

Appendix A: Supporting Data Tables

All of the supporting data tables from the *Perceptions of Libraries and Information Sources* report are included in this Appendix A. The appendix is divided into Parts corresponding to the parts in the report.

Part 1.2

Usage Ratings for Information Sources	A-5
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
Familiarity of Electronic Resources	A-6
By Region of Respondent	
By Age of U.S. Respondent	
Where Electronic Information Searches Begin	A-13
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	

Part 1.3

Learning about Electronic Information Sources	A-16
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	

Part 1.4

Information Sources Considered and First Choice	A-18
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	
Information Brands with Worthwhile Information	A-21
By Region of Respondent	
Familiarity and Usage of Information Brands	A-24
By Region of Respondent	

Appendix A: Supporting Data Tables

Part 2.1

Activities at the Library	A-28
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	

Suitability of the Library and the Bookstore for Specific Activities	A-40
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	

Part 2.6

Satisfaction with the Information Provided by Librarian and Search Engine	A-44
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	

Satisfaction with the Quantity of Information Provided by the Librarian and Search Engine	A-47
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	

Satisfaction with Speed of Conducting the Search by the Librarian and Search Engine	A-50
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	

Satisfaction with the Overall Experience of the Search by the Librarian and Search Engine	A-53
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	

Part 3.6

Positive and Negative Associations of Libraries By Total Respondents	A-56
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Positive Associations with the Library By College Students across all Regions By Library Card Holders across all Regions	A-58
--	------

Negative Associations with the Library	A-59
By College Students across all Regions	
By Library Card Holders across all Regions	
Part 3.7	
Decreased Activities Due to Internet Use	A-60
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	
Part 3.8	
First (Top-of-mind) Association with the Library	A-62
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	
Part 3.9	
Main Purpose of the Library	A-64
By Region of Respondent	
By Age of U.S. Respondent	
By College Students across all Regions	
By Library Card Holders across all Regions	
Part 4.3	
Advice for the Library	A-66
By Region of Respondent	
By Age of U.S. Respondent	

Part 1.2

Usage Ratings for Information Sources— by Region of Respondent

Please indicate if you have used any of the following sources/places where you can obtain information, even if you have only used it once.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Search engines	68%	71%	67%	67%	68%
Physical library	63%	65%	63%	56%	65%
Physical bookstore	61%	62%	64%	56%	62%
Online library	26%	32%	29%	11%	28%
Online bookstore	44%	38%	42%	41%	47%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1305.

Usage Ratings for Information Sources— by Age of U.S. Respondent

Please indicate if you have used any of the following sources/places where you can obtain information, even if you have only used it once.

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Search engines	68%	78%	75%	70%	54%
Physical library	65%	73%	71%	65%	54%
Physical bookstore	62%	68%	68%	63%	51%
Online library	28%	31%	34%	29%	19%
Online bookstore	47%	37%	52%	51%	33%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1305.

Usage Ratings for Information Sources— by College Students across all Regions

Please indicate if you have used any of the following sources/places where you can obtain information, even if you have only used it once.

	Total Respondents	College Students
Search engines	68%	75%
Physical library	63%	73%
Physical bookstore	61%	70%
Online library	26%	47%
Online bookstore	44%	55%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1305.

**Familiarity of Electronic Resources—
by Region of Respondent**

Please indicate how familiar you are with each of the following electronic information sources.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
E-mail					
Extremely familiar	48%	51%	53%	45%	47%
Very familiar	10%	8%	9%	12%	10%
Somewhat familiar	3%	1%	2%	3%	3%
Not very familiar	1%	0%	0%	0%	1%
Just know the name	0%	0%	1%	0%	0%
Never heard of	0%	0%	1%	1%	0%
Search engine					
Extremely familiar	42%	46%	46%	41%	40%
Very familiar	13%	10%	12%	12%	14%
Somewhat familiar	6%	4%	5%	7%	7%
Not very familiar	1%	0%	1%	1%	2%
Just know the name	1%	0%	1%	1%	1%
Never heard of	1%	0%	1%	1%	1%
Instant messaging/online chat					
Extremely familiar	26%	26%	33%	21%	25%
Very familiar	13%	13%	15%	11%	13%
Somewhat familiar	15%	16%	11%	16%	15%
Not very familiar	10%	9%	7%	12%	10%
Just know the name	9%	6%	9%	14%	8%
Never heard of	2%	3%	1%	5%	2%
Online bookstore					
Extremely familiar	21%	17%	20%	22%	23%
Very familiar	19%	19%	19%	15%	20%
Somewhat familiar	17%	25%	21%	15%	14%
Not very familiar	8%	8%	10%	8%	7%
Just know the name	9%	8%	10%	11%	8%
Never heard of	3%	5%	6%	4%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 505.

Familiarity of Electronic Resources— by Region of Respondent (continued)

Please indicate how familiar you are with each of the following electronic information sources.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Online news					
Extremely familiar	21%	20%	27%	15%	21%
Very familiar	16%	16%	16%	10%	18%
Somewhat familiar	21%	22%	21%	23%	21%
Not very familiar	8%	10%	4%	13%	8%
Just know the name	7%	6%	8%	10%	7%
Never heard of	3%	2%	4%	10%	2%
E-mail information subscriptions					
Extremely familiar	19%	19%	21%	14%	19%
Very familiar	16%	19%	17%	13%	15%
Somewhat familiar	21%	20%	22%	21%	21%
Not very familiar	9%	8%	5%	13%	10%
Just know the name	7%	7%	7%	10%	6%
Never heard of	6%	3%	7%	10%	6%
Topic-specific Web sites					
Extremely familiar	14%	10%	13%	5%	17%
Very familiar	12%	13%	13%	5%	13%
Somewhat familiar	18%	15%	20%	12%	20%
Not very familiar	12%	16%	12%	17%	10%
Just know the name	9%	13%	12%	12%	7%
Never heard of	15%	17%	15%	40%	8%
Electronic magazines/journals					
Extremely familiar	10%	13%	12%	7%	10%
Very familiar	11%	13%	16%	9%	10%
Somewhat familiar	22%	24%	19%	21%	22%
Not very familiar	19%	15%	18%	20%	21%
Just know the name	10%	6%	10%	12%	10%
Never heard of	15%	9%	10%	19%	17%
Library Web site					
Extremely familiar	10%	11%	13%	6%	10%
Very familiar	10%	14%	11%	5%	10%
Somewhat familiar	18%	19%	20%	12%	18%
Not very familiar	17%	14%	19%	18%	17%
Just know the name	10%	11%	9%	12%	9%
Never heard of	22%	16%	16%	37%	22%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 505.

**Familiarity of Electronic Resources—
by Region of Respondent (continued)**

Please indicate how familiar you are with each of the following electronic information sources.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Blogs					
Extremely familiar	7%	7%	8%	2%	8%
Very familiar	7%	8%	8%	2%	7%
Somewhat familiar	16%	17%	15%	9%	17%
Not very familiar	14%	15%	13%	9%	16%
Just know the name	18%	18%	16%	17%	18%
Never heard of	31%	29%	34%	55%	25%
Online databases					
Extremely familiar	7%	8%	6%	4%	7%
Very familiar	6%	7%	6%	4%	6%
Somewhat familiar	17%	17%	17%	10%	18%
Not very familiar	19%	21%	18%	21%	19%
Just know the name	14%	9%	17%	16%	15%
Never heard of	30%	26%	30%	41%	28%
Ask an expert					
Extremely familiar	5%	5%	5%	4%	6%
Very familiar	8%	7%	11%	8%	7%
Somewhat familiar	18%	16%	17%	14%	19%
Not very familiar	19%	21%	18%	18%	19%
Just know the name	16%	15%	16%	18%	15%
Never heard of	28%	28%	27%	31%	27%
Audiobooks (downloadable/digital)					
Extremely familiar	4%	6%	5%	2%	4%
Very familiar	8%	12%	8%	4%	8%
Somewhat familiar	18%	19%	18%	14%	19%
Not very familiar	24%	19%	23%	26%	26%
Just know the name	20%	18%	25%	20%	19%
Never heard of	20%	17%	18%	27%	20%
Electronic books (digital)					
Extremely familiar	4%	9%	5%	4%	3%
Very familiar	8%	10%	11%	4%	7%
Somewhat familiar	20%	23%	21%	13%	21%
Not very familiar	22%	18%	23%	24%	22%
Just know the name	18%	14%	17%	20%	18%
Never heard of	21%	14%	17%	27%	22%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 505.

***Familiarity of Electronic Resources—
by Region of Respondent (continued)***

Please indicate how familiar you are with each of the following electronic information sources.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Online librarian question service					
Extremely familiar	3%	3%	2%	2%	4%
Very familiar	4%	5%	3%	3%	4%
Somewhat familiar	12%	11%	13%	8%	13%
Not very familiar	19%	22%	22%	17%	17%
Just know the name	12%	11%	16%	10%	12%
Never heard of	47%	42%	40%	57%	48%
RSS feeds					
Extremely familiar	2%	2%	2%	1%	2%
Very familiar	2%	3%	3%	1%	2%
Somewhat familiar	5%	6%	3%	6%	5%
Not very familiar	8%	11%	6%	7%	7%
Just know the name	6%	9%	9%	6%	5%
Never heard of	75%	67%	75%	77%	77%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 505.

**Familiarity of Electronic Resources—
by Age of U.S. Respondent**

Please indicate how familiar you are with each of the following electronic information sources.

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
E-mail					
Extremely familiar	47%	41%	49%	49%	42%
Very familiar	10%	5%	6%	10%	16%
Somewhat familiar	3%	4%	2%	3%	2%
Not very familiar	1%	0%	1%	1%	0%
Just know the name	0%	0%	0%	0%	0%
Never heard of	0%	4%	0%	0%	0%
Search engines					
Extremely familiar	40%	37%	51%	41%	27%
Very familiar	14%	6%	7%	14%	20%
Somewhat familiar	7%	3%	3%	7%	14%
Not very familiar	2%	1%	1%	2%	4%
Just know the name	1%	1%	1%	0%	2%
Never heard of	1%	5%	0%	0%	2%
Instant messaging/online chat					
Extremely familiar	25%	34%	40%	24%	13%
Very familiar	13%	7%	14%	14%	10%
Somewhat familiar	15%	7%	8%	16%	23%
Not very familiar	10%	1%	3%	12%	13%
Just know the name	8%	2%	0%	7%	21%
Never heard of	2%	6%	2%	1%	3%
Online bookstore					
Extremely familiar	23%	22%	33%	23%	15%
Very familiar	20%	17%	18%	22%	18%
Somewhat familiar	14%	18%	13%	13%	17%
Not very familiar	7%	7%	3%	8%	8%
Just know the name	8%	7%	7%	6%	17%
Never heard of	2%	9%	2%	1%	6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 505.

Familiarity of Electronic Resources— by Age of U.S. Respondent (continued)

Please indicate how familiar you are with each of the following electronic information sources.

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Online news					
Extremely familiar	21%	21%	27%	21%	12%
Very familiar	18%	15%	15%	18%	21%
Somewhat familiar	21%	20%	17%	21%	21%
Not very familiar	8%	6%	6%	8%	10%
Just know the name	7%	5%	3%	6%	10%
Never heard of	2%	7%	5%	1%	4%
E-mail information subscriptions					
Extremely familiar	19%	15%	23%	20%	13%
Very familiar	15%	16%	17%	15%	15%
Somewhat familiar	21%	20%	16%	22%	20%
Not very familiar	10%	6%	9%	9%	13%
Just know the name	6%	5%	7%	5%	8%
Never heard of	6%	9%	4%	5%	11%
Topic-specific Web sites					
Extremely familiar	17%	11%	18%	18%	14%
Very familiar	13%	10%	15%	13%	14%
Somewhat familiar	20%	18%	24%	21%	17%
Not very familiar	10%	8%	7%	10%	16%
Just know the name	7%	10%	10%	6%	8%
Never heard of	8%	24%	8%	6%	11%
Electronic magazines/journals					
Extremely familiar	10%	13%	13%	10%	3%
Very familiar	10%	9%	15%	10%	5%
Somewhat familiar	22%	19%	25%	23%	16%
Not very familiar	21%	18%	16%	22%	24%
Just know the name	10%	9%	9%	10%	13%
Never heard of	17%	15%	11%	15%	28%
Library Web site					
Extremely familiar	10%	10%	18%	10%	5%
Very familiar	10%	12%	17%	8%	10%
Somewhat familiar	18%	19%	19%	19%	12%
Not very familiar	17%	11%	6%	19%	20%
Just know the name	9%	11%	10%	9%	12%
Never heard of	22%	17%	13%	22%	32%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 505.

Familiarity of Electronic Resources— by Age of U.S. Respondent (continued)

Please indicate how familiar you are with each of the following electronic information sources.

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Blogs					
Extremely familiar	8%	15%	16%	6%	2%
Very familiar	7%	8%	12%	6%	4%
Somewhat familiar	17%	16%	16%	19%	12%
Not very familiar	16%	9%	12%	15%	24%
Just know the name	18%	9%	14%	18%	27%
Never heard of	25%	22%	21%	26%	27%
Online databases					
Extremely familiar	7%	7%	11%	8%	2%
Very familiar	6%	4%	11%	6%	3%
Somewhat familiar	18%	15%	14%	20%	12%
Not very familiar	19%	15%	10%	21%	22%
Just know the name	15%	15%	16%	14%	22%
Never heard of	28%	34%	28%	26%	33%
Ask an expert					
Extremely familiar	6%	6%	7%	6%	3%
Very familiar	7%	8%	10%	7%	5%
Somewhat familiar	19%	21%	20%	20%	12%
Not very familiar	19%	15%	18%	21%	14%
Just know the name	15%	12%	20%	12%	23%
Never heard of	27%	25%	19%	25%	39%
Audiobooks (downloadable/digital)					
Extremely familiar	4%	4%	7%	4%	1%
Very familiar	8%	7%	11%	8%	7%
Somewhat familiar	19%	18%	24%	20%	9%
Not very familiar	26%	16%	21%	27%	26%
Just know the name	19%	22%	17%	17%	24%
Never heard of	20%	25%	19%	17%	30%
Online librarian question service					
Extremely familiar	4%	3%	9%	4%	2%
Very familiar	4%	7%	7%	3%	4%
Somewhat familiar	13%	12%	10%	14%	10%
Not very familiar	17%	15%	14%	17%	15%
Just know the name	12%	10%	14%	11%	14%
Never heard of	48%	46%	42%	48%	52%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 505.

