

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

**Library User Needs Questionnaire**

Final Draft for PreTesting

April 1, 2002

The Needs Assessment Team will carry out a survey of public librarians to determine the questions frequently asked by library users. The questionnaire will be pre-tested with librarians in the NETLS system.

The following is the draft questionnaire.

As part of a study funded by the Telecommunications Infrastructure fund Board (TIFB), the Texas Center for Digital Knowledge wants to identify future needs study of libraries and users related to TIF-funded computer technology and electronic resources. Part of the study seeks to find out about user information seeking patterns and needs for information. Please help us learn more about user needs by asking your reference librarian to complete the survey questions given below.

What are the five questions most frequently asked at your library's information/reference desk in the past six months? (*Please do not include directional questions such as "Where is city hall, or" "Where are the restrooms?"*)

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Have you accessed electronic information from the TexShare electronic databases in assisting users in your library?

- at least once
- multiple times
- never (Skip to the end, thank you for your response)

How frequently in the past six months have you had occasion to assist users to access electronic information from the TexShare electronic databases in the following categories. *(Please do not include general searching of Internet websites when answering this question)*

Very Frequently ( 1x per day or more)	Frequently (1x per week)	Infrequently	Never	Do Not Know
4	3	2	1	9

*Please circle the correct number for each statement.*

Educational assignments for K-12 school or homework	4	3	2	1	9
Educational assignment for community college or other higher education work	4	3	2	1	9
Home schooling assignments or information	4	3	2	1	9
Continuing education purposes	4	3	2	1	9
Money matters such as investing, financial or company/stock information	4	3	2	1	9
Small business issues, business issues or business start up issues	4	3	2	1	9
Legal matters or advice	4	3	2	1	9
Job seeking, job changing	4	3	2	1	9
Genealogy information on ancestors, etc.	4	3	2	1	9
Parenting issues or information	4	3	2	1	9
Consumer issues such as car or home repair, price and feature comparisons, etc.	4	3	2	1	9
Leisure pursuits such as music or book information	4	3	2	1	9
Health or medical issues or information	4	3	2	1	9

Based on the same list of subject areas as above, which subject areas are you most likely to use TexShare electronic databases ( as opposed to print resources).

Very Likely	Likely	Not Likely	Never	Do Not Know
4	3	2	1	9

*Please circle the correct number for each statement.*

Educational assignments for K-12 school or homework	4	3	2	1	9
Educational assignment for community college or other higher education work	4	3	2	1	9
Home schooling assignments or information	4	3	2	1	9
Continuing education purposes	4	3	2	1	9
Money matters such as investing, financial or company/stock information	4	3	2	1	9
Small business issues, business issues or business start up issues	4	3	2	1	9
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Consumer issues such as car or home repair, price and feature comparisons, etc.	4	3	2	1	9
Leisure pursuits such as music or book information	4	3	2	1	9
Health or medical issues or information	4	3	2	1	9