

## Technology Survey 2016

The following is the responses from the technology survey organized and made a little more presentable.

172 responses were captured

The survey ran from October 3, 2016 to the January 2, 2017.

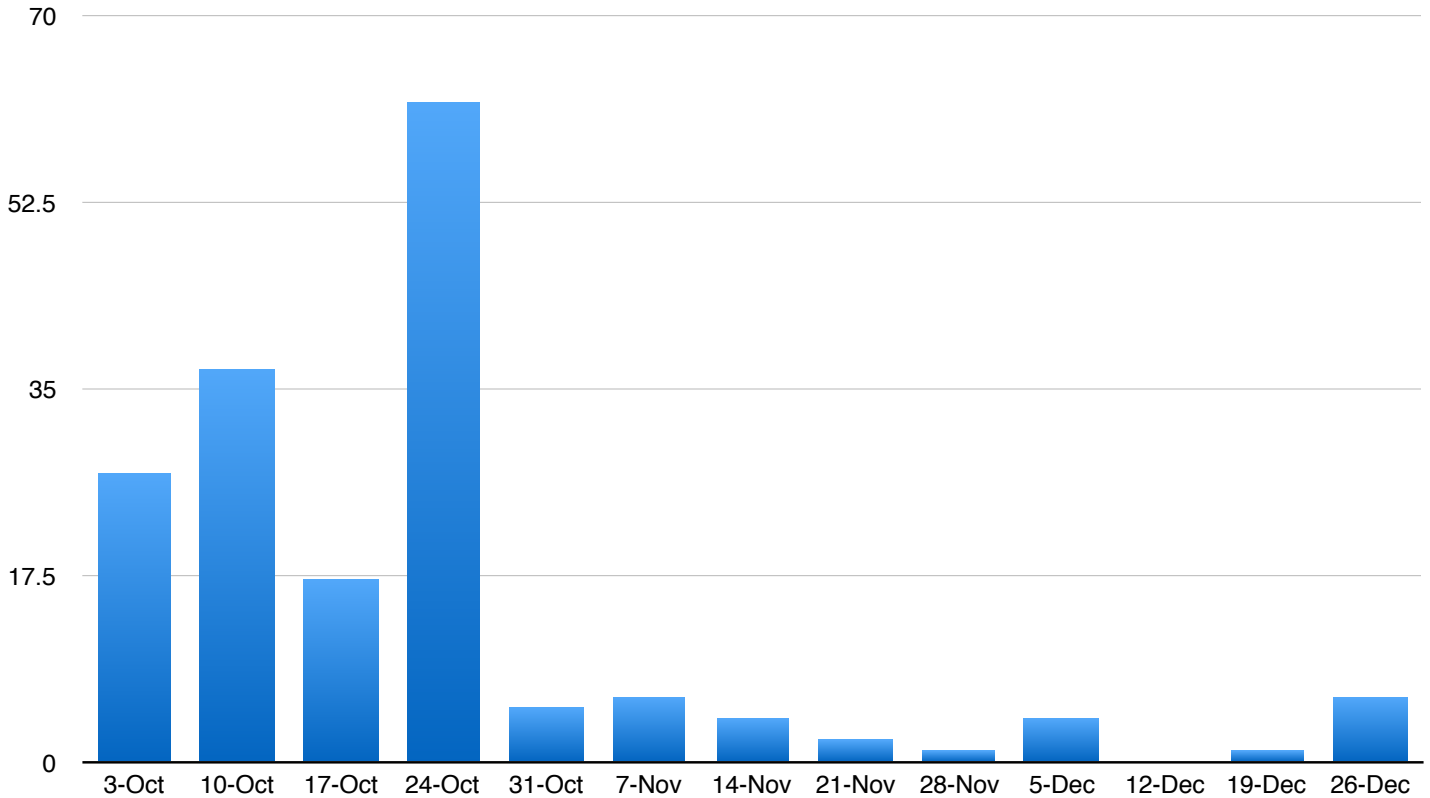
Although most of the information found within corresponds with our expected responses, it still varied enough to make the effort worth while.

The results will guide our future actions, and have done so already, but a great take away from the whole process is not just how much our patrons love the library but also how they see value in the library pursuing technological endeavors.

The next step is to follow up on the results as well as take that information and make it a part of the technology strategic plan. So work is in motion with grants in progress, goals presented and plans already in the works for the year, but now is also the time to work on contact information supplied in the responses and to start building up relationships with members of the community who will become our best stakeholders in the process going forward.

# Technology Survey Responses

Number of Responses by Week



## Time Period of Survey - Thoughts

Before we begin sharing the results and analysis of the survey, it might be prudent to point out that most responses were captured in the first month. Although the survey ran for three months 84% of responses were received in that first month.

A shorter time frame is easier on staff. It places more urgency on the patrons to respond now. And with the extra effort from staff, as it is only a one month survey, it will probably yield as many responses as from a three month survey.

