

Appendix A. Survey instrument

How do you use the Library?

TAKE OUR SURVEY!

We've all been through so many changes these last few years. We want to know if you're currently using the Library and how.

The survey should take you about **12 minutes** to complete. The last day to take the survey will be **Monday, April 10**.

Your responses to this survey will help us plan for the future and make sure the Library is offering the services people want and need now.

As a token of our appreciation, when you complete the survey, you can choose to enter a drawing for a **free book** from the Friends Foundation of Worthington Libraries Book Sale (500 available).

You may also sign up to participate in a **focus group** about the Library. If selected, participants will be paid \$75 for a 90-minute session.

Thanks in advance for your feedback! Ready to **get started**?

Tell us about yourself!

Section 1 (of 5)

We want to start by asking you a few questions about yourself. We ask these questions to find out if people with different backgrounds have different needs.

1. What is your age?

- under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

↳ *Disqualify if under 18*

2. Do you live in the Worthington school district?

- Yes
- No
- Unsure

↳ *Skip to question #4 if No or Unsure*

3. How long have you lived in the Worthington school district?

- Less than 1 year
- 1-3 years
- 4-10 years
- More than 10 years

4. What is your gender?

- Female
- Male
- Prefer to self-describe: _____

5. What is your race?

- White
- Black or African American
- Asian
- Middle Eastern or North African
- Hispanic, Latino or Spanish
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Some other race: _____

6. How many people of the following ages live in your household, including yourself?

Number of children 5 years old and under: ____

Number of children 6-17 years old: ____

Number of adults 18-59 years old: ____

Number of adults 60 years and above: ____

↳ *If total children =0:*

Hide question #22

In questions #24-25, hide School and Parenting/raising children options

7. What is your total household income in the past 12 months from all sources?

- Less than \$50,000
- \$50,000 to \$149,999
- \$150,000 or more

8. What language(s) do you and any member of your household speak at home?

- English
- Spanish
- Arabic
- Chinese
- Portuguese
- Somali
- Telugu
- Hindi
- Tamil
- Japanese
- Some other language(s): _____

9. What is the highest level of school or degree you have completed?

- High school diploma, GED or alternative credential / some high school
- Associates degree / some college credit
- Bachelor's or master's degree, doctorate or other professional degree beyond bachelor's degree

10. Where are you currently working?

- In person, at my place of employment
- Remotely, from home
- Remotely, somewhere other than home
- I am not currently employed (including retired or in school)

↳ *If not currently employed:*

In questions #24-25, hide Work option

11. What forms of payment do you typically use?

- Cash
- Check / money order
- Credit card
- Debit card
- Mobile phone / wearable device

12. Which library do you use most often?

- Old Worthington Library
- Northwest Library
- Worthington Park Library
- Other: _____
- I don't use the public library

In-person and online activities

Section 2 (of 5)

Thank you! Now, we want to hear about how recently you've done several activities in and around our community, in-person and online.

13. When was the most recent time you completed the following activities?

	In the last week	In the last month	In the last 6 months	In the last year	More than 1 year ago	Never	Not sure
Attended a program or event at a community center, park, museum or other similar location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connected to wireless network at a store, coffee shop or other business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looked online for reading recommendations (such as Amazon, Goodreads, Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posted a question or asked for advice online (such as Facebook, Nextdoor, Quora)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchased item(s) online for curbside or in-store pick up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rented a computer at a copy shop, internet cafe or other location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rented movies or videogames (from a video store, vending machine or kiosk)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searched online about a topic I'm interested in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searched online for programs, events or activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searched online to plan a visit to a store, business or other location (such as check hours, look up address)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopped online for books, movies, music or videogames (such as Amazon, Target or other store website)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopped in person for books, movies, music or videogames at a book store, videogame store or other store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spent more than 30 minutes at a book store, coffee shop, mall, co-working space or other business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talked to family, friends or neighbors to get information or recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Took children to a playground, park, museum, play café or other similar location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used an online account to pay bills (such as bank, credit card, utility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Viewed TV or movies or listened to music via a subscription service or after purchasing online (such as Netflix, Hulu, Amazon, iTunes, Spotify, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visited a copy shop to make copies or print photos or documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visited a website I subscribe to (such as newspaper or magazine, Ancestry.com, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteered in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Library activities

Section 3 (of 5)

Next, we want to hear about how recently you've used the library to complete several activities, in-person and online.

14. When was the most recent time you completed the following activities at the library / on the library website?

	In the last week	In the last month	In the last 6 months	In the last year	More than 1 year ago	Never	Not sure
Attended program / event at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brought children to the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browsed the shelves at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checked library calendar for programs / events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checked out items at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloaded books, audiobooks, movies and/or music via the library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emailed the library to ask a question or get help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looked for reading recommendations on the library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managed my library account (such as check due dates, renew items, check account balance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picked up reserved items at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planned a visit to the library (such as check hours, look up address)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Researched a topic I'm interested in at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stayed for more than 30 minutes at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talked to a librarian / library staff member to get information or recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used an online database (such as newspaper and magazine articles, encyclopedias, Ancestry.com, ConsumerReports.org, LinkedIn Learning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used library computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used copier, printer, scanner and/or fax machine at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used library catalog (such as search for items, reserve items)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used wireless network at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteered at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Library services & materials

Section 4 (of 5)

And now, a few more questions about specific library services and materials.

15. Have you used any of the following library services and materials offered by Worthington Libraries?

- Activity kits for families and adults (Adventure Kits, memory care kits, bike repair kits)
- After-hours pickup lockers
- Curbside pickup / drive-up window
- Culture passes (free admission to local museums and attractions)
- Educational kits for children (Discovery Kits, Power Packs, Welcome to Reading backpacks)
- Free printing
- Email newsletter
- Materials in different languages
- Notary service
- Interpretation services (connect with video or audio interpreter to translate)
- Resume and job search help
- Library Goods (personalized book recommendations)
- Meeting rooms (for large groups)
- Mobile app for smartphone or tablet
- Study rooms (for small groups or personal use)
- Summer reading program
- School and homework help
- Storytimes

↳ Carry forward items not selected to questions #16-17

16. Before today, have you heard of any of the following library services and materials offered by Worthington Libraries?

17. Are you interested in trying any of the following library services and materials offered by Worthington Libraries?

18. As we consider adding new library services, how likely are you to use the following?

	Definitely would use	Probably would use	Probably would NOT use	Definitely would NOT use	Not sure
Book mobile visit to my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makerspace (with tools and materials for crafts or creative activities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric vehicle charging station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passport applications and photos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photo / recording booth (with green screen, lighting, recording equipment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. The library is available at days and times that work for me.

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

20. Which times of day would you prefer to use the library?

	Early morning, 6am-9am	Morning, 9am-noon	Afternoon, noon-6pm	Evening, 6-9pm	Late night, 9pm-midnight
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pandemic impact

Section 5 (of 5)

Almost done! Just a few more questions about how the pandemic has affected you.

21. Currently, how worried are you that you will get the coronavirus (COVID-19)?

- Very worried
- Somewhat worried
- Not too worried
- Not worried at all

22. Currently, how worried are you that your child(ren) will get the coronavirus (COVID-19)?

- Very worried
- Somewhat worried
- Not too worried
- Not worried at all
- Does not apply

23. As a result of the coronavirus outbreak, how much have your priorities in life changed?

- A great deal
- A fair amount
- Not too much
- Not at all
- Unsure

24. In which of these areas, if any, is your life now completely back to the way it was before the coronavirus pandemic?

- Dining out
- Entertainment and recreation
- Parenting/raising children
- Personal finances
- School
- Shopping
- Socializing with friends and family
- Traveling
- Your mental health
- Your outlook on life
- Your physical health
- Using the public library
- Work

↳ Carry forward items not selected to question #25

25. In which of these areas, if any, do you think your life may have changed permanently from the way it was before the coronavirus pandemic?

- ↳ *If Using the public library was checked in #24, skip to end*
- ↳ *If Using the public library was NOT checked in #24 and IS NOT checked in question #25, answer question #26*
IS checked in question #25, answer question #27

26. You told us your library use is not back to normal. Can you share a specific example of how your library use has changed? What needs to happen for it to return to the way it was before the pandemic?

27. You told us your library use has changed permanently. Can you share a specific example of how your library use has changed? Why do you think that change is permanent?

The end!

You made it!

Thank you for your time. Your answers to this survey will help us improve the Library.

Have a great day!

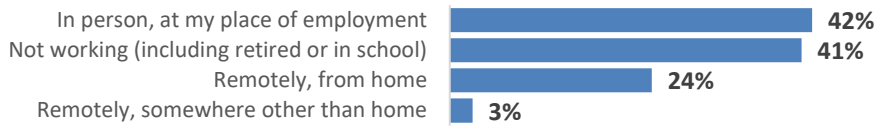
Appendix B. Survey results

2023 all responses	AB-2
General.....	AB-2
Library and community activities	AB-3
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2023 all responses

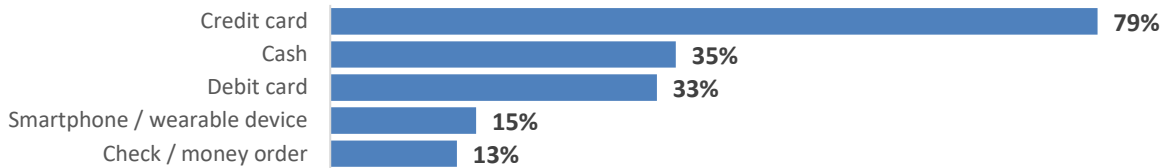
General

Figure 1. Where are you currently working?



Workplace	Responses
In person, at my place of employment	583
Not working (including retired or in school)	566
Remotely, from home	325
Remotely, somewhere other than home	37

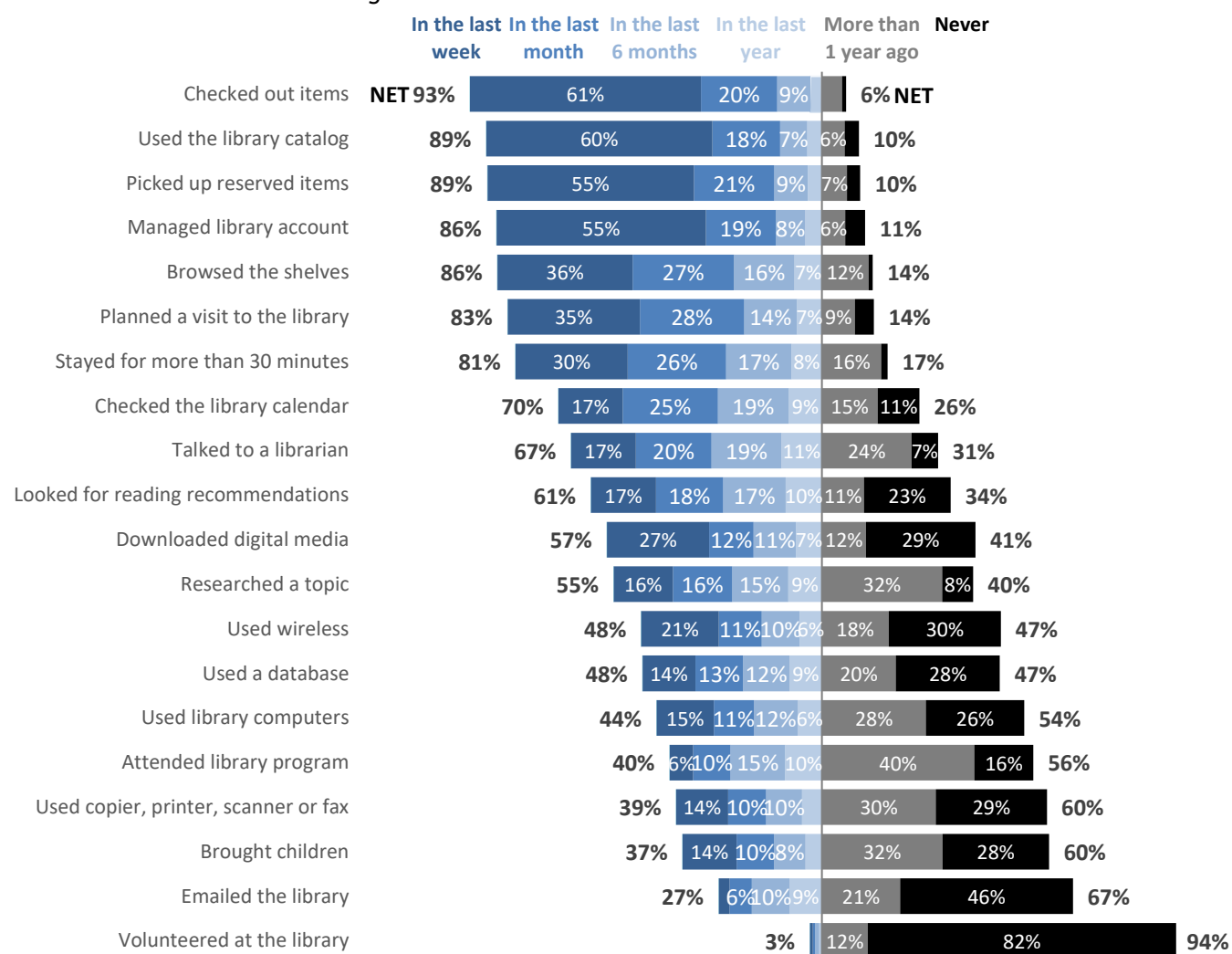
Figure 2. What form(s) of payment do you prefer to use?



Payment type	Responses
Credit card	1,083
Cash	488
Debit card	461
Smartphone / wearable device	206
Check / money order	179

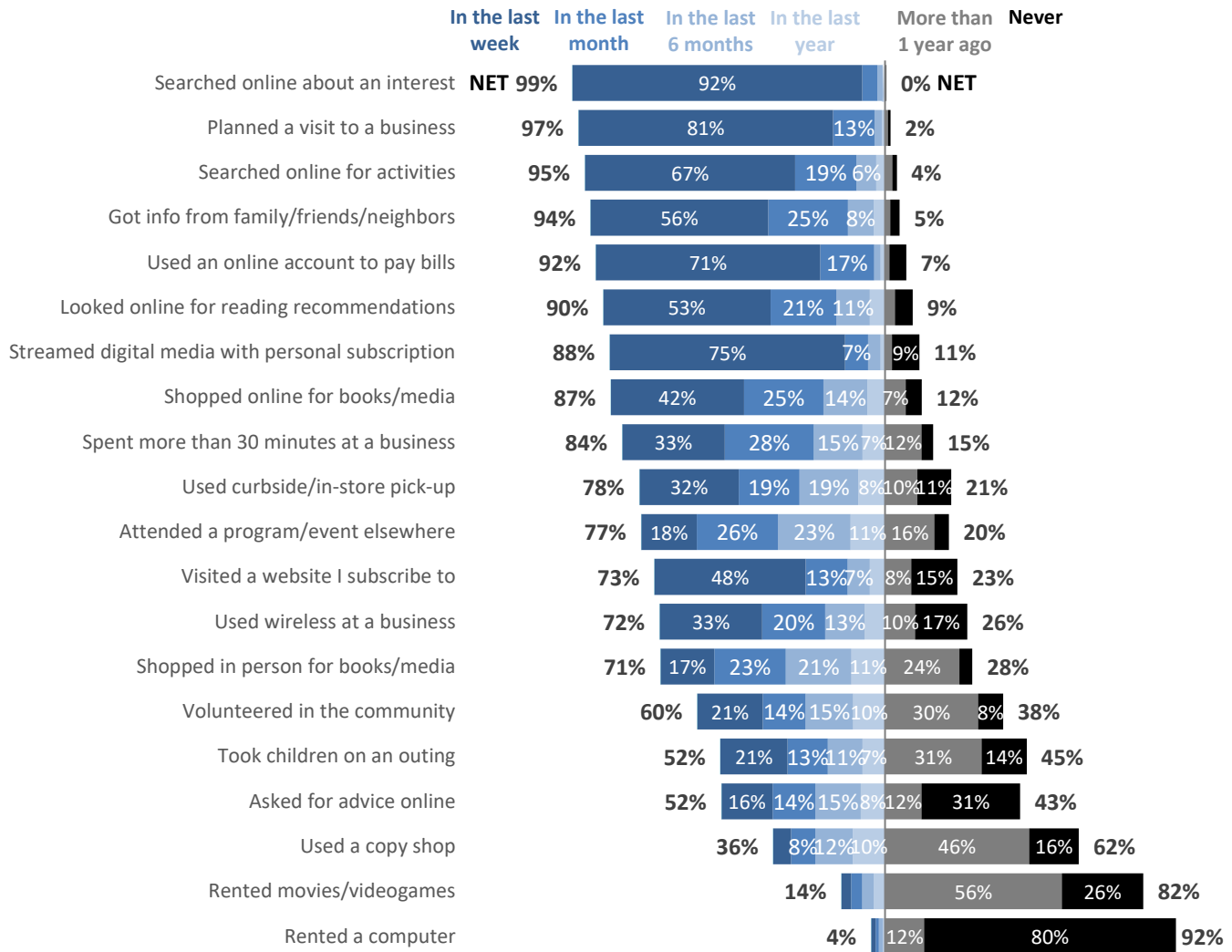
Library and community activities

Figure 3. When was the most recent time you completed the following activities at the library / on the library website or online catalog?



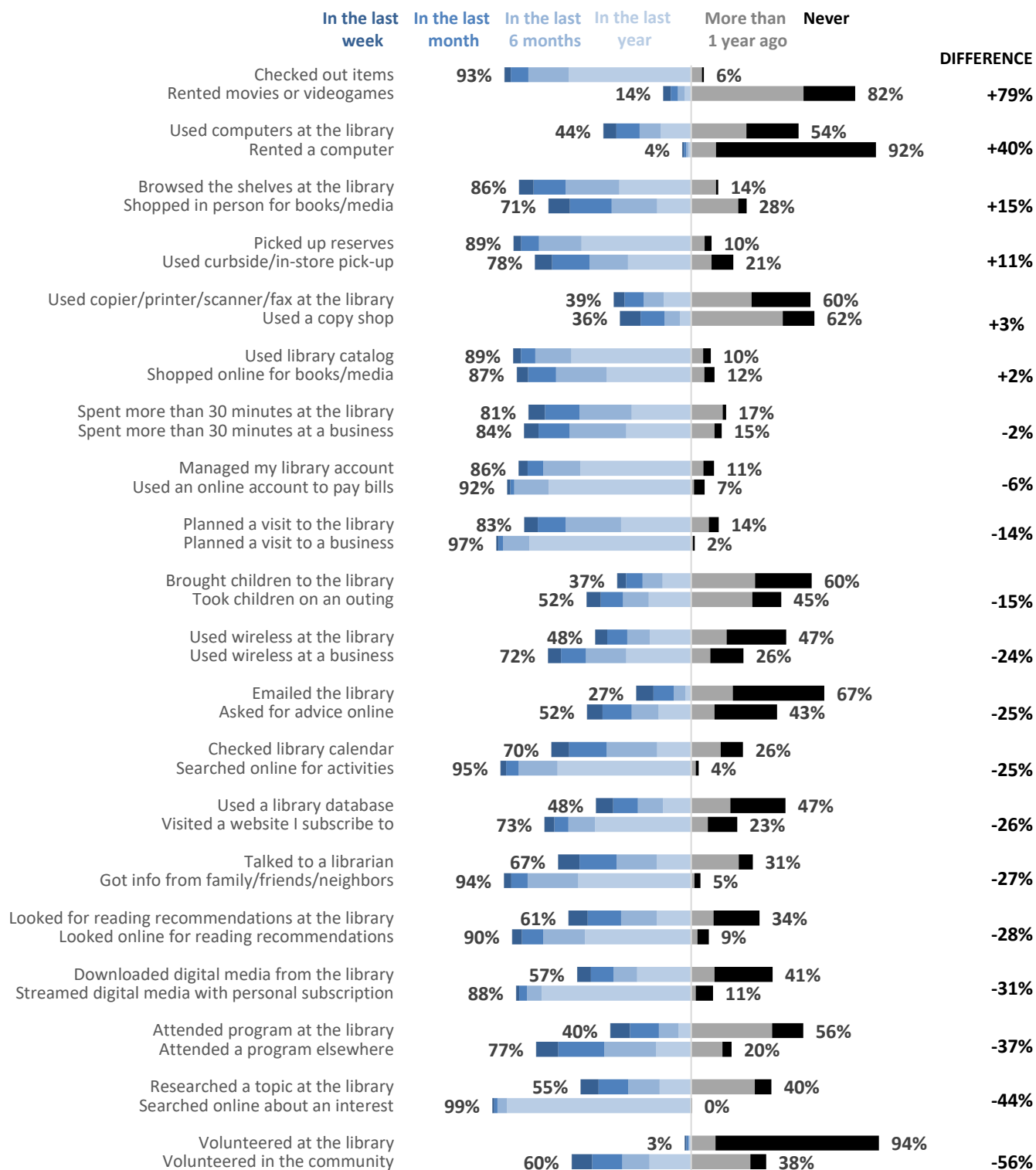
Activity	In the last week	In the last month	In the last 6 months	In the last year	More than 1 year ago	Never	Not sure
Checked out items	843	279	121	42	74	14	4
Used the library catalog	826	247	100	53	83	52	16
Picked up reserved items	755	293	123	51	92	48	15
Managed library account	764	256	106	62	85	73	31
Browsed the shelves	494	370	221	100	171	15	6
Planned a visit to the library	483	381	193	91	121	69	39
Stayed for more than 30 minutes	410	359	239	111	217	23	18
Checked the library calendar	234	348	259	121	204	152	59
Talked to a librarian	236	277	256	147	327	97	37
Looked for reading recommendations	238	245	229	132	154	316	63
Downloaded digital media	373	162	155	95	161	400	31
Researched a topic	217	216	205	123	439	114	63
Used wireless	283	157	139	81	244	410	63
Used a database	193	174	170	118	270	380	72
Used library computers	209	146	160	89	380	359	34
Attended library program	86	136	200	134	557	215	49
Used copier, printer, scanner or fax	189	139	131	73	416	406	23
Brought children	197	137	115	60	440	390	38
Emailed the library	40	81	138	118	286	631	83
Volunteered at the library	11	8	15	10	167	1,127	39

Figure 4. When was the most recent time you completed the following in-person / online activities?



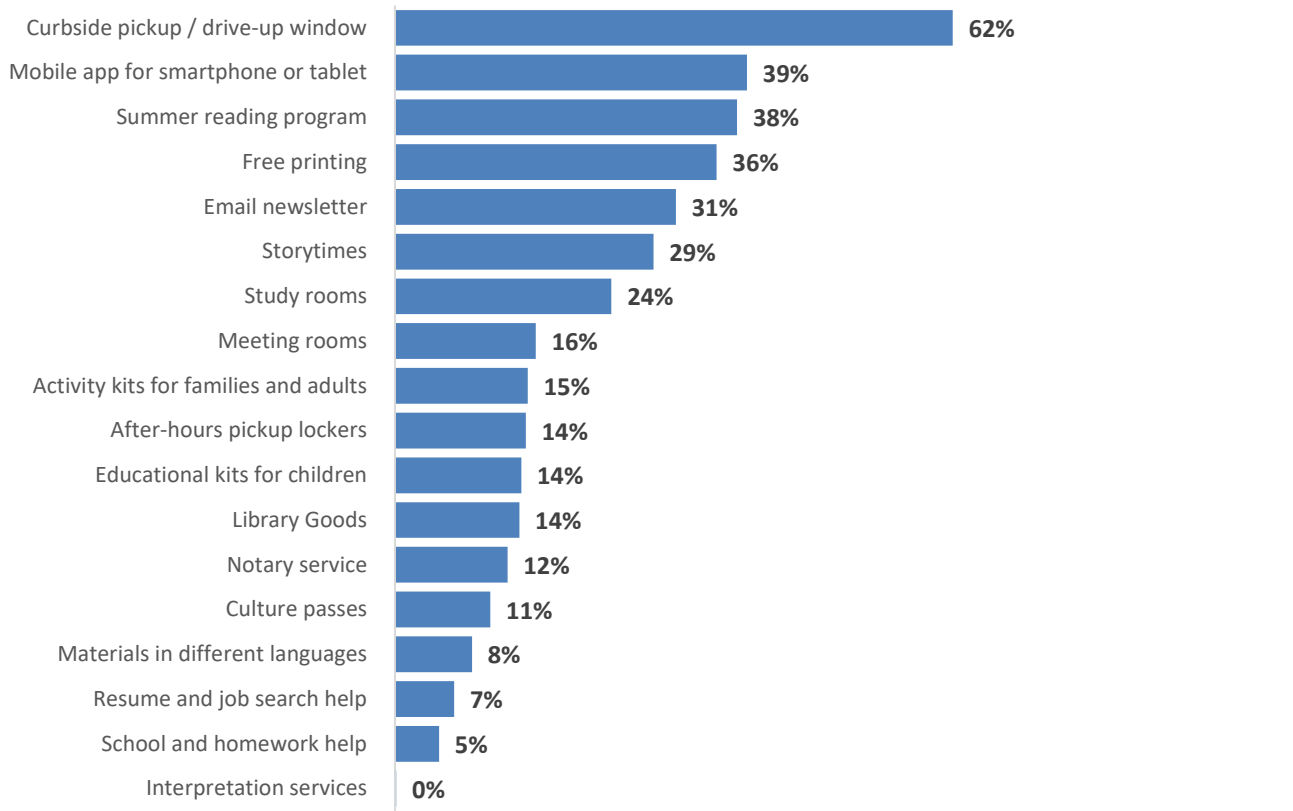
Activity	In the last week	In the last month	In the last 6 months	In the last year	More than 1 year ago	Never	Not sure
Searched online about an interest	1,268	66	23	11	3	3	3
Planned a visit to a business	1,115	181	32	14	13	11	11
Searched online for activities	920	268	87	38	32	20	12
Got info from family/friends/neighbors	778	348	113	50	23	41	24
Used an online account to pay bills	982	236	28	20	19	74	18
Looked online for reading recommendations	732	287	147	67	43	78	23
Streamed digital media with personal subscription	1,030	101	54	20	31	119	22
Shopped online for books/media	583	347	193	77	91	70	16
Spent more than 30 minutes at a business	448	390	213	99	160	50	17
Used curbside/in-store pick-up	435	265	258	117	141	149	12
Attended a program/event elsewhere	243	355	318	151	216	63	31
Visited a website I subscribe to	662	183	98	66	115	202	51
Used wireless at a business	448	276	173	89	132	228	31
Shopped in person for books/media	234	314	287	147	325	57	13
Volunteered in the community	287	188	208	139	407	110	38
Took children on an outing	293	177	152	98	422	198	37
Asked for advice online	224	186	200	106	160	431	70
Used a copy shop	77	106	165	141	631	217	40
Rented movies/videogames	43	48	50	50	774	356	56
Rented a computer	19	14	18	9	171	1,102	44

Figure 5. Comparison between library and community activities



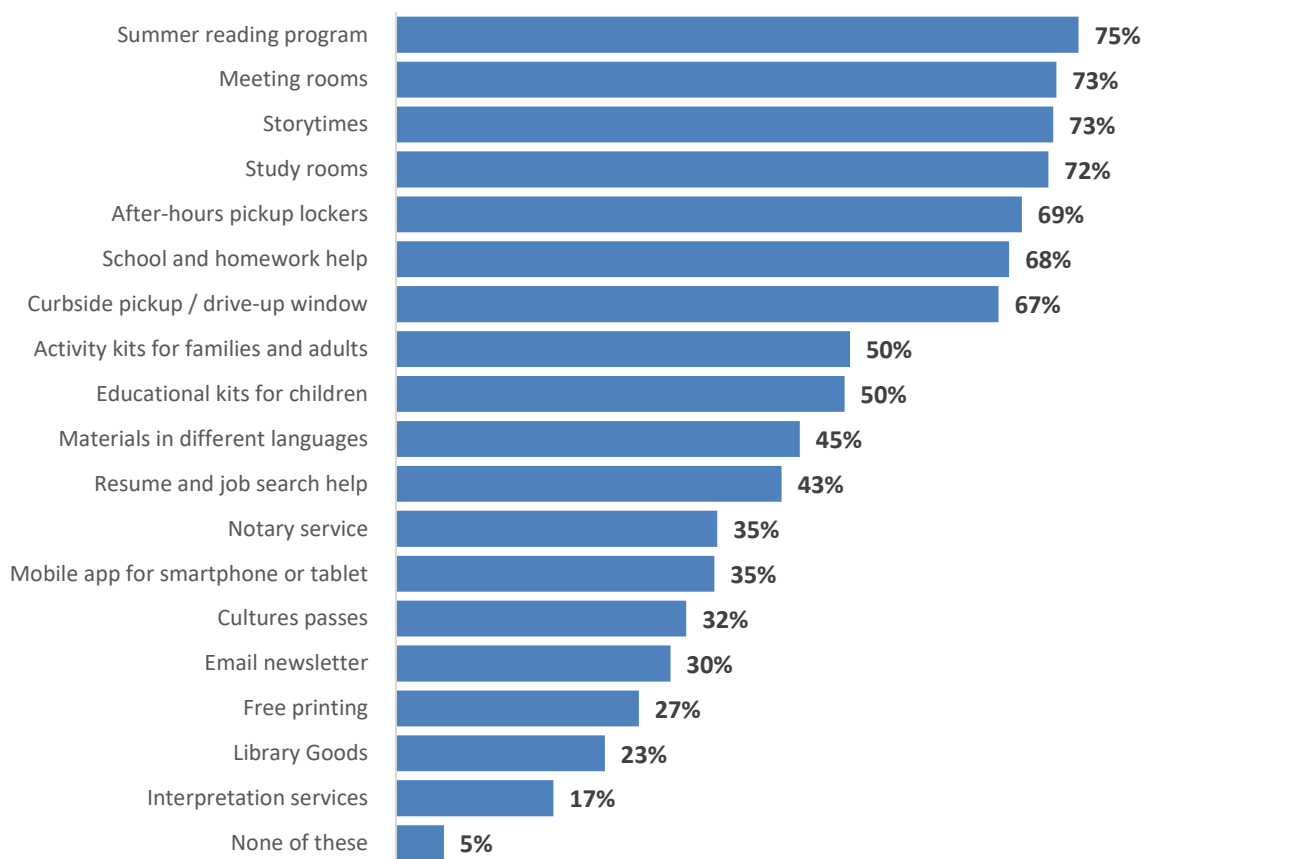
Library services and materials

Figure 6. Have you used any of the following library services and materials offered by Worthington Libraries?



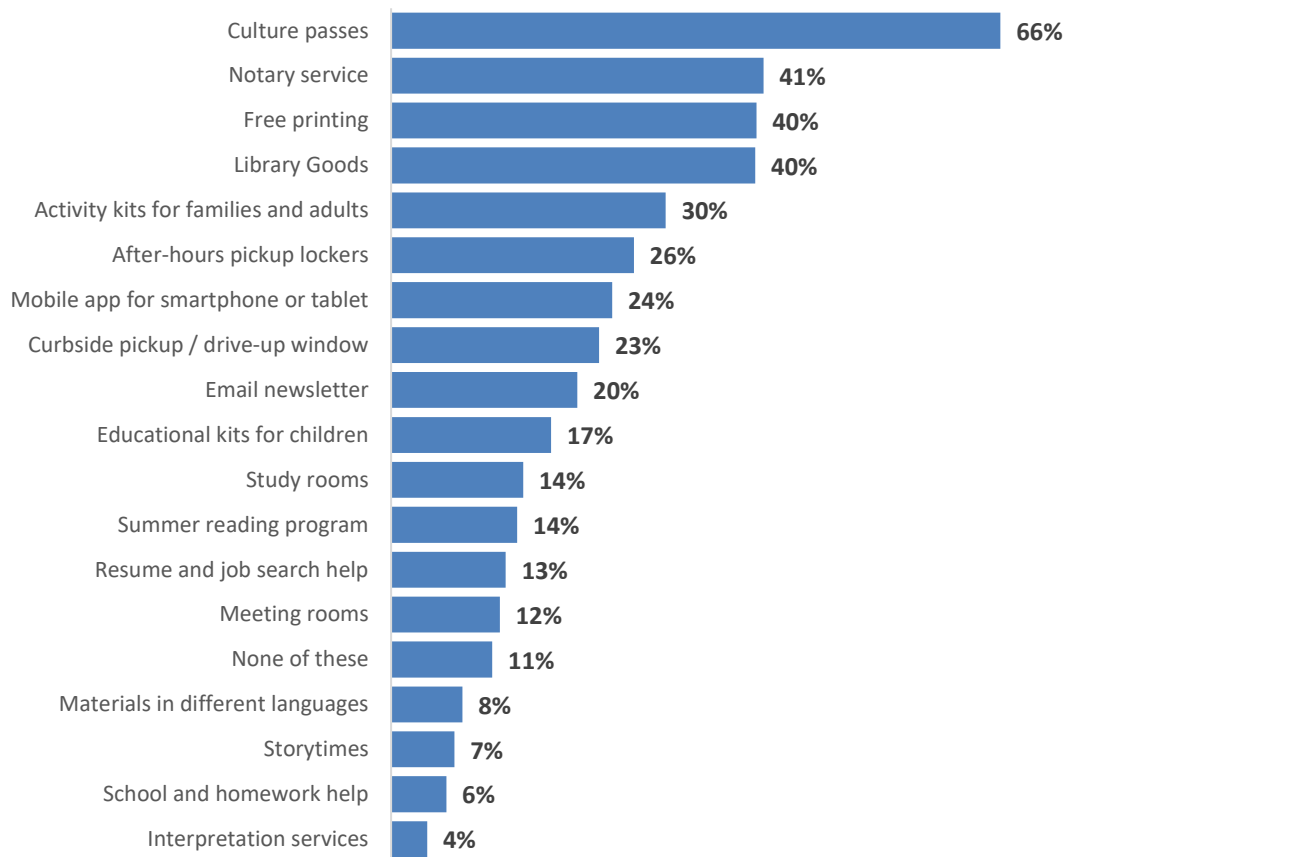
Service or material	Used
Curbside pickup / drive-up window	848
Mobile app for smartphone or tablet	535
Summer reading program	520
Free printing	489
Email newsletter	427
Storytimes	393
Study rooms	329
Meeting rooms	214
Activity kits for families and adults	202
After-hours pickup lockers	199
Educational kits for children	192
Library Goods	189
Notary service	171
Culture passes	145
Materials in different languages	117
Resume and job search help	90
School and homework help	67
Interpretation services	2

Figure 7. Before today, have you heard of any of the following library services and materials offered by Worthington Libraries?



Service or material	Heard of (not used)	Total (not used)
Summer reading program	646	857
Meeting rooms	848	1,163
Storytimes	714	984
Study rooms	755	1,048
After-hours pickup lockers	814	1,178
School and homework help	887	1,310
Curbside pickup / drive-up window	352	529
Activity kits for families and adults	589	1,175
Educational kits for children	587	1,185
Materials in different languages	562	1,260
Resume and job search help	548	1,287
Notary service	428	1,206
Mobile app for smartphone or tablet	296	842
Cultures passes	395	1,232
Email newsletter	288	950
Free printing	238	888
Library Goods	274	1,188
Interpretation services	239	1,375
None of these	73	1,377

Figure 8. Are you interested in trying any of the following library services and materials offered by Worthington Libraries?



Service or material	Interested in trying (not used)	Total (not used)
Culture passes	819	1,232
Notary service	490	1,206
Free printing	354	888
Library Goods	472	1,188
Activity kits for families and adults	352	1,175
After-hours pickup lockers	312	1,178
Mobile app for smartphone or tablet	203	842
Curbside pickup / drive-up window	120	529
Email newsletter	193	950
Educational kits for children	207	1,185
Study rooms	151	1,048
Summer reading program	118	857
Resume and job search help	161	1,287
Meeting rooms	138	1,163
None of these	152	1,377
Materials in different languages	98	1,260
Storytimes	68	984
School and homework help	79	1,310
Interpretation services	54	1,375

Figure 9. Comparison between use, awareness of and interest in services and materials

Respondents who reported they had **USED, HEARD OF** and are **INTERESTED IN TRYING** library services and materials

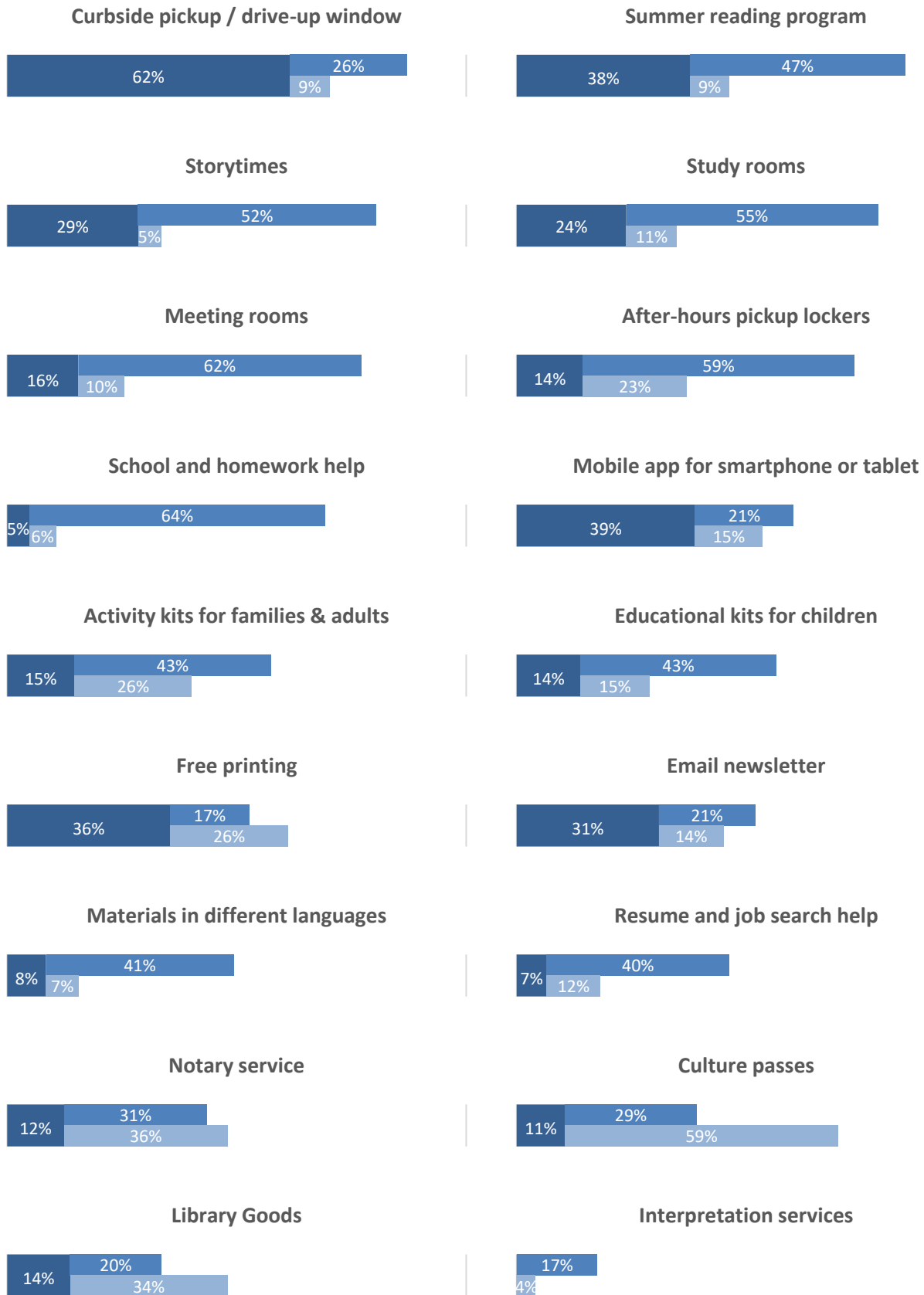
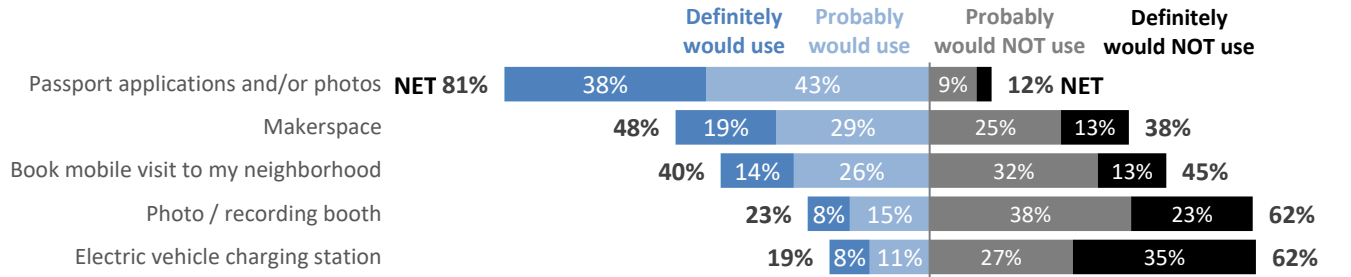


Figure 10. As we consider adding new library services, how likely are you to use the following?



