

# Library Technology and Digital Services Survey

## Key Findings for Saint Paul Public Library

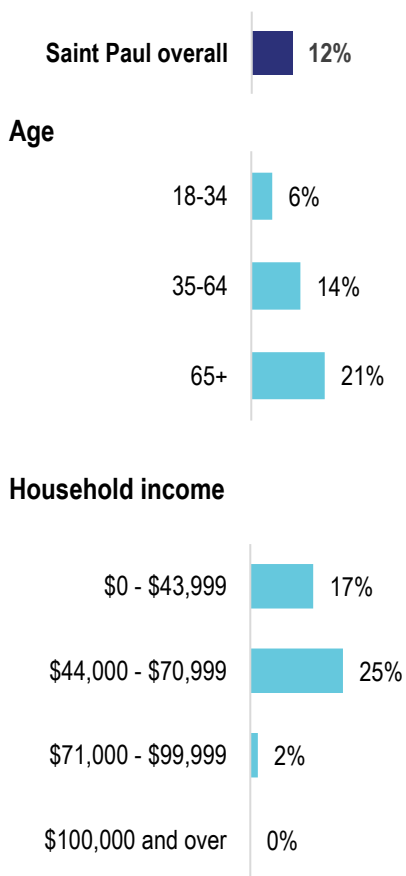
In spring 2022, the Metropolitan Library Service Agency (MELSA) contracted with Wilder Research to conduct a survey of adults in the 7-county Twin Cities metropolitan area to learn more about their technology and digital service needs and the use of these services at local public libraries. MELSA and eight Twin Cities metropolitan area library systems will use the survey findings to inform their technology and digital services. The survey was sent to a representative sample of 20,800 residents from the metropolitan area. A total of 3,230 residents completed the survey for a response rate of 16%. Of the 2,159 households sampled in the City of Saint Paul, 306 residents completed the survey for a response rate of 14%. Survey results are weighted by population demographics, making them statistically representative of the adult population. Below are the key findings from the survey. We highlighted items where there was a difference of 10 percentage points between demographic groups. Comparisons by key demographics could not be made for every survey question due to a small number of responses for particular groups in some cases.

## Internet access

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

A greater proportion of older respondents and lower-income respondents reported a lack of adequate internet access at home compared with younger respondents and respondents with higher incomes. There was no difference in access to adequate internet at home by race.

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



For respondents with slow, unreliable, or no internet access at home, 18% said they use the library to access the internet.

