

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

Basic
Intermediate
Advanced
Fluent/Native speaker

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: