

## Topline questionnaire

### Ask all

**LIBUSE** Have you, personally, EVER...[INSERT ITEMS IN ORDER], or is this something you've never done? [IF YES: Have you done this in the past 12 months?]<sup>1</sup>

	Total Yes, have done this	----- in the past 12 months	----- not in past 12 months	no, have never done this	(VOL.) Don't know	(VOL.) Refused
<b>a. Visited a public library or used a public library bookmobile IN PERSON</b>						
Current	81	48	32	19	0	0
November 2015	78	44	34	22	*	0
April 2015	82	46	36	18	*	*
September 2013	81	48	33	19	*	*
November 2012	84	53	30	16	*	0
<b>b. Used a public library WEBSITE<sup>2</sup></b>						
Current	39	27	12	61	*	*
November 2015	46	31	15	54	*	*
September 2013	44	30	14	56	*	*
November 2012	39	25	14	61	*	*
<b>c. Used a public library mobile APP</b>						
Current	8	7	2	91	1	0
November 2015	12	9	3	87	*	*

**LIB\_FRQ** How often do you visit public libraries or bookmobiles in person? Would you say... [READ]<sup>3</sup>

Based on those who visited a public library in person in the past 12 months

	Current		April 2015	Sept 2013	Nov 2012
%	14	At least once a week	14	14	15
	16	Several times a month	14	17	19
	23	At least once a month	28	26	28
	47	Less often	43	43	38
	*	(VOL.) Don't know	*	*	*
	0	(VOL.) Refused	*	*	*
	[n=792]		[n=933]	[n=3,006]	[n=1,238]

<sup>1</sup> In November 2012, follow-ups about the past 12 months were asked as separate questions later in the interview, rather than as immediate follow-up probes, as done for the September 2013 poll. Trend results shown here have been recalculated based on Total respondents.

<sup>2</sup> In November 2012, item wording was "Gone on a public library WEBSITE."

<sup>3</sup> Response categories in November 2012 were slightly different: "Every day or almost every day, at least once a week, several times a month, at least once a month or less often". Results shown here for "At least once a week" reflect combined trend results "every day or almost every day" and "at least once a week."

**LIBST\_FRQ** How often do you use a public library website? Would you say... [READ]<sup>4</sup>

Based on those who used a public library website in the past 12 months

	Current		April 2015	Sept 2013	Nov 2012
%	12	At least once a week	12	10	12
	9	Several times a month	13	15	15
	23	At least once a month	21	23	27
	55	Less often	52	52	46
	n/a	(VOL.) Never – only use library mobile app	1	n/a	n/a
	*	(VOL.) Don't know	*	*	*
	*	(VOL.) Refused	1	0	*
	[n=455]		[n=454]	[n=1,894]	[n=587]

**LIBAPP\_FRQ** How often do you use a public library mobile APP? Would you say... [READ]

Based on those who used a public library mobile app in the past 12 months [n=115]

	Current	
%	22	At least once a week
	14	Several times a month
	20	At least once a month
	44	Less often
	0	(VOL.) Don't know
	0	(VOL.) Refused

**LIBMOB** Now thinking about cell phones and other handheld mobile devices... In the past 12 months, have you used a cell phone, e-reader or tablet computer to visit a public library's website or access public library resources?<sup>5</sup>

Based on those who used a public library website in the past 12 months

	Current		April 2015	Nov 2012
%	49	Yes	50	39
	51	No	50	61
	*	(VOL.) Don't know	0	0
	0	(VOL.) Refused	0	0
	[n=455]		[n=454]	[n=587]

<sup>4</sup> In April 2015, respondents were asked about their use of a public library website or mobile app as a single item in LIBUSE. In April 2015, this question was asked of those who used a public library website or mobile app in the past 12 months. November 2012 question wording and response categories were slightly different: "How often do you use a public library website, for any service? Would you say every day or almost every day, at least once a week, several times a month, at least once a month or less often?" Results shown here for "At least once a week" reflect combined trend results "every day or almost every day" and "at least once a week."

