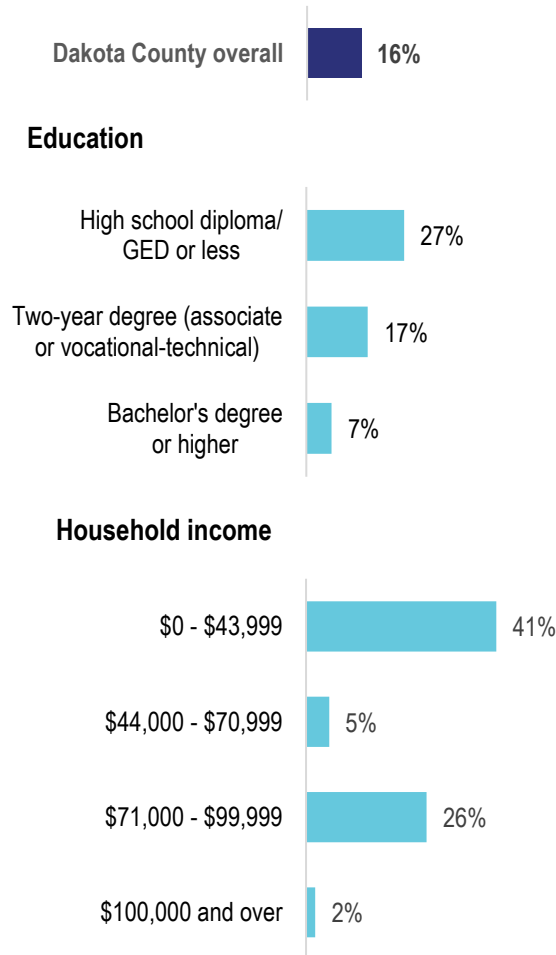# Library Technology and Digital Services Survey

Key Findings for Dakota 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 2,834 households sampled in Dakota County, 458 residents completed the survey for a response rate of 16%. 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.

Internal access

16% of respondents report slow, unreliable, or no internet access at home.

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

Dakota County overall **16%**

Education

High school diploma/ GED or less — 27%

Two-year degree (associate or vocational-technical) — 17%

Bachelor's degree or higher — 7%

Household income

$0 - $43,999 — 41%

$44,000 - $70,999 — 5%

$71,000 - $99,999 — 26%

$100,000 and over — 2%

For respondents with slow, unreliable, or no internet access at home, 32% said they use the library to access the internet.
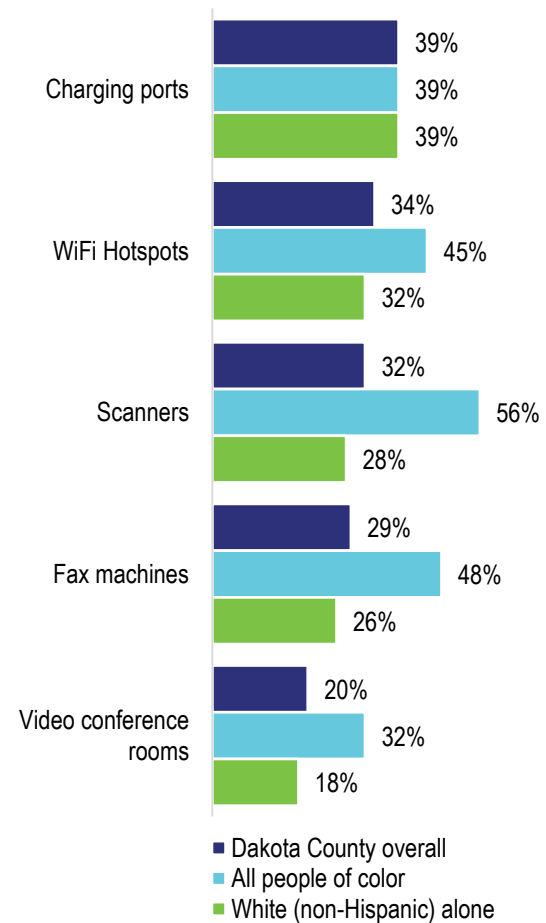
Existing services

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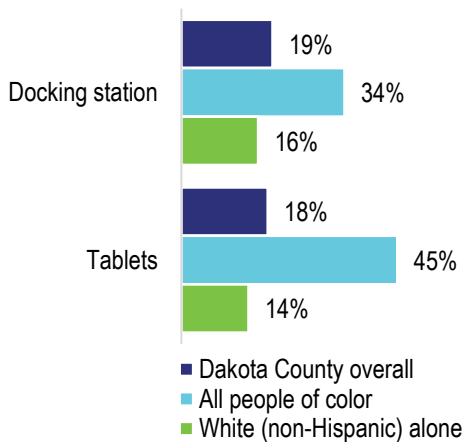
Nearly all (95% or more) of Dakota County respondents reported satisfaction with library digital and technology services, including computers, internet access (Wi-Fi), printers, eCollection, online research tools, and technology support from library staff.

From a list of possible services at the library, the highest percentage of respondents said they would be interested in accessing charging ports (39%), WiFi Hotspots (34%), scanners (32%), and fax machines (29%). A higher proportion of respondents of color said they would use these services, if available, compared to White (non-Hispanic) respondents, with the exception of charging ports.

