

FY2020 SURVEY QUESTIONS FOR
NONPARTICIPATING LIBRARIES

[Total = 12 questions;_Source: 2018 Library Survey]

Informed Consent

Welcome to the Consumer Financial Protection Bureau (CFPB) Libraries Survey Project. You have been selected to take part in this survey because our records indicate that your library has not interacted with our CFPB Libraries program.

Before taking part in the survey please read the following information and then indicate your agreement to participate at the bottom of the page. Your participation in this study is important to help CFPB continue to expand and improve the libraries program, and we hope you will choose to participate. This web survey is part of a research study to find out about your library's experiences with the CFPB Library Program. The goal of the study is to find out how libraries are using the resources provided by CFPB, and how those resources might be improved.

The survey should take about 7 minutes to complete.

Privacy Act Statement : 5 U.S.C. 552a(e)(3)

The information you provide through your responses will assist the Consumer Financial Protection Bureau ("CFPB") in providing feedback to assess and improve the CFPB Libraries Program. The CFPB will not obtain any personally identifiable information. [Contractor Name] will be making audio recordings of the focus groups, but only the transcribed text will be transmitted to the CFPB.

Information collected will be treated in accordance with the System of Records Notice ("SORN"), CFPB.021 – CFPB Consumer Education and Engagement Records, 83 FR 23435. Although [Contractor name] and the Bureau do not anticipate further disclosing the information provided, it may be disclosed as indicated in the Routine Uses described in the SORN. Direct identifying information will be kept private except as required by law.

This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512.

Participation in this study is voluntary, you are not required to participate or share any identifying information. Your information will be kept private

If you have any questions about the research or your rights as a survey participant please contact project staff at: 1-XXX-XXX-XXXX

Paperwork Reduction Act Statement

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and not withstanding any other provision of law a person is not required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0036. It expires on XX/XXXXXX. The time required to complete this information collection is estimated to average approximately 7 minutes per response. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection

should be submitted to Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to PRA_Comments@cfpb.gov.

- I agree to participate in the survey – **CONTINUE TO QUESTION 1**
 - I choose not to participate in the survey – **GO TO END**
-

The CFPB has a goal of educating consumers and promoting financial literacy. Through the Library Program, the CFPB wants to provide financial literacy resources that library staff can use to provide information to the communities they serve. During the past few years, CFPB has provided libraries with financial literacy resources such as free print materials, online resources, librarian training, marketing materials, and a guidebook for partnering with local organizations. Our records indicate that your library has not had any contact with the CFPB Library Program. Your participation in this survey will help CFPB develop financial education materials that will encourage more libraries to engage in the CFPB Library Program.

- Question 1: To the best of your knowledge, has your library taken part in the CFPB Library Program either through: [Select all that apply]
 - attending events
 - participating in trainings, or
 - using resources provided by CFPB?

- Question 2: Why hasn't your library participated in the CFPB Library program to date? Select all that apply.
 - Not aware of the CFPB Library program
 - Topics do not address needs of the library community
 - Limited staff resources
 - Online limited technology resource
 - Other: Please specify (300 character limit): _____

- Question 3: To the best of your knowledge, which of the following financial topics are your library patrons most interested in learning about? Select all that apply.
 - College saving
 - College debt repayment
 - Car buying and financing
 - Home buying and refinancing
 - Budgeting/making ends meet
 - Planning and saving for a major purchase
 - Family finances – new couples, divorce, children & money, etc.
 - Introduction to investing
 - Debt and credit management
 - Credit reports and scores

- Building or rebuilding credit
- Identity theft
- Fraud prevention
- Finding the right checking/savings accounts for you
- Retirement planning
- Tax time savings
- Other (Please specify): _____ (60 character limit)

- Question 4: Over the last 12 months, how many financial education programs has your library offered to your patrons? Please provide your best estimate: _____ [If answer is <1, go to Question 9.]
- Question 5: What type of financial education programs does your library currently provide for patrons? [Select all that apply.]
 - None
 - Workshops with guest speakers
 - Webinars
 - Online resources
 - Access to Business librarian or other specialist
 - Other: Please specify (300 character limit): _____
- Question 6: In the last 12 months, how many people on average attended your library's financial education programs? Please provide your best estimate: _____
- Question 7: In the last 12 months, how many of these financial education programs have been conducted outside of the library?
 - None
 - 1-3
 - 4-6
 - 7+
- Question 8: What types of organizations has your library partnered with to provide financial education?
 - None
 - City government
 - Federal government
 - Community organizations/non-profits
 - Financial company (for example, a bank or insurance company)
 - Other: Please specify (300 character limit): _____

- Question 9: Does your library distribute any print publications related to financial education? (Include only publications given away to patrons, not those in your circulating or reference collection.)
 - Yes If “yes”, list the source organization(s) for these publications:
 _____ (100 character limit)
 - No
 - Don’t know

- Question 10: How many different printed publications about financial education does your library distribute annually? Please provide your best estimate: _____

- Question 11: What methods does your library use to let patrons know about available financial education resources? Select all that apply.
 - Emails
 - Posters
 - Flyers
 - Library website or social media
 - Other: Please specify (300 character limit): _____

- Question 12: Has your library used other resources to help provide financial education to your patrons?
 - Yes [If “yes”, please provide the name(s) of those resources and/or programs:
 _____ (300 characters)]
 - No
 - Don’t know

CLOSING: We appreciate your participation in this survey. Your information will help CFPB improve the Library program’s tools and resources. If you would like to get information about participation in the CFPB Library program to provide financial education to your patrons, please go to the CFPB Library Program webpage for more information: <https://www.consumerfinance.gov/practitioner-resources/library-resources/>.