

DC Public Library Resident Survey Topline

Column Definitions: “Users” = The 300 residents surveyed who said “very often,” “somewhat often,” or “not too often” for Q3.

“Non-users” = The 300 residents surveyed who said “rarely/never” for Q3.

“All” = The 600 residents surveyed (combining the 300 “users” and the 300 “non-users”)

All numbers represent percentages (e.g., “45” means “45%”)

Hello. My name is _____. I’m calling from _____. We are calling to ask your opinions on issues that may affect your community. The survey is short and is strictly for research purposes. You will NOT be asked to make any type of purchase or contribution, and your name will NOT be used in any future marketing.

1. First, this survey is available in both English and Spanish. Would you like to take this survey in English or Spanish?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
English	98	98	98
Spanish	2	2	2

2. When you want to learn about something you don’t know much about, or need more information on, where are you most likely to go for that information? **OPEN-ENDED.**

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
The library.....	10	15	4
A book store	0	1	0
Ask family/friends.....	3	3	3
Look it up online	81	77	85
Other (record verbatim)	4	4	4
(Don’t know).....	2	1	3

3. How often do you use the DC Public Library, either online or in the library? Very often, somewhat often, not too often, rarely, or never?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Very often (USER GROUP).....	12	25	--
Somewhat often (USER GROUP).....	18	36	--
Not too often (USER GROUP).....	20	40	--
Rarely/never (NON-USER GROUP).....	50	--	100

4. **USERS:** And do you physically go to the library itself, use the library’s online services, or both?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Go to library only	47	47	--
Use online only	8	8	--
Both	44	44	--
(Don’t know).....	1	1	--

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N=600 DC residents (300 library users and 300 non-users)

5. **USERS:** How often do you go to a branch of the DC Public Library?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
A few times a year or less.....	36	36	--
1-2 times a month	38	38	--
3-4 times a month	15	15	--
5 times or more a month	11	11	--
Don't know/refused	0	0	--

6. **USERS:** How often do use the library's online services?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
A few times a year or less.....	45	45	--
1-2 times a month	19	19	--
3-4 times a month	11	11	--
5 times or more a month	7	7	--
Don't know/refused	19	19	--

7. **USERS:** What are the one or two main things you typically use the DC public library for, either at a branch or online? _____ **OPEN-ENDED.**

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Books/Checking out books	51	51	--
Research/For information	34	34	--
Computer use/Internet use.....	13	13	--
Kids' books.....	11	11	--
To watch movies.....	4	4	--
To attend events.....	5	5	--
Copier use.....	3	3	--
To watch children's programming.....	3	3	--
Newspaper	1	1	--
Other	2	2	--
Don't know/refused	1	1	--

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8. **USERS:** What do you wish the library offered more of? _____ **OPEN-ENDED.**

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Newer books/Bigger selection	23	23	--
Events/Lectures/Classes.....	13	13	--
Online usage/More computers	10	10	--
Children's programming/Activities/Story time	6	6	--
Better hours/Later hours.....	4	4	--
Study/Work area/Student section/More space.....	2	2	--
Magazines/Periodicals/Newspaper.....	2	2	--
Location/Closer to my home	3	3	--
Audiovisual materials	2	2	--
WiFi.....	1	1	--
Better/More copiers.....	1	1	--
Café/Serve coffee	1	1	--
Information about jobs	1	1	--
Quieter rooms/More silence	2	2	--
Help/Better service	2	2	--
More space	2	2	--
Nothing, provides what I need	23	23	--
Don't know/refused	12	12	--

9. **NON-USERS:** What is the main reason that you do not use the DC public library? _____ **OPEN-ENDED.**

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use computer at home to get anything I need	37	--	37
No desire to use it	27	--	27
Inconvenient/Too far/Don't live near one	14	--	14
Too busy/Don't have much time/Working	12	--	12
Have a disability which makes it difficult	3	--	3
Buy books instead	3	--	3
Too many homeless persons nearby.....	1	--	1
It doesn't have what I need.....	2	--	2
Other	3	--	3
Don't know/refused	1	--	1

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10. **NON-USERS**: What one thing could the library offer that would make you use it more often?

OPEN-ENDED.

