



**PASCO COUNTY LIBRARY COOPERATIVE
E-GOVERNMENT PROJECT:
ANALYSIS OF SURVEY DATA**

Final Report

September 16, 2008

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PASCO COUNTY LIBRARY COOPERATIVE: ANALYSIS OF SURVEY DATA REPORT

Pasco County Public Library Cooperative of Pasco County Florida received a Library Services and Technology Act (LSTA) grant from the State Library and Archives of Florida for the development of the Pasco County E-Government Initiative program. The LSTA grant began October 2007 and ends September 30, 2008.

Pasco County Public Library has identified and compiled federal, state, and local E-Government resources that provide information and help individuals interact with local, state, and federal government agencies. The resources include local library databases, a resource and reference list compiled by library staff, and links to government information locator web sites, such as MyFlorida.com. As part of the LSTA grant, Pasco County Public Library Cooperative plans to conduct training sessions on the use of available E-Government resources in libraries of the Pasco County Public Library system. In addition, the Pasco County Public Library Cooperative intends to identify user needs and demands for E-Government services.

Pasco County Public Library sub-contracted with the Information Use Management and Policy Institute (Information Institute) of the College of Information of Florida State University to help with data collection efforts related to training sessions and the identification of user needs and demands for E-Government services. The results of data collection efforts (Appendices A and B) show the focus of the LSTA grant as effective and efficient, and aid with the identification and creation of parameters for the Pasco County E-Government Initiative program. As the sub-contractor of the grant, the Information Institute:

- Developed two data collection instruments for Pasco County Public Library to administer at the local library level;
- Provided input related to the ongoing assessment of grant related activities;
- Analyzed the results of data collection efforts administered by Pasco County Public Library; and
- Produced this final report that includes results of data collection efforts and recommendations for the Pasco County E-Government Initiative program.

The Information Institute created a post-training session survey to assess the degree to which training objectives are accomplished, the level of overall satisfaction with the training session, the level of workshop quality, and workshop impacts (Appendix C). The Information Institute also created a reference log to capture the number and types of E-Government related reference questions asked by library patrons at the library's reference desk and other service areas (Appendix D).

In addition to the data collection instruments and the provision of input related to ongoing assessment activities, the Information Institute contracted to conduct the analysis of data collection efforts and to produce a final data analysis report. This document represents that final report and presents the key findings from the Pasco County Public Library survey data collection efforts.

SURVEY DATA COLLECTION RESULTS

The Information Institute has worked closely with the Pasco County Library staff to develop sophisticated data collection instruments that will provide the basic data for evaluation. Pasco County Public Library data collection efforts, which were completed in August 2008, included the use of a patron survey to identify the improvement in skills resulting from training sessions (i.e. class attendance). The goal of the survey effort is to provide insights as to the success of the training program and to identify ways to improve the content or structure of the classes in order to better meet patron needs.

In addition to assessing the success of the training program, the data instruments developed by the Information Institute investigate the use of technology, particularly the Internet, as a means to deliver government services to citizens. E-Government provides an alternative to paper based transactions and is used to reduce the services formerly provided directly at agency offices. This is a new way for citizens to receive governmental services, which can present a range of challenges for both the library patrons and the library staff that support the patrons' needs for assistance is accessing E-Government services.

As part of the contract with Pasco County Public Library, the Information Institute has analyzed the data collected by the library to assess the nature of patron requirements relating to E-government and provide recommendations as to ways to improve the delivery of these vital services. As public libraries are increasingly being called upon to provide their patrons with assistance in using E-government services, the Information Institute has a keen interest in helping libraries to meet their patron's E-government needs.

In July 2008, the Pasco County Public Library provided the Information Institute with an initial package of completed survey forms for analysis. The Institute examined that preliminary data to determine findings and trends, issuing a formal interim report to Pasco County Public Library. Those findings provided significant value in assuring the quality of the training programs and helped provide valuable insight towards the identification of areas of potential improvement for the training effort.

Data analyzed for this final report consist of information gathered using the two data collection instruments: the *Training Survey* (Appendix C) and the *Librarian Log* (Appendix D). This analysis effort includes 34 survey forms and 104 log entries collected during the period May 27, 2008, through August 26, 2008. This final report examines the entire set of data collected during the survey effort and provides summary recommendations.

Key Findings

The Information Institute examined this collected data set to determine emerging patterns and findings. As the data collection effort is now complete, results presented in this final report represent the entire set of completed forms. Data collected for this report has been summarized into tables to aid in understanding (See Appendices A and B). Key findings from this data collection efforts appear below by subject areas.