Service	Definitely would use	Probably would use	Probably would NOT use	Definitely would NOT use	Not sure
Passport applications and/or photos	528	586	123	39	101
Makerspace	263	402	344	178	190
Book mobile visit to my neighborhood	191	356	441	179	210
Photo / recording booth	110	209	528	319	211
Electric vehicle charging station	105	157	375	480	260

Library hours

Figure 11. The library is available at days and times that work for me.

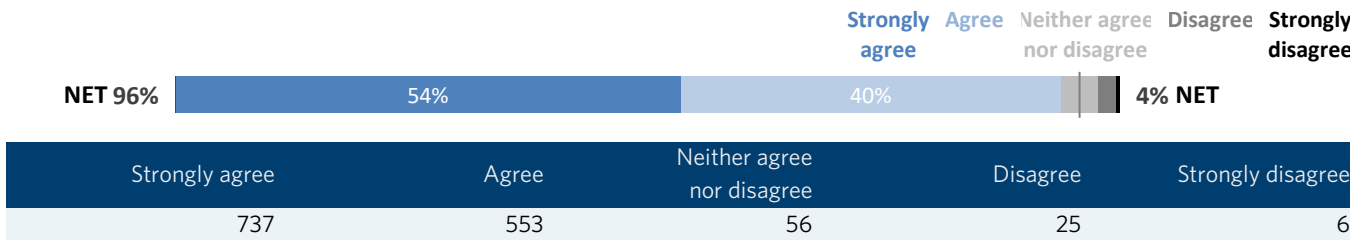


Figure 12. Which times of day would you prefer to use the library?

Time of day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Early morning, 6-9am	9%	8%	9%	8%	9%	9%	7%
Morning, 9am-noon	40%	39%	39%	39%	39%	56%	40%
Afternoon, noon-5pm	49%	48%	48%	48%	49%	64%	68%
Evening, 5-9pm	48%	47%	49%	49%	44%	28%	24%
Late night, 9pm-midnight	7%	7%	7%	7%	7%	5%	4%

Time of day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Early morning, 6-9am	122	117	122	117	119	129	101
Morning, 9am-noon	546	541	531	536	537	774	550
Afternoon, noon-5pm	670	665	661	665	677	885	931
Evening, 5-9pm	662	653	669	674	605	383	335
Late night, 9pm-midnight	94	92	94	96	98	74	58

Pandemic impact

Figure 13. Currently, how worried are you that you will get the coronavirus (COVID-19)?

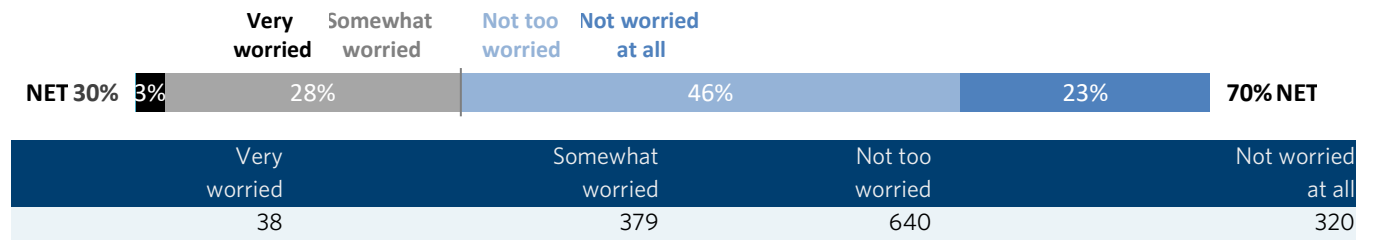


Figure 14. Currently, how worried are you that your child(ren) will get the coronavirus (COVID-19)?



Figure 15. As a result of the coronavirus outbreak, how much have your priorities in life changed?

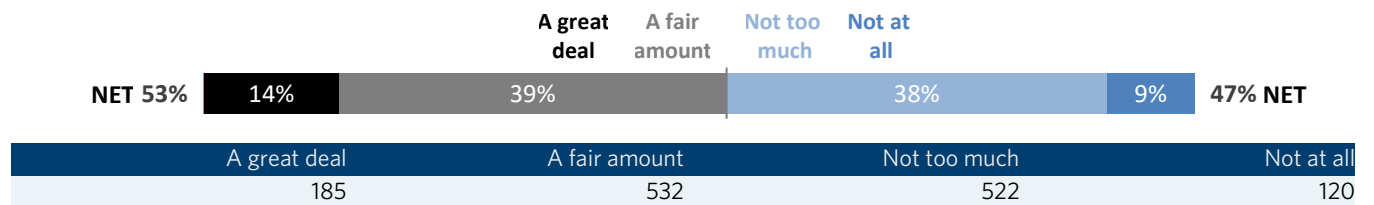
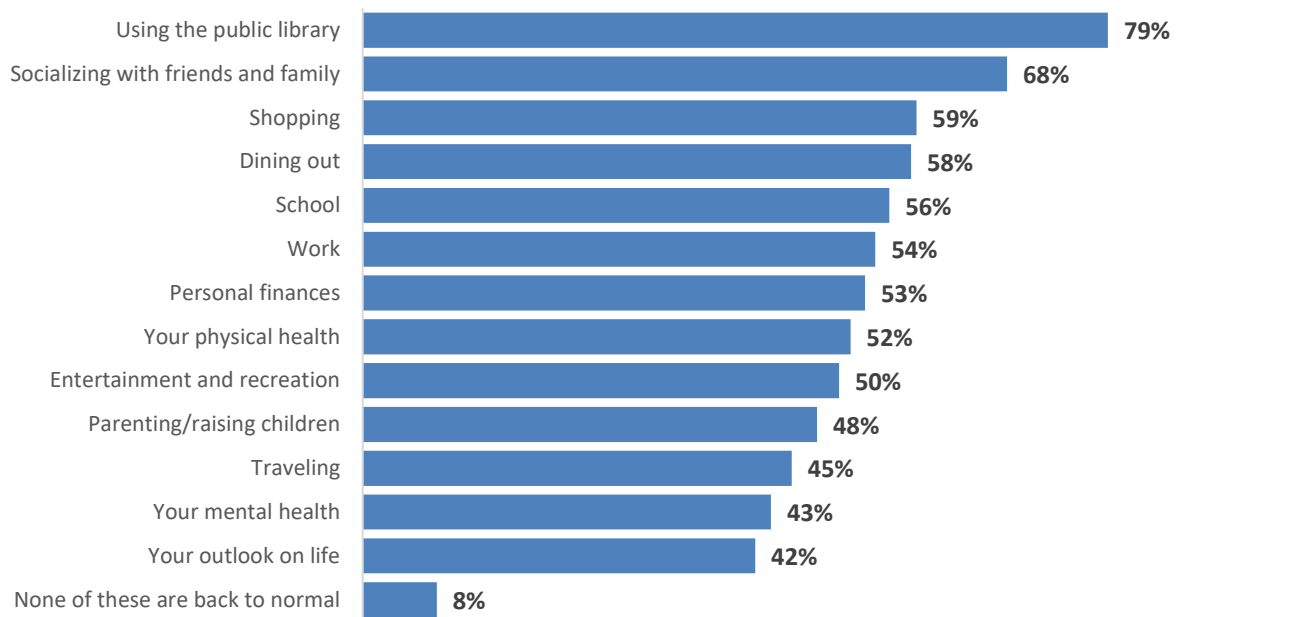
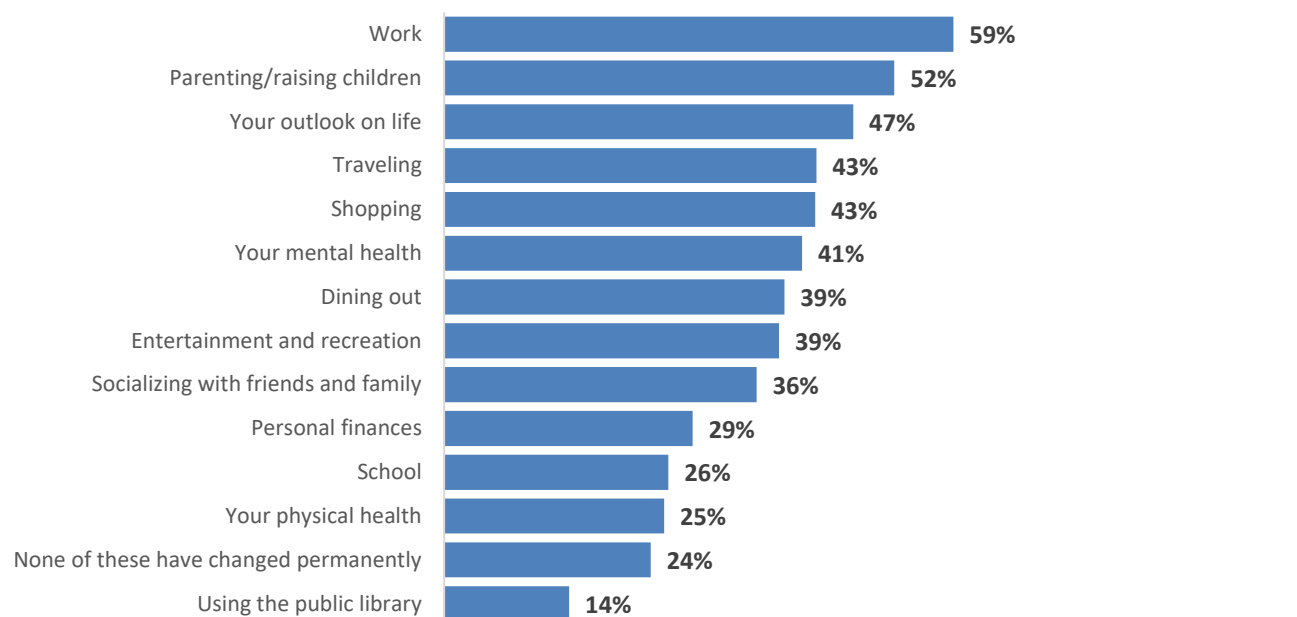


Figure 16. In which of these areas, if any, is your life now completely back to the way it was before the coronavirus pandemic?



Area of life	Back to normal	Total
Using the public library	1,086	1,377
Socializing with friends and family	939	1,377
Shopping	807	1,377
Dining out	799	1,377
School	248	445
Work	440	811
Personal finances	732	1,377
Your physical health	711	1,377
Entertainment and recreation	694	1,377
Parenting/raising children	214	445
Traveling	625	1,377
Your mental health	595	1,377
Your outlook on life	572	1,377
None of these are back to normal	108	1,377

Figure 17. In which of these areas, if any, do you think your life may have changed permanently (will never go back to the way it was before the coronavirus pandemic)?



Area of life	Changed permanently	Total
Work	218	371
Parenting/raising children	120	231
Your outlook on life	380	805
Traveling	323	752
Shopping	244	570
Your mental health	323	782
Dining out	227	578
Entertainment and recreation	264	683
Socializing with friends and family	158	438
Personal finances	185	645
School	51	197
Your physical health	169	666
None of these have changed permanently	317	1,330
Using the public library	42	291

2018-2023 differences

Library and community activities

Figure 18. Comparison between library activities in 2023 and 2018

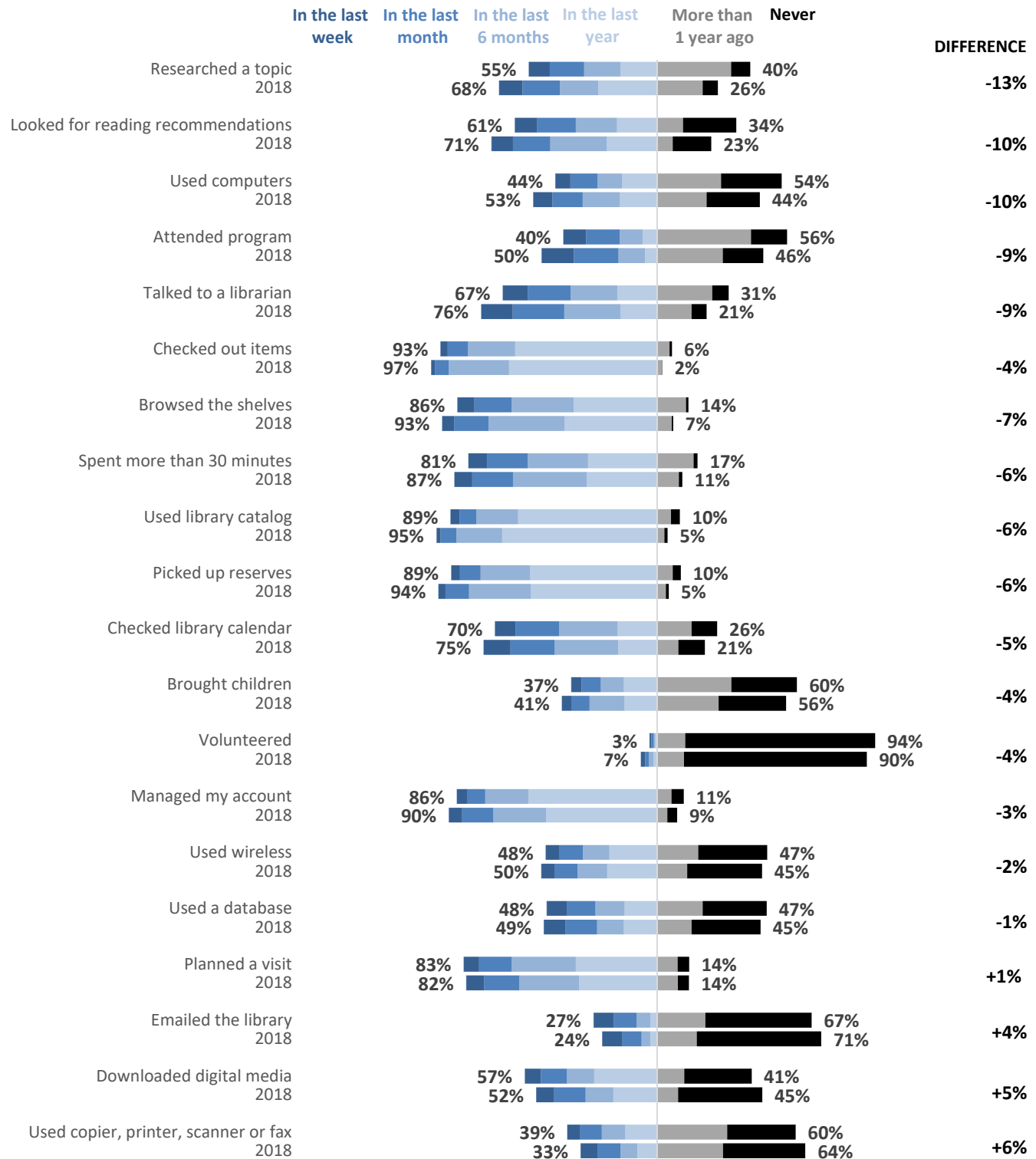


Figure 19. Comparison between community activities in 2023 and 2018

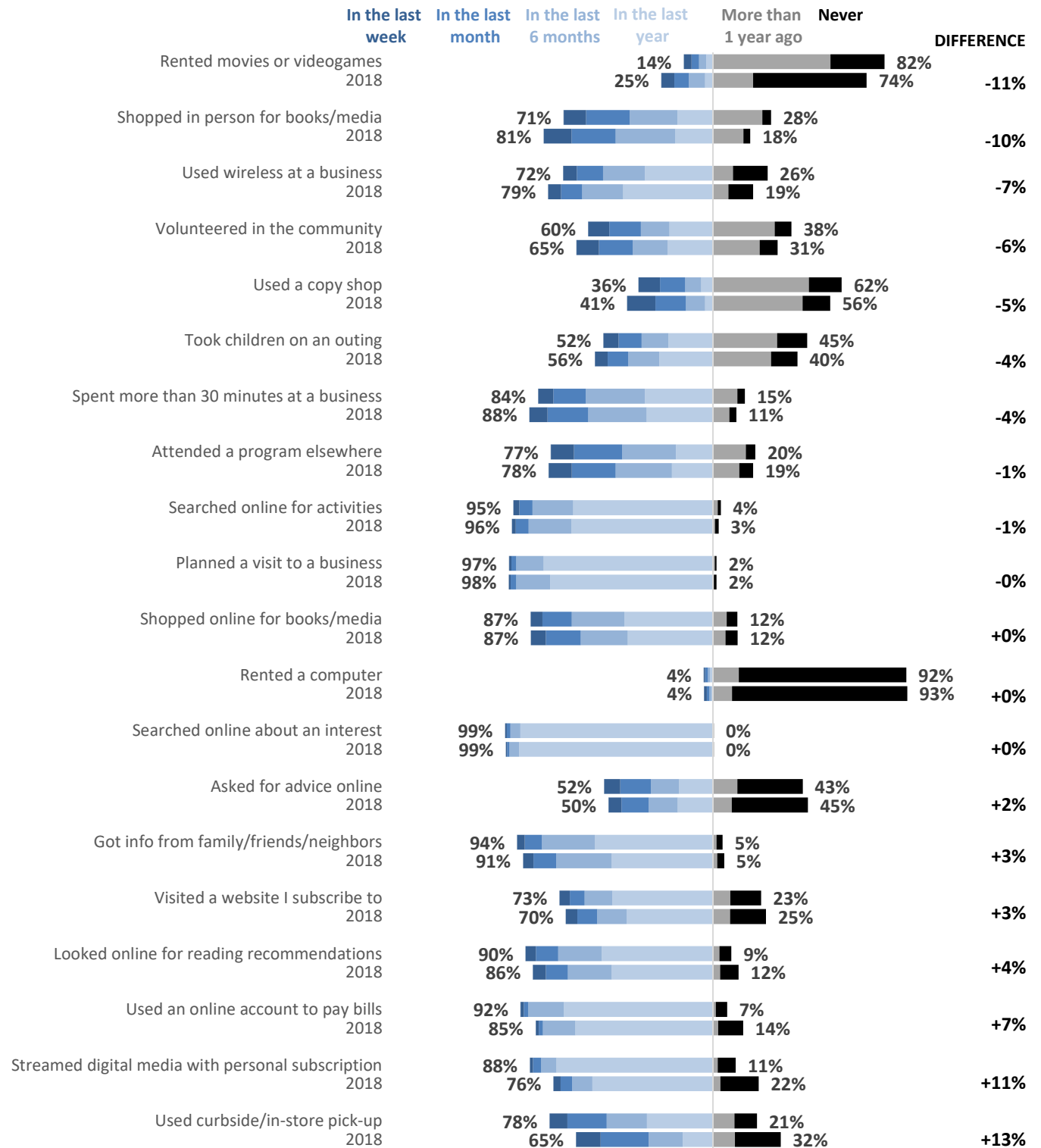
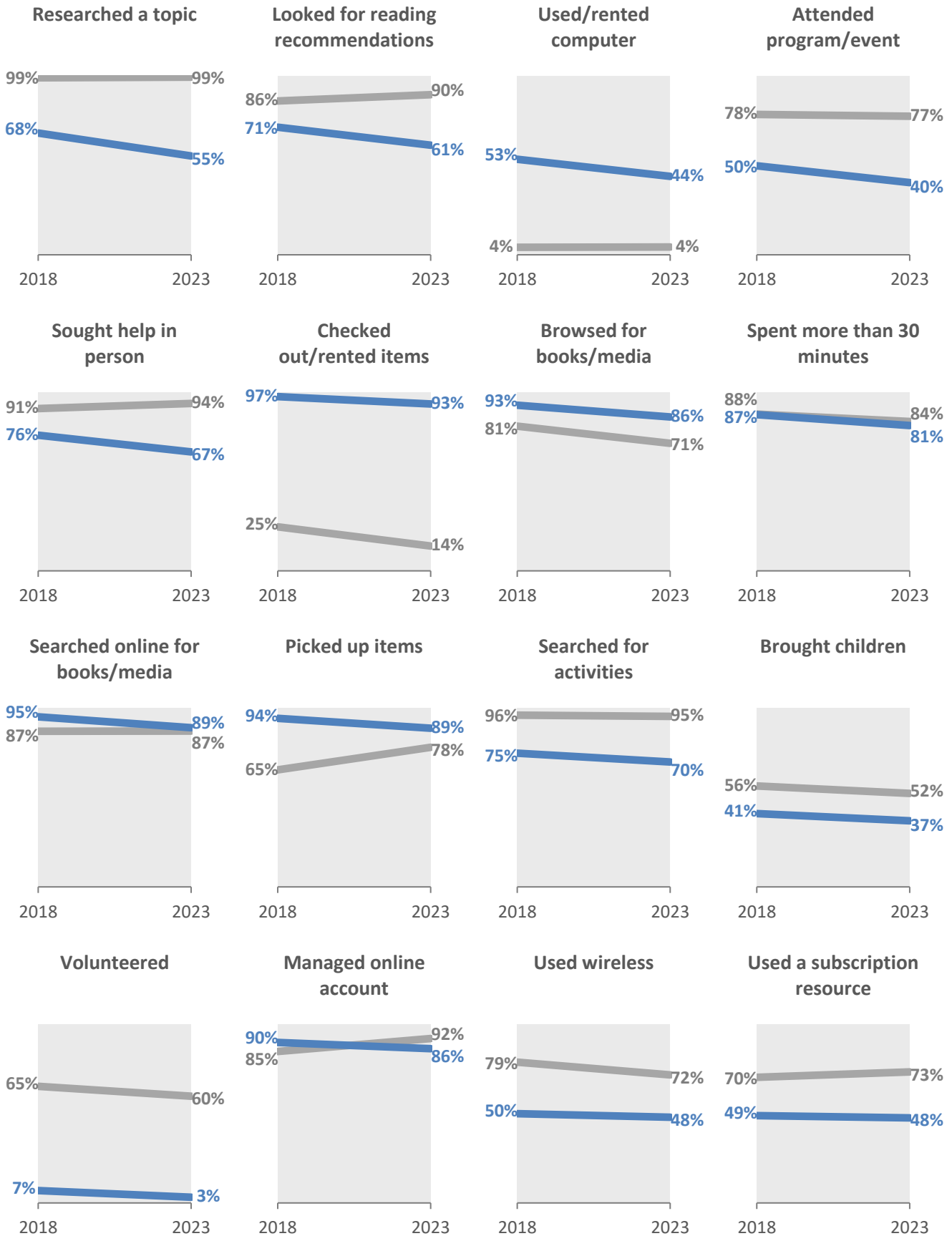
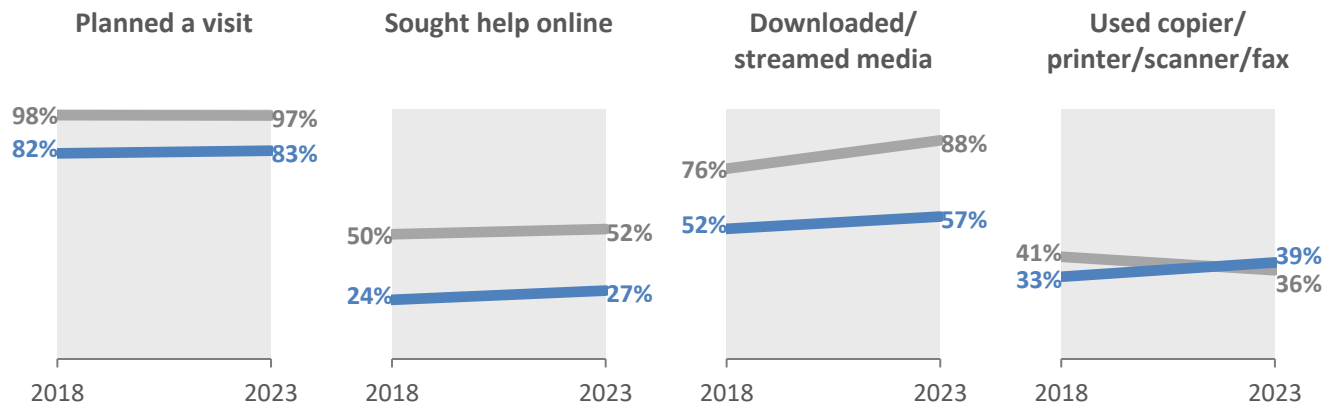


Figure 20. Overview of 2018-2023 differences in library and community

Respondents who undertook an activity in the last year, at the **LIBRARY** and **ELSEWHERE** in the community

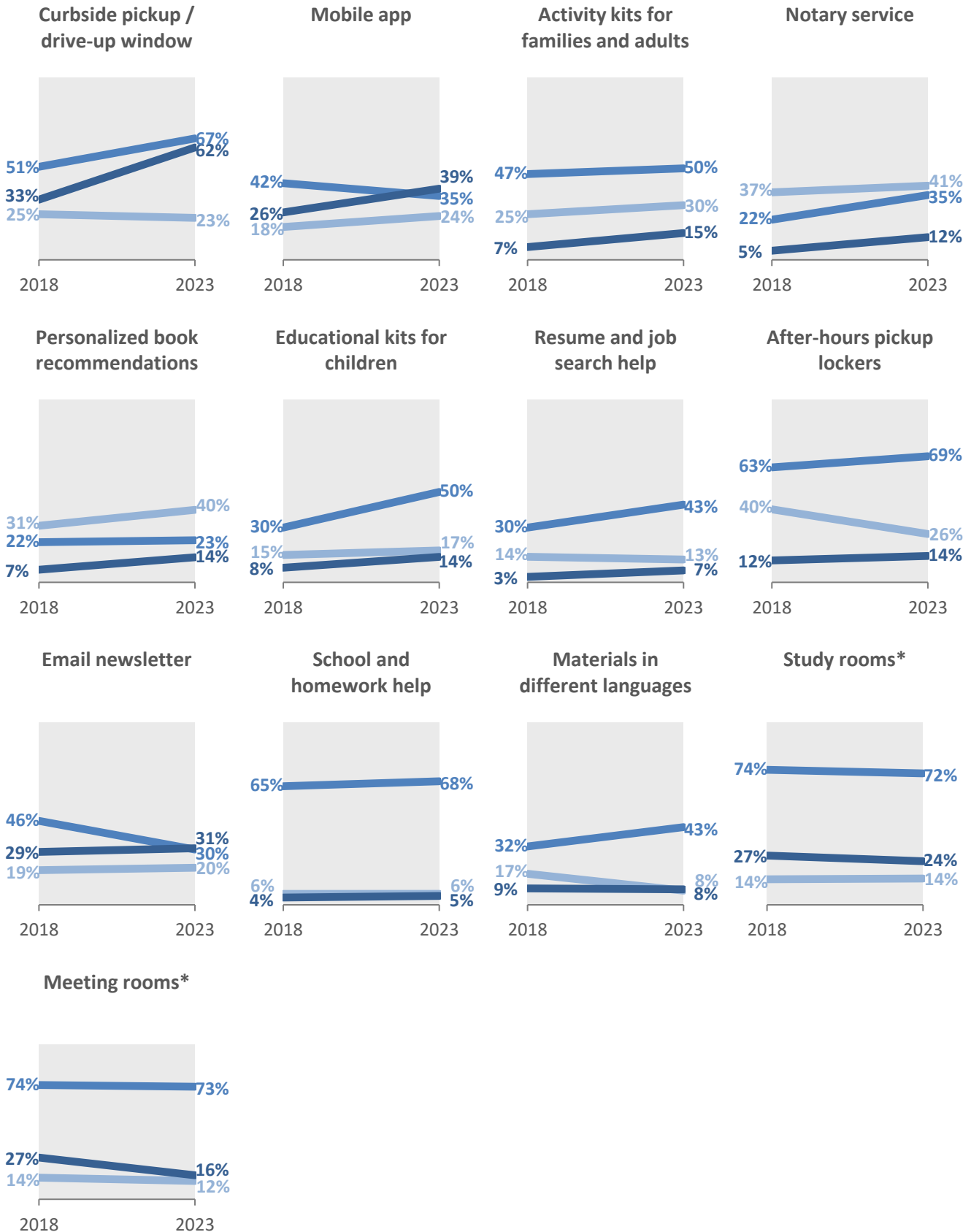




Library services and materials

Figure 21. 2018-2023 differences in use, awareness of and interest in services and materials

Respondents who reported they had **USED**, **HEARD OF** and are **INTERESTED IN TRYING** library services and materials



2023 responses by subgroup

General

Table 1. Where are you currently working?

	In person	Not working	Remotely, from home	Remotely, elsewhere	n =
All respondents	42%	41%	24%	3%	1,377
Long-time residents	38%	49%	20%	2%	524
Pre-pandemic residents	51%	30%	30%	3%	182
Pandemic residents	54%	21%	36%	5%	108
Non-residents	42%	42%	22%	3%	563
Old Worthington users	39%	45%	24%	2%	603
Northwest users	43%	40%	23%	3%	467
Worthington Park users	48%	37%	24%	1%	202
Non-library users	46%	31%	31%	9%	54
Women	42%	43%	23%	2%	1,053
Men	42%	36%	27%	5%	313
Ages 18-24 ▶	55%	36%	14%	7%	42
25-34	65%	14%	37%	1%	164
35-44	58%	17%	38%	4%	249
45-54	61%	16%	36%	4%	225
55-64	49%	32%	22%	4%	237
65+	13%	81%	7%	1%	460
White	41%	44%	22%	3%	1,207
Black ▶	51%	24%	24%	4%	45
Asian ▶	56%	15%	47%	3%	62
Hispanic ▶	57%	19%	33%	5%	21
MENA ▶	25%	33%	42%	0%	12
Two or more races ▶	57%	30%	27%	3%	30
English only	42%	43%	22%	2%	1,244
Spanish ▶	56%	26%	28%	10%	39
Indo-European languages ▶	44%	24%	43%	4%	54
AAPI languages ▶	54%	19%	38%	8%	26
Other languages ▶	43%	50%	14%	0%	14
College grad	43%	40%	26%	3%	1,124
Some college	41%	46%	15%	2%	185
H.S. or less ▶	44%	38%	12%	6%	68
Upper income	47%	33%	31%	2%	372
Middle income	43%	42%	23%	2%	769
Low income	34%	51%	13%	6%	236
Two-parent families	59%	22%	32%	4%	390
Single-parent families ▶	53%	21%	34%	4%	47
Couples	30%	57%	19%	1%	460
Singles	34%	50%	18%	3%	304
Not working	0%	100%	0%	0%	566
In-person working	100%	0%	0%	0%	462
Remote working	0%	0%	92%	11%	228
Hybrid working	100%	0%	96%	11%	121
COVID cautious	39%	42%	27%	4%	417
COVID comfortable	44%	41%	22%	2%	960

Table 2. What form(s) of payment do you prefer to use?

	Credit card	Cash	Debit card	Smartphone / wearable device	Check / money order	n=
All respondents	79%	35%	33%	15%	13%	1,377
Long-time residents	83%	38%	29%	13%	16%	524
Pre-pandemic residents	79%	25%	34%	23%	5%	182
Pandemic residents	79%	25%	39%	28%	6%	108
Non-residents	75%	39%	37%	12%	14%	563
Old Worthington users	81%	37%	29%	16%	14%	603
Northwest users	77%	32%	35%	14%	12%	467
Worthington Park users	77%	40%	46%	11%	12%	202
Non-library users	74%	37%	31%	26%	9%	54
Women	80%	35%	34%	13%	13%	1,053
Men	75%	38%	34%	20%	14%	313
Ages 18-24 ▶	64%	48%	62%	29%	5%	42
25-34	78%	31%	41%	24%	4%	164
35-44	81%	27%	36%	29%	4%	249
45-54	75%	38%	41%	16%	11%	225
55-64	77%	38%	32%	8%	12%	237
65+	82%	38%	24%	6%	24%	460
White	80%	35%	32%	15%	13%	1,207
Black ▶	42%	49%	58%	18%	11%	45
Asian ▶	89%	27%	23%	21%	10%	62
Hispanic ▶	67%	29%	62%	10%	14%	21
MENA ▶	58%	17%	67%	0%	8%	12
Two or more races ▶	60%	43%	43%	20%	10%	30
English only	79%	35%	33%	15%	13%	1,244
Spanish ▶	67%	44%	54%	15%	21%	39
Indo-European languages ▶	83%	37%	33%	19%	11%	54
AAPI languages ▶	77%	27%	23%	19%	15%	26
Other languages ▶	71%	43%	57%	7%	7%	14
College grad	82%	34%	31%	15%	13%	1,124
Some college	68%	41%	43%	14%	15%	185
H.S. or less ▶	51%	47%	54%	15%	10%	68
Upper income	88%	27%	23%	19%	10%	372
Middle income	81%	36%	35%	15%	13%	769
Low income	56%	47%	46%	9%	18%	236
Two-parent families	81%	29%	36%	26%	5%	390
Single-parent families ▶	55%	40%	51%	19%	15%	47
Couples	83%	33%	28%	10%	16%	460
Singles	75%	43%	33%	9%	18%	304
Not working	81%	38%	24%	9%	18%	566
In-person working	74%	35%	40%	16%	8%	462
Remote working	79%	35%	41%	20%	14%	228
Hybrid working	83%	24%	36%	29%	7%	121
COVID cautious	80%	35%	35%	15%	13%	417
COVID comfortable	78%	35%	33%	15%	13%	960

Library and community engagement

Table 3. Average engagement scores

	Engagement overall	Library overall	Community overall	Library in-person	Library online	Community in person	Community online	In-person overall	Online overall	n=
All respondents	115	52	63	30	22	24	39	54	61	1,377
Long-time residents	112	50	62	28	22	24	38	52	60	524
Pre-pandemic residents	120	54	66	31	22	26	40	57	63	182
Pandemic residents	121	53	68	32	21	27	41	60	61	108
Non-residents	115	53	62	30	22	24	38	54	61	563
Old Worthington users	115	52	63	30	22	24	39	54	61	603
Northwest users	115	52	63	30	22	24	39	54	61	467
Worthington Park users	118	55	63	32	23	25	38	57	60	202
Non-library users	95	34	61	18	16	22	39	40	55	54
Women	115	52	64	30	22	25	39	54	61	1,053
Men	113	52	61	31	21	23	38	54	59	313
Ages 18-24 ▶	114	52	62	31	22	25	37	56	58	42
25-34	122	55	67	32	23	26	40	58	63	164
35-44	125	56	69	33	23	28	41	61	64	249
45-54	118	53	65	30	22	25	40	56	63	225
55-64	112	50	62	28	22	24	38	52	60	237
65+	107	49	58	27	21	22	37	49	58	460
White	114	51	63	29	22	24	39	53	61	1,207
Black ▶	110	54	56	35	19	24	32	58	52	45
Asian ▶	121	57	65	34	23	25	39	59	62	62
Hispanic ▶	124	57	66	33	24	27	40	60	64	21
MENA ▶	124	59	66	36	23	27	38	63	61	12
Two or more races ▶	135	65	69	38	27	29	41	67	68	30
English only	114	51	63	29	22	24	39	53	61	1,244
Spanish ▶	124	59	65	36	23	27	38	63	61	39
Indo-European languages ▶	124	58	65	34	24	26	39	60	64	54
AAPI languages ▶	124	57	67	34	23	27	40	61	64	26
Other languages ▶	127	62	65	38	24	26	38	65	62	14
College grad	116	52	64	30	22	25	39	55	62	1,124
Some college	109	51	59	29	21	22	36	52	57	185
H.S. or less ▶	108	52	55	32	20	22	33	54	54	68
Upper income	117	50	67	28	22	26	41	54	63	372
Middle income	115	52	63	30	22	24	39	54	61	769
Low income	111	54	57	32	22	22	34	55	56	236
Two-parent families	125	57	69	34	23	28	41	61	64	390
Single-parent families ▶	124	58	66	35	23	27	39	62	62	47
Couples	110	49	61	27	22	23	39	49	61	460
Singles	108	50	58	29	21	22	36	51	57	304
Not working	110	51	60	29	22	23	37	52	59	566
In-person working	117	53	64	31	22	25	39	56	61	462
Remote working	119	53	66	30	22	25	40	56	63	228
Hybrid working	119	52	67	29	23	26	41	56	64	121
COVID cautious	116	52	64	29	23	24	39	54	62	417
COVID comfortable	114	52	63	30	22	24	38	54	60	960

Library activities

Figure 22. When was the most recent time you... checked out items at the library?

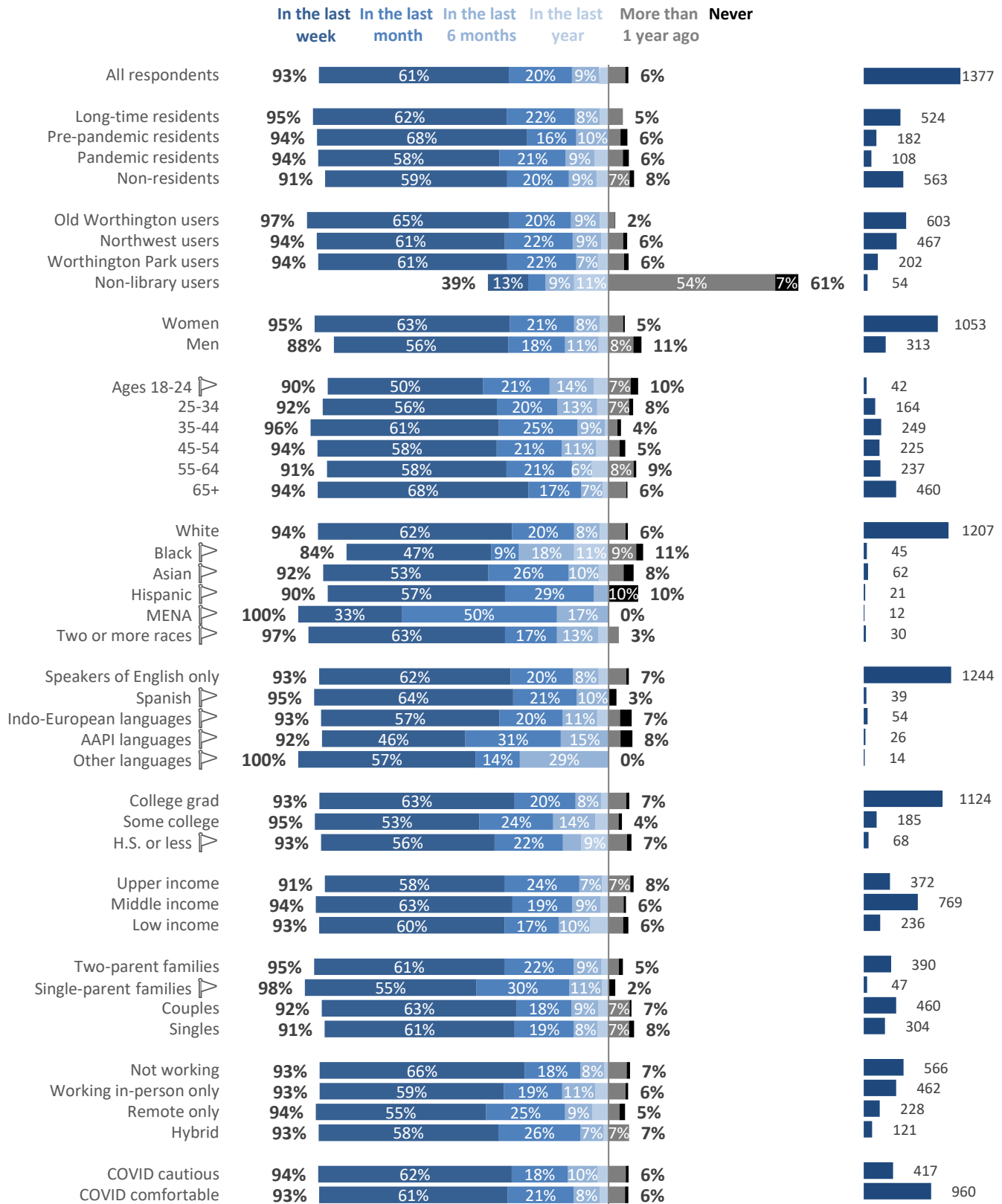


Figure 23. When was the most recent time you... used library catalog (such as search for items, reserve items)?