<sup>5</sup> In April 2015, respondents were asked about their use of a public library website or mobile app as a single item in LIBUSE. In April 2015, this question was asked of those who used a public library website or mobile app in the past 12 months. November 2012 trend was asked of all respondents. Results shown here are based on those who have gone on a public library website in the past 12 months.

**LIBVISIT** Has a librarian EVER visited you at a place other than a library building or bookmobile to share information or provide material to you? Please include any time a librarian may have visited an organization you belong to, a community center, or your workplace. [IF YES, ASK: Did this happen in the past 12 months?]

	Current	
%	7	Yes, have been visited in some way by a librarian in past 12 months
	4	Yes, this has happened, but not in the past 12 months
	88	No, have never done this
	*	(VOL.) Don't know
	*	(VOL.) Refused

**EBK\_AWR** As far as you know, does your public library loan out e-books?

	Current		April 2015	Nov 2012
%	44	Yes	38	31
	20	No	16	12
	36	(VOL.) Don't know	46	57
	*	(VOL.) Refused	*	*

**Q9** People visit public libraries for different reasons. In the past 12 months, have you visited a public library IN PERSON to...[INSERT FIRST TWO RANDOMIZED ITEMS?]

How about to [REMAINING ITEMS]? [READ IF NECESSARY: Have you visited a public library IN PERSON for this reason in the past 12 months?]

	Yes	No	(vol.) Don't know	(vol.) Refused
<i>Items A thru C: Based on those who visited a public library in person in the past 12 months</i>				
a. Borrow print books				
Current [N=792]	64	35	*	0
April 2015 [N=933]	66	34	0	0
November 2012 [N=1,238]	73	27	*	0
b. Get help from a librarian				
Current [N=792]	35	65	0	0
April 2015 [N=933]	42	57	*	0
November 2012 [N=1,238]	50	50	*	*
c. Just sit and read, study, or watch or listen to media				
Current [N=792]	49	50	*	0
April 2015 [N=933]	53	46	0	*
November 2012 [N=1,238]	49	51	*	0

*Items D thru E: Based on Form A who visited a public library in person in the past 12 months*

d. Attend a class, program or lecture <sup>6</sup>				
Current [N=399]	27	73	0	0
April 2015 [N=470]	17	83	0	0
November 2012 [N=616]	21	79	*	0
e. Attend a meeting of a group you belong to				
Current [N=399]	18	82	0	0
April 2015 [N=470]	16	84	0	0
November 2012 [N=616]	23	77	*	0
<i>Items F thru G: Based on Form B who visited a public library in person in the past 12 months</i>				
f. Use a 3-D printer or other new high-tech device				
Current [N=393]	13	87	0	0
April 2015 [N=463]	9	91	0	0
g. Search online for a job or apply for a job online				
Current [N=393]	14	86	0	0
April 2015 [N=463]	15	85	*	0

**Q10** Next, I have some questions about using computers and the internet at public libraries. First, in the past 12 months, have you used computers, the internet, or a public WI-FI network at a public library?

Based on those who have ever visited a public library

	Current		April 2015	Nov 2012
%	29	Yes	27	31
	71	No	73	69
	*	(VOL.) Don't know	*	*
	*	(VOL.) Refused	0	*
	[n=1,314]		[n=1,639]	[n=1,920]

<sup>6</sup> In November 2012, item wording was "Attend a class, program or lecture for adults."

**Q11** In the past 12 months, have you used a public library computer, internet or WI-FI connection to... [INSERT FIRST TWO RANDOMIZED ITEMS]?

How about to [REMAINING ITEMS]? [READ IF NECESSARY: Have you used a public library computer, internet or WI-FI connection to do this in the past 12 months, or not?]

