

**Connecticut State Library – iCONN Awareness and Perception Survey
Annotated Questionnaire**

Hello, my name is ____ and I am calling from the Center for Survey Research at the University of Connecticut. We are conducting a brief survey about issues here in Connecticut. May I please speak to the YOUNGEST MALE in this household, 18 years of age or older, who is at home now? (IF NO MALE HOME NOW, ASK TO SPEAK WITH OLDEST FEMALE, 18 YEARS OF AGE OR OLDER, AT HOME NOW.)

Q1. Have you ever used a computer or similar device to obtain information online - meaning over the Internet or World Wide Web?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	80%	82%	77%
No	20%	18%	23%
Use on-line information received from others (Volunteered)	0%	0%	0%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q2. Do you have a library card for any public library in Connecticut? (NOTE: town and state libraries qualify as public libraries. School and college libraries do NOT qualify - even state college libraries.)

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	66%	92%	38%
No	34%	8%	62%
Don't Know (vol.)	0%	0%	*
Refused (vol.)	0%	0%	0%

Q3. How often do you visit your local public library, if at all? Would you say that you visit it ... (READ CHOICES 1-7)?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
At least once a week	13%	25%	0%
Once or twice a month	17%	34%	0%
Once every couple months	12%	24%	0%
Three to five times a year	9%	17%	0%
Once or twice a year	18%	0%	37%
Less than once a year	8%	0%	16%
Never	23%	0%	46%
Don't Know (vol.)	*	0%	1%
Refused (vol.)	%	0%	0%

Q4a. Have you ever used your local public library's website?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	20%	30%	10%
No	80%	70%	90%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q4b. How often do you use your local public library's website? (READ CHOICE 1-7)

Labels	Overall	Library users	Non-users
	n=128	n=102	n=26
At least once a day	2%	2%	0%
At least once a week	12%	16%	0%
Once or twice a month	24%	29%	6%
Once every couple months	17%	16%	21%
Three to five times a year	12%	12%	10%
Once or twice a year	18%	16%	29%
Less than once a year	13%	8%	31%
Never (VOLUNTEERED)	1%	*	3%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	0%

Q4c. What kind of information do you most commonly seek through your local public library's website?
 Open ended responses will be available in the final analysis.

Q4d. Have you ever used databases provided by your local public library for research purposes?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	22%	34%	8%
No	76%	64%	90%
Don't Know (vol.)	2%	2%	2%
Refused (vol.)	0%	0%	0%

Q5. How often do you use your local library's computers to access information, if at all? (READ CHOICES 1-8)

Labels	Overall	Library users	Non-users
	n=408	n=290	n=118
At least once a day	1%	2%	0%
At least once a week	5%	6%	0%
Once or twice a month	8%	12%	2%
Once every couple months	8%	9%	6%
Three to five times a year	4%	5%	2%
Once or twice a year	8%	7%	8%
Less than once a year	11%	11%	10%
Never	55%	47%	72%
Don't Know (vol.)	*	1%	0%
Refused (vol.)	0%	*	0%

Q6. In what town is the local library that you visit most often?
 Open ended responses will be available in the final analysis.

Q7. Do you know what interlibrary loan is?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	30%	42%	18%
No	70%	58%	81%
Don't Know (vol.)	*	0%	1%
Refused (vol.)	0%	0%	0%

IQ8. Interlibrary loan is a service through which patrons can get books from other libraries and pick them up at and return them to their hometown libraries.

Continue

Q8. Have you ever used interlibrary loan services?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	29%	41%	16%
No	71%	59%	84%
Don't Know (vol.)	*	0%	*
Refused (vol.)	0%	0%	0%

Q9. Do you know what the Connecticard program is?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	12%	13%	10%
No	88%	87%	90%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

IQ10. Connecticard is the statewide initiative for public library cardholders. It allows public library cardholders from any Connecticut library to go into any other Connecticut public library and use their resources, for example, checking out books.
continue

Q10. Have you ever used Connecticard?

