

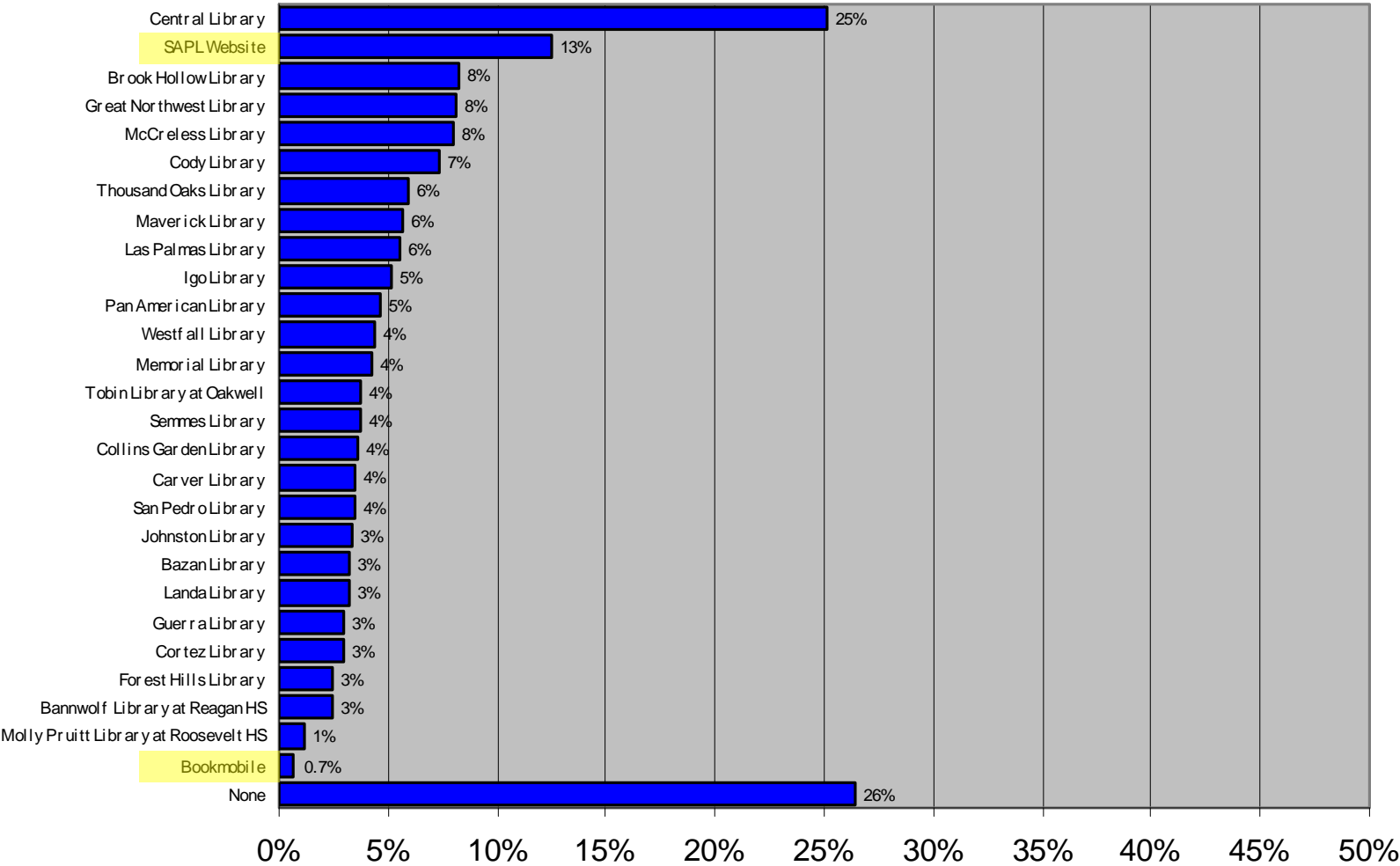
Community Needs Assessment Study

Revised December 2010

(Based on Library Data Revisions)

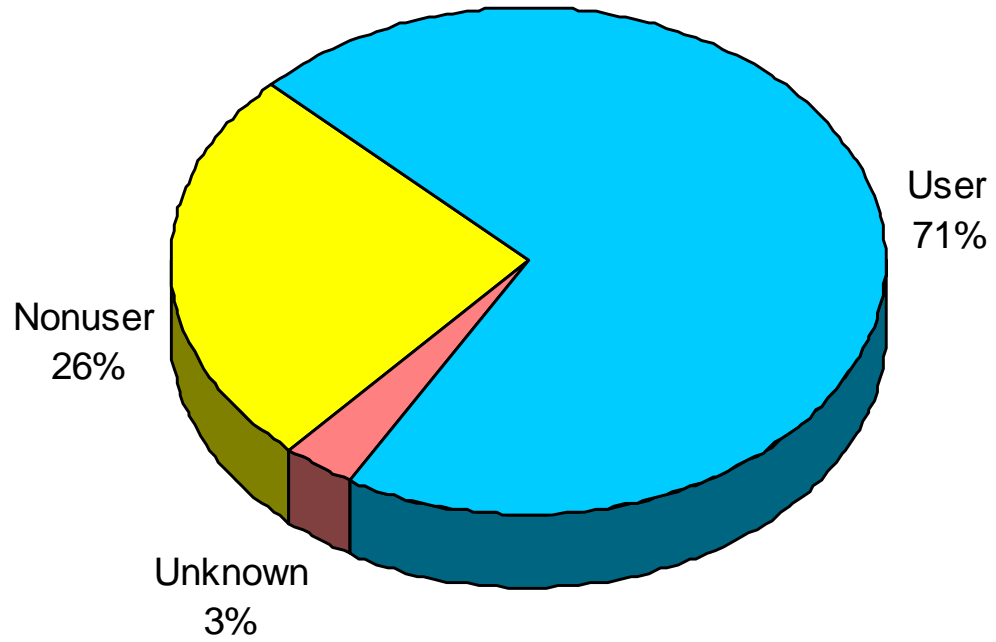
Q1. Households visited or used over the past 12 months

By percentage of respondents (multiple choice could be made)



Usage Profile

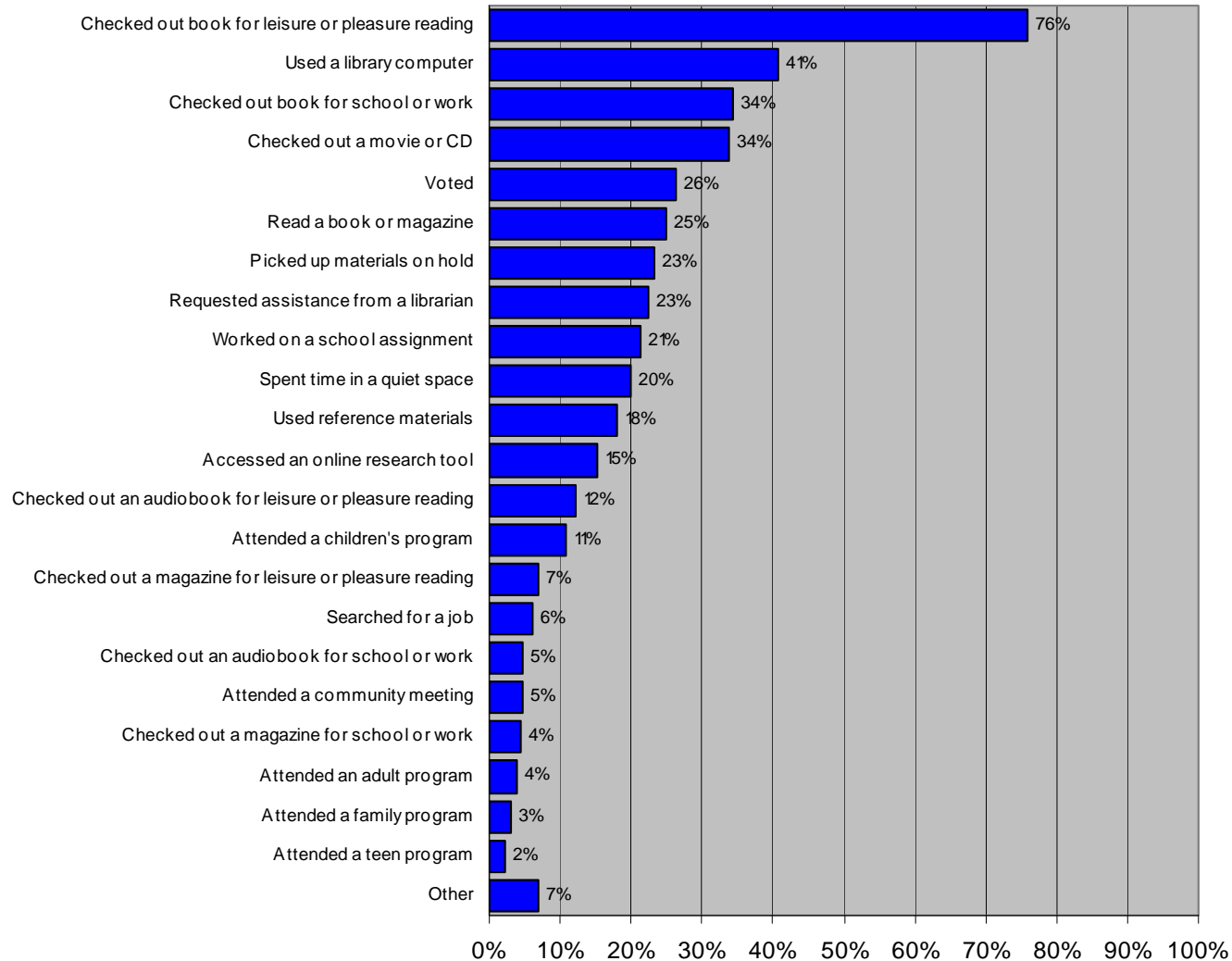
By percentage of respondents



Number of Respondents = 1833

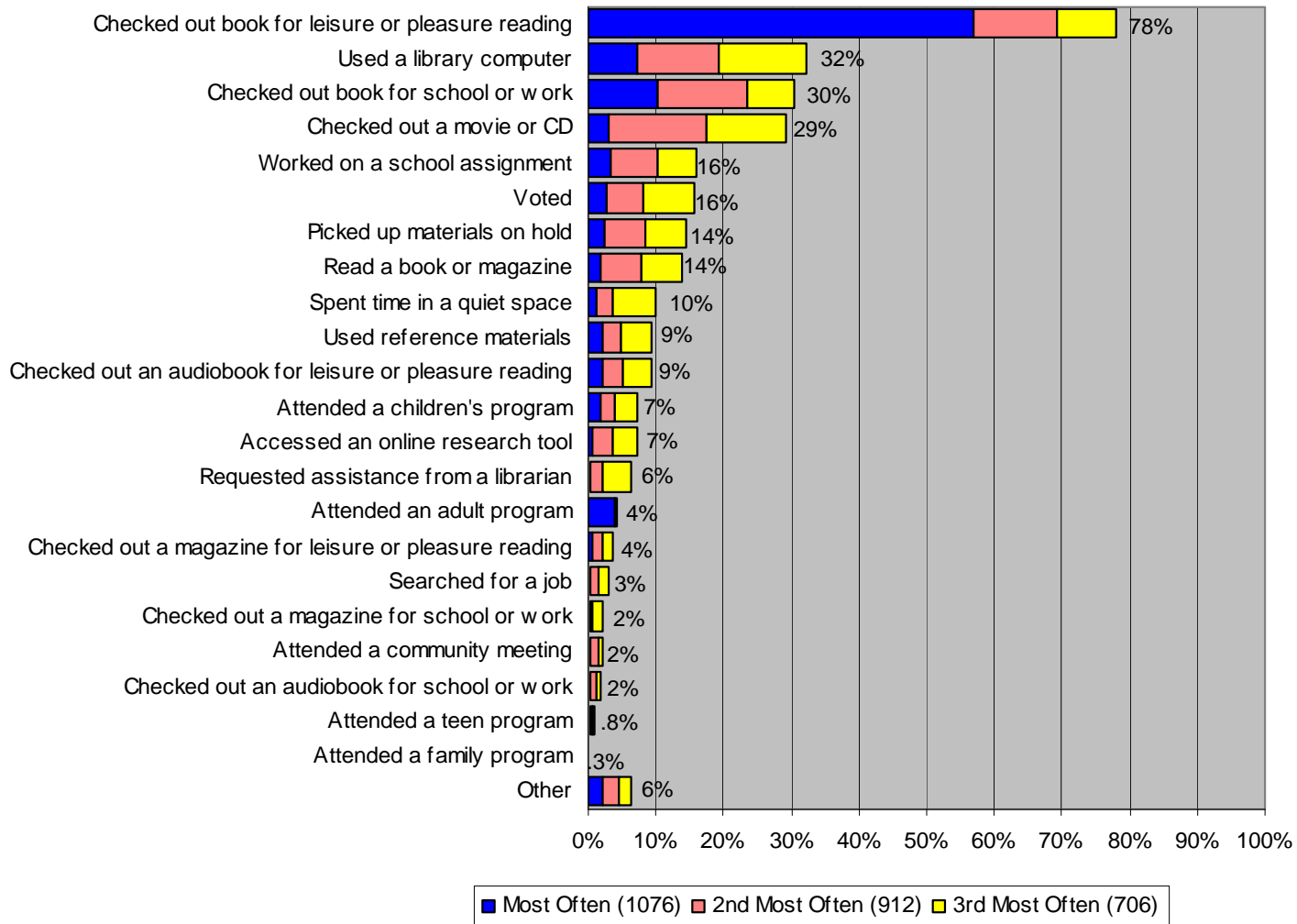
Q2. Reasons Households Visited a San Antonio Public Library or Used the Library Website Over the Past 12 Months

By percentage of respondents (multiple choice could be made)



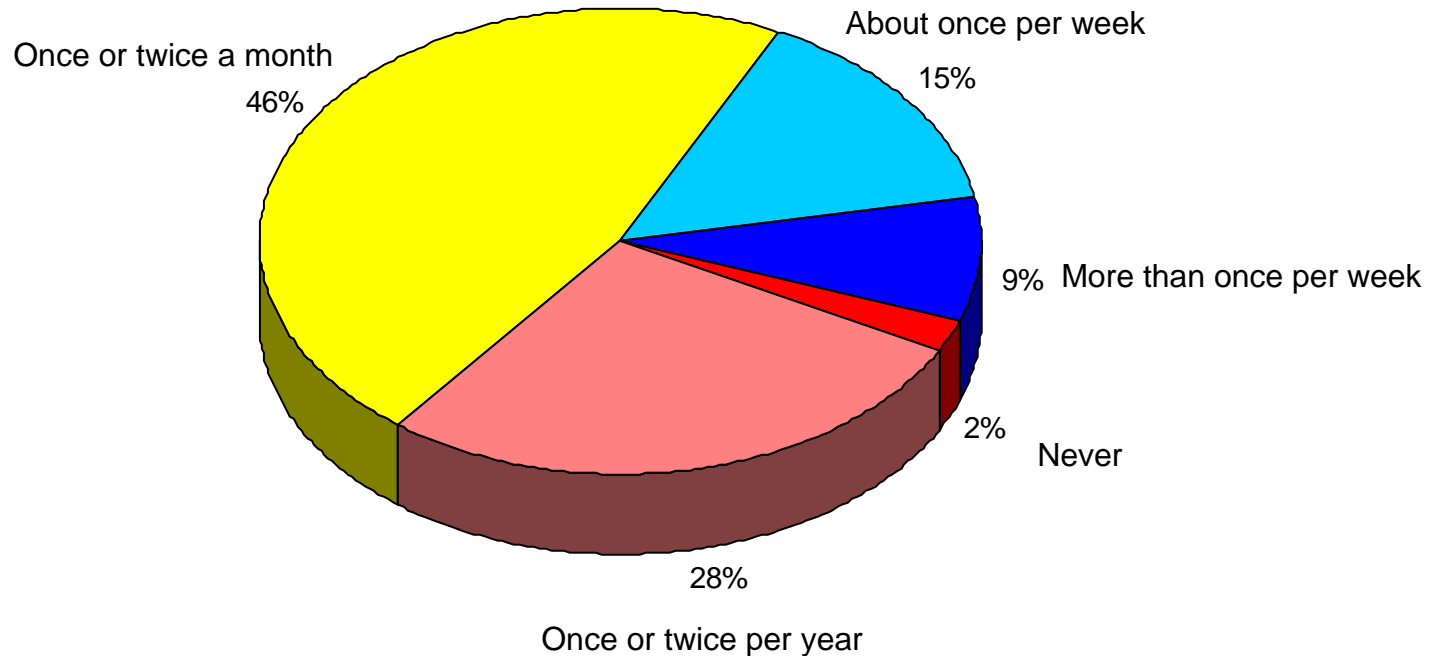
Q3. Reasons Households Visited a San Antonio Public Library or Used the Library Website Most Often During the Past 12 Months

By percentage of respondents who selected the item as one of their top three choices



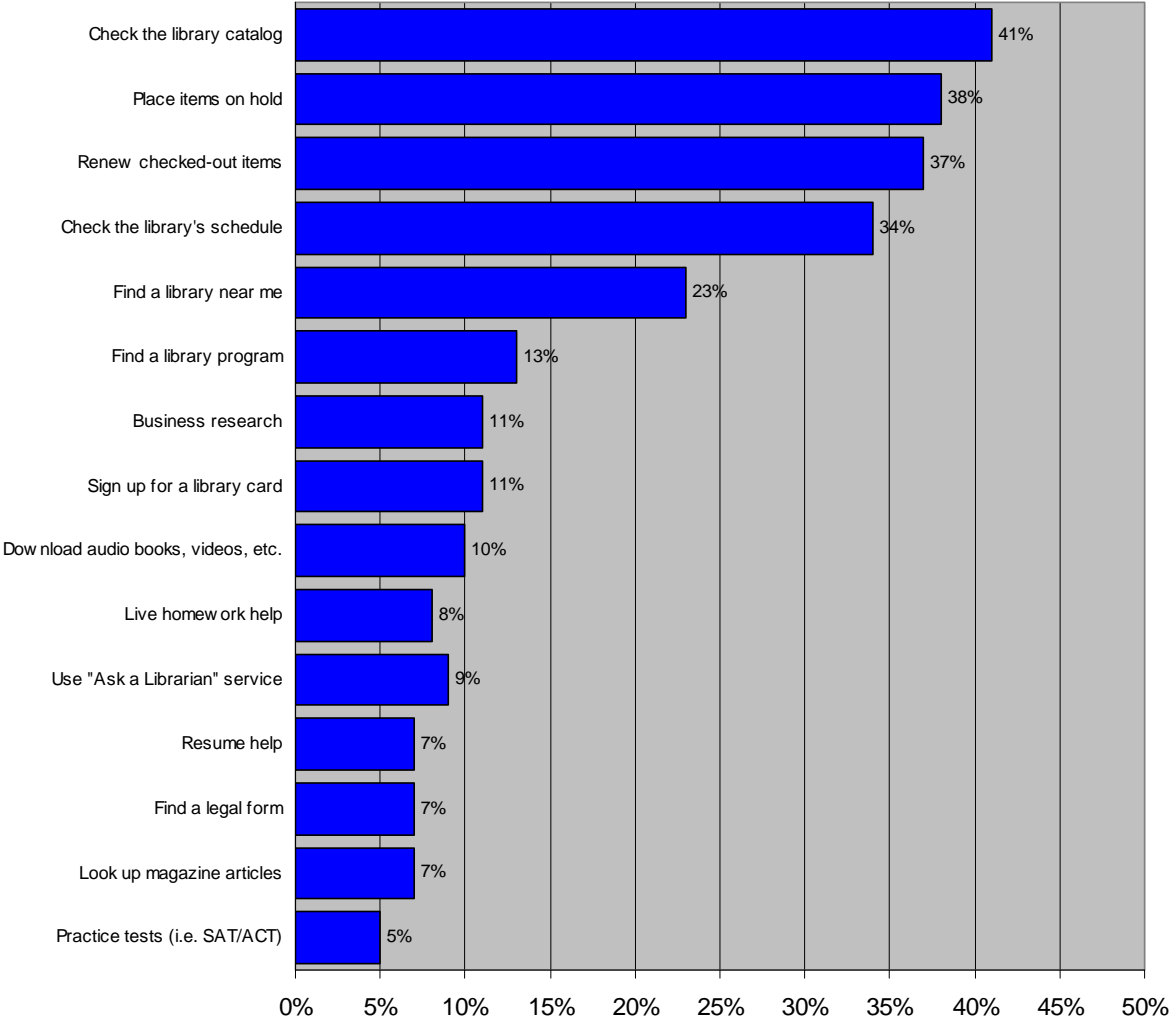
Q4. How Often Has Your Household Visited Any San Antonio Public Library Location, Including the Central Library, Over the Past 12 Months