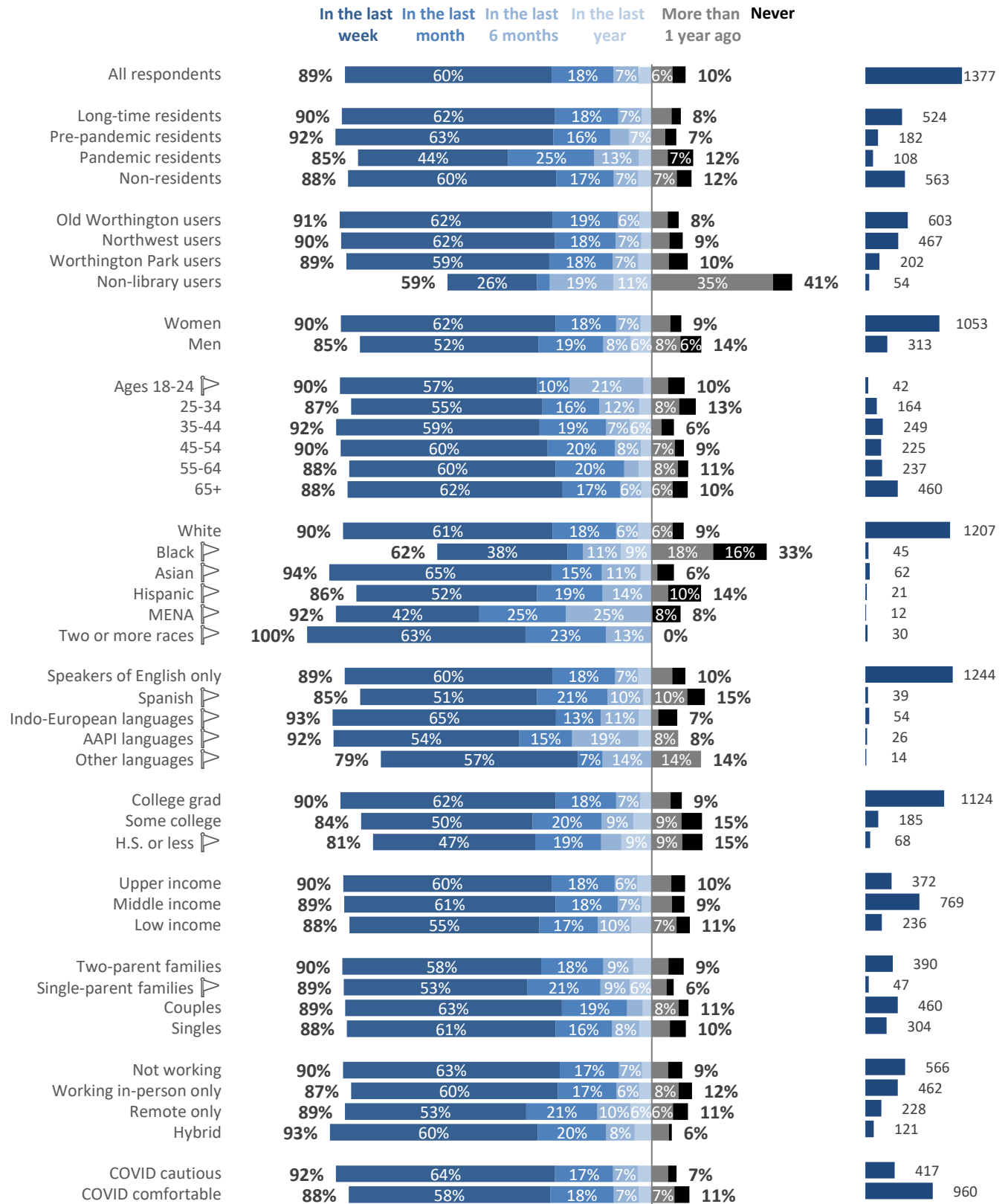


Figure 24. When was the most recent time you... picked up reserved items at the library?

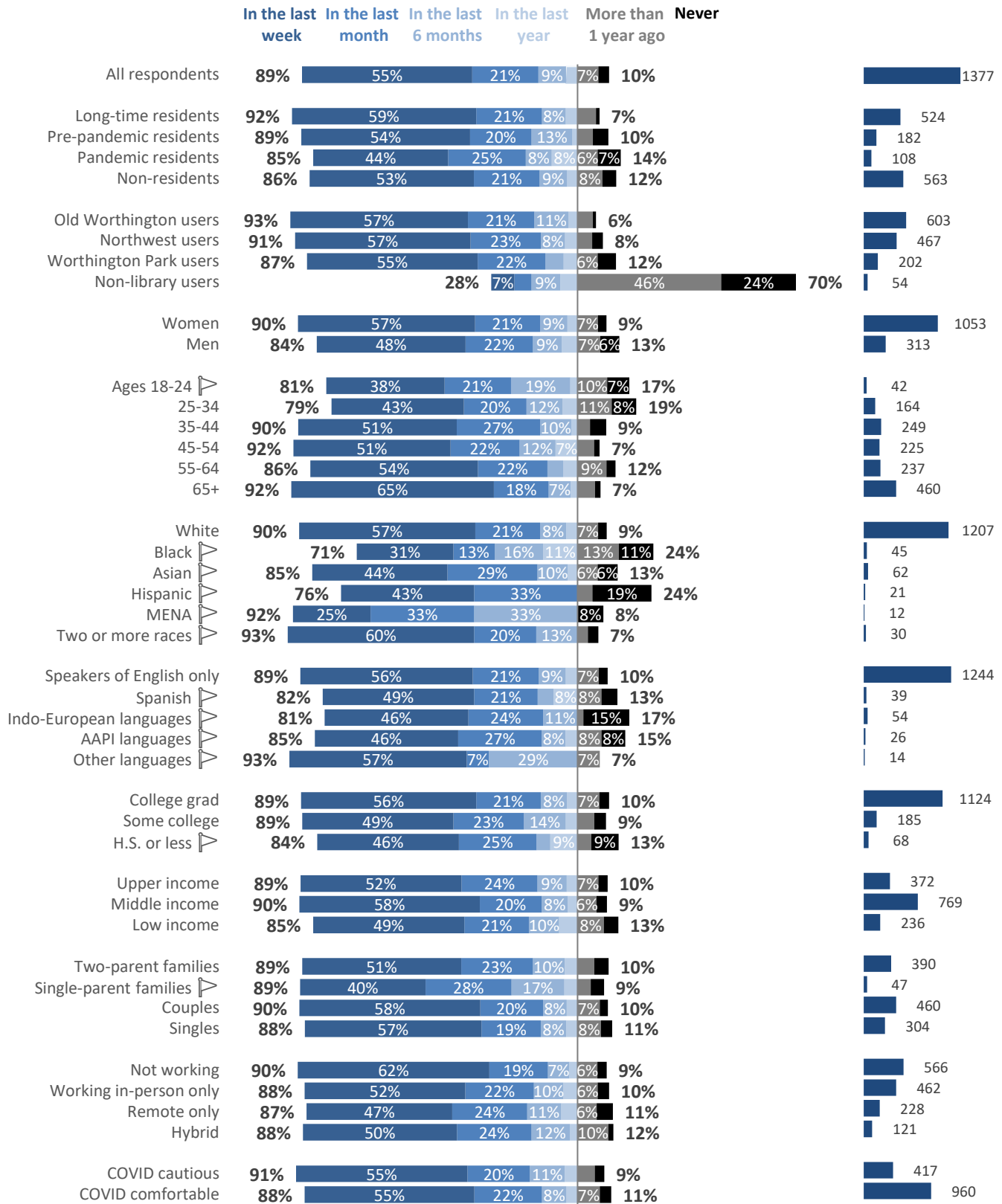


Figure 25. When was the most recent time you... managed my library account (such as check due dates, renew items, check account balance)?

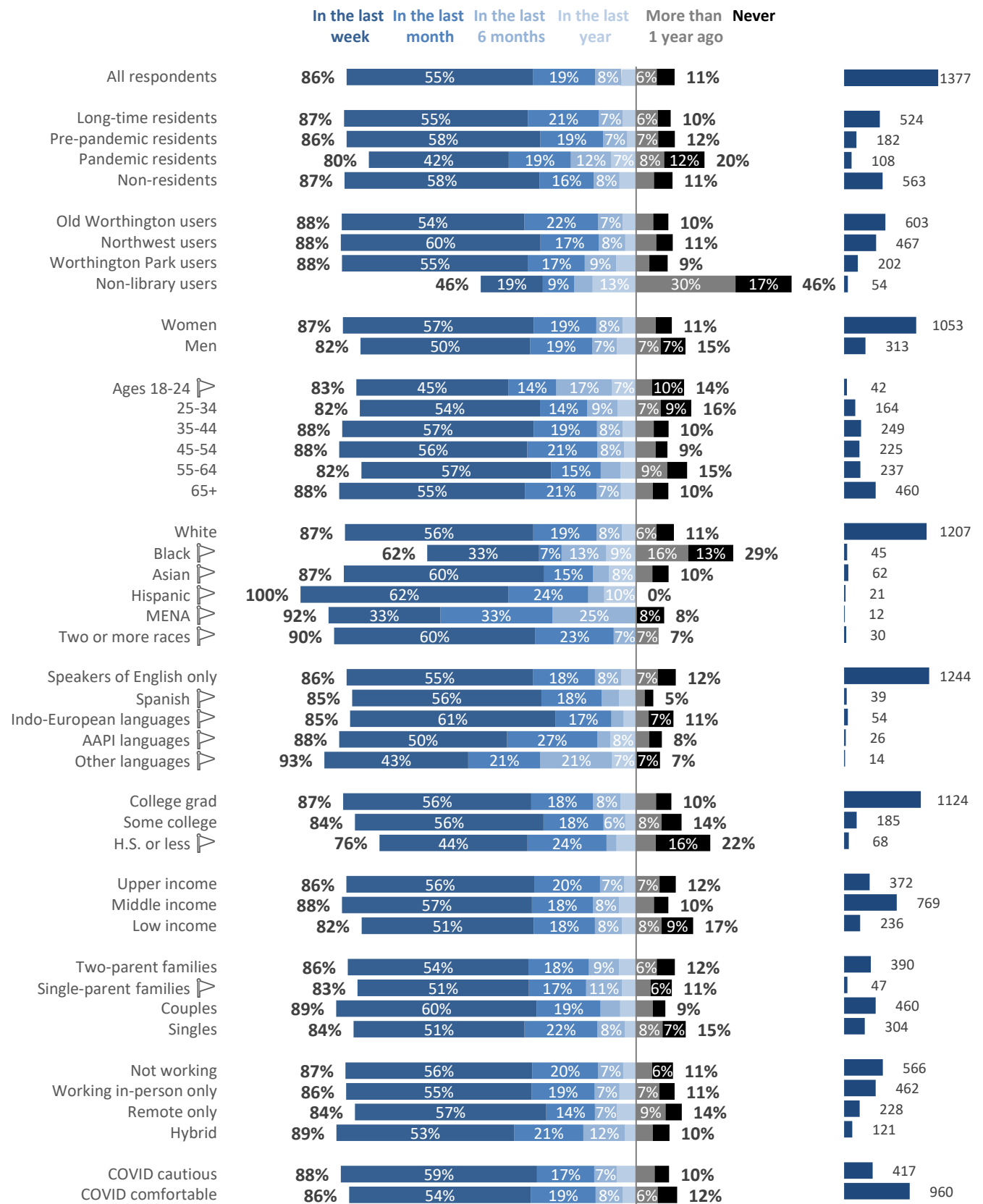


Figure 26. When was the most recent time you... browsed the shelves at the library?

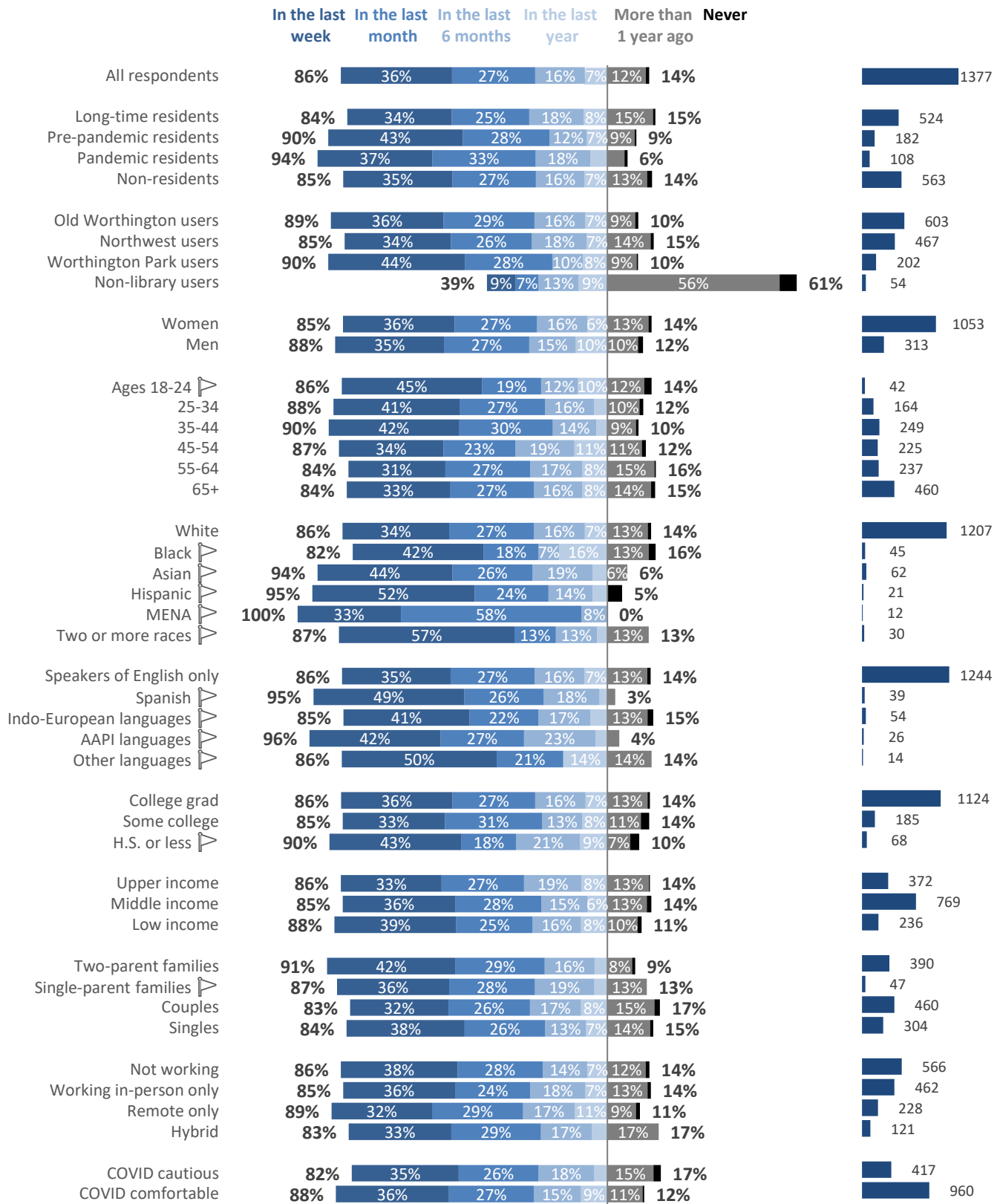


Figure 27. When was the most recent time you... planned a visit to the library (such as check hours, look up address)?

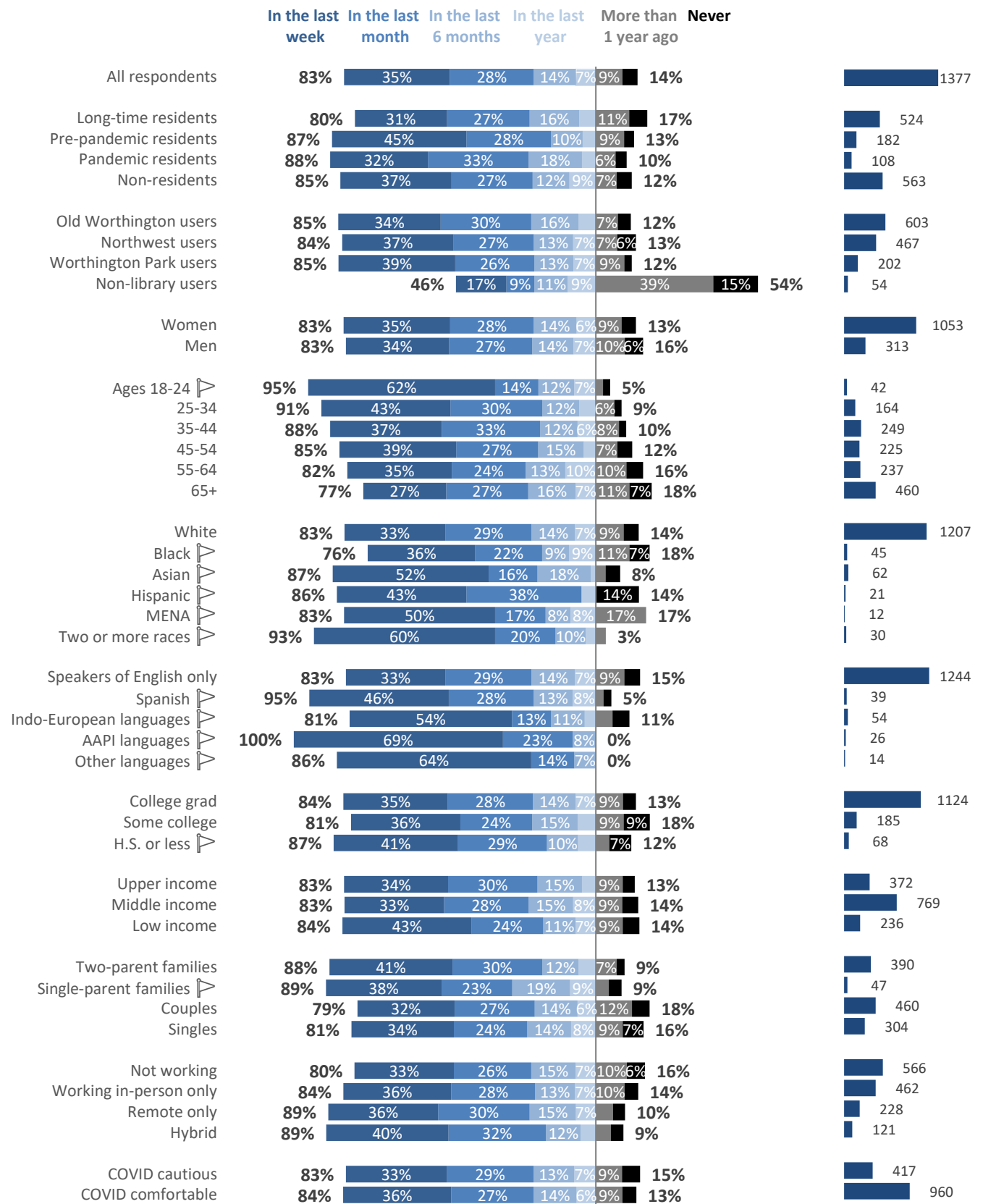


Figure 28. When was the most recent time you... stayed for more than 30 minutes at the library?

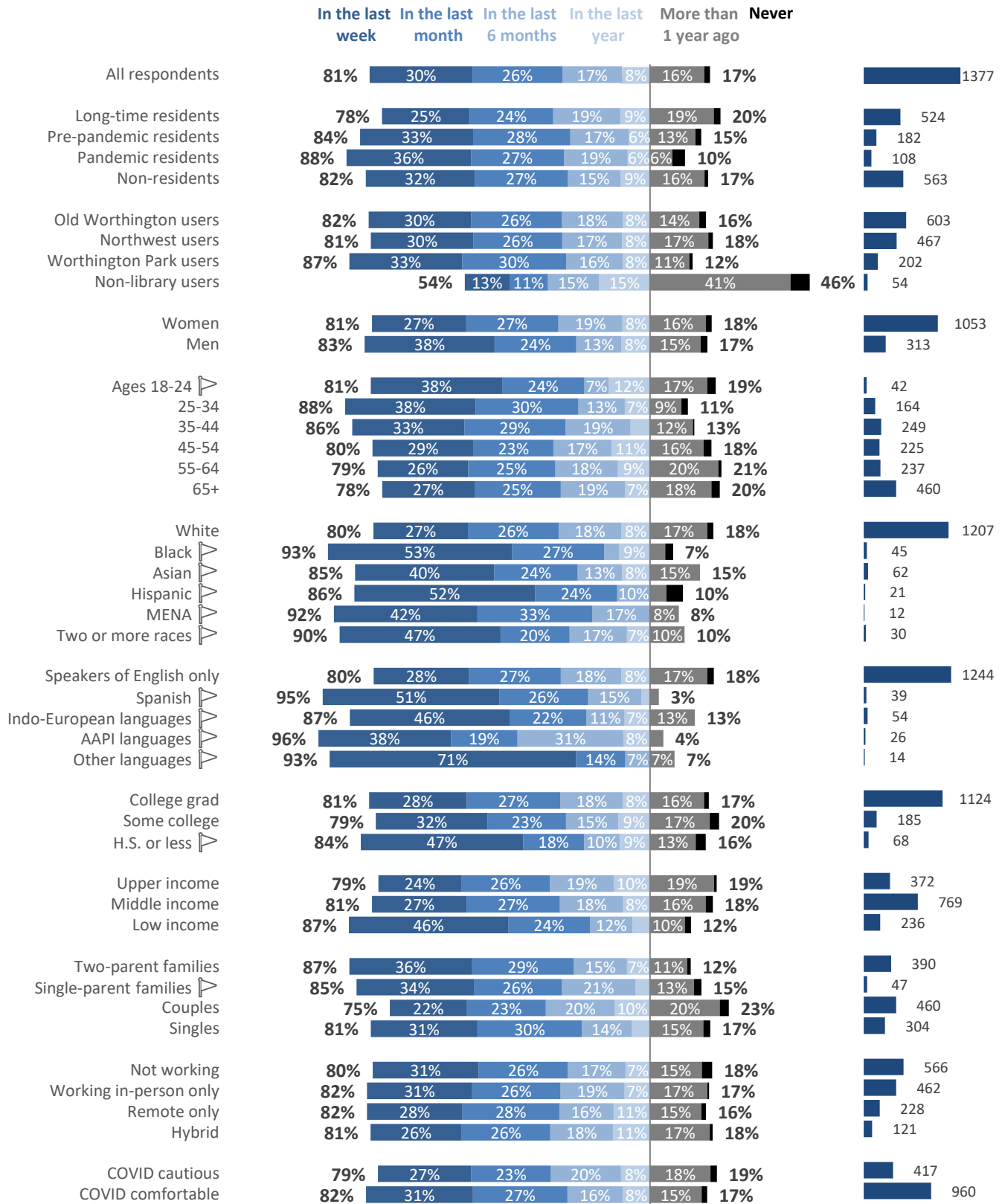


Figure 29. When was the most recent time you... checked library calendar for programs / events?

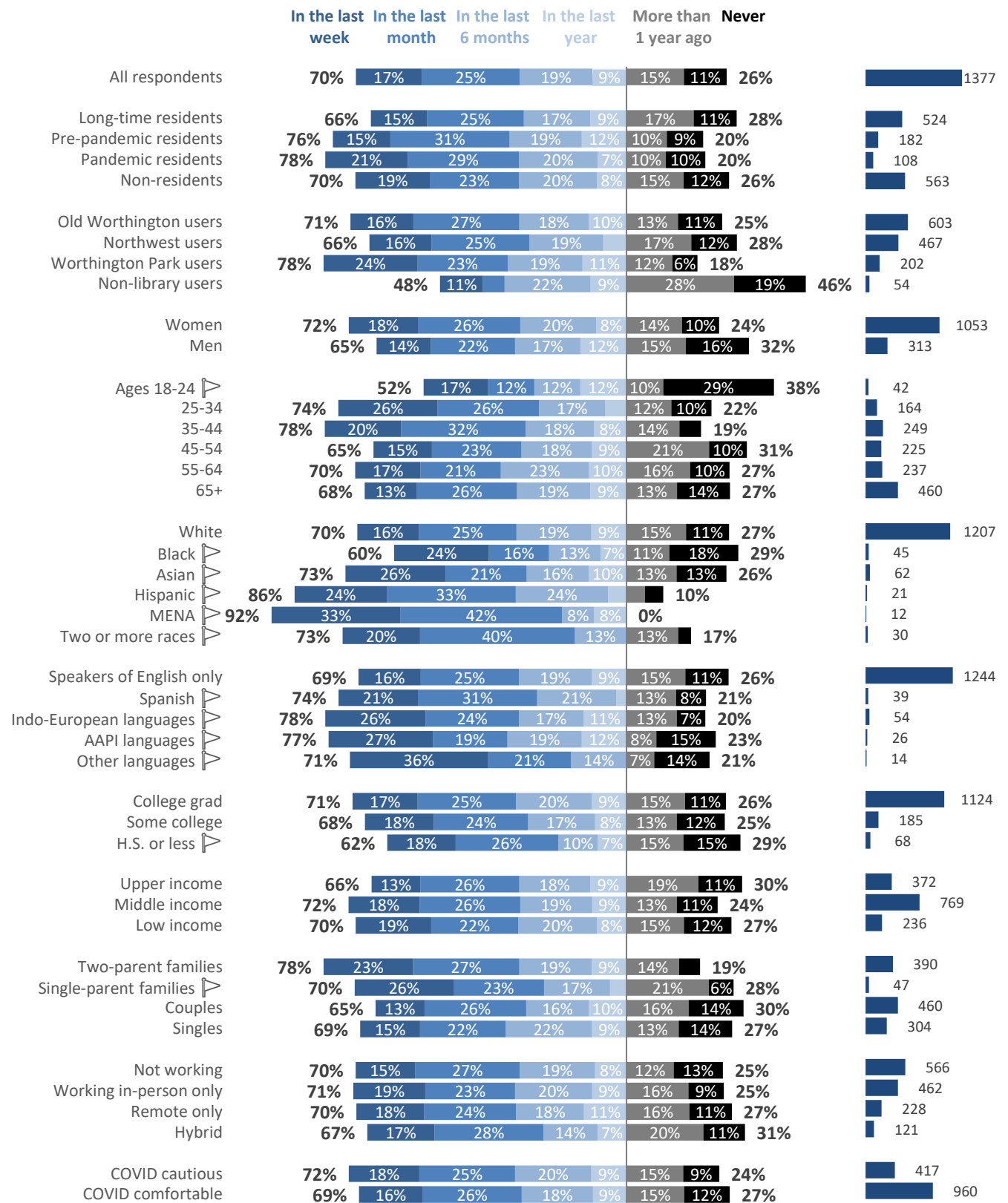


Figure 30. When was the most recent time you... talked to a librarian / library staff member to get information or recommendations?

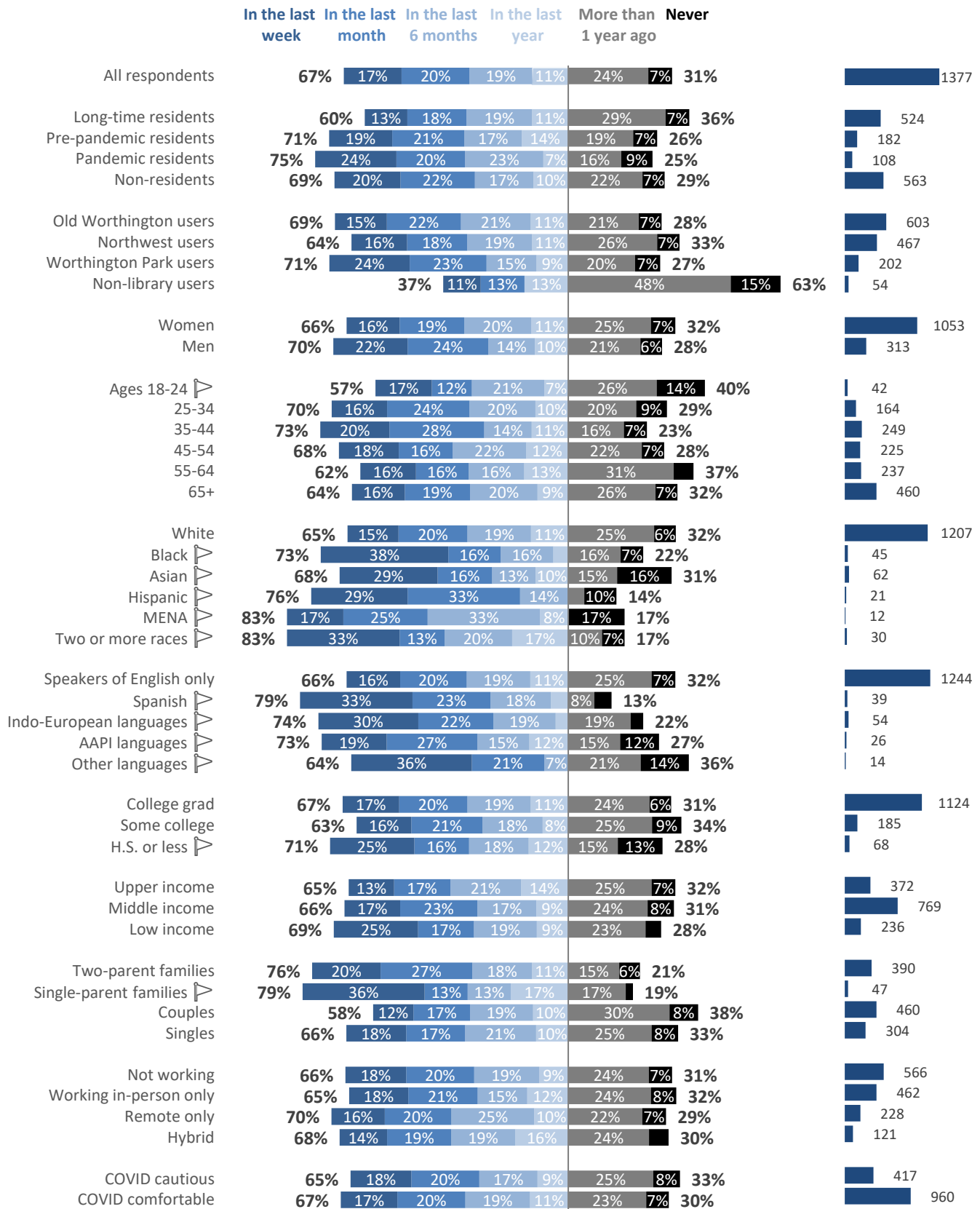


Figure 31. When was the most recent time you... looked for reading recommendations on the library website?

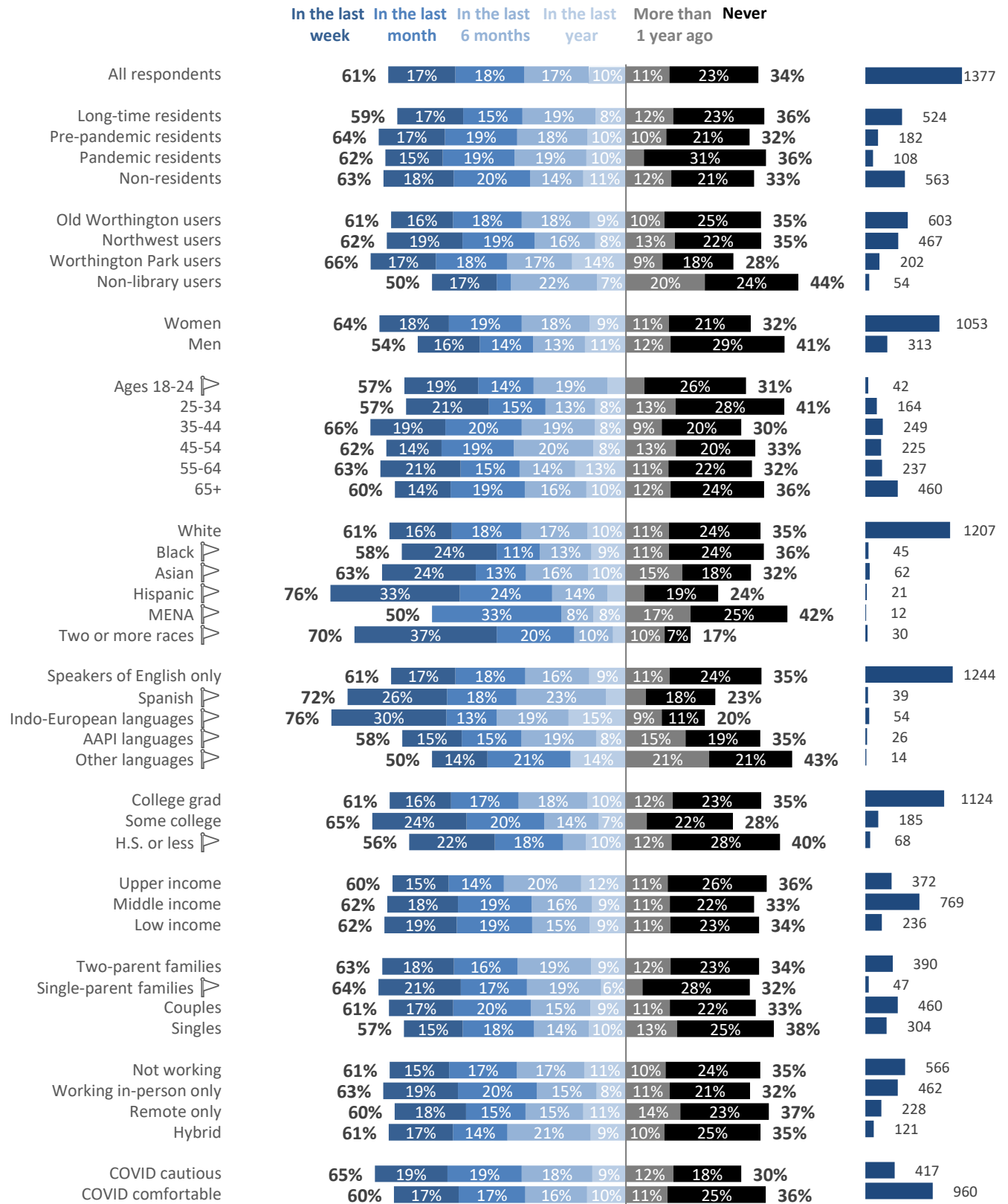


Figure 32. When was the most recent time you... downloaded books, audiobooks, movies and/or music via the library website?

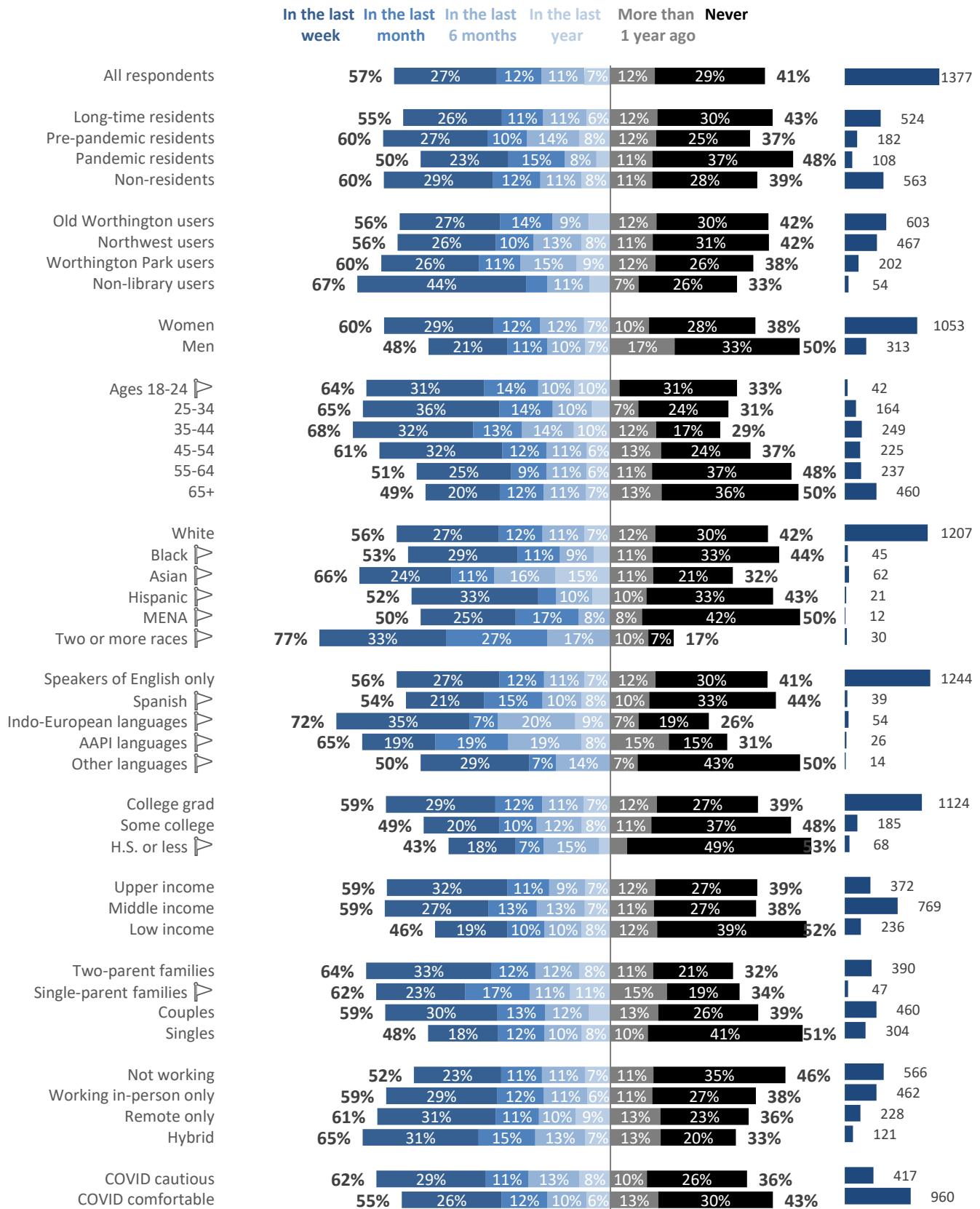


Figure 33. When was the most recent time you... researched a topic I'm interested in at the library?

