**Final Questionnaire**

**3/7/2016**

Total n=1,600 U.S. individuals age 16+

n= 400 landline RDD

n=1,200 cell phone RDD

Field Dates: March 7-April 4, 2016 (tentative)

Form Split A/B: 50%-50%

Job#: 36501

START TIMING MODULE

**LANDLINE INTRO:**

Hello, I am \_\_\_\_\_ calling on behalf of the Pew Research Center. We are conducting a telephone opinion survey about your community, its institutions and things you may do every day. May I please speak with the YOUNGEST **[RANDOMIZE:** (MALE / FEMALE)**]**, age 16 or older, who is now at home? **[IF NO MALE/FEMALE, ASK:** May I please speak with the YOUNGEST (FEMALE / MALE), age 16 or older, who is now at home?**]**

**GO TO MAIN INTERVIEW**

**CELL PHONE INTRO:**

Hello, I am \_\_\_\_\_ calling on behalf of the Pew Research Center. We are conducting a telephone opinion survey about your community, its institutions and things you may do every day. I know I am calling you on a cell phone. If you would like to be reimbursed for your cell phone minutes, we will pay all eligible respondents $5 for participating in this survey. This is NOT a sales call.

**[IF R SAYS DRIVING/UNABLE TO TAKE CALL:** Thank you. We will try you another time...**]**

**VOICEMAIL MESSAGE [LEAVE ONLY ONCE -- THE FIRST TIME A CALL GOES TO VOICEMAIL:]** I am calling on behalf of the Pew Research Center. We are conducting a national opinion survey of cell phone users. This is NOT a sales call. We will try to reach you again.

CELL PHONE SCREENING INTERVIEW:

S1 Are you under 16 years old, OR are you 16 or older?

1 Under 16

2 16 or older

9 Don’t know/Refused

**IF S1=2, CONTINUE WITH MAIN INTERVIEW**

**IF S1=1, THANK AND TERMINATE – RECORD AS AGE INELIGIBLE:** This survey is limited to people age 16 and over. I won’t take any more of your time...

**IF S1=9, THANK AND TERMINATE – RECORD AS SCREENING REFUSAL:** This survey is limited to people age 16 and over. I won’t take any more of your time...

**READ TO ALL CELL PHONE RESPONDENTS**

**INTRODUCTION TO MAIN INTERVIEW:** If you are now driving a car or doing any activity requiring your full attention, I need to call you back later. The first question is...

**INTERVIEWER: If R says it is not a good time, try to arrange a time to call back. Offer the toll-free call-in number they can use to complete the survey before ending the conversation.**

**[PROGRAMMER NOTE: PLEASE INCLUDE THE INTRODUCTION RANDOMIZATION VARIABLES IN THE ALL CONTACTS FILES. WE WOULD LIKE TO BE ABLE TO RUN RESPONSE RATES SEPARATELY FOR EACH VERSION OF THE INTRODUCTION FOR THE LANDLINE AND CELL FRAMES SEPARATELY. PLEASE RANDOMIZE INTRO LANGUAGE WITH ONE TREATMENT PER PHONE NUMBER NOT PER CALL.]**

END TIMING MODULE

Civic & Community Engagement

START TIMING MODULE

ASK ALL

LIVE1 Which of the following BEST describes the place where you now live? **[READ 1-4]** {Knight Community; PIP PEJ Local News; Library User Typology Survey Aug-Sept ’13; Library update 2015}

1 A large city

2 A suburb near a large city

3 A small city or town, OR

4 A rural area?

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

REG Which of these statements best describes you? **[READ IN ORDER]** **[INSTRUCTION: BE SURE TO CLARIFY WHETHER RESPONDENT IS ABSOLUTELY CERTAIN THEY ARE REGISTERED OR ONLY PROBABLY REGISTERED; IF RESPONDENT VOLUNTEERS THAT THEY ARE IN NORTH DAKOTA AND DON’T HAVE TO REGISTER, PUNCH 1]** {QID:reg} {newer to PIAL surveys – first asked in Educational Ecosystem}

1 Are you ABSOLUTELY CERTAIN that you are registered to vote at your current address, OR

2 Are you PROBABLY registered, but there is a chance your registration has lapsed, OR

3 Are you NOT registered to vote at your current address?

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF REGISTERED VOTERS (REG=1):

