1. In the past 12 months, how often have you used your local library (either in-person or online)?

	Every day or most days	At least once a week	About 1-3 times a month	Less than once a month	I haven't used my local library in the past 12 months	Number of respondents (unweighted)
	%	%	%	%	%	
Results by region:						
MELSA region overall	4%	10%	25%	23%	38%	3210
Anoka County	5%	11%	28%	18%	38%	352
Carver County	2%	7%	20%	24%	46%	342
Dakota County	3%	8%	20%	27%	42%	453
Hennepin County	6%	12%	25%	22%	35%	851
Ramsey County, excluding Saint Paul	3%	8%	24%	21%	43%	341
City of Saint Paul	2%	9%	21%	30%	39%	305
Scott County	3%	6%	17%	26%	49%	259
Washington County	2%	9%	34%	23%	32%	307
Results by library user status:						
Users	7%	16%	40%	38%	0%	2114
Non-users	0%	0%	0%	0%	100%	1096
Results by age:						
18-34 years	6%	7%	26%	21%	41%	327
35-44 years	4%	12%	29%	27%	29%	475
45-54 years	3%	12%	24%	23%	38%	428
55-64 years	5%	12%	24%	23%	36%	627
65+ years or older	2%	8%	20%	24%	45%	1286
Results by race/ethnicity:						
All people of color	5%	12%	20%	24%	40%	288
Asian American or Asian alone	8%	9%	22%	30%	31%	85
Black, African American, or African alone	7%	24%	22%	8%	38%	75
Latino/a or Hispanic alone	<.5%	3%	8%	19%	69%	40
Multiple racial/ethnic identities	3%	6%	24%	50%	16%	56
White (non-Hispanic) alone	4%	9%	25%	23%	38%	2715
Results by highest level of education:						
HS diploma/GED or less	3%	10%	21%	22%	45%	485
Two-year degree (associate or vocational-technical)	2%	6%	27%	25%	40%	520

Bachelor's degree or higher	6%	11%	28%	23%	32%	2062
Results by household type:						
Single adult, no children	4%	10%	21%	20%	45%	877
2+ adults, no children	5%	10%	23%	23%	40%	1461
Single adult, 1+ children	<.5%	8%	20%	27%	44%	90
2+ adults, 1+ children	3%	11%	31%	26%	29%	672
Results by household poverty status:						
Less than 200% of the Federal Poverty Line	2%	12%	20%	20%	45%	255
200% of the Federal Poverty Line or above	5%	8%	25%	23%	38%	2150
Results by employment status:						
Employed (full time or part time)	5%	9%	24%	23%	38%	1685
Unemployed	1%	25%	38%	16%	20%	118
Unable to work, student, or retired	2%	8%	23%	26%	42%	1340

2. What type of internet connection (WiFi) do you have at home?

	I have an internet connection and it meets my needs.	I have an internet connection, but it is slow or unreliable.	None, I do not have an internet connection at home.	Unsure	Number of respondents (unweighted)
	%	%	%	%	
Results by region:					
MELSA region overall	88%	5%	7%	1%	3141
Anoka County	93%	2%	4%	1%	341
Carver County	88%	9%	3%	<.5%	336
Dakota County	84%	8%	8%	0%	448
Hennepin County	89%	3%	7%	<.5%	835
Ramsey County, excluding Saint Paul	81%	5%	11%	3%	332
City of Saint Paul	87%	6%	6%	1%	296
Scott County	86%	9%	6%	0%	255
Washington County	89%	7%	3%	2%	298
Results by library user status:					
Users	88%	5%	6%	<.5%	2069
Non-users	87%	4%	8%	2%	1055
Results by age:					
18-34 years	94%	4%	2%	0%	326

35-44 years	93%	4%	2%	0%	476
45-54 years	88%	5%	5%	2%	426
55-64 years	84%	8%	7%	1%	617
65+ years or older	76%	4%	19%	1%	1231
Results by race/ethnicity:					
All people of color	81%	11%	8%	<.5%	278
Asian American or Asian alone	83%	15%	1%	0%	84
Black, African American, or African alone	70%	13%	17%	0%	68
Latino/a or Hispanic alone	88%	9%	3%	1%	40
Multiple racial/ethnic identities	98%	0%	2%	0%	55
White (non-Hispanic) alone	90%	4%	6%	1%	2662
Results by highest level of education:					
HS diploma/GED or less	80%	7%	12%	1%	458
Two-year degree (associate or vocational-technical)	85%	8%	6%	1%	507
Bachelor's degree or higher	96%	3%	1%	<.5%	2037
Results by household type:					
Single adult, no children	79%	5%	15%	2%	844
2+ adults, no children	91%	5%	4%	<.5%	1428
Single adult, 1+ children	92%	5%	3%	0%	89
2+ adults, 1+ children	91%	5%	3%	<.5%	671
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	74%	10%	15%	1%	242
200% of the Federal Poverty Line or above	92%	3%	4%	1%	2121
Results by employment status:					
Employed (full time or part time)	93%	4%	3%	<.5%	1679
Unemployed	79%	9%	12%	0%	116
Unable to work, student, or retired	75%	7%	16%	2%	1281

2A. [If no internet connection, a slow or unreliable internet connection, or are unsure of their internet connection] How do you access the internet? (Select all that apply)

	None, I do not access the internet	From work or school	From the library	From a senior or community center	From a coffee shop or restaurant	From someone else's home (friend or relative)	From my cell phone	Some other way	Number of respondents (unweighted)
	%	%	%	%	%	%	%	%	

Results by region:								
MELSA region overall	20%	26%	30%	1%	5%	10%	56%	12%	303
Anoka County	19%	29%	4%	0%	0%	9%	53%	6%	22
Carver County	15%	29%	8%	1%	30%	27%	66%	15%	35
Dakota County	13%	43%	32%	0%	2%	8%	74%	5%	37
Hennepin County	25%	15%	34%	3%	8%	10%	49%	18%	74
Ramsey County, excluding Saint Paul	29%	3%	41%	0%	1%	6%	29%	9%	33
City of Saint Paul	18%	23%	18%	<.5%	1%	13%	60%	5%	33
Scott County	14%	49%	28%	3%	11%	17%	52%	8%	37
Washington County	14%	48%	41%	0%	3%	7%	75%	20%	32
Results by library user status:								
Users	13%	20%	49%	2%	7%	9%	55%	12%	190
Non-users	33%	34%	0%	0%	2%	11%	56%	11%	110
Results by age:								
18-34 years	--	--	--	--	--	--	--	--	10
35-44 years	0%	55%	28%	0%	2%	24%	74%	7%	24
45-54 years	0%	25%	36%	0%	9%	8%	73%	24%	28
55-64 years	13%	32%	28%	5%	11%	16%	58%	17%	61
65+ years or older	49%	2%	21%	1%	4%	7%	27%	10%	169
Results by race/ethnicity:								
All people of color	16%	45%	37%	0%	2%	13%	52%	19%	40
Asian American or Asian alone	--	--	--	--	--	--	--	--	6
Black, African American, or African alone	--	--	--	--	--	--	--	--	15
Latino/a or Hispanic alone	--	--	--	--	--	--	--	--	10
Multiple racial/ethnic identities	--	--	--	--	--	--	--	--	1
White (non-Hispanic) alone	24%	17%	24%	1%	8%	10%	58%	7%	232
Results by highest level of education:								
HS diploma/GED or less	25%	25%	31%	<.5%	3%	9%	50%	8%	102
Two-year degree (associate or vocational-technical)	5%	18%	17%	0%	9%	6%	81%	19%	80
Bachelor's degree or higher	3%	44%	33%	7%	16%	22%	74%	15%	106
Results by household type:								
Single adult, no children	38%	12%	24%	3%	3%	8%	43%	8%	146
2+ adults, no children	12%	19%	20%	<.5%	11%	9%	58%	23%	105
Single adult, 1+ children	--	--	--	--	--	--	--	--	4
2+ adults, 1+ children	<.5%	58%	55%	0%	4%	10%	79%	2%	31
Results by household poverty status:								

Less than 200% of the Federal Poverty Line	29%	24%	19%	0%	5%	10%	38%	10%	66
200% of the Federal Poverty Line or above	13%	34%	34%	2%	10%	12%	63%	7%	143
Results by employment status:									
Employed (full time or part time)	2%	54%	26%	<.5%	9%	15%	75%	5%	102
Unemployed	--	--	--	--	--	--	--	--	17
Unable to work, student, or retired	38%	8%	27%	2%	4%	8%	35%	16%	178

2B. How else do you access the internet?

From home	59%
Named an internet provider (e.g. Century Link, Xfinity, Frontier, Nuvera)	21%
On a device from home (e.g. computer, ipad, laptop, etc.)	13%
Other	6%
Community churches	1%
Number of respondents (unweighted)	**35**

3A. How satisfied are you with the computers provided by your local library?

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Number of respondents (unweighted)
	%	%	%	%	
Results by region:					
MELSA region overall	44%	55%	1%	<.5%	1099
Anoka County	43%	57%	<.5%	<.5%	133
Carver County	37%	63%	1%	0%	119
Dakota County	38%	60%	2%	1%	140
Hennepin County	43%	56%	1%	<.5%	300
Ramsey County, excluding Saint Paul	49%	50%	1%	<.5%	125
City of Saint Paul	48%	48%	4%	0%	111
Scott County	48%	50%	2%	1%	76
Washington County	46%	53%	1%	0%	95
Results by library user status:					
Users	46%	52%	1%	<.5%	926
Non-users	33%	64%	3%	<.5%	164
Results by age:					

	Very satisfied %	Satisfied %	Dissatisfied %	Very Dissatisfied %	Number of respondents (unweighted)
18-34 years	41%	58%	2%	0%	129
35-44 years	39%	58%	2%	0%	175
45-54 years	48%	51%	1%	<.5%	155
55-64 years	53%	45%	<.5%	1%	211
65+ years or older	41%	57%	1%	<.5%	403
Results by race/ethnicity:					
All people of color	48%	48%	4%	<.5%	148
Asian American or Asian alone	43%	48%	9%	0%	42
Black, African American, or African alone	49%	47%	3%	<.5%	49
Latino/a or Hispanic alone	--	--	--	--	17
Multiple racial/ethnic identities	57%	42%	1%	0%	24
White (non-Hispanic) alone	42%	57%	<.5%	<.5%	869
Results by highest level of education:					
HS diploma/GED or less	45%	54%	1%	0%	173
Two-year degree (associate or vocational-technical)	59%	40%	<.5%	1%	195
Bachelor's degree or higher	39%	58%	2%	1%	684
Results by household type:					
Single adult, no children	49%	50%	1%	1%	307
2+ adults, no children	44%	54%	1%	<.5%	446
Single adult, 1+ children	61%	39%	0%	0%	38
2+ adults, 1+ children	38%	60%	3%	0%	262
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	52%	45%	3%	<.5%	123
200% of the Federal Poverty Line or above	45%	54%	1%	<.5%	714
Results by employment status:					
Employed (full time or part time)	45%	53%	2%	<.5%	600
Unemployed	56%	43%	1%	0%	59
Unable to work, student, or retired	40%	59%	1%	1%	416

3B. How satisfied are you with the internet access (WiFi) provided by your local library?

	Very satisfied %	Satisfied %	Dissatisfied %	Very Dissatisfied %	Number of respondents (unweighted)
Results by region:					
MELSA region overall	48%	50%	2%	<.5%	1102

Anoka County	42%	57%	<.5%	0%	114
Carver County	39%	54%	7%	0%	122
Dakota County	48%	51%	1%	<.5%	142
Hennepin County	46%	53%	2%	<.5%	315
Ramsey County, excluding Saint Paul	55%	43%	2%	1%	120
City of Saint Paul	59%	38%	3%	0%	123
Scott County	47%	52%	1%	0%	72
Washington County	49%	50%	0%	<.5%	94
Results by library user status:					
Users	52%	47%	1%	<.5%	933
Non-users	34%	64%	2%	<.5%	161
Results by age:					
18-34 years	51%	47%	2%	0%	140
35-44 years	47%	51%	3%	0%	182
45-54 years	50%	48%	2%	<.5%	154
55-64 years	56%	43%	1%	<.5%	204
65+ years or older	36%	62%	1%	1%	399
Results by race/ethnicity:					
All people of color	55%	41%	3%	<.5%	147
Asian American or Asian alone	57%	36%	8%	0%	41
Black, African American, or African alone	58%	38%	4%	<.5%	46
Latino/a or Hispanic alone	59%	41%	0%	0%	20
Multiple racial/ethnic identities	40%	60%	0%	0%	25
White (non-Hispanic) alone	46%	53%	1%	<.5%	874
Results by highest level of education:					
HS diploma/GED or less	52%	47%	1%	0%	156
Two-year degree (associate or vocational-technical)	60%	37%	1%	1%	185
Bachelor's degree or higher	43%	54%	2%	<.5%	715
Results by household type:					
Single adult, no children	55%	44%	1%	<.5%	302
2+ adults, no children	41%	57%	2%	<.5%	452
Single adult, 1+ children	60%	40%	0%	0%	33
2+ adults, 1+ children	49%	49%	3%	0%	271
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	61%	35%	4%	<.5%	122
200% of the Federal Poverty Line or above	47%	52%	1%	<.5%	733

Results by employment status:					
Employed (full time or part time)	49%	49%	2%	<.5%	620
Unemployed	56%	43%	<.5%	0%	53
Unable to work, student, or retired	48%	51%	<.5%	1%	411

3C. How satisfied are you with the printers provided by your local library?