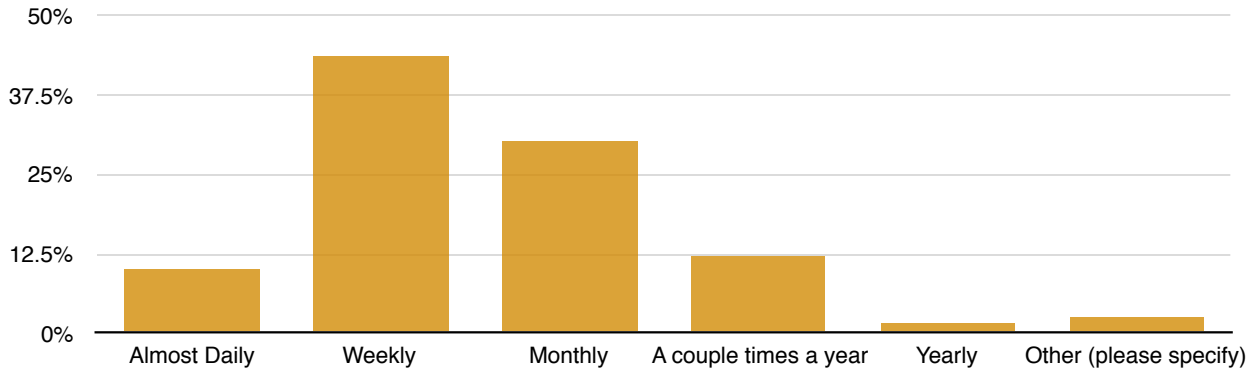
Something to consider going forward.

## Survey Responses by Week

3-Oct	27	16%
10-Oct	37	37%
17-Oct	17	47%
24-Oct	62	83%
31-Oct	5	86%
7-Nov	6	90%
14-Nov	4	92%
21-Nov	2	93%
28-Nov	1	94%
5-Dec	4	96%
12-Dec	0	96%
19-Dec	1	97%
26-Dec	6	100%
	<b>172</b>	

# Basic Background Information

## Percentage Breakdown - How often do you visit the library?



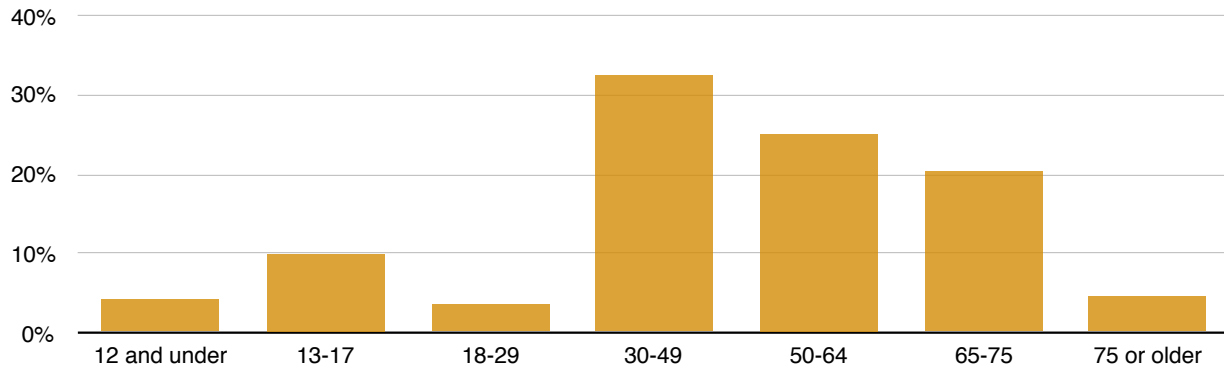
### How often do you visit the library?

	Response Percent	Response Count
Almost Daily	9.9%	17
Weekly	43.6%	75
Monthly	30.2%	52
A couple times a year	12.2%	21
Yearly	1.7%	3
Other (please specify)	2.3%	4
Answered question	172	172

### Other (please specify)

	Responses
1	3x weekly
2	every other week or so
3	2x weekly
4	We live in Milwaukee -- First time here!

