|  |  |  |
| --- | --- | --- |
|  | | |
| Libraries Survey 2016 | Final Topline | 4/6/2016 |
| Data for March 7-April 4, 2016 | | |
| Princeton Survey Research Associates International for  the Pew Research Center’s Internet, Science & Technology Project | |  |
| Sample: n=1,601 people **age 16 or older** nationwide, including 1,200 cell phone interviews  Interviewing dates: 03.07.2016 – 04.04.2016  Margin of error: ± 2.8 percentage points for results based on Total [n=1,601]  Margin of error: ± 3.0 percentage points for results based on internet users [n=1,416]  Margin of error: ± 2.8 percentage points for results based on cell phone owners [n=1,535]  Margin of error: ± 3.9 percentage points for results based on Form A [n=822]  Margin of error: ± 4.0 percentage points for results based on Form B [n=779]  Margin of error: ± 3.0 percentage points for results based on those who have ever used a public library [n=1,357]  Margin of error: ± 3.1 percentage points for results based on those who have ever visited a public library [n=1,314]  Margin of error: ± 4.4 percentage points for results based on those who have ever used a public library website [n=647]  Margin of error: ± 9.2 percentage points for results based on those who have ever used a public library mobile app [n=146]  Margin of error: ± 4.0 percentage points for results based on those who visited a public library in person in the past 12 months [n=792]  Margin of error: ± 5.3 percentage points for results based on those who have used a public library website in the past 12 months [n=455]  Margin of error: ± 10.5 percentage points for results based on those who have used a public library mobile app in the past 12 months [n=115] | | |

Notes: Because percentages are rounded, they may not total 100%.

An asterisk (\*) indicates less than 0.5%.

**LIVE1** Which of the following BEST describes the place where you now live? [READ]

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | current |  | April 2015[[1]](#endnote-1) | Sept 2013[[2]](#endnote-2) | jANUARY 2011[[3]](#endnote-3) | kNIGHT 2002[[4]](#endnote-4) | kNIGHT 1999[[5]](#endnote-5) |
| % | 24 | A large city | 21 | 20 | 22 | 22 | 23 |
|  | 21 | A suburb near a large city | 20 | 22 | 21 | 21 | 21 |
|  | 38 | A small city or town | 40 | 39 | 37 | 39 | 36 |
|  | 16 | A rural area | 18 | 18 | 20 | 17 | 19 |
|  | 1 | (VOL.) Don’t know[[6]](#footnote-1) | \* | 1 | 1 | 1 | \* |
|  | \* | (VOL.) Refused | \* | \* | \* | -- | -- |

**REG** Which of these statements best describes you? [INSTRUCTION: BE SURE TO CLARIFY WHETHER RESPONDENT IS ABSOLUTELY CERTAIN THEY ARE REGISTERED OR ONLY PROBABLY REGISTERED][[7]](#footnote-2)

Based on adults age 18 or older [N=1,520]

|  |  |  |  |
| --- | --- | --- | --- |
|  | current |  | November 2015[[8]](#endnote-6) |
| % | 70 | Are you ABSOLUTELY CERTAIN that you are registered to vote at your current address, OR | 67 |
|  | 4 | Are you PROBABLY registered, but there is a chance your registration has lapsed, OR | 6 |
|  | 24 | Are you NOT registered to vote at your current address? | 26 |
|  | 1 | (VOL.) Don’t know | 1 |
|  | 1 | (VOL.) Refused | \* |

**OFTVOTE** How often would you say you vote? [READ][[9]](#footnote-3)

Based on registered voters age 18 or older [N=1,149]

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Always | Nearly always | Part of the time | seldom | (vol.) never | (vol.) other | (vol.) don’t know | (vol.) refused |
| Current | 52 | 28 | 10 | 6 | 2 | 1 | \* | \* |
| Nov 2015 | 54 | 28 | 9 | 6 | 2 | 1 | \* | \* |
| April 2015 | 50 | 28 | 11 | 7 | 3 | \* | \* | \* |
| Nov 2002[[10]](#endnote-7) | 56 | 28 | 8 | 6 | 2 | \* | \* | -- |
| Nov 2-5, 2000[[11]](#endnote-8) | 57 | 26 | 8 | 6 | 2 | 1 | \* | -- |
| Oct 28-31, 1998[[12]](#endnote-9) | 56 | 28 | 10 | 5 | 1 | \* | \* | -- |

[READ TO ALL:] On a different subject...

**EMINUSE** Do you use the internet or email, at least occasionally?

**INTMOB** Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?[[13]](#footnote-4)

|  |  |  |
| --- | --- | --- |
|  | uses internet | Does not use internet |
| Current | 87 | 13 |
| November 2015 | 87 | 13 |
| July 2015[[14]](#endnote-10) | 87 | 13 |
| April 2015 | 85 | 15 |
| September 2013 | 86 | 14 |
| August 2013[[15]](#endnote-11) | 80 | 20 |
| May 2013[[16]](#endnote-12) | 85 | 15 |
| December 2012[[17]](#endnote-13) | 81 | 19 |
| November 2012[[18]](#endnote-14) | 85 | 15 |
| September 2012[[19]](#endnote-15) | 81 | 19 |
| August 2012[[20]](#endnote-16) | 85 | 15 |
| April 2012[[21]](#endnote-17) | 82 | 18 |
| February 2012[[22]](#endnote-18) | 80 | 20 |
| December 2011[[23]](#endnote-19) | 82 | 18 |
| August 2011[[24]](#endnote-20) | 78 | 22 |
| May 2011[[25]](#endnote-21) | 78 | 22 |
| January 2011 | 79 | 21 |
| December 2010[[26]](#endnote-22) | 77 | 23 |
| November 2010[[27]](#endnote-23) | 74 | 26 |
| September 2010[[28]](#endnote-24) | 74 | 26 |
| May 2010[[29]](#endnote-25) | 79 | 21 |
| January 2010[[30]](#endnote-26) | 75 | 25 |
| December 2009[[31]](#endnote-27) | 74 | 26 |
| September 2009[[32]](#endnote-28) | 77 | 23 |
| April 2009[[33]](#endnote-29) | 79 | 21 |
| December 2008[[34]](#endnote-30) | 74 | 26 |
| November 2008[[35]](#endnote-31) | 74 | 26 |
| August 2008[[36]](#endnote-32) | 75 | 25 |
| July 2008[[37]](#endnote-33) | 77 | 23 |
| May 2008[[38]](#endnote-34) | 73 | 27 |
| April 2008[[39]](#endnote-35) | 73 | 27 |
| January 2008[[40]](#endnote-36) | 70 | 30 |

**EMINUSE/INTMOB continued...**

**EMINUSE/INTMOB continued...**

|  |  |  |
| --- | --- | --- |
|  | uses internet | Does not use internet |
| December 2007[[41]](#endnote-37) | 75 | 25 |
| September 2007[[42]](#endnote-38) | 73 | 27 |
| February 2007[[43]](#endnote-39) | 71 | 29 |
| December 2006[[44]](#endnote-40) | 70 | 30 |
| November 2006[[45]](#endnote-41) | 68 | 32 |
| August 2006[[46]](#endnote-42) | 70 | 30 |
| April 2006[[47]](#endnote-43) | 73 | 27 |
| February 2006[[48]](#endnote-44) | 73 | 27 |
| December 2005[[49]](#endnote-45) | 66 | 34 |
| September 2005[[50]](#endnote-46) | 72 | 28 |
| June 2005[[51]](#endnote-47) | 68 | 32 |
| February 2005[[52]](#endnote-48) | 67 | 33 |
| January 2005[[53]](#endnote-49) | 66 | 34 |
| Nov 23-30, 2004[[54]](#endnote-50) | 59 | 41 |
| November 2004[[55]](#endnote-51) | 61 | 39 |
| July 2004[[56]](#endnote-52) | 67 | 33 |
| June 2004[[57]](#endnote-53) | 63 | 37 |
| March 2004[[58]](#endnote-54) | 69 | 31 |
| February 2004[[59]](#endnote-55) | 63 | 37 |
| November 2003[[60]](#endnote-56) | 64 | 36 |
| August 2003[[61]](#endnote-57) | 63 | 37 |
| June 2003[[62]](#endnote-58) | 62 | 38 |
| May 2003[[63]](#endnote-59) | 63 | 37 |
| March 3-11, 2003[[64]](#endnote-60) | 62 | 38 |
| February 2003[[65]](#endnote-61) | 64 | 36 |
| December 2002[[66]](#endnote-62) | 57 | 43 |
| November 2002 | 61 | 39 |
| October 2002[[67]](#endnote-63) | 59 | 41 |
| September 2002[[68]](#endnote-64) | 61 | 39 |
| July 2002[[69]](#endnote-65) | 59 | 41 |
| March/May 2002[[70]](#endnote-66) | 58 | 42 |
| January 2002[[71]](#endnote-67) | 61 | 39 |
| December 2001[[72]](#endnote-68) | 58 | 42 |
| November 2001[[73]](#endnote-69) | 58 | 42 |
| October 2001[[74]](#endnote-70) | 56 | 44 |
| September 2001[[75]](#endnote-71) | 55 | 45 |
| August 2001[[76]](#endnote-72) | 59 | 41 |
| February 2001[[77]](#endnote-73) | 53 | 47 |
| December 2000[[78]](#endnote-74) | 59 | 41 |
| November 2000[[79]](#endnote-75) | 53 | 47 |
| October 2000[[80]](#endnote-76) | 52 | 48 |
| September 2000[[81]](#endnote-77) | 50 | 50 |
| August 2000[[82]](#endnote-78) | 49 | 51 |
| June 2000[[83]](#endnote-79) | 47 | 53 |
| May 2000[[84]](#endnote-80) | 48 | 52 |

**HOME3NW** Do you ever use the internet or email at HOME?[[85]](#footnote-5)

Based on Form A internet users [N=731]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | No | (VOL.)  Don’t know | (VOL.)  refused |
| Current | 90 | 10 | \* | 0 |
| November 2015 | 90 | 10 | 0 | \* |
| July 2015 | 84 | 16 | \* | 0 |
| April 2015 | 89 | 11 | \* | 0 |
| September 2013 | 90 | 10 | \* | \* |
| August 2013 | 89 | 11 | 0 | 0 |
| May 2013 | 90 | 10 | 0 | \* |
| December 2012 | 90 | 10 | 0 | 0 |
| November 2012 | 90 | 10 | 0 | \* |
| April 2012 | 89 | 11 | 0 | 0 |
| February 2012 | 90 | 10 | \* | \* |
| August 2011 | 90 | 10 | 0 | 0 |
| May 2011 | 88 | 12 | 0 | \* |
| January 2011 | 89 | 11 | \* | 0 |
| December 2010 | 95 | 4 | \* | \* |
| November 2010 | 95 | 4 | \* | \* |
| September 2010 | 95 | 5 | \* | \* |
| May 2010 | 94 | 6 | \* | \* |
| January 2010 | 94 | 6 | \* | \* |
| December 2009 | 93 | 6 | \* | \* |
| September 2009 | 92 | 6 | \* | \* |
| April 2009 | 91 | 8 | \* | \* |
| December 2008 | 92 | 6 | \* | \* |
| November 2008 | 93 | 7 | \* | \* |
| August 2008 | 93 | 7 | \* | -- |
| July 2008 | 93 | 7 | \* | -- |
| May 2008 | 95 | 6 | \* | -- |
| December 2007 | 94 | 7 | \* | -- |
| September 2007 | 93 | 6 | \* | -- |
| February 2007 | 95 | 5 | \* | -- |
| November 2006 | 93 | 7 | \* | -- |
| February 2006 | 94 | 6 | \* | -- |
| June 2005 | 90 | 10 | \* | -- |
| July 2004 | 94 | 7 | \* | -- |
| March 2004 | 92 | 8 | \* | -- |

**BBHOME1F1** Do you subscribe to dial-up internet service at home... OR do you subscribe to a higher-speed broadband service such as DSL, cable, or fiber optic service?[[86]](#footnote-6)

**BBHOME2** [ASK IF BBHOME1F1=DIAL-UP:] Just to confirm, you use a dial-up connection to the internet at home, and not a higher-speed broadband connection?

