

RESEARCH REPORT

Library Usage Rises, Changes During Pandemic

III General Public Survey 2021

Summary

America's public libraries stepped up and delivered during the turmoil of the pandemic, reaching more people with more services in the difficult times of 2020 and 2021. Just as COVID has had varied impacts across the United States, library patronage is increasingly a complex tapestry of both in-person and online usage. Expectations have changed, and now library patrons are ready for public libraries to expand their services.

- **Library usage has risen during the pandemic, with libraries attracting more patrons and serving them in new ways.** The transition to digital programming and events had a direct impact on patrons learning about and utilizing existing online library tools and resources. The pressures of the pandemic have created a patchwork pattern of online and in-person usage.
 - Eighty-one percent of the public now say they have visited a public library or bookmobile or used a public library's website or app. That topline figure is up from 61 percent in the 2020 survey.
 - Thirty-two percent of adults say they used or visited a library at least once a month in 2021, compared to 27 percent reporting the same in 2020. The previous survey found that 21 percent of adults reported using the library at least once a month in 2019.
- **Downloading e-books and audio books is up.** In 2019, eight percent of adults reported downloading an e-book or audiobook. In the latest survey, 14 percent of adults reported downloading from a library in 2020 and 13 percent of adults in 2021.
- **Participating in online library activities increased.** Only two percent of adults reported attendance in library online activities in 2019, but that number jumped to six percent in both 2020 and 2021.
- **Libraries can attract new users by promoting digital content downloads.** Most people who do not use public libraries say the service most likely to change their behavior is a service many libraries already offer:

Key Findings

On October 28, 2021, we surveyed 1,166 adults and found:



Library usage is up during the pandemic

Usage is up from 21% in 2019, 27% in 2020 to 32% in 2021

How adults use library resources



35%

of all adults borrowed a print book during the two pandemic years

19%

of all adults reported downloading an e-book or audiobook during that two-year period



6%

Increased in attendance at online activities, including events, classes or lectures



Confidence in public libraries remains strong

89% of Americans have at least some confidence in their local public library

Increase in services patrons' use

- Online library activity
- Attending an event, class, program, or lecture at the library
- Asking librarian for help
- Makerspace and borrowing something from the library that is not a book



Frequency of patrons' library use is increasing

74%

of patrons say they have used or visited the library at least once a month in 2021

Patrons want more services in more ways

- Free Wi-Fi or computers
- Option to print at the library
- Easier ways to obtain books
- Option to reserve makerspace
- Museum passes on loan
- Option to reserve room/video space



Pandemic increased patrons' awareness of library online offerings



Patrons find libraries easy to use

49% say finding information in libraries easier than at Amazon

For Google 48% say finding information in libraries is easier

the ability to download digital content such as e-books and e-audiobooks. Sixty-three percent of non-patrons say this service would make them more likely to use a library. This suggests that libraries could reach non-patrons by advertising services they already offer.

- **A free library app is next on the list.** Fifty-nine percent of non-patrons said such an app to access library resources from their smartphone or tablet would be a lure.
- **Library users want personalized services like those offered by online platforms.** Fifty-nine percent of library users would like their library to provide personalized lists of books to read. Sixty-six percent would like their public library to send them personalized lists of resources, events, and services that might interest them.
- **Most library users want notifications via an app on their phones.** While half of library patrons (51%) report receiving information from their public library via email, sixty percent would like notifications from a library app on their smartphone or tablet. Less than a quarter (24%) want to hear from their library on their personal voice assistant.

About the Innovative General Public Survey 2021

The survey is based on online interviews with 1,166 American adults. It was conducted on the Survey Monkey platform on Oct. 28, 2021, using Survey Monkey Target Audience sample. Full report below.

60%

of patrons would like notifications from a library app on their smartphone or tablet

