



FOR IMMEDIATE RELEASE

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Library Conducting Online Survey

New Braunfels, TX – From November 13th to November 30th, the New Braunfels Public Library will be conducting an online survey to find out how its patrons use the library’s computers and Internet connections and how this service has made an impact on their lives. This information will help the library improve its technology services and communicate the value of providing free access to computers and the Internet within the community. The Impact Survey is anonymous, available in English and Spanish, and takes 10-15 minutes to complete.

“We take part in the Impact Survey because it provides us with a great deal of helpful data about how technology is being used by our patrons. It tells us what our patrons’ needs are in terms of technology services,” says Library Director Gretchen Pruett. “We took part in the survey in 2011, so we can also see how Internet usage and needs have changed. The public library is the sole source for free access to computers and Internet in our community. How we can continue to assist with technology is of great importance to us.”

The Impact Survey is the result of a successful research initiative by the University of Washington with support from the Bill & Melinda Gates Foundation. In 2009, the University of Washington Information School conducted “[Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries](#),” which was the first large-scale investigation of the ways U.S. library patrons use computers and the Internet at public libraries, why they use it, and how it impacts their lives. The study was instrumental in providing evidence that access to the Internet at U.S. public libraries has a profound and measurable impact on individuals and communities.

For more information about the survey, inquire at the library information desk or visit <http://impactsurvey.org>.

Citizens can participate by accessing the web survey from the library computers or from the library website, at www.nbtexas.org/library, between November 13th and November 30th.

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