



Technology and Maker Culture: Community Survey Report

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Introduction

The goal of the survey was to gather feedback on future Technology and Maker programming. The survey was composed of ten questions that included ranked-based preferences to weigh the importance of certain library services

Survey Date Range: September 4th – October 2nd, 2018

Number of Responses: 106

Response Analysis

Question 1: How often do you visit the library in a month - online or at a branch - to borrow materials?

	Number of Response(s)	Response Ratio
0	9	8%
1-2	37	34.9%
3-4	15	14.1%
5+	44	41.5%
No responses	1	<1%
Total	106	100%

Question 2: How many times a month do you visit the library for programs?

	Number of Response(s)	Response Ratio
0	68	64.1%
1-2	26	24.5%
3-4	8	7.5%
5+	3	2.8%
No responses	1	<1%
Total	106	100%

Question 3: Did you know KFPL offers technology programs for all ages?

	Number of Response(s)	Response Ratio
Yes	61	57.5%
No	44	41.5%
No responses	1	<1%
Total	106	100%

Question 4: Please select the online resources that you already use.

	Number of Response(s)	% of Survey Respondents	% of Question Respondents
Ancestry	8	8	13
Digital Kingston	9	8	15
RB Digital Magazines (formerly Zinio)	12	11	20
Hoopla	19	18	31
Lynda.com	13	12	21
Mango Languages & Little Pim	3	3	5
OverDrive/Libby App	41	39	67
PressReader	16	15	26
Safari Books Online	8	8	13
Tumblebooks	4	4	7
Total	61		

Question 5: Are there any online resources that you had never heard of?

	Number of Response(s)	% of Survey Respondents	% of Question Respondents
Ancestry	27	25	31
Digital Kingston	61	58	71
RB Digital Magazines (formerly Zinio)	52	49	60
Hoopla	48	45	56
Lynda.com	47	44	55
Mango Languages & Little Pim	64	60	74
OverDrive/Libby App	34	32	40
PressReader	60	57	70
Safari Books Online	49	46	57
Tumblebooks	60	57	70
Total	86		

Question 6: Please select the KFPL programs and services you have used or attended in the last year.

	Number of Response(s)	% of Survey Respondents	% of Question Respondents
3D Printing	12	11	35
Art of Illustration	4	4	12
Claymation	2	2	6
Coder Dojo	7	7	21
LEGO My Library	11	10	32
STEM Start	4	4	12
STEM Punks	2	2	6
Technology Tutors	7	7	21
Technology Drop Ins	6	6	18
Total	34		

Question 7: Libraries offer a wide range of maker and technology programming. Please choose only the top five that would interest you most.

	Number of Response(s)	% of Survey Respondents	% of Question Respondents
3D Design and Printing	39	37	39
Arduino	11	10	11
Coding	19	18	19
Raspberry Pi	11	10	11
Virtual Reality and Gaming	18	17	18
Artisan Demonstrations (potter, woodcarver)	45	42	45
Building (LEGO, MakeDo)	11	10	11
Crafting (knitting, paper making, button making)	48	45	48
Food and Gardens	38	36	38
Photography and Video Editing	41	39	41
Repair Café (fix small appliances, clothing)	44	42	44
Sound Recording and Editing	16	15	16
Vinyl Cutting and Laser Woodcutting	13	12	13
Device How-To (Android tablets, iPads, Smart Phones, laptops)	29	27	29
General Computer Skills (backups & the Cloud, email, file management, protecting your computer)	25	24	25
KFPL Digital Resource Instruction (OverDrive, PressReader)	21	20	21
Social Media	13	12	13
Software (word processing, Microsoft Office)	7	7	7
Facetime/Skype	6	6	6
Total	99		

Question 8: Please indicate what other sort of technology or maker programs you would like to participate in at the library?

