?

- Yes
- No

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(q28) Which of the following categories best describe your race? (Please check all that apply)

- American Indian or Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- Caucasian

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(q29) Would you like more information regarding the National Network of Libraries of Medicine (NN/LM) and/or the National Library of Medicine (NLM)?

- Yes
- No

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(q30) Would you like to be entered in the raffle for a free iPad for your library?

- Yes
- No

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Please provide your contact information below.

This information will only be used if you indicated you would like more information regarding NN/LM and NLM, or if you would like to be entered in the raffle for a free iPad for your library:

(q31) Library Name:

(q32a) Address:

(q32b) City:

(q32c) State:

(q32d) Zip code:

(q33) Email:

(q34) Telephone number:

(q35)

- I would prefer not to provide my library's contact information

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(comments) If you have any questions or comments, please enter them below.

This is the last page of the survey. Please click 'SUBMIT' to submit your answers.

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SUBMIT