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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**Screener 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?
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.