

Survey of School Library Programs in Iowa 2009-2010

Please direct questions about the survey to **AEA Media Specialists** at your AEA or **Mary Cameron**, Iowa Department of Education at mary.cameron@iowa.gov or 515-281-3927.

The survey is to be completed online at:

http://www.iowa.gov/educate/index.php?option=com_content&task=view&id=959&Itemid=1503

Due Date: June 30, 2010

General Instructions

- The survey has been revised to align with the Iowa School Library Guidelines. Go to <http://www.iowa.gov/educate/> web site. From the right side menu, select **A-Z Programs List**. Locate and click **School Library**.
- Complete a separate survey for each physical school library.
- ALL shaded areas require a response!
- **“Library”** is a term used throughout the survey to indicate what may be called any of the following: library, library media center, resource center, information center, instructional material center, learning resource center, library resource center, or some other name.
- **“Teacher Librarian”** is the term used throughout the survey to indicate a state certified school librarian or media specialist or library media specialist, holding the proper endorsements from the State Board of Educational Examiners.
- **“Library Associate”** is a term used throughout the survey to indicate what may be called any of the following: media clerk, library paraprofessional, library secretary, para-educator or other individuals not certified as teacher-librarians working in the library.
- **Do not** combine data for **multiple school libraries** in one survey.
- **Do** include in this survey **data for all school buildings** which are served by this library.
- Report data from the 2009-2010 school year.

Section 1 – Respondent and Building Information

Part A – Respondent Information

- Provide contact information for the person completing the survey.

1. Name of person filling out the survey:		
2. Title: <input type="radio"/> Teacher Librarian <input type="radio"/> Library Associate <input type="radio"/> Classroom Teacher <input type="radio"/> Secretary <input type="radio"/> Administrator <input type="radio"/> Tech Coordinator <input type="radio"/> Other		
3. Phone: ()	4. Fax: ()	5. Email:

Part B1 – Building Information

- Include here information for the building in which the **school library is located**.

1. School Building Name:	
2. New school in 2009-2010: <input type="radio"/> Y <input type="radio"/> No	3. Closed after June 2009: <input type="radio"/> Y <input type="radio"/> No
4. Enrollment for this building:	
5. Mailing Address (P.O. Box, if applicable):	
6. City:	7. ZIP code:
8. County:	

9a. District Number:	9b. Building Number:	9c. DE Building Code:
10: District Name:		
11a: AEA Name:	11b: AEA Number:	
12: Type of School: <input type="radio"/> Public <input type="radio"/> Private Accredited <input type="radio"/> Private Non-Accredited		

If there are other school buildings served by this school library, complete sections B2 and B3, as applicable.

Part B2 – Building Information and Part B3 – Building Information

- Include here information for **another** school building(s) served by this school library.

B2 Other school building served by this school library <i>(complete if applicable)</i>		
1. School Building Name:		
2. New school in 2009-2010: <input type="radio"/> Y <input type="radio"/> No	3. Closed after June 2009: <input type="radio"/> Y <input type="radio"/> No	
4. Enrollment for this building:		
5. Mailing Address (P.O. Box, if applicable):		
6. City:	7. ZIP code:	
8. County:		
9a. District Number:	9b. Building Number:	9c. DE Building Code:
B3 Other school building served by this school library <i>(complete if applicable)</i>		
1. School Building Name:		
2. New school in 2009-2010: <input type="radio"/> Y <input type="radio"/> No	3. Closed after June 2009: <input type="radio"/> Y <input type="radio"/> No	
4. Enrollment for this building:		
5. Mailing Address (P.O. Box, if applicable):		
6. City:	7. ZIP code:	
8. County:		
9a. District Number:	9b. Building Number:	9c. DE Building Code:

Part C – School and Library Information

- Report data from the 2009-2010 school year.

