



Survey of Arizonans' Attitudes About Public Libraries

Fall 2006

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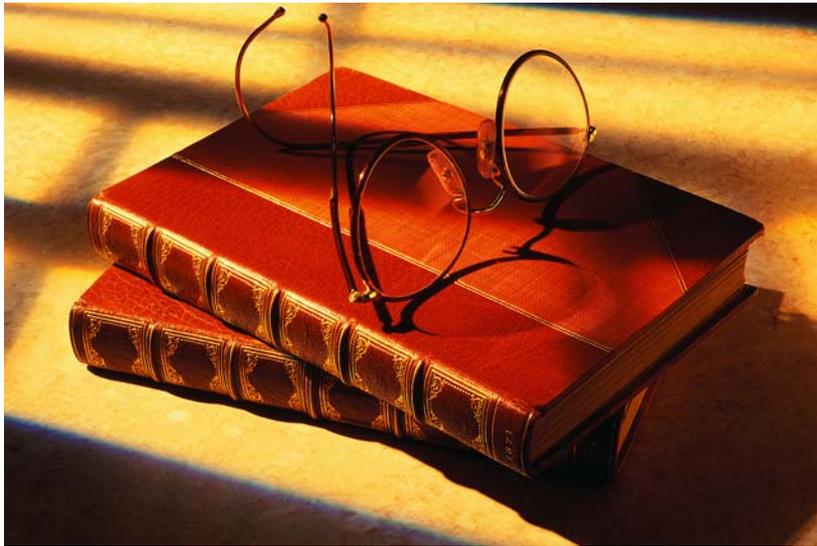
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Executive Summary

- The Social Research Laboratory at Northern Arizona University conducted a statewide telephone survey for the Arizona State Library. A random sample of 1,202 adult residents of Arizona participated in the study. Survey respondents were asked about their use of and attitudes toward public libraries in the state. Results are subject to a margin of error of +/- 2.8 percent at a 95 percent confidence level.
- Arizonans have a positive view of public libraries in the state. Thirty-eight percent of Arizonans rate public libraries in the state as “very good,” while another 30 percent call them “good.” Just five percent think they are “poor” or “very poor.”
- There is nearly unanimous understanding of the importance of public libraries. Ninety-eight percent of respondents agree that “public libraries are needed because they provide free information.” Ninety-four percent agree that “public libraries are essential for maintaining a productive community.”
- Arizona public libraries are quite popular. Sixty-six percent of respondents have a library card for an Arizona public library.
- The public is concerned that fewer people may be visiting libraries in the future. Forty-eight percent agree that “public libraries are becoming irrelevant since people can find almost anything they need on the Internet.”
- On average, survey respondents are very familiar with public libraries in their communities. Respondents averaged 10 in-person visits to Arizona public libraries in the past year. They also averaged three online visits to Arizona public library websites in that period.
- Seven percent of respondents have never visited an Arizona public library in person, and 65 percent have never made an online visit to an Arizona public library.
- Online visitors to Arizona public library websites use a variety of tools. Among users of Arizona public library websites, almost two-thirds (65%) say they used online databases during their most recent website visit. Sixty percent used the library catalog, 54 percent looked up library hours, and 46 percent looked for the library’s address or contact information.
- The public is motivated by a variety of reasons to visit libraries. The most commonly-cited reasons for visiting an Arizona public library in person were “personal leisure” (56 percent of visitors), “personal research” (40%), and “children’s use” (17%).
- When rating characteristics of their local library, Arizona library users give the highest marks to “librarian knowledge,” “safety,” and “building maintenance,” and the lowest to “meeting room availability.”

- Of the services provided by public libraries, Arizonans most strongly value “keeping library services free,” “friendly, knowledgeable librarians,” and “organization of materials.” The public is least concerned with “having a café in the library.”
- “Reference materials” and “government forms” top the list of the most important types of library collections and information. “Online access to library catalogs and databases” is considered least important.
- Among the community services and facilities provided by public libraries, Arizonans consider “providing a safe place for teenagers to gather and study” and “providing reading hours and other programs for children” to be most important.



Introduction

The Arizona State Library (ASL) is embarking upon a comprehensive self-evaluation process, involving an evaluation of its five-year LSTA plan and initiating development of the next five-year plan. An important component of the self-evaluation involves collecting information from a variety of sources, including Arizona residents and potential users of the state library system. To accomplish this, ASL enlisted Northern Arizona University's Social Research Laboratory (SRL) to conduct a telephone survey of adult Arizonans regarding their usage of and attitudes toward public libraries.

Methodology

The survey utilized a random-digit dial (RDD) sampling technique to generate a representative sample of households living in Arizona. RDD produces a more representative sample of the population than other sampling methods because all households with working telephones have an equal chance of being contacted. Listed and unlisted residential households have similar probabilities of being included in the RDD study.

Survey fielding was conducted using Computer Assisted Telephone Interviewing (CATI) technology. CATI is a system in which computers are employed to increase the accuracy, flexibility, and efficiency of telephone surveys. The computer system maintains a database of phone numbers, engages the sampling process, schedules callbacks, and records the disposition of each call. Interviewers are trained on interviewing protocol and use of the CATI system prior to the fielding of the survey. Interviewers view survey questions on the computer screen in a programmed sequence and record respondents' answers with the use of a keyboard. Data entry errors are decreased using this system.

Margin of Error

The "sampling error" associated with a 1,202-person sample drawn from a population the size of Arizona's is +/- 2.8 percent at a 95 percent confidence level. "Sampling error" is a social science term that describes the probable difference between interviewing everyone in a given population and interviewing a sample drawn from that population. The percentages obtained in telephone surveys such as these are estimates of what the percentage would be if the entire population had been surveyed.

Thus, if 50 percent of those in the sample are found to agree with a particular statement, the actual percentage of agreement in the population from which the sample is drawn would be between 52.8 percent and 47.2 percent (50% +/- 2.8%). The 95 percent confidence level means that this +/- 2.8 percent margin of error would occur in 95 out of 100 samples of this size drawn from the state of Arizona. Sampling error increases as the sample size is reduced. This must be kept in mind when comparing the responses of

different groups within the sample (e.g., men versus women). Smaller numbers of respondents on any question translate into higher margins of error.

Total responses to some questions may be greater or less than 100 percent. In some tables, “Don’t know” and/or “refused” responses are considered to be “missing data” and are not included in the total respondents. Additionally, all figures are rounded off to whole numbers.

Statistical weighting by gender, race, age, education, and income was performed on the dataset in order to correct for bias due to differential response by these demographic groups.

Survey Implementation

Once a phone contact was initiated, trained interviewers introduced the survey to potential respondents by identifying the name of the calling center and the purpose of the survey. Respondents were assured that nothing was being sold or solicited, and they were guaranteed confidentiality of responses. Respondents were asked for their consent to take the survey and told the survey would take approximately 10 minutes to complete.

Every effort was made to obtain the highest possible completion rates. Several techniques were employed to achieve this goal. Survey fielding utilized an established pattern of callbacks to minimize non-sampling errors that occur from certain types of people not being available at particular times of the day. Also, a refusal conversion process helped to maintain the integrity of the original sampling framework and minimize non-response bias in sampling.

In the refusal conversion process, declined interviews were reattempted using a prescribed call-back schedule. The first time a respondent declined to participate in the survey, the respondent was coded as a “soft-refusal.” The telephone number was returned to the sample database and called again by a skilled “refusal converter,” an interviewer specially trained to convert refusals into completed interviews. If a respondent refused a second time, they were coded as a “medium refusal” and re-contacted by a skilled interviewer in an attempt to complete the interview. If the respondent refused a third time, they were coded as a “hard refusal” and their number was removed from the sample database.

Telephone numbers that were busy, rang without answer, or answered by an answering machine were called a minimum of ten times at different hours of different days before being removed from the sample database. Once “dead,” another phone number in the sample was substituted for the original number. This “call-back” procedure minimized the possibility of nonrandom bias from entering into the data.

Quality Control

The Social Research Laboratory utilized several quality checks in the collection of data. All interviewers were thoroughly trained in telephone surveying methodology prior to interviewing. After several general training sessions, interviewers received training specific to this project and remained in practice mode until maximum proficiency was reached. Once an interviewer was prepared to administer the survey, supervisors performed frequent and regular monitoring of calls and data collection.

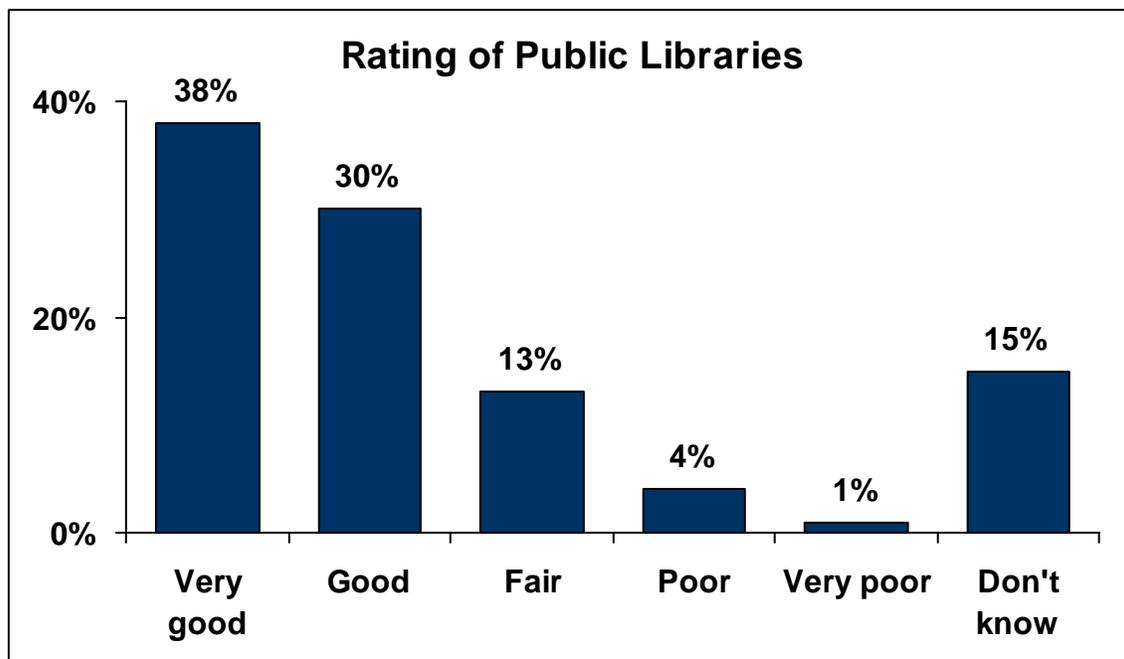
Supervisors trained to check on the accuracy and validity of data collection completed a “supervisor call-back” of randomly selected calls. Each calling shift held a pre-shift meeting that prepped interviewers on updates and changes in survey procedures. Interviewer meetings were held regularly and meetings with calling center staff were also held throughout the fielding of the survey to address questions that may have arisen.

Report of Survey Results

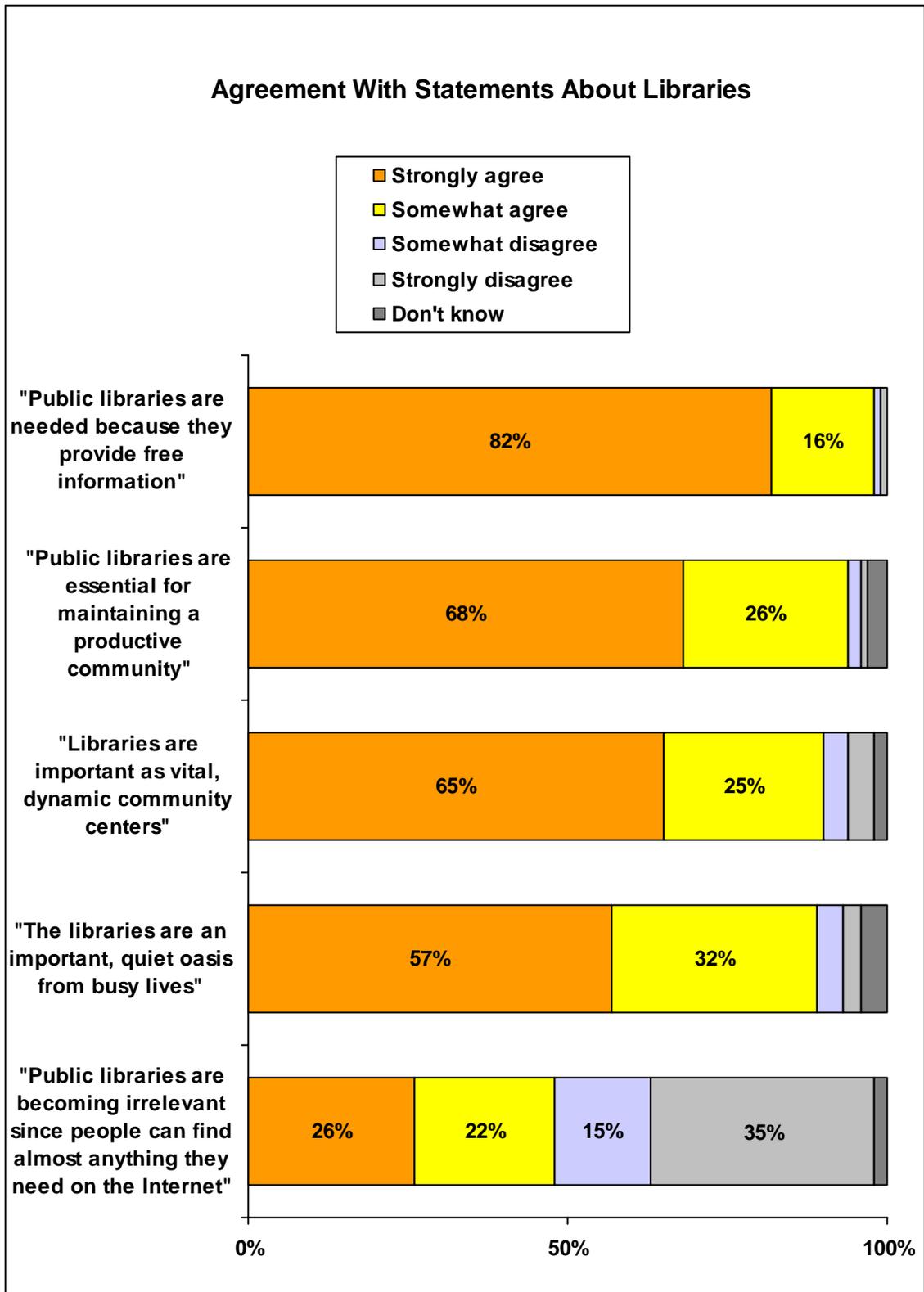
General Perceptions of Arizona Public Libraries

In general, Arizonans hold a very positive view of public libraries. Thirty-eight percent of Arizonans rate public libraries as “very good,” while another 30 percent call them “good.” Just five percent think they are “poor” or “very poor.” Respondents’ verbatim reasons for their ratings are listed in Appendix B.

Respondents who never attended college and those who earn less than \$50,000 per year were most likely to rate libraries as “very good.” Forty-three percent of respondents from both of these groups assigned this rating. (See Appendix A for complete survey results cross-tabulated by specific demographic groups.)

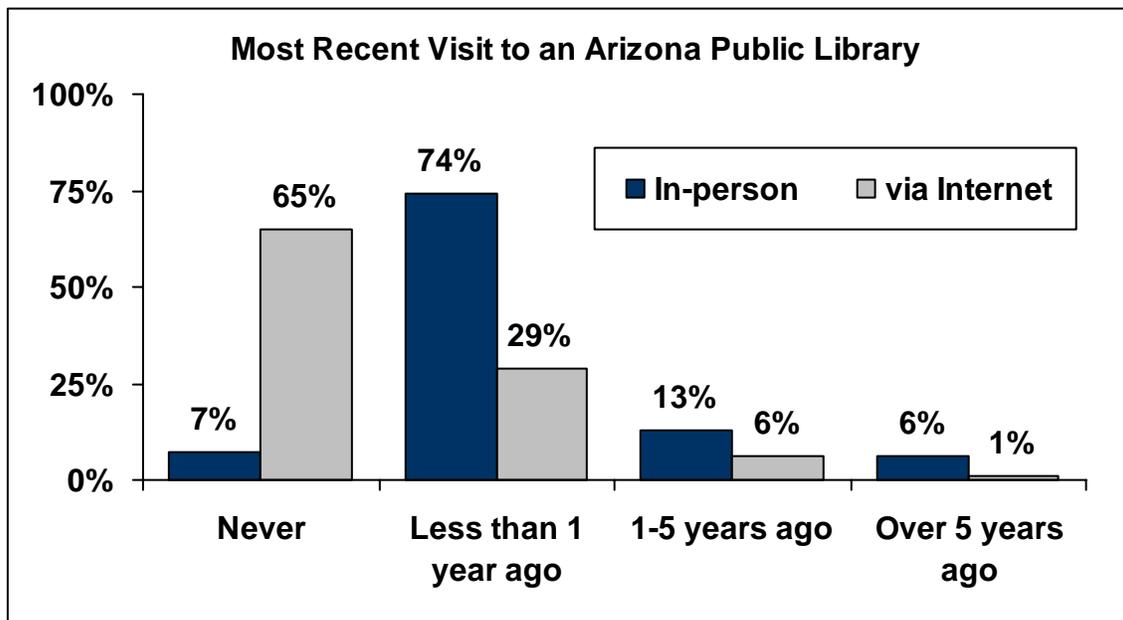
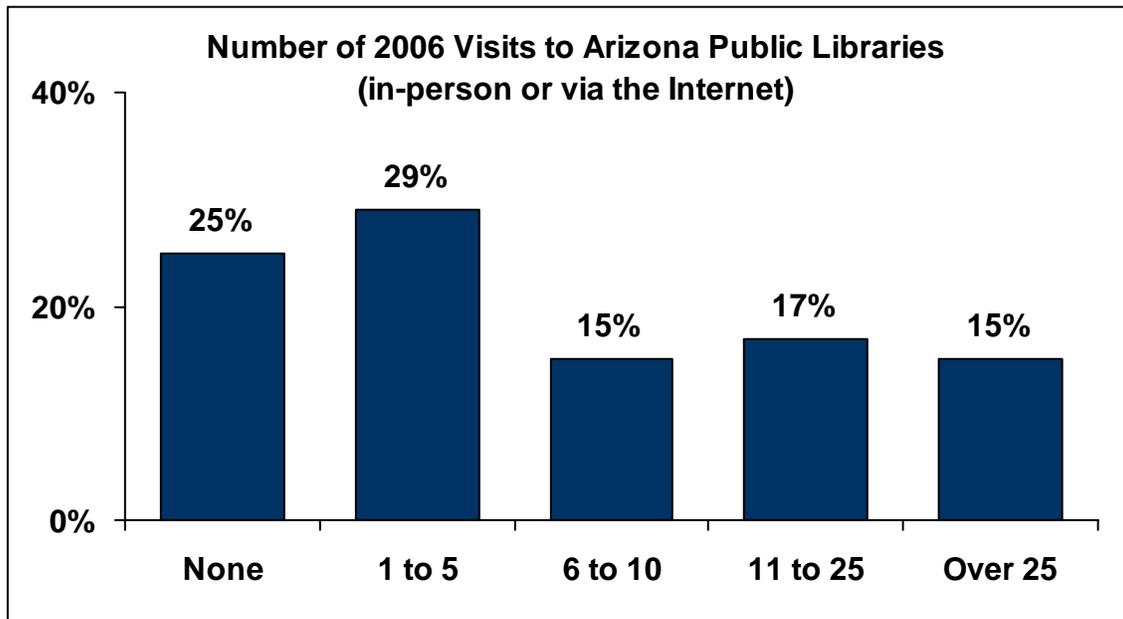


Respondents were asked whether they agreed or disagreed with a series of statements about public libraries. The highest rate of agreement is associated with the statement, “public libraries are needed because they provide free information.” Eighty-two percent “strongly agree” with this statement and 16 percent “somewhat agree,” for a total of 98 percent overall agreement. Ninety-four percent agree that “public libraries are essential for maintaining a productive community. Ninety percent agree that “libraries are important as vital, dynamic community centers.” Eighty-nine percent agree that “libraries are an important, quiet oasis from busy lives.” Forty-eight percent agree that “public libraries are becoming irrelevant since people can find almost anything they need on the Internet.”



