CALEDON

Your feedback is important to us. Help us improve our Technology Services. Thank you!

Welcome to the Library Technology Services Survey!

We invite you to answer a few questions about your use of technology services at the public library this month. Technology services include:

- Connecting to the Internet (e.g., through WiFi, at a workstation, etc.)
- Equipment & Software (e.g., audio-visual production equipment, business-related software, devices used for entertainment, etc.)
- Digital Literacy Technology Classes
- Digital Literacy Technology Support (i.e., one-to-one support)

The survey will take approximately **3-5 minutes** to complete.

Have you completed this survey already this month? If so, you do not need to respond again. Your answers will help the public library improve and prioritize its technology services and show how important it is for those services to be delivered to the community. We ask that you answer the questions honestly.

The survey is anonymous and you are not required to provide any personal information in this survey. However, if you choose to share personal information such as your gender or postal code, this will help

Library Impact Ontario determine the reach of our services.

Information Collection Notice:

The information on this form is collected under the Public Libraries Act, sections 20(a) and 20(d). This information will be used for the evaluating, improving and promoting Ontario library technology programs and services. You are not required to provide any personal information on this form. However, sharing demographic information (such as your gender and postal code) will help Ontario public libraries determine the reach of our programs. Questions related to the collection of this information should be directed to Policy, Planning and Performance Management, Toronto Public Library, 5120 Yonge St., Toronto, ON, M4W 2G8, or by email bridge@tpl.ca.

- [ ] I am 13 years of age or older
- [ ] I have read the terms and conditions

Digital Inclusion and Equitable Access - Data for Equity

1) Please provide the first three characters of your postal code (e.g. M5H). *

2) What is your age? Please select one only. *

- 13-18
- 19-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Digital Inclusion and Equitable Access – Reported Use and Satisfaction

3) Did you use ANY library technology service(s) (online or in-person) in the last few months?
(technology refers to connecting to the internet, using equipment and software and/or digital literacy class/support) *

- Yes
- No

4) If yes, Overall, how satisfied were you with the library's technology service(s) that you used? *

(Very Dissatisfied)	(Dissatisfied)	(Neutral)	(Satisfied)	(Very Satisfied)
0	1	2	3	4

5) If yes, Did you use a library service(s) to connect to the internet the last few months?
Connecting to Internet: technology service(s) that involve internet connection at or through the library, such as the WiFi or library computer or hotspot lending.
*

- Yes
- No

If yes, please select the service(s) you used:

- WiFi Internet access at the library
- Access to Internet through a borrowed WiFi Hotspot
- Access to Internet at a library workstation

6) If yes, Do you currently have internet access service installed at home?

- Yes
- No

7) If yes, Did you use the library's technology equipment or software the last few months?
Equipment and Software: technology services that involve robotics hardware, software such as Microsoft Office or technology equipment, such as laptops and/or tablets.
*

- Yes
- No

If yes, please select the service(s) you used:

- Electronics, circuitry and robotics (at the library)
- Laptops, netbooks and tablets borrowed for general use (at the library)
- Assistive technology equipment
- Microsoft Office software
- Electronics, circuitry and robotics (outside the library)
- Fabricating and manufacturing equipment
- Audio-visual production equipment
- 3D Printing and modeling
- Content creation and editing software
- Printing and scanning
- Artificial Intelligence (AI) software and applications

8) If yes, How satisfied were you with the libraries technology equipment and/or software?

(Very Dissatisfied)	(Dissatisfied)	(Neutral)	(Satisfied)	(Very Satisfied)
0	1	2	3	4

9) If yes, Did you receive any instructional training for using technology from the library the last few months?
Digital Literacy Technology Class: technology services that include formal structured classes/workshops on various digital literacy skills such as basic computer skills and digital design.
*

- Yes
- No

If yes, please select the service(s) you used:

- Computer Basics

- [ ] Coding & Digital Design
- [ ] Library Services & Electronic Resources
- [ ] Artificial Intelligence (AI)
- [ ] Microsoft Office Software
- [ ] Internet Skills & Email

10) If yes, Did you receive any one-on-one support for using technology from the library the last few months?

