Sample – Community Technology Needs Survey
Survey Template for Member Libraries

The purpose of this survey is to help the library better understand how patrons use technology services, and what services are most important to the community. The library will use the information you provide to improve technology services in the coming months and plan for the future. Thank you for taking time to answer the following eight questions.

1. How often do you or other members of your home visit the library for technology services? (For example, Computers, Internet, Printers, Copy/Fax Machines, E-readers, Scanner)

a. Daily
b. A few days each week
c. Weekly

d. A few days each month
e. Only a few times each year
f. As needed

2. What technology services do you or other members of your home use at the library? (Circle all that apply)

a. Internet
b. Computer
c. Printer
d. Copy Machine
e. Scanner
f. Fax Machine
g. Loanable Laptop

h. Loanable WiFi Hotspot
i. E-reader
j. Assistive Hearing Device
k. Smartboard
l. Early Learning Device
m. Virtual Reality Headset

3. What technology services do you or other members of your home need the most? (Circle all that apply)

a. Internet
b. Computer
c. Printer
d. Copy Machine
e. Scanner
f. Fax Machine
g. Loanable Laptop

h. Loanable WiFi Hotspot
i. E-reader
j. Assistive Hearing Device
k. Smartboard
l. Early Learning Device
m. Virtual Reality Headset

4. Are there any technology services the library does not offer that you or other members of your home would use if offered?

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5. What activities do you or members of your home participate in through library computers? (Circle all that apply)

a. Search the Internet

b. Listen to Music

c. Complete School Work

d. Watch TV, Movies or Videos

i. Order Library Materials

e. Social Media

f. Apply to Jobs or School

g. Game

h. Submit Paperwork to Government

j. Access Library Website

6. Are there any technology skills you would like to learn?
(Circle all that apply)

a. Typing

b. Social Media

c. Spreadsheets

d. Word Processing

e. Sending Email

f. Presentation Skills

g. Keyboard Shortcuts

h. Digital Cameras

i. Video Conferencing

j. Downloading

k. File Management

l. Website Design

7. Are there any technology topics you would like to learn?
(Circle all that apply)

a. Safe Online Practices

b. Using Online Databases

c. Robotics

d. 3D Printing

e. Coding or Computer Programming

f. Digital Content Creation

g. General Familiarity with New Technologies

h. General Internet Use

i. General Computer Use

8. Is there anything else you would like the library to know about the technology services offered?

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