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Part I. Qualifying Questions

Hello! My name is [name] and I'm calling from the University of Washington. We are conducting a study about how people use their public library.

This research is sponsored by the Institute of Museum and Library Services.

Your number was randomly selected for participation in our survey. Your answers are completely anonymous, and you don't have to answer any questions you don't want to.

On average, the survey takes about 10-20 minutes.

Q1.1

May I speak with the person who is home now who is age 14 or older, and who had the most recent birthday?

01=Yes	GO TO Q1.01
02=No	SCHEDULE CALLBACK
03=Speaking	GO TO Q2
C=Call back	SCHEDULE CALLBACK
A=Answering machine	
B=Business	
X=Disconnected	
H=Hangup	
S=Spanish only	
N=Other non-English	

(LOOP BACK FROM Q3.1.1 IF NECESSARY)

Q1.01 [0]

Hello! My name is [name] and I'm calling from the University of Washington. We are conducting a study about how people use their public library.

This research is sponsored by the Institute of Museum and Library Services.

Your number was randomly selected for participation in our survey. Your answers are completely anonymous, and you don't have to answer any questions you don't want to.

On average, the survey takes about 10-20 minutes.

Y=Continue	GO TO Q2
C=Call back	SCHEDULE CALLBACK
H=Hangup	
S=Spanish only	
N=Other non-English	

Q1.1

May I speak with the person who is home now who is age 14 or older, and who had the most recent birthday?

01=Yes	GO TO Q1.01
02=No	SCHEDULE CALLBACK
03=Speaking	GO TO Q2

Q3 [4]

What year were you born?

[ENTER 4-DIGIT YEAR. ENTER 9999 IF REFUSED]

IF Q3>1995	GO TO Q3.1
IF Q3=1995	GO TO Q3.2
IF Q3<1995	GO TO Q4
IF Q3=9999	TERMINATE

AGE=2009-Q3

Q3.1

Is your mom or dad available to talk to, or maybe an older brother or sister?

01=Yes	GO TO Q3.1.1
02=No	SCHEDULE CALLBACK

Q3.1.1

May I please speak to him (or her)?

01=Yes	GO TO Q1.01
02=No	SCHEDULE CALLBACK

Q3.2

Have you had your 14th birthday?

01=Yes	GO TO Q4
	AGE = 14
02=No	GO TO Q3.1
03=Refuse	GO TO Q3.1

Q4

Have you visited a public library or bookmobile in the past 12 months?

01=Yes GO TO Q4.1

02=No GO TO Q8

03=Don't know, refuse GO TO Q8

Q4.1

How often?

01=Every day or most days

02=At least once a week

03=About 1-3 times a month

04=Less than once a month, but more than once a year

05=About once a year or less often

06=Don't know, refuse

ALL ANSWERS GO TO Q5

Q5

In the past year, have you used a computer in the public library to access library resources, such as looking up books or placing holds, or to use online resources available through the library's website like digital articles or books?

01=Yes GO TO Q5.1

02=No GO TO Q6

03=Don't know, refuse GO TO Q6

Q5.1

How often?

01=Every day or most days

02=At least once a week

03=About 1-3 times a month

04=Less than once a month, but more than once a year

05=About once a year or less often

06=Don't know, refuse

ALL ANSWERS GO TO Q6

Q6

Have you **used a computer** in the public library to access the Internet in the last 12 months?

01=Yes GO TO Q6.1

02=No GO TO Q7

03=Don't know, refuse GO TO Q7

Q6.1

How Often?

01=Every day or most days

02=At least once a week

03=About 1-3 times a month

04=Less than once a month, but more than once a year

05=About once a year or less often

06=Don't know, refuse

ALL ANSWERS GO TO Q7

Q7

In the past 12 months, have you **connected to the Internet through a public library wireless** network using your own computer?

01=Yes GO TO Q7.1

02=No GO TO Q8

03=Don't know, refuse GO TO Q8

Q7.1

How often?

01=Every day or most days

02=At least once a week

03=About 1-3 times a month

04=Less than once a month, but more than once a year

05=About once a year or less often

06=Don't know, refuse

ALL ANSWERS GO TO Q8

Q8

In the past 12 months, have you used the **Internet from outside of the library** to access library resources through the library's website, such as looking up books or placing holds, or to use online resources like digital articles or books?

01=Yes GO TO Q8.1
02=No GO TO Q10

Q8.1

How Often?

01=Every day or most days
02=At least once a week
03=About 1-3 times a month
04=Less than once a month, but more than once a year
05=About once a year or less often
06=Don't know, refuse

ALL ANSWERS GO TO Q9

Q9

Have you used a handheld mobile device like a cell phone, Blackberry, or iPhone to access library resources?

01=Yes
02=No
03=Don't know, refuse

ALL ANSWERS GO TO Q10

Q10

Do you currently have **regular access** to a computer and the Internet for your **personal use** somewhere other than the public library?

01=Yes GO TO Q10.1
02=No IF (Q6=2 OR 3) AND (Q7=2 OR 3) GO TO Q11
 IF Q6=1 OR Q7=1 GO TO QU0
03=Don't know, refuse IF (Q6=2 OR 3) AND (Q7=2 OR 3) GO TO Q11
 IF Q6=1 OR Q7=1 GO TO QU0

Q10.1 [14]

Is that access at:

[READ LIST, ENTER ALL THAT APPLY]

01=home

02=school

03=work

04=a community center

05=someplace else

GO TO Q10.1.1

Q10.1.1 [35]

IF (Q6=2 OR 3) AND (Q7=2 OR 3) GO TO Q11

IF Q6=1 OR Q7=1, GO TO QU0

Q11

Even though you don't use the library to connect to the Internet, how important is it to you that others in your community have access to these resources?

01=Very important

02=Important

03=Moderately important

04=Of little importance

05=Unimportant

06=Don't know, refuse

ALL RESPONSES

GO TO QZ1

Part 2. General Use Questions

QU0

Great. Since you use public library computers or Internet connections, we have some additional questions we would like to ask you. The remaining questions will take on average 10 minutes to complete. We very much appreciate you taking the time to help us with this important study.

01=Yes

GO TO QU1

02=No

SCHEDULE CALLBACK

QU1

I'm going to start by asking you some general questions about you and how you use the computers or Internet connections in the public library. All of these questions are about what you've done in the past 12 months from today.

In the past year, have you used a public library computer or Internet connection while traveling?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QU2

QU2

Have you participated in any computer-related training or classes, like how to use computer software or search the Internet, at your public library?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QU3

QU3

Have library staff or volunteers helped you use a computer at the public library?