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Number of respondents (unweighted)
	%	%	%	%	
Results by region:					
MELSA region overall	48%	48%	3%	1%	845
Anoka County	51%	46%	3%	<.5%	92
Carver County	34%	57%	9%	0%	83
Dakota County	50%	47%	2%	1%	113
Hennepin County	52%	45%	3%	<.5%	236
Ramsey County, excluding Saint Paul	45%	52%	1%	2%	98
City of Saint Paul	34%	56%	10%	0%	86
Scott County	43%	55%	1%	0%	58
Washington County	53%	45%	1%	1%	79
Results by library user status:					
Users	52%	46%	2%	<.5%	708
Non-users	31%	59%	9%	1%	132
Results by age:					
18-34 years	48%	49%	3%	0%	110
35-44 years	49%	46%	6%	0%	123
45-54 years	52%	47%	<.5%	<.5%	114
55-64 years	53%	40%	5%	1%	154
65+ years or older	36%	60%	2%	2%	320
Results by race/ethnicity:					
All people of color	56%	36%	9%	<.5%	120
Asian American or Asian alone	43%	43%	15%	0%	37
Black, African American, or African alone	63%	27%	10%	<.5%	34
Latino/a or Hispanic alone	--	--	--	--	15
Multiple racial/ethnic identities	--	--	--	--	19
White (non-Hispanic) alone	45%	53%	2%	1%	657

Results by highest level of education:					
HS diploma/GED or less	51%	44%	5%	<.5%	143
Two-year degree (associate or vocational-technical)	50%	47%	1%	1%	159
Bachelor's degree or higher	44%	53%	3%	<.5%	501
Results by household type:					
Single adult, no children	59%	40%	1%	1%	257
2+ adults, no children	38%	58%	4%	<.5%	343
Single adult, 1+ children	64%	36%	0%	0%	24
2+ adults, 1+ children	46%	49%	5%	0%	184
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	58%	33%	8%	1%	106
200% of the Federal Poverty Line or above	43%	56%	1%	<.5%	526
Results by employment status:					
Employed (full time or part time)	47%	49%	4%	<.5%	441
Unemployed	65%	33%	1%	0%	38
Unable to work, student, or retired	48%	46%	4%	2%	346

3D. How satisfied are you with the eCollection (eBooks, eAudiobooks, eMagazines) provided by your local library?

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Number of respondents (unweighted)
	%	%	%	%	
Results by region:					
MELSA region overall	41%	54%	4%	1%	1411
Anoka County	34%	62%	4%	<.5%	149
Carver County	37%	57%	5%	1%	151
Dakota County	29%	66%	2%	3%	173
Hennepin County	45%	51%	4%	<.5%	418
Ramsey County, excluding Saint Paul	41%	54%	4%	1%	143
City of Saint Paul	39%	54%	7%	<.5%	135
Scott County	38%	53%	8%	1%	99
Washington County	44%	50%	5%	1%	143
Results by library user status:					
Users	41%	56%	3%	1%	1260
Non-users	39%	48%	12%	1%	141

Results by age:					
18-34 years	49%	49%	2%	<.5%	180
35-44 years	39%	55%	6%	<.5%	260
45-54 years	36%	59%	4%	1%	209
55-64 years	37%	55%	6%	2%	272
65+ years or older	36%	60%	4%	1%	462
Results by race/ethnicity:					
All people of color	44%	48%	7%	<.5%	137
Asian American or Asian alone	45%	48%	7%	0%	41
Black, African American, or African alone	51%	40%	9%	<.5%	36
Latino/a or Hispanic alone	--	--	--	--	15
Multiple racial/ethnic identities	56%	38%	7%	0%	30
White (non-Hispanic) alone	41%	55%	3%	1%	1181
Results by highest level of education:					
HS diploma/GED or less	37%	60%	3%	<.5%	156
Two-year degree (associate or vocational-technical)	40%	53%	5%	1%	188
Bachelor's degree or higher	45%	49%	5%	1%	1008
Results by household type:					
Single adult, no children	48%	48%	3%	1%	324
2+ adults, no children	41%	55%	3%	1%	633
Single adult, 1+ children	54%	45%	<.5%	0%	40
2+ adults, 1+ children	35%	59%	6%	<.5%	365
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	37%	57%	6%	<.5%	97
200% of the Federal Poverty Line or above	43%	54%	3%	<.5%	996
Results by employment status:					
Employed (full time or part time)	43%	53%	4%	1%	835
Unemployed	46%	46%	7%	1%	57
Unable to work, student, or retired	35%	59%	5%	1%	493

3E. How satisfied are you with the online research tools (library databases) provided by your local library?

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Number of respondents (unweighted)
	%	%	%	%	
Results by region:					

MELSA region overall	37%	60%	2%	1%	1145
Anoka County	35%	63%	1%	<.5%	131
Carver County	22%	68%	8%	1%	117
Dakota County	37%	62%	1%	1%	137
Hennepin County	40%	57%	2%	1%	315
Ramsey County, excluding Saint Paul	47%	52%	1%	0%	129
City of Saint Paul	29%	66%	4%	<.5%	129
Scott County	41%	55%	3%	1%	80
Washington County	34%	64%	1%	1%	107
Results by library user status:					
Users	38%	59%	2%	<.5%	995
Non-users	33%	62%	3%	2%	141
Results by age:					
18-34 years	36%	61%	2%	<.5%	125
35-44 years	38%	59%	3%	1%	199
45-54 years	35%	64%	1%	<.5%	200
55-64 years	44%	50%	3%	3%	219
65+ years or older	33%	65%	2%	1%	378
Results by race/ethnicity:					
All people of color	44%	49%	4%	2%	132
Asian American or Asian alone	30%	61%	9%	0%	39
Black, African American, or African alone	54%	38%	0%	8%	31
Latino/a or Hispanic alone	--	--	--	--	16
Multiple racial/ethnic identities	67%	29%	3%	1%	29
White (non-Hispanic) alone	36%	62%	2%	<.5%	934
Results by highest level of education:					
HS diploma/GED or less	38%	60%	2%	1%	148
Two-year degree (associate or vocational-technical)	27%	70%	3%	<.5%	166
Bachelor's degree or higher	39%	58%	3%	1%	785
Results by household type:					
Single adult, no children	46%	52%	2%	<.5%	269
2+ adults, no children	36%	62%	2%	1%	499
Single adult, 1+ children	45%	55%	<.5%	0%	34
2+ adults, 1+ children	31%	66%	3%	<.5%	299
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	38%	55%	6%	<.5%	106

200% of the Federal Poverty Line or above	36%	62%	2%	<.5%	780
Results by employment status:					
Employed (full time or part time)	39%	58%	2%	<.5%	674
Unemployed	40%	57%	3%	<.5%	63
Unable to work, student, or retired	33%	62%	2%	3%	390

3F. How satisfied are you with the technology support from staff at your local library?

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Number of respondents (unweighted)
	%	%	%	%	
Results by region:					
MELSA region overall	52%	45%	3%	<.5%	1090
Anoka County	55%	44%	<.5%	<.5%	125
Carver County	41%	56%	2%	0%	107
Dakota County	48%	50%	2%	1%	139
Hennepin County	54%	42%	4%	<.5%	271
Ramsey County, excluding Saint Paul	51%	47%	0%	1%	144
City of Saint Paul	47%	48%	5%	0%	103
Scott County	52%	47%	<.5%	1%	90
Washington County	59%	40%	<.5%	<.5%	111
Results by library user status:					
Users	54%	43%	2%	<.5%	953
Non-users	41%	53%	6%	1%	130
Results by age:					
18-34 years	56%	44%	<.5%	0%	112
35-44 years	48%	50%	2%	0%	147
45-54 years	48%	48%	4%	<.5%	149
55-64 years	56%	38%	4%	1%	210
65+ years or older	54%	42%	3%	1%	442
Results by race/ethnicity:					
All people of color	52%	43%	5%	<.5%	131
Asian American or Asian alone	51%	43%	6%	<.5%	36
Black, African American, or African alone	66%	28%	6%	<.5%	42
Latino/a or Hispanic alone	--	--	--	--	16
Multiple racial/ethnic identities	--	--	--	--	19

White (non-Hispanic) alone	54%	44%	2%	1%	874
Results by highest level of education:					
HS diploma/GED or less	54%	41%	4%	<.5%	171
Two-year degree (associate or vocational-technical)	55%	41%	3%	1%	192
Bachelor's degree or higher	50%	49%	1%	1%	673
Results by household type:					
Single adult, no children	57%	40%	2%	1%	311
2+ adults, no children	52%	45%	2%	1%	477
Single adult, 1+ children	62%	38%	0%	<.5%	31
2+ adults, 1+ children	48%	50%	2%	0%	224
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	53%	38%	9%	<.5%	123
200% of the Federal Poverty Line or above	56%	43%	<.5%	1%	680
Results by employment status:					
Employed (full time or part time)	53%	44%	2%	<.5%	552
Unemployed	61%	39%	1%	0%	52
Unable to work, student, or retired	52%	44%	3%	1%	461

4. Some libraries offer these additional technology and digital services. Which of these services would you use if they were available at the library?

	Tablets	WiFi Hotspots	Scanners	Fax machine	Docking station for connecting a laptop to other hardware	Charging ports	Video conference rooms	Don't know / not sure	Other, please specify	Number of respondents (unweighted)
	%	%	%	%	%	%	%	%	%	
Results by region:										
MELSA region overall	20%	33%	36%	32%	25%	41%	20%	32%	6%	3159
Anoka County	16%	23%	41%	34%	30%	41%	10%	36%	8%	346
Carver County	18%	34%	36%	30%	23%	41%	25%	33%	3%	336
Dakota County	18%	34%	32%	29%	19%	39%	20%	36%	6%	446
Hennepin County	20%	35%	40%	32%	26%	43%	22%	29%	6%	844
Ramsey County, excluding Saint Paul	17%	32%	25%	32%	19%	33%	16%	37%	5%	332
City of Saint Paul	26%	40%	36%	45%	33%	47%	18%	24%	11%	296
Scott County	23%	20%	15%	24%	19%	32%	17%	42%	9%	257
Washington County	19%	33%	34%	28%	26%	43%	23%	30%	5%	302

Results by library user status:									
Users	20%	38%	39%	34%	28%	45%	22%	24%	6%	2089
Non-users	18%	25%	30%	29%	22%	35%	16%	44%	7%	1054
Results by age:									
18-34 years	26%	40%	40%	33%	34%	49%	25%	20%	8%	326
35-44 years	22%	42%	44%	33%	32%	53%	29%	24%	10%	475
45-54 years	18%	31%	35%	31%	25%	45%	23%	34%	4%	427
55-64 years	18%	26%	36%	32%	21%	35%	12%	36%	4%	627
65+ years or older	10%	18%	20%	31%	9%	20%	5%	52%	4%	1242
Results by race/ethnicity:									
All people of color	39%	36%	45%	49%	40%	43%	26%	23%	7%	287
Asian American or Asian alone	41%	59%	49%	52%	49%	49%	41%	23%	1%	86
Black, African American, or African alone	45%	19%	27%	48%	25%	37%	14%	25%	11%	74
Latino/a or Hispanic alone	39%	36%	58%	43%	43%	35%	9%	19%	12%	38
Multiple racial/ethnic identities	28%	37%	62%	57%	62%	57%	40%	8%	2%	56
White (non-Hispanic) alone	16%	32%	34%	29%	22%	41%	19%	34%	6%	2674
Results by highest level of education:									
HS diploma/GED or less	25%	27%	36%	37%	25%	38%	15%	34%	6%	467
Two-year degree (associate or vocational-technical)	24%	32%	33%	37%	27%	41%	17%	32%	6%	513
Bachelor's degree or higher	14%	39%	37%	26%	26%	46%	26%	28%	7%	2045
Results by household type:									
Single adult, no children	19%	30%	35%	27%	21%	38%	16%	37%	10%	857
2+ adults, no children	16%	29%	37%	31%	25%	41%	18%	33%	5%	1438
Single adult, 1+ children	34%	43%	36%	44%	39%	52%	39%	28%	8%	90
2+ adults, 1+ children	22%	36%	35%	35%	27%	43%	22%	25%	5%	670
Results by household poverty status:									
Less than 200% of the Federal Poverty Line	33%	30%	44%	52%	38%	43%	20%	30%	10%	247
200% of the Federal Poverty Line or above	15%	33%	37%	29%	23%	42%	20%	30%	5%	2129
Results by employment status:									
Employed (full time or part time)	18%	35%	40%	31%	30%	48%	24%	27%	7%	1683
Unemployed	32%	41%	37%	42%	19%	36%	16%	23%	10%	118
Unable to work, student, or retired	20%	24%	23%	33%	15%	25%	10%	46%	5%	1296

4B. Which other services would you use if they were available at the library?

Printers (3D, large format, wireless, commercial grade)	36%
Other equipment or hardware	11%
Other	10%
Copy machine, copiers (self-use)	8%
Voice activated software	7%
Access to software	4%
Conference rooms	4%
More/additional rooms & meeting spaces	4%
Private workspaces (including for remote work)	3%
Digital media	3%
Lounge for meetings and gatherings	2%
Onsite support from staff (e.g. tech support, basic computer help, personal interaction)	2%
Classes/training	1%
Digital device(s) to check out	1%
Video games	1%
Secure private network/VPN	1%
Graphic design software	1%
More study rooms	1%
Better/different search tools for user (e.g. better search engine for e-Collections)	<.5%
Microfilm reader	<.5%
Computer or technology classes (e.g. basic skills, new technology tools)	<.5%
Separate area for video gamers (adult, teenagers, children)	<.5%
More E-books, e-book options (includes 'streaming books')	<.5%
Laminator	<.5%
Videos or instruction on library resources (what there is, how to use them)	<.5%
Headphones	<.5%
On-site training for tech devices, instructive help with smart phone	<.5%
Number of respondents (unweighted)	**115**

5A. In the past 12 months, did you go online (use the internet) at the library or somewhere else to make a reservation for a public service?

