DRAFT Online Public Library Survey
Issues to Explore

Based upon the goals of the PLSR Steering Committee and the preliminary results from the three public library focus groups, RCI recommends the following issues and areas to explore in the online survey of Wisconsin’s public libraries:

Demographic Questions:
1. Your library
2. Your role at the library
3. Number of years working in public libraries
4. Current library system associated with

Assessment of Library System Questions:
5. What you like best about your library system.
6. Overall satisfaction with the library system that serves your library [10–point]
7. Single most important action that your system could take to move this score closer to a ten . . .

Assessment of Public Library Needs Questions:
8. Equity in library service quality – ensuring that all Wisconsin public libraries provide a level of programs and services to support their patrons that is consistent across the state – has been offered by some as an important goal that the State of Wisconsin should strive to achieve and support. On the following 10-point scale, how important is the goal of service equity to you and your library?
9. Please explain. Why did you rate library service quality equity with the score that you did?
10. If you rated service quality equity an importance level of 7 or higher, what are your ideas for the ways that the State of Wisconsin should help achieve this goal?
11. If you were to design a model for supporting your libraries and other libraries that would replace the current library system, what would be the most important feature of this model that would be most helpful to your library?
12. One challenge that library systems currently face and which any replacement to the current system would also face is enabling individual libraries to have a voice in the nature of support services that they receive – including the design and functionality of the ILS and delivery. This, of course, is a significant challenge in that the needs of libraries within a region and across the state vary widely: large, small, urban, rural, highly-resourced, under-resourced, fully supportive local funding bodies, unsupportive local funding bodies, etc.
What, from your perspective, would be the ideal way to ensure that each library has a voice in the array of services they receive and how they receive them while recognizing all of the diversity of library needs and circumstances?

13. One idea that has been offered to enable libraries to maintain their local library identity within a larger network of library services supported by the state was to follow a model similar to the CESA system used by public schools. Under such a model for public libraries, other than the ILS, nearly all library support services would be regionally provided upon request and on a fee basis. Each library then would be able to purchase only the services that they want/can afford. Based upon this overly simple description, what is your general reaction to this idea on the following ten-point scale?

14. Please explain your answer:

Hopes/Fears Regarding a Model for Supporting/Serving Public Libraries in the Future:

15. What is your greatest hope for a new design for regional or statewide services to support your library?

16. What is your greatest fear for such a design?