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2009-2010 PUBLIC
LIBRARY FUNDING AND
TECHNOLOGY ACCESS SURVEY:
SURVEY FINDINGS AND RESULTS

REPORT SUBMITTED TO:
AMERICAN LIBRARY ASSOCIATION
OFFICE FOR RESEARCH AND STATISTICS
JUNE 21, 2010

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Acknowledgment

Large-scale national surveys such as this involve substantial effort and support from a number of individuals and groups. While impossible to mention each person or group, we would like to acknowledge the efforts of those who provided substantial assistance.

The study team wishes to express their gratitude to the American Library Association (ALA) and the Bill & Melinda Gates Foundation for their generous support of this survey. It would not be possible to continue these surveys without such funding.

The study team would like to recognize the significant efforts of the state librarians, the state data coordinators, and other state library agency staff members. As with all of the studies conducted since 1994, the amount of time, energy, and support that the state library community invested in this study contributed directly to the survey's high response rate – we cannot thank them enough for all of their efforts.

We also extend a debt of gratitude to all the public librarians who completed the survey. We realize that it takes a great deal of time, effort, and commitment to participate in the survey. Without your participation, we simply would not have any data. Without data, this study would have no ability to affect policy, practice, and engagement in networked services by public libraries. The time you take to provide the data in this report offers valuable information for national, state, and local policymakers, library advocates, researchers, practitioners, government and private funding organizations, and others to understand the impact, issues, and needs of libraries providing public access computing. The data also provide public librarians with the opportunity to advocate for the communities that they serve.

We are also in debt to the study's Advisory Committee. These individuals assisted us in a number of key study areas including issue identification, question development, survey pretesting, and providing perspectives on study findings. Our thanks to Stacey Aldrich (California State Library), Nancy Ashmore (Prarie du Chien Public Library), Robert Bocher (Wisconsin Department of Public Instruction, Division for Libraries), Linda Crowe (Peninsula Library System), John D. Hales (Northeast Florida Library Information Network), Christopher Jowaisas (Texas State Library), Kyung-Sun (Sunny) Kim (CORS representative), Sarah Ann Long (North Suburban Library System), Charlie Parker (Tampa Bay Library Consortium), Rivkah K. Sass (Sacramento Public Library), and Mary Ann Stiefvater (Division of Library Development, New York State Library).

We also would like to thanks Dr. Charles R. McClure, who served as a consultant on this project. His expertise served the survey well and is much appreciated. Dr. McClure began these surveys in 1994, and he and John Carlo Bertot have conducted the surveys together since that time.

Finally, Paragon New Media also deserves mention for their efforts in developing and maintaining the survey website.

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Executive Summary

Public libraries offer their communities a substantial array of public access technologies and Internet-enabled services:

- **Infrastructure.** Libraries reported an average of 14.2 public access workstations, up from 11.0 in 2008-2009, and 82.2 percent of public library branches offer wireless Internet access, up from 76.4 percent reported in 2008-2009.
- **Broadband.** Libraries reported increased connectivity speeds, with 51.8 percent of libraries reporting connectivity speeds of greater than 1.5mbps, as compared to 44.5 percent in 2008-2009.
- **Wireless.** Libraries reported an increase in providing wireless (Wi-Fi) access to the Internet, with 82.2 percent of public library branches offering wireless Internet access, up from 76.4 percent reported in 2008-2009.
- **Content.** Libraries reported offering access to a number of resources, including licensed databases (95.0 percent, up from 89.6 percent in 2008-2009); homework resources (88.2 percent, up from 79.6 percent in 2008-2009); audio content, such as podcasts and audiobooks (82.5 percent, up from 72.9 percent in 2008-2009); digital reference (72.3 percent, up from 62.4 percent in 2008-2009); and e-books (65.9 percent, up from 55.4 percent in 2008-2009).
- **Employment support.** 88.2 percent of libraries reported providing access to jobs databases and other job opportunity resources, and 67.1 percent of those libraries also reported providing patrons with assistance in completing online job applications.
- **E-government.** 78.7 percent of libraries reported providing patrons assistance in applying for or accessing E-government services, and 63.3 percent of reported that staff provide assistance to patrons for completing government forms.

Libraries also indicated, however, that they face challenges in supporting their public access technology services and resources in key areas:

- **Cost.** Libraries reported cost factors (79.8 percent) as a challenge in maintaining, sustaining, and enhancing their public access technology infrastructure.
- **Buildings.** Library buildings increasingly 1) lack adequate electrical outlets to support either the addition of workstations or support user-owned laptops; 2) lack cabling to wire/connect more workstations; and 3) are out of space and unable to install more workstations.
- **Staff.** Libraries reported challenges with adequate staff for providing e-government and employment support, but also with access to technology staff. 43.7 percent of rural libraries report that it is the library director that provides IT support, as compared to 75.3 percent of urban libraries that report IT support provided by system-level IT staff.
- **Reduced hours.** Libraries also reported a reduction in hours open, with 14.5 percent reporting a reduction in hours. Nearly 24 percent (23.7 percent) of urban libraries reported a reduction in hours open, impacting patron access to public access technologies.

The survey, therefore, demonstrates an important paradox: libraries continue to provide and enhance their public access services where possible, but they do so in an increasingly challenged environment of reduced hours and funding.

Overview of Findings

The national survey identified a number of issues related to the current state of public access technology and Internet-enabled services provided by public libraries to the communities that they serve. The following presents selected survey key findings from the survey and their implications. The discussion is not exhaustive, but rather highlights a range of findings and implications that the survey identified. The complete set of data tables, as well as findings from previous surveys, are available at <http://www.plinternetsurvey.org>.

Public Access Connectivity and Infrastructure

Public libraries offer a range of public access technology and Internet access services to users. As community-based public access centers, libraries employ a range of strategies to maintain, upgrade, and make available public access resources and services. The findings indicate that, public libraries provide substantial public access services and resources across a range of key areas such as wireless (Wi-Fi), public access computers, and broadband. Libraries report improvements in the average number of workstations, provision of Wi-Fi, and broadband capacity. And yet, libraries responding to the survey reported challenges in terms of the availability of computers and adequate broadband capacity – indicating that the enhancements over the last year still fall short of meeting demand and needs.

Libraries as Community Access Computing and Internet Access Points

Public libraries continue to provide important public access computing and Internet access in their communities:

- 99.0 percent of public library branches offer public Internet access (see Figure 3), nearly identical to that found in the 2008-2009 survey (98.7 percent);
- 66.6 percent of library branches report that they are the only provider of free public computer and Internet access in their communities (see Figure 4), down from that reported in 2008-2009 (71.4 percent), but still significant;
- Overall, public library branches report an average of 14.2 public access workstations, up from 11.0 in 2008-2009 (see Figure 5). Rural libraries reported an average of 9.2 workstations (up from an average of 7.6 workstations in 2008-2009), suburban libraries reported an average of 15.8 workstations (up from an average of 12.7 workstations reported in 2008-2009), and urban libraries reported an average of 25.4 workstations (up from an average of 18.7 reported in 2008-2009);
- 82.2 percent of public library branches offer wireless Internet access, up from 76.4 percent reported in 2008-2009 (see Figure 22); and
- 33.4 percent of libraries report public access connection speeds of 1.6mbps-10mbps, followed by 27.4 percent that report public access connection speeds of 1.5mbps, 14.8 percent less than 1.5mbps, 9.4 percent greater than 30mbps, and 9.0 percent 10.1mbps-30mbps (see Figure 34). 53.0 percent of rural libraries report public access speeds of 1.5mbps or less, while 77.2 percent of urban libraries and 55.4 percent of suburban libraries report public access speeds of greater than 1.5mbps.¹

¹ Direct comparisons to the 2008-2009 survey are difficult due to the change in broadband categories adopted for the 2009-2010 survey. However, in general, libraries reported higher connectivity speeds in 2009-2010.

This core infrastructure – public access workstations, broadband, and Wi-Fi – serves as the backbone of the public library’s public access services and resources

Infrastructure Progress and Challenges

The 2009-2010 survey asked libraries to identify issues regarding the ability of public libraries to maintain their public access Internet and technology services. As with the 2008-2009 and 2006-2007 surveys, respondents reported that they face a range of challenges with their buildings, costs, and staff. The 2009-2010 survey also identified additional challenges that libraries face in terms of maintaining and supporting their public access technology infrastructure. Respondents indicated the following issues regarding their ability to offer public access technologies (see Figures 10-17):

- **Cost.** Respondents once again indicated that funding workstation replacements, upgrades, bandwidth enhancements, and a range of other services related to public Internet access and technologies was difficult and increasingly problematic (see Figure 10). Just as with the 2008-2009 survey, libraries reported cost factors more highly (79.8 percent versus 77.4 percent in 2008-2009) than space limitations (75.1 percent versus 75.9 percent in 2008-2009).
- **Buildings.** Library buildings increasingly 1) lack adequate electrical outlets to support either the addition of workstations or support user-owned laptops; 2) lack cabling to wire/connect more workstations; and 3) are out of space and unable to install more workstations (see Figures 11-17).
- **Staff.** By and large, public libraries rely on non-technical staff to support their public access computers and Internet access. This is particularly true for rural public libraries, though urban public libraries are more likely to have access to technology staff (see Figures 10-17). In fact, 43.7 percent of rural libraries report that it is the library director that provides IT support, as compared to 75.3 percent of urban libraries that report IT support provided by system-level IT staff.
- **Keeping workstations in service.** As with the 2008-2009 survey, roughly one quarter of libraries reported that that it takes two or more days to get a public access computer back into service when it goes down (23.4 percent to 26.4 percent). In general, urban and suburban libraries had a turn around time of two or less days, but nearly a third (30.0 percent) of rural libraries indicated that it could take two or more days to get a computer back into service (see Figure 18).
- **Increased usage.** New to the 2009-2010 survey was a series of questions regarding the increased use of workstations, Wi-fi, training services, and electronic resources (i.e., databases). In all, 75.7 percent of libraries reported increased use of public access workstations, 71.1 percent increased use of Wi-fi, 26.3 percent increased use of training services, and 45.6 percent increased use of electronic resources (see Figures 21-24).
- **Reduced workstation congestion.** At the same time, fewer libraries in 2009-2010 reported insufficient numbers of workstations some or all of the time (73.5 percent, see Figure 20) as compared to 2008-2009 (81.2 percent). This coincides with a jump in the number of libraries offering Wi-Fi (82.2 percent of public library branches now offer wireless Internet access, up from 76.4 percent in 2008-2009 (see Figure 22)).

Together, these data further support the trend reported essentially since the 2006-2007 survey regarding the challenges that public libraries face in maintaining their public access technology

and Internet access services, but some progress is evident in terms of relieving workstation congestion through additional Wi-Fi services. It is also significant to note that libraries are experiencing increased usage of key public access services – workstations, Wi-Fi, training, and electronic resources – due to economic and governmental pressures.

Quality of Public Access

The quality of the public access that libraries provide has many dimensions – numbers of workstations available, workstation time limits, speed of connectivity, availability of Wi-Fi, and number of simultaneous users and uses of resources and services, to name a few. As with previous survey findings, libraries report that, even with increases in connectivity speeds (as reported in the Libraries as Community Access Computing and Internet Access Points section previously and in Figures 20 and 36), their connection speeds and numbers of workstations do not meet their needs:

- 45.1 percent (down from 59.6 percent in 2008-2009) of respondents reported that their connectivity speed is insufficient some or all of the time (see Figure 36). This is a substantial drop that shows the impact of libraries having increased their bandwidth in the last year. Urban libraries (47.6 percent) are less likely than suburban libraries (57.9 percent) and rural libraries (54.3 percent) to report that their connection speeds are sufficient to meet patron needs at all times.
- 29.5 percent (up from 22.9 percent in 2008-2009) of libraries reported that though they have an interest in increasing their current Internet speed, they cannot afford to do so (see Figure 37).
- 73.5 percent of libraries reported that they have insufficient availability of workstations some or all of the time (see Figure 20). Though this is down from 81.2 percent reported in 2008-2009, and likely due to the increased percentage of libraries providing Wi-fi access, the data still indicate that nearly three quarters of libraries report insufficient workstations to meet demand at some time during the day.
- 79.3 percent of public libraries report that their wireless connections share the same bandwidth as their public desktop computers, though 23.2 percent (down slightly from 24.9 percent in 2008-2009) indicate that they use bandwidth management techniques (see Figure 39). The shared connectivity is a slight decrease from 82.4 percent reported in 2008-2009.
- As with the 2008-2009 findings, 92.3 percent (94.1 percent reported in 2008-2009) of libraries have time limits imposed on the use of their public access workstations (see Figure 25). About half of libraries with time limits report that, upon request, they allow additional workstation time for seeking employment (49.2 percent, urban libraries 33.0 percent), E-government (50.0 percent, urban libraries 33.0 percent), and educational uses (54.6 percent, urban libraries 36.3 percent). As can be seen, however, urban libraries are less likely to allow users extra workstation time for these purposes; this is likely due to the high demand among many users for public access workstations.

Together, these data point to an improved technology infrastructure, but one that continues to struggle to keep up with the demands on public access services and resources that are expanding as the economic downturn has driven increasing numbers of patrons to rely on the library technology for jobs applications, social services, government information and services, educational materials, and entertainment options. And, one can see areas in which the urban

library community in particular is struggling to meet demand. Also, libraries continue to limit their resource availability through time limits and sharing bandwidth with wireless connectivity in order to accommodate more users. And increased provision of Wi-Fi has alleviated some congestion in terms of workstation availability, but in doing so, public libraries are affecting the quality of their public access technology environment.

Supporting Employment and E-government

New questions in the 2009-2010 survey explored the support public libraries provide to those seeking employment and engaging in E-government activities. Responding libraries indicate that they provide substantial resources and services to assist individuals seek employment and interact with government agencies.

Underlying specific employment and E-government services are a range of technology and Internet training content and classes (see Figures 44 and 45). Nearly 80 percent (76.6 percent) of libraries report providing point-of-use technology training, while 37.0 percent provide formal training classes (59.2 percent of urban libraries). In terms of libraries that report offering formal classes:

- 93.4 percent provide general computer skill training;
- 91.7 percent provide general Internet use training;
- 81.0 percent provide general online/Web searching training; and
- 75.5 percent provide general software (e.g., word processing, spreadsheets, presentation) training.

Employment and Job Seeking Support

Nearly all libraries – 90.8 percent – report that it is very important or most important for the library to provide services to job seekers. In particular (see Figures 51-56):

- 88.2 percent of reporting libraries provide access to jobs databases and other job opportunity resources;
- 74.9 percent of reporting libraries provide access to civil service examination materials, a figure that increases to 85.7 percent in urban libraries;
- 68.9 percent of reporting libraries provide software and other resources to assist patrons with the creation of resumes and employment material, a figure that increases to 81.2 percent in urban libraries;
- 67.1 percent of reporting libraries provide patrons with assistance in completing online job applications;
- In providing these job-seeking services, 58.6 percent of libraries reported that the library did not have enough staff to effectively help patrons with their job seeking needs and 46.0 percent reported that the library staff did not have the necessary expertise to meet the needs of patrons seeking employment.

E-government Support

A substantial percentage of libraries – 82.4 percent – report that it is very important or most important for the library to provide access to government information and services such as unemployment benefits, tax information, forms, Medicare information, and the like. In particular (see Figures 56-60):

- 88.8 percent of reporting libraries provide as-needed assistance to patrons for understanding how to access and use e-government websites;
- 78.7 percent of reporting libraries provide assistance to patrons applying for or accessing e-government services;
- 63.3 percent of reporting libraries indicate that staff provide assistance to patrons for completing government forms;
- 31.5 percent of urban libraries indicate that at least one staff member has significant knowledge and skills in the provision of e-government services;
- In providing these job-seeking services, 58.9 percent of libraries reported that the library did not have enough staff to effectively help patrons with their E-government needs and 52.7 percent reported that the library staff did not have the necessary expertise to meet patron E-government needs.

Extensive Range of Library Services Provided

Beyond employment and E-government services, Figure 40 indicates that public libraries consider it important to provide an array of services that are critical to the communities they serve. Also identified as being ‘very’ or ‘most important’ is the provision of education resources and databases for adult/continuing education students (73.6 percent), education resources and databases for home schooling (69.9 percent), and education resources and databases for students in higher education (66.9 percent).

More specifically, libraries broker and provide access to a wide range of Internet services and resources (see Figure 46), including:

- Licensed databases (95.0 percent, up from 89.6 percent in 2008-2009);
- Homework resources (88.2 percent, up from 79.6 percent in 2008-2009);
- Audio content, such as podcasts and audiobooks (82.5 percent, up from 72.9 percent in 2008-2009);
- Digital reference (72.3 percent, up from 62.4 percent in 2008-2009); and
- E-books (65.9 percent, up from 55.4 percent in 2008-2009).

Also, as Figure 46 shows, public libraries continue to incorporate user technologies into their public access technology offerings, by allowing users to:

- Access and store content on USB storage devices (e.g., flash drives, portable drives) or other devices (91.6 percent, up from 81.4 percent in 2008-2009);
- Access to gaming consoles, software, or websites (70.9 percent, up from 57.2 percent in 2008-2009);
- Connect digital cameras and manipulate content (67.6 percent, up from 47.9 percent in 2008-2009); and
- Burn CDs/DVDs (56.3 percent, up from 42.9 percent reported in 2008-2009).

The challenge for public libraries is the extent to which they can maintain and/or expand upon the above Internet services in a time of increased usage while still ensuring the availability of access, bandwidth, infrastructure, and trained staff necessary to support these services for millions of library users.

Moving Connectivity and Public Access Forward

Though public libraries continue to prepare for the future of their public access Internet services, resources, and infrastructure, the survey shows that the ability of libraries to do so is diminishing. Public libraries continue to face a range of challenges – a condition made worse by the economic downturn – as they seek to enhance and/or maintain their public access technology services and resources.

Enhancing Public Access Infrastructure

Public libraries plan to add, replace, or upgrade workstations and make other enhancements to their public access computing and Internet access services in the coming year:

- 13.3 percent (down from 16.7 percent reported in 2008-2009) of public library branches plan to add more workstations within the next year, while 15.4 percent of public library branches (about the same as the 16.3 percent reported in 2007-2008) (see Figure 10);
- 39.9 percent (down substantially from the 62 percent reported in 2008-2009) of public libraries have a workstation/laptop replacement schedule that essentially occurs every three (27.3 percent, up from 15.9 percent reported in 2008-2009), four (28.8 percent, up from 18.4 percent in 2008-2009), or five (31.6 percent, up from 14.2 percent reported in 2008-2009) years (see Figure 7); and
- 6.8 percent plan to add wireless access within the next year, which means that if they do so, by the end of 2010 about 90 percent of public libraries will offer wireless access (see Figure 22). Thus, wireless access is rapidly approaching ubiquity within the public libraries and becoming a core service.

These data demonstrate that libraries do consider the need for continual upgrades and replacements to their public access technology infrastructure. The data indicate, however, that planning, addition, and replacement horizons are increasing, while firm upgrades and replacements are slipping and that time horizons are extending. The data, therefore, show that libraries intend to keep their existing public access infrastructure in use for longer time periods, a likely situation due to actual budget decreases and/or anticipated budget decreases.

Significant Challenges Continue

Challenges continue as public libraries improve their public access computing and Internet access services:

- 45.1 percent (down from 59.6 percent in 2008-2009) of public library branches indicate that their connection speeds are inadequate to meet user demands some or all of the time. Urban libraries (52.2 percent) report the most congestion challenges. This is clearly an improvement and an indication that increased bandwidth speeds adopted by public libraries is having a positive effect – but it is important to note that about half of public libraries still report congestion problems (see Figure 32);
 - Only 23.2 percent of libraries reported an increase in connectivity speeds in the last year, while 74.6 percent of libraries reported that their connection speed stayed the same (see Figure 35). Urban libraries (33.3 percent) were more likely than suburban (23.8 percent) and rural (19.1 percent) to report an increase in connection speed.

- 20.7 percent (down from 26.0 percent in 2008-2009) of respondents reported that their current connection is the maximum speed that they can acquire, 29.5 percent (up from 22.9 percent in 2008-2009) cannot afford to increase their bandwidth, 12.4 percent (down from 16.8 percent in 2008-2009) indicated that they had no interest in increasing their bandwidth, and 16.1 percent (down from 14.7 percent in 2008-2009) indicated that they could increase their bandwidth but had no plans to do so. Overall, the absence of plans and/or the economic or technological inability to increase connectivity speeds and the maximum available speeds reported, 91.5 percent of libraries indicate that they will not be increasing their bandwidth in the next year (see Figure 37).
- 62.5 percent (about the same as the reported 61.0 percent in 2008-2009) of public library branches have no plans to add workstations in the next year (see Figure 15), largely due to cost factors (79.8 percent reported as important or most important), space factors (75.1 percent reported as important or most important), and the availability of infrastructure factors (e.g., electrical outlets, cabling, etc.) (54.1 percent reported as important or most important);
- 14.5 percent of libraries reported a decrease in hours open since last year, with 23.7 of urban libraries reporting a decrease in hours open, 16.3 percent of suburban libraries reporting a decrease in hours open, and 10.1 percent of rural libraries reporting a decrease in hours open (see Figure 2); and
- Libraries that reported that they do not offer Internet-enabled services services or offer limited services (e.g., databases, e-books) also indicated that they cannot afford to purchase and/or support the service(s) (62.2 percent, up from the 58.9 percent in 2008-2009), library computer hardware/software will not support the service(s) (40.9 percent, essentially unchanged as the 40.7 percent in 2008-2009), or library policy restricts the provision of the service(s) (33.2 percent, down from 42.8 percent) (see Figure 50).

Thus, public libraries continue to report that they are unable to meet patron demands for services due to inadequate technology infrastructure, costs associated with operating and maintaining that infrastructure, and bandwidth quality/availability issues – but not for lack of trying to maintain and enhance their services.

These constraints, particularly regarding bandwidth, occur in the context of the Broadband Technology Opportunity Program and Broadband Initiative Program grants/loans as administered by the Department of Commerce’s National Telecommunications Information Administration (NTIA) and Department of Agriculture’s Rural Utilities Service, respectively. What is unclear is how and how many libraries will benefit from these grants and loans, totaling \$7.2 billion, as distributed in 2010. Initial grants indicate the success that some libraries and state library agencies have had either individually or as part of larger grant applications. At the same time, however, the survey shows that the current economic situation faced by libraries is having a negative impact on the ability of libraries to maintain or enhance their public access services. It is in this mixed and paradoxical context that public libraries continue to provide their public access services.

Methodology

The 2009-2010 survey resides within a larger public library study regarding public access technology use and funding. In this context, the survey employed a multi-approached sampling strategy to meet the following objectives:

- Provide outlet (branch)-level national data regarding public library Internet connectivity and use;
- Provide outlet (branch)-level state data (including the District of Columbia) regarding public library Internet connectivity and use; and
- Provide system (administrative)-level data (including the District of Columbia) regarding E-rate use and library operating and technology funding and expenditures.

The survey had the additional objectives of obtaining data to conduct analysis using the variables of metropolitan status² (urban, suburban or rural). The survey also included assessment questions for selected public libraries who were recipients of the Bill & Melinda Gates Foundation's Opportunity Online hardware grants.

The survey team received a list of Opportunity Online hardware grant recipient libraries that included 2,601 libraries in 32 states. The Bill & Melinda Gates Foundation selected the libraries for its grant program according to its own criteria, and participating libraries were required to complete the survey as part of the grant program. So as not to skew the survey data or create any response biases, the survey team created a master state and national sampling frame that incorporated the grant libraries. From that sampling frame, the survey team drew a stratified "proportionate to size sample" that created an overall balanced sample within the 32 grant states, but also ensured a proportionate national sample. This sampling approach ensured high quality and data that could be generalized within the states analyzed, nationally, and across and within the metropolitan status and poverty strata.

As a sample frame, the study team used the 2007 public library dataset available from the U.S. Institute of Museum and Library Services (IMLS), which was the most recent public release file available in June 2009. Bookmobile and Books by Mail service outlets were removed from the file, leaving 16,571 library outlets. From these totals, the researchers used SPSS Complex Samples software to draw the sample for the study. The sample needed to provide the study team with the ability to analyze survey data at the state and national levels along the poverty and metropolitan status strata discussed above. The study team drew a sample with replacement of 6,009 outlets. This sample was in addition to the 2,601 libraries in the Opportunity Online hardware grant program.

The study team developed the survey questions through an iterative and collaborative effort involving the researchers, representatives of the funding agencies and members of the Public Access Technology & Funding Study Advisory Committee. The study team pre-tested the initial surveys with the project's advisory committee, public librarians and the state data coordinators of

² Metropolitan status was determined using the official designations employed by the Census Bureau, the Office of Management and Budget, and other government agencies. These designations are used in the study because they are the official definition employed by the Institute of Museum and Library Services (IMLS), which allows for the mapping of public library outlets in the study.

the state library agencies and revised the survey based on their comments and suggestions (see Appendix A for the final survey).

The survey asked respondents to answer questions about specific library outlets and about the library system to which each respondent outlet belonged. Respondents answered the survey between September 2009 and November 2009. After a number of follow-up reminders and other strategies, the survey received a total of 5,015 responses for a response rate of 83.4 percent. Another 2,376 Opportunity Online hardware grant library responses were added for a total of 7,391 responses for analysis purposes. Figure 1 shows that the responses are representative of the population. Together, the high survey response rate and representativeness of responses demonstrate the high quality of the survey data and the ability to generalize to the public library population.

The survey employed a parallel sampling approach regarding library systems and their administrative entities. About 15 percent of public libraries have multiple service outlets (or branches). The survey received 3,928 system/administrative responses out of a sample of 5,000 for a response rate of 78.6 percent. The high response rate, combined with a representative response, indicate that the data are valid and reliable.

Outlet (Branch) Versus System

The survey deployed a two-stage approach that included questions regarding sampled outlets (branches) and questions regarding an entire library system (administrative questions focusing on E-rate applications and operating and technology budgets). For roughly 85 percent of public libraries, there is no distinction between outlet and system, as these are single facility systems (e.g., one outlet, one system). The remaining roughly 15 percent of public libraries, however, do have multiple outlets. There was a need to separate outlet- and system-level questions, as some of the survey questions were point-of-service delivery questions (e.g., number of workstations, bandwidth and training), whereas others were administrative in nature (e.g., E-rate applications, operating budgets and technology budgets).

Questions 1 through 20 of the survey explored outlet-level issues (e.g., Internet connectivity, speed of connection, workstations, employment and e-government services, etc.). Questions 21 through 27 posed questions regarding the entire library system (e.g., E-rate applications, funding for information technology, operating expenses and income, etc.). Upon replying to questions 1 through 20 for all sampled outlets, respondents were taken to the system-level questions. Given that the actual respondent for the system data might be different than for the outlet data, respondents were permitted to leave and re-enter the Web-based survey for completion. Upon completing the system/administrative questions, Opportunity Online hardware grant recipients were asked an additional 12 questions regarding the grant program. The analysis of system- and outlet-level data required different approaches, considerations and weighting schemes for national and state analysis.

Data Analysis

The survey uses weighted analysis to generate national and state data estimates. As such, the analysis uses the responses from the 7,391 library outlets from which a completed survey was received to estimate to all public library outlets (minus bookmobiles and books by mail) in the

aggregate as well as by metropolitan status designations. The same process is used for analyzing and estimating state level data. The key difference is that the weighting process is limited to the metropolitan status and aggregate library designations for the state. The data reported have a margin of error of plus or minus 2.5 percent.

Figure 1: Public Library Outlets and Survey Responses by Metropolitan Status

	Responding Facilities as a Proportion of Survey Respondents	Facilities as a Proportion of National Population
Metropolitan Status		
Urban	15.4% (1,140 of 7,391)	17.3% (2,866 of 16,571)
Suburban	32.2% (2,378 of 7,391)	34.6% (5,737 of 16,571)
Rural	52.4% (3,873 of 7,391)	48.1% (7,968 of 16,571)
Overall	100.0% (7,391 of 7,391)	100.0% (16,571 of 16,571)
Overall Response Rate = 83.4%*		
*This response rate is calculated based on sampled library responses to the survey. Additional surveys from libraries that are Bill & Melinda Gates Foundation Opportunity Online hardware grant recipients were also used in the data analysis; these libraries participated in the survey as a grant requirement.		

National Branch Data Tables

This report section provides the national branch (outlet) level data and descriptions. The presentation is divided into key areas of public access, technology infrastructure, Internet-enabled services, and employment and E-government.

Public Access and Availability

	Metropolitan Status			
Hours Open	Urban	Suburban	Rural	Overall
Hours increased since last fiscal year	3.6% (n=98)	5.9% (n=328)	8.1% (n=621)	6.6% (n=1,047)
Hours decreased since last fiscal year	23.7% (n=649)	16.2% (n=893)	10.1% (n=771)	14.5% (n=2,313)
Hours stayed the same since last fiscal year	72.7% (n=1,991)	77.9% (n=4,305)	81.8% (n=6,225)	78.9% (n=12,551)
Weighted missing values, n=66				

In comparison to previous studies, the percentage of libraries reporting decreased hours open rose to 14.5 percent from 4.5 percent last year (see Figure 2). Urban and suburban public library outlets have seen the largest reductions in hours (-16.3 percent and -11.1 percent, respectively) compared with rural public library outlets (-7.1 percent). The number of public library outlets reporting increased hours has declined by almost half of that reported last year (-3.4 percent overall).

Metropolitan Status			
Urban	Suburban	Rural	Overall
99.0% (n=2,750)	99.4% (n=5,555)	98.7% (n=7,673)	99.0% (n=15,978)

Virtually all public library outlets (99.0 percent) provide public access to the Internet (see Figure 3). This is a slight across-the-board increase from the 2008-2009 survey, which reported 98.7 percent of libraries provided access.

	Metropolitan Status			
Free Public Access	Urban	Suburban	Rural	Overall
Yes	53.6% (n=1,436)	63.8% (n=3,521)	73.3% (n=5,605)	66.6% (n=10,589)
No	30.0% (n=820)	19.3% (n=1,064)	17.6% (n=1,343)	20.3% (n=3,227)
Do not know	13.4% (n=365)	14.5% (n=799)	6.2% (n=471)	10.3% (n=1,635)
Other	3.0% (n=83)	2.4% (n=135)	3.0% (n=230)	2.8% (n=448)
Weighted missing values, n=79				

Fewer libraries (66.6percent) report that they are the only provider of free public Internet and computer access compared with 71.4 percent last year (see Figure 4). Consistent with previous studies, rural libraries report that they are the only provider of free public access more frequently than urban and suburban public libraries (73.3 percent as compared to 53.6 percent and 63.8 percent, respectively).

Public Access Technology Infrastructure: Availability, Replacement, Support, & Use

Figure 5: Number of Public Access Internet Workstations, by Average, Average Age, and Metropolitan Status

Average Age	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Less than 1 year old	8.1 (n=1,234)	5.2 (n=2,358)	3.0 (n=3,530)	4.6 (n=7,122)
1 year old	11.1 (n=1,146)	5.3 (n=2,181)	2.8 (n=3,104)	5.1 (n=6,432)
2 years old	8.6 (n=1,204)	6.5 (n=2,432)	3.3 (n=3,520)	5.3 (n=7,156)
3 years old	9.3 (n=1,214)	6.4 (n=2,476)	3.5 (n=3,635)	5.5 (n=7,325)
4 years old	6.8 (n=1,033)	6.0 (n=1,959)	2.8 (n=2,863)	4.6 (n=5,856)
5 years old	8.5 (n=1,182)	5.4 (n=2,056)	3.9 (n=3,729)	5.1 (n=6,967)
Overall	25.4 (n=2,617)	15.8 (n=5,342)	9.2 (n=7,522)	14.2 (n=15,482)

As in previous years, urban libraries have more workstations (25.4) than suburban (15.8) and rural (9.2) libraries (see Figure 5). Overall, Although the total number of computers have increased from the 2008-2009 survey, the average number in each age category declined in all but two (1 year old and 3 years old). It is troubling that libraries reported fewer new computers this year (4.6 workstations less than 1 year old) than in 2008-2009 (5.5 workstations less than 1 year old).

Figure 6: Public Access Workstation Replacement Procedure by Metropolitan Status

Replacement Procedure	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Yes, library has a replacement schedule	58.5% (n=1,589)	46.7% (n=2,560)	28.3% (n=2,154)	39.9% (n=6,303)
No (As Needed)	41.0% (n=1,124)	52.1% (n=2,857)	69.8% (n=5,211)	58.7% (n=9,282)
Don't Know	0.6% (n=15)	1.3% (n=70)	1.9% (n=142)	1.4% (n=227)

Overall, a majority of public libraries (58.7 percent) do not have a replacement schedules and replace their workstations as needed (see Figure 6). There is a stark difference between the

replacement policy schedules between urban and rural libraries when compared by metropolitan status. The majority of urban libraries (58.5 percent) have an established replacement policy whereas a majority of suburban (51.1 percent) and rural libraries (69.8 percent) do not.

Figure 7: Public Access Workstation Replacement Schedule by Metropolitan Status

Schedule	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Every year	0.3% (n=5)	1.1% (n=29)	3.2% (n=68)	1.6% (n=102)
Every 2 years	0.9% (n=15)	1.5% (n=39)	1.8% (n=39)	1.5% (n=93)
Every 3 years	22.2% (n=352)	31.1% (n=796)	26.6% (n=572)	27.3% (n=1720)
Every 4 years	32.9% (n=523)	28.6% (n=731)	25.9% (n=447)	28.8% (n=1811)
Every 5 years	39.1% (n=621)	28.7% (n=734)	29.6% (n=636)	31.6% (n=1991)
Other	4.6% (n=73)	9.0% (n=229)	12.9% (n=278)	9.2% (n=580)

A majority of public libraries (87.7 percent) replace workstations between 3-5 years (see Figure 7). There was very little variation in replacement schedule patterns reported by suburban and rural libraries.

Figure 8: Ability to Maintain Public Access Workstations Replacement Schedule by Metropolitan Status

Schedule	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes	17.4% (n=216)	17.1% (n=333)	25.0% (n=434)	20.0% (n=983)
Yes, but the library branch does not know how many workstations/laptops they will replace	55.5% (n=691)	55.1% (n=1,071)	49.8% (n=864)	53.4% (n=2,626)
No	27.1% (n=337)	27.7% (n=538)	25.2% (n=438)	26.7% (n=1,313)
Don't Know	3.7% (n=48)	6.4% (n=133)	8.6% (n=163)	6.5% (n=344)
The average number of workstations that the library plans to be replaced within the next year	22.0 (n=216)	10.8 (n=333)	23.0 (n=434)	18.7 (n=983)

Of the 39.9% of public libraries with a replacement schedule, 26.7 percent do not have the ability to maintain their replacement schedule (see Figure 8). An average of 18.68 public access

workstations are scheduled to be replaced within the next year, with rural libraries reporting the highest number of replacements, followed by urban and suburban libraries.

Figure 9: Public Access Workstations Addition Schedule by Metropolitan Status

Schedule	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes	14.5% (n=382)	13.0% (n=688)	13.1% (n=965)	13.3% (n=2,035)
Yes, but the library branch does not know how many workstations/laptops they will add	17.6% (n=465)	15.0% (n=794)	14.9% (n=1,098)	15.4% (n=2,357)
No	61.9% (n=1,637)	63.3% (n=3,359)	62.1% (n=4,587)	62.5% (n=9,583)
Don't Know	2.2% (n=58)	4.1% (n=217)	3.9% (n=288)	3.7% (n=563)
Other	3.8% (n=101)	4.7% (n=251)	6.0% (n=446)	5.2% (n=798)
The average number of workstations that the library plans to add within the next year	7.9 (n=382)	4.3 (n=688)	3.2 (n=965)	4.5 (n=2,035)

The majority of public libraries (62.5 percent) have no plans to add to the total number of public access workstations in the next year (see Figure 9), a slight increase over last year (61 percent). The average number of workstations to be added within the next year is 4.5, up from last year (4.1). Urban libraries report adding many more workstations (7.9) compared with suburban (4.3) and rural public libraries (3.2). This is an increase from 2008-2009, except for suburban libraries where a decline of 1.6 computer additions was reported this year.

Figure 10: Factors Affecting Adding Workstations/Laptops - Overall

Factors	Overall						Average
	1=Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
Availability of Space	5.9% (n=911)	4.5% (n=701)	12.7% (n=1,961)	19.7% (n=3,038)	55.4% (n=8,555)	1.7% (n=267)	4.2 (n=15,166)
Cost Factors	3.2% (n=494)	4.1% (n=629)	11.6% (n=1,799)	19.8% (n=3,063)	60.0% (n=9,289)	1.3% (n=208)	4.3 (n=15,273)
Maintenance, upgrade, and general upkeep	13.2% (n=1,982)	15.8% (n=2,357)	29.5% (n=4,412)	23.9% (n=3,578)	14.6% (n=2,186)	3.0% (n=446)	3.1 (n=14,515)
Availability of public service staff to manage the use of the public access computers and users	15.8% (n=2,367)	19.5% (n=2,921)	27.3% (n=4,086)	20.6% (n=3,082)	13.3% (n=1,983)	3.4% (n=1,983)	3.0 (n=14,438)
Availability of technical staff to install, maintain, and update the public access computers	17.8% (n=2,686)	18.6% (n=2,806)	24.8% (n=3,746)	20.8% (n=3,146)	15.2% (n=2,291)	2.9% (n=446)	3.0 (n=14,675)
Availability of bandwidth to support additional workstations	21.1% (n=3,190)	16.2% (n=2,453)	18.7% (n=2,826)	19.8% (n=2,985)	20.3% (n=3,061)	3.9% (n=583)	3.0 (n=14,514)
Availability of electrical outlets, cabling, or other infrastructure	13.0% (n=1,970)	11.4% (n=1,722)	18.6% (n=2,820)	21.6% (n=3,273)	32.5% (n=4,924)	3.0% (n=452)	3.5 (n=14,711)
Other	8.8% (n=317)	1.6% (n=58)	3.8% (n=137)	2.1% (n=76)	6.6% (n=240)	77.1% (n=2,785)	2.8 (n=827)

The three most important factors influencing the addition of public library workstations continue to be cost (79.8 percent when factoring important and most important), space (75.1 percent when factoring important and most important), and availability of electrical outlets, cabling, or other infrastructure (54.1 percent when factoring important and most important) (see Figure 10). Cost factors was rated slightly higher for urban libraries than for suburban and rural, and availability of space was rated slightly higher by suburban libraries than urban and rural (see Figures 11-13).

1=Least Important; 5=Most Important							
Urban Public Libraries							
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	4.9% (n=131)	3.6% (n=96)	16.2% (n=430)	21.2% (n=563)	51.8% (n=1375)	2.3% (n=60)	4.1 (n=2,594)
Cost Factors	1.4% (n=38)	4.4% (n=116)	8.8% (n=234)	19.8% (n=528)	64.4% (n=1,717)	1.2% (n=33)	4.4 (n=2,632)
Maintenance, upgrade, and general upkeep	17.6% (n=450)	17.3% (n=442)	28.9% (n=739)	21.6% (n=553)	11.9% (n=304)	2.7% (n=70)	2.9 (n=2,489)
Availability of public service staff to manage the use of the public access computers and users	19.2% (n=493)	25.9% (n=666)	22.0% (n=566)	16.9% (n=435)	13.2% (n=339)	2.9% (n=75)	2.8 (n=2,499)
Availability of technical staff to install, maintain, and update the public access computers	23.8% (n=629)	20.4% (n=538)	22.3% (n=589)	16.9% (n=447)	14.0% (n=370)	2.6% (n=70)	2.8 (n=2,572)
Availability of bandwidth to support additional workstations	23.0% (n=608)	17.3% (n=458)	14.6% (n=385)	22.5% (n=593)	20.2% (n=533)	2.4% (n=63)	3.0 (n=2,577)
Availability of electrical outlets, cabling, or other infrastructure	13.8% (n=367)	10.5% (n=279)	14.7% (n=390)	21.6% (n=573)	36.8% (n=975)	2.6% (n=68)	3.6 (n=2,584)
Other	2.0% (n=8)	0.8% (n=3)	4.6% (n=18)	0.8% (n=3)	7.1% (n=28)	84.7% (n=332)	3.7 (n=58)

Figure 12: Factors Affecting Adding Workstations/Laptops – Suburban Libraries

1=Least Important; 5=Most Important		Suburban Public Libraries					
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	4.8% (n=258)	4.5% (n=239)	12.1% (n=642)	20.5% (n=1,093)	56.4% (n=3,002)	1.7% (n=92)	4.2 (n=5,234)
Cost Factors	3.1% (n=166)	4.5% (n=239)	13.0% (n=693)	20.7% (n=1,105)	56.8% (n=3,026)	1.8% (n=97)	4.3 (n=5,229)
Maintenance, upgrade, and general upkeep	13.9% (n=717)	15.7% (n=806)	30.5% (n=1,571)	22.1% (n=1,139)	13.5% (n=693)	4.3% (n=222)	3.1 (n=4,925)
Availability of public service staff to manage the use of the public access computers and users	14.9% (n=765)	19.6% (n=1,006)	27.4% (n=1,407)	20.9% (n=1,071)	12.5% (n=644)	4.7% (n=239)	3.0 (n=4,894)
Availability of technical staff to install, maintain, and update the public access computers	17.8% (n=924)	19.8% (n=1,030)	24.7% (n=1,284)	20.7% (n=1,074)	14.2% (n=736)	2.9% (n=150)	2.9 (n=5,048)
Availability of bandwidth to support additional workstations	23.3% (n=1,204)	16.3% (n=845)	18.5% (n=960)	20.0% (n=1,038)	18.3% (n=948)	3.5% (n=183)	2.9 (n=4,995)
Availability of electrical outlets, cabling, or other infrastructure	12.1% (n=632)	11.7% (n=610)	18.6% (n=972)	22.1% (n=1,153)	32.6% (n=1,699)	2.8% (n=147)	3.5 (n=5,067)
Other	8.5% (n=101)	1.0% (n=12)	3.6% (n=43)	1.8% (n=22)	7.3% (n=87)	77.8% (n=929)	2.9 (n=265)

Figure 13: Factors Affecting Adding Workstations/Laptops – Rural Libraries

1=Least Important; 5=Most Important	Rural Public Libraries						Average
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
Availability of Space	7.0% (n=522)	4.9% (n=366)	11.9% (n=889)	18.5% (n=1,382)	56.1% (n=4,178)	1.5% (n=115)	4.1 (n=7,337)
Cost Factors	3.9% (n=290)	3.7% (n=274)	11.6% (n=872)	19.1% (n=1,430)	60.7% (n=4,546)	1.0% (n=78)	4.3 (n=7,411)
Maintenance, upgrade, and general upkeep	11.2% (n=815)	15.3% (n=1,109)	29.0% (n=2,102)	26.0% (n=1,886)	16.4% (n=1,189)	2.1% (n=154)	3.2 (n=7,101)
Availability of public service staff to manage the use of the public access computers and users	15.3% (n=1,109)	17.2% (n=1,249)	29.2% (n=2,113)	21.8% (n=1,576)	13.8% (n=1,000)	2.7% (n=197)	3.0 (n=7,045)
Availability of technical staff to install, maintain, and update the public access computers	15.6% (n=1,133)	17.0% (n=1,238)	25.7% (n=1,874)	22.3% (n=1,625)	16.3% (n=1,185)	3.1% (n=226)	3.1 (n=7,056)
Availability of bandwidth to support additional workstations	18.9% (n=1,378)	15.8% (n=1,150)	20.3% (n=1,481)	18.6% (n=1,354)	21.7% (n=1,580)	4.6% (n=337)	3.1 (n=6,942)
Availability of electrical outlets, cabling, or other infrastructure	13.3% (n=971)	11.4% (n=833)	20.0% (n=1,458)	21.2% (n=1,547)	30.8% (n=2,250)	3.2% (n=237)	3.5 (n=7,060)
Other	10.3% (n=208)	2.1% (n=43)	3.7% (n=76)	2.5% (n=51)	6.2% (n=125)	75.2% (n=1,524)	2.7 (n=504)

Figure 14: Factors Affecting the Replacement of Workstations/Laptops - Overall

1=Least Important; 5=Most Important		Overall					
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Cost Factors	4.0% (n=618)	2.9% (n=454)	7.5% (n=1,163)	12.4% (n=1,926)	71.1% (n=11,001)	2.1% (n=321)	4.5 (n=15,161)
Maintenance, upgrade, and general upkeep	12.9% (n=1,944)	14.8% (n=2,228)	28.2% (n=4,248)	25.7% (n=3,873)	14.6% (n=2,193)	3.7% (n=556)	3.2 (n=14,489)
Availability of technical staff to install, maintain, and upgrade the public access	16.2% (n=2,436)	17.0% (n=2,556)	27.2% (n=4,102)	21.5% (n=3,234)	14.4% (n=2,177)	3.7% (n=561)	3.0 (n=14,504)
Other	*	*	*	*	*	*	*

Key: * : Insufficient data to report

Cost was overwhelmingly identified as the most important factor affecting the decision to replace workstations/laptops in public libraries. In comparison to previous studies, while cost remains the most important factor, maintenance and availability of technical staff are growing in importance (see Figures 14-17) across urban, suburban, and rural libraries.

Figure 15: Factors Affecting the Replacement of Workstations/Laptops – Urban Libraries

1=Least Important; 5=Most Important		Urban Public Libraries					
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Cost Factors	3.8% (n=101)	3.3% (n=88)	4.6% (n=123)	9.6% (n=254)	76.8% (n=2,039)	1.9% (n=50)	4.6 (n=2,605)
Maintenance, upgrade, and general upkeep	16.8% (n=442)	16.4% (n=432)	29.2% (n=769)	22.0% (n=578)	12.1% (n=319)	3.5% (n=91)	3.0 (n=2,542)
Availability of technical staff to install, maintain, and upgrade the public access	20.1% (n=530)	18.2% (n=478)	24.0% (n=631)	22.3% (n=588)	11.7% (n=309)	3.6% (n=96)	3.0 (n=2,537)
Other	*	*	*	*	*	*	*

Key: * : Insufficient data to report

Figure 16: Factors Affecting the Replacement of Workstations/Laptops – Suburban Libraries

1=Least Important; 5=Most Important	Suburban Public Libraries						Average
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
Cost Factors	4.5% (n=241)	3.4% (n=181)	9.0% (n=480)	12.5% (n=664)	67.6% (n=3,595)	2.9% (n=154)	4.4 (n=5,161)
Maintenance, upgrade, and general upkeep	13.9% (n=714)	15.0% (n=772)	29.6% (n=1,525)	23.9% (n=1,228)	12.5% (n=644)	5.1% (n=261)	3.1 (n=4,884)
Availability of technical staff to install, maintain, and upgrade the public access	16.1% (n=828)	17.4% (n=893)	28.1% (n=1,445)	20.1% (n=1,033)	14.1% (n=724)	4.3% (n=220)	3.0 (n=4,923)
Other	*	*	*	*	*	*	*

Key: * : Insufficient data to report

Figure 17: Factors Affecting the Replacement of Workstations/Laptops – Rural Libraries

1=Least Important; 5=Most Important	Rural Public Libraries						Average
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
Cost Factors	3.7% (n=276)	2.5% (n=185)	7.5% (n=560)	13.4% (n=1,008)	71.4% (n=5,367)	1.6% (n=117)	4.5 (n=7,395)
Maintenance, upgrade, and general upkeep	10.8% (n=788)	14.1% (n=1,024)	26.9% (n=1,954)	28.4% (n=2,067)	16.9% (n=1,230)	2.8% (n=204)	3.3 (n=7,064)
Availability of technical staff to install, maintain, and upgrade the public access	14.8% (n=1,078)	16.3% (n=1,185)	27.8% (n=2,026)	22.1% (n=1,613)	15.7% (n=1,144)	3.4% (n=245)	3.1 (n=7,045)
Other	*	*	*	*	*	*	*

Key: * : Insufficient data to report

Figure 18: Public Library Outlets Length of Time to Get Computers Back in Service by Metropolitan Status				
	Metropolitan Status			
Length of Time	Urban	Suburban	Rural	Overall
Less than one day	13.8% (n=372)	17.6% (n=963)	14.5% (n=1,096)	15.4% (n=2,431)
One day	34.9% (n=943)	29.0% (n=1,585)	21.4% (n=1,623)	26.4% (n=4,151)
Two days	34.5% (n=930)	20.9% (n=1,139)	21.3% (n=1,613)	23.4% (n=3,682)
More than two days	14.2% (n=382)	19.9% (n=1,086)	30.0% (n=2,279)	23.8% (n=3,747)
Don't know	1.4% (n=38)	2.7% (n=150)	3.3% (n=253)	2.8% (n=440)
Other amount of time	1.3% (n=35)	9.8% (n=536)	9.5% (n=722)	8.2% (n=1,293)
Weighted missing values, n=233				

Figure 18 presents the length of time it takes for public access computers to get back into service. Generally, the computers are up and running again in one (26.4 percent) or two days (23.4 percent). However, nearly as many libraries reporting two-day returns to service reported it taking more than two days (23.8 percent). The ability of libraries to get computers back in service in less than one day (15.4 percent) decreased slightly since 2008-2009 (16.7 percent). Rural libraries are significantly more likely to require more than two days (30.0 percent) than urban (14.2 percent) and suburban (19.9 percent) libraries.

Figure 19: Sources of IT Support Provided to Public Library Outlets by Metropolitan Status

Source of IT Support	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Public service staff	41.3% (n=1,116)	39.6% (n=2,162)	32.6% (n=2,473)	36.6% (n=5,751)
Library director	3.7% (n=101)	26.1% (n=1,421)	43.7% (n=3,314)	30.7% (n=4,836)
Building-based IT staff (IT specialist)	14.7% (n=397)	14.1% (n=770)	9.7% (n=732)	12.1% (n=1,899)
System-level IT staff	75.3% (n=2,034)	49.2% (n=2,681)	35.4% (n=2,682)	47.0% (n=7,397)
Library consortia or other library organization	7.0% (n=189)	17.7% (n=965)	12.5% (n=944)	13.3% (n=2,098)
County/City IT staff	25.7% (n=694)	18.1% (n=989)	10.3% (n=782)	15.7% (n=2,465)
State telecommunications network staff	6.4% (n=173)	2.7% (n=150)	3.4% (n=255)	3.7% (n=578)
State library IT staff	2.2% (n=60)	3.5% (n=191)	7.8% (n=592)	5.4% (n=843)
Outside vendor/contractor	19.3% (n=520)	22.7% (n=1,240)	35.6% (n=2,701)	28.4% (n=4,462)
Volunteer(s)	.7% (n=20)	4.3% (n=236)	10.8% (n=821)	6.8% (n=1,077)
Other source	2.5% (n=68)	5.5% (n=302)	7.3% (n=555)	5.9% (n=925)
Totals will not equal 100%, as respondents could select all that applied				

Sources of information technology (IT) support used by public library outlets (see Figure 19) continue to indicate that non-IT specialists are providing the majority of support services (67.3 percent), though this is down from 73.5 percent in the 2008-2009 survey. In urban (41.3 percent) and suburban (39.6 percent) libraries, public service staffs are providing most of this type of support, while rural libraries depend more on library directors (43.7 percent). The metropolitan variation has as much to do with overall staffing in rural libraries compared with larger suburban and urban libraries. System level IT staff also is widely used (47.0 percent), especially by urban libraries (75.3 percent) where it is the most reported source of support. Outside vendors/contractors are another important source (28.4 percent), particularly for rural libraries (35.6 percent).

Figure 20: Sufficiency of Public Access Internet Workstations by Metropolitan Status				
Sufficiency of Public Access Workstations	Metropolitan Status			
	Urban	Suburban	Rural	Overall
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	39.6% (n=1,063)	14.6% (n=791)	13.2% (n=994)	18.2% (n=2,848)
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	47.1% (n=1,265)	58.5% (n=3,173)	55.9% (n=4,217)	55.3% (n=8,654)
There are sufficient public Internet workstations available for patrons who wish to use them during a typical day	13.4% (n=360)	26.8% (n=1,455)	31.0% (n=2,339)	26.5% (n=4,153)
Weighted missing values, n=321				

Regarding the sufficiency of public access Internet workstations, 73.5 percent of libraries report having too few workstations to meet patrons' needs, with 18.2 percent reporting consistent insufficiency and 55.3 percent reporting insufficiency at various times throughout the day (see Figure 20). This is a decrease from the 2008-2009 survey, when 81.2 percent (18.8 percent consistently, 62.4 percent at various times) reported having fewer workstations than patrons who wished to use them. This could be the effect of the increased number of workstations at public library outlets reported in Figure 4 as well as maximum Internet access speeds (see Figure 34). While sufficiency has mostly improved, 39.6 percent of urban libraries reported consistent insufficiency, which is up from 37.7 percent in 2008-2009.

Figure 21: Use of Public Internet Workstations by Metropolitan Status				
Use of workstations	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Use of workstations increased since last fiscal year	79.0% (n=2,114)	77.6% (n=4,203)	73.2% (n=5,527)	75.7% (n=11,844)
Use of workstations decreased since last fiscal year	2.8% (n=75)	3.5% (n=191)	2.9% (n=216)	3.1% (n=482)
Use of workstations have stayed the same since last fiscal year	16.8% (n=450)	18.1% (n=980)	23.1% (n=1,744)	20.3% (n=3,174)
Not Applicable	0.3% (n=8)	-	0.1% (n=6)	0.1% (n=14)
Don't Know	0.7% (n=18)	0.6% (n=31)	0.7% (n=56)	0.7% (n=105)
Weighted missing values, n=336				
Key: - : No data to report				

To understand changes in use of public Internet workstations, libraries were asked if use increased, decreased or stayed about the same (see Figure 21). Overwhelmingly, public libraries report an increase in usage of public access workstations since last fiscal year. Indeed, 75.7 percent of libraries overall report an increase in public access workstation use, with 79.0 percent of urban libraries reporting an increase in usage, 77.6 percent of suburban libraries, and 73.2 percent of rural libraries. Since urban libraries serve more people annually than do suburban and

rural libraries, increased use may also be influencing the slight rise in urban libraries reporting consistently insufficient numbers of public access workstations.

Figure 22: Use of Wireless Internet Access in Public Library Outlets by Metropolitan Status

Use of wireless Internet Access	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Use of wireless internet access has increased since last fiscal year	76.8% (n=2,009)	73.9% (n=3,969)	67.0% (n=4,988)	71.1% (n=10,966)
Use of wireless internet access has decreased since last fiscal year	-	0.5% (n=27)	0.2% (n=16)	0.3% (n=2,361)
Use of wireless internet access has stayed the same since last fiscal year	7.0% (n=184)	9.3% (n=497)	9.6% (n=714)	9.0% (n=1,395)
Don't Know	7.0% (n=184)	5.7% (n=304)	2.4% (n=179)	4.3% (n=667)
Not Applicable	9.2% (n=241)	10.7% (n=577)	20.7% (n=1,543)	15.3% (n=2,361)

Weighted missing values, n=545
Key: - : No data to report

As Figure 22 demonstrates, libraries report a substantial increase in the usage of library-provided Wi-Fi since last fiscal year. Overall, 71.1 percent of libraries report an increase in the usage of Wi-Fi, with 76.8 percent of urban libraries reporting an increase as compared with 73.9 percent of suburban and 67.0 percent of rural libraries.

Figure 23: Use of Patron Technology Training Classes in Public Library Outlets by Metropolitan Status

Use of patron technology training classes	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Use of patron technology training classes has increased since last fiscal year	40.0% (n=1,048)	29.9% (n=1,609)	18.9% (n=1,401)	26.3% (n=4,058)
Use of patron technology training classes has decreased since last fiscal year	2.8% (n=73)	4.8% (n=256)	3.1% (n=232)	3.6% (n=561)
Use of patron technology training classes has stayed the same since last fiscal year	26.0% (n=681)	23.2% (n=1,245)	24.1% (n=1,790)	24.1% (n=3,716)
Not Applicable	27.4% (n=719)	36.1% (n=1,942)	50.3% (n=3,731)	41.5% (n=6,392)
Don't Know	3.8% (n=101)	6.0% (n=323)	3.5% (n=263)	4.5% (n=687)

Weighted missing values, n=562

Overall, only 26.3 percent of libraries report an increase in the usage of patron technology training classes (see Figure 23). However, 40.0 percent of urban libraries report an increase in the usage of patron technology training classes, as compared to 29.9 percent of suburban and only 18.9 percent of rural libraries, indicating a near even 10 percent gap between urban, suburban, and rural libraries.

Figure 24: Use of Electronic Resources in Public Library Outlets by Metropolitan Status

Use of electronic resources	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Use of electronic resources increased since last fiscal year	60.8% (n=1,596)	49.7% (n=2,671)	37.3% (n=2,775)	45.6% (n=7,042)
Use of electronic resources decreased since last fiscal year	2.6% (n=68)	2.3% (n=125)	2.0% (n=152)	2.2% (n=346)
Use of electronic resources have stayed the same since last fiscal year	16.9% (n=442)	25.0% (n=1,342)	32.6% (n=2,427)	27.3% (n=4,211)
Don't Know	18.1% (n=475)	17.5% (n=941)	15.2% (n=1,133)	16.5% (n=2,550)
Not Applicable	1.6% (n=43)	5.5% (n=294)	12.8% (n=952)	8.4% (n=1,290)
Weighted missing values, n=539				

Nearly half – 45.6 percent – of public libraries report an increase in usage of their electronic resources (see Figure 24). Nearly 61 percent of urban public libraries report an increase in the usage of electronic resources, as compared to 49.7 percent of suburban and 37.3 percent of rural libraries.

Figure 25: Public Library Outlets Time Limits for Patron Use of Workstations by Metropolitan Status

Limits	Metropolitan Status			Overall
	Urban	Suburban	Rural	
This library does not have time limits for public Internet workstations	2.1% (n=55)	7.0% (n=384)	9.7% (n=730)	7.4% (n=1,169)
This library does have time limits for public Internet workstations	97.7% (n=2,632)	92.7% (n=5,048)	90.2% (n=6,817)	92.3% (n=14,497)
Do not know if this library has time limits	0.3% (n=8)	0.3% (n=14)	0.1% (n=10)	0.2% (n=32)
Weighted missing values, n=279				

Figure 25 shows that almost all libraries (92.3 percent) have time limits for patron use of public access workstations, down slightly from 94.1 percent reported in the 2008-2009 survey. The percentage of libraries with workstation time limits has also dropped slightly in suburban (92.7 percent from 94.6 percent) and rural (90.2 percent from 92.4 percent) areas, while remaining virtually unchanged in urban areas (97.7 percent from 97.8 percent).

Figure 26: Public Library Outlets Modification of Time Limits for Patron Use of Workstations, by Metropolitan Status

Modification	Metropolitan Status			Overall
	Urban	Suburban	Rural	
The time limits have remained the same	85.4% (n=2,232)	89.8% (n=4,520)	89.3% (n=6,070)	88.8% (n=12,822)
The library has increased its time limits	10.0% (n=261)	6.1% (n=309)	6.2% (n=422)	6.9% (n=992)
The library has decreased its time limits	4.6% (n=121)	4.1% (n=205)	4.5% (n=302)	4.3% (n=628)
Weighted missing values, n=55				

The 2008-2009 survey found that 45.2 percent of libraries had workstation time limits between 31 and 60 minutes. Figure 26 shows how these time limits changed over the year. The majority (88.8 percent) remained the same, although slightly more libraries increased (6.9 percent) than decreased (4.3 percent) time limits - more urban libraries (10.0 percent) than suburban (6.1 percent) or rural (6.2 percent) libraries increased time limits.

Figure 27: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits for Employment Seeking

	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Library provides one or more dedicated public workstations for this use	8.1% (n=216)	6.0% (n=323)	6.4% (n=481)	6.5% (n=1,021)
Library allows additional public workstation time for this use upon request	33.0% (n=877)	43.6% (n=2,360)	59.0% (n=4,443)	49.2% (n=7,680)
Library does not differentiate this public workstation use from others	65.1% (n=1,727)	55.4% (n=2,999)	38.4% (n=2,890)	48.8% (n=7,617)
Weighted missing values, n=375				

The 2009-2010 survey asked, for the first time, about dedicated workstations and flexible time limits for specific types of computer use (see Figure 27). Almost half of all public libraries (49.2 percent) allow additional time for patrons seeking employment (e.g., creating resumes, submitting job applications). A higher percentage of urban libraries (8.1 percent) provide dedicated workstations for this use, while more rural libraries have flexible time limits (59.0 percent). This is also true for e-government (see Figure 28) and educational (see Figure 29) uses.

Figure 28: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits for E-Government Uses

	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Library provides one or more dedicated public workstations for this use	6.6% (n=173)	4.1% (n=220)	4.6% (n=348)	4.8% (n=741)
Library allows additional public workstation time for this use upon request	33.0% (n=875)	44.8% (n=2,427)	59.8% (n=4,490)	50.0% (n=7,793)
Library does not differentiate this public workstation use from others	66.8% (n=1,767)	55.8% (n=3,021)	38.7% (n=2,909)	49.4% (n=7,697)
Weighted missing values, n=403				

Libraries also provide dedicated workstations and flexible time limits for patrons completing government forms and/or seeking government services (e.g., applying for unemployment or other benefits, filing taxes), as shown in Figure 28. Fifty percent of libraries allow additional time for e-government uses, although fewer libraries provided dedicated workstations for e-government (4.8 percent) than for dedicated job seeking (6.5 percent, see Figure 27) or educational use (6.4 percent, see Figure 29), and few libraries offer dedicated workstations of any kind.

Figure 29: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits for Educational Uses

	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Library provides one or more dedicated public workstations for this use	6.7% (n=178)	5.9% (n=319)	6.7% (n=506)	6.4% (n=1,003)
Library allows additional public workstation time for this use upon request	36.3% (n=963)	49.8% (n=2,698)	64.5% (n=4,848)	54.6% (n=8,509)
Library does not differentiate this public workstation use from others	63.2% (n=1,677)	49.0% (n=2,654)	32.1% (n=2,409)	43.3% (n=6,740)
Weighted missing values, n=396				

Figure 29 shows libraries providing dedicated workstations and additional time for patrons taking online courses or tests (e.g., GED, licenses, certifications, college courses). More libraries provide additional time for these uses (54.6 percent) than for job seeking (49.2 percent, see Figure 26) or e-government uses (50.0 percent, see Figure 27), though around half of libraries allow flexible time limits for all three of these uses (between 43.3 percent and 49.8 percent). In all types of use, urban libraries were the least likely to dedicate workstations to a particular use and rural libraries were most likely to allow additional time if requested.

Figure 30: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits for Other Uses

	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Library provides one or more dedicated public workstations for this use	67.9% (n=266)	25.5% (n=118)	16.3% (n=115)	32.0% (n=500)
Library allows additional public workstation time for this use upon request	19.9% (n=78)	45.3% (n=210)	60.8% (n=430)	45.9% (n=718)
Library does not differentiate this public workstation use from others	14.7% (n=58)	33.3% (n=154)	25.0% (n=177)	24.9% (n=389)
Weighted missing values, n=14,415				

Figure 30 shows that libraries have dedicated workstations and extended time limits for uses other than those reported in Figures 27 thru 29. Many libraries indicated that time limits are not enforced if there are no other patrons waiting to use the computers. Another common response was that additional time is granted when requested, especially for students doing schoolwork or other patrons with special research projects. Libraries reported dedicated workstations for many other uses, including quickly checking email (usually a 15 minute time limit), database use, non-internet applications (e.g., word processing) and for children/young adult patrons.

Public Library Internet Connectivity Type, Speed, & Sufficiency

Figure 31: Type of Public Library Outlet Public Access Internet Connection, by Metropolitan Status

Type of Public Access Internet Connection	Metropolitan Status			Overall
	Urban	Suburban	Rural	
DSL (Digital Subscriber Line)	10.5% (n=282)	20.3% (n=1,105)	34.4% (n=2,604)	25.4% (n=3,991)
Cable	13.6% (n=367)	29.5% (n=1,605)	21.4% (n=1,621)	22.9% (n=3,593)
Leased Line	54.2% (n=1,458)	42.7% (n=2,319)	34.6% (n=2,621)	40.8% (n=6,398)
Satellite	*	*	2.0% (n=154)	1.2% (n=181)
Wireless (e.g., microwave)	9.8% (n=264)	14.0% (n=760)	15.2% (n=1,152)	13.9% (n=2,176)
Other	29.1% (n=782)	19.2% (n=1,045)	11.4% (n=866)	17.2% (n=2,693)
Don't know	*	*	*	*
Weighted missing values, n=283				
Key: * Insufficient data to report (<1%)				

Figure 31 summarizes the type of public library outlet public access Internet connection. Leased line (40.8 percent) was the predominant type of connection reported by libraries at. A leased line is a type of high-speed Internet connection using frame relays and a dedicated line and includes ISDN, T1, cable modem, and DSL. Nearly the same percentage (48.3 percent) of libraries reported a connection type as either DSL or cable. High percentages of libraries (17.2 percent

overall) indicated the type of connection as other, most (30.7 percent) citing fiber optic connections (see Figure 33).

Figure 32: Source of Public Library Outlet Public Access Internet Connection by Metropolitan Status

Source of Public Access Internet Connection	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Municipal Network	17.2% (n=463)	11.9% (n=644)	5.2% (n=393)	9.6% (n=1,500)
Regional Library Consortia	6.9% (n=186)	14.6% (n=794)	5.9% (n=446)	9.1% (n=1,426)
State Network	19.6% (n=528)	25.3% (n=1,375)	29.1% (n=2,203)	26.2% (n=4,106)
Internet Service Provider	59.6% (n=1,604)	56.7% (n=3,081)	65.0% (n=4,920)	61.2% (n=9,606)
Other	8.7% (n=234)	5.9% (n=319)	4.5% (n=337)	5.7% (n=890)
Don't know	*	*	*	*

Weighted missing values, n=288
Key: * Insufficient data to report (<1%)

Overall, the highest percentage of libraries have Internet service providers (ISP) as their source of Internet connection (61.2 percent) (see Figure 32). The majority of libraries report that the source of their connection is an ISP regardless of metropolitan status, with 59.6 percent of urban, 56.7 percent of suburban, and 65.0 percent of rural libraries responding accordingly. State networks are the second greatest source of Internet connection in public libraries with 19.6 percent of urban, 25.3 percent of suburban and 29.1 percent of rural libraries reporting this type of connection.

