

**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?

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Yes	90%	92%	87%
No	10%	8%	13%
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.)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Yes	72%	92%	46%
No	28%	7%	54%
Don't Know (vol.)	0%	1%	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=306	n=194
At least once a week	16%	28%	0%
Once or twice a month	23%	41%	0%
Once every couple months	8%	14%	0%
Three to five times a year	10%	17%	0%
Once or twice a year	17%	0%	39%
Less than once a year	8%	0%	18%
Never	19%	0%	43%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

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

Labels	Overall	Library users	Non-users
	n=500	n=306	n=194
Yes	29%	42%	12%
No	71%	58%	88%
Don't Know (vol.)	0%	0%	1%
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=169	n=139	n=30
At least once a day	2%	3%	0%
At least once a week	8%	9%	0%
Once or twice a month	29%	35%	2%
Once every couple months	14%	17%	3%
Three to five times a year	11%	9%	19%
Once or twice a year	27%	19%	61%
Less than once a year	7%	5%	16%
Never (VOLUNTEERED)	1%	1%	0%
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=306	n=194
Yes	18%	24%	10%
No	82%	76%	90%
Don't Know (vol.)	0%	0%	0%
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=420	n=306	n=114
At least once a day	1%	2%	0%
At least once a week	6%	8%	0%
Once or twice a month	7%	10%	1%
Once every couple months	5%	7%	0%
Three to five times a year	3%	4%	0%
Once or twice a year	10%	9%	12%
Less than once a year	7%	3%	16%
Never	61%	57%	71%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	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=306	n=194
Yes	37%	47%	24%
No	63%	53%	76%
Don't Know (vol.)	0%	0%	0%
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.

Q8. Have you ever used interlibrary loan services?

Labels	Overall	Library users	Non-users
	n=500	n=306	n=194
Yes	35%	49%	18%
No	65%	51%	82%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q9. Do you know what the Connecticard program is?

Labels	Overall	Library users	Non-users
	n=500	n=306	n=194
Yes	14%	17%	10%
No	86%	83%	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.

Q10. Have you ever used Connecticard?

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	N=306	n=194
Yes	19%	29%	6%
No	80%	69%	94%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

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

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Yes	8%	11%	4%
No	92%	89%	95%
Don't Know (vol.)	0%	0%	0%
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.

Q12. Have you ever used reQuest?

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Yes	10%	15%	4%
No	88%	82%	94%
Don't Know (vol.)	2%	2%	2%
Refused (vol.)	0%	0%	0%

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

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=68	n=60	n=8
At least once a day	2%	3%	0%
At least once a week	0%	0%	0%
Once or twice a month	24%	28%	0%
Once every couple months	12%	14%	0%
Three to five times a year	10%	12%	0%
Once or twice a year	25%	25%	23%
Less than once a year	27%	17%	77%
Never	1%	1%	0%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q14. Have you, in general, been satisfied with your experience using reQuest?

Labels	Overall	Library users	Non-users
	n=68	n=60	n=8
Yes	96%	96%	100%
No	2%	3%	0%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q15. Why were you not satisfied?

(Open ended responses will be available in the final analysis.)

IQ16. 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=306	n=194
Strongly Agree	69%	73%	65%
Somewhat Agree	25%	23%	26%
Somewhat Disagree	1%	1%	2%
Strongly Disagree	1%	1%	1%
Neutral/neither agree nor disagree (vol.)	1%	1%	1%
Don't Know (vol.)	2%	1%	4%
Refused (vol.)	0%	0%	1%

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

Labels	Overall	Library users	Non-users
	n=500	n=306	n=194
Strongly Agree	35%	33%	38%
Somewhat Agree	45%	48%	40%
Somewhat Disagree	9%	7%	11%
Strongly Disagree	3%	3%	3%
Neutral/neither agree nor disagree (vol.)	3%	4%	2%
Don't Know (vol.)	6%	6%	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=306	n=194
Strongly Agree	74%	80%	67%
Somewhat Agree	17%	13%	22%
Somewhat Disagree	3%	2%	3%
Strongly Disagree	2%	2%	2%
Neutral/neither agree nor disagree (vol.)	2%	2%	2%
Don't Know (vol.)	2%	1%	3%
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=449	n=279	n=170
Strongly Agree	10%	10%	10%
Somewhat Agree	16%	14%	18%
Somewhat Disagree	25%	28%	21%
Strongly Disagree	45%	43%	47%
Neutral/neither agree nor disagree (vol.)	3%	3%	2%
Don't Know (vol.)	2%	1%	2%
Refused (vol.)	0%	0%	0%

Q17. Have you heard of a Connecticut library program known as iCONN (PRONOUNCED I-CONN), also known as Connecticut's RE-search engine?

