



**(DMVL) Educator Survey
COMPLETE SURVEY RESULTS
Prepared for New America by the FDR Group
January 22, 2021**

The data below are based on an online survey conducted December 1-30, 2020, with 118 "educators"—that is, professionals who by virtue of their position or workplace might have opportunity to interact with public library employees or communicate with clients about the public library's programs and services. The survey is based on a convenience sample of educators who are in some way affiliated with New America. Survey Monkey was used to program the questionnaire and collect the data. The complete survey results in percentages are provided here. Totals for some questions may not add up to 100 percent due to rounding or multiple answer categories. A dash (-) indicates zero.

Q1

Which comes closest to describing the setting where you work:

- 10 A government agency
- 23 A nonprofit or community-based organization
- A public library
- 22 A school
- 14 An early childhood education center or pre-school
- 13 An institution of higher education
- Enrichment for youth (e.g., after-school program, boys & girls club, museum)
- 19 Something else (e.g., home daycare; consultant)

Base: School Employees Only (n=26)

Q2

Are you currently:

- 12 An administrator (2% of total sample)
- 46 A classroom teacher (10% of total sample)
- 23 A librarian or instructional technologist (5% of total sample)
- 12 An assistant teacher or paraprofessional (2% of total sample)
- 8 Something else (e.g., IT; special education) (1% of total sample)

Q3

Are you currently in a leadership position in your organization?

- 59 Yes
- 38 No
- 3 Not sure

Q4

In a typical week, do you work directly with clients?

- 72 Yes
- 25 No
- 3 Not sure

Q5

About how many employees work at your organization?

- 26 1-9
- 28 10-49
- 9 50-99
- 34 100 or more
- 3 Not sure

Q6

In general, would you say that your clients are MAINLY:

(does not total to 100% due to multiple answers)

- 27 Young children, birth to pre-K
- 24 K-5th grade students
- 10 6th to 8th grade students
- 14 9th to 12th grade students
- 32 Adult learners
- 30 Working adults
- 34 Parents and families
- 16 Older adults and seniors
- 9 Something else (e.g., all ages; educators)

Q7

In general, would you describe your clients as MAINLY:

- 11 Very low income
- 28 Low income
- 22 Middle income
- 9 High income
- 1 Very high income
- 30 Coming from all income levels
- Not sure

Q8

If your clients tend to be MAINLY from particular races or ethnicities, please select them from the list below. There is an option to enter in your own words if the list is insufficient.

(does not total to 100% due to multiple answers)

- 43 My clients come from all races and ethnicities
- 8 American Indian or Alaska Native
- 4 Asian Indian
- 18 Black or African American
- 3 Chinese
- 2 Cuban
- 3 Filipino
- 2 Guamanian or Chamorro
- 22 Hispanic
- 1 Japanese
- 3 Korean
- 8 Mexican
- 2 Native Hawaiian
- 2 Puerto Rican
- 2 Samoan
- 4 Vietnamese
- 42 White
- 4 Something else (e.g., African immigrants)

Q9

About how many of your clients do you think speak a language other than English in their home? Your best estimate will do.

- 9 Virtually all
- 19 Most
- 37 Some
- 25 Few
- 7 None
- 3 Not sure

Q10

About how many of your clients do you think CURRENTLY have high-speed internet access at home? Your best estimate will do.

- 13 Virtually all
- 36 Most
- 36 Some
- 14 Few
- None
- 1 Not sure

Q11

Thinking about your clients overall, which item from the list below would you say was their most pressing concern in the year or so before Covid-19? (We know your clients may have other concerns, but if you had to pick from this list, which would it be?)

- 3 Crime and personal safety
- 35 Education and learning
- 11 Health (including mental and physical health, and access to care)
- 36 Making ends meet financially
- 12 Safe and affordable childcare
- 3 None of these

Q12

And, using the same list, which item would you say is your clients' most pressing concern since Covid-19 became widespread?

- 1 Crime and personal safety
- 20 Education and learning
- 29 Health (including mental and physical health, and access to care)
- 42 Making ends meet financially
- 9 Safe and affordable childcare
- 1 None of these

Q13

Many public libraries have online resources 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 the community where you work that offers online resources?

- 92 Yes
- 1 No
- 3 Not applicable -- There is no public library in the community where I work
- 5 Not sure

Base: Has a public library in community that offers online resources (n=115)

Q14

About how many of your clients do you think use online resources from the public library? Your best estimate will do.

- 3 Virtually all
- 11 Most
- 31 Some
- 39 Few
- 4 None
- 11 Not sure

Base: Have clients who use online resources (n=97)

Q15

Do you think that the Covid-19 pandemic is a major reason, a minor reason, or not a reason at all why your clients use online resources from the public library?

- 27 Major
- 38 Minor

- 9 Not a reason at all
- 26 Not sure

Q16

There are many reasons people may NOT use online resources from the public library. Which of these do you think are true for your clients?

(does not total to 100% due to multiple answers)

- 33 It may be easier for them to look elsewhere
- 12 The waiting lists are too long
- 42 The website or app would be confusing for them
- 27 There may be a lack of interest in online resources
- 44 They don't have reliable or regular internet access
- 58 They don't know about online resources
- 9 They may have trouble seeing the words on a screen
- 38 They probably think the library doesn't have what they are looking for online
- 9 Something else (e.g., language barriers; technical issues)

Base: Has a public library in community that offers online resources (n=115)

Q17

As far as you know – since the Covid-19 pandemic – has the public library in the community where you work done any of the following to encourage people to use the library?