Digital Literacy Technology Support: technology services that include formal one-on-one support on various digital literacy skills such as basic computer skills and digital design.

*

- ( ) Yes
- ( ) No

If yes, please select the service(s) you used:

- [ ] Computer Basics
- [ ] Library Services & Electronic Resources
- [ ] Internet Skills & Email
- [ ] Microsoft Office Software
- [ ] Social Networking & Mobile Devices/Apps
- [ ] Job, Career or Business Research
- [ ] Coding & Digital Design
- [ ] Government & Community Resources
- [ ] Technology Support - Help Desk
- [ ] Other
- [ ] Artificial Intelligence (AI)

Digital Inclusion and Equitable Access – Access to Technology

11) Did the service(s) you used give you access to technology you would not have otherwise had? *

- ○ Yes
- ○ No

12) If yes, What is the most important category of technology service that you would not otherwise have had access to were it not for the library? (Select only one) *

- ○ Connecting to Internet
- ○ Equipment and Software
- ○ Digital Literacy Class
- ○ Digital Literacy Support

13) If yes, What are the most important reasons why you decided to use the service(s) through the library?
(please select all that apply)

- ☐ Can't afford it or don't have access to it at home
- ☐ Change of scenery/convenience of location
- ☐ Supplement to other library service/resource
- ☐ Quality of service/program

Digital Literacy and Adoption

14) If yes, How strongly do you agree or disagree with the following statement: My level of comfort with technology services has increased as a result of accessing it through the library. *

(Strongly Disagree)	(Disagree)	(Neutral)	(Agree)	(Strongly Agree)
0	1	2	3	4

15) Did any of the service(s) you used introduce you to new technologies? *

- Yes
- No

16) If yes, Do you continue to use that technology? *

- Yes
- No

Community, Social and Civic Engagement

17) How strongly do you agree or disagree with the following statement: Using the technology service(s) helped me connect with my community or be more social? *

(Strongly Disagree) 0 (Disagree) 1 (Neutral) 2 (Agree) 3 (Strongly Agree) 4

18) Did you use the technology service(s) to access government services or resources online? *

Yes
No

Creativity and Innovation

19) Did you use the technology service(s) to make a creative product? *

- ○ Yes
- ○ No

20) If yes, What did you make with the creative product technology service(s)?

(Please select all that apply)

- ☐ Film recording or editing
- ☐ Audio or music recording or editing
- ☐ Photo or image editing
- ☐ 3D printing or modeling
- ☐ Graphic design
- ☐ Coding or writing
- ☐ Fabrication & manufacturing (sewing/embroidery/serger machines, vinyl cutters, laser & wood cutters, knitting machines)

Workforce Development

21) Did you use the technology service(s) for educational activities? *

- Yes
- No

22) If yes, Which of the following educational activities?

(Please select all that apply)

- Taking a degree or certificate program
- Taking an online class, workshop or test
- Completing coursework or homework
- Learning about student loans or scholarship

23) If yes, Were you successful in advancing your education as a result of the technology services you accessed through the library? *

- Yes
- No

24) Did you use the technology service(s) to develop employable skills or meet career goals? *

- Yes
- No

25) If yes, Which of the following skills?

(Please select all that apply)

- Entrepreneurial skills (becoming your own boss)
- Management skills
- Business, Finance and Administrative skills
- Natural and Applied Science and Health skills
- Technical skills
- Education, Law and Social, Community and Government Services skills
- Arts, Culture, Recreation and Sport skills

- [ ] Trades, Manufacturing, Transport and Equipment skills
- [ ] Natural Resources, Agriculture, or Related Production skills
- [ ] Sales/marketing and Service skills

26) If yes, Were you successful in advancing your employment or career goals as a result of the technology services you accessed through the library? *

- ( ) Yes
- ( ) No

27) Did you use the technology service(s) to develop skills related to finding employment? *

- ( ) Yes
- ( ) No

28) If yes, In which of the following ways?

(Please select all that apply, if you select 'other' please describe it in the space provided.)