Based on Form A who use the internet at home

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | dial-up | Broadband | (VOL.) BOTH dial-up AND broadband | (vol.) access net on cell OR TABLET only | (vol.)  No home net access | (vol.)  none of the above[[87]](#footnote-7) | (VOL.) dk | (VOL.) ref. |
| Current [N=672] | 3 | 86 | 1 | 4 | 3 | n/a | 3 | \* |
| Nov 2015 [N=2,217] | 3 | 84 | 1 | 4 | 3 | n/a | 5 | 1 |
| July 2015 [N=1,509] | 3 | 91 | 1 | \* | 1 | n/a | 4 | \* |
| April 2015 [N=1,544] | 6 | 85 | \* | 2 | 2 | n/a | 4 | 1 |
| Sept 2013 [N=4,875] | 3 | 91 | n/a | 3 | 1 | \* | 2 | \* |
| May 2013 [N=1,727] | 4 | 92 | n/a | 1 | 1 | \* | 2 | \* |
| Dec 2012 [N=1,645] | 4 | 90 | n/a | 2 | \* | \* | 3 | 1 |
| Nov 2012 [N=1,770] | 4 | 88 | n/a | 2 | \* | \* | 4 | \* |
| April 2012 [N=1,631] | 4 | 90 | n/a | 1 | \* | \* | 4 | \* |
| Feb 2012 [N=1,572] | 4 | 90 | n/a | 2 | \* | 1 | 3 | \* |
| Aug 2011 [N=1,565] | 5 | 89 | n/a | 1 | 1 | 1 | 3 | \* |
| May 2011 [N=1,518] | 6 | 88 | n/a | n/a | n/a | 1 | 3 | 1 |
| Jan 2011 [N=1,610] | 4 | 88 | n/a | n/a | n/a | 2 | 4 | 1 |
| Dec 2010 [N=1,731] | 6 | 85 | n/a | n/a | n/a | 2 | 6 | 2 |
| Nov 2010 [N=1,560] | 6 | 86 | n/a | n/a | n/a | 2 | 4 | 2 |
| Sept 2010 [N=1,947] | 7 | 86 | n/a | n/a | n/a | 2 | 4 | 1 |
| May 2010 [N=1,659] | 7 | 86 | n/a | n/a | n/a | 2 | 4 | 1 |
| Jan 2010 [N=1,573] | 7 | 88 | n/a | n/a | n/a | 1 | 3 | 1 |
| Dec 2009 [N=1,582] | 9 | 86 | n/a | n/a | n/a | 2 | 4 | 1 |
| Sept 2009 [N=1,584] | 7 | 87 | n/a | n/a | n/a | 2 | 3 | 2 |
| April 2009 [N=1,567] | 9 | 86 | n/a | n/a | n/a | 2 | 3 | 1 |
| Dec 2008 [N=1,538] | 13 | 80 | n/a | n/a | n/a | 1 | 5 | -- |
| Nov 2008 [N=1,481] | 12 | 82 | n/a | n/a | n/a | 1 | 5 | -- |
| Aug 2008 [N=1,543] | 13 | 81 | n/a | n/a | n/a | 1 | 5 | -- |
| July 2008 [N=1,797] | 14 | 81 | n/a | n/a | n/a | 1 | 4 | -- |
| May 2008 [N=1,463] | 15 | 79 | n/a | n/a | n/a | 1 | 5 | -- |
| Dec 2007 [N=1,483] | 18 | 77 | n/a | n/a | n/a | 1 | 3 | -- |
| Sept 2007 [N=1,575] | 20 | 73 | n/a | n/a | n/a | 1 | 6 | -- |
| Feb 2007 [N=1,406] | 23 | 70 | n/a | n/a | n/a | 1 | 6 | -- |
| Aug 2006 [N=1,787] | 28 | 68 | n/a | n/a | n/a | 1 | 3 | -- |

**BBHOME1F1/BBHOME2 continued...**

**BBHOME1F1/BBHOME2 continued...**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | dial-up | Broadband | (VOL.) BOTH dial-up AND broadband | (vol.) access net on cell OR TABLET only | (vol.)  No home net access | (vol.)  none of the above | (VOL.) dk | (VOL.) ref. |
| Dec 2005 [N=1,715] | 35 | 61 | n/a | n/a | n/a | 1 | 3 | -- |
| June 2005 [N=1,204] | 44 | 53 | n/a | n/a | n/a | 1 | 1 | -- |
| Feb 2005 [N=1,287] | 47 | 50 | n/a | n/a | n/a | 1 | 3 | -- |
| Jan 2005 [N=1,261] | 48 | 50 | n/a | n/a | n/a | 1 | 1 | -- |
| Feb 2004 [N=1,241] | 55 | 42 | n/a | n/a | n/a | 1 | 2 | -- |
| Nov 2003 [N=1,199] | 62 | 35 | n/a | n/a | n/a | 1 | 2 | -- |

**BBHOME1F2** Do you subscribe to dial-up internet service at home... OR do you subscribe to a higher-speed broadband service such as DSL, cable, or fiber optic service?

**BBHOME2** [ASK IF BBHOME1F2=DIAL-UP:] Just to confirm, you use a dial-up connection to the internet at home, and not a higher-speed broadband connection?

Based on Form B internet users [N=685]

|  |  |  |
| --- | --- | --- |
|  | current |  |
| % | 4 | Dial-up |
|  | 81 | Broadband |
|  | 1 | (VOL.) Both Slow-speed/Dial-up and Higher-speed/Broadband |
|  | 4 | (VOL.) Access internet only using cell phone or tablet |
|  | 6 | (VOL.) No home internet access |
|  | 4 | (VOL.) Don’t know |
|  | \* | (VOL.) Refused |

**SUMMARY OF HOME INTERNET SERVICE**

**HOME3NW** Do you ever use the internet or email at HOME?

**BBHOME1F1** Do you subscribe to dial-up internet service at home... OR do you subscribe to a higher-speed broadband service such as DSL, cable, or fiber optic service?

**BBHOME1F2** Do you subscribe to dial-up internet service at home... OR do you subscribe to a higher-speed broadband service such as DSL, cable, or fiber optic service?

**BBHOME2** [ASK IF BBHOME1F1 OR BBHOME1F2=DIAL-UP:] Just to confirm, you use a dial-up connection to the internet at home, and not a higher-speed broadband connection?

Based on all internet users [N=1,416]

|  |  |  |
| --- | --- | --- |
|  | current |  |
| % | 3 | Dial-up |
|  | 79 | Broadband |
|  | 1 | (VOL.) Both Slow-speed/Dial-up and Higher-speed/Broadband |
|  | 4 | (VOL.) Access internet only using cell phone or tablet |
|  | 9 | (VOL.) No home internet access[[88]](#footnote-8) |
|  | 3 | (VOL.) Don’t know |
|  | \* | (VOL.) Refused |

**SUMMARY OF HOME BROADBAND**

Based on all internet users [N=1,416]

|  |  |  |
| --- | --- | --- |
|  | current |  |
| % | 80 | Home broadband users |
|  | 20 | No home broadband/DK |

Based on Total

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | current |  | Nov 2015 | July 2015 |
| % | 70 | Home broadband users | 67 | 67 |
|  | 30 | No home broadband/DK | 33 | 33 |

**DEVICE1a** Next, do you have a cell phone, or not?[[89]](#footnote-9)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | yes | no | (VOL.) Don’t know | (VOL.) Refused |
| Current | 92 | 8 | 0 | 0 |
| November 2015 | 91 | 9 | 0 | 0 |
| July 2015 | 92 | 8 | \* | \* |
| April 2015 | 92 | 8 | \* | 0 |
| Sept 2013 | 91 | 9 | 0 | 0 |
| August 2013 | 89 | 11 | 0 | 0 |
| May 2013 | 91 | 9 | 0 | \* |
| December 2012 | 87 | 13 | \* | 0 |
| November 2012 | 85 | 15 | 0 | \* |
| Sept 2012 | 85 | 15 | \* | 0 |
| August 2012 | 89 | 10 | 0 | \* |
| April 2012 | 88 | 12 | \* | \* |
| February 2012 | 88 | 12 | 0 | \* |
| December 2011 | 87 | 13 | 0 | \* |
| August 2011 | 84 | 15 | \* | \* |
| May 2011 | 83 | 17 | \* | 0 |
| January 2011 | 84 | 16 | \* | \* |
| December 2010 | 81 | 19 | \* | \* |
| November 2010 | 82 | 18 | 0 | \* |
| September 2010 | 85 | 15 | \* | \* |
| May 2010 | 82 | 18 | \* | 0 |
| January 2010 | 80 | 20 | 0 | \* |
| December 2009 | 83 | 17 | 0 | \* |
| September 2009 | 84 | 15 | \* | \* |
| April 2009 | 85 | 15 | \* | \* |
| Dec 2008 | 84 | 16 | \* | \* |
| July 2008 | 82 | 18 | \* | -- |
| May 2008 | 78 | 22 | \* | 0 |
| April 2008 | 78 | 22 | \* | -- |
| January 2008 | 77 | 22 | \* | -- |
| Dec 2007 | 75 | 25 | \* | -- |
| Sept 2007 | 78 | 22 | \* | -- |
| April 2006 | 73 | 27 | \* | -- |
| January 2005 | 66 | 34 | \* | -- |
| Nov. 23-30, 2004 | 65 | 35 | \* | -- |

**SMART1** Some cell phones are called “smartphones” because of certain features they have. Is your cell phone a smartphone such as an iPhone, Android, Blackberry or Windows phone, or are you not sure?[[90]](#footnote-10)

Based on cell phone owners

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes, smartphone | no, not a smartphone | not sure/  don’t know | (vol.) refused |
| Current [N=1,535] | 78 | 16 | 6 | \* |
| November 2015 [N=2,606] | 76 | 17 | 7 | \* |
| July 2015 [N=1,903] | 73 | 20 | 7 | \* |
| April 2015 [N=1,900] | 73 | 21 | 5 | \* |
| September 2013 [N=5,763] | 61 | 32 | 7 | \* |
| August 2013 [N=1,636] | 60 | 33 | 6 | \* |
| May 2013 [N=2,076] | 55 | 39 | 5 | \* |
| December 2012 [N=1,954] | 52 | 41 | 6 | \* |
| November 2012 [N=1,992] | 55 | 38 | 6 | \* |
| September 2012 [N=2,581] | 53 | 40 | 6 | \* |
| April 2012 [N=1,954] | 46 | 44 | 10 | \* |
| February 2012 [N=1,961] | 45 | 46 | 8 | \* |
| May 2011 [N=1,914] | 33 | 53 | 14 | \* |

**INTFREQ** About how often do you use the internet? [READ]

Based on all internet users [N=1,416]

|  |  |  |  |
| --- | --- | --- | --- |
|  | current |  | July 2015 |
| % | 28 | Almost constantly | 24 |
|  | 49 | Several times a day | 49 |
|  | 10 | About once a day | 11 |
|  | 7 | Several times a week, OR | 7 |
|  | 6 | Less often? | 8 |
|  | \* | (VOL.) Don’t know | \* |
|  | \* | (VOL.) Refused | 1 |

**DEVICE1** Please tell me if you happen to have each of the following items, or not. Do you have... [INSERT ITEMS IN ORDER]?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | yes | no | (VOL.) Don’t know | (VOL.) Refused |
| 1. A handheld device made primarily for e-book reading, such as a Nook or Kindle e-reader but NOT a Kindle Fire[[91]](#footnote-11) |  |  |  |  |
| Current | 17 | 82 | \* | 0 |
| April 2015 | 19 | 80 | 1 | \* |
| September 2013 | 24 | 75 | 1 | \* |
| November 2012 | 19 | 80 | \* | 0 |
| April 2012 | 18 | 81 | 1 | \* |
| February 2012 | 14 | 86 | \* | \* |
| December 2011 | 10 | 89 | 1 | \* |
| August 2011 | 9 | 90 | \* | \* |
| May 2011 | 12 | 88 | \* | 0 |
| November 2010 | 6 | 94 | \* | \* |
| September 2010 | 5 | 95 | \* | \* |
| May 2010 | 4 | 96 | \* | \* |
| September 2009 | 3 | 97 | \* | \* |
| April 2009 | 2 | 98 | \* | \* |
| 1. A tablet computer like an iPad, Samsung Galaxy Tab, Google Nexus, or Kindle Fire[[92]](#footnote-12) |  |  |  |  |
| Current | 48 | 52 | \* | \* |
| April 2015 | 45 | 54 | \* | \* |
| September 2013 | 35 | 65 | \* | \* |
| May 2013 | 34 | 66 | \* | \* |
| November 2012 | 25 | 75 | \* | \* |
| August 2012 | 25 | 75 | \* | \* |
| April 2012 | 18 | 81 | \* | \* |
| February 2012 | 14 | 85 | \* | \* |
| December 2011 | 10 | 89 | 1 | \* |
| August 2011 | 10 | 90 | \* | \* |
| May 2011 | 8 | 92 | \* | 0 |
| January 2011 | 7 | 92 | \* | \* |
| November 2010 | 5 | 95 | \* | \* |
| September 2010 | 4 | 96 | \* | \* |
| May 2010 | 3 | 97 | \* | 0 |

**DEVICE1 continued...**

**DEVICE1 continued...**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | yes | no | (VOL.) Don’t know | (VOL.) Refused |
| 1. A desktop or laptop computer[[93]](#footnote-13) |  |  |  |  |
| Current | 74 | 26 | 0 | 0 |
| April 2015 | 73 | 27 | 0 | \* |
| November 2012 | 78 | 22 | \* | \* |
| April 2012 | 80 | 20 | \* | \* |
| December 2011 | 75 | 25 | \* | \* |
| August 2011 | 76 | 24 | \* | \* |
| May 2011 | 77 | 22 | \* | \* |
| November 2010 | 77 | 23 | 0 | \* |
| September 2010 | 76 | 24 | \* | \* |
| May 2010 | 79 | 21 | \* | 0 |
| January 2010 | 74 | 26 | 0 | \* |
| December 2009 | 73 | 27 | \* | \* |
| September 2009 | 75 | 25 | \* | \* |
| April 2009 | 78 | 22 | \* | \* |
| April 2008 | 74 | 26 | \* | -- |
| Dec 2007 | 75 | 25 | \* | -- |
| April 2006 | 72 | 27 | \* | -- |

**WEB1-A** Please tell me if you ever use the internet or a mobile app to do any of the following things. Do you ever use the internet or a mobile app to...[INSERT ITEM; RANDOMIZE]?[[94]](#footnote-14)

Based on Form A internet users [N=731]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | total have ever DONE THIS | ---------- DID YESTERDAY | have not done this | (VOL.) Don’t know | (VOL.) Refused |
| Use Twitter |  |  |  |  |  |
| Current | 26 | n/a | 74 | 0 | \* |
| April 2015 | 24 | n/a | 76 | 0 | 0 |
| September 2014[[95]](#endnote-81) | 23 | n/a | 77 | \* | 0 |
| September 2013 | 20 | n/a | 80 | \* | \* |
| August 2013 | 18 | n/a | 82 | \* | 0 |
| May 2013 | 18 | n/a | 82 | \* | \* |
| December 2012 | 16 | n/a | 84 | \* | \* |
| August 2012 | 16 | n/a | 84 | \* | 0 |
| August 2-5, 2012[[96]](#endnote-82) | 16 | n/a | 84 | 0 | 0 |
| February 2012 | 15 | 8 | 85 | \* | 0 |
| August 2011 | 12 | 5 | 88 | \* | 0 |
| May 2011 | 13 | 4 | 87 | \* | 0 |
| January 2011 | 10 | n/a | 90 | \* | \* |
| December 2010 | 12 | n/a | 88 | \* | 0 |
| November 2010 | 8 | 2 | 92 | 0 | \* |
| Use Instagram |  |  |  |  |  |
| Current | 34 | n/a | 66 | \* | \* |
| April 2015 | 29 | n/a | 71 | \* | 0 |
| September 2014 | 26 | n/a | 74 | 0 | 0 |
| August 2013 | 17 | n/a | 82 | \* | 0 |
| December 2012 | 13 | n/a | 87 | \* | 0 |
| August 2-5, 2012 | 12 | n/a | 88 | 1 | 0 |
| Use Pinterest |  |  |  |  |  |
| Current | 30 | n/a | 69 | \* | 0 |
| April 2015 | 30 | n/a | 69 | 1 | \* |
| September 2014 | 28 | n/a | 72 | \* | 0 |
| August 2013 | 21 | n/a | 77 | 2 | \* |
| December 2012 | 15 | n/a | 83 | 2 | 0 |
| August 2-5, 2012 | 12 | n/a | 87 | 1 | \* |

**WEB1-A continued...**

**WEB1-A continued...**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | total have ever DONE THIS | ---------- DID YESTERDAY | have not done this | (VOL.) Don’t know | (VOL.) Refused |
| Use Facebook[[97]](#footnote-15) |  |  |  |  |  |
| Current | 79 | n/a | 21 | 0 | 0 |
| April 2015 | 72 | n/a | 28 | 0 | 0 |
| September 2014 | 71 | n/a | 28 | 0 | \* |
| August 2013 | 71 | n/a | 29 | 0 | 0 |
| December 13-16, 2012[[98]](#endnote-83) | 67 | n/a | 33 | 0 | \* |
| August 2-5, 2012 | 66 | n/a | 34 | \* | 0 |
| Use LinkedIn |  |  |  |  |  |
| Current | 28 | n/a | 71 | 1 | 0 |
| April 2015 | 24 | n/a | 75 | 1 | 0 |
| September 2014 | 28 | n/a | 72 | \* | 0 |
| August 2013 | 22 | n/a | 77 | 1 | \* |
| August 2-5, 2012 | 20 | n/a | 79 | 1 | \* |

Based on Form B internet users [N=685]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | total have ever DONE THIS | ---------- DID YESTERDAY | have not done this | (VOL.) Don’t know | (VOL.) Refused |
| Use messaging apps like WhatsApp or Kik[[99]](#footnote-16) |  |  |  |  |  |
| Current | 26 | n/a | 74 | \* | \* |
| April 2015 | 31 | n/a | 69 | \* | \* |
| Use an app that automatically deletes the messages you send like Snapchat or Wickr |  |  |  |  |  |
| Current | 23 | n/a | 76 | 1 | 0 |
| April 2015 | 16 | n/a | 83 | 1 | \* |
| Use anonymous social media apps like YikYak, Whisper, After School or Rumr |  |  |  |  |  |
| Current | 6 | n/a | 94 | 0 | \* |

**SNS2** Thinking about the social media sites or mobile apps you use... About how often do you visit or use [INSERT ITEMS; RANDOMIZE]? [READ AS NECESSARY: Several times a day, about once a day, a few times a week, every few weeks or less often?][[100]](#footnote-17)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | several times a day | about once a day | A few times a week | every few weeks | Less often | (VOL.) Don’t know | (VOL.) Refused |
| *Item A: Based on Twitter users* |  |  |  |  |  |  |  |
| 1. Twitter |  |  |  |  |  |  |  |
| Current [N=183] | 24 | 20 | 23 | 14 | 18 | \* | \* |
| April 2015 [N=193] | 25 | 14 | 23 | 16 | 22 | 1 | \* |
| Sept 2014 [N=323] | 22 | 14 | 24 | 15 | 25 | \* | 0 |
| Sept 2013 [N=223] | 29 | 17 | 21 | 12 | 20 | 1 | 0 |
| *Item B: Based on Instagram users* |  |  |  |  |  |  |  |
| 1. Instagram |  |  |  |  |  |  |  |
| Current [N=207] | 36 | 16 | 26 | 10 | 12 | 0 | 0 |
| April 2015 [N=219] | 35 | 24 | 18 | 10 | 12 | \* | \* |
| Sept 2014 [N=317] | 32 | 17 | 24 | 10 | 16 | 1 | 0 |
| Sept 2013 [N=196] | 35 | 22 | 21 | 6 | 15 | 1 | 0 |
| *Item C: Based on Pinterest users* |  |  |  |  |  |  |  |
| 1. Pinterest |  |  |  |  |  |  |  |
| Current [N=210] | 12 | 13 | 30 | 27 | 17 | \* | \* |
| April 2015 [N=234] | 16 | 12 | 27 | 17 | 26 | \* | 1 |
| Sept 2014 [N=398] | 9 | 8 | 29 | 25 | 26 | 1 | 1 |
| Sept 2013 [N=272] | 11 | 13 | 30 | 21 | 24 | 1 | 1 |
| *Item D: Based on LinkedIn users* |  |  |  |  |  |  |  |
| 1. LinkedIn |  |  |  |  |  |  |  |
| Current [N=227] | 8 | 10 | 31 | 25 | 26 | \* | 0 |
| April 2015 [N=212] | 9 | 13 | 30 | 25 | 22 | 1 | 1 |
| Sept 2014 [N=463] | 7 | 6 | 25 | 31 | 30 | 1 | \* |
| Sept 2013 [N=341] | 5 | 8 | 34 | 27 | 25 | \* | \* |
| *Item E: Based on Facebook users* |  |  |  |  |  |  |  |
| 1. Facebook |  |  |  |  |  |  |  |
| Current [N=556] | 55 | 21 | 16 | 3 | 4 | 1 | \* |
| April 2015 [N=600] | 42 | 27 | 22 | 4 | 5 | 0 | 0 |
| Sept 2014 [N=1,074] | 45 | 25 | 17 | 6 | 6 | \* | \* |
| Sept 2013 [N=960] | 40 | 24 | 23 | 6 | 8 | \* | 0 |

[READ TO ALL:] Now, we have a few questions about the role of information in your life.

**Q1** At various times, people may need to get information about issues that are going on in their lives. [FOR FIRST TWO RANDOMIZED ITEMS: In the past 30 days, have you gotten any information about... [INSERT ITEMS; RANDOMIZE]?]

[FOR REMAINING ITEMS: How about...[INSERT NEXT ITEM]? [READ AS NECESSARY: Have you gotten any information in the past 30 days about this?]]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Yes | No | (VOL.) No job | (VOL.) DK | (vol.) ref. |
| 1. Schools or education, either for yourself or a family member | 39 | 61 | n/a | \* | 0 |
| 1. Personal finances, such as investments or tax exempt accounts for health care, childcare, or educational expenses | 32 | 67 | n/a | \* | \* |
| 1. Government services or benefits | 28 | 71 | n/a | 1 | \* |
| 1. Health care or health insurance, either for yourself or a family member | 41 | 59 | n/a | 1 | \* |
| 1. Issues pertaining to your job | 28 | 59 | 13 | 1 | \* |
| 1. News and information about what’s going on in your local community | 66 | 33 | n/a | \* | \* |
| 1. Local home repair businesses, such as plumbers or electricians | 18 | 81 | n/a | \* | 0 |
| 1. Traffic or commuting | 34 | 65 | n/a | \* | \* |

**Q2** Please tell me how well each of the following statements describes you. [INSERT ITEMS; RANDOMIZE]. Would you say that this statement describes you very well, somewhat well, not too well, or not at all well?

Next... [INSERT NEXT ITEM]. [READ AS NECESSARY: Would you say this statement describes you very well, somewhat well, not too well, or not at all well?]

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | very WELL | SOMEWHAT WELL | NOT TOO WELL | NOT AT ALL well | (VOL.) DK | (vol.) refused |
| 1. I sometimes feel stressed about all the information I have to keep track of | 16 | 26 | 20 | 37 | \* | \* |
| 1. Most of the time, it is easy for me to determine what information is trustworthy | 40 | 40 | 11 | 7 | 1 | 1 |
| 1. A lot of institutions I deal with – schools, banks, or government agencies – expect me to do too much information-gathering in order to deal with them | 17 | 29 | 21 | 31 | 1 | \* |

**Q2 continued...**

**Q2 continued...**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | very WELL | SOMEWHAT WELL | NOT TOO WELL | NOT AT ALL well | (VOL.) DK | (vol.) refused |
| 1. Having a lot of information makes me feel like I have more control over things in my life | 44 | 35 | 10 | 10 | 1 | 1 |
| 1. I feel confident in my ability to use the internet and other communication devices to keep up with information demands in my life | 61 | 20 | 6 | 12 | \* | 1 |
| 1. It is sometimes difficult for me to find the information I need | 12 | 24 | 24 | 39 | 1 | 1 |

[RANDOMIZE Q3 AND Q4]

**Q3** Some people say they feel overloaded with too much information these days. Others say they like having so much information available. How about you? Do you feel overloaded, or do you like having a lot of information available?[[101]](#footnote-18)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | current |  | Sept 2013 | Dec 2007 | April 2006 |
| % | 20 | Feel overloaded | 18 | 24 | 27 |
|  | 77 | Like having so much information | 79 | 69 | 67 |
|  | 2 | Don’t know | 2 | 7 | 7 |
|  | 2 | Refused | 1 | -- | -- |

**Q4** Which of the following best describes you – even if neither is exactly right? [READ AND RANDOMIZE]

|  |  |  |
| --- | --- | --- |
|  | current |  |
| % | 67 | Having a lot of information available helps simplify my life |
|  | 26 | The volume of information available makes my life seem more complex |
|  | 3 | (VOL.) Some of both |
|  | 2 | (VOL.) Don’t know |
|  | 1 | (VOL.) Refused |

[READ TO ALL:] And now for some questions on your reading habits and use of your local public library.

