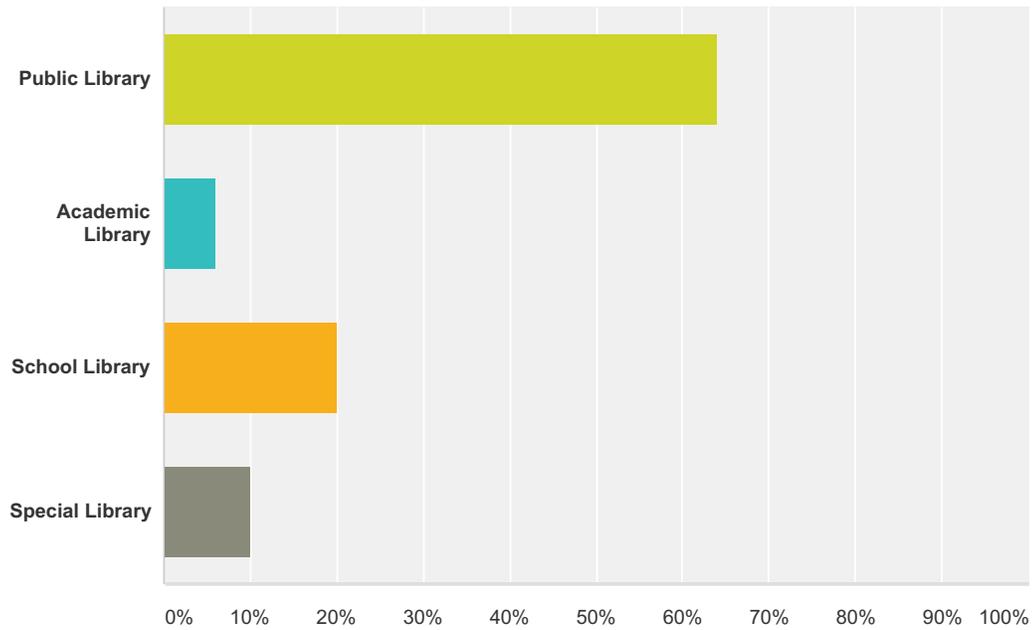


### Q1 What is your library affiliation?

Answered: 50 Skipped: 0

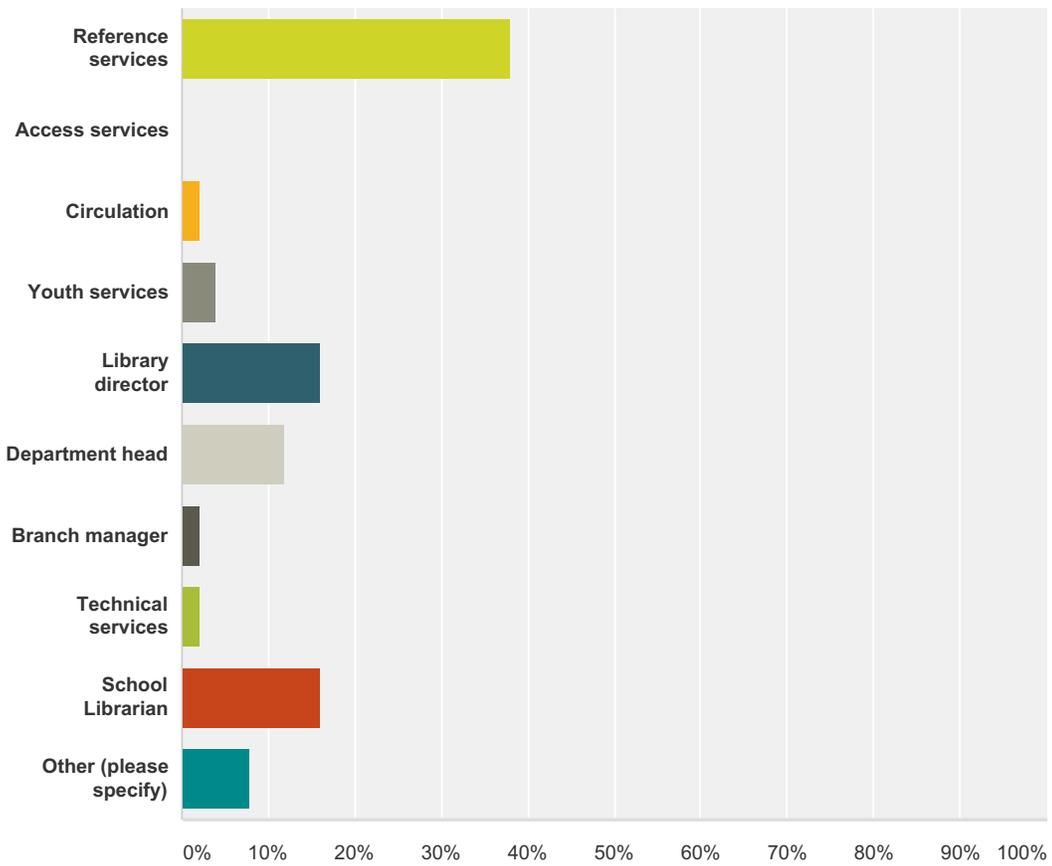


Answer Choices	Responses
Public Library	64.00% 32
Academic Library	6.00% 3
School Library	20.00% 10
Special Library	10.00% 5
<b>Total</b>	<b>50</b>

#	Other (please specify)	Date
1	retired--now using public library	5/31/2014 2:17 PM

## Q2 What is your primary role at your library?

Answered: 50 Skipped: 0



Answer Choices	Responses
Reference services	38.00% 19
Access services	0.00% 0
Circulation	2.00% 1
Youth services	4.00% 2
Library director	16.00% 8
Department head	12.00% 6
Branch manager	2.00% 1
Technical services	2.00% 1
School Librarian	16.00% 8
Other (please specify)	8.00% 4
<b>Total</b>	<b>50</b>

#	Other (please specify)	Date
1	Teen & Reference	6/4/2014 2:04 PM
2	Consortium director	6/1/2014 8:32 PM
3	Instruction Librarian	6/1/2014 11:49 AM
4	Assistant Director	5/31/2014 10:04 AM

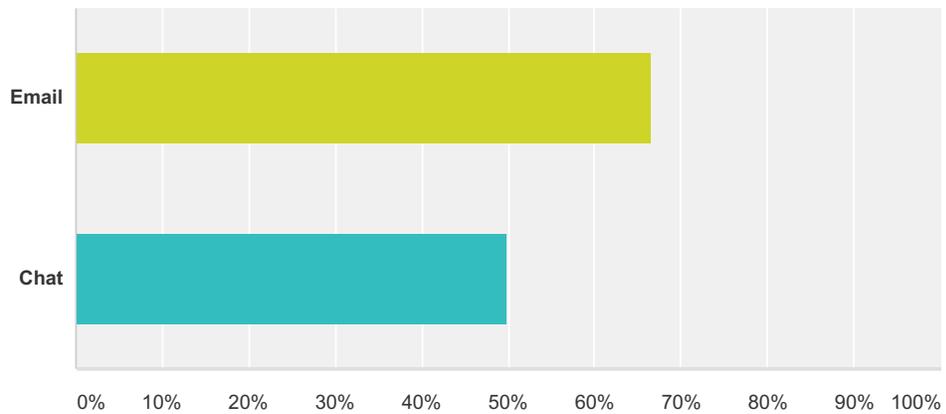
### Q3 Optional: What library are you affiliated with?

Answered: 19 Skipped: 31

#	Responses	Date
1	Westerly Public Library	6/16/2014 9:42 AM
2	rhode island	6/9/2014 1:11 PM
3	VA Hospital	6/6/2014 9:54 AM
4	Tiverton	6/4/2014 5:26 PM
5	Greenville	6/4/2014 3:05 PM
6	Newport Public Library	6/4/2014 2:26 PM
7	Lincoln Public Library	6/4/2014 1:29 PM
8	Warwick Public Library	6/3/2014 6:07 PM
9	Medical	6/3/2014 9:11 AM
10	Shea High School	6/2/2014 1:11 PM
11	Pawtucket	6/2/2014 10:41 AM
12	Kent Hospital	6/2/2014 9:37 AM
13	RILINK	6/1/2014 8:32 PM
14	Cumberland Public	5/31/2014 9:23 PM
15	Westerly Middle School	5/31/2014 7:26 PM
16	Newport Public Library--was at Rogers High	5/31/2014 2:17 PM
17	Tiverton Essex Library Services	5/31/2014 1:47 PM
18	Cranston Public Library	5/31/2014 10:46 AM
19	ESM	5/31/2014 10:04 AM

### Q4 Do you use the AskRI reference services? If so, please indicate which.

Answered: 6 Skipped: 44

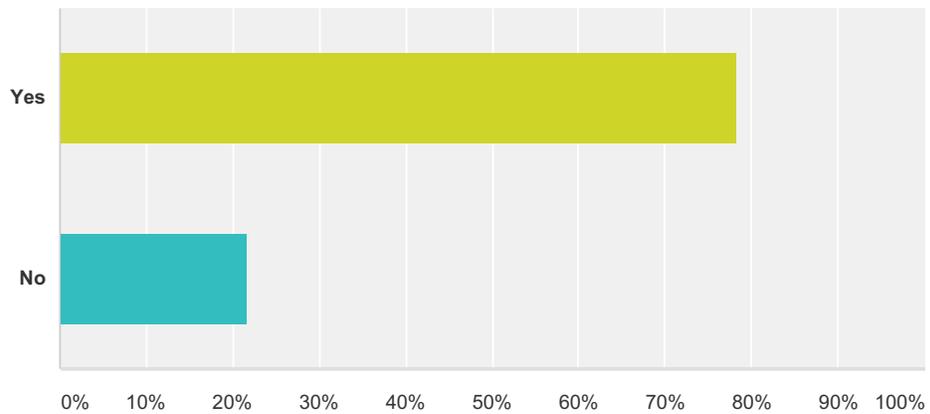


Answer Choices	Responses
Email	66.67% 4
Chat	50.00% 3
<b>Total Respondents: 6</b>	

#	Comments	Date
1	Have not had a need for them. I'm at a middle school.	6/16/2014 8:40 AM
2	no, I never think about it	6/4/2014 3:05 PM
3	I use half of the databases frequently. I get to them using the AskRI webpage.	6/3/2014 2:17 PM
4	The chat has been extremely helpful for myself and for patrons. I reference this service to adults as well and they come back and tell me how helpful the chat service is. It really personalizes askRI rather than just turning it into a bunch of databases.	6/2/2014 4:33 PM
5	Haven't needed to do this.	6/1/2014 8:32 PM

