



**InterConnections: The IMLS National Study on
the Use of Libraries, Museums and the Internet
Survey Methods Report**

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TABLE OF CONTENTS

Introduction	4
Underlying Philosophy	5
Surveys	6
Question Asked	7
Telephone Sample Outcomes and Cooperation Rate	9
Interviewee Demographics	10
Gender/Sex (n=5,062; n'=3)	10
Age Group (n=5,065; n'=5)	10
Age and sex/gender combined (n=5,062; non-response n'=8)	10
Hispanic or Latino origin or descent (n=4,992; non response n'=74)	11
Race (n=4,961, non-response n'=105)	11
Highest grade or level of education completed (n=5,028; non-response n'=36)	11
Current employment status (n=5,026; non-response n'=35)	12
Type of employer (n=2,426; non-response n'=31)	12
Both total annual household income before taxes (n=4,086; n'=971) and personal annual income before taxes (n=3,871; n'=956)	13
Statistical Adjustment to Responses	14
Statistical aspect of information about interviewees	14
Statistical aspects of information about the last visit	17
Information about the Interviewee Households	18
Survey Reliability	19
Sampling errors	19
Non-sampling error	22
TELEPHONE SCRIPTS	24
INTRODUCTION	24
GENERAL INFORMATION USAGE SURVEY	24
LIBRARY SURVEY	24
MUSEUM SURVEY	24

INTERNET SURVEY	24
SECTION A: VISIT TO MUSEUMS, PUBLIC LIBRARIES, AND USE OF THE INTERNET QUESTIONS	25
SECTION B: MUSEUM SCREENING QUESTIONS (DETERMINES IF IN-PERSON OR REMOTE)...	29
SECTION C: MUSEUM IN-PERSON VISIT QUESTIONS.....	31
SECTION D: MUSEUM REMOTE VISIT QUESTIONS	43
SECTION E: CHILDREN'S MUSEUM USAGE	52
SECTION F: LIBRARY SCREEN 1 (DETERMINES IF IN-PERSON OR REMOTE).....	55
SECTION G: LIBRARY SCREEN 2 (DETERMINES IF COMPUTER OR NOT).....	56
SECTION H: LIBRARY COMPUTER.....	59
SECTION I: LIBRARY REMOTE VISIT.....	71
SECTION J: LIBRARY IN-PERSON (NON-WORKSTATION) VISIT	81
SECTION K: CHILDREN'S LIBRARY USAGE	96
SECTION L: INTERNET USER	100
SECTION M: CHILDREN'S INTERNET USAGE	120
SECTION N: GENERAL INFORMATION USAGE.....	122
SECTION O: USAGE OF OTHER (NON-PUBLIC) LIBRARIES	147
SECTION P: DEMOGRAPHICS	151
Master Question List.....	157

Introduction

The on-line information environment has changed dramatically since the earliest on-line systems emerged in the early 1960s. Growth has occurred both in the number of users of on-line information as well as in the number of on-line information resources and providers. The rate of growth in each of these areas increased exponentially with the availability of the public Internet and the World Wide Web. These foundational technological developments created an environment in which almost anyone can “publish” or function as an information provider and have virtually instantaneous access to massive volumes of information.

Museums and libraries have long been sources of recreation, learning and information for personal, family, educational and workplace purposes. However, the Internet, Web and other technologies have become an increasingly used source of information that some believe will largely replace their physical counterparts. On the other hand, some have speculated that the Internet and related technologies will actually enhance and increase museum and library use. There is no solid evidence to support either assertion, particularly considering the wide range in types of museums and libraries.

Both museums and libraries of all types have adapted to the Internet by providing access to information through the Internet, as well as creating and promoting unique information content for users. They also provide access to their services through the Internet. This Institute of Museum and Library Services (IMLS) solicited and funded “National Study of Users and Potential Users of Online Information” has a primary goal to: “Conduct a national survey of the information needs of users and potential users of on-line museum and public library information and the Internet.” This is an overview from several reports including:

- Museum Report
- Public Libraries Report
- Internet Report, and
- General Information Report

Underlying Philosophy

We defined the underlying philosophy of this study to shape our surveys as follows:

- There are basic needs for information such as for addressing personal (or family) situations, recreation or informal learning, formal education as teachers and students, or workplace activities. In addition, some information is wanted for entertainment and other such reasons.
- Information needs (or wants) can be addressed through a variety of sources such as publications, videos, exhibits, websites, presentations, family, friends, and so on.
- The sources of information are available from various providers such as libraries, museums, the Internet, bookstores, television, and so on.
- Information sources such as exhibits provided by museums can be accessed/obtained in-person, through the Internet or even on television.

The distinction above is made because information users make choices from information sources, providers and means of access when information needs or wants arise. These choices depend on such factors as user perceptions of quality, trustworthiness, etc. of information available from sources and providers and ease of use or cost of using. The surveys are designed to observe choices made from among many alternatives.

Surveys

The components of the National Study involved five household telephone surveys of adults (18 and over) including:

- A general information survey to place a context on the extent of use and factors affecting use of a range of sources and providers prior to examining use of library, museum, and Internet provision of sources of information. This survey had a total of 1,557 completed interviews.
- A survey of museum in-person and remote visits to their websites through the Internet with a total of 1,047 completed interviews.
- A survey of public library in-person and remote visits through the Internet with a total of 1,049 completed interviews.
- A survey of Internet use with a total of 1,607 completed interviews.
- A survey of the use of specific sources such as books, newspapers, etc. and other types of libraries including academic, special and school with a total of 1,361 completed interviews.

These numbers of completed interviews do not include approximately 1,500 “overflow” interviews that are included in final results for the general information and Internet surveys. A total of 5,251 interviews are common to overall museum, public library and Internet use and demographics.

Surveys	Number of Completed Interviews
General Information	1,557
Museum in-person and remote visits	1,047
Public library in-person and remote visits	1,049
Internet use	1,607
Use of specific resources (e.g., books, newspapers, etc.)	1,361
Overflow interviews	1,500

Question Asked

The telephone interviews solicited different categories of information, each of which requires a different statistical method. Examples of these categories and methods are given below with examples from the museum survey.

- Information about the interviewee such as:
- Have you visited any of the following types of museums (12 types of museums prompted) in-person or remotely through the Internet in the past 12 months?
- How many in-person visits made and how many times accessed online from some other place?
- Trends in each type of visit by whether the visit was more often, less often or about the same in the past 12 months as done previously.
- Have you observed any of the types of museums in a television program?
- Which type of museum was the last visit?
- Demographic information such as age, sex/gender, Hispanic or Latino origin, race, education level, employment status and household income.
- Information about the last visit to a museum such as:
- The type of visit by self, family, tour, etc.
- What was done on the visit?
- Sources of information used.
- The most important reason for the visit such as with formal education as a student or teacher, or for research or work-related reasons; how these needs were met; ways the visit was helpful in meeting these needs; results of the visit such as getting all you were looking for; and outcomes of the visit.
- Ratings of overall experience, exhibits, etc., quality of information, oral presentations, and trustworthiness of exhibits, etc.
- Time spent at the museum and going to and from it, cost of travel, and entrance fee.
- Information about the last remote online visit to a museum such as:
- What was done during the visits such as browse through the website, view a specific exhibit, etc., listen to a lecture, and so on.
- The most important reason for the visit such as those mentioned with in-person visits.

- Ratings of similar aspects of visit as in-person visits.
- Time spent on the last visit via the Internet.
- Information about the interviewee household such as:
- Number of household members and, in particular, children 3 to 17 years of age.
- For each child, if they had visited any of the 12 types of museums in the past 12 months.

Each of these three types of questions requires different statistical methods discussed later. A pretest of interviews was conducted resulting in some revisions. The telephone scripts were approved by OMB and IRB.

Telephone Sample Outcomes and Cooperation Rate

The museum survey is typical of others. A total of 26,021 telephone numbers were sampled in this survey, resulting in 1,008 completed interviews. A total of 13 interviews were begun, but not completed for various reasons. The valid item responses from these 1,021 interviews were included in the data analysis. An additional 2,767 households refused outright to complete the survey, typically very early in the survey introduction, prior to being told about the survey topic. The largest category was the 6,074 phone numbers which were always no answer, busy, answering machine, or some other technical barrier on multiple attempts. All numbers were contacted up to six times. The high numbers of immediate refusals and inability to contact reflect the increasingly difficult environment of RDD surveys. Finally, an additional 15,138 numbers were ineligible (e.g., non-working/disconnected, fax, business). The **cooperation rate** for this survey was 26.6 percent (completed/completed + partial + refusals).

Some 1,635 eligible households were called, but with no contact after six calls. An additional 3,869 households with unknown eligibility were called with no contact. Some of these might be eligible or not eligible so the eligibility of these is estimated by the proportion of all calls that were found to be eligible (14.9%). Therefore, 14.9 percent of 3,869 plus 1,635 eligible households indicate that 2,113 eligible households were not interviewed for some reason or another. This added to 2,767 households that refused provides an over all **response rate** is 17.3 percent $(1,021/1,635+2,767+1,021)$.

Implications of the bias created through non-response and other sources of bias are discussed in the section on survey reliability. The interviewee demographics were compared with recent US census data to help validate survey results. Despite the relatively low cooperation rate, survey sample and census statistics were fairly similar. Comparisons are given in the following section for all survey interviews.

Interviewee Demographics

The following demographic information was collected. In some instances below Census data for adults 18 and over are provided for comparison.

GENDER/SEX (N=5,062; N'=3)

	Sample (%)	Population (%)
Male	38.3	47.3
Female	61.7	52.7
Total	100.0	100.0

AGE GROUP (N=5,065; N'=5)

	Sample (%)	Population (%)
18-24	5.7	19.5
25-44	28.1	29.8
45-64	39.7	30.2
Over 64	26.5	20.5
Total	100.0	100.0

AGE AND SEX/GENDER COMBINED (N=5,062; NON-RESPONSE N'=8)

Sex/gender	Age	Sample (%)	Population (%)
Male	18-24	2.7	6.6
Male	25-44	11.0	20.4
Male	45-64	15.7	14.4
Male	Over 64	8.9	6.9
Female	18-24	3.0	6.4
Female	25-44	17.1	20.3
Female	45-64	24.0	15.2
Female	Over 64	17.6	9.8

Total		100.0	100.0
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HISPANIC OR LATINO ORIGIN OR DESCENT (N=4,992; NON-RESPONSE N'=74)

Sample (%) 5.1%, Population (%) 13.1%

RACE (N=4,961, NON-RESPONSE N'=105).

Note that adults are allowed to pick “all that apply”. Proportions are of the total responses.

	Sample (%)	Population (%)
White	85.0	81.3
Black or African-American	8.4	12.1
Asian	2.7	4.8
Other	3.9	1.8
Total	100.0	1.025

HIGHEST GRADE OR LEVEL OF EDUCATION COMPLETED (N=5,028; NON-RESPONSE N'=36)

	Sample (%)	Population (%)
Less than high school	5.2	15.4
High school graduate or GED	21.2	31.6
Some college or 2-year degree	31.7	27.5
4-year college degree	20.7	17.0
More that 4-year college degree	21.2	8.5
Total	100.0	100.0

CURRENT EMPLOYMENT STATUS (N=5,026; NON-RESPONSE N'=35)

	Sample (%)
Employed by others	48.8
Self-employed	15.8
In the military	1.0
Unemployed looking for work	3.5
Unemployed not looking for work	5.5
Retired	28.8
Homemaker	24.8
On disability	6.2
Student	7.6
Volunteer	22.3
Total	164.4

Note that multiple responses were given.

TYPE OF EMPLOYER (N=2,426; NON-RESPONSE N'=31)

	Sample (%)
A small business or non-profit under 50 employees	21.2
A large business or non-profit over 50 employees	39.7
A government agency	11.5
An elementary or middle school	7.8
A high school	3.7
A college or university	6.3
A hospital or other healthcare provider	9.8
Total	100.0

BOTH TOTAL ANNUAL HOUSEHOLD INCOME BEFORE TAXES (N=4,086; N'=971) AND PERSONAL ANNUAL INCOME BEFORE TAXES (N=3,871; N'=956)

	Household Income (%)	Personal Income (%)
Under \$30,000	26.1	44.8
Between \$30,000 and \$50,000	22.8	26.2
Between \$50,000 and \$75,000	20.2	15.6
Between \$75,000 and \$150,000	23.9	10.8
More than \$150,000	7.0	2.6
Total	100.0	100.0

Other demographic information collected included marital status, student status, information about Internet access and cost in the household, and number of telephone numbers in the household.

Statistical Adjustment to Responses

Below are discussions as to how responses are handled statistically regarding (1) information about the interviewees, (2) the last visit to a provider or use of a source, and (3) households. Each requires special handling. Examples are from the museum survey.

STATISTICAL ASPECT OF INFORMATION ABOUT INTERVIEWEES

The primary units of observation here are adults (18 and over). The population of adults was assumed to be 223 million during 2006. Examination of the demographic resulted above shows that females tend to be represented at a higher rate than males and older adults tend to be more likely to be interviewed than younger adults. Furthermore, a preliminary examination of results shows that there is a wide-discrepancy among these groups of adults. For example, females over 64 are not only over-represented in the sample as being interviewed (17.6% sampled, 9.8% in population) but also are least likely of the eight groups to visit museums (54.67% are estimated to visit museums in-person or remotely). Yet females (25 to 44 years of age) are most likely to visit museums (75.89%), but this group of adults is under-represented in the sample (17.1% sampled, 20.3% in population). Thus, unless these discrepancies are not taken into account, the resulting estimates of number or projection of museum visitors and number of visits will be largely biased.

A statistical method to adjust for these discrepancies is called post-stratification. This is done by grouping adults by age and sex/gender. Census values are available for the number of adults each group. To estimate the total number of adults in each group who visited museums we multiply by the proportion estimated to have visited in that group. For example, there are 21.845 million females over 65 years of whom 0.5467 (or 54.7% rounded) visited museums. Thus, the estimate of total in-person or remote visits is 11.943 million (21.845 x 0.54666).

The post-stratification included eight groups of adults with estimates of total number of in-person or remote visitors as follows.

Stratum	Gender/Age	Census Population (Millions)	Estimated Proportion of Visitors	Estimated of Visitors (Millions)
1	M (18-24)	14.723	0.7037	10.361
2	M (25-44)	45.493	0.7356	33.465
3	M (45-64)	31.106	0.7018	22.532
4	M (over 64)	15.385	0.6097	9.380
5	F (18-24)	14.267	0.7059	10.071

6	F (25-44)	45.265	0.7589	34.352
7	F (45-64)	33.897	0.7016	23.782
8	F (over 64)	21.845	0.5467	11.943
Total		222.981	0.6991	155.886

The adjusted estimates of total and proportion of visitors are about 155.9 million visitors and 69.9 percent of the adult population. Confidence intervals for estimates are discussed. Note that 67.6 percent of interviewees said they visited museums in-person or remotely which corresponds to 151 million total visitors which demonstrates the bias resulting from unadjusted estimates.

Similar post-stratification is done for in-person visits and remote online visits (147.8 and 78.2 million respectively). Note that of the 155.9 million adults who visited in-person or remotely, 147.8 million visited in-person. This means that 8.1 million adults (155.9-147.8 million) must have visited only remotely (or 5.1% of all visits). Similarly, since 78.2 million adults visited remotely, 77.7 million adults must have visited only in-person (155.9 – 78.2 million or 49.8% of all visits). The number of those who visited in-person and remotely is 70.1 million adults (or 45.0% of all visits). This result is important because it shows that most remote visitors (89.6%) also visit in-person (i.e., 70.1÷78.2 million).

Estimates of number of visits are found from the eight strata above. Here estimates of the eight average numbers of visits per visitor is multiplied times the number of visitors in each stratum and summed across the eight strata.

There are two statistical issues involved in estimates of proportions and averages. The first is that sometimes an interviewee refuses to or cannot answer a question. In these instances (referred to as item non-responses) we assumed that the other interviews represented them on average. Thus, it is assumed that 54.67% of non-responses in the group of females over 65 would also visit museums. The same is true of average number of visits in a group. The second difficult issue is how to deal with responses that are very large (i.e., “outliers”). The problem is that including outliers in estimates of averages (and then totals) can produce unrealistic estimates. To counter this problem we cast out observed values that are three standard deviations above the estimates means. The adjusted estimates of means are then calculated with a new total and value of “n”.

Estimating average and total visits or uses found in the Internet and General Information reports involve applying indicators of use. While annual numbers of visits to museums or public libraries are reasonably easy to recall, number of uses of the Internet is somewhat difficult and rarely made in surveys. The leader in Internet surveys, Pew Foundation, applies an indicator of use. We replicated this means of estimation in order to validate our results against theirs. We asked Internet users to report how often they use it: several times a day, about once a day, 3 to 5 days a week, 1 to 2 days a week, every 2 or 3

week, and less often that every 2 or 3 weeks. A second indicator of use of the Internet is how long ago the last use was: today, 1 or 2 days ago, 3 to 5 days ago, a week ago, 2 or 3 weeks ago, longer than 2 or 3 weeks ago. The latter indicator is probably easier to remember, but the former a better indicator of use. Each response to use gives both indicators in the results reported in the Internet and General Information reports.

Each indicator level has an implied annual amount of use. To provide a more refined indicator of use we applied judgments of use to each level as follows.

	Indicator of Annual Uses
Several times a day	2,160
About once a day	360
3 to 5 day a week	201
1 to 2 days a week	74
Every 2 or 3 weeks	21
Less often than every 2 or 3 weeks	4

	Indicator of Annual Uses
Today	360
1 or 2 days ago	147
3 to 5 days ago	73
A week ago	52
2 or 3 weeks ago	21
Longer than 2 or 3 weeks ago	4

Between the two indicators of use there are 36 possible answers (e.g., about once a day and 1 or 2 days ago). A geometric average is calculated for each of the 36 possible answers (i.e., the square root of the product of the two levels). For example, the geometric average of about once a day (360 annual uses) and 1 or 2 days ago (147 annual uses) is calculated to be 230 annual uses. Each such average is imputed as the “observed” number of uses for each interview. The calculated values are used throughout the Internet and General Information surveys.

STATISTICAL ASPECTS OF INFORMATION ABOUT THE LAST VISIT

The statistical population from which we survey for these estimates is **visits** and no longer **adults** or **visitors**. Thus, estimates of the total number of visits that are discussed above serve as the population sampled for estimation. For example, the total number of in-person visits to museums is 701 million. The adult interviewees were asked about the type of **last visit** with one answer being “with family” and 68.5% of the adults indicated they visited with family. This yields an estimate of 480 visits with family. This set of 68.5% of adults were then asked whether children under 18 were involved and, if so, how many children. Of the 480 million visits involving family, 64.0% of the families included children or 307 million visits involved an average of 2.7 children (some of these are adult visits with their children were part of a group such as girl scouts). Thus roughly 800 million visits to museums in 2006 are children. All of the surveys involved last visits, last uses or last important situations and estimates of averages and totals were calculated in the above manner.