By percentage of respondents



Q5. Reasons Households Have Used the San Antonio Public Library Website Over the Past 12 Months

By percentage of respondents (multiple choice could be made)

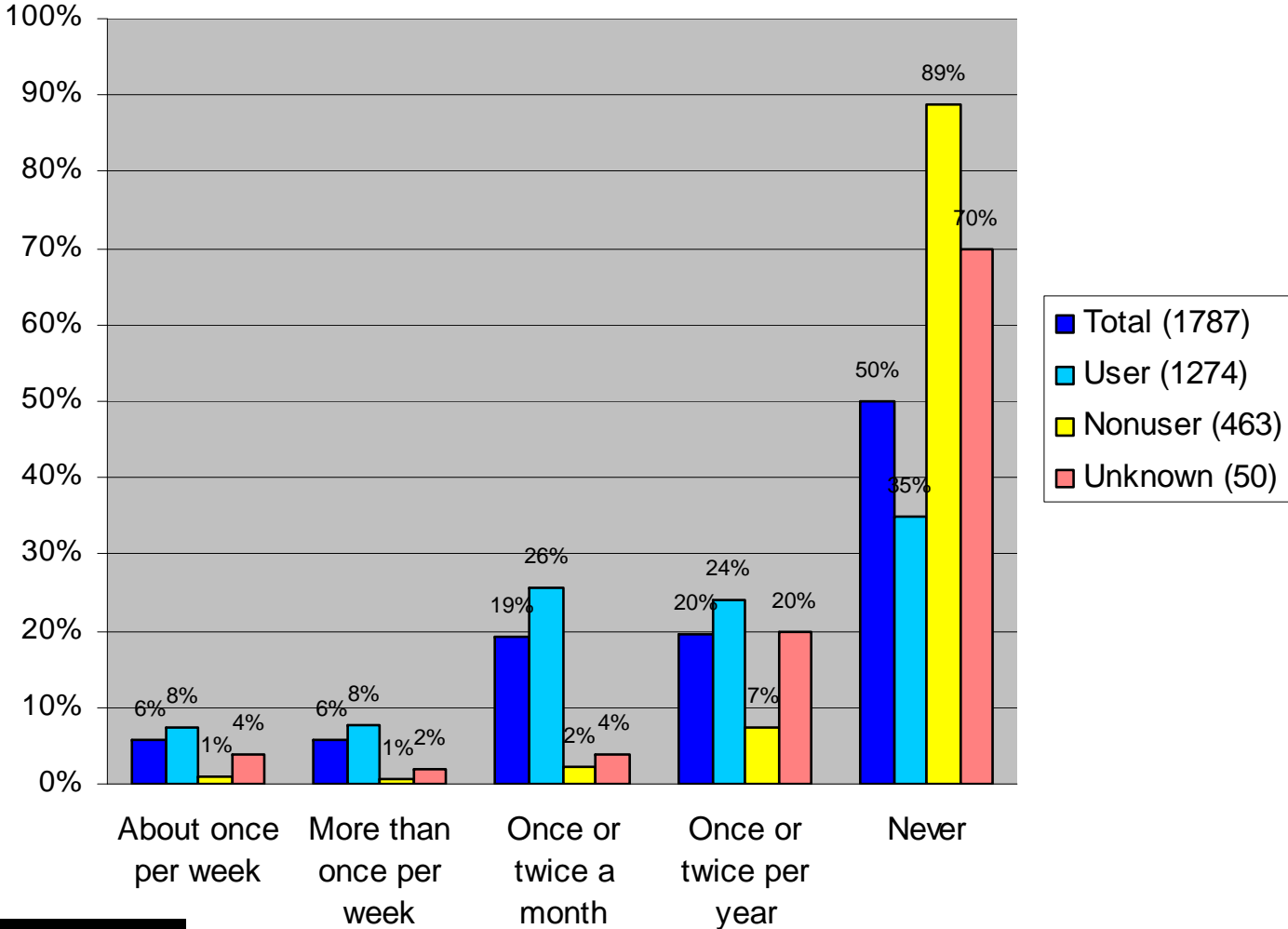


Number of Respondents = 858

Revision: Includes Users Only

Q6. How Often Has Your Household Used the San Antonio Public Library Website Over the Past 12 Months

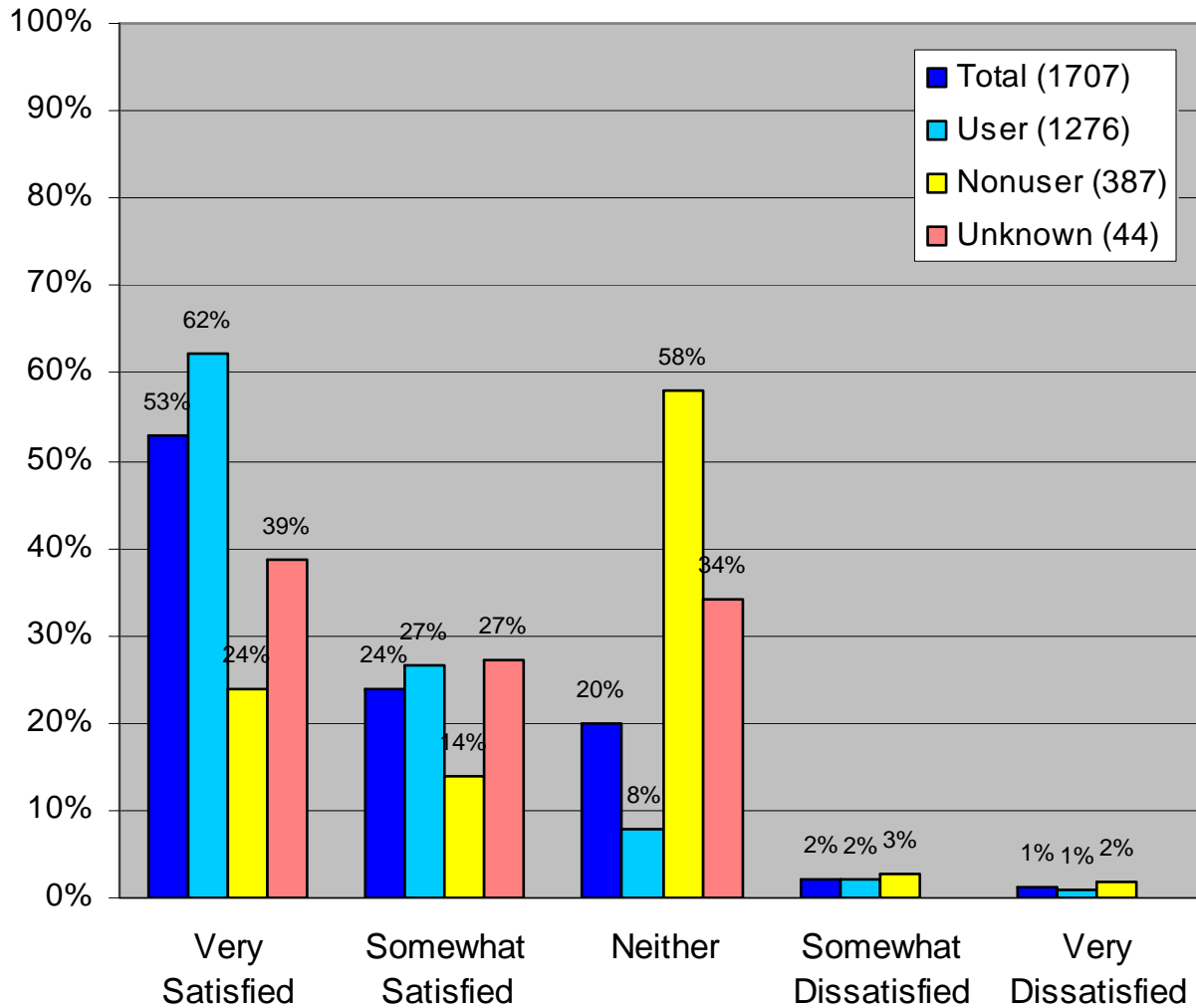
By percentage of respondents



(#) Signifies Number of Respondents

Q7. Overall, How Satisfied Are You with the Current Facilities, Website, and Services Offered at the San Antonio Public Library?

By percentage of respondents

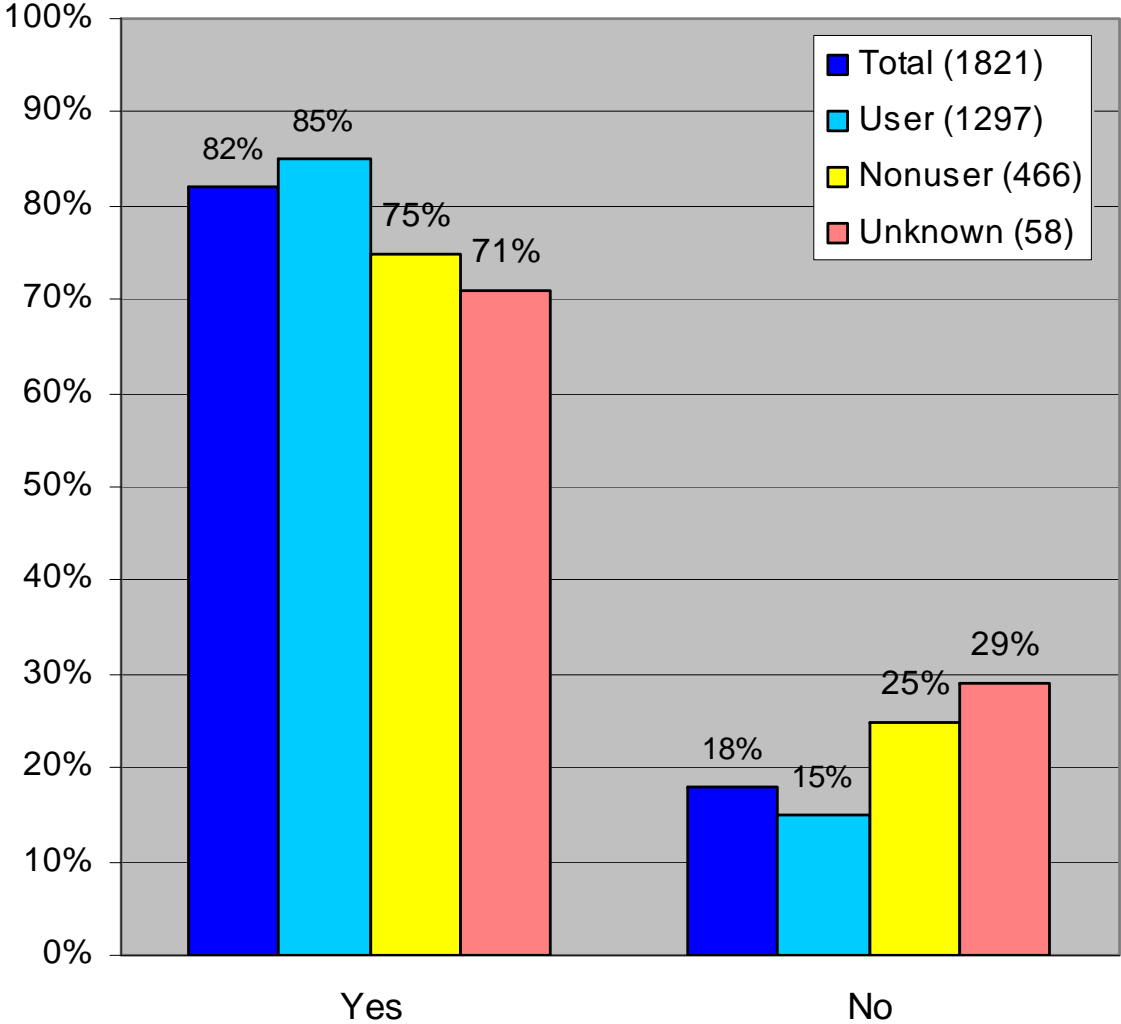


(#) Signifies Number of Respondents

Revision: Excludes Non-Responses

Q8. Do You Have a Computer at Home?

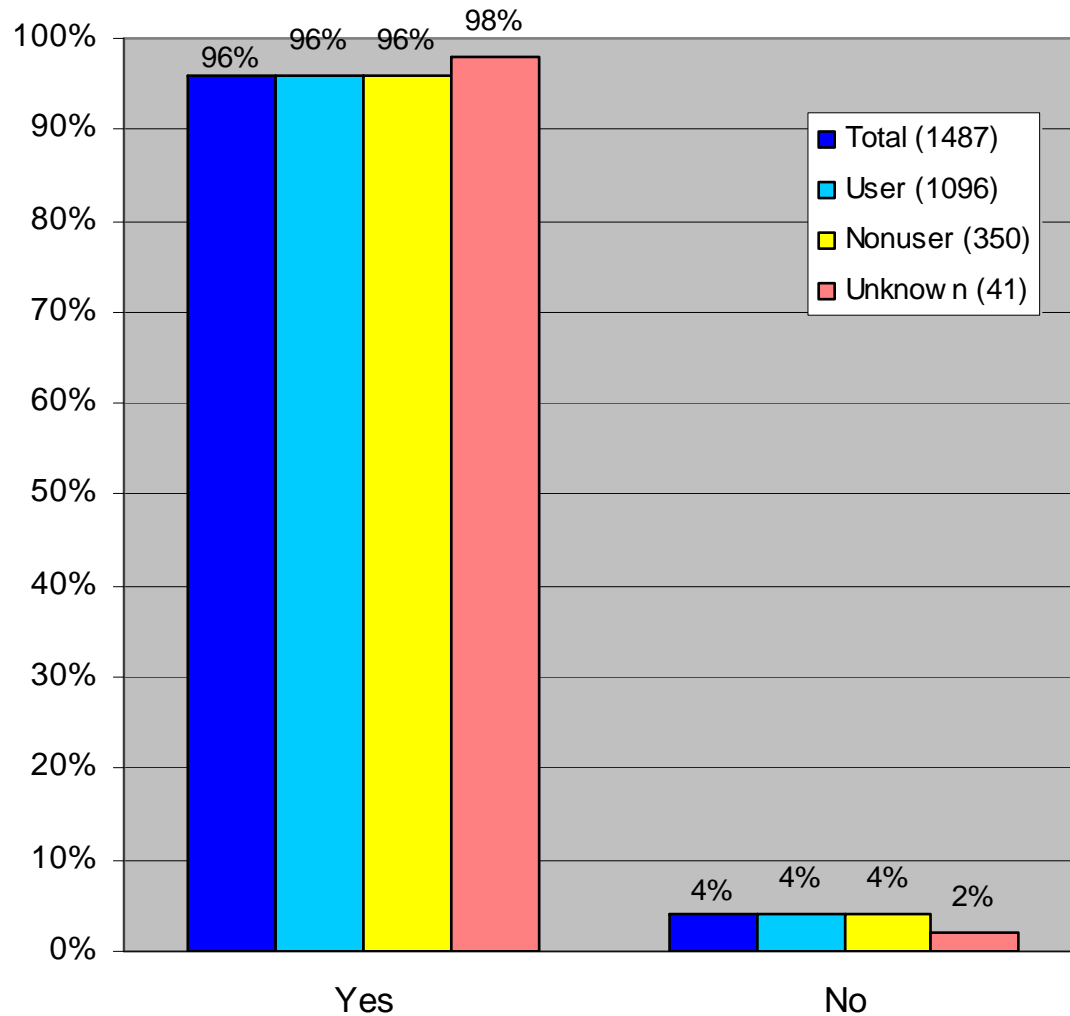
By percentage of respondents



(#) Signifies Number of Respondents

Q8a. Do You Have Internet Access on Your Home Computer?

