IMPACT Survey Instrument

Introductory script:
Thank you for taking this survey! This library is evaluating its services. **Your responses will help us evaluate and improve the library's technology services.** This survey is supported with funding from the Bill & Melinda Gates Foundation.

The survey will ask you some general questions about how you use the library, and how this may have helped you in your life. The survey will also ask specific questions related to the use of the library's computers and Internet connection in the following areas: entrepreneurship, civic engagement, eCommerce, education, employment, eGovernment, health and wellness, and social inclusion.

You must be at least 14 years old to take this survey.

This survey is confidential. You must provide your year of birth but all other questions are optional, so you are free to not answer any questions you do not want to answer. We expect the survey will take 10-15 minutes.

PART 1: Qualifying questions

"Thank you for agreeing to take this survey!
First we have some general questions about you and how you use the public library."

Z_year_born	What year were you born?
	[If 14 years or older, GO TO Z_method]
	[If younger than 14 years] Sorry! You have to be older than 14 to complete this survey. Thank you for your time. [End survey]
Z_method	How did you access this survey?
	1. Through a computer in a public library
	2. Through a public library wireless (Wi-Fi) Internet connection on my own computer
	3. Through my own computer at home
	4. Through a computer at school or work
	5. Some other way not listed here
GEN_visit	In the past 12 months, how often have you **visited a public library or bookmobile**?
	1. Every day or most days
	2. At least once a week
	3. About 1-3 times a month
	4. Less than once a month, but more than once a year
	5. About once a year or less often
	6. Never [If NEVER, go to GEN_remote]

GEN_comp	How often have you used a **library computer** to access **library resources**, such as looking up books or placing holds, or to use online resources available through the library's website, like digital articles or ebooks?
	1. Every day or most days 2. At least once a week 3. About 1-3 times a month 4. Less than once a month, but more than once a year 5. About once a year or less often 6. Never 7. No sé o no quiero contestar
GEN_remote	In the past 12 months, how often have you used the **Internet from <u>outside</u> of the library** (e.g., at home, work, or school) to access **library resources** through the **library's website**, such as looking up books or placing holds, or to use online resources like digital articles or books?
	1. Every day or most days 2. At least once a week 3. About 1-3 times a month 4. Less than once a month, but more than once a year 5. About once a year or less often 6. Never 7. Don't know or don't want to answer
GEN_handheld	Did you use a **handheld mobile device** like a cell phone, eReader, or tablet computer to access **library resources** <u>in the past 12 months</u>?
	1. Yes 2. No 3. Don't know or don't want to answer
GEN_internet	In the past 12 months, how often have you used a **computer in a public library to access the Internet**?
	1. Every day or most days 2. At least once a week 3. About 1-3 times a month 4. Less than once a month, but more than once a year 5. About once a year or less often 6. Never 7. Don't know or don't want to answer
GEN_wireless	In the past 12 months, how often have you used the **library's wireless network** to connect to the Internet using your own computer or wireless device?
	1. Every day or most days 2. At least once a week 3. About 1-3 times a month 4. Less than once a month, but more than once a year

	5. About once a year or less often 6. Never 7. Don't know or don't want to answer

GEN_resource
 	
_cat
_acc
_sub
 	
_ebook
_oth
	[If YES to GEN_comp OR GEN_remote] Which of these **library resources** have you accessed **through the library's website or computers** in the past 12 months? Check all that apply. [MULTICHECK]
	    1. My library account (e.g., placed a hold or renewed library materials)
	    2. Basic library information such as hours of operation, location, or directions
	    3. The library's online catalog
	    4. Subscription databases and websites (e.g., Consumer Reports, ancestry.com)
	    5. Downloadable eBooks and Audiobooks
	    6. Other types of resources not listed here
	    7. Don't know or don't want to answer

GEN_access	Do you currently have **regular access to a computer and the Internet** for your personal use **somewhere other than the public library**? [Choose ONE]]

	1. Yes, I have regular access somewhere else
	    2. No, the public library is my only access
	    3. Don't know or don't want to answer