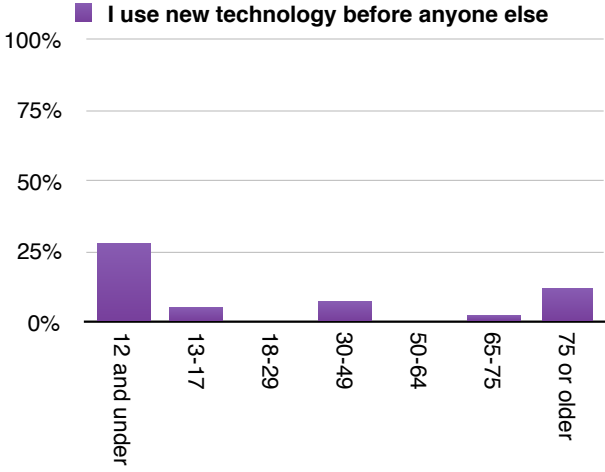
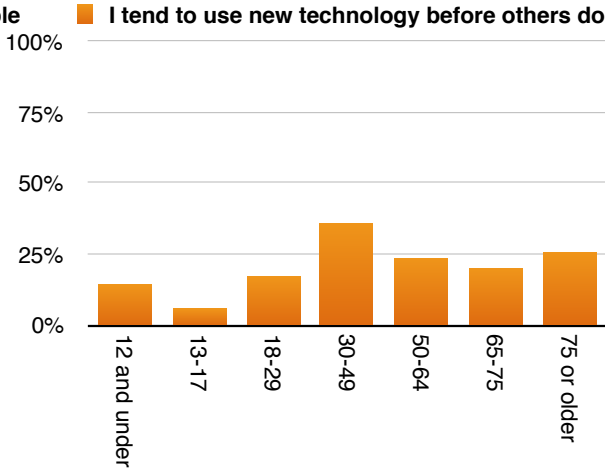
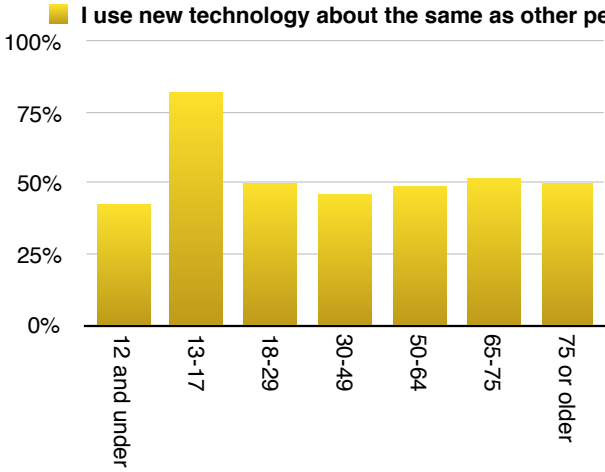
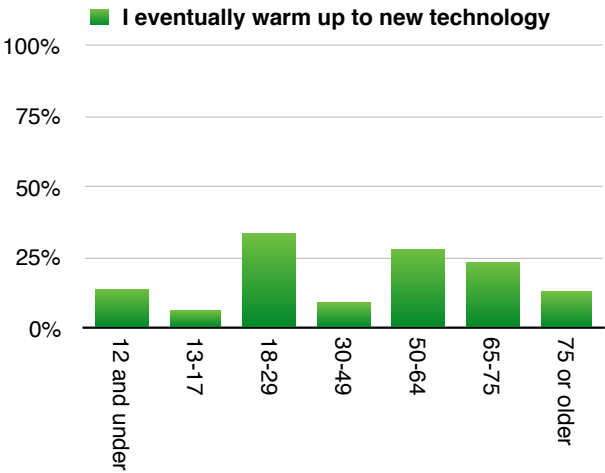
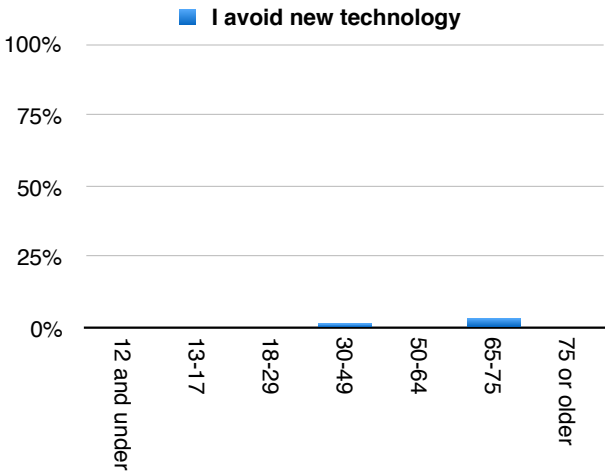
## Percentage Breakdown - What is your age?



### What is your age?

	Response Percent	Response Count
12 and under	4.1%	7
13-17	9.9%	17
18-29	3.5%	6
30-49	32.6%	56
50-64	25.0%	43
65-75	20.3%	35
75 or older	4.7%	8
Answered question	172	172

# Technology Comfort Level

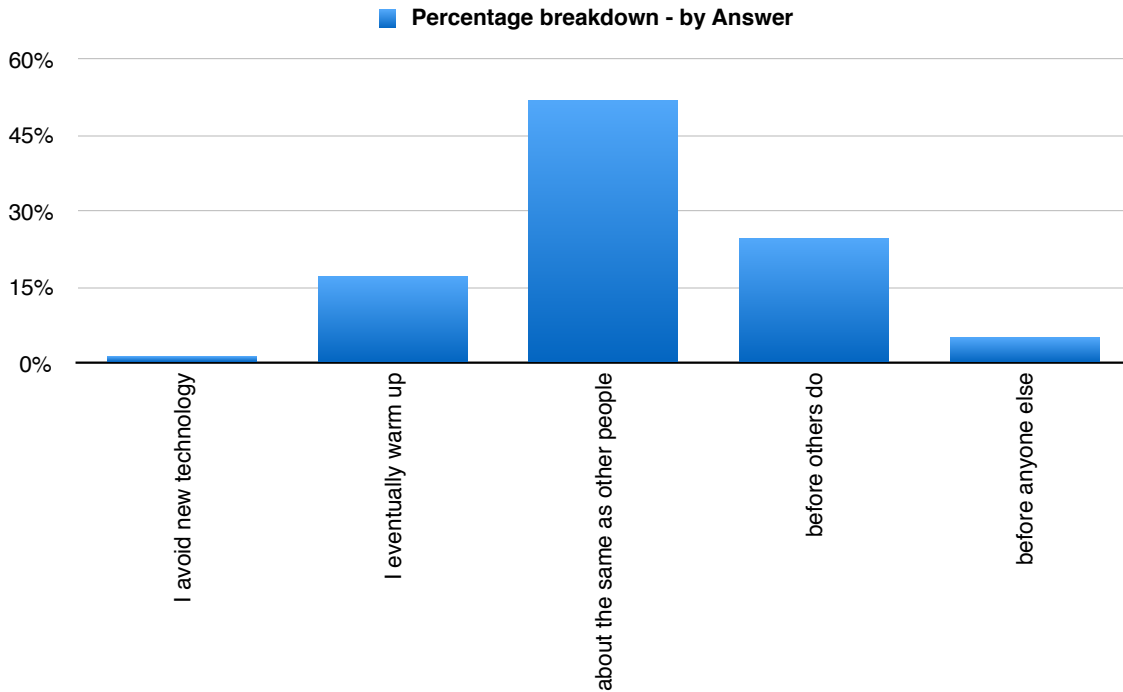


### Responses by Age

Answer Options	12 and under	13-17	18-29	30-49	50-64	65-75	75 or older	Percent	Count
I avoid new technology	0	0	0	1	0	1	0	1.2%	2
I eventually warm up to new technology	1	1	2	5	12	8	1	17.4%	30
I use new technology about the same as other people	3	14	3	26	21	18	4	51.7%	89
I tend to use new technology before others do	1	1	1	20	10	7	2	24.4%	42
I use new technology before anyone else	2	1	0	4	0	1	1	5.2%	9
answered question	7	17	6	56	43	35	8	172	172

