

DIRECT USER instrument

Introductory script:

Hello! My name is [name]. I'm calling about how you and your family use your public library in connection with a research study being conducted by the University of Washington. We want to know how you use your library's computers, website, databases, and Internet connections, and how this may have helped you in your life. Your responses will help us evaluate and improve library computer services all over the country.

This research is sponsored by the Institute for Museum and Library Services, which is a department of the federal government that provides services to the nation's museums and libraries. You can learn more about this project at <http://www.depts.washington.edu/imlspac>. We're not selling anything, and your number was randomly selected for participation in our survey.

This is a confidential survey. All questions are optional, so you are free not to answer any questions you do not want to answer.

PART 1: Screening questions

Q1 May I take about 15 minutes to ask you a few questions?

[If No] Q1.1 May I call you later at a more convenient time?"

[If Yes] Q1.1.1 What time would be more convenient?"

[Record day and time for follow-up]

[If No] Thank you for your time.

[End call]

[If Yes, Go to Q2]

Q2 What year were you born?

[If 14 years or older, go to Q3]

[If younger than 14 years] Q2.1 Is your mom or dad available to talk to, or maybe an older brother or sister?

[If Yes] Q2.1.1 May I please speak to him (or her)?

[If Yes, Go to Q1]

[If No] Q2.1.1.1 May I call you later at a more convenient time?"

[If Yes] Q2.1.1.1 What time would be more convenient?"

[Record day and time for follow-up]

[If No] Thank you for your time.

[End call]

- Q3 Have you used a computer in a public library in the last year?
[If Yes, Qualify as USER] Q3.1 How Often?
- a. Every day
 - b. Most days, but not every day
 - c. At least once a week
 - d. About 1-3 times a month
 - e. Less than once a month, but more than once a year
 - f. About once a year or less often
- Q3.2 Do you currently have access to computer for personal use somewhere besides a public library?
- [If Yes] Q3.2.1 Is that access at home, school, work, or someplace else?
Q3.2.1 Why do you use computers in the public library instead of your other access location(s)?
- [If No, Go to PART 2]
- [If No, Go to Q4]
- Q4 Do you currently have access to a computer for personal use?
[If Yes] Q4.1 Is that access at home, school, work, or someplace else?
[Go to Q5]
[If No, Go to Q12]
- Q5 Have you used a public library website from home, work, school, or someplace else in the last year?
[If Yes, Qualify as USER] Q5.1 How often?
- a. Every day
 - b. Most days, but not every day
 - c. At least once a week
 - d. About 1-3 times a month
 - e. Less than once a month, but more than once a year
 - f. About once a year or less often
- [Go to PART 2]
- [If No, Go to Q12]

PART 2: Users

Before beginning the next part of the survey, inform the participant of the following:

“Thank you for agreeing to participate in this survey. As a small token of our appreciation, we will be giving you a \$10 gift certificate to Amazon.com when we are finished. We very much appreciate you taking the time to help us with this important study.”

- Q6 Have you used a public library computer or a library website while traveling?
- Q7 Have you connected to the Internet using a public library’s wireless service?
- Q8 Have you accessed a public library website through a mobile device?
- Q9 Have library staff or volunteers helped you use a computer at the public library?
[If Yes] Q9.1 What type of help did you get? [open ended]
- a. Help using the computer equipment
 - b. Help finding a specific website
 - c. Help finding information on the computer
 - d. Help using word processing or spreadsheet programs like Word or Excel
 - e. Other _____
- Q10 Have you used a public library computer or website on behalf of someone else in the past year?
[If Yes] Q10.1 How many people?
Q10.2 What is your relationship to this/these people?
- a. Family member (parent/child/spouse)
 - b. Friend
 - c. Work related (boss/co-worker)
- Q10.3 How frequently do you use a public library computer or website on behalf of another person?
- a. Every day
 - b. Most days, but not every day
 - c. At least once a week
 - d. About 1-3 times a month
 - e. Less than once a month, but more than once a year
 - f. About once a year or less often

[Go to PART 3]

PART 3: Domain specific questions

The following sections should be asked in random order. When all sections have been completed, ask the Demographic questions.

