Survey Results
Technology Classes

We were thrilled to receive 461 responses. 2016 classes will be based on your feedback, including * New * Intermediate * topics.

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How would you describe your tech literacy skills?

- Basic: I never or rarely use technology. I don't know where to start. 17 (3.7%)
- Intermediate: I use technology sometimes. With help, I could learn more. 193 (41.9%)
- Literate: I use technology frequently at home, work, & volunteering. I can teach myself new skills. 251 (54.4%)

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Why would you like to increase your tech literacy?

- Stay in touch with family and friends 173 (37.5%)
- Job skills 106 (23%)
- Skills for my volunteer position 82 (17.8%)
- Stay current with technology 341 (74%)
- Enjoy learning new skills 289 (62.7%)
- Need technology for daily living 180 (39%)
- Use technology for interests & hobbies 264 (57.3%)
- I don't want to increase my tech literacy 15 (3.3%)

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Which kinds of technology do you use at the library?

- Catalog/Station computers downstairs 284 (61.8%)
- Computer Commons computers upstairs 147 (31.9%)
- Library Wi-Fi on my device 220 (47.7%)
- I don't use the library's technology 92 (20%)

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How often do you typically use the library's technology?

- Almost every day: 19 (4.1%)
- A few times a week: 56 (12.1%)
- A few times a month: 163 (35.4%)
- A few times a year: 154 (33.4%)
- Never: 69 (15%)
What kinds of tasks do you complete with the library's technology?

- (Education): applying to school, online class, applying for financial aid 17 (3.7%)
- (Employment): Apply for a job, write a resume, learn about a position 25 (5.4%)
- (Entrepreneurship): start a business, manage a business, find customers 29 (8.3%)
- (Health and Wellness): research concerns, find doctor, insurance, diet, exercise 87 (18.9%)
- (Government): laws & licenses, get government forms, apply for a government program 49 (10.6%)
- (Entertainment): movies, TV, games 86 (18.7%)
- (Commerce): banking, paying bills, shopping, investments, travel, find housing 53 (11.5%)
- (Social): email, messages to family & friends, share pictures, support groups 135 (29.3%)
- (Hobbies): travel, genealogy, recipes, interests, get help with a project 141 (30.6%)
- (Civic Engagement): news & weather, clubs, community, church, political activity 66 (14.3%)
- (Library Services): put books on hold, eServices, sign up for programs 296 (64.2%)
- None of the Above 87 (18.9%)

Which Library eServices do you use?

- eBooks on 3M 134 (29.1%)
- eAudioBooks on OneClickDigital 58 (12.6%)
- eMagazines on Zinio 38 (8.2%)
- Manage my account on the library's website 229 (49.7%)
- I don't use any library eServices 173 (37.5%)

How have you received help and training from library staff on using the computer and the Internet?

- Attended a Tech Literacy class 102 (22.1%)
- Attended a Book-a-Librarian appointment 48 (10.4%)
- Asked for help in the computer commons while using my own computer or device 59 (12.8%)
- Asked for help in the computer commons while using a library computer 80 (17.4%)
- Called the service desk downstairs a tech question 97 (21.8%)
- Called the library with a tech question 39 (8.5%)
- I haven't asked for help 213 (46.2%)

How helpful were library staff in answering your tech question(s)?

- Very helpful 225 (49.8%)
- Somewhat helpful 24 (5.3%)
- Not too helpful 2 (0.4%)
- Not helpful at all 2 (0.4%)
- I haven't asked for help 199 (44%)

How important is it for the library to offer Tech Literacy classes?

- Very Important 242 (52.5%)
- Important 144 (31.2%)
- Moderately Important 63 (13.7%)
- Of Little Importance 7 (1.5%)
- Unimportant 5 (1.1%)
Have you taken any of the library's 2015 Tech Literacy classes?

- Computer Very Basics: 17 (3.7%)
- Internet Basics: 18 (3.9%)
- Email Basics: 7 (1.5%)
- Safety & Security on the Internet: 11 (2.4%)
- Listen to Music for Free: 16 (3.5%)
- Gadgets: What's Right for You?: 11 (2.4%)
- Free Library eBooks Made Easy: 27 (5.9%)
- Tech Makes Travel Easier: 18 (3.9%)
- Computer Basics II: 5 (1.1%)
- Word Basics: 2 (0.4%)
- Excel Basics: 12 (2.6%)
- Tech Helps Find the Next Perfect Book: 7 (1.5%)
- I haven't taken any: 377 (81.8%)

If so, how satisfied were you with the class(es)?