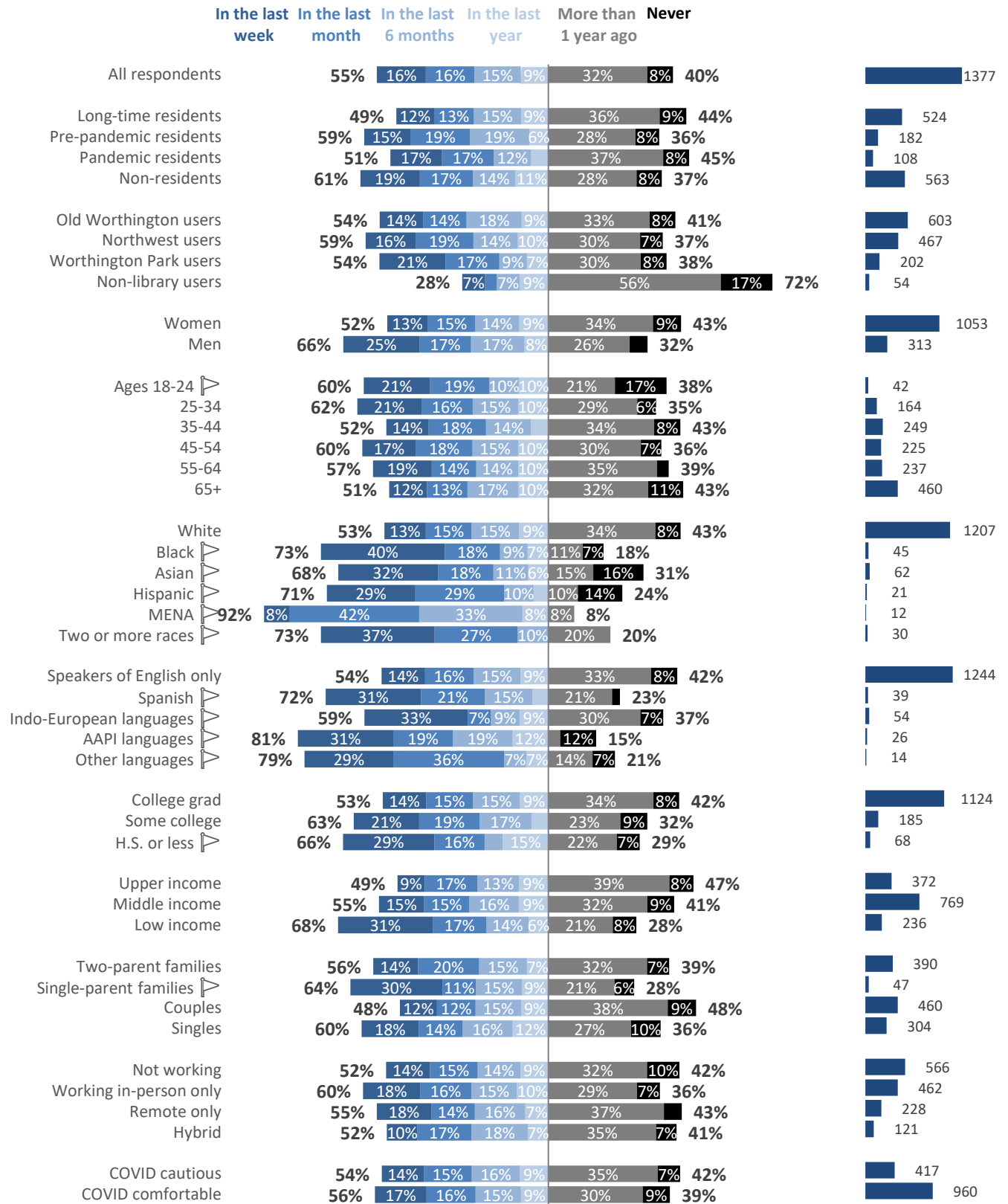


Figure 34. When was the most recent time you... used wireless network at the library?

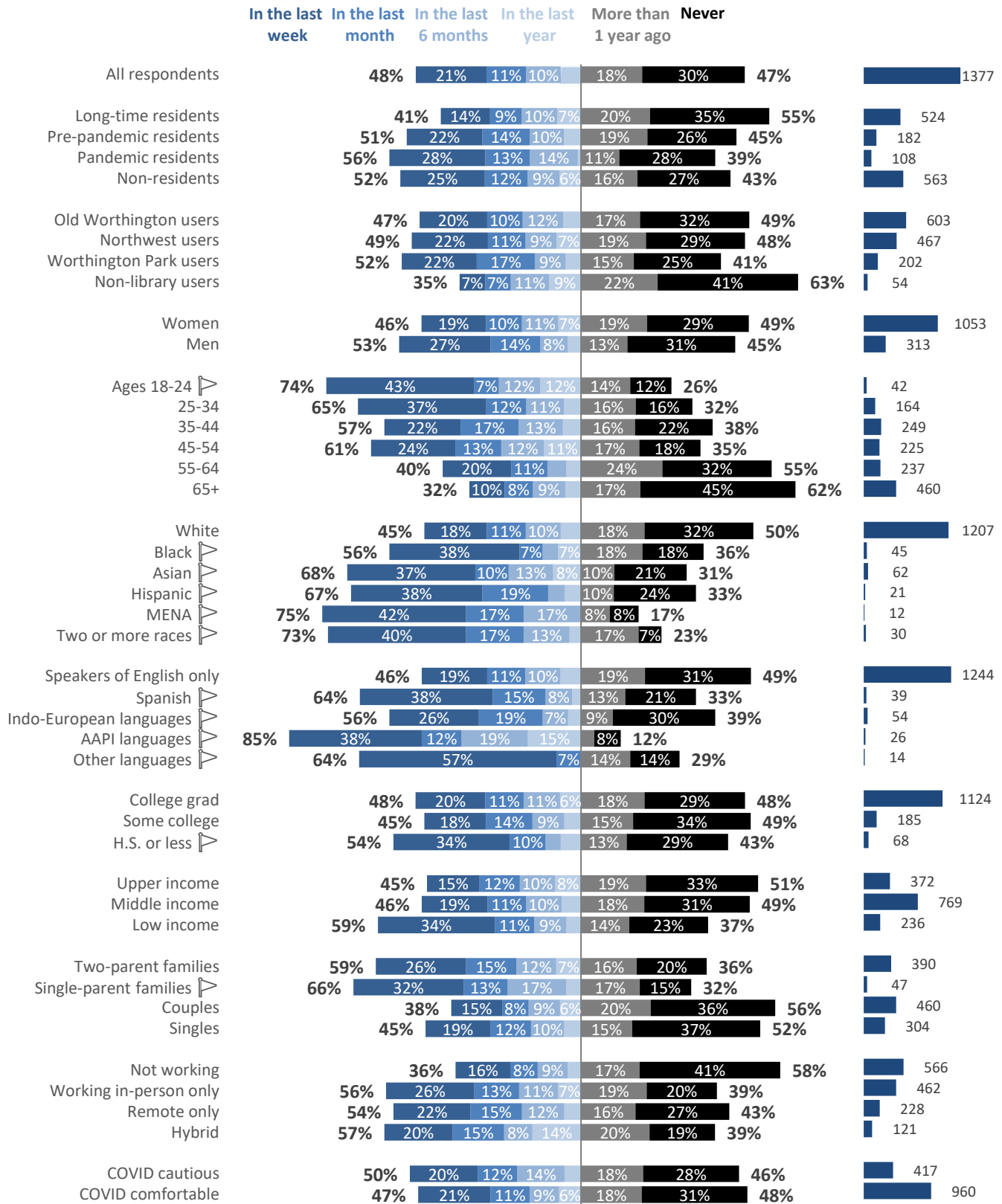


Figure 35. When was the most recent time you... used an online database (such as newspaper and magazine articles, encyclopedias, Ancestry.com, ConsumerReports.org, LinkedIn Learning)?

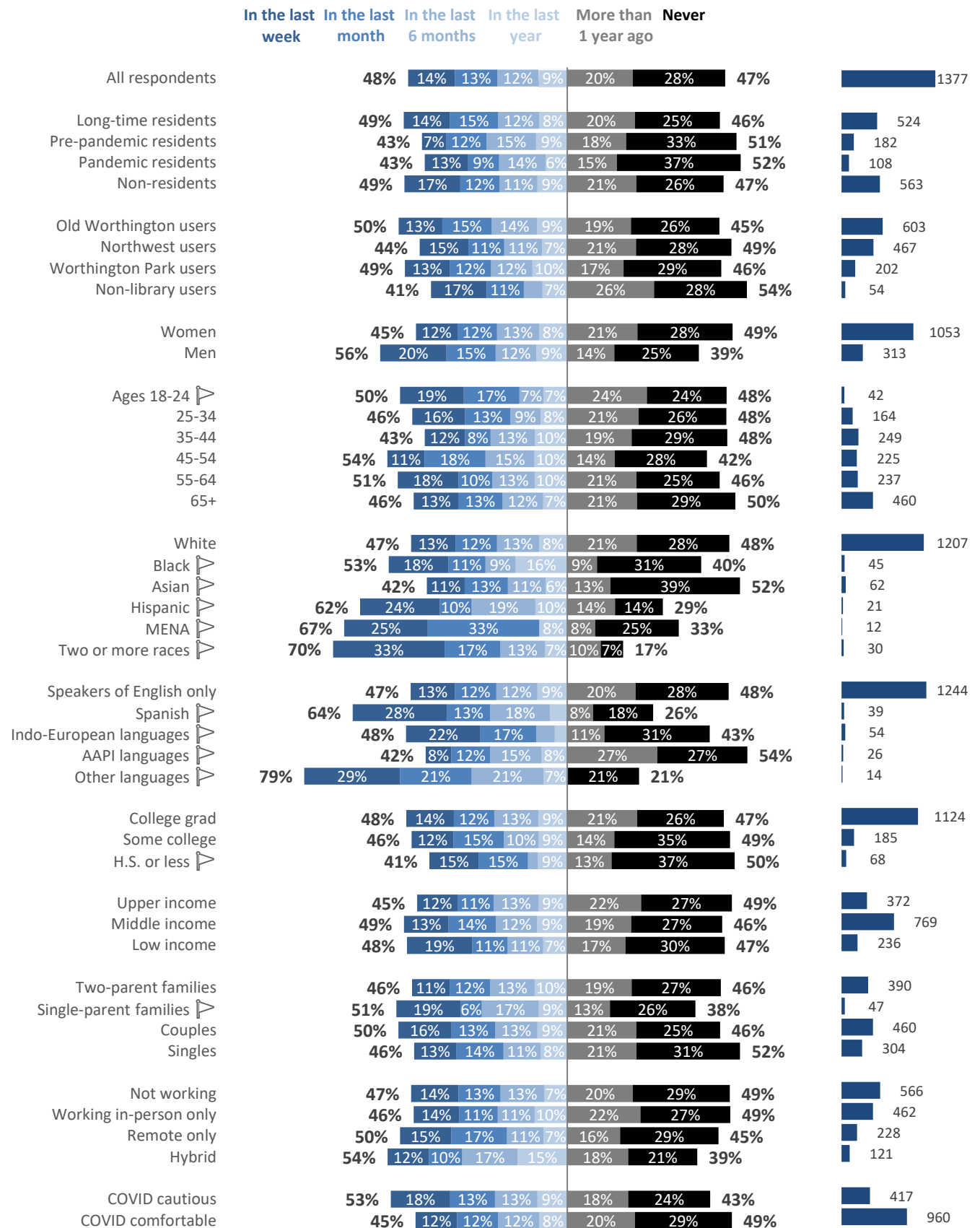


Figure 36. When was the most recent time you... used library computers?

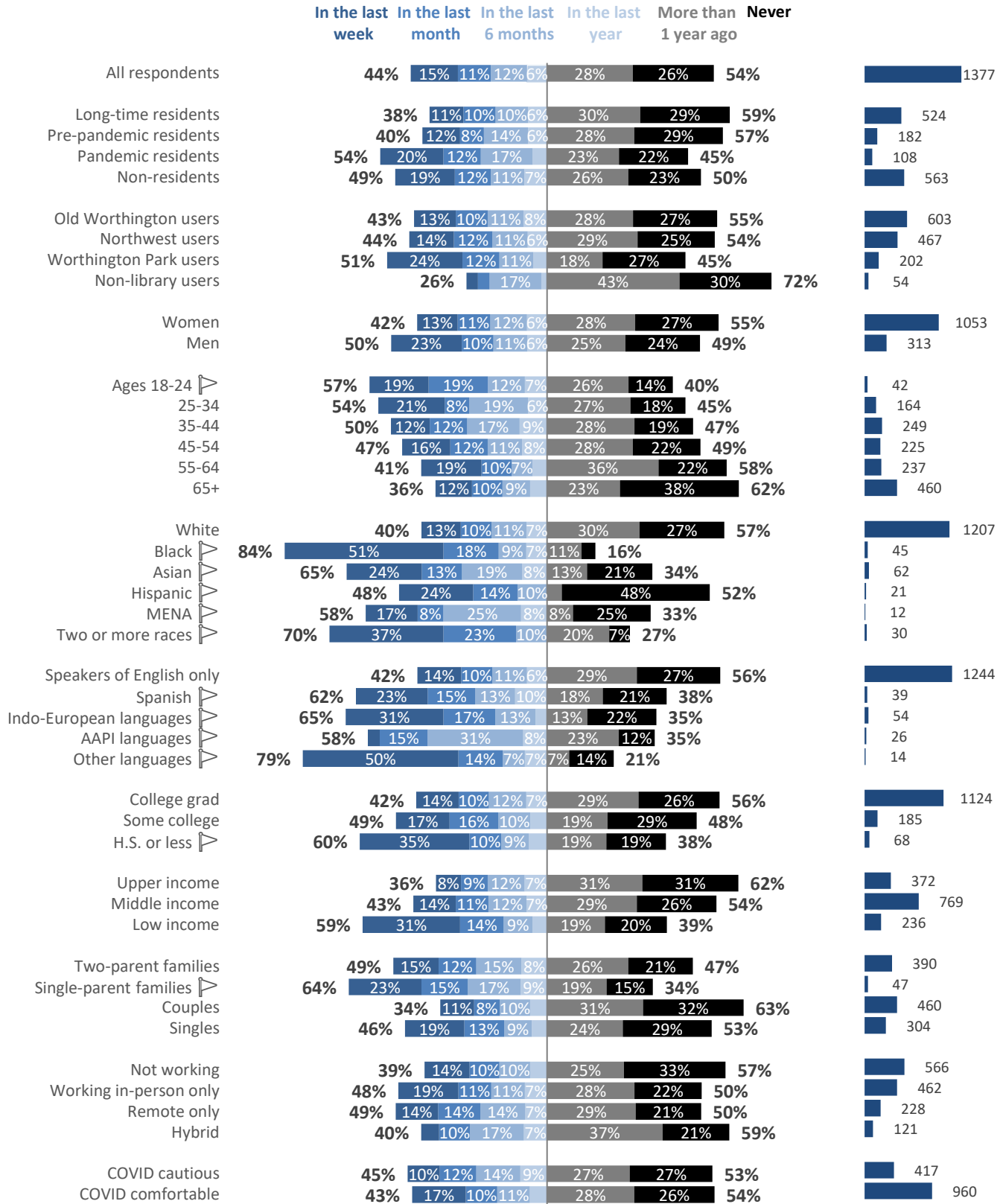


Figure 37. When was the most recent time you... attended program / event at the library?

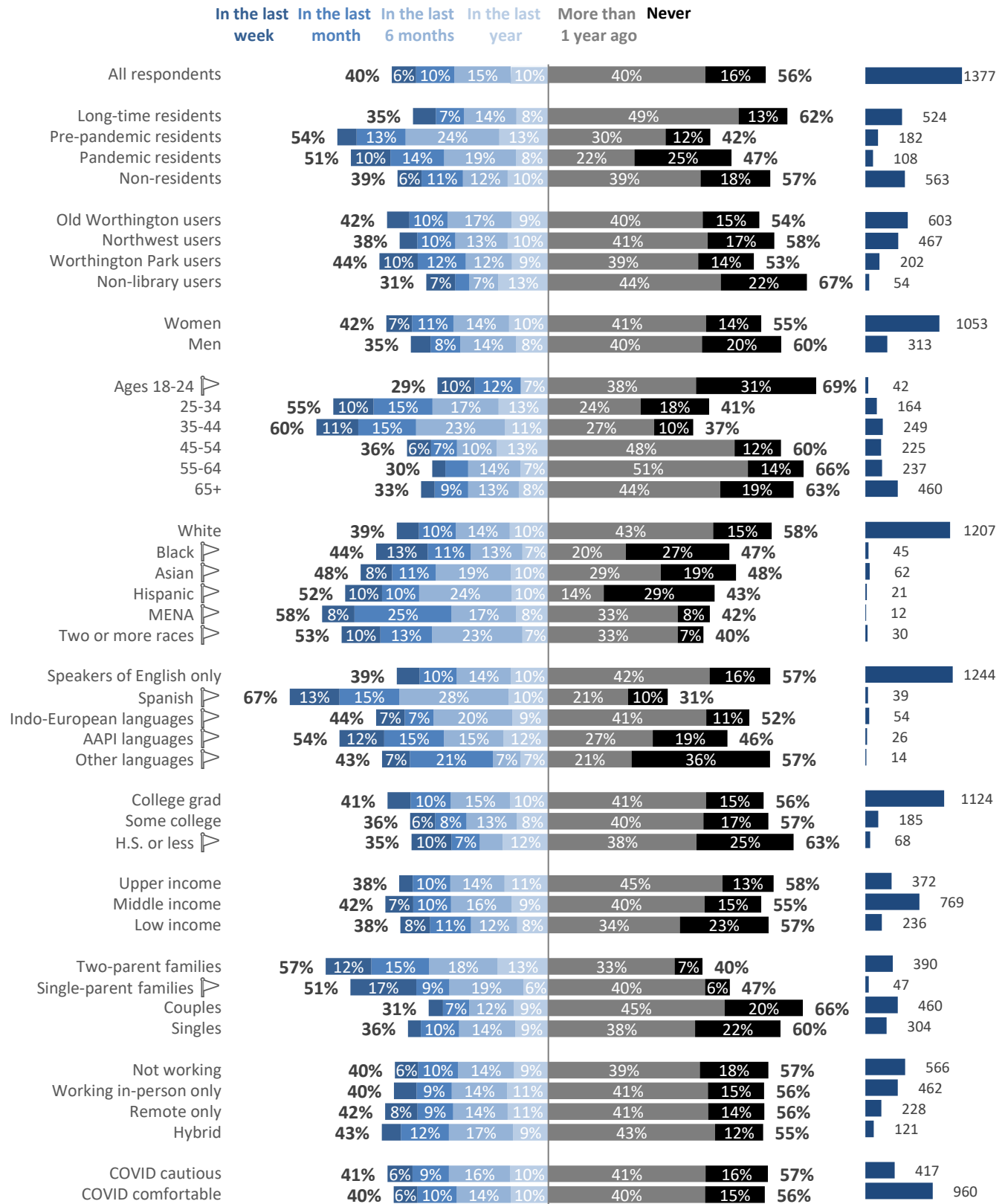


Figure 38. When was the most recent time you... used copier, printer, scanner and/or fax machine at the library?

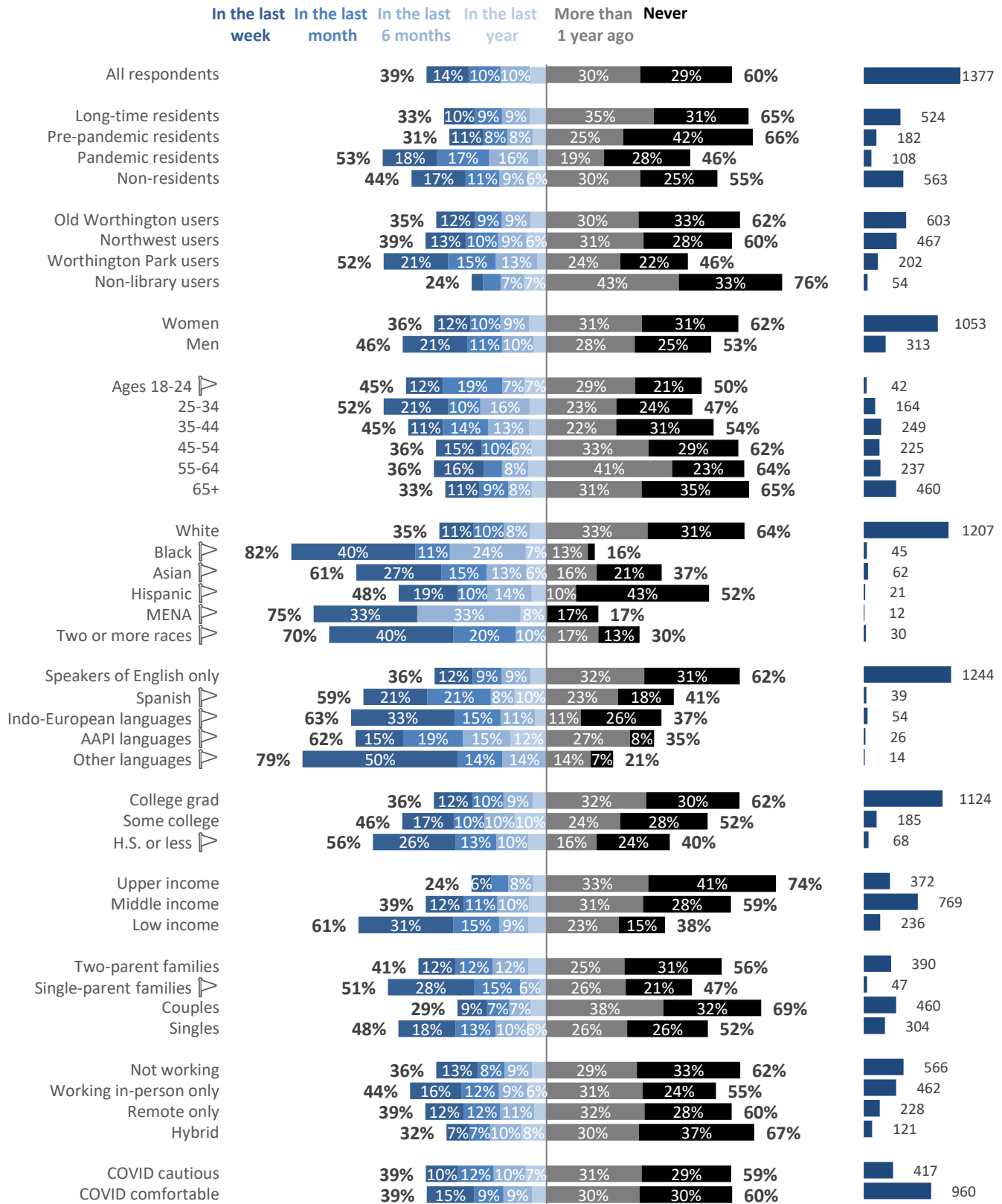


Figure 39. When was the most recent time you... brought children to the library?

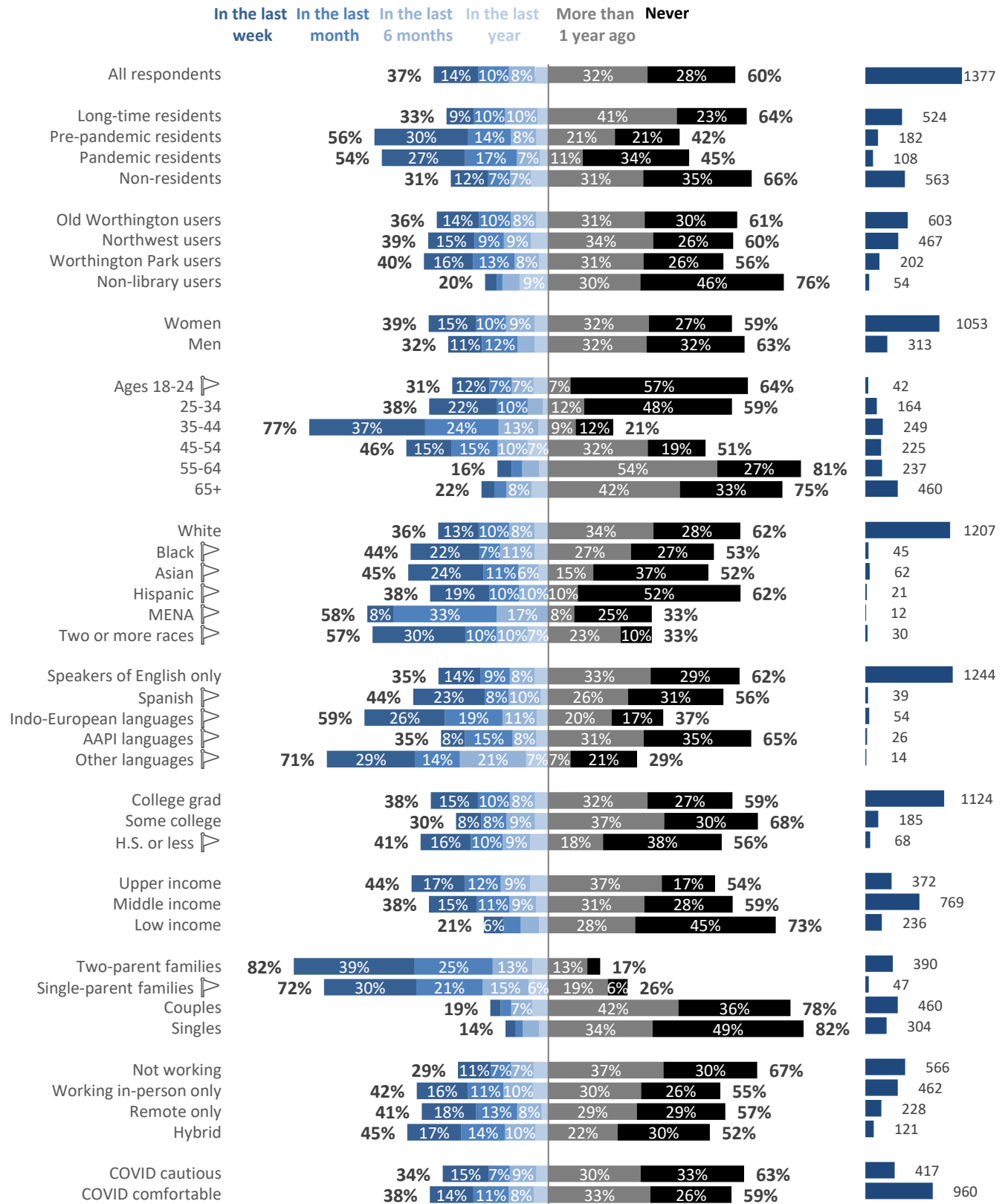


Figure 40. When was the most recent time you... emailed with the library to ask a question or get help?

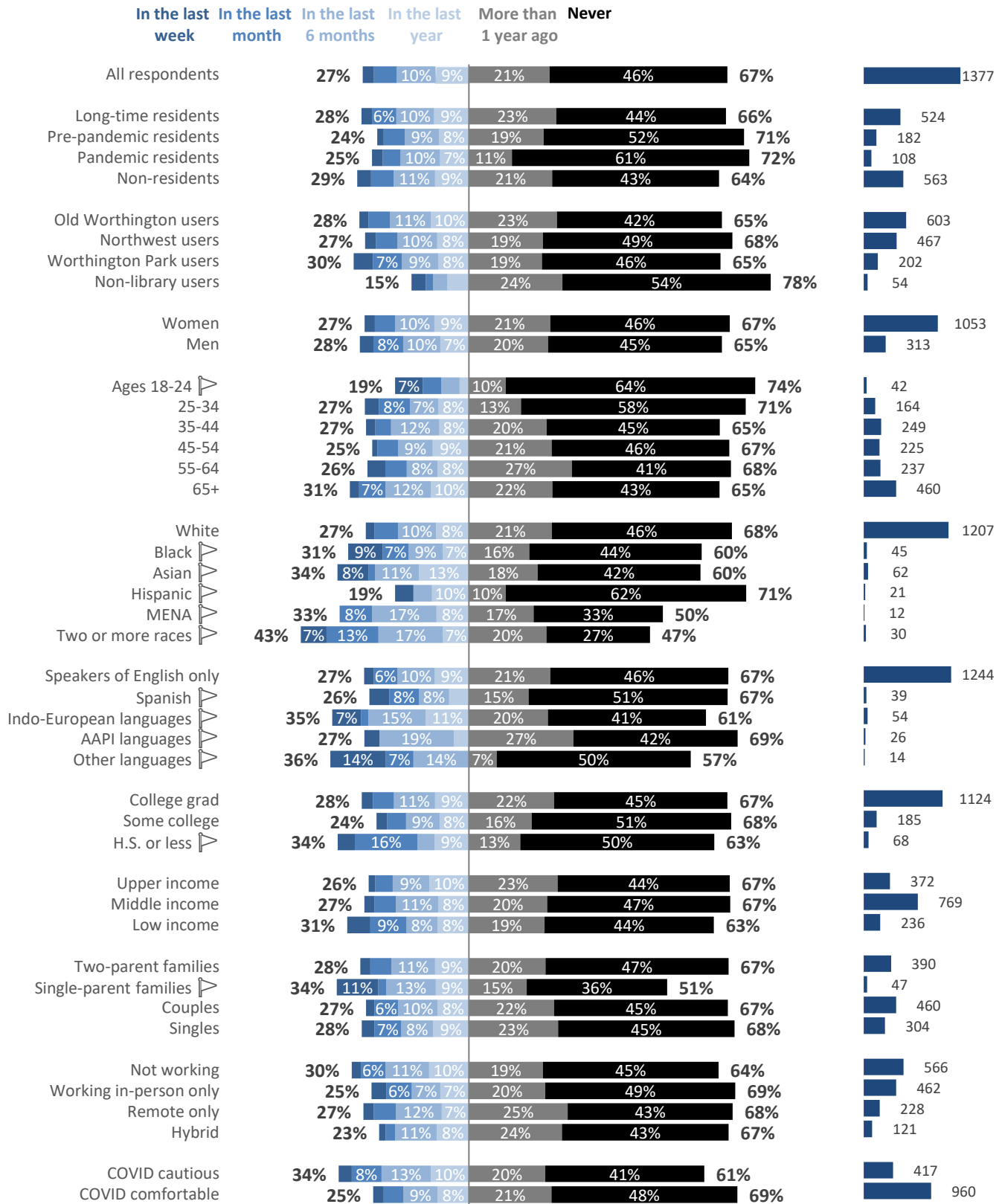
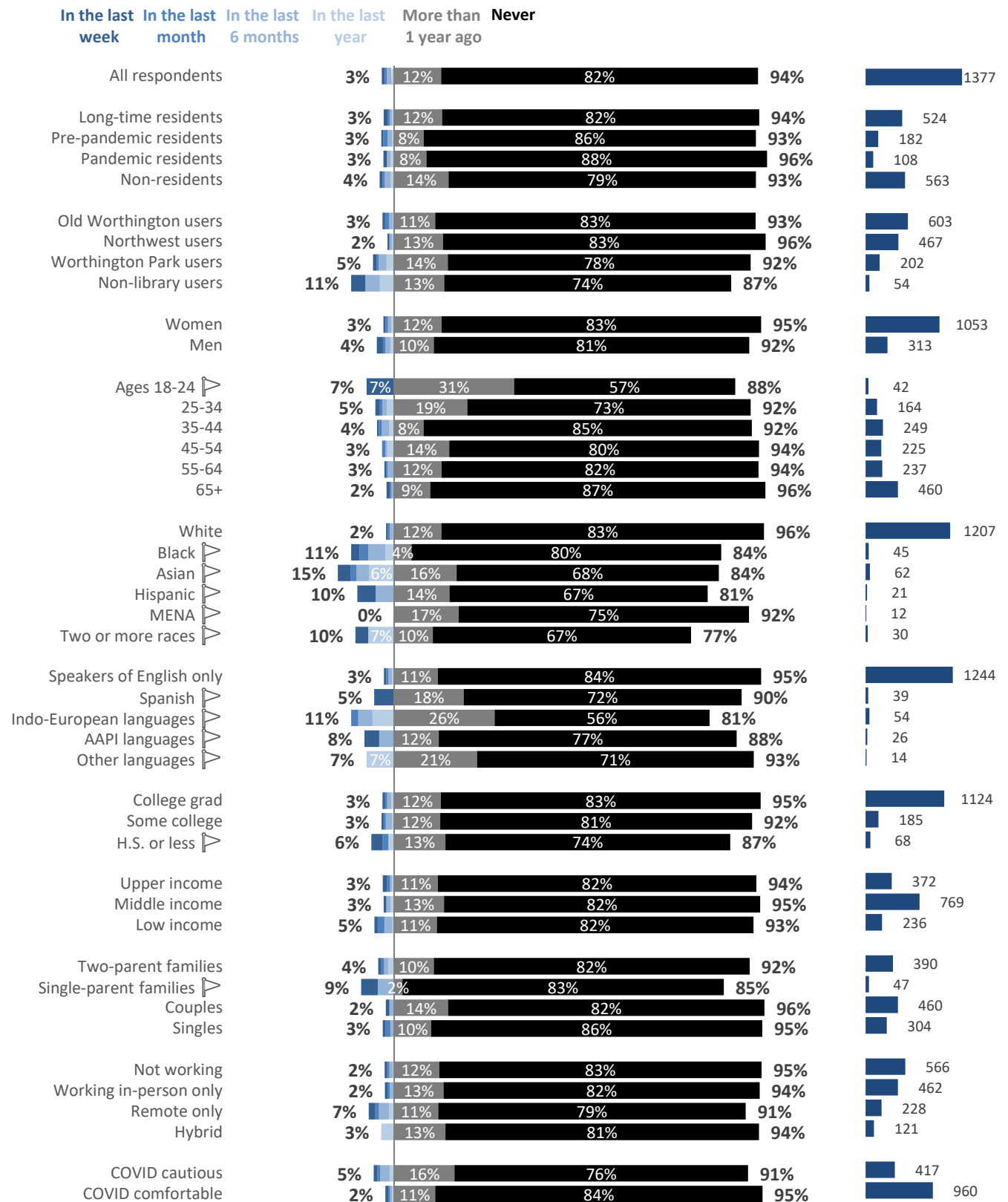


Figure 41. When was the most recent time you... volunteered at the library?



Community activities

Figure 42. When was the most recent time you... searched online about a topic I'm interested in?

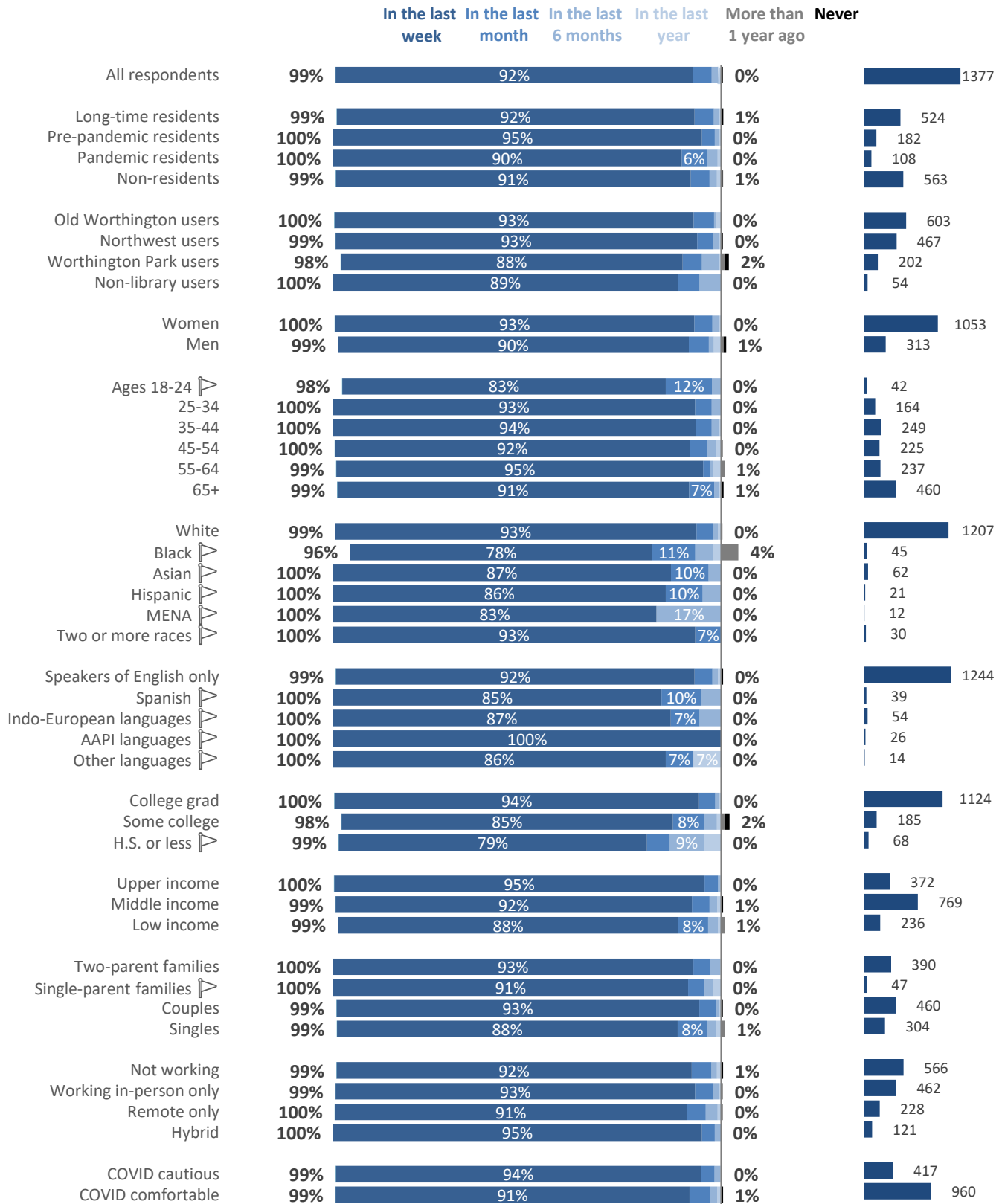


Figure 43. When was the most recent time you... searched online to plan a visit to a store, business or other location (such as check hours, look up address)?

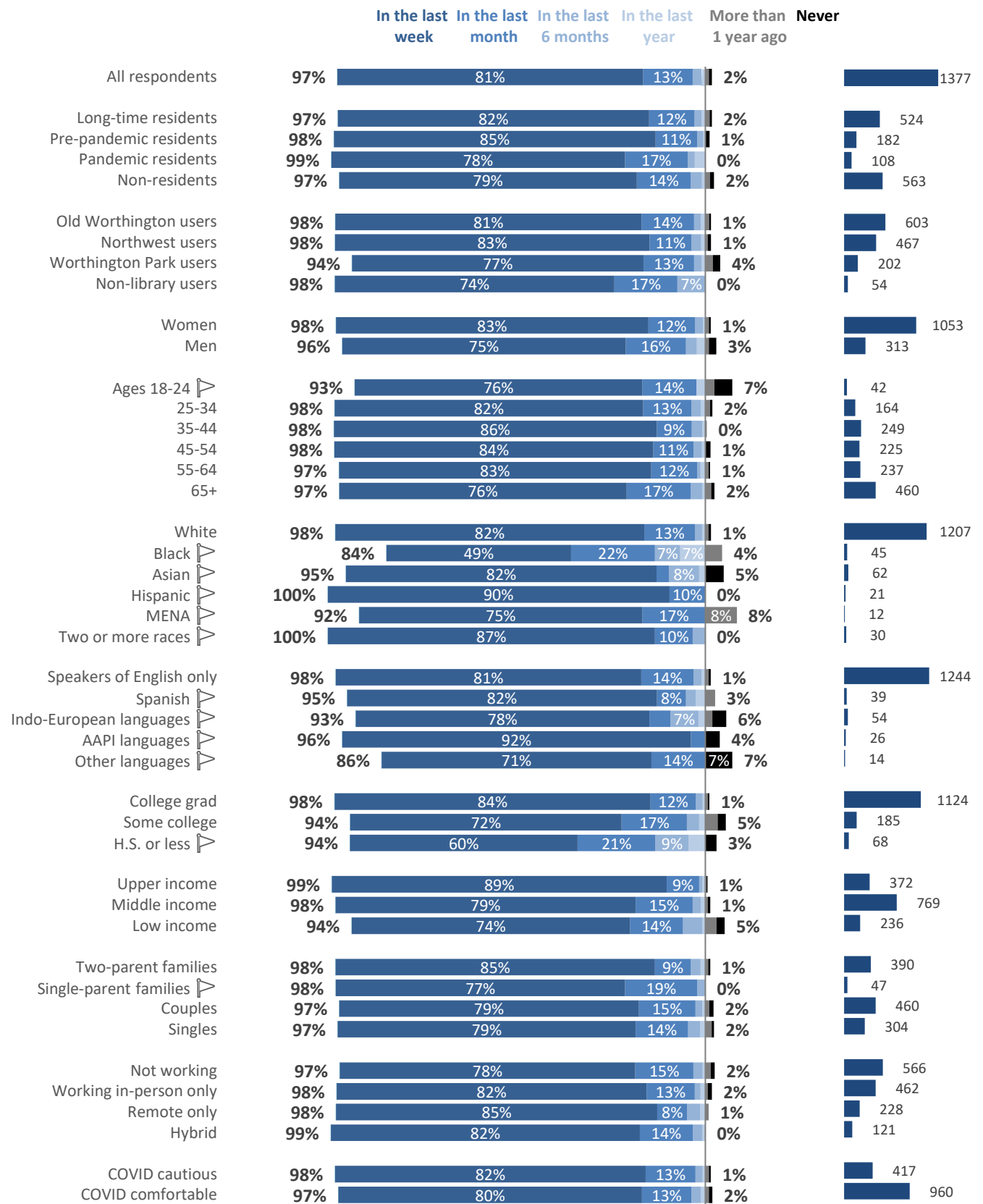


Figure 44. When was the most recent time you... searched online for programs, events or activities?

