

Advancing Library visibility in Africa - Data Survey (Survey Flow)

Standard: Informed Consent (8 Questions)

Standard: Section 1 - What data is collected (33 Questions)

Standard: Section 2 - How are the data used? (14 Questions)

Standard: Section 3 - How are data shared? (10 Questions)

Standard: Section 4 - How are decisions made about data? (8 Questions)

Standard: Section 5 - Experience with Data (7 Questions)

Page Break

Start of Block: Informed Consent

Q1.1 Welcome to the **Advancing Library Visibility in Africa** (ALVA) research study

This survey is part of a research project, funded by the Bill & Melinda Gates Foundation, that examines the current context and needs of library systems in regards to data collection and use across the African continent. **You have been invited to participate in this survey because you are in a role that is involved in the collection, use, analysis, or sharing of data related to public library services.** In order to use your input from the survey in our research, though, our university requires that we get explicit permission from you. We include full details about the project, and how we will be using your information, below.

If you choose to answer the survey, then you will be giving us your consent to include your responses in our research. The survey consists of single-choice, multiple-choice, and open-ended text responses questions. They are grouped into five sections covering questions related to data collection, use, analysis, and sharing of data. We also ask questions pertaining to your impressions of the value of data in your role and within your organization. Once you complete the survey, the research team will analyze your responses. All responses will be kept in a secure location for analysis by the University of Washington research team. The information you provide today will be used for research purposes. Publications or presentations produced from this research will be distributed inside and outside of Africa, and it may contain quotations from the survey. Survey data will also be aggregated to create a snapshot of the data practices of all participating countries. These data will be provided openly so that they can be accessed by library systems and library support organizations, so that others can learn from this study to improve their own data practices.

Unless you give permission for your name to be used, the information you provide will be confidential. This means that we will not use your name in any of the publications or presentations resulting from this work. Instead, we will use a study code (or pseudonym) to reference your responses. However, we would like to give you the option of being recognized for your work in this study by including your name in the publications and verbal presentations of this study. This decision is entirely up to you and does not affect the study procedures.

We do not expect this survey to present any risks for you, or to produce discomfort. Also, we ask that you not engage in any activities that would increase your risk of exposure to the novel coronavirus (COVID-19) while answering this survey. If you are currently working at home, for example, please do not go to your office for the purpose of gathering information for the survey. Participation in this survey will not provide you with any direct benefits, but your information will be used within research that seeks to improve the public library field across Africa.

Government or university staff sometimes review studies such as this one to make sure they are being done safely and legally. If a review of this study takes place, your records may be examined. The reviewers will protect your privacy. The study records will not be used to put you at legal risk of harm.

Below, we ask you to give us permission to use the information you provide in our research on African library systems. Remember that your permission in this research is entirely voluntary. Please do not give permission if you do not feel completely comfortable with this decision. Also, you may choose to withdraw from this study at any point during or after completing the survey by contacting the Principal Investigator, Chris Jowaisas, at his phone number (011-206-849-9108) or email (chrisjow@uw.edu). Please indicate whether you consent to participate:

- I consent to participate in this research. By selecting this option, I allow the research team to use my responses from the survey in their research, including in any potential presentations or publications that result from the research project. I acknowledge that my participation in the study is voluntary, that I am at least 18 years of age, and that I may choose to end my participation at any time for any reason. I understand that data provided in this survey will become publicly available. (1)
- I DO NOT consent, I do not wish to participate (2)

Skip To: Q1.2 If Welcome to the Advancing Library Visibility in Africa (ALVA) research study This survey is part o... = I consent to participate in this research. By selecting this option, I allow the research team to use my responses from the survey in their research, including in any potential presentations or publications that result from the research project. I acknowledge that my participation in the study is voluntary, that I am at least 18 years of age, and that I may choose to end my participation at any time for any reason. I understand that data provided in this survey will become publicly available.

Skip To: End of Survey If Welcome to the Advancing Library Visibility in Africa (ALVA) research study This survey is part o... = I DO NOT consent, I do not wish to participate

Q1.2 Consent to use of your name in research publications or presentations

- I consent to allow use of my name in all research publications or presentations. By selecting this option, I allow the researchers to acknowledge that I participated in the project. Otherwise, my name will not be shared in any resulting presentations or publications. (1)
- I DO NOT consent to allow use of my name in all research publications or presentations. By selecting this option, my name will not be shared in any resulting presentations or publications. (2)

Page Break

Q1.3 Survey description:

This survey has 5 sections. It is expected that all respondents will complete Section 5. Other applicable sections for each respondent will be determined by their organization. We expect that each organization will answer all 5 sections.

