

# Appendix 5: Web Survey Instrument

## Introductory script:

Your library is participating in a public library research study being conducted by the University of Washington. **Your responses will help us evaluate and improve library computer services all over the country.** The survey will ask you some simple questions about how you use your library's computers, website, databases, Internet connections, and other electronic resources, and how this may have helped you in your life.

This research is sponsored by the Bill & Melinda Gates Foundation. Your library was randomly selected for participation in our survey.

This is a confidential survey. All questions are optional, so you are free not to answer any questions you do not want to answer. We expect completing the survey will take 10-15 minutes.

[[Button]] Next

## PART 1: Qualifying questions

**“Thank you for agreeing to take this survey!**

**First we have some general questions about how you use the public library.”**

- Q1 What year were you born?  
[If 14 years or older, GO TO Q2]  
[If younger than 14 years] Sorry! You have to be older than 14 to complete this survey.  
Thank you for your time. [End survey]
- Q2 How did you access this survey?
1. Through a public access computer in a public library
  2. Through my own computer at home
  3. Through a public library wireless Internet connection on my own computer
  4. Through a computer at school
  5. Through a computer at work
  6. Other [Short open-end]
- Q3 In the past 12 months, how often have you **visited a public library or bookmobile?**
1. Every day or most days
  2. At least once a week
  3. About 1-3 times a month
  4. Less than once a month, but more than once a year
  5. About once a year or less often
  6. Never
- Q4 In the past 12 months, how often 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?

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

Q5 In the past 12 months, how often have you **used a computer in a public library to access the Internet?**

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

Q6 In the past 12 months, how often have you **used a public library wireless network to connect to the Internet** using your own computer?

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

Q7 In the past 12 months, how often 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?

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

Q8 Have you **used a handheld mobile device** like a cell phone, Blackberry, or iPhone to **access library resources?**

Q9 Do you currently have **regular access** to a computer and the Internet for your **personal use** somewhere other than the public library? Check all that apply. [MULTIPLE CHECK BOX]

1. Home
2. School
3. Work
4. A community center
5. Other

6. The public library is my only access

[If answered NEVER (6) on Q5 AND Q6, GO TO E2]

**PART 2: General use questions**

U1 In the past 12 months, have you **used a public library computer or Internet connection while traveling?**

U2 Have you **participated in computer-related training or classes**, like how to use computer software or search the Internet, **at your public library** in the past 12 months?

U3 In the past 12 months, have you **gotten help from library staff or volunteers** for any of these purposes? Select all that apply. [MULTI CHECK]

1. Use the library's computer equipment
2. Connect to the library's wireless service
3. Find a specific website
4. Find information the library website
5. Use a word processing or spreadsheet programs like Word or Excel
6. Print or save files
7. Other types of help
8. I have not gotten help from library staff or volunteers

U4 Sometimes people use computers and the Internet to **help other people**, like looking up an answer to a question for someone or helping them do email.

In the past 12 months, have you **used a public library computer or Internet connection to help** any of these people? Select all that apply. [MULTI CHECK]

1. Family member (parent/child/spouse) 1.
2. Friend
3. Work related (boss/co-worker)
4. Stranger (being good Samaritan)
5. Someone else
6. I haven't helped anyone using a public library computer or Internet connection

U5 [If 18+] Do you have any children under 18 years old in your household?  
[If YES, qualify PARENT] U5.1 How old are they? [5 AGE PULL-DOWNS 1-17 / Set 1<sup>st</sup> to 1, others at N/A]  
U5.2 Have/has your child(ren) **used the public library's free Internet computers** in the past year?  
U5.3 Have you allowed your child(ren) to use the library computers when you are not at the library with them?

U6 [If 14-17 years old] In the past year, have you used a computer at the library without your

parents or a guardian being with you?

