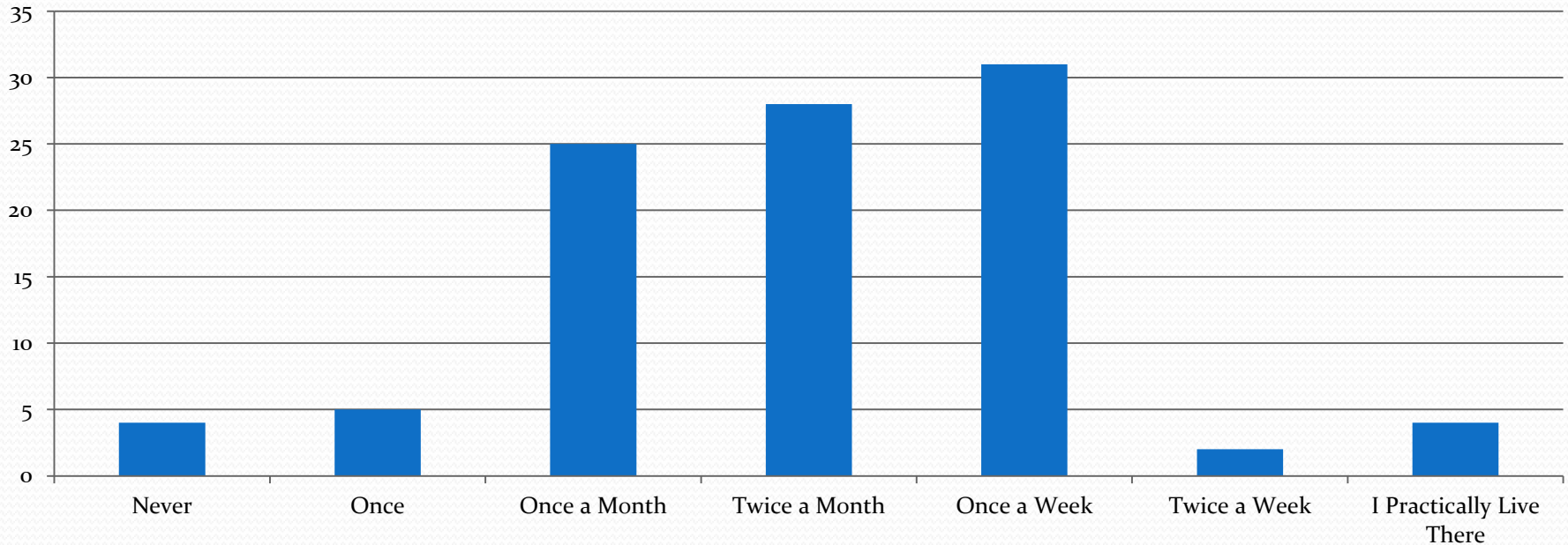# FML Tech Survey Results

Or in other words:
What patrons think about our tech related services

General Survey Information

- 1 month duration
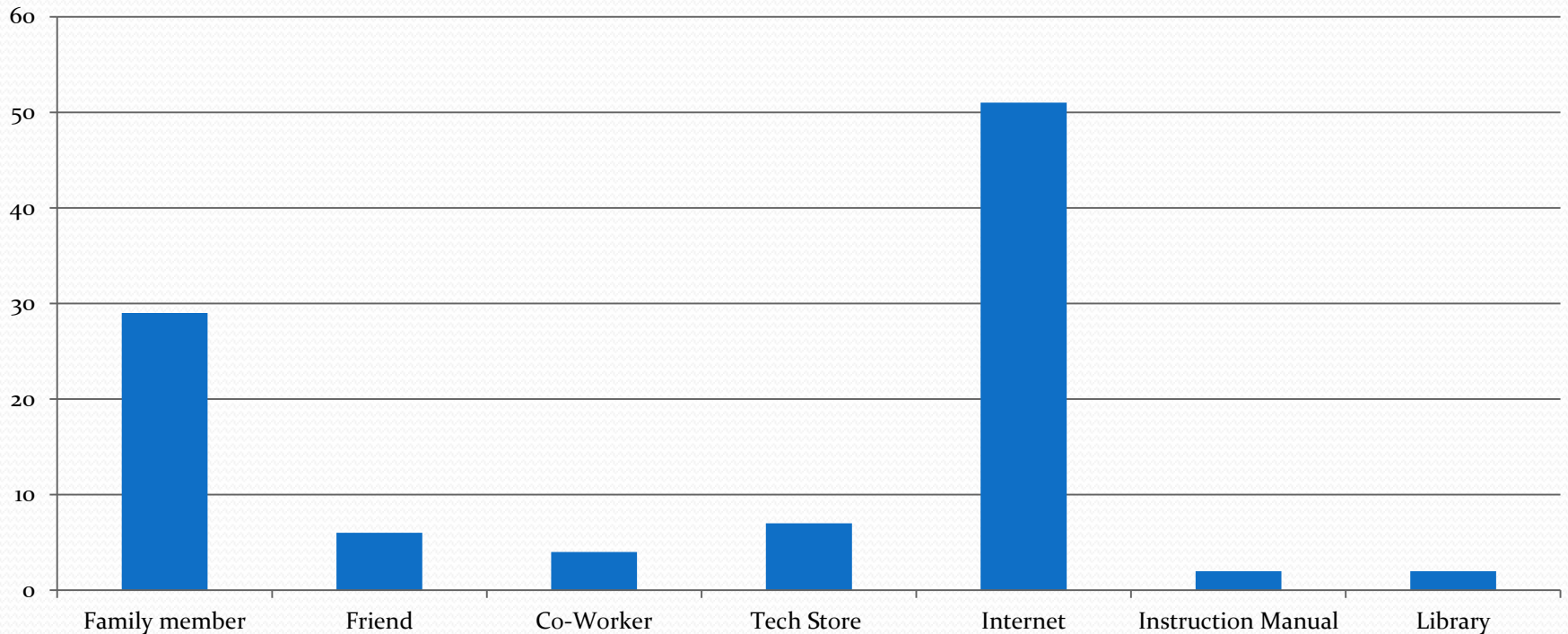- 102 online responses
- 7 print responses

Question 1: How many times in the past year have you been to the library?

Other Responses included:

- 2 to 3 times, 3-4 times, 6 times, 6 or 7 times.
- Several times but not monthly.
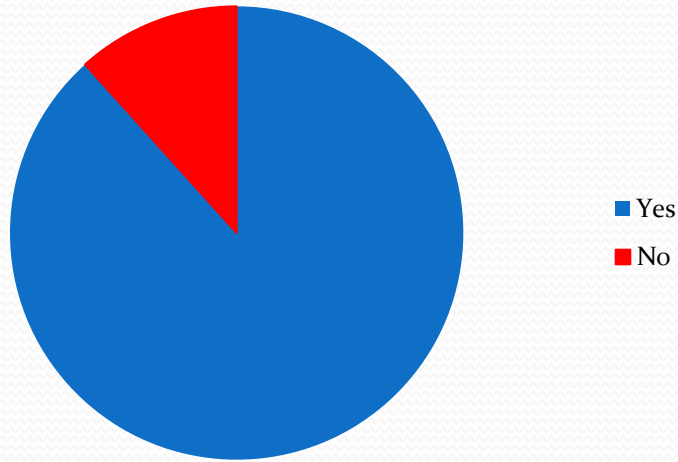- Very few-hard to schedule my time to get there.

Question 2: Where is the first place you go if you need technology help?

Other entries included:
- Myself
- Consultants
- MUG (which I'm presuming means Multi User Group?)

# Question 3: Would you consider asking a librarian for help with technology?

- Yes
- No

Some of The Responses Given	
Yes:	"But only if I was in the library for another reason." "If the person is available." "I just never thought about that."

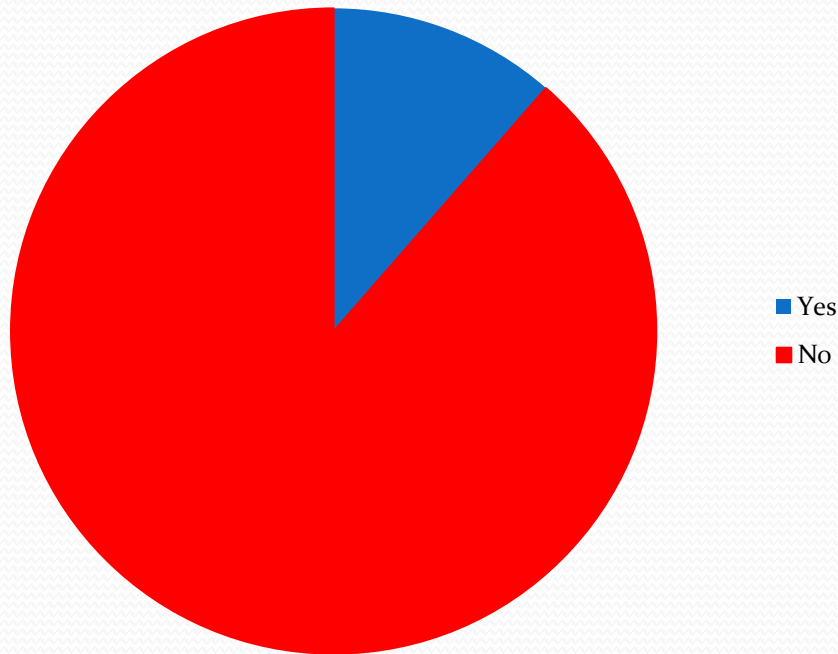| More of The Responses Given	
No:	"They always look busy." "Easier to simply look it up myself online." "Never thought of it."
Other:	"Only for something library related - like getting a book downloaded to my device." "Just never would have thought to ask someone in the library."

