



How your community benefits from Internet access at Emerald City Public Library

February 2014

Key findings and highlights from surveys completed at Emerald City Public Library.

Public libraries are important to Americans

- 91% of Americans agree that libraries are important to their communities.
- 63% of Americans have a library card.
- 76% say their local library is important to them and their family.
- 77% of Americans say free access to computers and the Internet is a very important library service.

Your library's public access at work

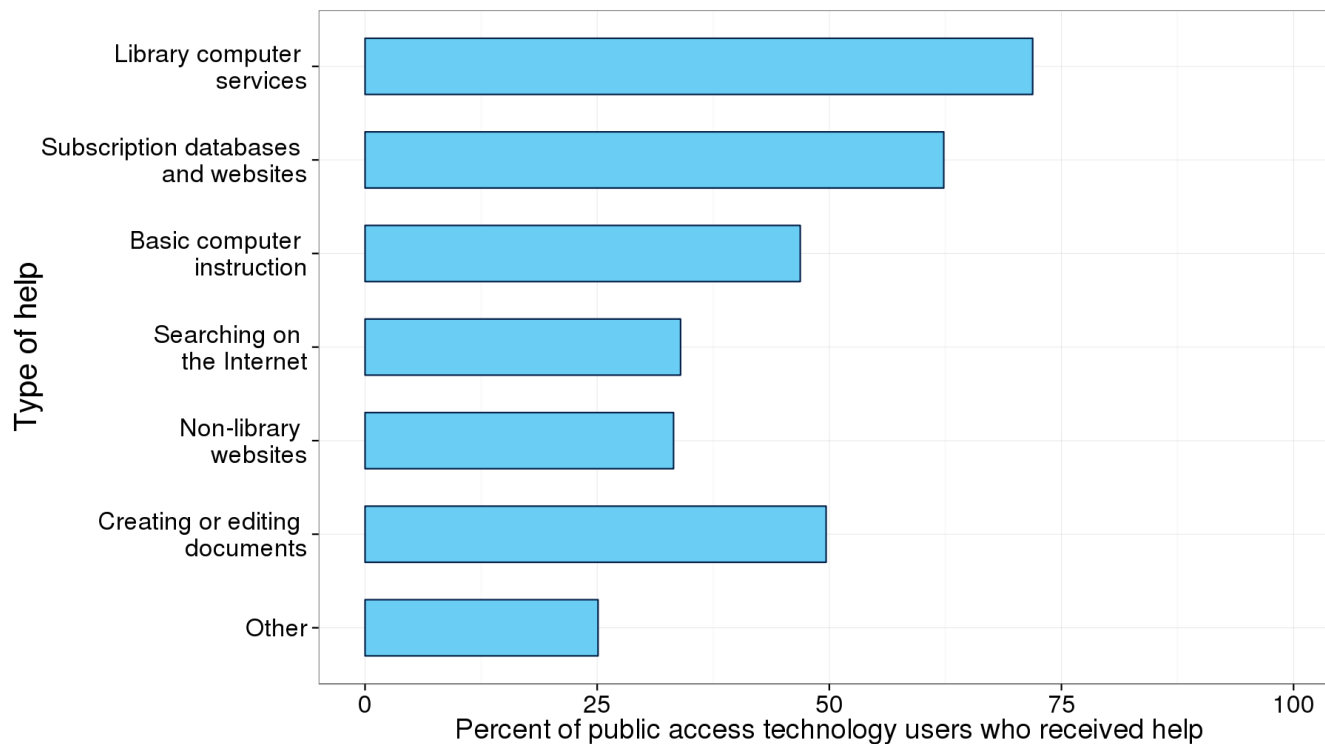
- 70% of Emerald City Public Library's survey respondents use the public access computers or wireless connection at the library.

Who uses Emerald City Public Library's public access?

- 23% of Emerald City Public Library's public technology users are low income (below 200% of the poverty line).
- 44% of users have regular access to the Internet somewhere other than the library.

