

FLICC/FEDLINK Staff Survey

Welcome to FLICC/FEDLINK's Staff Survey.

This survey is for FLICC/FEDLINK staff.

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

FLICC/FEDLINK Staff Survey Goals

The goals of the FLICC/FEDLINK Staff Survey are to determine your

- opinions of working at FLICC/FEDLINK;
- feedback on what our members want and need; and
- ideas for improvement, growth and new services.

Privacy Statement

This survey is anonymous. We will not know who you are unless you choose to give us your name.

Taking the FLICC/FEDLINK Staff Survey

The survey should take approximately 30 minutes to complete depending on the number of questions you answer and the level of detail you provide.

The survey deadline is February 10, 2006. Please answer as many questions as you can. There are 29 questions in total.

You may finish the survey in more than one session (provided you use the same computer) by hitting "Exit Survey." If you hit "Done" (at the end of the survey) you will still be able to edit your survey until the survey deadline of February 10, 2006.

To exit the survey, be sure to click ahead to a blank question.

Demographics

What is your name? (**optional**)

What is your email address? (**optional**)

FLICC/FEDLINK Services

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

Yes

No

Don't know

Please explain.

FEDLINK Report Card: Meeting Member Needs

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

Advocacy Initiatives

What types of advocacy initiatives should FLICC conduct on behalf of federal libraries and information centers?

FEDLINK Report Card: Streamlining Procurement Processes

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

FEDLINK: Procurement Improvement

How can FEDLINK improve its existing procurement processes and programs?

FLICC/FEDLINK Report Card: Education and Training

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

Education and Training Initiatives

What new areas of education and training do you think our members would be interested in taking?

FLICC/FEDLINK Report Card: Consulting/Advising

On a scale of 1-5, with 5 being the highest rating, how well has FLICC/FEDLINK succeeded in consulting or advising federal library and information professionals?

Helping Us Improve

How can we improve?

Helping Us Improve (continued)

What customer complaints have you received about FLICC/FEDLINK services?

Helping Us Improve (continued)

What kind of services do our customers request that we are not providing or could provide more efficiently?

Brand Recognition

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

FLICC/FEDLINK: New Service Suggestions

What new services do you think our members would like to see developed over the next five fiscal years (FY07-FY11)?

Please explain.

Current Services

Are there any current services that you think are not successful and should be discontinued?

Payment Methods

Do you think our existing stable of payment methods such as Transfer Pay, Direct Pay and Direct Express meet our member needs?

Yes

No

Don't know

Please explain.

FEDLINK: Billing and Accounting Improvement

How can FEDLINK improve its billing and accounting procedures?

Purchases outside of FEDLINK: Reasons Why

Why do you think members use GSA, other government procurement entities, or other vendors instead of procuring materials through 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?

New Members

In addition to libraries and information centers what other federal agency units or divisions should we target for business?

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?

Work Environment

Do you think FLICC/FEDLINK provides a positive work environment? Why or why not?

Work Environment (continued)

How could FLICC/FEDLINK become a better place to work?

Work Environment (continued)

What are the advantages of working at FLICC/FEDLINK?

Training

What types of training opportunities would help you grow professionally? Please be specific.

Additional Staff

If you could add two new staff members to FLICC/FEDLINK, what would their titles, skill sets and major job responsibilities be?

Title:

Skill Set:

Major Responsibilities

Title:

Skill Set:

Major Responsibilities

Thank You

Thank you for taking our survey. We appreciate the time you took to provide your feedback.

Contact Us

Don't hesitate to contact us by sending an email to Karen Walfall @ kw@loc.gov if you have questions or comments.