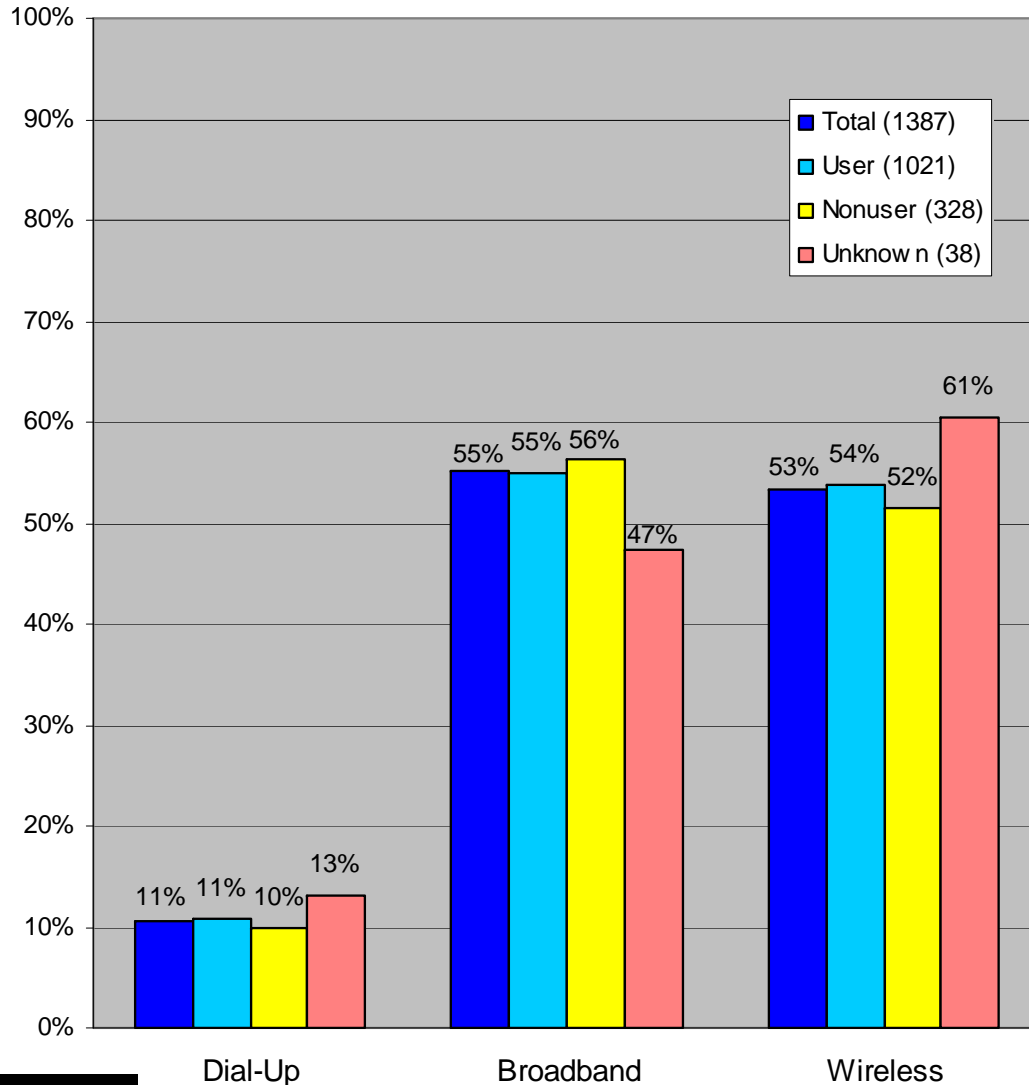
By percentage of respondents



(#) Signifies Number of Respondents

Q8b. Check all the Ways Access Internet from Your Home Computer

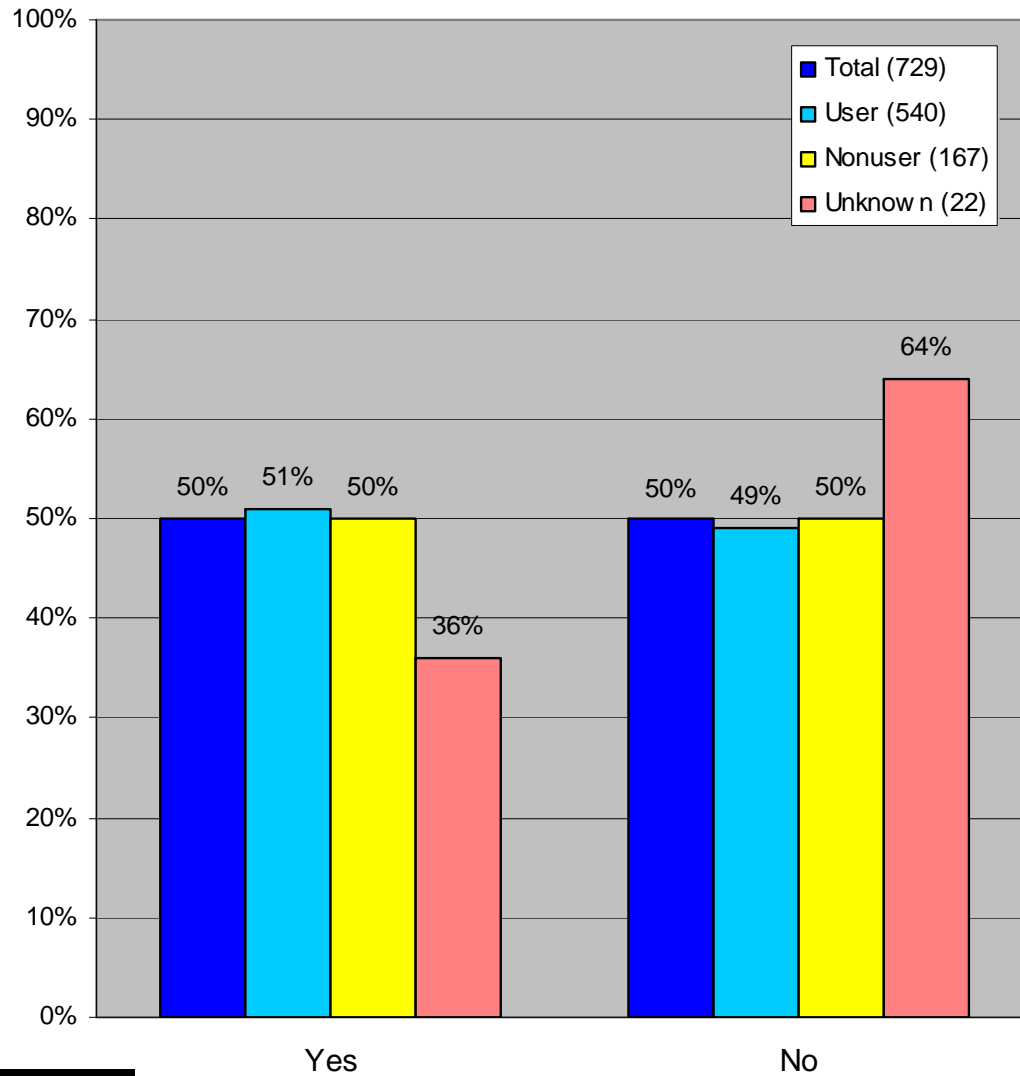
By percentage of respondents (multiple choices could be made)



(#) Signifies Number of Respondents

Q8c. Do You Use a Handheld Device to Access the Internet?

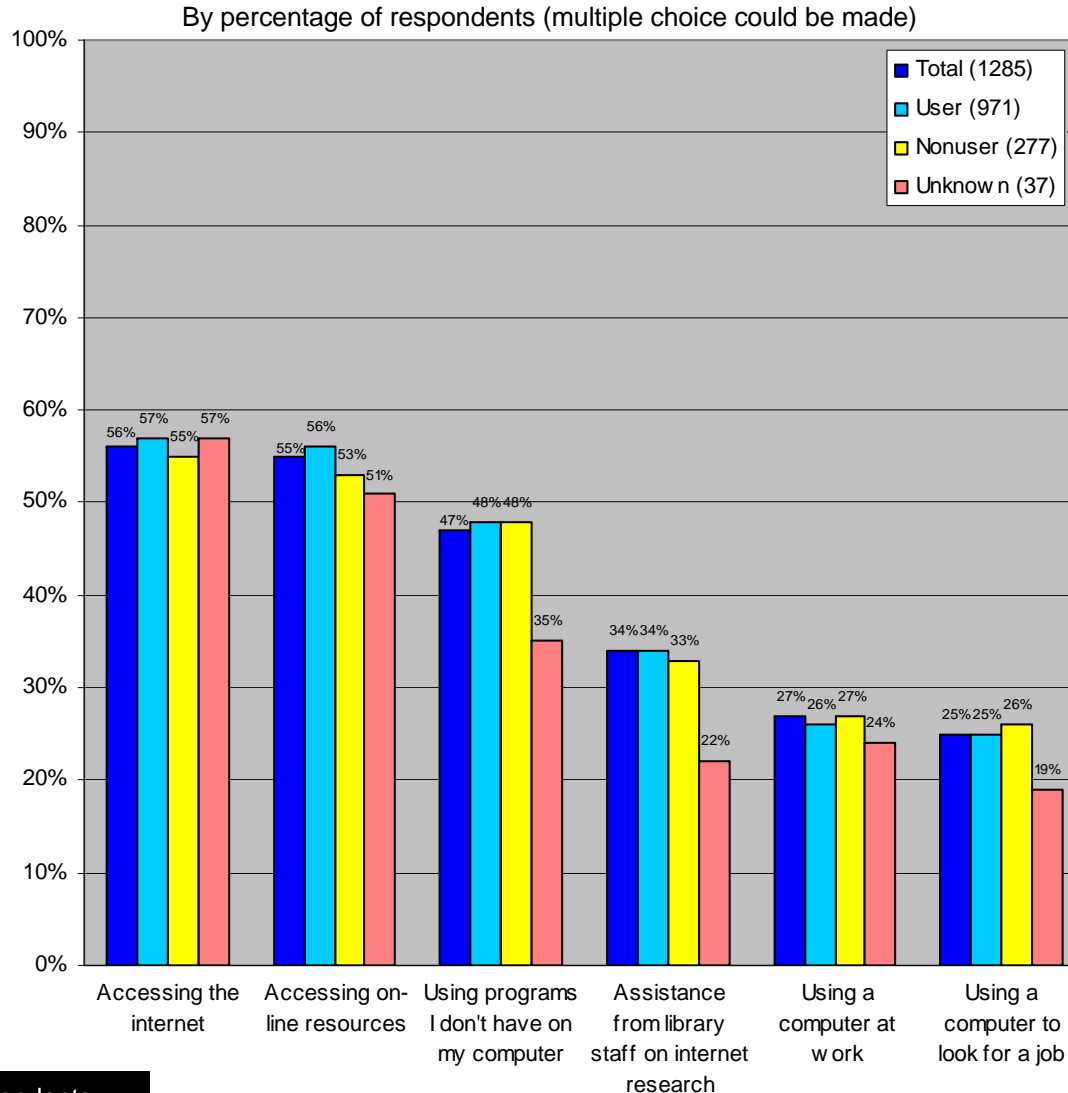
By percentage of respondents (that use wireless to access the internet)



(#) Signifies Number of Respondents

Revision: Includes Wireless Respondents Only

Q9. Computer and Internet Services That Households Currently Use or Would Be Interested in Using at San Antonio Public Libraries

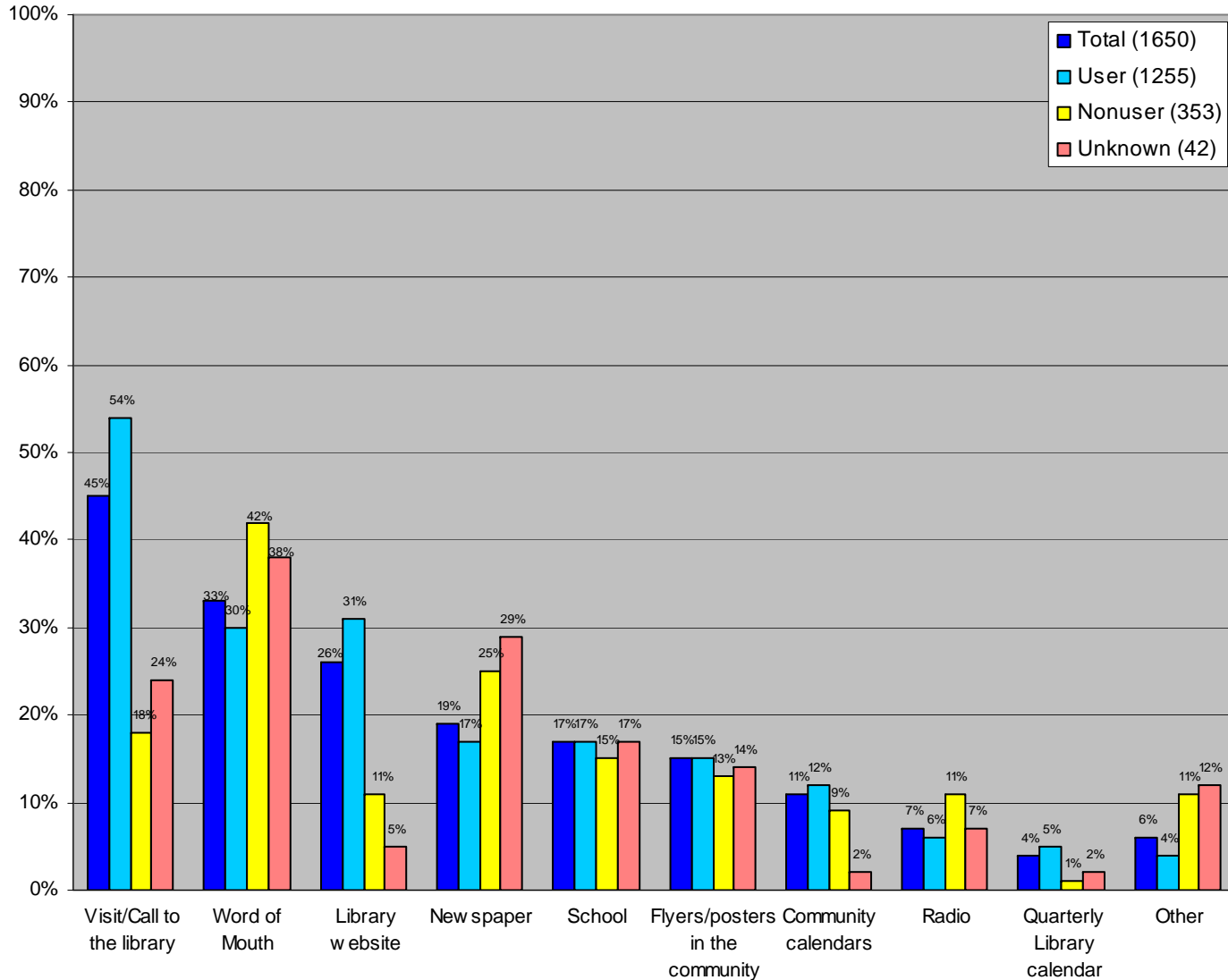


(#) Signifies Number of Respondents

Revision: Excludes Non-Responses

Q10. Ways Households Usually Learn About Library Services and Programs

By percentage of respondents (multiple choice could be made)

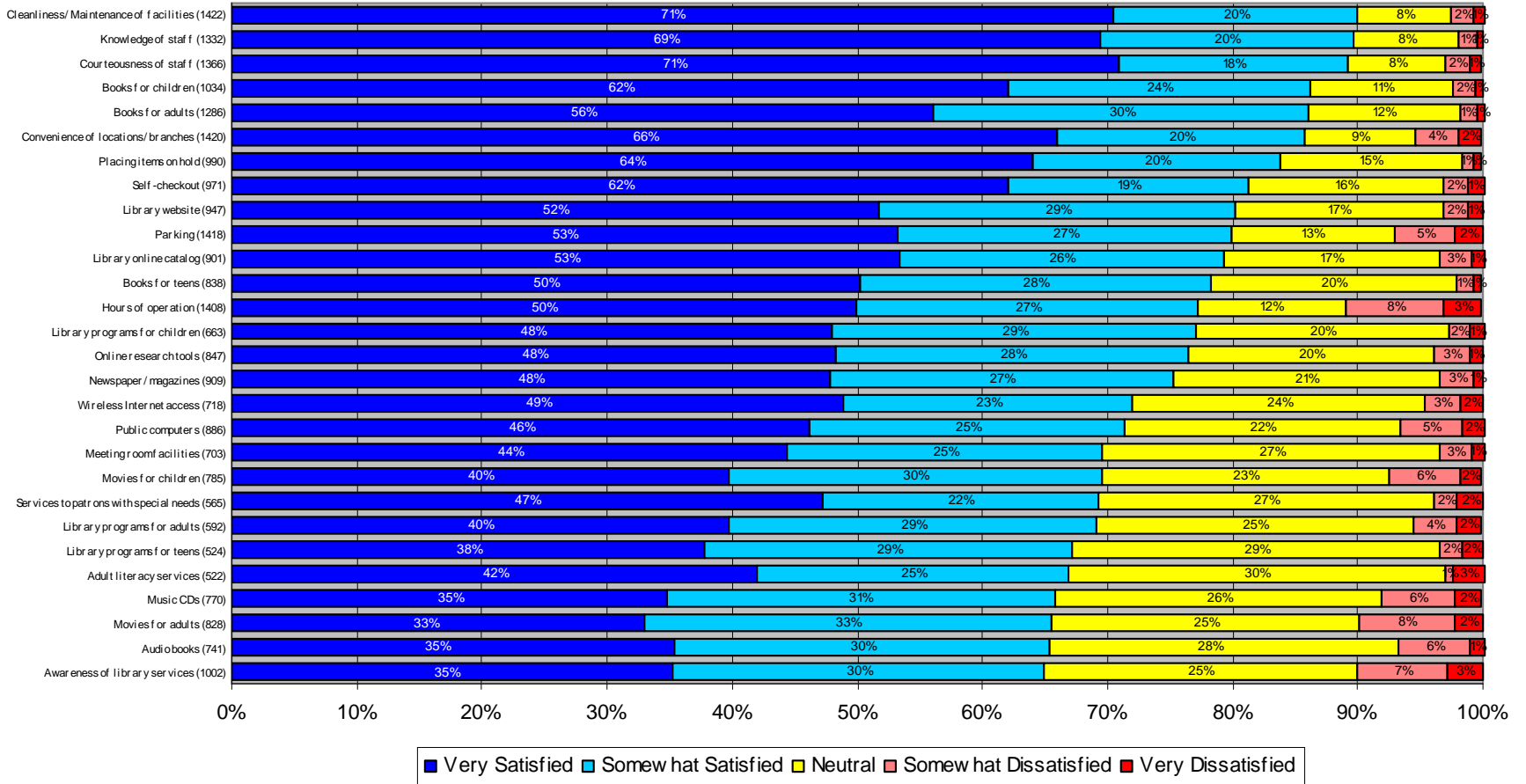


(#) Signifies Number of Respondents

Revision: Excludes Non-Responses

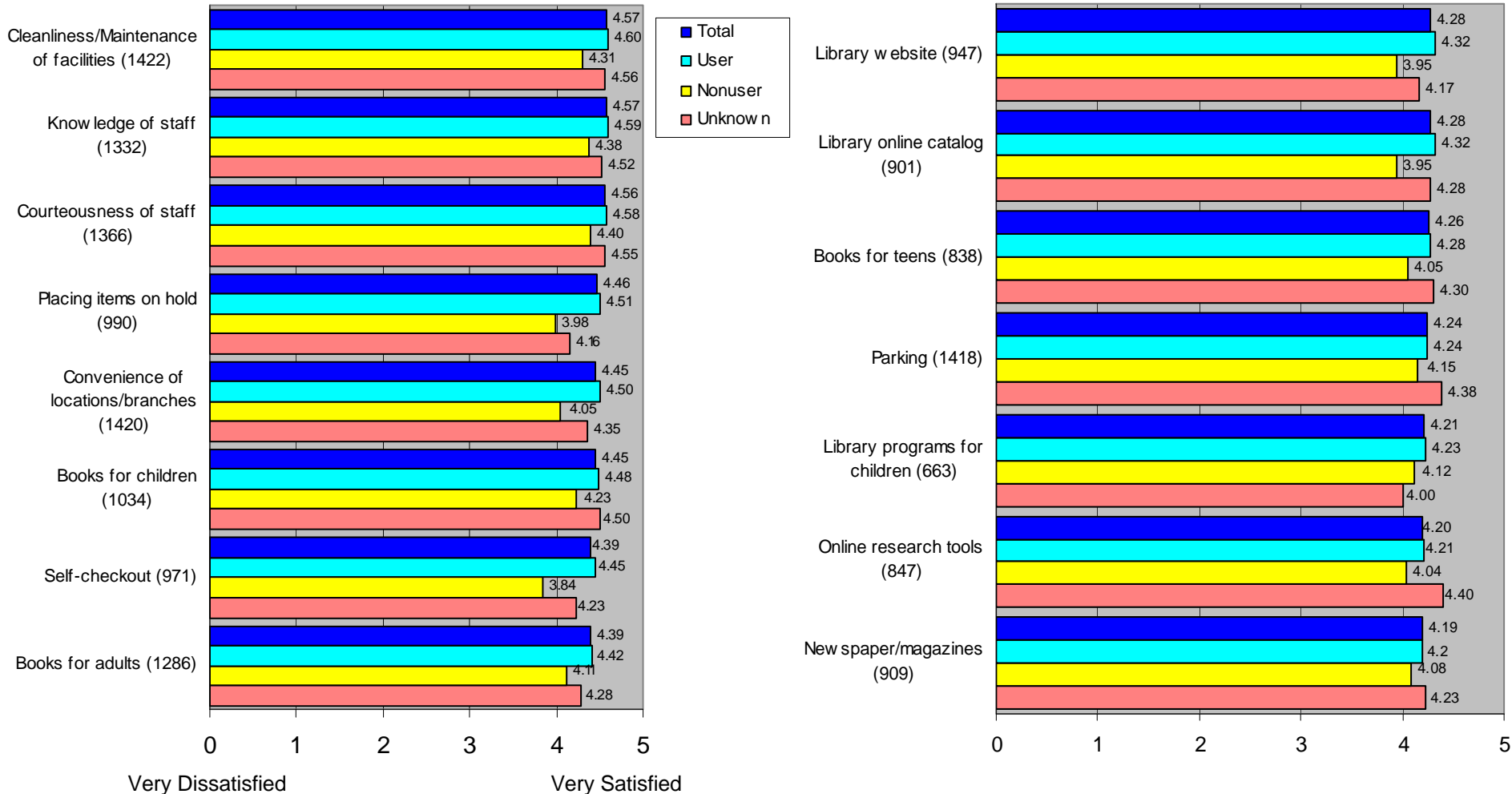
Q11. Level of Satisfaction with Various Library Services