Survey Summary:

Section 1 covers the types of data that public libraries collect, as well as their collection methods

Section 2 covers how the data is used in your organization once it has been collected

Section 3 covers sharing practices, internally and externally, for collected data

Section 4 covers decision-making and the role of data in it

Section 5 covers your experience and opinions on data collection

It is expected that each library organization will determine which staff need to complete Sections 1 - 4.

If prior to answering the survey, you have any questions about the Advancing Library Visibility in Africa Project or need additional information about aspects of the survey, please contact Stanley Boakye-Achampong (researchcoordinator@aflia.net) or on WhatsApp: +233262368585. If you have any questions about the ALVA project or the survey, please contact Chris Jowaisas (chrisjow@uw.edu).

Q1.4 Respondent Information

Name: (1) _____

Position / Role / Title: (2) _____

Name of Organization: (3) _____

Q1.5 If we need to follow-up about some of your responses, **are you willing to be interviewed by the research team?**

Yes (1)

No (2)

Skip To: Q1.7 If we need to follow-up about some of your responses, are you willing to be interviewed by the re... = No

Skip To: Q1.6 If we need to follow-up about some of your responses, are you willing to be interviewed by the re... = Yes

Q1.6 Please provide your **contact information** and preferred method (for example, e-mail, Skype, WhatsApp, etc.)

Contact Information (1) _____

Contact Method (2) _____

Q1.7 Country

Algeria (1)

Angola (2)

Benin (3)

Botswana (4)

Burkina Faso (5)

Burundi (6)

Cabo Verde (7)

Cameroon (8)

Central African Republic (9)

Chad (10)

Comoros (11)

Democratic Republic of the Congo (12)

Republic of the Congo (13)

Cote d'Ivoire (14)

Djibouti (15)

Egypt (16)

Equatorial Guinea (17)

Eritrea (18)

Eswatini (19)

- Ethiopia (20)
- Gabon (21)
- The Gambia (22)
- Ghana (23)
- Guinea (24)
- Guinea-Bissau (25)
- Kenya (26)
- Lesotho (27)
- Liberia (28)
- Libya (29)
- Madagascar (30)
- Malawi (31)
- Mali (32)
- Mauritania (33)
- Mauritius (34)
- Mozambique (35)
- Namibia (36)
- Niger (37)
- Nigeria (38)
- Rwanda (39)
- Sahrawi Arab Democratic Republic (Western Sahara) (40)
- Sao Tome and Principe (41)
- Senegal (42)

- Seychelles (43)
 - Sierra Leone (44)
 - Somalia (45)
 - South Africa (46)
 - South Sudan (47)
 - Sudan (48)
 - Tanzania (49)
 - Togo (50)
 - Tunisia (51)
 - Uganda (52)
 - Zambia (53)
 - Zimbabwe (54)
-

Q1.8 Type of Organization

- National Library providing public library services (1)
- Public Library Service (2)
- Federal Library providing public library services (3)
- State Library providing public library services (4)
- Provincial Library providing public library services (5)
- Other (e.g. library association or community library) (6)

End of Block: Informed Consent

Start of Block: Section 1 - What data is collected

Q2.1 Are you assigned to answer **Section 1** - What data is collected - for your organization?

What this survey section covers: This section contains questions about the types of data collected by your organization from the public or community libraries in your country. The types of data are operational, user / library patron, Sustainable Development Goals / National Development Plan, and Other types. This section

also asks questions about the data collection process for all types of data that are collected by your organization.

Please answer the questions as fully as possible with your current knowledge of data collection activities in your country.

Yes (1)

No (2)

Skip To: Q2.2 If Are you assigned to answer Section 1 - What data is collected - for your organization? What this... = Yes
Skip To: End of Block If Are you assigned to answer Section 1 - What data is collected - for your organization? What this... = No

Q2.2 Do you collect **Operational data** from your libraries?

Operational data covers data about collections and materials, financial, infrastructure, human resources & administration, use of the library, and services & programs.