1. Total enrollment for all school buildings served by this library (2009-2010):
2. Grades in all school buildings served by this library: <input type="radio"/> Pre <input type="radio"/> KDG <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12
3. School level for all school buildings served by this library: <input type="radio"/> Elementary <input type="radio"/> Jr High/Middle <input type="radio"/> Secondary <input type="radio"/> Combined
4. Total seating capacity for this library:
5. Check all of the following types of areas are that are located within this school library: <input type="radio"/> Individual reading area <input type="radio"/> Small group (5 or less) activity area <input type="radio"/> Large group (more than 5) activity area <input type="radio"/> Work area (library staff) <input type="radio"/> Media production area <input type="radio"/> Conference rooms <input type="radio"/> Computer access area or lab
6a. Can this library accommodate a full class at one time? <input type="radio"/> Y <input type="radio"/> No
6b. If yes, can other activities still happen at the same time, such as small group work, individual browsing, checkout, production? <input type="radio"/> Y <input type="radio"/> No

Section 2 – Management of the Library

Part D – Budget

Funding Sources

- Report here the funding from various sources received by the library in the 2009-2010 school year to be used by and/or within this library program.
- Do **not** include donations of books, equipment, etc. Only include funds.
- Enter amounts in the proper format:
 - Do **not** include the dollar sign (\$).
 - Do include **whole numbers only** (250, not 250.00).
 - Do **not** enter the words **none** or **zero**; enter **0**.

Funding Source	Line	Whole dollars only (e.g. 1250)
Library budget allocation from school or district	1	
Capital outlay for equipment (if regularly allocated)	2	
Title or grant money	3	
Monetary gifts or donations to the library	4	
Fundraising (book fair, bake sale, fines)	5	
Total Library Funding (Field will auto-calculate after update.)	6	

Expenditures

- Report here the annual operating expenditures for this library in the 2009-2010 school year.
- Exclude one-time major capital outlays for computers, furniture, and other equipment.
- Exclude labor costs, fees, and salaries of personnel assigned to library responsibilities.
- State accounting codes have been indicated, where applicable.
- Enter amounts in the proper format:
 - Do **not** include the dollar sign (\$).
 - Do include **whole numbers only** (250, not 250.00).
 - Do **not** enter the words **none** or **zero**; enter **0**.

Expenditure	State Accounting Code	Line	Whole dollars only
Books (print)	643	1	
Periodicals (magazine and newspaper subscriptions, print only)	644	2	
Computer software (installed software; do not include subscriptions to electronic databases or resources here)	650	3	
Electronic database or resource subscriptions (Include only those subscribed to and paid for by this library; do not include those provided by the state or AEA.)		4	
Non-print media (audio resources—cassette, cd, mp3; video resources—vhs, dvd)	662	5	
Library supplies (consumables, office supplies, labels, covers, magnetic strips, etc.)	611	6	
AV supplies (consumables, toner, cdrws, dvd tapes, etc.)	660	7	
Equipment	739	8	
Other (e.g. maintenance contracts)		9	
Total Annual Operating Expenditures (Field will auto-calculate)		10	

after update.)

Part E – School Library Staffing (Paid)

- Report data from the 2009-2010 school year.
- Report the level of **paid** staff for this library program.
- Include both the **number** of people at each level (Column A) and the **total number of staff-hours** per typical **week** in the library for each staff type (Column B).
- Do **not** report more than 40 hours per week per person.
- Count each individual only once.
- Do **not** include volunteers or student workers or their hours, if any.
- Enter numbers in the proper format:
 - Enter only **whole numbers** in Column A (head count, not FTE).
 - Enter numbers only. Do **not** enter the word **hours** in Column B.
 - Do **not** leave any blanks; enter **0**, where applicable. Do **not** enter the words **none** or **zero**.

Example: If two people are reported as "All other paid staff" on line 2 of Column A and one works 20 hours per week and the other 10 hours per week, enter 30 on line 2 of Column B.

Endorsement defined: Persons with the title **Teacher Librarian** hold endorsements 108, 109 or 174 from the State of Iowa Teacher Licensure board. To be eligible for licensure, a Teacher Librarian shall be a certified teacher and shall have received training in selection, utilization and evaluation of equipment and of library media materials in all formats; information retrieval, reference services and networking; planning, evaluation and administration of media programs and other areas, from an accredited college or university.

