



New Westminster Public Library  
Chromebook User Survey  
February 2022

# Chromebook Lending Service Survey: Summary

The New Westminster Public Library started a Chromebook Lending service in 2018, as a way of maintaining community access to computers while the library was closed for renovations. Since that time and through the Pandemic, usage of the Chromebooks has remained high.

This past December, 2021 we decided to survey our Chromebook users to get their feedback and identify any areas where we could improve the service. In total 29 Chromebook users responded and this is what we learned:

Results of the survey indicated the following:

- Overall customers are very satisfied with the service and are grateful to have access to the equipment.
- Requests were made for the laptops to be less 'restrictive' or locked down
- Users would like additional productivity programs such as MS Office and Zoom
- Requests were made for loan periods and renewal limits be increased

# Chromebook Survey Results February 2022

## Top 3 reasons for borrowing Chromebooks



- 55%** To do homework
- 34%** To browse the internet or shop online
- 31%** To work on personal documents

## Ability to accomplish tasks and overall satisfaction



Tasks accomplished?		Satisfied overall?
<b>76%</b>	YES	<b>86%</b>
<b>24%</b>	NO	<b>14%</b>

## Where people prefer to use the Chromebooks



Home	<b>78%</b>
Library	<b>44%</b>
School	<b>11%</b>
Work	<b>11%</b>

# Chromebook Lending Service Testimonials



"Extend borrowing times" and "allow more renewals"



I use it to "make sure I keep up with relatives"



"Thank you. Chromebook has really made my life easy"



"I appreciate the availability of a laptop when I need it"



"Too slow. Hardware needs an upgrade"



"I wish it had Windows"



"Load Word, Excel and other useful software"

# Chromebook Lending Service Survey: Next Steps

First, we would like to thank all who responded to our survey. Given the results and feedback we will:

- Work with the City's IT department to determine what security factors might influence what programs can be safely installed on the Chromebooks;
- Review any budget and licencing issues involved in expanding applications and offerings on the Chromebooks;
- Work to increase loan periods and any possible renewal limits depending on our supply and ability to purchase more Chromebooks

Comments or questions? Please email us at [AskUs@nwpl.ca](mailto:AskUs@nwpl.ca)

# Chromebook Lending Service Survey Questions

1) What is the main reason you borrow Chromebooks? (Check all that apply):

- ▶ to do homework
- ▶ to participate in an online chat/visit/meeting
- ▶ to work on personal files (letters, resumes, spreadsheets, presentations)
- ▶ to browse the internet/shop online
- ▶ job search
- ▶ to look for housing
- ▶ to use Facebook, Instagram, or other social media
- ▶ Other

2) Were you able to do everything you wanted to do with this Chromebook?

YES            NO            If no, why not?

3) Are you satisfied with the Chromebook?

YES            NO            If no, why not?

4) Is there anything you would change about the Chromebook Lending service to make it better?

5) Is there anything else you want to tell us?

Thank you for feedback about our Chromebook service!