

Thank you for taking this survey! This library is evaluating its services. **Your responses will help us evaluate and improve the library's technology services.** This project is supported with funding from the Bill & Melinda Gates Foundation.

The survey will ask you some general questions about how you use the library, and how this may have helped you in your life. The survey will also ask specific questions related to the use of the library's computers and Internet connection in the following areas: business, civic engagement, eCommerce, education, employment, eGovernment, health and wellness, and social inclusion.

***You must be at least 14 years old to take this survey.***

**This survey is confidential. You must provide your year of birth, but all other questions are optional, so you are free to not answer any questions you do not want to answer. We expect completing the survey will take 10-15 minutes.**

## PART 1: QUALIFYING QUESTIONS

What year were you born?

1. How did you access this survey?

1. Through a public access computer in a public library
2. Through a public library wireless Internet connection on my own computer
3. Through my own computer at home
4. Through a computer at school or work
5. Some other way not listed here

2. In the past 12 months, how often have you **visited a public library or bookmobile**?

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

3. In the past 12 months, how often have you **used a library computer to access library resources**, such as looking up books or placing holds, or to use online resources available through the library's website, like digital articles or books?

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

3a. If yes, which of these **library resources** have you accessed in the past 12 months **using a library computer**? Check all that apply.

1. The library's online catalog
2. My library account (e.g., placed a hold or renewed library materials)
3. Library subscription databases and websites (e.g., Consumer Reports, ancestry.com)
4. Downloadable eBooks and Audiobooks
5. Other types of resources not listed here

4. In the past 12 months, how often have you **used a computer in a public library to access the Internet**?

1. Every day or most days
2. At least once a week

3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

5. In the past 12 months, how often have you **used the library's wireless network** to connect to the Internet using your own computer or wireless device?

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

6. In the past 12 months, how often have you **used the Internet from outside of the library to access library resources through the library's website**, such as looking up books or placing holds, or to use online resources like digital articles or books?

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

7. In the past 12 months, have you **used a handheld mobile device** like a cellphone, Blackberry, or iPhone to **access library resources?**

1. Yes
2. No
3. Don't know or don't want to answer

8. Do you currently have **regular access** to a computer and the Internet for your **personal use** somewhere other than the public library?

1. Yes, I have regular access somewhere else
2. No, the public library is my only access
3. Don't know or don't want to answer

## PART 2: GENERAL USE QUESTIONS

9. In the past 12 months have you used the library's computers or Internet connection to access any of the following? Select all that apply.

- a) Library printer(s)
- b) Email
- c) Search engines (e.g., Google, Bing)
- d) Instant messaging or chatting
- e) Made a phone call or video-chatted online (e.g., VoIP, Skype)
- f) Blogs
- g) Wikis
- h) Social Networking (e.g., Facebook, MySpace, Twitter)
- i) Streaming video (e.g., YouTube, Hulu)
- j) Streaming audio (e.g., radio, podcasts or Pandora)
- k) None of the above

10. In the past 12 months have you used a library computer or Internet connection while traveling?
11. Have you participated in computer-related training or classes at the public library in the past 12 months?
12. In the past 12 months, have you gotten help from library staff or volunteers for any of these purposes? Select all that apply.
1. Using the library's computer services (e.g., logging onto a computer)
  2. Using the library's subscription databases and websites (e.g., ancestry.com, MedlinePlus)
  3. Basic computer instruction (e.g., using the keyboard and mouse, sending email)
  4. Searching for specific information on the Internet
  5. Interacting with non-library websites (e.g., filling out job applications, ordering something online)
  6. Creating or editing documents using computer software (e.g., Word, Photoshop)
  7. I have gotten other types of computer/technology help not listed here
  8. I have not gotten help from library staff or volunteers
13. In the past 12 months, have you used a public library computer or Internet connection to help other people, like looking up an answer to a question for someone or helping them do something online?

### PART 3: DOMAIN-SPECIFIC QUESTIONS

#### EDUCATION DOMAIN QUESTIONS

14. In the past 12 months, have you used the library's computers or Internet connection for **educational purposes**?  
For example:
- Doing homework
  - Taking a class
  - Applying for school
- \*If NO, skip to next domain*
15. In the past 12 months, did you use the library computer or Internet connection to learn about a degree or certificate program?
16. Did you use a library computer or Internet connection to apply for a degree or certificate program in the past 12 months?
- 16a. If yes, were you admitted to the program?
1. Yes
  2. No
  3. Still waiting to find out
17. Did you use the library computer or Internet connection in the past 12 months to:
- Take an on-line class or workshop?
  - Do research for a class?
  - Complete course work or homework?
  - Prepare for a standardized test? For example, a GED, the SAT, or GRE.
18. In the past 12 months, did you use the library's computers or Internet connection to take any school-related test online?
- 18a. If yes, did a librarian or library volunteer oversee (proctor) the test for you?
19. Did you use the library's computers or Internet connection in the past 12 months to **apply for financial aid**?
- 19a. If yes, did you get financial aid?