Information about the Interviewee Households

Some information and estimates are projected to the population of households. In particular, questions are asked of adults concerning their children (age 3 to 17) use of museums, public libraries and the Internet. We estimate that there are 30.72 million households with children (3-17) with 64.17 million children in this age group. We first establish that there are children in the household, if so, and the number of children. If there is one child the relevant adult is asked about the child's visit to the 12 types of museums.

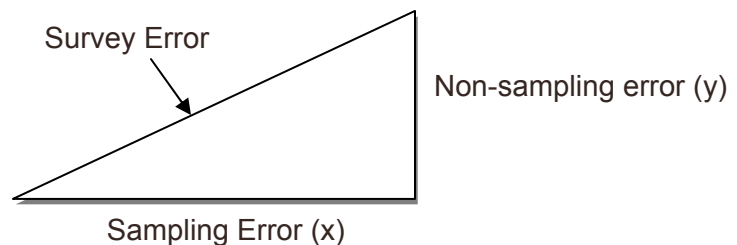
We estimate that there are 11.21 million households with one child (3-17) and, as an example, 68.2 percent of these households say this child visited a zoo or aquarium in the past 12 months yielding an estimated 7.6 million such visits by these children. The other 19.51 million households (with more than one child) average 2.7 children. The adult in these households indicated how many of their children visited a zoo or aquarium. This resulted in an average of 1.8 of their children. Therefore, there were about 35.1 million visits by these children resulting in a rough estimate of 42.7 million annual visits to zoos and aquaria by children age 3 to 17. Similar estimates were made for visits to other types of museums, public libraries and the Internet.

Survey Reliability

One cannot expect estimates of proportions, averages, totals, etc. taken from a survey to be exactly the same as the true population value. The difference between survey estimates and true population values is attributable to two types of survey errors:

- *Sampling error*: The difference between an estimate (e.g., proportion, average, total) and the true population value which is due to the fact that only a sample of values is observed. If the survey is a census (i.e., every unit in a population is observed) there would be no sampling error. Sampling error can be estimated from a random sample and is called standard error. Precision of survey sample estimates is a function of sampling error.
- *Non-sampling error*: This error, sometimes called bias, is that part of the difference between an estimate and the true population value which is due to mistakes in survey processes or impreciseness of survey communication. Non-sampling error is rarely attempted to be measured because of the extreme difficulty of doing so. Accuracy of survey sample estimates is a function of non-sampling error.

The total difference between survey estimates and true population values is due to a combination of these two types of errors in the following way:



That is, the total survey error is like the hypotenuse of a right triangle; where the legs of the right triangle are sampling error (x) and non-sampling error (y). Thus, total survey error is:

$$\sqrt{x^2+y^2}$$

SAMPLING ERRORS

Precision of estimates from samples is measured by standard errors of estimates. Equations of standard error include the deviation of responses from the true value and sample size. Examples of equations of standard error (SE) are as follows:

$$\sqrt{pq \div n}$$

Where: p is the estimate of the proportion of interest.
 q is the complement of p (i.e., $1-p$)
 n is the sample size.

As an example, 1,047 persons were interviewed by telephone and 526 said that they had observed museum content on television in the past 12 months. Thus, the proportion (p) who said they observed is 0.502 (50.2%), q is 0.498 and n is 1,047. The standard error of the estimate of p is about 0.0154 (1.54%). The confidence interval for this estimate is:

50.2% \pm 2.3% at 95% level of confidence

This means that if the survey was repeated many times, 95 percent of the confidence intervals would contain the true population value.

The width of the confidence interval is affected by two factors:

- the desired level of confidence
- the estimated standard error (SE)

The confidence interval is computed from the following simple equation:

$$P \pm SE \times t$$

Confidence interval is the estimate plus or minus the standard error times a factor which represents the desired confidence level.

The value of t is determined by the desired level of confidence. For example:

$t = 1.00$ for 68 percent level of confidence

$t = 1.64$ for 90 percent level of confidence

$t = 1.96$ for 95 percent level of confidence

$t = 2.57$ for 99 percent level of confidence

Going from a 68 percent to a 95 percent level of confidence, one would merely double the width of the confidence interval (i.e. 1 times standard error to 1.96 times standard error). The size of estimate standard error, in turn, is affected by four factors. The estimate of standard error is also dependent on:

- *Sample size.* For the example, the estimates above are estimated from a sample size of 1,047 observations. If one doubled the sample size to 2,094, the confidence interval would decrease from 2.3 percent to 2.1 percent at 95 percent level of confidence. If the sample were reduced to 500, the confidence interval would increase from 2.3 percent to 4.4 percent at 95 percent level of confidence.

- *Sample size relative to population size.* If the sample size were in fact the entire population, the confidence interval would be zero. However, the relative size of telephone surveys are no where near the population totals.
- *Inherent variability of observations.* For example, if specified ratings of importance of information in meeting needs ranges from 1 to 5, the confidence interval for the estimated average level would probably be greater than estimates in which ratings ranged from 3 to 5.
- *Statistical sample method.* A survey can be improved in terms of decreasing estimated confidence levels (at a given sample size) by statistical sample methods (e.g., stratification, ratio estimation, etc.). For example, examination of responses revealed that a higher proportion of women and older persons responded than reflected in the population and they tended to use the library more frequently. Thus, we poststratified the results by these two characteristics.

Examples of one standard error (i.e. 68% level of confidence) for various sample sizes and estimated proportions (%) are given below, assuming a random sample:

Sample Size	5%/95%	10%/90%	20%/80%	30%/70%	40%/60/5	50%
100	2.2	3.0	4.0	4.6	4.9	5.0
150	1.8	2.4	3.3	3.7	4.0	4.1
200	1.5	2.1	2.8	3.2	3.5	3.5
250	1.4	1.9	2.5	3.0	3.1	3.2
400	1.1	1.5	2.0	2.3	2.4	2.6
500	1.0	1.3	1.8	2.0	2.2	2.2
750	0.8	1.1	1.5	1.7	1.8	1.8
1,000	0.7	0.9	1.3	1.4	1.5	1.6
1,250	0.6	0.8	1.1	1.3	1.4	1.4
1,500	0.6	0.8	1.0	1.2	1.3	1.3

Note that complementary proportions (i.e. 95% for 5%, 70% for 30%, etc.) have exactly the same standard errors. This table can be used to test approximate statistical precision of survey results. For example, assume that an estimate from the survey was 28 percent and the sample size 550. One would expect the standard error to be less than 2.0%, but more than 1.8%, say about 1.9%. Thus, the confidence interval would be about 28% \pm 3.7% at the 95% level of confidence.

NON-SAMPLING ERROR

Non-sampling errors are mistakes that creep into survey processes due to the following sources of error:

- Improper telephone interview script questions
- Development of an inadequate sampling frame
- Errors due to non-response from a sampled unit
- Errors in response to questions
- Clerical and computer processing error

These sources of error were considered in our analysis and attempts were made to minimize them. Also, estimates of visitors and visits to museums and public libraries ignores the fact that they are visited by foreigners resulting in underestimates and by illegal immigrants who may have participated in the survey, but not included in the total population of adults.

Non-response is an important issue which can be addressed by making assumptions about how different they might be compared with those who respond. As an example, in the museum survey, 6.1 percent or 85 adults said they were Hispanic or of Latino origin or descent. Yet one would expect there to be 13.1 percent based on Census data. This means there should have been 98 more Hispanic adults who should have responded. About 82.4 percent of the 85 interviews said they visited museums. If 82.4 percent of the other Hispanic visited museums the true value of the Hispanic population would likely be 82.4 percent. However, the percentage of the 98 non-responders could be higher or lower. By assuming non-responder percentages one can get a sense of the consequence of the low response rate of Hispanics. Below we assume non-responder percentage of 90%, 75%, 70%, 60% and 50%.

Hispanic Respondents (85)	Hispanic Non-Respondents (98)	True Value
82.4%	82.4%	82.4%
	90%	86.5%
	75%	78.4%
	70%	75.8%
	60%	70.4%
	50%	65.0%

Therefore, if 90 percent of non-respondents visited museums the estimate of the true value would be 86.5 percent (or 5.0% higher). Likewise, if 70 percent visited the true value would be 75.8% (or 8.0% lower) and so on. Thus the low response rate (46%) could have an impact on the error found in proportion of Hispanics who are visitors.

However, the impact of this source of error is much less on the overall population estimates of proportion of visitors. Based on 1,047 responses and no other non-respondents the impact of Hispanic non-response is as follows with a non-Hispanic estimate of 75 percent who visits.

Hispanic Non-Respondents (85)	Current Estimate	True Value
82.4%	75.6%	75.6%
100%		76.9%
90%		75.9%
75%		75.3%
70%		75.1%
60%		74.6%
50%		74.2%
25%		73.1%

The proportion of visits by non-responding Hispanics must be drastically different than those who respond to have an appropriate affect the overall estimates.

TELEPHONE SCRIPTS

INTRODUCTION

GENERAL INFORMATION USAGE SURVEY

Hello, my name is _____ and I'm calling from the University of Pittsburgh. We're conducting a nationwide study for the Institute for Museum and Library Services. Your household has been randomly selected to participate. We know your time is valuable, but your input is very important. On average, it takes about 10 to 15 minutes. You don't have to answer any questions that you don't want to and your answers are completely anonymous. This call may be monitored for quality assurance. When we're done with the survey, if you have any questions, I can give you further information.

Is now a good time?

LIBRARY SURVEY

Hello, my name is _____ and I'm calling for the University of Pittsburgh. First, let me tell you that I am not selling anything or asking for donations. We're conducting an important study about Internet use, libraries, and museums. Your household is one of only 1,000 that has been randomly selected to participate. We know your time is valuable, but your input is very important and could affect public policy and government spending decisions.

On average, it takes about 15 minutes. You don't have to answer any questions that you don't want to and your answers are completely anonymous. This call may be monitored for quality assurance. When we're done, if you have any questions, I can give you further information.

Is now a good time?

MUSEUM SURVEY

Hello, my name is _____ and I'm calling for the University of Pittsburgh. First, let me tell you that I am not selling anything or asking for donations. We're conducting an important study about Internet use, libraries, and museums. Your household is one of only 1,000 that has been randomly selected to participate. We know your time is valuable, but your input is very important and could affect public policy and government spending decisions.

On average, it takes about 15 minutes. You don't have to answer any questions that you don't want to and your answers are completely anonymous. This call may be monitored for quality assurance. When we're done, if you have any questions, I can give you further information.

Is now a good time?

INTERNET SURVEY

Hello, my name is _____ and I'm calling for the University of Pittsburgh. We're conducting an important study about Internet use and related topics. Your household has been randomly selected to participate. We know your time is valuable, but your input is very important and could affect public policy and government spending decisions.

On average, it takes about 15 minutes. You don't have to answer any questions that you don't want to and your answers are completely anonymous. This call may be monitored for quality assurance. When we're done, if you have any questions, I can give you further information.

Is now a good time?

SECTION A: VISIT TO MUSEUMS, PUBLIC LIBRARIES, AND USE OF THE INTERNET QUESTIONS

A1. My first questions are about your use of museums and libraries. Have you visited any of the following types of museums in-person or remotely through the Internet in the past 12 months?

INTERVIEWER: CHECK ALL THAT APPLY

1. A zoo or aquarium
2. An arboretum or botanical garden
3. A science or technology museum
4. A children's or youth museum
5. A natural history or anthropological museum
6. An art museum
7. A history museum
8. A nature center
9. An historic house or site such as a battlefield
10. A general museum
11. A specialized museum
12. Some other type of museum (SPECIFY)
13. DON'T KNOW
14. REFUSED
15. NONE SELECTED

IF (ANS >= 13) SKP A8

A2. About how many in-person visits did you make to museums in the last 12 months? I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANS = 0) SKP A5

A3. About how long ago was your last in-person visit to a museum? Was it:

1. In the last week
2. 1 to 2 weeks ago
3. 3 to 4 weeks ago
4. 1 to 2 months ago
5. 3 to 6 months ago
6. Over 6 months ago
8. DON'T KNOW
9. REFUSED

A4. In the past 12 months, have you visited museums in-person more often, less often, or about the same as you did previously?

1. MORE OFTEN
2. LESS OFTEN
3. ABOUT THE SAME
8. DON'T KNOW
9. REFUSED

A5. In the past 12 months, about how many times did you access a museum website from some place other than the museum, like your home or office? Again, I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANS = 0) SKP A8

A6. About how long ago was the last time you accessed museum website? Was it:

1. In the last week
2. 1 to 2 weeks ago
3. 3 to 4 weeks ago
4. 1 to 2 months ago
5. 3 to 6 months ago

6. Over 6 months ago
8. DON'T KNOW
9. REFUSED

A7. In the past 12 months, have you accessed museum websites more often, less often, or about the same as you did previously?

1. MORE OFTEN
2. LESS OFTEN
3. ABOUT THE SAME
8. DON'T KNOW
9. REFUSED

A8. Have you visited a public library in-person or remotely through the Internet in the past 12 months?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

A9. About how many in-person visits did you make to public libraries in the last 12 months? I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF NONE, SKIP TO A12

A10. About how long ago was your last in-person visit? Was it:

1. In the last week
2. 1 to 2 weeks ago
3. 3 to 4 weeks ago
4. 1 to 2 months ago
5. 3 to 4 months ago
6. Over 4 months ago

8. DON'T KNOW

9. REFUSED

A11. In the past 12 months, have you visited public libraries in-person more often, less often, or about the same as you did previously?

1. MORE OFTEN

2. LESS OFTEN

3. ABOUT THE SAME

8. DON'T KNOW

9. REFUSED

A12. In the past 12 months, about how many times did you access public library resources or services via the Internet from some place other than the library, like your home or office? Again, I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF NONE, SKIP TO A15

A13. About how long ago was the last time you accessed public library resources or services via the Internet? Was it:

1. In the last week

2. 1 to 2 weeks ago

3. 3 to 4 weeks ago

4. 1 to 2 months ago

5. 3 to 4 months ago

6. Over 4 months ago

8. DON'T KNOW

9. REFUSED

A14. In the past 12 months, have you accessed public library resources or services via the Internet more often, less often, or about the same as you did previously?

1. MORE OFTEN

2. LESS OFTEN
3. ABOUT THE SAME
8. DON'T KNOW
9. REFUSED

A15. Have you used the Internet in the past 12 months?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

SECTION B: MUSEUM SCREENING QUESTIONS (DETERMINES IF IN-PERSON OR REMOTE)

B1. Now I have some more detailed questions about your experiences with museums.

First of all, please tell me if you have observed any of the following types of museums through a television program, for instance on a public television station or the National Geographic Channel, in the last 12 months:

INTERVIEWER: CHECK ALL THAT APPLY.

1. A zoo or aquarium
2. An arboretum or botanical garden
3. A science or technology museum
4. A children's or youth museum
5. A natural history or anthropological museum
6. An art museum
7. A history museum
8. A nature center
9. An historic house or site such as a battlefield
10. A general museum
11. A specialized museum

12. Some other type of museum (SPECIFY)
13. DON'T KNOW
14. REFUSED

B2. You indicated that you have visited a museum in-person or remotely through the Internet in the last 12 months. I'm going to ask some questions about your last use of a museum. What type of museum did you last visit? Was it:

1. A zoo or aquarium
2. An arboretum or botanical garden
3. A science or technology museum
4. A children's or youth museum
5. A natural history or anthropological museum
6. An art museum
7. A history museum
8. A nature center
9. An historic house or site such as a battlefield
10. A general museum
11. A specialized museum
12. Some other type of museum (SPECIFY)
13. DON'T KNOW
14. REFUSED

B3. Was your last use of a museum in-person, or a visit to a museum website through the Internet?

1. IN-PERSON → SKIP TO C1
2. INTERNET → SKIP TO D1

SECTION C: MUSEUM IN-PERSON VISIT QUESTIONS

C1. Was the last visit to the museum?

INTERVIEWER: CHECK ALL THAT APPLY

1. By yourself
2. With family
3. With friends or colleagues
4. As a part of a tour group
5. Other (SPECIFY)
6. DON'T KNOW

7. REFUSED

IF (ANSWER EQ 2) SKIP TO C2

SKP C4

C2. You said you went with family. Were any children under age 18 involved?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER NE 1) SKIP TO C4

C3. How many?

NUMBER OF CHILDREN:

INTERVIEWER: ENTER 888 FOR DON'T KNOW

999 FOR REFUSED

C4. During your last visit to a museum did you:

INTERVIEWER: CHECK ALL THAT APPLY

1. Browse on your own or with others

2. View a specific exhibit, collection, or display
3. Speak to a museum employee about exhibits or collections
4. Participate in a tour in the museum
5. Learn about a specific topic
6. Attend a lecture or class
7. Complete a class assignment
8. Purchase any books for later study
9. Use a gift shop
10. Use a restaurant or coffee shop
11. Other (SPECIFY)
12. DON'T KNOW
13. REFUSED

C5. During your last visit to a museum, which sources of information did you use while in the museum?

INTERVIEWER: CHECK ALL THAT APPLY

1. Written information about and near items, such as labels, explanatory panels, etc.
2. Audio information about items
3. Exhibit catalog, guide to the collection, etc.
4. Interactive computer in the exhibit area
5. Interactive computer in a study area
6. Museum website
7. Other website (SPECIFY)
8. Museum library
9. Film showing
10. Museum publications, such as magazine, annual report, member information, etc.
11. Other (SPECIFY)
12. DON'T KNOW
13. REFUSED

C6. Now I would like you to think about the most important reason that you made this last visit to a museum. The reason may be for personal or family entertainment or recreation, educational, or work-related such as performing research.

Was this most important reason for visiting the museum for personal or family recreation or entertainment?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO C11

C7. How were your recreation or entertainment needs met?