	Yes	No	(vol.) Don't know	(vol.) Refused
<i>Items A thru B: Based on Form A who have used computers or internet at a public library in the past 12 months</i>				
a. Check or send email or texts <sup>7</sup>				
Current [N=178]	53	47	0	0
April 2015 [N=205]	58	42	0	0
November 2012 [N=285]	54	46	*	0
b. Do research for school or work				
Current [N=178]	61	39	0	0
April 2015 [N=205]	60	40	0	0
November 2012 [N=285]	66	34	0	0
<i>Items C thru D: Based on Form B who have used computers or internet at a public library in the past 12 months</i>				
c. Take an online class or complete an online certification program of some kind				
Current [N=171]	26	74	0	0
April 2015 [N=205]	17	83	0	0
November 2012 [N=285]	16	84	0	0
d. Get health information online				
Current [N=171]	38	62	0	0
April 2015 [N=215]	42	58	*	0
November 2012 [N=285]	47	52	*	1

**Q12** Have you ever connected to the library's WiFi system when the library building itself was closed?

Current	
% 7	Yes
93	No
*	(VOL.) Don't know
*	(VOL.) Refused

<sup>7</sup> In November 2012, item wording was "Check or send email."

**Q13** In the past 12 months, have you used a public library WEBSITE or mobile APP to do any of the following? First, in the past 12 months, have you used a public library website or mobile APP to [INSERT ITEMS; RANDOMIZE]? How about to... [INSERT NEXT ITEM]?<sup>8</sup>

	Yes	No	(VOL.) Can't do this on website	(vol.) Don't know	(vol.) Refused
<i>Items A thru C: Based on Form A who used a public library website or mobile app in the past 12 months</i>					
a. Search the library catalog for print books, audiobooks, e-books, CDs or DVDs					
Current [N=241]	58	42	0	0	0
April 2015 [N=217]	66	34	0	0	0
November 2012 [N=299]	82	18	0	0	0
b. Reserve or place holds on print books, audiobooks, e-books, CDs or DVDs					
Current [N=241]	44	56	0	0	0
April 2015 [N=217]	55	45	0	0	0
November 2012 [N=299]	62	38	0	0	0
c. Renew a book, DVD or CD					
Current [N=241]	40	60	0	0	0
April 2015 [N=217]	47	53	0	0	0
November 2012 [N=299]	51	48	1	0	0
			(VOL.) Can't do this on website	(vol.) Don't know	(vol.) Refused
<i>Items D thru F: Based on Form B who used a public library website or mobile app in the past 12 months</i>					
d. Read book reviews or get book recommendations					
Current [N=227]	31	69	0	0	*
April 2015 [N=237]	33	66	0	*	0
November 2012 [N=299]	30	70	0	0	0
e. Use an online database					
Current [N=227]	37	61	0	2	*
April 2015 [N=237]	39	60	0	1	0
November 2012 [N=288]	51	49	0	1	0
f. Conduct research or get homework help <sup>9</sup>					
Current [N=227]	44	55	0	0	*
April 2015 [N=237]	42	58	0	0	0
November 2012 [N=288]	44	56	0	0	0

<sup>8</sup> November 2012 question wording was "In the past 12 months, have you used a public library WEBSITE to do any of the following? In the past 12 months, have you use a public library website to [ITEM]?"

<sup>9</sup> In November 2012, item wording was "Get research or homework help."

[READ TO ALL:] Here are some questions about public libraries in and around your local community.

**Q14** Do you think your local public library provides you with the resources you need, or not?

	Current	
%	77	Yes
	11	No
	12	(VOL.) Don't know
	*	(VOL.) Refused

**Q15** How much, if at all, do you think your local public library contributes to the following things in your community? Do you think it contributes a lot, some, not too much, or nothing at all when it comes to [INSERT ITEMS; RANDOMIZE]? Next, how much do you think the library contributes to...[INSERT NEXT ITEM]? [READ IF NECESSARY: Do you think it contributes a lot to your local community, some, not too much, or nothing at all when it comes to (ITEM)?]

