



Osceola Library System Community Needs Assessment

Physical and digital collections

LIS 6511 Collection Development and Maintenance

Table of Contents

Library Background and Demographics.....	3
Demographics.....	3
Physical Collection.....	3
Digital Collection.....	4
Circulation.....	4
Conclusion.....	4
Survey Design and Methods.....	5
Key Informant Interviews.....	5
Key Informant Interviews – Analysis and Results.....	5
Recommended collection development actions:.....	8
Survey Results and Analysis.....	8
Data Compilation.....	8
Findings.....	8
Additional Comments.....	19
Interpretation and Limitations.....	19
Recommendations and Next Steps.....	20
Collection Recommendations.....	20
Sharing the Results.....	21
Conclusion.....	21
References.....	23
Appendix A: Community Survey.....	25
Survey Questions.....	25
Appendix B: Key Informant Interview Questions.....	30

Library Background and Demographics

Beginning in 1989, the Osceola Library System began its operations as an independent organization. The system's six branches serve the needs of community members in Osceola County, FL including those living in Kissimmee and St. Cloud (OLS, n.d., paras. 5-6). Total library visits for the 2023-2024 fiscal year totaled at 685,708. Approximately, 104,454 patrons registered for library cards with 94,783 of these being residents while 9,671 were non-residential borrowers (FDOS, n.d., table 9).

Demographics

The latest population estimates from the Bureau of Economic and Business Research results for Osceola County are 484,915 total population with 87,664 residing in the city of Kissimmee, 71,242 residing in the city of St. Cloud, and 326,009 listed as unincorporated (BEER, n.d., p. 14). According to the 2020 Census, Osceola County is the 16th most populous county in Florida with an estimated 388,656 residents. 23.4% is under 18 years of age. 14.1% is 65 and older. The median age is 37.6 years (EDR, n.d., p. 1).

Of the three largest populations, Not Hispanic-Whites make up 29.2% of the population, Not Hispanic-Black or African America are 9%, and Hispanic or Latino 54.3% of the population (EDR, n.d., p. 1). Newer figures show a 56% Hispanic population, but these are made up of several racial categories including 22.5% Other (Hispanic), 19.7% Two Races Including Other (Hispanic), 10.7% White (Hispanic), 1.26% Black or African American (Hispanic), 1.26% Two Race Excluding Other, & Three or More Races (Hispanic) (Data USA, n.d., Race & Ethnicity section). In Osceola County, 54.7% of residents age five and older spoke a language other than English at home, according to 2020-2024 estimates (U.S. Census Bureau, n.d.). 86.4% of Osceola County residents are U.S. citizens (Data USA, n.d., Citizenship section).

United for Alice states that Osceola County consists of 166,516 households and 36% of those households are classified as ALICE. This is above the statewide figure of 34% (United for ALICE, 2026). This means they can earn more than the federal poverty level, but not enough to afford the basics of where they live. These basics include adequate budgets for childcare, food, transportation, technology, health care, etc. (United for ALICE, n.d.).

Physical Collection

According to the 2023-2024 fiscal year, the Osceola Library System has a physical collection totaling 217,122. Total books are 194,893 (FDOS, n.d., Table 26). Audio books come in at 5,041 (FDOS, n.d., Table 27). Physical video such as DVDs and Blu-rays total at 16,282 (FDOS, n.d., Table 28).

- **Physical Collection: 217,122**
- **Books: 194,893 (194.89K)**
- **Audio: 5,041**

- **Video: 16,282**
- **Other: 814**
- **Serials: 92**

Digital Collection

The digital collection totals 86,409 electronic resources. E-books come in at 30,519, E-audio at 35,275, and E-video at 20,551 (FDOS, n.d., Table 25). Electronic databases number at 64. Notice how much larger the e-audio collection is compared to physical audio. Physical books still massively outnumber E-books.

- **Digital Collection: 86,409**
- **E-books: 30,519 (30.52K)**
- **E-audio: 35,275**
- **E-video: 20,551**
- **Electronic databases: 64**

Circulation

For the 2023-2024 year, approximately 1,308,060 items circulated for library users in Osceola County. 791,556 physical books, DVDs, and audio books were checked out by patrons. Other physical items such as kits and games totaled at 7,532. Use of Electronic Materials such as e-books, e-audio, and e-video totaled at 242,675. Success Retrieval of Electronic Information refers to the things like downloading an article from a database and that comes in at 266,297. Total electronic use comes in at 508,972, but for our purposes, I think we should only look at Physical Item Circulation and Use of Electronic Materials (FDOS, n.d., Table 10). The definitions of these labels can be found in sections 92-97 (FDOS, n.d., p. 16-17).

- **Total Items Circulated: 1,308,060**
- **Physical Item Circulation: 791,556**
- **Use of Electronic Materials (e-books, e-audio, e-video): 242,675**
- **Circulation of Other Physical Items (kits, games, etc.): 7,532**
- **Successful Retrieval of Electronic Information (databases): 266,297**
- **Total Physical Content Use: 799,088**
- **Total Electronic Content Use: 508,972**

Conclusion

With nearly 680,000 visits, the Osceola County Library System serves a diverse and growing community who make use of the library's services. Overall, physical materials are still an important part of the library collection with approximately 217,000 items in the collection,

compared with about 86,400 digital items. However, e-materials still make up a significant number of circulations at 242,675.

