2021 KEYSTONE NEEDS ASSESSMENT SURVEY
FREQUENTLY ASKED QUESTIONS

OVERVIEW

What is the Office of Commonwealth Libraries (OCL)?
The Office of Commonwealth Libraries (OCL) is a division of the Pennsylvania Department of Education (PDE) that operates the Commonwealth's state research library and collects, preserves, and connects state government, libraries, and all residents with the information and resources needed for education, enrichment, and advancement. The Bureau of Library Development, a subdivision of OCL, promotes the development and improvement of libraries through subsidies and grant funding.

Who is Delta Development Group?
Delta Development Group (Delta) is a multi-disciplinary planning consulting firm based in Camp Hill, PA. Delta has been retained by the OCL to develop a Needs Assessment and Long-Range Plan, of which this survey is a critical component.

What is the purpose of this survey?
This survey is an essential part of a Needs Assessment and Long-Range Plan to meet the current and future needs of public library facilities through use of the Keystone Recreation, Park, and Conservation Fund Grants for Public Library Facilities Program. Your answers will assist the OCL in ensuring that funding resources are best allocated to meeting those needs.

What is the Keystone Recreation, Park, and Conservation Fund Grants for Public Library Facilities Program?
The Keystone Recreation, Park, and Conservation Fund Grants for Public Library Facilities Program currently funds new construction, rehabilitation, planning, and land and building acquisition for new and existing public library facilities. The feedback of public library facilities and municipalities throughout the Commonwealth is essential to ensuring that the Program can most effectively meet the capital needs of the Commonwealth's public library facilities.

I work for a municipal government, not a public library facility. Why was I contacted to complete this survey?
The Keystone Recreation, Park, and Conservation Fund Grants for Public Library Facilities Program requires close coordination between public library facilities and municipal governments. A public library facility must partner with a sponsoring municipality (defined as a county, city, borough, incorporated town, township, home rule municipality, authority, or council or governments) to apply through the Keystone Recreation, Park, and Conservation Fund Grants for Public Library Facilities Program. As a municipal government contact, we seek your insight as a former, current, or potential future applicant.

Our municipality is not home to a public library facility. Should we still take this survey?
Yes! We welcome input from all of the Commonwealth's municipalities. Even if a public library facility is not in your municipality, many municipal governments provide financial assistance to public library facilities in neighboring municipalities. The survey has been specifically designed to accommodate respondents that do not have a public library facility within their municipal boundaries.

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ABOUT THE SURVEY

Are there different surveys for municipalities and public libraries?
No, there is only one survey for all municipalities and public libraries. The survey uses smart forms. A smart form has built-in logic that supports default values, skip logic, calculations, and branching questions. For example, as a respondent answers questions in the form, additional questions may appear or some questions be removed in later sections, depending on responses to previous questions. A smart form only asks questions that are applicable to the respondent.

When will the survey take place?
The survey will be open Friday, October 8, 2021 and close Friday, November 26, 2021.

How long will the survey take to complete?
Municipalities and libraries should expect the survey to require 10-15 minutes to complete.

What if I don't complete the survey in the specified timeframe?
The survey must be completed by Friday, November 26, 2021 or responses will not be accepted.

How many people from our library or municipality should take the survey?
Please submit only one survey per public library facility or municipality.

Our library belongs to a public library system. Have all of the branch locations of the public library system been contacted?
Yes, each branch location within your library system has been contacted to complete the survey.

Will my responses be published?
No, specific responses will not be made available publicly. Only data derived from survey responses will be published.

TAKING THE SURVEY

What languages are available for the survey?
The survey is in English and Spanish. Additional languages are available upon request.

Do I have to complete the survey electronically?
No, if you would prefer a physical survey form to complete, please email
PALibraryNeedsAssessment@deltaone.com. A physical copy of the survey will be mailed to you.

Who do I contact if I need disability-related aids or services, including printed information in alternate formats?
Please email PALibraryNeedsAssessment@deltaone.com or call (717) 441-9030. Disability-related aids and services will be made available to ensure all persons can participate in the survey.

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How can I take the survey?

The survey can be completed by computer, mobile device, or tablet. The survey is functional on iOS, Android, Windows, Mac OS X.

Do I need a mobile app to take the survey on my phone?

No. The survey is completed in an internet browser.

Can I take the survey on any internet browser?

Yes, the survey works on all internet browsers.

Can I start and stop the survey and save my progress?

Yes, the survey will automatically save your progress, provided you continue in the same browser.

Can I take the survey on a different computer from the one I typically use?

Yes, the survey can be completed on any computer, mobile device, or tablet that has access to the internet.

Why am I required to provide my name, phone number, etc.?

In the event of follow-up questions, we would like to contact you for clarification.

What address should I use at the beginning of the survey?

Please use the address of your physical public library facility. If you are taking the survey on behalf of a municipal body, please enter the address of your main municipal building (city hall, borough hall, township building, etc.).

What happens if I make a mistake on the survey and accidentally submit it?

If you make a mistake on the survey and accidentally submit, please contact PALibraryNeedsAssessment@deltaone.com. We can delete the survey on your behalf, and you can take it again.

Who can I contact if I have additional questions about the survey?

Please email PALibraryNeedsAssessment@deltaone.com.