Demographics

1. The survey respondents (n=34) were predominately female, with the breakdown being 67% female and 33% male.
2. The purpose of the household income question was to provide an indication of how the training course participants compare in income levels to the state and federal poverty level guidelines. For this sample (n=33), 36% of the participants were below the selected indicator value of \$21,000/year income level.
3. All but one survey participant indicated a home zip code that was within Pasco County. The non-Pasco County resident was from neighboring Hernando County, FL. The majority of respondents indicated a home zip code of 34667 or 34691, which is respectively the Hudson, FL, and Holiday, FL, areas.
4. Age distribution ranged from 30 to over 65 years of age. The majority of participants were in the “65 years of age or older” category.
5. Eighty eight percent of the participants indicated that they did possess a Pasco County Public Library card.
6. Of the various frequency categories for average library visits, about 44% of participants visited the library on an average of once per month.

Core Survey Questions

I use the public library to access the Internet because: The most commonly selected reason for choosing the public library to access the Internet was that the librarians helped the patrons use the computers/Internet.

Challenges encountered while seeking government information: Of the choices offered for this question, the participants most often indicated the greatest difficulty in seeking government information was that library computers have time limits and patrons did not have time to finish (29%). The second most common problem (26%) was the need for assistance in using the computer or the Internet. However, 35% of the participants indicated “Other” as the description of the challenge. Of that “Other” option, the most common reason was that this was their first time using the computer, or it was the first time using the computer in the library.

Three most useful parts of the class: This open ended question provided a range of responses. The most common responses related to the value of obtaining hands-on experience and receiving assistive help from a qualified instructor. Other important benefits included the knowledge gained from being exposed to the diversity of government links and the benefit of attaining a better appreciation of the range of information that is available on the Internet. Another useful part of the class was noted to be the value of learning how to effectively search for information.

Suggestions to improve the class: Responses were very positive, with the most common response being that the course needed no improvement. Suggestions for improvement included: providing coverage on the availability of government websites for children, providing more hands-on practice, and a recommendation to provide additional handouts for the participants.

Other comments: The comments reflected a very high level of positive response to the class. The desire for similar training in other (unspecified) areas was indicated.

Skills gained: Overall, the indication was that the class was very successful, providing an increase in skill level from 2.3 to 4.15, representing an 80% increase in skill level due to taking this training. Each of the categories (as email, searching, and navigation) of assessment indicated a significant increase in skill level, with individual category increases ranging from 34% to 141%.

Summary

Based on this analysis of the survey forms, the survey instrument appears to be a valid and successful tool for gathering desired information about training class participants, their motivations for taking this class, and the value of the class to those participants. As to assessing the effectiveness of the training class, the indication is that the content was appropriate in meeting the needs of the attendees. Further indication of effectiveness was provided by the significant increases in skill levels reported by the participants in every category measured. The comments provided by the class attendees reveal that the content and delivery method are appropriate and well received. Overall, this information indicates that the class was a great success.

Analysis of the Librarian Log Information

The intent of the Librarian Log form is to provide a better understanding of the E-Government information that is being accessed by library patrons. The form captures information relating to the nature of the patron's question, steps taken to resolve the question, and records how much time was involved in providing E-government assistance. The following presents a brief summarization of the findings, with more extensive information provided in Appendix B.

How are patrons requesting E-government information?: The vast majority of the E-government questions (93%) were posed by walk-in patrons, with 8% resulting from telephone contact. The indication is that the library can best meet patron's services needs by having in-house staff available for E-Government assistance.

How much time is involved in assisting these patrons?: These requests for help took an average of 13 minutes of assistance, with the most common help session lasting about 5 minutes. By allocating the total time spent on providing E-government assistance over the total number of business days, it was found that an average day involved about 17 minutes of patron assistance. This relatively low average time requirement for patron assistance suggests that library staffing resources are not being unduly burdened in providing patron help with E-Government issues.

What types of information is being sought by patrons?: The most common E-Government inquiries related to requests for assistance with taxes, tax forms, and the 2008 Tax Stimulus Program. Other major categories of requests were associated with the food stamp program, seeking employment opportunities, and obtaining information on Social Security and other welfare programs.

What steps are taken to attain resolution and provide referrals: In resolving patron requests for E-Government assistance, the most common type of assistance (92%) related to performing Internet searches and the printing of Internet based forms. Verbal assistance resolved an additional 4% of the E-government questions.