U7 In the past year, how often have you **used a public library computer or Internet connection to check or send email?**

1. Every day or most days
2. At least once a week
3. About 1-3 times a month
4. Less than once a month, but more than once a year
5. About once a year or less often
6. Never

**[Go to PART 3]**

**PART 3: Domain specific questions**

“These next questions are about some specific ways you might use the library’s computers and Internet connections. **Your answers will help librarians know what kind of resources they should offer to patrons.**”

These questions are only about things you’ve done with library computers or Internet connections in the past 12 months.”

[The following sections should be asked in random order. When all sections have been completed, ask the Demographic questions.]

EMPLOYMENT indicator questions

[BANNER on top of every page in DOMAIN] **Employment**

**[If U4 ANY Positive]**

M1.1 Have you used a public library computer or Internet connection for yourself or someone else for **employment or career purposes** in the past year?

For example:

- Looking for work
- Writing a resume
- Getting job-training

[If NO] M1.1.1 Was there a specific reason you didn’t use the public library for employment or career purposes? Select all that apply. [Check boxes/multiple answers]

1. Didn’t have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reasons

[GO TO next domain]

[If YES] M1.1.2 Was it for yourself, someone else, or both?

1. Self only
2. Someone else only
3. Both

[If for SELF or BOTH] **Now think about just your own use.**[GO TO M2]  
[If for SOMEONE ELSE ONLY, GO TO next domain]

**[If U4 NEVER 1-5 (ALL Questions)]**

M1.2 Have you used a public library computer or Internet connection for **employment or career purpose** in the past year?

For example:

- Looking for work
- Writing a resume
- Getting job-training

[If NO] M1.2.1 Was there a specific reason you didn't use the public library for employment or career purposes? Select all that apply. [Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reasons

[GO TO next domain]

[If YES, GO TO M2]

M2 Did you use the public library computer or Internet connection in the last 12 months to search for a **job opening** or career opportunity?

[If YES] M2.1 Did you fill out a job application or send a résumé using the library computers or Internet connection?

[If YES] M2.2 Did you get a job interview?

1. Yes
2. No
3. Not yet/still waiting to find out

[If YES] M2.3 Did you get hired?

1. Yes
2. No
3. Not yet/still waiting to find out

Did you use a public library computer or Internet connection in the last 12 months to:

M3 work-on a **résumé**?

M4 receive **training to build skills** related to your job or profession?

M5 Did you use a public library computer or Internet connection in the past 12 months to do **research or find information related to your job or profession**?

eCOMMERCE indicator questions

[BANNER on top of every page in DOMAIN] **eCommerce**

**[If YES on U4]**

C1.1 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?**

For example:

- Banking
- Buying or selling something
- Paying bills

[If NO] C1.1.1 Was there a specific reason you didn't use the public library for commercial needs or to manage your finances? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES] C1.1.2 Was it for yourself, someone else, or both?

1. Self only
2. Someone else only
3. Both

[If for SELF or BOTH] **Now think about just your own use. [GO TO M2]**

[If for SOMEONE ELSE ONLY, GO TO next domain]

**[If NO on U4]**

C1.2 In the past 12 months, have you used a public library computer or Internet connection for **commercial needs or to manage your finances?**

For example:

- Banking
- Buying or selling something
- Paying bills

[If NO] C1.2.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES GO TO C2]

Did you use a public library computer or Internet connection in the last 12 months to:

C2 do on-line banking?

- C3 pay bills?
- C4 look-up or monitor investment information?
- C5 gather information about or compare products or services?
- C6 purchase something online?
- C7 attempt to sell anything online?
- C8 look up your credit rating?
- C9 learn about a new **loan or refinancing** or consolidating an old loan?
- C10 learn about getting out of debt?  
  - [If YES] C10.1 Were you able to reduce or better manage your debt?

eBUSINESS indicator questions

[BANNER on top of every page in DOMAIN] **eBusiness**

**[If YES on U4]**

B1.1 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?

[If NO] B1.1.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
4. Other reason

[GO TO next domain]

[If YES] B1.1.2 Was it for yourself, someone else, or both?

