

Technology in Public Libraries

This data is being collected to inform a research article for the Maine Policy Review on public libraries and technology in rural Maine. This survey has been designed to take less than 15 minutes, but there is space at the end for any additional thoughts you would like to share.

1. Email *

2. What is your job title? (please select the most complete description)

Mark only one oval.

- ☐ Library Director
- ☐ Assistant Library Director
- ☐ Librarian
- ☐ Reference Librarian
- ☐ Library Clerk
- ☐ Outreach Coordinator
- ☐ Program Coordinator
- ☐ Volunteer
- ☐ Other

3. Please describe the one-on-one technology support offered at your library (check all that apply)

Check all that apply.

	Any hours we are open	During specific, scheduled times	By appointment
We have specific staff for this	☐	☐	☐
All staff provide this	☐	☐	☐
We have volunteers for this	☐	☐	☐
We have a partner organization provide this	☐	☐	☐
We don't offer this	☐	☐	☐

4. Who comes in with technology questions? (check all that apply)

Check all that apply.

- ☐ Children (5-12)
- ☐ Teens (13-17)
- ☐ Young Adults (18-24)
- ☐ Adults (25-44)
- ☐ Older Adults (45-64)
- ☐ Retired (65 and over)

5. Do you refer library users to other technology help resources?

Mark only one oval per row.

	Yes	No
Adult Education programs	☐	☐
Online programs/trainings	☐	☐
Other community partners	☐	☐

6. Who are your community partners who provide technology help/support?

7. Do you keep track of how much time is spent by you or your staff offering technology help/support?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ We don't offer this service
- ☐ Other: _____

8. Please describe how you keep track of one-on-one technology support you offer

Mark only one oval per row.

	We keep an actual, daily count	We do a snapshot count more than once/year	We do an annual snapshot count	We don't keep track of this
We count this in our program statistics	☐	☐	☐	☐
We count this in our reference statistics	☐	☐	☐	☐
We don't offer technology support	☐	☐	☐	☐

9. What kinds of technology support/assistance do you provide? (check all that apply)

Check all that apply.

	We offer workshops	We offer one-on- one assistance	We have step-by- step instructions posted	We don't help with this
How to use a mobile phone	☐	☐	☐	☐
How to print from a mobile phone	☐	☐	☐	☐
How to use a laptop/tablet	☐	☐	☐	☐
How to join a device to your wifi	☐	☐	☐	☐
How to use your public access computer	☐	☐	☐	☐
How to set up an email account	☐	☐	☐	☐
How to set up two-point verification for any online accounts	☐	☐	☐	☐
How to access any online	☐	☐	☐	☐

online
account
account

How to
How to
recognize
recognize
spam
spam

☐☐☐☐

How to
How to
recognize a
recognize a
fraudulent
fraudulent
website
website

☐☐☐☐

How to print
How to print
something
something
from social
from social
media (e.g.
media (e.g.
Facebook)
Facebook)

☐☐☐☐

10. Please tell us about your computer/network maintenance (check all that apply)

Check all that apply.

	We budget for this each year	We pay for this as needed
We have municipal staff for this	☐	☐
We have specific library staff for this	☐	☐
The library director is responsible for this work	☐	☐
We have an outside consultant	☐	☐
We have volunteers for this	☐	☐
We don't have a plan for this	☐	☐
I'm unsure	☐	☐

11. Is your library able to satisfy the demand from your community with the technology resources you currently have available?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Unsure

12. What would you like to add to the technology resources you offer?

13. Is there anything else you would like to share about technology in public libraries

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