

**Miami-Dade Public Library Survey 2013**  
**Data by Ethnicity and Library User (Visitor) Group 12-18-13**  
**Data Weighted by Ethnicity**

	Total	Ethnicity			Library User (Visitor) Group (Past Year)		
		Hispanic	White	Black, non-Hispanic	HH where adults only use (visit) library	HH where children use (visit) library	HH where no one uses (visits) library
<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>How familiar are you with the public libraries in M-D County?</b>							
Extremely familiar (4)	27%	23%	31%	34%	40%	40%	7%
Familiar (3)	25%	20%	38%	33%	31%	32%	16%
Slightly familiar (2)	21%	23%	21%	14%	22%	20%	21%
Not at all familiar (1)	27%	34%	11%	19%	6%	8%	55%
Mean	2.5	2.3	2.9	2.8	3.0	3.0	1.8
<b>Do you have a Miami-Dade Public Library card?</b>							
Yes	55%	50%	74%	58%	78%	80%	20%
No	45%	50%	25%	42%	22%	20%	79%
Don't know/refused	<1%	0%	1%	1%	0%	0%	1%
<b>Not including yourself, number of adults 18+ in household</b>							
No other adults in HH	21%	16%	24%	34%	25%	4%	28%
One other adult in HH	42%	45%	50%	31%	35%	55%	43%
Two other adults in HH	19%	21%	17%	14%	22%	20%	13%
Three or more other adults in HH	17%	18%	8%	20%	18%	21%	15%
Refused	<1%	<1%	1%	1%	<1%	0%	1%
<b>Number of children in household (HH)</b>							
No children in HH	63%	64%	62%	58%	89%	0%	77%
One child in HH	16%	17%	12%	14%	5%	38%	13%
Two children in HH	14%	12%	20%	15%	5%	38%	6%
Three or more children in HH	7%	6%	5%	11%	1%	24%	2%
Refused	1%	<1%	2%	2%	<1%	0%	1%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Household public library visits</b>							
At least one person in HH has been to library in PY	60%	55%	71%	64%	100%	100%	0%
At least one person in HH has been to library in past 5 years, but none confirmed within past year	11%	12%	15%	9%	0%	0%	30%
No one in HH has visited library in past 5 years	27%	32%	13%	24%	0%	0%	70%
Unsure about library visits	2%	1%	2%	3%	0%	0%	0%
<b>Respondent personally visited public library:</b>							
Daily	1%	1%	0%	5%	3%	1%	0%
Once a week	12%	9%	17%	14%	18%	23%	0%
Once a month	16%	15%	18%	19%	26%	30%	0%
Less than once a month	21%	21%	26%	19%	41%	28%	0%
Within the last 5 years but not within past year	15%	14%	22%	12%	6%	10%	26%
Not within the last 5 years	34%	40%	17%	29%	6%	8%	74%
Refused/no answer	<1%	<1%	0%	1%	0%	0%	0%
<b>Other adults in HH visited library</b>							
No other adults in HH	21%	16%	24%	34%	25%	4%	28%
At least one other adult in HH has been to library in PY	32%	32%	36%	30%	48%	64%	0%
At least one other adult in HH has been to library in past 5 years but none confirmed within PY	11%	11%	13%	8%	10%	13%	11%
No other adults in HH have been to library in past 5 years	32%	38%	20%	24%	12%	18%	59%
At least one other adult in HH, unsure about library visits	3%	2%	7%	3%	4%	1%	2%
Refused question about number of other adults in HH	<1%	<1%	1%	1%	<1%	0%	1%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Children in HH visited library</b>							