Library Visitation and Use

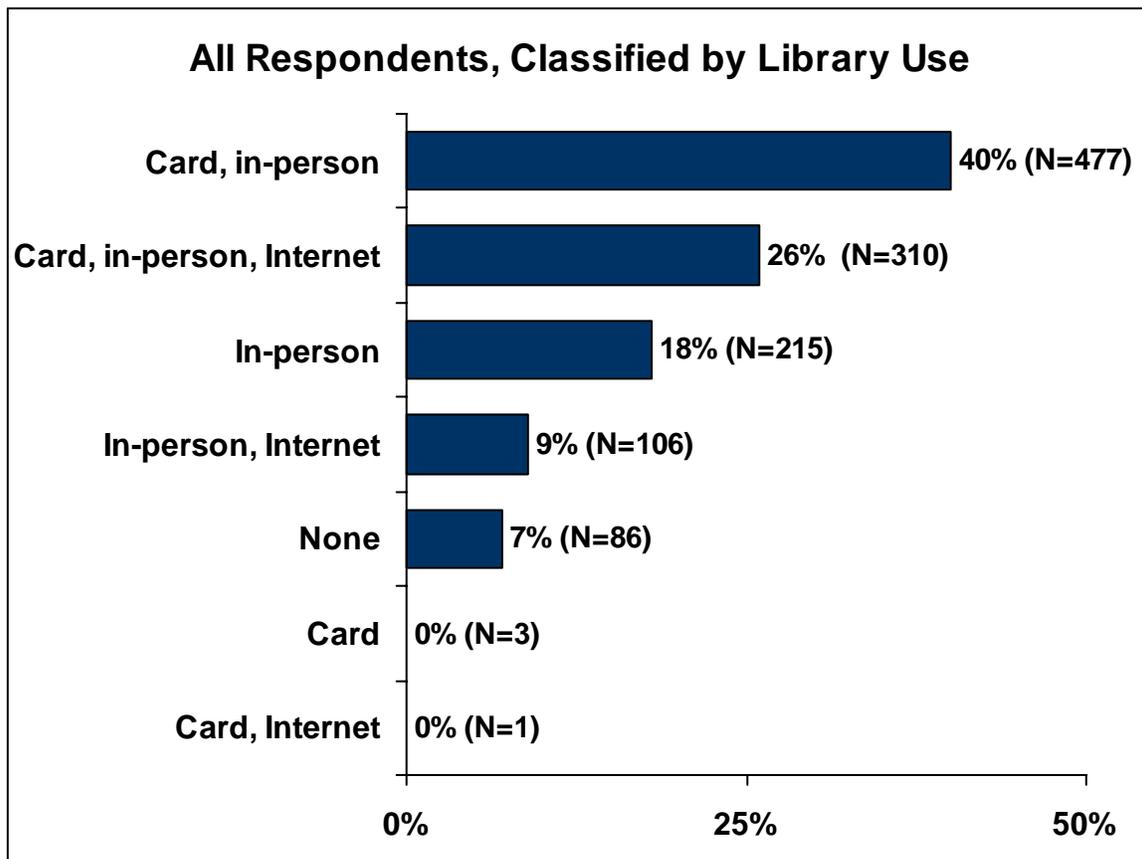
Respondents were asked how often they had visited Arizona public libraries in the past year, either in person or via the Internet. The greatest percentage of respondents (29%) report that they visited Arizona public libraries one to five times in the past year. One-quarter (25%) made no visits to a library. Fifteen percent made six to ten visits, 17 percent made 11 to 25 visits, and 15 percent made over 25 visits.



Seventy-four percent of Arizonans made an in-person visit to an Arizona public library within the past year. For thirteen percent, their most recent visit was between one to five years ago, and for six percent, it was over five years ago. Seven percent have never visited an Arizona public library in person.

Seventy-one percent of respondents who have ever visited an Arizona public library have a library card. College graduates (83%) and Pima County residents (85%) are most likely to have a library card. Among all respondents, 66 percent have a library card.

Twenty-nine percent of respondents most recently made an online visit to an Arizona public library within the last year. For six percent, their most recent online visit was between one to five years ago. Sixty-five percent of Arizonans have never made an online visit to an Arizona public library. On average, respondents who visited made 13 in-person visits and four online visits to Arizona public libraries in the past year. The average for respondents as a whole is 10 in-person visits and 3 online visits.



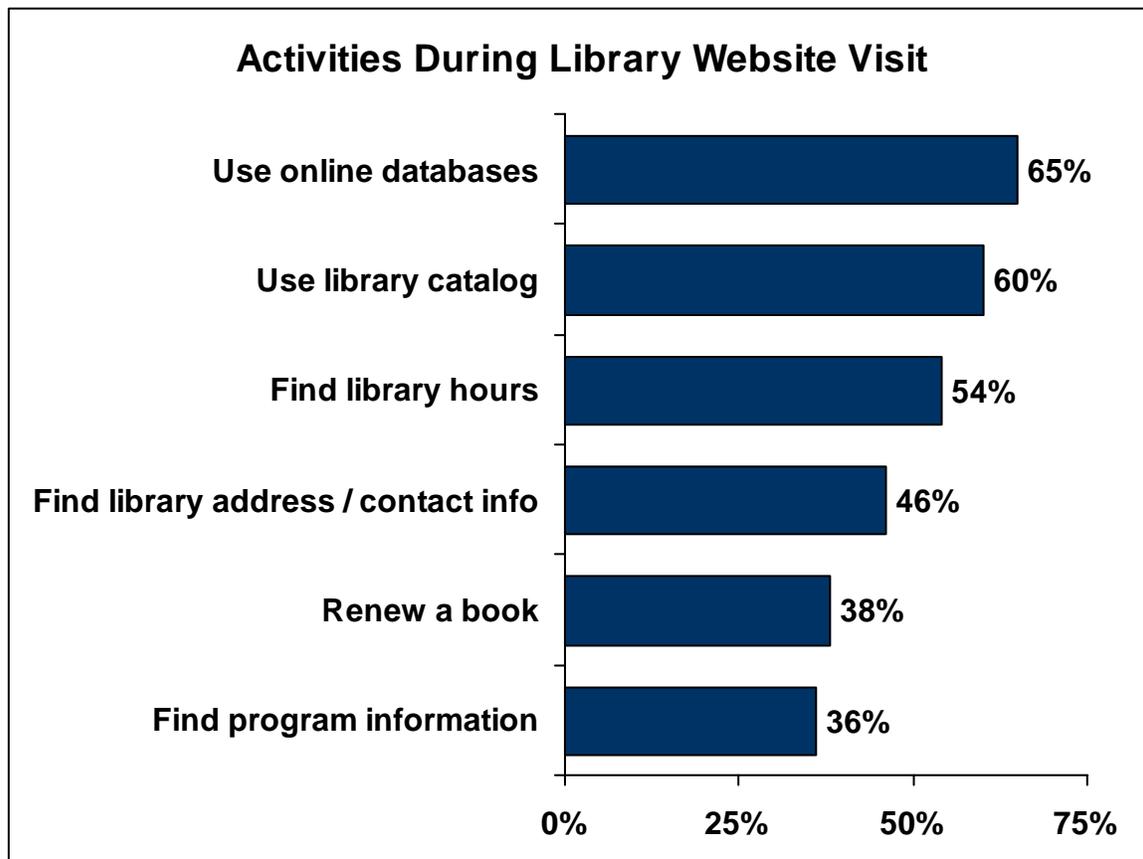
Survey respondents may be classified in terms of whether they have a Arizona public library card, whether they have ever visited an Arizona public library in person, and whether they have ever used the Internet to visit an Arizona public library website.

Ninety-two percent of respondents have visited an Arizona public library in person at some point in time. Thirty-five percent of respondents have visited an Arizona public

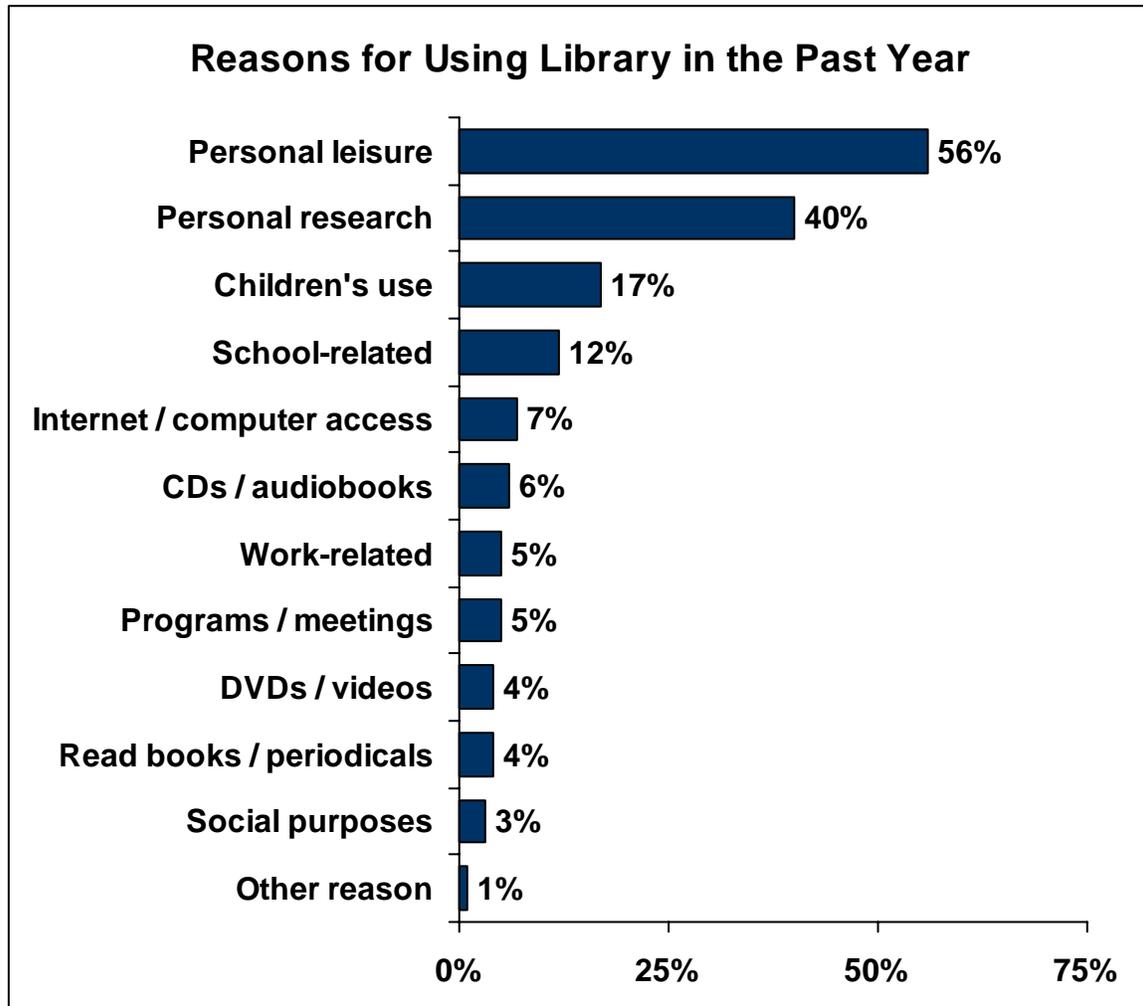
library via the Internet at some point in time. Sixty-six percent of respondents have an Arizona public library card (note: respondents who said they had never visited an Arizona public library were not asked whether they have a library card; this analysis assumes that they do not).

Combining these classifications, the largest subset of respondents, forty percent, have a library card and have made an in-person visit to a library, but have not used the Internet to visit a library. Twenty-six percent have a card and have visited a library both in person and via the Internet. Eighteen percent have visited in person, but not via the Internet, and they have no card. Nine percent have visited both in person and online, but have no library card. Seven percent have never visited in person or online, and have no card. Less than one percent of respondents have a library card, but have never visited in person or online. Less than one percent have a card and have visited online, but not in person.

Among respondents who had visited the website of an Arizona public library, 65 percent say they used online databases during their most recent visit. Sixty percent used the library catalog, 54 percent looked up library hours, and 46 percent looked for the library's address or contact information. Thirty-eight percent renewed a book, and 36 percent looked for program information.



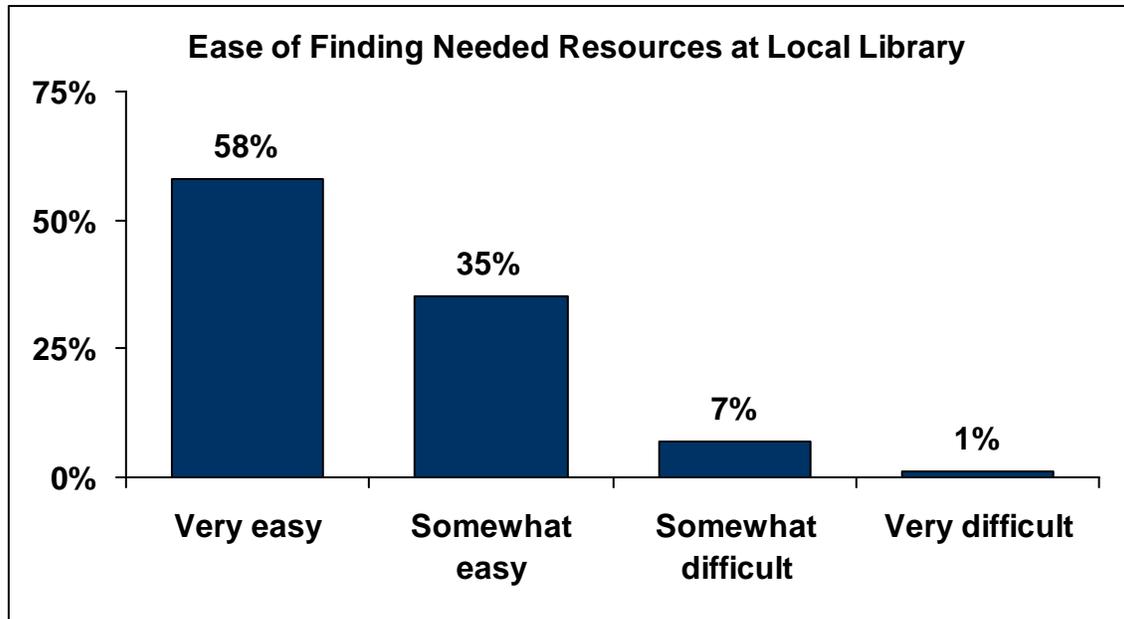
Respondents who have never visited an Arizona public library were asked why they did not use the library. Their verbatim responses are reported in Appendix B.



Respondents who reported visiting an Arizona public library in the past year (N=797) were asked their reasons for using the library; respondents could report as many reasons as they wished. Fifty-six percent report using the library for “personal leisure,” and 40 percent say they use it for “personal research.” Seventeen percent use the library for reasons related to their children, and 12 percent use it for school-related purposes.

Pima County residents (71%) and those 60 and over (71%) are most likely to use the library for “personal leisure.” Men (48%), Pima County residents (50%), and rural county residents (52%) are most likely to use the library for “personal research.”

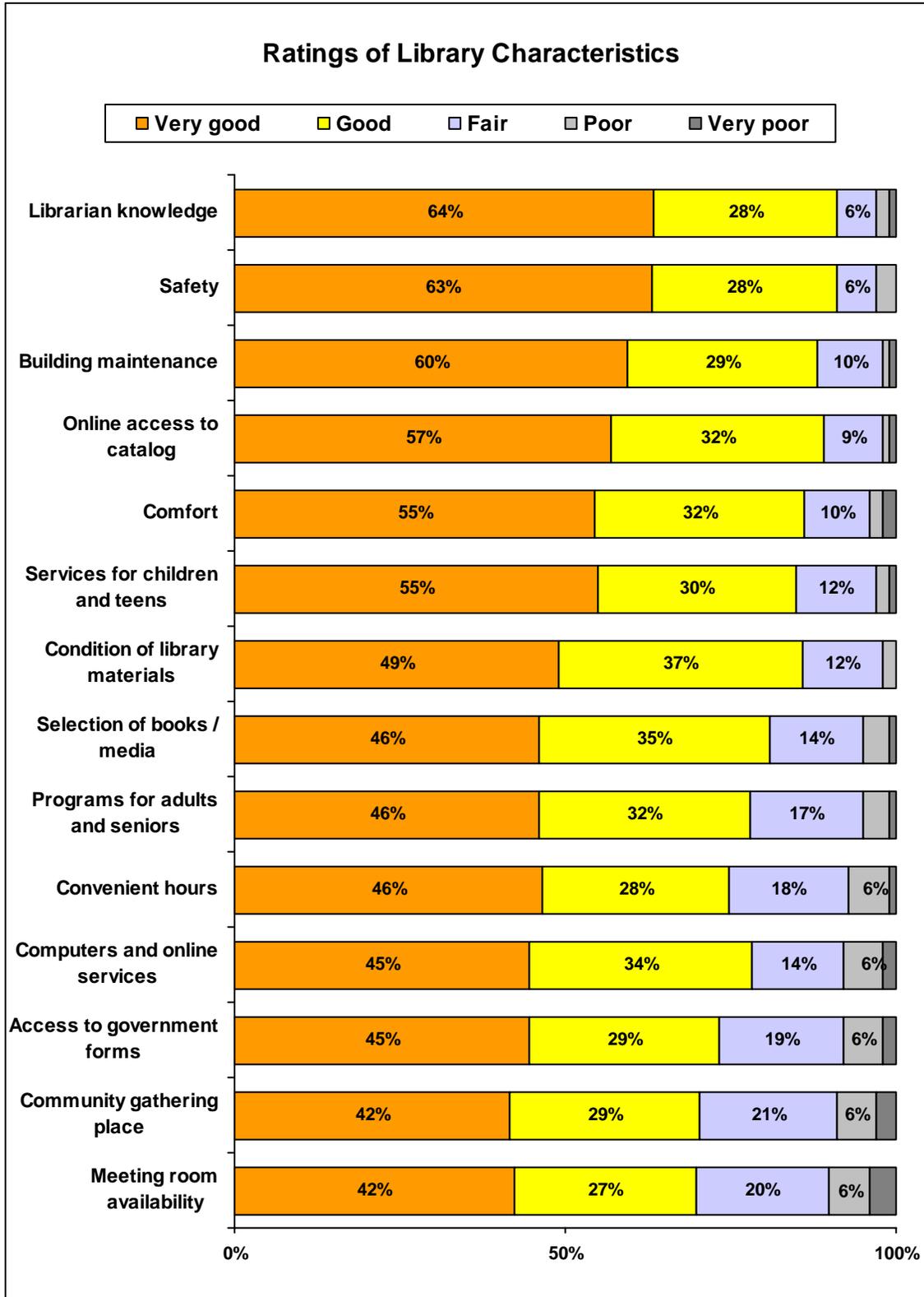
Fifty-eight percent of Arizona public library users say that it is “very easy” for them to find the resources they need at their local library, while 35 percent say it is “somewhat easy.” Only eight percent say it is “somewhat difficult” or “very difficult.”



Ratings of Library Services and Characteristics

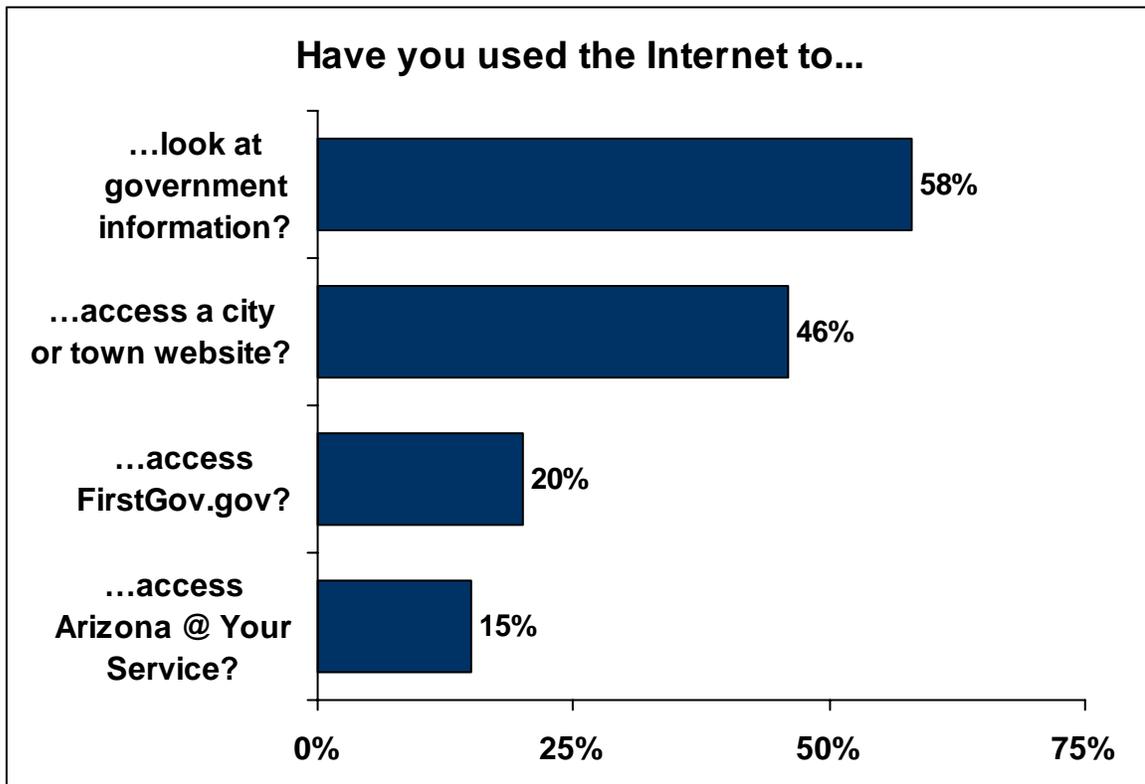
Arizona public library users were asked to rate various characteristics of the public library they visit most often on a scale of 1 (“very poor”) to 5 (“very good”). “Librarian knowledge” was the highest-rated library characteristic, with an average score of 4.52, followed by “Safety” (4.50) and “Building maintenance” (4.45). Other highly-rated characteristics included “Online access to library catalogs and databases” (4.43), “Services for children and teenagers” (4.36) and “Comfort” (4.36).

