

## Workshop #4: Community Voices: Partnering for Accessibility and Inclusion in Library Planning

### Handout #5



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### Collecting Data

#### How to Collect Data:

1. At the library - Easy to collect and free.
2. Online - Surveys can be distributed by email and take place on survey websites like SurveyMonkey. (A side note: this excludes anyone who doesn't have access or regular access to computers or the internet).
3. Mailed - Print out and sent to representatives of your stakeholder groups. More costly due to paper, envelopes, and stamps. Mail surveys typically have fewer respondents than those that are person-to-person (email, face-to-face, phone).
4. Telephone - Can reach more people but can be very time-consuming, and there is always a risk of the recipient not answering or is busy.
5. In-person/face-to-face. This is highly time-consuming, but it might be the most productive if your library is in a relatively small community. Neighborhood canvases can yield high results.

#### Data Collecting Tips:

1. Use short questions when possible.
2. Avoid leading questions and ambiguous questions.
3. Use clear instructions for the user.
4. Use either Calibri or Arial for the font, size twelve.
5. Use double-space so that the survey is readable.
6. Use black and white, no color.
7. Don't use "double-barreled" questions.
8. Avoid asking patrons to rank questions.
9. Include some open-ended questions.
10. Include page numbers.
11. Include a closing statement thanking the patron for their time.
12. Also include the library's contact information.

#### Different Data Collecting Methods:

1. Interviews - Usually one-on-one. A casual conversation between the librarian and patron with disabilities. You can have these in person or via a method like Zoom or Skype. Be sure to have your questions written down beforehand.

2. Focus Groups - A casual conversation between the librarian and 4-5 patrons with disabilities.
3. Observations - The librarian observes the patron with a disability in the library.