

# Library Technology and Digital Services Survey

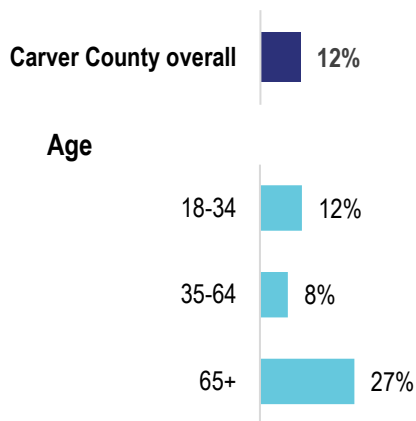
## Key Findings for Carver County Library

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 1,800 households sampled in Carver County, 343 residents completed the survey for a response rate of 19%. 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.

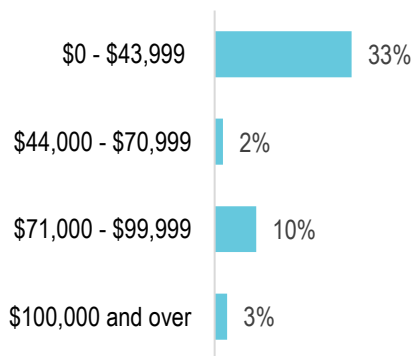
## Internet access

12% of respondents report slow, unreliable, or no internet access at home.

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



### Household income



For respondents with slow, unreliable, or no internet access at home, 8% said they use the library to access the internet.

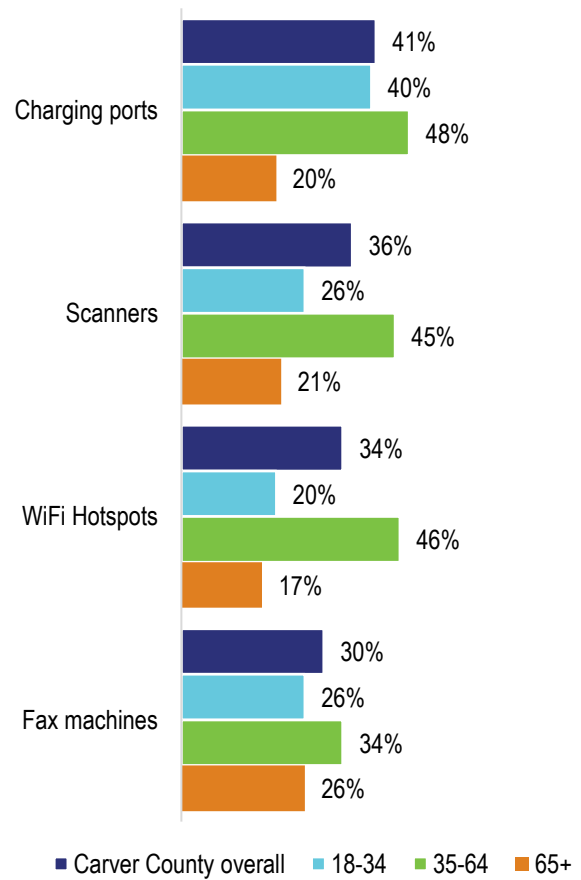
## Existing services

Survey respondents are overwhelmingly satisfied with existing digital and technology services at the library.

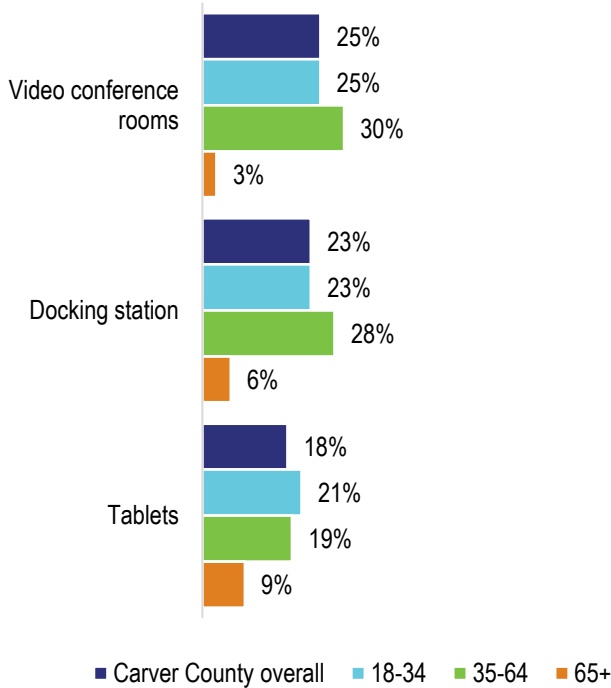
Over 90% of Carver County respondents reported satisfaction with library digital and technology services, including computers, internet access (Wi-Fi), printers, eCollection, online research tools, and technology support from library staff.

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 (36%), WiFi Hotspots (34%), and fax machines (30%). In general, adults age 35-64 indicated the most demand for additional library technology services.

### 2. Interest in use of library resources (if available) by age



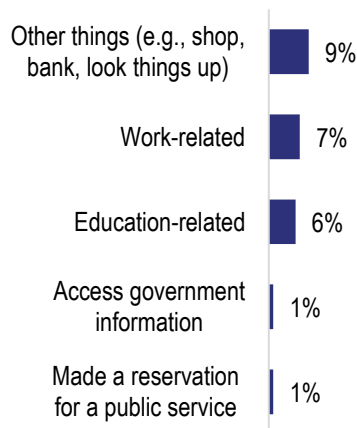
2. Use of library resources (if available) by age (cont.)