Relatively lower ratings were given to “Access to government forms” (4.09), “Serving as a community gathering place” (4.01), and “Availability of meeting rooms and auditoriums for community use” (3.97).



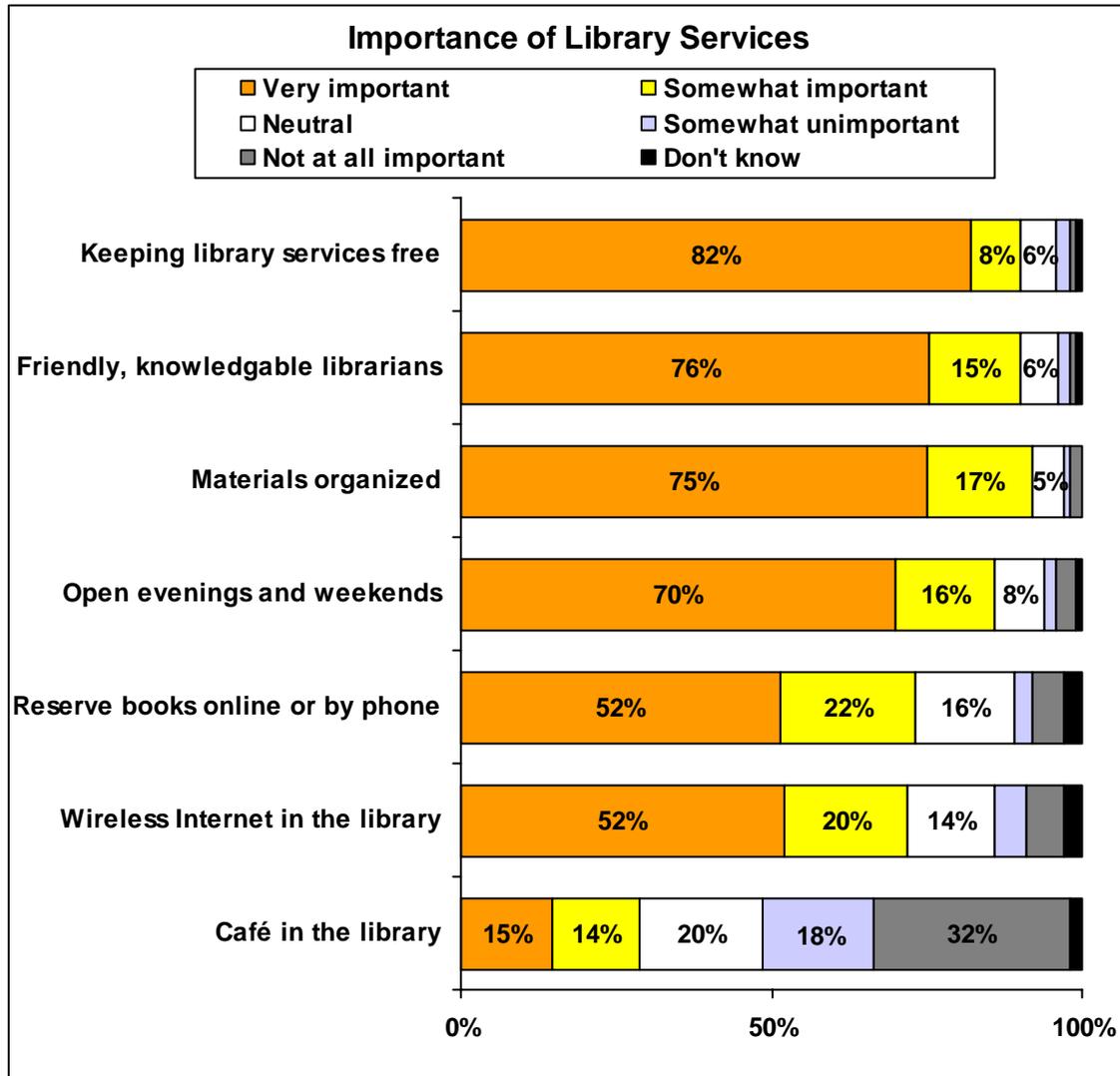
Eighty percent of all respondents report having access to both a computer and the Internet on a daily basis. Respondents making over \$75,000 a year (96%), those making between \$50,000 and \$75,000 a year (94%), college graduates (93%), and those between the ages of 18 and 34 (93%) are most likely to have access to a computer and the Internet.

Fifty-eight percent of respondents using the Internet regularly look on-line to find government information such as information on taxes, voter registration, and vehicle registration. Forty-six percent have used the Internet to access a city or town website. Twenty percent have used the Internet to access Firstgov.gov, and 15 percent have used the Internet to access Arizona @ Your Service.



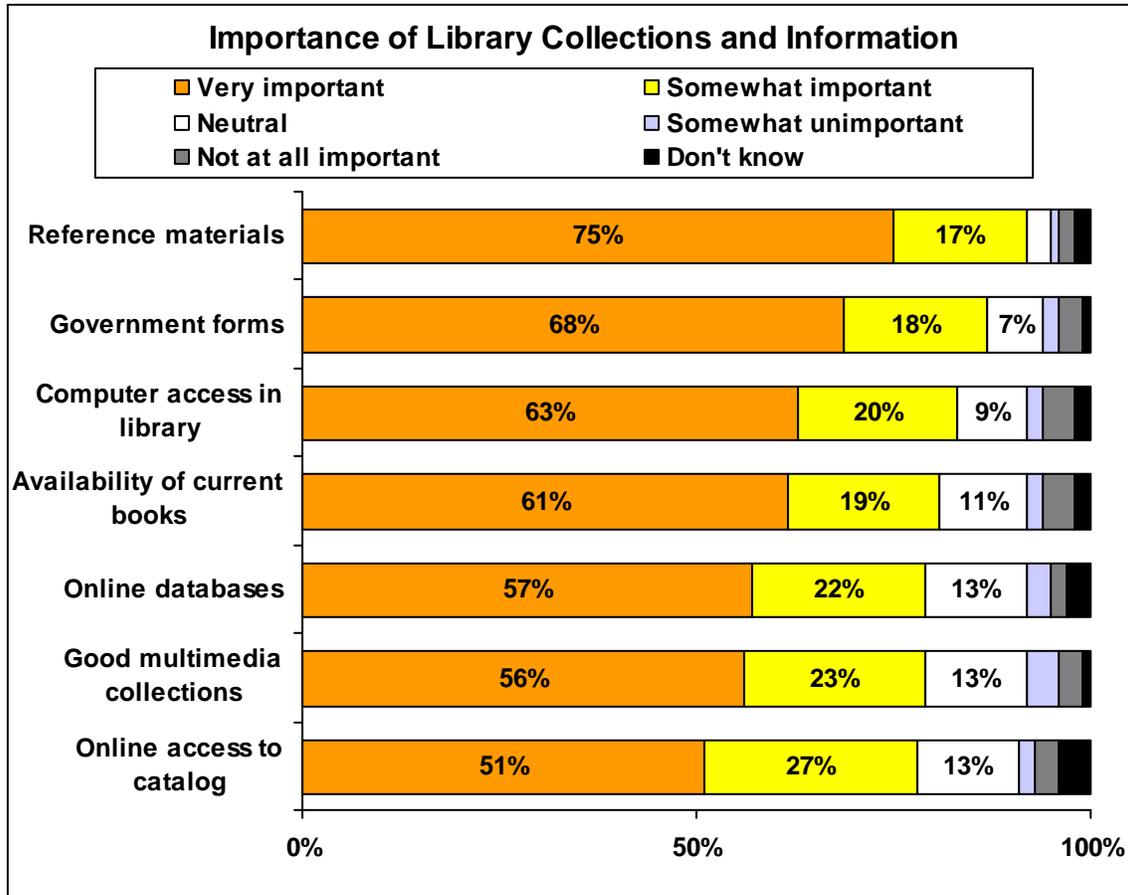
All respondents were asked to rate the importance of services that a public library might provide, on a scale of 1 (“not at all important”) to 5 (“very important”). “Keeping library services free” is the most highly-rated service, with an average score of 4.70. Other services that receive high ratings are “Availability of friendly, knowledgeable librarians” (4.65) and “Having information and books organized for easy self-service” (4.64).

The lowest-rated service, by far, is “Having a café in the library” (2.68).



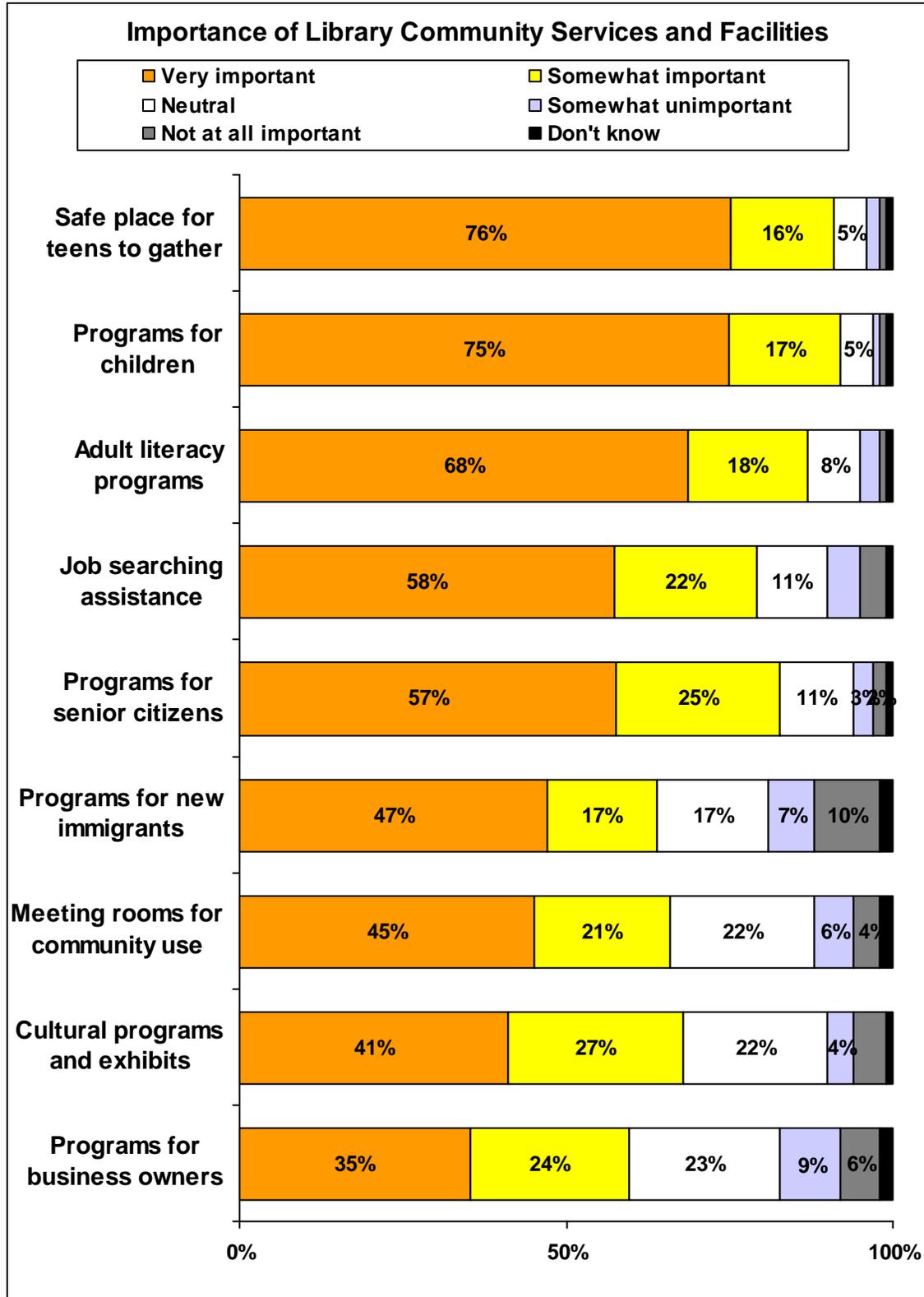
All respondents were asked to rate the importance of collections and information that a public library might provide, on a scale of 1 (“not at all important”) to 5 (“very important”). “Reference materials” is the highest-rated item, with an average score of 4.66. Other characteristics that receive high ratings include “Access to government forms” (4.50), “Availability of computers and online services in the library” (4.43), and “Availability of online databases at the library” (4.39).

The lowest-ranked characteristics are “Online access to library catalogs and databases” (4.32) and “Good multimedia collections” (4.28).



All respondents were asked to rate the importance of community services and facilities that a public library might provide, on a scale of 1 (“not at all important”) to 5 (“very important”). “Providing reading hours and other programs for children” is the highest-ranked service, with an average score of 4.67, followed by “Providing a safe place where teenagers can meet and study” (4.64) and “Providing adult literacy programs” (4.52).

Services that receive relatively lower ratings from respondents include “Offering programs for new immigrants” (3.89) and “Offering programs and services for business owners” (3.79).



Annotated Questionnaire

INTRODUCTION

Hello, my name is {STATE YOUR FIRST AND LAST NAME}, and I am calling on behalf of Northern Arizona University's Social Research Laboratory. I am not selling anything. We are conducting a telephone survey of Arizona residents regarding their attitudes about libraries in our state. The questions I would like to ask will take about 10 minutes. In order for our survey to be representative, I need to speak to the person currently living in your household who is 18 years of age or older and who has had the most recent birthday. Would that be you or someone else?

Thank you. Is now a good time to ask you some questions?

If yes -> Continue

If no-> When is a good time for me to call back?

Callback date and time_____

Thank you. All of your answers are voluntary and confidential, and will only be reported as part of a group response. If I should come to any question you would prefer not to answer, just let me know and I'll skip over it. OK?

PERCEPTIONS AND ATTITUDES ABOUT LIBRARIES
--

Resident Are you a full-time or part-time resident of Arizona, or are you not a resident?

1. Full-time
2. Part-time
3. Not a resident at all/Don't know / Refused ("Thank you but we are only interviewing residents of Arizona" →End survey)

Part-Time (Asked only of part-time residents) Do you consider Arizona to be your primary residence?

1. Yes continue survey
2. No/Don't know / Refused
("Thank you but we are only interviewing residents for whom Arizona is their primary residence" →End survey)

First, I'd like to get your general impression of public libraries. In your opinion, on a scale from 1 to 5, with 1 being "very poor" and 5 being "very good", how would you rate your public libraries?

	n	%
Very poor	8	1%
Poor	45	4%
Fair	150	13%
Good	363	30%
Very good	451	38%
Don't know	178	15%
Total	1195	101%

a. Why do you give Arizona public libraries this rating? _____

For each of the following statements I read, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree. First... [randomly rotate]

a. Public libraries are essential for maintaining a productive community.

	n	%
Strongly agree	810	68%
Somewhat agree	307	26%
Somewhat disagree	27	2%
Strongly disagree	16	1%
Don't know	39	3%
Total	1199	100%

b. The libraries are an important, quiet oasis from busy lives.

	n	%
Strongly agree	673	57%
Somewhat agree	378	32%
Somewhat disagree	51	4%
Strongly disagree	30	3%
Don't know	52	4%
Total	1184	100%

c. Public libraries are needed because they provide free information.

	n	%
Strongly agree	979	82%
Somewhat agree	192	16%
Somewhat disagree	11	1%
Strongly disagree	15	1%
Don't know	3	--
Total	1200	100%

d. Libraries are important as vital, dynamic community centers.

	n	%
Strongly agree	760	65%
Somewhat agree	295	25%
Somewhat disagree	49	4%
Strongly disagree	41	4%
Don't know	29	2%
Total	1174	100%

e. Public libraries are becoming irrelevant since people can find almost anything they need on the Internet.

	n	%
Strongly agree	314	26%
Somewhat agree	256	22%
Somewhat disagree	183	15%
Strongly disagree	415	35%
Don't know	24	2%
Total	1192	100%

USE OF LIBRARY SERVICES

Now I am going to ask you some questions about libraries and the services you use there.

About how many times in 2006 have you visited a public library in Arizona, either in person or via the internet? (prompt for an estimate)

	n	%
None	293	25%
1-5 times	342	29%
6-10 times	172	15%
11-25 times	194	17%
Over 25 times	170	15%
Total	1171	101%

- a. How many of those visits were in person? _____
 b. How many were online? _____

When was the last time you physically visited a public library in Arizona?

	n	%
Never	83	7%
Less than a year ago	881	74%
1-5 years ago	158	13%
Over 5 years ago	69	6%
Total	1191	100%

When was the last time you used the Internet to access a public library in Arizona?

	n	%
Never	767	65%
Less than a year ago	339	29%
1-5 years ago	77	6%
Over 5 years ago	6	1%
Total	1199	101%

During your visit to a library's Internet website, please tell me all of the things you accessed. Did you...

	Yes	
	n	%
Look at the library catalog?	251	60%
Look for program information?	149	36%
Use online databases or find online information?	273	65%
Renew a book?	162	38%
Look for library hours?	228	54%
Look for the library address or contact information?	195	46%

[if visited] Do you currently have a library card for any Arizona public library?

	n	%
Yes	791	71%
No	320	29%
Total	1111	100%

[if never visited in person or online] Why don't you use Arizona public libraries?

[visitors and users] For what reasons have you used the library during the last year?
(Don't read, select all that apply)

	n	% of cases
Personal leisure	393	56%
Personal research	285	40%
Children's use	130	18%
School-related	87	12%
Internet / computer access	48	7%
CDs / audiobooks	43	6%
Work-related	38	5%
Attend Programs	35	5%
DVDs / movies / videos	28	4%
Books / periodicals	25	4%
Social purposes	24	3%
Forms	4	1%
Donate Books/Volunteer	2	--
Other reason	7	1%

**[visitors and users] how easy is it to find what you need at your local library?
Would you say . . . ? (Read all)**

	n	%
Very easy	408	58%
Somewhat easy	243	35%
Somewhat difficult	46	7%
Very difficult	6	1%
Total	703	101%

[visitors and users] Thinking about the library you use most, , on a scale from 1 to 5, with 1 being “very poor” and 5 being “very good”, how would you rate the library on each of the following characteristics? [Interviewer Repeat Scale if necessary] [randomly rotate]

a. Availability of computers and online services?

	n	%
Very poor	10	2%
Poor	35	6%
Fair	86	14%
Good	206	34%
Very good	277	45%
Total	614	101%

b. Access to library catalogs and databases using the Internet?

	n	%
Very poor	4	1%
Poor	5	1%
Fair	44	9%
Good	150	32%
Very good	271	57%
Total	474	100%

c. The selection of books, CDs, videos and magazines?

	n	%
Very poor	7	1%
Poor	25	4%
Fair	95	14%
Good	247	35%
Very good	324	46%
Total	698	100%

d. The condition of library materials?

	N	%
Very poor	1	--
Poor	15	2%
Fair	81	12%
Good	260	37%
Very good	347	49%
Total	704	100%

e. Building maintenance?

	n	%
Very poor	6	1%
Poor	6	1%
Fair	65	10%
Good	197	29%
Very good	404	60%
Total	678	101%

f. Comfort?

	n	%
Very poor	12	2%
Poor	11	2%
Fair	71	10%
Good	224	32%
Very good	382	55%
Total	700	101%

g. Safety?

	n	%
Very poor	3	--
Poor	21	3%
Fair	40	6%
Good	194	28%
Very good	436	63%
Total	694	100%

h. Librarian knowledge

	n	%
Very poor	7	1%
Poor	10	2%
Fair	39	6%
Good	188	28%
Very good	431	64%
Total	675	101%

i. Having convenient hours?

	n	%
Very poor	9	1%
Poor	42	6%
Fair	129	18%
Good	202	28%
Very good	322	46%
Total	704	99%

j. Services for children and teenagers?

	n	%
Very poor	4	1%
Poor	13	2%
Fair	68	12%
Good	175	30%
Very good	318	55%
Total	578	100%

k. Literacy and educational programs for adults and seniors?

	n	%
Very poor	5	1%
Poor	16	4%
Fair	72	17%
Good	138	32%
Very good	195	46%
Total	426	100%

l. Availability of meeting rooms and auditoriums for community use?

	n	%
Very poor	19	4%
Poor	27	6%
Fair	90	20%
Good	122	27%
Very good	188	42%
Total	446	99%

m. Access to government forms and services in the library, like Medicare or Tax forms?

