

**EUGENE PUBLIC LIBRARY SURVEY
GENERAL SAMPLE*
NOVEMBER, 2001**



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TOPLINE FREQUENCY RESULTS EMBEDDED
IN INSTRUMENT

* General sample, before Latino over-sampling.

Note: This is a facsimile of the survey programmed into OSRL's computer-aided telephone interviewing system (CATI). Variable names, interviewer instructions, and answer categories are indicated in CAPITAL letters and are not read aloud. Experimental questions are presented side-by-side.

Q:HELLO1

Hello. The City of Eugene has asked us to conduct a 12-minute survey with adults [age 18 or older] about your household's experiences with the Eugene Public Library. My name is ____, calling from the University of Oregon Survey Research Laboratory. I want to assure you that I am not selling a thing, and that this survey is completely anonymous and voluntary. [Please do not even tell me your name.]
PROBE FOR LIBRARY NON-USERS: *(If you have never / If no one in your household has ever) visited the Eugene Public Library, the survey will last only about four minutes. In some ways, it is *more* important for the Library to learn about non-users' opinions and experiences.*

1 R ON TELEPHONE

CTRL/END -> SCHEDULE CALLBACK]

Q:HELLO2

Do you have any questions about the survey before we begin?

1 NO QUESTIONS OR QUESTIONS ANSWERED, OK TO BEGIN SURVEY

HAS QUESTIONS -> REFER TO "ANSWERS TO COMMON QUESTIONS"

Value	Count	Percent	Valid %
1	395	99.75%	100.00%
Missing	1	0.25%	
Total	396	100.00%	100.00%

Q:COOPERAT

We appreciate your cooperation. [I'd like to begin the survey now.]

	Value	Count	Percent	Valid %
1 OK	1	395	99.75%	100.00%
	Missing	1	0.25%	
CTRL/END NO	Total	396	100.00%	100.00%

Q:CITY

First, I need to verify that you live within the Eugene city limits. Do you [live within the Eugene city limits]?

PROBE: *Are you [or members of your household] able to vote in City of Eugene elections?*

PROBE: *Whether or not you actually vote, are you able to [vote in City of Eugene elections]?*

PROBE FOR NON-CITIZENS: *If you were a citizen, could you vote in a City of Eugene election?*

	Value	Count	Percent	Valid %
1 YES	1	395	99.75%	100.00%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:GOODJOB1

Overall, when you think about the Eugene Public Library, are your feelings generally positive, generally negative, or are they neutral?

	Value	Count	Percent	Valid %
1 POSITIVE	1	252	63.64%	63.80%
2 NEGATIVE	2	25	6.31%	6.33%
3 NEUTRAL	3	108	27.27%	27.34%
8 DON'T KNOW	8	8	2.02%	2.03%
9 NO ANSWER	9	2	0.51%	0.51%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:LIBCARD1

Do you or does any member of your household currently have a Eugene Public Library card?

NOTE: *Expired card okay.*

	Value	Count	Percent	Valid %
1 YES --> SKIPTO LIBUSE2	1	243	61.36%	61.52%
2 NO	2	150	37.88%	37.97%
8 DON'T KNOW--> SKIPTO LIBUSE2	8	2	0.51%	0.51%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:LIBCARD2

Have you ever had a Eugene Public Library card or has any member of your household had one?

	Value	Count	Percent	Valid %
1 YES --> SKIPTO LIBUSE2	1	42	10.61%	27.63%
2 NO	2	110	27.78%	72.37%
	Missing	244	61.62%	
	Total	396	100.00%	100.00%

Q:LIBUSE1

Have you [or another member of your household] ever visited the downtown Eugene Public Library, the Bethel Branch, or the Sheldon Branch?

PROBE: *The Bethel Branch is in the Echo Hollow Shopping Plaza and the Sheldon Branch is in the Sheldon Plaza Shopping Center.*

	Value	Count	Percent	Valid %
1 YES	1	66	16.67%	44.90%
2 NO	2	81	20.45%	55.10%
	Missing	249	62.88%	
	Total	396	100.00%	100.00%

Q:LIBUSE2

Have you [or another member of your household] ever used the Library's Bookmobile, the Homebound service, the telephone reference line, or visited the Library on the World Wide Web?

PROBE: *Which ones have you used?*

	Value	Count	Percent	Valid %
1 YES, BOOKMOBILE	1	25	6.31%	6.33%
2 YES, HOMEBOUND	2	6	1.52%	1.52%
3 YES, REFERENCE LINE	3	15	3.79%	3.80%
4 YES, WORLD WIDE WEB	4	37	9.34%	9.37%
5 YES, COMBINATION OF ABOVE	5	30	7.58%	7.59%
6 NO	6	278	70.20%	70.38%
8 DON'T KNOW	8	4	1.01%	1.01%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:LIBUSE3

When was the last time you or another member of your household visited the [Eugene Public] Library or used one of the Library's other services?

PROBE FROM ANSWER CATEGORIES

	Value	Count	Percent	Valid %
1 TODAY OR YESTERDAY	1	15	3.79%	4.73%
2 WITHIN THE LAST WEEK, PAST 3-7 DAYS	2	62	15.66%	19.56%
3 WITHIN THE LAST MONTH, PAST 2-4 WEEKS	3	54	13.64%	17.03%
4 WITHIN THE LAST TWO MONTHS, SINCE AUGUST	4	35	8.84%	11.04%
5 WITHIN THE LAST SIX MONTHS, SINCE MAY	5	35	8.84%	11.04%
6 WITHIN THIS CALENDAR YEAR, SINCE JANUARY	6	8	2.02%	2.52%
7 WITHIN THE LAST 12 MONTHS, SINCE OCTOBER 2000 --> SKIPTO OTHLIB2	7	17	4.29%	5.36%
8 WITHIN THE LAST 2 YEARS --> SKIPTO OTHLIB2	8	28	7.07%	8.83%
9 WITHIN THE LAST 5 YEARS --> SKIPTO OTHLIB2	9	19	4.80%	5.99%
10 LONGER THAN 5 YEARS --> SKIPTO OTHLIB2	10	34	8.59%	10.73%
11 IF VOL: HAS NEVER USED OR VISITED ANY PART OF LIBRARY --> SKIPTO OTHLIB2	11	7	1.77%	2.21%
	98	2	0.51%	0.63%
98 DON'T KNOW--> SKIPTO OTHLIB2	99	1	0.25%	0.32%
99 NO ANSWER--> SKIPTO OTHLIB2	Missing	79	19.95%	
	Total	396	100.00%	100.00%

Q:LIBUSE4

How many times per week or per month do you [or a member of your household] visit the [Eugene Public] Library or use one of the Library's other services?

PROBE: *About once per year, twice per year, three to six times per year, once per month, twice per month, once per week, more than once per week, or every day?*

PROBE: *Which answer category best fits your household's library use?*

	Value	Count	Percent	Valid %
1 ONCE PER YEAR	1	7	1.77%	4.67%
2 TWICE PER YEAR	2	6	1.52%	4.00%
3 THREE TO SIX TIMES PER YEAR	3	28	7.07%	18.67%
4 ONCE PER MONTH	4	30	7.58%	20.00%
5 TWICE PER MONTH	5	42	10.61%	28.00%
6 ONCE PER WEEK	6	22	5.56%	14.67%
7 MORE THAN ONCE PER WEEK	7	13	3.28%	8.67%
8 EVERY DAY	8	1	0.25%	0.67%
99 NO ANSWER	99	1	0.25%	0.67%
	Missing	246	62.12%	
	Total	396	100.00%	100.00%

Q:LIBUSE5

Which branch library do you and other members of your household visit most often -- the downtown library, the Bethel Branch [in the Echo Hollow Shopping Plaza], or the Sheldon Branch [in the Sheldon Plaza Shopping Center]?

PROBE: Which one do you visit or use the **most** often.

	Value	Count	Percent	Valid %
1 DOWNTOWN LIBRARY	1	174	43.94%	83.25%
2 BETHEL BRANCH	2	16	4.04%	7.66%
3 SHELDON BRANCH	3	14	3.54%	6.70%
4 IF VOL: EQUAL COMBINATION OF 2 OR MORE OF THE ABOVE	4	2	0.51%	0.96%
5 IF VOL: NONE OF THE ABOVE	5	1	0.25%	0.48%
8 DON'T KNOW	8	1	0.25%	0.48%
9 NO ANSWER	9	1	0.25%	0.48%
	Missing	187	47.22%	
	Total	396	100.00%	100.00%

Q:OTHLIB1

Do you [or other members of your household] ever use another library in the community more frequently than the Eugene Public Library?