	A lot	Some	Not too much	Nothing at all	(VOL.) DK	(vol.) ref.
a. Helping spark creativity among young people	49	31	10	3	7	*
b. Promoting a sense of community among different groups within your local area	38	35	14	6	7	*
c. Creating educational opportunity for people of all ages	58	29	5	3	5	*
d. Providing a trusted place for people to learn about new technologies	47	32	9	4	8	*
e. Serving as a gathering place for addressing challenges in your local community	29	36	16	8	10	*
f. Providing a safe place for people to spend time	69	20	3	3	4	*

**Q16** If your local public library CLOSED, would that have a MAJOR impact, MINOR impact or NO IMPACT on... [INSERT ITEMS IN ORDER]?

	Major impact	Minor impact	No impact	(vol.) Community does not have a public library	(vol.) Don't know	(vol.) Refused
a. You and your family						
Current	33	33	33	*	1	*
April 2015	32	33	33	*	1	*
September 2013	29	38	32	*	1	*
b. Your community as a whole						
Current	66	25	6	*	3	*
April 2015	65	24	6	*	4	*
September 2013	63	27	7	*	3	*

**Q17** Now thinking about some new things public libraries could do to change how they serve the public... Please tell me if each of the following is something you, personally, think public libraries should DEFINITELY do, should MAYBE do, or should definitely NOT do. (First,/Next,) how about... [INSERT ITEMS; RANDOMIZE]? [READ IF NECESSARY: Is this something you think public libraries should DEFINITELY do, should MAYBE do, or should definitely NOT do?]

	Should definitely do	Should maybe do	Should definitely not do	(vol.) Doesn't matter to me	(vol.) Don't know	(vol.) Refused
<i>Items A thru B: Based on Form A</i>						
a. Have more comfortable spaces for reading, working, and relaxing at the library						
Current [N=822]	57	30	9	1	3	1
April 2015 [N=1,003]	64	25	7	1	3	1
November 2012 [N=1,119]	59	28	9	1	2	1
b. Move some print books and stacks OUT OF public locations to free up more space for things such as tech centers, reading rooms, meetings rooms, and cultural events						
Current [N=822]	24	40	31	2	3	*
April 2015 [N=1,003]	30	40	25	1	3	1
November 2012 [N=1,119]	20	39	36	1	4	*
<i>Items C thru D: Based on Form B</i>						
c. Buy 3-D printers and other digital tools to allow people to learn how to use them to make different kinds of objects						
Current [N=779]	50	37	11	*	1	*
April 2015 [N=1,003]	45	35	17	*	2	*



c. Offer programs to teach people, including kids and senior citizens, how to use digital tools such as computers, smartphones and apps						
Current [N=779]	80	16	4	*	*	*
April 2015 [N=1,001]	78	16	3	*	2	1

**Q18** I'd like to know in what ways you think the public library contributes to your community. First, do you think the library contributes a lot in terms of [INSERT ITEMS; RANDOMIZE], contributes somewhat, a little or not at all?<sup>10</sup>

How about in [INSERT NEXT ITEM]? [READ IF NECESSARY: Do you think the public library contributes a lot to the community in this way, somewhat, a little, or not at all?]

	A lot	Some- what	A little	Not at all	(vol.) Community does not have a public library	(vol.) Don't know	(vol.) Refused
<i>Items A thru B: Based on Form A</i>							
a. Helping people find jobs or pursue job training							
Current [N=822]	22	34	21	14	*	10	*
April 2015 [N=1,003]	19	29	23	15	*	13	*
b. Helping people when they seek health information							
Current [N=822]	33	38	15	8	*	6	0
April 2015 [N=1,001]	36	37	14	6	*	7	*
<i>Items C thru D: Based on Form B</i>							
c. Helping people decide what information they can trust							
Current [N=779]	37	37	15	7	*	4	*
April 2015 [N=1,001]	24	41	18	7	1	8	1
d. Helping people when a natural disaster or major problem strikes the community							
Current [N=779]	19	37	17	17	*	10	*

<sup>10</sup> April 2016 and April 2015 questions were not asked of respondents who had previously volunteered that their community has no public library. Results shown here have been recalculated based on Total or Total form split.