### Q5 Do you recommend the AskRI reference services to patrons?

Answered: 46 Skipped: 4

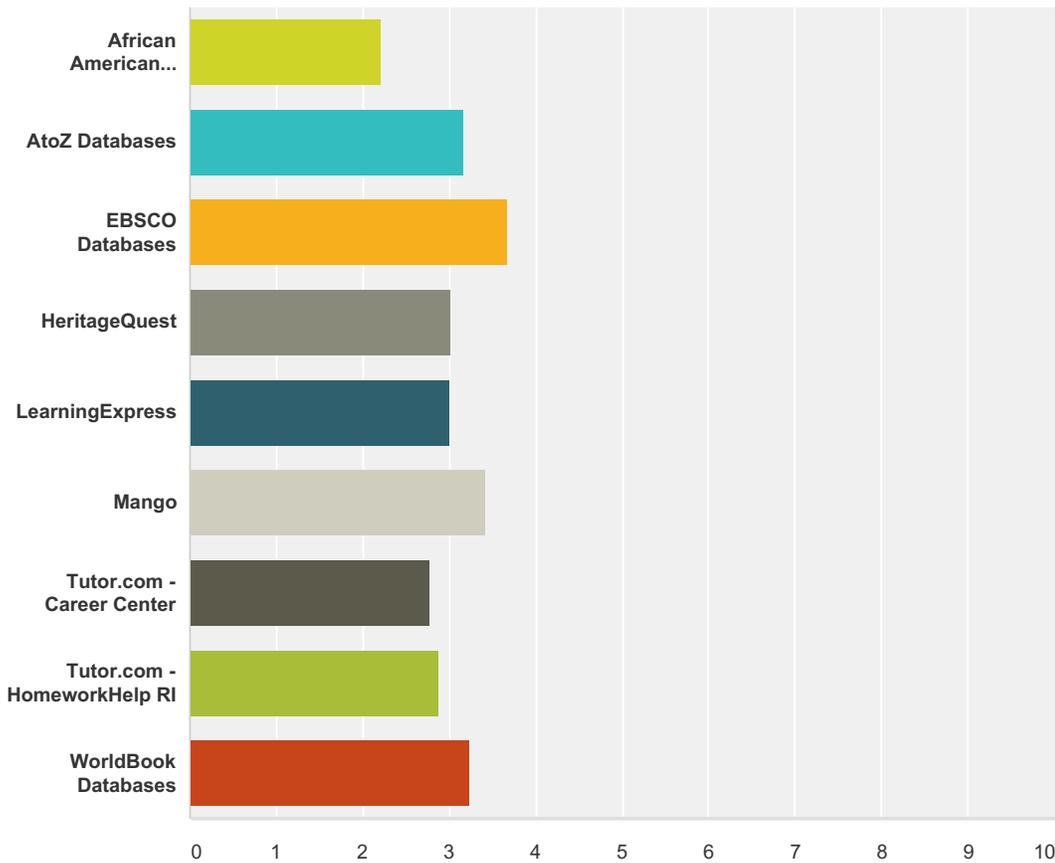


Answer Choices	Responses
Yes	78.26% 36
No	21.74% 10
<b>Total</b>	<b>46</b>

#	Comments	Date
1	especialy Mango languages	6/17/2014 1:07 PM
2	Mainly for testing and homework help	6/9/2014 2:33 PM
3	to firends more than students	6/9/2014 1:11 PM
4	Your taxes pay for this!	6/4/2014 1:29 PM
5	The Ebsco health database that was added to AskRi did not contribute any new holdings to what we already licensed.	6/2/2014 9:37 AM
6	was not really aware of it	5/31/2014 1:47 PM

**Q6 Please rate how knowledgeable you feel about the following AskRI databases, both for your use and to recommend to patrons. We'll ask about specific EBSCO and WorldBook products later.**

Answered: 36 Skipped: 14



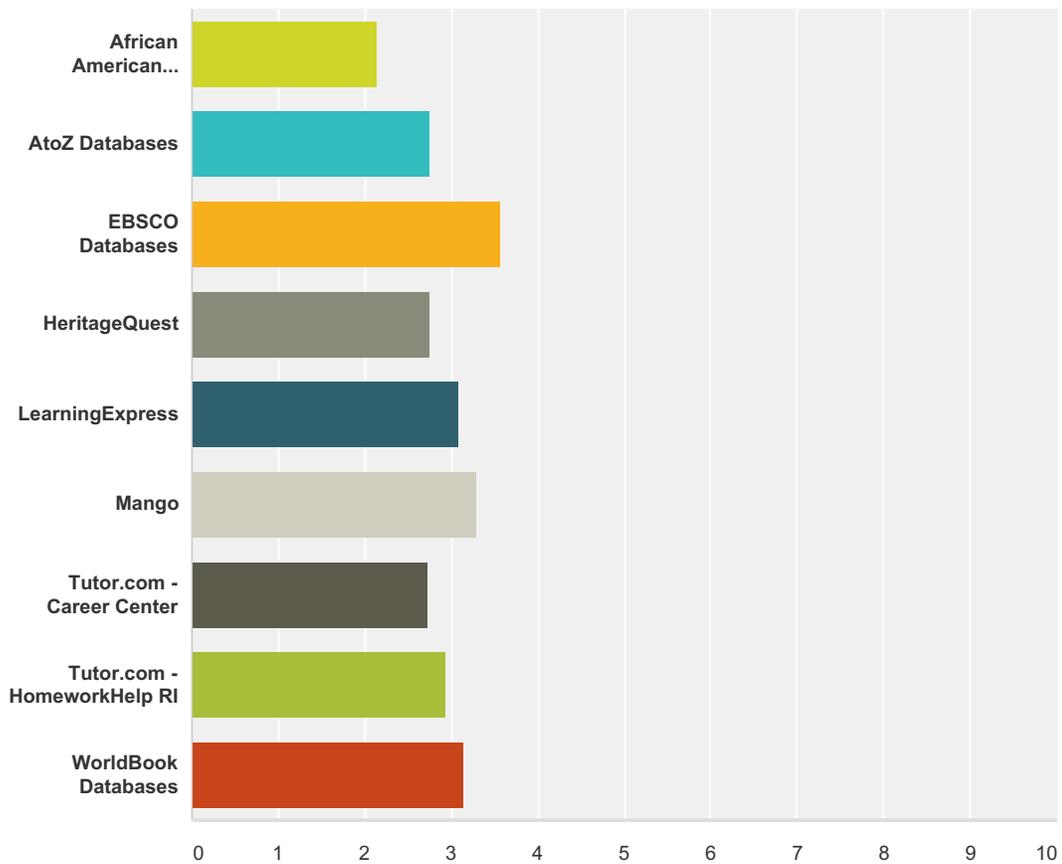
	Very knowledgeable	Somewhat knowledgeable	Don't know enough	Didn't know this was available	N/A	Total	Weighted Average
African American Heritage	2.78% 1	25.00% 9	52.78% 19	11.11% 4	8.33% 3	36	2.21
AtoZ Databases	33.33% 12	44.44% 16	16.67% 6	0.00% 0	5.56% 2	36	3.18
EBSCO Databases	69.44% 25	27.78% 10	2.78% 1	0.00% 0	0.00% 0	36	3.67
HeritageQuest	28.57% 10	42.86% 15	25.71% 9	0.00% 0	2.86% 1	35	3.03
LearningExpress	27.78% 10	44.44% 16	22.22% 8	2.78% 1	2.78% 1	36	3.00
Mango	50.00% 18	41.67% 15	2.78% 1	2.78% 1	2.78% 1	36	3.43

Tutor.com - Career Center	<b>16.67%</b> 6	<b>44.44%</b> 16	<b>33.33%</b> 12	<b>2.78%</b> 1	<b>2.78%</b> 1	36	2.77
Tutor.com - HomeworkHelp RI	<b>22.22%</b> 8	<b>44.44%</b> 16	<b>27.78%</b> 10	<b>2.78%</b> 1	<b>2.78%</b> 1	36	2.89
WorldBook Databases	<b>37.14%</b> 13	<b>48.57%</b> 17	<b>8.57%</b> 3	<b>2.86%</b> 1	<b>2.86%</b> 1	35	3.24

#	Comments	Date
1	The items I checked 'N/A' are not relevant for hospital-based patrons.	6/2/2014 9:41 AM

**Q7 How frequently do you recommend the following AskRI Databases to patrons?  
We'll ask about specific EBSCO and WorldBook products later.**

Answered: 34 Skipped: 16



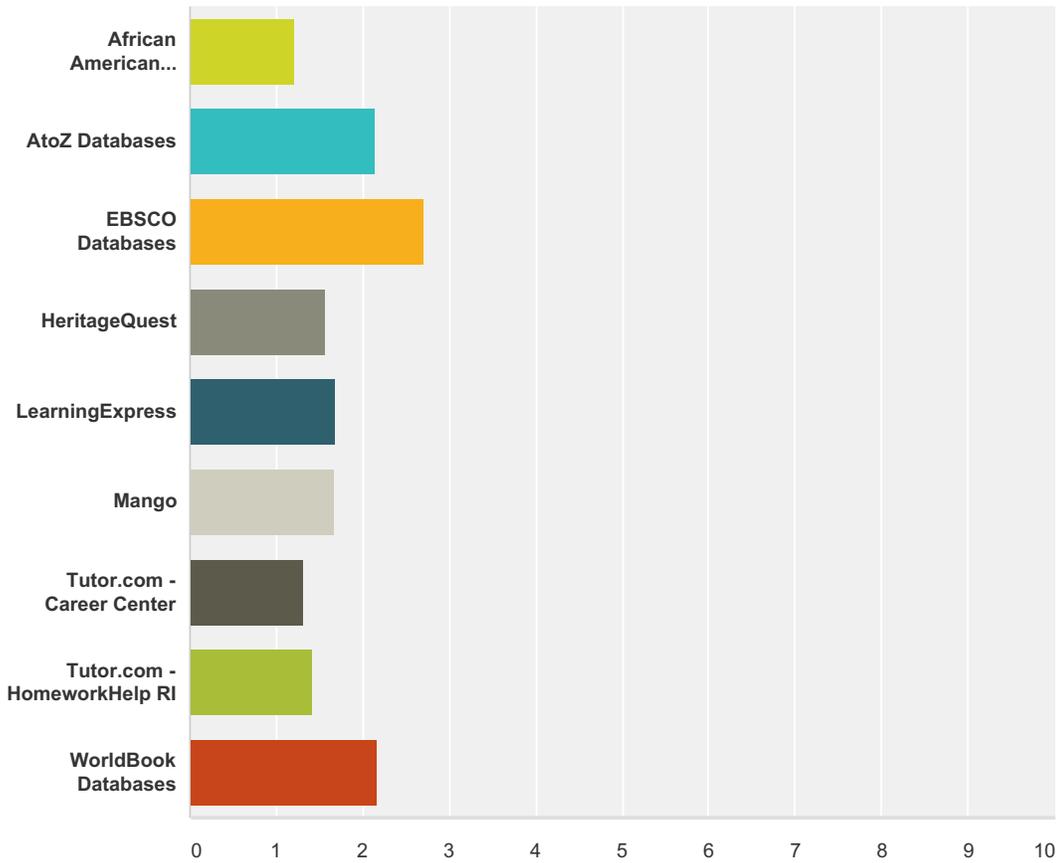
	6 or more times per week	3-5 times per week	1-2 times per week	Never	Didn't know this was available	Total	Weighted Average
African American Heritage	0.00% 0	0.00% 0	26.47% 9	61.76% 21	11.76% 4	34	2.15
AtoZ Databases	0.00% 0	17.65% 6	41.18% 14	41.18% 14	0.00% 0	34	2.76
EBSCO Databases	12.50% 4	40.63% 13	37.50% 12	9.38% 3	0.00% 0	32	3.56
HeritageQuest	0.00% 0	9.38% 3	56.25% 18	34.38% 11	0.00% 0	32	2.75
LearningExpress	6.06% 2	21.21% 7	48.48% 16	24.24% 8	0.00% 0	33	3.09
Mango	6.06% 2	27.27% 9	57.58% 19	9.09% 3	0.00% 0	33	3.30
Tutor.com - Career Center	3.03% 1	6.06% 2	51.52% 17	39.39% 13	0.00% 0	33	2.73
Tutor.com - HomeworkHelp RI	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
WorldBook Databases	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Tutor.com - HomeworkHelp RI	<b>6.06%</b> 2	<b>9.09%</b> 3	<b>57.58%</b> 19	<b>27.27%</b> 9	<b>0.00%</b> 0	33	2.94
WorldBook Databases	<b>9.09%</b> 3	<b>18.18%</b> 6	<b>51.52%</b> 17	<b>21.21%</b> 7	<b>0.00%</b> 0	33	3.15

#	Comments	Date
1	Never isn't accurate--I recommend them probably 1-5 times per month.	6/16/2014 9:47 AM
2	I clicked 1-2 times per week, as never didn't fit. I recommend as needed which is less than this number, more like 1-2 a quarter.	6/6/2014 10:04 AM
3	There should be an option here for somewhere between 1-2 per week and never. I recommend the databases marked as 'never' occasionally, but definitely not weekly.	6/4/2014 2:12 PM
4	There's no option to say occasionally recommend. Somewhere in between 1-2 times and never would be for Mango, African American Heritage and World Book.	6/3/2014 2:44 PM
5	Infrequently -- probably a half dozen times a year	6/3/2014 9:15 AM
6	The frequencies don't match my situation, I recommend all of the rest whenever appropriate	6/1/2014 8:38 PM

**Q8 How frequently do you use the following AskRI databases for work purposes (that is, for reference transactions, research requests, demonstration, teaching, etc.)? We'll ask about specific EBSCO and World Book products later.**