1. Yes
2. No
3. Still waiting to find out

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#### EMPLOYMENT DOMAIN QUESTIONS

20. Have you used the library's computers or Internet connection **for employment or career purposes** in the past year?

For example:

- Looking for work
- Doing work for your current job
- Writing a résumé
- Getting job-training

***\*If NO, skip to next domain***

21. Did you use the public library's computers or Internet connection in the last 12 months to search for a job opening or career opportunity?

22. Did you fill out a job application or send a résumé using the library's computers or Internet connection?

23. As a result of using the library's computers or Internet connection in the last 12 months, did you get a job interview?

1. Yes
2. No
3. Not yet/still waiting to find out

24. As a result of using the library's computers or Internet connection in the last 12 months, did you get hired?

1. Yes
2. No
3. Not yet/still waiting to find out

25. Did you use the public library's computers or Internet connection in the last 12 months to:

- Work on a résumé?
- Receive training to build skills related to your job or profession?
- Do research or find information related to your job or profession?
- Do work for your current job? For example, check your work email, write proposals, or prepare for a class you are teaching.

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#### E-BUSINESS AND ENTREPRENEURSHIP DOMAIN QUESTIONS

26. Have you used a public library computer or Internet connection to **start or manage a business** in the past year?

For example:

- Writing a business plan
- Applying for a business permit
- Finding customers or contract opportunities

***\*If NO, skip to next domain***

27. Did you use the library's computers or Internet connection in the last 12 months to:

- Start your own business?
- Write a business plan?
- Get a business license or permit?
- Manage an existing business?

- Do business-related research?

28. Did you use the library's computers or Internet connection in the past 12 months to locate potential customers?

28a. If yes, did business increase?

29. Did you use the library's computers or Internet connection in the past 12 months to find business-to-business or contract opportunities?

28a. If yes, did you receive a contract?

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#### HEALTH AND WELLNESS DOMAIN QUESTIONS

30. In the past 12 months, have you used the library's computers or Internet connection **for health or wellness needs?**

For example:

- Getting information about an illness or treatment
- Accessing medical records
- Learning about diet or exercise

***\*If NO, skip to next domain***

31. Did you use the public library computer or Internet connection in the past 12 months to:

- Learn about an illness, disease, or a medical condition?
- Learn about a medical procedure?
- Find an online or face-to-face support groups for a health need?
- Learn about prescription or over-the-counter drugs?
- Find information about a doctor or health care provider?
- Access your medical records?
- Purchase or enroll in a health insurance or drug discount program?

32. Did you use the library's computers or Internet connection in the past 12 months to learn about diet or nutrition?

32a. If yes, did this help you decide to make changes to your diet?

33. Did you use the library's computers or Internet connection in the past 12 months to learn about exercise or fitness?

33a. If yes, did this help you decide to make changes in your exercise habits?

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#### E-GOVERNMENT DOMAIN QUESTIONS

34. In the past 12 months, have you used the library's computers or Internet connection **to get government or legal information or to access government services?**

For example:

- Contacting government officials
- Applying for a government program
- Getting information about laws or legal activity
- Filing taxes

***\*If NO, skip to next domain***

35. In the past 12 months did you use the library's computers or Internet connection to:

- Get help from a government official or agency?

- Learn about local, state, or Federal laws or regulations?
- Find advice or assistance with a legal question or problem?
- Access the justice system? For example, interacting with the courts, or looking up criminal records.

36. In the past 12 months, have you used the library's computers or Internet connection to get government forms?

36a. If yes, did you submit these forms online?

37. In the past 12 months, have you used the library's computers or Internet connection to learn about government programs or services?

37a. If yes, did you apply for a government program or service online?

38. In the past 12 months, have you used the library's computers or Internet connection to learn about permits or licenses?

38a. If yes, did you apply for a permit or license online?

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#### CIVIC ENGAGEMENT DOMAIN QUESTIONS

39. Have you used the library's computers or Internet connection **to learn about or participate in political or social causes, or community activities** in the past 12 months?

For example:

- Reading or watching the news
- Learning about a candidate for elected office
- Finding out about community events
- Finding volunteer opportunities

***\*If NO, skip to next domain***

40. Did you use the public library's computers or Internet connection in the past 12 months to keep up with current events through a news website?

41. In the past 12 months, did you use the library's computers or Internet connection to learn about a political activity, social cause, or political candidate?

41a. If yes, did this help you decide whether to get involved with a cause or campaign?

42. Did you use the library's computers or Internet connection in the past 12 months to participate in a civic or community group? For example, finding volunteer activities with the PTA or joining a community garden.