Yes (9)

No (10)

Skip To: Q2.9 If Do you collect Operational data from your libraries? Operational data covers data about collectio... = No

Display This Question:

If Do you collect Operational data from your libraries? Operational data covers data about collectio... = Yes

Q2.3 - Collections

DIRECTIONS:

For each row, you will choose one answer. Select the first column if that data is NOT COLLECTED (or not applicable).

If this type of DATA IS COLLECTED, then please select the frequency at which it is collected.

	DATA IS NOT COLLECTED	DATA IS COLLECTED - FREQUENCY					
	(1)	Daily (1)	Weekly (2)	Monthly (3)	Quarterly (4)	Annually (5)	Irregular (6)

Total number of holdings (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Total number of book titles/total books (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Total number of audio-visual titles/ audio-visual materials (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number and type of electronic materials (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other materials (government documents, microforms, periodicals, newspapers, etc.) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:
If Do you collect Operational data from your libraries? Operational data covers data about collectio... = Yes

Q2.4 - Financial

DIRECTIONS:

For each row, you will choose one answer. Select the first column if that data is NOT COLLECTED (or not applicable).

If this type of DATA IS COLLECTED, then please select the frequency at which it is collected.

	DATA IS NOT COLLECTED	DATA IS COLLECTED - FREQUENCY					
	(1)	Daily (1)	Weekly (2)	Monthly (3)	Quarterly (4)	Annually (5)	Irregular (6)

Revenue by source - local (city / municipality) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revenue by source - state / province / region (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revenue by source - federal / national (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revenue by source - other (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating expenditures - salaries and wages, staff (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating expenditures - benefits, staff (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating expenditures - other (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Materials expenditures - print materials (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Materials expenditures - electronic materials (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material expenditures - other (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capital expenditures (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Do you collect Operational data from your libraries? Operational data covers data about collectio... = Yes

Q2.5 - Human Resources & Administration

DIRECTIONS:

For each row, you will choose one answer. Select the first column if that data is **NOT COLLECTED** (or not applicable).

If this type of **DATA IS COLLECTED**, then please select the frequency at which it is collected.

	DATA IS NOT COLLECTED	DATA IS COLLECTED - FREQUENCY					
	(1)	Daily (1)	Weekly (2)	Monthly (3)	Quarterly (4)	Annually (5)	Irregular (6)

Total number of paid staff (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of librarians on staff (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of other types of staff (e.g. library assistants or library officers) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of volunteer staff (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Population of legal service area (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating / Public service hours (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of volunteers (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff demographics (e.g. gender, race, etc.) (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff training programs (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff skills (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Do you collect Operational data from your libraries? Operational data covers data about collectio... = Yes

Q2.6 - Infrastructure

DIRECTIONS:

For each row, you will choose one answer. Select the first column if that data is **NOT COLLECTED** (or not applicable).

If this type of **DATA IS COLLECTED**, then please select the frequency at which it is collected.

	DATA IS NOT COLLECTED	DATA IS COLLECTED - FREQUENCY					
	(1)	Daily (1)	Weekly (2)	Monthly (3)	Quarterly (4)	Annually (5)	Irregular (6)

Sq. meters of building(s) (total and usable) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of staff computers (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of public access computers (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity connection/reliability (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generator availability & capacity (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wi-Fi provided (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seating capacity (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet connectivity/type (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of Mobile libraries (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website or other online presence (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automation/Integrated Library System (ILS) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other types of digital equipment (e.g. projectors, scanners, cameras, tablets, etc.) (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other infrastructure for patrons (e.g. restrooms) (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Do you collect Operational data from your libraries? Operational data covers data about collectio... = Yes

DIRECTIONS:

For each row, you will choose one answer. Select the first column if that data is NOT COLLECTED (or not applicable).

If this type of DATA IS COLLECTED, then please select the frequency at which it is collected.

	DATA IS NOT COLLECTED	DATA IS COLLECTED - FREQUENCY					
	(1)	Daily (1)	Weekly (2)	Monthly (3)	Quarterly (4)	Annually (5)	Irregular (6)

Whether public internet access service is provided (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether public wi-fi service is provided (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether technology skills training offered (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether other skills training offered (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether youth programs offered (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether Teen programs offered (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whether children programs offered (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primary types of information users seek (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:
If Do you collect Operational data from your libraries? Operational data covers data about collectio... = Yes

Q2.8
 Use of the Library
DIRECTIONS:

For each row, you will choose one answer. Select the first column if that data is NOT COLLECTED (or not applicable).