With a significant Hispanic/Latino population, it may be prudent to make sure our collection reflects that population whether it's physical or digital items. And with so many households in the community living below the ALICE threshold, library services and technology show themselves to be of relevance.

Survey Design and Methods

For this assignment, the following describes hypothetical survey administration; the survey was not actually conducted.

A 17-question survey was designed to gather data about the preferences of library users for physical versus digital library materials. The survey used multiple-choice, multiple-response ("select all that apply"), rating-scale, matrix, and open-ended questions. The survey was offered both electronically and on paper to make it accessible to users with different levels of comfort with digital technology. Participation in the survey was voluntary.

Adult library cardholders were sent an email containing information about the survey and a link to the electronic survey on the library's website. QR codes linking to the survey were also displayed throughout library locations. Paper copies of the survey were mailed to a random sample of 1,000 adult library cardholders and included prepaid return envelopes. Additionally, paper copies were available at service desks at all library locations.

Key Informant Interviews

Key Informant Interviews – Analysis and Results

The following interview summaries use simulated responses created for this assignment. No interviews were actually conducted.

By analyzing Osceola County's population demographics, the Osceola County Library identified four key organizations likely to have greater insight into the needs of the community we serve. These focus groups consisted of members from:

- Alianza -
a community-based non-profit organization that seeks to empower Hispanic communities to shape their own futures.
- Senior Resource Alliance –

An organization dedicated to coordinating, developing, monitoring, and evaluating/reviewing services and resources for elders in Brevard, Orange, Osceola, and Seminole Counties.

- Education Foundation of Osceola County/ Osceola County Home Education Office
- These groups focus on the educational needs (both traditional and non-traditional) of school-aged youth in Osceola County.
- Osceola Housing and Community Services –
A county government organization focusing on the needs of citizens near, at or below poverty in Osceola County.

Each focus group consisted of no more than six members, with interviews conducted by Collection Department staff lasting roughly between an hour to an hour and a half. The qualitative interview questions allow greater insight into the focus groups' assessment of how well our current collection meets community needs, as well as identifying areas for improvement. This information will allow staff to make more informed collection development decisions that better serve the needs of our communities. Summaries of each interview are as follows:

Alianza

Although Alianza was formed in response to the Puerto Rican diaspora following Hurricanes Maria and Irma, the organization strives to connect LatinX communities throughout Central Florida. Overall, members of this focus group appreciated:

- Dual language English/Spanish resources representing the broad spectrum of Latinidad.
- Digital resources that support career/small business assistance through the Florida Electronic Library and Udemy, the Career Online High School, and language courses through Mango Languages.

Areas for improvement include leaving the information guide for the Latinx community up year-round, instead of only during Hispanic Heritage Month. Additionally, expressing a concern regarding extended screen time for minors, members asked for more physical Spanish and dual language Spanish/English books.

Senior Resource Alliance

Overwhelmingly, most seniors requested more large-print books, demonstrating a preference for physical materials over digital materials, even though transportation is often limited. When asked about access barriers to the digital collection, many seniors cited unfamiliarity/discomfort with how to access digital materials, even though many own devices

such as e-readers, tablets or smartphones. Although technically not collection development related, when asked what the library could do to help to eliminate this barrier, it was suggested that the library host more classes on how to comfortably navigate e-devices, which in turn, provides greater accessibility by senior citizens to digital resources.

Seniors expressed deep appreciation for the blood pressure and memory kits available through the Library of Things.

Education Foundation of Osceola County/ Osceola County Home Education Office

Whether learning through a traditional public/private school or learning at home (homeschooling), teachers and parents overwhelmingly approve of the library collection's support of students' educational journeys. Specific mentions include:

- An appreciation for a broad spectrum of experiences and topics.
- A preference for physical over digital resources for younger and middle grade children, due to concerns about the adverse effects of extended screen time. This was most apparent when discussing multiple language resources for children and youth.
- An appreciation for educational items through the Library of Things such as phonetic, Read to Rise, and STEAM kits, as well as audiovisual mediums such as Wonderbooks, VidieGogo books.
- Educators in traditional education settings requested updates to the library's graphic novel selections since this medium remains a popular source of pleasure reading in most school aged kids. Encouraging the *desire* to read is as important as supporting the *ability* to read. As part of the learning ecosystem, the Osceola County Library is well positioned to step into this gap. It was recommended that the library hold one more interview session with tweens and teens regarding age appropriate additions.

Osceola Housing and Community Services

Although there are state and federal programs that assist citizens near, at, or below poverty levels in securing low-cost broadband internet and digital devices, bridging the digital divide remains a significant challenge for this population. Application processes can be onerous, with significant delays. Overwhelmingly, aside from onsite library digital devices, members from this focus group mentioned appreciation of the availability of Chromebooks and mobile hotspots through the Library of Things. Members requested that the library add more of these specific

devices in addition to extending the loan period from 14 to 21 days, as well as allowing renewals, provided there is no waitlist for the devices.

Recommended collection development actions:

- Remove access barriers to digital resources experienced by senior citizens by hosting more classes on how to use e-devices
- Leave the Latinx information guide onsite year round, instead of only during Hispanic Heritage Month
- Provide more physical resources in multiple languages, especially for children
- Refresh and update the library's graphic novel collection
- Where possible, increase the number of Chromebooks and mobile hotspots for lending
- Extend the loan period from 14 to 21 days and allow for renewed loan periods if there is no waiting list

Survey Results and Analysis

Data Compilation

Dummy responses were created for the 17-question survey. If the survey were administered, the paper and electronic responses would be put together in a spreadsheet, with each respondent having one row. The answers to each question would be tallied and turned into percentages according to how many people gave an answer to that question. Questions that were not answered would be shown as missing rather than being counted as responses.