Paid Staff	Line	Column A Number of People (head count, not FTE)	Column B Total Staff Hours per typical week in the library
Teacher Librarians	1		
Library Associates	2		
All other paid staff	3		
Totals (add lines 1-3 in each column) Columns A and B will auto-calculate after update.	4		

Part F – Endorsements, Program Management, Library Policies

Endorsements		
The person responsible for this library on a daily basis has a Teacher Librarian endorsement.	1	<input type="radio"/> Y <input type="radio"/> No
The person responsible for this library on a daily basis has a teaching certificate.	2	<input type="radio"/> Y <input type="radio"/> No

Program Management		
The title of the person directly managing the library on a daily basis:	3	<input type="radio"/> Teacher Librarian <input type="radio"/> Library Associate <input type="radio"/> Classroom Teacher <input type="radio"/> Secretary <input type="radio"/> Other Paid Staff <input type="radio"/> NA
The school district has a K-12 Library Program Plan.	4	<input type="radio"/> Y <input type="radio"/> No
The school district has a K-12 Information Literacy Curriculum.	5	<input type="radio"/> Y <input type="radio"/> No
The library staff submits an annual budget request.	6	<input type="radio"/> Y <input type="radio"/> No
The library program has an advisory committee.	7	<input type="radio"/> Y <input type="radio"/> No
The library staff submits an annual report.	8	<input type="radio"/> Y <input type="radio"/> No
The teacher librarian directs, supervises, or coordinates library support staff.	9	<input type="radio"/> Y <input type="radio"/> No
Library Policies		
The school district has an adopted policy to address selection and reconsideration of school library materials.	10	<input type="radio"/> Y <input type="radio"/> No
The school district has an adopted policy to address the confidentiality of student library records.	11	<input type="radio"/> Y <input type="radio"/> No
The school district has an adopted policy to address the legal and ethical use of information resources, including plagiarism and intellectual property rights.	12	<input type="radio"/> Y <input type="radio"/> No

Section 3 – Library Hours/Staff Activities/ Library Resource Usage

Part G – Library Hours

- Enter numbers in the proper format:
 - Enter only **whole** or **decimal numbers** (e.g. 45, 30.5).
 - Enter numbers only. Do **not** enter the word **hours**.
 - Do **not** leave any blanks; enter **0**, where applicable. Do **not** enter the words **none** or **zero**.

Total number of hours open for library services to students and staff per week .	1	
Total number of hours closed (within the school day) for library services to students and staff per week .	2	
The library is open outside of the school day for students and staff (e.g. before and/or after school, one night per week, etc.).	3	<input type="radio"/> Y <input type="radio"/> No
Number of weeks open in the summer	4	
Number of hours open per summer week	5	

Part H – Paid Staff Activities per Typical Week (40 hours)

- Report your best estimate of the number of **hours** spent **per typical week** on each of the following **activities**.
 - Enter only **whole** or **decimal numbers** (e.g. 10, 15.5).
 - Enter numbers only. Do **not** enter the word **hours**.
 - Do **not** leave any blanks; enter **0**, where applicable. Do **not** enter the words **none** or **zero**.
- Total Teacher Librarian Activity Hours in Part H, Line 17 must equal the Total Teacher Librarian Staff Hours indicated in Part E, Line 1.
- Total Other Paid Staff Activity Hours in Part H, Line 30 must equal the Total Staff hours indicated in Part E Line 2 plus Part E Line 3.

Teacher Librarian Hours in the Library (include only Teacher Librarian hours here)		
Library Activity	Line	Teacher Librarian Activity Hours
Collaboration		
Identifying materials for and planning instructional units with teachers.	1	
Teaching students cooperatively with teachers.	2	
Providing information literacy instruction to students, individually or in groups (e.g. locating information, citing sources, copyright/plagiarism, evaluating Internet sources, note-taking, etc.).	3	
Providing in-service training to teachers and/or other school staff (including informal or formal, individual or group sessions).	4	
Literacy and Collection Development		
Implementing reading and literacy incentive activities for students and/or promoting reading guidance (e.g. reader's advisory, booktalks, book clubs, storytimes, puppet shows, author visits).	5	
Collection development (selection, acquisition, collection analysis, weeding).	6	
Leadership		
Meeting with other school library staff from building, district, area, etc.	7	
Meeting with principal and/or other building or district administrators.	8	
Attending general faculty and/or staff meetings.	9	
Meeting with standards and/or curriculum committees or teams or task forces.	10	
Technology		
Managing computers, library automation, networks in the library.	11	
Managing computer technology outside the library.	12	
Managing other technologies in the library (AV equipment, digital cameras, lcd projectors, etc.).	13	
Managing other technologies outside the library (AV equipment, digital cameras, lcd projectors, etc.).	14	
Teaching appropriate uses to technology	15	
Other Library Activities		
All other library activities (processing materials, retrieving, circulation, reshelving, inventorying).	16	
Total weekly hours of Teacher Librarian in the library. (Field will auto-calculate after update.)	17	
Teacher Librarian Hours outside the Library (include only Teacher Librarian hours here)		
Teaching in another curricular area	18	