If this type of DATA IS COLLECTED, then please select the frequency at which it is collected.

DATA IS NOT COLLECTED	DATA IS COLLECTED - FREQUENCY						
(1)	Daily (1)	Weekly (2)	Monthly (3)	Quarterly (4)	Annually (5)	Irregular (6)	

Number of users attending training (all types) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of users attending programs (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print materials circulation (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of visitors / users / patrons (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Total visitors by demographic (age, gender, etc.) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
External usage of library resources (for example: external access of electronic resources) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User attendance of programs (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach measurements (e.g. mobile libraries, community events, etc.) (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Q2.9 Do you collect **data from library patrons / users**? This could include data collected through interviews, surveys, or other methods from library users about their experience with the library or their demographics.

Yes (1)

No (2)

Skip To: Q2.13 If Do you collect data from library patrons / users? This could include data collected through inter... = No

Display This Question:

If Do you collect data from library patrons / users? This could include data collected through inter... = Yes

Q2.10 Other types of data collected from library patrons / users (choose all that apply):

Outcomes / assessment of impact - for example, collect changes in skills, attitudes, and behaviors of library patrons / users after participating in a program or utilizing a service (1)

Satisfaction surveys - how satisfied with service or program or willing to recommend to others (2)

Other types of data (3) _____

Page Break _____

Display This Question:

If Do you collect data from library patrons / users? This could include data collected through inter... = Yes

Q2.11 Do you collect **demographic data** about the library users? (Demographic data may include information about age, gender, occupation, etc.)

Yes (1)

No (2)

Skip To: Q2.12 If Do you collect demographic data about the library users? (Demographic data may include informatio... = Yes

Skip To: Q2.13 If Do you collect demographic data about the library users? (Demographic data may include informatio... = No

Q2.12 Library patron / user demographic data collected (choose all that apply):

- Age (1)
- Gender (2)
- Occupation (3)
- Other (4) _____

Page Break

Q2.13 Do you collect data specifically to support **Sustainable Development Goals (SDGs) and / or a National Development Plan (NDP)**?

- Yes, only SDGs (1)
- Yes, only NDP (2)
- Yes, both SDGs and NDP (3)
- No (4)

Skip To: Q2.14 If Do you collect data specifically to support Sustainable Development Goals (SDGs) and / or a Natio... = Yes, only SDGs

Skip To: Q2.14 If Do you collect data specifically to support Sustainable Development Goals (SDGs) and / or a Natio... = Yes, only NDP

Skip To: Q2.14 If Do you collect data specifically to support Sustainable Development Goals (SDGs) and / or a Natio... = Yes, both SDGs and NDP

Skip To: Q2.15 If Do you collect data specifically to support Sustainable Development Goals (SDGs) and / or a Natio... = No

Q2.14 Please **list or describe** the types of data you collect in support of Sustainable Development Goals and / or a National Development Plan

Page Break

Q2.15 Do you collect data that supports **privately or NGO-funded projects or other types of data** that we have not covered in other survey questions (for example, data besides operational, user / library data, or data in support of Sustainable Development Goals or national development Plans)?

Yes (1)

No (2)

Skip To: Q2.16 If Do you collect data that supports privately or NGO-funded projects or other types of data that we... = Yes

Skip To: Q2.20 If Do you collect data that supports privately or NGO-funded projects or other types of data that we... = No

Display This Question:

If Do you collect data that supports privately or NGO-funded projects or other types of data that we... = Yes

Q2.16 Do you collect **data specifically for privately or NGO-funded projects**?

Yes (1)

No (2)

Skip To: Q2.17 If Do you collect data specifically for privately or NGO-funded projects? = Yes

Skip To: Q2.18 If Do you collect data specifically for privately or NGO-funded projects? = No

Q2.17 Please **list or describe** the types of data you collect in support of privately or NGO-funded projects

Page Break _____

Display This Question:

If Do you collect data that supports privately or NGO-funded projects or other types of data that we... = Yes

Q2.18 Do you collect **other types of data** that we have not covered in other survey questions (for example, data besides operational, user / library data, or data in support of Sustainable Development Goals or national development Plans)?