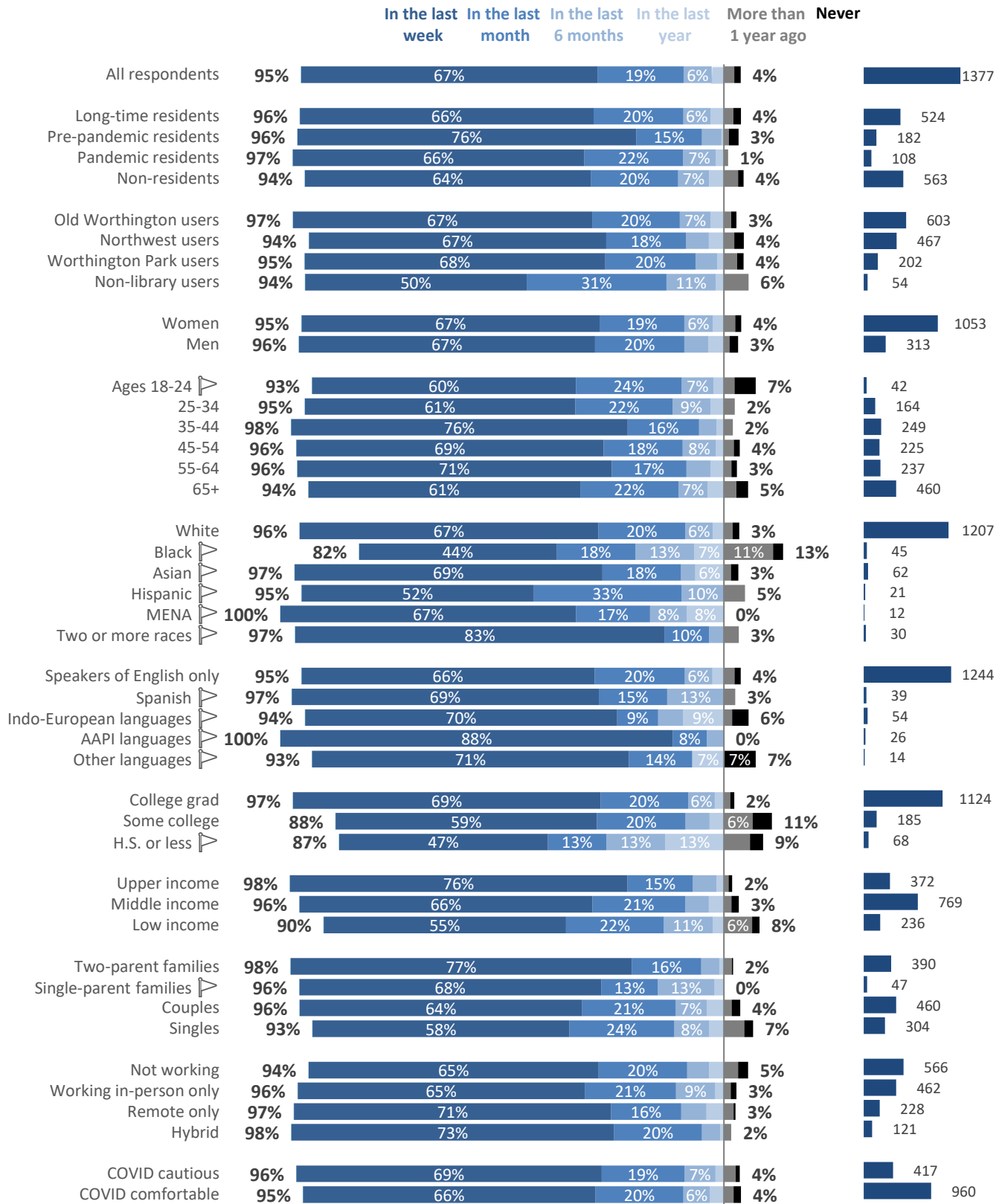


Figure 45. When was the most recent time you... talked to family, friends or neighbors to get information or recommendations?

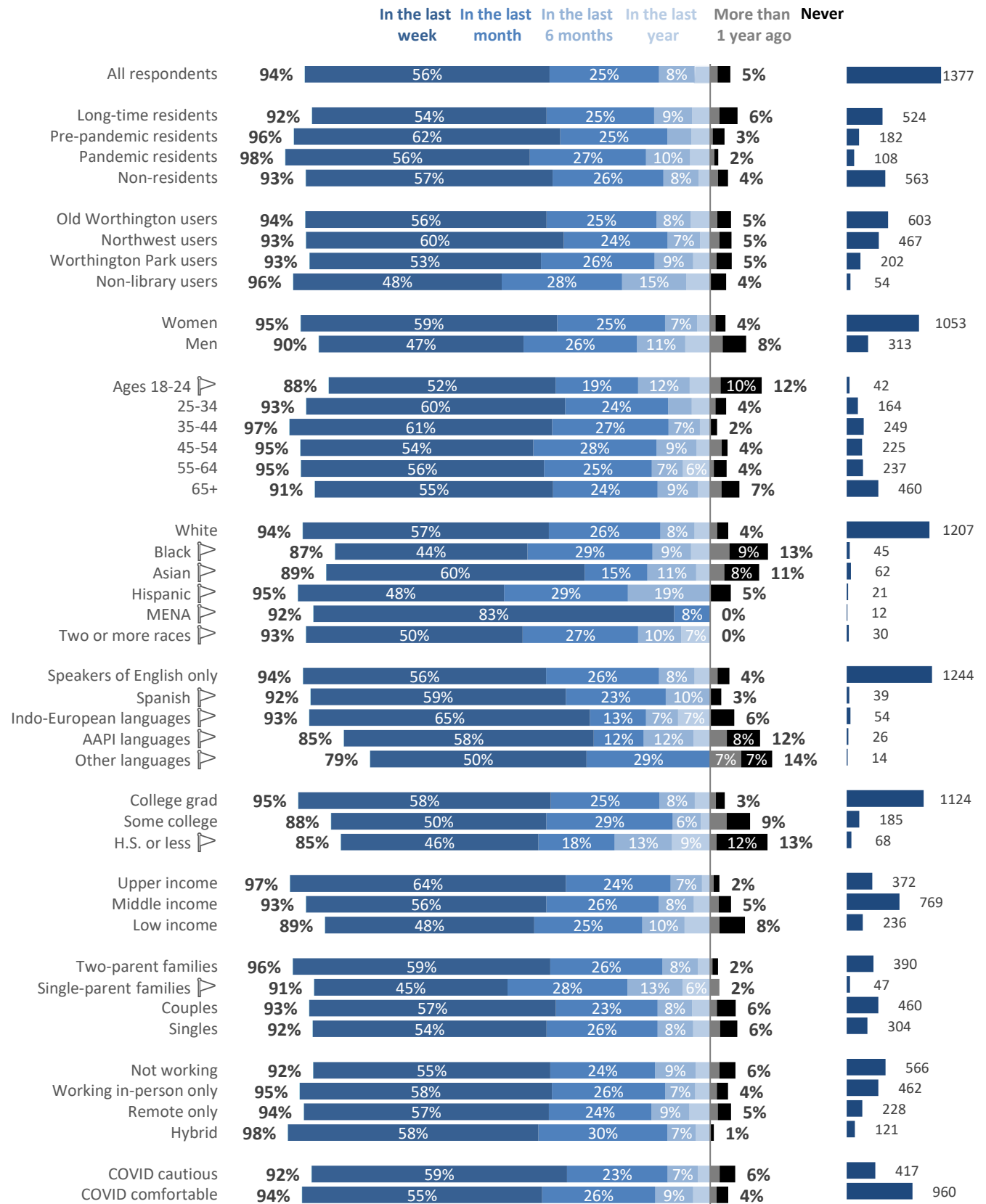


Figure 46. When was the most recent time you... used an online account to pay bills (such as bank, credit card, utility)?

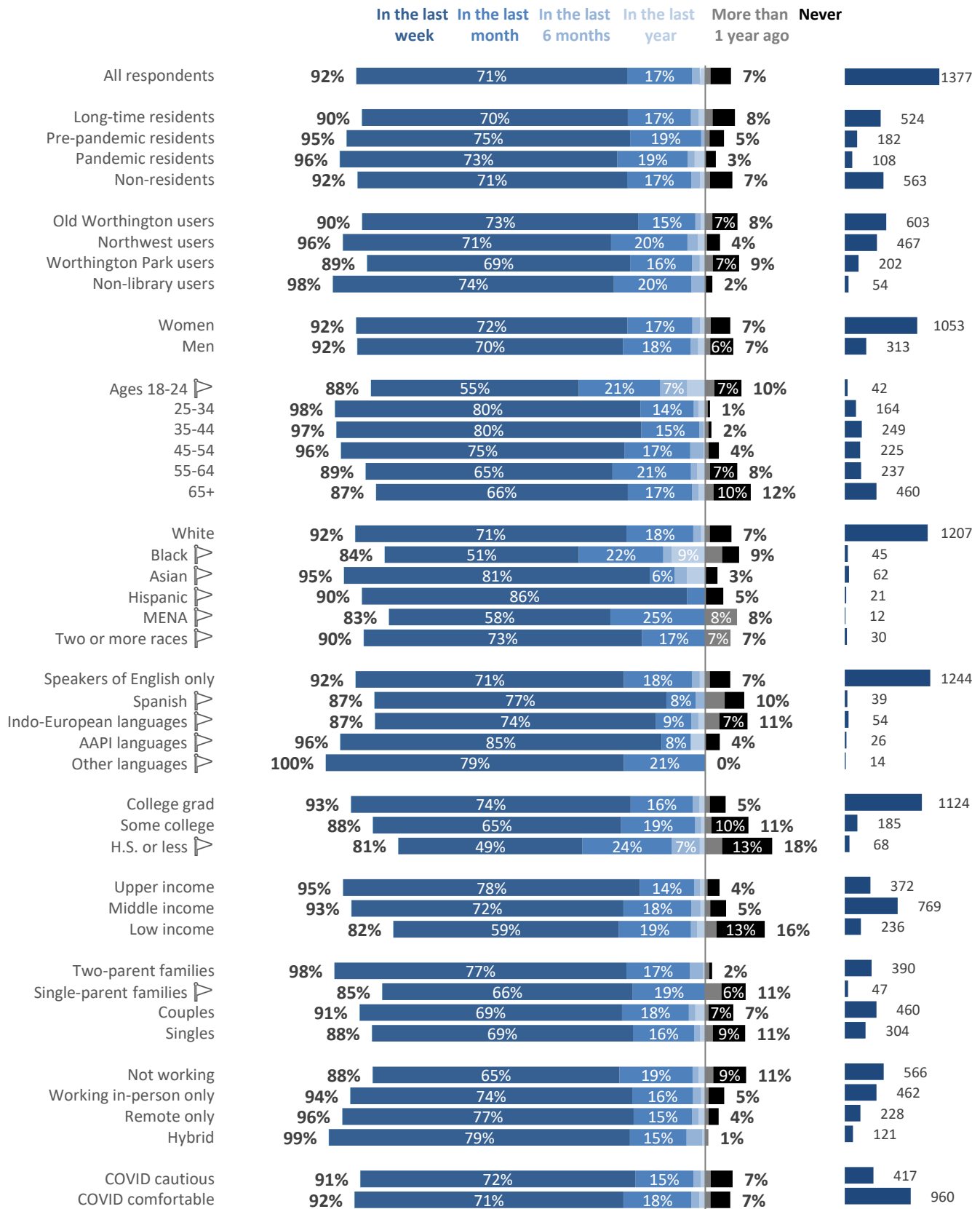


Figure 47. When was the most recent time you... looked online for reading recommendations (such as Amazon, Goodreads, Facebook)?

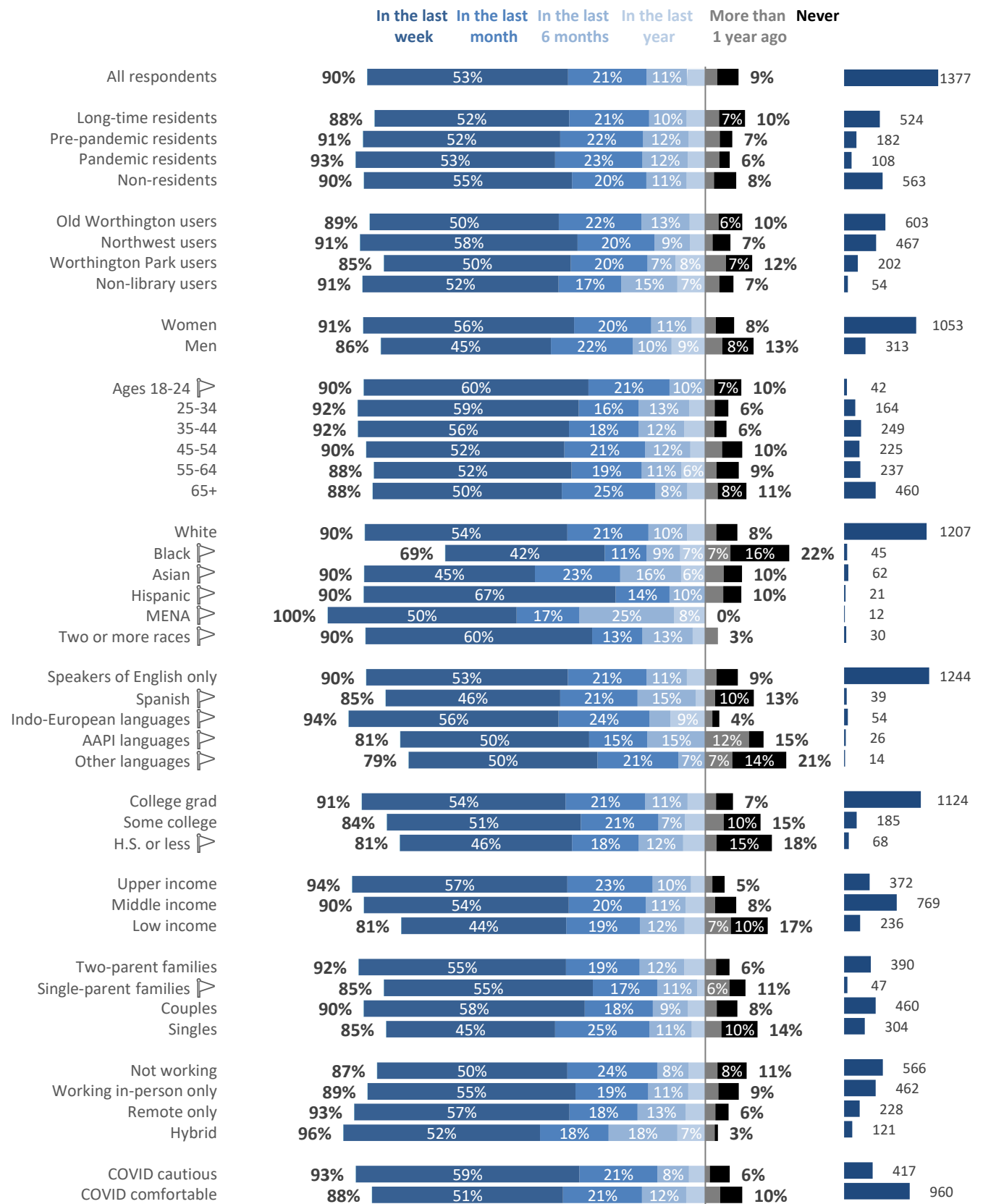


Figure 48. When was the most recent time you... viewed TV or movies or listened to music via a subscription service or after purchasing online (such as Netflix, Hulu, Amazon, iTunes, Spotify, etc.)?

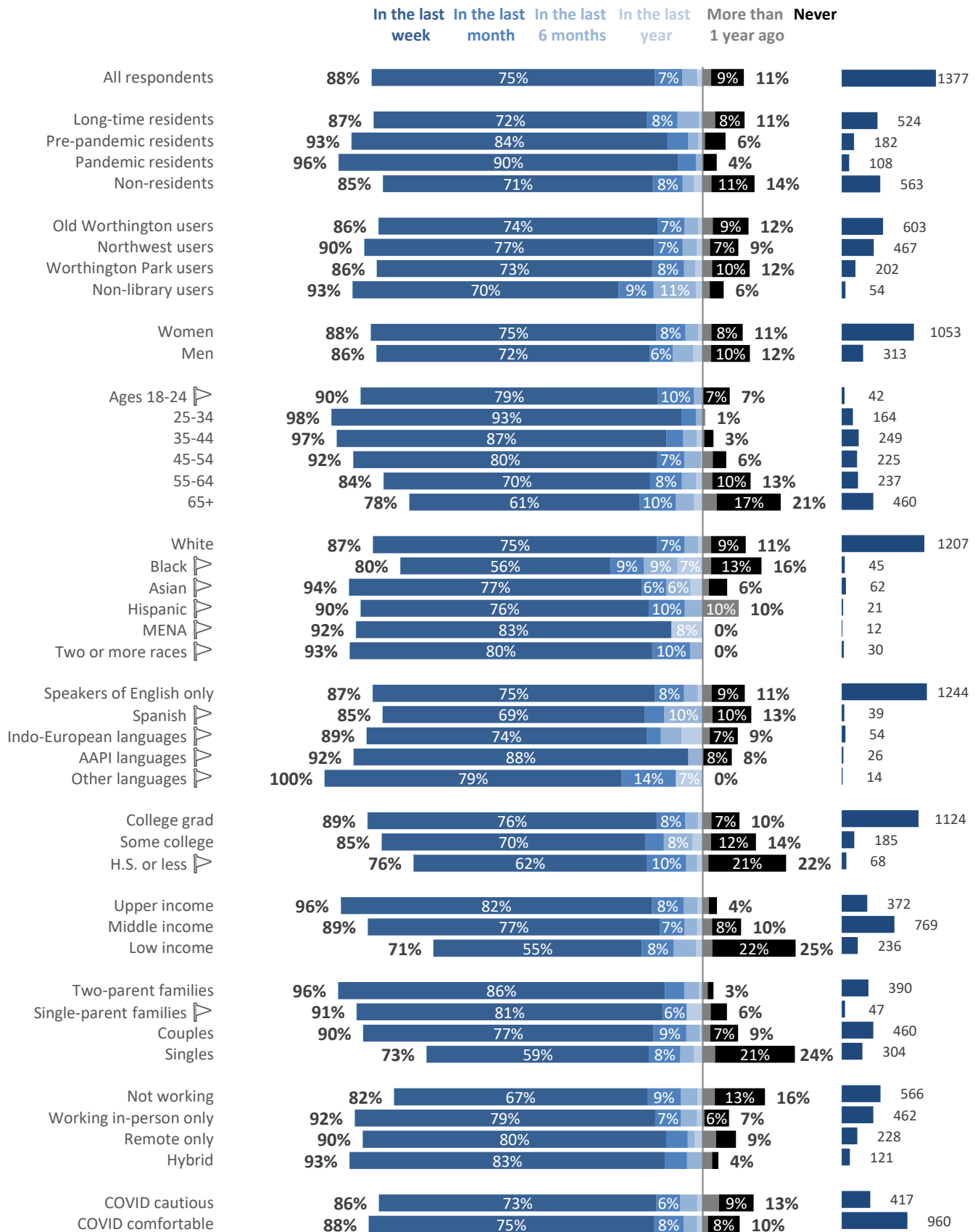


Figure 49. When was the most recent time you... shopped online for books, movies, music or videogames (such as Amazon, Target or other store website)?

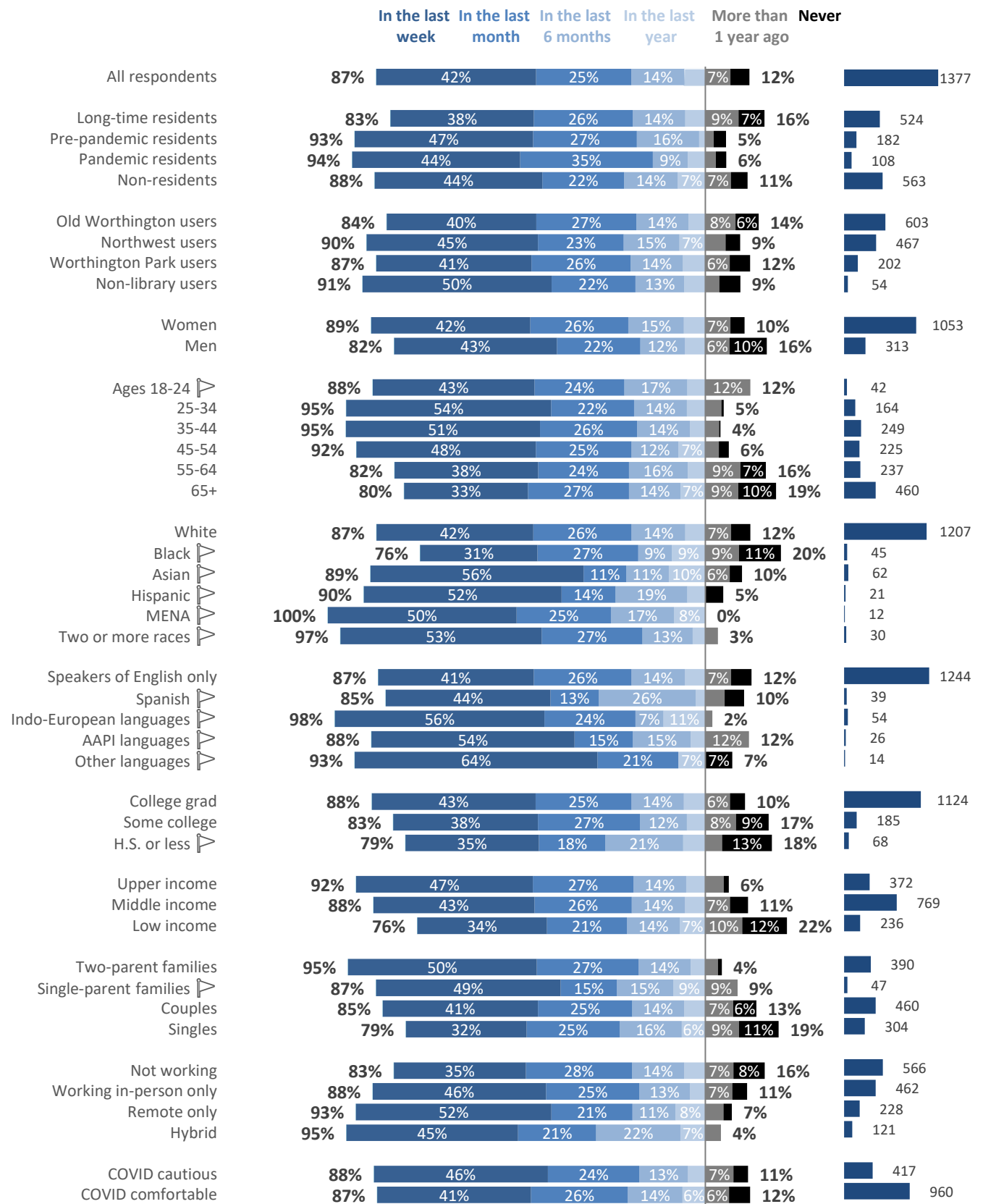


Figure 50. When was the most recent time you... spent more than 30 minutes at a book store, coffee shop, mall, co-working space or other business?

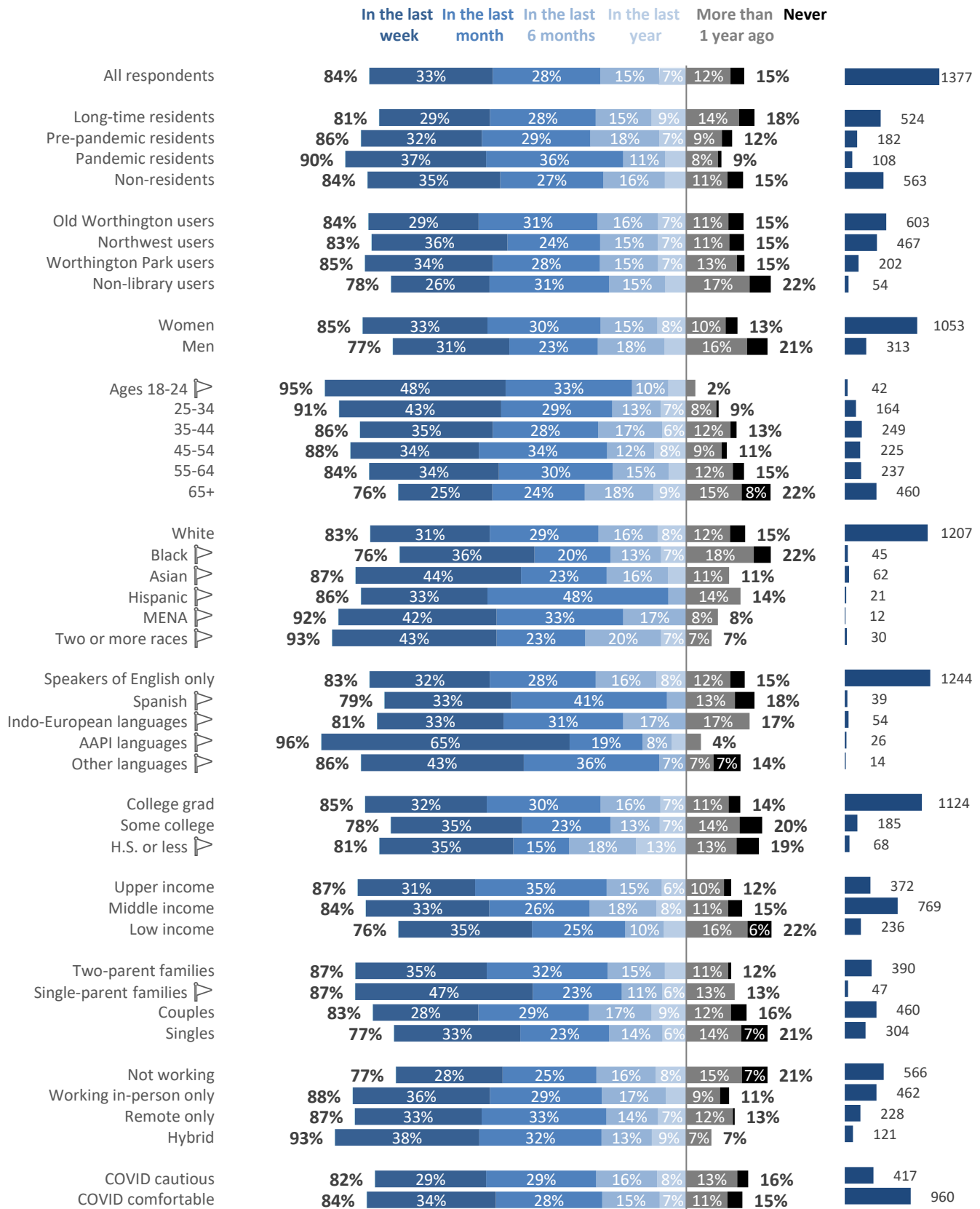


Figure 51. When was the most recent time you... purchased item(s) online for curbside or in-store pick up?

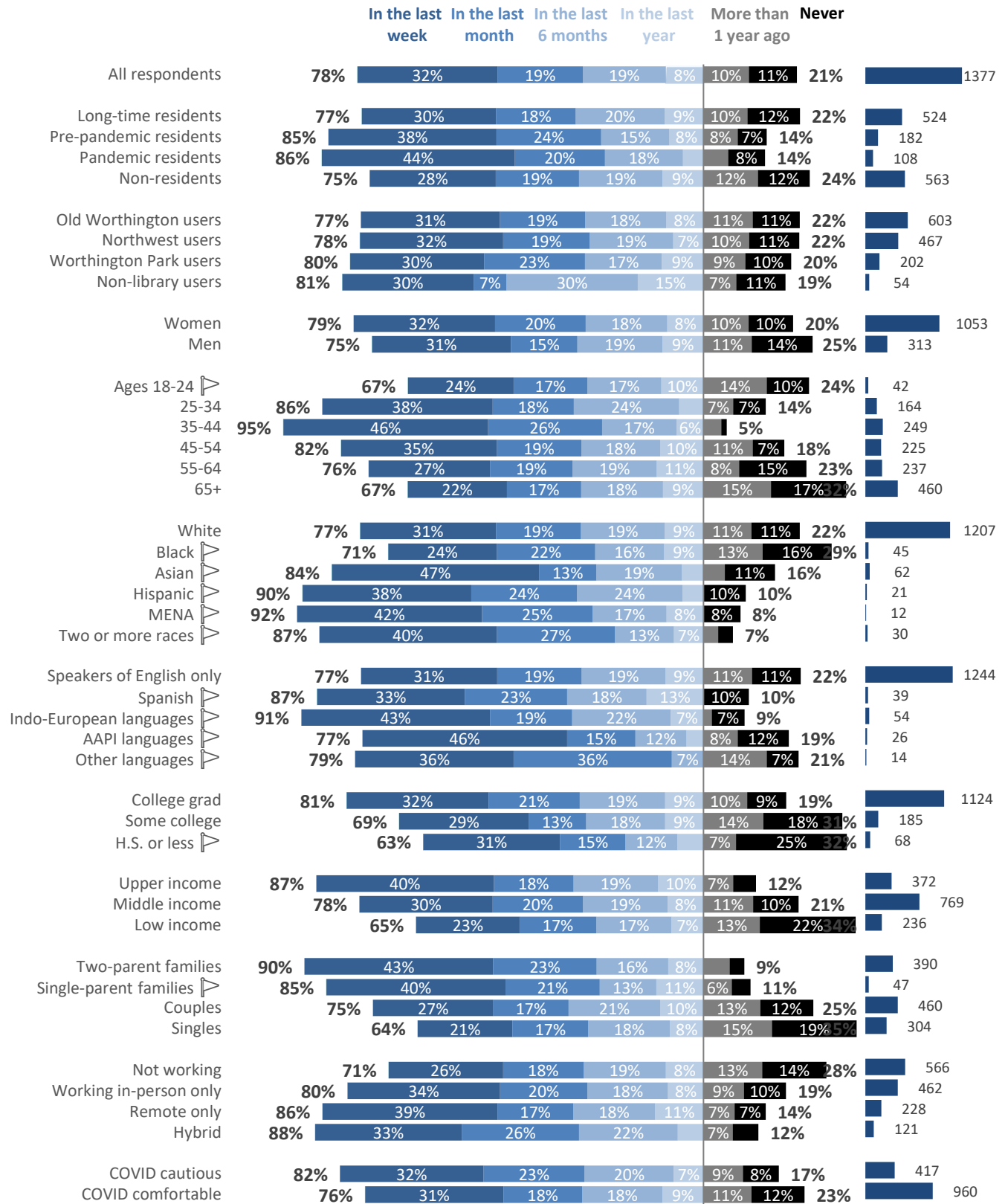


Figure 52. When was the most recent time you... attended a program or event at a community center, park, museum or other similar location?

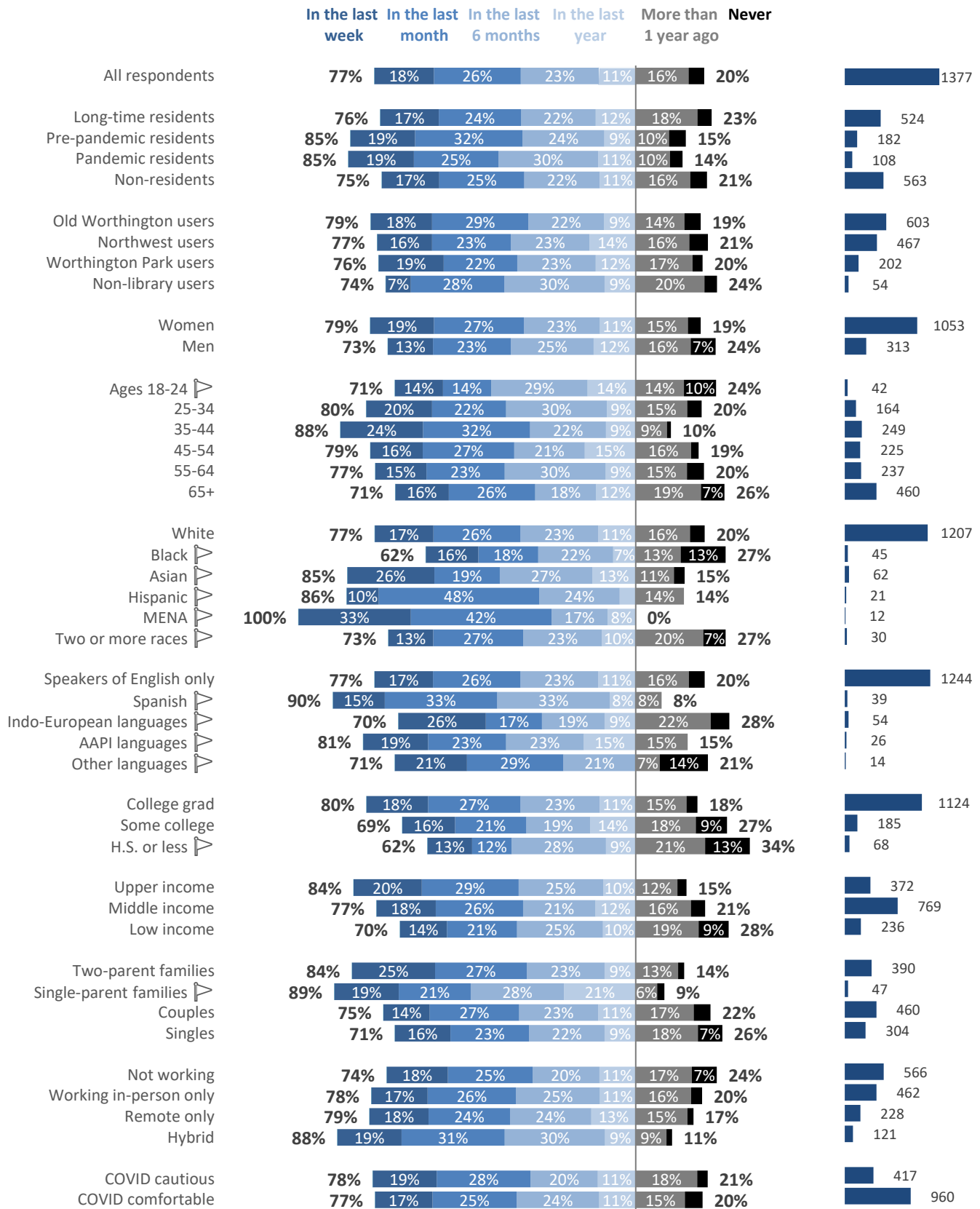


Figure 53. When was the most recent time you... visited a website I subscribe to (such as newspaper or magazine, Ancestry.com, etc.)?

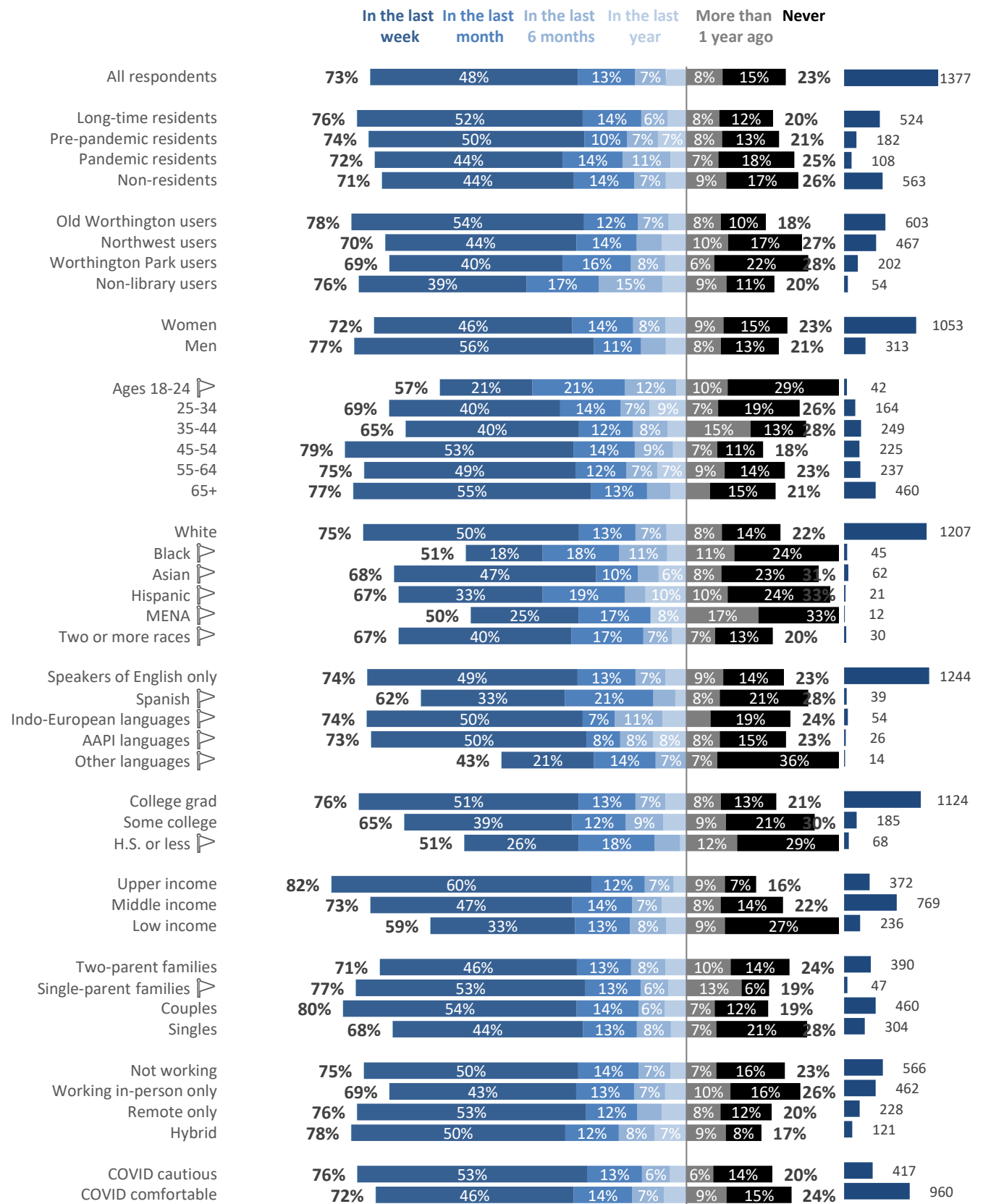


Figure 54. When was the most recent time you... connected to wireless network at a store, coffee shop or other business?

