**U.S. IMPACT Public Library Study**

**Questions to Gather Performance Indicators**

*The following are suggested questions to ask of public access technology users. They can be used as part of a survey (in print or electronic form) and results can be compared against the U.S. IMPACT Study national findings to show impact at the local level. Gathered using the same questions at regular intervals, they can also be used to measure changes in patron outcomes as a result of policy decisions or resource allocations.*

**Primary and secondary use of public access technology**

* Have you used a computer in the public library to access library resources, such as looking up books orplacing holds, or to use online resources available through the library’s website, like digital articles or books?
* Have you used a public library computer or wireless network to access the Internet?
* Do you currently have regular access to a computer and the Internet for your personal use somewhere other than the public library?
* Have you used a public library computer or Internet connection while traveling?

**Library resources and services**

* Have you participated in computer-related training or classes, like how to use computer software or search the Internet, at your public library in the past 12 months?
* In the past 12 months, have you gotten help from library staff or volunteers for any of these purposes? Select all that apply.

**Educational**

Did you use a public library computer or Internet connection to:

* learn about a degree or certificate program?
* apply for a degree or certificate programs? [Were you accepted?]
* apply for financial aid? [Did you receive it?]
* complete coursework for a class?
* Take an online class or workshop?

**Employment and entrepreneurial**

Did you use a public library computer or Internet connection to:

* search for a **job opening** or career opportunity?
* fill out a job application or send a résumé? [Did you get a job interview? Did you get hired?]
* work-on a **résumé**?
* receive training related to build skills related to your job or profession?
* to do research or find information related to your job or profession?
* to start or manage a business

**Health and wellness**

Did you use a public library computer or Internet connection to:

* learn about an illness, disease, or a medical condition?
* Learn about a medical procedure?
* find an online or face-to-face support group for a health need?
* Learn about prescription or over-the-counter medications?
* Learn about diet or nutrition? [Did you make a change in your diet as a result?]
* Learn about exercise or fitness? [Did you make a change to your exercise habits as a result?]
* Find information about a doctor or health care provider? [Did you make an appointment? Did you receive the care you needed?]
* Find information about health insurance or a drug discount plan? [Did you enroll?]

**Government and legal information and services**

Did you use a public library computer or Internet connection to:

* Get help from a government official or agency? [Did you get the help you needed?]
* Get government forms? [Did you submit the forms online using library computers?]
* Learn about local, state, or Federal laws or regulations?
* Learn about permits or licenses?
* Look for advice or assistance with a legal question or problem? [Did you get the help you needed?]
* Learn about government programs or services? [Did you apply for a program using a library computer?]

**Participating in community life**

Did you use a public library computer or Internet connection to:

* Learn about a political activity, social cause, or political candidate? [Did this help you decide to support the candidate or cause?]
* Learn about starting a club or nonprofit association? [Did you start a club or association?]
* Organize or manage activities or a club, civic or community group, or other nonprofit association?
* Keep up with current events through a news website?

**Managing household finances**

Did you use a public library computer or Internet connection to:

* Do online banking?
* Pay bills?
* Look-up or monitor investment information
* Gather information about or compare products or services?
* Purchase something online?
* Sell something online?
* Look up your credit rating?
* Learn about a new loan or refinancing an old loan?
* Learn about getting out of debt? [We you able to reduce or better manage your debt?]

**Building and maintaining social connections**

Did you use a public library computer or Internet connection to:

* Communicate with friends or family? [Do any of them live outside of the United States?]
* Visit a social networking site?
* Maintain a personal website or blog?
* Explore your family genealogy?
* Meet new friends?
* Find old friends?
* Pursue a hobby?
* Learn new skills?
* Do something online with your children, family, or friends?
* Organize an event?
* Find support for a personal or family issue?