
Internet Libraries Survey

Final Topline

9/11/07

Data for June 27 – September 4, 2007

Princeton Survey Research Associates International
for the Pew Internet & American Life Project

Sample: $n = 2,796$ adults 18 and older, oversample of 733 low-access

Interviewing dates: 06.27.07 – 09.04.07

Margin of error is plus or minus 3 percentage points for results based on total sample [$n=2,796$]

Margin of error is plus or minus 3 percentage points for results based on internet users [$n=1,702$]

Margin of error is plus or minus 3 percentage points for results based on low access [$n=1,579$]

Margin of error is plus or minus 6 percentage points for results based on low access internet users
[$n=485$]

Q1 Overall, are you satisfied or dissatisfied with the way things are going in your community today?

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	71	64	Satisfied
	24	31	Dissatisfied
	5	6	Don't know/Refused

Q2 During the past 12 months, have you...?

	YES	NO	DON'T KNOW/ REFUSED
a			
Gone to a local public library			
Current Total	53	47	*
Current Low-Access	39	61	*
b			
Gone to a local place where you can use a computer for free			
Current Total	29	71	*
Current Low-Access	20	79	*
c			
Gone to a government office or agency in person ¹			
Current Total	42	57	1
Current Low-Access	30	69	1
July 2003 ⁱ	18	81	*
d			
Gone to a local courthouse			
Current Total	34	66	*
Current Low-Access	27	73	1

¹ July 2003 question wording as follows: "In the past year, have you contacted your local, state, or federal government by... (INSERT ITEM)?" Item wording as follows: "Visiting a government office or agency in person"

Q3 In the past 12 months, have you contacted your local, state or federal government by...?

	YES	NO	DON'T KNOW/ REFUSED
a Calling a government office or agency on the phone			
Current Total	29	70	*
Current Low-Access	22	78	*
July 2003	22	77	*
b Writing a letter to a government office or agency			
Current Total	13	87	*
Current Low-Access	10	90	*
July 2003	20	79	*
c Sending an email to a government office or agency			
Current Total	18	82	*
Current Low-Access	7	93	*

Q4 Do you happen to recall which LEVEL of government – local, state, or federal – you were trying to reach when you [visited (or) called (or) wrote a letter to (or) emailed] a government agency?

Based on those who had any contact with the government in the past year

	CURRENT TOTAL	CURRENT LOW ACCESS		JULY 2003 ²
%	27	27	Local	19
	27	27	State	35
	23	21	Federal	32
	12	10	Combination of above (VOL)	7
	6	8	Don't remember (VOL)	6
	4	7	Don't know/Refused	2
	[1,493]	[663]		[1,728]

² Trend wording as follows: "Do you happen to recall what LEVEL of government – local, state, or federal – you were trying to reach?"

Q5 On a different topic...do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

	YES	NO	DON'T KNOW/ REFUSED
Current Total	77	23	*
Current low-access	42	58	*
February 2007 ⁱⁱ	73	27	*
December 2006 ⁱⁱⁱ	73	27	*
November 2006 ^{iv}	67	33	0
August 2006 ^v	71	29	*
Feb-April 2006 ^{vi}	75	25	*
Jan/Feb 2006 ^{vii}	74	25	*
Nov/Dec 2005 ^{viii}	68	31	*
September 2005 ^{ix}	74	26	0
May/June 2005 ^x	72	28	*
February 2005 ^{xi}	70	30	*
January 2005 ^{xii}	69	31	*
November 2004 ^{xiii}	68	32	0
May/June 2004 ^{xiv}	71	29	*
February 2004 ^{xv}	73	27	*
November 2003 ^{xvi}	72	27	*
July 2003	71	29	*
June 2003 ^{xvii}	71	29	*
April/May 2003 ^{xviii}	69	31	*
March 3-11, 2003 ^{xix}	71	29	*
February 2003 ^{xx}	70	30	0
December 2002 ^{xxi}	68	32	0
November 2002 ^{xxii}	70	30	*
October 2002 ^{xxiii}	69	31	*
September 2002 ^{xxiv}	68	32	*
July 2002 ^{xxv}	69	31	*
March/May 2002 ^{xxvi}	69	31	*
January 2002 ^{xxvii}	67	33	0
December 2001 ^{xxviii}	64	36	*
November 2001 ^{xxix}	65	35	*
October 2001 ^{xxx}	62	38	*
September 2001 ^{xxxi}	63	37	*
August 2001 ^{xxxii}	66	34	0
February 2001 ^{xxxiii}	65	35	0
December 2000 ^{xxxiv}	69	31	*
November 2000 ^{xxxv}	65	35	*
October 2000 ^{xxxvi}	64	36	*
September 2000 ^{xxxvii}	62	38	*
July/August 2000 ^{xxxviii}	63	37	*
May/June 2000 ^{xxxix}	60	40	*
March/April 2000 ^{xl}	63	37	*

