1. When was the most recent time you completed the following activities?	**Today**	**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**
Applied for a passport at post office or city or county office	☐	☐	☐	☐	☐	☐	☐	☐
Attended a program or event at a community center, park, museum or other location	☐	☐	☐	☐	☐	☐	☐	☐
Connected to wireless network at a store, coffee shop or other location	☐	☐	☐	☐	☐	☐	☐	☐
Looked online for reading recommendations (such as Amazon, Goodreads, Facebook)	☐	☐	☐	☐	☐	☐	☐	☐
Posted a question or asked for advice online (such as Facebook, Nextdoor, Quora)	☐	☐	☐	☐	☐	☐	☐	☐
Purchased an item online for in-store pick up	☐	☐	☐	☐	☐	☐	☐	☐
Rented a computer at a copy shop or other location	☐	☐	☐	☐	☐	☐	☐	☐
Rented movies or videogames from Redbox	☐	☐	☐	☐	☐	☐	☐	☐
Searched online about a topic I'm interested in	☐	☐	☐	☐	☐	☐	☐	☐
Searched online for programs, events or activities	☐	☐	☐	☐	☐	☐	☐	☐
Searched online to plan a visit to a store, business or other location (check hours, look up address)	☐	☐	☐	☐	☐	☐	☐	☐
Shopped for books, movies, music or videogames online (such as Amazon, Target or other store website)	☐	☐	☐	☐	☐	☐	☐	☐
Shopped in person for books, movies, music or videogames at a book store, videogame store or other store	☐	☐	☐	☐	☐	☐	☐	☐
Spent more than 30 minutes at a book store, coffee shop, mall, co-working space or other business	☐	☐	☐	☐	☐	☐	☐	☐
Talked to family, friends or neighbors to get information or recommendations	☐	☐	☐	☐	☐	☐	☐	☐
Took children to a playground, park, museum, play café or other location	☐	☐	☐	☐	☐	☐	☐	☐
Used a notary at a bank, copy shop or other business	☐	☐	☐	☐	☐	☐	☐	☐
Used an online account to pay bills (such as bank, credit card, utility)	☐	☐	☐	☐	☐	☐	☐	☐
Viewed TV or movies or listened to music via a subscription service or after purchasing online (such as Netflix, Hulu, Amazon, iTunes, Soundcloud, etc.)	☐	☐	☐	☐	☐	☐	☐	☐
Visited a copy shop to make copies or print photos or documents	☐	☐	☐	☐	☐	☐	☐	☐
Visited a website I subscribe to (such as newspaper or magazine, Ancestry.com, Angie's List, etc.)	☐	☐	☐	☐	☐	☐	☐	☐
Volunteered in the community	☐	☐	☐	☐	☐	☐	☐	☐

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2. When was the most recent time you completed the following library activities?	Today	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	☐	☐	☐	☐	☐	☐	☐	☐
Brought children	☐	☐	☐	☐	☐	☐	☐	☐
Browsed the shelves	☐	☐	☐	☐	☐	☐	☐	☐
Checked online calendar for programs / events	☐	☐	☐	☐	☐	☐	☐	☐
Checked out items	☐	☐	☐	☐	☐	☐	☐	☐
Downloaded books, audiobooks, movies and/or music	☐	☐	☐	☐	☐	☐	☐	☐
Emailed the library to ask a question or get help	☐	☐	☐	☐	☐	☐	☐	☐
Looked on the website for reading recommendations	☐	☐	☐	☐	☐	☐	☐	☐
Managed my library account (such as renew items, pay fines)	☐	☐	☐	☐	☐	☐	☐	☐
Picked up reserved items	☐	☐	☐	☐	☐	☐	☐	☐
Planned a visit to the library (such as check hours, look up address)	☐	☐	☐	☐	☐	☐	☐	☐
Researched a topic I'm interested in at the library	☐	☐	☐	☐	☐	☐	☐	☐
Returned items I borrowed	☐	☐	☐	☐	☐	☐	☐	☐
Stayed for more than 30 minutes	☐	☐	☐	☐	☐	☐	☐	☐
Talked to a librarian / library staff member to get information or recommendations	☐	☐	☐	☐	☐	☐	☐	☐
Used an online database (such as newspaper and magazine articles, encyclopedias, Ancestry.com, ConsumerReports.org, lynda.com)	☐	☐	☐	☐	☐	☐	☐	☐
Used computers	☐	☐	☐	☐	☐	☐	☐	☐
Used copier, printer, scanner and/or fax machine	☐	☐	☐	☐	☐	☐	☐	☐
Used library catalog (such as search for items, reserve items)	☐	☐	☐	☐	☐	☐	☐	☐
Used wireless network	☐	☐	☐	☐	☐	☐	☐	☐
Volunteered	☐	☐	☐	☐	☐	☐	☐	☐

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3. Tell us your experience with each of the following library services and materials we offer.	**Used?**		**Heard of?**		**Interested in trying?**	
	yes	**no**	**yes**	**no**	**yes**	**no**
Adventure Kits (themed activity kits for families and adults)	☐	☐	☐	☐	☐	☐
After-hours pick up lockers	☐	☐	☐	☐	☐	☐
Air quality monitors	☐	☐	☐	☐	☐	☐
Appointments for in-depth assistance from librarians	☐	☐	☐	☐	☐	☐
Auto code readers	☐	☐	☐	☐	☐	☐
Binge Boxes (themed movie sets)	☐	☐	☐	☐	☐	☐
Book vending machines in local community centers	☐	☐	☐	☐	☐	☐
Borrow books from libraries outside our system from across the country	☐	☐	☐	☐	☐	☐
Car jump starters	☐	☐	☐	☐	☐	☐
Device chargers (for in-library use)	☐	☐	☐	☐	☐	☐
Discovery Kits / Power Packs (themed educational kits for children)	☐	☐	☐	☐	☐	☐
Drive-through window	☐	☐	☐	☐	☐	☐
Educator Card	☐	☐	☐	☐	☐	☐
Email newsletter	☐	☐	☐	☐	☐	☐
Energy Check Toolkit	☐	☐	☐	☐	☐	☐
Foreign language materials	☐	☐	☐	☐	☐	☐
Get help by chat (24/7 x 365)	☐	☐	☐	☐	☐	☐
Get help by telephone	☐	☐	☐	☐	☐	☐
Get help by text message	☐	☐	☐	☐	☐	☐
GoChip Beams (wireless hotspot for streaming movies and TV shows)	☐	☐	☐	☐	☐	☐
Headphones (for in-library use)	☐	☐	☐	☐	☐	☐
Homework help	☐	☐	☐	☐	☐	☐
Launchpad tablets (themed games and puzzles for children)	☐	☐	☐	☐	☐	☐
Library social media accounts (Facebook, Twitter, Instagram)	☐	☐	☐	☐	☐	☐
Light therapy lamps	☐	☐	☐	☐	☐	☐
LimeBike bike share	☐	☐	☐	☐	☐	☐
Materials and services for persons with disabilities	☐	☐	☐	☐	☐	☐
Meeting / study rooms	☐	☐	☐	☐	☐	☐
Mobile app for smartphone or tablet	☐	☐	☐	☐	☐	☐
Mobile hotspots	☐	☐	☐	☐	☐	☐
Newsletter mailed to home	☐	☐	☐	☐	☐	☐
Notary public service	☐	☐	☐	☐	☐	☐
Online program/event registration	☐	☐	☐	☐	☐	☐
Passport application service	☐	☐	☐	☐	☐	☐
Personalized book recommendations	☐	☐	☐	☐	☐	☐
Resume and job search help	☐	☐	☐	☐	☐	☐
Tax help	☐	☐	☐	☐	☐	☐
Teacher collections	☐	☐	☐	☐	☐	☐
Voice assistants for library programs/events (Alexa Skill, Google Action)	☐	☐	☐	☐	☐	☐
Vox Books (read-along picture books for children)	☐	☐	☐	☐	☐	☐
Wireless printing	☐	☐	☐	☐	☐	☐

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5. What is your age?

- ☐ Under 8
- ☐ 8-11
- ☐ 12-17
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

6. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer
- ☐ Prefer to self describe:

_____

7. What is your home ZIP code?

- ☐ 43085
- ☐ 43235
- ☐ 43016
- ☐ 43081
- ☐ 43065
- ☐ 43229
- ☐ Other:

_____

8. Which library do you visit most often?

- ☐ Old Worthington Library
  (on High Street)
- ☐ Northwest Library
  (on Hard Road)
- ☐ Worthington Park Library
  (in the Worthington Centre shopping plaza)
- ☐ Other:

_____

9. Today's date:

_____

☐ **Yes, I would like to participate in an interview about the library that will take approximately 1 hour to complete. If selected, interview participants will receive a $20 gift card to a local business.**

Name: _____

Email address: _____

Phone number: _____

Thank you for your time! Your responses will help us improve the Library.
Please give your completed survey to any library staff member.

Date: _____

Time: _____

Location: _____

Interviewer: _____

Note-taker: _____

Interviewee ID: _____

Introduction

- Welcome and thank you for coming in to speak with us! My name is _____ and this is _____.
- There are some things I want to cover before we get started. I am going to start by reading from this list to make sure I cover everything.
- We're interested in learning more about how people use the public library and what kinds of factors influence library use. We're also interested in what distinguishes use of library services from other services in the community.
- There are no "right" or "wrong" answers. There's nothing you can say about the library that would offend us. We're interested in hearing about your experiences, even if they're negative.
- The research team includes staff members from Worthington Libraries and also from OCLC, a not-for-profit company that works with libraries, located nearby in Dublin.
- We expect the interview to take about 1 hour, maybe a little bit less, maybe a little bit more. Let us know if you have a hard stopping time and we can keep track of that for you, so we won't go over.
- We will use what we learn for library planning purposes. We also may report our findings in professional presentations and publications. This isn't something we will release to the general public here in Worthington.
- Everything we talk about will remain completely confidential. You never will be discussed or identified by name nor will we ever share your contact details. We will interview a total of 30 people and will report what we find as part of the interview group. We may report individual quotes, identifying people only by gender and/or age range.
- I have a series of questions that I will work through. There are five broad questions, each with several follow-up questions. To be consistent, I am going to ask each question, even though you may have already answered it previously. When that happens, you may share more, or just feel free to say you feel you've already answered.
- If questions about the library come up along the way, I may ask you to hold those thoughts until the end so we can focus on your thoughts and experiences. I'd be happy to try to answer them after we finish the interview. If I don't have answers, I can arrange for someone from the library to follow up with you afterwards if you'd like.
- I may check off the questions as we go, or I may take some notes as we talk. _____ will be taking notes on a laptop. ____ won't be speaking, so feel free to focus on me for our conversation.

- Our conversation will be audio recorded for back up purposes. We currently are not recording. You can always see for yourself that we are recording when the red light on the recorder is lit up.

- The notes and the audio recording from our conversation will be stored in a secure location, which only members of the research team can access. You have been assigned an ID number that will be used on our notes and I am taking care today not to use your name while we're recording.

- There are no known risks to participating in this research. You are free to ask questions at any time. You can withdraw from participation at any time.

- Do you have any questions or concerns before we get started?

- First, let's start by signing this consent form together. This includes all the information I just went over with you. Feel free to take a bit of time to review it, if you'd like. I also have an extra copy that you may take with you.

- When we've completed the interview, I will give you a Target gift card as a token of our appreciation. I'll ask you to initial again on this form to acknowledge that you received it.

- I will ask _____ to start the recorder now.

This is Interview ID _____. Today's date is _____ and the time is _____.

Tell me how you typically use the library.

- In what ways do you use the library – for entertainment, to do research, to use technology, to get help, etc.?

- What kinds of things do you borrow?

- Do you spend time at the library, or just pass through?

- Do you come to the library by yourself, or with others? Who?

- Do you attend programs?

- Do you interact with library staff? How so?

- Do you interact with other library patrons? How so?

- How do you use the library website and catalog?

- Do you always do the same things, or do you try new things?

- How do you find out about what's new at the library?

Think about the last few times you used the library, or the library website or catalog – what surprised you? Did you notice something new?

- How did you feel about that?

- Has this changed the way you use the library?

We have some information about your activities and habits from the online questionnaire you took this summer, and I'd like to ask some questions about what you told us about some of the activities you said you do. I'm going to ask the same series of questions twice about two different activities.

You mentioned that you _____. Tell me about the most recent time you _____.

- Where did you start when deciding to _____?
- What led you to choose _____?
- What was your goal? What were you hoping to accomplish?
- Did you consider any other alternatives along the way?
- Were you satisfied with your experience _____?
- Was anything missing from your experience _____?

For a community activity:

- At any point did you think of the library when _____?
- Do you think your experience ____ would have been different at or by using the library? How so?

For a library activity:

- Do you think your experience ____ would have been different elsewhere than the library? How so?

You also mentioned that you _____. Tell me about the most recent time you _____.

- Where did you start when deciding to _____?
- What led you to choose _____?
- What was your goal? What were you hoping to accomplish?
- Did you consider any other alternatives along the way?
- Were you satisfied with your experience _____?
- Was anything missing from your experience _____?

For a community activity:

- At any point did you think of the library when _____?
- Do you think your experience ____ would have been different at or by using the library? How so?

For a library activity:

- Do you think your experience ____ would have been different elsewhere than the library? How so?

What life changes or big plans do you have in the next year? This could be a new child in the family, changes with your job or career, going to school, moving, making a big purchase, pursuing health or fitness goals, planning a vacation, pursuing a hobby, that sort of thing.

- What's prompting or motivating this change / your plans?

- Where are you in the process?

- What information do you need?

- How would you prefer to get information (online, in person, from friends/family, on my own)?

- Will the library play a part?

- In what ways might you use the library differently in the next year, as a result of this change / your plans?

We're going to switch gears a bit for the last question and I'm going to ask you to use your imagination. Please feel free to take a few moments to think before you answer.

If you had a magic wand, what would you change about the library to make it better for you and your life?

- What would you want to be able to do? See?
- How would it be different?
- What would it look like?
- Would it offer online or in-person services?

This concludes my list of questions. What else would you like to tell me about how you use the library, or anything you think it's important for us to know that you didn't get a chance to bring up?

- This concludes our interview.
- I will ask _____ to stop the recorder now.

I consent to participate in an interview as part of the research entitled, “Just Passing Through or Putting Down Roots: Differences in Public Library Engagement.” I understand that the purpose of the research study is to understand how people use the public library by identifying distinct styles of library use and factors that influence library use and determining what distinguishes use of library services from other services in the community.