Question 4: How often do you use technology at the library?
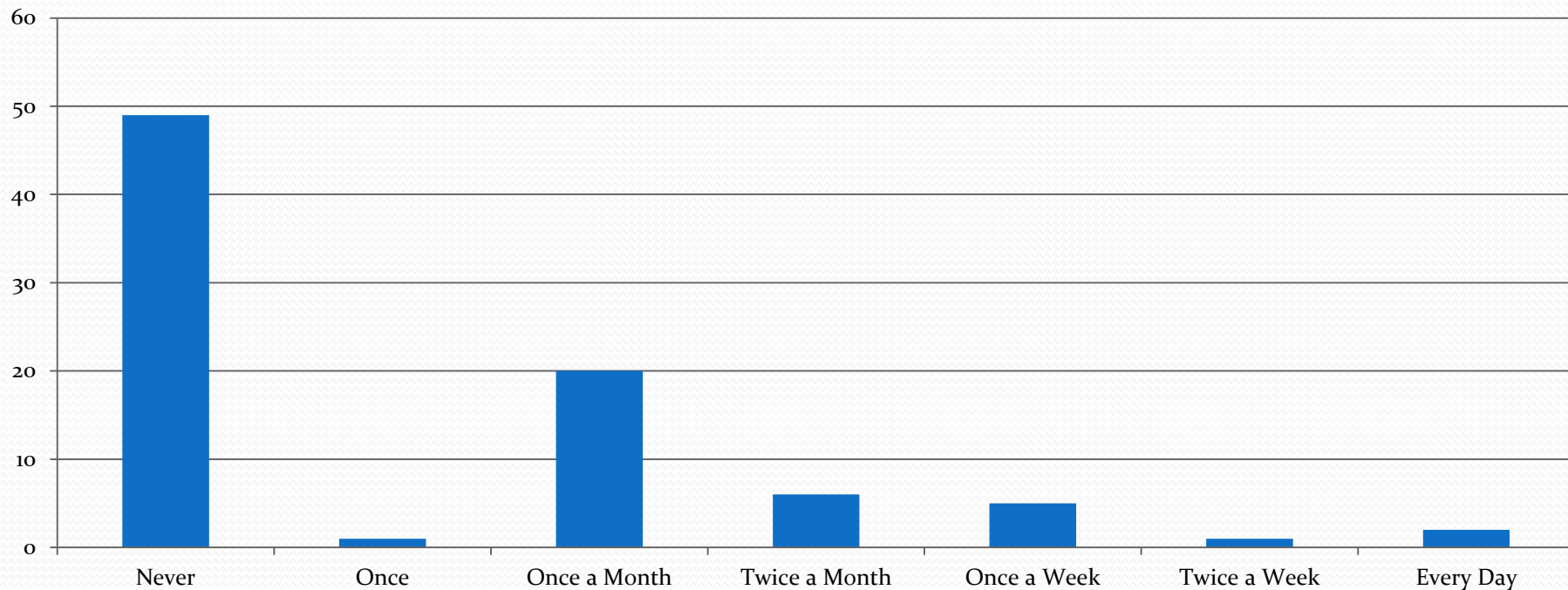
Other Responses Included:
- Occasionally
- I know it is there and would use it if I needed.
- Only computer catalog.

Question 5: Have you ever attended a library technology related program?

- ■ Yes
- ■ No

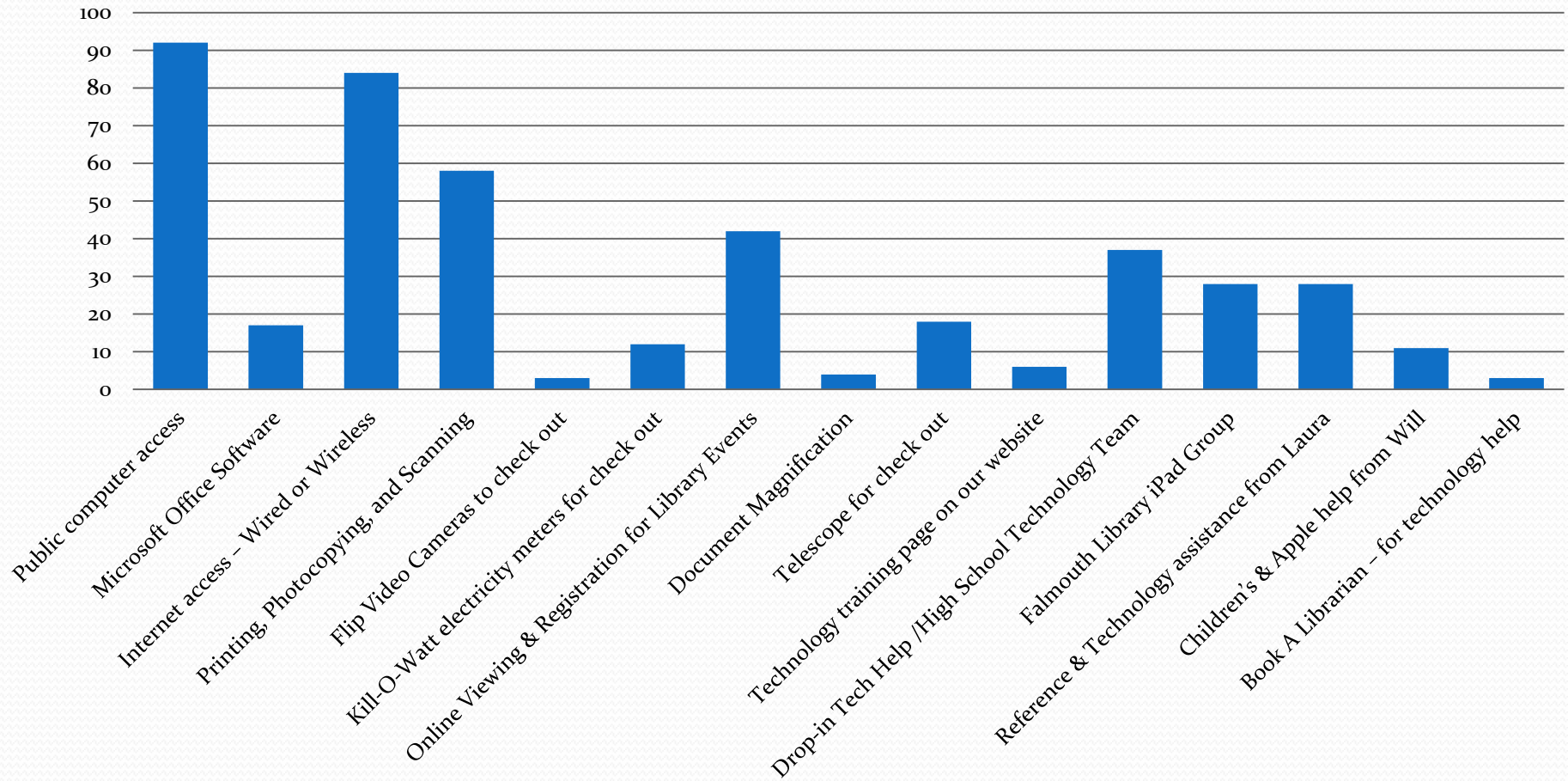| Some of The Responses Given	
Yes:	"The weekly high school student...the monthly IPAD group as well as Will Brown in the children's department." "Laura helped me with Media Overdrive on my iPad when I first got it." "A presentation on apps."