**BOOKS1** During the past 12 months, about how many BOOKS did you read either all or part of the way through? Please include any print, electronic, or audiobooks you may have read or listened to.[[102]](#footnote-19)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | None | 1 book | 2-3 books | 4-5 books | 6-10 books | 11-20 books | More than 20 books | (VOL.) Don’t know | (VOL.) Refused |
| Current | 25 | 7 | 16 | 12 | 13 | 11 | 15 | 1 | 1 |
| April 2015 | 26 | 6 | 16 | 11 | 14 | 12 | 14 | 1 | \* |
| January 2-5, 2014[[103]](#endnote-84) | 23 | 5 | 14 | 12 | 17 | 13 | 15 | 2 | \* |
| September 2013 | 16 | 6 | 16 | 12 | 17 | 14 | 16 | 2 | 1 |
| November 2012 | 23 | 7 | 14 | 12 | 15 | 13 | 14 | 1 | 1 |
| February 2012 | 23 | 6 | 17 | 13 | 14 | 11 | 13 | 2 | 1 |
| December 2011 | 18 | 6 | 13 | 12 | 15 | 14 | 17 | 3 | 1 |

**BOOKS2** Thinking about all of the books you have read in the past 12 months, were any of those... [INSERT ITEMS IN ORDER]? Were any of those... [INSERT NEXT ITEM]?

Based on those who read any books in the past 12 months

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | yes | no | (VOL.) Don’t know | (VOL.) Refused |
| 1. Printed books |  |  |  |  |
| Current [N=1,214] | 90 | 9 | \* | \* |
| April 2015 [N=1,493] | 87 | 12 | 1 | \* |
| January 2014 [N=780] | 91 | 8 | \* | \* |
| November 2012 [N=1,754] | 89 | 10 | 1 | \* |
| February 2012 [N=1,377][[104]](#footnote-20) | 90 | 10 | \* | \* |
| December 2011 [N=2,474] | 93 | 7 | \* | \* |
| 1. Audiobooks |  |  |  |  |
| Current [N=1,214] | 20 | 80 | \* | \* |
| April 2015 [N=1,493] | 17 | 83 | \* | 0 |
| January 2014 [N=780] | 19 | 81 | \* | 0 |
| November 2012 [N=1,754] | 17 | 83 | \* | 0 |
| February 2012 [N=1,377] | 15 | 85 | \* | \* |
| December 2011 [N=2,474] | 14 | 86 | \* | 0 |

**BOOKS2 continued...**

**BOOKS2 continued...**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | yes | no | (VOL.) Don’t know | (VOL.) Refused |
| 1. Electronic books, also called e-books |  |  |  |  |
| Current [N=1,214] | 38 | 61 | \* | \* |
| April 2015 [N=1,493] | 37 | 63 | \* | \* |
| January 2014 [N=780] | 37 | 63 | \* | 0 |
| November 2012 [N=1,754] | 30 | 69 | \* | \* |
| February 2012 [N=1,377] | 29 | 71 | \* | \* |
| December 2011 [N=2,474] | 21 | 78 | \* | \* |

*No questions Q5 or Q6*

**Q7** When you read electronic books or e-books, do you ever read them on... [INSERT ITEMS IN ORDER]? [IF YES: How often do you read e-books on... (ITEM)? Would you say every day or almost every day, a few times a week, a few times a month, or less often?][[105]](#footnote-21)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | yes, DAILY or almost DAILY | yes, a few times a week | yes, a few times a month | yes, less often | nO, DON’T READ E-BOOKS ON THIS DEVICE | (VOL.) DEVICE NOT EQUIPPED FOR E-BOOKS | (VOL.) Don’t know | (VOL.) Refused |
| *Item A: Based on tablet owners who read e-books in the past 12 months* |  |  |  |  |  |  |  |  |
| 1. A tablet computer |  |  |  |  |  |  |  |  |
| Current [N=340] | 15 | 22 | 22 | 20 | 19 | 0 | 1 | 0 |
| December 2011 [N=298] | 25 | 19 | 20 | 17 | 19 | 0 | 0 | 0 |
| *Item B: Based on e-Reader owners who read e-books in the past 12 months* |  |  |  |  |  |  |  |  |
| 1. An e-book reader |  |  |  |  |  |  |  |  |
| Current [N=215] | 18 | 17 | 16 | 19 | 27 | \* | 2 | \* |
| December 2011 [N=494] | 32 | 29 | 19 | 13 | 7 | \* | 1 | 0 |
| *Item C: Based on desktop/laptop owners who read e-books in the past 12 months* |  |  |  |  |  |  |  |  |
| 1. A desktop or laptop computer |  |  |  |  |  |  |  |  |
| Current [N=455] | 5 | 11 | 13 | 12 | 59 | 0 | 0 | \* |
| December 2011 [N=764] | 7 | 11 | 12 | 15 | 54 | 0 | \* | 0 |
| *Item D: Based on cell phone owners who read e-books in the past 12 months* |  |  |  |  |  |  |  |  |
| 1. A cell phone |  |  |  |  |  |  |  |  |
| Current [N=481] | 10 | 11 | 10 | 17 | 51 | 0 | 0 | \* |
| December 2011 [N=782] | 5 | 8 | 9 | 7 | 70 | 1 | \* | \* |

**Q8** Overall, thinking about the different kinds of reading you might do, including books, magazines, journals, newspapers and other online content, do you ever read... [INSERT ITEM; RANDOMIZE]? [IF YES: How often do you do this – every day or almost every day, a few times a week, a few times a month, or less often?] Next, do you ever read [INSERT NEXT ITEM]? [IF YES: How often do you do this – every day or almost every day, a few times a week, a few times a month, or less often?][[106]](#footnote-22)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | yes, DAILY or almost DAILY | yes, a few times a week | yes, a few times a month | yes, less often | no, never do this | (VOL.) No job/not in school | (VOL.) Don’t know | (VOL.) Refused |
| 1. For work or school |  |  |  |  |  |  |  |  |
| Current | 32 | 15 | 8 | 3 | 38 | 3 | 0 | 0 |
| December 2011 | 36 | 12 | 5 | 3 | 41 | 3 | \* | \* |
| 1. For pleasure |  |  |  |  |  |  |  |  |
| Current | 36 | 20 | 15 | 10 | 19 | n/a | \* | \* |
| December 2011 | 36 | 23 | 14 | 6 | 20 | n/a | \* | \* |
| 1. To keep up with current events |  |  |  |  |  |  |  |  |
| Current | 47 | 21 | 10 | 4 | 18 | n/a | \* | \* |
| December 2011 | 50 | 21 | 6 | 1 | 22 | n/a | \* | \* |
| 1. To research specific topics you’re interested in |  |  |  |  |  |  |  |  |
| Current | 30 | 27 | 19 | 9 | 16 | n/a | 0 | \* |
| December 2011 | 24 | 25 | 18 | 7 | 25 | n/a | \* | \* |

**LIBUSE** Have you, personally, EVER...[INSERT ITEMS IN ORDER], or is this something you’ve never done? [IF YES: Have you done this in the past 12 months?][[107]](#footnote-23)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Total Yes, have done this | ---------- in the past 12 months | ---------- not in past 12 months | no, have never done this | (VOL.) Don’t know | (VOL.) Refused |
| 1. Visited a public library or used a public library bookmobile IN PERSON |  |  |  |  |  |  |
| Current | 81 | 48 | 32 | 19 | 0 | 0 |
| November 2015 | 78 | 44 | 34 | 22 | \* | 0 |
| April 2015 | 82 | 46 | 36 | 18 | \* | \* |
| September 2013 | 81 | 48 | 33 | 19 | \* | \* |
| November 2012 | 84 | 53 | 30 | 16 | \* | 0 |
| 1. Used a public library WEBSITE[[108]](#footnote-24) |  |  |  |  |  |  |
| Current | 39 | 27 | 12 | 61 | \* | \* |
| November 2015 | 46 | 31 | 15 | 54 | \* | \* |
| September 2013 | 44 | 30 | 14 | 56 | \* | \* |
| November 2012 | 39 | 25 | 14 | 61 | \* | \* |
| 1. Used a public library mobile APP |  |  |  |  |  |  |
| Current | 8 | 7 | 2 | 91 | 1 | 0 |
| November 2015 | 12 | 9 | 3 | 87 | \* | \* |

**LIB\_FRQ** How often do you visit public libraries or bookmobiles in person? Would you say... [READ][[109]](#footnote-25)

Based on those who visited a public library in person in the past 12 months

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | current |  | April 2015 | Sept 2013 | Nov 2012 |
| % | 14 | At least once a week | 14 | 14 | 15 |
|  | 16 | Several times a month | 14 | 17 | 19 |
|  | 23 | At least once a month | 28 | 26 | 28 |
|  | 47 | Less often | 43 | 43 | 38 |
|  | \* | (VOL.) Don’t know | \* | \* | \* |
|  | 0 | (VOL.) Refused | \* | \* | \* |
|  | [n=792] |  | [n=933] | [n=3,006] | [n=1,238] |

**LIBST\_FRQ** How often do you use a public library website? Would you say... [READ][[110]](#footnote-26)

Based on those who used a public library website in the past 12 months

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | current |  | April 2015 | sEPT 2013 | nOV 2012 |
| % | 12 | At least once a week | 12 | 10 | 12 |
|  | 9 | Several times a month | 13 | 15 | 15 |
|  | 23 | At least once a month | 21 | 23 | 27 |
|  | 55 | Less often | 52 | 52 | 46 |
|  | n/a | (VOL.) Never – only use library mobile app | 1 | n/a | n/a |
|  | \* | (VOL.) Don’t know | \* | \* | \* |
|  | \* | (VOL.) Refused | 1 | 0 | \* |
|  | [n=455] |  | [n=454] | [n=1,894] | [n=587] |

**LIBAPP\_FRQ** How often do you use a public library mobile APP? Would you say... [READ]

Based on those who used a public library mobile app in the past 12 months [n=115]

|  |  |  |
| --- | --- | --- |
|  | current |  |
| % | 22 | At least once a week |
|  | 14 | Several times a month |
|  | 20 | At least once a month |
|  | 44 | Less often |
|  | 0 | (VOL.) Don’t know |
|  | 0 | (VOL.) Refused |

**LIBMOB** Now thinking about cell phones and other handheld mobile devices... In the past 12 months, have you used a cell phone, e-reader or tablet computer to visit a public library’s website or access public library resources?[[111]](#footnote-27)

Based on those who used a public library website in the past 12 months

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | current |  | April 2015 | Nov 2012 |
| % | 49 | Yes | 50 | 39 |
|  | 51 | No | 50 | 61 |
|  | \* | (VOL.) Don’t know | 0 | 0 |
|  | 0 | (VOL.) Refused | 0 | 0 |
|  | [n=455] |  | [n=454] | [n=587] |

**LIBVISIT** Has a librarian EVER visited you at a place other than a library building or bookmobile to share information or provide material to you? Please include any time a librarian may have visited an organization you belong to, a community center, or your workplace. [IF YES, ASK: Did this happen in the past 12 months?]

|  |  |  |
| --- | --- | --- |
|  | current |  |
| % | 7 | Yes, have been visited in some way by a librarian in past 12 months |
|  | 4 | Yes, this has happened, but not in the past 12 months |
|  | 88 | No, have never done this |
|  | \* | (VOL.) Don’t know |
|  | \* | (VOL.) Refused |

**EBK\_AWR** As far as you know, does your public library loan out e-books?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | current |  | April 2015 | Nov 2012 |
| % | 44 | Yes | 38 | 31 |
|  | 20 | No | 16 | 12 |
|  | 36 | (VOL.) Don’t know | 46 | 57 |
|  | \* | (VOL.) Refused | \* | \* |

**EBK\_BRW** Have you ever tried to borrow or download an E-BOOK from a public library, or have you not done this?

Based on those who know whether their public library loans e-books

|  |  |  |  |
| --- | --- | --- | --- |
|  | current |  | April 2015 |
| % | 18 | Yes, have tried | 16 |
|  | 82 | No, have not tried | 84 |
|  | 0 | (VOL.) Don’t know | 0 |
|  | 0 | (VOL.) Refused | 0 |
|  | [n=752] |  | [n=800] |

**Q9** People visit public libraries for different reasons. In the past 12 months, have you visited a public library IN PERSON to...[INSERT FIRST TWO RANDOMIZED ITEMS]?