Figure 33: Availability of Fiber Optic Public Access Internet Connection at Public Library Outlets by Metropolitan Status

Fiber Optic Public Access Internet Connection	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Yes, the connection is fiber optic	57.1% (n=1,536)	35.7% (n=1,940)	17.7% (n=1,337)	30.7% (n=4,813)
No, the connection is not fiber optic	40.5% (n=1,089)	52.4% (n=2,845)	62.3% (n=4,713)	55.1% (n=8,646)
Don't know	2.4% (n=65)	11.9% (n=649)	20.0% (n=1,512)	14.2% (n=2,226)

Weighted missing values, n=292
Key: * Insufficient data to report (<1%)

Figure 33 shows the percentage of library outlets with fiber optic public access Internet connections. A majority (57.1 percent) of urban library outlets offer fiber optic connection, with 35.7 percent of suburban outlets and 17.7 percent of rural outlets also offering fiber connections.

Overall, 55.1 percent of libraries do not offer fiber optic connections in their outlets currently, of which rural outlets (62.3 percent) represent the largest percentage.

Figure 34: Public Library Outlets Maximum Speed of Public Access Internet Services by Metropolitan Status

Maximum Speed	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Less than 256 kbps	*	1.0% (n=55)	3.6% (n=274)	2.3% (n=354)
257 kbps - 768 kbps	1.9% (n=50)	5.0% (n=268)	8.5% (n=640)	6.1% (n=958)
769 kbps - 1.4 Mbps	2.1% (n=55)	5.8% (n=316)	8.3% (n=627)	6.4% (n=999)
1.5 Mbps (T1)	15.8% (n=425)	25.8% (n=1,397)	32.6% (n=2,452)	27.4% (n=4,274)
1.6 Mbps-3.0 Mbps	11.0% (n=297)	8.4% (n=456)	12.9% (n=969)	11.0% (n=1,722)
3.1 Mbps-6.0 Mbps	10.1% (n=272)	9.9% (n=536)	10.2% (n=765)	10.1% (n=1,572)
6.1 Mbps-10 Mbps	19.0% (n=510)	15.9% (n=859)	7.4% (n=560)	12.3% (n=1,929)
10.0-20.0 Mbps	16.4% (n=440)	9.2% (n=499)	3.7% (n=282)	7.8% (n=1,221)
20.1-30.0 Mbps	2.3% (n=63)	1.2% (n=65)	*	1.2% (n=194)
30.1-40.0 Mbps	3.6% (n=96)	1.3% (n=70)	*	1.4% (n=217)
Greater than 40 Mbps	14.8% (n=397)	9.5% (n=512)	4.5% (n=337)	8.0% (n=1,246)
Don't Know	2.2% (n=58)	6.9% (n=372)	6.8% (n=512)	6.0% (n=942)

Weighted missing values, n=359
Key: * : Insufficient data to report (<1%)

The maximum speed of public Internet access offered by library outlets is shown in Figure 34. The percentage of libraries offering speeds greater than 1.5 Mbps (T1) is steadily increasing. In the current survey, 51.8 percent of libraries reported connection speeds greater than 1.5 Mbps, compared to 44.5 percent in 2007-2008. There also is a reported decline in the percentage of libraries reporting connection speeds of less than 1.5 Mbps (14.8 percent in 2009-2010 compared with 21.9 percent last year). Further, the percentage of libraries reporting greater than 10 Mbps connection speeds has increased to 18.4 percent from 12.3 percent reported last year. Some urban and suburban libraries report connection speeds greater than 40 Mbps (14.8 and 9.5 percent, respectively), whereas only a small percentage – 4.5 percent – of rural libraries report connection speeds in this range. For rural library outlets, a nearly nine percent increase in maximum connection speeds of 1.5 Mbps (T1) was reported- 32.6 percent up from 23.8 reported last year. Coupled with a ten percent decrease in connection speeds below 1.5 Mbps (20.4 percent in 2009-2010 from 31.0 last year), rural libraries are showing modest improvements in connection speeds.. It should be noted that direct comparisons between these results and previous years' results are not possible in every case, as connection speed categories varied in each survey.

Figure 35: Increase in Public Access Internet Connection at Public Library Outlets Over the Last Year by Metropolitan Status

Public Access Internet Connection Increase	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Increased	33.3% (n=895)	23.8% (n=1,281)	19.1% (n=1,426)	23.2% (n=3,602)
Stayed the same	65.7% (n=1,765)	74.3% (n=4,006)	78.0% (n=5,832)	74.6% (n=11,602)
Don't know	*	1.9% (n=104)	2.9% (n=216)	2.2% (n=345)

Weighted missing values, n=429
Key: * Insufficient data to report (<1%)

Over the past year, most public library outlets have not increased their connection speeds with 74.6 percent reporting that the speed stayed the same (see Figure 35). This is consistent across metropolitan status categories, with the majority of rural (78.0 percent), suburban (74.3 percent), and urban (65.7 percent) libraries maintaining their connection speeds. Urban outlets reported the highest number of increases at 33.3 percent, and rural outlets the smallest number of increases at 19.1 percent.

Figure 36: Adequacy of Public Library Outlets Public Access Internet Connection, by Metropolitan Status

Adequacy of Public Access Internet Connection	Metropolitan Status			
	Urban	Suburban	Rural	Overall
The connection speed is insufficient to meet patron needs	18.5% (n=495)	13.3% (n=714)	14.4% (n=1,076)	14.7% (n=2,285)
The connection speed is sufficient to meet patron needs at some times	33.7% (n=905)	28.4% (n=1,527)	30.6% (n=2,287)	30.4% (n=4,720)
The connection speed is sufficient to meet patron needs at all times	47.6% (n=1,277)	57.9% (n=3,113)	54.3% (n=4,058)	54.4% (n=8,448)
Don't know	*	*	*	*

Weighted missing values, n=446
Key: * Insufficient data to report (<1%)

Figure 36 illustrates the adequacy of public access connection speeds to the Internet in library outlets. Although libraries reported increases in their connection speeds (Figures 34 and 35), 45 percent of libraries indicated those connection speeds are consistently insufficient to meet patron needs some or all of the time. This is an improvement from last year when 60 percent of libraries reported insufficient connection speeds some or all of the time. Adequate connection speeds were reported by 54.4 percent of public libraries and spiked 19 percentage points in urban libraries, up to 47.6 percent in the current survey. Correspondingly, adequate connection speeds were up 16 and 11 percentage points for suburban (57.9 percent) and rural (54.3 percent) libraries.

Figure 37: Possibility of Increasing Adequacy of Public Library Outlets Public Access Internet Connection by Metropolitan Status

Increasing Adequacy of Connections	Metropolitan Status			Overall
	Urban	Suburban	Rural	
No, the connection speed is already at the maximum level available	8.8% (n=236)	18.8% (n=1,011)	26.4% (n=1,971)	20.7% (n=3,218)
No, there is no interest in increasing the speed of public access Internet connection	10.6% (n=284)	13.9% (n=750)	12.0% (n=893)	12.4% (n=1,927)
Yes, there is interest in increasing the branch's bandwidth, but the library cannot currently afford to	32.9% (n=880)	27.0% (n=1,453)	30.1% (n=2,248)	29.5% (n=4,581)
Yes, and there are plans in place to increase the bandwidth within the next year	16.4% (n=437)	8.9% (n=478)	5.5% (n=409)	8.5% (n=1,325)
It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	22.4% (n=598)	18.2% (n=980)	12.4% (n=924)	16.1% (n=2,502)
There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	*	*	1.5% (n=115)	1.0% (n=161)
Other	6.7% (n=178)	7.7% (n=413)	4.9% (n=368)	6.2% (n=959)
Don't Know	2.1% (n=55)	4.8% (n=258)	7.2% (n=541)	5.5% (n=854)
Weighted missing values, n=450 Key: * Insufficient data to report (<1%)				

The extent to which library outlets can increase their connection speeds to meet demand is presented in Figure 37. Overall, the percentage of libraries reporting maximum level connection speeds dropped six percentage points to 20.7 percent in the current survey from last year's survey. Another notable difference is the decline in the percentage of urban libraries that plan to increase the bandwidth within the next year (16.4 percent), down ten percentage points from last year. Libraries also reported that even though higher bandwidth was available they could not afford it - 32.9 percent of urban libraries reporting so, jumping 10.8 percent from last year, and both suburban (27.0 percent) and rural libraries (30.1 percent) increasing about six percent each from last year. This may reflect the funding situation in which libraries find themselves due to the economic downturn, as discussed further in the Funding Landscape section of the report.

Figure 38: Public Access Wireless Internet Connectivity in Public Library Outlets by Metropolitan Status

Availability of Public Access Wireless Internet Services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Currently available for public use when the library is open and closed	60.9% (n=1,634)	62.4% (n=3,364)	60.4% (n=4,513)	61.2% (n=9,511)
Currently available for public use only when library is open	26.6% (n=714)	24.9% (n=1,342)	16.1% (n=1,205)	21.0% (n=3,261)
Not currently available, but there are plans to make it available within the next year	5.7% (n=153)	5.5% (n=297)	8.0% (n=601)	6.8% (n=1,051)
Not currently available and no plans to make it available within the next year	6.0% (n=161)	6.9% (n=372)	15.0% (n=1,121)	10.6% (n=1,654)
Weighted missing values, n=425				

Public libraries continue to increase wireless (Wi-Fi), as 82.2 percent of libraries offer wireless connection up from 76.4 percent in 2008-2009 (see Figure 38). Roughly the same percentage of urban (87.5 percent) and suburban (87.3 percent) outlets offer wireless connections both when the library is open and closed. Wireless access in rural libraries has shown modest increases, up six percent to 76.5 percent from last year. The percentage of rural libraries that do not provide wireless access and have no plans to make it available decreased to 10.6 percent from 14.4 percent last year.

Figure 39: Public Library Outlets Shared Wireless-Workstation Bandwidth by Metropolitan Status

Shared Bandwidth connection	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes, both the wireless connection and public access workstations share bandwidth/connection; no management techniques	41.6% (n=978)	48.0% (n=2,254)	68.8% (n=3,939)	56.1% (n=7,171)
Yes, both the wireless connection and public access workstations share bandwidth/connection; but have management techniques	33.9% (n=797)	26.4% (n=1,240)	16.1% (n=919)	23.2% (n=2,957)
No, the wireless connection is separate from the public access workstation bandwidth/connection	24.4% (n=573)	22.5% (n=1,054)	12.5% (n=716)	18.3% (n=2,344)
Don't know	*	3.1% (n=147)	2.6% (n=148)	2.4% (n=300)
Weighted missing values, n=3,206				
Key: * : Insufficient data to report (<1%)				

Figure 39 details the level of sharing between wireless and public access workstation connections. New to the survey last year, this question asks libraries if they employ bandwidth management techniques to alleviate traffic congestion when the connection is shared. More urban libraries report sharing the wireless and public access workstations connections - up to 41.6 percent from 31.5 percent last year - and show a correlated decrease in separate connections - 24.4 percent from 34.2 percent last year. Similarly to last year, the percentage of rural libraries that share the wireless and public access workstation connection without

management techniques to alleviate traffic congestion is the highest reported at 68.8 percent. This may reflect the lack of IT staff reported by public libraries, with 36.6 percent relying on public services staff to support IT and 30.7 percent (rises to 43.7 percent for rural libraries) relying on the library director to support IT.

Internet-Enabled Services Provided by the Library

This section of the report provides details regarding the range of Internet-enabled services such as databases, digital reference, technology training, and others that public libraries offer the communities that they serve.

Importance of Public Internet Services

Figure 40: Extent to which Public Internet Services are Important to the Community - Overall							
Services	Overall						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.0% (n=159)	1.3% (n=207)	6.6% (n=1,016)	17.2% (n=2,649)	73.6% (n=11,337)	0.3% (n=44)	4.6 (n=15,369)
The library provides information for economic development (e.g., start a business, seek business opportunities)	2.6% (n=391)	7.9% (n=1,214)	26.0% (n=3,979)	27.6% (n=4,222)	35.3% (n=5,397)	0.7% (n=100)	3.9 (n=15,203)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	1.1% (n=167)	1.4% (n=219)	9.5% (n=1,464)	24.4% (n=3,754)	63.2% (n=9,729)	0.3% (n=51)	4.5 (n=15,332)
The library provides computer and Internet skills training	3.6% (n=550)	9.1% (n=1,402)	23.0% (n=3,525)	26.0% (n=3,990)	34.1% (n=5,229)	4.3% (n=657)	3.8 (n=14,695)
The library provides education resources and databases for K-12 students	2.0% (n=307)	4.9% (n=745)	16.6% (n=2,554)	30.0% (n=4,603)	45.9% (n=7,047)	0.7% (n=105)	4.1 (n=15,256)
The library provides education resources and databases for students in higher education	2.7% (n=420)	8.3% (n=1,271)	21.2% (n=3,253)	31.4% (n=4,812)	35.5% (n=5,441)	0.8% (n=122)	3.9 (n=15,197)
The library provides education resources and databases for home schooling	2.6% (n=401)	6.1% (n=937)	20.4% (n=3,125)	29.3% (n=4,483)	40.6% (n=6,224)	1.0% (n=150)	4.0 (n=15,171)
The library provides education resources and databases for adult/continuing education students	1.8% (n=271)	5.0% (n=761)	18.8% (n=2,881)	32.5% (n=4,981)	41.1% (n=6,300)	0.9% (n=133)	4.1 (n=15,193)
The library provides information for college applicants	2.4% (n=367)	7.7% (n=1,171)	27.5% (n=4,180)	29.5% (n=4,489)	32.8% (n=4,993)	0% (n=0)	3.8 (n=15,249)
The library provides information about the library's community	3.1% (n=473)	8.5% (n=1,289)	22.8% (n=3,475)	28.4% (n=4,325)	36.7% (n=5,579)	0.4% (n=68)	3.9 (n=15,141)
The library provides information about databases regarding investments	8.2% (n=1,241)	17.2% (n=2,595)	31.7% (n=4,795)	22.0% (n=3,329)	19.8% (n=2,995)	1.0% (n=151)	3.3 (n=14,954)
The library provides services to immigrant populations	11.5% (n=1,752)	15.5% (n=2,367)	23.8% (n=3,630)	19.2% (n=2,922)	26.2% (n=3,994)	3.8% (n=573)	3.3 (n=14,954)
Other	4.5% (n=90)	1.1% (n=21)	3.4% (n=69)	14.3% (n=286)	33.3% (n=664)	43.4% (n=866)	4.3 (n=1,131)

Services for job seekers and access to government information and services remain among the most important public Internet services provided to the community, followed by education resources and databases for K-12 students (see Figure 40):

- 90.8 percent report that services to job-seekers are either important or most important.
- 87.6 percent report that access to government information and services is either important or most important.
- 75.9 percent report providing education resources and databases for K-12 students is either important or most important.

Figures 41-43 detail the extent to which public Internet services are important to the community. 93.7 percent of urban public libraries report that services to job-seekers are either important or most important, followed by 82.4 percent reporting that access to government information and services is either important or most important, and 81.7 percent reporting that education resources and databases for K-12 students are either important or most important. 93.5 percent of suburban public libraries report that services to job-seekers are either important or most important, followed by 89.1 percent reporting that access to government information and services is either important or most important, and 77.1 percent reporting that providing education resources and databases for K-12 students is either important or most important. 87.7 percent of rural public libraries report that services to job-seekers are either important or most important, followed by 88.5 percent reporting that access to government information and services is either important or most important, and 72.8 percent reporting that providing education resources and databases for K-12 students is either important or most important.

Figure 41: Extent to which Public Internet Services are Important to the Community – Urban Libraries

Services	Urban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	0.8% (n=20)	0.8% (n=20)	4.6% (n=121)	15.4% (n=407)	78.3% (n=2,069)	0.2% (n=5)	4.7 (n=2,637)
The library provides information for economic development (e.g., start a business, seek business opportunities)	1.8% (n=48)	5.8% (n=151)	27.5% (n=722)	27.0% (n=706)	37.4% (n=980)	0.5% (n=13)	3.9 (n=2,607)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	0.8% (n=20)	0.4% (n=10)	16.1% (n=425)	26.9% (n=709)	55.5% (n=1,461)	0.3% (n=8)	4.4 (n=2,625)
The library provides computer and Internet skills training	1.5% (n=40)	5.9% (n=156)	17.3% (n=455)	33.8% (n=887)	39.1% (n=1,028)	2.3% (n=60)	4.1 (n=2,567)
The library provides education resources and databases for K-12 students	1.0% (n=25)	3.1% (n=83)	13.9% (n=367)	37.4% (n=985)	44.3% (n=1,166)	0.3% (n=8)	4.2 (n=2,627)
The library provides education resources and databases for students in higher education	3.0% (n=78)	7.1% (n=184)	22.6% (n=588)	38.1% (n=991)	28.7% (n=747)	0.5% (n=13)	3.8 (n=2,587)
The library provides education resources and databases for home schooling	2.3% (n=60)	5.8% (n=151)	25.9% (n=676)	30.5% (n=797)	34.9% (n=913)	0.6% (n=15)	3.9 (n=2,597)
The library provides education resources and databases for adult/continuing education students	1.1% (n=28)	3.5% (n=91)	18.6% (n=488)	33.1% (n=867)	43.3% (n=1,134)	0.5% (n=13)	4.2 (n=2,607)
The library provides information for college applicants	1.6% (n=43)	6.5% (n=168)	32.0% (n=830)	29.4% (n=762)	30.5% (n=792)	-	3.8 (n=2,597)
The library provides information about the library's community	2.6% (n=68)	6.2% (n=161)	19.8% (n=515)	34.2% (n=890)	37.2% (n=968)	0.1% (n=3)	4.0 (n=2,602)
The library provides information about databases regarding investments	5.6% (n=143)	12.7% (n=327)	34.1% (n=875)	23.3% (n=598)	24.0% (n=616)	0.3% (n=8)	3.5 (n=2,559)
The library provides services to immigrant populations	4.4% (n=113)	7.7% (n=199)	24.1% (n=623)	28.9% (n=749)	33.7% (n=872)	1.4% (n=35)	3.8 (n=2,557)
Other	0.6% (n=3)	1.1% (n=5)	39.8% (n=181)	36.5% (n=166)	22.1% (n=101)	-	4.4 (n=354)

Key: - : No data to report

Figure 42: Extent to which Public Internet Services are Important to the Community – Suburban Libraries							
Services	Suburban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.0% (n=51)	0.7% (n=39)	4.6% (n=244)	17.4% (n=929)	76.1% (n=4,054)	0.3% (n=14)	4.7 (n=5,316)
The library provides information for economic development (e.g., start a business, seek business opportunities)	2.1% (n=111)	7.1% (n=374)	24.4% (n=1,289)	29.0% (n=1,535)	37.0% (n=1,955)	0.5% (n=24)	3.9 (n=5,263)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	0.9% (n=46)	1.4% (n=75)	8.4% (n=446)	23.7% (n=1,262)	65.4% (n=3,480)	0.3% (n=14)	4.5 (n=5,309)
The library provides computer and Internet skills training	3.1% (n=164)	8.1% (n=432)	22.9% (n=1,219)	24.7% (n=1,313)	36.7% (n=1,952)	4.4% (n=236)	3.9 (n=5,079)
The library provides education resources and databases for K-12 students	1.9% (n=99)	5.2% (n=277)	15.2% (n=808)	29.2% (n=1,556)	47.9% (n=2,551)	0.6% (n=31)	4.2 (n=5,292)
The library provides education resources and databases for students in higher education	2.2% (n=116)	9.3% (n=495)	21.9% (n=1,165)	31.9% (n=1,699)	34.1% (n=1,812)	0.6% (n=34)	3.9 (n=5,287)
The library provides education resources and databases for home schooling	2.0% (n=106)	6.4% (n=338)	20.1% (n=1,069)	29.1% (n=1,549)	41.7% (n=2,218)	0.7% (n=39)	4.0 (n=5,280)
The library provides education resources and databases for adult/continuing education students	1.4% (n=72)	5.3% (n=280)	20.0% (n=1,064)	34.8% (n=1,851)	37.9% (n=2,015)	0.7% (n=36)	4.0 (n=5,282)
The library provides information for college applicants	2.1% (n=109)	8.0% (n=422)	29.0% (n=30.6)	30.6% (n=1,614)	30.4% (n=1,607)	-	3.8 (n=5,297)
The library provides information about the library's community	2.3% (n=123)	7.0% (n=369)	24.2% (n=1,279)	27.5% (n=1,450)	38.7% (n=2,046)	0.3% (n=14)	3.9 (n=5,268)
The library provides information about databases regarding investments	6.0% (n=316)	15.8% (n=830)	31.0% (n=1,626)	25.9% (n=1,359)	20.5% (n=1,079)	0.8% (n=41)	3.4 (n=5,210)
The library provides services to immigrant populations	8.9% (n=471)	15.6% (n=828)	24.1% (n=1,276)	19.1% (n=1,011)	29.1% (n=1,542)	3.3% (n=176)	3.5 (n=5,128)
Other	6.4% (n=39)	0.8% (n=5)	4.4% (n=27)	5.2% (n=31)	28.0% (n=169)	55.2% (n=333)	4.1 (n=270)

Key: - : No data to report

Figure 43: Extent to which Public Internet Services are Important to the Community – Rural Libraries

Challenges	Rural Public Libraries						Available
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.2% (n=88)	2.0% (n=148)	8.8% (n=652)	17.6% (n=1,312)	70.1% (n=5,214)	0.3% (n=25)	4.5 (n=7,415)
The library provides information for economic development (e.g., start a business, seek business opportunities)	3.1% (n=232)	9.3% (n=689)	26.6% (n=1,969)	26.8% (n=1,981)	33.3% (n=2,462)	0.9% (n=64)	3.8 (n=7,333)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	1.4% (n=101)	1.8% (n=134)	8.0% (n=592)	24.0% (n=1,783)	64.5% (n=4,789)	0.4% (n=29)	4.5 (n=7,399)
The library provides computer and Internet skills training	4.7% (n=346)	11.0% (n=815)	25.0% (n=1,851)	24.2% (n=1,790)	30.3% (n=2,248)	4.9% (n=360)	3.7 (n=7,049)
The library provides education resources and databases for K-12 students	2.5% (n=183)	5.2% (n=385)	18.6% (n=1,378)	27.8% (n=2,061)	45.0% (n=3,330)	0.9% (n=66)	4.1 (n=7,337)
The library provides education resources and databases for students in higher education	3.1% (n=226)	8.0% (n=592)	20.3% (n=1,500)	28.7% (n=2,123)	38.9% (n=2,882)	1.0% (n=76)	3.9 (n=7,323)
The library provides education resources and databases for home schooling	3.2% (n=234)	6.1% (n=448)	18.7% (n=1,380)	28.9% (n=2,137)	41.9% (n=3,094)	1.3% (n=97)	4.0 (n=7,294)
The library provides education resources and databases for adult/continuing education students	2.3% (n=171)	5.3% (n=391)	18.0% (n=1,329)	30.6% (n=2,263)	42.7% (n=3,151)	1.1% (n=84)	4.1 (n=7,304)
The library provides information for college applicants	2.9% (n=216)	7.9% (n=580)	24.9% (n=1,820)	28.8% (n=2,113)	35.4% (n=2,594)	0% (n=0)	3.9 (n=7,356)
The library provides information about the library's community	3.8% (n=282)	10.4% (n=759)	22.9% (n=1,681)	27.1% (n=1,985)	35.0% (n=2,565)	0.7% (n=51)	3.8 (n=7,271)
The library provides information about databases regarding investments	10.7% (n=782)	19.7% (n=1,438)	31.5% (n=2,294)	18.8% (n=1,372)	17.8% (n=1,300)	1.4% (n=103)	3.1 (n=7,185)
The library provides services to immigrant populations	15.9% (n=1,168)	18.3% (n=1,341)	23.6% (n=1,730)	15.8% (n=1,162)	21.5% (n=1,580)	4.9% (n=362)	3.1 (n=6,981)
Other	5.3% (n=49)	1.8% (n=16)	3.9% (n=37)	7.9% (n=74)	35.1% (n=329)	46.1% (n=432)	4.2 (n=506)

Technology Training Offered by Public Libraries

The types of technology training offered to patrons are presented in Figure 44. The greatest percentage of outlets (76.6 percent) provide informal, point-of-use training, and 10.9 percent offer no technology training at all. Of the 37.0 percent of outlets that offer formal technology training classes, urban outlets (59.2 percent) comprise the majority; 43.9 percent of suburban outlets also provide formal training. Libraries offering online training material grew to 21.7 percent overall this year from just 2.7 percent overall in 2008-2009.

Figure 44: Public Library Outlets Offering Formal or Informal Technology Training Availability by Metropolitan Status

Training Availability	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Offers formal technology training classes	59.2% (n=1,566)	43.9% (n=2,350)	24.2% (n=1,806)	37.0% (n=5,723)
Offers one-on-one technology training sessions by appointment	20.6% (n=546)	25.0% (n=1,342)	23.4% (n=1,742)	23.5% (n=3,629)
Offers informal point-of-use assistance	75.3% (n=1,994)	77.4% (n=4,148)	76.6% (n=5,710)	76.6% (n=11,852)
Offers online training material	29.6% (n=784)	23.3% (n=1,248)	17.7% (n=1,323)	21.7% (n=3,355)
Does not offer any technology training	4.2% (n=111)	10.1% (n=543)	13.8% (n=1,026)	10.9% (n=1,763)

Figure 45: Formal Technology Training Classes Offered by Public Library Outlets by Metropolitan Status

Technology Training Classes	Metropolitan Status			
	Urban	Suburban	Rural	Overall
General computer skills (e.g., how to use mouse, keyboard, printing)	95.0% (n=1,468)	92.5% (n=2,143)	93.1% (n=1,664)	93.4% (n=5,275)
General software use (e.g., word processing, spreadsheets, presentation)	75.1% (n=1,161)	77.9% (n=1,805)	72.8% (n=1,302)	75.5% (n=4,268)
General Internet use (e.g., set up e-mail, Web browsing)	86.5% (n=1,337)	95.0% (n=2,201)	92.1% (n=1,646)	91.7% (n=5,184)
General online/Web searching (e.g., using Google, Yahoo, others)	76.3% (n=1,179)	84.0% (n=1,954)	81.4% (n=1,454)	81.0% (n=4,578)
Using library's Online Public Access Catalog (OPAC)	49.3% (n=762)	54.6% (n=1,264)	46.0% (n=823)	50.4% (n=2,849)
Using online databases (e.g., commercial databases to search and find content)	53.3% (n=825)	54.3% (n=1,257)	48.6% (n=868)	52.2% (n=2,950)
Safe online practices (e.g., not divulging personal information)	33.8% (n=523)	37.1% (n=859)	36.9% (n=660)	36.1% (n=2,042)
Accessing online government information (e.g., Medicare, taxes, how to complete forms)	38.7% (n=598)	29.1% (n=673)	25.4% (n=455)	30.6% (n=1,726)
Accessing online job-seeking and career-related information	51.7% (n=799)	43.8% (n=1,013)	33.7% (n=603)	42.8% (n=2,416)
Accessing online medical information (e.g., health literacy)	20.7% (n=319)	22.7% (n=526)	20.5% (n=366)	21.4% (n=1,211)
Accessing online investment information	15.8% (n=244)	11.4% (n=263)	9.9% (n=177)	12.1% (n=684)
Accessing genealogy information	34.6% (n=535)	41.3% (n=956)	39.9% (n=714)	39.0% (n=2,205)
Accessing consumer information (e.g., product value, safety, reliability, warranty information)	21.0% (n=324)	25.0% (n=579)	18.2% (n=325)	21.7% (n=1,228)
Digital photography, software and online applications (e.g., Photoshop, Flickr)	20.5% (n=317)	26.9% (n=625)	25.0% (n=448)	24.6% (n=1,390)
Social Networking (e.g., blogging, RSS)	31.9% (n=493)	28.5% (n=661)	22.1% (n=395)	27.4% (n=1,549)
Other technology-based training classes	14.6% (n=226)	4.6% (n=106)	5.1% (n=91)	7.5% (n=423)

The types of formal technology training classes offered by library outlets are identified in Figure 45. For libraries offering formal training, general computer skills classes are the most common (93.4 percent), followed by general Internet use (91.7 percent). More than three-quarters of libraries (81.0 percent) report training patrons on general online/Web searching and general software use classes (75.5 percent). The percentage of libraries offering classes on accessing online job-seeking and career related information grew to 42.8 percent from 26.2 percent in 2008-2009. Relatively few outlets (12.1 percent) provide training on accessing online investment information. Social networking training (referred to as Web 2.0 in 2008-2009) grew dramatically with 27.4 percent of libraries now offering this training from 11.2 percent in 2008-2009. Training on how to access online government information continued to be more common in urban libraries (38.7 percent).

Public Access Services Available to Users and Community

Figure 46: Services that the Library Makes Available to Users - Overall				
	Overall			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access
Resources				
Digital Reference/Virtual Reference	27.7% (n=4,131)	46.2% (n=6,894)	57.8% (n=8,628)	3.1% (n=468)
Licensed databases	5.0% (n=759)	73.3% (n=11,236)	74.5% (n=11,424)	2.6% (n=403)
E-books	34.1% (n=5,115)	41.6% (n=6,239)	55.6% (n=8,333)	2.4% (n=355)
Web/business conferencing (e.g., Skype, WebEx)	86.9% (n=12,634)	6.7% (n=971)	5.2% (n=759)	3.2% (n=469)
Online instructional courses/tutorials	43.0% (n=6,374)	40.6% (n=6,011)	37.9% (n=5,619)	2.7% (n=404)
Homework help	11.8% (n=1,774)	67.1% (n=10,103)	63.5% (n=9,566)	2.6% (n=398)
Audio content (e.g., streaming video, video clips, other)	17.5% (n=2,635)	60.1% (n=9,026)	55.6% (n=8,358)	2.0% (n=307)
Video content (e.g., streaming video, video clips, other)	36.7% (n=5,432)	47.1% (n=6,969)	37.6% (n=5,569)	3.6% (n=543)
Digitized special collections (e.g., letters, postcards, documents, other)	53.5% (n=7,857)	33.4% (n=4,905)	34.5% (n=5,075)	2.2% (n=331)
Library social networking (e.g., blogs, Flixster, Goodreads)	41.4% (n=6,139)	40.2% (n=5,956)	40.9% (n=6,053)	3.0% (n=442)
Online book clubs	65.0% (n=9,284)	22.4% (n=3,203)	27.0% (n=3,851)	2.2% (n=317)
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	8.4% (n=1,266)	88.8% (n=13,455)	---	4.1% (n=621)
Allow patrons to connect digital cameras and manipulate content	32.4% (n=4,861)	62.1% (n=9,330)	---	6.5% (n=978)
Allow patrons to burn compact discs/DVDs	43.7% (n=6,533)	51.8% (n=7,749)	---	4.8% (n=723)
Provide access to recreational gaming consoles, software or Web sites	29.1% (n=4,336)	64.1% (n=9,562)	---	9.0% (n=1,345)

Figure 46 illustrates the range of Internet-based resources and services that public libraries provide to their patrons. Licensed databases continued to be the most commonly provided service with 73.3 percent of outlets offering service in the library and 74.5 percent offering service to patrons accessing them outside the library. Libraries also offer substantial homework assistance, with 67.1 percent offering such services from within the library and 63.6 percent supporting access from outside the library), and 67.5 percent of outlets offering online assistance. Audio content is also provided by a number of libraries, with 60.1 percent offering these services within the library and 55.6 percent supporting access from outside the library. Finally, 55.6 percent of library outlets offer e-books from outside the library and 41.6 percent from within the

library – though this may be a result of confusion in interpretation of the survey question. Web/business conferencing continued to be the least likely service to be offered.

Figures 47 thru 49 present the detail services that urban, suburban and rural libraries make available to users.

Figure 47: Services that the Library Makes Available to Users – Urban Libraries				
	Urban Public Libraries			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access
Resources				
Digital Reference/Virtual Reference	15.1% (n=392)	64.4% (n=1,677)	75.5% (n=1,963)	2.6% (n=68)
Licensed databases	1.7% (n=45)	88.1% (n=2,330)	84.9% (n=2,245)	2.9% (n=75)
E-books	15.1% (n=397)	61.7% (n=1,619)	75.6% (n=1,981)	1.0% (n=25)
Web/business conferencing (e.g., Skype, WebEx)	86.4% (n=2,170)	8.6% (n=216)	5.5% (n=138)	2.4% (n=60)
Online instructional courses/tutorials	35.6% (n=913)	52.5% (n=1,348)	47.2% (n=1,212)	4.6% (n=118)
Homework help	6.3% (n=163)	74.7% (n=1,946)	73.8% (n=1,923)	7.3% (n=191)
Audio content (e.g., streaming video, video clips, other)	9.2% (n=239)	69.4% (n=1,810)	76.8% (n=2,004)	2.2% (n=58)
Video content (e.g., streaming video, video clips, other)	23.2% (n=598)	64.9% (n=1,672)	62.0% (n=1,596)	2.5% (n=65)
Digitized special collections (e.g., letters, postcards, documents, other)	28.8% (n=734)	61.1% (n=1,559)	58.7% (n=1,498)	2.2% (n=55)
Library social networking (e.g., blogs, Flixster, Goodreads)	20.1% (n=518)	63.5% (n=1,639)	67.5% (n=1,742)	1.8% (n=45)
Online book clubs	46.5% (n=1,131)	39.6% (n=963)	42.4% (n=1,031)	5.0% (n=121)
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	3.8% (n=101)	93.3% (n=2,446)	---	4.3% (n=113)
Allow patrons to connect digital cameras and manipulate content	36.9% (n=963)	55.4% (n=1,448)	---	8.8% (n=229)
Allow patrons to burn compact discs/DVDs	50.7% (n=1,312)	46.4% (n=1,199)	---	3.4% (n=88)
Provide access to recreational gaming consoles, software or Web sites	15.4% (n=395)	79.3% (n=2,034)	---	8.1% (n=209)

Figure 48: Services that the Library Makes Available to Users – Suburban Libraries

	Suburban Public Libraries			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access
Resources				
Digital Reference/Virtual Reference	23.3% (n=1,209)	50.2% (n=2,608)	64.9% (n=3,376)	2.8% (n=147)
Licensed databases	2.4% (n=125)	77.8% (n=4,146)	81.4% (n=4,341)	2.4% (n=128)
E-books	26.8% (n=1,400)	46.0% (n=2,399)	64.2% (n=3,349)	3.1% (n=162)
Web/business conferencing (e.g., Skype, WebEx)	87.8% (n=4,425)	5.8% (n=294)	4.7% (n=236)	4.0% (n=203)
Online instructional courses/tutorials	43.9% (n=2,259)	41.3% (n=6,011)	41.1% (n=2,114)	2.2% (n=111)
Homework help	9.9% (n=516)	70.9% (n=3,704)	72.5% (n=3,784)	1.4% (n=75)
Audio content (e.g., streaming video, video clips, other)	13.4% (n=697)	62.6% (n=3,260)	64.9% (n=3,376)	1.4% (n=72)
Video content (e.g., streaming video, video clips, other)	36.7% (n=1,880)	47.4% (n=2,427)	41.4% (n=2,121)	3.6% (n=186)
Digitized special collections (e.g., letters, postcards, documents, other)	52.4% (n=2,674)	36.0% (n=1,836)	35.9% (n=1,834)	2.2% (n=113)
Library social networking (e.g., blogs, Flixster, Goodreads)	39.5% (n=2,029)	42.8% (n=2,201)	45.8% (n=2,355)	2.7% (n=140)
Online book clubs	61.7% (n=3,084)	26.2% (n=1,308)	31.8% (n=1,590)	1.8% (n=89)
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	6.3% (n=331)	91.5% (n=4,824)	---	32.7% (n=1,704)
Allow patrons to connect digital cameras and manipulate content	32.7% (n=1,704)	62.2% (n=3,243)	---	6.2% (n=321)
Allow patrons to burn compact discs/DVDs	43.1% (n=2,242)	52.8% (n=2,746)	---	4.2% (n=217)
Provide access to recreational gaming consoles, software or Web sites	26.8% (n=1,395)	65.8% (n=3,424)	---	9.5% (n=495)

Figure 49: Services that the Library Makes Available to Users – Rural Libraries

	Rural Public Libraries			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access
Resources				
Digital Reference/Virtual Reference	35.5% (n=2,530)	36.6% (n=2,608)	46.1% (n=3,289)	3.5% (n=253)
Licensed databases	8.0% (n=588)	64.7% (n=4,760)	65.8% (n=4,838)	2.7% (n=200)
E-books	46.3% (n=3,318)	31.0% (n=2,222)	41.9% (n=3,003)	2.4% (n=169)
Web/business conferencing (e.g., Skype, WebEx)	86.5% (n=6,039)	6.6% (n=461)	5.5% (n=385)	2.9% (n=206)
Online instructional courses/tutorials	45.1% (n=3,203)	35.7% (n=2,540)	32.3% (n=2,294)	2.5% (n=175)
Homework help	15.1% (n=1,094)	61.6% (n=4,453)	53.4% (n=3,859)	1.8% (n=132)
Audio content (e.g., streaming video, video clips, other)	23.6% (n=1,699)	54.9% (n=3,956)	41.3% (n=2,979)	2.5% (n=177)
Video content (e.g., streaming video, video clips, other)	41.6% (n=2,954)	40.4% (n=2,870)	26.1% (n=1,851)	4.1% (n=292)
Digitized special collections (e.g., letters, postcards, documents, other)	63.2% (n=4,449)	21.4% (n=1,510)	24.7% (n=1,742)	2.3% (n=163)
Library social networking (e.g., blogs, Flixster, Goodreads)	50.6% (n=3,592)	29.8% (n=2,117)	27.6% (n=1,956)	3.6% (n=257)
Online book clubs	74.0% (n=5,068)	13.6% (n=932)	18.0% (n=1,230)	1.6% (n=107)
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	11.5% (n=835)	85.2% (n=6,185)	---	4.5% (n=327)
Allow patrons to connect digital cameras and manipulate content	30.5% (n=2,195)	64.5% (n=4,639)	---	5.9% (n=428)
Allow patrons to burn compact discs/DVDs	41.6% (n=2,979)	53.1% (n=3,803)	---	5.8% (n=418)
Provide access to recreational gaming consoles, software or Web sites	35.7% (n=2,547)	57.5% (n=4,104)	---	9.0% (n=642)

Figure 50: Factors Preventing Access to (or Limited Access to) Services				
	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Computer hardware/software on public Internet workstations will not support service(s)	40.4% (n=1,389)	41.2% (n=1,487)	40.5% (n=1,478)	40.7% (n=1,616)
Public access Internet connectivity speeds will not support service(s)	26.8% (n=920)	26.1% (n=942)	26.6% (n=971)	25.2% (n=1,002)
Library policy restricts offering or access to service(s)	40.7% (n=1,398)	40.8% (n=1,470)	42.4% (n=1,548)	40.9% (n=1,625)
Library cannot afford to purchase and/or support service(s)	62.9% (n=2,161)	62.7% (n=2,262)	61.6% (n=2,246)	62.2% (n=2,468)
Other	11.6% (n=397)	11.8% (n=424)	11.9% (n=434)	11.6% (n=461)

The factors that libraries report prevent them from either providing specific services or require limiting access to certain services described in Figures 46-49 are presented in Figure 50. Similar to last year, the largest percentage of libraries report they are unable to afford the purchase and/or support of such services - 62.2 percent up from 58.9 percent reported in 2008-2009. Library policies restricting offering or providing access to services (40.9 percent) and having computer hardware/software that is unable to support the services (40.7 percent) were close second and third reasons.

Library E-government and Employment Services and Challenges

Figure 51: E-Government Roles and Services of the Public Library Outlets by Metropolitan Status				
E-Government roles and services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Staff provide assistance to patrons applying for or accessing e-government services	75.9% (n=1,913)	78.6% (n=3,820)	79.9% (n=5,383)	78.7% (n=11,116)
Staff provide as needed assistance to patrons for understanding how to access and use e-government Web sites	91.2% (n=2,300)	88.8% (n=4,317)	87.9% (n=5,918)	88.8% (n=12,535)
Staff provide assistance to patrons for understanding government programs and services	45.6% (n=1,149)	45.6% (n=2,215)	40.7% (n=2,742)	43.3% (n=6,106)
Staff provide assistance to patrons for completing government forms	71.4% (n=1,800)	65.2% (n=3,168)	65.1% (n=4,386)	66.3% (n=9,354)
The library developed guides, tip sheets, or other tools to help patrons use e-government websites and services	23.3% (n=588)	18.7% (n=907)	14.2% (n=957)	17.4% (n=2,452)
The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms	22.9% (n=578)	7.3% (n=357)	4.8% (n=321)	8.9% (n=1,256)
The library offered translation services for forms and services in other languages	11.1% (n=279)	6.6% (n=321)	4.2% (n=280)	6.2% (n=880)
The library is partnering with government agencies, non-profit organizations, and others to provide e-government services	26.4% (n=666)	21.2% (n=1,030)	17.8% (n=1,201)	20.5% (n=2,898)
The library is working with government agencies (local, state, or federal) to help agencies improve their websites and/or e-government services	11.0% (n=277)	8.2% (n=398)	6.0% (n=405)	7.7% (n=1,080)
The library has at least one staff member with significant knowledge and skills in provision of e-government services	31.5% (n=794)	16.2% (n=789)	15.4% (n=1035)	18.5% (n=2,618)
Other	4.8% (n=121)	3.3% (n=159)	4.4% (n=298)	4.1% (n=578)

Continuing a trend reported that began with the 2006-2007 survey, Figure 51 illustrates the increasing range of e-government services public library outlets provide patrons. A substantial percentage of libraries (78.7 percent) provide assistance to patrons who are applying for or accessing e-government services, increasing from 54.1 percent of libraries last year. Over four-fifths (88.8 percent) of all public libraries outlets offer as-needed assistance in understanding and using e-government resources. The percentage of libraries reporting partnerships for providing e-government services also continues to rise, up to 20.5 percent this year from 13.4 percent in 2008-2009. Though e-government services continue to expand, the percentage of libraries reporting having at least one staff member with significant knowledge and skills in the provision of e-government decreased this year, down to 18.5 percent from 21.0 percent in 2008-2009.

Figure 52: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs - Overall

Challenges	Overall						Average (n)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	21.0% (n=3,123)	16.3% (n=2,419)	23.4% (n=3,482)	17.6% (n=2,621)	16.4% (n=2,438)	5.4% (n=802)	2.9 (n=14,082)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	30.7% (n=4,544)	20.8% (n=3,075)	21.0% (n=3,103)	12.6% (n=1,872)	7.6% (n=1,126)	7.3% (n=1,083)	2.4 (n=13,721)
This library's connection speed is too slow and causes delays meeting patron demands	38.5% (n=5,708)	18.9% (n=2,797)	17.0% (n=2,518)	10.0% (n=1,478)	9.8% (n=1,444)	5.8% (n=861)	2.3 (n=13,945)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	56.4% (n=7,499)	21.1% (n=2,809)	14.2% (n=1,891)	4.7% (n=621)	3.6% (n=474)	0% (n=0)	2.2 (n=14,742)
This library does not have enough staff to effectively help patrons with their E-Government needs	9.4% (n=1,416)	9.4% (n=1,416)	18.6% (n=2,801)	21.4% (n=3,223)	37.5% (n=5,643)	3.6% (n=536)	3.7 (n=14,501)
This library's staff does not have the necessary expertise to meet patron E-Government needs	9.1% (n=1,358)	10.8% (n=1,611)	23.9% (n=3,562)	22.9% (n=3,415)	29.8% (n=4,438)	3.5% (n=516)	3.6 (n=14,384)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	27.6% (n=4,063)	17.2% (n=2,535)	18.8% (n=2,758)	11.7% (n=1,724)	15.2% (n=2,229)	9.5% (n=1,390)	2.4 (n=9,246)
Other	9.4% (n=30)	1.6% (n=5)	3.4% (n=11)	4.7% (n=15)	15.9% (n=51)	65.0% (n=208)	3.5 (n=244)

The 2009-2010 survey included a new question asking respondents to indicate the degree to which certain challenges affect the ability of public library outlets to help patrons meet their E-Government needs by ranking each challenge on a scale from one to five, with one being the least important and five being the most important. Overall, adequate staffing was the greatest challenge faced by libraries in meeting patron E-Government needs (58.9 percent reported this as important or most important). E-Government expertise was also a challenge, with 52.7 percent of libraries reporting that library staff does not have the necessary expertise to meet patron E-Government needs, presenting an important (22.9 percent) or most important (29.8 percent) challenge (see Figure 52).

Figures 53 thru 55 present the detail of challenges affecting urban, suburban and rural libraries in making E-Government services available to users. While urban libraries also reported that staffing issues present a significant challenge in meeting patrons' E-Government needs, the number of workstations available also presented a greater challenge than in libraries overall - 58.9 percent of urban libraries reported not having enough staff to effectively help patrons meet their E-Government needs as an important (28.2 percent) or most important (30.7 percent) challenge. The lack of staff expertise (42.4 percent) also was a challenge in the meeting patron

E-Government needs (very 22.7 percent or most important 19.7 percent). Over half of urban libraries (52.1 percent) report that having too few workstations presents an important (31.8 percent) or most important (20.3 percent) challenge in meeting patron E-Government needs (see Figure 53).

Responses from suburban outlets are similar, with 58.6 percent of libraries reporting that not having enough staff to effectively help patrons meet their E-Government needs presents an important (19.3 percent) or most important (39.3 percent) challenge and 51.3 percent of libraries reported that lack of staff expertise necessary to meet patron E-Government needs presents an important (22.7 percent) or most important (28.6 percent) challenge (see Figure 54).

Responses from rural outlets are also similar, with 59.3 percent of libraries reporting that not having enough staff to effectively help patrons meet their E-Government needs presents an important (20.5 percent) or most important (38.8 percent) challenge and 57.3 percent of libraries reported that lack of staff expertise necessary to meet patron E-Government needs presents an important (23.1 percent) or most important (34.2 percent) challenge (see Figure 55).

Figure 53: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs – Urban Libraries

1=Least Important, 5=Most Important							
Urban Public Libraries							
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	11.0% (n=284)	13.8% (n=354)	18.1% (n=465)	31.8% (n=817)	20.3% (n=523)	5.0% (n=128)	3.4 (n=2,444)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	16.4% (n=415)	18.1% (n=458)	28.6% (n=724)	21.8% (n=553)	10.0% (n=254)	5.2% (n=131)	2.9 (n=2,403)
This library's connection speed is too slow and causes delays meeting patron demands	44.0% (n=1,124)	14.3% (n=365)	16.7% (n=427)	10.3% (n=264)	10.9% (n=279)	3.7% (n=96)	2.3 (n=2,459)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	65.3% (n=1,539)	19.3% (n=455)	10.7% (n=251)	3.0% (n=70)	1.7% (n=40)	0% (n=0)	1.9 (n=2,459)
This library does not have enough staff to effectively help patrons with their E-Government needs	8.9% (n=231)	7.2% (n=186)	21.3% (n=553)	28.2% (n=734)	30.7% (n=797)	3.8% (n=98)	3.7 (n=2,501)
This library's staff does not have the necessary expertise to meet patron E-Government needs	11.9% (n=302)	12.3% (n=312)	29.0% (n=737)	22.7% (n=578)	19.7% (n=500)	4.5% (n=113)	3.3 (n=2,429)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	28.9% (n=729)	22.4% (n=566)	14.8% (n=372)	12.0% (n=302)	13.1% (n=329)	8.9% (n=224)	2.3 (n=1,569)
Other	5.3% (n=2)	0% (n=0)	2.6% (n=1)	2.6% (n=1)	13.2% (n=5)	76.3% (n=29)	3.8 (n=23)

Figure 54: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs – Suburban Libraries

1=Least Important, 5=Most Important		Suburban Public Libraries					
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	21.4% (n=1,103)	16.1% (n=830)	25.3% (n=1,303)	14.4% (n=741)	16.2% (n=835)	6.6% (n=44)	2.9 (n=4,812)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	30.1% (n=1,542)	20.3% (n=1,040)	20.8% (n=1,069)	12.6% (n=647)	7.9% (n=403)	8.4% (n=430)	2.4 (n=4,701)
This library's connection speed is too slow and causes delays meeting patron demands	38.5% (n=1,974)	20.9% (n=1,069)	15.5% (n=796)	8.8% (n=451)	8.6% (n=439)	7.7% (n=393)	2.2 (n=4,729)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	57.5% (n=2,592)	21.1% (n=951)	14.2% (n=642)	4.5% (n=203)	2.7% (n=121)	0% (n=0)	2.2 (n=5,103)
This library does not have enough staff to effectively help patrons with their E-Government needs	8.7% (n=456)	10.6% (n=555)	18.1% (n=946)	19.3% (n=1,006)	39.3% (n=2,049)	4.0% (n=208)	3.7 (n=5,012)
This library's staff does not have the necessary expertise to meet patron E-Government needs	9.1% (n=466)	12.1% (n=620)	23.8% (n=1,223)	22.7% (n=1,170)	28.6% (n=1,470)	3.8% (n=195)	3.5 (n=4,949)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	28.5% (n=1,448)	16.3% (n=825)	17.0% (n=864)	11.2% (n=567)	15.7% (n=799)	11.2% (n=569)	2.4 (n=3,055)
Other	5.0% (n=5)	2.0% (n=2)	3.0% (n=3)	2.0% (n=2)	16.0% (n=16)	72.0% (n=72)	3.8 (n=23)

Figure 55: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs – Rural Libraries

1=Least Important, 5=Most Important		Rural Public Libraries					
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	24.3% (n=1,736)	17.2% (n=1,234)	23.9% (n=1,713)	14.9% (n=1,063)	15.6% (n=1,080)	4.6% (n=331)	2.8 (n=6,827)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	36.2% (n=2,588)	22.1% (n=1,578)	18.4% (n=1,310)	9.4% (n=673)	6.6% (n=469)	7.3% (n=522)	2.2 (n=6,617)
This library's connection speed is too slow and causes delays meeting patron demands	36.6% (n=2,610)	19.1% (n=1,364)	18.1% (n=1,294)	10.7% (n=763)	10.2% (n=726)	5.2% (n=372)	2.4 (n=6,757)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	52.4% (n=3,369)	21.8% (n=1,403)	15.5% (n=998)	5.4% (n=348)	4.9% (n=313)	0% (n=0)	2.3 (n=7,109)
This library does not have enough staff to effectively help patrons with their E-Government needs	10.1% (n=728)	9.4% (n=677)	18.0% (n=1,302)	20.5% (n=1,483)	38.8% (n=2,798)	3.2% (n=230)	3.7 (n=6,988)
This library's staff does not have the necessary expertise to meet patron E-Government needs	8.2% (n=590)	9.4% (n=679)	22.2% (n=1,602)	23.1% (n=1,666)	34.2% (n=2,468)	2.9% (n=208)	3.7 (n=7,006)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	26.5% (n=1,886)	16.1% (n=1,144)	21.4% (n=1,522)	12.0% (n=856)	15.5% (n=1,100)	8.4% (n=597)	2.4 (n=4,622)
Other	12.6% (n=23)	1.6% (n=3)	3.8% (n=7)	6.6% (n=12)	16.5% (n=30)	58.8% (n=107)	3.3 (n=154)

For the first time, the 2009-1010 survey asked about the job seeking services provided by public libraries (see Figure 56). A large majority provide access to job databases and other online resources (88.2 percent) and civil service exam materials (74.9 percent), followed by offering software and other resources to help patrons create resumes and other employment materials (68.9 percent) and to complete online job applications (67.1 percent) More urban libraries reported offering classes related to job seeking (42.0 percent) than suburban (30.7 percent) and rural (13.6 percent) libraries. Urban libraries also reported more partnerships with outside agencies and individuals to help patrons complete online job applications (32.9 percent) and develop business plans and other materials to start a business (26.5 percent) than suburban (20.6 percent, 13.2 percent) and rural (22.3 percent, 10.5 percent) libraries.

Figure 56: Job Seeking Services Provided by Public Library Outlets by Metropolitan Status

Job seeking roles and services	Metropolitan Status			Overall
	Urban	Suburban	Rural	
The library provides access to jobs databases and other job opportunity resources	89.3% (n=2,336)	91.6% (n=4,717)	85.3% (n=6,068)	88.2% (n=13,121)
The library provides access to civil service exam materials	85.7% (n=2,240)	78.9% (n=4,063)	68.0% (n=4,840)	74.9% (n=11,144)
The library helps patrons complete online job applications	67.4% (n=1,762)	63.8% (n=3,287)	69.4% (n=4,937)	67.1% (n=9,986)
The library collaborates with outside agencies or individuals to help patrons complete online job applications	32.9% (n=860)	20.6% (n=1,062)	22.3% (n=1,586)	23.6% (n=3,507)
The library helps patrons develop business plans and other materials to start businesses	22.1% (n=578)	14.0% (n=719)	9.5% (n=675)	13.3% (n=1,972)
The library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses	26.5% (n=694)	13.2% (n=680)	10.5% (n=745)	14.2% (n=2,119)
The library offers classes (either by librarians or others working with the library) on job seeking strategies, interview tips, etc.	42.0% (n=1,099)	30.7% (n=1,583)	13.6% (n=969)	24.5% (n=3,650)
The library offers software and other resources to help patrons create resumes and other employment materials	81.2% (n=2,124)	68.7% (n=3,535)	64.5% (n=4,591)	68.9% (n=10,251)
Other	4.7% (n=123)	3.0% (n=152)	3.2% (n=228)	3.4% (n=504)
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=1,099				

Figures 57-60 show the percentage of library agreement with the challenges that affect the ability of public libraries to provide employment-seeking services to patrons. Specifically (see Figure 57):

- 58.6 percent (36.1 percent strongly agree, 22.5 percent agree) report that they do not have enough staff to meet patron needs;
- 46.0 percent (24.5 percent strongly agree, 21.5 percent agree) report that the staff does not have the necessary expertise; and

- 35.5 percent (17.6 percent strongly agree, 17.9 percent agree) report there are too few workstations.

Urban libraries (see Figure 58) rank the challenges differently, with 57.1 percent (29.4 percent strongly agree, 27.7 percent agree) reporting that they do not have enough staff to meet patron needs, followed by 53.5 percent (22.5 percent strongly agree, 31.0 percent agree) reporting that they have too few workstations and 35.0 percent (14.4 percent strongly agree, 20.6 percent agree) reporting that the staff does not have the necessary expertise. Also, 37.0 percent (12.9 percent strongly agree, 24.1 percent agree) of urban libraries indicate that workstation time limits are a problem.

Figure 59 illustrates the challenges affecting suburban public libraries' job seeking services. 59.5 percent (38.3 percent strongly agree, 21.2 percent agree) report that they do not have enough staff to meet patron needs, followed by 44.3 percent (23.1 percent strongly agree, 21.2 percent agree) reporting that the staff does not have the necessary expertise and 34.7 percent (18.3 percent strongly agree, 16.4 percent agree) reporting that they have too few workstations.

Figure 60 illustrates the challenges that affect the job seeking services of rural public libraries. 58.4 percent (36.9 percent strongly agree, 21.5 percent agree) report that they do not have enough staff to meet patron needs, followed by 51.1 percent (29.1 percent strongly agree, 22.0 percent agree) reporting that the staff does not have the necessary expertise and 29.7 percent (15.4 percent strongly agree, 14.3 percent agree) reporting that they have too few workstations. Internet connection speeds are a problem for 19.7 percent (9.7 percent strongly agree, 10.0 percent agree) of rural libraries, likely an indication of the slower connection speeds reported by rural libraries in Figure 33.

Figure 57: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs - Overall

1=Least Important, 5=Most Important	Overall						Average
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	23.7% (n=3,551)	15.9% (n=2,387)	21.3% (n=3,197)	17.9% (n=2,693)	17.6% (n=2,646)	3.6% (n=534)	2.9 (n=14,474)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	31.5% (n=4,704)	20.0% (n=2,984)	20.2% (n=3,010)	14.5% (n=2,163)	8.4% (n=1,257)	5.3% (n=796)	2.5 (n=14,118)
This library's connection speed is too slow and causes delays meeting patron needs	39.3% (n=5,859)	19.6% (n=2,917)	17.7% (n=2,638)	9.5% (n=1,412)	9.5% (n=1,416)	4.5% (n=675)	2.3 (n=14,242)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	50.0% (n=7,423)	19.8% (n=2,932)	14.2% (n=2,100)	5.0% (n=745)	3.1% (n=457)	7.9% (n=1,174)	1.8 (n=13,658)
The library does not have enough staff to effectively help patrons with their job seeking needs	9.1% (n=1,368)	10.3% (n=1,551)	19.4% (n=2,923)	22.5% (n=3,392)	36.1% (n=5,452)	2.7% (n=410)	3.7 (n=14,686)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.7% (n=1,753)	13.5% (n=2,017)	26.0% (n=3,897)	21.5% (n=3,220)	24.5% (n=3,677)	2.9% (n=432)	3.4 (n=14,564)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	31.2% (n=4,622)	17.8% (n=2,629)	19.1% (n=2,835)	11.5% (n=1,696)	12.7% (n=1,877)	7.8% (n=1,148)	2.5 (n=13,660)
Other	10.2% (n=50)	1.3% (n=7)	4.7% (n=23)	3.2% (n=16)	14.3% (n=71)	66.3% (n=327)	3.3 (n=166)

Figure 58: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs – Urban Libraries

1=Least Important, 5=Most Important		Urban Public Libraries					
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	13.5% (n=349)	11.0% (n=284)	17.8% (n=463)	31.0% (n=804)	22.5% (n=583)	4.2% (n=108)	3.4 (n=2,484)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	18.3% (n=465)	15.8% (n=402)	24.3% (n=618)	24.1% (n=613)	12.9% (n=329)	4.5% (n=116)	3.0 (n=2,429)
This library's connection speed is too slow and causes delays meeting patron needs	42.2% (n=1,079)	16.9% (n=432)	17.1% (n=437)	9.4% (n=239)	10.8% (n=277)	3.5% (n=91)	2.3 (n=2,464)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	58.8% (n=1,488)	16.5% (n=417)	11.9% (n=302)	4.3% (n=108)	1.3% (n=33)	7.2% (n=184)	1.6 (n=2,348)
The library does not have enough staff to effectively help patrons with their job seeking needs	8.9% (n=231)	10.3% (n=269)	20.4% (n=530)	27.7% (n=719)	29.4% (n=764)	3.3% (n=85)	3.6 (n=2,514)
The library staff does not have the necessary expertise to meet patron job seeking needs	15.0% (n=385)	16.3% (n=417)	30.1% (n=772)	20.6% (n=528)	14.4% (n=370)	3.5% (n=91)	3.0 (n=2,471)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	36.2% (n=918)	18.2% (n=460)	16.0% (n=405)	12.4% (n=314)	9.3% (n=236)	7.9% (n=201)	2.4 (n=2,333)
Other	6.2% (n=5)	-	-	3.1% (n=3)	18.7% (n=15)	71.9% (n=58)	4.0 (n=23)

Key: - No data to report

Figure 59: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs – Suburban Libraries

1=Least Important, 5=Most Important

Challenges	Suburban Public Libraries						Average (n)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	22.7% (n=1,175)	17.0% (n=881)	21.6% (n=1,122)	16.4% (n=852)	18.3% (n=948)	4.0% (n=210)	2.9 (n=4,978)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	29.6% (n=1,530)	20.5% (n=1,059)	19.7% (n=1,016)	15.7% (n=811)	8.9% (n=461)	5.6% (n=287)	2.5 (n=4,877)
This library's connection speed is too slow and causes delays meeting patron needs	40.0% (n=2,063)	22.4% (n=1,156)	15.1% (n=777)	8.7% (n=451)	8.6% (n=444)	5.2% (n=270)	2.2 (n=4,891)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	50.5% (n=2,596)	20.8% (n=1,069)	13.4% (n=688)	4.0% (n=205)	2.8% (n=142)	8.5% (n=439)	1.8 (n=4,701)
The library does not have enough staff to effectively help patrons with their job seeking needs	7.9% (n=415)	11.5% (n=601)	17.9% (n=936)	21.2% (n=1,110)	38.3% (n=2,005)	3.1% (n=162)	3.7 (n=5,067)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.9% (n=615)	15.0% (n=779)	25.6% (n=1,327)	21.2% (n=1,098)	23.1% (n=1,194)	3.2% (n=166)	3.3 (n=5,014)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	30.7% (n=1,576)	17.8% (n=912)	18.4% (n=943)	11.1% (n=567)	12.9% (n=664)	9.1% (n=466)	2.5 (n=4,662)
Other	9.5% (n=14)	1.6% (n=2)	3.2% (n=5)	3.2% (n=5)	9.5% (n=14)	73.0% (n=111)	3.1 (n=41)

Figure 60: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs – Rural Libraries							
1=Least Important, 5=Most Important	Rural Public Libraries						
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	28.0% (n=2,026)	16.9% (n=1,222)	22.3% (n=1,613)	14.3% (n=1,037)	15.4% (n=1,115)	3.0% (n=216)	2.7 (n=7,012)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	37.6% (n=2,709)	21.1% (n=1,522)	19.1% (n=1,376)	10.2% (n=738)	6.5% (n=467)	5.5% (n=393)	2.2 (n=6,813)
This library's connection speed is too slow and causes delays meeting patron needs	37.7% (n=2,717)	18.5% (n=1,329)	19.8% (n=1,423)	10.0% (n=722)	9.7% (n=695)	4.4% (n=315)	2.3 (n=6,887)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	46.6% (n=3,339)	20.2% (n=1,446)	15.5% (n=1,111)	6.0% (n=432)	3.9% (n=282)	7.7% (n=551)	1.9 (n=6,609)
The library does not have enough staff to effectively help patrons with their job seeking needs	9.9% (n=722)	9.4% (n=681)	20.0% (n=1,456)	21.5% (n=1,563)	36.9% (n=2,682)	2.2% (n=163)	3.7 (n=7,105)
The library staff does not have the necessary expertise to meet patron job seeking needs	10.4% (n=753)	11.3% (n=821)	24.8% (n=1,798)	22.0% (n=1,594)	29.1% (n=2,113)	2.4% (n=175)	3.5 (n=7,078)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	29.8% (n=2,129)	17.6% (n=1,257)	20.8% (n=1,487)	11.4% (n=815)	13.7% (n=977)	6.7% (n=481)	2.6 (n=6,665)
Other	11.8% (n=31)	1.6% (n=4)	7.1% (n=19)	3.1% (n=8)	15.7% (n=41)	60.6% (n=158)	3.2 (n=103)

The next section of the report provides national system level data analysis.

System (Administrative) Level Findings

Participating libraries provided data regarding their applications for e-rate, operating budgets, and information technology budgets. This section of the report presents the analysis of these system (administrative) level data.

E-rate Application Data

Figure 61: Percentage of Public Library Systems that Applied for an E-Rate Discount by Metropolitan Status

	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Applied	59.5% (n=320)	28.9% (n=878)	39.8% (n=2172)	37.3% (n=3370)
Another organization applied on the library's behalf	7.4% (n=40)	19.4% (n=589)	14.4% (n=788)	15.7% (n=1417)
Did not apply	30.9% (n=166)	46.9% (n=1422)	41.8% (n=2282)	42.9% (n=3870)
Did not know	2.2% (n=12)	4.7% (n=144)	3.9% (n=214)	4.1% (n=370)

Figure 61 details the library systems that applied for an E-rate discount across metropolitan status. In comparison to 2008-2009, very little has changed overall. The biggest change is that more urban library systems are applying for E-rate discounts than in the past – up to 59.5 percent from 45.8 percent in 2008-2009.

Figure 62: Percentage of Public Library Systems Receiving E-Rate Discount by Category by Metropolitan Status

E-Rate Categories	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Internet Connectivity	70.0% (n=252)	49.8% (n=726)	55.4% (n=1634)	54.8% (n=2612)
Telecommunications services	93.6% (n=337)	83.5% (n=1216)	82.8% (n=2440)	83.8% (n=3993)
Internal connections cost	18.9% (n=68)	9.4% (n=137)	8.4% (n=249)	9.5% (n=454)

Will not total 100%, as respondents could select more than one option

E-rate discounts in library systems have increased for almost every category across metropolitan status (see Figure 62). The biggest increase can be witnessed in the telecommunications services category, where discounts are up to 83.8 percent overall from 76.0 percent in 2008-2009. There was also a dramatic increase in the Internet connectivity category of E-rate discounts for urban public library systems, jumping to 70.0 percent from the previous 59.6 percent.