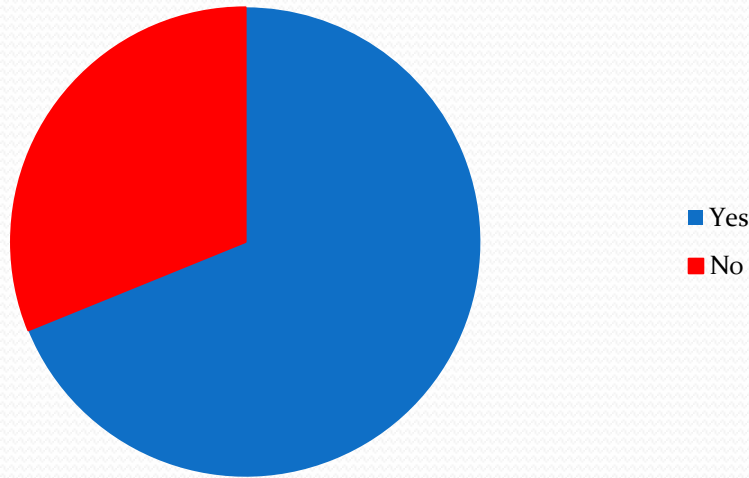| More of The Responses Given	
No:	"I did not know it was offered." "I did not know about them." "Some sound interesting, but my schedule hasn't allowed me to get there yet."

Question 6: Did you know that the library offers the technology related services below? (before today)

Question 7: If you have used library related services before were you satisfied with the service?

| Some of The Responses Given	
Yes:	"Public computers. Easy to use. Didn't know about wifi, but will use now that I do" "Have only used card catalogue and borrowed e-books. Worked fine." "wifi is very reliable."

| More of The Responses Given	
No:	"I haven't used them." "not needed." "I have not had the need to use your in-house technology services. If you mean, have I accessed your audio books online, then yes, I have done so and it worked well."
Other:	"I didn't know you had all that!" "Once the library gave a trial subscription to Lynda.com that was really awesome!"

Question 8: Do you come to the library for a quiet place to work on computers?

Legend: Yes (blue), No (red)
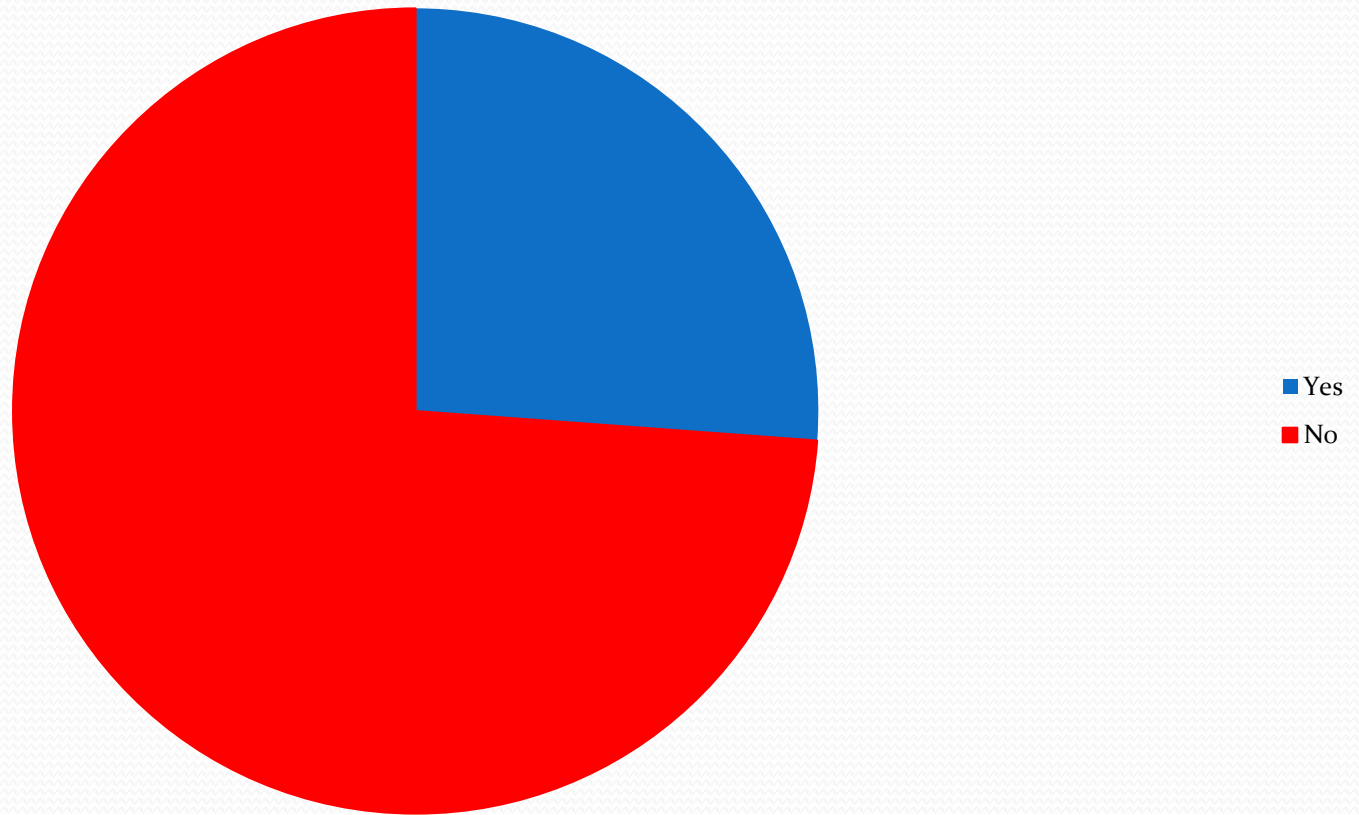
No Reasons Given!

# Question 9: If you come to the library to get some computer work done:
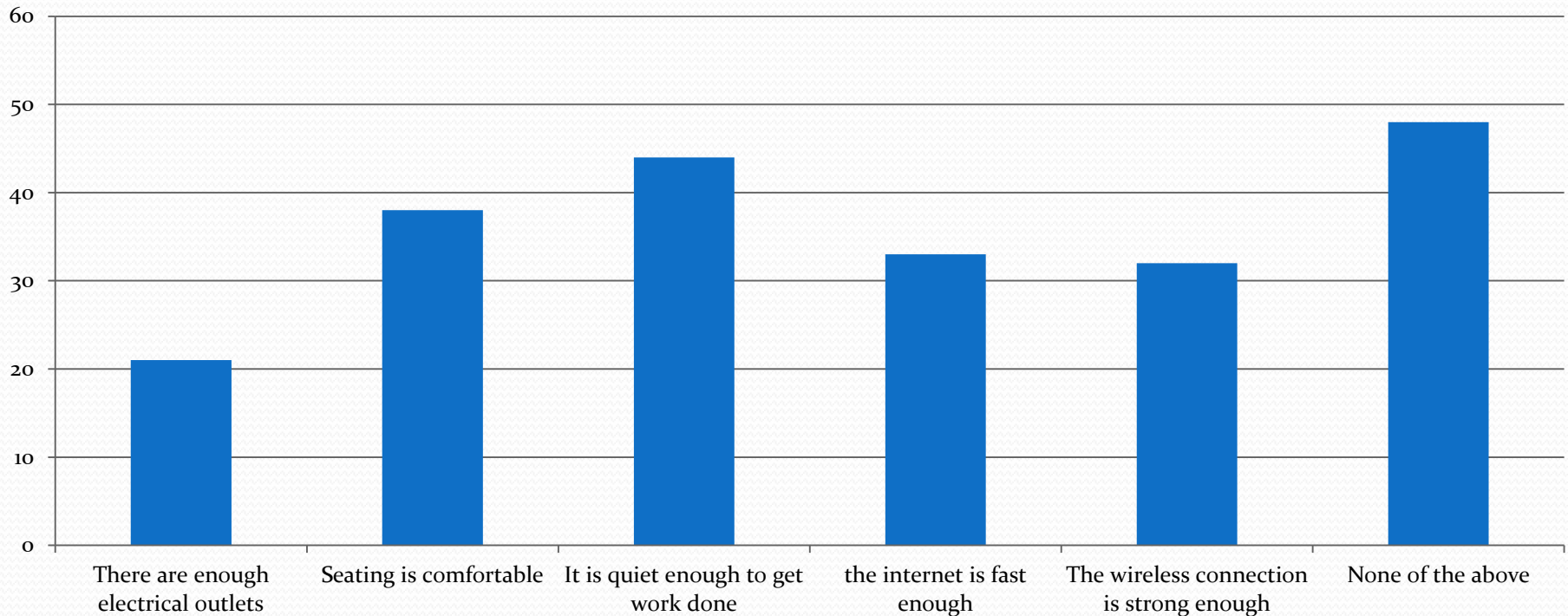
Additional Comments

"I wish all computers had more desk space like 5 & 6"
"(it is quiet enough to get work done)…No … Many children causing noise, carrying across the library into the "Quiet Reading Room". This alone will discourage another visit to your facility."