- Not applicable
- Not interested
- How to write a publish a blog. How to create a website. Most of the programs I'm interested in are too far away. Came to geneology in Parham. (None of the in question 6) are in Central Frontenac as far as I've seen or heard. Don't know what they are, so perhaps I just wasn't interested. Don't know what (Arduino and Rasbperry Pi) are. Might be interested if you provided a description, not just a brand name.
- Photography / print-making sessions
- Tech tutors, tech drop ins
- How does the question differ from the above boxes
- Cooking, jewelry making, alternative medicine info
- General electronics (resistors, capacitors, etc.)
- Tool library (ie the ability to borrow tools in the same way that we borrow books); this should include crafting tools and sewing machines
- Coding, media recording and editing
- 3D printing seems interesting
- Vinyl cutting and laser wood cutting seems cool along with building and the artisan demonstrations
- I would like to participate in technology or maker programs that address photography and film skills. As well as this, I would like to learn more about VR and the tech of gaming, as well as music in technology.
- Hardware would be good, it exposes people to this technology who may not be able to afford it.
- SFX makeup, space exploration, games (like Chess, GO)
- Would love to see options available for younger kids (ie: coding, art workshops) – 6-9 years
- I would love to see programs for parents that teach them how to make kids safe online and teach us about current apps being used by young people. I would be interested in basic computer courses that teach how to use both pc and apple technologies. Courses focused on those 40 who may be looking for career

changes that have very minimal current pc knowledge. Eg. I just pulled out an old resume and my last computer course I took was for windows 98 lol.

- For my parents who are learning new technologies (smartphone) how to use them. Etc...
- I'd love to learn very basic repairs or how to use tools in the home ie.- how to use a drill to hang a picture, how to stop a leaky faucet. How to replace filters in furnace. How to use a hand saw etc etc...
- Device hoe to seems important and computer skills seems to be needed especially for those who didn't grow up with this new tech.
- Have print out information for FREE!
- I would like to be put on the Technology learner program once a month to twice a month so I can learn how to handle my phone technology as gmail and other techs.
- Orienting
- Although I have a desk-top computer for writing, research and email. I am not into technology and have no "devices". I borrow a lot of non-fiction books and audiobooks but tech programs don't interest me. I do wish you bought more non-fiction audiobooks.
- Training on iPad. More infor for using your resources I feel as a senior I could benefit from more ability to use your resources other than order books on line especially for rural residents of Frontenac County.
- I would like to learn how to get more out of my smart phone without accidentally using up data and adding extra charges.
- More cosplay based workshops. Was in attendance at duct tape mannequin, both bracer workshops and plan to attend sewing basics and horror make up. After attending bracer and duct tape, it really identified the need for a designated maker space to house 3D printers, autoCAD, access to heat guns, glue guns, wood working tools, sewing machines, etc. It is a form of literacy that is seemingly dying because so few seem to have access to build space and tools. Many libraries are housing spaces like this and what a valuable asset it would be!
- Educational kids sites (kids are 2 and 5)
- My niece is able to take out a sewing machine from her library ...thought this was a great way to get people into making their own clothes
- As a mom of small children I'm drawn to children's programming and activities.
- Building website, how to assemble/set up various technologies ie. computer, TV, smartphone, and info. on parts and how they all work.

- Crochet would be fun!
- I like any courses that help me with my computer and I Pod, sorting out problems. Working with tech tutors is what I use. I find Sarah very helpful as a technician tutor.
- You are awesome, these are great! Yay libraries!
- The ones indicated in answer 7 (3D design, coding, sound recording and editing, vinyl cutting and laser woodcutting, and device how-to) would be great to attend.
- Storytelling in different languages
- WordPress, blogging, digital marketing
- Conferences on bees, geocaching, et...
- I've no idea what's meant by Arduino, coding, Hoopla, Mango languages or raspberry pi: perhaps a bit more info about what these things are and how/why they might be of interest would be helpful.
- Sewing (garment) using machine or serger
- Arduino, Raspberry Pi
- I would like to know if you ever come into the classroom?
- Infrastructure design and problem solving.
- Electronics and engineering toys for children. iPads
- Tool borrowing and specialized converters (like vinyl to mp3)
- Anything to do with new technology eg: new chrome book
- I would love to look into the Ancestry program
- Don't know the meaning of the terms listed in question 7.
- Workshops on skills aimed at new entrepreneurs and creatives like online-shop building, marketing, photography, design, etc.