Answered: 35 Skipped: 15



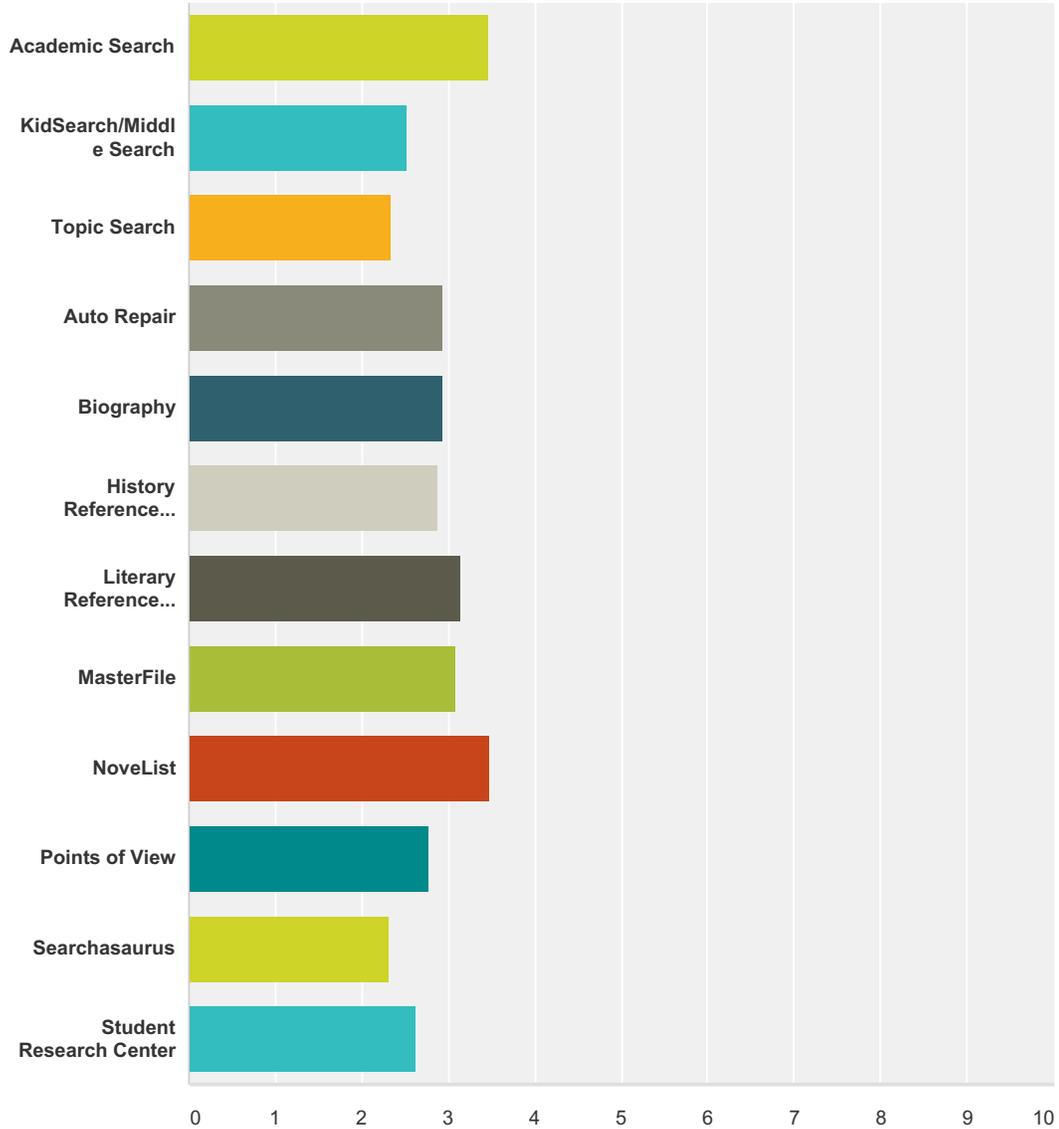
	6 or more times per week	3-5 times per week	1-2 times per week	Never	Total	Weighted Average
African American Heritage	0.00% 0	0.00% 0	20.59% 7	79.41% 27	34	1.21
AtoZ Databases	21.21% 7	3.03% 1	45.45% 15	30.30% 10	33	2.15
EBSCO Databases	29.41% 10	20.59% 7	41.18% 14	8.82% 3	34	2.71
HeritageQuest	0.00% 0	9.38% 3	37.50% 12	53.13% 17	32	1.56
LearningExpress	0.00% 0	15.63% 5	37.50% 12	46.88% 15	32	1.69
Mango	3.13% 1	3.13% 1	50.00% 16	43.75% 14	32	1.66

Tutor.com - Career Center	0.00% 0	3.23% 1	25.81% 8	70.97% 22	31	1.32
Tutor.com - HomeworkHelp RI	3.23% 1	3.23% 1	25.81% 8	67.74% 21	31	1.42
WorldBook Databases	12.12% 4	18.18% 6	45.45% 15	24.24% 8	33	2.18

#	Comments	Date
1	Again, your categories aren't great. I use most of them 1-4 times per month.	6/16/2014 9:47 AM
2	I put never for many, but use them perhaps 1-2 a quarter or when needed.	6/6/2014 10:04 AM
3	Ebsco ranked high, because its the only game in town, only option	6/5/2014 12:37 PM
4	World Book, and Learning Express are used occasionally and are helpful to have..	6/3/2014 2:44 PM
5	I needed a frequency between 1-2 times per week and never	6/2/2014 10:20 AM
6	Frequencies don't apply, use as needed.	6/1/2014 8:38 PM
7	My answer for all of these should be less than once a week or occasionally.	5/31/2014 6:33 AM

**Q9 Please rate how knowledgeable you feel about the following EBSCO databases, both for your use and to recommend to patrons.**

Answered: 35 Skipped: 15



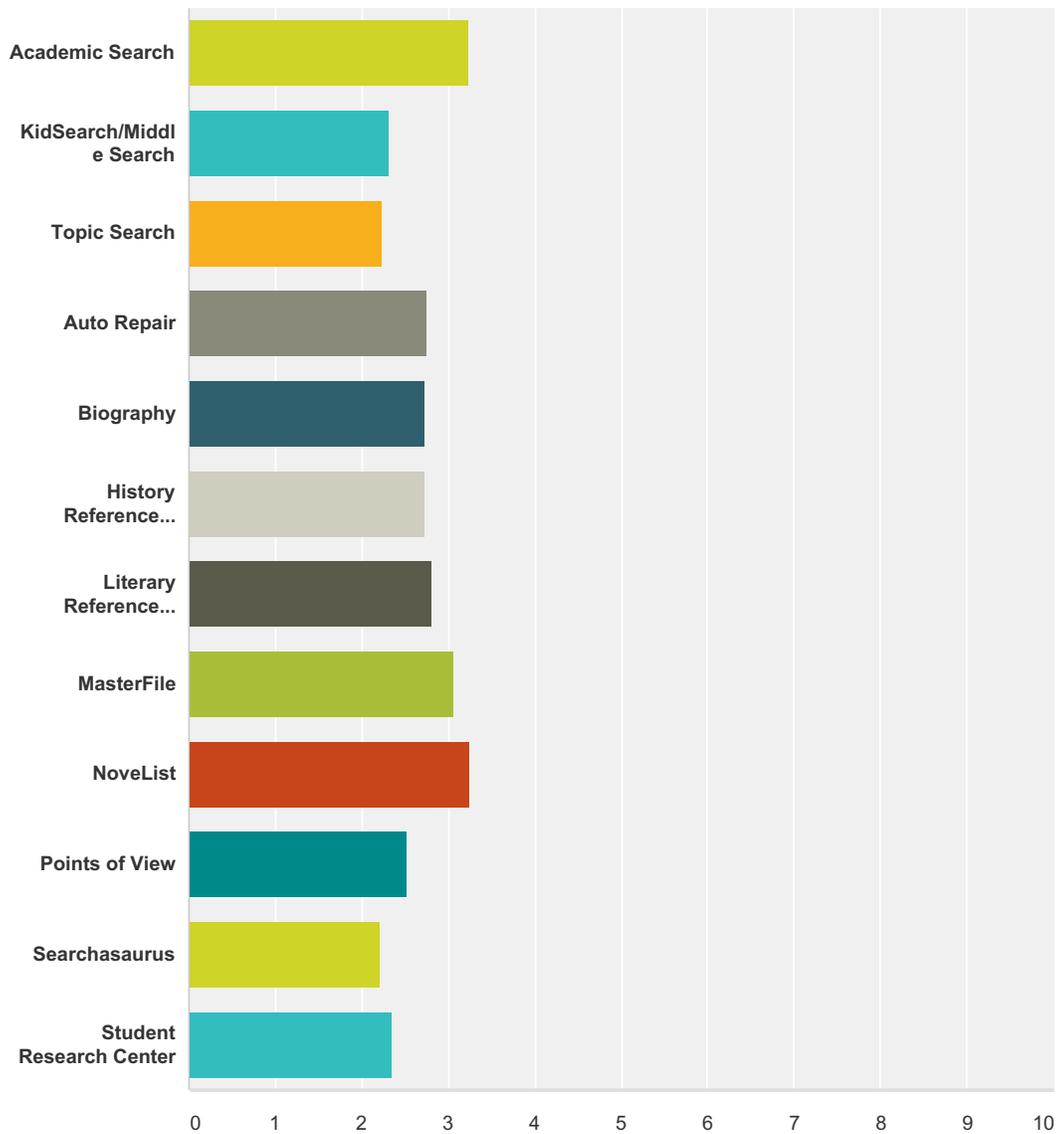
	Very knowledgeable	Somewhat knowledgeable	Don't know enough	Didn't know this was available	N/A	Total	Weighted Average
Academic Search	54.29% 19	34.29% 12	8.57% 3	0.00% 0	2.86% 1	35	3.47
KidSearch/Middle Search	5.88% 2	41.18% 14	38.24% 13	5.88% 2	8.82% 3	34	2.52
Topic Search	3.03% 1	30.30% 10	51.52% 17	6.06% 2	9.09% 3	33	2.33
Auto Repair	40.00% 14	20.00% 7	22.86% 8	11.43% 4	5.71% 2	35	2.94

Biography	<b>25.71%</b> 9	<b>45.71%</b> 16	<b>14.29%</b> 5	<b>8.57%</b> 3	<b>5.71%</b> 2	35	2.94
History Reference Center	<b>17.14%</b> 6	<b>51.43%</b> 18	<b>22.86%</b> 8	<b>2.86%</b> 1	<b>5.71%</b> 2	35	2.88
Literary Reference Center	<b>38.24%</b> 13	<b>32.35%</b> 11	<b>17.65%</b> 6	<b>2.94%</b> 1	<b>8.82%</b> 3	34	3.16
MasterFile	<b>38.24%</b> 13	<b>26.47%</b> 9	<b>23.53%</b> 8	<b>2.94%</b> 1	<b>8.82%</b> 3	34	3.10
NovelList	<b>57.14%</b> 20	<b>28.57%</b> 10	<b>5.71%</b> 2	<b>2.86%</b> 1	<b>5.71%</b> 2	35	3.48
Points of View	<b>17.65%</b> 6	<b>47.06%</b> 16	<b>20.59%</b> 7	<b>8.82%</b> 3	<b>5.88%</b> 2	34	2.78
Searchasaurus	<b>5.88%</b> 2	<b>32.35%</b> 11	<b>29.41%</b> 10	<b>17.65%</b> 6	<b>14.71%</b> 5	34	2.31
Student Research Center	<b>8.82%</b> 3	<b>47.06%</b> 16	<b>32.35%</b> 11	<b>5.88%</b> 2	<b>5.88%</b> 2	34	2.63

