DRAFT Survey Questions 7/10/2017

**Introduction**

Hello, and thank you for your help!

This survey is part of a national study headed by Professor Nicholas Weber at the University of Washington’s School of Information. The study aims to understand what open data support public libraries in the United States currently offer (or don’t), as well as the strengths and weaknesses of these initiatives. By open data we mean [xyz]

This survey should take around 10-15 minutes to complete.

In addition to this survey we are gathering case studies and conducting interviews. If you are interested in speaking with us about your library’s work in open data please leave us your contact information at the end of the survey. We would love to hear from you!

Thank you again for your help. If you have any questions, please do not hesitate to contact our research assistant, Leili Slutz, at [leilis@uw.edu](mailto:leilis@uw.edu).

**Open data and you**

* Are you aware of open data resources in your city?
  + Yes
  + No
* Have you used any open data resources in your city?
  + Yes
    - Please explain (short answer)
  + No
* Have you provided reference assistance to patrons around open data?
  + Yes
    - Please explain (short answer)
  + No
* Have you received any training from your place of work around open data?
  + Yes
    - Please explain (short answer)
  + No
* Have you received any training outside of your place of work around open data?
  + Yes
    - Please explain
  + No

**Open data and your library**

[Branch logic]

* Do you offer any services or promotion of open data?
  + **Branch 1: No**
    - Does your library have plans to offer services or programs related to open data in the future?
      * Yes
      * No
      * I don’t know
    - Does your library have a strategic initiative around open data, data literacy, or civic engagement?
      * Yes
        + Please clarify (short answer)
      * No
      * I don’t know
    - Do you think libraries should provide services around open data?
      * Yes
      * No
      * I don’t know
    - Do you think libraries should promote open data?
      * Yes
      * No
      * I don’t know
    - What do you see are the barriers to offering open data support or promotion related to open data? Please choose all that apply:
      * Lack of staff resources
      * Lack of staff expertise on open data
      * Lack of demand from patrons
      * Lack of open data resources available
      * It does not fit into our strategic initiatives
      * Other organizations in our community offer this already
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    - Why does your library not offer services or promotion related to open data? Please choose all that apply:
      * Lack of staff resources
      * Lack of staff expertise on open data
      * Lack of demand from patrons
      * Lack of open data resources available
      * It does not fit into our strategic initiatives
      * Other organizations in our community offer this already
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[GO TO “Your library and civic resources” section]

* + **Branch 2: Yes**
    - What types of open data promotion and/or services do you offer? Please select all that apply:
      * Advocating for open data
      * Events (providing meeting space)
      * Events (organizing)
      * Maintaining open data repositories/portals
      * Promoting open data resources
      * Providing links to open data portals through online library communication tools
      * Reference assistance
      * Trainings/workshops for local government employees
      * Trainings/workshops for community members
      * Sending feedback from patrons to data providers
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    - What types of open data promotion and/or services do you plan to offer in the future? Please select all that apply:
      * We are not currently planning to add additional open data promotion and/or services
      * Advocating for open data
      * Events (providing meeting space)
      * Events (organizing)
      * Maintaining open data repositories/portals
      * Promoting open data resources
      * Providing links to open data portals through online library communication tools
      * Reference assistance
      * Trainings/workshops for local government employees
      * Trainings/workshops for community members
      * Sending feedback from patrons to data providers
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + What led to your library establishing these open data offerings? (Short answer)

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* + What has been your biggest challenge in establishing and/or running your open data offerings? (Short answer)
  + What has been most helpful in establishing and/or running your open data offerings? (Short answer)
  + What resources did you consult when establishing your open data offerings? If so, what? Which were the most and least helpful?
  + What advice would you give to other librarians planning to establish similar open data offerings? (short answer)
  + Please share any final thoughts you might have on your library’s open data offerings: (Short answer)

[GO TO “Your library and civic resources” section]