1. Self only
2. Someone else only
3. Both

[If for SELF or BOTH] **Now think about just your own use.** [GO TO B2]

[If for SOMEONE ELSE ONLY, GO TO next domain]

**[If NO on U4]**

B1.2 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?

[If NO] B1.2.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy

4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES, GO TO B2]

Did you use a public library computer or Internet connection in the last 12 months to:

B2 **start your own business?**

B3 **write a business plan?**

B4 find **financial support** for your business from a bank or venture capital firm?

B5 get a **business license or permit?**

B6 locate potential customers?

B6.1 Did business increase?

B7 In the past year, did you use a public library computer or Internet connection to learn about **government contract** opportunities?

[If YES] B7.1 Did you apply for a government contract using a library computer or Internet connection?

[If YES] B7.2 Did you receive a government contract?

HEALTH indicator questions

[BANNER on top of every page in DOMAIN] **Health & wellness**

**[If YES on U4]**

H1.1 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?**

[If NO] H1.1.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES] H1.1.2 Was it for yourself, someone else, or both?

1. Self only
2. Someone else only
3. Both

[If for SELF or BOTH] **Now think about just your own use.** [GO TO H2]

[If for SOMEONE ELSE ONLY, GO TO next domain]



**[If NO on U4]**

H1.2 In the past 12 months, have you used a public library computer or Internet connection **for health or wellness needs?**

[If NO] H1.2.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply. **[Check boxes/multiple answers]**

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES, GO TO H2]

Did you use the public library computer or Internet connection in the past 12 months to:

H2 learn about an **illness, disease, or a medical condition?**

H3 learn about a **medical procedure?**

H4 find an **online or face-to-face support groups for a health need?**

H5 learn about **prescription or over-the-counter drugs?**

[If YES] H5.1 Did using the public library computer or Internet connection help you decide whether to use a prescription or over-the-counter drug?

[If YES] H5.2 Did you use a public library computer or Internet connection to purchase prescription or over-the-counter drugs online?

H6 Did you use the public library computer or Internet connection in the past 12 months to learn about **diet or nutrition?**

[If YES] H6.1 Did this help you decide whether to make changes to your diet?

H7 Did you use the public library computer or Internet connection in the past 12 months to learn about **exercise or fitness?**

[If YES] H7.1 Did this help you decide whether to make changes in your exercise habits?

H8 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?**

[If YES] H8.1 Did you make an appointment?

[If YES] H8.1.1 Did you receive the care you needed?

H9 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?**

[If YES] H9.1 Did the information you found help you decide whether to purchase insurance or enroll in a drug discount program?

SOCIAL INCLUSION/ENTERTAINMENT indicator questions

[BANNER on top of every page in DOMAIN] **Social inclusion & entertainment**

**[If YES on U4]**

S1.1 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
- Surfing the Internet

[If NO] S1.1.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply. [Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES] S1.1.2 Was it for yourself, someone else, or both?

1. Self only
2. Someone else only
3. Both

[If for SELF or BOTH] **Now think about just your own use. [GO TO S2]**

[If for SOMEONE ELSE ONLY, GO TO next domain]

**[If NO on U4]**

S1.2 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
- Surfing the Internet

[If NO] S1.2.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES, GO TO S2]

S2 Did you use the public library computer or Internet connection in the past 12 months to

**communicate with friends or family?**

[If YES] S2.1 Do any of them live in your local community?

[If YES] S2.2 Do any of them live outside of the United States?

[If YES] S2.3 Do you communicate with them in languages other than English?

Did you use the public library computer or Internet connection in the past 12 months to:

S3 visit a **social networking site**, such as MySpace or FaceBook?

S4 maintain a **personal website or blog**?

S5 explore your **family genealogy**?

