2019 WPLC Digital Collections Patron Survey

Wisconsin's Digital Library Usage

The Wisconsin Public Library Consortium (WPLC) seeks your valued feedback on your experience with and the collection of materials in Wisconsin's Digital Library. Your input will help guide us as we continue to grow and develop the collection of ebooks, audiobooks, and other digital materials so it is most relevant to Wisconsin library patrons.
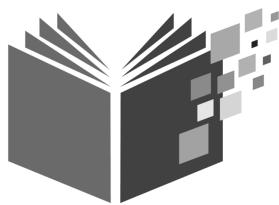
This survey is performed annually, and some questions are repeated from year to year. It will take an average of 10-15 minutes to complete and is available through February 28th.

We thank you in advance for your time and feedback.

1. Have you used Wisconsin's Digital Library (OverDrive) in the last year?

◯ Yes

◯ No

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Wisconsin's Digital Library Usage Continued

2. Why haven't you used Wisconsin's Digital Library? Select all that apply.

☐ I was unaware of Wisconsin's Digital Library

☐ I used to use Wisconsin's Digital Library but have stopped

☐ I don't know how to use it / I tried it to use it but it was too difficult

☐ I don't like to wait if the book I want isn't available right away

☐ I don't have a compatible device

☐ It is too hard to download books onto my device

☐ Wisconsin's Digital Library doesn't have books I'm interested in

☐ Wisconsin's Digital Library doesn't have video or music that I'm interested in

☐ I prefer print/hard copy materials over eBooks

☐ I prefer to purchase my books/materials rather than borrow them

☐ None of the above

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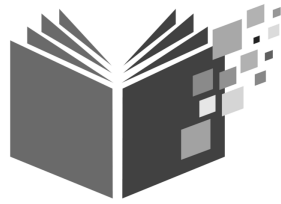Wisconsin Public Library Consortium

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New Users

3. Did you use Wisconsin's Digital Library for the first time in the last year?
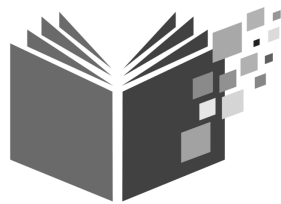
◯ Yes

◯ No

◯ I don't know

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New Users: Awareness Methods

4. How did you learn about Wisconsin's Digital Library? Select all that apply.

☐ I saw the app in the app store

☐ Word of mouth

☐ My library website or via email from my library

☐ Flyers / posters at my physical library

☐ Google or another search engine

☐ Other (please specify)

[   ]

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Platform, Devices, and Connection

5. Thinking about how you search, find, place holds on, and check out titles from Wisconsin's Digital Library, what platform do you primarily use? Select all that apply.

- ☐ OverDrive App
- ☐ Libby
- ☐ Desktop / Laptop OverDrive website (via browser at https://wplc.overdrive.com/)
- ☐ Local library catalog

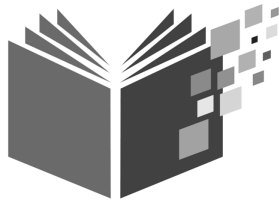6. How would you rate the ease-of-use of the platform you primarily use (from the question above)?

Very difficult to use	Difficult to use	Easy to use	Very easy to use
◯	◯	◯	◯

7. Which device(s) do you use to read or listen to titles checked out from Wisconsin's Digital Library? Select all that apply.

- ☐ Desktop / laptop computer (Mac, Windows, etc.)
- ☐ Smartphone (iPhone, Samsung, etc.)
- ☐ Tablet (Kindle Fire, iPad, etc.)
- ☐ Kindle e-reader (Oasis, Paperwhite, etc.)
- ☐ Other e-reader (Sony, NOOK, Kobo, etc.)
- ☐ MP3 player (iPod, SanDisk etc.)
- ☐ Other (please specify)

  [   ]

8. When you download or stream titles from Wisconsin's Digital Library, how are you most often connected to the internet?

