![bridge | TECHNOLOGY SERVICES ASSESSMENT TOOLKIT]
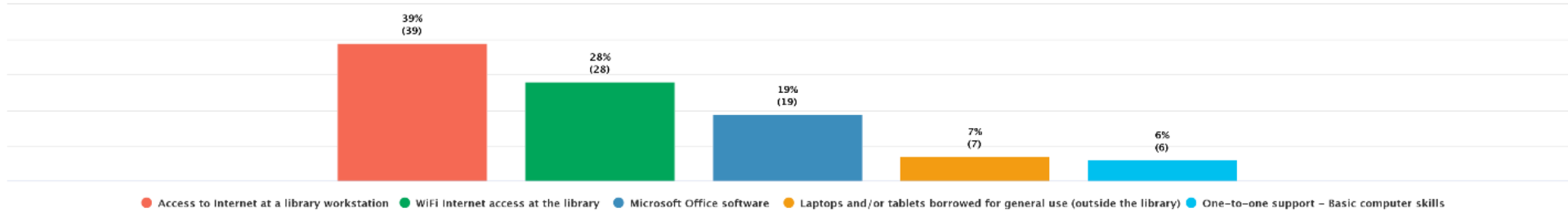
Bridge Technology Services Assessment Toolkit: Selected Key Outcome Areas results, March to November 2019

Access to Technology
Did the service(s) you used give you access to technology you would not have otherwise had?
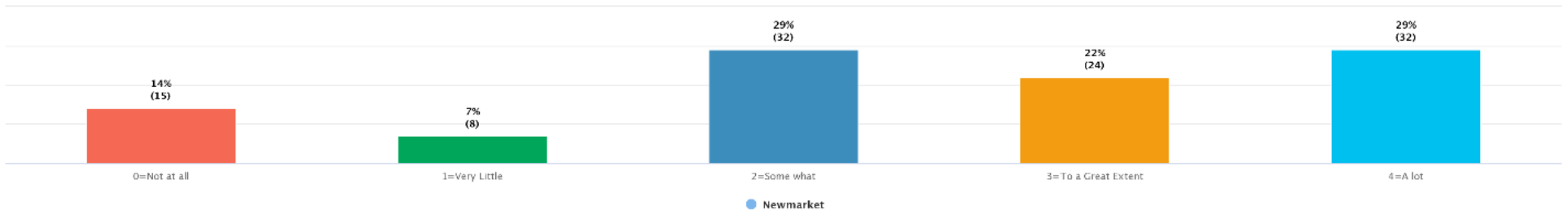**Jan 2019 – Dec 2019**

100%		100%
73% (81)		53% (6497)
27% (30)		47% (5801)
Newmarket		All Libraries in Ontario

● Yes   ● No

Top 5 Programs that Provided Patrons with Access to Technology
Which service(s)?
Jan 2019 – Dec 2019 – Newmarket

39% (39)
28% (28)
19% (19)
7% (7)
6% (6)

● Access to Internet at a library workstation   ● WiFi Internet access at the library   ● Microsoft Office software   ● Laptops and/or tablets borrowed for general use (outside the library)   ● One-to-one support – Basic computer skills