Labels	Overall	Library users	Non-users
	n=500	N=290	n=210
Yes	15%	23%	6%
No	85%	76%	94%
Don't Know (vol.)	*	1%	*
Refused (vol.)	0%	0%	0%

Q11. Do you know what a Connecticut library program known as reQuest (Pronounced: request) is?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	6%	7%	4%
No	93%	93%	94%
Don't Know (vol.)	1%	*	2%
Refused (vol.)	0%	0%	0%

IQ12. ReQuest is a statewide library catalog that shows the holdings of over 400 Connecticut libraries. You can use it to search for a book or other item anywhere in the state and to request an interlibrary loan, in many cases.
Continue

Q12. Have you ever used reQuest?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	7%	12%	3%
No	92%	88%	95%
Don't Know (vol.)	1%	0%	2%
Refused (vol.)	0%	0%	0%

Q13. How often do you use reQuest? (READ CHOICES 1-7)

Labels	Overall	Library users	Non-users
	n=63	n=57	n=6
At least once a day	*	*	0%
At least once a week	9%	12%	0%
Once or twice a month	8%	9%	0%
Once every couple months	15%	18%	0%
Three to five times a year	15%	12%	28%
Once or twice a year	32%	34%	20%
Less than once a year	15%	10%	41%
Never	6%	5%	11%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

14. Have you, in general, been satisfied with your experience using reQuest?

Labels	Overall	Library users	Non-users
	n=63	n=57	n=6
Yes	93%	94%	89%
No	5%	4%	11%
Don't Know (vol.)	2%	2%	0%
Refused (vol.)	0%	0%	0%

Q15. Why were you not satisfied?

Open ended responses will be available in the final analysis.

Q16. Please tell me if you agree or disagree with the following statements.

Q16a. Librarians provide accurate & reliable information. (PROBE: Agree/Disagree Strongly/Somewhat)

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Strongly Agree	71%	76%	65%
Somewhat Agree	24%	19%	31%
Somewhat Disagree	1%	1%	1%
Strongly Disagree	0%	0%	0%
Neutral/neither agree nor disagree (vol.)	3%	4%	1%
Don't Know (vol.)	1%	*	2%
Refused (vol.)	0%	0%	0%

Q16b. The internet provides accurate and reliable information. (PROBE: Agree/Disagree Strongly/Somewhat)

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Strongly Agree	33%	32%	33%
Somewhat Agree	48%	46%	50%
Somewhat Disagree	6%	8%	4%
Strongly Disagree	2%	2%	2%
Neutral/neither agree nor disagree (vol.)	3%	4%	3%
Don't Know (vol.)	8%	8%	7%
Refused (vol.)	0%	0%	0%

Q16c. I'm concerned about equal access to information - I want residents of all communities in Connecticut to be able to access quality information. (PROBE: Agree/Disagree Strongly/Somewhat)

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Strongly Agree	68%	71%	65%
Somewhat Agree	26%	25%	27%
Somewhat Disagree	3%	1%	4%
Strongly Disagree	1%	1%	1%
Neutral/neither agree nor disagree (vol.)	2%	2%	2%
Don't Know (vol.)	*	0%	1%
Refused (vol.)	0%	0%	0%

Q16d. I have difficulty finding the information I need online. (PROBE: Agree/Disagree Strongly/Somewhat)

Labels	Overall	Library users	Non-users
	n=437	n=256	n=181
Strongly Agree	8%	8%	7%
Somewhat Agree	19%	17%	21%
Somewhat Disagree	29%	30%	29%
Strongly Disagree	42%	43%	42%
Neutral/neither agree nor disagree (vol.)	2%	2%	*
Don't Know (vol.)	*	0%	1%
Refused (vol.)	0%	0%	0%

Q17. Have you heard of a Connecticut library program known as iCONN (PRONOUNCED I-CONN), also known as the Connecticut Digital Library?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	14%	17%	11%
No	86%	83%	89%
Don't Know (vol.)	*	0%	0%
Refused (vol.)	0%	0%	0%

Q18. How did you hear about iCONN or the Connecticut Digital Library program? (ASK OPEN-ENDED. ACCEPT UP TO 3 RESPONSES. SCROLL DOWN TO SEE ENTIRE LIST)

Labels	Overall	Library users	Non-users
	n=73	n=51	n=22
Informed by librarian	20%	24%	14%
College/University	13%	17%	6%
Received/saw information about it while at library	9%	14%	0%
From school they attend	8%	11%	0%
Internet (other than iCONN website)	5%	3%	8%
Word of mouth from friends or family members	4%	6%	1%
From children's school	3%	5%	0%
Newspaper	3%	2%	4%
Word of mouth at work	1%	2%	0%
iCONN website	1%	2%	0%
Event (e.g. Fair, Expo)	0%	0%	0%
Television	0%	0%	0%
Radio	0%	0%	0%
Flier/Brochure/bookmark/other promotional materials	0%	0%	0%
Other (specify)	26%	21%	33%
Don't Know (vol.)	16%	5%	34%
Refused (vol.)	0%	0%	0%

Q19. How familiar are you with iCONN? Would you say that you are very familiar, somewhat familiar, not too familiar or not familiar at all with it?

