

Of existing NWLS digital services, patrons were most familiar with OverDrive/Libby.





Patrons were most interested in adding Streaming Video Services as a new digital service area.

Patrons indicated they are motivated to access digital services most often for pleasure.



***What do patrons want from their library’s digital service offerings?***

The primary goal of this survey was to assess library patrons’ motivators for accessing digital services, as well as what types of digital services they are most interested in being able to access from their library. The survey was completed by over 2,500 respondents with representation from each of the NWLS-serviced libraries.

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