Questions that allow more than one selection need to be counted differently. A respondent could choose several barriers to using digital materials, for instance, so the percentages for that question may add up to more than 100%. Question 8 has separate results for books, magazines, and newspapers. For the final question, we grouped the comments by their main concerns or suggestions.

Charts show format preferences, barriers to digital use, and funding preferences. Tables and brief explanations summarize the remaining results. All results are labeled as simulated.

Findings

For this assignment, we created dummy data for 500 survey respondents. It is assumed that 300 responses came in online, 150 were returned by mail, and 50 came from paper surveys at library service desks. No surveys were actually collected.

Format Preferences

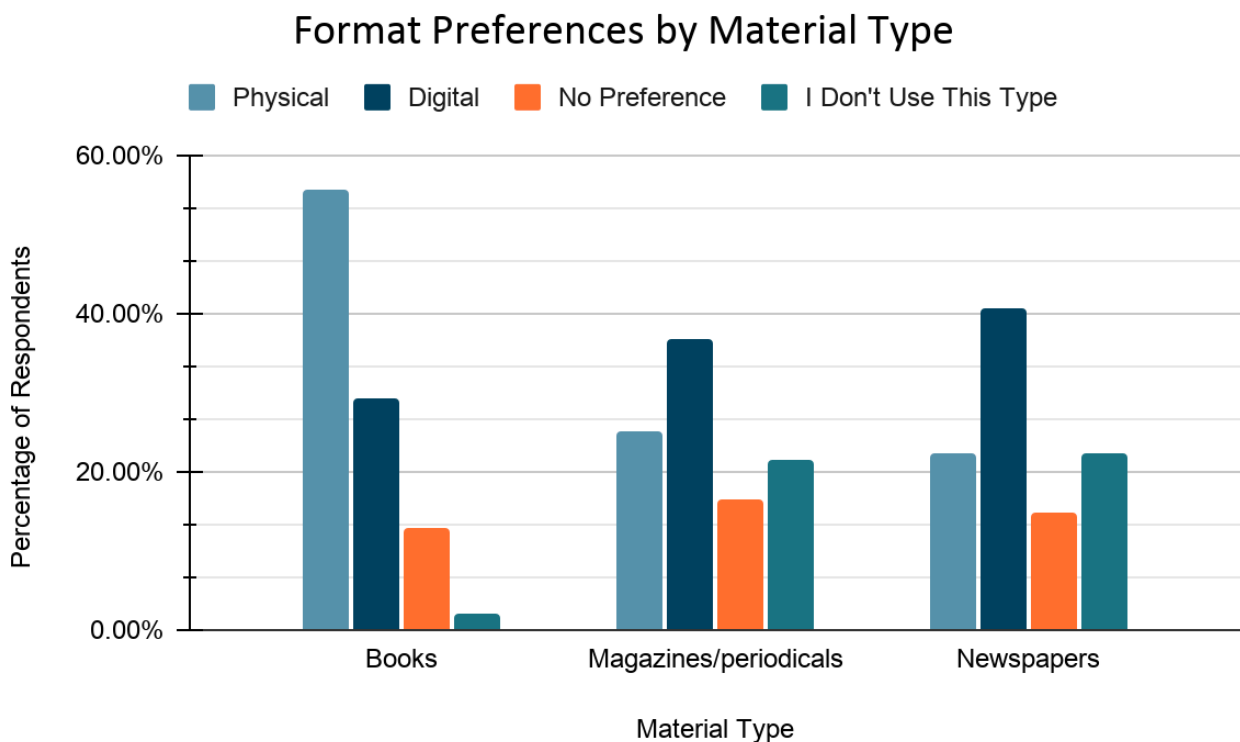
Table 1

Simulated Format Preferences (500 Respondents)

Material Type	Physical	Digital	No Preference	I Don't Use This Type
Books	278 (55.6%)	147 (29.4%)	65 (13.0%)	10 (2.0%)
Magazines/periodicals	126 (25.2%)	184 (36.8%)	82 (16.4%)	108 (21.6%)
Newspapers	112 (22.4%)	203 (40.6%)	74 (14.8%)	111 (22.2%)

All data are simulated. Each material type assumes 500 valid responses; each row totals 100%

Figure 1



Simulated responses to question 8; 500 respondents.

Format preferences varied by material type in the simulated responses. For books, 55.6% chose physical copies and 29.4% chose digital copies. Digital copies were the most popular option for magazines (36.8%) and for newspapers (40.6%), but in each of those categories less than half of

the respondents selected the digital format. The findings indicate that both formats should be kept, with a special focus on the demand for physical books.