Labels	Overall	Library users	Non-users
	n=69	n=47	n=22
Very familiar	4%	5%	2%
Somewhat familiar	27%	33%	18%
Not too familiar	40%	53%	20%
Not familiar at all	29%	9%	60%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q20. What do you know about iCONN - in terms of what it offers and how it works? I'd like to hear anything that you know about it. (ASK OPEN-ENDED. ACCEPT UP TO 3 ANSWERS. SCROLL DOWN TO SEE ENTIRE LIST) (PROBE: by saying "anything else?")

Labels	Overall	Library users	Non-users
	n=77	n=60	n=17
Free	10%	6%	23%
Offers online access to databases	7%	7%	9%
Online access to newspapers/magazines	6%	8%	1%
Online resource --general	4%	5%	1%
Online library catalog	3%	3%	2%
Online access to scholarly journals.	3%	3%	6%
Can access it from home or any computer	2%	2%	0%
Just need a library card	2%	3%	0%
Online access to genealogy resources	1%	*	6%
Online access to photos	0%	0%	0%
Online bilingual magazines	0%	0%	0%
Online Business Resources	0%	0%	0%
Online Health Resources	0%	0%	0%
Other (specify)	26%	28%	16%
Don't Know (vol.)	57%	58%	52%
Refused (vol.)	0%	0%	0%

Q21. (READ SLOWLY) Just to remind you, the Connecticut Digital Library, or iCONN, is a service offered by the Connecticut State Library to every resident in the state at no charge. The service includes access to online databases, such as full texts of newspapers, magazines, scholarly journals, on-line encyclopedias, e-books, health and wellness informational materials and photographic archives. It also offers an online library catalog for over 400 public, school, and academic libraries in the state. iCONN offers this service to all residents of the state having a public library card. The service can be used at ANY public library or on your home computer, or at any Internet-accessible location.

Q21. Have you ever used iCONN?

Labels	Overall	Library users	Non-users
	n=53	n=40	n=13
Yes	36%	33%	45%
No	64%	67%	55%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q22. Once you are on a computer, how do you find or link to the iCONN website? (READ CHOICES 1-5 ONLY IF NECESSARY)

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Through www.iconn.org (typing in/on Favorite)	16%	8%	37%
Through library's website	15%	21%	0%
By searching Google	10%	0%	36%
Through my library catalog	0%	0%	0%
Other (SPECIFY)	23%	22%	27%
Don't Know (vol.)	36%	49%	0%
Refused (vol.)	0%	0%	0%

Q23. Which iCONN resources or offerings have you used? (PROBE: Anything else?) (DO NOT READ CHOICES - ACCEPT UP TO 4 RESPONSES)

Labels	Overall	Library users	Non-users
	n=41	n=35	n=6
Yes, used Newspapers	22%	30%	0%
Yes, used Reading Materials (general)	19%	12%	39%
Yes, used Information/resources (general)	15%	21%	0%
Yes, used Magazines	15%	20%	0%
Yes, used Library catalog	8%	8%	5%
Yes, used Photos	7%	9%	0%
Yes, used Scholarly journals	5%	7%	0%
Yes, used Genealogy resources	4%	1%	13%
Yes, used Business resources	2%	2%	0%
Yes, used History resource centers	2%	2%	0%
Yes, used Health/wellness resources	1%	1%	0%
Yes, used E-books	0%	0%	0%
Yes, used Biographies	0%	0%	0%
Yes, used Spanish-language and bilingual magazines	0%	0%	0%
Yes, used Other (specify)	27%	36%	0%
Don't Know (vol.)	11%	0%	43%
Refused (vol.)	0%	0%	0%

Q24. Which one iCONN resource or offering have you used most often? (ACCEPT 1 ANSWER)

