



# Technology Services Survey

## Falmouth Memorial Library

The results from this survey will help the library staff be better prepared to serve our patrons' needs.

If you have any questions please call us at: (207) 781-2351

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

(Check one)

<input type="checkbox"/>	Never
<input type="checkbox"/>	Once
<input type="checkbox"/>	Once a Month
<input type="checkbox"/>	Twice a Month
<input type="checkbox"/>	Once a Week
<input type="checkbox"/>	Twice a Week
<input type="checkbox"/>	I Practically Live There

Other: \_\_\_\_\_

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

(Check one)

<input type="checkbox"/>	Family member
<input type="checkbox"/>	Friend
<input type="checkbox"/>	Co-Worker
<input type="checkbox"/>	Tech Store (ex: Best Buy, Apple Store)
<input type="checkbox"/>	Internet
<input type="checkbox"/>	Instruction Manual
<input type="checkbox"/>	Library

Other: \_\_\_\_\_

3. Would you consider asking a librarian for help with technology?

Yes / No

Why / Why not?

4. How often do you use technology at the library?  
 (Examples: Computers, Internet / Wi-Fi, Copier, etc...)  
 (Check one)

<input type="checkbox"/>	Never
<input type="checkbox"/>	Once
<input type="checkbox"/>	Once a Month
<input type="checkbox"/>	Once a Week
<input type="checkbox"/>	Twice a Week
<input type="checkbox"/>	Every Day

Other: \_\_\_\_\_

5. Have you ever attended a library technology related program?  
 Yes / No  
 If Yes which one: \_\_\_\_\_

6. Did you know that the library offers the technology related services below?  
 (before today) – check all that you knew about.

<input type="checkbox"/>	Public computer access
<input type="checkbox"/>	Internet access – Wired or Wireless
<input type="checkbox"/>	Flip Video Cameras to check out
<input type="checkbox"/>	Online Viewing & Registration for Library Events
<input type="checkbox"/>	Telescope for check out
<input type="checkbox"/>	Drop-in Tech Help / High School Technology Team
<input type="checkbox"/>	Reference & Technology assistance from Laura
<input type="checkbox"/>	Book A Librarian – for technology help

<input type="checkbox"/>	Microsoft Office Software
<input type="checkbox"/>	Printing, Photocopying, and Scanning
<input type="checkbox"/>	Kill-O-Watt electricity meters for check out
<input type="checkbox"/>	Document Magnification
<input type="checkbox"/>	Technology training page on our website
<input type="checkbox"/>	Falmouth Library iPad Group
<input type="checkbox"/>	Children's & Apple help from Will
<input type="checkbox"/>	

Other: \_\_\_\_\_

7. If you have used library technology related services before were you satisfied with the service?  
 Yes / No  
 Why / Why not? \_\_\_\_\_

8. Do you come to the library for a quiet place to work on computers?  
 (Yours or the libraries)  
 Yes / No

9. If you come to the library to get some computer work done:  
(check all that apply)

<input type="checkbox"/>	There are enough electrical outlets
<input type="checkbox"/>	Seating is comfortable
<input type="checkbox"/>	It is quiet enough to get work done
<input type="checkbox"/>	The Internet is fast enough
<input type="checkbox"/>	The Wireless connection is strong enough
<input type="checkbox"/>	None of the above

10. If you use your own mobile device while at the library what kind of working arrangement(s) would you prefer?  
(check all that apply)

<input type="checkbox"/>	Stand up work stations
<input type="checkbox"/>	Study carrels / private tables
<input type="checkbox"/>	Regular large table
<input type="checkbox"/>	Laptop Bar
<input type="checkbox"/>	Chairs with Tablet Arm
<input type="checkbox"/>	Doesn't matter to me

Other: \_\_\_\_\_

11. Do you think it's important for the library to offer technology related services?  
Yes / No  
Why / Why Not? \_\_\_\_\_

12. What kind of technology related services do you think the library should offer?  
(Rooms, Gadgets, Programs, Services, Anything technology related works)

13. What is your age?  
(Check a range)

<input type="checkbox"/>	5 – 11
<input type="checkbox"/>	12 – 18
<input type="checkbox"/>	19 – 25
<input type="checkbox"/>	26 – 35
<input type="checkbox"/>	36 – 45
<input type="checkbox"/>	46 – 55
<input type="checkbox"/>	56 – 65
<input type="checkbox"/>	66 – 75
<input type="checkbox"/>	76+
<input type="checkbox"/>	Prefer not to answer

14. What gender are you?

(Check one)

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female
<input type="checkbox"/>	Other
<input type="checkbox"/>	Prefer not to answer

15. What level of education have you completed?

(Check One)

<input type="checkbox"/>	Grammar School
<input type="checkbox"/>	Middle School
<input type="checkbox"/>	High School
<input type="checkbox"/>	Some College
<input type="checkbox"/>	Associates Degree

<input type="checkbox"/>	Trade School
<input type="checkbox"/>	Bachelor's Degree
<input type="checkbox"/>	Master's Degree
<input type="checkbox"/>	PHD
<input type="checkbox"/>	Prefer not to answer

Other: \_\_\_\_\_

16. Additional Comments.

Anything else you think the librarians at Falmouth Memorial Library should know:

Thank you for taking part in our survey.  
Your answers will be very helpful to us.