24%

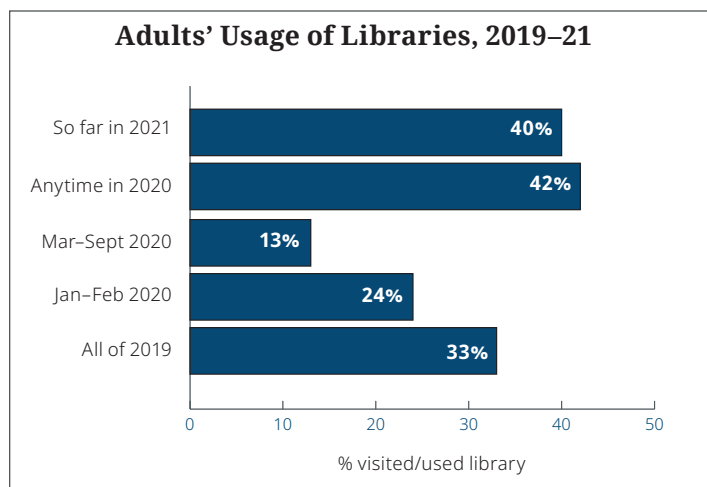
of patrons want to hear from the library on their personal voice assistant.

Library usage is up during the pandemic

Library usage has risen during the pandemic, reaching more patrons with new services in new ways. This occurred at the same time as the libraries and their staffs were under the same stresses as other Americans. Lockdowns, illnesses, restrictions, and major changes in work and education activities hit libraries at least as hard as other Americans. Libraries lost staff to furloughs, illnesses, resignations, and budget cuts. The pressures of the pandemic have created a patchwork pattern of usage that may not settle into long-term trends until life returns to a new normal.

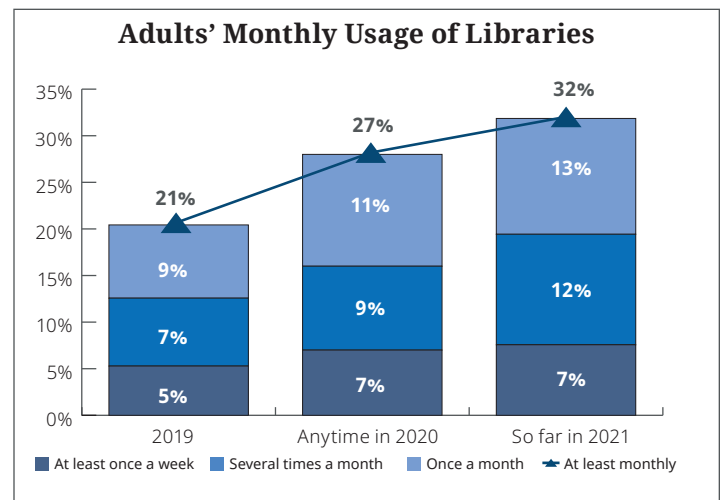
Eighty-one percent of the public now say they have visited a public library or bookmobile or used a public library's website or app. Nineteen percent say they have not. That topline figure is up from 61 percent in the 2020 survey. This substantial increase is a positive sign for the role of libraries in their communities.

It is important to understand that libraries are a public resource that is available *when* people want to use them. The pattern of library use varies across time, especially with the impact of the pandemic in mid-2020. While four in five Americans say they have used a public library or its resources, it is a smaller group that reports they have used the public library in, say, a given year. For example, 40 percent of adults report using the library in 2021 and a virtually identical 42 percent report that in all of 2020.



But the survey last year¹ found lower rates of patronage during slices of 2020, when the pandemic shuttered many libraries across the country. Only 13 percent of adults said they used a library between March and September 2020.

A third of adults (33%) said they used the library sometime during 2019, according to last year's survey. Thus, library usage dipped at times in 2020, showing a decline during the pandemic's peak, followed by increases as libraries and Americans figured out how to cope with the pandemic.



Library usage has grown in unpredictable ways and do not suggest straight-line patterns. For example, 24 percent of adults say they used the library in both 2020 and 2021. Eighteen percent said they did in 2020 (but not 2021) and 16 percent in 2021 so far (but not in 2020). A total of 22 percent of adults say they used the library but could not remember when they did so. As mentioned earlier, 19 percent of adults say they have not ever used a library.

Another way to look at usage is to ask how often people used the library, both in person or virtually. Frequency of library usage is up in 2021 so far: 32 percent of adults say they have used or visited the library at least once a month this year, compared to 27 percent reporting the same in 2020. The previous survey found that 21 percent of adults reported using the library at least once a month in 2019.

¹The previous III survey by Witt Associates LLC was conducted using the SurveyMonkey platform on Sept. 10-11, 2020. The sample was drawn from the U.S. portion of the Survey Monkey Global Audience panel.

Public libraries offer many resources to their communities, all of which were impacted in some way by the pandemic. Closing the library buildings during a COVID lockdown temporarily stopped services only offered in the building, shifting the emphasis to services that could be delivered without going to the library or at least with less physical interaction with other people.