Question 10: if you use your own mobile device while at the library what kind of working arrangement(s) would you prefer?
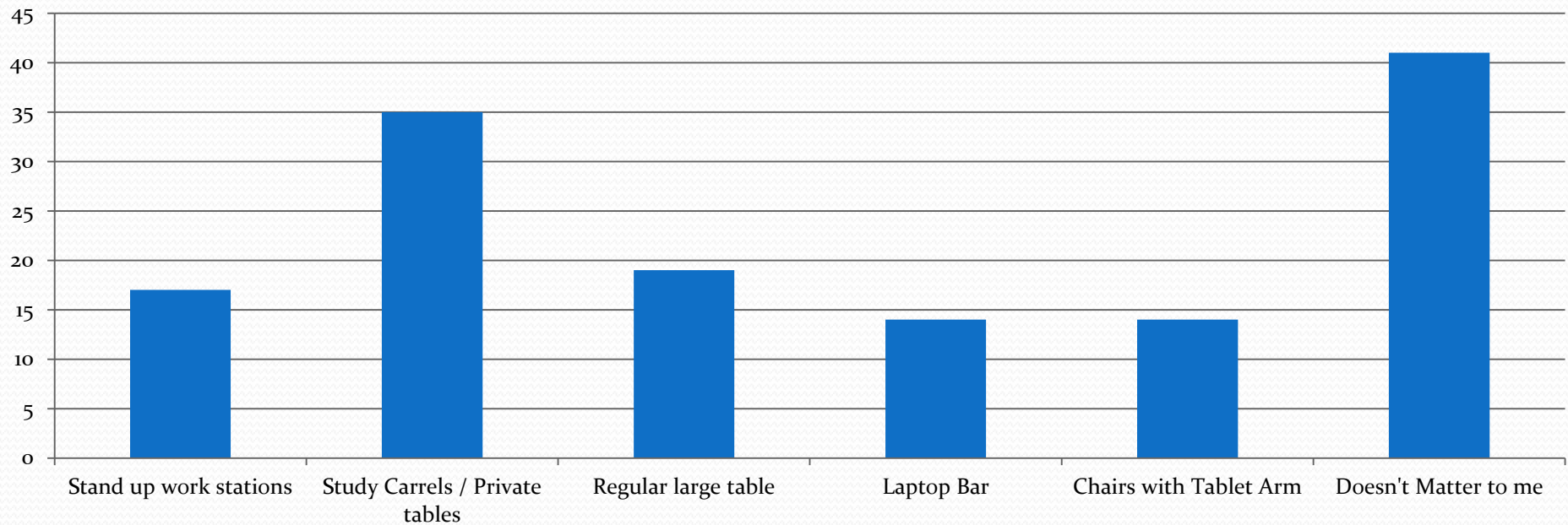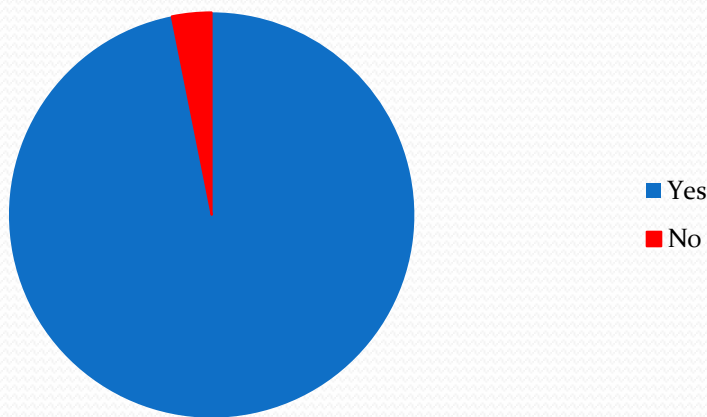

Some Additional Responses Given	
Other:	"I never use my mobile device in the library."
	"Just a more comfortable chair"

Question 11: Do you think it's important for the library to offer technology related services?

Yes
No

| Some of The Responses Given	
Yes:	"It's standard now for libraries to be information centers, not just book repositories."
	"Many people don't have adequate resources of their own."
	"It's part of the future"

| More of The Responses Given	
No:	"Not really - with the advent of ipads I think a dedicated 'space' is less relevant. As long as there are comfortable chairs to sit in, I think people can use these devices anywhere - that's really how they're meant to be used anyway."
Other:	"Probably just a good idea to promote the services you already offer since I didn't know you offered 4/5 of the ones you do!" "Truthfully I don't think that Falmouth has a great need, as most people have access somehow on either or phone or other device"

Question 12: What kind of technology related services do you think the library should offer?

- "Help w/internet, software (general), keyboard training, email, etc. general skills"
- "I don't know if this is tech, but help with e readers might be worthwhile. I don't know what exactly, but making the connection to e readers and more books on overdrive."
- "Better computer, more power outlets, more computer study stations with power strips and Network ports"
- "Get to know your (stupid) phone, what to do with that tablet thing there"
- "I use Apple products, and it would be nice to access to some apple products."