By percentage of respondents



Q11. Level of Satisfaction with Various Library Services

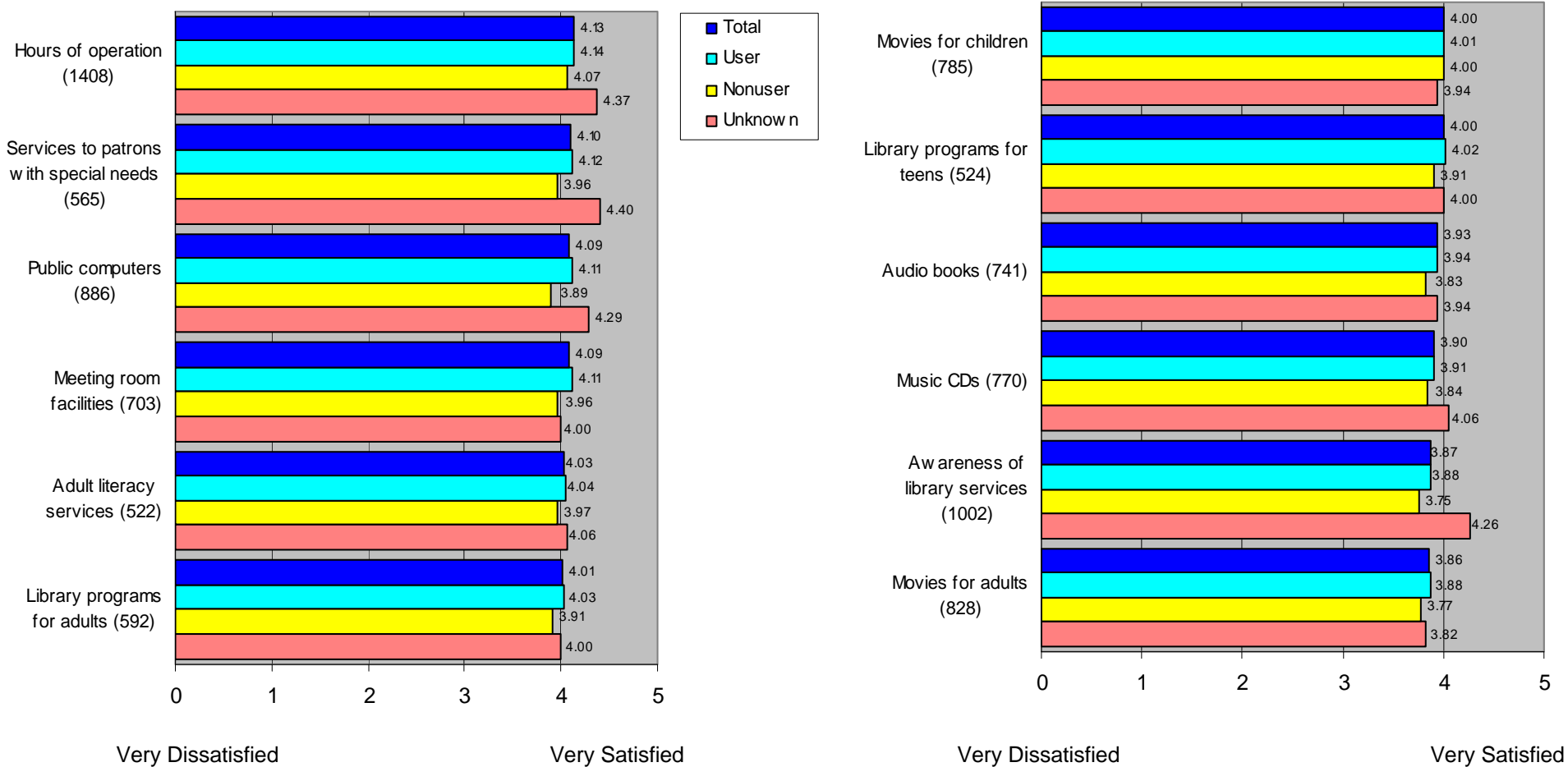
By percentage of respondents



(#) Signifies Number of Respondents

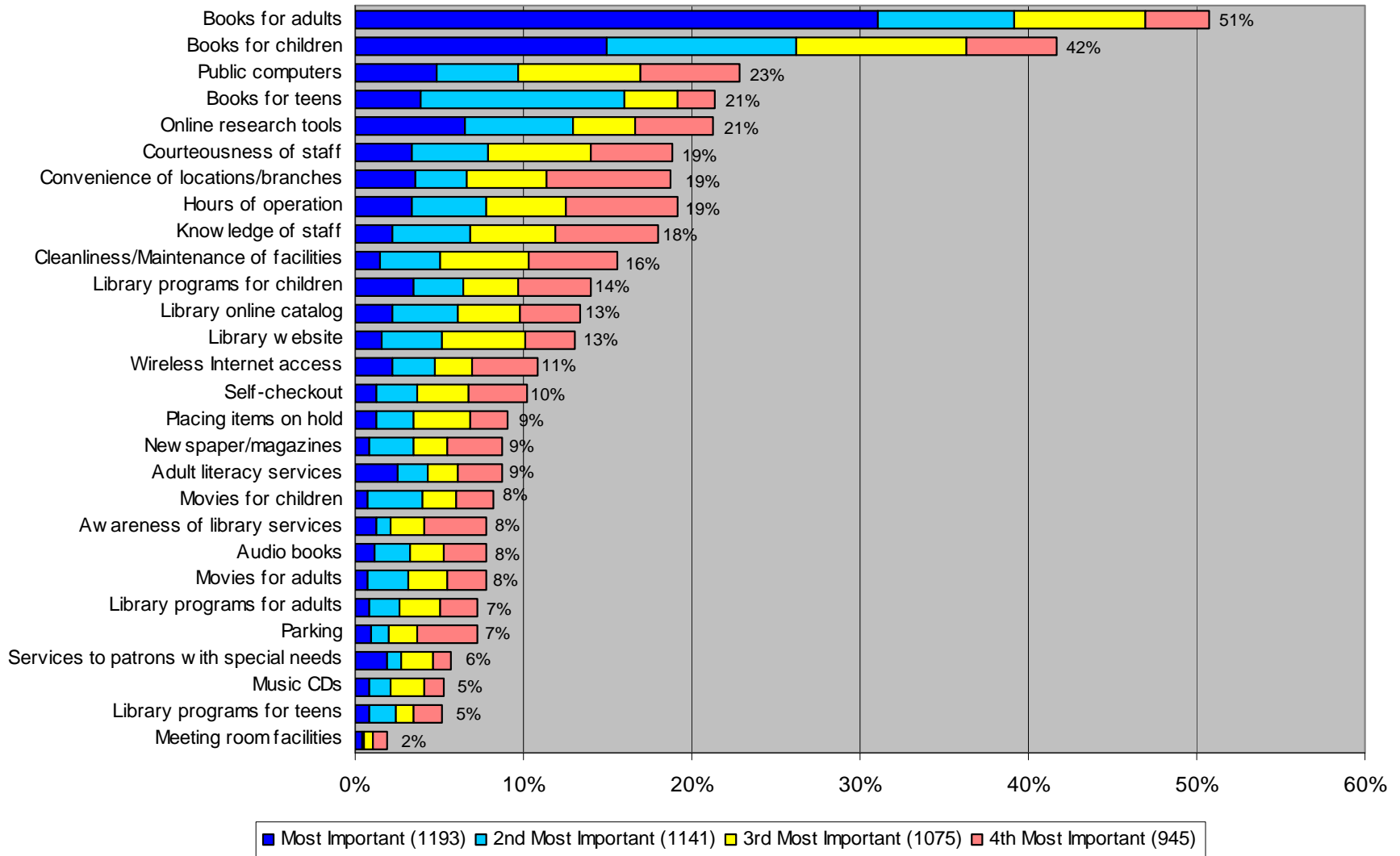
Q11. Level of Satisfaction with Various Library Services

By percentage of respondents



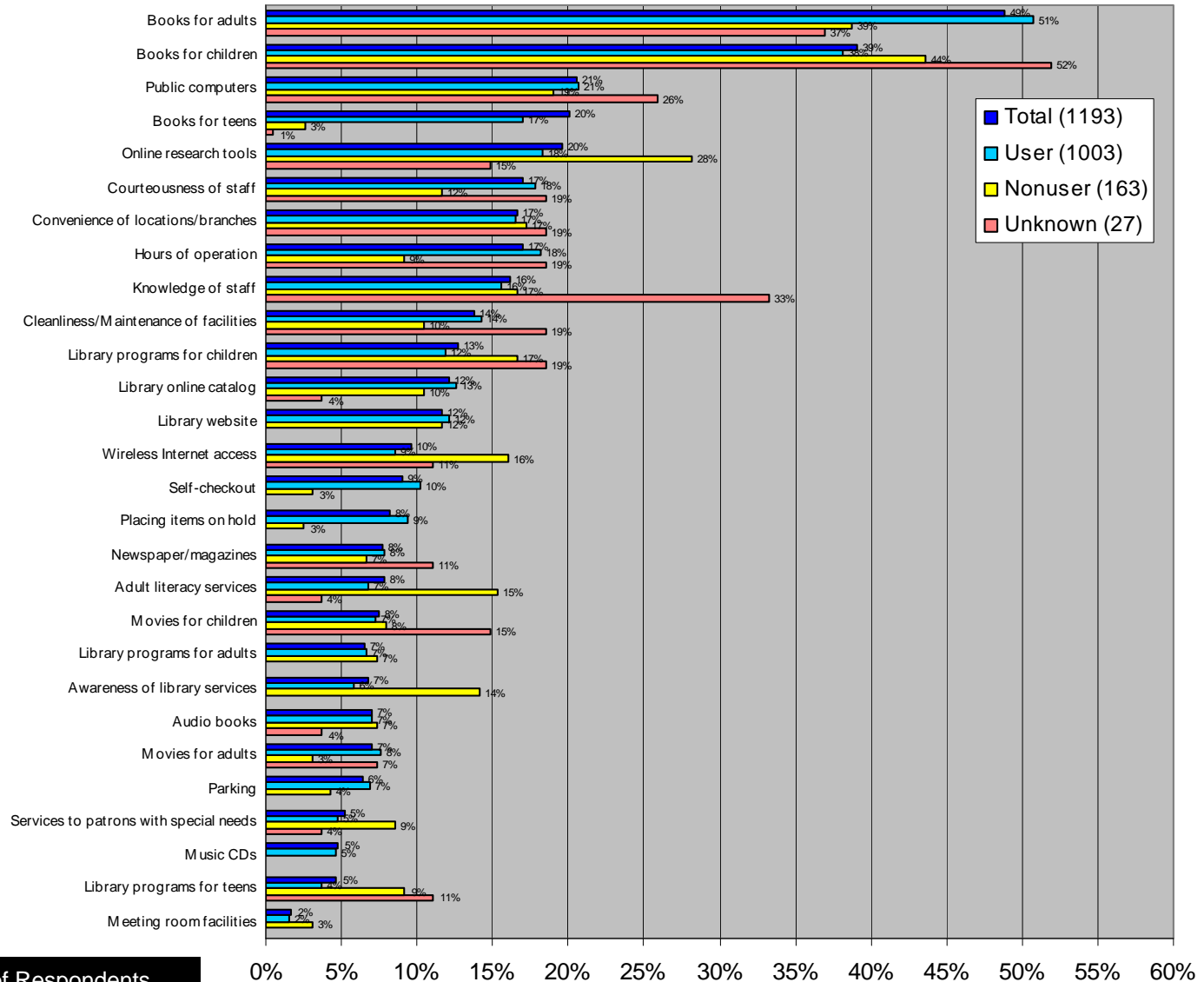
Q12. Services That Are Most Important for the San Antonio Library to Provide

By percentage of respondents who selected the item as one of the top four choices



Q12. Services That Are Most Important for the San Antonio Library to Provide

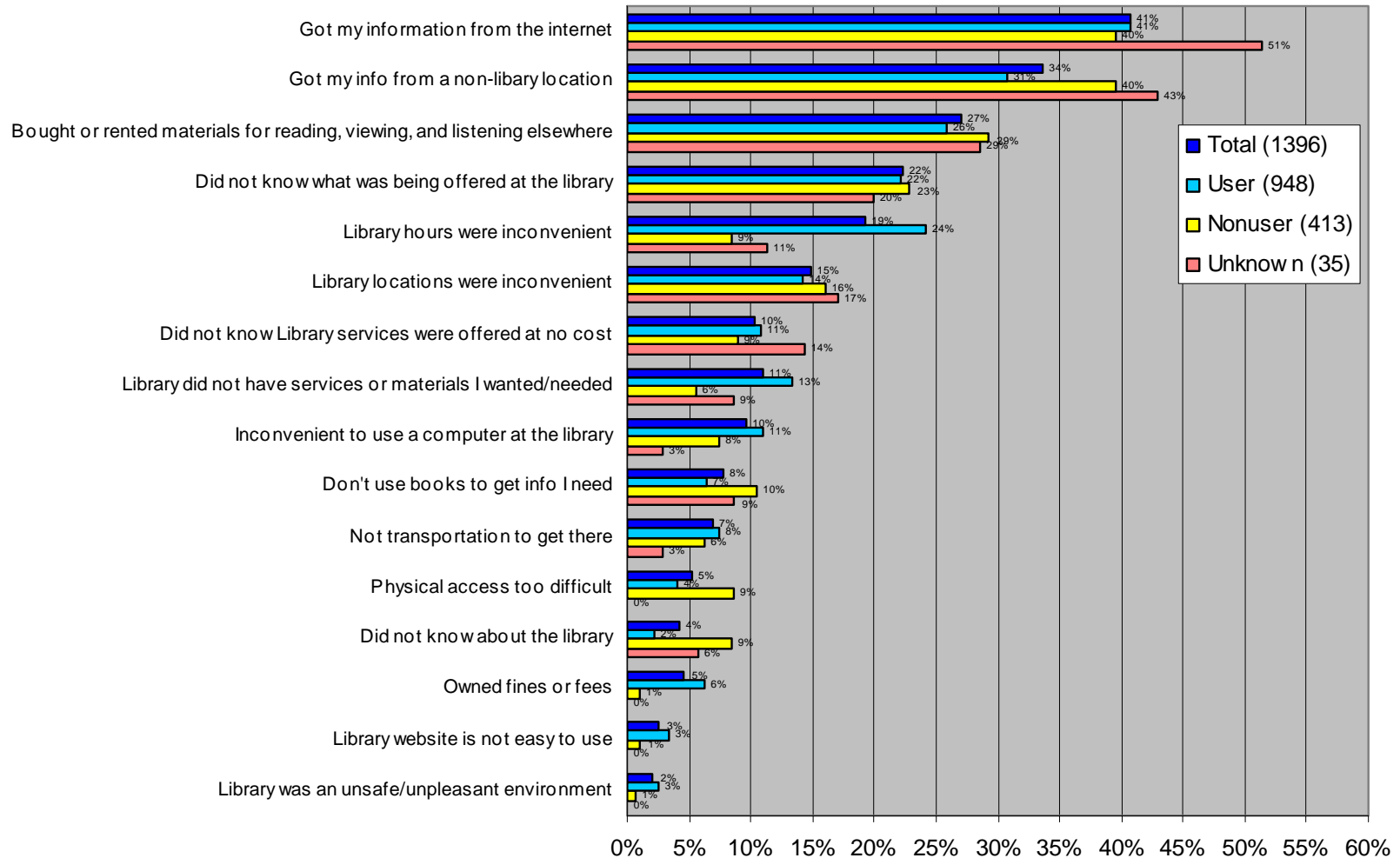
By percentage of respondents who selected the item as the top four most important choices



(#) Signifies Number of Respondents

Q13. Reasons Preventing Households from Using San Antonio Public Library Services More During the Past Year

By percentage of respondents (multiple choices could be made)

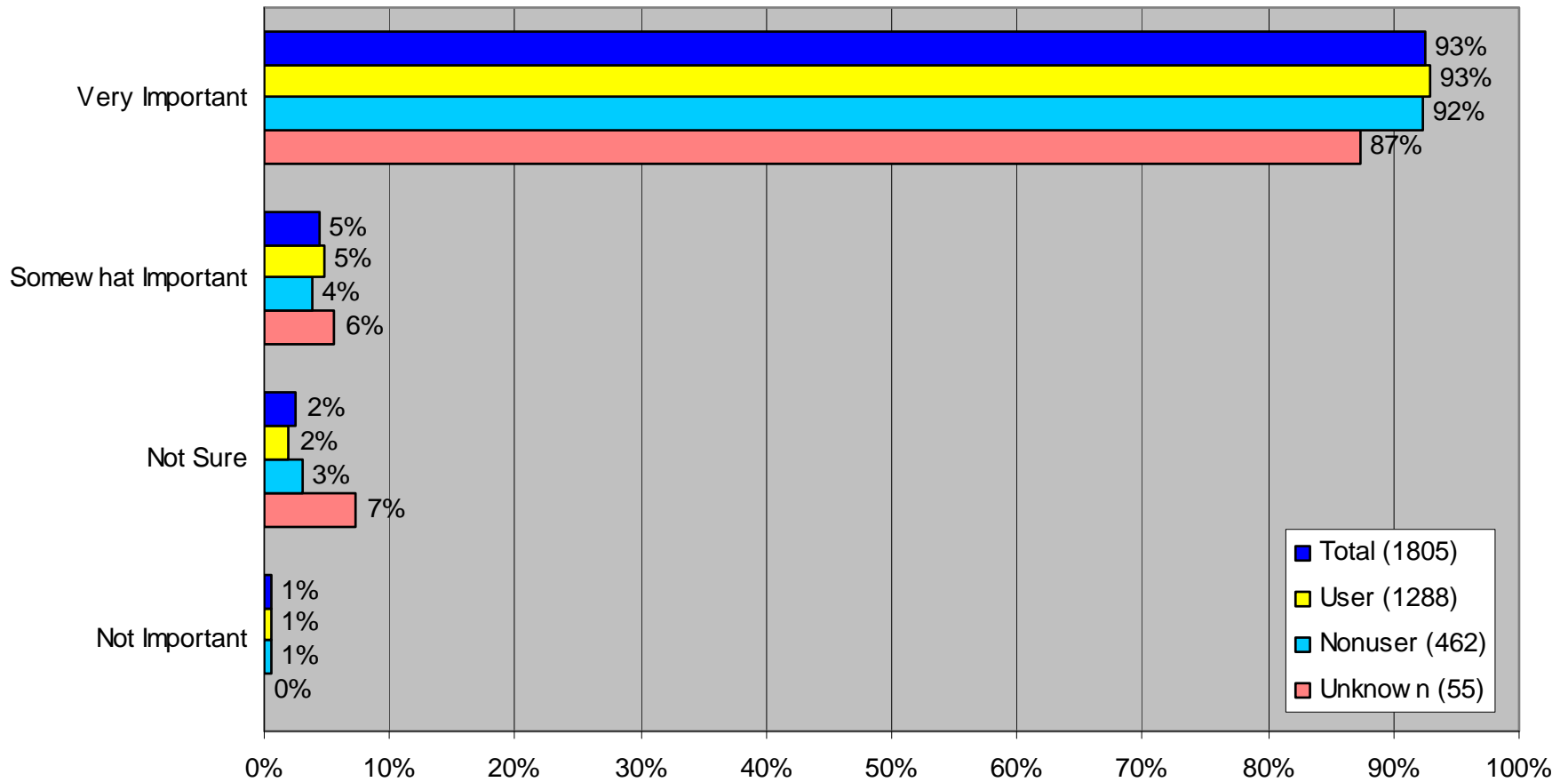


(#) Signifies Number of Respondents

Revision: Excludes Non-Responses

Q14. How Do You Feel That Improving Literacy of Residents Is to the Future of the City of San Antonio

