Sample Questions for Intake

An intake tool can help staff determine the needs of visitors, their experience and comfort level in using technology, and the resources that will be most helpful for them. Data collected can also be helpful in planning for staffing, space (based on the number of adults served), library programming, and funding.

Staff might consider asking intake questions as part of a conversation about the person’s goals in engaging with the practice. They might ask some questions on the first visit and others later on to get a fuller picture of the person’s needs. Libraries may want to convert hard copy forms into Google Forms or similar applications that aggregate data.

Name and location of library_______________________________________________
First and last name______________________________________________________
Cell Phone number _____________________________________________________
Email address __________________________________________________________

General Questions

What is the main reason for your visit today?
- To learn technology skills (computer skills, email, etc.)
- For academics (reading, writing, math, take a proctored test)
- Employment services (resume, cover letter, job search, etc.)
- Increase my English language skills
- Study for U.S. citizenship
- Find education or job training program
- Connect to community service
- Career coaching
- Increase my knowledge about something I’m interested in
- To meet new people
- Other: ___________________________________________________________

What technology devices do you use? (Check all that apply.)
- Desktop or laptop computer
- Cellphone
- Tablet

What activities do you do on your device?
- Email
- Texting
- Social media (Facebook, What’s App, Snapchat, etc.)
- Online learning
- Search on the Internet
- Play games
Other_________________________________________

How comfortable are you in using computers or your phone to learn?
   I am not comfortable. I need help.
   I am comfortable, but I might need help.
   I am very comfortable and usually do not need help.

What support would be helpful to you?
   I don't need support
   Occasional check-in by text message or email
   In-person or virtual meeting
   Other______________________________

Are you currently participating in other learning activities?
   No.
   Yes, at the library.
   Yes, at a college.
   Yes, at an adult education program.
   Other: ______________

Questions for Adults Who Use Their Phone Exclusively

Do you have a data plan?
   Yes
   No
   I don’t know.

Does your phone have Wi-Fi access?
   Yes
   No
   I don’t know.

Does your phone allow you to download apps?
   Yes
   No
   I don’t know.

Demographic Information

What is your English language level?
   None
What is the highest level of education you completed?
- Up to 4 years of school
- Up to 8 years of school
- Up to high school graduate
- Up to college graduate
- Advanced degree

What is your employment status?
- Employed full-time
- Employed part-time
- Looking for work
- Not looking for work

How did you hear about this (Learning Lounge, Learning Circle, mobile learning program)?
- Flyer
- Library staff
- Library website
- Friend or family member
- Teacher or advisor
- Other ____________________________

For Staff Use:

Notes: