

Interview questions and schedules

3A Critical incident interview schedule

Target group:	Users of libraries and information services of a national organization; adaptable to other types of library users
Method:	Critical incident interview focused on how the library fits into respondents' behaviour when interacting with information

Instructions for interviewers and prompts are shown in italic and should not be read out as part of the question.

Interview respondents have already been asked to think of an instance where they needed to get significant information from outside their organization. They have been alerted about our intention to use these instances to explore how they seek information.

These interviews are the part of a review of the information and library services of [organization name]. We are interested in how you obtain and use information now and in the priorities for information and library services for the future.

- 1 Can you think of a recent instance when you have looked for significant information from outside [insert organization]?

Prompt: Significant? Whatever it means to you.

[if no, see note at end of schedule.]

- 1.1 *[If yes]* What were you looking for?

- 1.2 Was there any reason why you were looking for that information at that time?

Prompt: e.g. Was it needed for work/conference/own interest/were you getting it for someone else/research paper?

- 1.3 Did you get any useful information from any source?

- 1.3.1A *[If no]* Why do you think this was?

Probe: Any other reasons? Did you try anything else?

- 1.3.1B *[If yes]* What did you find and where from?

- 1.4 Why was it useful?
- 1.5 Did you use the information in any way? If so, in what ways?
- 1.6 Can you estimate how long it took you find and obtain the information, overall?
- 2 Do you usually go about looking for information from outside the organization in this way?
 - 2.1 Do you have any other typical ways of looking for information?
 - 2.2 Do you ever look for images or illustrative matter? If so, where?
- 3A *[If not already explored]* Do you make any use of the information or library services provided by *[insert organization]* when you want information or to keep up to date with what is going on?

or

3B Do you make any use of the information or library services provided by *[insert organization]* to keep up to date with what is going on?

3.1A *[If no]* Why is this?

3.1B *[If yes]* Which services and how do you use them?

Prompt: Any other services?

Use: e.g. visit, e-mail, intranet, phone, use intermediary/other?

3.2 How do you rate these services overall?

Note: Record comments in full.

Turning to the future priorities for *[organization]*:

4 What do you think are the main priorities in developing internal information and library services for *[organization]*? *[Organizational or subject areas]*

5 Are there any significant gaps in internal information and library service provision which could be usefully filled by the services being drawn up for *[organization]*?

Prompt: If so, what are these?

- 6 What do you think is likely to get in the way of securing adequate information and library services for [organization]:?
- 7 If you were in a position to get a tailor-made information service provided for you or for your work colleagues what would be its main features?
- 8 Is there anything else that you would like to say about *[organization]*: information and library services?

Thanks

[If no at question 1]

This probably means that the unit is (or the respondent thinks it is) self-sufficient in information. Explore whether this is so and what this means.

[Then go on to question 3B.]