01=Yes

GO TO QU3.1

02=No

GO TO QU4

03=Don't know, refuse

GO TO QU4

QU3.1 [20]

What type of help did you get? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=Help using the computer equipment

02=Help connecting to the library's wireless Internet service

03=Help finding a specific website

04=Help finding information on the library's website

05=Help using word processing or spreadsheet programs like Word or Excel

06=Help with printing or saving files (using other internal library resources)

07=Other

GO TO QU3.1.1

QU3.1.1 [65]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES

GO TO U4

QU4

Have you used a public library computer or Internet connection to help someone else in the past 12 months? For example, have you looked up an answer to a question for someone else, or helped them do email?

- 01=Yes GO TO QU4.1
 - 02=No GO TO QU5
 - 03=Don't know, refuse GO TO QU5
-

QU4.1 [14]

What is your relationship to this/these people? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

- 01=Family member (parent/child/spouse)
 - 02=Friend
 - 03=Work related (boss/co-worker)
 - 04=Stranger (being good Samaritan)
 - 05=Other GO TO QU4.1.1
-

QU4.1.1 [65]

[ENTER RESPONSE TO 'OTHER']

- ALL RESPONSES GO TO QU4.2
-

QU4.2

How frequently did you use a public library computer or Internet connection on behalf of other people?

- 01=Every day or most days
- 02=At least once a week
- 03=About 1-3 times a month
- 04=Less than once a month, but more than once a year
- 05=About once a year or less often
- 06=Don't know, refuse

- ALL RESPONSES IF Q1>1 AND AGE>18 GO TO QU5
IF Q1=1 AND AGE>18 GO TO QU7
ELSE GO TO QU6
-

QU5

Do you have any children under 18 years old in your household?

01=Yes GO TO QU5.1
02=No GO TO Q7
03=Refuse GO TO Q7

IF QU5=1 PARENT="Y"
IF QU5<>1 PARENT="N"

QU5.1 [45]

Can you give me their ages?

[AGES SEPARATED BY COMMA]

QU5.2

Has/have your child(ren) used the public library's free Internet computers in the past year?

01=Yes GO TO Q5.1.1
02=No GO TO QU7
03=Don't know, refuse GO TO QU7

QU5.1.1

Have you allowed your child(ren) to use the library computers when you are not at the library with them?

01=Yes
02=No
03=Refuse

ALL RESPONSES GO TO QU7

QU6

In the past year, have you used a computer at the library without your parents or a guardian being with you?

01=Yes
02=No
03=Refuse

ALL RESPONSES GO TO QU7

QU7

In the past year, have you used a public library computer or Internet connection to check or send email?

01=Yes GO TO QU7.1
02=No GO TO QPART3
03=Don't know, refuse GO TO QPART3

QU7.1

How often?

01=Every day or most days
02=At least once a week
03=About 1-3 times a month
04=Less than once a month, but more than once a year
05=About once a year or less often
06=Don't know, refuse

ALL RESPONSES GO TO QPART3

Part 3. Domain-specific Questions

QPART 3 [0]

Now I'm going to ask you some questions about some specific ways you might use the library's computers and Internet connections. Remember, these questions are only about things you've done with library computers or Internet connections in the past 12 months.

```
SET DOMAINS 8
SET NEXTQ RAND(8)
IF NEXTQ=0 AND QU4=1           GO TO QM1.1
IF NEXTQ=0 AND QU4=2           GO TO QM1.2
IF NEXTQ=1 AND QU4=1           GO TO QC1.1
IF NEXTQ=1 AND QU4=2           GO TO QC1.2
IF NEXTQ=2 AND QU4=1           GO TO QB1.1
IF NEXTQ=2 AND QU4=2           GO TO QB1.2
IF NEXTQ=3 AND QU4=1           GO TO QH1.1
IF NEXTQ=3 AND QU4=2           GO TO QH1.2
IF NEXTQ=4 AND QU4=1           GO TO QS1.1
IF NEXTQ=4 AND QU4=2           GO TO QS1.2
IF NEXTQ=5 AND QU4=1           GO TO QG1.1
IF NEXTQ=5 AND QU4=2           GO TO QG1.2
IF NEXTQ=6 AND QU4=1           GO TO QV1.1
IF NEXTQ=6 AND QU4=2           GO TO QV1.2
IF NEXTQ=7 AND QU4=1           GO TO QD1.1
IF NEXTQ=7 AND QU4=2           GO TO QD1.2
```

M - Employment

QM1.1

Have you used a public library computer or Internet connection for yourself or someone else for **employment or career purposes**, such as looking for work, writing a resume, or job-training in the past year?

01=Yes	GO TO QM1.1.2
02=No	GO TO QM1.1.1
03=Don't know, not sure	GO TO QM2
04=Refuse	NEXT DOMAIN

QM1.1.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security	
02=privacy	
03=lack of equipment	
04=limited help	
05=didn't think of it	
06=didn't have need	
07=library policies	
08=other	GO TO QM1.1.1.1

QM1.1.1.1 [45]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES	NEXT DOMAIN
---------------	-------------

QM1.1.2

Was it for yourself, someone else, or both?

01=Self only	GO TO QM2
02=Someone else only	NEXT DOMAIN
03=Both	GO TO QM2

QM1.2

Have you used a public library computer or Internet connection for **employment or career purposes**, such as looking for work, writing a resume, or job-training in the past year?

01=Yes	GO TO QM2
02=No	GO TO QM1.2.1
03=Don't know, not sure	GO TO QM2
04=Refuse	NEXT DOMAIN

QM1.2.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security	
02=privacy	
03=lack of equipment	
04=limited help	
05=didn't think of it	
06=didn't have need	
07=library policies	
08=other	GO TO QM1.2.1.1

QM1.2.1.1 [45]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES	NEXT DOMAIN
---------------	-------------

QM2

Now, thinking just about your own use, did you use the public library computer or Internet connection in the last 12 months to search for a job opening or career opportunity?

01=Yes	GO TO QM2.1
02=No	GO TO QM3
03=Don't know, refuse	GO TO QM3

QM2.1

Did you fill out a job application or send a résumé using the library computers or Internet connection?

01=Yes	GO TO QM2.2
02=No	GO TO QM2.2
03=Don't know, refuse	GO TO QM2.2

QM2.2

Did you get a job interview?

01=Yes GO TO QM2.2.1
02=No GO TO QM2.2.1
03=Not yet/still waiting
to find out GO TO QM2.2.1
04=Refuse GO TO QM2.2.1

QM2.2.1

Did you get hired?

01=Yes
02=No
03=Not yet/still waiting to find out
04=Refuse

ALL RESPONSES GO TO QM3

QM3

Did you use the public library computer or Internet connection in the last 12 months to work on a resume?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QM4

QM4

Did you use the public library computer or Internet connection in the last 12 months to receive training to build skills related to your job or profession?

