



Information Center Annual Patron Needs Survey

Burden Estimate: 10 minutes

Expiration Date: 3-31-2024

Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: fsidldreq@state.gov.

We value your participation in this evaluation and will use results for continuous quality improvement. All feedback is confidential and will be presented in aggregate. Completion should take no more than 10 minutes.

1. How did you first learn about the Information Center and its resources and services?

- Walking by
- From an instructor
- From a colleague
- FSI communication (FSI broadcast email)
- Orientation
- School/department communication or newsletter
- The Information Center SharePoint site
- The Information Center Intranet site
- Other _____

2. Do you have an Information Center account?

- Yes
- No

3. Do you access the Information Center (branching question to each part based on answer to this question)

- In person only (**branch Part A – 12 questions**)
- Online only (**branch to Part B – 12 questions**)
- Both in person and online (**branch to Part C – 12 questions**)

Part A – In person only

Part A 4. On average, how often do you:

	Daily	Weekly	Monthly	Less than once a month	Never
Visit the Information Center in person					
Use work tables and/or reading areas					
Visit the Information Center Intranet site/SharePoint site					
Borrow / read Information Center print resources					
Use reference, research, and instruction services from librarians					

Page Break

Part A 5. How important is each of the following Information Center services to you?					
	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing materials (books, periodicals, DVDs, music, etc.)					
Reference, research, and instruction services from Librarians					
Language learning resources					
Print newspapers and magazines					
Quiet study space/reading areas					
Computers and printers					
Overall, how important is the Information Center to you ?					

Comments:

Part A 6. How would you rate each of the following Information Center services?

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Overall Customer service					
Print Collection (books, journals, newspapers, media, etc.)					

Reference, research, and instruction services from Librarians

Language learning resources

Library policies

Computers and printers

Wi-Fi access

Facilities

Hours of operation

Overall, how would you rate the Information Center?

Part A 7. How would you prefer to receive information about Information Center services and news?

- FSI Broadcast
- Instructor, school, or department
- IC SharePoint or Intranet site
- Other _____

Part A 8. What do you value most about the Information Center?

Part A 9. How could the Information Center or its services be improved?

Part A 10. Please share any additional comments or suggestions about your experience with the Information Center.

Part A 11. Which of the following best describes your role in relation to the Department of State (DOS)?

- Foreign Service Generalist (DOS)
- Foreign Service Specialist (DOS)
- Other Agency at DOS Post
- Civil Service
- Eligible Family Member
- Locally Employed Staff
- Re-employed Annuitant / When Actually Employed
- Personal Services Contractor
- Contractor
- Other (please specify)

Part A 12. If relevant, what FSI school?

- SLS
- SPAS
- SAIT
- TC

- Other_____

Part B – Online only

Part B 4. On average, how often do you:

	Daily	Weekly	Monthly	Less than once a month	Never
Visit the Information Center website/SharePoint site					
Borrow/read Information Center digital resources					
Use reference, research, and instruction services from librarians					

Part B 5. How important is each of the following Information Center services to you?					
	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing digital materials online (eBooks, periodicals, DVDs, music, etc.)					
Reference, research, and instruction services from Librarians					
Language learning resources					
Digital resources (e-Books, online periodicals, research databases, etc.)					
Overall, how important is the Information Center to you ?					

Comments:

Part B 6. How would you rate each of the following Information Center services?

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Overall Customer service					
Digital Collection (e-books, online periodicals, etc.)					
Ability to access onsite resources					
Ability to access online services (website, online catalog, research databases, digital collection, etc.)					

Reference, research, and instruction services from Librarians

Language learning resources

Library policies

Hours of operation

Overall, how would you rate the Information Center?

Part B 7. How would you prefer to receive information about Information Center services and news?

- FSI Braodcast
- Instructor, school, or department
- IC SharePoint or Intranet site
- Other _____

Part B 8. What do you value most about the Information Center?

Part B 9. How could the Information Center or its services be improved?

Part B 10. Please share any additional comments or suggestions about your experience with the Information Center.

Part B 11. Which of the following best describes your role in relation to the Department of State (DOS)?

- Foreign Service Generalist (DOS)
- Foreign Service Specialist (DOS)
- Other Agency at DOS Post
- Civil Service
- Eligible Family Member
- Locally Employed Staff
- Re-employed Annuitant / When Actually Employed
- Personal Services Contractor
- Contractor
- Other (please specify)

Part B 12 If relevant, what FSI school?

- SLS
- SPAS
- SAIT
- TC
- Other _____

Part C -questions for Both in-person and online selection

Part C 4. On average, how often do you:

	Daily	Weekly	Monthly	Less than once a month	Never
Visit the Information Center in person					
Use work tables and/or reading areas					
Visit the Information Center website/SharePoint site					
Borrow/read Information Center print resources					
Borrow/read Information Center digital resources					
Use reference, research, and instruction services from librarians					

Part C 5. How important is each of the following Information Center services to you?					
	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing print materials (books, periodicals, DVDs, music, etc.)					
Reference, research, and instruction services from Librarians					
Language learning resources					
Print newspapers and magazines					
Quiet study space/reading areas					
Digital resources (e-Books, online periodicals, research databases, etc.)					
Computers and printers					
Overall, how important is the Information Center to you ?					

Comments:

Part C 6. How would you rate each of the following Information Center services?

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Overall Customer service					
Print Collection (books, journals, newspapers, media, etc.)					
Digital Collection (e-books, online periodicals, etc.)					
Ability to access onsite resources					
Ability to access online services (website, online catalog, research databases, digital collection, etc.)					
Reference, research, and instruction services from Librarians					
Language learning resources					
Library policies					
Computers and printers					
Wi-Fi access					
Facilities					
Hours of operation					
Overall, how would you rate the Information Center?					

Part C 7. How would you prefer to receive information about Information Center services and news?

- FSI email
- Instructor, school, or department
- IC SharePoint or Intranet site
- Other _____

Part C 8. What do you value most about the Information Center?

Part C 9. How could the Information Center or its services be improved?

Part C 10. Please share any additional comments or suggestions about your experience with the Information Center.

Part C 11. Which of the following best describes your role in relation to the Department of State (DOS)?

- Foreign Service Generalist (DOS)
- Foreign Service Specialist (DOS)
- Other Agency at DOS Post
- Civil Service
- Eligible Family Member
- Locally Employed Staff
- Re-employed Annuitant / When Actually Employed
- Personal Services Contractor
- Contractor
- Other (please specify)

Part C 12. If relevant, what FSI school?

- SLS
- SPAS
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- TC
- Other _____