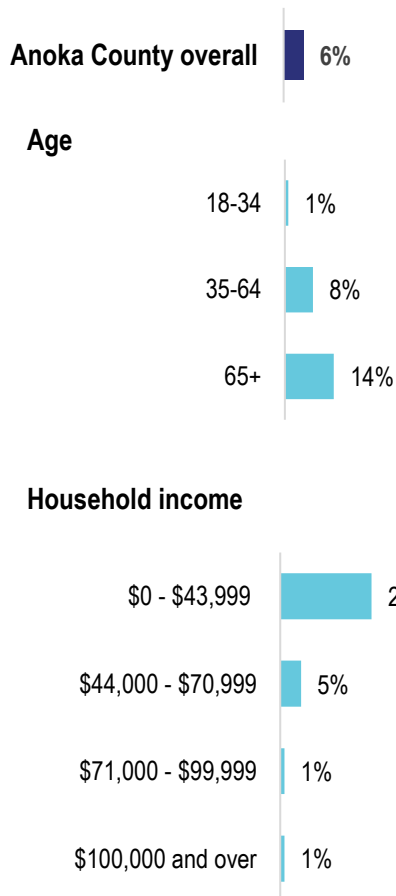# Library Technology and Digital Services Survey

Key Findings for Anoka County Library

In spring 2022, the Metropolitan Library Service Agency (MELSA) contracted with Wilder Research to conduct a survey of adults in the 7-county Twin Cities metropolitan area to learn more about their technology and digital service needs and the use of these services at local public libraries. MELSA and eight Twin Cities metropolitan area library systems will use the survey findings to inform their technology and digital services. The survey was sent to a representative sample of 20,800 residents from the metropolitan area. A total of 3,230 residents completed the survey for a response rate of 16%. Of the 2,434 households sampled in Anoka County, 354 residents completed the survey for a response rate of 15%. Survey results are weighted by population demographics, making them statistically representative of the adult population. Below are the key findings from the survey. We highlighted items where there was a difference of 10 percentage points between demographic groups. Comparisons by key demographics could not be made for every survey question due to a small number of responses for particular groups in some cases.

Internet access

6% of respondents report slow, unreliable, or no internet access at home.

1. **Percentage of respondents with slow, unreliable, or no internet access at home**

Anoka County overall ▊ 6%

Age

18-34 | 1%

35-64 ▊ 8%

65+ ▊ 14%

Household income

$0 - $43,999 ▊ 22%

$44,000 - $70,999 ▊ 5%

$71,000 - $99,999 | 1%

$100,000 and over | 1%

For respondents with slow, unreliable, or no internet access at home, 4% said they use the library to access the internet.
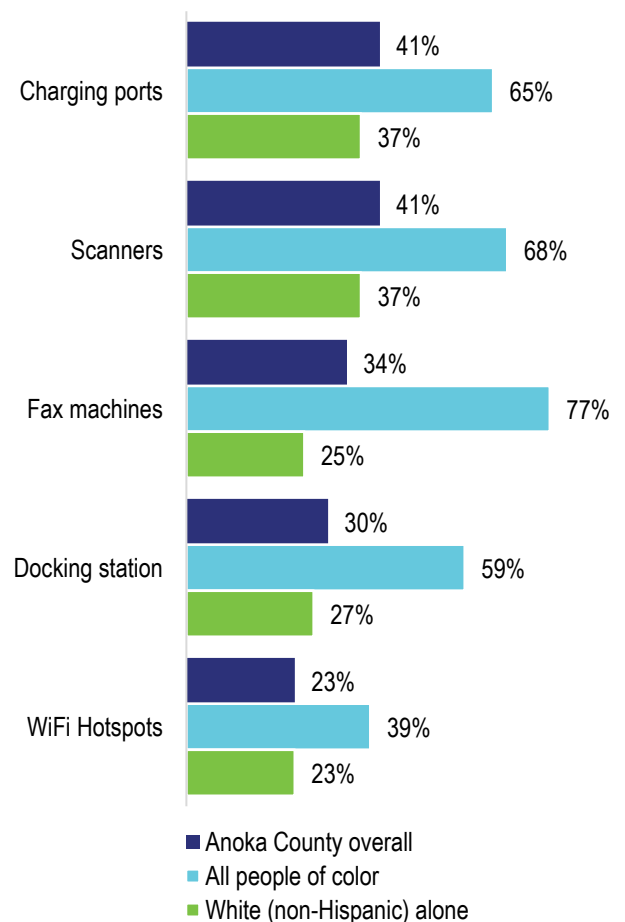
Existing services