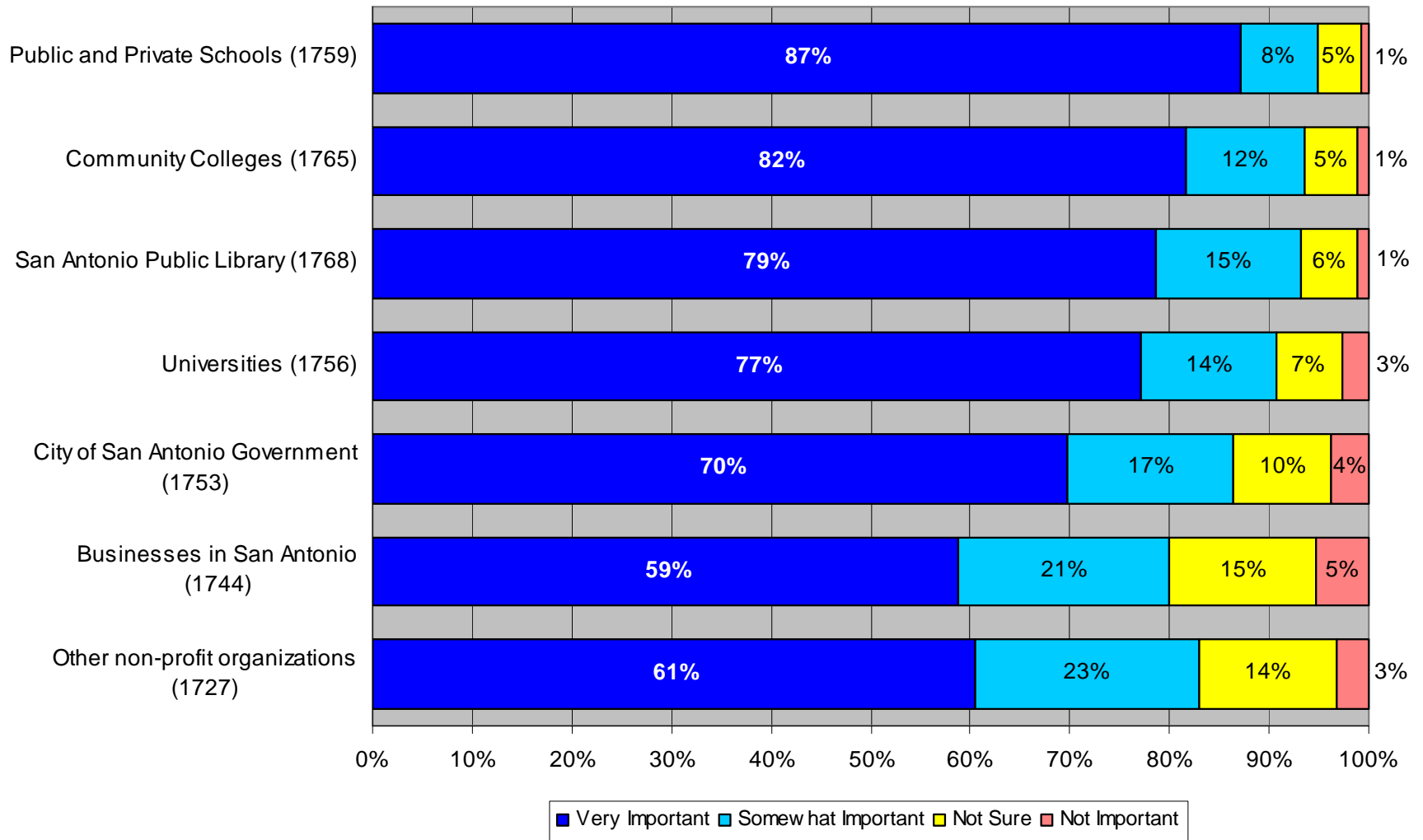
By percentage of respondents



(#) Signifies Number of Respondents

Q15. Importance of Various Agencies in Improving Literacy in San Antonio

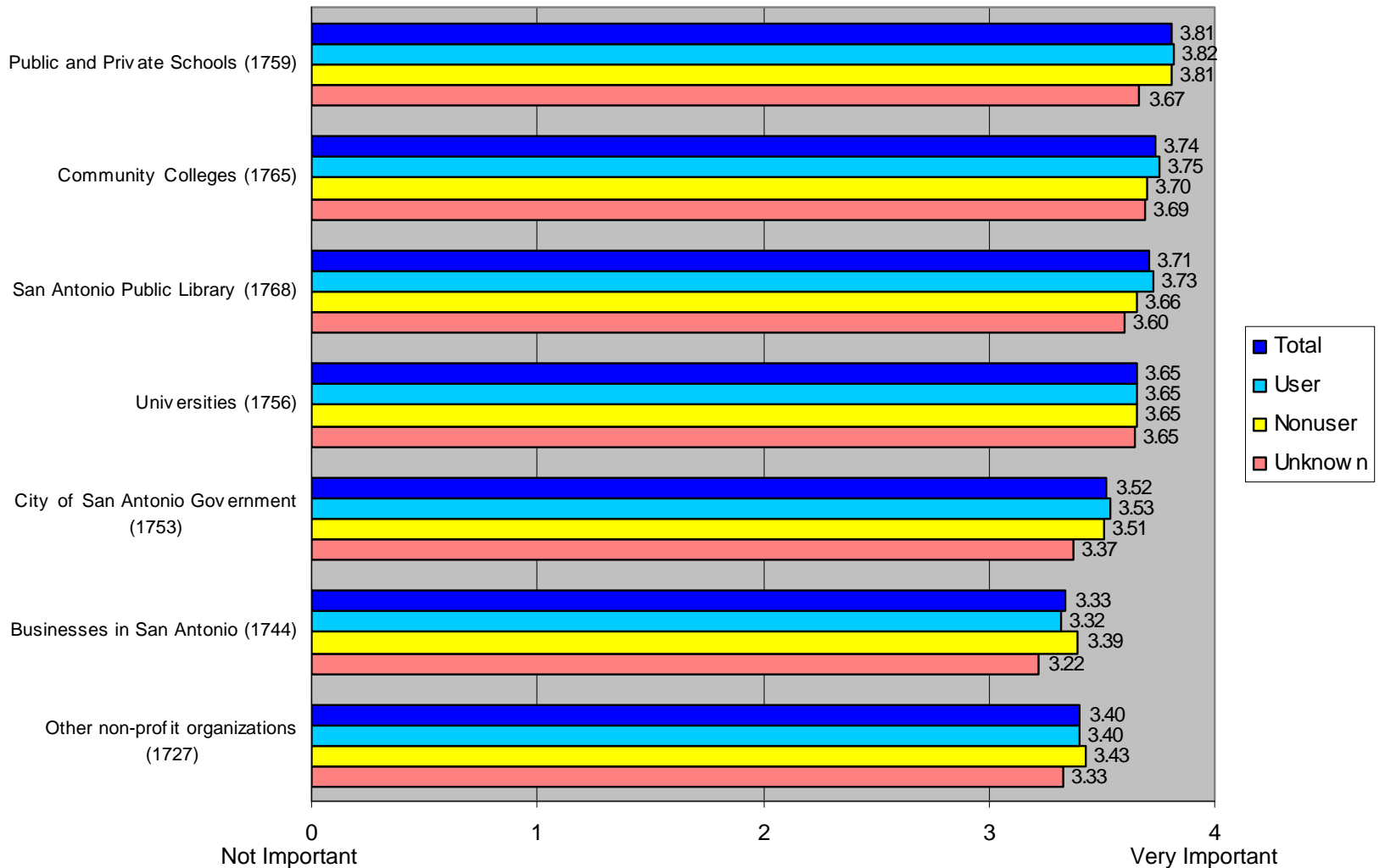
By percentage of respondents



(#) Signifies Number of Respondents

Q15. Importance of Various Agencies in Improving Literacy in San Antonio

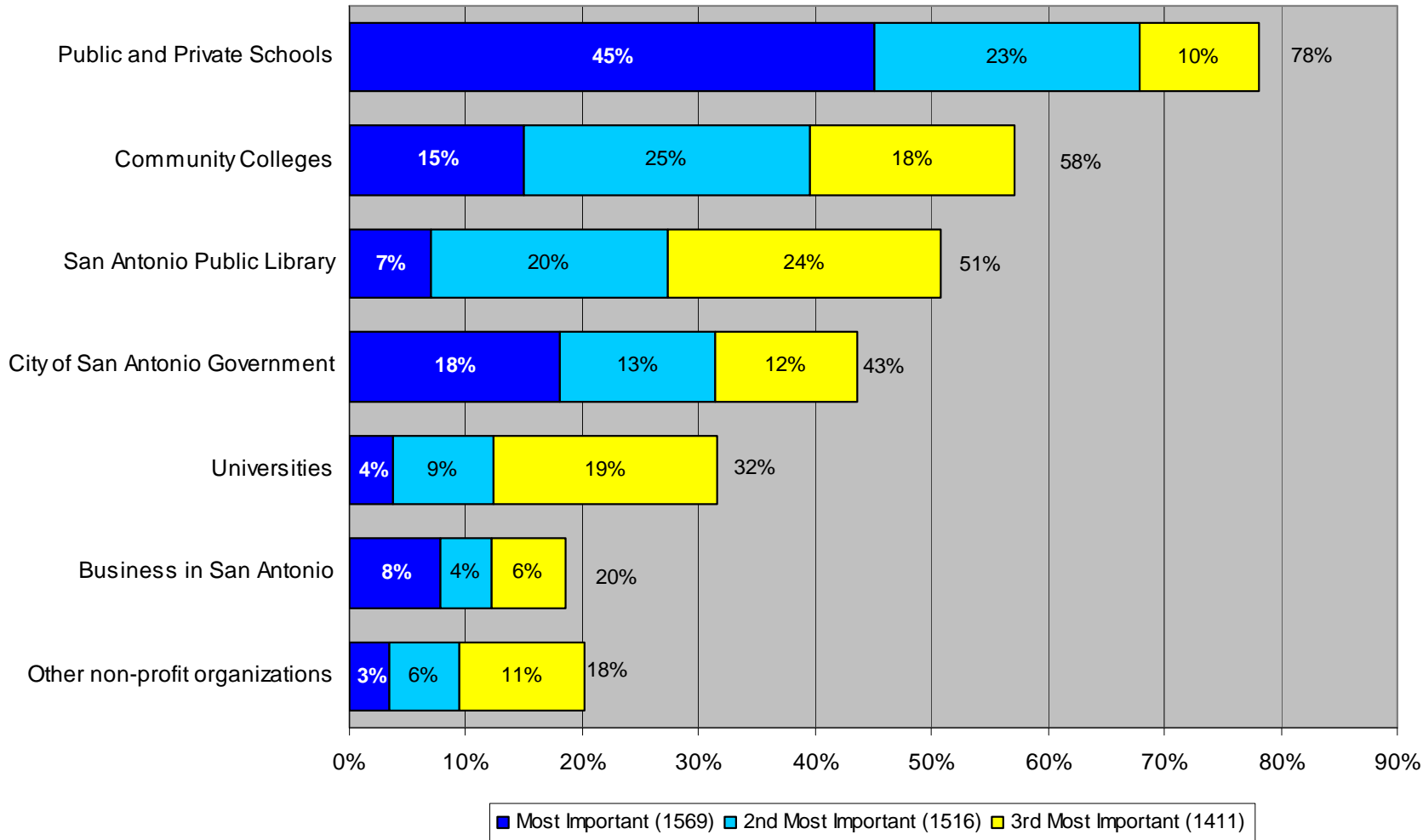
Average Importance by Usage



(#) Signifies Number of Respondents

Q16. Agencies That Households Feel Are Most Important for Improving Literacy in San Antonio

By percentage of respondents who selected the items as one of their top three choices

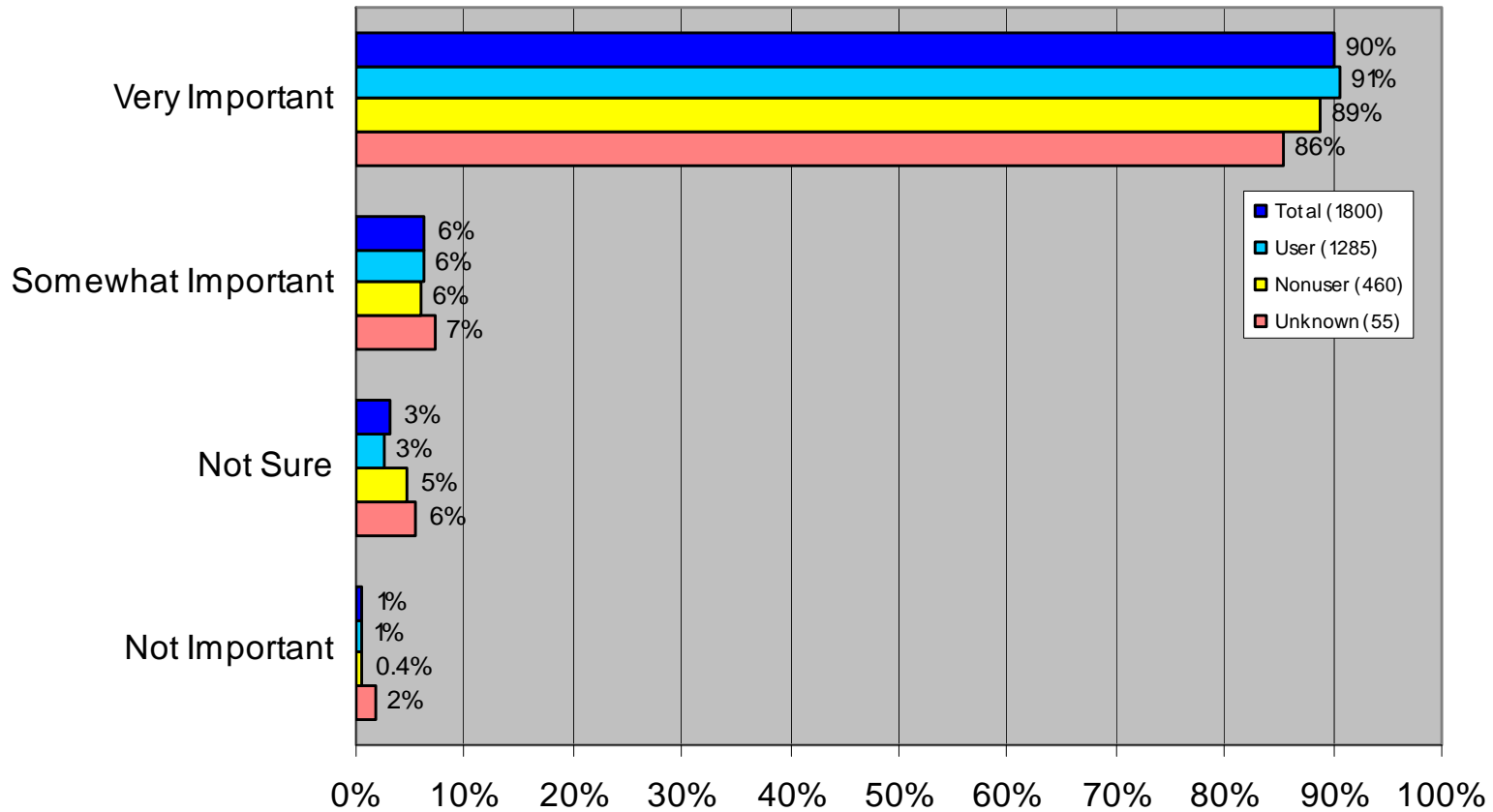


(#) Signifies Number of Respondents

Revision: Excludes Non-Responses

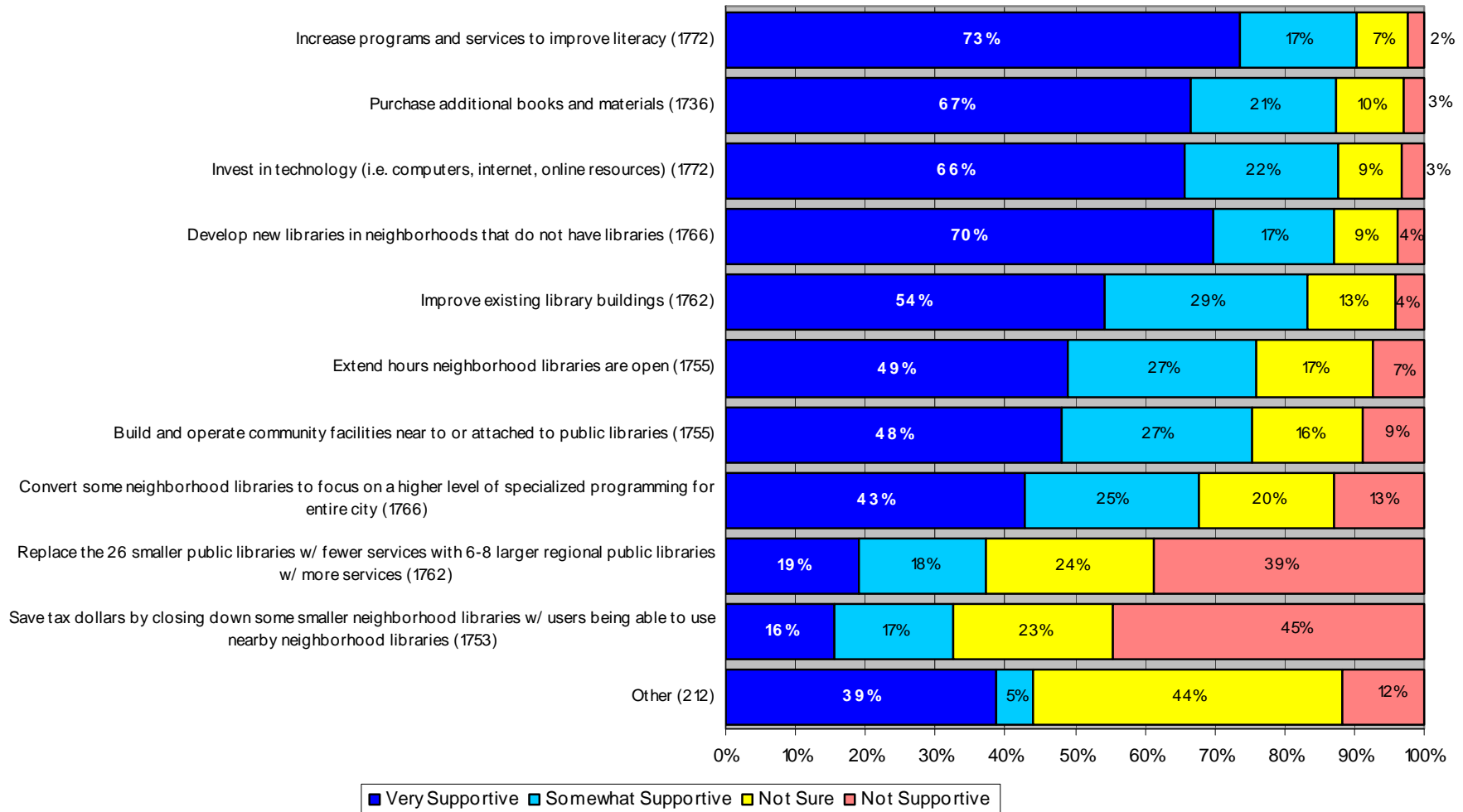
Q17. How Important Do You Feel It Is To Have a More Literate Workforce?