01=Yes GO TO QM4.1
02=No GO TO QM5
03=Don't know, refuse GO TO QM5

QM4.1 [65]

What type of training did you receive? **[OPEN-ENDED]**

[ENTER RESPONSE]

GO TO QM5

QM5

Did you use the public library computer or Internet connection in the last 12 months to do research or find information related to your job or profession?

01=Yes

GO TO QM5.1

02=No

NEXT DOMAIN

QM5.1 [65]

What type of information did you find? [OPEN-ENDED]

[ENTER RESPONSE]

NEXT DOMAIN

C - eCommerce

QC1.1

In the past 12 months, have you used a public library computer or Internet connection for yourself or someone else for **commercial needs or to manage your finances**, such as banking, buying or selling something, or paying bills?

01=Yes

GO TO QC1.1.2

02=No

GO TO QC1.1.1

03=Don't know, not sure

GO TO QC2

04=Refuse

NEXT DOMAIN

QC1.1.1 [23]

Was there a specific reason you didn't use the public library for these purposes? [OPEN-ENDED]

[READ LIST, ENTER ALL THAT APPLY]

01=security

02=privacy

03=lack of equipment

04=limited help

05=didn't think of it

06=didn't have need

07=library policies

08=other

GO TO QC1.1.1.1

QC1.1.1.1 [45]

[ENTER RESPONSE]

ALL RESPONSES

NEXT DOMAIN

QC1.1.2

Was it for yourself, someone else, or both?

01=Self only

GO TO QC2

02=Someone else only

NEXT DOMAIN

03=Both

GO TO QC2

QC1.2

In the past 12 months, have you used a public library computer or Internet connection for **commercial needs or to manage your finances**, such as banking, buying or selling something, or paying bills?

01=Yes

GO TO QC2

02=No

GO TO QC1.2.1

03=Don't know, not sure

GO TO QC2

04=Refuse

NEXT DOMAIN

QC1.2.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security

02=privacy

03=lack of equipment

04=limited help

05=didn't think of it

06=didn't have need

07=library policies

08=other

GO TO QC1.2.1.1

QC1.2.1.1 [45]

[ENTER RESPONSE]

ALL RESPONSES

NEXT DOMAIN

QC2

Now, thinking just about your own use, did you use the public library computer or Internet connection in the last 12 months to do on-line banking?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QC3

QC3

Did you use the public library computer or Internet connection in the last 12 months to pay bills?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QC4

QC4

Did you use the public library computer or Internet connection in the last 12 months to gather information about or compare products or services?

01=Yes

GO TO QC4.1

02=No

GO TO QC5

03=Don't know, refuse

GO TO QC5

QC4.1

Did this help you make a decision about whether to purchase something?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QC5

QC5

Did you use the public library computer or Internet connection in the last 12 months to purchase something online?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QC6

QC6

Did you use the public library computer or Internet connection in the last 12 months to attempt to sell anything online?

01=Yes

GO TO QC6.1

02=No

GO TO QC7

03=Don't know, refuse

GO TO QC7

QC6.1

Did you sell the item(s)?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QC7

QC7

Did you use the public library computer or Internet connection in the last 12 months to look up your credit rating?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QC8

QC8

Did you use the public library computer or Internet connection in the last 12 months to learn about getting out of debt?

01=Yes

GO TO QC8.1

02=No

GO TO QC9

03=Don't know, refuse

GO TO QC9

QC8.1

Were you able to reduce or better manage your debt?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QC9

QC9

Did you use the public library computer or Internet connection in the last 12 months to learn about a new loan, or about refinancing or consolidating an old loan?

01=Ye GO TO QC9.1
02=No GO TO QC10
03=Don't know, refuse GO TO QC10

QC9.1

Did this help you get a new loan or restructure an old one?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QC10

QC10

Did you use the public library computer or Internet connection in the last 12 months to look up or monitor investment information?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES NEXT DOMAIN

B - eBusiness

QB1.1

Have you used a public library computer or Internet connection for yourself or someone else to **start or manage a business** in the past year?

01=Yes	GO TO QB1.1.2
02=No	GO TO QB1.1.1
03=Don't know, not sure	GO TO QB2
04=Refuse	NEXT DOMAIN

QB1.1.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security	
02=privacy	
03=lack of equipment	
04=limited help	
05=didn't think of it	
06=didn't have need	
07=library policies	
08=other	GO TO QB1.1.1.1

QB1.1.1.1 [45]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES	NEXT DOMAIN
---------------	-------------

QB1.1.2

Was it for yourself, someone else, or both?

01=Self only	GO TO QB2
02=Someone else only	NEXT DOMAIN
03=Both	GO TO QB2

QB1.2

Have you used a public library computer or Internet connection for yourself or someone else to **start or manage a business** in the past year?

01=Yes	GO TO QB2
02=No	GO TO QB1.2.1
03=Don't know, not sure	GO TO QB2
04=Refuse	NEXT DOMAIN

QB1.2.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security

02=privacy

03=lack of equipment

04=limited help

05=didn't think of it

06=didn't have need

07=library policies

08=other

GO TO QB1.2.1.1

QB1.2.1.1 [45]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES

NEXT DOMAIN

QB2

Did you use the public library computer or Internet connection in the last 12 months to start your own business?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QB3

QB3

Did you use the public library computer or Internet connection in the last 12 months to write a business plan?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QB4

QB4

Did you use the public library computer or Internet connection in the last 12 months to find financial support for your business from a bank or venture capital firm?

01=Yes	GO TO QB5
02=No	GO TO QB5
03=Don't know, refuse	GO TO QB5

QB5

Did you use the public library computer or Internet connection in the last 12 months to get a business license or permit?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES	GO TO QB6
---------------	-----------

QB6

Did you use the public library computer or Internet connection in the last 12 months to locate potential customers?

01=Yes	GO TO QB6.1
02=No	GO TO QB7
03=Don't know, refuse	GO TO QB7

QB6.1

Did business increase?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES	GO TO QB7
---------------	-----------

QB7

Did you use the public library computer or Internet connection in the last 12 months to learn about government contract opportunities?

01=Yes	GO TO QB7.1
02=No	NEXT DOMAIN
03=Don't know, refuse	NEXT DOMAIN

QB7.1

Did you apply for a government contract?