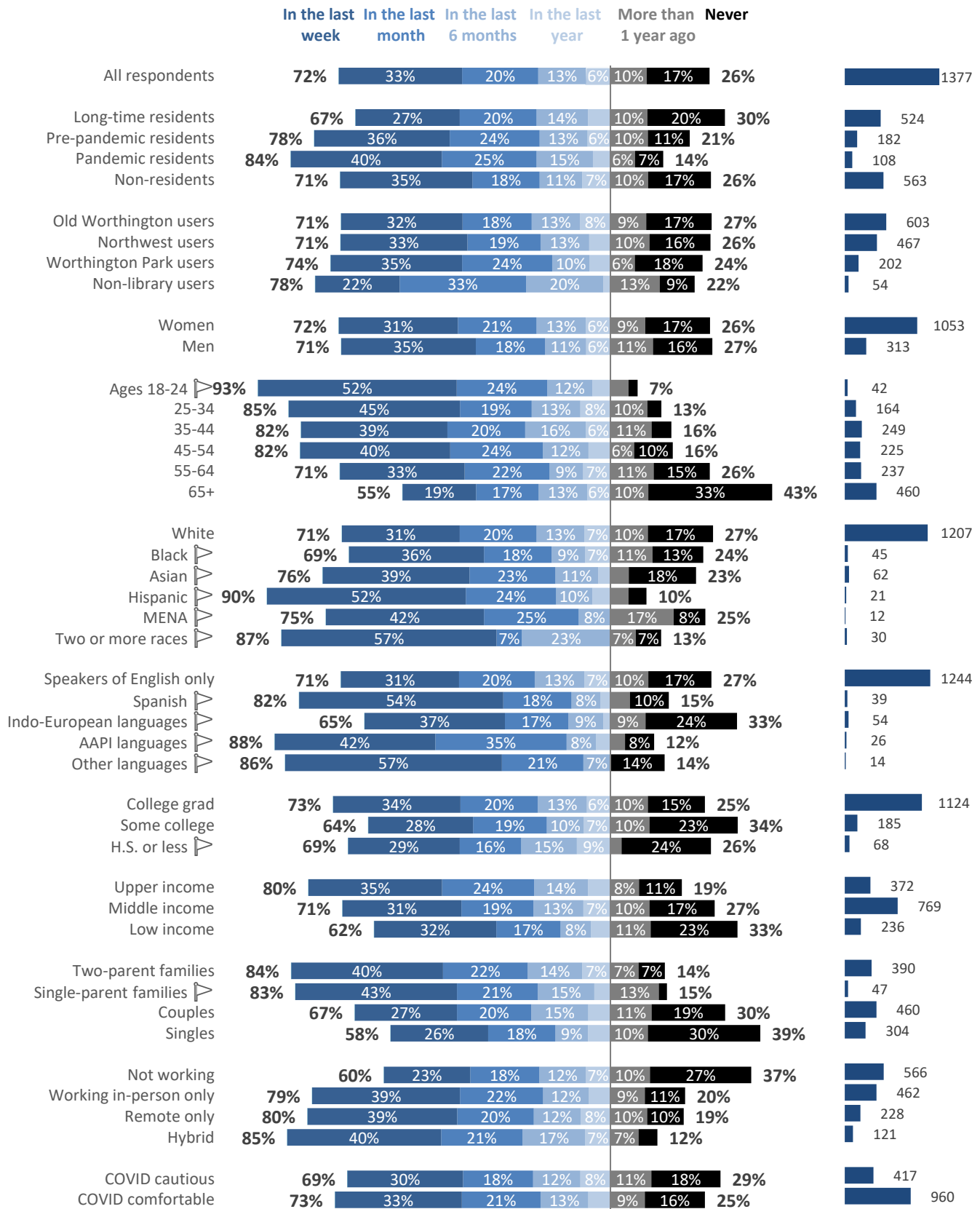


Figure 55. When was the most recent time you... shopped in person for books, movies, music or videogames at a book store, videogame store or other store?

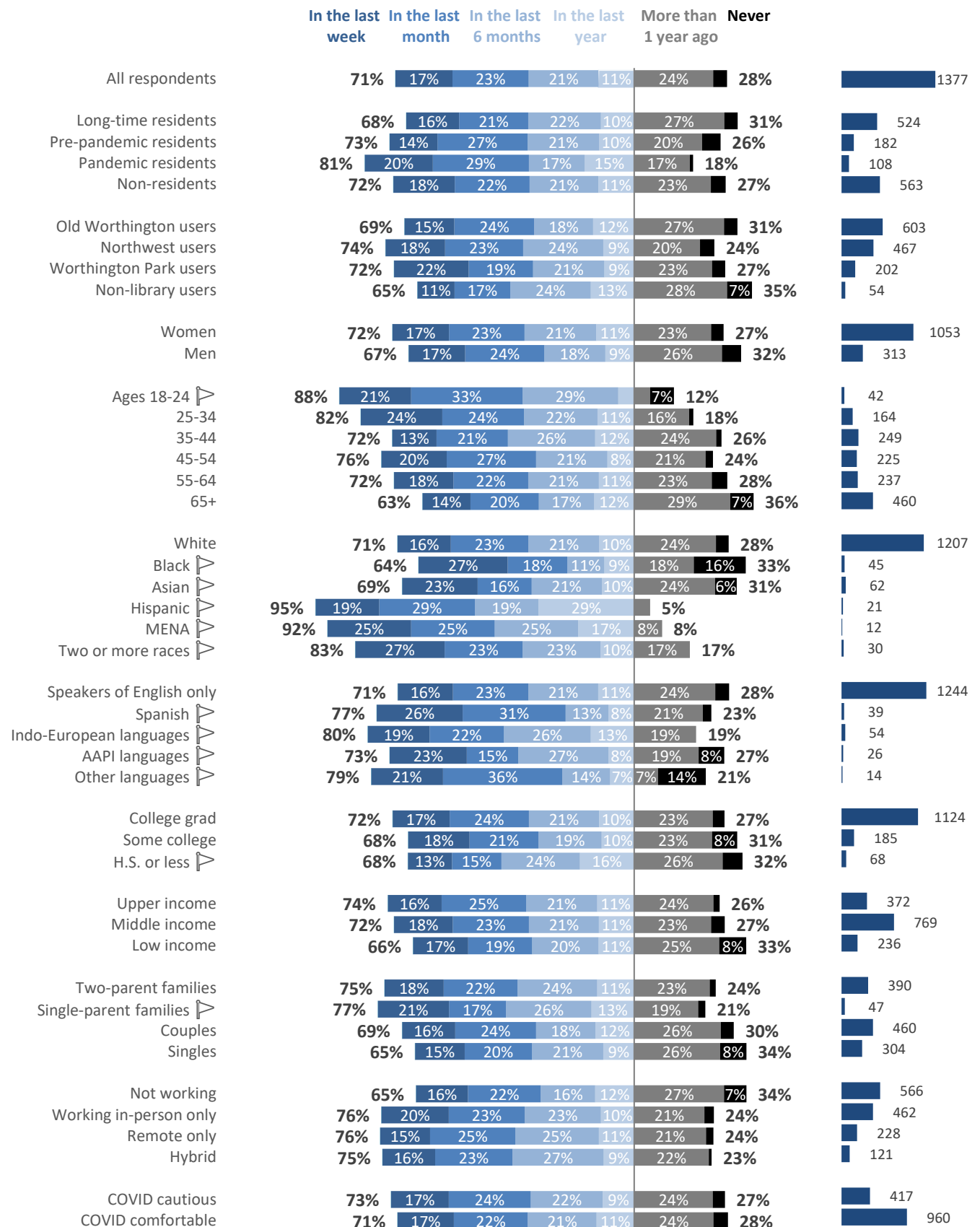


Figure 56. When was the most recent time you... volunteered in the community?

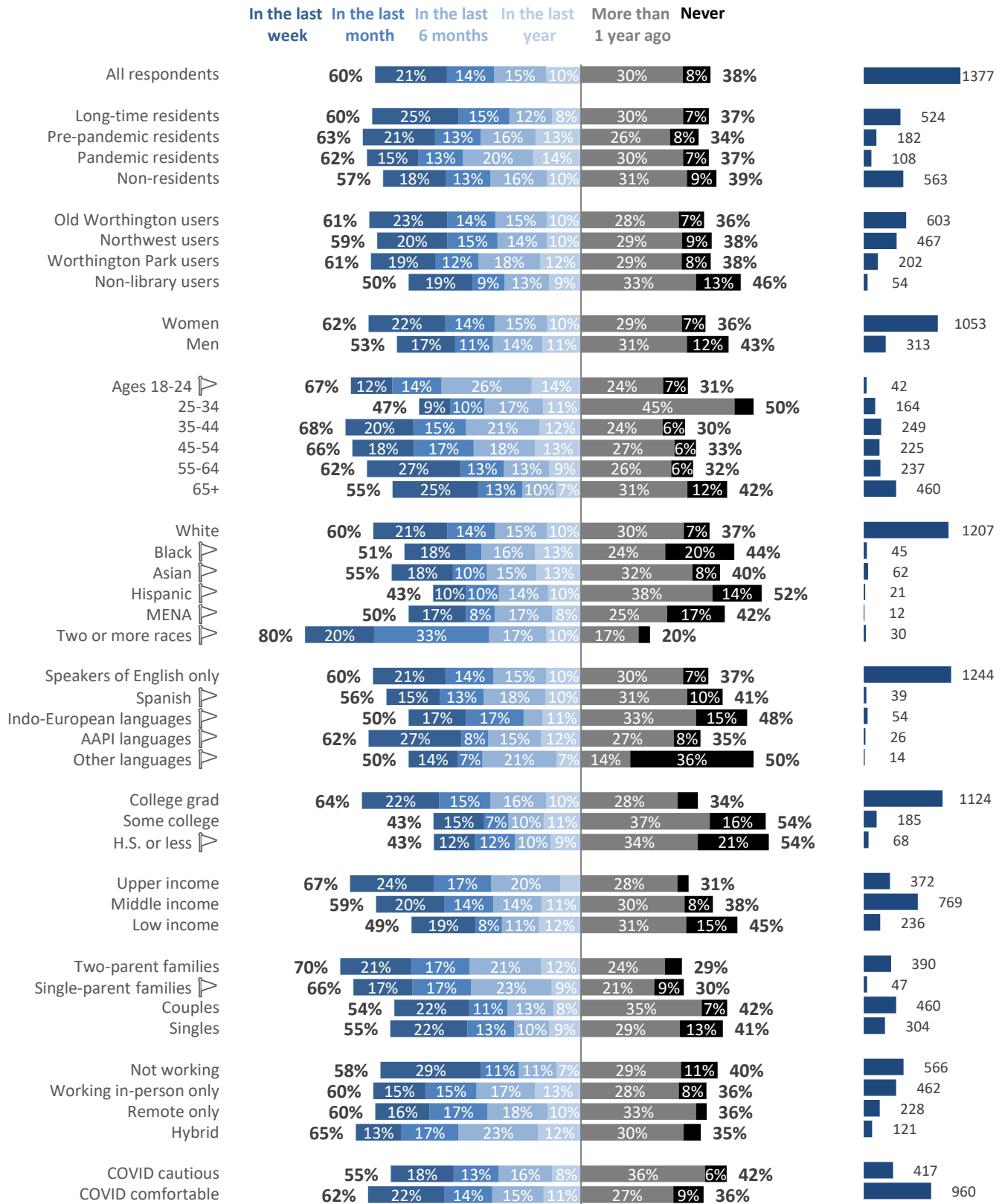


Figure 57. When was the most recent time you... took children to a playground, park, museum, play café or other similar location?

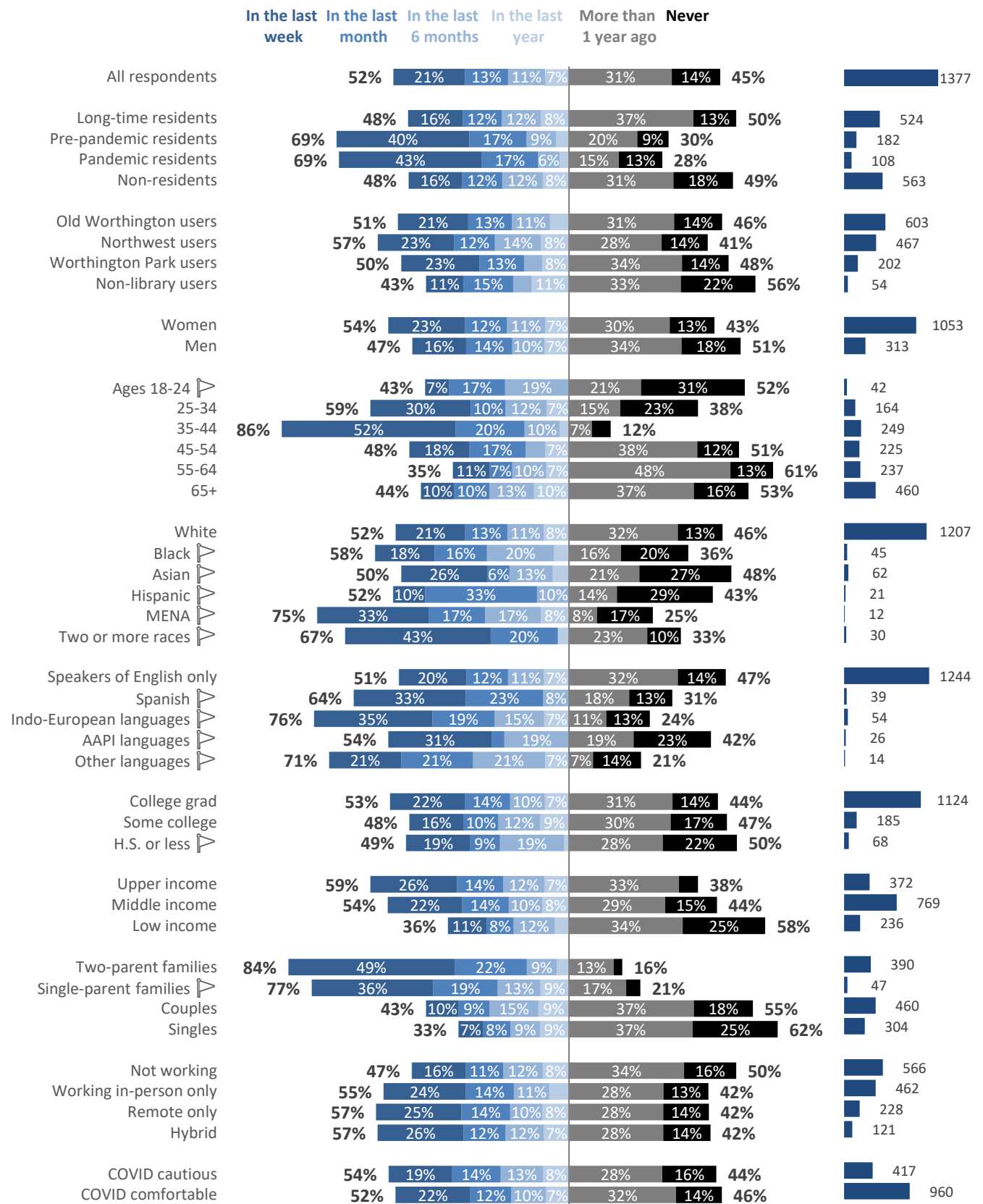


Figure 58. When was the most recent time you... posted a question or asked for advice online (such as Facebook, Nextdoor, Quora)?

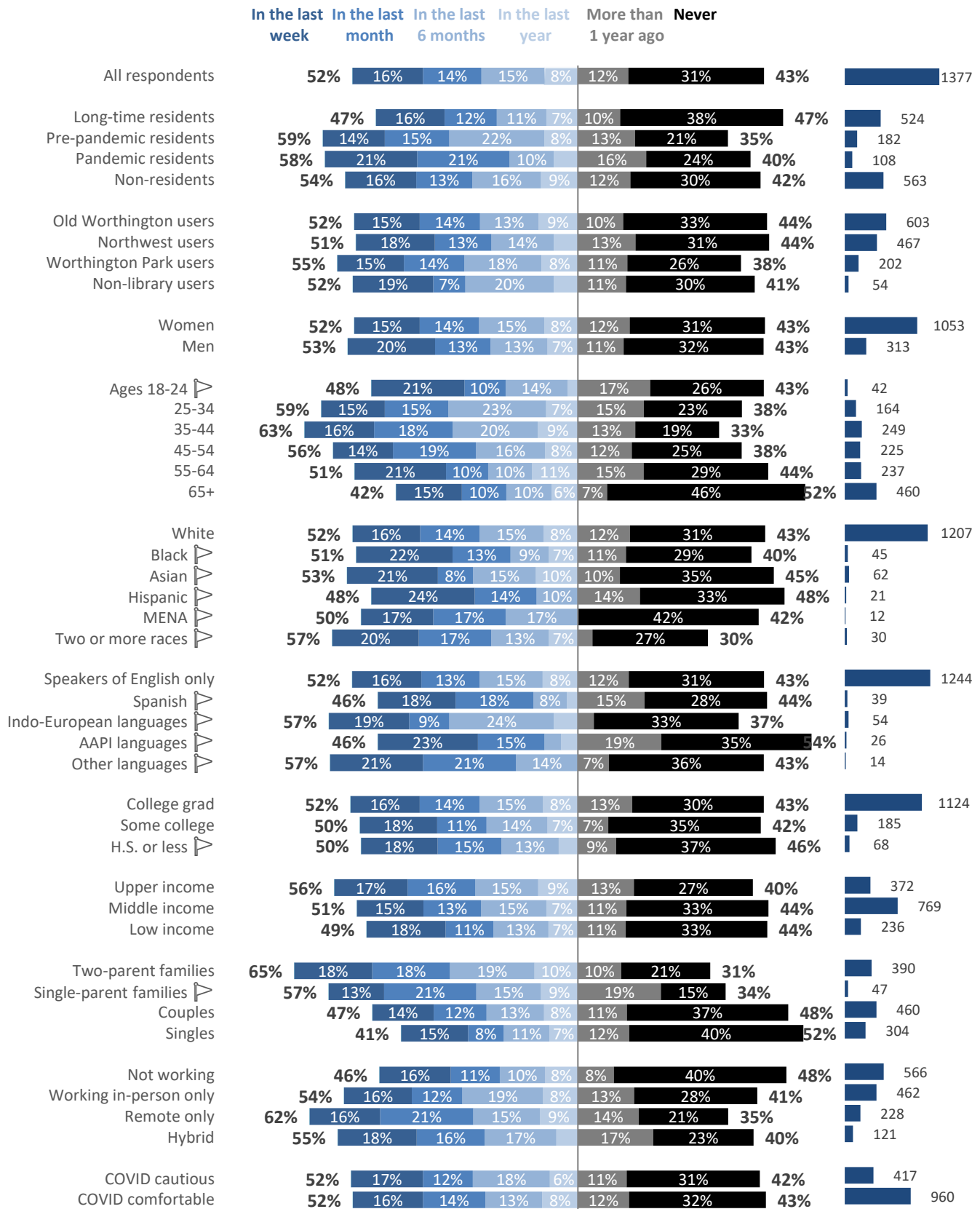


Figure 59. When was the most recent time you... visited a copy shop to make copies or print photos or documents?

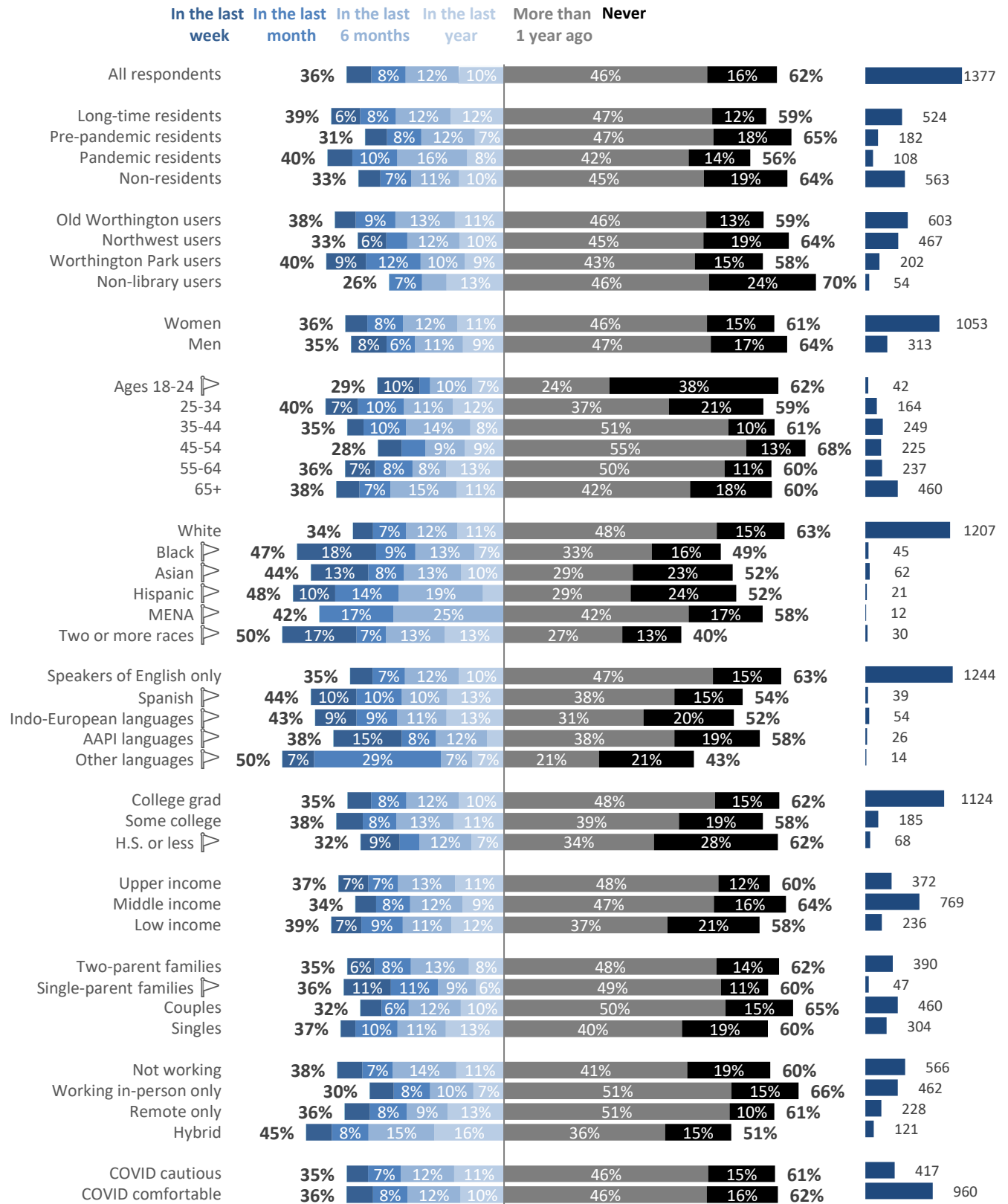


Figure 60. When was the most recent time you... rented movies or videogames (from a video store, vending machine or kiosk)?

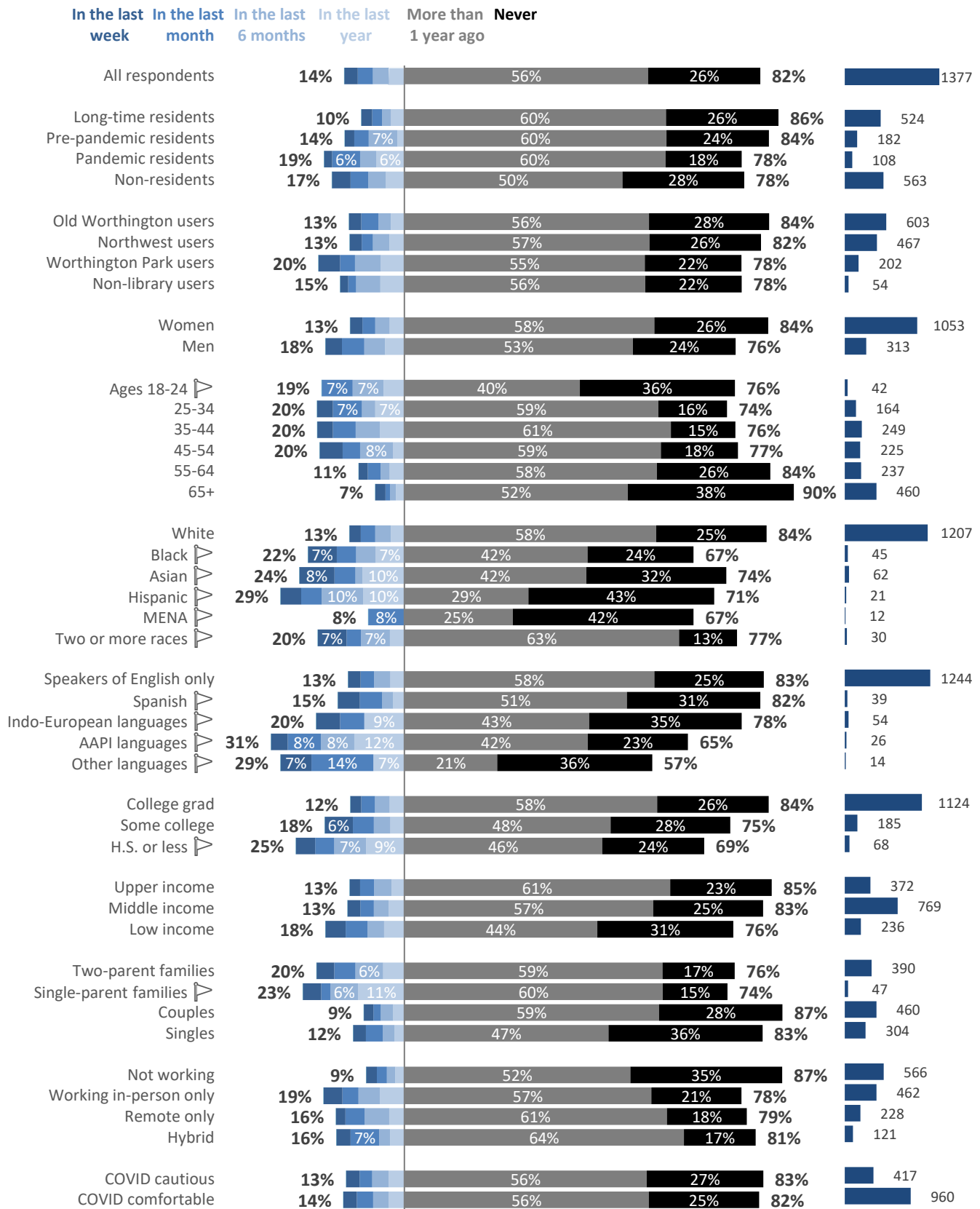
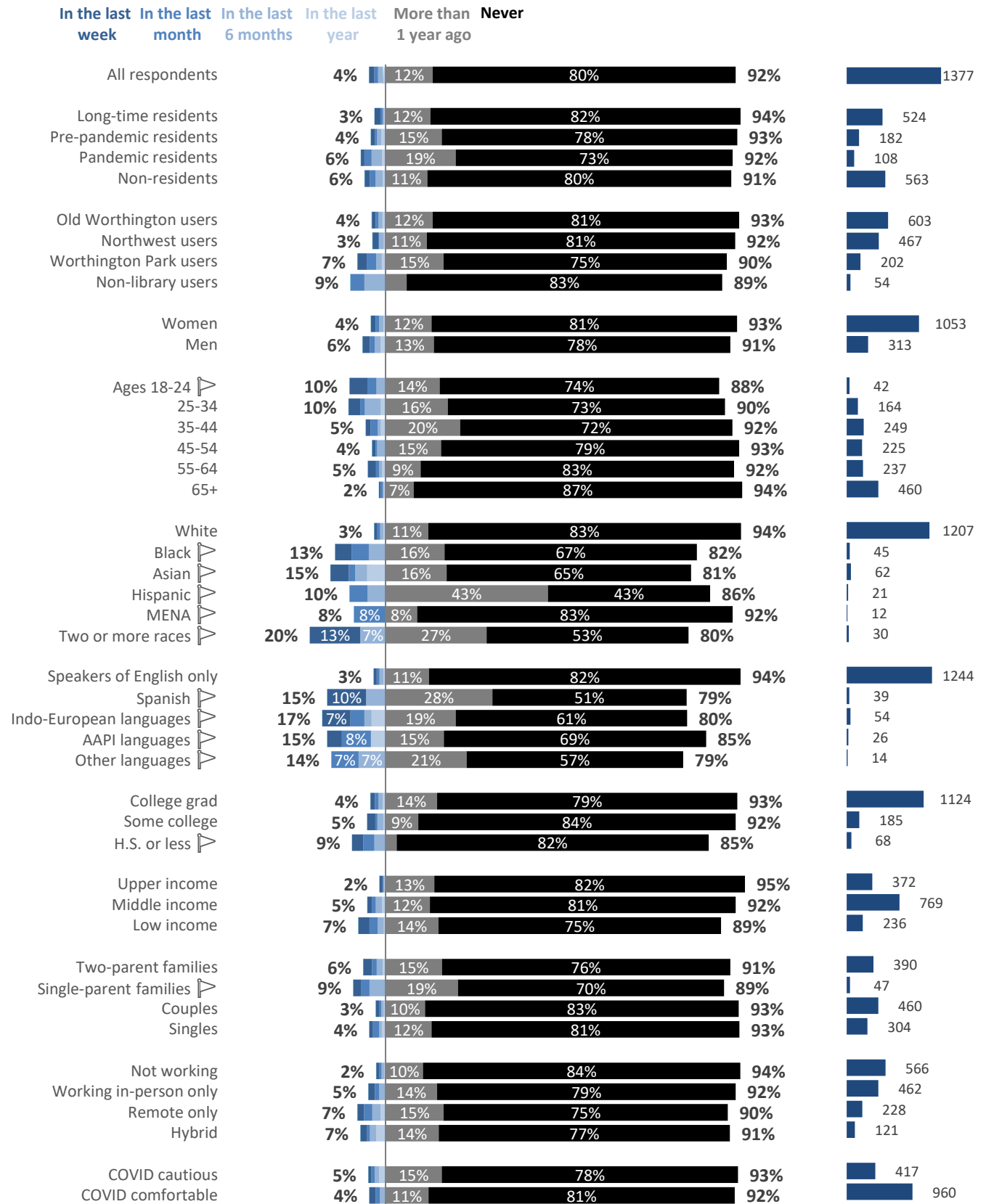


Figure 61. When was the most recent time you... rented a computer at a copy shop, internet cafe or other business?



Library services and materials

Table 4. Have you used any of the following library services and materials offered by Worthington Libraries?

	Curbside pickup / drive-up window	Mobile app for smartphone or tablet	Summer reading program	Free printing	Email newsletter	Storytimes	Study rooms	Meeting rooms	Activity kits for families and adults	After-hours pickup lockers	Educational kits for children	Library Goods	Notary service	Culture passes	Materials in different languages	Resume and job search help	School and homework help	Interpretation services	n=
All respondents	62%	39%	38%	36%	31%	29%	24%	16%	15%	14%	14%	14%	12%	11%	8%	7%	5%	0%	1,377
Long-time residents	68%	43%	46%	31%	33%	34%	22%	18%	16%	16%	15%	15%	15%	10%	8%	7%	5%	0%	524
Pre-pandemic residents	62%	41%	46%	30%	32%	37%	21%	17%	20%	20%	18%	16%	14%	9%	10%	4%	7%	0%	182
Pandemic residents	45%	34%	28%	49%	30%	30%	35%	10%	19%	14%	19%	8%	12%	9%	8%	7%	4%	0%	108
Non-residents	58%	36%	30%	39%	29%	21%	24%	14%	11%	11%	10%	13%	10%	12%	9%	6%	4%	0%	563
Old Worthington users	60%	37%	38%	35%	32%	30%	22%	15%	15%	15%	13%	13%	14%	11%	7%	5%	5%	0%	603
Northwest users	77%	42%	42%	34%	33%	31%	24%	18%	13%	13%	14%	16%	9%	8%	10%	7%	4%	0%	467
Worthington Park users	47%	39%	38%	47%	27%	27%	33%	14%	20%	21%	21%	17%	17%	14%	10%	10%	8%	0%	202
Non-library users	17%	37%	17%	20%	30%	11%	11%	11%	9%	2%	6%	6%	11%	4%	9%	4%	4%	0%	54
Women	64%	40%	43%	34%	31%	32%	23%	15%	16%	14%	15%	13%	11%	11%	8%	5%	5%	0%	1,053
Men	53%	34%	20%	40%	32%	16%	26%	16%	10%	17%	10%	14%	16%	10%	9%	12%	5%	0%	313
Ages 18-24 ▶	50%	21%	52%	43%	5%	5%	45%	10%	17%	10%	7%	21%	5%	12%	17%	2%	12%	0%	42
25-34	52%	48%	35%	52%	29%	30%	34%	12%	19%	12%	14%	15%	12%	15%	15%	11%	9%	0%	164
35-44	61%	45%	59%	39%	33%	49%	29%	12%	28%	22%	31%	14%	16%	17%	11%	5%	6%	0%	249
45-54	61%	47%	54%	40%	36%	40%	28%	20%	23%	19%	19%	16%	18%	11%	7%	8%	7%	0%	225
55-64	63%	37%	39%	33%	33%	24%	29%	19%	8%	16%	6%	14%	9%	9%	9%	11%	6%	0%	237
65+	66%	31%	17%	27%	30%	16%	12%	15%	6%	9%	7%	11%	10%	6%	4%	3%	1%	0%	460
White	63%	40%	37%	32%	32%	29%	21%	15%	14%	15%	13%	13%	11%	10%	6%	6%	4%	0%	1,207
Black ▶	27%	29%	31%	71%	20%	20%	56%	16%	16%	2%	22%	11%	22%	13%	7%	20%	11%	0%	45
Asian ▶	65%	32%	44%	53%	23%	19%	34%	13%	31%	15%	21%	23%	19%	16%	27%	6%	5%	0%	62
Hispanic ▶	43%	24%	24%	38%	24%	14%	29%	14%	10%	5%	0%	24%	14%	5%	33%	5%	0%	0%	21
MENA ▶	42%	42%	67%	75%	42%	33%	50%	17%	50%	25%	33%	25%	17%	25%	33%	0%	0%	0%	12
Two or more races ▶	73%	43%	47%	70%	37%	43%	43%	23%	17%	27%	30%	13%	20%	23%	37%	13%	17%	0%	30
English only	62%	39%	38%	34%	32%	29%	22%	15%	14%	14%	13%	12%	12%	10%	6%	6%	5%	0%	1,244
Spanish ▶	49%	31%	31%	46%	33%	31%	33%	10%	15%	8%	13%	28%	18%	10%	41%	13%	5%	5%	39
Indo-European languages ▶	69%	41%	39%	56%	26%	28%	35%	35%	28%	17%	35%	30%	24%	7%	31%	9%	6%	0%	54
AAPI languages ▶	73%	23%	46%	50%	15%	15%	42%	15%	35%	15%	15%	23%	15%	23%	35%	8%	4%	0%	26
Other languages ▶	36%	29%	50%	79%	21%	29%	64%	21%	29%	21%	21%	29%	21%	29%	29%	21%	0%	0%	14
College grad	63%	39%	39%	34%	31%	30%	24%	17%	16%	15%	15%	13%	14%	11%	9%	6%	4%	0%	1,124
Some college	57%	41%	30%	39%	30%	25%	22%	10%	10%	12%	10%	14%	7%	10%	8%	11%	6%	0%	185
H.S. or less ▶	47%	29%	38%	50%	25%	19%	31%	13%	13%	12%	10%	18%	7%	7%	7%	9%	13%	0%	68
Upper income	65%	45%	45%	25%	32%	36%	21%	18%	16%	16%	16%	14%	13%	9%	7%	3%	4%	0%	372
Middle income	61%	39%	38%	35%	33%	30%	24%	15%	15%	15%	15%	14%	13%	10%	9%	5%	6%	0%	769
Low income	57%	30%	25%	54%	23%	13%	28%	13%	11%	11%	7%	14%	11%	14%	8%	16%	4%	0%	236
Two-parent families	60%	44%	65%	38%	33%	57%	30%	15%	30%	21%	33%	16%	16%	15%	11%	6%	10%	0%	390
Single-parent families ▶	57%	38%	51%	45%	40%	38%	28%	13%	21%	19%	15%	19%	17%	9%	13%	9%	4%	0%	47
Couples	63%	38%	25%	27%	33%	16%	18%	15%	7%	12%	7%	13%	10%	8%	7%	3%	2%	0%	460
Singles	63%	32%	19%	43%	25%	12%	21%	14%	6%	9%	4%	12%	11%	9%	5%	9%	2%	0%	304
Not working	65%	32%	28%	31%	31%	24%	17%	15%	10%	10%	10%	11%	10%	10%	6%	4%	2%	0%	566
In-person working	59%	43%	46%	40%	30%	34%	29%	15%	17%	18%	15%	13%	14%	11%	11%	7%	8%	0%	462
Remote working	55%	43%	39%	39%	29%	28%	30%	16%	16%	18%	17%	21%	14%	12%	9%	10%	5%	0%	228
Hybrid working	67%	46%	51%	32%	36%	30%	27%	17%	26%	18%	20%	15%	15%	8%	11%	9%	5%	1%	121
COVID cautious	66%	40%	36%	36%	34%	26%	24%	16%	15%	15%	12%	15%	14%	11%	10%	7%	4%	0%	417
COVID comfortable	60%	38%	39%	35%	30%	29%	24%	15%	14%	14%	15%	13%	12%	10%	8%	6%	5%	0%	960

Table 5. Before today, have you heard of any of the following library services and materials offered by Worthington Libraries?