#	Comments	Date
1	Concumer Health Complete?? Regulary use.	6/9/2014 1:19 PM

### Q10 How frequently do you recommend the following EBSCO databases to patrons?

Answered: 33 Skipped: 17



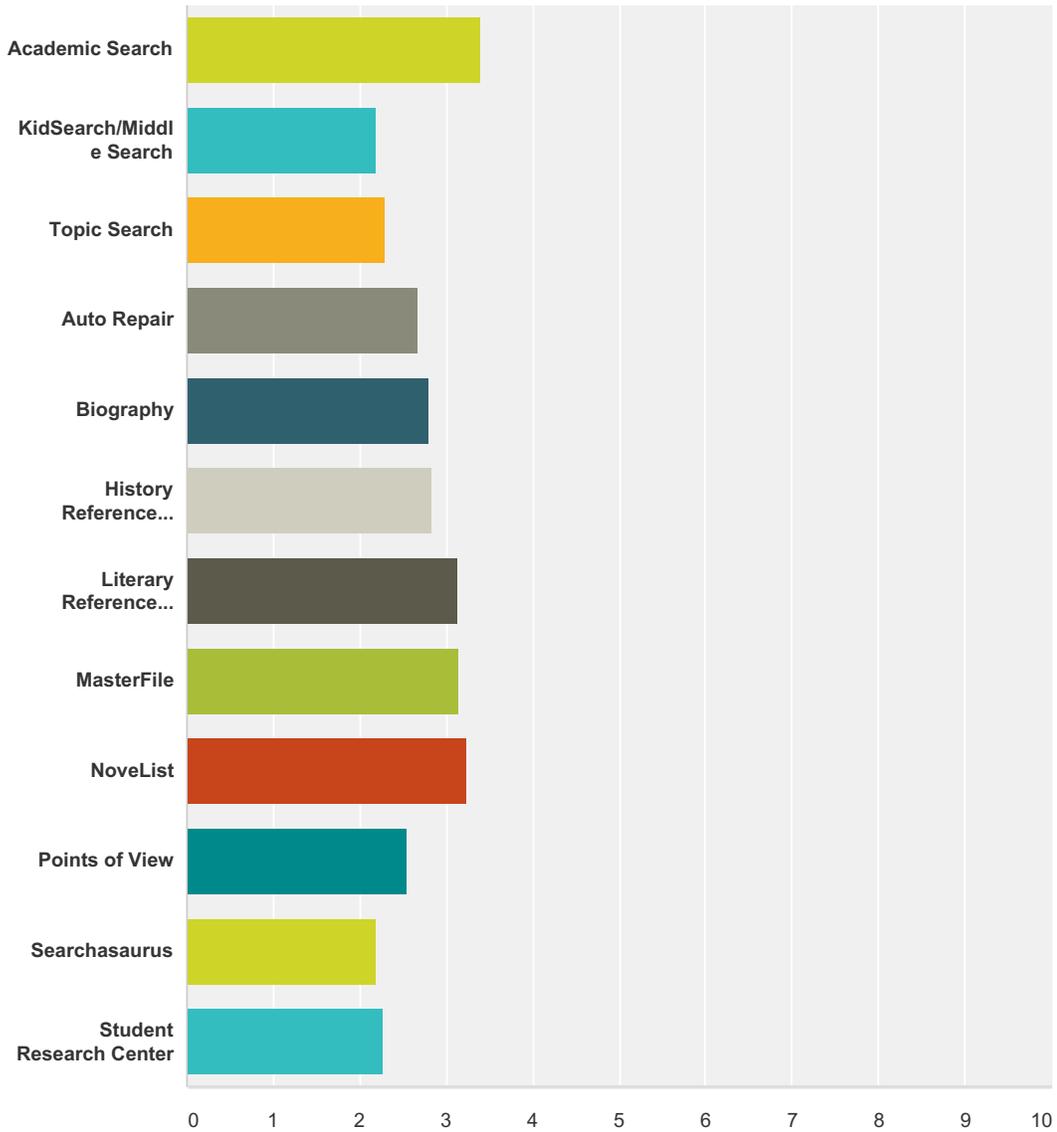
	6 or more times a week	3-5 times per week	1-2 times a week	Never	Didn't know this was available	Total	Weighted Average
Academic Search	12.12% 4	24.24% 8	39.39% 13	24.24% 8	0.00% 0	33	3.24
KidSearch/Middle Search	0.00% 0	3.23% 1	25.81% 8	70.97% 22	0.00% 0	31	2.32
Topic Search	0.00% 0	3.23% 1	19.35% 6	74.19% 23	3.23% 1	31	2.23
Auto Repair	0.00% 0	15.63% 5	50.00% 16	28.13% 9	6.25% 2	32	2.75

Biography	3.23% 1	9.68% 3	45.16% 14	41.94% 13	0.00% 0	31	2.74
History Reference Center	6.45% 2	6.45% 2	41.94% 13	45.16% 14	0.00% 0	31	2.74
Literary Reference Center	3.23% 1	16.13% 5	38.71% 12	41.94% 13	0.00% 0	31	2.81
MasterFile	15.63% 5	12.50% 4	37.50% 12	31.25% 10	3.13% 1	32	3.06
Novelist	9.68% 3	32.26% 10	35.48% 11	19.35% 6	3.23% 1	31	3.26
Points of View	0.00% 0	6.45% 2	41.94% 13	48.39% 15	3.23% 1	31	2.52
Searchasaurus	0.00% 0	0.00% 0	20.69% 6	79.31% 23	0.00% 0	29	2.21
Student Research Center	0.00% 0	6.45% 2	22.58% 7	70.97% 22	0.00% 0	31	2.35

#	Comments	Date
1	Consumer Health Complete ?? 2-3 tiimes/week	6/9/2014 1:19 PM
2	For some of never, it can be 1-2 a quarter.	6/6/2014 10:04 AM
3	As with all of the sections, I don't recommend the databases 1-2 times a week but maybe 1 or 2 times a month.	6/4/2014 3:34 PM
4	Not in youth services, so seldom use those tools geared towards elementary students/teachers.	6/4/2014 2:34 PM
5	Again, why is there no option between 1-2/week and never? How about sometimes? Or occasionally?	6/4/2014 2:12 PM
6	Frequencies don't apply	6/1/2014 8:38 PM
7	I work with K-4 grades in school.	5/30/2014 7:16 PM

### Q11 How frequently do you use the following EBSCO databases for work purposes (that is, for reference transactions, research requests, or demonstration)?

Answered: 32 Skipped: 18



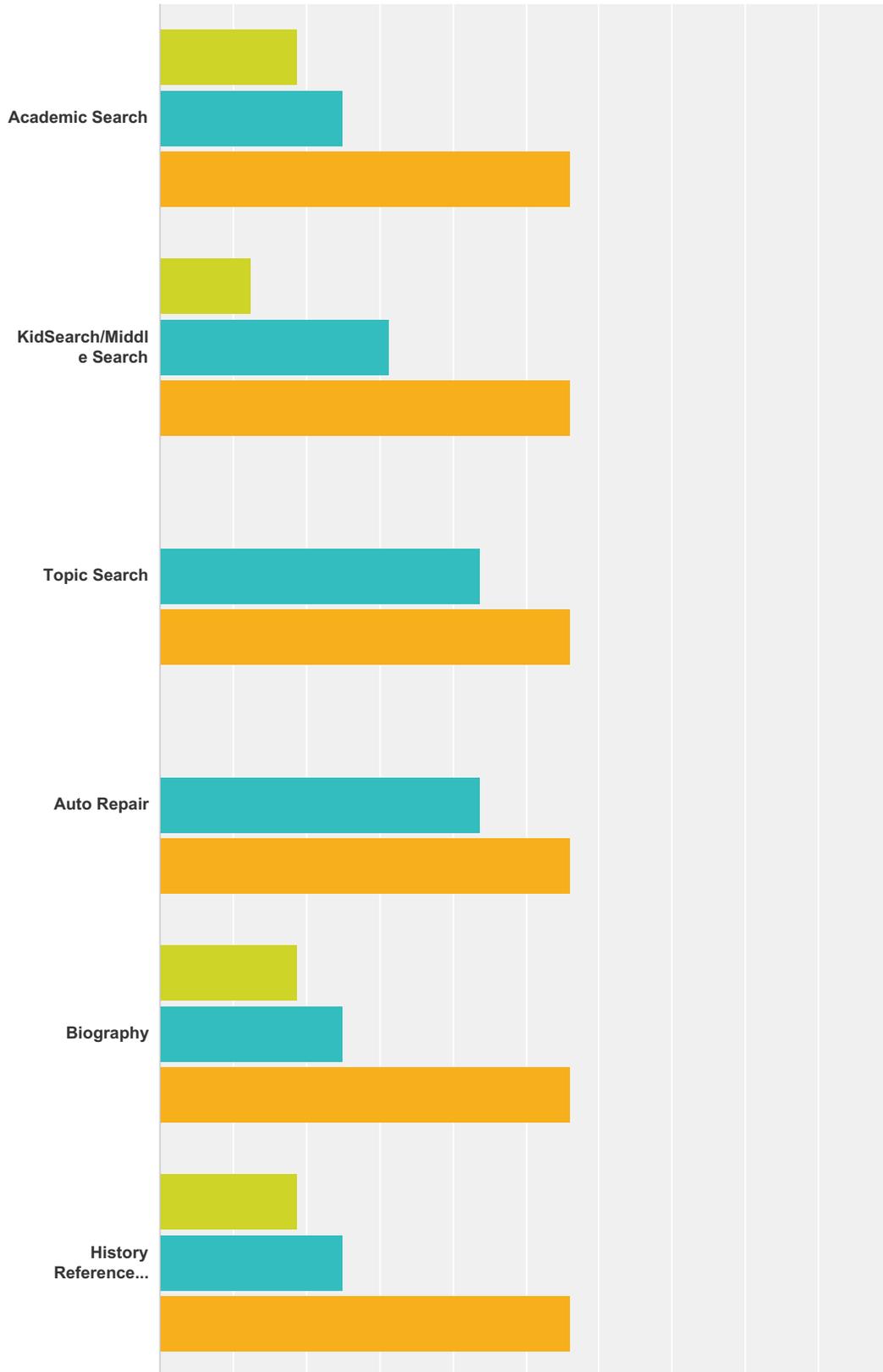
	6 or more times a week	3-5 times per week	1-2 times a week	Never	Didn't know this was available	Total	Weighted Average
Academic Search	21.88% 7	18.75% 6	37.50% 12	21.88% 7	0.00% 0	32	3.41
KidSearch/Middle Search	0.00% 0	0.00% 0	20.00% 6	80.00% 24	0.00% 0	30	2.20
Topic Search	0.00% 0	3.33% 1	26.67% 8	66.67% 20	3.33% 1	30	2.30

