

Service Provider Interview Guide

Scope Note: This protocol was used for in-depth interviews with eight service providers whose web sites/CI pages. Service providers were asked how they believe electronic access to their information helps clients, and why they present CI in particular ways. Their perceptions and expectations are being analyzed in context of users' responses, and for "best practices" among service providers.

Introduction

Can describing what your organization does?

What does the CN mean to you?

People at the CN call the organizations they work with "information providers." Do you consider yourself an information provider? What does that term mean to you?

Audience

Please describe your audience.

Who are you trying to reach via a web site?

How do you reach your audience?

What do you want your audience to know about your services?

What problems or difficulties do you encounter in reaching your audience?

What makes it hard for your audience to access your services or get information?

Ways the CN works with Information Provider

How did you find out about the CN?

How do you maintain your web site? What assistance do you receive and who provides it?

Who are your CN contacts?

Do you always work with the same person?

What else would you like the CN or the library to do?

Are there things that you would like the CN or the library to do differently? If so, what?

What does the CN need to know about you and your audience to serve you better?

How is content selected?

What regarding the content on the CN makes you most proud?

Value/Evaluation

What are the most valuable aspects about the CN for your organization?

Do you know if your audience uses your web site? If so, how do you know?

Does having information on the CN help your audience? And if so, how? Can you please provide a specific example? Success stories?

Do you have any sense of the impact of your CN web pages?

Relationships with Other Organizations

Do you have partnerships with other organizations in your community?

If so, how important to you is your relationship with other organizations?

Up to this time, do you feel that the CN has had any impact on relationships with other organizations?

Do you have any other comments about CN?

Thank you!!