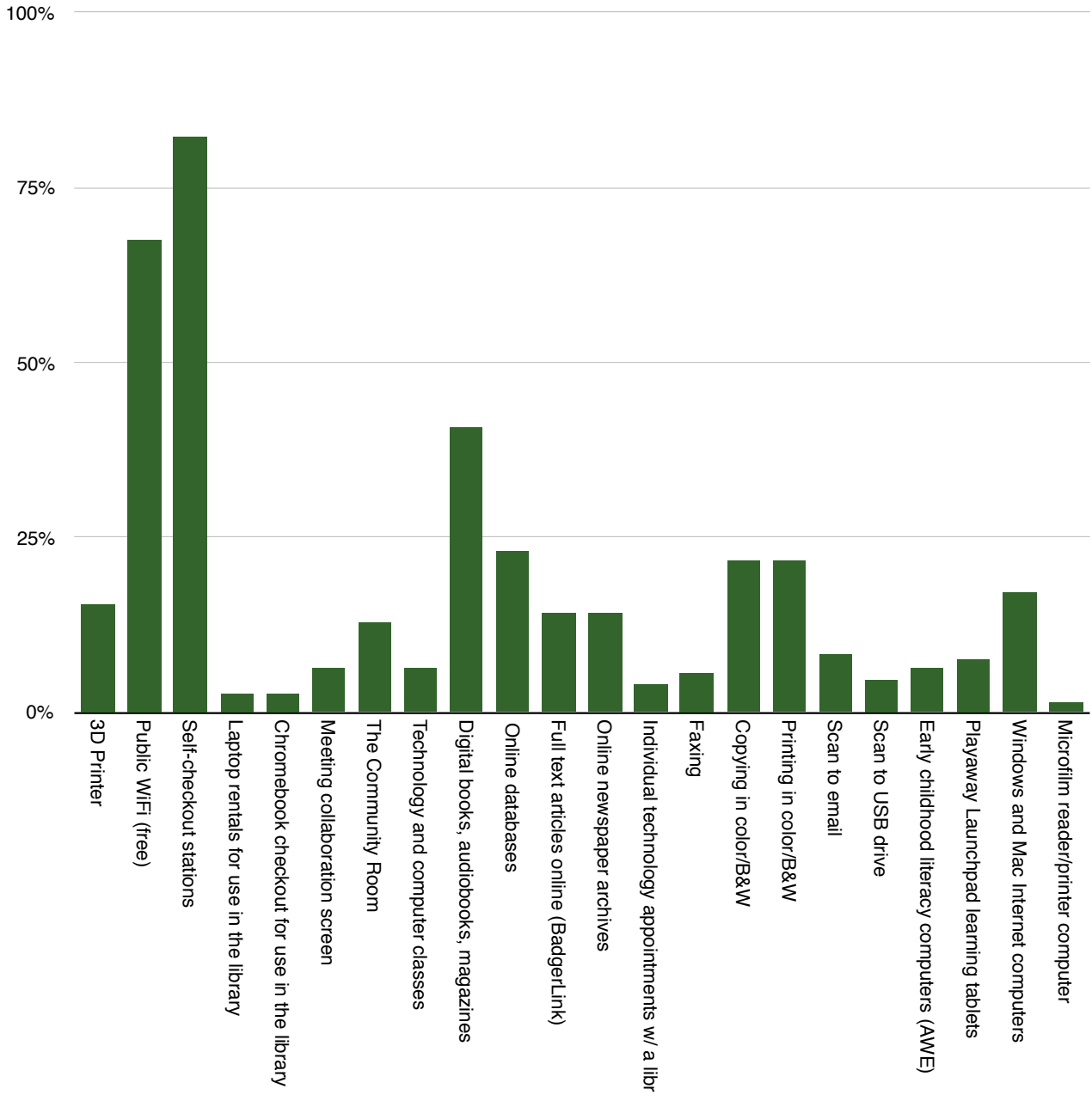
  

Answer Options	12 and under	13-17	18-29	30-49	50-64	65-75	75 or older
I avoid new technology	0%	0%	0%	2%	0%	3%	0%
I eventually warm up to new technology	14%	6%	33%	9%	28%	23%	13%
I use new technology about the same as other people	43%	82%	50%	46%	49%	51%	50%
I tend to use new technology before others do	14%	6%	17%	36%	23%	20%	25%
I use new technology before anyone else	29%	6%	0%	7%	0%	3%	13%