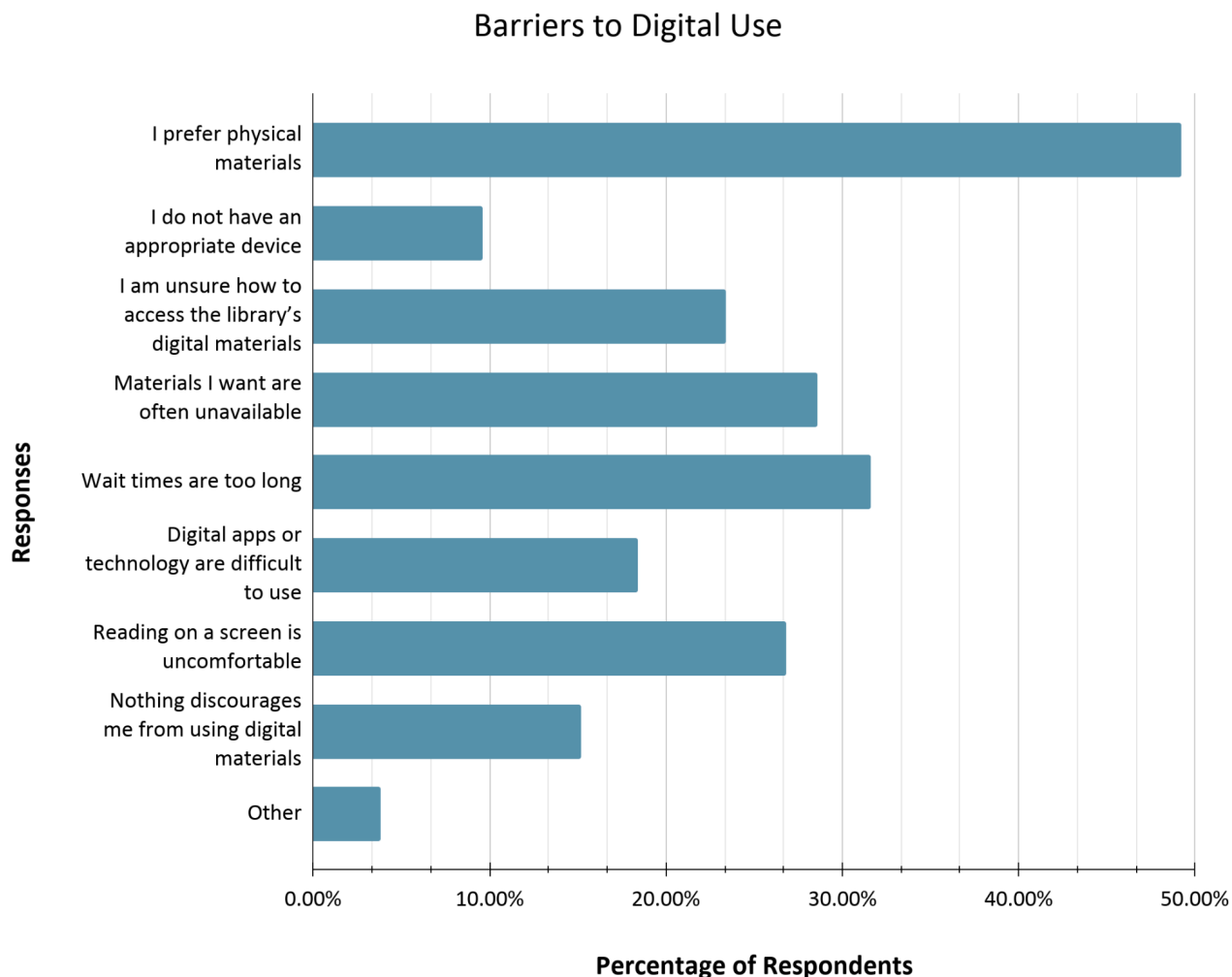
Barriers to Digital Use

Table 2

Simulated Barriers to Digital Use (500 Respondents)

Response option	Respondents (%)
I prefer physical materials	246 (49.2%)
I do not have an appropriate device	48 (9.6%)
I am unsure how to access the library's digital materials	117 (23.4%)
Materials I want are often unavailable	143 (28.6%)
Wait times are too long	158 (31.6%)
Digital apps or technology are difficult to use	92 (18.4%)
Reading on a screen is uncomfortable	134 (26.8%)
Nothing discourages me from using digital materials	76 (15.2%)
Other	19 (3.8%)

All data are simulated, assuming 500 valid responses. Respondents could select multiple answers, so percentages total more than 100%.

Figure 2

Simulated responses to question 10; 500 respondents.

In the simulated responses, the most commonly cited barrier to using digital materials was a preference for physical materials (49.2%). Other frequent concerns were long wait times (31.6%) and the unavailability of materials (28.6%). Additionally, 23.4% of respondents were unsure how to access the library's digital materials and 18.4% found the apps and the technology difficult to use. These findings suggest a need to check the availability of digital titles and to give assistance with accessing digital resources, while at the same time continuing to provide physical materials.