- [ ] Job search or application
- [ ] Virtual interview or meeting
- [ ] Employment networking or research
- [ ] Resume building or interview skills
- [ ] Small business/entrepreneurial skills

29) If yes, Were you successful in finding employment as a result of the technology services you accessed through the library? *

- ( ) Yes
- ( ) No

Patron Comments - Personal Feedback

30) We invite you to share any specific feedback that you have on the technology services you used through the library or what other technology related services you wish the library offered.

For example, let us know if a technology service helped you achieve a personal or professional goal. To protect your privacy please DO NOT leave any identifiable information (i.e. name, library card, personal or location identity information).

Digital Inclusion and Equitable Access - Data for Equity

Voluntary Demographic Questions

We are collecting the following information about library users to help us understand who is using our services and programs and their needs. This information will help us improve our services and understand the communities we serve. Your responses will be combined with those of other respondents and reported only at the group level. All responses are anonymous and will be kept confidential. The questions are voluntary and you can select 'prefer not to answer' for any question you don't want to answer.

31) Were you born in Canada?

- Yes
- No
- Prefer not to answer

32) If no, How long have you been in Canada? Please select one only.

- 0-5 years
- 6-10 years
- More than 10 years
- Don't know
- Prefer not to answer

33) Do you identify as Indigenous* to Canada? Please select one only.

**** Indigenous people from Canada are those who self-identify as First Nations (status, non-status, treaty or non-treaty), Inuit, Métis, Aboriginal, Native or Indian.***

- Yes
- No
- Prefer not to answer

34) Which race* category best describes you? Please select one only.

**** People often describe themselves by their race or racial background. For example, some people consider themselves "Black", "White" or "East Asian".***

- Arab, Middle Eastern or West Asian (examples: Afghan, Armenian, Iranian, Lebanese, Persian, Turkish)
- Black (examples: African, African-Canadian, Caribbean)
- East Asian (examples: Chinese, Japanese, Korean)
- First Nations (status, non-status, treaty or non-treaty), Inuit or Métis
- Latin American (examples: Colombian, Cuban, Mexican, Peruvian)

- South Asian or Indo-Caribbean (examples: Indian, Indo-Guyanese, IndoTrinidadian, Pakistani, Sri Lankan)
- Southeast Asian (examples: Filipino, Malaysian, Singaporean, Thai, Vietnamese)
- White (examples: English, Greek, Italian, Portuguese, Russian, Slovakian)
- More than one race category or mixed race, please describe
- Not listed, please describe
- Prefer not to answer

35) Do you identify as a person with a disability*? Please select one only.

**** Disability is understood as any physical, mental, developmental, cognitive, learning,communication, sight, hearing or functional limitation?that, in interaction with a barrier, hinders a person's full and equal participation in society. A disability can be permanent, temporary or episodic, and visible or invisible.***

- Yes
- No
- Don't know
- Prefer not to answer

36) What best describes your gender*? Please select one only.

****Gender identity is the gender that people identify with or how they perceive themselves, which may be different from their birth-assigned sex.***

- Woman
- Man
- Trans woman
- Trans man
- Gender non-binary (including gender fluid, genderqueer, androgynous)
- Two-Spirit
- Not listed, please describe
- Prefer not to answer

37) What best describes your sexual orientation? Please select one only.

****Sexual orientation describes a person's emotional, physical, romantic and/or sexual attraction to other people. What best describes your sexual orientation?***

- Heterosexual or Straight
- Asexual
- Bisexual

- Gay
- Lesbian
- Pansexual
- Queer
- Questioning
- Two-Spirit
- Don't know
- Not listed, please describe:
- Prefer not to answer

38) What was your total household income before taxes last year? Your best estimate is fine.

- 0 - $24,999
- $25,000 - $49,999
- $50,000 - $74,999
- $75,000 - $99,999
- $100,000 - 149,999
- $150,000 or more
- Don't know
- Prefer not to answer

39) If yes, Including yourself, how many people live in your household on a regular basis?

Please select one only.

- 1
- 2
- 3
- 4
- 5
- More than 5, please specify
- Prefer not to answer

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