# Current Technology Use

■ Current Technology Use Percentage



### Responses by age Group - Highlighting Top Responses

	12 and under	13-17	18-29	30-49	50-64	65-75	75 or older	%	Count
3D Printer	4	2	1	12	2	3	0	15.3%	24
Public WiFi (free)	5	17	5	37	28	12	2	67.5%	106
Self-checkout stations	5	10	4	46	35	26	3	82.2%	129
Laptop rentals for use in the library	1	0	0	1	2	0	0	2.5%	4
Chromebook checkout for use in the library	0	4	0	0	0	0	0	2.5%	4
Meeting collaboration screen	1	4	0	4	1	0	0	6.4%	10
The Community Room	0	3	2	7	3	4	1	12.7%	20
Technology and computer classes	1	1	1	1	2	4	0	6.4%	10
Digital books, audiobooks, magazines	2	3	2	22	24	8	3	40.8%	64
Online databases	0	2	3	6	15	9	1	22.9%	36
Full text articles online (BadgerLink)	1	1	3	6	7	3	1	14.0%	22
Online newspaper archives	0	1	3	5	7	4	2	14.0%	22
Individual technology appointments w/ a libr	0	0	0	0	3	3	0	3.8%	6
Faxing	0	0	0	2	2	5	0	5.7%	9
Copying in color/B&W	2	2	3	7	13	7	0	21.7%	34
Printing in color/B&W	1	6	3	4	13	7	0	21.7%	34
Scan to email	0	0	3	2	3	4	1	8.3%	13
Scan to USB drive	0	0	2	1	2	2	0	4.5%	7
Early childhood literacy computers (AWE)	2	0	0	8	0	0	0	6.4%	10
Playaway Launchpad learning tablets	0	0	0	9	2	1	0	7.6%	12
Windows and Mac Internet computers	3	2	2	3	11	6	0	17.2%	27
Microfilm reader/printer computer	0	0	1	0	1	0	0	1.3%	2

### Current Technology Use

The breakdown of responses falls in line with expectations. Keep in mind that many respondents did acknowledge that they were unaware that we featured all these services - hey were glad to find out. So the survey did raise awareness about the library. I really wanted this to be an educational tool and it worked.

The survey results table on this page highlights the top responses by age. The two biggest for all age groups being self-check machines and public WiFi.

## Current Technology Appreciation

In order to make all these responses more readable, I combined all answers of a like type together.

So, for example, 15 people responded with (or part of their response included) 3D printer. 10 of those were just the words 3D printer, but there were 5 more responses that included more details, so those are listed separately.

\*of note Audiobooks was listed 6 times without mentioning the digital component. So I am not really sure if they go there under digital, but we did ask about regular audiobooks.

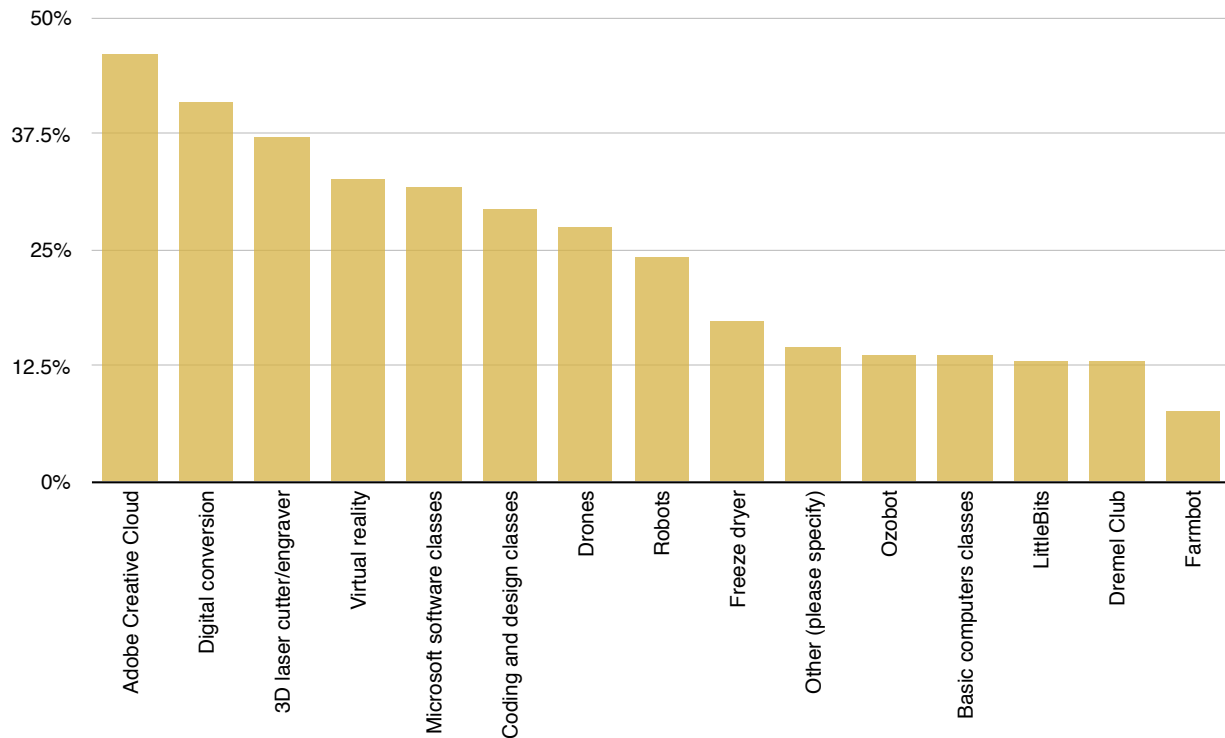
15	<b>3D Printing (X10)</b>	3D Printer
	<b>3D Printing</b>	The 3d printers, unfortunately all appointments I have made were unscheduled due to maintenance.
	<b>3D Printing</b>	Would LOVE to use 3d printer
	<b>3D Printing</b>	I look forward to using the 3D printers.
	<b>3D Printing</b>	though I don't use it, I'm delighted with the use that the 3D printer receives!
	<b>3D Printing</b>	3D printer!!! I was so impressed when I read about it in the paper that our library had one. I haven't found the right project yet, to use it, but when I do, I'll be there to use it!
3	<b>AWE (X3)</b>	My children love the AWE computers
2	<b>Comm Room (X2)</b>	Community Room facilities
15	<b>Computers (X14)</b>	Computers
	<b>Computers</b>	Desktop Internet access. I can't do everything on my phone.
12	<b>DATABASES (X8)</b>	Online databases
	<b>DATABASES</b>	Online newspaper archives
	<b>DATABASES</b>	Morningstar
	<b>DATABASES</b>	Badgerlink
	<b>DATABASES</b>	Online Newspaper Archives
25	<b>Digital (X19)</b>	Digital Books, Audiobooks, Magazines
	<b>Digital (X6)*</b>	Audiobooks
20	<b>EASICAT (X20)</b>	Online Card Catalog, Placing Holds,
2	<b>FAXING (X2)</b>	I appreciate faxing
2	<b>LIBRARIANS (X2)</b>	Librarian assistance, Reference staff who can explain it to me.
1	<b>Media Room</b>	Media Room Technology
9	<b>OTHER</b>	To be honest, I like the break from technology!
	<b>OTHER</b>	Have my own 3D printer



