3 Interview questions and schedules continued

3C Structured interview schedule: evaluation of innovation

<table>
<thead>
<tr>
<th>Target group:</th>
<th>Participants in WiFi in public libraries initiative; adaptable to participants in any library service innovation</th>
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<tr>
<td>Method:</td>
<td>Structured interviews to obtain views on the success or otherwise of the innovation</td>
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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?

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

Prompt: any problems or difficulties?

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

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

9.1 Has ---- brought about any changes or benefits to the library service?
Prompt: Use of space? Use of library?

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

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

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