

**Eugene Public Library Survey  
Ci3 Instrument**

CATION

Q: HELLO1

T:

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]

I:  
Key 1

Q: HELLO2

T:

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"

I:  
Key 1

Q: COOPERAT

T:

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

1 OK  
CTRL/END NO

I:  
Key 1

Q: CITY

T:

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]?

- 1 YES
- 2 NO --> SKIP TO NOQAL

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

qal noqal

If (ans = 2) skipto NOQAL

Q: GOODJOB1

T:

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

- 1 POSITIVE
- 2 NEGATIVE
- 3 NEUTRAL

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:LIBCARD1

T:

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

NOTE: Expired card okay.

- 1 YES --> SKIPTO LIBUSE2
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

LIBQAL=0

if (ans > 1) LIBQAL = LIBQAL + 1

If (ans < 2) skipto LIBUSE2

Q:LIBCARD2

T:

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

- 1 YES --> SKIPTO LIBUSE2
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

If (ans = 1) skipto LIBUSE2

Q:LIBUSE1

T:

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.

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

if (ans = 2) LIBQAL = LIBQAL + 1

Q:LIBUSE2

T:

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?

- 1 YES, BOOKMOBILE
- 2 YES, HOMEBOUND
- 3 YES, REFERENCE LINE
- 4 YES, WWW
- 5 YES, COMBINATION OF ABOVE
- 6 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-6, 7-9

if (ans = 6) LIBQAL = LIBQAL + 1  
If (ans < 6) skipto OTHLIB1  
If (LIBQAL = 2) skipto OTHLIB1

Q:LIBUSE3

T:

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

- 1 TODAY OR YESTERDAY
- 2 WITHIN THE LAST WEEK, PAST 3-7 DAYS
- 3 WITHIN THE LAST MONTH, PAST 2-4 WEEKS
- 4 WITHIN THE LAST TWO MONTHS, SINCE AUGUST
- 5 WITHIN THE LAST SIX MONTHS, SINCE MAY
- 6 WITHIN THIS CALENDAR YEAR, SINCE JANUARY
- 7 WITHIN THE LAST 12 MONTHS, SINCE OCTOBER 2000 --> SKIPTO OTHLIB2
- 8 WITHIN THE LAST 2 YEARS --> SKIPTO OTHLIB2
- 9 WITHIN THE LAST 5 YEARS --> SKIPTO OTHLIB2
- 10 LONGER THAN 5 YEARS --> SKIPTO OTHLIB2
- 11 IF VOLUNTEERED: HAS NEVER USED OR VISITED ANY PART OF LIBRARY  
--> SKIPTO OTHLIB2

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:

KEY 1-11, 97-99  
If (ans > 6) skipto OTHLIB2

Q:LIBUSE4

T:

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?

- 1 ONCE PER YEAR
- 2 TWICE PER YEAR
- 3 THREE TO SIX TIMES PER YEAR
- 4 ONCE PER MONTH
- 5 TWICE PER MONTH
- 6 ONCE PER WEEK
- 7 MORE THAN ONCE PER WEEK
- 8 EVERY DAY

- 97 REFUSED
- 98 DON'T KNOW

99 NO ANSWER

I:

Key 1-8, 97-99

Q:LIBUSE5

T:

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.

1 DOWNTOWN LIBRARY

2 BETHEL BRANCH

3 SHELDON BRANCH

4 IF VOLUNTEERED: EQUAL COMBINATION OF TWO OR MORE OF THE ABOVE

5 IF VOLUNTEERED: NONE OF THE ABOVE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5, 7-9

Q: OTHLIB1

T:

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

1 YES

2 NO --> SKIPTO LIBDO1

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

If (ans > 1) skipto LIBDO1

Q: OTHLIB1A

T:

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

1 UNIV OF OREGON --> SKIPTO LIBDO1

2 OTHER COLLEGE [LCC, NCC, ETC.] --> SKIPTO LIBDO1

3 SCHOOL LIBRARY, ELEMENTARY OR SECONDARY --> SKIPTO LIBDO1

4 OTHER LIBRARY --> SKIPTO LIBDO1

5 MULTIPLE OTHER LIBRARIES --> SKIPTO LIBDO1

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5, 7-9  
Skipto LIBDO1

Q: OTHLIB2

T:

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

- 1 YES
- 2 NO --> SKIPTO WHYNOT

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9  
if (ans > 1) LIBQAL = LIBQAL + 1  
If (ans = 2) skipto WHYNOT

Q: OTHLIB2A

T:

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

- 1 UNIV OF OREGON
- 2 OTHER COLLEGE [LCC, NCC, ETC.]
- 3 SCHOOL LIBRARY, ELEMENTARY OR SECONDARY
- 4 OTHER LIBRARY
- 5 MULTIPLE OTHER LIBRARIES

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5, 7-9

Q: WHYNOT

T:

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

PROBE: Is there anything else?

OPEN-ENDED

ALL WHO ANSWER WHYNOT --> SKIPTO KNOW1

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n  
skipto KNOW1

Q:LIBDO1

T:

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].

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3, 7-9

Q:LIBDO2

T:

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2, 7-9

Q: LIBDO3

T:

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 high tide in January].

1 YES  
2 NO --> SKIPTO LIBDO4

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9  
If (ans > 1) skipto LIBDO4

Q:LIBDO3A

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

Q:LIBDO3B

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

Q:LIBDO3C

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2, 7-9

Q:LIBDO3D

T:

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

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:LIBDO3E

T:

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

1 YES

2 NO --> SKIPTO FINDA

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

If (ans > 1) skipto FIND1

Q:LIBDO3F

T:

What is that [other reason]?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:FIND1

T:

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.

1 ALWAYS

- 2 USUALLY
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-5, 7-9

Q:DIFF1

T:  
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.

- 1 VERY DIFFICULT
- 2 SOMEWHAT DIFFICULT
- 3 SOMEWHAT EASY
- 4 VERY EASY

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-4, 7-9

Q:LIBDO4

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

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1,2, 7-9

Q:LIBDO5

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

Q:LIBDO6

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

PROBE: Use the computers in any manner.

1 YES  
2 NO --> SKIPTO LIBDO8

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9  
If (ans > 1) skipto LIBDO8

Q:LIBDO6A

T:  
Do you mainly use the [Eugene Public] Library's computers to access  
the World Wide Web or Internet?

NOTE: STRESS \*MAINLY\*.

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

Q:LIBDO6B

T:  
Do you ever use the [Eugene Public] Library's computers to access  
online databases and journals?

1 YES  
2 NO --> SKIPTO LIBDO8

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

If (ans > 1) skipto LIBDO8

Q:LIBDO6C

T:

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?

- 1 EXCELLENT
- 2 VERY GOOD
- 3 GOOD
- 4 FAIR
- 5 POOR

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5, 7-9

Q:LIBDO8

T:

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

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

Q:LIBDO9

T:

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

- 1 YES
- 2 NO

- 7 REFUSED

8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

Q:LIBDO10

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

1 YES  
2 NO--> SKIPTO CATALOG

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9  
If (ans > 1) skipto CATALOG

Q:LIBDO10A

T:  
What are those [reasons]?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:  
opn 13 5 22 60 m n

Q:CATWHERE

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

1 LIBRARY  
2 HOME  
3 BOTH  
4 IF VOLUNTEERED: OTHER -> SPECIFY

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-4, 7-9

Q:CATDIFF1

T:  
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

- 1 VERY DIFFICULT
- 2 SOMEWHAT DIFFICULT
- 3 SOMEWHAT EASY
- 4 VERY EASY

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-4, 7-9

Q:CATDIFF2

T:

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?

- 1 VERY DIFFICULT
- 2 SOMEWHAT DIFFICULT
- 3 SOMEWHAT EASY --> SKIPTO FIND2
- 4 VERY EASY --> SKIPTO FIND2

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-4, 7-9

If (ans > 2) skipto FIND2

Q:CATDIFF3

T:

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

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:CATALOG

T:

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

- 1 YES
- 2 NO --> SKIPTO LIBDO8

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1,2, 7-9

Q:FIND2

T:  
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?

