

Technology Survey Comparison 2016-2019

What follows is the results of the 2019 Technology Survey and how they compare to the 2016 Survey
172 responses were captured in 2016, only 80 in 2019.

The 2016 survey ran from October 3, 2016 to the January 2, 2017. The 2019 survey started right before February 1, 2019 and ran through March 25, 2019.

These results will be shared with the Library Board, the Strategic Plan, and the public.

Technology Survey Summary

Background Info:

After the initial 2016 survey, the library secured \$12,000 in grant and Friends funding for technology initiatives. Since then the process has involved a lot of acquiring equipment and software, testing everything, creating policies and procedures, and creating programs and drop in activities to show off the new services and create awareness.

The 2019 survey is a follow up to our efforts and to find out if the public has responded to the new services and to also ask if they have any preferences for future technology initiatives.

Current Technology:

The list of current technology in the library has expanded quite a bit since the last survey as many of the options listed in 2016 are now included in the current technology list.

New Technology:

A small list of items were made available as suggestions for possible new initiatives.

CPL Radio:

We even added some questions about the CPL Radio Station this year.

Summary of Results:

Current Technology:

Insights from the 2019 survey on current technology services are listed below. We need to keep a close eye on the following popular current services so that we do not frustrate or alienate the public on technology they currently appreciate the most.

WiFi - Improve and adapt to new products and new bandwidths (more access points, 5G)

Self Checkout - Keep the self checks running smoothly. Work with libraries on RFID security standards.

Monarch App (!) - Continue to spread the word about the app. Consider developing a new full service app with better integration into library services as a way to build on our success.

Looking Forward:

It is clear from the 2019 results that Do-It-Yourself drop-in activities is high on the request list. Coding and design classes got a lot of requests as well as robots. All these were pretty popular in 2016 and remain even more popular in 2019. On the other side but we will not pursue water or laser etching until after we can establish a space that will restrict the noise and fumes to the room and/or funneled outside.

DIY Drop in Activities:

I am currently working on building up a core group of these types of activities that the public can take advantage of at their convenience. Youth and Teen services are also interested in undertaking the preparation of these activities and build on what they already provide. We will need to prioritize this as the library going forward as we will have to undertake this as a group.

Robotics (and coding):

We need to continue to explore options and collaborations in this area. Youth Services has been making strides in this area and will need to be encouraged to continue. More will need to be done for teens and families.

Coding and Design Classes.

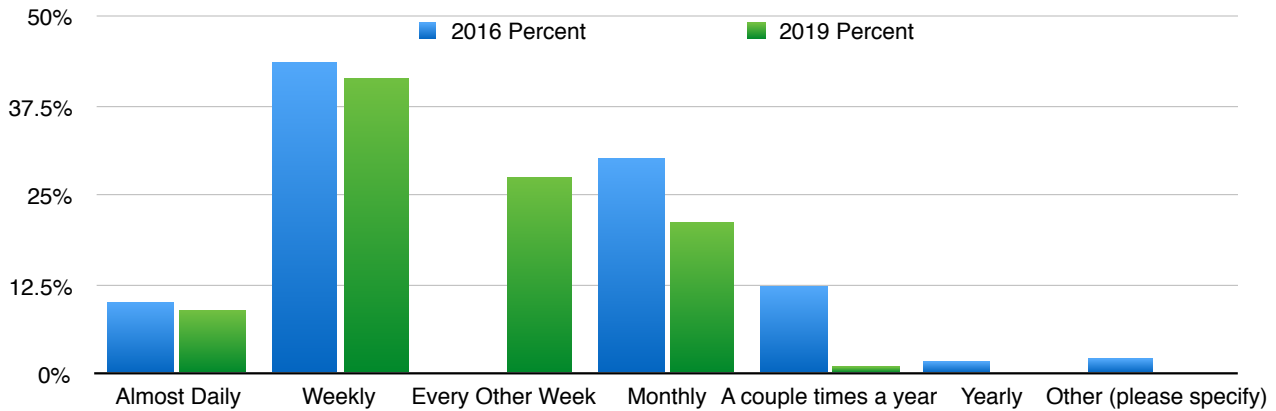
As is above, efforts in this area are already underway. This will need to have to continue in earnest.

Equipment Purchases.

A continued investment in equipment and software will need to be supported as well. And although it was not asked in the survey, we should also be looking at a 3D scanner for the duplication of objects.