Question 13: What is your age?
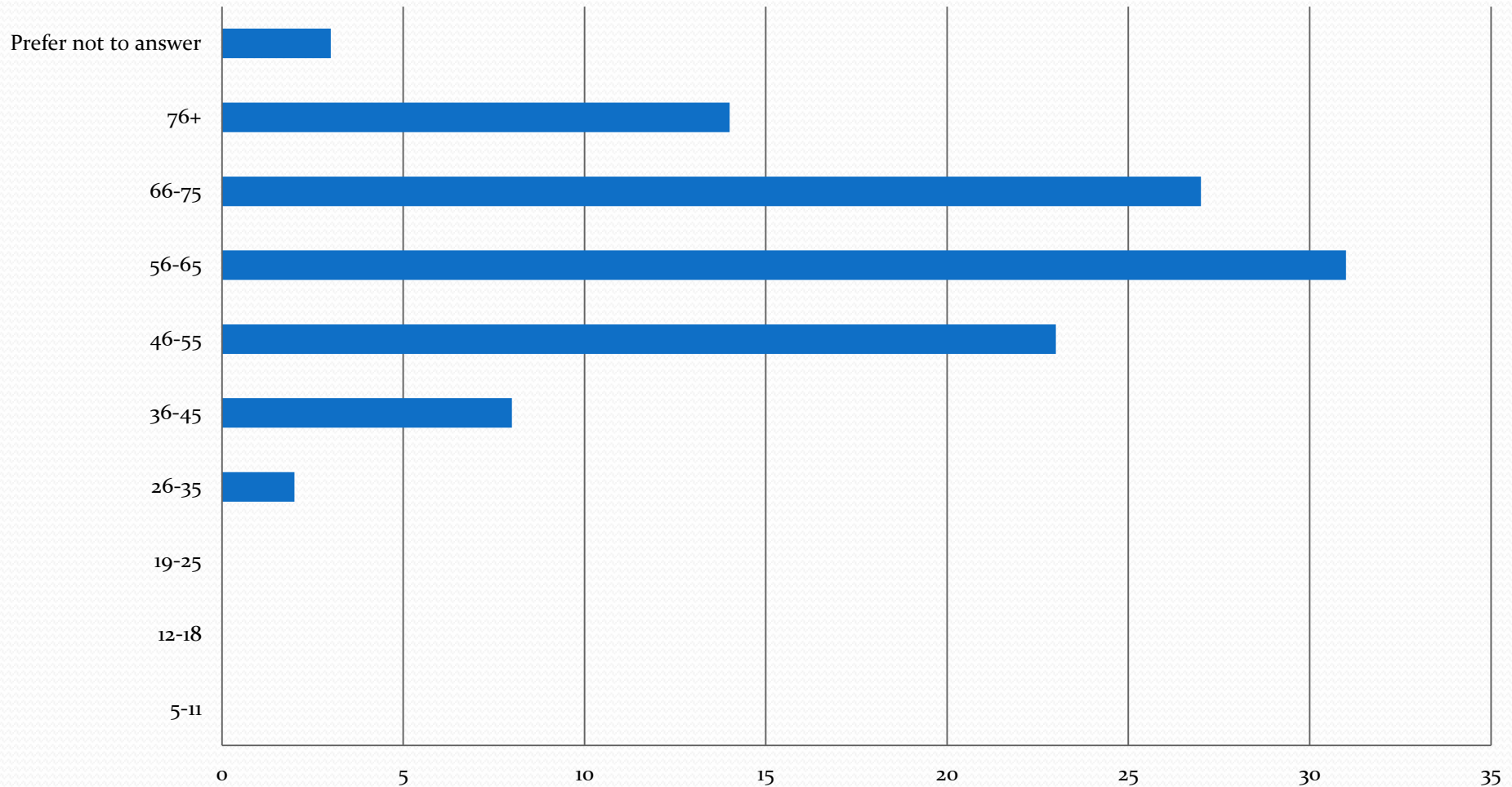
Question 14: What gender are you?
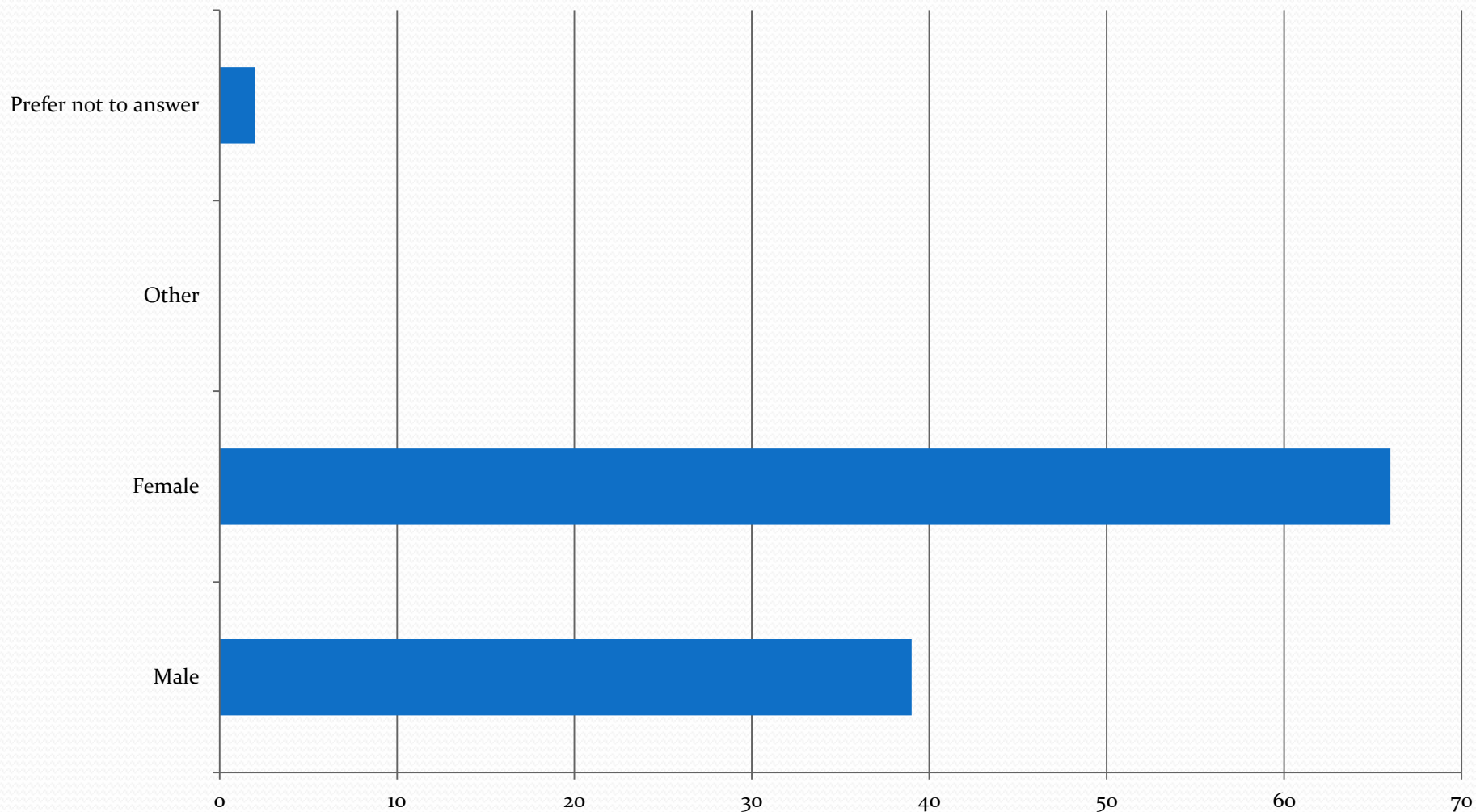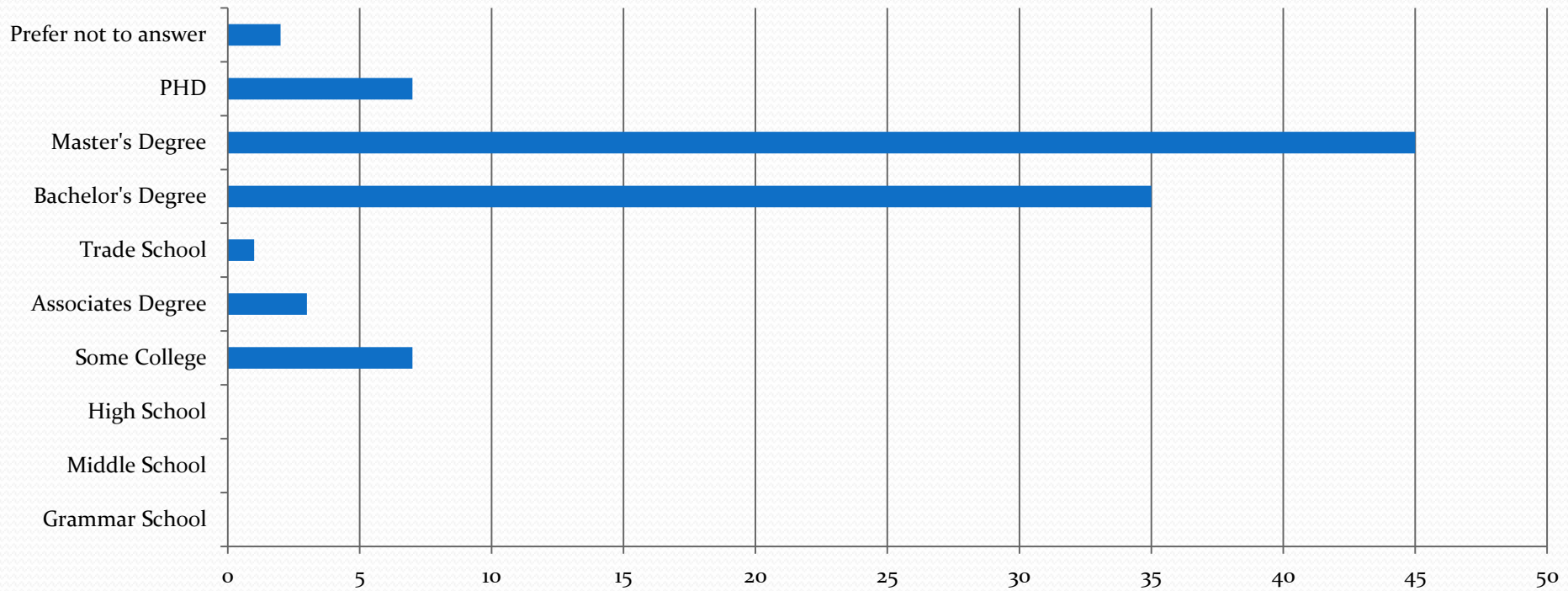
Question 15: What level of education have you completed?