Labels	Overall	Library users	Non-users
	n=500	n=306	n=194
Yes	14%	15%	12%
No	85%	83%	87%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	0%	0%	0%

Q18. How did you hear about iCONN – Connecticut's RE-search engine? (ASK OPEN-ENDED. ACCEPT UP TO 3 RESPONSES. SCROLL DOWN TO SEE ENTIRE LIST)

Labels	Overall	Library users	Non-users
	n=71	n=50	n=21
Informed by librarian	28%	32%	19%
Word of mouth at work	17%	19%	13%
College/University	15%	15%	15%
From school they attend	9%	6%	15%
Word of mouth from friends or family members	9%	2%	19%
Internet (other than iCONN website)	8%	8%	6%
Television	8%	7%	8%
Received/saw information about it while at library	7%	10%	0%
Newspaper	4%	1%	8%
Radio	2%	2%	2%
Flier/Brochure/bookmark/other promotional materials	2%	2%	0%
From children's school	1%	1%	1%
iCONN website	1%	1%	0%
Event (e.g. Fair, Expo)	0%	0%	0%
Other (specify)	2%	1%	5%
Don't Know (vol.)	6%	9%	0%
Refused (vol.)	0%	0%	0%

Q19. How familiar are you with iCONN – Connecticut’s RE-search engine? 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=71	n=50	n=21
Very familiar	10%	11%	8%
Somewhat familiar	35%	39%	29%
Not too familiar	38%	41%	34%
Not familiar at all	16%	9%	30%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q20. What do you know about iCONN - Connecticut’s RE-search engine - 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=60	n=44	n=16
Online resource --general	27%	29%	24%
Offers online access to databases	15%	21%	2%
Online access to scholarly journals.	10%	12%	4%
Online access to newspapers/magazines	9%	12%	2%
Free	5%	7%	0%
Online library catalog	4%	3%	6%
Can access it from home or any computer	4%	6%	0%
Online access to photos	3%	4%	0%
Online Business Resources	2%	3%	0%
Online bilingual magazines	1%	2%	0%
Just need a library card	0%	0%	0%
Online access to genealogy resources	0%	0%	0%
Online Health Resources	0%	0%	0%
Other (specify)	1%	1%	0%
Don't Know (vol.)	44%	32%	69%
Refused (vol.)	9%	12%	0%

Q21. (READ SLOWLY) Just to remind you, Connecticut’s Re-search engine, 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 – Connecticut’s RE-search engine 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 – Connecticut’s RE-search engine?

Labels	Overall	Library users	Non-users
	n=60	n=44	n=16
Yes	61%	68%	45%
No	39%	32%	55%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q21a. How often do you use iCONN – Connecticut’s RE-search engine? (READ CHOICES 1-7)

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
At least once a day	2%	2%	0%
At least once a week	22%	14%	52%
Once or twice a month	16%	21%	0%
Once every couple months	5%	5%	4%
Three to five times a year	10%	11%	4%
Once or twice a year	20%	24%	8%
Less than once a year	6%	8%	0%
Never	14%	8%	31%
Don't Know (vol.)	5%	7%	0%
Refused (vol.)	0%	0%	0%

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

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
Through www.iconn.org (typing in/on Favorite)	29%	35%	9%
Through library's website	28%	35%	4%
By searching Google	28%	13%	79%
Through my library catalog	4%	3%	8%
Other (SPECIFY)	10%	13%	0%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q23. Which iCONN – Connecticut’s RE-search engine resources or offerings have you used? (PROBE: Anything else?) (DO NOT READ CHOICES - ACCEPT UP TO 4 RESPONSES)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=35	n=29	n=6
Yes, used Information/resources (general)	33%	32%	36%
Yes, used Library catalog	29%	37%	0%
Yes, used Newspapers	24%	21%	36%
Yes, used Scholarly journals	11%	13%	4%
Yes, used Health/wellness resources	11%	14%	0%
Yes, used Magazines	10%	4%	31%
Yes, used History resource centers	10%	4%	31%
Yes, used Business resources	3%	4%	0%
Yes, used Photos	2%	3%	0%
Yes, used Genealogy resources	2%	3%	0%
Yes, used Biographies	2%	2%	0%
Yes, used science resource centers	1%	2%	0%
Yes, used Reading Materials (general)	0%	0%	0%
Yes, used E-books	0%	0%	0%
Yes, used Spanish-language and bilingual magazines	0%	0%	0%
Yes, used Other (specify)	2%	2%	0%
Don't Know (vol.)	21%	9%	60%
Refused (vol.)	0%	0%	0%