Performing additional school duties unrelated to school library services (study halls, monitoring halls, lunch duty, playground duty, bus duty, etc.)	19	
Total weekly hours of Teacher Librarian outside the library. (Field will auto-calculate after update.)	20	
Other Paid Library Staff Hours in the Library (include only Other Paid Library Staff hours here)		
Library Activity	Line	Other Paid Staff Hours
Collaboration		
Identifying and preparing materials for teachers.	21	
Literacy and Collection Development		
Reading promotion and guidance (preparing displays).	22	
Collection management (processing orders, processing and preparing materials for circulation, inventorying).	23	
Technology		
Managing computers, library automation, networks in the library.	24	
Managing computer technology outside the library.	25	
Managing other technologies in the library (AV equipment, digital cameras, lcd projectors, etc.).	26	
Managing other technologies outside the library (AV equipment, digital cameras, lcd projectors, etc.).	27	
Other Activities		
All other library activities (processing materials, retrieving, circulation, reshelving, repairing, inventorying).	28	
Supervising students in the library	29	
Total weekly hours of Other Paid Library Staff in the library. (Field will auto-calculate after update.)	30	
Other Paid Library Staff Hours outside the Library (include only Other Paid Library Staff hours here)		
Teaching in another curricular area	31	
Performing additional school duties unrelated to school library services (study halls, monitoring halls, lunch duty, playground duty, bus duty, etc.)	32	
Total weekly hours of Other Paid Library Staff outside the library. (Field will auto-calculate after update.)	33	
Library Volunteers Hours (include only non-paid library volunteers hours here)		
Total weekly hours of volunteers in the library.	34	

Part I – School Library Usage per Typical Week

- Report your best estimate of the following types of library usage **per typical week**.
- Report data from the 2009-2010 school year.
- Enter only **whole numbers** (e.g. 105, 2).
 - Enter numbers only, no words or characters. Do **not** enter the word **people, individual, groups, %, items**, etc. Do **not** insert a **comma** in a number.
 - Do **not** leave any blanks; enter **0**, where applicable. Do **not** enter the words **none** or **zero**.
 - Select the appropriate range from the pull down menus when provided.

Type of Usage per Typical Week	Line	Number per Week
Library Visits		
Total visits to the library, scheduled or unscheduled by individuals (students, teachers, administrators, parents, student aides, volunteers, others) for reading, research, or study. Do not count people who are in the library in groups .	1	<input type="radio"/> 0 individuals <input type="radio"/> 1-100 individuals <input type="radio"/> 101-300 individuals <input type="radio"/> 301-600 individuals <input type="radio"/> 601-1000 individuals <input type="radio"/> 1001-2000 individuals <input type="radio"/> Over 2000 individuals per week
Total visits to the library, scheduled or unscheduled by classes or other groups (e.g. the number of classes or groups of teachers, administrators, parents, or students). Record the number of groups , not people in groups.	2	<input type="radio"/> 0 classes or groups <input type="radio"/> 1-5 classes or groups <input type="radio"/> 6-20 classes or groups <input type="radio"/> 21-40 classes or groups <input type="radio"/> 41-70 classes or groups <input type="radio"/> 71-100 classes or groups <input type="radio"/> Over 100 groups per week
Total visits to the library for instruction , including classes or small groups for planned instruction on information literacy skills or curriculum topics for which the Teacher Librarian is responsible . Record the number of groups , not people in groups.	3	<input type="radio"/> 0 classes or groups <input type="radio"/> 1-5 classes or groups <input type="radio"/> 6-20 classes or groups <input type="radio"/> 21-40 classes or groups <input type="radio"/> 41-70 classes or groups <input type="radio"/> 71-100 classes or groups <input type="radio"/> Over 100 groups per week
Collaboration		
What percentage of teachers in this school have collaborated with the Teacher Librarian to plan and deliver instruction? (Collaboration includes planning, preparing, and/or delivering instruction with a classroom teacher.)	4	
Circulation		
Total circulation of materials, including all formats, in a typical week. Do not include database statistics.	5	
What is the maximum number of books that a student may check out of the library at one time?	6	<input type="radio"/> May not borrow <input type="radio"/> 1-2 <input type="radio"/> 3-5 <input type="radio"/> 6 or more <input type="radio"/> Varies by grade level
Number of interlibrary loan items sent from your library to another library within your district in a typical week.	7	
Number of interlibrary loan items sent from your library to any other library outside your district in a typical week.	8	
Number of interlibrary loan items received in your library from another library within your district in a typical week.	9	
Number of interlibrary loan items received in your library from any other library outside your district in a typical week. Contact your AEA for numbers.	10	