I understand that the research team includes staff members from Worthington Libraries, led by Dr. Kara Reuter, and from OCLC, Inc., led by Dr. Lynn Silipigni Connaway. I understand the interview will take approximately 1 hour to complete. I understand that a member of the research team will take notes during the interview and our conversation will be audio recorded for back up purposes. I acknowledge that there are no known risks to participating in this research. I understand that I am free to ask questions or withdraw from participation at any time.

I acknowledge that all information I share will remain completely confidential and only will be used for library planning and research presentations and publications. I understand that I never will be discussed or identified by name and my contact details never will be shared. All information will be stored in a secure location, which only authorized members of the research team can access.

A copy of the research report will be available at the end of the project upon request.

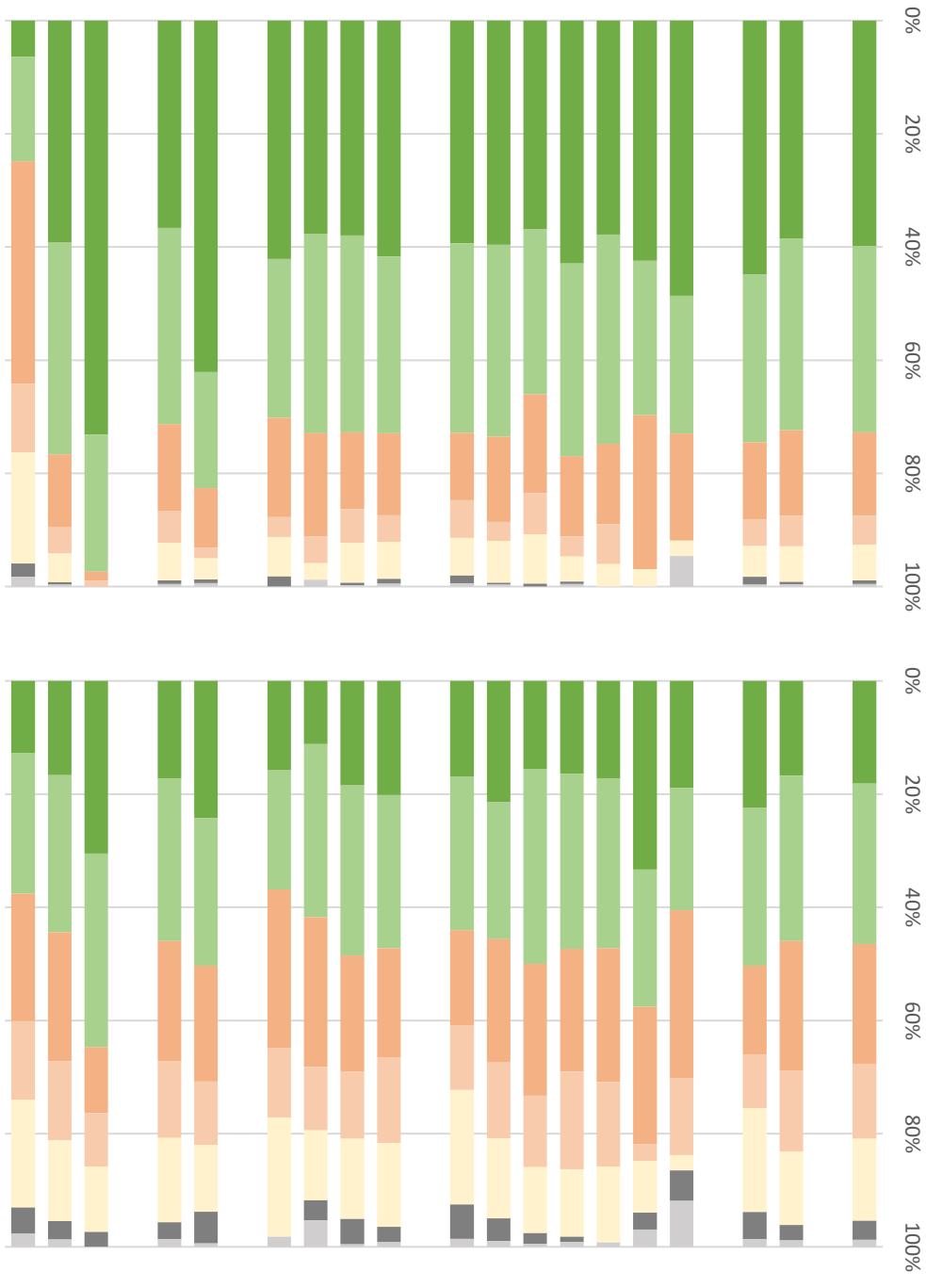
I understand that I will receive a $20 Target gift card after completing the interview.

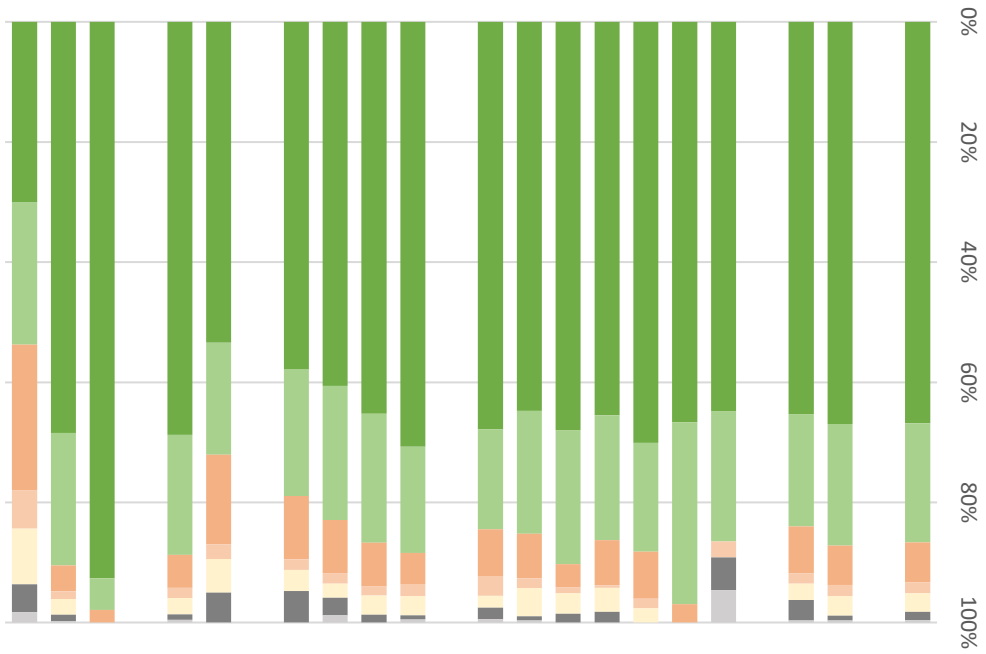
Date of interview: _____

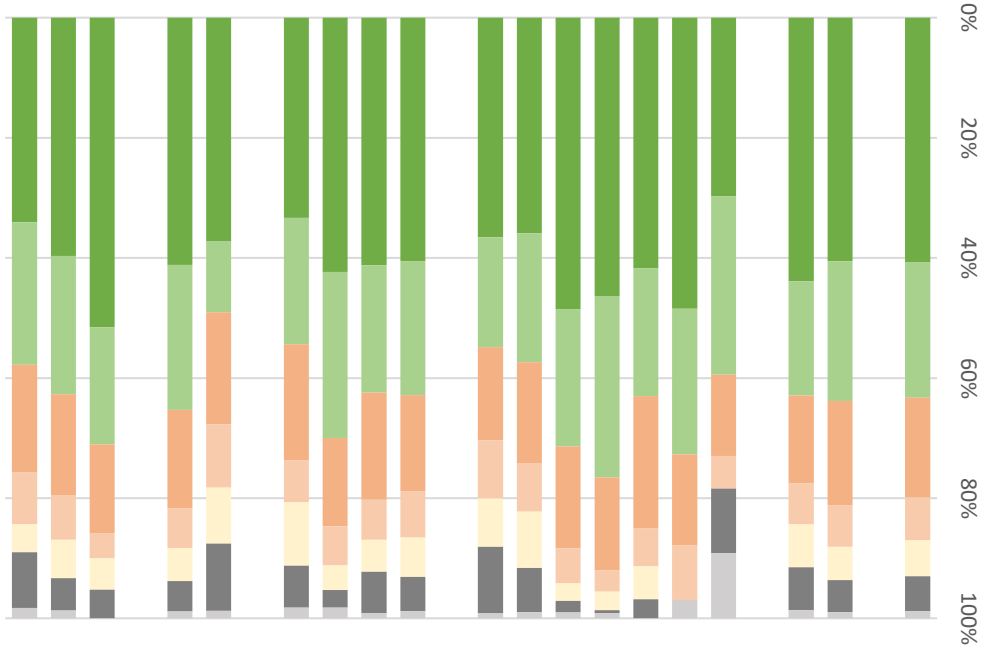
Interview participant signature: _____

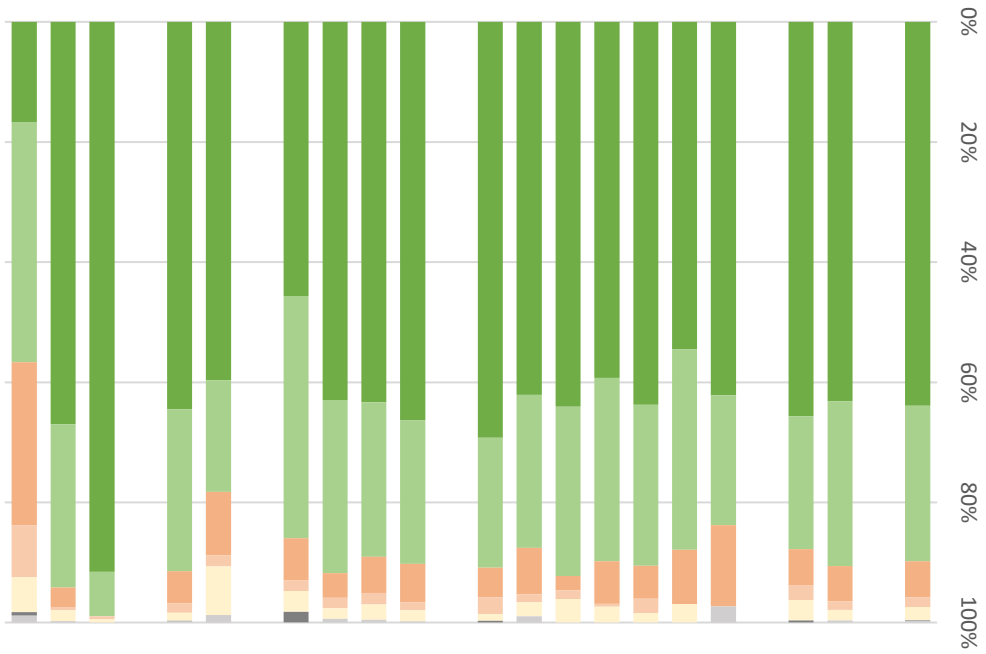
Research team representative signature: _____

_____ I acknowledge that I have received a $20 Target gift card from Worthington Public Library as part of my participation in this research study.

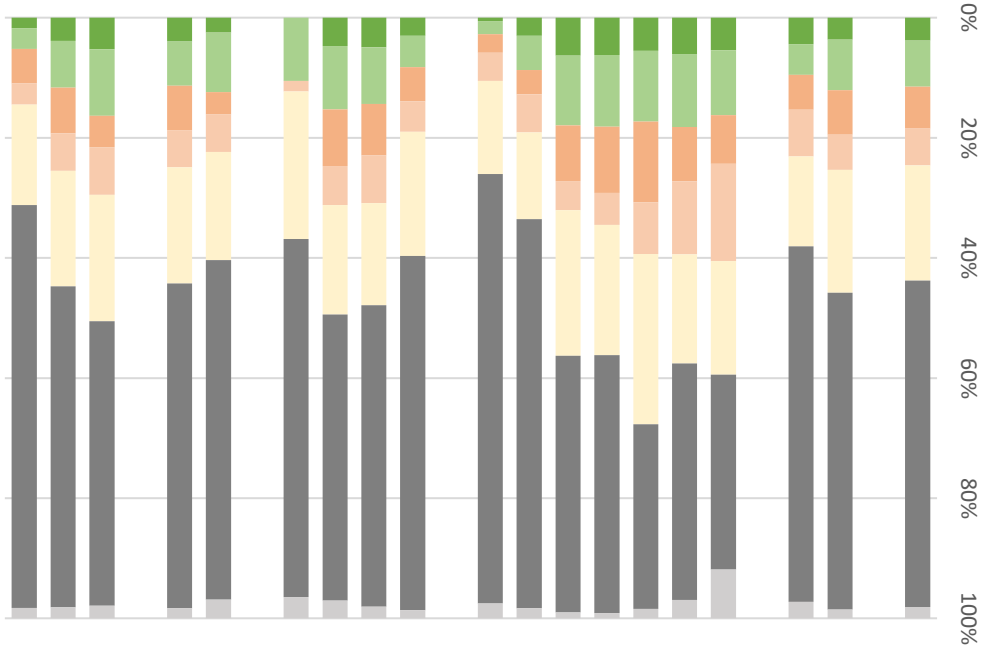

Browsed the shelves at the library
Shopped in person for books, movies, music or videogames at a book store, videogame store or other store
0%
20%
40%
60%
80%
100%


Used library catalog (such as search for items, reserve items)
0%
20%
40%
60%
80%
100%

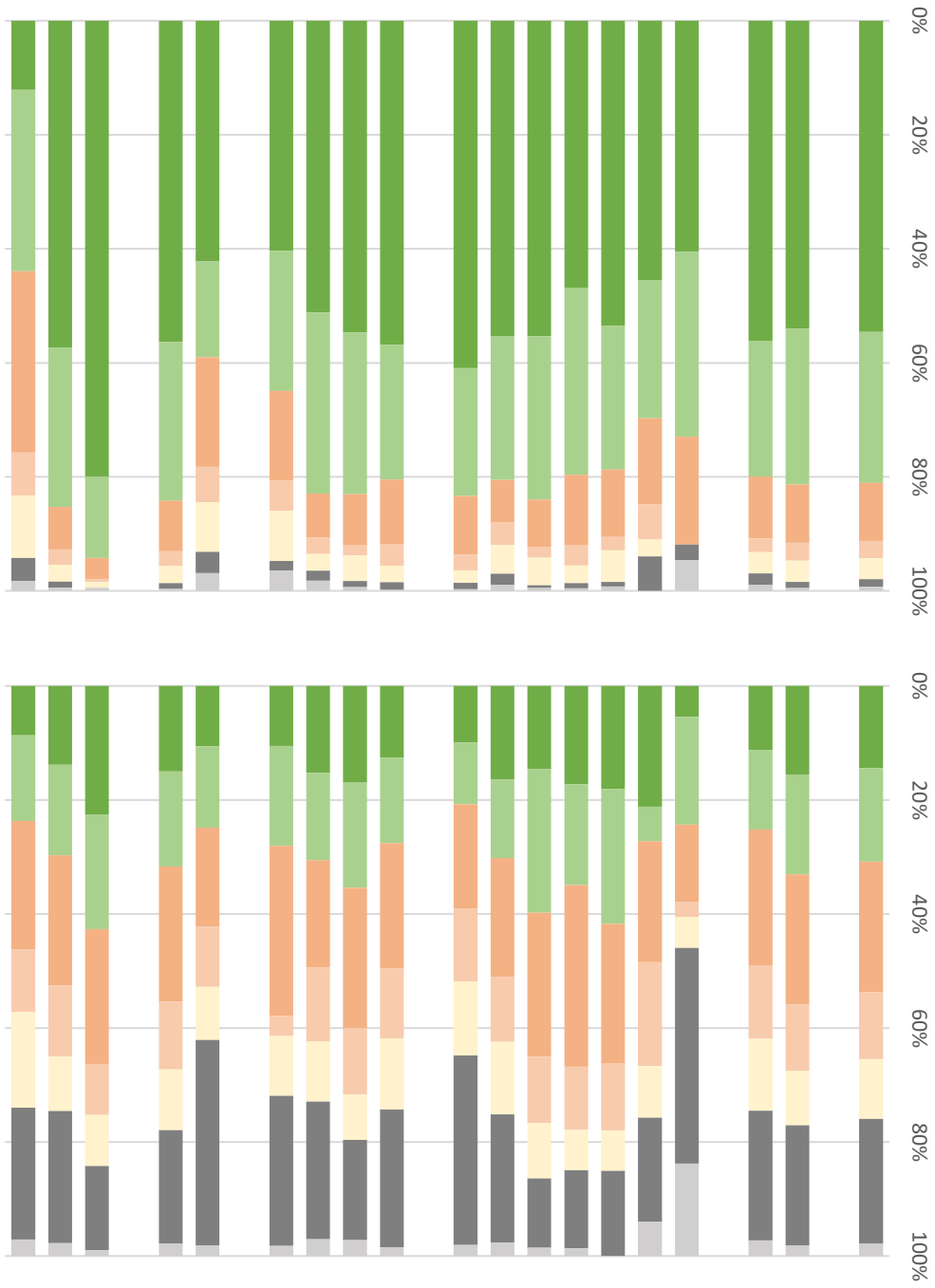

Shopped for books, movies, music or videogames online (such as Amazon, Target or other store website)
0%
20%
40%
60%
80%
100%



Checked out items from the library



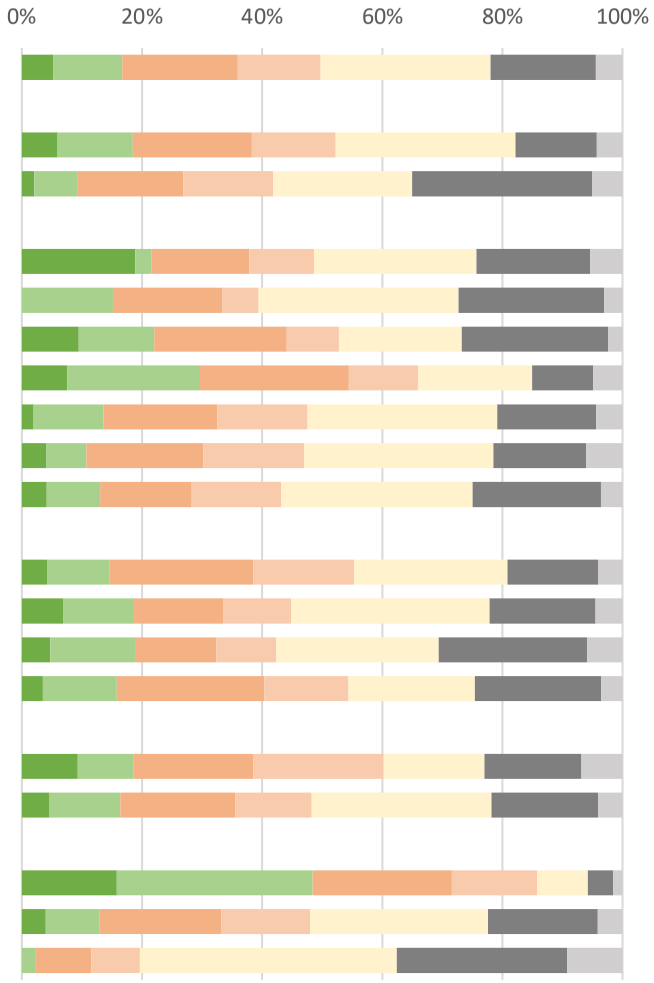
Rented movies or videogames from Redbox


Picked up reserved items at the library
0%
20%
40%
60%
80%
100%
Purchased an item online for in-store pick up
0%
20%
40%
60%
80%
100%

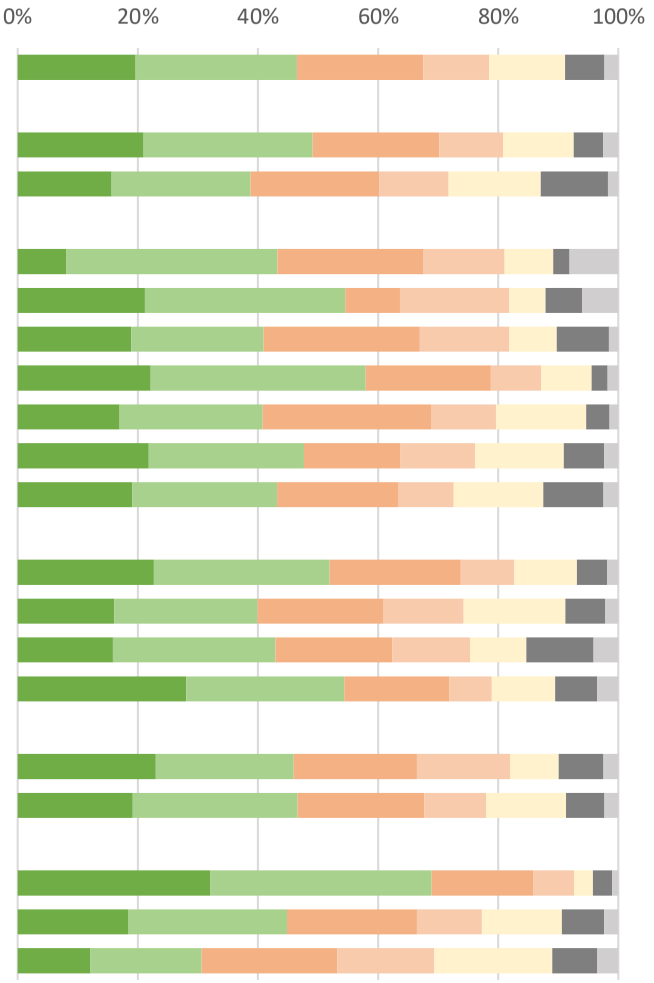
Stayed for more than 30 minutes at the library
Spent more than 30 minutes at a book store, coffee shop, mall, co-working space or other business
0%
20%
40%
60%
80%
100%

Managed my library account online (such as renew items, pay fines)
Used an online account to pay bills (such as bank, credit card, utility)
0%
20%
40%
60%
80%
100%

Attended a program or event at the library

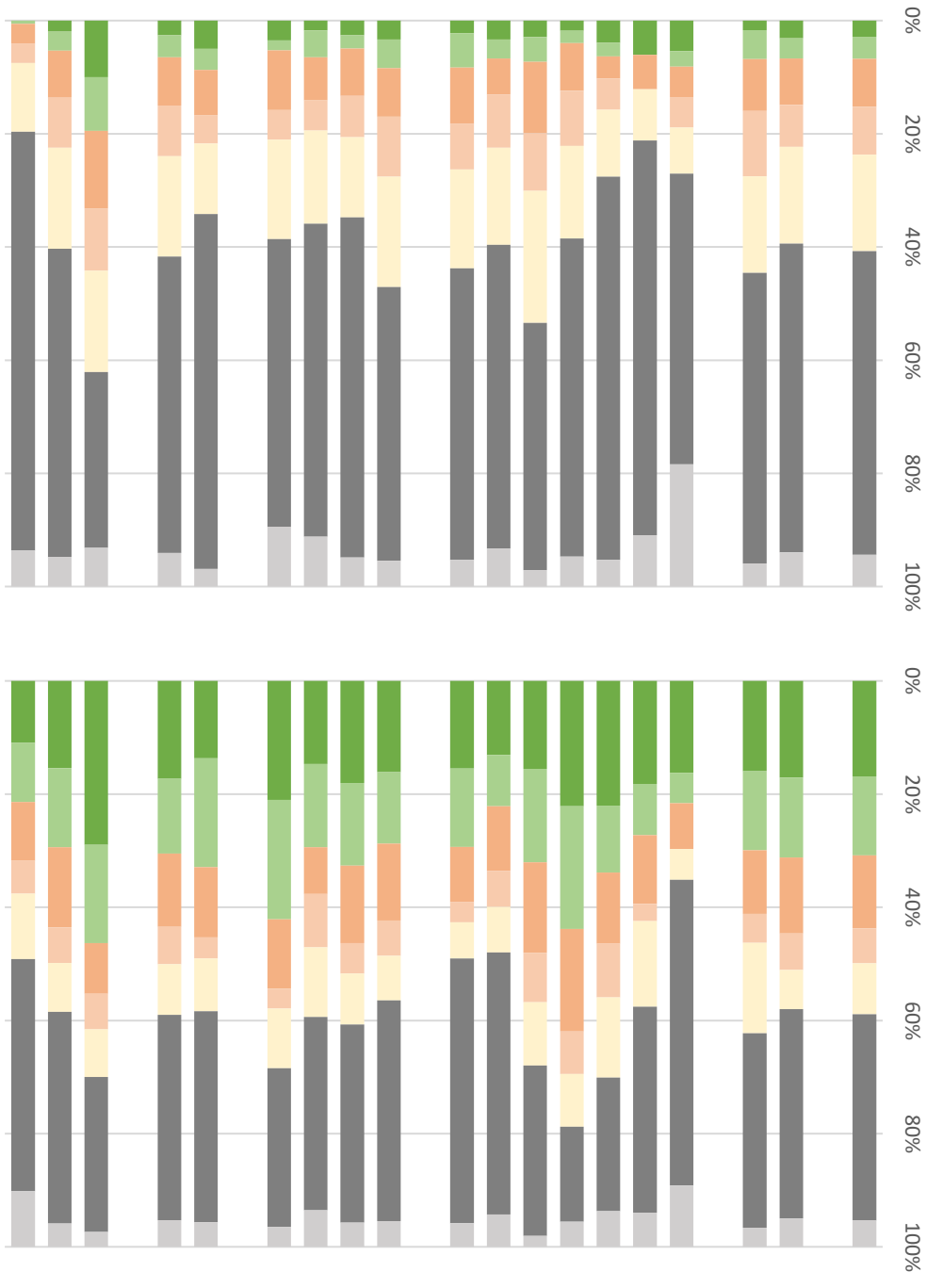


Attended a program or event at a community center, park, museum or other location



Checked library calendar for programs / events
0%
20%
40%
60%
80%
100%
Searched online for programs, events or activities
0%
20%
40%
60%
80%
100%

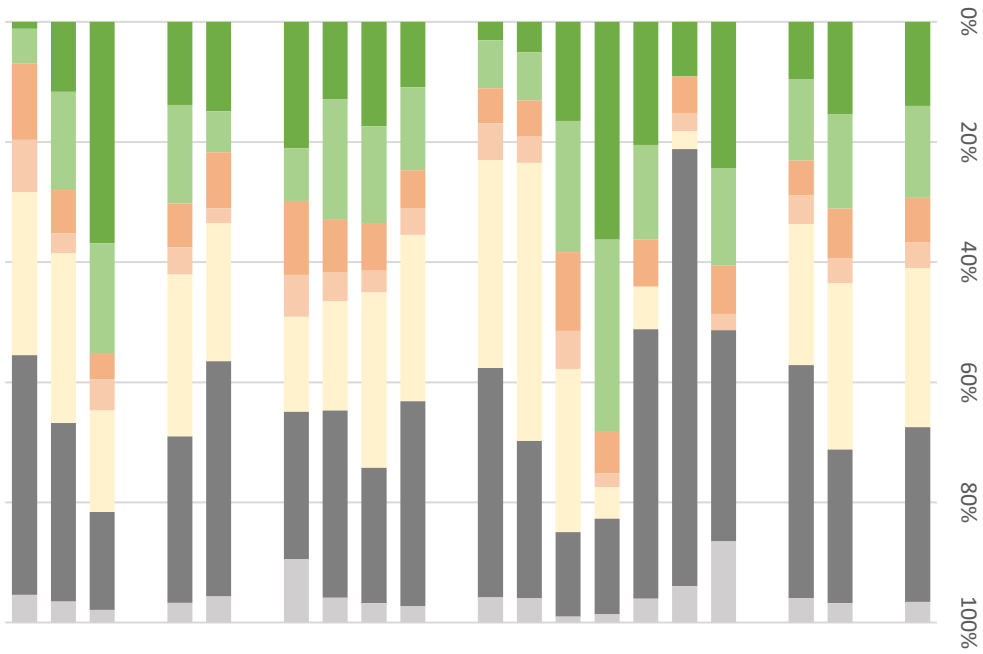
Researched a topic I'm interested in at the library
0%
20%
40%
60%
80%
100%
Searched online about a topic I'm interested in
0%
20%
40%
60%
80%
100%