- 1 ALWAYS --> SKIPTO STAFF1
- 2 USUALLY --> SKIPTO STAFF1
- 3 SOMETIMES --> SKIPTO STAFF1
- 4 RARELY
- 5 NEVER
- 6 IF VOLUNTEERED: NEVER VISIT LIBRARY TO FIND A PARTICULAR THING --> SKIPTO STAFF1

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-9  
If (ans < 4) skipto STAFF1  
If (ans > 5) skipto STAFF1

Q:FIND2A

T:  
Why are you unable to find what you need?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:  
opn 13 5 22 60 m n

Q:STAFF1

T:  
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?

- 1 ALWAYS
- 2 ALMOST ALWAYS
- 3 SOMETIMES
- 4 SELDOM
- 5 IF VOLUNTEERED: NEVER

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-5, 7-9

Q:STAFF2

T:  
How often are the library staff responsive to your needs?

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

- 1 ALWAYS
- 2 ALMOST ALWAYS
- 3 SOMETIMES
- 4 SELDOM
- 5 IF VOLUNTEERED: NEVER
- 6 IF VOLUNTEERED: NEVER ASK STAFF FOR HELP --> SKIPTO LANG1

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-6, 7-9  
If (ans = 6) skipto LANG1

Q:STAFF3

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

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

- 1 ALWAYS
- 2 ALMOST ALWAYS
- 3 SOMETIMES
- 4 SELDOM
- 5 IF VOLUNTEERED: NEVER
- 6 IF VOLUNTEERED: NEVER ASKED STAFF FOR HELP --> SKIPTO LANG1

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-9  
If (ans = 6) skipto LANG1

Q:STAFF4

T:

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

- 1 ALWAYS
- 2 ALMOST ALWAYS
- 3 SOMETIMES
- 4 SELDOM
- 5 IF VOLUNTEERED: NEVER
- 6 IF VOLUNTEERED: NEVER ASKED STAFF FOR HELP --> SKIPTO LANG1
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-6, 7-9

If (ans = 6) skipto LANG1

Q:STAFF5

T:

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?

- 1 VERY DIFFICULT
- 2 SOMEWHAT DIFFICULT
- 3 SOMEWHAT EASY --> SKIPTO STAFF6
- 4 VERY EASY --> SKIPTO STAFF6
- 5 IF VOLUNTEERED: NEVER ASKED STAFF FOR HELP --> SKIPTO LANG1
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5, 7-9

If (ans = 3) skipto STAFF6

If (ans = 4) skipto STAFF6

If (ans = 6) skipto LANG1

Q:STAFF5A

T:

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

- 1 YES
- 2 NO
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

Q:STAFF5B

T:

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

I:

opn 13 5 22 60 m n

Q: STAFF6

T:

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

1 ALWAYS --> SKIPTO LANG1

2 USUALLY --> SKIPTO LANG1

3 SOMETIMES --> SKIPTO LANG1

4 RARELY

5 NEVER

6 IF VOLUNTEERED: NEVER ASKED STAFF FOR HELP --> SKIPTO LANG1

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-6, 7-9

If (ans < 4) skipto LANG1

If (ans > 6) skipto LANG1

Q:STAFF6A

T:

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

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:LANG1

T:

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?

- 1 YES, SPEAK
- 2 YES, TAKEN CLASSES
- 3 BOTH SPEAK AND TAKEN CLASSES
- 4 NO --> SKIPTO LANG6

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-4, 7-9

If (ans > 3) skipto LANG6

Q:LANG2

T:

What language is that?

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

- 1 SPANISH
- 2 FRENCH
- 3 JAPANESE
- 4 CHINESE
- 5 KOREAN
- 6 OTHER ASIAN LANGUAGE [THAI, VIETNAMESE, HINDI, URDU, ETC.]
- 7 OTHER EUROPEAN LANGUAGE [GERMAN, RUSSIAN, ITALIAN, DUTCH, ETC.]
- 8 OTHER

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:

Key 1-8, 97-99

Q:LANG3

T:

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

- 1 YES --> SKIPTO LANG4
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

If (ans = 1) skipto LANG4

Q:LANG3A

T:

Why not?