	Value	Count	Percent	Valid %
1 YES	1	39	9.85%	18.22%
2 NO --> SKIPTO LIBDO1	2	175	44.19%	81.78%
	Missing	182	45.96%	
	Total	396	100.00%	100.00%

Q:OTHLIB1A

Which other (library is that / libraries are those)?

	Value	Count	Percent	Valid %
1 UNIV OF OREGON --> SKIPTO LIBDO1	1	26	6.57%	66.67%
2 OTHER COLLEGE [LCC, NCC, ETC.] --> SKIPTO LIBDO1	2	3	0.76%	7.69%
3 SCHOOL LIBRARY, ELEMENTARY OR SECONDARY --> SKIPTO LIBDO1	3	4	1.01%	10.26%
4 OTHER LIBRARY --> SKIPTO LIBDO1	4	5	1.26%	12.82%
5 MULTIPLE OTHER LIBRARIES --> SKIPTO LIBDO1	5	1	0.25%	2.56%
	Missing	357	90.15%	
	Total	396	100.00%	100.00%

Q:OTHLIB2

Do you [or other members of your household] usually use another library in the community [instead of the Eugene Public Library]?

	Value	Count	Percent	Valid %
1 YES	1	65	16.41%	35.91%
2 NO --> SKIPTO WHYNOT	2	116	29.29%	64.09%
	Missing	215	54.29%	
	Total	396	100.00%	100.00%

Q:OTHLIB2A

Which other (library is that / libraries are those)?

	Value	Count	Percent	Valid %
1 UNIV OF OREGON	1	46	11.62%	70.77%
2 OTHER COLLEGE [LCC, NCC, ETC.]	2	6	1.52%	9.23%
3 SCHOOL LIBRARY, ELEMENTARY OR SECONDARY	3	3	0.76%	4.62%
4 OTHER LIBRARY	4	10	2.53%	15.38%
	Missing	331	83.59%	
	Total	396	100.00%	100.00%

Q:WHYNOT

What are the main reasons you do not use the Eugene Public Library?

PROBE: *Why haven't you used the library more recently?*

PROBE: *Is there anything else?*

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

--> SKIPTO KNOW1

Q:LIBDO1

The next questions are about what you usually do when you visit the Eugene Public Library [including the branch libraries]. Do you usually check out or return books?

PROBE: *In these questions, we want to know what *you* do at the Library [not members of your household].*

	Value	Count	Percent	Valid %
1 YES	1	176	44.44%	82.63%
2 NO	2	32	8.08%	15.02%
8 DON'T KNOW	8	2	0.51%	0.94%
9 NO ANSWER	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO2

When you visit the [Eugene Public] library, do you usually check out or return other materials, such as videos, CDs, or cassette tapes?

	Value	Count	Percent	Valid %
1 YES	1	88	22.22%	41.31%
2 NO	2	121	30.56%	56.81%
8 DON'T KNOW	8	2	0.51%	0.94%
9 NO ANSWER	9	2	0.51%	0.94%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO3

Do you usually use the [Eugene Public] library for your work, classes, hobby, personal curiosity, or to find specific facts?

PROBE: *For example, do you usually look for information or study something [related to your work, classes, hobby, or personal curiosity]?*

PROBE: *By "specific facts," I mean things like finding [the president's birth date], [a publisher's address], [the name of the Army company who took part in a certain war battle,] or [the exact date of the highest tide in January].*

	Value	Count	Percent	Valid %
1 YES	1	186	46.97%	87.32%
2 NO --> SKIPTO LIBDO4	2	22	5.56%	10.33%
8 DON'T KNOW--> SKIPTO LIBDO4	8	2	0.51%	0.94%
9 NO ANSWER--> SKIPTO LIBDO4	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO3A

Is (that/ use of the [Eugene Public] Library) for your job, or for a potential job?

	Value	Count	Percent	Valid %
1 YES	1	45	11.36%	24.19%
2 NO	2	141	35.61%	75.81%
	Missing	210	53.03%	
	Total	396	100.00%	100.00%

Q:LIBDO3B

Is (that/ use of the [Eugene Public] Library) for classes?

	Value	Count	Percent	Valid %
1 YES	1	65	16.41%	34.95%
2 NO	2	121	30.56%	65.05%
	Missing	210	53.03%	
	Total	396	100.00%	100.00%

Q:LIBDO3C

Is (that/ use of the [Eugene Public] Library) for a hobby or personal curiosity?

	Value	Count	Percent	Valid %
1 YES	1	174	43.94%	93.55%
2 NO	2	10	2.53%	5.38%
8 DON'T KNOW	8	1	0.25%	0.54%
9 NO ANSWER	9	1	0.25%	0.54%
	Missing	210	53.03%	
	Total	396	100.00%	100.00%

Q:LIBDO3D

Is (that/ use of the [Eugene Public] Library) to find specific facts?

	Value	Count	Percent	Valid %
1 YES	1	137	34.60%	73.66%
2 NO	2	48	12.12%	25.81%
8 DON'T KNOW	8	1	0.25%	0.54%
	Missing	210	53.03%	
	Total	396	100.00%	100.00%

Q:LIBDO3E

Is (that/ use of the [Eugene Public] Library) for any other reason?

	Value	Count	Percent	Valid %
1 YES	1	73	18.43%	39.25%
2 NO --> SKIPTO FIND1	2	112	28.28%	60.22%
8 DON'T KNOW--> SKIPTO FIND1	8	1	0.25%	0.54%
	Missing	210	53.03%	
	Total	396	100.00%	100.00%

Q:LIBDO3F

What is that [other reason]?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:FIND1

How often are you able to find what you need [in the Eugene Public Library] for these activities - always, usually, sometimes, rarely, or never?

PROBE FOR "THESE ACTIVITIES": *When you are using the library for your work, classes, hobby, personal curiosity, or to find specific facts.*

	Value	Count	Percent	Valid %
1 ALWAYS	1	57	14.39%	30.65%
2 USUALLY	2	114	28.79%	61.29%
3 SOMETIMES	3	14	3.54%	7.53%
4 RARELY	4	1	0.25%	0.54%
	Missing	210	53.03%	
	Total	396	100.00%	100.00%

Q:DIFF1

How easy or difficult is it for you to find what you need [when using Eugene Public Library] [for these activities] - is it very difficult, somewhat difficult, somewhat easy, or very easy?

PROBE FOR "THESE ACTIVITIES": *When you are using the library for your work, classes, hobby, personal curiosity, or to find specific facts.*

	Value	Count	Percent	Valid %
1 VERY DIFFICULT	1	4	1.01%	2.15%
2 SOMEWHAT DIFFICULT	2	17	4.29%	9.14%
3 SOMEWHAT EASY	3	71	17.93%	38.17%
4 VERY EASY	4	93	23.48%	50.00%
8 DON'T KNOW	8	1	0.25%	0.54%
	Missing	210	53.03%	
	Total	396	100.00%	100.00%

Q:LIBDO4

When you visit the [Eugene Public] Library, do you usually spend some time browsing the magazines or newspapers?

	Value	Count	Percent	Valid %
1 YES	1	69	17.42%	32.39%
2 NO	2	139	35.10%	65.26%
8 DON'T KNOW	8	2	0.51%	0.94%
9 NO ANSWER	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO5

[When you visit the [Eugene Public] Library,] do you usually spend some time browsing the books or looking for a certain book?

	Value	Count	Percent	Valid %
1 YES	1	194	48.99%	91.08%
2 NO	2	14	3.54%	6.57%
8 DON'T KNOW	8	2	0.51%	0.94%
9 NO ANSWER	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO6

[When you visit the [Eugene Public] Library,] do you usually spend some time using the computers?

PROBE: *Use the computers in any manner.*

	Value	Count	Percent	Valid %
1 YES	1	122	30.81%	57.28%
2 NO --> SKIPTO LIBDO8	2	86	21.72%	40.38%
8 DON'T KNOW--> SKIPTO LIBDO8	8	2	0.51%	0.94%
9 NO ANSWER--> SKIPTO LIBDO8	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO6A

Do you mainly use the [Eugene Public] Library's computers to access the World Wide Web or Internet?

NOTE: STRESS *MAINLY*.