	N	%
Very poor	10	2%
Poor	25	6%
Fair	84	19%
Good	128	29%
Very good	201	45%
Total	448	101%

n. Serving as a community gathering place?

	n	%
Very poor	15	3%
Poor	36	6%
Fair	124	21%
Good	169	29%
Very good	249	42%
Total	493	101%

On any given day, do you have access to a computer and the Internet at any location?

	n	%
Both computer & Internet access	930	80%
Computer access only	17	2%
Neither computer nor Internet access	210	18%
Total	1157	100%

Have you used the Internet to look at government information, such as information about taxes, emergency or recreation services, voter or vehicle registration, unemployment benefits, or any other governmental information?

	n	%
Yes	694	58%
No	497	42%
Total	1191	100%

Have you used the Internet to access...

a. Arizona@Your service

	N	%
Yes	180	15%
No	986	85%
Total	1166	100%

b. FirstGov.gov

	N	%
Yes	233	20%
No	929	80%
Total	1162	100%

c. A city or town website

	n	%
Yes	546	46%
No	645	54%
Total	1191	100%

LIBRARY SERVICES

Now I am going to read you a list of services that a library may provide, and you tell me how important you think each service is. On a scale of 1 to 5, with 1 being “not at all important” and 5 being “very important,” how high of a priority should (insert item) be? (*Interviewer: Repeat Scale if necessary*) [randomly rotate]

a. Being able to reserve books online or by phone?

	n	%
Not at all important	54	5%
Somewhat unimportant	41	3%
Neutral	186	16%
Somewhat important	266	22%
Very important	622	52%
Don't know	30	3%
Total	1199	101%

b. Providing wireless Internet access inside the library?

	n	%
Not at all important	67	6%
Somewhat unimportant	59	5%
Neutral	168	14%
Somewhat important	238	20%
Very important	626	52%
Don't know	36	3%
Total	1194	100%

c. Keeping library services free?

	n	%
Not at all important	13	1%
Somewhat unimportant	23	2%
Neutral	74	6%
Somewhat important	100	8%
Very important	980	82%
Don't know	9	1%
Total	1199	100%

d. Availability of a friendly, knowledgeable librarian?

	n	%
Not at all important	13	1%
Somewhat unimportant	18	2%
Neutral	74	6%
Somewhat important	179	15%
Very important	909	76%
Don't know	6	1%
Total	1199	101%

e. Being open in the evening and on weekends?

	n	%
Not at all important	32	3%
Somewhat unimportant	20	2%
Neutral	97	8%
Somewhat important	197	16%
Very important	841	70%
Don't know	12	1%
Total	1199	100%

f. Having a café inside the library?

	n	%
Not at all important	380	32%
Somewhat unimportant	210	18%
Neutral	244	20%
Somewhat important	161	14%
Very important	179	15%
Don't know	24	2%
Total	1198	101%

g. Having information and books organized for easy self-service?

	n	%
Not at all important	18	2%
Somewhat unimportant	10	1%
Neutral	63	5%
Somewhat important	205	17%
Very important	897	75%
Don't know	3	--
Total	1196	100%

Regarding the collections and information the library has available, on a scale of 1 to 5, with 1 being “not at all important” and 5 being “very important,” how high of a priority should (insert item) be? (Interviewer: Repeat Scale if necessary) [randomly rotate]

a. Having current books for adults and children?

	n	%
Not at all important	51	4%
Somewhat unimportant	25	2%
Neutral	134	11%
Somewhat important	231	19%
Very important	734	61%
Don't know	21	2%
Total	1196	99%

b. Having good multimedia collections such as CDs/books on tape/DVDs/videos?

	n	%
Not at all important	31	3%
Somewhat unimportant	49	4%
Neutral	160	13%
Somewhat important	280	23%
Very important	668	56%
Don't know	11	1%
Total	1199	100%

c. Having reference materials?

	n	%
Not at all important	27	2%
Somewhat unimportant	10	1%
Neutral	40	3%
Somewhat important	207	17%
Very important	897	75%
Don't know	18	2%
Total	1199	100%

d. Availability of online databases at the library?

	n	%
Not at all important	26	2%
Somewhat unimportant	32	3%
Neutral	149	13%
Somewhat important	264	22%
Very important	686	57%
Don't know	40	3%
Total	1197	100%

e. Offering access to library catalogs and databases from home or work?

	n	%
Not at all important	39	3%
Somewhat unimportant	19	2%
Neutral	158	13%
Somewhat important	324	27%
Very important	614	51%
Don't know	44	4%
Total	1198	100%

f. Availability of computers and online services in the library?

	n	%
Not at all important	44	4%
Somewhat unimportant	29	2%
Neutral	103	9%
Somewhat important	242	20%
Very important	758	63%
Don't know	23	2%
Total	1199	100%

g. Having access to government forms or services in the library, like Medicare or Tax forms?

	n	%
Not at all important	41	3%
Somewhat unimportant	24	2%
Neutral	84	7%
Somewhat important	217	18%
Very important	817	68%
Don't know	16	1%
Total	1199	99%

Regarding the community services and facilities the library provides, on a scale of 1 to 5, with 1 being “not at all important” and 5 being “very important,” how high of a priority should (insert item) be? [randomly rotate]

a. Providing reading hours and other programs for children?

	n	%
Not at all important	12	1%
Somewhat unimportant	12	1%
Neutral	55	5%
Somewhat important	206	17%
Very important	902	75%
Don't know	11	1%
Total	1198	100%

b. Providing adult literacy programs?

	n	%
Not at all important	16	1%
Somewhat unimportant	36	3%
Neutral	99	8%
Somewhat important	214	18%
Very important	819	68%
Don't know	14	1%
Total	1198	99%

c. Providing meeting rooms and auditoriums for community use?

	n	%
Not at all important	52	4%
Somewhat unimportant	73	6%
Neutral	259	22%
Somewhat important	245	21%
Very important	539	45%
Don't know	29	2%
Total	1197	100%

d. Holding programs for senior citizens?

	n	%
Not at all important	22	2%
Somewhat unimportant	38	3%
Neutral	137	11%
Somewhat important	299	25%
Very important	687	57%
Don't know	15	1%
Total	1198	99%

e. Having cultural programs or exhibits?

	n	%
Not at all important	61	5%
Somewhat unimportant	47	4%
Neutral	260	22%
Somewhat important	324	27%
Very important	490	41%
Don't know	15	1%
Total	1197	100%

f. Providing a safe place where teenagers can study and congregate?

	n	%
Not at all important	14	1%
Somewhat unimportant	25	2%
Neutral	61	5%
Somewhat important	186	16%
Very important	905	76%
Don't know	7	1%
Total	1198	101%

g. Providing job searching assistance?

	n	%
Not at all important	43	4%
Somewhat unimportant	61	5%
Neutral	134	11%
Somewhat important	259	22%
Very important	690	58%
Don't know	10	1%
Total	1197	101%

h. Offering programs for new immigrants?

	n	%
Not at all important	114	10%
Somewhat unimportant	88	7%
Neutral	203	17%
Somewhat important	206	17%
Very important	555	47%
Don't know	21	2%
Total	1187	100%

i. Offering programs and services for business owners?

	n	%
Not at all important	73	6%
Somewhat unimportant	111	9%
Neutral	2880	23%
Somewhat important	288	24%
Very important	417	35%
Don't know	26	2%
Total	1195	99%

DEMOGRAPHICS

Now I'd like to ask you a few more questions, so we can classify your answers.

D1. In what year were you born?

[year born recoded into age categories]

	n	%
18-34	388	34%
35-54	432	38%
55+	321	28%
Total	1141	100%

D2. What is the highest level of school you have completed?

	n	%
Less than high school	236	20%
High school graduate / GED	286	24%
Some college	270	23%
Associate's degree	117	10%
Bachelor's degree	167	14%
Graduate degree	106	9%
Total	1182	100%

D3: Which of the following income groups includes your total family income in 2005 before taxes? Tell me to stop when I read the correct category.

	n	%
Up to \$10,000	57	5%
\$10,000 - \$25,000	248	21%
\$25,000 - \$50,000	313	26%
\$50,000 - \$75,000	184	15%
\$75,000 - \$100,000	88	7%
\$100,000 - \$150,000	64	5%
Over \$150,000	36	3%
Total	990	101%

D4. Which of the following categories describes you best? Are you ...
[READ and select only 1]

	n	%
White, non-Hispanic	684	60%
Hispanic	322	29%
Black	41	4%
Asian	25	2%
Hawaiian / Pacific Islander	2	--
American Indian	58	5%
Total	1132	100%

D5. What is your zip code?

D6. What is your Gender? *(ask only if necessary)*

	n	%
Male	588	49%
Female	611	51%
Total	1199	100%

These are all the questions that I have for you. Thank you. Goodbye.

Appendix A: Cross-tabulations by Demographics

		Total	Gender		County			Age			Education			Income			Race	
			M	F	Maricopa	Pima	Other	18-34	35-59	60+	No college	Some College	College grad	Under \$50k	\$50k-\$75k	Over \$75k	White	Non-white
How would you rate your public libraries?	Very poor	1%	0%	1%	0%	0%	1%	1%	1%	0%	0%	1%	2%	0%	1%	2%	0%	1%
	Poor	4%	4%	3%	2%	5%	7%	4%	4%	2%	3%	5%	4%	4%	1%	6%	4%	3%
	Fair	13%	12%	13%	11%	20%	11%	12%	16%	9%	11%	15%	13%	13%	13%	15%	12%	13%
	Good	30%	31%	30%	33%	32%	25%	31%	30%	31%	23%	35%	39%	28%	40%	36%	34%	24%
	Very good	38%	34%	41%	40%	26%	40%	35%	40%	41%	43%	33%	33%	43%	31%	28%	35%	41%
	Don't know	15%	18%	12%	14%	17%	16%	16%	9%	17%	20%	11%	10%	12%	14%	13%	13%	17%
About how many times in 2006 have you visited a public library in Arizona, either in person or via the Internet?	None	25%	24%	26%	25%	25%	24%	25%	18%	31%	33%	22%	16%	25%	24%	20%	25%	25%
	1-5 times	29%	31%	27%	29%	22%	33%	32%	31%	26%	33%	27%	25%	34%	22%	29%	27%	34%
	6-10 times	15%	16%	14%	14%	14%	17%	15%	16%	14%	13%	15%	17%	12%	19%	19%	16%	14%
	11-25 times	17%	16%	17%	19%	16%	12%	18%	17%	15%	12%	19%	21%	16%	20%	15%	17%	16%
	Over 25 times	15%	13%	16%	13%	22%	14%	11%	18%	15%	9%	17%	21%	12%	15%	16%	15%	12%
When was the last time you physically visited a public library in Arizona?	Never	7%	8%	6%	5%	15%	7%	3%	4%	10%	9%	6%	5%	7%	5%	7%	8%	7%
	Less than a year ago	74%	75%	73%	73%	74%	75%	77%	81%	65%	67%	77%	81%	74%	75%	77%	72%	77%
	1-5 years ago	13%	11%	16%	16%	7%	12%	16%	9%	17%	15%	14%	9%	13%	14%	11%	14%	13%
	Over 5 years ago	6%	6%	6%	6%	5%	6%	4%	6%	9%	8%	3%	5%	6%	6%	5%	7%	4%
When was the last time you used the Internet to access a public library in Arizona?	Never	65%	64%	65%	62%	69%	67%	55%	61%	79%	71%	65%	52%	68%	63%	58%	71%	55%
	Less than a year ago	29%	30%	28%	30%	26%	26%	33%	35%	18%	20%	30%	42%	24%	31%	35%	24%	36%
	1-5 years ago	6%	6%	7%	7%	4%	7%	12%	5%	2%	8%	5%	5%	7%	3%	7%	5%	9%
	Over 5 years ago	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	0%	1%	0%	2%	0%	1%	0%
During your visit to a library's Internet site, did you...	Look at the catalog?	60%	51%	68%	56%	75%	60%	52%	69%	58%	63%	48%	71%	63%	62%	61%	62%	60%
	Look for program information?	36%	30%	42%	37%	32%	38%	35%	43%	23%	54%	32%	24%	48%	27%	23%	23%	50%
	Use online databases?	65%	66%	63%	59%	66%	79%	63%	73%	56%	64%	70%	63%	78%	57%	70%	64%	69%
	Renew a book?	38%	29%	47%	41%	41%	28%	30%	44%	40%	30%	36%	48%	29%	48%	40%	41%	33%
	Look for library hours?	54%	50%	57%	49%	46%	68%	65%	54%	24%	68%	37%	56%	65%	42%	48%	45%	65%
	Look for library address information?	46%	47%	45%	48%	33%	47%	57%	41%	26%	62%	29%	45%	50%	32%	43%	35%	57%
Do you currently have a library card?	Yes	71%	67%	75%	74%	85%	58%	66%	79%	67%	58%	79%	83%	71%	74%	80%	74%	68%
	No	29%	33%	25%	26%	15%	42%	34%	21%	33%	42%	21%	17%	29%	26%	20%	26%	32%

		Total	Gender		County			Age			Education			Income			Race	
			M	F	Maricopa	Pima	Other	18-34	35-59	60+	No college	Some College	College grad	Under \$50k	\$50k-\$75k	Over \$75k	White	Non-white
"Public libraries are essential for maintaining a productive community."	Strongly agree	68%	66%	69%	61%	83%	72%	51%	78%	73%	67%	69%	67%	75%	64%	63%	68%	66%
	Somewhat agree	26%	26%	25%	32%	13%	19%	40%	18%	20%	23%	27%	28%	23%	31%	28%	25%	26%
	Total agree	94%	92%	94%	93%	96%	91%	91%	96%	93%	90%	96%	95%	98%	95%	91%	93%	92%
	Somewhat disagree	2%	3%	2%	2%	2%	3%	3%	2%	2%	2%	2%	3%	1%	0%	6%	2%	2%
	Strongly disagree	1%	1%	2%	1%	1%	3%	1%	1%	2%	2%	1%	1%	0%	3%	2%	2%	0%
	Total disagree	3%	4%	4%	3%	3%	6%	4%	3%	4%	4%	3%	4%	1%	3%	8%	4%	2%
	Don't know	3%	5%	2%	4%	0%	3%	6%	2%	3%	6%	1%	1%	1%	2%	1%	2%	5%
"Public libraries are an important, quiet oasis from busy lives."	Strongly agree	57%	51%	62%	54%	56%	62%	45%	64%	63%	56%	60%	53%	61%	57%	53%	60%	53%
	Somewhat agree	32%	33%	31%	34%	34%	27%	39%	30%	28%	27%	32%	40%	30%	37%	39%	32%	31%
	Total agree	89%	84%	93%	88%	90%	89%	84%	94%	91%	83%	92%	93%	91%	94%	92%	92%	84%
	Somewhat disagree	4%	4%	4%	5%	1%	4%	8%	2%	3%	5%	3%	4%	2%	3%	6%	3%	6%
	Strongly disagree	3%	4%	1%	2%	8%	2%	1%	1%	2%	4%	1%	2%	4%	1%	1%	2%	4%
	Total disagree	7%	8%	5%	7%	9%	6%	9%	3%	5%	9%	4%	6%	6%	4%	7%	5%	10%
Don't know	4%	8%	1%	5%	1%	5%	7%	3%	3%	7%	3%	1%	4%	2%	1%	3%	6%	
"Public libraries are needed because they provide free information."	Strongly agree	82%	78%	85%	80%	89%	81%	75%	87%	84%	79%	88%	79%	84%	80%	77%	81%	82%
	Somewhat agree	16%	19%	13%	17%	10%	17%	23%	11%	14%	19%	10%	19%	14%	17%	20%	16%	17%
	Total agree	98%	97%	98%	97%	99%	98%	98%	98%	98%	98%	98%	98%	98%	97%	97%	97%	99%
	Somewhat disagree	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	1%	2%	1%	0%
	Strongly disagree	1%	2%	1%	2%	0%	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	2%	1%
	Total disagree	2%	3%	2%	3%	0%	2%	2%	2%	2%	1%	3%	1%	1%	2%	3%	3%	1%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	
"Public libraries are important as vital, dynamic community centers."	Strongly agree	65%	59%	70%	69%	59%	60%	65%	70%	62%	63%	66%	65%	72%	59%	55%	63%	68%
	Somewhat agree	25%	26%	24%	24%	24%	28%	28%	19%	27%	22%	28%	27%	21%	30%	30%	26%	25%
	Total agree	90%	85%	94%	93%	83%	88%	93%	89%	89%	85%	94%	92%	93%	89%	85%	89%	93%
	Somewhat disagree	4%	6%	2%	4%	3%	5%	4%	4%	5%	5%	3%	5%	3%	4%	8%	6%	1%
	Strongly disagree	4%	5%	2%	2%	10%	2%	1%	6%	3%	6%	2%	2%	3%	3%	5%	3%	4%
	Total disagree	7%	11%	4%	6%	13%	7%	5%	10%	8%	11%	5%	7%	6%	7%	13%	9%	5%
Don't know	2%	3%	2%	1%	3%	4%	1%	1%	3%	4%	1%	2%	1%	3%	2%	3%	2%	
"Public libraries are becoming irrelevant since people can find almost anything they need on the Internet."	Strongly agree	26%	29%	24%	25%	13%	36%	37%	26%	17%	39%	21%	11%	36%	13%	14%	17%	42%
	Somewhat agree	22%	23%	20%	24%	14%	21%	22%	22%	22%	16%	27%	25%	16%	32%	31%	24%	19%
	Total agree	47%	52%	44%	49%	27%	57%	59%	48%	39%	55%	48%	36%	52%	45%	45%	41%	61%
	Somewhat disagree	15%	15%	16%	18%	16%	10%	18%	11%	17%	12%	17%	19%	12%	16%	16%	17%	11%
	Strongly disagree	35%	32%	37%	32%	53%	31%	22%	41%	40%	29%	35%	44%	35%	38%	38%	40%	26%
	Total disagree	50%	47%	53%	50%	69%	41%	40%	52%	57%	41%	52%	63%	47%	54%	54%	57%	37%
	Don't know	2%	1%	3%	1%	4%	2%	0%	0%	5%	3%	1%	1%	1%	1%	1%	2%	1%

		Total	Gender		County			Age			Education			Income			Race		
			M	F	Maricopa	Pima	Other	18-34	35-59	60+	No college	Some College	College grad	Under \$50k	\$50k-\$75k	Over \$75k	White	Non-white	
Do you have access to a computer and the Internet at any location?	Yes, both	80%	79%	82%	86%	67%	76%	93%	82%	68%	71%	85%	93%	72%	94%	96%	83%	78%	
	Computer only	2%	1%	2%	1%	2%	2%	1%	1%	3%	1%	3%	2%	2%	1%	0%	2%	1%	
	Neither	18%	20%	17%	13%	31%	22%	6%	17%	30%	29%	13%	5%	26%	5%	3%	15%	21%	
Have you used the Internet to look at...	Government info	58%	57%	59%	61%	56%	55%	58%	72%	47%	41%	68%	80%	52%	76%	82%	62%	54%	
	Arizona@Your service	15%	14%	16%	15%	20%	15%	16%	18%	11%	13%	15%	20%	12%	19%	23%	14%	17%	
	FirstGov.gov	20%	21%	19%	17%	30%	21%	14%	28%	20%	13%	24%	29%	18%	21%	32%	19%	21%	
	A city or town website	46%	42%	49%	48%	43%	43%	48%	55%	36%	27%	57%	68%	38%	55%	73%	52%	38%	
How important do you think the following library services are, on a scale of 1 ("not at all important") to 5 ("very important")?																			
Keeping library services free		4.70	4.60	4.80	4.72	4.68	4.66	4.75	4.74	4.70	4.63	4.78	4.75	4.68	4.68	4.73	4.72	4.67	
Availability of friendly, knowledgeable librarians		4.65	4.49	4.80	4.58	4.64	4.77	4.48	4.77	4.68	4.52	4.71	4.78	4.57	4.72	4.70	4.76	4.48	
Having information and books organized		4.64	4.50	4.77	4.68	4.28	4.75	4.71	4.67	4.66	4.60	4.65	4.71	4.58	4.67	4.72	4.71	4.53	
Being open in the evening and on weekends		4.53	4.50	4.55	4.50	4.62	4.53	4.55	4.65	4.30	4.44	4.55	4.66	4.57	4.44	4.68	4.44	4.65	
Being able to reserve books online or by phone		4.21	4.00	4.42	4.31	4.17	4.03	4.30	4.28	4.07	4.12	4.21	4.39	4.16	4.39	4.23	4.19	4.33	
Providing wireless Internet access in the library		4.18	3.91	4.43	4.23	3.87	4.23	4.37	4.23	3.98	4.19	4.22	4.11	4.15	4.27	4.20	4.13	4.33	
Having a café inside the library		2.68	2.65	2.72	2.73	2.58	2.65	2.92	2.65	2.42	2.82	2.58	2.57	2.78	2.61	2.55	2.47	3.05	
How important do you think the following library collections and information are, on a scale of 1 ("not at all important") to 5 ("very important")?																			
Having reference materials		4.66	4.53	4.79	4.68	4.54	4.70	4.67	4.76	4.67	4.50	4.83	4.75	4.65	4.69	4.72	4.70	4.65	
Having access to government forms		4.50	4.38	4.61	4.51	4.31	4.57	4.57	4.63	4.41	4.51	4.57	4.37	4.57	4.46	4.40	4.41	4.63	
Computers and online services in the library		4.43	4.22	4.62	4.46	4.40	4.37	4.61	4.58	4.16	4.36	4.49	4.48	4.43	4.53	4.39	4.37	4.61	
Availability of online databases at the library		4.39	4.23	4.56	4.37	4.35	4.47	4.48	4.53	4.22	4.25	4.53	4.47	4.41	4.48	4.45	4.41	4.44	
Availability of current books for adults and kids		4.37	4.14	4.59	4.32	4.43	4.41	4.23	4.57	4.38	4.16	4.51	4.55	4.30	4.43	4.54	4.42	4.26	
Online access to library catalog and databases		4.32	4.22	4.42	4.34	4.41	4.24	4.39	4.47	4.10	4.21	4.42	4.37	4.35	4.36	4.37	4.24	4.51	
Good multimedia collections		4.28	4.23	4.33	4.27	4.38	4.25	4.34	4.41	4.13	4.25	4.32	4.30	4.32	4.36	4.23	4.28	4.37	