GEN_community	As far as you know, is there **anywhere else in your community** besides home, work, or school where you can **access a computer and the Internet for free?**

	1. Yes, there are other free computer and Internet locations in my community
	    2. No, the public library provides the only free computer and Internet access in my community
	    3. Don't know or don't want to answer

[If answered NEVER/DK for GEN_visit AND GEN_remote OR for GEN_internet <u>AND</u> GEN_wireless, GO TO import_personal] **[Otherwise, GO TO PART 2]**	
PART 2: General use	
USE_tools	In the past 12 months, did you use **the library's computers or Internet connection to access** any of the following? Select all that apply. [MULTICHECK]
_print	1. Library printer(s)
_email	2. Email
_search	3. Search engines (e.g., Google, Bing)
_mess	4. Instant messaging or chatting
_blog	5. Blogs
_wiki	6. Wikis
_soc	7. Social networking (e.g., Facebook, MySpace, Twitter)
_vid	8. Streaming video (e.g., YouTube, Hulu)

_aud	9. Streaming audio (e.g., radio, podcasts or Pandora)
_none	10. None of the above
	11. Don't know or don't want to answer
USE_travel	In the past 12 months, did you use a public library's **computer or Internet connection while traveling**? 1. Yes 2. No 3. Don't know or don't want to answer
USE_limb	In the past 12 months, have you **used a public library computer or Internet connection to help another person**, like looking up an answer to a question for someone or helping them do something online? 1. Yes 2. No 3. Don't know or don't want to answer
USE_train	In the past 12 months, did you **participate in computer-related training or classes** at a public library? 1. Yes 2. No 3. Don't know or don't want to answer
USE_help	In the past 12 months, did you get **help from library staff or volunteers** for any of these purposes? Select all that apply. [MULTI CHECK]
_libserv _subscrip _basic _websearch _nonlibsite _software _other _none	1. Using the library's computer services (e.g., logging onto a computer, printing) 2. Using the library's online resources such as articles, eBooks, or subscription databases and websites (e.g., Ancestry.com, MedlinePlus) 3. Basic computer instruction (e.g., using the keyboard and mouse, sending email) 4. Searching for specific information on the Internet 5. Interacting with non-library websites (e.g., filling out job applications, ordering something online) 6. Using your own device to access library resources 7. Creating or editing documents using computer software (e.g., Word, Photoshop) 8. I have gotten **other types of computer/technology** help not listed here 9. I have **not** gotten help from library staff or volunteers 10. Don't know or don't want to answer
USE_help_satisf action	**[If YES for USE_help 1-7]**In general, would you say library staff or volunteers were:
	1. Very helpful 2. Somewhat helpful 3. Not too helpful

| | 4. Not helpful at all |
| | 5. Don't know or don't want to answer |

[Go to PART 3]

PART 3: Domain specific questions

"The following questions are about some specific ways you might use the library's computers and Internet connection. Your answers will help librarians know what kind of resources they should offer to patrons.

Please remember, the following questions are only about things you've done <u>using the library's computers or Internet connection in the past 12 months</u>."

[The following sections should be asked in random order. When all sections have been completed, ask the Open-ended and Demographic questions.]

EDUCATION indicator questions

[BANNER on top of every page in DOMAIN] <u>Education</u>

EDU_edu	In the past 12 months, did you use the library's computers or Internet connection for **educational purposes?**
	For example:
	• Doing homework
	• Taking a class
	• Applying for school
	[If NO, GO TO next domain]
	[If YES, GO TO EDU_program]
EDU_program	In the past 12 months, did you use a library computer or Internet connection to <u>**learn about**</u> a degree or certificate program?
	1. Yes
	2. No
	3. Don't know or don't want to answer
EDU_apply	In the past 12 months, did you use a library computer or Internet connection to <u>**apply for a degree or certificate program**</u>?
	1. Yes
	2. No
	3. Don't know or don't want to answer
EDU_apply_admit	[If YES] You indicated you used the library's computers or Internet connection to apply for a certificate or degree program. Were you <u>**admitted**</u> **to the program**?
	1. Yes
	2. No
	3. Still waiting to find out
	4. Don't know or don't want to answer