Question 9: How could the library or its technology program services be improved, if at all?

- Not an expert. No suggestions.
- Not experienced enough to respond
- I am saddened that the Library System Administrators insist on stifling initiatives in rural branches that made the library a caring part of our community. We can no longer bring books to give away and library assistants cannot do personal deliveries on their own time to housebound patrons. Sharbot Lake needs painting – something like a pale turquoise, not the soul destroying battleship gray you’ve covered Parham and Mountain Grove. You’ve taken the soul out of our rural libraries. We can’t even have colourful posters on the walls. Shameful and disappointing. Many of us who are frequent users talk about the dictatorship from “Head Office” that is turning our rural branches soulless. Please reconsider.
- Tech drop-ins in evenings or Sat/Fri afternoons
- Downloading on library’s WI-FI painfully slow
- Well, will know better when the main branch reopens
- Source the products you use locally, not through Amazon or the USA
- I would like programs offered in Sharbot Lake evenings and weekends.
- Better awareness
- Have a designated person to be the contact for community for activities and resources in the creative and physical realm. I recently did a therapeutic recreation certificate program that focussed on what inspires people regardless of ability. Therapeutic recreation involves individual assessment of interests and activities. It’s not known here in Kingston area but better known in the US and southern Ontario and some provinces. As recreation therapists we are trained to help people find their recreation/leisure focus. Would be cool to have more recreation therapists in Kingston to help people overcome barriers to enjoy life.
- Laser cutting services could be awesome.
- Make the technology programs more widespread known to the public. In other words advertise more.
- 3D printing
- I have not been to any so I have no thought.
- I haven’t been to many programs at the library and so I don’t really know so far what can be improved.

- I personally feel that hands on work should be balanced with the amount of technical work.
- Longer hours of operation
- Partner up with school boards to encourage families back into libraries. Advertise on as many platforms as possible. Send notices to schools to go home with students about programs.
- More publicity.
- More advertising. Didn't know these were offered for adults.
- More computers in the library
- Allow people like me to have more appointments monthly so it is not too long in between learning teachings of technology that I forget how to do
- Unclear what the library does right now. E.g. What is done with Raspberry Pi? Where would I find this?
- I am sure there are many things offered that I am only using a very minimum so I can not offer an opinion.
- See above
- That library staff be better aware of all their programming to better promote it.
- Have a Tech Tutor at Pittsburgh
- I am 14 and I struggle to find teen only events especially teen only events that don't allow little kids to join if they show up. And by teen only I mean 13+
- Have all services clearly stated on the home page of the website
- Offer loans of tools (gardening, mechanical, etc.), instruments, audio/visual recording devices
- I would use ancestry services if you could log in from home!
- More open hours in sharbot lake
- More advertising of what is offered
- More information shared at time of "enrollment", I wasn't informed on programs and services when I first came to the library and got my library card.
- Offer night activities
- More tech tutor time
- Spots are limited for programs that require registration so a small number of people access many sessions. Consider more drop-in programs for the above topics,

especially for older children/youth to explore – parents can also challenge themselves and participate since the skills may be new to all.

- N/a
- I wasn't aware of many of these programs so more publicity would be good.
- On the website, it would be great have a quiz/questionnaire that matches your interests to a program or event, or a page that lets you explore the different program categories. Likewise, more promotion to the online services the library offers would help bring awareness to it.
- Connect to how they can be applied in my workplace. Or to make weird magical things happen in my home ie ferris bueller style
- Engaging with more community agencies and offering more advertising, increase if not already doing, paid social media promotions.
- Offer option to sync with Google Calendar when registered for an event.
- Advertise them more aggressively; notify cardholders what you offer, don't wait for them to come to you...it's hard to even formulate questions about programs when one has no idea what they are about. I appreciate getting mail-outs from KFPL, telling more about their services beyond book & movie lending.
- Knowing a tech tutor is coming isn't much help, if I don't even know what to ask them. But what if they were to offer a session introducing/explaining some of the tech & online resources that are available, I'd be delighted to sign up. This may be happening on a regular basis already, but how does the ordinary user find out about such sessions?
- Adult programs not for seniors
- Come into schools and get kids excited about tech!
- Chats at the retirement home on a regular basis. Showing their services.
- Programs specifically designed for children with high functioning autism (formerly Asperger's).
- Hire more tech tutors to get rid of the waiting list
- More help for seniors
- Lessons on how to use items – such as Ancestry and Hoopla.
- More programs aimed at general adult topics (aka not children/teen or older adults).

