Staff Training Needs Assessment

Please respond to each of the following. Your answers will help us design effective staff training.

1. Please indicate how knowledgeable you are about the library’s personal finance and investing services and collections.

   - Not at all knowledgeable
   - Very knowledgeable

   | 1 | 2 | 3 | 4 | 5 |

   1. Not at all knowledgeable
   2. Very knowledgeable

2. For which of the topics do you feel a need to improve your ability to identify unbiased, accurate information resources (print, media, websites, web tools, and databases) in order to respond to patrons’ questions? Check all that apply.

   - Basic budgeting and record keeping
   - Banking services and saving
   - Income taxes
   - Insurance fundamentals
   - Homebuying
   - Children and money
   - Financing college
   - Consumer credit
   - Investing
   - Retirement planning
   - Selecting financial professionals
   - Consumer protection and fraud
   - Community services for those facing financial hardship

3. How confident do you feel in responding to library patrons’ questions on personal finance and investing?

   - Not at all confident
   - Very confident

   | 1 | 2 | 3 | 4 | 5 |

   1. Not at all confident
   2. Very confident

4. How confident do you feel in designing effective financial education programming that is appropriate for the library’s patrons?

   - Not at all confident
   - Very confident

   | 1 | 2 | 3 | 4 | 5 |

   1. Not at all confident
   2. Very confident

5. How confident do you feel in identifying community partners to help deliver effective, unbiased financial education programming?

   - Not at all confident
   - Very confident

   | 1 | 2 | 3 | 4 | 5 |

   1. Not at all confident
   2. Very confident