	Yes, at the library %	Yes, from somewhere else %	Did not do this online %	Number of respondents (unweighted)
Results by region:				
MELSA region overall	3%	48%	50%	3021
Anoka County	2%	48%	50%	326
Carver County	1%	53%	46%	322
Dakota County	4%	42%	55%	429
Hennepin County	4%	49%	48%	812
Ramsey County, excluding Saint Paul	3%	42%	56%	313
City of Saint Paul	4%	50%	46%	287
Scott County	1%	48%	51%	242
Washington County	2%	52%	47%	290
Results by library user status:				
Users	4%	50%	47%	2000
Non-users	1%	44%	55%	1004
Results by age:				
18-34 years	1%	55%	44%	317
35-44 years	5%	59%	36%	459
45-54 years	3%	54%	43%	414
55-64 years	5%	38%	58%	602
65+ years or older	3%	31%	67%	1170
Results by race/ethnicity:				
All people of color	10%	34%	57%	269
Asian American or Asian alone	10%	42%	48%	83
Black, African American, or African alone	14%	27%	61%	65
Latino/a or Hispanic alone	5%	20%	75%	35
Multiple racial/ethnic identities	9%	50%	41%	54
White (non-Hispanic) alone	2%	51%	48%	2562
Results by highest level of education:				
HS diploma/GED or less	3%	41%	56%	439
Two-year degree (associate or vocational-technical)	6%	47%	48%	480

	Yes, at the library	Yes, from somewhere else	Did not do this online	Number of respondents (unweighted)
Bachelor's degree or higher	2%	54%	44%	1974
Results by household type:				
Single adult, no children	3%	36%	62%	814
2+ adults, no children	2%	47%	52%	1375
Single adult, 1+ children	9%	43%	49%	85
2+ adults, 1+ children	3%	62%	35%	652
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	8%	19%	73%	233
200% of the Federal Poverty Line or above	2%	56%	42%	2045
Results by employment status:				
Employed (full time or part time)	3%	55%	42%	1623
Unemployed	4%	48%	48%	116
Unable to work, student, or retired	3%	28%	69%	1223

5B. In the past 12 months, did you go online (use the internet) at the library or somewhere else to access government information and services?

	Yes, at the library	Yes, from somewhere else	Did not do this online	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	5%	61%	35%	3068
Anoka County	4%	58%	38%	337
Carver County	1%	63%	36%	328
Dakota County	3%	58%	39%	432
Hennepin County	4%	65%	33%	821
Ramsey County, excluding Saint Paul	5%	56%	39%	324
City of Saint Paul	7%	61%	33%	287
Scott County	1%	62%	37%	245
Washington County	17%	53%	31%	294
Results by library user status:				
Users	8%	59%	35%	2033
Non-users	1%	64%	35%	1016
Results by age:				
18-34 years	2%	65%	33%	318

	Yes, at the library	Yes, from somewhere else	Did not do this online	Number of respondents (unweighted)
35-44 years	5%	71%	25%	463
45-54 years	8%	62%	32%	412
55-64 years	8%	58%	36%	610
65+ years or older	6%	47%	48%	1204
Results by race/ethnicity:				
All people of color	9%	48%	43%	271
Asian American or Asian alone	7%	52%	41%	84
Black, African American, or African alone	8%	48%	44%	65
Latino/a or Hispanic alone	2%	45%	54%	35
Multiple racial/ethnic identities	14%	59%	28%	55
White (non-Hispanic) alone	5%	64%	33%	2605
Results by highest level of education:				
HS diploma/GED or less	7%	56%	38%	448
Two-year degree (associate or vocational-technical)	8%	60%	33%	495
Bachelor's degree or higher	3%	67%	31%	1996
Results by household type:				
Single adult, no children	7%	57%	38%	826
2+ adults, no children	4%	63%	33%	1401
Single adult, 1+ children	17%	58%	28%	86
2+ adults, 1+ children	3%	63%	34%	657
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	13%	44%	47%	237
200% of the Federal Poverty Line or above	4%	67%	30%	2078
Results by employment status:				
Employed (full time or part time)	4%	67%	29%	1635
Unemployed	4%	72%	24%	115
Unable to work, student, or retired	8%	44%	50%	1257

5C. In the past 12 months, did you go online (use the internet) at the library or somewhere else, to make a payment for taxes or fees?

	Yes, at the library	Yes, from somewhere else	Did not do this online	Number of respondents (unweighted)
	%	%	%	
Results by region:				

MELSA region overall	2%	56%	43%	3058
Anoka County	<.5%	55%	45%	329
Carver County	0%	57%	43%	329
Dakota County	3%	52%	46%	437
Hennepin County	2%	59%	40%	822
Ramsey County, excluding Saint Paul	2%	47%	51%	318
City of Saint Paul	3%	55%	42%	284
Scott County	1%	53%	46%	248
Washington County	3%	60%	38%	291
Results by library user status:				
Users	2%	56%	43%	2023
Non-users	1%	57%	43%	1017
Results by age:				
18-34 years	1%	61%	38%	317
35-44 years	1%	67%	32%	461
45-54 years	4%	66%	33%	409
55-64 years	2%	51%	48%	614
65+ years or older	2%	34%	64%	1196
Results by race/ethnicity:				
All people of color	4%	45%	51%	269
Asian American or Asian alone	3%	59%	39%	84
Black, African American, or African alone	5%	37%	59%	63
Latino/a or Hispanic alone	0%	37%	63%	35
Multiple racial/ethnic identities	9%	54%	37%	55
White (non-Hispanic) alone	1%	58%	41%	2600
Results by highest level of education:				
HS diploma/GED or less	1%	45%	54%	446
Two-year degree (associate or vocational-technical)	3%	57%	42%	488
Bachelor's degree or higher	2%	67%	32%	1996
Results by household type:				
Single adult, no children	2%	51%	48%	823
2+ adults, no children	2%	55%	43%	1396
Single adult, 1+ children	7%	50%	44%	84
2+ adults, 1+ children	1%	62%	37%	653
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	4%	31%	67%	229

	Yes, at the library	Yes, from somewhere else	Did not do this online	Number of respondents (unweighted)
	%	%	%	
200% of the Federal Poverty Line or above	1%	65%	34%	2075
Results by employment status:				
Employed (full time or part time)	2%	66%	33%	1634
Unemployed	2%	52%	48%	112
Unable to work, student, or retired	2%	32%	66%	1251

5D. In the past 12 months, did you go online (use the internet) at the library or somewhere else, to do homework, take a class, or complete other education-related tasks?

	Yes, at the library	Yes, from somewhere else	Did not do this online	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	9%	40%	53%	2975
Anoka County	12%	40%	49%	322
Carver County	6%	37%	58%	319
Dakota County	5%	36%	60%	421
Hennepin County	7%	41%	53%	798
Ramsey County, excluding Saint Paul	15%	27%	59%	309
City of Saint Paul	11%	44%	48%	275
Scott County	5%	48%	48%	243
Washington County	11%	48%	46%	288
Results by library user status:				
Users	13%	41%	48%	1971
Non-users	1%	38%	61%	986
Results by age:				
18-34 years	14%	49%	40%	314
35-44 years	10%	56%	37%	458
45-54 years	8%	51%	42%	412
55-64 years	7%	29%	65%	595
65+ years or older	2%	11%	87%	1136
Results by race/ethnicity:				
All people of color	25%	38%	42%	264
Asian American or Asian alone	29%	56%	30%	81
Black, African American, or African alone	30%	38%	32%	63

Latino/a or Hispanic alone	10%	26%	64%	35
Multiple racial/ethnic identities	26%	31%	43%	53
White (non-Hispanic) alone	6%	40%	56%	2527
Results by highest level of education:				
HS diploma/GED or less	9%	30%	63%	427
Two-year degree (associate or vocational-technical)	11%	41%	52%	470
Bachelor's degree or higher	9%	49%	43%	1951
Results by household type:				
Single adult, no children	6%	29%	66%	789
2+ adults, no children	7%	36%	59%	1352
Single adult, 1+ children	20%	46%	36%	85
2+ adults, 1+ children	12%	56%	37%	652
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	13%	27%	62%	226
200% of the Federal Poverty Line or above	7%	45%	50%	2017
Results by employment status:				
Employed (full time or part time)	9%	49%	43%	1616
Unemployed	7%	50%	45%	111
Unable to work, student, or retired	8%	15%	79%	1189

5E. In the past 12 months, did you go online (use the internet) at the library or somewhere else, to search or apply for a job?

	Yes, at the library	Yes, from somewhere else	Did not do this online	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	4%	39%	58%	2925
Anoka County	4%	31%	65%	314
Carver County	<.5%	45%	55%	312
Dakota County	2%	31%	67%	411
Hennepin County	3%	41%	57%	791
Ramsey County, excluding Saint Paul	10%	34%	56%	300
City of Saint Paul	13%	47%	43%	275
Scott County	2%	40%	58%	237

Washington County	2%	36%	62%	285
Results by library user status:				
Users	6%	37%	58%	1940
Non-users	1%	41%	58%	968
Results by age:				
18-34 years	6%	54%	41%	314
35-44 years	3%	52%	46%	452
45-54 years	4%	47%	51%	401
55-64 years	6%	25%	70%	595
65+ years or older	2%	7%	91%	1105
Results by race/ethnicity:				
All people of color	12%	44%	45%	263
Asian American or Asian alone	6%	47%	47%	81
Black, African American, or African alone	20%	45%	35%	66
Latino/a or Hispanic alone	0%	39%	61%	34
Multiple racial/ethnic identities	22%	46%	33%	50
White (non-Hispanic) alone	3%	38%	60%	2477
Results by highest level of education:				
HS diploma/GED or less	6%	32%	64%	426
Two-year degree (associate or vocational-technical)	7%	38%	56%	461
Bachelor's degree or higher	2%	46%	52%	1912
Results by household type:				
Single adult, no children	6%	35%	61%	782
2+ adults, no children	2%	38%	60%	1323
Single adult, 1+ children	15%	51%	35%	84
2+ adults, 1+ children	2%	42%	56%	638
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	11%	37%	54%	224
200% of the Federal Poverty Line or above	2%	42%	56%	1977
Results by employment status:				
Employed (full time or part time)	4%	49%	48%	1589
Unemployed	5%	49%	46%	113
Unable to work, student, or retired	5%	8%	87%	1165

5F. In the past 12 months, did you go online (use the internet) at the library or somewhere else, to work or conduct work-related business?

	Yes, at the library	Yes, from somewhere else	Did not do this online	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	5%	51%	46%	2968
Anoka County	6%	48%	48%	321
Carver County	7%	55%	40%	318
Dakota County	3%	45%	52%	424
Hennepin County	5%	53%	43%	800
Ramsey County, excluding Saint Paul	2%	46%	52%	303
City of Saint Paul	7%	52%	41%	277
Scott County	4%	54%	42%	241
Washington County	8%	49%	45%	284
Results by library user status:				
Users	8%	48%	47%	1959
Non-users	1%	55%	44%	991
Results by age:				
18-34 years	6%	63%	32%	315
35-44 years	6%	67%	29%	461
45-54 years	6%	63%	33%	416
55-64 years	6%	42%	54%	603
65+ years or older	2%	12%	87%	1116
Results by race/ethnicity:				
All people of color	13%	39%	50%	260
Asian American or Asian alone	9%	52%	45%	77
Black, African American, or African alone	21%	33%	46%	65
Latino/a or Hispanic alone	<.5%	30%	70%	35
Multiple racial/ethnic identities	21%	46%	35%	52
White (non-Hispanic) alone	4%	53%	44%	2524
Results by highest level of education:				
HS diploma/GED or less	4%	35%	62%	423
Two-year degree (associate or vocational-technical)	5%	49%	46%	464

	Yes, at the library %	Yes, from somewhere else %	Did not do this online %	Number of respondents (unweighted)
Bachelor's degree or higher	6%	66%	29%	1958
Results by household type:				
Single adult, no children	3%	41%	57%	787
2+ adults, no children	5%	50%	45%	1352
Single adult, 1+ children	5%	56%	39%	85
2+ adults, 1+ children	6%	60%	36%	650
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	4%	29%	67%	224
200% of the Federal Poverty Line or above	5%	59%	37%	2018
Results by employment status:				
Employed (full time or part time)	6%	66%	29%	1631
Unemployed	6%	39%	60%	111
Unable to work, student, or retired	3%	13%	85%	1169

5G. In the past 12 months, did you go online (use the internet) at the library or somewhere else, for anything else: shop, bank, find health information, look things up, entertainment, connect with friends and family, etc.?