Figure 63: Percentage of Public Library Systems that Not Applying for E-Rate Discounts by Metropolitan Status

Reasons	Metropolitan Status			Overall
	Urban	Suburban	Rural	
The E-rate application process is too complicated	38.4% (n=63)	41.5% (n=584)	41.5% (n=937)	41.4% (n=1584)
The library staff did not feel that the library would qualify	8.5% (n=14)	15.5% (n=218)	13.7% (n=310)	14.2% (n=542)
Our total E-rate discount is fairly low and not worth the time needed to participate in the program	36.0% (n=59)	33.8% (n=476)	31.9% (n=720)	32.8% (n=1255)
The library receives E-rate discounts as part of a consortium, so therefore does not apply individually	9.8% (n=16)	11.8% (n=166)	5.3% (n=119)	7.9% (n=301)
The library was denied funding in the past and thus is discouraged from applying in subsequent years	6.1% (n=10)	3.3% (n=47)	3.7% (n=84)	3.7% (n=141)
The library did not apply because of the need to comply with CIPA's (Children's Internet Protection Act) filtering requirements	44.5% (n=73)	30.3% (n=426)	27.6% (n=622)	29.3% (n=1121)
The library has applied for E-rate in the past, but no longer finds it necessary	41.0% (n=16)	28.5% (n=102)	29.3% (n=221)	29.4% (n=339)
Other	63.2% (n=24)	73.2% (n=260)	65.9% (n=550)	72.8% (n=834)

Will not total 100%, as respondents could select more than one option

Figure 63 demonstrates the reasons why library systems did not apply for the E-rate discounts. The three top reasons for not applying for the E-rate discount were that the application process is too complicated (41.4 percent), the total E-rate discount is fairly low and not worth the time needed to participate (32.8 percent) and that the library has applied for E-rate in the past, but no longer finds it necessary (29.4 percent). This is a slight deviation from past findings, with more library systems reporting that they have applied for E-rate in the past, but no longer find it necessary barely surpassing the need to comply with CIPA as one of the main reasons for not applying for the E-rate discount. This represents a dramatic increase. In 2008-2009 only 6.4 percent of libraries reported that they had applied for E-rate in the past and no longer find it necessary.

Operating Funding Sources and Expenditures

Figure 64: FY2009 Public Library Systems Operating Funding Sources Received or Anticipated by Metropolitan Status

Sources of Funding	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Local/county	93.8% (n=505)	92.5% (n=2806)	92.7% (n=5055)	92.7% (n=8366)
State (including state aid to public libraries, or state-supported tax programs)	81.5% (n=438)	77.9% (n=2363)	69.1% (n=3771)	72.8% (n=6573)
Federal	71.1% (n=383)	46.8% (n=1419)	56.4% (n=3076)	54.0% (n=4878)
Fee/fines	83.4% (n=449)	81.6% (n=2475)	78.2% (n=4267)	79.7% (n=7191)
Donations/local fundraising	88.0% (n=473)	86.0% (n=2607)	87.1% (n=4750)	86.7% (n=7830)
Government grants (local, state or national level)	57.8% (n=311)	45.2% (n=1372)	41.9% (n=2289)	44.0% (n=3972)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	67.5% (n=363)	40.9% (n=1240)	49.2% (n=2683)	47.5% (n=4286)

FIGURE 65: FY2010 PUBLIC LIBRARY SYSTEMS OPERATING FUNDING SOURCES RECEIVED OR ANTICIPATED BY METROPOLITAN STATUS

Sources of Funding	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Local/county	91.6% (n=493)	86.6% (n=2626)	84.8% (n=4626)	85.8% (n=7745)
State (including state aid to public libraries, or state-supported tax programs)	77.9% (n=419)	71.8% (n=2177)	62.0% (n=3382)	66.2% (n=5977)
Federal	69.8% (n=376)	44.3% (n=1344)	52.2% (n=2848)	50.6% (n=4567)
Fee/fines	81.2% (n=437)	75.9% (n=2302)	72.1% (n=3932)	73.9% (n=6670)
Donations/local fundraising	85.1% (n=458)	79.4% (n=2408)	79.8% (n=4351)	80.0% (n=7217)
Government grants (local, state or national level)	55.8% (n=300)	39.5% (n=1199)	36.9% (n=2014)	38.9% (n=3514)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	60.7% (n=327)	33.5% (n=1015)	41.4% (n=2258)	39.9% (n=3600)

Figures 64 and 65 display the percentages of libraries receiving or expecting operating funds from seven categories of listed sources by fiscal year. From FY2009 to FY2010, there is a noticeable decline across all funding categories and across all libraries, independent of metropolitan status.

Figure 66: FY2010 Public Library Systems Operating Budget Change by Metropolitan Status

Operating Budget	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Increased up to 2%	14.5% (n=75)	18.1% (n=532)	17.9% (n=963)	17.8% (n=1570)
Increased 2.1-4%	11.4% (n=59)	12.9% (n=379)	14.9% (n=799)	14.0% (n=1237)
Increased 4.1-6%	2.3% (n=12)	4.1% (n=121)	6.0% (n=324)	5.2% (n=457)
Increased 6.1-10%	3.3% (n=17)	3.0% (n=88)	3.9% (n=212)	3.6% (n=317)
Increased more than 10%	1.9% (n=10)	3.1% (n=92)	3.3% (n=175)	3.1% (n=277)
Decreased up to 2%	6.0% (n=31)	8.2% (n=241)	6.8% (n=368)	7.2% (n=640)
Decreased 2.1-4%	10.1% (n=52)	6.5% (n=192)	5.1% (n=275)	5.9% (n=519)
Decreased 4.1-6%	8.1% (n=42)	4.1% (n=121)	3.6% (n=191)	4.0% (n=354)
Decreased 6.1-10%	13.2% (n=68)	5.8% (n=170)	3.7% (n=200)	5.0% (n=438)
Decreased more than 10%	17.2% (n=89)	11.6% (n=341)	7.3% (n=394)	9.3% (n=824)
Stayed the same	11.4% (n=59)	22.7% (n=670)	27.5% (n=1478)	25.0% (n=2207)

Figure 67: FY2011 Public Library Systems Anticipated Operating Budget Change by Metropolitan Status

Operating Budget	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Increased up to 2%	10.6% (n=52)	17.6% (n=478)	17.5% (n=881)	17.1% (n=1411)
Increased 2.1-4%	8.1% (n=40)	11.4% (n=310)	14.2% (n=713)	12.9% (n=1063)
Increased 4.1-6%	4.3% (n=21)	3.4% (n=92)	5.0% (n=249)	4.4% (n=362)
Increased 6.1-10%	1.4% (n=7)	1.7% (n=47)	2.1% (n=105)	1.9% (n=159)
Increased more than 10%	1.4% (n=7)	1.5% (n=40)	1.3% (n=65)	1.4% (n=112)
Decreased up to 2%	6.3% (n=31)	8.0% (n=218)	5.1% (n=256)	6.1% (n=505)
Decreased 2.1-4%	9.0% (n=44)	6.6% (n=180)	4.5% (n=224)	5.4% (n=448)
Decreased 4.1-6%	9.0% (n=44)	4.9% (n=132)	3.6% (n=182)	4.3% (n=358)
Decreased 6.1-10%	12.0% (n=59)	4.7% (n=128)	3.4% (n=170)	4.3% (n=357)
Decreased more than 10%	12.8% (n=63)	9.4% (n=256)	6.5% (n=329)	7.9% (n=648)
Stayed the same	24.8% (n=122)	30.9% (n=840)	36.9% (n=1853)	34.2% (n=2815)

Figures 66 and 67 display changes in operating budget for public library systems by fiscal year. In FY2010, the majority of public libraries experienced varying degrees of increase in their operating budget with 25 percent reporting the budget remained the same. However, almost 10 percent reported a decrease of 10 percent or more to their operating budget, with 17.2 percent of urban libraries reporting a 10 percent or more budget decrease.

Figure 68: Percentage of Public Library Systems that Anticipate Changes to Its Total Operating Budget for the Current Fiscal Year by Metropolitan Status

	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Remain unchanged	37.0% (n=192)	56.0% (n=1649)	55.8% (n=2995)	54.8% (n=4836)
Decrease	43.2% (n=224)	28.3% (n=833)	24.0% (n=1289)	26.6% (n=2346)
Increase	8.5% (n=44)	8.7% (n=256)	13.3% (n=713)	11.5% (n=1013)
Don't Know	11.4% (n=59)	7.0% (n=206)	6.9% (n=373)	7.2% (n=638)

Figure 68 displays whether or not the library system anticipates or has already experienced changes to its total operating budget for the current fiscal year. Overall, the majority of public library systems anticipate that the total operating budget will remain unchanged for the current fiscal year (54.8 percent). A larger number of urban library systems (43.2 percent) by comparison are reporting that they anticipate a decrease in its total operating budget.

Figure 69: FY2010 Overall Public Library Systems Average Total Operating Expenditures by Type and Funding Source

Sources of Funding	FY2010		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$1,020,545 (n=5,679)	\$195,536 (n=4,729)	\$442,920 (n=4,320)
State (including state aid to public libraries, or state-supported tax programs)	\$205,080 (n=1,059)	\$61,009 (n=1,840)	\$60,784 (n=1,369)
Federal	\$49,019 (n=95)	\$7,601 (n=166)	\$50,358 (n=467)
Fees/fines	\$27,447 (n=407)	\$19,888 (n=1,145)	\$28,912 (n=1,001)
Donations/local fundraising	\$21,718 (n=422)	\$14,003 (n=1,853)	\$24,687 (n=1,457)
Government grants (local, state or national level)	\$54,227 (n=247)	\$9,972 (n=572)	\$33,729 (n=797)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$25,618 (n=366)	\$12,765 (n=513)	\$15,668 (n=1,305)
Reported average total	\$1,024,856 (n=5,970)	\$199,551 (n=5,614)	\$421,535 (n=5,123)
Reported average percent	62.3%	12.1%	25.6%

Figure 70: FY2011 Overall Public Library Systems Average Total Operating Expenditures by Type and Funding Source

Sources of Funding	FY2011		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$970,967 (n=4,682)	\$188,512 (n=3,919)	\$421,282 (n=3,558)
State (including state aid to public libraries, or state-supported tax programs)	\$214,336 (n=846)	\$49,689 (n=1,431)	\$67,362 (n=1,094)
Federal	\$45,584 (n=65)	\$6,833 (n=109)	\$40,554 (n=342)
Fees/finances	\$33,520 (n=316)	\$19,692 (972)	\$31,584 (n=814)
Donations/local fundraising	\$19,712 (n=318)	\$13,543 (n=1,483)	\$20,974 (n=1,177)
Government grants (local, state or national level)	\$52,934 (n=201)	\$9,460 (n=458)	\$34,799 (n=559)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$25,485 (n=125)	\$9,898 (n=365)	\$19,764 (n=837)
Reported average total	\$966,713 (n=4,925)	\$183,951 (n=4,663)	\$398,685 (n=4,205)
Reported average percent	62.4%	11.9%	25.7%

Each year’s survey asks libraries to report current fiscal year expenditures by source of funding and type, and to estimate future fiscal year expenditures. Those findings are presented in Figures 69 and 70.

Though libraries in the 2008-2009 survey reported anticipated increases for the upcoming fiscal year, Figure 9 shows that average expenditures decreased significantly. Salary expenditures decreased \$657,929, collection expenditures fell \$169,633 and other expenditures went down \$218,480. Figure 70 shows that further decreases are expected.

The most significant differences in funding sources between the 2008-2009 survey and this year were in donations/local fundraising and private foundation grants, which both decreased significantly for all types of expenditure. Funding for salaries from donations/local fundraising went from \$165,614 to \$21,718 and funding from private foundations went from \$253,864 to \$25,618. The most significant increase in funding came from federal funds, which almost doubled for other expenditures and more than quadrupled for salaries.

Despite these significant decreases, the proportion of expenditures remained consistent. Salaries accounted for 62.3 percent (62.5 percent in 2008-2009), collections 12.1 percent (13.7 percent in 2008-2009) and other expenditures 25.6 percent (23.8 percent in 2008-2009).

The average total operating expenditures by metropolitan status reported by libraries for FY2010 and FY2011 are presented in Figures 71-76. The funding and expenditures of all three metropolitan areas are consistent with the overall findings: expenditures have decreased and are expected to decrease in the future.

Figure 71: FY2010 Urban Public Library Systems Average Total Operating Expenditures by Type and Funding Source			
Sources of Funding	FY2010		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$7,723,125 (n=377)	\$1,403,872 (n=337)	\$3,182,193 (n=334)
State (including state aid to public libraries, or state-supported tax programs)	\$912,580 (n=84)	\$224,125 (n=159)	\$370,762 (n=105)
Federal	\$132,503 (n=16)	\$23,745 (n=9)	\$212,124 (n=51)
Fees/fines	\$337,797 (n=17)	\$163,285 (n=58)	\$180,511 (n=70)
Donations/local fundraising	\$121,588 (n=19)	\$62,663 (n=107)	\$144,842 (n=94)
Government grants (local, state or national level)	\$276,660 (n=17)	\$26,014 (n=26)	\$208,770 (n=61)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$128,047 (n=17)	\$82,592 (n=33)	\$84,277 (n=86)
Reported average total	\$7,910,684 (n=388)	\$1,463,182 (n=376)	\$3,234,992 (n=86)
Reported average percent	62.7%	11.6%	25.7%

Figure 72: FY2011 Urban Public Library Systems Average Total Operating Expenditures by Type and Funding Source			
Sources of Funding	FY2011		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$7,592,162 (n=302)	\$1,312,457 (n=271)	\$2,903,942 (n=271)
State (including state aid to public libraries, or state-supported tax programs)	\$1,096,864 (n=68)	\$235,936 (n=126)	\$463,560 (n=77)
Federal	\$76,429 (n=9)	\$8,587 (n=3)	\$256,004 (n=38)
Fees/fines	\$406,143 (n=16)	\$166,352 (n=49)	\$226,604 (n=59)
Donations/local fundraising	\$70,492 (n=14)	\$58,373 (n=86)	\$127,368 (n=77)
Government grants (local, state or national level)	\$313,606 (n=16)	\$16,885 (n=17)	\$257,139 (n=49)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$128,528 (n=10)	\$45,830 (n=26)	\$79,003 (n=49)
Reported average total	\$7,665,262 (n=311)	\$1,315,000 (n=304)	\$2,951,836 (n=295)
Reported average percent	64.2%	11.0%	24.7%

Figure 73: FY2010 Suburban Public Library Systems Average Total Operating Expenditures by Type and Funding Source			
Sources of Funding	FY2010		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$1,052,875 (n=1,822)	\$186,810 (n=1,618)	\$370,665 (n=1,457)
State (including state aid to public libraries, or state-supported tax programs)	\$187,042 (n=362)	\$73,688 (n=643)	\$46,757 (n=506)
Federal	\$16,702 (n=19)	\$7,469 (n=47)	\$23,580 (n=102)
Fees/fines	\$21,276 (n=149)	\$20,209 (n=414)	\$24,642 (n=364)
Donations/local fundraising	\$24,782 (n=97)	\$17,363 (n=558)	\$23,348 (n=450)
Government grants (local, state or national level)	\$87,403 (n=78)	\$10,694 (n=173)	\$22,462 (n=265)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$23,211 (n=43)	\$6,928 (n=132)	\$15,613 (n=324)
Reported average total	\$1,044,232 (n=1,916)	\$200,819 (n=1,848)	\$360,454 (n=1,666)
Reported average percent	65.0%	12.5%	22.5%

Figure 74: FY2011 Suburban Public Library Systems Average Total Operating Expenditures by Type and Funding Source			
Sources of Funding	FY2011		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$1,035,340 (n=1,448)	\$197,390 (n=1,301)	\$388,001 (n=1,155)
State (including state aid to public libraries, or state-supported tax programs)	\$181,748 (n=279)	\$38,826 (n=487)	\$55,695 (n=395)
Federal	\$6,676 (n=9)	\$8,607 (n=24)	\$21,485 (n=64)
Fees/fines	\$19,338 (n=114)	\$19,895 (n=326)	\$18,871 (n=284)
Donations/local fundraising	\$17,435 (n=73)	\$16,834 (n=419)	\$22,711 (n=343)
Government grants (local, state or national level)	\$70,194 (n=59)	\$6,588 (n=130)	\$15,007 (n=161)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$13,427 (n=24)	\$7,101 (n=88)	\$14,199 (n=201)
Reported average total	\$1,019,286 (n=1,528)	\$197,747 (n=1,472)	\$374,289 (n=1,318)
Reported average percent	64.1%	12.4%	23.5%

Figure 75: FY2010 Rural Public Library Systems Average Total Operating Expenditures by Type and Funding Source			
Sources of Funding	FY2010		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$276,825 (n=3,480)	\$53,743 (n=2,773)	\$123,140 (n=2,529)
State (including state aid to public libraries, or state-supported tax programs)	\$118,952 (n=613)	\$28,142 (n=1,037)	\$27,267 (n=757)
Federal	\$37,454 (n=61)	\$6,371 (n=110)	\$32,971 (n=315)
Fees/fines	\$8,694 (n=240)	\$7,418 (n=674)	\$12,956 (n=566)
Donations/local fundraising	\$14,459 (n=305)	\$8,063 (n=1,189)	\$12,940 (n=914)
Government grants (local, state or national level)	\$11,480 (n=151)	\$8,509 (n=373)	\$17,338 (n=471)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$13,754 (n=142)	\$8,318 (n=347)	\$9,127 (n=895)
Reported average total	\$286,351 (n=3,666)	\$58,911 (n=3,391)	\$122,312 (n=3,093)
Reported average percent	61.2%	12.6%	26.1%

Figure 76: FY2011 Rural Public Library Systems Average Total Operating Expenditures by Type and Funding Source			
Sources of Funding	FY2011		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$256,718 (n=2,932)	\$53,924 (n=2,347)	\$124,087 (n=2,132)
State (including state aid to public libraries, or state-supported tax programs)	\$112,031 (n=499)	\$27,526 (n=818)	\$25,834 (n=622)
Federal	\$47,704 (n=47)	\$6,243 (n=82)	\$11,137 (n=240)
Fees/fines	\$10,738 (n=186)	\$7,559 (n=597)	\$14,648 (n=471)
Donations/local fundraising	\$17,360 (n=231)	\$8,214 (n=979)	\$12,940 (n=914)
Government grants (local, state or national level)	\$12,260 (n=126)	\$10,248 (n=310)	\$12,800 (n=350)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$16,741 (n=91)	\$7,131 (n=252)	\$16,736 (n=587)
Reported average total	\$265,698 (n=3,086)	\$57,869 (n=2,888)	\$120,263 (n=2,592)
Reported average percent	59.9%	13.0%	27.1%

Information Technology Sources and Expenditures**Figure 77: Public Library System Receipt of “on Behalf of” Financial Support for Technology Expenditures by Metropolitan Status**

Financial Support	Metropolitan Status			
	Urban	Suburban	Rural	Overall
The library pays directly for ALL of its technology costs	58.6% (n=286)	54.5% (n=1441)	53.4% (n=2643)	54.0% (n=4,370)
The library pays directly for SOME of its technology costs	39.3% (n=192)	36.3% (n=961)	37.7% (n=1867)	37.3% (n=3,019)
The library does not pay directly for any of its technology costs	2.1% (n=10)	9.2% (n=244)	8.9% (n=443)	8.6% (n=697)

A majority of libraries (54.0 percent) paid for their technology costs with no assistance from another government agency or outside entity (see Figure 77). Just over 37 percent reported receiving some direct support for library technology costs and another 8.6 percent indicated that all technology costs were paid on the library’s behalf; these libraries were more likely to be in suburban and rural communities. The percentage of libraries receiving direct support for all or some of their technology costs was fairly equally distributed among the metropolitan status and poverty level categories.

Figures 78-81 present the detail by metropolitan status of libraries that indicated all or some of their technology costs were paid on their behalf.

Figure 78: FY2010 Overall Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization by Type and Funding Source

FY2010				
Agency or Organization	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local government (e.g., municipal IT department)	75.6% (n=874)	42.1% (n=486)	62.4% (n=720)	79.8% (n=771)
County government	33.8% (n=411)	16.5% (n=205)	75.5% (n=340)	73.3% (n=330)
Regional library network, cooperative or consortia	33.5% (n=410)	38.8% (n=474)	60.6% (n=740)	55.6% (n=679)
State government (including the state library)	19.2% (n=229)	28.0% (n=334)	48.4% (n=578)	59.2% (n=707)
Private funder (e.g., endowment, board/trustees)	6.6% (n=46)	17.3% (n=119)	87.1% (n=598)	18.5% (n=127)
Other	12.9% (n=65)	20.7% (n=104)	44.6% (n=224)	65.8% (n=331)

Figure 79: FY2010 Urban Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source

FY2010				
Agency or Organization	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local government (e.g., municipal IT department)	61.7% (n=51)	40.4% (n=33)	76.6% (n=63)	82.1% (n=56)
County government	27.5% (n=24)	16.7% (n=16)	80.0% (n=28)	65.0% (n=23)
Regional library network, cooperative or consortia	18.8% (n=10)	50.0% (n=28)	56.3% (n=31)	59.4% (n=33)
State government (including the state library)	17.0% (n=14)	34.0% (n=28)	51.1% (n=42)	51.1% (n=42)
Private funder (e.g., endowment, board/trustees)	7.7% (n=3)	19.2% (n=9)	84.6% (n=38)	7.7% (n=3)
Other	9.1% (n=2)	18.2% (n=3)	36.4% (n=7)	81.8% (n=16)

Urban libraries reported greater levels of “on behalf of support” in all categories (see Figure 79). Urban libraries reported particularly strong growth in “on behalf support” from local and county government, particularly for hardware/software and telecommunications expenses. 76.6 percent of urban libraries reported receiving local government support for hardware/software expenses (up from 45.5 percent in 2008-2009) and 82.1 percent reported receiving local government support for telecommunications expenses (up from 42.7 percent in 2008-2009). 80 percent of urban libraries reported receiving support for hardware/software expenses from the county government (up from 9.8 percent in 2008-2009) and 65 percent reported receiving support for telecommunications expenses from the county government (up from 9.7 percent in 2008-2009).

Figure 80: FY2010 Suburban Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization by Type and Funding Source

FY2010				
Agency or Organization	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local government (e.g., municipal IT department)	73.7% (n=324)	45.7% (n=201)	67.2% (n=296)	86.2% (n=296)
County government	26.1% (n=109)	14.5% (n=62)	78.0% (n=109)	76.3% (n=106)
Regional library network, cooperative or consortia	42.5% (n=213)	37.7% (n=189)	67.5% (n=338)	66.0% (n=331)
State government (including the state library)	17.9% (n=62)	23.4% (n=80)	46.9% (n=161)	61.4% (n=211)
Private funder (e.g., endowment, board/trustees)	6.1% (n=9)	18.2% (n=28)	95.5% (n=149)	10.6% (n=17)
Other	8.7% (n=9)	26.1% (n=28)	45.7% (n=50)	63.0% (n=69)

Suburban libraries also reported higher levels of “on behalf support” for technology expenses in all categories (see Figure 80). While increases across many categories were rather dramatic, some of the most notable increases were seen in support for hardware/software expenses. Whereas suburban libraries received nearly half the support that urban libraries did for local government support of hardware/software expenses in 2008-2009, this year the suburban

libraries made significant gains, with 67.2 percent reporting local government support for hardware/software expenses as compared to 76.6 percent for urban libraries. 78 percent of suburban libraries also reported county government support for hardware/software expenses, up from 7.7 percent in 2008-2009. Private funder support for hardware/software expenses also increased from 14.3 percent in 2008-2009 to 95.5 percent this year.

Figure 81: FY2008 Rural Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization by Type and Funding Source

FY2010				
Agency or Organization	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local government (e.g., municipal IT department)	78.7% (n=499)	39.9% (n=252)	57.2% (n=361)	75.6% (n=420)
County government	39.1% (n=277)	17.6% (n=128)	73.7% (n=203)	72.9% (n=200)
Regional library network, cooperative or consortia	28.1% (n=186)	38.6% (n=256)	55.8% (n=371)	47.4% (n=315)
State government (including the state library)	20.0% (n=154)	29.4% (n=330)	48.8% (n=375)	59.1% (n=454)
Private funder (e.g., endowment, board/trustees)	6.7% (n=33)	16.8% (n=82)	84.6% (n=410)	22.1% (n=107)
Other	14.3% (n=54)	19.3% (n=72)	44.7% (n=168)	65.8% (n=247)

Rural libraries also reported significant gains in support for hardware/software funding (see Figure 81): Over three times as many libraries reported receiving local government support (57.2 percent in 2009-2010 versus 17.6 percent in 2008-2009), ten times as many libraries reported receiving county support (73.7 percent in 2009-2010 versus 7.2 in 2008-2009), three times as many libraries reported receiving support from regional library networks (55.8 percent in 2009-2010 versus 17.6 percent in 2008-2009), cooperatives or consortia, three times as many libraries reported receiving support from state governments (48.8 percent in 2009-2010 versus 16.1 percent in 2008-2009) and five times as many libraries reported receiving support from private funders (84.6 percent in 2009-2010 versus 15.8 percent in 2008-2009). Rural libraries also reported three times as much support for salaries from local governments (78.7 percent in 2009-2010 versus 23.5 percent in 2008-2009).

Overall, libraries continued to report the least “on behalf of” support for outside vendor agreements supporting technology, absorbing those costs within the library’s operating budget.

Figure 82: FY2010 Public Library Systems Technology Budget Change by Metropolitan Status				
Operating Budget	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Increased up to 2%	11.4% (n=54)	13.3% (n=343)	12.5% (n=613)	12.7% (n=1,010)
Increased 2.1-4%	10.3% (n=49)	7.2% (n=187)	7.5% (n=366)	7.6% (n=602)
Increased 4.1-6%	2.6% (n=12)	3.1% (n=80)	3.8% (n=184)	3.5% (n=277)
Increased 6.1-10%	4.8% (n=23)	2.2% (n=57)	2.9% (n=142)	2.8% (n=222)
Increased more than 10%	7.4% (n=35)	6.7% (n=173)	7.1% (n=345)	7.0% (n=553)
Decreased up to 2%	5.5% (n=26)	5.1% (n=132)	3.2% (n=158)	4.0% (n=317)
Decreased 2.1-4%	3.7% (n=17)	2.7% (n=71)	1.6% (n=79)	2.1% (n=168)
Decreased 4.1-6%	3.7% (n=17)	3.0% (n=78)	1.3% (n=63)	2.0% (n=158)
Decreased 6.1-10%	2.2% (n=10)	3.3% (n=85)	2.2% (n=107)	2.6% (n=203)
Decreased more than 10%	14.3% (n=68)	7.8% (n=201)	5.2% (n=256)	6.6% (n=526)
Stayed the same	34.2% (n=162)	45.5% (n=1,173)	52.7% (n=2,578)	49.2% (n=3,914)
Key: -- No data to report * Insufficient data to report				

Overall, reported technology operating budgets are declining. Increased technology budgets dropped seven percentage points from the 2008-2009 survey, while decreased technology budgets rose two points (see Figure 82). The biggest drop were libraries that reported an increase up to 2 percent in their technology budgets, falling from 20.1 percent last year to 12.7 percent in the current study. Due to economic cuts and recessionary spending, the current survey included an additional response options for technology budgets that increased or decreased more than 10 percent. Approximately 7 percent of urban, suburban, and rural libraries reported increases of more than 10 percent in technology expenditures (7.4 percent, 6.7 percent, and 7.1 percent, respectively). The highest percentages amongst libraries with decreased budgets are reported at greater than 10 percent; 14.3 percent of urban libraries, 7.8 percent of suburban libraries, and 5.2 percent of rural libraries have decreased technology budgets at 10 percent or greater.

Figure 83: FY2011 Public Library Systems Anticipated Technology Budget Change by Metropolitan Status

Operating Budget	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Increased up to 2%	7.7% (n=35)	17.2% (n=423)	13.1% (n=611)	14.1% (n=1,069)
Increased 2.1-4%	10.4% (n=47)	7.9% (n=194)	9.3% (n=431)	8.9% (n=672)
Increased 4.1-6%	4.2% (n=19)	4.1% (n=102)	4.1% (n=189)	4.1% (n=310)
Increased 6.1-10%	3.1% (n=14)	2.1% (n=52)	3.1% (n=144)	2.8% (n=211)
Increased more than 10%	5.8% (n=26)	4.2% (n=104)	5.6% (n=259)	5.1% (n=389)
Decreased up to 2%	3.5% (n=16)	4.9% (n=121)	3.1% (n=144)	3.7% (n=281)
Decreased 2.1-4%	3.8% (n=17)	2.8% (n=69)	1.6% (n=72)	2.1% (n=158)
Decreased 4.1-6%	4.2% (n=19)	3.2% (n=78)	1.7% (n=79)	2.3% (n=177)
Decreased 6.1-10%	4.2% (n=19)	2.2% (n=54)	2.1% (n=96)	2.2% (169)
Decreased more than 10%	10.4% (n=47)	6.6% (n=163)	4.5% (n=210)	5.5% (n=420)
Stayed the same	42.7% (n=194)	44.7% (n=1,098)	52.0% (n=2,424)	49.1% (n=3,715)
Key: -- No data to report * Insufficient data to report				

Libraries were also asked to report anticipated increase or decrease in the technology budgets of the upcoming fiscal year 2011 (see Figure 83). Similar to the reported changes in current technology budgets, anticipated change in increases is 8 percent and anticipated decreases is 2.3 percent, overall. Urban libraries expect the greatest decrease in FY2011 budgets with 10.4 percent reporting a decrease of greater than 10 percent.

Figure 84: FY2010 Public Library Systems Average Total Technology-Related Operating Expenditures by Type and Funding Source

FY2010				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	\$131,228 (n=2,114)	\$33,856 (n=2,150)	\$38,025 (n=3,645)	\$20,376 (n=3,258)
State (including state aid to public libraries, or state-supported tax programs)	\$46,532 (n=303)	\$11,076 (n=302)	\$22,034 (n=570)	\$21,038 (n=396)
Federal	\$31,649 (n=31)	\$24,277 (n=32)	\$32,590 (n=80)	\$34,198 (n=342)
Fees/fines	\$3,631 (n=129)	\$3,760 (n=143)	\$5,735 (n=195)	\$5,295 (n=125)
Donations/local fundraising	\$6,293 (n=123)	\$14,917 (n=150)	\$4,694 (n=734)	\$16,297 (n=125)
Government grants (local, state or national level)	\$10,780 (n=61)	\$8,947 (n=61)	\$7,855 (n=231)	\$13,501 (n=140)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$6,300 (n=88)	\$6,825 (n=117)	\$8,173 (n=1,348)	\$18,176 (n=107)
Reported average total	\$236,413	\$103,658	\$119,106	\$128,881
Reported average percent	40.2%	17.6%	20.3%	21.9%

Note: Low item response can influence the reported average.

This is the fourth year that libraries reported technology-related operating expenditures by fiscal year. For the last two reporting cycles, FY2009 & FY2010, the survey asked libraries to account for actual or anticipated expenditures. These data are reported by type of technology expenditure and funding source. It is important to acknowledge the year-to-year fluctuations in the reporting of technology-related library expenditures as these expenditures can vary greatly.

Salaries are among the most volatile technology-related expenditure with libraries reporting an average total of \$236,413 in the current survey as compared to last year’s average \$117,087 (see Figure 84). In FY2009 data indicated modest increases in these expenditure in salaries, while in FY2010 salaries increased over 100 percent. Local and county expenditures on technology-related salaries remain relatively stable increasing only \$30,445. Other categories such as grants for salaries increased greatly from \$682 to \$10,780 in government grants and \$656 to \$6,300 in private grants.

Federal monies represent the largest source of increase in technology-related expenditures across categories going up \$31,134 in salaries, \$22,235 in outside vendor costs, \$23,997 in hardware and software expenditures, and \$17,951 in telecommunications equipment.

The largest reported decrease was in local/county funding for hardware/software costs down \$2,411 from \$40,436 in FY2009 to \$38,025 in FY2010. Local/county funding also decreased in telecommunication equipment dropping \$1,635 from \$22,011 in FY2009 to \$20,376 in FY2010.

Figures 85-87 present this same data by library metropolitan status.

Figure 85: FY2010 Urban Public Library Systems Average Total Technology-Related Operating Expenditures by Type and Funding Source

FY2010				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	\$507,636 (n=262)	\$179,267 (n=183)	\$244,461 (n=293)	\$127,012 (n=267)
State (including state aid to public libraries, or state-supported tax programs)	\$99,347 (n=19)	\$55,465 (n=21)	\$127,225 (n=54)	\$198,716 (n=26)
Federal	\$100,167 (n=5)	\$166,103 (n=3)	\$161,887 (n=12)	\$202,793 (n=45)
Fees/fines	\$24,435 (n=7)	\$25,774 (n=7)	\$32,494 (n=12)	\$17,218 (n=7)
Donations/local fundraising	\$125,156 (n=3)	\$354,827 (n=5)	\$26,784 (n=37)	\$343,669 (n=5)
Government grants (local, state or national level)	\$52,353 (n=7)	\$48,430 (n=7)	\$29,114 (n=16)	\$61,021 (n=7)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$5,411 (n=10)	\$24,340 (n=14)	\$44,237 (n=96)	\$188,402 (n=9)
Reported average total	\$914,505	\$854,206	\$666,202	\$1,138,831
Reported average percent	25.6%	23.9%	18.6%	31.9%

Note: Low item response can influence the reported average.

Figure 86: FY2010 Suburban Public Library Systems Average Total Technology-Related Operating Expenditures by Type and Funding Source

FY2010				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	\$110,522 (n=714)	\$35,336 (n=743)	\$34,050 (n=1,237)	\$18,349 (n=1,114)
State (including state aid to public libraries, or state-supported tax programs)	\$50,269 (n=114)	\$5,950 (n=118)	\$14,942 (n=194)	\$7,733 (n=135)
Federal	*	*	\$14,742 (n=26)	\$6,158 (n=62)
Fees/fines	\$1,851 (n=69)	\$3,725 (n=71)	\$4,956 (n=92)	\$5,264 (n=83)
Donations/local fundraising	\$2,879 (n=21)	\$1,687 (n=40)	\$6,538 (n=170)	\$3,739 (n=28)
Government grants (local, state or national level)	\$2,042 (n=14)	\$5,659 (n=19)	\$7,536 (n=73)	\$7,675 (n=38)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$6,550 (n=14)	\$3,785 (n=21)	\$7,572 (n=312)	\$3,763 (n=14)
Reported average total	\$181,363	\$66,289	\$90,336	\$52,681
Reported average percent	46.4%	17.0 %	23.1%	13.5%

Key: * Insufficient data to report
Note: Low item response can influence the reported average.

Figure 87: FY2010 Rural Public Library Systems Average Total Technology-Related Operating Expenditures by Type and Funding Source

FY2010				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	\$57,518 (n=1,137)	\$11,160 (n=1,224)	\$11,692 (n=2,114)	\$6,389 (n=1,876)
State (including state aid to public libraries, or state-supported tax programs)	\$38,073 (n=170)	\$9,090 (n=163)	\$8,602 (n=322)	\$8,883 (n=235)
Federal	\$20,035 (n=21)	\$5,436 (n=21)	\$5,975 (n=42)	\$8,996 (n=235)
Fees/fines	\$3,196 (n=54)	\$1,441 (n=65)	\$2,926 (n=91)	\$2,986 (n=35)
Donations/local fundraising	\$2,793 (n=98)	\$3,006 (n=105)	\$2,559 (n=527)	\$1,345 (n=91)
Government grants (local, state or national level)	\$6,579 (n=40)	\$2,836 (n=35)	\$5,668 (n=142)	\$12,334 (n=96)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$6,392 (n=63)	\$4,617 (n=82)	\$4,684 (n=939)	\$2,895 (n=84)
Reported average total	\$134,586	\$37,586	\$42,106	\$43,828
Reported average percent	52.1%	14.6%	16.3%	17.0%

Note: Low item response can influence the reported average.

In rural libraries, not surprisingly, salaries for technology staff increased about 170 percent, especially in state support rising from \$9,308 in FY2009 to \$38,073 in FY2010 (see Figure 87). Similarly, suburban libraries saw the greatest increase in state-supported salaries jumping from \$13,745 to \$50,269 (see Figure 86). Urban libraries saw increases across all categories, but especially in federal support increasing average salaries from \$3,017 to \$100,167, vendors costs from \$14,806 to \$166,103, hardware/software expenditures from \$50,758 to \$161,887, and telecommunications equipment from \$125,127 to \$202,793 (see Figure 85).

State Data Tables

This next section presents state-based branch (outlet) level findings. The survey received adequate responses from 46 states plus the District of Columbia. The state data analyzed in the report include:

Alaska	Nebraska
Arizona	Nevada
Arkansas	New Jersey
Colorado	New Mexico
Connecticut	New York
Delaware	North Carolina
Florida	North Dakota
Georgia	Ohio
Hawaii	Oklahoma
Idaho	Oregon
Illinois	Pennsylvania
Indiana	Rhode Island
Iowa	South Carolina
Kansas	South Dakota
Kentucky	Tennessee
Louisiana	Texas
Maine	Utah
Maryland	Vermont
Massachusetts	Virginia
Minnesota	Washington
Mississippi	West Virginia
Missouri	Wisconsin
Montana	Wyoming

Figure 88: Public Library Outlet Change in Hours Open by State			
State	Hours increased since last fiscal year	Hours decreased since last fiscal year	Hours stayed the same as last fiscal year
Alaska (n = 103)	10.7% (n = 11)	9.5% (n = 10)	79.7% (n = 81)
Arizona (n = 196)	5.2% (n = 10)	13.1% (n = 26)	81.7% (n = 160)
Arkansas (n = 212)	7.6% (n = 16)	--	92.4% (n = 192)
Colorado (n = 243)	11.3% (n = 26)	13.8% (n = 32)	74.9% (n = 175)
Connecticut (n = 225)	6.1% (n = 13)	20.7% (n = 44)	73.3% (n = 156)
Delaware (n = 32)	8.1% (n = 3)	33.8% (n = 11)	58.1% (n = 19)
Florida (n = 491)	5.4% (n = 26)	30.6% (n = 150)	64.0% (n = 313)
Georgia (n = 383)	7.1% (n = 27)	14.4% (n = 55)	78.5% (n = 300)
Hawaii (n = 50)	2.0% (n = 1)	4.0% (n = 2)	94.0% (n = 47)
Idaho (n=137)	4.5% (n=6)	3.1% (n=4)	92.5% (n=126)
Illinois (n=769)	8.7% (n=66)	6.5% (n=50)	84.8% (n=648)
Indiana (n=417)	7.0% (n=29)	8.8% (n=36)	84.3% (n=345)
Iowa (n=544)	8.3% (n = 44)	1.7% (n = 9)	90.0% (n = 481)
Kansas (n=370)	8.8% (n=32)	3.8% (n=14)	87.4% (n=320)
Kentucky (n=186)	11.6% (n=21)	6.3% (n=11)	82.1% (n=148)
Louisiana (n=311)	6.3% (n=19)	5.2% (n=16)	88.5% (n=275)
Maine (n=271)	14.6% (n=39)	7.8% (n=21)	77.6% (n=210)
Maryland (n=179)	2.4% (n=4)	27.9% (n=50)	69.7% (n=125)
Massachusetts (n=451)	6.0% (n=27)	26.8% (n=120)	67.2% (n=302)
Minnesota (n=357)	5.2% (n=18)	13.6% (n=48)	81.2% (n=286)
Mississippi (n=229)	5.6% (n = 13)	5.6% (n = 13)	88.8% (n=201)
Missouri (n=353)	4.4% (n=16)	1.2% (n=4)	94.4% (n=337)
Montana (n =105)	8.6% (n =9)	3.7% (n = 4)	87.7% (n = 92)
Nebraska (n=285)	6.9% (n =19)	2.3% (n = 6)	90.8% (n = 256)
Nevada (n = 81)	--	27.0% (n=22)	73.0% (n=59)

Figure 88: Public Library Outlet Change in Hours Open by State

State	Hours increased since last fiscal year	Hours decreased since last fiscal year	Hours stayed the same as last fiscal year
New Jersey (n = 451)	8.0% (n=36)	7.2% (n=32)	84.9% (n=381)
New Mexico (n = 109)	10.2% (n = 11)	15.7% (n = 16)	74.1% (n = 78)
New York (n = 1,038)	7.5% (n = 78)	13.5% (n = 139)	79.0% (n = 815)
North Carolina (n = 384)	4.7% (n = 18)	10.5% (n = 40)	84.8% (n = 325)
North Dakota (n= 89)	14.1% (n = 13)	--	85.9% (n = 76)
Ohio (n = 711)	1.8% (n = 13)	63.9% (n = 455)	34.3% (n = 244)
Oklahoma (n = 204)	22.5% (n = 46)	1.9% (n = 4)	75.6% (n = 154)
Oregon (n = 209)	9.7% (n = 20)	10.1% (n = 21)	80.2% (n = 168)
Pennsylvania (n = 611)	3.1% (n=19)	10.1% (n=62)	86.7% (n=530)
Rhode Island (n = 71)	11.7% (n=8)	11.7% (n=8)	76.5% (n=54)
South Carolina (n=185)	2.4% (n=4)	12.4% (n=22)	85.2% (n=154)
South Dakota (n= 143)	9.8% (n=14)	4.9% (n=7)	85.3% (n=122)
Tennessee (n = 287)	6.3% (n=18)	2.7% (n=7)	91.1% (n=254)
Texas (n = 835)	8.9% (n=73)	4.7% (n=39)	86.5% (n=715)
Utah (n = 113)	8.3% (n=9)	9.2% (n=10)	82.4% (n=93)
Vermont (n= 183)	9.4% (n=17)	10.5% (n=19)	80.1% (n=147)
Virginia (n= 337)	5.6% (n=19)	19.6% (n=66)	74.9% (n=252)
Washington (n= 325)	3.4% (n=11)	8.7% (n=28)	87.9% (n=285)
Washington, DC (n = 23)	--	100% (n = 23)	--
West Virginia (n = 172)	15.1% (n = 26)	*	84.0% (n = 144)
Wisconsin (n = 456)	7.5% (n=34)	3.6% (n=16)	88.9% (n=404)
Wyoming (n = 75)	3.1% (n=2)	6.3% (n=5)	90.6% (n=68)
National	6.6% (n=1,047)	14.5% (n=2,313)	78.9% (n=12,551)
Key *=Insufficient data to report --=No data to report			

Figure 88 shows public library changes in hours open. The majority of libraries report that their hours have remained the same in all states except Ohio (34.3 percent) and Washington, DC (0 percent). Oklahoma has the most libraries reporting an increase in hours (22.5 percent), followed by West Virginia (15.1 percent). The highest decreases were reported in Washington, DC (100 percent) and Ohio (63.9 percent). In the 2008-2009 survey, only five states reported more decreases than increases; this year there were higher instances of decreased hours in twenty-five states.

Figure 89: Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access by State

State	Yes	No	Do not know	Other
Alaska (n = 98)	72.8% (n = 72)	12.7% (n = 12)	8.4% (n = 8)	6.2% (n = 6)
Arizona (n = 181)	60.9% (n = 107)	33.1% (n = 58)	4.3% (n = 7)	1.7% (n = 3)
Arkansas (n = 204)	75.0% (n = 153)	10.6% (n = 22)	11.4% (n = 23)	2.9% (n = 6)
Colorado (n = 243)	46.4% (n = 108)	36.1% (n = 84)	14.4% (n = 34)	3.1% (n = 7)
Connecticut (n = 220)	60.1% (n = 131)	28.8% (n = 63)	9.6% (n = 21)	1.6% (n = 3)
Delaware (n = 32)	78.4% (n = 25)	18.4% (n = 6)	3.1% (n = 1)	--
Florida (n = 478)	56.7% (n = 271)	28.7% (n = 137)	11.0% (n = 53)	3.6% (n = 17)
Georgia (n = 380)	71.5% (n = 272)	12.2% (n = 46)	13.1% (n = 50)	3.1% (n = 12)
Hawaii (n = 50)	64.0% (n = 32)	20.0% (n = 10)	14.0% (n = 7)	2.0% (n = 1)
Idaho (n = 134)	69.5% (n = 93)	21.3% (n = 29)	6.3% (n = 8)	2.9% (n = 4)
Illinois (n = 764)	61.5% (n = 470)	27.8% (n = 213)	8.2% (n = 63)	2.5% (n = 19)
Indiana (n = 403)	79.7% (n = 321)	7.9% (n = 32)	9.6% (n = 39)	2.8% (n = 11)
Iowa (n = 531)	82.7% (n = 435)	13.7% (n = 72)	1.7% (n = 9)	1.9% (n = 10)
Kansas (n = 370)	64.0% (n = 237)	17.4% (n = 64)	6.2% (n = 23)	12.4% (n = 46)
Kentucky (n = 183)	75.3% (n = 138)	17.2% (n = 31)	1.3% (n = 2)	6.2% (n = 11)
Louisiana (n = 310)	68.8% (n = 213)	15.3% (n = 47)	10.0% (n = 31)	6.0% (n = 19)
Maine (n = 268)	79.9% (n = 212)	16.7% (n = 44)	1.1% (n = 3)	2.3% (n = 6)
Maryland (n = 178)	75.3% (n = 133)	6.0% (n = 11)	18.2% (n = 32)	*
Massachusetts (n = 444)	47.8% (n = 211)	33.7% (n = 149)	14.1% (n = 62)	4.4% (n = 20)
Minnesota (n = 347)	67.3% (n = 236)	18.0% (n = 63)	13.0% (n = 46)	1.7% (n = 6)
Mississippi (n = 228)	73.4% (n = 167)	19.0% (n = 43)	6.9% (n = 16)	*
Missouri (n = 351)	69.9% (n = 240)	21.0% (n = 72)	7.4% (n = 26)	1.7% (n = 6)
Montana (n = 103)	74.7% (n = 77)	15.2% (n = 16)	3.8% (n = 4)	6.3% (n = 6)
Nebraska (n = 217)	78.1% (n = 217)	16.1% (n = 45)	5.8% (n = 16)	--

Figure 89: Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access by State

State	Yes	No	Do not know	Other
Nevada (n = 81)	58.4% (n = 47)	21.5% (n = 17)	16.7% (n = 14)	3.4% (n = 3)
New Jersey (n = 449)	56.9% (n = 254)	18.1% (n = 81)	22.9% (n = 102)	2.1% (n = 10)
New Mexico (n = 96)	66.1% (n = 64)	25.4% (n = 24)	2.6% (n = 3)	5.9% (n = 6)
New York (n = 1,038)	76.0% (n = 786)	14.6% (n = 151)	8.3% (n = 86)	1.1% (n = 11)
North Carolina (n = 381)	71.2% (n = 271)	22.4% (n = 85)	5.5% (n = 21)	1.0% (n = 4)
North Dakota (n = 80)	43.5% (n = 35)	35.0% (n = 28)	15.8% (n = 13)	5.6% (n = 4)
Ohio (n = 706)	67.9% (n = 476)	10.3% (n = 72)	19.3% (n = 135)	2.5% (n = 17)
Oklahoma (n = 204)	62.0% (n = 127)	34.2% (n = 70)	1.9% (n = 4)	1.9% (n = 4)
Oregon (n = 207)	61.6% (n = 127)	23.5% (n = 49)	12.2% (n = 25)	2.7% (n = 6)
Pennsylvania (n = 611)	70.4% (n=430)	18.5% (n=113)	9.6% (n=59)	1.5% (n=9)
Rhode Island (n = 71)	40.3% (n=29)	26.1% (n=19)	27.9% (n=20)	5.8% (n=4)
South Carolina (n=179)	67.8% (n=122)	14.6% (n=26)	17.6% (n=31)	--
South Dakota (n = 138)	66.3% (n=91)	19.7% (n=27)	8.9% (n=12)	5.1% (n=7)
Tennessee (n = 277)	53.6% (n=148)	33.1% (n=91)	10.0% (n=28)	3.4% (n=9)
Texas (n = 821)	61.1% (n=500)	27.4% (n=224)	8.0% (n=65)	3.6% (n=29)
Utah (n = 107)	60.7% (n=65)	15.3% (n=16)	24.0% (n=26)	--
Vermont (n = 181)	68.1% (n=123)	21.0% (n=38)	5.3% (n=10)	5.6% (n=10)
Virginia (n = 334)	66.1% (n=220)	18.0% (n=60)	12.4% (n=41)	3.4% (n=11)
Washington (n = 321)	63.8% (n=204)	24.5% (n=78)	7.0% (n=22)	4.8% (n=15)
Washington, DC (n = 23)	12.5% (n = 3)	87.5% (n = 20)	--	--
West Virginia (n = 164)	70.4% (n = 114)	16.9% (n = 27)	6.8% (n = 11)	5.9% (n = 10)
Wisconsin (n = 453)	67.7% (n=307)	20.8% (n=94)	6.9% (n=31)	4.6% (n=21)
Wyoming (n = 75)	57.8% (n=43)	22.0% (n=16)	17.0% (n=13)	3.1% (n=2)
National	66.6% (n=10,589)	20.3% (n=3,227)	10.3% (n=1,635)	2.8% (n=448)

Key *=Insufficient data to report
 --=No data to report

Figure 89 shows public libraries that are the only providers of free public Internet and computer access in their area. State responses to the question are from libraries indicating that there is free public access Internet available. The majority of libraries reported yes in most states, with Iowa (82.7 percent) and Maine (79.9 percent) being the highest. Washington, DC (87.5 percent) and Colorado (36.1 percent) had the highest percentage of libraries reporting that they were not the only source of free public access. In several states, fewer libraries are reporting being the only source of free public access than did in the 2008-2009 survey. The most significant examples of this are in Washington, DC (100 percent last year, 12.5 percent this year) and Colorado (72.2 percent last year, 46.4 percent this year).

Figure 90: Number of Public Access Internet Workstations by Average Age and State

State	Average total number public Internet workstations	Public Internet workstations less than one year old	Public Internet workstations one year old	Public Internet workstations two years old	Public Internet workstations three years old	Public Internet workstations four years old	Public Internet workstations five years old
Alaska (n = 98)	6.1 (n = 95)	2.2 (n = 41)	6.0 (n = 23)	4.0 (n = 24)	2.3 (n = 37)	2.9 (n = 26)	2.1 (n = 37)
Arizona (n = 181)	18.8 (n = 172)	10.3 (n = 74)	3.4 (n = 28)	12.8 (n = 72)	6.7 (n = 77)	10.4 (n = 57)	5.7 (n = 36)
Arkansas (n = 204)	11.8 (n = 194)	6.1 (n = 43)	2.9 (n = 76)	4.2 (n = 71)	5.0 (n = 109)	4.4 (n = 45)	6.3 (n = 34)
Colorado (n = 243)	18.4 (n = 226)	9.9 (n = 130)	7.8 (n = 112)	6.7 (n = 94)	7.9 (n = 98)	3.7 (n = 45)	4.5 (n = 62)
Connecticut (n = 220)	15.9 (n = 208)	5.5 (n = 89)	6.0 (n = 81)	6.7 (n = 77)	7.2 (n = 91)	4. (n = 102)	6.4 (n = 102)
Delaware (n = 32)	14.7 (n = 31)	4.4 (n = 15)	7.7 (n = 17)	7.9 (n = 19)	5.5 (n = 11)	*	5.2 (n = 7)
Florida (n = 478)	29.1 (n = 465)	8.8 (n = 195)	8.4 (n = 210)	9.8 (n = 233)	11.1 (n = 243)	6.9 (n = 191)	12.2 (n = 238)
Georgia (n = 380)	20.7 (n = 358)	6.1 (n = 138)	3.1 (n = 102)	4.5 (n = 178)	7.9 (n = 199)	8.7 (n = 152)	11.5 (n = 158)
Hawaii (n=50)	5.5 (n = 48)	--	*	1.0 (n = 10)	*	1.1 (n = 11)	6.1 (n = 31)
Idaho (n=134)	10.8 (n=132)	3.0 (n=54)	2.2 (n=59)	4.8 (n=87)	3.2 (n=82)	3.4 (n=64)	3.3 (n=64)
Illinois (n = 764)	13.7 (n=744)	4.8 (n=283)	3.3 (n=296)	4.6 (n=329)	5.2 (n=329)	5.0 (n=321)	4.8 (n=517)
Indiana (n = 403)	16.4 (n=387)	4.6 (n=147)	7.9 (n=168)	4.9 (n=192)	5.0 (n=218)	6.5 (n=166)	5.7 (n=200)
Iowa (n = 531)	9.8 (n = 523)	3.4 (n = 293)	3.9 (n = 275)	2.7 (n = 223)	3.1 (n = 230)	2.7 (n = 198)	4.1 (n = 291)
Kansas (n= 370)	12.3 (n=361)	4.2 (n=220)	5.8 (n=283)	2.6 (n=170)	2.7 (n=143)	3.4 (n=165)	2.7 (n=165)
Kentucky (n = 183)	15.3 (n=174)	5.4 (n=104)	3.7 (n=78)	5.4 (n=95)	6.6 (n=114)	2.1 (n=73)	3.5 (n=68)
Louisiana (n = 310)	14.4 (n=306)	4.7 (n=92)	4.2 (n=106)	6.0 (n=122)	9.1 (n=184)	6.6 (n=100)	4.0 (n=70)
Maine (n = 268)	7.3 (n=268)	2.6 (n=207)	*	1.4 (n=118)	3.1 (n=112)	2.5 (n=123)	3.3 (n=161)
Maryland (n = 178)	19.9 (n=175)	12.4 (n=54)	10.0 (n=48)	8.9 (n=65)	8.2 (n=53)	9.7 (n=38)	23.4 (n=21)
Massachusetts (n = 444)	12.5 (n=436)	6.8 (n=251)	2.6 (n=125)	3.8 (n=176)	4.6 (n=195)	3.0 (n=166)	5.6 (n=245)
Minnesota (n = 347)	11.0 (n=348)	2.4 (n=111)	3.2 (n=167)	4.7 (n=145)	2.8 (n=207)	5.4 (n=144)	4.9 (n=157)
Mississippi (n = 228)	9.7 (n = 225)	1.7 (n = 42)	3.0 (n = 77)	5.4 (n = 139)	6.8 (n = 96)	3.5 (n = 84)	2.2 (n = 70)
Missouri (n = 351)	15.9 (n=338)	4.1 (n=128)	7.4 (n=139)	6.3 (n=157)	5.9 (n=135)	4.2 (n=191)	6.2 (n=200)
Montana (n = 103)	8.3 (n = 103)	1.6 (n = 52)	2.0 (n = 45)	3.2 (n = 64)	3.7 (n = 62)	2.6 (n = 43)	2.6 (n = 49)
Nebraska (n = 217)	5.9 (n = 275)	*	1.3 (n = 146)	1.7 (n = 122)	1.6 (n = 132)	1.8 (n = 135)	3.8 (n = 220)
Nevada (n = 81)	11.1 (n = 80)	2.8 (n = 21)	2.5 (n = 38)	7.6 (n = 30)	9.0 (n = 37)	1.5 (n = 24)	2.0 (n = 23)
New Jersey (n = 449)	14.3 (n = 394)	4.3 (n = 222)	3.1 (n = 167)	4.7 (n = 182)	5.2 (n = 188)	4.6 (n = 170)	6.7 (n = 179)

Figure 90: Number of Public Access Internet Workstations by Average Age and State

State	Average total number public Internet workstations	Public Internet workstations less than one year old	Public Internet workstations one year old	Public Internet workstations two years old	Public Internet workstations three years old	Public Internet workstations four years old	Public Internet workstations five years old
New Mexico (n = 96)	15.1 (n = 94)	6.1 (n = 46)	8.1 (n = 34)	4.0 (n = 51)	6.6 (n = 63)	2.2 (n = 40)	3.9 (n = 35)
New York (n = 1,038)	12.1 (n = 1014)	2.9 (n = 697)	7.0 (n = 779)	3.0 (n = 514)	3.5 (n = 453)	1.8 (n = 431)	1.6 (n = 424)
North Carolina (n = 381)	12.6 (n = 349)	4.3 (n = 237)	5.0 (n = 105)	4.2 (n = 160)	4.7 (n = 156)	3.7 (n = 119)	3.8 (n = 143)
North Dakota (n = 80)	7.6 (n = 9.24)	5.7 (n = 36)	*	1.7 (n = 34)	1.7 (n = 45)	1.6 (n = 37)	3.0 (n = 59)
Ohio (n = 706)	13.9 (n = 685)	*	2.3 (n = 248)	4.9 (n = 293)	3.9 (n = 325)	7.7 (n = 327)	5.8 (n = 404)
Oklahoma (n = 204)	16.0 (n = 204)	5.7 (n = 58)	7.6 (n = 77)	5.8 (n = 93)	9.5 (n = 135)	3.8 (n = 76)	2.4 (n = 54)
Oregon (n = 207)	12.1 (n = 204)	5.7 (n = 151)	4.0 (n = 59)	4.0 (n = 77)	2.2 (n = 73)	4.6 (n = 83)	3.6 (n = 110)
Pennsylvania (n = 611)	12.8 (n=596)	4.4 (n=320)	5.9 (n=333)	5.1 (n=289)	5.1 (n=255)	2.7 (n=181)	3.4 (n=239)
Rhode Island (n = 71)	16.1 (n=67)	4.5 (n=46)	5.2 (n=35)	6.6 (n=50)	4.2 (n=37)	1.5 (n=29)	3.0 (n=38)
South Carolina (n=179)	12.5 (n=177)	5.4 (n=43)	3.5 (n=52)	7.0 (n=74)	6.0 (n=103)	2.2 (n=44)	5.2 (n=42)
South Dakota (n= 138)	7.1 (n=136)	*	1.1 (n=46)	4.2 (n=78)	2.7 (n=64)	2.4 (n=49)	3.8 (n=74)
Tennessee (n = 277)	14.2 (n=277)	3.1 (n=123)	2.6 (n=104)	7.1 (n=182)	5.8 (n=196)	1.9 (n=117)	2.0 (n=113)
Texas (n = 821)	19.1 (n=792)	5.7 (n=330)	4.7 (n=282)	6.8 (n=366)	8.4 (n=376)	6.6 (n=299)	7.3 (n=362)
Utah (n = 107)	15.5 (n=106)	8.7 (n=47)	4.8 (n=48)	6.2 (n=55)	4.4 (n=45)	4.1 (n=45)	3.0 (n=40)
Vermont (n = 181)	6.3 (n=179)	1.0 (n=73)	1.5 (n=63)	2.2 (n=114)	1.7 (n=81)	2.0 (n=75)	3.5 (n=113)
Virginia (n = 334)	16.0 (n=331)	5.3 (n=171)	4.6 (n=109)	6.6 (n=137)	7.0 (n=155)	3.3 (n=100)	5.4 (n=156)
Washington (n = 321)	15.1 (n=317)	5.7 (n=230)	18.7 (n=116)	3.3 (n=82)	3.6 (n=127)	2.7 (n=73)	3.2 (n=90)
Washington, DC (n = 23)	29.2 (n = 23)	16.5 (n = 3)	--	23.8 (n = 23)	54.0 (n = 1)	--	--
West Virginia (n = 164)	6.9 (n = 154)	*	1.1 (n = 47)	2.9 (n = 82)	4.0 (n = 106)	2.3 (n = 48)	2.6 (n = 51)
Wisconsin (n = 453)	9.4 (n=449)	2.4 (n=180)	2.6 (n=152)	3.3 (n=194)	2.9 (n=202)	2.6 (n=175)	5.2 (n=304)
Wyoming (n = 75)	11.0 (n=73)	2.0 (n=39)	2.7 (n=43)	7.6 (n=37)	3.8 (n=36)	2.1 (n=36)	3.2 (n=32)
National	14.2 (n=15,482)	4.6 (n=7,122)	5.1 (n=6,432)	5.3 (n=7,156)	5.5 (n=7,325)	4.6 (n=5,856)	5.1 (n=6,967)

Key * = Insufficient data to report
 -- = No data to report

Figure 90 shows the average number of public Internet workstations libraries have by age as well as the average total number of workstations. State responses to the question are by libraries indicating that there is free public access Internet available. Libraries in Washington, DC (29.2)

and Florida (29.1) report the highest average number of workstations. Libraries in Hawaii (5.5) and Nebraska (5.9) report the lowest averages. Libraries in Washington, DC (16.5) and Maryland (12.4) report the highest average number of workstations less than one year old. Libraries in Maryland (23.4) and Florida (12.1) report the highest average number of five-year-old workstations. Libraries in Washington (18.7) report the highest average number of workstations that are two years old and libraries in Washington, DC report the highest average number of workstations that are three years old (23.8) and four years old (54.0).

Figure 91: Public Library Outlet Public Access Internet Workstation/Laptop Replacement Schedule**

State	The average replacement schedule is every year	The average replacement schedule is every 2 years	The average replacement schedule is every 3 years	The average replacement schedule is every 4 years	The average replacement schedule is every 5 years	The library has another replacement or addition schedule	The library does not know the average replacement or addition schedule	The library does not have a replacement or addition schedule
Alaska (n = 98)	--	5.5% (n = 2)	43.9% (n = 12)	11.0% (n = 3)	5.5% (n = 2)	34.1% (n = 10)	4.7% (n = 5)	66.4% (n = 65)
Arizona (n = 181)	--	2.4% (n = 3)	10.5% (n = 13)	35.0% (n = 44)	52.1% (n = 66)	--	3.4% (n = 6)	24.8% (n = 43)
Arkansas (n = 204)	--	--	15.8% (n = 4)	84.2% (n = 21)	--	--	1.9% (n = 4)	85.5% (n = 173)
Colorado (n = 243)	--	1.7% (n = 2)	39.8% (n = 54)	42.0% (n = 57)	6.4% (n = 9)	10.1% (n = 14)	2.4% (n = 6)	39.0% (n = 92)
Connecticut (n = 220)	--	--	18.4% (n = 12)	41.4% (n = 27)	34.8% (n = 23)	5.4% (n = 3)	--	69.5% (n = 148)
Delaware (n = 32)	6.5% (n = 1)	--	75.4% (n = 15)	6.5% (n = 1)	--	11.6% (n = 2)	--	37.8% (n = 12)
Florida (n = 478)	1.0% (n = 2)	--	15.7% (n = 35)	24.1% (n = 54)	54.0% (n = 122)	5.2% (n = 12)	*	51.3% (n = 243)
Georgia (n = 380)	--	--	29.9% (n = 16)	20.5% (n = 11)	40.6% (n = 21)	9.0% (n = 5)	7.0% (n = 27)	79.2% (n = 301)
Hawaii (n = 50)	--	--	--	--	--	--	8.0% (n = 4)	92.0% (n = 46)
Idaho (n = 134)	3.0% (n = 1)	--	6.0% (n = 3)	28.5% (n = 14)	46.9% (n = 22)	15.7% (n = 7)	1.1% (n = 1)	63.3% (n = 85)
Illinois (n = 764)	8.6% (n = 17)	4.3% (n = 8)	32.9% (n = 63)	18.6% (n = 36)	24.2% (n = 46)	11.5% (n = 22)	*	74.0% (n = 561)
Indiana (n = 403)	2.0% (n = 4)	1.7% (n = 4)	19.2% (n = 40)	25.5% (n = 53)	45.9% (n = 96)	5.7% (n = 12)	*	46.5% (n = 183)
Iowa (n = 531)	2.5% (n = 3)	5.1% (n = 7)	36.5% (n = 47)	28.1% (n = 36)	20.2% (n = 26)	7.6% (n = 10)	1.9% (n = 10)	73.4% (n = 384)
Kansas (n = 370)	2.5% (n = 5)	--	22.7% (n = 41)	31.8% (n = 58)	15.1% (n = 28)	27.8% (n = 51)	--	49.0% (n = 179)
Kentucky (n = 183)	--	10.4% (n = 7)	32.7% (n = 23)	3.5% (n = 2)	20.8% (n = 14)	32.6% (n = 23)	4.1% (n = 7)	56.5% (n = 99)
Louisiana (n = 310)	--	--	26.4% (n = 31)	45.1% (n = 53)	26.7% (n = 31)	1.8% (n = 2)	--	62.0% (n = 190)
Maine (n = 268)	4.9% (n = 3)	4.9% (n = 3)	9.8% (n = 6)	50.8% (n = 31)	19.7% (n = 12)	9.8% (n = 6)	--	77.0% (n = 206)
Maryland (n = 178)	--	--	24.2% (n = 37)	38.7% (n = 60)	33.6% (n = 52)	3.5% (n = 5)	--	12.8% (n = 23)
Massachusetts (n = 444)	--	2.7% (n = 3)	27.3% (n = 27)	29.6% (n = 29)	25.2% (n = 25)	15.2% (n = 15)	*	77.2% (n = 341)
Minnesota (n = 347)	4.6% (n = 12)	--	3.9% (n = 10)	26.8% (n = 71)	61.8% (n = 163)	2.9% (n = 8)	--	24.3% (n = 84)
Mississippi (n = 228)	--	--	46.0% (n = 38)	44.0% (n = 36)	8.3% (n = 7)	1.7% (n = 1)	--	24.3% (n = 84)
Missouri (n = 351)	3.6% (n = 6)	1.8% (n = 3)	21.6% (n = 34)	34.5% (n = 55)	32.1% (n = 51)	6.5% (n = 10)	*	52.6% (n = 180)
Montana (n = 103)	7.7% (n = 1)	--	38.5% (n = 6)	30.8% (n = 5)	15.4% (n = 3)	7.7% (n = 1)	5.1% (n = 5)	78.5% (n = 80)
Nebraska (n = 217)	4.9% (n = 3)	4.9% (n = 3)	9.9% (n = 6)	19.8% (n = 13)	19.8% (n = 13)	40.7% (n = 27)	1.2% (n = 3)	75.4% (n = 210)

Figure 91: Public Library Outlet Public Access Internet Workstation/Laptop Replacement Schedule**

State	The average replacement schedule is every year	The average replacement schedule is every 2 years	The average replacement schedule is every 3 years	The average replacement schedule is every 4 years	The average replacement schedule is every 5 years	The library has another replacement or addition schedule	The library does not know the average replacement or addition schedule	The library does not have a replacement or addition schedule
Nevada (n = 81)	--	--	7.0% (n = 1)	7.0% (n = 1)	85.9% (n = 17)	--	--	75.8% (n = 62)
New Jersey (n = 449)	4.1% (n = 6)	1.4% (n = 2)	31.4% (n = 44)	35.1% (n = 49)	10.4% (n = 15)	17.7% (n = 25)	1.7% (n = 8)	66.2% (n = 291)
New Mexico (n = 96)	--	--	72.8% (n = 31)	9.1% (n = 4)	13.6% (n = 6)	4.5% (n = 2)	--	55.5% (n = 52)
New York (n = 1,038)	1.8% (n = 5)	5.4% (n = 15)	24.2% (n = 67)	16.6% (n = 46)	39.0% (n = 108)	12.9% (n = 36)	*	72.3% (n = 742)
North Carolina (n = 381)	--	--	34.2% (n = 70)	29.2% (n = 60)	24.9% (n = 51)	11.7% (n = 24)	1.5% (n = 6)	44.9% (n = 171)
North Dakota (n = 80)	--	--	--	60.0% (n = 9)	20.0% (n = 3)	20.0% (n = 3)	--	80.2% (n = 64)
Ohio (n = 706)	*	1.0% (n = 3)	43.4% (n = 153)	18.3% (n = 64)	28.5% (n = 100)	8.3% (n = 29)	*	49.4% (n = 346)
Oklahoma (n = 204)	6.3% (n = 8)	2.7% (n = 3)	37.8% (n = 46)	9.5% (n = 12)	37.4% (n = 46)	6.3% (n = 8)	5.7% (n = 12)	34.1% (n = 70)
Oregon (n = 207)	--	--	10.7% (n = 9)	71.3% (n = 58)	11.1% (n = 9)	6.9% (n = 6)	1.4% (n = 3)	58.8% (n = 121)
Pennsylvania (n = 611)	1.4% (n=3)	12.6% (n=25)	36.5% (n=74)	15.0% (n=30)	26.3% (n=53)	8.3% (n=17)	1.9% (n=11)	64.8% (n=393)
Rhode Island (n = 71)	--	--	27.2% (n=6)	63.7% (n=14)	9.1% (n=2)	--	--	67.5% (n=47)
South Carolina (n=179)	--	--	40.9% (n=19)	46.6% (n=22)	12.4% (n=6)	--	--	73.2% (n=129)
South Dakota (n= 138)	--	--	12.8% (n=5)	78.6% (n=32)	8.5% (n=4)	--	2.6% (n=4)	67.2% (n=91)
Tennessee (n = 277)	2.6% (n=2)	3.6% (n=3)	32.9% (n=25)	13.3% (n=10)	22.9% (n=18)	24.7% (n=19)	4.9% (n=13)	67.3% (n=186)
Texas (n = 821)	1.4% (n=4)	--	30.0% (n=88)	27.6% (n=81)	31.6% (n=92)	9.4% (n=28)	2.0% (n=16)	61.7% (n=497)
Utah (n = 107)	--	18.8% (n=7)	13.8% (n=5)	37.6% (n=13)	24.4% (n=9)	5.3% (n=2)	1.8% (n=2)	65.3% (n=70)
Vermont (n= 181)	7.5% (n=2)	7.5% (n=2)	10.8% (n=3)	35.5% (n=10)	18.3% (n=5)	20.4% (n=6)	2.3% (n=4)	82.6% (n=148)
Virginia (n= 334)	*	--	21.5% (n=44)	23.1% (n=47)	50.2% (n=102)	4.5% (n=9)	--	39.1% (n=130)
Washington (n= 321)	--	--	35.2% (n=63)	24.0% (n=43)	39.6% (n=71)	1.3% (n=2)	1.3% (n=4)	42.8% (n=136)
Washington, DC (n = 23)	--	--	--	100% (n = 23)	--	--	--	--
West Virginia (n = 164)	--	--	17.7% (n = 1)	17.7% (n = 1)	64.6% (n = 5)	--	8.7% (n = 14)	86.3% (n = 139)
Wisconsin (n = 453)	5.6% (n=10)	2.0% (n=3)	15.4% (n=27)	19.4% (n=34)	20.1% (n=35)	37.4% (n=65)	1.3% (n=6)	60.2% (n=271)
Wyoming (n = 75)	--	--	56.3% (n=16)	24.1% (n=7)	19.5% (n=6)	--	1.6% (n=1)	59.4% (n=45)
National	1.6% (n=102)	1.5% (n=93)	27.3% (n=1,720)	28.8% (n=1,811)	31.6% (n=1,991)	9.2% (n=580)	1.4% (n=227)	58.7% (n=9,282)

Key * = Insufficient data to report; -- = No data to report

** = The replacement schedule percentages (e.g., every 2 years, every 3 years) is out of libraries which reported that they have a replacement schedule

Figure 91 shows the average workstation replacement schedule of public libraries. State responses to the question are libraries indicating that there is free public access Internet available. Overall, 58.7 percent of libraries report that they do not have a replacement schedule. Of those that do, every five years is most frequently reported (31.6 percent). In Maryland, the state where the highest percentage of libraries reported having a replacement schedule (87.2 percent), a four-year replacement schedule was most frequently reported (38.7 percent). Illinois (8.6 percent) had the highest percentage of libraries reporting a replacement schedule of every year, Utah (18.8 percent) of every two years, Delaware (75.4 percent) of every three years, Washington, DC (100 percent) of every four years, and Nevada (85.9 percent) of every five years.