Funding Preferences

Table 3

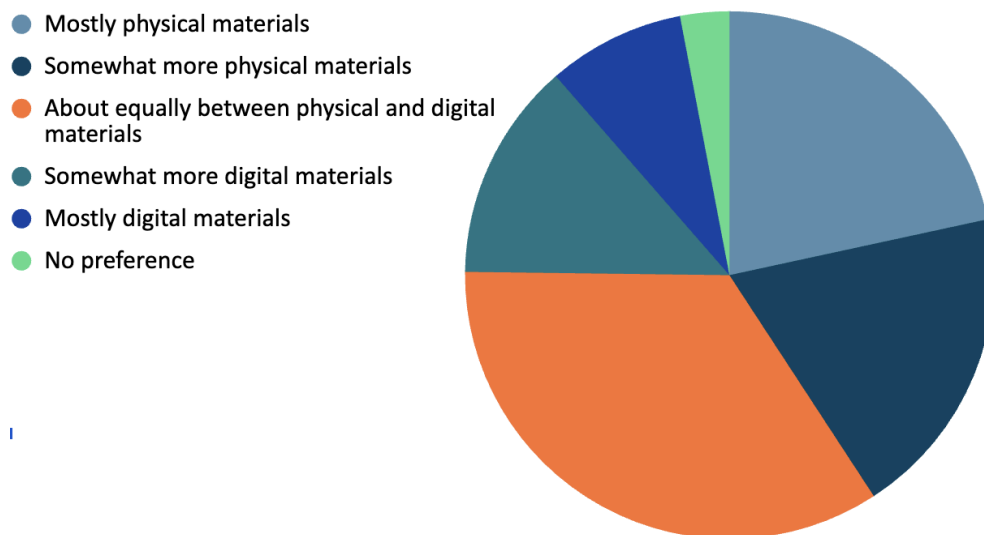
Simulated Preferences for Additional Collection Funding

Response option	Respondents (%)
Mostly physical materials	108 (21.6%)
Somewhat more physical materials	96 (19.2%)
About equally between physical and digital materials	172 (34.4%)
Somewhat more digital materials	67 (13.4%)
Mostly digital materials	42 (8.4%)
No preference	15 (3.0%)

All data are simulated. Each of the 500 respondents selected one answer; percentages total 100%

Figure 3

Preferences for Additional Collection Funding



Simulated responses to Question 16; 500 respondents. Each respondent selected one answer.

In the simulated responses, the most common individual choice was to divide additional funding roughly equally between physical and digital materials (34.4%). The two options that favored physical materials together made up 40.8% of the responses, while the two that favored digital materials accounted for 21.8%. A further 3.0% showed no preference. The findings indicate that there is support for investing in both formats, with more respondents preferring an emphasis on physical materials than on digital materials.

Table 4

Simulated Reading Habits and Library Use

Question	Response	Respondents (%)
Q1. Books read in the past 12 months	0	28 (5.6%)
	1-5	116 (23.2%)
	6-10	137 (27.4%)
	11-20	123 (24.6%)
	More than 20	96 (19.2%)
Q2. Frequency of using the library to obtain reading materials	Never	24 (4.8%)
	Rarely	68 (13.6%)
	Sometimes	151 (30.2%)
	Often	163 (32.6%)
	Very often	94 (18.8%)

All data are simulated. Each question assumes 500 valid responses. Percentages total 100% within each question.

Table 5*Simulated Use of Library Materials in the Past 12 Months*

Response option	Respondents (%)
Physical books	382 (76.4%)
E-books	238 (47.6%)
Physical magazines or periodicals	104 (20.8%)
Digital magazines or periodicals	129 (25.8%)
Physical newspapers	87 (17.4%)
Digital newspapers	116 (23.2%)
None of the above	24 (4.8%)

All data are simulated, assuming 500 valid responses. Respondents could select multiple answers, so percentages total more than 100%. “None of the above” was treated as an exclusive response.

In the simulated responses, 71.2% of the respondents said that they had read six or more books in the previous year. More than half of all respondents, specifically 51.4%, obtained their reading materials by using the library often or very often. Physical books were the most commonly used type of material (76.4%), with e-books coming next at 47.6%. Since respondents were allowed to choose more than one type of material, the percentages do not indicate separate groups of users. The findings indicate that both the physical and digital collections are used, with physical books remaining especially common among the respondents.

Table 6*Simulated Access to Digital Devices*

Device	Respondents (%)
E-reader (Kindle, Kobo, etc.)	113 (22.6%)
Tablet	196 (39.2%)
Smartphone	421 (84.2%)
Computer	327 (65.4%)
I do not regularly use any of these devices	32 (6.4%)

Simulated data for Question 4; based on 500 simulated respondents. Respondents could select more than one device, so percentages exceed 100%. Respondents selecting no regular device were not assigned any device selections.

Table 7

Simulated Awareness and Use of Digital Library Materials

Question	Response	Respondents (%)
<i>Awareness of digital library materials before the survey (Q5)</i>	Yes	378 (75.6%)
	No	97 (19.4%)
	Not sure	25 (5.0%)
<i>Ever borrowed or accessed digital library materials (Q6)</i>	Yes	312 (62.4%)
	No	166 (33.2%)
	Not sure	22 (4.4%)

Based on 500 simulated respondents answering each question. Respondents selected one answer per question; percentages total 100% for each question.

Table 8

Simulated Comfort with Accessing Digital Library Materials

Response	Respondents (%)
<i>Very comfortable</i>	112 (22.4%)
<i>Somewhat comfortable</i>	143 (28.6%)
<i>Neither comfortable nor uncomfortable</i>	51 (10.2%)
<i>Somewhat uncomfortable</i>	68 (13.6%)
<i>Very uncomfortable</i>	34 (6.8%)
<i>I have never tried to access digital library materials</i>	92 (18.4%)

Based on 500 simulated respondents. Respondents selected one answer; percentages total 100%.

In the simulated responses, smartphones were the most frequently reported device (84.2%), followed by computers (65.4%). Even though 75.6% of the respondents knew that the library provided digital materials, 62.4% said that they had used them. More than half (51.0%) felt either somewhat or very comfortable when accessing digital materials, while 20.4% felt either somewhat or very uncomfortable. An additional 18.4% had never attempted to access them. The results suggest a need to promote the library's digital collections and to offer help with accessing them. Having access to a device does not mean that a respondent has used digital library materials or that they feel comfortable using them.