- Q6a Do you use the internet, at least occasionally?
 Q6b Do you send or receive email, at least occasionally?³

	USES INTERNET	DOES NOT USE INTERNET
Current Total	76	24
Current low-access	35	65
February 2007	71	29
December 2006	70	30
November 2006	68	32
August 2006	70	30
Feb-April 2006	73	27
Jan/Feb 2006	73	27
Nov/Dec 2005	66	34
September 2005	72	28
May/June 2005	68	32
February 2005	67	33
January 2005	66	34
November 2004	61	39
May/June 2004	63	37
February 2004	63	37
November 2003	64	36
July 2003	63	37
June 2003	62	38
April/May 2003	63	37
March 3-11, 2003	62	38
February 2003	64	36
December 2002	57	43
November 2002	61	39
October 2002	59	41
September 2002	61	39
July 2002	59	41
March/May 2002	58	42
January 2002	61	39
December 2001	58	42
November 2001	58	42
October 2001	56	44
September 2001	55	45
August 2001	59	41
February 2001	53	47
December 2000	59	41
November 2000	53	47
October 2000	52	48
September 2000	50	50
July/August 2000	49	51
May/June 2000 ^{xii}	47	53
March/April 2000	48	52

³ Prior to January 2005, question wording was "Do you ever go online to access the Internet or World Wide Web or to send and receive email?"

Q7 About how often do you use the internet from...?

Based on Internet users

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	(VOL) NEVER	DON'T KNOW/ REFUSED
a. Home								
Current Total [n=1,702]	38	21	15	9	4	5	7	*
Current low-access [n=485]	22	22	21	18	9	8	0	0
February 2007	31	24	15	12	6	7	5	*
November 2006	30	24	16	13	5	5	7	*
Jan/Feb 2006	29	25	17	12	5	6	6	*
May/June 2005	27	22	15	13	6	7	10	*
June/July 2004 ^{xlii}	27	27	17	13	5	5	7	*
March 2004 ^{xliii}	29	24	15	13	6	5	8	*
b. Work								
Current Total [n=1,702]	35	8	5	5	1	6	38	1
Current low-access [n=485]	16	9	4	6	1	7	55	2
February 2007	38	9	5	3	2	5	38	1
November 2006	31	9	5	5	2	4	43	1
Jan/Feb 2006	35	8	5	3	2	7	40	1
May/June 2005	35	9	5	4	2	6	39	*
June/July 2004	28	12	5	4	1	5	44	*
March 2004	28	10	5	6	2	4	44	*

Q8 Thinking about your internet access at home...Does the computer you use at home connect to the Internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, or a T-1 or fiber optic connection?

Based on those who use the Internet at home

	CURRENT TOTAL	CURRENT LOW ACCESS		FEBRUARY 2007	NOVEMBER 2006
%	18	100	Dial-up telephone line	23	25
	77	0	High-speed	70	70
	40	0	DSL-enabled phone line	35	36
	28	0	Cable modem	28	27
	8	0	Wireless connection (either land-based or satellite)	6	5
	2	0	T-1 or fiber optic connection	1	1
	1	0	Other	1	1
	4	0	Don't know/Refused	6	4
	[1,594]	[485]		[1,406]	[1,473]

- Q8b** Would you LIKE to have a faster, "broadband" connection, or isn't that something you're interested in?

Based on Internet users who have dial-up at home

	CURRENT LOW ACCESS		NOV/DEC 2005	FEB 2004	OCT 2002
%	41	Yes, would like	39	40	38
	58	No, not interested	60	58	57
	1	Don't know/Refused	1	2	5
	[485]		[633]	[689]	[661]

- Q9** Now I'd like to ask you about some decisions or situations you may have experienced recently. In the LAST TWO YEARS, have you...?

	YES	NO	DON'T KNOW/ REFUSED
a Made a decision about schooling, paying for education, or getting training for yourself or for a child			
Current Total [n=2,796]	39	60	1
Current Low-Access [n=1,579]	24	76	*
b Dealt with a serious illness or other health condition, either yourself or someone close to you			
Current Total	45	54	1
Current Low-Access	45	54	1
c Needed information about Medicare, Medicaid or food stamps			
Current Total	23	76	*
Current Low-Access	26	74	1
d Changed jobs, retired, or started your own business			
Current Total	25	75	*
Current Low-Access	19	81	*
e Been involved in a criminal matter, a lawsuit, or other legal action			
Current Total	10	90	*
Current Low-Access	7	93	*
f Needed information about Social Security or military benefits			
Current Total	20	79	*
Current Low-Access	20	79	1

Q9 continued...

Q9 continued...

	YES	NO	DON'T KNOW/ REFUSED
g Needed information about property taxes or income taxes			
Current Total	34	65	1
Current Low-Access	25	75	1
h Become a citizen or helped someone through the immigration process			
Current Total	5	95	*
Current Low-Access	2	97	*
i Looked for help from your local government with an issue like traffic or schools			
Current Total	15	85	*
Current Low-Access	9	91	*
j Wanted information about voter registration, or about a government action, program or policy			
Current Total	19	81	*
Current Low-Access	11	89	1

Q10 Which of these decisions or situations happened most recently?**Based on those who have had any Q9 experience in the past two years**

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	29	37	Dealt with a serious illness or other health condition, either yourself or someone close to you
	25	14	Made a decision about schooling, financing education, or getting training for yourself or a child
	11	9	Changed jobs, retired, or started your own business
	11	10	Needed information about property taxes or income taxes
	7	9	Needed information about Medicare, Medicaid or food stamps
	6	9	Needed information about Social Security or military benefits
	3	3	Been involved in a criminal matter, a lawsuit, or other legal action
	3	3	Wanted information about voter registration, or about a government action, program or policy
	2	2	Looked for help from your local government with an issue like traffic or schools
	2	1	Become a citizen or helped someone through the immigration process
	2	4	Don't know/Refused
	[2,125]	[1,079]	

Q11 When you needed information or assistance in this situation, where did you go?
Did you (insert item) when you were looking for information or help in this situation?

Based on those who had an assigned most recent experience

	YES, I USED THAT SOURCE	NO, I DID NOT USE THAT SOURCE	DON'T KNOW/ REFUSED
a Ask friends and family members			
Current Total [n=2,068]	45	55	1
Current Low-Access [n=1,037]	42	57	1
b Ask professional advisors, such as doctors, lawyers or financial experts			
Current Total	53	47	*
Current Low-Access	55	44	1
c Use the internet			
Current Total	58	42	1
Current Low-Access	28	71	1
d Use newspapers, magazines and books			
Current Total	36	64	*
Current Low-Access	34	65	1
e Use television and radio			
Current Total	16	83	*
Current Low-Access	21	78	1
f Go to a public library			
Current Total	13	87	*
Current Low-Access	12	87	1
g Go to a local place where you can use a computer for free			
Current Total	9	91	*
Current Low-Access	10	89	1
h Contact a government office or agency			
Current Total	34	66	*
Current Low-Access	32	67	1
i Use another source not mentioned already			
Current Total	11	88	1
Current Low-Access	10	88	2

- Q12** In addition to the sources you just mentioned, did you ever use the internet or email to look for information or help?

Based on Internet users who did not use the Internet to get information in their situation

	<u>CURRENT TOTAL</u>	<u>CURRENT LOW ACCESS</u>	
%	31	34	Yes
	69	65	No
	*	1	Don't know/Refused
	[482]	[173]	

- Q13** In addition to the sources you just mentioned, did you ask someone to look on the internet for you, or to send an email, looking for the information or assistance you needed?

Based on non-Internet users who did not use the Internet to get information in their situation

	<u>CURRENT LOW ACCESS</u>	
%	27	Yes
	72	No
	1	Don't know/Refused
	[613]	

- Q14** When you used the internet to find information and help in this situation, where did you do that...at home, at work or some other place, such as at school or at a library?

Based on those who used the Internet for information

	<u>CURRENT TOTAL</u>	<u>CURRENT LOW ACCESS</u>	
%	87	77	At home
	18	13	At work
	6	7	At a library
	4	3	At school
	3	7	At a friend's or neighbor's house
	*	1	At a local place where you can use a computer for free
	*	*	At a church, temple, mosque or other house of worship or religious organization
	*	*	From a hotel/While traveling
	*	*	Using a cell phone/PDA/Blackberry/Palm/Pocket PC or other portable device
	0	0	At an Internet cafe
	*	*	Other
	1	3	Don't know/Refused
	[1,131]	[314]	

- Q15** You mentioned that you contacted a government office or agency to find information and help in this situation. How did you contact the government office or agency? Did you...?

Based on those who contacted a government office for information

	<u>CURRENT TOTAL</u>	<u>CURRENT LOW ACCESS</u>		<u>JULY 2003⁴</u>
%	37	47	Call on the phone	26
	16	19	Visit an office or agency in person	12
	10	8	Visit a government web site	18
	4	1	Send email	10
	1	1	Write a letter	10
	30	21	Do a combination of the above	22
	1	1	Something else (VOL)	1
	*	*	Can't remember (VOL)	0
	1	2	Don't know/Refused	1
	[686]	[320]		[1,657]

- Q16** You mentioned that you went to a library to find information and help in this situation. When you went to the library, did the library staff help you to try to find the information you were seeking? This might have included assistance in finding reference books, helping you use a computer or the internet, or assisting you in any other way.

Based on those who went to the library or used the Internet at the library for information

	<u>CURRENT TOTAL</u>	<u>CURRENT LOW ACCESS</u>	
%	69	75	Yes
	31	24	No
	*	1	Don't know/Refused
	[294]	[142]	

⁴ Trend question wording was as follows: "Still thinking about the LAST time you contacted the government this past year, what method of contact did you use? Did you...?" Based on those who contacted the government in the past year and last contact not mailing in tax return.

Q17 What kind of assistance did the library staff provide?

Based on those who received assistance from the library staff

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	39	36	Reference services
	38	29	One-on-one instruction in using computer or accessing the Internet
	16	15	Printed help materials
	6	6	Electronic/interactive help mechanism
	4	5	Tutorials or classes taught by library/center personnel
	7	12	Other
	4	8	Don't know/Refused
	[208]	[108]	

Q18 At the library, what sources did you check to find the information you were looking for? Did you...?

	YES	NO	DON'T KNOW/ REFUSED
Based on those who went to the library or used the Internet at the library for information			
a Consult reference books, such as an encyclopedia or directory			
Current Total [n=294]	58	39	3
Current Low-Access [n=142]	50	47	3
Based on those who went to the library or used the Internet at the library for information			
b Look through newspapers or magazines			
Current Total [n=294]	42	57	1
Current Low-Access [n=142]	36	63	1
Based on those who went to the library or used the Internet at the library for information			
c Use a computer to look at what the library had to offer			
Current Total [n=294]	62	37	1
Current Low-Access [n=142]	54	44	2

Q18 continued...

Q18 continued...

	YES	NO	DON'T KNOW/ REFUSED
Based on those who went to the library for information			
d Use a computer to look for the information on the Internet			
Current Total [n=280]	65	35	*
Current Low-Access [n=140]	51	49	0
Based on those who went to the library or used the Internet at the library for information			
e Use another source not mentioned already			
Current Total [n=294]	6	94	*
Current Low-Access [n=142]	5	95	1

Q19 How satisfied were you with the service you received from the library staff in helping you locate the information you wanted? Were you very satisfied, somewhat satisfied, somewhat unsatisfied or very unsatisfied?

Based on those who received assistance from the library staff

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	79	75	Very satisfied
	19	24	Somewhat satisfied
	1	0	Somewhat unsatisfied
	*	1	Very unsatisfied
	*	*	Don't know/Refused
	[208]	[108]	

Q20 Why were you UNsatisfied? [OPEN-END]

Based on those who were unsatisfied with the service they received from the library staff. Sample size too small to report (Total: N=4; Low-access: N=2).