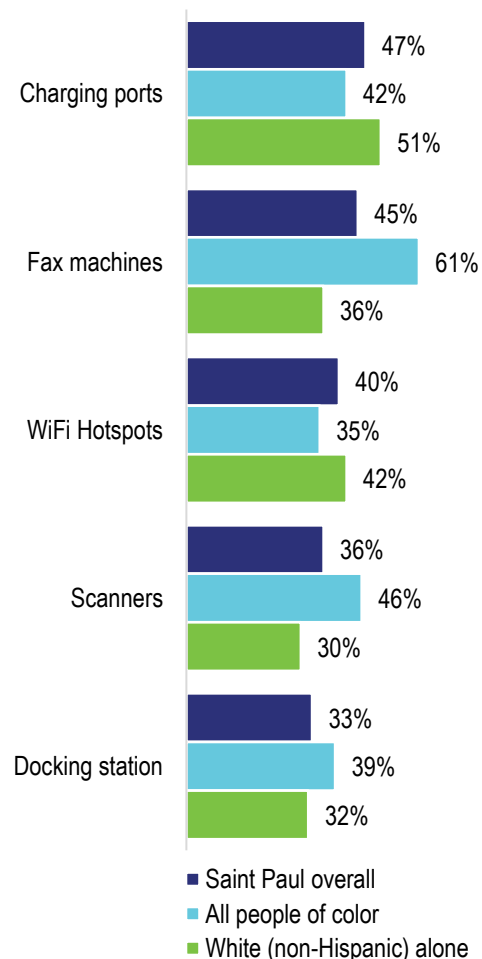
## Existing services

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

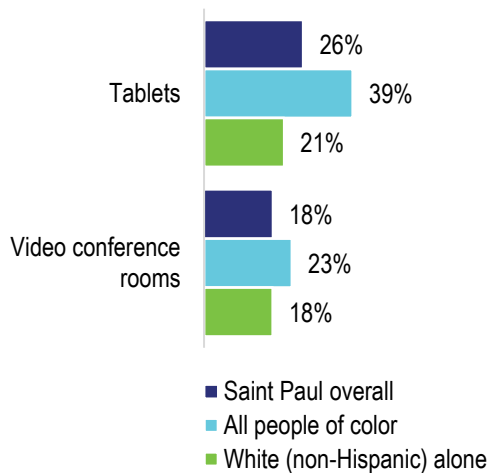
Over 90% of Saint Paul respondents reported satisfaction with library digital and technology services, including computers, internet access (Wi-Fi), printers, eCollection, online research tools, and technology support from library staff.

From a list of possible services at the library, the highest percentage of respondents said they would be interested in accessing charging ports (47%), fax machines (45%), and WiFi Hotspots (40%). A higher proportion of respondents of color reported they would use fax machines, scanners, and tablets compared to White (non-Hispanic) respondents.

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



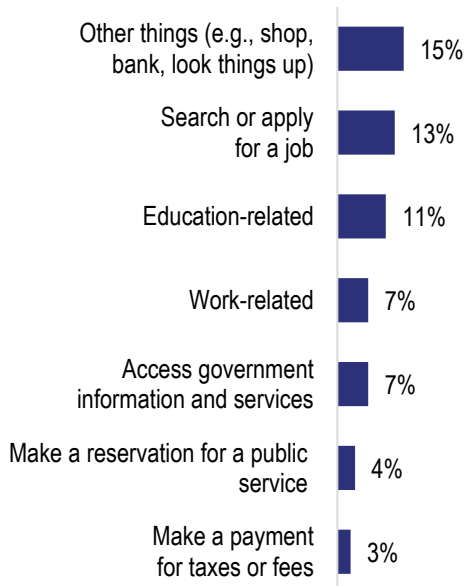
## 2. Use of library resources (if available) by race (cont.)



## Online activities

From a list of seven possible online activities, the most common activities at the library in the past 12 months were "other things" (e.g., shop, bank, look things up; 15%), searching or applying for a job (13%), or education-related (e.g., doing homework, taking a class; 11%).

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



## Remote work and distance learning

**8% of respondents reported using the library for remote work or distance learning in the past six months.**

Of respondents who used the library for remote work or distance learning in the past six months, the majority did so 1-3 times a month or less.

There are no notable demographic differences among those who used the library for remote work and distance learning and those who did not.

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

**27%** Free or low-cost printing, faxing, and scanning

**22%** High-speed internet connection

**21%** Private work space



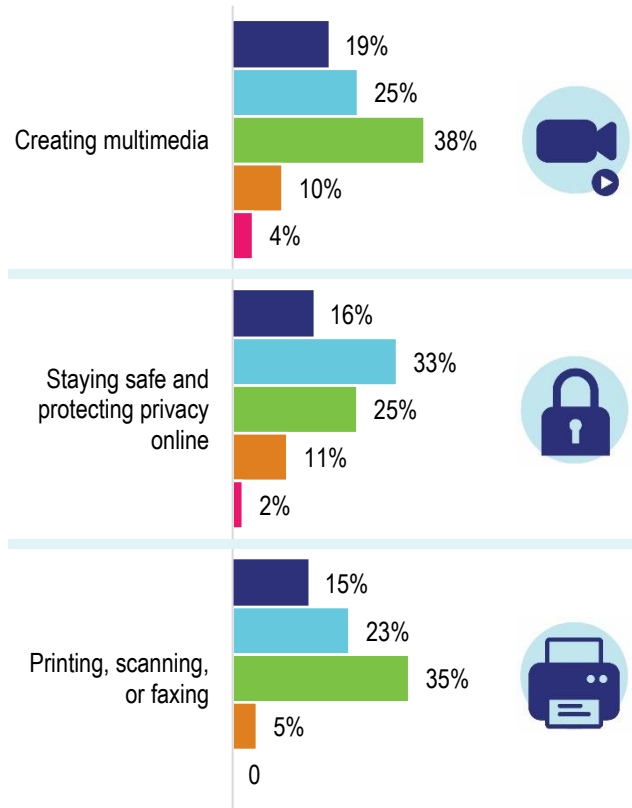
# Support

The largest proportion of respondents want help with:

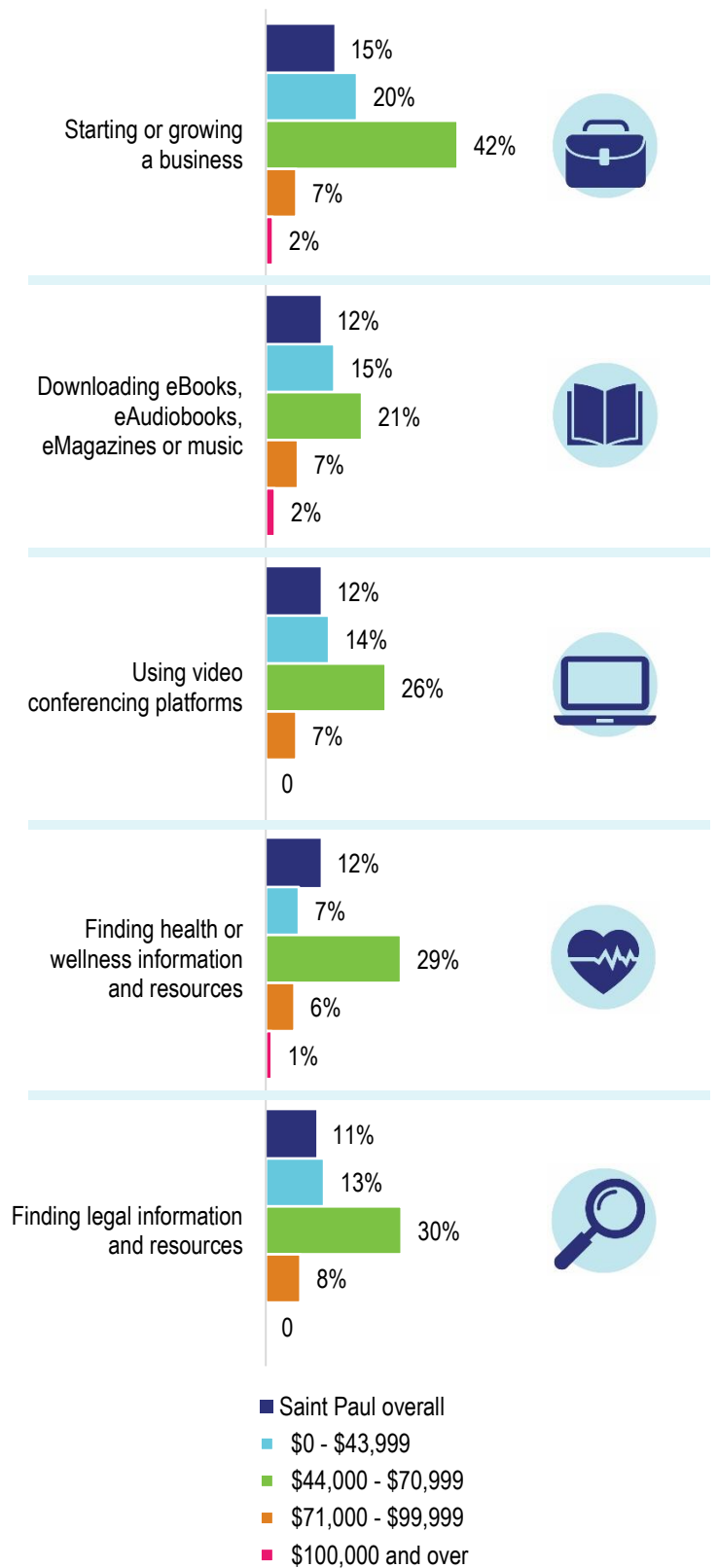
- 19%** Creating multimedia
- 16%** Staying safe and protecting privacy online
- 15%** Printing, scanning, and faxing
- 15%** Starting or growing a business

For some key computer skills or activities, a higher proportion of respondents with lower household incomes reported a need for help compared to respondents with higher incomes.

## 4. Desired support for computer skills or activities by household income



## 4. Desired support for computer skills or activities by household income (cont.)



For more information about the survey, contact Lisa Motschke at [lisa.motschke@ci.stpaul.mn.us](mailto:lisa.motschke@ci.stpaul.mn.us) or Rebecca Ryan at [rebecca.ryan@ci.stpaul.mn.us](mailto:rebecca.ryan@ci.stpaul.mn.us).

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