	Total	Gender		County			Age			Education			Income			Race	
		M	F	Maricopa	Pima	Other	18-34	35-59	60+	No college	Some College	College grad	Under \$50k	\$50k-\$75k	Over \$75k	White	Non-white
How important do you think the following community services and facilities offered by the library are, on a scale of 1 ("not at all important") to 5 ("very important")?																	
Reading hours and other programs for children	4.67	4.56	4.78	4.68	4.70	4.64	4.65	4.75	4.61	4.64	4.73	4.67	4.71	4.72	4.67	4.65	4.71
A safe place for teenagers to meet and study	4.64	4.52	4.75	4.70	4.39	4.65	4.77	4.67	4.58	4.64	4.70	4.55	4.65	4.70	4.56	4.64	4.65
Adult literacy programs	4.52	4.38	4.66	4.55	4.41	4.53	4.59	4.61	4.46	4.55	4.56	4.42	4.59	4.62	4.47	4.52	4.55
Programs for senior citizens	4.37	4.25	4.48	4.35	4.23	4.47	4.37	4.46	4.34	4.38	4.40	4.29	4.47	4.30	4.28	4.32	4.43
Job searching assistance	4.27	4.18	4.36	4.32	4.38	4.12	4.51	4.24	4.01	4.48	4.25	3.93	4.44	4.15	3.98	4.07	4.65
Meeting rooms for community use	4.03	3.93	4.13	4.09	3.89	3.98	4.22	3.97	3.93	4.01	4.10	3.95	4.09	4.07	3.84	3.93	4.22
Cultural programs and exhibits	3.99	3.77	4.19	3.97	3.78	4.13	4.08	4.12	3.83	3.99	4.05	3.91	3.99	4.04	3.84	3.91	4.14
Programs for new immigrants	3.89	3.67	4.11	3.98	3.91	3.73	3.97	3.96	3.83	3.96	3.83	3.88	4.00	3.92	3.68	3.76	4.13
Programs and services for business owners	3.79	3.55	4.02	3.78	3.72	3.85	3.85	3.85	3.71	3.85	3.84	3.59	3.86	3.81	3.46	3.71	3.96

		Total	Gender		County			Age			Education			Income			Race	
			M	F	Maricopa	Pima	Other	18-34	35-59	60+	No college	Some College	College grad	Under \$50k	\$50k-\$75k	Over \$75k	White	Non-white
For what reasons have you used the library during the past year?	Personal leisure	56%	48%	62%	53%	71%	51%	36%	58%	71%	47%	59%	60%	49%	55%	60%	63%	42%
	Personal research	40%	48%	34%	33%	50%	52%	31%	47%	39%	38%	42%	42%	45%	38%	37%	42%	39%
	Children's use	18%	14%	22%	21%	17%	13%	23%	24%	6%	14%	21%	22%	12%	31%	32%	18%	21%
	School-related	12%	7%	17%	12%	12%	13%	18%	15%	3%	9%	14%	16%	11%	15%	12%	11%	14%
	Internet / computer	7%	7%	6%	7%	2%	10%	11%	6%	4%	1%	14%	4%	11%	2%	2%	6%	9%
	CDs / audiobooks	6%	11%	2%	9%	3%	2%	14%	2%	4%	12%	3%	3%	9%	5%	2%	3%	11%
	Work-related	5%	5%	6%	5%	4%	8%	6%	6%	4%	1%	6%	10%	6%	5%	6%	6%	5%
	Programs / meetings	5%	3%	7%	5%	3%	5%	4%	4%	7%	2%	8%	5%	4%	10%	4%	6%	3%
	DVDs / videos	4%	4%	4%	5%	2%	4%	5%	4%	3%	4%	3%	4%	2%	10%	3%	5%	2%
	Read books	4%	4%	4%	4%	2%	3%	7%	2%	2%	6%	2%	2%	5%	2%	2%	2%	6%
	Social purposes	3%	2%	4%	4%	4%	1%	1%	4%	5%	4%	4%	2%	3%	6%	2%	3%	3%
	Other	2%	2%	2%	2%	2%	2%	1%	1%	4%	1%	2%	2%	2%	2%	2%	3%	1%
How easy is it to find what you need at your local library?	Very easy	58%	60%	56%	55%	59%	65%	65%	57%	55%	64%	51%	60%	63%	52%	50%	55%	64%
	Somewhat easy	35%	31%	37%	38%	35%	27%	28%	36%	38%	31%	38%	33%	31%	41%	40%	37%	30%
	Somewhat difficult	7%	7%	6%	7%	5%	7%	7%	7%	5%	5%	10%	5%	5%	6%	9%	7%	5%
	Very difficult	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	2%	1%	1%	1%	1%	1%
How would you rate the following characteristics of the library you use most, on a scale of 1 ("very poor") to 5 ("very good")?																		
Librarian knowledge	4.52	4.51	4.53	4.52	4.44	4.56	4.57	4.50	4.51	4.73	4.39	4.44	4.58	4.51	4.40	4.53	4.54	
Safety	4.50	4.47	4.53	4.44	4.47	4.66	4.49	4.48	4.57	4.60	4.40	4.53	4.56	4.32	4.44	4.57	4.42	
Building maintenance	4.45	4.33	4.57	4.48	4.23	4.56	4.43	4.44	4.52	4.56	4.36	4.47	4.48	4.31	4.49	4.50	4.42	
Online access to catalog and databases	4.43	4.39	4.46	4.32	4.64	4.54	4.45	4.46	4.38	4.48	4.44	4.42	4.52	4.31	4.41	4.42	4.48	
Services for children and teenagers	4.36	4.32	4.40	4.42	4.08	4.41	4.42	4.30	4.43	4.43	4.26	4.39	4.46	4.15	4.25	4.38	4.37	
Comfort	4.36	4.34	4.38	4.36	4.27	4.43	4.41	4.32	4.44	4.55	4.27	4.32	4.49	4.20	4.21	4.35	4.45	
Condition of library materials	4.33	4.26	4.39	4.32	4.15	4.49	4.20	4.32	4.55	4.40	4.30	4.31	4.39	4.23	4.31	4.39	4.28	
Selection of books, CDs, videos, magazines	4.23	4.23	4.23	4.27	4.02	4.28	4.31	4.16	4.29	4.53	4.05	4.08	4.34	4.11	4.06	4.15	4.36	
Programs for adults and seniors	4.18	4.13	4.22	4.17	4.10	4.25	4.17	4.21	4.13	4.56	3.93	3.95	4.29	3.87	4.05	4.19	4.18	
Availability of computers and online services	4.15	4.15	4.15	4.11	4.03	4.33	4.21	4.02	4.34	4.33	4.02	4.10	4.20	4.10	3.99	4.16	4.16	
Convenience of library hours	4.12	4.04	4.19	4.05	4.05	4.35	4.02	4.09	4.29	4.10	4.14	4.12	4.02	4.21	4.14	4.23	3.94	
Access to government forms	4.09	4.03	4.14	4.00	3.84	4.40	3.96	4.14	4.16	4.29	4.04	3.84	4.25	3.77	3.87	4.13	4.06	
Serving as a community gathering place	4.01	3.92	4.09	4.01	3.80	4.18	3.87	4.07	4.16	4.26	3.82	3.96	4.16	3.72	3.78	4.04	4.02	
Availability of meeting rooms	3.97	4.00	3.94	4.05	4.06	3.75	3.99	3.95	4.06	4.17	3.81	3.98	4.14	3.71	3.74	3.95	4.06	

Appendix B

Responses to Open-Ended Questions

First, I'd like to get your general impression of public libraries. In your opinion, how would you rate, on a scale from 1 to 5, with 1 being "very poor" and 5 being "very good," your public libraries?

Why do you give Arizona public libraries this rating?

Maricopa County respondents who gave a rating of "1" (very poor):

- It's old, outdated, and not very nice.
- I don't see that they are very user-friendly. The closest library to me is in Glendale, but my house is in Phoenix.
- Mesa city library has lousy hours, and lack of funding by the city. Everyday you have to find out what the hours are going to be.
- They let kids borrow books, which I wasn't aware of, so my kids checked books out and I had to pay fines for them. It is like giving someone credit who has no credit.

Maricopa County respondents who gave a rating of "2" (poor):

- Actually, I came from Minnesota where you can get any book from any library in the county.
- Because I do not think that they advertise themselves to get kids to go there. They do not make the library attractive to kids.
- Because everything now is on the computer and it is hard for people who don't know how to use computers because the libraries don't have books.
- There is not enough education about how to appropriately use them.
- Because you can't always find what you want. Sometimes you have to wait for them to come and look for it.
- Because they are ok, they need to do something about all the homeless living there.
- Compared to other states I've lived in I find libraries in Minnesota more complete. Books in Arizona libraries are not always accessible.
- I go to school and there's one library in my area. It's really small and it's difficult to get books and information.
- I just like them.
- It doesn't have a lot of resources, such as audio.
- It doesn't offer me that much, there's nothing much for me there.
- Not enough books
- The main library is great. The one that is closest to me is in a high school and has limited hours and materials. Staff is good, but if you don't have anything you don't have anything.

- There's not too many of them around.
- There are too many people here for just one library. It is a fast growing area and there are a lot of people out here in the east valley.
- They are so far away and they are not easy to use because there are only one or two library locations.
- They don't have enough books- a wide enough variety.

Maricopa County respondents who gave a rating of “3” (fair):

- Availability
- Because I haven't been in one in a while, but I only use the internet when I go.
- Because I think Tempe's library is great. Phoenix is too large; the staff is not that helpful and Chandler's is too small.
- Because it is in the middle
- Because it's good and it could be a little bit better.
- Because of the locations and they have the books that we need. It doesn't reach out to everyone, but it is available.
- Because of their limited hours and all of their fees
- Because there are some things that can be improved, but they have programs that I could take.
- Because they cut back on hours open. Mesa library has also cut back. Maricopa library has been remodeled and I would give that one a five.
- Because you don't ever get any help.
- Don't think they're quite up to technological standards as they could be. They're still not using much of a computer system, and their search for inventory is poor. It's outdated.
- Even though I haven't been there for a long time maybe 25 years, when I did go there they were always a nice place to learn and read in peace.
- Every time I go for a book they seem to have it, but they could have more libraries.
- Five is perfect and they are not perfect. They are becoming more up to date. Some of the older libraries are lacking, but the newer ones are amazing.
- I came here from an area that had a much more comprehensive library system than I have found here.
- I do it for the availability of technical books.
- I don't find everything I am looking for.
- I don't use it that often.
- I don't use them that often.
- I don't use them.
- I don't think much of them, I don't think they're complete and I don't like the way they're built. With the architecture there is too much space wasted.
- I have found the materials that I need have been there. They also deliver to other libraries. Sometimes I would ask for books and they would borrow from other libraries

- I have only been to one library, it is small and there is a lot of noise. It is not situated right.
- I have to go on the last time I was there.
- I haven't been in a library for years.
- I haven't been there in years.
- I haven't been in a library for a long time.
- I just don't have very much experience
- I know that there are a number of libraries in my area that I can use.
- I think there is room for improvement.
- I think there should be a wider selection of different points of view.
- I think they are average.
- I think they are just average.
- I use to go there and I had some problems with looking up reference books.
- I was not very impressed with the set up. For example, where things were in the library and there was not enough help.
- I would like to see more access to audio related items. I would like more cassettes; everything on the bestseller is on audio. Just reading, more contemporary and audio, it's old and out dated.
- I'm comparing it to other libraries I've been in.
- I've never had a problem with the library.
- In Mesa the libraries are under funded.
- In the area that I live in there are not that many libraries. I am used to there being more around and there aren't very many here.
- In this small town they don't have a lot.
- It is more like funding cut backs, but as far as people and books they're good.
- It is my opinion
- It isn't as good as other states.
- It seems ok
- It's average. The time frame that it is open could be better.
- It's not equitable among the libraries; some are more advanced than others
- It's an access wide and good location
- It's not very full and the southeast library doesn't have a lot of books.
- I've been to better libraries. Arizona libraries are just mediocre.
- Just not impressed with what they have. We live in a rural area so the libraries are on a smaller scale. You would have to drive to the city to find a decent sized library.
- Lack of funding for new materials and the programs for little kids are understaffed and they seem to be overstressed (the employees).
- Lack of programs
- Maybe they should add more to their collections. They need to expand their DVD collection.
- My grandchildren were able to find what they needed.
- My son could go there and they were very helpful.
- Not all librarians are available and pinpoint what it is you are looking for. They have no clue. They do not know where to find scholarship books and they can't explain where to find them. They do not know the internet either.

- Some of the libraries have more to offer than the others do and I feel they should all be the same.
- Some of them have really good selections and some of them don't.
- Sometimes they don't have all the books that I want.
- That is just my general overall impression of them.
- The area that we live in, Surprise, AZ, is very nice.
- The cities that I have lived in before have better facilities. Eastern cities tend to have better facilities.
- The latest one I was in was Maricopa county library. I usually go there a lot with my children. It's changed; there are fewer books, and no help.
- The libraries close to me (mustang library) are very limited in their selection.
- The number of books available is quite low.
- The one that I was in was kind of small.
- The ones that are in my area have not impressed me and they don't seem to be coordinated with one another as far as availability of books.
- The quality of the library experience depends on the location of the branch here in metro Phoenix. Scottsdale and Central Phoenix have libraries, but the ones on the West side are not up-to-date.
- There are not enough of them. When I go to one, a lot of the computers are used and the books are gone. There is a lack of supplies.
- There are not many computers available; the librarians don't seem qualified in library science.
- There's not enough funding.
- They are currently too small and they need to expand to meet the community's needs.
- They are not convenience, they are far.
- They are not the most extensive. I come from back east and their libraries are more elaborate.
- They could have a few more and it's hard to find things.
- They could have more variety in the books they offer and also the hours they are open.
- They cut the hours back at the library in Mesa.
- They don't have enough books.
- They don't have the books I want usually.
- They don't offer enough services. I think they need to be open more often, generally offer more service and better quality.
- They don't have very good facilities.
- They have room for improvement. Some of the books are rotated and they get rid of them.
- They seem alright /nothing special.
- They're pretty good and I've been to other libraries around the country and I been to more than one in Arizona and they're pretty good.
- They've cut back hours and staff.
- We don't use it that often.
- Well just because I have visited them.

- Well once again I don't go to the library, but the times I've been there I haven't seen anything extraordinarily great or extraordinarily negative either. In general I do like libraries.
- Well they don't seem compared to libraries I've used. They are limited on variety of books.
- Well, because we do not have enough money. You can see it in the selection of books and the condition of the building and the locations and hours of operation.
- When going to use the internet it was hard to use.

Maricopa County respondents who gave a rating of "4" (good):

- Always have what I am looking for and it is nice and clean.
- Availability of information and how they're laid out
- Based on our branch it doesn't have anything and the hassle of driving to downtown phoenix.
- Because any need that I felt, they fulfilled.
- Because I always enjoyed going there and I've gotten information that I was looking for.
- Because I collect music and they have some good stuff. Stuff does not get recycled back into the library the right way.
- Because I've been in the kids part and I'm not impressed the kids area. It is a mess with no helpful librarians and it's filthy, and it's noisy, but it's a cultural problem not a daycare.
- Because it is convenient for me and they carry the books I want to read as well as reference material.
- Because of online resources, good hours, and convenient locations
- Because of the old stuff they have, a lot of stuff is sadly out of date.
- Because the family is always there checking out something. Anything they want they can find it there.
- Because they are nice and clean
- Because they aren't as large in terms of the books they carry that I would like.
- Because they're good, I don't really use the library much any more because of the internet.
- Because when I go there, there is very little help.
- Because when I lived in another state there were a lot more programs.
- Because you asked me to rate it from 1 to 5
- Clean up to date and lots of resources.
- Compared to other ones I've been to, others were more archaic.
- Compared to other places they are about average.
- Convenient, good kids section
- Every library has been well kept and plenty of information available.
- Every time I have been to the library they have what I need
- Everything is in order when I check my kids out to the library
- From a genealogy point of view
- From my experience and research and taking my child

- From what I have heard; I don't use them unless I have to go research something then I go to Sun City library.
- Generally it's been accessible and I found what I was looking for. The problems are the locations.
- Generally they always meet my needs, if I'm looking for a particular book, or a computer to use.
- Have just about everything I need.
- I always find them convenient, they have books that I want, and they have children's books, books on tape, internet access, they are modern, clean buildings with a lot of light.
- I always think there is room for improvement.
- I am a former librarian and I like what I see. Libraries here have all sorts of things I would expect to have.
- I am going to say the customer service.
- I am very pleased with the libraries in the area. They offer everything I have wanted and needed.
- I attend it
- I came here from Cincinnati and the libraries in Hamilton County are just a tiny bit better.
- I can find anything I need there
- I can't find books sometimes I have to go to the 5th floor to wait for them and to go get them
- I don't frequent them very often, but they seem pretty good.
- I don't know.
- I don't use them that often.
- I don't know a lot about them as I don't go that often.
- I don't know because I don't use the library.
- I don't think they're very terrific. I couldn't find what I need a lot of the time.
- I enjoy going there.
- I enjoy it and usually they have plenty of books and what I'm looking for.
- I enjoy the library when I go, they have very helpful employees.
- I feel like it is very adequate for my needs.
- I feel that it's the nearest. I can tell that they are doing a good job.
- I find them distractive as there is not enough private space.
- I find what I need.
- I found all I am looking for and they are very helpful.
- I found them to be pretty good. They have good resources and are well organized and have helpful staff.
- I generally am satisfied with my experience at the library.
- I guess I do not have any suggestions right now.
- I guess my impression is positive.
- I have a friend that is a librarian. We read lots of books.
- I have a hard time finding everything I want. I'm not computer literate, and I think that is partly my fault.
- I have always been very satisfied, but all things have room for improvement.
- I have found everything I wanted there.

- I have had a lot of good experiences in general, but my downside is that burton barr library and the City of Phoenix library is that homeless people tend to gather around outside and you have to just accept it when you go.
- I have not used it that much so that is why I do not give it excellent.
- I have seen a lot better things offered.
- I have the information that I was looking for.
- I have used a bunch of libraries and they always have what I am looking for.
- I haven been to one lately, so I didn't want to give it the best.
- I haven't been to one in a long time.
- I just got out of high school two years ago and they were pretty good.
- I just think there's room for improvement.
- I know in Phoenix they are up to date, they won an award for the use of technology.
- I like libraries and when I get a chance to go, they usually have what I want.
- I like the library it's nice and new.
- I like to use the online service to reserve books. It works out very well.
- I live in Scottsdale and we have good libraries.
- I lived in other states and their libraries are not as good. I mean better use of internet access being able to place holds on books
- I love my library. I use my library all the time. I wish that it were bigger and had a better selection and the parking can be a problem sometimes. I go online when I can, but I would rather go to my branch.
- I love them and I go to the library quite often.
- I never have any problem with them. I use them all the time, and they generally have a good selection.
- I think it is pretty thorough and it could have more children's programs. Generally, it is pretty good.
- I think it's good for the kids.
- I think that the main branch is very good, but the satellite branches are not.
- I think that there could be improvement. They need to update resources and offer more programs for children.
- I think that they're really great, but there's always room for improvement.
- I think the downtown phoenix library is good, but some of the smaller libraries don't have a lot of books. The computers are always taken and I don't think they are as good as they could be.
- I think the service is good, but I hate the buildings because they are stark, modern and not comfortable.
- I think there is a lot more that can be improved.
- I think they are pretty good because you can get things from other libraries. They have good resources.
- I think they are pretty good quality.
- I think they are quite good.
- I think they are very helpful because I am not very good on using computers and they help you with the computers.
- I think they are well stocked and well equipped.
- I think they could be better. They could have more books.