No children in HH	63%	64%	62%	58%	89%	0%	77%
At least one child in HH has been to library in past year	24%	21%	30%	24%	0%	100%	0%
At least one child in HH has been to library in past 5 years but none confirmed within past year	4%	5%	1%	3%	5%	0%	5%
No child in HH has been to library in past 5 years	9%	9%	5%	12%	6%	0%	17%
At least one child in HH, unsure about library visits	<1%	<1%	0%	1%	0%	0%	<1%
Refused question about number of children in HH	1%	<1%	2%	2%	<1%	0%	1%
<b>OF HOUSEHOLDS WHERE AT LEAST ONE PERSON VISITED LIBRARY IN PAST YEAR, REASONS WHY HH VISITS LIBRARIES:</b>							
<b>Visit Library: To borrow library books, DVDs, and other hard-copy materials</b>	N=364	N=214	N=66	N=67	N=220	N=143	N=0
Yes	87%	87%	90%	86%	82%	94%	0%
No	13%	13%	10%	14%	18%	6%	0%
<b>Visit Library: To have a quiet place to sit, read, study or play</b>	N=364	N=214	N=66	N=67	N=220	N=144	N=0
Yes	64%	65%	53%	70%	62%	67%	0%
No	36%	35%	47%	29%	38%	33%	0%
Refused/NA/DK	<1%	0%	0%	1%	<1%	0%	0%
<b>Visit Library: To use the library's on-line databases to do research</b>	N=365	N=213	N=66	N=67	N=220	N=144	N=0
Yes	50%	46%	37%	72%	47%	54%	0%
No	49%	54%	61%	26%	52%	46%	0%
Refused/NA/DK	1%	0%	3%	1%	1%	0%	0%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Visit Library: To use the library's computers and printers</b>	N=364	N=213	N=65	N=67	N=220	N=144	N=0
Yes	41%	41%	22%	57%	40%	41%	0%
No	59%	59%	78%	43%	60%	59%	0%
<b>Visit Library: To access the Internet for free</b>	N=364	N=214	N=66	N=67	N=220	N=143	N=0
Yes	39%	39%	18%	57%	37%	42%	0%
No	61%	61%	82%	43%	63%	58%	0%
<b>Visit Library: To participate in educational or cultural programs for adults or children</b>	N=364	N=213	N=66	N=67	N=220	N=144	N=0
Yes	39%	37%	39%	43%	31%	50%	0%
No	60%	62%	59%	53%	67%	49%	0%
Refused/NA/DK	2%	1%	1%	4%	2%	1%	0%
<b>(IF VISITED LIBRARY TO PARTICIPATE IN PROGRAMS): Specifically, what educational and cultural programs? (MULTIPLE RESPONSES)</b>	N=142	N=78	N=25	N=31	N=70	N=74	N=0
Children's programs/activities	18%	14%	13%	30%	13%	23%	0%
Reading program	11%	9%	19%	12%	7%	16%	0%
Storytelling/story time	11%	11%	10%	12%	9%	14%	0%
Computer class	5%	1%	6%	15%	7%	4%	0%
Cultural events/art/art exhibits	12%	10%	13%	15%	15%	8%	0%
Adult educational/information/activities	17%	13%	19%	18%	25%	8%	0%
Book discussion/book reading/poetry	4%	1%	13%	6%	4%	5%	0%
Other	12%	16%	6%	12%	11%	13%	0%
Don't know (other family member went)/don't remember	22%	33%	13%	3%	23%	21%	0%
No response	1%	0%	3%	0%	0%	1%	0%

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<b>Visit Library: To get passes to local museums and cultural events</b>	N=364	N=214	N=66	N=67	N=220	N=144	N=0
Yes	29%	29%	23%	29%	26%	32%	0%
No	71%	71%	77%	70%	73%	68%	0%
Refused/NA/DK	<1%	0%	0%	1%	<1%	0%	0%