Familiarity of Electronic Resources— by Age of U.S. Respondent (continued)

Please indicate how familiar you are with each of the following electronic information sources.

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Electronic books (digital)					
Extremely familiar	3%	7%	7%	3%	2%
Very familiar	7%	5%	9%	8%	2%
Somewhat familiar	21%	18%	20%	24%	11%
Not very familiar	22%	17%	24%	20%	27%
Just know the name	18%	18%	18%	17%	27%
Never heard of	22%	24%	15%	21%	26%
RSS feeds					
Extremely familiar	2%	1%	4%	1%	0%
Very familiar	2%	2%	5%	2%	0%
Somewhat familiar	5%	5%	7%	5%	1%
Not very familiar	7%	6%	8%	8%	6%
Just know the name	5%	5%	5%	5%	7%
Never heard of	77%	77%	71%	76%	84%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 505.

Where Electronic Information Searches Begin—by Region of Respondent

Where do you typically begin your search for information on a particular topic?

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Search engine	84%	86%	86%	87%	82%
E-mail	6%	5%	2%	6%	7%
Topic-specific Web sites	2%	3%	1%	0%	3%
E-mail information subscriptions	2%	2%	2%	1%	2%
Online news	2%	0%	2%	1%	2%
Instant messaging/online chat	1%	1%	2%	1%	1%
Online bookstore	1%	1%	1%	2%	1%
Online database	1%	2%	1%	0%	1%
Library Web site	1%	0%	2%	1%	1%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 520.

Where Electronic Information Searches Begin—by Age of U.S. Respondent

Where do you typically begin your search for information on a particular topic?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Search engine	82%	88%	84%	84%	67%
E-mail	7%	2%	6%	5%	16%
Topic-specific Web sites	3%	2%	3%	3%	7%
E-mail information subscriptions	2%	1%	1%	2%	2%
Online news	2%	1%	2%	1%	3%
Instant messaging/online chat	1%	1%	0%	1%	0%
Online bookstore	1%	0%	1%	1%	4%
Online database	1%	2%	1%	1%	0%
Library Web site	1%	1%	0%	1%	1%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 520.

Where Electronic Information Searches Begin—by College Students across all Regions

Where do you typically begin your search for information on a particular topic?

	Total Respondents	College Students
Search engine	84%	89%
E-mail	6%	1%
Topic-specific Web sites	2%	1%
E-mail information subscriptions	2%	1%
Online news	2%	1%
Instant messaging/online chat	1%	0%
Online bookstore	1%	1%
Online database	1%	2%
Library Web site	1%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 520.

***Where Electronic Information Searches Begin—
by Library Card Holders across all Regions***

Where do you typically begin your search for information on a particular topic?

	Total Respondents	Library Card Holders	Non-Card Holders
Search engine	84%	85%	81%
E-mail	6%	4%	4%
Topic-specific Web sites	2%	3%	2%
E-mail information subscriptions	2%	1%	4%
Online news	2%	1%	2%
Instant messaging/online chat	1%	1%	0%
Online bookstore	1%	1%	1%
Online database	1%	1%	0%
Library Web site	1%	1%	0%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 520.

Part 1.3

Learning about Electronic Information Sources— by Region of Respondent

Other than search engines, how do you learn about electronic information sources?
(Select all that apply.)

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Friend	61%	68%	67%	59%	58%
Links from electronic information sources or Web sites	59%	73%	66%	54%	55%
News media	52%	62%	53%	48%	50%
Promotions/advertising	39%	49%	43%	40%	34%
Online news	38%	40%	45%	23%	40%
Relative	37%	34%	41%	32%	38%
Coworker/professional colleague	35%	44%	46%	31%	30%
Instant messaging/online chat	22%	29%	33%	20%	18%
Reference from a library Web site	15%	19%	19%	11%	14%
Teacher	11%	11%	14%	5%	12%
Blogs	9%	8%	9%	2%	11%
Librarian	8%	9%	8%	5%	8%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 605.

Learning about Electronic Information Sources— by Age of U.S. Respondent

Other than search engines, how do you learn about electronic information sources?
(Select all that apply.)

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Friend	58%	64%	69%	56%	57%
Links from electronic information sources or Web sites	55%	36%	43%	60%	51%
News media	50%	41%	38%	51%	59%
Promotions/advertising	34%	24%	21%	37%	35%
Online news	40%	31%	37%	43%	36%
Relative	38%	34%	33%	38%	46%
Coworker/professional colleague	30%	9%	28%	38%	11%
Instant messaging/online chat	18%	37%	27%	15%	14%
Reference from a library Web site	14%	17%	20%	12%	13%
Teacher	12%	46%	35%	6%	5%
Blogs	11%	12%	13%	12%	3%
Librarian	8%	17%	26%	5%	6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 605.

Learning about Electronic Information Sources— by College Students across all Regions

Other than search engines, how do you learn about electronic information sources?
(Select all that apply.)

	Total Respondents	College Students
Friend	61%	67%
Links from electronic information sources or Web sites	59%	61%
News media	52%	44%
Promotions/advertising	39%	26%
Online news	38%	42%
Relative	37%	26%
Coworker/professional colleague	35%	37%
Instant messaging/online chat	22%	26%
Reference from a library Web site	15%	36%
Teacher	11%	50%
Blogs	9%	13%
Librarian	8%	33%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 605.

Learning about Electronic Information Sources— by Library Card Holders across all Regions

Other than search engines, how do you learn about electronic information sources?
(Select all that apply.)

	Total Respondents	Library Card Holders	Non-Card Holders
Friend	61%	62%	58%
Links from electronic information sources or Web sites	59%	61%	54%
News media	52%	55%	45%
Promotions/advertising	39%	37%	35%
Online news	38%	42%	41%
Relative	37%	38%	30%
Coworker/professional colleague	35%	36%	33%
Instant messaging/Online chat	22%	23%	21%
Reference from a library Web site	15%	20%	3%
Teacher	11%	13%	6%
Blogs	9%	10%	7%
Librarian	8%	11%	1%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 605.

Part 1.4

Information Sources Considered—by Region of Respondent

Next time you need a source/place for information, which source or sources would you consider?
(Select all that apply.)

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Search engines	91%	95%	91%	93%	89%
Library (physical)	55%	63%	61%	42%	55%
Online library	42%	48%	49%	34%	41%
Bookstore (physical)	37%	41%	44%	27%	37%
Online bookstore	30%	33%	31%	29%	30%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1325.

Information Sources Considered—by Age of U.S. Respondent

Next time you need a source/place for information, which source or sources would you consider?
(Select all that apply.)

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Search engines	89%	86%	85%	90%	91%
Library (physical)	55%	62%	57%	53%	57%
Online library	41%	23%	37%	46%	35%
Bookstore (physical)	37%	32%	31%	40%	30%
Online bookstore	30%	13%	29%	32%	28%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1325.

**Information Sources Considered—
by College Students across all Regions**

Next time you need a source/place for information, which source or sources would you consider?
(Select all that apply.)

	Total Respondents	College Students
Search engines	91%	90%
Library (physical)	55%	66%
Online library	42%	50%
Bookstore (physical)	37%	38%
Online bookstore	30%	34%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1325.

Information Sources Considered— by Library Card Holders across all Regions

Next time you need a source/place for information, which source or sources would you consider?
(Select all that apply.)

	Total Respondents	Library Card Holders	Non-Card Holders
Search engines	91%	92%	89%
Library (physical)	55%	64%	33%
Online library	42%	45%	36%
Bookstore (physical)	37%	40%	30%
Online bookstore	30%	31%	27%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1325.

First Choice for Information—by Region of Respondent

Which source/place would be your first choice?

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Search engines	80%	85%	76%	85%	78%
Library (physical)	11%	6%	14%	7%	12%
Online library	6%	6%	6%	4%	6%
Bookstore (physical)	2%	2%	3%	1%	2%
Online bookstore	2%	1%	1%	3%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1335.

First Choice for Information—by Age of U.S. Respondent

Which source/place would be your first choice?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Search engines	78%	77%	69%	81%	76%
Library (physical)	12%	14%	17%	10%	15%
Online library	6%	4%	8%	6%	8%
Bookstore (physical)	2%	4%	1%	2%	1%
Online bookstore	2%	2%	4%	1%	1%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1335.

First Choice for Information—by College Students across all Regions

Which source/place would be your first choice?

	Total Respondents	College Students
Search engines	80%	72%
Library (physical)	11%	14%
Online library	6%	10%
Bookstore (physical)	2%	2%
Online bookstore	2%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1335.

**First Choice for Information—
by Library Card Holders across all Regions**

Which source/place would be your first choice?

	Total Respondents	Library Card Holders	Non-Card Holders
Search engines	80%	78%	84%
Library (physical)	11%	12%	6%
Online library	6%	6%	6%
Bookstore (physical)	2%	2%	2%
Online bookstore	2%	2%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1335.

Information Brands with Worthwhile Information—by Region of Respondent

Please rate the degree to which you agree or disagree that each electronic information source provides worthwhile information. Base: Respondents who indicated usage of any of the list of 21 information brands

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Google.com					
Completely agree	55%	59%	56%	51%	54%
Agree	38%	35%	38%	44%	38%
Neither agree nor disagree	6%	6%	5%	4%	6%
Disagree	0%	0%	0%	1%	0%
Completely disagree	1%	0%	0%	0%	2%
Yahoo.com					
Completely agree	34%	36%	34%	29%	35%
Agree	51%	52%	53%	55%	50%
Neither agree nor disagree	12%	11%	8%	14%	12%
Disagree	1%	1%	3%	1%	1%
Completely disagree	1%	0%	1%	0%	2%
MSN Search					
Completely agree	29%	29%	35%	27%	27%
Agree	52%	49%	51%	54%	53%
Neither agree nor disagree	15%	18%	10%	15%	16%
Disagree	3%	4%	3%	2%	3%
Completely disagree	1%	1%	1%	1%	1%
Ask Jeeves.com					
Completely agree	25%	27%	20%	30%	25%
Agree	53%	53%	51%	51%	54%
Neither agree nor disagree	16%	17%	21%	12%	16%
Disagree	3%	1%	6%	5%	3%
Completely disagree	1%	2%	2%	2%	1%
Library Web site					
Completely agree	33%	33%	29%	29%	34%
Agree	45%	48%	38%	52%	45%
Neither agree nor disagree	19%	15%	32%	19%	17%
Disagree	3%	3%	1%	0%	4%
Completely disagree	0%	1%	0%	0%	0%
Netscape Search					
Completely agree	20%	13%	18%	6%	24%
Agree	52%	54%	55%	56%	50%
Neither agree nor disagree	25%	32%	19%	33%	24%
Disagree	2%	1%	7%	1%	1%
Completely disagree	1%	1%	1%	4%	1%
Online librarian question service					
Completely agree	23%	36%	9%	6%	24%
Agree	48%	48%	62%	39%	45%
Neither agree nor disagree	23%	15%	29%	56%	20%
Disagree	0%	0%	0%	0%	0%
Completely disagree	7%	0%	0%	0%	11%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 670.

Information Brands with Worthwhile Information— by Region of Respondent (continued)

Please rate the degree to which you agree or disagree that each electronic information source provides worthwhile information. Base: Respondents who indicated usage of any of the list of 21 information brands

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
About.com					
Completely agree	29%	23%	15%	25%	32%
Agree	42%	53%	50%	43%	39%
Neither agree nor disagree	23%	23%	23%	9%	24%
Disagree	3%	0%	10%	22%	2%
Completely disagree	3%	1%	2%	0%	3%
AltaVista.com					
Completely agree	20%	23%	22%	12%	20%
Agree	51%	50%	44%	57%	53%
Neither agree nor disagree	26%	25%	32%	31%	24%
Disagree	2%	2%	2%	1%	3%
Completely disagree	0%	0%	0%	0%	0%
Lycos.com					
Completely agree	15%	9%	15%	13%	17%
Agree	51%	40%	51%	56%	52%
Neither agree nor disagree	32%	49%	29%	29%	29%
Disagree	3%	1%	5%	1%	3%
Completely disagree	0%	1%	0%	1%	0%
AOL Search					
Completely agree	19%	14%	12%	20%	21%
Agree	46%	48%	49%	57%	44%
Neither agree nor disagree	27%	34%	21%	20%	28%
Disagree	3%	1%	13%	0%	3%
Completely disagree	4%	2%	4%	3%	4%
Excite.com					
Completely agree	11%	12%	7%	7%	13%
Agree	51%	45%	53%	61%	51%
Neither agree nor disagree	35%	42%	39%	26%	33%
Disagree	2%	1%	1%	5%	3%
Completely disagree	0%	0%	0%	0%	0%
LookSmart.com					
Completely agree	12%	14%	16%	13%	8%
Agree	49%	53%	41%	42%	48%
Neither agree nor disagree	38%	32%	43%	37%	42%
Disagree	1%	1%	0%	7%	1%
Completely disagree	0%	1%	0%	0%	0%
Dogpile.com					
Completely agree	26%	29%	33%	25%	24%
Agree	37%	50%	33%	31%	37%
Neither agree nor disagree	33%	18%	32%	41%	34%
Disagree	2%	3%	2%	0%	2%
Completely disagree	2%	0%	0%	2%	3%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 670.