OPEN-ENDED

-->SKIPTO LANG5

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

skipto LANG5

Q:LANG4

T:

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?

- 1 EXCELLENT
- 2 VERY GOOD
- 3 GOOD
- 4 FAIR
- 5 POOR
- 6 IF VOL: IT VARIES

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-9

If (LANG1 = 2) skipto SATISF1

Q:LANG5

T:

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?

- 1 YES--> SKIPTO SATISF1
- 2 NO--> SKIPTO SATISF1

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

skipto SATISF1

Q:LANG6

T:

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?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:SATISF1

T:

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?

1 VERY SATISFIED--> SKIPTO SATISF2

2 SOMEWHAT SATISFIED --> SKIPTO SATISF2

3 NOT VERY SATISFIED

4 NOT AT ALL SATISFIED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4, 7-9

If (ans < 3) skipto SATISF2

If (ans > 6) skipto SATISF2

Q:SATISF1A

T:

Why are you not satisfied?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:SATISF2

T:

[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?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-4, 7-9

Q:MAINTAIN

T:

In the next questions, please rate how good a job you think the [Eugene Public] Library does, using the scale excellent, 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?

- 1 EXCELLENT
- 2 VERY GOOD
- 3 GOOD
- 4 FAIR
- 5 POOR

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5, 7-9

Q:ADAPT

T:

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

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

- 1 EXCELLENT
- 2 VERY GOOD
- 3 GOOD
- 4 FAIR
- 5 POOR

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-5, 7-9

Q:RESOURCE

T:  
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?

1 EXCELLENT  
2 VERY GOOD  
3 GOOD  
4 FAIR  
5 POOR

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5, 7-9

Q:PLANNING

T:  
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?

1 EXCELLENT  
2 VERY GOOD  
3 GOOD  
4 FAIR  
5 POOR

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5, 7-9

Q:INFORM1

T:  
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?

1 EXCELLENT

- 2 VERY GOOD
- 3 GOOD
- 4 FAIR
- 5 POOR
- 6 IF VOL: IT HAS VARIED
- 7 IF VOL: CANNOT JUDGE, RECEIVED NO INFO

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:  
num 1 99 2 0 20 10  
If (ANS > 7)  
  If (ANS < 97) reask  
EndIf

Q:INFORM2

T:  
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

- 01 TV
- 02 RADIO
- 03 DAILY NEWSPAPERS
- 03 WEEKLY NEWSPAPERS
- 04 WORD OF MOUTH - FRIENDS, RELATIVES, NEIGHBORS
- 05 WWW / INTERNET
- 06 DIRECT MAIL
- 07 SCHOOLS
- 08 WORKPLACE
- 09 IF VOLUNTEERED: NEVER GET INFO
- 10 IF VOLUNTEERED: COMBINATION OF THE ABOVE --> SPECIFY
- 11 THE LIBRARY ITSELF

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:  
Key 1-11, 97-99

Q: INFORM3

T:  
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?

1 YES  
2 NO --> SKIPTO KNOW1  
3 IF VOLUNTEERED: WOULD CALL GENERAL LIBRARY PHONE NUMBER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3, 7-9

If (ans = 2) skipto KNOW1

If (ans > 6) skipto KNOW1

Q: INFORM4

T:

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2, 7-9

Q:KNOW1

T:

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2, 7-9

Q:KNOW2

T:

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.

1 YES  
2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1,2, 7-9

Q:KNOW3

T:  
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?

