



Hello, I am \_\_\_\_\_ calling on behalf of the Tomas Rivera Policy Institute and WebJunction. This is not a sales call. Do you prefer to speak in English or Spanish? (Wait for response and proceed in language chosen.)

We are interviewing Hispanic adults to know how Hispanics use and perceive public libraries.

This interview should not take more than 12 minutes. Your answers are for research purposes only. Whatever you say will never be associated with your name.

Would you help us by answering a few questions?

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**Screeners 1**

a. Do you consider yourself Hispanic or Latino?

Yes → CONTINUE

No → TERMINATE

b. What is your age on your last birthday? \_\_\_\_\_

(DO NOT READ) Refused/Rather not say

c. In what language do you prefer to read most of the time? [READ LIST]

Spanish

English

Both equally

I can't read

d. How fluently do you speak English? Do you speak English [READ LIST]

Excellently

Very well

Well

Not very well

Not at all

e. Record gender (by observation or ask to be sure)

Male

Female

**Screener 2: Users and Non-users**

f. Have you ever visited the Public Library (a community library that serves all residents of the area) in your area?

- never [PROCEED TO k]
- within the past year [PROCEED TO i]
- more than 1 year ago [PROCEED TO j]

g. (If used “within past year”) How often do you visit the public library?

- daily
- weekly
- monthly
- every other month
- once or twice a year

h. (If used “within past year” or “more than 1 year ago”) How did you find out about the public library?

- it's in my neighborhood and I pass by it
- through family members
- through friends
- through Spanish newspaper/magazines
- through the English newspaper/magazines
- through Church and/or Church newsletters
- through the internet
- through the school of my child
- other

i. Do you have a public library card?

- yes
- no

j. Have any of your family members visited the public library in your area?

- never
- within the past year
- more than 1 year ago
- Don't know

k. Do you currently have children living with you aged 12 and below?

Yes → How many? \_\_\_\_\_ (DO NOT READ) Refused/Rather not say  
 No  
 (DO NOT READ) Refused/Rather not say

l. Do you currently have children living with you aged 13-18?

Yes → How many? \_\_\_\_\_ (DO NOT READ) Refused/Rather not say  
 No  
 (DO NOT READ) Refused/Rather not say

m. How long have you lived in your current area of residence?

less than 1 year  
 1-5 years  
 6 years and over

### **A. Awareness of Public Libraries**

1. (*Respondent: Non-user only*) Do you know whether or not there is a public library in your area?

Yes  
 No

2. Can you tell me if your public library has the following resources or services?  
(yes/no/not sure)

Children's books to borrow in English  
 Children's books to borrow in Spanish  
 Books to borrow in English  
 Books to borrow in Spanish  
 DVD/VHS movies to borrow in English  
 DVD/VHS movies to borrow in Spanish  
 Music CDs to borrow in English  
 Music CDs to borrow in Spanish  
 Free use of computer and internet  
 Various programs for adults (ESL classes, etc.)  
 Various programs for children (storytelling and reading tutorials, etc.)  
 Free sources of general information (job advertisements, brochures on health insurance, newspapers, magazines, community news)  
 Quiet rooms/spaces for study  
 Discussion room  
 Child section

### **B. Usage**

3. (*Respondents: Users only*) Why do you go to the public library? [ASK AND CHECK ALL THAT APPLY]

- to meet friends
- to relax and spend some quiet time
- to take my child/ren there to learn and play
- to meet my child/ren there after school hours
- to read or borrow books (textbooks, novels, manuals, study guides, etc.)
- to listen to or borrow music
- to borrow movies
- to study or do my homework
- to learn English
- to learn Spanish
- to learn some other language
- to look for information and materials
- to attend programs (ESL, Story telling for children, etc.)
- to use the computer or internet
- Other

4. (*Respondents: Users only*) In what other way has the library been of help to you? (Yes/No)

- in helping my child do homework
- for childcare
- it is a safe place for my child to hang out in during after-school hours or weekends
- Other

5. (If uses computer) What do you use the computer at the public library for? (ASK AND CHECK ALL THAT APPLY)

- to read/write emails
- to look for job opportunities
- to look for information (news, entertainment, etc.)
- to do word or number processing
- other

6. Do you have Internet access at home or work?

- Yes
- No [PROCEED TO 9]

7. If yes, does your Internet access at home or work substitute for going to the public library?

- Yes, there is no need for me to go to the library
- No, there are other resources and services at the library that Internet does not provide

### **C. Perceptions**

8. (Response categories: Yes/No/Not Sure)

