

APPENDIX C

User Survey (May 1997)

ONLINE PA USER SURVEY INSTRUCTIONS

Thank you for assisting us in the Office of Commonwealth Libraries-sponsored OnLine PA project evaluation. Through this survey, we hope to get user feedback concerning (1) their general familiarity with the Internet, (2) the utility of selected Internet-based resources, and (3) their impressions of the Internet in general and OnLine PA project in particular. Your help in administering this survey will be critical to our ability to get this much needed data.

Survey Distribution

Enclosed in this packet you will find 30 copies of the user survey. We are asking that you and/or a library volunteer administer this survey between May 19, 1997 and May 25, 1997. We expect you to obtain 25 **completed** surveys during that week. If your library is not able to get 25 **completed** surveys, send however many completed surveys your library has by the end of the week to John Bertot at the address below.

Survey Completion

To administer the survey, please:

- Ask users **AS THEY SIT AT THE ONLINE PA TERMINALS** if they would be willing to participate in the study (our experience demonstrates that putting the surveys in a box next to the terminal will not result in a high survey completion rate);
- Explain the purpose of the survey and the need for user-based assessment of the OnLine PA project;
- Assure them of the confidentiality of their responses;
- Ask willing participants to
 - complete Part I of the survey *prior* to accessing the Internet,
 - complete Part II *while connected* to the Internet, and
 - complete Part III *after* their Internet session;
- Put the date and time on the completed survey.

At the **end of the week**, or when you have **25 completed surveys**, send the surveys to:

Dr. John Bertot
Department of Information Systems
University of Maryland Baltimore County
1000 Hilltop Circle
Baltimore, Maryland 21250
(410) 455-3883 phone; (410) 455-1073 fax;
<bertot@umbc.edu> email

This is a very important survey -- your assistance is essential. Thank you for all your help!

ONLINE PA USER SURVEY

Instructions: We are conducting this survey to learn more about your use of the Internet and improve services. Please complete Part I of this survey prior to using the Internet connection. Complete Part II as you use the Internet, simply by logging the various sites and sources you visit while on-line. Complete Part III after you have completed your use of the Internet. Please return the questionnaire to the librarian or volunteer when you are done. THANKS.

PART I: Background Information (complete prior to using the Internet)

1. Age: _____
2. Gender: male female
3. Zip code for primary place of residence: _____
4. Your highest level of education completed is (please check one):
 elementary high school community college college graduate school
5. Are you a new user for this library because of the Internet connection? yes no
6. Please estimate the number of months of experience you have using the Internet:
_____ months
7. How many times over the last month have you used this library's Internet connection?
_____ times
8. In terms of your Internet skills, do you consider yourself to be (please check one):
 a beginner an intermediate user an expert user
9. In terms of formal training for Internet use, you have had (please check one):
 no training 1-3 hours of training more than 3 hours of training
10. Do you have access to the Internet at (please check all that apply):
 home school work other none of these
11. Your primary purpose of using the Internet today is (please check one):
 browsing homework recreation work-related other
12. What type of information are you looking for during this session?

13. If you are willing to participate in a discussion group about your experiences in using the library's Internet connection, which would meet locally for about an hour at a later date, please provide us with your name and phone number:

PART II: Activities Log while on the Internet (5 most useful sites only)

Note: complete **while** you are on the Internet

Name or URL of Internet Site	Why was this site useful? (please check all that apply)	Number of Minutes at this site?
1.	<input type="checkbox"/> content <input type="checkbox"/> other (please describe) <input type="checkbox"/> links to other sources	min.
2.	<input type="checkbox"/> content <input type="checkbox"/> other (please describe) <input type="checkbox"/> links to other sources	min.
3.	<input type="checkbox"/> content <input type="checkbox"/> other (please describe) <input type="checkbox"/> links to other sources	min.
4.	<input type="checkbox"/> content <input type="checkbox"/> other (please describe) <input type="checkbox"/> links to other sources	min.
5.	<input type="checkbox"/> content <input type="checkbox"/> other (please describe) <input type="checkbox"/> links to other sources	min.

Part III: Your Assessment of Using the Internet (complete **after** Internet Use).

Please circle one number for each question.

	Very Much So	Not at All
14. While on the Internet, I found the information that I came to the library to obtain.	1	2
15. While on the Internet, I found information that was very useful and interesting.	1	2
16. The Internet information I located will assist me greatly.	1	2
17. The Internet access provided by the library is relatively easy to use.	1	2
18. Having access to the Internet via the library is very important to me.	1	2
19. The computer and telecommunications equipment all worked very well.	1	2
20. I found the speed of the Internet, e.g., loading graphics and downloading information, to be quite good.	1	2
21. I would tell other members of the community about the library's Internet connection.	1	2
22. I was able to use the Internet without library staff or other assistance.	1	2
23. The one thing this library could do to improve my use of the Internet would be: (please describe below)		
24. Please tell us how you found out about the library's Internet connection:		

Impacts of Public Library Internet Connectivity on Users: Methodology

One component of the overall data collection process will be to obtain (1) an estimate of the number and types of users accessing the Internet via the OnLine PA terminals in the participating libraries, (2) a description of that use, i.e., the types of resources and services users contacted, (3) an assessment of the usefulness of those resources and services contacted, and (4) an assessment of the usefulness of the OnLine PA project as a means of access to the Internet.

Background

During a sample one week period in May, *all* participating libraries were asked to assist the investigators to collect data regarding the public's use of the Internet. Prior to that sample week period, a packet of information that included instructions and data collection forms were distributed to participating libraries at the OnLine PA spring training sessions. Participants were also informed of the purpose, intent, and importance of the user survey to the OnLine PA assessment project during these training sessions.

Data Collection Instrument

The study team developed the two-page survey as a means for OnLine PA terminal users to provide data concerning (1) their general familiarity with the Internet, (2) the utility of selected Internet-based resources, and (3) their impressions of the Internet in general and OnLine PA project in particular.

The initial survey was reviewed by selected OnLine PA project staff. Based on comments from that review, the study team revised the survey. The revised survey was then pre-tested by two MLS students at the School of Information Studies, Syracuse University. Comments and feedback from this pre-test were then incorporated into the final survey.

Survey Distribution Technique

During the one-week sample period in May, all participating libraries asked up to 25 users of their OnLine PA terminal to complete a survey. A librarian or volunteer gave the users the survey, explained to them the purpose for collecting the data, and instructed the users in the completion of the survey.

The librarian or volunteer instructed the users to complete Part I of the survey *prior* to accessing the Internet, complete Part II *while connected* to the Internet, and complete Part III *after* their Internet session. At the end of the sample week or having completed 25 surveys (which ever came first), all completed questionnaires were returned to the investigators for analysis.