2017 WPLC Digital Collections Patron Survey

Wisconsin's Digital Library Usage

The Wisconsin Public Library Consortium (WPLC) seeks your valued feedback on you 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 XXX.

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

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 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

Wisconsin's Digital Library (OverDrive) Satisfaction

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

Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
○	○	○	○

* 4. **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.	○	○	○	○
The mobile app is easy to use.	○	○	○	○
I can get help with problems using Wisconsin's Digital Library if I need it.	○	○	○	○
[Others]	○	○	○	○

* 5. **Below is a list of features not currently available in Wisconsin's Digital Library. If they were available, please share how important each would be to you.**

	Not at all important	Not important	Important	Very important
[Feature we think patrons would like.]	○	○	○	○
[Feature we think patrons would like.]	○	○	○	○
[Feature we think patrons would like.]	○	○	○	○

6. In November 2016, some changes were introduced to Wisconsin's Digital Library. Please share how satisfied you are with changes to the following:

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Not sure / Have not used
Options for signing in	○	○	○	○	○
Recommending titles to purchase	○	○	○	○	○
Speed and response time of desktop and mobile website	○	○	○	○	○
Changes to the renewal process	○	○	○	○	○
Autocomplete of searches entered in text box	○	○	○	○	○
Account-level audience filters	○	○	○	○	○
Changing lending periods for individual titles	○	○	○	○	○
Site design and organization	○	○	○	○	○
Availability banners	○	○	○	○	○
Display of number of holds on titles	○	○	○	○	○
Overall satisfaction with the changes	○	○	○	○	○

Ebook Usage Information

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

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

○ Yes

○ No

Ebook Usage Information Continued

* 8. 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

* 9. 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

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

◯ Fewer than 5

◯ 6-10

◯ 11-20

◯ More than 20

* 11. 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

* 12. 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

* 13. Thinking about your past use of Wisconsin's Digital Library for ebooks, how satisfied or dissatisfied are you with the following?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Full ebook series availability	○	○	○	○	○
Holds / wait time to checkout ebook	○	○	○	○	○

Audiobook Usage Information

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

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

◯ Yes

◯ No

Audiobook Usage Information Continued

* 15. 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

* 16. 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

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

○ Fewer than 5

○ 6-10

○ 11-20

○ More than 20

* 18. 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

* 19. 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

* 20. Thinking about your past use of Wisconsin's Digital Library, how satisfied or dissatisfied are you with the following?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Full audiobook series availability	○	○	○	○	○
Holds / wait time to checkout audiobook	○	○	○	○	○

Holds and Title Availability

* 21. 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.

22. **Please enter the zip code of your primary residence.**

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

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Thank you for taking the time to complete the 2017 WPLC Digital Collections survey. By selecting "Done" below, your survey will be submitted and your responses recorded.

We appreciate your input!