- Very Satisfied: 62 (42.6%)
- Satisfied: 30 (20.7%)
- Neither Satisfied Nor Dissatisfied: 47 (32.4%)
- Dissatisfied: 3 (2.1%)
- Very Dissatisfied: 3 (2.1%)

How would you describe the library's 2015 Tech Literacy classes?

- Interesting class topics: 261 (56.6%)
- Class topics not interesting or relevant to me: 54 (11.7%)
- Too basic: 66 (14.3%)
- Appropriate skill level: 78 (16.9%)
- Too advanced: 0 (0%)
- Convenient scheduling: 108 (23.4%)
- Scheduling not convenient: 38 (8.2%)
- Location good for learning: 108 (23.4%)
- Location not good for learning: 4 (0.9%)
- Helpful teacher and volunteers: 100 (21.7%)
- Teachers and volunteers not helpful: 5 (1.1%)
What class topics interest me: Basic Skills

- Computer Basics I: mouse and keyboard, vocabulary
- Computer Basics II: sending and managing pictures and files
- Internet Basics
- Email Basics
- Word Basics
- Excel Basics
- Safety & Security Online
- Other

What class topics interest me: Intermediate Skills

- Word II
- Excel II
- PowerPoint
- Publisher
- Email II
- Internet II
- Facebook
- Pinterest
- LinkedIn
- Protecting Your Privacy Online
- Building a website
- Writing a blog
- Using the Cloud to save and back up documents, pictures, and music
- Online calendars that sync with your mobile devices
- Advanced Internet Searching
- Backing up your data
- Buying a computer Q & A
- Clean Up and Speed Up Your Computer
- Other

What class topics interest me: Mobile Devices

- iPad and iPhone Basics
- Android Basics for phones and tablets
- What Gadget is Right for Me?
- Pictures and videos: taking and sharing
- Other
What is your age?

<table>
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<th>Age Range</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>0 - 18</td>
<td>2</td>
<td>0.4%</td>
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<tr>
<td>19 - 29</td>
<td>3</td>
<td>0.7%</td>
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<tr>
<td>30 - 39</td>
<td>19</td>
<td>4.1%</td>
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<tr>
<td>40 - 49</td>
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<tr>
<td>70 - 79</td>
<td>109</td>
<td>23.7%</td>
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<tr>
<td>80+</td>
<td>24</td>
<td>5.2%</td>
</tr>
</tbody>
</table>

What is your gender?

- Male 153 (33.6%)
- Female 302 (66.4%)

What language do you speak at home?

- English 448 (99.6%)
- Spanish 1 (0.2%)
- Other 1 (0.2%)

What is your education level?

- Some high school 2 (0.4%)
- High school or GED 26 (5.6%)
- 2-year or vocational degree 44 (9.8%)
- 4-year degree 162 (35.9%)
- Master’s degree 164 (36.4%)
- Doctorate 53 (11.8%)

How much of the year do you live in the Estes Valley or in a surrounding community?

- Year-Round 336 (74.8%)
- 6 - 11 months 50 (11.1%)
- 1 - 5 months 52 (11.6%)
- I'm planning to move to here soon 3 (0.7%)
- I'm a visitor 8 (1.8%)

How long have you lived in the Estes Valley or in a surrounding community, including part-time and year-round?

- 0 - 5 years 103 (23%)
- 6 - 10 years 100 (22.4%)
- 11 - 20 years 109 (24.4%)
- 21+ years 126 (28.2%)
- I'm planning to move to here soon 3 (0.7%)
- I'm a visitor 6 (1.3%)
Tell us more about the current tech literacy classes:

I want more interesting topics like designing a website, writing a blog

Moves more in-depth classes (not just for seniors). Needs more often.

Just started attending classes. Appreciate that library offers so much technology training and one on one sessions for us - we are older population and technology is something we definitely don't understand without a lot of help.

Took the Zinio (magazines) class.

only know they are offered, nothing more

If I needed tech training, I'd certainly come to the library remote medical monitoring would be interesting.

I am so grateful the library is offering these important classes for the community.

If I get even ONE new tip or skill from a class, I consider my time well spent.

I barely know that the tech classes exist.

Took iPad/phone class - basic - lots of questions

Well presented.

