

APPENDIX B

Participating Library Survey (March 1997)

March 13, 1996

Dear OnLine PA Participant:

One component of the the OnLine PA project is to evaluate the impact, benefits, and issues associated with public access to the Internet through the Bell Atlantic-provided workstations. The Office of the Commonwealth Libraries selected Dr. Charles R. McClure, Distinguished Professor at the School of Information Studies, Syracuse University, and Dr. John Carlo Bertot, Assistant Professor in the Department of Information Systems, University of Maryland Baltimore County, to conduct the evaluation study.

One of the many different evaluation project data collection activities is the enclosed survey. To assist in the evaluation process, we are asking that you complete and return the survey by April 1. Your participation is extremely important and will greatly assist us in determining the impact and issues associated with access to the Internet through the OnLine PA equipment.

Should you have any questions regarding the survey, contact John Bertot at (410) 455-3883 phone, (410) 455-1073 fax, or via e-mail at <bertot@umbc.edu>. Thank you for taking the time to complete the survey!

SURVEY OF ONLINE PA PARTICIPATING LIBRARIES

Please return by April 1!

Instructions: The purpose of this survey is to help us document and understand the issues, uses, and impacts related to your participation in the OnLine PA project. The survey is sponsored by the Office of Commonwealth Libraries as part of the OnLine PA project. Please answer the questions below by marking the appropriate selection or filling in answers. Your responses will remain confidential and will not be attributed to you or your library.

To return the questionnaire, please fold and staple it so that the self-addressed and stamped portion on the lower back faces out and return in the mail. Thanks in advance for your help. Your participation is important.

1. Name of person responding _____ Title: _____

Name of library _____ Internet E-mail address: _____

2. Original interest in participating in **OnLine PA** was motivated primarily by: (check one)

- Interest on the part of library staff Availability of computing equipment
 Community interest Board interest
 Other (please specify): _____

3. Which *one* use below *best* describes the most important benefit resulting from the **OnLine PA** public access Internet workstation? (check one)

- Expands availability of *reference* resources Expands scope of *overall* collection
 Attracts new users to the library Can answer *specific* questions
 Other (please specify): _____

4. How much does the library spend per month for telecommunications charges for the **OnLine PA** public access Internet workstation (note: *only* for the public access Internet workstation funded by the Bell Atlantic grant)?

\$_____ per month

5. Please *estimate* the average numbers of sessions, i.e., a person sits down uses the workstation and leaves the **OnLine PA** public access Internet workstation, during a recent *typical* week (include those who use it more than once):

Estimated Number of Sessions per Week

Type of User

Children and students (through age 18)
Adults (older than 18)
Library staff

6. When a first time user wants to use the **OnLine PA** public access Internet workstation and asks for help, how much assistance do you usually provide, on average (in minutes)?

_____ minutes

7. To date, how often have you provided *formal training sessions* (scheduled and advertised in advance) for users to learn how to use the **OnLine PA** public access Internet workstation or better use the Internet?

- 0 1-5 6-10 11-15 16-20 21 or more

8. To date, how many instances of *formal advertising or promotion* (stories in local paper, presentations to local groups, etc.) has your library made regarding the **OnLine PA** public access Internet workstation?

- 0 1-5 7-10 11-15 16-20 21 or more

9. Our library's **OnLine PA** Internet connection has been fully operational since:

_____ (mm/yr)

10. Please indicate the degree to which you agree or disagree with each of the following statements:

	Agree	Disagree
a. Providing public access to the Internet has greatly increased the visibility of the library.	1 2 3 4 5	1 2 3 4 5
b. Library staff have very good knowledge and skills related to using the <i>computing equipment</i> provided through the OnLine PA grant.	1 2 3 4 5	1 2 3 4 5
c. Library staff have very good knowledge and skills related to using the <i>Internet</i> .	1 2 3 4 5	1 2 3 4 5
d. Overall, we are very impressed with the range, extent, and scope of reference material available on the Internet	1 2 3 4 5	1 2 3 4 5
e. We have had considerable difficulties with users accessing and reading pornography via the public access Internet workstation.	1 2 3 4 5	1 2 3 4 5
f. Generally, the comments from the users of the public access Internet workstation are very positive.	1 2 3 4 5	1 2 3 4 5
g. We have had very few technical difficulties with the equipment provided by the grant.	1 2 3 4 5	1 2 3 4 5

11. An anecdote that you can relate that best summarizes the usefulness and impact of the **OnLine PA** public access Internet workstation is:

12. What is the one suggestion you would offer to improve the **OnLine PA** project?

13. Given what you know *now* about the **OnLine PA** workstations and the usefulness of public access to the Internet, would you be willing to have paid the full amount of the grant in order to have that access (assuming the grants had not been available).

- Yes Yes, but unable to afford without the Bell Atlantic grant No Not sure

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