Borrowing a book from the library became a much trickier task during the pandemic, but libraries and their users found a way to make it happen.

In 2019, 22 percent of all adults reported borrowing a print book from the library. That rose to 26 percent of all adults in 2020 and 24 percent in 2021. Given the periodic nature of library usage, those two percentages understate the level of borrowing. **Putting both years together, 35 percent of all adults borrowed a print book during the two pandemic years that have elapsed thus far.**

Downloading e-books or audiobooks is an activity that was still possible throughout the pandemic—both saw an increase during the start of the pandemic. Libraries that were already digitally enabled—or became so during the pandemic—were able to meet the need.

In 2019, eight percent of adults reported downloading an e-book or audiobook. But in the latest survey, 14 percent of adults reported downloading from the library in 2020 and 13 percent of adults in 2021.

Again, given the patterns of usage during the pandemic, those annual percentages may understate downloading behaviors. Looking at both 2020 and 2021, 19 percent of all adults reported downloading an e-book or audiobook during that two-year period.

On the overall list of 12 library activities, adults' usage was relatively level during the past two years. The major exception to finding is that attendance at online activities, including events, classes or lectures, increased. Only two percent of adults reported such activities in 2019, but that number jumped to 6 percent in both 2020 and 2021.

35%
**of all adults
borrowed a print
book during the two
pandemic years**

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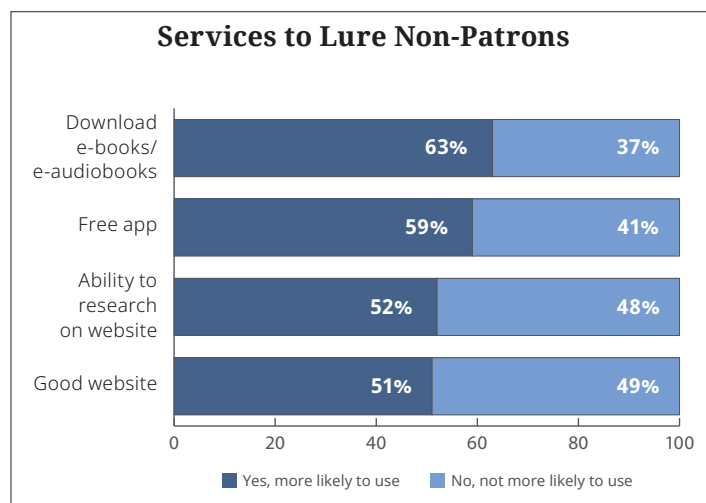
What would entice people to use the library? If they learn what libraries are already doing!

Those who do not patronize public libraries offer a variety of reasons why they do not take advantage of their free resources. But there are several features that the public libraries offer that might entice them to change their behavior.

All of these desired features emphasize ease of access to the libraries and removing perceived barriers to using the libraries. And the non-patrons' citation of these often-existing services emphasizes the lack of awareness of these same library services.

The service most likely to change their minds is one many libraries already offer: the ability to download digital content such as e-books and e-audiobooks. Sixty-three percent of non-patrons say this service would make them more likely to use the library, while 37 percent say it would not. This suggests that libraries could reach non-patrons by advertising the services that they already offer.

Next, 59 percent of non-patrons mentioned that a free mobile app that connected them to some library offerings would be alluring. Many libraries already offer free mobile apps, whether through an app specific to a given library or through a broader app such as Libby, Cloud Library, or Hoopla.



63%

of non-patrons say the ability to download digital content such as e-books and e-audiobooks would make them more likely to use the library

It is no surprise that search engines such as Google, Bing and DuckDuckGo are the first-place people turn to when they want information quickly. Likewise, it is no surprise that most adults would go online to Amazon, Barnes & Noble, or another online bookseller when they hear of a new book they would like to read. Indeed, seven out of ten adults (70%) say they would turn to an online bookseller.

More than half of adults (54%) would also turn to their public library. Reflecting the decline of brick-and-mortar stores in a pandemic, only 32 percent would head to a local bookstore. And 17 percent would ask friends and family for a copy of the book.

Familiarity with a library's resources is a powerful influence. Among those adults who already use the library, library patrons are as likely to turn to their library as they are to Amazon for a new book. Sixty-eight percent of patrons say they would turn to Amazon, while 64 percent would turn to their library.