INTERVIEWER: CHECK ALL THAT APPLY

1. Through general interest in the museum and its contents
2. From a specific museum exhibit or display
3. From a specific museum collection
4. Through joint experience with family or group of friends
5. Other (SPECIFY)
6. DON'T KNOW
7. REFUSED

C8. In what ways did the visit help in meeting your recreation and entertainment needs? Did it:

INTERVIEWER: CHECK ALL THAT APPLY

1. Broaden your perspective on life
2. Inspire you
3. Encourage further learning
4. Lead to other interests
5. Help you learn something new
6. Result in a new way of thinking
7. Other (SPECIFY)
8. DON'T KNOW

9. REFUSED

C9. As a result of this visit, did you:

INTERVIEWER: CHECK ALL THAT APPLY

1. Talk about or recommend the experience to another person
2. Look for more information from another source
3. Plan another museum visit
4. Other (SPECIFY)
5. DON'T KNOW
6. REFUSED
7. NONE SELECTED

IF (ANSWER NE 2) SKIP TO C20

C10. You said that you looked for more information from another source. Was it from:

INTERVIEWER: CHECK ALL THAT APPLY

1. A library
2. Personal books, etc.
3. Online
4. Other (SPECIFY)
5. DON'T KNOW
6. REFUSED

SKIP TO C20

C11. Was the most important reason for visiting the museum for educational purposes?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO C17

C12. Was this educational reason as:

INTERVIEWER: CHECK ALL THAT APPLY

1. A teacher
2. A student
3. Someone just learning more
4. To help a child learn more
5. Other (SPECIFY)
6. DON'T KNOW
7. REFUSED

IF (ANSWER >= 2) SKIP TO C20

C13. Was the reason for the museum visit:

INTERVIEWER: CHECK ALL THAT APPLY

1. To prepare for a class or lecture
2. To accompany a class there
3. To keep up with a class assignment there
4. To prepare a paper
5. For home-schooling
6. For your own continued learning
7. Other (SPECIFY)
8. DON'T KNOW
9. REFUSED

IF (ANSWER NE 6) SKIP TO C15

C14. You said that a reason for the museum visit was for your own continued learning. Was it:

INTERVIEWER: CHECK ALL THAT APPLY

1. As a student

2. In general
3. Other (SPECIFY)
4. DON'T KNOW
5. REFUSED

C15. Did using the museum result in:

1. Getting all you were looking for
2. Getting some of what you were looking for
3. Not getting what you were looking for
8. DON'T KNOW
9. REFUSED

C16. Did using the museum result in:

INTERVIEWER: CHECK ALL THAT APPLY

1. Saving you time
2. Saving you money
3. DON'T KNOW
4. REFUSED
5. NONE SELECTED

SKIP TO C20

C17. So your visit must have been for work purposes. Was the reason for the museum visit for research or work-related reasons as:

INTERVIEWER: CHECK ALL THAT APPLY

1. A writer
2. A film-maker
3. A visual artist
4. A consultant
5. Another work-related purpose (SPECIFY)

6. DON'T KNOW

7. REFUSED

C18. Did using the museum for research or work result in:

1. Getting all you were looking for
2. Getting some of what you were looking for
3. Not getting what you were looking for
8. DON'T KNOW
9. REFUSED

C19. Did using the museum for research or work result in:

INTERVIEWER: CHECK ALL THAT APPLY

1. Saving you time
2. Saving you money
3. DON'T KNOW
4. REFUSED
5. NONE SELECTED

C20. My next questions pertain to your perception of the experience you had during this last visit. Some of the questions may not be applicable to your visit; if so, just tell me.

How satisfying would you rate this last visit? Use a number between 1 and 5 where 1 is for "less satisfying than I expected" and 5 is "fully satisfying".

1. LESS SATISFYING THAN I EXPECTED
- 2.
- 3.
- 4.
5. FULLY SATISFYING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

C21. How would you rate the exhibits or experience with the museum? Use a number from 1 to 5 where 1 is the worst rating and 5 is the best rating.

1. WORST RATING
- 2.
- 3.
- 4.
5. BEST RATING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

C22. How would you rate the quality of the descriptive information about the displays or items? [Again, use a number from 1 to 5 where 1 is the worst rating and 5 is the best rating.]

1. WORST RATING
- 2.
- 3.
- 4.
5. BEST RATING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

C23. How would you rate the oral presentations describing the displays or items? [Again, use a number from 1 to 5 where 1 is the worst rating and 5 is the best rating.]

1. WORST RATING
- 2.
- 3.
- 4.
5. BEST RATING
7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

C24. How would you rate the trustworthiness of the displays or exhibits? Again, use a number from 1 to 5 where 1 is the worst rating and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

C25. About how much time did you spend at the museum during the last visit?

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN AND UNITS ON THE NEXT SCREEN

ENTER 88888 FOR DON'T KNOW

99999 FOR REFUSED

IF (ANSWER >= 88888) SKIP TO C27

C26. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES

2. HOURS

C27. About how much time did you spend going to and from the museum? (ROUND TRIP TOTAL TIME)

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN AND UNITS ON THE NEXT SCREEN

ENTER 88888 FOR DON'T KNOW

99999 FOR REFUSED

IF (ANSWER >= 88888) SKIP TO C29

C28. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS

C29. Did you drive?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO C33

C30. About how far did you drive to and from the museum? (ROUND TRIP TOTAL MILES)
MILES:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW
99999 FOR REFUSED

C31. Did you pay for parking?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO C34

C32. How much did you pay?

DOLLARS:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW
99999 FOR REFUSED

SKIP TO C34

C33. About how much did it cost to visit the museum in transportation by bus, transit, etc.?

DOLLARS:

INTERVIEWER: ENTER 0 FOR DID NOT PAY FOR TRANSPORTATION

88888 FOR DON'T KNOW

99999 FOR REFUSED

C34. Did you pay an entrance fee?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO C35A

C35. How much did you pay for yourself?

DOLLARS:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW

99999 FOR REFUSED

C35A. Were you on vacation when you visited the museum?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

C36. If you did not have the museum, what would you have done to address your important reason for visiting the museum? Would you have:

1. Not bothered to do anything

2. Needed the information or experience but not known where else to go for it
 3. Gotten the information or experience from another source (such as the Internet)
 8. DON'T KNOW
 9. REFUSED
- IF (ANSWER NE 3) SKIP TO E1

C37. What source would you have used? Where would you have gotten the information or experience?
INTERVIEWER: TYPE VERBATIM RESPONSE

C38. How much time do you think it would have taken to use this other source? I just need your best estimate.

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN
ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

IF (ANSWER >= 88888) SKIP TO C40

C39. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS
3. DAYS

C40. How much money do you think it would have cost to use this other source? Please include transportation, parking, purchase or rental costs, and any other expenses that you would have incurred. Again, I just need your best estimate.

COST IN DOLLARS:

INTERVIEWER: ENTER 0 IF NO EXPENSE

ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

C41. Would you have driven?

1. YES
2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO E1

C42. About how many miles?

NUMBER OF MILES:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

SECTION D: MUSEUM REMOTE VISIT QUESTIONS

D1. You indicated that you visited a museum website remotely through the Internet. I'm going to ask some questions about this last use of a museum.

During the museum use through the Internet, did you:

INTERVIEWER: CHECK ALL THAT APPLY

1. Browse through the website
2. View a specific exhibit, collection, or display
3. Learn about a specific topic
4. Listen to or view a lecture or class
5. Complete a class assignment
6. Order any books for later study
7. Order any other gifts
8. Other (SPECIFY)
9. DON'T KNOW
10. REFUSED

D2. Now I would like you to think about the most important reason that you made this last visit by the Internet. The reason may be for personal or family entertainment or recreation, educational, or work-related such as performing research.

Was this most important reason for visiting by the Internet for personal or family recreation or entertainment?

1. YES
 2. NO
 8. DON'T KNOW
 9. REFUSED
- IF (ANSWER >= 2) SKIP TO D7

D3. How were your recreation or entertainment needs met?

INTERVIEWER: CHECK ALL THAT APPLY

1. Through general interest in the museum and its contents
2. From a specific museum exhibit or display
3. From a specific museum collection
4. Through joint experience with family or group of friends
5. Other (SPECIFY)
6. DON'T KNOW
7. REFUSED

D4. In what ways did the visit by the Internet help in meeting your recreation and entertainment needs?
Did it:

INTERVIEWER: CHECK ALL THAT APPLY

1. Broaden your perspective on life
2. Inspire you
3. Encourage further learning
4. Lead to other interests
5. Help you learn something new
6. Result in a new way of thinking
7. Other (SPECIFY)
8. DON'T KNOW
9. REFUSED

D5. As a result of this visit by the Internet, did you:

INTERVIEWER: CHECK ALL THAT APPLY

1. Talk about or recommend the experience to another person
2. Look for more information from another source
3. Plan another museum visit
4. Other (SPECIFY)
5. DON'T KNOW
6. REFUSED
7. NONE SELECTED

IF (ANSWER EQ 2) SKIP TO D6

SKIP TO D16

D6. You said that you looked for more information from another source. Was it from:

INTERVIEWER: CHECK ALL THAT APPLY

1. A library
2. Personal books, etc.
3. Online
4. Other (SPECIFY)
5. DON'T KNOW
6. REFUSED

SKIP TO D16

D7. Was the most important reason for visiting by the Internet for educational purposes?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO D13

D8. Was this educational reason as:

INTERVIEWER: CHECK ALL THAT APPLY

1. A teacher
2. A student
3. Someone just learning more
4. To help a child learn more
5. Other (SPECIFY)
6. DON'T KNOW
7. REFUSED

IF (ANSWER >= 2) SKIP TO D11

D9. Was the reason for the visit by the Internet:

INTERVIEWER: CHECK ALL THAT APPLY

1. To prepare for a class or lecture
2. To accompany a class there
3. To keep up with a class assignment there
4. To prepare a paper
5. For home-schooling
6. For your own continued learning
7. Other (SPECIFY)
8. DON'T KNOW
9. REFUSED

IF (ANSWER NE 6) SKIP TO D16

D10. You said that a reason for the museum website visit was for your own continued learning. Was it:

INTERVIEWER: CHECK ALL THAT APPLY

1. As a student
2. In general
3. Other (SPECIFY)

4. DON'T KNOW

5. REFUSED

D11. Did using the museum website result in:

1. Getting all you were looking for
2. Getting some of what you were looking for
3. Not getting what you were looking for
8. DON'T KNOW
9. REFUSED

D12. Did using the museum website result in:

INTERVIEWER: CHECK ALL THAT APPLY

1. Saving you time
2. Saving you money
3. DON'T KNOW
4. REFUSED
5. NONE SELECTED

SKIP TO D16

D13. So your last visit by the Internet must have been for work-related purposes. Was the reason for the visit by the Internet for research or work-related reasons as:

INTERVIEWER: CHECK ALL THAT APPLY

1. A writer
2. A film-maker
3. A visual artist
4. A consultant
5. An other work-related purpose (SPECIFY)
6. DON'T KNOW
7. REFUSED

D14. Did visiting by the Internet for research or work result in:

1. Getting all you were looking for
2. Getting some of what you were looking for
3. Not getting what you were looking for
8. DON'T KNOW
9. REFUSED

D15. Did visiting by the Internet for research or work result in:

INTERVIEWER: CHECK ALL THAT APPLY

1. Saving you time
2. Saving you money
3. DON'T KNOW
4. REFUSED
5. NONE SELECTED

D16. My next questions pertain to your perception of the experience you had during this last visit by the Internet. Some of the questions may not be applicable to your visit; if so, just tell me.

How satisfying would you rate this last visit by the Internet? Use a number between 1 and 5 where 1 is for "less satisfying than I expected" and 5 is "fully satisfying".

1. LESS SATISFYING THAN I EXPECTED
- 2.
- 3.
- 4.
5. FULLY SATISFYING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

D17. How would you rate the exhibits or items made available on the Internet? Use a number from 1 to 5 where 1 is the worst rating and 5 is the best rating.

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

D18. How would you rate the quality of the descriptive information about the displays or items? [Again, use a number from 1 to 5 where 1 is the worst rating and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

D19. How would you rate the audio presentations describing the displays or items? [Again, use a number from 1 to 5 where 1 is the worst rating and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

D20. How would you rate the trustworthiness of the displays or exhibits? [Again, use a number from 1 to 5 where 1 is the worst rating and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

D21. About how much time did you spend on this last visit via the Internet?

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN AND UNITS ON THE NEXT SCREEN

ENTER 88888 FOR DON'T KNOW

99999 FOR REFUSED

IF (ANSWER >= 88888) SKIP TO D23

D22. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES

2. HOURS

D23. Did you make more than one visit to this museum site?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO D25

D24. How many visits did you make?

NUMBER OF VISITS:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW

99999 FOR REFUSED

D25. If you did not have the museum to visit via the Internet to obtain the information or experience, what would you have done to address this situation? Would you have:

1. Not bothered to do anything
2. Needed the information or experience but not known where else to go for it
3. Gotten the information or experience from another source (such as another family member, friend, store or public library)
8. DON'T KNOW
9. REFUSED

IF (ANSWER NE 3) SKIP TO E1

D26. What source would you have used? Where would you have gotten the information or experience?

INTERVIEWER: TYPE VERBATIM RESPONSE

D27. How much time do you think it would have taken to use this other source? I just need your best estimate.

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

IF (ANSWER >= 88888) SKIP TO D29

D28. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS
3. DAYS

D29. How much money do you think it would have cost to use this other source? Please include transportation, parking, purchase or rental costs, and any other expenses that you would have incurred.

Again, I just need your best estimate.

COST IN DOLLARS:

INTERVIEWER: ENTER 0 IF NO EXPENSE

ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

D30. Would you have driven?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO E1

D31. About how many miles?

NUMBER OF MILES:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

SECTION E: CHILDREN'S MUSEUM USAGE

E1. Now I have some general questions about your household and your background. Let me remind you that all of your responses are completely confidential.

First of all, how many people, including yourself, live in your household? (NOTE: THIS INCLUDES CHILDREN)

NUMBER OF PEOPLE IN HOUSEHOLD:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

IF (ANSWER = 1 OR ANSWER = 88888 OR ANSWER = 99999) SKIP TO P1

E2. Do any children 3 to 17 years of age live in your household?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO P1

E3. How many?

NUMBER OF CHILDREN AGED 3 TO 17 IN HOUSEHOLD:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

IF (ANSWER = 1) ASK E4

IF (ANSWER > 1) ASK E5 TO E17

IF (ANSWER = 88888 OR ANSWER = 99999) SKIP TO P1

E4. In the past 12 months has this child visited any of the following museums?

INTERVIEWER: CHECK ALL THAT APPLY

1. A zoo or aquarium
2. An arboretum or botanical garden
3. A science or technology museum
4. A children's or youth museum
5. A natural history or anthropological museum
6. An art museum
7. A history museum
8. A nature center
9. An historic house or site such as a battlefield
10. A general museum
11. A specialized museum
12. Some other type of museum (SPECIFY)
13. DON'T KNOW
14. REFUSED
15. NONE SELECTED

SKIP TO P1

E5. Now I need to ask you if any of your children aged 3 to 17 visited various types of museums in the past 12 months.

In the past 12 months, how many of these children visited a zoo or aquarium?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E6. In the past 12 months, how many of these children visited an arboretum or botanical garden?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E7. In the past 12 months, how many of these children visited a science or technology museum?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E8. In the past 12 months, how many of these children visited a children's or youth museum?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E9. In the past 12 months, how many of these children visited a natural history or anthropological museum?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E10. In the past 12 months, how many of these children visited an art museum?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E11. In the past 12 months, how many of these children visited a history museum?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E12. In the past 12 months, how many of these children visited a nature center?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E13. In the past 12 months, how many of these children visited an historic house or site such as a battlefield?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E14. In the past 12 months, how many of these children visited a general museum?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E15. In the past 12 months, how many of these children visited specialized museum?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

E16. In the past 12 months, how many of these children visited some other type of museum?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

IF (ANSWER = 0) SKIP TO P1

E17. What type of museum?

SECTION F: LIBRARY SCREEN 1 (DETERMINES IF IN-PERSON OR REMOTE)

F1. You indicated that you have visited a public library in-person or remotely through the Internet in the last 12 months. I'm going to ask some questions about your last use of a public library.

Was your last use of a public library:

1. An in-person visit
2. A remote Internet access to public library services from your home or office

IF (ANSWER = 2) SKIP TO I1

SECTION G: LIBRARY SCREEN 2 (DETERMINES IF COMPUTER OR NOT)

G1. During your last in-person visit did you:

INTERVIEWER: CHECK ALL THAT APPLY

1. Read a book, magazine, or newspaper in the library
2. Check out one or more books
3. Watch a video or DVD or listen to music in the library
4. Check out a video, DVD, CD or audiotape, including audiobooks
5. Use the catalog
6. Use reference materials in the library
7. Ask a librarian to help find information in the library or on the Internet
8. Attend a lecture or some other sort of a program
9. Attend a meeting organized by other than the library but using the meeting room of the library
10. Receive some kind of instruction or training (ASK G2)
11. Used a library computer (ASK G3)
12. DON'T KNOW / REFUSED / OTHER

ASK G2 IF OPTION 10 IS SELECTED IN G1

G2. You said that you received some kind of instruction or training. Was it:

INTERVIEWER: CHECK ALL THAT APPLY

1. A literacy program
2. Technology instruction
3. Other (SPECIFY)
4. DON'T KNOW

5. REFUSED

ASK G3 IF OPTION 11 IS SELECTED IN G1

G3. You said that you used a library computer. Was it:

INTERVIEWER: CHECK ALL THAT APPLY

1. To use the Internet
2. To access online library resources and services
3. Other (SPECIFY)
4. DON'T KNOW
5. REFUSED

ASK G4 IF OPTION 11 WAS NOT SELECTED IN G1

G4. In the last 12 months, have you used a computer in a public library to access the Internet or online library resources or services?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO J1

G5. Approximately how many times have you used the public library computers in the last 12 months? I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

G6. My next questions pertain to how useful the library computers are to you. I'm going to ask you to rate different aspects of computers in your public library. If any aspects are not applicable, just tell me. Using a number between 1 and 5, where 1 is the worst rating you can give and 5 is the best rating,

how would you rate the number of computers in your public library and your ability to get access to them?

1. WORST RATING
- 2.
- 3.

- 4.
5. BEST RATING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

G7. How would you rate the hours or days of the week the library computers are made available? Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING
- 2.
- 3.
- 4.
5. BEST RATING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

G8. How would you rate the amount of time you are allowed to use a computer for a single session? Use 1 for a very limited time and 5 for unlimited time.

1. VERY LIMITED TIME
- 2.
- 3.
- 4.
5. UNLIMITED TIME
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

G9. How would you rate the software applications available in satisfying your needs? Use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING

- 2.
- 3.
- 4.
5. BEST RATING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

G10. How would you rate the hardware available in satisfying your needs? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING
- 2.
- 3.
- 4.
5. BEST RATING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

SKIP TO H1 IF OPTIONS 1 OR 2 WERE SELECTED IN G3, OR RESPONSE TO G4 WAS "YES";
OTHERWISE SKIP TO J1

SECTION H: LIBRARY COMPUTER

QH1READ. Now I'm going to read the four main reasons why people use the library computers online and then ask you which ones apply to your last use of one. I'll read them all first, and then I'll go over them one-by-one and you can tell me if each one was a reason for your LAST ONLINE USE OF A LIBRARY COMPUTER or not. Here's the list.