Figure 92: Public Library Outlet Ability to Maintain Public Access Workstation Replacement Schedule by State

State	The library will be able to maintain its replacement schedule and plans to add workstations within the next year	The library will be able to maintain its replacement schedule, but does not know at this time how many workstations will be added	The library will not be able to maintain its replacement schedule within the next year	Don't Know	The average number of workstations that the library plans to add within the next year
Alaska (n=28)	21.1% (n=5)	42.2% (n=9)	36.7% (n=8)	12.3% (n=3)	8.3 (n=5)
Arizona (n=126)	12.4% (n=7)	40.0% (n=24)	47.6% (n=29)	27.2% (n=23)	37.9 (n=7)
Arkansas (n=25)	81.3% (n=17)	--	18.7% (n=4)	--	3.8 (n=17)
Colorado (n= 139)	32.9% (n=32)	50.5% (n=50)	16.6% (n=16)	2.4% (n=2)	13.6 (n=32)
Connecticut (n=65)	27.4% (n=16)	49.3% (n=30)	23.2% (n=14)	--	8.5 (n=16)
Delaware (n=20)	21.0% (n=3)	31.5% (n=4)	47.6% (n=6)	15.6% (n=2)	5.0 (n=3)
Florida (n=227)	6.5% (n=14)	55.7% (n=119)	37.8% (n=81)	1.1% (n=2)	27.8 (n=14)
Georgia (n=53)	8.4% (n=4)	58.2% (n=25)	33.3% (n=14)	7.8% (n=4)	148.0 (n=4)
Hawaii (n=0)	--	--	--	--	--
Idaho (n=48)	18.5% (n=8)	62.7% (n=27)	18.8% (n=8)	--	8.2 (n=8)
Illinois (n=192)	21.5% (n=38)	63.0% (n=112)	15.4% (n=28)	1.5% (n=3)	16.5 (n=38)
Indiana (n=209)	22.2% (n=42)	69.8% (n=131)	7.9% (n=15)	1.0% (n=2)	11.7 (n=42)
Iowa (n=129)	34.8% (n=40)	46.3% (n=53)	18.9% (n=21)	--	4.2 (n=40)
Kansas (n= 187)	27.7% (n=45)	66.7% (n=109)	5.6% (n=9)	7.5% (n=13)	6.6 (n=45)
Kentucky (n=69)	10.0% (n=5)	71.6% (n=35)	18.4% (n=9)	22.1% (n=14)	3.5 (n=5)
Louisiana (n=116)	8.5% (n=9)	91.5% (95)	--	1.7% (n=2)	2.7 (n=9)
Maine (n= 62)	34.7% (n=18)	42.2% (n=22)	23.1% (n=12)	5.5% (n=3)	2.5 (n=18)
Maryland (n=155)	1.6% (n=2)	68.6% (n=88)	29.8% (n=38)	13.5% (n=20)	35.2 (n=2)
Massachusetts (n=98)	39.2% (n=30)	27.8% (n=21)	32.9% (n=25)	16.6% (n=15)	9.6 (n=30)
Minnesota (n=160)	38.5% (n=60)	33.8% (n=53)	27.8% (n=44)	--	210.2 (n=60)
Mississippi (n=82)	33.5% (n=27)	27.3% (n=22)	39.1% (n=32)	--	11.6 (n=27)
Missouri (n=263)	21.3% (n=27)	59.9% (n=76)	18.9% (n=24)	9.1% (n=13)	4.2 (n=27)
Montana (n =17)	8.3% (n=1)	58.3% (n=9)	33.3% (n=5)	7.7% (n=1)	3.0 (n=1)
Nebraska (n=65)	52.2% (n=29)	30.4% (n=17)	17.4% (n=10)	5.5% (n=3)	4.4 (n=29)

Figure 92: Public Library Outlet Ability to Maintain Public Access Workstation Replacement Schedule by State

State	The library will be able to maintain its replacement schedule and plans to add workstations within the next year	The library will be able to maintain its replacement schedule, but does not know at this time how many workstations will be added	The library will not be able to maintain its replacement schedule within the next year	Don't Know	The average number of workstations that the library plans to add within the next year
Nevada (n=20)	7.7% (n=1)	92.3% (n=17)	--	--	1.0 (n=1)
New Jersey (n=141)	16.4% (n=19)	77.1% (n=90)	6.5% (n=8)	3.2% (n=4)	11.6 (n=19)
New Mexico (n=42)	23.0% (n=8)	65.3% (n=23)	11.8% (n=4)	9.6% (n=4)	6.0 (n=8)
New York (n=84)	24.0% (n=46)	48.6% (n=94)	27.4% (n=53)	5.0% (n=10)	6.2 (n=46)
North Carolina (n=205)	10.5% (n=15)	41.5% (n=60)	48.0% (n=69)	16.0% (n=27)	5.2 (n=15)
North Dakota (n= 16)	66.7% (n=6)	--	33.3% (n=3)	25.0% (n=1)	3.5 (n= 6)
Ohio (n=352)	3.6% (n=12)	47.1% (n=155)	49.2% (n=162)	3.9% (n=13)	3.4 (n=12)
Oklahoma (n=123)	10.4% (n=12)	86.1% (n=96)	3.5% (n=4)	3.4% (n=4)	2.7 (n=12)
Oregon (n=82)	61.5% (n=45)	30.2% (n=22)	8.2% (n=6)	--	7.7 (n=45)
Pennsylvania (n=202)	17.6% (n=28)	39.9% (n=63)	42.4% (n=67)	10.0% (n=17)	7.2 (n=28)
Rhode Island (n=22)	22.3% (n=4)	66.7% (n=12)	10.9% (n=2)	--	2.5 (n=4)
South Carolina (n=47)	20.8% (n=7)	40.8% (n=13)	38.5% (n=12)	--	7.7 (n=7)
South Dakota (n= 41)	12.5% (n=2)	62.5% (n=9)	25.0% (n=4)	20.0% (n=4)	6.0 (n=2)
Tennessee (n=77)	18.5% (n=9)	76.0% (n=39)	5.5% (n=3)	26.1% (n=18)	6.7 (n=9)
Texas (n=293)	26.8% (n=70)	42.7% (n=111)	30.5% (n=79)	1.9% (n=5)	8.4 (n=70)
Utah (n=35)	--	73.0% (n=23)	27.0% (n=9)	5.6% (n=2)	--
Vermont (n= 27)	36.0% (n=9)	36.0% (n=9)	27.9% (n=7)	--	3.3 (n=9)
Virginia (n= 203)	18.9% (n=30)	52.6% (n=84)	28.6% (n=46)	10.0% (n=18)	25.9 (n=30)
Washington (n= 178)	39.0% (n=23)	53.2% (n=31)	7.8% (n=5)	--	10.7 (n=23)
Washington, DC (n=23)	--	--	100% (n=23)	--	--
West Virginia (n=164)	--	82.3% (n=7)	17.7% (n=1)	--	1.6 (n=9)
Wisconsin (n=174)	41.4% (n=60)	46.6% (n=67)	12.0% (n=17)	--	4.4 (n=60)
Wyoming (n=29)	17.6% (n=5)	54.9% (n=14)	27.5% (n=7)	4.4% (n=1)	17.6 (n=5)
National	20.0% (n=983)	53.4% (n=2,626)	26.7% (n=1,313)	6.5% (n=344)	18.7 (n=983)

Key * =Insufficient data to report; --=No data to report

Figure 92 shows public libraries abilities to maintain their public access workstation replacement schedules and the average number of workstations planning to be replaced within the year. State responses to the question are libraries indicating that there is free public access Internet available and a replacement schedule. Washington, DC (100 percent) and Ohio (49.2 percent) have the highest percentage of libraries reporting that they are unable to maintain their replacement schedule. Oklahoma (96.5 percent) and Tennessee (94.5 percent) have the highest percentage of libraries reporting that they will be able to maintain their replacement schedule. Minnesota (210.20) and Georgia (148.00) libraries report the highest average number of workstations that will be replaced.

Figure 93: Public Library Outlet Public Access Internet Workstations Addition Schedule by State

State	The library plans to add workstations within the next year	The library is planning to add workstations or laptops within the next year, but does not know how many at this time	The library has no plans to add workstations within the next year	Other	Don't Know	The average number of workstations that the library plans to add within the next year
Alaska (n=98)	19.7% (n=18)	10.1% (n=9)	58.4% (n=54)	6.8% (n=6)	5.1% (n=5)	2.5 (n=18)
Arizona (n=181)	12.0% (n=19)	24.2% (n=39)	51.7% (n=83)	10.2% (n=16)	1.9% (n=3)	10.5 (n=19)
Arkansas (n=204)	12.1% (n=23)	13.8% (n=26)	65.7% (n=122)	3.2% (n=6)	5.3% (n=10)	4.4 (n=23)
Colorado (n= 243)	17.6% (n=37)	10.9% (n=23)	64.5% (n=136)	1.1% (n=2)	5.8% (n=12)	6.5 (n=37)
Connecticut (n=220)	16.6% (n=33)	15.4% (n=31)	61.1% (n=123)	1.7% (n=3)	5.2% (n=10)	3.1 (n=33)
Delaware (n=32)	17.7% (n=5)	6.8% (n=2)	53.4% (n=16)	8.8% (n=3)	13.3% (n=4)	9.8 (n=5)
Florida (n=478)	3.6% (n=17)	21.5% (n=101)	69.0% (n=322)	3.0% (n=14)	2.9% (n=13)	5.7 (n=17)
Georgia (n=380)	4.7% (n=18)	9.5% (n=35)	62.7% (n=234)	15.0% (n=56)	8.0% (n=30)	4.7 (n=18)
Hawaii (n= 50)	4.0% (n=2)	8.0% (n=4)	36.0% (n=18)	36.0% (n=18)	16% (n=8)	3.0 (n=2)
Idaho (n=134)	5.3% (n=7)	12.0% (n=16)	73.0% (n=97)	7.5% (n=10)	2.2% (n=3)	2.7 (n=7)
Illinois (n=764)	17.0% (n=124)	20.3% (n=148)	52.8% (n=385)	6.8% (n=50)	3.0% (n=22)	3.1 (n=124)
Indiana (n=403)	12.4% (n=48)	16.7% (n=64)	61.8% (n=236)	6.0% (n=23)	3.0% (n=12)	4.3 (n=48)
Iowa (n=531)	12.3% (n=63)	11.5% (n=59)	65.7% (n=337)	6.7% (n=34)	3.8% (n=20)	2.5 (n=63)
Kansas (n= 370)	14.0% (n=50)	14.2% (n=51)	56.4% (n=201)	10.3% (n=37)	5.2% (n=18)	5.0 (n=50)
Kentucky (n=183)	11.3% (n=19)	26.0% (n=44)	55.6% (n=95)	5.7% (n=10)	1.4% (n=2)	8.8 (n=19)
Louisiana (n=310)	7.4% (n=22)	15.3% (n=46)	67.4% (n=201)	2.4% (n=7)	7.6% (n=23)	5.1 (n=22)
Maine (n= 268)	32.6% (n=84)	11.5% (n=30)	46.6% (n=121)	9.4% (n=24)	--	1.9 (n=84)
Maryland (n=178)	6.1% (n=11)	15.2% (n=27)	76.3% (n=134)	2.5% (n=4)	--	11.1 (n=11)
Massachusetts (n=444)	20.3% (n=85)	10.7% (n=45)	60.0% (n=251)	3.7% (n=15)	5.3% (n=22)	3.1 (n=85)
Minnesota (n=347)	10.4% (n=35)	5.6% (n=19)	74.3% (n=249)	8.8% (n=29)	*	4.0 (n=35)
Mississippi (n=228)	1.2% (n=3)	18.0% (n=14)	75.7% (n=172)	2.5% (n=6)	2.5% (n=6)	1.0 (n=3)
Missouri (n=351)	20.6% (n=67)	10.2% (n=33)	63.0% (n=206)	5.4% (n=18)	*	*
Montana (n =103)	13.2% (n=13)	10.5% (n=10)	64.5% (n=64)	6.6% (n=6)	5.3% (n=5)	3.3 (n=13)
Nebraska (n=217)	9.6% (n=26)	16.4% (n=45)	65.8% (n=181)	7.0% (n=19)	1.2% (n=3)	2.6 (n=26)

Figure 93: Public Library Outlet Public Access Internet Workstations Addition Schedule by State

State	The library plans to add workstations within the next year	The library is planning to add workstations or laptops within the next year, but does not know how many at this time	The library has no plans to add workstations within the next year	Other	Don't Know	The average number of workstations that the library plans to add within the next year
Nevada (n=81)	--	13.2% (n=11)	68.3% (n=54)	18.5% (n=15)	--	--
New Jersey (n=449)	14.1% (n=59)	23.1% (n=97)	55.4% (n=232)	5.4% (n=23)	1.8% (n=8)	4.1 (n=59)
New Mexico (n=96)	18.2% (n=16)	18.7% (n=17)	56.1% (n=50)	4.9% (n=4)	2.1% (n=2)	3.0 (n=16)
New York (n=1,038)	17.7% (n=179)	10.9% (n=110)	65.5% (n=661)	3.1% (n=31)	2.8% (n=28)	4.8 (n=179)
North Carolina (n=381)	10.0% (n=35)	16.1% (n=56)	65.2% (n=228)	4.8% (n=17)	3.8% (n=13)	6.6 (n=35)
North Dakota (n= 80)	32.3% (n=25)	14.1% (n=11)	45.3% (n=35)	--	8.2% (n=6)	3.1 (n=25)
Ohio (n=706)	12.8% (n=88)	33.8% (n=234)	42.0% (n=290)	3.3% (n=23)	8.1% (n=56)	2.0 (n=88)
Oklahoma (n=204)	7.7% (n=15)	17.4% (n=35)	71.0% (n=142)	1.9% (n=4)	1.9% (n=4)	3.3 (n=15)
Oregon (n=207)	16.2% (n=33)	24.1% (n=49)	56.8% (n=115)	2.2% (n=4)	*	4.1 (n=33)
Pennsylvania (n=611)	11.5% (n=68)	10.4% (n=61)	71.8% (n=425)	4.0% (n=24)	2.3% (n=13)	2.6 (n=68)
Rhode Island (n=71)	15.8% (n=11)	9.2% (n=60)	68.9% (n=46)	3.1% (n=2)	3.1% (n=2)	3.9 (n=11)
South Carolina (n=179)	11.6% (n=20)	18.2% (n=32)	66.4% (n=118)	2.5% (n=4)	1.3% (n=2)	16.0 (n=20)
South Dakota (n= 138)	14.3% (n=19)	11.8% (n=16)	66.1% (n=89)	6.5% (n=9)	1.3% (n=2)	4.3 (n=19)
Tennessee (n=277)	7.4% (n=20)	16.2% (n=44)	62.1% (n=168)	7.5% (n=20)	6.7% (n=18)	4.5 (n=20)
Texas (n=821)	13.7% (n=108)	13.9% (n=110)	63.0% (n=500)	5.2% (n=42)	4.2% (n=33)	9.2 (n=108)
Utah (n=107)	11.9% (n=12)	8.2% (n=9)	76.2% (n=79)	3.6% (n=4)	--	4.2 (n=12)
Vermont (n= 181)	18.9% (n=33)	11.0% (n=19)	54.4% (n=95)	11.7% (n=20)	4.0% (n=7)	1.5 (n=33)
Virginia (n= 334)	11.7% (n=38)	14.8% (n=48)	68.9% (n=224)	3.5% (n=11)	1.1% (n=4)	2.1 (n=38)
Washington (n= 321)	32.6% (n=103)	13.2% (n=42)	45.6% (n=144)	5.7% (n=18)	2.9% (n=9)	3.5 (n=103)
Washington, DC (n=23)	12.5% (n=3)	--	87.5% (n=20)	--	--	15.0 (n=3)
West Virginia (n=164)	6.1% (n=10)	9.4% (n=15)	75.7% (n=119)	3.7% (n=6)	5.2% (n=8)	2.3 (n=10)
Wisconsin (n=453)	21.1% (n=92)	19.9% (n=86)	47.8% (n=208)	7.7% (n=33)	3.5% (n=15)	2.4 (n=92)
Wyoming (n=75)	4.7% (n=4)	11.0% (n=8)	78.0% (n=58)	--	6.3% (n=5)	3.0 (n=4)
National	13.3% (n=2,035)	15.4% (n=2,357)	62.5% (n=9,583)	5.2% (n=798)	3.7% (n=563)	4.5 (n=2,035)

Key *=Insufficient data to report; --=No data to report

Figure 93 shows public library's public access workstation schedules and the average number of workstations to be added within the next year. State responses to the question are libraries indicating that there is free public access Internet available. Washington, DC (87.5 percent) and Wyoming (78.0 percent) have the highest percentage of libraries reporting that they do not plan to add workstations in the next year. Ohio (46.6 percent) and North Dakota (46.4 percent) have the highest percentage of libraries reporting that they plan to add workstations. South Carolina (16.0) and Washington, DC (15.0) report the highest average number of workstations that will be replaced.

Figure 94: Factors Influencing the Addition of Public Access Internet Workstations/Laptops by State (1=Strongly Disagree, 5=Strongly Agree)

State	Availability of space	Cost factors	Maintenance, upgrade, and general upkeep	Availability of public service staff	Availability of technical staff	Availability of bandwidth	Availability of electrical outlets, cabling, or other infrastructure	Other
Alaska (n=98)	3.9 (n=93)	4.1 (n=95)	3.2 (n=90)	3.0 (n=88)	3.2 (n=91)	3.3 (n=95)	2.8 (n=91)	1.0 (n=3)
Arizona (n=181)	4.3 (n=172)	4.4 (n=171)	3.0 (n=169)	2.5 (n=165)	2.5 (n=165)	3.0 (n=169)	3.2 (n=175)	5.0 (n=3)
Arkansas (n=204)	4.3 (n=198)	4.1 (n=202)	3.2 (n=194)	3.3 (n=190)	3.0 (n=192)	3.3 (n=194)	3.5 (n=194)	3.0 (n=2)
Colorado (n=243)	4.2 (n=222)	4.1 (n=226)	3.2 (n=213)	3.0 (n=213)	3.0 (n=212)	3.1 (n=215)	3.4 (n=222)	3.7 (n=16)
Connecticut (n=220)	4.1 (n=208)	4.2 (n=211)	3.1 (n=208)	3.1 (n=204)	3.0 (n=197)	2.5 (n=201)	3.3 (n=201)	4.0 (n=10)
Delaware (n=32)	4.0 (n=31)	4.6 (n=32)	2.7 (n=28)	2.8 (n=31)	3.2 (n=28)	3.1 (n=28)	3.3 (n=30)	3.4 (n=7)
Florida (n=478)	4.1 (n=455)	4.6 (n=457)	3.6 (n=444)	3.2 (n=426)	3.5 (n=440)	3.1 (n=437)	3.6 (n=446)	3.0 (n=12)
Georgia (n=380)	3.9 (n=362)	4.7 (n=371)	2.9 (n=347)	3.0 (n=347)	2.8 (n=352)	3.1 (n=343)	3.5 (n=350)	1.7 (n=5)
Hawaii (n=50)	3.6 (n=38)	4.5 (n=48)	3.0 (n=32)	2.9 (n=37)	2.8 (n=35)	4.1 (n=38)	3.6 (n=37)	2.0 (n=2)
Idaho (n=134)	4.3 (n=129)	4.1 (n=131)	2.9 (n=127)	2.9 (n=128)	3.1 (n=126)	3.6 (n=126)	3.3 (n=131)	2.7 (n=14)
Illinois (n=764)	4.2 (n=733)	4.4 (n=734)	3.4 (n=728)	3.1 (n=728)	3.1 (n=731)	3.1 (n=703)	3.4 (n=714)	3.0 (n=38)
Indiana (n=403)	4.3 (n=385)	4.3 (n=386)	3.1 (n=380)	2.8 (n=383)	2.8 (n=379)	3.0 (n=379)	3.4 (n=381)	3.1 (n=24)
Iowa (n=531)	4.0 (n=495)	4.3 (n=492)	3.3 (n=467)	3.0 (n=476)	3.3 (n=469)	2.6 (n=440)	3.3 (n=463)	2.7 (n=67)
Kansas (n=370)	4.2 (n=347)	4.5 (n=361)	3.2 (n=343)	2.9 (n=334)	2.8 (n=338)	2.9 (n=325)	3.4 (n=347)	1.5 (n=37)
Kentucky (n=183)	4.4 (n=171)	4.0 (n=174)	2.9 (n=169)	2.8 (n=174)	2.9 (n=169)	3.1 (n=169)	3.7 (n=171)	2.8 (n=16)
Louisiana (n=310)	4.3 (n=285)	3.6 (n=284)	2.9 (n=267)	3.0 (n=264)	3.0 (n=271)	3.0 (n=272)	3.7 (n=273)	2.3 (n=22)
Maine (n=268)	3.9 (n=259)	4.4 (n=262)	3.2 (n=259)	2.8 (n=250)	3.1 (n=253)	2.6 (n=238)	3.0 (n=253)	2.7 (n=21)
Maryland (n=178)	4.4 (n=177)	4.6 (n=164)	3.3 (n=146)	2.9 (n=146)	3.2 (n=146)	3.0 (n=155)	3.7 (n=155)	4.0 (n=3)
Massachusetts (n=444)	4.0 (n=428)	4.2 (n=434)	3.2 (n=420)	3.2 (n=417)	3.2 (n=419)	2.9 (n=407)	3.5 (n=427)	3.3 (n=25)
Minnesota (n=347)	4.0 (n=340)	4.0 (n=341)	3.3 (n=341)	2.9 (n=334)	3.0 (n=337)	3.0 (n=332)	3.4 (n=334)	3.0 (n=9)
Mississippi (n=228)	4.2 (n=218)	4.6 (n=221)	3.3 (n=224)	3.0 (n=221)	3.1 (n=220)	3.5 (n=224)	3.9 (n=222)	3.1 (n=10)
Missouri (n=351)	4.2 (n=337)	4.2 (n=337)	2.9 (n=317)	2.8 (n=310)	3.1 (n=317)	2.8 (n=316)	3.4 (n=324)	3.3 (n=19)
Montana (n=103)	4.1 (n=99)	4.1 (n=100)	3.2 (n=99)	3.1 (n=97)	3.2 (n=93)	3.3 (n=97)	3.6 (n=96)	3.6 (n=14)
Nebraska (n=217)	4.0 (n=272)	4.4 (n=278)	3.6 (n=262)	3.0 (n=262)	3.2 (n=259)	2.9 (n=253)	3.3 (n=259)	2.7 (n=10)
Nevada (n=81)	4.3 (n=80)	4.3 (n=81)	3.3 (n=81)	3.1 (n=79)	3.1 (n=80)	3.9 (n=81)	3.7 (n=80)	--

Figure 94: Factors Influencing the Addition of Public Access Internet Workstations/Laptops by State (1=Strongly Disagree, 5=Strongly Agree)

State	Availability of space	Cost factors	Maintenance, upgrade, and general upkeep	Availability of public service staff	Availability of technical staff	Availability of bandwidth	Availability of electrical outlets, cabling, or other infrastructure	Other
New Jersey (n=449)	4.3 (n=418)	4.0 (n=416)	2.7 (n=398)	2.6 (n=407)	2.7 (n=409)	2.6 (n=393)	3.7 (n=413)	2.5 (n=20)
New Mexico (n=96)	4.5 (n=91)	3.8 (n=94)	2.9 (n=94)	2.9 (n=92)	3.3 (n=92)	3.6 (n=91)	4.1 (n=86)	2.4 (n=10)
New York (n=1,038)	4.2 (n=1009)	4.3 (n=1002)	2.9 (n=964)	2.8 (n=942)	2.7 (n=962)	3.0 (n=944)	3.5 (n=972)	3.0 (n=54)
North Carolina (n=381)	4.2 (n=357)	4.3 (n=376)	3.2 (n=366)	3.2 (n=369)	3.3 (n=369)	3.0 (n=369)	3.5 (n=350)	3.7 (n=3)
North Dakota (n= 80)	4.0 (n=80)	4.4 (n=80)	3.6 (n=73)	3.2 (n=80)	3.3 (n=80)	2.2 (n=73)	3.5 (n=76)	1.7 (n=9)
Ohio (n=706)	4.1 (n=689)	4.5 (n=687)	2.8 (n=548)	2.8 (n=538)	2.6 (n=672)	2.5 (n=659)	3.6 (n=686)	2.8 (n=17)
Oklahoma (n=204)	4.6 (n=185)	3.8 (n=192)	3.0 (n=185)	2.6 (n=177)	2.9 (n=181)	3.4 (n=173)	4.0 (n=181)	2.8 (n=48)
Oregon (n=207)	4.3 (n=202)	3.9 (n=202)	2.9 (n=199)	2.7 (n=198)	3.1 (n=201)	3.0 (n=195)	3.3 (n=197)	3.1 (n=16)
Pennsylvania (n=611)	4.2 (n=579)	4.6 (n=591)	3.2 (n=550)	3.1 (n=540)	3.1 (n=539)	2.8 (n=526)	3.5 (n=553)	2.7 (n=21)
Rhode Island (n=71)	4.1 (n=65)	4.2 (n=67)	3.0 (n=65)	3.0 (n=65)	2.5 (n=63)	3.7 (n=63)	3.9 (n=65)	--
South Carolina (n=179)	4.6 (n=175)	3.4 (n=175)	2.4 (n=172)	3.2 (n=161)	2.1 (n=175)	3.0 (n=172)	3.4 (n=173)	3.1 (n=4)
South Dakota (n= 138)	4.2 (n=131)	4.4 (n=134)	3.3 (n=127)	3.1 (n=124)	3.2 (n=124)	3.2 (n=119)	3.3 (n=122)	3.1 (n=13)
Tennessee (n=277)	4.2 (n=266)	4.7 (n=266)	2.9 (n=250)	3.2 (n=246)	2.8 (n=252)	3.1 (n=246)	3.7 (n=250)	2.4 (n=14)
Texas (n=821)	4.1 (n=773)	4.3 (n=782)	3.2 (n=752)	3.1 (n=755)	3.1 (n=748)	3.3 (n=738)	3.6 (n=743)	2.8 (n=69)
Utah (n=107)	4.6 (n=106)	4.1 (n=106)	3.1 (n=104)	2.6 (n=104)	2.4 (n=102)	2.8 (n=97)	3.4 (n=106)	--
Vermont (n= 181)	3.9 (n=165)	4.2 (n=175)	3.1 (n=165)	2.7 (n=171)	2.9 (n=171)	2.4 (n=152)	2.9 (n=159)	3.3 (n=14)
Virginia (n= 334)	4.0 (n=316)	4.6 (n=322)	3.3 (n=312)	3.0 (n=310)	3.0 (n=312)	3.1 (n=310)	3.7 (n=308)	3.2 (n=6)
Washington (n= 321)	4.5 (n=318)	3.9 (n=278)	2.8 (n=301)	2.8 (n=294)	2.6 (n=291)	2.9 (n=311)	4.1 (n=289)	3.8 (n=6)
Washington, DC (n=23)	1.3 (n=23)	5.0 (n=23)	1.0 (n=21)	1.0 (n=21)	1.0 (n=21)	1.0 (n=21)	1.0 (n=21)	--
West Virginia (n=164)	4.1 (n=154)	4.5 (n=155)	3.0 (n=138)	2.6 (n=151)	2.5 (n=134)	2.9 (n=145)	3.3 (n=150)	1.0 (n=10)
Wisconsin (n=453)	4.1 (n=449)	4.3 (n=443)	3.2 (n=424)	3.0 (n=425)	3.1 (n=433)	3.3 (n=430)	3.4 (n=431)	2.2 (n=31)
Wyoming (n=75)	4.4 (n=67)	4.1 (n=70)	3.3 (n=65)	3.1 (n=63)	3.3 (n=62)	3.1 (n=63)	3.6 (n=62)	3.6 (n=7)
National	4.2 (n=15,166)	4.3 (n=15,273)	3.1 (n=14,515)	3.0 (n=14,438)	3.0 (n=14,675)	3.0 (n=14,514)	3.5 (n=14,711)	2.8 (n=827)

Key * = Insufficient data to report
 -- = No data to report

Factors that influence the addition of public access Internet workstations are shown in Figure 94. State responses to the question are libraries indicating that there is free public access Internet available. The responses of libraries in most states mirror the national responses, with cost being identified as the most important factor, followed by space and infrastructure. In thirteen states, space was identified as the most important factor and in four states cost and space were rated equally high. Of the states that identified space as the most important factor, Louisiana, New Mexico, Oklahoma, South Carolina and Washington rated infrastructure the second most important factor and cost third. Hawaii identified cost as the most factor, but bandwidth as the second.

Figure 95: Factors Influencing Replacement of Public Access Internet Workstations/Laptops by State (1=Strongly Disagree, 5=Strongly Agree)

State	Cost factors	Maintenance, upgrade, and general upkeep	Availability of technical staff
Alaska (n=98)	4.2 (n=95)	3.3 (n=92)	3.4 (n=91)
Arizona (n=181)	4.4 (n=172)	2.9 (n=169)	2.8 (n=172)
Arkansas (n=204)	4.3 (n=202)	3.2 (n=194)	3.1 (n=196)
Colorado (n= 243)	4.0 (n=214)	3.0 (n=207)	2.9 (n=204)
Connecticut (n=220)	4.4 (n=208)	3.0 (n=206)	3.1 (n=206)
Delaware (n=32)	4.5 (n=32)	3.1 (n=28)	3.0 (n=28)
Florida (n=478)	4.6 (n=445)	3.5 (n=436)	3.6 (n=436)
Georgia (n=380)	4.8 (n=378)	2.9 (n=350)	2.8 (n=352)
Hawaii (n= 50)	4.8 (n=48)	3.3 (n=32)	3.1 (n=32)
Idaho (n=134)	4.3 (n=130)	3.0 (n=125)	3.1 (n=125)
Illinois (n=764)	4.5 (n=742)	3.4 (n=731)	3.2 (n=734)
Indiana (n=403)	4.5 (n=383)	3.1 (n=375)	2.9 (n=378)
Iowa (n=531)	4.6 (n=493)	3.4 (n=473)	3.3 (n=478)
Kansas (n= 370)	4.6 (n=352)	3.2 (n=339)	2.9 (n=334)
Kentucky (n=183)	4.2 (n=176)	3.2 (n=174)	3.0 (n=171)
Louisiana (n=310)	3.6 (n=281)	3.2 (n=279)	3.0 (n=273)
Maine (n= 268)	4.5 (n=265)	3.2 (n=253)	3.1 (n=244)
Maryland (n=178)	4.7 (n=171)	3.2 (n=141)	3.1 (n=141)
Massachusetts (n=444)	4.4 (n=429)	3.1 (n=416)	3.2 (n=414)
Minnesota (n=347)	4.4 (n=343)	3.3 (n=308)	3.1 (n=309)
Mississippi (n=228)	4.7 (n=222)	3.4 (n=225)	3.1 (n=221)
Missouri (n=351)	4.4 (n=335)	3.1 (n=314)	2.9 (n=317)
Montana (n =103)	4.4 (n=101)	3.2 (n=97)	3.0 (n=99)
Nebraska (n=217)	4.6 (n=268)	3.4 (n=262)	3.2 (n=258)
Nevada (n=81)	4.6 (n=81)	3.2 (n=79)	3.1 (n=81)
New Jersey (n=449)	4.1 (n=401)	2.9 (n=393)	2.7 (n=393)

Figure 95: Factors Influencing Replacement of Public Access Internet Workstations/Laptops by State (1=Strongly Disagree, 5=Strongly Agree)

State	Cost factors	Maintenance, upgrade, and general upkeep	Availability of technical staff
New Mexico (n=96)	4.1 (n=92)	3.1 (n=92)	3.2 (n=89)
New York (n=1,038)	4.5 (n=996)	3.0 (n=963)	2.7 (n=951)
North Carolina (n=381)	4.4 (n=370)	3.3 (n=366)	3.1 (n=366)
North Dakota (n=80)	4.5 (n=80)	3.3 (n=76)	3.2 (n=80)
Ohio (n=706)	4.7 (n=696)	2.9 (n=625)	2.9 (n=674)
Oklahoma (n=204)	4.4 (n=189)	3.5 (n=177)	2.9 (n=181)
Oregon (n=207)	4.0 (n=199)	3.1 (n=202)	3.1 (n=201)
Pennsylvania (n=611)	4.7 (n=584)	3.3 (n=536)	3.1 (n=521)
Rhode Island (n=71)	4.3 (n=67)	2.8 (n=65)	2.8 (n=65)
South Carolina (n=179)	3.8 (n=177)	2.5 (n=170)	2.4 (n=170)
South Dakota (n=138)	4.7 (n=136)	3.4 (n=131)	3.2 (n=126)
Tennessee (n=277)	4.8 (n=275)	3.1 (n=275)	2.8 (n=250)
Texas (n=821)	4.6 (n=799)	3.3 (n=746)	3.2 (n=740)
Utah (n=107)	4.6 (n=107)	3.2 (n=97)	2.5 (n=97)
Vermont (n=181)	4.8 (n=177)	3.2 (n=165)	2.8 (n=167)
Virginia (n=334)	4.6 (n=327)	3.0 (n=313)	3.1 (n=311)
Washington (n=321)	4.4 (n=315)	2.5 (n=231)	2.4 (n=239)
Washington, DC (n=23)	5.0 (n=23)	1.0 (n=21)	1.0 (n=21)
West Virginia (n=164)	4.5 (n=151)	3.0 (n=144)	2.5 (n=133)
Wisconsin (n=453)	4.5 (n=443)	3.2 (n=423)	3.1 (n=425)
Wyoming (n=75)	4.5 (n=74)	3.2 (n=67)	3.2 (n=66)
National	4.5 (n=15,161)	3.2 (n=14,489)	3.0 (n=14,504)
Key *=Insufficient data to report --=No data to report			

Factors that influence the replacement of public access Internet workstations are shown in Figure 95. State responses to the question are libraries indicating that there is free public access Internet available. The responses of libraries in most states mirror the national responses, with cost being identified as the most important factor, followed by maintenance and availability of

technical staff. Cost was identified as the most important factor in all states. Alaska, Connecticut, Florida, Indiana, Massachusetts, New Mexico and Virginia identified availability of staff as the second most important factor. In Ohio, Oregon, Rhode Island, Washington, DC and Wyoming maintenance and staff availability received equal ratings.

Figure 96: Public Library Outlet Length of Time to Get Computers Back in Service by State

State	Less than one day	One day	Two days	More than two days	Don't know	Other amount of time
Alaska (n=98)	15.8% (n=16)	14.2% (n=14)	12.0% (n=12)	32.7% (n=32)	7.9% (n=8)	17.4% (n=17)
Arizona (n=181)	3.4% (n=6)	19.4% (n=34)	41.8% (n=73)	33.6% (n=59)	--	1.7% (n=3)
Arkansas (n=204)	24.8% (n=50)	21.6% (n=44)	21.8% (n=44)	27.9% (n=56)	1.0% (n=2)	2.9% (n=6)
Colorado (n=243)	28.8% (n=67)	25.8% (n=60)	30.0% (n=70)	12.4% (n=29)	1.0% (n=2)	2.0% (n=5)
Connecticut (n=220)	22.9% (n=49)	24.1% (n=51)	25.3% (n=54)	21.4% (n=46)	1.4% (n=3)	4.9% (n=10)
Delaware (n=32)	15.3% (n=5)	19.4% (n=6)	22.5% (n=7)	34.7% (n=11)	8.1% (n=3)	--
Florida (n=478)	25.6% (n=120)	21.8% (n=102)	21.9% (n=102)	22.1% (n=103)	*	8.1% (n=38)
Georgia (n=380)	17.8% (n=67)	26.8% (n=100)	24.9% (n=93)	26.4% (n=99)	1.0% (n=4)	3.1% (n=12)
Hawaii (n=50)	14.0% (n=7)	30.0% (n=15)	40.0% (n=20)	10.0% (n=5)	--	6.0% (n=3)
Idaho (n=134)	14.2% (n=19)	21.7% (n=29)	14.2% (n=19)	30.0% (n=40)	5.9% (n=8)	13.9% (n=18)
Illinois (n=764)	15.0% (n=113)	27.0% (n=203)	24.5% (n=184)	22.9% (n=173)	2.2% (n=17)	8.4% (n=63)
Indiana (n=403)	16.9% (n=66)	35.7% (n=140)	20.4% (n=80)	20.2% (n=79)	*	5.8% (n=23)
Iowa (n=531)	21.3% (n=111)	21.7% (n=113)	13.2% (n=69)	28.2% (n=146)	4.1% (n=22)	11.4% (n=59)
Kansas (n=370)	14.9% (n=54)	31.6% (n=114)	28.0% (n=101)	16.5% (n=60)	1.3% (n=5)	7.6% (n=28)
Kentucky (n=183)	20.2% (n=36)	28.9% (n=51)	25.7% (n=45)	19.8% (n=35)	--	5.5% (n=10)
Louisiana (n=310)	21.0% (n=64)	19.7% (n=60)	29.9% (n=92)	18.6% (n=57)	0.9% (n=3)	9.9% (n=30)
Maine (n=268)	13.6% (n=36)	15.9% (n=42)	13.9% (n=37)	32.8% (n=88)	10.2% (n=27)	13.6% (n=36)
Maryland (n=178)	12.1% (n=22)	35.2% (n=63)	30.4% (n=54)	8.6% (n=15)	--	13.7% (n=24)
Massachusetts (n=444)	17.6% (n=77)	25.2% (n=111)	16.7% (n=73)	27.0% (n=118)	4.9% (n=21)	8.7% (n=38)
Minnesota (n=347)	7.5% (n=26)	38.9% (n=135)	10.8% (n=38)	24.0% (n=84)	2.2% (n=8)	16.5% (n=57)
Mississippi (n=228)	6.1% (n=14)	34.8% (n=79)	26.6% (n=60)	27.5% (n=62)	1.9% (n=4)	3.1% (n=7)
Missouri (n=351)	11.9% (n=41)	27.8% (n=95)	25.8% (n=88)	27.4% (n=94)	1.2% (n=4)	5.8% (n=20)
Montana (n=103)	17.7% (n=18)	20.3% (n=21)	17.7% (n=18)	34.2% (n=35)	--	10.1% (n=10)
Nebraska (n=217)	5.8% (n=16)	25.4% (n=71)	10.7% (n=30)	37.3% (n=104)	6.9% (n=19)	13.9% (n=39)
Nevada (n=81)	12.6% (n=10)	10.9% (n=9)	38.2% (n=31)	34.5% (n=28)	1.7% (n=1)	2.0% (n=2)
New Jersey (n=449)	19.3% (n=85)	35.7% (n=156)	24.5% (n=107)	13.2% (n=58)	*	6.4% (n=28)
New Mexico (n=96)	15.8% (n=15)	21.2% (n=20)	29.5% (n=27)	29.3% (n=27)	--	4.1% (n=4)
New York (n=1,038)	17.2% (n=177)	22.4% (n=230)	28.1% (n=288)	19.8% (n=203)	3.6% (n=37)	8.8% (n=90)

Figure 96: Public Library Outlet Length of Time to Get Computers Back in Service by State

State	Less than one day	One day	Two days	More than two days	Don't know	Other amount of time
North Carolina (n=381)	5.4% (n=21)	33.0% (n=125)	24.5% (n=93)	23.8% (n=91)	2.2% (n=8)	11.1% (n=42)
North Dakota (n=80)	11.9% (n=9)	15.8% (n=13)	21.5% (n=17)	42.9% (n=34)	4.0% (n=3)	4.0% (n=3)
Ohio (n=706)	22.5% (n=158)	26.6% (n=186)	27.5% (n=192)	17.2% (n=120)	2.0% (n=14)	4.2% (n=30)
Oklahoma (n=204)	9.9% (n=19)	42.8% (n=84)	23.7% (n=46)	17.7% (n=35)	2.0% (n=4)	3.9% (n=8)
Oregon (n=207)	7.1% (n=15)	22.7% (n=46)	36.9% (n=76)	20.7% (n=42)	2.9% (n=6)	9.8% (n=20)
Pennsylvania (n=611)	13.7% (n=82)	21.4% (n=127)	26.1% (n=155)	22.2% (n=132)	3.4% (n=20)	13.2% (n=79)
Rhode Island (n=71)	3.1% (n=2)	57.2% (n=38)	18.4% (n=12)	12.3% (n=8)	--	9.1% (n=6)
South Carolina (n=179)	11.5% (n=20)	49.5% (n=88)	17.8% (n=31)	5.7% (n=10)	--	15.6% (n=28)
South Dakota (n=138)	14.2% (n=19)	21.2% (n=29)	27.1% (n=37)	22.0% (n=30)	9.0% (n=12)	6.5% (n=9)
Tennessee (n=277)	9.7% (n=26)	19.9% (n=54)	14.6% (n=40)	42.1% (n=115)	3.7% (n=10)	10.1% (n=27)
Texas (n=821)	11.6% (n=93)	18.6% (n=149)	17.5% (n=141)	38.8% (n=312)	3.0% (n=24)	10.5% (n=85)
Utah (n=107)	12.5% (n=13)	42.5% (n=46)	21.3% (n=23)	20.2% (n=22)	3.5% (n=4)	--
Vermont (n=181)	19.3% (n=34)	19.9% (n=360)	19.5% (n=35)	22.9% (n=41)	3.1% (n=6)	15.3% (n=27)
Virginia (n=334)	13.9% (n=46)	35.8% (n=118)	28.2% (n=93)	19.1% (n=63)	0.4% (n=1)	2.7% (n=9)
Washington (n=321)	37.7% (n=120)	20.1% (n=64)	11.8% (n=37)	8.9% (n=28)	14.8% (n=47)	6.7% (n=21)
Washington, DC (n=23)	--	100% (n=23)	--	--	--	--
West Virginia (n=164)	12.8% (n=21)	19.4% (n=31)	11.6% (n=19)	37.6% (n=60)	6.3% (n=10)	12.3% (n=20)
Wisconsin (n=453)	14.3% (n=64)	17.1% (n=77)	21.8% (n=98)	32.2% (n=145)	4.5% (n=20)	10.2% (n=46%)
Wyoming (n=75)	16.8% (n=13)	23.5% (n=18)	17.3% (n=13)	36.1% (n=27)	--	6.3% (n=5)
National	15.4% (n=2,431)	26.4% (n=4,151)	23.4% (n=3,682)	23.8% (n=3,747)	2.8% (n=440)	8.2% (n=1,293)

Weighted missing values, n=234
Key *=Insufficient data to report; --=No data to report

Figure 96 displays the length of time it takes to get public library computers back in service by state. Overall the majority of states reported that high percentage of their library outlets required one day to be back in service. Washington (37.7 percent) and Colorado (28.8 percent) have the highest percentage of libraries that say it takes less than one day to be back in the service. Washington DC (100 percent) and South Carolina (49.5 percent) have the highest percentage of libraries that say it takes one day. Arizona (41.8 percent) and Hawaii (40.0 percent) have the highest percentage of libraries that say it takes two days. North Dakota (42.9 percent) and Tennessee (42.1 percent) have the highest percentage of libraries that say it takes more than two days.

Figure 97: Sources of IT and Computer Support Provided to Public Library Outlets by State

State	Non-IT specialist public service staff	Non-IT specialist library director	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunication s network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
Alaska (n=98)	17.4% (n=17)	33.2% (n=33)	7.9% (n=8)	11.1% (n=11)	1.6% (n=2)	22.5% (n=22)	--	1.6% (n=2)	22.1% (n=22)	30.1% (n=30)	17.4% (n=17)
Arizona (n=181)	40.1% (n=68)	10.6% (n=18)	14.8% (n=25)	54.6% (n=94)	10.5% (n=18)	48.3% (n=83)	--	--	5.4% (n=9)	5.2% (n=9)	1.7% (n=3)
Arkansas (n=204)	28.3% (n=57)	29.3% (n=59)	6.9% (n=14)	41.2% (n=83)	--	1.9% (n=4)	1.9% (n=4)	--	57.6% (n=117)	2.9% (n=6)	7.2% (n=15)
Colorado (n=243)	23.8% (n=55)	22.3% (n=51)	10.5% (n=24)	35.7% (n=83)	22.5% (n=52)	23.5% (n=55)	--	--	19.1% (n=45)	3.8% (n=9)	3.1% (n=7)
Connecticut (n=220)	47.4% (n=101)	43.9% (n=93)	18.5% (n=39)	33.0% (n=70)	32.6% (n=69)	16.9% (n=36)	7.2% (n=15)	1.6% (n=3)	19.8% (n=42)	3.3% (n=7)	6.5% (n=14)
Delaware (n=32)	47.9% (n=15)	43.6% (n=13)	10.7% (n=3)	46.9% (n=15)	15.3% (n=5)	73.4% (n=24)	8.1% (n=3)	43.7% (n=14)	15.3% (n=5)	4.1% (n=1)	4.1% (n=1)
Florida (n=478)	26.0% (n=121)	6.4% (n=30)	8.8% (n=41)	72.3% (n=338)	3.9% (n=18)	36.0% (n=168)	--	--	22.3% (n=104)	1.7% (n=8)	5.9% (n=27)
Georgia (n=380)	22.5% (n=84)	8.9% (n=33)	6.6% (n=25)	67.4% (n=253)	1.4% (n=5)	8.2% (n=31)	6.9% (n=26)	10.5% (n=39)	17.2% (n=64)	*	4.7% (n=17)
Hawaii (n=50)	22.0% (n=11)	6.0% (n=3)	4.0% (n=2)	78.0% (n=39)	--	--	--	28.0% (n=14)	--	--	4.0% (n=2)
Idaho (n=134)	57.4% (n=76)	47.1% (n=62)	17.1% (n=23)	17.4% (n=23)	20.6% (n=27)	8.0% (n=11)	--	3.2% (n=4)	59.0% (n=78)	9.1% (n=12)	4.6% (n=6)
Illinois (n=764)	38.3% (n=289)	48.2% (n=363)	21.1% (n=159)	24.6% (n=185)	10.2% (n=77)	2.2% (n=17)	5.1% (n=39)	*	46.6% (n=351)	11.7% (n=88)	8.0% (n=60)
Indiana (n=403)	52.9% (n=207)	25.4% (n=100)	24.9% (n=98)	46.0% (n=181)	8.5% (n=33)	--	2.5% (n=10)	2.6% (n=10)	40.7% (n=160)	2.9% (n=11)	8.7% (n=34)
Iowa (n=531)	32.2% (n=168)	67.7% (n=352)	8.7% (n=45)	5.2% (n=27)	2.5% (n=13)	3.4% (n=18)	1.3% (n=7)	6.3% (n=33)	55.9% (n=291)	18.8% (n=98)	8.2% (n=43)
Kansas (n=370)	30.6% (n=110)	54.7% (n=198)	21.5% (n=78)	60.6% (n=219)	30.5% (n=110)	2.5% (n=9)	--	--	20.4% (n=74)	7.6% (n=28)	2.5% (n=9)
Kentucky (n=183)	31.7% (n=56)	30.3% (n=53)	12.4% (n=22)	51.8% (n=91)	1.4% (n=2)	--	1.4% (n=2)	--	44.0% (n=78)	--	2.7% (n=5)
Louisiana (n=310)	28.8% (n=88)	21.5% (n=66)	5.0% (n=15)	54.8% (n=168)	3.3% (n=10)	1.4% (n=4)	1.4% (n=4)	25.4% (n=78)	41.6% (n=127)	0.5% (n=1)	11.4% (n=35)
Maine (n=268)	25.5% (n=68)	51.0% (n=137)	12.5% (n=33)	7.1% (n=19)	11.3% (n=30)	5.7% (n=15)	11.3% (n=30)	17.0% (n=46)	42.2% (n=113)	19.3% (n=52)	11.3% (n=30)
Maryland (n=178)	43.8% (n=78)	3.7% (n=7)	5.4% (n=10)	94.0% (n=167)	10.3% (n=18)	17.9% (n=32)	3.7% (n=7)	1.2% (n=2)	8.0% (n=14)	--	1.8% (n=3)
Massachusetts (n=444)	42.8% (n=187)	49.2% (n=215)	15.7% (n=68)	26.3% (n=115)	43.4% (n=189)	24.0% (n=105)	--	*	24.5% (n=107)	12.3% (n=54)	9.3% (n=40)
Minnesota (n=347)	53.2% (n=185)	19.7% (n=69)	1.4% (n=5)	68.9% (n=239)	23.6% (n=82)	23.8% (n=83)	18.8% (n=65)	*	11.8% (n=41)	1.3% (n=5)	12.6% (n=44)
Mississippi (n=228)	28.2% (n=64)	19.3% (n=44)	3.1% (n=7)	79.6% (n=180)	--	--	12.4% (n=28)	12.4% (n=28)	41.8% (n=95)	--	1.9% (n=4)
Missouri (n=351)	35.4% (n=121)	35.7% (n=122)	11.3% (n=39)	58.2% (n=199)	5.4% (n=19)	3.7% (n=13)	9.1% (n=31)	2.9% (n=10)	40.0% (n=137)	4.6% (n=16)	7.5% (n=26)
Montana (n=103)	27.8% (n=29)	55.7% (n=57)	13.9% (n=14)	17.7% (n=18)	3.8% (n=4)	10.1% (n=10)	--	8.9% (n=9)	38.0% (n=39)	13.9% (n=14)	19.0% (n=19)
Nebraska (n=217)	21.1% (n=59)	68.9% (n=192)	5.8% (n=16)	5.7% (n=16)	3.8% (n=10)	10.7% (n=30)	--	2.3% (n=6)	53.8% (n=150)	30.1% (n=84)	9.3% (n=26)

Figure 97: Sources of IT and Computer Support Provided to Public Library Outlets by State

State	Non-IT specialist public service staff	Non-IT specialist library director	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunications network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
Nevada (n=81)	35.2% (n=29)	18.8% (n=15)	1.7% (n=1)	51.6% (n=42)	22.5% (n=18)	44.7% (n=36)	--	--	12.3% (n=10)	6.8% (n=6)	17.1% (n=14)
New Jersey (n=449)	35.5% (n=155)	23.5% (n=103)	10.9% (n=48)	38.5% (n=168)	32.7% (n=143)	8.3% (n=36)	*	1.3% (n=6)	24.7% (n=108)	3.1% (n=13)	4.8% (n=21)
New Mexico (n=96)	40.3% (n=37)	38.5% (n=35)	23.7% (n=22)	11.7% (n=11)	--	38.2% (n=35)	--	4.1% (n=4)	37.2% (n=30)	13.7% (n=13)	8.9% (n=8)
New York (n=1,038)	39.2% (n=401)	36.2% (n=371)	12.8% (n=131)	61.8% (n=634)	20.9% (n=214)	1.0% (n=10)	11.2% (n=115)	--	27.4% (n=281)	12.2% (n=125)	4.1% (n=42)
North Carolina (n=381)	29.4% (n=112)	20.7% (n=79)	6.3% (n=24)	57.2% (n=218)	*	36.9% (n=140)	--	--	22.1% (n=84)	2.7% (n=10)	2.7% (n=10)
North Dakota (n=80)	29.4% (n=23)	56.5% (n=45)	15.8% (n=13)	4.0% (n=3)	4.0% (n=3)	15.8% (n=13)	11.9% (n=9)	15.2% (n=12)	52.5% (n=42)	27.7% (n=22)	4.0% (n=3)
Ohio (n=706)	45.3% (n=317)	14.6% (n=102)	17.5% (n=122)	66.9% (n=468)	15.2% (n=106)	--	4.4% (n=31)	3.3% (n=23)	24.1% (n=169)	2.7% (n=19)	1.5% (n=11)
Oklahoma (n=204)	13.8% (n=27)	26.1% (n=50)	5.7% (n=11)	59.8% (n=115)	--	10.1% (n=19)	2.0% (n=4)	--	28.2% (n=54)	8.0% (n=15)	2.0% (n=4)
Oregon (n=207)	52.6% (n=108)	39.7% (n=81)	12.1% (n=25)	29.6% (n=61)	15.7% (n=32)	33.9% (n=70)	*	4.8% (n=10)	14.7% (n=30)	5.6% (n=11)	7.6% (n=16)
Pennsylvania (n=611)	32.4% (n=193)	41.4% (n=246)	13.0% (n=77)	45.9% (n=273)	24.7% (n=147)	2.2% (n=13)	--	--	25.9% (n=154)	9.1% (n=54)	9.0% (n=54)
Rhode Island (n=71)	24.4% (n=16)	12.3% (n=8)	27.4% (n=18)	45.0% (n=30)	72.4% (n=48)	9.1% (n=6)	--	--	9.2% (n=6)	--	3.1% (n=2)
South Carolina (n=179)	18.1% (n=32)	12.5% (n=22)	4.6% (n=8)	71.8% (n=127)	--	9.0% (n=16)	9.2% (n=16)	1.3% (n=2)	44.1% (n=78)	--	--
South Dakota (n=138)	24.5% (n=33)	53.0% (n=72)	6.5% (n=9)	7.9% (n=11)	2.6% (n=4)	25.1% (n=34)	--	--	34.9% (n=47)	22.0% (n=30)	5.2% (n=7)
Tennessee (n=277)	26.4% (n=72)	42.4% (n=116)	26.8% (n=73)	15.6% (n=43)	23.3% (n=64)	15.7% (n=43)	6.7% (n=18)	50.2% (n=137)	6.1% (n=17)	2.3% (n=6)	4.0% (n=11)
Texas (n=821)	32.6% (n=261)	35.7% (n=286)	12.9% (n=103)	34.9% (n=281)	15.7% (n=126)	37.4% (n=301)	--	1.6% (n=13)	24.1% (n=194)	6.6% (n=53)	10.4% (n=84)
Utah (n=107)	34.1% (n=37)	37.8% (n=41)	22.5% (n=24)	15.3% (n=16)	--	39.5% (n=43)	1.8% (n=2)	1.8% (n=2)	35.9% (n=39)	1.8% (n=2)	--
Vermont (n=181)	28.9% (n=52)	64.7% (n=116)	10.1% (n=18)	4.6% (n=8)	--	2.5% (n=4)	--	1.1% (n=2)	49.9% (n=88)	36.4% (n=65)	8.0% (n=14)
Virginia (n=334)	56.7% (n=188)	18.6% (n=61)	19.7% (n=65)	57.9% (n=192)	0.4% (n=1)	42.1% (n=139)	--	1.1% (n=4)	37.1% (n=123)	4.3% (n=14)	3.0% (n=10)
Washington (n=321)	40.1% (n=127)	13.4% (n=42)	7.6% (n=24)	81.5% (n=259)	2.7% (n=9)	8.9% (n=28)	4.3% (n=14)	7.4% (n=24)	6.6% (n=21)	2.5% (n=8)	0.7% (n=2)
Washington, DC (n=23)	--	--	6.3% (n=1)	93.8% (n=21)	--	--	--	--	--	--	--
West Virginia (n=164)	18.8% (n=30)	37.8% (n=61)	4.7% (n=8)	18.8% (n=30)	22.7% (n=36)	1.8% (n=3)	9.6% (n=15)	77.3% (n=124)	2.4% (n=4)	6.9% (n=11)	3.6% (n=6)
Wisconsin (n=453)	42.1% (n=189)	54.6% (n=245)	9.9% (n=44)	51.8% (n=233)	40.4% (n=181)	13.1% (n=59)	2.3% (n=10)	1.3% (n=6)	28.8% (n=129)	7.2% (n=32)	2.2% (n=10)
Wyoming (n=75)	67.3% (n=50)	15.7% (n=12)	11.0% (n=8)	39.0% (n=29)	--	15.7% (n=12)	--	13.9% (n=10)	29.6% (n=22)	3.1% (n=2)	9.2% (n=7)
National	36.6% (n=5,751)	30.7% (n=4,836)	12.1% (n=1,899)	47.0% (n=7,397)	13.3% (n=2,098)	15.7% (n=2,465)	3.7% (n=578)	5.4% (n=843)	28.4% (n=4,462)	6.8% (n=1,077)	5.9% (n=925)

Will not total 100%, as categories are not mutually exclusive. Weighted missing values, n=209

Key * = Insufficient data to report; -- = No data to report

The sources of IT support library outlets have are detailed in Figure 97. There is a variety of sources for IT support for library outlets. Non-IT specialist public service staff were listed as the highest reported source by Wyoming (67.3 percent) and Idaho (57.4 percent). Non-IT specialist library director was listed as the highest reported source by Nebraska (68.9 percent) and Iowa (67.7 percent). Building-based IT specialist was listed as the highest reported source by Rhode Island (27.4 percent) and Indiana (24.9 percent). System-level IT staff were listed as the highest reported source by Washington DC (93.8 percent) and Washington (81.5 percent). Library consortia or other library system were listed as the highest reported source by Rhode Island (72.4 percent) and Massachusetts (43.4 percent). County/City IT staff were listed as the highest reported source by Delaware (73.4 percent). State telecommunications network staff were listed as the highest reported source by Minnesota (18.8 percent). State library IT staff were listed as the highest reported source by West Virginia (77.3 percent). Outside vendor/contractor were listed as the highest reported source by Idaho (59.0 percent) and Arkansas (57.6 percent). Volunteer(s) were listed as the highest reported source by Vermont (36.4 percent), Alaska (30.1 percent), and Nebraska (30.1 percent).

Figure 98: Sufficiency of Public Access Internet Workstations by State

State	There are consistently fewer public Internet workstations than patrons who wish to use them	There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	There are sufficient public Internet workstations available for patrons who wish to use them during a typical day
Alaska (n=98)	12.9% (n=12)	57.2% (n=55)	30.0% (n=29)
Arizona (n=181)	19.8% (n=33)	59.0% (n=99)	21.2% (n=36)
Arkansas (n=204)	15.0% (n=30)	69.0% (n=140)	16.0% (n=32)
Colorado (n=243)	24.1% (n=51)	49.5% (n=106)	26.4% (n=56)
Connecticut (n=220)	16.8% (n=36)	43.6% (n=93)	39.6% (n=84)
Delaware (n=32)	20.3% (n=7)	45.9% (n=15)	33.8% (n=11)
Florida (n=478)	32.2% (n=150)	55.8% (n=261)	12.0% (n=56)
Georgia (n=380)	36.5% (n=137)	49.0% (n=184)	14.5% (n=55)
Hawaii (n=50)	34.7% (n=17)	51.0% (n=25)	14.3% (n=7)
Idaho (n=134)	13.0% (n=17)	46.3% (n=61)	40.6% (n=54)
Illinois (n=764)	12.6% (n=94)	59.0% (n=440)	28.4% (n=211)
Indiana (n=403)	11.4% (n=45)	59.4% (n=232)	29.2% (n=114)
Iowa (n=531)	5.1% (n=26)	54.1% (n=278)	40.8% (n=210)
Kansas (n=370)	10.0% (n=36)	50.7% (n=183)	39.3% (n=142)
Kentucky (n=183)	9.8% (n=17)	72.1% (n=125)	18.1% (n=31)
Louisiana (n=310)	10.2% (n=31)	40.7% (n=125)	49.1% (n=150)
Maine (n=268)	9.1% (n=24)	48.2% (n=129)	42.8% (n=115)
Maryland (n=178)	29.0% (n=52)	53.0% (n=94)	17.9% (n=32)
Massachusetts (n=444)	13.8% (n=60)	59.8% (n=261)	26.4% (n=115)
Minnesota (n=347)	22.9% (n=80)	59.5% (n=207)	17.6% (n=61)
Mississippi (n=228)	23.6% (n=53)	57.0% (n=129)	19.4% (n=44)
Missouri (n=351)	14.7% (n=50)	63.7% (n=218)	21.6% (n=74)
Montana (n=103)	13.9% (n=14)	57.0% (n=58)	29.1% (n=30)
Nebraska (n=217)	5.8% (n=16)	58.3% (n=162)	35.9% (n=100)
Nevada (n=81)	36.9% (n=30)	44.4% (n=36)	18.8% (n=15)
New Jersey (n=449)	6.8% (n=30)	57.4% (n=250)	35.8% (n=156)
New Mexico (n=96)	15.4% (n=14)	49.0% (n=45)	35.6% (n=33)

Figure 98: Sufficiency of Public Access Internet Workstations by State

State	There are consistently fewer public Internet workstations than patrons who wish to use them	There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	There are sufficient public Internet workstations available for patrons who wish to use them during a typical day
New York (n=1,038)	25.5% (n=261)	44.9% (n=459)	29.6% (n=303)
North Carolina (n=381)	19.4% (n=74)	57.3% (n=218)	23.3% (n=89)
North Dakota (n=80)	4.0% (n=3)	44.6% (n=35)	51.4% (n=41)
Ohio (n=706)	21.0% (n=146)	65.6% (n=456)	13.3% (n=93)
Oklahoma (n=204)	33.9% (n=65)	58.4% (n=112)	7.7% (n=15)
Oregon (n=207)	11.5% (n=24)	69.0% (n=141)	19.5% (n=40)
Pennsylvania (n=611)	9.9% (n=59)	55.9% (n=333)	34.2% (n=204)
Rhode Island (n=71)	6.3% (n=4)	46.9% (n=31)	46.8% (n=31)
South Carolina (n=179)	30.0% (n=53)	59.4% (n=105)	10.6% (n=19)
South Dakota (n=138)	5.2% (n=7)	48.6% (n=66)	46.2% (n=63)
Tennessee (n=277)	10.2% (n=28)	59.8% (n=163)	30.0% (n=82)
Texas (n=821)	15.6% (n=125)	55.1% (n=440)	29.3% (n=234)
Utah (n=107)	4.6% (n=5)	78.0% (n=82)	17.4% (n=18)
Vermont (n=181)	7.2% (n=13)	61.6% (n=109)	31.3% (n=55)
Virginia (n=334)	22.2% (n=74)	47.8% (n=158)	30.0% (n=99)
Washington (n=321)	15.3% (n=49)	69.8% (n=222)	14.9% (n=47)
Washington, DC (n=23)	--	12.5% (n=3)	87.5% (n=20)
West Virginia (n=164)	15.7% (n=25)	46.1% (n=73)	38.3% (n=61)
Wisconsin (n=453)	14.0% (n=63)	66.4% (n=298)	19.6% (n=88)
Wyoming (n=75)	4.7% (n=4)	59.4% (n=45)	35.9% (n=27)
National	18.2% (n=2,848)	55.3% (n=8,654)	26.5% (n=4,153)
Key *=Insufficient data to report; --=No data to report			

Figure 98 reports the public libraries responses to the sufficiency of public access Internet workstation availability by state. Nevada (36.9 percent) and Georgia (36.5 percent) had the highest percentage of outlets that reported there were consistently fewer public Internet workstations than patrons who wish to use. On average the overwhelming majority of states reported that there are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day. Utah (78.0 percent) and Kentucky (72.1 percent) had the highest percentage of outlets. Washington DC (87.5 percent) and North Dakota (51.4

percent) had the highest percentage of outlets reporting that there are sufficient public Internet workstations available for patrons who wish to use them during a typical day.