Information Brands with Worthwhile Information— by Region of Respondent (continued)

Please rate the degree to which you agree or disagree that each electronic information source provides worthwhile information. Base: Respondents who indicated usage of any of the list of 21 information brands

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Ask an Expert					
Completely agree	17%	17%	16%	18%	17%
Agree	38%	41%	43%	38%	47%
Neither agree nor disagree	30%	42%	38%	41%	33%
Disagree	2%	0%	3%	4%	3%
Completely disagree	0%	0%	0%	0%	0%
HotBot.com					
Completely agree	10%	10%	11%	2%	12%
Agree	39%	39%	57%	29%	36%
Neither agree nor disagree	46%	45%	30%	62%	49%
Disagree	4%	5%	2%	7%	3%
Completely disagree	0%	0%	0%	0%	0%
Teoma.com					
Completely agree	12%	12%	0%	0%	16%
Agree	32%	66%	0%	0%	32%
Neither agree nor disagree	33%	9%	0%	0%	52%
Disagree	2%	12%	0%	0%	0%
Completely disagree	0%	1%	0%	0%	0%
iWon.com					
Completely agree	14%	6%	11%	0%	16%
Agree	27%	19%	50%	0%	23%
Neither agree nor disagree	38%	66%	26%	0%	39%
Disagree	13%	9%	10%	0%	15%
Completely disagree	6%	0%	4%	0%	7%
AllTheWeb.com					
Completely agree	16%	27%	22%	7%	8%
Agree	28%	42%	27%	52%	20%
Neither agree nor disagree	32%	28%	51%	41%	42%
Disagree	3%	3%	0%	0%	4%
Completely disagree	11%	0%	0%	0%	26%
Gigablast.com					
Completely agree	3%	0%	0%	0%	5%
Agree	8%	0%	0%	0%	12%
Neither agree nor disagree	25%	0%	0%	0%	39%
Disagree	0%	0%	0%	0%	0%
Completely disagree	28%	0%	0%	0%	44%
Clusty.com					
Completely agree	0%	0%	0%	0%	3%
Agree	5%	0%	0%	0%	60%
Neither agree nor disagree	3%	0%	0%	0%	37%
Disagree	0%	0%	0%	0%	0%
Completely disagree	0%	0%	0%	0%	0%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 670.

Familiarity and Usage of Information Brands—by Region of Respondent

Please indicate how familiar you are with the following information sources and if you have used each source, even if you have only used it once.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Google.com - Have used	71%	76%	72%	70%	70%
Extremely familiar	40%	47%	46%	43%	35%
Very familiar	12%	10%	13%	8%	14%
Somewhat familiar	9%	6%	9%	11%	9%
Not very familiar	4%	2%	2%	2%	5%
Just know the name	3%	2%	2%	2%	3%
Never heard of	1%	0%	0%	0%	1%
Yahoo.com - Have used	64%	70%	65%	51%	66%
Extremely familiar	26%	29%	24%	20%	28%
Very familiar	17%	17%	21%	14%	16%
Somewhat familiar	17%	16%	22%	23%	15%
Not very familiar	5%	3%	4%	9%	4%
Just know the name	4%	2%	3%	8%	3%
Never heard of	1%	0%	1%	0%	1%
MSN Search - Have used	48%	58%	53%	45%	45%
Extremely familiar	16%	17%	20%	16%	14%
Very familiar	15%	14%	15%	14%	15%
Somewhat familiar	20%	22%	22%	18%	20%
Not very familiar	10%	10%	10%	12%	10%
Just know the name	12%	7%	10%	14%	14%
Never heard of	4%	2%	2%	4%	6%
Ask Jeeves.com - Have used	46%	34%	45%	59%	46%
Extremely familiar	11%	7%	11%	15%	11%
Very familiar	12%	10%	10%	14%	13%
Somewhat familiar	22%	20%	24%	25%	22%
Not very familiar	10%	10%	11%	8%	11%
Just know the name	14%	15%	16%	8%	15%
Never heard of	10%	24%	13%	1%	7%
AOL Search - Have used	26%	17%	18%	20%	33%
Extremely familiar	9%	6%	7%	10%	10%
Very familiar	9%	7%	7%	6%	11%
Somewhat familiar	20%	18%	22%	21%	19%
Not very familiar	14%	17%	11%	13%	14%
Just know the name	28%	34%	35%	29%	24%
Never heard of	7%	9%	10%	10%	5%
Netscape Search - Have used	26%	24%	38%	10%	27%
Extremely familiar	7%	7%	9%	3%	7%
Very familiar	10%	8%	12%	3%	12%
Somewhat familiar	18%	23%	23%	13%	17%
Not very familiar	14%	15%	14%	14%	14%
Just know the name	25%	24%	15%	31%	26%
Never heard of	14%	13%	13%	30%	11%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 665.

Familiarity and Usage of Information Brands—by Region of Respondent (continued)

Please indicate how familiar you are with the following information sources and if you have used each source, even if you have only used it once.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Lycos.com - Have used	28%	30%	27%	32%	27%
Extremely familiar	5%	6%	4%	7%	5%
Very familiar	8%	9%	8%	10%	7%
Somewhat familiar	19%	19%	23%	19%	18%
Not very familiar	14%	15%	13%	12%	14%
Just know the name	22%	17%	24%	20%	24%
Never heard of	18%	24%	19%	17%	17%
AltaVista.com - Have used	28%	42%	29%	20%	26%
Extremely familiar	6%	10%	6%	4%	5%
Very familiar	7%	11%	7%	4%	6%
Somewhat familiar	17%	23%	21%	18%	14%
Not very familiar	12%	14%	12%	9%	12%
Just know the name	21%	15%	26%	23%	20%
Never heard of	27%	13%	18%	35%	31%
Library Web site - Have used	21%	22%	28%	8%	22%
Extremely familiar	7%	7%	9%	2%	7%
Very familiar	6%	6%	4%	2%	8%
Somewhat familiar	12%	11%	18%	9%	12%
Not very familiar	11%	14%	11%	7%	11%
Just know the name	12%	12%	11%	10%	12%
Never heard of	45%	42%	39%	66%	42%
Excite.com - Have used	21%	24%	26%	12%	21%
Extremely familiar	4%	7%	4%	2%	4%
Very familiar	6%	5%	9%	5%	6%
Somewhat familiar	15%	20%	17%	9%	14%
Not very familiar	12%	14%	12%	8%	12%
Just know the name	22%	16%	18%	24%	24%
Never heard of	32%	28%	31%	46%	29%
iWon.com - Have used	13%	4%	9%	1%	20%
Extremely familiar	4%	1%	2%	1%	7%
Very familiar	4%	2%	4%	0%	6%
Somewhat familiar	8%	5%	7%	2%	11%
Not very familiar	7%	7%	6%	3%	9%
Just know the name	14%	15%	11%	6%	16%
Never heard of	57%	68%	66%	89%	44%
About.com - Have used	15%	11%	15%	5%	19%
Extremely familiar	3%	2%	4%	1%	4%
Very familiar	5%	3%	5%	1%	6%
Somewhat familiar	10%	11%	13%	5%	11%
Not very familiar	7%	10%	10%	6%	6%
Just know the name	13%	17%	12%	10%	12%
Never heard of	55%	53%	52%	74%	51%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 665.

Familiarity and Usage of Information Brands—by Region of Respondent (continued)

Please indicate how familiar you are with the following information sources and if you have used each source, even if you have only used it once.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Dogpile.com - Have used	14%	10%	16%	9%	16%
Extremely familiar	3%	4%	4%	2%	2%
Very familiar	3%	3%	4%	1%	4%
Somewhat familiar	7%	6%	9%	5%	7%
Not very familiar	7%	7%	9%	4%	8%
Just know the name	13%	11%	12%	8%	16%
Never heard of	58%	65%	55%	76%	53%
HotBot.com - Have used	10%	13%	12%	7%	10%
Extremely familiar	2%	3%	2%	0%	2%
Very familiar	3%	3%	5%	2%	3%
Somewhat familiar	9%	9%	13%	5%	9%
Not very familiar	10%	13%	10%	7%	9%
Just know the name	19%	21%	20%	17%	18%
Never heard of	54%	45%	46%	66%	55%
Ask an expert - Have used	8%	9%	8%	4%	8%
Extremely familiar	2%	3%	1%	1%	2%
Very familiar	3%	2%	2%	1%	4%
Somewhat familiar	10%	10%	8%	8%	11%
Not very familiar	13%	14%	16%	8%	13%
Just know the name	19%	18%	22%	20%	18%
Never heard of	49%	49%	45%	60%	48%
LookSmart.com - Have used	7%	15%	7%	3%	5%
Extremely familiar	2%	3%	1%	1%	2%
Very familiar	3%	6%	3%	1%	2%
Somewhat familiar	7%	14%	5%	5%	6%
Not very familiar	6%	11%	7%	4%	5%
Just know the name	14%	17%	17%	9%	13%
Never heard of	67%	45%	64%	79%	71%
Online librarian question service - Have used	5%	7%	7%	2%	4%
Extremely familiar	2%	3%	1%	2%	2%
Very familiar	2%	1%	2%	1%	3%
Somewhat familiar	9%	9%	11%	4%	9%
Not very familiar	11%	13%	13%	9%	11%
Just know the name	15%	17%	17%	12%	15%
Never heard of	58%	52%	55%	70%	57%
AllTheWeb.com - Have used	4%	7%	5%	4%	3%
Extremely familiar	1%	2%	2%	1%	1%
Very familiar	1%	2%	1%	0%	1%
Somewhat familiar	3%	6%	3%	4%	2%
Not very familiar	6%	9%	6%	3%	6%
Just know the name	8%	9%	8%	7%	8%
Never heard of	78%	68%	78%	81%	81%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 665.

Familiarity and Usage of Information Brands—by Region of Respondent (continued)

Please indicate how familiar you are with the following information sources and if you have used each source, even if you have only used it once.

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Teoma.com - Have used	2%	2%	1%	1%	2%
Extremely familiar	1%	0%	0%	0%	1%
Very familiar	1%	1%	0%	0%	1%
Somewhat familiar	2%	3%	1%	1%	2%
Not very familiar	3%	5%	4%	2%	3%
Just know the name	3%	5%	3%	2%	2%
Never heard of	90%	85%	91%	94%	91%
Gigablast.com - Have used	1%	1%	1%	0%	1%
Extremely familiar	0%	1%	0%	0%	0%
Very familiar	1%	0%	1%	1%	1%
Somewhat familiar	2%	4%	2%	2%	2%
Not very familiar	5%	8%	4%	1%	5%
Just know the name	6%	6%	5%	7%	6%
Never heard of	86%	81%	87%	89%	86%
Clusty.com - Have used	1%	0%	1%	0%	1%
Extremely familiar	0%	0%	0%	0%	0%
Very familiar	1%	0%	0%	0%	1%
Somewhat familiar	1%	3%	1%	1%	1%
Not very familiar	4%	6%	5%	2%	3%
Just know the name	2%	3%	2%	2%	2%
Never heard of	92%	87%	92%	95%	92%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 665.

Part 2.1

Activities at the Library—by Region of Respondent

How frequently do you use your primary library for the following reasons?

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Borrow print books - Daily	1%	1%	1%	0%	1%
Weekly	12%	15%	15%	9%	11%
Monthly	13%	19%	14%	14%	11%
Several times a year	20%	19%	23%	20%	20%
At least once a year	9%	7%	7%	8%	10%
Not even once a year	10%	7%	12%	7%	11%
Never have used	17%	13%	14%	19%	18%
Used to use, but no longer do	19%	19%	14%	22%	19%
Leisure reading - Daily	2%	1%	1%	1%	2%
Weekly	9%	14%	9%	6%	9%
Monthly	10%	14%	14%	12%	8%
Several times a year	16%	16%	21%	17%	15%
At least once a year	10%	12%	9%	6%	10%
Not even once a year	10%	6%	12%	5%	11%
Never have used	23%	22%	14%	29%	25%
Used to use, but no longer do	20%	16%	19%	24%	20%
Read/borrow best-seller - Daily	0%	0%	1%	0%	0%
Weekly	6%	8%	7%	5%	6%
Monthly	10%	11%	9%	11%	10%
Several times a year	13%	16%	14%	12%	13%
At least once a year	10%	12%	11%	10%	10%
Not even once a year	11%	9%	12%	7%	12%
Never have used	31%	28%	30%	34%	32%
Used to use, but no longer do	17%	16%	15%	21%	17%
Use online databases - Daily	2%	4%	3%	1%	2%
Weekly	7%	10%	9%	4%	6%
Monthly	6%	7%	7%	4%	6%
Several times a year	11%	10%	12%	6%	12%
At least once a year	7%	7%	8%	4%	7%
Not even once a year	9%	8%	7%	6%	10%
Never have used	46%	39%	42%	61%	45%
Used to use, but no longer do	13%	15%	12%	14%	12%
Borrow DVDs/videos - Daily	1%	0%	0%	0%	1%
Weekly	4%	7%	4%	2%	4%
Monthly	7%	9%	6%	3%	8%
Several times a year	11%	10%	14%	8%	11%
At least once a year	8%	7%	9%	10%	7%
Not even once a year	9%	9%	11%	6%	9%
Never have used	48%	46%	45%	54%	48%
Used to use, but no longer do	13%	12%	11%	17%	12%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by Region of Respondent (continued)

How frequently do you use your primary library for the following reasons?

