



IMPACT SURVEY LIBRARY INTAKE FORM

We recommend gathering this information off-line prior to completing and submitting this form at <http://impactsurvey.org>

Please provide the following information about your library system. By library system we mean the library as an administrative entity, which may have a single outlet or multiple outlets. Research has shown that these library inputs make a difference with regard to patron outcomes. The information you provide will be included in your library's survey report. The data will also be used to continue research that benefits the library community; your library's name will not be associated with this data when it is used for research purposes.

RESOURCES AND INFRASTRUCTURE

- Average age of the library's public Internet workstations/laptops (in months) _____
- Average length of time (in days) it takes to get a computer back in service when it undergoes maintenance _____
- Number full-time equivalent paid dedicated IT staff _____
- Library's source of IT support: [Check all that apply]
 - ☐ Library public service staff (aka the "accidental IT librarian")
 - ☐ Library IT staff
 - ☐ Library Director
 - ☐ Library consortia or other library organization
 - ☐ County/City IT staff
 - ☐ State telecommunications network staff
 - ☐ State Library IT staff
 - ☐ Outside vendor/contractor
 - ☐ Volunteer(s)
 - ☐ Other
- Does the library provide any of the following assistive technologies to serve people with physical impairments/disabilities? Check all that apply
 - ☐ Screen magnifier software (e.g., MAGic)
 - ☐ Computer screen to speech software (e.g., JAWS)
 - ☐ Computer screen to braille software (e.g., PowerBraille)
 - ☐ Other
 - ☐ No, the library does not provide this sort of assistive technology
- Does the library use session management software (e.g., PC Reservation)? [Yes, No]
- Is the library's website optimized for mobile devices? [Yes, No]

- Does the library have a mobile application (app)? [Yes, No]

INTERNET CONNECTIVITY

- What is the source of the library's Internet connection?
 - ☐ Municipal network
 - ☐ State network
 - ☐ ISP
 - ☐ Other (School/university, cooperative)
- Maximum download speed of library Internet connection (the advertised speed of what should be coming into the library – please include the unit of measurement, e.g., Kbps, Mbps) _____
- Peak-hours actual download speed (Please check the Internet download speed at a library PAC terminal during peak use hours. Please include the unit of measurement, e.g., Kbps, Mbps. To find out the download speed of the computer you are currently using, please direct your browser to <http://www.broadband.gov/qualitytest/> _____)
- Does the library provide wireless Internet access? [Yes, No]
- Does the library use bandwidth management software? [Yes, No]

TRAINING

- Annual library-supported staff technology training hours per FTE staff _____
- Annual volunteer hours supporting patron technology training _____
- Maximum time a librarian is permitted to spend providing technology tutoring per patron:
 - ☐ No limit (N/A)
 - ☐ Under 15 minutes
 - ☐ 15-30 minutes
 - ☐ 30-45 minutes
 - ☐ 45-60 minutes
- Total number of patron-hours of public technology training classes taught by the library in the past year (length of class in hours x number of sessions x number of participants) _____

POLICIES

- Percent of budget that supports public access technology (including equipment and personnel) _____%
- Does the library have a replacement plan for public access Internet terminals [Yes, No]
- If there is a replacement plan, what percent of public access Internet terminals are replaced on schedule? _____%
- What is the standard maximum daily time limit on public PCs for patrons? _____ minutes
- Are librarians permitted to extend the session time for patrons? [Yes, No]

- Does the library have dedicated Internet terminals for any of the following uses? [Check all that apply]
 - ☐ Employment
 - ☐ eGovernment
 - ☐ Business or non-profit
 - ☐ Multimedia
 - ☐ Games
 - ☐ Health
 - ☐ Education
 - ☐ No, the library does not have dedicated terminals for any of the uses listed