OFTVOTE How often would you say you vote? **[READ]** {November 2002; Library update 2015; Educational Ecosystem}

1 Always

2 Nearly always

3 Part of the time, OR

4 Seldom?

5 **(VOL.)** Never vote

6 **(VOL.)** Other response

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE

Technology Assets

START TIMING MODULE

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

ASK ALL

EMINUSE Do you use the internet or email, at least occasionally? {PIAL Teen Trend; PIAL May 2013, Library Typology July-Sept. 2013}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

INTMOB Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally? {PIAL Trend}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK FORM A INTERNET USERS (FORM=1 AND [EMINUSE=1 OR INTMOB=1]):

HOME3NW Do you ever use the internet or email at HOME? {PIAL Trend}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF FORM A HOME INTERNET SUBSCRIBERS (HOME3NW=1):

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? {PIAL Trend Libraries 2015, heavily modified} {November 2015}

1 Dial-up

2 Higher-speed

3 **(VOL.)** Both Slow-speed/Dial-up and Higher-speed/Broadband

4 **(VOL.)** Access internet only using cell phone or tablet

5 **(VOL.)** No home internet access

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK FORM B INTERNET USERS (FORM=2 AND [EMINUSE=1 OR INTMOB=1]):

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? {PIAL Trend Libraries 2015, heavily modified} {November 2015}

1 Dial-up

2 Higher-speed

3 **(VOL.)** Both Slow-speed/Dial-up and Higher-speed/Broadband

4 **(VOL.)** Access internet only using cell phone or tablet

5 **(VOL.)** No home internet access

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF FORM A/B IF DIAL-UP USER (BBHOME1F1=1 OR BBHOME1F2=1):

BBHOME2 Just to confirm, you use a dial-up connection to the internet at home, and not a higher-speed broadband connection? {November 2015 – modified base}

1 Yes, dial-up

2 No, higher speed connection

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF LANDLINE SAMPLE (SAMPLE=1):

DEVICE1a Next, do you have a cell phone, or not? {PIAL Trend}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF HAVE CELL PHONE (DEVICE1a=1 or SAMPLE=2):

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? {PIAL Trend}

1 Yes, smartphone

2 No, not a smartphone

8 Not sure/Don't know

9 **(VOL.)** Refused

ASK ALL INTERNET USERS (EMINUSE=1 OR INTMOB=1):

INTFREQ About how often do you use the internet? **[READ]** {July 2015 Tracking}

1 Almost constantly

2 Several times a day

3 About once a day

4 Several times a week, OR

5 Less often?

8 **(VOL.)** Don’t know

9 **(VOL.)** Refused

ASK ALL:

DEVICE1 Please tell me if you happen to have each of the following items, or not. Do you have... **[INSERT ITEMS IN ORDER]**? **[INTERVIEWER NOTE: If R has e-reader app on tablet or phone, do NOT count as e-reader. Code as tablet or cell phone]** {PIAL Reading Habits and Library Services ’12; Library update 2015}

b. A handheld device made primarily for e-book reading, such as a Nook or Kindle e-reader but NOT a Kindle Fire {Sept 2013; Library update 2015}

c. A tablet computer like an iPad, Samsung Galaxy Tab, Google Nexus, or Kindle Fire {Sept 2013; Library update 2015}

d. A desktop or laptop computer {Nov 2012; Library update 2015}

CATEGORIES

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE

START TIMING MODULE

ASK ALL INTERNET USERS (EMINUSE=1 OR INTMOB=1):

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 ITEMS; RANDOMIZE]**? {modified PIAL trend – added ‘mobile app’ to stem in Library Update 2015}

ASK ITEMS ACT112-ACT136 OF FORM A

Act112 Use Twitter

Act124 Use Instagram {pronounced: insta-gram}

Act125 Use Pinterest {pronounced: pin-ter-est}

Act135 Use Facebook

Act136 Use LinkedIn

ASK ITEMS ACT127-ACT129 OF FORM B

Act127 Use messaging apps like WhatsApp or Kik {modified – deleted ‘iMessage’}

Act128 Use an app that automatically deletes the messages you send like Snapchat or Wickr

