APPENDIX B
Script for interviews with public library staff
November 2011 – February 2012

Thank you for agreeing to participate in the 2011-2012 Public Library Funding & Technology Access Study, which is funded by the American Library Association and the Bill & Melinda Gates Foundation. We will be talking with library directors in two states to explore trends from our national survey, share effective practices and deepen our understanding of advocacy, funding and sustainability issues around public access technology. Your comments here will be confidential, unless you give provide written permission to the research team to quote you by name.

Do you have any questions for me before we begin?

- Has your library experienced a change in funding/revenue over the past two fiscal years?
    - If yes, what has been the percentage change?
    - In what area(s) has the change been the greatest/most significant (e.g., hours open, staffing, collections, technology)?
    - Has the funding change impacted library technology expenditures and services? If yes, what has been the impact (e.g., changed computer replacement schedule, added/cut licensed services)? How did you determine what changes to make in response to the funding change (e.g., review library data, gathered community feedback on available options, etc.)?

- Please briefly describe the technology resources (e.g., hardware, software, Internet services and technology classes) your library provides members of your community.
    - Does the library provide services to patrons through their mobile devices (e.g., text reference, mobile Web page or mobile "app"? Why/why not?
    - Does your library provide e-books and/or access to e-book readers to patrons? What has been the library's experience in this area?
    - Is the library engaged in social networking? If yes, what applications are in use, and to whom are they targeted? What has been your experience in utilizing social networking applications?
    - Does your library offer technology training for patrons? If yes, how often are they offered, and who leads the training? Is there a curriculum for the training?

- Does the library have a technology plan? If yes, could we have a copy, and if no, why has such a plan not been developed?

- Has patron use of the library's technology resources changed over the past two years? If yes, how? If no, why do think this is the case?
    - How does the library measure patron technology use? Can you share examples of record keeping or statistics for measuring patron technology use?
    - What do you believe is the greatest community benefit of the technology services the library provides (e.g., economic development, workforce support, lifelong learning, social connection, etc.)? Can you give an example?

- How would you define "digital literacy" in relation to the library and its services (e.g., *the ability to use digital technology, communication tools or networks to locate, evaluate, use and create information)*?
    - What role, if any, do you believe public libraries have in improving digital literacy in our communities?

- Are you satisfied with the broadband capacity and speed currently available to your users at the workstation? Why or why not?
    - How do you determine how much broadband capacity and speed is "enough" and when more might be required?
    - How does the library plan for broadband capacity management?
    - Is the library actively working with other community organizations to better use and coordinate the deployment of broadband? Please describe.

- What have been the one or two greatest challenges to maintaining or improving public access technology (PAT) (e.g., computers, laptops, broadband access, Internet services) in the past 12 months?
    - What approaches has the library developed to respond to these challenges?
    - What approaches have been the most successful? Why?

- What is the library's greatest accomplishment in maintaining or improving PAT in the past 12 months (e.g., new classes, new technology, social networking, new content, etc.)?

- If resources were not an issue, what would you most like to do to improve public access to technology in your community?

- Is there anything else you'd like us to know about public technology uses, access and deployment in your library?