Some questions for collecting user stories

<table>
<thead>
<tr>
<th>Target group:</th>
<th>Library managers and staff involved in new initiatives or services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Method:</td>
<td>Interviews or focus groups</td>
</tr>
</tbody>
</table>

You may also wish to collect stories from users of the service. Many of the same principles apply, but you cannot assume that users will know very much about what services the library offers and why.

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.

Using the [new service]

Please tell us about how you use the [new service]

Here are some prompt questions that may help:

How did you find out that the library has the [new service] for people to use?
When did you first use the [new service]?
How often do you use it?
What sorts of things do you use it for?
What is it most useful for?
Do you know if other people use it for similar or different things?
Have you had any help in using the [new service]? If so, who helped and what help did they provide?
What are the main problems in using the [new service]?
Would you like to see any changes in how the [new service] is made available? If so, what changes?
Do you think that the [new service] offers good value for money to the local community? In what ways?