

## **Focus Group and Key Stakeholder Interview Questions Template**

Updated: February 2023

The Focus Group and Key Stakeholder Interview Questions Template includes questions that are commonly asked during focus groups or key stakeholder interviews. These are specifically designed for assisting libraries with their strategic planning efforts. This is not an exhaustive list but should give library directors and strategic planning committees some questions to begin with. It is good practice during a focus group or interview to ask follow-up questions as appropriate to the participants' responses.

1. What do you most like about the Library? What services or resources do you use most often?
2. As the Library continues to grow and as we map out our future with the strategic plan, what most would you like to see happen at the Library? Any new directions you would like to see us go?
3. What future programming would you like to see from the Library?
4. What are your or the community's biggest barrier to using the Library or to using it more? Are there any barriers to using the online/digital services (ex: website)?
5. How aware do you think the community is of the Library and the services we provide? How would you make more people aware of the Library and our services?
6. Are there any special populations that the Library serves or could serve? What additional services could the Library provide for those patrons?
7. What, if anything, would you like to see changed or improved in the library building? (Ex: study rooms, social areas, signage) The physical and digital collections? The library technology? (Ex: virtual programs, computers in the library)
8. If you could change or add just one thing to the Library in the next 3 – 5 years, what would that be?
9. Any other questions or comments?