- 1 VOTE FOR --> SKIPTO TENYRS1
- 2 VOTE AGAINST
- 3 IF VOLUNTEERED: LEANING FOR
- 4 IF VOLUNTEERED: LEANING AGAINST
- 5 IF VOLUNTEERED: IT DEPENDS, NEED MORE INFORMATION
- 6 IF VOLUNTEERED: NOT REGISTERED TO VOTE --> SKIPTO TENYRS1

- 7 REFUSED
- 8 DON'T KNOW, UNDECIDED
- 9 NO ANSWER

I:  
Key 1-4, 7-9  
If (ans = 1) skipto TENYRS1  
If (ans = 6) skipto TENYRS1

Q:KNOW3A

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

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1,2, 7-9

Q:TENYRS1

T:  
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?

- 1 BETTER
- 2 ABOUT THE SAME
- 3 WORSE

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-3, 7-9

Q:GOODJOB2

T:  
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?

- 1 EXCELLENT
- 2 VERY GOOD
- 3 GOOD
- 4 FAIR
- 5 POOR

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-5, 7-9

Q:BEST

T:  
For you, what is the one best thing about the Eugene Public Library?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:  
opn 13 5 22 60 m n

Q:IMPROVE

T:  
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

I:  
opn 13 5 22 60 m n

Q:AGE

T:

I need to end the survey by asking some questions about you.  
First, how old are you?

ENTER EXACT AGE 18-96

96 = AGE 96 OR GREATER

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:

num 1 99 2 0 20 10

Q:SEX

T:

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

1 MALE  
2 FEMALE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2, 7-9

Q:LATINO

T:

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.

1 YES --> SKIPTO ZIPCODE  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2, 7-9

If (ans = 1) skipto ZIPCODE

Q:RACE

T:

What is your race?

PROBE FROM LIST: Are you ...

- 1 WHITE/CAUCASIAN
- 2 BLACK/AFRICAN AMERICAN
- 3 ASIAN AMERICAN/PACIFIC ISLANDER
- 4 AMERICAN INDIAN/NATIVE AMERICAN/ INDIGENOUS
- 5 ESKIMO, ALEUT, ALASKAN NATIVE
- 6 MIXED RACE, BIRACIAL
- 7 MIDDLE EASTERN
- 8 OTHER

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:

Key 1-8, 97-99

Q:ZIPCODE

T:

What is your zip code?

ENTER EXACT NUMBER

99996 96 OR MORE

- 99997 REFUSED
- 99998 DON'T KNOW
- 99999 NO ANSWER

I:

NUM 96999 99999 5 0 20 10

IF (ANS > 97999)

IF (ANS < 99997) REASK

ENDIF

Q:OWN

T:

Do you own or rent your home?

- 1 OWN
- 2 RENT
- 3 IF VOLUNTEERED: SOMETHING ELSE

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:YRSCITY

T:

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

96 = 96 OR MORE YEARS

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 0 99 2 0 20 10

Q:EMPLOY

T:

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?

- 1 EMPLOYED, OR SICK/ON VACATION FROM REGULAR JOB
- 2 RETIRED
- 3 LOOKING FOR WORK / UNEMPLOYED
- 4 KEEPING HOUSE
- 5 STUDENT TAKING CLASSES, GOING TO SCHOOL, ON BREAK FROM SCHOOL
- 6 DISABLED /UNABLE TO WORK
- 7 VOLUNTEER WORK ONLY
- 8 OTHER, DOING NOTHING, HANGING OUT AND NOT LOOKING FOR WORK
  
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:

num 1 99 2 0 20 10

If (ANS > 8)

If (ANS < 97) reask

EndIf

Q:EDUC

T:

What is the highest level of education you have completed?

PROBE FROM LIST

- 1 0-8 YEARS, NO GED
- 2 8-12 YEARS, NO HIGH SCHOOL DIPLOMA OR GED
- 3 HIGH SCHOOL DIPLOMA OR GED
- 4 SOME COLLEGE, NO DEGREE

5 ASSOCIATE'S DEGREE [AA, AS]  
6 BACHELORS DEGREE [BA, BS, AB]  
7 MASTERS DEGREE [MA, MS, MBA]  
8 DOCTORATE OR PROFESSIONAL DEGREE [PHD, JD, EDD, MD, DDS]  
9 OTHER

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
num 1 99 2 0 20 10  
If (ANS > 9)  
  If (ANS < 97) reask  
Endif

Q:VOTE1

T:  
Are you registered to vote?