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Use the computer/Internet - Daily	3%	6%	3%	3%	3%
Weekly	5%	5%	6%	4%	5%
Monthly	5%	6%	5%	3%	5%
Several times a year	9%	11%	11%	4%	9%
At least once a year	7%	6%	8%	7%	7%
Not even once a year	9%	8%	12%	6%	10%
Never have used	42%	36%	33%	54%	44%
Used to use, but no longer do	18%	21%	22%	19%	16%
Research specific reference books - Daily	2%	3%	3%	1%	1%
Weekly	5%	9%	5%	4%	4%
Monthly	8%	10%	9%	9%	7%
Several times a year	21%	23%	23%	18%	20%
At least once a year	15%	16%	13%	13%	16%
Not even once a year	12%	8%	11%	10%	14%
Never have used	15%	9%	16%	15%	16%
Used to use, but no longer do	23%	22%	20%	29%	22%
Do homework/study - Daily	2%	3%	3%	2%	2%
Weekly	6%	9%	4%	4%	6%
Monthly	4%	4%	6%	3%	3%
Several times a year	10%	13%	10%	7%	9%
At least once a year	5%	6%	8%	4%	5%
Not even once a year	8%	7%	6%	6%	10%
Never have used	27%	23%	22%	34%	27%
Used to use, but no longer do	39%	35%	40%	40%	39%
Read magazines - Daily	1%	1%	0%	0%	1%
Weekly	5%	8%	7%	3%	4%
Monthly	6%	11%	7%	4%	5%
Several times a year	11%	12%	14%	7%	11%
At least once a year	7%	7%	7%	4%	8%
Not even once a year	10%	7%	10%	6%	12%
Never have used	42%	38%	39%	59%	40%
Used to use, but no longer do	17%	16%	16%	17%	18%
Socialize with friends - Daily	2%	1%	1%	2%	2%
Weekly	3%	5%	3%	2%	3%
Monthly	4%	3%	5%	2%	4%
Several times a year	5%	7%	8%	1%	4%
At least once a year	4%	5%	2%	4%	4%
Not even once a year	8%	5%	8%	6%	9%
Never have used	60%	57%	57%	71%	59%
Used to use, but no longer do	16%	17%	16%	14%	16%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by Region of Respondent (continued)

How frequently do you use your primary library for the following reasons?

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Get assistance with research - Daily	1%	2%	2%	1%	1%
Weekly	4%	7%	7%	4%	3%
Monthly	6%	8%	6%	5%	5%
Several times a year	15%	21%	15%	11%	14%
At least once a year	15%	13%	12%	14%	16%
Not even once a year	13%	9%	15%	9%	15%
Never have used	23%	20%	22%	30%	22%
Used to use, but no longer do	23%	21%	21%	25%	24%
Read daily newspapers - Daily	2%	5%	1%	2%	2%
Weekly	4%	7%	3%	3%	3%
Monthly	2%	3%	4%	2%	2%
Several times a year	6%	9%	10%	5%	5%
At least once a year	4%	4%	4%	3%	4%
Not even once a year	10%	9%	11%	5%	11%
Never have used	57%	50%	52%	63%	58%
Used to use, but no longer do	15%	13%	15%	17%	15%
Make photocopies - Daily	1%	1%	1%	1%	1%
Weekly	3%	4%	5%	2%	3%
Monthly	4%	8%	4%	5%	3%
Several times a year	10%	14%	14%	9%	8%
At least once a year	11%	8%	8%	5%	14%
Not even once a year	11%	8%	13%	7%	13%
Never have used	34%	24%	32%	42%	36%
Used to use, but no longer do	25%	32%	23%	28%	22%
Get copies of articles/journals - Daily	1%	2%	0%	1%	1%
Weekly	4%	7%	7%	3%	3%
Monthly	4%	9%	5%	4%	3%
Several times a year	15%	19%	15%	11%	14%
At least once a year	10%	8%	10%	7%	11%
Not even once a year	12%	11%	13%	8%	13%
Never have used	33%	25%	34%	44%	33%
Used to use, but no longer do	21%	19%	16%	23%	22%
Borrow music - Daily	1%	0%	0%	0%	1%
Weekly	2%	4%	2%	2%	2%
Monthly	3%	7%	5%	3%	2%
Several times a year	9%	7%	11%	8%	10%
At least once a year	5%	7%	7%	5%	4%
Not even once a year	9%	10%	9%	7%	9%
Never have used	56%	50%	53%	56%	58%
Used to use, but no longer do	14%	15%	12%	20%	13%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by Region of Respondent (continued)

How frequently do you use your primary library for the following reasons?

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Use audiobooks - Daily	0%	1%	0%	0%	0%
Weekly	1%	1%	3%	1%	1%
Monthly	3%	2%	3%	1%	3%
Several times a year	5%	8%	5%	3%	5%
At least once a year	4%	3%	6%	4%	4%
Not even once a year	7%	8%	8%	4%	8%
Never have used	70%	66%	67%	77%	70%
Used to use, but no longer do	9%	10%	8%	11%	8%
Attend an event - Daily	0%	0%	1%	0%	0%
Weekly	1%	2%	1%	1%	1%
Monthly	3%	3%	2%	2%	3%
Several times a year	7%	9%	9%	4%	6%
At least once a year	8%	7%	9%	7%	8%
Not even once a year	9%	8%	12%	5%	10%
Never have used	54%	54%	51%	62%	52%
Used to use, but no longer do	19%	17%	15%	18%	20%
Use electronic books - Daily	0%	1%	0%	0%	0%
Weekly	2%	4%	2%	2%	2%
Monthly	2%	4%	5%	2%	1%
Several times a year	4%	6%	4%	3%	4%
At least once a year	4%	5%	6%	4%	3%
Not even once a year	7%	7%	6%	7%	8%
Never have used	73%	67%	72%	74%	74%
Used to use, but no longer do	7%	7%	5%	9%	7%
Voter registration - Daily	0%	0%	0%	0%	0%
Weekly	1%	0%	1%	0%	1%
Monthly	0%	0%	1%	1%	0%
Several times a year	1%	1%	0%	1%	1%
At least once a year	3%	3%	3%	4%	3%
Not even once a year	6%	5%	4%	4%	7%
Never have used	79%	80%	86%	80%	77%
Used to use, but no longer do	10%	10%	4%	11%	11%
Get tax forms - Daily	0%	0%	0%	0%	0%
Weekly	0%	0%	1%	0%	0%
Monthly	0%	0%	0%	1%	0%
Several times a year	1%	2%	1%	1%	1%
At least once a year	13%	5%	4%	2%	20%
Not even once a year	6%	4%	3%	2%	9%
Never have used	67%	81%	86%	85%	54%
Used to use, but no longer do	12%	7%	5%	8%	17%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by Age of U.S. Respondent
How frequently do you use your primary library for the following reasons?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Borrow print books - Daily	1%	3%	6%	0%	1%
Weekly	11%	16%	10%	12%	7%
Monthly	11%	13%	12%	10%	11%
Several times a year	20%	22%	22%	19%	21%
At least once a year	10%	12%	5%	11%	9%
Not even once a year	11%	8%	6%	12%	10%
Never have used	18%	21%	25%	15%	24%
Used to use, but no longer do	19%	5%	14%	21%	18%
Leisure reading - Daily	2%	5%	8%	1%	1%
Weekly	9%	12%	7%	9%	6%
Monthly	8%	10%	7%	7%	12%
Several times a year	15%	17%	15%	16%	11%
At least once a year	10%	13%	11%	9%	11%
Not even once a year	11%	8%	7%	12%	13%
Never have used	25%	24%	32%	23%	24%
Used to use, but no longer do	20%	10%	12%	22%	22%
Read/borrow best-seller - Daily	0%	3%	0%	0%	0%
Weekly	6%	6%	6%	6%	5%
Monthly	10%	9%	9%	9%	12%
Several times a year	13%	15%	12%	13%	13%
At least once a year	10%	11%	6%	10%	11%
Not even once a year	12%	12%	13%	13%	11%
Never have used	32%	38%	45%	29%	30%
Used to use, but no longer do	17%	6%	9%	20%	16%
Use online databases - Daily	2%	3%	7%	1%	2%
Weekly	6%	8%	11%	6%	2%
Monthly	6%	10%	12%	5%	3%
Several times a year	12%	20%	20%	11%	3%
At least once a year	7%	12%	5%	6%	9%
Not even once a year	10%	10%	7%	12%	6%
Never have used	45%	31%	27%	45%	66%
Used to use, but no longer do	12%	6%	11%	14%	9%
Borrow DVDs/videos - Daily	1%	3%	4%	0%	0%
Weekly	4%	6%	6%	4%	2%
Monthly	8%	8%	7%	9%	3%
Several times a year	11%	9%	8%	12%	12%
At least once a year	7%	7%	6%	7%	5%
Not even once a year	9%	10%	8%	9%	9%
Never have used	48%	49%	50%	45%	60%
Used to use, but no longer do	12%	8%	11%	14%	9%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library –by Age of U.S. Respondent (continued)

How frequently do you use your primary library for the following reasons?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Use the computer/Internet - Daily	3%	9%	10%	2%	2%
Weekly	5%	14%	14%	4%	1%
Monthly	5%	11%	11%	4%	2%
Several times a year	9%	17%	15%	8%	4%
At least once a year	7%	13%	9%	6%	8%
Not even once a year	10%	12%	4%	11%	8%
Never have used	44%	14%	19%	48%	62%
Used to use, but no longer do	16%	10%	18%	17%	13%
Research specific reference books - Daily	1%	4%	3%	1%	0%
Weekly	4%	7%	7%	4%	0%
Monthly	7%	16%	15%	5%	4%
Several times a year	20%	27%	25%	20%	15%
At least once a year	16%	14%	15%	16%	18%
Not even once a year	14%	11%	8%	14%	16%
Never have used	16%	16%	14%	15%	21%
Used to use, but no longer do	22%	6%	14%	25%	26%
Do homework/study - Daily	2%	9%	7%	0%	0%
Weekly	6%	11%	15%	5%	0%
Monthly	3%	13%	12%	1%	0%
Several times a year	9%	18%	19%	6%	9%
At least once a year	5%	14%	6%	4%	2%
Not even once a year	10%	11%	7%	11%	6%
Never have used	27%	16%	12%	28%	39%
Used to use, but no longer do	39%	7%	22%	44%	43%
Read magazines - Daily	1%	3%	2%	0%	0%
Weekly	4%	5%	7%	3%	3%
Monthly	5%	10%	7%	4%	4%
Several times a year	11%	14%	8%	12%	8%
At least once a year	8%	12%	12%	8%	7%
Not even once a year	12%	11%	11%	13%	10%
Never have used	40%	39%	42%	38%	48%
Used to use, but no longer do	18%	5%	11%	21%	19%
Socialize with friends - Daily	2%	8%	7%	1%	0%
Weekly	3%	8%	8%	2%	1%
Monthly	4%	7%	7%	3%	1%
Several times a year	4%	12%	8%	3%	2%
At least once a year	4%	7%	12%	2%	4%
Not even once a year	9%	9%	4%	9%	10%
Never have used	59%	41%	44%	61%	69%
Used to use, but no longer do	16%	8%	11%	18%	13%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by Age of U.S. Respondent (continued)

How frequently do you use your primary library for the following reasons?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Get assistance with research - Daily	1%	3%	2%	0%	0%
Weekly	3%	7%	9%	2%	0%
Monthly	5%	13%	9%	5%	2%
Several times a year	14%	22%	21%	11%	12%
At least once a year	16%	13%	16%	17%	15%
Not even once a year	15%	10%	10%	16%	15%
Never have used	22%	28%	18%	22%	27%
Used to use, but no longer do	24%	6%	16%	27%	29%
Read daily newspapers - Daily	2%	5%	6%	0%	2%
Weekly	3%	5%	7%	3%	1%
Monthly	2%	4%	4%	2%	1%
Several times a year	5%	8%	8%	4%	5%
At least once a year	4%	7%	1%	5%	3%
Not even once a year	11%	8%	11%	12%	7%
Never have used	58%	59%	53%	56%	69%
Used to use, but no longer do	15%	5%	9%	18%	12%
Make photocopies - Daily	1%	3%	1%	1%	0%
Weekly	3%	5%	8%	3%	1%
Monthly	3%	9%	9%	2%	2%
Several times a year	8%	13%	18%	6%	6%
At least once a year	14%	15%	13%	14%	11%
Not even once a year	13%	14%	8%	14%	8%
Never have used	36%	30%	26%	35%	53%
Used to use, but no longer do	22%	11%	17%	25%	21%
Get copies of articles/journals - Daily	1%	2%	2%	0%	0%
Weekly	3%	5%	5%	3%	0%
Monthly	3%	9%	6%	3%	1%
Several times a year	14%	15%	16%	15%	9%
At least once a year	11%	14%	15%	11%	11%
Not even once a year	13%	11%	8%	14%	14%
Never have used	33%	40%	32%	29%	47%
Used to use, but no longer do	22%	5%	15%	25%	18%
Borrow music - Daily	1%	3%	3%	0%	0%
Weekly	2%	6%	3%	2%	0%
Monthly	2%	7%	4%	2%	1%
Several times a year	10%	7%	10%	11%	6%
At least once a year	4%	5%	4%	4%	3%
Not even once a year	9%	7%	4%	11%	8%
Never have used	58%	60%	66%	54%	73%
Used to use, but no longer do	13%	6%	6%	17%	9%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by Age of U.S. Respondent (continued)

