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VPL/ACTION for Health Library Project

Information Sheet for Librarians

September 23, 2004

ACTION for Health

Document Status:

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How to implement the survey:

- 1) Patrons **must be over the age of 14** to participate. Please indicate the number who are ineligible for this reason in the Patron Recording Form.
- 2) Explain the survey to the patron (information is available on the front of the survey). The survey has two parts, the first is where librarians ask the patrons questions, the second half the patrons fill out themselves.
- 3) Be sure to emphasize that this is **anonymous** and that patrons don't have to answer any questions they do not wish to answer.
- 4) **Clearly obtain verbal consent** from the patron prior to starting the survey.
- 5) If a person refuses to participate when asked, please note this on the Patron Recording Form (included in the package).
- 6) If a person is unable to comprehend English, they are **ineligible** to take part in the survey. Please record the number ineligible for this reason in the Patron Recording Form.
- 7) After asking the patrons the first half, give them the survey to fill out and point out where the surveys are to be returned (survey drop boxes).
- 8) Explain to the patrons that there is a Subject **Feedback Form/Info Sheet** that they can take away with them if they are interested.

If you have any questions about the survey, please contact Anne-Marie Nicol at anicol@interchange.ubc.ca