

# Northern Waters Library Service (NWLS)

## Digital Services Survey

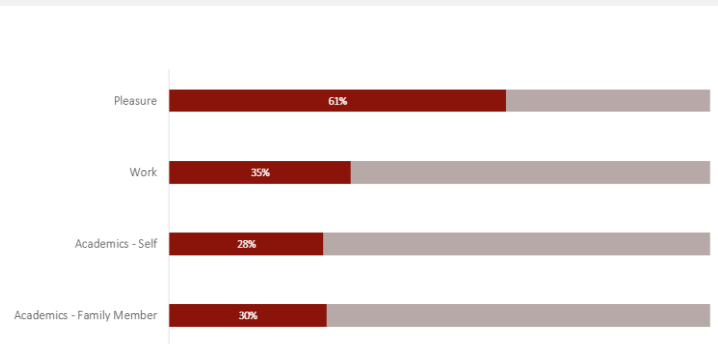


### What do patrons want from their library's digital service offerings?

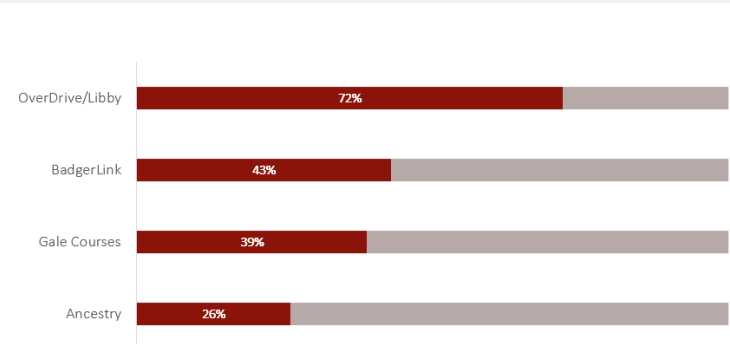
The primary goal of this survey was to assess library patrons' motivators for accessing digital services, as well as what types of digital services they are most interested in being able to access from their library. The survey was completed by over 2,500 respondents with representation from each of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



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



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



New Service Interest Area Ranking	% of People Who Selected Item as #1 Choice	Weighted Average
#1 – Streaming Video Services	37%	3.72
#2 – Always Available eBooks/Audiobooks	29%	3.45
#3 – Streaming Music Services	16%	3.09
#4 – Digital Daily Newspaper	13%	2.78
#5 – Foreign Language Instruction	7%	2.07

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