Library Technology and Digital Services Survey

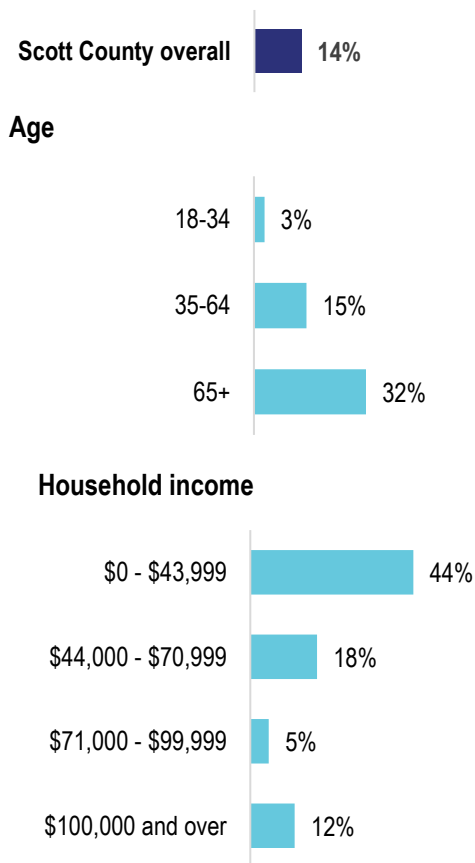## Key Findings for Scott County Library

In spring 2022, the Metropolitan Library Service Agency (MELSA) contracted with Wilder Research to conduct a survey of adults in the 7-county Twin Cities metropolitan area to learn more about their technology and digital service needs and the use of these services at local public libraries. MELSA and eight Twin Cities metropolitan area library systems will use the survey findings to inform their technology and digital services. The survey was sent to a representative sample of 20,800 residents from the metropolitan area. A total of 3,230 residents completed the survey for a response rate of 16%. Of the 1,800 households sampled in Scott County, 261 residents completed the survey for a response rate of 15%. 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

14% of respondents report slow, unreliable, or no internet access at home.

A higher proportion of older respondents and lower household income respondents reported a lack of adequate internet access at home.

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

Scott County overall ▮ **14%**

Age

18-34	3%
35-64	15%
65+	32%

Household income

$0 - $43,999	44%
$44,000 - $70,999	18%
$71,000 - $99,999	5%
$100,000 and over	12%

For respondents with slow, unreliable, or no internet access at home, 28% said they use the library to access the internet.
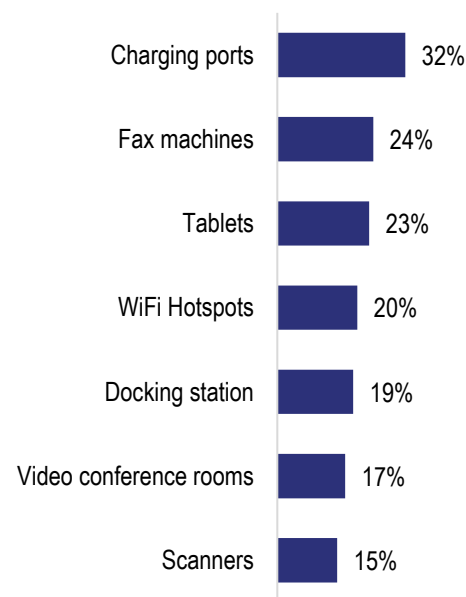
Existing services

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

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

From a list of possible services at the library, respondents said they would be most interested in accessing charging ports (32%), fax machines (24%), and tablets (23%).
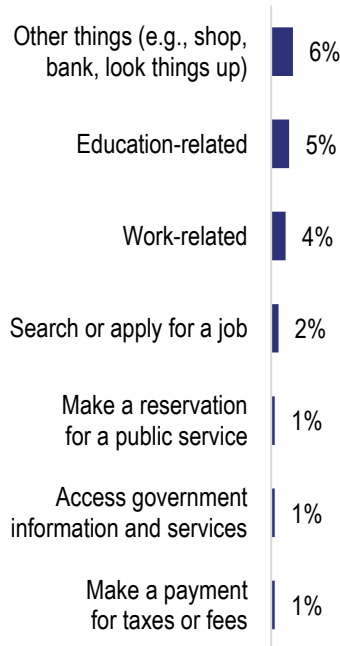
2. **Interest in use of library resources (if available)**

Charging ports	32%
Fax machines	24%
Tablets	23%
WiFi Hotspots	20%
Docking station	19%
Video conference rooms	17%
Scanners	15%

Online activities

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

3. Online activities at the library in the past 12 months

- Other things (e.g., shop, bank, look things up) — **6%**
- Education-related — **5%**
- Work-related — **4%**
- Search or apply for a job — **2%**
- Make a reservation for a public service — **1%**
- Access government information and services — **1%**
- Make a payment for taxes or fees — **1%**

Remote work and distance learning

9% of respondents reported using the library for remote work or distance learning in the past six months.

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

There are no notable demographic differences among respondents who reported using the library for remote work or distance learning.