How frequently do you use your primary library for the following reasons?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Use audiobooks - Daily	0%	2%	0%	0%	0%
Weekly	1%	3%	4%	1%	0%
Monthly	3%	3%	6%	2%	4%
Several times a year	5%	4%	4%	5%	7%
At least once a year	4%	5%	4%	4%	3%
Not even once a year	8%	9%	5%	9%	5%
Never have used	70%	68%	71%	70%	73%
Used to use, but no longer do	8%	7%	6%	9%	8%
Attend an event - Daily	0%	2%	0%	0%	0%
Weekly	1%	1%	1%	1%	1%
Monthly	3%	3%	5%	2%	4%
Several times a year	6%	5%	3%	7%	4%
At least once a year	8%	7%	8%	8%	9%
Not even once a year	10%	10%	5%	12%	7%
Never have used	52%	60%	63%	49%	52%
Used to use, but no longer do	20%	12%	15%	22%	23%
Use electronic books - Daily	0%	2%	0%	0%	1%
Weekly	2%	1%	5%	2%	0%
Monthly	1%	3%	4%	1%	1%
Several times a year	4%	5%	7%	3%	4%
At least once a year	3%	7%	5%	3%	1%
Not even once a year	8%	6%	4%	10%	7%
Never have used	74%	69%	67%	75%	80%
Used to use, but no longer do	7%	8%	7%	7%	7%
Voter registration - Daily	0%	2%	0%	0%	0%
Weekly	1%	2%	2%	0%	0%
Monthly	0%	0%	1%	0%	0%
Several times a year	1%	1%	5%	0%	0%
At least once a year	3%	3%	4%	4%	2%
Not even once a year	7%	2%	6%	8%	5%
Never have used	77%	84%	74%	75%	84%
Used to use, but no longer do	11%	5%	8%	12%	9%
Get tax forms - Daily	0%	1%	0%	0%	0%
Weekly	0%	1%	0%	0%	0%
Monthly	0%	1%	1%	0%	0%
Several times a year	1%	1%	3%	0%	1%
At least once a year	20%	5%	13%	22%	22%
Not even once a year	9%	5%	5%	10%	8%
Never have used	54%	81%	69%	47%	55%
Used to use, but no longer do	17%	4%	9%	20%	14%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by College Students across all Regions

How frequently do you use your primary library for the following reasons?

	Total Respondents	College Students
Borrow print books - Daily	1%	3%
Weekly	12%	24%
Monthly	13%	12%
Several times a year	20%	24%
At least once a year	9%	6%
Not even once a year	10%	9%
Never have used	17%	19%
Used to use, but no longer do	19%	2%
Leisure reading - Daily	2%	4%
Weekly	9%	17%
Monthly	10%	7%
Several times a year	16%	10%
At least once a year	10%	14%
Not even once a year	10%	5%
Never have used	23%	36%
Used to use, but no longer do	20%	7%
Read/borrow best-seller - Daily	0%	1%
Weekly	6%	6%
Monthly	10%	5%
Several times a year	13%	13%
At least once a year	10%	6%
Not even once a year	11%	8%
Never have used	31%	58%
Used to use, but no longer do	17%	3%
Use online databases - Daily	2%	7%
Weekly	7%	22%
Monthly	6%	15%
Several times a year	11%	19%
At least once a year	7%	7%
Not even once a year	9%	5%
Never have used	46%	22%
Used to use, but no longer do	13%	3%
Borrow DVDs/videos - Daily	1%	0%
Weekly	4%	9%
Monthly	7%	12%
Several times a year	11%	8%
At least once a year	8%	6%
Not even once a year	9%	6%
Never have used	48%	53%
Used to use, but no longer do	13%	4%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by College Students across all Regions (continued)

How frequently do you use your primary library for the following reasons?

	Total Respondents	College Students
Use the computer/Internet - Daily	3%	15%
Weekly	5%	18%
Monthly	5%	12%
Several times a year	9%	16%
At least once a year	7%	8%
Not even once a year	9%	4%
Never have used	42%	20%
Used to use, but no longer do	18%	8%
Research specific reference books - Daily	2%	5%
Weekly	5%	20%
Monthly	8%	17%
Several times a year	21%	29%
At least once a year	15%	12%
Not even once a year	12%	5%
Never have used	15%	8%
Used to use, but no longer do	23%	4%
Do homework/study - Daily	2%	10%
Weekly	6%	24%
Monthly	4%	14%
Several times a year	10%	22%
At least once a year	5%	7%
Not even once a year	8%	6%
Never have used	27%	9%
Used to use, but no longer do	39%	7%
Read magazines - Daily	1%	1%
Weekly	5%	12%
Monthly	6%	15%
Several times a year	11%	11%
At least once a year	7%	9%
Not even once a year	10%	5%
Never have used	42%	43%
Used to use, but no longer do	17%	3%
Socialize with friends - Daily	2%	9%
Weekly	3%	10%
Monthly	4%	5%
Several times a year	5%	10%
At least once a year	4%	9%
Not even once a year	8%	5%
Never have used	60%	46%
Used to use, but no longer do	16%	6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by College Students across all Regions (continued)

How frequently do you use your primary library for the following reasons?

	Total Respondents	College Students
Get assistance with research - Daily	1%	4%
Weekly	4%	13%
Monthly	6%	16%
Several times a year	15%	24%
At least once a year	15%	11%
Not even once a year	13%	9%
Never have used	23%	19%
Used to use, but no longer do	23%	4%
Read daily newspapers - Daily	2%	4%
Weekly	4%	8%
Monthly	2%	9%
Several times a year	6%	9%
At least once a year	4%	4%
Not even once a year	10%	11%
Never have used	57%	49%
Used to use, but no longer do	15%	6%
Make photocopies - Daily	1%	2%
Weekly	3%	17%
Monthly	4%	17%
Several times a year	10%	16%
At least once a year	11%	10%
Not even once a year	11%	4%
Never have used	34%	24%
Used to use, but no longer do	25%	8%
Get copies of articles/journals - Daily	1%	4%
Weekly	4%	16%
Monthly	4%	12%
Several times a year	15%	26%
At least once a year	10%	11%
Not even once a year	12%	6%
Never have used	33%	19%
Used to use, but no longer do	21%	7%
Borrow music - Daily	1%	0%
Weekly	2%	8%
Monthly	3%	6%
Several times a year	9%	8%
At least once a year	5%	6%
Not even once a year	9%	5%
Never have used	56%	62%
Used to use, but no longer do	14%	4%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Activities at the Library—by College Students across all Regions (continued)

How frequently do you use your primary library for the following reasons?

	Total Respondents	College Students
Use audiobooks - Daily	0%	0%
Weekly	1%	5%
Monthly	3%	5%
Several times a year	5%	11%
At least once a year	4%	3%
Not even once a year	7%	10%
Never have used	70%	64%
Used to use, but no longer do	9%	2%
Attend an event - Daily	0%	0%
Weekly	1%	1%
Monthly	3%	4%
Several times a year	7%	11%
At least once a year	8%	6%
Not even once a year	9%	10%
Never have used	54%	58%
Used to use, but no longer do	19%	11%
Use electronic books - Daily	0%	1%
Weekly	2%	8%
Monthly	2%	9%
Several times a year	4%	11%
At least once a year	4%	8%
Not even once a year	7%	5%
Never have used	73%	54%
Used to use, but no longer do	7%	3%
Voter registration - Daily	0%	0%
Weekly	1%	2%
Monthly	0%	1%
Several times a year	1%	3%
At least once a year	3%	3%
Not even once a year	6%	3%
Never have used	79%	82%
Used to use, but no longer do	10%	6%
Get tax forms - Daily	0%	0%
Weekly	0%	1%
Monthly	0%	1%
Several times a year	1%	2%
At least once a year	13%	10%
Not even once a year	6%	6%
Never have used	67%	75%
Used to use, but no longer do	12%	5%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 840.

Suitability of the Library and the Bookstore for Specific Activities— by Region of Respondent

Comparing the library to your local bookstore, which do you feel provides a more suitable environment for activities/materials in regard to the following?

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Library is more suitable for...					
Free materials	95%	96%	96%	96%	94%
Free access to the Internet	95%	95%	97%	96%	95%
Special programs	89%	94%	91%	91%	87%
Access to free entertainment	86%	86%	90%	86%	85%
Book club/story hour	77%	82%	74%	84%	74%
Comfortable seating/meeting area	71%	86%	70%	78%	65%
Friendly environment	64%	72%	70%	69%	58%
Access to music	62%	67%	71%	75%	55%
It's where my friends are	43%	51%	47%	55%	37%
Find more current materials	40%	46%	33%	46%	39%
Coffee/snack shop	17%	28%	15%	35%	9%
Local bookstore is more suitable for...					
Coffee/snack shop	83%	72%	85%	65%	91%
Find more current materials	60%	54%	67%	54%	61%
It's where my friends are	57%	49%	53%	45%	63%
Access to music	38%	33%	29%	25%	45%
Friendly environment	36%	28%	30%	31%	42%
Comfortable seating/meeting area	29%	14%	30%	22%	35%
Book club/story hour	23%	18%	26%	16%	26%
Access to free entertainment	14%	14%	10%	14%	15%
Special programs	11%	6%	9%	9%	13%
Free materials	5%	4%	4%	4%	6%
Free access to the Internet	5%	5%	3%	4%	5%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1230.

Suitability of the Library and the Bookstore for Specific Activities— by Age of U.S. Respondent

Comparing the library to your local bookstore, which do you feel provides a more suitable environment for activities/materials in regard to the following?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Library is more suitable for...					
Access to music	55%	41%	45%	56%	64%
Find more current materials	39%	27%	29%	38%	59%
Free materials	94%	91%	92%	95%	97%
Free access to the Internet	95%	93%	91%	95%	98%
Book club/story hour	74%	67%	62%	75%	86%
Comfortable seating/meeting area	65%	57%	59%	65%	76%
Access to free entertainment	85%	72%	82%	86%	89%
Special programs	87%	75%	81%	87%	95%
Coffee/snack shop	9%	15%	11%	8%	11%
It's where my friends are	37%	46%	39%	32%	56%
Friendly environment	58%	59%	50%	57%	69%
Local bookstore is more suitable for...					
Access to music	45%	59%	55%	44%	36%
Find more current materials	61%	73%	71%	62%	41%
Free materials	6%	9%	8%	5%	3%
Free access to the Internet	5%	7%	9%	5%	2%
Book club/story hour	26%	33%	38%	25%	14%
Comfortable seating/meeting area	35%	43%	41%	35%	24%
Access to free entertainment	15%	28%	18%	14%	11%
Special programs	13%	25%	19%	13%	5%
Coffee/snack shop	91%	85%	89%	92%	89%
It's where my friends are	63%	54%	61%	68%	44%
Friendly environment	42%	41%	50%	43%	31%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1230.

Suitability of the Library and the Bookstore for Specific Activities— by College Students across all Regions

Comparing the library to your local bookstore, which do you feel provides a more suitable environment for activities/materials in regard to the following?

	Total Respondents	College students
Library is more suitable for...		
Free access to the Internet	95%	94%
Free materials	95%	93%
Special programs	89%	78%
Access to free entertainment	86%	85%
Book club/story hour	77%	58%
Comfortable seating/meeting area	71%	65%
Friendly environment	64%	62%
Access to music	62%	56%
Find more current materials	43%	34%
It's where my friends are	40%	45%
Coffee/snack shop	17%	14%
Local bookstore is more suitable for...		
Coffee/snack shop	83%	86%
It's where my friends are	60%	55%
Find more current materials	57%	66%
Access to music	38%	44%
Friendly environment	36%	38%
Comfortable seating/meeting area	29%	35%
Book club/story hour	23%	42%
Access to free entertainment	14%	15%
Special programs	11%	22%
Free materials	5%	7%
Free access to the Internet	5%	6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1230.

Suitability of the Library and the Bookstore for Specific Activities— by Library Card Holders across all Regions

Comparing the library to your local bookstore, which do you feel provides a more suitable environment for activities/materials in regard to the following?

	Total Respondents	Library Card Holders	Non-Card Holders
Library is more suitable for...			
Free materials	95%	96%	94%
Free access to the Internet	95%	96%	94%
Special programs	89%	89%	88%
Access to free entertainment	86%	87%	83%
Book club/story hour	77%	78%	74%
Comfortable seating/meeting area	71%	72%	69%
Friendly environment	64%	67%	54%
Access to music	62%	63%	59%
It's where my friends are	43%	45%	39%
Find more current materials	40%	41%	40%
Coffee/snack shop	17%	15%	22%
Local bookstore more suitable for...			
Coffee/snack shop	83%	85%	78%
Find more current materials	60%	59%	60%
It's where my friends are	57%	55%	61%
Access to music	38%	37%	41%
Friendly environment	36%	33%	46%
Comfortable seating/meeting area	29%	28%	31%
Book club/story hour	23%	22%	26%
Access to free entertainment	14%	13%	17%
Special programs	11%	11%	12%
Free materials	5%	4%	6%
Free access to the Internet	5%	4%	6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1230.