Figure 99: Change in Use of Public Access Technology by State

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Alaska (n=98)	43.2% (n=42)	7.9% (n=8)	46.9% (n=46)	53.2% (n=52)	1.6% (n=2)	17.4% (n=17)	3.2% (n=3)	1.6% (n=2)	26.9% (n=26)	14.2% (n=14)	1.6% (n=2)	30.1% (n=30)
Arizona (n=181)	80.6% (n=138)	5.9% (n=10)	13.5% (n=23)	73.1% (n=126)	--	7.0% (n=12)	43.0% (n=74)	--	25.7% (n=44)	45.5% (n=78)	--	19.7% (n=34)
Arkansas (n=204)	77.0% (n=156)	1.0% (n=2)	21.1% (n=43)	49.4% (n=97)	--	8.4% (n=17)	9.4% (n=19)	1.0% (n=2)	14.1% (n=28)	53.7% (n=106)	--	22.6% (n=45)
Colorado (n=243)	81.9% (n=177)	3.7% (n=8)	14.4% (n=31)	80.0% (n=173)	--	10.3% (n=22)	31.5% (n=68)	7.3% (n=16)	20.3% (n=44)	53.1% (n=114)	4.9% (n=10)	16.1% (n=34)
Connecticut (n=220)	81.3% (n=173)	4.0% (n=8)	13.3% (n=28)	73.7% (n=152)	--	14.0% (n=29)	29.7% (n=61)	4.1% (n=8)	21.9% (n=45)	41.2% (n=85)	5.1% (n=10)	34.5% (n=71)
Delaware (n=32)	81.6% (n=26)	8.1% (n=3)	10.3% (n=3)	30.6% (n=10)	4.1% (n=1)	6.2% (n=2)	32.8% (n=11)	8.1% (n=3)	14.4% (n=5)	25.6% (n=8)	4.1% (n=1)	33.8% (n=11)
Florida (n=478)	82.4% (n=385)	8.7% (n=40)	7.3% (n=34)	82.2% (n=380)	--	3.3% (n=15)	42.8% (n=199)	4.3% (n=20)	16.9% (n=78)	53.5% (n=243)	*	26.7% (n=122)
Georgia (n=380)	77.9% (n=288)	2.6% (n=9)	13.3% (n=49)	74.0% (n=270)	--	7.1% (n=26)	37.3% (n=134)	3.0% (n=11)	20.5% (n=74)	51.3% (n=178)	*	24.7% (n=86)
Hawaii (n=50)	71.4% (n=35)	2.0% (n=1)	24.5% (n=12)	7.7% (n=3)	--	--	2.5% (n=1)	5.0% (n=2)	15.0% (n=6)	40.9% (n=18)	--	13.6% (n=6)
Idaho (n=134)	66.2% (n=88)	5.9% (n=8)	26.0% (n=35)	70.2% (n=90)	1.4% (n=2)	5.0% (n=6)	10.6% (n=14)	--	15.0% (n=19)	45.3% (n=59)	8.4% (n=11)	24.9% (n=33)
Illinois (n=764)	72.6% (n=546)	2.2% (n=16)	24.9% (n=187)	62.2% (n=467)	--	8.1% (n=61)	24.6% (n=184)	4.4% (n=33)	25.4% (n=190)	38.7% (n=288)	2.2% (n=16)	30.3% (n=226)
Indiana (n=403)	75.2% (n=295)	1.9% (n=7)	22.9% (n=90)	74.4% (n=289)	--	8.7% (n=34)	31.7% (n=124)	2.3% (n=9)	27.6% (n=108)	34.7% (n=136)	4.9% (n=19)	27.6% (n=108)
Iowa (n=531)	70.9% (n=366)	4.3% (n=22)	24.2% (n=125)	64.2% (n=331)	*	14.0% (n=72)	17.3% (n=88)	7.0% (n=36)	30.9% (n=158)	26.6% (n=136)	1.3% (n=7)	39.2% (n=200)
Kansas (n=370)	78.4% (n=283)	2.5% (n=9)	19.1% (n=69)	79.6% (n=288)	--	7.6% (n=28)	9.9% (n=36)	3.8% (n=14)	30.4% (n=110)	36.5% (n=132)	1.3% (n=5)	33.1% (n=119)
Kentucky (n=183)	65.2% (n=115)	5.5% (n=10)	27.9% (n=49)	72.6% (n=124)	1.4% (n=2)	17.5% (n=30)	26.6% (n=47)	5.5% (n=10)	43.1% (n=76)	45.1% (n=78)	4.2% (n=7)	36.7% (n=64)
Louisiana (n=310)	64.7% (n=197)	3.7% (n=11)	31.5% (n=96)	53.2% (n=155)	0.7% (n=2)	20.1% (n=59)	32.4% (n=95)	1.2% (n=4)	24.1% (n=70)	39.8% (n=120)	8.6% (n=26)	38.0% (n=114)
Maine (n=268)	65.4% (n=175)	6.8% (n=18)	27.8% (n=74)	81.1% (n=215)	--	10.0% (n=27)	11.5% (n=30)	2.3% (n=6)	28.6% (n=76)	36.7% (n=97)	--	30.9% (n=82)

Figure 99: Change in Use of Public Access Technology by State

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Maryland (n=178)	73.6% (n=130)	--	26.4% (n=47)	72.6% (n=128)	--	14.8% (n=26)	23.9% (n=40)	9.2% (n=15)	28.0% (n=46)	48.3% (n=85)	5.6% (n=10)	18.7% (n=33)
Massachusetts (n=444)	70.5% (n=306)	2.3% (n=10)	26.1% (n=113)	76.5% (n=332)	1.2% (n=5)	7.4% (n=32)	13.2% (n=57)	7.3% (n=32)	22.4% (n=97)	41.0% (n=178)	3.3% (n=14)	31.2% (n=136)
Minnesota (n=347)	65.5% (n=228)	3.3% (n=12)	30.2% (n=105)	87.6% (n=305)	1.0% (n=3)	5.1% (n=18)	21.6% (n=75)	2.3% (n=8)	29.3% (n=102)	50.1% (n=174)	1.5% (n=5)	8.4% (n=29)
Mississippi (n=228)	75.2% (n=170)	3.7% (n=8)	21.1% (n=48)	55.7% (n=125)	--	7.1% (n=16)	13.0% (n=29)	9.6% (n=22)	13.6% (n=30)	38.0% (n=86)	*	39.9% (n=90)
Missouri (n=351)	72.8% (n=249)	3.3% (n=11)	23.5% (n=80)	56.1% (n=191)	*	8.0% (n=27)	23.9% (n=81)	5.9% (n=20)	22.8% (n=77)	31.5% (n=105)	2.0% (n=7)	39.3% (n=131)
Montana (n=103)	75.9% (n=78)	--	19.0% (n=19)	78.5% (n=80)	--	3.8% (n=4)	17.9% (n=18)	1.3% (n=1)	24.4% (n=25)	41.6% (n=42)	1.3% (n=1)	44.2% (n=44)
Nebraska (n=217)	59.6% (n=166)	5.8% (n=16)	33.5% (n=93)	66.1% (n=182)	--	18.7% (n=51)	9.4% (n=26)	4.7% (n=13)	32.8% (n=90)	26.0% (n=71)	--	40.1% (n=110)
Nevada (n=81)	70.7% (n=57)	--	29.3% (n=24)	50.9% (n=41)	1.7% (n=1)	1.7% (n=1)	31.4% (n=26)	1.7% (n=1)	6.1% (n=5)	51.6% (n=42)	--	17.4% (n=14)
New Jersey (n=449)	79.0% (n=342)	*	19.7% (n=85)	81.2% (n=346)	--	9.6% (n=41)	40.6% (n=173)	2.3% (n=10)	20.1% (n=86)	54.3% (n=230)	1.4% (n=6)	27.2% (n=116)
New Mexico (n=96)	77.7% (n=70)	2.1% (n=2)	20.1% (n=18)	69.0% (n=60)	--	12.2% (n=11)	34.5% (n=30)	7.2% (n=6)	18.8% (n=16)	31.0% (n=28)	4.2% (n=4)	39.5% (n=36)
New York (n=1,038)	84.0% (n=862)	1.4% (n=14)	14.4% (n=147)	86.3% (n=880)	*	5.6% (n=57)	26.5% (n=270)	1.5% (n=16)	41.5% (n=423)	58.6% (n=598)	1.0% (n=10)	22.1% (n=226)
North Carolina (n=381)	83.7% (n=317)	2.8% (n=11)	12.8% (n=49)	66.8% (n=251)	--	8.9% (n=34)	29.2% (n=110)	2.2% (n=8)	18.8% (n=71)	59.6% (n=223)	1.7% (n=6)	21.4% (n=80)
North Dakota (n=80)	54.8% (n=44)	--	45.2% (n=36)	48.6% (n=39)	4.0% (n=3)	15.8% (n=13)	7.9% (n=6)	1.7% (n=1)	31.7% (n=25)	21.5% (n=17)	4.0% (n=3)	35.0% (n=28)
Ohio (n=706)	84.6% (n=590)	1.0% (n=7)	13.7% (n=96)	78.4% (n=537)	--	9.7% (n=66)	34.9% (n=241)	6.0% (n=42)	27.7% (n=157)	49.5% (n=344)	4.2% (n=29)	20.2% (n=140)
Oklahoma (n=204)	52.0% (n=100)	--	48.0% (n=92)	83.9% (n=158)	--	14.1% (n=27)	26.7% (n=50)	26.4% (n=50)	30.5% (n=57)	63.1% (n=119)	--	18.5% (n=35)
Oregon (n=207)	61.4% (n=126)	7.0% (n=14)	30.1% (n=62)	70.6% (n=145)	--	11.7% (n=24)	18.0% (n=37)	1.4% (n=3)	18.9% (n=39)	35.9% (n=72)	--	36.5% (n=73)
Pennsylvania (n=611)	82.9% (n=493)	1.0% (n=6)	15.9% (n=94)	78.6% (n=465)	--	9.2% (n=55)	29.6% (n=176)	4.5% (n=26)	23.4% (n=139)	39.3% (n=233)	3.4% (n=20)	34.8% (n=207)

Figure 99: Change in Use of Public Access Technology by State

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Rhode Island (n=71)	61.4% (n=41)	--	38.6% (n=26)	55.2% (n=37)	--	35.6% (n=24)	36.9% (n=25)	--	41.7% (n=28)	41.2% (n=27)	12.6% (n=8)	46.1% (n=30)
South Carolina (n=179)	84.0% (n=149)	--	14.3% (n=25)	70.2% (n=124)	--	8.8% (n=15)	17.6% (n=31)	1.1% (n=2)	19.3% (n=34)	50.5% (n=89)	1.1% (n=2)	34.6% (n=61)
South Dakota (n=138)	57.9% (n=78)	6.7% (n=9)	35.3% (n=47)	51.0% (n=66)	--	10.9% (n=14)	14.3% (n=19)	1.3% (n=2)	16.1% (n=21)	38.2% (n=50)	1.3% (n=2)	25.5% (n=33)
Tennessee (n=277)	87.2% (n=238)	--	12.8% (n=35)	68.6% (n=183)	--	8.2% (n=22)	35.1% (n=94)	3.7% (n=10)	17.2% (n=46)	53.7% (n=143)	3.2% (n=9)	21.2% (n=57)
Texas (n=821)	73.6% (n=588)	3.5% (n=28)	21.7% (n=174)	63.7% (n=495)	1.1% (n=8)	11.0% (n=85)	28.9% (n=225)	3.0% (n=23)	21.8% (n=170)	42.5% (n=332)	2.4% (n=19)	25.9% (n=202)
Utah (n=107)	80.7% (n=87)	3.5% (n=4)	15.8% (n=17)	66.5% (n=72)	--	17.5% (n=19)	9.5% (n=10)	8.4% (n=9)	40.3% (n=41)	64.0% (n=68)	--	30.6% (n=32)
Vermont (n=181)	67.3% (n=118)	4.3% (n=8)	25.2% (n=44)	74.0% (n=129)	--	16.2% (n=28)	7.9% (n=14)	5.6% (n=10)	35.3% (n=60)	30.3% (n=52)	--	39.7% (n=69)
Virginia (n=334)	78.8% (n=260)	11.3% (n=37)	9.5% (n=31)	69.5% (n=229)	--	2.3% (n=7)	38.4% (n=126)	4.2% (n=14)	14.3% (n=47)	55.0% (n=181)	1.7% (n=6)	19.7% (n=65)
Washington (n=321)	79.8% (n=252)	6.7% (n=21)	13.5% (n=43)	67.8% (n=214)	--	10.1% (n=32)	27.0% (n=86)	3.4% (n=11)	13.2% (n=42)	41.2% (n=130)	2.0% (n=6)	16.7% (n=53)
Washington, DC (n=23)	100% (n=23)	--	--	100% (n=21)	--	--	100% (n=23)	--	--	100% (n=23)	--	--
West Virginia (n=164)	66.0% (n=105)	*	33.1% (n=53)	60.6% (n=94)	--	20.4% (n=32)	13.6% (n=21)	--	30.6% (n=47)	27.1% (n=42)	--	51.1% (n=79)
Wisconsin (n=453)	79.0% (n=353)	3.0% (n=14)	17.1% (n=76)	82.1% (n=367)	--	6.4% (n=29)	26.0% (n=117)	1.8% (n=8)	19.1% (n=86)	40.6% (n=181)	*	21.0% (n=94)
Wyoming (n=75)	59.4% (n=45)	3.1% (n=2)	37.4% (n=28)	70.2% (n=53)	--	7.8% (n=6)	15.2% (n=11)	--	33.0% (n=25)	46.0% (n=34)	--	42.8% (n=32)
National	75.7% (n=11,844)	3.1% (n=482)	20.3% (n=3,174)	71.1% (n=10,966)	0.3% (n=2,361)	9.0% (n=1,395)	26.3% (n=4,058)	3.6% (n=561)	24.1% (n=3,716)	45.6% (n=7,042)	2.2% (n=346)	27.3% (n=4,211)

Key * = Insufficient data to report
 -- = No data to report

Figure 99 lists changes in the use of public access technology in public library outlets by state. The majority of states reported an increase in the use of public Internet workstations at library outlets. Washington DC (100 percent), Ohio (84.6 percent) and Tennessee (87.2 percent) had the highest reported percentage of increase. The majority of states reported an increase in the use of wireless

Internet access at library outlets. Minnesota (87.6 percent) and New York (86.3 percent) had the highest reported percentage of increase in wireless Internet access (see Figure 99). With regards to changes in the use of patron technology training classes Arizona (43.0 percent) and Florida (42.8 percent) had the highest reported percentage of increase while Oklahoma (26.4 percent) had the highest reported percentage of decrease. In terms of change in use of library electronic resources, Utah (64.0 percent) and Oklahoma (63.1 percent) had the highest reported percentage of increase while West Virginia (51.1 percent) and Rhode Island (46.1 percent) had highest reported percentage of no change.

Figure 100: Public Library Outlet Time Limits for Patron Use of Workstations by State

State	This library does not have time limits for public Internet workstations	This library does have time limits for public Internet workstations	Do not know if this library has time limits
Alaska (n=98)	22.1% (n=22)	77.9% (n=77)	--
Arizona (n=181)	9.4% (n=16)	90.6% (n=156)	--
Arkansas (n=204)	--	100% (n=200)	--
Colorado (n=243)	7.9% (n=18)	92.1% (n=214)	--
Connecticut (n=220)	20.4% (n=43)	79.6% (n=168)	--
Delaware (n=32)	--	100% (n=32)	--
Florida (n=478)	6.8% (n=32)	92.0% (n=430)	1.1% (n=5)
Georgia (n=380)	*	99.1% (n=371)	--
Hawaii (n=50)	2.0% (n=1)	98.0% (n=49)	--
Idaho (n=134)	15.5% (n=21)	84.5% (n=112)	--
Illinois (n=764)	6.9% (n=52)	93.1% (n=698)	--
Indiana (n=403)	6.3% (n=25)	93.7% (n=366)	--
Iowa (n=531)	8.2% (n=42)	91.8% (n=474)	--
Kansas (n=370)	3.8% (n=14)	96.2% (n=347)	--
Kentucky (n=183)	8.3% (n=15)	91.7% (n=161)	--
Louisiana (n=310)	5.4% (n=17)	94.6% (n=289)	--
Maine (n=268)	10.2% (n=27)	89.8% (n=241)	--
Maryland (n=178)	6.2% (n=11)	93.8% (n=166)	--
Massachusetts (n=444)	13.4% (n=58)	86.6% (n=376)	--
Minnesota (n=347)	1.7% (n=6)	98.3% (n=342)	--
Mississippi (n=228)	5.8% (n=13)	94.2% (n=213)	--
Missouri (n=351)	3.7% (n=13)	95.8% (n=328)	*
Montana (n=103)	11.4% (n=12)	87.3% (n=90)	1.3% (n=1)
Nebraska (n=217)	18.5% (n=52)	81.5% (n=227)	--
Nevada (n=81)	11.9% (n=10)	86.0% (n=70)	2.0% (n=2)
New Jersey (n=449)	9.6% (n=42)	90.4% (n=395)	--
New Mexico (n=96)	9.8% (n=9)	90.2% (n=81)	--

State	This library does not have time limits for public Internet workstations	This library does have time limits for public Internet workstations	Do not know if this library has time limits
New York (n=1,038)	6.2% (n=64)	93.8% (n=962)	--
North Carolina (n=381)	4.2% (n=16)	94.7% (n=360)	1.1% (n=4)
North Dakota (n=80)	23.7% (n=19)	76.3% (n=61)	--
Ohio (n=706)	4.5% (n=31)	95.3% (n=666)	*
Oklahoma (n=204)	4.0% (n=8)	96.0% (n=185)	--
Oregon (n=207)	5.5% (n=11)	94.5% (n=194)	--
Pennsylvania (n=611)	11.5% (n=69)	88.2% (n=525)	0.3% (n=2)
Rhode Island (n=71)	9.2% (n=6)	90.8% (n=61)	--
South Carolina (n=179)	--	--	--
South Dakota (n=138)	18.1% (n=25)	81.9% (n=112)	--
Tennessee (n=277)	10.2% (n=28)	88.5% (n=241)	1.2% (n=3)
Texas (n=821)	13.1% (n=105)	86.7% (n=693)	0.2% (n=2)
Utah (n=107)	13.2% (n=14)	86.8% (n=93)	--
Vermont (n=181)	17.8% (n=31)	82.2% (n=145)	--
Virginia (n=334)	3.3% (n=11)	96.7% (n=320)	--
Washington (n=321)	3.1% (n=10)	96.9% (n=307)	--
Washington, DC (n=23)	--	100% (n=23)	--
West Virginia (n=164)	8.7% (n=14)	91.3% (n=145)	--
Wisconsin (n=453)	6.9% (n=31)	93.1% (n=418)	--
Wyoming (n=75)	6.3% (n=5)	93.7% (n=70)	--
National	7.4% (n=1,169)	92.3% (n=14,497)	0.2% (n=32)
Weighted missing values, n=69			
Key *=Insufficient data to report			
--=No data to report			

Figure 100 lists public library outlet time limits for patron use of workstations by state. The majority of states reported a high percentage of library outlets that do have time limits for public Internet workstations. Several states (Arkansas, Delaware, and Washington DC) reported all survey libraries in the state used time limits. North Dakota (23.7 percent) and Alaska (22.1 percent) had the highest reported percentage of libraries that do not have time limits for public Internet workstations.

Figure 101: Public Library Outlets Modification of Time Limits for Patron Use of Workstations by State

State	Time limits have increased	Time limits have decreased	Time limits have remained the same
Alaska (n=77)	8.1% (n=6)	2.0% (n=2)	89.8% (n=69)
Arizona (n=156)	3.4% (n=5)	*	95.9% (n=150)
Arkansas (n=200)	6.3% (n=13)	2.9% (n=6)	90.7% (n=182)
Colorado (n=214)	18.2% (n=38)	7.7% (n=16)	74.1% (n=154)
Connecticut (n=168)	6.2% (n=10)	10.5% (n=18)	83.3% (n=140)
Delaware (n=32)	4.1% (n=1)	4.1% (n=1)	91.9% (n=29)
Florida (n=430)	12.6% (n=54)	3.0% (n=13)	84.4% (n=363)
Georgia (n=371)	1.9% (n=7)	4.1% (n=15)	94.0% (n=347)
Hawaii (n=49)	8.2% (n=4)	--	91.8% (n=45)
Idaho (n=112)	11.5% (n=13)	5.1% (n=6)	83.5% (n=93)
Illinois (n=698)	6.3% (n=44)	5.5% (n=38)	88.1% (n=613)
Indiana (n=366)	5.2% (n=19)	4.1% (n=15)	90.7% (n=332)
Iowa (n=474)	7.6% (n=36)	2.8% (n=13)	89.7% (n=425)
Kansas (n=347)	2.6% (n=9)	4.0% (n=14)	93.4% (n=324)
Kentucky (n=161)	7.5% (n=12)	6.0% (n=10)	86.5% (n=140)
Louisiana (n=289)	9.9% (n=29)	1.1% (n=3)	89.0% (n=258)
Maine (n=241)	10.1% (n=24)	1.3% (n=3)	88.7% (n=213)
Maryland (n=166)	15.2% (n=25)	1.8% (n=3)	83.0% (n=138)
Massachusetts (n=376)	6.5% (n=24)	3.4% (n=13)	90.2% (n=339)
Minnesota (n=328)	3.7% (n=13)	4.0% (n=14)	92.3% (n=315)
Mississippi (n=213)	1.3% (n=3)	1.3% (n=3)	97.4% (n=208)
Missouri (n=323)	3.2% (n=10)	2.6% (n=9)	94.2% (n=308)
Montana (n=90)	8.7% (n=8)	--	91.3% (n=82)
Nebraska (n=227)	5.7% (n=13)	9.9% (n=23)	84.4% (n=191)
Nevada (n=70)	4.5% (n=3)	2.0% (n=1)	93.5% (n=64)
New Jersey (n=395)	5.8% (n=23)	1.6% (n=6)	92.6% (n=362)
New Mexico (n=81)	7.8% (n=6)	2.3% (n=2)	89.9% (n=73)

Figure 101: Public Library Outlets Modification of Time Limits for Patron Use of Workstations by State

State	Time limits have increased	Time limits have decreased	Time limits have remained the same
New York (n=962)	4.3% (n=42)	4.3% (n=42)	91.3% (n=877)
North Carolina (n=360)	8.8% (n=32)	5.9% (n=21)	85.3% (n=307)
North Dakota (n=61)	10.4% (n=6)	5.2% (n=3)	84.4% (n=51)
Ohio (n=666)	2.4% (n=16)	2.9% (n=19)	94.7% (n=626)
Oklahoma (n=185)	1.8% (n=3)	10.5% (n=19)	87.7% (n=162)
Oregon (n=194)	5.3% (n=10)	4.4% (n=9)	90.2% (n=175)
Pennsylvania (n=525)	6.5% (n=34)	10.8% (n=57)	82.7% (n=434)
Rhode Island (n=61)	18.0% (n=11)	7.0% (n=4)	75.0% (n=44)
South Carolina (n=177)	2.2% (n=4)	4.7% (n=8)	93.0% (n=165)
South Dakota (n=112)	3.2% (n=4)	6.3% (n=7)	90.5% (n=101)
Tennessee (n=241)	5.1% (n=12)	1.4% (n=3)	93.5% (n=224)
Texas (n=693)	11.0% (n=75)	7.4% (n=51)	81.6% (n=560)
Utah (n=93)	94.7% (n=88)	2.0% (n=2)	3.2% (n=3)
Vermont (n=145)	1.4% (n=2)	2.8% (n=4)	95.7% (n=137)
Virginia (n=320)	5.7% (n=18)	0.8% (n=2)	93.6% (n=299)
Washington (n=307)	6.0% (n=18)	2.3% (n=7)	91.7% (n=279)
Washington, DC (n=23)	93.8% (n=21)	--	6.3% (n=1)
West Virginia (n=145)	4.0% (n=6)	5.6% (n=8)	90.4% (n=131)
Wisconsin (n=418)	8.8% (n=37)	13.3% (n=56)	77.9% (n=324)
Wyoming (n=70)	3.4% (n=2)	3.4% (n=2)	93.3% (n=66)
National	6.9% (n=992)	4.3% (n=628)	88.8% (n=12,822)

Key *=Insufficient data to report
 --=No data to report

Figure 101 shows changes in time limits for patron use of workstations in public library outlets by state. The overwhelming majority of states reported a high percentage of libraries with no change in time limits. Few states reported an increase in time limits. Utah (94.7 percent) and Washington DC (93.8 percent) reported the highest percentage of increase. Few states reported a decrease in time. Wisconsin (13.3 percent), Pennsylvania (10.8 percent), Oklahoma (10.5 percent), and Connecticut (10.5 percent) reported the highest decrease in time limits.

Figure 102: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits by State

State	For patrons seeking employment		For patrons completing government forms and/or seeking government services		For patrons taking online courses or tests		Other	
	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time
Alaska (n=98)	11.1% (n=11)	41.1% (n=40)	7.9% (n=8)	39.5% (n=39)	7.9% (n=8)	47.5% (n=47)	33.3% (n=2)	66.7% (n=3)
Arizona (n=181)	--	18.3% (n=31)	--	18.3% (n=31)	3.5% (n=6)	29.5% (n=50)	50.0% (n=3)	50% (n=3)
Arkansas (n=204)	4.9% (n=10)	68.2% (n=137)	3.9% (n=8)	71.6% (n=143)	5.9% (n=12)	74.9% (n=150)	22.9% (n=6)	61.6% (n=16)
Colorado (n=243)	9.6% (n=22)	45.6% (n=103)	5.7% (n=13)	49.5% (n=112)	9.9% (n=22)	53.8% (n=121)	50.0% (n=2)	--
Connecticut (n=220)	2.3% (n=5)	30.4% (n=64)	*	30.4% (n=64)	2.3% (n=5)	32.1% (n=68)	66.3% (n=13)	16.6% (n=3)
Delaware (n=32)	4.1% (n=1)	66.3% (n=21)	4.1% (n=1)	66.3% (n=21)	7.2% (n=2)	66.3% (n=21)	--	75.0% (n=4)
Florida (n=478)	7.6% (n=35)	42.1% (n=194)	8.1% (n=38)	45.6% (n=212)	2.4% (n=11)	48.0% (n=221)	40.2% (n=33)	17.6% (n=15)
Georgia (n=380)	4.2% (n=16)	34.6% (n=129)	3.3% (n=12)	35.6% (n=132)	5.1% (n=19)	46.9% (n=172)	9.3% (n=2)	25.2% (n=5)
Hawaii (n=50)	--	42.9% (n=21)	6.1% (n=3)	44.9% (n=22)	--	51.0% (n=25)	16.7% (n=1)	83.3% (n=5)
Idaho (n=134)	1.9% (n=2)	56.9% (n=75)	1.9% (n=2)	55.1% (n=55.1)	4.3% (n=6)	67.7% (n=89)	25.2% (n=4)	46.7% (n=7)
Illinois (n=764)	4.8% (n=36)	52.0% (n=388)	3.7% (n=28)	52.7% (n=394)	4.1% (n=30)	56.8% (n=421)	40.9% (n=25)	45.6% (n=28)
Indiana (n=403)	8.3% (n=33)	53.8% (n=211)	9.9% (n=39)	55.9% (n=218)	7.5% (n=29)	56.1% (n=220)	12.6% (n=2)	28.2% (n=4)
Iowa (n=531)	5.7% (n=29)	66.8% (n=347)	3.6% (n=19)	67.4% (n=348)	5.0% (n=26)	73.5% (n=382)	5.7% (n=3)	62.6% (n=36)
Kansas (n=370)	1.3% (n=5)	49.4% (n=178)	1.3% (n=5)	50.0% (n=178)	3.8% (n=14)	51.9% (n=188)	10.6% (n=9)	68.3% (n=59)
Kentucky (n=183)	2.8% (n=5)	46.3% (n=82)	1.4% (n=2)	57.4% (n=101)	2.8% (n=5)	60.1% (n=106)	57.3% (n=13)	10.7% (n=2)
Louisiana (n=310)	2.3% (n=7)	53.1% (n=162)	2.3% (n=7)	52.9% (n=162)	3.3% (n=10)	59.3% (n=182)	17.4% (n=7)	59.2% (n=24)

Figure 102: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits by State

State	For patrons seeking employment		For patrons completing government forms and/or seeking government services		For patrons taking online courses or tests		Other	
	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time
Maine (n=268)	9.1% (n=24)	45.3% (n=121)	5.7% (n=47.6)	47.6% (n=127)	7.9% (n=21)	49.8% (n=133)	22.2% (n=6)	33.3% (n=9)
Maryland (n=178)	4.3% (n=8)	33.4% (n=59)	3.6% (n=6)	32.2% (n=57)	1.8% (n=3)	35.9% (n=64)	50.0% (n=5)	--
Massachusetts (n=444)	5.7% (n=25)	32.0% (n=139)	2.9% (n=12)	33.2% (n=144)	2.9% (n=12)	39.3% (n=171)	25.7% (n=16)	49.3% (n=30)
Minnesota (n=347)	5.4% (n=19)	49.7% (n=172)	*	53.5% (n=183)	3.3% (n=11)	54.1% (n=188)	--	89.9% (n=27)
Mississippi (n=228)	4.4% (n=10)	48.8% (n=111)	3.1% (n=7)	48.2% (n=108)	3.1% (n=7)	50.0% (n=113)	20.4% (n=1)	20.4% (n=1)
Missouri (n=351)	7.7% (n=26)	68.2% (n=234)	6.9% (n=24)	66.4% (n=228)	9.4% (n=32)	71.4% (n=244)	46.5% (n=20)	36.8% (n=16)
Montana (n=103)	2.5% (n=3)	64.6% (n=66)	2.5% (n=3)	63.3% (n=65)	6.5% (n=6)	64.9% (n=65)	22.2% (n=3)	66.7% (n=8)
Nebraska (n=217)	4.6% (n=13)	55.8% (n=155)	4.6% (n=13)	55.8% (n=155)	9.4% (n=26)	62.6% (n=169)	--	66.7% (n=26)
Nevada (n=81)	1.7% (n=1)	23.2% (n=19)	1.7% (n=1)	23.7% (n=19)	1.7% (n=1)	52.6% (n=43)	54.6% (n=2)	--
New Jersey (n=449)	6.3% (n=27)	36.8% (n=156)	3.5% (n=15)	38.2% (n=162)	4.2% (n=18)	45.6% (n=193)	10.0% (n=4)	60.0% (n=23)
New Mexico (n=96)	6.5% (n=6)	47.3% (n=42)	4.3% (n=4)	50.1% (n=44)	4.3% (n=4)	50.1% (n=44)	62.3% (n=13)	28.2% (n=6)
New York (n=1,038)	5.6% (n=57)	46.9% (n=478)	4.2% (n=42)	47.3% (n=481)	6.6% (n=68)	51.8% (n=528)	61.6% (n=132)	26.6% (n=57)
North Carolina (n=381)	10.0% (n=38)	54.5% (n=206)	4.6% (n=17)	56.9% (n=215)	4.4% (n=17)	64.7% (n=244)	6.7% (n=1)	33.3% (n=7)
North Dakota (n=80)	7.9% (n=6)	32.7% (n=26)	11.9% (n=9)	32.7% (n=26)	19.8% (n=16)	44.6% (n=35)	--	--
Ohio (n=706)	3.7% (n=26)	50.3% (n=349)	2.0% (n=14)	49.0% (n=341)	3.5% (n=24)	54.2% (n=377)	34.5% (n=17)	58.5% (n=29)
Oklahoma (n=204)	4.0% (n=8)	39.9% (n=77)	4.0% (n=8)	39.9% (n=77)	4.0% (n=8)	43.9% (n=85)	48.0% (n=7)	26.0% (n=4)

Figure 102: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits by State

State	For patrons seeking employment		For patrons completing government forms and/or seeking government services		For patrons taking online courses or tests		Other	
	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time
Oregon (n=207)	5.7% (n=12)	61.4% (n=126)	4.2% (n=9)	61.8% (n=126)	6.3% (n=13)	65.3% (n=133)	77.3% (n=20)	17.0% (n=4)
Pennsylvania (n=611)	6.9% (n=41)	41.4% (n=244)	5.8% (n=34)	42.7% (n=252)	9.0% (n=53)	49.5% (n=292)	27.4% (n=19)	32.3% (n=22)
Rhode Island (n=71)	3.1% (n=2)	24.5% (n=16)	3.1% (n=2)	24.5% (n=16)	--	27.6% (n=18)	--	--
South Carolina (n=179)	24.7% (n=44)	34.1% (n=60)	23.5% (n=42)	37.8% (n=67)	24.7% (n=44)	42.3% (n=75)	71.7% (n=11)	--
South Dakota (n=138)	5.2% (n=7)	62.5% (n=85)	5.2% (n=7)	66.4% (n=90)	10.3% (n=14)	69.0% (n=94)	7.9% (n=2)	62.5% (n=16)
Tennessee (n=277)	24.1% (n=65)	60.9% (n=164)	12.3% (n=33)	64.6% (n=173)	13.1% (n=35)	65.3% (n=175)	--	15.7% (n=2)
Texas (n=821)	9.2% (n=73)	53.3% (n=423)	8.8% (n=69)	54.4% (n=430)	11.4% (n=91)	57.6% (n=459)	13.1% (n=8)	56.4% (n=32)
Utah (n=107)	11.5% (n=12)	65.5% (n=70)	11.7% (n=12)	64.9% (n=68)	11.5% (n=12)	70.8% (n=76)	6.9% (n=1)	52.3% (n=9)
Vermont (n=181)	3.5% (n=6)	50.4% (n=89)	3.5% (n=6)	48.1% (n=85)	5.8% (n=10)	49.0% (n=87)	17.6% (n=6)	58.3% (n=18)
Virginia (n=334)	9.4% (n=31)	52.5% (n=174)	5.1% (n=17)	52.8% (n=174)	15.5% (n=51)	54.4% (n=180)	24.7% (n=4)	67.3% (n=11)
Washington (n=321)	2.8% (n=9)	59.2% (n=188)	2.0% (n=6)	57.0% (n=181)	2.8% (n=9)	60.4% (n=192)	27.6% (n=7)	72.4% (n=18)
Washington, DC (n=23)	--	--	--	--	6.3% (n=1)	--	--	--
West Virginia (n=164)	8.1% (n=13)	70.7% (n=114)	7.2% (n=12)	74.0% (n=119)	10.5% (n=17)	74.3% (n=119)	--	92.3% (n=17)
Wisconsin (n=453)	8.7% (n=39)	59.9% (n=268)	4.9% (n=22)	61.8% (n=274)	6.6% (n=29)	71.8% (n=320)	4.0% (n=2)	74.0% (n=39)
Wyoming (n=75)	3.1% (n=2)	64.4% (n=48)	3.1% (n=2)	62.8% (n=47)	9.6% (n=7)	73.1% (n=54)	--	50.0% (n=1)
National	6.5% (n=1,021)	49.2% (n=7,680)	4.8% (n=741)	50.0% (n=7,793)	6.4% (n=1,003)	54.6% (n=8,509)	32.0% (n=500)	45.9% (n=718)

Key *=Insufficient data to report; --=No data to report

Figure 102 shows public library outlets that provide dedicated workstations or flexible time limits by state. For employment most states reported a low percentage of public library outlets with dedicated public workstations but a high percentage of additional time. South Carolina (24.7 percent) had the highest percentage of dedicated public workstations for employment. For government forms and services most states reported a low percentage of public library outlets with dedicated public workstations but a high percentage of additional time. South Carolina (23.5 percent) had the highest percentage of dedicated public workstations for employment. For testing most states reported a low percentage of public library outlets with dedicated public workstations but a high percentage of additional time. South Carolina (24.7 percent) had the highest percentage of dedicated public workstations for employment. Many states listed other as a reason for providing dedicated public workstations and additional time. Oregon (77.3 percent) had the highest percentage of dedicated public workstations for other reasons.

Figure 103: Public Library Outlet Type of Public Access Internet Services by State

State	DSL	Cable	Leased Line	Satellite	Fiber	Wireless	Other	Don't Know
Alaska (n=98)	42.7% (n=42)	9.8% (n=10)	9.5% (n=9)	28.5% (n=28)	6.3% (n=6)	22.1% (n=22)	3.2% (n=3)	1.6% (n=2)
Arizona (n=181)	39.6% (n=68)	1.7% (n=3)	44.2% (n=76)	1.7% (n=3)	47.8% (n=81)	20.8% (n=36)	13.8% (n=24)	--
Arkansas (n=204)	61.1% (n=124)	13.6% (n=28)	19.6% (n=40)	--	11.7% (n=24)	3.0% (n=6)	8.0% (n=16)	--
Colorado (n=243)	41.2% (n=96)	14.6% (n=34)	19.0% (n=44)	3.1% (n=7)	30.3% (n=70)	21.7% (n=50)	18.3% (n=43)	1.0% (n=2)
Connecticut (n=220)	40.5% (n=85)	31.1% (n=65)	32.2% (n=67)	--	25.1% (n=52)	5.0% (n=10)	14.5% (n=30)	1.7% (n=3)
Delaware (n=32)	16.2% (n=5)	12.2% (n=4)	44.1% (n=14)	--	76.6% (n=25)	--	23.4% (n=8)	11.2% (n=4)
Florida (n=478)	25.8% (n=120)	13.1% (n=61)	33.2% (n=155)	*	55.9% (n=260)	10.0% (n=46)	36.6% (n=170)	1.0% (n=5)
Georgia (n=380)	4.2% (n=16)	--	86.5% (n=324)	*	14.8% (n=55)	9.9% (n=37)	13.3% (n=50)	6.1% (n=23)
Hawaii (n=50)	4.0% (n=2)	2.0% (n=1)	96.0% (n=48)	--	--	--	6.0% (n=3)	--
Idaho (n=134)	34.6% (n=46)	18.3% (n=24)	21.1% (n=28)	3.5% (n=5)	10.8% (n=14)	27.9% (n=37)	8.2% (n=11)	1.1% (n=1)
Illinois (n=764)	25.0% (n=187)	20.9% (n=156)	47.4% (n=354)	1.5% (n=11)	19.9% (n=148)	14.0% (n=104)	12.9% (n=96)	--
Indiana (n=403)	21.5% (n=84)	16.4% (n=64)	58.1% (n=228)	--	33.4% (n=132)	19.9% (n=78)	24.2% (n=95)	--
Iowa (n=531)	57.9% (n=301)	22.5% (n=117)	7.0% (n=37)	*	29.0% (n=151)	21.4% (n=111)	6.0% (n=31)	--
Kansas (n=370)	34.3% (n=124)	20.4% (n=74)	40.3% (n=146)	--	19.9% (n=72)	17.7% (n=64)	22.7% (n=82)	--
Kentucky (n=183)	48.2% (n=85)	20.6% (n=36)	23.8% (n=42)	1.4% (n=2)	18.6% (n=32)	17.4% (n=31)	8.7% (n=15)	--
Louisiana (n=310)	7.0% (n=21)	1.9% (n=6)	49.0% (n=150)	*	47.7% (n=146)	17.9% (n=55)	36.5% (n=112)	--
Maine (n=268)	17.0% (n=46)	17.0% (n=46)	63.8% (n=171)	--	--	19.3% (n=52)	29.4% (n=79)	--
Maryland (n=178)	3.0% (n=5)	26.1% (n=46)	31.7% (n=56)	1.2% (n=2)	55.5% (n=99)	11.6% (n=21)	47.0% (n=84)	--
Massachusetts (n=444)	12.2% (n=53)	66.4% (n=289)	28.4% (n=123)	*	20.2% (n=88)	14.9% (n=65)	9.3% (n=40)	*
Minnesota (n=347)	12.3% (n=43)	15.9% (n=55)	57.5% (n=200)	--	25.7% (n=90)	11.0% (n=38)	15.2% (n=53)	--
Mississippi (n=228)	26.1% (n=60)	3.9% (n=9)	68.1% (n=155)	*	2.9% (n=7)	15.1% (n=34)	3.7% (n=8)	*
Missouri (n=351)	18.6% (n=64)	5.9% (n=20)	74.7% (n=256)	*	28.5% (n=98)	4.2% (n=14)	21.0% (n=72)	--
Montana (n=103)	69.6% (n=71)	8.9% (n=9)	7.6% (n=8)	3.8% (n=4)	25.3% (n=26)	29.1% (n=30)	5.1% (n=5)	--
Nebraska (n=217)	53.2% (n=148)	21.4% (n=60)	6.9% (n=19)	3.5% (n=10)	18.8% (n=52)	25.7% (n=72)	5.7% (n=16)	--
Nevada (n=81)	51.2% (n=42)	20.8% (n=17)	11.9% (n=10)	7.2% (n=6)	18.8% (n=15)	8.5% (n=7)	20.1% (n=16)	--
New Jersey (n=449)	23.2% (n=101)	41.0% (n=178)	51.6% (n=223)	--	48.2% (n=209)	22.6% (n=98)	16.1% (n=70)	*
New Mexico (n=96)	49.5% (n=45)	11.2% (n=10)	25.2% (n=23)	4.2% (n=4)	33.6% (n=30)	14.0% (n=13)	23.1% (n=21)	--
New York (n=1,038)	10.8% (n=111)	56.9% (n=583)	35.6% (n=365)	*	17.4% (n=178)	14.2% (n=145)	3.1% (n=32)	--

Figure 103: Public Library Outlet Type of Public Access Internet Services by State

State	DSL	Cable	Leased Line	Satellite	Fiber	Wireless	Other	Don't Know
North Carolina (n=381)	22.6% (n=86)	30.4% (n=116)	31.9% (n=121)	*	45.9% (n=175)	6.8% (n=26)	22.5% (n=86)	*
North Dakota (n=80)	61.0% (n=49)	11.9% (n=9)	13.5% (n=11)	--	61.0% (n=49)	17.5% (n=14)	23.7% (n=19)	--
Ohio (n=706)	8.6% (n=60)	13.0% (n=91)	74.2% (n=517)	*	39.7% (n=276)	3.3% (n=23)	20.0% (n=139)	*
Oklahoma (n=204)	12.1% (n=23)	4.0% (n=8)	77.9% (n=150)	--	47.7% (n=92)	14.1% (n=27)	6.0% (n=12)	--
Oregon (n=207)	38.6% (n=79)	11.2% (n=23)	35.4% (n=73)	2.1% (n=4)	39.6% (n=81)	9.8% (n=20)	13.5% (n=28)	--
Pennsylvania (n=611)	27.6% (n=164)	31.1% (n=185)	31.3% (n=187)	0.5% (n=3)	27.9% (n=166)	14.8% (n=88)	17.4% (n=103)	--
Rhode Island (n=71)	12.3% (n=8)	24.5% (n=16)	27.5% (n=16)	--	32.7% (n=22)	25.9% (n=17)	41.9% (n=28)	--
South Carolina (n=179)	2.2% (n=4)	2.4% (n=4)	61.6% (n=109)	--	39.2% (n=69)	3.3% (n=6)	28.1% (n=50)	5.7% (n=10)
South Dakota (n=138)	56.8% (n=77)	31.5% (n=43)	5.2% (n=7)	--	39.6% (n=54)	21.3% (n=29)	11.2% (n=15)	--
Tennessee (n=277)	56.6% (n=153)	29.0% (n=79)	10.5% (n=29)	0.7% (n=2)	12.9% (n=35)	16.2% (n=44)	6.2% (n=17)	--
Texas (n=821)	37.1% (n=296)	16.8% (n=134)	31.3% (n=250)	3.1% (n=25)	33.3% (n=266)	18.1% (n=144)	12.0% (n=96)	0.2% (n=2)
Utah (n=107)	52.1% (n=56)	7.0% (n=8)	21.2% (n=23)	1.8% (n=2)	46.9% (n=50)	24.1% (n=26)	21.2% (n=23)	--
Vermont (n=181)	40.6% (n=71)	54.5% (n=95)	3.2% (n=6)	--	16.1% (n=28)	9.8% (n=17)	3.7% (n=7)	2.0% (n=4)
Virginia (n=334)	16.3% (n=54)	28.3% (n=94)	36.0% (n=119)	0.7% (n=2)	39.2% (n=130)	21.8% (n=72)	21.2% (n=70)	--
Washington (n=321)	14.3% (n=46)	12.4% (n=40)	27.3% (n=87)	1.1% (n=4)	49.6% (n=158)	12.0% (n=38)	46.5% (n=148)	--
Washington, DC (n=23)	--	--	--	--	100% (n=23)	--	100% (n=23)	--
West Virginia (n=164)	--	2.3% (n=4)	100% (n=164)	--	4.5% (n=7)	--	*	1.4% (n=2)
Wisconsin (n=453)	29.8% (n=134)	14.6% (n=65)	61.7% (n=276)	0.5% (n=2)	15.7% (n=70)	13.4% (n=60)	13.2% (n=59)	0.4% (n=2)
Wyoming (n=75)	68.6% (n=51)	11.0% (n=8)	4.7% (n=4)	4.7% (n=4)	12.3% (n=9)	20.4% (n=15)	4.7% (n=4)	--
National								

Key *=Insufficient data to report
 --=No data to report

Figure 103 shows types of Internet services available in public library outlets by state. There are a variety of Internet service options available to public library outlets which include: DSL, cable, leased lines, satellite, fiber, and wireless. Most states are fairly distributed among the various types of service with the exception of satellite. Montana (69.6 percent) had the highest percentage of library outlets using DSL as their Internet service. Massachusetts (66.4 percent) reported cable as their Internet service. The majority of public library outlets in Delaware (76.6 percent) use fiber. All public libraries in West Virginia reported using leased lines. Montana (29.1 percent) had the highest percentage of library outlets using wireless service. Few states reported a percentage of library outlets with satellite service, though Alaska (28.5 percent) had the highest percentage reported.

Figure 104: Public Library Outlet Source of Public Access Internet Services by State

State	Municipal Network	Regional Library Consortia	State Network	Internet Service Provider	Other	Don't Know
Alaska (n=98)	16.2% (n=16)	--	1.6% (n=2)	71.2% (n=70)	12.7% (n=12)	3.2% (n=3)
Arizona (n=181)	33.1% (n=57)	--	--	61.7% (n=106)	4.1% (n=7)	1.7% (n=3)
Arkansas (n=204)	1.9% (n=4)	--	20.3% (n=41)	77.7% (n=157)	--	--
Colorado (n=243)	16.6% (n=39)	18.3% (n=43)	2.8% (n=6)	71.7% (n=167)	1.7% (n=4)	--
Connecticut (n=220)	18.9% (n=39)	9.0% (n=19)	71.4% (n=149)	41.1% (n=86)	--	--
Delaware (n=32)	19.4% (n=6)	--	76.6% (n=25)	4.1% (n=1)	3.1% (n=1)	--
Florida (n=478)	10.8% (n=50)	1.8% (n=8)	2.9% (n=14)	83.0% (n=386)	8.8% (n=41)	*
Georgia (n=380)	1.3% (n=5)	1.4% (n=5)	95.9% (n=360)	1.9% (n=7)	--	--
Hawaii (n=50)	--	--	100% (n=50)	--	--	--
Idaho (n=134)	5.1% (n=7)	--	1.1% (n=1)	93.3% (n=124)	2.4% (n=3)	--
Illinois (n=764)	2.6% (n=19)	4.7% (n=35)	44.5% (n=332)	52.9% (n=395)	4.4% (n=33)	*
Indiana (n=403)	1.4% (n=5)	2.9% (n=11)	52.6% (n=206)	52.6% (n=206)	7.3% (n=29)	--
Iowa (n=531)	12.9% (n=67)	--	2.8% (n=15)	84.1% (n=437)	1.9% (n=10)	--
Kansas (n=370)	5.1% (n=18)	--	30.4% (n=110)	70.9% (n=256)	6.3% (n=23)	--
Kentucky (n=183)	1.4% (n=2)	--	4.2% (n=7)	86.9% (n=151)	12.6% (n=22)	--
Louisiana (n=310)	*	--	20.1% (n=61)	83.8% (n=257)	4.5% (n=14)	--
Maine (n=268)	1.1% (n=3)	5.7% (n=15)	77.4% (n=207)	20.4% (n=55)	4.5% (n=12)	--
Maryland (n=178)	12.6% (n=22)	3.7% (n=7)	57.9% (n=103)	34.2% (n=61)	17.9% (n=32)	--
Massachusetts (n=444)	16.1% (n=70)	47.4% (n=206)	1.2% (n=5)	59.8% (n=260)	6.4% (n=28)	*
Minnesota (n=347)	12.1% (n=42)	18.4% (n=64)	15.8% (n=55)	43.0% (n=150)	34.0% (n=118)	--

Figure 104: Public Library Outlet Source of Public Access Internet Services by State

State	Municipal Network	Regional Library Consortia	State Network	Internet Service Provider	Other	Don't Know
Mississippi (n=228)	*	--	51.5% (n=117)	60.3% (n=137)	*	--
Missouri (n=351)	--	*	83.1% (n=285)	15.3% (n=53)	9.4% (n=32)	--
Montana (n=103)	1.3% (n=1)	1.3% (n=1)	2.5% (n=3)	93.7% (n=96)	1.3% (n=1)	--
Nebraska (n=217)	5.8% (n=16)	--	--	94.2% (n=262)	1.2% (n=3)	--
Nevada (n=81)	7.5% (n=6)	7.2% (n=6)	8.9% (n=7)	81.9% (n=67)	1.7% (n=1)	--
New Jersey (n=449)	4.0% (n=17)	28.2% (n=122)	33.4% (n=145)	62.1% (n=269)	5.9% (n=26)	--
New Mexico (n=96)	26.6% (n=24)	--	--	90.2% (n=81)	2.8% (n=3)	--
New York (n=1,038)	2.0% (n=21)	15.6% (n=159)	*	88.6% (n=906)	2.1% (n=22)	--
North Carolina (n=381)	18.0% (n=69)	2.3% (n=9)	7.9% (n=30)	82.6% (n=314)	1.8% (n=7)	--
North Dakota (n=80)	4.0% (n=3)	--	45.2% (n=36)	70.6% (n=56)	--	--
Ohio (n=706)	--	9.1% (n=63)	69.4% (n=483)	25.8% (n=179)	11.6% (n=81)	*
Oklahoma (n=204)	3.7% (n=7)	4.0% (n=8)	60.1% (n=116)	52.0% (n=100)	8.0% (n=15)	--
Oregon (n=207)	13.0% (n=27)	15.6% (n=32)	2.9% (n=6)	65.8% (n=135)	4.9% (n=10)	*
Pennsylvania (n=611)	4.2% (n=25)	21.2% (n=126)	--	68.3% (n=406)	9.9% (n=59)	--
Rhode Island (n=71)	--	72.4% (n=48)	33.7% (n=22)	15.3% (n=10)	3.1% (n=2)	--
South Carolina (n=179)	--	--	94.3% (n=167)	7.8% (n=14)	1.3% (n=2)	--
South Dakota (n=138)	7.8% (n=11)	--	17.3% (n=24)	80.6% (n=110)	3.9% (n=5)	--
Tennessee (n=277)	6.3% (n=17)	8.0% (n=22)	*	88.8% (n=240)	2.2% (n=6)	*
Texas (n=821)	24.2% (n=193)	1.4% (n=11)	1.3% (n=10)	73.5% (n=586)	4.2% (n=33)	*
Utah (n=107)	22.1% (n=24)	--	41.8% (n=45)	32.6% (n=35)	8.0% (n=9)	--

Figure 104: Public Library Outlet Source of Public Access Internet Services by State

State	Municipal Network	Regional Library Consortia	State Network	Internet Service Provider	Other	Don't Know
Vermont (n=181)	3.7% (n=7)	--	2.3% (n=4)	88.4% (n=155)	5.8% (n=10)	*
Virginia (n=334)	33.6% (n=111)	*	2.6% (n=9)	65.2% (n=216)	5.6% (n=19)	--
Washington (n=321)	4.4% (n=14)	--	22.3% (n=71)	59.4% (n=189)	17.4% (n=55)	--
Washington, DC (n=23)	--	--	--	100% (n=23)	--	--
West Virginia (n=164)	*	3.5% (n=6)	100.0%	4.6% (n=8)	2.6% (n=4)	--
Wisconsin (n=453)	7.7% (n=34)	45.9% (n=205)	48.0% (n=215)	30.6% (n=137)	4.5% (n=20)	1.2% (n=5)
Wyoming (n=75)	4.7% (n=4)	--	1.6% (n=1)	93.7% (n=70)	1.6% (n=1)	--
National	9.6% (n=1,500)	9.1% (n=1,426)	26.2% (n=4,106)	61.2% (n=9,606)	5.7% (n=890)	*
Key *=Insufficient data to report --=No data to report						

Figure 104 shows the source of public library outlet Internet access by state. State responses to the question are libraries indicating that there is free public access Internet available. Overall the majority of states reported most public Internet services coming from either a state network or an Internet service provider. Washington, DC (100 percent) and Nebraska (94.2 percent) report the highest percentage access through an Internet service provider. Hawaii (100 percent) and West Virginia (100 percent) report the highest percentage of access provided through a state network. Rhode Island was the only state to report the majority of access (72.4 percent) coming from a regional library consortium. Virginia (33.6 percent) and New Mexico (26.6 percent) were the only states to report more than a quarter of all access coming from municipal network.

Figure 105: Public Library Outlet Maximum Speed of Public Access Internet Services

State	Less than 256Kbps	257Kbps - 768Kbps	769Kbps - 1.4Mbps	1.5Mbps T1	1.6Mbps - 3.0 Mbps	3.1Mbps - 6.0Mbps	6.1Mbps - 10Mbps	10.1Mbps - 20Mbps	20.1Mbps - 30Mbps	30.1Mbps - 40Mbps	Greater than 40Mbps	Don't Know
Alaska (n=98)	17.4% (n=17)	30.1% (n=30)	6.3% (n=6)	11.1% (n=11)	7.9% (n=8)	1.6% (n=2)	3.2% (n=3)	6.7% (n=7)	--	--	6.3% (n=6)	9.5% (n=9)
Arizona (n=181)	--	--	2.6% (n=4)	27.6% (n=47)	12.0% (n=20)	15.0% (n=25)	11.2% (n=19)	11.2% (n=19)	3.9% (n=7)	2.4% (n=4)	12.2% (n=1)	1.8% (n=3)
Arkansas (n=204)	4.7% (n=9)	16.8% (n=34)	3.9% (n=8)	36.2% (n=73)	16.0% (n=32)	6.8% (n=14)	5.9% (n=12)	1.0% (n=2)	--	--	3.0% (n=6)	5.8% (n=12)
Colorado (n=243)	4.1% (n=10)	3.8% (n=9)	8.6% (n=20)	15.3% (n=36)	20.6% (n=48)	8.9% (n=21)	11.7% (n=27)	16.4% (n=38)	1.3% (n=3)	*	5.5% (n=13)	3.1% (n=7)
Connecticut (n=220)	5.1% (n=10)	5.0% (n=10)	11.8% (n=24)	4.1% (n=8)	17.1% (n=35)	23.3% (n=48)	6.3% (n=13)	9.8% (n=20)	--	*	8.4% (n=17)	8.4% (n=17)
Delaware (n=32)	--	--	--	7.2% (n=2)	4.1% (n=1)	--	59.1% (n=19)	10.3% (n=3)	--	--	8.1% (n=3)	11.2% (n=4)
Florida (n=478)	*	3.8% (n=18)	7.0% (n=33)	12.2% (n=57)	3.1% (n=14)	3.3% (n=15)	15.2% (n=70)	21.0% (n=97)	10.0% (n=46)	13.1% (n=61)	7.6% (n=35)	3.0% (n=14)
Georgia (n=380)	--	--	*	54.4% (n=206)	13.0% (n=49)	15.0% (n=57)	2.2% (n=8)	1.8% (n=7)	--	--	10.4% (n=40)	1.8% (n=7)
Hawaii (n=50)	76.0% (n=38)	2.0% (n=1)	--	16.0% (n=8)	6.0% (n=3)	--	--	--	--	--	--	--
Idaho (n=134)	6.7% (n=9)	14.8% (n=20)	8.6% (n=11)	22.5% (n=30)	21.4% (n=28)	9.6% (n=13)	5.3% (n=7)	6.8% (n=9)	1.1% (n=1)	--	--	3.2% (n=4)
Illinois (n=764)	1.9% (n=14)	7.8% (n=58)	7.4% (n=55)	29.9% (n=222)	7.0% (n=52)	9.6% (n=72)	13.3% (n=99)	5.2% (n=38)	2.2% (n=16)	1.8% (n=14)	5.9% (n=44)	8.1% (n=60)
Indiana (n=403)	*	2.3% (n=9)	2.9% (n=11)	28.3% (n=112)	21.7% (n=86)	14.4% (n=57)	8.1% (n=32)	7.3% (n=29)	*	1.5% (n=6)	8.7% (n=34)	4.0% (n=16)
Iowa (n=531)	7.3% (n=38)	13.2% (n=69)	12.9% (n=67)	22.1% (n=115)	8.8% (n=46)	11.3% (n=59)	10.9% (n=57)	5.4% (n=28)	--	1.3% (n=7)	2.5% (n=13)	4.4% (n=23)
Kansas (n=370)	--	3.8% (n=14)	6.4% (n=23)	28.0% (n=101)	17.7% (n=64)	13.9% (n=50)	12.8% (n=46)	6.4% (n=23)	1.3% (n=5)	--	6.0% (n=22)	3.8% (n=14)
Kentucky (n=183)	2.9% (n=5)	5.8% (n=10)	5.7% (n=10)	11.4% (n=19)	8.6% (n=15)	21.0% (n=35)	22.1% (n=37)	4.3% (n=7)	5.3% (n=9)	--	5.8% (n=10)	7.2% (n=12)
Louisiana (n=310)	*	1.0% (n=3)	1.9% (n=6)	27.5% (n=82)	10.5% (n=32)	8.1% (n=24)	25.0% (n=75)	16.9% (n=51)	1.4% (n=4)	2.3% (n=7)	4.1% (n=12)	1.0% (n=3)
Maine (n=268)	--	--	--	83.0% (n=222)	12.5% (n=33)	2.3% (n=6)	2.3% (n=6)	1.1% (n=3)	--	--	--	--
Maryland (n=178)	--	2.4% (n=4)	3.7% (n=7)	12.8% (n=23)	9.8% (n=17)	6.0% (n=11)	18.7% (n=33)	17.4% (n=31)	--	*	26.8% (n=48)	1.8% (n=3)
Massachusetts (n=444)	*	13.4% (n=58)	12.6% (n=54)	15.5% (n=67)	8.2% (n=35)	14.0% (n=60)	10.9% (n=47)	8.8% (n=38)	2.2% (n=9)	1.0% (n=4)	2.7% (n=12)	10.1% (n=43)

Figure 105: Public Library Outlet Maximum Speed of Public Access Internet Services

State	Less than 256Kbps	257Kbps - 768Kbps	769Kbps - 1.4Mbps	1.5Mbps T1	1.6Mbps - 3.0 Mbps	3.1Mbps - 6.0Mbps	6.1Mbps - 10Mbps	10.1Mbps - 20Mbps	20.1Mbps - 30Mbps	30.1Mbps - 40Mbps	Greater than 40Mbps	Don't Know
Minnesota (n=347)	*	15.0% (n=52)	3.5% (n=12)	43.2% (n=150)	1.4% (n=5)	3.7% (n=13)	10.2% (n=35)	15.2% (n=53)	--	*	5.2% (n=18)	1.7% (n=6)
Mississippi (n=228)	3.7% (n=8)	15.6% (n=36)	6.2% (n=14)	65.8% (n=150)	3.6% (n=8)	4.5% (n=10)	--	--	--	*	1.9% (n=4)	--
Missouri (n=351)	*	2.9% (n=10)	4.2% (n=14)	54.7% (n=187)	11.1% (n=38)	8.7% (n=30)	1.2% (n=4)	2.9% (n=10)	1.1% (n=4)	1.9% (n=7)	7.4% (n=25)	3.3% (n=11)
Montana (n=103)	1.3% (n=1)	8.9% (n=9)	11.4% (n=12)	24.1% (n=25)	12.7% (n=13)	12.7% (n=13)	11.4% (n=12)	2.5% (n=3)	2.5% (n=3)	1.3% (n=1)	3.8% (n=4)	7.6% (n=8)
Nebraska (n=217)	3.5% (n=10)	11.7% (n=32)	8.2% (n=23)	14.0% (n=39)	17.6% (n=48)	10.8% (n=30)	13.1% (n=36)	1.2% (n=3)	--	1.2% (n=3)	9.4% (n=26)	9.4% (n=26)
Nevada (n=81)	8.5% (n=7)	13.6% (n=11)	1.7% (n=1)	30.7% (n=25)	6.8% (n=6)	7.2% (n=6)	--	2.0% (n=2)	--	--	22.5% (n=18)	6.8% (n=6)
New Jersey (n=449)	*	5.3% (n=23)	6.5% (n=28)	19.3% (n=82)	2.7% (n=12)	4.3% (n=18)	5.2% (n=22)	10.5% (n=45)	1.8% (n=8)	1.4% (n=6)	22.8% (n=97)	19.2% (n=82)
New Mexico (n=96)	--	19.3% (n=17)	4.3% (n=4)	23.4% (n=21)	5.0% (n=4)	10.0% (n=9)	7.2% (n=6)	2.2% (n=2)	2.8% (n=3)	2.8% (n=3)	18.6% (n=16)	4.3% (n=4)
New York (n=1,038)	1.0% (n=11)	5.5% (n=56)	4.7% (n=48)	19.2% (n=194)	19.2% (n=195)	16.1% (n=164)	10.7% (n=109)	9.1% (n=93)	1.0% (n=10)	*	4.0% (n=40)	9.1% (n=93)
North Carolina (n=381)	3.3% (n=13)	6.4% (n=24)	2.3% (n=9)	8.7% (n=33)	16.2% (n=61)	18.5% (n=70)	27.2% (n=103)	4.6% (n=18)	1.2% (n=4)	3.6% (n=14)	4.5% (n=17)	3.5% (n=13)
North Dakota (n=80)	--	11.9% (n=9)	4.0% (n=3)	11.9% (n=9)	7.9% (n=6)	19.2% (n=15)	7.9% (n=6)	4.0% (n=3)	4.0% (n=3)	--	17.5% (n=14)	11.9% (n=9)
Ohio (n=706)	*	*	8.6% (n=60)	30.1% (n=209)	5.5% (n=38)	4.6% (n=32)	36.7% (n=255)	3.1% (n=21)	*	*	4.7% (n=33)	5.2% (n=36)
Oklahoma (n=204)	--	2.1% (n=4)	18.5% (n=35)	18.5% (n=35)	10.3% (n=19)	2.1% (n=4)	8.2% (n=15)	--	--	2.1% (n=4)	32.6% (n=61)	5.8% (n=11)
Oregon (n=207)	2.1% (n=4)	5.0% (n=10)	8.4% (n=17)	27.8% (n=57)	6.9% (n=14)	10.8% (n=22)	16.3% (n=33)	4.3% (n=9)	--	*	14.9% (n=31)	2.7% (n=6)
Pennsylvania (n=611)	*	7.3% (n=43)	6.3% (n=38)	21.5% (n=128)	13.6% (n=80)	11.6% (n=69)	9.2% (n=55)	8.7% (n=52)	1.5% (n=9)	*	8.5% (n=50)	10.2% (n=61)
Rhode Island (n=71)	--	--	6.1% (n=4)	15.3% (n=10)	18.3% (n=12)	6.1% (n=4)	3.1% (n=2)	--	3.1% (n=2)	--	12.3% (n=8)	35.8% (n=24)
South Carolina (n=179)	--	--	1.3% (n=2)	39.7% (n=69)	3.5% (n=6)	1.1% (n=2)	30.1% (n=53)	13.8% (n=24)	--	--	--	10.4% (n=18)
South Dakota (n=138)	6.5% (n=9)	24.5% (n=33)	12.9% (n=18)	11.6% (n=16)	5.2% (n=7)	9.6% (n=13)	10.3% (n=14)	5.2% (n=7)	1.3% (n=2)	1.3% (n=2)	6.5% (n=9)	5.2% (n=7)

Figure 105: Public Library Outlet Maximum Speed of Public Access Internet Services

State	Less than 256Kbps	257Kbps - 768Kbps	769Kbps - 1.4Mbps	1.5Mbps T1	1.6Mbps - 3.0 Mbps	3.1Mbps - 6.0Mbps	6.1Mbps - 10Mbps	10.1Mbps - 20Mbps	20.1Mbps - 30Mbps	30.1Mbps - 40Mbps	Greater than 40Mbps	Don't Know
Tennessee (n=277)	3.0% (n=24)	7.7% (n=61)	7.3% (n=57)	20.5% (n=161)	11.9% (n=93)	12.3% (n=97)	10.9% (n=86)	8.3% (n=65)	0.6% (n=5)	1.8% (n=14)	6.4% (n=50)	9.3% (n=73)
Texas (n=821)	3.0% (n=24)	7.7% (n=61)	7.3% (n=57)	20.5% (n=161)	11.9% (n=93)	12.3% (n=97)	10.9% (n=86)	8.3% (n=65)	*	1.8% (n=14)	6.4% (n=50)	9.3% (n=73)
Utah (n=107)	3.5% (n=4)	3.5% (n=4)	8.0% (n=9)	10.5% (n=11)	22.0% (n=24)	15.2% (n=16)	1.8% (n=2)	5.3% (n=6)	5.2% (n=6)	1.8% (n=2)	16.3% (n=17)	7.0% (n=8)
Vermont (n=181)	--	8.3% (n=14)	7.1% (n=12)	11.6% (n=20)	9.8% (n=17)	13.6% (n=23)	8.5% (n=15)	6.8% (n=12)	2.4% (n=4)	1.2% (n=2)	9.2% (n=16)	21.6% (n=37)
Virginia (n=334)	--	4.1% (n=14)	8.7% (n=29)	18.1% (n=60)	14.5% (n=48)	9.8% (n=32)	9.5% (n=31)	8.5% (n=28)	1.9% (n=6)	2.4% (n=8)	20.0% (n=66)	2.5% (n=8)
Washington (n=321)	1.3% (n=4)	3.9% (n=12)	10.6% (n=34)	14.1% (n=45)	21.0% (n=67)	7.0% (n=22)	12.2% (n=39)	12.2% (n=39)	--	--	16.7% (n=53)	1.1% (n=4)
Washington, DC (n=23)	--	--	--	--	--	--	--	6.3% (n=1)	--	--	93.8% (n=21)	--
West Virginia (n=164)	--	--	--	100.0% (n=164)	--	--	--	--	--	--	--	---
Wisconsin (n=453)	--	--	--	94.4% (n=427)	5.1% (n=23)	*	--	--	--	--	--	--
Wyoming (n=75)	1.6% (n=1)	15.7% (n=12)	12.6% (n=9)	31.4% (n=24)	11.0% (n=8)	4.7% (n=4)	6.0% (n=5)	4.7% (n=4)	--	--	12.3% (n=9)	--
National	2.3% (n=354)	6.1% (n=958)	6.4% (n=999)	27.4% (n=4274)	11.0% (n=1722)	10.1% (n=1572)	12.3% (n=1929)	7.8% (n=1221)	1.2% (n=194)	1.4% (n=217)	8.0% (n=1246)	6.0% (n=942)
Key *=Insufficient data to report --=No data to report												

The maximum speed of public access Internet service is shown in Figure 105. State responses to the question are libraries indicating that there is free public access Internet available. The largest percentage of libraries report having 1.5 Mbps (T1) connection (27.4 percent), which was the largest reported category in 2008-2009 (25.5 percent) as well. In 2009-2010, West Virginia (100 percent) and Wisconsin (94.4 percent) outlets reported the highest percentage of T1 connections. 51.8 percent of all outlets report having greater than a T1 connection, up from 44.5 in 2008-2009. 18.4 percent of outlets have greater than 10 Mbps, up from 12.3 percent in 2008-

2009. Most outlets in Washington, DC (93.8 percent) have greater than 10 Mbps, and 32.6 percent of outlets in Oklahoma do. Unfortunately, 76.4 percent of outlets in Hawaii reported they have less than 256 Kbps, up from 54.5 percent in 2008-2009. Also, a total of 47.5 percent of libraries in Alaska have less than 769 Kbps, down from 60.6 percent in 2008-2009

Figure 106: Increase in Public Access Internet Connection at Public Library Outlets over the last year

State	Connection speed has increased	Connection speed has remained the same	Don't Know
Alaska (n=98)	22.1% (n=22)	74.7% (n=73)	3.2% (n=3)
Arizona (n=181)	16.8% (n=28)	81.4% (n=135)	1.8% (n=3)
Arkansas (n=204)	17.4% (n=35)	82.6% (n=167)	--
Colorado (n=243)	35.6% (n=82)	63.4% (n=146)	1.0% (n=2)
Connecticut (n=220)	5.6% (n=12)	91.0% (n=187)	3.4% (n=7)
Delaware (n=32)	20.6% (n=7)	65.0% (n=21)	14.4% (n=5)
Florida (n=478)	35.8% (n=166)	63.7% (n=295)	*
Georgia (n=380)	18.6% (n=69)	74.8% (n=276)	6.7% (n=25)
Hawaii (n=50)	2.0% (n=1)	92.0% (n=46)	6.0% (n=3)
Idaho (n=134)	15.6% (n=20)	84.4% (n=111)	--
Illinois (n=764)	17.4% (n=129)	82.6% (n=613)	--
Indiana (n=403)	29.0% (n=113)	68.2% (n=265)	2.8% (n=11)
Iowa (n=531)	14.9% (n=78)	82.0% (n=426)	3.1% (n=16)
Kansas (n=370)	39.2% (n=141)	53.2% (n=192)	7.6% (n=28)
Kentucky (n=183)	34.9% (n=59)	65.1% (n=110)	--
Louisiana (n=310)	34.5% (n=104)	65.0% (n=195)	*
Maine (n=268)	18.9% (n=49)	75.3% (n=197)	5.8% (n=15)
Maryland (n=178)	16.6% (n=29)	82.8% (n=147)	*
Massachusetts (n=444)	22.5% (n=97)	74.0% (n=318)	3.5% (n=15)
Minnesota (n=347)	8.1% (n=28)	90.2% (n=312)	1.7% (n=6)
Mississippi (n=228)	10.9% (n=24)	89.1% (n=197)	--
Missouri (n=351)	23.1% (n=79)	75.3% (n=257)	1.7% (n=6)
Montana (n=103)	25.6% (n=26)	73.1% (n=74)	1.3% (n=1)
Nebraska (n=217)	20.2% (n=56)	75.1% (n=207)	4.7% (n=13)

Figure 106: Increase in Public Access Internet Connection at Public Library Outlets over the last year

State	Connection speed has increased	Connection speed has remained the same	Don't Know
Nevada (n=81)	27.0% (n=22)	71.3% (n=58)	1.7% (n=1)
New Jersey (n=449)	25.7% (n=109)	71.5% (n=303)	2.7% (n=12)
New Mexico (n=96)	30.8% (n=27)	67.0% (n=59)	2.2% (n=2)
New York (n=1,038)	27.5% (n=278)	70.7% (n=716)	1.9% (n=19)
North Carolina (n=381)	35.7% (n=136)	63.6% (n=242)	*
North Dakota (n=80)	21.5% (n=17)	74.6% (n=59)	4.0% (n=3)
Ohio (n=706)	13.3% (n=92)	84.7% (n=586)	2.0% (n=14)
Oklahoma (n=204)	40.8% (n=77)	57.2% (n=108)	2.1% (n=4)
Oregon (n=207)	21.9% (n=45)	77.3% (n=159)	*
Pennsylvania (n=611)	27.4% (n=162)	70.1% (n=415)	2.5% (n=15)
Rhode Island (n=71)	54.1% (n=36)	45.9% (n=31)	--
South Carolina (n=179)	7.5% (n=13)	91.2% (n=159)	1.3% (n=2)
South Dakota (n=138)	14.7% (n=20)	84.0% (n=114)	1.3% (n=2)
Tennessee (n=277)	19.3% (n=52)	76.6% (n=206)	4.0% (n=11)
Texas (n=821)	22.2% (n=175)	73.8% (n=580)	4.0% (n=32)
Utah (n=107)	13.2% (n=14)	86.8% (n=93)	--
Vermont (n=181)	7.1% (n=12)	84.5% (n=145)	8.3% (n=14)
Virginia (n=334)	23.0% (n=76)	76.6% (n=254)	*
Washington (n=321)	30.7% (n=98)	68.8% (n=219)	*
Washington, DC (n=23)	100% (n=23)	--	--
West Virginia (n=164)	22.3% (n=35)	73.5% (n=116)	4.2% (n=7)
Wisconsin (n=453)	28.2% (n=125)	67.2% (n=298)	4.6% (n=21)
Wyoming (n=75)	9.4% (n=7)	90.6% (n=68)	--
National	23.2% (n=3,602)	74.6% (n=11,602)	2.2% (n=345)
Key *=Insufficient data to report --=No data to report			

Figure 106 shows the increase in public access Internet connection speeds over the past year. State responses to the question are libraries indicating that there is free public access Internet available. Nearly one third of public library outlets (74.6 percent) reported that their connection speeds have stayed the same. Washington, DC (100 percent) and Rhode Island (54.1 percent) were exceptions as the majority of library outlets reported increased connection speeds in both cases.

