OK Rural Library
Hotspot Lending Program

Patron Survey Results
As of 5-1-18 (1-year)

For more info contact Dr. Brian Whitacre
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Program Overview

• 4 hotspots in each library
  – 1 week checkouts (2 weeks in Elgin)
• Program began late May / June 2017
• Participating libraries:
  – Thomas-Wilhite Memorial (Perkins)
  – Rieger Memorial (Haskell)
  – Elgin Community Library
  – Seminole Public Library
## Community Statistics

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<tbody>
<tr>
<td>Elgin</td>
<td>2,700</td>
<td>7.9%</td>
<td>$65,625</td>
<td>60-80%</td>
<td>20-40%</td>
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<tr>
<td>Perkins</td>
<td>2,800</td>
<td>21.6%</td>
<td>$40,861</td>
<td>60-80%</td>
<td>20-40%</td>
</tr>
<tr>
<td>Seminole</td>
<td>7,500</td>
<td>24.6%</td>
<td>$32,594</td>
<td>20-40%</td>
<td>0-20%</td>
</tr>
<tr>
<td>Haskell</td>
<td>1,900</td>
<td>28.3%</td>
<td>$32,244</td>
<td>60-80%</td>
<td>0-20%</td>
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</tbody>
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Source: 2011-15 ACS (Census); FCC Broadband adoption data

## Hotspot Statistics

- **524 Loans**
- **11.8 Avg. Wait List**
# Library Hotspot User Survey

## 1) On a scale from 1-10, with 1 being low and 10 being high, how would you rate the following?

<table>
<thead>
<tr>
<th>Overall, how satisfied with the library hotspot program are you?</th>
<th>How likely are you to recommend the library hotspot service to a friend?</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
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<td>3</td>
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## 2) Demographic Information:
- What is your ethnicity?
  - African American
  - Caucasian/White
  - Hispanic/Latino
  - American Indian
  - Asian
  - Other
- What year were you born? ____
- How many adults live in your household? ____
- What is the employment status of the head of your household?
  - Employed, Full-time
  - Employed, Part-time
  - Not Employed
  - Student
  - Retired
  - Disabled
- What is your annual household income?
  - Under $25,000
  - $25,000 - $40,000
  - $40,000 - $50,000
  - $50,000 - $74,999
  - $75,000 - $124,999
  - $125,000 or more
- What is the highest level of education of any adult in your household?
  - Did not graduate high school
  - High school, GED, or Equivalent
  - Some College / Associates Degree
  - College Degree
  - Post College Degree

## 3) Internet Use Information
- Which of the following devices did you connect to the hotspot? Select all that apply.
  - Desktop computer
  - Laptop
  - Smartphone
  - Tablet (e.g. iPad)
  - E-Reader (e.g. Kindle)
  - Other
- Please list the two websites you visited most often while checking out the device.
  1)
  2)
- Please list the top 3 uses of the device.
  - Entertainment
  - Learning job-related skills
  - Helping my child with schoolwork
  - Connecting with family and friends
  - Research
  - Keeping informed of current events
  - Other

## Additional Comments on Library Hotspot Program:

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297 Responses as of 5-1-18

*All information collected here is part of an OSU research project and is completely voluntary. If you have questions about this survey, please contact the author at (405) 744-3923 at the OSU/RR staff at (405) 744-9377.*
Q1a. On a scale from 1-10, with 10 being high, how would you rate your satisfaction with the library hotspot program?
Q1b. On a scale from 1-10, with 10 being high, how likely are you to recommend the library hotspot program to a friend?
Q2a. What is your ethnicity?

- Caucasian / White: 210
- African American: 20
- American Indian: 40
- Hispanic / Latino: 10
- Asian: 0
- Other: 10
Q2b. What is the employment status of the head of your household?

- Employed, Full-time: 125
- Employed, Part-time: 12
- Not Employed: 22
- Student: 13
- Retired: 9
- Disabled: 6
Q2c. What is your annual household income?

- Under $25,000
- $25,000 - $49,999
- $50,000 - $74,999
- $75,000 - $124,999
- $125,000 or more
- Prefer not to answer
Q2d. What is the highest level of education of any adult in your household?
Q2e. What year were you born?
Q2f. How far do you drive to get to the library?

- 1 mile or less
- 2-5 miles
- 5-10 miles
- More than 10 miles
Q2g. How many adults live in your household?

- 1
- 2
- 3
- 4 or more
Q2h. How many children K-12 live with you?
Q3a. Which of the following devices did you connect to the hotspot (choose all that apply)?
Q3b. Please mark your TOP 3 uses of the device

- Entertainment
- Research
- Connecting with family and friends
- Helping my child with schoolwork
- Learning job-related skills
- Keeping informed of current events
- Other
Q3c. Please list the two websites you visited most often while checking out the device

Facebook

Google

Youtube

Netflix
Q3d. Please rate your Internet skills before and after using the device.
Q3e. How likely is it that you would purchase broadband Internet service for your household in the next six months?

- Very likely
- Somewhat likely
- Neither likely nor unlikely
- Somewhat unlikely
- Very unlikely

Prices:
- $50 / month
- $30 / month
- $10 / month
Q4. Number of Surveys completed by Library Site

Elgin

Haskell

Seminole

Perkins
Sample Patron Comments

• “I love it!”
• “Great for research and helping my son and daughter do their homework”
• “It’s a total blessing”
• “Awesome program – thanks!”
• “Used for Planning Community Event”
• “I greatly appreciate as I am a full-time student without Internet at home”
• “Thank you, thank you, thank you. It’s great!”
• “Wonderful program – just need more available to check out”
• “Good program, used for banking / paying bills”
• “So happy that we have an outstanding library that broadens our community’s opportunities – I love you library!”
• “Can’t thank you enough – hope to purchase my own unit soon”
• “This is a wonderful thing for the library to do.”
• “Wish it was longer than a week.”
• “This is a wonderful program that is extremely beneficial to my children.”
• “Love it! Simple to use. No hassle and very convenient to take wherever you go.”
• “Please keep doing it! Thank you!”