	Value	Count	Percent	Valid %
1 YES	1	20	5.05%	16.81%
2 NO	2	99	25.00%	83.19%
	Missing	277	69.95%	
	Total	396	100.00%	100.00%

Q:LIBDO6B

Do you ever use the [Eugene Public] Library's computers to access online databases and journals?

	Value	Count	Percent	Valid %
1 YES	1	36	9.09%	30.25%
2 NO --> SKIPTO LIBDO8	2	82	20.71%	68.91%
8 DON'T KNOW--> SKIPTO LIBDO8	8	1	0.25%	0.84%
	Missing	277	69.95%	
	Total	396	100.00%	100.00%

Q:LIBDO6C

How would you rate the selection of electronic databases the [Eugene Public] Library offers - would you say excellent, very good, good, fair or poor?

PROBE: *Would you say excellent, very good, good, fair or poor?*

	Value	Count	Percent	Valid %
1 EXCELLENT	1	3	0.76%	8.33%
2 VERY GOOD	2	12	3.03%	33.33%
3 GOOD	3	16	4.04%	44.44%
4 FAIR	4	1	0.25%	2.78%
5 POOR	5	1	0.25%	2.78%
8 DON'T KNOW	8	3	0.76%	8.33%
	Missing	360	90.91%	
	Total	396	100.00%	100.00%

Q:LIBDO8

[When you visit the Eugene Public Library,] do you usually socialize [with friends or with the staff]?

	Value	Count	Percent	Valid %
1 YES	1	51	12.88%	23.94%
2 NO	2	157	39.65%	73.71%
8 DON'T KNOW	8	2	0.51%	0.94%
9 NO ANSWER	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO9

[When you visit the Eugene Public Library,] do you usually sit, rest, and relax?

	Value	Count	Percent	Valid %
1 YES	1	61	15.40%	28.64%
2 NO	2	147	37.12%	69.01%
7 REFUSED	8	2	0.51%	0.94%
8 DON'T KNOW	9	3	0.76%	1.41%
9 NO ANSWER	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO10

Do you visit the [Eugene Public] Library for any other reasons?

	Value	Count	Percent	Valid %
1 YES	1	40	10.10%	18.78%
2 NO--> SKIPTO CATALOG	2	168	42.42%	78.87%
8 DON'T KNOW--> SKIPTO CATALOG	8	2	0.51%	0.94%
9 NO ANSWER--> SKIPTO CATALOG	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:LIBDO10A

What are those [reasons]?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:CATALOG

Have you ever used the [Eugene Public] Library's computerized catalog?

	Value	Count	Percent	Valid %
1 YES	1	143	36.11%	72.59%
2 NO --> SKIPTO STAFF1	2	48	12.12%	24.37%
8 DON'T KNOW--> SKIPTO STAFF1	8	4	1.01%	2.03%
9 NO ANSWER--> SKIPTO STAFF1	9	2	0.51%	1.02%
	Missing	199	50.25%	
	Total	396	100.00%	100.00%

Q:CATWHERE

Have you accessed it at the library, from home, or both?

	Value	Count	Percent	Valid %
1 LIBRARY	1	95	23.99%	66.43%
2 HOME	2	0		
3 BOTH	3	46	11.62%	32.17%
4 IF VOL: OTHER	4	1	0.25%	0.70%
8 DON'T KNOW	8	1	0.25%	0.70%
	Missing	253	63.89%	
	Total	396	100.00%	100.00%

Q:CATDIFF1

Do you find using the [Eugene Public] Library's computer catalog very difficult, somewhat difficult, somewhat easy, or very easy?

PROBE: *Please think about finding your way around [navigating], the clarity of labels and titles, and things like that.*

	Value	Count	Percent	Valid %
1 VERY DIFFICULT	1	6	1.52%	4.20%
2 SOMEWHAT DIFFICULT	2	19	4.80%	13.29%
3 SOMEWHAT EASY	3	60	15.15%	41.96%
4 VERY EASY	4	57	14.39%	39.86%
8 DON'T KNOW	8	1	0.25%	0.70%
	Missing	253	63.89%	
	Total	396	100.00%	100.00%

Q:CATDIFF2

How easy or difficult is it for you to find what you need using the [Eugene Public Library's] computer catalog?

PROBE: *Very difficult, somewhat difficult, somewhat easy, or very easy?*

	Value	Count	Percent	Valid %
1 VERY DIFFICULT	1	4	1.01%	2.80%
2 SOMEWHAT DIFFICULT	2	17	4.29%	11.89%
3 SOMEWHAT EASY --> SKIPTO FIND2	3	67	16.92%	46.85%
4 VERY EASY --> SKIPTO FIND2	4	53	13.38%	37.06%
8 DON'T KNOW --> SKIPTO FIND2	8	1	0.25%	0.70%
9 NO ANSWER --> SKIPTO FIND2	9	1	0.25%	0.70%
	Missing	253	63.89%	
	Total	396	100.00%	100.00%

Q:CATDIFF3

Why is it difficult [for you to find what you need]?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:FIND2

When you visit the [Eugene Public] Library to find something in particular, how often are you able to find it - always, usually, sometimes, rarely, or never?

	Value	Count	Percent	Valid %
1 ALWAYS --> SKIPTO STAFF1	1	18	4.55%	12.59%
2 USUALLY --> SKIPTO STAFF1	2	93	23.48%	65.03%
3 SOMETIMES --> SKIPTO STAFF1	3	25	6.31%	17.48%
4 RARELY	4	2	0.51%	1.40%
5 NEVER	5	2	0.51%	1.40%
6 IF VOL: NEVER VISIT LIBRARY TO FIND A PARTICULAR THING --> SKIPTO STAFF1	6	3	0.76%	2.10%
	Missing	253	63.89%	
	Total	396	100.00%	100.00%

Q:FIND2A

Why are you unable to find what you need?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:STAFF1

Now, please think about the librarians and library staff members [at the Eugene Public Library]. How often do they make you feel welcome in the library - always, almost always, sometimes, or seldom?

	Value	Count	Percent	Valid %
1 ALWAYS	1	112	28.28%	52.58%
2 ALMOST ALWAYS	2	71	17.93%	33.33%
3 SOMETIMES	3	17	4.29%	7.98%
4 SELDOM	4	6	1.52%	2.82%
8 DON'T KNOW	8	4	1.01%	1.88%
9 NO ANSWER	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:STAFF2

How often are the library staff responsive to your needs?

PROBE: *Always, almost always, sometimes, or seldom?*

	Value	Count	Percent	Valid %
1 ALWAYS	1	149	37.63%	69.95%
2 ALMOST ALWAYS	2	40	10.10%	18.78%
3 SOMETIMES	3	11	2.78%	5.16%
4 SELDOM	4	2	0.51%	0.94%
6 IF VOL: NEVER ASK STAFF FOR HELP --> SKIPTO LANG1	6	2	0.51%	0.94%
8 DON'T KNOW--> SKIPTO LANG1	8	6	1.52%	2.82%
9 NO ANSWER--> SKIPTO LANG1	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:STAFF3

How often do you find the library staff knowledgeable about the things you need to know?

PROBE: *Always, almost always, sometimes, or seldom?*

	Value	Count	Percent	Valid %
1 ALWAYS	1	97	24.49%	46.86%
2 ALMOST ALWAYS	2	87	21.97%	42.03%
3 SOMETIMES	3	11	2.78%	5.31%
4 SELDOM	4	2	0.51%	0.97%
6 IF VOL: NEVER ASKED STAFF FOR HELP --> SKIPTO LANG1	6	3	0.76%	1.45%
8 DON'T KNOW--> SKIPTO LANG1	8	5	1.26%	2.42%
9 NO ANSWER--> SKIPTO LANG1	9	2	0.51%	0.97%
	Missing	189	47.73%	
	Total	396	100.00%	100.00%

Q:STAFF4

How often is the information the library staff gives you accurate?

	Value	Count	Percent	Valid %
1 ALWAYS	1	120	30.30%	58.82%
2 ALMOST ALWAYS	2	66	16.67%	32.35%
3 SOMETIMES	3	6	1.52%	2.94%
4 SELDOM	4	1	0.25%	0.49%
5 IF VOL: NEVER	5	2	0.51%	0.98%
8 DON'T KNOW	8	7	1.77%	3.43%
9 NO ANSWER	9	2	0.51%	0.98%
	Missing	192	48.48%	
	Total	396	100.00%	100.00%

Q:STAFF5

How easy or difficult is it for you to find a librarian or library staff member who can help you - [is it] very difficult, somewhat difficult, somewhat easy, or very easy?