Did you use the library computer or Internet connection in the last 12 months to:

[ALL: Yes, No, Don't know or don't want to answer] MATRIX*	
EDU_class	Take an online class or workshop?*
EDU_research	Do research for a class?*
EDU_crswork	Complete course work or homework?*
EDU_test	In the past 12 months, did you take any school-related test online using the library's computer of Internet connection?
EDU_test_proc	[If YES] You indicated that you used the library's computers or Internet connection to take a school-related test online. **Did a librarian or library volunteer oversee (proctor) the test** for you?
EDU_finaid	Did you use the library's computers or Internet connection to **apply for financial aid** using the library's computers or Internet connection?
EDU_finaid_get	[If YES] You indicated you used the library's computers or Internet connection to apply for financial aid. **Did you get financial aid**?
	1. Yes 2. No 3. Still waiting to find out 4. Don't know or don't want to answer
EMPLOYMENT indicator questions	
[BANNER on top of every page in DOMAIN] **Employment**	
EMP_emp	In the past 12 months, did you use the library's computers or Internet connection for **employment or career purposes**? For example: • Looking for work • Preparing job application materials • Doing work for your current job • Getting job training
	[if NO, GO TO next domain]
	[If YES, GO TO EMP_oppr]
EMP_oppr	In the past 12 months, did you use the public library's computers or Internet connection to **search for a job opening or career opportunity**? 1. Yes 2. No 3. Don't know or don't want to answer
EMP_oppr_jobapp	Did you **fill out a job application or send a résumé** using the library's computers or Internet connection? 1. Yes 2. No 3. Don't know or don't want to answer

EMP_oppr_int rvw	As a result of using the library's computers or Internet connection in the past 12 months, did you **get a job interview**?
	1. Yes 2. No 3. Not yet/still waiting to find out 4. Don't know or don't want to answer
EMP_oppr_hir ed	As a result of using the library's computers or Internet connection in the past 12 months, did you **get hired**?
	1. Yes 2. No 3. Not yet/still waiting to find out 4. Don't know or don't want to answer
Did you use the public library's computers or Internet connection in the past 12 months to: [ALL: Yes, No, Don't know or don't want to answer] MATRIX*	
EMP_resume	Work on a résumé, cover letter, or other application materials?*
EMP_train	Receive training to build skills related to your job or profession?*
EMP_research	Do research or find information related to your job or profession?*
EMP_work	Do work for your current job? For example, check your work email, write proposals, or prepare for a class you are teaching.*
Entrepreneurship indicator questions	
[BANNER on top of every page in DOMAIN] **Entrepreneurship**	
BUS_bus	In the past 12 months, did you use a public library computer or Internet connection to **start or manage your own business**? For example: • Writing a business plan • Applying for a business permit • Finding customers or contract opportunities
	[If NO, GO TO next domain]
	[If YES, GO TO BUS_start]
In the past 12 months, did you use the library's computers or Internet connection to: [ALL: Yes, No, Don't know or don't want to answer] MATRIX*	
BUS_start	Start your own business?*
BUS_manage	Manage an existing business?*
BUS_research	Do business-related research*
BUS_cust	Locate potential customers?*

BUS_contract	Find business-to-business or contract opportunities?*

HEALTH indicator questions	
[BANNER on top of every page in DOMAIN] **Health & Wellness**	
HEA_hea	In the past 12 months, have you used the library's computers or Internet connection **for health or wellness needs?** For example: • Getting information about an illness or treatment • Accessing medical records • Learning about diet or exercise
	[If NO, GO TO next domain]
	[If YES, GO TO HEA_illness]

In the past 12 months did you use the public library computer or Internet connection to:
[All: Yes, No, Don't know or don't want to answer] MATRIX*