- Other Latinos/Hispanics also go to this public library
- I don't know how to use the library, and I'm embarrassed to walk in and ask
- Public libraries are only for children and students
- I can relax and spend time in the public library
- The library is a good place to learn English
- I am worried about losing the books or CDs of the library
- I don't feel any need to use the library
- As a Latino/Hispanic, I don't feel welcome in the library
- As a Latino/Hispanic, I don't feel comfortable using the library
- I feel comfortable giving the library my identification documents
- I am confident the library will not share my personal information with others
- The staff is not helpful
- The staff treats everybody fairly and equally
- The staff could not speak Spanish
- They do not have enough resources in Spanish
- I don't have time to go to the library
- I have access to the library at school or work, so there is no need to go to the public library
- It is better to buy books rather than to borrow them
- Library is too far
- Library hours are too short
- Library is closed during my free time
- Library is not accessible by public transportation
- It is difficult to find parking in the library area
- Fines of forgetting to return borrowed books or tapes are too expensive
- Library is too small – limited space and collection

### **D. Satisfaction** (Respondents: users only)

9. How satisfied are you with the following

(Response categories: very satisfied, satisfied, neutral, unsatisfied, very unsatisfied, don't know)

Availability and variety of Spanish materials

- Books
- CDs
- Movies

- Newspapers, brochures, magazines
  - Children's books
  - Children's movies
- Availability and variety of English materials
- Books
  - CDs
  - Movies
  - Newspapers, brochures, magazines
  - Children's books
  - Children's movies
- Availability of learning programs for adults
  - Availability of learning programs for children
  - Availability of space
  - Opportunities to learn English in the library

10. How can Public Libraries serve the Latino/Hispanic community better? [ASK QUESTION AND CHECK ANSWER FROM LIST]

- Have bilingual staff
- More books/CDs/DVDs/VHS in Spanish
- More books/CDs/DVDs/VHS in English
- More materials for children in Spanish
- More materials for children in English
- More information on jobs
- More computers with internet connection
- More space for reading and study
- More space for children to read and learn
- More parking
- Longer hours
- Finger-printing services
- Passport photo services
- Other

11. How can the Public Library best invite Hispanics/Latinos to use it? [ASK AND CHECK ANSWER FROM LIST]

- through announcements in Spanish radio
- through my child's school
- through the mail
- through my church
- through local newspapers/magazines
- by word of mouth
- Advertise in Spanish
- Other

### ***E. Demographics***

Now, I have just a few questions for classification purposes only.

12. What is your highest educational attainment? [**ALLOW SINGLE RESPONSE ONLY**]

Grade school or less (No schooling or Grade 1 through 8)

Can you read and write?

Yes

No

Some high school (Grade 9 through 12)

High school graduate

Some college/Vocational (technical) school

College graduate (BA, BS)

Post graduate (MA, MS, MBA, MPA, MD, M.Div., M.Ed., JD, Ed.D., Ph.D, etc.)

13. What is the combined annual income of your household before taxes? [ASK AND CHECK ANSWER FROM LIST]?

[**ALLOW SINGLE RESPONSE ONLY**]

Up to \$15,000

\$15,000 to \$24,999

\$25,000 to \$34,999

\$35,000 to \$49,999

\$50,000 to \$64,999

\$65,000 to \$79,999

\$80,000 to \$99,999

\$100,000 and above

(DO NOT READ) Don't know/refused

14. Where were you born? [ASK QUESTION AND CHECK ONE FROM CHOICES] [**ALLOW SINGLE RESPONSE ONLY**]

United States [PROCEED to 15]

Puerto Rico [PROCEED to 16]

Cuba [PROCEED to 16]

Mexico [PROCEED to 16]

El Salvador [PROCEED to 16]

the Dominican Republic [PROCEED to 16]

Colombia [PROCEED to 16]

Guatemala [PROCEED to 16]

In another country [PROCEED to 16]

(DO NOT READ) Refused/Rather not say

15. (For those born IN the US) Which country does your family originally come from? [ASK QUESTION AND CHECK ONE FROM CHOICES]

Puerto Rico

- Cuba
- Mexico
- El Salvador
- the Dominican Republic
- Colombia
- Guatemala
- Mixed
- Other
- (DO NOT READ) Refused/Rather not say

16. (For those not born in the US) How many years have you been in the United States? \_\_\_\_\_ years

17. Were your mother and father born in the United States? [ASK QUESTION AND CHECK ONE FROM CHOICES] **[ALLOW SINGLE RESPONSE ONLY]**

- Father only
- Mother only
- Both parents
- Neither parent
- (DO NOT READ) Refused/Rather not say

18. Are you a U.S. citizen, permanent resident, or do you have another status? **[ALLOW SINGLE RESPONSE ONLY]**

- U.S. citizen
- Permanent resident
- Have another status
- (DO NOT READ) Refused/Rather not say

Other info about respondent to be provided by the Survey Company

- \_\_\_\_\_ State respondent lives in
- \_\_\_\_\_ Zip code
- \_\_\_\_\_ Urban or rural area
- \_\_\_\_\_ Language used during interview

Thank you! If you wish to know more about the study, please call the Tomas Rivera Policy Institute at 213-821-5615.