**Your library and civic resources**

* Does your library offer government document resources and/or support?
  + **Yes** 
    - What types of resources and/or support do you offer? Please check all that apply:
      * Assistance locating appropriate government documents
      * Assistance understanding and/or using government documents
      * Public trainings and workshops on government documents
      * Written explanatory material about government documents
      * Audio or video explanatory material about government documents
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    - Does your library employ a government documents librarian?
      * Yes--full-time
      * Yes--part-time
      * No
  + **No**
    - Why does your library not offer government document support? Please choose all that apply:
      * Lack of staff resources
      * Lack of staff expertise on government documents
      * Lack of demand from patrons
      * Lack of government document resources available
      * Other organizations in our community offer this already
      * It does not fit into our strategic initiatives
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Does your library offer e-government resources and/or support?
  + **Yes**
    - What types of resources and/or support do you offer? Please check all that apply:
      * Assistance locating appropriate e-government resources
      * Assistance understanding and/or using e-government resources
      * Trainings and workshops on e-government resources
      * Written explanatory material about e-government documents
      * Audio or video explanatory material about e-government documents
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + **No** 
    - Why does your library not offer e-government resources? Please choose all that apply:
      * Lack of staff resources
      * Lack of staff expertise on e-government
      * Lack of demand from patrons
      * Lack of e-government resources available
      * Other organizations in our community offer this already
      * It does not fit into our strategic initiatives
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Does your library offer civic engagement initiatives?
  + Yes
    - What types of initiatives do you offer?
      * Informational events
      * Civic hackathons or workshops
      * Events with elected officials and/or aides
      * Events with political candidates
      * Events with agency representatives
      * Voter registration assistance
      * Voting access assistance
      * Connections to civic volunteer opportunities
      * Connections to resources on civic engagement
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + No
    - Why does your library not offer civic engagement initiatives? Please choose all that apply:
      * Lack of staff resources
      * Lack of expertise on civic engagement
      * Lack of demand from patrons
      * Lack of e-government resources available
      * Other organizations in our community offer this already
      * It does not fit into our strategic initiatives
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Your library and tech resources**

* Does your library offer computer literacy classes?
  + Yes
    - Please provide a brief summary of topics covered
  + No
    - Why not? Please check all that apply:
      * Lack of staff resources
      * Lack of expertise on civic engagement
      * Lack of demand from patrons
      * Lack of e-government resources available
      * Other organizations in our community offer this already
      * It does not fit into our strategic initiatives
      * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* How many branches does your library have?
  + 1-5
  + 6-10
  + 11-15
  + 16-20
  + 21-25
  + 26+
* Approximately how many visits does your system receive per year? (one-line answer)
* Approximately how many computers does your system provide to the public (across all branches)? (one-line answer)
* For how long can a patron access the Internet on a library computer in your system?
  + Less than 1 hour/day
  + 1 hour/day
  + 2 hours/day
  + 3 hours/day
  + 4 hours/day
  + More than 4 hours/day
  + Unlimited access

Library

* dropdown list

Library size (metric?)

* Staff
* Population of city

Populations served

* ?

Technology available

* Digital training/computer literacy classes offered already
* # computers available throughout system

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Idea Dump 7/5/2017

* Branch logic
  + Are you aware of open data resources in your city?
  + Does your library offer training/classes/workshops around open data?
  + Does your library have a strategic initiative around civic engagement?
  + Gov doc librarian/assistance?
  + E-government--training or assistance around e-gov access and/or literacies?

1. Strategic initiatives around civic engagement/e-gov/gov access
2. Gov docs/e-gov/e-democracy support

* *What lead to the implementation of your open data program?* 
  + *How did you decide that there needed to be open data programming at your library?*
  + *What type of background research did you conduct before implementing your program?*
* *Do you work with any partners within your community on this/these program(s)?*
  + *If so, what is the structure of that partnership?*
  + *What are the strengths and weaknesses of this/these partnership(s)?*
* *Where does your funding for these programs come from?* 
  + *Does that affect what you offer? If so, how?*
* *In what formats do you offer resources/programs on open data?*
* *What kind of feedback do you collect from users of your open data initiative(s)?*
* *How do you measure or evaluate the effectiveness of your programs?* 
  + *What type of data do you collect from your programs that could be used in this capacity?* 
    - *What data sets receive the most traffic?*
* *Do you know of any open data projects that have come about because of your open data programs?*
* *What have been your major challenges in implementing this/these program(s)?*
  + *What do you worry about the most when it comes to these programs?*
  + *What has been the most resource-intensive aspect of these programs?*
* *Where would you like these programs to go in the future?*
  + *What are you most excited about regarding this/these program(s)?*
  + *What do you think would be the most sustainable way for libraries to be involved in open data?*

Do you offer any services or promotion of open data?

* Branch 1: No (questions on plan to offer services in future?)
* Branch 2: Yes (questions on current and planned services; and open ended questions on difficulty of getting open data program/ support started)

Does your city have an open data program?

* What types of open data programs/services do you provide?
  + Reference assistance
  + Events (providing meeting space)
  + Events (organizing)
  + Trainings/workshops for local government employees
  + Trainings/workshops for community members
  + Sending feedback from patrons to data providers
  + Promoting open data resources
  + Advocating for open data
  + Maintaining open data repositories/portals
  + Providing links to open data portals on library communication tools

**Demographic Questions:**

Library

* dropdown list

Library size (metric?)

* Staff
* Population of city

Populations served

* ?

Technology available

* Digital training/computer literacy classes offered already
* # computers available throughout system