	Value	Count	Percent	Valid %
1 VERY DIFFICULT	1	0		
2 SOMEWHAT DIFFICULT	2	13	3.28%	6.37%
3 SOMEWHAT EASY --> SKIPTO STAFF6	3	70	17.68%	34.31%
4 VERY EASY --> SKIPTO STAFF6	4	116	29.29%	56.86%
5 IF VOL: NEVER ASKED STAFF FOR HELP --> SKIPTO LANG1	5	1	0.25%	0.49%
8 DON'T KNOW--> SKIPTO LANG1	8	1	0.25%	0.49%
9 NO ANSWER--> SKIPTO LANG1	9	3	0.76%	1.47%
	Missing	192	48.48%	
	Total	396	100.00%	100.00%

Q:STAFF5A

(Is this / Are you unable to find a librarian or library staff member who can help you) because they are too busy?

	Value	Count	Percent	Valid %
1 YES	1	10	2.53%	55.56%
2 NO	2	5	1.26%	27.78%
8 DON'T KNOW	8	1	0.25%	5.56%
9 NO ANSWER	9	2	0.51%	11.11%
Missing		378	95.45%	
Total		396	100.00%	100.00%

Q:STAFF5B

Are there any other reasons [that you are unable to find a librarian or library staff member who can help you]?

IF YES: What are those?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:STAFF6

How often do you actually get the help you need from the library staff - always, usually, sometimes, rarely, or never?

	Value	Count	Percent	Valid %
1 ALWAYS --> SKIPTO LANG1	1	117	29.55%	57.35%
2 USUALLY --> SKIPTO LANG1	2	68	17.17%	33.33%
3 SOMETIMES --> SKIPTO LANG1	3	12	3.03%	5.88%
4 RARELY	4	1	0.25%	0.49%
5 NEVER	5	0		
6 IF VOL: NEVER ASKED STAFF FOR HELP --> SKIPTO LANG1	6	1	0.25%	0.49%
7 REFUSED--> SKIPTO LANG1	7	1	0.25%	0.49%
8 DON'T KNOW--> SKIPTO LANG1	8	2	0.51%	0.98%
9 NO ANSWER--> SKIPTO LANG1	9	2	0.51%	0.98%
Missing		192	48.48%	
Total		396	100.00%	100.00%

Q:STAFF6A

Why are you unable to get the staff help you need?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:LANG1

Does any member of your household speak a language other than English, or has anyone taken classes to learn another language?

PROBE: *Is that speak, take classes or both?*

	Value	Count	Percent	Valid %
1 YES, SPEAK	1	27	6.82%	12.68%
2 YES, TAKEN CLASSES	2	60	15.15%	28.17%
3 BOTH SPEAK AND TAKEN CLASSES	3	49	12.37%	23.00%
4 NO --> SKIPTO LANG6	4	74	18.69%	34.74%
8 DON'T KNOW--> SKIPTO LANG6	8	2	0.51%	0.94%
9 NO ANSWER--> SKIPTO LANG6	9	1	0.25%	0.47%
Missing		183	46.21%	
Total		396	100.00%	100.00%

Q:LANG2

What language is that?

PROBE IF MULTIPLE LANGUAGES: *Please tell me the *main* other language that person speaks or studies.*

	Value	Count	Percent	Valid %
1 SPANISH	1	76	19.19%	65.52%
2 FRENCH	2	15	3.79%	12.93%
3 JAPANESE	3	2	0.51%	1.72%
4 CHINESE	4	0		
5 KOREAN	5	0		
6 OTHER ASIAN LANGUAGE [THAI, VIETNAMESE, HINDI, URDU, ETC.]	6	4	1.01%	3.45%
7 OTHER EUROPEAN LANGUAGE [GERMAN, RUSSIAN, ITALIAN, DUTCH, ETC.]	7	14	3.54%	12.07%
8 OTHER	8	5	1.26%	4.31%
	Missing	280	70.71%	
	Total	396	100.00%	100.00%

Q:LANG3

(Have you / Has this household member) ever used resources in that language at the Eugene Public Library?

	Value	Count	Percent	Valid %
1 YES --> SKIPTO LANG4	1	48	12.12%	35.29%
2 NO	2	85	21.46%	62.50%
8 DON'T KNOW	8	3	0.76%	2.21%
	Missing	260	65.66%	
	Total	396	100.00%	100.00%

Q:LANG3A

Why not?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

-->SKIPTO LANG5

Q:LANG4

Overall, would you rate the Library's selection of books, tapes, videos and other resources in that language as excellent, very good, good, fair or poor?

PROBE: *Would you say excellent, very good, good, fair or poor?*

	Value	Count	Percent	Valid %
1 EXCELLENT	1	3	0.76%	6.00%
2 VERY GOOD	2	14	3.54%	28.00%
3 GOOD	3	17	4.29%	34.00%
4 FAIR	4	7	1.77%	14.00%
5 POOR	5	6	1.52%	12.00%
8 DON'T KNOW	8	3	0.76%	6.00%
	Missing	346	87.37%	
	Total	396	100.00%	100.00%

ALL WHO TAKE CLASSES ONLY (LANG1 = 2) --->SKIPTO SATISF1

Q:LANG5

Do you believe that (your) language community receives its fair share of resources for books, videos, and other library materials at the [Eugene Public] Library?

	Value	Count	Percent	Valid %
1 YES--> SKIPTO SATISF1	1	37	9.34%	31.36%
2 NO--> SKIPTO SATISF1	2	16	4.04%	13.56%
7 REFUSED --> SKIPTO SATISF1	7	1	0.25%	0.85%
8 DON'T KNOW --> SKIPTO SATISF1	8	61	15.40%	51.69%
9 NO ANSWER --> SKIPTO SATISF1	9	3	0.76%	2.54%
Missing		278	70.20%	
Total		396	100.00%	100.00%

Q:LANG6

Do you believe that the [Eugene Public] Library provides different language communities their fair share of resources for books, videos, and other library materials, or do you not know?

	Value	Count	Percent	Valid %
1 YES	1	9	2.27%	11.69%
2 NO	2	2	0.51%	2.60%
7 REFUSED	7	1	0.25%	1.30%
8 DON'T KNOW	8	64	16.16%	83.12%
9 NO ANSWER	9	1	0.25%	1.30%
Missing		319	80.56%	
Total		396	100.00%	100.00%

Q:SATISF1

Overall, how satisfied are you with the [Eugene Public] Library's materials and collections -- [are you] very satisfied, somewhat satisfied, not very satisfied or not at all satisfied?

	Value	Count	Percent	Valid %
1 VERY SATISFIED--> SKIPTO SATISF2	1	71	17.93%	33.33%
2 SOMEWHAT SATISFIED --> SKIPTO SATISF2	2	113	28.54%	53.05%
3 NOT VERY SATISFIED	3	16	4.04%	7.51%
4 NOT AT ALL SATISFIED	4	2	0.51%	0.94%
8 DON'T KNOW--> SKIPTO SATISF2	8	7	1.77%	3.29%
9 NO ANSWER--> SKIPTO SATISF2	9	4	1.01%	1.88%
Missing		183	46.21%	
Total		396	100.00%	100.00%

Q:SATISF1A

Why are you not satisfied?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:SATISF2

[Overall,] how satisfied are you with the [Eugene Public] Library's hours of operation?

PROBE: *[Are you] very satisfied, somewhat satisfied, not very satisfied or not at all satisfied?*

	Value	Count	Percent	Valid %
1 VERY SATISFIED	1	72	18.18%	33.80%
2 SOMEWHAT SATISFIED	2	88	22.22%	41.31%
3 NOT VERY SATISFIED	3	34	8.59%	15.96%
4 NOT AT ALL SATISFIED	4	5	1.26%	2.35%
8 DON'T KNOW	8	10	2.53%	4.69%
9 NO ANSWER	9	4	1.01%	1.88%
Missing		183	46.21%	
Total		396	100.00%	100.00%

Q:MAINTAIN

In the next questions, please rate how good a job you think the [Eugene Public] Library does, using the scale excellent, very good, good, fair or poor. First, how well do you think the Library maintains its collections?