Survey respondents are overwhelmingly satisfied with existing digital and technology services at the library.
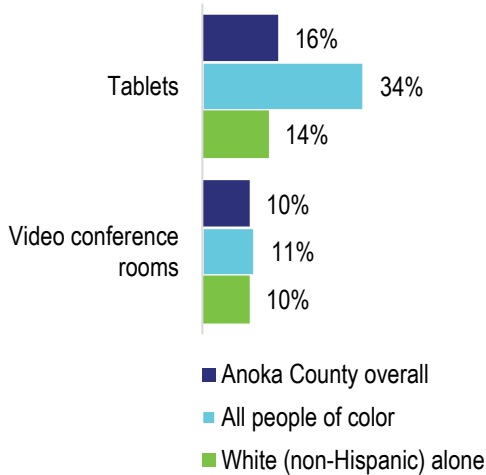
Over 95% of Anoka County respondents reported satisfaction with library digital and technology services, including computers, internet access (Wi-Fi), printers, eCollection, online research tools, and technology support from library staff.

From a list of possible services at the library, the highest percentage of respondents said they would be interested in accessing charging ports (41%), scanners (41%), fax machines (34%), and docking stations (30%). A higher proportion of respondents of color said they would use these services compared to White (non-Hispanic) respondents, with the exception of video conferencing rooms.

2. **Interest in use of library resources (if available) by race**

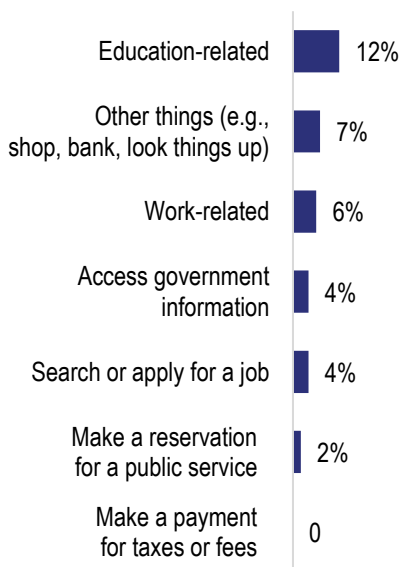**Charging ports**
- 41%
- 65%
- 37%

Scanners
- 41%
- 68%
- 37%

Fax machines
- 34%
- 77%
- 25%

Docking station
- 30%
- 59%
- 27%

WiFi Hotspots
- 23%
- 39%
- 23%

■ Anoka County overall
■ All people of color
■ White (non-Hispanic) alone

Tablets
- Anoka County overall: 16%
- All people of color: 34%
- White (non-Hispanic) alone: 14%

Video conference rooms
- Anoka County overall: 10%
- All people of color: 11%
- White (non-Hispanic) alone: 10%

■ Anoka County overall
■ All people of color
■ White (non-Hispanic) alone

Online activities

From a list of seven possible online activities, the most common activities at the library in the past 12 months were education-related tasks (e.g., doing homework, taking a class; 12%).

3. **Common online activities at the library in the past 12 months**

- Education-related: 12%
- Other things (e.g., shop, bank, look things up): 7%
- Work-related: 6%
- Access government information: 4%
- Search or apply for a job: 4%
- Make a reservation for a public service: 2%
- Make a payment for taxes or fees: 0

Looking at the age of respondents, 31% of those age 18-34 reported going online at the library for education-related activities compared to 6% or less of older respondents.
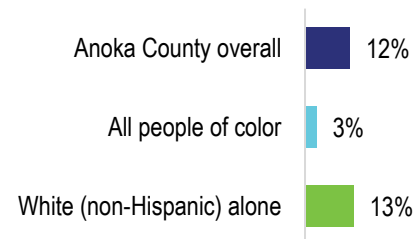
Remote work and distance learning

12% of respondents reported using the library for remote work or distance learning in the past six months.

Of those who used the library for remote work or distance learning in the past six months, 3% said they used the library for that purpose at least once a week.

A higher proportion of White (non-Hispanic) respondents used the library for remote work or distance learning compared with respondents of color.