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Information/resources (general)	16%	17%	14%
Newspapers	13%	17%	0%
History resource centers	11%	1%	37%
Photos	7%	9%	0%
Library catalog	6%	6%	5%
Magazines	6%	9%	0%
Scholarly journals	3%	5%	0%
Genealogy resources	3%	0%	13%
Reading Materials (general)	1%	0%	2%
E-books	0%	0%	0%
Biographies	0%	0%	0%
Spanish-language and bilingual magazines	0%	0%	0%
Health/wellness resources	0%	0%	0%
Business resources	0%	0%	0%
Other (specify)	4%	5%	0%
Don't Know (vol.)	30%	31%	29%
Refused (vol.)	0%	0%	0%

Q25. Please tell me if you have used iCONN to read or access the following newspapers.

Q25a. New York Times

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Yes	60%	67%	39%
No	40%	33%	61%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q25b. Hartford Courant

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Yes	15%	7%	37%
No	85%	93%	63%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q25c. Wall Street Journal

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Yes	17%	9%	37%
No	83%	91%	63%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q25d. Washington Post

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Yes	21%	16%	37%
No	78%	83%	63%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	0%

Q25e. Los Angeles Times

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Yes	7%	9%	5%
No	92%	90%	95%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	0%

Q25f. Christian Science Monitor

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Yes	4%	5%	0%
No	96%	95%	100%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q26. For what purposes have you used iCONN? (DO NOT READ CHOICES- ACCEPT UP TO 4 RESPONSES)

Labels	Overall	Library users	Non-users
	n=42	n=35	n=7
School (general)	29%	39%	0%
Schoolwork for child/child's homework	23%	32%	0%
Personal research/projects (general)	22%	22%	19%
Work	20%	13%	39%
Business research	10%	13%	0%
School work for self	10%	0%	37%
Newspapers	7%	9%	0%
Reading	5%	7%	0%
Genealogy research	4%	0%	13%
Magazines	3%	5%	0%
Scholarly journals	3%	5%	0%
What Do I Read Next?	1%	1%	0%
Hobbies/pastimes	0%	0%	0%
Health research	0%	0%	0%
E-books	0%	0%	0%
Schoolwork for other	0%	0%	0%
Other (specify)	11%	14%	0%
Don't Know (vol.)	7%	0%	29%
Refused (vol.)	0%	0%	0%

Q27. Overall, how would you rate iCONN, based on your experience with it? Would you say it is excellent, good, fair, or poor?

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Excellent	46%	62%	0%
Good	40%	33%	63%
Fair	4%	5%	0%
Poor	10%	0%	37%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q28. Are you satisfied or dissatisfied with the information found on iCONN?

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Satisfied	100%	100%	100%
Dissatisfied	0%	0%	0%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q29. Please explain why you are dissatisfied.

Open ended responses will be available in the final analysis.

Q30. In your opinion, how could iCONN be improved?

Open ended responses will be available in the final analysis.

Q31. Would you recommend iCONN to a family member, friend or coworker who needs information?

Labels	Overall	Library users	Non-users
	n=26	n=20	n=6
Yes	96%	94%	100%
No	2%	3%	0%
Don't Know (vol.)	2%	3%	0%
Refused (vol.)	0%	0%	0%

Q32. What is the most compelling reason that you can think of as to why you might recommend iCONN to someone else?
 Open ended responses will be available in the final analysis.

Q33. (READ SLOWLY) The Connecticut Digital Library, or iCONN, is a service offered by the Connecticut State Library to every resident in the state at no charge. The service includes access to online databases, such as full texts of newspapers, magazines, scholarly journals, on-line encyclopedias, e-books, health and wellness informational materials and photographic archives. It also offers an online library catalog listing the books and titles of over 400 public, academic and school libraries in the state. iCONN offers this service to all residents of the state having a public library card. The service can be used at ANY public library or on your home computer, or at any Internet-accessible location.

Continue

Q34. Based on this description, how likely are you to use iCONN in the future-very likely, somewhat likely, not too likely or not at all likely?

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Very likely	22%	29%	15%
Somewhat likely	35%	42%	28%
Not too likely	18%	14%	23%
Not at all likely	24%	14%	33%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	0%	0%	0%

Q35. Why are you not that likely to use iCONN in the future?
 Open ended responses will be available in the final analysis.