PROBE: *Would you say excellent, very good, good, fair or poor?*

	Value	Count	Percent	Valid %
1 EXCELLENT	1	31	7.83%	14.55%
2 VERY GOOD	2	63	15.91%	29.58%
3 GOOD	3	74	18.69%	34.74%
4 FAIR	4	18	4.55%	8.45%
5 POOR	5	2	0.51%	0.94%
8 DON'T KNOW	8	21	5.30%	9.86%
9 NO ANSWER	9	4	1.01%	1.88%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:ADAPT

How well do you think the Library adapts to changing technology?

PROBE: *Would you say excellent, very good, good, fair or poor?*

	Value	Count	Percent	Valid %
1 EXCELLENT	1	21	5.30%	9.86%
2 VERY GOOD	2	71	17.93%	33.33%
3 GOOD	3	68	17.17%	31.92%
4 FAIR	4	18	4.55%	8.45%
5 POOR	5	2	0.51%	0.94%
8 DON'T KNOW	8	29	7.32%	13.62%
9 NO ANSWER	9	4	1.01%	1.88%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:RESOURCE

How well do you think the Library uses the resources and money allocated by the City, or do you not know?

PROBE: *Would you say excellent, very good, good, fair or poor?*

	Value	Count	Percent	Valid %
1 EXCELLENT	1	16	4.04%	7.51%
2 VERY GOOD	2	32	8.08%	15.02%
3 GOOD	3	14	3.54%	6.57%
4 FAIR	4	1	0.25%	0.47%
5 POOR	5	2	0.51%	0.94%
7 REFUSED	6	4	1.01%	1.88%
8 DON'T KNOW	8	141	35.61%	66.20%
9 NO ANSWER	9	3	0.76%	1.41%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:PLANNING

How well do you think the Library does in planning to meet citizens' future library needs, or do you not know?

PROBE: *Would you say excellent, very good, good, fair or poor?*

	Value	Count	Percent	Valid %
1 EXCELLENT	1	25	6.31%	11.74%
2 VERY GOOD	2	52	13.13%	24.41%
3 GOOD	3	22	5.56%	10.33%
4 FAIR	4	4	1.01%	1.88%
5 POOR	5	2	0.51%	0.94%
8 DON'T KNOW	8	106	26.77%	49.77%
9 NO ANSWER	9	2	0.51%	0.94%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:INFORM1

In general, how well does the [Eugene Public] Library communicate with the public about their hours, programs, services, and the downtown construction project?

PROBE: *Would you say excellent, very good, good, fair or poor?*

	Value	Count	Percent	Valid %
1 EXCELLENT	1	23	5.81%	10.80%
2 VERY GOOD	2	52	13.13%	24.41%
3 GOOD	3	55	13.89%	25.82%
4 FAIR	4	38	9.60%	17.84%
5 POOR	5	16	4.04%	7.51%
6 IF VOL: IT HAS VARIED	6	4	1.01%	1.88%
7 IF VOL: CANNOT JUDGE, RECEIVED NO INFO	7	7	1.77%	3.29%
98 DON'T KNOW	98	16	4.04%	7.51%
99 NO ANSWER	99	2	0.51%	0.94%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:INFORM2

Where do you get most of your information about the [Eugene Public] Library?

PROBE: *Where do you get *most* of your information?*

PROBE FROM LIST

	Value	Count	Percent	Valid %
1 TV	1	4	1.01%	1.88%
2 RADIO	2	3	0.76%	1.41%
3 DAILY/WEEKLY NEWSPAPERS	3	39	9.85%	18.31%
4 WORD OF MOUTH - FRIENDS, RELATIVES, NEIGHBORS	4	14	3.54%	6.57%
5 WWW / INTERNET	5	7	1.77%	3.29%
6 DIRECT MAIL	6	10	2.53%	4.69%
7 SCHOOLS	7	1	0.25%	0.47%
8 WORKPLACE	8	1	0.25%	0.47%
9 IF VOL: NEVER GET INFO	9	2	0.51%	0.94%
10 IF VOL: COMBINATION OF ABOVE	10	20	5.05%	9.39%
11 THE LIBRARY ITSELF	11	102	25.76%	47.89%
98 DON'T KNOW	98	6	1.52%	2.82%
99 NO ANSWER	99	4	1.01%	1.88%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:INFORM3

Do you know how to contact the [Eugene Public] Library if you have any questions or comments?

PROBE: Do you know what telephone number to call, or email address or website to use?

	Value	Count	Percent	Valid %
1 YES	1	189	47.73%	88.73%
2 NO --> SKIPTO KNOW1	2	15	3.79%	7.04%
3 IF VOL: WOULD CALL GENERAL LIBRARY PHONE NUMBER	3	6	1.52%	2.82%
8 DON'T KNOW--> SKIPTO KNOW1	8	1	0.25%	0.47%
9 NO ANSWER--> SKIPTO KNOW1	9	2	0.51%	0.94%
	Missing	183	46.21%	
	Total	396	100.00%	100.00%

Q:INFORM4

Have you ever contacted the [Eugene Public] Library with questions or comments?

	Value	Count	Percent	Valid %
1 YES	1	129	32.58%	66.15%
2 NO	2	65	16.41%	33.33%
8 DON'T KNOW	8	1	0.25%	0.51%
	Missing	201	50.76%	
	Total	396	100.00%	100.00%

Q:KNOW1

Did you know that the city will open a new downtown Library in about one year?

	Value	Count	Percent	Valid %
1 YES	1	351	88.64%	88.86%
2 NO	2	43	10.86%	10.89%
9 NO ANSWER	9	1	0.25%	0.25%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:KNOW2

Did you know that the Library's Bethel Branch and Sheldon Branch are funded by a special operating levy?

PROBE: *This levy is a special property tax that the city uses mainly to run the branch libraries.*

	Value	Count	Percent	Valid %
1 YES	1	79	19.95%	20.00%
2 NO	2	314	79.29%	79.49%
8 DON'T KNOW	8	1	0.25%	0.25%
9 NO ANSWER	9	1	0.25%	0.25%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:KNOW3

Next year, Eugene citizens will be asked to vote on renewing the library levy, to maintain the library's current level of services. If the election were held today, would you vote for or against that levy?

	Value	Count	Percent	Valid %
1 VOTE FOR --> SKIPTO TENYRS1	1	283	71.46%	71.65%
2 VOTE AGAINST	2	30	7.58%	7.59%
3 IF VOL: LEANING FOR	3	5	1.26%	1.27%
4 IF VOL: LEANING AGAINST	4	3	0.76%	0.76%
5 IF VOL: IT DEPENDS, NEED MORE INFORMATION	5	41	10.35%	10.38%
6 IF VOL: NOT REGISTERED TO VOTE --> SKIPTO TENYRS1	6	10	2.53%	2.53%
	8	21	5.30%	5.32%
8 DON'T KNOW, UNDECIDED	9	2	0.51%	0.51%
9 NO ANSWER	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:KNOW3A

Would you be more likely to vote yes if you knew that the levy will include some operating money for the new downtown library?

	Value	Count	Percent	Valid %
1 YES	1	39	9.85%	39.80%
2 NO	2	32	8.08%	32.65%
8 DON'T KNOW	8	23	5.81%	23.47%
9 NO ANSWER	9	4	1.01%	4.08%
	Missing	298	75.25%	
	Total	396	100.00%	100.00%

Q:TENYRS1

In your opinion, is Eugene's library system today better, about the same, or worse than it was ten years ago, or do you not know?

	Value	Count	Percent	Valid %
1 BETTER	1	99	25.00%	25.06%
2 ABOUT THE SAME	2	46	11.62%	11.65%
3 WORSE	3	9	2.27%	2.28%
8 DON'T KNOW	8	239	60.35%	60.51%
9 NO ANSWER	9	2	0.51%	0.51%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:GOODJOB2

Overall, how good a job do you think the Eugene Public Library is doing -- excellent, very good, good, fair or poor?