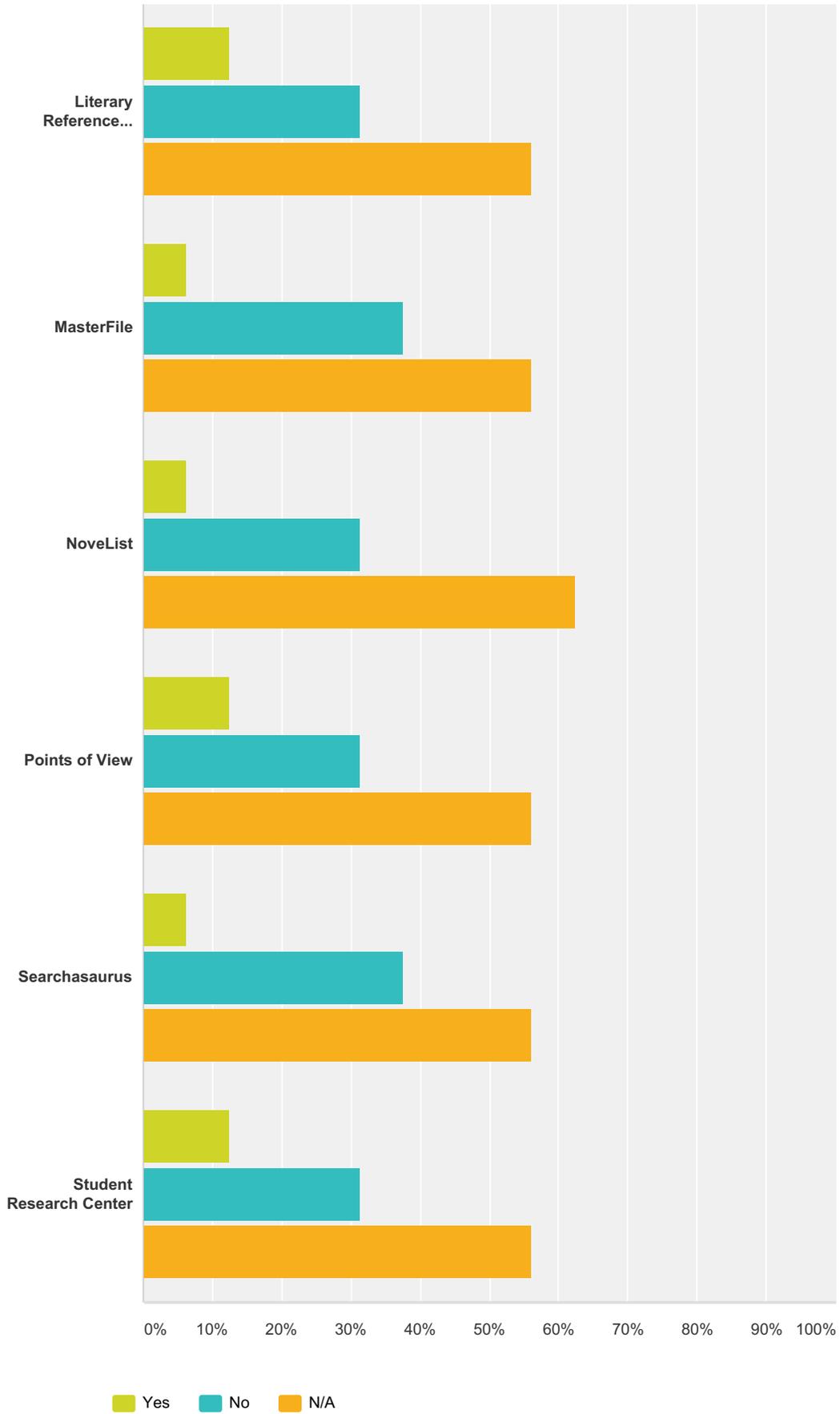
Auto Repair	<b>0.00%</b> 0	<b>12.90%</b> 4	<b>48.39%</b> 15	<b>32.26%</b> 10	<b>6.45%</b> 2	31	2.68
Biography	<b>3.45%</b> 1	<b>20.69%</b> 6	<b>27.59%</b> 8	<b>48.28%</b> 14	<b>0.00%</b> 0	29	2.79
History Reference Center	<b>3.33%</b> 1	<b>13.33%</b> 4	<b>46.67%</b> 14	<b>36.67%</b> 11	<b>0.00%</b> 0	30	2.83
Literary Reference Center	<b>10.00%</b> 3	<b>23.33%</b> 7	<b>36.67%</b> 11	<b>30.00%</b> 9	<b>0.00%</b> 0	30	3.13
MasterFile	<b>16.13%</b> 5	<b>19.35%</b> 6	<b>32.26%</b> 10	<b>29.03%</b> 9	<b>3.23%</b> 1	31	3.16
NovelList	<b>13.33%</b> 4	<b>26.67%</b> 8	<b>33.33%</b> 10	<b>23.33%</b> 7	<b>3.33%</b> 1	30	3.23
Points of View	<b>0.00%</b> 0	<b>10.34%</b> 3	<b>37.93%</b> 11	<b>48.28%</b> 14	<b>3.45%</b> 1	29	2.55
Searchasaurus	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>20.00%</b> 6	<b>80.00%</b> 24	<b>0.00%</b> 0	30	2.20
Student Research Center	<b>0.00%</b> 0	<b>6.67%</b> 2	<b>13.33%</b> 4	<b>80.00%</b> 24	<b>0.00%</b> 0	30	2.27

#	Comments	Date
1	Consumer Health Complete?? 3-5 times /week	6/9/2014 1:19 PM
2	For 1-2 times a week more every 2 months, never is sporadically as needed.	6/6/2014 10:04 AM
3	Frequencies don't apply	6/1/2014 8:38 PM
4	My answer for all of these should be less than once a week or occasionally.	5/31/2014 6:33 AM

### Q12 School and academic librarians: Do you use the following EBSCO databases to teach research skills?

Answered: 16 Skipped: 34



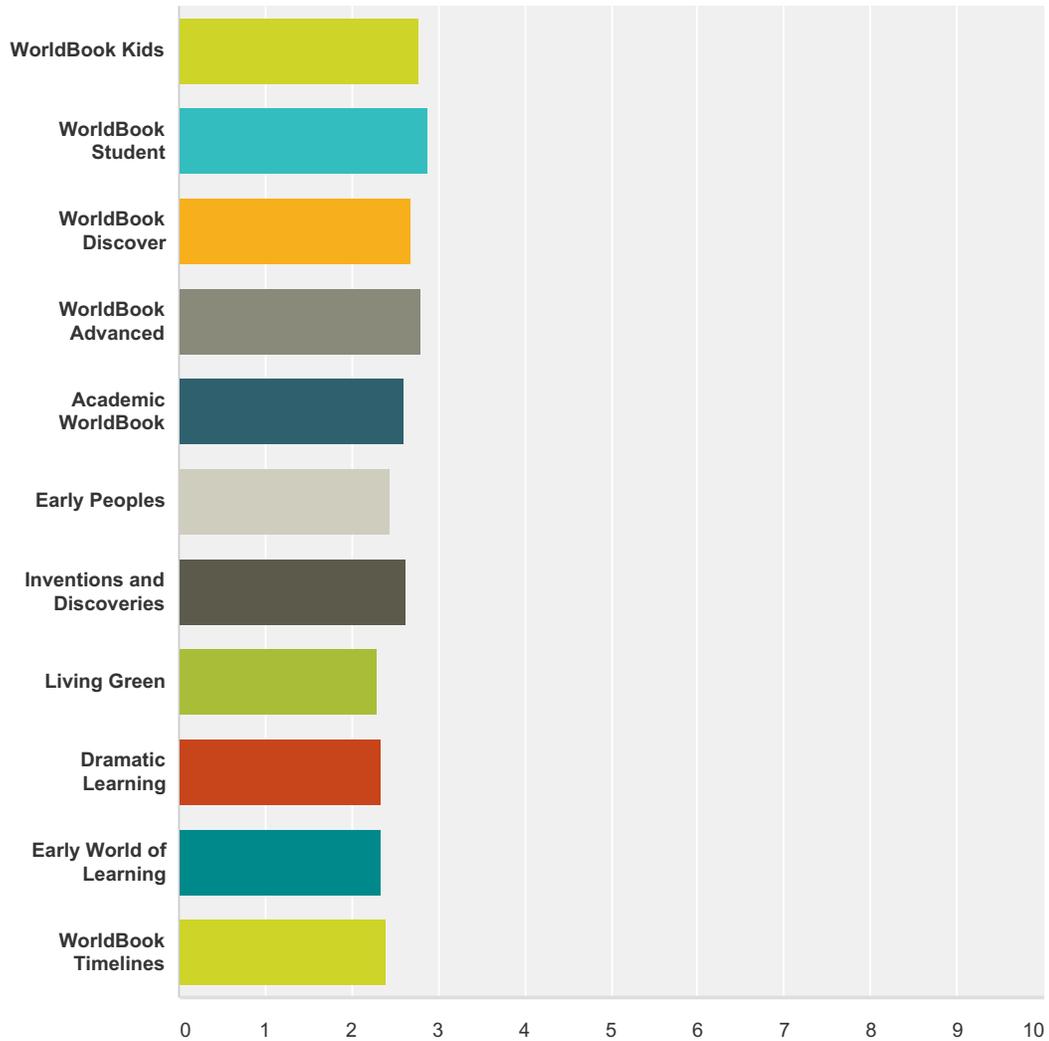


	Yes	No	N/A	Total
Academic Search	18.75% 3	25.00% 4	56.25% 9	16
KidSearch/Middle Search	12.50% 2	31.25% 5	56.25% 9	16
Topic Search	0.00% 0	43.75% 7	56.25% 9	16
Auto Repair	0.00% 0	43.75% 7	56.25% 9	16
Biography	18.75% 3	25.00% 4	56.25% 9	16
History Reference Center	18.75% 3	25.00% 4	56.25% 9	16
Literary Reference Center	12.50% 2	31.25% 5	56.25% 9	16
MasterFile	6.25% 1	37.50% 6	56.25% 9	16
NoveList	6.25% 1	31.25% 5	62.50% 10	16
Points of View	12.50% 2	31.25% 5	56.25% 9	16
Searchasaurus	6.25% 1	37.50% 6	56.25% 9	16
Student Research Center	12.50% 2	31.25% 5	56.25% 9	16

#	Comments	Date
1	As a public librarian, I use them to teach skills to students who lack the skills to navigate the DB on their own.	6/2/2014 10:20 AM

### Q13 Please rate how knowledgeable you feel about the following WorldBook databases, both for your use and to recommend to patrons.

Answered: 34 Skipped: 16



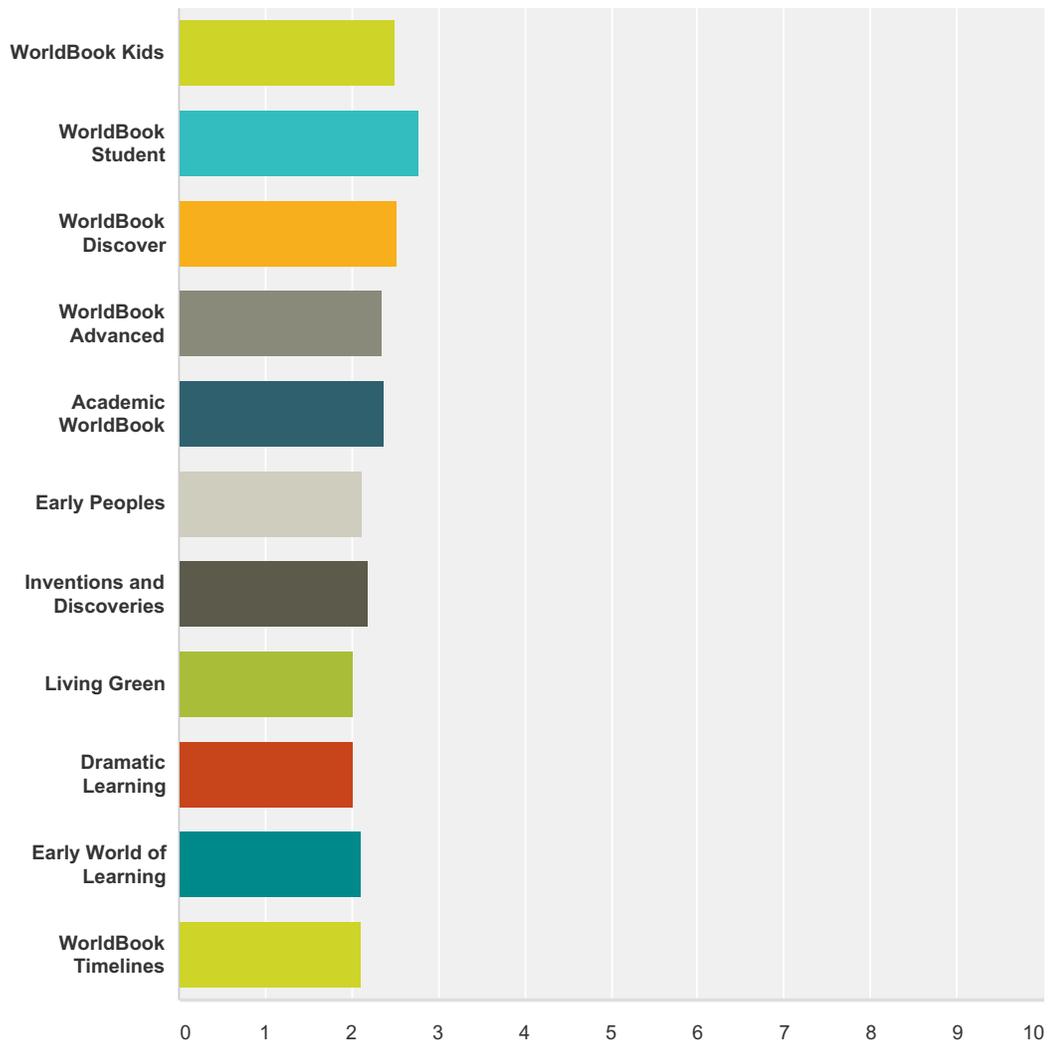
	Very knowledgeable	Somewhat knowledgeable	Don't know enough	Wasn't aware this was available	N/A	Total	Weighted Average
WorldBook Kids	18.18% 6	39.39% 13	27.27% 9	6.06% 2	9.09% 3	33	2.77
WorldBook Student	23.53% 8	44.12% 15	23.53% 8	5.88% 2	2.94% 1	34	2.88
WorldBook Discover	11.76% 4	50.00% 17	29.41% 10	5.88% 2	2.94% 1	34	2.70
WorldBook Advanced	17.65% 6	47.06% 16	26.47% 9	5.88% 2	2.94% 1	34	2.79