*e*mployment indicator questions

[If Yes on Q10]

M1.1 Have you used a public library computer or website for yourself or someone else for employment or career purposes, such as looking for work, writing a resume, or job-training?

[If No] M1.1.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next section]

[If Yes] M1.1.2 Was it for yourself, someone else, or both?

[If for self or both] **Now thinking about your own use...**

[Go to M2]

[If for **someone else only**, go to next domain]

[If No on Q9]

M1.2 Have you used a public library computer or website for employment or career purposes, such as looking for work, writing a resume, or job-training?

[If No] M1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes, Go to M2]

Have you used a public library computer or website to...

- M2 search for job opening or career opportunity?
[If Yes] M2.1 Did you get a job interview?
[If Yes] M2.1.1 Did you get hired?
- M3 fill out a job application online?
[If Yes] M3.1 Did you get a job interview?
[If Yes] M3.1.2 Did you get hired?
- M4 create a resume?
- M5 receive training related to your job or profession?
[If Yes] M5.1 What type of training did you receive? [Open-ended]
- M6 do research or find information related to your job or profession?
[If Yes] M6.1 What type of information did you find?

[If Yes to any of the questions above]

- M7 Did any of the above activities save you time?
- M8 Did any of the above activities save you money?
- M9 Did any of the above activities reduce frustration or anxiety?

eCommerce indicator questions

[If Yes on Q10]

C1.1 Have you used a public library computer or website for yourself or someone else for financial needs or money management, such as banking, investments, or buying something?

[If No] C1.1.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes] C1.1.2 Was it for yourself, someone else, or both?

[If for self or both] **Now thinking about your own use...**

[Go to C2]

[If for **someone else only**, go to next domain]

[If No on Q10]

C1.2 Have you used a public library computer or website for financial needs or money management, such as banking, investments, or buying something?

[If No] C1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next section]

[If Yes go to C2]

Have you used a public library computer or website to...

C2 do on-line banking?

C3 look up or monitor investment information?

- C4 learn about products or services?
[If Yes] C4.1 Did this help you make a decision about whether to purchase?
[If Yes] C4.1.1 Did you buy something?
- C5 attempt to sell anything online?
[If Yes] C5.1 Were you able to sell the item?
- C6 look up your credit rating?
- C8 learn about getting out of debt?
[If Yes] C8.1 Did this help you reduce debt?
- C9 learn about mortgages or refinancing?
[If Yes] C9.1 Did this help you get a loan or refinance?

[If Yes to any of the questions above]

- C17 Did any of the above activities save you time?
- C18 Did any of the above activities save you money?
- C19 Did any of the above activities reduce frustration or anxiety?

eBusiness indicator questions

[If Yes on Q10]

B1.1 Have you used a public library computer or website for yourself or someone else to **start or manage a business?**

[If No] B1.1.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- i. security
- a. privacy
- b. lack of equipment
- c. limited help
- d. didn't think of it
- e. didn't have need
- f. library policies
- g. other _____

[Go to next domain]

[If Yes] B1.1.2 Was it for yourself, someone else, or both?

[If for self or both] **Now thinking about your own use...**

[Go to B2]

[If for **someone else only**, go to next domain]

[If No on Q10]

B1.2 Have you used a public library computer or website to **start or manage a business?**

[If No] B1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- i. security
- a. privacy
- b. lack of equipment
- c. limited help
- d. didn't think of it
- e. didn't have need
- f. library policies
- g. other _____

[Go to next section]

[If Yes go to B2]

Have you used a public library computer or website to...

B2 learn about starting your own business?

[If Yes] B3.1 Did you start a business?

B3 learn how to write a business plan?

B4 find financial support for you business from a bank or venture capital firm?

B5 get information about a business license or permit?

[If Yes] B6.1 Did you get the license or permit?

B6 locate potential customers?

[If Yes] B7.1 Did business sales increase?

B7 learn about government contract opportunities?

[If Yes] B8.1 Did you apply for the government contract?

[If Yes] B8.1.1 Did you receive the government contract?

[If Yes to any of the questions above]

B8 Did any of the above activities save you time?

B9 Did any of the above activities save you money?