Looking for in-depth information?

Search engines such as Google, Bing and DuckDuckGo are indeed the first stop for people when they want in-depth information about something that matters to them—with public libraries coming in second. In addition, information from libraries is more trusted than that from Google. And most people say finding what you want at the library is even easier than finding it on Google, Amazon, or Netflix.

More than four out of five Americans (83%) turn to search engines when they need in-depth information. But 46 percent say they look the information up in books, articles, and other materials from their public library.

Nearly two out of five say they go to YouTube (37%) when looking for information. A third (33%) say they turn to books, magazines, and articles they already have. Only 26 percent go to social media such as Facebook, Twitter, Instagram, or Snapchat. These findings are similar to the previous survey, except that the citation of libraries is up slightly from 41 percent. YouTube and social media were not included in the previous survey.

Libraries remain the most trusted source (89% say they have some or a great deal of trust, up from 82% in 2020). Search engines do well (83%) as do personal books and magazines (81%) and YouTube (64%). Social media does poorly, with 33 percent saying they can be trusted to provide accurate information. Trust levels in the earlier survey were similar, with libraries up a bit from 82% in 2020.

Confidence in public libraries remained strong in 2021, as it does for local government and local public schools.

Eighty-nine percent of Americans have at least some confidence in their local public library, virtually identical to the 90 percent found in the 2020 survey. That includes 48 percent who have a lot of confidence in the local public libraries and 41 percent who have some confidence. Only 22 percent expressed not too much confidence in libraries and three percent said they had no confidence at all. All those findings are essentially unchanged from 2020.

Local government draws confidence from 69 percent of the public, about the same as the 71 percent who said they have confidence in 2020. Among the public, 70 percent say they have confidence in their local public schools. That may be down a bit from the 74 percent found in the 2020 survey.

For about two in five Americans (37%), libraries are now more important because of the impact of the pandemic over the past two years. That is up from the 30 percent who said libraries were more important in 2020. About one in seven Americans say libraries are less important in the wake of COVID. And 48 percent say COVID has not changed their view of the importance of libraries.

Library budgets

Half of American adults (50%) say public library budgets should be increased in the wake of the pandemic, versus only 9 percent who say budgets should be decreased. Thirty percent say budgets should be kept about the same and 11 percent say they did not know.

The major change from the 2020 survey is an increase in support for increased library budgets: in 2020, only 41 percent supported increased library spending.



50%

*of American adults
say public library
budgets should be
increased in the wake
of the pandemic*

6

Zeroing in on just library patrons

During the time of COVID, examining usage of public libraries is a tricky task. The percentage of Americans using libraries has risen, as the survey shows, as libraries offer more services online. Now that using the library's resources can now be as simple as visiting their website, the patterns of exactly which library services are being used are hard to interpret when talking about all adults.

More clarity is possible when using the traditional analysis focused only on library patrons. Defining a library patron has changed over the years, particularly as many more library services are available online.

In broad terms, as explained above, library patrons are those who say they have used a public library. The key metrics for libraries are what people do at the library or how they use the library's resources online *during a given period*. For this analysis, we turn to talking about two overlapping groups of library patrons: the people who used the library in some way during 2020 and those who did so in 2021.

In some ways, the patterns of library usage by patrons look extremely similar to the patterns discussed earlier among all adults. But the numbers based just on library patrons provide much more texture and insight for analysis. **For the remainder of this report, library patrons will be the focus of the analysis.**

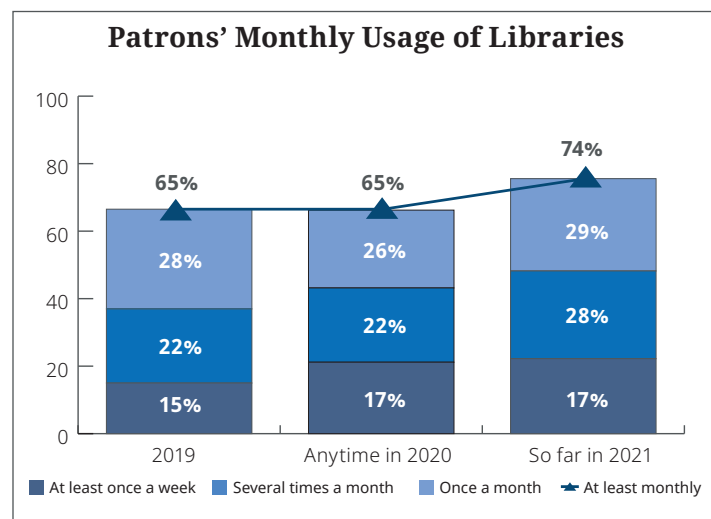
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Frequency of patrons' library use is increasing

The pandemic caused massive changes in everyone's behavior in 2020, with many library buildings being closed for at least part of the year. The pattern of usage in 2020 was uneven, as shown the survey that year that found 40 percent of patrons using the library in January and February of 2020 and only 21 percent from March to September.

