

Questions for Interviews with Service Providers

SERVICES:

1. What services do you offer that in areas of media, educational technology, digital library development, instructional support services? These are broad categories, so it might help to think about:
 - a. services you offer to the university community that are not done at a service desk
 - b. services you offer at a service desk that provide direct support for faculty

2. For each service describe: (go through the entire list for a service before answering the questions for the next service)
 - a. Who provides the service?
 - b. Who uses the service?
 - c. What fees are charged, if any?
 - i. Are fees charged to all users?
 - ii. Are fees charged for all services?
 - iii. Are there other fees that should be charged?
 - iv. Are there fees that should not be charged?
 - v. What mechanisms exist for charging fees?
 - d. What is the typical level of activity (scope, quantities, etc.)?
 - e. Is the activity cyclical or does it remain steady throughout the year?
 - f. Where do you see demand decreasing or increasing?

3. What services have you been asked to provide that you currently don't offer?

4. To what other units within the library or on campus do you refer people for services?

5. What could be done to improve the services you offer?

6. What is working? What is especially effective about the services you offer?

FORMS & COMMUNICATION:

7. Provide samples of forms, policies, brochures, price lists, esp. as offered to public
8. Provide URLs of web pages with info about the services
9. What could be done to improve communication?

EQUIPMENT:

10. Describe the equipment currently owned & used to provide the service.
11. Describe equipment desired to enhance/improve service