- I think they could have more books than they currently have.
- I think they have a lot of good things there, movies, videos, resources, newspapers, and magazines.
- I think they have a really great system, in line that connects with itself and other libraries.
- I think they have good service and information and a wide variety of books.
- I think they just do a terrific job and I think it is a wonderful place.
- I think they're good, but sometimes they need more staff. They are understaffed.
- I think they're pretty good; I don't go to them very often.
- I think we need more of them.
- I use my library, I like the one I use, and it is a new library.
- I use the libraries a lot and the materials I need are there and they have always been very helpful.
- I used to use the library a lot more than I do now. When I was in school I use to go there quite frequently to work on my school things. To tell you the truth I would have been lost without the public library for my school work.
- I visited there more when I was in college.
- I was more longer
- I was there only twice, but it was well stocked. I think it's a nice library even though I'm not a student.
- I will always be able to find what I needed and the personnel were always helpful.
- I would give a full rating, the books are limited. They need more space.
- I would have to rate the libraries up in Flagstaff because I just moved to Phoenix and I have only been to the "big library" here in Phoenix once, so I can't really say too much about them, but the ones I went to in flagstaff were very clean.
- I would say because of the variety of what I can barrow. The variety is good. Sometimes I use the internet I like that that is available. And I like the DVD selection and the different choices of different media.
- I'm pretty satisfied with what they offer.
- Impressed with the number of people
- In the past it was good. Nowadays they don't have everything.
- It fill's all the needs I have currently.
- It has a very large section of Chinese books.
- It has the information I needed when I used the libraries.
- It is hard to navigate their systems in order to get in and get out. I find it difficult to find what I want and there are not many people to help you when you are there.
- It is useful and it would probably be a good idea.
- It just seems their fairly good and they seem to be everywhere.
- It seems to be up on the recent technology. You do not need to be as quiet as they use to.
- It usually has everything we're looking for, but sometimes it doesn't have a particular book for my kids. However, they'll get it for me.
- It's a nice library.
- It's a very nice place to go.
- It's clean and has computers.
- It's convenient where I live.

- It's small
- I've been real happy with the service I've gotten there. If I can't find a book, I can always ask somebody. They have a good supply of books and videos.
- I've been there three times with my children and they have a good availability of resources.
- Like the libraries could use some better staffing
- Lot of good books, good systems and beautiful building
- My local branch almost always has the books I need.
- My son was a librarian and they do things different here than in California, my wife worked for a library in California and I think 4 is a good spot.
- My wife uses it on a weekly basis and she's very happy with it.
- No problems/ very efficient
- One near by that I'm not satisfied with.
- One of them that I've been in, I found it confusing to get around.
- Pretty good
- Pretty much, the library that I go to is helpful and you can ask questions or ask for information.
- Really the only reason I use them is for story time for my 2 year old.
- Seems to be well organized
- Selection
- Some of them are better than others
- Some of them need to be updated.
- Some public libraries do lack good customer service.
- Sometimes they answer your questions and sometimes they don't. Sometimes I am given the cold shoulder.
- The Berton-barr is the only one I have been to, it is a good looking institution.
- The big one's are nice, but the smaller one's aren't so great.
- The books are perfect, but the DVD selections are ok and the video tapes are old and broken, so when I brought them back I had to explain that they were broken. I gave it a 4 because when I bring them back I have to explain that the books are broken, the staff has changed.
- The contents
- The convenience and location it's really accessible.
- The hours
- The libraries are in need of more improvement.
- The libraries here have a lot of material and the online services are wonderful.
- The libraries I've used have been very good.
- The libraries seem pretty good but not enough of them.
- The library is close to home and we take our kids there often.
- The library system is very good.
- The one by my house I like. They are friendly and kind and willing to help.
- The one that is nearest to me is very good and the people are nice and the facility is nice
- The ones I attend are very useful.
- The ones I've been to seem to be very modern and up to date.

- The ones that I have been to have a large volume of books and they are easy to find
- The only one I went to is Bell and 32nd street; they have always been very nice
- The other day I went on a field trip and it is hard for us to get transportation. I think they should provide some for the schools. A lot of the kids got sick from being on the bus and being outside in the wind waiting for the bus.
- The place that they have available to research and read is very comfortable.
- There are a lot of them, and they are diverse in sizes and what they are built for. There is a variety.
- There are lots of books and computers. I have been there several times and they are very helpful and the return system is very good.
- There have been a lot of improvements in the last couple of years.
- They always have the books I need.
- They are clean, accessible and well lit.
- They are clean, well-organized, but the hours are screwy and it is hard to know when they are open. When putting books on hold it does not seem work.
- They are convenient and they usually have the things I want. The only reason I wouldn't give it a 5 is because of their online services.
- They are convenient; hours are compatible, online services.
- They are getting started, so they need to finish it. I'm planning on joining a program in the library.
- They are good.
- They are good. They are available to the public; they are updated and have computers.
- They are helpful and the computer makes it easy to find your books
- They are not excellent and they are not bad, everything has room for improvement.
- They are not perfect, but they are pretty good.
- They are overcrowded.
- They are pretty good
- They are pretty good and have information I need. They have a good amount of books and are very helpful.
- They are readily accessible and work fine.
- They are very adequate.
- They are very good and could possibly be a little cleaner.
- They are very helpful and good and they have a big selection
- They are very helpful and they have a lot of things set up electronically.
- They are very well stocked and they have a lot of computers for people who don't have computers. They have a lot of areas to sit and look at the books. I never liked the new way when you have to check the books out yourself.
- They could be improved.
- They do a good job at supplying information and they are helpful.
- They do a pretty good job. Well, I did some research and they had some maps.
- They give me good service and more.
- They have a computer network in there that people can do research on and a good variety of books.

- They have a lot of good services to offer families.
- They have a lot of information and things I can use.
- They have a lot of resources, but when I went down there they just pointed me to the internet.
- They have a pretty good library that they are building up.
- They have always been helpful.
- They have been very helpful every time I have gone in. The staff is very helpful.
- They have computers there for kids that don't have computers.
- They have given me a penalty and a late fee that is not valid.
- They have good books and if they don't have what you want they get them from other library.
- They have interesting special events there and they have some technology there like computers for those who may not have that access from home.
- They have just everything that I look for. The building structure is good and they have a variety of sections.
- They have met our needs fine.
- They have pretty much all the things I need, and they are very helpful and the libraries are usually very clean.
- They have the ability to get any book on record, but I wish it were a bigger facility.
- They meet my needs.
- They offer a lot of information and reading material and help.
- They seem to be keeping up the modernization and additional libraries
- They seem to be well maintained and are enjoyable and beneficial.
- They seem to do pretty well, but they don't have enough computer equipment
- They seem to have all I want. If I want a book they have it. They are very cooperative
- They seem to have what I'm looking for.
- They were excellent for research and obtaining general reading material, but I haven't had the need to use them for a while, but chances are they need a little help with time.
- They're just friendly and conveniently located.
- They've been helpful. I don't go very often because the library is some distance from me. The hours are cut down.
- Very easy to access and they have the material that it needs.
- Very small, but adequate
- We go at least once a week or twice a week because they have programs for my grand daughter. They have good ones for her in the summer. They are real good if you need a book they will call another branch and will send the book to the branch.
- We have a really nice library here and it can connect to the local high school, make it available for our home owners meetings.
- We have a very good one here they have a lot of good material we use it very often like computers.
- We like all the CD's and stuff and it was very cool and people were very friendly.

- We live near the Phoenix downtown one, but my wife and I both work at the University so we usually use that library.
- We need more libraries
- We relocated from another state that had a phenomenal library, and it takes a long time to get things ordered in.
- We use it through the years and it's very good.
- We use the public libraries very often and I feel quite pleased.
- Well because they were always well stocked, there were plenty of books to read. That's it, well they were always friendly and they had people who wanted to help you. We just like to go out and look at the library and get magazines.
- Well I went to the Surprise library and could not find what I wanted.
- Well it's got everything you can need. I'm not speaking for branch libraries because I haven't been there yet.
- Well personally my wife uses the library weekly, and I use it occasionally.
- Well the ones that I've gone to are clean, quiet, and the people who work there are very helpful.
- Well they've had some minor problems. Getting specific information was complicated.
- Well we've been very satisfied and I know that Mesa has been cut back on library Sundays and other library hours.
- Well, because some of the classes that they have and they need more variety of hours.
- Well, I don't get up there in Arizona as I should.
- What I know my granddaughter and son in law have gotten from them. Her wonderful outlook about learning and her father took her every week; they made total use of the library.
- When ever I go there I find information I need.
- When I go there I can find everything and they're helpful
- When I go there I have a good experience. I wouldn't give it a higher number because sometimes the staff isn't up-to-date on computer technology.
- When I go to find something it is there.
- When I have wanted something they have had it.
- When I went to find books the people were pleasant and clean, and the library was clean.
- When I've used them they have been helpful.
- When we need to use them they seem to work for us. They have a convenient on-line system.
- Whenever we've gone there the people who work there are very helpful. They're very convenient.
- Where I live it is a small library and if I had to do research I would have to go to another library with a limited selection.
- You can get a lot of information through books, internet and newspaper.
- You would think that a library would have a little more variety. I mean a better and bigger variety of stuff. The main thing is that they're a little small.

Maricopa County respondents who gave a rating of “5” (very good):

- Always good service
- Anything I've wanted they've been able to get
- Based on what I've seen I see that they are a good resource.
- Because every time I go there they have what I need
- Because I like the fact that you can research things that you need to there. People help you if you need it and you can find things. It's great for kids as well and the community.
- Because it's been a long time since I've been there.
- Because it's great, it has everything good, job assistance
- Because my wife likes to use them
- Because the little experience we've had with libraries it's been positive.
- Because the meeting rooms are good. The chairs are comfortable and the acoustics are good. The staff is nice and pleasant
- Because they are clean, modern, friendly, and always have everything I go for
- Because they are clean, quiet, and stocked with everything
- Because they are the one place where you can go and be social, and rent movies as well as books and it doesn't matter your income.
- Because they are very useful for different people in different ways.
- Because they had everything I needed to do my college studies and they also have excellent children's programs
- Because they have a good service, and are nearby and complete
- Because they have a good wide variety of selections, and if they don't have what I need they will call another branch to get it, and the staff is very helpful.
- Because they have a lot of materials and are good at finding stuff
- Because they have a lot to offer
- Because they have a variety of resources available for the general public use and I think they are attractive and very useful.
- Because they look like if they are up to date. It's been a very long time since I've used the library but when I did use it I was impressed.
- Because they remain for education, everyone can use the library
- Because they serve the whole community in so many different and diverse areas. They have locations that are accessible on the bus, they have programs for children, and they have the ceremony for people who are becoming citizens
- Ease of use, variety of materials and access to the public
- Easy access—they have everything I need for books or tapes or CD's I like opera and classical music and I check out lots of CD's and even old LP's. My library has a great collection and they are always available if there is something I want
- Even though it's old and small, they are able to get any book that I've asked in the last ten years with one exception. I go to the library about twice a week
- Every time I go I find out something interesting: an author I hadn't read, a book by a favorite author I hadn't known about, Consumer Reports.
- Every time I go in they are willing to help, and they will go online for me
- Every time I go it is good. It is clean and I find the books I'm looking for.
- Every time I go there I usually find what I need

- Every time I go there they have what I need and the people are friendly
- Every time I used the library I've found what I needed with lots of help available from the librarian
- Every time I went there, I found what I needed
- Every time we need a book, they help us find it
- For the things I needed them for, they were always very good for me. If I wanted certain materials they were always very accessible.
- From what I heard, there is one a block from where I live. They have a lot of activities but I don't go out much
- Gives the public somewhere to go and read
- Glendale library: the people who work there, and the availability of books and information they provide.
- Helpful
- I always get what I want
- I am a librarian.
- I am a senior citizen and I do a lot of reading and everything seems to be available
- I am a teacher, they are wonderful, if I need anything, they have a partnership with Chandler public libraries
- I am able to take the kids and there are things for them to do, so there are a lot of options available.
- I am familiar with the ones I go to, and they seem to have a wide selection that represents all the categories well and the people are very helpful. The ones I go to have community programs that are helpful
- I can get the books that I want, and I can get films or DVD's that I want.
- I don't go to library that much. The few times I have been there it has been a good experience
- I don't know. Whenever I go there, they have what I need.
- I don't go to the library.
- I don't go very much, I have no problems
- I find everything I need there.
- I find everything I need there. Convenient.
- I find them very helpful, as far as books and research
- I go there all the time and usually find everything I need
- I go to both the city and county libraries and they both have the stuff I like to read.
- I go to the Glendale library and I have been able to find everything I need
- I go to the library a lot. I've never not been able to find what I am looking for.
- I go to the Tempe library I always find parking there. It is quiet and I find everything I need
- I go to them frequently and I make good use of them. I have access to a computer and I can put in a dime and print out any pages I might need, and the staff is very helpful even the security guy.
- I grew up here and I used them when I was in school and now my children use them and I think they are a nice free service
- I had very good experience

- I have a friend that goes there and she loves it. They are friendly. I thought they did an excellent job
- I have a library by my house, and it is very good
- I have always been satisfied.
- I have always found what I needed there.
- I have gotten books from there. When I had day course we took the kids there and they were helpful. If I needed information they made themselves available.
- I have had really good experiences. We have a real nice new one here in Gilbert. It's a very nice place to read or do research. It is totally good.
- I have used them
- I have used them in Chandler and Sun Lakes.
- I know about library systems very well. They have been very good to me
- I like my library and I go to because it's nice and I just like it. People are nice, and it's a clean, good atmosphere.
- I like the architecture of the building, and the books and magazines.
- I like the hold program. I think having everything online is great.
- I like the library I go to
- I like the offerings they have and the way it is set up.
- I like the online features and we have one close to the house. Convenience is important to us.
- I like the variety of books.
- I like them.
- I like to go to one of them
- I love the library because of the variety of books and music.
- I never had any problems with them.
- I think at least in Phoenix they provide a great job of providing good services to the community and they're safe, neat and tidy and good places to go.
- I think there equipped with up-to-date materials
- I think they are excellent
- I think they are pretty good and have everything you need.
- I think they are very good at what they do. They have all the books I need.
- I think they are very well operated. They generally have a good selection of literature.
- I think they do a good job, and seem up to date
- I think they have a lot of titles. We go to the one in Tempe and it's to check out books and you don't have to wait in line.
- I think they have confidential things in there and the people that work for the library are very kind and they show you where to look for things.
- I think they have new books every time and it so busy
- I think they try to keep the books and information and newspapers up to date.
- I think they're very helpful because I think they have the things to help out people
- I use it
- I use it a lot
- I use the library a lot. They get the materials I want quickly. They have a good selection, they're helpful and pleasant

- I use the Phoenix public libraries. They are always clean, everyone is nice. If I can't find a book there is always someone there to help me.
- I use the Phoenix public library. It has all the resources. They have a wide assortment of things that can be checked out.
- I use them I think they are well-run
- I utilize libraries and I think they are good. Well, I go to two different libraries and they are well stocked. I don't want to see them go away.
- I volunteered there. They are doing a great job with the qualified staff and all the programs they have.
- I was able to find everything
- I worked at the ASU archives for 10 years
- I'm very impressed
- I've been going there for five years. They're very friendly and helpful, and do what they can to get you what you want
- I've never had any problems. It's big and clean and they're always helpful. Good selection
- If they don't have it, they will get it
- I'm a student and when I go they have everything I need.
- I'm on the board of the library
- In general I like to read and they have the books and magazines that I like.
- Information, available technology, computer system
- Is a good place to go because they have books and information
- It has a lot of books and comfy couches
- It has always been clean and nice and the people are helpful.
- It has everything I want. Well I don't do that much, but I do Valueline and my research there.
- It is a good library
- It is a very good library.
- It was clean and had a good selection of books. Lots of help was available
- It was easy. We did online enrollment. Website was easy to use
- It's an excellent library
- It's got what I want whenever I need it.
- It's up to date and user friendly.
- It's very informative and helps
- It's a wonderful library. The Peoria library. I bring my children every week.
- It's an excellent place. It's good people who direct me where I want to go.
- It's clean and attractive and has a good selection
- I've been in them, the Chandler one and the Gilbert one, and they're just fine.
- I've used it a lot in the past. They have DVD movies you can check out, it's a modern building, and they have computers you can use
- I've used them and am very satisfied. I've had good experience getting help and finding stuff
- Location and up-dated technology
- Mostly because they supply things that I can use. For a long time, there have been books on tape, for people who couldn't read
- My children go to the library a lot and they say it is very good

- My experience with the southeast regional Maricopa library.
- My experience with them has been great, especially the online services
- My experiences are that they have current information and the people are helpful
- My experiences have always been good
- My grandsons love going there. They have a lot of different programs for preschool kids.
- Nothing else to compare them with. The ones I've been in have been nice.
- Our library has good services for children. They seem to have what you're looking for. If they don't have it they will locate it for you and they are friendly.
- Ours is very good--the books are catered to the elderly
- Seven years ago we went to a library in Gilbert and it was nice and brand new.
- The book selection for the size of the town is good.
- The children's programs
- The convenience and the availability of materials
- The downtown Phoenix branch has all forms of video. It's a very good facility
- The librarian is always helpful and the people who check out the books are helpful and nice. They give their opinions. I have about three books that I rent out every 2 weeks. They will look up reference books for me and they will order books from other libraries if I need them.
- The library makes a newspaper for kids.
- The library that I use is an excellent facility.
- The material that I need is always there. The staff is always helpful.
- The one I am used to is excellent.
- The one I go to is okay.
- The one I go to we've been going to for 30 years.
- The one I have gone to seems to be very good. It is laid out nice and the staff was helpful. I found the materials I wanted.
- The one I use is helpful, has material and is clean.
- The one I use is in Glendale and is very good. They are very helpful and it is just great for the kids.
- The one in Tempe is excellent.
- The ones I have been to are very nice, nothing else.
- The ones I know about and have used are good.
- The ones I've been to have been very good.
- The only one we deal with is good. They do as good as they can and never fail us. The people are very helpful and it is beautiful to look at and the programs are excellent.
- The personnel are very cooperative with me and they are very polite to me as well.
- The quantity of books on hand the exchange that is available with other libraries and the computer access. They are new and less than 5 years old. They aren't like the old libraries cold damp and musty.
- The staff at the Surprise library is very helpful and courteous.
- The staff is really friendly and they will order a book if it is not in and they are very helpful.
- The variety of items they have.

- Their service, they always seem to have the books I need.
- There are a lot of activities such as story telling and the reading programs.
- There are a lot of materials and they're convenient.
- There's a lot information to find out about.
- They always have a wide variety of book for my needs.
- They always have the materials I need.
- They always have what I need. They have many services that I use and they are easy to get to.
- They are accessible and have good research tools. It is almost like 1stop shopping.
- They are all acceptable. They all have the materials I look for and the libraries are family oriented.
- They are always clean and lots of books.
- They are always clean, the people are courteous and I can always find what I need.
- They are clean and are been doing a lot of construction to make the building look even better.
- They are clean and have access to the computer. The have very good service and it's close to me.
- They are clean, efficient, and I find what I'm looking for.
- They are excellent; they have everything I want there
- They are good libraries.
- They are nice, they have different things like movies and books, and they have other things besides books.
- They are really good because they have a variety of materials on many subjects.
- They are spacious and they have a lot of books and references and CD's and they give classes. They have a wonderful volunteer program during the summer for the kids and a reading program for the kids as well.
- They are very efficient and I don't have any major complaints.
- They are very good in Sun City.
- They are very helpful when I use them. Computers, books, entertainment, movies and music.
- They are very helpful.
- They are very well managed and stocked.
- They decorated the new libraries with the gators and Ohio State.
- They don't have copies of each of the books, throughout the Phoenix metro area they have a pretty good selection.
- They fit my needs and have internet access for those that do not have access. There are enough people there to answer questions.
- They have a coffee house and a more automated system.
- They have a good selection of books and they do a good job of having programs for kids and there are helpful librarians.
- They have a good selection of books where I go. They are usually easy to find and when they aren't there is a nice person to help you out there. I am a writer so I use the library a lot, but I have to say that since the internet has come along I don't use it.

- They have a good variety of materials and books to choose from and they are a great resource for materials that you are not able to find elsewhere.
- They have a lot of books, which are almost all new ones.
- They have a lot of different things you can do there. I think it is great for kids and adults too.
- They have a lot of literature and they are clean.
- They have a lot of materials and lots of different types of materials like: audio, visual and computer access and they have a lot of computers.
- They have a very big selection of books.
- They have a wide variety of stuff. Computers and videos are available and they have a lot of stuff.
- They have all the books we want and you can learn the computers there.
- They have all the standard books and they have movies, books on tapes, internet access. Just facilities every body can use including the handicapped the TTY and things for little kids.
- They have been very helpful with my children growing up and summer programs.
- They have computers and they have a good selection on books and find help when you need it.
- They have computers and very nice people working there and I think they are very good.
- They have everything a person would want to find.
- They have everything I ever needed.
- They have everything I ever needed.
- They have everything I want; they have DVD's and movies.
- They have everything I've ever wanted to look for, their comprehensive and have assistants there for you.
- They have everything you could ask for.
- They have good collections and programs and they are conveniently located.
- They have great facility - Glendale library
- They have material for people who can not afford to buy them, access to a lot of things, a good source of information.
- They have story telling and computers.
- They have the information I need when I need it.
- They just are.
- They meet my needs.
- They met my needs for computer information and help. They've had almost every book I've wanted.
- They seem good to me. I worked for an ESL class one time and we were permitted to use the recourses there. My daughter and grandchildren regularly go to Glendale library.
- They seem to be convenient.
- They seem to have lots of books and I guess they are pretty good and we found what we were looking for.
- They seem to have what I need or help find it if they don't have it. It is nice that they have different branches from which to get what I need.
- They seemed to be well maintained and the people working there are very helpful.

