IMLS Site-Level Survey Question Bank

OMB Control Number: 3137-0081

Survey Introductory Wording and Questions

Notes:
- IMLS will include up to 10 questions per respondent from the site-level survey question bank, which will keep response time to about 5 minutes or less.

Introductory Wording

Please answer the questions below about your experience on the InformationLiteracy.gov website. Thanks in advance for your feedback!

Overall Experience

1. Overall, how would you rate your experience on InformationLiteracy.gov today?

1 – Very Poor	2 - Poor	3 - Average	4 - Good	5 - Excellent

2. Which of the following characteristics, if any, do you like **the most** about InformationLiteracy.gov (please select your top 3 choices)?
- ☐ The content is accurate
- ☐ The content is easy to understand
- ☐ The content is well written
- ☐ The design is appealing
- ☐ The website is easy to navigate
- ☐ The website is up-to-date
- ☐ The tools and resources are helpful
- ☐ The tools and resources are easy to use
- o None of the above

3. What, if anything, can we do to make the InformationLiteracy.gov website **better**? ___

_____

Utility

4. Did you find what you were looking for?
- o Yes
- o No
- o I wasn't looking for anything in particular

5. [If "yes" or "no" to Q4] Please tell us more about what literacy topics you were looking for (please select all that apply).
- ☐ Information literacy
- ☐ Digital literacy

☐ Financial literacy
☐ Health literacy
☐ Science literacy
☐ Other: _____

6. [If "yes" or "no" to Q4] Please tell us more about what types of resources you were looking for (please select all that apply).
☐ Real-world programming examples
☐ Trainings for myself or other professionals
☐ Resources I can use immediately in my community
☐ Resources I can tailor to use in my community
☐ Funding opportunities
☐ Information or toolkits on how to develop programming
☐ Resources in different languages
☐ Communications toolkit
☐ Other:_____

7. How **useful** is the information you looked at on InformationLiteracy.gov today?

1 – Not useful at all	2 – Not very useful	3 – Average	4 – Very useful	5 – Extremely useful

8. What other features or information would you like to see on InformationLiteracy.gov?

_____

Usability

9. How long did it take to find the information?
o No time at all
o A few minutes or so
o A long time
o I didn't find what I was looking for

10. The information on InformationLiteracy.gov is…

1 – Very hard to understand	2 – Hard to understand	3 – Neither easy nor hard to understand	4 – Easy to understand	5 – Very easy to understand

11. How easy or hard is it to use InformationLiteracy.gov?

1 - Very hard to use	2 – Hard to use	3 – Average	4 – Easy to use	5 – Very easy to use

12. Did you have any technical issues on InformationLiteracy.gov today?
    o   Yes
    o   No
    o   I'm not sure

13. [If "yes" to Q12] Please describe the problem (such as page display problem, broken link, slow page load, errors on page, inaccurate content). _____

Look and Feel

14. To what extent do you agree or disagree with the following statement? I like the way InformationLiteracy.gov is designed.

1 - Strongly disagree	2 – Disagree	3 – Neutral	4 – Agree	5 – Strongly agree

15. To what extent do you agree or disagree with the following statement? I think there is a good balance of [graphics/pictures] and text on InformationLiteracy.gov.

1 - Strongly disagree	2 – Disagree	3 – Neutral	4 – Agree	5 – Strongly agree

Navigation

16. The InformationLiteracy.gov website organization is:

1 – Very poor	2 – Poor	3 – Average	4 – Good	5 – Excellent

17. How easy or difficult is it to find the information you're looking for on InformationLiteracy.gov?

1 - Very difficult	2 – Difficult	3 – Average	4 – Easy	5 – Very easy

18. If there was information you were looking for and couldn't find on InformationLiteracy.gov, please tell us what it was. _____

19. What changes, if any, would you like to see on InformationLiteracy.gov to make it easier for you to find information you need? _____

Accessibility

20. Did you have any trouble viewing or accessing content on InformationLiteracy.gov?
    o   Yes
    o   No

21. [If "yes" to Q20] Please describe the trouble you had. _____

Credibility

22. The information on InformationLiteracy.gov is:

1 – Very outdated	2 – Somewhat outdated	3 – Neither outdated nor up-to-date	4 – Mostly up-to-date	5 – Very up-to-date

23. The accuracy of the information on InformationLiteracy.gov is:

1 – Very poor	2 – Poor	3 – Average	4 – Good	5 – Excellent

24. The quality of the information on InformationLiteracy.gov is:

1 – Very poor	2 – Poor	3 – Average	4 – Good	5 – Excellent

Actionability

25. How likely, if at all, are you to recommend InformationLiteracy.gov to a friend or colleague?

1 – Very unlikely	2 – Unlikely	3 – Neither likely nor unlikely	4 – Likely	5 – Very likely

26. What makes you [response to Q25] to recommend InformationLiteracy.gov to a friend or colleague? _____

27. How likely, if at all, are you to use the information you found on InformationLiteracy.gov?

1 – Very unlikely	2 – Unlikely	3 – Neither likely nor unlikely	4 – Likely	5 – Very likely

28. What makes you [response to Q27] to use the information you found on InformationLiteracy.gov?

29: What, if any, other feedback would you like to share about InformationLiteracy.gov?

_____

User Profile

30. Which of the following **best** describes your role in coming to InformationLiteracy.gov today?
   - o   Library professional
   - o   Museum professional

o   Tribal community professional
o   Academic or researcher
o   Federal employee
o   State or local government employee
o   Community-based organization employee
o   Other: _____

31. Which of the following **best** describes the population(s) you serve (please select all that apply)?
o   K–12 students
o   Adults
o   Tribal communities
o   Refugees
o   Rural communities
o   Urban communities
o   Spanish speakers
o   Other: _____

32. How did you **first** learn about the InformationLiteracy.gov website?
o   Search engine
o   Social media
o   Another website
o   Internet ads
o   News site
o   Email
o   Word of mouth
o   Other — please describe: _____
o   I don't remember