Basic Background Information

How often do you visit the library?

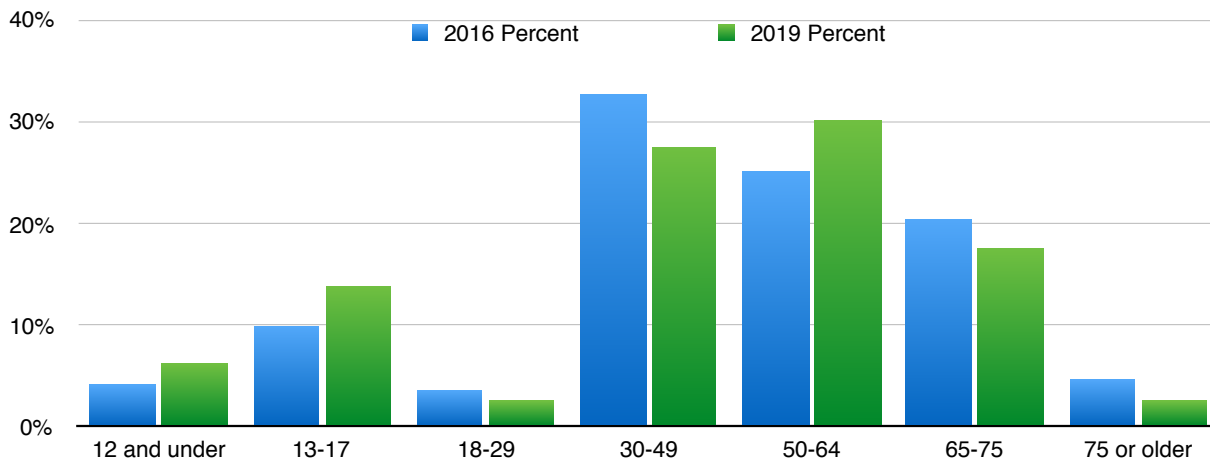


How often do you visit the library?

	Percent 2016	Percent 2019	Responses 2016	Responses 2019
Almost Daily	9.9%	8.8%	17	7
Weekly	43.6%	41.3%	75	33
Every Other Week	-	27.5%	-	22
Monthly	30.2%	21.3%	52	17
A couple times a year	12.2%	1.3%	21	1
Yearly	1.7%	0.0%	3	0
Other (please specify)	2.3%	0.0%	4	0
Answered question			172	80

In the 2019 survey we see a shift away from the number of people who come to the library very infrequently and into those who come weekly-monthly. 73.8% in 2016 to 90% in 2019

What is your age?

