

Hotspot Borrowing Program

Thank you in advance for your feedback on our hotspot program. We look forward to reviewing your anonymous answers so that we can improve our offering for the community.

The hotspot program is brought to you by the Massachusetts Board of Library Commissioners and your local library with funding from American Rescue Plan Act of 2021 as administered by the Institute of Museum and Library Services.

Massachusetts Libraries
BOARD OF LIBRARY COMMISSIONERS

#LibraryHotspotMA

● How do you usually access the Internet?

**This question is required.*

- At home (through internet service purchased by your household)
- At the library
- At a friend or family member's home
- At a business providing free access (like a coffee shop)
- At school
- At work
- At another public place (community center, etc.)
- I do not access the Internet regularly
- Other
Please enter an "other" value for this selection.

● Please indicate if you used the library WiFi Hotspot to perform any of the following activities *

- Health or medical information/telehealth appointment
- Looked for/applied to job or job training
- Purchased products or services
- Read news or current events
- Attended an online class, meeting, or webinar
- Found legal or consumer rights information
- Found local information
- Look up directions or transportation information
- Worked from home
- Visit the library's website/ use online library services (eBooks, audiobooks, research)
- Communicated with friends and family
- Watched videos, played games, or listened to music for entertainment
- School information; complete school work
- e-Government (DMV, voter registration, SNAP, unemployment, or other government services)

● Overall, how satisfied were you with using the Library WiFi Hotspot?

**This question is required.*

- Dissatisfied
- Neutral
- Satisfied

● Do you have any suggestions for how the Library can improve the WIFI Hotspot service?

● Please provide your 5-digit Zip Code *