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

15% Free or low-cost printing, faxing, and scanning

13% High-speed internet connection
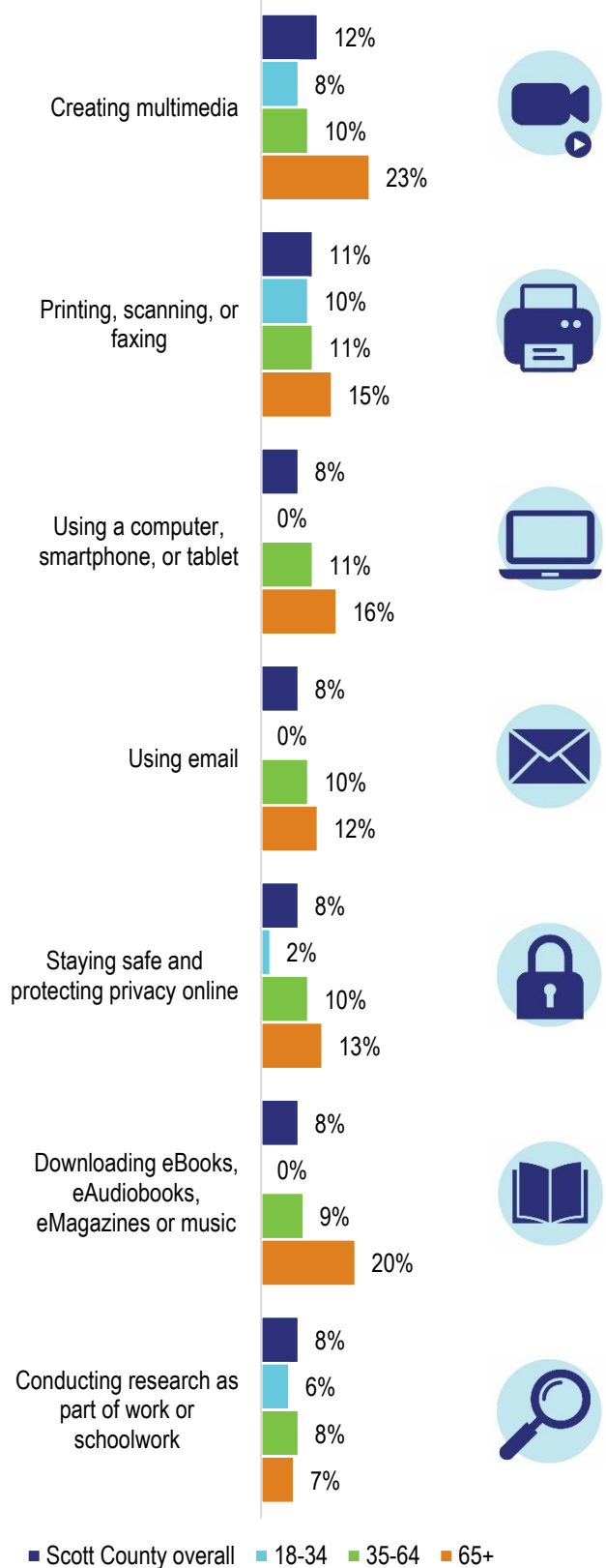
12% Private work space
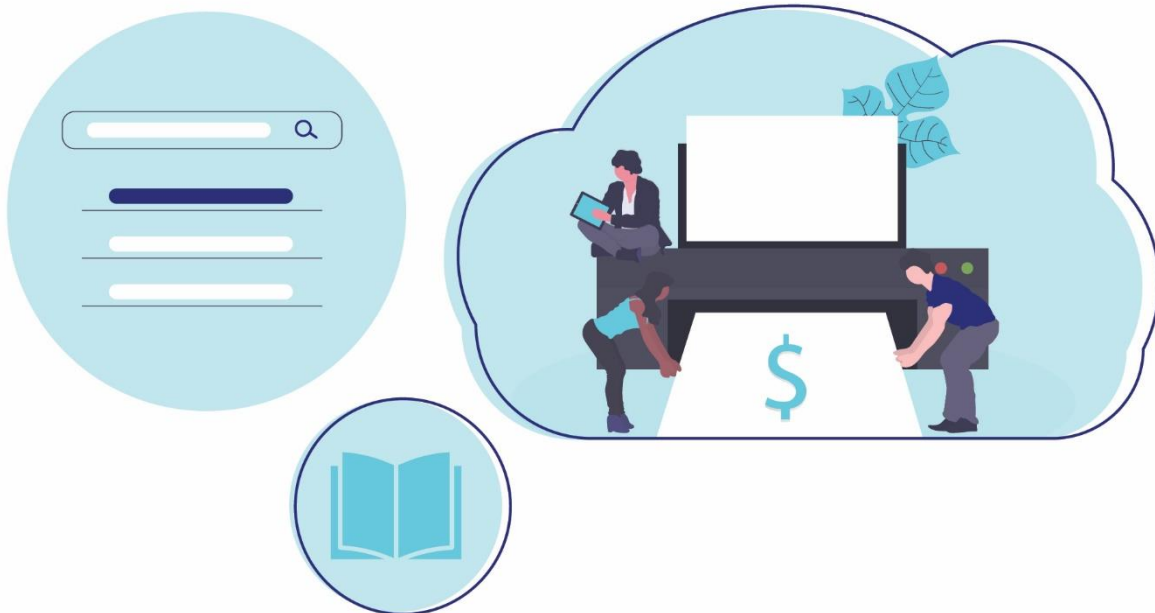
Support

The largest proportion of respondents want help with:

12% **Creating multimedia**

11% **Printing, scanning, or faxing**

4. Desired support for computer skills or activities by age

Creating multimedia
- 12%
- 8%
- 10%
- 23%

Printing, scanning, or faxing
- 11%
- 10%
- 11%
- 15%

Using a computer, smartphone, or tablet
- 8%
- 0%
- 11%
- 16%

Using email
- 8%
- 0%
- 10%
- 12%

Staying safe and protecting privacy online
- 8%
- 2%
- 10%
- 13%

Downloading eBooks, eAudiobooks, eMagazines or music
- 8%
- 0%
- 9%
- 20%

Conducting research as part of work or schoolwork
- 8%
- 6%
- 8%
- 7%

■ Scott County overall ■ 18-34 ■ 35-64 ■ 65+