PROBE: *Would you say excellent, very good, good, fair or poor?*

	Value	Count	Percent	Valid %
1 EXCELLENT	1	58	14.65%	14.68%
2 VERY GOOD	2	131	33.08%	33.16%
3 GOOD	3	114	28.79%	28.86%
4 FAIR	4	16	4.04%	4.05%
5 POOR	5	3	0.76%	0.76%
7 REFUSED	7	1	0.25%	0.25%
8 DON'T KNOW	8	68	17.17%	17.22%
9 NO ANSWER	9	4	1.01%	1.01%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:BEST

For you, what is the one best thing about the Eugene Public Library?
 OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:IMPROVE

If there were one thing you could change or improve [about the Eugene Public Library], what would it be?
 OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:AGE

I need to end the survey by asking some questions about you. First, how old are you?
 ENTER EXACT AGE 18-96

Value	Count	Percent	Valid %	Value	Count	Percent	Valid %
18	7	1.77%	1.77%	53	5	1.26%	1.27%
19	6	1.52%	1.52%	54	7	1.77%	1.77%
20	11	2.78%	2.78%	55	3	0.76%	0.76%
21	9	2.27%	2.28%	56	4	1.01%	1.01%
22	10	2.53%	2.53%	57	4	1.01%	1.01%
23	8	2.02%	2.03%	58	7	1.77%	1.77%
24	6	1.52%	1.52%	59	4	1.01%	1.01%
25	7	1.77%	1.77%	60	5	1.26%	1.27%
26	2	0.51%	0.51%	61	2	0.51%	0.51%
27	8	2.02%	2.03%	62	1	0.25%	0.25%
28	8	2.02%	2.03%	63	3	0.76%	0.76%
29	8	2.02%	2.03%	64	4	1.01%	1.01%
30	10	2.53%	2.53%	65	5	1.26%	1.27%
31	7	1.77%	1.77%	66	3	0.76%	0.76%
32	7	1.77%	1.77%	67	5	1.26%	1.27%
33	11	2.78%	2.78%	69	1	0.25%	0.25%
34	11	2.78%	2.78%	70	4	1.01%	1.01%
35	6	1.52%	1.52%	71	4	1.01%	1.01%
36	12	3.03%	3.04%	72	4	1.01%	1.01%
37	9	2.27%	2.28%	73	2	0.51%	0.51%
38	8	2.02%	2.03%	74	3	0.76%	0.76%
39	6	1.52%	1.52%	75	4	1.01%	1.01%
40	7	1.77%	1.77%	76	3	0.76%	0.76%
41	5	1.26%	1.27%	77	1	0.25%	0.25%
42	6	1.52%	1.52%	78	1	0.25%	0.25%
43	2	0.51%	0.51%	79	1	0.25%	0.25%
44	7	1.77%	1.77%	80	1	0.25%	0.25%
45	7	1.77%	1.77%	81	2	0.51%	0.51%
46	10	2.53%	2.53%	82	2	0.51%	0.51%
47	9	2.27%	2.28%	83	2	0.51%	0.51%
48	8	2.02%	2.03%	84	2	0.51%	0.51%
49	10	2.53%	2.53%	85	2	0.51%	0.51%
50	10	2.53%	2.53%	90	2	0.51%	0.51%
51	6	1.52%	1.52%	91	1	0.25%	0.25%
52	10	2.53%	2.53%	93	1	0.25%	0.25%
96 = AGE 96 OR GREATER				96	1	0.25%	0.25%
97 REFUSED				97	12	3.03%	3.04%
98 DON'T KNOW				98	1	0.25%	0.25%
99 NO ANSWER				99	2	0.51%	0.51%
				Missing	1	0.25%	
				Total	396	100.00%	100.00%

Q:SEX

[This may sound silly but] are you male or female?

	Value	Count	Percent	Valid %
1 MALE	1	154	38.89%	38.99%
2 FEMALE	2	240	60.61%	60.76%
7 REFUSED	7	1	0.25%	0.25%
Missing	Missing	1	0.25%	
Total	Total	396	100.00%	100.00%

Q:LATINO

Are you of Mexican-American, Latin American, or Hispanic heritage?

PROBE: *Do you consider yourself to be [Latina/Latino/Hispanic] [by language, culture, marriage, religion, or food preferences]?*

NOTE: THIS INCLUDES ANCESTRY, DESCENT, MARRIAGE OR CULTURAL HERITAGE FROM COUNTRIES IN SOUTH AMERICA AND CENTRAL AMERICA, AS WELL AS MEXICO, SPAIN, AND PORTUGAL.

	Value	Count	Percent	Valid %
1 YES --> SKIPTO ZIPCODE	1	25	6.31%	6.33%
2 NO	2	365	92.17%	92.41%
7 REFUSED--> SKIPTO ZIPCODE	7	3	0.76%	0.76%
9 NO ANSWER--> SKIPTO ZIPCODE	9	2	0.51%	0.51%
Missing	Missing	1	0.25%	
Total	Total	396	100.00%	100.00%

Q:RACE

What is your race?

PROBE FROM LIST: *Are you ...*

	Value	Count	Percent	Valid %
1 WHITE/CAUCASIAN	1	328	82.83%	91.11%
2 BLACK/AFRICAN AMERICAN	2	6	1.52%	1.67%
3 ASIAN AMERICAN/PACIFIC ISLANDER	3	12	3.03%	3.33%
4 AMERICAN INDIAN/NATIVE AMERICAN/ INDIGENOUS	4	3	0.76%	0.83%
5 ESKIMO, ALEUT, ALASKAN NATIVE	5	0		
6 MIXED RACE, BIRACIAL	6	4	1.01%	1.11%
7 MIDDLE EASTERN	7	1	0.25%	0.28%
8 OTHER	8	2	0.51%	0.56%
97 REFUSED	97	4	1.01%	1.11%
Missing	Missing	36	9.09%	
Total	Total	396	100.00%	100.00%

Q:ZIPCODE

What is your zip code?

ENTER EXACT NUMBER

Value	Count	Percent	Valid %
97204	1	0.25%	0.25%
97401	88	22.22%	22.28%
97402	120	30.30%	30.38%
97403	18	4.55%	4.56%
97404	30	7.58%	7.59%
97405	112	28.28%	28.35%
97406	1	0.25%	0.25%
97408	20	5.05%	5.06%
97411	1	0.25%	0.25%
99997 REFUSED	2	0.51%	0.51%
99998 DON'T KNOW	1	0.25%	0.25%
99999 NO ANSWER	1	0.25%	0.25%
Missing	1	0.25%	
Total	396	100.00%	100.00%

Q:OWN

Do you own or rent your home?

	Value	Count	Percent	Valid %
1 OWN	1	213	53.79%	53.92%
2 RENT	2	172	43.43%	43.54%
3 IF VOL: SOMETHING ELSE	3	7	1.77%	1.77%
7 REFUSED	7	3	0.76%	0.76%
Missing	Missing	1	0.25%	
Total	Total	396	100.00%	100.00%

Q:YRSCITY

For how many years have you lived in the Eugene area [altogether]?

OPEN-ENDED, ENTER NUMBER, NO DECIMALS 0-96

0 = LESS THAN ONE YEAR

Value	Count	Percent	Valid %	Value	Count	Percent	Valid %
0	21	5.30%	5.32%	19	2	0.51%	0.51%
1	17	4.29%	4.30%	20	19	4.80%	4.81%
2	29	7.32%	7.34%	21	4	1.01%	1.01%
3	20	5.05%	5.06%	22	5	1.26%	1.27%
4	13	3.28%	3.29%	23	8	2.02%	2.03%
5	14	3.54%	3.54%	24	3	0.76%	0.76%
6	17	4.29%	4.30%	25	13	3.28%	3.29%
7	10	2.53%	2.53%	26	4	1.01%	1.01%
8	12	3.03%	3.04%	27	3	0.76%	0.76%
9	7	1.77%	1.77%	28	1	0.25%	0.25%
10	17	4.29%	4.30%	29	3	0.76%	0.76%
11	4	1.01%	1.01%	30	17	4.29%	4.30%
12	16	4.04%	4.05%	32	6	1.52%	1.52%
13	5	1.26%	1.27%	33	4	1.01%	1.01%
14	9	2.27%	2.28%	34	3	0.76%	0.76%
15	4	1.01%	1.01%	35	11	2.78%	2.78%
16	4	1.01%	1.01%	36	1	0.25%	0.25%
17	4	1.01%	1.01%	37	3	0.76%	0.76%
18	4	1.01%	1.01%	39	4	1.01%	1.01%

Value	Count	Percent	Valid %
40	9	2.27%	2.28%
41	3	0.76%	0.76%
44	1	0.25%	0.25%
45	9	2.27%	2.28%
46	3	0.76%	0.76%
47	3	0.76%	0.76%
49	1	0.25%	0.25%
50	7	1.77%	1.77%
51	2	0.51%	0.51%

97 REFUSED

Value	Count	Percent	Valid %
52	3	0.76%	0.76%
54	2	0.51%	0.51%
55	2	0.51%	0.51%
56	1	0.25%	0.25%
58	1	0.25%	0.25%
60	1	0.25%	0.25%
71	1	0.25%	0.25%
76	1	0.25%	0.25%
83	1	0.25%	0.25%
93	1	0.25%	0.25%
97	2	0.51%	0.51%
Missing	1	0.25%	
Total	396	100.00%	100.00%

Q:EMPLOY

Are you currently working for pay, either full time or part time?