	Additional Responses
JD	3
MD	1
	Bachelor's degree and 30 graduate credits, plus teacher certification
	PLUS GRADUATE STUDUES

Question 16: Additional Comments.

- "I would love it if you could get more copies of popular books in audio and digital format for downloading to devices (e.g. Outlander series)."

- "I think there are a lot of services offered that patrons might not be aware. Maybe seminars could be organized on a monthly or quarterly basis, such as Job Search, Researching a Big Purchase or Internet Safety."

- "There are some apps on my phone that I would like to understand how to work. Strange things I haven't heard of. The camera gallery of photos was a problem. How to print out pictures from my phone. These are just some of the things I would like to get help on."

Question 16: Additional Comments.

- "I was unaware of all of the technology services available at Falmouth Memorial Library and will keep that in mind for future needs."

- "courses new uses for mail, contacts, calendar, GPS, and other simple apps to be able to communicate, to take and share photos and to choose and purchase and install them."

- "I love the library!"

Some of the More interesting comments & Suggestions.

- Suggested Service(s):
  "Whatever it can afford."
  "Advisors who make house calls!"
  "Dongles / Adapters" (not a half bad idea to me)
  "Periscope lessons"
  "...perhaps more sustainability related materials like an infrared camera or something similar."

- Additional Comments:
  "I think you need to go back to telling everyone to shhhh looking over your half glasses and looking very stern."
  "Does the fireplace work?"