Part 2.6

Satisfaction with the Information Provided by Librarian and Search Engine— by Region of Respondent

Based on the most recent search you conducted through
(librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	53%	54%
Satisfied	35%	35%
Neither satisfied nor dissatisfied	9%	5%
Dissatisfied	3%	4%
Very dissatisfied	0%	2%
Australia/Singapore/India		
Very satisfied	50%	51%
Satisfied	39%	39%
Neither satisfied nor dissatisfied	7%	5%
Dissatisfied	4%	4%
Very dissatisfied	0%	2%
Canada		
Very satisfied	56%	46%
Satisfied	34%	41%
Neither satisfied nor dissatisfied	7%	4%
Dissatisfied	4%	5%
Very dissatisfied	0%	4%
United Kingdom		
Very satisfied	46%	52%
Satisfied	35%	38%
Neither satisfied nor dissatisfied	9%	5%
Dissatisfied	9%	4%
Very dissatisfied	1%	1%
United States		
Very satisfied	54%	57%
Satisfied	34%	31%
Neither satisfied nor dissatisfied	11%	6%
Dissatisfied	1%	3%
Very dissatisfied	0%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Information Provided by Librarian and Search Engine— by Age of U.S. Respondent

Based on the most recent search you conducted through
(librarian/search engine), how satisfied were you with...?

Total U.S. Respondents	Librarian	Search Engine
Very satisfied	54%	57%
Satisfied	34%	31%
Neither satisfied nor dissatisfied	11%	6%
Dissatisfied	1%	3%
Very dissatisfied	0%	2%
U.S. 14-17		
Very satisfied	40%	60%
Satisfied	37%	32%
Neither satisfied nor dissatisfied	16%	3%
Dissatisfied	6%	4%
Very dissatisfied	1%	1%
U.S. 18-24		
Very satisfied	36%	63%
Satisfied	49%	28%
Neither satisfied nor dissatisfied	15%	5%
Dissatisfied	1%	2%
Very dissatisfied	0%	3%
U.S. 25-64		
Very satisfied	57%	57%
Satisfied	33%	32%
Neither satisfied nor dissatisfied	10%	7%
Dissatisfied	0%	3%
Very dissatisfied	0%	1%
U.S. 65+		
Very satisfied	62%	53%
Satisfied	27%	32%
Neither satisfied nor dissatisfied	9%	5%
Dissatisfied	2%	5%
Very dissatisfied	0%	5%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Information Provided by Librarian and Search Engine— by College Students Across all Regions

Based on the most recent search you conducted through
(librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	53%	54%
Satisfied	35%	35%
Neither satisfied nor dissatisfied	9%	5%
Dissatisfied	3%	4%
Very dissatisfied	0%	2%
College Students		
Very satisfied	45%	60%
Satisfied	43%	30%
Neither satisfied nor dissatisfied	6%	8%
Dissatisfied	6%	1%
Very dissatisfied	0%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Information Provided by Librarian and Search Engine—by Library Card Holders across all Regions

Based on the most recent search you conducted through
(librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	53%	54%
Satisfied	35%	35%
Neither satisfied nor dissatisfied	9%	5%
Dissatisfied	3%	4%
Very dissatisfied	0%	2%
Library Card Holders		
Very satisfied	57%	55%
Satisfied	34%	34%
Neither satisfied nor dissatisfied	6%	6%
Dissatisfied	3%	4%
Very dissatisfied	0%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Quantity of Information provided by the Librarian and the Search Engine—by Region of Respondent

Based on the most recent search you conducted through
(librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	50%	58%
Satisfied	34%	31%
Neither satisfied nor dissatisfied	13%	6%
Dissatisfied	3%	3%
Very dissatisfied	0%	2%
Australia/Singapore/India		
Very satisfied	45%	56%
Satisfied	43%	31%
Neither satisfied nor dissatisfied	6%	7%
Dissatisfied	5%	3%
Very dissatisfied	0%	2%
Canada		
Very satisfied	56%	52%
Satisfied	33%	38%
Neither satisfied nor dissatisfied	8%	3%
Dissatisfied	3%	4%
Very dissatisfied	0%	4%
United Kingdom		
Very satisfied	45%	61%
Satisfied	27%	31%
Neither satisfied nor dissatisfied	18%	5%
Dissatisfied	9%	3%
Very dissatisfied	1%	1%
United States		
Very satisfied	51%	60%
Satisfied	32%	29%
Neither satisfied nor dissatisfied	15%	7%
Dissatisfied	2%	3%
Very dissatisfied	0%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Quantity of Information provided by the Librarian and the Search Engine—by Age of U.S. Respondent

Based on the most recent search you conducted through (librarian/search engine), how satisfied were you with...?

Total U.S. Respondents	Librarian	Search Engine
Very satisfied	51%	60%
Satisfied	32%	29%
Neither satisfied nor dissatisfied	15%	7%
Dissatisfied	2%	3%
Very dissatisfied	0%	2%
U.S. 14-17		
Very satisfied	32%	65%
Satisfied	47%	25%
Neither satisfied nor dissatisfied	18%	6%
Dissatisfied	1%	2%
Very dissatisfied	2%	2%
U.S. 18-24		
Very satisfied	33%	65%
Satisfied	48%	23%
Neither satisfied nor dissatisfied	17%	8%
Dissatisfied	1%	2%
Very dissatisfied	0%	3%
U.S. 25-64		
Very satisfied	55%	60%
Satisfied	28%	30%
Neither satisfied nor dissatisfied	15%	6%
Dissatisfied	3%	3%
Very dissatisfied	0%	1%
U.S. 65+		
Very satisfied	59%	48%
Satisfied	27%	34%
Neither satisfied nor dissatisfied	10%	7%
Dissatisfied	2%	6%
Very dissatisfied	2%	5%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Quantity of Information provided by the Librarian and the Search Engine—by College Students across all Regions

Based on the most recent search you conducted through (librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	50%	58%
Satisfied	34%	31%
Neither satisfied nor dissatisfied	13%	6%
Dissatisfied	3%	3%
Very dissatisfied	0%	2%
College Students		
Very satisfied	44%	65%
Satisfied	43%	26%
Neither satisfied nor dissatisfied	9%	7%
Dissatisfied	3%	1%
Very dissatisfied	1%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Quantity of Information provided by the Librarian and the Search Engine—by Library Card Holders across all Regions

Based on the most recent search you conducted through (librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	50%	58%
Satisfied	34%	31%
Neither satisfied nor dissatisfied	13%	6%
Dissatisfied	3%	3%
Very dissatisfied	0%	2%
Library Card Holders		
Very satisfied	54%	59%
Satisfied	31%	30%
Neither satisfied nor dissatisfied	10%	6%
Dissatisfied	4%	4%
Very dissatisfied	1%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Speed of Conducting the Search by the Librarian and the Search Engine—by Region of Respondent

Based on the most recent search you conducted through
(librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	41%	72%
Satisfied	40%	20%
Neither satisfied nor dissatisfied	15%	5%
Dissatisfied	4%	2%
Very dissatisfied	0%	2%
Australia/Singapore/India		
Very satisfied	40%	68%
Satisfied	40%	23%
Neither satisfied nor dissatisfied	13%	5%
Dissatisfied	6%	2%
Very dissatisfied	0%	2%
Canada		
Very satisfied	41%	72%
Satisfied	46%	20%
Neither satisfied nor dissatisfied	9%	3%
Dissatisfied	3%	1%
Very dissatisfied	1%	4%
United Kingdom		
Very satisfied	38%	68%
Satisfied	32%	26%
Neither satisfied nor dissatisfied	17%	4%
Dissatisfied	12%	1%
Very dissatisfied	2%	2%
United States		
Very satisfied	42%	74%
Satisfied	39%	17%
Neither satisfied nor dissatisfied	17%	6%
Dissatisfied	2%	2%
Very dissatisfied	0%	1%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

***Satisfaction with the Speed of Conducting the Search by the Librarian
and the Search Engine—by Age of U.S. Respondent***

Based on the most recent search you conducted through
(librarian/search engine), how satisfied were you with...?

Total U.S. Respondents	Librarian	Search Engine
Very satisfied	42%	74%
Satisfied	39%	17%
Neither satisfied nor dissatisfied	17%	6%
Dissatisfied	2%	2%
Very dissatisfied	0%	1%
U.S. 14-17		
Very satisfied	26%	77%
Satisfied	36%	16%
Neither satisfied nor dissatisfied	30%	4%
Dissatisfied	6%	2%
Very dissatisfied	2%	2%
U.S. 18-24		
Very satisfied	29%	78%
Satisfied	48%	15%
Neither satisfied nor dissatisfied	16%	2%
Dissatisfied	6%	3%
Very dissatisfied	0%	3%
U.S. 25-64		
Very satisfied	44%	74%
Satisfied	39%	17%
Neither satisfied nor dissatisfied	15%	7%
Dissatisfied	1%	1%
Very dissatisfied	0%	1%
U.S. 65+		
Very satisfied	49%	64%
Satisfied	34%	22%
Neither satisfied nor dissatisfied	14%	4%
Dissatisfied	2%	6%
Very dissatisfied	1%	4%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Speed of Conducting the Search by the Librarian and the Search Engine—by College Students across all Regions

Based on the most recent search you conducted through (librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	41%	72%
Satisfied	40%	20%
Neither satisfied nor dissatisfied	15%	5%
Dissatisfied	4%	2%
Very dissatisfied	0%	2%
College Students		
Very satisfied	38%	78%
Satisfied	44%	16%
Neither satisfied nor dissatisfied	13%	3%
Dissatisfied	4%	0%
Very dissatisfied	1%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 655 and 1050.

Satisfaction with the Speed of Conducting the Search by the Librarian and the Search Engine—by Library Card Holders across all Regions

Based on the most recent search you conducted through (librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	41%	72%
Satisfied	40%	20%
Neither satisfied nor dissatisfied	15%	5%
Dissatisfied	4%	2%
Very dissatisfied	0%	2%
Library Card Holders		
Very satisfied	45%	72%
Satisfied	38%	19%
Neither satisfied nor dissatisfied	13%	5%
Dissatisfied	4%	2%
Very dissatisfied	1%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Overall Experience of the Search by the Librarian and the Search Engine—by Region of Respondent

Based on the most recent search you conducted through
(librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	48%	60%
Satisfied	36%	30%
Neither satisfied nor dissatisfied	11%	7%
Dissatisfied	4%	1%
Very dissatisfied	1%	2%
Australia/Singapore/India		
Very satisfied	48%	58%
Satisfied	39%	32%
Neither satisfied nor dissatisfied	9%	6%
Dissatisfied	2%	2%
Very dissatisfied	2%	2%
Canada		
Very satisfied	53%	58%
Satisfied	35%	29%
Neither satisfied nor dissatisfied	9%	8%
Dissatisfied	2%	1%
Very dissatisfied	1%	4%
United Kingdom		
Very satisfied	44%	57%
Satisfied	32%	31%
Neither satisfied nor dissatisfied	14%	9%
Dissatisfied	8%	3%
Very dissatisfied	2%	1%
United States		
Very satisfied	48%	62%
Satisfied	36%	29%
Neither satisfied nor dissatisfied	12%	6%
Dissatisfied	4%	1%
Very dissatisfied	0%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Overall Experience of the Search by the Librarian and the Search Engine—by Age of U.S. Respondent

Based on the most recent search you conducted through (librarian/search engine), how satisfied were you with...?

Total U.S. Respondents	Librarian	Search Engine
Very satisfied	48%	62%
Satisfied	36%	29%
Neither satisfied nor dissatisfied	12%	6%
Dissatisfied	4%	1%
Very dissatisfied	0%	2%
U.S. 14-17		
Very satisfied	33%	67%
Satisfied	41%	27%
Neither satisfied nor dissatisfied	21%	4%
Dissatisfied	4%	1%
Very dissatisfied	1%	1%
U.S. 18-24		
Very satisfied	31%	70%
Satisfied	50%	23%
Neither satisfied nor dissatisfied	14%	3%
Dissatisfied	5%	1%
Very dissatisfied	0%	2%
U.S. 25-64		
Very satisfied	51%	62%
Satisfied	33%	29%
Neither satisfied nor dissatisfied	12%	7%
Dissatisfied	3%	1%
Very dissatisfied	0%	1%
U.S. 65+		
Very satisfied	59%	53%
Satisfied	33%	32%
Neither satisfied nor dissatisfied	3%	5%
Dissatisfied	4%	3%
Very dissatisfied	0%	7%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Overall Experience of the Search by the Librarian and the Search Engine—by College Students across all Regions

Based on the most recent search you conducted through (librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	48%	60%
Satisfied	36%	30%
Neither satisfied nor dissatisfied	11%	7%
Dissatisfied	4%	1%
Very dissatisfied	1%	2%
College Students		
Very satisfied	40%	64%
Satisfied	44%	29%
Neither satisfied nor dissatisfied	10%	5%
Dissatisfied	4%	0%
Very dissatisfied	2%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Satisfaction with the Overall Experience of the Search by the Librarian and the Search Engine—by Library Card Holders across all Regions

Based on the most recent search you conducted through (librarian/search engine), how satisfied were you with...?

Total Respondents	Librarian	Search Engine
Very satisfied	48%	60%
Satisfied	36%	30%
Neither satisfied nor dissatisfied	11%	7%
Dissatisfied	4%	1%
Very dissatisfied	1%	2%
Library Card Holders		
Very satisfied	52%	61%
Satisfied	34%	29%
Neither satisfied nor dissatisfied	9%	6%
Dissatisfied	4%	2%
Very dissatisfied	1%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, questions 655 and 1050.

Part 3.6

Positive and Negative Associations of Libraries

Please list two positive and two negative associations with the library.