B10 Did any of the above activities reduce frustration or anxiety?

Health indicator questions

[If Yes on Q10]

H1.1 Have you used a public library computer or website for yourself or someone else **for health or wellness needs?**

[If No] H1.1.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes] H1.1.2 Was it for yourself, someone else, or both?

[If for self or both] **Now thinking about your own use...**

[Go to H2]

[If for **someone else only**, go to next domain]

[If No on Q10]

H1.2 Have you used a public library computer or website **for health or wellness needs?**

[If No] H1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next section]

[If Yes go to H2]

Have you used a public library computer or website to...

H2 learn about an illness, disease, or a medical condition?

[If Yes] H2.1 Was this information for yourself or someone else or both?

H3 learn about a surgical procedure?

[If Yes] H3.1 Did this help you decide to have the surgery?

H4 learn about prescription or over-the-counter drugs?

[If Yes] H4.1 Did this help you decide to use a prescription or over-the-counter drug?

[If Yes] H4.1.1 Did you use a public library computer or website to purchase prescription or over-the-counter drugs online?

H5 learn about diet or nutrition?

[If Yes] H5.1 Did this help you decide to make changes in diet?

H6 learn about exercise or fitness?

[If Yes] H6.1 Did this help you decide to make changes in exercise habits?

H7 learn about online or face-to-face support groups for a health need?

[If Yes] H7.1 Did you become part of a support group?

H8 find information about a doctor or health care provider?

[If Yes] H8.1 Did you make an appointment?

[If Yes] H8.1.2 Did you receive the care you needed?

H9 find information about health insurance or a drug discount program?

[If Yes] H9.1 Did you decide to purchase insurance or a drug discount program?

[If Yes to any of the questions above]

H10 Did any of the above activities save you time?

H11 Did any of the above activities save you money?

H12 Did any of the above activities reduce frustration or anxiety?

Social inclusion/entertainment indicator questions

[If Yes on Q10]

S1.1 Have you used a public library computer or website for yourself or someone else **for social or entertainment purposes, such as reading or writing email, chatting with friends, watching a video, playing a game, or just visiting a site such as MySpace or Facebook?**

[If No] S1.1.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes] S1.1.2 Was it for yourself, someone else, or both?

[If for self or both] **Now thinking about your own use...**

[Go to S2]

[If for **someone else only**, go to next domain]

[If No on Q10]

S1.2 Have you used a public library computer or website **for social or entertainment purposes, such as reading or writing email, chatting with friends, watching a video, playing a game, or just visiting a site such as MySpace or Facebook?**

[If No] S1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next section]

[If Yes go to S2]

Have you used a public library computer or website to...

S2 communicate with friends or family?

- [If Yes] S2.1 Do any of them live locally?
- [If Yes] S2.2 Do any of them live far away?
 - [If Yes] S2.2.1 Do any of them live outside of the United States?
- [If Yes] S23 Do any of them speak languages other than English?

- S3 visit a social networking site, such as MySpace or FaceBook?
 - [If Yes] S3.1 Have you ever used a computer at a library to maintain your page?
- S4 maintain a personal blog or webpage?
- S5 explore your family genealogy?
- S6 There are many social networking or entertainment sites such as blogs, online games, YouTube, and Podcasts. In thinking about these types of sites, have you ever used a library computer or website to:
 - S6.1 meet new friends?
 - S6.2 keep in touch with old friends?
 - S6.3 renew acquaintances?
 - S6.4 promote your business?
 - S6.5 learn new skills?
 - S6.6 do something online with your children, family, or friends?
 - S6.7 organize an event?
 - S6.8 find a date?
 - S6.9 find support for a health issue?

[If Yes to any of the questions above]

- S7 Did any of the above activities save you time?
- S8 Did any of the above activities save you money?
- S9 Did any of the above activities reduce frustration or anxiety?

eGovernment indicator questions

[If Yes on Q10]

G1.1 Have you used a public library computer or website for yourself or someone else **for government or civic activities, such as contacting your representative, getting a permit or license, filing your taxes, or learning about regulations?**

[If No] G1.1.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes] G1.1.2 Was it for yourself, someone else, or both?