The first one is for general ENTERTAINMENT.

The second one is to meet a PERSONAL OR FAMILY NEED.

The third one is to meet an EDUCATIONAL NEED.

And the last one is to meet a WORK OR JOB-RELATED NEED.

H1A Now I'll read them all again and you tell me if each one was a reason for your last use of a library computer online or not.

INTERVIEWER: CHECK ALL THAT APPLY. MUST PICK AT LEAST ONE.

1. for general ENTERTAINMENT reading, viewing, or listening
2. to meet a PERSONAL OR FAMILY NEED, for instance to get information about an illness, hobby, or travel, or to keep up with the news or do shopping
3. to meet an EDUCATIONAL NEED, as a teacher, student, or for general learning
4. to meet a WORK OR JOB-RELATED NEED such as research or marketing, or to learn more about a financial or legal issue

Ask this question if more than one reason was selected above.

H1B. Of the reasons you used a library computer online the very last time, which one was the most important to you?

display only reasons selected above

H2B. About how long ago did you use the library computer for the reason you just stated?

1. Today
2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T KNOW/DON'T REMEMBER
9. REFUSED

H3. Now I'm going to read several online sources you might have used (to obtain information for this reason). For each of the following sources that I read, please tell me which ones you used.

INTERVIEWER: CHECK ALL THAT APPLY

1. Used a search engine such as Google or Yahoo
 2. Viewed or downloaded e-books
 3. Viewed or downloaded articles
 4. Viewed a blogger website
 5. Looked at another website (SPECIFY)
 6. Used e-mail
 7. Used chat mail or instant messenger (IM)
 8. Obtained information directly from a librarian or the library
 9. Other (SPECIFY)
 10. DON'T KNOW
 11. REFUSED
- IF (ANSWER >= 10) SKIP TO H5

IF MORE THAN ONE SOURCE WAS SELECTED IN H3, ASK H4

H4. Which of the online sources was the most helpful?

ONLY DISPLAY OPTIONS SELECTED IN H3.

H5. Now I'm going to ask you some detailed questions about your use of the library computer to obtain information online for the reason you stated.

About how much time did you spend using the computer online to get the information?

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 888 FOR DON'T KNOW' AND 999 FOR REFUSED

IF (ANSWER >= 888) SKIP TO H7

H6. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS

H7. Why did you choose to use the computer online to obtain the needed information? Was it because:

INTERVIEWER: CHECK ALL THAT APPLY

1. It was convenient or easy to use
2. It did not cost much in your time or money
2. It was the best source of information
4. The information could be trusted
5. Any other reason (SPECIFY)
6. DON'T KNOW
7. REFUSED

H7A. Please rate the overall quality of the experience you had using the online computer. Use a number between 1 and 5, with 1 being the worst experience and 5 being the best experience.

1. WORST EXPERIENCE
- 2.
- 3.
- 4.
5. BEST EXPERIENCE
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

H8. My next questions pertain to how useful the online information provided by the computer was to you. First I'm going to ask you to rate different characteristics of the information. If you think that any of the characteristics are not applicable, just tell me.

How would you rate the quality of the information that you got from the online computer?

Use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

H9. How would you rate the completeness of the information that you got from the online computer? Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

H10. How would you rate the timeliness or how up-to-date the information was [that you got from the online computer]? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

H11. How would you rate the trustworthiness of the information [that you got from the online computer [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

H12. And finally, how would you rate how new the information [that you got from the computer online] was to you? Use a number between 1 and 5 where 1 is not at all new to you and 5 is completely new to you.

1. NOT AT ALL NEW TO YOU

2.

3.

4.

5. COMPLETELY NEW TO YOU

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

H13. Which of the following statements best describes the outcome of the information provided by the online computer?

1. You got all of the information that you were looking for
2. You got some of the information that you were looking for
3. You did not get the information that you were looking for
8. DON'T KNOW
9. REFUSED

IF (ANSWER= 1 OR ANSWER= 8 OR ANSWER= 9) SKIP TO H15

H14. What information would you like to have obtained?

H15. Of the information that the online computer did provide, how well did it address the reason for which you used it?

1. Completely
2. Somewhat
3. Not at all
4. REASON UNRESOLVED
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

H16. Did the information provided by the online computer lead to a favorable outcome?

1. YES
2. NO
3. REASON UNRESOLVED
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER= 2 OR ANSWER= 8 OR ANSWER= 9) SKIP TO H18

IF (ANSWER= 3 OR ANSWER= 7) SKIP TO H20

H17. What was the favorable outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

H18. Did the information provided by the online computer lead to a negative outcome?

1. YES
2. NO
3. REASON UNRESOLVED
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO H20

H19. What was the negative outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

H20. Did you obtain too much irrelevant information from the Internet?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

NOT ASKED IF REASON WAS RECREATION

H21. Did the information provided by the online computer save any money? I don't mean money that may have been saved by using it as the information source. I'm asking if the INFORMATION itself saved any money. [Did the information save any money?]

1. YES
2. NO
7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO H24

NOT ASKED IF REASON WAS RECREATION

H22. In what ways did the information save money?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOT ASKED IF REASON WAS RECREATION

H23. About how much money did it save? I just need your best estimate.

DOLLARS SAVED:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

ENTER TIME PERIOD IF SPECIFIED

NOT ASKED IF REASON WAS RECREATION

H24. Did the information provided by the online computer save any time? Again, I don't mean time that may have been saved by using it as the information source. I'm asking if the INFORMATION itself saved any time. [Did the information save any time?]

1. YES

2. NO

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO H27

NOT ASKED IF REASON WAS RECREATION

H25. In what ways did the information save time?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOT ASKED IF REASON WAS RECREATION

H26. About how much time did it save?

TIME SAVED:

INTERVIEWER: ENTER NUMBER AND UNITS (MINUTES, HOURS, DAYS, ETC)

ENTER TIME PERIOD IF SPECIFIED

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

H27. Did the information provided by the online computer lead you to any other useful sources of information?

1. YES

2. NO

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO H29

H28. What sources?

INTERVIEWER: TYPE VERBATIM RESPONSE

H29. Are there any other ways in which the information provided by the online computer was important?

1. YES

2. NO

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO H31

H30. What were those ways?

INTERVIEWER: TYPE VERBATIM RESPONSE

H31. Overall, how important would you say the information provided by the online computer was in meeting your needs? Use a number between 1 and 5, where 1 means “not at all important” and 5 means “absolutely essential”.

1. NOT AT ALL IMPORTANT

2.

3.

4.

5. ABSOLUTELY ESSENTIAL

8. DON'T KNOW

9. REFUSED

H32. If you did not have the online computer to obtain the information, what would you have done to address this situation? Would you have:

1. Not bothered to do anything

2. Needed the information but not known where else to go for it

3. Gotten the information from another source, such as another family member, friend, store or public library

8. DON'T KNOW

9. REFUSED

IF (ANSWER NE 3) SKIP TO K1

H33. What source would you have used? Where would you have gotten the information?

INTERVIEWER: TYPE VERBATIM RESPONSE

H34. How much time do you think it would have taken to use this other source? I just need your best estimate.

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER >= 888) SKIP TO H36

H35. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS
3. DAYS

H36. How much money do you think it would have cost to use this other source? Please include transportation, parking, purchase or rental costs, and any other expenses that you would have incurred. Again, I just need your best estimate.

COST IN DOLLARS:

INTERVIEWER: ENTER 0 IF NO EXPENSE

ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

H37. Would you have driven?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO K1

H38. About how many miles?

NUMBER OF MILES:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

SKIP TO K1

SECTION I: LIBRARY REMOTE VISIT

Q11READ. Now I'm going to read the four main reasons why people use the remote library Internet service and then ask you which ones apply to your last use of this service. I'll read them all first, and then I'll go over them one-by-one and you can tell me if each one was a reason for your last use of the library Internet service or not. Here's the list.

The first one is for general ENTERTAINMENT.

The second one is to meet a PERSONAL OR FAMILY NEED.

The third one is to meet an EDUCATIONAL NEED.

And the last one is to meet a WORK OR JOB-RELATED NEED.

I1A. Now I'll read them all again and you tell me if each one was a reason for your last use of the library Internet service or not.

INTERVIEWER: CHECK ALL THAT APPLY. MUST PICK AT LEAST ONE.

1. for general ENTERTAINMENT reading, viewing, or listening
2. to meet a PERSONAL OR FAMILY NEED, for instance to get information about an illness, hobby, or travel, or to keep up with the news or do shopping
3. to meet an EDUCATIONAL NEED, as a teacher, student, or for general learning
4. to meet a WORK OR JOB-RELATED NEED such as research or marketing, or to learn more about a financial or legal issue
5. TO RENEW A BOOK (DO NOT SELECT THIS IF 1, 2, 3, OR 4 IS SELECTED)

This question is asked if more than 1 reason was selected.

I1B. Of the reasons you used the remote library Internet service the very last time, which one was the most important to you?

display only reasons selected above

I3. Now I'm going to ask you some detailed questions about your use of remote access to the library to obtain information for the reason you just stated. First of all, I'll read several sources you might have used online. For each of the following sources that I read, please tell me know which ones you used.

INTERVIEWER: CHECK ALL THAT APPLY

1. Used a search engine such as Google or Yahoo
2. Viewed or downloaded e-books
3. Viewed or downloaded articles
4. Viewed a blogger website
5. Looked at another website (SPECIFY)
6. Used e-mail
7. Used chat mail or instant messenger (IM)
8. Obtained information directly from a librarian or the library
9. Other (SPECIFY)
10. DON'T KNOW

11. REFUSED

IF (ANSWER >= 10) SKIP TO I5

IF MORE THAN ONE SOURCE WAS SELECTED ASK I4

I4. Which of the information sources was the most helpful?

ONLY DISPLAY OPTIONS THAT WERE SELECTED IN I3

I5. About how much time did you spend using remote access to the library to get the information?

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER >= 888) SKIP TO I7

16. INTERVIEWER: SELECT APPROPRIATE UNITS.

1. MINUTES
2. HOURS

17. Why did you choose to use remote access to the library to obtain the needed information? Was it because:

INTERVIEWER: CHECK ALL THAT APPLY

1. It was convenient or easy to use
2. It did not cost much in your time or money
2. It was the best source of information
4. The information could be trusted
5. Any other reason (SPECIFY)
6. DON'T KNOW
7. REFUSED

17A. Please rate the overall quality of the experience you had using remote access to the library. Use a number between 1 and 5, with 1 being the worst experience and 5 being the best experience.

1. WORST EXPERIENCE
- 2.
- 3.
- 4.
5. BEST EXPERIENCE
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

18. My next questions pertain to how useful the information provided by remote access to the library was to you. First I'm going to ask you to rate different characteristics of the information. If you think that any of the characteristics are not applicable, just tell me.

How would you rate the quality of the information that you got from remote access to the library?

Use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

19. How would you rate the completeness of the information that you got from remote access to the library? Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

110. How would you rate the timeliness or how up-to-date the information was [that you got from remote access to the library]? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

111. How would you rate the trustworthiness of the information [that you got from remote access to the library]? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

112. And finally, how would you rate how new the information [that you got from remote access to the library] was to you? Use a number between 1 and 5 where 1 is not at all new to you and 5 is completely new to you.

1. NOT AT ALL NEW TO YOU

2.

3.

4.

5. COMPLETELY NEW TO YOU

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

113. Which of the following statements best describes the outcome of the information provided by remote access to the library?

1. You got all of the information that you were looking for.

2. You got some of the information that you were looking for.

3. You did not get the information that you were looking for.

8. DON'T KNOW

9. REFUSED

IF (ANSWER = 1 OR ANSWER = 8 OR ANSWER = 9) SKIP TO I15

I14. What information would you like to have obtained?

I15. Of the information that remote access to the library did provide, how well did it address the reason for which it was used?

1. Completely

2. Somewhat

3. Not at all

4. REASON UNRESOLVED

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

I16. Did the information provided by remote access to the library lead to a favorable outcome?

1. YES

2. NO

3. REASON UNRESOLVED

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER= 2 OR ANSWER= 8 OR ANSWER= 9) SKIP TO I18

IF (ANSWER= 3 OR ANSWER= 7) SKIP TO I20

I17. What was the favorable outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

I18. Did the information provided by remote access to the library lead to a negative outcome?

1. YES
2. NO
3. REASON UNRESOLVED
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO I20

I19. What was the negative outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

I20. Did you obtain too much irrelevant information from remote access to the library?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

NOT ASKED IF REASON WAS RECREATION

I21. Did the information provided by remote access to the library save any money? I don't mean money that may have been saved by using remote access to the library as the information source. I'm asking if the INFORMATION itself saved any money. [Did the information save any money?]

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO I24

NOT ASKED IF REASON WAS RECREATION

I22. In what ways did the information save money?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOT ASKED IF REASON WAS RECREATION

I23. About how much money did it save? I just need your best estimate.

NUMBER OF DOLLARS:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

ENTER TIME PERIOD IF SPECIFIED

NOT ASKED IF REASON WAS RECREATION

I24. Did the information provided by remote access to the library save any time? Again, I don't mean time that may have been saved by using remote access to the library as the information source. I'm asking if the INFORMATION itself saved any time. [Did the information save any time?]

1. YES

2. NO

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO I27

NOT ASKED IF REASON WAS RECREATION

I25. In what ways did the information save time?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOT ASKED IF REASON WAS RECREATION

I26. About how much time did it save?

TIME SAVED:

INTERVIEWER: ENTER NUMBER AND UNITS (MINUTES OR HOURS)

ENTER TIME PERIOD IF SPECIFIED

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

I27. Did the information provided by remote access to the library lead you to any other useful sources of information?

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO I29

I28. What sources?

INTERVIEWER: TYPE VERBATIM RESPONSE

I29. Are there any other ways in which the information provided by remote access to the library was important?

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO I31

I30. What were those ways?

INTERVIEWER: TYPE VERBATIM RESPONSE

I31. Overall, how important would you say the information provided by remote access to the library was in meeting your needs? Use a number between 1 and 5, where 1 means not at all important and 5 means absolutely essential.

1. NOT AT ALL IMPORTANT
- 2.
- 3.

- 4.
5. ABSOLUTELY ESSENTIAL
8. DON'T KNOW
9. REFUSED

I32. If you did not have remote access to the library to obtain the information, what would you have done to address this situation? Would you have:

1. Not bothered to do anything
 2. Needed the information but not known where else to go for it
 3. Gotten the information from another source, such as another family member, friend, store or public library.
 8. DON'T KNOW
 9. REFUSED
- IF (ANSWER NE 3) SKIP TO K1

I33. What source would you have used? Where would you have gotten the information?

INTERVIEWER: TYPE VERBATIM RESPONSE

I34. How much time do you think it would have taken to use this other source? I just need your best estimate.

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER >= 888) SKIP TO I36

I35. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS
3. DAYS

I36. How much money do you think it would have cost to use this other source? Please include

transportation, parking, purchase or rental costs, and any other expenses that you would have incurred. Again, I just need your best estimate.

COST IN DOLLARS:

INTERVIEWER: ENTER 0 IF NO EXPENSE

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

I37. Would you have driven?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO K1

I38. About how many miles?

NUMBER OF MILES:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

SKIP TO K1

SECTION J: LIBRARY IN-PERSON (NON-WORKSTATION) VISIT

J1. You indicated that you have not used a library computer online and have not remotely accessed library resources or library services recently. Prior to this study were you aware of:

1. In-library computer online access
2. Remote access
3. NOT AWARE OF EITHER

J4READ. Now I'm going to read the four main reasons why people go to a library and then ask you which ones apply to your last visit to a public library. I'll read them all first, and then I'll go over them one-by-one and you can tell me if each one was a reason for your last visit or not. Here's the list.

The first one is for general RECREATION.

The second one is to meet a PERSONAL OR FAMILY NEED.

The third one is to meet an EDUCATIONAL NEED.

And the last one is to meet a WORK OR JOB-RELATED NEED.

J4A. Now I'll read them again and you tell me if each one was a reason for your last visit to a public library or not. The first reason is for general RECREATIONAL reading, viewing, or listening. The second is to meet a PERSONAL OR FAMILY NEED, for instance to get

information about an illness, hobby, or travel, or to keep up with the news. The third reason is to meet an EDUCATIONAL NEED, as a teacher, student, or for general learning. The fourth is to meet a WORK OR JOB-RELATED NEED such as research or marketing, or to learn more about

a financial or legal issue. Or is there another reason I've not mentioned?

INTERVIEWER: CHECK ALL THAT APPLY. MUST PICK AT LEAST ONE.

1. FOR GENERAL RECREATIONAL READING, VIEWING, OR LISTENING
2. TO MEET A PERSONAL OR FAMILY NEED
3. TO MEET AN EDUCATIONAL NEED AS A TEACHER OR A STUDENT
4. TO MEET A WORK OR JOB-RELATED NEED
5. OTHER - SELECT ONLY IF NO OTHER ANSWER WAS SELECTED → J4B

If respondent selected more than one reason, ask question J4C.

If only one response was selected skip to appropriate question set:

recreation: skip to J5

personal or family: skip to J8

educational: skip to J10

work: skip to J17

J4B. What was the purpose for the last visit to the library?