It was difficult to hear at times because she stood at one of the long room and she has a soft voice. It doesn't seem like the room could be arranged differently.

The topic was great but there wasn't enough time to really learn what was necessary to be successful. I came away with no idea how to access what I'd learned. I'm an older person... maybe older classes need more time to learn and assimilate new technology.

I took 2 classes and was very pleased with both, but I never kept up with what I learned. Unfortunately, I think the instructor is an excellent teacher and the volunteers were very helpful. I really use my computer only for emails and information and Facebook. I have 2 grown children close by and when I need more they are often available.

I really enjoyed the excel class. All of the helpers were patient and knowledgeable!

Enjoyed. Benefited even when some of the information was too basic.

I would like more classes on expanding my knowledge of iPad and iPhone.

I'm very thankful these classes are offered!

Classes already full when I tried to register

I would like to see some e-mail and internet classes that go beyond the basics.

Took one on on one w/my mom. Need help w/iPhone

I feel that there is definitely a need for basic classes, but it would be interesting to see what advanced classes the library might come up with. How to create your own app perhaps?

Don't know. Here part time.

Funny thing is I'm not sure what I want or need until I see if announced then decide to take it!

I probably have no need for the Library's tech literacy classes, but I'm sure that some in the community do.

I want to learn how to do ebook and audio books but the classes have not worked.

lack of information about classes

Don't use them.

Important for the community

Only for beginners

I haven't had the opportunity to use them as much as I would like because one time the class was offered I was busy with a volunteer position that I could not reschedule. I would like to see some of the classes like computer security offered more often.

I took the ebook class but have a kindle, and the programs kept causing my kindle to crash since it's an older one, so I had to give up on ebooks from the library. Also, I had some messages when I got home that my google account had been accessed from some strange place, so it took me a long time to re-establish it, and I would not want to go through that again, so I just use my own device at home.

I haven't taken any yet, but I would like to learn how to use my Nook to access the cloud library.

I volunteered and think a class on mouse skills and practice would some patrons well.

Classes are geared to Apple computer users. Though popular with casual users, most businesses are Windows based. (Personally, I'd like to see some Linux instruction...)

I have forgotten most of it.

I would love to take classes. However, they have not been offered at convenient times for me. They are rarely offered on Mondays or Fridays during the week, which have been available hours for some of us, personally.

Instructor was very helpful in the one class I took. He also was extremely helpful teaching my husband and I how to use our new gadget-a tablet.

Never attended a class. I spent 30 years in IT before I retired.

I actually want to learn more about Tech Literacy since I am just learning a few things. Yet I know you do SO MUCH MORE!!

need more timely info about class offerings

I need/want some specific software training, rather than general computer/internet use.

The times just haven't lived up with my schedule.

maybe to add more advanced classes

Will try to take some this winter.

Embarrassed to say I wasn't aware of them.

Didn't know of any tech classes.

I was actually poorly informed, for I'd love to learn about Excel, and some properties of Word that have recently come to light.

So I either didn't see the information come through, or the times were not conducive to my work schedule.

Still would like to learn more ways to use my Android phone

Have not taken any.

I have access to a computer at work and I do not have internet at home. I haven't bought any of the electronic devices that are popular now. I will be retiring in two years and plan to purchase several of the gadgets and I will definitely be looking to the library as a resource to help me learn to use these devices.

I am away from town from time to time and haven't been able to access any of courses offered. Some appear to be more basic than I need. I do need help with ebooks, etc. I just haven't taken the time to come in.

I'm usually here about 6 months/year. This year, due to surgery in my family, I'm only here 2 months and haven't used the library as much as normal. I do think the Estes Valley Library is outstanding and innovative. The staff has been wonderful whenever I've had a question about anything.

I did not know you had offered the variety of 2015 tech literacy topics listed here and several of these topics look very interesting to me. I will continue to keep an eye out for them.

hard to get into classes. They are often filled by the time I try to sign up

Great to offer basic class! I haven't taken any of the above because I'm comfortable with those skills. Am interested in more advanced topics such as Excel, Access, as well as any database training that would be helpful to the tourist industry.

Took I-Phone and I-Pad workshop last week. Very helpful.

Took basic word class and will take excel class

They have been full when I have attempted to register

Didn't know the library offered tech literacy classes.

I think people would like a class on iPads and/or iPhones. I have been helping my friends with as much as I know but I could use some help too.

very good

Instructing a little slower would help me.

They sound interesting but haven't been able to fit them into my schedule.

