

"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: eBusiness, civic engagement, eCommerce, education, employment, eGovernment, health and wellness, and social inclusion.

This is a confidential survey. All questions are optional, so you are free to not answer any questions you do not want to answer. You must be at least 14 years old to take this survey. We expect completing the survey will take 10-15 minutes."

## PART 1: QUALIFYING QUESTIONS

What year were you born?

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

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

In the past 12 months, how often have you used the library's computers or Internet connection 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

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, MedLinePlus) Downloadable eBooks and Audiobooks
4. Other types of resources not listed here

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

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

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

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

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.

1. Your library's printer(s)
2. Email
3. Search engines (e.g., Google, Bing)
4. Instant messaging or chatting
5. Made a phone call or video-chatted online (e.g., VoIP, Skype)
6. Blogs
7. Wikis
8. Social Networking (e.g., Facebook, MySpace, Twitter)
9. Streaming video (e.g., YouTube, Hulu)
10. Streaming audio (e.g., radio, podcasts or Pandora)
11. None of the above

In the past 12 months have you used the library's computers or Internet connection while traveling?

Have you participated in computer-related training or classes at the public library in the past 12 months?

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

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 INDICATOR QUESTIONS

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

In the past 12 months, did you use the library computer or Internet connection to learn about a degree or certificate program?

Did you use a library computer or Internet connection to apply for a degree or certificate program in the past 12 months?

If yes, were you admitted to the program?

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

Did you use the library computer or Internet connection in the last 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.
- take any school-related test online?
  - If yes, did a librarian or library volunteer oversee (proctor) the test for you?
- apply for financial aid?
  - If yes, did you get financial aid?
    1. Yes

2. No
3. Still waiting to find out

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#### EMPLOYMENT INDICATOR QUESTIONS

Have you used the library's computers or Internet connection for employment or career purpose in the past year?  
For example:

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

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?

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

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

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

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 INDICATOR QUESTIONS

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

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?
- locate potential customers?
  - If yes, did business increase?
- find business-to-business or contract opportunities
  - If yes, did you receive a contract?

## HEALTH AND WELLNESS INDICATOR QUESTIONS

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

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?
- learn about diet or nutrition?
  - If yes, did this help you decide whether to make changes to your diet?
- learn about exercise or fitness?
  - If yes, did this help you decide whether to make changes in your exercise habits?

## E-GOVERNMENT INDICATOR QUESTIONS

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

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

- get help from a government official or agency?
- get government forms?
  - If yes, did you submit these forms online?
- learn about government programs or services?
  - If yes, did you use the library computers to apply for a government program or service?
- learn about local, state, or Federal laws or regulations?
- access the justice system? For example, interacting with the courts, or looking up criminal records.
- find advice or assistance with a legal question or problem?

- learn about permits or licenses?
  - If yes, did you apply for a permit or license online?

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#### CIVIC ENGAGEMENT INDICATOR QUESTIONS

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

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?
- learn about a political activity, social cause, or political candidate?
  - If yes, did this help you decide whether to get involved with a cause or campaign?
- participate in a civic or community group? For example, finding volunteer activities with the PTA or joining a community garden.
- start a new civic or community group?
- 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 INDICATOR QUESTIONS

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

Did you use a public library computer or Internet connection in the last 12 months to:

- do online banking?
- pay bills?
- manage investments, buy or sell stocks, or check on earnings?
- gather information about or compare products or services?
- purchase something online?
- attempt to sell something online?
- look up your credit rating?
- learn about getting out of debt?
- 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 INDICATOR QUESTIONS**

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

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

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

**PART 4: OPEN-ENDED SECTION**

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?

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

Do you have any suggestions for how the computers or Internet connection at the public library could be changed or improved?

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

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

## PART 5: DEMOGRAPHIC SECTION

What is your zip code?

Or, what city and state are you in right now?

Which of the following best describes your home?

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

How many family members are living or staying in your household? [1-8+]

Do you speak a language other than English at home?

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

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.

Thinking about all the different sources of income your family received in the previous tax year, what was the combined total income from all sources before taxes and other deductions?

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

Are you currently looking for work?

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

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



Are you of Hispanic, Latino, or Spanish origin?

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

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

- If yes, do you require the use of assistive technology to access the Internet?

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

What is your gender?

1. Male
2. Female

“Those are all the questions we have for you. Thank you very much for participating. If you have any further questions about the study, you may visit our website at <http://impactsurvey.org> or contact Samantha Becker at 206.616.2841.

If you have questions about your rights as a participant in this study or about the Human Subjects review process for this study, you may contact the University of Washington Human Subjects Division at 206-543-0098.

Thank you!”