- ◯ Wireless or wired network (personal or library wifi, home computer network, etc.)
- ◯ Cellular network data (3G or 4G usage, etc.)
- ◯ Unsure
- ◯ Other (please specify)

  [   ]

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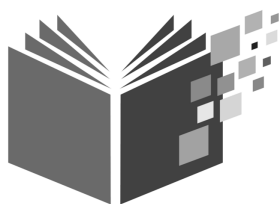## 2019 WPLC Digital Collections Patron Survey

Satisfaction

9. Overall, how satisfied are you with your experience using Wisconsin's Digital Library (OverDrive)?

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
◯	◯	◯	◯

10. Please share the degree to which you disagree or agree with these statements about Wisconsin's Digital Library:

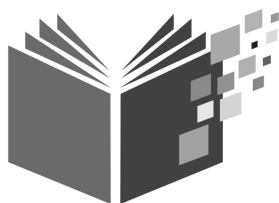|	Strongly disagree	Disagree	Agree	Strongly agree
The titles I want are usually in the collection to check out or place a hold on.	◯	◯	◯	◯
I am able to get the ebooks and audiobooks I want in a timely manner.	◯	◯	◯	◯
The website is easy to use.	◯	◯	◯	◯
I can get help with problems using Wisconsin's Digital Library from OverDrive's Help or Libby Help articles if I need it.	◯	◯	◯	◯

Ebook Usage Information

These questions ask about your specific use of ebooks (not audiobooks) in Wisconsin's Digital Library.

11. Do you checkout ebooks from Wisconsin's Digital Library?

◯ Yes

◯ No

Ebook Usage Information Continued

12. In the last six months, how many ebooks have you checked out from Wisconsin's Digital Library?

○ Fewer than 5

○ 6-10

○ 11-20

○ More than 20

13. In the last six months, how many physical books have you checked out from the physical library?

○ Fewer than 5

○ 6-10

○ 11-20

○ More than 20

14. In the last six months, how many books have you purchased?

○ Fewer than 5

○ 6-10

○ 11-20

○ More than 20

15. What kinds of ebooks do you typically check out from Wisconsin's Digital Library? Select all that apply.

- [ ] Bestselling Fiction
- [ ] Bestselling Nonfiction
- [ ] Biography / History
- [ ] Business
- [ ] Children's
- [ ] Christian Fiction
- [ ] Cooking
- [ ] Erotica
- [ ] Historical Fiction
- [ ] Hobbies / Crafts
- [ ] Information Technology (IT/computer manuals)
- [ ] Mystery / Thriller
- [ ] Romance
- [ ] SciFi / Fantasy
- [ ] Suspense / Horror
- [ ] Travel
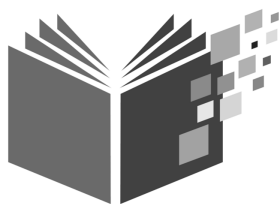- [ ] Young Adult
- [ ] None of the above

16. In the last six months, how many ebooks have you recommended to the library, using the Recommend to Library feature? (This is an OverDrive feature that allows you to search for and select ebooks that are not currently in the library and recommend them for purchase.)

- ( ) None
- ( ) 1-3
- ( ) 4-10
- ( ) More than 10
- ( ) I don't know

17. Thinking about your past use of ebooks in Wisconsin's Digital Library, how satisfied or dissatisfied are you with the holds / wait time to check out ebooks?

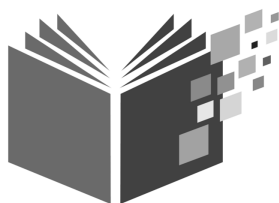| Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
( )	( )	( )	( )

Audiobook Usage Information

These questions ask about your specific use of audiobooks (not ebooks) in Wisconsin's Digital Library.

18. Do you checkout audiobooks from Wisconsin's Digital Library?

◯ Yes

◯ No

Audiobook Usage Information Continued

19. In the last six months, how many audiobooks have you checked out from Wisconsin's Digital Library?

○ Fewer than 5

○ 6-10

○ 11-20

○ More than 20

20. In the last six months, how many CD or cassette audiobooks have you checked out from the physical library?

○ Fewer than 5

○ 6-10

○ 11-20

○ More than 20

21. In the last six months, how many audiobooks have you purchased?

○ Fewer than 5

○ 6-10

○ 11-20

○ More than 20

22. What kinds of audiobooks do you typically check out from Wisconsin's Digital Library? Select all that apply.
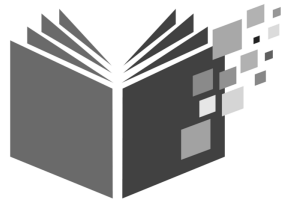
- [ ] Bestselling Fiction
- [ ] Bestselling Nonfiction
- [ ] Biography / History
- [ ] Business
- [ ] Children's
- [ ] Christian Fiction
- [ ] Erotica
- [ ] Historical Fiction
- [ ] Mystery / Thriller
- [ ] Romance
- [ ] SciFi / Fantasy
- [ ] Suspense / Horror
- [ ] Travel
- [ ] Young Adult
- [ ] None of the above

23. In the last six months, how many audiobooks have you recommended to the library, using the Recommend to Library feature? (This is an OverDrive feature that allows you to search for and select audiobooks that are not currently in the library and recommend them for purchase.)