01=Yes GO TO QB7.1.1
02=No NEXT DOMAIN
03=Don't know, refuse NEXT DOMAIN

QB7.1.1

Did you receive a government contract?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES NEXT DOMAIN

H - Health

QH1.1

In the past 12 months, have you used a public library computer or Internet connection for yourself or someone else **for health or wellness needs?**

01=Yes GO TO QH1.1.2
02=No GO TO QH1.1.1
03=Don't know, not sure GO TO QH2
04=Refuse NEXT DOMAIN

QH1.1.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security
02=privacy
03=lack of equipment
04=limited help
05=didn't think of it
06=didn't have need
07=library policies
08=other GO TO QH1.1.1.1

QH1.1.1.1 [45]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES

NEXT DOMAIN

QH1.1.2

Was it for yourself, someone else, or both?

- | | |
|-----------------------|-------------|
| 01=Self only | GO TO H2 |
| 02=Someone else only | NEXT DOMAIN |
| 03=Both | GO TO H2 |
| 04=Don't know, refuse | GO TO H2 |
-

QH1.2

In the past 12 months, have you used a public library computer or Internet connection **for health or wellness needs?**

- | | |
|-------------------------|---------------|
| 01=Yes | GO TO QH2 |
| 02=No | GO TO QH1.2.1 |
| 03=Don't know, not sure | GO TO QH2 |
| 04=Refuse | NEXT DOMAIN |
-

QH1.2.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

- | | |
|-----------------------|-----------------|
| 01=security | |
| 02=privacy | |
| 03=lack of equipment | |
| 04=limited help | |
| 05=didn't think of it | |
| 06=didn't have need | |
| 07=library policies | |
| 08=other | GO TO QH1.2.1.1 |
-

QH1.2.1.1 [45]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES

NEXT DOMAIN

QH2

Now thinking about just your own use, did you use the public library computer or Internet connection in the past 12 months to learn about an illness, disease, or a medical condition?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QH3

QH3

Did you use the public library computer or Internet connection in the past 12 months to learn about a medical procedure?

01=Yes GO TO QH3.1
02=No GO TO QH4
03=Don't know, refuse GO TO QH4

QH3.1

Did this help you decide whether to have the medical procedure?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QH4

QH4

Did you use the public library computer or Internet connection in the past 12 months to learn about prescription or over-the-counter drugs?

01=Yes GO TO QH4.1
02=No GO TO QH5
03=Don't know, refuse GO TO QH5

QH4.1

Did this help you decide whether to use a prescription or over-the-counter drug?

01=Yes GO TO QH4.2
02=No GO TO QH4.2
03=Don't know, refuse GO TO QH4.2

QH4.2

Did you use a public library computer or Internet connection to purchase prescription or over-the-counter drugs online?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QH5

QH5

Did you use the public library computer or Internet connection in the past 12 months to learn about diet or nutrition?

01=Yes GO TO QH5.1
02=No GO TO QH6
03=Don't know, refuse GO TO QH6

QH5.1

Did this help you decide whether to make changes to your diet?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QH6

QH6

Did you use the public library computer or Internet connection in the past 12 months to learn about exercise or fitness?

01=Yes GO TO QH6.1
02=No GO TO QH7
03=Don't know, refuse GO TO QH7

QH6.1

Did this help you decide whether to make changes in your exercise habits?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QH7

QH7

Did you use the public library computer or Internet connection in the past 12 months to find an online or face-to-face support groups for a health need?

01=Yes	GO TO QH7.1
02=No	GO TO QH8
03=Don't know, refuse	GO TO QH8

QH7.1

Did you become part of a support group?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES	GO TO QH8
---------------	-----------

QH8

Did you use the public library computer or Internet connection in the past 12 months to find information about a doctor or health care provider?

01=Yes	GO TO QH8.1
02=No	GO TO QH9
03=Don't know, refuse	GO TO QH9

QH8.1

Did you make an appointment?

01=Yes	GO TO QH8.1.1
02=No	GO TO QH9
03=Don't know, refuse	GO TO QH9

QH8.1.1

Did you receive the care you needed?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES	GO TO QH9
---------------	-----------

QH9

Did you use the public library computer or Internet connection in the past 12 months to find information about health insurance or a drug discount program?

01=Yes GO TO QH9.1
02=No NEXT DOMAIN
03=Don't know, refuse NEXT DOMAIN

QH9.1

Did the information you found help you decide whether to purchase insurance or enroll in a drug discount program?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES NEXT DOMAIN

S – Social Inclusion/Entertainment

QS1.1

Have you used a public library computer or Internet connection for yourself or someone else for **social or entertainment purposes** in the last year? For example, chatting or messaging, playing games, pursuing hobbies, or surfing the Internet.

01=Yes GO TO QS1.1.2
02=No GO TO QS1.1.1
03=Don't know, not sure GO TO QS2
04=Refuse NEXT DOMAIN

QS1.1.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security
02=privacy
03=lack of equipment
04=limited help
05=didn't think of it
06=didn't have need
07=library policies

08=other

GO TO QS.1.1.1.1

QS.1.1.1.1 [45]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES

NEXT DOMAIN

QS1.1.2

Was it for yourself, someone else, or both?

01=Self only

GO TO QS2

02=Someone else only

NEXT DOMAIN

03=Both

GO TO QS2

QS1.2

Have you used a public library computer or Internet connection for **social or entertainment purposes** in the last year? For example, chatting or messaging, playing games, pursuing hobbies, or surfing the Internet.

01=Yes

GO TO QS2

02=No

GO TO QS1.2.1

03=Don't know, not sure

GO TO QS2

04=Refuse

NEXT DOMAIN

QS1.2.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security

02=privacy

03=lack of equipment

04=limited help

05=didn't think of it

06=didn't have need

07=library policies

08=other

GO TO QS1.2.1.1

QS1.2.1.1 [35]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES

NEXT DOMAIN

QS2

Now thinking about just your own use, did you use the public library computer or Internet connection in the past 12 months to communicate with friends or family?

01=Yes GO TO QS2.1

02=No GO TO QS3

03=Don't know, refuse GO TO QS3

QS2.1

Do any of them live in your local community?

01=Yes GO TO QS2.2

02=No GO TO QS2.2

03=Don't know, refuse GO TO QS2.2

QS2.2

Do any of them live outside of the United States?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES GO TO QS2.3

QS2.3

Do you communicate with them in languages other than English?

01=Yes GO TO QS2.3.1

02=No GO TO QS3

03=Don't know, refuse GO TO QS3

QS2.3.1 [65]

What are those languages? [open-ended]

[ENTER RESPONSE]

ALL RESPONSES GO TO QS3

QS3

Did you use the public library computer or Internet connection in the past 12 months to visit a social networking site, such as MySpace or FaceBook?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS4

QS4

Did you use the public library computer or Internet connection in the past 12 months to maintain a personal website or blog?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS5

QS5

Did you use the public library computer or Internet connection in the past 12 months to explore your family genealogy?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS6

QS6

There are many social or entertainment websites such as blogs, online games, YouTube, and Podcasts.

