



*Help-Seeking in an Electronic World: The Role of the Public Library
in Helping Citizens Obtain Community Information over the Internet*

Public Library Survey I

Instructions: We are gathering baseline data regarding public library participation in local community networking initiatives. Please return the survey by DATE, 1999. All reports will be based on aggregate data only and no participants will be identified. Thank you for your participation!

1. Does your library have a website? No Yes ⇒ What is its URL? _____

Does your website include any of the following types of information? (Check all that apply)

Library catalog (e.g.,OPAC)

General information about the library (e.g., hours, fines,etc.)

Electronic resources available to library patrons

Information about library services and programs

Links to library developed community web pages

Links to information in the community developed by other organizations

Library databases of community information ⇒ please list:_____

Digitized local special collections (local photos, local history items, etc.)

Links to digitized special collections ⇒ Library developed Developed by another organization

Link to a local electronic community network

Information about community events

Other:_____

What department maintains the website? _____

Contact person:_____ Job Title:_____

Telephone Number:_____ Email: _____

2. Service population served by your library system: (use breakdowns used by the PLA statistics)

Under 10,000

50,000 to 99,999

250,000 to 499,999

10,000 to 49,000

100,000 to 249,999

500,000 and over

3. Does your library maintain community information files? No (Please go to Question 7) Yes

Are any of the following types of community information available regarding (answer all that apply):

Social Services

Employment/Job/Career

Health

Education

Local Government/Civic

Environmental

Community Organizations (non-profits, clubs, etc.)

Leisure/Recreation

Local History

Other:

4. Is any of the library's community information available in any of the following formats? (Check all that apply)

On the library's online public access catalog (OPAC)

In a separate database ⇒ If "yes," is this database available for public use? No Yes

In a print directory(ies) ⇒ If "yes,"is this directory(ies) available for public use? No Yes

Other – please describe:_____

5. Can users access this community information electronically in any of the following ways? (Answer all that apply)
- From terminals in the library
 - Over the Internet
 - From dial-in access at home (i.e., library dedicated phone line)
6. What department is responsible for developing/maintaining the content for your community information files?
- Dept. Name: _____
- Contact person: _____ Job Title: _____
- Telephone Number: _____ Email: _____
7. Does your **area currently** have a locally-supported electronic community network or Free-Net?
- No (go to Question 9)
- Don't know (go to Question 9)
- Yes ⇒ Community Network's Name: _____
- Community Network's URL: _____
8. Is the **library currently** involved with this community network?
- No
- Yes
- Library Contact Person: _____ Job Title: _____
- Telephone Number: _____ Email: _____
9. Has your **area** been served **in the past** by an electronic community network?
- No Don't know Yes ⇒ Approximate dates: _____
10. Was your **library** involved **in the past** with an electronic community network?
- No Don't know Yes ⇒ Approximate dates: _____
- If "yes", why is the library no longer involved?
11. Are there any plans to start a non-profit community network?
- No Don't know Yes ⇒ Will your library be involved? No Yes
12. Does your area have a commercial community information provider? No Yes Don't Know

⇒ We are very interested in your comments regarding electronic and other delivery of community information. We encourage you to record these comments on the reverse of this page.

Thank you for your participation!
Please return the survey in the enclosed, stamped envelope
For further information, please contact:

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