[If for self or both] **Now thinking about your own use...**

[Go to G2]

[If for **someone else only**, go to next domain]

[If No on Q10]

G1.2 Have you used a public library computer or website **for government or civic activities, such as contacting your representative, getting a permit or license, filing your taxes, or learning about regulations?**

[If No] G1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes, go to G2]

Have you used a public library computer or website to...

G2 contact a government official or agency?

[If Yes] G2.1 Did you receive the needed service or information?

G3 get government forms?
[If Yes] G3.1 Did you find the forms you needed?
[If Yes] G3.1.1 Did you submit these forms online?

G4 learn about laws or regulations?

G5 learn about other government programs or services?

[If Yes to any of the questions above]

G6 Did any of the above activities save you time?

G7 Did any of the above activities save you money?

G8 Did any of the above activities reduce frustration or anxiety?

ciVic engagement indicator questions

[If Yes on Q10]

V1.1 Have you used a public library computer or website for yourself or someone else **to work with or learn about political or social causes, to participate in a club, community group or civic group, or keep up with the news?**

[If No] V1.1.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes] V1.1.2 Was it for yourself, someone else, or both?

[If for self or both] **Now thinking about your own use...**

[Go to V2]

[If for **someone else only**, go to next domain]

[If No on Q10]

V1.2 Have you used a public library computer or website **to work with or learn about political or social causes, to participate in a club, community group or civic group, or keep up with the news?**

[If No] V1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes, go to V2]

Have you used a public library computer or website to...

V2 read newspapers or news magazines online?

- V3 learn about a political activity, social cause, or political candidate?
[If Yes] V2.1 Did this help you decide to support the cause or candidate?
- V4 make a donation to a political candidate or cause?
- V5 learn about starting a club or non-profit association?
[If Yes] V5.1 Did you actually start a club non-profit association?
- V6 organize or manage activities of a club, civic group, community group, church, or non-profit association?
[If Yes] Did you use a public library computer or website to...
- V6.1 interact with others about schedules or meetings for your group?
 - V6.2 promote activities or attract new members for your group?
 - V6.3 look for grants or other types of funding for your group?
 - [If Yes] V6.3.1 Did you apply for a grant or other funding?
 - [If Yes] V6.3.1.1 Did you receive the funding?

[If Yes to any of the questions above]

- V7 Did any of the above activities save you time?
- V8 Did any of the above activities save you money?
- V9 Did any of the above activities reduce frustration or anxiety?

eDucation indicator questions

[If Yes on Q10]

D1.1 Have you used a public library computer or website for yourself or someone else **for education or learning, such as getting homework help, taking a class, or applying for school?**

[If No] D1.1.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes] D1.1.2 Was it for yourself, someone else, or both?

[If for self or both] **Now thinking about your own use...**

[If USER is 18 years old or older, go to D2]

[If USER is between the ages of 14 and 18, go to question DY1]¹

[If for **someone else only**, go to next domain]

[If No on Q10]

D1.2 Have you used a public library computer or website **for education or learning, such as getting homework help, taking a class, or applying for school?**

[If No] D1.2.1 Was there a specific reason you didn't use the public library for these purposes? [Open ended]

- a. security
- b. privacy
- c. lack of equipment
- d. limited help
- e. didn't think of it
- f. didn't have need
- g. library policies
- h. other _____

[Go to next domain]

[If Yes and user is 18 years old or older, go to D2]

[If Yes and user is between the ages of 14 and 18, go to question DY1]

¹ Although some youth may also be parents, it is unlikely that they will have school-age children

D2 Do you have any children under the age of 5?
[If Yes] D2.1 Have you used a library computer or website to find daycare for your children?

[If Yes] D2.1.1 Were you able to arrange daycare?

D3 Do you have any school-aged children?
[If Yes] D2.1.1 Do you homeschool your children?
[If Yes, Go to DP2]
[If No, Go to DP1]
[If No, go to DA1]

Questions for youth

Have you used a library computer or website to...

DY1 do homework for a class you were taking?

DY2 do an on-line assignment or take an on-line course?

DY3 learn about admissions or financial aid for college or vocational school?