IF NO, PROBE: *Are you retired, looking for work, keeping house, taking classes, disabled, or something else?*

	Value	Count	Percent	Valid %
1 EMPLOYED, OR SICK/ON VACATION FROM REGULAR JOB	1	250	63.13%	63.29%
2 RETIRED	2	63	15.91%	15.95%
3 LOOKING FOR WORK / UNEMPLOYED	3	19	4.80%	4.81%
4 KEEPING HOUSE	4	16	4.04%	4.05%
5 STUDENT TAKING CLASSES, GOING TO SCHOOL, ON BREAK FROM SCHOOL	5	28	7.07%	7.09%
6 DISABLED /UNABLE TO WORK	6	10	2.53%	2.53%
7 VOLUNTEER WORK ONLY	7	0		
8 OTHER, DOING NOTHING, HANGING OUT AND NOT LOOKING FOR WORK	8	4	1.01%	1.01%
97 REFUSED	97	3	0.76%	0.76%
99 NO ANSWER	99	2	0.51%	0.51%
Missing	1	0.25%		
Total	396	100.00%	100.00%	

Q:EDUC

What is the highest level of education you have completed?

PROBE FROM LIST

	Value	Count	Percent	Valid %
1 0-8 YEARS, NO GED	1	5	1.26%	1.27%
2 8-12 YEARS, NO HIGH SCHOOL DIPLOMA OR GED	2	23	5.81%	5.82%
3 HIGH SCHOOL DIPLOMA OR GED	3	58	14.65%	14.68%
4 SOME COLLEGE, NO DEGREE	4	105	26.52%	26.58%
5 ASSOCIATE'S DEGREE [AA, AS]	5	23	5.81%	5.82%
6 BACHELORS DEGREE [BA, BS, AB]	6	101	25.51%	25.57%
7 MASTERS DEGREE [MA, MS, MBA]	7	56	14.14%	14.18%
8 DOCTORATE OR PROFESSIONAL DEGREE [PHD, JD, EDD, MD, DDS]	8	16	4.04%	4.05%
9 OTHER	9	3	0.76%	0.76%
97 REFUSED	97	4	1.01%	1.01%
99 NO ANSWER	99	1	0.25%	0.25%
Missing	1	0.25%		
Total	396	100.00%	100.00%	

Q:VOTE1

Are you registered to vote?

	Value	Count	Percent	Valid %
1 YES	1	333	84.09%	84.30%
2 NO --> SKIPTO COMSKILL	2	59	14.90%	14.94%
7 REFUSED--> SKIPTO COMSKILL	7	1	0.25%	0.25%
8 DON'T KNOW--> SKIPTO COMSKILL	8	1	0.25%	0.25%
9 NO ANSWER--> SKIPTO COMSKILL	9	1	0.25%	0.25%
Missing	1		0.25%	
Total		396	100.00%	100.00%

Q:VOTE2

In city elections, how often do you usually vote - every single time, most of the time, about half of the time, less than half [of the time], or never?

	Value	Count	Percent	Valid %
1 EVERY SINGLE TIME	1	138	34.85%	41.44%
2 MOST OF THE TIME	2	125	31.57%	37.54%
3 ABOUT HALF OF THE TIME	3	34	8.59%	10.21%
4 LESS THAN HALF OF THE TIME	4	20	5.05%	6.01%
5 NEVER	5	14	3.54%	4.20%
8 DON'T KNOW	8	1	0.25%	0.30%
9 NO ANSWER	9	1	0.25%	0.30%
Missing	63		15.91%	
Total		396	100.00%	100.00%

Q:COMSKILL

Do you know how to use a computer to create or edit documents or graphics, or to analyze data?

	Value	Count	Percent	Valid %
1 YES	1	274	69.19%	69.37%
2 IF VOL: YES, A LITTLE	2	26	6.57%	6.58%
3 NO	3	93	23.48%	23.54%
7 REFUSED	7	2	0.51%	0.51%
Missing	1		0.25%	
Total		396	100.00%	100.00%

Q:COMPUTER

Do you have a personal computer in your home?

	Value	Count	Percent	Valid %
1 YES	1	315	79.55%	79.75%
2 NO ---> SKIPTO WWWJOB	2	78	19.70%	19.75%
7 REFUSED---> SKIPTO WWWJOB	7	1	0.25%	0.25%
9 NO ANSWER---> SKIPTO WWWJOB	9	1	0.25%	0.25%
Missing	1		0.25%	
Total		396	100.00%	100.00%

Q:COMPWWW

Can you use your home computer for electronic mail or to connect to the World Wide Web or the Internet?

	Value	Count	Percent	Valid %
1 YES	1	280	70.71%	88.89%
2 NO	2	28	7.07%	8.89%
3 IF VOL: YES, BUT NEVER HAVE USED IT	3	7	1.77%	2.22%
Missing	81		20.45%	
Total		396	100.00%	100.00%

Q:WWWJOB

Do you have a job, or do you do volunteer work, that makes it possible for you to access the Internet and World Wide Web?

	Value	Count	Percent	Valid %
1 YES	1	191	48.23%	48.35%
2 NO	2	187	47.22%	47.34%
3 IF VOL: YES, BUT NEVER HAVE USED IT	3	12	3.03%	3.04%
7 REFUSED	7	2	0.51%	0.51%
8 DON'T KNOW	8	1	0.25%	0.25%
9 NO ANSWER	9	2	0.51%	0.51%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:HHNUM

How many people live in your home, half-time or more, at this point in time, including yourself?

PROBE: *How many people live and sleep there most of the time?*

INCLUDE EVERYONE WHO USUALLY LIVES THERE HALF-TIME OR MORE: FAMILY, ROOMMATES, BOARDERS, FOSTER CHILDREN, LIVE-IN EMPLOYEES, NEWBORN BABIES STILL IN THE HOSPITAL, CHILDREN AT BOARDING SCHOOL, PERSONS WITH NO OTHER HOME WHO STAY THERE, PEOPLE TEMPORARILY AWAY [VACATION, BUSINESS, MILITARY SERVICE, OR IN A GENERAL HOSPITAL].

EXCLUDE EVERYONE WHO USUALLY LIVES SOMEWHERE ELSE, PERSONS IN INSTITUTIONS [PRISON, NURSING HOME, MENTAL HOSPITAL], MILITARY PERSONNEL WHO LIVE ELSEWHERE, PEOPLE WHO STAY SOMEWHERE ELSE MOST OF THE WEEK WHILE WORKING, AND COLLEGE STUDENTS WHO LIVE AT COLLEGE DURING THE SCHOOL YEAR

TYPE IN EXACT NUMBER 1 - 20, 20=20 OR MORE

Value	Count	Percent	Valid %
1	95	23.99%	24.05%
2	136	34.34%	34.43%
3	78	19.70%	19.75%
4	47	11.87%	11.90%
5	22	5.56%	5.57%
6	5	1.26%	1.27%
7	4	1.01%	1.01%
9	1	0.25%	0.25%
97 REFUSED	2	0.51%	0.51%
98 DON'T KNOW	3	0.76%	0.76%
99 NO ANSWER	2	0.51%	0.51%
Missing	1	0.25%	
Total	396	100.00%	100.00%

Q:HHKIDS

Are there any children younger than age 18 living in your home [now]?

NOTE: INCLUDE ANY CHILD LIVING THERE [STEPCHILD, FOSTER CHILD, GRANDCHILD, FRIEND'S CHILD], AND CHILDREN OF NON-CUSTODIAL PARENTS IF THEY VISIT FREQUENTLY.

	Value	Count	Percent	Valid %
1 YES	1	119	30.05%	39.67%
2 NO --> SKIPTO DISAB1	2	176	44.44%	58.67%
7 REFUSED--> SKIPTO DISAB1	7	2	0.51%	0.67%
9 NO ANSWER--> SKIPTO DISAB1	9	3	0.76%	1.00%
	Missing	96	24.24%	
	Total	396	100.00%	100.00%

Q:HHKIDS1

Do you have any children ages 0-4 living in your home [now]?