Figure 107: Adequacy of Public Library Outlet Public Access Internet Connection Speed by State

State	The connection speed is insufficient to meet patron needs most of the time	The connection speed is insufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs almost all of the time	Don't know
Alaska (n=98)	32% (n=31)	36.4% (n=36)	28.5% (n=28)	3.2% (n=3)
Arizona (n=181)	13.2% (n=22)	30.5% (n=52)	56.4% (n=95)	--
Arkansas (n=204)	25.4% (n=51)	40.1% (n=81)	34.5% (n=70)	--
Colorado (n=243)	21.7% (n=49)	29.5% (n=67)	48.8% (n=110)	--
Connecticut (n=220)	14.2% (n=29)	31.8% (n=65)	52.3% (n=108)	1.7% (n=3)
Delaware (n=32)	--	15.3% (n=5)	84.7% (n=27)	--
Florida (n=478)	21.3% (n=99)	29.6% (n=137)	48.5% (n=225)	*
Georgia (n=380)	22.1% (n=81)	45.7% (n=168)	25.5% (n=94)	6.7% (n=25)
Hawaii (n=50)	54.0% (n=27)	32.0% (n=16)	14.0% (n=7)	--
Idaho (n=134)	22.2% (n=29)	41.9% (n=56)	34.9% (n=46)	1.1% (n=1)
Illinois (n=764)	17.5% (n=129)	29.6% (n=219)	52.6% (n=390)	*
Indiana (n=403)	8.4% (n=33)	30.5% (n=118)	61.1% (n=238)	--
Iowa (n=531)	13.8% (n=72)	22.0% (n=114)	64.2% (n=334)	--
Kansas (n=370)	6.4% (n=23)	29.2% (n=106)	64.4% (n=233)	--
Kentucky (n=183)	17.2% (n=29)	26.4% (n=44)	56.4% (n=95)	--
Louisiana (n=310)	9.6% (n=29)	27.5% (n=83)	62.5% (n=188)	*
Maine (n=268)	11.5% (n=30)	26.3% (n=70)	61.1% (n=162)	1.1% (n=3)
Maryland (n=178)	10.9% (n=19)	17.8% (n=32)	70.7% (n=126)	*
Massachusetts (n=444)	18.6% (n=79)	26.1% (n=112)	55.3% (n=236)	--
Minnesota (n=347)	9.1% (n=32)	38.6% (n=134)	52.3% (n=182)	--
Mississippi (n=228)	23.8% (n=53)	32.1% (n=71)	44.1% (n=97)	--
Missouri (n=351)	9.9% (n=34)	22.9% (n=78)	66.3% (n=225)	*
Montana (n=103)	10.3% (n=10)	38.5% (n=39)	50.0% (n=51)	1.3% (n=1)
Nebraska (n=217)	5.9% (n=16)	28.3% (n=78)	65.8% (n=181)	--
Nevada (n=81)	18.4% (n=15)	43.4% (n=35)	38.2% (n=31)	--
New Jersey (n=449)	10.6% (n=45)	23.6% (n=100)	65.3% (n=277)	*
New Mexico (n=96)	18.6% (n=16)	22.7% (n=20)	58.6% (n=52)	--

Figure 107: Adequacy of Public Library Outlet Public Access Internet Connection Speed by State

State	The connection speed is insufficient to meet patron needs most of the time	The connection speed is insufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs almost all of the time	Don't know
New York (n=1,038)	11.7% (n=119)	36.2% (n=367)	51.8% (n=526)	*
North Carolina (n=381)	7.1% (n=27)	39.7% (n=151)	52.5% (n=200)	*
North Dakota (n=80)	4.0% (n=3)	27.1% (n=22)	68.9% (n=55)	--
Ohio (n=706)	13.7% (n=95)	29.8% (n=206)	56.0% (n=388)	*
Oklahoma (n=204)	12.3% (n=23)	28.7% (n=54)	58.9% (n=111)	--
Oregon (n=207)	3.4% (n=7)	30.9% (n=63)	64.9% (n=133)	*
Pennsylvania (n=611)	10.1% (n=60)	28.2% (n=167)	61.8% (n=366)	--
Rhode Island (n=71)	3.1% (n=2)	33.6% (n=22)	63.3% (n=42)	--
South Carolina (n=179)	18.4% (n=32)	26.8% (n=47)	54.7% (n=96)	--
South Dakota (n=138)	11.0% (n=15)	23.1% (n=31)	65.9% (n=90)	--
Tennessee (n=277)	20.9% (n=56)	34.9% (n=93)	44.3% (n=118)	--
Texas (n=821)	16.1% (n=126)	33.3% (n=260)	50.0% (n=391)	*
Utah (n=107)	18.7% (n=20)	18.5% (n=20)	61.0% (n=66)	1.8% (n=2)
Vermont (n=181)	16.5% (n=28)	20.6% (n=35)	62.9% (n=106)	--
Virginia (n=334)	16.8% (n=55)	28.6% (n=94)	54.6% (n=180)	--
Washington (n=321)	15.7% (n=50)	31.4% (n=100)	52.4% (n=167)	*
Washington, DC (n=23)	--	--	100% (n=23)	--
West Virginia (n=164)	20.2% (n=32)	18.5% (n=29)	61.4% (n=96)	--
Wisconsin (n=453)	15.6% (n=69)	44.2% (n=196)	39.3% (n=175)	*
Wyoming (n=75)	15.7% (n=12)	31.4% (n=24)	52.9% (n=40)	--
National	14.7% (n=2,285)	30.4% (n=4,720)	54.4% (n=8,448)	*

Key * = Insufficient data to report
 -- = No data to report

The adequacy of connection speeds in public libraries is shown in Figure 107 and the results have changed noticeably from 2008-2009. State responses to the question are libraries indicating that there is free public access Internet available. Over half of outlets (54.4 percent) report that their connection speed is sufficient to meet patron needs at all times, up from 39.9 percent in 2008-2009. 100 percent of libraries in Washington, DC and 84.7 percent in Rhode Island reported this as being the case. Fortunately, the lowest overall percentage is for connection speeds being insufficient (14.7 percent), although 54 percent of Hawaiian libraries and 36

percent of Alaska libraries reported insufficiency, far above the national average. Having a connection speed that is sufficient only at some times during the day was reported as a problem by nearly one third of all libraries (30.4 percent), and is the most problematic for Georgia, with 45.7 percent reporting this, and Wisconsin (44.2 percent).

Figure 108: Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State

State	The connection speed is already at the maximum level available	There is no interest in increasing the speed of public access Internet connection	There is interest, but the library cannot currently afford to	There are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans to do so within the next year	There is interest, but the branch lacks the technical knowledge to increase the bandwidth	Other	Don't Know
Alaska (n=98)	30.1% (n=30)	3.2% (n=3)	41.5% (n=41)	4.7% (n=5)	3.2% (n=3)	4.7% (n=5)	6.3% (n=6)	6.3% (n=6)
Arizona (n=181)	11.5% (n=19)	26.4% (n=45)	12.7% (n=21)	15.6% (n=26)	24.3% (n=41)	--	4.2% (n=7)	5.3% (n=9)
Arkansas (n=204)	36.0% (n=73)	8.8% (n=18)	19.3% (n=39)	6.8% (n=14)	7.3% (n=15)	3.9% (n=8)	15.0% (n=30)	2.9% (n=6)
Colorado (n=243)	27.9% (n=64)	2.5% (n=6)	30.4% (n=70)	7.7% (n=18)	19.4% (n=44)	2.1% (n=5)	2.8% (n=6)	7.3% (n=17)
Connecticut (n=220)	27.5% (n=56)	22.7% (n=47)	17.7% (n=36)	3.9% (n=8)	16.6% (n=34)	--	3.4% (n=7)	8.4% (n=17)
Delaware (n=32)	54.1% (n=17)	10.3% (n=3)	12.2% (n=4)	--	4.1% (n=1)	4.1% (n=1)	--	15.3% (n=5)
Florida (n=478)	9.7% (n=45)	6.1% (n=28)	34.1% (n=158)	18.4% (n=85)	18.4% (n=85)	--	10.7% (n=50)	2.7% (n=12)
Georgia (n=380)	27.4% (n=101)	3.7% (n=13)	33.0% (n=121)	*	21.9% (n=80)	--	9.3% (n=34)	4.3% (n=16)
Hawaii (n=50)	24.0% (n=12)	--	48.0% (n=24)	6.0% (n=3)	6.0% (n=3)	--	6.0% (n=3)	10.0% (n=5)
Idaho (n=134)	21.7% (n=28)	3.3% (n=4)	36.2% (n=47)	6.0% (n=8)	18.4% (n=24)	1.1% (n=1)	3.5% (n=5)	10.0% (n=13)
Illinois (n=764)	19.3% (n=143)	11.1% (n=82)	38.9% (n=289)	5.5% (n=41)	12.6% (n=93)	3.0% (n=22)	4.5% (n=33)	5.2% (n=38)
Indiana (n=403)	18.7% (n=73)	11.1% (n=43)	29.5% (n=115)	9.1% (n=35)	24.0% (n=93)	*	2.9% (n=11)	3.7% (n=15)
Iowa (n=531)	26.1% (n=136)	16.4% (n=85)	19.8% (n=103)	4.3% (n=22)	16.7% (n=87)	1.3% (n=7)	4.7% (n=24)	10.7% (n=55)
Kansas (n=370)	16.5% (n=60)	12.6% (n=46)	43.2% (n=156)	2.5% (n=9)	13.7% (n=49)	1.3% (n=5)	5.1% (n=18)	5.1% (n=18)
Kentucky (n=183)	20.1% (n=34)	9.6% (n=16)	29.7% (n=50)	13.5% (n=23)	18.5% (n=31)	--	2.9% (n=5)	5.8% (n=10)
Louisiana (n=310)	23.5% (n=70)	16.0% (n=47)	26.3% (n=78)	2.6% (n=8)	20.8% (n=62)	1.0% (n=3)	8.4% (n=25)	1.4% (n=4)
Maine (n=268)	29.8% (n=79)	8.0% (n=21)	12.6% (n=33)	9.5% (n=25)	16.0% (n=42)	1.1% (n=3)	8.0% (n=21)	14.9% (n=39)

Figure 108: Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State

State	The connection speed is already at the maximum level available	There is no interest in increasing the speed of public access Internet connection	There is interest, but the library cannot currently afford to	There are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans to do so within the next year	There is interest, but the branch lacks the technical knowledge to increase the bandwidth	Other	Don't Know
Maryland (n=178)	34.3% (n=61)	7.3% (n=13)	11.6% (n=21)	12.5% (n=22)	27.1% (n=48)	--	5.4% (n=10)	1.8% (n=3)
Massachusetts (n=444)	25.5% (n=109)	16.2% (n=70)	23.3% (n=100)	10.1% (n=43)	13.4% (n=57)	2.4% (n=10)	7.1% (n=30)	2.2% (n=10)
Minnesota (n=347)	6.6% (n=23)	10.9% (n=38)	40.4% (n=140)	8.3% (n=29)	25.1% (n=87)	--	3.9% (n=13)	4.8% (n=17)
Mississippi (n=228)	9.0% (n=20)	19.5% (n=43)	51.7% (n=114)	14.2% (n=31)	4.3% (n=9)	--	--	1.3% (n=3)
Missouri (n=351)	18.0% (n=61)	8.8% (n=30)	14.3% (n=49)	9.0% (n=31)	30.0% (n=102)	1.2% (n=4)	12.1% (n=41)	6.7% (n=23)
Montana (n=103)	20.8% (n=21)	3.9% (n=4)	39.0% (n=39)	3.9% (n=4)	14.3% (n=14)	2.6% (n=3)	7.8% (n=8)	7.8% (n=8)
Nebraska (n=217)	20.1% (n=55)	20.4% (n=56)	31.0% (n=84)	5.9% (n=16)	5.9% (n=16)	--	3.6% (n=10)	13.0% (n=35)
Nevada (n=81)	25.6% (n=21)	7.2% (n=6)	36.9% (n=30)	7.2% (n=6)	18.1% (n=15)	--	--	5.1% (n=4)
New Jersey (n=449)	12.3% (n=52)	10.4% (n=44)	15.4% (n=65)	11.4% (n=48)	35.2% (n=149)	2.1% (n=9)	5.4% (n=23)	7.7% (n=33)
New Mexico (n=96)	16.5% (n=15)	8.6% (n=8)	19.8% (n=17)	12.2% (n=11)	14.3% (n=13)	2.2% (n=2)	19.3% (n=17)	7.2% (n=6)
New York (n=1,038)	19.8% (n=201)	12.5% (n=126)	3.56% (n=360)	6.1% (n=62)	12.6% (n=127)	*	6.0% (n=60)	6.9% (n=70)
North Carolina (n=381)	17.2% (n=65)	15.4% (n=58)	40.1% (n=152)	12.9% (n=49)	8.3% (n=32)	--	4.7% (n=18)	1.5% (n=6)
North Dakota (n=80)	39.6% (n=31)	19.8% (n=16)	11.3% (n=9)	4.0% (n=3)	19.8% (n=16)	5.6% (n=4)	--	--
Ohio (n=706)	14.4% (n=100)	14.2% (n=99)	24.0% (n=167)	4.1% (n=28)	28.1% (n=195)	1.0% (n=7)	12.3% (n=85)	1.8% (n=12)
Oklahoma (n=204)	4.1% (n=8)	12.0% (n=23)	26.7% (n=50)	18.5% (n=35)	10.3% (n=19)	--	2.1% (n=4)	26.4% (n=50)
Oregon (n=207)	39.2% (n=79)	16.6% (n=33)	12.0% (n=24)	12.3% (n=25)	11.4% (n=23)	*	3.6% (n=7)	4.2% (n=9)
Pennsylvania (n=611)	20.5% (n=121)	13.7% (n=81)	28.4% (n=168)	10.2% (n=60)	9.3% (n=55)	2.0% (n=12)	8.5% (n=50)	7.4% (n=44)

Figure 108: Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State

State	The connection speed is already at the maximum level available	There is no interest in increasing the speed of public access Internet connection	There is interest, but the library cannot currently afford to	There are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans to do so within the next year	There is interest, but the branch lacks the technical knowledge to increase the bandwidth	Other	Don't Know
Rhode Island (n=71)	44.9% (n=30)	9.2% (n=6)	12.2% (n=8)	6.1% (n=4)	15.3% (n=10)	--	12.3% (n=8)	--
South Carolina (n=179)	6.1% (n=11)	6.9% (n=12)	38.7% (n=68)	15.4% (n=27)	14.7% (n=26)	--	17.0% (n=30)	1.3% (n=2)
South Dakota (n=138)	40.0% (n=55)	15.5% (n=21)	15.5% (n=21)	7.0% (n=10)	9.0% (n=12)	2.6% (n=4)	3.9% (n=5)	6.5% (n=9)
Tennessee (n=277)	19.0% (n=51)	8.3% (n=22)	41.0% (n=110)	2.5% (n=7)	17.2% (n=46)	--	1.8% (n=5)	10.1% (n=27)
Texas (n=821)	18.5% (n=145)	10.6% (n=83)	37.6% (n=295)	9.2% (n=72)	12.3% (n=96)	1.3% (n=10)	4.3% (n=33)	6.3% (n=49)
Utah (n=107)	20.2% (n=22)	39.0% (n=42)	25.8% (n=28)	6.2% (n=7)	7.0% (n=8)	--	--	1.8% (n=2)
Vermont (n=181)	31.9% (n=55)	15.3% (n=26)	23.8% (n=41)	3.2% (n=6)	13.3% (n=23)	--	3.6% (n=6)	8.8% (n=15)
Virginia (n=334)	12.2% (n=40)	24.6% (n=81)	36.0% (n=119)	7.0% (n=23)	10.0% (n=33)	*	7.9% (n=26)	1.5% (n=5)
Washington (n=321)	35.2% (n=112)	3.4% (n=11)	19.6% (n=62)	6.0% (n=19)	27.7% (n=88)	--	3.8% (n=12)	4.2% (n=13)
Washington, DC (n=23)	--	--	--	93.8% (n=21)	6.3% (n=1)	--	--	--
West Virginia (n=164)	35.8% (n=56)	12.2% (n=19)	16.4% (n=26)	*	14.4% (n=23)	*	5.2% (n=8)	14.3% (n=23)
Wisconsin (n=453)	16.4% (n=73)	7.9% (n=35)	40.9% (n=181)	11.4% (n=51)	7.1% (n=31)	2.4% (n=10)	8.3% (n=37)	5.6% (n=25)
Wyoming (n=75)	53.1% (n=40)	10.8% (n=8)	7.8% (n=6)	3.1% (n=2)	14.1% (n=11)	--	6.3% (n=5)	4.7% (n=4)
National	20.7% (n=3,218)	12.4% (n=1,927)	29.5% (n=4,581)	8.5% (n=1,325)	16.1% (n=2,502)	1.0% (n=161)	6.2% (n=959)	5.5% (n=854)
Key *=Insufficient data to report --=No data to report								

Figure 108 details the possibility of increasing the adequacy of public library Internet connections. State responses to the question are libraries indicating that there is free public access Internet available. The highest percentage of libraries (29.5 percent) responded that there is interest in increasing the connection speed, but the library cannot currently afford to do so. Mississippi (51.7 percent) and Hawaii (48 percent) had the greatest responses within this category. The second highest overall response (20.7 percent) was that the connection speed is already at the maximum level available, down from 26 percent who reported this in 2008-2009. Delaware (54.1 percent) and Wyoming (53.1 percent) reported the highest percentages within this category. A lack of technical knowledge does not appear to be problematic anywhere, with only 1.0 percent of outlets reporting this was an issue. 12.4 percent of outlets indicated there was no interest in increasing the speed, with Utah (39.0 percent) and Arizona (26.4 percent) reporting the highest percentages. Washington, DC (93.8 percent) had the highest percentage of libraries reporting plans to increase bandwidth within the next year.

Figure 109: Public Access Wireless Internet Connectivity in Public Library Outlets by State

State	Wireless access is currently available within this library branch and when the library is closed	Wireless access is currently available within this library branch, but not when the library is closed	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year	Don't Know
Alaska (n=98)	49% (n=48)	27.2% (n=27)	3.2% (n=3)	20.6% (n=20)	--
Arizona (n=181)	79.7% (n=135)	20.3% (n=34)	--	--	--
Arkansas (n=204)	43.1% (n=87)	14.0% (n=28)	13.3% (n=27)	29.6% (n=60)	--
Colorado (n=243)	69.0% (n=161)	21.0% (n=49)	1.7% (n=4)	7.3% (n=17)	1.0% (n=2)
Connecticut (n=220)	76.1% (n=157)	16.6% (n=34)	*	6.5% (n=13)	--
Delaware (n=32)	19.4% (n=6)	12.2% (n=4)	42.8% (n=14)	22.5% (n=7)	31.% (n=1)
Florida (n=478)	67.3% (n=311)	25.4% (n=118)	4.2% (n=19)	2.7% (n=12)	*
Georgia (n=380)	50.2% (n=185)	34.1% (n=125)	6.7% (n=24)	3.8% (n=14)	5.3% (n=19)
Hawaii (n=50)	--	4.0% (n=2)	10.0% (n=5)	78.0% (n=39)	8.0% (n=4)
Idaho (n=134)	62.4% (n=83)	14.6% (n=19)	5.1% (n=7)	18.0% (n=24)	--
Illinois (n=764)	46.8% (n=348)	27.3% (n=204)	9.6% (n=72)	15.2% (n=113)	1.1% (n=8)
Indiana (n=403)	56.5% (n=220)	23.3% (n=91)	5.2% (n=20)	13.3% (n=52)	1.6% (n=6)
Iowa (n=531)	65.8% (n=342)	15.0% (n=78)	5.7% (n=29)	13.5% (n=70)	--
Kansas (n=370)	68.6% (n=248)	23.7% (n=86)	3.8% (n=14)	3.8% (n=14)	--
Kentucky (n=183)	84.2% (n=142)	7.2% (n=12)	1.4% (n=2)	7.2% (n=12)	--
Louisiana (n=310)	52.4% (n=157)	22.8% (n=69)	20.5% (n=62)	3.8% (n=11)	*
Maine (n=268)	87.4% (n=232)	5.7% (n=15)	3.4% (n=9)	3.4% (n=9)	--
Maryland (n=178)	66.7% (n=119)	25.3% (n=45)	6.2% (n=11)	1.8% (n=3)	--
Massachusetts (n=444)	73.6% (n=316)	17.7% (n=76)	3.2% (n=14)	5.5% (n=24)	--
Minnesota (n=347)	70.7% (n=246)	22.1% (n=77)	1.5% (n=5)	5.7% (n=20)	--
Mississippi (n=228)	46.5% (n=103)	22.3% (n=49)	7.0% (n=15)	24.2% (n=53)	--
Missouri (n=351)	23.7% (n=81)	42.0% (n=143)	6.7% (n=23)	27.6% (n=94)	--
Montana (n=103)	68.8% (n=69)	15.6% (n=16)	5.2% (n=5)	10.4% (n=10)	--
Nebraska (n=217)	66.2% (n=182)	19.8% (n=54)	5.9% (n=16)	8.2% (n=23)	--
Nevada (n=81)	48.5% (n=39)	5.8% (n=5)	4.1% (n=3)	41.6% (n=34)	--
New Jersey (n=449)	73.6% (n=313)	16.6% (n=71)	6.3% (n=27)	3.5% (n=15)	--

Figure 109: Public Access Wireless Internet Connectivity in Public Library Outlets by State

State	Wireless access is currently available within this library branch and when the library is closed	Wireless access is currently available within this library branch, but not when the library is closed	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year	Don't Know
New Mexico (n=96)	56.4% (n=50)	22.8% (n=20)	4.3% (n=4)	16.5% (n=15)	--
New York (n=1,038)	71.3% (n=723)	21.5% (n=218)	2.8% (n=28)	4.2% (n=42)	*
North Carolina (n=381)	53.0% (n=201)	24.7% (n=94)	8.3% (n=32)	13.7% (n=52)	*
North Dakota (n=80)	48.6% (n=39)	11.9% (n=9)	19.8% (n=16)	19.8% (n=16)	--
Ohio (n=706)	68.6% (n=475)	19.0% (n=131)	7.4% (n=51)	4.8% (n=33)	*
Oklahoma (n=204)	83.6% (n=154)	12.3% (n=23)	4.2% (n=8)	--	--
Oregon (n=207)	64.8% (n=133)	19.7% (n=40)	9.1% (n=19)	6.4% (n=13)	*
Pennsylvania (n=611)	61.9% (n=366)	28.6% (n=169)	2.3% (n=13)	7.2% (n=42)	--
Rhode Island (n=71)	96.9% (n=65)	3.1% (n=2)	--	--	--
South Carolina (n=179)	45.2% (n=79)	33.9% (n=59)	13.0% (n=23)	7.9% (n=14)	--
South Dakota (n=138)	49.6% (n=68)	7.8% (n=11)	9.0% (n=12)	33.6% (n=46)	--
Tennessee (n=277)	66.2% (n=178)	8.8% (n=24)	6.1% (n=16)	15.1% (n=40)	3.9% (n=11)
Texas (n=821)	56.3% (n=442)	19.5% (n=153)	8.8% (n=69)	13.9% (n=109)	1.5% (n=12)
Utah (n=107)	69.1% (n=74)	15.0% (n=16)	8.0% (n=9)	8.0% (n=9)	--
Vermont (n=181)	85.0% (n=146)	3.0% (n=5)	6.8% (n=12)	5.3% (n=9)	--
Virginia (n=334)	57.0% (n=189)	27.9% (n=92)	9.1% (n=30)	6.1% (n=20)	--
Washington (n=321)	67.2% (n=214)	14.8% (n=47)	15.5% (n=49)	2.5% (n=8)	--
Washington, DC (n=23)	93.8% (n=21)	6.3% (n=1)	--	--	--
West Virginia (n=164)	12.2% (n=19)	61.7% (n=97)	7.6% (n=12)	17.6% (n=28)	*
Wisconsin (n=453)	66.9% (n=297)	26.4% (n=117)	4.2% (n=18)	2.6% (n=11)	--
Wyoming (n=75)	54.0% (n=40)	22.1% (n=16)	6.4% (n=5)	15.9% (n=12)	1.6% (n=1)
National	61.2% (n=9,511)	21.0% (n=3,261)	6.8% (n=1,051)	10.6% (n=1,654)	*
Key *=Insufficient data to report --=No data to report					

Figure 109 shows rates of public access wireless internet connectivity offered by public library outlets. State responses to the question are libraries indicating that there is free public access Internet available. More than three quarters of outlets (82.2 percent) do provide wireless, which

is up slightly from 2008-2009 (76.4 percent). All libraries in Washington, DC and Rhode Island do provide wireless Internet access, yet it is still relatively rare Delaware (31.6 percent) and non-existent in Hawaii, with 78 percent of outlets reporting they do not provide wireless and have no plans to provide it. A total of 41.6 percent of outlets in Nevada and 33.6 percent of outlets in South Dakota also reported no plans on providing wireless access, which is well above the national average of 10.6 percent. Less than ten percent (6.8) of libraries that do not provide wireless are planning on making it available within the next year.

Figure 110: Public Library Outlet Shared Wireless-Workstation Bandwidth by State

State	The wireless connection and public workstations share bandwidth/connection with no management techniques	The wireless connection and public workstations share bandwidth/connection with management techniques	The wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
Alaska (n=75)	76.7% (n=58)	8.3% (n=6)	12.9% (n=10)	2.1% (n=2)
Arizona (n=169)	60.2% (n=102)	25.6% (n=43)	12.4% (n=21)	1.8% (n=3)
Arkansas (n=116)	61.6% (n=71)	11.0% (n=13)	18.9% (n=22)	8.5% (n=10)
Colorado (n=210)	49.2% (n=101)	12.0% (n=25)	36.9% (n=76)	2.0% (n=4)
Connecticut (n=191)	40.3% (n=77)	11.6% (n=22)	46.3% (n=88)	1.8% (n=3)
Delaware (n=10)	64.4% (n=7)	25.7% (n=3)	9.9% (n=1)	--
Florida (n=429)	56.9% (n=244)	21.6% (n=93)	21.5% (n=92)	--
Georgia (n=310)	68.3% (n=212)	25.7% (n=80)	3.2% (n=10)	2.8% (n=9)
Hawaii (n=2)	--	--	100% (n=2)	--
Idaho (n=102)	86.8% (n=89)	2.8% (n=3)	10.4% (n=11)	--
Illinois (n=552)	63.8% (n=352)	24.9% (n=137)	8.9% (n=49)	2.5% (n=14)
Indiana (n=430)	57.1% (n=177)	33.0% (n=102)	8.2% (n=25)	1.8% (n=5)
Iowa (n=102)	75.2% (n=316)	11.7% (n=49)	11.5% (n=48)	1.6% (n=7)
Kansas (n=334)	54.6% (n=182)	23.5% (n=78)	20.5% (n=69)	1.4% (n=5)
Kentucky (n=154)	74.4% (n=115)	9.4% (n=14)	14.7% (n=23)	1.6% (n=2)
Louisiana (n=226)	54.0% (n=122)	26.5% (n=60)	18.2% (n=41)	1.3% (n=3)
Maine (n=247)	80.1% (n=195)	5.0% (n=12)	10.0% (n=24)	5.0% (n=12)
Maryland (n=164)	62.1% (n=102)	28.6% (n=47)	8.7% (n=14)	*
Massachusetts (n=392)	47.1% (n=185)	9.3% (n=37)	39.7% (n=156)	3.9% (n=15)
Minnesota (n=224)	43.4% (n=140)	45.9% (n=148)	9.8% (n=32)	*
Mississippi (n=241)	53.5% (n=81)	41.9% (n=64)	4.5% (n=7)	--
Missouri (n=360)	53.6% (n=120)	26.5% (n=59)	19.3% (n=43)	*
Montana (n=84)	53.6% (n=120)	26.5% (n=59)	19.3% (n=43)	*
Nebraska (n=236)	79.6% (n=188)	4.1% (n=10)	14.9% (n=35)	1.4% (n=3)
Nevada (n=44)	44.6% (n=20)	18.2% (n=8)	34.0% (n=15)	3.1% (n=1)

Figure 110: Public Library Outlet Shared Wireless-Workstation Bandwidth by State

State	The wireless connection and public workstations share bandwidth/connection with no management techniques	The wireless connection and public workstations share bandwidth/connection with management techniques	The wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
New Jersey (n=384)	37.4% (n=144)	8.1% (n=31)	48.9% (n=188)	5.5% (n=21)
New Mexico (n=70)	47.1% (n=33)	15.9% (n=11)	29.8% (n=21)	7.2% (n=5)
New York (n=941)	47.1% (n=444)	22.7% (n=214)	28.0% (n=264)	2.1% (n=20)
North Carolina (n=295)	57.6% (n=170)	20.8% (n=61)	20.2% (n=60)	1.4% (n=4)
North Dakota (n=48)	57.9% (n=28)	19.6% (n=9)	15.9% (n=8)	6.5% (n=3)
Ohio (n=606)	60.5% (n=367)	31.2% (n=189)	7.4% (n=45)	*
Oklahoma (n=177)	67.2% (n=119)	28.4% (n=50)	4.4% (n=8)	--
Oregon (n=173)	58.0% (n=100)	28.6% (n=50)	13.4% (n=23)	--
Pennsylvania (n=535)	63.5% (n=338)	12.9% (n=68)	20.7% (n=110)	2.9% (n=16)
Rhode Island (n=67)	24.5% (n=16)	66.3% (n=44)	9.2% (n=6)	--
South Carolina (n=138)	62.2% (n=86)	35.6% (n=49)	2.2% (n=3)	--
South Dakota (n=78)	74.3% (n=58)	--	18.9% (n=15)	6.8% (n=5)
Tennessee (n=201)	65.8% (n=132)	4.8% (n=10)	23.1% (n=46)	6.4% (n=13)
Texas (n=594)	58.0% (n=346)	20.6% (n=123)	17.5% (n=104)	3.9% (n=23)
Utah (n=90)	62.9% (n=57)	25.6% (n=23)	11.6% (n=10)	--
Vermont (n=151)	72.5% (n=109)	8.7% (n=13)	14.8% (n=22)	4.1% (n=6)
Virginia (n=281)	52.8% (n=148)	31.9% (n=89)	15.3% (n=43)	--
Washington (n=261)	41.6% (n=108)	47.1% (n=123)	8.7% (n=23)	2.6% (n=7)
Washington, DC (n=23)	12.5% (n=3)	87.5% (n=20)	--	--
West Virginia (n=116)	57.6% (n=67)	25.1% (n=29)	5.7% (n=7)	11.5% (n=13)
Wisconsin (n=414)	47.3% (n=196)	27.1% (n=112)	21.5% (n=89)	4.0% (n=17)
Wyoming (n=56)	83.2% (n=47)	8.4% (n=5)	4.2% (n=2)	4.2% (n=2)
National	56.1% (n=7,171)	23.2% (n=2,957)	18.3% (n=2,344)	2.4% (n=300)
Key *=Insufficient data to report --=No data to report				

Figure 110 details whether or not the wireless and public access workstations share the same bandwidth or connection in libraries that do provide wireless access. State responses to the question are libraries indicating that there is free public access Internet and wireless available. A combined total of 79.3 percent of libraries reported sharing the same bandwidth connection for wireless this year, up just slightly from 74.8 percent in 2008-2009. Over half (56.1 percent) of outlets have a shared bandwidth/connection, and do not utilize any management techniques. The states most likely to share connections are Idaho (86.8 percent), Wyoming (83.2 percent). States that tend to share the bandwidth yet have management techniques are Washington, DC (87.5 percent) and Washington (47.1 percent), and states reporting the highest percentage of having a separate connection for wireless are Hawaii (100 percent) and New Jersey (49.9 percent).

**Figure 111: Public Access Internet Services Critical to the Role of the Public Library Outlet by State
(1=Strongly Disagree, 5=Strongly Agree)**

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Alaska (n=98)	4.0 (n=98)	3.3 (n=97)	4.2 (n=98)	2.9 (n=98)	3.9 (n=97)	3.8 (n=97)	3.7 (n=87)	3.9 (n=98)	3.6 (n=95)	3.5 (n=94)	2.8 (n=95)	3.2 (n=86)	4.4 (n=14)
Arizona (n=181)	4.4 (n=169)	3.7 (n=169)	4.3 (n=168)	3.7 (n=166)	4.1 (n=166)	3.4 (n=169)	4.1 (n=163)	4.0 (n=163)	3.7 (n=163)	3.9 (n=169)	3.6 (n=163)	3.7 (n=157)	5.0 (n=4)
Arkansas (n=204)	4.8 (n=202)	4.0 (n=202)	4.7 (n=202)	3.3 (n=200)	4.1 (n=202)	4.1 (n=202)	4.1 (n=202)	4.2 (n=200)	4.0 (n=202)	3.6 (n=200)	3.2 (n=202)	3.1 (n=202)	--
Colorado (n=243)	4.4 (n=211)	3.8 (n=213)	4.4 (n=213)	3.8 (n=207)	4.0 (n=206)	3.7 (n=211)	3.9 (n=211)	3.8 (n=211)	3.6 (n=213)	3.9 (n=211)	3.2 (n=208)	3.5 (n=213)	5.0 (n=2)
Connecticut (n=220)	4.7 (n=204)	3.8 (n=206)	4.5 (n=204)	3.6 (n=195)	4.0 (n=202)	3.9 (n=202)	3.9 (n=202)	3.9 (n=206)	3.8 (n=202)	4.0 (n=204)	3.5 (n=199)	3.5 (n=202)	3.7 (n=5)
Delaware (n=32)	4.8 (n=32)	4.1 (n=32)	4.7 (n=32)	4.4 (n=31)	4.4 (n=32)	4.0 (n=32)	4.1 (n=31)	4.1 (n=31)	4.0 (n=32)	4.0 (n=31)	3.3 (n=32)	3.6 (n=30)	4.8 (n=6)
Florida (n=478)	4.8 (n=455)	4.1 (n=455)	4.8 (n=455)	4.1 (n=427)	4.3 (n=453)	3.9 (n=453)	4.1 (n=453)	4.0 (n=452)	3.8 (n=453)	4.1 (n=450)	3.6 (n=450)	3.7 (n=450)	4.8 (n=40)
Georgia (n=380)	4.7 (n=349)	3.8 (n=325)	4.4 (n=347)	3.7 (n=340)	4.0 (n=342)	3.8 (n=346)	4.0 (n=346)	4.0 (n=342)	3.6 (n=344)	3.5 (n=344)	3.1 (n=344)	3.1 (n=340)	5.0 (n=11)
Hawaii (n=50)	4.7 (n=50)	3.7 (n=48)	4.7 (n=49)	3.4 (n=48)	4.4 (n=49)	4.2 (n=50)	4.2 (n=49)	4.3 (n=50)	3.9 (n=50)	3.7 (n=49)	3.3 (n=41)	3.7 (n=42)	3.3 (n=3)
Idaho (n=134)	4.6 (n=131)	3.9 (n=125)	4.5 (n=131)	3.7 (n=125)	4.3 (n=131)	4.0 (n=130)	4.2 (n=131)	4.3 (n=131)	4.0 (n=133)	4.1 (n=128)	3.2 (n=124)	3.2 (n=128)	4.3 (n=10)
Illinois (n=764)	4.7 (n=742)	4.0 (n=733)	4.6 (n=739)	3.8 (n=712)	4.1 (n=728)	3.8 (n=733)	3.9 (n=731)	4.0 (n=739)	3.9 (n=736)	3.9 (n=733)	3.3 (n=731)	3.2 (n=700)	4.3 (n=22)
Indiana (n=403)	4.8 (n=384)	3.9 (n=382)	4.7 (n=384)	3.9 (n=378)	4.2 (n=378)	4.0 (n=371)	4.1 (n=378)	4.2 (n=376)	4.0 (n=376)	4.1 (n=380)	3.3 (n=381)	3.3 (n=372)	3.0 (n=9)
Iowa (n=531)	4.6 (n=513)	3.8 (n=304)	4.6 (n=510)	3.6 (n=484)	4.0 (n=510)	3.9 (n=507)	3.8 (n=503)	4.1 (n=503)	3.8 (n=513)	3.9 (n=503)	3.2 (n=497)	3.2 (n=490)	3.3 (n=46)
Kansas (n=370)	4.4 (n=352)	3.5 (n=352)	4.5 (n=357)	3.5 (n=357)	4.0 (n=361)	4.0 (n=361)	3.9 (n=357)	4.1 (n=361)	3.8 (n=361)	3.9 (n=352)	3.3 (n=352)	3.1 (n=347)	4.7 (n=69)

**Figure 111: Public Access Internet Services Critical to the Role of the Public Library Outlet by State
(1=Strongly Disagree, 5=Strongly Agree)**

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Kentucky (n=183)	4.6 (n=166)	3.9 (n=164)	4.5 (n=166)	4.0 (n=169)	4.1 (n=166)	3.8 (n=166)	4.0 (n=166)	4.0 (n=166)	3.9 (n=169)	4.0 (n=166)	3.2 (n=164)	3.2 (n=159)	3.0 (n=2)
Louisiana (n=310)	4.4 (n=300)	3.8 (n=298)	4.4 (n=300)	3.8 (n=287)	4.5 (n=297)	4.3 (n=298)	4.2 (n=298)	4.2 (n=296)	4.1 (n=299)	4.0 (n=299)	3.4 (n=291)	3.6 (n=271)	4.8 (n=32)
Maine (n=268)	4.6 (n=259)	4.0 (n=262)	4.6 (n=259)	3.6 (n=253)	4.2 (n=262)	4.0 (n=262)	4.2 (n=259)	4.2 (n=259)	3.9 (n=262)	4.0 (n=256)	3.3 (n=262)	3.0 (n=250)	4.4 (n=37)
Maryland (n=178)	4.8 (n=177)	4.4 (n=176)	4.7 (n=178)	3.7 (n=171)	4.4 (n=178)	3.6 (n=178)	4.2 (n=178)	4.1 (n=177)	3.7 (n=178)	4.2 (n=177)	3.8 (n=177)	3.8 (n=166)	4.9 (n=9)
Massachusetts (n=444)	4.4 (n=427)	3.8 (n=419)	4.3 (n=422)	3.7 (n=415)	4.1 (n=422)	3.8 (n=425)	3.9 (n=423)	4.0 (n=420)	3.7 (n=419)	4.0 (n=424)	3.5 (n=419)	3.4 (n=403)	4.3 (n=38)
Minnesota (n=347)	4.6 (n=348)	3.8 (n=348)	4.4 (n=348)	3.8 (n=344)	3.9 (n=348)	3.8 (n=348)	3.9 (n=348)	3.9 (n=348)	3.6 (n=348)	3.6 (n=348)	3.1 (n=344)	3.4 (n=343)	5.0 (n=9)
Mississippi (n=228)	4.7 (n=217)	3.9 (n=214)	4.4 (n=215)	3.5 (n=210)	4.3 (n=217)	4.1 (n=217)	4.2 (n=215)	4.4 (n=217)	4.2 (n=217)	3.5 (n=212)	3.0 (n=211)	3.2 (n=210)	--
Missouri (n=351)	4.7 (n=341)	3.9 (n=337)	4.5 (n=338)	4.0 (n=324)	4.0 (n=340)	4.0 (n=341)	4.1 (n=341)	4.1 (n=340)	3.9 (n=334)	3.9 (n=333)	3.6 (n=334)	3.3 (n=318)	3.7 (n=24)
Montana (n=103)	4.0 (n=99)	3.5 (n=99)	4.4 (n=99)	3.6 (n=93)	3.6 (n=100)	3.6 (n=93)	3.7 (n=99)	3.8 (n=99)	3.7 (n=99)	3.8 (n=99)	2.9 (n=97)	2.4 (n=92)	4.0 (n=4)
Nebraska (n=217)	4.3 (n=275)	3.6 (n=275)	4.3 (n=275)	3.6 (n=259)	3.8 (n=272)	3.6 (n=275)	3.7 (n=265)	3.8 (n=272)	3.8 (n=272)	3.8 (n=265)	2.9 (n=259)	3.2 (n=236)	4.8 (n=29)
Nevada (n=81)	4.5 (n=77)	3.6 (n=77)	4.5 (n=80)	3.2 (n=78)	4.2 (n=78)	4.1 (n=74)	4.1 (n=78)	4.1 (n=78)	4.0 (n=79)	3.9 (n=80)	3.1 (n=78)	3.5 (n=81)	5.0 (n=3)
New Jersey (n=449)	4.6 (n=416)	4.1 (n=414)	4.5 (n=414)	4.0 (n=395)	4.2 (n=413)	3.9 (n=413)	3.9 (n=409)	4.0 (n=409)	4.0 (n=416)	4.1 (n=406)	3.7 (n=409)	3.9 (n=405)	4.2 (n=20)
New Mexico (n=96)	4.5 (n=88)	3.8 (n=88)	4.4 (n=88)	3.8 (n=82)	3.8 (n=88)	3.6 (n=88)	4.1 (n=88)	4.0 (n=88)	3.9 (n=88)	4.0 (n=86)	3.2 (n=86)	3.4 (n=86)	3.7 (n=6)
New York (n=1,038)	4.6 (n=1006)	3.8 (n=984)	4.3 (n=1000)	3.9 (n=962)	4.1 (n=1001)	3.9 (n=979)	3.8 (n=981)	4.1 (n=986)	3.7 (n=981)	4.0 (n=984)	3.3 (n=959)	3.3 (n=923)	4.3 (n=205)

Figure 111: Public Access Internet Services Critical to the Role of the Public Library Outlet by State (1=Strongly Disagree, 5=Strongly Agree)

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
North Carolina (n=381)	4.8 (n=379)	4.1 (n=375)	4.4 (n=375)	3.9 (n=358)	4.4 (n=374)	4.0 (n=368)	4.1 (n=375)	4.3 (n=374)	4.0 (n=367)	3.9 (n=374)	3.4 (n=370)	3.7 (n=374)	4.6 (n=17)
North Dakota (n=80)	4.1 (n=76)	3.4 (n=76)	4.1 (n=76)	3.1 (n=76)	3.3 (n=80)	3.1 (n=76)	3.5 (n=76)	3.6 (n=76)	3.4 (n=80)	3.1 (n=76)	2.9 (n=73)	3.0 (n=76)	4.3 (n=9)
Ohio (n=706)	4.6 (n=682)	3.7 (n=678)	4.5 (n=684)	3.9 (n=664)	4.1 (n=685)	3.8 (n=680)	3.8 (n=682)	3.9 (n=682)	3.8 (n=682)	3.8 (n=680)	3.1 (n=671)	3.0 (n=636)	3.9 (n=636)
Oklahoma (n=204)	4.7 (n=185)	4.3 (n=185)	4.6 (n=185)	4.2 (n=181)	4.2 (n=185)	3.9 (n=185)	4.2 (n=185)	4.1 (n=185)	3.8 (n=185)	4.0 (n=181)	3.6 (n=185)	3.5 (n=185)	5.0 (n=12)
Oregon (n=207)	4.5 (n=205)	3.6 (n=205)	4.5 (n=205)	3.4 (n=196)	3.9 (n=205)	3.7 (n=205)	4.0 (n=205)	3.9 (n=204)	3.4 (n=205)	3.7 (n=204)	3.0 (n=180)	3.3 (n=201)	4.3 (n=15)
Pennsylvania (n=611)	4.7 (n=588)	4.0 (n=575)	4.5 (n=588)	4.0 (n=522)	4.3 (n=585)	4.0 (n=582)	4.3 (n=583)	4.1 (n=577)	3.9 (n=575)	4.0 (n=579)	3.3 (n=578)	3.0 (n=555)	4.1 (n=32)
Rhode Island (n=71)	4.4 (n=65)	3.7 (n=65)	4.3 (n=65)	3.8 (n=65)	4.0 (n=65)	3.8 (n=65)	4.1 (n=63)	4.0 (n=65)	3.7 (n=65)	3.9 (n=65)	3.4 (n=63)	3.3 (n=59)	--
South Carolina (n=179)	4.5 (n=175)	3.6 (n=172)	3.9 (n=175)	4.0 (n=163)	4.0 (n=171)	4.0 (n=175)	3.9 (n=172)	4.0 (n=175)	3.8 (n=173)	3.3 (n=175)	3.3 (n=175)	3.1 (n=167)	3.0 (n=4)
South Dakota (n=138)	4.4 (n=133)	3.7 (n=131)	4.4 (n=131)	3.5 (n=124)	4.1 (n=127)	4.1 (n=129)	3.9 (n=129)	4.1 (n=127)	4.0 (n=134)	3.7 (n=127)	3.1 (n=124)	2.7 (n=117)	4.6 (n=22)
Tennessee (n=277)	4.8 (n=257)	3.8 (n=255)	4.6 (n=260)	4.0 (n=248)	4.1 (n=255)	4.1 (n=253)	4.2 (n=251)	4.2 (n=251)	4.1 (n=260)	4.0 (n=249)	3.1 (n=245)	3.1 (n=241)	4.0 (n=10)
Texas (n=821)	4.7 (n=778)	3.9 (n=765)	4.5 (n=778)	3.9 (n=748)	4.2 (n=766)	4.1 (n=760)	4.1 (n=764)	4.1 (n=757)	4.0 (n=769)	3.8 (n=762)	3.3 (n=751)	3.7 (n=759)	3.6 (n=54)
Utah (n=107)	4.4 (n=107)	4.0 (n=107)	4.4 (n=107)	3.8 (n=104)	4.3 (n=107)	4.3 (n=107)	4.0 (n=107)	4.1 (n=107)	3.9 (n=107)	4.0 (n=107)	3.4 (n=107)	3.9 (n=107)	3.0 (n=7)
Vermont (n=181)	4.3 (n=171)	3.5 (n=171)	4.1 (n=170)	3.5 (n=168)	3.5 (n=168)	3.4 (n=168)	3.7 (n=168)	3.6 (n=164)	3.3 (n=166)	3.5 (n=167)	2.7 (n=166)	2.3 (n=162)	4.2 (n=25)
Virginia (n=334)	4.7 (n=330)	3.9 (n=328)	4.6 (n=330)	4.0 (n=316)	4.2 (n=330)	3.8 (n=328)	4.2 (n=325)	4.0 (n=330)	3.8 (n=328)	3.8 (n=324)	3.5 (n=318)	3.4 (n=326)	4.4 (n=14)

Figure 111: Public Access Internet Services Critical to the Role of the Public Library Outlet by State (1=Strongly Disagree, 5=Strongly Agree)

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Washington (n=321)	4.6 (n=318)	3.9 (n=318)	4.5 (n=318)	4.1 (n=258)	4.6 (n=314)	3.9 (n=314)	4.4 (n=312)	4.1 (n=317)	3.9 (n=317)	3.8 (n=317)	3.2 (n=316)	3.6 (n=314)	4.6 (n=45)
Washington, DC (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	--
West Virginia (n=164)	4.6 (n=158)	3.9 (n=156)	4.3 (n=156)	3.4 (n=146)	4.4 (n=158)	4.2 (n=158)	4.0 (n=158)	4.2 (n=155)	4.2 (n=158)	3.9 (n=158)	3.1 (n=156)	2.8 (n=153)	4.2 (n=5)
Wisconsin (n=453)	4.7 (n=444)	3.8 (n=434)	4.6 (n=440)	3.8 (n=426)	3.9 (n=433)	3.8 (n=430)	4.0 (n=433)	4.1 (n=435)	3.8 (n=440)	3.9 (n=428)	3.3 (n=424)	3.1 (n=417)	4.1 (n=34)
Wyoming (n=75)	4.3 (n=74)	3.7 (n=70)	4.3 (n=74)	3.3 (n=66)	4.0 (n=71)	4.1 (n=71)	4.2 (n=70)	4.2 (n=71)	3.7 (n=71)	3.7 (n=70)	3.1 (n=70)	3.2 (n=70)	5.0 (n=2)
National	4.6 (n=15369)	3.9 (n=15203)	4.5 (n=15332)	3.8 (n=14695)	4.1 (n=15256)	3.9 (n=15197)	4.0 (n=15171)	4.1 (n=15193)	3.8 (n=15249)	3.9 (n=15141)	3.3 (n=14954)	3.3 (n=14954)	4.3 (n=1131)
Key *=Insufficient data to report --=No data to report													

Figure 111 shows the extent to which libraries agree that particular public Internet services are critical to the role that the library plays within the community. State responses to the question are libraries indicating that there is free public access Internet available. Overall, libraries most strongly agreed that services for job seekers (4.6), access to government information and services (4.5), education resources and databases for K-12 students (4.1) and education resources and databases for adult/continuing education students (4.1) provide the most important service to the community. Washington, DC (5.0) and Delaware (4.8) rated services for job seekers most highly. Washington, DC (5.0) and Florida (4.75) rated access to government information and services most highly. Washington, DC (5.0) and Washington (4.5) rated education resources and databases for K-12 students most highly. Washington, DC (5.0) and Mississippi (4.4) rated education resources and databases for adult/continuing education students most highly.

Figure 112: Public Library Outlets Formal or Informal Technology Training Availability by State

State	Offers formal IT training classes	Offers one-on-one IT training by appointment	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
Alaska (n=98)	6.3% (n=6)	14.2% (n=14)	65.9% (n=65)	14.2% (n=14)	27.8% (n=27)
Arizona (n=181)	49.2% (n=83)	14.1% (n=24)	70.1% (n=119)	30.5% (n=52)	17.2% (n=29)
Arkansas (n=204)	11.2% (n=23)	6.8% (n=14)	82.3% (n=166)	13.1% (n=27)	16.8% (n=34)
Colorado (n=243)	40.6% (n=91)	43.8% (n=98)	82.5% (n=184)	24.0% (n=53)	7.2% (n=16)
Connecticut (n=220)	41.0% (n=83)	29.4% (n=60)	82.5% (n=167)	11.4% (n=23)	7.6% (n=15)
Delaware (n=32)	31.9% (n=10)	31.6% (n=10)	83.7% (n=27)	19.4% (n=6)	8.1% (n=3)
Florida (n=478)	58.7% (n=269)	12.3% (n=56)	80.4% (n=367)	32.3% (n=148)	6.3% (n=29)
Georgia (n=380)	29.6% (n=108)	17.5% (n=64)	81.8% (n=299)	31.0% (n=113)	9.3% (n=34)
Hawaii (n=50)	12.0% (n=6)	18.0% (n=9)	90.0% (n=45)	8.0% (n=4)	10.0% (n=5)
Idaho (n=134)	18.0% (n=24)	14.4% (n=19)	79.9% (n=106)	19.7% (n=26)	16.7% (n=22)
Illinois (n=764)	32.5% (n=241)	25.5% (n=189)	70.7% (n=525)	13.3% (n=99)	16.3% (n=121)
Indiana (n=403)	47.0% (n=181)	29.1% (n=113)	72.2% (n=279)	30.2% (n=117)	6.0% (n=23)
Iowa (n=531)	22.9% (n=119)	32.1% (n=167)	72.1% (n=375)	12.6% (n=65)	18.9% (n=98)
Kansas (n=370)	20.1% (n=73)	20.3% (n=73)	84.7% (n=306)	14.1% (n=51)	11.4% (n=41)
Kentucky (n=183)	46.6% (n=77)	26.1% (n=43)	75.3% (n=125)	11.7% (n=19)	14.6% (n=24)
Louisiana (n=310)	49.0% (n=147)	5.7% (n=17)	73.8% (n=222)	26.3% (n=79)	10.6% (n=32)
Maine (n=268)	10.4% (n=27)	27.8% (n=73)	83.8% (n=219)	11.6% (n=30)	9.3% (n=24)
Maryland (n=178)	39.5% (n=70)	32.8% (n=58)	90.4% (n=160)	30.9% (n=55)	4.2% (n=7)
Massachusetts (n=444)	23.2% (n=100)	28.9% (n=124)	84.0% (n=361)	13.5% (n=58)	11.5% (n=50)
Minnesota (n=347)	54.4% (n=189)	24.2% (n=84)	89.5% (n=311)	13.4% (n=47)	1.0% (n=3)
Mississippi (n=228)	19.8% (n=43)	4.4% (n=10)	70.7% (n=154)	43.2% (n=94)	11.2% (n=24)
Missouri (n=351)	46.0% (n=156)	20.6% (n=70)	75.0% (n=255)	29.1% (n=99)	10.9% (n=37)
Montana (n=103)	23.4% (n=23)	22.1% (n=22)	64.9% (n=65)	6.5% (n=6)	23.4% (n=23)
Nebraska (n=217)	19.9% (n=55)	15.2% (n=42)	81.3% (n=224)	9.4% (n=26)	14.1% (n=39)
Nevada (n=81)	30.4% (n=25)	--	84.6% (n=69)	5.1% (n=4)	10.9% (n=9)
New Jersey (n=449)	42.3% (n=177)	27.7% (n=116)	66.8% (n=279)	15.7% (n=66)	10.6% (n=45)
New Mexico (n=96)	42.1% (n=37)	18.0% (n=16)	71.6% (n=63)	24.8% (n=22)	4.3% (n=4)

Figure 112: Public Library Outlets Formal or Informal Technology Training Availability by State

State	Offers formal IT training classes	Offers one-on-one IT training by appointment	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
New York (n=1,038)	51.2% (n=519)	27.0% (n=273)	72.7% (n=736)	19.5% (n=197)	4.0% (n=40)
North Carolina (n=381)	29.0% (n=110)	24.0% (n=91)	85.9% (n=327)	27.2% (n=103)	13.4% (n=51)
North Dakota (n=80)	13.5% (n=11)	15.8% (n=13)	80.2% (n=64)	19.8% (n=16)	19.8% (n=16)
Ohio (n=706)	51.9% (n=357)	43.0% (n=296)	77.5% (n=534)	38.3% (n=264)	8.3% (n=57)
Oklahoma (n=204)	68.6% (n=127)	16.8% (n=31)	91.6% (n=169)	47.6% (n=88)	6.3% (n=12)
Oregon (n=207)	29.5% (n=6)	16.0% (n=33)	83.1% (n=170)	21.5% (n=44)	7.7% (n=16)
Pennsylvania (n=611)	40.0% (n=235)	20.4% (n=120)	68.7% (n=404)	15.8% (n=93)	16.5% (n=97)
Rhode Island (n=71)	62.1% (n=40)	31.6% (n=20)	56.8% (n=37)	12.6% (n=8)	--
South Carolina (n=179)	33.0% (n=58)	12.3% (n=21)	46.5% (n=81)	17.8% (n=31)	41.6% (n=73)
South Dakota (n=138)	16.3% (n=22)	12.9% (n=18)	67.7% (n=92)	14.2% (n=19)	27.1% (n=37)
Tennessee (n=277)	36.5% (n=95)	21.8% (n=57)	68.8% (n=179)	19.5% (n=51)	17.6% (n=46)
Texas (n=821)	37.9% (n=296)	20.0% (n=156)	76.3% (n=595)	20.1% (n=157)	13.6% (n=106)
Utah (n=107)	12.9% (n=14)	21.3% (n=23)	80.6% (n=87)	20.6% (n=22)	11.5% (n=12)
Vermont (n=181)	17.7% (n=30)	32.8% (n=56)	71.9% (n=123)	11.6% (n=20)	15.1% (n=26)
Virginia (n=334)	56.7% (n=187)	34.9% (n=115)	78.6% (n=259)	30.0% (n=99)	9.1% (n=30)
Washington (n=321)	26.8% (n=85)	15.5% (n=49)	83.8% (n=267)	12.5% (n=40)	2.7% (n=9)
Washington, DC (n=23)	100% (n=23)	--	--	--	--
West Virginia (n=164)	16.4% (n=26)	15.2% (n=24)	76.3% (n=120)	28.4% (n=45)	17.6% (n=28)
Wisconsin (n=453)	26.5% (n=117)	29.4% (n=130)	79.6% (n=354)	15.3% (n=68)	10.3% (n=46)
Wyoming (n=75)	9.1% (n=7)	17.5% (n=13)	65.2% (n=48)	23.7% (n=17)	30.3% (n=22)
National					

Weighted missing values, n=357
Key *=Insufficient data to report
 --=No data to report

Figure 112 presents the types of formal or informal technology training availability in public library outlets by state. Overall the majority of states list informal point-of-use assistance as the main offering of technology training. Among these Oklahoma (91.6 percent) had the highest percentage. Less popular among public library outlets is formal IT training classes. All public library outlets in Washington DC provide formal IT training classes. In terms of one-on-one IT training by appointment, reports were equivalent among states to formal IT training with Colorado (43.8 percent) and Ohio (43.0 percent) being the highest. As for online training Ohio (38.3 percent) had the highest reported percentage among states. In comparison to other

categories few states reported a high percentage of public library outlets not offering any form of technology training. South Carolina (41.6 percent) had the highest percentage of public library outlets that do not offer any form of technology training.