1. ESCORTED CHILD TO LIBRARY
2. OTHER (SPECIFY):
8. DON'T KNOW

9. REFUSED

Skip to K1

J4C. Of the reasons you used the library on your last visit, which one was the most important to you?
(only the reasons selected in J4A should be displayed)

1. GENERAL RECREATION – SKIP TO J5
2. PERSONAL OR FAMILY NEED -- SKIP TO J8
3. EDUCATIONAL NEED – SKIP TO J10
4. WORK OR JOB-RELATED NEED – SKIP TO J17

J5. How was recreation or entertainment achieved? Was it:

INTERVIEWER: CHECK ALL THAT APPLY

1. By reading
2. Listening to music or other recording
3. Watching a movie or other program
4. Attending a lecture or other such program
5. Other (SPECIFY)
6. DON'T KNOW
7. REFUSED

J6. In what ways were the library information or services helpful in meeting your recreation or entertainment needs? Did they:

INTERVIEWER: CHECK ALL THAT APPLY

1. Broaden your perspective in life
2. Inspire you
3. Encourage further reading, viewing or listening
4. Lead to other interests
5. Help you learn something new
6. Result in a new way of thinking
7. Other (SPECIFY)

8. DON'T KNOW

9. REFUSED

SKIP TO J18

J8. Was the personal or family-related reason to obtain information about:

INTERVIEWER: CHECK ALL THAT APPLY

1. Health or wellness

2. News or current events

3. A hobby or how to fix something

4. Culture or religion

5. Genealogy

6. A day-to-day need, such as shopping

7. An occasional need, such as purchasing a home, planning a vacation

8. Personal finances

9. Job opportunities

10. Another personal or family need (SPECIFY)

11. DON'T KNOW

12. REFUSED

SKIP TO J18

J10. Are you a student?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO J12

J11. Was the reason for your library visit:

INTERVIEWER: CHECK ALL THAT APPLY

1. To use as a place to study
2. To work on an assignment
3. To research a topic of interest
4. To keep up with the literature
5. For home-schooling
6. Other (SPECIFY)
7. DON'T KNOW
8. REFUSED

J12. Are you a teacher?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO J15

J13. Was the reason for the library visit:

INTERVIEWER: CHECK ALL THAT APPLY

1. To prepare for a class or lecture
2. For grading
3. To keep up with the literature
4. To prepare a paper
5. For home-schooling
6. For your own continued learning
7. Other (SPECIFY)
8. DON'T KNOW
9. REFUSED

IF (ANSWER NE 6) SKIP TO J18

J14. You said a reason for your last library visit was for your own continued learning. Was that:
INTERVIEWER: CHECK ALL THAT APPLY

1. As a student
2. In general
3. Other (SPECIFY)
4. DON'T KNOW
5. REFUSED

SKIP TO J18

J15. Was the reason for this library visit to:
INTERVIEWER: CHECK ALL THAT APPLY

1. Accompany a child for a preschool program or other purpose
2. Continue learning
3. Achieve some other educational need (specify)
4. DON'T KNOW
5. REFUSED

SKIP TO J18

J17. Was the work-related need for:
INTERVIEWER: CHECK ALL THAT APPLY

1. Financial or tax issues
2. Research
3. Legal issues
4. Information about a person or organization
5. Marketing or sales
6. Starting a new business

7. Other work-related issue (SPECIFY)
8. DON'T KNOW
9. REFUSED

J18. Now I'm going to ask you some detailed questions about library resources or services as your information source for the reason you stated.

About how much time did you spend using library resources or services to get the information?

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER >= 888) SKIP TO J20

J19. INTERVIEWER: SELECT APPROPRIATE UNITS

1. MINUTES
2. HOURS

J20. Why did you choose to use library resources or services to obtain the needed information? Was it because:

INTERVIEWER: CHECK ALL THAT APPLY

1. It was convenient or easy to use
2. It did not cost much in your time or money
2. It was the best source of information
4. The information could be trusted
5. Any other reason (SPECIFY)
6. DON'T KNOW
7. REFUSED

J20A. Please rate the overall quality of the experience you had using the library resources or services. Use a number between 1 and 5, with 1 being the worst experience and 5 being the best experience.

1. WORST EXPERIENCE
- 2.

- 3.
- 4.
5. BEST EXPERIENCE
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

J21READ. My next questions pertain to how useful the information provided by the library resources or services was to you. First I'm going to ask you to rate different characteristics of the information. If you think that any of the characteristics are not applicable, just tell me.

J21. How would you rate the quality of the information that you got from library resources or services?

Use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING
- 2.
- 3.
- 4.
5. BEST RATING
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

J22. How would you rate the completeness of the information that you got from library resources or services? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING
- 2.
- 3.
- 4.
5. BEST RATING
7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

J23. How would you rate the timeliness or how up-to-date the information was [that you got from library resources or services]? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

J24. How would you rate the trustworthiness of the information [that you got from library resources and services]? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

J25. And finally, how would you rate how new the information [that you got from library resources or services] was to you? Use a number between 1 and 5 where 1 is not at all new to you and 5 is completely new to you.

1. NOT AT ALL NEW TO YOU

2.

- 3.
- 4.
5. COMPLETELY NEW TO YOU
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

J26. Which of the following statements best describes the outcome of the information provided by library resources or services?

1. You got all of the information that you were looking for.
2. You got some of the information that you were looking for.
3. You did not get the information that you were looking for.
8. DON'T KNOW
9. REFUSED

IF (ANSWER = 1 OR ANSWER = 8 OR ANSWER = 9) SKIP TO J28

J27. What information would you like to have obtained?

J28. Of the information that library resources or services did provide, how well did it address your needs?

1. Completely
2. Somewhat
3. Not at all
4. REASON UNRESOLVED
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

J29. Did the information provided by library resources or services lead to a favorable outcome?

1. YES
2. NO

3. REASON UNRESOLVED

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER= 2 OR ANSWER= 8 OR ANSWER= 9) SKIP TO J31

IF (ANSWER= 3 OR ANSWER= 7) SKIP TO J33

J30. What was the favorable outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

J31. Did the information provided by library resources or services lead to a negative outcome?

1. YES

2. NO

3. REASON UNRESOLVED

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO J33

J32. What was the negative outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOT ASKED IF REASON WAS RECREATION

J33. Did the information provided by library resources or services save any money? I don't mean money that may have been saved by using library resources or services as the information source. I'm asking if the INFORMATION itself saved any money. [Did the information save any money?]

1. YES

2. NO

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO J36

NOT ASKED IF REASON WAS RECREATION

J34. In what ways did the information save money?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOT ASKED IF REASON WAS RECREATION

J35. About how much money did it save? I just need your best estimate.

NUMBER OF DOLLARS:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

ENTER TIME PERIOD IF SPECIFIED

NOT ASKED IF REASON WAS RECREATION

J36. Did the information provided by library resources or services save any time? Again, I don't mean time that may have been saved by using library resources or services as the information source. I'm asking if the INFORMATION itself saved any time. [Did the information save any time?]

1. YES

2. NO

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO J39

J37. In what ways did the information save time?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOT ASKED IF REASON WAS RECREATION

J38. About how much time did it save?

TIME SAVED:

INTERVIEWER: ENTER NUMBER AND UNITS (MINUTES OR HOURS)

ENTER TIME PERIOD IF SPECIFIED

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

J39. Did the information provided by library resources or services lead you to any other useful sources of information?

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO J41

J40. What sources?

INTERVIEWER: TYPE VERBATIM RESPONSE

J41. Are there any other ways in which the information provided by library resources and services was important?

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO J43

J42. What were those ways?

INTERVIEWER: TYPE VERBATIM RESPONSE

J43. Overall, how important would you say the information provided by library resources or services was in meeting your needs? Use a number between 1 and 5, where 1 means not at all important and 5 means absolutely essential.

1. NOT AT ALL IMPORTANT
- 2.
- 3.
- 4.
5. ABSOLUTELY ESSENTIAL
8. DON'T KNOW
9. REFUSED

J44. If you did not have access to the library resources or services to obtain the information, what would you have done to address this situation? Would you have:

1. Not bothered to do anything
2. Needed the information but not known where else to go for it
3. Gotten the information from another source, such as another family member, friend, store or public library
8. DON'T KNOW
9. REFUSED

IF (ANSWER NE 3) SKIP TO K1

J45. What source would you have used? Where would you have gotten the information?

INTERVIEWER: TYPE VERBATIM RESPONSE

J46. How much time do you think it would have taken to use this other source? I just need your best estimate.

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER >= 888) SKIP TO J48

J47. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS
3. DAYS

J48. How much money do you think it would have cost to use this other source? Please include transportation, parking, purchase or rental costs, and any other expenses that you would have incurred. Again, I just need your best estimate.

COST IN DOLLARS:

INTERVIEWER: ENTER 0 IF NO EXPENSE

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

J49. Would you have driven?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO K1

J50. About how many miles?

NUMBER OF MILES:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

SKIP TO K1

SECTION K: CHILDREN'S LIBRARY USAGE

K1. Now I have some questions about your household and your background. Let me remind you that all of your responses are completely anonymous.

First of all, how many people, including yourself, live in your household?

NUMBER OF PEOPLE IN HOUSEHOLD:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER = 1 OR ANSWER = 888 OR ANSWER = 999) SKIP TO O1

K2. Do any children 5 years of age or younger live in your household?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO K8

K3. How many?

NUMBER OF CHILDREN AGED 5 OR UNDER IN HOUSEHOLD:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

K4. Do you or someone else ever take the child/children to the public library to read or check out books?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO K6

K5. About how many times have you or someone else done this in the past 12 months?

NUMBER OF TIMES:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

K6. [Has the child]/[Have the children] ever attended children's programs in the public library?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO K8

K7. About how many programs were attended in the past 12 months?

NUMBER OF PROGRAMS ATTENDED:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

K8. Do any children ages 6 to 17 live in your household?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO O1

K9. How many?

NUMBER OF CHILDREN AGES 6-17 IN HOUSEHOLD:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER > 1) SKIP TO K15

K10. Does the child attend public library aftercare?

1. YES
2. NO

8. DON'T KNOW

9. REFUSED

K11. Does the child use the public library for recreational or entertainment purposes?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO K13

K12. About how often does the child use it for this purpose? Is it:

1. More than once a week

2. Several times per month

3. Several times per year

4. Rarely

8. DON'T KNOW

9. REFUSED

K13. Does the child use the public library to study or complete classroom assignments?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO O1

K14. About how often does the child use it for these purposes? Is it:

1. More than once a week

2. Several times per month

3. Several times per year

- 4. Rarely
- 8. DON'T KNOW
- 9. REFUSED

SKIP TO O1

K15. Do any of them attend public library aftercare?

- 1. YES
- 2. NO
- 8. DON'T KNOW
- 9. REFUSED

IF (ANSWER >= 2) SKIP TO K17

K16. How many of them attend public library aftercare?

NUMBER OF CHILDREN WHO ATTEND AFTERCARE:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

K17. Do any of them use the public library for recreational or entertainment purposes?

- 1. YES
- 2. NO
- 8. DON'T KNOW
- 9. REFUSED

IF (ANSWER >= 2) SKIP TO K20

K18. How many of them?

NUMBER OF CHILDREN WHO USE LIBRARY FOR REC OR ENTERTAINMENT:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

K19. Typically, about how often do they use the public library for this purpose? Is it:

1. More than once a week
2. Several times per month
3. Several times per year
4. Rarely
8. DON'T KNOW
9. REFUSED

K20. Do any of them use the public library to study or complete classroom assignments?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO O1

K21. How many of them?

NUMBER OF CHILDREN WHO USE LIBRARY FOR STUDY & ASSIGNMENTS:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

K22. Typically, about how often do they use the public library for this purpose? Is it:

1. More than once a week
2. Several times per month
3. Several times per year
4. Rarely
8. DON'T KNOW
9. REFUSED

SECTION L: INTERNET USER

L1. How long have you been an Internet user?

1. Less than 1 year
2. Between 1 and 3 years
3. Between 3 and 5 years
4. More than 5 years
8. DON'T KNOW/DON'T REMEMBER
9. REFUSED

L2. What level of Internet user do you consider yourself to be?

1. Beginner
2. Intermediate
3. Advanced
8. DON'T KNOW
9. REFUSED

L3. Do you use the Internet in any of the following places?

INTERVIEWER: CHECK ALL THAT APPLY

1. At work in your office
2. At home, either yours or someone else's
3. At a library
4. At school
5. At an Internet café
6. At a museum
7. While traveling
8. Somewhere else (SPECIFY)
9. DON'T KNOW
10. REFUSED

IF (ANSWER NE 3) SKIP TO L5

L4. At what kinds of libraries do you use the Internet?

INTERVIEWER: CHECK ALL THAT APPLY

1. Public
2. College or university
3. Elementary, middle or high school
4. A special in-house library at a workplace
5. DON'T KNOW
6. REFUSED

L5. Now I have some questions about different important situations in which you may need information and use the Internet to look for it.

Have you had important personal or family situations such as health, hobbies, shopping, etc. where you needed information and you used the Internet to look for it?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO L8

L6. About how often do you use the Internet for important personal or family situations? Do you use it:

1. Several times a day
2. About once a day
3. 3 to 5 days a week
4. 1 to 2 days a week
5. Every 2 or 3 weeks
6. Less often than every 2 or 3 weeks
8. DON'T KNOW
9. REFUSED

L7. When was the last time you used the Internet for an important personal or family situation? Was it:

1. Today

2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T KNOW/DON'T REMEMBER
9. REFUSED

L8. Students, teachers, and persons at work have special situations for which the Internet is used to find important information.

Are you a student?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO L12

L9. Have you had important school-related situations such as classroom assignments or research where you needed information and you used the Internet to look for it?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO L12

L10. About how often do you use the Internet for important school-related situations? Do you use it:

1. Several times a day
2. About once a day
3. 3 to 5 days a week
4. 1 to 2 days a week

5. Every 2 or 3 weeks
6. Less often than every 2 or 3 weeks
8. DON'T KNOW
9. REFUSED

L11. When was the last time you used the Internet for an important school-related situation? Was it:

1. Today
2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T KNOW/DON'T REMEMBER
9. REFUSED

L12. Are you employed as a teacher or currently home-schooling a child?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO L16

L13. Have you had important teacher-related situations such as preparing for class or doing research where you needed information and you used the Internet to look for it?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) AND (L5 = 1 OR L9 = 1)) SKIP TO L20

IF (ANSWER >= 2 AND L5 NE 1 AND L9 NE 1) SKIP TO M1

L14. About how often do you use the Internet for important teaching-related situations? Do you use it:

1. Several times a day
2. About once a day
3. 3 to 5 days a week
4. 1 to 2 days a week
5. Every 2 or 3 weeks
6. Less often than every 2 or 3 weeks
8. DON'T KNOW
9. REFUSED

L15. When was the last time you used the Internet for an important teaching-related situation? Was it:

1. Today
2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T REMEMBER
9. REFUSED

SKIP TO L20

L16. Are you presently either employed by someone or self-employed?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF ((ANSWER >= 2) AND (L5 = 1 OR L9 = 1)) SKIP TO L20

IF (ANSWER >= 2 AND L5 NE 1 AND L9 NE 1 AND L13 NE 1) SKIP TO M1

L17. Have you had important work-related situations such as finance, sales, or research matters where you needed information and you used the Internet to look for it?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF ((ANSWER >= 2) AND (L5 = 1 OR L9 = 1) SKIP TO L20

IF (ANSWER >= 2 AND L5 NE 1 AND L9 NE 1 AND L13 NE 1) SKIP TO M1

L18. About how often do you use the Internet for important work-related situations? Do you use it:

1. Several times a day
2. About once a day
3. 3 to 5 days a week
4. 1 to 2 days a week
5. Every 2 or 3 weeks
6. Less often than every 2 or 3 weeks
8. DON'T KNOW
9. REFUSED

L19. When was the last time you used the Internet for an important work-related situation? Was it:

1. Today
2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T REMEMBER
9. REFUSED

L20. Now I'd like you to think about the last important situation where you needed information and you used the Internet to look for it. The situation may be personal-, family-, education-, or work-related. By focusing on the last important information need, we can learn more about how useful the Internet is as an information source. I'm going to ask several details about this last situation.

First of all, please tell me briefly what this last important situation was for which you looked for information on the Internet and how this situation was important or significant for you..

INTERVIEWER: TYPE VERBATIM RESPONSE

L20A.

INTERVIEWER, SELECT THE APPROPRIATE CHOICE:

1. CONTINUE WITH SITUATION QUESTIONS
2. SKIP QUESTIONS – PERSON COULD NOT RECALL LAST SITUATION
3. SKIP QUESTIONS – PERSON NEVER USED INTERNET FOR IMPORTANT INFO

IF (ANSWER >= 2) SKIP TO M1

L20B.

INTERVIEWER, PLEASE TYPE SUMMARY OF THE SITUATION JUST DESCRIBED BY THE RESPONDENT IN THE PREVIOUS QUESTION.

THIS SUMMARY SHOULD ONLY BE ONE LINE.

NOTE: THE FOLLOWING QUESTION WAS DROPPED (IT WAS MERGED INTO L20).

L21. In the following questions, any time that I refer to "this situation" I'll be referring to the situation that you just described for me.

In what ways was the situation important or significant for you?

INTERVIEWER: TYPE VERBATIM RESPONSE

L22. SITUATION = response to L20B

My next questions pertain to the information that you found using the Internet for SITUATION.

First I'm going to ask you to rate different characteristics of the information. If you think that any of the characteristics are not applicable, just tell me.

Using a number between 1 and 5, where 1 is the worst rating you can give and 5 is the best rating, how would you rate the quality of the information that you got from the Internet for SITUATION?

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

L23. SITUATION = response to L20B

How would you rate the completeness of the information [that you got from the Internet for SITUATION]? Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

L24. SITUATION = response to L20B

How would you rate the timeliness or how up-to-date the information was [that you got from the Internet for SITUATION]? [Use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

- 5. BEST RATING
- 7. NOT APPLICABLE
- 8. DON'T KNOW
- 9. REFUSED

L25. SITUATION = response to L20B

How would you rate the trustworthiness of the information [that you got from the Internet for SITUATION]? [Use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

- 1. WORST RATING
- 2.
- 3.
- 4.
- 5. BEST RATING
- 7. NOT APPLICABLE
- 8. DON'T KNOW
- 9. REFUSED

L26. SITUATION = response to L20B

And finally, how would you rate how new the information [that you got from the Internet for SITUATION] was to you? Use a number between 1 and 5 where 1 is not at all new to you and 5 is completely new to you.

- 1. NOT AT ALL NEW TO YOU
- 2.
- 3.
- 4.
- 5. COMPLETELY NEW TO YOU
- 7. NOT APPLICABLE
- 8. DON'T KNOW
- 9. REFUSED

L27. SITUATION = response to L20B

Which of the following statements best describes the outcome of your search for information on the Internet for SITUATION?

1. You found all of the information that you were looking for
2. You found some of the information that you were looking for
3. You did not find the information that you were looking for
8. DON'T KNOW
9. REFUSED

L28. SITUATION = response to L20B

Of the information that you did find [on the Internet for SITUATION], how well did it answer your questions or solve your problem?

1. Completely
2. Somewhat
3. Not at all
4. SITUATION UNRESOLVED
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

L29. SITUATION = response to L20B

Did the information [found using the Internet for SITUATION] lead to a favorable outcome?

1. YES
2. NO
3. SITUATION UNRESOLVED
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER = 2 OR ANSWER = 8 OR ANSWER = 9) SKIP TO L31

IF (ANSWER = 3 OR ANSWER = 7) SKIP TO L33

L30. What was the favorable outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

L31. SITUATION = response to L20B

Did the information [found using the Internet for SITUATION] lead to a negative outcome?

1. YES
2. NO
3. SITUATION UNRESOLVED
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO L33

L32. What was the negative outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

L33. SITUATION = response to L20B

old version:

Did the information found using the Internet for SITUATION save any money? I don't mean money that may have been saved by using the Internet as the information source. I'm asking if the INFORMATION itself saved any money. [Did the information save any money?]

new version:

Did the information save any money? [I don't mean money that may have been saved by using the Internet as the information source. I'm asking if the INFORMATION ITSELF saved any money.]

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO L36

L34. In what ways did the information save money?