Academic WorldBook	<b>12.12%</b> 4	<b>42.42%</b> 14	<b>30.30%</b> 10	<b>9.09%</b> 3	<b>6.06%</b> 2	33	2.61
Early Peoples	<b>8.82%</b> 3	<b>41.18%</b> 14	<b>32.35%</b> 11	<b>14.71%</b> 5	<b>2.94%</b> 1	34	2.45
Inventions and Discoveries	<b>17.65%</b> 6	<b>38.24%</b> 13	<b>29.41%</b> 10	<b>11.76%</b> 4	<b>2.94%</b> 1	34	2.64
Living Green	<b>8.82%</b> 3	<b>26.47%</b> 9	<b>38.24%</b> 13	<b>17.65%</b> 6	<b>8.82%</b> 3	34	2.29
Dramatic Learning	<b>8.82%</b> 3	<b>32.35%</b> 11	<b>35.29%</b> 12	<b>17.65%</b> 6	<b>5.88%</b> 2	34	2.34
Early World of Learning	<b>8.82%</b> 3	<b>29.41%</b> 10	<b>32.35%</b> 11	<b>17.65%</b> 6	<b>11.76%</b> 4	34	2.33
WorldBook Timelines	<b>8.82%</b> 3	<b>38.24%</b> 13	<b>29.41%</b> 10	<b>17.65%</b> 6	<b>5.88%</b> 2	34	2.41

#	Comments	Date
1	I am proficient enough at databases in general that I could use them if needed.	6/16/2014 9:47 AM
2	I don't find the subject choices helpful. Too many? Maybe organized differently, by category?	6/3/2014 2:44 PM

### Q14 How frequently do you recommend the following WorldBook databases to patrons?

Answered: 32 Skipped: 18



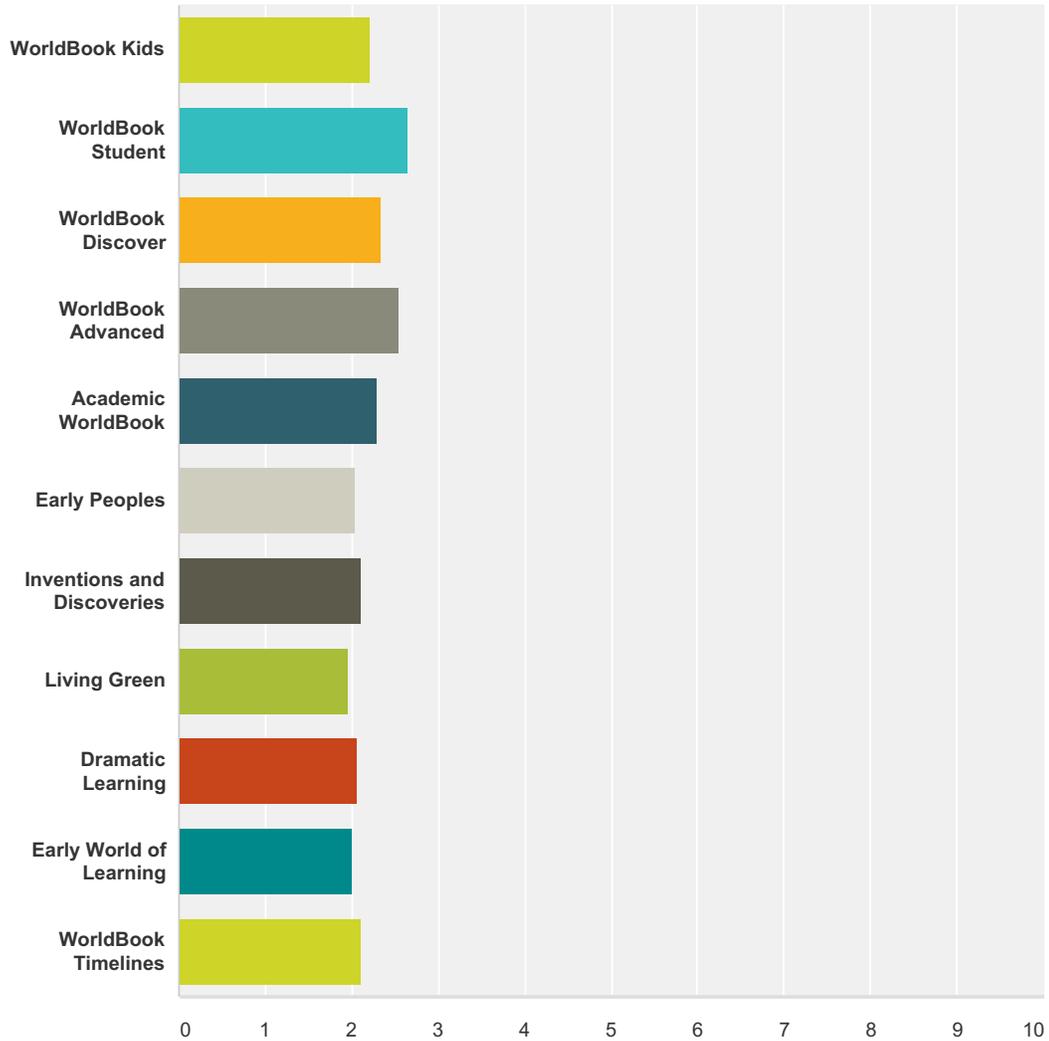
	6 or more times a week	3-5 times per week	1-2 times a week	Never	Didn't know this was available	Total	Weighted Average
WorldBook Kids	6.67% 2	0.00% 0	33.33% 10	56.67% 17	3.33% 1	30	2.50
WorldBook Student	9.38% 3	0.00% 0	50.00% 16	40.63% 13	0.00% 0	32	2.78
WorldBook Discover	0.00% 0	6.45% 2	38.71% 12	54.84% 17	0.00% 0	31	2.52
WorldBook Advanced	0.00% 0	0.00% 0	38.71% 12	58.06% 18	3.23% 1	31	2.35
Academic WorldBook	0.00% 0	6.45% 2	32.26% 10	54.84% 17	6.45% 2	31	2.39

Early Peoples	<b>0.00%</b> 0	<b>3.33%</b> 1	<b>16.67%</b> 5	<b>70.00%</b> 21	<b>10.00%</b> 3	30	2.13
Inventions and Discoveries	<b>0.00%</b> 0	<b>6.67%</b> 2	<b>20.00%</b> 6	<b>60.00%</b> 18	<b>13.33%</b> 4	30	2.20
Living Green	<b>0.00%</b> 0	<b>3.33%</b> 1	<b>13.33%</b> 4	<b>66.67%</b> 20	<b>16.67%</b> 5	30	2.03
Dramatic Learning	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>13.33%</b> 4	<b>76.67%</b> 23	<b>10.00%</b> 3	30	2.03
Early World of Learning	<b>0.00%</b> 0	<b>6.67%</b> 2	<b>10.00%</b> 3	<b>70.00%</b> 21	<b>13.33%</b> 4	30	2.10
WorldBook Timelines	<b>3.33%</b> 1	<b>0.00%</b> 0	<b>13.33%</b> 4	<b>70.00%</b> 21	<b>13.33%</b> 4	30	2.10

#	Comments	Date
1	Never is a few times a year.	6/6/2014 10:04 AM
2	Not in youth services.	6/4/2014 2:34 PM
3	I recommend them occasionally, somewhere between 1-2 times a week and never. I have never had the need to recommend Dramatic Learning.	6/3/2014 2:44 PM
4	Frequencies don't apply	6/1/2014 8:38 PM
5	My answer for all of these should be less than once a week or occasionally.	5/31/2014 6:33 AM

### Q15 How frequently do you use the following WorldBook databases for work purposes (that is, for reference transactions, research requests, or demonstration)?

Answered: 31 Skipped: 19



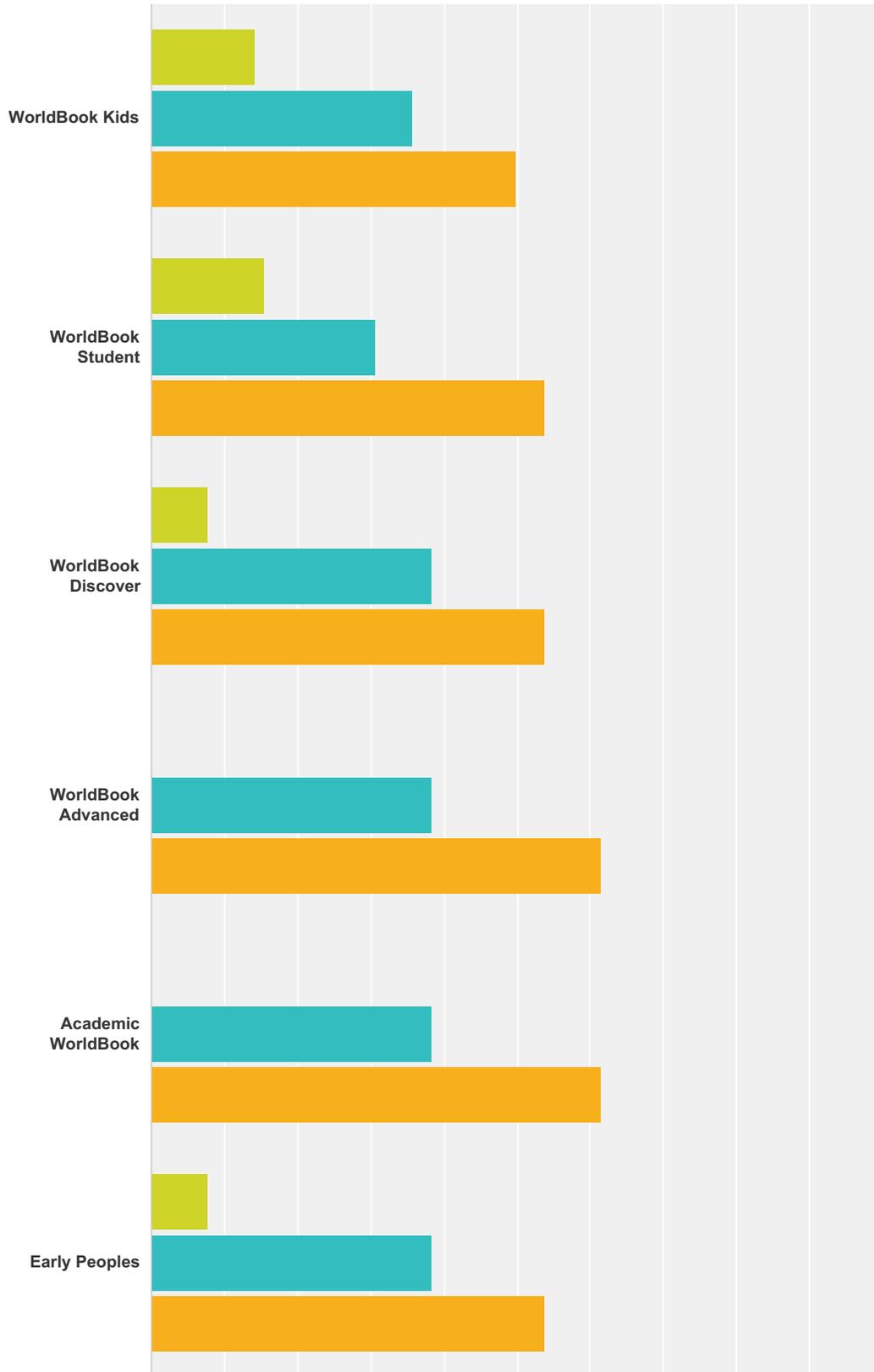
	6 or more times a week	3-5 times per week	1-2 times a week	Never	Didn't know this was available	Total	Weighted Average
WorldBook Kids	0.00% 0	0.00% 0	24.14% 7	72.41% 21	3.45% 1	29	2.21
WorldBook Student	0.00% 0	12.90% 4	38.71% 12	48.39% 15	0.00% 0	31	2.65
WorldBook Discover	0.00% 0	0.00% 0	37.04% 10	59.26% 16	3.70% 1	27	2.33
WorldBook Advanced	3.45% 1	3.45% 1	41.38% 12	48.28% 14	3.45% 1	29	2.55