Figure 113 (Part 1): Formal Technology Training Classes Offered by Public Library Branches by State**

State	General computer skills	General software use	General Internet use	General online/Web searching	Using library's Online Public Access Catalog (OPAC)	Using online databases	Safe online practices	Accessing online government information
Alaska (n=6)	75% (n=5)	50% (n=3)	75% (n=5)	25% (n=2)	25% (n=2)	50% (n=3)	50% (n=3)	25% (n=2)
Arizona (n=83)	92.3% (n=72)	82.8% (n=65)	100% (n=78)	86.7% (n=68)	76.7% (n=60)	78.1% (n=61)	35.3% (n=28)	35.7% (n=28)
Arkansas (n=23)	100% (n=23)	82.3% (n=19)	82.3% (n=19)	70.1% (n=16)	47.3% (n=11)	61.4% (n=14)	8.7% (n=2)	--
Colorado (n=91)	98.1% (n=86)	96.2% (n=84)	98.1% (n=86)	93.5% (n=82)	61.9% (n=54)	69.6% (n=61)	35.4% (n=31)	20.4% (n=18)
Connecticut (n=83)	87.0% (n=70)	82.8% (n=66)	87.0% (n=70)	79.4% (n=64)	36.1% (n=29)	42.3% (n=34)	14.9% (n=12)	7.6% (n=6)
Delaware (n=10)	80.4% (n=8)	67.6% (n=7)	80.4% (n=8)	67.6% (n=7)	54.9% (n=6)	57.8% (n=6)	35.3% (n=4)	35.3% (n=4)
Florida (n=269)	96.5% (n=259)	78.4% (n=211)	96.2% (n=258)	82.3% (n=221)	60.8% (n=163)	54.5% (n=146)	51.1% (n=137)	45.7% (n=123)
Georgia (n=108)	100% (n=108)	80.0% (n=84)	93.3% (n=98)	69.8% (n=73)	29.8% (n=31)	35.4% (n=37)	20.7% (n=22)	15.2% (n=16)
Hawaii (n=6)	66.7% (n=4)	16.7% (n=1)	66.7% (n=4)	50.0% (n=3)	66.7% (n=4)	83.3% (n=5)	16.7% (n=1)	33.3% (n=2)
Idaho (n=24)	89.8% (n=21)	76.4% (n=18)	89.8% (n=21)	85.6% (n=20)	49.6% (n=12)	35.6% (n=8)	33.8% (n=8)	23.6% (n=6)
Illinois (n=241)	95.4% (n=228)	77.1% (n=184)	89.6% (n=214)	75.8% (n=181)	38.9% (n=93)	49.4% (n=118)	34.5% (n=82)	19.6% (n=47)
Indiana (n=181)	96.4% (n=175)	86.0% (n=156)	94.7% (n=172)	70.5% (n=128)	57.9% (n=105)	39.0% (n=71)	36.8% (n=67)	22.2% (n=40)
Iowa (n=119)	94.5% (n=113)	55.3% (n=66)	98.3% (n=116)	72.2% (n=86)	13.7% (n=16)	33.9% (n=40)	41.5% (n=49)	7.5% (n=9)
Kansas (n=73)	--	81.0% (n=59)	93.7% (n=68)	93.7% (n=68)	49.9% (n=36)	43.5% (n=32)	49.0% (n=36)	49.3% (n=36)
Kentucky (n=77)	96.7% (n=70)	76.7% (n=56)	90.1% (n=65)	80.0% (n=58)	29.9% (n=22)	32.2% (n=23)	25.6% (n=19)	3.3% (n=2)
Louisiana (n=147)	97.2% (n=143)	76.9% (n=113)	97.2% (n=143)	90.2% (n=133)	59.2% (n=87)	59.8% (n=88)	42.6% (n=63)	26.7% (n=39)
Maine (n=27)	88.9% (n=24)	66.7% (n=18)	77.8% (n=21)	77.8% (n=21)	44.4% (n=12)	66.7% (n=18)	44.4% (n=12)	22.2% (n=6)
Maryland (n=70)	92.4% (n=65)	82.3% (n=57)	91.1% (n=64)	86.7% (n=61)	51.2% (n=36)	56.1% (n=39)	31.9% (n=22)	29.9% (n=21)
Massachusetts (n=100)	85.7% (n=86)	66.5% (n=66)	90.6% (n=90)	76.3% (n=76)	50.5% (n=50)	45.9% (n=46)	20.2% (n=20)	20.0% (n=20)
Minnesota (n=156)	92.5% (n=173)	34.1% (n=64)	93.6% (n=175)	89.7% (n=168)	42.0% (n=79)	35.3% (n=66)	51.3% (n=96)	54.0% (n=101)
Mississippi (n=43)	100% (n=43)	84.0% (n=36)	97.0% (n=42)	81.4% (n=35)	15.7% (n=7)	52.7% (n=23)	49.4% (n=21)	43.5% (n=19)
Missouri (n=189)	98.2% (n=153)	87.9% (n=137)	99.1% (n=155)	90.6% (n=142)	49.6% (n=77)	68.5% (n=107)	41.8% (n=65)	23.9% (n=37)
Montana (n=23)	88.9% (n=21)	72.2% (n=17)	88.9% (n=21)	88.9% (n=21)	55.6% (n=13)	66.7% (n=16)	22.2% (n=5)	16.7% (n=4)
Nebraska (n=55)	100% (n=55)	70.6% (n=39)	94.1% (n=52)	88.2% (n=48)	47.1% (n=26)	29.4% (n=16)	29.4% (n=16)	35.3% (n=19)
Nevada (n=84)	100% (n=25)	69.7% (n=17)	100% (n=25)	100% (n=25)	44.9% (n=11)	62.9% (n=16)	20.2% (n=5)	9.0% (n=2)

Figure 113 (Part 1): Formal Technology Training Classes Offered by Public Library Branches by State**

State	General computer skills	General software use	General Internet use	General online/Web searching	Using library's Online Public Access Catalog (OPAC)	Using online databases	Safe online practices	Accessing online government information
New Jersey (n=177)	98.9% (n=173)	77.4% (n=136)	97.8% (n=171)	86.9% (n=152)	64.1% (n=112)	59.7% (n=105)	44.1% (n=77)	23.9% (n=42)
New Mexico (n=37)	65.3% (n=23)	63.6% (n=22)	87.5% (n=31)	75.6% (n=27)	60.8% (n=21)	73.3% (n=26)	50.6% (n=18)	32.1% (n=11)
New York (n=519)	92.7% (n=475)	63.5% (n=325)	71.3% (n=365)	63.0% (n=323)	44.2% (n=226)	40.1% (n=205)	29.0% (n=149)	49.1% (n=252)
North Carolina (n=110)	91.3% (n=100)	87.7% (n=96)	93.6% (n=102)	88.7% (n=97)	32.8% (n=36)	66.7% (n=73)	31.1% (n=34)	30.1% (n=33)
North Dakota (n=11)	100% (n=11)	70.8% (n=8)	100% (n=11)	100% (n=11)	58.4% (n=6)	29.2% (n=3)	29.2% (n=3)	41.6% (n=4)
Ohio (n=357)	94.2% (n=337)	84.2% (n=301)	99.5% (n=356)	90.8% (n=324)	69.6% (n=249)	70.1% (n=251)	49.7% (n=178)	38.2% (n=137)
Oklahoma (n=127)	93.9% (n=119)	93.9% (n=119)	87.0% (n=110)	54.6% (n=69)	84.7% (n=107)	48.4% (n=61)	30.6% (n=39)	60.3% (n=76)
Oregon (n=60)	90.3% (n=55)	73.2% (n=44)	90.3% (n=55)	80.5% (n=49)	60.6% (n=37)	50.6% (n=31)	17.4% (n=11)	16.8% (n=10)
Pennsylvania (n=235)	92.5% (n=215)	82.1% (n=190)	91.3% (n=212)	82.5% (n=192)	52.3% (n=121)	53.4% (n=124)	29.3% (n=68)	20.6% (n=48)
Rhode Island (n=40)	87.8% (n=30)	93.9% (n=32)	--	81.8% (n=27)	18.1% (n=6)	18.1% (n=6)	51.3% (n=17)	12.0% (n=4)
South Carolina (n=58)	96.6% (n=56)	59.5% (n=34)	--	59.5% (n=34)	55.7% (n=32)	59.9% (n=35)	51.8% (n=30)	43.2% (n=25)
South Dakota (n=22)	77.1% (n=17)	47.4% (n=11)	77.1% (n=17)	69.2% (n=15)	23.7% (n=5)	39.5% (n=9)	23.7% (n=5)	23.7% (n=5)
Tennessee (n=95)	85.3% (n=81)	86.5% (n=82)	92.8% (n=88)	88.6% (n=84)	20.2% (n=19)	40.1% (n=38)	17.3% (n=16)	18.3% (n=17)
Texas (n=296)	99.4% (n=289)	83.9% (n=244)	96.8% (n=282)	87.0% (n=253)	55.4% (n=161)	57.7% (n=168)	49.5% (n=144)	29.5% (n=86)
Utah (n=14)	--	--	91.9% (n=13)	91.9% (n=13)	21.8% (n=3)	91.9% (n=13)	70.1% (n=10)	21.8% (n=3)
Vermont (n=30)	82.5% (n=24)	57.8% (n=17)	93.0% (n=27)	64.8% (n=19)	26.2% (n=8)	38.6% (n=11)	28.2% (n=8)	28.2% (n=8)
Virginia (n=187)	81.6% (n=152)	86.2% (n=160)	97.3% (n=181)	90.3% (n=168)	44.5% (n=83)	57.2% (n=106)	36.4% (n=68)	36.2% (n=67)
Washington (n=85)	87.5% (n=75)	29.5% (n=25)	86.2% (n=74)	78.7% (n=67)	41.7% (n=36)	50.8% (n=43)	39.7% (n=34)	2.1% (n=2)
Washington, DC (n=23)	100% (n=23)	100% (n=23)	87.5% (n=20)	93.8% (n=21)	--	6.3% (n=1)	--	--
West Virginia (n=26)	100% (n=24)	88.2% (n=22)	94.1% (n=23)	94.1% (n=23)	84.4% (n=21)	51.1% (n=12)	45.1% (n=11)	35.4% (n=9)
Wisconsin (n=117)	93.2% (n=109)	75.9% (n=89)	91.3% (n=107)	84.3% (n=99)	38.1% (n=45)	39.4% (n=46)	26.8% (n=31)	20.0% (n=23)
Wyoming (n=7)	--	78.7% (n=4)	--	--	81.9% (n=5)	57.4% (n=3)	21.3% (n=1)	--
National	93.4% (n=5,275)	75.5% (n=4,268)	91.7% (n=5,184)	81.0% (n=4,578)	50.4% (n=2,849)	52.2% (n=2,950)	36.1% (n=2,042)	30.6% (n=1,726)

Will not total 100%, as categories are not mutually exclusive

Weighted missing values, n=63

Key --=No data to report; ** Percentages reported are out of those libraries that reported they provide formal IT training classes

Figure 113 (Part 2): Formal Technology Training Classes Offered by Public Library Branches by State**

State	Accessing online job seeking and career related information	Accessing online medical information	Accessing online investment information	Accessing online genealogy information	Accessing online consumer information	Digital photography, software and online applications	Social networking	Other
Alaska (n=6)	25% (n=2)	25% (n=2)	25% (n=2)	25% (n=2)	25% (n=2)	--	25% (n=2)	25% (n=2)
Arizona (n=83)	43.6% (n=34)	18.4% (n=14)	4.3% (n=3)	22.9% (n=18)	9.9% (n=8)	14.8% (n=12)	15.2% (n=12)	5.3% (n=4)
Arkansas (n=23)	44.0% (n=10)	8.7% (n=2)	--	47.3% (n=11)	--	--	43.7% (n=10)	--
Colorado (n=91)	43.4% (n=38)	15.8% (n=14)	9.0% (n=8)	32.3% (n=28)	9.3% (n=8)	25.0% (n=22)	27.6% (n=24)	2.7% (n=2)
Connecticut (n=83)	35.0% (n=28)	14.4% (n=12)	--	20.6% (n=17)	8.1% (n=7)	13.0% (n=10)	36.9% (n=30)	--
Delaware (n=10)	54.9% (n=6)	54.9% (n=6)	22.5% (n=2)	35.3% (n=4)	35.3% (n=4)	35.3% (n=4)	12.7% (n=1)	19.6% (n=2)
Florida (n=269)	56.7% (n=152)	26.9% (n=72)	22.8% (n=61)	40.3% (n=108)	38.5% (n=104)	39.7% (n=107)	34.3% (n=92)	7.1% (n=19)
Georgia (n=108)	29.2% (n=31)	16.3% (n=17)	6.8% (n=7)	29.2% (n=31)	20.9% (n=22)	8.4% (n=9)	15.3% (n=16)	--
Hawaii (n=6)	16.7% (n=1)	33.3% (n=2)	16.7% (n=1)	33.3% (n=2)	16.7% (n=1)	33.3% (n=2)	33.3% (n=2)	--
Idaho (n=142)	42.2% (n=10)	19.4% (n=5)	4.2% (n=1)	23.6% (n=6)	27.8% (n=7)	23.9% (n=6)	26.3% (n=6)	18.0% (n=4)
Illinois (n=780)	42.5% (n=102)	9.2% (n=22)	7.9% (n=19)	41.3% (n=99)	16.1% (n=39)	30.6% (n=74)	26.4% (n=63)	6.9% (n=17)
Indiana (n=430)	40.6% (n=74)	14.9% (n=27)	7.4% (n=13)	56.0% (n=102)	14.1% (n=26)	26.1% (n=47)	38.1% (n=69)	4.0% (n=7)
Iowa (n=544)	14.5% (n=17)	8.2% (n=10)	--	37.3% (n=44)	17.3% (n=21)	29.1% (n=35)	38.9% (n=46)	--
Kansas (n=375)	36.9% (n=27)	17.9% (n=13)	43.5% (n=32)	49.9% (n=36)	17.9% (n=13)	56.8% (n=41)	62.5% (n=45)	6.3% (n=5)
Kentucky (n=193)	31.2% (n=23)	--	--	35.6% (n=26)	6.6% (n=5)	25.8% (n=19)	32.3% (n=23)	3.3% (n=2)
Louisiana (n=311)	16.1% (n=24)	13.1% (n=19)	4.4% (n=6)	34.0% (n=50)	18.2% (n=27)	9.0% (n=13)	17.5% (n=26)	2.5% (n=4)
Maine (n=277)	11.1% (n=3)	11.1% (n=3)	22.2% (n=6)	44.4% (n=12)	33.3% (n=9)	33.3% (n=9)	22.2% (n=6)	--
Maryland (n=183)	59.1% (n=41)	31.5% (n=22)	19.8% (n=14)	42.2% (n=29)	24.2% (n=17)	18.8% (n=13)	24.9% (n=17)	3.1% (n=2)
Massachusetts (n=486)	41.6% (n=41)	20.2% (n=20)	7.4% (n=7)	47.2% (n=47)	17.6% (n=18)	26.8% (n=27)	26.5% (n=26)	7.5% (n=8)
Minnesota (n=359)	26.3% (n=49)	7.8% (n=15)	8.1% (n=15)	35.1% (n=66)	39.0% (n=73)	22.8% (n=43)	22.4% (n=42)	11.4% (n=21)
Mississippi (n=241)	9.5% (n=4)	40.3% (n=17)	3.3% (n=1)	40.6% (n=18)	6.5% (n=3)	--	6.5% (n=3)	--
Missouri (n=360)	54.0% (n=84)	22.0% (n=34)	19.6% (n=31)	46.6% (n=73)	20.2% (n=32)	42.8% (n=67)	31.9% (n=50)	3.9% (n=6)
Montana (n=98)	22.2% (n=5)	16.7% (n=4)	11.1% (n=3)	38.9% (n=9)	11.1% (n=3)	38.9% (n=9)	38.9% (n=9)	--
Nebraska (n=)	17.6% (n=10)	29.4% (n=16)	11.8% (n=6)	23.5% (n=13)	5.9% (n=3)	35.3% (n=19)	23.5% (n=13)	5.9% (n=3)
Nevada (n=84)	15.7% (n=4)	--	--	5.6% (n=1)	--	21.3% (n=5)	6.7% (n=2)	--

Figure 113 (Part 2): Formal Technology Training Classes Offered by Public Library Branches by State**

State	Accessing online job seeking and career related information	Accessing online medical information	Accessing online investment information	Accessing online genealogy information	Accessing online consumer information	Digital photography, software and online applications	Social networking	Other
New Jersey (n=438)	34.3% (n=60)	23.2% (n=41)	10.1% (n=18)	46.3% (n=81)	42.6% (n=75)	40.2% (n=70)	16.4% (n=29)	1.1% (n=2)
New Mexico (n=108)	75.6% (n=27)	37.5% (n=13)	5.4% (n=2)	47.7% (n=17)	32.1% (n=11)	12.5% (n=4)	24.4% (n=9)	41.8% (n=15)
New York (n=1,056)	35.8% (n=183)	21.0% (n=108)	14.4% (n=74)	28.5% (n=146)	18.7% (n=96)	24.6% (n=126)	20.6% (n=106)	23.7% (n=122)
North Carolina (n=380)	73.1% (n=80)	20.0% (n=22)	25.7% (n=28)	39.7% (n=43)	23.9% (n=26)	24.4% (n=27)	28.3% (n=31)	4.3% (n=5)
North Dakota (n=79)	--	70.8% (n=8)	--	100% (n=11)	41.6% (n=4)	29.2% (n=3)	29.2% (n=3)	--
Ohio (n=688)	56.8% (n=203)	34.4% (n=123)	8.1% (n=29)	51.0% (n=182)	34.4% (n=123)	28.1% (n=100)	49.7% (n=178)	4.5% (n=16)
Oklahoma (n=201)	69.4% (n=88)	24.0% (n=30)	6.1% (n=8)	90.8% (n=115)	15.3% (n=19)	3.1% (n=4)	6.1% (n=8)	6.1% (n=8)
Oregon (n=210)	26.9% (n=16)	24.3% (n=15)	17.0% (n=10)	26.6% (n=16)	12.2% (n=7)	12.2% (n=7)	17.3% (n=10)	5.0% (n=3)
Pennsylvania (n=626)	40.1% (n=93)	16.5% (n=38)	14.1% (n=33)	39.8% (n=92)	16.3% (n=38)	30.4% (n=70)	25.7% (n=60)	4.3% (n=10)
Rhode Island (n=71)	30.3% (n=10)	6.0% (n=2)	--	18.1% (n=6)	24.2% (n=8)	12.2% (n=4)	39.3% (n=13)	--
South Carolina (n=)	48.0% (n=28)	44.6% (n=26)	29.2% (n=17)	44.6% (n=26)	41.2% (n=24)	29.2% (n=17)	44.6% (n=26)	3.8% (n=2)
South Dakota (n=139)	15.8% (n=4)	31.6% (n=7)	7.9% (n=2)	23.7% (n=5)	15.8% (n=4)	15.8% (n=4) 48.0	44.7% (n=10)	7.9% (n=2)
Tennessee (n=277)	39.3% (n=37)	10.7% (n=10)	2.1% (n=2)	56.6% (n=54)	7.2% (n=7)	17.6% (n=17)	30.7% (n=29)	9.0% (n=9)
Texas (n=800)	47.8% (n=139)	28.9% (n=84)	11.3% (n=33)	54.2% (n=158)	19.4% (n=56)	26.0% (n=76)	25.8% (n=75)	3.5% (n=10)
Utah (n=109)	56.4% (n=8)	70.1% (n=10)	8.1% (n=1)	8.1% (n=1)	--	29.9% (n=4)	16.3% (n=2)	8.1% (n=1)
Vermont (n=186)	35.2% (n=10)	21.1% (n=6)	14.1% (n=4)	35.2% (n=10)	28.2% (n=8)	21.1% (n=6)	28.2% (n=8)	21.1% (n=6)
Virginia (n=339)	54.6% (n=101)	33.3% (n=62)	31.3% (n=58)	31.1% (n=58)	27.9% (n=52)	21.9% (n=41)	26.2% (n=49)	3.7% (n=7)
Washington (n=326)	12.4% (n=11)	4.7% (n=4)	2.8% (n=2)	22.1% (n=19)	5.5% (n=5)	--	10.5% (n=9)	32.2% (n=27)
Washington, DC (n=23)	100% (n=23)	12.5% (n=3)	--	--	87.5% (n=1)	6.3% (n=1)	--	--
West Virginia (n=172)	29.5% (n=7)	29.5% (n=7)	--	60.8% (n=15)	29.5% (n=7)	17.7% (n=4)	11.8% (n=3)	5.9% (n=1)
Wisconsin (n=453)	40.8% (n=48)	17.6% (n=21)	9.8% (n=12)	25.9% (n=30)	12.2% (n=14)	29.3% (n=34)	30.2% (n=36)	6.8% (n=8)
Wyoming (n=74)	--	18.1% (n=1)	18.1% (n=1)	57.4% (n=3)	--	--	18.1% (n=1)	--
National	42.8% (n=2,416)	21.4% (n=1,211)	12.1% (n=684)	39.0% (n=2,205)	21.7% (n=1,228)	24.6% (n=1,390)	27.4% (n=1,549)	7.5% (n=423)

Will not total 100%, as categories are not mutually exclusive

Weighted missing values, n=63

Key --=No data to report; ** Percentages reported are out of those libraries that reported they provide formal IT training classes

Figure 113 (Part 1 and Part 2) shows types of courses taught in formal technology training classes offered by public library branches by state. Among the various types of training courses those topics related to career, genealogy, and social networking are among the most popular. The highest reported percentages for states for each training topic were: Washington DC (100 percent) for accessing career related information, South Dakota (70.8 percent) for accessing medical information, Kansas (43.5 percent) for accessing online investment information, North Dakota (100 percent) for genealogy information, Washington DC (87.5 percent) for consumer information, Missouri (42.8 percent) for digital photography, software and online applications, and Kansas (62.5 percent) for social networking.

Figure 114 (Part 1): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference			Licensed databases			E-books			Web/business conferencing			Online instructional courses/tutorials		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Alaska (n=98)	15.1% (n=14)	26.9% (n=25)	8.4% (n=8)	36.3% (n=35)	52.6% (n=50)	--	18% (n=17)	26.1% (n=25)	1.6% (n=2)	6.5% (n=6)	6.5% (n=6)	6.5% (n=6)	32.1% (n=31)	30.5% (n=30)	4.8% (n=5)
Arizona (n=181)	53.1% (n=88)	52.1% (n=87)	*	89.2% (n=148)	86.5% (n=144)	*	30.2% (n=50)	58.2% (n=97)	--	7.8% (n=13)	21.3% (n=35)	--	70.9% (n=118)	60.7% (n=101)	--
Arkansas (n=204)	19.7% (n=38)	13.2% (n=26)	13.8% (n=27)	56.5% (n=112)	72.8% (n=144)	5.9% (n=12)	27.4% (n=52)	38.8% (n=74)	2.5% (n=5)	--	1.0% (n=2)	--	14.3% (n=26)	9.6% (n=18)	3.2% (n=6)
Colorado (n=243)	57.6% (n=131)	71.8% (n=163)	2.8% (n=6)	73.2% (n=168)	80.6% (n=185)	6.1% (n=14)	49.4% (n=113)	58.8% (n=135)	--	9.2% (n=20)	8.4% (n=18)	6.8% (n=15)	42.2% (n=96)	27.9% (n=63)	2.4% (n=5)
Connecticut (n=220)	40.8% (n=76)	60.1% (n=111)	--	67.8% (n=127)	85.3% (n=159)	1.9% (n=3)	45.8% (n=82)	71.0% (n=127)	3.9% (n=7)	11.7% (n=20)	8.1% (n=14)	5.0% (n=8)	39.6% (n=71)	33.9% (n=61)	5.8% (n=10)
Delaware (n=32)	47.9% (n=15)	47.9% (n=15)	8.5% (n=3)	79.7% (n=26)	71.6% (n=23)	8.1% (n=3)	35.6% (n=11)	50.0% (n=16)	4.1% (n=1)	--	--	4.1% (n=1)	61.3% (n=20)	50.9% (n=16)	4.1% (n=1)
Florida (n=478)	73.7% (n=335)	84.0% (n=382)	1.5% (n=7)	88.9% (n=406)	86.4% (n=395)	1.0% (n=5)	65.1% (n=292)	71.2% (n=320)	1.1% (n=5)	3.7% (n=16)	2.2% (n=9)	4.0% (n=18)	57.8% (n=242)	50.9% (n=213)	*
Georgia (n=380)	40.3% (n=140)	44.2% (n=154)	2.4% (n=8)	57.8% (n=203)	74.1% (n=260)	1.0% (n=3)	34.8% (n=118)	52.2% (n=178)	2.6% (n=9)	12.0% (n=40)	5.2% (n=17)	*	39.1% (n=133)	44.7% (n=152)	*
Hawaii (n=50)	21.3% (n=10)	51.1% (n=24)	2.1% (n=1)	79.6% (n=39)	73.5% (n=36)	2.0% (n=1)	38.0% (n=19)	86.0% (n=43)	2.0% (n=1)	--	6.4% (n=3)	4.3% (n=2)	6.4% (n=3)	17.0% (n=8)	2.1% (n=1)
Idaho (n=134)	26.6% (n=35)	38.1% (n=49)	18.1% (n=23)	53.9% (n=71)	71.3% (n=94)	1.8% (n=2)	28.0% (n=36)	43.3% (n=55)	11.1% (n=14)	3.9% (n=5)	7.5% (n=10)	5.0% (n=6)	24.2% (n=31)	24.0% (n=31)	7.5% (n=10)
Illinois (n=764)	39.2% (n=280)	43.8% (n=313)	5.0% (n=36)	67.1% (n=494)	52.5% (n=387)	8.6% (n=64)	30.2% (n=217)	33.3% (n=239)	2.3% (n=16)	7.2% (n=53)	1.5% (n=11)	2.3% (n=16)	30.7% (n=220)	18.4% (n=131)	1.5% (n=11)
Indiana (n=403)	35.5% (n=135)	45.1% (n=171)	4.3% (n=16)	60.9% (n=234)	66.7% (n=256)	5.0% (n=19)	30.5% (n=115)	42.8% (n=161)	*	14.3% (n=53)	4.5% (n=17)	--	41.7% (n=149)	36.2% (n=129)	2.7% (n=10)
Iowa (n=531)	31.9% (n=160)	33.3% (n=167)	4.6% (n=23)	64.5% (n=331)	51.6% (n=265)	2.5% (n=13)	9.4% (n=47)	11.8% (n=59)	1.3% (n=7)	5.8% (n=29)	2.9% (n=15)	1.3% (n=7)	34.7% (n=168)	14.7% (n=72)	3.4% (n=16)
Kansas (n=370)	35.3% (n=122)	35.3% (n=123)	4.0% (n=14)	69.2% (n=247)	63.9% (n=228)	1.3% (n=5)	53.8% (n=187)	53.7% (n=187)	--	7.9% (n=28)	9.3% (n=32)	1.3% (n=5)	38.3% (n=133)	39.6% (n=138)	--
Kentucky (n=183)	42.8% (n=65)	50.8% (n=78)	--	65.2% (n=104)	62.1% (n=99)	3.0% (n=5)	45.3% (n=70)	37.5% (n=58)	--	4.9% (n=7)	3.3% (n=5)	1.6% (n=2)	46.6% (n=71)	35.9% (n=55)	26.4% (n=40)
Louisiana (n=310)	41.8% (n=124)	55.1% (n=163)	5.5% (n=16)	84.7% (n=255)	83.8% (n=252)	5.5% (n=16)	42.9% (n=126)	39.0% (n=144)	1.0% (n=3)	7.9% (n=21)	7.7% (n=21)	--	53.6% (n=157)	58.5% (n=172)	*

Figure 114 is presented in multiple tables to accommodate all the data reported by libraries.

Figure 114 (Part 1): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference			Licensed databases			E-books			Web/business conferencing			Online instructional courses/tutorials		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Maine (n=268)	22.7% (n=58)	34.7% (n=88)	3.6% (n=9)	59.4% (n=156)	58.3% (n=153)	--	13.0% (n=33)	21.7% (n=56)	3.6% (n=9)	2.3% (n=6)	3.5% (n=9)	3.5% (n=9)	23.4% (n=61)	21.1% (n=55)	4.7% (n=12)
Maryland (n=178)	70.1% (n=125)	98.2% (n=175)	--	92.6% (n=165)	84.0% (n=149)	--	71.6% (n=127)	81.5% (n=144)	1.2% (n=2)	15.2% (n=26)	16.5% (n=28)	8.2% (n=14)	59.0% (n=105)	51.7% (n=92)	--
Massachusetts (n=444)	45.3% (n=189)	64.5% (n=269)	3.5% (n=14)	77.9% (n=331)	80.5% (n=341)	4.5% (n=19)	49.3% (n=207)	73.2% (n=307)	3.4% (n=14)	7.0% (n=27)	2.5% (n=10)	--	33.1% (n=138)	28.2% (n=118)	1.1% (n=4)
Minnesota (n=347)	64.6% (n=219)	74.4% (n=252)	--	84.8% (n=293)	83.7% (n=289)	--	76.7% (n=264)	73.1% (n=252)	--	5.6% (n=19)	6.0% (n=20)	8.6% (n=29)	41.8% (n=141)	42.2% (n=142)	--
Mississippi (n=228)	31.5% (n=67)	45.4% (n=97)	2.7% (n=6)	89.7% (n=196)	80.4% (n=175)	--	21.0% (n=45)	30.8% (n=66)	*	1.3% (n=3)	1.3% (n=3)	8.3% (n=18)	63.6% (n=139)	67.5% (n=147)	1.3% (n=3)
Missouri (n=351)	46.3% (n=146)	31.5% (n=99)	--	80.0% (n=272)	57.5% (n=195)	*	40.3% (n=134)	26.9% (n=90)	*	12.2% (n=39)	8.6% (n=27)	3.1% (n=10)	46.1% (n=153)	33.5% (n=111)	9.2% (n=31)
Montana (n=103)	47.3% (n=45)	55.4% (n=53)	--	73.7% (n=73)	61.8% (n=61)	--	35.7% (n=32)	41.4% (n=38)	1.4% (n=1)	4.3% (n=4)	8.6% (n=8)	4.3% (n=4)	27.1% (n=25)	17.1% (n=16)	4.3% (n=4)
Nebraska (n=217)	35.0% (n=91)	33.8% (n=88)	1.2% (n=3)	53.0% (n=139)	58.3% (n=153)	1.2% (n=3)	23.1% (n=58)	26.0% (n=66)	1.3% (n=3)	10.3% (n=26)	7.8% (n=19)	1.6% (n=4)	31.4% (n=80)	24.2% (n=62)	--
Nevada (n=81)	35.5% (n=29)	29.0% (n=24)	30.7% (n=25)	91.1% (n=74)	67.6% (n=55)	1.7% (n=1)	20.8% (n=17)	31.8% (n=26)	3.4% (n=3)	--	--	--	57.6% (n=46)	32.0% (n=26)	32.0% (n=26)
New Jersey (n=449)	34.7% (n=142)	64.6% (n=263)	2.3% (n=10)	68.6% (n=287)	79.9% (n=334)	1.8% (n=8)	28.4% (n=113)	49.0% (n=196)	1.9% (n=8)	1.7% (n=7)	11.9% (n=47)	1.0% (n=4)	23.6% (n=93)	38.8% (n=154)	3.7% (n=15)
New Mexico (n=96)	31.6% (n=25)	20.6% (n=16)	5.3% (n=4)	55.6% (n=48)	53.2% (n=46)	--	7.7% (n=6)	7.0% (n=6)	2.3% (n=2)	4.8% (n=4)	4.8% (n=4)	4.8% (n=4)	32.2% (n=28)	21.7% (n=19)	2.2% (n=2)
New York (n=1,038)	58.5% (n=568)	65.4% (n=635)	3.4% (n=33)	75.4% (n=755)	78.6% (n=787)	1.3% (n=13)	44.2% (n=430)	58.2% (n=566)	1.7% (n=16)	7.8% (n=74)	4.9% (n=46)	2.0% (n=19)	38.3% (n=374)	35.9% (n=351)	2.6% (n=25)
North Carolina (n=381)	50.2% (n=189)	72.4% (n=272)	3.6% (n=13)	72.3% (n=274)	80.9% (n=307)	4.0% (n=15)	59.6% (n=222)	79.4% (n=296)	4.3% (n=16)	7.1% (n=25)	6.1% (n=22)	*	47.4% (n=175)	49.7% (n=184)	2.1% (n=8)
North Dakota (n=80)	21.5% (n=16)	17.2% (n=13)	4.3% (n=3)	48.6% (n=39)	63.3% (n=50)	4.0% (n=3)	41.2% (n=1)	43.5% (n=35)	1.7% (n=1)	4.3% (n=3)	4.35 (n=3)	--	38.2% (n=29)	30.6% (n=23)	--
Ohio (n=706)	62.4% (n=428)	85.6% (n=587)	1.0% (n=7)	77.7% (n=535)	87.2% (n=601)	4.0% (n=27)	38.8% (n=266)	79.7% (n=548)	7.9% (n=54)	9.2% (n=59)	6.1% (n=39)	2.4% (n=16)	52.8% (n=347)	61.7% (n=406)	7.2% (n=48)

Figure 114 (Part 1): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference			Licensed databases			E-books			Web/business conferencing			Online instructional courses/tutorials		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Oklahoma (n=204)	17.9% (n=31)	70.9% (n=123)	4.5% (n=8)	60.5% (n=112)	58.4% (n=108)	24.9% (n=46)	31.0% (n=54)	55.3% (n=96)	--	4.5% (n=8)	4.5% (n=8)	--	41.3% (n=73)	38.8% (n=69)	2.2% (n=4)
Oregon (n=207)	52.0% (n=106)	80.0% (n=163)	1.4% (n=3)	77.0% (n=158)	83.9% (n=172)	2.8% (n=6)	37.5% (n=76)	68.8% (n=139)	--	3.8% (n=7)	6.8% (n=13)	*	39.0% (n=78)	53.0% (n=106)	2.1% (n=4)
Pennsylvania (n=611)	36.6% (n=205)	71.6% (n=400)	3.6% (n=20)	66.9% (n=388)	81.0% (n=469)	1.9% (n=11)	41.6% (n=233)	58.2% (n=326)	2.8% (n=16)	3.7% (n=20)	2.8% (n=15)	4.0% (n=22)	26.6% (n=146)	34.6% (n=191)	2.9% (n=16)
Rhode Island (n=71)	42.3% (n=27)	55.4% (n=35)	3.3% (n=2)	58.6% (n=37)	58.6% (n=37)	--	45.6% (n=29)	65.1% (n=41)	3.3% (n=2)	--	--	--	31.3% (n=18)	20.9% (n=12)	--
South Carolina (n=179)	27.8% (n=48)	37.5% (n=65)	2.4% (n=4)	80.6% (n=141)	58.2% (n=102)	3.4% (n=6)	25.2% (n=44)	17.5% (n=31)	3.4% (n=6)	1.3% (n=2)	--	10.8% (n=18)	45.4% (n=79)	32.1% (n=56)	1.1% (n=2)
South Dakota (n=138)	25.9% (n=33)	41.4% (n=53)	4.1% (n=5)	54.8% (n=75)	60.0% (n=82)	5.2% (n=7)	28.4% (n=39)	44.5% (n=61)	1.3% (n=2)	3.9% (n=5)	3.9% (n=5)	3.9% (n=5)	45.2% (n=62)	33.6% (n=46)	1.3% (n=2)
Tennessee (n=277)	40.7% (n=102)	50.6% (n=126)	5.8% (n=15)	60.2% (n=154)	63.0% (n=161)	2.4% (n=6)	37.2% (n=95)	80.6% (n=207)	2.9% (n=7)	2.1% (n=5)	5.5% (n=13)	5.5% (n=13)	36.2% (n=90)	24.6% (n=61)	3.0% (n=7)
Texas (n=821)	39.3% (n=284)	45.7% (n=330)	3.0% (n=22)	69.8% (n=533)	69.7% (n=533)	2.9% (n=23)	44.4% (n=327)	55.6% (n=409)	3.3% (n=24)	4.7% (n=34)	3.8% (n=27)	2.2% (n=16)	40.5% (n=301)	38.6% (n=286)	2.7% (n=20)
Utah (n=107)	37.3% (n=40)	29.6% (n=31)	1.8% (n=2)	64.0% (n=69)	83.3% (n=89)	12.4% (n=13)	71.8% (n=77)	72.7% (n=78)	6.2% (n=7)	3.6% (n=4)	5.5% (n=6)	--	53.9% (n=57)	23.5% (n=25)	3.6% (n=4)
Vermont (n=181)	44.4% (n=72)	35.2% (n=57)	--	66.3% (n=112)	54.1% (n=92)	3.3% (n=6)	11.6% (n=18)	13.1% (n=20)	4.9% (n=8)	10.2% (n=16)	3.8% (n=6)	2.6% (n=4)	28.7% (n=44)	13.2% (n=20)	2.6% (n=4)
Virginia (n=334)	47.3% (n=152)	62.9% (n=203)	1.6% (n=5)	84.0% (n=277)	83.1% (n=274)	0.8% (n=3)	66.4% (n=215)	70.7% (n=229)	0.4% (n=1)	9.0% (n=30)	1.6% (n=5)	3.1% (n=10)	48.9% (n=159)	37.3% (n=121)	4.0% (n=13)
Washington (n=321)	56.5% (n=177)	62.5% (n=196)	0.8% (n=2)	96.6% (n=307)	87.6% (n=279)	0.5% (n=2)	25.5% (n=79)	46.4% (n=144)	--	1.1% (n=4)	2.0% (n=6)	--	29.1% (n=91)	22.8% (n=72)	--
Washington, DC (n=23)	100% (n=23)	100% (n=23)	--	100% (n=23)	100% (n=23)	--	--	100% (n=23)	--	--	--	--	100% (n=23)	100% (n=23)	--
West Virginia (n=174)	46.2% (n=64)	29.5% (n=41)	3.8% (n=5)	67.3% (n=105)	55.3% (n=86)	1.9% (n=3)	33.0% (n=49)	35.3% (n=53)	1.0% (n=1)	6.8% (n=10)	4.8% (n=7)	5.1% (n=8)	38.4% (n=58)	28.2% (n=42)	4.1% (n=6)
Wisconsin (n=453)	48.4% (n=205)	74.3% (n=315)	1.4% (n=6)	73.4% (n=322)	75.2% (n=329)	1.8% (n=8)	59.2% (n=260)	78.9% (n=346)	0.9% (n=4)	6.0% (n=24)	5.4% (n=21)	2.5% (n=10)	37.2% (n=156)	36.4% (n=153)	2.8% (n=12)
Wyoming (n=75)	60.1% (n=39)	52.7% (n=34)	3.7% (n=2)	80.9% (n=60)	82.5% (n=61)	--	59.0% (n=39)	59.0% (n=39)	--	11.4% (n=7)	11.4% (n=7)	1.9% (n=1)	44.8% (n=30)	39.9% (n=27)	1.5% (n=1)
National	46.2% (n=6,894)	57.8% (n=8,628)	3.1% (n=468)	73.3% (n=11,236)	74.5% (n=11,424)	2.6% (n=403)	41.6% (n=6,239)	55.6% (n=8,333)	2.4% (n=355)	6.7% (n=971)	5.2% (n=759)	3.2% (n=469)	40.6% (n=6,011)	37.9% (n=5,619)	2.7% (n=404)

Will not total 100%, as categories are not mutually exclusive
Key *=Insufficient data to report; --=No data to report

Figure 114 (Part 1) presents the breakdown of services that libraries offer full-time, inside or outside of the library, or on a limited basis. State responses to the question are for libraries indicating that there is free public Internet access available. All libraries report offering licensed databases within and outside of the library at approximately 50 percent or higher in each state with few exceptions. In addition, some libraries in all states reported offering digital/virtual reference services to patrons with Washington, D.C. reporting and Maryland reporting the highest availability at 100 and 98.2 percent, respectively. An increasing number of states are offering e-book services to patrons outside of the library, with D.C. at the top at 100 percent, and Hawaii, Maryland, Tennessee, Ohio, North Carolina, and Wisconsin following at approximately 80 percent. It may be the case that some libraries did not report services offered to patrons via the Web that are not directly provided by the reporting libraries – e.g., licensed databases provided by the State Library Agency.

Figure 114 (Part 2): Public Library Services Available to Users by State

State	Homework resources			Audio content			Video content			Digitized Special Collections			Library social networking			Online book clubs		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Alaska (n=98)	60.5% (n=59)	52.5% (n=52)	1.6% (n=2)	45.3% (n=44)	43.7% (n=42)	3.2% (n=3)	28.7% (n=26)	27% (n=25)	5% (n=5)	21.6% (n=20)	33.2% (n=31)	--	19.9% (n=19)	29.9% (n=28)	5.5% (n=5)	15.5% (n=14)	12% (n=11)	1.7% (n=2)
Arizona (n=181)	76.0% (n=126)	65.9% (n=109)	1.3% (n=2)	40.3% (n=66)	64.3% (n=105)	--	61.4% (n=102)	58.0% (n=96)	*	44.9% (n=75)	43.0% (n=71)	--	52.2% (n=86)	47.6% (n=79)	--	51.8% (n=84)	45.4% (n=74)	*
Arkansas (n=204)	52.5% (n=104)	46.2% (n=92)	5.0% (n=10)	32.8% (n=64)	33.3% (n=65)	2.4% (n=5)	23.8% (n=45)	14.5% (n=28)	7.7% (n=15)	7.8% (n=15)	5.3% (n=10)	--	17.4% (n=33)	21.8% (n=41)	2.5% (n=5)	5.4% (n=10)	4.3% (n=8)	3.7% (n=7)
Colorado (n=243)	77.8% (n=177)	77.5% (n=176)	--	70.9% (n=161)	73.3% (n=167)	1.0% (n=2)	55.8% (n=125)	50.5% (n=113)	2.8% (n=6)	20.3% (n=44)	22.5% (n=49)	6.5% (n=14)	37.7% (n=84)	30.6% (n=68)	*	41.7% (n=95)	34.7% (n=79)	--
Connecticut (n=220)	67.7% (n=127)	82.6% (n=154)	--	67.2% (n=128)	75.7% (n=144)	1.8% (n=3)	41.9% (n=78)	34.3% (n=64)	9.9% (n=19)	37.4% (n=68)	31.0% (n=56)	5.5% (n=10)	34.7% (n=64)	44.2% (n=81)	4.6% (n=8)	27.7% (n=48)	32.9% (n=58)	2.9% (n=5)
Delaware (n=32)	73.4% (n=24)	57.2% (n=18)	12.2% (n=4)	74.6% (n=23)	37.1% (n=11)	8.5% (n=3)	62.2% (n=18)	25.5% (n=8)	8.5% (n=3)	20.2% (n=6)	37.1% (n=11)	4.2% (n=1)	45.0% (n=14)	45.9% (n=15)	4.1% (n=1)	21.5% (n=7)	18.2% (n=6)	--
Florida (n=478)	85.5% (n=381)	80.9% (n=361)	*	64.9% (n=280)	75.3% (n=325)	*	65.5% (n=287)	49.8% (n=218)	2.5% (n=11)	53.4% (n=225)	56.9% (n=239)	3.5% (n=15)	58.2% (n=259)	48.7% (n=217)	2.6% (n=12)	33.6% (n=141)	37.1% (n=155)	1.2% (n=5)
Georgia (n=380)	49.6% (n=167)	56.7% (n=191)	*	38.3% (n=128)	55.3% (n=185)	1.0% (n=3)	40.7% (n=134)	26.8% (n=88)	2.7% (n=9)	37.3% (n=125)	60.5% (n=203)	2.1% (n=7)	32.2% (n=108)	34.0% (n=113)	2.1% (n=7)	31.7% (n=102)	32.2% (n=104)	2.2% (n=7)
Hawaii (n=50)	65.3% (n=32)	57.1% (n=28)	--	31.3% (n=15)	56.3% (n=27)	4.2% (n=2)	2.1% (n=1)	4.3% (n=2)	2.1% (n=1)	4.4% (n=2)	11.1% (n=5)	6.7% (n=3)	8.3% (n=4)	8.3% (n=4)	6.3% (n=3)	2.2% (n=1)	4.3% (n=2)	2.2% (n=1)
Idaho (n=134)	59.5% (n=76)	49.5% (n=63)	2.5% (n=3)	66.1% (n=86)	37.4% (n=48)	6.0% (n=8)	29.8% (n=38)	15.1% (n=19)	18.6% (n=24)	10.2% (n=13)	11.9% (n=15)	4.9% (n=6)	40.9% (n=54)	31.1% (n=41)	8.4% (n=11)	5.9% (n=8)	14.1% (n=18)	14.1% (n=18)
Illinois (n=764)	65.5% (n=481)	50.9% (n=373)	3.0% (n=22)	56.9% (n=409)	35.1% (n=252)	3.1% (n=22)	43.6% (n=310)	25.1% (n=179)	2.7% (n=19)	29.4% (n=212)	26.0% (n=187)	1.9% (n=14)	40.8% (n=297)	35.5% (n=259)	1.1% (n=8)	25.0% (n=177)	27.7% (n=195)	*
Indiana (n=403)	64.3% (n=246)	50.7% (n=194)	1.4% (n=5)	64.5% (n=246)	41.6% (n=158)	1.4% (n=5)	41.9% (n=159)	35.8% (n=135)	2.0% (n=8)	40.3% (n=151)	47.0% (n=176)	*	40.0% (n=149)	43.5% (n=162)	4.9% (n=18)	35.4% (n=132)	43.8% (n=164)	*
Iowa (n=531)	60.7% (n=311)	38.5% (n=198)	2.5% (n=13)	61.4% (n=311)	38.0% (n=193)	1.3% (n=7)	39.9% (n=201)	14.3% (n=72)	4.9% (n=25)	15.7% (n=79)	13.2% (n=66)	*	35.7% (n=183)	26.9% (n=138)	1.3% (n=7)	9.7% (n=46)	9.0% (n=43)	*
Kansas (n=370)	74.0% (n=261)	64.8% (n=228)	--	78.3% (n=279)	57.7% (n=206)	2.5% (n=9)	68.4% (n=238)	40.7% (n=141)	1.2% (n=4)	30.0% (n=106)	33.8% (n=119)	1.3% (n=5)	53.1% (n=187)	50.4% (n=177)	1.3% (n=5)	23.2% (n=82)	40.1% (n=141)	1.3% (n=5)
Kentucky (n=183)	63.4% (n=95)	48.4% (n=73)	1.6% (n=2)	67.2% (n=104)	32.8% (n=51)	1.6% (n=2)	42.1% (n=65)	23.4% (n=36)	1.6% (n=2)	20.5% (n=31)	17.4% (n=27)	6.4% (n=10)	42.5% (n=67)	30.2% (n=48)	--	20.4% (n=28)	18.7% (n=26)	--

Figure 114 (Part 2): Public Library Services Available to Users by State

State	Homework resources			Audio content			Video content			Digitized Special Collections			Library social networking			Online book clubs		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Louisiana (n=310)	74.8% (n=222)	71.5% (n=212)	1.4% (n=4)	54.2% (n=160)	44.3% (n=131)	4.4% (n=13)	44.6% (n=131)	31.8% (n=94)	6.3% (n=19)	46.4% (n=137)	36.0% (n=106)	7.0% (n=21)	45.6% (n=128)	33.6% (n=94)	5.1% (n=14)	30.6% (n=82)	32.6% (n=87)	1.1% (n=3)
Maine (n=268)	53.2% (n=134)	46.0% (n=116)	1.2% (n=3)	61.8% (n=162)	39.7% (n=104)	1.2% (n=3)	27.3% (n=70)	22.5% (n=58)	1.2% (n=3)	14.6% (n=37)	31.2% (n=80)	3.6% (n=9)	23.5% (n=62)	30.5% (n=80)	1.2% (n=3)	8.3% (n=21)	14.2% (n=36)	1.2% (n=3)
Maryland (n=178)	89.5% (n=158)	83.9% (n=148)	--	65.5% (n=116)	74.7% (n=132)	--	66.7% (n=118)	59.4% (n=105)	1.9% (n=3)	57.6% (n=102)	58.5% (n=104)	--	61.8% (n=109)	68.7% (n=121)	--	57.2% (n=95)	48.6% (n=81)	--
Massachusetts (n=444)	68.5% (n=283)	52.6% (n=217)	*	57.8% (n=244)	75.9% (n=320)	1.0% (n=4)	43.3% (n=179)	47.5% (n=197)	3.9% (n=16)	29.2% (n=116)	44.2% (n=176)	2.2% (n=9)	38.2% (n=159)	45.8% (n=191)	3.3% (n=14)	9.5% (n=36)	16.9% (n=63)	2.0% (n=8)
Minnesota (n=347)	79.7% (n=277)	76.0% (n=264)	3.9% (n=13)	86.4% (n=299)	69.4% (n=240)	--	51.8% (n=177)	27.8% (n=95)	--	42.6% (n=145)	45.6% (n=155)	--	37.1% (n=125)	33.9% (n=114)	--	31.0% (n=104)	32.9% (n=111)	--
Mississippi (n=228)	79.8% (n=174)	66.0% (n=144)	*	47.0% (n=101)	28.6% (n=61)	--	32.4% (n=70)	28.5% (n=62)	8.5% (n=18)	23.7% (n=51)	14.7% (n=32)	1.3% (n=3)	38.9% (n=83)	42.2% (n=90)	8.6% (n=18)	28.7% (n=58)	28.5% (n=58)	*
Missouri (n=351)	73.5% (n=248)	58.4% (n=197)	*	62.3% (n=207)	34.2% (n=114)	1.7% (n=6)	47.7% (n=154)	26.3% (n=85)	5.8% (n=19)	30.6% (n=100)	25.0% (n=82)	*	38.8% (n=125)	27.6% (n=89)	1.3% (n=4)	19.7% (n=56)	21.8% (n=62)	*
Montana (n=103)	61.3% (n=60)	33.3% (n=32)	4.0% (n=4)	60.3% (n=57)	41.1% (n=39)	1.4% (n=1)	43.5% (n=39)	20.3% (n=18)	4.3% (n=4)	17.9% (n=16)	19.4% (n=17)	1.5% (n=1)	38.9% (n=36)	25.0% (n=23)	2.8% (n=3)	13.6% (n=12)	16.7% (n=14)	--
Nebraska (n=217)	46.7% (n=125)	31.4% (n=84)	--	55.5% (n=145)	38.6% (n=101)	--	38.2% (n=96)	21.6% (n=55)	--	18.1% (n=46)	21.9% (n=55)	--	29.1% (n=75)	26.7% (n=68)	2.8% (n=7)	15.6% (n=38)	15.6% (n=38)	--
Nevada (n=81)	53.6% (n=44)	69.0% (n=56)	2.0% (n=2)	60.8% (n=49)	56.6% (n=45)	--	26.6% (n=21)	30.9% (n=24)	3.5% (n=3)	44.7% (n=35)	29.1% (n=23)	1.8% (n=1)	11.9% (n=10)	25.9% (n=21)	15.4% (n=12)	41.1% (n=32)	28.0% (n=22)	25.5% (n=20)
New Jersey (n=449)	60.5% (n=248)	72.8% (n=298)	1.9% (n=8)	52.2% (n=208)	65.5% (n=261)	1.4% (n=6)	32.8% (n=128)	25.3% (n=99)	1.5% (n=6)	29.3% (n=118)	22.1% (n=89)	3.1% (n=12)	24.7% (n=98)	38.6% (n=153)	3.9% (n=15)	9.9% (n=39)	17.8% (n=70)	1.0% (n=4)
New Mexico (n=96)	46.5% (n=39)	43.9% (n=37)	5.9% (n=5)	54.3% (n=45)	18.7% (n=16)	7.5% (n=6)	39.8% (n=32)	7.2% (n=6)	10.0% (n=8)	5.4% (n=4)	5.4% (n=4)	--	26.4% (n=21)	16.9% (n=14)	--	5.6% (n=4)	10.1% (n=8)	--
New York (n=1,038)	61.2% (n=595)	55.6% (n=541)	12.4% (n=121)	66.3% (n=662)	66.6% (n=665)	2.0% (n=20)	54.9% (n=538)	44.6% (n=437)	3.0% (n=29)	47.1% (n=456)	42.8% (n=415)	3.2% (n=31)	50.7% (n=495)	52.5% (n=512)	2.2% (n=21)	23.2% (n=211)	29.8% (n=271)	1.5% (n=14)
North Carolina (n=381)	70.2% (n=262)	81.5% (n=304)	1.8% (n=7)	65.4% (n=238)	59.6% (n=217)	3.1% (n=11)	59.0% (n=216)	60.2% (n=220)	2.6% (n=10)	43.3% (n=150)	56.9% (n=197)	2.4% (n=8)	33.5% (n=122)	46.8% (n=170)	1.0% (n=4)	9.7% (n=34)	22.2% (n=77)	2.4% (n=8)

Figure 114 (Part 2): Public Library Services Available to Users by State

State	Homework resources			Audio content			Video content			Digitized Special Collections			Library social networking			Online book clubs		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
North Dakota (n=80)	67.0% (n=51)	41.2% (n=31)	--	55.3% (n=42)	22.3% (n=17)	8.2% (n=6)	38.8% (n=30)	22.3% (n=17)	4.0% (n=3)	10.0% (n=8)	14.1% (n=11)	--	36.5% (n=28)	10.0% (n=8)	4.1% (n=3)	--	18.2% (n=14)	--
Ohio (n=706)	74.5% (n=511)	87.1% (n=597)	*	68.3% (n=461)	76.0% (n=512)	*	59.5% (n=400)	59.2% (n=398)	2.5% (n=17)	53.7% (n=365)	62.6% (n=426)	*	53.4% (n=347)	59.3% (n=385)	*	31.7% (n=208)	39.8% (n=261)	7.8% (n=51)
Oklahoma (n=204)	65.6% (n=88)	63.1% (n=85)	2.9% (n=4)	76.3% (n=135)	58.4% (n=103)	--	53.4% (n=92)	40.0% (n=69)	2.2% (n=4)	40.0% (n=69)	35.2% (n=61)	--	46.7% (n=81)	46.3% (n=80)	2.2% (n=4)	16.0% (n=27)	16.0% (n=27)	--
Oregon (n=207)	59.2% (n=120)	68.0% (n=137)	--	37.4% (n=76)	80.1% (n=162)	*	35.9% (n=72)	75.7% (n=153)	*	20.6% (n=41)	31.2% (n=62)	*	29.8% (n=58)	43.0% (n=84)	1.5% (n=3)	7.9% (n=15)	29.4% (n=55)	2.2% (n=4)
Pennsylvania (n=611)	50.5% (n=283)	65.0% (n=368)	0.8% (n=4)	57.5% (n=320)	60.6% (n=337)	1.3% (n=7)	33.0% (n=179)	30.1% (n=164)	3.7% (n=20)	15.7% (n=84)	14.7% (n=79)	2.2% (n=12)	34.0% (n=185)	36.2% (n=197)	0.3% (n=2)	16.9% (n=89)	28.6% (n=150)	1.6% (n=8)
Rhode Island (n=71)	55.4% (n=35)	65.1% (n=41)	3.3% (n=2)	48.8% (n=31)	93.5% (n=59)	--	37.0% (n=22)	73.0% (n=44)	6.7% (n=4)	13.4% (n=8)	16.8% (n=10)	3.3% (n=2)	40.4% (n=25)	63.0% (n=38)	--	7.2% (n=4)	--	3.3% (n=2)
South Carolina (n=179)	76.9% (n=134)	53.4% (n=93)	2.3% (n=4)	73.9% (n=127)	27.8% (n=48)	1.1% (n=2)	73.1% (n=128)	18.3% (n=32)	--	34.8% (n=61)	3.5% (n=6)	1.1% (n=2)	32.9% (n=58)	23.9% (n=42)	2.3% (n=4)	32.7% (n=57)	18.3% (n=32)	--
South Dakota (n=138)	61.2% (n=83)	52.2% (n=71)	1.3% (n=2)	41.9% (n=56)	29.3% (n=39)	1.3% (n=2)	43.2% (n=59)	29.0% (n=39)	1.3% (n=2)	13.3% (n=18)	10.6% (n=14)	3.9% (n=5)	26.2% (n=35)	18.3% (n=25)	5.2% (n=7)	10.9% (n=14)	9.5% (n=12)	1.4% (n=2)
Tennessee (n=277)	54.1% (n=136)	56.2% (n=142)	2.4% (n=6)	53.9% (n=138)	64.1% (n=164)	2.9% (n=7)	36.5% (n=90)	29.0% (n=72)	3.5% (n=9)	19.1% (n=47)	28.0% (n=68)	3.1% (n=7)	32.1% (n=79)	39.0% (n=96)	3.0% (n=7)	14.9% (n=35)	20.7% (n=49)	9.6% (n=23)
Texas (n=821)	59.5% (n=449)	61.5% (n=464)	1.1% (n=8)	59.3% (n=435)	45.8% (n=336)	3.3% (n=24)	41.5% (n=299)	34.3% (n=247)	3.8% (n=28)	27.2% (n=192)	28.1% (n=198)	0.9% (n=7)	35.1% (n=250)	36.0% (n=256)	4.2% (n=30)	23.3% (n=167)	27.7% (n=199)	2.7% (n=19)
Utah (n=107)	69.1% (n=74)	49.8% (n=54)	6.2% (n=7)	78.8% (n=85)	53.5% (n=57)	8.0% (n=9)	54.8% (n=55)	42.4% (n=43)	1.9% (n=2)	29.2% (n=31)	30.9% (n=33)	--	29.9% (n=31)	26.9% (n=28)	3.7% (n=4)	23.9% (n=25)	14.7% (n=15)	--
Vermont (n=181)	61.8% (n=97)	34.6% (n=55)	0.9% (n=1)	73.8% (n=127)	52.3% (n=90)	1.2% (n=2)	61.2% (n=99)	16.6% (n=27)	--	23.3% (n=37)	8.7% (n=14)	1.3% (n=2)	44.4% (n=73)	24.3% (n=40)	3.4% (n=6)	5.2% (n=8)	2.2% (n=4)	2.6% (n=4)
Virginia (n=334)	73.7% (n=241)	72.9% (n=238)	2.7% (n=9)	58.4% (n=193)	54.1% (n=178)	7.0% (n=23)	40.5% (n=128)	36.5% (n=116)	11.1% (n=36)	38.9% (n=126)	34.6% (n=112)	4.2% (n=14)	50.4% (n=164)	51.4% (n=167)	9.8% (n=32)	26.8% (n=86)	39.4% (n=126)	3.1% (n=10)
Washington (n=321)	91.5% (n=287)	80.6% (n=253)	0.6% (n=2)	49.6% (n=157)	50.7% (n=160)	--	41.6% (n=128)	14.6% (n=45)	0.6% (n=2)	35.0% (n=111)	27.8% (n=89)	2.4% (n=8)	48.4% (n=153)	27.6% (n=87)	9.7% (n=31)	33.3% (n=105)	33.5% (n=106)	--
Washington, DC (n=23)	81.2% (n=18)	93.8% (n=21)	--	--	100% (n=23)	--	100% (n=23)	100% (n=23)	--	93.8% (n=21)	100% (n=23)	--	93.3% (n=20)	93.3% (n=20)	--	66.7% (n=6)	83.3% (n=7)	--

Figure 114 (Part 2): Public Library Services Available to Users by State

State	Homework resources			Audio content			Video content			Digitized Special Collections			Library social networking			Online book clubs		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
West Virginia (n=172)	60.7% (n=90)	31.4% (n=47)	4.2% (n=6)	55.4% (n=81)	19.3% (n=28)	3.6% (n=5)	43.7% (n=65)	19.0% (n=28)	4.5% (n=7)	5.9% (n=9)	13.5% (n=20)	2.6% (n=4)	24.8% (n=38)	21.3% (n=32)	3.5% (n=5)	6.5% (n=10)	12.7% (n=19)	2.6% (n=4)
Wisconsin (n=453)	57.6% (n=240)	60.3% (n=252)	1.4% (n=6)	65.0% (n=281)	70.9% (n=306)	2.1% (n=9)	47.1% (n=196)	50.9% (n=212)	5.1% (n=21)	31.1% (n=129)	39.3% (n=163)	3.6% (n=15)	37.9% (n=160)	46.2% (n=195)	1.6% (n=7)	11.8% (n=48)	23.3% (n=94)	3.6% (n=14)
Wyoming (n=75)	64.9% (n=48)	58.8% (n=43)	--	82.2% (n=60)	63.2% (n=46)	--	73.2% (n=51)	50.3% (n=35)	--	28.5% (n=18)	47.4% (n=29)	1.6% (n=1)	27.9% (n=18)	29.8% (n=19)	--	20.2% (n=13)	22.1% (n=14)	--
National	67.1% (n=10,103)	63.5% (n=9,566)	2.6% (n=398)	60.1% (n=9,026)	55.6% (n=8,358)	2.0% (n=307)	47.1% (n=6,969)	37.6% (n=5,569)	3.6% (n=543)	33.4% (n=4,905)	34.5% (n=5,075)	2.2% (n=331)	40.2% (n=5,956)	40.9% (n=6,053)	3.0% (n=442)	22.4% (n=3,203)	27.0% (n=3,851)	2.2% (n=317)

Will not total 100%, as categories are not mutually exclusive
Key *=Insufficient data to report
 --=No data to report

A new addition to the survey this year was the inclusion of the availability of services, parsing services within the library from their availability outside the library. Interestingly, libraries across the country are making their services to patrons available in both settings. Two prominent services that libraries are providing are homework resources (or homework help) and social networking. Homework resources are being offered within approximately 50 percent of libraries in all states (see Figure 120, Part1 and Part 2). Similarly, libraries in D.C., Washington, Ohio, Connecticut and Florida are providing homework help outside the library (or virtually) in 80 percent or greater of libraries within the state. A growing service that libraries are providing includes social networking with libraries in Kansas and Maryland reporting an average of 52 percent and 65 percent within and outside the library.