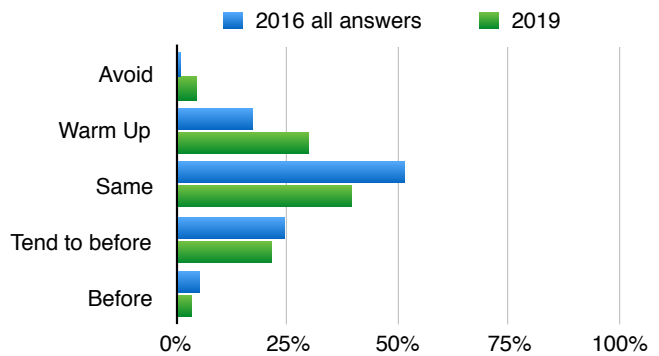
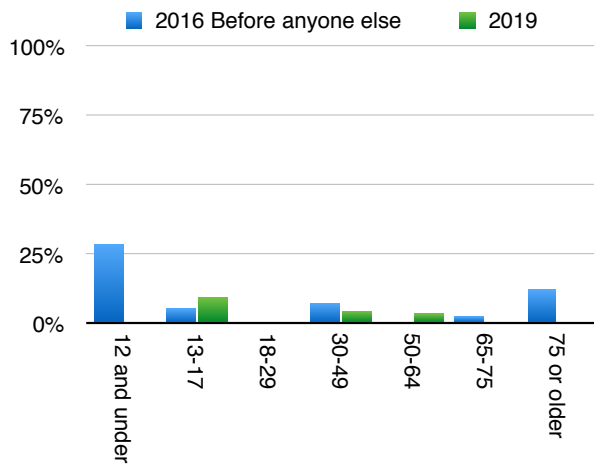
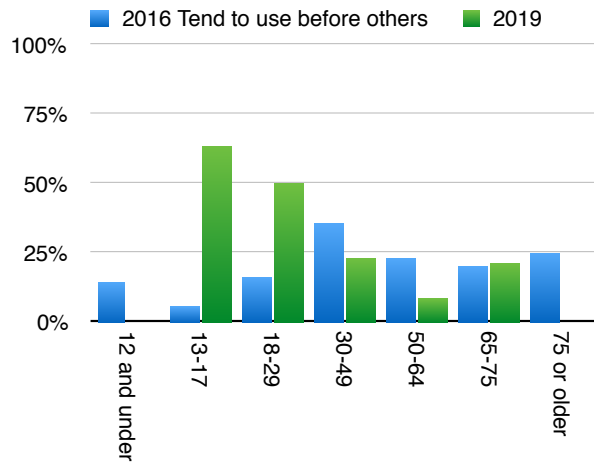
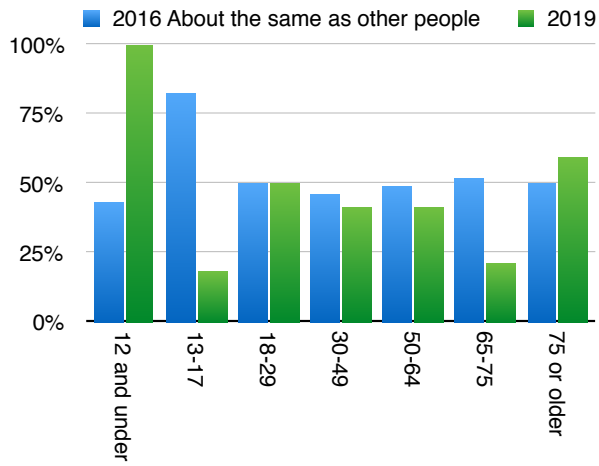
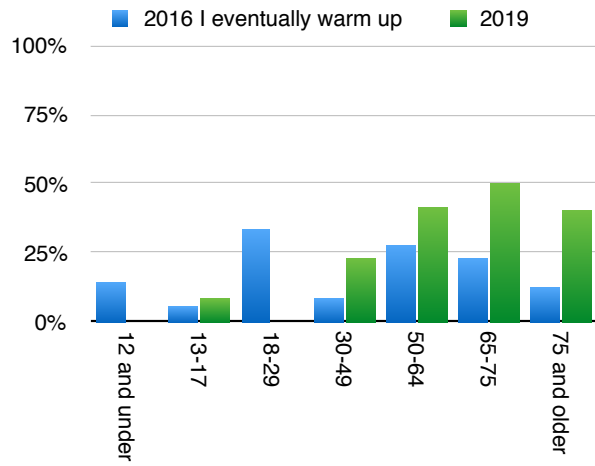
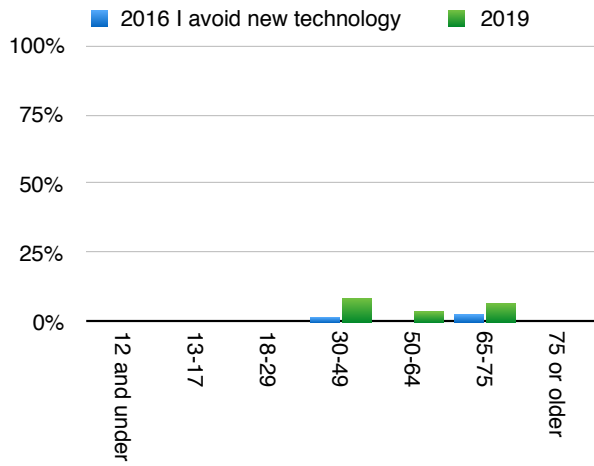


What is your age?

	2016 Percent	2019 Percent	2016 Count	2019 Count
12 and under	4.1%	6.3%	7	5
13-17	9.9%	13.8%	17	11
18-29	3.5%	2.5%	6	2
30-49	32.6%	27.5%	56	22
50-64	25.0%	30.0%	43	24
65-75	20.3%	17.5%	35	14
75 or older	4.7%	2.5%	8	2
Answered question	100%	100%	172	80

The age breakdown is very similar between 2016 and 2019

Technology Comfort Level



Summary: In general terms the respondents in 2019 tend to be closer to the "avoid" end of the curve than the respondents in 2016.

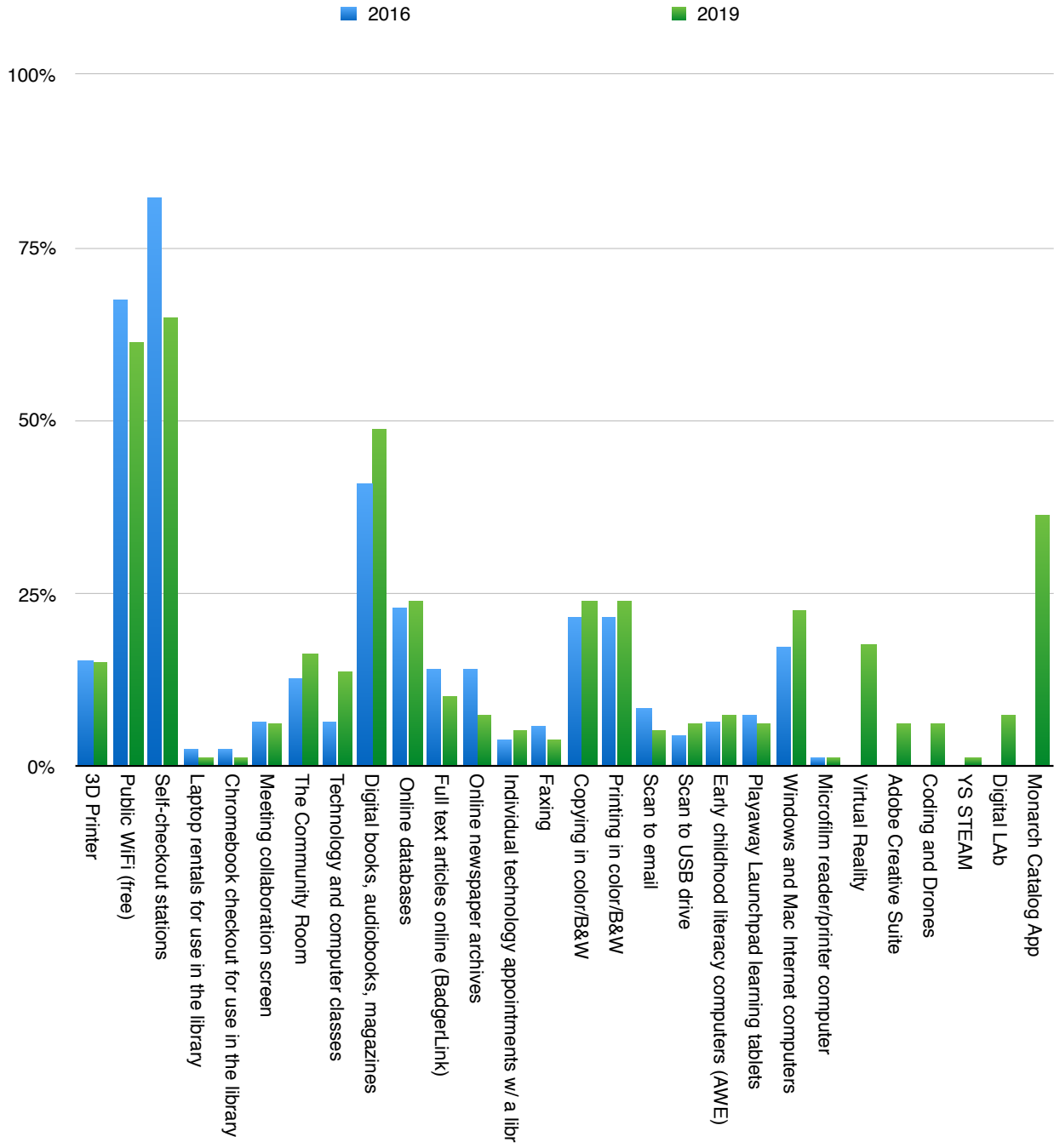
Responses by Age 2019

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	2	1	1	0	5%	4
I eventually warm up to new technology	0	1	0	5	10	7	2	30%	25
I use new technology about the same as other people	5	2	1	9	10	3	3	40%	33
I tend to use new technology before others do	0	7	1	5	2	3	0	22%	18
I use new technology before anyone else	0	1	0	1	1	0	0	4%	3
answered question	5	11	2	22	24	14	5	83	83
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%	9%	4%	7%	0%		
I eventually warm up to new technology	0%	9%	0%	23%	42%	50%	40%		
I use new technology about the same as other people	100%	18%	50%	41%	42%	21%	60%		
I tend to use new technology before others do	0%	64%	50%	23%	8%	21%	0%		
I use new technology before anyone else	0%	9%	0%	5%	4%	0%	0%		