By percentage of respondents (multiple choices could be made)



(#) Signifies Number of Respondents

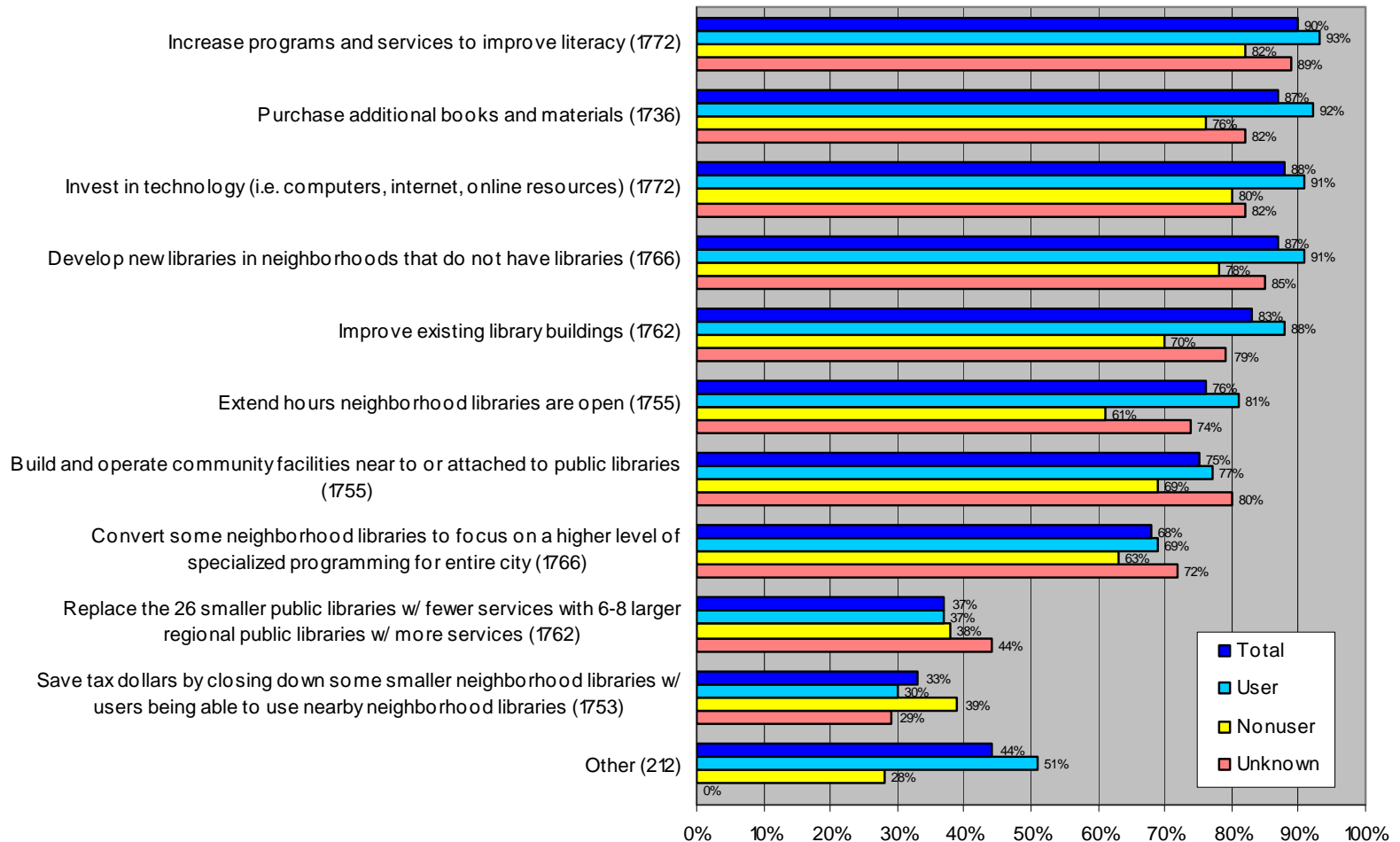
Q18. Level of Support for Various Actions That Could Be Taken to Improve the San Antonio Public Library



(#) Signifies Number of Respondents

Q18. Level of Support for Various Actions That Could Be Taken to Improve the San Antonio Public Library

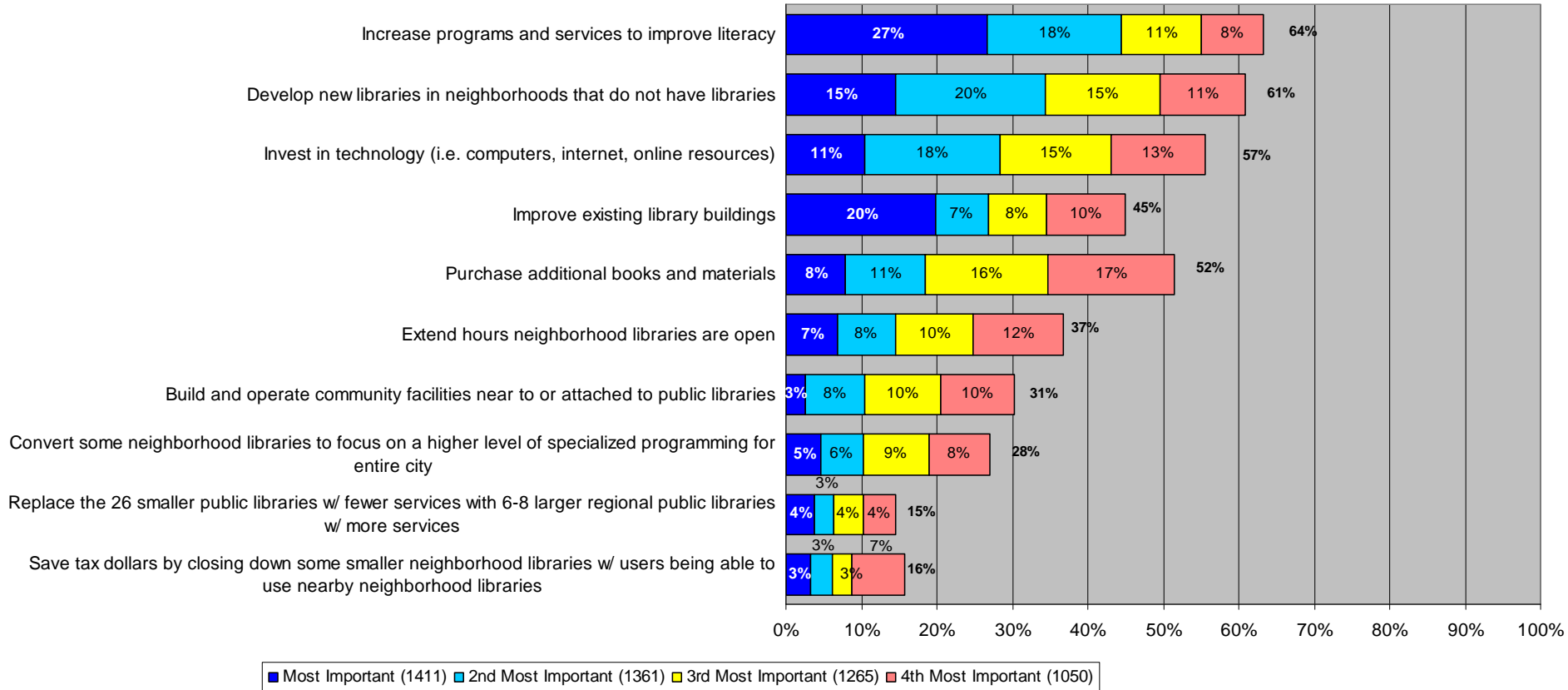
Top Two ("Vey Supportive" and "Somewhat Supportive") By Usage



(#) Signifies Number of Respondents

Q19. Actions That Households Most Support the San Antonio Public Library Taking

By percentage of respondents who selected the items as one of their top four choices

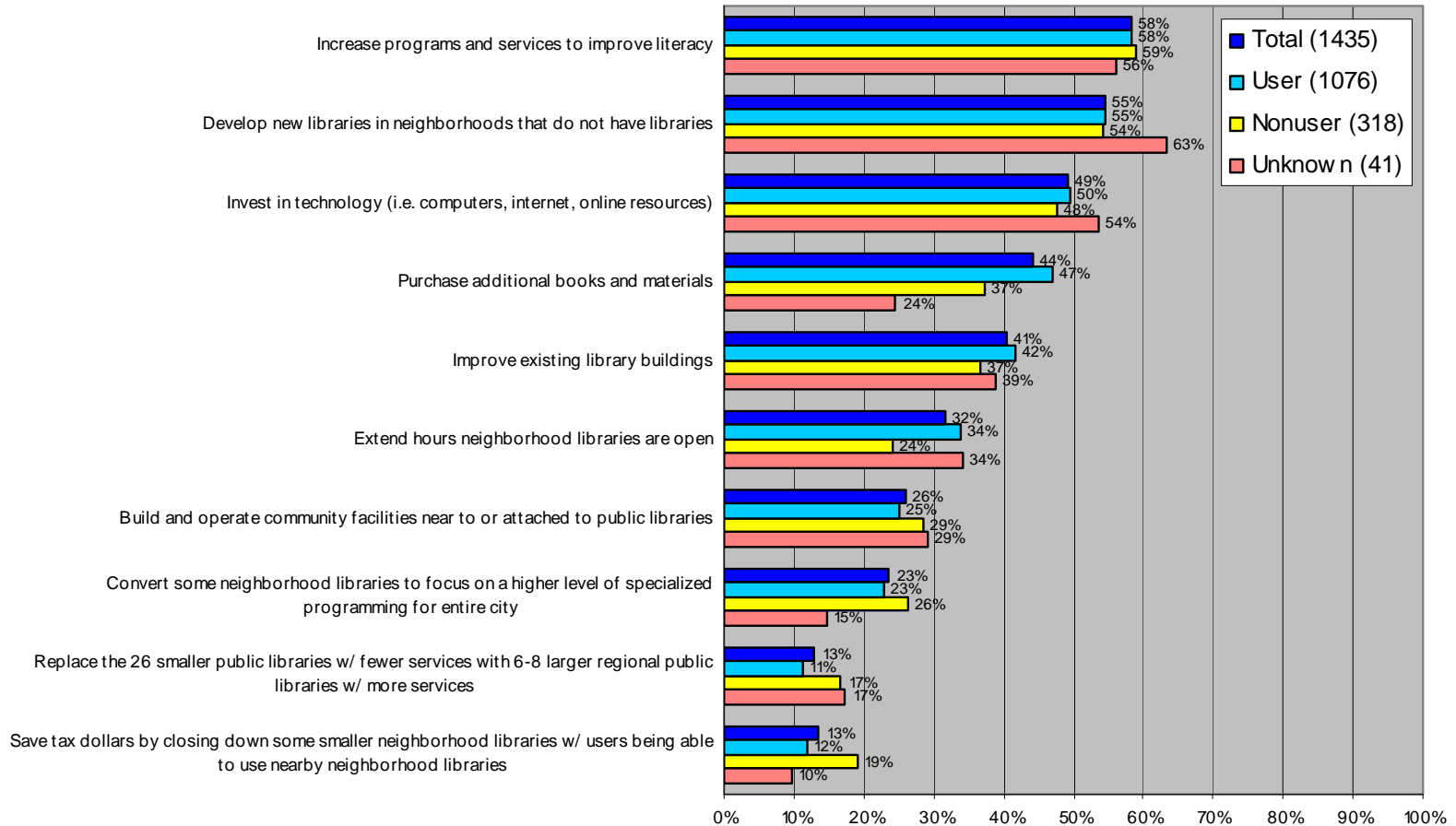


(#) Signifies Number of Respondents

Revision: Excludes Non-Responses

Q19. Actions That Households Most Support the San Antonio Public Library Taking

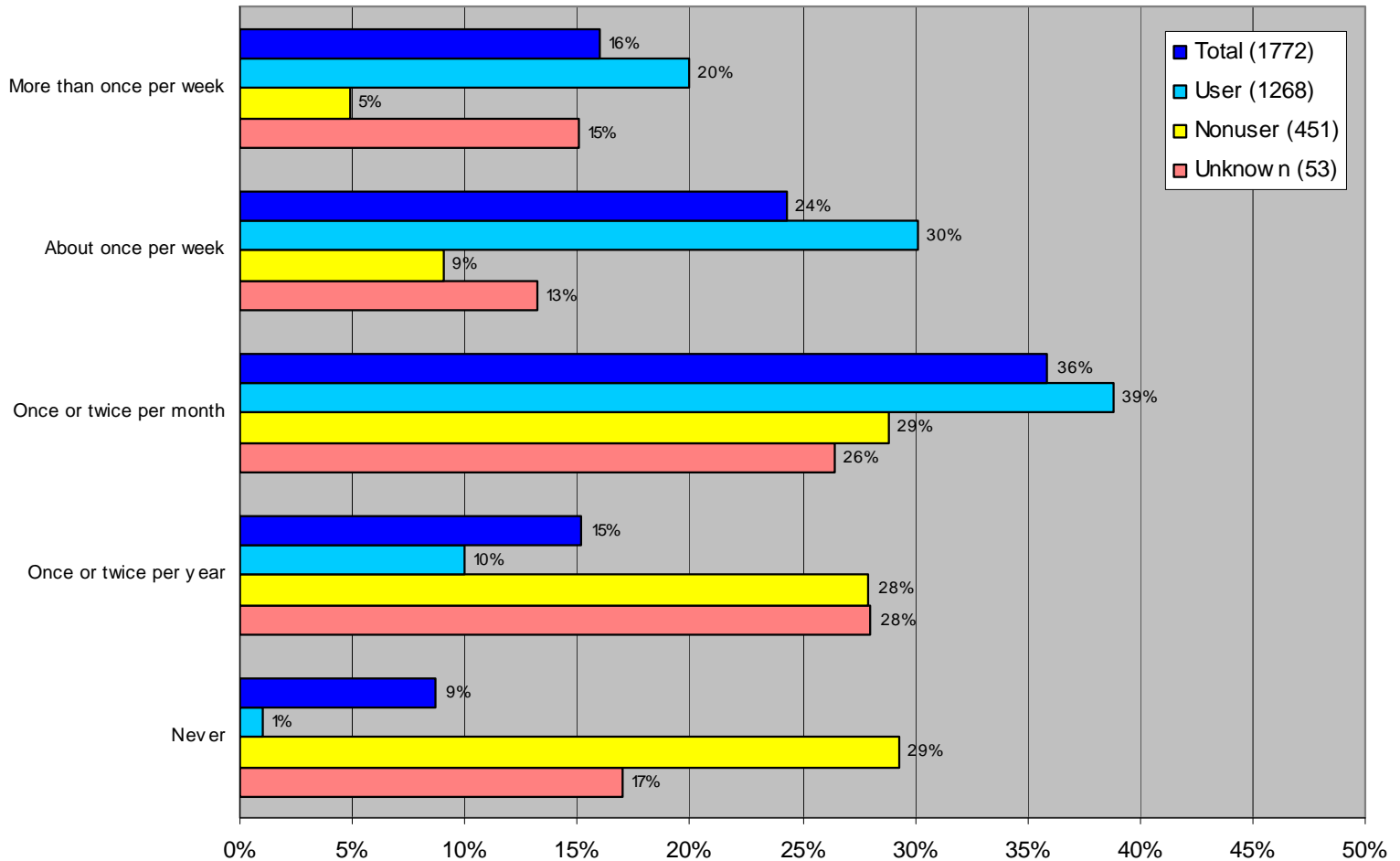
By percentage of respondents who selected the items as one of their top four choices



(#) Signifies Number of Respondents

Q20. How Often Would Your Household Use the San Antonio Public Library in a 12-Month Period if it Made the Types of Improvements That Are Most Important to Your Household?

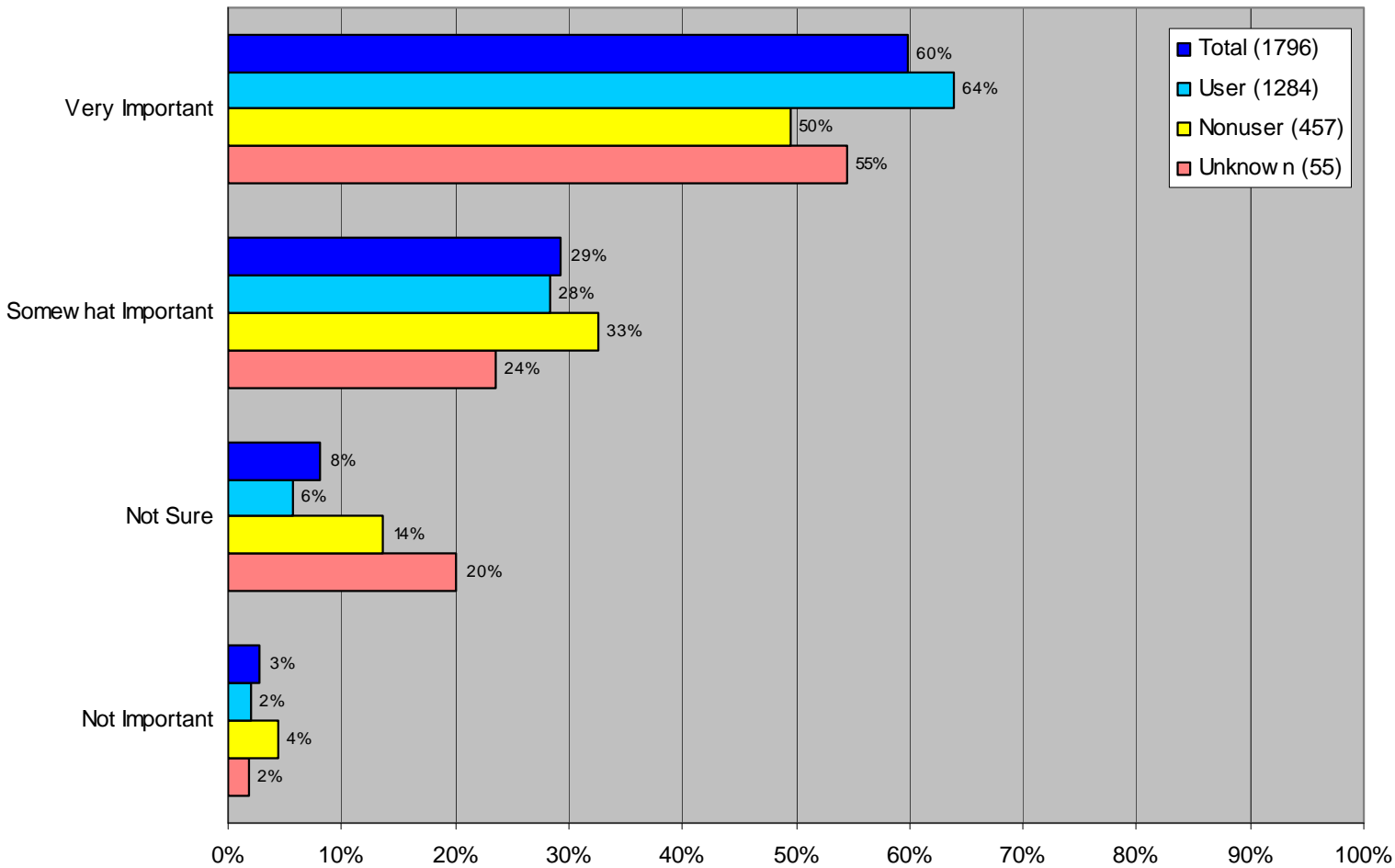
By percentage of respondents



(#) Signifies Number of Respondents

Q21. Compared to Other Community Service Providers, How Important Do You Feel it is to Make Improvements to the San Antonio Public Library?