GO TO QS6.1

QS6.1

In the past year, have you visited one of these sites using a library computer or Internet connection to meet new friends?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS6.2

QS6.2

In the past year, have you visited one of these sites using a library computer or Internet connection to keep in touch with friends?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS6.3

QS6.3

In the past year, have you visited one of these sites using a library computer or Internet connection to get in touch with people you have lost contact with?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS6.4

QS6.4

In the past year, have you visited one of these sites using a library computer or Internet connection to do something online with your children, family, or friends?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS6.5

QS6.5

In the past year, have you visited one of these sites using a library computer or Internet connection to learn new skills?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS6.6

QS6.6

In the past year, have you visited one of these sites using a library computer or Internet connection to pursue a hobby?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS6.7

QS6.7

In the past year, have you visited one of these sites using a library computer or Internet connection to organize an event?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QS6.8

QS6.8

In the past year, have you visited one of these sites using a library computer or Internet connection to find support for a personal or family issue?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

NEXT DOMAIN

G - eGovernment

QG1.1

In the past 12 months, have you used a public library computer or Internet connection for yourself or someone else for getting **government or legal information or accessing government services**? For example, contacting your representative, getting a license, filing taxes, or learning about regulations.

01=Yes	GO TO QG1.1.2
02=No	GO TO QG1.1.1
03=Don't know, not sure	GO TO QG2
04=Refuse	NEXT DOMAIN

QG1.1.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security	
02=privacy	
03=lack of equipment	
04=limited help	
05=didn't think of it	
06=didn't have need	
07=library policies	
08=other	GO TO QG1.1.1.1

QG1.1.1.1 [45]

[ENTER RESPONSE TO 'OTHER']

ALL RESPONSES	NEXT DOMAIN
---------------	-------------

QG1.1.2

Was it for yourself, someone else, or both?

01=Self only	GO TO QG2
Someone else only	NEXT DOMAIN
Both	GO TO QG2

QG1.2

In the past 12 months, have you used a public library computer or website for getting **government or legal information or accessing government services**? For example, contacting your representative, getting a license, filing taxes, or learning about regulations.

01=Yes	GO TO QG2
02=No	GO TO QG1.2.1
03=Don't know, not sure	GO TO QG2
04=Refuse	NEXT DOMAIN

QG1.2.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security
02=privacy
03=lack of equipment
04=limited help
05=didn't think of it
06=didn't have need
07=library policies
08=other GO TO QG1.2.1.1

QG1.2.1.1 [45]

[ENTER RESPONSE FOR 'OTHER']

ALL RESPONSES NEXT DOMAIN

QG2

Now thinking about just your own use, did you use the public library computer or Internet connection in the past 12 months to get help from a government official or agency?

01=Yes GO TO QG2.1
02=No GO TO QG3
03=Don't know, refuse GO TO QG3

QG2.1

Were you able to get the help you needed?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QG3

QG3

Did you use the public library computer or Internet connection in the past 12 months to get government forms?

01=Yes GO TO QG3.1
02=No GO TO QG4

03=Don't know, refuse GO TO QG4

QG3.1

Did you submit these forms online?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES GO TO QG4

QG4

Did you use the public library computer or Internet connection in the past 12 months to learn about local, state, or federal laws or regulations?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES GO TO QG5

G5

Did you use the public library computer or Internet connection in the past 12 months to learn about permits or licenses?

01=Yes GO TO QG5.1

02=No GO TO QG6

03=Don't know, refuse GO TO QG6

QG5.1

Did you apply for a permit or license online?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES GO TO QG6

QG6

Did you use the public library computer or Internet connection in the past 12 months to look for advice or assistance with a legal question or problem?

01=Yes GO TO QG6.1
02=No GO TO QG7
03=Don't know, refuse GO TO QG7

QG6.1

Did you find the legal help you needed?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QG7

QG7

Did you use the public library computer or Internet connection in the past 12 months to learn about government programs or services?

01=Yes GO TO QG7.1
02=No NEXT DOMAIN
03=Don't know, refuse NEXT DOMAIN

QG7.1 [65]

What kinds of programs or services did you learn about? **[OPEN-ENDED]**

[ENTER RESPONSE]

ALL RESPONSES GO TO QG7.2

QG7.2

Did you use the library computers to apply for a government program or service?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES NEXT DOMAIN

V – Civic Engagement

QV1.1

Have you used a public library computer or Internet connection for yourself or someone else **to learn about political or social causes or to participate in community life** in the past year?

01=Yes	GO TO QV1.1.2
02=No	GO TO QV1.1.1
03=Don't know, not sure	GO TO QV2
04=Refuse	NEXT DOMAIN

QV1.1.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security	
02=privacy	
03=lack of equipment	
04=limited help	
05=didn't think of it	
06=didn't have need	
07=library policies	
08=other	GO TO QV1.1.1.1

QV1.1.1.1 [45]

[ENTER RESPONSE FOR 'OTHER']

ALL RESPONSES	NEXT DOMAIN
---------------	-------------

QV1.1.2

Was it for yourself, someone else, or both?

01=Self only	GO TO QV2
02=Someone else only	NEXT DOMAIN
03=Both	GO TO QV2

QV1.2

Have you used a public library computer or Internet connection **to learn about political or social causes or to participate in community life** in the past year?

01=Yes	GO TO QV2
02=No	GO TO QV1.2.1
03=Don't know, not sure	GO TO QV2
04=Refuse	NEXT DOMAIN

Q V1.2.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security	
02=privacy	
03=lack of equipment	
04=limited help	
05=didn't think of it	
06=didn't have need	
07=library policies	
08=other	GO TO QV1.2.1.1

QV1.2.1.1 [45]

[ENTER RESPONSE FOR 'OTHER']

ALL RESPONSES	NEXT DOMAIN
---------------	-------------

QV2

Now thinking about just your own use, did you use the public library computer or Internet connection in the past 12 months to keep up with current events through a news website?

01=Yes	
02=No	
03=Don't know, refuse	

ALL RESPONSES	GO TO QV3
---------------	-----------

QV3

Did you use the public library computer or Internet connection in the past 12 months to learn about a political activity, social cause, or political candidate?

01=Yes	GO TO QV3.1
02=No	GO TO QV4
03=Don't know, refuse	GO TO QV4

QV3.1

Did this help you decide whether to support the cause or candidate?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QV4

QV4

Did you use the public library computer or Internet connection in the past 12 months to make a donation to a political candidate or cause?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QV5

QV5

Did you use the public library computer or Internet connection in the past 12 months to learn about starting a club or non-profit association?