Table 9

Simulated Benefits of Digital Materials and Availability Concerns

Question	Response	Respondents (%)
Benefits of digital materials (Q9)	Access without visiting the library	286 (57.2%)
	Convenient for travel	213 (42.6%)
	Adjust font size or display settings	174 (34.8%)
	Access immediately when available	247 (49.4%)
	Carry multiple materials on one device	198 (39.6%)
	I prefer physical materials	246 (49.2%)
	Other	18 (3.6%)
Frequency of digital materials being unavailable or having long waits (Q13)	Frequently	104 (20.8%)
	Sometimes	139 (27.8%)
	Rarely	47 (9.4%)
	Never	22 (4.4%)
	I do not use digital library materials	188 (37.6%)

Based on 500 simulated respondents answering each question. Question 9 allowed multiple selections, so its percentages exceed 100%. Question 13 allowed one response, and its percentages total 100%. Response labels are shortened for presentation.

In the simulated responses, the most frequently selected benefit of digital materials was access without visiting the library (57.2%), followed by immediate access when materials were available (49.4%). However, 48.6% of all respondents reported frequently or sometimes encountering unavailable digital materials or long waits. Another 37.6% reported that they did not use digital library materials. These findings suggest that convenient access is an important benefit, but title availability and wait times also need to be considered when developing the digital collection.

Table 10

Simulated Book Format Preferences and Digital Book Interests

Question	Response	Respondents (%)
Preferred format if the same book were immediately available in both formats (Q11)	Physical	281 (56.2%)
	Digital	153 (30.6%)
	No preference	66 (13.2%)
Digital book interests (Q12)	General Fiction	213 (42.6%)
	Mystery/thriller	187 (37.4%)
	Romance	126 (25.2%)
	Science fiction/fantasy	142 (28.4%)
	Nonfiction	176 (35.2%)
	Biography/memoir	109 (21.8%)
	Young adult	93 (18.6%)
	Children's books	118 (23.6%)
	Not interested in digital books	104 (20.8%)

	Other	17 (3.4%)
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Based on 500 simulated respondents answering each question. Question 11 allowed one response; percentages total 100%. Question 12 allowed multiple selections; percentages exceed 100%. "Not interested in digital books" is treated as an exclusive response. Response labels are shortened for presentation.

If the same book were immediately available in both physical and digital formats, 56.2% of the simulated respondents chose the physical format, 30.6% selected the digital format, and 13.2% showed no preference. When it came to digital books, general fiction was the most commonly selected category (42.6%), followed by mystery/thriller (37.4%) and nonfiction (35.2%). An additional 20.8% were not interested in digital books. These results indicate that physical books should be kept and that when choosing digital titles, the subject and genre interests should be taken into account.

Language and Format Preferences

Table 11

Simulated Language Interests and Format Preferences for Non-English Materials

Question	Response	Respondents (%)
Language interests (Q14)	English	431 (86.2%)
	Spanish	224 (44.8%)
	Other	31 (6.2%)
	No preference	18 (3.6%)
Preferred format for non-English materials (Q15)	Mostly physical	82 (16.4%)
	Somewhat more physical	54 (10.8%)
	About equally between physical and digital	79 (15.8%)
	Somewhat more digital	38 (7.6%)
	Mostly digital	24 (4.8%)
	No preference	33 (6.6%)

	I only use materials in English	190 (38.0%)
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Based on 500 simulated respondents answering each question. Question 14 allowed multiple selections, so percentages exceed 100%; “No preference” is treated as an exclusive response. Question 15 allowed one response, and percentages total 100%. Response labels are shortened for presentation.

In the simulated responses, 86.2% of the respondents showed an interest in English-language materials and 44.8% showed an interest in Spanish-language materials. Since respondents were allowed to choose more than one language, these groups could overlap. With regard to non-English materials, 27.2% of all respondents preferred physical formats, including both the “mostly physical” and “somewhat more physical” responses. An additional 15.8% wanted an equal balance between the two, while 12.4% preferred digital formats. Furthermore, 38.0% of the respondents said that they only used English-language materials and 6.6% had no preference as to format. These results indicate that both language and format should be taken into account when selecting materials, including offering both physical and digital options in Spanish.

Additional Comments

In regard to Question 17, 120 simulated respondents gave written comments whereas 380 left the question unanswered. The comments were grouped according to the main concern or suggestion they expressed. Thirty-six of the comments mentioned a request for shorter digital wait times and for more titles to be available. Twenty-nine others stressed the importance of keeping physical materials, 24 asked for assistance with accessing the digital resources, and 19 asked for more materials in Spanish or that were bilingual. The remaining 12 comments dealt with other suggestions about the collection. For instance, one simulated comment said, “I would use e-books more often if the titles I wanted did not have such long waits.” Another commented, “Please keep physical books available even as you add digital options.” These comments show concern about availability, the choice of format, language, and ease of access.

Interpretation and Limitations

The simulated responses support keeping both physical and digital materials. Physical books were preferred by 55.6% of respondents, while the digital format was the most favored choice for magazines and newspapers. Respondents also reported having to wait for long periods, finding some digital titles unavailable, and experiencing difficulty in accessing digital resources. Since these issues arise, purchase decisions should take into account how easily people can get and use the materials, as well as the formats and languages they prefer. The survey results

should be considered alongside the demographic data, the circulation figures, and the interview findings.