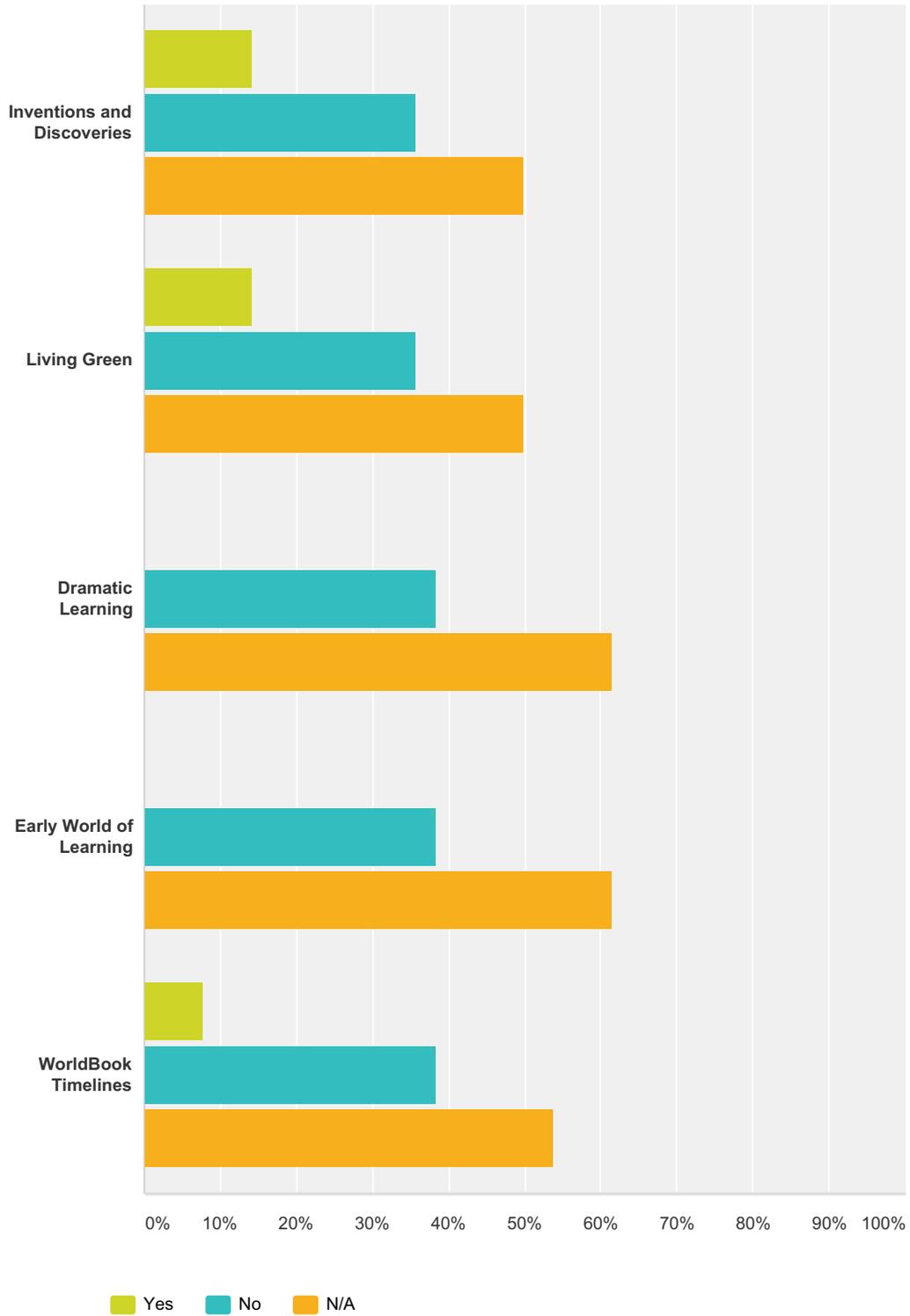
Academic WorldBook	<b>0.00%</b> 0	<b>10.71%</b> 3	<b>14.29%</b> 4	<b>67.86%</b> 19	<b>7.14%</b> 2	28	2.29
Early Peoples	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>18.52%</b> 5	<b>66.67%</b> 18	<b>14.81%</b> 4	27	2.04
Inventions and Discoveries	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>25.00%</b> 7	<b>60.71%</b> 17	<b>14.29%</b> 4	28	2.11
Living Green	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>14.29%</b> 4	<b>67.86%</b> 19	<b>17.86%</b> 5	28	1.96
Dramatic Learning	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>18.52%</b> 5	<b>70.37%</b> 19	<b>11.11%</b> 3	27	2.07
Early World of Learning	<b>0.00%</b> 0	<b>3.70%</b> 1	<b>7.41%</b> 2	<b>74.07%</b> 20	<b>14.81%</b> 4	27	2.00
WorldBook Timelines	<b>0.00%</b> 0	<b>7.41%</b> 2	<b>11.11%</b> 3	<b>66.67%</b> 18	<b>14.81%</b> 4	27	2.11

#	Comments	Date
1	Our library subscribes to Encyclopedia Britannica, which we use in adult services instead of world book products.	6/4/2014 2:34 PM
2	Again, I use World Book, but occasionally.	6/3/2014 2:44 PM
3	Frequencies don't apply	6/1/2014 8:38 PM
4	My answer for all of these should be less than once a week or occasionally.	5/31/2014 6:33 AM

### Q16 School and academic librarians: Do you use the following WorldBook databases to teach research skills?

Answered: 14 Skipped: 36





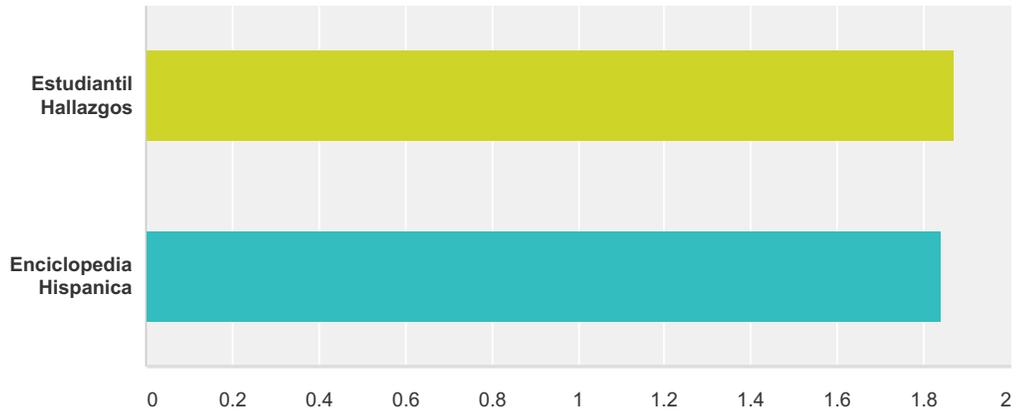
	Yes	No	N/A	Total
WorldBook Kids	14.29% 2	35.71% 5	50.00% 7	14
WorldBook Student	15.38% 2	30.77% 4	53.85% 7	13
WorldBook Discover	7.69% 1	38.46% 5	53.85% 7	13

WorldBook Advanced	<b>0.00%</b> 0	<b>38.46%</b> 5	<b>61.54%</b> 8	13
Academic WorldBook	<b>0.00%</b> 0	<b>38.46%</b> 5	<b>61.54%</b> 8	13
Early Peoples	<b>7.69%</b> 1	<b>38.46%</b> 5	<b>53.85%</b> 7	13
Inventions and Discoveries	<b>14.29%</b> 2	<b>35.71%</b> 5	<b>50.00%</b> 7	14
Living Green	<b>14.29%</b> 2	<b>35.71%</b> 5	<b>50.00%</b> 7	14
Dramatic Learning	<b>0.00%</b> 0	<b>38.46%</b> 5	<b>61.54%</b> 8	13
Early World of Learning	<b>0.00%</b> 0	<b>38.46%</b> 5	<b>61.54%</b> 8	13
WorldBook Timelines	<b>7.69%</b> 1	<b>38.46%</b> 5	<b>53.85%</b> 7	13

#	Comments	Date
	There are no responses.	

### Q17 How frequently do you refer patrons to the the two WorldBook Spanish language encyclopedias, Estudiantil Hallazgos (kids) and Enciclopedia Hispanica?

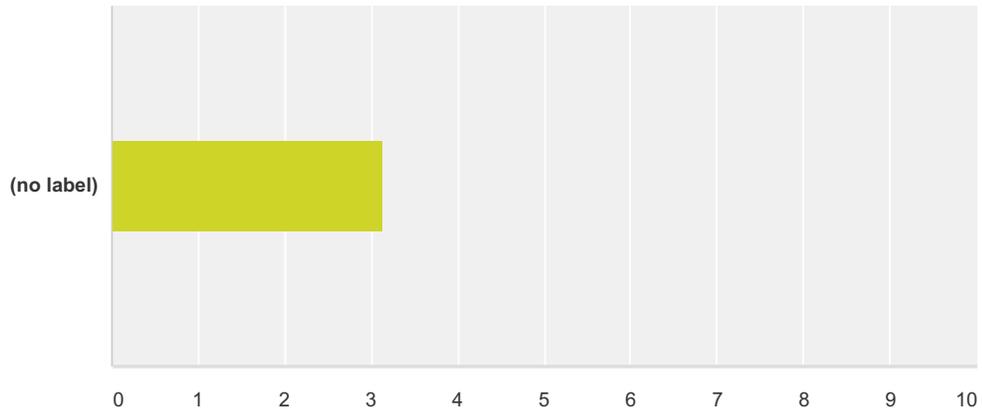
Answered: 32 Skipped: 18



	6 or more times per week	3-5 times per week	1-2 times per week	Never	Didn't know this was available	Total	Weighted Average
Estudiantil Hallazgos	0.00% 0	0.00% 0	6.67% 2	73.33% 22	20.00% 6	30	1.87
Enciclopedia Hispanica	0.00% 0	0.00% 0	3.13% 1	78.13% 25	18.75% 6	32	1.84

### Q18 Have you recommended Mango to patrons to learn a new language or master a language they are already learning? If so, how frequently?

