

# Library Technology and Digital Services Survey

## Key Findings for Washington County Library

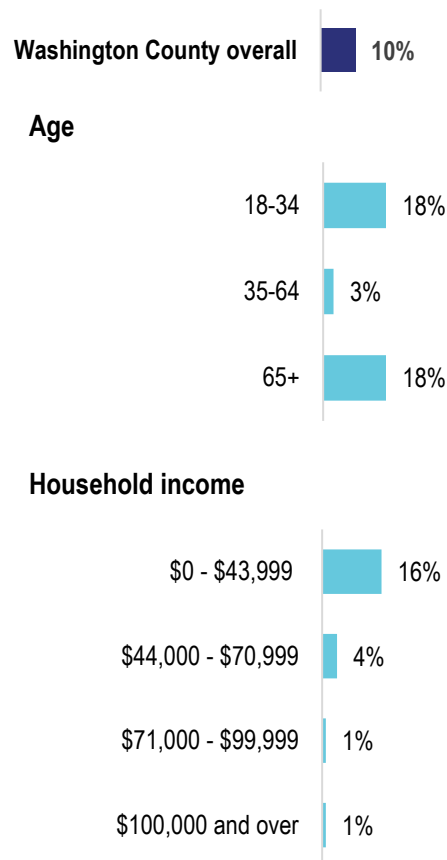
In spring 2022, the Metropolitan Library Service Agency (MELSA) contracted with Wilder Research to conduct a survey of adults in the 7-county Twin Cities metropolitan area to learn more about their technology and digital service needs and the use of these services at local public libraries. MELSA and 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 1,928 households sampled in Washington County, 309 residents completed the survey for a response rate of 16%. Survey results are weighted by population demographics, making them statistically representative of the adult population. Below are the key findings from the survey. We highlighted items where there was a difference of 10 percentage points between demographic groups. Comparisons by key demographics could not be made for every survey question due to a small number of responses for particular groups in some cases.

## Internet access

**10% of respondents report slow, unreliable, or no internet access at home.**

A greater proportion of lower-income respondents reported lack of access to adequate internet at home compared with higher-income respondents. There are no notable differences in access to adequate internet at home by age.

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



**For respondents with slow, unreliable, or no internet access at home, 41% said they use the library to access the internet.**

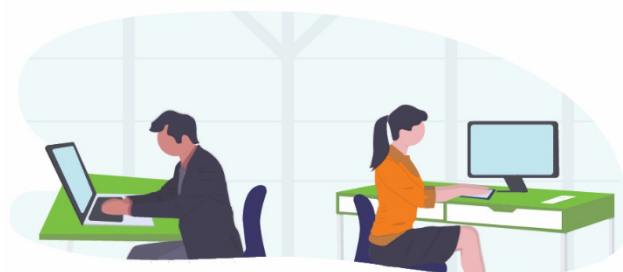
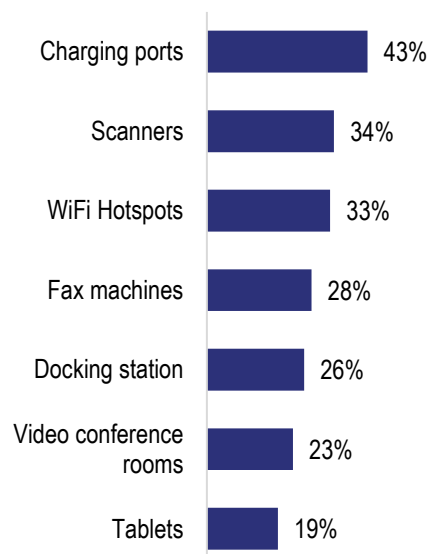
## Existing services

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

Nearly all (94% or more) of Washington County respondents reported satisfaction with library digital and technology services, including computers, internet access (Wi-Fi), printers, eCollection, online research tools, and technology support from library staff.

From a list of possible services at the library, the highest percentage of respondents said they would be interested in accessing charging ports (43%), scanners (34%), and WiFi Hotspots (33%).

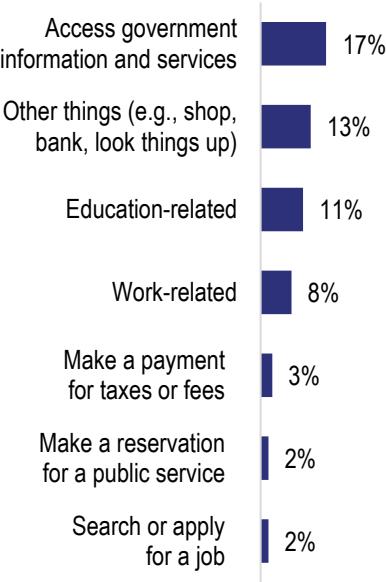
### 2. Interest in use of library resources (if available)



# Online activities

From a list of seven possible online activities, the most common activities at the library in the past 12 months were accessing government information and services (17%), other things (e.g., shop, bank, look things up; 13%), education-related (e.g., doing homework, taking a class; 11%), and work-related activities (8%).