Yes (1)

No (2)

Skip To: Q2.19 If Do you collect other types of data that we have not covered in other survey questions (for exampl... = Yes

Skip To: Q2.20 If Do you collect other types of data that we have not covered in other survey questions (for exampl... = No

Q2.19 Please **list or describe** the other types of data you collect that we have not covered in other survey questions

Display This Question:

If Do you collect Operational data from your libraries? Operational data covers data about collectio... = Yes

Or Do you collect data from library patrons / users? This could include data collected through inter... = Yes

Or Do you collect data specifically to support Sustainable Development Goals (SDGs) and / or a Natio... = Yes, only SDGs

Or Do you collect data specifically to support Sustainable Development Goals (SDGs) and / or a Natio... = Yes, only NDP

Or Do you collect data specifically to support Sustainable Development Goals (SDGs) and / or a Natio... = Yes, both SDGs and NDP

Q2.20 What is the **process** for data collection? Please describe the collection, submission, compilation, verification, and analysis steps for the entire cycle of data. **EXAMPLE:** Data is collected annually from most libraries. The local libraries are responsible for collecting and compiling their measures; they then report these on a quarterly basis to the regional library system; the regional library system does quality checks on the reports, performs follow-up, then aggregates the figures and reports them to the Ministry of Arts & Culture. The ministry is responsible for verifying and submitting the statistics to the federal government. The Ministry is also responsible for publishing an annual report that contains tables for each set of data and that shows changes over time. Once data is certified, it is posted to a website where the data is available to libraries to use for their purposes by downloading it. The process is a mixture of paper and electronic collection.

Page Break

Q2.21 How is data **collected**? (choose all that apply)

- Paper (1)
 - Electronic (2)
 - Mix of paper / electronic (3)
 - Other (4) _____
-

Q2.22 How is data **stored**? (choose all that apply)

- Paper (1)
 - Electronic (2)
 - Mix of paper / electronic (3)
 - Other (4) _____
-

Q2.23 Please describe what you see as the **greatest challenge in the data collection process** you currently utilize

Page Break _____

Q2.24 Do you utilize **standardized definitions** for all data collected? (Standardized definitions could be from an external source, like the International Organization for Standardization (ISO) or internal document)

- Yes (1)
- No (2)

Skip To: Q2.25 If Do you utilize standardized definitions for all data collected? (Standardized definitions could b... = Yes
Skip To: Q2.26 If Do you utilize standardized definitions for all data collected? (Standardized definitions could b... = No

Q2.25 Please **provide a URL / link to your definitions for data collected** or describe which standard is used (e.g. ISO 11620:2014 - Library performance indicators)

Page Break _____

Q2.26 Do you have a **verification process for accuracy** of collected data?

Yes (1)

No (2)

Skip To: Q2.27 If Do you have a verification process for accuracy of collected data? = Yes

Skip To: Q2.28 If Do you have a verification process for accuracy of collected data? = No

Q2.27 Please **describe** the process for data verification

Page Break

Q2.28 Which **staff** roles are **involved** in the collection of the data? (choose all that apply)

Front-line library staff (1)

Library managers (branch or regional) (2)

Division / ministry / authority HQ staff (3)

Deputy National / State Librarian (4)

National Librarian (5)

Other (6) _____

Page Break

Q2.29 Is data collected from **all outlets/libraries** or is it only collected from a **sample**?

All libraries (1)

Sample of libraries (2)

Skip To: Q2.30 If Is data collected from all outlets/libraries or is it only collected from a sample? = Sample of libraries

Skip To: Q2.31 If Is data collected from all outlets/libraries or is it only collected from a sample? = All libraries

Q2.30 How is the sample of libraries selected?

Page Break

Q2.31 Is **training provided** to data collectors / reporters prior to collection / reporting?

Yes (1)

No (2)

Skip To: Q2.32 If Is training provided to data collectors / reporters prior to collection / reporting? = Yes

Skip To: End of Block If Is training provided to data collectors / reporters prior to collection / reporting? = No

Q2.32 Please **describe** the training provided for the collectors or reporters

Q2.33 What **additional skills** does your staff need to **collect** data more efficiently / effectively?

End of Block: Section 1 - What data is collected

Start of Block: Section 2 - How are the data used?