(does not total to 100% due to multiple answers)

- 42 Eliminated late fees
- 45 Increased the number of online resources available
- 29 Made it easier to get or renew a library card
- 72 Offered curbside pick-up for books in print
- 58 Offered virtual events (e.g., story time, author talk)
- 35 Provided WiFi access around the library building
- 2 None of these
- 11 Not sure

Base: Has a public library in community that offers online resources (n=115)

Q18

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.

About how many of your clients do you think this happened to? Your best estimate will do.

- 4 Virtually all
- 8 Most
- 42 Some
- 20 Few
- 14 None
- 12 Not sure

Base: Have clients who lost main internet access when the library closed (n=85)

Q19

For your clients who lost their main internet access when the library closed, which of the following do you think is MOST likely to have happened?

- 28 They found other free internet access
- 13 They paid for internet access
- 45 They were unable to find internet access
- 14 Not sure

Q20

In a typical month, about how often would you say you communicate with your clients – either formally or informally – about the public library?

- 14 Regularly
- 42 Occasionally
- 31 Hardly ever
- 11 Never
- 2 Not sure

Q21a-g

Here are some ways you may have communicated about the public library. This series of questions asks you to think about two points in time: the year or so before Covid-19 became widespread, and since the Covid-19 pandemic happened. Choose one response for each item.

	Yes, BOTH before & since Covid-19	Yes, but only BEFORE Covid-19	Yes, but only SINCE Covid-19	No, did NOT do this	Not applicable
a. Did you inform clients that the public library has computers with internet access that can be used for free?	36	20	9	25	10
b. Did you inform clients that free Wifi is available at the public library?	31	17	13	28	11
c. Did you inform clients about a program or service offered by the public library?	49	16	7	20	8
d. Did you recommend to a client an <u>online resource</u> offered by the public library?	35	16	12	27	10
e. Did you or your organization reach out to the public library to discuss a program or service?	33	17	6	35	9

f. Were you or your organization contacted by the public library to discuss a program or service?	27	10	9	42	12
g. Did you or your organization collaborate with the public library on a program or service?	30	21	3	37	9

Base: Has a public library in community that offers online resources (n=115)

Q22

Which of these best describes your professional relationship with the public library in the community where you work?

- 26 A formal relationship with regular interaction
- 46 An informal relationship with occasional interaction
- 27 Little or no relationship
- 1 Not sure

Base: Has a public library in community that offers online resources (n=115)

Q23

Which comes closest to your impression about the public library in the community where you work. Is the public library:

- 64 An absolutely essential resource in the community
- 27 An important resource, but not essential
- 5 A minor resource in the community
- 4 Not sure

Q24a-g

How much do you agree or disagree with each of the following statements?

	Disagree Strongly	Disagree Somewhat	Agree Somewhat	Agree Strongly	Not Sure
a. I am personally familiar with the online resources that the public library offers.	3	12	44	37	3
b. I rarely recommend the public library to my clients.	35	21	20	17	7
c. It's important for the person in my job to be knowledgeable about the public library's programs and services.	5	11	38	42	4
d. My clients would be more likely to use the public library's online resources if the interface was more user friendly.	5	11	41	15	28

e. My overall experience with the public library is positive and productive.	1	5	24	66	4
f. The public library does a poor job getting the word out about its programs and services.	18	36	28	10	8
g. Too many of my clients miss out on the public library's online resources due to inadequate internet access at home.	9	13	31	27	20

Base: Responded (n=96)

Q25

Please complete this sentence using your own words: If the public library in the community where I work could do one thing to benefit my clients, it would be...

(verbatim responses provided in separate file)

- 28 Get the word out/outreach/advertise
- 22 Suggestions for programming, collections
- 10 Provide access to the internet
- 7 Improve online interface
- 5 Provide "free" resources
- 4 Increase hours
- 4 Increase multi-lingual services
- 3 Work with schools, childcare providers
- 7 Nothing, no, not sure
- 8 Misc.

Base: Responded (n=113)

Q26

In which state is your organization located?

- 24 Northeast
- 25 South
- 30 Midwest *(Note: 18% of total sample is from Minnesota)*
- 21 West

Base: Responded (n=113)

Q27

Is your organization located in:

- 44 An urban area
- 21 A suburban area
- 20 A small town
- 13 A rural area
- 1 Not sure

Base: Responded (n=113)

Q28

Which best describes you?

- 89 I have a valid public library card
- 8 I have a public library card, but it's expired
- 3 I do not have a public library card
- Not sure

Base: Responded (n=113)

Q29

Did you use a public library's online resources for your own personal use:

- 19 In the year or so before Covid-19 became widespread
- 9 Since the Covid-19 pandemic
- 56 Both before and since Covid-19
- 16 Neither
- 1 Not sure

Base: Responded (n=113)

Q30

Did you visit a public library in person for your own personal use:

- 55 In the year or so before Covid-19 became widespread
- 4 Since the Covid-19 pandemic
- 33 Both before and since Covid-19
- 7 Neither
- 1 Not sure

Base: Responded (n=113)

Q31

Are you of Spanish, Hispanic, or Latino origin or descent?

- 89 No, not Spanish, Hispanic, Latino
- 3 Yes, Puerto Rican
- 3 Yes, Mexican, Mexican American, Chicano
- Yes, Cuban
- 5 Yes, other Spanish, Hispanic, Latino

Base: Responded (n=109)

Q32

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.

(does not total to 100% due to multiple answers)

- 87 White
- 5 Black or African American

- 4 American Indian or Alaska Native
- 3 Asian Indian
- 2 Chinese
- Filipino
- 1 Japanese
- Korean
- Vietnamese
- Native Hawaiian
- Guamanian or Chamorro
- Samoan
- 3 Something else (e.g., Spanish/Hispanic/Latino)

Base: Responded (n=112)

Q33

Is your gender:

- 18 Male
- 81 Female
- 1 Nonbinary