FDR Group
FARKAS DUFFETT RESEARCH

(DMVL) General Public Online Survey
COMPLETE SURVEY RESULTS
Prepared for New America by the FDR Group
February 2021

These findings are based on an online survey conducted between September 25 and October 13, 2020, with a national sample of 2,620 adults ages 18 and up. The sample was obtained from Survey Monkey and its research partner and sample provider CINT; respondents were recruited to achieve a proper distribution of the US population of adults based on census data for specific demographic variables (race and ethnicity, education, household income, parental status). The final data are weighted to match US population parameters for gender. Some categories do not total to 100 percent due to rounding or multiple replies accepted. An asterisk (*) indicates less than one-half percent; a dash (-) indicates zero.

	Q1 How confident are you in your ability to use the internet to do things like download an app, participate in a video call, or use a search engine like Google?
91	NET CONFIDENT
7	NET NOT CONFIDENT
69	Very confident
22	Somewhat confident
4	Not too confident
2	Not at all confident
3	Not sure
	Q2 When you think about the public library, is your impression generally:
76	Positive
20	Neutral
2	Negative
2	Not sure
	Q3 As far as you know, who in your household currently has a public library card? (Choose all that apply.)
66	Myself
31	Another adult 18 or older
16	A child 17 or younger
22	No one
3	Not sure

	Q4 Many public libraries have <u>online resources</u> that people can use without going in person to the library. These resources are available on the internet and include things like audio books, eBooks, databases, podcasts, videos, virtual events, and webinars. As far as you know, is there a public library in your area that offers <u>online resources</u>?
68	Yes
6	No
3	Not applicable -- There is no public library in my area
23	Not sure
	Q5 Which statement comes closest to describing how you typically used the public library in the past, <u>before Covid-19 became widespread</u>?
54	I would go <u>in person</u>
9	I would <u>use a website or app</u>
19	Both -- in person and website/app
16	I did not use the public library
2	Not sure
	Q6 Which statement comes closest to describing how you typically use the public library <u>SINCE the Covid-19 pandemic</u>?
18	I go in person
27	I use a website or app
12	Both -- in person and website/app
41	I do not use the public library
3	Not sure
N=407	LIMITED BASE: ASK IF use website/app/both SINCE Covid-19 Q6
	Q7 Would you say that the Covid-19 pandemic is a major reason, a minor reason, or not a reason at all why you started to use a website or app for the public library?
67	Major reason
23	Minor reason
9	Not a reason at all
1	Not sure
N=1,470	LIMITED BASE: ASK IF in person, do not use, not sure both BEFORE & SINCE Covid-19 Q5+Q6
	Q8 There are many reasons people may not use online resources from the public library. Which of these are true for you? *(Online resources are things like audio books, eBooks, databases, podcasts, videos, virtual events, and webinars available on the internet and used without going in person to the library.)* (Choose all that apply.)
29	It's easier to look elsewhere for what I need
27	I didn't know about online resources
23	I'm not interested in online resources
11	The library doesn't ever seem to have what I need online
10	The waiting lists are too long
8	The website or app is confusing to me
5	I don't have reliable or regular internet access
4	I have trouble seeing the words on a screen
2	(vol) have access to internet at home
1	(vol) prefer real books, be in-person
1	(vol) haven't thought about it
*	(vol) don't have a library card
*	(vol) Covid-19 concerns
10	Something else

