

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

**TexShare User Access Evaluation
Telephone Survey Instrument**

Final Draft for PreTesting
April 1, 2002

The Needs Assessment Team will carry out a survey of approximately 40 library patrons of the Rockwall Public Library who were remote access login/password to TexShare databases in December 2001. The purpose of the survey is to gain insight about recent user experiences with electronic access and to assess the nature of use of electronic resources, to assess their experience with use, and to identify barriers or other issues associated with use.

The following is the script to be used by the Graduate Research Assistant during telephone calls to the library patrons.

Hello, my name is Sandy Miller. I am a researcher calling from the University of North Texas School of Library and Information Sciences. You recently received information about obtaining electronic access to full text databases through the Rockwall County Public Library. We are interested in finding out how people are using these library information sources and materials. Am I speaking to (use the person's name here)?

Yes ____ No ____

(If you are not speaking to the person, please ask to speak to the person. If the person is not available, end the call)

Recently you received a password to search online databases through the Rockwall Public Library.

I have just a few questions I would like to ask you. This shouldn't take more than about 5 minutes. I am interested in hearing about your experience in obtaining remote access to online databases.

Q. After you received the password information, did you attempt to access the online database from a computer either at your home or work? (i.e., not at the library).

____ Yes ____ No If no, thank them for their time and then terminate the call

Q. Were you successful in connecting to one or more of the online databases from that computer?

____ Yes ____ No

If No, have them described what problems they encountered and record the answer.

Q. If you were unable to connect to any of the databases, did you take further action? (record answer)

Q. While you were connected to the online databases, were you disconnected or did you experience any breaks in service?

Q. After you were connected to the databases did you have any trouble using the databases?

____ Yes ____ No If yes, what kind of trouble (record answer)

Q. If you experienced trouble using the databases, did you take any further action? (record answer)

Q. I have a list of possible purposes and would like you to indicate which of these was the general purpose that motivated you to search the databases. If you feel you had more than one purpose in searching, please indicate the additional purposes as I read the list. (read each item and let them indicate if that was a purpose).

(Check all that apply)

- Educational assignments for K-12 school or homework
- Educational assignment for community college or other higher education work
- Home schooling assignments or information
- Continuing education purposes
- Money matters such as investing, financial or company/stock information
- Small business issues, business issues or business start up issues
- Legal matters or advice
- Job seeking, job changing
- Genealogy information on ancestors, etc.
- Parenting issues or information
- Consumer issues such as car or home repair, price and feature comparisons, etc.
- Leisure pursuits such as music or book information
- Health or medical issues or information
- Any other purpose note mentioned here (e.g., just trying out the databases, etc.)

Q. Would you say your search for information online was successful?
___ Yes ___ No If no, why not? (record answer)

Q. If your search for information was unsuccessful can you indicate why? Record answer.

Q. Were you able to print out pages from your database search?
___ Yes ___ No ___ Didn't try

If no, what action did you take to resolve the printing difficulty? Record answer.

Q. Have you used your password to connect to the online databases more than one time?
If yes, ask for estimate of how many times.

Q. Were you satisfied in general with the experience of using the online databases?
_____ Yes _____ No (record any comments positive or negative)

Thank person for participating, ask if they have any other comments and end the call.