



LME Library Hotspot User Survey

Please help us improve the Mobile Hotspot Checkout Program. Fill out this paper and submit it **every time** you return your hotspot or complete online at _____ Thank you!

On a Scale from 1-5, with 1 being low and 5 being high, how would you rate the following:

1. Overall, how satisfied with the library hotspot program are you?

1 Low	2	3	4	5 High
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2. How likely are you to recommend the library hotspot service to a friend?

1 Low	2	3	4	5 High
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Check one answer:

3. I checked out the Mobile Hotspot because

	I don't have Internet access at home
	I don't have internet access at a location other than home
	I don't have internet access at home or a location other than home

4. I have checked out the LME Library hotspots

	0 times – this is my first checkout
	1-2 times
	3-5 times
	More than 5 times

Select all that apply:

5. I used the Mobile Hotspot to

	educate myself
	help my child with homework
	find a job
	access social media sites such as Facebook, Instagram etc.
	access news and other popular websites like CNN, Google, Amazon etc.
	improve my technology skills

6. Which of the following devices did you connect to the hotspot

	desktop computer
	laptop
	smartphone
	tablet (e.g. ipad)
	e-reader (e.g. Kindle)
	game system
	other:

7. Technical Help

	I asked staff at the library to help me
	I called the number for help
	Someone at home helped me
	I asked someone outside my home for help
	I didn't need assistance

8. Additional Comments