Positive Associations		Negative Associations	
Products and Offerings			
Books (4.8%) <ul style="list-style-type: none"> ▪ Free (4.4%) ▪ Many (3.5%) ▪ Variety (2.8%) ▪ Borrow (1.3%) ▪ Good (0.4%) ▪ Available (0.2%) ▪ Access (0.2%) ▪ Browse (0.1%) ▪ Current (0.1%) 	18%	Books (0.4%) <ul style="list-style-type: none"> ▪ Not available/wait (3.7%) ▪ Not current (1.5%) ▪ Difficult to access (1.3%) ▪ Limited variety (1.3%) ▪ Not what's needed (1.1%) ▪ Not taken care of/dirty (0.7%) ▪ Return to library (0.7%) ▪ Too many (0.3%) ▪ Carry/heavy (0.2%) 	12.8%
Information (6.7%) <ul style="list-style-type: none"> ▪ Lots (4.4%) ▪ Free (0.9%) ▪ Variety (0.6%) ▪ Reliable (0.5%) ▪ Trust (0.4%) ▪ Access (0.2%) ▪ Current (0.2%) ▪ Accurate (0.2%) ▪ Available (0.2%) ▪ Comprehensive (0.1%) 	14.3%	Information <ul style="list-style-type: none"> ▪ Hard to access/find/use (3.7%) ▪ Not current (0.9%) ▪ Not available/wait (0.7%) ▪ Not what's needed (0.7%) ▪ Limited variety (0.5%) ▪ Too much information (0.3%) 	6.8%
Materials (0.2%) <ul style="list-style-type: none"> ▪ Variety (7.8%) ▪ Lots (0.5%) ▪ Free (0.4%) ▪ Available (0.2%) ▪ Borrow (0.1%) 	9.2%	Materials <ul style="list-style-type: none"> ▪ Limited variety (2.0%) ▪ Not available/wait (2.8%) ▪ Hard to access/find/use (1.8%) ▪ Not current (1.3%) ▪ Not what's needed (1.0%) ▪ Not taken care of/dirty (0.7%) ▪ Not able to check out (0.1%) 	9.8%
Computer <ul style="list-style-type: none"> ▪ Access to computer (1.8%) ▪ Internet access (1.4%) 	3.2%	Computer (0.2%) <ul style="list-style-type: none"> ▪ Not available (1.7%) ▪ Internet filter (0.3%) ▪ Outdated (0.2%) 	2.4%
Easy to access/find <ul style="list-style-type: none"> ▪ Easy access (2.8%) ▪ Easy to find (0.5%) 	3.3%	Time-consuming	2.9%
Resources (1.7%) <ul style="list-style-type: none"> ▪ Many (1.2%) ▪ Variety (0.2%) ▪ Free (0.1%) 	3.2%		
Free <ul style="list-style-type: none"> ▪ Free (4.9%) ▪ Free access (3.2%) 	8.1%		

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 812 a and b.

Positive Associations (continued)		Negative Associations (continued)	
Customer/user Service			
Service (0.4%) Meets needs (0.9%) <ul style="list-style-type: none"> ▪ Online catalog (0.7%) ▪ Public (0.6%) ▪ Interlibrary loan (0.4%) ▪ Organize (0.4%) ▪ Browse (0.4%) ▪ Hours (0.1%) ▪ Search (0.1%) ▪ Self service (0.1%) ▪ Cooperative (0.1%) ▪ Borrow (0.1%) 	4.5%	Service <ul style="list-style-type: none"> ▪ Limited/poor hours (7.9%) ▪ Fees (6.0%) ▪ Return date (4.8%) ▪ Online catalog (0.9%) ▪ Rules (0.9%) ▪ Library card/membership (0.8%) ▪ Waiting (0.7%) ▪ Not private (0.4%) ▪ Bad service (0.1%) ▪ Limitations on check outs (0.1%) 	23.2%
Staff			
Staff (0.2%) <ul style="list-style-type: none"> ▪ Helpful (7.3%) ▪ Friendly (1.6%) ▪ Knowledgeable (0.9%) ▪ Available (0.2%) 	10.2%	Staff (0.7%) <ul style="list-style-type: none"> ▪ Unfriendly (2.5%) ▪ Not available (0.5%) ▪ Not knowledgeable (0.5%) ▪ Not helpful (0.4%) 	4.4%
Facility/Environment			
Environment (1.4%) <ul style="list-style-type: none"> ▪ Quiet (7.9%) ▪ Friendly (0.3%) ▪ Comfortable (0.2%) ▪ Work (0.2%) 	10.0%	Environment (2.0%) <ul style="list-style-type: none"> ▪ Too quiet (3.2%) ▪ Too noisy (2.0%) ▪ Too crowded (1.2%) ▪ Limited parking (1.0%) ▪ Too small (0.5%) ▪ Confusing layout (0.4%) ▪ Dirty (0.4%) ▪ Homeless people (0.4%) ▪ Not safe (0.2%) 	11.3%
		Travel there	7.6%
		Not convenient (3.5%) <ul style="list-style-type: none"> ▪ Inconvenient location (1.5%) 	5.0%
		Dull	2.2%
Miscellaneous			
Education	2.7%		
Research	2.2%		

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 812 a and b.

Positive Associations with the Library—by College Students across all Regions

Please list two positive associations with the library.

	Total Respondents	College Students
Products and Offerings		
Books	18%	18%
Information	14%	16%
Materials	9%	8%
Free	8%	8%
Computers	3%	3%
Resources	3%	5%
Easy	3%	3%
Staff		
Staff	10%	9%
Facility/Environment		
Environment	10%	13%
Customer/User Service		
Service	4%	4%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 812a.

Positive Associations with the Library—by Library Card Holders across all Regions

Please list two positive associations with the library.

	Total Respondents	Library Card Holders	Non-Card Holders
Products and Offerings			
Books	18%	18%	16%
Information	14%	13%	17%
Materials	9%	10%	8%
Free	8%	8%	7%
Computers	3%	3%	3%
Resources	3%	3%	3%
Easy	3%	3%	3%
Staff			
Staff	10%	11%	8%
Facility/Environment			
Environment	10%	10%	9%
Customer/User Service			
Service	4%	5%	4%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 812a.

Negative Associations with the Library—by College Students across all Regions

Please list two negative associations with the library.

	Total Respondents	College Students
Products and Offerings		
Books	13%	13%
Materials	10%	12%
Information	7%	7%
Time-consuming	3%	4%
Computers	2%	3%
Facility/Environment		
Environment	11%	12%
Travel there	7%	6%
Not convenient	5%	2%
Dull	2%	4%
Customer/User Service		
Service	23%	23%
Staff		
Staff	4%	6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 812b.

Negative Associations with the Library—by Library Card Holders across all Regions

Please list two negative associations with the library.

	Total Respondents	Library Card Holders	Non-Card Holders
Products and Offerings			
Books	13%	14%	10%
Materials	10%	10%	16%
Information	7%	6%	7%
Time-consuming	3%	3%	4%
Computers	2%	3%	4%
Facility/Environment			
Environment	11%	12%	13%
Travel there	7%	7%	10%
Not convenient	5%	4%	3%
Dull	2%	2%	3%
Customer/User Service			
Service	23%	24%	25%
Staff			
Staff	4%	5%	1%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 812b.

Part 3.7

**Decreased Activities Due to Internet Use—
by Region of Respondent**

What activities do you engage in less often since you began using the Internet?

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Watch television	39%	41%	45%	38%	37%
Use the library	33%	38%	34%	33%	32%
Read books	26%	30%	25%	24%	25%
Read the newspaper	26%	34%	30%	26%	22%
Read magazines	25%	29%	26%	27%	23%
Go to the mall/physical store	23%	19%	18%	17%	27%
I don't use any sources less often than before I began using the Internet	23%	18%	23%	27%	23%
Purchase music	21%	26%	22%	18%	20%
Listen to the radio	21%	29%	20%	24%	19%
Fax documents	20%	33%	24%	23%	15%
Visit with friends/family in person	14%	14%	16%	10%	14%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 415.

**Decreased Activities Due to Internet Use—
by Age of U.S. Respondent**

What activities do you engage in less often since you began using the Internet?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Watch television	37%	34%	31%	41%	28%
Use the library	32%	42%	43%	31%	26%
Read books	25%	32%	23%	26%	21%
Read the newspaper	22%	23%	25%	22%	17%
Read magazines	23%	17%	17%	24%	28%
Go to the mall/physical store	27%	12%	26%	29%	28%
I don't use any sources less often than before I began using the Internet	23%	17%	23%	22%	32%
Purchase music	20%	24%	26%	18%	20%
Listen to the radio	19%	27%	22%	16%	25%
Fax documents	15%	13%	12%	16%	14%
Visit with friends/family in person	14%	17%	14%	12%	21%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 415.

Decreased Activities Due to Internet Use—by College Students across all Regions

What activities do you engage in less often since you began using the Internet?

	Total Respondents	College students
Watch television	39%	40%
Use the library	33%	39%
Read books	26%	26%
Read the newspaper	26%	24%
Read magazines	25%	25%
Go to the mall/physical store	23%	21%
I don't use any sources less often than before I began using the Internet	23%	17%
Purchase music	21%	25%
Listen to the radio	21%	19%
Fax documents	20%	20%
Visit with friends/family in person	14%	14%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 415.

Decreased Activities Due to the Internet— by Library Card Holders across all Regions

What activities do you engage in less often since you began using the Internet?

	Total Respondents	Library Card Holders	Non-Card Holders
Watch television	39%	40%	38%
Use the library	33%	33%	36%
Go to the mall/physical store	23%	24%	21%
Read books	26%	25%	29%
Read magazines	25%	25%	24%
I don't use any sources less often than before I began using the Internet	23%	22%	25%
Read the newspaper	26%	26%	25%
Purchase music	21%	22%	18%
Listen to the radio	21%	21%	22%
Fax documents	20%	21%	20%
Visit with friends/family in person	14%	14%	13%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 415.

Part 3.8

First (Top-of-mind) Association with the Library— by Region of Respondent

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Books	69%	66%	68%	72%	69%
Information	12%	18%	14%	6%	10%
Research	5%	4%	4%	2%	6%
Building (Environment)	9%	7%	9%	11%	9%
Materials	5%	3%	4%	4%	5%
Reference	3%	4%	3%	2%	3%
Entertainment	2%	2%	2%	2%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 807.

First (Top-of-mind) Association with the Library— by Age of U.S. Respondent

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Books	69%	76%	71%	75%	50%
Information	10%	6%	8%	16%	14%
Research	6%	6%	5%	6%	1%
Building (Environment)	9%	8%	14%	11%	5%
Materials	5%	2%	3%	6%	8%
Reference	3%	1%	1%	18%	4%
Entertainment	2%	1%	2%	2%	4%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 807.

**First (Top-of-mind) Association with the Library—
by College Students across all Regions**

	Total Respondents	College Students
Books	69%	69%
Information	12%	8%
Building (Environment)	9%	13%
Research	5%	6%
Materials	5%	3%
Reference	3%	1%
Entertainment	2%	3%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 807.

**First (Top-of-mind) Association with the Library—
by Library Card Holders across all Regions**

	Total Respondents	Card Holders	Non-Card Holders
Books	69%	70%	63%
Information	12%	11%	14%
Building (Environment)	9%	8%	11%
Research	5%	5%	4%
Materials	5%	5%	2%
Reference	3%	3%	1%
Entertainment	2%	3%	6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 807.

Part 3.9

Main Purpose of the Library— by Region of Respondent

	Total Respondents	Australia Singapore India	Canada	United Kingdom	United States
Information	53%	52%	60%	47%	52%
Books	31%	24%	27%	42%	32%
Research	14%	12%	14%	6%	16%
Materials	11%	12%	13%	11%	10%
Entertainment	10%	8%	12%	9%	11%
Reading	6%	5%	7%	7%	6%
Building (Environment)	4%	3%	3%	2%	4%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 810.

Main Purpose of the Library— by Age of U.S. Respondent

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Information	52%	45%	49%	56%	62%
Books	32%	40%	32%	26%	27%
Research	16%	17%	20%	15%	13%
Entertainment	11%	11%	8%	10%	14%
Materials	10%	8%	9%	12%	13%
Reading	6%	7%	5%	7%	5%
Building (Environment)	4%	5%	7%	3%	2%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 810.

**Main Purpose of the Library—
by College Students across all Regions**

	Total Respondents	College Students
Information	53%	49%
Books	31%	33%
Research	14%	20%
Entertainment	10%	12%
Materials	11%	10%
Reading	6%	6%
Building (Environment)	4%	6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 810.

**Main Purpose of the Library—
by Library Card Holders across all Regions**

	Total Respondents	Card Holders	Non-Card Holders
Information	53%	53%	51%
Books	31%	34%	29%
Research	14%	13%	17%
Entertainment	10%	11%	9%
Materials	11%	12%	8%
Reading	6%	6%	8%
Building (Environment)	4%	4%	3%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 810.

Part 4.3

Advice for the Library—by Region of Respondent

If you could provide one piece of advice to your library, what would it be?