About half of all library patrons (52%) say they visited or used the library in 2020 and about the same number (50%) say they did so far in 2021. That compares to the 54 percent of the smaller group who said they visited or used a library in 2019 in last year's survey.

Frequency of library usage among patrons is also up in 2021 so far. Seventy-four percent of 2021 patrons say they have used or visited the library at least once a month this year, compared to 65 percent of the library patrons in 2020. The previous survey found that 65 percent of the 2019 library patrons also reported using the library at least once a month.



One interesting finding from this survey is that what patrons say they do at a library—in a building or virtually—shows many of the same patterns as before the pandemic.

For example, 63 percent say they borrowed a print book in 2020 and 61 percent in 2021, a statistically insignificant difference. That is only slightly below the 68 percent of patrons who said in the previous survey that they borrowed a book in 2019.

Borrowing or downloading e-books and audiobooks increased during the pandemic, although again, the patterns are complex. Thirty-five percent of patrons reported downloading one of these in 2020 and 33 percent in 2021. That compares with 26 percent who reported downloading in 2019. But 42 percent reported doing so from March to September of 2020, on a much smaller base of patrons.

USED PUBLIC LIBRARY TO:	ANYTIME DURING 2021	ANYTIME DURING 2020	MARCH-SEPT 2020	2019
Borrow print books (including curbside pickup/drop-off, a locker or delivery)	61%	63%	46%	68%
Get help from a librarian	24%	20%	13%	15%
Sit and read, study, work, watch or listen to media	26%	27%	11%	29%
Research a topic using physical reference materials or databases	20%	21%		
Borrow or download an audiobook or e-book	33%	35%	28% ²	18% ³
Attend an event, class, program, or lecture at the library	20%	19%	9% ⁴	15% ⁵
Attend a library event, class, program, or lecture online	14%	16%	13% ⁶	5% ⁷

²Calculated from results in previous survey which asked about audio books and e-books separately.

³Calculated from results in previous survey which asked about audio books and e-books separately.

⁴Wording in previous survey was "Attend a class, program or lecture".

⁵Wording in previous survey was "Attend a class, program or lecture".

⁶Wording in previous survey was "Take part in a library program online".

⁷Wording in previous survey was "Take part in a library program online".

USED PUBLIC LIBRARY TO:	ANYTIME DURING 2021	ANYTIME DURING 2020	MARCH-SEPT 2020	2019
Use library Wi-Fi in the library or in the library parking lot	17%	21%	15% ⁸	22% ⁹
Use computer in the library	23%	25%	11%	21%
Borrow non-media resources (such as a wi-fi hotspot, museum pass, tools, seeds, science kit, etc.)	9%	10%	6%	7%
Use a makerspace (3D printer, sewing machine, etc.)	8%	7%	5%	4%
Reserve a room at the library or video conference space	6%	8%		

One activity that did show substantial change was participating in an online library activity. About one in seven library patrons reported participating in an online library activity in the past two years (14% in 2021 and 16% in 2020), up from only five percent in 2019.

Despite lockdowns and closures, the rate of attending an event, class, program, or lecture at the library was stable. In 2019, 18 percent of patrons reported in-person attendance at a library event. In 2020, the percentage was 19 percent and 20 percent in 2021.

