

APPENDIX 2.4
Online Survey Results

Round Rock Public Library
 Round Rock, Texas

1. How many times have you personally used the Round Rock Public Library website in the past year?

	<i>response:</i>	<i>percent</i>	<i>count</i>
Daily		3.6%	14
Weekly		27.7%	109
Two or three times a week		12.4%	49
Four or five times a week		2.5%	10
Monthly		35.0%	138
This is my first time		12.7%	50
Do not know		6.1%	24

2. When you accessed the Round Rock Public Library website during the past year, which of the following services did you use? Did you...

	<i>response:</i>	<i>percent</i>	<i>count</i>
Consult a librarian		5.6%	22
To check the calendar of events		46.3%	183
Check the Library's online catalog		74.4%	294
Renew or reserve library items		64.6%	255
Download e-books		25.8%	102
Did not access the Round Rock Public Library website in the past year		9.9%	39
Do not know		1.0%	4
Other (please specify)		7.3%	29

3. When you accessed the Round Rock Public Library website, did you use ...

	<i>response:</i>	<i>percent</i>	<i>count</i>
Personal computer		92.3%	359
Smart phone		22.9%	89
Tablet-type device, e.g. Kindle, iPad, etc.		17.7%	69
Do not know		3.3%	13

4. Do you have a Round Rock Public Library borrower's card?

	<i>response:</i>	<i>percent</i>	<i>count</i>
Yes		82.4%	324
No		15.8%	62
Do not know		1.8%	7

5. What improvements would you like to see made regarding the Round Rock Public Library website? Would you like to see ...

	<i>response:</i>	<i>percent</i>	<i>count</i>
Librarian assistance via online chat		24.5%	94
Streaming content (video, music)		29.5%	113
Online registration for classes and programs		49.3%	189
Do not know		19.8%	76
Other (please specify)		22.7%	87

6. What improvements would you like to see made regarding the Library? Would you like to see...

	<i>response:</i>	<i>percent</i>	<i>count</i>
Open more hours		20.4%	80
More books		39.4%	155
More DVDs, CDs, and other non-print forms of media		35.1%	138
More eBooks & other digitally downloaded materials		47.8%	188
More activities for children		18.6%	73
More computers, printers, scanners, and the like		13.7%	54
More programs for adults		33.1%	130
More activities for teenagers		15.0%	59
Do not know		5.6%	22
Other (please specify)		19.1%	75

7. Some people think libraries will no longer exist in the future because of the information available through computers. Other people think libraries will still be needed despite all of the advancements of computers. Do you think libraries will no longer exist in the future, or do you think they will still be needed?

	<i>response:</i>	<i>percent</i>	<i>count</i>
No longer exist		2.5%	10
Still be needed		96.2%	379
Do not know		1.3%	5

8. How would you rank the benefits of the Round Rock Public Library compared to the benefits of other tax-supported services, e.g. schools, parks, roads. Would you say...

	<i>response:</i>	<i>percent</i>	<i>count</i>
At the top of the list		60.4%	238
In the middle		36.3%	143
At the bottom		3.3%	13

9. Here are a list of services the Round Rock Public Library provides. Read the list and record whether each is very important, somewhat important, slightly important, or not at all important to you.

	very important	somewhat important	slightly important	not important	don't know	rating average	response count
Providing story times & other programs for children	59.8% (232)	20.6% (80)	8.0% (31)	10.1% (39)	1.5% (6)	4.27	388
Providing books & other materials	94.1% (370)	5.3% (21)	0.0% (0)	0.3% (1)	0.3% (1)	4.93	393
Maintaining the existing library facility	77.5% (306)	18.0% (71)	1.5% (6)	2.0% (8)	1.0% (4)	4.69	395
Providing computers & online services	60.5% (236)	25.9% (101)	9.2% (36)	3.8% (15)	0.5% (2)	4.42	390
Making it possible to access Library information through home & office computers	77.0% (304)	18.7% (74)	4.1% (16)	0.0% (0)	0.3% (1)	4.72	395
Providing meeting & conference rooms for community groups & public activities	31.7% (125)	36.5% (144)	20.8% (82)	9.4% (37)	1.5% (6)	3.88	394
Providing special equipment for visually & hearing impaired customers	54.0% (211)	27.9% (109)	13.0% (51)	4.6% (18)	0.5% (2)	4.30	391
Providing materials other than books including DVDs, CDs, Playaways	51.5% (201)	30.5% (119)	12.8% (50)	4.6% (18)	0.5% (2)	4.28	390
Providing digital research resources and eBooks	66.6% (263)	26.3% (104)	5.6% (22)	1.0% (4)	0.5% (2)	4.57	395
Providing lectures, book discussions and other programs for adults	36.5% (143)	38.3% (150)	15.8% (62)	8.2% (32)	1.3% (5)	4.01	392
Providing activities and programs for teenagers	41.0% (160)	36.4% (142)	14.6% (57)	6.9% (27)	1.0% (4)	4.09	390

10. Overall, how important are the services provided by the Round Rock Public Library? Would you say they are...

	response:	percent	count
Very important		86.3%	341
Somewhat important		12.7%	50
Not too important		0.3%	1
Not at all important		0.5%	2
Do not know		0.3%	1

11. Would you be willing to pay more taxes for improved library services in Round Rock?

	response:	percent	count
Yes		44.2%	175
No		6.6%	26
Depends		44.7%	177
Do not know		4.5%	18

<i>12. How many years have you lived in this area?</i>			
	<i>response:</i>	<i>percent</i>	<i>count</i>
Individual responses did not download			395

<i>13. Do you have children living in your home who are ...</i>			
	<i>response:</i>	<i>percent</i>	<i>count</i>
Under the age of 10		52.1%	151
Between the ages of 11 & 17		32.1%	93
Prefer not to answer		27.9%	81

<i>14. Are you between the ages of...</i>			
	<i>response:</i>	<i>percent</i>	<i>count</i>
18 to 24		2.0%	8
25 to 34		21.1%	83
35 to 49		38.3%	151
50 to 64		26.4%	104
65 or older		9.9%	39
Prefer not to answer		2.3%	9

<i>15. Do you own or rent your current residence?</i>			
	<i>response:</i>	<i>percent</i>	<i>count</i>
Own		74.6%	294
Rent		20.1%	79
Live rent free		1.3%	5
Prefer not to answer		4.1%	16

<i>16. Please indicate the primary language spoken in your household.</i>			
	<i>response:</i>	<i>percent</i>	<i>count</i>
Chinese		0.3%	1
English		96.0%	380
Spanish		1.3%	5
Portuguese		0.3%	1
Vietnamese		0.0%	0
Prefer not to answer		0.5%	2
Other (please specify)		1.8%	7

17. Do you consider yourself...

	<i>response:</i>	<i>percent</i>	<i>count</i>
Asian or Asian-American		4.0%	16
Black or African-American		4.5%	18
Hispanic		11.9%	47
Native American		0.8%	3
White, Non-Hispanic		71.0%	281
Prefer not to answer		6.1%	24

18. What is the highest level of education you have completed?

	<i>response:</i>	<i>percent</i>	<i>count</i>
High school diploma		5.8%	23
Some college		15.4%	61
Two-year college (community/associate degree)		9.3%	37
Undergraduate college degree		29.3%	116
Graduate college degree		35.9%	142
Technical school		1.5%	6
Prefer not to answer		1.8%	7
Other (please specify)		1.0%	4

19. Are you ...

	<i>response:</i>	<i>percent</i>	<i>count</i>
Female		73.8%	293
Male		24.7%	98
Prefer not to answer		1.5%	6