Responses by Age 2016

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



	12 and under	13-17	18-29	30-49	50-64	65-75	75 or older	%	Count
Public WiFi (free)	4	10	2	15	14	4	0	61%	49
Self-checkout stations	1	7	2	17	17	8	0	65%	52
Laptop rentals for use in the library	0	1	0	0	0	0	0	1%	1
Chromebook checkout for use in the lib	0	1	0	0	0	0	0	1%	1
Meeting collaboration screen	0	2	0	1	1	1	0	6%	5
The Community Room	2	0	0	6	2	3	0	16%	13
Technology and computer classes	2	0	0	1	5	3	0	14%	11
Digital books, audiobooks, magazines	0	4	1	12	13	8	1	49%	39
Online databases	0	0	1	4	6	8	0	24%	19
Full text articles online (BadgerLink)	0	3	0	2	2	1	0	10%	8
Online newspaper archives	0	1	0	1	2	2	0	8%	6
Individual tech appointments w/ a libr	0	0	0	0	1	2	1	5%	4
Faxing	0	0	0	1	1	1	0	4%	3
Copying in color/B&W	0	0	0	2	11	4	2	24%	19
Printing in color/B&W	1	0	2	4	8	3	1	24%	19
Scan to email	0	0	1	1	2	0	0	5%	4
Scan to USB drive	0	0	1	0	2	2	0	6%	5
Early childhood literacy computers (AWE)	1	0	0	4	1	0	0	8%	6
Playaway Launchpad learning tablets	1	0	0	4	0	0	0	6%	5
Windows and Mac Internet computers	1	4	1	5	3	4	0	23%	18
Microfilm reader/printer computer	0	0	0	0	0	1	0	1%	1
Virtual Reality	3	5	1	2	3	0	0	18%	14
Adobe Creative Suite	0	3	0	0	2	0	0	6%	5
Coding and Drones	0	1	0	4	0	0	0	6%	5
YS STEAM	0	0	0	1	0	0	0	1%	1
Digital Lab	0	0	0	1	4	1	0	8%	6
Monarch Catalog App	0	4	1	7	10	7	0	36%	29

Current Technology Use 2019

The comparison year to year is approximately the same from 2016-2019.

Here are some items of note:

- % of users selecting WiFi and Self Check has gone down but the numbers of uses is up.

- % of users taking advantage of digital downloads is up.

- The new additions have seen respectful use, with VR and the new Monarch App cleaning up.

The big take away is that we really should be putting more effort into a full service app for the library!

The break down by service and age group are included (2019 above, 2016 below)

Responses by age Group - Highlighting Top Responses 2016

	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 Appreciation

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

So, for example, 11 people responded with (or part of their response included) Digital Downloads. 7 of those were just the idea of Digital Download, but there were 4 responses that included more details, so those comments are listed separately.

