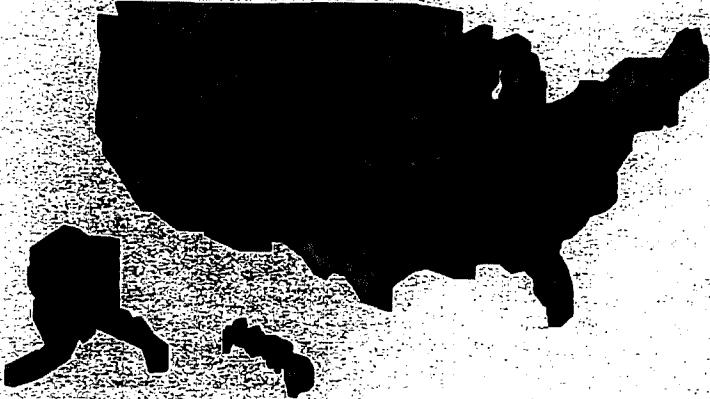


APPENDIX D: SURVEY QUESTIONNAIRE

**PUBLIC LIBRARY SERVICES
TO SPANISH SPEAKERS
IN THE
UNITED STATES**



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This survey is intended to measure the levels and types of service for Spanish speakers in the United States. Your responses, and the responses of your library colleagues nationally, will help isolate the areas of customer service that libraries are providing well, and those that need improvement. Information you provide will demonstrate effective programs and practices from individual libraries, and recommend practices to other librarians.

REGARDLESS OF YOUR FEELINGS ON LIBRARY SERVICE TO THE SPANISH-SPEAKING, YOUR VIEWPOINT IS IMPORTANT! YOUR RESPONSES ARE APPRECIATED!

INSTRUCTIONS: Please consider any question which refers to "your library branch" as meaning the library branch or the building you are currently working in. Those questions that refer to "your library system" are asking about the library district or system of which your branch is a part. If your building is the only one in its system, please refer to its policies and practices to answer questions referring to both "your library branch" and "your library system".

First, let's start with some general questions about your library and its situation.

1. What zip code area(s) does your library branch serve? (Please know that this identifying information is requested only to get statistical data on your service area. The information will be destroyed after this data is obtained, and we will not use this information in any way to identify your library.)

_____ ZIP CODE(S)

2. Based on your experience, how often does your library branch work with Spanish-speaking patrons?

NEVER	SOMETIMES	FREQUENTLY	ALWAYS

For questions 3-8 and 11-12, please fill in your answer.
For questions 9-10, please circle YES or NO.

Please answer some questions about staffing at your library branch.

3. How many professional and paraprofessional librarians work in your library branch?
_____ LIBRARIANS

4. How many librarians at your library branch are fluent in Spanish?
_____ LIBRARIANS

5. How many clerks work in your library branch?
_____ CLERKS

6. How many clerks in your library branch are fluent in Spanish?
_____ CLERKS

7. How many people work in your library branch's children's department? (Please include librarians, paraprofessionals, and clerks.)
_____ PEOPLE

8. How many people in your children's department are fluent in Spanish?
_____ PEOPLE

9. Does your library system or your library branch offer Spanish language instruction or reimbursement for Spanish classes to staff who do not speak Spanish?
1 YES
2 NO

10. Does your library system or your library branch offer training on serving multicultural patrons, either formally through classes or informally?
1 YES
2 NO

The next set of questions addresses materials in your library branch.

11. Approximately how many books for adults are in your library branch's collection?
_____ BOOKS

12. Of the books for adults you have in your library branch, how many are in a Spanish-language or bilingual format?
_____ BOOKS

For questions 13-14, please fill in your answer.
For questions 15-21, please circle YES or NO.

13. How many items does your library branch's children's department own?
_____ BOOKS

14. Of the materials owned in your library branch's children's department, how many are in a Spanish-language or Spanish-bilingual format?
_____ BOOKS

15. Do you have Spanish language or Spanish-bilingual children's books available for check-out?
1 YES
2 NO

16. Does your library branch's materials collection (children's and/or adult) at your library branch offer films or videotapes?
1 YES
2 NO

17. Does your library branch's materials collection (children's and/or adult) offer Spanish language films or videotapes?
1 YES
2 NO

18. Does your library branch's materials collection (children's and/or adult) offer musical recordings (records, cassettes, compact disc)?
1 YES
2 NO

19. Does your library branch's materials collection (children's and/or adult) offer Spanish language musical recordings?
1 YES
2 NO

20. Does your library branch's materials collection (children's and/or adult) offer magazines or newspapers?
1 YES
2 NO

21. Does your library branch's materials collection (children's and/or adult) offer Spanish language magazines or newspapers?
1 YES
2 NO

For questions 24-25, please write in your answer.
For questions 22-23 and 26-29, please circle YES or NO.