Q24. Which one iCONN – Connecticut’s RE-search engine resource or offering have you used most often? (ACCEPT 1 ANSWER)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=35	n=29	n=6
Newspapers	18%	14%	31%
Health/wellness resources	11%	14%	0%
Information/resources (general)	10%	12%	4%
Scholarly journals	9%	10%	9%
Science resource centers	9%	12%	0%
Business resources	7%	10%	0%
Library catalog	4%	6%	0%
Magazines	4%	5%	0%
History resource centers	1%	1%	0%
Photos	1%	1%	0%
Genealogy resources	1%	1%	0%
Reading Materials (general)	0%	0%	0%
E-books	0%	0%	0%
Biographies	0%	0%	0%
Spanish-language and bilingual magazines	0%	0%	0%
Other (specify)	5%	7%	0%
Don't Know (vol.)	19%	8%	56%
Refused (vol.)	0%	0%	0%

IQ25. Please tell me if you have used iCONN – Connecticut’s RE-search engine to read or access the following newspapers.

Q25a. New York Times

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=35	n=29	n=6
Yes	32%	28%	48%
No	58%	60%	52%
Don't Know (vol.)	4%	5%	0%
Refused (vol.)	5%	7%	0%

Q25b. Hartford Courant

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=35	n=29	n=6
Yes	35%	20%	87%
No	55%	68%	13%
Don't Know (vol.)	4%	5%	0%
Refused (vol.)	5%	7%	0%

Q25c. Wall Street Journal

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=35	n=29	n=6
Yes	8%	8%	8%
No	80%	76%	92%
Don't Know (vol.)	7%	10%	0%
Refused (vol.)	5%	7%	0%

Q25d. Washington Post

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=35	n=29	n=6
Yes	19%	15%	31%
No	69%	69%	69%
Don't Know (vol.)	7%	10%	0%
Refused (vol.)	5%	7%	0%

Q25e. Los Angeles Times

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=35	n=29	n=6
Yes	7%	9%	0%
No	80%	75%	100%
Don't Know (vol.)	7%	10%	0%
Refused (vol.)	5%	7%	0%

Q25f. Christian Science Monitor

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
Yes	11%	15%	0%
No	78%	71%	100%
Don't Know (vol.)	6%	7%	0%
Refused (vol.)	5%	7%	0%

Q25g. Boston Globe

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
Yes	9%	12%	0%
No	82%	76%	100%
Don't Know (vol.)	4%	5%	0%
Refused (vol.)	5%	7%	0%

Q26. For what purposes have you used iCONN – Connecticut’s RE-search engine? (DO NOT READ CHOICES- ACCEPT UP TO 4 RESPONSES)

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
School (general)	43%	30%	87%
Work	29%	37%	4%
Personal research/projects (general)	24%	31%	0%
School work for self	24%	20%	36%
Newspapers	11%	14%	0%
Schoolwork for other	11%	14%	0%
Business research	9%	10%	8%
Scholarly journals	5%	5%	4%
Magazines	3%	4%	0%
Schoolwork for child/child's homework	2%	2%	0%
Genealogy research	2%	3%	0%
Hobbies/pastimes	2%	3%	0%
Health research	2%	3%	0%
Reading	0%	0%	0%
What Do I Read Next?	0%	0%	0%
E-books	0%	0%	0%
Other (specify)	0%	0%	0%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q27. Overall, how would you rate iCONN – Connecticut’s RE-search engine, based on your experience with it? Would you say it is excellent, good, fair, or poor?

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
Excellent	33%	40%	9%
Good	55%	45%	91%
Fair	11%	14%	0%
Poor	0%	0%	0%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q27a. Please tell me if you agree or disagree with the following statement: I was able to find the information quickly and easily on iCONN – Connecticut’s RE-search engine.