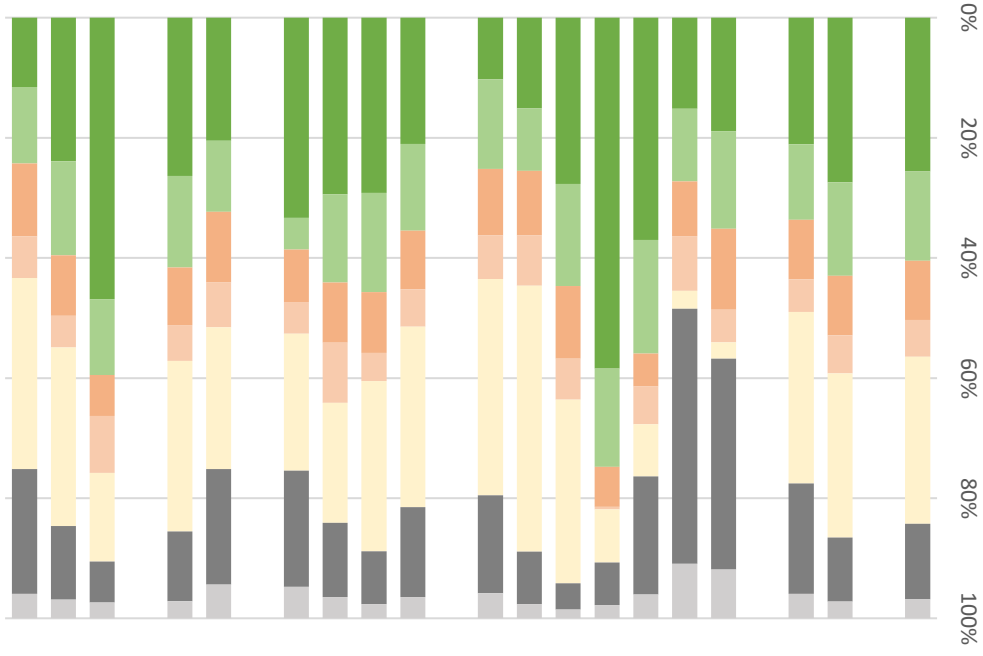

Emailed the library to ask a question or get help
Posted a question or asked for advice online (such as Facebook, Nextdoor, Quora)
0%
20%
40%
60%
80%
100%

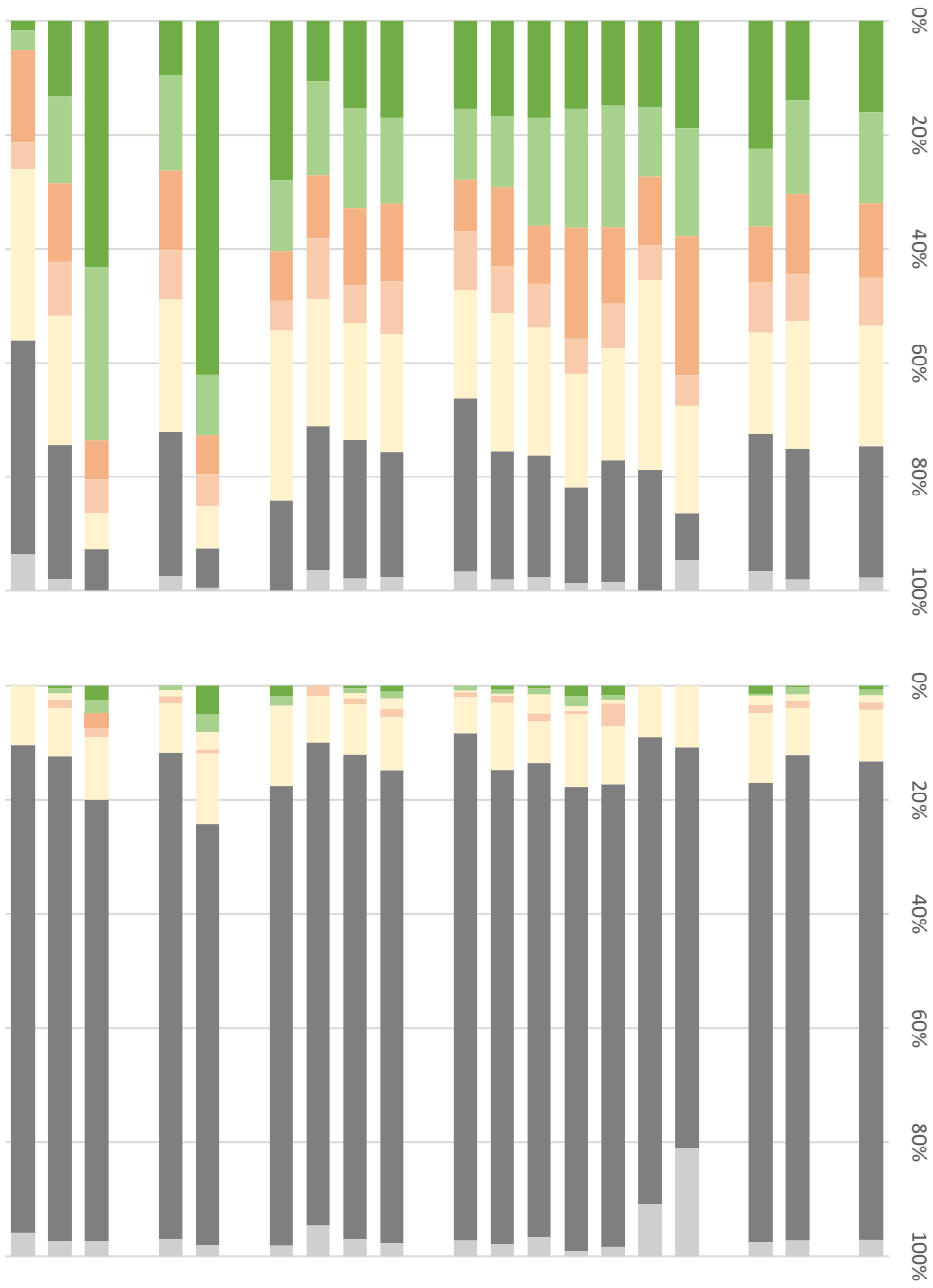
Talked to a librarian / library staff member to get information or recommendations
0%
20%
40%
60%
80%
100%

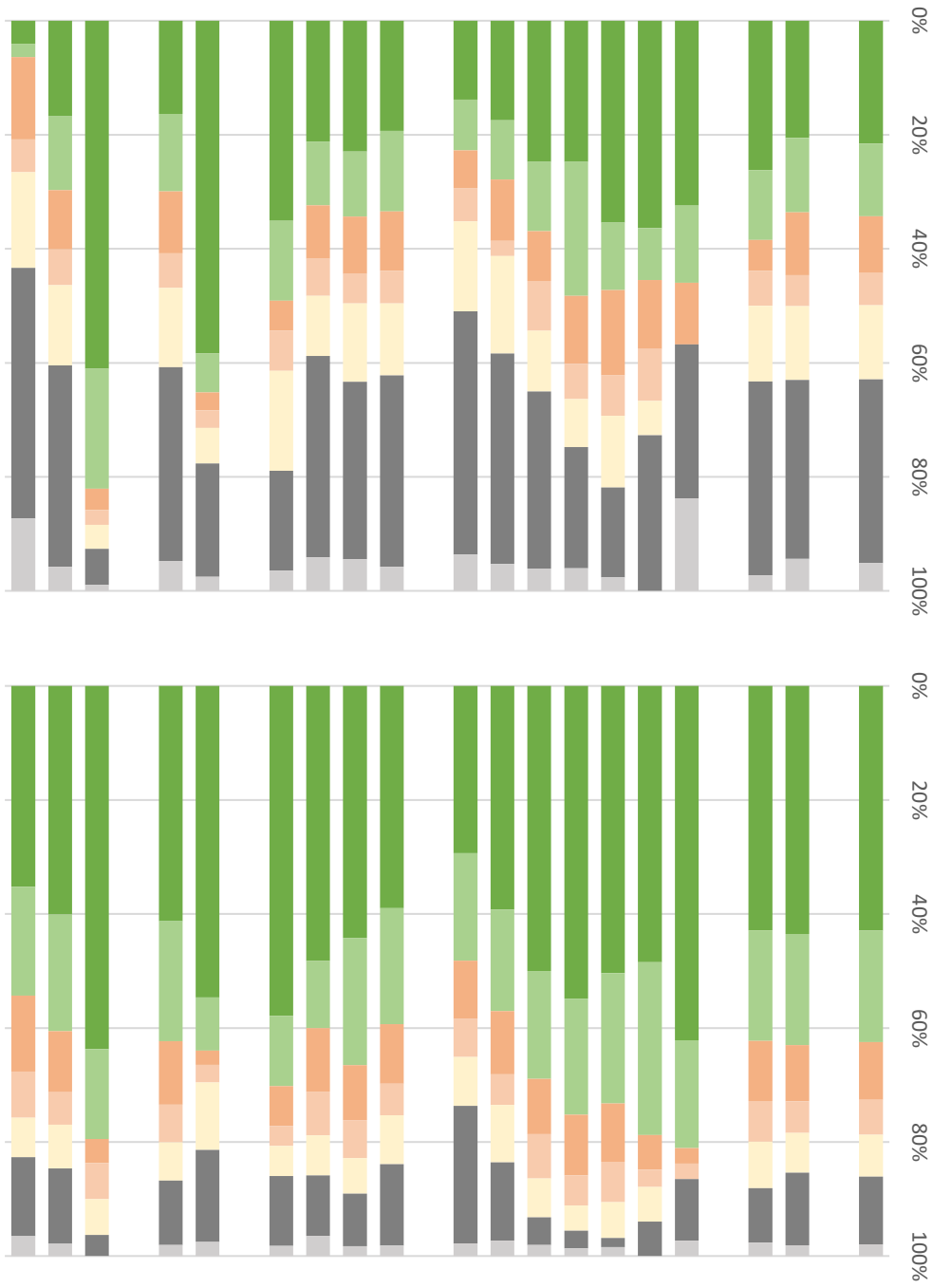
Talked to family, friends or neighbors to get information or recommendations
0%
20%
40%
60%
80%
100%

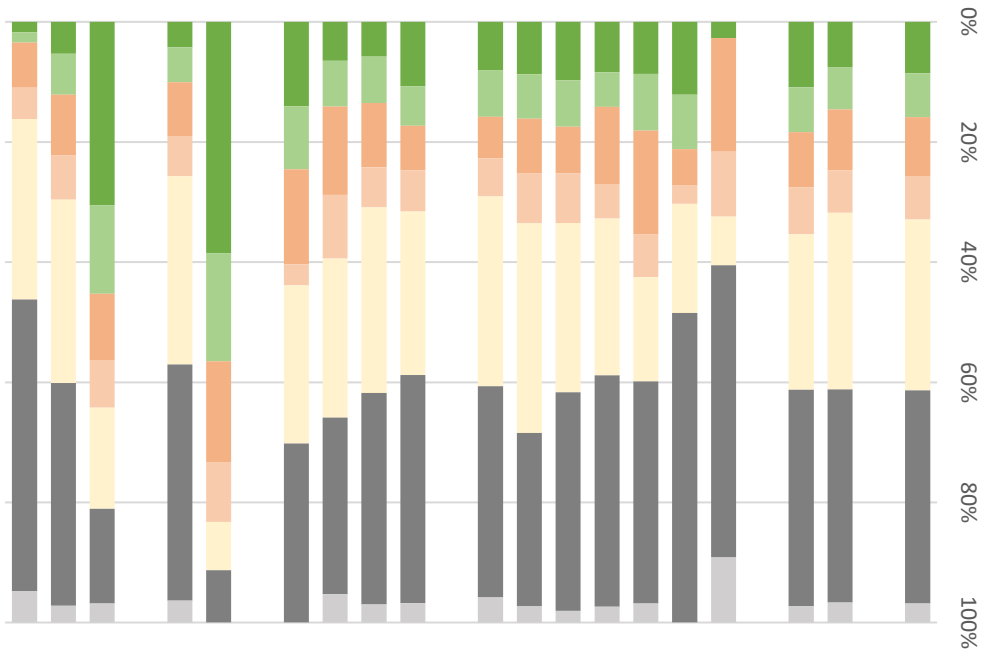
Looked for reading recommendations at the library website
Looked online for reading recommendations (such as Amazon, Goodreads, Facebook)
0%
20%
40%
60%
80%
100%