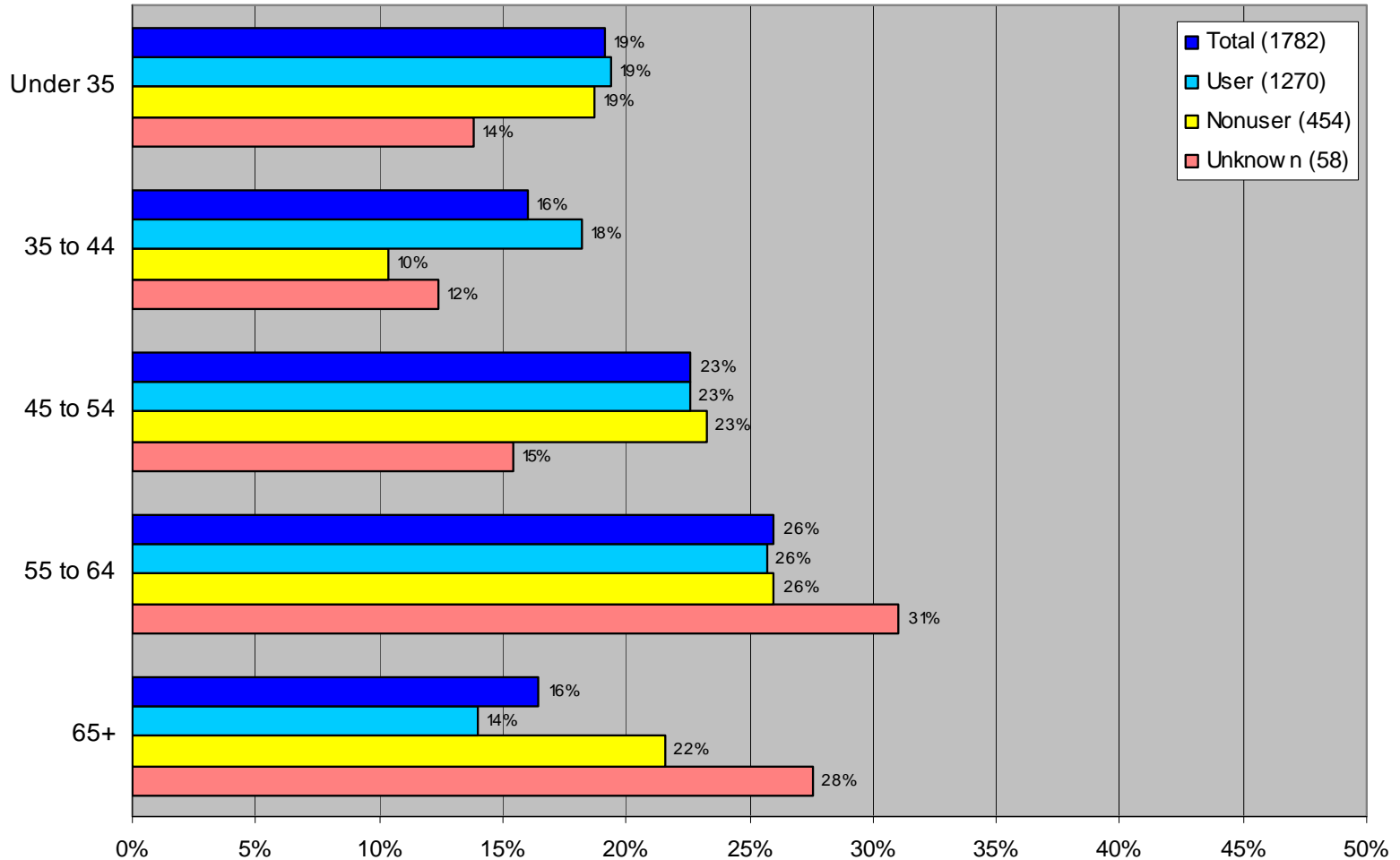
By percentage of respondents



(#) Signifies Number of Respondents

Q22. Demographics: Age of Respondents

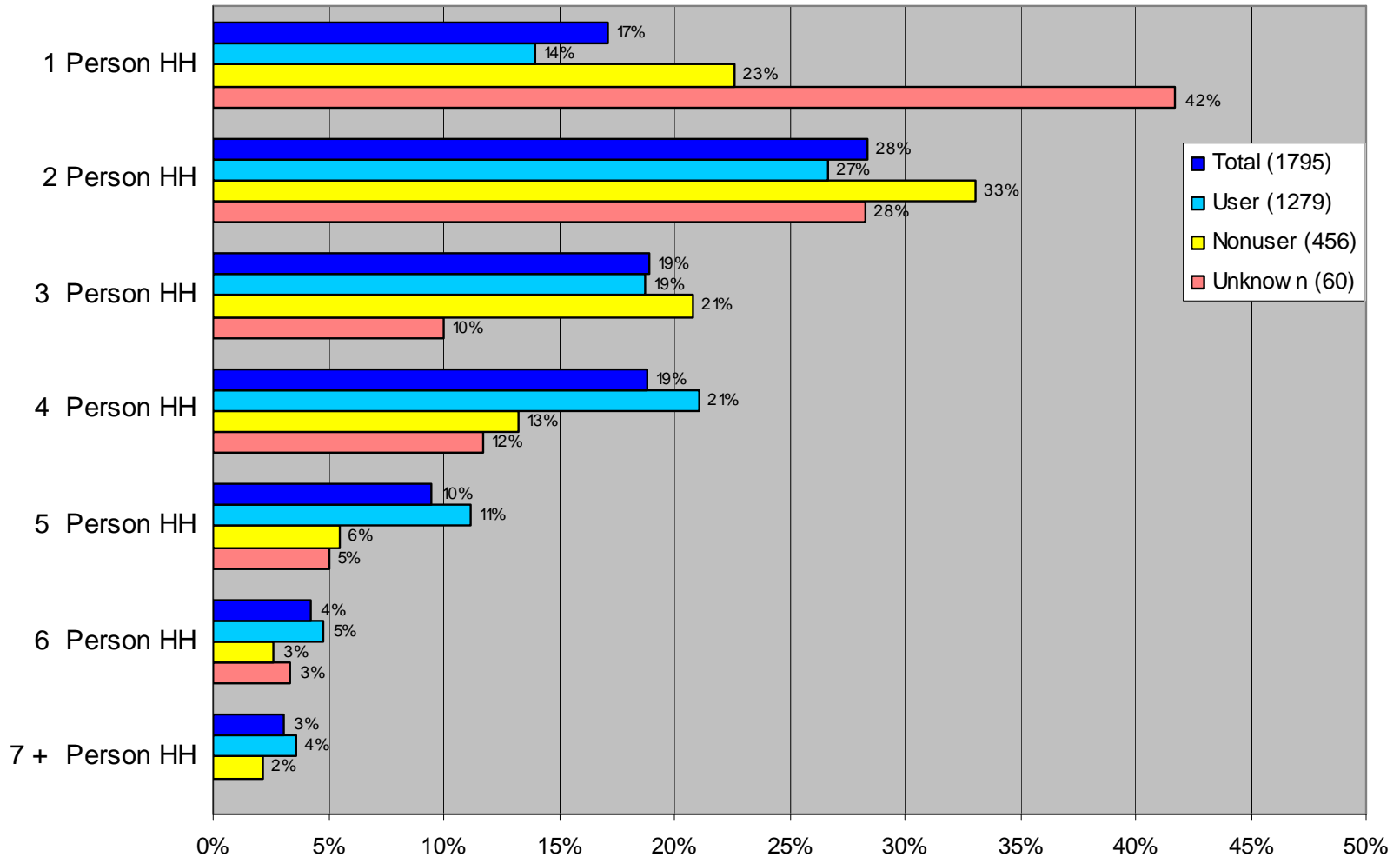
By percentage of respondents



(#) Signifies Number of Respondents

Q23. Demographics: Households by Size

By percentage of respondents

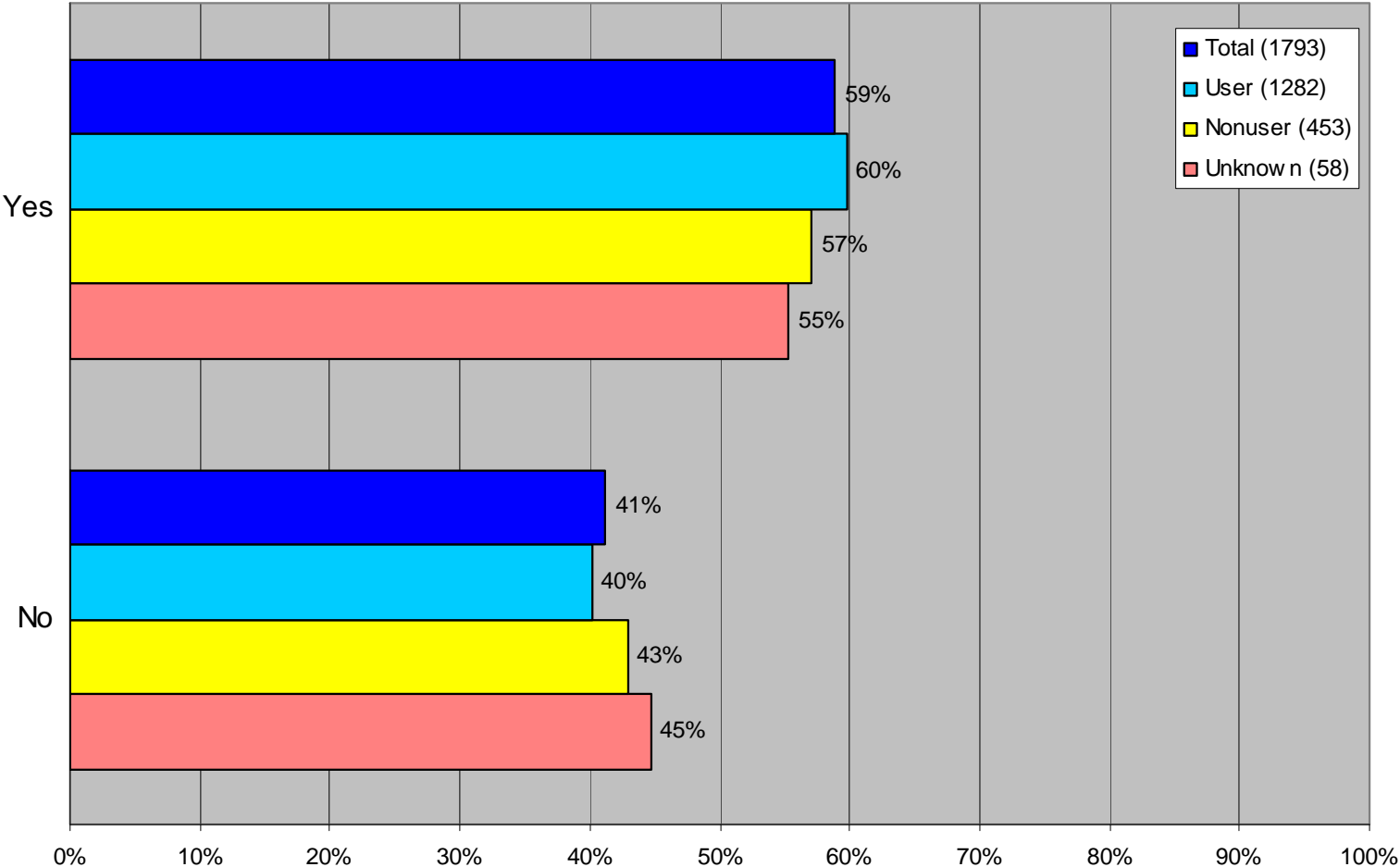


(#) Signifies Number of Respondents

Revision: New Slide

Q24. Demographics: Are Members of Respondent Households of Hispanic, Latino, or Spanish Ancestry?