NOTE: INCLUDE ANY CHILD LIVING THERE [STEPCHILD, FOSTER CHILD, GRANDCHILD, FRIEND'S CHILD], AND CHILDREN OF NON-CUSTODIAL PARENTS IF THEY VISIT FREQUENTLY.

	Value	Count	Percent	Valid %
1 YES	1	47	11.87%	39.50%
2 NO--> SKIPTO HHKIDS2	2	72	18.18%	60.50%
	Missing	277	69.95%	
	Total	396	100.00%	100.00%

Q:HKIDS1A

(Do these children / Does this child) attend a preschool program of some kind?

	Value	Count	Percent	Valid %
1 YES	1	20	5.05%	42.55%
2 NO	2	27	6.82%	57.45%
	Missing	349	88.13%	
	Total	396	100.00%	100.00%

Q:HHKIDS2

(What about/Do you have any children) ages 5 to 11 [living in your home] [now]?

NOTE: INCLUDE ANY CHILD LIVING THERE [STEPCHILD, FOSTER CHILD, GRANDCHILD, FRIEND'S CHILD], AND CHILDREN OF NON-CUSTODIAL PARENTS IF THEY VISIT FREQUENTLY.

	Value	Count	Percent	Valid %
1 YES	1	61	15.40%	51.26%
2 NO--> SKIPTO HHKIDS3	2	58	14.65%	48.74%
	Missing	277	69.95%	
	Total	396	100.00%	100.00%

Q:HHKIDS2A

(Do these children / Does this child) attend an after-school program or have after-school child care of some kind?

	Value	Count	Percent	Valid %
1 YES	1	17	4.29%	27.87%
2 NO	2	44	11.11%	72.13%
	Missing	335	84.60%	
	Total	396	100.00%	100.00%

Q:HHKIDS2B

(Do these children / Does this child) attend a summer program of some kind?

	Value	Count	Percent	Valid %
1 YES	1	29	7.32%	47.54%
2 NO	2	32	8.08%	52.46%
	Missing	335	84.60%	
	Total	396	100.00%	100.00%

Q:HHKIDS3

(What about/Do you have any children) ages 12 to 17 [living in your home] [now]?

NOTE: INCLUDE ANY CHILD LIVING THERE [STEPCHILD, FOSTER CHILD, GRANDCHILD, FRIEND'S CHILD], AND CHILDREN OF NON-CUSTODIAL PARENTS IF THEY VISIT FREQUENTLY.

	Value	Count	Percent	Valid %
1 YES	1	59	14.90%	49.58%
2 NO	2	60	15.15%	50.42%
	Missing	277	69.95%	
	Total	396	100.00%	100.00%

Q:KIDLANG1

(Do these children / Does this child) speak or study a language other than English?

IF YES: *Is that "speak" or "study" or both?*

	Value	Count	Percent	Valid %
1 YES, SPEAK	1	14	3.54%	11.76%
2 YES, STUDY	2	20	5.05%	16.81%
3 YES, BOTH	3	35	8.84%	29.41%
4 NO--> SKIPTO KIDLIB1	4	49	12.37%	41.18%
9 NO ANSWER--> SKIPTO KIDLIB1	9	1	0.25%	0.84%
	Missing	277	69.95%	
	Total	396	100.00%	100.00%

Q:KIDLANG2

What language is that?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:KIDLIB1

(How do these children / How does this child) usually get to the library?

NOTE: IF CHILD/CHILDREN DOES NOT VISIT LIBRARY, ENTER "NA" IN OPEN-ENDED BOXES.

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:KIDLIB3

(What do these children / What does this child) like best at the library?

NOTE: IF CHILD/CHILDREN DOES NOT VISIT LIBRARY, ENTER "NA" IN OPEN-ENDED BOXES.

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:KIDLIB4

What programs, books or other resources could the Library provide to better serve (these children / this child)?

NOTE: IF CHILD/CHILDREN DOES NOT VISIT LIBRARY, ENTER "NA" IN OPEN-ENDED BOXES.

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:DISAB1

Do you [or does anyone in your household] have a reading disability?

	Value	Count	Percent	Valid %
1 YES	1	26	6.57%	6.58%
2 NO	2	364	91.92%	92.15%
7 REFUSED	7	2	0.51%	0.51%
8 DON'T KNOW	8	1	0.25%	0.25%
9 NO ANSWER	9	2	0.51%	0.51%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:READ

Do you [or does anyone in your household] dislike reading or avoid reading because (you / they) are not very good at it?

	Value	Count	Percent	Valid %
1 YES	1	39	9.85%	9.87%
2 NO	2	351	88.64%	88.86%
7 REFUSED	7	2	0.51%	0.51%
9 NO ANSWER	9	3	0.76%	0.76%
	Missing	1	0.25%	
	Total	396	100.00%	100.00%

Q:DISAB2

Do you [or does anyone in your household] have a lasting physical, mental or emotional disability?

	Value	Count	Percent	Valid %
1 YES	1	47	11.87%	11.90%
2 NO	2	340	85.86%	86.08%
7 REFUSED	7	3	0.76%	0.76%
8 DON'T KNOW	8	3	0.76%	0.76%
9 NO ANSWER	9	2	0.51%	0.51%
Missing		1	0.25%	
Total		396	100.00%	100.00%

Q:INCOME4

Is your total annual household income, before taxes, over or under \$40,000?

PROBE: *Include actual wages, salary, tips, bonuses, commissions net income from a business, farm or rent, and exercised stock options or awards.*

PROBE: *Do not count money that is not related to a job, such as interest, dividends, child support, alimony, welfare, social security, disability and retirement payments, or any other money income received by members of your family. Do not include lump-sum payments, such as money from an inheritance or sale of a home.*

	Value	Count	Percent	Valid %
1 OVER \$40,000 ---> SKIPTO INCOME3	1	168	42.42%	42.53%
2 UNDER \$40,000	2	188	47.47%	47.59%
7 REFUSED--> SKIPTO ENDING1	7	17	4.29%	4.30%
8 DON'T KNOW--> SKIPTO ENDING1	8	12	3.03%	3.04%
9 NO ANSWER--> SKIPTO ENDING1	9	10	2.53%	2.53%
Missing		1	0.25%	
Total		396	100.00%	100.00%

Q:INCOME2

Is it over or under \$25,000?

PROBE: *Is your total annual household income, before taxes, over or under \$25,000?*

	Value	Count	Percent	Valid %
1 OVER \$25,000 --> SKIPTO ENDING1	1	81	20.45%	46.02%
2 UNDER \$25,000	2	88	22.22%	50.00%
7 REFUSED--> SKIPTO ENDING1	7	1	0.25%	0.57%
8 DON'T KNOW--> SKIPTO ENDING1	8	6	1.52%	3.41%
Missing		220	55.56%	
Total		396	100.00%	100.00%

Q:INCOME1

Is (it/your own annual wage and income) over or under \$15,000?

	Value	Count	Percent	Valid %
1 OVER \$15,000---> SKIPTO ENDING1	1	46	11.62%	52.27%
2 UNDER \$15,000 --> SKIPTO ENDING1	2	40	10.10%	45.45%
8 DON'T KNOW--> SKIPTO ENDING1	8	2	0.51%	2.27%
Missing		308	77.78%	
Total		396	100.00%	100.00%

Q:INCOME3

Is (it/ total annual household income) over or under \$70,000?

	Value	Count	Percent	Valid %
1 OVER \$70,000	1	70	17.68%	38.04%
2 UNDER \$70,000 --> SKIPTO ENDING1	2	95	23.99%	51.63%
7 REFUSED--> SKIPTO ENDING1	7	7	1.77%	3.80%
8 DON'T KNOW--> SKIPTO ENDING1	8	7	1.77%	3.80%
9 NO ANSWER--> SKIPTO ENDING1	9	5	1.26%	2.72%
	Missing	212	53.54%	
	Total	396	100.00%	100.00%

Q:INCOME5

Is (it/ total annual household income) over or under \$100,000?

	Value	Count	Percent	Valid %
1 OVER \$100,000	1	25	6.31%	35.71%
2 UNDER \$100,000	2	44	11.11%	62.86%
8 DON'T KNOW	8	1	0.25%	1.43%
	Missing	326	82.32%	
	Total	396	100.00%	100.00%

Q:ENDING1

That is the end of the library survey. Is there anything you would like to add?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

Q:ENDING3

That's the end of the survey! The information you have provided will help the Eugene Public Library plan for the future. On behalf of the City of Eugene, I'd like to thank you sincerely for your time and opinions on these questions. Good-bye.