Q36. What would you most likely use iCONN for? (DO NOT READ CHOICES - ACCEPT UP TO 4 RESPONSES)

Labels	Overall	Library users	Non-users
	n=551	n=360	n=191
Personal research/projects (general)	33%	37%	28%
Schoolwork for child/child's homework	11%	12%	8%
School (general)	10%	11%	8%
School work for self	8%	10%	5%
Reading	7%	6%	8%
Work	7%	5%	10%
Newspapers	7%	11%	3%
Health research	6%	5%	7%
Business research	3%	3%	4%
Genealogy research	3%	4%	1%
Hobbies/pastimes	3%	2%	4%
E-books	2%	2%	1%
Schoolwork for other	2%	2%	1%
Magazines	2%	3%	1%
Scholarly journals	1%	1%	*
What Do I Read Next?	1%	1%	1%
Other (specify)	15%	15%	14%
Don't Know (vol.)	15%	9%	23%
Refused (vol.)	*%	*%	*

IQ37. Please tell me how interested you are in each of the following aspects of iCONN.

Q37a. An online library catalog listing the books and titles of over 400 public, academic and school libraries in the state. Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?

Labels	Overall	Library users	Non-users
	n=388	n=240	n=148
Very interested	28%	33%	22%
Somewhat interested	45%	46%	43%
Not too interested	15%	12	19%
Not interested at all	12%	9%	16%
Don't Know (vol.)	*	*	0%
Refused (vol.)	0%	0%	0%

Q37b. Online access to genealogy resources - meaning resources for tracing one's family history. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?)

Labels	Overall	Library users	Non-users
	n=388	n=50	n=62
Very interested	28%	29%	28%
Somewhat interested	34%	30%	39%
Not too interested	18%	19%	15%
Not interested at all	20%	22%	18%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q37c. Online access to newspapers and magazines. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?)

Labels	Overall	Library users	Non-users
	n=388	n=50	n=62
Very interested	37%	43%	29%
Somewhat interested	40%	37%	44%
Not too interested	9%	11%	6%
Not interested at all	14%	9%	21%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q37d. Online access to scholarly journals. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?) (INTERVIEWER NOTE: scholarly journals are journals in which academics publish their research)

Labels	Overall	Library users	Non-users
	n=388	n=240	n=148
Very interested	14%	18%	10%
Somewhat interested	33%	38%	28%
Not too interested	24%	23%	24%
Not interested at all	28%	21%	38%
Don't Know (vol.)	1%	0%	0%
Refused (vol.)	0%	0%	0%

Q37e. Online access to Spanish-language and bilingual magazines. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?)

Labels	Overall	Library users	Non-users
	n=388	n=240	n=148
Very interested	12%	12%	11%
Somewhat interested	15%	16%	13%
Not too interested	16%	16%	15%
Not interested at all	57%	56%	60%
Don't Know (vol.)	*	0%	1%
Refused (vol.)	0%	0%	0%

Q37f. Online access to the Associated Press library of photographs. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?)

Labels	Overall	Library users	Non-users
	n=388	n=240	n=148
Very interested	19%	19%	20%
Somewhat interested	43%	46%	38%
Not too interested	17%	18%	16%
Not interested at all	21%	17%	26%
Don't Know (vol.)	*	*	0%
Refused (vol.)	0%	0%	0%

Q37g. Online access to a business and company resource center that includes company profiles, company performance ratings, and investment reports. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?)

Labels	Overall	Library users	Non-users
	n=388	n=240	n=148
Very interested	30%	25%	36%
Somewhat interested	33%	35%	30%
Not too interested	14%	17%	11%
Not interested at all	23%	23%	23%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q37h. Online access to a health and wellness resource center that includes access to journals and encyclopedias of medicine. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?)

Labels	Overall	Library users	Non-users
	n=388	n=240	n=148
Very interested	35%	35%	35%
Somewhat interested	46%	50%	42%
Not too interested	10%	9%	12%
Not interested at all	8%	5%	11%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	0%

Q37i. Online access to a history resource center that includes access to historical journals, atlases and maps. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN?)

Labels	Overall	Library users	Non-users
	n=388	n=240	n=148
Very interested	34%	37%	31%
Somewhat interested	40%	40%	39%
Not too interested	13%	16%	9%
Not interested at all	13%	7%	21%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

IQ38. Please tell me if you think you would use iCONN to access the following newspapers.

