**Survey Guidelines**

**September 2023**

To help better assess outcomes of LSTA-funded projects at the national level, the Institute of Museum and Library Services (IMLS) recently released guidelines for when, who, and how to conduct a survey for various types of projects. Outcomes are the changes in the attitude, behavior, knowledge, skills, status or life condition of the target audience.

Not all projects can reasonably use a survey to determine project outcomes; that depends on both the project’s

*activity* and *beneficiary (end user)*. Grantees are required to implement a survey for an LSTA project when:

• It includes an instructional program for the general public

• It includes an instructional program for the library workforce

• It involves content acquisition or creation

• It involves planning/ evaluation activities that aim to improve the library and/or improve services provided

|  |  |  |
| --- | --- | --- |
| **Activity** | **Survey Library Workforce** | **Survey General Public** |
| Instructional | Yes if Instructional Program | Yes if Instructional Program |
| Procurement | No | No |
| Content Acquisition or Creation | Yes | No |
| Planning/Evaluation | Yes | No |

**Guidelines for survey implementation**:

**All surveys must be reviewed and approved by the State Library before being implemented.**

Grantees are encouraged to implement a non-required survey to help evaluate the project’s effectiveness.

**Survey Development**

The survey questions below are required by IMLS. More questions may be added to meet local library needs.

*Survey — Instructional Program for General Public – To be completed by the general public*

1. I learned something by participating in this library activity.

2. I feel more confident about what I just learned.

3. I intend to apply what I just learned.

4. I am more aware of resources and services provided by the library.

5. I am more likely to use other library resources and services.

*Survey — Instructional Program for Library Workforce – To be completed by library workforce*

1. I learned something by participating in this library activity.

2. I feel more confident about what I just learned.

3. I intend to apply what I just learned.

4. Applying what I learned will help improve library services to the public.

*Survey — Library Content (acquisition and creation activities only) - To be completed by library workforce*

1. I am satisfied that the resource is meeting library needs.

2. Applying the resource will help improve library services to the public.

*Survey - Planning and Evaluation – To be completed by library workforce*

1. I believe the planning and evaluation addresses library needs.

2. I am satisfied with the extent to which the plan or evaluation addresses library needs.

3. I believe the information from the plan or evaluation will be applied to address library needs.

*Procurement- Survey not required*

To measure participants’ response a scale ranging from Strongly Disagree to Strongly Agree should be used. The library may include a space for comments.

**Example of a survey question**:

I learned something by participating in this library activity.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Agree or  Disagree | Agree | Strongly Agree |
| ☐ | ☐ | ☐ | ☐ | ☐ |

Surveys that follow this model are available in the Resources section of this document and may be customized without altering the questions or format for use by your library. Customized surveys are required to be approved by the State Library before implementation.

**Reporting Survey Reponses**

Grantees are ***required*** to summarize all survey results when submitting final reports to the State

Library.

**Example of survey summary:**

20 survey responses were received and had the following responses:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly  Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly  Agree | Total  Responses |
| I learned something by participating in this library activity. |  |  | 3 | 15 | 2 | 20 |
| I feel more confident about using what I just learned. | 1 | 1 | 5 | 10 | 3 | 20 |
| I intend to apply what I just learned. | 2 | 1 | 7 | 5 | 5 | 20 |
| Applying what I learned will help improve library services to the public. |  |  | 9 | 7 | 4 | 20 |

[Project Outcome](http://www.ala.org/pla/initiatives/performancemeasurement), an initiative of the Public Library Association, offers guidance for public libraries on how to measure the impact of their programs and services. Resources include a free [toolkit](https://www.projectoutcome.org/) which provides more specific survey questions for projects involving Civic/Community Engagement, Digital Literacy, Early Childhood Literacy, Economic Development, Education/Lifelong Learning, Job Skills, and Summer Reading. You must set up a free account to get full access to the toolkit.