Types of help users received from librarians

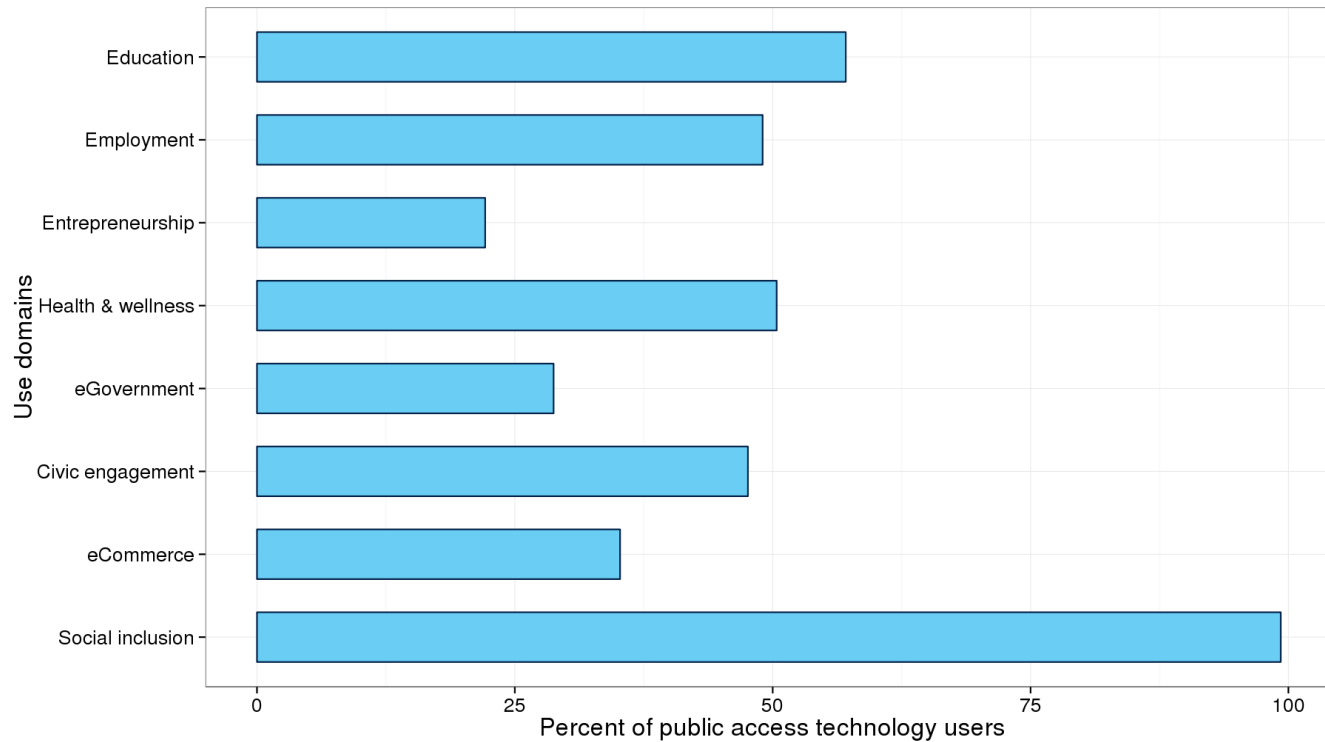
99% of users received help from library staff or volunteers when using a library computer or wireless network.



The library provides valuable help and resources

- 44% of Emerald City Public Library's public access technology users have alternative Internet access somewhere other than the library.
- 99% of public technology users who have computer access elsewhere received help when they visited the library.

How do people use library Internet connections?



Public access technology uses by activity area

- Employment

- 49% of respondents who used the library's public technology did so for employment activities.
- **17%** of users used the library's technology resources to apply for a job.
- **12%** were granted an interview, and **12%** were hired for a new position.



Public access technology uses by activity area

- Education

- 57% of public technology users conducted educational activities using library computers or Internet.
- Of those that used public technology for educational purposes, **79%** took an online class, did research or did homework for a class.



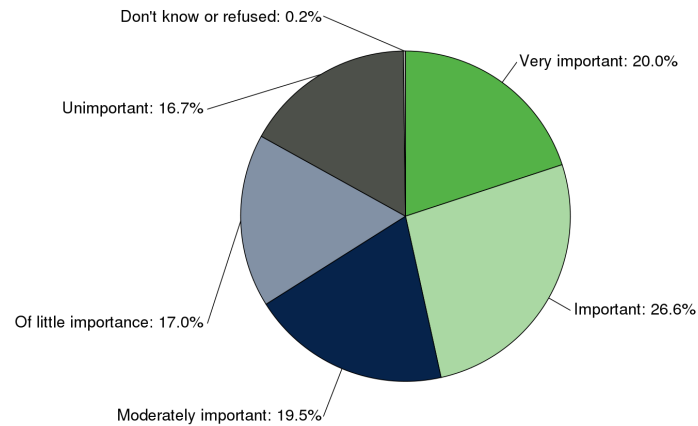
Public access technology uses by activity area

- Health and wellness

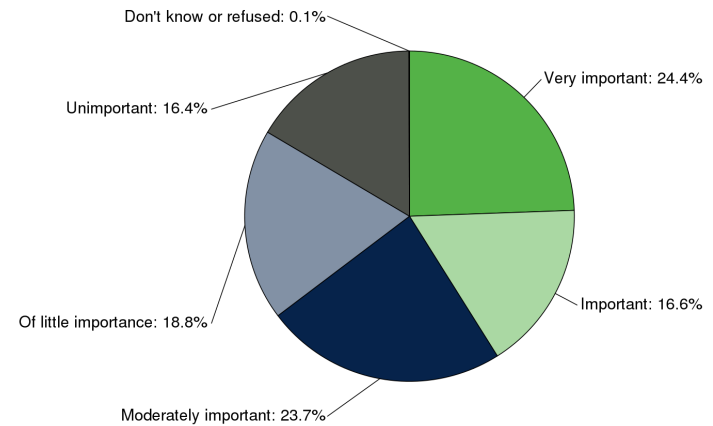
- At Emerald City Public Library, 50% of public access technology users reported using library technology for health purposes.
- **38%** of users reported learning about diet or nutrition; of those, 39% made a change to their diet.
- **29%** of users reported learning about exercise or fitness; of those, 51% made a change in their exercise habits.



Importance of public library Internet access



Personally important



Important to the community



Thank you!

We hope this information has helped you to understand the critical role our library's computers and Internet access play in our community.

