



# Faculty of Information

---

## University of Toronto

### Information and Consent Form

#### **Research Study: Exploring participation by staff and members in the development of e-Services in a public library**

You are being asked to take part in a study about participation. This study will involve several participants such as you, drawn from Toronto Public Library staff and members as well as staff of vendors organizations (the contractors).

This study will explore the experiences of public library staff, members and contractors when they work together to envision and design one or more library services delivered via the Internet (e-Services). This project is part of my doctoral studies looking at issues of participation, which I am doing through the Faculty of Information at the University of Toronto.

If you choose to take part, you will be asked to attend 2 or 3 half-day workshops and participate in an Internet discussion forum periodically throughout the study. During these activities, you will be asked to engage in discussions about your individual, and our collective, experience of being part of a collaborative design group. Workshops will be in-person and will be held at a central location within Toronto that is easily accessible by transit, most likely at a Toronto Public Library branch. The initial part of the study will be up to 3 months in length (Sep to Dec, 2013). If time allows, there may be an additional part of the study from Jan to Apr, 2014. Approximately one year later (Dec 2014), you will be invited to review and discuss a draft of my thesis.

Your participation in this study is voluntary, and you can choose not to participate, or to withdraw from the study at any time without negative consequences. You can choose not to answer any questions or engage in any discussion, at any time. Any comments you do make (in workshops and online discussion, for example) will be associated with your “study name”, chosen by you below. You may choose to use your real first name or a different name, if that would make you more comfortable. While your “study email address”, will be shared with the other participants, all other personal information, including your name and phone number, will not be shared with anyone. Only the researchers named below will have access to this information.

If you take part and then choose to withdraw from the study, your past contributions will continue to part of the study. Your comments in workshops and online discussions, for example, will continue to be associated with your study name.

If you and other participants agree, workshops may be recorded on audio or video, to help with notetaking. This is completely optional, and if you do not want to be recorded, you will not be.

There are no known risks to you in participating in this study. While there is no financial compensation offered for your participation, I believe that you will find the process enjoyable and you will build useful skills. You won't just be part of this study, you will be a co-researcher and, as such, your contribution will be substantial and, I hope, satisfying.

The results of this study will become part of my PhD Dissertation. You will be invited to comment on draft findings prior to completion of the dissertation and you will be notified when the dissertation is completed at the personal email address below.

In addition, the results of this study may be published as journal articles and presented at conferences. You will be referred to exclusively by your study name unless you choose otherwise. As a co-researcher, you may want to find and participate in some of these publishing and presentation opportunities.

If you have any questions about this study now, or at any time in the future, you can contact the researchers:

Terry Costantino  
PhD Candidate  
Faculty of Information  
University of Toronto  
[terry.costantino@mail.utoronto.ca](mailto:terry.costantino@mail.utoronto.ca)  
(416) 998-0665

Andrew Clement  
Professor  
Faculty of Information  
University of Toronto  
[andrew.clement@utoronto.ca](mailto:andrew.clement@utoronto.ca)  
416-978-3111

If you have any questions about your rights as a participant in this study, you can contact the Office of Research Ethics at the University of Toronto at [ethics.review@utoronto.ca](mailto:ethics.review@utoronto.ca) or 416-946-3273.

## Information and Consent Form

### Research Study: Exploring participation by staff and members in the development of e-Services in a public library

#### Consent to Participate

- I agree to take part in this study and participate in in-person workshops and online discussion forums
- The researcher has explained the study and I have had a chance to get answers to any questions I may have had
- I agree that the researcher can record workshops and interviews in which I participate (OPTIONAL)
- I understand that I will have an opportunity to contribute to, review and discuss the findings of this study but will not be able to alter the findings that are included in the thesis or other disseminated research findings.

---

Date: \_\_\_\_\_

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Personal phone number: \_\_\_\_\_

Personal email address: \_\_\_\_\_

My study name will be: \_\_\_\_\_ (first name only)

My study email address will be: \_\_\_\_\_