<b>Visit Library: To download e-books, music or audio-books</b>	N=364	N=214	N=66	N=67	N=220	N=144	N=0
Yes	28%	26%	23%	33%	25%	32%	0%
No	71%	73%	77%	66%	74%	67%	0%
Refused/NA/DK	1%	1%	0%	1%	<1%	2%	0%
<b>Visit Library: To use the community conference rooms</b>	N=363	N=214	N=65	N=67	N=221	N=144	N=0
Yes	16%	16%	11%	18%	15%	17%	0%
No	84%	83%	89%	82%	85%	82%	0%
Refused/NA/DK	<1%	1%	0%	0%	0%	1%	0%
<b>Visit Library: Other</b>	N=364	N=214	N=66	N=67	N=220	N=143	N=0
Yes	5%	5%	3%	4%	5%	5%	0%
No	94%	94%	97%	95%	95%	93%	0%
Refused/NA/DK	1%	1%	0%	1%	<1%	1%	0%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Out of all the reasons why people visit libraries, which three are the most important to you and your family? (MULTIPLE RESPONSES)</b>	N=364	N=214	N=66	N=67	N=220	N=143	N=0
To borrow library books, DVDs, and other hard-copy materials	85%	87%	87%	76%	80%	93%	0%
To download e-books, music or audio-books	23%	24%	24%	20%	20%	28%	0%
To have a quiet place to sit, read, study or play	47%	49%	35%	47%	45%	50%	0%
To access the Internet for free	20%	20%	8%	34%	21%	19%	0%
To use the library's computers and printers	15%	15%	6%	24%	15%	14%	0%
To use the community conference rooms	2%	2%	1%	5%	3%	1%	0%
To use the library's on-line databases to do research	16%	14%	14%	21%	13%	19%	0%
To get passes to local museums and cultural events	7%	6%	8%	5%	8%	5%	0%
To participate in educational or cultural programs for adults or children	11%	7%	18%	16%	10%	12%	0%
Any other library service that you used	5%	5%	8%	4%	7%	3%	0%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>What library branch or location do you and your family visit most often?</b>	N=366	N=210	N=68	N=70	N=221	N=142	N=0
LIBRARIES>WEST DADE REGIONAL - 9445 CORAL WAY	10%	16%	4%	1%	13%	6%	0%
LIBRARIES>NORTH DADE REGIONAL - 2455 NW 183 ST.	5%	1%	3%	22%	6%	4%	0%
LIBRARIES>MIAMI LAKES BRANCH - 6699 WINDMILL GATE RD.	5%	6%	9%	1%	6%	4%	0%
LIBRARIES>WEST KENDALL REGIONAL - 10201 HAMMOCKS BLVD.	5%	4%	8%	3%	5%	5%	0%
LIBRARIES>KENDALL BRANCH - 9101 SW 97 AVE.	5%	4%	8%	4%	4%	6%	0%
LIBRARIES>SOUTH DADE REGIONAL - 10750 SW 211 ST.	4%	3%	6%	7%	4%	5%	0%
LIBRARIES>CORAL GABLES BRANCH - 3443 SEGOVIA ST.	4%	5%	5%	0%	5%	3%	0%
LIBRARIES>CORAL REEF BRANCH - 9211 CORAL REEF DR.	4%	3%	5%	7%	4%	4%	0%
LIBRARIES>PINECREST BRANCH - 5835 SW 111 ST.	4%	4%	5%	0%	3%	5%	0%
LIBRARIES>MAIN LIBRARY - 101 W FLAGLER ST.	3%	3%	1%	5%	3%	4%	0%
LIBRARIES>NORTH CENTRAL BRANCH - 9590 NW 27 AVE.	3%	0%	0%	13%	3%	3%	0%
LIBRARIES>HOMESTEAD BRANCH - 700 N. HOMESTEAD BLVD.	3%	2%	4%	3%	3%	2%	0%
LIBRARIES>HIALEAH GARDENS BRANCH - 11300 NW 87 COURT	2%	4%	1%	0%	3%	1%	0%
LIBRARIES>KENDALE LAKES BRANCH - 15205 SW 88 ST.	2%	4%	1%	0%	0%	6%	0%
LIBRARIES>PALMETTO BAY BRANCH - 17641 OLD CUTLER ROAD	2%	2%	5%	1%	2%	2%	0%
NOT MDPLS - HIALEAH JFK LIBRARY 190 West 49th Street	2%	3%	1%	0%	1%	3%	0%