Q21 At the library, were you NOT provided with help in locating information because...?

Based on those who did not receive assistance from the library staff

	CURRENT TOTAL	
%	91	You did not require or seek assistance
	3	The library does not offer such assistance
	2	No one was available to help
	3	Some other reason
	2	Don't know/Refused
	[86]	

Note: Low-access had too few cases to report [N=34].

Q22 In looking for the information you needed in this situation, did you ever consider going to a local public library to look or isn't this something you considered?

Based on those who did not go to the library or use the Internet at the library for information

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	14	17	Yes, considered going to local public library
	85	82	No, not something R considered
	*	1	Don't know/Refused
	[1,774]	[895]	

Q22b In the end, why did you decide to not go to the library for the information you needed? [OPEN-END]

Based on those who did not go to the library to get information but did consider going

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	13	16	I got the information somewhere else
	11	4	I have access to the internet at home
	11	3	Resources/Information at home
	10	3	Found information on the internet
	9	12	Didn't need to/Situation resolved
	8	4	Time/Timing/Library was closed
	6	13	I got the information from someone else
	5	5	Too far/Lack of transportation
	3	2	Limited resources there/not up to date/wouldn't have it
	2	2	Inconvenient – other or unspecified
	2	2	Don't use or like the library
	13	16	Other
	7	17	Don't know/Refused
	[230]	[117]	

Q23 You mentioned that you went to a local place where you can use a computer for free to find information and help in this situation. When you went there, did the staff help you to try to find the information you were seeking? This might have included helping you use a computer or the internet, or assisting you in any other way.

Based on those who went to a computer center for information and did not go to a library for information

	CURRENT TOTAL	
%	54	Yes
	45	No
	1	Don't know/Refused
	[67]	

Warning: Sample size is too small to provide reliable estimates.
Note: Low-access had too few cases to report [N=30].

Q24 What kind of assistance did the staff provide?

Based on those who received assistance from the computer center staff

	CURRENT TOTAL	
%	65	One-on-one instruction in using computer or accessing the Internet
	9	Help Desk Assistance
	7	Tutorials or classes taught by center personnel
	7	Printed help materials
	1	Electronic/interactive help mechanism
	13	Other
	2	Don't know/Refused
	[34]	

Warning: Sample size is too small to provide reliable estimates.
Note: Total may exceed 100% due to multiple responses.
Note: Low-access had too few cases to report [N=18].

- Q25** At the local computer center, what sources did you check to find the information you were looking for? Did you...?

Based on those who went to a computer center for information and did not go to a library for information

	YES	NO	DON'T KNOW/ REFUSED
a Use a computer to look for the information on the Internet Current Total [n=67]	75	20	4
b Send email Current Total	22	75	3
c Use special software Current Total	9	80	10
d Use another source not mentioned already Current Total	5	93	3

Warning: Sample sizes are too small to provide reliable estimates.

Note: Low-access had too few cases to report [N=30].

- Q26** How satisfied were you with the service you received from the center staff in helping you locate the information you wanted? Were you very satisfied, somewhat satisfied, somewhat unsatisfied or very unsatisfied?

Based on those who received assistance from the computer center staff

	CURRENT TOTAL	
%	55	Very satisfied
	40	Somewhat satisfied
	4	Somewhat unsatisfied
	1	Very unsatisfied
	0	Don't know/Refused
	[34]	

Warning: Sample size is too small to provide reliable estimates.

Note: Low-access had too few cases to report [N=18].

Q27 Why were you unsatisfied? [OPEN-END]

Based on those who were unsatisfied with the service they received from the computer center staff. Sample size too small to report (Total: N=2; Low-access: N=2).

Q28 At the center, were you NOT provided with help in locating information because...?

Based on those who did not receive assistance from the computer center staff

	<u>CURRENT TOTAL</u>	
%	84	You did not require or seek assistance
	1	The center does not offer such assistance
	1	No one was available to help
	6	Some other reason
	8	Don't know/Refused
	[33]	

Warning: Sample size is too small to provide reliable estimates.

Note: Low-access had too few cases to report [N=12].

Q29 Taking everything into consideration -- all the source(s) you consulted and any help you received in this situation -- how successful were you in finding the information you wanted? Would you say very successful, somewhat successful, not too successful or not successful at all?