N=1,150	LIMITED BASE: ASK IF respondent has used website or app either BEFORE or SINCE Covid-19
	Q9 Overall, how would you rate the public library's online resources?
90	NET POSITIVE
9	NET NEGATIVE
43	Excellent
47	Good
8	Only fair
1	Poor
1	Not sure
N=1,150	LIMITED BASE: ASK IF respondent has used website or app either BEFORE or SINCE Covid-19
	Q10 On the whole, how easy or difficult is it to find online resources from the public library?
86	NET EASY
13	NET DIFFICULT
41	Very easy
45	Somewhat easy
10	Somewhat difficult
2	Very difficult
2	Not sure
N=1,150	LIMITED BASE: ASK IF respondent has used website or app either BEFORE or SINCE Covid-19
	Q11 Which of the following have you done via a website or app to use the public library? (Choose all that apply.)
51	Browsed for an online resource
48	Searched an online database
44	Reserved or borrowed an eBook or audio book
41	Reserved or borrowed a print book to pick up in person later
18	Attended or watched a virtual event (e.g., story time, author talk)
14	Took an online class (e.g., computer training, GED)
12	Received virtual troubleshooting or technical assistance
4	None of these
N=1,150	LIMITED BASE: ASK IF respondent has used website or app either BEFORE or SINCE Covid-19
	Q12 Have you used the public library's online resources for: (Choose all that apply.)
69	Personal enjoyment
26	Academic research or a school assignment
26	Children or grandchildren
26	Work or professional development
11	Another adult who doesn't have a library card of their own
6	None of these
N=1,150	LIMITED BASE: ASK IF respondent has used website or app either BEFORE or SINCE Covid-19
	Q13 Sometimes, it is hard to get online resources from the public library. Which of these describes what <u>usually happens</u> when you try to get online resources? (Choose all that apply.)
49	I easily find what I'm looking for
22	The library doesn't have the material I want
21	The waiting list is too long
14	I feel like I don't know where to begin
14	The search function is hard to figure out
13	The process for reserving or borrowing online resources confuses me
11	None of these

N=1,150	LIMITED BASE: ASK IF respondent has used website or app either BEFORE or SINCE Covid-19
	Q14 Sometimes, technology is an obstacle to getting online resources from the public library. Which of these is true for you? (Choose all that apply.)
58	I generally have no problem getting online resources
11	My internet connection at home is unreliable
11	I usually need help navigating the website or app
9	The device I'm using is incompatible with the app I need
8	I don't always have access to a device
6	I don't have enough data in my plan
19	None of these
N=1,150	LIMITED BASE: ASK IF respondent has used website or app either BEFORE or SINCE Covid-19
	Q15 How did you find out that the public library has resources available on the internet that can be used without going in person to the library? Did you find out from: (Choose all that apply.)
42	A public library website
39	The public library itself (e.g., poster, newsletter)
25	A search engine (e.g., Google)
24	A librarian or teacher
21	A friend
20	Social media (e.g., Facebook, Instagram, Twitter)
16	An app that provides access to public library resources (e.g., Kindle, Libby, OverDrive)
3	None of these
	Q16 Since the Covid-19 pandemic, has the public library in your area done any of the following to encourage people to use the library? (Choose all that apply.)
26	Offered curbside pick-up for books in print
22	Eliminated late fees
20	Increased the number of online resources available
17	Offered virtual events (e.g., story time, author talk)
15	Made it easier to get or renew a library card
11	Provided a wider WiFi hotspot around the library building
2	Not applicable -- There is no public library in my area
10	None of these
36	Not sure
	Q17 Many people who had no internet access at home relied on the public library's free WiFi, and they lost their main internet access when the library closed due to the Covid-19 pandemic. Does this describe you or someone you know, or not?
11	Yes, describes me
12	Yes, describes someone I know
5	Yes, describes both
67	No, does not describe me or someone I know
6	Not sure
N=372	LIMITED BASE: ASK IF describes me/both Q17
	Q18 When the library closed and you lost your main internet access, which of the following happened? (Choose all that apply.)
36	I paid to get an internet connection at home
30	I used public WiFi (e.g., at a park, coffee shop, restaurant)
27	I used WiFi at the home of a friend or family member
23	I continued to use the library's WiFi from outside the building (e.g., in the parking lot)
23	I was provided a free WiFi connection to use at home
17	I was unable to find another WiFi connection
5	Something else

