
Supplementary file to: Reedy, K., Mallett, E., and Soma, N. (2013) iKnow: Information skills in the 21st Century workplace. *Library and Information Research*, 37(114), 105-122.

1 iKnow pilot project: questionnaire for employers

This questionnaire has been provided for the iKnow pilot study. The information you provide will provide feedback about the use of the activities within the workplace.

Before answering the questionnaire, you should have looked through some of the materials on the website, in order to gain an understanding of what is being provided.

There are 8 questions, mostly multiple choice. A few questions ask for your opinions or comments.

Please complete the questionnaire and email to xxxxx

Thank you for helping us with our pilot study.

If you have any queries about this questionnaire, please contact xxxxx

Email: xxxx

Telephone: xxxxx

Your details

Please tell us the name of your company.

Please tell us the industry in which you work.

What is your job title?

Question 1

Please indicate if your company, or organisation, already offers training in any of the following areas.

- Finding information
- Know your sources
- Evaluating information
- Information handling
- Organising information
- Keeping up to date

Question 2

Would you consider following up further training opportunities in the skills introduced by the iKnow project? If so, please indicate which areas.

- Finding information
- Know your sources
- Evaluating information
- Information handling
- Organising information
- Keeping up to date
- Would not consider following up

Question 3

How relevant do you think information and knowledge management skills are within your working environment?

- Very relevant
- Quite relevant
- Slightly relevant
- Not relevant at all

Question 4

How soon do you expect your staff to use the skills they've learnt on iKnow within the workplace?

- Right away
- Very soon (days / weeks)
- Months
- Unlikely ever to use it

Question 5

How easy or difficult was it for your staff to schedule the learning into their day?

- Very easy
- Quite easy
- Quite difficult
- Very difficult

Can you provide any reasons why this was the case?

Question 6

Did the fact that the modules were 'bite-size' and mobile provide greater flexibility in the training process?

- Very much so
- To a degree
- Not very much
- Not at all

Question 7

Would you like to see more 'bite-size' or mobile learning material being offered for training in the workplace?

- Definitely
- Possibly
- Not really
- Not at all
- Don't know

Question 8

Do you have any further comments on the iKnow materials or website?

Thank you for completing the questionnaire. If you have any questions, please email xxxx

2 iKnow pilot project: questionnaire for employees

This questionnaire has been provided for the iKnow pilot study, and will help us to develop learning material for the workplace in the future.

Before answering the questionnaire, you should have worked through 1 or more sections on the iKnow website.

There are 12 questions, mostly multiple choice. A few questions ask for your opinions or comments.

Please complete the questionnaire and email to xxxxx

Thank you for helping us with our pilot study.

If you have any queries about this questionnaire, please contact xxxx

Email: xxxx

Telephone: xxxx

Your details

Please tell us which company you work for

What is your job title (Optional)?

Question 1

Please let us know which sections of the iKnow site you looked at for this pilot study

- Finding information
- Know your sources
- Evaluating information
- Information handling
- Organising information
- Keeping up to date
- Mobile versions

Question 2

How much did you know about the topic **before** you looked through the iKnow material?

- | | |
|------------------------|--|
| Finding information | Click here for options |
| Know your sources | Click here for options |
| Evaluating information | Click here for options |
| Information handling | Click here for options |
| Organising information | Click here for options |
| Keeping up to date | Click here for options |

Question 3

How much do you feel you've learnt about the topics you viewed, now that you've worked through the iKnow material?

- Much more than I knew before
- A lot more than I knew before
- A little more than I knew before
- It hasn't taught me anything I didn't know before

Question 4

How soon do you think you will be able to use your new knowledge at work?

- Right away
- Very soon (days / weeks)
- Months
- Unlikely ever to use it

Question 5

Other than your job itself, what other situations (at work or outside of work) do you think you could use the skills you've learnt on iKnow? For instance, using skills for clubs, societies etc. If you can't think of any, please enter **None**

Question 6

How useful do you think your new knowledge will be for life in general?

- Very useful
- Useful
- A bit useful
- No use at all

Question 7

How easy or difficult was it to understand the material you looked through?

- Very easy
- Quite easy
- Quite difficult
- Difficult

Question 8

Could you tell us which aspects of the material you found particularly easy, or particularly difficult?

Question 9

How helpful was it to have the learning material in 'bite-size' or mobile chunks?

- Very helpful
- Helpful
- A bit helpful
- Made no difference

Question 10

Would you like to see more 'bite-size' or mobile learning material being offered for training in the workplace?

- Definitely
- Possibly
- Not really
- Not at all
- Don't know

Question 11

Can you tell us how having materials in 'bite-size' or mobile chunks can help you to learn at work?

Question 12

Do you have any further comments you'd like to pass on about your experience of using the iKnow materials?

Thank you for completing the questionnaire. If you have any questions, please email xxxxx