Based on those who had an assigned most recent experience

	<u>CURRENT TOTAL</u>	<u>CURRENT LOW ACCESS</u>	
%	60	54	Very successful
	29	28	Somewhat successful
	2	2	Successful in some ways, but not in others (VOL)
	4	7	Not too successful
	3	5	Not successful at all
	2	4	Don't know/Refused
	[2,068]	[1,037]	

Q30 How much of the information you needed did you get from...? Would you say a lot, some, only a little, or none at all?

	A LOT	SOME	ONLY A LITTLE	NONE AT ALL	DON'T KNOW/ REFUSED
Based on those who used the Internet to get information					
a The Internet					
Current Total [n=973]	55	35	8	2	1
Current Low-Access [n=251]	51	36	11	1	2
Based on those who went to the public library to get information					
b The library					
Current Total [n=280]	36	42	17	5	1
Current Low-Access [n=140]	32	52	11	5	1
Based on those who went to a local computer center to get information					
c The local place where you can use a computer for free					
Current Total [n=195]	37	39	15	7	4
Current Low-Access [n=89]	39	36	17	2	6
Based on those who contacted a government office or agency to get information					
d The government office or agency					
Current Total [n=686]	49	28	17	4	2
Current Low-Access [n=320]	54	21	17	5	3

Q31 Was this because (insert item) did not have the information, you were unable to find it, no help was available to find it or some other reason?

	DID NOT HAVE INFORMATION	COULD NOT FIND INFORMATION	NO HELP IN FINDING INFORMATION	SOME OTHER REASON	GOT INFO FROM DIFFERENT SOURCE	DON'T KNOW/ REFUSED
Based on those who got little or no information from the Internet						
a The Internet						
Current Total [n=94]	12	25	9	31	16	7

Q31 continued...

Q31 continued...

	DID NOT HAVE INFORMATION	COULD NOT FIND INFORMATION	NO HELP IN FINDING INFORMATION	SOME OTHER REASON	GOT INFO FROM DIFFERENT SOURCE	DON'T KNOW/ REFUSED
Based on those who got little or no information from the public library						
b The library						
Current Total [n=62]	26	13	13	36	5	7
Based on those who got little or no information from a local computer center						
c The local place where you can use a computer for free						
Current Total [n=45]	5	22	25	28	3	17
Based on those who got little or no information from a government office or agency						
d The government office or agency						
Current Total [n=151]	17	6	22	41	6	8

Warning: Sample size is too small to provide reliable estimates.

Note: Low-access had too few cases to report.

Q32 In (insert item) to get information, were you concerned that doing so might reveal private or sensitive information about yourself to others -- such as to someone you know, or a private company, a government agency or to someone else?

	YES	NO	DON'T KNOW/ REFUSED
Based on those who used the Internet to get information			
a Using the Internet			
Current Total [n=973]	26	72	2
Current Low-Access [n=251]	30	69	1
Based on those who went to the public library to get information			
b Going to the library			
Current Total [n=280]	23	76	1
Current Low-Access [n=140]	19	81	0

Q32 continued...

Q32 continued...

	YES	NO	DON'T KNOW/ REFUSED
Based on those who went to a local computer center to get information			
c Going to the local place where you can use a computer for free			
Current Total [n=195]	34	65	1
Current Low-Access [n=89]	40	60	*
Based on those who contacted a government office or agency to get information			
d Contacting the government office or agency			
Current Total [n=686]	17	80	3
Current Low-Access [n=320]	20	75	5

- Q33** In choosing which source to use for information and help in this situation, was privacy or concern about possible disclosure of personal information a factor in your choice, or was this not really a factor?

Based on those who had an assigned most recent experience

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	19	22	Yes, was a factor
	79	75	No, not a factor
	2	3	Don't know/Refused
	[2,068]	[1,037]	

- Q34** In the future, if you need information or assistance to deal with a situation similar to the one you just told me about, how likely is it that you will go to a public library or a local place where you can use a computer for free? Is it...?

Based on those who had an assigned most recent experience

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	12	14	Very likely
	17	20	Somewhat likely
	17	13	Somewhat unlikely
	54	50	Very unlikely
	1	3	Don't know/Refused
	[2,068]	[1,037]	

- Q35** If you need information or assistance from a government agency, would you expect to be able to get the information or services from the agency's web site, or would you not expect to be able to do so?