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

Charging ports
- Dakota County overall: 39%
- All people of color: 39%
- White (non-Hispanic) alone: 39%

WiFi Hotspots
- Dakota County overall: 34%
- All people of color: 45%
- White (non-Hispanic) alone: 32%

Scanners
- Dakota County overall: 32%
- All people of color: 56%
- White (non-Hispanic) alone: 28%

Fax machines
- Dakota County overall: 29%
- All people of color: 48%
- White (non-Hispanic) alone: 26%

Video conference rooms
- Dakota County overall: 20%
- All people of color: 32%
- White (non-Hispanic) alone: 18%

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

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

Docking station
- Dakota County overall: 19%
- All people of color: 34%
- White (non-Hispanic) alone: 16%

Tablets
- Dakota County overall: 18%
- All people of color: 45%
- White (non-Hispanic) alone: 14%

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

Online activities

From a list of seven possible online activities, very few respondents (6% or less) reported engaging in these activities at the library in the past 12 months.

3. Online activity use at the library in the past 12 months

Activity	%
Access government information	6%
Education-related	5%
Other things (e.g., shop, bank, look things up)	5%
Make a reservation for a public service	4%
Work-related	3%
Make a payment for taxes or fees	3%
Search or apply for a job	2%
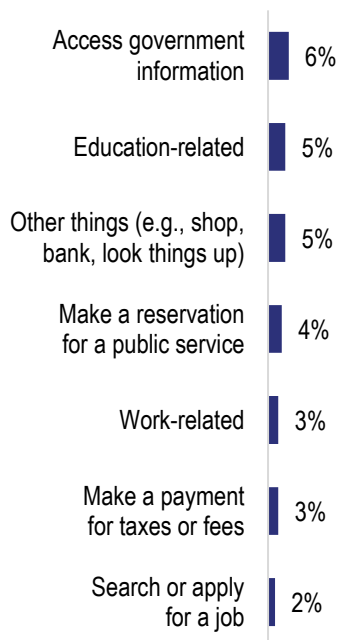
Remote work and distance learning

7% 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, 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.

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

16% Private work space

14% Free or low-cost printing, faxing, and scanning
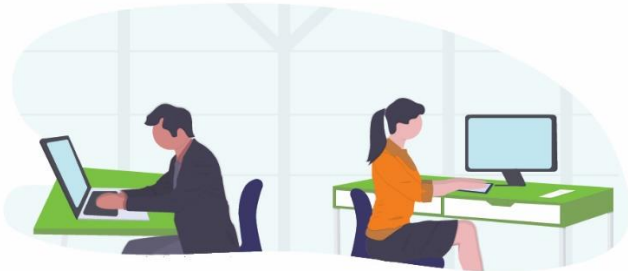
13% High-speed internet connection

Support

The largest proportion of respondents want help with:

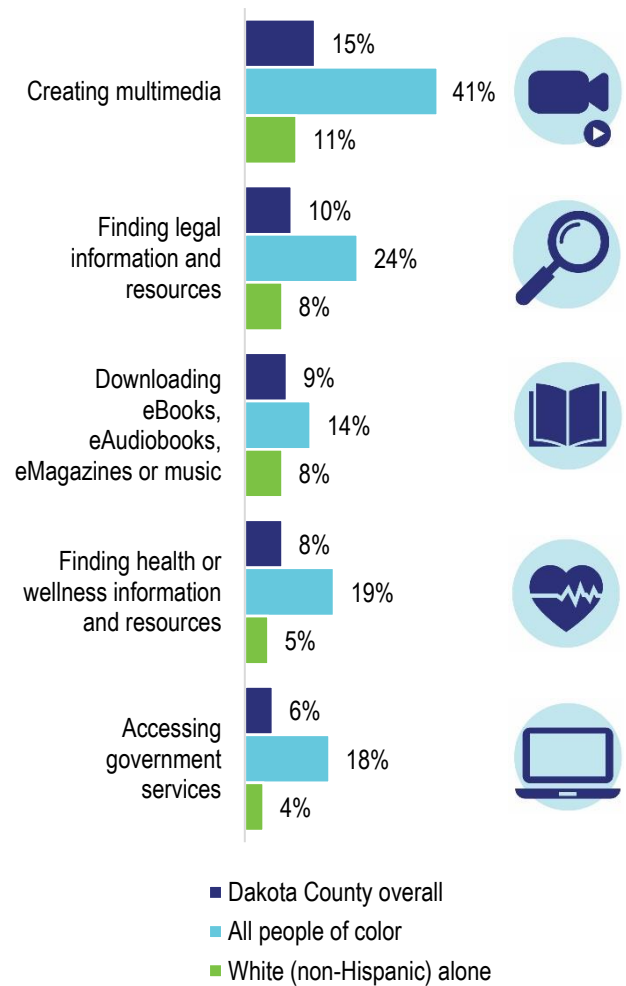**15%** **Creating multimedia**

10% **Finding legal information and resources**

10% **Downloading eBooks, eAudiobooks, eMagazines, or music**

Among several computer skills or activities, a higher proportion of respondents of color reported needing help compared to White (non-Hispanic) respondents.

4. **Desired support for computer skills or activities by race**

Creating multimedia
- 15%
- 41%
- 11%

Finding legal information and resources
- 10%
- 24%
- 8%

Downloading eBooks, eAudiobooks, eMagazines or music
- 9%
- 14%
- 8%

Finding health or wellness information and resources
- 8%
- 19%
- 5%

Accessing government services
- 6%
- 18%
- 4%

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