BOOK-MOBILES>Palermo Lakes Apartments - 5311 NW 7 Street	2%	3%	3%	0%	2%	2%	0%
LIBRARIES>GOLDEN GLADES BRANCH - 100 NE 166 ST.	2%	1%	3%	7%	2%	2%	0%
LIBRARIES>MIAMI BEACH REGIONAL - 227 22 ST.	2%	2%	3%	0%	1%	2%	0%
LIBRARIES>ALLAPATTAH BRANCH - 1799 NW 35 ST.	2%	3%	0%	0%	2%	1%	0%
LIBRARIES>INTERNATIONAL MALL BRANCH - 10315 NW 12 ST.	2%	3%	0%	0%	2%	2%	0%
LIBRARIES>WEST FLAGLER BRANCH - 5050 WEST FLAGLER ST.	1%	2%	0%	1%	2%	1%	0%
LIBRARIES>HISPANIC BRANCH - 1398 SW 1 ST.	1%	2%	0%	0%	2%	1%	0%
LIBRARIES>LAKES OF THE MEADOW BRANCH - 4284 SW 152 AV.	1%	2%	0%	0%	0%	3%	0%
LIBRARIES>PALM SPRINGS NORTH BRANCH - 17601 NW 78 AV.	1%	2%	0%	0%	1%	2%	0%

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<b>What library branch or location do you and your family visit most often? (CONT.)</b>	N=366	N=210	N=68	N=70	N=221	N=142	N=0
LIBRARIES>NARANJA BRANCH - 14850 SW 280 ST.	1%	1%	0%	3%	2%	0%	0%
LIBRARIES>SUNNY ISLES BEACH BRANCH - 18070 COLLINS AVE.	1%	1%	3%	0%	1%	1%	0%
LIBRARIES>LITTLE RIVER BRANCH - 160 NE 79 ST.	1%	0%	1%	4%	1%	1%	0%
LIBRARIES>MIAMI SPRINGS BRANCH - 401 WESTWARD DRIVE	1%	2%	0%	0%	1%	2%	0%
LIBRARIES>SHENANDOAH BRANCH - 2111 SW 19 ST.	1%	2%	0%	0%	1%	2%	0%
LIBRARIES>DORAL BRANCH - 10785 NW 58 ST.	1%	1%	1%	0%	0%	2%	0%
LIBRARIES>SUNSET BRANCH - 10855 SW 72 ST., #13	1%	1%	1%	0%	1%	1%	0%
LIBRARIES>FAIRLAWN BRANCH - 6376 SW 8 ST.	1%	1%	1%	0%	1%	1%	0%
LIBRARIES>CULMER\OVERTOWN BRANCH - 350 NW 13 ST.	1%	1%	3%	0%	1%	1%	0%
LIBRARIES>KEY BISCAYNE BRANCH - 299 CRANDON BLVD.	1%	1%	3%	0%	1%	1%	0%
LIBRARIES>NORTHEAST BRANCH - 19200 W COUNTRY CLUB DR.	1%	1%	3%	0%	1%	1%	0%
LIBRARIES>MODEL CITY BRANCH - 2211 NW 54 ST.	1%	0%	0%	4%	<1%	1%	0%
LIBRARIES>LEMON CITY BRANCH - 430 NE 61 ST.	1%	1%	0%	1%	1%	0%	0%
LIBRARIES>OPA-LOCKA BRANCH - 780 FISHERMAN ST., STE 140	1%	1%	0%	1%	1%	1%	0%
NOT MDPLS - OUTSIDE MIAMI-DADE	1%	1%	1%	0%	1%	0%	0%
LIBRARIES>NORTH SHORE BRANCH - 7501 COLLINS AVE.	1%	0%	0%	1%	<1%	1%	0%
LIBRARIES>ARCOLA LAKES - 8240 N.W. 7TH AVENUE	<1%	0%	0%	3%	1%	0%	0%
LIBRARIES>EDISON CENTER BRANCH - 531 NW 62 ST.	<1%	0%	0%	3%	1%	0%	0%
LIBRARIES>SOUTH MIAMI BRANCH - 6000 SUNSET DRIVE.	<1%	0%	3%	0%	<1%	1%	0%
LIBRARIES>CONCORD BRANCH - 3882 SW 112 AVE.	<1%	1%	0%	0%	1%	0%	0%
LIBRARIES>COUNTRY WALK BRANCH - 15433 SW 137 AVE.	<1%	1%	0%	0%	0%	1%	0%
LIBRARIES>SOUTH SHORE BRANCH - 131 ALTON RD.	<1%	1%	0%	0%	1%	0%	0%
LIBRARIES>VIRRICK PARK BRANCH - 3255 PLAZA ST.	<1%	0%	0%	0%	<1%	0%	0%
LIBRARIES>CALIFORNIA CLUB BRANCH - 850 IVES DAIRY RD.	<1%	0%	1%	0%	<1%	0%	0%
BOOK-MOBILES>Miami Jewish Home - 5100 NE 2 Avenue	<1%	0%	1%	0%	<1%	0%	0%
Don't know/don't remember	6%	6%	5%	5%	5%	7%	0%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Have you or your family ever asked a librarian for assistance?</b>	N=364	N=214	N=66	N=67	N=220	N=144	N=0
Yes	72%	70%	76%	70%	68%	77%	0%
No	28%	30%	24%	30%	32%	23%	0%