43. Did you use the library's computers or Internet connection in the past 12 months to start a new civic or community group?

44. Did you use the library's computers or Internet connection in the past 12 months to organize or manage the activities of a civic or community group? For example, scheduling board meetings or maintaining a website for a local non-profit organization?

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#### E-COMMERCE DOMAIN QUESTIONS

45. In the past 12 months, have you used the library's computers or Internet connection **for commercial needs, shopping, or to manage your finances?**

For example:

- Banking

- Comparing products
- Buying or selling something
- Paying bills
- Finding housing
- Making travel arrangements

***\*If NO, skip to next domain***

46. Did you use the library's computers or Internet connection in the last 12 months to:

- Do online banking?
- Pay bills?
- Manage investments, buy or sell stocks, or check on earnings?
- Look up your credit rating?
- Learn about getting out of debt?

47. Did you use the library's computers or Internet connection in the past 12 months to:

- Gather information about or compare products or services?
- Purchase something online?
- Attempt to sell something online?
- Make travel arrangements, such as finding directions, looking up bus schedules, purchasing airplane tickets, or coordinating a place to stay?
- Obtain housing, such as finding an apartment, a roommate, or a house to purchase?

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#### SOCIAL INCLUSION DOMAIN QUESTIONS

48. Have you used the library's computers or Internet connection **for social or entertainment purposes** in the last year?

For example:

- Chatting or messaging
- Playing games with others
- Keeping up with friends on social networking sites
- Pursuing a hobby or interest

***If NO, skip to Closing Questions***

49. Did you use the public library computer or Internet connection in the past 12 months to communicate with friends or family?

50. There are many social, entertainment, and informational websites such as blogs, online games, YouTube, and Podcasts. In the past year, have you visited one of these websites using the library's computers or Internet connection to do any of these things?

Select all that apply.

1. Meet new friends
2. Learn new skills
3. Pursue a hobby or interest
4. Explore family genealogy
5. Get help with a do-it-yourself project
6. Find recipes
7. Organize an event
8. Find support for a personal issue
9. Find parenting information
10. Find information about pet care
11. Follow sports or celebrity news
12. Play games
13. Find reviews of movies, books or music
14. I have not used the library computers or Internet connection for any of these purposes

**PART 4: CLOSING QUESTIONS**

51. How important are the library's computers and Internet connection to you, personally?

1. Very important
2. Important
3. Moderately important
4. Of little importance
5. Unimportant

52. How important is it to you that others in your community have access to library's computers and Internet connection?

1. Very important
2. Important
3. Moderately important
4. Of little importance
5. Unimportant

53. How satisfied are you with your access to computers and the Internet at the public library?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

**PART 5: DEMOGRAPHIC SECTION**

54. What is your zip code?  
Or, what city and state you are in?

55. Which of the following best describes your housing?

1. It is owned by you or by someone in your household
2. You rent it
3. You occupy it without payment of rent
4. Currently homeless

56. Including yourself, how many family members are living or staying in your household? [1-8+]

57. Do you speak a language other than English at home?

58. Including yourself, how many people in your household have a working cell phone? [0-8+]

59. Do you have a landline number in your household for incoming telephone calls? Do not include landline numbers used exclusively for fax machines, security systems, the Internet, or a professional business.

60. Thinking about all the different sources of income your family received in the previous tax year, what was the combined total household income from all sources before taxes and other deductions? Your best estimate is fine.

61. In the last 2 weeks, did you work for pay at a job or business?

62. Are you currently looking for work?



63. What is the highest level of formal education you have completed?

1. Grade school
2. Some high school
3. High school or GED
4. Some college
5. 2 year degree or career, technical, or trade school
6. 4 year degree
7. Post graduate study

64. At any time in the last 3 months, have you attended school or college?

65. Are you of Hispanic, Latino, or Spanish origin?

66. What is your race? You can choose more than one.

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian or other Pacific Islander
5. White
6. Other

67. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities?

67a. If yes, do you require the use of assistive technology to access the Internet?

68. What is your citizenship status?

1. I am a U.S. citizen
2. I am currently applying for citizenship
3. I am planning to apply for citizenship in the future
4. I am not planning to become a citizen

69. What is your gender?

1. Female
2. Male

70. In the past year, have you used a library computer or Internet connection for any other purposes than the ones we have asked you about? [Open-ended]

71. Do you have any suggestions for how the computers or Internet connection at the public library could be changed or improved? [Open-ended]

**Those are all the questions we have for you. Thank you very much for participating. If you have any further questions about the survey, please contact your library. If you have questions about the IMPACT web survey project, you may visit <http://impactsurvey.org> or contact Samantha Becker at 206-616-2841.**

**Thank you!**