Sometimes they are offered for different equipment/programs than the ones I use.
Can you suggest some additional tech literacy class topics?

Twitter?
Choosing a computer/building a computer (would be good for teens),
Safety on the internet, particularly with password managers and strategies. Insure this is accurate with current technology (two-factor auth, biometrics, etc)
Basic programming and HTML.
Technology for students (partner with Estes Park High School Team)
this session asked the right questions--good start
Anything and everything for self-employed people and ways to manage their business affairs using technology. Also--using technology for marketing, including websites, social media, etc.
Financial Spreadsheets.
Non-profit grant research
Language learning
What about having a session where people could bring their problems (in the sense of performing certain functions) and get help.
Using Google Earth to prep for route in park. Mixing GPS device with online mapping on laptop.
I would like to understand the nuances of Facebook.
I do not have a mobile device but if I did/when I do I would need help.
Learning more about my iPhone.
Skype
Classes that cover what free programs are available to download (word processing, spreadsheet, photoshop, design, etc...) and how to use them.
Music lessons
Draw app
Efficient management of iCloud space.
As my first answer indicated - probably not :-(
I would like to learn how to write letters. And use my computer to do so. So, I can print it up after, I'm done
How to get yourself and your services known on the web (maybe social marketing for small entrepreneurs?)
How to apply for crowdfunding (like Indiegogo)
How to leverage the internet for greater networking and connectivity
OneNote
Photoshop (For editing Photographs)
I think an iPhone class would be very beneficial
Sharing music - iTunes
I am getting ready to purchase a new laptop and would like to learn the difference between all that are listed when searched, such as "2-in-1", tablet, etc. and why I would want or need anything other than a laptop.
conversion of one type of music to another. Upgrading vinyl records to digital format to preserve older forms of music and artists that are not currently being saved.
Adobe PDF, Adobe Photoshop,
Differences between all the various social media sites and what they're for
Windows 10
I have a Nook eReader and would like to learn how to use it to access the Cloud Library.
Current classes are all oriented toward application software. I'd like to see wider topics: build your own PC, home networking, using your PC for home video, etc.
Using shutterfly or similar program to make photo books, windows photoview (not sure if that's the right name), taking pictures with a smartphone camera, reading on a tablet.
I have additional class topics TO YOU!!
The use of the projector and equipment located in the Hondius Room with my MacBook Pro. When our Club meets there sometimes we get it right and sometimes not.
Using Gimp for scrapbooking
Now that I have an iPad ... how do I use it?
AV, PowerPoint, Keynote
Adobe Suite-Photoshop, Illustrator. I don't want to have to drive to Fort Collins to take classes. I'd PAY for them to be up here!
Wordpress website building
SEO
Tape the classes so we can watch them at home through the Library Web site, or a link to YouTube. I tried Zinno on tablet and couldn't get it to work. Came in for class but it was cancelled do to lack of sign ups. To be able to watch the classes at home and stop and restart it or open it to review would be great.
Most interesting to me would be:
Maintenance and clean-up methods I can do to keep my computer running quickly, how to use Photoshop, and how to protect my computer and my Wi-Fi from hackers.
Cleaning up windows 10 and making it effective.
Comparing apple to windows.
Would love to know how to get the calendar on my iPhone to work!
yes:
creating holiday greeting cards
basic legal docs avail online such as estate planning, rental agreements
bird watching identification & keeping life lists
Integrating wordpress, woo commerce shopping cart, woo commerce themes and paypal into a secure shopping website. Listing products in data feeds. Effective online marketing for my business, and building a web presence.
microsoft publisher ?
Cloud storage, managing photos in iCloud, prioritizing iCloud storage so memory is better utilized
Cloud storage and retrieval systems
Loved the Genealogy Class.
HTML, CSS, Javascript
Linux, Windows 10
Managing investments, self publishing
Compare each year's newest devices. E.G., laptops, tablets, mobile phones.
Home networking
Estes Park Facebook sales classified postings reading
Intermediate Kindle - loaning books, downloading pages from books, connecting with my lap top.
Setting up and using fit bits.
Organizing my digital pictures and digitizing pictures.
Quickor whatever basic checkbox program is the standard. Investment websites of value for managing finances, education, find information. The above supporting Marsha Yelick's classes.
I don't use the library tech because I live and work at Eagle Rock and have access to all the school resources. I can imagine a lot of useful experiences if I lived in town.