Other services from write-in answers for above question: printers, Ancestry database (in-library use only)
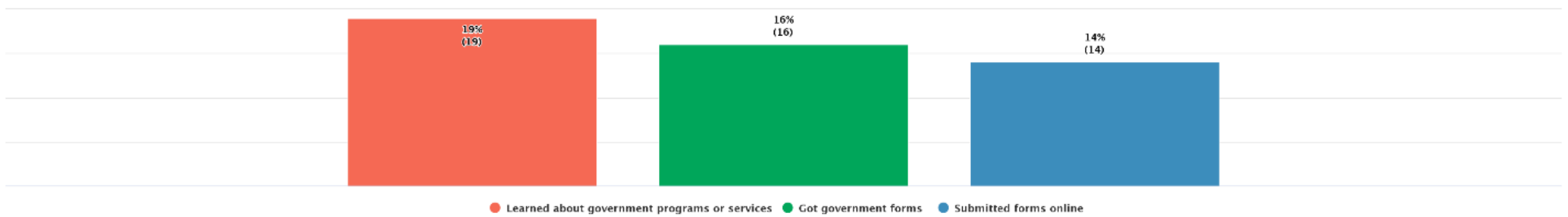
Increased Digital Comfort
How much more comfortable are you in using digital technologies than you were before using the library's technology service(s)?
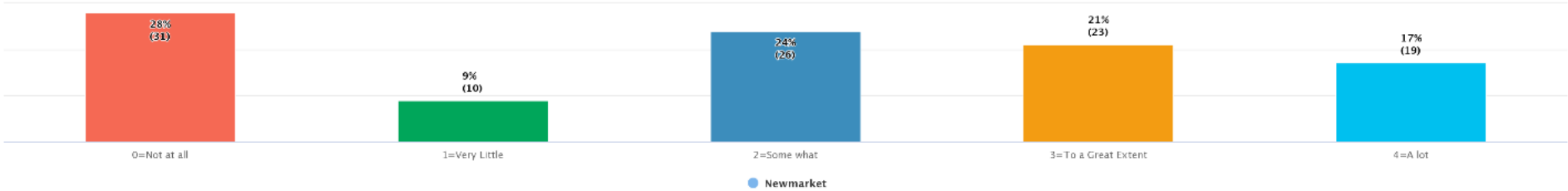**Jan 2019 – Dec 2019 – Newmarket**

Response	Percentage (Count)
0=Not at all	14% (15)
1=Very Little	7% (8)
2=Some what	29% (32)
3= To a Great Extent	22% (24)
4 =A lot	29% (32)

● Newmarket

Access to eGovernment
Did you use the technology service(s) to access government services or resources online?
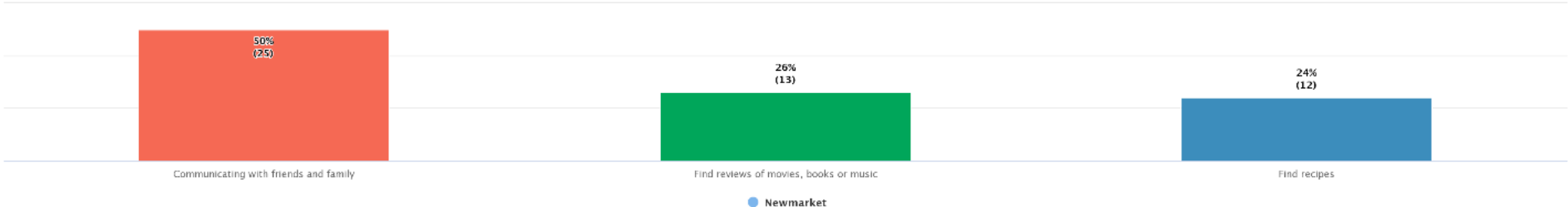**Jan 2019 – Dec 2019**

	Newmarket	All Libraries in Ontario
Total	100%	100%
Yes	39% (42)	33% (3732)
No	61% (66)	67% (7419)

● Yes   ● No

Top 3 eGovernment Activities
What government services/resources did you access?
Jan 2019 – Dec 2019 – Newmarket

Activity	Percentage (Count)
Learned about government programs or services	19% (19)
Got government forms	16% (16)
Submitted forms online	14% (14)

● Learned about government programs or services ● Got government forms ● Submitted forms online