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



# Remote work and distance learning

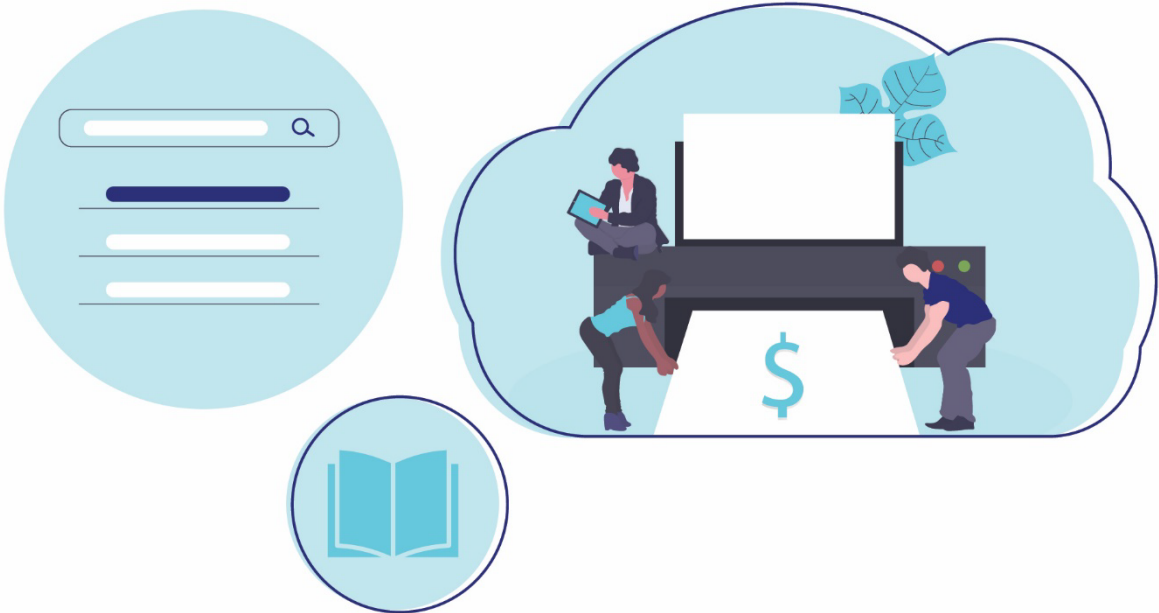
7% of respondents reported using the library for remote work or distance learning in the past six months.

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:

- 23% Free or low-cost printing, faxing, and scanning
- 22% Private work space
- 20% High-speed internet connection



## Support

The largest proportion of respondents want help with:

**14%** Starting or growing a business

**13%** Downloading eBooks, eAudiobooks, eMagazines

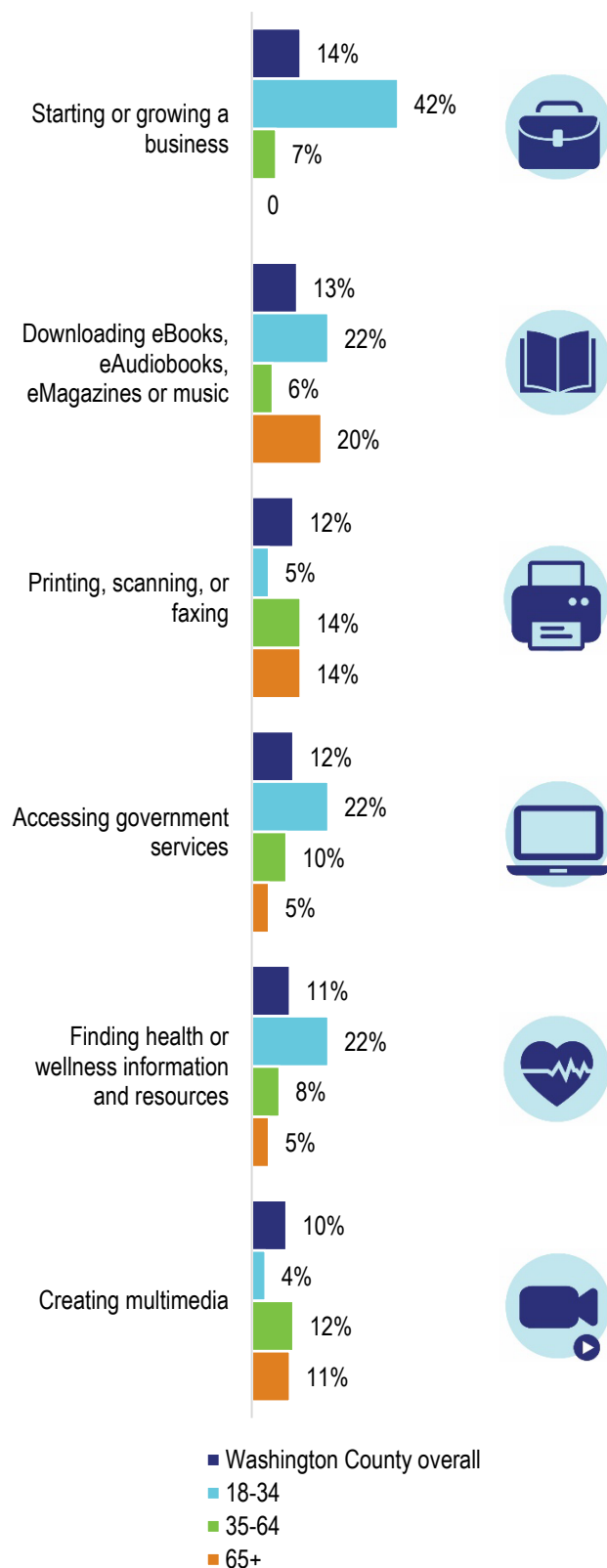
**12%** Printing, scanning, or faxing

**12%** Accessing government services

For some key computer skills or activities, a higher proportion of younger respondents reported the need for help compared with older respondents.



### 4. Desired support for computer skills or activities by age



For more information about the survey, contact Amy Stenftenagel at [amy.stenftenagel@co.washington.mn.us](mailto:amy.stenftenagel@co.washington.mn.us) or 651-275-8501.

Author: Anna Granias, Wilder Research

September 2022