How about to [REMAINING ITEMS]? [READ IF NECESSARY: Have you visited a public library IN PERSON for this reason in the past 12 months?]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | yes | no | (vol.) Don’t know | (vol.) refused |
| *Items A thru C: Based on those who visited a public library in person in the past 12 months* |  |  |  |  |
| 1. Borrow print books |  |  |  |  |
| Current [N=792] | 64 | 35 | \* | 0 |
| April 2015 [N=933] | 66 | 34 | 0 | 0 |
| November 2012 [N=1,238] | 73 | 27 | \* | 0 |
| 1. Get help from a librarian |  |  |  |  |
| Current [N=792] | 35 | 65 | 0 | 0 |
| April 2015 [N=933] | 42 | 57 | \* | 0 |
| November 2012 [N=1,238] | 50 | 50 | \* | \* |
| 1. Just sit and read, study, or watch or listen to media |  |  |  |  |
| Current [N=792] | 49 | 50 | \* | 0 |
| April 2015 [N=933] | 53 | 46 | 0 | \* |
| November 2012 [N=1,238] | 49 | 51 | \* | 0 |
| *Items D thru E: Based on Form A who visited a public library in person in the past 12 months* |  |  |  |  |
| 1. Attend a class, program or lecture[[112]](#footnote-28) |  |  |  |  |
| Current [N=399] | 27 | 73 | 0 | 0 |
| April 2015 [N=470] | 17 | 83 | 0 | 0 |
| November 2012 [N=616] | 21 | 79 | \* | 0 |
| 1. Attend a meeting of a group you belong to |  |  |  |  |
| Current [N=399] | 18 | 82 | 0 | 0 |
| April 2015 [N=470] | 16 | 84 | 0 | 0 |
| November 2012 [N=616] | 23 | 77 | \* | 0 |
| *Items F thru G: Based on Form B who visited a public library in person in the past 12 months* |  |  |  |  |
| 1. Use a 3-D printer or other new high-tech device |  |  |  |  |
| Current [N=393] | 13 | 87 | 0 | 0 |
| April 2015 [N=463] | 9 | 91 | 0 | 0 |
| 1. Search online for a job or apply for a job online |  |  |  |  |
| Current [N=393] | 14 | 86 | 0 | 0 |
| April 2015 [N=463] | 15 | 85 | \* | 0 |

**Q10** Next, I have some questions about using computers and the internet at public libraries. First, in the past 12 months, have you used computers, the internet, or a public WI-FI network at a public library?

Based on those who have ever visited a public library

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | current |  | April 2015 | Nov 2012 |
| % | 29 | Yes | 27 | 31 |
|  | 71 | No | 73 | 69 |
|  | \* | (VOL.) Don’t know | \* | \* |
|  | \* | (VOL.) Refused | 0 | \* |
|  | [n=1,314] |  | [n=1,639] | [n=1,920] |

**Q11** In the past 12 months, have you used a public library computer, internet or WI-FI connection to... [INSERT FIRST TWO RANDOMIZED ITEMS]?

How about to [REMAINING ITEMS]? [READ IF NECESSARY: Have you used a public library computer, internet or WI-FI connection to do this in the past 12 months, or not?]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | yes | no | (vol.) Don’t know | (vol.) refused |
| *Items A thru B: Based on Form A who have used computers or internet at a public library in the past 12 months* |  |  |  |  |
| 1. Check or send email or texts[[113]](#footnote-29) |  |  |  |  |
| Current [N=178] | 53 | 47 | 0 | 0 |
| April 2015 [N=205] | 58 | 42 | 0 | 0 |
| November 2012 [N=285] | 54 | 46 | \* | 0 |
| 1. Do research for school or work |  |  |  |  |
| Current [N=178] | 61 | 39 | 0 | 0 |
| April 2015 [N=205] | 60 | 40 | 0 | 0 |
| November 2012 [N=285] | 66 | 34 | 0 | 0 |
| *Items C thru D: Based on Form B who have used computers or internet at a public library in the past 12 months* |  |  |  |  |
| 1. Take an online class or complete an online certification program of some kind |  |  |  |  |
| Current [N=171] | 26 | 74 | 0 | 0 |
| April 2015 [N=205] | 17 | 83 | 0 | 0 |
| November 2012 [N=285] | 16 | 84 | 0 | 0 |
| 1. Get health information online |  |  |  |  |
| Current [N=171] | 38 | 62 | 0 | 0 |
| April 2015 [N=215] | 42 | 58 | \* | 0 |
| November 2012 [N=285] | 47 | 52 | \* | 1 |

**Q12** Have you ever connected to the library’s WiFi system when the library building itself was closed?

|  |  |  |
| --- | --- | --- |
|  | current |  |
| % | 7 | Yes |
|  | 93 | No |
|  | \* | (VOL.) Don’t know |
|  | \* | (VOL.) Refused |

**Q13** In the past 12 months, have you used a public library WEBSITE or mobile APP to do any of the following? First, in the past 12 months, have you used a public library website or mobile APP to [INSERT ITEMS; RANDOMIZE]? How about to... [INSERT NEXT ITEM]?[[114]](#footnote-30)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | yes | nO | (VOL.) can’t do this on website | (vol.) Don’t know | (vol.) refused |
| *Items A thru C: Based on Form A who used a public library website or mobile app in the past 12 months* |  |  |  |  |  |
| 1. Search the library catalog for print books, audiobooks, e-books, CDs or DVDs |  |  |  |  |  |
| Current [N=241] | 58 | 42 | 0 | 0 | 0 |
| April 2015 [N=217] | 66 | 34 | 0 | 0 | 0 |
| November 2012 [N=299] | 82 | 18 | 0 | 0 | 0 |
| 1. Reserve or place holds on print books, audiobooks, e-books, CDs or DVDs |  |  |  |  |  |
| Current [N=241] | 44 | 56 | 0 | 0 | 0 |
| April 2015 [N=217] | 55 | 45 | 0 | 0 | 0 |
| November 2012 [N=299] | 62 | 38 | 0 | 0 | 0 |
| 1. Renew a book, DVD or CD |  |  |  |  |  |
| Current [N=241] | 40 | 60 | 0 | 0 | 0 |
| April 2015 [N=217] | 47 | 53 | 0 | 0 | 0 |
| November 2012 [N=299] | 51 | 48 | 1 | 0 | 0 |

**Q13 continued...**

**Q13 continued...**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | yes | nO | (VOL.) can’t do this on website | (vol.) Don’t know | (vol.) refused |
| *Items D thru F: Based on Form B who used a public library website or mobile app in the past 12 months* |  |  |  |  |  |
| 1. Read book reviews or get book recommendations |  |  |  |  |  |
| Current [N=227] | 31 | 69 | 0 | 0 | \* |
| April 2015 [N=237] | 33 | 66 | 0 | \* | 0 |
| November 2012 [N=299] | 30 | 70 | 0 | 0 | 0 |
| 1. Use an online database |  |  |  |  |  |
| Current [N=227] | 37 | 61 | 0 | 2 | \* |
| April 2015 [N=237] | 39 | 60 | 0 | 1 | 0 |
| November 2012 [N=288] | 51 | 49 | 0 | 1 | 0 |
| 1. Conduct research or get homework help[[115]](#footnote-31) |  |  |  |  |  |
| Current [N=227] | 44 | 55 | 0 | 0 | \* |
| April 2015 [N=237] | 42 | 58 | 0 | 0 | 0 |
| November 2012 [N=288] | 44 | 56 | 0 | 0 | 0 |

[READ TO ALL:] Here are some questions about public libraries in and around your local community.

**Q14** Do you think your local public library provides you with the resources you need, or not?

|  |  |  |
| --- | --- | --- |
|  | current |  |
| % | 77 | Yes |
|  | 11 | No |
|  | 12 | (VOL.) Don’t know |
|  | \* | (VOL.) Refused |

**Q15** How much, if at all, do you think your local public library contributes to the following things in your community? Do you think it contributes a lot, some, not too much, or nothing at all when it comes to [INSERT ITEMS; RANDOMIZE]? Next, how much do you think the library contributes to...[INSERT NEXT ITEM]? [READ IF NECESSARY: Do you think it contributes a lot to your local community, some, not too much, or nothing at all when it comes to (ITEM)?]

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | A lot | some | Not too much | nothing at all | (VOL.) DK | (vol.) ref. |
| 1. Helping spark creativity among young people | 49 | 31 | 10 | 3 | 7 | \* |
| 1. Promoting a sense of community among different groups within your local area | 38 | 35 | 14 | 6 | 7 | \* |
| 1. Creating educational opportunity for people of all ages | 58 | 29 | 5 | 3 | 5 | \* |
| 1. Providing a trusted place for people to learn about new technologies | 47 | 32 | 9 | 4 | 8 | \* |
| 1. Serving as a gathering place for addressing challenges in your local community | 29 | 36 | 16 | 8 | 10 | \* |
| 1. Providing a safe place for people to spend time | 69 | 20 | 3 | 3 | 4 | \* |

**Q16** If your local public library CLOSED, would that have a MAJOR impact, MINOR impact or NO IMPACT on... [INSERT ITEMS IN ORDER]?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | major impact | minor impact | no impact | (vol.) Community does not have a public library | (vol.) Don’t know | (vol.) refused |
| 1. You and your family |  |  |  |  |  |  |
| Current | 33 | 33 | 33 | \* | 1 | \* |
| April 2015 | 32 | 33 | 33 | \* | 1 | \* |
| September 2013 | 29 | 38 | 32 | \* | 1 | \* |
| 1. Your community as a whole |  |  |  |  |  |  |
| Current | 66 | 25 | 6 | \* | 3 | \* |
| April 2015 | 65 | 24 | 6 | \* | 4 | \* |
| September 2013 | 63 | 27 | 7 | \* | 3 | \* |

**Q17** Now thinking about some new things public libraries could do to change how they serve the public... Please tell me if each of the following is something you, personally, think public libraries should DEFINITELY do, should MAYBE do, or should definitely NOT do. (First,/Next,) how about... [INSERT ITEMS; RANDOMIZE]? [READ IF NECESSARY: Is this something you think public libraries should DEFINITELY do, should MAYBE do, or should definitely NOT do?]

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Should definitely do | should maybe do | should definitely not do | (vol.) doesn’t matter to me | (vol.) Don’t know | (vol.) refused |
| *Items A thru B: Based on Form A* |  |  |  |  |  |  |
| 1. Have more comfortable spaces for reading, working, and relaxing at the library |  |  |  |  |  |  |
| Current [N=822] | 57 | 30 | 9 | 1 | 3 | 1 |
| April 2015 [N=1,003] | 64 | 25 | 7 | 1 | 3 | 1 |
| November 2012 [N=1,119] | 59 | 28 | 9 | 1 | 2 | 1 |
| 1. Move some print books and stacks OUT OF public locations to free up more space for things such as tech centers, reading rooms, meetings rooms, and cultural events |  |  |  |  |  |  |
| Current [N=822] | 24 | 40 | 31 | 2 | 3 | \* |
| April 2015 [N=1,003] | 30 | 40 | 25 | 1 | 3 | 1 |
| November 2012 [N=1,119] | 20 | 39 | 36 | 1 | 4 | \* |
| *Items C thru D: Based on Form B* |  |  |  |  |  |  |
| 1. Buy 3-D printers and other digital tools to allow people to learn how to use them to make different kinds of objects |  |  |  |  |  |  |
| Current [N=779] | 50 | 37 | 11 | \* | 1 | \* |
| April 2015 [N=1,003] | 45 | 35 | 17 | \* | 2 | \* |
| 1. Offer programs to teach people, including kids and senior citizens, how to use digital tools such as computers, smartphones and apps |  |  |  |  |  |  |
| Current [N=779] | 80 | 16 | 4 | \* | \* | \* |
| April 2015 [N=1,001] | 78 | 16 | 3 | \* | 2 | 1 |

**Q18** I’d like to know in what ways you think the public library contributes to your community. First, do you think the library contributes a lot in terms of [INSERT ITEMS; RANDOMIZE], contributes somewhat, a little or not at all?[[116]](#footnote-32)

How about in [INSERT NEXT ITEM]? [READ IF NECESSARY: Do you think the public library contributes a lot to the community in this way, somewhat, a little, or not at all?]