Q3.1

Are you assigned to answer **Section 2 - How are the data used - for your organization?**

What this survey section covers: This section contains questions about how an organization uses the data that it collects for making decisions in various areas.

Yes (1)

No (2)

Skip To: Q3.2 If Are you assigned to answer Section 2 - How are the data used - for your organization? What this s... = Yes

Skip To: End of Block If Are you assigned to answer Section 2 - How are the data used - for your organization? What this s... = No

Q3.2 How does your organization **use** the data collected from the libraries? (choose all that apply)

- Planning of programs and services (1)
 - Budgeting of programs and services (2)
 - Goal-setting (3)
 - Monitoring (4)
 - Assessment / Evaluation (5)
 - Advocacy with other government entities (6)
 - Advocacy with external entities (7)
 - Evaluating potential partnerships (8)
 - Other (9) _____
-

Page Break

Q3.3 Has the library changed an internal policy in the **past 2 years** because of the data collected from the libraries?

Yes (1)

No (2)

Skip To: Q3.4 If Has the library changed an internal policy in the past 2 years because of the data collected from... = Yes

Skip To: Q3.5 If Has the library changed an internal policy in the past 2 years because of the data collected from... = No

Q3.4 Please **describe** the change in internal policy made due to data collection

Page Break

Q3.5 Has the library changed a user or patron-facing policy in the **past 2 years** because of the data collected from the libraries?

Yes (1)

No (2)

Skip To: Q3.6 If Has the library changed a user or patron-facing policy in the past 2 years because of the data co... = Yes

Skip To: Q3.7 If Has the library changed a user or patron-facing policy in the past 2 years because of the data co... = No

Q3.6 Please **describe** the change in user or patron-facing policy due to data collection

Page Break

Q3.7 Do you publish an **annual report that includes the data collected** from the libraries?

Yes (1)

No (2)

Skip To: Q3.8 If Do you publish an annual report that includes the data collected from the libraries? = Yes

Skip To: Q3.9 If Do you publish an annual report that includes the data collected from the libraries? = No

Q3.8 Please provide a link / URL / web address to the most current annual report

Page Break

Q3.9 What are **3 sources of external data** or data collected by other organizations that you use most often (in addition to the collected data from libraries) to help you in decision-making in your role in the organization? For

example, the National Ministry of Statistics may produce demographic data; the Treasury and Finance Ministry may produce economic forecasts; etc.

- Source 1 (1) _____
 - Source 2 (2) _____
 - Source 3 (3) _____
-

Page Break _____

Q3.10 How much of a factor would you say that data plays in the decision to partner with another entity (governmental or NGO)?

- A great deal (1)
 - A lot (2)
 - A moderate amount (3)
 - A little (4)
 - None at all (5)
-

Page Break _____

Q3.11 **When soliciting support from other entities** (governmental or NGO), how would you rate the role that data play?

- A great deal (1)
 - A lot (2)
 - A moderate amount (3)
 - A little (4)
 - None at all (5)
-

Q3.12 In your experience, what types of data have been the most persuasive data when used for **advocacy with other government entities**?

Q3.13 In your experience, what types of data have been the most persuasive data when used for **advocacy with external entities** (NGOs, private companies, other donors etc.)?

Q3.14 What **additional skills** does your staff need to **utilize** data more efficiently / effectively?

End of Block: Section 2 - How are the data used?

Start of Block: Section 3 - How are data shared?

Q4.1

Are you assigned to answer **Section 3** - How are the data shared - for your organization?

What this survey section covers: This section contains questions about how an organization shares the data that it collects, both within that organization and with other people or organizations.

Yes (1)

No (2)

Skip To: End of Block If Are you assigned to answer Section 3 - How are the data shared - for your organization? What this... = No

Q4.2 Does your organization **make the data** collected from the libraries **available** to the public through electronic / digital access (for example, a website or Facebook page)?

Yes (1)

No (2)

Skip To: Q4.3 If Does your organization make the data collected from the libraries available to the public through... = Yes

Skip To: Q4.4 If Does your organization make the data collected from the libraries available to the public through... = No

Q4.3 Please provide a URL / address to the data

Q4.4 Is data shared with or made accessible to **all staff** within your organization?

Yes (1)

No (2)

Q4.5 Is data shared with other staff within the **ministry / agency** in which your organization resides?