The next section will address programming at your library branch.

22. During the average month, does your library branch offer programs for adults (book clubs, parenting programs, etc.)?

1 YES
2 NO

23. During the average month, does your library branch offer programs for adults in a Spanish-language or Spanish-bilingual format?

1 YES
2 NO

24. During the average month, how many children's programs (story time, book talks, etc.) are offered at your library branch?

PROGRAMS

25. During the average month, how many children's programs are presented in a Spanish-language or Spanish-bilingual format?

PROGRAMS

26. Does your library branch offer English as a Second Language (ESL) classes?

1 YES
2 NO

The next section will address general services provided by your library.

27. Does your library provide Information and Referral services (information about and referrals to social service agencies for public assistance) to your Spanish-speaking patrons?

1 YES
2 NO

28. Does your library provide a catalog for materials (card catalog, microfilm, or online catalog) in a Spanish-language format?

1 YES
2 NO

29. Does your library provide Spanish-language flyers (bibliographies, informative bookmarks, or pathfinders) to help Spanish-speaking patrons?

1 YES
2 NO

For question 30, please write in your answer.
For questions 31-38, please circle YES or NO.

30. How many hours per week is your library branch open?

HOURS

31. Are Spanish-speaking staff available to help Spanish-speaking patrons during all open hours at your library branch?

1 YES
2 NO

32. Are your library branch's forms (library card applications and other service forms) available in Spanish as well as English?

1 YES
2 NO

33. Is the signage in your library branch written in Spanish as well as English?

1 YES
2 NO

34. Does your library branch offer computers, videocassette players, or other audiovisual equipment for patron use?

1 YES
2 NO

35. If your library branch does offer audiovisual equipment for patron use, are instructions for operation available in Spanish as well as English?

1 YES
2 NO

This last section will address community awareness and outreach by your library system or your library branch.

36. Does your library branch or your library system regularly perform community analysis or needs assessments to determine the make-up of your community and their needs from the library?

1 YES
2 NO

37. Does your library system or your library branch provide outreach to your community?

1 YES
2 NO

38. Does your library branch or your library system provide outreach specifically intended to reach the Spanish-speaking community?

1 YES
2 NO

For questions 39 and 41, please circle all answers that apply.
 For questions 40 and 42-43, please circle YES or NO.

39. If your library system or your library branch does provide outreach specifically designed to reach the Spanish-speaking community, what form of outreach do you use? (Please circle all that apply.)

- 1 Radio or Television Ads Promoting the Library
- 2 Newspaper Ads Promoting the Library
- 3 Flyers Distributed throughout the Community
- 4 Library Staff Visits to the Community
- 5 OTHER (Please specify) _____

40. Does your library branch interact with other community agencies (such as day care programs, Parks and Recreation Departments, homeless shelters, schools, churches, etc.)?

- 1 YES
- 2 NO

41. If your library branch does interact with other community agencies, with which agencies does it interact? (Please circle all that apply.)

- 1 Day care and Head Start programs
- 2 Local Public or Private Schools
- 3 Local Churches, Temples, Mosques, or Synagogues
- 4 Parks and Recreation Departments
- 5 Government Agencies (City, County, State, or Federal)
- 6 OTHER (please specify below) _____

42. Do the children's services staff at your library branch make school visits to promote the library?

- 1 YES
- 2 NO

43. If the children's services staff at your library branch do make school visits, do they visit bilingual or English as a Second Language classrooms (i.e. classrooms in which Spanish-speaking students are taught both in English and in Spanish)?

- 1 YES
- 2 NO

For question 45, please circle all answers that apply.
 For question 44, please circle YES or NO.

44. Have your children's services staff formed working relationships with local bilingual or English as a Second Language teachers?

- 1 YES
- 2 NO

45. If the children's services staff at your library branch have formed working relationships with bilingual or ESL teachers, please share how the teacher works with the library to promote services to Spanish-speaking students. (Please circle all that apply.)

- 1 Teacher keeps library informed about HOMEWORK ASSIGNMENTS
- 2 Teacher RECOMMENDS BOOKS for the library
- 3 Teacher RECOMMENDS SUBJECT AREAS for the library
- 4 Teacher RECOMMENDS SERVICES the library should provide to Spanish-speaking students
- 5 Teacher SHARES CHILDREN'S EDUCATIONAL NEEDS with library staff
- 6 OTHER (please specify) _____

46. If you are willing, we'd appreciate it if you would identify teachers at schools that you work with to serve Spanish-speaking children. We'd like to invite them to discuss elements of effective library service from their points of view. Please use the space below to list names and schools. Thank you!