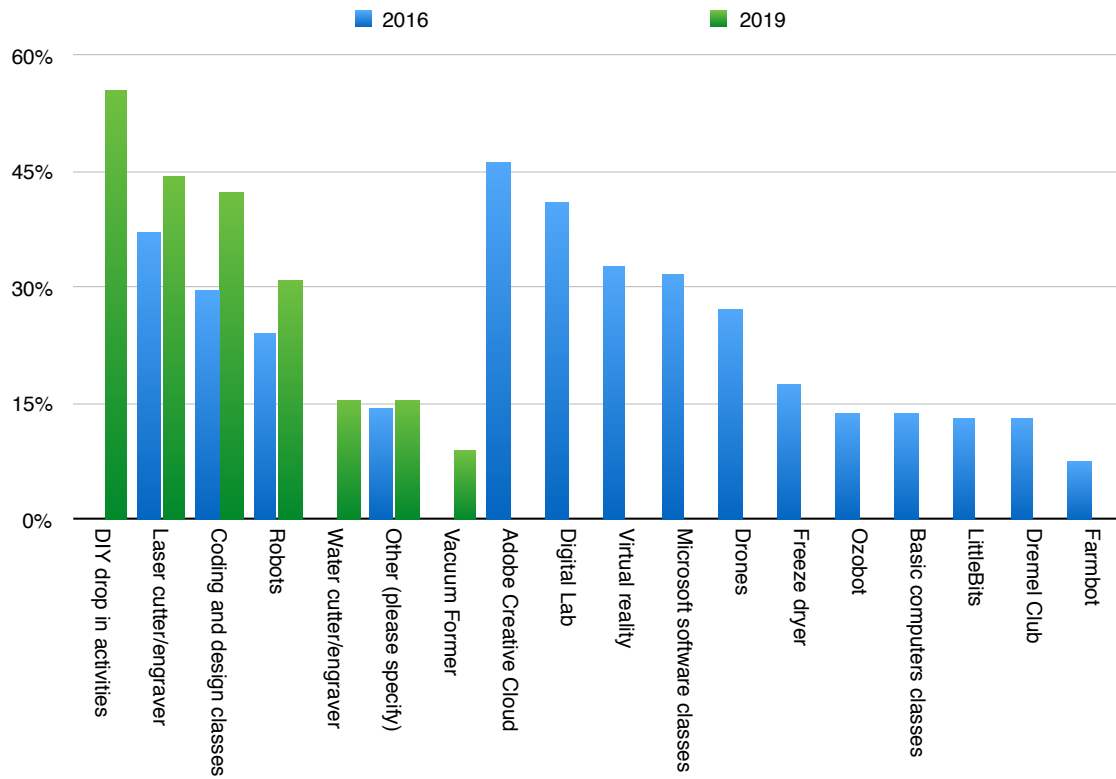
*of note Monarch Online Catalog and App were listed 8 times without indicating whether they were using the app or browser access, so they are lumped together.

I am highlighting WiFi, Self Checkout, and the Monarch App as services we do not want to lose sight of supporting. Bad experiences in these areas will cause lots of bad feelings. We still need to update our WiFi access (although I took steps that has already doubled range and throughput). We need to work with Mead and WJ Niederkorn to see if we can come up with a solution that will not have their books always setting off our security gates. And finally we need to look into improving the Monarch App as that has proven successful, even with all its faults.

16	WiFi	WiFi
12	Self Checkout	Self Checkout
		I love the self check out. It's brilliant.
11	Digital Downloads	Digital Downloads
		Audiobooks
		Libby/overdrive
		OverDrive
		I don't use many, but the digital books & resources are great
9	VR	VR
		Drop ins
		It is nice to actually experience 3D games when taking a break from homework
8	Monarch Online/ App	Monarch Online/App
		Reserving a book online with what used to be easicat.
7	Computers	Computers
		Because I can (barely) understand them - To me they're just a toy
		I like the computers
7	Online Services	Online Services
		Classes
		Gale courses
		Databases
		Newspaper archives
6	Digital Lab	Digital Lab
		I'm excited to learn about and use the digital conversion lab!

		Photo scanning
		VCR tape conversion to DVD and digital file
5	Printing	Printing
3	3D Printing	3D Printing
3	Community Room	Community Room
3	Drones	Drones
		Coding class
		I have enjoyed the Drone programs as a family activity.
2	Awe Stations	AWE Stations
1	Book Drop	Book Drop
		Drive up drop off
1	Chromebooks	Chromebooks
1	Consultations	Cunsultations
		Reference desk staff
1	Copying	Copying
1	General	I didn't know most of the above existed!
1	Masterminds	Masterminds
1	Movies	Movies
1	Scan to email	Scan to email
1	STEAM	STEAM
		Technology designed for kids
1	Study Rooms	Study Room reservations

New Technology Interests - Suggested



Other (Please Specify) - Answers (7)

Gaming
Audio recording classes. Film and sound editing classes.
Class about 3d printing
Hoopla, Duolingo
Metal stamping - like the jewelry, etc.
Class on how to set up and maintain an electronic music library.
Choosing a cell phone and provider

Looking Forward 2020-2025 (in summary)

Looking Forward:

It is clear from the 2019 results that Do-It-Yourself drop-in activities is high on the request list. Coding and design classes got a lot of requests as well as robots. All these were pretty popular in 2016 and remain even more popular in 2019. On the other side but we will not pursue water or laser etching until after we can establish a space that will restrict the noise and fumes to the room and/or funneled outside.