Act129 Use anonymous social media apps like YikYak, Whisper, After School or Rumr {pronounced: rumor} {new}

CATEGORIES

1 Yes, do this

2 No, do not do this

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL SNS USERS (ACT112=1 OR ACT124=1 OR ACT125=1 OR ACT135=1 OR ACT136=1):

SNS2 Thinking about the social media sites or mobile apps you use... About how often do you visit or use **[INSERT ITEMS; RANDOMIZE]**? **[READ CATEGORIES AS NECESSARY]** {Omnibus Sept 11-21, 2014; Library Update 2015}

ASK a IF TWITTER USER (ACT112=1):

a. Twitter

ASK b IF INSTAGRAM USER (ACT124=1):

b. Instagram

ASK c IF PINTEREST USER (ACT125=1):

c. Pinterest

ASK d IF LINKEDIN USER (ACT136=1):

d. LinkedIn

ASK e IF FACEBOOK USER (ACT135=1):

e. Facebook

CATEGORIES

1 Several times a day

2 About once a day

3 A few times a week

**NO CODE 4**

5 Every few weeks

6 Less often

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE

information requirements and info overload

START TIMING MODULE

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

ASK ALL:

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?**]]**

a. Schools or education, either for yourself or a family member

b. Personal finances, such as investments or tax exempt accounts for health care, childcare, or educational expenses

c. Government services or benefits

d. Health care or health insurance, either for yourself or a family member

e. Issues pertaining to your job

f. News and information about what’s going on in your local community

g. Local home repair businesses, such as plumbers or electricians

h. Traffic or commuting

CATEGORIES

1 Yes

2 No

3 **(VOL.)** Not working/No job **[PROGRAM FOR ITEM e ONLY]**

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

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?**]**

a. I sometimes feel stressed about all the information I have to keep track of

b. Most of the time, it is easy for me to determine what information is trustworthy

c. 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

d. Having a lot of information makes me feel like I have more control over things in my life

e. I feel confident in my ability to use the internet and other communication devices to keep up with information demands in my life

f. It is sometimes difficult for me to find the information I need

CATEGORIES

1 Very well

2 Somewhat well

3 Not too well

4 Not at all well

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

**[RANDOMIZE Q3 AND Q4]**

ASK ALL:

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? {Pew Dec 2007 Gadgets trend, modified/library user typology 2013; Aug. 2014 GfK}

1 I feel overloaded

2 I like having a lot of information available

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

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

1 Having a lot of information available helps simplify my life, OR

2 The volume of information available makes my life seem more complex?

3 **(VOL.)** Some of both

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE

Reading/E-Reading

START TIMING MODULE

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

ASK ALL:

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. {PIAL Reading Habits; PIAL Libraries 2012 modified; Library User Typology Survey Aug-Sept ’13-mod base, Omnibus Jan 2-5, 2014; Library Update 2015}

\_\_\_ **[RECORD EXACT NUMBER 1-96]**

0 None

97 97 or more

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

ASK IF READ ANY BOOKS IN PAST 12 MONTHS (BOOKS1=1-97):

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]**? {PIAL Reading Habits and Library Services Oct ’12, Omnibus Jan 2-5, 2014; Library Update 2015}

a. Printed books

b. Audiobooks

c. Electronic books, also called e-books

CATEGORIES

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

**NO Q5-Q6**

ASK IF READ E-BOOKS IN PAST 12 MONTHS (BOOKS2C=1):

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?**]** {PIAL Reading Habits Survey Nov 2011}

ASK IF HAVE TABLET COMPUTER (DEVICE1c=1):

a. A tablet computer

ASK IF HAVE E-BOOK READER (DEVICE1b=1):

b. An e-book reader

ASK IF HAVE DESKTOP OR LAPTOP (DEVICE1d=1):

c. A desktop or laptop computer

ASK IF HAVE CELL PHONE OR CELL SAMPLE (DEVICE1a=1 or SAMPLE=2):

d. A cell phone

CATEGORIES

1 Yes, every day or almost every day

2 Yes, a few times a week

3 Yes, a few times a month

4 Yes, less often

5 No, do not read e-books on this device

6 **(VOL.)** Can’t read e-books on device/Device not equipped for reading e-books