	<b>OTHER</b>	What do you mean by "TECHNOLOGY" ? Most things in your list are just common office equipment
	<b>OTHER</b>	Actually i did not realize that you had all you did in the above!
	<b>OTHER</b>	TECH MAGAZINES
	<b>OTHER</b>	My needs are met through my systems. I am a tech junkie
	<b>OTHER</b>	website
	<b>OTHER</b>	I just go for the book check out for my children.
	<b>OTHER</b>	I didn't know you had computer classes!!
<b>1</b>	<b>PLAYAWAYS</b>	Playaways!
<b>8</b>	<b>PRINT/COPY (X8)</b>	Printing
<b>6</b>	<b>Rentals (X6)</b>	Chromebooks, Laptop Rentals
<b>1</b>	<b>Scanning</b>	Scanning
<b>20</b>	<b>SELF-CHECK (X17)</b>	Self-checkout stations
	<b>SELF-CHECK</b>	Self checkout and drive thru.
	<b>SELF-CHECK</b>	Self-check out station and willing librarians who are eager to help you.
	<b>SELF-CHECK</b>	I wasn't aware there were so many options! I will start using more of the technology already available. I love the self-checkout, but I miss talking to a real person, sometimes it's my only social interaction of the day, besides my family.
<b>24</b>	<b>WIFI (X24)</b>	Wi-Fi

# New Technology Desires

■ New Technology Interest Level by Percentage



## Other (Please Specify) - Answers

Advanced software classes
3D Software and Printing Class ; Mechanical drawing packages like Autocad, Solidworks, or other free versions of such software
Microsoft classes - more advanced, not basic
iPhone operation
How computers (and other devices) work. RAM ROM HDD FLOPPY PIXEL USB WIFI what do those mean. How do they work?
Probably none of the above
High resolution Logo design
I work with 7 computers systems at work
I'll send my husband to the microsoft software classes
How about sewing classes?
Classes: Tips for better use of Facebook, Instagram, Pinterest, etc.
But would this be open to folks who do not live in Cedarburg or Ozaukee County <b>(Yes)</b>
3D printer, Teach people how computers work, and how to use them Effectively !
Facebook classes
My teen daughters would like to learn Digital Animation/Illustration, Stop Motion, etc

Digital photo organizing
Website design and maintenance
iPhone classes
gaming clubs

### 2017 Outcome Goals 2017 Based on Answers

**Adobe Creative Suite** - Part of Greater Cedarburg Foundation grant request - This request covers the purchase of the expensive licenses and some money for a trainer. Request for \$3,000.

**Digital Conversion lab** - Part of Greater Cedarburg Foundation grant request - The request covers the purchase of the expensive equipment and just a little bit of money for a trainer. Request for \$3,000.

**3D Laser Cutter/Engraver** - This equipment will be included in part of the technology request for funding to the Friends of the Library. Cost is around \$6,000 for a model for use in the library in a manner that hopefully will not give the impression that the library is on fire.

**Virtual Reality** - Part of Greater Cedarburg Foundation grant request - The purchase request is for expensive equipment. Request for \$3,000.

**Microsoft Software Classes** - I hope you have seen PR about the classes Emily is presenting Q1 2017.

**Coding and Design Classes** - This may be implemented if we get a Summer Grant For Kids. The request would be for \$1,500 for software and equipment. If the request is not granted, we have other cheaper options.

**Drones** - Part of Greater Cedarburg Foundation grant request - The purchase would cover the drones themselves. Request for \$3,000.

### Requested New Technologies Data

Technology	Percentage	Number
Adobe Creative Cloud	46.2%	61
Digital conversion	40.9%	54
3D laser cutter/engraver	37.1%	49
Virtual reality	32.6%	43
Microsoft software classes	31.8%	42
Coding and design classes	29.5%	39
Drones	27.3%	36
Robots	24.2%	32
Freeze dryer	17.4%	23
Other (please specify)	14.4%	19
Ozobot	13.6%	18
Basic computers classes	13.6%	18
LittleBits	12.9%	17
Dremel Club	12.9%	17
Farmbot	7.6%	10
	<b>Responses</b>	<b>132</b>

## New Technology Interest

This question on the Technology Survey was an open ended question. The answers mirror the results of the previous question. But it allow for other answers, the ability to elaborate and the chance to state a particular preference from the whole list. I have presented the answers by age group. (Multiples of the exact same answer are indicated as X#). These answers will require more exploration and deliberation.