01=Yes

GO TO QV5.1

02=No

GO TO QV6

03=Don't know, refuse

GO TO QV6

QV5.1

Did you actually start a club or non-profit association?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QV6

QV6

Did you use the public library computer or Internet connection in the past 12 months to organize or manage activities of a club, civic group, community group, church, or non-profit association?

01=Yes

GO TO QV6.1

02=No

NEXT DOMAIN

03=Don't know, refuse NEXT DOMAIN

QV6.1

Did you use a public library computer or internet connection to interact with others about schedules or meetings for your group?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QV6.2

QV6.2

Did you use a public library computer or internet connection to promote activities or attract new members for your group?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QV6.3

QV6.3

Did you use a public library computer or internet connection look for grants or other types of funding for your group?

01=Yes GO TO QV6.3.1
02=No NEXT DOMAIN
03=Don't know, refuse NEXT DOMAIN

QV6.3.1

Did you apply for a grant or other funding?

01=Yes GO TO QV6.3.1.1
02=No NEXT DOMAIN
03=Don't know, refuse NEXT DOMAIN

QV6.3.1.1

Did you receive funding for your group?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES

NEXT DOMAIN

D - Education

QD1.1

In the past 12 months, have you used a public library computer or Internet connection for yourself or someone else **for education or learning, such as getting homework help, taking a class, or applying for school?**

01=Yes	GO TO QD1.1.2
02=No	GO TO QD1.1.1
03=Don't know, not sure	GO TO QD2
04=Refuse	NEXT DOMAIN

QD1.1.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security	
02=privacy	
03=lack of equipment	
04=limited help	
05=didn't think of it	
06=didn't have need	
07=library policies	
08=other	GO TO QD1.1.1.1

QD1.1.1.1 [45]

[ENTER RESPONSE FOR 'OTHER']

ALL RESPONSES

NEXT DOMAIN

QD1.1.2

Was it for yourself, someone else, or both?

01=Self only	IF PARENT="Y", GO TO QDP1 IF AGE>13 AND AGE<19, GO TO QDY1 IF AGE>18 AND PARENT="N", GO TO QDA1
02=Someone else only	NEXT DOMAIN
03=Both	IF PARENT="Y", GO TO QDP1 IF AGE>13 AND AGE<19, GO TO QDY1 IF AGE>18 AND PARENT="N", GO TO QDA1
Don't know, refuse	NEXT DOMAIN

QD1.2

In the past 12 months, have you used a public library computer or Internet connection **for education or learning, such as getting homework help, taking a class, or applying for school?**

01=Yes	IF PARENT="Y", GO TO QDP1 IF AGE>13 AND AGE<19, GO TO QDY1 IF AGE>18 AND PARENT="N", GO TO QDA1
02=No	GO TO QD1.2.1
03=Don't know, not sure	IF PARENT="Y", GO TO QDP1 IF AGE>13 AND AGE<19, GO TO QDY1 IF AGE>18 AND PARENT="N", GO TO QDA1
04=Refuse	NEXT DOMAIN

QD1.2.1 [23]

Was there a specific reason you didn't use the public library for these purposes? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=security	
02=privacy	
03=lack of equipment	
04=limited help	
05=didn't think of it	
06=didn't have need	
07=library policies	
08=other	GO TO QD1.2.1.1

QD1.2.1.1 [45]

[ENTER RESPONSE FOR 'OTHER']

ALL RESPONSES

NEXT DOMAIN

QDY1

Now thinking about just your own use, did you use the library computer or Internet connection in the last 12 months to do homework for a class you were taking?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QDY2

QDY2

Did you use the library computer or Internet connection in the last 12 months to do an on-line assignment or take an on-line course?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QDY3

QDY3

Did you use the library computer or Internet connection in the last 12 months to learn about admissions or financial aid for college or a career, technical, or trade school?

01=Yes

GO TO QDY3.1

02=No

GO TO QDY4

03=Don't know, refuse

GO TO QDY4

QDY3.1

What kind of school?

01=Career, technical, or trade

02=2-year school/community college

03=4-year school

ALL RESPONSES

GO TO QDY4

QDY4

Did you use the library computer or Internet connection in the last 12 months to apply for college or a career, technical, or trade school?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QDY5

QDY5

Did you use the library computer or Internet connection in the last 12 months to apply for financial aid?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

NEXT DOMAIN

QDP1

Do you have any children under the age of 5?

01=Yes

GO TO QDP1.1

02=No

GO TO QDP2

03=Refuse

GO TO QDP2

QDP1.1

Have you used a library computer or internet connection to arrange daycare for your child(ren)

01=Yes

02=No

03=Refuse

ALL RESPONSES

GO TO QDP2

QDP2

Do you have any children in elementary, junior high or middle school, or high school?

01=Yes

GO TO QDP4

02=No

GO TO QDP3

03=Refuse

GO TO QDP3

QDP3

Do you homeschool your child(ren)?

01=Yes GO TO QDP5

02=No GO TO QDA1

03=Refuse GO TO QDA1

QDP4

Now thinking about just your own use In the past 12 months, did you use the library computer or Internet connection to communicate with your child’s teachers or other people at your child’s school?

01=Yes

02=No

03=Don’t know, refuse

ALL RESPONSES GO TO QDP5

QDP5

Did you use the library computer or Internet connection to assist your child with their homework or a school project?

01=Yes

02=No

03=Don’t know, refuse

ALL RESPONSES GO TO QDP6

QDP6

Did you use the library computer or Internet connection to do an on-line assignment with your child?

01=Yes

02=No

03=Don’t know, refuse

ALL RESPONSES GO TO QDP7

QDP7

Did you use the library computer or Internet connection to learn about options for private school, college or a career, technical, or trade school for your child(ren)?

01=Yes GO TO QD7.1

02=No GO TO QD8

03=Don't know, refuse GO TO QD8

QDP7.1

What kind of school?

- 01=Private school
- 02=Career, technical, or trade school
- 03=2-year school/community college
- 04=4-year school

ALL RESPONSES GO TO QDP8

QDP8

Did you use the library computer or Internet connection to learn about financial aid for private school, college, or a career, technical, or trade school for your child(ren)?

- 01=Yes GO TO QDP8.1
 - 02=No GO TO QDA1.P
 - 03=Don't know, refuse GO TO QDA1.P
-

QDP8.1

Did you get financial aid for your child(ren)?

- 01=Yes
- 02=No
- 03=Still waiting to find out
- 04=Don't know, refuse

ALL RESPONSES GO TO QDA1.P

QDA1.P [0]

Now I'm going to ask you about your use of the library computers or Internet connection for your own educational needs.