All survey responses were created for this assignment and do not represent actual feedback from Osceola Library System users. If the survey were conducted, people who use the library frequently or have strong format preferences might be more likely to respond. Randomly selecting adult cardholders for the mailed survey would not make the combined mail, online, and service desk responses representative of the entire community. People without library cards or with little contact with the library could be missed. There is also no question about age, so we cannot compare the preferences of younger and older respondents. The recommendations therefore illustrate how the simulated results could inform collection decisions; actual decisions would require evidence from library users and the wider community.

Recommendations and Next Steps

Collection Recommendations

To better serve the diverse communities of Osceola County, data from both key informant and voluntary surveys will be utilized to improve collection development decisions. The Osceola Library System will also use the survey data to appropriately justify future purchases of both physical and digital materials. The dispersal of funding will be carefully reviewed to efficiently allocate them to purchasing the formats that meet the needs of library users.

Building a robust physical collection will improve library services for all ages and backgrounds. The objective to increase diversity amongst the collection will be achieved by adding multilingual books for both adults and children. With a large Hispanic/Latino population in Osceola County, it is important to provide access to Spanish publications and bilingual books throughout the collection. Physical multilingual books are especially important to have available for children to teach early literacy skills and decrease screen time. Additional large print versions of publications will be included in the collection for equitable access to printed materials for library users. There is also a need to refresh and update the graphic novel and manga collection to encourage teens to find an interest in reading and visiting the library. Other physical materials that belong to the Library of Things should be marketed to library users to increase circulation statistics and library card sign ups.

For improving the Osceola Library System's digital resources, certain topics and genres will be considered before allocating funds to these selections. E-books and other digital materials will become more appealing to library users if they meet their needs and interests. Providing multilingual digital materials is also a selection priority. Newspapers and other periodicals will

continue to be offered due to their popularity amongst library users. Accessing digital resources and navigating technological devices can be intimidating for the older population. To help break down the digital barrier, the library will ensure to host more classes to help build confidence on technology use. In addition, One-on-one technology help sessions could be offered by multiple locations on a weekly basis. To improve the library user's overall accessibility to technology and digital resources, more Wi-Fi hotspots and Chromebooks will be purchased for the Library of Things Collection. Adjusting loan and renewal policies for Wi-Fi hotspots and Chromebooks allow library users to have more time with these valuable resources.

Sharing the Results

The results of the survey will be shared to all internal staff of the Osceola Library System via presentation and a pdf file. Librarians and other staff that are responsible for collection development will thoroughly discuss and base further decisions off of the survey data. The Osceola Library system will also share the results of the survey with our community members, county, and governmental officials. Sharing with the community members will involve creating an approachable newsletter. To meet the needs of our library users, we will both print the newsletter and post it on our website. A link to the newsletter will also be included in the library system's monthly events email. Presenting this data to county and governmental officials can be delivered at meetings, budget hearings, or at the library.

Conclusion

As our population grows and becomes more diverse, it is crucial for us to adjust our services to better serve all members of Osceola County. The simulated findings illustrate how information about library users' needs and preferences could guide collection decisions. To make this data more inclusive, a survey can be designed and made available to gain perspective from young adults and how library services could change to better serve them. We know reviewing and refreshing our graphic novel and manga collection will be a priority for improving teen library services. However, a survey could assist with planning young adult programs and providing useful online resources for them as well.

Maintaining an equitable and accessible collection of physical books and other materials remains a main objective for the Osceola Library System. Adding numerous multilingual materials, such as Spanish publications and children's materials, will further diversify our physical collections. Constructing the physical collection to be more equitable and accessible to all library users will also include increasing the availability of large print publications. The Library of Things' inventory will eventually become more enriched with larger quantities of Wi-Fi hotspots and Chromebooks.

Through the results of this survey, we discovered that many library users were dismissing our digital resources because they were unsure how to find and/or navigate them. Offering classes and other technology help could make it easier for library users to access the library's digital materials. We also found out how library users interact with digital resources and what they are likely to choose over physical versions. It is also crucial for the library to offer computers and other devices to access online resources. Improving wait times and better title inclusion for digital formats is an ongoing issue that must be carefully considered because of budget limitations. Overall, it appears that the communities that make up the population of Osceola County are requesting a fair balance amongst physical and digital materials. The simulated responses indicate a strong preference for physical books, while also demonstrating substantial interest in and use of digital materials.

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Appendix A: Community Survey

Purpose

This survey is designed to better understand community preferences and experiences with physical and digital library materials. The results will help assess how the library can best allocate collection resources between physical and digital formats.

For the purposes of this survey, **library materials** refers to books, magazines, newspapers, and other periodicals available in physical or digital formats.

Participation is voluntary and anonymous. Please select the response that best represents your experience or preference.

Survey Questions

1. Approximately how many books have you read in the past 12 months?

- ☐ 0
- ☐ 1–5
- ☐ 6–10
- ☐ 11–20
- ☐ More than 20

2. How often do you use the library to obtain reading materials?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Very often

3. Which types of library materials have you used in the past 12 months?

Select all that apply.

- ☐ Physical books
- ☐ E-books
- ☐ Physical magazines or periodicals
- ☐ Digital magazines or periodicals
- ☐ Physical newspapers
- ☐ Digital newspapers

☐ None of the above

4. Do you own or regularly use a device capable of accessing digital library materials?

Select all that apply.

