

FLICC/FEDLINK Survey

Welcome to the FLICC/FEDLINK Survey

This survey is for FLICC/FEDLINK members, users and potential users from federal libraries, federal information centers, government agencies, and government contractors.

There is a separate survey for FEDLINK vendors. If you are a FEDLINK vendor, please [click here](#) to access the Vendor 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 Survey Goals

The goals of the FLICC/FEDLINK 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

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.

Survey Deadline

The deadline for completing this survey is 5:30 p.m. Friday, February 10, 2006.

Taking the FLICC/FEDLINK Survey

This survey should take approximately 20 minutes to complete, depending on the number of questions you answer and the level of detail you provide.

There are 27 questions. Many are very short. Please answer as many questions as you can. With two exceptions (designated with an asterisk), all questions are optional.

You may finish the survey in more than one session by hitting "Exit Survey," as long as you use the same computer throughout the survey and do not re-enter the survey for at least five minutes.*

Even if you hit "Done" (at the end of the survey) you may edit your survey until the survey deadline, February 10, 2006.

* To exit the survey, be sure click ahead to a blank question. Any information you type on the page you exit from will not be saved.

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

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?

Yes

No

Don't know

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

FLICC/FEDLINK: New Product/Service Suggestions

What entirely new types of products/services would you like to see developed over the next five fiscal years (FY'07-FY'11)?

FLICC/FEDLINK 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?

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 FLICC/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 improve 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?

Purchases outside of FEDLINK

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

Purchases outside of FEDLINK: Reasons Why

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

New FEDLINK Vendors

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

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?

Communicating with FLICC/FEDLINK: Unmet Needs

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

Communications: New Methods

Would you like us to develop any of the following methods of communications?

Audioconference

Blog

E-letter

Live Webcast

RSS Feed

Videoconference

Wiki

Other

FLICC/FEDLINK Consulting

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

Collection planning

Digital library development

Implementing an ILS

Preservation

Selecting a content management vendor

Space planning

Web site design

None

Other

Supporting Members

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

Thank You

Thank you for taking our survey.

Contact Us

Don't hesitate to contact us! Send an e-mail to Cindy Boeke at cboe@loc.gov if you have any questions or comments.