

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?

3. What kind of organization do you work at?

Mark only one oval.

- ☐ Broadband /Internet service provider
- ☐ A Maine State department or agency
- ☐ Municipal or nonprofit public library
- ☐ Town or municipal department (other than a public library)
- ☐ A business
- ☐ Another type of nonprofit

4. If you answered a business or another type of nonprofit, please describe

5. Does your organization partner with public libraries to provide technology programs, services, or devices to library users?

Mark only one oval.

☐ Yes

☐ No

☐ I'm not sure

6. If yes, do you keep track of how much time you spend providing or supporting public library technology programs or services?

Mark only one oval per row.

	Yes	No	NA
Providing technology programs	☐	☐	☐
Providing technology services	☐	☐	☐
Supporting technology programs	☐	☐	☐
Supporting technology services	☐	☐	☐

7. If yes, what percent of your time is spent?

Mark only one oval per row.

	1-24%	25-49%	50-74%	75-100%	NA
Providing technology programs	☐	☐	☐	☐	☐
Providing technology services	☐	☐	☐	☐	☐
Supporting technology programs	☐	☐	☐	☐	☐
Supporting technology services	☐	☐	☐	☐	☐

8. When you think about your community's public library, what kinds of technology do you think they offer? (check all that apply)

Check all that apply.

- ☐ public access computers
- ☐ reliable internet
- ☐ wi-fi
- ☐ printer
- ☐ scanning service
- ☐ hot spot lending
- ☐ laptop/tablet/device lending
- ☐ Other: _____

9. Does your community's public library offer one-on-one technology support? (check all that apply)

Check all that apply.

- ☐ Walk in service whenever they are open
- ☐ During specific, scheduled times
- ☐ By appointment
- ☐ I'm not sure

10. What kinds of technology support/assistance does your community public library provide? (check all that apply)

Check all that apply.

	Workshops	One-on-one assistance	Printed step-by-step instructions	They don't offer this	I'm not sure
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)

☐☐☐☐☐

11. Is there anything you would like to see added to the technology resources offered through public libraries?

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