	CURRENT TOTAL	CURRENT LOW ACCESS	
%	70	53	Yes, would expect
	23	35	No, would not expect
	7	11	Don't know/Refused

- Q36** Do you happen to know whether there is (insert item) within 2 miles of where you live?

	YES	NO	DON'T KNOW/ REFUSED
a A local public library			
Current Total	70	28	1
Current Low-Access	67	32	1
b A local place where you can use a computer for free			
Current Total	58	34	8
Current Low-Access	55	37	9

- Q37** Next...Please tell me if you ever get news or information from each of the following sources. Do you EVER get news or information from this source?⁵

Based on low-access respondents [N=1,579]

	YES	NO	DON'T KNOW/ REFUSED
a Newspapers			
Current Low-Access	79	21	*
Jan/Feb 2006	85	15	*
June/July 2006	85	15	0
b Television			
Current Low-Access	91	9	0
Jan/Feb 2006	90	10	0
June/July 2006	92	8	*
c Magazines			
Current Low-Access	57	42	*
Jan/Feb 2006	56	44	0
June/July 2006	56	44	*

Q37 continued...

⁵ Trends are based on Total respondents, adults age 18 or older.

Q37 continued...

	YES	NO	DON'T KNOW/ REFUSED
d The radio			
Current Low-Access	69	31	0
Jan/Feb 2006	72	28	*
June/July 2006	73	27	*
e Friends and family			
Current Low-Access	81	18	1
f The Internet ⁶			
Current Low-Access	29	71	0
Jan/Feb 2006	53	47	0
June/July 2006	51	49	*

Q38 Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?⁷

Based on low-access respondents

	CURRENT LOW ACCESS		FEB-APRIL 2006	MAY/JUNE 2005	JUNE 2003	MARCH/MAY 2002
%	33	Most people can be trusted	36	32	32	38
	57	You can't be too careful	56	60	60	53
	8	Depends (VOL)	5	5	5	7
	3	Don't know/Refused	3	2	2	2

Q39 How much of the time do you think you can trust the government in Washington to do what is right – just about always, most of the time, or only some of the time?⁸

Based on low-access respondents

	CURRENT LOW ACCESS		JULY 2003	FEBRUARY 2001
%	3	Just about always	7	5
	21	Most of the time	33	26
	65	Only some of the time	56	62
	11	Don't know/Refused	4	6

⁶ Item was originally asked of low-access Internet users only. The current figures reflect all low-access respondents, with non-Internet users combined with the Total "No" responses. Trends were asked of all internet users, with a follow-up for each item (Did you happen to get news or information from [INSERT SAME ITEM] YESTERDAY, or not?). Trend results are based on Total respondents, with non-Internet users combined with Total "No" responses.

⁷ Trends are based on Total respondents, adults age 18 or older.

⁸ Trends are based on Total respondents, adults age 18 or older.

- Q41** Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and computer information services. Others say they like having so much information to choose from. How about you... do you feel overloaded, or do you like having so much information available?⁹

Based on low-access respondents

	CURRENT LOW ACCESS		FEB-APRIL 2006
%	25	Feel overloaded	27
	65	Like having so much information available	67
	10	Don't know/Refused	7

- Q42** Overall, do you think that computers and technology give people MORE control over their lives, LESS control over their lives, or don't you think it makes any difference?¹⁰

Based on low-access respondents

	CURRENT LOW ACCESS		FEBRUARY 2007	FEB-APRIL 2006
%	39	More	48	48
	18	Less	18	16
	31	No difference	25	29
	12	Don't know/Refused	9	8

- Q43** If you ever needed to contact the government about (insert item), would you prefer to do it over the phone, on the Internet, or some other way? How about...?

	OVER THE PHONE	ON THE INTERNET	SOME OTHER WAY	(VOL) NEVER CONTACTED GOVT	DON'T KNOW/ REFUSED
a A personal tax issue					
Current Total	57	17	23	n/a	3
Current Low-Access	55	6	35	n/a	4
July 2003 ¹¹	51	17	26	4	2
b Getting a license or permit for your car					
Current Total	13	31	53	n/a	3
Current Low-Access	15	10	68	n/a	