

A Needs Assessment of Texas Academic, Public, and School Libraries

Focus Group Script In-Depth Inquiry

April 6, 2002

The Needs Assessment Team will carry telephone focus groups with selected librarians to explore and understand the needs of library staff and library users in greater detail. The Principal Researchers will contact and interview by telephone representatives drawn from the list of all previous TIFB grantees. For each library type, the Principal Researchers will set up and conduct up to three dial in teleconference calls to adequately accommodate each of the grantee populations.

The following is a draft script and questions that will guide the focus group sessions.

1. In your opinion what are the critical information technology training needs in your library in coming 12-24 months?
 - a. Staff
 - b. Public training needs for public access computer resources
2. Barriers to staff getting training?
3. Barriers to public access?
4. Classes related to information technology currently offered in your library?
5. Classes requested by the public that you do not currently offer?
6. Who are the trainers? How are they trained?
7. When and how should training be offered for trainers?
8. Who needs to be trained next?
9. After initial training, what is needed in regard to follow up?
10. Good programs to copy or adapt locally that they have seen?
11. Are there other assessments we should review (local)?
12. What documents and/or other training materials are needed to support training?
13. What have been the principal effects of TIFB funding on your library?
14. What are your most pressing information technology related needs in the next 12-24 months in your library? Why are they critical to you and your library?
15. Does your library integrate the various electronic information resources (such as your local OPAC, TexShare TLC, or other online databases, office software, educational software, Internet) into an easy to use interface for the library user? If so, how are you accomplishing this now?
16. What do you personally consider to be the fundamental technology related services and/or products that libraries of your type and size should offer?