

## Survey Results

For the purposes of the report, comparisons are made between percentages rather than raw numbers.

Table 1. Knowledge of money management, investments, retirement, and estate planning

		How would you rate your knowledge on the following topics:							Response count
% somewhat knowledgeable or very knowledgeable		Not at all knowledgeable	Not very knowledgeable	Somewhat knowledgeable	Knowledgeable	Very knowledgeable	No response		
83%	Money management [PRE]	1 (2%)	10 (15%)	38 (58%)	14 (22%)	2 (3%)	0 (0%)	65	
100%	Money management [POST]	0 (0%)	0 (0%)	15 (33%)	28 (61%)	3 (6%)	0 (0%)	46	
34%	Investments [PRE]	21 (32%)	22 (34%)	17 (26%)	5 (8%)	0 (0%)	0 (0%)	65	
96%	Investments [POST]	0 (0%)	2 (4%)	28 (61%)	16 (35%)	0 (0%)	0 (0%)	46	
42%	Retirement [PRE]	14 (22%)	24 (37%)	23 (35%)	4 (6%)	0 (0%)	0 (0%)	65	
98%	Retirement [POST]	0 (0%)	1 (2%)	25 (54%)	20 (44%)	0 (0%)	0 (0%)	46	
15%	Estate planning [PRE]	26 (40%)	29 (45%)	10 (15%)	0 (0%)	0 (0%)	0 (0%)	65	
87%	Estate planning [POST]	0 (0%)	5 (11%)	31 (67%)	9 (20%)	0 (0%)	1 (2%)	46	

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Table 2. Knowledge of basic and intermediate financial and investing concepts

How would you rate your knowledge on the following topics:								
% knowledgeable or very knowledgeable		Not at all knowledgeable	Not very knowledgeable	Somewhat knowledgeable	Knowledgeable	Very knowledgeable	No response	Response count
89%	Basic financial concepts [PRE]	2 (3%)	5 (8%)	27 (41%)	<b>29 (45%)</b>	2 (3%)	0 (0%)	65
100%	Basic financial concepts [POST]	0 (0%)	0 (0%)	9 (20%)	<b>29 (63%)</b>	8 (17%)	0 (0%)	46
12%	Intermediate financial concepts [PRE]	24 (37%)	<b>33 (51%)</b>	5 (8%)	3 (4%)	0 (0%)	0 (0%)	65
91%	Intermediate financial concepts [POST]	0 (0%)	4 (9%)	<b>31 (67%)</b>	11 (24%)	0 (0%)	0 (0%)	46
21%	Basic ways to evaluate investments [PRE]	<b>29 (45%)</b>	22 (34%)	13 (20%)	1 (1%)	0 (0%)	0 (0%)	65
93%	Basic ways to evaluate investments [POST]	0 (0%)	3 (7%)	<b>29 (63%)</b>	13 (28%)	1 (2%)	0 (0%)	46

Table 3. Understanding concepts and terminology and knowledge of resources

% agree or strongly agree		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	No response	Response count
12%	Understand concepts and terminology [PRE]	11 (17%)	<b>25 (39%)</b>	21 (32%)	8 (12%)	0 (0%)	0 (0%)	65
80%	Understand concepts and terminology [POST]	0 (0%)	1 (2%)	6 (13%)	<b>33 (72%)</b>	4 (9%)	2 (4%)	46
20%	Knowledge of resources [PRE]	5 (8%)	<b>27 (41%)</b>	20 (31%)	13 (20%)	0 (0%)	0 (0%)	65
83%	Knowledge of resources [POST]	1 (2%)	2 (4%)	3 (7%)	<b>32 (70%)</b>	6 (13%)	2 (4%)	46

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Table 4. Confidence in reference skills

	% somewhat confident, confident or very confident	Not at all confident	Not very confident	Somewhat confident	Confident	Very confident	No response	Response count
43%	Understand library users' financial education needs [PRE]	6 (9%)	<b>31 (48%)</b>	24 (37%)	4 (6%)	0 (0%)	0 (0%)	65
95.5%	Understand library users' financial education needs [POST]	0 (0%)	2 (4.5%)	18 (39%)	<b>24 (52%)</b>	2 (4.5%)	0 (0%)	46
44.5%	Refer library users to unbiased financial education resources [PRE]	7 (11%)	<b>28 (43%)</b>	22 (34%)	6 (9%)	1 (1.5%)	1 (1.5%)	65
100%	Refer library users to unbiased financial education resources [POST]	0 (0%)	0 (0%)	11 (24%)	<b>28 (61%)</b>	7 (15%)	0 (0%)	46
29%	Answer library users' questions about financial education [PRE]	9 (14%)	<b>34 (52%)</b>	15 (23%)	4 (6%)	0 (0%)	3 (5%)	65
93%	Answer library users' questions about financial education [POST]	0 (0%)	1 (2%)	<b>24 (52%)</b>	18 (39%)	1 (2%)	2 (5%)	46