	Yes, at the library %	Yes, from somewhere else %	Did not do this online %	Number of respondents (unweighted)
Results by region:				
MELSA region overall	9%	75%	19%	3097
Anoka County	7%	79%	16%	338
Carver County	9%	77%	18%	334
Dakota County	5%	76%	20%	441
Hennepin County	9%	76%	18%	831
Ramsey County, excluding Saint Paul	10%	63%	28%	317
City of Saint Paul	15%	71%	19%	289
Scott County	6%	76%	19%	249
Washington County	13%	76%	13%	298
Results by library user status:				
Users	14%	73%	17%	2052
Non-users	<.5%	78%	21%	1026
Results by age:				

18-34 years	10%	79%	13%	320
35-44 years	10%	85%	10%	468
45-54 years	10%	80%	12%	414
55-64 years	9%	69%	24%	616
65+ years or older	7%	62%	33%	1218
Results by race/ethnicity:				
All people of color	19%	59%	25%	272
Asian American or Asian alone	21%	65%	20%	84
Black, African American, or African alone	19%	57%	25%	66
Latino/a or Hispanic alone	3%	55%	42%	36
Multiple racial/ethnic identities	22%	66%	14%	55
White (non-Hispanic) alone	7%	79%	17%	2630
Results by highest level of education:				
HS diploma/GED or less	10%	69%	24%	450
Two-year degree (associate or vocational-technical)	16%	70%	16%	496
Bachelor's degree or higher	7%	82%	14%	2018
Results by household type:				
Single adult, no children	12%	71%	22%	838
2+ adults, no children	8%	76%	18%	1411
Single adult, 1+ children	14%	67%	20%	85
2+ adults, 1+ children	6%	80%	16%	662
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	12%	55%	36%	237
200% of the Federal Poverty Line or above	7%	81%	14%	2100
Results by employment status:				
Employed (full time or part time)	9%	81%	13%	1650
Unemployed	9%	84%	9%	114
Unable to work, student, or retired	11%	58%	33%	1272

6. In the last 6 months, how often have you used the library for remote work or distance learning?

	Every day or most days %	At least once a week %	About 1-3 times a month %	Less than once a month %	I haven't used the library for remote work or distance learning in the last 6 months %	Number of respondents (unweighted)
Results by region:						
MELSA region overall	1%	2%	3%	7%	88%	3190
Anoka County	1%	2%	3%	6%	88%	347
Carver County	0%	<.5%	3%	10%	86%	337
Dakota County	<.5%	1%	3%	3%	93%	453
Hennepin County	1%	2%	4%	8%	85%	849
Ramsey County, excluding Saint Paul	<.5%	<.5%	2%	12%	85%	339
City of Saint Paul	<.5%	1%	1%	6%	92%	301
Scott County	<.5%	<.5%	1%	7%	91%	259
Washington County	<.5%	0%	5%	2%	93%	305
Results by library user status:						
Users	<.5%	2%	5%	11%	82%	2092
Non-users	1%	<.5%	<.5%	1%	98%	1080
Results by age:						
18-34 years	1%	1%	4%	9%	85%	324
35-44 years	0%	3%	3%	9%	85%	474
45-54 years	0%	1%	5%	6%	87%	428
55-64 years	1%	2%	2%	6%	89%	634
65+ years or older	<.5%	1%	1%	4%	94%	1275
Results by race/ethnicity:						
All people of color	1%	6%	3%	11%	80%	286
Asian American or Asian alone	<.5%	7%	2%	10%	80%	87
Black, African American, or African alone	3%	10%	4%	9%	74%	71
Latino/a or Hispanic alone	0%	3%	4%	3%	91%	39
Multiple racial/ethnic identities	0%	0%	1%	28%	71%	57
White (non-Hispanic) alone	1%	1%	3%	6%	90%	2707
Results by highest level of education:						
HS diploma/GED or less	<.5%	2%	3%	6%	89%	479

Two-year degree (associate or vocational-technical)	<.5%	1%	4%	8%	87%	516
Bachelor's degree or higher	1%	1%	3%	8%	87%	2063
Results by household type:						
Single adult, no children	1%	2%	5%	5%	88%	867
2+ adults, no children	<.5%	1%	2%	7%	90%	1465
Single adult, 1+ children	0%	1%	8%	4%	87%	90
2+ adults, 1+ children	1%	1%	3%	9%	87%	669
Results by household poverty status:						
Less than 200% of the Federal Poverty Line	1%	3%	5%	5%	85%	249
200% of the Federal Poverty Line or above	1%	1%	2%	6%	91%	2152
Results by employment status:						
Employed (full time or part time)	<.5%	2%	3%	8%	87%	1686
Unemployed	0%	6%	6%	5%	82%	118
Unable to work, student, or retired	1%	<.5%	3%	6%	90%	1330

7. What support would help you work remotely or participate in distance learning? (Select all that apply)

	Nothing, I do not work remotely or participate in distance learning	Nothing, all my needs for remote work and distance learning are met	High-speed internet connection	Available space with audio/video conferencing software	Private work space	Free or low-cost printing, faxing, and scanning	Technical support	Other, please specify	Number of respondents (unweighted)
	%	%	%	%	%	%	%	%	
Results by region:									
MELSA region overall	41%	29%	17%	9%	18%	21%	7%	2%	3097
Anoka County	41%	26%	14%	4%	13%	22%	4%	2%	340
Carver County	45%	32%	12%	5%	11%	19%	5%	<.5%	325
Dakota County	49%	30%	13%	5%	16%	14%	3%	1%	439
Hennepin County	38%	29%	19%	10%	19%	22%	7%	1%	827
Ramsey County, excluding Saint Paul	42%	34%	15%	13%	15%	17%	7%	2%	330
City of Saint Paul	35%	29%	22%	16%	21%	27%	9%	6%	296
Scott County	47%	27%	13%	6%	12%	15%	7%	1%	248
Washington County	47%	23%	20%	10%	22%	23%	11%	1%	292
Results by library user status:									
Users	39%	27%	20%	10%	20%	23%	7%	2%	2042
Non-users	45%	31%	14%	7%	14%	16%	6%	2%	1035

Results by age:									
18-34 years	28%	29%	25%	14%	28%	31%	6%	2%	322
35-44 years	27%	31%	26%	13%	26%	28%	11%	1%	466
45-54 years	28%	45%	15%	9%	16%	19%	7%	1%	420
55-64 years	50%	29%	12%	4%	12%	14%	6%	2%	619
65+ years or older	79%	11%	4%	1%	3%	8%	4%	1%	1214
Results by race/ethnicity:									
All people of color	39%	16%	31%	15%	22%	31%	10%	3%	286
Asian American or Asian alone	30%	14%	37%	22%	32%	42%	13%	4%	84
Black, African American, or African alone	43%	11%	36%	12%	17%	28%	11%	1%	74
Latino/a or Hispanic alone	55%	14%	19%	8%	13%	23%	7%	<.5%	40
Multiple racial/ethnic identities	22%	39%	31%	24%	23%	27%	10%	<.5%	55
White (non-Hispanic) alone	42%	31%	14%	7%	17%	19%	6%	1%	2624
Results by highest level of education:									
HS diploma/GED or less	57%	15%	14%	7%	13%	23%	6%	1%	459
Two-year degree (associate or vocational-technical)	44%	27%	21%	7%	15%	16%	7%	2%	502
Bachelor's degree or higher	25%	42%	20%	11%	25%	20%	7%	2%	2008
Results by household type:									
Single adult, no children	50%	24%	13%	7%	14%	19%	6%	1%	839
2+ adults, no children	42%	26%	17%	9%	20%	22%	7%	2%	1414
Single adult, 1+ children	37%	32%	25%	17%	21%	20%	5%	1%	89
2+ adults, 1+ children	34%	34%	20%	10%	19%	22%	7%	1%	661
Results by household poverty status:									
Less than 200% of the Federal Poverty Line	52%	10%	21%	11%	18%	30%	11%	5%	247
200% of the Federal Poverty Line or above	37%	33%	17%	9%	19%	19%	5%	1%	2098
Results by employment status:									
Employed (full time or part time)	28%	36%	21%	11%	22%	24%	7%	2%	1654
Unemployed	53%	22%	14%	8%	12%	15%	9%	3%	116
Unable to work, student, or retired	71%	11%	10%	5%	8%	15%	5%	1%	1270

7B. What other support would help you work remotely or participate in distance learning?

Printer/scanner access (specific, e.g. 3D printer, colored printer)	21%
Access to equipment	14%
WiFi/mobile hotspot	13%

Adaptive technology (e.g. voice controlled computer equipment, text to speech)	12%
Other	10%
Classes/help with how to use computers/internet	9%
Onsite access to food (coffee shop, cafeteria)	9%
Private work spaces	7%
Security (e.g. known security protection, secure private network, confidentiality)	5%
Access to computer accessories (e.g. multiple monitors, docking station)	4%
Educator, educational groups or activities	3%
Audiobooks	2%
Expanded/extended library hours (e.g. to support international time)	2%
eBooks	2%
Childcare	2%
Skill-based classes, groups, learning resources (e.g. writing)	1%
Classes/more information about online tools and platforms (e.g. work-related, what's available)	1%
Access to a studio space (e.g. with equipment to make YouTube videos)	1%
More instruction/classes	<.5%
Support from library staff	<.5%
Internet-based classes or groups (e.g. discussion groups, support groups)	<.5%
Number of respondents (unweighted)	**46**

8A. Do you need help with using a computer (desktop, laptop), smartphone, or tablet?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	8%	8%	84%	3071
Anoka County	7%	13%	80%	337
Carver County	3%	8%	89%	320
Dakota County	5%	8%	86%	441
Hennepin County	9%	7%	84%	825

Ramsey County, excluding Saint Paul	13%	6%	82%	324
City of Saint Paul	9%	11%	80%	287
Scott County	8%	5%	86%	244
Washington County	5%	8%	88%	293
Results by library user status:				
Users	8%	8%	84%	2033
Non-users	7%	9%	84%	1019
Results by age:				
18-34 years	1%	4%	95%	325
35-44 years	7%	4%	89%	471
45-54 years	7%	9%	84%	420
55-64 years	11%	10%	79%	619
65+ years or older	18%	15%	66%	1191
Results by race/ethnicity:				
All people of color	16%	10%	73%	275
Asian American or Asian alone	10%	5%	85%	82
Black, African American, or African alone	37%	9%	54%	70
Latino/a or Hispanic alone	0%	20%	80%	39
Multiple racial/ethnic identities	3%	4%	92%	53
White (non-Hispanic) alone	7%	7%	86%	2618
Results by highest level of education:				
HS diploma/GED or less	13%	11%	76%	455
Two-year degree (associate or vocational-technical)	8%	14%	78%	493
Bachelor's degree or higher	3%	4%	92%	2004
Results by household type:				
Single adult, no children	13%	10%	77%	831
2+ adults, no children	7%	9%	84%	1401
Single adult, 1+ children	9%	11%	79%	89
2+ adults, 1+ children	5%	4%	91%	664
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	24%	15%	62%	237
200% of the Federal Poverty Line or above	5%	6%	89%	2086
Results by employment status:				
Employed (full time or part time)	5%	6%	90%	1660
Unemployed	18%	11%	71%	116
Unable to work, student, or retired	15%	13%	72%	1249

8B. Do you need help with using email?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	4%	3%	93%	3018
Anoka County	2%	1%	96%	327
Carver County	1%	4%	95%	317
Dakota County	2%	3%	95%	438
Hennepin County	5%	2%	93%	805
Ramsey County, excluding Saint Paul	6%	6%	88%	315
City of Saint Paul	6%	4%	90%	283
Scott County	8%	4%	88%	246
Washington County	1%	1%	98%	287
Results by library user status:				
Users	5%	2%	93%	2003
Non-users	3%	3%	94%	996
Results by age:				
18-34 years	<.5%	3%	97%	323
35-44 years	5%	2%	93%	469
45-54 years	2%	1%	97%	417
55-64 years	7%	2%	90%	609
65+ years or older	7%	6%	87%	1160
Results by race/ethnicity:				
All people of color	13%	5%	82%	271
Asian American or Asian alone	8%	<.5%	92%	80
Black, African American, or African alone	33%	1%	65%	68
Latino/a or Hispanic alone	0%	17%	83%	39
Multiple racial/ethnic identities	<.5%	3%	96%	53
White (non-Hispanic) alone	2%	2%	95%	2574
Results by highest level of education:				
HS diploma/GED or less	7%	4%	89%	440
Two-year degree (associate or vocational-technical)	5%	3%	92%	485
Bachelor's degree or higher	1%	1%	98%	1978
Results by household type:				

Single adult, no children	8%	5%	87%	810
2+ adults, no children	2%	2%	96%	1379
Single adult, 1+ children	10%	2%	88%	88
2+ adults, 1+ children	2%	2%	97%	658
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	18%	6%	76%	221
200% of the Federal Poverty Line or above	1%	2%	97%	2062
Results by employment status:				
Employed (full time or part time)	2%	1%	97%	1644
Unemployed	18%	9%	73%	114
Unable to work, student, or retired	6%	5%	89%	1218

8C. Do you need help with staying safe and protecting privacy online?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	9%	15%	76%	3024
Anoka County	8%	13%	79%	330
Carver County	6%	12%	82%	322
Dakota County	7%	15%	78%	436
Hennepin County	9%	15%	76%	808
Ramsey County, excluding Saint Paul	9%	14%	77%	312
City of Saint Paul	16%	24%	60%	284
Scott County	8%	16%	76%	246
Washington County	6%	15%	80%	286
Results by library user status:				
Users	9%	19%	72%	2011
Non-users	8%	10%	82%	995
Results by age:				
18-34 years	5%	9%	86%	324
35-44 years	9%	16%	75%	465
45-54 years	6%	21%	73%	416
55-64 years	12%	13%	75%	615
65+ years or older	13%	23%	64%	1160
Results by race/ethnicity:				

