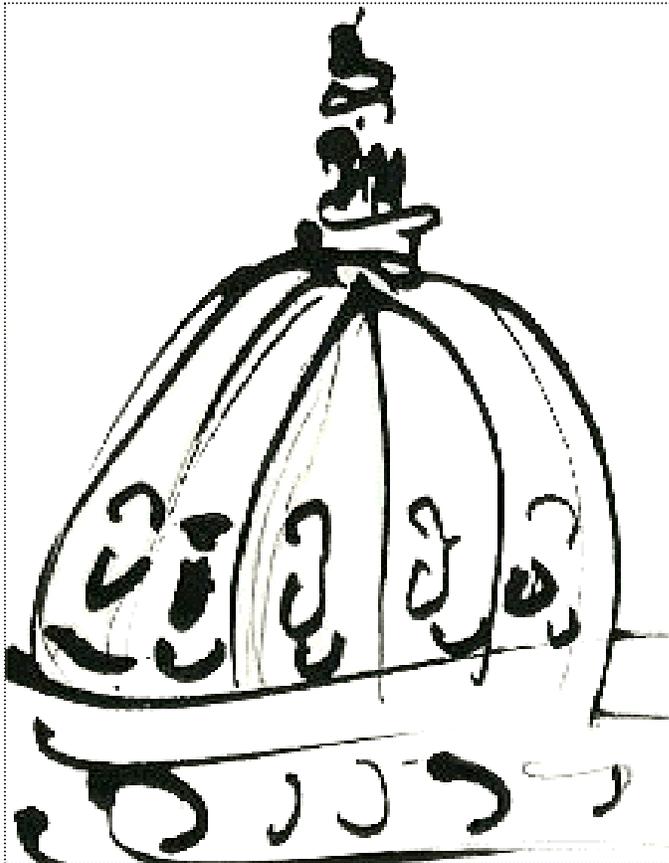




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## **Public Libraries and the Internet 2006: Study Results and Findings**

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**APPENDIX 3-C: BASIC PUBLIC LIBRARY INTERVIEW SCRIPT AND BRIEF SURVEY**

## Basic Public Library Script

### Introduction

Florida State University's, Information Institute conducts a national, biennial, *Public libraries and the Internet* study. The 2006 study, funded by the Bill and Melinda Gates Foundation<sup>52</sup> and the American Library Association, will contain *Public libraries and the Internet: Best Practices* case studies. The case studies will tell the stories of exceptional rural, urban and suburban public libraries or systems who have successfully addressed significant challenges to provide a range of innovative public access Internet services. We are calling you, "successfully networked public libraries" and I have questions. I am going to networked broadly to include your computing resources and services, internal networks, telecommunications, Internet services, integrated catalog, etc.

### What's Your Story?

1) Describe the library, particularly the networking resources and services?

Probe: Is any of this in writing that I could have copies made – planning documents, newspaper articles or annual reports.

Check against library fact sheet previously assembled.

2) In chronological fashion, how did you become "successful?" What is the history of Internet use, computing, networking at the library?

Probes: Is any of this in writing that I could have copies made – planning documents, newspaper articles or annual reports.

Ask about management, staffing, infrastructure, activities and data that describe.

Probe: Any advice or insight for other library managers?

### Measures that Matter

3) Are there measures that you use to manage your network resources and services?

Probe: What measures are they and how do they help? Vendor supplied data?

4) Are there measures that you use to show the library networked services' value or worth or as evidence to convince funding decision makers?

Probe: What measures are they and how do they help? Vendor supplied data?

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<sup>52</sup> Bill and Melinda Gates Foundation <<http://www.gatesfoundation.org/Libraries/>>.

### Successfully Networked Minimum Standard

5) Would a state or national minimum standard that describes the elements of a successfully networked public library work as a funding lever?

Probe: How might you use such a minimum standard?

6) What are the data elements for a successfully networked public library standard?

Suggest: Bandwidth, workstations per 5000, IT budget/ operating, management issues: equipment replacement policy, budgeting, policies (privacy? ), technical.....?

Probe: Would there need to be different standards based on population served?

### Funding

7) Are there programs or approaches at the local, state, or national levels that you used or that ought to exist to assist public libraries become successfully networked?

8) Have you found any, new, sustainable sources of funding or support for the library's networked resources or services?

Probe: Are there new library users as a result of the new network services? Have they generated any new support?

Probe: Are there new types of support needed as a result of the introduction of networked services?

Probe: What has worked for you when obtaining support for network resources and services?

### Issues

9) What challenges and issues do you currently face related to the networked side of your library operations?

### Next Steps

10) What next steps do you plan related to the networked side of your library operations?