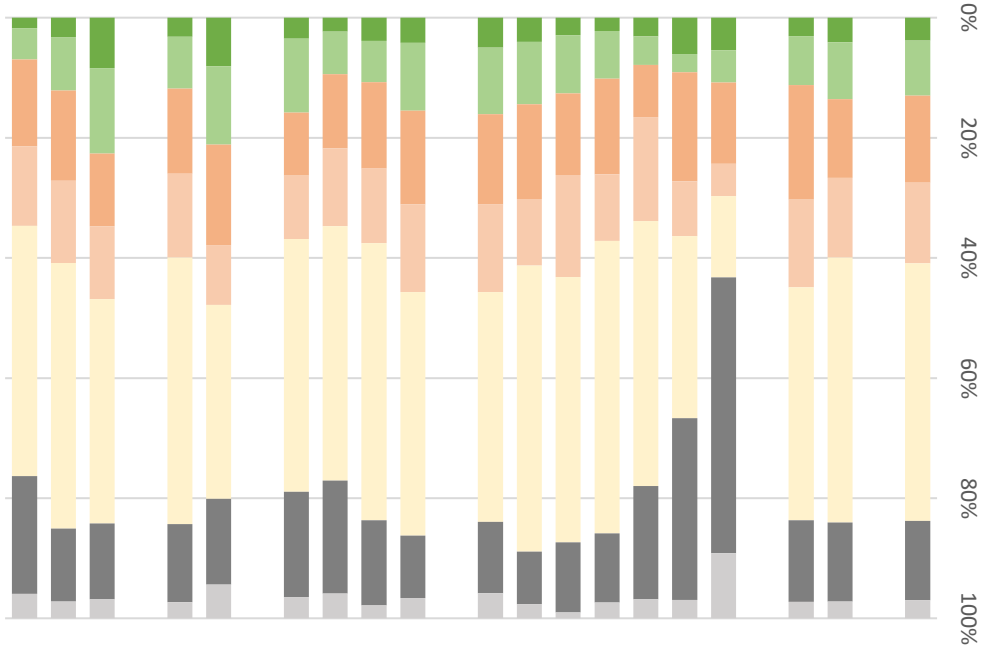

Brought children to the library
0%
20%
40%
60%
80%
100%

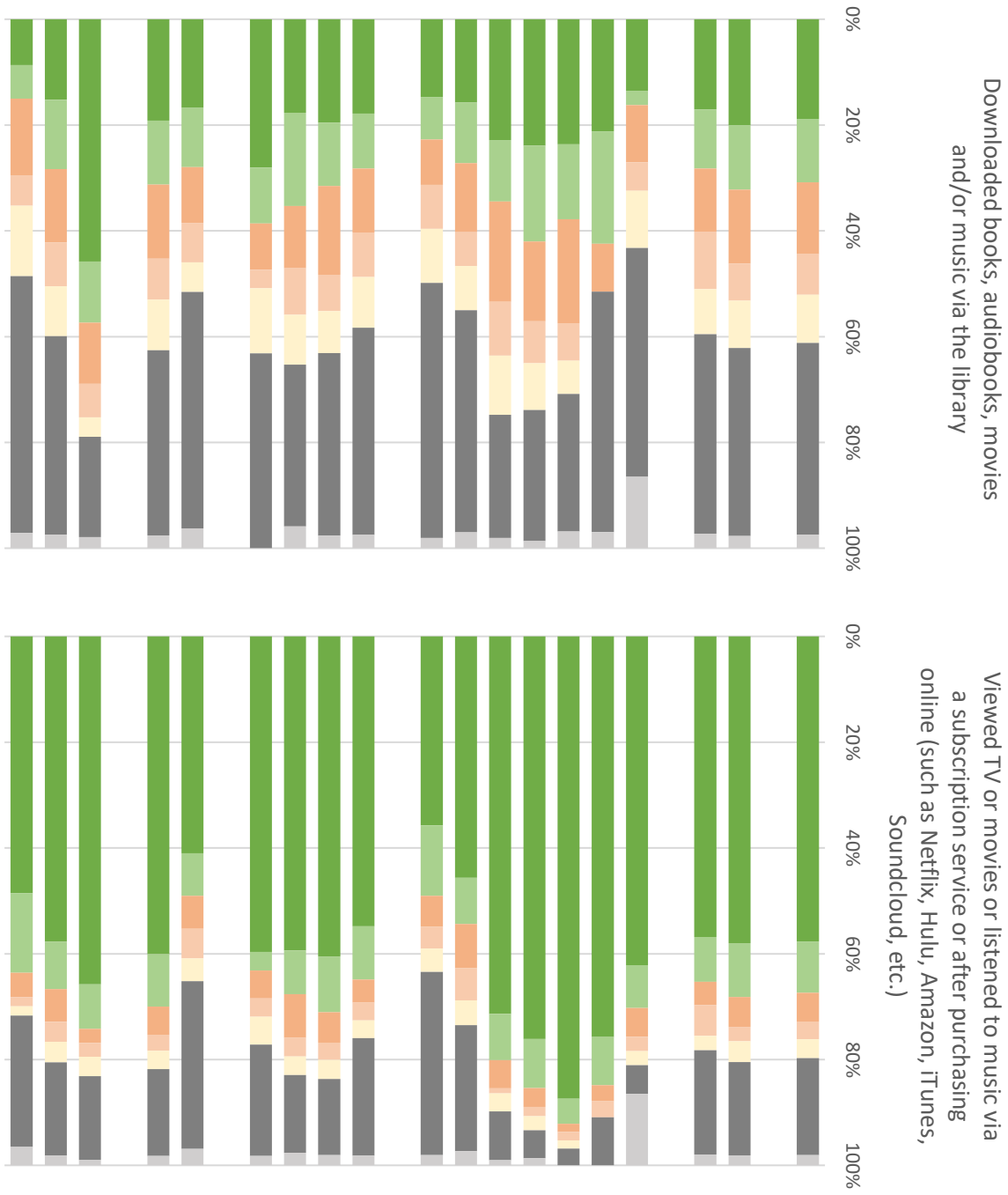

Took children to a playground, park, museum, play café or other location
0%
20%
40%
60%
80%
100%


Used library computers
Rented a computer at a copy shop or other location
0%
20%
40%
60%
80%
100%

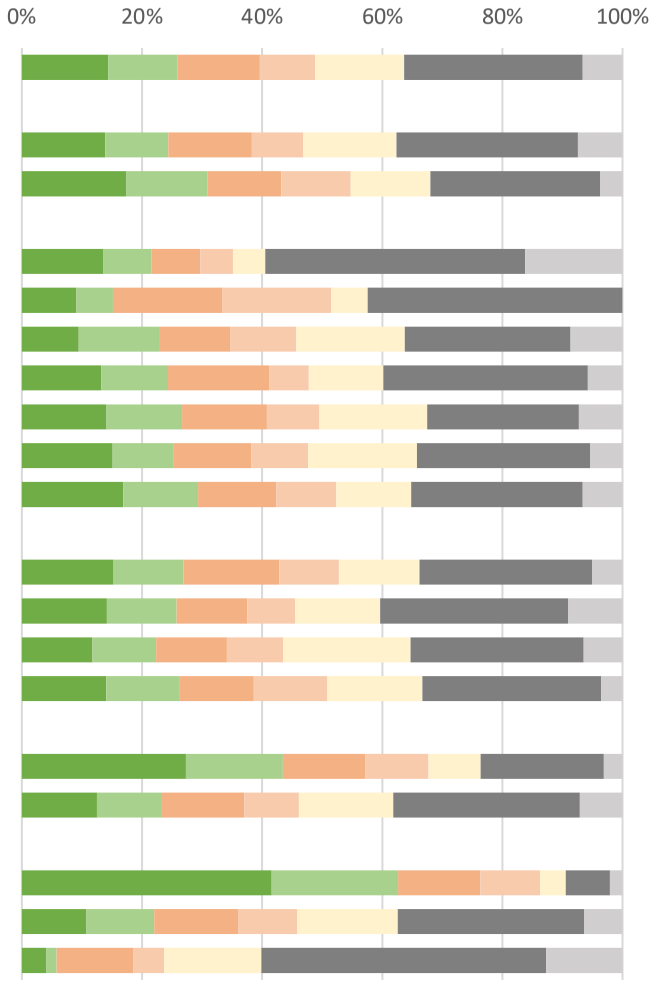

Used wireless network at the library
0%
20%
40%
60%
80%
100%
Connected to wireless network at a store, coffee shop or other location
0%
20%
40%
60%
80%
100%


Used copier, printer, scanner and/or fax machine at the library
0%
20%
40%
60%
80%
100%

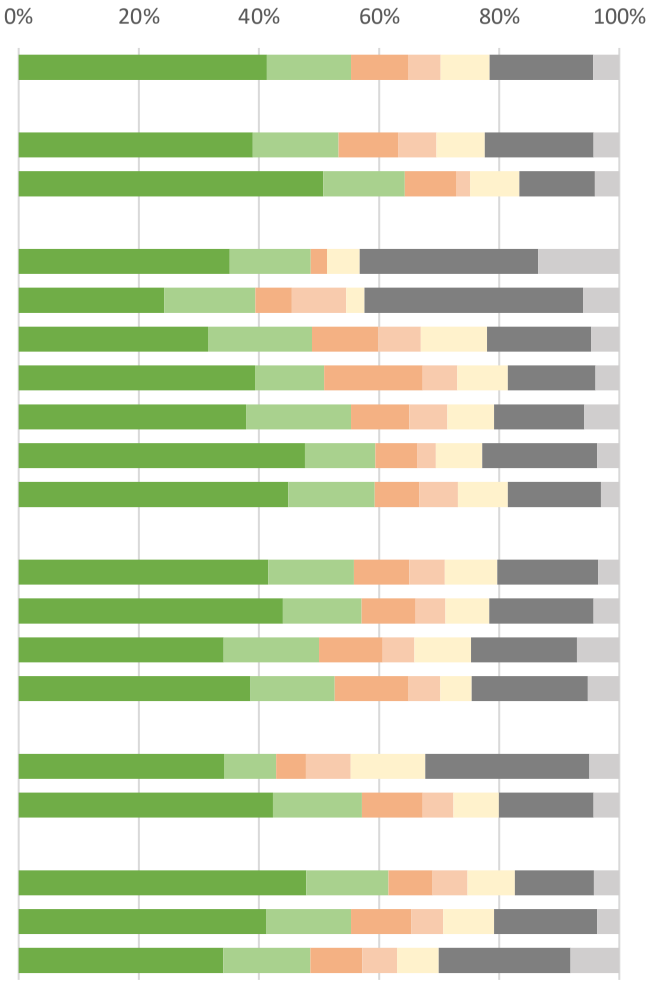

Visited a copy shop to make copies or print photos or documents
0%
20%
40%
60%
80%
100%

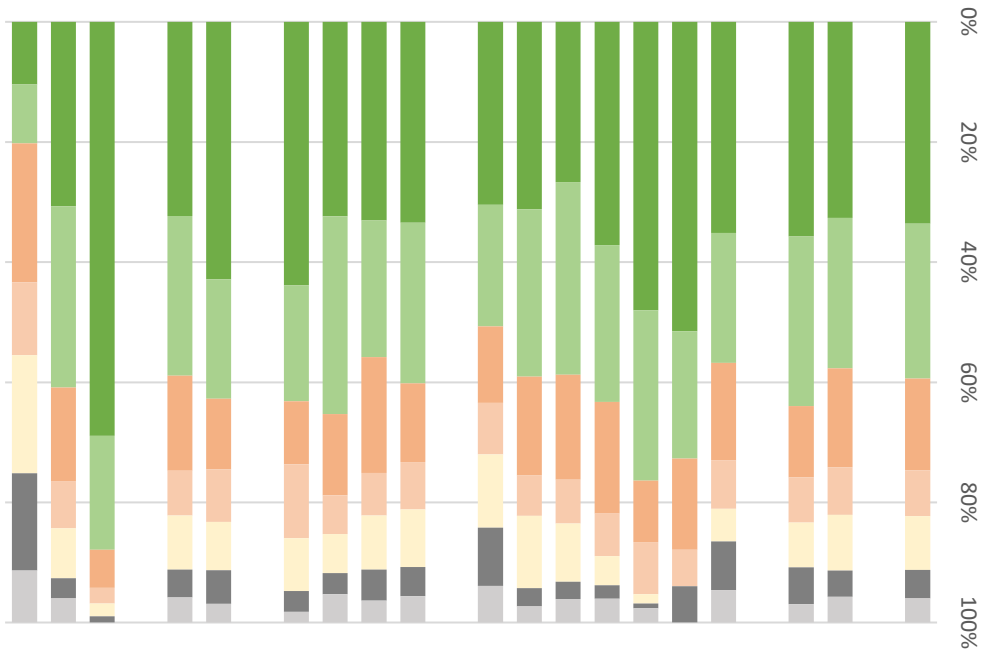

Downloaded books, audiobooks, movies and/or music via the library
0%
20%
40%
60%
80%
100%
Viewed TV or movies or listened to music via a subscription service or after purchasing online (such as Netflix, Hulu, Amazon, iTunes, Soundcloud, etc.)
0%
20%
40%
60%
80%
100%

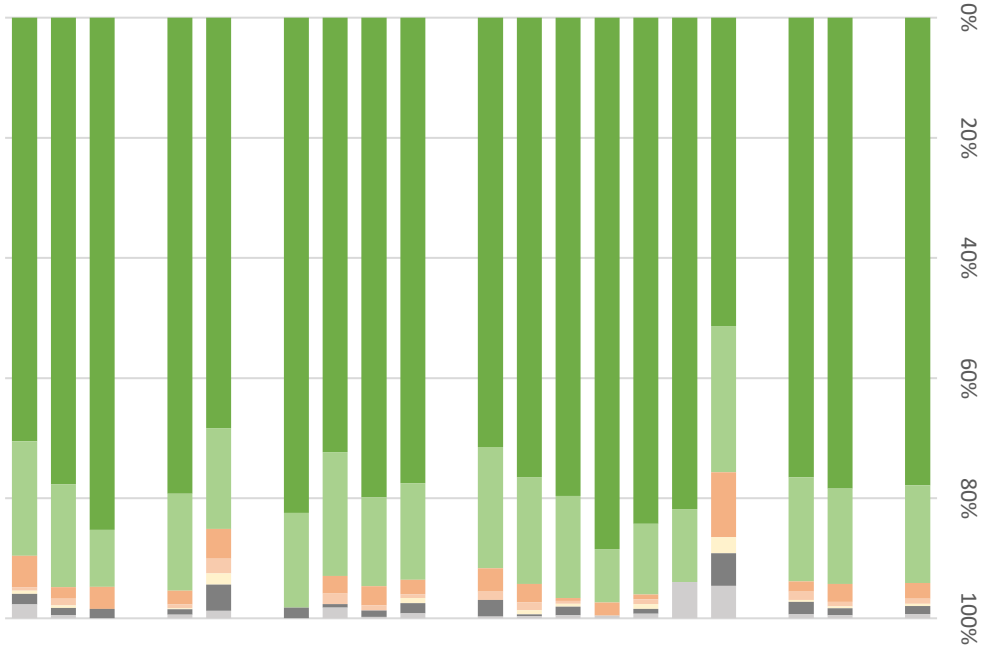
Used an online database via the library website (such as newspaper and magazine articles, encyclopedias, Ancestry.com, ConsumerReports.org, lynda.com)

