

ATTITUDE INSTRUMENT

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Instructions for Library Managers

This instrument is designed to help you assess how staff attitudes about library services related to personal finance have changed as a result of your staff development activity. The instrument pertains to personal finance reference questions. You may want to adapt it to focus on collection development, programming, or other duties.

Ideally, the instrument should be used as both a pre-test and a post-test. The pre-test will help you assess initial staff attitudes about personal finance questions and may help you shape the training that you deliver. The post-test can then be compared to the pre-test to identify how attitudes have changed. When assessing attitudes, it is recommended that you administer the instrument anonymously in order to get the most trustworthy information. You may wish to analyze the results in aggregate, or you may wish number each pair of tests so that you can determine how individual attitudes have changed. You may not need a pre-test if you conducted a separate needs assessment that gathered information about staff attitudes.

Instrument

Please consider each of the following statements and indicate the degree to which you agree or disagree.

1. I feel confident that I can answer reference questions related to personal finance.
 - A. Strongly agree
 - B. Somewhat agree
 - C. Neither agree nor disagree
 - D. Somewhat disagree
 - E. Strongly disagree

2. I prefer that another library staff member handle the reference questions related to personal finance.
 - A. Strongly agree
 - B. Somewhat agree
 - C. Neither agree nor disagree
 - D. Somewhat disagree
 - E. Strongly disagree

3. Assisting patrons with personal finance questions is an important part of my job.
 - A. Strongly agree
 - B. Somewhat agree
 - C. Neither agree nor disagree
 - D. Somewhat disagree
 - E. Strongly disagree

4. I am familiar with the core resources I need to answer reference questions related to personal finance.
 - A. Strongly agree
 - B. Somewhat agree
 - C. Neither agree nor disagree
 - D. Somewhat disagree
 - E. Strongly disagree

5. Library staff members should not be expected to answer reference questions related to personal finance.
 - A. Strongly agree
 - B. Somewhat agree
 - C. Neither agree nor disagree
 - D. Somewhat disagree
 - E. Strongly disagree

6. I feel comfortable conducting a reference interview related to personal finance questions.
 - A. Strongly agree
 - B. Somewhat agree
 - C. Neither agree nor disagree
 - D. Somewhat disagree
 - E. Strongly disagree

7. I look forward to continuing to learn about personal finance resources.
 - A. Strongly agree
 - B. Somewhat agree
 - C. Neither agree nor disagree
 - D. Somewhat disagree
 - E. Strongly disagree