<b>(IF ASKED LIBRARIAN FOR ASSISTANCE): What was the reason</b>	N=261	N=150	N=50	N=47	N=150	N=111	N=0
Help with reference materials or other research question	87%	88%	92%	75%	84%	91%	0%
Help using library equipment, like computers, printers, microform readers, copiers	29%	23%	27%	51%	29%	29%	0%
Something else	2%	1%	2%	2%	2%	1%	0%
<b>Thinking about the hours this library is open, would you say that...</b>	N=363	N=214	N=66	N=67	N=220	N=143	N=0
The hours are fine the way they are	68%	73%	57%	68%	68%	68%	0%
The hours need to be changed	24%	19%	33%	29%	23%	27%	0%
Refused/no response	7%	8%	10%	3%	9%	5%	0%
<b>(IF RESPONDED THAT HOURS NEED TO BE CHANGED): How should the hours be changed? (MULTIPLE RESPONSES)</b>	N=89	N=41	N=22	N=20	N=50	N=39	N=0
Need more weekend hours	44%	39%	54%	32%	47%	41%	0%
Need to be open earlier on weekdays	31%	28%	38%	27%	38%	22%	0%
Need to stay open later on weekdays	67%	61%	58%	77%	61%	76%	0%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Overall, how satisfied are you with your experiences at this library location?</b>	N=365	N=214	N=66	N=67	N=220	N=143	N=0
Very satisfied (5)	70%	69%	71%	70%	70%	70%	0%
Satisfied (4)	25%	25%	24%	28%	24%	26%	0%
Neither satisfied nor dissatisfied (3)	3%	4%	3%	0%	3%	2%	0%
Dissatisfied (2)	1%	1%	0%	3%	1%	1%	0%
Very dissatisfied (1)	0%	0%	0%	0%	0%	0%	0%
Refused/no answer	1%	2%	3%	0%	1%	2%	0%
Mean	4.7	4.7	4.7	4.6	4.7	4.7	-
<b>(IF SATISFIED OR VERY SATISFIED): What makes you so satisfied</b>	N=345	N=200	N=62	N=66	N=209	N=138	N=0
Customer service	49%	46%	57%	50%	50%	47%	0%
Collection/services	34%	39%	31%	26%	32%	38%	0%
Facility/atmosphere	22%	22%	19%	22%	24%	19%	0%
Convenient/accessible/close	19%	18%	19%	19%	18%	21%	0%
Made recommendation	2%	3%	1%	1%	3%	1%	0%
No complaints/never had issues	1%	1%	0%	3%	1%	1%	0%
Other	7%	6%	7%	9%	7%	6%	0%
No response	<1%	1%	0%	0%	1%	0%	0%
<b>Do you access the Internet?</b>							
Yes	76%	73%	88%	77%	78%	90%	66%
No	24%	27%	12%	22%	21%	10%	34%
Don't know	<1%	0%	0%	1%	<1%	0%	0%

**Miami-Dade Public Library Survey 2013**  
**Data by Ethnicity and Library User (Visitor) Group 12-18-13**  
**Data Weighted by Ethnicity**

	Total	Ethnicity			Library User (Visitor) Group (Past Year)		
		Hispanic	White	Black, non-Hispanic	HH where adults only use (visit) library	HH where children use (visit) library	HH where no one uses (visits) library
<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>(IF RESPONDENT ACCESSES THE INTERNET): Where do you access the Internet? (MULTIPLE RESPONSES)</b>	N=462	N=284	N=82	N=81	N=172	N=130	N=155
Home	95%	96%	98%	89%	92%	97%	96%
Work	39%	38%	44%	29%	35%	45%	38%
Library	14%	10%	7%	29%	22%	21%	1%
Public WiFi such as Starbucks, Barnes and Noble, etc	12%	11%	12%	9%	9%	17%	11%
Some other place	2%	2%	1%	4%	3%	2%	2%
