

Interview questions and schedules **continued**

3C Structured interview schedule: evaluation of innovation

Target group:	Participants in WiFi in public libraries initiative; adaptable to participants in any library service innovation
Method: otherwise	Structured interviews to obtain views on the success or of the innovation

Innovation evaluation interview

1 Why did you decide to get involved in -----?

2.1 Is the initiative a one-off experiment, a pilot project or part of a larger scale installation?

Prompts: Further plans? Next financial year? Beyond? Service points so far/ How many more? Over what period (years)?

2.2 How far have you got in organizing ----- for your libraries?

2.2.1 Over what period (years)?

3 Who are you working with on -----?

Prompts: Which suppliers? Which other departments of the local authority?

4 What do you think are the main obstacles or barriers to successful implementation?

Prompt: Any other main obstacles or barriers?

5 What has surprised you about the ----- so far?

6 How well is ----- working so far?

Prompt: any problems or difficulties?

7 What has the user response to ----- been like so far?

Prompts: From users of -----? Other users? Library staff? Elected members? Any formal evidence?

8.1 Has ---- brought about any changes or benefits to the library service?

Prompt: Use of space? Use of library?

9 Are you evaluating or planning to evaluate -----? If so, how?

10 What are the key messages for other library managers thinking about -----?

11 Is there anything else you would like to say to me about -----?