8 **(VOL.)** Don’t know

9 **(VOL.)** Refused

ASK ALL:

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?**]** {PIAL Reading Habits Survey Nov 2011}

a. For work or school

b. For pleasure

c. To keep up with current events

d. To research specific topics you’re interested in

CATEGORIES

1 Yes, every day or almost every day

2 Yes, a few times a week

3 Yes, a few times a month

4 Yes, less often

5 No, never do this

6 **(VOL.)** No job/Not in school **[PROGRAM FOR ITEM a ONLY]**

8 **(VOL.)** Don’t know

9 **(VOL.)** Refused

END TIMING MODULE

Library Use

START TIMING MODULE

ASK ALL

LIBUSE Have you, personally, EVER...**[INSERT ITEMS IN ORDER]**, or is this something you’ve never done? **IF YES, ASK:** Have you done this in the past 12 months? {Trend: Library Typology ’13; Libraries Update 2015}

a. Visited a public library or used a public library bookmobile IN PERSON

b. Used a public library WEBSITE

c. Used a public library mobile APP {educational ecosystem survey}

CATEGORIES

1 Yes, have done this in past 12 months

2 Yes, have done this, but not in the past 12 months

3 No, have never done this

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF VISITED LIBRARY IN PAST 12 MONTHS (LIBUSEa=1):

LIB\_FRQ How often do you visit public libraries or bookmobiles in person? Would you say... **[READ]** {Trend: Library Typology ’13; Libraries Update 2015}

1 At least once a week

2 Several times a month

3 At least once a month, OR

4 Less often?

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF USED LIBRARY WEBSITE IN PAST 12 MONTHS (LIBUSEb=1):

LIBST\_FRQ How often do you use a public library website? Would you say... **[READ]** {ALA Opportunity for All modified; PIAL Libraries 2012 modified; Library Typology ’13-add Code 5; Libraries Update 2015}

1 At least once a week

2 Several times a month

3 At least once a month, OR

4 Less often?

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF USED LIBRARY APP IN PAST 12 MONTHS (LIBUSEc=1):

LIBAPP\_FRQ How often do you use a public library mobile APP? Would you say... **[READ]** {Libraries Update 2015 - modified base}

1 At least once a week

2 Several times a month

3 At least once a month, OR

4 Less often?

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF USED LIBRARY WEBSITE IN PAST 12 MONTHS (LIBUSEb=1):

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? {PIAL Library Services survey ‘12; Libraries Update 2015}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

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?**]** {new}

1 Yes, have been visited in some way by a librarian in past 12 months

2 Yes, this has happened, but not in the past 12 months

3 No, have never done this

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

EBK\_AWR As far as you know, does your public library loan out e-books? {PIAL Reading Habits-modified base, Library Services ‘12; Libraries Update 2015}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF KNOWS WHETHER LIBRARY LOANS E-BOOKS (EBK\_AWR=1):

EBK\_BRW Have you ever tried to borrow or download an E-BOOK from a public library, or have you not done this? {PIAL Reading Habits – different from the way it was asked in Library Services/Typology surveys-mod base; Libraries Update 2015}

1 Yes, have tried

2 No, have not tried

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF VISITED LIBRARY IN PAST 12 MONTHS (LIBUSEa=1):

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]**? {Trend: Library Services ’12; Libraries Update 2015}

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

ASK ITEMS a-c OF ALL:

a. Borrow print books {libraries 2015}

b. Get help from a librarian {libraries 2015}

c. Just sit and read, study, or watch or listen to media {libraries 2015}

ASK ITEMS d-e OF FORM A

d. Attend a class, program or lecture {libraries 2015}

e. Attend a meeting of a group you belong to {libraries 2015}

ASK ITEMS f-g OF FORM B

f. Use a 3-D printer or other new high-tech device {libraries 2015}

g. Search online for a job or apply for a job online {libraries 2015}

CATEGORIES

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE

Tech at libraries module

START TIMING MODULE

ASK IF EVER VISITED LIBRARY (LIBUSEa=1,2):

