

Library Technology and Digital Services Survey

Key Findings for Hennepin County Library

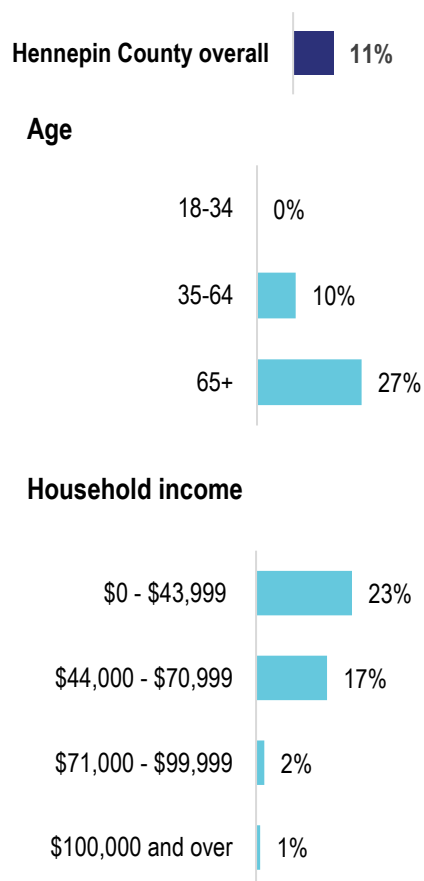
In spring 2022, the Metropolitan Library Service Agency (MELSA) contracted with Wilder Research to conduct a survey of adults in the 7-county Twin Cities metropolitan area to learn more about their technology and digital service needs and the use of these services at local public libraries. MELSA and 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 6,045 households sampled in Hennepin County, 857 residents completed the survey for a response rate of 14%. 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

11% of respondents report slow, unreliable, or no internet access at home.

Respondents age 65+ and respondents with lower household incomes (less than \$71,000) were more likely to report a lack of adequate internet access at home compared with younger and higher income respondents.

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



For respondents with slow, unreliable, or no internet access at home, 34% said they use the library to access the internet.

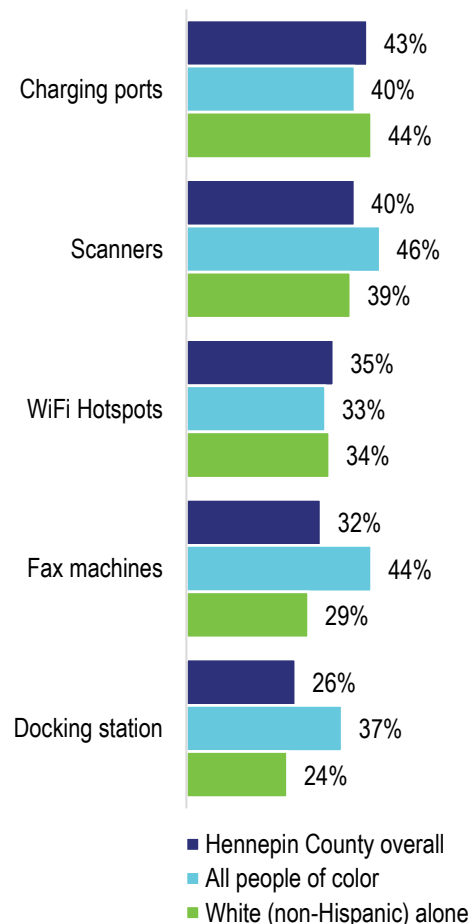
Existing services

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

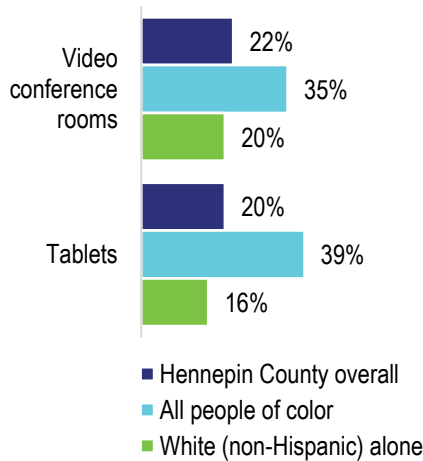
Nearly all (95% or more) of Hennepin County respondents reported satisfaction with library digital and technology services, including computers, internet access (Wi-Fi), printers, eCollection, online research tools, and technology support from library staff.

From a list of possible services at the library, the highest percentage of respondents said they would be interested in accessing charging ports (43%), scanners (40%), WiFi Hotspots (35%), and fax machines (32%). A higher proportion of respondents of color said they would use some of these services compared with White (non-Hispanic) respondents.

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



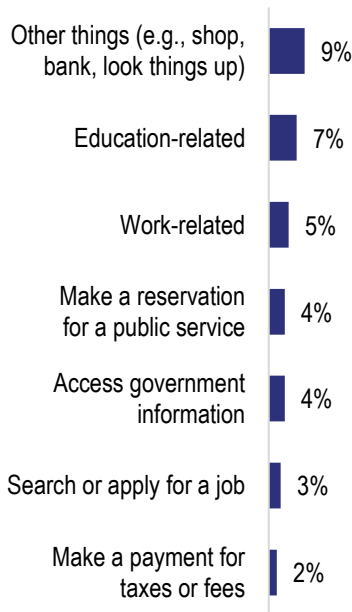
2. Interest in use of library resources (if available) by race (cont.)