<b>(IF RESPONDENT HAS NOT VISITED A M-D COUNTY PUBLIC LIBRARY OVER THE PAST YEAR): What is the main reason why you have not visited a M-D County public library over the last 12 months? (MULTIPLE RESPONSES)</b>	N=245	N=178	N=28	N=38	N=0	N=0	N=236
Don't need it/have not had a reason to go	28%	26%	24%	40%	0%	0%	29%
Look for information/materials on the internet	26%	22%	45%	33%	0%	0%	26%
No time/busy	16%	18%	12%	10%	0%	0%	15%
I am old/sick/disabled/retired/don't go out	12%	14%	3%	7%	0%	0%	12%
Buy books	5%	6%	6%	0%	0%	0%	5%
Kids are grown/no kids at home	4%	4%	3%	7%	0%	0%	4%
Not interested	4%	6%	0%	0%	0%	0%	4%
Library too far away/don't have transportation	3%	4%	0%	0%	0%	0%	3%
No particular reason	3%	3%	3%	0%	0%	0%	3%
Go to a school/university library	3%	3%	3%	2%	0%	0%	2%
Not a reader/don't like reading	2%	3%	3%	0%	0%	0%	2%
Other	7%	5%	9%	12%	0%	0%	7%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Have you ever used the Library website?</b>	N=463	N=284	N=82	N=81	N=172	N=128	N=155
Yes	29%	26%	34%	30%	38%	45%	7%
No	69%	73%	65%	67%	59%	55%	91%
Don't know/don't remember	1%	1%	1%	3%	3%	0%	1%
<b>OF HOUSEHOLDS WHERE RESPONDENT HAS USED LIBRARY WEBSITE, HOUSEHOLD USES ON THE LIBRARY WEBSITE:</b>							
<b>Use on Library website: Look up a book to see if it is available at a local branch</b>	N=136	N=75	N=28	N=23	N=65	N=59	N=11
Use	88%	88%	88%	81%	87%	93%	63%
Don't Use	12%	12%	12%	19%	13%	7%	37%
<b>Use on Library website: Get information on branch locations and hours</b>	N=136	N=75	N=29	N=24	N=65	N=58	N=12
Use	73%	75%	76%	59%	73%	83%	17%
Don't Use	27%	24%	24%	41%	27%	15%	83%
Refused/NA/DK	1%	1%	0%	0%	0%	2%	0%
<b>Use on Library website: Place a hold on a book to be picked up or sent to my home</b>	N=136	N=75	N=28	N=24	N=65	N=58	N=11
Use	70%	67%	79%	59%	68%	78%	37%
Don't Use	30%	33%	21%	41%	32%	22%	63%
<b>Use on Library website: Renew a book</b>	N=136	N=76	N=28	N=24	N=65	N=59	N=12
Use	70%	69%	82%	63%	74%	71%	42%
Don't Use	30%	31%	18%	37%	26%	29%	58%

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		Hispanic	White	Black, non-Hispanic	HH where adults only use (visit) library	HH where children use (visit) library	HH where no one uses (visits) library
<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Use on Library website: Do research</b>	N=136	N=75	N=28	N=24	N=65	N=58	N=12
Use	59%	57%	47%	67%	70%	52%	35%
Don't Use	41%	43%	53%	33%	30%	48%	65%
<b>Use on Library website: Search for an event or program</b>	N=136	N=75	N=28	N=23	N=65	N=58	N=11
Use	47%	45%	32%	67%	54%	45%	19%
Don't Use	53%	55%	68%	30%	46%	55%	73%
Refused/NA/DK	1%	0%	0%	4%	0%	0%	8%
<b>Use on Library website: Download an e-book</b>	N=135	N=75	N=28	N=24	N=65	N=58	N=11
Use	40%	37%	38%	44%	44%	38%	27%
Don't Use	59%	61%	62%	56%	56%	60%	73%
Refused/NA/DK	1%	1%	0%	0%	0%	2%	0%
<b>Use on Library website: Search E-Government [online Government information]</b>	N=136	N=75	N=28	N=24	N=65	N=58	N=11
Use	35%	36%	21%	48%	46%	29%	10%