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
Strongly agree	26%	32%	4%
Somewhat agree	50%	39%	87%
Somewhat disagree	6%	6%	8%
Strongly disagree	0%	0%	0%
Don't Know (vol.)	17%	23%	0%
Refused (vol.)	0%	0%	0%

Q27b. Why weren't you able to find the information quickly and easily on iCONN – Connecticut’s RE-search engine?

(Open ended responses will be available in the final analysis.)

Q28. Are you satisfied or dissatisfied with the information found on iCONN – Connecticut’s RE-search engine?

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
Satisfied	96%	95%	100%
Dissatisfied	0%	0%	0%
Don't Know (vol.)	4%	5%	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 – Connecticut’s RE-search engine be improved?

(Open ended responses will be available in the final analysis.)

Q31. Would you recommend iCONN – Connecticut’s RE-search engine to a family member, friend or coworker who needs information?

Labels	Overall	Library users	Non-users
	n=35	n=29	n=6
Yes	90%	87%	100%
No	8%	11%	0%
Don't Know (vol.)	1%	2%	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 – Connecticut’s RE-search engine to someone else?

(Open ended responses will be available in the final analysis.)

Q33. (READ SLOWLY) Connecticut’s RE-search engine, 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 – Connecticut’s RE-search engine 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.

Q34. Based on this description, how likely are you to use iCONN – Connecticut’s RE-search engine in the future - very likely, somewhat likely, not too likely or not at all likely?

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Very likely	25%	31%	17%
Somewhat likely	36%	37%	34%
Not too likely	14%	14%	13%
Not at all likely	24%	16%	34%
Don't Know (vol.)	2%	2%	2%
Refused (vol.)	0%	0%	0%

Q35. Why are you not that likely to use iCONN – Connecticut’s RE-search engine in the future?

(Open ended responses will be available in the final analysis.)

Q36. What would you most likely use iCONN – Connecticut’s RE-search engine for?  
 (DO NOT READ CHOICES - ACCEPT UP TO 4 RESPONSES)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=368	n=234	n=134
Personal research/projects (general)	45%	42%	49%
Newspapers	16%	14%	19%
Schoolwork for child/child's homework	10%	10%	8%
School (general)	10%	9%	10%
Work	9%	7%	12%
Health research	9%	9%	9%
Magazines	8%	6%	9%
Reading	6%	8%	3%
School work for self	5%	6%	4%
Business research	3%	3%	3%
Hobbies/pastimes	3%	2%	3%
Genealogy research	2%	2%	2%
E-books	2%	3%	0%
Scholarly journals	2%	2%	2%
Schoolwork for other	1%	0%	2%
What Do I Read Next?	0%	1%	0%
Other (specify)	4%	5%	2%
Don't Know (vol.)	12%	12%	13%
Refused (vol.)	0%	0%	0%

IQ37. Please tell me how interested you are in each of the following aspects of iCONN – Connecticut’s RE-search engine.

Q37a. An online library catalog listing the books and titles of over 400 public, academic and school libraries in the state. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN – Connecticut’s RE-search engine?)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=368	n=234	n=134
Very interested	33%	32%	33%
Somewhat interested	39%	37%	44%
Not too interested	14%	17%	9%
Not interested at all	13%	12%	14%
Don't Know (vol.)	1%	2%	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 – Connecticut's RE-search engine?)

Labels	Overall	Library users	Non-users
	n=368	n=234	n=134
Very interested	31%	29%	34%
Somewhat interested	34%	32%	37%
Not too interested	10%	10%	9%
Not interested at all	24%	27%	20%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	1%	1%	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 – Connecticut's RE-search engine?)

Labels	Overall	Library users	Non-users
	n=368	n=234	n=134
Very interested	41%	37%	46%
Somewhat interested	40%	41%	38%
Not too interested	6%	6%	6%
Not interested at all	13%	14%	11%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	1%	1%	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 – Connecticut's RE-search engine?)

(INTERVIEWER NOTE: scholarly journals are journals in which academics publish their research)

Labels	Overall	Library users	Non-users
	n=368	n=234	n=134
Very interested	18%	19%	18%
Somewhat interested	34%	36%	31%
Not too interested	18%	19%	17%
Not interested at all	29%	25%	33%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	1%	1%	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 – Connecticut's RE-search engine?)