S6 There are many **social or entertainment websites** such as blogs, online games, YouTube, and Podcasts. In the past year, **have you visited one of these sites** using a library computer or Internet connection for any of these reasons? Select all that apply. [MULTI CHECK]

1 Meet new friends

2 Keep in touch with friends

3 Get in touch with people you have lost contact with

4 Do something online with your children, family, or friends

5 Learn new skills

6 Pursue a hobby

7 Organize an event

8 Find support for a personal or family issue

9. I haven't used the library computers or Internet connection for any of these purposes.

eGOVERNMENT indicator questions

[BANNER on top of every page in DOMAIN] **eGovernment**

**[If YES on U4]**

G1.1 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
- Learning about regulations

[If NO] G1.1.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need

2. Security

3. Privacy

4. Lack of equipment

5. Limited help

6. Library policies

7. Other reason

[Go to next domain]

[If YES] G1.1.2 Was it for yourself, someone else, or both?

1. Self only
2. Someone else only
3. Both

[If for SELF or BOTH] **Now think about just your own use. [GO TO G2]**

[If for SOMEONE ELSE ONLY, GO TO next domain]

G1.2 In the past 12 months, have you used a public library computer or Internet connection for getting **government or legal information or accessing government services?**

For example:

- Contacting your representative
- Getting a license
- Filing taxes
- Learning about regulations

[If NO] G1.2.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply. [Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[If YES, GO TO G2]

G2 In the past 12 months did you use the public library computer or Internet connection to **get help from a government official or agency?**

[If YES] G2.1 Were you able to get the help you needed?

G3 In the past 12 months did you use the public library computer or Internet connection to **get government forms?**

[If YES] G3.1 Did you submit these forms online?

G4 In the past 12 months did you use the public library computer or Internet connection to **learn about local, state, or Federal laws or regulations?**

G5 In the past 12 months did you use the public library computer or Internet connection to **learn about permits or licenses?**

[If YES] G5.1 Did you apply for a permit or license online?

G6 In the past 12 months did you use the public library computer or Internet connection to **look for advice or assistance with a legal question or problem?**

[If YES] G6.1 Did you find the legal help you needed?

G7 In the past 12 months did you use the public library computer or Internet connection to **learn about government programs or services?**

[If YES] G7.1 What kinds of programs or services did you learn about? Select all that apply.

[MULTI CHECK]

1. Medicare or other government health insurance
2. Social Security
3. Unemployment benefits
4. Disaster relief
5. Educational benefits
6. Military service
7. Other programs or services [Short open ended]

[If YES] G7.2 Did you use the library computers to apply for a program or service?

CIVIC ENGAGEMENT indicator questions

[BANNER on top of every page in DOMAIN] **Civic engagement**

**[If YES on U4]**

V1.1 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 12 months?

[If NO] V1.1.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES] V1.1.2 Was it for yourself, someone else, or both?

1. Self only
2. Someone else only
3. Both

[If for SELF or BOTH] **Now think about just your own use.[Go to V2]**

[If for SOMEONE ELSE ONLY, GO TO next domain]

**[If NO on U4]**

V1.2 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?

[If NO] V1.2.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES, GO TO V2]

Did you use the public library computer or Internet connection in the past 12 months to:

V2 keep up with current events through a news website?

V3 learn about a political activity, social cause, or political candidate?

[If YES] V3.1 Did this help you decide whether to get involved with the cause or candidate?

V4 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?**

V5 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?**

[If YES] V5.1 Did you actually start a club non-profit association?

V6 Did you use the public library computer or Internet connection in the past 12 months **organize or manage activities of a club, civic group, community group, church, or non-profit association?**

[If YES] Did you use a public library computer or Internet connection to:

V6.1 interact with others about **schedules or meetings** for your group?

V6.2 **promote activities** or attract new members for your group?

V6.3 look for **grants or other types of funding** for your group?

[If YES] V6.3.1 Did you apply for a grant or other funding?

[If YES] V6.3.1.1 Did you receive funding for your group?