DIY Drop in Activities:

I am currently working on building up a core group of these types of activities that the public can take advantage of at their convenience. Youth and Teen services are also interested in undertaking the preparation of these activities and build on what they already provide. We will need to prioritize this as the library going forward as we will have to undertake this as a group.

Robotics (and coding):

We need to continue to explore options and collaborations in this area. Youth Services has been making strides in this area and will need to be encouraged to continue. More will need to be done for teens and families.

Coding and Design Classes.

As is above, efforts in this area are already underway. This will need to have to continue in earnest.

Equipment Purchases.

A continued investment in equipment and software will need to be supported as well. And although it was not asked in the survey, we should also be looking at a 3D scanner for the duplication of objects.

Requested New Technologies Data

Technology	2016 Per	2016 Num	2019 Per	2019 Num
DIY drop in activities			56%	25
Laser cutter/engraver	37.1%	49	44%	20
Coding and design classes	29.5%	39	42%	19
Robots	24.2%	32	31%	14
Water cutter/engraver			16%	7
Other (please specify)	14.4%	19	16%	7
Vacuum Former			9%	4
Adobe Creative Cloud	46.2%	61		
Digital Lab	40.9%	54		
Virtual reality	32.6%	43		
Microsoft software classes	31.8%	42		
Drones	27.3%	36		
<i>Freeze dryer</i>	17.4%	23		
Ozobot	13.6%	18		
Basic computers classes	13.6%	18		
LittleBits	12.9%	17		
<i>Dremel Club</i>	12.9%	17		
<i>Farmbot</i>	7.6%	10		
Responses		132		45

Not asked that year - New ideas for 2019 or <i>dropped as choice from 2016 list</i>	
Moved to available technology question as it has been implemented since 2016	

New Technology Interests - Open Ended

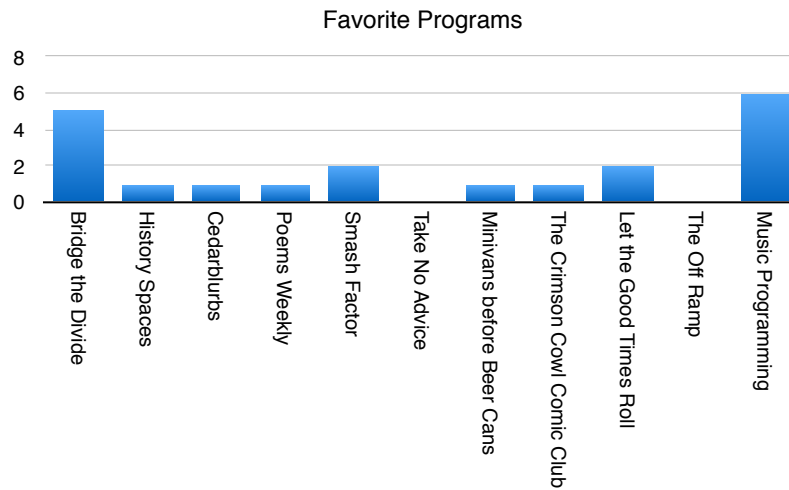
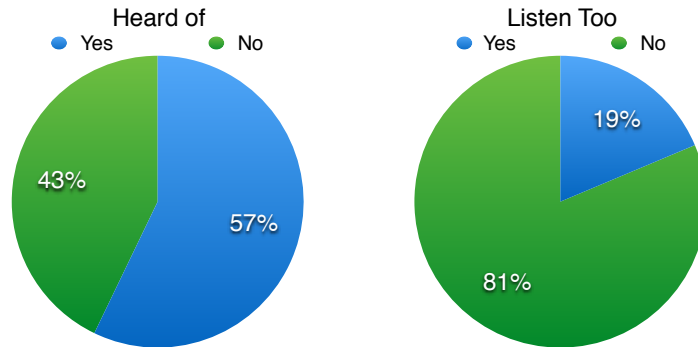
This question on the Technology Survey was an open ended question. The answers mirror the results of the previous question. But it allow for other answers, the ability to elaborate and the chance to state a particular preference from the whole list. I have presented the answers by age group. Younger age wants more new technology, older ages want classes.

