

FLICC/FEDLINK Interview Survey

Welcome to the FLICC/FEDLINK Interview Survey.

The FLICC/FEDLINK Interview Survey is for leaders in the FLICC/FEDLINK community from federal libraries, federal information centers, and government agencies. The FLICC/FEDLINK Interview Survey is a longer, more in-depth version of the more widely-distributed FLICC/FEDLINK Survey.

By participating in this survey, we can incorporate your ideas, feedback and needs into our five-year Business Plan covering Fiscal Years 2007-2011.

FLICC/FEDLINK Interview Survey Goals

The goals of the FLICC/FEDLINK Interview Survey are to determine member

- perceptions of and satisfaction with FLICC/FEDLINK;
- current and future use of FLICC/FEDLINK's products and services; and
- suggestions for future FLICC/FEDLINK products and services.

Privacy Statement

Unless you give us your express permission, survey responses will be kept in strict confidence and not attributed to any individual.

FLICC/FEDLINK will use the information gathered in this survey to improve, enhance and/or expand our programs and services.

Taking the FLICC/FEDLINK Interview Survey

This survey should take approximately one hour or longer to complete, depending on the number of questions you answer and the level of detail you provide.

There are 55 questions. Many are very short. Please answer as many questions as you can. With four exceptions, all questions are optional.

My name is _____. I will be transcribing and compiling the answers you provide for this interview. Before I submit your answers, I will send you a copy of your answers for your approval by email. Please approve or make changes to your comments within 24 hours of receiving the information.

Background Questions

What is your name?

What is your title?

What is your email?

What is the name of your agency?

What is the name of the department within your agency that you work in? (Please be specific.)

May we have permission to use your name when discussing the findings of the survey?
(* This is a required question.)

Yes

No

Federal Status

Please select the category that best describes your employment with the Federal Government.

(* This is a required question.)

Consultant

Contractor

Federal employee

Military (active duty or civilian DoD)

Other

Job Classification

Based on the following categories, how do you classify your job?

Administration

Finance/Procurement

Information Technology

Legal

Library

Other

Professional Status

Select one of the following categories that best describes your professional status:

(*This is a required question.)

Attorney

Contracting Officer

Finance Officer

IT Professional

Legal Assistant

Librarian (1410)

Library Support Staff (1411)

Technical Information Specialist (1412)

Other

M.L.S. Background

Do you have a Master's Degree in library science or its equivalent (e.g., information science, information management, etc.)?

(* This is a required question.)

Yes

No

Retirement Plans

In how many years do you plan to retire?

5 or less

5-10

10-20

20 or more

Don't know

Brand Recognition

What words come to mind first when you hear the terms FLICC or FEDLINK?

FLICC/FEDLINK Services

Has FLICC/FEDLINK evolved with the changing market to provide the right mix of services -- education/training, simplified procurement, financial management, consulting services, etc. -- to government agencies?

Please explain.

FLICC/FEDLINK of the Future

What actions should FLICC/FEDLINK take today to enhance its value to your organization?

FLICC/FEDLINK Products/Services

On a scale of 1-5, with 5 being the highest rating, rate the importance of each of our products, services, functions and resources.

Advocacy

Consulting services

Education/training

Financial management

Free advice

Newsletter

OCLC
Procurement
Web site

Future Use of Services

Which FLICC/FEDLINK services do you plan to use over the next five fiscal years (FY07-FY11)?

(Check all that apply.)

Consulting services
Education/training
Financial management
Free advice
OCLC
Procurement
Other

FLICC/FEDLINK: New Product/Service Suggestions

Which entirely new types of products/services would you like to see developed over the next five fiscal years (FY07-FY11)?

FLICC Report Card: Meeting Your Needs

On a scale of 1-5, with 5 being the highest rating, how well has FLICC succeeded in supporting the needs of federal libraries and information centers?

Advocacy Initiatives

What types of advocacy initiatives do you want FLICC to conduct on behalf of federal libraries and information centers?

FLICC/FEDLINK Report Card: Education/Training

On a scale of 1-5, with 5 being the highest rating, how well has FLICC/FEDLINK succeeded in its role of educating/training federal library and information professionals?

FEDLINK Report Card: Purchasing at Better Rates

On a scale of 1-5, with 5 being the highest rating, how well has FEDLINK succeeded in helping federal library and information professionals purchase information resources at advantageous rates?

FEDLINK Report Card: Streamlining Procurement Processes

On a scale of 1-5, with 5 being the highest rating, how well has FEDLINK succeeded in helping federal library and information professionals streamline procurement processes?

FEDLINK: Procurement Improvement

How can FEDLINK improve its procurement services?

FEDLINK Report Card: Billing/Accounting

On a scale of 1-5, with 5 being the highest rating, how would you rate the quality of FEDLINK's billing/accounting procedures?

FEDLINK: Billing/Accounting Improvement

How can FEDLINK approve its billing and accounting procedures?