INTERVIEWER: TYPE VERBATIM RESPONSE

L35. About how much money did it save? I just need your best estimate.

INTERVIEWER, TYPE VERBATIM RESPONSE.

MONEY SAVED:

L36. SITUATION = response to L20B

old version:

Did the information found using the Internet for SITUATION save any time? [Again, I don't mean time that may have been saved by using the Internet as the information source. I'm asking if the INFORMATION itself saved any time. Did the information save any time?]

new version:

Did the information save any time? [I don't mean time that may have been saved by using the Internet as the information source. I'm asking if the INFORMATION ITSELF saved any time.]

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO L39

L37. In what ways did the information save time?

INTERVIEWER: TYPE VERBATIM RESPONSE

L38. About how much time did it save?

INTERVIEWER, TYPE VERBATIM RESPONSE.

TIME SAVED:

L39. Did the information lead you to any other useful sources of information other than on the Internet?

1. YES

- 2. NO
 - 7. NOT APPLICABLE
 - 8. DON'T KNOW
 - 9. REFUSED
- IF (ANSWER >= 2) SKIP TO L41

L40. What sources?

INTERVIEWER: TYPE VERBATIM RESPONSE

L41. SITUATION = response to L20B

Are there any other ways in which the information found using the Internet for SITUATION was important?

- 1. YES
 - 2. NO
 - 7. NOT APPLICABLE
 - 8. DON'T KNOW
 - 9. REFUSED
- IF (ANSWER >= 2) SKIP TO L43

L42. What were those ways?

INTERVIEWER: TYPE VERBATIM RESPONSE

L43. SITUATION = response to L20B

Overall, how important would you say the information found using the Internet was in meeting your needs [for SITUATION]? Use a number between 1 and 5, where 1 means not at all important and 5 means absolutely essential.

- 1. NOT AT ALL IMPORTANT
- 2.
- 3.
- 4.
- 5. ABSOLUTELY ESSENTIAL

8. DON'T KNOW

9. REFUSED

L44. SITUATION = response to L20B

Where were you when you used the Internet to look for the information for SITUATION?

1. At work in your office
2. At home, either yours or someone else's
3. At a library
4. At school
5. At an Internet café
6. At a museum
7. Traveling
8. Somewhere else (SPECIFY)
9. DON'T KNOW
10. REFUSED

IF (ANSWER NE 3) SKIP TO L46

L45. What kind of library was it?

1. Public
2. College or university
3. Elementary, middle or high school
4. A special in-house library at a workplace
8. DON'T KNOW
9. REFUSED

L46. SITUATION = response to L20B

old:

Now, I'm going to read several things you might have done on the Internet when you were looking for information for SITUATION. Some of these may not apply but I need to read each one. I'm only interested in things you did on the Internet for SITUATION. Please don't include anything you may have

done in the same Internet session that was not related to SITUATION, or at any other time you used the Internet.

new:

Now, I'm going to read several things you might have done on the Internet when you were looking for this information we've been talking about. Some of these may not apply but I need to read each one. I'm only interested in things you did on the Internet when you were looking for the information for SITUATION. Please don't include anything you may have done in the same Internet session that was not related to finding the information for SITUATION, or at any other time you used the Internet.

Did you:

INTERVIEWER: CHECK ALL THAT APPLY

1. Use e-mail
2. Participate in a chat room
3. View a blogger website
4. Use a search engine, such as Google
5. Place an order online
6. Obtain information from a library
7. Obtain information about a library
8. Visit a virtual museum exhibit or online museum program
9. View or download E-books
10. View or download articles
11. Anything else? (SPECIFY)
12. DON'T KNOW
13. REFUSED

IF #6 IS SELECTED, ASK L47

IF #7 IS SELECTED, ASK L48

IF #8 IS SELECTED, ASK L49

L47. What kinds of libraries did you obtain information from?

INTERVIEWER: CHECK ALL THAT APPLY

1. Public
2. College or university

3. Elementary, middle or high school
4. A special in-house library at a workplace
5. DON'T KNOW
6. REFUSED

L48. What kinds of libraries did you obtain information about?

INTERVIEWER: CHECK ALL THAT APPLY

1. Public
2. College or university
3. Elementary, middle or high school
4. A special in-house library at a workplace
5. DON'T KNOW
6. REFUSED

L49. You said you visited a virtual museum exhibit or online museum program. On what sites did you find it?

INTERVIEWER: CHECK ALL THAT APPLY

1. Library
2. Museum
3. Archive or Historical Society
4. Genealogical Society
5. Government website
6. Commercial website
7. Private individual website
8. Other (SPECIFY)
9. DON'T KNOW
10. REFUSED

L50. SITUATION = response to L20B

About how much time did you spend using the Internet during this last time [for SITUATION]? NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN
ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

L51. INTERVIEWER: SELECT APPROPRIATE UNITS.

1. MINUTES
2. HOURS

L52. Now I'm going to read a short checklist. Why did you choose the Internet to obtain the needed information? Was it:

INTERVIEWER: CHECK ALL THAT APPLY

1. Because it was convenient or easy to use
2. It did not cost much in your time or money
3. It was the best source of information
4. The information could be trusted
5. Any other reason (SPECIFY)
6. DON'T KNOW
7. REFUSED

L53. SITUATION = response to L20B

How long ago was this use of the Internet for SITUATION? Was it:

1. Today
2. 1 or 2 days ago
3. 3 to 5 five days ago
4. About a week ago
5. 2 to 3 weeks ago
6. Longer than 2 to 3 weeks ago
8. DON'T KNOW
9. REFUSED

L54. Was it a weekday or a weekend day?

1. Weekday
2. Weekend day
8. DON'T KNOW
9. REFUSED

L55. Was it daytime or nighttime?

1. Daytime
2. Nighttime
3. BOTH
8. DON'T KNOW
9. REFUSED

L56. SITUATION = response to L20B

If there were no Internet, what would you have done to address SITUATION? Would you have:

1. Not bothered to do anything
2. Needed the information but not known where else to go for it
3. Gotten the information from another source, such as a family member, friend, store or public library
8. DON'T KNOW
9. REFUSED

IF (ANSWER NE 3) SKIP TO M1

L57. What source would you have used? Where would you have gotten the information?

INTERVIEWER: TYPE VERBATIM RESPONSE; added -- PLEASE ASK FOR THE PRIMARY ALTERNATE SOURCE.

L58. How much time do you think it would have taken to use this other source? I just need your best estimate.

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

L59. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS

L60. How much money do you think it would have cost to use this other source? Please include transportation, parking, purchase or rental costs, and any other expenses that you would have incurred. Again, I just need your best estimate.

COST IN DOLLARS:

INTERVIEWER: ENTER 0 IF NO EXPENSE

ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

L61. Would you have driven?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO M1

L62. About how many miles?

NUMBER OF MILES:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

NOTE: L63 THROUGH L65 ARE THE SAME AS P14 TO P16 SO THEY WERE DROPPED.

L63. That's the end of the questions about your use of the Internet for SITUATION.

Now I have a some more general questions.

Do you have Internet access in your home?

1. YES
2. NO
8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO M1

L64. About how much does your Internet access cost each month? I just need your best estimate.

COST IN DOLLARS FOR THE MONTH:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

L65. What kind of Internet access do you have?

1. 28.8K modem (telephone)
2. 56K modem (telephone)
3. ISDN (60-100 KbPS)
4. DSL/Cable (200-600 KbPS)
5. T1 or faster (1500 KbPS or faster)
8. DON'T KNOW
9. REFUSED

SKIP TO M1

SECTION M: CHILDREN'S INTERNET USAGE

M1. Now I have some general questions about your household and your background. Let me remind you that all of your responses are completely confidential.

First of all, how many people, including yourself, live in your household?

NUMBER OF PEOPLE IN HOUSEHOLD:

INTERVIEWER: ENTER 88 FOR DON'T KNOW AND 99 FOR REFUSED

IF (ANSWER = 1 OR ANSWER = 88 OR ANSWER = 99) SKIP TO P1

M2. Do any children 5 to 17 years of age live in your household?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO P1

M3. How many?

NUMBER OF CHILDREN AGED 5 TO 17 IN HOUSEHOLD:

NOTE: Questions M4 through M7 are asked for each child.

M4. How old is your child?

AGE OF CHILD:

INTERVIEWER: ENTER 88 FOR DON'T KNOW AND 99 FOR REFUSED

M5. Is the child a boy or a girl?

1. BOY

2. GIRL

8. DON'T KNOW

9. REFUSED

M6. Does s/he have access to the Internet at school?

1. YES

2. NO

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

M7. About how often do you think your child uses the Internet at home for school work?

1. Several times a day

2. About once a day

3. 3 to 5 days a week
4. 1 to 2 days a week
5. Every 2 or 3 weeks
6. Less often than every 2 or 3 weeks
7. Never
8. DON'T KNOW
9. REFUSED
10. NOT APPLICABLE

SECTION N: GENERAL INFORMATION USAGE

NOTE: QUESTIONS 1 THROUGH 30 OF SECTION N WERE DROPPED WHEN THE SURVEY WAS RESTARTED IN APRIL

N1. We are interested in what sources you turn to for information and how useful the information is.

Did you read from any books in the past 12 months? By reading we mean any part of a book, such as a chapter or section.

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO N5

N2. Approximately how many books did you read during this time?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

N3. Where did you obtain the last book you read or are presently reading? I will read some possibilities.

1. You or someone in your household purchased it from a bookstore or elsewhere.
2. You or someone in your household purchased it online.

3. You read from a library print version in the library, borrowed it or read from a library electronic version.
4. You borrowed it from a friend or colleague.
5. You read an e-book online or printed out portions of it.
6. Other (SPECIFY)
8. DON'T KNOW
9. REFUSED

N4. For what purpose did you read this last book? Was it:

INTERVIEWER: CHECK ALL THAT APPLY

1. Entertainment or recreation
2. Religion or cultural heritage
3. To satisfy a personal or family need such as health care, shopping, hobby, personal finances, etc.
4. For educational needs as a student, teacher or for lifelong learning
5. For work-related purposes other than as a teacher or student
6. Other (SPECIFY)
7. DON'T KNOW
8. REFUSED

N5. From how many magazines do you regularly read? Time magazine would count as one, regardless of how many times you read from it. Do not include professional trade or scholarly journals.

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

IF NONE, SKIP TO N9

N6. Was the last magazine you read from a print or electronic version?

1. PRINT
2. ELECTRONIC
8. DON'T KNOW
9. REFUSED

N7. Where did you obtain the last magazine that you read or are currently reading?

1. You or someone in your household subscribed to it or regularly receives it free of charge
2. You or someone in your household bought it at a news stand or elsewhere
3. You read it from a library copy
4. You read it in a doctor's office or other waiting area
5. A friend or colleague gave you the copy
6. Other (SPECIFY)
8. DON'T KNOW
9. REFUSED

N8. For what purpose did you read this last magazine?

INTERVIEWER: CHECK ALL THAT APPLY

01. To keep current with news or other events
02. Entertainment or recreation
03. Religion or cultural heritage
04. For a hobby or work around the house
05. For personal or family health reasons
06. For personal or financial advice
07. For shopping, travel or other similar advice
08. Other (SPECIFY)
09. DON'T KNOW
10. REFUSED

N9. Do you ever read professional trade or scholarly journals?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO N14

N10. From how many professional trade or scholarly journals do you read? Include titles that you may read infrequently, such as those found in an online search.

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

N11. Was the last journal article you read from a print or electronic version? If you printed it out from an electronic version, that would still be considered electronic.

1. PRINT
2. ELECTRONIC
8. DON'T KNOW
9. REFUSED

N12. Where did you obtain the last journal article you read?

1. A personal subscription
2. A library copy
3. An author or colleague sent or gave it to me
4. A preprint or other archive
5. An Internet/Web search
6. Other (SPECIFY)
8. DON'T KNOW
9. REFUSED

N13. What professional field is this last journal that you read written for?

1. Science
2. Medicine
3. Law
4. Engineering
5. Art and Humanities
6. Business and Management
7. Other (SPECIFY)

8. DON'T KNOW

9. REFUSED

N14. From how many newspapers do you normally read?

NUMBER:

INTERVIEWER: ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

IF NONE, SKIP TO N18

N15. Was the last newspaper you read a print or electronic version?

1. PRINT

2. ELECTRONIC

8. DON'T KNOW

9. REFUSED

N16. Where did you obtain the last newspaper that you read?

1. You or your household subscribes to it

2. You or someone in your household bought it at a news stand or elsewhere

3. You read a library copy

4. It was given to you at a hotel or other such place

5. You read it in a doctor's office or similar waiting area

6. A friend or colleague gave it to you

7. Other (SPECIFY)

8. DON'T KNOW

9. REFUSED

N17. Please tell me all the topics you read this last time:

INTERVIEWER: CHECK ALL THAT APPLY

1. General local, national or international news

2. Sports

3. Financial
4. Entertainment
5. Other (SPECIFY)
6. DON'T KNOW
7. REFUSED

N18. Have you ever used a library website?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO N21

N19. Why did you visit it the last time?

INTERVIEWER: TYPE VERBATIM RESPONSE

N20. Did you find what you wanted this last time?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

N21. Have you ever used a museum website?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO N24

N22. Why did you use it the last time?

INTERVIEWER: TYPE VERBATIM RESPONSE

N23. Did you find what you wanted this last time?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

N24. I am going to read several sources of information. For each one, please rate how trustworthy you consider it to be by choosing a number between 1 and 5, where 1 is “not at all trustworthy” and 5 is “extremely trustworthy”.

How trustworthy do you consider a library as a source of information? [Use a number between 1 and 5, where 1 is “not at all trustworthy” and 5 is “extremely trustworthy”.]

EXAMPLE: A LOCAL PUBLIC LIBRARY

1. NOT AT ALL TRUSTWORTHY
- 2.
- 3.
- 4.
5. EXTREMELY TRUSTWORTHY
8. DON'T KNOW
9. REFUSED

N25. How trustworthy do you consider a museum as a source of information? [Use a number between 1 and 5, where 1 is “not at all trustworthy” and 5 is “extremely trustworthy”.]

EXAMPLE: AIR AND SPACE MUSEUM

1. NOT AT ALL TRUSTWORTHY
- 2.
- 3.
- 4.
5. EXTREMELY TRUSTWORTHY

8. DON'T KNOW

9. REFUSED

N26. How trustworthy do you consider an archive or historical association as a source of information? [Use a number between 1 and 5, where 1 is “not at all trustworthy” and 5 is “extremely trustworthy”.]

EXAMPLE: A LOCAL HISTORICAL SOCIETY

1. NOT AT ALL TRUSTWORTHY

2.

3.

4.

5. EXTREMELY TRUSTWORTHY

8. DON'T KNOW

9. REFUSED

N27. How trustworthy do you consider a genealogical society as a source of information? [Use a number between 1 and 5, where 1 is “not at all trustworthy” and 5 is “extremely trustworthy”.]

EXAMPLE: THE GENEALOGICAL SOCIETY RUN BY THE MORMONS

1. NOT AT ALL TRUSTWORTHY

2.

3.

4.

5. EXTREMELY TRUSTWORTHY

8. DON'T KNOW

9. REFUSED

N28. How trustworthy do you consider a government website as a source of information? [Use a number between 1 and 5, where 1 is “not at all trustworthy” and 5 is “extremely trustworthy”.]

EXAMPLE: NATIONAL INSTITUTES OF HEALTH WEBSITES

1. NOT AT ALL TRUSTWORTHY

2.

3.

- 4.
5. EXTREMELY TRUSTWORTHY
8. DON'T KNOW
9. REFUSED

N29. How trustworthy do you consider a commercial website as a source of information? [Use a number between 1 and 5, where 1 is “not at all trustworthy” and 5 is “extremely trustworthy”.]

EXAMPLE: PROCTER AND GAMBLE'S WEBSITE

1. NOT AT ALL TRUSTWORTHY
- 2.
- 3.
- 4.
5. EXTREMELY TRUSTWORTHY
8. DON'T KNOW
9. REFUSED

N30. How trustworthy do you consider a private individual website as a source of information? [Use a number between 1 and 5, where 1 is “not at all trustworthy” and 5 is “extremely trustworthy”.]

1. NOT AT ALL TRUSTWORTHY
- 2.
- 3.
- 4.
5. EXTREMELY TRUSTWORTHY
8. DON'T KNOW
9. REFUSED

N31. Now I have some questions about different important situations for which you may need information. For instance, people often have important personal or family situations, such as health, hobbies, shopping, etc., where they need information from another person, a library, the Internet, or another source in order to make a decision or solve a problem. About how often do such situations occur for you?

1. Several times a day

2. About once a day
 3. 3 to 5 days a week
 4. 1 to 2 days a week
 5. Every 2 or 3 weeks
 6. Less often than every 2 or 3 weeks
 7. NEVER
 8. DON'T KNOW
 9. REFUSED
- IF (ANSWER >= 7) SKIP TO N33

N32. About how long ago was the most recent important personal or family situation where information was needed. Was it:

1. Today
2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T KNOW/DON'T REMEMBER
9. REFUSED

N33. Students, teachers, and persons at work have special situations requiring information to make decisions or solve problems.

Are you a student?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >=2) SKIP TO N36

N34. About how often do you have important school-related situations such as classroom assignments or research where you need to get information from another source?

1. Several times a day
2. About once a day
3. 3 to 5 days a week
4. 1 to 2 days a week
5. Every 2 or 3 weeks
6. Less often than every 2 or 3 weeks
8. DON'T KNOW
9. REFUSED

N35. About how long ago was the most recent important school-related situation where information was needed. Was it:

1. Today
2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T KNOW/DON'T REMEMBER
9. REFUSED

N36. Are you employed as a teacher or currently home-schooling a child?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >=2) SKIP TO N39

N37. About how often do you have important teacher-related situations such as preparing for class or doing research where you need to get information from another source?

1. Several times a day
2. About once a day
3. 3 to 5 days a week
4. 1 to 2 days a week
5. Every 2 or 3 weeks
6. Less often than every 2 or 3 weeks
8. DON'T KNOW
9. REFUSED

N38. About how long ago was the most recent important teacher-related situation where information was needed. Was it:

1. Today
 2. 1 or 2 days ago
 3. 3 to 5 days ago
 4. A week ago
 5. 2 or 3 weeks ago
 6. Longer than 2 or 3 weeks ago
 8. DON'T KNOW/DON'T REMEMBER
 9. REFUSED
- SKIP TO N42

N39. Are you presently either employed by someone or self-employed?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >=2) SKIP TO N42

N40. About how often do you have important work-related situations such as finance, sales, or research matters, where you need to get information from another source?