All people of color	23%	18%	59%	271
Asian American or Asian alone	12%	26%	62%	81
Black, African American, or African alone	41%	10%	49%	66
Latino/a or Hispanic alone	26%	10%	64%	39
Multiple racial/ethnic identities	15%	16%	69%	53
White (non-Hispanic) alone	5%	15%	79%	2579
Results by highest level of education:				
HS diploma/GED or less	12%	17%	71%	437
Two-year degree (associate or vocational-technical)	15%	16%	69%	485
Bachelor's degree or higher	5%	14%	81%	1989
Results by household type:				
Single adult, no children	13%	16%	71%	805
2+ adults, no children	5%	15%	79%	1386
Single adult, 1+ children	21%	22%	57%	87
2+ adults, 1+ children	6%	14%	80%	661
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	28%	17%	55%	225
200% of the Federal Poverty Line or above	5%	14%	81%	2066
Results by employment status:				
Employed (full time or part time)	6%	15%	79%	1647
Unemployed	23%	13%	64%	115
Unable to work, student, or retired	13%	18%	69%	1218

8D. Do you need help with downloading eBooks, eAudiobooks, eMagazines or music?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	10%	15%	75%	3028
Anoka County	12%	17%	71%	329
Carver County	9%	18%	73%	320
Dakota County	9%	15%	76%	436
Hennepin County	8%	13%	78%	810
Ramsey County, excluding Saint Paul	9%	14%	77%	310
City of Saint Paul	12%	19%	69%	288
Scott County	8%	19%	73%	247

Washington County	13%	17%	70%	288
Results by library user status:				
Users	10%	17%	73%	2017
Non-users	9%	12%	79%	992
Results by age:				
18-34 years	6%	10%	84%	324
35-44 years	6%	17%	77%	469
45-54 years	11%	21%	68%	416
55-64 years	13%	17%	70%	613
65+ years or older	14%	15%	71%	1166
Results by race/ethnicity:				
All people of color	16%	15%	70%	268
Asian American or Asian alone	8%	20%	72%	79
Black, African American, or African alone	25%	14%	60%	66
Latino/a or Hispanic alone	22%	17%	61%	39
Multiple racial/ethnic identities	6%	5%	89%	53
White (non-Hispanic) alone	8%	15%	77%	2588
Results by highest level of education:				
HS diploma/GED or less	11%	16%	73%	438
Two-year degree (associate or vocational-technical)	14%	17%	69%	480
Bachelor's degree or higher	8%	14%	78%	1997
Results by household type:				
Single adult, no children	11%	14%	75%	814
2+ adults, no children	11%	16%	73%	1383
Single adult, 1+ children	13%	12%	75%	86
2+ adults, 1+ children	6%	16%	77%	662
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	17%	14%	69%	226
200% of the Federal Poverty Line or above	8%	15%	77%	2073
Results by employment status:				
Employed (full time or part time)	8%	15%	77%	1652
Unemployed	11%	20%	70%	112
Unable to work, student, or retired	13%	16%	71%	1223

8E. Do you need help with using video conferencing platforms (Zoom, Google Hangouts, Skype, etc.)?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	8%	12%	80%	3021
Anoka County	9%	12%	79%	332
Carver County	4%	11%	85%	316
Dakota County	7%	12%	80%	437
Hennepin County	7%	12%	81%	806
Ramsey County, excluding Saint Paul	9%	7%	84%	312
City of Saint Paul	12%	15%	73%	288
Scott County	5%	18%	77%	244
Washington County	8%	7%	86%	286
Results by library user status:				
Users	8%	14%	78%	2009
Non-users	7%	8%	85%	994
Results by age:				
18-34 years	5%	6%	89%	323
35-44 years	3%	15%	82%	468
45-54 years	5%	13%	82%	416
55-64 years	13%	15%	72%	613
65+ years or older	12%	14%	74%	1157
Results by race/ethnicity:				
All people of color	12%	14%	75%	267
Asian American or Asian alone	5%	12%	83%	79
Black, African American, or African alone	31%	18%	51%	65
Latino/a or Hispanic alone	0%	6%	94%	38
Multiple racial/ethnic identities	1%	10%	89%	53
White (non-Hispanic) alone	6%	12%	82%	2579
Results by highest level of education:				
HS diploma/GED or less	9%	15%	76%	438
Two-year degree (associate or vocational-technical)	17%	17%	66%	482
Bachelor's degree or higher	4%	8%	88%	1983
Results by household type:				

Single adult, no children	12%	12%	75%	816
2+ adults, no children	7%	12%	81%	1375
Single adult, 1+ children	5%	18%	77%	86
2+ adults, 1+ children	4%	10%	86%	660
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	15%	19%	65%	225
200% of the Federal Poverty Line or above	5%	10%	85%	2061
Results by employment status:				
Employed (full time or part time)	6%	10%	84%	1649
Unemployed	13%	23%	64%	116
Unable to work, student, or retired	12%	13%	75%	1212

8F. Do you need help with printing, scanning, or faxing?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	10%	15%	74%	3037
Anoka County	10%	14%	76%	331
Carver County	7%	15%	78%	318
Dakota County	6%	17%	77%	440
Hennepin County	11%	13%	76%	813
Ramsey County, excluding Saint Paul	7%	15%	78%	315
City of Saint Paul	15%	22%	64%	288
Scott County	11%	17%	72%	245
Washington County	12%	19%	70%	287
Results by library user status:				
Users	11%	17%	72%	2017
Non-users	8%	12%	79%	1002
Results by age:				
18-34 years	6%	15%	78%	322
35-44 years	11%	19%	70%	469
45-54 years	9%	12%	79%	417
55-64 years	13%	15%	71%	617
65+ years or older	13%	15%	72%	1169
Results by race/ethnicity:				

All people of color	26%	20%	54%	271
Asian American or Asian alone	17%	35%	48%	81
Black, African American, or African alone	38%	15%	47%	67
Latino/a or Hispanic alone	32%	12%	56%	39
Multiple racial/ethnic identities	7%	11%	82%	54
White (non-Hispanic) alone	7%	14%	79%	2590
Results by highest level of education:				
HS diploma/GED or less	16%	17%	67%	444
Two-year degree (associate or vocational-technical)	10%	22%	68%	484
Bachelor's degree or higher	5%	13%	83%	1991
Results by household type:				
Single adult, no children	17%	14%	70%	816
2+ adults, no children	8%	17%	75%	1387
Single adult, 1+ children	12%	21%	68%	88
2+ adults, 1+ children	5%	15%	80%	661
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	31%	20%	50%	229
200% of the Federal Poverty Line or above	6%	13%	81%	2067
Results by employment status:				
Employed (full time or part time)	7%	14%	79%	1650
Unemployed	24%	21%	55%	115
Unable to work, student, or retired	15%	17%	68%	1228

8G. Do you need help with searching and applying for jobs?

	Yes	Maybe	No	Number of respondents
	%	%	%	(unweighted)
Results by region:				
MELSA region overall	5%	7%	87%	3001
Anoka County	1%	11%	88%	324
Carver County	1%	3%	96%	312
Dakota County	5%	5%	90%	434
Hennepin County	7%	6%	87%	807
Ramsey County, excluding Saint Paul	10%	7%	83%	312
City of Saint Paul	7%	9%	84%	282
Scott County	5%	8%	87%	243

Washington County	1%	13%	86%	287
Results by library user status:				
Users	6%	8%	86%	2001
Non-users	5%	6%	89%	982
Results by age:				
18-34 years	5%	11%	84%	323
35-44 years	7%	8%	86%	465
45-54 years	5%	10%	86%	416
55-64 years	8%	4%	88%	608
65+ years or older	3%	3%	94%	1147
Results by race/ethnicity:				
All people of color	21%	13%	67%	268
Asian American or Asian alone	8%	16%	76%	80
Black, African American, or African alone	36%	11%	53%	65
Latino/a or Hispanic alone	25%	18%	57%	39
Multiple racial/ethnic identities	8%	10%	82%	52
White (non-Hispanic) alone	2%	6%	91%	2559
Results by highest level of education:				
HS diploma/GED or less	9%	8%	83%	435
Two-year degree (associate or vocational-technical)	5%	10%	85%	475
Bachelor's degree or higher	3%	7%	91%	1976
Results by household type:				
Single adult, no children	9%	6%	84%	810
2+ adults, no children	3%	8%	89%	1365
Single adult, 1+ children	8%	12%	80%	86
2+ adults, 1+ children	4%	7%	89%	658
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	23%	12%	65%	223
200% of the Federal Poverty Line or above	3%	6%	91%	2050
Results by employment status:				
Employed (full time or part time)	4%	8%	88%	1640
Unemployed	21%	11%	68%	115
Unable to work, student, or retired	5%	4%	91%	1203

8H. Do you need help with starting or growing a business?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	8%	15%	76%	3008
Anoka County	10%	14%	76%	327
Carver County	7%	21%	71%	314
Dakota County	7%	21%	72%	433
Hennepin County	7%	15%	78%	807
Ramsey County, excluding Saint Paul	1%	11%	87%	311
City of Saint Paul	15%	16%	69%	284
Scott County	5%	14%	80%	244
Washington County	14%	9%	77%	288
Results by library user status:				
Users	8%	16%	76%	2002
Non-users	8%	14%	78%	988
Results by age:				
18-34 years	11%	21%	68%	323
35-44 years	13%	18%	69%	469
45-54 years	9%	19%	72%	416
55-64 years	5%	11%	84%	611
65+ years or older	1%	4%	95%	1146
Results by race/ethnicity:				
All people of color	20%	26%	54%	265
Asian American or Asian alone	19%	23%	58%	78
Black, African American, or African alone	18%	25%	57%	65
Latino/a or Hispanic alone	28%	33%	39%	39
Multiple racial/ethnic identities	14%	38%	48%	51
White (non-Hispanic) alone	6%	13%	81%	2569
Results by highest level of education:				
HS diploma/GED or less	10%	16%	74%	430
Two-year degree (associate or vocational-technical)	8%	17%	75%	478
Bachelor's degree or higher	7%	15%	79%	1984
Results by household type:				
Single adult, no children	8%	11%	82%	810
2+ adults, no children	6%	17%	77%	1369

Single adult, 1+ children	16%	17%	67%	85
2+ adults, 1+ children	11%	17%	72%	661
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	15%	21%	64%	222
200% of the Federal Poverty Line or above	8%	15%	77%	2059
Results by employment status:				
Employed (full time or part time)	9%	19%	72%	1647
Unemployed	15%	21%	64%	115
Unable to work, student, or retired	3%	4%	93%	1203

8I. Do you need help with finding health or wellness information and resources?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	8%	15%	77%	3031
Anoka County	10%	14%	76%	329
Carver County	4%	21%	75%	317
Dakota County	8%	16%	77%	439
Hennepin County	8%	16%	76%	810
Ramsey County, excluding Saint Paul	7%	15%	78%	313
City of Saint Paul	12%	12%	76%	285
Scott County	3%	14%	83%	246
Washington County	11%	12%	78%	292
Results by library user status:				
Users	8%	16%	76%	2017
Non-users	10%	12%	78%	997
Results by age:				
18-34 years	8%	11%	81%	323
35-44 years	8%	16%	75%	470
45-54 years	9%	18%	73%	419
55-64 years	8%	14%	77%	613
65+ years or older	8%	17%	75%	1163
Results by race/ethnicity:				
All people of color	26%	15%	59%	274
Asian American or Asian alone	14%	13%	73%	81

	Yes %	Maybe %	No %	Number of respondents (unweighted)
Black, African American, or African alone	43%	12%	44%	68
Latino/a or Hispanic alone	29%	15%	57%	39
Multiple racial/ethnic identities	12%	22%	66%	54
White (non-Hispanic) alone	4%	15%	80%	2582
Results by highest level of education:				
HS diploma/GED or less	12%	16%	72%	441
Two-year degree (associate or vocational-technical)	14%	20%	66%	482
Bachelor's degree or higher	4%	13%	83%	1991
Results by household type:				
Single adult, no children	12%	17%	72%	814
2+ adults, no children	9%	17%	74%	1383
Single adult, 1+ children	10%	23%	67%	88
2+ adults, 1+ children	4%	9%	87%	662
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	24%	20%	56%	230
200% of the Federal Poverty Line or above	5%	15%	81%	2066
Results by employment status:				
Employed (full time or part time)	7%	16%	78%	1650
Unemployed	25%	14%	61%	117
Unable to work, student, or retired	9%	14%	78%	1221

8J. Do you need help with finding legal information and resources?