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Increased Sense of Social Belonging – Responses
How has using the technology service(s) helped you connect with others and be more social?
For example: communicate more with friends and family, play games, find support for a personal issue, play games, etc.
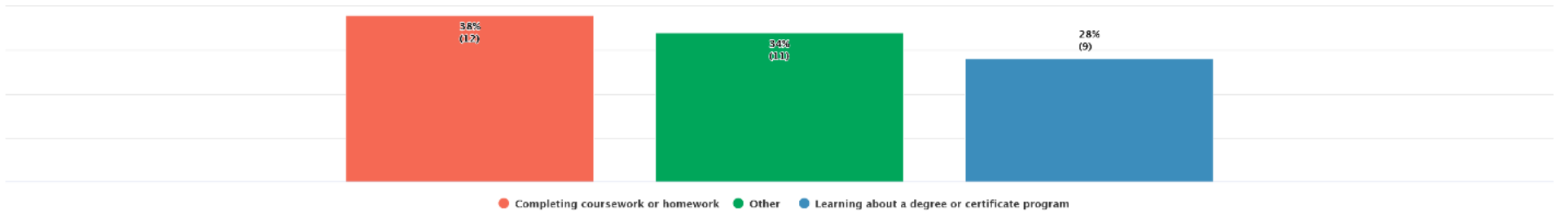**Jan 2019 – Dec 2019 – Newmarket**

Category	Value
0=Not at all	28% (31)
1=Very Little	9% (10)
2=Some what	24% (26)
3=To a Great Extent	21% (23)
4=A lot	17% (19)

● Newmarket

Top 3 Contributors to Increased Sense of Social Belonging
What activities contributed most to your increased ability to connect to others and be more social? (choose three)
Jan 2019 – Dec 2019 – Newmarket

Category	Value
Communicating with friends and family	50% (25)
Find reviews of movies, books or music	26% (13)
Find recipes	24% (12)

● Newmarket

Use of Services for Education-related Activities
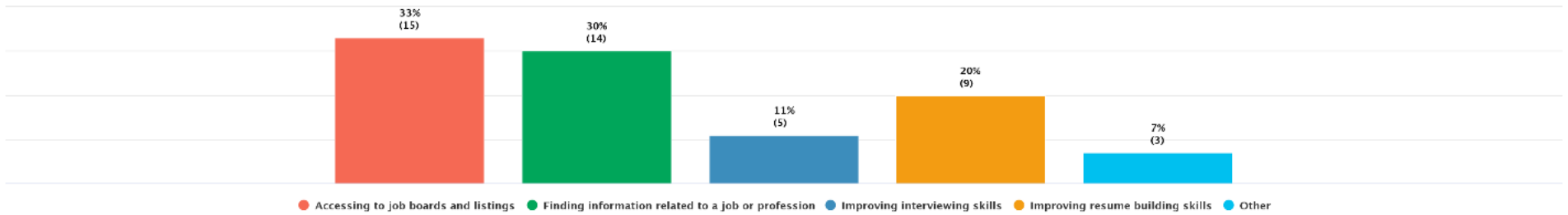### Did you use the technology service(s) for educational activities?
Jan 2019 – Dec 2019

	Newmarket	All Libraries in Ontario
100%		
Yes	32% (33)	32% (33)
No	68% (71)	68% (71)

● Yes   ● No

Top 3 Education-related Activities
Did you use the technology service(s) for educational activities?
Jan 2019 – Dec 2019 – Newmarket

Completing coursework or homework	Other	Learning about a degree or certificate program
38% (12)	34% (11)	28% (9)

● Completing coursework or homework   ● Other   ● Learning about a degree or certificate program

New Job Search Skills Developed
Did you use the technology service(s) to develop skills related to finding a job?
Jan 2019 – Dec 2019

Newmarket
- 100%
- 81% (84)

All Libraries in Ontario
- 100%
- 28% (2825)
- 72% (7294)

● Yes ● No

Types of Job Search Skills Developed
Did you use the technology service(s) to develop skills related to finding a job?
Jan 2019 – Dec 2019 – Newmarket

- 33% (15)
- 30% (14)
- 11% (5)
- 20% (9)
- 7% (3)

● Accessing to job boards and listings ● Finding information related to a job or profession ● Improving interviewing skills ● Improving resume building skills ● Other

Job Search Success
Were you successful in finding a job?
Jan 2019 – Dec 2019

Newmarket
- 100%
- 55% (11)
- 45% (9)

All Libraries in Ontario
- 100%
- 46% (1208)
- 54% (1439)

● Yes ● No