1. Several times a day
2. About once a day
3. 3 to 5 days a week
4. 1 to 2 days a week
5. Every 2 or 3 weeks
6. Less often than every 2 or 3 weeks
8. DON'T KNOW
9. REFUSED

N41. About how long ago was the most recent important work-related situation where information was needed. Was it:

1. Today
2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T KNOW/DON'T REMEMBER
9. REFUSED

N42. Now I'd like you to think about the last important situation where you needed information from another source. The situation may be personal-, family-, education-, or work-related. By focusing on the last important information need, we can learn more about where people get information and how useful it is. I'm going to ask several details about this last important situation where you needed information.

First of all, please tell me briefly what the last important situation was for which you needed information. [Changed to the following for April re-start:]

First of all, can you please tell me what the last important situation was for which you needed information and how this situation was important or significant for you?

INTERVIEWER: TYPE VERBATIM RESPONSE

N42A.

INTERVIEWER, SELECT APPROPRIATE CHOICE:

1. CONTINUE WITH SITUATION QUESTIONS
 2. SKIP QUESTIONS - PERSON COULD NOT RECALL LAST SITUATION
 3. SKIP QUESTIONS - PERSON NEVER NEEDED IMPORTANT INFORMATION
- IF (ANSWER >=2) SKIP TO O1

N42B.

INTERVIEWER, PLEASE TYPE SUMMARY OF THE SITUATION JUST DESCRIBED BY THE RESPONDENT IN THE PREVIOUS QUESTION.

THIS SUMMARY SHOULD ONLY BE ONE LINE.

NOTE: This question was dropped as it was incorporated into N42 – done for April re-start.

N43. In the following questions, any time that I refer to “this situation” I’ll be referring to the situation that you just described for me.

In what ways was the situation important or significant for you?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOTE: The following question was added on April 13th.

N43b. SITUATION = response to N42B

About how long ago was this information need for SITUATION? Was it:

1. Today
2. 1 or 2 days ago
3. 3 to 5 days ago
4. A week ago
5. 2 or 3 weeks ago
6. Longer than 2 or 3 weeks ago
8. DON'T KNOW/DON'T REMEMBER
9. REFUSED

NOTE: For the April re-start, the format of the options was changed so that interviewers did not read all responses, and probed on newspapers/magazines, books, and Internet as necessary.

N44. SITUATION = response to N42B

Now I'm going to read several sources you might have used to obtain information for SITUATION. For each of the following sources that I read, please tell me which ones you used.

INTERVIEWER: CHECK ALL THAT APPLY

01. Family members
02. Friends or colleagues
03. Newspapers/magazines – YOUR OWN OR A FAMILY MEMBER'S
04. NEWSPAPERS/MAGAZINES – FROM A LIBRARY
05. NEWSPAPERS/MAGAZINES0- FROM ELSEWHERE (SPECIFY)
06. Books – YOUR OWN OR A FAMILY MEMBER'S
07. BOOKS – FROM A LIBRARY
08. BOOKS – FROM ELSEWHERE (SPECIFY)
09. The Internet – AT HOME
10. THE INTERNET – AT WORK OR SCHOOL
11. THE INTERNET – AT A LIBRARY
12. THE INTERNET – SOMEWHERE ELSE (SPECIFY)
13. Television
14. A MUSEUM
15. Some other place (SPECIFY)
16. DON'T KNOW
17. REFUSED

IF (ANSWER = 4 OR ANSWER = 7 OR ANSWER = 11) ASK N46

IF (ANSWER >= 9 AND ANSWER <= 12) ASK N62

IF ONLY ONE ANSWER IS CHOSEN, DON'T ASK N45

IF (ANSWER >= 16) SKIP TO O1

N45. SITUATION = response to N42B

Which of the information sources was the most helpful?

ONLY DISPLAY OPTIONS THAT WERE SELECTED IN N44

N46. SITUATION = response to N42B

You mentioned that you obtained information from a library. Please tell me if you used one or more of the following types of libraries for SITUATION.

INTERVIEWER: CHECK ALL THAT APPLY

1. Public
2. College or university
3. Elementary, middle or high school
4. Special in-house library at a workplace
5. Other (SPECIFY):
6. DON'T KNOW
7. REFUSED

N47. SOURCE = response to N45 (or N44 if only one source selected)

SITUATION = response to N42B

Now I'm going to ask you some detailed questions about SOURCE as your information source for SITUATION.

DISPLAY THE FOLLOWING SENTENCE WHEN APPROPRIATE:

These questions may seem a little odd because your information source was another person, but I still need to ask them.

About how much time did you spend using SOURCE to get the information?

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN
ENTER 888 FOR "DON'T KNOW" AND 999 FOR REFUSED

IF (ANSWER >= 888) SKIP TO N49

N48. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS
3. DAYS

N49. SOURCE = response to N45 (or N44 if only one source selected)

Why did you choose to use SOURCE to obtain the needed information? Was it because:

INTERVIEWER: CHECK ALL THAT APPLY

1. It was convenient or easy to use
2. It did not cost much in your time or money
2. It was the best source of information
4. The information could be trusted
5. Any other reason (SPECIFY)
6. DON'T KNOW
7. REFUSED

N50. Please rate the overall quality of the experience you had using SOURCE. Use a number between 1 and 5, with 1 being the worst experience and 5 being the best experience.

Use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST EXPERIENCE
- 2.
- 3.
- 4.
5. BEST EXPERIENCE
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

N51. SOURCE = response to N45 (or N44 if only one source selected)

My next questions pertain to how useful the information provided by SOURCE was to you. First I'm going to ask you to rate different characteristics of the information. If you think that any of the characteristics are not applicable, just tell me.

How would you rate the quality of the information that you got from SOURCE? Use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

N52. SOURCE = response to N45 (or N44 if only one source selected)

How would you rate the completeness of the information that you got from SOURCE? Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

N53. SOURCE = response to N45 (or N44 if only one source selected)

How would you rate the timeliness or how up-to-date the information was [that you got from SOURCE]? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

N54. SOURCE = response to N45 (or N44 if only one source selected)

How would you rate the trustworthiness of the information [that you got from SOURCE]? [Again, use a number between 1 and 5 where 1 is the worst rating you can give and 5 is the best rating.]

1. WORST RATING

2.

3.

4.

5. BEST RATING

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

N55. SOURCE = response to N45 (or N44 if only one source selected)

And finally, how would you rate how new the information [that you got from SOURCE] was to you?

Use a number between 1 and 5 where 1 is not at all new to you and 5 is completely new to you.

1. NOT AT ALL NEW TO YOU

2.

3.

4.

5. COMPLETELY NEW TO YOU

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

N56. SOURCE = response to N45 (or N44 if only one source selected)

Which of the following statements best describes the outcome of the information provided by SOURCE?

1. You got all of the information that you were looking for
2. You got some of the information that you were looking for
3. You did not get the information that you were looking for

8. DON'T KNOW

9. REFUSED

N57. SOURCE = response to N45 (or N44 if only one source selected)

Of the information that SOURCE did provide, how well did it answer your questions or solve your problem?

1. Completely
2. Somewhat
3. Not at all
4. SITUATION UNRESOLVED
7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

N58. SOURCE = response to N45 (or N44 if only one source selected)

Did the information provided by SOURCE lead to a favorable outcome?

1. YES
2. NO
3. SITUATION UNRESOLVED
7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER = 2 OR ANSWER = 8 OR ANSWER = 9) SKIP TO N60

IF (ANSWER = 3 OR ANSWER = 7) AND (N44 >= 9 & N44 <= 12) SKIP TO N62

IF (ANSWER = 3 OR ANSWER = 7) AND NOT (N44 >= 9 & N44 <= 12) SKIP TO N63

N59. What was the favorable outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

N60. SOURCE = response to N45 (or N44 if only one source selected)

Did the information provided by SOURCE lead to a negative outcome?

1. YES

2. NO

3. SITUATION UNRESOLVED

7. NOT APPLICABLE

8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO N62 OR N63 AS APPROPRIATE

N61. What was the negative outcome?

INTERVIEWER: TYPE VERBATIM RESPONSE

IF (N44 >= 9 AND N44 <= 12) ASK N62, OTHERWISE SKIP TO N63

N62. SITUATION = response to N42B

You mentioned that you used the Internet to get information for SITUATION. Did you obtain too much irrelevant information from the Internet?

1. YES

2. NO

8. DON'T KNOW

9. REFUSED

N63. SOURCE = response to N45 (or N44 if only one source selected)

Did the information provided by SOURCE save any money? I don't mean money that may have been saved by using SOURCE as the information source. I'm asking if the INFORMATION itself saved any money. [Did the information save any money?]

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO N66

N64. In what ways did the information save money?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOTE: N65 WAS REPLACED WITH N65NEW FOR THE APRIL RE-START.

N65. About how much money did it save? I just need your best estimate.

NUMBER OF DOLLARS:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

ENTER TIME PERIOD IF SPECIFIED

N65NEW. About how much money did it save? I just need your best estimate. (*open-ended*)

MONEY SAVED:

N66. SOURCE = response to N45 (or N44 if only one source selected)

Did the information provided by SOURCE save any time? [Again, I don't mean time that may have been saved by using SOURCE as the information source. I'm asking if the INFORMATION itself saved any time. Did the information save any time?]

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW

9. REFUSED

IF (ANSWER >= 2) SKIP TO N69

N67. In what ways did the information save time?

INTERVIEWER: TYPE VERBATIM RESPONSE

NOTE: N68 AND N68A WERE REPLACED WITH N68NEW FOR THE APRIL RE-START.

N68. About how much time did it save?

TIME SAVED:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 88888 FOR DON'T KNOW AND 99999 FOR REFUSED

N68A.

INTERVIEWER SELECT APPROPRIATE UNITS

1. MINUTES
2. HOURS
3. DAYS

N68NEW. About how much time did it save? (*open-ended*)

TIME SAVED:

N69. SOURCE = response to N45 (or N44 if only one source selected)

Did the information provided by SOURCE lead you to any other useful sources of information?

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO N71

N70. What sources?

INTERVIEWER: TYPE VERBATIM RESPONSE

N71. SOURCE = response to N45 (or N44 if only one source selected)

Are there any other ways in which the information provided by SOURCE was important?

1. YES
2. NO
7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO N73

N72. What were those ways?

INTERVIEWER: TYPE VERBATIM RESPONSE

N73. SOURCE = response to N45 (or N44 if only one source selected)

SITUATION = response to N42B

Overall, how important would you say the information provided by SOURCE was in meeting your needs for SITUATION? Use a number between 1 and 5, where 1 means not at all important and 5 means absolutely essential.

1. NOT AT ALL IMPORTANT
- 2.
- 3.
- 4.
5. ABSOLUTELY ESSENTIAL
8. DON'T KNOW
9. REFUSED

N74. SOURCE = response to N45 (or N44 if only one source selected)

If you did not have SOURCE to obtain the information, what would you have done to address this situation? Would you have:

1. Not bothered to do anything
2. Needed the information but not known where else to go for it
3. Gotten the information from another source, such as another family member, friend, store or public library
8. DON'T KNOW
9. REFUSED

IF (ANSWER NE 3) SKIP TO O1

N75. What source would you have used? Where would you have gotten the information?

INTERVIEWER: TYPE VERBATIM RESPONSE

N76. How much time do you think it would have taken to use this other source? I just need your best estimate.

NUMBER:

INTERVIEWER: ENTER QUANTITY ON THIS SCREEN & UNITS ON NEXT SCREEN

ENTER 888 FOR "DON'T KNOW" AND 999 FOR REFUSED

IF (ANSWER >= 888) SKIP TO N78

N77. INTERVIEWER: SELECT APPROPRIATE UNITS:

1. MINUTES
2. HOURS
3. DAYS

N78. How much money do you think it would have cost to use this other source? Please include transportation, parking, purchase or rental costs, and any other expenses that you would have incurred. Again, I just need your best estimate.

COST IN DOLLARS:

INTERVIEWER: ENTER 0 IF NO EXPENSE

ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

N79. Would you have driven?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO O1

N80. About how many miles?

NUMBER OF MILES:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

SECTION O: USAGE OF OTHER (NON-PUBLIC) LIBRARIES

NOTE: SECTION O WAS DROPPED WHEN THE SURVEY WAS RESTARTED IN APRIL

O1. Now I have some questions about your usage of libraries other than public libraries.

Please tell me if you used any of the following types of libraries in the past 12 months. By "used a library" I mean you either visited a library in person, or you logged onto library resources via the Internet by connecting from some place other than the library, like your home. In the last 12 months, have you used any...

INTERVIEWER: CHECK ALL THAT APPLY

1. College or university libraries
2. Elementary, middle, or high school libraries
3. Special in-house workplace libraries
4. Any other type of library (SPECIFY)
5. DON'T KNOW
6. REFUSED

IF (ANSWER >= 5) SKIP TO P1

ASK O2 THROUGH O5 IF OPTION 1 IS SELECTED IN O1

O2. About how many visits did you make to college or university libraries in the past 12 months? I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER = 0 OR ANSWER = 888 OR ANSWER = 999) SKIP TO O4

O3. In the past 12 months, about how many times did you use the Internet in a college or university library? [Again, I just need your best estimate.]

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

O4. In the past 12 months, about how many times did you log onto college or university library resources via the Internet from some place other than the library, like your home? [Again, I just need your best estimate.]

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

O5. In the past 12 months, have you used college or university libraries more often, less often, or about the same as you did previously?

1. MORE OFTEN
2. LESS OFTEN
3. ABOUT THE SAME
8. DON'T KNOW
9. REFUSED

ASK O6 THROUGH O9 IF OPTION 2 IS SELECTED IN O1

O6. About how many visits did you make to elementary, middle, or high school libraries in the past 12 months? I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER = 0 OR ANSWER = 888 OR ANSWER = 999) SKIP TO O8

O7. In the past 12 months, about how many times did you use the Internet in an elementary, middle, or high school library? [Again, I just need your best estimate.]

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

O8. In the past 12 months, about how many times did you log onto elementary, middle, or high school library resources via the Internet from some place other than the library, like your home? [Again, I just need your best estimate.]

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

O9. In the past 12 months, have you used elementary, middle, or high school libraries more often, less often, or about the same as you did previously?

1. MORE OFTEN
2. LESS OFTEN
3. ABOUT THE SAME
8. DON'T KNOW
9. REFUSED

ASK O10 THROUGH O13 IF OPTION 3 IS SELECTED IN O1

O10. About how many visits did you make to special in-house workplace libraries in the past 12 months? I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER = 0 OR ANSWER = 888 OR ANSWER = 999) SKIP TO O12

O11. In the past 12 months, about how many times did you use the Internet in a special in-house workplace library? [Again, I just need your best estimate.]

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

O12. In the past 12 months, about how many times did you log onto special in-house workplace library resources via the Internet from some place other than the library, like your home? [Again, I just need your best estimate.]

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

O13. In the past 12 months, have you used special in-house workplace libraries more often, less often, or about the same as you did previously?

1. MORE OFTEN
2. LESS OFTEN
3. ABOUT THE SAME
8. DON'T KNOW
9. REFUSED

ASK O14 THROUGH O17 IF OPTION 4 IS SELECTED IN O1

O14. OTHER TYPE OF LIBRARY = other specified in O1

About how many visits did you make to OTHER TYPE OF LIBRARIES in the past 12 months? I just need your best estimate.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

IF (ANSWER = 0 OR ANSWER = 888 OR ANSWER = 999) SKIP TO O16

O15. OTHER TYPE OF LIBRARY = other specified in O1

In the past 12 months, about how many times did you use the Internet in an OTHER TYPE OF LIBRARY? [Again, I just need your best estimate.]

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

O16. OTHER TYPE OF LIBRARY = other specified in O1

In the past 12 months, about how many times did you log onto OTHER TYPE OF LIBRARY resources via the Internet from some place other than the library, like your home? [Again, I just need your best estimate.]

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

O17. OTHER TYPE OF LIBRARY = other specified in O1

In the past 12 months, have you used OTHER TYPES OF LIBRARY more often, less often, or about the same as you did previously?

1. MORE OFTEN

2. LESS OFTEN
3. ABOUT THE SAME
8. DON'T KNOW
9. REFUSED

SECTION P: DEMOGRAPHICS

P1. Now I just have a few background questions to ask before we finish. Please remember that all of your answers are confidential.

What is your current marital status?

1. Married and living together, or living in a marital-like relationship
2. Single, never married
3. Separated
4. Divorced
5. Widowed
8. DON'T KNOW
9. REFUSED

P2. Are you of Hispanic or Latino origin or descent?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

P3. What is your race? Please select one or more of the categories that I read that best indicate your race.

INTERVIEWER: CHECK ALL THAT APPLY

1. American Indian or Alaska native
2. Asian
3. Black or African-American

4. Native Hawaiian or Other Pacific Islander
5. White
6. DON'T KNOW
7. REFUSED
8. Other - specify

P4. How old are you?

AGE IN YEARS:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

P5. INTERVIEWER: RECORD PERSON'S SEX

1. MALE
2. FEMALE
8. DON'T KNOW
9. REFUSED

P6. What is the highest grade or level of school that you have completed?

1. 8th grade or less
2. Some high school, but did not graduate
3. High school graduate or GED
4. Some college or 2-year degree
5. 4-year college degree
6. More than 4-year college degree
8. DON'T KNOW
9. REFUSED

P7. Which of the following describe your current employment status? I know I asked you this earlier, but we need more information here.

INTERVIEWER: CHECK ALL THAT APPLY

1. Employed by others

2. Self-employed
 3. In the military
 4. Unemployed and looking for work
 5. Unemployed and not looking for work
 6. Retired
 7. Homemaker
 8. On disability
 9. Student
 10. Volunteer
 11. DON'T KNOW
 12. REFUSED
- IF (ANSWER = 1) ASK P8
- IF (ANSWER = 9) ASK P9, P10, & P11

P8. Which of the following best describes your employer?

1. A small business or non-profit of under 50 employees
2. A large business or non-profit of over 50 employees
3. A government agency
4. An elementary or middle school
5. A high school
6. A college or university
7. A hospital or other healthcare provider
8. DON'T KNOW
9. REFUSED

IF (P7 NE 9) SKIP TO P12

P9. Which of the following best describes your current grade level?

1. High school or GED
2. Technical school

3. Undergraduate
4. Graduate
5. Non-degree program
8. DON'T KNOW
9. REFUSED

P10. Which of the following best describes your enrollment status?

1. Part-time
2. Full-time
8. DON'T KNOW
9. REFUSED

P11. Is this a distance education program?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

P12. Approximately what is your total annual household income before taxes?

1. Under \$30,000
2. Between \$30,000 and \$50,000
3. Between \$50,000 and \$75,000
4. Between \$75,000 and \$150,000
5. More than \$150,000
8. DON'T KNOW
9. REFUSED

P13. And approximately what is your own personal annual income before taxes?