GO TO QDA1

QDA1

Now thinking about just your own use In the past 12 months, did you use the library computer or Internet connection to learn about a degree or certificate program?

01=Yes	GO TO QDA1.1
02=No	GO TO QDA2
03=Don't know, refuse	GO TO QDA2

QDA1.1 [15]

What type of program did you learn about? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=GED program
02=Professional license or certificate
03=Two-year degree
04=Four-year degree
05=Graduate degree
06=Don't know, refuse

ALL RESPONSES	GO TO QDA2
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QDA2

In the past 12 months, did you use the library computer or Internet connection to apply for a certificate or degree program?

01=Yes	GO TO QDA2.1
02=No	GO TO QDA3
03=Don't know, refuse	GO TO QDA3

QDA2.1 [15]

What type of program was it? **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=GED program
02=Professional license or certificate
03=Two-year degree
04=Four-year degree
05=Graduate degree
06=Don't know, refuse

ALL RESPONSES	GO TO QDA2.1.1
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QDA2.1.1

Were you admitted to the program?

01=Yes
02=No
03=Still waiting to find out
04=Don't know, refuse

ALL RESPONSES GO TO QDA3

QDA3

In the past 12 months, did you use the library computer or Internet connection to apply for financial aid?

01=Yes GO TO QDA3.1
02=No GO TO QDA4
03=Don't know, refuse GO TO QDA4

QDA3.1

Did you get financial aid?

01=Yes
02=No
03=Still waiting to find out
03=Don't know, refuse

ALL RESPONSES GO TO QDA4

QDA4

In the past 12 months, did you use the library computer or Internet connection to do an on-line tutorial?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES GO TO QDA5

QDA5

In the past 12 months, did you use the library computer or Internet connection to take a class or workshop on-line?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES

GO TO QDA6

QDA6

In the past 12 months, did you use the library computer or Internet connection to complete course work for a class you were taking?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

GO TO QDA7

QDA7

In the past 12 months, did you use the library computer or Internet connection to communicate with your instructors or other people at your school about class assignments or projects?

01=Yes

02=No

03=Don't know, refuse

ALL RESPONSES

NEXT DOMAIN

Part 4. Open-ended

QE1

In the past year, have you used a library computer or Internet connection for any other purposes than the ones we have asked you about?

01=Yes

GO TO QE1.1

02=No

03=Refuse

QE1.1 [65]

What are they? [OPEN ENDED]

[ENTER RESPONSE]

ALL RESPONSES

GO TO QE2

QE2

How important are the library's computers and Internet connection to you, personally?

- 01=Very important
- 02=Important
- 03=Moderately important
- 04=Of little importance
- 05=Unimportant
- 06=Don't know, refuse

ALL RESPONSES

GO TO QE3

QE3

How important is it to you that others in your community have access to library's computers and Internet connection?

- 01=Very important
- 02=Important
- 03=Moderately important
- 04=Of little importance
- 05=Unimportant
- 06=Don't know, refuse

ALL RESPONSES

GO TO QE4

QE4

How satisfied are you with your access to computers and the Internet at the public library?

- 01=Very satisfied
- 02=Satisfied
- 03=Neither satisfied nor dissatisfied
- 04=Dissatisfied
- 05=Very dissatisfied
- 06=Don't know, refuse

ALL RESPONSES

GO TO QE5

QE5

Do you have any suggestions for how the computers or Internet connection at the public library could be changed or improved? **[OPEN-ENDED]**

- 01=More terminals
- 02=Longer session times

03=Faster connections
04=Other GO TO QE5.1
05=None

QE5.1 [65]

[ENTER RESPONSE FOR 'OTHER']

ALL RESPONSES GO TO QE6

QE6 [0]

We're just about done. I just have a few questions about you that will really help us with our research.

GO TO QZ1

Part 5. Demographics

QZ1 [5]

What is your zip code?

[ENTER RESPONSE]

IF QZ1<01001 OR QZ1>99951 GO TO CITY ELSE GO TO QZ2
[ENTER 99999 FOR DON'T KNOW OR REFUSE]

[IF DON'T KNOW]

What city and state are you in right now?

CITY [25]

[ENTER RESPONSE]

GO TO STATE

STATE

[ENTER RESPONSE]

GO TO QZ2

QZ2

Do you live in:

01=a one-family house	GO TO QZ3
02=a condo or an apartment building	GO TO QZ3
03=mobile home	GO TO QZ3
04=boat, RV, van, etc.	GO TO QZ3
05=currently homeless	GO TO QZ9
06=Other	GO TO QZ3
07=Don't know, refuse	GO TO QZ3

QZ3

Is your home:

- 01=Owned by you or someone in your household?
- 02=Rented?
- 03=Occupied without payment of rent?
- 04=Don't know, refuse

ALL RESPONSES GO TO QZ4

QZ4

How many family members are living or staying in your household? Only include married spouses, children by birth or adoption, and blood relatives. [ENTER NUMBER]

GO TO QZ5

- IF QZ4=1, **AMT3**=\$21,000
- IF QZ4=2, **AMT3**=\$28,000
- IF QZ4=3, **AMT3**=\$36,000
- IF QZ4=4, **AMT3**=\$43,000
- IF QZ4=5, **AMT3**=\$50,000
- IF QZ4=6, **AMT3**=\$57,000
- IF QZ4=7, **AMT3**=\$64,000
- IF QZ4=8, **AMT3**=\$72,000
- IF QZ4=1, **AMT1**=\$11,000
- IF QZ4=2, **AMT1**=\$14,000
- IF QZ4=3, **AMT1**=\$18,000
- IF QZ4=4, **AMT1**=\$22,000
- IF QZ4=5, **AMT1**=\$25,000
- IF QZ4=6, **AMT1**=\$29,000
- IF QZ4=7, **AMT1**=\$32,000
- IF QZ4=8, **AMT1**=\$36,000
- IF QZ4=1, **AMT5**=\$32,000

IF QZ4=2, **AMT5**=\$42,000
IF QZ4=3, **AMT5**=\$53,000
IF QZ4=4, **AMT5**=\$64,000
IF QZ4=5, **AMT5**=\$75,000
IF QZ4=6, **AMT5**=\$86,000
IF QZ4=7, **AMT5**=\$96,000
IF QZ4=8, **AMT5**=\$107,000

QZ5

Do you speak a language other than English at home?

01=Yes GO TO QZ5.1
02=No GO TO QZ6
03=Don't know, refuse GO TO QZ6

QZ5.1 [65]

What languages do you speak at home? **[OPEN-ENDED]**

[ENTER RESPONSE]

GO TO QZ6

QZ6

Is the number I dialed to reach you **[PHONE]** a cell phone?