	Summer reading program	Meeting rooms	Storytimes	Study rooms	After-hours pickup lockers	School and homework help	Curbside pickup / drive-up window	Activity kits for families and adults	Educational kits for children	Materials in different languages	Resume and job search help	Notary service	Mobile app for smartphone or tablet	Culture passes	Email newsletter	Free printing	Library Goods	Interpretation services
All respondents	75%	73%	73%	72%	69%	68%	67%	50%	50%	45%	43%	35%	35%	32%	30%	27%	23%	17%
Long-time residents	82%	81%	77%	76%	76%	76%	68%	51%	53%	45%	46%	39%	36%	31%	30%	26%	26%	18%
Pre-pandemic residents	73%	68%	81%	72%	72%	69%	72%	58%	61%	47%	37%	34%	38%	38%	38%	34%	18%	19%
Pandemic residents	68%	60%	62%	63%	58%	63%	64%	56%	44%	33%	34%	43%	25%	35%	33%	25%	17%	19%
Non-residents	73%	70%	69%	70%	64%	60%	65%	46%	44%	45%	43%	31%	35%	31%	28%	25%	24%	17%
Old Worthington users	76%	74%	74%	71%	74%	70%	67%	55%	55%	44%	42%	49%	36%	33%	31%	26%	23%	17%
Northwest users	76%	74%	75%	74%	67%	67%	66%	46%	45%	47%	40%	22%	36%	31%	29%	28%	21%	17%
Worthington Park users	78%	72%	70%	73%	77%	70%	77%	54%	55%	46%	56%	35%	28%	35%	32%	30%	29%	23%
Non-library users	58%	52%	52%	60%	26%	33%	47%	24%	20%	35%	37%	25%	35%	23%	24%	28%	14%	13%
Women	79%	74%	77%	74%	72%	71%	68%	52%	53%	45%	44%	36%	36%	36%	30%	27%	24%	18%
Men	66%	68%	60%	66%	59%	55%	63%	44%	38%	42%	35%	33%	33%	19%	30%	25%	21%	15%
Ages 18-24 ▶	55%	61%	50%	57%	50%	54%	48%	40%	36%	43%	32%	18%	12%	16%	28%	38%	15%	17%
25-34	70%	65%	73%	77%	61%	63%	61%	54%	52%	49%	48%	44%	31%	39%	34%	33%	25%	26%
35-44	75%	78%	80%	80%	68%	72%	75%	58%	59%	49%	43%	40%	43%	46%	38%	36%	20%	23%
45-54	78%	74%	77%	79%	76%	76%	74%	55%	51%	48%	46%	39%	47%	38%	37%	33%	27%	14%
55-64	79%	77%	78%	73%	73%	67%	59%	46%	50%	44%	45%	26%	32%	28%	25%	19%	25%	15%
65+	76%	72%	68%	65%	69%	64%	67%	47%	46%	40%	39%	36%	32%	24%	25%	22%	22%	14%
White	77%	75%	74%	73%	71%	69%	68%	50%	50%	44%	42%	36%	35%	33%	30%	26%	23%	17%
Black ▶	52%	53%	50%	40%	43%	48%	48%	45%	49%	21%	36%	23%	31%	23%	25%	23%	28%	20%
Asian ▶	71%	67%	56%	63%	66%	61%	68%	42%	51%	56%	50%	38%	36%	33%	29%	31%	29%	26%
Hispanic ▶	69%	78%	83%	80%	65%	76%	83%	47%	43%	79%	60%	50%	63%	25%	50%	62%	38%	29%
MENA ▶	50%	40%	75%	83%	67%	83%	43%	83%	50%	50%	42%	40%	29%	11%	43%	67%	11%	17%
Two or more races ▶	56%	61%	65%	76%	55%	64%	75%	60%	52%	53%	35%	25%	41%	35%	21%	11%	8%	17%
English only	76%	74%	74%	72%	70%	68%	66%	50%	49%	44%	42%	36%	35%	32%	30%	26%	23%	17%
Spanish ▶	67%	69%	67%	69%	64%	68%	70%	39%	38%	70%	47%	38%	33%	37%	42%	38%	29%	27%
Indo-European languages ▶	61%	54%	67%	71%	51%	61%	53%	51%	60%	41%	39%	32%	22%	32%	25%	29%	29%	22%
AAPL languages ▶	79%	73%	64%	73%	64%	76%	100%	47%	59%	59%	50%	23%	45%	30%	32%	38%	30%	31%
Other languages ▶	86%	55%	40%	60%	45%	71%	78%	50%	55%	50%	45%	36%	50%	30%	55%	33%	20%	21%
College grad	78%	75%	75%	74%	71%	69%	69%	52%	51%	46%	44%	37%	36%	34%	31%	27%	22%	18%
Some college	67%	65%	63%	65%	63%	60%	54%	44%	43%	39%	35%	31%	30%	22%	24%	25%	27%	14%
H.S. or less ▶	64%	56%	62%	62%	57%	59%	61%	42%	48%	38%	39%	29%	35%	21%	29%	32%	29%	19%
Upper income	76%	75%	75%	71%	68%	66%	66%	50%	48%	42%	39%	37%	40%	32%	31%	27%	20%	17%
Middle income	76%	73%	73%	72%	71%	69%	66%	51%	50%	45%	44%	33%	34%	34%	31%	27%	24%	17%
Low income	74%	68%	70%	74%	65%	67%	69%	47%	50%	45%	45%	41%	32%	27%	28%	26%	27%	18%
Two-parent families	71%	76%	78%	81%	71%	74%	72%	57%	54%	49%	43%	38%	42%	44%	41%	36%	24%	22%
Single-parent families ▶	52%	56%	62%	53%	55%	58%	50%	46%	45%	34%	30%	15%	24%	28%	14%	27%	11%	11%
Couples	76%	70%	70%	67%	69%	64%	66%	47%	46%	42%	41%	35%	34%	29%	26%	23%	21%	15%
Singles	79%	76%	75%	72%	70%	69%	67%	50%	52%	44%	47%	41%	32%	27%	27%	20%	25%	16%
Not working	76%	74%	72%	68%	70%	67%	67%	49%	49%	44%	41%	35%	31%	29%	29%	23%	21%	16%
In-person working	73%	69%	72%	75%	68%	67%	68%	48%	48%	42%	42%	34%	37%	33%	28%	29%	25%	18%
Remote working	75%	76%	72%	73%	68%	69%	62%	54%	51%	48%	41%	35%	40%	32%	37%	30%	23%	17%
Hybrid working	81%	79%	79%	83%	75%	71%	70%	58%	57%	47%	55%	48%	38%	41%	32%	32%	25%	20%
COVID cautious	79%	77%	75%	74%	73%	71%	67%	52%	50%	53%	48%	37%	34%	38%	34%	29%	26%	20%
COVID comfortable	74%	71%	72%	71%	68%	66%	66%	49%	49%	41%	40%	35%	36%	30%	29%	26%	22%	16%

n =

	Summer reading program	Meeting rooms	Storytimes	Study rooms	After-hours pickup lockers	School and homework help	Curbside pickup / drive-up window	Activity kits for families and adults	Educational kits for children	Materials in different languages	Resume and job search help	Notary service	Mobile app for smartphone or tablet	Culture passes	Email newsletter	Free printing	Library Goods	Interpretation services
All respondents	857	1,163	984	1,048	1,178	1,310	529	1,175	1,185	1,260	1,287	1,206	842	1,232	950	888	1,188	1,375
Long-time residents	285	431	346	409	439	496	167	442	443	482	485	447	300	472	353	361	446	523
Pre-pandemic residents	99	151	115	143	145	170	69	146	150	164	175	157	108	166	124	128	153	182
Pandemic residents	78	97	76	70	93	104	59	87	88	99	100	95	71	98	76	55	99	108
Non-residents	395	484	447	426	501	540	234	500	504	515	527	507	363	496	397	344	490	562
Old Worthington users	376	514	422	472	513	574	241	514	525	560	570	516	382	535	412	394	527	603
Northwest users	272	382	324	356	408	449	109	404	403	421	435	425	270	428	313	306	394	466
Worthington Park users	125	173	148	135	159	185	107	162	160	182	181	167	123	173	147	108	168	201
Non-library users	45	48	48	48	53	52	45	49	51	49	52	48	34	52	38	43	51	54
Women	599	893	712	810	910	1,004	379	883	893	966	1,000	935	631	938	729	694	911	1,052
Men	250	263	262	232	259	297	147	283	281	285	277	263	206	283	213	189	270	312
Ages 18-24 ▶	20	38	40	23	38	37	21	35	39	35	41	40	33	37	40	24	33	42
25-34	106	144	114	109	145	150	79	133	141	140	146	145	86	140	116	79	139	164
35-44	102	219	126	178	193	235	97	180	171	221	237	210	136	207	168	152	213	249
45-54	104	180	136	163	182	209	88	174	182	209	206	184	120	200	145	136	188	224
55-64	145	193	181	169	200	223	87	219	222	215	212	215	149	215	159	159	204	237
65+	380	389	387	406	420	456	157	434	430	440	445	412	318	433	322	338	411	459
White	755	1,020	855	949	1,030	1,153	447	1,044	1,051	1,132	1,135	1,069	728	1,089	824	821	1,049	1,205
Black ▶	31	38	36	20	44	40	33	38	35	42	36	35	32	39	36	13	40	45
Asian ▶	35	54	50	41	53	59	22	43	49	45	58	50	42	52	48	29	48	62
Hispanic ▶	16	18	18	15	20	21	12	19	21	14	20	18	16	20	16	13	16	21
MENA ▶	4	10	8	6	9	12	7	6	8	8	12	10	7	9	7	3	9	12
Two or more races ▶	16	23	17	17	22	25	8	25	21	19	26	24	17	23	19	9	26	30
English only	776	1,060	886	967	1,064	1,183	476	1,076	1,083	1,173	1,169	1,100	753	1,117	851	827	1,092	1,244
Spanish ▶	27	35	27	26	36	37	20	33	34	23	34	32	27	35	26	21	28	37
Indo-European languages ▶	33	35	39	35	45	51	17	39	35	37	49	41	32	50	40	24	38	54
AAPI languages ▶	14	22	22	15	22	25	7	17	22	17	24	22	20	20	22	13	20	26
Other languages ▶	7	11	10	5	11	14	9	10	11	10	11	11	10	10	11	3	10	14
College grad	686	938	790	857	955	1,078	413	949	957	1,027	1,060	971	685	1,003	770	741	973	1,122
Some college	129	166	139	144	163	173	80	167	167	170	165	172	109	166	129	113	159	185
H.S. or less ▶	42	59	55	47	60	59	36	59	61	63	62	63	48	63	51	34	56	68
Upper income	203	305	237	294	313	357	129	312	313	347	360	325	206	338	252	279	320	372
Middle income	478	653	542	583	655	726	298	652	652	697	728	670	471	691	517	501	665	768
Low income	176	205	205	171	210	227	102	211	220	216	199	211	165	203	181	108	203	235
Two-parent families	135	332	167	273	307	351	155	274	261	346	367	328	218	333	261	241	329	389
Single-parent families ▶	23	41	29	34	38	45	20	37	40	41	43	39	29	43	28	26	38	47
Couples	345	390	387	377	405	450	169	426	427	426	447	412	285	423	309	337	402	459
Singles	247	260	267	239	276	297	114	285	291	288	277	272	206	277	227	172	269	304
Not working	408	480	431	471	511	553	196	511	507	533	543	508	385	511	388	393	504	565
In-person working	250	391	304	330	380	426	191	382	391	412	429	398	262	409	323	275	400	462
Remote working	140	191	164	159	188	216	102	192	190	207	205	197	130	201	161	138	181	228
Hybrid working	59	101	85	88	99	115	40	90	97	108	110	103	65	111	78	82	103	120
COVID cautious	267	351	307	316	354	400	142	353	365	374	389	359	249	370	277	265	354	416
COVID comfortable	590	812	677	732	824	910	387	822	820	886	898	847	593	862	673	623	834	959

Table 6. Are you interested in trying any of the following library services and materials offered by Worthington Libraries?

	Culture passes	Notary service	Free printing	Library Goods	Activity kits for families and adults	After-hours pickup lockers	Mobile app for smartphone or tablet	Curbside pickup / drive-up window	Email newsletter	Educational kits for children	Study rooms	Summer reading program	Resume and job search help	Meeting rooms	Materials in different languages	Storytimes	School and homework help	Interpretation services
All respondents	66%	41%	40%	40%	30%	26%	24%	23%	20%	17%	14%	14%	13%	12%	8%	7%	6%	4%
Long-time residents	67%	44%	40%	39%	25%	24%	25%	22%	21%	13%	13%	11%	9%	10%	6%	6%	5%	4%
Pre-pandemic residents	76%	41%	43%	45%	47%	31%	27%	25%	20%	32%	17%	17%	17%	13%	9%	11%	10%	3%
Pandemic residents	67%	26%	47%	46%	40%	31%	30%	27%	18%	33%	17%	23%	9%	13%	9%	16%	9%	6%
Non-residents	63%	40%	37%	38%	27%	26%	21%	21%	20%	14%	15%	13%	15%	13%	9%	5%	6%	4%
Old Worthington users	68%	41%	42%	42%	28%	30%	25%	22%	22%	16%	14%	12%	9%	12%	8%	5%	4%	3%
Northwest users	66%	43%	38%	38%	34%	25%	24%	32%	20%	20%	17%	14%	15%	11%	6%	8%	7%	4%
Worthington Park users	71%	35%	40%	42%	31%	23%	21%	17%	20%	19%	12%	20%	17%	14%	12%	11%	10%	7%
Non-library users	40%	31%	30%	29%	27%	21%	18%	11%	18%	14%	13%	9%	12%	10%	4%	4%	6%	2%
Women	69%	40%	40%	42%	33%	27%	29%	25%	21%	18%	14%	16%	12%	11%	7%	7%	6%	3%
Men	58%	42%	38%	29%	22%	25%	25%	16%	18%	13%	17%	8%	15%	14%	11%	6%	6%	5%
Ages 18-24 ▶	62%	20%	33%	42%	26%	29%	22%	38%	13%	10%	39%	20%	41%	18%	26%	8%	8%	10%
25-34	79%	35%	57%	48%	48%	32%	21%	29%	16%	33%	27%	27%	21%	17%	21%	16%	10%	8%
35-44	80%	46%	49%	49%	64%	36%	33%	25%	17%	50%	20%	31%	16%	16%	8%	21%	16%	6%
45-54	74%	49%	38%	44%	28%	37%	34%	24%	18%	14%	21%	12%	17%	13%	8%	3%	7%	4%
55-64	65%	45%	45%	39%	22%	26%	24%	16%	22%	8%	11%	8%	12%	10%	5%	3%	2%	2%
65+	54%	36%	31%	30%	15%	15%	29%	19%	25%	7%	6%	8%	3%	7%	4%	3%	1%	2%
White	67%	40%	40%	40%	29%	26%	16%	24%	21%	16%	13%	12%	10%	10%	6%	6%	5%	3%
Black ▶	41%	31%	62%	30%	24%	18%	25%	21%	11%	14%	15%	13%	22%	26%	10%	19%	10%	2%
Asian ▶	79%	64%	41%	50%	49%	43%	28%	18%	17%	31%	39%	43%	38%	26%	40%	18%	24%	16%
Hispanic ▶	65%	28%	31%	38%	26%	25%	21%	8%	13%	24%	7%	6%	5%	11%	21%	0%	0%	24%
MENA ▶	78%	40%	0%	56%	33%	11%	6%	0%	0%	25%	0%	0%	17%	20%	25%	0%	0%	8%
Two or more races ▶	70%	50%	44%	23%	44%	32%	24%	13%	21%	33%	24%	44%	35%	17%	42%	12%	12%	20%
English only	65%	40%	39%	39%	29%	26%	24%	22%	20%	16%	14%	12%	11%	11%	5%	6%	5%	2%
Spanish ▶	80%	34%	57%	46%	33%	28%	19%	25%	19%	32%	15%	22%	12%	17%	30%	7%	14%	22%
Indo-European languages ▶	80%	61%	50%	37%	46%	42%	19%	18%	23%	34%	23%	30%	37%	20%	49%	18%	22%	20%
AAPL languages ▶	75%	59%	69%	65%	53%	45%	35%	29%	18%	18%	53%	43%	46%	36%	47%	14%	20%	27%
Other languages ▶	50%	27%	0%	50%	20%	9%	30%	33%	18%	18%	0%	14%	27%	27%	20%	0%	7%	7%
College grad	69%	43%	41%	40%	31%	27%	25%	23%	21%	19%	15%	14%	12%	12%	8%	7%	6%	4%
Some college	58%	34%	34%	40%	27%	24%	19%	21%	19%	10%	10%	11%	16%	9%	6%	5%	5%	4%
H.S. or less ▶	40%	17%	35%	29%	20%	25%	23%	19%	12%	16%	13%	12%	21%	10%	11%	11%	10%	0%
Upper income	67%	44%	39%	42%	34%	29%	28%	29%	19%	21%	14%	12%	8%	12%	5%	9%	5%	3%
Middle income	68%	39%	38%	41%	31%	25%	23%	20%	21%	18%	14%	15%	13%	10%	9%	6%	6%	4%
Low income	60%	40%	53%	31%	21%	26%	24%	22%	21%	11%	16%	12%	20%	17%	8%	7%	7%	6%
Two-parent families	79%	43%	45%	43%	60%	33%	32%	29%	15%	45%	23%	31%	16%	17%	9%	22%	17%	4%
Single-parent families ▶	65%	41%	50%	39%	38%	37%	24%	25%	14%	35%	9%	35%	21%	10%	7%	7%	9%	6%
Couples	60%	40%	30%	39%	21%	23%	26%	25%	23%	8%	12%	10%	7%	11%	8%	4%	2%	3%
Singles	62%	36%	45%	33%	15%	23%	17%	15%	22%	8%	11%	9%	10%	8%	4%	2%	1%	3%
Not working	59%	36%	34%	33%	22%	17%	19%	21%	21%	11%	10%	10%	8%	9%	5%	5%	3%	2%
In-person working	69%	43%	43%	44%	35%	31%	25%	20%	21%	22%	15%	17%	17%	13%	9%	9%	8%	5%
Remote working	70%	45%	40%	41%	33%	34%	29%	27%	18%	17%	22%	12%	16%	15%	11%	5%	9%	4%
Hybrid working	85%	45%	55%	52%	50%	44%	38%	33%	17%	33%	20%	32%	14%	16%	8%	13%	7%	7%
COVID cautious	74%	47%	43%	45%	33%	32%	29%	32%	20%	21%	17%	14%	15%	12%	10%	8%	7%	6%
COVID comfortable	63%	38%	38%	38%	29%	24%	22%	19%	20%	16%	13%	14%	11%	12%	7%	6%	6%	3%

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	Summer reading program	Meeting rooms	Storytimes	Study rooms	After-hours pickup lockers	School and homework help	Curbside pickup / drive-up window	Activity kits for families and adults	Educational kits for children	Materials in different languages	Resume and job search help	Notary service	Mobile app for smartphone or tablet	Culture passes	Email newsletter	Free printing	Library Goods	Interpretation services
All respondents	857	1,163	984	1,048	1,178	1,310	529	1,175	1,185	1,260	1,287	1,206	842	1,232	950	888	1,188	1,375
Long-time residents	285	431	346	409	439	496	167	442	443	482	485	447	300	472	353	361	446	523
Pre-pandemic residents	99	151	115	143	145	170	69	146	150	164	175	157	108	166	124	128	153	182
Pandemic residents	78	97	76	70	93	104	59	87	88	99	100	95	71	98	76	55	99	108
Non-residents	395	484	447	426	501	540	234	500	504	515	527	507	363	496	397	344	490	562
Old Worthington users	376	514	422	472	513	574	241	514	525	560	570	516	382	535	412	394	527	603
Northwest users	272	382	324	356	408	449	109	404	403	421	435	425	270	428	313	306	394	466
Worthington Park users	125	173	148	135	159	185	107	162	160	182	181	167	123	173	147	108	168	201
Non-library users	45	48	48	48	53	52	45	49	51	49	52	48	34	52	38	43	51	54
Women	599	893	712	810	910	1,004	379	883	893	966	1,000	935	631	938	729	694	911	1,052
Men	250	263	262	232	259	297	147	283	281	285	277	263	206	283	213	189	270	312
Ages 18-24 ▶	20	38	40	23	38	37	21	35	39	35	41	40	33	37	40	24	33	42
25-34	106	144	114	109	145	150	79	133	141	140	146	145	86	140	116	79	139	164
35-44	102	219	126	178	193	235	97	180	171	221	237	210	136	207	168	152	213	249
45-54	104	180	136	163	182	209	88	174	182	209	206	184	120	200	145	136	188	224
55-64	145	193	181	169	200	223	87	219	222	215	212	215	149	215	159	159	204	237
65+	380	389	387	406	420	456	157	434	430	440	445	412	318	433	322	338	411	459
White	755	1,020	855	949	1,030	1,153	447	1,044	1,051	1,132	1,135	1,069	728	1,089	824	821	1,049	1,205
Black ▶	31	38	36	20	44	40	33	38	35	42	36	35	32	39	36	13	40	45
Asian ▶	35	54	50	41	53	59	22	43	49	45	58	50	42	52	48	29	48	62
Hispanic ▶	16	18	18	15	20	21	12	19	21	14	20	18	16	20	16	13	16	21
MENA ▶	4	10	8	6	9	12	7	6	8	8	12	10	7	9	7	3	9	12
Two or more races ▶	16	23	17	17	22	25	8	25	21	19	26	24	17	23	19	9	26	30
English only	776	1,060	886	967	1,064	1,183	476	1,076	1,083	1,173	1,169	1,100	753	1,117	851	827	1,092	1,244
Spanish ▶	27	35	27	26	36	37	20	33	34	23	34	32	27	35	26	21	28	37
Indo-European languages ▶	33	35	39	35	45	51	17	39	35	37	49	41	32	50	40	24	38	54
AAPL languages ▶	14	22	22	15	22	25	7	17	22	17	24	22	20	20	22	13	20	26
Other languages ▶	7	11	10	5	11	14	9	10	11	10	11	11	10	10	11	3	10	14
College grad	686	938	790	857	955	1,078	413	949	957	1,027	1,060	971	685	1,003	770	741	973	1,122
Some college	129	166	139	144	163	173	80	167	167	170	165	172	109	166	129	113	159	185
H.S. or less ▶	42	59	55	47	60	59	36	59	61	63	62	63	48	63	51	34	56	68
Upper income	203	305	237	294	313	357	129	312	313	347	360	325	206	338	252	279	320	372
Middle income	478	653	542	583	655	726	298	652	652	697	728	670	471	691	517	501	665	768
Low income	176	205	205	171	210	227	102	211	220	216	199	211	165	203	181	108	203	235
Two-parent families	135	332	167	273	307	351	155	274	261	346	367	328	218	333	261	241	329	389
Single-parent families ▶	23	41	29	34	38	45	20	37	40	41	43	39	29	43	28	26	38	47
Couples	345	390	387	377	405	450	169	426	427	426	447	412	285	423	309	337	402	459
Singles	247	260	267	239	276	297	114	285	291	288	277	272	206	277	227	172	269	304
Not working	408	480	431	471	511	553	196	511	507	533	543	508	385	511	388	393	504	565
In-person working	250	391	304	330	380	426	191	382	391	412	429	398	262	409	323	275	400	462
Remote working	140	191	164	159	188	216	102	192	190	207	205	197	130	201	161	138	181	228
Hybrid working	59	101	85	88	99	115	40	90	97	108	110	103	65	111	78	82	103	120
COVID cautious	267	351	307	316	354	400	142	353	365	374	389	359	249	370	277	265	354	416
COVID comfortable	590	812	677	732	824	910	387	822	820	886	898	847	593	862	673	623	834	959

Figure 62. As we consider adding new library services, how likely are you to use... passport applications and/or photos?

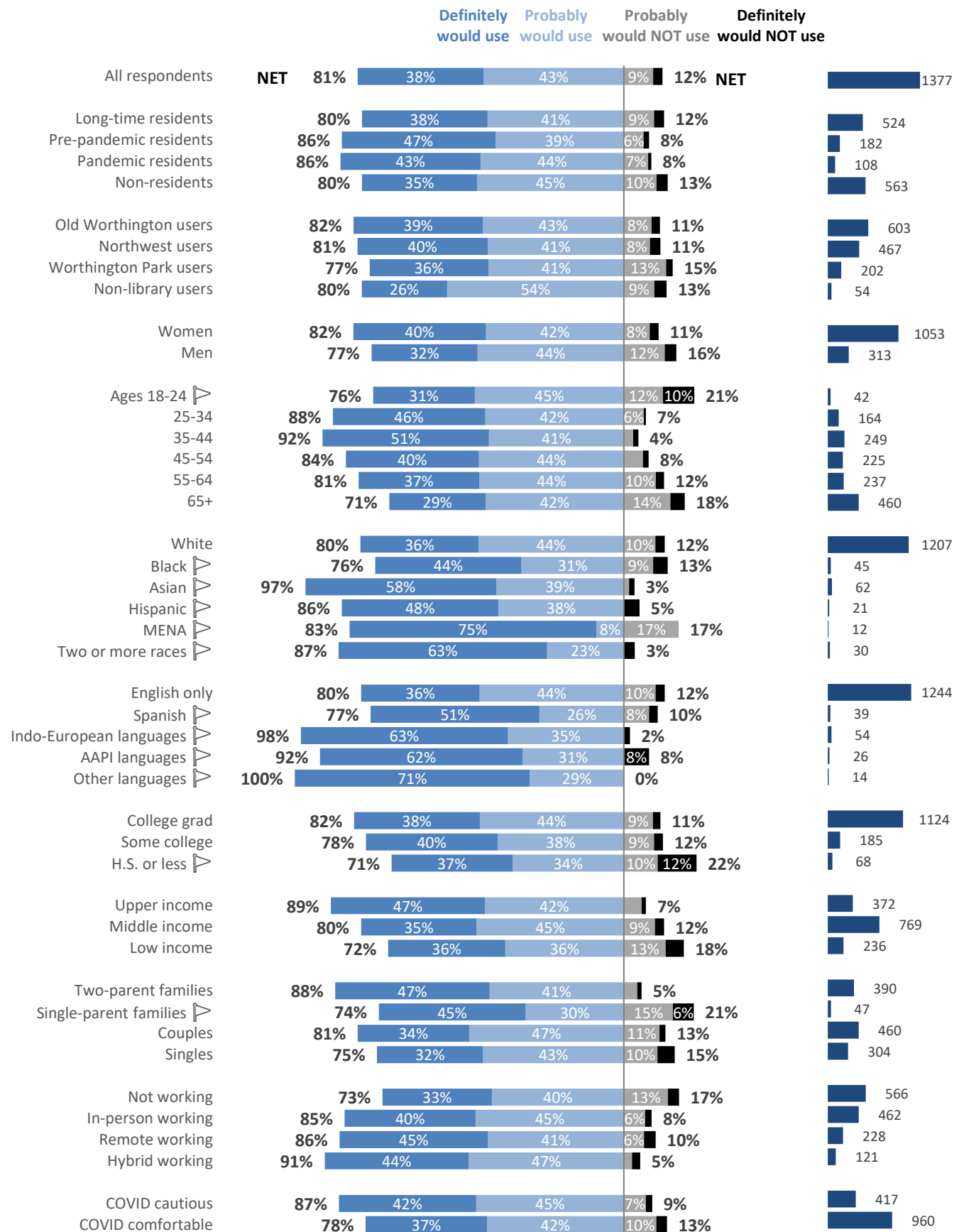


Figure 63. As we consider adding new library services, how likely are you to use... a makerspace?

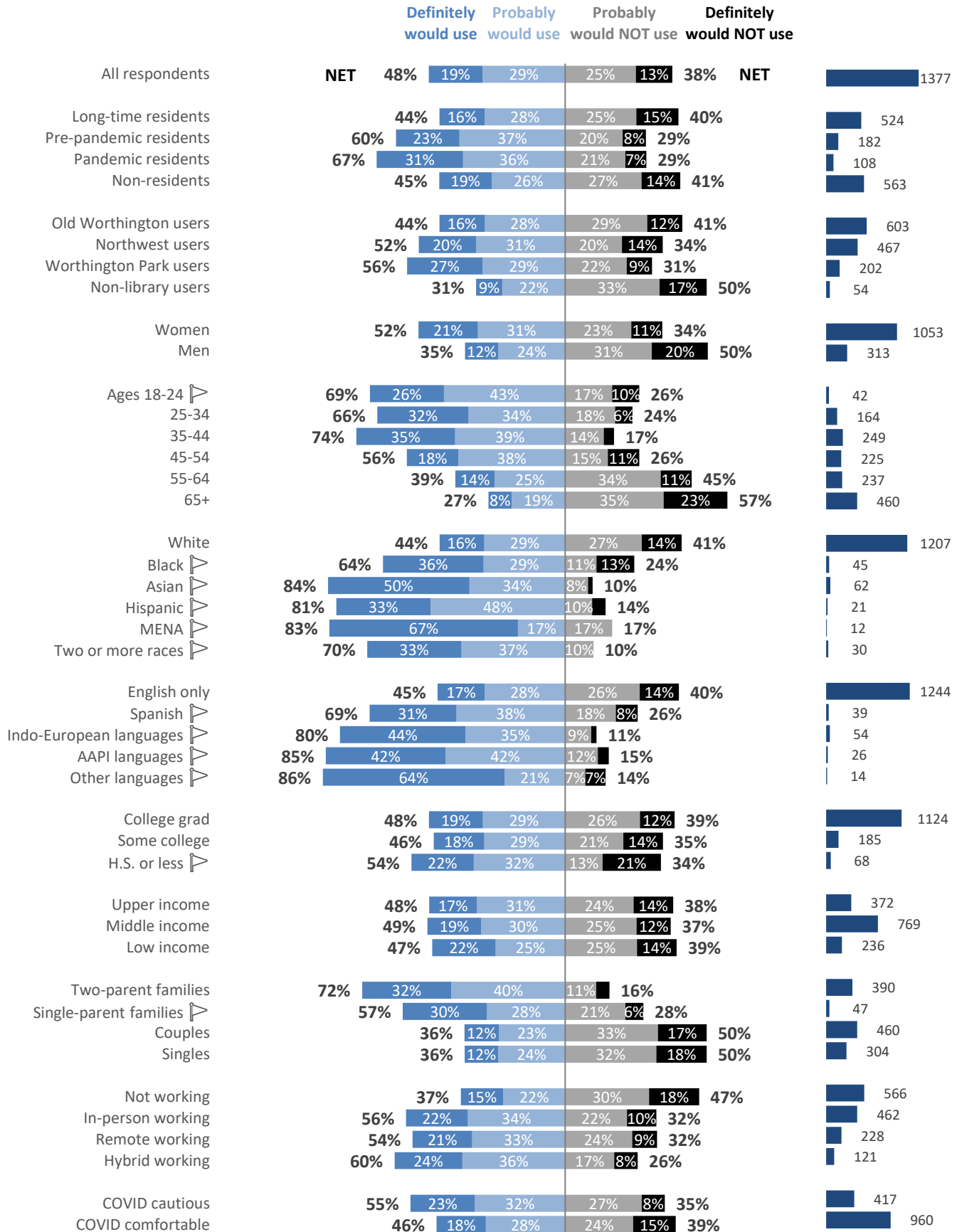


Figure 64. As we consider adding new library services, how likely are you to use... a book mobile visit to my neighborhood?

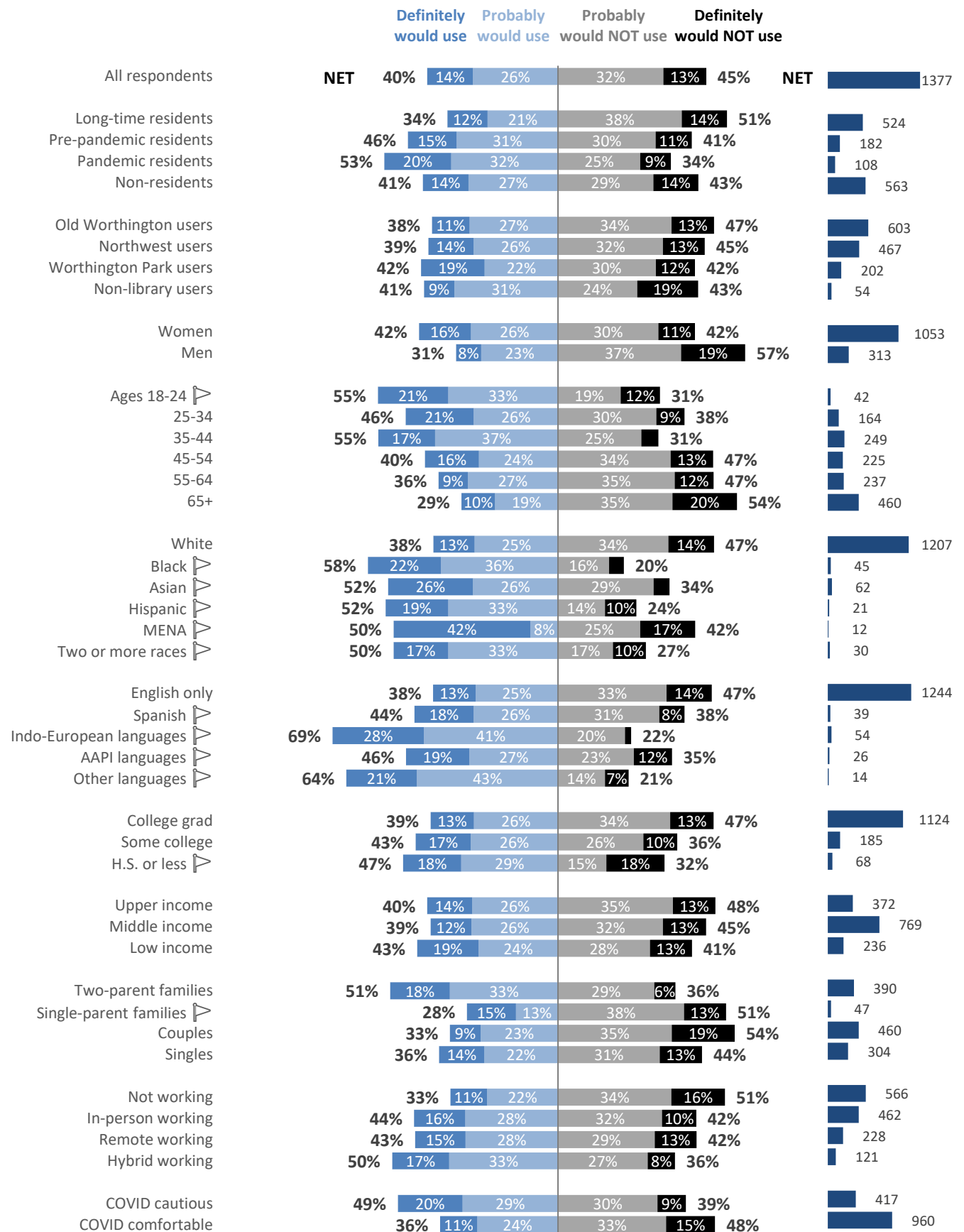


Figure 65. As we consider adding new library services, how likely are you to use... a photo / recording booth?

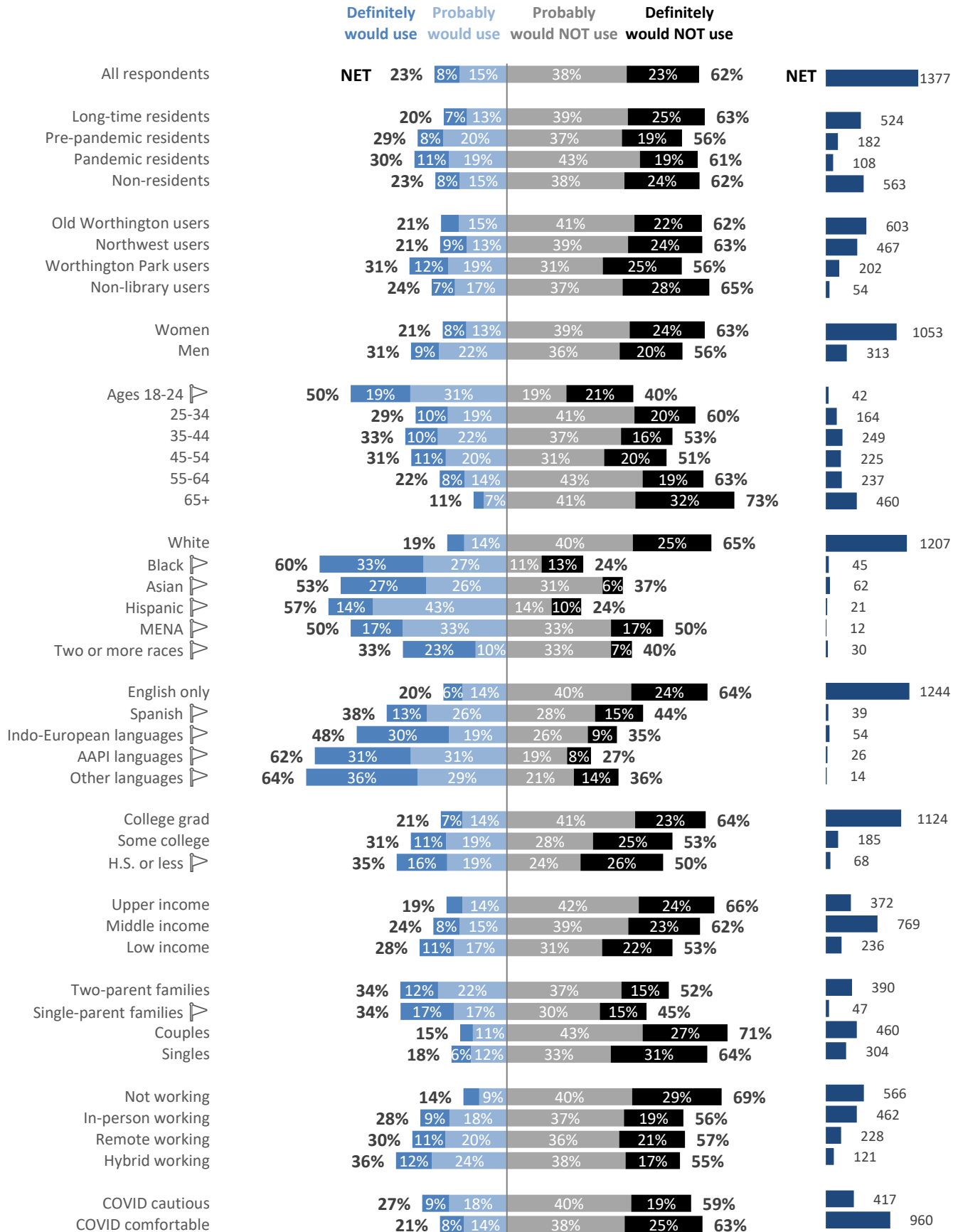
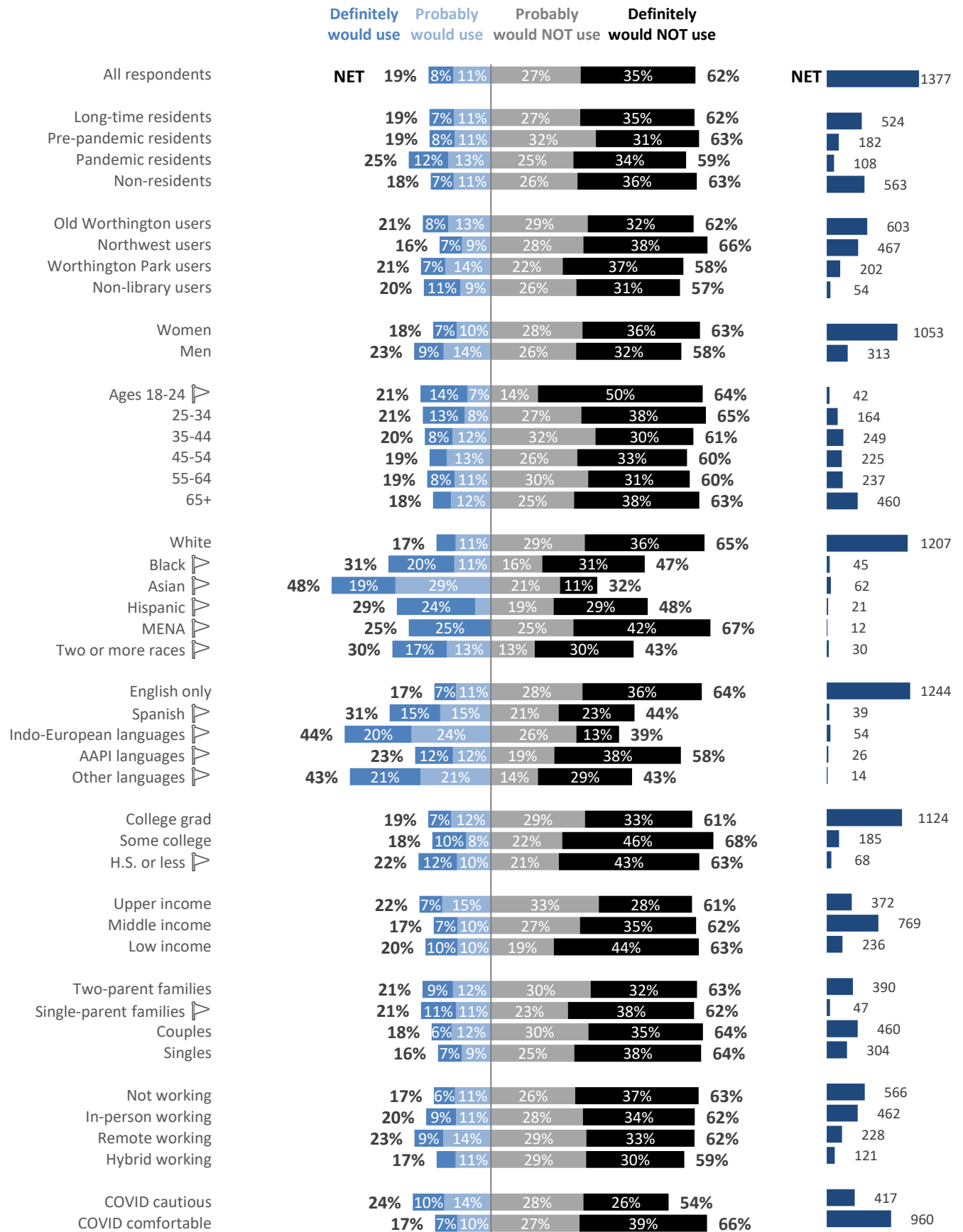


Figure 66. As we consider adding new library services, how likely are you to use... an electric vehicle charging station?



Library hours

Figure 67. The library is available at days and times that work for me.

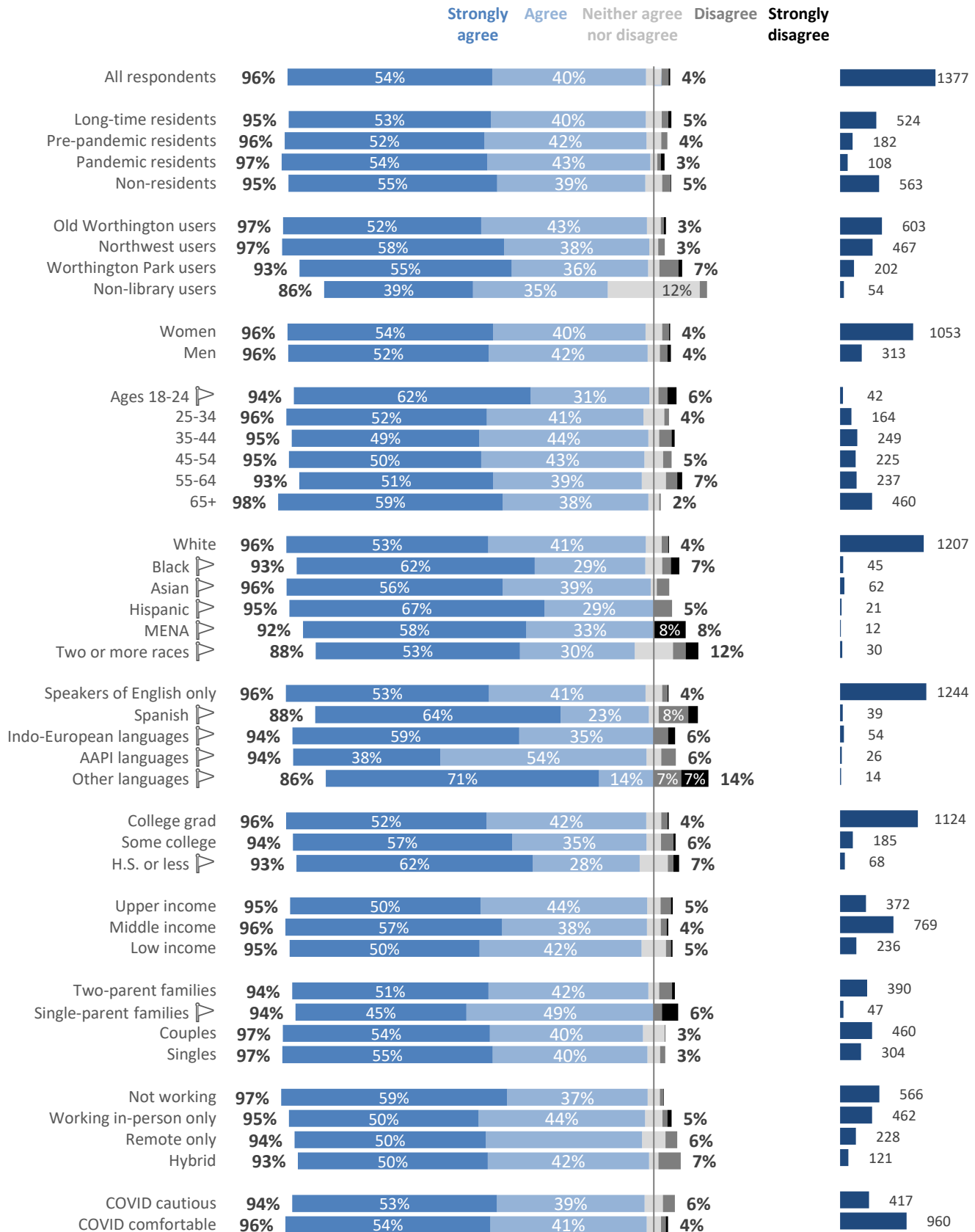


Table 7. Which times of day would you prefer to use the library?