1. Under \$30,000

2. Between \$30,000 and \$50,000
3. Between \$50,000 and \$75,000
4. Between \$75,000 and \$150,000
5. More than \$150,000
6. NOT EMPLOYED
8. DON'T KNOW
9. REFUSED

P14. Is there Internet access at your house?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

IF (ANSWER >= 2) SKIP TO P17

P15. What kind of connection do you have? Is it:

1. 28.8K modem (TELEPHONE)
2. 56K modem (TELEPHONE)
3. ISDN (60 TO 100 KILOBYTES PER SECOND)
4. DSL/Cable (200 TO 600 KILOBYTES PER SECOND)
5. T1 or faster (1500 KILOBYTES PER SECOND OR FASTER)
8. DON'T KNOW
9. REFUSED

P16. About how much does your Internet access cost each month? I just need your best estimate.

COST IN DOLLARS FOR THE MONTH:

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

P17. My last two questions are for statistical purposes. First of all, could you please tell me again how many adults, age 18 and over, currently reside in your household? Please include yourself in this

number.

INTERVIEWER: ENTER 888 FOR DON'T KNOW AND 999 FOR REFUSED

NUMBER OF ADULTS IN HOUSEHOLD:

P18. Can you tell me how many phone numbers ring into your home that are used for talking with others?
(Is the number that I called the only one?)

INTERVIEWER, DON'T INCLUDE THE FOLLOWING:

- NUMBERS THAT ARE USED ONLY FOR FAX OR COMPUTER
- NUMBERS THAT ARE USED ONLY FOR HOME BUSINESSES
- NUMBERS THAT ARE USED ONLY BY A CHILD
- CELL PHONES

MOST HOUSEHOLDS WILL HAVE ONLY 1 RESIDENTIAL PHONE NUMBER
USED FOR VOICE COMMUNICATION. PROBE IF GREATER THAN 1.

OF RESIDENTIAL PHONE NUMBERS USED FOR VOICE:

FINALQ: Do you have any additional comments before we end the survey?

THANKYOU: Those are all of my questions. Thank you very much for your time!

Do you have any questions about this research? If so, I can give you a contact number.

INTERVIEWER, GIVE THE FOLLOWING NUMBERS AS REQUESTED:

PRINCIPAL INVESTIGATOR, DONALD KING: 1-919-967-9421.

UNIVERSITY OF PITTSBURGH INSTITUTIONAL REVIEW BOARD: 1-866-212-2668.

Master Question List

Question	General Info	Internet	Library	Museum	Total
Overall Screening					
A1	1557	1607	1049	1038	5251
A2	163	264	0	699	1126
A3	151	246	0	673	1070
A4	149	246	0	674	1069
A5	162	263	0	690	1115
A6	81	134	0	334	549
A7	82	135	0	338	555
A8	1549	1604	1047	1031	5231
A9	157	267	697	0	1121
A10	156	257	686	0	1099
A11	156	259	684	0	1099
A12	157	266	688	0	1111
A13	60	119	314	0	493
A14	60	118	315	0	493
A15	1448	1426	742	1034	4650
A16	176	1284	0	0	1460
A17	176	1281	0	0	1457
A18	173	1285	0	0	1458
Museum Screening					
B1	0	0	0	697	697
B2	0	0	0	688	688
B3	0	0	0	694	694
Museum In-Person Visit					
C1	0	0	0	601	601
C2	0	0	0	410	410

Question	General Info	Internet	Library	Museum	Total
C3	0	0	0	260	260
C4	0	0	0	599	599
C5	0	0	0	599	599
C6	0	0	0	596	596
C7	0	0	0	502	502
C8	0	0	0	500	500
C9	0	0	0	500	500
C10	0	0	0	112	112
C11	0	0	0	94	94
C12	0	0	0	80	80
C13	0	0	0	13	13
C14	0	0	0	8	8
C15	0	0	0	12	12
C16	0	0	0	13	13
C17	0	0	0	14	14
C18	0	0	0	13	13
C19	0	0	0	14	14
C20	0	0	0	590	590
C21	0	0	0	588	588
C22	0	0	0	573	573
C23	0	0	0	359	359
C24	0	0	0	571	571
C25	0	0	0	588	588
C26	0	0	0	588	588
C27	0	0	0	567	567
C28	0	0	0	567	567
C29	0	0	0	591	591

Question	General Info	Internet	Library	Museum	Total
C30	0	0	0	430	430
C31	0	0	0	471	471
C32	0	0	0	100	100
C33	0	0	0	96	96
C34	0	0	0	573	573
C35	0	0	0	246	246
C36	0	0	0	541	541
C37	0	0	0	325	325
C38	0	0	0	283	283
C39	0	0	0	283	283
C40	0	0	0	275	275
C41	0	0	0	315	315
C42	0	0	0	130	130
Museum Remote Visit					
D1	0	0	0	93	93
D2	0	0	0	93	93
D3	0	0	0	69	69
D4	0	0	0	69	69
D5	0	0	0	69	69
D6	0	0	0	28	28
D7	0	0	0	24	24
D8	0	0	0	17	17
D9	0	0	0	5	5
D10	0	0	0	5	5
D11	0	0	0	16	16
D12	0	0	0	17	17
D13	0	0	0	7	7

Question	General Info	Internet	Library	Museum	Total
D14	0	0	0	7	7
D15	0	0	0	7	7
D16	0	0	0	92	92
D17	0	0	0	91	91
D18	0	0	0	89	89
D19	0	0	0	38	38
D20	0	0	0	90	90
D21	0	0	0	92	92
D22	0	0	0	92	92
D23	0	0	0	92	92
D24	0	0	0	47	47
D25	0	0	0	93	93
D26	0	0	0	77	77
D27	0	0	0	74	74
D28	0	0	0	74	74
D29	0	0	0	75	75
D30	0	0	0	77	77
D31	0	0	0	39	39
Kids' Museum Usage					
E1	0	0	0	679	679
E2	0	0	0	529	529
E3	0	0	0	233	233
E4	0	0	0	85	85
E5	0	0	0	144	144
E6	0	0	0	142	142
E7	0	0	0	140	140
E8	0	0	0	140	140

Question	General Info	Internet	Library	Museum	Total
E9	0	0	0	142	142
E10	0	0	0	143	143
E11	0	0	0	141	141
E12	0	0	0	142	142
E13	0	0	0	141	141
E14	0	0	0	140	140
E15	0	0	0	143	143
E16	0	0	0	143	143
E17	0	0	0	21	21
Library Screener					
F1	0	0	307	0	307
Library Workstation Screen, etc.					
G1	0	0	599	0	599
G2	0	0	30	0	30
G3	0	0	231	0	231
G4	0	0	368	0	368
G5	0	0	290	0	290
G6	0	0	283	0	283
G7	0	0	283	0	283
G8	0	0	266	0	266
G9	0	0	254	0	254
G10	0	0	266	0	266
Library Workstation					
H1a	0	0	262	0	262
H1B	0	0	106	0	106
H2B	0	0	261	0	261
H3	0	0	259	0	259

Question	General Info	Internet	Library	Museum	Total
H4	0	0	180	0	180
H5	0	0	256	0	256
H6	0	0	256	0	256
H7	0	0	258	0	258
H7A	0	0	257	0	257
H8	0	0	243	0	243
H9	0	0	241	0	241
H10	0	0	240	0	240
H11	0	0	239	0	239
H12	0	0	234	0	234
H13	0	0	252	0	252
H14	0	0	125	0	125
H15	0	0	248	0	248
H16	0	0	232	0	232
H17	0	0	217	0	217
H18	0	0	235	0	235
H19	0	0	10	0	10
H20	0	0	246	0	246
H21	0	0	199	0	199
H22	0	0	63	0	63
H23	0	0	63	0	63
H24	0	0	204	0	204
H25	0	0	114	0	114
H26	0	0	114	0	114
H27	0	0	234	0	234
H28	0	0	90	0	90
H29	0	0	237	0	237

Question	General Info	Internet	Library	Museum	Total
H30	0	0	51	0	51
H31	0	0	246	0	246
H32	0	0	244	0	244
H33	0	0	207	0	207
H34	0	0	191	0	191
H35	0	0	191	0	191
H36	0	0	192	0	192
H37	0	0	201	0	201
H38	0	0	117	0	117
Library Remote Visit					
I1A	0	0	101	0	101
I1B	0	0	46	0	46
I3	0	0	98	0	98
I4	0	0	81	0	81
I5	0	0	94	0	94
I6	0	0	94	0	94
I7	0	0	98	0	98
I7A	0	0		0	0
I8	0	0	96	0	96
I9	0	0	95	0	95
I10	0	0	91	0	91
I11	0	0	92	0	92
I12	0	0	93	0	93
I13	0	0	97	0	97
I14	0	0	59	0	59
I15	0	0	97	0	97
I16	0	0	94	0	94

Question	General Info	Internet	Library	Museum	Total
I17	0	0	89	0	89
I18	0	0	93	0	93
I19	0	0	4	0	4
I20	0	0	95	0	95
I21	0	0	78	0	78
I22	0	0	26	0	26
I23	0	0	26	0	26
I24	0	0	76	0	76
I25	0	0	43	0	43
I26	0	0	43	0	43
I27	0	0	90	0	90
I28	0	0	54	0	54
I29	0	0	92	0	92
I30	0	0	25	0	25
I31	0	0	95	0	95
I32	0	0	94	0	94
I33	0	0	81	0	81
I34	0	0	75	0	75
I35	0	0	75	0	75
I36	0	0	77	0	77
I37	0	0	79	0	79
I38	0	0	59	0	59
Library In-Person (Non-Workstation) Visit					
J1	0	0	334	0	334
J4A	0	0	334	0	334
J4B	0	0	22	0	22
J4C	0	0	95	0	95

Question	General Info	Internet	Library	Museum	Total
J5	0	0	152	0	152
J6	0	0	152	0	152
J8	0	0	67	0	67
J10	0	0	72	0	72
J11	0	0	8	0	8
J12	0	0	72	0	72
J13	0	0	14	0	14
J14	0	0	12	0	12
J15	0	0	58	0	58
J17	0	0	20	0	20
J18	0	0	304	0	304
J19	0	0	304	0	304
J20	0	0	311	0	311
J20A	0	0		0	0
J21	0	0	291	0	291
J22	0	0	280	0	280
J23	0	0	286	0	286
J24	0	0	266	0	266
J25	0	0	270	0	270
J26	0	0	296	0	296
J27	0	0	125	0	125
J28	0	0	299	0	299
J29	0	0	280	0	280
J30	0	0	267	0	267
J31	0	0	279	0	279
J32	0	0	7	0	7
J33	0	0	135	0	135

Question	General Info	Internet	Library	Museum	Total
J34	0	0	43	0	43
J35	0	0	43	0	43
J36	0	0	144	0	144
J37	0	0	85	0	85
J38	0	0	85	0	85
J39	0	0	277	0	277
J40	0	0	89	0	89
J41	0	0	280	0	280
J42	0	0	76	0	76
J43	0	0	295	0	295
J44	0	0	289	0	289
J45	0	0	245	0	245
J46	0	0	207	0	207
J47	0	0	207	0	207
J48	0	0	220	0	220
J49	0	0	234	0	234
J50	0	0	135	0	135
Kid's Library Usage					
K1	0	0	664	0	664
K2	0	0	522	0	522
K3	0	0	96	0	96
K4	0	0	96	0	96
K5	0	0	77	0	77
K6	0	0	95	0	95
K7	0	0	44	0	44
K8	0	0	522	0	522
K9	0	0	187	0	187

Question	General Info	Internet	Library	Museum	Total
K10	0	0	87	0	87
K11	0	0	87	0	87
K12	0	0	58	0	58
K13	0	0	88	0	88
K14	0	0	48	0	48
K15	0	0	99	0	99
K16	0	0	2	0	2
K17	0	0	99	0	99
K18	0	0	68	0	68
K19	0	0	68	0	68
K20	0	0	99	0	99
K21	0	0	67	0	67
K22	0	0	67	0	67
Internet User					
L1	0	1284	0	0	1284
L2	0	1282	0	0	1282
L3	0	1281	0	0	1281
L4	0	426	0	0	426
L5	0	1278	0	0	1278
L6	0	1131	0	0	1131
L7	0	1126	0	0	1126
L8	0	1278	0	0	1278
L9	0	159	0	0	159
L10	0	144	0	0	144
L11	0	144	0	0	144
L12	0	1277	0	0	1277
L13	0	133	0	0	133

Question	General Info	Internet	Library	Museum	Total
L14	0	124	0	0	124
L15	0	123	0	0	123
L16	0	1144	0	0	1144
L17	0	762	0	0	762
L18	0	531	0	0	531
L19	0	529	0	0	529
L20	0	1139	0	0	1139
L22	0	1127	0	0	1127
L23	0	1114	0	0	1114
L24	0	1098	0	0	1098
L25	0	1092	0	0	1092
L26	0	1088	0	0	1088
L27	0	1129	0	0	1129
L28	0	1102	0	0	1102
L29	0	940	0	0	940
L30	0	846	0	0	846
L31	0	922	0	0	922
L32	0	72	0	0	72
L33	0	977	0	0	977
L34	0	323	0	0	323
L35	0	323	0	0	323
L36	0	1084	0	0	1084
L37	0	645	0	0	645
L38	0	645	0	0	645
L39	0	1098	0	0	1098
L40	0	275	0	0	275
L41	0	1057	0	0	1057

Question	General Info	Internet	Library	Museum	Total
L42	0	334	0	0	334
L43	0	1125	0	0	1125
L44	0	1129	0	0	1129
L45	0	23	0	0	23
L46	0	1131	0	0	1131
L47	0	140	0	0	140
L48	0	50	0	0	50
L49	0	38	0	0	38
L50	0	1117	0	0	1117
L51	0	1117	0	0	1117
L52	0	1130	0	0	1130
L53	0	1129	0	0	1129
L54	0	1052	0	0	1052
L55	0	1104	0	0	1104
L56	0	1111	0	0	1111
L57	0	990	0	0	990
L58	0	922	0	0	922
L59	0	926	0	0	926
L60	0	909	0	0	909
L61	0	974	0	0	974
L62	0	505	0	0	505
Kids' Internet Usage					
M1	0	1246	0	0	1246
M2	0	994	0	0	994
M3	0	383	0	0	383
M4	0	360	0	0	360
M5	0	362	0	0	362

Question	General Info	Internet	Library	Museum	Total
M6	0	342	0	0	342
M7	0	348	0	0	348
General Information					
N1	371	314	341	335	1361
N2	313	210	251	251	1025
N3	315	213	249	255	1032
N4	318	217	253	256	1044
N5	365	311	338	331	1345
N6	277	0	236	228	741
N7	276	217	237	231	961
N8	276	218	237	230	961
N9	368	314	339	333	1354
N10	120	36	85	58	299
N11	120	37	86	57	300
N12	120	35	86	58	299
N13	119	37	86	57	299
N14	367	312	336	331	1346
N15	296	0	274	251	821
N16	296	251	274	251	1072
N17	296	251	274	252	1073
N18	367	311	333	333	1344
N19	123	19	54	64	260
N20	118	19	49	62	248
N21	364	314	332	330	1340
N22	99	4	43	21	167
N23	97	4	43	21	165
N24	358	298	327	322	1305

Question	General Info	Internet	Library	Museum	Total
N25	350	278	315	301	1244
N26	338	270	302	291	1201
N27	312	244	271	266	1093
N28	343	244	305	289	1181
N29	338	240	308	294	1180
N30	330	220	291	281	1122
N31	1443	0	0	0	1443
N32	1398	0	0	0	1398
N33	1533	0	0	0	1533
N34	133	0	0	0	133
N35	134	0	0	0	134
N36	1531	0	0	0	1531
N37	127	0	0	0	127
N38	127	0	0	0	127
N39	1402	0	0	0	1402
N40	732	0	0	0	732
N41	712	0	0	0	712
N42	1310	0	0	0	1310
N43		0	0	0	0
N43B	934	0	0	0	934
N44	1308	0	0	0	1308
N45	918	0	0	0	918
N46	227	0	0	0	227
N47	1253	0	0	0	1253
N48	1254	0	0	0	1254
N49	1296	0	0	0	1296
N50	1278	0	0	0	1278

Question	General Info	Internet	Library	Museum	Total
N51	1268	0	0	0	1268
N52	1258	0	0	0	1258
N53	1253	0	0	0	1253
N54	1253	0	0	0	1253
N55	1254	0	0	0	1254
N56	1279	0	0	0	1279
N57	1229	0	0	0	1229
N58	1042	0	0	0	1042
N59	970	0	0	0	970
N60	1031	0	0	0	1031
N61	53	0	0	0	53
N62	909	0	0	0	909
N63	1086	0	0	0	1086
N64	404	0	0	0	404
N65	74	0	0	0	74
N65new		0	0	0	0
N66	1150	0	0	0	1150
N67	697	0	0	0	697
N68	159	0	0	0	159
N68new		0	0	0	0
N69	1216	0	0	0	1216
N70	437	0	0	0	437
N71	1210	0	0	0	1210
N72	411	0	0	0	411
N73	1277	0	0	0	1277
N74	1241	0	0	0	1241
N75	1144	0	0	0	1144

Question	General Info	Internet	Library	Museum	Total
N76	1011	0	0	0	1011
N77	1009	0	0	0	1009
N78	1010	0	0	0	1010
N79	1106	0	0	0	1106
N80	533	0	0	0	533
Use of Other (Non-Public) Libraries					
O1	356	308	1003	328	1995
O2	65	11	226	33	335
O3	61	0	211	31	303
O4	65	0	228	32	325
O5	64	11	231	32	338
O6	41	17	112	27	197
O7	39	0	104	26	169
O8	42	0	114	27	183
O9	42	17	112	27	198
O10	35	11	107	22	175
O11	34	0	101	21	156
O12	34	0	108	21	163
O13	36	11	107	21	175
O14	30	18	68	21	137
O15	27	0	62	17	106
O16	30	0	68	21	119
O17	31	19	67	22	139
Demographics					
P1	1476	1541	987	992	4996
P2	1470	1548	984	990	4992
P3	1490	1563	1003	1010	5066

Question	General Info	Internet	Library	Museum	Total
P4	1444	1513	963	967	4887
P5	1489	1562	1001	1010	5062
P6	1478	1551	994	1005	5028
P7	1489	1562	1001	1009	5061
P8	710	742	472	502	2426
P9	104	125	73	74	376
P10	103	124	73	73	373
P11	102	124	72	74	372
P12	1206	1262	796	822	4086
P13	1148	1207	730	786	3871
P14	1479	1556	995	1007	5037
P15	870	1113	691	692	3366
P16	940	1064	648	642	3294
P17	1477	1553	993	1003	5026
P18	1481	1550	992	999	5022