WebJunction
Rural Sustainability Pre-assessment-Local Libraries

<u>Demographic Information</u>

1. Your First Name: _____

2. Your Last Name: _____

3. Your E-mail Address at Work: _____

* 4. In what state do you live?

___ Arizona	___ Indiana	___ Montana
___ Arkansas	___ Iowa	___ New York
___ California	___ Kansas	___ Ohio
___ Delaware	___ Maine	___ South Carolina
___ Georgia	___ Massachusetts	___ Utah

5. What is the population served by your library?

___ 1 - 4999

___ 5,000 - 24,999

___ 25,000 - 99,999

___ 100,000+

___ Statewide or regional service (State Library, consortium, independent consultant, etc.)

6. How many hours is your library open during a typical week?

___ Fewer than 15 hours	___ 30-44 hours	___ More than 60 hours
___ 15-29 hours	___ 45-59 hours	

7. How many computers are available for public use in your library?

___ 0-4	___ 10-15	___ 20 or more
___ 5-9	___ 15-19	

* 8. What function(s) do you perform in your library? (Choose all that apply)

___ Administration (director, assistant director, department head, branch manager, etc.)

___ Public services (reference or circulation for children or adults, etc.)

___ Information technology (website, training, infrastructure support)

___ Outreach (marketing, public relations, etc.)

___ Other (please specify: _____)

9. Library Connections: Discovering ways to stay connected to others: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Feel isolated and alone much of the time. Know that there are places to which to turn for support/assistance/ideas (e.g., State Library, other libraries, listservs, WebJunction, websites, etc.), and occasionally reach out to at least one of these.

___ Regularly reach out to several places for support/assistance/ideas (e.g., State Library, other libraries, listservs, WebJunction, websites, etc.), and feel well-supported by this approach.

___ Actively reach out to several places for support/assistance/ideas, and occasionally share ideas and experiences to help another library.

___ Actively reach out to several places for support/assistance/ideas, and regularly share ideas and experiences with a broad audience to help other libraries.

10. In-house Technical Support: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Get technical support for technology from staff members and patrons on an ad hoc basis.

___ Have some local community contacts that provide technical support for the library's computers when staff cannot solve the problem.

___ Have regular technical support from staff, volunteers, and/or local consultants. Participate in library/technology listserv(s). Have visited WebJunction.

___ Have strong technical support from staff, volunteers, and local consultants. Belong to regional and state organizations that offer support and educational opportunities.

___ Have strong technical support. Belong to regional and state organizations that offer support and educational opportunities Provide technology support for other organizations in the community/region.

11. Outside Technical Support: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Do not know whom to call beyond local connections when there is a technology question.

___ Communicate occasionally with regional library system or state library consultants via phone, read email, and search the web to answer to technology questions.

___ Communicate regularly with regional or state library consultants, and/or other librarians via phone, e-mail, listserv, and Internet, including WebJunction, to answer technology questions and research possibilities.

___ Communicate frequently with regional or state library consultants, and/or other librarians via phone, e-mail, listserv, and Internet, and post questions/responses on WebJunction or other listservs or discussion forums.

___ Communicate frequently using a variety of channels, are known as technology leaders, regularly contribute to listservs and WebJunction discussion forums, and encourage others.

12. Hardware/Software Inventory: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Unsure what software and hardware is on the computer.

___ Informally inventory computer hardware and software.

___ Use TechAtlas and/or other instrument to maintain annual inventories of computer hardware and software.

___ Update inventories of computer hardware and software every time library performs a software update or purchases new equipment.

___ Update inventories every time library performs a software update or purchases new equipment and use inventories to identify gaps and opportunities for improvement.

13. Hardware/Software Maintenance: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Unsure what regular software/hardware maintenance needs to be done.

___ Occasionally perform basic computer software and hardware maintenance tasks and occasionally pay local consultant to fix technology.

___ Conduct regularly scheduled hardware/software maintenance and regularly hire consultant for tasks beyond staff capabilities.

___ Conduct regularly scheduled hardware/software maintenance and contract with consultant for some regular tasks and occasional special needs.

___ Conduct regularly scheduled hardware/software maintenance, contract with consultant for occasional special needs, and anticipate future maintenance needs.

14. Hardware/Software Upgrade. Choose the answer that best describes your library.

___ Have not focused on this area.

___ Not sure about next step for upgrading hardware or software.

___ Have informal plans for upgrading hardware and software.

___ Have a plan to regularly upgrade computers as funds allow.

___ Have a functional plan for regular technology upgrades and replacements that is linked to budget.

___ Have a technology plan that is linked to strategic plan, budget, and capital projects fund.

15. Staff Training: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Some staff learn computer skills on their own or came to the library with skills already in place.

___ Some staff have computer skills gained through self-initiated learning. Staff occasionally participate in workshops or complete online courses.

___ Most staff comfortable with basic technology in the library and regularly participate in in-person or online learning. Learning about technology supported and built into staff schedules.

___ All staff are competent technology users. Staff training plan ensures that all staff have opportunities to learn built into their schedules.

___ All staff are competent technology users; some act as coaches within library and are asked to teach in other organizational contexts, local, regional and statewide.

16. Staff Training Resources: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Use Gates Publications and other print resources to get answers as needed.

___ Occasionally use print resources, as well as online tutorials for self-paced learning.

___ Regularly learn via print publications, workshops, courses, and online courses/tutorials as needed. Have access to and time to attend training as staff desire.

___ Use print and online resources, attend and present workshops. Coaching and/or time to practice offered in the library.

___ Use a variety of resources, with coaching and/or time to practice. Share expertise with other libraries by contributing to development of online and in-person courses.