Q38a. New York Times

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	60%	62%	55%
No	40%	38%	44%
Don't Know (vol.)	*	*	1%
Refused (vol.)	0%	0%	0%

Q38b. Hartford Courant

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	71%	70%	72%
No	28%	29%	28%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	0%

Q38c. Wall Street Journal

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	50%	52%	47%
No	50%	47%	53%
Don't Know (vol.)	*	1%	0%
Refused (vol.)	0%	0%	0%

Q38d. Washington Post

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	33%	40%	23%
No	65%	59%	76%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	0%	0%	0%

Q38e. Los Angeles Times

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	15%	17%	13%
No	83%	80%	87%
Don't Know (vol.)	2%	3%	0%
Refused (vol.)	0%	0%	0%

Q38f. Christian Science Monitor

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	13%	13%	14%
No	86%	86%	85%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	0%	0%	0%

IQ39. Please tell me if you think you would use iCONN to access the following magazines.

Q39a. Consumer Reports

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	78%	77%	79%
No	22%	23%	21%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q39b. Science and technology magazines or journals

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	57%	58%	55%
No	42%	40%	45%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q39c. Business and economics magazines or journals

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	55%	55%	56%
No	42%	41%	44%
Don't Know (vol.)	3%	4%	0%
Refused (vol.)	0%	0%	0%

Q39d. Health magazines or journals

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	76%	79%	71%
No	23%	19%	29%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q39e. Law magazines or journals

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	28%	32%	22%
No	71%	66%	78%
Don't Know (vol.)	1%	2%	*
Refused (vol.)	0%	0%	0%

Q39f. Literature and literary analysis magazines or journals

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	29%	32%	23%
No	70%	66%	77%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q39g. News magazines, such as Time or Newsweek

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	67%	73%	58%
No	33%	27%	42%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q39h. Popular magazines - for general interest, travel or hobbies

Labels	Overall	Library users	Non-users
	n=341	n=217	n=124
Yes	69%	72%	66%
No	30%	26%	34%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q40. Based on what you have learned from this survey, would you say that you are now more likely to get a library card from your public library, less likely to get a library card or no difference?

Labels	Overall	Library users	Non-users
	n=96	n=12	n=84
More likely	63%	75%	61%
Less likely	2%	0%	2%
No difference	35%	25%	37%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q41a. Would you be more likely to use iCONN if it offered a live online ask an expert service for research assistance or homework help?

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Yes	54%	61%	45%
No	42%	34%	50%
Don't Know (vol.)	4%	4%	5%
Refused (vol.)	0%	0%	0%

Q41b. Would you be more likely to use iCONN if it offered online test preparation services?

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Yes	46%	50%	41%
No	52%	48%	57%
Don't Know (vol.)	2%	2%	2%
Refused (vol.)	*	0%	0%

Q41c. Would you be more likely to use iCONN if it offered online car repair manuals?

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Yes	40%	48%	32%
No	59%	51%	66%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	*	0%	1%

Q41d. Would you be more likely to use iCONN if it offered nonfiction e-books - meaning nonfiction books that can be read on-line or downloaded?

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Yes	50%	54%	46%
No	49%	45%	53%
Don't Know (vol.)	1%	1%	*
Refused (vol.)	*	0%	1%

Q41e. Would you be more likely to use iCONN if it offered fiction e-books - meaning fiction books that can be read on-line or downloaded?

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Yes	49%	56%	41%
No	50%	43%	58%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	*	0%	*

Q41f. Would you be more likely to use iCONN if it offered downloadable audio e-books?

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Yes	42%	46%	37%
No	56%	51%	61%
Don't Know (vol.)	2%	3%	1%
Refused (vol.)	*	0%	1%

41g. Would you be more likely to use iCONN if it offered access to music files that could be listened to online? The music would include classical, jazz, blues, gospel and ethnic music? (NOTE: IF ASKED, IT DOES NOT INCLUDE country, pop or rock)

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Yes	50%	58%	42%
No	48%	39%	56%
Don't Know (vol.)	2%	3%	1%
Refused (vol.)	*	0%	1%

42. What else would iCONN have to offer to make you more likely to use it?

Open ended responses will be available in the final analysis.