	Yes %	Maybe %	No %	Number of respondents (unweighted)
Results by region:				
MELSA region overall	9%	21%	70%	3019
Anoka County	13%	13%	73%	329
Carver County	6%	27%	67%	317
Dakota County	10%	20%	69%	434
Hennepin County	8%	24%	68%	804
Ramsey County, excluding Saint Paul	6%	19%	75%	314
City of Saint Paul	11%	25%	64%	287
Scott County	4%	23%	73%	244
Washington County	9%	14%	77%	290
Results by library user status:				

	Yes	Maybe	No	Number of respondents
Users	9%	22%	68%	2006
Non-users	8%	19%	73%	995
Results by age:				
18-34 years	8%	23%	69%	322
35-44 years	9%	26%	66%	466
45-54 years	10%	23%	67%	414
55-64 years	9%	16%	74%	615
65+ years or older	8%	17%	75%	1160
Results by race/ethnicity:				
All people of color	22%	25%	53%	269
Asian American or Asian alone	17%	20%	63%	80
Black, African American, or African alone	29%	18%	54%	65
Latino/a or Hispanic alone	20%	40%	40%	38
Multiple racial/ethnic identities	9%	36%	55%	55
White (non-Hispanic) alone	6%	21%	73%	2576
Results by highest level of education:				
HS diploma/GED or less	10%	21%	69%	436
Two-year degree (associate or vocational-technical)	16%	23%	61%	479
Bachelor's degree or higher	7%	22%	72%	1987
Results by household type:				
Single adult, no children	10%	21%	69%	813
2+ adults, no children	10%	21%	69%	1381
Single adult, 1+ children	8%	36%	56%	85
2+ adults, 1+ children	5%	19%	75%	657
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	22%	26%	52%	225
200% of the Federal Poverty Line or above	7%	21%	72%	2066
Results by employment status:				
Employed (full time or part time)	8%	23%	69%	1641
Unemployed	18%	21%	61%	116
Unable to work, student, or retired	7%	17%	76%	1220

8K. Do you need help with accessing government services?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	

Results by region:				
MELSA region overall	7%	16%	77%	3019
Anoka County	5%	16%	79%	331
Carver County	5%	18%	77%	315
Dakota County	6%	16%	78%	438
Hennepin County	6%	17%	77%	805
Ramsey County, excluding Saint Paul	6%	13%	81%	312
City of Saint Paul	9%	19%	72%	284
Scott County	5%	14%	81%	243
Washington County	12%	14%	74%	291
Results by library user status:				
Users	7%	16%	78%	2010
Non-users	6%	17%	76%	991
Results by age:				
18-34 years	5%	15%	80%	323
35-44 years	7%	17%	75%	469
45-54 years	5%	21%	74%	417
55-64 years	8%	18%	74%	611
65+ years or older	7%	13%	80%	1157
Results by race/ethnicity:				
All people of color	14%	21%	65%	269
Asian American or Asian alone	15%	16%	70%	80
Black, African American, or African alone	18%	16%	66%	63
Latino/a or Hispanic alone	5%	40%	56%	39
Multiple racial/ethnic identities	14%	9%	77%	55
White (non-Hispanic) alone	5%	16%	80%	2577
Results by highest level of education:				
HS diploma/GED or less	7%	19%	74%	432
Two-year degree (associate or vocational-technical)	12%	21%	66%	478
Bachelor's degree or higher	5%	13%	82%	1995
Results by household type:				
Single adult, no children	8%	18%	75%	808
2+ adults, no children	8%	16%	77%	1380
Single adult, 1+ children	6%	23%	70%	88
2+ adults, 1+ children	3%	16%	81%	661
Results by household poverty status:				

	Yes	Maybe	No	Number of respondents (unweighted)
Less than 200% of the Federal Poverty Line	16%	28%	56%	222
200% of the Federal Poverty Line or above	4%	16%	80%	2065
Results by employment status:				
Employed (full time or part time)	5%	17%	77%	1649
Unemployed	13%	21%	65%	115
Unable to work, student, or retired	8%	13%	79%	1213

8L. Do you need help with creating multimedia (3D printing, editing photos, video, or audio files, etc.)?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	14%	23%	63%	3030
Anoka County	19%	10%	71%	328
Carver County	19%	20%	60%	318
Dakota County	15%	23%	62%	438
Hennepin County	12%	25%	63%	812
Ramsey County, excluding Saint Paul	12%	28%	60%	311
City of Saint Paul	19%	26%	54%	287
Scott County	12%	25%	63%	245
Washington County	10%	22%	68%	291
Results by library user status:				
Users	17%	23%	60%	2012
Non-users	8%	24%	68%	999
Results by age:				
18-34 years	14%	24%	62%	323
35-44 years	16%	20%	63%	470
45-54 years	13%	27%	59%	421
55-64 years	13%	29%	59%	616
65+ years or older	12%	15%	72%	1158
Results by race/ethnicity:				
All people of color	26%	22%	52%	267
Asian American or Asian alone	21%	17%	63%	79
Black, African American, or African alone	24%	25%	51%	65
Latino/a or Hispanic alone	38%	25%	37%	39

Multiple racial/ethnic identities	27%	17%	56%	53
White (non-Hispanic) alone	11%	24%	65%	2586
Results by highest level of education:				
HS diploma/GED or less	14%	25%	62%	432
Two-year degree (associate or vocational-technical)	19%	22%	59%	483
Bachelor's degree or higher	13%	22%	65%	1998
Results by household type:				
Single adult, no children	13%	22%	65%	808
2+ adults, no children	12%	27%	61%	1387
Single adult, 1+ children	20%	23%	58%	86
2+ adults, 1+ children	16%	21%	63%	665
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	30%	24%	46%	222
200% of the Federal Poverty Line or above	12%	25%	64%	2073
Results by employment status:				
Employed (full time or part time)	13%	25%	61%	1656
Unemployed	24%	24%	52%	115
Unable to work, student, or retired	12%	17%	71%	1216

8M. Do you need help with conducting research as part of work or schoolwork?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	6%	14%	80%	3007
Anoka County	6%	16%	79%	328
Carver County	5%	18%	77%	314
Dakota County	4%	14%	82%	432
Hennepin County	6%	13%	81%	806
Ramsey County, excluding Saint Paul	6%	14%	81%	312
City of Saint Paul	10%	22%	69%	284
Scott County	8%	12%	80%	242
Washington County	6%	10%	84%	289
Results by library user status:				
Users	7%	17%	76%	2003
Non-users	4%	10%	86%	987

Results by age:				
18-34 years	7%	19%	74%	322
35-44 years	11%	17%	72%	468
45-54 years	4%	19%	76%	415
55-64 years	5%	8%	87%	610
65+ years or older	2%	5%	93%	1150
Results by race/ethnicity:				
All people of color	17%	19%	64%	268
Asian American or Asian alone	16%	16%	68%	79
Black, African American, or African alone	27%	19%	54%	66
Latino/a or Hispanic alone	12%	24%	64%	39
Multiple racial/ethnic identities	5%	24%	71%	53
White (non-Hispanic) alone	4%	14%	83%	2565
Results by highest level of education:				
HS diploma/GED or less	8%	15%	78%	432
Two-year degree (associate or vocational-technical)	9%	13%	78%	474
Bachelor's degree or higher	4%	15%	81%	1986
Results by household type:				
Single adult, no children	5%	14%	81%	805
2+ adults, no children	5%	12%	84%	1374
Single adult, 1+ children	18%	12%	70%	86
2+ adults, 1+ children	6%	19%	75%	659
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	15%	16%	69%	223
200% of the Federal Poverty Line or above	5%	15%	81%	2053
Results by employment status:				
Employed (full time or part time)	6%	17%	77%	1644
Unemployed	10%	11%	79%	115
Unable to work, student, or retired	5%	9%	87%	1205

8N. Do you need help with any other computer skills or activities?

	Yes	Maybe	No	Number of respondents (unweighted)
	%	%	%	
Results by region:				
MELSA region overall	4%	3%	93%	1446

Anoka County	1%	3%	96%	143
Carver County	3%	2%	95%	152
Dakota County	2%	2%	96%	212
Hennepin County	4%	3%	93%	392
Ramsey County, excluding Saint Paul	1%	3%	96%	159
City of Saint Paul	6%	10%	85%	126
Scott County	6%	6%	88%	128
Washington County	3%	2%	95%	134
Results by library user status:				
Users	5%	3%	92%	911
Non-users	1%	4%	95%	524
Results by age:				
18-34 years	2%	3%	95%	162
35-44 years	2%	6%	93%	238
45-54 years	5%	4%	91%	181
55-64 years	6%	3%	91%	269
65+ years or older	3%	2%	95%	576
Results by race/ethnicity:				
All people of color	6%	7%	86%	135
Asian American or Asian alone	0%	9%	91%	42
Black, African American, or African alone	16%	13%	71%	35
Latino/a or Hispanic alone	2%	0%	98%	20
Multiple racial/ethnic identities	1%	0%	99%	24
White (non-Hispanic) alone	3%	3%	94%	1225
Results by highest level of education:				
HS diploma/GED or less	3%	3%	93%	233
Two-year degree (associate or vocational-technical)	7%	2%	91%	230
Bachelor's degree or higher	3%	4%	93%	916
Results by household type:				
Single adult, no children	4%	2%	93%	416
2+ adults, no children	4%	2%	94%	628
Single adult, 1+ children	0%	0%	100%	38
2+ adults, 1+ children	3%	5%	92%	319
Results by household poverty status:				
Less than 200% of the Federal Poverty Line	8%	5%	86%	117
200% of the Federal Poverty Line or above	3%	3%	93%	984

Results by employment status:				
Employed (full time or part time)	4%	4%	92%	780
Unemployed	14%	0%	86%	45
Unable to work, student, or retired	1%	3%	96%	600

8N, Other. What other help do you need with computer skills or activities?

Mainstream computer programs (Microsoft PowerPoint, Adobe, Photoshop, etc.)	33%
Other	19%
Searching for specific information	18%
Learn advanced or specific computer skills	6%
App-based or cloud-based programs (e.g. using a streaming service)	6%
Learn how to use computer programs or software (general)	6%
Website development	5%
Classes/courses	4%
Searching for and reserving books/ebooks online	4%
Help with searching for information	1%
Classes on Apple products (e.g. Pages app)	1%
Computer programming or development software (e.g. Python, SQL, C++)	<.5%
More educational/computer sessions for seniors	<.5%
A course on accessing information on computer/phone	<.5%
Number of respondents (unweighted)	**66**

9. Please add any additional comments or feedback you have about library technology or digital services.

Comment about not using the library or digital/technology resources	19%
None/Nothing/No/NA	12%
Positive comment about the library	9%
Positive comment about library staff, services, environment, resources, user experience	8%
Likes/appreciates e-books (including among/availability of)	7%

Appreciates the technology and digital services and resources	6%
Other comments about library, not directly technology related	5%
Other	5%
Likes/uses e-book app (e.g. Libby, Hoopla, OverDrive)	5%
Comment about a change they would like to see in the library	5%
Comment about why/how they use the library (e.g., take kids, read, magazines)	4%
Likes/appreciates audiobooks (including amount/availability of)	4%
More tech support/classes on using computers	3%
Library resources/services are important, glad they are available to all in community	3%
Issue with e-books (e.g. long waits, whole series not available, need help accessing)	3%
Would like to/should learn more about library offerings (related to technology)	2%
Would like more e-books (e.g. more titles, new titles)	2%
Problem with or improvement needed technology/digital services to improve library user experience	2%
Likes/appreciates printing services/resources (including photocopying)	2%
Specific equipment (e.g. Microfilm readers, scanners)	1%
Issue with audiobooks	1%
Likes a specific library technology feature/function	1%
Audiobooks and e-books	1%
Not familiar with what public libraries offer	1%
Improvements to equipment/hardware	1%
More support with using library resources & accessing library content	1%
Negative comment about library staff, services, environment, resources, user experience	1%
Would like more audiobooks (e.g. more titles, new titles)	1%
Equipment related to printing (e.g. 3D printers/color printing	1%

More/better workstations for remote work	1%
Access to specific software/program (e.g. Circuit, photo/video editing)	1%
Likes videos/DVDs/movies to check out	1%
Education/classes on computers, smart phones, devices	1%
Other problem/comment on audiobooks or ebooks	1%
Classes on programs and apps	1%
Comment about finances/funding (e.g. give library more money, waste of money)	<.5%
Comment about the survey	<.5%
Internet is slow/unreliable	<.5%
Problem with using library website (e.g. ordering/reserving books online, catalog use)	<.5%
Privacy/security concerns	<.5%
Likes/uses Hot spots	<.5%
Classes aimed at seniors	<.5%
Likes databases/access to content (e.g. journal/magazine access, research resources)	<.5%
Problem/issue with printing	<.5%
Would like more online journal/database access	<.5%
Problem with/suggestion for Libby app (changed, hard to use, can't make recommendations)	<.5%
Class on data literacy, finding literature/information	<.5%
More computers	<.5%
Improvements to digital media/digital access other than ebooks and audiobooks	<.5%
Likes/uses internet at library	<.5%
Have more staff available to help	<.5%
Likes online classes (e.g., I enjoy taking the Zoom history and current affairs classes)	<.5%
Would like more movies/DVDs to rent	<.5%
Number of respondents (unweighted)	**717**

11. What is your gender?

	Man/male	Non-binary	Woman/female	Prefer to self-describe	Number of respondents

	%	%	%	%	respondents (unweighted)
Results by region:					
MELSA region overall	46%	1%	53%	0%	3099
Anoka County	49%	<.5%	51%	0%	332
Carver County	49%	2%	50%	0%	327
Dakota County	44%	0%	56%	0%	439
Hennepin County	46%	1%	54%	0%	833
Ramsey County, excluding Saint Paul	45%	<.5%	55%	0%	324
City of Saint Paul	46%	4%	50%	0%	294
Scott County	49%	<.5%	50%	0%	251
Washington County	46%	0%	54%	0%	299
Results by library user status:					
Users	42%	1%	57%	0%	2031
Non-users	52%	<.5%	48%	0%	1051
Results by age:					
18-34 years	43%	2%	55%	0%	319
35-44 years	48%	1%	50%	0%	464
45-54 years	47%	0%	53%	0%	413
55-64 years	51%	<.5%	49%	0%	612
65+ years or older	44%	<.5%	56%	0%	1256
Results by race/ethnicity:					
All people of color	49%	2%	49%	0%	281
Asian American or Asian alone	54%	0%	46%	0%	84
Black, African American, or African alone	59%	1%	41%	0%	72
Latino/a or Hispanic alone	42%	2%	56%	0%	40
Multiple racial/ethnic identities	32%	12%	56%	0%	53
White (non-Hispanic) alone	45%	<.5%	55%	0%	2696
Results by highest level of education:					
HS diploma/GED or less	42%	1%	58%	0%	478
Two-year degree (associate or vocational-technical)	57%	0%	43%	0%	510
Bachelor's degree or higher	48%	1%	51%	0%	2028
Results by household type:					
Single adult, no children	53%	<.5%	46%	0%	857
2+ adults, no children	43%	2%	56%	0%	1432
Single adult, 1+ children	34%	0%	66%	0%	86