EDUCATION indicator questions

[BANNER on top of every page in DOMAIN] **Education & learning**

**[If YES on U4]**

D1.1 In the past 12 months, have you used a public library computer or Internet connection for yourself or someone else for **education or learning?**

For example:

- Getting homework help
- Taking a class
- Applying for school

[If NO] D1.1.1 Was there a specific reason you didn't use the public library for these purposes? Select all that apply.[Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other reason

[GO TO next domain]

[If YES] D1.1.2 Was it for yourself, someone else, or both?

[If for SELF or BOTH]**Now think about just your own use.**

**[If YES and user is between the ages of 14 and 17, GO TO question DY1]**

**[If YES and user is a PARENT, GO TO DP1]**

**[If YES and user is 18+ but not parent, GO TO DA1]**  
[If for SOMEONE ELSE ONLY, GO TO next domain]

**[If NO on U4]**

D1.2 In the past 12 months, have you used a public library computer or Internet connection for **education or learning?**

For example:

- Getting homework help
- Taking a class
- Applying for school

[If NO] D1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Check boxes/multiple answers]

1. Didn't have need
2. Security
3. Privacy
4. Lack of equipment
5. Limited help
6. Library policies
7. Other [LONG BLANK]

**[If YES and user is between the ages of 14 and 17, GO TO question DY1]**

**[If YES and user is a PARENT, GO TO DP1]**

**[If YES and user is 18+, GO TO DA1]**

*Questions for youth*

Did you use the library computer or Internet connection in the last 12 months to:

DY1 do homework for a class you were taking?

DY2 do an on-line assignment or take an on-line course?

DY3 learn about admissions or financial aid for college or a career, technical, or trade school?

DY4 apply for college or a career, technical, or trade school?

DY5 apply for financial aid ?

[GO TO next domain]

*Questions for parents*

DP1 Do you have any children under the age of 5?

[If YES] DP1.1 Have you used a library computer or Internet connection to arrange daycare for your child(ren)

DP2 Do you have any children in elementary, junior high or middle school, or high school?

[If YES, GO TO DP4]

[If NO, GO TO DP3]

DP3 Do you homeschool your child(ren)?

[If YES, GO TO DP5]

[If NO, GO TO DA1]

In the past 12 months, did you use the library computer or Internet connection to...

DP4 **communicate with your child's teachers** or other people at your child's school?

DP5 **assist your child with their homework** or a school project?

DP6 **do an on-line assignment** with your child?

DP7 **learn about options for private school, college, or a career, technical, or trade school** for your child(ren)?

DP8 **learn about financial aid** for private school, college, or a career, technical, or trade school for your child(ren) in the past year?

[If YES] DP8.1 Did you get financial aid for your child(ren)?

1. Yes
2. No
3. Still waiting to find out

**These next questions are about your use of the library computers or Internet connection for your own educational needs.**

[GO TO DA1]

*Questions for adults*

DA1 In the past 12 months, did you use the library computer or Internet connection to **learn about a degree or certificate program**?

[If YES] DA1.1 What type of program did you learn about? Select all that apply. [MULTI CHECK]

1. GED program
2. Professional license or certificate
3. Two-year degree
4. Four-year degree
5. Graduate degree

DA2 Did you use a library computer or Internet connection to **apply for a certificate or degree program** in the past 12 months? Select all that apply. [MULTI CHECK]

[If YES] DA2.1 What type of program was it?

1. GED program
2. Professional license or certificate
3. Two-year degree
4. Four-year degree
5. Graduate degree

[If YES] DA2.1.1 Were you admitted to the program?

1. Yes
2. No
3. Still waiting to find out



Did you use the library computer or Internet connection in the last 12 months to:

DA3 do an on-line tutorial?

DA4 take an on-line class or workshop?

DA5 complete course work for a class you were taking?

DA6 communicate with your instructors or other people at your school about class assignments or projects?

DA7 apply for financial aid?

[If YES] DA7.1 Did you get financial aid?

1. Yes
2. No
3. Still waiting to find out

**PART 4: Open-ended section**

E1 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? **(LONG open-ended)**

E2 How important are the library's computers and Internet connection to you, personally?