## Online activities

From a list of seven possible online activities, respondents most commonly report using the library for education and work-related tasks (6-7%), and other things, such as shopping and banking (9%). Less than 1% of respondents said they had searched or applied for a job or made a payment for taxes or fees.

2. Common online activities at the library in the past 12 months



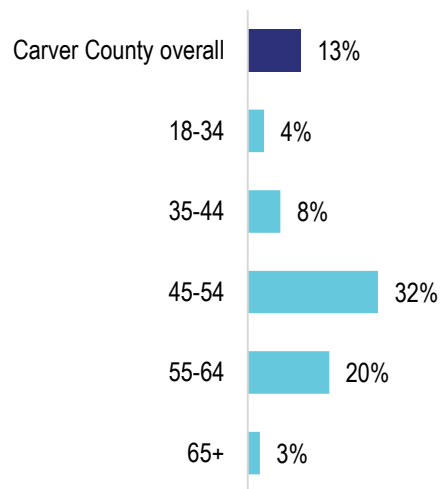
## Remote work and distance learning

13% 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, less than 1% said they used the library for that purpose at least once a week.

Respondents age 45-64 were more likely than other age groups to report having used the library for this purpose in the past six months.

3. Use of library for remote work or distance learning in the past 6 months by age



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:

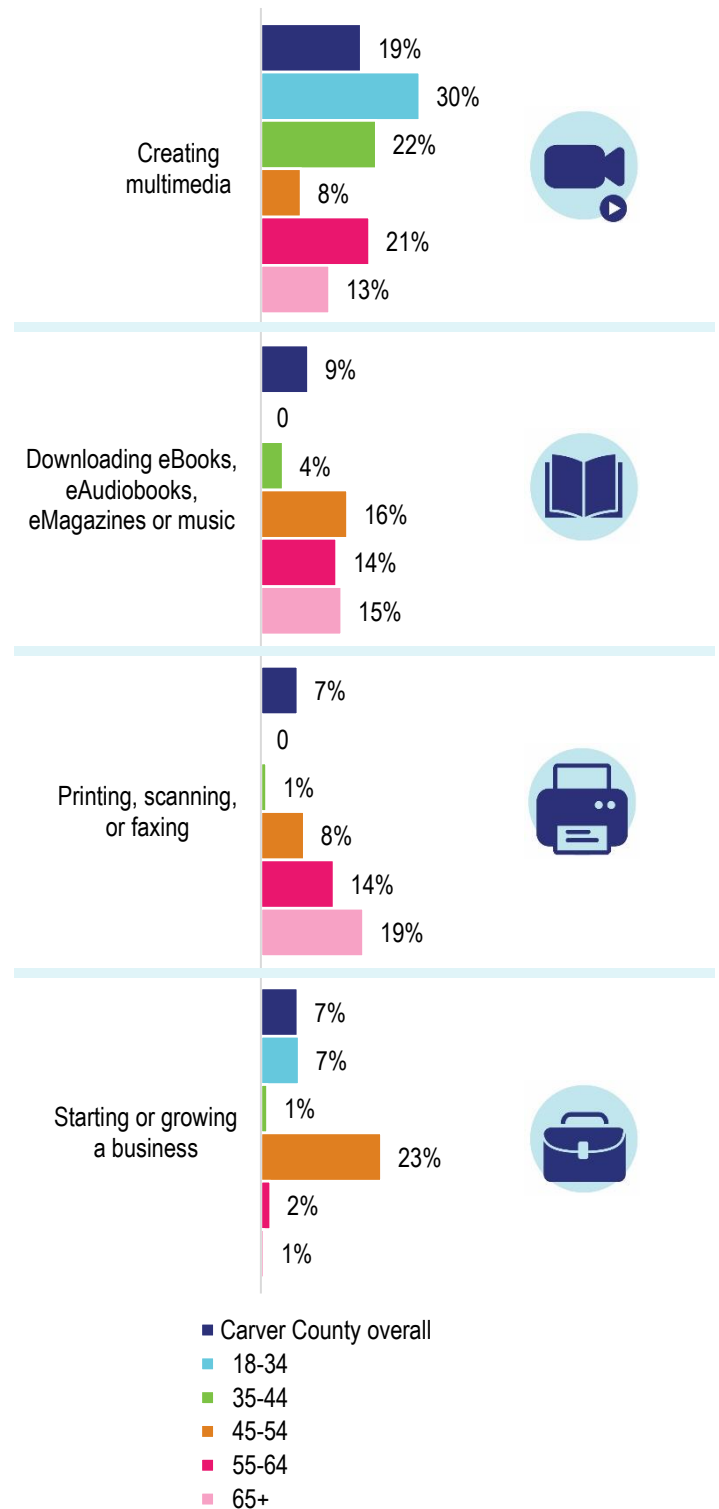
**19%** Creating multimedia

**9%** Downloading eBooks, eAudiobooks, eMagazines, or music

A need for help with a variety of computer skills or activities varied by age. Middle age adults were most interested in support for starting or growing a business, and older adults wanted help with hardware (printing, scanning, and faxing).



## 4. Desired support for computer skills or activities by age



For more information about the survey, contact Patrick Jones at [pjones@co.carver.mn.us](mailto:pjones@co.carver.mn.us).

Author: Anna Granias, Wilder Research