Labels	Overall	Library users	Non-users
	n=368	n=234	n=134
Very interested	8%	9%	6%
Somewhat interested	10%	10%	9%
Not too interested	13%	13%	13%
Not interested at all	68%	66%	71%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	1%	1%	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 – Connecticut’s RE-search engine?)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=368	n=234	n=134
Very interested	21%	18%	26%
Somewhat interested	43%	42%	46%
Not too interested	14%	16%	11%
Not interested at all	20%	22%	16%
Don't Know (vol.)	1%	0%	1%
Refused (vol.)	1%	1%	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 – Connecticut’s RE-search engine?)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=368	n=234	n=134
Very interested	29%	26%	35%
Somewhat interested	37%	36%	38%
Not too interested	12%	15%	9%
Not interested at all	21%	22%	18%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	1%	1%	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 – Connecticut’s RE-search engine?)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=368	n=234	n=134
Very interested	41%	34%	51%
Somewhat interested	42%	46%	36%
Not too interested	7%	8%	5%
Not interested at all	9%	10%	8%
Don't Know (vol.)	1%	2%	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 – Connecticut’s RE-search engine?)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=368	n=234	n=134
Very interested	37%	37%	37%
Somewhat interested	41%	40%	42%
Not too interested	10%	11%	8%
Not interested at all	12%	11%	13%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	1%	1%	0%

Q37j. Online access to a science resource center that includes access to hundreds of encyclopedias, reference books, periodicals, and other sources. (PROBE: Are you very interested, somewhat interested, not too interested, or not interested at all in this aspect of iCONN – Connecticut’s RE-search engine?)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=368	n=234	n=134
Very interested	40%	39%	40%
Somewhat interested	37%	36%	39%
Not too interested	9%	8%	9%
Not interested at all	13%	14%	12%
Don't Know (vol.)	0%	1%	0%
Refused (vol.)	1%	1%	0%

IQ38. Please tell me if you think you would use iCONN – Connecticut’s RE-search engine to access the following newspapers.

Q38a. New York Times

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	63%	60%	69%
No	36%	40%	31%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q38b. Hartford Courant

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	69%	67%	73%
No	31%	33%	27%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q38c. Wall Street Journal

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	50%	52%	47%
No	49%	46%	53%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q38d. Washington Post

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	33%	33%	33%
No	65%	64%	67%
Don't Know (vol.)	2%	3%	0%
Refused (vol.)	0%	0%	0%

Q38e. Los Angeles Times

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	20%	21%	19%
No	79%	79%	81%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q38f. Christian Science Monitor

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	12%	15%	6%
No	88%	85%	93%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q38g. Boston Globe

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	38%	42%	33%
No	61%	57%	67%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	0%

IQ39. Please tell me if you think you would use iCONN – Connecticut’s RE-search engine to access the following magazines.

Q39a. Consumer Reports

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	80%	81%	78%
No	20%	19%	22%
Don't Know (vol.)	0%	1%	0%
Refused (vol.)	0%	0%	0%

Q39b. Science and technology magazines or journals

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=328	n=210	n=118
Yes	57%	57%	57%
No	43%	43%	43%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	1%

Q39c. Business and economics magazines or journals

Labels	Overall	Library users	Non-users
	n=328	n=210	n=118
Yes	45%	48%	40%
No	54%	49%	60%
Don't Know (vol.)	2%	3%	0%
Refused (vol.)	0%	0%	0%

Q39d. Health magazines or journals

Labels	Overall	Library users	Non-users
	n=328	n=210	n=118
Yes	71%	70%	73%
No	28%	29%	26%
Don't Know (vol.)	1%	0%	1%
Refused (vol.)	0%	0%	0%

Q39e. Law magazines or journals

Labels	Overall	Library users	Non-users
	n=328	n=210	n=118
Yes	26%	26%	27%
No	72%	72%	73%
Don't Know (vol.)	1%	2%	0%
Refused (vol.)	0%	0%	0%

Q39f. Literature and literary analysis magazines or journals

Labels	Overall	Library users	Non-users
	n=328	n=210	n=118
Yes	35%	35%	35%
No	64%	64%	65%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	0%

Q39g. News magazines, such as Time or Newsweek

Labels	Overall	Library users	Non-users
	n=328	n=210	n=118
Yes	71%	71%	71%
No	29%	28%	29%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	0%

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

Labels	Overall	Library users	Non-users
	n=328	n=210	n=118
Yes	68%	68%	68%
No	32%	32%	31%
Don't Know (vol.)	0%	0%	1%
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=67	n=9	n=58
More likely	76%	74%	76%
Less likely	2%	0%	3%
No difference	22%	26%	21%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	0%	0%

Q41a. Would you be more likely to use iCONN – Connecticut’s RE-search engine if it offered a live online ask an expert service for research assistance or homework help?