Yes (1)

No (2)

Q4.6 Is data shared with other entities **outside of your organization**?

Yes (1)

No (2)

Q4.7 Is data **uploaded** to any open data portals or websites?

Yes (1)

No (2)

Skip To: Q4.8 If Is data uploaded to any open data portals or websites? = Yes

Skip To: Q4.9 If Is data uploaded to any open data portals or websites? = No

Q4.8 Please provide a URL / address for the open data portal

Q4.9 Please describe **benefits** your organization would receive from **sharing** data it collects more widely

Q4.10 Please describe **risks** your organization might encounter from **sharing** data it collects more widely

End of Block: Section 3 - How are data shared?

Start of Block: Section 4 - How are decisions made about data?

Q5.1

Are you assigned to answer **Section 4 - How are decisions made about data** - for your organization?

What this survey section covers: This section contains questions about who makes decisions about which data is collected and changes to data collected.

Yes (1)

No (2)

Skip To: Q5.2 If Are you assigned to answer Section 4 - How are decisions made about data - for your organization?... = Yes

Skip To: End of Block If Are you assigned to answer Section 4 - How are decisions made about data - for your organization?... = No

Q5.2 Which data are **mandated or legally required** to be collected by ministry or other governmental authority? (choose all that apply)

- Operational Data (1)
 - User / Patron data (2)
 - Sustainable Development Goals / National Development Plan Data (3)
 - Other Data (4) _____
 - None (5)
-

Q5.3 Are any of the data collected **reported** to the national statistics agency / ministry? (choose all that apply)

- Operational Data (1)
 - User / Patron data (2)
 - Sustainable Development Goals / National Development Plan Data (3)
 - Other Data (4) _____
 - None (5)
-

Q5.4 Have any of the data collected been **changed** so that they better align with or support the **Sustainable Development Goals**?

- Yes (1)
- No (2)

Skip To: Q5.5 If Have any of the data collected been changed so that they better align with or support the Sustain... = Yes
Skip To: Q5.6 If Have any of the data collected been changed so that they better align with or support the Sustain... = No

Q5.5 Which types of data have been **changed to better align with Sustainable Development Goals** (choose all that apply)

- Operational Data (1)
 - User / Patron data (2)
 - Sustainable Development Goals / National Development Plan Data (3)
 - Other Data (4) _____
-

Q5.6 Have any of the data collected been **changed** so that they better align with or support your country's **National development plan**?

- Yes (1)
- No (2)

Skip To: Q5.7 If Have any of the data collected been changed so that they better align with or support your countr... = Yes

Skip To: Q5.8 If Have any of the data collected been changed so that they better align with or support your countr... = No

Q5.7 Which types of data have been **changed to better align with or support your country's National development plan** (choose all that apply)

- Operational Data (1)
 - User / Patron data (2)
 - Sustainable Development Goals / National Development Plan Data (3)
 - Other Data (4) _____
-

Q5.8 Please **describe the process** for choosing the data that is currently collected and why it was chosen to be collected?

End of Block: Section 4 - How are decisions made about data?

Start of Block: Section 5 - Experience with Data

Q6.1

All survey respondents should answer the questions in this section.

This section asks for your responses in relation to your experience with data collection in general within your organization.

Q6.2 How valuable is the data collected relative to the **amount of time spent collecting it**?

- Extremely valuable (1)
 - Moderately valuable (2)
 - Neither valuable nor not valuable (3)
 - Moderately not valuable (4)
 - Extremely not valuable (5)
-

Q6.3 Do libraries regularly return data that is **complete and timely**?

- Both complete and timely (1)
 - Timely only (2)
 - Complete only (3)
 - Neither complete nor timely (4)
-

Q6.4 List the top **three data elements / indicators** that you think should be collected that are not currently collected

- Data element / indicator #1 (4) _____
 - Data element / indicator #2 (5) _____
 - Data element / indicator #3 (6) _____
-

Q6.5 What **major challenges** does your organization face related to the collection, use, or sharing of data?

Q6.6 Please describe any **additional infrastructural or other types of support** required to improve the quality of the processes for data collection, use, or sharing

Q6.7 Please provide any additional information about data and your organization that you feel is relevant and **not covered elsewhere** on the survey.

End of Block: Section 5 - Experience with Data