FEDLINK Report Card: Payment Methods

On a scale of 1-5, with 5 being the highest rating, how would you rate the quality of FEDLINK's payment methods?

Transfer Pay

Direct Pay

Direct Express

Credit Cards (for education/training)

FEDLINK Report Card: FEDLINK Responsiveness

On a scale of 1-5, with 5 being the highest rating, how responsive is FEDLINK to your questions about purchasing and payment-related issues?

FLICC/FEDLINK Report Card: Consulting/Advising

On a scale of 1-5, with 5 being the highest rating, how well has FLICC/FEDLINK succeeded as a consultant or advisor to federal library and information professionals?

Future Products Purchased through FEDLINK

Over the next five years, do you think it is likely that your purchases through FEDLINK will increase, stay about the same (+ or – 10 percent), or decrease in the following areas*:
(*Please select "N/A" if you do not now purchase such products or services through FEDLINK and do not expect to begin.)

Books

Electronic resources (databases, e-books, e-journals, CD-ROMs)

Preservation

OCLC

Serials

Purchases outside of FEDLINK

If you purchase information-related materials/services through another federal procurement entity, e.g. GSA, which entities, agencies, or companies do you work with?

Do you deal directly with vendors?

Yes

No

Don't know

Purchases outside of FEDLINK: Reasons Why

Why and when do you choose to purchase products/services from a separate organization other than FEDLINK?

Buying More: FEDLINK Initiatives

What procurement services, payment methods or customer-specific financial services do you think we could provide to make it more advantageous for agencies to choose FEDLINK instead of GSA, other federal procurement entities, or vendors directly?

Buying More: Vendor Initiatives

What incentives could vendors offer to make it more advantageous for federal agencies to use FEDLINK instead of GSA, other federal procurement entities, or vendors directly?

New FEDLINK Vendors

Which vendors would you like to see join the FEDLINK network?

Vendor Information: Timeliness

Do you receive information about FEDLINK vendors in a timely and complete way?

Yes

No

Other

Vendor Information: Methods of Communication

What is/are your preferred method(s) of learning about vendors' products?

(Check all that apply.)

FEDLIB listserv

"FEDLINK Technical Notes" newsletter

FEDLINK Vendor Services Directory

FLICC/FEDLINK emails

Live vendor demonstrations at FLICC/FEDLINK

Mailing of printed information

Vendor emails

Vendor visits to your office

Vendor Webinars

None

Other

Vendor Information: Marketing

Would you like vendors' FEDLINK representatives (e.g., those listed in the FEDLINK Vendor Services Directory) to take a more proactive role in marketing their products directly to you?

Yes

No

Other

Vendor Information: Emails

Would you like FEDLINK to send emails on vendor products and services available through FEDLINK?

Yes

No

Don't know

FLICC/FEDLINK Report Card: Communications

On a scale of 1-5, with 5 being the highest rating, how responsive is FLICC/FEDLINK when you communicate with our organization?

Communications: Methods

How do you learn about FLICC/FEDLINK news, events, services and training?

(Check all that apply.)

FEDLIB listserv

"FEDLINK Technical Notes" newsletter

FLICC/FEDLINK Web site

Word of mouth

None (I don't hear about FLICC/FEDLINK)

Other

Communicating with FLICC/FEDLINK: Obstacles

What obstacles, if any, do you experience when communicating with FLICC/FEDLINK?

Communicating with FLICC/FEDLINK: Unmet Needs

What information would you like that you are NOT currently receiving?

Communications: New Methods

Would you be interested in any of the following methods of communication if we develop them in the future?

- Audioconference
- Blog
- E-letter
- Live Webcast
- RSS Feed
- Videoconference
- Wiki
- Other

Web Site: Rating

On a scale of 1-5, with 5 being the highest rating, how useful do you find the FLICC/FEDLINK Web site?

Web Site: New Features

What new features or changes would you like to see on our Web site?

Newsletter: Rating

On a scale of 1-5, with 5 being the highest rating, how useful do you find the "FEDLINK Technical Notes" newsletter?

Newsletter: New Features

What new features or changes would you like to see in our newsletter?

FLICC/FEDLINK Consulting

Would you be interested in consulting services offered through FLICC/FEDLINK?

- Yes
- No
- Other

FLICC/FEDLINK Consulting: Types of Services

Check the types of fee-based consulting services that interest you.

Collection planning

Content management selection

Digital library development

ILS implementation

Preservation

Space planning

Web site design

Other

Federal Libraries and Information Centers

What are the top three issues federal library and information centers face today?

Federal Libraries and Information Centers: Change

How do you think federal library and information centers will change over the next five fiscal years (FY07-FY11)?

Supporting Members

How can we better support your needs? Please provide feedback on any areas not covered in questions above.

Thank You

Thank you for taking our survey.

Survey Feedback

Please give us your feedback on the survey.

Contact Us

Don't hesitate to contact us -- by sending an email to Cindy Boeke at cboe@loc.gov -- if you have any questions or comments.