Question 10: How do the library technology programs benefit you or the community?

- Super opportunities for young people
- They haven't benefited me so far; I have no idea how they benefit the community, particularly in Central Frontenac.
- Library branches are a vital hub in less densely populated regions
- Use electronic devices more effectively, help build my business
- The library is an excellent resource for people to learn and try things for free as well as a great community meeting place. So grateful for our library, its resources and programs.
- Haven't really been involved in them enough to know. I mainly know books.
- By hands on training
- It would encourage people to go to our branch and increase usage. It would provide our youth and families to opportunities that urban residents all have access to.
- Useful for recreation and projects as an artist in the community.
- The new technology being used/introduced is/can be imperative to those who would otherwise be left in the dark.
- Coder dojo is pretty neat.
- It's really cool learning about new stuff and these technology programs might benefit the community by bringing people together and teaching things they can learn/benefit from.
- The would benefit me and the community by spreading awareness of the essential skills regarding computers that are increasingly being integrated into our lives.
- I think that tech programs at the library help increase digital literacy – introducing people to common internet skills (eg: creating strong passwords, etc) is important too.
- Gives me a place to go after school, access to resources/internet
- Technology programs help us by keeping us up to date on our ever changing technologies. Falling behind on this can be a safety issue for seniors, parents and children.
- Haven't done any yet but interested.
- Computer tutor!

- It makes it easier to receive the help we need personally behind closed doors with no shame of not knowing the knowledge of how technology works.
- Library is a community resource for people to meet and discuss, learn, share.
- I use the ordering on line and as a result I am in the library put my returns on the return shelf pick up my books from the reserve shelf use the checkout computer and this takes a minimum amount of time, very convenient. Due to an eye problem I do not read on my iPad but hope if my eyes improve I will in the future use this technology again as it was what got me back to the library after many years of not using your services.
- It's a better and cheaper way to learn things.
- I wouldn't know where else to turn – tutors are so helpful!
- I'm not sure but it must be beneficial...
- Seems to help kids and parents of young kids the most out of all demographics. I like the camaraderie of the beer and books group, spreads good will to the Kingston community. Gives access to technology to low income people or older people who need help with technology.
- I love stem start for my daughter it helps her Lear but also socialize. I find library programs a good way to learn new things and meet new people
- I don't really use the library for anything else.
- Elevate skills in the community. Engage with others. Free programs that would not otherwise have access to.
- Community building opportunity, low barrier to entry learning, potential for economic empowerment and/or development of an interest in building new skills
- I like how the library includes everyone from the community – from 3D Printing to learning how to type, it offers something for everyone.
- Sense of wonder for what is possible. Not just skills but also hope for the future
- Not really, I consider myself as a tech-illiterate, plus the language barrier makes me feel uncomfortable.
- Build skills and types of literacy
- I can be more active and understand better how to use it to feel that I can be part of it.
- I suspect they could be of considerable benefit, if one knew what they were and how to use them.

- Perhaps outreach 'advertising' directed at non-carholders would lead to the library being of much greater benefit to the community.
- Technology specifically they currently don't
- I hope that they would pique the interest of our students so that they could then pursue tech in the future
- Many of the residents have sight and sound problems and the library has e-books, audio books, large print, and videos that would help them..
- Gives my child positive associations with the library. Supports my life-long love of learning.
- Making rare or new technologies available to everyone rich or poor
- We now can whine at the library and not at our neighbors for tech. help
- I LOVE Libby. I have listened to so many audio books. I walk every day and now I listen to books while I walk. Best program EVER!! NOTES – Question 1 – no timeframe given – I assumed per month. Question 2 – I put 0 but I go whenever there is a topic of interest that fits my schedule.