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | a lot | some-what | a little | not at all | (vol.) Community does not have a public library | (vol.) Don’t know | (vol.) refused |
| *Items A thru B: Based on Form A* |  |  |  |  |  |  |  |
| 1. Helping people find jobs or pursue job training |  |  |  |  |  |  |  |
| Current [N=822] | 22 | 34 | 21 | 14 | \* | 10 | \* |
| April 2015 [N=1,003] | 19 | 29 | 23 | 15 | \* | 13 | \* |
| 1. Helping people when they seek health information |  |  |  |  |  |  |  |
| Current [N=822] | 33 | 38 | 15 | 8 | \* | 6 | 0 |
| April 2015 [N=1,001] | 36 | 37 | 14 | 6 | \* | 7 | \* |
| *Items C thru D: Based on Form B* |  |  |  |  |  |  |  |
| 1. Helping people decide what information they can trust |  |  |  |  |  |  |  |
| Current [N=779] | 37 | 37 | 15 | 7 | \* | 4 | \* |
| April 2015 [N=1,001] | 24 | 41 | 18 | 7 | 1 | 8 | 1 |
| 1. Helping people when a natural disaster or major problem strikes the community |  |  |  |  |  |  |  |
| Current [N=779] | 19 | 37 | 17 | 17 | \* | 10 | \* |

[READ TO ALL:] A few last questions for statistical purposes only...

*The demographic questions are not reported in this topline.*

THANK RESPONDENT: Thank you very much for your time. This survey is being conducted by the Pew Research Center, which will be issuing a report on the results of this survey on their website, pewresearch dot ORG, in the coming weeks.

THANK YOU again for your help! Have a nice (day/evening).

Methods

Libraries 2016 Survey

Prepared by Princeton Survey Research Associates International  
for Pew Research Center

April 2016

**SUMMARY**

The Libraries 2016 Survey, sponsored by the Pew Research Center, obtained telephone interviews with a nationally representative sample of 1,601 people ages 16 and older living in the United States. Interviews were conducted via landline (nLL=401) and cell phone (nC=1,200; including 667 without a landline phone). The survey was conducted by Princeton Survey Research Associates International (PSRAI). The interviews were administered in English and Spanish by Princeton Data Source from March 7 to April 4, 2016. Statistical results are weighted to correct known demographic discrepancies. The margin of sampling error for the complete set of weighted data is ±2.8 percentage points. Results based on the 1,416 internet users[[117]](#footnote-33) have a margin of sampling error of ±3.0 percentage points.

Details on the design, execution and analysis of the survey are discussed below.

# Design AND Data Collection Procedures

#### Sample Design

A combination of landline and cellular random digit dial (RDD) samples was used to represent all adults in the United States who have access to either a landline or cellular telephone. Both samples were provided by Survey Sampling International, LLC (SSI) according to PSRAI specifications.

Numbers for the landline sample were drawn with equal probabilities from active blocks (area code + exchange + two-digit block number) that contained one or more residential directory listings. The cellular sample was not list-assisted, but was drawn through a systematic sampling from dedicated wireless 100-blocks and shared service 100-blocks with no directory-listed landline numbers.

**Contact Procedures**

Interviews were conducted from March 7 to April 4, 2016. As many as 7 attempts were made to contact every sampled telephone number. Sample was released for interviewing in replicates, which are representative subsamples of the larger sample. Using replicates to control the release of sample ensures that complete call procedures are followed for the entire sample. Calls were staggered over times of day and days of the week to maximize the chance of making contact with potential respondents. Interviewing was spread as evenly as possible across the days in field. When necessary, each telephone number was called at least one time during the day in an attempt to complete an interview.

For the landline sample, interviewers asked to speak with the youngest male or female ages 16 or older currently at home based on a random rotation. If no male/female was available, interviewers asked to speak with the youngest person ages 16 or older of the other gender. This systematic respondent selection technique has been shown to produce samples that closely mirror the population in terms of age and gender when combined with cell interviewing.

For the cellular sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was age 16 or older and in a safe place before administering the survey. Cellular respondents were offered a post-paid cash reimbursement for their participation.

# Weighting and analysis

Weighting is generally used in survey analysis to compensate for sample designs and patterns of non-response that might bias results. The sample was weighted to match national population parameters for ages 16 or older. A two-stage weighting procedure was used to weight this dual-frame sample.

The first stage of weighting corrected for different probabilities of selection associated with the number of adults in each household and each respondent’s telephone usage patterns.[[118]](#footnote-34) This weighting also adjusts for the overlapping landline and cell sample frames and the relative sizes of each frame and each sample.

The first-stage weight for the ith case can be expressed as:

Where SLL = the size of the landline sample

FLL = the size of the landline sample frame

SCP = the size of the cell sample

FCP = the size of the cell sample frame

ADi = Number of adults in household i

LLi=1 if respondent has a landline phone, otherwise LL=0.

CPi=1 if respondent has a cell phone, otherwise CP=0.

The second stage of weighting balances sample demographics to population parameters. The sample is balanced by form to match national population parameters for sex, age, education, race, Hispanic origin, region (U.S. Census definitions), population density, and telephone usage. The Hispanic origin was split out based on nativity; U.S. born and non-U.S. born. The White, non-Hispanic subgroup was also balanced on age, education and region.

The basic weighting parameters came from the U.S. Census Bureau’s 2014 American Community Survey (ACS) data. [[119]](#footnote-35) The population density parameter was derived from Census 2010 data. The telephone usage parameter came from an analysis of the January-June 2015 National Health Interview Survey.[[120]](#footnote-36) [[121]](#footnote-37)

Weighting was accomplished using Sample Balancing, a special iterative sample weighting program that simultaneously balances the distributions of all variables using a statistical technique called the *Deming Algorithm*. Weights were trimmed to prevent individual interviews from having too much influence on the final results. The use of these weights in statistical analysis ensures that the demographic characteristics of the sample closely approximate the demographic characteristics of the national population. Table 1 compares weighted and unweighted sample distributions to population parameters.

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 1: Sample Demographics** | |  |  |
|  | Parameter | Unweighted | Weighted |
| Gender |  |  |  |
| Male | 48.3% | 52.0% | 49.0% |
| Female | 51.7% | 48.0% | 51.0% |
|  |  |  |  |
| Age |  |  |  |
| 16-17 | 3.3% | 3.2% | 3.5% |
| 18-24 | 12.5% | 10.3% | 12.9% |
| 25-34 | 17.0% | 12.7% | 16.3% |
| 35-44 | 16.1% | 11.7% | 15.5% |
| 45-54 | 17.2% | 17.3% | 17.2% |
| 55-64 | 15.9% | 21.0% | 16.5% |
| 65+ | 18.0% | 23.9% | 18.1% |
|  |  |  |  |
| Education |  |  |  |
| HS Graduate or Less | 42.6% | 34.5% | 42.6% |
| Some College/Assoc Degree | 30.5% | 24.4% | 29.4% |
| College Graduate | 26.9% | 41.1% | 28.0% |
|  |  |  |  |
| Race/Ethnicity |  |  |  |
| White/not Hispanic | 64.8% | 70.3% | 64.8% |
| Black/not Hispanic | 11.8% | 10.6% | 11.9% |
| Hispanic - US born | 8.1% | 7.6% | 8.1% |
| Hispanic - born outside | 7.3% | 4.6% | 7.1% |
| Other/not Hispanic | 8.0% | 7.0% | 8.0% |
|  |  |  |  |
| Region |  |  |  |
| Northeast | 18.0% | 16.7% | 18.4% |
| Midwest | 21.2% | 22.8% | 21.2% |
| South | 37.3% | 36.4% | 37.9% |
| West | 23.5% | 24.2% | 22.5% |
|  |  |  |  |
| County Pop. Density |  |  |  |
| 1 - Lowest | 19.9% | 21.4% | 19.6% |
| 2 | 20.0% | 21.0% | 20.3% |
| 3 | 20.1% | 19.4% | 20.2% |
| 4 | 20.0% | 18.4% | 19.8% |
| 5 - Highest | 20.0% | 19.9% | 20.1% |
|  |  |  |  |
| Household Phone Use |  |  |  |
| LLO | 6.2% | 2.7% | 5.1% |
| Dual | 43.1% | 55.7% | 44.2% |
| CPO | 50.7% | 41.7% | 50.7% |

# Effects of Sample Design on Statistical Inference

Post-data collection statistical adjustments require analysis procedures that reflect departures from simple random sampling. PSRAI calculates the effects of these design features so that an appropriate adjustment can be incorporated into tests of statistical significance when using these data. The so-called "design effect" or *deff* represents the loss in statistical efficiency that results from systematic non-response. The total sample design effect for this survey is 1.29.

PSRAI calculates the composite design effect for a sample of size *n*, with each case having a weight, *wi* as:



*formula 1*

In a wide range of situations, the adjusted *standard error* of a statistic should be calculated by multiplying the usual formula by the square root of the design effect (√*deff* ). Thus, the formula for computing the 95% confidence interval around a percentage is:



*formula 2*

where  is the sample estimate and *n* is the unweighted number of sample cases in the group being considered.

The survey’s *margin of error* is the largest 95% confidence interval for any estimated proportion based on the total sample— the one around 50%. For example, the margin of error for the entire sample is ±2.8 percentage points. This means that in 95 out every 100 samples drawn using the same methodology, estimated proportions based on the entire sample will be no more than 2.8 percentage points away from their true values in the population. The margin of error for estimates based on form 1 or form 2 respondents is ±4.0 percentage points. It is important to remember that sampling fluctuations are only one possible source of error in a survey estimate. Other sources, such as respondent selection bias, questionnaire wording and reporting inaccuracy, may contribute additional error of greater or lesser magnitude.

**Response Rate**

Table 2 reports the disposition of all sampled telephone numbers ever dialed from the original telephone number samples. The response rate estimates the fraction of all eligible sample that was ultimately interviewed. Response rates are computed according to American Association for Public Opinion Research standards.[[122]](#footnote-38) Thus the response rate for the landline samples was 9 percent. The response rate for the cellular samples was 8 percent.

|  |  |  |
| --- | --- | --- |
| **Table 2. Sample Disposition** | | |
| Landline | Cell |  |
| 999 | 447 | Non-residential/Business |
| 283 | 0 | Ported numbers identified before dialing |
| 3 | 0 | Cell in landline frame |
| 1,285 | 447 | OF = Out of Frame |
|  |  |  |
| 14,480 | 14,278 | Not working |
| 610 | 11 | Computer/fax/modem |
| 15,090 | 14,289 | NWC = Not working/computer |
|  |  |  |
| 1,317 | 455 | UHUONC = Non-contact, unknown if household/unknown other (NA/busy all attempts) |
|  |  |  |
| 1,515 | 6,349 | Voice mail |
| 27 | 33 | Other non-contact (deaf/disabled/deceased) |
| 1,542 | 6,382 | UONC = Non-contact, unknown eligibility |
|  |  |  |
| 2,088 | 8,514 | Refusals |
| 16 | 4 | On DNC list - not dialed |
| 112 | 865 | Callbacks (INCLUDE Spanish CBs) |
| 2,216 | 9,383 | UOR = Refusal, unknown if eligible |
|  |  |  |
| 18 | 93 | O = Other (language) |
|  |  |  |
| 0 | 466 | Child's cell phone |
| 0 | 0 | Other ineligible |
| 0 | 466 | SO = Screen out |
|  |  |  |
| 161 | 485 | R = Refusal, known eligible (breakoffs and qualified CBs) |
|  |  |  |
| 401 | 1,200 | I = Completed interviews |
|  |  |  |
| 22,030 | 33,200 | T = Total numbers sampled |
|  |  |  |
| 20.9% | 55.0% | e1 = (I+R+SO+O+UOR+UONC)/(I+R+SO+O+UOR+UONC+OF+NWC) - Est. frame eligibility of non-contacts |
| 100.0% | 78.3% | e2 = (I+R)/(I+R+SO) - Est. screening eligibility of unscreened contacts |
|  |  |  |
| 60.6% | 63.7% | CON = [I + R + (e2\*[O + UOR])]/[I + R + (e2\*[O + UOR + UONC]) + (e1\*e2\*UHUONC)] |
| 14.3% | 13.2% | COOP = I/[I + R + (e2\*[O + UOR])] |
| **8.7%** | **8.4%** | **AAPOR RR3=I/[I+R+[e2\*(UOR+UONC+O)]+[e1\*e2\*UHUONC]] = CON\*COOP** |