[If Yes] DY3.1 What kind of school?

- a. Vocational school
- b. 2-year school/community college
- c. 4-year school

DY4 apply for college or vocational school?

DY5 apply for financial aid?

[Go to D4]

Questions for parents

DP1 Have you ever dropped off your children at the library to use computers there while you were at work, school, or for other reasons?

Have you used a library computer or website to...

DP2 communicate with your child's teachers or other people at your child's school?

DP3 assist your child with their homework or a school project?

DP4 do an on-line assignment with your child?

DP4 learn about options for college or vocational school for your children?

[If Yes] DP3.1 What kind of school?

- a. Vocational school
- b. 2-year school/community college
- c. 4-year school

DP5 learn about admissions or financial aid for private school, college, or vocational school for your children?

Now I'm going to ask you about your computer use for your own personal needs...

[Go to DA1]

Questions for adults

Have you used a library computer or website to...

DA1 learn about a degree or certificate program?

[If YES] DA1.1 What type of program did learn about?

- a. GED program
- b. Professional license or certificate
- c. Two-year degree
- d. Four-year degree
- e. Graduate degree

DA2 apply for a certificate or degree program?

[If YES] DA2.1 What type of program was it?

- GED program
- Professional license or certificate
- Two-year degree
- Four-year degree
- Graduate degree

[If Yes] DA2.1 1 Were you admitted to the program?

DA3 apply for financial aid?

DA4 do an on-line tutorial?

DA5 take a class or workshop online?

DA6 complete course work for a class you were taking?

DA7 communicate with your instructors or other people at your school about class assignments or projects?

[If Yes to any of the questions above]

D4 Did any of the above activities save you time?

D5 Did any of the above activities save you money?

D6 Did any of the above activities reduce frustration or anxiety?

PART 4: Open-ended and Demographic section

- Q11 Is there any other way you might use the computers at your library or the library website that we have not asked about?
- Q12 If there were not public access computers available at your library, how would it affect you?
Q12.1 How would it affect your family?
Q12.2 How would it affect your community?
- Q13 Is English the primary language spoken in your home?
[If No] Q13.1 What is the primary language used in your home?
- Q14 Do you live in a:
a. House or row house
b. Condominium or apartment
c. Mobile home or trailer
d. Other private residence
e. Something else
- Q15 Is your home:
a. Owned by or being bought by you or someone in your household
b. Rented for cash
c. Occupied without payment of rent
- Q16 Next I have a few questions about the number I dialed to reach you. Is the number (INSERT PHONE NUMBER FROM SAMPLE) a cell phone?
[If Yes] Q16.1 Do any other members of your household currently have a working cell phone?
[If Yes] Q16.1.1 Including yourself, how many people in your household have a cell phone?
[Go to Q17]
[If No] Q16.2 Do you or any member of your household currently have a working cell phone?
[If Yes] Q16.2.1 Including yourself, how many people in your household have a cell phone?
- Q17 I would like to ask about any regular, landline telephone numbers in your household, that is, all your phone numbers other than cell phone numbers. How many different landline telephone numbers does your household have?

- Q18 Excluding any landline numbers used exclusively for fax machines, security systems, the Internet, or a professional business, how many of these [INSERT RESPONSE FROM Q17] landline telephone numbers are used for incoming calls?
- Q19. How many people currently live in your household?
[PROBE] **Include** children, foster children, roomers, housemates not related to you, college students living away while attending college, and National Guard members who are deployed. **Do not include** people who live or stay at another place most of the time, people in a correctional facility, nursing home, or residential facility, or people in the regular Armed Forces living somewhere else.
- Q20 Thinking about all the different sources of income your household received in 2007, what was the combined total income from all sources before taxes and other deductions? Was it under [Insert AMT3 for family size] or was it [Insert AMT3 for family size] or more?
[PROBE] Your best estimate is fine.
[If UNDER] Q20.1 Was your income below [Insert AMT1]?
[If OVER] Q20.2 Was you income above [Insert AMT5]
- Q21 What is your zip code?
- Q22 What is your employment status?
- Full time
 - Part time
 - Student
 - Retired
 - Homemaker
 - Disabled
 - Temporarily unemployed or looking for work?
 - Other
- Q23 What is your occupation?
- Q24 What is the highest level of formal education you have completed?
- Grade school
 - Some high school
 - High school or GED
 - Some college
 - 2 year degree or vocational school
 - 4 year degree
 - Post graduate study
- Q25 Do you consider yourself Latino or Hispanic?