1. Very important
2. Important
3. Moderately important
4. Of little importance
5. Unimportant

E3 How important is it to you that others in your community have access to library's computers and Internet connection?

1. Very important
2. Important
3. Moderately important
4. Of little importance
5. Unimportant

E4 How satisfied are you with your access to computers and the Internet at the public library?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

E5 Do you have any suggestions for how the computers or Internet connection at the public library could be changed or improved? **(LONG open-ended)**

[BANNER] CLOSING

## PART 5: Demographic section

- Z1 What is your zip code? [SHORT open-ended]  
Or, what city and state are you in right now? [City SHORT open-end/State pull-down]
- Z2 Do you live in:
1. a one-family house
  2. an apartment building
  3. mobile home
  4. boat, RV, van, etc.
  5. currently homeless
- [If 1-4, GO TO Z3; If 5 (**HOMELESS**), GO TO Z9]
- Z3 Is your home:
1. Owned by you or someone in your household?
  2. Rented?
  3. Occupied without payment of rent?
- Z4 How many family members are living or staying in your household? Only include married spouses, children by birth or adoption, and blood relatives. [Pull-down 1-8+]
- Z5 Do you speak a language other than English at home?  
[If YES] Z5.1 What languages do you speak at home? Select all that apply [MULTI-CHECK]
1. Spanish
  2. European languages
  3. Asian and Pacific Island languages
  4. African languages
  5. Other languages
- Z6 Including yourself, how many people in your household have a working cell phone? [PULL-DOWN 0-8+]
- Z7 Do you have a landline number in your household for incoming telephone calls? Don't include landline numbers used exclusively for fax machines, security systems, the Internet, or a professional business.
- Z10 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? Your best estimate is fine. Was it: [REFERENCE Z4 (FAMILY SIZE)]
1. [0 to AMT 1]
  2. [AMT 1+1 to AMT2]
  3. [AMT 2 +1to AMT 3]
  4. [AMT 3+1 to AMT 4]
  5. [AMT 4+1 to AMT 5]
  6. [AMT 5 +] or more
- Z11 In the last 2 weeks, did you work for pay at a job or business?

[If YES] Z11.1 What is your employment status? Check all that apply [MULTI CHECK]

1. Full-time
2. Part-time
3. Temporary

[If YES] Z11.2 Are you:

1. an employee of a **private for profit** company or business?
2. an employee of a **private not for profit** tax-exempt, or charitable organization?
3. an employee of a **government** agency?
4. **self-employed** in your business, professional practice, or farm?
5. **working without pay** in a family business or farm?

[If NO] Z11.3 Are you a full-time homemaker?

[If NO] Z11.4 Are you retired?

[If NO] Z11.5 Do you have a disability that prevents you from working?

Z12 Are you currently looking for work?

Z13 What is the highest level of formal education you have completed?

1. Grade school
2. Some high school
3. High school or GED
4. Some college
5. 2 year degree or career, technical, or trade school
6. 4 year degree
7. Post graduate study

Z14 At any time in the last 3 months, have you attended school or college?

Z15 Are you of Hispanic, Latino, or Spanish origin?

Z16 What is your race? You can choose more than one. [MULTIPLE CHECK BOX]

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian or other Pacific Islander
5. White

Z17 Were you born in the United States?

[If NO] Z17.1 When did you move here? [YEAR]

[If NO] Z17.2 Are you a U.S. citizen?

[If YES] Z16.2.1 How did you become a U.S. citizen?

1. Naturalized
2. Through you or your spouse's military service
3. Adopted or born of U.S. citizen parents

Z18 What is your gender?

1. Male
2. Female

Z19 “Those are all the questions we have for you. Thank you very much for participating. If you have any further questions about the study, you may visit our website at <http://impact.ischool.washington.edu> or contact Dr. Karen Fisher at 206-543-6238.

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!

[BUTTON] Close window.

	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>