**Missouri State Library Grants**:

Below is a list of grants provide by the Missouri State Library and the guidance for when a survey is/ is not required:

|  |  |
| --- | --- |
| **Grant Program** | **Survey Required** |
| **Digital Imaging** | Yes, since content acquisition or creation is involved |
| **Library Service Improvement** | • Yes, if instruction/program for the general public is involved  • Yes, if instruction/program for library workforce is involved |
| **Show Me Steps** | • Yes, for instruction/program for a group training |
| **Spotlight on Literacy** | • Yes, if instruction/program for the general public is involved  • Yes, if instruction/program for library workforce is involved  • Yes, if content acquisition is involved |
| **Summer Library Program** | • Yes, if instruction/program for the general public is involved  • Yes, if content acquisition is involved |
| **Technology Ladder** | Please note: a survey is only required if the items to be  purchased ***involve training or have instructional or educational software.*** If the project is solely the purchase and installation of new equipment, such as a server, the library ***would not use a survey*** as part of the evaluation process. |
| **Technology Mini Grant** | Please note: a survey is only required if the items to be purchased ***involve training or have instructional or***  ***educational software.*** If the project is solely the purchase and installation of new equipment, such as a server, the library ***would not use a survey*** as part of the evaluation process. |

**Resources**

**Session**

**Title:**

Thank you for your participation in this program.

Please provide your feedback about the program by completing the following questions.

1. I learned something by participating in this library activity.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**2.** I feel more confident about what I just learned**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**3.** I intend to apply what I just learned**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**4.** I am more aware of resources and services provided by the library**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**5.** I am more likely to use other library resources and services**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

6. What other comments or suggestion about the program would you like to provide?

**Session**

**Title:**

Thank you for your participation in this program.

Please provide your feedback about the program by completing the following questions.

1. I learned something by participating in this library activity.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**2.** I feel more confident about what I just learned**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**3.** I intend to apply what I just learned**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**4.** Applying what I learned will help improve library services to the public**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

5. What other comments or suggestion about the program would you like to provide?

**Session**

**Title:**

Thank you for your participation in this program.

Please provide your feedback about the program by completing the following questions.

1. I am satisfied that the resource is meeting library needs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**2.** Applying the resource will help improve library services to the public**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

3. What other comments or suggestion about the content activity would you like to provide?

**Session**

**Title:**

Thank you for your participation in this program.

Please provide your feedback about the program by completing the following questions.

1. I am satisfied that the resource is meeting library needs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

2. Applying the resource will help improve library services to the public**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

3. What other comments or suggestion about the content created would you like to provide?

**Session**

**Title:**

Thank you for your participation in this program.

Please provide your feedback about the program by completing the following questions.

1. I believe the planning or evaluation addresses library needs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**2.** I am satisfied with the extent to which the plan or evaluation addresses library needs**.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

**3.** I believe the information from the plan or evaluation will be applied to address library needs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree |
|  |  |  |  |  |

4. What other comments or suggestion about the planning or evaluation activities conducted would you like to provide?..

**DIGITAL IMAGING GRANT – SAMPLE PRE-SURVEY**

**YOUR LIBRARY NAME HERE**

**Please help us evaluate the use of our online digital resources. A digital resource can be databases, books, magazines, newspapers, archives, and other items that are in an electronic format. Our digital resources include LIST.**

1. Have you used digital resources in the library?

\_\_\_\_ Yes \_\_\_\_ No

1. For what research purposes have you used the library’s digital resources? (check all that apply)

\_\_\_\_ Genealogical \_\_\_\_Educational

\_\_\_\_ Historical \_\_\_\_Other

1. Have you used the library’s digital resources for any of the below reasons? (If yes, check all that apply)

\_\_\_\_Yes \_\_\_\_No

\_\_\_\_ Information on persons, places, or events

\_\_\_\_Specific topics or news of the day

\_\_\_\_Concepts or ideas

\_\_\_\_Unique passages of text, such as the source of a frequently-quoted phrase

1. Have you used any digitized/searchable local history sources? (If yes, check all that apply)

\_\_\_\_ Yes \_\_\_\_ No

\_\_\_\_ Missouri Digital Heritage website

\_\_\_\_ State Historical Society of Missouri website

\_\_\_\_ Newspapers.com

\_\_\_\_ Chronicling America

\_\_\_\_ Digital Public Library of America

\_\_\_\_ Other – please list \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Would you attend a program on searching local history resources through online sources?

\_\_\_\_ Yes \_\_\_\_ No

1. Additional Comments?

**DIGITAL IMAGING GRANT – SAMPLE STAFF SURVEY**

**Project:**

Thank you for your participation in this program.

Please provide your feedback about the program by completing the following questions.

1. I am satisfied that the resource is meeting library needs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree  nor Agree | Agree | Strongly  Agree |
|  |  |  |  |  |

2. Applying the resource will help improve library services to the public.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Neither Disagree  nor Agree | Agree | Strongly Agree |
|  |  |  |  |  |

3. What other comments or suggestion about the content created would you like to provide?