**Endnotes**

1. April 2015 trends based on the Libraries Survey 2015, conducted March 17 – April 12, 2015 among those age **16 or older** [N=2,004, including 1,300 cell phone interviews]. [↑](#endnote-ref-1)
2. September 2013 trends based on the Libraries Typology Survey, conducted July 18 – September 30, 2013 among those age **16 or older** [N=6,224, including 3,102 cell phone interviews]. [↑](#endnote-ref-2)
3. January 2011 trends based on the Pew Internet Project/Project for Excellence in Journalism/Knight Foundation “Local News survey,” conducted January 12-25, 2011 [N=2,251, including 750 cell phone interviews]. [↑](#endnote-ref-3)
4. Knight 2002 trends based on a John S. and James L. Knight Foundation “Community Indicators - National” survey, conducted January 2-27, 2002 [n=1,211 adults 18+]. [↑](#endnote-ref-4)
5. Knight 1999 trends based on a John S. and James L. Knight Foundation “Community Indicators – National” survey, conducted October 11-November 14, 1999 [n=1,206 adults 18+]. [↑](#endnote-ref-5)
6. For this question and many others throughout the topline, results for “Don’t know” often reflect combined “Don’t know” and “Refused” percentages. DK and REF are reported separately where available. [↑](#footnote-ref-1)
7. Question was asked of all respondents. [↑](#footnote-ref-2)
8. November 2015 trends based on the Educational Ecosystem Survey 2015, conducted October 13 - November 15, 2015 [N=2,752, including 1,789 cell phone interviews]. [↑](#endnote-ref-6)
9. Question was asked of all registered voters. [↑](#footnote-ref-3)
10. November 2002 trends based on daily tracking survey conducted October 30-November 24, 2002 [N=2,745]. [↑](#endnote-ref-7)
11. November 2-5, 2000 trends based on the Pew Research Center for People and the Press November 2000 Election Weekend Survey conducted by Princeton Survey Research Associates. International [N=1,829 registered voters]. Interview dates: November 2-5, 2000. [↑](#endnote-ref-8)
12. October 28-31, 1998 trends based on the Pew Research Center for People and the Press 1998 Election Weekend Survey conducted by Princeton Survey Research Associates International. [N=1,714 registered voters]. Interview dates: October 28-31, 1998. [↑](#endnote-ref-9)
13. The definition of an internet user varies from survey to survey. Prior to January 2005, internet users were defined as those who said yes to “Do you ever go online to access the Internet or World Wide Web or to send and receive email?” From January 2005 thru February 2012, an internet user is someone said yes to either “Do you use the internet, at least occasionally?” (INTUSE) OR “Do you send or receive email, at least occasionally?” (EMLOCC). From April 2012 thru December 2012, an internet user is someone said yes to any of three questions: INTUSE, EMLOCC or “Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?” (INTMOB). In May 2013, half the sample was asked INTUSE/EMLOCC/INTMOB and half was asked EMINUSE/INTMOB. Those May 2013 trend results are for both forms combined. [↑](#footnote-ref-4)
14. July 2015 trends based on the July 2015 Tracking Survey, conducted June 10 – July 12, 2015 [N=2,001, including 1,300 cell phone interviews]. [↑](#endnote-ref-10)
15. August 2013 trends based on the August Tracking 2013/Facebook Survey, conducted August 7–September 16, 2013 [N=1,801, including 900 cell phone interviews]. [↑](#endnote-ref-11)
16. May 2013 trends based on the Spring Tracking Survey 2013, conducted April 17-May 19, 2013 [N=2,252, including 1,127 cell phone interviews]. [↑](#endnote-ref-12)
17. December 2012 trends based on the 2012 Post-Election Tracking Survey, conducted November 14–December 9, 2012 [N=2,261, including 908 cell phone interviews]. [↑](#endnote-ref-13)
18. November 2012 trends based on the Library Services Survey, conducted October 15 – November 10, 2012 among those age **16 or older** [N=2,252, including 1,125 cell phone interviews]. [↑](#endnote-ref-14)
19. September 2012 trends based on the Health Tracking Survey 2012, conducted August 7–September 6, 2012 [N=3,014, including 1,206 cell phone interviews]. [↑](#endnote-ref-15)
20. August 2012 trends based on the “Civic Engagement Tracking Survey” conducted July 16–August 7, 2012 [N=2,253, including 900 cell phone interviews]. [↑](#endnote-ref-16)
21. April 2012 trends based on the Spring Tracking Survey 2012, conducted March 15–April 3, 2012 [N=2,254, including 903 cell phone interviews]. [↑](#endnote-ref-17)
22. February 2012 trends based on the Winter Tracking Survey 2012, conducted January 20–February 19, 2012 [N=2,253, including 901 cell phone interviews]. [↑](#endnote-ref-18)
23. December 2011 trends based on the Reading Habits Survey 2011, conducted November 16–December 21, 2011 among those age **16 or older** [n=2,986 people age 16+, including an oversample of 317 e-Reader only owners, 300 tablet computer only owners and 119 e-Reader/tablet computer owners]. [↑](#endnote-ref-19)
24. August 2011 trends based on the August Tracking Survey 2011, conducted July 25 – August 26, 2011 [n=2,260, including 916 cell phone interviews]. [↑](#endnote-ref-20)
25. May 2011 trends based on the Spring Tracking Survey 2011, conducted April 26 – May 22, 2011 [N=2,277, including 755 cell phone interviews]. [↑](#endnote-ref-21)
26. December 2010 trends based on the Social Side of the Internet survey, conducted November 23–December 21, 2010 [N=2,303, including 748 cell phone interviews]. [↑](#endnote-ref-22)
27. November 2010 trends based on the Post-Election Tracking Survey 2010, conducted November 3-24, 2010 [N=2,257, including 755 cell phone interviews]. [↑](#endnote-ref-23)
28. September 2010 trends based on the September Health Tracking Survey 2010, conducted August 9 – September 13, 2010 [N=3,001, including 1,000 cell phone interviews]. [↑](#endnote-ref-24)
29. May 2010 trends based on the Spring Change Assessment 2010 survey, conducted April 29 – May 30, 2010 [N=2,252, including 744 cell phone interviews]. [↑](#endnote-ref-25)
30. January 2010 trends based on the Online News survey, conducted December 28, 2009 – January 19, 2010 [N=2,259, including 562 cell phone interviews]. [↑](#endnote-ref-26)
31. December 2009 trends based on the Fall Tracking “E-Government” survey, conducted November 30 – December 27, 2009 [N=2,258, including 565 cell phone interviews]. [↑](#endnote-ref-27)
32. September 2009 trends based on the September Tracking 2009 survey, conducted August 18 – September 14, 2009 [N=2,253, including 560 cell phone interviews]. [↑](#endnote-ref-28)
33. April 2009 trends based on the Spring 2009 Tracking survey, conducted March 26-April 19, 2009 [N=2,253, including 561 cell phone interviews]. [↑](#endnote-ref-29)
34. December 2008 trends based on the Fall Tracking survey, conducted November 19-December 20, 2008 [N=2,253, including 502 cell phone interviews]. Trends do not include California oversample. [↑](#endnote-ref-30)
35. November 2008 trends based on the Post-Election 2008 Tracking survey, conducted November 20-December 4, 2008 [N=2,254]. [↑](#endnote-ref-31)
36. August 2008 trends based on the August Tracking 2008 survey, conducted August 12-31, 2008 [N=2,251]. [↑](#endnote-ref-32)
37. July 2008 trends based on the Personal Networks and Community survey, conducted July 9-August 10, 2008 [N=2,512, including 505 cell phone interviews] [↑](#endnote-ref-33)
38. May 2008 trends based on the Spring Tracking 2008 survey, conducted April 8-May 11, 2008 [N=2,251]. [↑](#endnote-ref-34)
39. April 2008 trends based on the Networked Workers survey, conducted March 27-April 14, 2008. Most questions were asked only of full- or part-time workers [N=1,000], but trend results shown here reflect the total sample [N=2,134]. [↑](#endnote-ref-35)
40. January 2008 trends based on the Networked Families survey, conducted December 13, 2007-January 13, 2008 [N=2,252]. [↑](#endnote-ref-36)
41. December 2007 trends based on the Annual Gadgets survey, conducted October 24-December 2, 2007 [N=2,054, including 500 cell phone interviews]. [↑](#endnote-ref-37)
42. September 2007 trends based on the Consumer Choice survey, conducted August 3-September 5, 2007 [N=2,400, oversample of 129 cell phone users]. [↑](#endnote-ref-38)
43. February 2007 trends based on daily tracking survey conducted February 15-March 7, 2007 [N=2,200]. [↑](#endnote-ref-39)
44. December 2006 trends based on daily tracking survey, conducted November 30 - December 30, 2006 [N=2,373]. [↑](#endnote-ref-40)
45. November 2006 trends based on Post-Election tracking survey, conducted Nov. 8-Dec. 4, 2006 [N=2,562]. This includes an RDD sample [N=2,362] and a cell phone only sample [N=200]. Results reflect combined samples, where applicable. [↑](#endnote-ref-41)
46. August 2006 trends based on daily tracking survey, conducted August 1-31, 2006 [N=2,928]. [↑](#endnote-ref-42)
47. April 2006 trends based on the Annual Gadgets survey, conducted Feb. 15-Apr. 6, 2006 [N=4,001]. [↑](#endnote-ref-43)
48. February 2006 trends based on the Exploratorium Survey, conducted Jan. 9-Feb. 6, 2006 [N=2,000]. [↑](#endnote-ref-44)
49. December 2005 trends based on daily tracking survey conducted Nov. 29-Dec. 31, 2005 [N=3,011]. [↑](#endnote-ref-45)
50. September 2005 trends based on daily tracking survey conducted Sept. 14-Oct.13, 2005 [N=2,251]. [↑](#endnote-ref-46)
51. June 2005 trends based on the Spyware Survey, conducted May 4-June 7, 2005 [N=2,001]. [↑](#endnote-ref-47)
52. February 2005 trends based on daily tracking survey conducted Feb. 21-March 21, 2005 [N=2,201]. [↑](#endnote-ref-48)
53. January 2005 trends based on daily tracking survey conducted Jan. 13-Feb.9, 2005 [N=2,201]. [↑](#endnote-ref-49)
54. November 23-30, 2004 trends based on the November 2004 Activity Tracking Survey, conducted November 23-30, 2004 [N=914]. [↑](#endnote-ref-50)
55. November 2004 trends based on the November Post-Election Tracking Survey, conducted Nov 4-Nov 22, 2004 [N=2,200]. [↑](#endnote-ref-51)
56. July 2004 trends based on the “Selective Exposure” survey, conducted June 14-July 3, 2004 [N=1,510]. [↑](#endnote-ref-52)
57. June 2004 trends based on daily tracking survey conducted May 14-June 17, 2004 [N=2,200]. [↑](#endnote-ref-53)
58. March 2004 trends based on “Weak Ties” survey conducted February 17-March 17, 2004 [N=2,200]. [↑](#endnote-ref-54)
59. February 2004 trends based on daily tracking survey conducted February 3-March 1, 2004 [N=2,204]. [↑](#endnote-ref-55)
60. November 2003 trends based on daily tracking survey conducted November 18-December 14, 2003 [N=2,013]. [↑](#endnote-ref-56)
61. August 2003 trends based on ‘E-Government’ survey conducted June 25-August 3, 2003 [N=2,925]. [↑](#endnote-ref-57)
62. June 2003 trends based on ‘Internet Spam’ survey conducted June 10-24, 2003 [N=2,200]. [↑](#endnote-ref-58)
63. May 2003 trends based on daily tracking survey conducted April 29-May 20, 2003 [N=1,632]. [↑](#endnote-ref-59)
64. March 3-11, 2003 trends based on daily tracking survey conducted March 3-11, 2003 [N=743]. [↑](#endnote-ref-60)
65. February 2003 trends based on daily tracking survey conducted February 12-March 2, 2003 [N=1,611]. [↑](#endnote-ref-61)
66. December 2002 trends based on daily tracking survey conducted Nov. 25–Dec. 22, 2002 [N=2,038]. [↑](#endnote-ref-62)
67. October 2002 trends based on daily tracking survey conducted October 7-27, 2002 [N=1,677]. [↑](#endnote-ref-63)
68. September 2002 trends based on daily tracking survey conducted September 9-October 6, 2002 [N=2,092]. [↑](#endnote-ref-64)
69. July 2002 trends based on ‘Sept. 11th-The Impact Online’ survey conducted June 26-July 26, 2002 [N=2,501]. [↑](#endnote-ref-65)
70. March/May 2002 trends based on daily tracking surveys conducted March 1-31, 2002 and May 2-19, 2002. [↑](#endnote-ref-66)
71. January 2002 trends based on a daily tracking survey conducted January 3-31, 2002. [↑](#endnote-ref-67)
72. December 2001 trends represent a total tracking period of December 1-23, 2001 [N=3,214]. This tracking period based on daily tracking surveys conducted December 17-23, 2001 and November 19-December 16, 2001. [↑](#endnote-ref-68)
73. November 2001 trends represent a total tracking period of November 1-30, 2001 [N=2,119]. This tracking period based on daily tracking surveys conducted October 19 – November 18, 2001 and November 19 – December 16, 2001. [↑](#endnote-ref-69)
74. October 2001 trends represent a total tracking period of October 1-31, 2001 [N=1,924]. This tracking period based on daily tracking surveys conducted September 20 – October 1, 2001, October 2-7, 2001, October 8-18, 2001, and October 19 – November 18, 2001. [↑](#endnote-ref-70)
75. September 2001 trends represent a total tracking period of September 1-30, 2001 [N=742]. This tracking period based on daily tracking surveys conducted August 13-September 10, 2001, September 12-19, 2001 and September 20 – October 1, 2001. [↑](#endnote-ref-71)