01=Yes IF QZ4>1 GO TO QZ6.1
 IF QZ4=1 GO TO QZ7

02=No IF QZ4>1GO TO QZ6.1
 IF QZ4=1 GO TO QZ6.2

03=Refuse GO TO QZ6.1

QZ6.1

Including yourself, how many people in your household have a cell phone?

[ENTER RESPONSE]

GO TO QZ7

QZ6.2

Do you have a working cell phone?

01=Yes
02=No
03=Don't know, refuse

ALL RESPONSES

GO TO QZ7

QZ7

I would like to ask about any regular, landline telephone numbers in your household. How many different landline telephone numbers does your household have – that is, all your phone numbers other than cell phone numbers?

[ENTER NUMBER. ENTER 99 FOR 0]

IF QZ7>0 AND QZ7<>99 GO TO QZ8.1
ELSE GO TO QZ10

QZ8.1

Are any of your landline numbers used exclusively for fax machines, security systems, the Internet, or a professional business?

01=Yes GO TO QZ8.1.1
02=No GO TO QZ10
03=Don't know, refuse GO TO QZ10

QZ8.1.1

How many of your landline telephone numbers are used for incoming calls? [ENTER NUMBER]

[ENTER RESPONSE]

GO TO QZ10

QZ10

Thinking about all the different sources of income your family received in 2008, what was the combined total income from all sources before taxes and other deductions? Was it under [AMT3] or was it [AMT3] or more? [PROBE] Your best estimate is fine.

01=Under GO TO QZ10.1
02=Over GO TO QZ10.2
03=Don't know, refuse GO TO QZ11

QZ10.1

Was your household income below [AMT1]?

01=Yes

02=No

03=Don't know refuse

ALL RESPONSES

GO TO QZ11

QZ10.2

Was your household income above [AMT5]?

01=Yes

02=No

03=Don't know refuse

ALL RESPONSES

GO TO QZ11

QZ11

In the last 2 weeks, did you work for pay at a job or business?

01=Yes

GO TO QZ11.1

02=No

GO TO QZ11.4

03=Don't know, refuse

GO TO QZ11.4

QZ11.1

Are you working full-time, part-time, or temporary?

01=Full-time

02=Part-time

03=Temporary

04=Don't know, refuse

ALL RESPONSES

GO TO QZ11.2

QZ11.2

Are you:

01=an employee of a PRIVATE FOR PROFIT company or business, or of an individual, for wages, salary, or commission?

02=an employee of a PRIVATE NOT FOR PROFIT tax-exempt, or charitable organization?

03=an employee of a GOVERNMENT agency?

04=SELF-EMPLOYED in your business, professional practice, or farm?
05=Working WITHOUT PAY in a family business or farm?
06=Active duty MILITARY
07=None of those

ALL RESPONSES GO TO QZ11.3

QZ11.3 [65]

What kind of work are you doing? (**Open-ended**)

[ENTER RESPONSE]

GO TO QZ12

QZ11.4

Are you retired?

01=Yes GO TO QZ13
02=No GO TO QZ11.5
03=Refuse GO TO QZ11.5

QZ11.5

Are you a full-time homemaker?

01=Yes
02=No
03=Refuse

ALL RESPONSES GO TO QZ11.6

QZ11.6

Do you have a disability that prevents you from working?

01=Yes GO TO QZ13
02=No GO TO QZ12
03=Refuse GO TO QZ12

QZ12

Are you looking for [OTHER] work?

01=Yes

02=No
03=Refuse

ALL RESPONSES

GO TO QZ13

QZ13

What is the highest level of formal education you have completed?

01=Grade school
02=Some high school
03=High school or GED
04=Some college
05=2 year degree or career, technical, or trade school
06=4 year degree
07=Post graduate study (master's or other graduate degree)
08=Don't know, refuse

ALL RESPONSES

GO TO QZ14

QZ14

At any time in the last 3 months, have you attended school or college?

01=Yes
02=No
03=Refuse

ALL RESPONSES

GO TO QZ15

QZ15

Are you of Hispanic or Latino origin?

01=Yes
02=No
03=Refuse

ALL RESPONSES

GO TO QZ16

QZ16 [35]

What is your race? You can choose more than one. **[OPEN-ENDED]**

[READ LIST, ENTER ALL THAT APPLY]

01=American Indian or Alaska Native
02=Asian
03=Black or African American
04=Native Hawaiian or other Pacific Islander
05=White
06=Other

[SEPARATE ADDITIONAL CHOICES WITH COMMAS]

ALL RESPONSES GO TO QZ17

QZ17

Were you born in the United States?

01=Yes GO TO QZ18
02=No GO TO QZ17.1
03=Refuse GO TO QZ18

QZ17.1 [4]

When did you move here?

[ENTER RESPONSE YEAR]

ALL RESPONSES GO TO PAGE Z17.2

QZ17.2

Are you a U.S. citizen?

01=Yes GO TO QZ17.2.1
02=No GO TO QZ18
03=Refuse GO TO QZ18

QZ17.2.1

How did you become a U.S. citizen?

01=Naturalized
02=Through you or your spouse's military service
03=Adopted or born of U.S. citizen parents
04=Don't know, refuse

ALL RESPONSES GO TO QZ18

QZ18

What is your gender?

01=Male

02=Female

ALL RESPONSES

GO TO QZ19

QZ19

Those are all the questions I have for you. Thank you very much for participating. If you have any further questions about the study, you may visit our website or contact Dr. Karen Fisher or the University of Washington. Would you like that information now?

01=Yes

02=No

[If YES] Our website is impact.ischool.washington.edu. You can reach Dr. Fisher at 206-543-6238 and if you have questions about your rights as a participant in this study or about the Human Subjects review process for this study, you may contact the University of Washington Human Subjects Division at 206-543-0098.

Thank you for your time. Goodbye.

Telephone Survey Appendix

	2008 Poverty Guidelines,* rounded up to nearest thousand				
	100%	150%	200%	250%	300%
FAMSIZE	AMT1	AMT2	AMT3	AMT4	AMT5
1	11000	16000	21000	26000	32000
2	14000	21000	28000	35000	42000
3	18000	27000	36000	44000	53000
4	22000	32000	43000	53000	64000
5	25000	38000	50000	62000	75000
6	29000	43000	57000	71000	86000
7	32000	48000	64000	80000	96000
8	36000	54000	72000	89000	107000

*From US. Health & Human Services Computations for the 2008 Annual Update of the HHS Poverty Guidelines for the 48 Contiguous States and the District of Columbia. Available at:

<http://aspe.hhs.gov/poverty/08computations.shtml#fd>