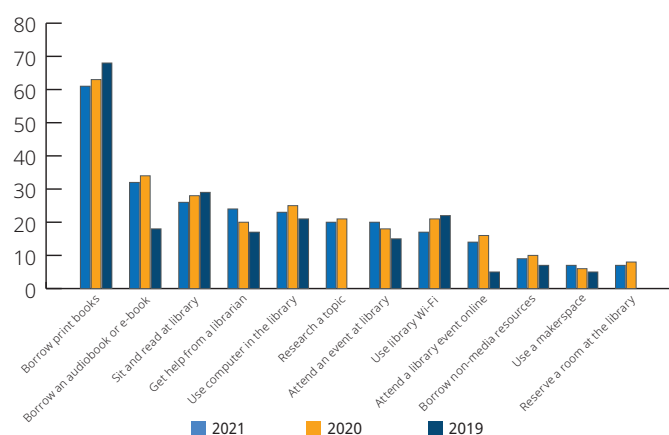
Another activity that certainly rose during the pandemic was patrons going to a librarian for help—in person, on the phone, online or otherwise. Only about one in six patrons (15%) asked a librarian for help in 2019. That rose to 20 percent in 2020 and 24 percent in 2021.

Two more non-traditional library services may have increased during the pandemic. First, using what is called a “makerspace,” which might have a 3D printer or a sewing machine, was four percent in 2019 and eight percent in 2021. Second, borrowing something from the library that is not a book (such as a museum pass, tools, seeds, or science kit) stood at seven percent in 2019 and rose to nine percent in 2021.

⁸Wording in previous survey was “Use library WiFi”.

⁹Wording in previous survey was “Use library WiFi”.

Patrons' Library Activities 2019, 2020, 2021



Three other activities showed much the same usage patterns through the pandemic:

- Going to the library to sit and read, study, work, watch or listen to media was 29 percent in 2019 and 26 percent in 2021.
- Using computer in the library stood at 21 percent in 2019 and 23 percent in 2021.
- Using library Wi-Fi in the library or in the library parking lot was 21 percent in 2020, not much different from the 22 percent in 2019.

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Pandemic increased patrons' awareness of library online offerings

During the pandemic, many people were forced by lockdowns, restrictions, or illness to change their activities and behaviors. One positive impact of the pandemic is that library users are much more aware of what public libraries offer than they were before the pandemic, particularly in terms of online offerings.

For example, 81 percent of online library patrons know they can check online to see what print books are available, up from 71 percent in 2020.

Seventy-two percent of online library users say they know they can download an audio book from the library, up from 63 percent in the 2020 survey. Likewise, 72 percent now know they can download an e-book from the library, up from 65 percent last year.

There is substantial awareness that patrons can manage their library accounts online. Four out of five (79%) knew they can do that, while seven percent say they cannot. Fifteen percent say they do not know if they can.

Surprisingly, reported usage of library websites and apps is virtually unchanged in the 2020 survey (55%) and 2021 survey (52%). While individual libraries report higher usage of online options, the pandemic appears to have converted one-time online users into library patrons, both online and in person.

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Patrons find libraries easy to use... even compared to Google

For many library patrons, finding what you want among the resources at the public library is at least a bit easier than finding what you want on Amazon or Google. For example, 49 percent of patrons say finding information in the library is easier than at Amazon, while 17 percent said it is harder. (Twenty-eight percent say there is little or no difference.)

For Google, 48 percent said it is easier at the libraries, while 17 percent say harder. Twenty-four percent see no difference.

In the comparisons with Google and Amazon, libraries did a bit better in this survey than in the 2020 poll.

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Library patrons want more services in more ways

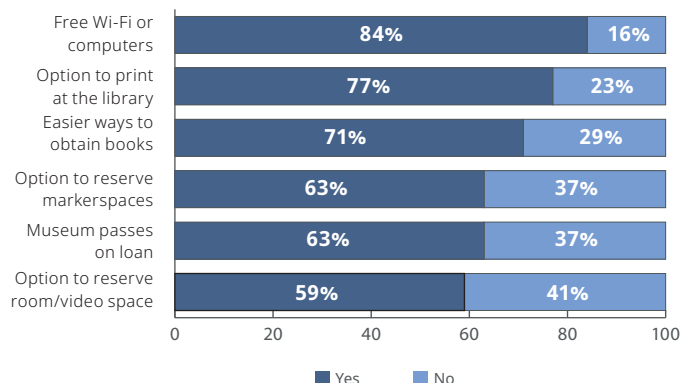
As libraries have broadened their services and the ways they deliver resources to patrons, library users still want more. In particular, patrons want to make sure their local library offers services that other libraries may have already started providing.

Personalized recommendations are a major feature of various online platforms, including Amazon and Netflix. Patrons would like their libraries to do the same. About three in five patrons (59%) would like their library to provide a personalized list of books to read, while 41 percent are not interested in such a service. Turning to less-traditional library items, sixty-six percent would like their public library to send them personalized lists of resources, events, and services that might interest them. Only 34 percent were not interested.