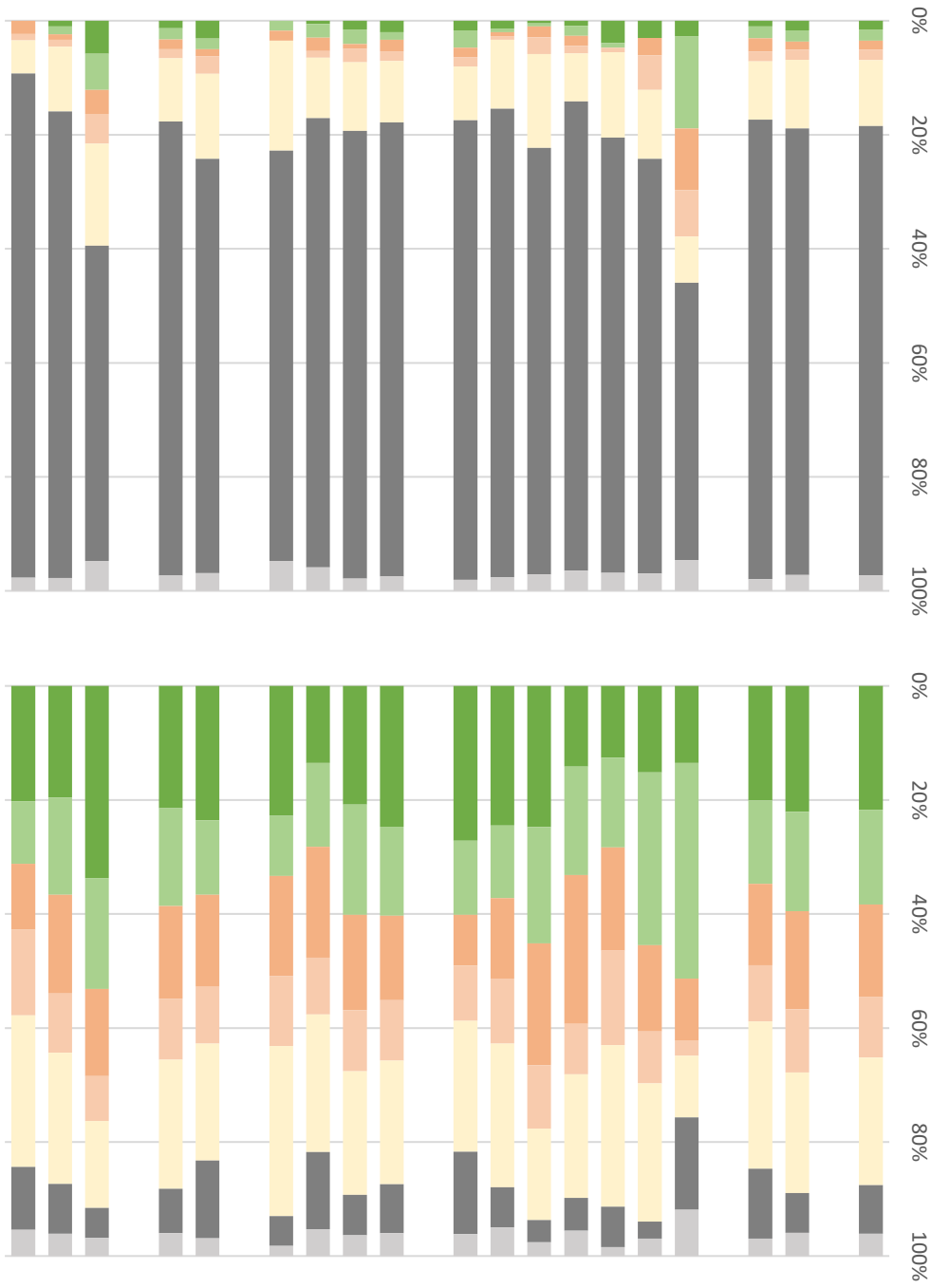


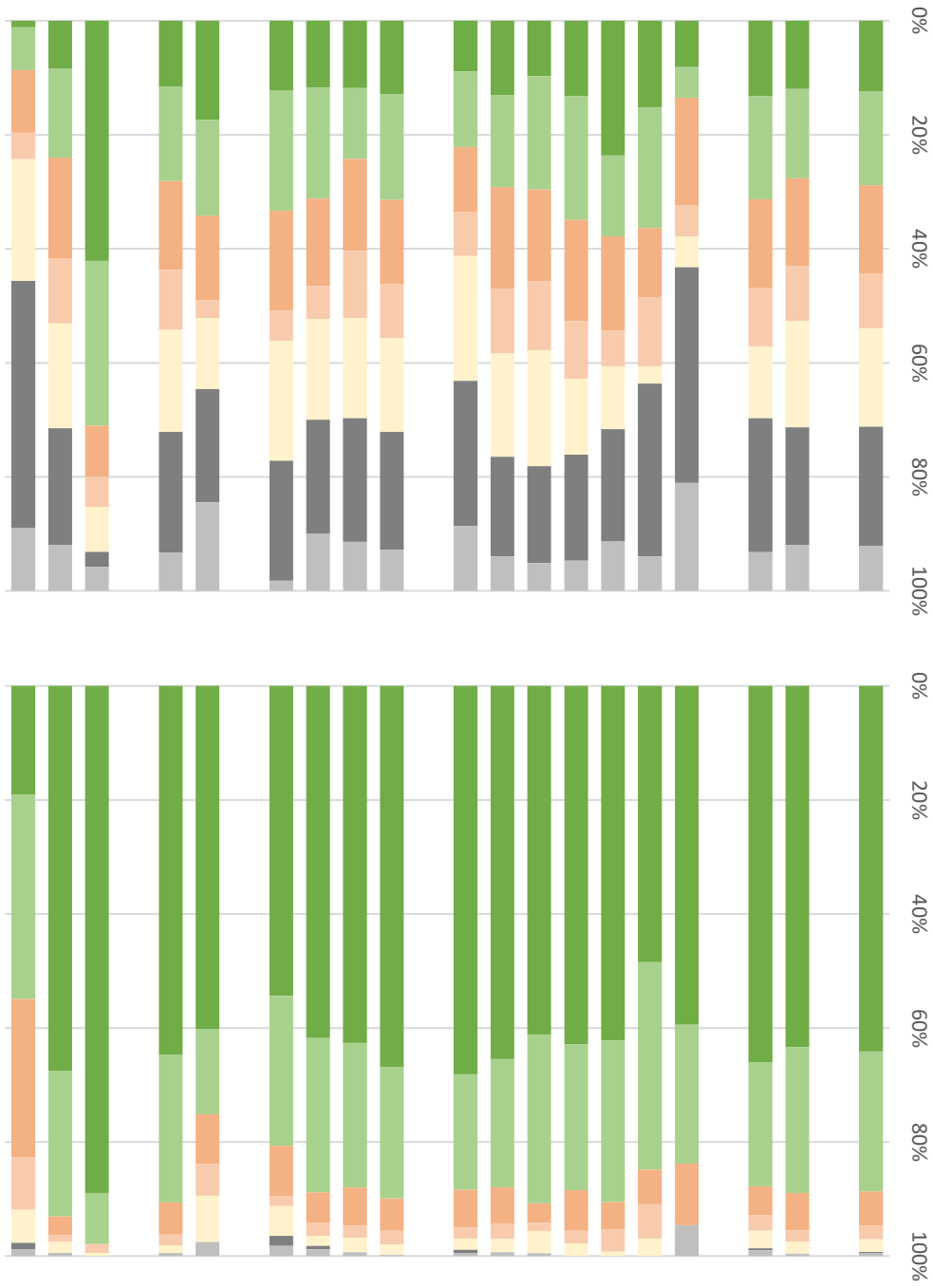
Visited a website I subscribe to (such as newspaper or magazine, Ancestry.com, Angie's List, etc.)

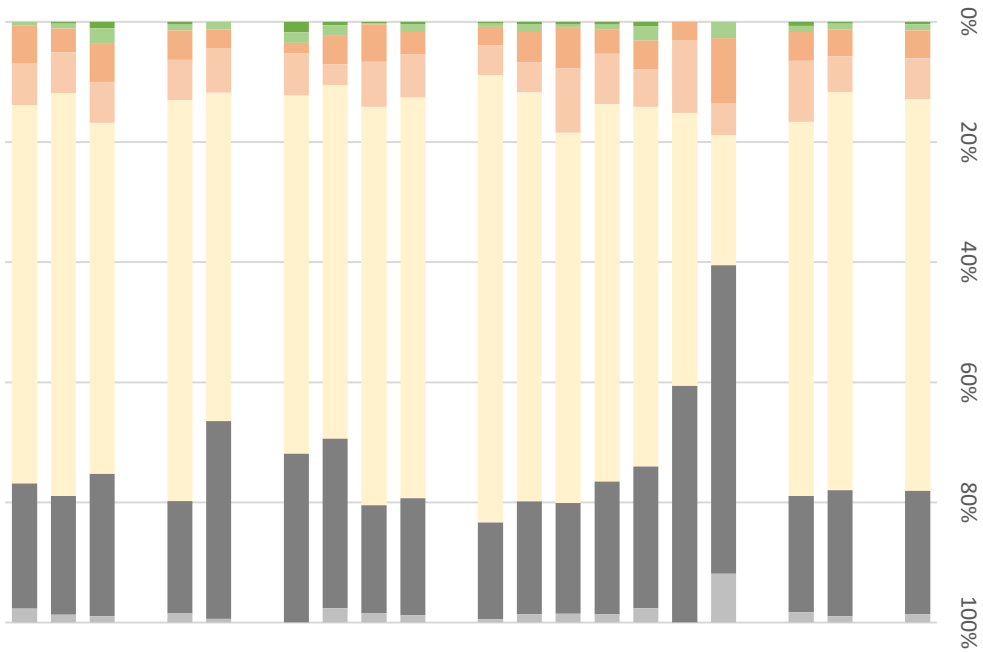


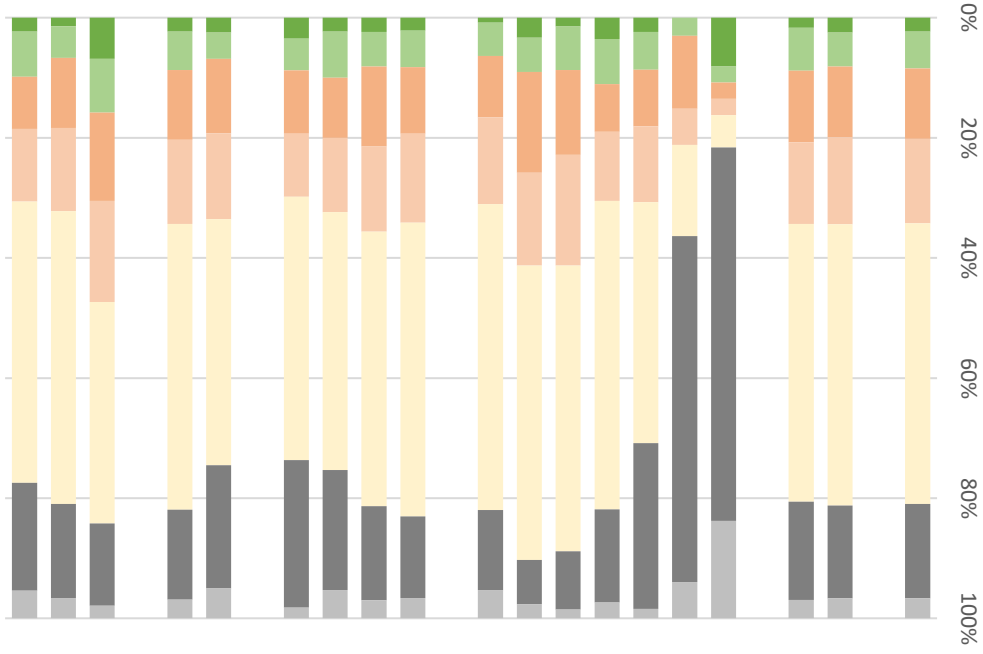

Planned a visit to the library (such as check hours, look up address)
0%
20%
40%
60%
80%
100%


Searched online to plan a visit to a store, business or other location (such as check hours, look up address)
0%
20%
40%
60%
80%
100%


Volunteered at the library
0%
20%
40%
60%
80%
100%
Volunteered in the community
0%
20%
40%
60%
80%
100%


Looked up information about the library
(such as news, policies, jobs)
0%
20%
40%
60%
80%
100%
Returned items I borrowed at the library
0%
20%
40%
60%
80%
100%


Applied for a passport at post office or city or county office
0%
20%
40%
60%
80%
100%