Q25.1 What race do you most identify with?

- a. White
- b. African-American
- c. Asian-American
- d. Latino/Hispanic
- e. Native-American
- f. Pacific-Islander
- g. Other

Q26 What is your gender?

[If qualified USER, read section below; if qualified NON-USER, go to Q27]

I need some information in order to send you your \$10 amazon.com gift code. This information is to process your gift certificate only. It will be kept separately from your answers to the survey and destroyed after you receive your gift code.

Q27 Can I have your email address to send you your gift certificate code number?

[If Yes, read back and confirm address. Go to Q28]

[If No] Q27.1 We would be happy to send it to you by mail. Can I have your name and address?

[If Yes, read back and confirm name and address. Go to Q28]

[If No] Q27.1.1 No problem, I can give it to you over the phone. Let me know when you are ready to take down the gift code. [WAIT UNTIL THEY ARE READY] You will need to access this through the internet, at www.amazon.com. Once you are there, you can shop for your item and proceed to check out. From there you enter your shipping information and then continue checking out. Where it asks for payment, you choose the "Amazon.com store cards" option and that is where you put in your code. Do you have any questions?

Q28 If you have any further questions about the study, you may contact Dr. Karen Fisher at **206-543-6238**. If you have questions about your rights as a participant in this study or about the Human Subjects review process for this study, you may contact the University of Washington Human Subjects Division at 206-543-0098.

Thank you for your time.

[TERMINATE CALL]

| | 2007 Poverty Guidelines, rounded up to nearest thousand | | | | | | | |
|----------------|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | 100% | 150% | 200% | 250% | 300% | 400% | 500% | 600% |
| FAMSIZE | AMT1 | AMT2 | AMT3 | AMT4 | AMT5 | AMT6 | AMT7 | AMT8 |
| 1 | 11000 | 16000 | 21000 | 26000 | 31000 | 41000 | 52000 | 62000 |
| 2 | 14000 | 21000 | 28000 | 35000 | 42000 | 55000 | 69000 | 83000 |
| 3 | 18000 | 26000 | 35000 | 43000 | 52000 | 69000 | 86000 | 104000 |
| 4 | 21000 | 31000 | 42000 | 52000 | 62000 | 83000 | 104000 | 124000 |
| 5 | 25000 | 37000 | 49000 | 61000 | 73000 | 97000 | 121000 | 145000 |
| 6 | 28000 | 42000 | 56000 | 70000 | 83000 | 111000 | 139000 | 166000 |
| 7 | 32000 | 47000 | 63000 | 78000 | 94000 | 125000 | 156000 | 187000 |
| 8 | 35000 | 52000 | 70000 | 87000 | 104000 | 139000 | 173000 | 208000 |
| 9 | 39000 | 58000 | 77000 | 96000 | 115000 | 153000 | 191000 | 229000 |
| 10 | 42000 | 63000 | 84000 | 104000 | 125000 | 167000 | 208000 | 250000 |
| 11 | 46000 | 68000 | 91000 | 113000 | 136000 | 181000 | 226000 | 271000 |
| 12 | 49000 | 73000 | 97000 | 122000 | 146000 | 194000 | 243000 | 291000 |
| 13 | 52000 | 78000 | 104000 | 130000 | 156000 | 208000 | 260000 | 312000 |
| 14 | 56000 | 84000 | 111000 | 139000 | 167000 | 222000 | 278000 | 333000 |
| 15 | 59000 | 89000 | 118000 | 148000 | 177000 | 236000 | 295000 | 354000 |
| 16 | 63000 | 94000 | 125000 | 157000 | 188000 | 250000 | 313000 | 375000 |
| 17 | 66000 | 99000 | 132000 | 165000 | 198000 | 264000 | 330000 | 396000 |