Scheduling		
Which of the following best describes the type of schedule for classes in the library?	11	<input type="radio"/> All classes flexibly scheduled. <input type="radio"/> Classes, small groups, and individuals are scheduled for varying times. <input type="radio"/> All classes regularly scheduled. <input type="radio"/> Some classes regularly scheduled, some classes flexibly scheduled.
If All classes regularly scheduled is checked, how frequently do the classes meet?	12	<input type="radio"/> Weekly <input type="radio"/> Once every two weeks <input type="radio"/> Varies by grade level
If Some classes regularly scheduled, other classes flexibly scheduled is checked how frequently do the scheduled classes meet?	13	<input type="radio"/> Weekly <input type="radio"/> Once every two weeks <input type="radio"/> Varies by grade level
Who makes the library scheduling decisions ?	14	<input type="radio"/> Principal <input type="radio"/> Library Staff <input type="radio"/> Classroom teacher <input type="radio"/> Library staff collaborating with teachers
Is the library staff used to provide teacher release or preparation time ?	15	<input type="radio"/> Y <input type="radio"/> No

Part J – School Library Technology

- Report data from the 2009-2010 school year.
- Enter only **whole numbers** (e.g. 105, 2).
 - Enter **whole numbers** only. Do **not** enter words or characters. Do **not** insert a **comma** in a number.
 - Do **not** leave any blanks; enter **0**, where applicable. Do **not** enter the words **none** or **zero**.

Computer Connections and Access		
Total number of computers located in the library .	1	
Total number of computers located in other parts of the building under the supervision of the library staff.	2	
Other Technologies		
Does your school library have the following technologies available ?		
Digital camera	3	<input type="radio"/> Y <input type="radio"/> No
Equipment for producing video recordings	4	<input type="radio"/> Y <input type="radio"/> No
Equipment for producing audio recordings	5	<input type="radio"/> Y <input type="radio"/> No
Scanner	6	<input type="radio"/> Y <input type="radio"/> No
Multimedia projector	7	<input type="radio"/> Y <input type="radio"/> No
Copy machine	8	<input type="radio"/> Y <input type="radio"/> No
Do you check out AV equipment from the school library to students for home use ?	9	<input type="radio"/> Y <input type="radio"/> No
Do you check out computers from the school library to students for home use ?	10	<input type="radio"/> Y <input type="radio"/> No
Do you have a school library web site ?	11	<input type="radio"/> Y <input type="radio"/> No
School library web page URL :	12	

Section 4 – Collection/Resources

Part K – Collection

- Report items in the collection during the 2009-2010 school year.
- Include all circulating and non-circulating items.
- Exclude items **not available for general use** by teachers or students (e.g. items on reserve).
- Report **average copyright dates** in Column B. If average copyright dates cannot be obtained from an electronic catalog, randomly select 25 items in the category (e.g. one per range or section, every third item, an item from every fifth shelf, etc.) and average their copyright dates.
 - Enter only **whole numbers** (e.g. 105, 2).
 - Enter **whole numbers** only. Do **not** enter words such as **books**, or **sets**, or **subscriptions**, etc. Do **not** insert a **comma** in a number.
 - Do **not** leave any blanks; enter **0**, where applicable. Do **not** enter the words **none** or **zero**.