Used a notary at a bank, copy shop or other business
0%
20%
40%
60%
80%
100%

Heard of *Services & materials*	All respondents	Gender identity: Women	Gender identity: Men	Age: <18	Age: 18-24	Age: 25-34	Age: 35-44	Age: 45-54	Age: 55-64	Age: 65+	Preferred library: OWL	Preferred library: NWL	Preferred library: WPK	Preferred library: Other	Response location: In-Library	Response location: Remote	Library engagement level: High	Library engagement level: Average	Library engagement level: Low
Meeting/study rooms	74%	77%	67%	76%	79%	75%	76%	81%	78%	66%	77%	73%	69%	75%	71%	75%	76%	76%	63%
Homework help	65%	70%	49%	78%	70%	71%	70%	71%	67%	52%	68%	61%	65%	69%	58%	66%	66%	67%	54%
After-hours pick up lockers	63%	64%	60%	57%	67%	69%	62%	68%	62%	61%	66%	53%	84%	55%	56%	64%	70%	64%	53%
Borrow books from libraries outside our system from across the country*	59%	61%	54%	59%	52%	61%	54%	54%	63%	62%	63%	56%	57%	53%	54%	60%	67%	58%	55%
Drive-through window	51%	54%	44%	59%	48%	55%	62%	55%	47%	44%	31%	81%	39%	58%	43%	53%	58%	50%	50%
Adventure Kits (themed activity kits for families and adults)	47%	49%	41%	54%	48%	54%	58%	48%	42%	39%	46%	48%	46%	49%	48%	46%	66%	46%	27%
Get help by telephone	47%	50%	39%	38%	48%	43%	43%	48%	49%	50%	47%	48%	49%	38%	42%	48%	58%	47%	36%
Email newsletter	46%	48%	40%	41%	39%	40%	50%	42%	48%	47%	44%	48%	43%	47%	41%	46%	54%	46%	34%
Binge Boxes (themed movie sets)	45%	45%	45%	38%	52%	51%	51%	52%	42%	36%	49%	42%	41%	33%	51%	44%	58%	45%	30%
Mobile app for smartphone or tablet	42%	43%	37%	57%	42%	52%	53%	49%	34%	33%	40%	43%	47%	44%	40%	42%	54%	42%	31%
Online program/event registration	40%	44%	27%	49%	42%	39%	47%	44%	39%	32%	42%	38%	35%	45%	44%	39%	54%	40%	24%
Newsletter mailed to home	39%	42%	28%	24%	24%	31%	34%	38%	43%	44%	44%	35%	34%	25%	26%	41%	41%	38%	38%
Book vending machines in local community centers	36%	38%	27%	57%	42%	35%	43%	40%	28%	34%	43%	27%	33%	36%	29%	37%	46%	34%	35%
Library social media accounts (Facebook, Twitter, Instagram)	35%	37%	27%	57%	42%	46%	47%	42%	28%	22%	37%	30%	39%	42%	33%	35%	43%	35%	24%
Foreign language materials	32%	33%	28%	41%	45%	35%	33%	33%	31%	30%	35%	32%	26%	31%	37%	32%	43%	32%	22%
Tax help	32%	35%	24%	16%	21%	31%	31%	33%	35%	34%	38%	28%	26%	35%	41%	31%	36%	34%	20%
Headphones (for in-library use)	31%	32%	28%	62%	42%	31%	31%	31%	30%	26%	27%	34%	32%	35%	50%	28%	43%	30%	23%
Discovery Kits / Power Packs (themed educational kits for children)	30%	32%	23%	41%	27%	45%	47%	33%	21%	19%	30%	29%	32%	29%	28%	30%	47%	29%	17%
Materials and services for persons with disabilities	30%	32%	24%	38%	12%	24%	27%	28%	36%	31%	33%	28%	25%	27%	32%	30%	35%	30%	23%
Resume and job search help	30%	32%	24%	35%	18%	36%	31%	31%	33%	25%	29%	29%	31%	40%	40%	29%	36%	31%	18%
LimeBike bike share	27%	28%	22%	43%	27%	23%	26%	25%	33%	24%	40%	13%	22%	24%	30%	27%	30%	28%	20%
Get help by chat (24/7 x 365)	24%	26%	16%	16%	36%	31%	21%	25%	24%	22%	24%	24%	24%	20%	23%	24%	36%	24%	12%
Mobile hotspots	24%	23%	23%	41%	42%	32%	24%	28%	22%	16%	23%	23%	26%	27%	37%	22%	37%	23%	14%
Notary public service	22%	23%	15%	16%	24%	33%	21%	27%	19%	18%	25%	18%	20%	25%	33%	20%	31%	21%	15%
Personalized book recommendations	22%	23%	16%	30%	12%	21%	27%	21%	24%	17%	20%	23%	23%	24%	24%	21%	35%	21%	12%
Launchpad tablets (themed games and puzzles for children)	21%	23%	17%	46%	21%	35%	43%	20%	12%	9%	19%	21%	29%	31%	26%	21%	34%	20%	14%
Passport photos & application service	21%	22%	17%	22%	33%	20%	21%	25%	20%	19%	29%	13%	18%	18%	25%	21%	33%	21%	12%
Wireless printing	20%	20%	16%	32%	42%	31%	21%	17%	18%	14%	18%	21%	22%	24%	34%	18%	35%	18%	13%
Educator Card	19%	21%	15%	16%	15%	27%	23%	24%	16%	15%	20%	18%	21%	16%	20%	19%	29%	18%	15%
Teacher collections	19%	21%	12%	11%	6%	19%	21%	18%	20%	18%	20%	17%	18%	22%	22%	18%	25%	18%	13%
Get help by text message	18%	19%	15%	22%	15%	22%	14%	15%	14%	24%	19%	16%	22%	13%	21%	18%	23%	19%	8%
Browsing baskets	16%	16%	15%	32%	21%	29%	25%	19%	8%	8%	15%	16%	19%	16%	18%	16%	28%	14%	12%
Device chargers (for in-library use)	15%	15%	16%	41%	27%	21%	18%	13%	16%	9%	17%	12%	15%	20%	24%	14%	27%	14%	10%
Appointments for in-depth assistance from librarians	13%	13%	11%	27%	9%	9%	12%	12%	11%	15%	14%	11%	12%	20%	20%	12%	22%	12%	7%
Light therapy lamps	13%	13%	11%	16%	21%	23%	18%	13%	9%	8%	12%	11%	18%	18%	24%	11%	24%	12%	8%
Auto code readers	8%	8%	11%	14%	15%	11%	9%	8%	5%	8%	8%	7%	11%	13%	12%	8%	18%	7%	5%
GoChip Beams (wireless hotspot for streaming movies and TV shows)	8%	8%	8%	22%	18%	11%	12%	9%	4%	4%	8%	8%	8%	13%	12%	7%	18%	7%	3%
Car jump starters	7%	7%	9%	16%	15%	13%	9%	7%	5%	4%	7%	7%	5%	13%	12%	7%	17%	6%	3%
Energy Check Toolkit	6%	5%	6%	8%	6%	9%	6%	7%	3%	5%	4%	6%	8%	9%	11%	5%	12%	5%	3%
Vox Books (read-along picture books for children)	6%	7%	5%	14%	6%	10%	7%	8%	4%	4%	6%	7%	5%	16%	11%	6%	15%	5%	5%
Air quality monitors	5%	5%	4%	16%	12%	8%	6%	5%	3%	3%	5%	6%	5%	5%	9%	5%	13%	4%	1%
Voice assistant for library programs/events (Alexa Skill, Google Action)	4%	4%	3%	5%	6%	6%	5%	6%	2%	4%	5%	4%	4%	5%	8%	4%	10%	3%	3%

Interested in trying (not used) *Services & materials*	All respondents	Gender identity: Women	Gender identity: Men	Age: <18	Age: 18-24	Age: 25-34	Age: 35-44	Age: 45-54	Age: 55-64	Age: 65+	Preferred library: OWL	Preferred library: NWL	Preferred library: WPK	Preferred library: Other	Response location: In-Library	Response location: Remote	Library engagement level: High	Library engagement level: Average	Library engagement level: Low
After-hours pick up lockers	40%	42%	33%	52%	55%	58%	54%	46%	38%	22%	38%	39%	48%	42%	30%	41%	44%	40%	34%
Borrow books from libraries outside our system from across the country*	39%	40%	37%	37%	45%	55%	49%	35%	40%	28%	39%	37%	36%	65%	38%	39%	40%	40%	35%
Passport photos & application service	39%	40%	35%	17%	42%	38%	50%	46%	41%	27%	38%	41%	33%	44%	30%	40%	40%	39%	36%
Notary public service	37%	38%	35%	5%	13%	35%	41%	42%	39%	36%	35%	39%	35%	43%	32%	37%	38%	37%	34%
Personalized book recommendations	31%	33%	26%	59%	66%	46%	41%	28%	27%	19%	33%	32%	27%	15%	25%	32%	36%	32%	21%
Light therapy lamps	28%	31%	18%	42%	38%	33%	39%	35%	26%	15%	26%	30%	25%	38%	29%	28%	41%	27%	22%
Binge Boxes (themed movie sets)	27%	29%	22%	48%	58%	47%	32%	32%	23%	12%	24%	27%	32%	38%	27%	27%	36%	26%	19%
Drive-through window	25%	29%	16%	13%	52%	31%	37%	28%	24%	16%	26%	25%	24%	26%	20%	26%	29%	25%	24%
Adventure Kits (themed activity kits for families and adults)	25%	27%	18%	28%	33%	51%	52%	29%	14%	7%	23%	24%	25%	38%	23%	25%	39%	24%	16%
Air quality monitors	22%	23%	20%	16%	15%	26%	30%	26%	22%	16%	23%	23%	19%	24%	25%	22%	32%	21%	21%
Online program/event registration	20%	22%	15%	26%	33%	28%	28%	16%	21%	12%	18%	22%	18%	31%	22%	20%	32%	18%	18%
Device chargers (for in-library use)	20%	21%	16%	44%	28%	22%	28%	18%	21%	11%	20%	21%	14%	25%	26%	19%	30%	18%	19%
Email newsletter	19%	20%	17%	6%	22%	21%	25%	15%	24%	16%	21%	20%	12%	11%	22%	19%	21%	20%	17%
Energy Check Toolkit	19%	19%	17%	11%	18%	23%	31%	20%	17%	11%	17%	20%	18%	25%	21%	18%	33%	17%	13%
Book vending machines in local community centers	18%	21%	11%	57%	42%	34%	31%	19%	11%	6%	18%	18%	16%	24%	22%	18%	30%	17%	12%
Mobile app for smartphone or tablet	18%	18%	19%	13%	32%	25%	24%	17%	20%	12%	17%	21%	13%	18%	14%	19%	23%	18%	15%
Wireless printing	18%	18%	16%	24%	19%	27%	22%	16%	19%	11%	18%	18%	14%	27%	24%	17%	24%	17%	17%
Foreign language materials	17%	19%	13%	9%	46%	22%	19%	21%	17%	10%	17%	18%	12%	23%	24%	16%	26%	15%	17%
GoChip Beams (wireless hotspot for streaming movies and TV shows)	17%	18%	13%	30%	16%	25%	26%	20%	15%	8%	14%	17%	21%	29%	20%	16%	27%	16%	12%
Discovery Kits / Power Packs (themed educational kits for children)	15%	17%	11%	9%	12%	34%	34%	18%	8%	5%	13%	17%	16%	26%	15%	15%	23%	14%	13%
Browsing baskets	15%	18%	9%	23%	29%	21%	22%	17%	13%	8%	15%	16%	13%	17%	10%	16%	16%	16%	13%
LimeBike bike share	15%	16%	13%	36%	28%	24%	21%	18%	13%	5%	14%	17%	16%	8%	18%	15%	27%	14%	9%
Mobile hotspots	15%	14%	16%	39%	28%	13%	22%	11%	16%	9%	14%	14%	17%	24%	13%	15%	19%	15%	10%
Meeting/study rooms	14%	13%	16%	45%	32%	17%	15%	18%	12%	8%	11%	16%	16%	26%	24%	13%	23%	14%	8%
Get help by text message	14%	14%	13%	17%	26%	13%	17%	12%	15%	10%	13%	16%	12%	13%	20%	13%	19%	13%	11%
Get help by chat (24/7 x 365)	14%	14%	13%	12%	11%	13%	21%	13%	14%	10%	12%	15%	13%	16%	9%	14%	17%	13%	14%
Resume and job search help	14%	14%	12%	26%	50%	19%	19%	14%	13%	4%	13%	13%	17%	12%	16%	13%	20%	12%	13%
Tax help	12%	13%	10%	14%	31%	15%	18%	10%	11%	7%	12%	13%	11%	9%	13%	12%	15%	11%	12%
Appointments for in-depth assistance from librarians	12%	12%	11%	11%	18%	9%	11%	14%	14%	9%	12%	11%	10%	15%	18%	11%	22%	10%	9%
Auto code readers	11%	10%	12%	8%	24%	14%	17%	11%	8%	6%	10%	10%	12%	19%	11%	10%	19%	9%	8%
Vox Books (read-along picture books for children)	10%	11%	6%	8%	15%	22%	21%	8%	7%	3%	7%	12%	12%	19%	14%	10%	19%	9%	9%
Library social media accounts (Facebook, Twitter, Instagram)	10%	11%	6%	3%	33%	19%	13%	16%	9%	3%	10%	9%	10%	12%	9%	10%	10%	10%	9%
Car jump starters	10%	10%	8%	8%	21%	18%	14%	8%	9%	4%	9%	10%	9%	13%	15%	9%	13%	9%	8%
Newsletter mailed to home	8%	9%	6%	3%	14%	9%	9%	7%	9%	9%	9%	9%	6%	6%	14%	7%	7%	9%	9%
Launchpad tablets (themed games and puzzles for children)	8%	10%	4%	3%	13%	19%	19%	6%	6%	2%	7%	8%	11%	13%	8%	8%	12%	8%	5%
Educator Card	8%	9%	7%	5%	3%	10%	13%	12%	7%	3%	8%	7%	8%	10%	9%	8%	16%	7%	4%
Headphones (for in-library use)	8%	8%	5%	38%	3%	14%	8%	6%	8%	3%	6%	9%	7%	9%	15%	7%	14%	7%	3%
Teacher collections	7%	8%	4%	3%	6%	11%	14%	10%	5%	1%	6%	8%	8%	7%	7%	7%	12%	6%	4%
Homework help	6%	7%	6%	37%	7%	5%	14%	9%	4%	1%	4%	8%	9%	8%	6%	6%	11%	6%	5%
Get help by telephone	6%	6%	9%	3%	4%	5%	7%	4%	7%	7%	6%	7%	4%	8%	12%	5%	7%	6%	5%
Voice assistant for library programs/events (Alexa Skill, Google Action)	6%	7%	4%	14%	9%	9%	9%	4%	5%	4%	6%	8%	3%	5%	8%	6%	10%	6%	3%
Materials and services for persons with disabilities	4%	5%	3%	3%	3%	8%	5%	4%	3%	3%	3%	5%	4%	2%	7%	4%	9%	4%	1%

