

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

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

New Users

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

- Yes
- No
- I don't know

New Users

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)

5. NEW Q: Did library and/or other facility closures due to the COVID-19 health pandemic influence your decision to use Wisconsin's Digital Library?

- Yes
- No

6. NEW Q: Do you have a format preference when searching for items in the digital collection?

- Yes, I prefer eBooks
- Yes, I prefer audiobooks
- No, I don't have a preference

7. NEW Q: I primarily access Wisconsin's Digital Library to find items for...

- Personal enjoyment
- Professional reasons
- Academic purposes
- Other (please specify)

Legacy Users

8. NEW Q: Did library and/or other facility closures due to the COVID-19 health pandemic impact the frequency of your use of Wisconsin's Digital Library?

- Yes, I used it **more**
- Yes, I used it **less**
- No, my use stayed the same
- I don't know

9. NEW Q: Do you have a format preference when searching for items in the digital collection?

- Yes, I prefer eBooks
- Yes, I prefer audiobooks
- No, I don't have a preference

10. NEW Q: I primarily access Wisconsin's Digital Library to find items for...

- Personal enjoyment
- Professional reasons
- Academic purposes
- Other (please specify)

Platform, Devices, and Connection

11. 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

12. 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

13. 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)

14. 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)

15. NEW Q: Are you satisfied with the speed and reliability of your primary internet access?

Yes

No

I don't know

Satisfaction

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

Very dissatisfied

Dissatisfied

Satisfied

Very satisfied

17. 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.

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

Yes

No

Ebook Usage Information Continued

19. 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

20. 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

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

- Fewer than 5
- 6-10
- 11-20
- More than 20

22. 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

23. 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

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 ebooks?

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Audiobook Usage Information

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

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

Yes

No

Audiobook Usage Information Continued

26. 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

27. 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

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

- Fewer than 5
- 6-10
- 11-20
- More than 20

29. 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

30. 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

31. 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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Holds and Title Availability

32. 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.

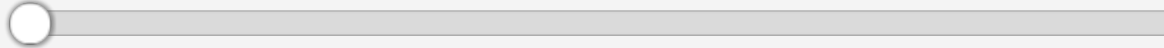
Budget Focus

33. 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



Focus Group Participation

34. 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.

Demographic Information

Wisconsin's Digital Library strives to provide equitable and inclusive services to all patrons of the collection. Your answers to these demographic questions are confidential and provide valuable information in support of this effort.

35. 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

36. What gender best describes you?

- Female
- Male
- I prefer not to answer
- Other (please specify)

37. NEW Q: Are you of Hispanic/Latino heritage?

- Yes
- No
- I prefer not to answer

38. NEW Q: With which race(s) do you identify?

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- I prefer not to answer
- Other (please specify)

39. NEW Q: Which best describes your household's income (before taxes)?

- Under \$15,000
- Between \$15,000 and \$29,999
- Between \$30,000 and \$49,999
- Between \$50,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000
- I prefer not to answer

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

Survey End

Thank you for taking the time to complete the 2020 WPLC Digital Collections survey. By selecting "Done" below, your survey will be submitted and your responses recorded.

We appreciate your input!