Answered: 32 Skipped: 18

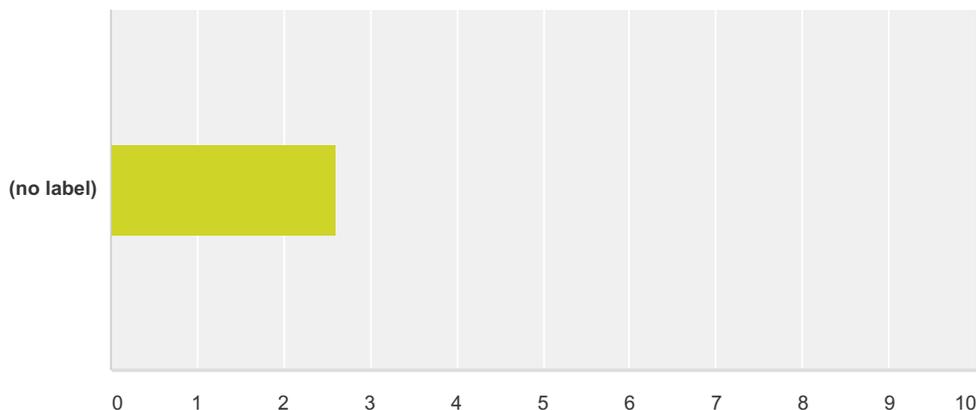


	6 or more times per week	3-5 times per week	1-2 times per week	Never	Didn't know this was available	Total	Weighted Average
(no label)	3.13% 1	12.50% 4	78.13% 25	6.25% 2	0.00% 0	32	3.13

#	Comment	Date
1	This is one of the best ones, that I recommend VERY often.	6/16/2014 10:23 AM
2	More like 1-2 times every 2 months	6/6/2014 10:07 AM
3	Occasionally, but not on a weekly basis.	6/3/2014 2:56 PM
4	Infrequently	6/3/2014 9:28 AM
5	Frequencies don't apply, have recommended Mango frequently	6/1/2014 8:40 PM
6	My answer for all of these should be less than once a week or occasionally.	5/31/2014 6:39 AM

### Q19 Have you recommended Mango Languages to help patrons master English? If so, how frequently?

Answered: 30 Skipped: 20

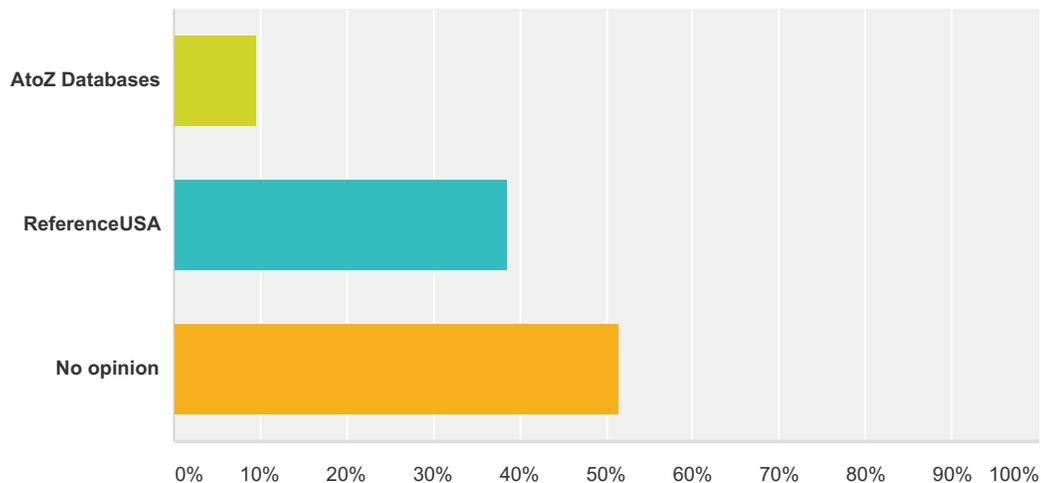


	6 or more times per week	3-5 times per week	1-2 times per week	Never	Didn't know this was available	Total	Weighted Average
(no label)	0.00% 0	0.00% 0	60.00% 18	40.00% 12	0.00% 0	30	2.60

#	Comment	Date
1	Great to have and I do recommend it.	6/16/2014 10:23 AM
2	but I would	6/9/2014 7:45 PM
3	Never is really a few times a year	6/6/2014 10:07 AM
4	Not yet	6/3/2014 9:28 AM
5	Not applicable at our library location	6/2/2014 4:36 PM
6	once in a while	6/2/2014 10:39 AM
7	Once	6/1/2014 8:40 PM

### Q20 We are currently running a trial of ReferenceUSA. Between AtoZ Databases and ReferenceUSA, which would you prefer and why?

Answered: 31 Skipped: 19



Answer Choices	Responses
AtoZ Databases	9.68% 3
ReferenceUSA	38.71% 12
No opinion	51.61% 16
<b>Total</b>	<b>31</b>

#	Please explain your choice:	Date
1	AtoZ is very overwhelming, too much on the page	6/17/2014 1:12 PM
2	Both have merit, I am familiar with both. I don't have a strong preference for either.	6/16/2014 10:23 AM
3	I've used it in the past. However, it doesn't impact me in my job, just as a patron.	6/16/2014 8:47 AM
4	need the business component if there is a plan to return to reference usa	6/9/2014 7:45 PM
5	My experience over the yeras is that these types of Business and People databases tend to have inaccurate data.	6/9/2014 1:39 PM
6	Haven't used them enough to say	6/6/2014 10:07 AM
7	Better interface; but only if we have acces to the residential information as well as business info.	6/5/2014 1:23 PM
8	More detail	6/5/2014 12:59 PM
9	I haven't used ReferenceUSA, I can't seem to log on.	6/4/2014 3:52 PM
10	More comprehensive data.	6/4/2014 2:36 PM
11	more accurate, interface is better	6/3/2014 3:08 PM
12	Ref USA searches seem more thorough. Better results. More user friendly limiters. A to Z is good, but Ref USA has given consistently good results from my past experience.	6/3/2014 2:56 PM

13	More familiar with RefUSA -- poor reason for preference but there it is	6/3/2014 9:28 AM
14	I do not use these resources enough to provide insight.	6/2/2014 11:02 AM
15	They seem similar--either OK as long as it has both Business and Residential listings	6/2/2014 10:39 AM
16	more information available within the database	5/31/2014 9:32 PM
17	Both are good	5/31/2014 10:51 AM
18	AtoZ has out-of-date and incorrect information. I would not trust it at all.	5/31/2014 6:39 AM

**Q21 Are there other databases you would like to have added to AskRI? Please provide a brief description of the product and why you think it would be valuable.**

Answered: 20 Skipped: 30

#	Responses	Date
1	Any of the In Context databases from Gale. I find they have an easier interface for students to work with.	6/16/2014 8:47 AM
2	Natural Standard for evidence-based information about complementary and alternative medicine including dietary supplements and integrative therapies. Please continue Consumer Health Complete New England Journal of Medicine. Probably the most referenced medical journal in popular and professional media. Every library should have it, everyone should have access Add MedlinePlus - a FREE resource.	6/9/2014 1:39 PM
3	A consumer health database, if we don't have it already, and also business index.	6/6/2014 10:07 AM
4	Historic Newspaper J-Stor Gale Business and Company Resources Gale Small Business Resources Providence Journal Archives Gale Expanded Academic ASP	6/5/2014 1:23 PM
5	Gale databases, especially Literature Resource Center, General Business File, Business and Company resource center. Also like Historical Newspapers . Also this survey very difficult to complete, instead of times per week, perhaps should have been frequently, occasionally, etc.	6/5/2014 12:59 PM
6	I would love to have the Providence Journal available and other local newspapers. Now that newspapers are charging for their information it would be so helpful to patrons to have the ability to search locally. The other product that would be helpful is ValueLine and/or MorningStar.	6/4/2014 3:52 PM
7	Providence Journal - we buy it at our library, but I think all RI'ers should have access to it.	6/4/2014 2:36 PM
8	Providence Journal Archives. Not only a necessity for research but also an indexing tool for all of own local newspapers. We can get a date for an event/topic, get the ProJo articles and then use that date to search our own local archives for which there is no index.	6/3/2014 3:08 PM
9	JStor	6/3/2014 2:56 PM
10	Medline plus - Great source of consumer health info Up-to-date for patients -- I often like the advanced patient info better than Medline plus. Basic info also available in English and Spanish available. Isabel <a href="http://symptomchecker.isabelhealthcare.com/home/default">http://symptomchecker.isabelhealthcare.com/home/default</a> Natural Standard NEJM -- New England Journal of Medicine if not too much \$ as the press often references it and... Wiley Cochrane Database of Systematic Reviews	6/3/2014 9:28 AM
11	Ancestry.com ProJo index NewsBank--to include local RI newspapers Obituary database Consumer Reports Morningstar ValueLine Book Sizzle (we like the Books on the Air feature but wish it had an archive)	6/2/2014 3:39 PM
12	need better health/medical full text info., medline, cochrane NEJM	6/2/2014 2:27 PM
13	• Isabel <a href="http://symptomchecker.isabelhealthcare.com/home/default">http://symptomchecker.isabelhealthcare.com/home/default</a> • MedlinePlus (covers all the bases) free • Natural Standard (evidence-based natural/alternative health) not too \$\$ • NEJM (high quality, general interest health policy-type coverage of interest to the public) not too \$\$ • UpToDate for patients <a href="http://www.uptodate.com/contents/table-of-contents/patient-information">http://www.uptodate.com/contents/table-of-contents/patient-information</a> I keep forgetting to check from home to see if it's still freely available, as onsite it is IP'd per license • Wiley Cochrane Database of Systematic Reviews (widely cited by the press, high quality systematic reviews) not too \$\$	6/2/2014 1:41 PM
14	Providence Journal -- State wide resource providing in-depth coverage of many issues on a local and state level. Our ability to effectively help library users is limited due to a lack of access to this resource.	6/2/2014 11:02 AM
15	Newsbank Historical Newspapers (RI papers) Providence Journal Archives Proquest Sanborn maps (RI) Small Business Resource Center (Gale) Opposing Viewpoints (Gale) Expanded Academic Infotrac(Gale)	6/2/2014 10:39 AM
16	There was talk at the May Ref Working Group to look into an antiques/collectible pricing database which could possibly be made available statewide.	6/2/2014 10:23 AM
17	Will let others respond to this.	6/1/2014 8:40 PM

18	anything that will expand our access to obituaries possibly an antiques reference/pricing database	5/31/2014 9:32 PM
19	Providence Journal	5/31/2014 11:59 AM
20	Providence Journa/Proquest! PLEASE!	5/31/2014 10:51 AM

## Q22 Do you have additional comments about AskRI or AskRI databases?

Answered: 18 Skipped: 32

#	Responses	Date
1	Your survey is very tough to answer accurately. For timing, 1-2x per week or more than 6x per week is irrelevant to many libraries. Should have used a monthly comparison (at least) or maybe 1x every 6 months on others.	6/9/2014 2:37 PM
2	I Love that you are advertising on WRNI. Do you do regular PSAs on other channels.....	6/9/2014 1:39 PM
3	Very helpful to me as my resources are clinically based, and so I dont have monies to buy or access these non-clinical databases I need from time to time.	6/6/2014 10:07 AM
4	I really really dislike Ebsco, and would prefer to use Gale databases. The architecture is better: for instance, the indexing is more fine-tuned, and the interfaces are superior.	6/5/2014 1:23 PM
5	Would be wonderful if trials were set up especially for databases offered by different vendors like Gale and Proquest to see what else is available, try, etc. Instead of shared catalog, would love shared databases, would be wonderful to piggyback on some of the academic databases	6/5/2014 12:59 PM
6	Please keep them! The more homogeneity within libraries in RI the better.	6/4/2014 2:36 PM
7	No comment about Ask RI or the databases (other than that I like that they are provided), but I think the results of this survey may be skewed. I selected '1-2 times per week' for several answers when it's really more like 1-2 per month or even just occasionally.	6/4/2014 2:14 PM
8	KEEP AUTO REPAIR!	6/4/2014 1:30 PM
9	Wonderful resource. Could not do reference work without these databases. Use them to serve patrons every day.	6/3/2014 3:08 PM
10	Thank you for providing us with these resources!	6/3/2014 9:28 AM
11	Don't need as many World Book Encyclopedia products Novelist is harder to use than it should be	6/2/2014 3:39 PM
12	Very useful and free resources are important in our district. I always encourage students and parents to check out the SAT and ASVAB test practice.	6/2/2014 1:19 PM
13	AskRI does offer many useful resources. Many users prefer internet searching over using AskRI and make the assumption that if they can't find it through Google or other online search resources than it isn't available. Keep in mind I am addressing a slice of the total user population that I see and not the unseen users who I have no contact with.	6/2/2014 11:02 AM
14	EBSCO periodicals databases are very disappointing to students. Too many 1 page citations and too many articles on current issues from foreign lands instead of the US. Would use Gale databases more if we had them.....	6/2/2014 10:39 AM
15	For statistical purposes, does it matter if patrons log into the AskRI site directly, or does the library receive statistical "hits" if the patron logs in through the library's web page first?	6/2/2014 10:23 AM
16	Not fond of EBSCO databases, especially interfaces above middle school level. We have not been able to link from Destiny OneSearch to any of these databases all year, despite numerous emails and calls to AskRI, Follett and EBSCO staff.	6/1/2014 8:40 PM
17	AskRI.org needs to have a better interface with the databases more clearly accessible (esp the EBSCO ones)	5/31/2014 9:32 PM
18	I have used the AskRI chat service more than the databases. In my small library we do not have many reference questions, so if I am stumped I will jump on and ask the staff as AskRI for some suggestions. They've always been friendly, helpful and knowledgeable. I value that interaction far more than any impersonal database.	5/31/2014 6:39 AM