Q43. Think for a moment about what might motivate you to use iCONN. For each of the following, please tell me if you see it as a major factor, minor factor or not a factor at all in possibly motivating you to use iCONN.

Q43a. Access is free. (PROBE: Is this a major factor, a minor factor or is this not a factor at all that this might motivate you to use iCONN?)

Labels	Overall	Library users	Non-users
	n=474	n=270	n=204
Major factor	66%	73%	59%
Minor factor	11%	16%	6%
Not a factor at all	19%	9%	30%
Don't Know (vol.)	2%	2%	1%
Refused (vol.)	2%	*	4%

Q43b. iCONN is available 24 hours a day, 7 days a week. (PROBE: Is this a major factor, a minor factor or is this not a factor at all that this might motivate you to use iCONN?)

Labels	Overall	Library users	Non-users
	n=474	n=270	n=240
Major factor	71%	79%	64%
Minor factor	7%	10%	4%
Not a factor at all	20%	11%	28%
Don't Know (vol.)	*	*	1%
Refused (vol.)	2%	*	3%

Q43c. You can use it to save space because you can count on iCONN to have articles from your favorite magazines. (PROBE: Is this a major factor, a minor factor or is this not a factor at all that this might motivate you to use iCONN?)

Labels	Overall	Library users	Non-users
	n=474	n=270	n=240
Major factor	49%	57%	41%
Minor factor	22%	25%	18%
Not a factor at all	26%	17%	36%
Don't Know (vol.)	1%	1%	2%
Refused (vol.)	2%	*	3%

Q43d. You can use it to save money because you don't have to subscribe to as many newspapers or magazines. (PROBE: Is this a major factor, a minor factor or is this not a factor at all that this might motivate you to use iCONN?)

Labels	Overall	Library users	Non-users
	n=474	n=270	n=240
Major factor	54%	62%	46%
Minor factor	19%	22%	15%
Not a factor at all	25%	15%	35%
Don't Know (vol.)	*	*	1%
Refused (vol.)	2%	1%	3%

Finally, I have just a few questions for classification purposes only.
Continue

QD1. How often do you go online for any reason - either at home, at work or anywhere? (READ CHOICES 1-6)

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
At least once a day	61%	65%	55%
Three to five times a week	10%	9%	10%
Once or twice a week	7%	7%	7%
Once or twice a month	5%	5%	6%
Less often than once a month	4%	5%	3%
Never	12%	9%	17%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	1%	0%	2%

QD2. What are your primary reasons for going online? (DO NOT READ CHOICES- ACCEPT UP TO 4 RESPONSES)

Labels	Overall	Library users	Non-users
	n=886	n=545	n=341
Personal research/info collecting	43%	47%	38%
Communications/e-mail/social contact/chat rooms	32%	35%	7%
Work	31%	28%	34%
Current events/news	18%	24%	10%
School	12%	16%	7%
Shopping	8%	9%	0%
Entertainment (general)	7%	7%	7%
Sports news/info	4%	4%	5%
Download movies/music	4%	4%	3%
Play games	2%	2%	2%
Blogging (reading/writing)	1%	1%	28%
Other (Specify)	26%	22%	32%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	*	0%	*

QD3. How often do you go on-line for research or informational purposes? (READ CHOICES 1-6)

Labels	Overall	Library users	Non-users
	n=452	n=268	n=184
At least once a day	33%	36%	31%
Three to five times a week	29%	34%	23%
Once or twice a week	16%	15%	16%
Once or twice a month	13%	9%	18%
Less often than once a month	6%	5%	6%
Never	3%	2%	6%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

QD4. What type of information are you most likely to look for on-line? (PROBE) Anything else?)

Open ended responses will be available in the final analysis.

QD5. Where on the internet do you typically go to get information - how do you access this information?

Open ended responses will be available in the final analysis.