Don't Use	65%	64%	79%	52%	54%	71%	90%
<b>Use on Library website: Download music or audio-books</b>	N=136	N=75	N=29	N=24	N=65	N=59	N=12
Use	32%	30%	24%	44%	33%	35%	0%
Don't Use	67%	69%	76%	56%	67%	63%	100%
Refused/NA/DK	1%	1%	0%	0%	0%	2%	0%
<b>Use on Library website: Other</b>	N=136	N=75	N=29	N=24	N=65	N=58	N=12
Use	11%	10%	6%	15%	11%	14%	0%
Don't Use	89%	90%	94%	85%	89%	86%	100%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Overall, how satisfied are you with your on-line experiences with the Library website?</b>	N=136	N=75	N=28	N=24	N=65	N=59	N=11
Very satisfied (5)	55%	58%	47%	56%	54%	60%	36%
Satisfied (4)	38%	36%	38%	37%	39%	34%	44%
Neither satisfied nor dissatisfied (3)	5%	4%	12%	0%	6%	3%	10%
Dissatisfied (2)	1%	0%	3%	4%	1%	2%	0%
Very dissatisfied (1)	0%	0%	0%	0%	0%	0%	0%
Refused/no answer	1%	1%	0%	4%	0%	2%	10%
Mean	4.5	4.6	4.3	4.6	4.5	4.6	4.5
<b>(IF SATISFIED OR VERY SATISFIED): What makes you so satisfied with your library website experiences? (MULTIPLE RESPONSES)</b>	N=124	N=69	N=23	N=24	N=60	N=54	N=9
Easy to use/user-friendly/easy/easy to navigate	32%	29%	31%	44%	40%	27%	9%
Able to find what I need/want	25%	32%	17%	12%	27%	26%	12%
Convenient/accessible/accessible at any time	17%	14%	24%	20%	18%	18%	9%
Useful/access to many resources/a lot of information	14%	14%	10%	12%	12%	15%	21%
Always works well/no problems with website	10%	10%	14%	8%	7%	14%	12%
Can search for books/reserve books	7%	8%	7%	4%	3%	9%	12%
Let's you do things faster/fast	4%	5%	0%	8%	1%	8%	0%
It's good/good service	3%	5%	0%	4%	3%	2%	12%
Other	7%	5%	14%	12%	8%	3%	21%

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		Hispanic	White	Black, non-Hispanic	HH where adults only use (visit) library	HH where children use (visit) library	HH where no one uses (visits) library
<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Public libraries in general are outmoded, obsolete and no longer necessary as a public service.</b>							
Strongly agree (5)	3%	3%	1%	3%	2%	2%	4%
Agree (4)	6%	6%	3%	11%	6%	1%	11%
Neither agree nor disagree (3)	6%	6%	6%	6%	2%	3%	12%
Disagree (2)	32%	31%	32%	36%	36%	32%	28%
Strongly disagree (1)	51%	51%	57%	42%	54%	62%	41%
Refused/no answer	2%	2%	1%	3%	0%	0%	5%
Mean	1.9	1.9	1.6	2.1	1.7	1.5	2.4
<b>The Miami-Dade Public Libraries provide important services to people who don't have computers or Internet access.</b>							
Strongly agree (5)	74%	77%	73%	64%	81%	86%	62%
Agree (4)	21%	19%	21%	33%	16%	13%	30%
Neither agree nor disagree (3)	2%	2%	2%	0%	<1%	1%	3%
Disagree (2)	1%	1%	2%	1%	2%	0%	1%
Strongly disagree (1)	1%	1%	0%	2%	1%	0%	1%
Refused/no answer	2%	2%	2%	1%	1%	1%	3%
Mean	4.8	4.8	4.8	4.6	4.8	4.9	4.7
<b>Public libraries add to my quality of life as a citizen of Miami-Dade County.</b>							
Strongly agree (5)	57%	59%	50%	51%	68%	67%	41%
Agree (4)	29%	26%	34%	36%	28%	28%	31%
