



## **Family Literacy Services Interview Guidelines and Questions for Impact Story Material**

### Interview Guidelines

1. Once a year, select an adult learner who participates in your Family Literacy Services program. Explain the purpose of the Interview, and ask the learner if they'd be willing to have a conversation with you about their involvement in the family literacy program. Make it clear that their participation is not obligatory, and that their full identity can remain anonymous if they choose.
2. Set up a 30-minute in-person or telephone interview conversation.
3. Read over the Interview Prompts handout below before your conversation and select some prompts that might be relevant to the learner's experience in family literacy.
4. Take notes during the conversation, capturing quotes from the learner as you go.

### Interview Prompts (Select a few that work best!)

1. Please tell me about how comfortable you feel in the program and why.
2. Why did you decide to come to this program and why do you keep coming?
3. What are some ways you contribute to the program and help other learners in the program?
4. What have you learned in the program from other adult learners?
5. Have you received information or tips from the program or library that have helped you with your family? If so, please tell me about them, and what difference they've made in your family.
6. Have you been able to share information or tips with other people in the program? Please describe those resources.



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7. Do you express yourself more with your family more since you've been in the program? Please tell me about that.
8. Have you had a chance to tell stories from your life in this program? Please tell me about that.
9. Since you've been in the program, do you understand other people's points of view more than you did before? Please tell me about that.
10. Can you think of ways you can support your family members because of your involvement in the program? Please tell me about that.
11. Do you feel more confident since you've been in the program? Please tell me about that.
12. Can you think of ways you speak up more in your life when you leave the library? Please tell me about it.
13. What are some of your favorite activities from the program? Why?
14. What are some of your children's favorite activities from the program? Why?
15. What do you think your family has learned from you because of your participation in this program?