

United States™ Census 2020



Get Counted
at your library

Get counted online!

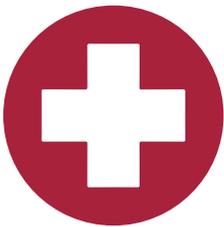
[My2020Census.gov](https://my2020census.gov)

It's Important.

It's Easy.

It's Confidential.

Census data is used
to determine how
federal tax dollars
are distributed



Healthcare



Schools



Roads



Public Safety

- **Average time to complete** the Census questionnaire is **10 minutes**. Time will vary based on the number of people in your household.
- **Complete your questionnaire during a single session**. You will *not* be able to leave questions unanswered and log back in. If you leave the questionnaire for 15 minutes you will need to start over.
- **Use the buttons within the questionnaire to navigate**. Do *not* use web browser buttons.
- You can view a **sample of the questionnaire** at census.oklibraries.org

*Get counted by phone or
request a paper questionnaire*

(844) 330-2020 Spanish (844) 468-2020
TDD (844) 467-2020

Find assistance numbers for other languages
@ census.oklibraries.org
under *Frequently Asked Questions*.

The Technical Side

Make sure your devices use one of the two most recent versions of your web browsers. My2020Census.gov works best with Edge, Chrome, Firefox, Internet Explorer, Safari, and Samsung Native browsers. Cookies should be enabled on web browsers.

Monitor or disable any time-limiting software for public access computers used to answer the Census. The online form must be completed in one sitting. Users will not be able to leave questions unanswered and log back in. If the online form is left inactive for 15 minutes, the user will have to start over.

A word about wifi— My2020Census.gov is a secure website but **open wifi can expose devices to security**

compromise. Many Oklahoma libraries have open wifi to facilitate access. Should a customer express concern over the security of filling out the form using the library's wifi, recommend that the person fill out the form on a networked computer, or on a library device that is password protected, if available.

A word about smart phones— Census workers know that people will use their smart phones to fill out the Census questionnaire, but there are concerns. **All smart phones are not created equally, and cellular data is notoriously unreliable, which could lead to frustration on the part of customers.** Encourage customers to use networked computers, or to connect their smart phone to the library's wifi before answering the questionnaire.

Answering Questions and Responding to Customer Concerns

Who gets counted? Explain that everyone living in the household on April 1—including newborns, older individuals, and people who are not family members—**should be counted** on the household's 2020 Census form.

How do I respond? People can respond online, by phone, or by mail. Paper copies can be requested for mail in; plus, paper copies will automatically be sent to households beginning in April if the household has not responded online or by phone. In May, Census takers will begin visiting homes that did not respond.

I don't know if my household has already responded. If people are unsure whether others in their home have completed the 2020 Census, tell them they can still respond on their own. **The Census Bureau has processes in place to resolve duplicate submissions.**

I don't trust that my information will be kept private. The U.S. Census Bureau is bound by law (Title 13 of the U.S. Code) to protect your answers and keep them strictly confidential. Every Census employee takes an oath to protect your personal information for 72 years. **The answers you provide are used only to produce statistics.** You are kept anonymous. The Census Bureau is not permitted to publicly release your responses in any way that could identify you or anyone else in your home.

Would you help me fill out my Census form? Only Census Bureau employees may collect responses directly from individuals. If you are providing devices for individuals to fill in their own responses online, do not enter that individual's responses for them or watch them enter their responses. In other words, devices should not be "staffed."

If a member of the public requests assistance in completing their form, please direct them to the response option that best suits their needs—online, phone, mail/paper, or census taker home visit.

If they still request your assistance with online response, you can provide this assistance but **please inform them that you are not a Census Bureau employee and therefore their answers are not protected by law with you.** Their response is only protected by the Census Bureau once their response is received.

What if my literacy program is using the online/paper Census form for educational purposes? The tutor should provide the same caveats as stated above, and **let the student determine if they are comfortable with the tutor seeing their answers.**

For more information please visit **2020Census.gov**