	Q19 **Many colleges and universities have a library that can be used by students, alumni, or other people who live in the area. <u>Since the Covid-19 pandemic,</u> have you used a website or app to use a <u>college or university library</u>?**
20	Yes
73	No
6	Not sure
N=509	ASK IF Yes, used a website or app to use a college/university library Q19
	Q20 **<u>Since the Covid-19 pandemic,</u> have you been <u>more likely:</u>**
26	To use a college/university library
47	Equally likely to use both
23	To use a public library
5	Not sure
	Q21 **Do you have any children under 18?**
27	Yes
73	No
N=728	LIMITED BASE: ASK IF have children under 18 Q21
	Q22 **How old are your children who are under 18?** (Choose all that apply.)
57	0-8 years old
44	9-12 years old
46	13-17 years old
N=731	LIMITED BASE: ASK IF have children under 18 Q21
	Q23 **<u>Since the Covid-19 pandemic,</u> have you used a website or app to use a <u>K-12 school library</u> for yourself or a child?**
52	Yes
43	No
3	Not applicable -- I have no school-age children
2	Not sure
N=731	LIMITED BASE: ASK IF have children under 18 Q21
	Q24 **As far as you know, <u>since the Covid-19 pandemic,</u> have any of your children:** (Choose all that apply.)
41	Used a website or app to use the <u>public library</u>
35	Used a website or app to use a <u>K-12 school library</u>
33	Neither -- My children have not used either type of library
8	Not sure
	Q25 *(verbatim responses available in separate file)*
	Briefly share in your own words how your library experience has changed as a result of the Covid-19 pandemic.
	Q26 **Which of these do you currently use?** (Choose all that apply.)
88	Smartphone
67	Laptop computer
46	Tablet (e.g., iPad, Chromebook)
42	Desktop computer
18	eReader (e.g., Fire, Kindle, Nook)
1	Something else

	Q27 **At home, do you access the internet using:** (Choose all that apply.)
88	High-speed internet service (wireless or wired)
39	Mobile data plan on a smartphone
5	Dial-up service
2	Not applicable -- There is no internet access at home
*	Something else
N=2,619	Q28 **In what state or U.S. territory do you live?**
20	Northeast
43	South
18	Midwest
19	West
N=2,590	Q29 **Is the area where you live mostly:**
30	Urban
46	Suburban
9	Small town
15	Rural
	Q30 **What is the highest level of school you have completed or highest degree you have received?**
5	Less than high school degree
26	High school degree or equivalent (e.g., GED)
18	Some college but no degree
9	Associate degree
20	Bachelor degree
22	Graduate degree
N=2,519	Q31 **Which of the following categories best describes your current employment status?**
39	Employed, working full-time
12	Employed, working part-time
9	Not employed, looking for work
8	Not employed, NOT looking for work
5	A full-time student
23	Retired
5	Disabled, not able to work
N=2,611	Q32 **Is there a language other than English spoken in your home?**
23	Yes
76	No
1	Not sure
N=2,606	Q33 **Are you of Spanish, Hispanic, or Latino origin or descent?**
81	No, not Spanish, Hispanic, Latino
4	Yes, Puerto Rican
8	Yes, Mexican, Mexican American, Chicano
2	Yes, Cuban
6	Yes, other Spanish, Hispanic, Latino
N=2,618	Q34 **From the list below please choose the race or races you consider yourself to be.** We appreciate your help -- the categories may not fully describe you, but they do match those used by the Census.
71	White
15	Black or African American

2	American Indian or Alaska Native
2	Asian Indian
3	Chinese
1	Filipino
1	Japanese
1	Korean
1	Vietnamese
*	Native Hawaiian
*	Guamanian or Chamorro
*	Samoan
3	(vol.) Hispanic
*	(vol.) Asian other
3	Other race

N=2,609	**Q35 Which is your best estimate of your annual household income in 2019?**
57	NET <$75K
43	NET >=$75K
7	$0-$9,999
14	$10,000-$24,999
20	$25,000-$49,999
16	$50,000 and $74,999
16	$75,000 and $99,999
9	$100,000-$124,999
6	$125,000-$149,999
12	$150,000 or more

N=2,620	**Q36 Is your gender:**
48	Male
51	Female
*	Nonbinary
*	Not sure
1	No answer

N=2,598	**Q37 Do you identify as transgender?**
3	Yes
96	No
1	Not sure

N=2,500	**Age**
18	18-29
27	30-44
25	45-60
31	>60

N=2,620	**Device Type**
59	Computer
40	Phone or Tablet
1	No answer