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Newer books/Bigger selection	8	--	8
Events/Lectures/Classes.....	6	--	6
Online usage/More computers	5	--	5
Children's programming/Activities/Story time	5	--	5
Better hours/Later hours.....	4	--	4
Study/Work area/Student section/More space.....	2	--	2
Magazines/Periodicals/Newspaper.....	1	--	1
Location/Closer to my home	6	--	6
WiFi.....	2	--	2
Better/More copiers.....	1	--	1
Information about jobs	1	--	1
Café/Serve coffee	2	--	2
Quieter rooms/More silence.....	2	--	2
Offer transportation/Don't have transportation	2	--	2
Other	2	--	2
Nothing specific.....	30	--	30
Don't know/refused	20	--	20

11. How familiar do you feel you are with what the DC Public Library has to offer?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Very familiar	23	33	12
Somewhat familiar	42	47	37
Only a little familiar	19	17	22
Not familiar at all.....	16	2	29
Don't know	1	0	1

12. **USERS**: Thinking about the library you physically attend or use most often, where is it closest to?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Your place of work.....	5	5	--
Your home or neighborhood	80	80	--
Your child's school, or your school.....	5	5	--
Other	8	8	--
(Don't know).....	1	1	--

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13. **USERS**: What is the name of the library you use most often? Even if you don't remember what it is called exactly, please tell me what you think it is called, or roughly where it is. _____ **OPEN-ENDED.**
14. **USERS**: And what are the names of other libraries you use, if any? Even if you don't remember what they are called exactly, please tell me what you think they are called, or roughly where they are. _____ **OPEN-ENDED.**

<i>Library</i>	<i>Main Library (Q13)</i>	<i>Other Library (Q14)</i>	<i>Total</i>
Martin Luther King, Jr.	12%	29%	41%
Southeast	8%	3%	11%
Petworth	7%	3%	10%
Anacostia	6%	4%	10%
Shaw	5%	5%	10%
Mt. Pleasant	6%	3%	9%
Benning	4%	3%	7%
Chevy Chase	4%	3%	7%
Cleveland Park	4%	3%	7%
Tenley-Friendship	3%	5%	8%
Georgetown	3%	2%	5%
Shepherd Park	3%	2%	5%
Northeast	3%	2%	5%
Bellevue	3%	1%	4%
Southwest	3%	0%	3%
Lamond-Riggs	3%	0%	3%
Takoma Park	2%	3%	5%
Woodridge	2%	2%	4%
Parklands-Turner	2%	1%	3%
Deanwood	2%	0%	2%
Francis Gregory	2%	0%	2%
Rosedale	1%	1%	2%
Palisades	1%	1%	2%
Capitol View	1%	0%	1%
West End	1%	1%	2%
Northwest One	0%	1%	1%
Don't know/Can't identify/Outside of DC	10%	44%	N/A

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15. **USERS**: Which three factors are most important to you personally in deciding what library to use?
PICK UP TO THREE.

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Quality of the collection of books	55	55	--
Other resources such as computers.....	29	29	--
Closeness to home, school, or work.....	61	61	--
Types of programs offered	15	15	--
How well it caters to families	9	9	--
My friends and neighbors use	8	8	--
Friendly and helpful staff	26	26	--
Convenient and accessible location, with good public transit and/or parking	47	47	--
Other (specify)	3	3	--
(Don't know).....	2	2	--

USERS: I am going to list some programs and services provided by the DC Public Library. For each, please tell me whether you have used the service frequently, use the service sometimes, are aware of the service but haven't used it, or are not aware of the service. **RANDOMIZE.**

16. Access to books, e-books, and downloadable video and audio materials

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	25	25	--
Use sometimes	31	31	--
Aware but haven't used	30	30	--
Not aware of service	13	13	--

17. Access to computers and technology

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	19	19	--
Use sometimes	28	28	--
Aware but haven't used	45	45	--
Not aware of service	8	8	--

18. Services and programs for children, youth and teens

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	13	13	--
Use sometimes	18	18	--
Aware but haven't used	52	52	--
Not aware of service	16	16	--

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19. Adult literacy services such as helping adults to read and GED preparation

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	2	2	--
Use sometimes	5	5	--
Aware but haven't used	57	57	--
Not aware of service	35	35	--

20. Adult continuing education and lifelong learning programs like computer training and language courses

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	5	5	--
Use sometimes	12	12	--
Aware but haven't used	50	50	--
Not aware of service	34	34	--

21. Cultural programs like music, film, dance, and drama and literary events like author visits and book clubs

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	10	10	--
Use sometimes	25	25	--
Aware but haven't used	39	39	--
Not aware of service	26	26	--

22. Local DC history

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	9	9	--
Use sometimes	27	27	--
Aware but haven't used	35	35	--
Not aware of service	29	29	--

23. Spaces for studying, meetings, and events

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	16	16	--
Use sometimes	31	31	--
Aware but haven't used	38	38	--
Not aware of service	15	15	--

24. Spaces that allow you to create hands-on projects

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	5	5	--
Use sometimes	13	13	--
Aware but haven't used	35	35	--
Not aware of service	47	47	--

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25. Job seeker and career services and programs

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Use frequently	5	5	--
Use sometimes	16	16	--
Aware but haven't used	45	45	--
Not aware of service	34	34	--