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? {Trend: Library Services 2012; Libraries Update 2015}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF USE INTERNET OR COMPUTERS AT LIBRARY IN PAST 12 MONTHS (Q10=1):

Q11 In the past 12 months, have you used a public library computer, internet or WI-FI connection to... **[INSERT FIRST TWO RANDOMIZED ITEMS]**? {Trend: Library Services 2012; Libraries Update 2015}

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?**]**

ASK ITEMS a-b OF FORM A:

a. Check or send email or texts {libraries 2015}

b. Do research for school or work {libraries 2015}

ASK ITEMS c-d OF FORM B:

c. Take an online class or complete an online certification program of some kind {libraries 2015}

d. Get health information online {libraries 2015}

CATEGORIES

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

Q12 Have you ever connected to the library’s WiFi system when the library building itself was closed? {libraries 2015 – modified base}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF USED LIBRARY WEBSITE/APP IN PAST 12 MOS. (LIBUSEb=1 or LIBUSEc=1):

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]**? {PIAL Libraries Services 2012 modified} {Libraries 2015}

ASK ITEMS a-c OF FORM A:

a. Search the library catalog for print books, audiobooks, e-books, CDs or DVDs {libraries 2015}

b. Reserve or place holds on print books, audiobooks, e-books, CDs or DVDs {libraries 2015}

c. Renew a book, DVD or CD {libraries 2015}

ASK ITEMS d-f OF FORM B:

d. Read book reviews or get book recommendations {libraries 2015}

e. Use an online database {libraries 2015}

f. Conduct research or get homework help {libraries 2015}

CATEGORIES

1 Yes

2 No

3 **(VOL.)** Cannot do this on website / Website doesn’t have this feature

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE

Attitudes on libraries’ role in communities & respondents’ lives

START TIMING MODULE

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

ASK ALL:

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

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

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)**?**]** {new}

a. Helping spark creativity among young people

b. Promoting a sense of community among different groups within your local area

c. Creating educational opportunity for people of all ages

d. Providing a trusted place for people to learn about new technologies

e. Serving as a gathering place for addressing challenges in your local community

f. Providing a safe place for people to spend time

CATEGORIES

1 A lot

2 Some

3 Not too much

4 Nothing at all

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

Q16 If your local public library CLOSED, would that have a MAJOR impact, MINOR impact or NO IMPACT on... **[INSERT ITEMS IN ORDER]**? {Trend: Library Typology ‘13; Libraries Update 2015}

a. You and your family

b. Your community as a whole

CATEGORIES

1 Major impact

2 Minor impact

3 No impact

4 **(VOL.)** Community does not have a public library

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

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?**]** {Library Services survey ’12-Modified transition} {Libraries Update 2015}

ASK ITEMS a-b OF FORM A:

a. Have more comfortable spaces for reading, working, and relaxing at the library {libraries 2015}

b. 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 {libraries 2015}

ASK ITEMS c-d OF FORM B:

c. Buy 3-D printers and other digital tools to allow people to learn how to use them to make different kinds of objects {libraries 2015}

d. Offer programs to teach people, including kids and senior citizens, how to use digital tools such as computers, smartphones and apps {libraries 2015}

CATEGORIES

1 Should definitely do

2 Should maybe do

3 Should definitely NOT do

4 **(VOL.)** Doesn’t really matter to me

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF Q16A=1-3,8,9 AND Q16B=1-3,8,9:

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? 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?**]** {libraries 2015}

ASK ITEMS a-b OF FORM A:

a. Helping people find jobs or pursue job training {libraries 2015}

b. Helping people when they seek health information {libraries 2015}

ASK ITEMS c-d OF FORM B:

c. Helping people decide what information they can trust {libraries 2015}

d. Helping people when a natural disaster or major problem strikes the community {new}

CATEGORIES

1 A lot

2 Somewhat

3 A little

4 Not at all

5 **(VOL.)** Community does not have a public library

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE

Demographics

START TIMING MODULE

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

ASK ALL

SEX **RECORD RESPONDENT SEX [DO NOT ASK]**

1 Male

2 Female

ASK ALL

AGE What is your age?