When referrals were provided to the patron, the most common response (60%) was to direct the patron to a specific website for further information. The next most popular referral action was to provide the patron with information about a government agency or office, such as the telephone number or local office address.

Summary

Based on the analysis of this log form information, patrons requesting E-government assistance are walk-ins, who will require about 5-10 minutes of help. The typical day would involve 1-2 patrons asking for assistance, primarily with issues relating to taxes or food stamps. In providing assistance to the patron, the librarian would likely need to conduct an Internet search, and then explain forms usage or download the form for the patron.

Recommendations

The survey effort has provided clear evidence that the training classes were very successful and well received by the participants. Survey information revealed significant improvements in participants' skill levels, across all categories measured. The indication is that the training met the needs of the participants, requiring no significant improvement. These factors confirm that the training objectives have been fully met. The recommendation is that, if so desired, the training effort could be continued in its current form.

The survey and log analysis provided insight into the nature of the E-Government services being used by the patron community. The most common E-Government inquiries related to requests for assistance with taxes, the food stamp and other welfare programs. The indication is that the library can best meet patron's need for E-Government services by providing adequate computer availability and Internet connectivity. It is also recommended that library staff have the capability and means to assist with Internet searches and the printing of forms and documents.

Recommendations for future research would relate to conducting a follow up study in a year to examine similar data with the intent being to compare the current and future data sets. By conducting such a comparison, changing requirements for E-Government services could be

identified, as well as the identification of trends in the areas of staff workloads, along with the type and numbers of services used by patrons.

Appendix A Survey Analysis

1. Sex:

	Count	Total	Percentage
Male	11	33	33%
Female	22	33	67%

2. Household Income:

	Count	Total	Percentage
\$21,000/year or less	12	33	36%
\$21,000/year or more	21	33	64%

3. Home Zip Codes:

Zip Code	Count	Total	Percentage
34667	5	34	14%
34691	5	34	14%
33542	4	34	12%
34652	3	34	9%
34655	3	34	9%
34668	3	34	9%
34653	2	34	6%
34669	2	34	6%
34690	2	34	6%
33523	1	34	3%
33525	1	34	3%
33543	1	34	3%
33544	1	34	3%
34654	1	34	3%

4. Age Group

Age Group	Count	Sample Size	Percentage
18-21	0	33	0
22-25	0	33	0
26-29	0	33	0
30-34	1	33	3%
35-39	1	33	3%
40-44	1	33	3%
45-49	2	33	6%
50-54	5	33	15%
55-59	3	33	9%
60-64	6	33	18%
65+	14	33	42%

5. Do you have a Pasco County Library card?

	Count	Total	Percentage
Yes	29	33	88%
No	4	33	12%

6. How often do you visit the library?

Response	Count	Total	Percentage
Never	1	34	3%
Rarely	4	34	12%
Once a month	15	34	44%
Once a week	8	34	23%
2-3 times each week	2	34	6%
More than 3 times each week	4	34	12%

7. I use the public library to access the Internet because (mark all that apply):

Response	Count	Total	Percentage
I do not own a computer	6	34	18%
I do not have Internet access at home/work	3	34	9%
Access to the computers and the Internet is free	6	34	18%
The librarians help me use the computers/Internet	13	34	38%
The librarians help me find information and resources that I need	12	34	35%
The librarians help me understand and complete online applications	11	34	32%
Other (please describe):	14	34	41%

Percentages will not necessarily sum to be 100%, as this question permitted multiple selections.

8. Please identify the challenges you encountered while seeking government information or using government web sites.

Response	Count	Total	Percentage
I need help using the computer/Internet	9	34	26%
The websites were difficult to use	6	34	18%
The online applications/forms were difficult to use	3	34	9%
The library computers have time limits and I didn't have enough time to finish	10	34	29%
The library staff did not have sufficient knowledge to assist me with government information	0	34	0%
Other (please describe):	12	34	35%

Percentages will not necessarily sum to be 100%, as this question permitted multiple selections.

9. What were the three most useful parts of this class (please describe).

- How to navigate the website
- Understanding sites and links.
- Learning new links.
- Did not know the Gov sites that were so well organized! Thanks Michele.
- To know on which web page to go.
- Learning what USA.GOV can do.
- Explanation of USA.GOV and google.gov (I was unaware)
- Listening to other people's questions.
- Which Gov. web sites to access for info/services.
- Information.
- Locating important information online.
- How to locate government sites.
- Internet searching
- Clear, concise information.
- Access for FL licenses.
- How to pull up E-Government websites.
- Instructor's knowledge.
- Navigating sites.
- The info Michelle provided.
- Helpful info.