26. **NON-USERS** As you may know, the library provides free or low-cost programs. Of these programs and services please select up to THREE that you would you be most likely to use. **PICK UP TO THREE. RANDOMIZE.**

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Access to books, e-books, and downloadable video and audio materials.....	40	--	40
Access to computers and technology.....	21	--	21
Services and programs for children, youth, and teens	25	--	25
Adult literacy services such as helping adults to read and GED preparation.....	15	--	15
Adult continuing education and lifelong learning programs like computer training and language courses	38	--	38
Cultural programs like music, film, dance, and drama and literary events like author visits and book clubs.....	37	--	37
Local DC history	19	--	19
Spaces for studying, meetings, and events	16	--	16
Spaces that allow you to create hands-on projects ...	12	--	12
Job seeker and career services and programs	15	--	15
Other (specify)	1	--	1
Don't know	9	--	9

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27. And for which of these services would you travel to another library other than the one you usually attend? **SELECT ALL THAT APPLY.**

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Access to books, e-books, and downloadable video and audio materials.....	38	47	29
Access to computers and technology.....	27	30	24
Services and programs for children, youth, and teens	26	28	24
Adult literacy services such as helping adults to read and GED preparation.....	20	20	19
Adult continuing education and lifelong learning programs like computer training and language courses	37	35	40
Cultural programs like music, film, dance, and drama and literary events like author visits and book clubs.....	44	49	39
Local DC history	38	43	32
Spaces for studying, meetings, and events	34	39	29
Spaces that allow you to create hands-on projects ...	29	30	28
Job seeker and career services and programs	30	34	27
Other (specify)	3	2	3
Don't know	16	13	19

28. The library is starting to offer services outside the branch, including places like senior centers, recreation centers, and other locations throughout the community. How would that affect whether or not you would use the library's services?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Makes me much more likely to use	21	24	18
Makes me somewhat more likely to use.....	20	17	22
Doesn't change whether I use.....	50	51	49
Makes me somewhat less likely to use	3	1	4
Makes me much less likely to use	4	3	5
Don't know	3	3	2

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Now I am going to read some statements that some people may offer about why they don't use the DC Public Library. Please let me know whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

29. I don't feel like I know what services are offered

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Strongly agree	12	8	16
Somewhat agree.....	24	23	25
Somewhat disagree	29	30	28
Strongly disagree	31	38	25
Don't know / Not applicable	3	2	5

30. I would love to go the library but I am too busy and it isn't a priority

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Strongly agree	24	14	34
Somewhat agree.....	29	26	32
Somewhat disagree	23	31	14
Strongly disagree	21	28	14
Don't know / Not applicable	3	1	5

31. I can get anything I need from the library elsewhere, like online or at a book store

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Strongly agree	31	22	40
Somewhat agree.....	31	30	32
Somewhat disagree	20	27	14
Strongly disagree	15	19	10
Don't know / Not applicable	3	2	4

32. I can never find what I want when I go to the library

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Strongly agree	5	3	7
Somewhat agree.....	13	15	11
Somewhat disagree	31	32	31
Strongly disagree	44	49	39
Don't know / Not applicable	6	1	11

33. There isn't a library that is convenient for me to attend

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Strongly agree	14	12	16
Somewhat agree.....	12	11	13
Somewhat disagree	14	9	19
Strongly disagree	56	65	46
Don't know / Not applicable	4	2	6

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34. I'm just not interested in what the library has to offer

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Strongly agree	10	6	13
Somewhat agree.....	19	10	28
Somewhat disagree	24	19	29
Strongly disagree	45	64	26
Don't know / Not applicable	3	1	4

Finally, I just have a few demographic questions for research purposes only.

35. How many children are there in your household who are the following ages:

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
5 years or younger			
Zero.....	57	58	56
One	29	30	27
Two	10	7	13
Three or more.....	4	5	4
Between 6 and 12			
Zero.....	62	53	75
One	24	28	17
Two	12	15	8
Three or more.....	2	3	0
Between 13 and 19			
Zero.....	72	71	74
One	20	22	17
Two	5	5	5
Three or more.....	3	3	4

36. **USERS WITH AT LEAST ONE CHILD 19 OR YOUNGER:** When you attend the library, which of the following best describes how often what you do at the library is for your kids?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Almost always for my kids.....	24	24	--
Usually for my kids	17	17	--
For my kids about half the time	19	19	--
Usually for something I need.....	14	14	--
Almost always for something I need	18	18	--
Refused.....	8	8	--

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37. What is the highest level of education you have completed?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Less than high school.....	2	2	2
High school graduate.....	14	16	13
Some college, or an Associate degree.....	23	24	21
4-year (BA,BS) college degree	25	25	25
Post graduate study.....	35	32	37
Refused.....	2	1	2