Age	Category	Text
12 and under	Robots	Robots
12 and under	VR	VR
13-17	Laser Cutter	Laser cutter
13-17	Laser Cutter	Laser cutter, I'd definitely use it if it was available
13-17	Other	Lots
13-17	Other	Nothing mostly
13-17	Robots	Robots
13-17	Robots/Coding	Robots and code driven classes
13-17	Robots/Coding	robots coding
13-17	Other	unknown
13-17	Vacuum Former	Vacuum Former
18-29	Robots	robots
30-49	Other	?
30-49	Other	I don't know at this time
30-49	YS STEAM	I would like a Masterminds type program/continuation for the middle school grades.
30-49	Classes/Program	Monitoring kids in the digital age. . .
30-49	Other	N/A
30-49	Digital Lab	The technology to convert my VHS to DVD
30-49	Online Services	Using digital resources at CPL for genealogy research. I'm not sure whether that completely fits with the "technology services" designation though.
50-64	3D Printing, VR, Digital Lab	3-D printing, virtual reality, and digital conversion of photos, slides, etc.
50-64	Classes/Program	Audio recording classes. Film and sound editing classes.
50-64	Classes/Program	Classes, instruction
50-64	Digital Lab	digital conversion
50-64	Classes/Program	Educational classes about software it seems like they are offered once and if you can't make it you've missed out.
50-64	Classes/Program	How to use an Apple watch.
50-64	WiFi	I just need fast Wi Fi. I'm unable to work on my graduate classes at the library because it's so slow.
50-64	Classes/Program	online classes

Age	Category	Text
50-64	Other	Open to new ideas
50-64	Classes/Program	Photography or design software Photo and video editing classes
50-64	Classes/Program	Teaching programs (like photoshop) one at a time at different times and days
65-75	Classes/Program	Cloud services
65-75	Digital Lab	digital conversion lab
65-75	Classes/Program, Software	Roseta Stone Languages

CPL Radio

We added a few questions this year to ask about the knowledge of, listeners too, and favorite programs of the CPL Radio. Jeff will need to add more insight into these results as it relates to actual listeners and the 5 year plan for the CPL Radio station.



Do you know of and do you listen to CPL Radio

	Yes	No
Heard of	44	33
Listen to	14	61

Favorite Programs

Program	Number
Bridge the Divide	5
History Spaces	1
Cedarblurbs	1
Poems Weekly	1
Smash Factor	2
Take No Advice	0
Minivans before Beer Cans	1
The Crimson Cowl Comic Club	1
Let the Good Times Roll	2
The Off Ramp	0
Music Programming	6

Additional Comments

Thank You Library :-)
Would love more recording hours @CPL Radio
Idea: A dedicated workshop/makerspace kind of area where anyone can go to design and build things. It would have tools like screwdrivers and drills, along with the 3d printers and the laser cutter if you get that. It would also be great to have software for designing things that can then be 3d printed or laser cut. If it gets used enough, it could be expanded to have lots of different tools and machines.
Its a good place to meet new friends, everything is good
I have enjoyed your VR game sessions in the past
We have attempted to use the 3D printer a few times (either by drop-in or appointment) without success. It would be nice if this service was more consistently available.
would love to see more audiobooks available online
I was not aware of most if the technology that is available which was listed in this survey. When I'm at the library, how can I see what is available?
I feel like I have fallen behind the last few years, though I have the feeling some of this is no great improvement over how it was done before or even a waste of time. But help finding the diamonds in the rough would be helpful.
When planning technology think of all age and needs. (respondent 50-64)
The Librarians are all extremely helpful and don't make me feel like an idiot. I hate the 21st century, but not in a unabomber way. I realize you shouldn't stop progress - I just choose to opt out.
It's really a PITA to have to sign in with library barcode number. I'd like to be able to just sign in with email.
Love the new library, so glad we updated. I love the drop in programs for my grandkids, Lego club etc.... have used and taken 2 online classes. Love to be able to order books + get a text when they come in.
iPhone photography classes Digital Photography classes iPhone tutorials - various capabilities of the iPhone that most people probably don't know about.
clutter on cellphone, improve speed, clutter couch, learn more about Gale Cources
Best of Luck
I need classes. Thank you for all the services you provide.
Some of the reference staff do not appear to have an MLS and have a hard time finding information.