1 YES  
2 NO --> SKIPTO COMSKILL

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9  
If (ans > 1) skipto COMSKILL

Q:VOTE2

T:  
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?

1 EVERY SINGLE TIME  
2 MOST OF THE TIME  
3 ABOUT HALF OF THE TIME  
4 LESS THAN HALF OF THE TIME  
5 NEVER

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5, 7-9

Q:COMSKILL

T:  
Do you know how to use a computer to create or edit documents or graphics,

or to analyze data?

- 1 YES
- 2 IF VOLUNTEERED: YES, A LITTLE
- 3 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:COMPUTER

T:

Do you have a personal computer in your home?

- 1 YES
- 2 NO ---> SKIPTO WWWJOB

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-2, 7-9

If (ans > 1) skipto WWWJOB

Q: COMPWWW

T:

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

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: YES, BUT NEVER HAVE USED IT
- 4 NEVER HEARD OF WWW OR INTERNET

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-4, 7-9

Q:WWWJOB

T:

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?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: YES, BUT NEVER HAVE USED IT

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
Key 1-3, 7-9

Q:HHNUM

T:  
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  
-->IF HHNUM EQ 1, SKIPTO DISAB1

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:  
num 1 99 2 0 20 10  
If (ans = 1) skipto DISAB1

Q:HHKIDS

T:  
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.

- 1 YES
- 2 NO --> SKIPTO DISAB1

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

If (ans > 1) skipto DISAB1

Q:HHKIDS1

T:

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.

1 YES

2 NO--> SKIPTO HHKIDS2

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

If (ans = 2) skipto HHKIDS2

Q:HHKIDS1A

T:

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

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:HHKIDS2

T:

(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.

1 YES

2 NO--> SKIPTO HHKIDS3

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

If (ans = 2) skipto HHKIDS3

Q:HHKIDS2A

T:

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

1 YES

2 NO

3 IF VOLUNTEERED: NO, BECAUSE HOME SCHOOLED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3, 7-9

Q:HHKIDS2B

T:

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

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:HHKIDS3

T:

(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.

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:KIDLANG1

T:

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

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

1 YES, SPEAK

2 YES, STUDY

3 YES, BOTH

4 NO--> SKIPTO KIDLIB1

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4, 7-9

If (ans > 3) skipto KIDLIB1

Q:KIDLANG2

T:

What language is that?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:KIDLIB1

T:

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

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:KIDLIB3

T:

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

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:  
opn 13 5 22 60 m n

Q:KIDLIB4

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

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:  
opn 13 5 22 60 m n

Q:DISAB1

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

Q:READ

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

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

Q:DISAB2

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

1 YES

2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

Q:INCOME4

T:

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.

1 OVER \$40,000 ---> SKIPTO INCOME3  
2 UNDER \$40,000

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9

C: 1 "UNDER \$15,000"  
C: 2 "\$15,000 - \$25,000"  
C: 3 "\$25,000 - \$40,000"  
C: 4 "\$40,000 - \$70,000"  
C: 5 "\$70,000 - \$100,000"  
C: 6 "OVER \$100,000"  
IF (ANS = 7) INCOME = 7  
IF (ANS = 8) INCOME = 8  
IF (ANS = 9) INCOME = 9  
skipto INCOME3  
IF (ANS > 6) SKIPTO ENDING1

Q:INCOME2

T:

Is it over or under \$25,000?

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

1 OVER \$25,000 --> SKIPTO ENDING1  
2 UNDER \$25,000

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-2, 7-9

C: 1 "UNDER \$15,000"

C: 2 "\$15,000 - \$25,000"

C: 3 "\$25,000 - \$40,000"

C: 4 "\$40,000 - \$70,000"

C: 5 "\$70,000 - \$100,000"

C: 6 "OVER \$100,000"

IF (ANS = 1) INCOME = 3

IF (ANS = 7) INCOME = 7

IF (ANS = 8) INCOME = 8

IF (ANS = 9) INCOME = 9

if (ans <> 2) skipto ENDING1

Q: INCOME1

T:

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

- 1 OVER \$15,000---> SKIPTO ENDING1
- 2 UNDER \$15,000 --> SKIPTO ENDING1
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-2, 7-9

C: 1 "UNDER \$15,000"

C: 2 "\$15,000 - \$25,000"

C: 3 "\$25,000 - \$40,000"

C: 4 "\$40,000 - \$70,000"

C: 5 "\$70,000 - \$100,000"

C: 6 "OVER \$100,000"

IF (ANS = 2) INCOME = 1

IF (ANS = 1) INCOME = 2

IF (ANS = 7) INCOME = 7

IF (ANS = 8) INCOME = 8

IF (ANS = 9) INCOME = 9

SKIPTO ENDING1

Q:INCOME3

T:

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

- 1 OVER \$70,000
- 2 UNDER \$70,000 --> SKIPTO ENDING1
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-2, 7-9

C: 1 "UNDER \$15,000"

C: 2 "\$15,000 - \$25,000"

C: 3 "\$25,000 - \$40,000"

C: 4 "\$40,000 - \$70,000"

C: 5 "\$70,000 - \$100,000"  
C: 6 "OVER \$100,000"  
IF (ANS = 2) INCOME = 4  
IF (ANS = 7) INCOME = 7  
IF (ANS = 8) INCOME = 8  
IF (ANS = 9) INCOME = 9  
IF (ANS > 1) SKIPTO ENDING1

Q:INCOME5

T:

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

- 1 OVER \$100,000
- 2 UNDER \$100,000
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-2, 7-9

C: 1 "UNDER \$15,000"  
C: 2 "\$15,000 - \$25,000"  
C: 3 "\$25,000 - \$40,000"  
C: 4 "\$40,000 - \$70,000"  
C: 5 "\$70,000 - \$100,000"  
C: 6 "OVER \$100,000"  
IF (ANS = 2) INCOME = 5  
IF (ANS = 1) INCOME = 6  
IF (ANS = 7) INCOME = 7  
IF (ANS = 8) INCOME = 8  
IF (ANS = 9) INCOME = 9

Q:ENDING1

T:

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

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:ENDING2

T:

If you are willing, I have two or three more questions for another City of Eugene project we are conducting.

PROBE: Are you willing?

- 1 R WILLING
- 2 R NOT WILLING --> SKIPTO ENDING3

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

if (ans = 2) skipto ENDING3

Q:GOODJOB3

T:

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

- 1 POSITIVE
- 2 NEGATIVE
- 3 NEUTRAL

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:STOP1

T:

In the past 12 months, have you been stopped by the Eugene Police Department while driving?

PROBE: While driving a car, truck, van, or motorcycle.

PROBE: Since November 2000.

PROBE: If you were not the driver, the answer would be "no".

PROBE: If you were stopped by the highway patrol or sheriff, the answer would be "no".

- 1 YES
- 2 NO-->SKIPTO ENDING3
- 3 IF VOLUNTEERED: YES, BUT CANNOT REMEMBER WHICH AGENCY STOPPED THEM

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

IF (ans = 2) skipto ENDING3

Q:STOP2

T:

How many times have you been stopped in the past 12 months

[by the Eugene Police Department while driving]?

PROBE: While driving a car, truck, van, or motorcycle.

PROBE: Since November 2000.

ENTER EXACT NUMBER

96 96 OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 20 10

Q:ENDING3

T:

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.

I:

Key 1

Q:INTOBS

T:

INTERVIEWER OBSERVATIONS

TYPE EXACT RESPONSE BELOW

I:

Opn 10 1 22 60

cpl

DISPOS = 26

ENDQUEST

Q:SPANISH

T:

INTERVIEWER: WAS THIS INTERVIEW CONDUCTED IN SPANISH?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:NOQAL

T:

I'm sorry - we can only interview people who live within the City of Eugene.  
I'm sorry to have bothered you. Good-bye.

PRESS 1 TO DISQUALIFY

I:

KEY 1  
DISPOS = 22  
ENDQUEST