2+ adults, 1+ children	46%	<.5%	54%	0%	654
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	42%	2%	56%	0%	251
200% of the Federal Poverty Line or above	49%	<.5%	51%	0%	2136
Results by employment status:					
Employed (full time or part time)	48%	1%	51%	0%	1652
Unemployed	32%	0%	68%	0%	110
Unable to work, student, or retired	45%	<.5%	55%	0%	1303

12. How do you identify your race/ethnicity? (Select all that apply)

	American Indian, Native American, or Alaska Native	Asian American or Asian	Black, African American, or African	Latino/a or Hispanic	White or Caucasian	Another race/ethnicity not on this list	Number of respondents (unweighted)
	%	%	%	%	%	%	
Results by region:							
MELSA region overall	2%	6%	6%	4%	85%	1%	3019
Anoka County	1%	3%	4%	6%	88%	<.5%	323
Carver County	<.5%	1%	<.5%	<.5%	97%	1%	329
Dakota County	1%	5%	4%	6%	85%	<.5%	427
Hennepin County	1%	4%	7%	5%	83%	2%	815
Ramsey County, excluding Saint Paul	<.5%	8%	7%	<.5%	89%	2%	316
City of Saint Paul	4%	16%	9%	4%	76%	1%	285
Scott County	<.5%	4%	10%	3%	83%	<.5%	244
Washington County	4%	6%	<.5%	1%	90%	<.5%	280
Results by library user status:							
Users	2%	7%	6%	2%	86%	1%	1971
Non-users	1%	4%	5%	7%	83%	1%	1032
Results by age:							
18-34 years	1%	8%	5%	7%	83%	<.5%	317
35-44 years	1%	10%	6%	6%	78%	1%	453
45-54 years	1%	4%	6%	5%	85%	2%	401
55-64 years	3%	3%	8%	1%	85%	1%	600
65+ years or older	2%	2%	4%	<.5%	94%	2%	1234
Results by race/ethnicity:							
All people of color	9%	34%	33%	24%	13%	6%	292

Asian American or Asian alone	0%	100%	0%	0%	0%	0%	87
Black, African American, or African alone	0%	0%	100%	0%	0%	0%	75
Latino/a or Hispanic alone	0%	0%	0%	100%	0%	0%	40
Multiple racial/ethnic identities	34%	33%	30%	27%	91%	16%	57
White (non-Hispanic) alone	0%	0%	0%	0%	100%	0%	2727
Results by highest level of education:							
HS diploma/GED or less	2%	6%	8%	6%	80%	1%	475
Two-year degree (associate or vocational-technical)	1%	6%	8%	2%	84%	1%	504
Bachelor's degree or higher	1%	5%	3%	2%	90%	1%	1994
Results by household type:							
Single adult, no children	2%	2%	7%	2%	89%	2%	843
2+ adults, no children	1%	4%	3%	4%	91%	1%	1404
Single adult, 1+ children	12%	8%	25%	7%	63%	1%	84
2+ adults, 1+ children	1%	11%	5%	6%	78%	1%	641
Results by household poverty status:							
Less than 200% of the Federal Poverty Line	3%	9%	19%	15%	56%	2%	249
200% of the Federal Poverty Line or above	1%	5%	3%	2%	90%	1%	2121
Results by employment status:							
Employed (full time or part time)	1%	7%	5%	4%	86%	1%	1617
Unemployed	3%	1%	20%	8%	69%	<.5%	109
Unable to work, student, or retired	3%	4%	5%	2%	87%	2%	1280

13. What is the highest level of education you have completed?

	Less than high school	High school graduate or GED	Two-year degree (associate or vocational-technical)	Four-year degree (bachelor's degree)	Postgraduate or professional degree	Number of respondents (unweighted)
	%	%	%	%	%	
Results by region:						
MELSA region overall	1%	44%	10%	30%	15%	3083
Anoka County	1%	56%	14%	20%	9%	332
Carver County	3%	42%	11%	31%	14%	332
Dakota County	<.5%	44%	12%	31%	12%	433
Hennepin County	1%	37%	9%	34%	19%	824
Ramsey County, excluding Saint Paul	0%	48%	10%	26%	16%	328

City of Saint Paul	3%	53%	7%	22%	15%	292
Scott County	3%	48%	11%	28%	10%	247
Washington County	4%	41%	11%	29%	15%	295
Results by library user status:						
Users	2%	39%	10%	32%	18%	2026
Non-users	1%	51%	10%	26%	11%	1041
Results by age:						
18-34 years	1%	32%	8%	42%	16%	322
35-44 years	1%	38%	10%	34%	17%	469
45-54 years	<.5%	36%	11%	32%	20%	411
55-64 years	4%	51%	13%	22%	10%	620
65+ years or older	1%	65%	10%	12%	12%	1241
Results by race/ethnicity:						
All people of color	8%	51%	10%	19%	12%	287
Asian American or Asian alone	14%	32%	10%	24%	20%	85
Black, African American, or African alone	7%	56%	15%	16%	5%	73
Latino/a or Hispanic alone	3%	71%	5%	13%	8%	39
Multiple racial/ethnic identities	0%	47%	9%	24%	19%	57
White (non-Hispanic) alone	<.5%	43%	9%	32%	16%	2686
Results by highest level of education:						
HS diploma/GED or less	3%	97%	0%	0%	0%	485
Two-year degree (associate or vocational-technical)	0%	0%	100%	0%	0%	523
Bachelor's degree or higher	0%	0%	0%	66%	34%	2075
Results by household type:						
Single adult, no children	2%	53%	9%	27%	10%	851
2+ adults, no children	<.5%	41%	13%	30%	16%	1433
Single adult, 1+ children	3%	52%	8%	28%	9%	87
2+ adults, 1+ children	3%	36%	7%	32%	22%	658
Results by household poverty status:						
Less than 200% of the Federal Poverty Line	6%	71%	9%	11%	2%	249
200% of the Federal Poverty Line or above	<.5%	37%	10%	35%	18%	2142
Results by employment status:						
Employed (full time or part time)	<.5%	34%	10%	37%	18%	1665
Unemployed	9%	54%	11%	20%	7%	115
Unable to work, student, or retired	3%	66%	9%	13%	10%	1285

14. Which of the following best describes your current employment status? (Select all that apply)

	Employed full time	Employed part time	Unemployed	Unable to work	Student	Retired	Number of respondents (unweighted)
	%	%	%	%	%	%	
Results by region:							
MELSA region overall	56%	12%	7%	3%	4%	23%	3160
Anoka County	53%	14%	6%	3%	3%	24%	341
Carver County	60%	13%	5%	2%	3%	20%	339
Dakota County	58%	10%	7%	1%	2%	23%	449
Hennepin County	58%	10%	8%	3%	3%	21%	837
Ramsey County, excluding Saint Paul	43%	13%	9%	6%	10%	28%	333
City of Saint Paul	53%	19%	3%	6%	7%	19%	300
Scott County	64%	12%	6%	<.5%	1%	19%	256
Washington County	52%	10%	7%	<.5%	6%	32%	305
Results by library user status:							
Users	54%	13%	9%	3%	4%	21%	2077
Non-users	58%	10%	4%	3%	4%	26%	1066
Results by age:							
18-34 years	73%	13%	7%	2%	12%	0%	324
35-44 years	72%	15%	11%	1%	1%	1%	475
45-54 years	75%	13%	11%	2%	1%	1%	423
55-64 years	52%	12%	7%	7%	1%	26%	631
65+ years or older	4%	6%	1%	2%	<.5%	91%	1287
Results by race/ethnicity:							
All people of color	54%	13%	12%	6%	8%	13%	290
Asian American or Asian alone	67%	14%	2%	4%	7%	10%	87
Black, African American, or African alone	37%	15%	25%	10%	7%	14%	74
Latino/a or Hispanic alone	64%	7%	13%	1%	11%	3%	39
Multiple racial/ethnic identities	63%	16%	4%	1%	13%	16%	57
White (non-Hispanic) alone	57%	11%	6%	2%	3%	25%	2716
Results by highest level of education:							
HS diploma/GED or less	39%	14%	10%	5%	4%	32%	484
Two-year degree (associate or vocational-technical)	60%	12%	7%	2%	3%	21%	519
Bachelor's degree or higher	73%	10%	4%	<.5%	3%	13%	2062
Results by household type:							

Single adult, no children	45%	9%	7%	5%	2%	36%	871
2+ adults, no children	56%	12%	2%	2%	4%	30%	1468
Single adult, 1+ children	68%	18%	17%	1%	4%	3%	89
2+ adults, 1+ children	66%	15%	12%	2%	6%	3%	667
Results by household poverty status:							
Less than 200% of the Federal Poverty Line	24%	18%	18%	10%	10%	29%	255
200% of the Federal Poverty Line or above	68%	9%	4%	1%	2%	19%	2152
Results by employment status:							
Employed (full time or part time)	83%	17%	<.5%	<.5%	3%	1%	1697
Unemployed	0%	0%	100%	0%	0%	0%	118
Unable to work, student, or retired	0%	0%	2%	10%	8%	84%	1345

15. What is your age?

	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65 years or older	Number of respondents (unweighted)
	%	%	%	%	%	%	
Results by region:							
MELSA region overall	5%	23%	18%	17%	18%	19%	3161
Anoka County	5%	21%	19%	16%	20%	19%	343
Carver County	3%	23%	19%	20%	18%	16%	338
Dakota County	4%	20%	18%	18%	19%	20%	451
Hennepin County	5%	24%	19%	16%	17%	19%	840
Ramsey County, excluding Saint Paul	12%	14%	15%	15%	19%	25%	334
City of Saint Paul	4%	36%	17%	15%	14%	14%	296
Scott County	6%	20%	20%	21%	17%	15%	254
Washington County	5%	18%	18%	19%	19%	21%	305
Results by library user status:							
Users	5%	21%	21%	17%	19%	17%	2076
Non-users	5%	25%	14%	17%	17%	23%	1067
Results by age:							
18-34 years	18%	82%	0%	0%	0%	0%	327
35-44 years	0%	0%	100%	0%	0%	0%	477
45-54 years	0%	0%	0%	100%	0%	0%	430
55-64 years	0%	0%	0%	0%	100%	0%	635
65+ years or older	0%	0%	0%	0%	0%	100%	1292

Results by race/ethnicity:							
All people of color	7%	26%	26%	16%	16%	9%	287
Asian American or Asian alone	8%	30%	36%	12%	10%	5%	86
Black, African American, or African alone	0%	20%	22%	16%	28%	13%	74
Latino/a or Hispanic alone	14%	33%	30%	19%	2%	2%	38
Multiple racial/ethnic identities	12%	37%	20%	14%	3%	14%	57
White (non-Hispanic) alone	5%	22%	16%	17%	18%	22%	2718
Results by highest level of education:							
HS diploma/GED or less	6%	15%	16%	13%	22%	28%	481
Two-year degree (associate or vocational-technical)	1%	20%	18%	18%	23%	19%	519
Bachelor's degree or higher	5%	31%	21%	19%	13%	10%	2063
Results by household type:							
Single adult, no children	3%	20%	11%	10%	23%	34%	876
2+ adults, no children	7%	21%	7%	17%	24%	24%	1465
Single adult, 1+ children	0%	21%	47%	21%	12%	<.5%	90
2+ adults, 1+ children	6%	29%	35%	23%	6%	2%	672
Results by household poverty status:							
Less than 200% of the Federal Poverty Line	8%	18%	17%	12%	21%	24%	256
200% of the Federal Poverty Line or above	3%	27%	19%	17%	18%	16%	2158
Results by employment status:							
Employed (full time or part time)	5%	30%	23%	22%	17%	3%	1688
Unemployed	5%	22%	30%	25%	17%	1%	117
Unable to work, student, or retired	5%	3%	1%	2%	21%	68%	1335

16. Household size

	One	Two	Three	Four	Five or more	Number of respondents (unweighted)
	%	%	%	%	%	
Results by region:						
MELSA region overall	29%	34%	13%	13%	11%	3116
Anoka County	24%	32%	19%	14%	12%	337
Carver County	10%	34%	13%	30%	13%	333
Dakota County	24%	37%	10%	15%	15%	443
Hennepin County	35%	37%	11%	10%	7%	824
Ramsey County, excluding Saint Paul	29%	34%	14%	13%	11%	331
City of Saint Paul	31%	30%	18%	9%	12%	298

Scott County	15%	25%	20%	16%	25%	249
Washington County	21%	34%	12%	24%	10%	301
Results by library user status:						
Users	26%	34%	12%	15%	13%	2043
Non-users	33%	35%	14%	11%	7%	1057
Results by age:						
18-34 years	23%	34%	15%	13%	15%	323
35-44 years	17%	20%	15%	27%	21%	468
45-54 years	17%	33%	18%	19%	13%	417
55-64 years	36%	42%	11%	8%	3%	627
65+ years or older	50%	43%	5%	1%	1%	1268
Results by race/ethnicity:						
All people of color	21%	29%	11%	18%	21%	282
Asian American or Asian alone	11%	20%	9%	30%	31%	83
Black, African American, or African alone	36%	32%	3%	12%	17%	70
Latino/a or Hispanic alone	16%	17%	15%	18%	33%	40
Multiple racial/ethnic identities	12%	46%	29%	12%	<.5%	57
White (non-Hispanic) alone	30%	36%	13%	12%	8%	2690
Results by highest level of education:						
HS diploma/GED or less	34%	31%	13%	11%	12%	479
Two-year degree (associate or vocational-technical)	27%	41%	12%	12%	8%	513
Bachelor's degree or higher	23%	37%	14%	17%	10%	2037
Results by household type:						
Single adult, no children	100%	0%	0%	0%	0%	879
2+ adults, no children	0%	80%	14%	5%	1%	1473
Single adult, 1+ children	0%	62%	29%	7%	1%	90
2+ adults, 1+ children	0%	0%	22%	40%	38%	674
Results by household poverty status:						
Less than 200% of the Federal Poverty Line	41%	20%	10%	14%	15%	256
200% of the Federal Poverty Line or above	27%	37%	13%	14%	10%	2163
Results by employment status:						
Employed (full time or part time)	23%	33%	17%	16%	11%	1663
Unemployed	28%	16%	7%	23%	27%	114
Unable to work, student, or retired	44%	43%	4%	4%	6%	1318