	Monday-Thursday open	Friday open	Saturday open	Sunday open	Monday-Thursday before	Monday-Thursday after	Friday before	Friday after	Saturday before	Saturday after	Sunday before	Sunday after	n=
	Open hours				Weekday extended hours				Weekend extended hours				
All respondents	91%	65%	83%	68%	10%	7%	9%	45%	9%	29%	42%	25%	1,377
Long-time residents	92%	66%	81%	65%	9%	7%	9%	45%	9%	29%	38%	23%	524
Pre-pandemic residents	92%	59%	86%	73%	13%	9%	11%	54%	9%	34%	52%	32%	182
Pandemic residents	88%	60%	89%	72%	11%	8%	7%	42%	14%	32%	53%	29%	108
Non-residents	91%	66%	83%	67%	9%	6%	8%	44%	9%	27%	41%	24%	563
Old Worthington users	92%	67%	85%	70%	9%	7%	9%	44%	9%	28%	42%	25%	603
Northwest users	92%	67%	82%	67%	9%	7%	7%	45%	9%	28%	40%	23%	467
Worthington Park users	92%	56%	80%	63%	11%	9%	10%	50%	10%	33%	46%	30%	202
Non-library users	76%	48%	70%	59%	11%	4%	9%	43%	15%	24%	46%	22%	54
Women	92%	66%	83%	68%	9%	7%	8%	45%	9%	28%	42%	25%	1,053
Men	90%	62%	81%	65%	12%	9%	12%	46%	11%	30%	42%	24%	313
Ages 18-24 ▶	95%	79%	88%	67%	14%	21%	12%	74%	19%	57%	45%	55%	42
25-34	95%	61%	87%	71%	12%	13%	12%	58%	13%	40%	64%	37%	164
35-44	88%	52%	82%	71%	14%	8%	10%	61%	14%	38%	57%	35%	249
45-54	89%	46%	83%	65%	9%	9%	8%	63%	8%	33%	39%	30%	225
55-64	89%	61%	79%	62%	12%	8%	12%	42%	12%	26%	35%	21%	237
65+	94%	83%	83%	69%	5%	2%	5%	23%	4%	17%	31%	13%	460
White	92%	66%	83%	68%	9%	7%	8%	44%	9%	28%	42%	24%	1,207
Black ▶	84%	62%	71%	58%	22%	13%	16%	49%	16%	42%	36%	36%	45
Asian ▶	92%	53%	82%	66%	15%	8%	15%	66%	15%	37%	48%	34%	62
Hispanic ▶	81%	52%	86%	62%	14%	14%	14%	38%	19%	29%	71%	29%	21
MENA ▶	92%	58%	92%	67%	8%	0%	0%	75%	17%	33%	67%	33%	12
Two or more races ▶	90%	67%	80%	63%	13%	23%	13%	57%	10%	47%	37%	40%	30
English only	91%	65%	83%	68%	9%	7%	8%	44%	9%	28%	42%	25%	1,244
Spanish ▶	90%	59%	85%	67%	13%	15%	13%	51%	18%	41%	33%	41%	39
Indo-European languages ▶	93%	50%	81%	61%	15%	17%	15%	67%	17%	39%	52%	31%	54
AAPL languages ▶	88%	77%	88%	50%	23%	12%	19%	58%	23%	31%	54%	23%	26
Other languages ▶	86%	64%	86%	64%	21%	14%	0%	36%	7%	14%	43%	14%	14
College grad	92%	64%	83%	69%	9%	6%	8%	47%	9%	29%	44%	25%	1,124
Some college	92%	66%	82%	63%	11%	11%	10%	38%	9%	28%	34%	26%	185
H.S. or less ▶	85%	71%	76%	57%	13%	13%	10%	43%	10%	34%	40%	31%	68
Upper income	91%	58%	85%	71%	10%	5%	10%	51%	11%	28%	45%	25%	372
Middle income	92%	66%	82%	66%	9%	8%	8%	44%	9%	29%	43%	25%	769
Low income	89%	70%	83%	67%	10%	9%	8%	41%	9%	31%	37%	25%	236
Two-parent families	92%	55%	83%	69%	13%	9%	11%	63%	13%	39%	54%	35%	390
Single-parent families ▶	79%	49%	79%	62%	28%	9%	23%	53%	11%	28%	49%	21%	47
Couples	92%	71%	82%	66%	7%	7%	6%	36%	5%	24%	38%	20%	460
Singles	92%	68%	83%	69%	8%	6%	6%	36%	9%	24%	32%	21%	304
Not working	94%	84%	81%	66%	6%	4%	6%	25%	5%	20%	34%	17%	566
In-person working	90%	52%	83%	64%	12%	10%	10%	58%	13%	32%	46%	28%	462
Remote working	87%	53%	82%	71%	12%	11%	11%	58%	10%	39%	48%	35%	228
Hybrid working	91%	45%	91%	82%	15%	8%	12%	71%	14%	40%	57%	34%	121
COVID cautious	92%	65%	83%	67%	11%	9%	10%	50%	12%	31%	49%	27%	417
COVID comfortable	91%	65%	83%	68%	9%	7%	8%	44%	8%	28%	39%	24%	960

Pandemic impact

Figure 68. Currently, how worried are you that you will get the coronavirus (COVID-19)?

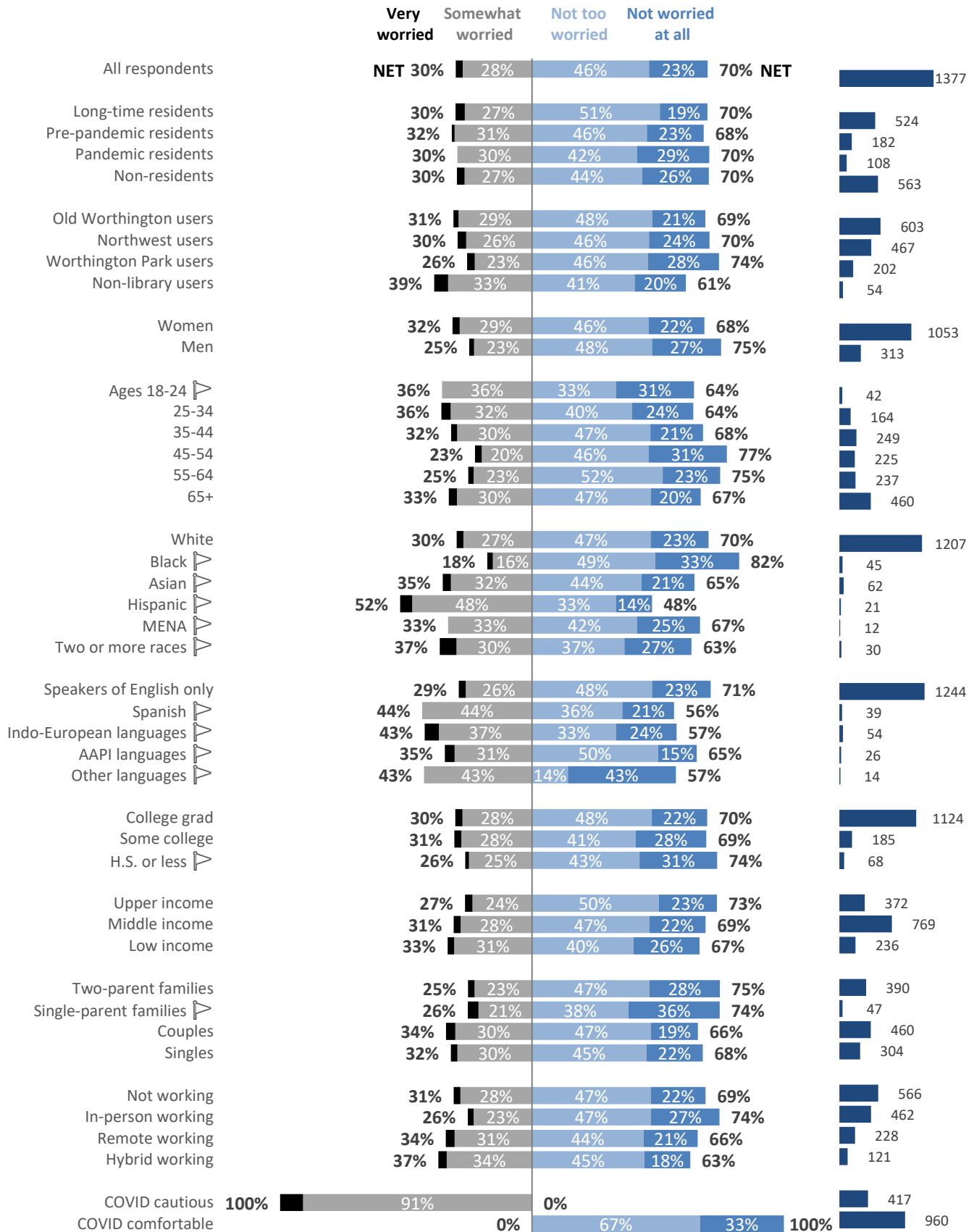


Figure 69. Currently, how worried are you that your child(ren) will get the coronavirus (COVID-19)?

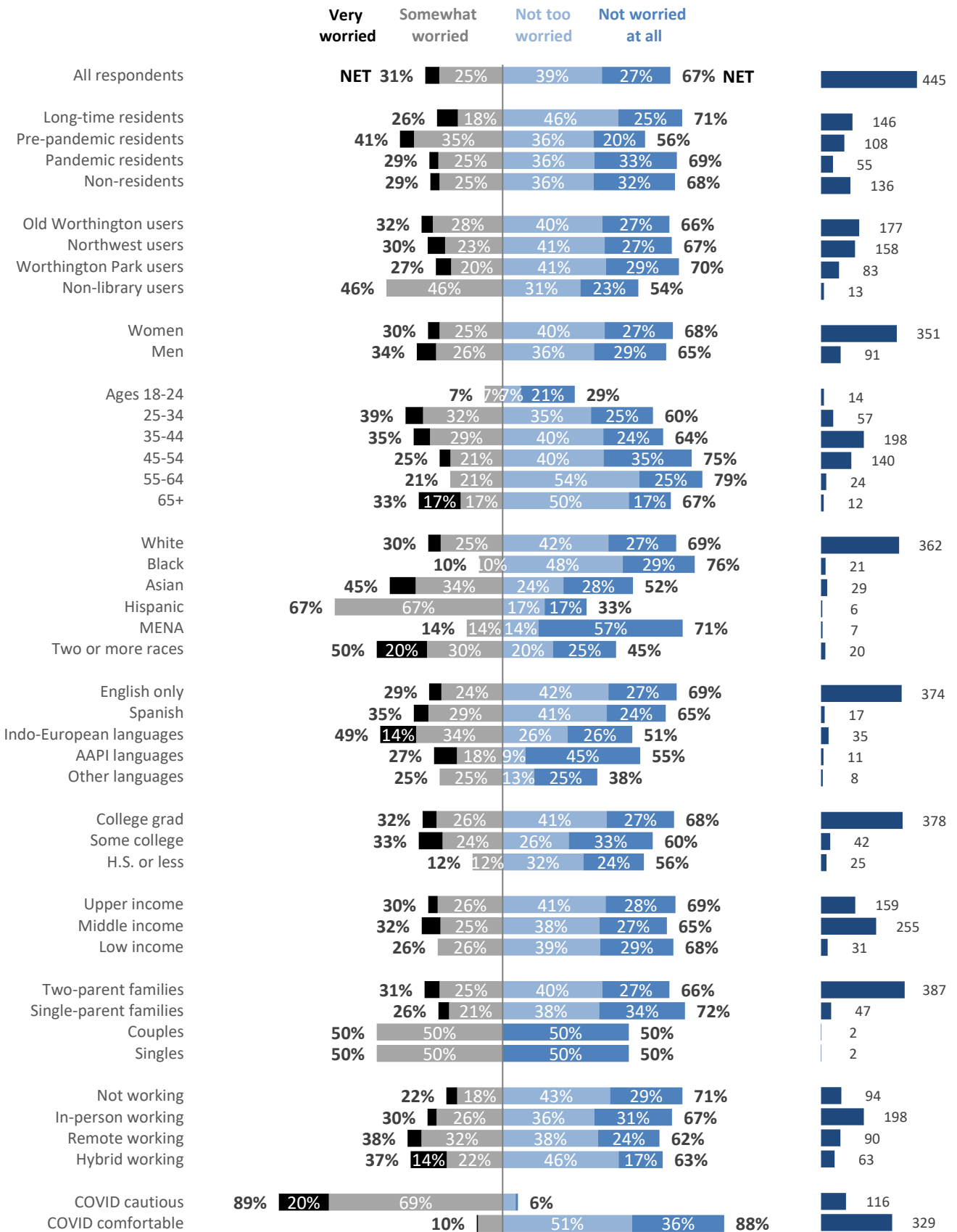


Figure 70. As a result of the coronavirus outbreak, how much have your priorities in life changed?

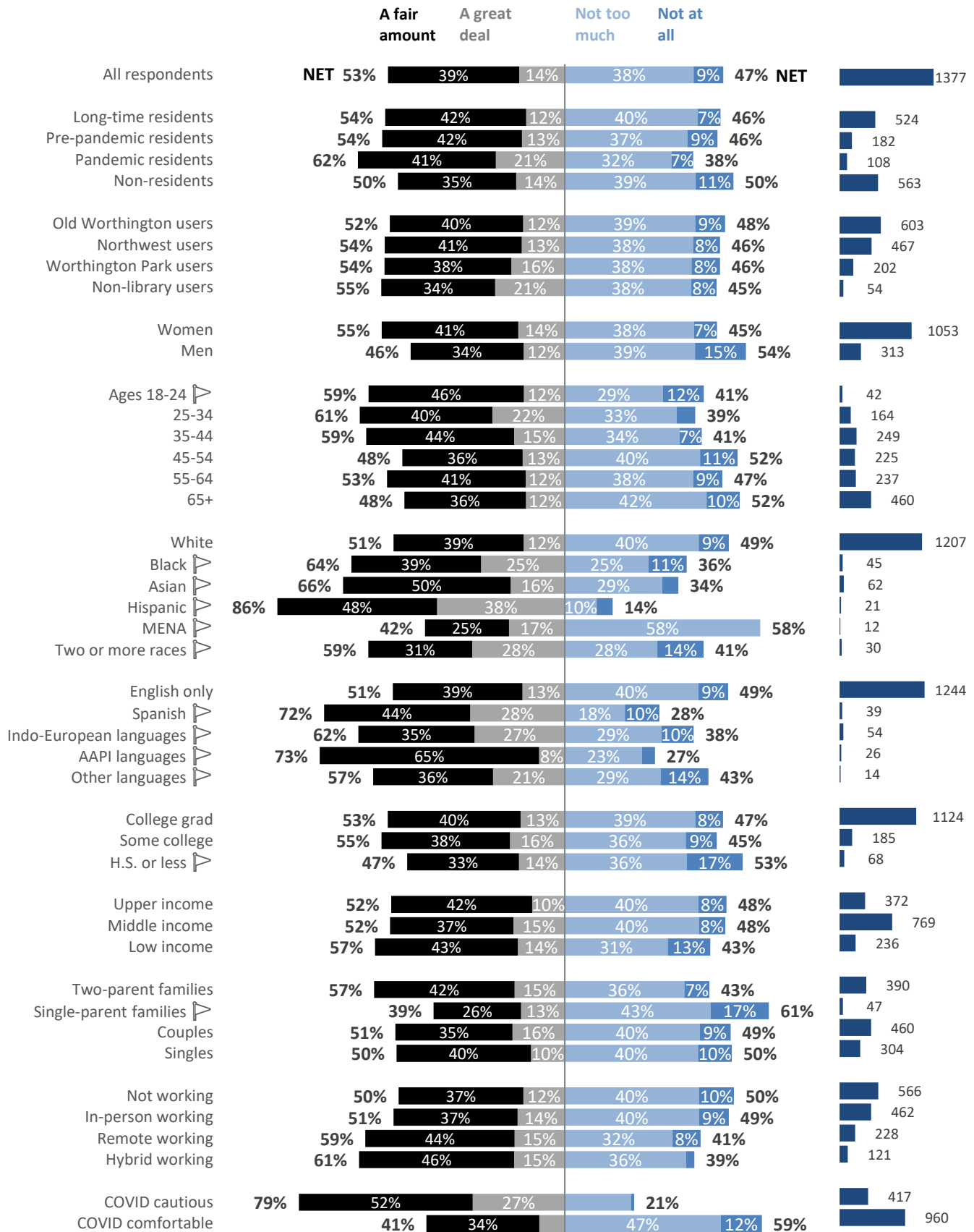


Table 8. In which of these areas, if any, is your life now completely back to the way it was before the coronavirus pandemic?

	Using the public library	Socializing with friends and family	Shopping	Dining out	School	Work	Personal finances	Your physical health	Entertainment and recreation	Parenting/raising children	Traveling	Your mental health	Your outlook on life	None of these are back to normal	n =	Work	School, Parenting/raising children
All respondents	79%	68%	59%	58%	56%	54%	53%	52%	50%	48%	45%	43%	42%	8%	1,377	811	445
Long-time residents	79%	71%	60%	60%	60%	57%	55%	53%	51%	49%	48%	45%	44%	8%	524	269	146
Pre-pandemic residents	81%	63%	50%	52%	56%	52%	52%	48%	49%	44%	39%	36%	35%	7%	182	128	108
Pandemic residents	71%	69%	55%	56%	49%	51%	47%	49%	52%	51%	45%	37%	34%	11%	108	85	55
Non-residents	79%	67%	61%	59%	54%	53%	53%	52%	50%	49%	45%	45%	43%	7%	563	329	136
Old Worthington users	81%	70%	58%	60%	53%	53%	57%	53%	52%	44%	46%	46%	43%	7%	603	332	177
Northwest users	79%	66%	57%	57%	57%	54%	52%	50%	49%	48%	44%	41%	42%	7%	467	279	158
Worthington Park users	81%	68%	63%	58%	63%	61%	47%	52%	52%	57%	46%	45%	43%	8%	202	128	83
Non-library users	43%	72%	59%	50%	23%	43%	44%	43%	46%	38%	39%	35%	24%	19%	54	37	13
Women	78%	68%	58%	58%	55%	54%	53%	51%	49%	48%	45%	41%	39%	8%	1,053	599	351
Men	81%	68%	62%	58%	58%	57%	56%	57%	57%	49%	49%	50%	52%	7%	313	201	91
Ages 18-24 ▶	64%	71%	48%	60%	71%	48%	31%	40%	48%	14%	43%	21%	29%	7%	42	27	14
25-34	73%	62%	52%	54%	40%	48%	39%	43%	50%	47%	41%	26%	25%	12%	164	141	57
35-44	76%	63%	52%	55%	56%	49%	48%	45%	49%	45%	45%	34%	30%	9%	249	206	198
45-54	80%	64%	61%	60%	61%	57%	53%	49%	55%	52%	49%	40%	41%	8%	225	188	140
55-64	82%	70%	62%	63%	58%	60%	51%	53%	51%	67%	48%	49%	45%	7%	237	161	24
65+	82%	74%	63%	58%	33%	64%	64%	60%	49%	50%	44%	55%	53%	6%	460	88	12
White	80%	69%	59%	59%	57%	55%	56%	53%	52%	48%	46%	45%	43%	8%	1,207	678	362
Black ▶	69%	58%	53%	51%	38%	53%	24%	29%	31%	52%	40%	36%	31%	11%	45	34	21
Asian ▶	77%	66%	61%	53%	59%	43%	42%	50%	48%	41%	39%	37%	27%	8%	62	53	29
Hispanic ▶	71%	71%	57%	52%	50%	65%	38%	38%	52%	67%	38%	29%	38%	10%	21	17	6
MENA ▶	67%	67%	58%	58%	57%	38%	42%	58%	42%	57%	58%	33%	33%	8%	12	8	7
Two or more races ▶	70%	47%	37%	40%	40%	52%	27%	40%	37%	45%	23%	20%	23%	7%	30	21	20
English only	79%	69%	59%	59%	55%	54%	54%	52%	51%	48%	46%	44%	42%	8%	1,244	713	374
Spanish ▶	77%	62%	46%	54%	53%	69%	46%	46%	44%	53%	41%	38%	41%	5%	39	29	17
Indo-European languages ▶	69%	67%	54%	46%	46%	44%	50%	41%	39%	43%	31%	43%	39%	7%	54	41	35
AAPL languages ▶	77%	58%	65%	58%	82%	48%	38%	50%	46%	55%	27%	15%	15%	12%	26	21	11
Other languages ▶	79%	71%	50%	57%	88%	86%	43%	64%	50%	50%	57%	43%	36%	7%	14	7	8
College grad	80%	69%	59%	59%	57%	52%	55%	52%	51%	50%	45%	43%	42%	8%	1,124	670	378
Some college	74%	64%	59%	61%	50%	62%	49%	54%	50%	40%	49%	45%	44%	6%	185	99	42
H.S. or less ▶	74%	66%	44%	43%	52%	71%	31%	40%	41%	36%	38%	34%	34%	9%	68	42	25
Upper income	81%	72%	59%	65%	61%	52%	65%	56%	57%	50%	53%	47%	44%	7%	372	249	159
Middle income	78%	68%	60%	58%	55%	54%	53%	51%	49%	48%	45%	43%	40%	8%	769	446	255
Low income	78%	64%	53%	47%	35%	62%	37%	46%	44%	39%	34%	39%	41%	8%	236	116	31
Two-parent families	77%	64%	54%	56%	57%	52%	47%	45%	50%	47%	47%	36%	35%	9%	390	306	387
Single-parent families ▶	70%	60%	55%	51%	45%	46%	38%	40%	53%	53%	45%	32%	32%	13%	47	37	47
Couples	77%	72%	61%	59%		52%	59%	57%	52%		47%	46%	44%	8%	460	199	2
Singles	82%	67%	59%	58%		56%	56%	54%	47%		39%	47%	45%	9%	304	151	2
Not working	81%	72%	61%	58%	52%		59%	57%	48%	46%	45%	52%	48%	7%	566	-	94
In-person working	79%	67%	56%	59%	58%	67%	49%	48%	52%	52%	47%	39%	37%	6%	462	462	198
Remote working	78%	61%	57%	54%	54%	37%	48%	51%	50%	39%	44%	36%	38%	11%	228	228	90
Hybrid working	74%	69%	60%	58%	56%	39%	54%	45%	58%	54%	45%	32%	31%	10%	121	121	63
COVID cautious	62%	48%	39%	33%	39%	40%	41%	33%	26%	28%	24%	24%	21%	19%	417	241	116
COVID comfortable	86%	77%	67%	69%	62%	60%	58%	60%	61%	55%	55%	51%	51%	3%	960	570	329

Table 9. In which of these areas, if any, do you think your life may have changed permanently (will never go back to the way it was before the coronavirus pandemic)?

	Work	Parenting/raising children	Your outlook on life	Traveling	Shopping	Your mental health	Dining out	Entertainment and recreation	Socializing with friends and family	Personal finances	School	Your physical health	Using the public library
All respondents	59%	52%	47%	43%	43%	41%	39%	39%	36%	29%	26%	25%	14%
Long-time residents	57%	46%	46%	44%	45%	35%	42%	42%	33%	24%	25%	22%	13%
Pre-pandemic residents	70%	61%	49%	44%	48%	59%	42%	35%	36%	33%	21%	29%	14%
Pandemic residents	67%	63%	54%	44%	45%	54%	38%	44%	45%	33%	32%	29%	16%
Non-residents	54%	46%	46%	41%	38%	38%	36%	36%	37%	31%	27%	26%	16%
Old Worthington users	60%	50%	46%	44%	42%	38%	41%	40%	34%	25%	25%	22%	13%
Northwest users	55%	51%	46%	41%	44%	39%	37%	38%	31%	29%	32%	27%	16%
Worthington Park users	58%	56%	52%	41%	47%	52%	42%	35%	51%	30%	16%	29%	15%
Non-library users	67%	63%	46%	55%	36%	49%	37%	41%	47%	37%	30%	29%	13%
Women	59%	52%	47%	44%	45%	41%	39%	39%	37%	27%	25%	24%	14%
Men	55%	52%	47%	40%	34%	41%	39%	36%	34%	34%	32%	29%	15%
Ages 18-24 ▶	64%	8%	73%	42%	36%	48%	29%	36%	75%	31%	50%	20%	13%
25-34	62%	70%	56%	47%	39%	66%	36%	45%	48%	35%	26%	32%	22%
35-44	61%	60%	51%	38%	46%	51%	38%	34%	41%	33%	28%	30%	8%
45-54	63%	45%	48%	44%	47%	38%	45%	40%	36%	26%	26%	18%	20%
55-64	54%	25%	46%	39%	42%	34%	40%	38%	25%	32%	0%	29%	21%
65+	41%	17%	36%	46%	42%	25%	39%	39%	29%	20%	25%	21%	9%
White	63%	53%	47%	43%	44%	41%	39%	39%	34%	28%	26%	25%	13%
Black ▶	19%	30%	32%	41%	29%	24%	27%	35%	32%	21%	23%	19%	7%
Asian ▶	47%	53%	53%	42%	33%	49%	34%	41%	57%	25%	25%	26%	21%
Hispanic ▶	50%	50%	62%	46%	33%	73%	20%	60%	67%	54%	0%	23%	33%
MENA ▶	100%	33%	50%	60%	60%	38%	80%	29%	50%	43%	33%	40%	25%
Two or more races ▶	30%	55%	48%	48%	37%	46%	56%	37%	56%	55%	33%	39%	33%
English only	61%	52%	47%	43%	43%	40%	39%	39%	35%	27%	25%	24%	12%
Spanish ▶	11%	50%	57%	35%	33%	63%	33%	36%	40%	43%	13%	33%	33%
Indo-European languages ▶	48%	65%	39%	41%	32%	45%	31%	36%	50%	33%	32%	34%	18%
AAPL languages ▶	55%	40%	50%	37%	44%	41%	45%	43%	36%	31%	50%	38%	67%
Other languages ▶	100%	25%	44%	67%	71%	38%	67%	43%	75%	63%	100%	40%	33%
College grad	62%	56%	46%	43%	44%	41%	40%	40%	37%	29%	24%	24%	14%
Some college	34%	40%	50%	43%	39%	42%	38%	34%	31%	27%	24%	29%	19%
H.S. or less ▶	42%	25%	53%	38%	39%	42%	28%	33%	39%	32%	50%	29%	11%
Upper income	63%	56%	45%	42%	50%	38%	45%	40%	40%	22%	18%	23%	14%
Middle income	59%	53%	48%	43%	41%	43%	40%	41%	37%	27%	30%	24%	15%
Low income	45%	26%	47%	45%	37%	39%	33%	30%	29%	38%	25%	33%	11%
Two-parent families	64%	55%	53%	44%	51%	52%	43%	42%	46%	34%	26%	24%	17%
Single-parent families ▶	50%	27%	41%	35%	57%	25%	65%	36%	26%	34%	31%	21%	21%
Couples	63%		47%	44%	39%	36%	43%	43%	34%	22%		23%	11%
Singles	56%		40%	45%	39%	37%	29%	31%	25%	31%		30%	15%
Not working		41%	40%	44%	43%	32%	40%	38%	31%	24%	31%	25%	11%
In-person working	52%	56%	49%	40%	42%	46%	40%	39%	40%	29%	24%	22%	11%
Remote working	57%	47%	52%	43%	36%	45%	37%	37%	31%	34%	22%	27%	22%
Hybrid working	76%	66%	55%	49%	59%	52%	39%	41%	51%	34%	29%	38%	25%
COVID cautious	61%	57%	47%	48%	43%	47%	44%	46%	41%	29%	32%	35%	16%
COVID comfortable	57%	49%	47%	39%	43%	37%	35%	33%	31%	29%	22%	18%	13%

n =

	Work	Parenting/raising children	Your outlook on life	Traveling	Shopping	Your mental health	Dining out	Entertainment and recreation	Socializing with friends and family	Personal finances	School	Your physical health	Using the public library
All respondents	371	231	805	752	570	782	578	683	438	645	197	666	291
Long-time residents	115	74	294	270	209	286	211	259	150	236	59	245	109
Pre-pandemic residents	61	61	118	111	91	116	88	93	67	87	47	94	35
Pandemic residents	42	27	71	59	49	68	47	52	33	57	28	55	31
Non-residents	153	69	322	312	221	312	232	279	188	265	63	272	116
Old Worthington users	156	100	345	323	252	325	243	292	181	259	84	283	115
Northwest users	127	82	271	260	203	275	202	240	160	225	68	232	99
Worthington Park users	50	36	115	109	75	112	84	96	65	108	31	97	39
Non-library users	21	8	41	33	22	35	27	29	15	30	10	31	31
Women	275	182	646	584	440	617	439	539	332	499	157	521	227
Men	87	46	149	159	120	155	131	135	100	137	38	134	61
Ages 18-24 ▶	14	12	30	24	22	33	17	22	12	29	4	25	15
25-34	74	30	123	96	79	122	75	82	62	100	34	93	45
35-44	106	108	175	137	120	164	113	126	93	129	87	138	61
45-54	80	67	132	115	87	136	91	101	81	106	54	114	46
55-64	65	8	131	123	91	121	88	117	71	115	10	112	42
65+	32	6	214	257	171	206	194	235	119	166	8	184	82
White	304	188	685	646	492	667	494	584	372	533	154	567	244
Black ▶	16	10	31	27	21	29	22	31	19	34	13	32	14
Asian ▶	30	17	45	38	24	39	29	32	21	36	12	31	14
Hispanic ▶	6	2	13	13	9	15	10	10	6	13	3	13	6
MENA ▶	5	3	8	5	5	8	5	7	4	7	3	5	4
Two or more races ▶	10	11	23	23	19	24	18	19	16	22	12	18	9
English only	327	194	718	667	508	697	514	607	390	573	167	595	256
Spanish ▶	9	8	23	23	21	24	18	22	15	21	8	21	9
Indo-European languages ▶	23	20	33	37	25	31	29	33	18	27	19	32	17
AAPL languages ▶	11	5	22	19	9	22	11	14	11	16	2	13	6
Other languages ▶	1	4	9	6	7	8	6	7	4	8	1	5	3
College grad	321	190	657	615	456	636	466	551	348	504	164	539	225
Some college	38	25	103	95	76	101	73	92	67	94	21	86	48
H.S. or less ▶	12	16	45	42	38	45	39	40	23	47	12	41	18
Upper income	120	80	207	175	151	199	130	159	106	131	62	164	69
Middle income	207	132	459	422	309	440	324	392	247	365	115	375	169
Low income	44	19	139	155	110	143	124	132	85	149	20	127	53
Two-parent families	148	204	255	205	179	251	172	195	140	208	165	214	88
Single-parent families ▶	20	22	32	26	21	32	23	22	19	29	26	28	14
Couples	96	-	258	245	181	248	188	222	130	189	-	198	106
Singles	66	1	166	185	124	161	127	161	101	133	1	141	55
Not working	-	51	292	313	223	273	235	293	157	233	45	246	109
In-person working	154	96	289	245	201	282	188	224	154	237	83	242	99
Remote working	143	55	141	127	97	145	104	115	90	119	41	112	51
Hybrid working	74	29	83	67	49	82	51	51	37	56	28	66	32
COVID cautious	144	84	330	317	254	315	281	308	215	244	71	279	159
COVID comfortable	227	147	475	435	316	467	297	375	223	401	126	387	132

Appendix C. Open-ended survey question coding

Coding schemes

Changes in library use

Code	Description	Example comment
1	Library use pattern	
1A	Use more	I am using the library more now than pre-pandemic.
1B	Use less	I do use the library less in-person, at light traffic times.
1C	Same/normal	I think the library is back to normal
2	Pandemic	Another flu and COVID season (winter) without a pandemic probably.
2A	Ongoing health/safety concerns	Covid virus to be completely resolved.
2Ai	Fear of illness	feel uncomfortable being in the library surrounded by people without masks
2Aii	Avoiding crowds	I am just careful! I do not like being in crowds of people.
2Aiii	Germs/sanitation concerns	I don't like being in community space with chairs that are comfy and unable to be sanitized
3	Specific change	
3A	Reading	
3Ai	More	I used to read about 20 books a year, but I read 160 books last year.
3Aii	Less	
3B	Materials	
3Bi	Borrowing physical items	I mainly order books online and pick them up at the library
3Bii	Borrowing e-books	I check out a lot of audio books and electronic books thru the libby app. It's incredibly convenient
3Biii	Borrowing AV items	Rise in my checking out music to play and return.
3Biv	Buying books	I think I just got used to buying books. Not having to wait for hold items.
3C	Browsing	
3Ci	Online browsing	I actually use the library more online than in-person now, as I read almost exclusively on my Kindle.
3Cia	Less	I use electronic resources more. Found access to Columbus Dispatch.
3Cib	More	I use more online services and reserves I don't just wander the stacks as I used to.

Code	Description	Example comment
3Cii	In-person browsing	Moved to reading ebooks instead of physical copies. Will probably not return to previous way.
3Ciia	Less	I go in and browse less. I think it's about time for me, not fear.
3Ciib	More	
3D	Programs	
3Di	Attending fewer programs	I don't have the tolerance for large groups, like busy library programs, that I used to.
3Dii	Attending more programs	We use the library more now than before the pandemic for children's activities and books
3Diii	Requesting different programs	We continue to mask indoors and look for programs, especially children's programming, that is offered outside. Love and appreciate the programs in the NW library backyard even though our closest library is Old Worthington. Would like to see some outdoor spaces at OWL utilized, such as the amphitheater, picnic tables out back, and area near the statue.
3E	Convenience services	Before I would go inside to print things.
3Ei	Reserving items	I go in to pick up reserved books and leave right away.
3Eii	Drive-through	I tend to use the drive up pickup and return lane and reserve items online, rather than go into the library and browsing.
3Eiii	Lockers	I think I just prefer the online catalogue and lockers. Which I love!
3Eiv	Curbside pickup	I love curbside pickup! During pandemic I started to reserve books online and use curbside pickup, rather than browsing the shelves. I actually use the library MORE due to this way of using the library.
3F	Visiting	I just need to get back and visit
3Fi	Spending less time	I used to come sit by the fireplace to read, but bc of Covid I don't really do that any more.
3Fii	Spending more time	I use it more now.
3Fiii	Not physically visiting	I rarely come into the library. [Now] I use overdrive/Libby.
3Fiv	More/better hours	more hours on Sunday
4	Change in circumstances	
4A	Personal/home life	Because my child was born during "peak pandemic" we didn't get into a habit of using the library in the same way we would've if she had been born 18 months earlier 18 months later.

Code	Description	Example comment
4B	Professional/work life	My remote work team has reserved library meeting rooms instead of going into the office.
5	Discarded	No comment
5A	Confusion about survey question	I did not want to answer that question that way. I feel it is back to normal.

Library activities

Code	Example comment
Borrowing	I tend to use the drive up pickup and return lane and reserve items online, rather than go into the library and browsing.
Facility use	I graduated college so my need to study in a good environment has changed
Research and recommendations	YOU ARE NOT HAVING ONE ON ONE SESSIONS I REALLY MISS THOSE
Programs and events	I haven't attended as many in person activities with the library as I did pre-pandemic.
Technology and office services	I used to sit and read, browse, research genealogy and use the computers for your online database.
Digital and online services	I actually use the library more online than in-person now, as I read almost exclusively on my Kindle.
Children's services	I used to take the children to more activities at the library and we have not gotten back into that habit.

Library services

Code	Example comment
Culture Passes	Finances are tighter, so I take advantage of the culture passes
Curbside / drive-up pickup	I also use curbside for most of my shopping now so I'm used to not going into buildings.
Kits	I've also checked out the auto code reader and camping adventure kits.
Lockers	I prefer using the outside lockers
Makerspace	I also love the makerspace idea
Mobile app	I also use the app on a daily basis to check availability of materials.
Mobile hotspot	I am currently not driving and your delivery service does not include the mobile hotspot for me to use it.
Study rooms	I use the library more often now, and I use meeting space there, which I did not do before.

Themes

Code	Example comment
Aesthetic experience	I used to come sit by the fireplace to read
Awareness	I wasn't aware of the other services offered (like printing) and would definitely go in for things like that, so I'm glad I learned that from this survey!
Browsing	I spend less time browsing the shelves than I used to.
Café	My bookclub has mentioned we'd like to meet at library in evening, if only we could have a drink.
Community	I miss the sense of community the library used to offer.
Convenience	we are grateful for all the online options, which make life easier and more convenient.
Cost	Budget is tighter now, so I'm taking advantage of more of the amazing (and free!) resources available in my community, including what's available at the library.
Habit	I guess mainly because I got out of the habit of doing or going anywhere.
Hours	Sunday is often my only day off so I wish it were open longer.
Lifestyle	Need less material clutter in my life. Working on getting rid of clutter so borrowing library materials (all media) is the primary source of entertainment these days.
Outdoors	i think i would spend more time sitting and reading or working on my computer at the library if there were more comfortable outdoor spaces to use

Coding frequency

Changes in library use

Code	Description	Mentions
1B	Use less	56
4A	Personal/home life	41
2Ai	Fear of illness	34
3Fi	Spending less time	25
3Bii	Borrowing e-books	23
1A	Use more	21
3Ciia	Less	19
2A	Ongoing health/safety concerns	17
2Aii	Avoiding crowds	14
2Aiii	Germs/sanitation concerns	14
3Ei	Reserving items	14
3Fiii	Not physically visiting	14
3Eiv	Curbside pickup	12

Code	Description	Mentions
3Bi	Borrowing physical items	11
3Fiv	More/better hours	11
3Cib	More	10
3Di	Attending fewer programs	10
3Diii	Requesting different programs	10
3Eii	Drive-through	9
3Eiii	Lockers	6
4B	Professional/work life	6
2	Pandemic	5
3Ai	More	5
1C	Same/normal	4
3Biii	Borrowing AV items	4
3Biv	Buying books	4
3Ci	Online browsing	4
3Cia	Less	3
3Fii	Spending more time	3
3Dii	Attending more programs	2
3E	Convenience services	2
3Cii	In-person browsing	1
3F	Visiting	1

Library activities

Code	Mentions
Facility use	42
Digital and online services	42
Programs and events	18
Borrowing	12
Children's services	4
Technology and office services	3
Research and recommendations	1

Library services

Code	Mentions
Curbside / drive-up pickup	22
Lockers	6
Culture Passes	2
Mobile app	2

Code	Mentions
Study rooms	2
Kits	1
Makerspace	1
Mobile hotspot	1

Themes

Code	Mentions
Browsing	23
Habit	10
Hours	9
Aesthetic experience	8
Convenience	4
Outdoors	4
Awareness	3
Cost	2
Lifestyle	2
Café	1
Community	1