38. Do you have Internet access at home?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Yes	88	87	88
No	11	11	10

39. **IF YES IN PREVIOUS QUESTION:** Which of the following do you frequently use to access the Internet at home? **SELECT ALL THAT APPLY**

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Personal computer	89	90	87
Smart phone like an iPhone or Android	71	66	75
Tablet or e-reader like an iPad or Kindle Fire.....	48	47	50

40. Which of the following categories does your age fall into?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
18-24.....	12	12	13
25-29.....	16	14	18
30-34.....	9	7	12
35-39.....	12	12	11
40-44.....	9	10	8
45-49.....	7	8	7
50-54.....	7	8	6
55-59.....	7	8	5
60-64.....	7	6	8
65-69.....	5	5	4
70-74.....	2	2	2
75 and older	7	8	6
Refused.....	0	0	0

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41. Are you yourself of Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Yes	10	9	11
No	90	91	89

42. **IF NOT HISPANIC IN PREVIOUS QUESTION:** What is your race? Are you African American, Caucasian, Asian, or some other race?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
African American/Black	54	58	49
Caucasian/white	38	35	41
Asian	4	2	6
Other	3	2	3
Refused.....	1	1	1

43. What languages are spoken in your household?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
English	96	96	95
Spanish	12	12	13
Other (specify).....	6	6	7
Refused.....	3	2	3

44. Do you have any type of disability?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Yes	13	15	11
No	84	82	86

45. **IF YES IN PREVIOUS QUESTION:** Has the way you use the library been restricted by your disability? If so, please describe. *See appendix for verbatim responses.*

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Yes	25	13	38
No	63	77	48
Refused.....	12	10	14

46. What ward do you live in?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Ward 1	13	11	15
Ward 2	15	8	22
Ward 3	14	15	13
Ward 4	12	12	12
Ward 5	12	13	11
Ward 6	13	14	12
Ward 7	11	14	8
Ward 8	10	13	7
Refused / Don't know.....	0	0	0

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47. And our last question: we are asking everyone who takes this survey whether they identify as male or female. Which gender do you identify as, male or female, or do you prefer not to answer?

	<i>All</i>	<i>Users</i>	<i>Non-Users</i>
Male.....	49	43	54
Female.....	51	56	46
Refused/Prefer not to answer.....	0	0	0

That concludes our survey. Thank you for your time.

Note: Zip code and neighborhood also asked.

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Appendix: Open-ended questions to Q45.

Has the way you use the library been restricted by your disability? If so, please describe.

No.

It is restricted by my visual disability.

No.

I don't want to answer that.

Yes, it has somewhat. I can't go there most often.

Yes, it was. I am barely starting to get around now. I have Internet access though, so I wouldn't make an effort to go to the library.

No, it hasn't.

No, it hasn't been restricted.

There is no transportation.

Yes. If I use another library, they don't have the magnifying software.

I use audio aids, like a disc that speaks at the library.

No, it hasn't been restricted.

I'm bed ridden. I can get up, but I can only walk 15 feet before I get weak.

No, it hasn't been restricted.

Yes. I had two strokes, back-to-back.

No, it hasn't really been restricted.

I am not able to move around sometimes because I am in pain a lot.

No, it hasn't been restricted.

No, it hasn't been restricted.

They main thing is the distraction when I'm focusing on my task.

It has been partially restricted by my disability and my age.

I have back issues. It hinders me a lot, like walking. Probably, if they can offer wheelchairs, it is good. Basically, it is just my back.

No, it hasn't.

Yes, it has. I use a walker to get around.

No, it has not.

No, it has not been restricted.

No, it hasn't.

There are no restrictions.

No, it has not restricted me.

I would have to be driven to get to a library.

No, it has not restricted.

No, it hasn't restricted me.

It is the walking distance.

No, it has not.

Yes, it is walking and getting around. It is not with ease anymore. In terms of walking, it would make it better with easier access if they would have a motorized car.

No, it has not restricted me.

No, it has not restricted me.

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Yes, the transportation is difficult. I use a walker.

No, I can get there.

No, I have no problems.

No, it has not restricted me.

No, it has not restricted me.

No, it has not really restricted me. If I do go to the library, I can have somebody who can help me.

No, it has not been restricted.

I don't have any opinion as of this moment.

No, it isn't.

I don't go outside like I used to. I don't go outside by myself. I'm usually moping around.

Yes, it did. I can't get there because I am disabled.

No, it hasn't.

I can't get around like I used to get around.

No, it hasn't.

No, it hasn't.

It is memory issue.

No, it hasn't.

It is difficult for me to walk. That is why I don't use the library too often.

No, it hasn't.

No, it hasn't.

No, it is not restricted to the disability. I just don't go out because it is easy for me to fall.

No, it hasn't.