76. August 2001 trends represent a total tracking period of August 13-31, 2001 [N=1,505]. This tracking period based on a daily tracking survey conducted August 13-September 10, 2001. [↑](#endnote-ref-72)
77. February 2001 trends based on a daily tracking survey conducted February 1, 2001-March 1, 2001 [N=2,096]. [↑](#endnote-ref-73)
78. December 2000 trends based on a daily tracking survey conducted December 2-22, 2000 [N=2,383]. [↑](#endnote-ref-74)
79. November 2000 trends based on a daily tracking survey conducted November 2 – December 1, 2000 [N=6,321]. [↑](#endnote-ref-75)
80. October 2000 trends based on a daily tracking survey conducted October 2 – November 1, 2000 [N=3,336]. [↑](#endnote-ref-76)
81. September 2000 trends based on a daily tracking survey conducted September 15 – October 1, 2000 [N=1,302]. [↑](#endnote-ref-77)
82. August 2000 trends based on a daily tracking survey conducted July 24 – August 20, 2000 [N=2,109]. [↑](#endnote-ref-78)
83. June 2000 trends based on a daily tracking survey conducted May 2 – June 30, 2000 [N=4,606]. [↑](#endnote-ref-79)
84. May 2000 trends based on a daily tracking survey conducted March 1 – May 1, 2000 [N=6,036]. [↑](#endnote-ref-80)
85. April 2015 trend includes respondents who use a social networking site or app. Unless otherwise indicated, question wording was: “Do you ever use the internet or email at HOME?” July 2015 question wording was: “Do you currently subscribe to internet service at HOME?” December 2012 question wording was: “Do you ever use the internet AT HOME?” January 2011 and May 2011 question wording was: “Do you ever use the internet or email from home?” December 2010 and earlier trend wording was follows: “About how often do you use the internet or email from... HOME – several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, less often or never?” Results shown here for “YES” reflect combined “Several times a day,” “About once a day,” “3-5 days a week,” “1-2 days a week,” “Every few weeks,” and “Less often” responses. Results shown here for “NO” reflect “Never” responses. [↑](#footnote-ref-5)
86. In July 2015, question was asked of home internet subscribers. In April 2015, question wording was: “Is your internet connection AT HOME through a slow-speed link such as dial-up... OR do you have a high-speed, broadband link?” Prior to April 2015, trends asked about specific types of home broadband connections such as DSL, cable modem, wireless broadband/satellite, fiber optic, T-1 or other high-speed access. [↑](#footnote-ref-6)
87. May 2011 and earlier trend percentages for “None of the above” reflect “Other (SPECIFY)” responses. [↑](#footnote-ref-7)
88. For the April 2016 summary table, results for the volunteered category "No home internet access" reflect those who said they do use the internet or email at home/DK/Refused in question HOME3NW. [↑](#footnote-ref-8)
89. Question was asked of landline sample only. Results shown here have been recalculated to include cell phone sample in the "Yes" percentage. Beginning September 2007, question/item was not asked of the cell phone sample, but trend results shown here reflect Total combined landline and cell phone sample. In past polls, question was sometimes asked as an independent question and sometimes as an item in a series. Wording may vary from survey to survey. Wording variations include: “Do you have a cell phone or a Blackberry or iPhone or other device that is also a cell phone?”; “Do you have...a cell phone or a Blackberry or iPhone or other handheld device that is also a cell phone?”; Do you have a cell phone, or a Blackberry or other device that is also a cell phone?"; "Do you happen to have a cell phone?"; "Do you have a cell phone?" [↑](#footnote-ref-9)
90. Wording may vary from survey to survey. Wording variations include: “Some cell phones are called “smartphones” because of certain features they have. Is your cell phone a smartphone, such as an iPhone, Android, Blackberry or Windows phone, or are you not sure?”; "Some cell phones are called “smartphones” because of certain features they have. Is your cell phone a smartphone or not, or are you not sure?" [↑](#footnote-ref-10)
91. April 2015 item was asked of a half sample A. From 2012-2013, item wording was “A handheld device made primarily for e-book reading, such as a Nook or Kindle e-reader”. In 2011, item wording was “An electronic Book device or e-Book reader, such as a Kindle or Nook.” Through November 2010, item wording was “An electronic book device or e-Book reader, such as a Kindle or Sony Digital Book”. [↑](#footnote-ref-11)
92. April 2015 item was asked of a half sample A. December 2011 through November 2012, item wording was “A tablet computer like an iPad, Samsung Galaxy, Motorola Xoom, or Kindle Fire.” In May 2011 and August 2011, item wording was “A tablet computer like an iPad, Samsung Galaxy or Motorola Xoom.” January 2011 and earlier, item wording was “A tablet computer like an iPad” [↑](#footnote-ref-12)
93. April 2015 item was asked of a half sample A. In past polls, “A desktop computer” and “A laptop computer or netbook” were asked as separate items in the list. Results shown here have been recalculated to combine responses for trend purposes. [↑](#footnote-ref-13)
94. April 2015 items were each asked of a half sample of internet users, including those who use a social networking site or app (SNSINT). From January 2005 through 2013, question wording was: “Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...[ITEM]?” Prior to January 2005, question wording was “Please tell me if you ever do any of the following when you go online. Do you ever...[ITEM]?” Unless otherwise noted, trends are based on all internet users for that survey. [↑](#footnote-ref-14)
95. September 2014 trends based on two omnibus surveys, conducted September 11-14, 2014 and September 18-21, 2014 [N=2,003, including 1,001 cell phone interviews]. Omnibus surveys not conducted as tracking surveys. [↑](#endnote-ref-81)
96. August 2-5, 2012 trends based on an omnibus survey conducted August 2-5, 2012 [N=1,005, including 405 cell phone interviews]. Omnibus survey not conducted as a tracking survey. [↑](#endnote-ref-82)
97. December 13-16, 2012 trend was asked of all internet users as a standalone question: "Do you ever use Facebook?" [↑](#footnote-ref-15)
98. December 13-16, 2012 trends based on an omnibus survey conducted December 13-16, 2012 [N=1,006, including 405 cell phone interviews]. Omnibus survey not conducted as a tracking survey. [↑](#endnote-ref-83)
99. April 2015 item wording was "Use messaging apps like WhatsApp or Kik or iMessage" [↑](#footnote-ref-16)
100. April 2015 items were each asked of a half sample of respondents who use that specific type of social media. September 2013 trend categories were several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks or less often. Results shown here for “a few times a week” combine “3-5 days a week” and “1-2 days a week”. [↑](#footnote-ref-17)
101. December 2007 question wording was: "Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and the internet. Others say they like having so much information to choose from. How about you… do you feel overloaded, or do you like having so much information available?" April 2006 question wording was: "Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and computer information services. Others say they like having so much information to choose from. How about you… do you feel overloaded, or do you like having so much information available?" [↑](#footnote-ref-18)
102. In September 2013, those who volunteered that they never read books for a previous question were not asked this question. The trend results shown here for "None" include those who stated they do not read books in that previous question. In February 2012, the question was added after interviewing began and trend results are based on Total respondents who were asked the question [N=1,850]. [↑](#footnote-ref-19)
103. January 2-5, 2014 trends based on an omnibus survey conducted December 13-16, 2012 [N=1,006, including 405 cell phone interviews]. Omnibus survey not conducted as a tracking survey. [↑](#endnote-ref-84)
104. In February 2012, the question was added after interviewing began and trend results are based on respondents who were asked the question and who read any books in the past 12 months. [↑](#footnote-ref-20)
105. In December 2011, question wording was "When you read electronic books or e-books, do you ever read them on your... [INSERT ITEMS IN ORDER]?" Response options were the same. [↑](#footnote-ref-21)
106. In December 2011, question wording was "Overall, thinking about the different kinds of reading you might do, do you ever read... [INSERT ITEM; RANDOMIZE]? [IF YES: How often do you do this – every day or almost every day, a few times a week, a few times a month, or less often?]" [↑](#footnote-ref-22)
107. In November 2012, follow-ups about the past 12 months were asked as separate questions later in the interview, rather than as immediate follow-up probes, as done for the September 2013 poll. Trend results shown here have been recalculated based on Total respondents. [↑](#footnote-ref-23)
108. In November 2012, item wording was “Gone on a public library WEBSITE.” [↑](#footnote-ref-24)
109. Response categories in November 2012 were slightly different: "Every day or almost every day, at least once a week, several times a month, at least once a month or less often". Results shown here for "At least once a week" reflect combined trend results "every day or almost every day" and "at least once a week." [↑](#footnote-ref-25)
110. In April 2015, respondents were asked about their use of a public library website or mobile app as a single item in LIBUSE. In April 2015, this question was asked of those who used a public library website or mobile app in the past 12 months. November 2012 question wording and response categories were slightly different: "How often do you use a public library website, for any service? Would you say every day or almost every day, at least once a week, several times a month, at least once a month or less often?" Results shown here for "At least once a week" reflect combined trend results "every day or almost every day" and "at least once a week." [↑](#footnote-ref-26)
111. In April 2015, respondents were asked about their use of a public library website or mobile app as a single item in LIBUSE. In April 2015, this question was asked of those who used a public library website or mobile app in the past 12 months. November 2012 trend was asked of all respondents. Results shown here are based on those who have gone on a public library website in the past 12 months. [↑](#footnote-ref-27)
112. In November 2012, item wording was “Attend a class, program or lecture for adults.” [↑](#footnote-ref-28)
113. In November 2012, item wording was “Check or send email.” [↑](#footnote-ref-29)
114. November 2012 question wording was “In the past 12 months, have you used a public library WEBSITE to do any of the following? In the past 12 months, have you use a public library website to [ITEM]?” [↑](#footnote-ref-30)
115. In November 2012, item wording was “Get research or homework help.” [↑](#footnote-ref-31)
116. April 2016 and April 2015 questions were not asked of respondents who had previously volunteered that their community has no public library. Results shown here have been recalculated based on Total or Total form split. [↑](#footnote-ref-32)
117. Internet user is defined as those who access the internet or email at least occasionally, or those who access the internet on a cell phone, tablet, or other mobile handheld device at least occasionally. [↑](#footnote-ref-33)
118. i.e., whether respondents have only a landline telephone, only a cell phone, or both kinds of telephone. [↑](#footnote-ref-34)
119. ACS analysis was based on all people ages 16 and older excluding those living in institutional group quarters. [↑](#footnote-ref-35)
120. Blumberg SJ, Luke JV. Wireless substitution: Early release of estimates from the National Health Interview Survey, January-June, 2015. National Center for Health Statistics. Dec 2015. [↑](#footnote-ref-36)
121. The phone use parameter used for this 16+ sample is the same as the parameter we use for all 18+ surveys. No adjustment was made to account for the fact that the target population for this survey is slightly different than a standard 18+ general population survey. [↑](#footnote-ref-37)
122. The American Association for Public Opinion Research. 2011. Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys. 7th edition. AAPOR. [↑](#footnote-ref-38)