

Consumer Financial Protection Bureau's (CFPB) Library Program Group Discussion Guide – Suburban / Rural Libraries

Focus: Resource usage, participation, patron interest, recruitment

Thank you for participating in today's discussion about the Consumer Financial Protection Bureau's (CFPB) Library Program. A few years ago, the Consumer Financial Protection Bureau (CFPB), a federal agency, started a program to assist libraries in providing financial education programs and resources to their communities. Through the CFPB libraries program, training, webinars, print and web-based resources about financial education are provided to libraries. Libraries can then provide these resources to their patrons. Today's discussion will focus on this program and program resources provided to libraries. This discussion is one of several discussions that we are conducting with library staff. The discussions are part of a project that will be used in evaluating the use and implementation of CFPB financial literacy resources in libraries. The goal of this project is to help improve CFPB library resources to better serve the financial literacy needs of libraries and their patrons.

Over the next 45 minutes, we will be asking you a series of questions we have about these issues. I will be leading the discussion and _____ will be taking notes. We will ask questions and take notes throughout the discussion to make sure that we fully understand your answers to our questions. All individual responses will be kept private. No identifying information will be used in any notes or reports so your responses will not be linked to you.

We encourage you to raise issues or ask questions throughout the discussion if you feel that there are additional issues related to the topics being discussed today. There is no right or wrong answer to any of the questions discussed, but we do expect that you will respect the opinions of others. Your participation is completely voluntary so if at any time you feel uncomfortable, you are free to leave without any explanation. Your input today will be extremely valuable in helping CFPB better serve libraries.

Do you have any questions? ANSWER QUESTIONS

Privacy Act Statement

5 U.S.C. 552a(e)(3)

The information you provide to RTI on behalf of the Consumer Financial Protection Bureau ("CFPB" or "Bureau") will assist the CFPB in providing feedback to assess and improve the CFPB Libraries Program.

The CFPB will not obtain any personally identifiable information. RTI will be making audio recordings of the focus groups, but only the transcribed text will be transmitted to the CFPB.

Information collected on behalf of the Bureau by RTI will be treated in accordance with the System of Records Notice (“SORN”), CFPB.021 – CFPB Consumer Education and Engagement Records, 83 F.R. 83435. Although the Bureau does not anticipate further disclosing the information provided, it may be disclosed as indicated in the Routine Uses described in the SORN.

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.

READ PRA STATEMENT

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Do I have your permission to continue with the interview?

IF EACH PERSON SAYS YES- CONTINUE

IF ANYONE SAYS NO: THANK INDIVIDUAL AND HAVE THEM END CALL.

OK let's begin.

Let me first introduce myself: my name is _____. I am a survey methodologist at (contractor name) who was contracted by CFPB to conduct the evaluation of the CFPB Library Program.

I want to first confirm I have everyone on the line. MODERATOR TAKES ROLE

Thanks to all of you for participating in today's discussion. I just wanted to reiterate that today's discussion will focus on financial program resources provided to libraries. Specifically, I want you to be thinking about your own library as you respond to the questions. Does anyone have any questions before we begin?

1. Does your library have an active focus on financial literacy (e.g., financial education seminars, print materials, videos, social media, library website, etc.)?

- a. If 'yes', what resources does your library provide?
- b. If 'no', why not?

[MODERATOR: SPEND TIME INVESTIGATING BOTH YES AND NO RESPONSES]

2. Does your library have a designated physical space for financial literacy materials?

[MODERATOR: SPEND TIME INVESTIGATING BOTH YES AND NO RESPONSES]

- a. Can you discuss that space (e.g., single bookshelf, bookcase, several bookcases in a specific section of the library)?

3. Does your library participate in *Money Smart Week*?

[MODERATOR: SPEND TIME INVESTIGATING BOTH YES AND NO RESPONSES]

- a. What other financial awareness events does your library support or participate in?

4. What are the most common financial topics that patrons ask about?

5. Do you direct patrons to online resources when they have financial questions?

- a. If 'yes', is the CFPB website one of those resources? What other websites?
- b. If 'no', why not?

[MODERATOR: SPEND TIME INVESTIGATING BOTH YES AND NO RESPONSES]

6. Would you recommend CFPB's resources to other libraries that want to provide financial literacy to their patrons?

- a. If 'yes', why?
- b. If 'no', why not?

[MODERATOR: SPEND TIME INVESTIGATING BOTH YES AND NO RESPONSES]

7. What additional resources could CFPB provide to support financial literacy in suburban/rural libraries?

Thank you for your time today – we really appreciate your participation in today’s discussion.