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Yes	49%	49%	49%
No	48%	48%	48%
Don't Know (vol.)	3%	2%	3%
Refused (vol.)	1%	1%	1%

Q41b. Would you be more likely to use iCONN – Connecticut’s RE-search engine if it offered online test preparation services?

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Yes	39%	40%	38%
No	58%	57%	60%
Don't Know (vol.)	2%	1%	2%
Refused (vol.)	1%	1%	1%

Q41c. Would you be more likely to use iCONN – Connecticut’s RE-search engine if it offered online car repair manuals?

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Yes	39%	34%	44%
No	59%	63%	53%
Don't Know (vol.)	2%	1%	2%
Refused (vol.)	1%	1%	1%

Q41d. Would you be more likely to use iCONN – Connecticut’s RE-search engine if it offered nonfiction e-books - meaning nonfiction books that can be read on-line or downloaded?

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Yes	42%	45%	39%
No	55%	52%	60%
Don't Know (vol.)	1%	2%	1%
Refused (vol.)	1%	1%	1%

Q41e. Would you be more likely to use iCONN – Connecticut’s RE-search engine if it offered fiction e-books - meaning fiction books that can be read on-line or downloaded?

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Yes	39%	43%	34%
No	59%	55%	65%
Don't Know (vol.)	0%	1%	0%
Refused (vol.)	1%	1%	1%

Q41f. Would you be more likely to use iCONN – Connecticut’s RE-search engine if it offered downloadable audio e-books?

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Yes	43%	42%	44%
No	55%	56%	55%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	1%	1%	1%

Q41g. Would you be more likely to use iCONN – Connecticut’s RE-search engine 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=465	n=277	n=188
Yes	52%	49%	55%
No	47%	50%	43%
Don't Know (vol.)	1%	0%	1%
Refused (vol.)	1%	1%	1%

Q42. What else would iCONN – Connecticut’s RE-search engine 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 – Connecticut’s RE-search engine. 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 – Connecticut’s RE-search engine.

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 – Connecticut’s RE-search engine?)

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Major factor	70%	73%	66%
Minor factor	11%	10%	12%
Not a factor at all	16%	15%	17%
Don't Know (vol.)	2%	1%	2%
Refused (vol.)	2%	0%	3%

Q43b. iCONN – Connecticut’s RE-search engine 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 – Connecticut’s RE-search engine?)

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Major factor	66%	65%	68%
Minor factor	13%	16%	10%
Not a factor at all	18%	17%	19%
Don't Know (vol.)	2%	1%	2%
Refused (vol.)	1%	1%	2%

Q43c. You can use it to save space because you can count on iCONN – Connecticut’s RE-search engine 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 – Connecticut’s RE-search engine?)

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Major factor	48%	49%	48%
Minor factor	23%	22%	24%
Not a factor at all	26%	26%	26%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	1%	1%	2%

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 – Connecticut’s RE-search engine?)

Labels	Overall	Library users	Non-users
	n=465	n=277	n=188
Major factor	58%	62%	53%
Minor factor	16%	13%	20%
Not a factor at all	24%	23%	25%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	1%	1%	2%

IQD1. Finally, I have just a few questions for classification purposes only.

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=306	n=194
At least once a day	73%	76%	68%
Three to five times a week	10%	9%	10%
Once or twice a week	4%	3%	7%
Once or twice a month	2%	2%	2%
Less often than once a month	2%	1%	3%
Never	9%	7%	11%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	1%	0%

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

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=454	n=282	n=172
Personal research/info collecting	62%	64%	60%
Communications/e-mail/social contact/chat rooms	36%	39%	31%
Work	36%	34%	41%
Current events/news	22%	24%	19%
Shopping	11%	9%	13%
Entertainment (general)	9%	9%	10%
Sports news/info	8%	7%	9%
School	6%	7%	4%
Play games	2%	3%	2%
Download movies/music	2%	2%	2%
Blogging (reading/writing)	1%	1%	0%
Other (Specify)	1%	1%	1%
Don't Know (vol.)	1%	1%	0%
Refused (vol.)	0%	0%	1%

