Choose the questions that will work best in collecting stories to inform your project objectives. These questions are intended to help stimulate people to recall how their cases happened, without guiding their replies too far.

**Library staff roles?**
- How did you get involved with providing [the targeted service]?
- What did you think your role would be at the start?
- What did you do to prepare the way?
- Has there been any staff training? What sorts of training?

**What happened?**
- What did you hope would happen to library services as a result of providing [the targeted service]?
- Did you expect to see any changes in library use, library users or how people found and used information?
- What changes happened, if any? Has introducing [the service] affected
  a) your library and its staff and/or
  b) your library users and the local community?
- If so, how do you know that these changes have occurred? (e.g. users’ comments; changes you have seen, changes in patterns of use)
- Has there been any user training? What sorts?
- (If appropriate) Were there any problems with the technology? Have these been sorted out?

**Meeting challenges?**
- What are the main problems that you have encountered in introducing and promoting the [new service]? Did any of these come as a surprise? What did you do to address any problems?

**Use and impact?**
- What do people do when engaging with [the new service]? Any surprises?
- Do people like [the new service]? Which people? What do they like?
- Has [the new service] made any difference to your library?
- What has been the biggest success of [the new service] so far?
- Overall, do you think that introducing [the new service] has been a success so far?
- If no, why not?
- If yes, what have been the main contributors to any success? (e.g. people taking leading roles, support from organisations, the local situation – please be as specific as you can about who has contributed what).
- Do you think that these contributions can be replicated in other libraries and communities?

- What would you like to do next?