



REPORT INFORMATION

Topic: Education/Lifelong Learning

Programs: See full list on page 2

Date Range: 01/01/2018 to 08/15/2018

FLINT PUBLIC LIBRARY SURVEY WORK

Flint Public Library staff distributed surveys to program participants to collect data and insights about how their education and lifelong learning services and programs are supporting community needs. Flint Public Library surveyed patrons using the Project Outcome Education and Lifelong Learning Survey, which measures the impact of services designed to impart new knowledge and skills, improve academic performance, and engage in a variety of leisure learning activities. A total of **13** survey responses were collected.

Results

A total of **13** survey responses were collected. Of the percentage of patrons surveyed who either **agreed or strongly agreed** that they benefited from the service or program:

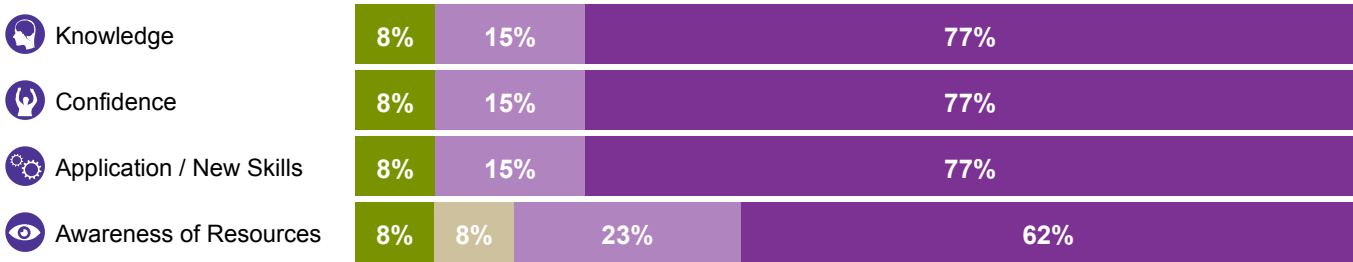
92% learned something that was helpful

92% intend to apply what they learned

92% felt more confident about what they learned

85% were more aware of resources and services provided by the library

The full results of the survey(s) are shown below. *(Note that due to rounding, percentages may not add up to 100%)*



SCORING: Strongly Disagree Disagree Neither Agree Strongly Agree

Selected Criteria Average

Education/Lifelong Learning Topic Averages

	Library	Library	State/Province	National
Knowledge	4.5	4.5	4.6	4.6
Confidence	4.5	4.4	4.5	4.5
Application / New Skills	4.5	4.3	4.4	4.4
Awareness of Resources	4.3	4.3	4.4	4.4

AVERAGES: Ranges from 1.0 (Strongly Disagree) to 5.0 (Strongly Agree)

Survey topic averages represent all data under the survey topic and type and are based on the library location (e.g. United States, Canada). Selected criteria average represents data under any additional criteria applied to the report, such as date range, program or survey name.

A total of 13 survey responses were collected across 3 surveys. The list of programs surveyed are shown in the table below.

Program Name	Survey Name	Attendance	Response Rate
Book an Expert - 4/1/2018	Book an Expert Q2 - 04/01/2018	13	30.80%
Book an Expert - 7/1/2018	Book an Expert - Q3 2018	3	100.00%
Book an Expert - 2/6/2018	Book an Expert - 2018 Q1	13	46.20%

Additional Survey Information

The library also asked the following questions:

1. How did you find out about this service? Would you recommend this service to others?
2. What could the library do to better assist you in learning more?
3. What did you come in to learn today, and were we successful in helping you learn?
4. What did you like most about the program?
5. What would you like to learn next from a library "expert"?

Open-Ended Responses

Open-ended responses are listed in chronological order and grouped by survey and then by question.

Book an Expert - Q3 2018

1. How did you find out about this service? Would you recommend this service to others?

- Davison High School adult computer class
- Davison High School adult computer class
- A neighbor.

2. What could the library do to better assist you in learning more?

- more classes instead of one every 30 days
- More classes instead of one every 30 days

3. What did you come in to learn today, and were we successful in helping you learn?

- Excel
- Excel
- Familiarity with the keyboard and (some of the) programs.

4. What did you like most about the program?

- The instructor Erin
- The instructor Erin
- I feel more confident about using a computer. I had stopped because of my failing vision but I believe I can now return to using esp. since I have learned to enlarge the font.

5. What would you like to learn next from a library "expert"?

- Word
- Word

Book an Expert Q2 - 04/01/2018



Topic: Education/Lifelong Learning
Survey Type: Immediate | Report Created On: 8/16/2018

1. How did you find out about this service? Would you recommend this service to others?

- Yes! Thank you! Erin was extremely helpful and I look forward to getting more assistance from her in the future.
- yes
- Yes!

2. What could the library do to better assist you in learning more?

- ability to meet more often and sooner when requested
- 4 times a month.
- Continue Ask the Expert program
- Computer classes

3. What did you come in to learn today, and were we successful in helping you learn?

- Kindle Fire operation and things you can use on it Also linkedin maneuvering.
- New cell phone (smart phone) how to operate it.
- How to find Angie's List - Yes!

4. What did you like most about the program?

- learning about procedures I needed and also new things the library has to offer
- Device help
- Personal instructions
- "Hands On" & finding what I needed on cell phone.