\_\_\_\_ years **[RECORD EXACT AGE 16-96]**

97 97 or older

98 Don't know

99 Refused

ASK ALL

MARITAL Are you currently married, living with a partner, divorced, separated, widowed, or have you never been married? **[IF R SAYS “SINGLE” PROBE TO DETERMINE APPROPRIATE CATEGORY]**

1 Married

2 Living with a partner

3 Divorced

4 Separated

5 Widowed

6 Never been married

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

PAR Are you the parent or guardian of any children under age 18 now living in your household?

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF HAVE CHILDREN UNDER AGE 18 (PAR=1):

KidAge1 How many of these children are age 5 or younger? {Formerly D2b1 with larger range}

\_\_\_ **[RECORD EXACT NUMBER 0-4]**

5 5 or more

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

EDUC2 What is the highest level of school you have completed or the highest degree you have received? **[DO NOT READ] [INTERVIEWER NOTE: Enter code 3-HS grad if R completed training that did NOT count toward a degree]**

1 Less than high school (Grades 1-8 or no formal schooling)

2 High school incomplete (Grades 9-11 or Grade 12 with NO diploma)

3 High school graduate (Grade 12 with diploma or GED certificate)

4 Some college, no degree (includes some community college)

5 Two year associate degree from a college or university

6 Four year college or university degree/Bachelor’s degree (e.g., BS, BA, AB)

7 Some postgraduate or professional schooling, no postgraduate degree (e.g. some graduate school)

8 Postgraduate or professional degree, including master’s, doctorate, medical or law degree (e.g., MA, MS, PhD, MD, JD)

98 Don’t know

99 Refused

**[MAKE FULL NOTE AVAILABLE FOR INTERVIEWERS:** Enter code 3-HS graduate if R completed vocational, business, technical, or training courses after high school that did NOT count toward an associate degree from a college, community college or university (e.g., training for a certificate or an apprenticeship)**]**

ASK ALL

EMPLNW Are you now employed full-time, part-time, retired, or are you not employed for pay? {PIAL trend – added 98 ‘DK’ and change REF from ‘9’ to ‘99’}

1 Employed full-time

2 Employed part-time

3 Retired

4 Not employed for pay

5 **(VOL.)** Have own business/self-employed

6 **(VOL.)** Disabled

7 **(VOL.)** Student

8 **(VOL.)** Other

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

ASK ALL

DISA Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

PARTY In politics TODAY, do you consider yourself a Republican, Democrat, or independent?

1 Republican

2 Democrat

3 Independent

4 **(VOL.)** No preference

5 **(VOL.)** Other party

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF INDEP/NO PREF/OTHER/DK/REF (PARTY=3,4,5,8,9):

PARTYLN As of today, do you lean more to the Republican Party or more to the Democratic Party?

1 Republican

2 Democrat

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

IDEO In general, would you describe your political views as... **[READ]**

1 Very conservative

2 Conservative

3 Moderate

4 Liberal, OR

5 Very liberal?

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

HISP Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican or Cuban? {newer to PIAL surveys – first asked in Educational Ecosystem}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

RACE Which of the following describes your race? You can select as many as apply. White, Black or African American, Asian or Asian American or some other race. **[RECORD UP TO FOUR IN ORDER MENTIONED BUT DO NOT PROBE FOR ADDITIONAL]** **[IF R VOLS MIXED BIRACIAL, PROBE ONCE:** What race or races is that?**]** {newer to PIAL surveys – first asked in Educational Ecosystem}

1 White (e.g., Caucasian, European, Irish, Italian, Arab, Middle Eastern)

2 Black or African-American (e.g., Negro, Kenyan, Nigerian, Haitian)

3 Asian or Asian-American (e.g., Asian Indian, Chinese, Filipino, Vietnamese or other Asian origin groups)

4 Some other race **(SPECIFY)** **[IF NEEDED:** What race or races is that?**]**

5 **(VOL.)** Native American/American Indian/Alaska Native

6 **(VOL.)** Pacific Islander/Native Hawaiian

7 **(VOL.)** Hispanic/Latino (e.g., Mexican, Puerto Rican, Cuban)

8 **(VOL.)** Don't know

9 **(VOL.)** Refused (e.g., non-race answers like American, Human, purple)