Online activities

From a list of seven possible online activities, the most common activities at the library in the past 12 months were "other things" (e.g., shop, bank, look things up; 9%) and education-related (e.g., doing homework, taking a class; 7%).

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



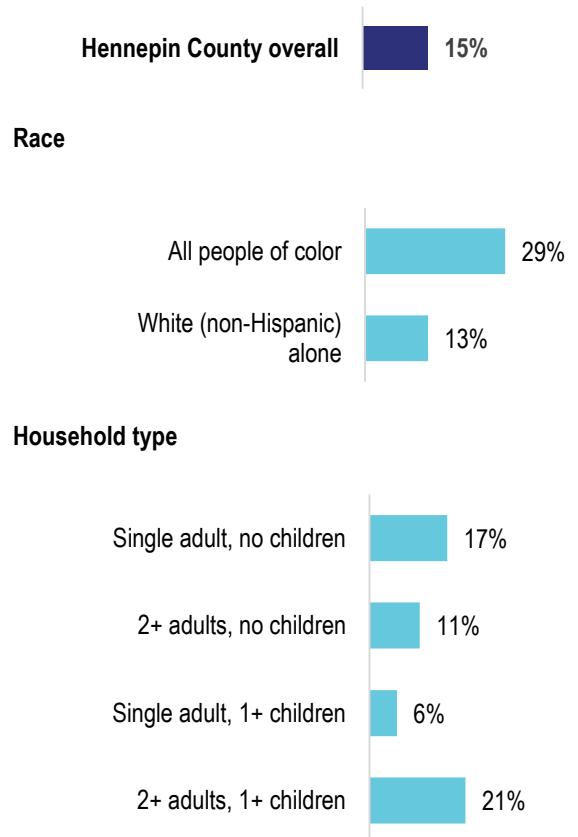
Remote work and distance learning

15% 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.

Respondents of color were more likely than White (non-Hispanic) respondents to report having used the library for this purpose in the past six months. Use of the library for remote work or distance learning varied by household type.

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



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
- 19%** Private work space
- 19%** High-speed internet connection

Support

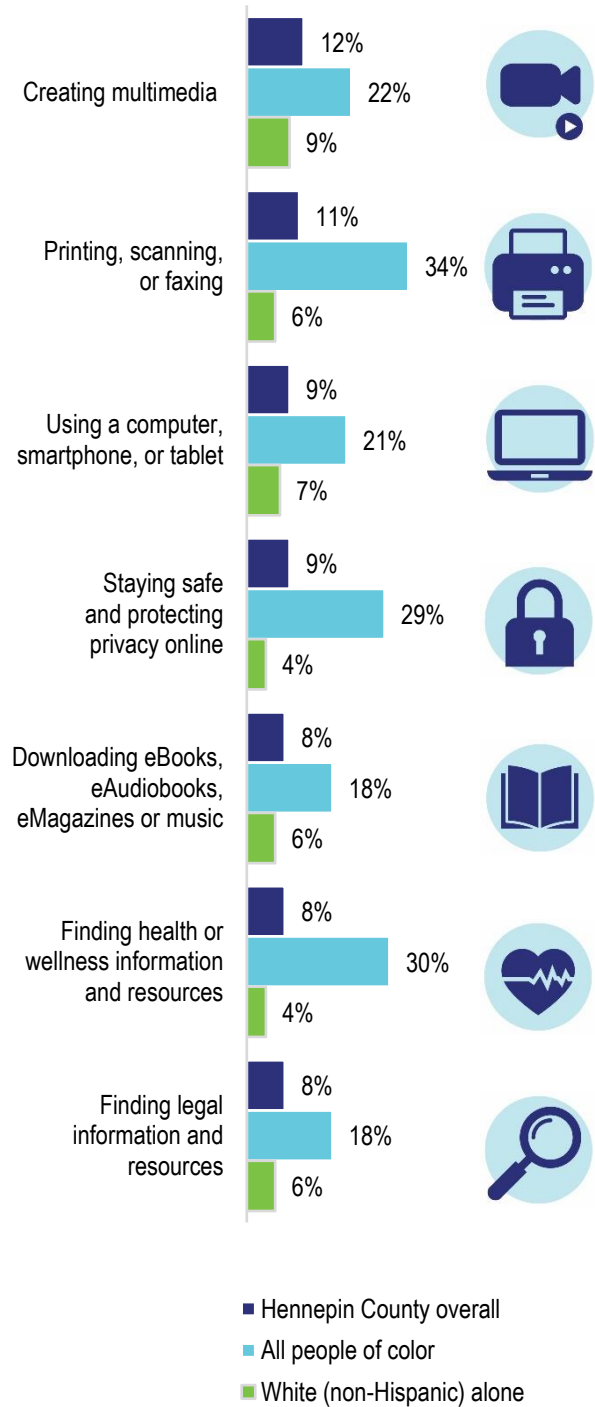
The largest proportion of respondents want help with:

- 12%** Creating multimedia
- 11%** Printing, scanning, or faxing
- 9%** Using a computer, smartphone, or tablet
- 9%** Staying safe and protecting privacy online

A higher proportion of respondents of color reported a need for help with key computer skills or activities compared with White (non-Hispanic) respondents.



5. Desired support for computer skills or activities by race



For all computer skills and activities listed, a higher proportion of respondents with lower household incomes (less than \$71,000) reported the need for help compared to respondents with higher incomes.

For more information about the survey, contact J.R. Genett at jrgennet@hclib.org.

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