A variety of other possible library services and resources draw strong patron demand. Many libraries may already provide some or all these services, but these results show that patrons who do not have the services (or are not aware of them) would certainly like the services.

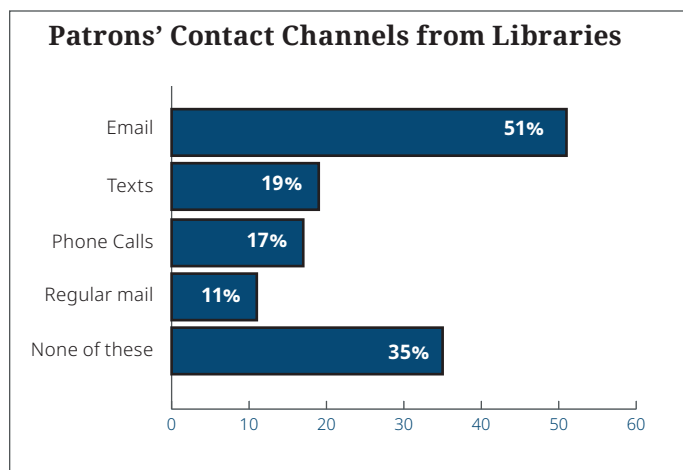
For example, more than three-quarters of patrons (77%) would like to be able to print documents on library printers. With the waning availability of home computer printers and access to office printers, this is one service the library is well positioned to fill.

Patrons' Desired Library Services



Library patrons like hearing from their libraries via email, but they are less enthusiastic about potential contacts through social media and texts.

Email is currently far and away the main channel of contact for library patrons. Half of all library patrons (51%) currently receive information from their public library via email. Only 19 percent say they receive texts from the library, 17 percent say phone calls and 11 percent regular mail.



There is little enthusiasm for more channels for contacts from the library, with one exception. Three in five patrons (60%) would like notifications from a library app on their smartphone or tablet.

Of those not currently receiving library emails, patrons split evenly: half want such emails and half do not want them.

Of those not currently receiving library texts, only about one in three patrons (35%) want to receive texts, while 65 percent do not.

In terms of social media, such as Facebook and Twitter, only 35 percent would like their library to send them information through those channels. Only 29 percent want to hear from the library through online chat and only one in four (24%) want to hear from the library on their personal voice assistant, such as Alexa from Amazon, Google Home, or Apple Homepod.

51%

Half of all library patrons currently receive information from their public library via email.

Survey Methodology

The survey was conducted by Witt Associates LLC using the SurveyMonkey platform on October 28, 2021. The sample was drawn from the U.S. portion of the SurveyMonkey Global Audience panel. A survey drawn in this manner does not have a sampling margin of error. If the sample had been drawn randomly, the margin of error would have been 3 percentages points plus or minus for results based on the entire sample.

Survey Questions Cited in This Report

- 1 How would you rate your local community as a place to live?
- 2 Which of the following **best** describes the place where you now live?
- 3 We're interested in how much confidence you have in some local institutions. In general, how much confidence do you have in...
 - a. Your local government
 - b. Your local public schools
 - c. Your local public libraries
- 4 Now thinking about local places that you may or may not have visited in person or used its resources online... please indicate whether you have ever visited each of these...
 - a. Public library or public library bookmobile
 - b. Local government offices
 - c. State department of motor vehicles office
- 5 Did you visit a public library or public library bookmobile in person or use the library's website, app, or other resources online...
- 6 Thinking about last year, 2020, how often did you visit public libraries or bookmobiles in person or use the library's website, app, or other resources online?
- 7 Now thinking about this year so far, 2021, how often have you visited public libraries or bookmobiles in person or use the library's website, app, or other resources online?