- They usually get books to you and there is a pretty good selection
- They usually have what I want.
- They were extremely wonderful with my mother and the services they offer. They bent over backwards to help her. My mother is blind.
- They're active in the community and they provide different activities for different ages and I am having financial problems and they have helped me in getting the present for my children. They have a friendly staff, and a variety of resources.
- They're attractive and I am able to find what I want.
- They're very accommodating and very helpful.
- They're good I think, when I've been there I've found what I needed.
- They're really good libraries. I've worked at other libraries. Some are not that good.
- They've built libraries in the Gilbert area and have improved them immensely and they offer wireless internet for laptops.
- Variety of things they have in there, depth of their research, you can go in and access other libraries across the country, service is very good, and they will notify you when books are due.
- We go to them and we use a lot of their programs.
- We have a great facility.
- We have a local library that's extensive in its materials, lots of materials to work with.
- We have a very nice library in Surprise. I don't go there very often, but it seems to be well used and populated. I am not a library person.
- We have children and they have a lot of stuff for children.
- We have one on every block and have lots of resources.
- We just moved here so I don't know, I have been to the one close by in Surprise and it is quite new.
- We like the selections of books and specially the one on Gilbert.
- We live in Surprise. The library in Surprise is 1-3 years old and it is very good. My husband is visually impaired and they have a large selection of large print and audio books. We don't use them, but they have a large computer section.
- We really like the main library, which is the one we use.
- We use the libraries and we like them.
- We use them a lot and they always seem to have what I need.
- We use them anytime, and anything that we need is there.
- We've used the library for so many years it's a great place to be.
- Well because they're close and they're new.
- Well because you can get both regular books and audio books, videos, multi-media, well distributed and they are very reasonable priced.
- Well I don't know I just thought everything was well organized and they had everything I needed.
- Well I have seen other libraries around the world and I think that the Arizona libraries do an outstanding job of providing a large base of material to interested people. Very diverse information
- Well I've gone to different ones in different parts of the state. There is a library around the corner in Chandler, and one in Northeast Phoenix that I like.

- Well it is a library close to us, lots of books, diversity. It is a beautiful library.
- Well when I have gone in there to get anything they have always had what I needed. I was getting CD's and a book, and they had what I needed.
- We've been here since '56 and I've seen the library grow from someone's basement and then they built a play house then to where it is to day. I just like everything about it and I think they are doing a good job.
- When I go there I can find what I need.
- When I go there I find what I need.
- When I was doing graduate work I went to the library and librarians actually brought things for me that I could use in my work and I am also a freelance writer.
- Whenever I have had to use them they have always had what I need. We use the web a lot they were great when my kids were in school, they are good for taxes and reference material reading materials, and convenient.
- Word of mouth

Pima County respondents who gave a rating of “1” (very poor):

- It's way too far away and it is very small.

Pima County respondents who gave a rating of “2” (poor):

- Because how big of a library can you have and how much access can you have in a town the size of ours?
- I don't find the books that I usually find in New York.
- I don't use the library that often.
- I go to the library and check out books and videos.
- I have no library in my area. We have a population of 10,000 people, so I have to travel 15 miles to get to one.
- It is okay they tend not to have too many books; only literature and fiction.
- It's very small and it doesn't have current material.
- The collections are incomplete and the choice selection is minimal.
- They don't have a very good selection of books and when they actually have books, they hold a book sale and get rid of them.
- They should have more computer access and it is not modern.

Pima County respondents who gave a rating of “3” (fair):

- Based on outside appearance of libraries that I have seen
- Because some public institutions are well and some are not
- Every time that I have had to do a research paper and I would go to the library to get the assistance I needed, to narrow it down to a topic, I just wouldn't get the assistance I needed. It was in regards to the U.S. border and immigration.
- I can't really find updated technology at the libraries I've visited, like computers with internet access. They have limited resources and I have trouble looking for what I need.
- I think that they could have more resources and funding. They should ban the availability of porn at libraries.
- I think they are average. I don't think they are absolutely terrible or spectacular.
- I think they could offer more.
- I'm in Tucson, so they are smaller than some of them.
- It's not the worse and it's not the best. They need better computer systems more hours and more locations.
- It's okay. The one I go to isn't very big.
- Primarily, I am not familiar with them.
- Seem like they might be able to access more online services than they do.
- Some times the library is too crowded for me to get on the computers. Once in a while when I go up there they aren't open. I don't think they open until like 9am.
- Sometimes I want to read a whole author, but the selection is small.
- Their selection of non-fiction books is pathetic.
- They are about average.

- They are small.
- They don't have a wide selection.
- They don't have enough computers for the kids and they need more resources.
- They don't have enough hours in Tucson. They need more variety of books.
- They don't seem to have a lot for me to look at.
- They lack equipment and assistance.
- They're too accessible for minors to get on the internet to see porn. Also, there are not enough libraries.
- Things are not as up to date as they could be, not enough money spent on the library system, should be open longer hours, and have more staff, need more books.
- This particular library doesn't have a lot of books.
- Under funded and appear to be of little consequence to legislative bodies around the state
- Well, the last few times I've been in, they didn't have enough computers. I also had to wait for best sellers, I would like to see them open on Sundays because that's the only day I could actually go to a library and I would like to see one open close to me.

Pima County respondents who gave a rating of "4" (good):

- Always stocked
- Because every time I've been in the library, especially in the past 6 months or so, the libraries have improved, more resources are available.
- Because of the response of people who have told me about it.
- Because when I did visit they have everything I needed. They had all the books I needed to do research.
- Better facilities
- Easier access, more hours/later hours and open on weekends
- Every time I have had to use the library they have met my needs
- From what I have seen, when I have used it, it is very good. They have a good selection of books and they always have the new books displayed separately in the Downtown library and the Wilmot library.
- I actually haven't been to too many libraries, but it's a matter of security. There are a lot of homeless and armed guards which makes me uncomfortable. Additionally everything is in English and Spanish and I'm bothered by the pervasiveness.
- I am not enthusiastic about the libraries that are close to me and the resources available.
- I can't always find the book I want.
- I enjoy using them
- I find sometimes it is hard to get assistance.
- I go and they seem to have everything I need.
- I got some good books there. There magazines and DVD's are slim. They need a better selection.
- I have been in there recently and the only thing I don't like is the computer. You have to wait to get on a computer and then someone will jump in front of you.

- I have seen better libraries in other cities, but this one functions well.
- I like them and they have what I need.
- I needed to use them for research and the information and the staff were helpful.
- I perceive it to be
- I think some of there policies are off. They don't accept money very well. I had a book overdue and wanted to buy it and they would just wait until it was overdue.
- I think they are good here in Tucson.
- I think they are very good, but they can improve, maybe open more branches.
- I think they could do a little better and spend less on external appearance and more on books.
- I think they're very good. They give good service and have a good selection of things; you can renew things on line, and can check out easily. Libraries in Tucson are modern and up to date on how they manage their materials.
- I use our local library and they do a good job
- I used to go. They had everything I wanted. Books, magazines, music and they tell me which library had what I wanted.
- I used to read a lot, but I cant now.
- I'm happy with their service and I think they offer a good variety.
- In general I'm pretty happy with it.
- In general it's good, but it could have longer hours.
- It has lots of things that you can check out and it's a friendly place
- It's certainly suits my requirements, it's a good library and it does the job. Areas of improvement could be more reference tapes DVD's on astronomy and educational DVD's they could use some more.
- It's really nice and the kid section is nice.
- It's clean and neat.
- I've been to other libraries. Some of the newer ones are nice architecturally. Older ones here need renovation.
- Last time I went they had what I needed, but it was not hard to get to.
- No answer
- Nothing is perfect. There's always room for improvement.
- Some libraries have more complete collections.
- Sometimes they don't have what I 'm looking for. I called up once and they said they had the book on the shelf and they didn't.
- That is what I think.
- That's it
- The downtown library in Tucson is terrific.
- The ones that I have been in seem very good. They have good programs and serve a lot of purposes.
- The service was good and the people were knowledgeable and helpful.
- The variety was good and the completeness in everything I was looking for was there.
- There is an attempt to please everyone as you will, and when you try to please everyone you don't please anyone. I think they are trying to include too many different services, rather than stick to what they do best: information services.
- They are convenient to where I live, most services are adequate.

- They are good, but not perfect
- They are pretty good and are useful for getting what you want to get done,
- They are pretty well stocked, and unhappy about pornographic materials.
- They are very good, but not as comprehensive as they could be.
- They are very good. They need more shelves and don't need to transfer books.
- They are very informative and they have everything that I need.
- They could be better stocked, offer a better selection.
- They do not have an efficient budget to purchase DVD's, books, and CDs.
- They don't seem to have a full library like they do in Texas. Texas has a lot of religious books.
- They don't have a good selection
- They have different activities and it's clean and they have interesting topics every month.
- They have pleasant help, in order to find interesting books.
- They just put one up in my neighborhood and it is easy access.
- They provide a wide range of materials; they great people, but they're not opened enough. I like their computer systems and that you can check books online.
- They seem fine
- They try to do their best and they try to get you the material that you want.
- They try to get us what we need, but the availability of some of the items are very limited.
- They're not open long enough like on Sundays and on the evenings they have same hours as people that work.
- They're fine, and I use them.
- They're there. I don't ever go there, but I am glad that they are there.
- We use the library frequently and our experience with the library has been very good.
- We use them all the time and they are very acceptable they meet our needs and expectations.
- We use them quite a bit.
- Well because of the resources they have available. The staff, physical facilities, and the helpfulness of the staff and the location is close to me.
- Well I don't think its perfect, but they have a lot of information.
- Well I think they're good libraries, but they need to be larger. There is only one library near where I live. Actually, there is only one in the town where I live and we need two.
- Well I use it a lot and it's pretty good. There are a couple things to be improved.
- Well kind of complicated and I am from Canada and libraries are different than Canada. The one in Tucson, you can use the computer and browse through books, and can borrow CD's and visuals.

Pima County respondents who gave a rating of “5” (very good):

- Accessible, and if I can't find a book from one site I can get it from another branch using the website is very convenient. On-line I can have a book sent to a branch closest to me. I like the convenience.
- Because I use them a lot and if they don't have the book I want I can email and order it. They will email me back that it is in or they email me that I am over due with a book.
- Because they are very good.
- Because they have a good selection of books and CD's
- Because they have different locations
- Because they have what I need and they are extremely responsive to my needs.
- Because we are real happy with them
- Because whenever I've gone to the library, I find what I need
- Easy location and getting the products I need.
- Every time I go people are helpful and they have what I want.
- Everything that you need to find is there
- I always love them. I used to use them when my daughter was growing up. I will use them for my grandson. I remember how good they were. Very good for children
- I can go to any library and I can get any book from any library. I think that's very convenient and it could be done on-line.
- I find everything I need.
- I find everything I want there; the service is good
- I found a lot of reference materials available on the internet and just the selections of book have been adequate.
- I found everything I needed
- I have always found what I was looking for--they have always been very helpful
- I have always gotten exceptional service and the librarians were very helpful and friendly
- I know all of the different options, hearing books, I am an avid reader, and anything that helps the handicap is just wonderful.
- I like libraries and I think they are overall good. They are not open on Sundays.
- I like my library, at the university
- I love the library
- I never have any problems when I go there. I go at least once every couple of weeks because I read a lot.
- I really like library. People are helpful, and it has a great view.
- I think that they try hard to have all the important books available.
- I think they are well stocked and readily accessible
- I use it all the time and the one here for 3 years and it's wonderful.
- I use it frequently, and it seems to have what I'm looking for. The website is very helpful in finding what I want.
- I use the library frequently and have a very good book selection, excellent child programs and plenty of private branches
- I use them and I they have good coverage on the law books I look for.

- I use them quite frequently. They always have the material I need. The computer facilities are very helpful.
- I volunteer at a library and I think they're very important to a town. The ones that I know are comparable to other big city library systems.
- I'm there and because I am happy with the selection of books and magazines (the periodicals) and the help with the computer.
- I've always found them to be very efficient
- It has a plentiful supply of all the materials I have used.
- It is a service and availability.
- It is my favorite place to go. They have a great selection, and they do a great job.
- It's good for students who don't have computers.
- It's because I use it.
- I've had very good experience with them.
- Our local library does a great job
- People that I know who use the library with consistency seem to be very happy with it
- Pretty good hours. Good selection of books
- Seem to like them, they have everything we need when we go there
- The one that I have been to has been very good with helping my children and teenagers with research on the internet and the books they provided.
- The ones I've been to I like. Their children's programs and the availability of the internet, but mostly the kids stuff.
- There more open then the one where I was from not crowded
- They always have current book and always have what I need.
- They are convenient and very ample, nothing you can't find and they are free.
- They are easily accessible through the internet. I use them all the time as does my husband and I like the fact that I am able to use the internet to get the things I need from the library. I go on the libraries web site sometimes three times.
- They are good for some people I guess. I don't go there, but I know some people do.
- They are helpful if you are doing research. If you don't understand something they will always help you.
- They are polite and they have what I need.
- They are supposed to be very good, but I don't use them personally.
- They had pretty much anything I was looking for. If they didn't have what I needed they knew which library had it and they were able to get it for me. They were able to serve my needs.
- They have everything I ever needed.
- They have good services and my family uses several different libraries and I like the flexibility in getting us what we are looking for.
- They provide the services I need
- Very good, very responsive
- We used it and is in Green Valley and have to rate it high.
- We used it quite a bit and I like it very well.
- Well I live in Green Valley and we have a very nice one. The atmosphere, the workers the helpers are all very helpful.

- Well maintained and lots of materials/expanding and convenient
- Well when I just moved here I went there to job search.
- Well where I live it is not a large library, but they have everything I need and very efficient.

Other County respondents who gave a rating of “1” (very poor):

- Because I happen to live in an unincorporated area of Pinal county and I have to pay \$40 a year to use the closest library which is in Maricopa County.
- Because there is a lack of books, computers as well as communication with the staff. It is not a good reading environment because of all the trash around. It needs to have a revamping inside and it needs to have more internet access.
- In the reservation libraries there aren't a lot of books.
- The books are old and they don't carry up to date materials.
- It is very small and there are not a lot of books. It also looks trashed.
- We don't have one in our town. Our town is so small we don't have a public library

Other County respondents who gave a rating of “2” (poor):

- Because how big of a library can you have and how much access can you have in a town the size of ours.
- There is one being built across the street and it looks like a tin shed or a big warehouse.
- I deal almost strictly with the one in Winslow. There are problems with the staffing, size of the building, and selection of books.
- It is extremely small and the books are old and there are no programs for kids.
- It's a hassle. You have to jump through too many hoops to check out or return books; unless you're on their schedule it is troublesome to do.
- It sells more books than it has.
- Most of the books are outdated and they don't have a lot of materials.
- The library does not have any money and one of their personnel is some local dog catcher (untrained person). The Camp Verde library has no reference material and a small selection of books.
- The library isn't big enough and it doesn't have enough tables and it is too crowded.
- There's not enough of a selection.
- They are too small where we live.
- Well, because I live in Williams and the library is very small. I come from California and I am use to larger libraries. I lived in a town of 10,000 and we had a 3 story building. Here in Williams it has very limited resources.

Other County respondents who gave a rating of “3” (fair):

- A while ago I went a couple of times and there wasn't any problem.
- Because I don't attend any of the libraries and the only one I know about is a small library, so it is hard for me to judge it.

- Because I lived in Nevada and you had a much better selection. I have an elderly mother and she needs large print. You have to go to Bullhead City or I go to Laughlin to get large print books or books on tape.
- Because I use it to study and acquire information and three is a medium number.
- Because you don't have a lot of information on Arizona, which I think there should be in the library. The area that I live in doesn't have too much Native American information like anything specific on pueblos or early Native American heritage.
- I am in a rural Arizona area, so our library is so smaller and they have fewer computers and a small selection.
- I can go in there sometimes and get what I need and other times I can't because they don't have the books I want.
- I can't always find what I am looking for.
- I don't think they're good.
- I don't know
- I don't utilize it much, only about 3 or 4 times a year, so I can't fully evaluate it.
- I just think they could expand more and use the money they get more wisely. I guess their computer labs and the selection of books could be better. They can't borrow a book from another library in the same county.
- I live in Lake Havasu which is not huge, and they need to update the computers.
- I think it is under funded and they don't have enough materials. I don't think it is very well managed.
- I think the one in Foothills is terrible. They need a larger library.
- I think there is a policy of spying on people. They have to report what books you read. You have to watch what you read, because somebody is watching.
- I work for the county library district and sometimes we don't know what's going on at the libraries.
- I'm not impressed with the one in the Foothills.
- In my area the libraries are quite small.
- It is a small one in a small community. Maybe they don't have everything you need.
- It's a very small library here.
- It's gotten to be busy and too noisy
- It's very small and poorly stocked. They do the best they can
- Not very big
- Our library is very small.
- Small town and it needs more funding.
- Some of the books I select are never in town. The selection here is more pleasure oriented. The selection is limited and they don't have the books when I need them.
- The last time I was there, the computers were down.
- The one in our area is pretty small. I think they could have a lot more space and be more available to the community.
- The people who work there are not very helpful, they really don't make you feel comfortable, like they want you to leave. That's how I felt when I took my children there.

- There are no research materials. Mostly what they have are modern books and fictions. I think it could better.
- They do not have as many of the books I am looking for.
- They do real well with the resources they have but it's so small and they don't have any resources.
- They don't have a lot of inventory and services.
- They don't have enough computers. They have some, but not enough. They really don't have the books I want to read. The people there are nice and they are very helpful.
- We have a rather small library.
- Well, because we are on the western side of the state and we have to order away for books. Half the time we can't get them. My kids needed a book for a school project and they couldn't get it in time, so we had to go buy it. They are very friendly.
- Where I live there are not any great libraries. I live in the Bullhead area and no one gives a crap about us.

Other County respondents who gave a rating of “4” (good):

- Because Arizona being the last to get going, they are starting to get better
- Because it is the only one here and I can only rate the one that I know.
- Because there are things I can't find sometimes. Information that I need is not available.
- Because they are good, not the best as they could be
- From use and what books they have
- From what I have observed them seem to be pretty good.
- Generally it is keeping up with the times in the internet connections, and the atmosphere is comfortable.
- Honestly, I don't use my library very much. I am giving them the benefit of the doubt. Most of the time when I need a book I just go out and buy it
- I am always able to find what I want, but I don't use them much.
- I came from California where the library was not good.
- I can go and use computers and they are very helpful.
- I can't answer that
- I consider that a very high rating and the town I live in is small, but they do well with what they have
- I do not think that they are user friendly because it is hard to locate what you are looking for.
- I don't go too often, but its too crowded, lot of winter visitors, and people with kids that aren't being controlled; otherwise it would be a wonderful library.
- I don't go too much, I live in a rural area and the library here is not as big as the ones in Phoenix. I mainly go with my kids.
- I don't really know what it is like
- I don't use it extensively perhaps because of the size.