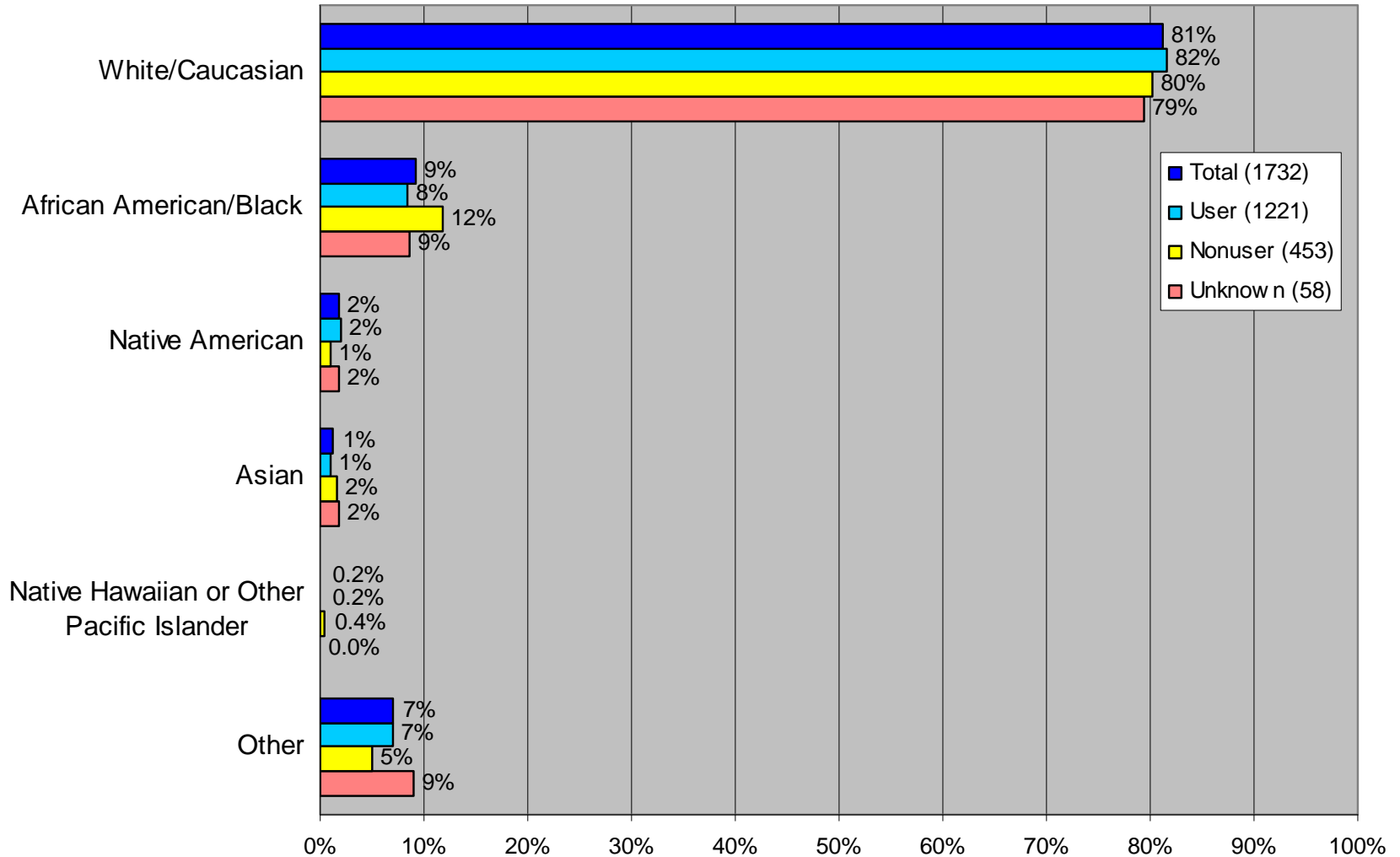
By percentage of respondents



(#) Signifies Number of Respondents

Q25. Demographics: Race

By percentage of respondents

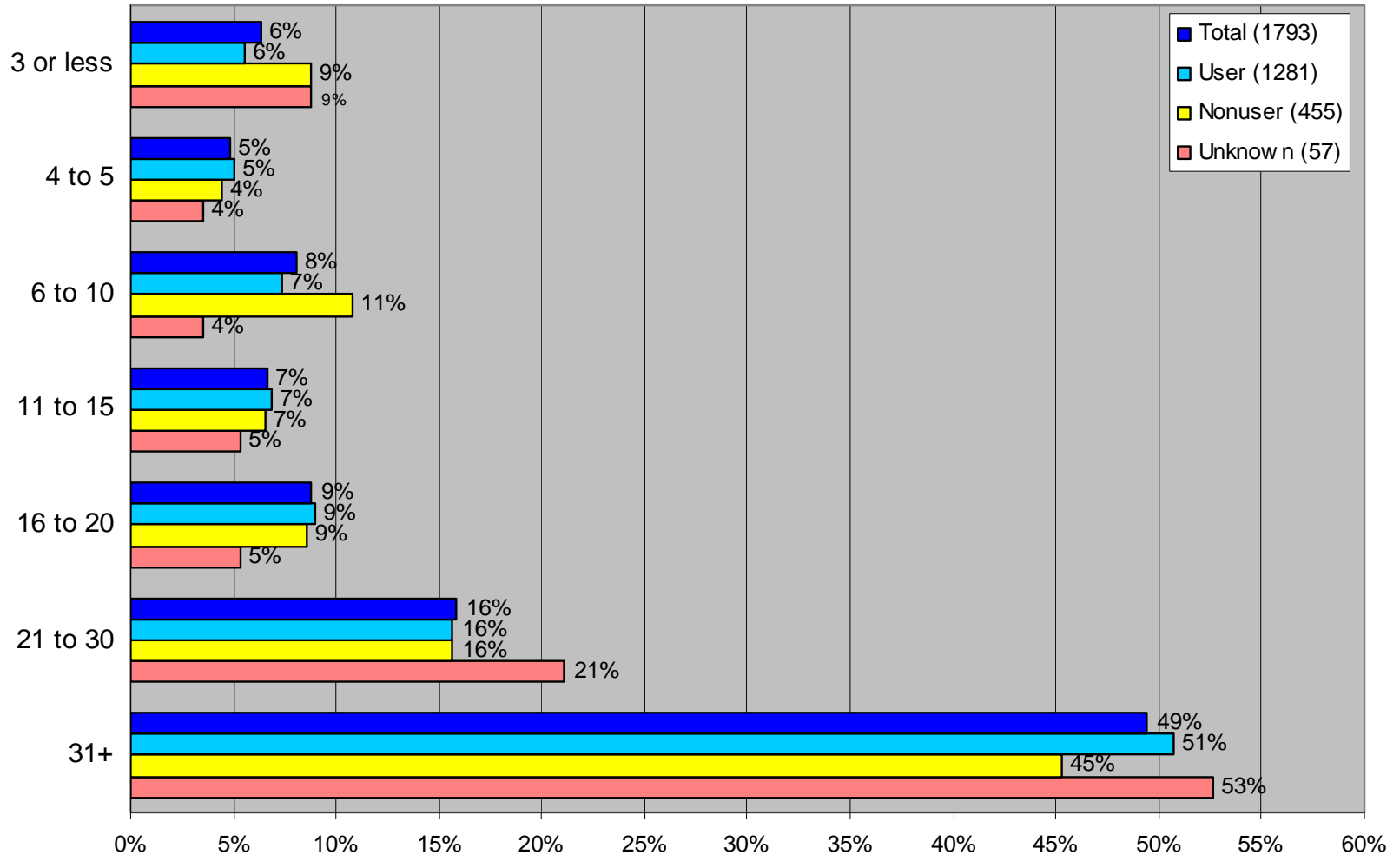


(#) Signifies Number of Respondents

Revision: Recoded Others

Q26. Demographics: Number of Years Lived in San Antonio

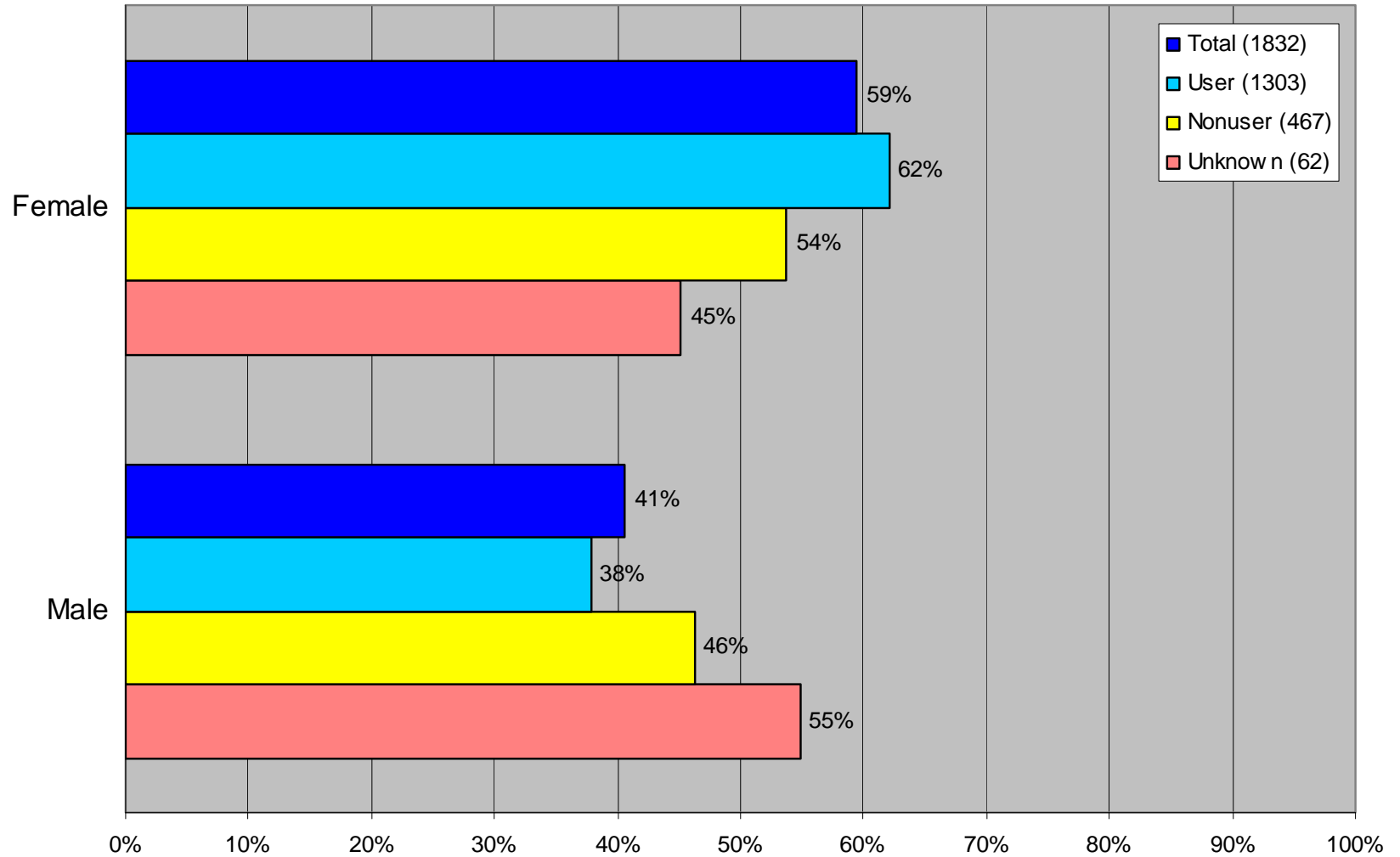
By percentage of respondents



(#) Signifies Number of Respondents

Q27. Demographics: Gender

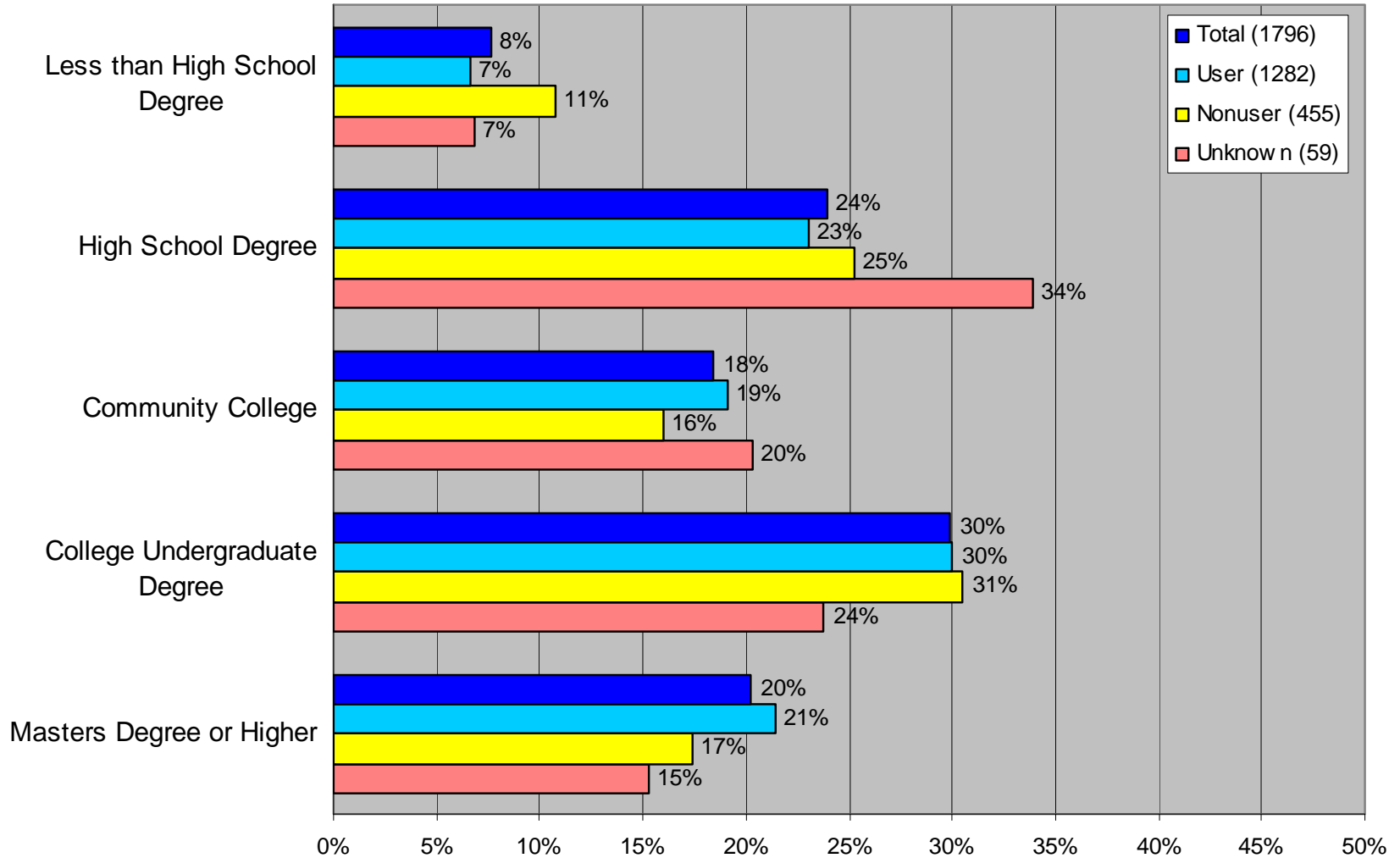
By percentage of respondents



(#) Signifies Number of Respondents

Q28. Demographics: Highest Level of Education Completed

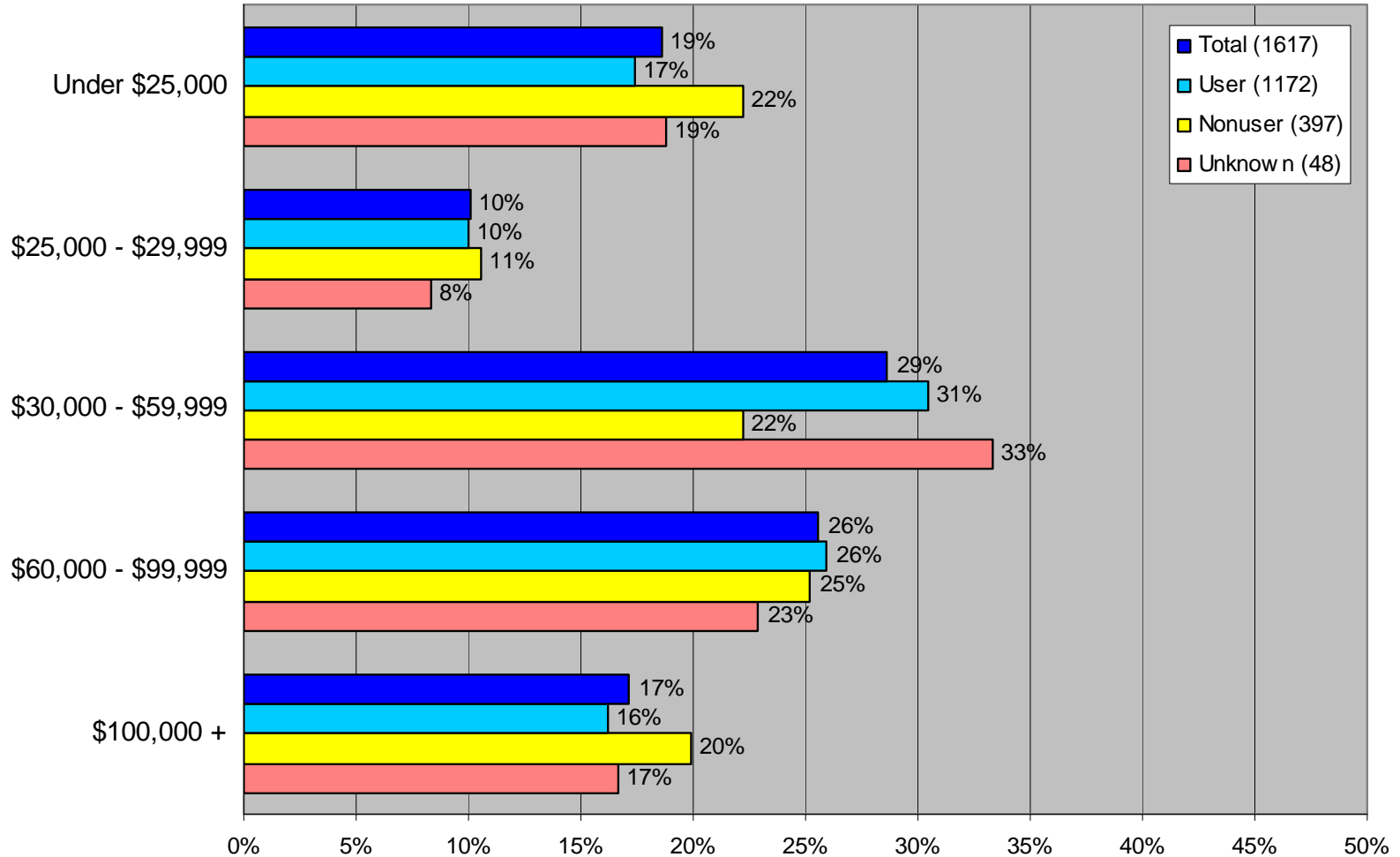
By percentage of respondents



(#) Signifies Number of Respondents

Q29. Demographics: Total Annual Household Income

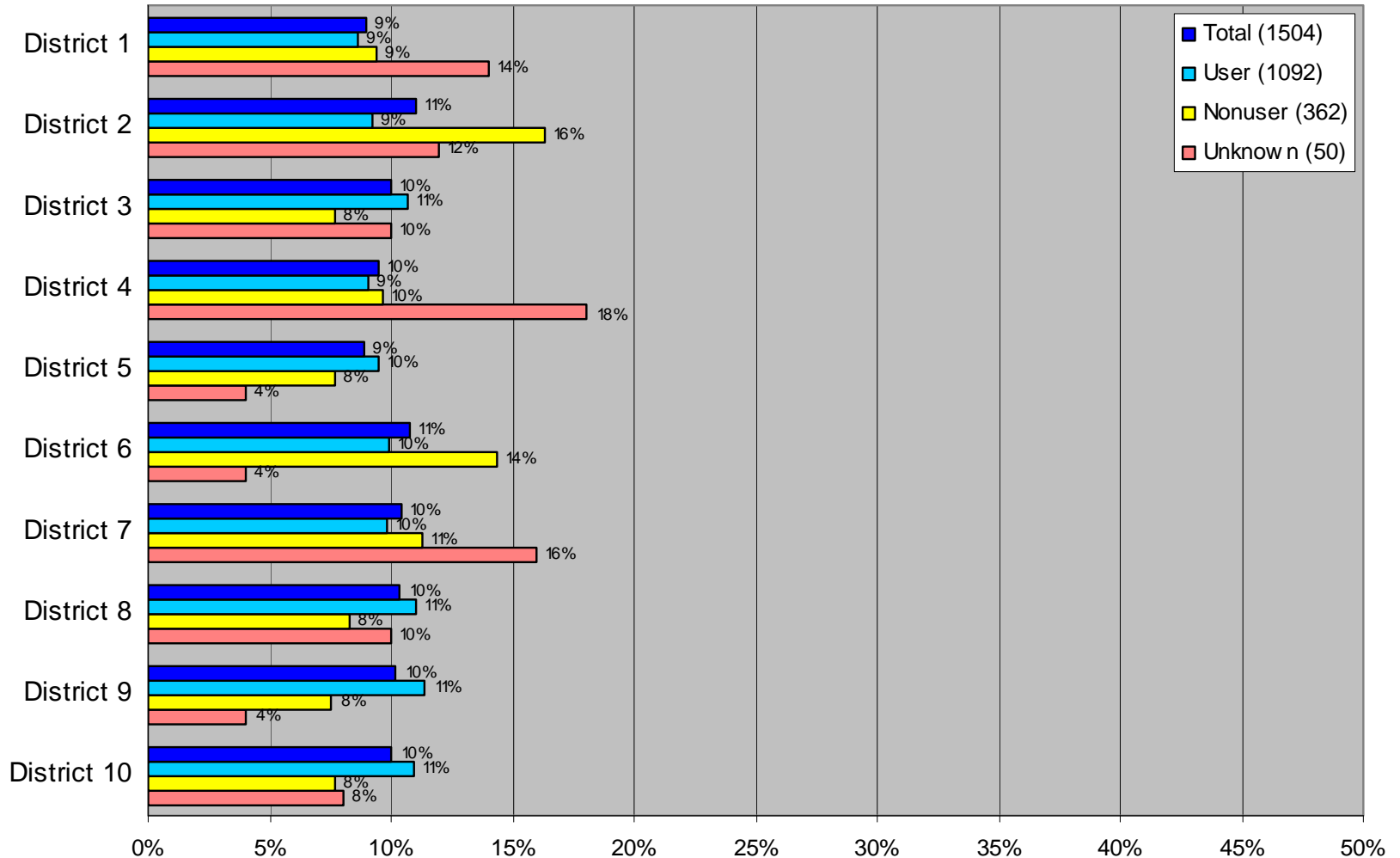
By percentage of respondents



(#) Signifies Number of Respondents

Demographics: Council District Households Live In

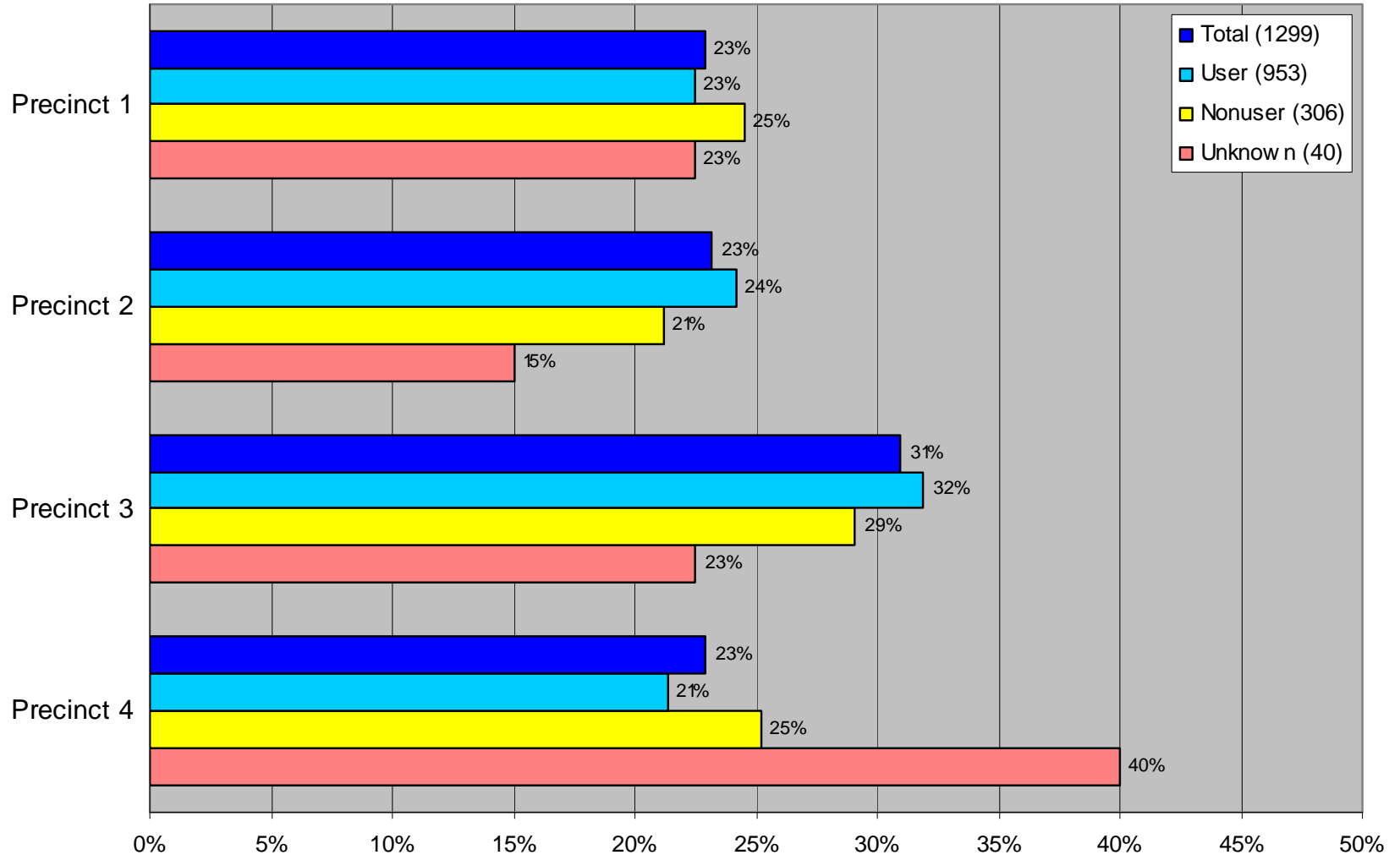
By percentage of respondents



(#) Signifies Number of Respondents

Demographics: County Commissioners Court Precincts Households Live In

By percentage of respondents



(#) Signifies Number of Respondents