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including the question would unnecessarily increase the burden on respondents and increase the cost to the Federal Government,⁶ contrary to the purposes of the PRA.⁷

2. Collaborating with libraries to inform respondents would reduce the burden on respondents and reduce cost to the Federal Government

ALA urges the Bureau to continue outreach to and collaboration with libraries to inform respondents about the 2020 Census and expand technology access to the internet self-response option, which would reduce cost to the Federal Government and burden on respondents.⁸

to generate the largest possible self-response
making it easier for people to respond by providing an internet questionnaire
and using mailings, questionnaire delivery, advertising, and publicity to tell the public about this
option ⁹

Libraries provide information to Census respondents that can facilitate their response to the Census questionnaire. For instance, in the 2010 Census, libraries hosted more than 6,000 Census Bureau sites for outreach to respondents.¹⁰

Census with the new internet self-response option. More than 24 million Americans do not have high-speed internet at home,¹¹ and these persons are disproportionately likely to be older adults, rural residents, racial minorities, and those with lower levels of education and income.¹² Many of these residents, as well as those who have lower online skills or comfort, come to libraries for access to and assistance using the internet.

⁶ The Leadership Conference on Civil and Human Rights, *Comments on Proposed Information Collection on 2020 Census*, Docket # USBC-2018-0005

In the not... The internet self-response instrument and all related support systems will be designed to handle the volume of responses that are expected to be received by internet in the 2020 Census. It is imperative that the application and systems service the scale of the operation in order to ensure that users do not experience delays while completing the survey

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In addition to that issue, the ease of using the internet self-response instrument also should be
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response option. If the internet self-response instrument is simple and intuitive for users with diverse needs across a variety of technology platforms, it will reduce the time and effort necessary to complete the questionnaire, reducing the burden on respondents. As the Bureau has noted, making it easier for people to respond -

Conclusion

collection for the 2020 Census. ALA urges the Bureau to remove the citizenship question from the 2020 Census questionnaire, to collaborate with libraries on informing respondents and expanding technology access to the internet self-response option, and to maximize the usability of the internet self-response instrument. If you have any questions about these comments, please contact Gavin