- I feel that they are very good; they are very helpful and good with the children and teaching them. Everything in general around here; they are just wonderful.
- I feel they are better here than in California.
- I find them adequate and I visit the public library.
- I haven't been to many of them. I use the one in my town mostly. I seem to get what I need there.
- I know they need more books. It says so on the local papers, there are some junior high schools that don't have any libraries and the shelves are empty.
- I like the resources that are available and I love the buildings. They take good care of the buildings and they have remodeled some. I have never had a bad experience at the library with the people and volunteers that work there.
- I like to go to the library.
- I live in a small town and I can't find some books. It's a good system.
- I live in a smaller town. It is good. Good selection of books and easy to find what I want.
- I live in Prescott and they have a really nice library here. I use it quite frequently and enjoy its many services.
- I live right next to the library and it's mostly open all the time
- I think anything can improve.
- I think I'd have to say they usually have the services and the books that I'm interested in.
- I think the computers at the library need to have access to genealogy programs like ancestry.com. I know that other libraries do have access to those types of programs.
- I think the hours are too short and they should be open later in the evening and on weekends.
- I think the libraries are well maintained and state of the art.
- I think they are above average, meaning they have good books and are up to date, you can use the internet
- I think they are good, but somewhat inconvenient.
- I think they are pretty good.
- I think they are trying to keep up with the trend.
- I thought it was a little crowded and it could have been a litter roomer.
- I was always able to get what I need.
- I was helped pretty well during my one visit to the local library.
- I'm retired so I don't go there that much.
- I've been very pleased
- It could use more funding for more books and expansion. It's come a long way over the last 30 years.
- It doesn't always have everything, but the service is good.
- It is a small town so we don't have a big variety and I would like to see more.
- It is kind of small and I wish it were bigger.
- It is pretty good and it is medium.
- It seems to have everything.
- It was just not up to date
- It was well-stocked

- It's convenient and the service is good, but they have room for much improvement
- It's not quite up to what I consider the best to be.
- It's very good, and it's growing and getting much better every year.
- Just the town library, it's a good library that people use. Quite a few people use it. I don't use it much, but from what I hear it's good.
- Not sure
- Ours is a nice library
- Some libraries are better than others, some of the volunteers are good and some are not as good.
- The location of the library and everything
- The new building is pretty good. It's not as big as I would like, but it's all we could afford
- The ones I have been in, which are in smaller towns are not computerized. If I need access to a computer it's hard to come by.
- The ones that I have been to are not very big so their resources are limited. They are not limited because they are small. They have outdated material.
- The only public building I use is the public library.
- Their physical building is fantastic, but their selection of books hasn't caught up yet.
- There are some books they don't have
- They are good and they have what I need to find. They have computers to use.
- They have a lot of books and a lot are good and it's a good source for teenagers.
- They have a pretty good service, but their selection is lacking.
- They have been very helpful in supplying my needs.
- They have computer access there at the library which I use for the school research I need. It is nice to be able to access the library from home. Although I live in a small town and our library isn't all that big it still has a lot to offer people like me.
- They have most everything that I would use.
- They seem pretty good
- They try to cater to the community, they do a book exchange.
- Unorganized and doesn't have good books
- Usually the people are very knowledgeable and safe and clean. And it's an easily accessible location is in the middle of the town.
- We don't have many in the area we live in.
- We have a fairly new library here.
- We live in a small town and our libraries are small.
- Well because they have good programs for kids, and that they have good libraries.
- Well I live in a small town, I read a lot, and it has a wide variety of reading materials, kids programs, and computers.
- Well I used to go to the library a lot and I find what I want.
- Well I used to live in California and I was surprised at broadly based it was and if they don't have it they can get it for you. Being in small town isn't a problem.
- Well, our local library has very effective and corporative staff.

Other County respondents who gave a rating of “5” (very good):

- Because I can always go in and get what I am looking for and the people that work there are very nice.
- Because they are very efficient at getting the books I want on a timely basis.
- Because they have a limited amount of money
- Because they have books that people need to study.
- Because they just renovated it.
- Because they seem to have all sources, such as books, magazines, and booklets
- Because they usually have the books that I want and are friendly and polite.
- Because they're wonderful. You can get access online, interlibrary loan.
- Easy to use; people are nice
- Every time I need something it is always there and service is very good
- Everything was well organized
- Fairly new library, great staff and comprehensive list of books and materials
- For the size of the community, they don't have a tremendous library but they get what I need
- Good institution
- I am able to get everything I need. If I need help I receive it or if I have any questions they have all the resources I need.
- I consider the library I use a very good library. I have been in other libraries and this is a very good one
- I don't go a lot but when I go they have prompt service and a good range of books
- I don't go there a lot, but they have always been friendly and helpful I was working on a online college degree I had to take final exams and I had to have a proctor.
- I feel they are very involved in the community. They have children's programs and community outreach.
- I find interesting books there.
- I give it by the way it is run. They have one librarian and the rest are volunteers. It is well-used, well-stocked, and if a person wants a book they don't have they send out for it.
- I just got my card and from what I know, it was good.
- I like the personnel they are very helpful. They look up the information when I need it
- I like their resource materials and the access to their computers and the programs provided for seniors. They also have a small community group meeting rooms they also have reading groups for small children
- I personally been involved and I know everyone there
- I think that for a little town, Flagstaff has a great library. I always have the help I need when I do go in there.
- I think they do the best they can with the amount of funding available
- I used to work with the handicapped individuals and would take them library once a week and they were very good and helpful with them
- I usually find the materials, they are well laid out. I like the children's reading room; if the kids get loud, they don't have to whisper.

- I was in the library using their computer and the staff was very helpful. Clean. Good lighting
- I work for the city and I pick up a lot of people and everything I've heard is very positive
- I'm a member of both Apache Junction libraries and I get wonderful services in both of them. The only problem is that they don't have all the books
- I'm highly educated and I believe in public libraries.
- I've always been able to find what I want there
- Is pleasant and you can make copies
- It is good to do research in. If you need to look something up, it is there.
- It meets all the needs of people. They just are really helpful with information needed
- It seemed to be very good the last time I was there.
- It's a small one and gets a lot of use
- It's enormous, has a huge selection, and is a beautiful library.
- It's just they have generally what you are looking for. The people in there are helpful
- It's quite new and very nice
- It's very good and it was started by the people.
- I've seen some better and I've seen a lot worse
- Lots of materials, good attitude with people working there...nice and bright
- Small library, but a very good one. Lots of activities for children.
- The city of Prescott just finished re-doing the library; it is very nice. It's like new, I go with my wife and kids about once a week.
- The customer service is great; they are all kind and helpful.
- The library here in Benson is small, but it has everything I need. I am retired and don't use it that much.
- The library here in Payson is very good, and is going to be expanding soon.
- The one here in Prescott is pretty good. There are only two libraries.
- The selection and the institution itself
- There are people around to help you. They have computers.
- There is only one where we go and it's pretty good.
- They are a great source of information, checking out books and computer use.
- They are good and they help my children.
- They are helpful and they get me the books I need.
- They are sort of an institution of learning, you could find the information you want out of a book.
- They are very helpful, friendly, clean, and they have a wide range of computers.
- They give you all the resources you need and they help you with any problems you may be having.
- They have all the books I want. If they don't have them they order them.
- They have all the information for the children and the adults.
- They have everything you need and their help is exceptional
- They have everything. I can find everything in this library that I could find in LA and the people are very friendly here. We moved from LA a couple of years ago and the library here has been a delight.

- They have the books I enjoy reading.
- They have the books; they have CD's on tape, books on CD and books that relate to the reading level of a disabled relative that she can read.
- They have things I need and are helpful.
- They have things I need like computers and programs for my kids
- They just enlarged it, and the Prescott library is a super place.
- They just remodeled and added on and expanded it, it is beautiful.
- They remodel libraries in Prescott and provide a lot.
- They're clean, organized, and helpful.
- They're real helpful and nice. And they have different materials for children.
- Thought that they were very professional
- Very helpful finding things and the programs they offer for children.
- Volunteers are wonderful, new facility.
- Well because I never have gone in there and not found what I was looking for easily.
- Well I love reading and I have not been disappointed. There are far too many books with foul language in them that a child of age 4 up can read and use and they do. The library personal is very helpful.
- Well I went to a concert in Sedona and the facilities are better than Boulder, CO. There's a great interlibrary loan service in Oak Creek volunteer library.
- Well I've lived here all my life and I feel the libraries have benefited me.
- Well my experience is I get help when I need it, and people are available for me. There are people wherever you need them.
- Well some of my friends have said it is very good.
- Well stocked and very clean.
- Well, my limited experience has been very good, I am over the hill.
- When I go to the library I have no problems.
- You can get information out of them.

Why don't you use Arizona public libraries?

Maricopa County

- Because I will go buy a book if I want to read a book
- Because we only lived here three months and we've never had the time to look at the libraries. We need time to settle down.
- Because I have lot of books.
- Because there are so many things to do in Arizona.
- Because where I live we have a library.
- Can access through other resources
- I am 87 years old and I work four days a week and when I get home I just want to relax. There is no certain reason, I just don't have the time.
- I am new here.....my daughter has school library
- I am too lazy
- I can't read
- I do not need them.
- I don't have a car to get there.
- I don't know, I don't need to
- I don't need to anymore my kids are all grown I don't need to
- I don't stay here
- I get everything I need of the Internet
- I guess I don't have a reason except for it being very time consuming.
- I guess I feel I don't need them at my age
- I have had no real call to
- I have no use for them, or I use the internet.
- I haven't had the occasion. I do research through my company's resources.
- I just haven't got over there yet
- I just haven't had the opportunity, I probably will though.
- I just moved here
- I just moved in
- I live in Carefree and the nearest library to me is privately funded
- I moved here 18 months and brought a lot of books with me, but we've talked about going to there, but haven't yet
- I never have I don't know where one is
- I think the library is connected more with the schools and I don't read much.
- I use the bookstores instead libraries. I prefer to buy them.
- I work at high school and they have a library
- If I need a book I go and buy it. If I need any other information I just Google it.
- If I need something I could look it up on the Internet.
- It just so much easier to ask a question in a search engine on the Internet than go to a library.
- No need to.
- So far I haven't had the time or the need
- There is no need, I get everything off the internet
- Use the web

- We are retired and I just don't go to the library. I love to read and there are so many used book stores in our area that I just go in and buy a good book. In all the time I have lived in Arizona I have never been to a library.
- We just moved here and have not been to the library yet.
- Well I don't need it that much, I use the Internet but not the library website or use the Internet to access the library. I just feel I don't have the need on using the library. Only young people but, not old people at the age I have. I don't check out cd's
- Why would I want to I know everything?

Pima County

- Because I've only been in the state for two months and I haven't needed it yet.
- Because I don't need the library
- Because maybe because I'm too busy and because I have the Internet
- Don't know
- I don't have the time and effort
- I don't know, just never made it in there.
- I just haven't thought about it. I do think they are essential because not everyone can use the Internet.
- I just never have and they are too far away.
- It's a time issue
- There's not one near by.

Other Counties

- Because I get what I need from the Internet. We travel in the summer and I use libraries then.
- Because I have the Internet.
- Because I get all I need on the Internet, or buy the book.
- Because when I want to read I go to the stores and buy my own books, because I don't want to return them
- Have books at home
- Have no use for them
- I am 55 and it's not necessary in my life today.
- I don't know what information is there
- I don't need them.
- I find no need to; I am 76 I stay home and read
- I have two kids...it's hard to get to the library
- I have been in the state long enough
- I have never had a need to go.
- I have no need to. I don't need to go to the library.
- I have no reason, I am a single dad and have no time.

- I just got here.
- I just moved here
- It is hard for me to get out, so it is hard for me to use the libraries.
- Just haven't had an occasion to. And I haven't had time to do that
- No need to.
- The information I need to find I can get it on the Internet

Appendix C: Responses of 18-34 Year Olds

Arizona Public Library Survey 2006 Responses of 18-34 year olds		Respondent gender	
		Male	Female
Rate your local public libraries	Very poor	2%	1%
	Poor	5%	6%
	Fair	13%	14%
	Good	45%	31%
	Very good	20%	36%
	Don't know	16%	11%
Agree/disagree: libraries are essential for a productive community	Strongly agree	47%	56%
	Somewhat agree	44%	38%
	Somewhat disagree	6%	3%
	Disagree	0%	2%
	Don't know	3%	1%
Agree/disagree: libraries are an oasis from busy lives	Strongly agree	40%	42%
	Somewhat agree	48%	45%
	Somewhat disagree	6%	10%
	Disagree	2%	2%
	Don't know	5%	2%
Agree/disagree: libraries are needed because they provide free info	Strongly agree	66%	79%
	Somewhat agree	30%	19%
	Somewhat disagree	2%	2%
	Disagree	3%	0%
	Don't know	0%	0%
Agree/disagree: libraries are important as community centers	Strongly agree	58%	57%
	Somewhat agree	27%	36%
	Somewhat disagree	10%	2%
	Disagree	2%	3%
	Don't know	3%	2%
Most recent physical visit to an Arizona public library	Never	6%	4%
	Less than one year ago	78%	76%
	1-5 years ago	13%	13%
	Over 5 years ago	3%	7%
Most recent online visit to an Arizona public library	Never	56%	52%
	Less than one year ago	35%	37%
	1-5 years ago	10%	9%
	Over 5 years ago	0%	2%
Looked at library catalog online	Yes	54%	58%
	No	46%	42%
Looked for program information online	Yes	21%	31%
	No	79%	69%
Used online databases or found online information	Yes	72%	59%
	No	28%	41%

Arizona Public Library Survey 2006 Responses of 18-34 year olds		Respondent gender	
		Male	Female
Renewed a book online	Yes	21%	43%
	No	79%	57%
Looked for library hours online	Yes	59%	60%
	No	41%	40%
Looked for library address or contact information online	Yes	52%	54%
	No	48%	46%
How easy is it to find what you need at the library?	Very easy	54%	61%
	Somewhat easy	29%	37%
	Somewhat difficult	17%	1%
	Very difficult	0%	0%
Rating of availability of computers and online services	Very poor	0%	5%
	Poor	3%	7%
	Fair	12%	13%
	Good	48%	31%
	Very good	36%	44%
Rating of online access to library catalogs and databases	Very poor	0%	2%
	Poor	0%	0%
	Fair	7%	5%
	Good	43%	32%
	Very good	50%	61%
Rating of selection of books and other materials	Very poor	0%	1%
	Poor	3%	4%
	Fair	18%	16%
	Good	47%	33%
	Very good	32%	45%
Rating of condition of library materials	Very poor	0%	0%
	Poor	6%	2%
	Fair	17%	17%
	Good	49%	35%
	Very good	29%	47%
Rating of library building maintenance	Very poor	0%	2%
	Poor	0%	2%
	Fair	18%	9%
	Good	48%	20%
	Very good	33%	68%
Rating of library comfort	Very poor	3%	2%
	Poor	3%	0%
	Fair	11%	12%
	Good	40%	32%
	Very good	43%	55%

Arizona Public Library Survey 2006 Responses of 18-34 year olds		Respondent gender	
		Male	Female
Rating of library safety	Very poor	0%	1%
	Poor	6%	1%
	Fair	3%	7%
	Good	38%	24%
	Very good	53%	66%
Rating of librarian knowledge	Very poor	3%	2%
	Poor	0%	2%
	Fair	3%	6%
	Good	39%	25%
	Very good	55%	65%
Rating of convenience of library hours	Very poor	0%	1%
	Poor	11%	6%
	Fair	14%	6%
	Good	34%	37%
	Very good	40%	49%
Rating of library services for kids and teens	Very poor	0%	2%
	Poor	3%	2%
	Fair	7%	5%
	Good	43%	32%
	Very good	47%	60%
Rating of literacy and educational programs for adults and seniors	Very poor	0%	3%
	Poor	0%	8%
	Fair	30%	14%
	Good	30%	27%
	Very good	39%	49%
Rating of availability of library rooms for community use	Very poor	3%	5%
	Poor	3%	13%
	Fair	28%	20%
	Good	41%	28%
	Very good	24%	35%
Rating of access to government forms at the library	Very poor	0%	0%
	Poor	8%	6%
	Fair	25%	28%
	Good	54%	28%
	Very good	13%	38%
Rating of library as a community gathering place	Very poor	6%	3%
	Poor	13%	7%
	Fair	29%	24%
	Good	32%	27%
	Very good	19%	39%

Arizona Public Library Survey 2006 Responses of 18-34 year olds		Respondent gender	
		Male	Female
Do you have computer and Internet access?	Both computer and Internet access	94%	96%
	Computer access only	2%	1%
	Neither computer nor Internet access	5%	3%
Have you used the Internet to look at government information?	Yes	73%	74%
	No	27%	26%
Have you used the Internet to access Arizona@your service?	Yes	18%	24%
	No	82%	76%
Have you used the Internet to access FirstGov.gov?	Yes	26%	14%
	No	74%	86%
Have you used the Internet to access a city or town website?	Yes	64%	65%
	No	36%	35%
How important is reserving books online or by phone?	Not at all important	5%	3%
	Somewhat unimportant	3%	0%
	Neutral	16%	15%
	Somewhat important	25%	21%
	Very important	50%	61%
	Don't know	2%	0%
How important is providing wireless Internet in the library?	Not at all important	3%	3%
	Somewhat unimportant	5%	3%
	Neutral	10%	11%
	Somewhat important	32%	17%
	Very important	49%	65%
	Don't know	2%	1%
How important is keeping library services free?	Not at all important	0%	0%
	Somewhat unimportant	2%	0%
	Neutral	13%	2%
	Somewhat important	13%	6%
	Very important	73%	90%
	Don't know	0%	2%
How important are friendly, knowledgeable librarians?	Not at all important	2%	0%
	Somewhat unimportant	3%	0%
	Neutral	9%	4%
	Somewhat important	13%	11%
	Very important	73%	84%
	Don't know	0%	1%

Arizona Public Library Survey 2006 Responses of 18-34 year olds		Respondent gender	
		Male	Female
How important is being open evenings and weekends?	Not at all important	0%	2%
	Somewhat unimportant	5%	1%
	Neutral	6%	5%
	Somewhat important	22%	17%
	Very important	67%	75%
	Don't know	0%	0%
How important is having a cafe in the library?	Not at all important	27%	26%
	Somewhat unimportant	25%	16%
	Neutral	22%	22%
	Somewhat important	13%	21%
	Very important	14%	15%
	Don't know	0%	0%
How important is organization for easy self-service?	Not at all important	0%	0%
	Somewhat unimportant	2%	2%
	Neutral	3%	3%
	Somewhat important	25%	14%
	Very important	70%	81%
	Don't know	0%	0%
How important is having current books?	Not at all important	2%	1%
	Somewhat unimportant	2%	2%
	Neutral	14%	9%
	Somewhat important	28%	21%
	Very important	55%	67%
	Don't know	0%	1%
How important is having good multimedia collections?	Not at all important	0%	2%
	Somewhat unimportant	5%	6%
	Neutral	11%	10%
	Somewhat important	22%	30%
	Very important	61%	53%
	Don't know	2%	0%
How important is having reference materials?	Not at all important	0%	0%
	Somewhat unimportant	2%	0%
	Neutral	5%	2%
	Somewhat important	22%	18%
	Very important	70%	79%
	Don't know	2%	1%
How important are online databases?	Not at all important	0%	0%
	Somewhat unimportant	2%	0%
	Neutral	11%	6%
	Somewhat important	27%	22%
	Very important	61%	71%
	Don't know	0%	1%

Arizona Public Library Survey 2006 Responses of 18-34 year olds		Respondent gender	
		Male	Female
How important is online access to library catalogs and databases?	Not at all important	2%	0%
	Somewhat unimportant	2%	2%
	Neutral	9%	10%
	Somewhat important	41%	29%
	Very important	47%	59%
	Don't know	0%	0%
How important are computers and online services in the library?	Not at all important	2%	0%
	Somewhat unimportant	0%	2%
	Neutral	14%	4%
	Somewhat important	28%	15%
	Very important	56%	78%
	Don't know	0%	1%
How important is access to government forms in the library?	Not at all important	3%	1%
	Somewhat unimportant	2%	2%
	Neutral	6%	10%
	Somewhat important	27%	21%
	Very important	61%	65%
	Don't know	2%	1%
How important are children's programs?	Not at all important	0%	0%
	Somewhat unimportant	2%	0%
	Neutral	3%	2%
	Somewhat important	23%	17%
	Very important	72%	81%
	Don't know	0%	0%
How important are adult literacy programs?	Not at all important	0%	1%
	Somewhat unimportant	3%	0%
	Neutral	5%	10%
	Somewhat important	23%	15%
	Very important	67%	73%
	Don't know	2%	0%
How important is providing meeting rooms for community use?	Not at all important	6%	0%
	Somewhat unimportant	5%	6%
	Neutral	27%	19%
	Somewhat important	17%	28%
	Very important	44%	47%
	Don't know	2%	1%
How important are programs for senior citizens?	Not at all important	2%	1%
	Somewhat unimportant	2%	1%
	Neutral	22%	7%
	Somewhat important	31%	25%
	Very important	42%	66%
	Don't know	2%	1%

Arizona Public Library Survey 2006 Responses of 18-34 year olds		Respondent gender	
		Male	Female
How important are cultural programs or exhibits?	Not at all important	3%	2%
	Somewhat unimportant	2%	7%
	Neutral	28%	18%
	Somewhat important	25%	26%
	Very important	41%	47%
	Don't know	2%	1%
How important is providing a place for teens to meet and study?	Not at all important	0%	0%
	Somewhat unimportant	0%	0%
	Neutral	6%	3%
	Somewhat important	25%	16%
	Very important	69%	81%
	Don't know	0%	0%
How important is providing job searching assistance?	Not at all important	5%	1%
	Somewhat unimportant	3%	5%
	Neutral	8%	12%
	Somewhat important	34%	23%
	Very important	50%	59%
	Don't know	0%	0%
How important are programs for new immigrants?	Not at all important	9%	7%
	Somewhat unimportant	14%	6%
	Neutral	22%	14%
	Somewhat important	22%	23%
	Very important	33%	50%
	Don't know	0%	0%
How important are programs and services for business owners?	Not at all important	13%	4%
	Somewhat unimportant	6%	7%
	Neutral	23%	19%
	Somewhat important	30%	24%
	Very important	28%	44%
	Don't know	0%	2%

Appendix D: Library Activities of Website Users