16A. Number of adults age 18 or older

	One adult	Two adults	Three adults	Four or more adults	Number of respondents (unweighted)
	%	%	%	%	
Results by region:					
MELSA region overall	34%	52%	10%	5%	3116
Anoka County	28%	47%	18%	7%	337
Carver County	13%	69%	14%	4%	333
Dakota County	28%	57%	10%	5%	443
Hennepin County	40%	51%	6%	4%	824
Ramsey County, excluding Saint Paul	34%	54%	8%	5%	331
City of Saint Paul	41%	43%	12%	4%	298
Scott County	21%	49%	15%	15%	249
Washington County	28%	56%	11%	5%	301
Results by library user status:					
Users	30%	56%	9%	4%	2043
Non-users	39%	44%	10%	6%	1057
Results by age:					
18-34 years	27%	59%	9%	5%	323
35-44 years	31%	56%	6%	7%	468
45-54 years	23%	53%	17%	7%	417
55-64 years	39%	43%	12%	6%	627
65+ years or older	50%	44%	5%	1%	1268
Results by race/ethnicity:					
All people of color	34%	42%	13%	11%	282
Asian American or Asian alone	17%	52%	18%	13%	83
Black, African American, or African alone	54%	35%	3%	8%	70
Latino/a or Hispanic alone	24%	29%	24%	23%	40
Multiple racial/ethnic identities	33%	53%	11%	3%	57
White (non-Hispanic) alone	34%	54%	9%	4%	2690
Results by highest level of education:					
HS diploma/GED or less	41%	42%	12%	6%	479
Two-year degree (associate or vocational-technical)	31%	53%	12%	4%	513
Bachelor's degree or higher	28%	61%	7%	4%	2037
Results by household type:					

Single adult, no children	100%	0%	0%	0%	879
2+ adults, no children	0%	80%	14%	6%	1473
Single adult, 1+ children	100%	0%	0%	0%	90
2+ adults, 1+ children	0%	75%	16%	9%	674
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	52%	27%	12%	9%	256
200% of the Federal Poverty Line or above	31%	57%	9%	4%	2163
Results by employment status:					
Employed (full time or part time)	29%	54%	12%	5%	1663
Unemployed	38%	49%	6%	7%	114
Unable to work, student, or retired	45%	46%	5%	3%	1318

16B. Number of children under age 18

	No children living in household	One child	Two children	Three children	Four or more children	Number of respondents (unweighted)
	%	%	%	%	%	
Results by region:						
MELSA region overall	67%	12%	12%	6%	2%	3128
Anoka County	70%	12%	9%	9%	1%	338
Carver County	46%	19%	25%	6%	4%	334
Dakota County	64%	12%	12%	8%	6%	443
Hennepin County	74%	11%	9%	4%	2%	830
Ramsey County, excluding Saint Paul	65%	13%	14%	5%	2%	333
City of Saint Paul	63%	16%	14%	6%	2%	298
Scott County	54%	11%	17%	16%	2%	251
Washington County	59%	11%	23%	4%	2%	301
Results by library user status:						
Users	63%	11%	15%	8%	2%	2053
Non-users	74%	13%	7%	3%	3%	1059
Results by age:						
18-34 years	63%	14%	12%	9%	3%	323
35-44 years	33%	15%	33%	15%	4%	472
45-54 years	56%	20%	16%	5%	4%	421
55-64 years	87%	10%	2%	0%	<.5%	628

65+ years or older	98%	1%	1%	<.5%	0%	1269

Results by race/ethnicity:						
All people of color	49%	17%	17%	13%	4%	284
Asian American or Asian alone	32%	17%	33%	15%	3%	84
Black, African American, or African alone	55%	16%	12%	14%	4%	71
Latino/a or Hispanic alone	46%	16%	7%	20%	10%	40
Multiple racial/ethnic identities	60%	23%	17%	<.5%	0%	57
White (non-Hispanic) alone	71%	11%	11%	4%	2%	2699
Results by highest level of education:						
HS diploma/GED or less	70%	10%	11%	6%	3%	481
Two-year degree (associate or vocational-technical)	77%	7%	10%	4%	2%	513
Bachelor's degree or higher	63%	15%	14%	6%	2%	2047
Results by household type:						
Single adult, no children	100%	0%	0%	0%	0%	879
2+ adults, no children	100%	0%	0%	0%	0%	1473
Single adult, 1+ children	0%	62%	29%	7%	1%	90
2+ adults, 1+ children	0%	32%	39%	20%	8%	674
Results by household poverty status:						
Less than 200% of the Federal Poverty Line	64%	12%	11%	6%	7%	256
200% of the Federal Poverty Line or above	67%	13%	13%	5%	2%	2163
Results by employment status:						
Employed (full time or part time)	62%	15%	15%	6%	3%	1672
Unemployed	42%	12%	22%	16%	8%	114
Unable to work, student, or retired	90%	4%	4%	3%	0%	1321

16C. Household type

	Single adult, no children	2+ adults, no children	Single adult, 1+ children	2+ adults, 1+ children	Number of respondents (unweighted)
	%	%	%	%	
Results by region:					
MELSA region overall	29%	39%	5%	27%	3116
Anoka County	24%	47%	4%	25%	337
Carver County	10%	36%	3%	50%	333
Dakota County	24%	40%	4%	32%	443
Hennepin County	35%	40%	4%	21%	824

Ramsey County, excluding Saint Paul	29%	36%	5%	30%	331
City of Saint Paul	31%	32%	10%	27%	298
Scott County	15%	39%	6%	40%	249
Washington County	21%	38%	7%	34%	301
Results by library user status:					
Users	26%	38%	5%	31%	2043
Non-users	33%	41%	6%	20%	1057
Results by age:					
18-34 years	23%	40%	4%	34%	323
35-44 years	17%	16%	13%	53%	468
45-54 years	17%	39%	6%	37%	417
55-64 years	36%	52%	3%	10%	627
65+ years or older	50%	48%	<.5%	2%	1268
Results by race/ethnicity:					
All people of color	21%	28%	13%	38%	282
Asian American or Asian alone	11%	23%	6%	60%	83
Black, African American, or African alone	36%	20%	18%	26%	70
Latino/a or Hispanic alone	16%	31%	9%	45%	40
Multiple racial/ethnic identities	12%	48%	21%	19%	57
White (non-Hispanic) alone	30%	41%	3%	25%	2690
Results by highest level of education:					
HS diploma/GED or less	34%	36%	6%	23%	479
Two-year degree (associate or vocational-technical)	27%	50%	4%	19%	513
Bachelor's degree or higher	23%	40%	4%	33%	2037
Results by household type:					
Single adult, no children	100%	0%	0%	0%	879
2+ adults, no children	0%	100%	0%	0%	1473
Single adult, 1+ children	0%	0%	100%	0%	90
2+ adults, 1+ children	0%	0%	0%	100%	674
Results by household poverty status:					
Less than 200% of the Federal Poverty Line	41%	22%	10%	26%	256
200% of the Federal Poverty Line or above	27%	40%	4%	29%	2163
Results by employment status:					
Employed (full time or part time)	23%	39%	6%	32%	1663
Unemployed	28%	14%	10%	47%	114
Unable to work, student, or retired	44%	46%	1%	9%	1318

17. What was your total (gross, taxable) household income in 2021 from all earners and all sources?

	$0-25,999	$26,000-34,999	$35,000-43,999	$44,000-52,999	$53,000-61,999	$62,000-70,999	$71,000-79,999	$80,000-89,999	$90,000-99,999	$100,000 and over	Number of respondents (unweighted)
	%	%	%	%	%	%	%	%	%	%	
Results by region:											
MELSA region overall	10%	6%	6%	6%	6%	6%	5%	8%	6%	40%	2447
Anoka County	6%	8%	6%	8%	5%	9%	6%	11%	7%	35%	270
Carver County	5%	8%	9%	3%	1%	5%	3%	5%	7%	54%	259
Dakota County	6%	6%	2%	5%	3%	11%	3%	11%	7%	47%	336
Hennepin County	11%	7%	8%	5%	6%	5%	6%	6%	7%	38%	678
Ramsey County, excluding Saint Paul	12%	2%	6%	8%	4%	6%	4%	5%	12%	41%	239
City of Saint Paul	24%	5%	6%	11%	4%	8%	5%	6%	1%	29%	241
Scott County	5%	5%	4%	3%	9%	3%	2%	7%	10%	52%	189
Washington County	4%	6%	4%	11%	10%	3%	2%	10%	2%	49%	235
Results by library user status:											
Users	9%	6%	5%	6%	6%	7%	5%	8%	6%	42%	1613
Non-users	12%	6%	8%	7%	5%	6%	5%	7%	7%	38%	819
Results by age:											
18-34 years	7%	5%	4%	4%	4%	6%	4%	9%	6%	51%	286
35-44 years	5%	5%	5%	7%	2%	4%	3%	9%	8%	52%	411
45-54 years	6%	1%	6%	6%	8%	7%	3%	9%	7%	47%	329
55-64 years	17%	5%	7%	5%	8%	8%	7%	6%	7%	30%	500
65+ years or older	17%	16%	12%	11%	7%	6%	7%	5%	5%	14%	916
Results by race/ethnicity:											
All people of color	25%	10%	10%	7%	7%	5%	4%	8%	3%	21%	245
Asian American or Asian alone	12%	8%	4%	14%	10%	<.5%	11%	13%	3%	27%	72
Black, African American, or African alone	41%	10%	5%	4%	11%	5%	<.5%	2%	2%	20%	61
Latino/a or Hispanic alone	15%	9%	30%	1%	0%	14%	1%	11%	7%	11%	37
Multiple racial/ethnic identities	21%	9%	0%	10%	6%	4%	3%	4%	3%	40%	46
White (non-Hispanic) alone	7%	5%	6%	6%	5%	7%	5%	8%	7%	45%	2149
Results by highest level of education:											
HS diploma/GED or less	20%	10%	11%	8%	5%	7%	5%	7%	6%	21%	352
Two-year degree (associate or vocational-technical)	7%	5%	7%	8%	10%	6%	7%	8%	9%	33%	405
Bachelor's degree or higher	2%	3%	2%	4%	5%	6%	4%	8%	6%	60%	1660

Results by household type:											
Single adult, no children	24%	11%	10%	10%	6%	6%	4%	8%	4%	17%	697
2+ adults, no children	5%	3%	7%	5%	6%	6%	7%	6%	8%	49%	1087
Single adult, 1+ children	14%	17%	8%	12%	5%	6%	2%	4%	1%	32%	74
2+ adults, 1+ children	3%	4%	3%	3%	3%	7%	4%	10%	8%	56%	561
Results by household poverty status:											
Less than 200% of the Federal Poverty Line	61%	18%	11%	4%	2%	4%	0%	0%	0%	0%	256
200% of the Federal Poverty Line or above	0%	4%	5%	6%	6%	7%	6%	9%	8%	49%	2163
Results by employment status:											
Employed (full time or part time)	3%	3%	5%	6%	5%	6%	5%	8%	8%	49%	1407
Unemployed	33%	8%	6%	1%	10%	9%	1%	2%	1%	30%	85
Unable to work, student, or retired	25%	14%	10%	9%	7%	5%	5%	5%	4%	16%	943

17B. Poverty status, 2021

	Less than 200% of the Federal Poverty Line %	200% of the Federal Poverty Line or above %	Number of respondents (unweighted)
Results by region:			
MELSA region overall	17%	83%	2419
Anoka County	16%	84%	268
Carver County	20%	80%	257
Dakota County	14%	86%	335
Hennepin County	16%	84%	663
Ramsey County, excluding Saint Paul	14%	86%	234
City of Saint Paul	35%	65%	241
Scott County	14%	86%	186
Washington County	6%	94%	235
Results by library user status:			
Users	15%	85%	1593
Non-users	20%	80%	812
Results by age:			
18-34 years	15%	85%	285
35-44 years	15%	85%	404
45-54 years	12%	88%	323

55-64 years	20%	80%	498
65+ years or older	23%	77%	904
Results by race/ethnicity:			
All people of color	46%	54%	240
Asian American or Asian alone	33%	67%	70
Black, African American, or African alone	58%	42%	59
Latino/a or Hispanic alone	59%	41%	37
Multiple racial/ethnic identities	22%	78%	46
White (non-Hispanic) alone	11%	89%	2130
Results by highest level of education:			
HS diploma/GED or less	30%	70%	349
Two-year degree (associate or vocational-technical)	16%	84%	400
Bachelor's degree or higher	5%	95%	1642
Results by household type:			
Single adult, no children	24%	76%	697
2+ adults, no children	10%	90%	1087
Single adult, 1+ children	34%	66%	74
2+ adults, 1+ children	15%	85%	561
Results by household poverty status:			
Less than 200% of the Federal Poverty Line	100%	0%	256
200% of the Federal Poverty Line or above	0%	100%	2163
Results by employment status:			
Employed (full time or part time)	10%	90%	1388
Unemployed	47%	53%	84
Unable to work, student, or retired	31%	69%	935