Category of Comment	Number Occurrences	Percentage of Total Comments
The value of hands-on experience; the high quality of help and instruction.	15	27%
Gaining knowledge as to what E-government websites are available; sources of information.	14	26%
Learning to navigate websites; how to obtain information from a website.	10	18%
Gaining insight into what types of E-government information is available on the Internet.	10	18%
The value of the experience in actually using links, search engines, email, and the take away handouts.	6	11%
Total	55	100%

10. What are three suggestions for improving this class?

- It does not need improving
- I know of no improvements necessary.
- Nothing. Michelle was very pleasant and friendly.
- Wonderfully done!
- Excellent presentation – no improvement
- The instructor was very good – I don't know how to improve it.
- I have no suggestions.
- Very good class and info.
- The class was small and the instructor was awesome.
- I loved the class, it helped a great deal.
- I thought it was to the point and insightful
- I do not have any suggestions.
- Mention of sites for E-Government and children
- More classes.
- Get out the word so more people attend.
- Step by step information handouts.
- More hands on training.
- More in depth, with hands on computer use and additional handouts.
- Additional computer workshops with demonstrations.
- Popcorn!

11. If you have any other comments please provide them here:

- “Thank you” to Michelle for a good class.
- Very good training.
- More, More, More.
- No.
- Give me more.
- Good Instructor
- Very helpful
- I thought Michelle Howard was great on her class presentation and going thru the handouts.
- Michelle was very knowledgeable and informative.
- Very helpful program for those of us that have had trouble navigating Gov.web sites.
- Would like the library to have more free classes.
- Will be able to be more helpful to patrons at the library
- I thought it would be more in depth about what is available from the government.

12-17. Please assess your skills using E-government Internet skills, for both before the training and after the training.

Response	Average “before training” skill level	Average “after training” skill level	Percent Improvement
12. Email	3.4	4.2	34%
13. Internet searching	2.8	4.3	53%
14. Navigating MyFlorida.com	1.9	4.1	116%
15. Navigating USA.gov	1.7	4.1	141%
16. Navigating the Pasco County Library web page	2.2	4.1	86%
17. General E-Government navigation	1.8	4.1	128%
Overall	2.3	4.15	80%

Appendix B Log Form Analysis

Overview

Log forms were completed during the time period 5/27/2008 through 8/26/2008. During that time period 104 entries were recorded. Each category of data element on the form will be analyzed with a summary section provided at the conclusion of the document.

Time period of study

Log forms were completed during the time period 5/27/2008 through 8/26/2008. This period represents 91 calendar days, or 77 operating business days (Sunday and July 4-5 closures). Actual log entries were recorded on 42 separate dates during that time period. During that time period a total of 104 log entries were recorded.

Days Surveyed	Number of Days	Total Log Entries	Average Number of E-Gov Queries Posed During the Day
Operating/business days	77	104	1.4
Days with log entries recorded	42	104	2.5

Query Type

Query Type	Number log Entry Responses Per Type	Total Log Entries	Percentage by Query Type
Walk-In	93	103	90%
Phone	8	103	8%
Email	0	103	0%
Other (Appointment)	2	103	2%

Time Spent by Librarian in Providing E-Gov Assistance – per query

Number of Log Entries that Indicated “Time Spent”	Total Amount of Time Spent on Queries (Minutes)	Average time spent on each E-Gov Question	The Most Often Recorded Value for “Amount of time spent helping a patron” (statistical mode)
100	1300	13 minutes	5 minutes

Time Spent Providing E-Gov Assistance – per day

Number of Days that Log Entries were made	Number Amount of Time Spent on Queries (Minutes)	Amount of time each day spent on providing E-Gov Assistance (on average)
42	1300	31 minutes/day
77	1300	17 minutes/day

Type of E-Gov Information Being Sought

Type of Information Sought	Number of Occurrences	Total Number of Queries Logged	Percentage of Occurrences
Tax Forms and Stimulus	29	104	28%
Food Stamps	17	104	16%
Employment Seeking	7	104	7%
Social Security, Welfare, Medicare or Medicaid	6	104	6%
Pet Shelter	3	104	3%
Unemployment Claim	2	104	2%
County Property Appraiser	2	104	2%
Local Area Parks	2	104	2%
Courthouse Offices	2	104	2%
Other	32	104	32%
Total	104		100%