HEA_illness	Learn about an illness, disease, or a medical condition?*
HEA_medpro	Learn about a medical procedure?*
HEA_supgrp	Find an online or face-to-face support groups for a health need?*
HEA_prescr	Learn about prescription or over-the-counter drugs?*
HEA_doctor	Find information about a doctor or health care provider?*
HEA_records	Access your medical records?*
HEA_hlthins	Purchase or enroll in a health insurance or drug discount program?*
HEA_diet	In the past 12 months, did you use the library's computers or Internet connection to **learn about <u>diet or nutrition</u>**?
HEA_diet_change	[If YES] You indicated you used the library's computers or Internet access to **learn about <u>diet or nutrition</u>**. Did this **help you decide to <u>make changes</u> to your diet**?
HEA_exercs	In the past 12 months, did you use the library's computers or Internet connection in to **learn about <u>exercise or fitness</u>**?
HEA_exercs_change	[If YES] You indicated you used the library's computers or Internet access to **learn about <u>exercise or fitness</u>** Did this **help you decide to <u>make changes</u> in your exercise habits**?

eGOVERNMENT indicator questions	
[BANNER on top of every page in DOMAIN] **eGovernment**	
GOV_gov	In the past 12 months, did you use the library's computers or Internet connection **to get government or legal information or to access government services?**

For example:

- Contacting government officials
- Appling for a government program
- Getting information about laws
- Filing taxes

[If NO, GO TO next domain]

[If YES, GO TO GOV_official]

	In the past 12 months did you use the library's computers or Internet connection to: [ALL: Yes, No, Don't know or don't want to answer] MATRIX*
GOV_official	Get help from a government official or agency?*
GOV_form	Get government forms?
GOV_form_submit	[If YES] You indicated you used the library's computers or Internet connection to **get government forms**. Did you **submit these forms online**?
GOV_program	Learn about government programs or services?
GOV_program_apply	[If YES] You indicated you used the library's computers or Internet connection to learn about government programs or services. Did you **apply for a government program or service online**?
GOV_law	Learn about local, state, or Federal laws or regulations?*
GOV_courts	Access the justice system? For example, interacting with the courts, or looking up criminal records.*
GOV_legal	Find advice or assistance with a legal question or problem?*
GOV_permit	Learn about permits or licenses?
GOV_permit_apply	[If YES] You indicated you used the library's computers or Internet connection to learn about permits or licenses. Did you **apply for a permit or license online**?
CIVIC ENGAGEMENT indicator questions	
[BANNER on top of every page in DOMAIN] **Civic Engagement**	
CIV_civ	In the past 12 months did you use the library's computers or Internet connection **to learn about or participate in political or social causes, or community activities**? For example:

- Reading or watching the news
- Learning about a candidate or political campaign
- Finding out about community events
- Finding volunteer opportunities

[if NO, GO TO next domain]

[If YES, GO TO CIV_news]

Did you use the public library's computers or Internet connection in the past 12 months to:

[ALL: Yes, No, Don't know or don't want to answer]	
CIV_news	In the past 12 months, did you use the library's computers or Internet connection to **access news online**?
CIV_politics	Did you use the library's computers or Internet connection to **learn about a political activity, social cause, or political candidate** in the past 12 months?
CIV_politics_help	[If YES] You indicated you used the library's computers or Internet connection to learn about a political activity, social cause, or political candidate. Did this **help you decide whether to get involved with a cause or campaign**?
CIV_particip	In the past 12 months, did you use the library's computers or Internet connection in to: **participate in a civic or community group**? For example, finding volunteer activities with the PTA or joining a community garden.
CIV_org	Did you use the library's computers or Internet connection to **organize or manage the activities of a civic or community group**? For example, scheduling board meetings or maintaining a website for a local non-profit organization.
eCOMMERCE indicator questions	
[BANNER on top of every page in DOMAIN] **eCommerce**	
COM_com	In the past 12 months, did you use the library's computers or Internet connection for **commercial needs, shopping, or to manage your finances?** For example: • Banking • Shopping or comparing products • Buying or selling something • Paying bills • Finding housing • Making travel arrangements
	[If NO, GO TO next domain]
	[If YES GO TO COM_bank]
In the past 12 months, did you use a public library computer or Internet connection: MATRIX*	
COM_debt	Learn about getting out of debt?*
COM_bank	Do online banking?*
COM_paybills	Pay bills?*
COM_invest	Manage investments, buy or sell stocks, or check on earnings?*
COM_credit	Look up your credit rating?*
Did you use the library's computers or Internet connection in the past 12 months to: Matrix *	