ASK IF HISPANIC (HISP=1 OR RACE=7):

BIRTH\_HISP Were you born in the United States, on the island of Puerto Rico, or in another country? {QID:birth\_hisp2} {new to PIAL surveys}

1 U.S.

2 Puerto Rico

3 Another country

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL

INC Last year -- that is in 2015 -- what was your total family income from all sources, before taxes? Just stop me when I get to the right category... **[READ]** {Master INC2}

1 Less than $10,000

2 10 to under $20,000

3 20 to under $30,000

4 30 to under $40,000

5 40 to under $50,000

6 50 to under $75,000

7 75 to under $100,000

8 100 to under $150,000

9 $150,000 or more

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

ASK ALL

HH1 How many people, including yourself, live in your household?

**INTERVIEWER NOTE: HOUSEHOLD MEMBERS INCLUDE PEOPLE WHO THINK OF THIS HOUSEHOLD AS THEIR PRIMARY PLACE OF RESIDENCE, INCLUDING THOSE WHO ARE TEMPORARILY AWAY ON BUSINESS, VACATION, IN A HOSPITAL, OR AWAY AT SCHOOL. THIS INCLUDES INFANTS, CHILDREN AND ADULTS.** {newer to PIAL surveys – first asked in Educational Ecosystem}

\_\_\_ **[ENTER EXACT NUMBER 1-7]**

8 8 or more

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

ASK IF MORE THAN ONE PERSON IN HH (HH1>1):

HH3 How many **[IF AGE=18-97, INSERT:** , including yourself,**]** are adults, age 18 and older? {newer to PIAL surveys – first asked in Educational Ecosystem}

**[IF AGE=18-97:]**

\_\_\_ **[ENTER EXACT NUMBER 1-7]**

8 8 or more

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

**[IF AGE=16-17,98,99:]**

\_\_\_ **[ENTER EXACT NUMBER 0-7]**

8 8 or more

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

**[PROGRAMMER: HH3 SHOULD NOT EXCEED HH1 RESPONSE]**

END TIMING MODULE

START TIMING MODULE

**[READ IF (DEVICE1a=2,8,9 AND HH1>1) OR SAMPLE=2:]** Now thinking about your telephone use...

ASK IF NO CELL PHONE AND MULTI-PERSON HOUSEHOLD (DEVICE1a=2,8,9 AND HH1>1)

QL1a Does anyone in your household have a working cell phone? {PIAL trend; QL1HH}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL CELL PHONE SAMPLE (SAMPLE=2):

QC1 Is there at least one telephone INSIDE your home that is currently working and is not a cell phone?

1 Yes, home telephone

2 No home telephone

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

RZIPCODE What is your zip code? **[INTERVIEWER NOTE: Must VERIFY the zip code given before moving on]**

**[IF DK/REFUSED, PROBE ONCE:** This question helps us to accurately determine what part of the country people who complete the survey live in and is used only for classification purposes. You cannot be contacted based on this information. Can you please tell me your ZIP code?**]**

\_\_\_\_\_ **[ENTER 5-DIGIT ZIPCODE – VERIFY] [PROGRAMMER: HIGHLIGHT THE WORD “VERIFY”]**

99999 Don’t know/Refused

END TIMING MODULE

START TIMING MODULE

ASK CELL PHONE SAMPLE ONLY:

MONEY5 That’s the end of the interview. If you would like to be reimbursed for your cell phone minutes, we can send you $5. I will need your full name and a mailing address where we can send you the money.

**[INTERVIEWER NOTE:** If R does not want to give full name, explain we only need it to send the $5 out to them personally.**]**

1 **[ENTER FULL NAME]** – INTERVIEWER: PLEASE **VERIFY** SPELLING

2 **[ENTER MAILING ADDRESS]**

3 **[CITY]** – INTERVIEWER: PLEASE **VERIFY** SPELLING

4 **[STATE]**

5 **[CONFIRM ZIP CODE]**

9 Respondent does not want the money **(VOL.)**

END TIMING MODULE

START TIMING MODULE

**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).

END TIMING MODULE

**INTERVIEWER: I HEREBY ATTEST THAT THIS IS A TRUE AND HONEST INTERVIEW.**