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

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=454	n=282	n=172
At least once a day	43%	41%	47%
Three to five times a week	17%	16%	20%
Once or twice a week	17%	20%	13%
Once or twice a month	14%	14%	13%
Less often than once a month	4%	3%	4%
Never	4%	5%	3%
Don't Know (vol.)	0%	0%	1%
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
	n=436	n=269	n=167
<b>Fast:</b> Online information is available immediately, offers quick answers	74%	75%	72%
<b>From home:</b> I don't have to leave my house to get it	23%	25%	20%
<b>Many resources:</b> There are many resources available online	21%	20%	21%
<b>24/7:</b> Online information is available 24/7	15%	10%	23%
<b>Searchable:</b> Online information is searchable	9%	10%	7%
<b>Targeted:</b> I only have to look at topics of interest to me	7%	7%	6%
<b>More viewpoints:</b> I get more viewpoints than I do through non-online sources	5%	6%	4%
<b>Browsable:</b> It's browsable – I can “surf” for other topics if I see something	5%	5%	5%
<b>From work/school:</b> I can get it from work or school	4%	4%	4%
<b>No physical barriers</b> to accessing information	4%	4%	5%
<b>Have control:</b> I have control over the information that's presented to me	3%	2%	4%
<b>Portable:</b> I can download/email/cut-n-paste information as desired	2%	3%	1%
Other (specify)	3%	2%	5%
Don't Know (vol.)	1%	1%	1%
Refused (vol.)	0%	0%	0%

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

Labels	Overall	Library users	Non-users
	n=436	n=269	n=167
Home	70%	72%	66%
Work	24%	22%	29%
Library	3%	4%	2%
School	1%	1%	1%
Internet Café	0%	0%	0%
Other (specify)	1%	0%	2%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	0%	1%	0%

QD8. Do you have internet access from your home?

Labels	Overall	Library users	Non-users
	n=500	n=306	n=194
Yes	87%	87%	86%
No	13%	11%	14%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	1%	1%	0%

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	44%	47%	38%
DSL	40%	37%	46%
Other (SPECIFY)	3%	3%	3%
No/no high speed access at home	8%	9%	8%
Don't Know (vol.)	4%	4%	5%
Refused (vol.)	0%	0%	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=306	n=194
PC	72%	74%	69%
Mac	8%	8%	8%
Linux/UNIX	0%	0%	1%
Other (specify)	12%	10%	13%
Don't Know (vol.)	6%	6%	7%
Refused (vol.)	2%	2%	2%

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)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Grade school or less (0-8)	0%	1%	0%
Some high school (9-11)	3%	1%	5%
High school graduate (12)	17%	13%	24%
Some college (1-3 years)/Associate's Degree/Technical School	23%	23%	23%
College graduate (4 years)	26%	28%	24%
Post graduate (Beyond 4 years)	29%	32%	23%
Don't Know (vol.)	0%	0%	1%
Refused (vol.)	1%	2%	0%

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

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Hispanic/Latino	3%	2%	4%
African-American/Black	6%	6%	5%
Asian	1%	2%	1%
Caucasian/White	81%	81%	81%
Biracial (vol)	1%	0%	1%
Other (specify)	5%	4%	6%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	4%	5%	2%

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?

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Less than \$10,000	2%	1%	3%
\$10,000 to less than \$20,000	2%	1%	5%
\$20,000 to less than \$30,000	3%	3%	3%
\$30,000 to less than \$40,000	7%	8%	6%
\$40,000 to less than \$50,000	7%	8%	7%
\$50,000 to less than \$75,000	13%	11%	16%
\$75,000 to less than \$100,000	16%	15%	18%
\$100,000 to less than \$125,000	8%	10%	5%
\$125,000 or more	18%	19%	15%
Don't Know (vol.)	4%	4%	4%
Refused (vol.)	20%	21%	18%

QD16. Do you have any children under age 18 living in your household?

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Yes	36%	42%	28%
No	61%	55%	71%
Don't Know (vol.)	0%	0%	0%
Refused (vol.)	3%	4%	1%

QD17. In what town do you live?

(Open ended responses will be available for the final analysis.)

QD20. (DO NOT ASK. RECORD GENDER)

<b>Labels</b>	<b>Overall</b>	<b>Library users</b>	<b>Non-users</b>
	n=500	n=306	n=194
Male	38%	38%	39%
Female	62%	62%	61%