Used *Services & materials*	All respondents	Gender identity: Women	Gender identity: Men	Age: <18	Age: 18-24	Age: 25-34	Age: 35-44	Age: 45-54	Age: 55-64	Age: 65+	Preferred library: OWL	Preferred library: NWL	Preferred library: WPK	Preferred library: Other	Response location: In-Library	Response location: Remote	Library engagement level: High	Library engagement level: Average	Library engagement level: Low
Borrow books from libraries outside our system from across the country*	42%	43%	40%	27%	39%	44%	38%	37%	45%	46%	44%	39%	43%	38%	37%	43%	46%	42%	35%
Drive-through window	33%	35%	27%	35%	24%	31%	42%	34%	30%	29%	14%	60%	19%	36%	21%	34%	36%	32%	34%
Email newsletter	29%	30%	27%	8%	18%	24%	31%	27%	31%	31%	27%	31%	28%	33%	24%	29%	33%	29%	20%
Newsletter mailed to home	28%	31%	20%	8%	12%	19%	25%	28%	35%	32%	34%	25%	22%	15%	17%	30%	28%	28%	28%
Meeting/study rooms	27%	28%	24%	41%	42%	19%	28%	33%	30%	21%	30%	27%	22%	15%	25%	28%	28%	27%	25%
Mobile app for smartphone or tablet	26%	27%	26%	35%	15%	34%	38%	35%	19%	17%	23%	27%	34%	29%	23%	27%	35%	26%	20%
Get help by telephone	20%	20%	19%	16%	18%	7%	15%	22%	20%	26%	21%	19%	22%	11%	14%	21%	27%	19%	14%
Library social media accounts (Facebook, Twitter, Instagram)	19%	20%	15%	16%	18%	29%	35%	25%	11%	7%	18%	18%	22%	22%	20%	18%	29%	18%	9%
Online program/event registration	17%	19%	12%	16%	9%	13%	22%	23%	16%	13%	20%	14%	17%	13%	16%	17%	27%	17%	5%
After-hours pick up lockers	12%	12%	13%	16%	12%	13%	20%	16%	8%	7%	11%	13%	15%	18%	10%	13%	21%	11%	9%
Book vending machines in local community centers	11%	11%	11%	19%	6%	11%	18%	13%	7%	8%	14%	6%	15%	9%	7%	11%	13%	11%	10%
Foreign language materials	9%	9%	10%	14%	21%	7%	11%	12%	7%	9%	9%	11%	8%	13%	13%	9%	14%	9%	9%
Launchpad tablets (themed games and puzzles for children)	9%	9%	6%	14%	6%	9%	27%	7%	3%	2%	6%	9%	14%	18%	10%	9%	15%	8%	7%
Headphones (for in-library use)	8%	7%	13%	30%	6%	4%	9%	10%	7%	7%	8%	8%	8%	15%	24%	6%	12%	8%	6%
Get help by chat (24/7 x 365)	8%	9%	6%	8%	18%	6%	8%	11%	6%	8%	8%	8%	6%	7%	7%	8%	10%	8%	3%
Discovery Kits / Power Packs (themed educational kits for children)	8%	9%	4%	14%	0%	9%	23%	7%	3%	2%	6%	8%	14%	9%	7%	8%	12%	7%	5%
Personalized book recommendations	7%	8%	4%	8%	3%	7%	10%	7%	9%	6%	8%	7%	9%	4%	8%	7%	11%	7%	3%
Adventure Kits (themed activity kits for families and adults)	7%	8%	5%	14%	0%	15%	17%	7%	2%	2%	5%	9%	11%	13%	8%	7%	14%	6%	4%
Wireless printing	7%	7%	7%	11%	18%	13%	7%	6%	7%	4%	5%	8%	8%	13%	19%	5%	13%	6%	4%
Mobile hotspots	7%	7%	8%	11%	12%	11%	11%	11%	6%	1%	6%	7%	9%	7%	16%	6%	17%	6%	3%
Educator Card	6%	7%	4%	0%	6%	9%	8%	7%	5%	5%	7%	5%	6%	5%	7%	6%	7%	6%	6%
Binge Boxes (themed movie sets)	6%	6%	6%	11%	0%	6%	10%	6%	4%	4%	5%	7%	6%	4%	6%	6%	13%	5%	3%
Notary public service	5%	6%	1%	0%	3%	9%	6%	7%	4%	4%	4%	6%	7%	2%	7%	5%	8%	5%	5%
Browsing baskets	5%	5%	5%	5%	6%	10%	12%	5%	1%	1%	5%	4%	6%	5%	3%	5%	8%	5%	2%
Teacher collections	4%	4%	2%	0%	3%	6%	6%	4%	3%	3%	4%	4%	6%	2%	6%	4%	5%	4%	2%
Get help by text message	4%	4%	4%	5%	6%	3%	1%	3%	3%	6%	4%	5%	3%	0%	4%	4%	4%	4%	1%
Homework help	4%	4%	2%	27%	15%	4%	4%	4%	2%	1%	3%	3%	6%	5%	6%	3%	6%	3%	4%
Tax help	4%	3%	3%	3%	3%	2%	2%	2%	5%	5%	5%	2%	4%	4%	7%	3%	6%	4%	1%
Resume and job search help	3%	3%	5%	5%	3%	2%	4%	5%	5%	2%	3%	3%	5%	9%	12%	2%	5%	4%	1%
Passport photos & application service	3%	3%	4%	5%	0%	1%	3%	5%	3%	2%	4%	2%	2%	0%	1%	3%	5%	3%	2%
Device chargers (for in-library use)	2%	2%	4%	14%	3%	2%	1%	2%	3%	1%	3%	1%	2%	0%	4%	2%	4%	2%	2%
Auto code readers	2%	2%	3%	3%	0%	2%	1%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Materials and services for persons with disabilities	2%	2%	1%	3%	0%	0%	1%	1%	2%	3%	2%	1%	1%	5%	4%	1%	4%	1%	1%
Light therapy lamps	1%	1%	2%	3%	3%	2%	1%	2%	1%	1%	1%	1%	4%	0%	4%	1%	4%	1%	1%
Appointments for in-depth assistance from librarians	1%	1%	1%	3%	0%	0%	0%	0%	2%	2%	1%	2%	0%	4%	3%	1%	2%	1%	0%
Vox Books (read-along picture books for children)	1%	2%	0%	3%	0%	2%	3%	1%	1%	1%	2%	1%	1%	4%	1%	1%	1%	1%	1%
LimeBike bike share	1%	1%	1%	3%	3%	0%	1%	2%	1%	0%	2%	0%	0%	4%	1%	1%	2%	1%	1%
Energy Check Toolkit	1%	1%	2%	0%	0%	0%	1%	0%	1%	1%	2%	0%	1%	0%	2%	1%	2%	1%	0%
GoChip Beams (wireless hotspot for streaming movies and TV shows)	1%	1%	0%	0%	3%	0%	3%	0%	1%	0%	1%	1%	1%	0%	2%	1%	3%	1%	0%
Air quality monitors	0%	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	1%	0%	1%	0%	2%	0%	0%
Car jump starters	0%	0%	0%	3%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	2%	0%	1%	0%	0%
Voice assistant for library programs/events (Alexa Skill, Google Action)	0%	0%	0%	3%	0%	1%	0%	1%	0%	0%	1%	0%	1%	0%	2%	0%	1%	0%	0%

Code Book & Classification Scheme for
Visitors & Residents Interview Transcripts

Originally Prepared by:
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I. Place
- A. Internet
  1. Search engine
     a. Google
     b. Yahoo
  2. Social Media
     a. FaceBook
     b. Twitter
     c. YouTube
     d. Flickr/Image Sharing
     e. Blogging
     f. Other
- B. Library
  1. Academic
  2. Public
  3. School *(K-12)*
- C. Home
- D. School, Classroom, Computer Lab
- E. Retail Establishment *(e.g., book store, coffee shop, copy shop, bank, play café)*
- F. Museum
- G. Parks/Rec Center/Community Center
- H. Other

II. Sources
- A. Human
  1. Mother
  2. Father
  3. Extended Family *(siblings, cousins, relatives, children, spouses)*
  4. Experts/Professionals
  5. Friends/Colleagues (“mates”)
  6. Teachers/Professors
  7. Peers *(school, university colleagues but not “friends”)*
  8. Librarians/Library Staff
  9. Other
- B. Digital
  1. E-Books
  2. Online Textbooks
  3. Databases *(including subscription resources)*
  4. Websites
     a. Discovery Channel
     b. Textbook Sites
     c. University Databases
     d. Major Media Sites *(includes newspaper and news sites)*
     e. Non-English Language
     f. Dictionary

g. Wikipedia
h. University Websites *(not databases)*
i. Music Websites
j. Fan Websites
k. Streaming Video *(includes iPlayer, television programs, Netflix)*
l. Retail websites *(includes Amazon.com)*
m. Exam board sites *(UK)*
n. Syllabus- and Discipline Based Sites *(includes non-academic help sites)*
o. iTunesU
p. Photo Websites
q. Library Websites
r. Other

5. VLEs, CMSs
   a. Moodle
   b. Blackboard
   c. Institutional
   d. Not Specified
   e. Other

C. Physical
   1. Books
   2. Notes
   3. Video/DVDs/Blu-Rays
   4. Music/CDs
   5. Audiobooks/Books on CD
   6. Non-Traditional Circulating Materials
   7. Other *(non-traditional non-circulating materials)*
   8. Serials/Periodicals (magazines and newspapers)
   9. Other Circulating Materials

D. Reviews

III. Tools

A. Technology
   1. Computers
      a. Desktops
      b. Laptops
      c. Mac
      d. PC
   2. Mobile
      a. Phones
         i. Smart Phones
            x. Android
            y. iPhone
            z. Blackberry
         ii. Other Cell/Mobile Phones *(not-smart)*
      b. Media Player
   3. Tablets
      a. iPads
      b. Other Tablets *(Kindles, e-readers)*
   4. Games/Consoles *(videogames)*
   5. Other

B. Software
   1. Word Processing Software
   2. Presentation Software
   3. Audio and Video Editing Software
   4. Image and Photographic Editing Software *(including CAD and other drafting software)*
   5. Organizational Software

6. Other

C. Print/pen/paper
   1. Organizers/Planners/Diaries
   2. Handwritten Notes/Assignment Preparation

IV. Agency
A. Evaluation
   1. Satisfice
   2. Reject
   3. Accept

B. Decision/Choice
   1. Convenience/Ease of Use/Accessible
   2. Familiarity
   3. Repetition
   4. Relevance
   5. Authority/Legitimacy
   6. Available Time
   7. Speed
   8. Privacy
   9. Safety, Security
      a. Caution
      b. Confidence
   10. Multitasking
   11. Browsing
   12. Searching
      a. Known-Item
   13. Currency
   14. Fun, Enjoyment
   15. Addiction
   16. Distraction
   17. Time Wasting
   18. Quantity
   19. Reliability
   20. Avoidance *(Using as a way to avoid other activities)*
   21. Self-Reliance
   22. Atmosphere/Ambience
      a. Positive
      b. Negative
   23. Low-Pressure/Non-Commercial
   24. Cost
   25. Novelty
   26. Quality
      a. High-Quality
      b. Low-Quality
   27. Interest
   28. Affection/Enthusiasm
   29. Level/Age-Appropriateness
   30. Organization/Arrangement
   31. Variety
   32. Tactility/Feel

C. Motivation
   1. Create
   2. Collaborate *(Helping others)*
   3. Connection/Community *(Sharing with others)*
   4. Put in Public Domain
      a. Self-Promotion

b. Share Practice
c. Self-Disclosure

5. Extrinsic *(Externally motivated)*
    a. Personal Growth/Self-Help
    b. Intellectual *(Learning)*
6. Intrinsic *(Internally, self-motivated)*
    a. Personal Growth/Self-Help
    b. Intellectual *(Learning)*
7. Lazy *(No motivation; choosing not to do things or to use sources)*
8. Organization

V. Situation/Context
- A. Personal
    1. Health/Fitness
    2. Family/Relationships/Children
    3. Event Planning
    4. Moving
    5. Major Purchases
- B. Professional/Academic
    1. Retirement
    2. Job/Career
    3. School
- C. Societies/Clubs/Organizations/Churches *(Not academic clubs or societies, use V.B. for academic clubs or societies)*
- D. Immediacy
- E. Public/Private
- F. Leisure/Fun
    1. Vacation/Travel
    2. Hobby
- G. Social
    1. Alone
    2. With Others
        a. Family
            i. Spouse/Partner
            ii. Children
            iii. Grandchildren
        b. Friends
        c. Neighbors

VI. Juicy Quotes

VII. Contact
- A. Face-to-Face
- B. Phone Call
- C. Video Chat
- D. IM/Chat
- E. Texting
- F. Private Messaging *(e.g. email through social networking sites)*
- G. Commenting
- H. Media Posting/Social Media
- I. Visible Messaging *(group messaging)*
- J. Letters *(post/mail)*
- K. Email *(e.g. Outlook, Hotmail or Thunderbird)*
- L. Newsletters
    1. Print Newsletter
    2. E-Newsletter
- M. Online Community
- N. Signage

O. Flyers/Bookmarks/Brochures/Pamphlets

VIII. Technology Ownership
- A. Individual
- B. Family
- C. Institutional
- D. Rented

IX. Network used
- A. Institutional Wi-Fi or Cabled
- B. Mobile Internet
- C. Home

X. Activities
- A. Borrowing
- B. Facility Use *(includes reading)*
- C. Learning About the Library/Facility
- D. Programs and Events
- E. Digital and Online Activities
- F. Research and Recommendations
- G. Technology *(i.e., wireless network, computers, assistive technology) [Dual Code with III.A]*
- H. Children's Services
- I. Account Management
- J. Convenience Services *(i.e., drive-up, after-hours lockers, tax forms, notary)*
- K. Office Services *(i.e., copier, printer, scanner, fax)*

XI. Genres
- A. Non-Fiction
- B. Fiction
- C. Series
- D. Children's Materials
- E. Reference Materials

Interview question coding scheme

Questions

- Q1 Use
  - Typical
  - Ways
  - Borrow
  - Spend time
  - Social
  - Programs
  - Staff
  - Patrons
  - Website
  - Same or new
  - Discover
- Q2 Surprise
  - New
  - Feelings
  - Change
- Q3 Activities
  - Type of activity
    - Checked out items
    - Used computers
    - Picked up items
    - Browsed in person
    - Browsed online
    - Stayed 30 minutes
    - Recommendations
    - In-person reference
    - Brought children
    - Searched for programs
    - Subscription resource
    - Downloaded media
    - Attended program
    - Researched a topic
    - Volunteered
  - Start
  - Motivation
  - Goals
  - Alternatives
  - Satisfied
  - Missing
  - Different elsewhere
  - Place
    - Public library
    - Elsewhere
- Q4 Life
  - Type of change
    - Academic
    - Professional
    - Household
    - Family
    - Wellness
    - Leisure
  - Motivation
  - Status
  - Information needed
  - Preference
  - Library role
- Q5 Magic wand
  - Better
  - Do and see
  - Different
  - Look like
  - Online or inperson
- Coda

Key to activity short labels

Activity short label	Specific library activity	Specific community activity
Checked out items	Checked out items from the library	Rented movies or videogames from Redbox
Used computers	Used library computers	Rented a computer at a copy shop or other location
Picked up items	Picked up reserved items at the library	Purchased an item online for in-store pick up
Browsed in person	Browsed the shelves at the library	Shopped in person for books, movies, music or videogames at a book store, videogame store or other store
Browsed online	Used library catalog (such as search for items, reserve items)	Shopped for books, movies, music or videogames online (such as Amazon, Target or other store website)
Managed account	Managed my library account online (such as renew items, pay fines)	Used an online account to pay bills (such as bank, credit card, utility)
Stayed 30 minutes	Stayed for more than 30 minutes at the library	Spent more than 30 minutes at a book store, coffee shop, mall, co-working space or other business
Used copier/printer/fax/scanner	Used copier, printer, scanner and/or fax machine at the library	Visited a copy shop to make copies or print photos or documents
Sought reading recommendations	Looked for reading recommendations at the library website	Looked online for reading recommendations (such as Amazon, Goodreads, Facebook)
Asked question in-person	Talked to a librarian / library staff member to get information or recommendations	Talked to family, friends or neighbors to get information or recommendations
Planned a visit	Planned a visit to the library (such as check hours, look up address)	Searched online to plan a visit to a store, business or other location (such as check hours, look up address)
Brought children	Brought children to the library	Took children to a playground, park, museum, play café or other location
Searched for programs	Checked library calendar for programs / events	Searched online for programs, events or activities
Used subscription resource	Used an online database via the library website (such as newspaper and magazine articles, encyclopedias, Ancestry.com, ConsumerReports.org, lynda.com)	Visited a website I subscribe to (such as newspaper or magazine, Ancestry.com, Angie's List, etc.)
Downloaded media	Downloaded books, audiobooks, movies and/or music via the library	Viewed TV or movies or listened to music via a subscription service or after purchasing online (such as Netflix, Hulu, Amazon, iTunes, Soundcloud, etc.)
Asked question online	Emailed the library to ask a question or get help	Posted a question or asked for advice online (such as Facebook, Nextdoor, Quora)
Attended program	Attended a program or event at the library	Attended a program or event at a community center, park, museum or other location
Used wireless	Used wireless network at the library	Connected to wireless network at a store, coffee shop or other location
Researched a topic	Researched a topic I'm interested in at the library	Searched online about a topic I'm interested in
Volunteered	Volunteered at the library	Volunteered in the community