

CFPB Libraries Benchmark Survey Questions

Informed Consent

Welcome to the Consumer Financial Protection Bureau (CFPB) Libraries Survey. You have been selected to take part in this survey because at some point you have had contact with the CFPB libraries program, likely either:

- by attending a webinar or training,
- ordering materials through the CFPB website, or
- by signing up at an information booth at a conference.

Before taking part in the survey, please read the following information and then indicate your agreement to participate at the bottom of the page. As one of over 2,500 libraries selected for this study, 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. This survey is completely voluntary. You do not have to answer any questions you do not want to, and you are free to end the survey at any time. There are little to no risks to participating in the survey. All information you provide will be kept private and your name will not be associated with research findings from this study. Your decision whether to participate in the survey will not affect your library's participation in the CFPB program.

If you have any questions about the survey please contact project staff at: 1-XXX-XXX-XXXX. If you have questions about your rights as a research participant you may contact the [vendor] Human Subjects Protection Committees at [vendor phone number].

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

CLICK [**HERE**](#) TO PRINT THIS FORM FOR YOUR RECORDS.

A. INTRODUCTION

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") 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.

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/XX/XXXX . 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 Bureau at the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to PRA_Comments@CFPB.gov.

A few years ago the 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. We’d like to ask you a few questions about the CFPB libraries program.

Survey question 1: Would you say that the CFPB Library Program has increased your library’s ability to provide financial education?

[Answer options: Yes, no, not sure]

Survey question 2: 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.

[Answer options: 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 and 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_____]

Survey question 3: Have you or other staff at your library:

[Answer options: Yes, no, not sure]

--Survey question 3a: ordered any of the free financial education print publications provided by CFPB?

--Survey question 3b: used any of the financial education program ideas or model programs that CFPB has developed?

- Survey question 3c: used any of the CFPB online financial education resources?
- Survey question 3d: used the “Community Partnership Guidebook” produced by CFPB?
- Survey question 3e: ordered any of the library outreach materials for financial education programs developed by CFPB?

Survey question 4: In general, how effective would you say the materials provided by CFPB have been in promoting your library as a resource for financial information?
[Answer options: Very effective, somewhat effective, not very effective, not at all effective]

Survey question 5: In general, how much has the CFPB improved your library staff’s ability to respond to patrons’ financial questions?
[Answer options: A lot, somewhat, not much, not at all]

Survey question 6: Over the last 12 months, how many financial education programs has your library offered to your patrons? Please provide your best estimate: _____

Survey question 7: Did your library offer any financial education programming prior to the CFPB program?
[Answer options: Yes, no, don’t know]

Survey question 8: Has your library offered any financial education that used CFPB materials since being part of the CFPB?
[Answer options: Yes, no, don’t know]

Survey question 9: How often did your library offer financial education, using CFPB resources or materials, during the past year?
[Answer options: Less than once a year, one or two times a year, more than twice a year]

Survey question 10: Indicate how strongly you agree or disagree with the following statement about your library’s CFPB financial education programming: The CFPB financial education programs have helped meet our patrons’ financial education needs.
[Answer options: Strongly agree, somewhat agree, somewhat disagree, strongly disagree]

Survey question 11: Prior to your involvement with the CFPB Library Program, did your library ever partner with other organizations to provide financial education or resources?
[Answer options: Yes, no, don’t know]

Survey question 12: Since your involvement with the CFPB Library Program, has your library partnered with other organization to provide financial education or resources?
[Answer options: Yes, no, don’t know]

Survey question 13: Did your library inform patrons about available financial information prior to your involvement in the CFPB Library Program?
[Answer options: Yes, no, don’t know]

B. SURVEY CLOSE

END. Thank you for completing this survey!