Age	Category	Response Text
12 and under	3D Laser	3D laser cutter and engraver
12 and under	Classes/Instruction	Computers
12 and under	Drones	Drones, Robots, Laptops and 3D Printers
12 and under	Other	Nano technology
12 and under	Virtual Reality	Virtual Reality
13-17	3D Printing (X4)	3-D Printing
13-17	Adobe	Photoshop
13-17	Coding	Arduino - Programmable board
13-17	Other	medicinal tech
13-17	Other (X2)	None
13-17	Other (X3)	Laptops
13-17	Virtual Reality (X2)	Pcs and Virtual Reality
18-29	Digitalization	Digital conversion of old photos/films/papers
18-29	Other	Anything to do with new tech advances in the medical field.
18-29	Other	Pretty content with technology right now. I'm old school and like the paper version of a lot of things.
30-49	3D Laser	3D laser/printing
30-49	3D Printing (X3)	3D printing
30-49	3D Printing	3D printing, but concerned with environmental impact of nano materials involved
30-49	Adobe	Photoshop
30-49	Adobe	Electronic music and sound synthesis
30-49	Adobe	Anything photography, creative things, advances in current use programs (xl, ppt, publisher, database)
30-49	Classes/Instruction	I would like to learn how to back up my files, manage my passwords and how to organize all my digital photos and music.
30-49	Coding	How to write comatter codings? How do you protect your privacy.?
30-49	Coding	Coding for my son would be wonderful. He certainly has the very basics of coding down, but there is no one in the area offering classes at an intermediate to advance level for children.
30-49	Other	Don't know. Not a leader in tech.
30-49	Other	IoT - Internet of Things, how can I avoid the flash of all the things that collect data and actually use things that really matter and help.
30-49	Other	A.I., Voice Recognition

Age	Category	Response Text
30-49	Other	Ones I can use for my classroom.
30-49	Other (X4)	Not sure
30-49	Robots	Robots
30-49	Virtual Reality (X2)	Virtual reality
50-64	3D Printing (X3)	3D Printing
50-64	Adobe (X2)	Adobe Creative cloud
50-64	Adobe	I think the Adobe Illustrator, Photoshop and other Creative Suite products are the most important addition that should be added to the computers in the Library. The software classes aren't for me, but members of my family would certainly appreciate those services.
50-64	Adobe	Adobe Creative Cloud and mobile apps usage
50-64	Classes/Instruction	Tablets
50-64	Classes/Instruction	I did not realize computer/technology classes were available at the library, but I would love to take some. I am in need of more advanced computer classes, maybe powerpoint, cloud, etc.
50-64	Classes/Instruction	Computer classes
50-64	Digitalization	digital conversion of old photos/films/papers
50-64	Digitalization	various format conversion to digital
50-64	Dremel	?Dremel club - is this a "tool" or something tech? <b>(Tool)</b>
50-64	Microsoft	Microsoft
50-64	Other	Apps, also connecting TV to computer, etc...
50-64	Other	website design and blogging
50-64	Other	these sound great
50-64	Other	Overdrive
50-64	Other	the ones I checked above...also about smart phones
50-64	Virtual Reality (X3)	Virtual Reality
65-75	3D Laser	3-D
65-75	3D Printing (X2)	3D printing
65-75	Adobe	Photoshop.
65-75	Adobe	1. Photoshop and 2. Coding
65-75	Classes/Instruction	computers
65-75	Classes/Instruction	software instruction
65-75	Classes/Instruction	Maybe some computer programming classes, like C or Microcontroller programming & application classes for Arduino controllers.
65-75	Coding	Programming: Raspberry PI
65-75	Coding	2. Coding
65-75	Digitalization	scanning photos to archive, copying slides to archive.
65-75	Digitalization	preserving 35mm slides (digital conversion)
65-75	Digitalization	digital conversion of old photos, pronunciator, zinio Have not yet used these, don't think difficult, just have not done yet.

<b>Age</b>	<b>Category</b>	<b>Response Text</b>
<b>65-75</b>	Other	Yike! I have NO idea!
<b>65-75</b>	Other	Access to research sites
<b>65-75</b>	Virtual Reality	Virtual reality and 3-D printing
<b>75 or older</b>	Classes/Instruction	Learning to operate my new iPhone
<b>75 or older</b>	Drones	Drones
<b>75 or older</b>	Other	expanding our offerings of new technology to serve as a catalyst for budding and older entrepreneurs.
<b>75 or older</b>	Virtual Reality	Virtual Reality

## Class Attendance Day and Time

This question was also open ended. The results are compiled below. It was good to ask but it does fit in with current expectations on what class times are most requested.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
9:30 AM	29	26	28	27	36	44	
10:00 AM	29	26	28	27	36	44	
10:30 AM	31	26	28	27	36	44	
11:00 AM	31	26	28	27	37	44	
11:30 AM	31	26	28	27	37	44	
12:00 PM	33	26	28	28	38	46	35
12:30 PM	33	26	28	28	38	46	35
1:00 PM	32	26	29	29	38	46	35
1:30 PM	32	26	29	29	38	46	35
2:00 PM	32	26	29	29	38	46	35
2:30 PM	32	26	29	29	38	46	35
3:00 PM	42	37	42	39	35	47	35
3:30 PM	42	37	42	39	35	47	35
4:00 PM	42	37	42	39	35		
4:30 PM	42	37	42	39	35		
5:00 PM	44	40	42	40	2		
5:30 PM	44	40	42	40	2		
6:00 PM	44	40	42	40	2		
6:30 PM	44	40	42	40	2		
7:00 PM	45	40	42	41	2		
7:30 PM	45	40	42	41	2		

	0-30	31-35	36-40	41-45	46-50
Responses					

## Suggested Partners

This question on the Technology Survey was an open ended question. Further action will be required to contact some of the suggested partners that we currently do not have relationships with. Further evaluation, deliberation and planning will be required.

