

ARIZONA PUBLIC LIBRARY SERVICES TO SPANISH SPEAKERS

This project has been approved by the University of Missouri Institutional Review Board. Should you have any questions about your rights as a participant, please feel free to contact the Institutional Review Board at 573-882-9585 or umcresearchcirb@missouri.edu. For questions about the content of the survey, please contact Denice Adkins, University of Missouri, at 573-884-9804 or via e-mail at adkinsde@missouri.edu.

Staffing at Your Library Branch

	(Please write your answer or circle Yes/No)
How many professional and paraprofessional librarians work in your library branch?	LIBRARIANS
<ul style="list-style-type: none"> • How many librarians at your branch are fluent in Spanish? 	LIBRARIANS
How many clerks, shelvers, and support staff work in your library branch?	STAFF
<ul style="list-style-type: none"> • How many support staff are fluent in Spanish? 	STAFF
How many people (librarians & support staff) work in your library branch's children's department?	CHILDREN'S STAFF
<ul style="list-style-type: none"> • How many children's department staff are fluent in Spanish? 	CHILDREN'S STAFF
How many hours per week is your library branch open?	HOURS
<ul style="list-style-type: none"> • Are Spanish-speaking staff available to help patrons during all open hours at your library branch? 	YES.....NO

Staff Training at Your Library Branch or Your Library System

Does your library branch or system offer Spanish-language instruction or reimbursement for Spanish classes to staff who do not speak Spanish?	YES.....NO
Does your library branch or system offer training on serving multicultural patrons, either formally through classes or informally through mentorship and information releases?	YES.....NO

The Collection at Your Library Branch

	(Please write your answer or circle Yes/No)
Approximately how many books for adults are in your library branch's collection?	BOOKS
<ul style="list-style-type: none"> Of those books, how many are in a Spanish-language or bilingual format? 	BOOKS
How many books does your branch's children's department own?	BOOKS
<ul style="list-style-type: none"> Of those children's books, how many are in a Spanish-language or bilingual format? 	BOOKS
How many films/videotapes/DVDs are available at your library?	ITEMS
<ul style="list-style-type: none"> Of those films/videotapes/DVDs, how many are available in Spanish? 	ITEMS
How many records/cassette tapes/CDs are available at your library?	ITEMS
<ul style="list-style-type: none"> Of those records/cassette tapes/CDs, how many are available in Spanish? 	ITEMS
How many adult or children's magazines does your library branch receive?	ITEMS
<ul style="list-style-type: none"> Of those magazines, how many are available in Spanish? 	ITEMS
How many newspapers does your library branch receive?	ITEMS
<ul style="list-style-type: none"> Of those newspapers, how many are available in Spanish? 	ITEMS
Does your library offer e-resources (electronic books or databases)?	YES.....NO
<ul style="list-style-type: none"> If so, are any of those e-resources available in Spanish or in a Spanish-bilingual format? 	YES.....NO

Programming at Your Library Branch

	(Please write your answer or circle Yes/No)
During the average month, how many programs for adults (book clubs, parenting programs, etc.) does your library branch offer?	PROGRAMS
<ul style="list-style-type: none"> During the average month, how many adult programs are presented in a Spanish-only or Spanish-bilingual format? 	PROGRAMS
During the average month, how many children's programs or family programs (story time, movie nights, etc.) are offered at your library branch?	PROGRAMS
<ul style="list-style-type: none"> During the average month, how many children's programs or family programs are presented in a Spanish-only or Spanish-bilingual format? 	PROGRAMS
Does your library branch offer basic literacy or English as a Second Language (ESL) classes for library users?	YES.....NO

Resources and Forms at Your Library Branch

Does your library branch provide a bilingual materials catalog (such as a separate card catalog or a Spanish-language interface to the online catalog) for patron use?	YES.....NO
Are your library branch's forms (library card applications and other service forms) available in Spanish as well as English?	YES.....NO
Does your library branch provide Spanish-only or Spanish-bilingual informational flyers (bibliographies, informative bookmarks, or pathfinders)?	YES.....NO
Is the signage in your library in Spanish as well as English?	YES.....NO
Does your library offer computers for patron use?	YES.....NO
<ul style="list-style-type: none"> If so, do those computers offer a Spanish-language interface? 	YES.....NO
Does your library offer audiovisual equipment (such as scanners or data projectors) for patron use?	YES.....NO
<ul style="list-style-type: none"> If so, are instructions for operation provided in Spanish? 	YES.....NO
Does your library provide a Spanish-language interface to your web site?	YES.....NO

Community Awareness and Outreach at Your Library Branch

	(Please write your answer or circle Yes/No)
Does your library branch or your library system regularly perform community analysis or needs assessment to determine the make-up of your community and their library and information needs?	YES.....NO
Does your library branch provide outreach to the community? (Outreach might include bookmobiles, booths at community festivals, visits to schools, or press releases to newspapers and radio stations, among other things.)	YES.....NO
Does your library branch provide outreach specifically intended to reach the Spanish-speaking community?	YES.....NO
If your library branch does provide outreach specifically designed to reach the Spanish-speaking community, what form(s) of outreach are used?	
<ol style="list-style-type: none"> 1. Radio or Television Ads Promoting the Library 2. Newspaper Ads Promoting the Library 3. Flyers Distributed through the community 4. Library Staff Visits to Community Locations 5. Other (please specify) 	

Community Awareness and Outreach

Does your library branch work with other community agencies such as day care programs, Parks and Recreation departments, homeless shelters, schools, churches, etc.?	YES.....NO
If your library branch does interact with other community agencies, which ones does it interact with?	
<ol style="list-style-type: none">1. Day care and Head Start programs2. Local public or private schools3. Local churches, temples, mosques, or synagogues4. Parks and recreation departments5. Other government agencies (federal, state, county, or city)6. Other (please specify)	

Does your library provide services for Spanish speakers which were not listed on this survey?
Please feel free to use this space to tell us more about those services.

Please use this space for comments or to elaborate on anything you'd like us to know. This page will be separated from the other pages of this survey, so we will not be able to identify you from any comments made on this page.