17. Patron Training: Choose the answer that best describes your library.

___ Have not focused on this area.

___ A few staff help individual patrons with technology questions, by directing them to the appropriate resource(s).

___ Some staff help patrons with technology questions and are comfortable in a one-on-one setting. The library occasionally offers basic computer classes.

___ Most staff comfortable offering one-on-one computer instruction with patrons. The library offers regular computer classes for patrons.

___ All staff answer patron questions about using technology. Library is leader in providing computer training for patrons.

___ Library recognized by the community as leader in providing computer training for patrons and shares expertise with other organizations in community and other libraries.

18. Sources of Funding for PA Computing: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Rely entirely on external funding to support computing.

___ Budget includes small amount for technology repair and maintenance. Upgrade of hardware and software largely reliant on external funding.

___ Budget includes adequate funding for technology repair and maintenance. Beginning to plan for regular replacement and upgrade of hardware and software.

___ Budget includes adequate funding for technology repair, maintenance, and staff. Planning to include regular replacement and upgrade of hardware and software in its capital projects fund.

___ Annual operating fund covers repair, maintenance, and staff. Hardware and software replacement and upgrade are included in capital projects fund.

19. Gifts/Donations: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Have received some unexpected gifts in the past.

___ Occasionally seek and receive donations from the community to support technology.

___ Regularly seek and receive donations of services, volunteers, and other resources from individuals and businesses to support technology.

___ Actively seek donations, have a wish list of needs connected to its technology plan, and communicate these needs to the community.

___ Wish list is widely publicized, with synergy toward its fulfillment. Individuals and organizations in the community understand library's contribution to providing public access computing and offer new funding opportunities.

20. Grants: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Limited staff keeps library from applying for technology grants.

___ Occasionally apply for and receive grants to support technology when alerted to do so.

___ Apply for and receive at least 2 grants per year to support technology from several sources.

___ Actively pursue grants and consistently garner support from a variety of sources (grants, partnerships, donations from local community and businesses), as well as state resources.

___ Valued as partner by other organizations seeking grants from local/state/national sources. "Wish list" is well-known and there is synergy toward its fulfillment.

21. Fund Raising: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Friends group does not contribute to technology funding (or there is no Friends group).

___ Friends group raises funds to support technology through book sales and an occasional event.

___ Friends group raises funds for technology through regular book sales and fundraising events.

___ Active Friends group works to raise money through special campaigns that target the library's "technology wish list."

___ Many opportunities to contribute to technology endowment through Friends group, special annual campaigns, and other methods.

22. Needs Assessment: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Assess needs by communicating informally with patrons.

___ Occasionally assess general patron needs to meet local or state requirements.

___ Regularly assess community needs through general surveys, focus groups, or other formal methods.

___ Regularly assess needs of particular target audiences in community using variety of market research techniques.

___ Regularly assess needs of various target audiences and actively identify emerging trends and new audiences and opportunities to expand public access computing.

23. Awareness/Promotion: Choose the answer that best describes your library.

___ Have not focused on this area.

___ Post information in library and/or on website for regular patrons.

___ Publicize services and activities in library and on website for current patrons, and occasionally outside library via print and media channels.

___ Regularly publicize programs and services in library, on website, and through community-wide print and media channels to reach current patrons and others.

___ Use a mix of formal and word-of-mouth strategies to target promotion of public access computing programs and services to a variety of specific, targeted audiences.

___ Recognized as a leader in reaching a variety of audiences for public access computing programs and services and continually attempting to reach new audiences.

24. Community Partners: Choose the answer that best describes your library.

___	Have not focused on this area.

___	Work with other community groups on a one-time basis to address a specific public access computing need.

___	Occasionally cooperate with other community groups to meet public access computing needs.

___	Regularly cooperate with other community groups to meet public access computing needs.

___	Take the lead in forming partnerships with community groups to meet public access computing needs.

___	Recognized as valued partner in community and often invited to participate in partnerships to address public access computing needs.

25. Communication with Community Leaders: Choose the answer that describes your library.

___	Have not focused on this area.

___	Rarely communicate about public access computing with community leaders.

___	Occasionally communicate informally about public access computing with community leaders.

___	Regularly communicate about public access computing—formally and informally—with community leaders and decision makers. Include anecdotal data that demonstrates the library's impact.

___	Work closely with the board (if available) to communicate about public access computing—formally and informally—with community leaders and decision makers. Use carefully developed, key messages including detailed data about library impact.

___	Communicate key messages about public access computing regularly with community leaders and decision makers and incorporate leaders' responses in planning. Involve all representatives of the library—board, director, staff, volunteers.

26. Data on Impact: Choose the answer that best describes your library.

___	Have not focused on this area.

___	Track traditional statistics like circulation and program attendance.

___	Track and report traditional statistics to board and State Library, as well as output statistics for technology-related services (web hits, technology training attendance, etc.)

___	Track traditional and technology-related output statistics and collect anecdotal evidence of impact for reports to board, State Library, and community leaders/decision makers.

___	Track output statistics and evidence of impact for reports to board, State Library, and community leaders. Use data to make improvements in library services, including public access computing.

___	Known in community as leader in demonstrating value and impact of services. Use abundant, detailed data to make regular improvements in services and to identify opportunities for improvement beyond library.

27. Community Leaders as Advocates: Choose the answer that best describes your library.

___	Have not focused on this area.

___	Community leaders/decision makers unaware of library needs and challenges of supporting public access computing.

___	Some community leaders aware of library public access computing services/challenges.

___	Many community leaders aware of library's important role in supporting public access computing and challenges and generally support it.

___	Most community leaders aware that library public access computing services are critically important and actively support library's role.

___	Community leaders and decision makers advocate for library's public access computing role and offer additional resources to expand it.

Thank you for completing the survey!