<b>4-H</b>	4-H
<b>4-H</b>	4-H leaders
<b>Apple</b>	Apple
<b>Apple</b>	Apple
<b>Apple</b>	Apple
<b>Apple</b>	Anything apple.
<b>Boy Scouts</b>	Boy Scouts
<b>Boy Scouts</b>	Boy Scout
<b>Boy Scouts</b>	BSA
<b>Businesses</b>	Engineering companies and clubs
<b>Businesses</b>	Knihter (hamilton road) is a tech company IAm involved with and also Ascedia an application development firm in Milwaukee, which I own
<b>Cedarburg Art M.</b>	Cedarburg Art Museum
<b>Cedarburg Schools</b>	CHS student groups should be available one-on-one to review system setup and make operating recommendations (similar to Apple help)
<b>Cedarburg Schools</b>	elementary schools
<b>Cedarburg Schools</b>	Cedarburg school district
<b>Cedarburg Schools</b>	robotics club at the high school
<b>Cedarburg Schools</b>	High school
<b>Cedarburg Schools</b>	Cedarburg School District
<b>Cedarburg Schools</b>	cedarburg high school - robotics team
<b>Cedarburg Schools</b>	High school technology groups (robotics)
<b>Cedarburg Schools</b>	high school clubs
<b>Cedarburg Schools</b>	Webster's media club/game club
<b>Cedarburg Schools</b>	K-12 groups
<b>Cedarburg Schools</b>	CHS? to get more input from highschool kids
<b>Cedarburg Schools</b>	CHS
<b>Cedarburg Schools</b>	CHS Robotics club for extending their program to younger kids (middle schoolers)
<b>Cedarburg Schools</b>	any tech clubs at the High School.
<b>Chamber</b>	Cedarburg Chamber of Commerce



<b>Churches</b>	churchs and getting their members up to date on email, etc.
<b>Colleges</b>	Schools colleges
<b>Girl Scouts</b>	Girl Scouts
<b>Girl Scouts</b>	GSA
<b>Girl Scouts</b>	Girl Scouts
<b>Microsoft</b>	Microsoft's Youthspark program, Coder Dojos
<b>Non-Profits</b>	None profit organizations
<b>Other</b>	Dogy Programs
<b>Other</b>	Create a group on Meetup
<b>Other</b>	Curling club
<b>Other</b>	MAKE
<b>Other</b>	Book clubs
<b>Other</b>	Friends of the Library
<b>Other</b>	The Junior Youth Empowerment Program of Cedarburg
<b>Other</b>	In a community like Cedarburg, there are plenty of adults that are not part of any organization or club that would probably be able to volunteer to teach some classes. I don't think you need to reach out to a club. Just reach out to the community. I suppose there might be members of Rotary. Knights of Columbus or some other org that might have connections to people, but I think you could simply put out the request. Some churches, such churches that host GED classes or participate in Jail Literacy programs. Perhaps that's an option.
<b>Other</b>	Organizations that can engage children
<b>Other</b>	3D printing compitions
<b>Other</b>	Maybe Aurora Hospital
<b>Other</b>	Art Club
<b>Other</b>	Environmental clubs
<b>Other</b>	lots of engineers live in Cedarburg area
<b>Other</b>	Have some teens teach us older folks
<b>Other</b>	cedarburg education foundation
<b>Other</b>	cedarburg cultural center,
<b>Other</b>	Service Clubs
<b>Senior Center</b>	Also partner with the Senior Center for jointly offered computer classes"
<b>Senior Center</b>	I volunteer at the Cedarburg Senior Center. Maybe hold a class on their premises to make it easier for seniors...
<b>Summer Sounds</b>	Summer Sounds - for mutual fundraising using self-giving kiosks

## Volunteers Edited

Here is the list of people who responded that they are willing to help. This copy has most of the personal info removed. They will all be contacted.

Area of Expertise	Volunteer
teach basic computers and 3D printing modeling	Danny
I have an undergrad degree in coding, and would be able to teach most basic coding classes and or work with a company that would bring others in to teach higher levels such as Coder Dojo	Margaret
Website design and building	@gmail.com
I have a MakerBot #D Printer and Scanner I spent 40 years in electronics	Steve
I have somewhat dated knowledge of the MS office suite and the MAC OS	Bruce
Still learning	@sbcglobal.net
Adobe Illustrator, Adobe Lightroom, Digital Photography, analog sound synthesis	@gmail.com
Microsoft Office Suite; Internet and websites	Carole
music apps on the iPad for grades 1-3, Using Garageband on the iPad, Using photos and your favorite family story, learn how to digitally create it on your computer	262-
Though could teach Microsoft Office classes pretty comfortably, I think the greater need might be for users struggling with Windows 10, updates, backup and recovery, security and more general Windows PC challenges.	Chuck
General computer literacy	DeWayna
About the 3D printer	262-
Macs, Facebook	@sbcglobal.net
It is not technology related, but I am a Spanish Language and Latin-American Culture Instructor (native speaker) and I would love to teach a class either to adults, teens or kids. I have experience teaching/tutoring all levels.	Cecilia
iPad, iPhone, social networking, Nextdoor app for communities	@gmail.com