	Total	Australia Singapore India	Canada	United Kingdom	United States
Products and Offerings					
Add to Collection	13.4%	14.5%	13.9%	7.7%	14.1%
Add - books	8.1%	9.0%	7.4%	7.2%	8.1%
Add - materials	3.7%	3.9%	4.6%	0.3%	4.2%
Add - resources	0.3%	0.4%	0.0%	0.0%	0.4%
Add - information	0.2%	0.4%	0.2%	0.0%	0.2%
Add - more copies of books	0.9%	0.8%	1.4%	0.3%	0.9%
Add - more copies of materials	0.2%	0.0%	0.2%	0.0%	0.3%
Computers	4.9%	4.9%	2.8%	3.4%	5.7%
Add - computers	3.2%	0.6%	0.3%	0.3%	1.9%
Update - computers	1.7%	0.2%	0.1%	0.1%	1.3%
Update Collection	7.3%	8.6%	11.1%	5.7%	6.4%
Update	0.8%	1.0%	1.4%	1.1%	0.5%
Update - books	3.9%	3.7%	6.2%	3.7%	3.4%
Update - materials	1.8%	2.7%	2.5%	0.0%	1.8%
Update - information	0.5%	1.2%	0.5%	0.6%	0.4%
Update - resources	0.3%	0.0%	0.1%	0.0%	0.2%
OPAC	0.7%	1.0%	0.5%	0.6%	0.7%
OPAC	0.1%	0.0%	0.0%	0.0%	0.1%
OPAC - searching	0.6%	1.0%	0.5%	0.6%	0.6%
Customer/User Service					
Access	3.5%	4.3%	3.7%	3.4%	3.2%
Access	0.5%	1.0%	0.7%	0.6%	0.4%
Access - disability	0.2%	0.2%	0.2%	0.3%	0.2%
Access - easier	0.7%	0.0%	0.9%	0.3%	1.0%
Access - online	1.8%	2.0%	1.8%	2.0%	1.6%
Access - remote	0.3%	1.0%	0.0%	0.3%	0.1%
Service	16.1%	12.9%	19.9%	17.8%	15.7%
Service	0.2%	0.2%	0.0%	0.0%	0.2%
Service - check	0.3%	0.8%	0.0%	0.0%	0.4%
Service - classes	0.4%	0.2%	0.5%	0.3%	0.4%
Service - close library	0.2%	0.2%	0.0%	0.0%	0.2%
Service - don't close	0.3%	0.0%	0.5%	0.3%	0.3%
Service - extend hours	9.0%	6.5%	14.1%	12.0%	7.7%
Service - free internet	0.3%	0.6%	0.5%	0.3%	0.2%
Service - ILL	0.1%	0.2%	0.2%	0.0%	0.1%
Service - longer lending	0.9%	0.8%	0.9%	2.3%	0.6%
Service - more activities	1.3%	1.4%	0.9%	0.9%	1.5%
Service - no copy fee	0.4%	0.0%	0.0%	0.6%	0.5%
Service - no fees	0.4%	0.2%	0.7%	0.0%	0.4%

Source: *Perceptions of Libraries and Information Sources*, OCLC, 2005, question 1240.

Advice for the Library—by Region of Respondent (continued)

If you could provide one piece of advice to your library, what would it be?

	Total	Australia Singapore India	Canada	United Kingdom	United States
Customer/User Service (continued)					
Service - no fines	0.6%	0.6%	0.2%	0.3%	0.8%
Service - no more buildings	0.0%	0.0%	0.0%	0.0%	0.1%
Service - renew	0.5%	0.4%	0.0%	0.0%	0.8%
Service - reserve online	0.2%	0.0%	0.2%	0.3%	0.2%
Service - return books	0.3%	0.2%	0.2%	0.6%	0.2%
Service - rules	0.6%	0.4%	0.7%	0.0%	0.8%
Service - shelving	0.1%	0.0%	0.0%	0.0%	0.2%
Service - support	0.0%	0.0%	0.2%	0.0%	0.0%
Service - train staff	0.0%	0.0%	0.0%	0.0%	0.1%
Promote	5.6%	6.3%	5.1%	8.6%	4.8%
Promote	2.5%	3.1%	1.8%	3.4%	2.2%
Promote - activities	0.2%	0.2%	0.5%	0.6%	0.1%
Promote - fun	1.4%	2.0%	0.5%	2.0%	1.4%
Promote - hours	0.2%	0.2%	0.2%	0.6%	0.2%
Promote - materials	0.2%	0.2%	0.0%	0.0%	0.4%
Promote - resources	0.5%	0.2%	1.4%	0.6%	0.3%
Promote - services	0.5%	0.4%	0.7%	1.4%	0.2%
Facility/Environment					
Environment	18.9%	21.4%	15.0%	31.8%	16.5%
Environment	2.0%	0.6%	1.2%	3.2%	2.4%
Environment - café	1.4%	1.8%	1.2%	4.9%	0.7%
Environment - clean	0.4%	0.6%	0.2%	0.6%	0.3%
Environment - expand	2.2%	2.2%	1.2%	1.7%	2.6%
Environment - inviting	2.0%	2.0%	1.4%	4.9%	1.5%
Environment - light	0.7%	1.0%	0.9%	0.6%	0.5%
Environment - location	0.3%	0.4%	0.5%	0.3%	0.2%
Environment - maps	0.1%	0.0%	0.0%	0.0%	0.2%
Environment - more quiet	1.3%	2.0%	0.9%	1.4%	1.1%
Environment - organization	0.9%	0.2%	1.2%	1.1%	1.0%
Environment - parking	0.8%	1.0%	0.7%	1.7%	0.6%
Environment - seating	2.9%	5.1%	3.2%	2.9%	2.1%
Environment - shelving	0.9%	1.0%	0.5%	2.6%	0.6%
Environment - signage	0.4%	0.4%	0.5%	0.3%	0.5%
Environment - social rooms	0.3%	0.2%	0.0%	0.3%	0.4%
Environment - study areas	0.3%	0.4%	0.5%	0.3%	0.2%
Environment - temperature	0.2%	0.2%	0.0%	0.3%	0.2%
Environment - update	1.8%	2.0%	1.2%	4.9%	1.3%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1240.

Advice for the Library—by Region of Respondent (continued)

If you could provide one piece of advice to your library, what would it be?

	Total	Australia Singapore India	Canada	United Kingdom	United States
Staff					
Staff	6.4%	7.3%	4.6%	5.2%	6.8%
Staff	0.1%	0.8%	0.0%	0.0%	0.0%
Staff - more friendly	4.5%	4.7%	2.5%	4.6%	5.0%
Staff - more helpful	0.3%	0.4%	0.0%	0.3%	0.3%
Staff - more knowledgeable	0.2%	0.2%	0.2%	0.0%	0.2%
Staff - need more	1.2%	1.2%	1.8%	0.3%	1.2%
Staff - need new	0.1%	0.0%	0.0%	0.0%	0.1%
Satisfaction					
Satisfied as is	6.1%	4.7%	6.0%	2.9%	7.3%
Miscellaneous					
Testimonials	0.9%	1.0%	1.4%	0.9%	0.8%
Nothing	10.2%	7.3%	8.8%	7.2%	12.1%
Other	3.3%	3.5%	4.2%	2.3%	3.2%
Don't know	3.4%	2.4%	4.4%	4.3%	3.2%
Funding	0.8%	1.2%	0.7%	0.3%	0.8%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1240.

Advice for the Library—by Age of U.S. Respondent

If you could provide one piece of advice to your library, what would it be?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Products and Offerings					
Add to Collection	14.1%	19.8%	12.4%	12.0%	10.2%
Add - books	8.1%	13.2%	7.7%	5.1%	4.0%
Add - materials	4.2%	5.0%	2.4%	5.1%	4.8%
Add - resources	0.4%	0.5%	0.5%	0.2%	0.0%
Add - information	0.2%	0.4%	0.3%	0.0%	0.0%
Add - more copies of books	0.9%	0.5%	1.6%	0.7%	1.1%
Add - more copies of materials	0.3%	0.2%	0.0%	0.7%	0.3%
Computers	5.7%	6.5%	8.4%	5.1%	2.0%
Add - computers	1.9%	2.9%	7.1%	2.7%	0.8%
Update - computers	1.3%	3.6%	1.3%	2.4%	2.0%
Update Collection	6.4%	7.6%	7.9%	5.1%	4.0%
Update	0.5%	0.5%	0.8%	0.7%	0.0%
Update - books	3.4%	4.1%	3.7%	2.2%	2.8%
Update - materials	1.8%	2.3%	2.4%	1.5%	0.6%
Update - information	0.4%	0.2%	0.8%	0.2%	0.3%
Update - resources	0.2%	0.4%	0.3%	0.5%	0.3%
OPAC	0.7%	0.7%	0.8%	1.0%	0.3%
OPAC	0.1%	0.0%	0.0%	0.5%	0.0%
OPAC - searching	0.6%	0.7%	0.8%	0.5%	0.3%
Customer/User Service					
Access	3.2%	2.3%	4.5%	2.2%	4.5%
Access	0.4%	0.2%	0.5%	0.5%	0.3%
Access - disability	0.2%	0.0%	0.0%	0.2%	0.6%
Access - easier	1.0%	1.4%	0.5%	0.2%	1.7%
Access - online	1.6%	0.7%	3.2%	1.0%	2.0%
Access - remote	0.1%	0.0%	0.3%	0.2%	0.0%
Service	15.7%	12.6%	9.2%	23.0%	17.6%
Service	0.2%	0.2%	0.0%	0.0%	0.3%
Service - check	0.4%	0.2%	0.3%	0.2%	0.6%
Service - classes	0.4%	0.0%	0.3%	0.7%	0.8%
Service - close library	0.2%	0.4%	0.0%	0.2%	0.3%
Service - don't close	0.3%	0.2%	0.3%	0.2%	0.6%
Service - extend hours	7.7%	3.4%	3.7%	15.4%	9.6%
Service - free internet	0.2%	0.4%	0.0%	0.2%	0.0%
Service - ILL	0.1%	0.0%	0.3%	0.0%	0.3%
Service - longer lending	0.6%	0.9%	0.0%	1.2%	0.0%
Service - more activities	1.5%	1.4%	1.1%	2.0%	1.4%
Service - no copy fee	0.5%	0.9%	0.8%	0.0%	0.0%
Service - no fees	0.4%	0.2%	0.0%	0.5%	0.8%
Service - no fines	0.8%	1.3%	1.3%	0.2%	0.3%
Service - no more buildings	0.1%	0.0%	0.0%	0.0%	0.3%
Service - renew	0.8%	1.1%	0.5%	0.5%	0.8%
Service - reserve online	0.2%	0.0%	0.3%	0.2%	0.6%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1240.

Advice for the Library—by Age of U.S. Respondent (continued)

If you could provide one piece of advice to your library, what would it be?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Customer/User Service (continued)					
Service (continued)					
Service - return books	0.2%	0.2%	0.0%	0.7%	0.0%
Service - rules	0.8%	2.0%	0.5%	0.0%	0.3%
Service - shelving	0.2%	0.0%	0.0%	0.2%	0.6%
Service - support	0.0%	0.0%	0.0%	0.0%	0.0%
Service - train staff	0.1%	0.0%	0.0%	0.2%	0.0%
Promote	4.8%	3.4%	2.9%	6.8%	6.5%
Promote	2.2%	1.3%	0.8%	3.2%	4.2%
Promote - activities	0.1%	0.0%	0.0%	0.2%	0.3%
Promote - fun	1.4%	2.0%	1.6%	1.5%	0.3%
Promote - hours	0.2%	0.0%	0.3%	0.2%	0.3%
Promote - materials	0.4%	0.2%	0.3%	0.2%	0.6%
Promote - resources	0.3%	0.0%	0.0%	0.5%	0.8%
Promote - services	0.2%	0.0%	0.0%	1.0%	0.0%
Facility/Environment					
Environment	16.5%	16.4%	20.3%	14.4%	13.0%
Environment	2.4%	2.7%	2.4%	1.7%	1.4%
Environment - café	0.7%	0.5%	0.5%	1.2%	0.6%
Environment - clean	0.3%	0.2%	0.5%	0.5%	0.0%
Environment - expand	2.6%	2.5%	1.6%	1.5%	4.5%
Environment - inviting	1.5%	1.8%	1.6%	1.5%	0.8%
Environment - light	0.5%	0.7%	1.1%	0.2%	0.0%
Environment - location	0.2%	0.0%	0.0%	0.2%	0.6%
Environment - maps	0.2%	0.4%	0.5%	0.0%	0.0%
Environment - more quiet	1.1%	0.2%	1.8%	1.0%	2.0%
Environment - organization	1.0%	0.9%	2.1%	1.0%	0.0%
Environment - parking	0.6%	0.0%	0.3%	1.0%	1.7%
Environment - seating	2.1%	2.5%	3.7%	1.5%	0.6%
Environment - shelving	0.6%	0.5%	0.5%	0.5%	0.6%
Environment - signage	0.5%	0.7%	0.5%	0.2%	0.3%
Environment - social rooms	0.4%	0.7%	0.0%	0.7%	0.0%
Environment - study areas	0.2%	0.4%	0.3%	0.2%	0.0%
Environment - temperature	0.2%	0.2%	0.5%	0.2%	0.0%
Environment - update	1.3%	1.4%	2.4%	1.2%	0.0%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1240.

Advice for the Library—by Age of U.S. Respondent (continued)

If you could provide one piece of advice to your library, what would it be?

	Total U.S. Respondents	U.S. 14-17	U.S. 18-24	U.S. 25-64	U.S. 65+
Staff					
Staff	6.8%	10.3%	8.7%	4.6%	1.4%
Staff	0.0%	0.0%	0.0%	0.0%	0.0%
Staff - more friendly	5.0%	7.7%	6.3%	3.4%	1.1%
Staff - more helpful	0.3%	0.4%	0.5%	0.0%	0.0%
Staff - more knowledgeable	0.2%	0.4%	0.3%	0.0%	0.0%
Staff - need more	1.2%	1.4%	1.6%	1.2%	0.3%
Staff - need new	0.1%	0.4%	0.0%	0.0%	0.0%
Satisfaction					
Satisfied as is	7.3%	4.0%	5.0%	8.3%	13.6%
Miscellaneous					
Nothing	12.1%	7.7%	13.7%	13.0%	16.1%
Other	3.2%	4.3%	2.4%	1.7%	4.5%
Don't know	3.2%	2.9%	4.2%	13.2%	4.0%
Funding	0.8%	0.7%	0.0%	0.7%	1.7%
Testimonials	0.8%	1.3%	1.6%	2.7%	0.8%

Source: *Perceptions of Libraries and Information Resources*, OCLC, 2005, question 1240.