Item	Line	Column A Number	Column B Average Copyright Year
Fiction books	1		
Non-fiction books excluding all print general encyclopedia sets . (Do include volumes in print specialized reference sets.)	2		
Print general encyclopedia sets (e.g. World Book, Grolier, etc.). Include number of sets , not volumes .	3		
Current print subscriptions to magazines and newspapers	4		NA
Audio materials (cassettes tapes, CDs)	5		
Video materials (VHS tapes, DVDs)	6		
Does the library subscribe to e-books ?	7	<input type="radio"/> Y <input type="radio"/> No	
Does the library have an online catalog ?	8	<input type="radio"/> Y <input type="radio"/> No	
What library automation system is in use?	9	<input type="radio"/> Alexandria <input type="radio"/> Athena <input type="radio"/> Beacon <input type="radio"/> BookSystems Atrium <input type="radio"/> BookSystems Concourse <input type="radio"/> Follett <input type="radio"/> Follett Circ Plus <input type="radio"/> Follett Destiny <input type="radio"/> InfoCenter <input type="radio"/> Library Pro <input type="radio"/> Spectrum <input type="radio"/> Other	
Does the school library provide access to online databases other than those provided by your AEA ?	10	<input type="radio"/> Y <input type="radio"/> No	
If yes , does the library subscribe to:			
Access Newspaper Archive	11	<input type="radio"/> Y <input type="radio"/> No	
CQ Researcher	12	<input type="radio"/> Y <input type="radio"/> No	
Discovery Education Science	13	<input type="radio"/> Y <input type="radio"/> No	
Facts on File	14	<input type="radio"/> Y <input type="radio"/> No	
Gale (various reference)	15	<input type="radio"/> Y <input type="radio"/> No	
Gale Opposing Viewpoints	16	<input type="radio"/> Y <input type="radio"/> No	
NoodleTools	17	<input type="radio"/> Y <input type="radio"/> No	

ProQuest	18	<input type="radio"/> Y <input type="radio"/> No
NewsBank	19	<input type="radio"/> Y <input type="radio"/> No
Other	20	<input type="radio"/> Y <input type="radio"/> No

Section 5 – Partnerships

Part L – Partnership between School Library and Public Library

- Report information from the 2009-2010 school year.

	Line	Response
Do you have a local public library?	1	<input type="radio"/> Y <input type="radio"/> No
Is there a summer reading program at the public library?	2	<input type="radio"/> Y <input type="radio"/> No
Does your library program have a working relationship with the local public library?	3	<input type="radio"/> Y <input type="radio"/> No
In which of the following ways do the school library and public library work together?		
Is there shared catalog access?	4	<input type="radio"/> Y <input type="radio"/> No
Does the public library staff present booktalks at the school library?	5	<input type="radio"/> Y <input type="radio"/> No
Does the school library staff provide homework alerts to the public library?	6	<input type="radio"/> Y <input type="radio"/> No
Does the school library staff direct reference questions to the public library?	7	<input type="radio"/> Y <input type="radio"/> No
Does the school library receive bulk loans from the public library?	8	<input type="radio"/> Y <input type="radio"/> No

Part M – Partnership between School Library and AEA

- Report information from the 2009-2010 school year.

	Line	Response
Library staff participates in Media advisory meetings.	1	<input type="radio"/> Y <input type="radio"/> No
Library staff participates in Iowa AEA Online training.	2	<input type="radio"/> Y <input type="radio"/> No
Library staff participates in Teacher Librarian workshops.	3	<input type="radio"/> Y <input type="radio"/> No
Library staff requests reference information or consulting services from the AEA Media/Technology staff.	4	<input type="radio"/> Y <input type="radio"/> No
Library staff regularly receive communication from the AEA Instructional Media/Print staff.	5	<input type="radio"/> Y <input type="radio"/> No
Library staff check out AEA library materials for student use.	6	<input type="radio"/> Y <input type="radio"/> No
Library staff participates in the cooperative purchasing opportunities offered by the IEC , the Iowa Educators Consortium.	7	<input type="radio"/> Y <input type="radio"/> No
Library staff uses production services offered by the AEA Instructional Media/Print staff (e.g., slides, video duplication, lamination, printing).	8	<input type="radio"/> Y <input type="radio"/> No
The library staff requests technical assistance from AEA Media/Technology services (e.g., use of hardware or software).	9	<input type="radio"/> Y <input type="radio"/> No