5. What would you like to learn next from a library "expert"?

- more specifics on Kindle use of LinkedIn
- Open for next project
- How to operate a computer.

Book an Expert - 2018 Q1

1. How did you find out about this service? Would you recommend this service to others?

- A former neighbor knew about it. YES (underscored)
- Yes!
- Yes, already have.
- yes

2. What could the library do to better assist you in learning more?

- Continue to target areas to teach
- Computer classes
- n/a
- e-mail newsletter, over the phone reference, - hearing/vision impaired request a longer session
- Gosh - you guys are great - I can't think of anything more you could do.
- I would like to be able to come in and ask a question about something I'm stuck on and can't figure out myself - something like an open lab for a few hours a week.

3. What did you come in to learn today, and were we successful in helping you learn?

- how to text with my flip phone (Trac)
- How to find Angie's List - Yes!
- Amazon echo/tap - Magicjack Yes!
- About Kindle. Yes, I can order a book now.



4. What did you like most about the program?

- Quick and easier than tutorials - found my errors more quickly - able to answer my question @ the time - so clearer
- "Hands On" & finding what I needed on cell phone.
- One on one meeting with professional
- Helpful, willing to try anything. Individual help.
- Just finding all the options I never new existed!
- Learned something.

5. What would you like to learn next from a library "expert"?

- areas with my Chromebook
- How to operate a computer
- More on echo/tap
- More on more kinds (Could read Kindle, hard to tell).



Overview

Wherever public libraries are working, possibility lives. People who work in public libraries know that library services open new opportunities for anyone who enters – putting people on the path to literacy, technological know-how, or a better job. Libraries see evidence of this every day – what they are often missing is the data to support it. Measuring outcome data helps libraries demonstrate the good they are doing and the value their impact is having in the community. For example, the Project Outcome: Year in Review 2016 Annual Report sites that nearly 80% of library users surveyed report that library programs and services have had some kind of positive impact on their lives in the last year, with a majority of patrons reporting that the educational aspect of these programs and services is what they like most. And these patron benefits are in high demand. Patrons most commonly suggested improvement for the library is new, more, or more frequent classes and programs.ⁱ

About the Surveys

The Project Outcome surveys were developed by the Public Library Association's Performance Measurement Task Force, which is comprised of a diverse group of public and state library leaders, consultants, data researchers and analysts. The surveys are designed to help libraries measure the outcomes of programs and services and the impact they have on patrons. The results are intended to show a direction of change, not rigorous statistical proof of change. To learn more about Project Outcome, visit www.projectoutcome.org (<https://www.projectoutcome.org>).

Implications for Community Impact

Learning is a lifelong process. Public libraries provide an inclusive learning environment where community members can develop skills and knowledge at any age or stage of life. At the public library, users can find homework help, join book clubs, pursue a GED or higher education, and take classes or receive one-on-one help. Research shows that people from every walk of life use public libraries to enhance their education and pursue new knowledge and skills, and that education and lifelong learning provide lasting benefits for individuals and communities.

- Four out of five people in the United States (83%) have used a public library at some point in their lives, and about half (49%) have used a public library in the past year.ⁱⁱ
- A Pew Research study found that nearly all respondents (95%) agreed that the resources offered at public libraries are factors in individuals' opportunities for personal success.ⁱⁱⁱ
- Many learning pursuits are enhanced by Internet access provided in the public library. According to a 2009 study by the Institute of Museum and Library Services, at least 36 million people used library computers for education and learning purposes over the course of a year. Nearly two-thirds (64%) of those who used a library computer to apply to a college degree or vocational program were accepted, and more than half (51%) of those who used library computers to seek financial aid to advance their education received funding.^{iv}
- Closing the local public library would greatly affect the community according to 65% of people in the United States. Hispanics, African Americans, and people living in low-income households say they would be especially impacted by library closures.^v Adults who have not graduated from high school are most likely to say that if their public library were to close it would have a major impact on them and their family (35%).^{vi}
- Support and training provided by public library staff is a critical part of the lifelong learning opportunities within public libraries. Among people in the United States who visited a library in the past year, 42% received help from a librarian, and 17% attended a class or lecture.^{vii}



SOURCES

ⁱProject Outcome. "Project Outcome: A Year in Review 2016 Annual Report," Accessed March 23, 2017.

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ⁱⁱJohn B. Horrigan, Lee Rainie, and Dana Page. "Libraries at the crossroads." Pew Research Center (2015). Accessed October 23, 2015.

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ⁱⁱⁱKathryn Zickuhr, Lee Rainie, and Kristen Purcell. "How Americans Value Public Libraries in Their Communities," Pew Research Center (2013). Accessed July 29, 2015. <http://libraries.pewinternet.org/2013/12/11/libraries-in-communities/>

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^{iv}Samantha Becker, Michael D. Crandall et al. "Opportunity for All: How the American Public Benefits from Internet Access at U.S.

Libraries," (Washington, D.C.: Institute of Museum and Library Services, 2010). Accessed July 29, 2015.

http://impact.ischool.washington.edu/documents/OPP4ALL_FinalReport.pdf

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^vHorrigan, Rainie, and Page. "Libraries at the crossroads"

^{vi}Zickuhr, Rainie, and Purcell. "How Americans Value Public Libraries"

^{vii}Horrigan, Rainie, and Page. "Libraries at the crossroads"