Neither agree nor disagree (3)	8%	8%	11%	4%	3%	3%	14%
Disagree (2)	4%	4%	4%	7%	2%	2%	8%
Strongly disagree (1)	1%	1%	1%	0%	0%	0%	3%
Refused/no answer	2%	2%	0%	2%	0%	0%	4%
Mean	4.5	4.5	4.3	4.4	4.6	4.6	4.2

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Have you seen, read or heard anything in the news concerning funding for public library operation or expansion?</b>							
Yes	35%	34%	44%	25%	44%	42%	22%
No	64%	65%	55%	74%	56%	55%	77%
Don't know/don't remember	1%	1%	1%	2%	<1%	3%	1%
<b>(IF RESPONDENT HAD SEEN, READ OR HEARD ANYTHING IN THE NEWS): What have you seen or heard? (MULTIPLE RESPONSES)</b>	N=213	N=133	N=40	N=26	N=96	N=60	N=52
Want/wanted to close some libraries	50%	55%	39%	45%	51%	45%	56%
Trying to cut funding/cutting funds/cutting budget/cutbacks	24%	15%	35%	45%	26%	33%	8%
Lack of funding/not enough funding/need more money	18%	20%	12%	17%	18%	16%	20%
Reducing library hours	11%	10%	12%	3%	12%	9%	10%
Specific mention of Mayor/Commissioners/County	6%	3%	14%	0%	9%	6%	0%
Reducing library staff	5%	4%	10%	0%	4%	3%	8%
Mentioned media vehicle instead of message	4%	5%	0%	3%	5%	3%	2%
Cutting services	4%	2%	4%	10%	4%	7%	0%
Other	11%	14%	6%	3%	10%	11%	13%
Don't remember	1%	2%	2%	0%	1%	2%	2%

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<b>At the current property tax rate, the libraries will not have sufficient funding next year to maintain or improve the level of services. Moving forward, which of these actions would you support?</b>							
Reduce the number of library branches, hours and services to bring library expenses in line with existing tax revenues	37%	43%	24%	33%	31%	26%	50%
Raise the library tax between \$25 and \$30 per year for the average property tax-paying household	44%	38%	63%	43%	48%	60%	30%
Refused/can't say/no answer	19%	19%	13%	24%	21%	13%	20%
<b>Where do you turn MOST OFTEN to find out what is going on in Miami-Dade County?</b>							
Television	60%	65%	38%	69%	56%	52%	70%
Local newspapers printed on paper	16%	12%	29%	13%	23%	15%	10%
Internet news sites	12%	10%	21%	10%	11%	18%	9%
Radio	5%	6%	4%	3%	4%	5%	5%
Newspaper web sites	5%	5%	8%	3%	3%	7%	4%
News magazines	1%	1%	0%	1%	1%	0%	<1%
Don't listen to/watch local media	2%	2%	1%	2%	2%	2%	1%
<b>How old are you?</b>							
21 - 40	15%	14%	13%	21%	11%	26%	12%
41 - 50	29%	27%	31%	36%	21%	53%	23%
51 - 60	19%	19%	23%	14%	24%	11%	20%
61 - 70	12%	10%	19%	12%	18%	3%	12%
71+	14%	17%	8%	8%	15%	1%	21%
Refused	11%	12%	6%	9%	11%	6%	13%

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<b>Total number of respondents</b>	N=601	N=350	N=112	N=118	N=220	N=144	N=227
<b>Do you own or rent the place where you live?</b>							
Own	82%	81%	94%	75%	82%	91%	77%
Rent	16%	17%	4%	23%	16%	7%	22%
Refused	2%	2%	2%	3%	2%	2%	2%
<b>Language</b>							
English	48%	20%	99%	99%	52%	61%	36%
Spanish	52%	80%	1%	0%	48%	39%	63%
Creole	<1%	0%	0%	1%	0%	0%	<1%