COM_compare	Gather information about or compare products or services?*
COM_purchase	Purchase something online?*
COM_sell	Attempt to sell something online?*
COM_travel	Make travel arrangements. For example, finding directions, looking up bus schedules, purchasing airplane tickets, or coordinating a place to stay?*
COM_housing	Obtain housing. For example, finding an apartment, a roommate, or a house to purchase?*

SOCIAL INCLUSION indicator questions

[BANNER on top of every page in DOMAIN] **Social Inclusion**

SOC_soc	In the past 12 months, did you use the library's computers or Internet connection for **social or entertainment purposes**? For example: • Chatting or messaging • Playing games with others • Keeping up with friends on social networking sites • Pursuing a hobby or interest
	[If NO, GO TO next domain]
	[If YES, GO TO SOC_comm]
SOC_comm	In the past 12 months, did you use the public library computer or Internet connection to **communicate with friends or family**? For example: • Email • Instant messaging or chatting • Made a phone call or video-chatted online (e.g., VoIP, Skype) • Social networking (e.g., Facebook, MySpace, Twitter) 1. Yes 2. No 3. Don't know or don't want to answer
SOC_site	The Internet has many kinds of websites for socializing, entertainment, and getting information. In the past 12 months**, did you use the library's computers or Internet connection to do any of these things**? Select all that apply. [MULTI CHECK]
_friends _skill _hobby _gene _diy _recipes	1. Meet new friends 2. Learn new skills 3. Pursue a hobby or interest 4. Explore family genealogy 5. Get help with a do-it-yourself project 6. Find recipes

_event _support _celeb _games _review _none	7. Organize an event 8. Find support for a personal issue 9. Follow sports or celebrity news 10. Play games 11. Find reviews of movies, books or music 12. I have not used the library computers or Internet connection for any of these purposes. 13. Don't know or don't want to answer
PART 4: Closing Questions	
other_use	In the past 12 months, did you use a library computer or Internet connection for **any other purposes** than the ones we have asked you about? [LONG open-ended]
	[checkbox] No other purposes [checkbox] Don't know or don't want to answer
satisfaction	**How satisfied** are you with your **access to computers and the Internet** at the public library?
	1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied 6. Don't know or don't want to answer
improve	Do you have any **suggestions for improving** the library?? [LONG open-ended]
	[checkbox] No suggestions at this time [checkbox] Don't know or don't want to answer
import_personal	**How important** are the library's computers and Internet connection to you, **personally**?
	1. Very important 2. Important 3. Moderately important 4. Of little importance 5. Unimportant 6. Don't know or don't want to answer
import_community	**How important** is it to you that **other people in your community** have access to the library's computers and Internet connection?
	1. Very important 2. Important 3. Moderately important 4. Of little importance 5. Unimportant 6. Don't know or don't want to answer
PART 5: Demographic section	