Steps to Resolution

Steps Taken	Number of Occurrences	Total Number of Entries	Percent Improvement
Internet search or print from web	96	104	92%
Verbal assistance provided	4	104	4%
Retrieved hard copy from tax form kiosk	1	104	1%
Referral to the E-Gov Librarian	1	104	1%
Made appointment for patron for one-on-one help at a later time	1	104	1%
No entry provided	1	104	1%
Total	104		100%

Referrals

Referral Actions (by category)	Number of Occurrences	Total Number of Entries	Percent by Category
Referred to a website or an additional follow-on website	21	35	60%
Provided contact information as referral to a government agency or office	9	35	25%
Recommended the Pasco E-Gov Training Course	1	35	3%
Referred to the Pasco E-Gov Librarian	1	35	3%
Made appointment for patron to get one-on-one help at a later time	1	35	3%
Referred to another library for special equipment request (TTY device)	1	35	3%
Referred to Reference Section provided	1	35	3%
Total	35		100%

Additional Comments

- Patron had very limited computer skills.
- Referred from Mary Jane and CP.
- Unemployment website was down.
- IL Doc search function was not working. Advised patron to try again later.
- Woman (patron) was really upset that there was not a paper version (Medicare info).
- Our parks newsletter loads too slowly. I had to print out a copy eventually to avoid having to reload it.
- Patron was referred to another library for a TTY device, but said it was too far away to be of use to him.
- Patron requested a telephone number, but was unable to find it before patron left.
- Patron used magnifier.
- Also looked up ex on SS death index and printed a tax form for the patron.

Appendix C: Training Survey

Please complete this survey and return it to the Training Instructor. Your participation in this survey is greatly appreciated and your responses will help the Pasco County Public Library to improve future training courses.

Background:

1. Gender (*circle one*): Male Female

2. Household Income (*mark one*):
 - \$21,000/year or less
 - \$21,000/year or more

3. Home Zip Code: _____

4. Age Group (*circle one*):

18-21	30-34	45-49	60-64
22-25	35-39	50-54	65+
26-29	40-44	55-59	

Library Use:

5. Do you have a Pasco County Library card?
 - Yes
 - No

6. How often do you visit the library?
 - Never
 - Rarely
 - Once a month
 - Once a week
 - 2-3 times each week
 - More than 3 times a week

7. I use the public library to access the Internet because (mark all that apply):
 - I do not own a computer
 - I do not have Internet access at home/work
 - Access to the computers and the Internet is free
 - The librarians help me use the computers/internet
 - The librarians help me find information and resources that I need
 - The librarians help me understand and complete online applications
 - Other (please describe):

8. Please identify challenges you encounter while seeking government information or using government websites at the library (mark all that apply):

- I need help using the computer/Internet.
- The websites are difficult to use
- The online applications/forms are difficult to use
- The library computers have time limits and I don't usually have enough time to finish.
- The library staff does not have sufficient knowledge to assist me with government information
- Other (please describe):

Class Evaluation:

9. What were the three most useful parts of this class (please describe):

10. What are three suggestions for improving this class (please describe):

11. If you have any other comments please provide them here:

Please assess your skills using E-Government. Please do **both** of the following for **each question**:

- Please mark "X" next to the number that indicates your skill level in each area **before** this class.
- Please mark "Y" next to the number that indicates your skill level in each area **after** this class.

	Low Skill				High Skill
12. Email	1__	2__	3__	4__	5__
13. Internet searching	1__	2__	3__	4__	5__
14. Navigating MyFlorida.com	1__	2__	3__	4__	5__
15. Navigating USA.gov	1__	2__	3__	4__	5__
16. Navigating the Pasco County Library web page	1__	2__	3__	4__	5__
17. General E-Government navigation	1__	2__	3__	4__	5__

Appendix D Librarian Log

Pasco County Florida E-Government Data

Librarian Log



Date MO/DD/YY	Summary of Query	Query type	Steps to the resolution of the query (actions taken)	Query successfully resolved?	Referrals to other agencies, libraries, or sources (please identify)	Time spent (min.)	Additional Comments
		<input type="radio"/> Walk-in <input type="radio"/> Email <input type="radio"/> Phone <input type="radio"/> Other		<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Somewhat			
		<input type="radio"/> Walk-in <input type="radio"/> Email <input type="radio"/> Phone <input type="radio"/> Other		<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Somewhat			
		<input type="radio"/> Walk-in <input type="radio"/> Email <input type="radio"/> Phone <input type="radio"/> Other		<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Somewhat			