4. **Use of library for remote work or distance learning in the past 6 months by race**

- Anoka County overall: 12%
- All people of color: 3%
- White (non-Hispanic) alone: 13%

When asked what would help them work remotely or participate in distance learning, the largest proportion of respondents reported:

22% Free or low-cost printing, faxing, and scanning

14% High-speed internet connection

13% Private work space

Support

The largest proportion of respondents want help with:
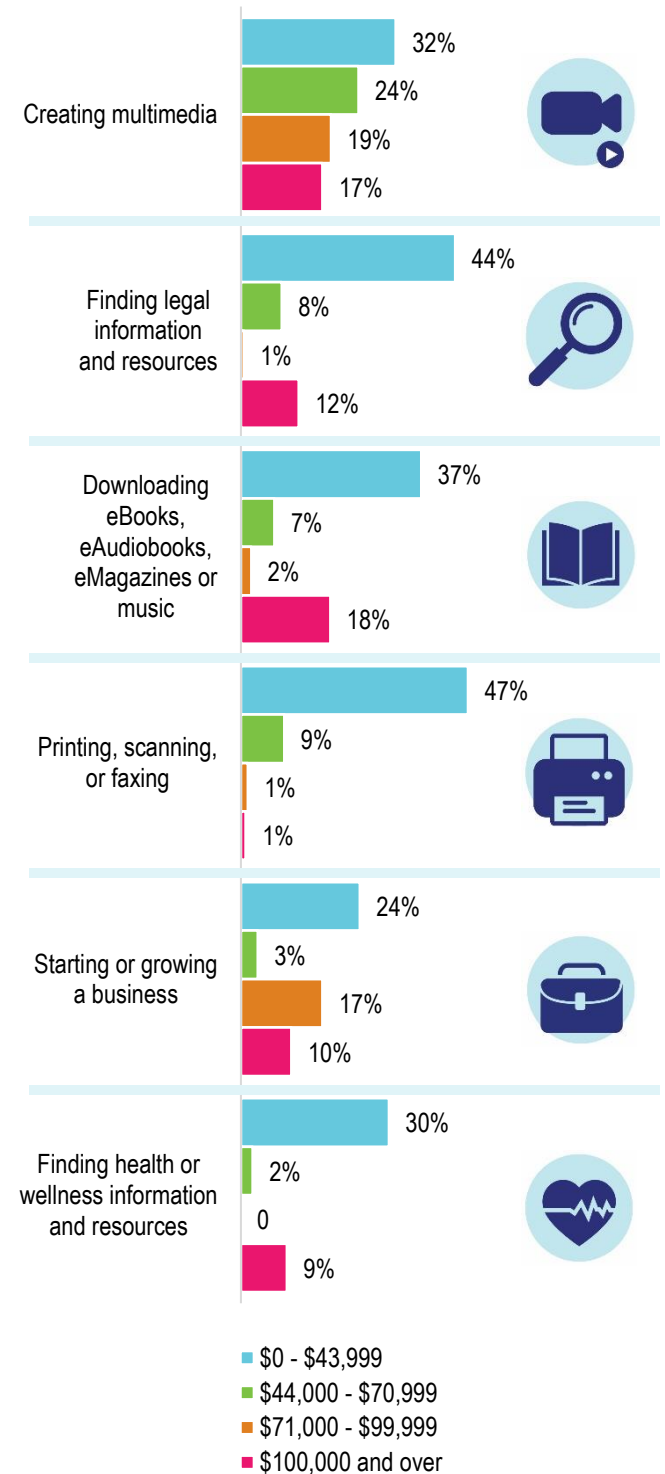
19% Creating multimedia

13% Finding legal information and resources

12% Downloading eBooks, eAudiobooks, eMagazines, or music

Respondents with lower household incomes (less than $44,000) were more likely to report a need for help with a variety of computer skills or activities compared to respondents with higher incomes.

5. Desired support for computer skills or activities by household income

Creating multimedia
- 32%
- 24%
- 19%
- 17%

Finding legal information and resources
- 44%
- 8%
- 1%
- 12%

Downloading eBooks, eAudiobooks, eMagazines or music
- 37%
- 7%
- 2%
- 18%

Printing, scanning, or faxing
- 47%
- 9%
- 1%
- 1%

Starting or growing a business
- 24%
- 3%
- 17%
- 10%

Finding health or wellness information and resources
- 30%
- 2%
- 0
- 9%

- $0 - $43,999
- $44,000 - $70,999
- $71,000 - $99,999
- $100,000 and over