QD6. What do you like about getting information from online sources? (DO NOT READ CHOICES- ACCEPT UP TO 4 RESPONSES)

Labels	Overall	Library users	Non-users
(Note: n = greater than 500 due to multiple responses by individuals)	n=787	n=471	n=316
Fast: Online information is available immediately, offers quick answers	61%	64%	57%
From home: I don't have to leave my house to get it	22%	24%	20%
Many resources: There are many resources available online	21%	21%	21%
24/7: Online information is available 24/7	19%	19%	18%
Searchable: Online information is searchable	11%	7%	16%
Targeted: I only have to look at topics of interest to me	11%	12%	11%
More viewpoints: I get more viewpoints than I do through non-online sources	5%	2%	7%
From work/school: I can get it from work or school	2%	3%	2%
Portable: I can download/email/cut-n-paste information as desired	2%	*	5%
Have control: I have control over the information that's presented to me	2%	1%	2%
More viewpoints: I get more viewpoints than I do through non-online sources	5%	2%	7%
No physical barriers to accessing information	3%	2%	5%
Other (specify)	17%	17%	18%
Don't Know (vol.)	2%	1%	3%
Refused (vol.)	*	0	1%

QD7. From what location are you most likely to access online information?

Labels	Overall	Library users	Non-users
	n=443	n=266	n=177
Home	62%	64%	58%
Work	26%	22%	31%
Library	4%	4%	4%
School	3%	4%	3%
Internet Café	1%	1%	0%
Other (specify)	4%	5%	3%
Don't Know (vol.)	*	0%	*
Refused (vol.)	*	0%	1%

QD8. Do you have internet access from your home?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	75%	80%	70%
No	24%	20%	27%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	1%	0%	3%

QD9. Do you have a high speed connection at home? (INTERVIEWER NOTE: IF RESPONDENT SAYS DIAL-UP, CHOOSE CODE 97 "no". High speed is anything OTHER THAN a standard dial-up phone connection) (IF YES ASK, "What type?")

Labels	Overall	Library users	Non-users
	n=412	n=246	n=166
Cable	33%	29%	37%
DSL	38%	44%	31%
Other (SPECIFY)	6%	8%	3%
No/no high speed access at home	20%	16%	25%
Don't Know (vol.)	3%	2%	4%
Refused (vol.)	*	1%	0%

QD10. What type of computer do you use most often? PC, MAC, Linux or Unix or something else?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
PC	75%	78%	72%
Mac	2%	2%	2%
Linux/UNIX	1%	1%	0%
Other (specify)	12%	10%	14%
Don't Know (vol.)	7%	7%	8%
Refused (vol.)	3%	2%	4%

QD11. What is your profession?

Open ended responses will be available for the final analysis.

QD12. In what year were you born?

Open ended responses will be available for the final analysis.

QD13. What was the last grade of school you completed? (ASK AS OPEN ENDED) READ CHOICES 1-6 IF NECESSARY)

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Grade school or less (0-8)	1%	*	*
Some high school (9-11)	4%	4%	4%
High school graduate (12)	45%	36%	55%
Some college (1-3 years)/Associate's Degree/Technical School	25%	30%	21%
College graduate (4 years)	15%	18%	12%
Post graduate (Beyond 4 years)	8%	11%	5%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	2%	1%	4%

QD14. How would you describe your race or ethnic background?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Hispanic/Latino	5%	4%	6%
African-American/Black	7%	9%	4%
Asian	1%	1%	0%
Caucasian/White	72%	73%	72%
Biracial (vol)	1%	1%	2%
Other (specify)	5%	3%	8%
Don't Know (vol.)	2%	2%	2%
Refused (vol.)	7%	7%	6%

QD15. For classification purposes only, is the total yearly income of all members of your family now living at home \$40,000 or more, or is it less than \$40,000?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Less than \$10,000	1%	1%	4%
\$10,000 to less than \$20,000	4%	6%	5%
\$20,000 to less than \$30,000	4%	5%	7%
\$30,000 to less than \$40,000	4%	7%	6%
\$40,000 to less than \$50,000	8%	11%	7%
\$50,000 to less than \$75,000	15%	20%	16%
\$75,000 to less than \$100,000	14%	14%	11%
\$100,000 to less than \$125,000	10%	7%	7%
\$125,000 or more	16%	7%	13%
Don't Know (vol.)	5%	9%	4%
Refused (vol.)	19%	13%	20%

D16. Do you have any children under age 18 living in your household?

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Yes	41%	46%	34%
No	57%	53%	63%
Don't Know (vol.)	2%	0%	3%
Refused (vol.)	0%	1%	0%

QD17. In what town do you live?

Open ended responses will be available for the final analysis.

QD20. (DO NOT ASK. RECORD GENDER)

Labels	Overall	Library users	Non-users
	n=500	n=290	n=210
Male	49%	47%	50%
Female	51%	53%	50%