Z_zip	What is your 5-digit **zip code**? [SHORT open-ended] Or, what city and state are you in? [City short open-ended/State pull-down]
Z_housing	Which of the following **best describes your housing**? 1. It is owned by me or by someone in my household 2. I rent it 3. I occupy it without payment of rent 4. Currently homeless 5. Don't know or don't want to answer
Z_famsize	Including yourself, how many family members are living or staying in your household? [Pull-down 1-8+]
Z_language	Do you speak a language **other than English** at home? 1. Yes 2. No 3. Don't know or don't want to answer
Z_cellphones	Including yourself, how many people in your household have a **working cell phone or handheld mobile device** like a Droid or iPhone? [PULL-DOWN 0-8+]
Z_devices	Do you have any of the following technology devices? 1. Desktop or laptop computer 2. A handheld device made primarily for eReading (e.g., Nook or Kindle) 3. A tablet computer (e.g., iPad, Samsung Galaxy) 4. Don't know or don't want to answer
Z_HHphone	Do you have a <u>**landline number in your household for incoming telephone calls**</u>? <u>**Do not**</u> include landline numbers used exclusively for fax machines, security systems, the Internet, or a professional business. 1. Yes 2. No 3. Don't know or don't want to answer
Z_poverty	Thinking about all the different sources of income your <u>household</u> received in the previous tax year, **what was the combined <u>total household income</u>** from all sources before taxes and other deductions? Your best estimate is fine. Was it: [REFERENCE Z_famsize (FAMILY SIZE)] 1. [0 to AMT 1] 2. [AMT 1+1 to AMT2] 3. [AMT 2 +1to AMT 3] 4. [AMT 3+1 to AMT 4] 5. [AMT 4+1 to AMT 5] 6. [AMT 5 +] or more 7. Don't know or don't want to answer

Z_work	In the last 2 weeks, did you **work for pay** at a job or business? 1. Yes 2. No 3. Don't know or don't want to answer
Z_looking	Are you currently **looking for work**? 1. Yes 2. No 3. Don't know or don't want to answer
Z_education	What is the **highest level of formal education** you have completed?
	1. Grade school 2. Some high school 3. High school or GED 4. Some college 5. 2 year degree or career, technical, or trade school 6. 4 year degree 7. Post graduate study 8. Don't know or don't want to answer
Z_college	At any time in the <u>last 3 months</u>, have you **attended school or college**? 1. Yes 2. No 3. Don't know or don't want to answer
Z_latino	Are you of Hispanic, Latino, or Spanish origin? 1. Yes 2. No 3. Don't know or don't want to answer
Z_race	What is your race? You can choose more than one. [MULTIPLE CHECK BOX]
_AI_AN _asian _black _NH_PI _white _oth	1. American Indian or Alaska Native 2. Asian 3. Black or African American 4. Native Hawaiian or other Pacific Islander 5. White 6. Other 7. Don't know or don't want to answer
Z_disability	Does any **disability, handicap, or chronic disease** <u>keep you from participating fully</u> in work, school, housework, or other activities? 1. Yes 2. No 3. Don't know or don't want to answer
Z_disability_assist	[If YES] Do you require the use of **assistive technology** to access the Internet? 1. Yes 2. No

		3.	Don't know or don't want to answer

Z_nativity	What is your citizenship status?
	1. I am a U.S. citizen
	2. I am currently applying for citizenship
	3. I am planning to apply for citizenship in the future
	4. I am not planning to become a citizen
	5. Don't know or don't want to answer

Z_gender	What is your gender?
	1. Female
	2. Male
	3. Don't know or don't want to answer

NO CODE	**If you have any further questions about the survey, please contact your library. If you have questions about the IMPACT web survey project, you may visit http://impactsurvey.org or contact Samantha Becker at 206-616-2841.** **Thank you!**

2013 Poverty Guidelines, ROUNDED to nearest 10,000

	100%	200%	300%	400%	500%
FAMSIZE	**AMT1**	**AMT1**	**AMT3**	**AMT4**	**AMT5**
1	11000	23000	34000	46000	57000
2	15000	31000	47000	62000	78000
3	20000	39000	59000	78000	98000
4	24000	47000	71000	94000	118000
5	28000	55000	83000	110000	138000
6	32000	63000	95000	126000	158000
7	36000	71000	107000	142000	178000
8	40000	79000	119000	159000	198000

*From US. Health & Human Services Computations for the 2013 Annual Update of the HHS Poverty Guidelines for the 48 Contiguous States and the District of Columbia. Available at: https://www.federalregister.gov/articles/2013/01/24/2013-01422/annual-update-of-the-hhs-poverty-guidelines