- ( ) None
- ( ) 1-3
- ( ) 4-10
- ( ) More than 10
- ( ) I don't know

24. Thinking about your past use of ebooks in Wisconsin's Digital Library, how satisfied or dissatisfied are you with the holds / wait time to check out audiobooks?

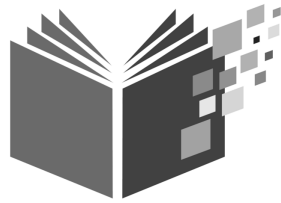| Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
( )	( )	( )	( )

Holds and Title Availability

25. Imagine you are looking for a specific title in Wisconsin's Digital Library, and you see there are 150 holds for it. Assuming you don't need it immediately, what would you do?

◯ I would place a hold.

◯ I may place a hold, depending on how many copies are in the library.

◯ I may place a hold, depending on the other options available to me.

◯ I would never place a hold.

◯ None of the above.

Special Collections, Budget Focus, Big Read Participation

26. If there were collections in Wisconsin's Digital Library supporting the specific interests listed below, how likely would you be to check out titles from those collections?

	Very unlikely	Unlikely	Likely	Very likely
Business and Entrepreneurship	◯	◯	◯	◯
Language Learning	◯	◯	◯	◯

27. Using the slider below, indicate how you would like the WPLC to spend its budget on Wisconsin's Digital Library collection.

Spend all the money on copies of titles already in the collection to fill holds and reduce wait time	Spend equal amounts of money on both	Spend all the money on new titles that are not yet in the collection to increase its scope

◯————————————————————————

28. Have you ever participated in an OverDrive Big Read? (These are featured titles that are available to everyone without holds and typically highlighted on the homepage of Wisconsin's Digital Library.)
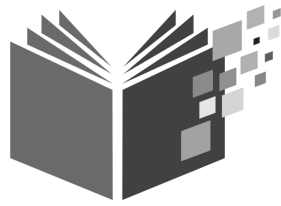
◯ Yes

◯ No

◯ I don't know

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Big Read Satisfaction

29. Please rate your level of satisfaction with your OverDrive Big Read experience?

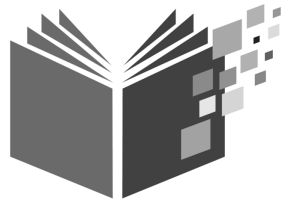| Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
◯	◯	◯	◯

2019 WPLC Digital Collections Patron Survey

BiblioBoard Awareness and Usage

30. Were you aware of these new collections and resources offered by the WPLC in the last year?

	Yes	No
BiblioBoard Library	◯	◯
Pressbooks	◯	◯
The Wisconsin Author Contest	◯	◯
SELF-e	◯	◯

31. Have you used any of these new collections and resources offered by the WPLC in the last year?

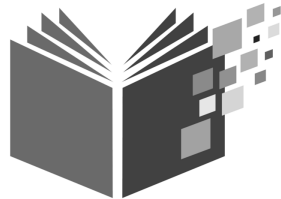|	Yes	No
BiblioBoard Library	◯	◯
Pressbooks	◯	◯
The Wisconsin Author Contest	◯	◯
SELF-e	◯	◯

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Focus Group Participation

32. Would you be interested in providing additional feedback about Wisconsin's Digital Library through occasional surveys about specific topics? If so, please enter your email address below.

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Demographic Information

33. What is your age?

○ Under 15 years old

○ 15 to 24

○ 25 to 34

○ 35 to 44

○ 45 to 54

○ 55 to 64

○ 65 to 74

○ 75 or older

34. What gender best describes you?

○ Female

○ Male

○ I prefer not to answer

35. Please enter the zip code of your primary residence.

_____

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Survey End

Thank you for taking the time to complete the 2019 WPLC Digital Collections survey. By selecting "Done" below, your survey will be submitted and your responses recorded.

We appreciate your input!