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Table 5. Confidence in reference skills and knowledge of content

% confident or very confident		Not at all confident	Not very confident	Somewhat confident	Confident	Very confident	No response	Response count
55%	Direct library users to reliable resources related to money management [PRE]	6 (9%)	22 (34%)	<b>28 (43%)</b>	8 (12%)	0 (0%)	1 (2%)	65
100%	Direct library users to reliable resources related to money management [POST]	0 (0%)	0 (0%)	9 (20%)	<b>24 (52%)</b>	13 (28%)	0 (0%)	46
29%	Direct library users to reliable resources related to investments [PRE]	18 (28%)	<b>28 (43%)</b>	12 (18%)	7 (11%)	0 (0%)	0 (0%)	65
100%	Direct library users to reliable resources related to investments [POST]	0 (0%)	0 (0%)	9 (20%)	<b>26 (56%)</b>	11 (34%)	0 (0%)	46
39%	Direct library users to reliable resources related to retirement [PRE]	13 (20%)	<b>27 (41%)</b>	20 (31%)	5 (8%)	0 (0%)	0 (0%)	65
100%	Direct library users to reliable resources related to retirement [POST]	0 (0%)	0 (0%)	9 (20%)	<b>26 (56%)</b>	11 (34%)	0 (0%)	46
28%	Direct library users to reliable resources related to estate planning [PRE]	17 (26%)	<b>30 (46%)</b>	15 (23%)	3 (5%)	0 (0%)	0 (0%)	65
96%	Direct library users to reliable resources related to estate planning [POST]	0 (0%)	2 (4%)	14 (30%)	<b>20 (44%)</b>	10 (22%)	0 (0%)	46

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Table 6. Intent to apply knowledge

	Yes	Maybe	No	Already doing this (as of start of training)	Already doing this (before training started)	Does not apply	No response	Response count
Promote the resources the library has on hand	<b>32 (70%)</b>	2 (4%)	0 (0%)	8 (17%)	4 (9%)	0 (0%)	0 (0%)	46
Respond to customer questions on this subject	<b>30 (65%)</b>	3 (6%)	0 (0%)	4 (9%)	9 (20%)	0 (0%)	0 (0%)	46
Use a variety of learning materials	<b>38 (83%)</b>	4 (9%)	0 (0%)	3 (6%)	1 (2%)	0 (0%)	0 (0%)	46
Share this training's materials with other staff	<b>28 (61%)</b>	7 (15%)	1 (2%)	8 (17%)	0 (0%)	2 (4%)	0 (0%)	46

Table 7. Satisfaction with training

	Excellent	Good	Fair	Poor	Did not use	No response	Response count
Educational content presented (Santa Clara curriculum)	9 (20%)	<b>28 (61%)</b>	7 (15%)	0 (0%)	2 (4%)	0 (0%)	46
Online format of training modules (Santa Clara curriculum)	7 (15%)	<b>27 (59%)</b>	9 (20%)	1 (2%)	2 (4%)	0 (0%)	46
8-week window to complete training	11 (24%)	<b>21 (46%)</b>	11 (24%)	3 (6%)	0 (0%)	0 (0%)	46
Educational content of check-in webinars	11 (24%)	<b>20 (44%)</b>	14 (30%)	1 (2%)	0 (0%)	0 (0%)	46
Online format of check-in webinars	14 (31%)	<b>17 (37%)</b>	12 (26%)	1 (2%)	1 (2%)	1 (2%)	46
Nebraska's Guide for staff going through Santa Clara's Online Curriculum	16 (35%)	<b>23 (50%)</b>	5 (11%)	1 (2%)	1 (2%)	0 (0%)	46
Nebraska Glossary	<b>24 (52%)</b>	19 (41%)	3 (7%)	0 (0%)	0 (0%)	0 (0%)	46
NLC Smart Investing @ your library® Web page	18 (39%)	<b>24 (52%)</b>	4 (9%)	0 (0%)	0 (0%)	0 (0%)	46
Communication with Nebraska Library Commission staff	<b>20 (43.5%)</b>	<b>20 (43.5%)</b>	5 (11%)	1 (2%)	0 (0%)	0 (0%)	46

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Table 8. Intent to refer training to others

	Yes	No	No response	Response count
Would you recommend this training program to other library staff/volunteers?	39 (85%)	6 (13%)	1 (2%)	46