- 8 People use and visit public libraries for different reasons. During 2020, did you use or visit a public library to...
 - Borrow print books
 - Get help from a librarian
 - Sit and read, study, work, watch or listen to media
 - Research a topic using physical reference materials or databases
 - Borrow or download an audiobook or e-book
 - Go **to the library** to attend an event, class, program or lecture in person
 - Go **online** to attend a library event, class, program, or lecture
 - Use library Wi-Fi in the library or in the library parking lot
 - Use computer in the library
 - Borrow non-media resources
 - Use a makerspace (3D printer, sewing machine, etc.)
 - Reserve a room at the library or video conference space
- 9 People use or visit public libraries for different reasons. This year, 2021, have you used or visited a public library to...
 - Borrow print books
 - Get help from a librarian
 - Sit and read, study, work, watch or listen to media
 - Research a topic using physical reference materials or databases
 - Borrow or download an audiobook or e-book
 - Go **to the library** to attend an event, class, program or lecture in person
 - Go **online** to attend a library event, class, program, or lecture
 - Use library Wi-Fi in the library or in the library parking lot
 - Use computer in the library
 - Borrow non-media resources
 - Use a makerspace (3D printer, sewing machine, etc.)
 - Reserve a room at the library or video conference space
- 10 Many public libraries have websites or make available apps including those such as Libby, Cloud Library or Hoopla that allow you to access some of the libraries' resources online. Have you ever visited a website or used an app to access your public library's resources?
- 11 Do you happen to know if you **can** do any of the following on your public library's website, through an app just for your library or through an app such as Libby?
 - a. See what print books are available
 - b. Get help from a librarian
 - c. Use a library database to research a topic

continue

- d. Download an audiobook
- e. Download an e-book
- f. Find other types of resources such as museum passes, Wi-Fi locations, tools
- g. Register for an event or reserve a room, makerspace, or video conference
- h. Manage my library account, preferences, pay fines and such
- i. Explore special collections such as local history, ancestry, or maps

12 Why don't you use the library **more often**?

13 Many public libraries offer a wide variety of books, materials, and resources. How would you compare how easy it is to find what you want at your public library compared to online services you might use? Is finding what you want at your public library...

- a. Amazon
- b. Netflix
- c. Google
- d. Audible.com
- e. Libby App

14 How often, if ever, have you consulted with librarians at your public library?

15 Does your public library currently contact you by...

- a. Email
- b. Text messages
- c. Phone
- d. Regular mail

16 Would you like for the public library to send you information via **email**?

17 Would you like for the public library to send you information via **text messages**?

18 Would you like for the public library to send you information in the following ways?

- a. Social media such as Facebook, Twitter, Instagram, WhatsApp
- b. Online chat
- c. Notifications from a library app on your smartphone or tablet
- d. A personal voice assistant such as Alexa from Amazon, Google Home, or Apple Homepod

19 What about other services? Would you like for your public library to...

- a. Offer easier ways to pick up and return books, such as curbside pickup, lockers, or delivery

- b. Offer museum passes
- c. Reserve a room at the library or video conference space
- d. Print documents on library printers
- e. Reserve makerspaces, for example, to use a sewing machine or 3D printer
- f. Offer free Wi-Fi or computers to use

20 Why don't you use the public library?

21 Would you be more likely to use your local public library if...

- a. The library has a good website
- b. There is a free library app for smartphones and tablets
- c. You can download digital content, like e-books and e-audiobooks from the library
- d. You can research topics that interest you on the library website
- e. The library offered more events and services

22 If you hear of a book that you would like to read, where would you go to try to get the book?

23 Would you like for the public library to send you...

- a. A personalized list of books that might interest you
- b. A personalized list of resources, events and services that might interest you

24 If you need in-depth information on something that matters to you, how likely would you be to try to find that information using...

- 1 General search engines such as Google, Bing, DuckDuckGo
- 2 Books, articles, and other materials from your public library
- 3 Books, magazines, or articles you have
- 4 Social media like Facebook, Twitter, Instagram, Snapchat
- 5 YouTube.com

25 Thinking about various potential sources of information you might seek out, how much do you trust these sources to provide accurate and authoritative information?

26 Many people say the impact of the coronavirus has changed their views of various public and private institutions and services. What about public libraries?

27 In the wake of the pandemic, do you think public funding for libraries should be increased, decreased, or kept the same?

28 In the wake of the pandemic, do you think public libraries should be replaced by a corporation such as Amazon or online service such as Wikipedia?



About Innovative Interfaces

Innovative, part of Clarivate, provides leading technology solutions and services that empower libraries and enrich their users worldwide. Innovative offers one of the most comprehensive portfolios of library automation products on the market today, serving academic, public, national, consortia, and corporate and special libraries. Innovative has a global presence—serving thousands of libraries in 66 countries and offices worldwide. For more information, visit www.iii.com.

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