- ☐ E-reader (Kindle, Kobo, etc.)
- ☐ Tablet
- ☐ Smartphone
- ☐ Computer
- ☐ I do not regularly use any of these devices

5. Before taking this survey, did you know that the library offers digital materials?

- ☐ Yes
- ☐ No
- ☐ Not sure

6. Have you ever borrowed or accessed digital materials through the library?

- ☐ Yes
- ☐ No
- ☐ Not sure

7. How comfortable are you with accessing and using the library's digital materials?

- ☐ Very comfortable
- ☐ Somewhat comfortable
- ☐ Neither comfortable nor uncomfortable
- ☐ Somewhat uncomfortable
- ☐ Very uncomfortable
- ☐ I have never tried to access digital library materials

8. Which format do you prefer for each type of library material?

Type of Material	Physical	Digital	No Preference	I Don't Use This Type
Books	☐	☐	☐	☐
Magazines/periodicals	☐	☐	☐	☐
Newspapers	☐	☐	☐	☐

9. What do you like about digital library materials?

Select all that apply.

- ☐ I can access them without visiting the library
- ☐ They are convenient when traveling or away from home
- ☐ I can adjust font size or display settings
- ☐ They can be accessed immediately when available
- ☐ I can carry multiple materials on one device
- ☐ I prefer physical materials
- ☐ Other: _____

10. What discourages you from using digital library materials?

Select all that apply.

- ☐ I prefer physical materials
- ☐ I do not have an appropriate device
- ☐ I am unsure how to access the library's digital materials
- ☐ Materials I want are often unavailable
- ☐ Wait times are too long
- ☐ Digital apps or technology are difficult to use
- ☐ Reading on a screen is uncomfortable
- ☐ Nothing discourages me from using digital materials
- ☐ Other: _____

11. If a physical and digital copy of the same book were both immediately available from the library, which would you choose?

- ☐ Physical copy
- ☐ Digital copy
- ☐ No preference

12. Which types of books would you be most interested in borrowing digitally?*Select all that apply.*

- ☐ General fiction
- ☐ Mystery/thriller
- ☐ Romance
- ☐ Science fiction/fantasy
- ☐ Nonfiction
- ☐ Biography/memoir
- ☐ Young adult
- ☐ Children's books
- ☐ I am not interested in borrowing digital books
- ☐ Other: _____

13. Have you ever wanted to access a digital library material but found that it was unavailable or had a long wait?

- ☐ Frequently
- ☐ Sometimes
- ☐ Rarely
- ☐ Never
- ☐ I do not use digital library materials

14. In which languages would you be interested in accessing library materials?*Select all that apply.*

- ☐ English
- ☐ Spanish
- ☐ Other: _____
- ☐ I have no preference

15. If you use library materials in a language other than English, which format would you prefer?

- ☐ Mostly physical materials
- ☐ Somewhat more physical materials
- ☐ About equally between physical and digital materials
- ☐ Somewhat more digital materials
- ☐ Mostly digital materials

- ☐ No preference
- ☐ I only use library materials in English

16. If additional funding were available for the library's collection, where would you prefer the library place greater emphasis?

- ☐ Mostly physical materials
- ☐ Somewhat more physical materials
- ☐ About equally between physical and digital materials
- ☐ Somewhat more digital materials
- ☐ Mostly digital materials
- ☐ No preference

17. Is there anything else you would like the library to know about your preferences or experiences with physical and digital library materials?

Appendix B: Key Informant Interview Questions

By analyzing Osceola County's population demographics, we identified four key organizations likely to have greater insight into the needs of the community we serve. These focus groups consisted of members from:

- Alianza
a community-based non-profit organization that seeks to empower Hispanic communities to shape their own futures.
- Senior Resource Alliance
an organization dedicated to coordinating, developing, monitoring, and evaluating/reviewing services and resources for elders in Brevard, Orange, Osceola, and Seminole Counties.
- Education Foundation of Osceola County/ Osceola County Home Education Office
these groups focus on the educational needs (both traditional and non-traditional) of school aged youth in Osceola County.
- Osceola Housing and Community Services
a county government organization focusing on the needs of citizens near, at or below poverty in Osceola County.

Each focus group consisted of no more than six members, with interviews conducted by 2 members of the Collection Department, lasting roughly between an hour to an hour and a half. The qualitative interview questions allowed greater insight into the focus groups' assessment of how well our current collection meets community needs, as well as identifying areas for improvement. This information will allow staff to make more informed collection decisions that better serve the needs of our communities.

Alianza

How well does the library collection serve the Hispanic community in Osceola County? How can our collection support Alianza's mission? Are there any specific suggestions for improving our collection to better suit the needs of the community?

Senior Resource Alliance

How well does the Osceola County Library collection support the needs of the senior community in the area? Are there any access barriers to the collection we should know about?

How closely does the collection align with the interests of senior citizens? Are there specific suggestions for improving the collection to better suit the needs of senior citizens?

Education Foundation of Osceola County/ Osceola County Home Education Office

What is your impression of the Osceola County Library's collection? How well does it support your educational curriculum? Do you have any specific suggestions for how we can improve the collection to better serve your needs?

Osceola County Housing and Community Services

How can the library collection support patrons struggling with poverty? What are access barriers to the collection? Are there any specific suggestions for improving the collection to better suit the needs of patrons struggling with poverty?