Figure 115: Public Library Peripherals That are Available to Users by State

State	Access and store content on USB/other devices (e.g. iPods, MP3, other)		Digital camera connection and manipulation of content		Burn CD/DVDs		Recreational gaming, consoles, software, or websites	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Alaska (n=98)	76.9% (n=76)	15.1% (n=15)	66.4% (n=65)	19.3% (n=19)	56.9% (n=56)	9.5% (n=9)	54.7% (n=53)	13.9% (n=13)
Arizona (n=181)	98.1% (n=159)	1.9% (n=3)	81.9% (n=130)	3.8% (n=6)	53.6% (n=87)	6.3% (n=10)	64.8% (n=103)	6.2% (n=10)
Arkansas (n=204)	80.4% (n=153)	2.1% (n=4)	67.3% (n=129)	4.1% (n=8)	36.7% (n=70)	6.0% (n=11)	43.3% (n=82)	8.5% (n=16)
Colorado (n=243)	94.0% (n=211)	*	58.1% (n=130)	10.8% (n=24)	48.5% (n=109)	3.5% (n=8)	68.6% (n=153)	3.3% (n=7)
Connecticut (n=220)	85.3% (n=168)	6.0% (n=12)	11.8% (n=23)	42.6% (n=83)	5.1% (n=10)	27.6% (n=52)	58.7% (n=110)	17.3% (n=33)
Delaware (n=32)	87.8% (n=28)	16.2% (n=5)	59.1% (n=19)	13.4% (n=4)	58.1% (n=19)	14.4% (n=5)	51.9% (n=17)	10.3% (n=3)
Florida (n=478)	92.9% (n=423)	3.7% (n=17)	67.8% (n=309)	2.6% (n=12)	58.4% (n=166)	2.3% (n=10)	74.5% (n=330)	13.0% (n=58)
Georgia (n=380)	88.8% (n=294)	1.1% (n=4)	72.6% (n=238)	4.1% (n=14)	53.4% (n=177)	4.7% (n=16)	59.7% (n=196)	7.7% (n=25)
Hawaii (n=50)	77.6% (n=38)	14.3% (n=7)	51.0% (n=25)	4.1% (n=2)	6.1% (n=3)	4.1% (n=2)	16.3% (n=8)	--
Idaho (n=134)	97.5% (n=125)	3.6% (n=5)	79.7% (n=103)	3.6% (n=5)	49.7% (n=64)	8.8% (n=11)	60.7% (n=79)	13.7% (n=18)
Illinois (n=764)	85.6% (n=623)	6.9% (n=50)	55.8% (n=403)	4.2% (n=30)	40.9% (n=296)	4.2% (n=30)	57.8% (n=421)	9.8% (n=71)
Indiana (n=403)	94.1% (n=358)	2.5% (n=10)	67.2% (n=253)	1.0% (n=4)	48.1% (n=181)	3.4% (n=13)	68.2% (n=256)	7.3% (n=27)
Iowa (n=531)	87.8% (n=448)	1.9% (n=10)	69.9% (n=352)	1.3% (n=7)	60.5% (n=309)	5.1% (n=26)	67.0% (n=339)	6.2% (n=31)
Kansas (n=370)	88.4% (n=315)	3.9% (n=14)	67.7% (n=242)	11.7% (n=42)	59.2% (n=211)	2.6% (n=9)	61.3% (n=219)	3.9% (n=14)
Kentucky (n=183)	93.9% (n=150)	--	74.3% (n=119)	--	64.0% (n=101)	--	79.7% (n=123)	--
Louisiana (n=310)	89.5% (n=267)	14.1% (n=42)	53.0% (n=158)	6.7% (n=20)	46.3% (n=127)	5.2% (n=14)	64.0% (n=189)	15.2% (n=45)
Maine (n=268)	78.4% (n=198)	2.4% (n=6)	55.6% (n=140)	6.0% (n=15)	54.4% (n=137)	7.2% (n=18)	59.9% (n=150)	9.7% (n=24)
Maryland (n=178)	93.3% (n=166)	--	46.0% (n=81)	*	32.1% (n=56)	8.0% (n=14)	73.5% (n=130)	21.8% (n=39)
Massachusetts (n=444)	87.4% (n=368)	4.9% (n=21)	59.3% (n=247)	6.0% (n=25)	62.3% (n=260)	7.0% (n=29)	66.4% (n=280)	8.8% (n=37)
Minnesota (n=3547)	95.1% (n=331)	3.2% (n=11)	87.0% (n=303)	4.7% (n=16)	59.6% (n=204)	7.5% (n=25)	84.5% (n=290)	5.6% (n=19)
Mississippi (n=228)	81.6% (n=177)	*	56.4% (n=123)	3.2% (n=7)	66.7% (n=145)	1.3% (n=3)	46.2% (n=97)	5.3% (n=11)
Missouri (n=351)	84.3% (n=283)	5.1% (n=17)	58.8% (n=197)	6.9% (n=23)	52.1% (n=170)	3.0% (n=10)	67.3% (n=224)	7.0% (n=23)
Montana (n=103)	85.3% (n=83)	2.7% (n=3)	84.0% (n=82)	4.0% (n=4)	60.3% (n=57)	6.8% (n=6)	70.3% (n=67)	4.1% (n=4)
Nebraska (n=217)	83.7% (n=220)	2.5% (n=6)	66.6% (n=170)	9.1% (n=23)	48.1% (n=126)	3.7% (n=10)	68.1% (n=172)	6.4% (n=16)

Figure 115: Public Library Peripherals That are Available to Users by State

State	Access and store content on USB/other devices (e.g. iPods, MP3, other)		Digital camera connection and manipulation of content		Burn CD/DVDs		Recreational gaming, consoles, software, or websites	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Nevada (n=81)	73.6% (n=59)	3.5% (n=3)	18.0% (n=14)	--	9.0% (n=7)	5.2% (n=4)	16.3% (n=13)	30.6% (n=24)
New Jersey (n=449)	83.9% (n=344)	1.8% (n=7)	48.1% (n=194)	5.9% (n=24)	43.1% (n=174)	1.1% (n=4)	68.7% (n=279)	5.1% (n=21)
New Mexico (n=96)	57.9% (n=50)	19.0% (n=16)	42.5% (n=37)	29.0% (n=25)	46.1% (n=40)	28.3% (n=24)	45.4% (n=39)	26.1% (n=23)
New York (n=1,038)	90.4% (n=900)	6.5% (n=64)	54.9% (n=547)	8.5% (n=84)	39.8% (n=394)	4.9% (n=49)	70.0% (n=694)	6.4% (n=63)
North Carolina (n=381)	91.1% (n=339)	1.4% (n=5)	62.9% (n=234)	6.2% (n=23)	61.4% (n=228)	*	54.0% (n=198)	8.5% (n=31)
North Dakota (n=80)	84.2% (n=67)	4.0% (n=3)	58.8% (n=47)	5.6% (n=4)	38.8% (n=30)	8.2% (n=6)	43.5% (n=35)	4.0% (n=3)
Ohio (n=706)	93.1% (n=631)	2.8% (n=19)	68.2% (n=452)	7.0% (n=46)	42.3% (n=279)	5.0% (n=33)	77.2% (n=511)	5.2% (n=34)
Oklahoma (n=204)	93.6% (n=169)	2.1% (n=4)	87.2% (n=158)	8.6% (n=15)	56.3% (n=104)	6.3% (n=12)	86.9% (n=154)	2.2% (n=4)
Oregon (n=207)	90.4% (n=178)	3.8% (n=8)	74.8% (n=146)	4.7% (n=9)	59.1% (n=114)	6.0% (n=12)	69.2% (n=136)	10.3% (n=20)
Pennsylvania (n=611)	90.6% (n=518)	4.0% (n=23)	66.5% (n=371)	7.8% (n=44)	49.7% (n=276)	2.7% (n=15)	52.4% (n=297)	7.2% (n=41)
Rhode Island (n=71)	96.7% (n=61)	3.3% (n=2)	52.1% (n=33)	3.3% (n=2)	76.4% (n=46)	6.7% (n=4)	77.2% (n=48)	3.3% (n=2)
South Carolina (n=179)	96.5% (n=164)	3.5% (n=6)	57.0% (n=95)	--	28.4% (n=47)	2.7% (n=4)	79.5% (n=134)	7.5% (n=13)
South Dakota (n=138)	92.2% (n=126)	5.2% (n=7)	53.0% (n=72)	9.0% (n=12)	42.6% (n=58)	7.8% (n=11)	56.1% (n=76)	11.6% (n=16)
Tennessee (n=277)	79.7% (n=201)	9.0% (n=23)	51.1% (n=127)	7.4% (n=18)	41.1% (n=102)	8.6% (n=21)	60.5% (n=150)	10.6% (n=26)
Texas (n=821)	88.7% (n=672)	4.3% (n=32)	56.8% (n=415)	13.1% (n=96)	60.1% (n=443)	5.8% (n=43)	59.9% (n=436)	10.0% (n=73)
Utah (n=107)	90.3% (n=97)	8.0% (n=9)	68.8% (n=74)	12.5% (n=13)	65.2% (n=70)	9.0% (n=10)	63.7% (n=68)	1.0% (n=1)
Vermont (n=181)	86.4% (n=148)	1.2% (n=2)	75.6% (n=128)	--	65.8% (n=113)	--	63.1% (n=106)	3.3% (n=6)
Virginia (n=334)	92.5% (n=306)	5.3% (n=18)	63.0% (n=208)	13.9% (n=46)	70.0% (n=231)	5.3% (n=17)	64.3% (n=207)	19.8% (n=64)
Washington (n=321)	98.6% (n=314)	1.4% (n=5)	75.7% (n=241)	--	71.3% (n=225)	4.0% (n=13)	75.4% (n=238)	17.9% (n=57)
Washington, DC (n=23)	100% (n=23)	--	100% (n=23)	--	100% (n=23)	--	100% (n=6)	--
West Virginia (n=172)	81.0% (n=123)	5.4% (n=8)	59.8% (n=91)	6.0% (n=9)	60.6% (n=90)	4.5% (n=7)	51.2% (n=77)	6.4% (n=10)
Wisconsin (n=453)	90.7% (n=391)	3.1% (n=13)	65.0% (n=276)	5.4% (n=23)	52.6% (n=221)	5.2% (n=22)	73.8% (n=312)	7.1% (n=30)
Wyoming (n=75)	90.5% (n=66)	6.2% (n=5)	87.9% (n=59)	7.1% (n=5)	71.8% (n=48)	3.5% (n=2)	62.4% (n=42)	12.1% (n=8)
National	88.8% (n=13,455)	4.1% (n=621)	62.1% (n=9,330)	6.5% (n=978)	51.8% (n=7,749)	4.8% (n=723)	64.1% (n=9,562)	9.0% (n=1,345)

Will not total 100%, as categories are not mutually exclusive

Key * = Insufficient data to report; -- = No data to report

In addition to the services offered in Figure 114 (Parts 1 and 2), libraries may make peripherals available to patrons. Libraries in most states allow access and store content on USB flash drives or other devices such as an iPod, mp3 player (See Figure 115). With the exception of New Mexico, states reported offering USB connections at a rate of 74 percent and higher. New Mexico, however, reported a substantial jump in the limitation of providing USB access, last year reporting 7.8 percent of libraries limiting access as compared to the current survey reporting 19.0 percent of libraries limiting access to USB devices.

Figure 116: Factors Preventing Access to (or Limited Access to) Services in Figures 114 & 115

States	Computer hardware/ software on public Internet workstations will not support services	Public access Internet connectivity speed will not support services	Library policy restricts offering or access to services	Library cannot afford to purchase or support services	Other	Don't Know
Alaska (n=98)	26.1% (n=24)	57.1% (n=52)	30.9% (n=28)	58.4% (n=53)	13.7% (n=12)	3.4% (n=3)
Arizona (n=181)	21.7% (n=24)	29.8% (n=33)	28.9% (n=32)	43.0% (n=47)	11.5% (n=13)	8.2% (n=9)
Arkansas (n=204)	51.6% (n=96)	49.9% (n=93)	54.3% (n=101)	43.6% (n=81)	4.3% (n=8)	2.1% (n=4)
Colorado (n=243)	31.3% (n=62)	30.9% (n=61)	38.4% (n=76)	58.5% (n=116)	22.7% (n=45)	1.2% (n=2)
Connecticut (n=220)	22.7% (n=37)	7.3% (n=12)	38.8% (n=63)	59.1% (n=96)	16.5% (n=27)	4.7% (n=8)
Delaware (n=32)	35.0% (n=10)	8.8% (n=3)	40.7% (n=12)	56.9% (n=17)	15.5% (n=5)	4.4% (n=1)
Florida (n=478)	26.9% (n=101)	26.3% (n=99)	33.8% (n=127)	59.5% (n=223)	11.2% (n=42)	8.4% (n=32)
Georgia (n=380)	39.6% (n=110)	29.9% (n=83)	28.2% (n=78)	64.0% (n=177)	6.3% (n=17)	11.9% (n=33)
Hawaii (n=50)	63.3% (n=31)	85.7% (n=42)	77.6% (n=38)	69.4% (n=34)	2.0% (n=1)	--
Idaho (n=134)	43.7% (n=53)	45.3% (n=55)	23.6% (n=29)	80.1% (n=97)	7.3% (n=9)	6.5% (n=8)
Illinois (n=764)	33.8% (n=231)	25.0% (n=171)	28.1% (n=193)	74.4% (n=509)	8.4% (n=57)	4.4% (n=30)
Indiana (n=403)	28.7% (n=89)	12.8% (n=40)	28.0% (n=87)	66.3% (n=206)	11.9% (n=37)	3.9% (n=12)
Iowa (n=531)	18.8% (n=88)	14.3% (n=67)	17.8% (n=83)	67.9% (n=318)	13.4% (n=63)	6.8% (n=32)
Kansas (n=370)	26.5% (n=81)	10.1% (n=31)	32.5% (n=100)	73.0% (n=223)	7.5% (n=23)	1.5% (n=5)
Kentucky (n=183)	13.6% (n=19)	18.1% (n=26)	22.0% (n=31)	69.6% (n=100)	13.5% (n=19)	3.4% (n=5)
Louisiana (n=310)	27.6% (n=67)	19.3% (n=47)	58.2% (n=143)	41.1% (n=101)	25.7% (n=63)	*
Maine (n=268)	23.2% (n=52)	5.5% (n=12)	23.2% (n=52)	72.7% (n=162)	10.9% (n=24)	4.1% (n=9)
Maryland (n=178)	26.3% (n=45)	11.6% (n=20)	38.6% (n=65)	50.8% (n=86)	14.7% (n=25)	4.5% (n=8)
Massachusetts (n=444)	54.1% (n=188)	19.2% (n=67)	26.7% (n=93)	54.9% (n=191)	18.8% (n=66)	3.6% (n=13)
Minnesota (n=347)	45.0% (n=141)	35.7% (n=111)	18.6% (n=58)	62.1% (n=194)	9.2% (n=29)	--
Mississippi (n=228)	27.5% (n=60)	51.4% (n=111)	49.5% (n=107)	72.5% (n=157)	--	*
Missouri (n=351)	24.0% (n=65)	8.4% (n=23)	45.9% (n=124)	63.7% (n=172)	4.2% (n=11)	8.1% (n=22)
Montana (n=103)	34.9% (n=29)	30.2% (n=25)	28.6% (n=23)	65.1% (n=53)	7.9% (n=6)	4.8% (n=4)

Figure 116: Factors Preventing Access to (or Limited Access to) Services in Figures 114 & 115

States	Computer hardware/ software on public Internet workstations will not support services	Public access Internet connectivity speed will not support services	Library policy restricts offering or access to services	Library cannot afford to purchase or support services	Other	Don't Know
Nebraska (n=217)	39.8% (n=94)	9.5% (n=23)	22.1% (n=52)	69.7% (n=165)	12.3% (n=29)	5.5% (n=13)
Nevada (n=81)	14.6% (n=12)	49.5% (n=39)	50.9% (n=41)	66.2% (n=53)	6.3% (n=5)	--
New Jersey (n=449)	29.6% (n=108)	9.9% (n=36)	44.3% (n=162)	44.5% (n=162)	13.7% (n=50)	3.5% (n=13)
New Mexico (n=96)	40.6% (n=32)	29.4% (n=24)	28.2% (n=23)	52.4% (n=42)	37.8% (n=30)	3.1% (n=3)
New York (n=1,038)	27.2% (n=243)	19.3% (n=173)	47.1% (n=420)	65.1% (n=581)	8.4% (n=75)	4.4% (n=40)
North Carolina (n=381)	38.8% (n=131)	39.3% (n=133)	39.0% (n=132)	65.3% (n=221)	6.8% (n=23)	7.9% (n=27)
North Dakota (n=80)	38.0% (n=28)	14.7% (n=11)	19.0% (n=14)	65.6% (n=48)	--	17.2% (n=13)
Ohio (n=706)	53.8% (n=322)	13.3% (n=80)	32.2% (n=193)	64.1% (n=384)	5.2% (n=31)	7.3% (n=44)
Oklahoma (n=204)	16.2% (n=19)	--	38.4% (n=46)	45.4% (n=54)	6.5% (n=8)	3.2% (n=4)
Oregon (n=207)	37.6% (n=66)	17.2% (n=40)	27.0% (n=48)	69.8% (n=123)	5.9% (n=10)	12.9% (n=23)
Pennsylvania (n=611)	31.0% (n=164)	12.7% (n=67)	27.2% (n=144)	63.7% (n=338)	13.5% (n=72)	8.4% (n=44)
Rhode Island (n=71)	12.1% (n=6)	12.1% (n=6)	20.2% (n=10)	87.9% (n=44)	8.1% (n=4)	12.1% (n=6)
South Carolina (n=179)	25.0% (n=43)	21.1% (n=36)	83.3% (n=142)	57.5% (n=98)	5.2% (n=9)	--
South Dakota (n=138)	41.4% (n=53)	27.8% (n=36)	23.2% (n=30)	72.2% (n=93)	5.4% (n=7)	5.4% (n=7)
Tennessee (n=277)	38.1% (n=86)	13.2% (n=30)	42.5% (n=95)	57.9% (n=130)	19.1% (n=43)	3.0% (n=7)
Texas (n=821)	32.0% (n=210)	16.0% (n=105)	29.5% (n=194)	54.6% (n=359)	16.7% (n=110)	6.7% (n=44)
Utah (n=107)	27.7% (n=25)	15.0% (n=13)	45.8% (n=41)	72.5% (n=65)	19.1% (n=17)	--
Vermont (n=181)	37.0% (n=53)	19.1% (n=27)	20.7% (n=30)	74.0% (n=106)	17.0% (n=24)	2.8% (n=4)
Virginia (n=334)	35.3% (n=106)	31.6% (n=95)	18.2% (n=55)	56.0% (n=169)	7.0% (n=21)	16.6% (n=50)
Washington (n=321)	45.3% (n=139)	23.8% (n=73)	33.3% (n=102)	60.4% (n=186)	30.6% (n=94)	1.9% (n=6)
Washington, DC (n=23)	6.3% (n=1)	--	--	100% (n=23)	--	--
West Virginia (n=172)	22.6% (n=31)	21.5% (n=29)	33.5% (n=46)	68.3% (n=93)	14.8% (n=20)	4.2% (n=6)
Wisconsin (n=453)	39.4% (n=154)	17.9% (n=70)	20.5% (n=80)	67.1% (n=263)	8.3% (n=32)	6.4% (n=25)

Figure 116: Factors Preventing Access to (or Limited Access to) Services in Figures 114 & 115

States	Computer hardware/ software on public Internet workstations will not support services	Public access Internet connectivity speed will not support services	Library policy restricts offering or access to services	Library cannot afford to purchase or support services	Other	Don't Know
Wyoming (n=75)	21.9% (n=12)	17.5% (n=9)	10.6% (n=6)	63.5% (n=34)	13.1% (n=7)	6.2% (n=3)
National	40.7% (n=1,616)	25.2% (n=1,002)	40.9% (n=1,625)	62.2% (n=2,468)	11.6% (n=461)	--
Will not total 100%, as categories are not mutually exclusive Key *=Insufficient data to report --=No data to report						

In Figure 116 libraries are reporting the affect of particular factors in their ability to provide the services in Figures 120 and 121. States responses to the question are libraries indicating that there is free public access internet available. Outstandingly, libraries across the country agree that cost factors are the greatest strain on providing service. Ranging from 41.1 percent to 100 percent, states reported that at the outlet level, libraries are not able to afford to purchase or support services such as virtual reference and homework resources.

Figure 117: E-Government Roles and Services of the Public Library Outlets by State

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Alaska (n=98)	63.4% (n=54)	80.1% (n=69)	27.2% (n=23)	52.5% (n=45)	14.5% (n=12)	5.4% (n=5)	5.4% (n=5)	12.7% (n=11)	1.2% (n=1)	12.7% (n=11)	12.7% (n=11)
Arizona (n=181)	81.1% (n=118)	91.7% (n=133)	47.7% (n=69)	65.1% (n=94)	32.6% (n=47)	30.5% (n=44)	12.7% (n=18)	34.6% (n=50)	2.3% (n=3)	12.5% (n=18)	--
Arkansas (n=204)	71.7% (n=134)	96.4% (n=181)	51.9% (n=97)	71.2% (n=134)	5.2% (n=10)	1.0% (n=2)	4.2% (n=8)	10.9% (n=20)	1.0% (n=2)	13.0% (n=24)	3.1% (n=6)
Colorado (n=243)	80.8% (n=171)	91.0% (n=193)	40.6% (n=86)	69.7% (n=148)	10.7% (n=23)	10.3% (n=22)	25.4% (n=54)	22.0% (n=47)	13.6% (n=29)	14.1% (n=30)	1.1% (n=2)
Connecticut (n=220)	74.1% (n=132)	92.5% (n=165)	47.2% (n=84)	58.7% (n=105)	8.6% (n=15)	*	2.8% (n=5)	14.2% (n=25)	4.8% (n=8)	16.6% (n=30)	*
Delaware (n=32)	91.9% (n=29)	100% (n=32)	67.5% (n=22)	83.7% (n=27)	11.2% (n=4)	--	4.1% (n=1)	34.7% (n=11)	3.1% (n=1)	11.2% (n=4)	--
Florida (n=478)	82.0% (n=373)	95.5% (n=435)	46.5% (n=211)	74.7% (n=340)	33.4% (n=152)	14.3% (n=65)	9.4% (n=43)	36.6% (n=167)	9.7% (n=44)	32.3% (n=147)	4.1% (n=18)
Georgia (n=380)	80.7% (n=233)	92.7% (n=268)	42.6% (n=123)	59.2% (n=171)	19.8% (n=57)	6.3% (n=18)	3.7% (n=11)	21.0% (n=61)	5.3% (n=15)	9.6% (n=28)	3.6% (n=10)
Hawaii (n=50)	72.9% (n=35)	95.8% (n=46)	33.3% (n=16)	56.3% (n=27)	22.9% (n=11)	8.3% (n=4)	18.8% (n=9)	18.8% (n=9)	6.3% (n=3)	18.8% (n=9)	4.2% (n=2)
Idaho (n=134)	87.8% (n=108)	90.1% (n=110)	45.6% (n=56)	63.8% (n=78)	21.8% (n=27)	4.6% (n=6)	7.5% (n=9)	17.9% (n=22)	6.1% (n=7)	17.7% (n=22)	3.1% (n=4)
Illinois (n=764)	80.9% (n=533)	91.2% (n=601)	39.9% (n=263)	62.1% (n=410)	14.6% (n=96)	4.2% (n=28)	4.2% (n=28)	15.0% (n=99)	4.6% (n=30)	12.9% (n=85)	5.8% (n=38)
Indiana (n=403)	89.0% (n=332)	91.9% (n=343)	42.1% (n=157)	77.2% (n=289)	47.7% (n=178)	19.5% (n=73)	3.2% (n=12)	34.7% (n=130)	7.4% (n=28)	31.2% (n=117)	2.7% (n=10)
Iowa (n=544)	74.9% (n=350)	85.3% (n=399)	35.1% (n=164)	58.9% (n=275)	12.5% (n=58)	3.7% (n=17)	1.9% (n=9)	11.0% (n=51)	2.6% (n=12)	10.9% (n=51)	2.1% (n=10)

Figure 117: E-Government Roles and Services of the Public Library Outlets by State

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Kansas (n=370)	81.6% (n=265)	91.5% (n=297)	42.1% (n=137)	67.5% (n=219)	14.0% (n=46)	1.3% (n=4)	9.7% (n=31)	16.7% (n=54)	7.0% (n=23)	33.7% (n=109)	1.4% (n=5)
Kentucky (n=183)	74.8% (n=112)	88.7% (n=133)	26.9% (n=40)	63.5% (n=95)	8.1% (n=12)	--	4.8% (n=7)	26.4% (n=40)	3.2% (n=5)	23.2% (n=35)	5.9% (n=9)
Louisiana (n=310)	74.1% (n=208)	91.2% (n=255)	47.5% (n=133)	61.8% (n=173)	19.7% (n=55)	6.1% (n=17)	2.5% (n=7)	23.8% (n=67)	11.8% (n=33)	11.8% (n=33)	3.1% (n=9)
Maine (n=268)	85.6% (n=216)	89.2% (n=225)	43.2% (n=109)	60.0% (n=152)	3.6% (n=9)	3.6% (n=9)	1.2% (n=3)	22.8% (n=58)	3.6% (n=9)	24.0% (n=61)	4.8% (n=12)
Maryland (n=178)	93.7% (n=162)	87.9% (n=152)	65.1% (n=112)	86.8% (n=150)	25.7% (n=44)	10.0% (n=17)	12.0% (n=21)	42.9% (n=74)	22.5% (n=39)	21.9% (n=38)	1.3% (n=2)
Massachusetts (n=444)	77.0% (n=300)	86.0% (n=335)	45.7% (n=178)	58.0% (n=226)	12.9% (n=50)	1.7% (n=7)	3.3% (n=13)	13.2% (n=52)	3.8% (n=15)	16.6% (n=65)	5.7% (n=22)
Minnesota (n=347)	78.9% (n=203)	95.8% (n=246)	40.8% (n=105)	69.5% (n=179)	21.0% (n=54)	8.4% (n=22)	1.9% (n=5)	30.2% (n=77)	*	16.2% (n=42)	2.3% (n=6)
Mississippi (n=228)	79.0% (n=137)	89.5% (n=156)	42.1% (n=73)	54.3% (n=94)	5.7% (n=10)	10.8% (n=19)	1.6% (n=3)	17.0% (n=30)	13.0% (n=23)	4.9% (n=8)	3.2% (n=6)
Missouri (n=351)	82.0% (n=259)	92.3% (n=291)	40.9% (n=129)	62.7% (n=198)	24.2% (n=76)	8.2% (n=26)	3.6% (n=11)	14.3% (n=45)	5.1% (n=16)	16.0% (n=50)	*
Montana (n=103)	67.6% (n=62)	87.3% (n=80)	40.8% (n=38)	74.6% (n=69)	8.5% (n=8)	2.8% (n=3)	7.0% (n=6)	15.5% (n=14)	8.5% (n=8)	18.3% (n=17)	8.5% (n=8)
Nebraska (n=217)	76.1% (n=187)	83.0% (n=204)	32.0% (n=79)	53.9% (n=133)	9.1% (n=22)	10.4% (n=26)	9.1% (n=22)	19.5% (n=48)	7.8% (n=19)	24.8% (n=61)	3.9% (n=10)
Nevada (n=81)	44.7% (n=35)	46.8% (n=37)	24.8% (n=19)	37.9% (n=30)	8.2% (n=6)	4.3% (n=3)	4.3% (n=3)	6.0% (n=5)	--	27.3% (n=21)	22.0% (n=17)

Figure 117: E-Government Roles and Services of the Public Library Outlets by State

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
New Jersey (n=449)	82.0% (n=321)	89.4% (n=350)	54.8% (n=214)	77.9% (n=305)	19.6% (n=77)	8.8% (n=35)	9.0% (n=35)	13.1% (n=51)	8.2% (n=32)	19.7% (n=77)	3.9% (n=15)
New Mexico (n=96)	88.3% (n=76)	93.4% (n=80)	55.6% (n=48)	73.2% (n=63)	24.2% (n=21)	7.3% (n=6)	14.6% (n=13)	10.2% (n=9)	2.9% (n=3)	31.7% (n=27)	5.1% (n=4)
New York (n=1,038)	73.1% (n=710)	88.9% (n=864)	34.3% (n=333)	67.4% (n=655)	14.5% (n=141)	18.3% (n=178)	4.8% (n=46)	14.8% (n=144)	8.0% (n=78)	28.0% (n=272)	2.5% (n=25)
North Carolina (n=381)	79.0% (n=278)	94.0% (n=330)	41.1% (n=145)	68.6% (n=241)	9.1% (n=32)	4.4% (n=15)	2.5% (n=9)	17.0% (n=60)	3.1% (n=11)	15.3% (n=54)	4.8% (n=17)
North Dakota (n=80)	76.5% (n=51)	93.3% (n=62)	42.3% (n=28)	67.8% (n=45)	2.0% (n=1)	--	--	14.1% (n=9)	6.7% (n=4)	16.1% (n=11)	6.7% (n=4)
Ohio (n=706)	84.4% (n=557)	90.3% (n=596)	52.5% (n=346)	65.4% (n=431)	18.7% (n=123)	18.3% (n=121)	6.0% (n=39)	31.2% (n=206)	16.9% (n=111)	18.1% (n=119)	3.7% (n=24)
Oklahoma (n=204)	81.1% (n=147)	89.3% (n=161)	57.5% (n=104)	83.2% (n=150)	38.2% (n=69)	38.2% (n=69)	6.4% (n=12)	12.5% (n=23)	4.3% (n=8)	34.0% (n=61)	--
Oregon (n=207)	77.0% (n=148)	80.2% (n=154)	28.4% (n=55)	46.3% (n=89)	12.0% (n=23)	7.7% (n=15)	6.1% (n=12)	26.2% (n=50)	3.8% (n=7)	6.1% (n=12)	2.2% (n=4)
Pennsylvania (n=611)	73.9% (n=394)	81.2% (n=433)	35.0% (n=186)	61.2% (n=326)	17.9% (n=95)	1.5% (n=8)	7.7% (n=41)	18.4% (n=98)	4.6% (n=24)	11.2% (n=60)	8.8% (n=47)
Rhode Island (n=71)	87.0% (n=54)	90.2% (n=57)	51.2% (n=32)	80.5% (n=50)	3.3% (n=2)	--	3.3% (n=2)	13.0% (n=8)	3.3% (n=2)	3.2% (n=2)	--
South Carolina (n=185)	64.5% (n=104)	84.5% (n=136)	35.0% (n=56)	56.7% (n=91)	19.7% (n=32)	10.5% (n=17)	2.5% (n=4)	7.9% (n=13)	2.5% (n=4)	3.1% (n=5)	--
South Dakota (n=143)	68.6% (n=85)	75.9% (n=94)	34.7% (n=43)	51.7% (n=64)	7.1% (n=9)	--	1.4% (n=2)	15.6% (n=19)	2.8% (n=4)	7.1% (n=9)	14.2% (n=18)
Tennessee (n=287)	89.3% (n=216)	86.9% (n=210)	51.6% (n=125)	78.7% (n=190)	13.7% (n=33)	1.4% (n=3)	8.5% (n=21)	22.2% (n=54)	5.5% (n=13)	28.5% (n=69)	3.3% (n=8)

Figure 117: E-Government Roles and Services of the Public Library Outlets by State

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Texas (n=835)	75.6% (n=518)	82.5% (n=566)	38.7% (n=265)	63.7% (n=437)	13.1% (n=89)	7.6% (n=52)	11.6% (n=79)	14.1% (n=96)	7.6% (n=52)	16.8% (n=115)	11.5% (n=79)
Utah (n=113)	86.5% (n=91)	98.2% (n=104)	60.3% (n=64)	84.8% (n=89)	10.2% (n=11)	2.1% (n=2)	9.2% (n=10)	15.4% (n=16)	28.7% (n=30)	29.1% (n=31)	--
Vermont (n=183)	76.6% (n=119)	82.4% (n=128)	39.1% (n=61)	56.8% (n=88)	11.4% (n=18)	1.3% (n=2)	--	9.2% (n=14)	--	16.3% (n=25)	3.9% (n=6)
Virginia (n=337)	90.0% (n=274)	96.6% (n=294)	63.8% (n=194)	88.0% (n=268)	28.7% (n=87)	14.9% (n=45)	6.8% (n=21)	33.9% (n=103)	13.3% (n=40)	28.4% (n=86)	0.8% (n=3)
Washington (n=325)	78.6% (n=238)	93.4% (n=283)	29.5% (n=89)	39.6% (n=120)	--	1.4% (n=4)	6.5% (n=20)	15.5% (n=47)	4.2% (n=13)	7.1% (n=22)	0.7% (n=2)
Washington, DC (n=23)	100% (n=23)	100% (n=23)	100% (n=23)	100% (n=23)	12.5% (n=3)	6.3% (n=1)	6.3% (n=1)	6.3% (n=1)	75.0% (n=17)	6.3% (n=1)	--
West Virginia (n=172)	76.6% (n=115)	89.8% (n=134)	34.6% (n=52)	55.7% (n=83)	19.6% (n=29)	3.9% (n=6)	6.1% (n=9)	17.3% (n=26)	6.8% (n=10)	11.4% (n=17)	--
Wisconsin (n=456)	77.7% (n=319)	86.5% (n=356)	40.9% (n=168)	67.9% (n=279)	23.3% (n=96)	4.0% (n=16)	6.3% (n=26)	20.4% (n=84)	5.6% (n=23)	19.3% (n=79)	6.2% (n=26)
Wyoming (n=75)	69.3% (n=40)	93.9% (n=54)	40.9% (n=24)	57.3% (n=33)	5.8% (n=3)	--	--	8.2% (n=5)	--	4.1% (n=2)	--
<i>National</i>	78.7% (n=11,116)	88.8% (n=12,535)	43.3% (n=6,106)	66.3% (n=9,354)	17.4% (n=2,452)	8.9% (n=1,256)	6.2% (n=880)	20.5% (n=2,898)	7.7% (n=1,080)	18.5% (n=2,618)	4.1% (n=578)
Will not total 100%, as categories are not mutually exclusive Key *=Insufficient data to report --=No data to report											

Figure 117 describes the role that libraries play in e-government services. State responses to the question indicate that libraries are providing a range of e-government services to their users. With the exception of Nevada (46.8 percent), libraries in states reported 65 percent or greater (with a range of 65 percent up to 98.2 percent) two e-government services they provide to patrons are: 1) assistance in applying for or accessing e-government services, and 2) assistance in understanding how to access and use government Web sites. Similarly, a substantial number of states (45 out of 47 in the current study) also reported aiding patrons in completing government forms at the rate of 46.3 percent and higher.

Figure 118: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1=Least Important, 5=Most Important) by Average and State

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Alaska (n=98)	2.7 (n=86)	2.6 (n=84)	3.0 (n=91)	2.2 (n=81)	3.4 (n=91)	4.0 (n=91)	2.3 (n=58)	--
Arizona (n=181)	3.4 (n=163)	2.6 (n=162)	2.0 (n=160)	1.2 (n=156)	2.8 (n=160)	3.1 (n=163)	2.6 (n=88)	--
Arkansas (n=204)	3.4 (n=196)	2.5 (n=194)	2.8 (n=196)	1.9 (n=188)	3.9 (n=200)	4.0 (n=198)	2.8 (n=163)	--
Colorado (n=243)	3.0 (n=204)	2.7 (n=203)	2.5 (n=205)	2.2 (n=201)	3.9 (n=204)	3.7 (n=204)	2.3 (n=143)	3.9 (n=6)
Connecticut (n=220)	2.3 (n=190)	2.1 (n=190)	2.0 (n=187)	1.6 (n=173)	3.5 (n=183)	3.4 (n=182)	2.5 (n=105)	3.6 (n=10)
Delaware (n=32)	3.1 (n=29)	2.7 (n=29)	1.6 (n=28)	2.1 (n=29)	4.0 (n=31)	3.9 (n=31)	2.4 (n=25)	5.0 (n=1)
Florida (n=478)	3.4 (n=402)	2.9 (n=399)	2.7 (n=403)	1.8 (n=392)	4.1 (n=416)	3.4 (n=419)	2.7 (n=348)	5.0 (n=5)
Georgia (n=380)	3.4 (n=306)	2.7 (n=303)	2.7 (n=301)	1.9 (n=298)	4.1 (n=306)	3.85 (n=306)	2.5 (n=249)	4.1 (n=12)
Hawaii (n=50)	3.0 (n=45)	2.7 (n=46)	4.5 (n=47)	2.4 (n=40)	3.8 (n=45)	3.2 (n=47)	2.3 (n=24)	--
Idaho (n=134)	3.0 (n=120)	2.5 (n=120)	3.1 (n=123)	1.9 (n=119)	3.7 (n=126)	3.6 (n=126)	2.0 (n=88)	--
Illinois (n=764)	2.9 (n=690)	2.3 (n=668)	2.3 (n=670)	1.8 (n=643)	3.7 (n=703)	3.6 (n=706)	2.6 (n=484)	3.7 (n=16)
Indiana (n=403)	3.0 (n=364)	2.1 (n=362)	2.4 (n=364)	1.8 (n=364)	3.6 (n=264)	3.4 (n=364)	2.5 (n=212)	3.5 (n=5)

Figure 118: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1=Least Important, 5=Most Important) by Average and State

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Iowa (n=531)	2.3 (n=448)	1.8 (n=431)	1.9 (n=449)	1.6 (n=432)	3.5 (n=461)	3.8 (n=477)	2.4 (n=314)	1.0 (n=7)
Kansas (n=370)	2.6 (n=325)	2.0 (n=329)	2.3 (n=329)	1.8 (n=320)	3.8 (n=347)	3.9 (n=343)	2.3 (n=261)	5.0 (n=5)
Kentucky (n=183)	2.7 (n=153)	1.8 (n=140)	2.0 (n=145)	1.6 (n=145)	3.7 (n=157)	4.2 (n=157)	2.4 (n=115)	--
Louisiana (n=310)	2.4 (n=260)	2.1 (n=242)	2.2 (n=255)	1.7 (n=241)	3.2 (n=285)	3.6 (n=279)	2.7 (n=228)	3.6 (n=16)
Maine (n=268)	2.5 (n=244)	2.0 (n=241)	1.8 (n=235)	1.7 (n=247)	3.6 (n=256)	3.4 (n=253)	1.9 (n=130)	2.0 (n=6)
Maryland (n=178)	3.4 (n=154)	3.4 (n=154)	2.6 (n=152)	1.7 (n=152)	3.5 (n=175)	2.9 (n=153)	1.9 (n=104)	3.0 (n=2)
Massachusetts (n=444)	2.8 (n=383)	2.5 (n=364)	2.3 (n=373)	1.7 (n=344)	4.0 (n=402)	3.9 (n=394)	2.5 (n=261)	4.4 (n=7)
Minnesota (n=347)	3.1 (n=339)	3.0 (n=321)	2.3 (n=339)	1.9 (n=339)	3.8 (n=337)	3.3 (n=327)	2.4 (n=180)	1.0 (n=3)
Mississippi (n=228)	3.3 (n=217)	2.4 (n=212)	2.9 (n=212)	1.9 (n=211)	3.8 (n=199)	3.8 (n=195)	3.1 (n=155)	--
Missouri (n=351)	2.8 (n=318)	2.1 (n=301)	1.8 (n=308)	1.8 (n=300)	3.5 (n=323)	3.6 (n=323)	2.5 (n=221)	3.0 (n=6)
Montana (n=103)	2.7 (n=88)	2.3 (n=86)	2.3 (n=90)	1.6 (n=78)	3.8 (n=91)	3.9 (n=90)	2.7 (n=58)	5.0 (n=1)
Nebraska (n=217)	2.5 (n=249)	1.8 (n=230)	1.9 (n=249)	1.9 (n=240)	3.5 (n=245)	3.5 (n=256)	2.6 (n=156)	1.0 (n=6)
Nevada (n=81)	3.5 (n=72)	3.1 (n=72)	3.3 (n=74)	2.0 (n=60)	3.5 (n=73)	3.2 (n=75)	1.8 (n=36)	--
New Jersey (n=449)	2.3 (n=380)	2.0 (n=370)	1.8 (n=374)	1.6 (n=357)	3.2 (n=386)	3.1 (n=390)	2.2 (n=199)	5.0 (n=8)

Figure 118: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1=Least Important, 5=Most Important) by Average and State

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
New Mexico (n=96)	2.3 (n=78)	2.1 (n=77)	2.8 (n=80)	1.96 (n=75)	3.4 (n=84)	2.9 (n=84)	2.3 (n=54)	3.2 (n=8)
New York (n=1,038)	2.6 (n=891)	2.3 (n=845)	2.0 (n=877)	1.59 (n=805)	3.7 (n=966)	3.5 (n=944)	2.1 (n=596)	3.6 (n=8)
North Carolina (n=381)	3.0 (n=343)	2.6 (n=352)	2.1 (n=358)	1.59 (n=339)	3.8 (n=363)	3.6 (n=360)	2.2 (n=236)	3.3 (n=5)
North Dakota (n=80)	2.8 (n=76)	2.3 (n=76)	1.9 (n=76)	2.10 (n=80)	3.5 (n=76)	3.8 (n=76)	2.0 (n=67)	3.0 (n=1)
Ohio (n=706)	3.3 (n=653)	2.6 (n=652)	2.5 (n=659)	1.89 (n=638)	3.5 (n=639)	3.4 (n=636)	2.2 (n=375)	5.0 (n=2)
Oklahoma (n=204)	3.5 (n=181)	3.5 (n=169)	2.3 (n=181)	1.85 (n=177)	3.9 (n=173)	3.4 (n=173)	1.9 (n=108)	5.0 (n=4)
Oregon (n=207)	2.9 (n=195)	2.6 (n=192)	2.4 (n=165)	2.03 (n=160)	4.0 (n=202)	4.0 (n=200)	2.8 (n=148)	3.7 (n=5)
Pennsylvania (n=611)	2.5 (n=539)	2.1 (n=524)	2.1 (n=527)	1.84 (n=510)	3.8 (n=565)	3.8 (n=565)	2.3 (n=375)	4.0 (n=5)
Rhode Island (n=71)	2.5 (n=63)	1.8 (n=63)	1.7 (n=63)	1.52 (n=63)	3.5 (n=63)	3.7 (n=63)	2.1 (n=54)	--
South Carolina (n=179)	3.5 (n=171)	2.5 (n=169)	2.4 (n=169)	1.53 (n=171)	4.2 (n=169)	4.0 (n=169)	2.3 (n=113)	--
South Dakota (n=138)	2.5 (n=115)	2.1 (n=112)	2.4 (n=113)	1.85 (n=97)	3.4 (n=119)	3.6 (n=115)	2.5 (n=62)	3.5 (n=7)
Tennessee (n=277)	3.0 (n=239)	2.1 (n=235)	2.6 (238)	2.01 (n=220)	3.7 (n=242)	3.2 (n=238)	2.6 (n=169)	5.0 (n=4)
Texas (n=821)	2.8 (n=678)	2.4 (n=643)	2.5 (n=674)	1.90 (n=643)	3.7 (n=700)	3.7 (n=702)	2.6 (n=455)	3.9 (n=22)
Utah (n=107)	2.5 (n=104)	2.2 (n=103)	1.9 (n=106)	1.55 (n=104)	3.2 (n=104)	2.8 (n=106)	1.8 (n=52)	--

Figure 118: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1=Least Important, 5=Most Important) by Average and State

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Vermont (n=181)	2.5 (n=152)	2.0 (n=145)	1.7 (n=151)	1.7 (n=140)	3.5 (n=157)	3.4 (n=169)	2.2 (n=77)	2.0 (n=6)
Virginia (n=334)	3.1 (n=295)	2.4 (n=287)	2.5 (n=288)	1.8 (n=274)	4.0 (n=323)	3.5 (n=290)	2.5 (157)	3.2 (n=3)
Washington (n=321)	2.9 (n=310)	2.7 (n=306)	2.1 (n=310)	1.3 (n=298)	3.9 (n=315)	3.3 (n=308)	1.8 (n=202)	2.0 (n=5)
Washington, DC (n=23)	1.0 (n=20)	1.0 (n=20)	1.0 (n=20)	1.0 (n=20)	1.1 (n=21)	1.1 (n=21)	--	--
West Virginia (n=172)	2.7 (n=139)	1.9 (n=135)	1.9 (n=140)	2.0 (n=137)	3.7 (n=144)	3.6 (n=145)	2.4 (n=92)	4.2 (n=4)
Wisconsin (n=453)	3.1 (n=421)	2.4 (n=401)	2.6 (n=410)	1.9 (n=356)	4.1 (n=425)	3.9 (n=421)	2.4 (n=250)	3.8 (n=7)
Wyoming (n=75)	2.6 (n=65)	2.0 (n=59)	2.1 (n=62)	1.5 (n=60)	3.6 (n=63)	4.0 (n=68)	1.9 (n=41)	1.5 (n=5)
National	2.9 (n=14,082)	2.4 (n=13,721)	2.3 (n=13,945)	2.2 (n=14,742)	3.7 (n=14,051)	3.6 (n=14,384)	2.4 (n=9,246)	3.5 (n=244)
Key *=Insufficient data to report --=No data to report								

Figure 118 describes the challenges libraries indicate affect their ability to help patrons accomplish their e-government needs. State responses to the question indicate that libraries face a range of challenges in meeting patron e-government needs. A strong majority of states (45) indicated that staffing was the largest issue in providing e-government help to patrons. Both categorical responses for not enough staff and staff do not have the necessary expertise indicated that libraries are moderately to strongly challenged by this issue. Libraries reported the least challenges in providing help were with filters and firewalls. The second least challenging response libraries indicated was with connection speed with only three states (Alaska, Hawaii and Nevada) indicating a feeling stronger than somewhat.

Figure 119: Job Seeking Services of the Public Library Outlets by State

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
Alaska (n=98)	81.7% (n=77)	48.5% (n=45)	53.1% (n=50)	24.9% (n=23)	8.3% (n=8)	10% (n=9)	5% (n=5)	49.8% (n=47)	1.7% (n=2)
Arizona (n=181)	96.3% (n=154)	75.1% (n=120)	64.8% (n=104)	31.4% (n=50)	35.9% (n=57)	34.8% (n=56)	36.3% (n=58)	81.6% (n=131)	--
Arkansas (n=204)	90.7% (n=182)	76.4% (n=153)	71.1% (n=142)	5.9% (n=12)	7.3% (n=15)	4.9% (n=10)	10.3% (n=21)	81.9% (n=164)	3.0% (n=6)
Colorado (n=243)	86.1% (n=187)	72.9% (n=158)	67.9% (n=147)	29.8% (n=65)	26.6% (n=58)	20.1% (n=44)	33.8% (n=73)	73.1% (n=159)	2.2% (n=5)
Connecticut (n=220)	98.2% (n=183)	62.5% (n=117)	66.3% (n=124)	22.4% (n=42)	11.5% (n=22)	16.2% (n=30)	38.1% (n=71)	76.5% (n=143)	3.6% (n=7)
Delaware (n=32)	100% (n=32)	79.7% (n=26)	91.9% (n=29)	34.7% (n=11)	13.4% (n=4)	4.1% (n=1)	18.4% (n=6)	64.4% (n=21)	8.1% (n=3)
Florida (n=478)	96.8% (n=438)	82.9% (n=375)	65.4% (n=296)	35.1% (n=159)	23.3% (n=106)	20.8% (n=94)	39.3% (n=178)	75.8% (n=343)	2.6% (n=12)
Georgia (n=380)	90.3% (n=312)	77.3% (n=267)	78.1% (n=270)	26.6% (n=92)	19.5% (n=67)	18.1% (n=62)	24.5% (n=85)	73.4% (n=253)	1.5% (n=5)
Hawaii (n=50)	90.0% (n=45)	88.0% (n=44)	68.0% (n=34)	8.0% (n=4)	24.0% (n=12)	8.0% (n=4)	2.0% (n=1)	36.0% (n=18)	4.0% (n=2)
Idaho (n=134)	89.6% (n=114)	59.3% (n=75)	67.1% (n=85)	19.0% (n=24)	19.0% (n=24)	10.6% (n=13)	7.1% (n=9)	68.8% (n=87)	1.4% (n=2)
Illinois (n=764)	79.9% (n=557)	60.2% (n=420)	69.4% (n=484)	16.6% (n=116)	10.2% (n=71)	10.7% (n=74)	24.0% (n=167)	67.3% (n=470)	2.4% (n=16)
Indiana (n=403)	83.5% (n=311)	68.8% (n=256)	59.7% (n=222)	28.2% (n=105)	23.0% (n=86)	24.4% (n=91)	28.7% (n=107)	81.7% (n=304)	3.1% (n=11)
Iowa (n=531)	77.0% (n=364)	43.8% (n=207)	82.2% (n=388)	19.7% (n=93)	7.3% (n=34)	7.8% (n=37)	10.3% (n=49)	52.3% (n=247)	*
Kansas (n=370)	92.1% (n=320)	48.4% (n=168)	56.5% (n=196)	22.4% (n=78)	9.2% (n=32)	6.4% (n=22)	13.2% (n=46)	61.8% (n=215)	2.6% (n=9)
Kentucky (n=183)	80.3% (n=128)	74.8% (n=119)	71.8% (n=115)	24.2% (n=39)	9.1% (n=15)	7.6% (n=12)	23.3% (n=37)	78.9% (n=126)	--
Louisiana (n=310)	88.0% (263)	78.0% (n=233)	61.1% (n=183)	22.1% (n=66)	16.7% (n=50)	12.7% (n=38)	15.0% (n=45)	66.2% (n=198)	2.5% (n=8)

Figure 119: Job Seeking Services of the Public Library Outlets by State

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
Maine (n=268)	79.1% (n=195)	38.5% (n=95)	73.8% (n=182)	23.4% (n=58)	8.6% (n=21)	13.5% (n=33)	8.6% (n=21)	56.6% (n=140)	4.9% (n=12)
Maryland (n=178)	99.4% (n=177)	89.8% (n=160)	84.7% (n=151)	26.2% (n=47)	29.8% (n=53)	37.9% (n=68)	37.0% (n=66)	80.9% (n=144)	--
Massachusetts (n=444)	87.9% (n=346)	68.3% (n=269)	60.6% (n=238)	12.5% (n=49)	8.9% (n=35)	7.9% (n=31)	23.8% (n=94)	65.1% (n=256)	3.2% (n=13)
Minnesota (n=347)	91.1% (n=252)	71.5% (n=198)	63.8% (n=176)	25.7% (n=71)	12.8% (n=35)	5.2% (n=14)	20.1% (n=56)	77.8% (n=215)	--
Mississippi (n=228)	77.6% (n=169)	95.5% (n=208)	61.0% (n=133)	22.2% (n=48)	3.2% (n=7)	1.9% (n=4)	9.0% (n=20)	67.6% (n=147)	1.3% (n=3)
Missouri (n=351)	90.3% (n=304)	83.9% (n=283)	73.7% (n=248)	18.5% (n=62)	10.1% (n=34)	17.9% (n=60)	26.1% (n=88)	72.6% (n=244)	1.7% (n=6)
Montana (n=103)	84.7% (n=79)	61.1% (n=57)	61.1% (n=57)	19.4% (n=18)	6.9% (n=6)	11.1% (n=10)	5.6% (n=5)	66.7% (n=62)	4.2% (n=4)
Nebraska (n=217)	68.8% (n=165)	41.9% (n=100)	70.4% (n=169)	16.0% (n=38)	12.1% (n=29)	6.7% (n=16)	2.7% (n=6)	55.6% (n=133)	5.4% (n=13)
Nevada (n=81)	73.3% (n=59)	62.8% (n=50)	80.6% (n=64)	8.0% (n=6)	1.7% (n=1)	--	9.0% (n=7)	66.3% (n=53)	2.1% (n=2)
New Jersey (n=449)	93.5% (n=385)	85.3% (n=351)	66.8% (n=275)	24.5% (n=101)	22.7% (n=93)	9.2% (n=38)	40.9% (n=168)	50.7% (n=209)	3.7% (n=15)
New Mexico (n=96)	90.0% (n=74)	60.3% (n=50)	70.6% (n=58)	10.0% (n=8)	23.7% (n=20)	10.4% (n=9)	20.9% (n=17)	72.4% (n=60)	8.4% (n=7)
New York (n=1,038)	79.5% (n=790)	87.4% (n=868)	59.8% (n=594)	21.1% (n=210)	11.3% (n=112)	13.7% (n=136)	29.1% (n=289)	69.3% (n=688)	6.4% (n=63)
North Carolina (n=381)	99.6% (n=377)	84.9% (n=322)	70.4% (n=267)	24.8% (n=94)	8.8% (n=33)	18.7% (n=71)	28.9% (n=109)	73.7% (n=279)	5.4% (n=20)
North Dakota (n=80)	82.8% (n=61)	55.2% (n=40)	57.7% (n=42)	8.6% (n=6)	12.9% (n=9)	4.3% (n=3)	--	26.9% (n=20)	4.3% (n=3)
Ohio (n=706)	95.9% (n=649)	91.9% (n=621)	68.3% (n=462)	38.8% (n=262)	17.4% (n=118)	30.3% (n=205)	44.4% (n=300)	81.3% (n=550)	1.3% (n=9)
Oklahoma (n=204)	93.7% (n=173)	76.9% (n=142)	79.0% (n=146)	50.0% (n=92)	35.4% (n=65)	11.9% (n=22)	31.5% (n=58)	72.8% (n=134)	4.2% (n=8)

Figure 119: Job Seeking Services of the Public Library Outlets by State

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
Oregon (n=207)	94.4% (n=192)	64.5% (n=131)	39.4% (n=80)	14.1% (n=29)	12.8% (n=26)	9.4% (n=19)	9.5% (n=19)	70.8% (n=144)	6.0% (n=12)
Pennsylvania (n=611)	82.0% (n=459)	77.2% (n=432)	69.3% (n=388)	18.0% (n=101)	6.9% (n=39)	12.0% (n=67)	14.1% (n=79)	59.3% (n=332)	6.1% (n=34)
Rhode Island (n=71)	85.8% (n=63)	93.5% (n=59)	83.8% (n=52)	10.0% (n=6)	6.5% (n=4)	13.0% (n=8)	50.8% (n=32)	52.1% (n=33)	--
South Carolina (n=179)	94.4% (n=175)	72.0% (n=126)	69.0% (n=121)	30.7% (n=54)	5.7% (n=10)	6.8% (n=12)	26.7% (n=47)	58.2% (n=102)	18.3% (n=32)
South Dakota (n=138)	85.2% (n=112)	62.4% (n=82)	69.1% (n=90)	16.1% (n=21)	4.0% (n=5)	4.2% (n=6)	3.7% (n=5)	55.7% (n=73)	6.7% (n=9)
Tennessee (n=277)	81.8% (n=207)	74.9% (n=190)	83.9% (n=212)	23.1% (n=59)	14.0% (n=35)	12.6% (n=32)	25.4% (n=64)	82.1% (n=208)	3.2% (n=8)
Texas (n=821)	79.8% (n=591)	70.0% (n=518)	72.6% (n=538)	21.6% (n=160)	7.9% (n=59)	15.5% (n=115)	22.8% (n=169)	69.5% (n=515)	6.4% (n=48)
Utah (n=107)	83.3% (n=89)	73.4% (n=79)	78.7% (n=85)	11.6% (n=12)	1.8% (n=2)	--	10.1% (n=11)	69.1% (n=74)	--
Vermont (n=181)	80.1% (n=131)	40.8% (n=67)	65.9 (n=108)	13.7% (n=22)	11.5% (n=19)	6.2% (n=10)	9.3% (n=15)	42.0% (n=69)	6.2% (n=10)
Virginia (n=334)	95.6% (n=303)	86.6% (n=275)	85.8% (n=272)	41.9% (n=133)	14.8% (n=47)	14.7% (n=47)	44.6% (n=141)	84.7% (n=269)	2.0% (n=6)
Washington (n=321)	92.4% (n=288)	69.3% (n=216)	27.4% (n=85)	13.2% (n=41)	9.3% (n=29)	10.1% (n=32)	14.9% (n=46)	75.5% (n=236)	1.8% (n=6)
Washington, DC (n=23)	100% (n=23)	18.8% (n=4)	100% (n=23)	6.3% (n=1)	--	--	6.3% (n=1)	93.8% (n=21)	--
West Virginia (n=172)	89.2% (n=135)	82.4% (n=125)	68.5% (n=104)	20.5% (n=31)	5.7% (n=9)	9.2% (n=14)	7.6% (n=12)	60.9% (n=92)	1.9% (n=3)
Wisconsin (n=453)	93.5% (n=404)	72.4% (n=313)	72.7% (n=314)	35.4% (n=153)	16.8% (n=72)	13.5% (n=58)	28.5% (n=123)	67.1% (n=290)	3.1% (n=13)
Wyoming (n=75)	90.3% (n=66)	69.4% (n=50)	58.3% (n=42)	17.8% (n=13)	3.2% (n=2)	15.7% (n=11)	1.4% (n=1)	57.9% (n=42)	1.6% (n=1)
National	88.2% (n=13,121)	74.9% (n=11,144)	67.1% (n=9,986)	23.6% (n=3,507)	13.3% (n=1,972)	14.2% (n=2,119)	24.5% (n=3,650)	68.9% (n=10,251)	

Will not total 100%, as categories are not mutually exclusive
 Key *=Insufficient data to report; --=No data to report

Figure 119 presents which job seeking services libraries are providing for patrons. States responses to the question are libraries indicating that there is free public access Internet available. All libraries responded that they provide job-seeking databases for patron use (approximately 70 percent and higher for all states). In addition, high percentages were reported by libraries in helping patrons complete online job applications with Washington, D.C. reporting 100 percent of libraries aiding patrons. Lower percentages were reported in libraries aiding patrons to develop business plans (approximately 36 percent and lower across states).

Figure 120: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment by Average and State (1=Strongly Disagree, 5=Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Alaska (n=98)	2.5 (n=86)	2.4 (n=86)	3.0 (n=92)	2.2 (n=86)	3.3 (n=92)	3.9 (n=91)	2.4 (n=80)	5.0 (n=3)
Arizona (n=181)	3.0 (n=161)	2.6 (n=162)	2.0 (n=159)	1.3 (n=158)	2.8 (n=159)	2.8 (n=162)	2.3 (n=162)	4.0 (n=1)
Arkansas (n=204)	3.3 (n=196)	2.3 (n=190)	2.8 (n=194)	1.8 (n=192)	3.7 (n=200)	3.7 (n=200)	3.1 (n=196)	--
Colorado (n=243)	3.0 (n=213)	2.7 (n=211)	2.5 (n=212)	2.1 (n=209)	3.7 (n=209)	3.4 (n=209)	2.5 (n=191)	--
Connecticut (n=220)	2.6 (n=190)	2.3 (n=183)	1.8 (n=187)	1.6 (n=170)	3.7 (n=180)	3.4 (n=183)	2.5 (n=163)	3.8 (n=5)
Delaware (n=32)	3.2 (n=29)	2.8 (n=29)	1.6 (n=28)	2.2 (n=29)	4.1 (n=31)	3.5 (n=29)	2.8 (n=28)	3.0 (n=1)
Florida (n=478)	3.5 (n=405)	2.9 (n=400)	2.7 (n=403)	1.8 (n=390)	4.0 (n=424)	3.3 (n=419)	3.1 (n=404)	5.0 (n=5)
Georgia (n=380)	3.5 (n=352)	2.8 (n=352)	2.8 (n=352)	2.1 (n=339)	3.9 (n=342)	3.5 (n=345)	3.1 (n=333)	4.5 (n=3)
Hawaii (n=50)	3.4 (n=49)	3.1 (n=49)	4.5 (n=50)	2.6 (n=47)	3.7 (n=48)	3.2 (n=47)	2.8 (n=43)	--
Idaho (n=134)	2.8 (n=124)	2.3 (n=128)	2.9 (n=122)	3.6 (n=125)	3.3 (n=126)	2.4 (n=121)	--	1.9 (n=121)
Illinois (n=764)	2.9 (n=698)	2.4 (n=692)	2.3 (n=695)	3.7 (n=717)	3.4 (n=712)	2.8 (n=665)	3.2 (n=14)	1.8 (n=665)
Indiana (n=403)	2.8 (n=366)	2.1 (n=362)	2.3 (n=360)	3.7 (n=366)	3.3 (n=370)	2.7 (n=331)	1.5 (n=4)	1.7 (n=362)
Iowa (n=531)	2.1 (n=474)	1.8 (n=451)	1.8 (n=467)	1.7 (n=442)	3.6 (n=482)	3.3 (n=479)	2.5 (n=449)	3.3 (n=6)
Kansas (n=370)	2.4 (n=325)	2.2 (n=320)	2.2 (n=320)	3.9 (n=347)	3.7 (n=338)	2.8 (n=320)	--	1.9 (n=320)
Kentucky (n=183)	2.4 (n=157)	2.0 (n=150)	2.0 (n=150)	3.5 (n=157)	3.6 (n=157)	2.8 (n=155)	--	1.9 (n=133)
Louisiana (n=310)	2.4 (n=265)	2.1 (n=245)	2.2 (n=259)	3.2 (n=281)	3.3 (n=278)	3.3 (n=280)	2.2 (n=5)	1.9 (n=236)

Figure 120: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment by Average and State (1=Strongly Disagree, 5=Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Maine (n=268)	2.4 (n=250)	2.0 (n=244)	1.8 (n=241)	3.6 (n=259)	3.4 (n=256)	2.1 (n=241)	2.3 (n=9)	1.8 (n=247)
Maryland (n=178)	3.4 (n=171)	3.3 (n=174)	2.4 (n=168)	3.7 (n=175)	3.1 (n=174)	1.9 (n=152)	--	1.6 (n=171)
Massachusetts (n=444)	2.8 (n=397)	2.5 (n=377)	2.2 (n=386)	4.0 (n=401)	3.5 (n=394)	2.7 (n=361)	3.0 (n=3)	1.7 (n=349)
Minnesota (n=347)	3.3 (n=339)	3.2 (n=327)	2.3 (n=339)	3.8 (n=343)	3.3 (n=340)	2.3 (n=316)	--	1.9 (n=329)
Mississippi (n=228)	3.3 (n=339)	3.2 (n=327)	2.3 (n=339)	3.8 (n=343)	3.3 (n=340)	2.3 (n=316)	--	1.9 (n=329)
Missouri (n=351)	2.8 (n=327)	2.1 (n=313)	1.9 (n=318)	3.5 (n=331)	3.3 (n=330)	2.6 (n=311)	3.2 (n=7)	1.9 (n=317)
Montana (n=103)	3.0 (n=91)	2.3 (n=91)	2.4 (n=90)	3.9 (n=92)	3.8 (n=92)	2.8 (n=83)	--	1.9 (n=82)
Nebraska (n=217)	2.3 (n=240)	1.8 (n=236)	1.8 (n=246)	3.3 (n=249)	3.3 (n=249)	2.6 (n=240)	5.0 (n=7)	2.0 (n=243)
Nevada (n=81)	3.4 (n=77)	3.1 (n=75)	3.2 (n=76)	3.5 (n=75)	3.2 (n=76)	2.1 (n=68)	--	2.1 (n=65)
New Jersey (n=449)	2.2 (n=388)	2.0 (n=386)	1.8 (n=380)	3.1 (n=397)	3.0 (n=395)	2.2 (n=371)	5.0 (n=3)	1.6 (n=373)
New Mexico (n=96)	2.4 (n=82)	2.2 (n=79)	2.7 (n=80)	3.3 (n=84)	2.9 (n=84)	2.4 (n=80)	3.0 (n=4)	2.2 (n=77)
New York (n=1,038)	2.7 (n=917)	2.3 (n=870)	1.9 (n=903)	3.6 (n=960)	3.3 (n=943)	2.2 (n=856)	4.4 (n=6)	1.6 (n=834)
North Carolina (n=381)	3.0 (n=361)	2.6 (n=359)	2.2 (n=366)	3.7 (n=361)	3.3 (n=361)	2.3 (n=339)	2.8 (n=3)	1.7 (n=351)
North Dakota (n=80)	2.9 (n=76)	2.4 (n=73)	1.9 (n=76)	3.7 (n=73)	3.6 (n=76)	3.0 (n=80)	--	2.1 (n=80)
Ohio (n=706)	3.1 (n=667)	2.8 (n=659)	2.5 (n=656)	3.5 (n=650)	3.2 (n=643)	2.5 (n=620)	5.0 (n=2)	2.0 (n=652)
Oklahoma (n=204)	3.7 (n=181)	3.4 (n=165)	2.3 (n=177)	4.0 (n=185)	3.3 (n=173)	2.7 (n=173)	1.0 (n=4)	2.1 (n=173)

Figure 120: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment by Average and State (1=Strongly Disagree, 5=Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Oregon (n=207)	3.0 (n=201)	2.7 (n=194)	2.4 (n=171)	4.0 (n=204)	3.7 (n=204)	3.1 (n=189)	4.0 (n=3)	2.1 (n=162)
Pennsylvania (n=611)	2.5 (n=543)	2.0 (n=526)	2.1 (n=535)	1.9 (n=510)	3.8 (n=555)	3.6 (n=557)	2.5 (n=514)	5.0 (n=20)
Rhode Island (n=71)	2.3 (n=63)	1.7 (n=63)	1.5 (n=63)	1.4 (n=63)	3.2 (n=63)	3.0 (n=63)	2.7 (n=61)	--
South Carolina (n=179)	3.6 (n=175)	2.6 (n=170)	2.3 (n=175)	1.6 (n=175)	4.1 (n=175)	3.9 (n=175)	2.5 (n=164)	--
South Dakota (n=138)	2.4 (n=124)	2.2 (n=122)	2.5 (n=120)	2.0 (n=117)	3.3 (n=127)	3.4 (n=122)	2.1 (n=117)	5.3 (n=7)
Tennessee (n=277)	2.9 (n=245)	2.2 (n=236)	2.3 (n=238)	2.0 (n=239)	3.7 (n=244)	3.0 (n=242)	2.5 (n=240)	3.1 (n=13)
Texas (n=821)	2.9 (n=707)	2.4 (n=675)	2.4 (n=697)	2.0 (n=666)	3.8 (n=718)	3.5 (n=716)	2.6 (n=662)	4.8 (n=27)
Utah (n=107)	2.5 (n=106)	2.0 (n=104)	1.8 (n=106)	1.6 (n=104)	3.3 (n=104)	2.5 (n=107)	1.7 (n=100)	3.5 (n=4)
Vermont (n=181)	2.5 (n=161)	1.9 (n=155)	1.7 (n=161)	1.8 (n=150)	3.5 (n=165)	3.2 (n=169)	2.2 (n=152)	4.5 (n=4)
Virginia (n=334)	3.3 (n=295)	2.5 (n=290)	2.5 (n=290)	1.9 (n=272)	4.1 (n=327)	3.3 (n=296)	2.5 (n=260)	--
Washington (n=321)	2.9 (n=308)	2.9 (n=302)	2.1 (n=306)	1.5 (n=304)	4.0 (n=315)	3.4 (n=313)	2.0 (n=297)	--
Washington, DC (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	--
West Virginia (n=172)	2.7 (n=148)	1.9 (n=145)	1.9 (n=144)	3.7 (n=148)	3.5 (n=146)	2.7 (n=140)	1.0 (n=2)	2.4 (n=139)
Wisconsin (n=453)	3.1 (n=426)	2.4 (n=403)	2.5 (n=404)	1.8 (n=361)	4.0 (n=419)	3.7 (n=420)	2.5 (n=389)	4.7 (n=17)
Wyoming (n=75)	2.6 (n=67)	2.1 (n=60)	2.1 (n=66)	1.5 (n=63)	3.3 (n=69)	3.7 (n=68)	2.1 (n=66)	1.0 (n=1)
National	2.9 (n=14,474)	2.5 (n=14,118)	2.3 (n=14,242)	1.8 (n=13,658)	3.7 (n=14,686)	3.4 (n=14,564)	2.5 (n=13,660)	3.3 (n=166)
Key *=Insufficient data to report --=No data to report								

Figure 120 describes the challenges libraries face in helping patrons in seeking employment information. States responses to the question are for libraries indicating that there is free public access Internet available. Similar to the e-government constraints shown in Figure 118, libraries in a large number of states (42) indicated that not having enough staff greatly disadvantaged libraries in helping patrons meet their employment needs. By comparison, libraries only 21 states reported that the lack of staff expertise strongly affected their ability to help patrons. Libraries in an overwhelming majority of states (46) reported that the speed of connection in the only hindered the employment seeking of patrons to a lesser degree.

Appendix A: 2009-2010 Public Library Funding & Technology Access Survey

Note: Pagination and headers/footers on the survey were modified for inclusion in this report

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ALA American Library Association

Dear Library Director:

Since 2006 the American Library Association, with support from the Bill & Melinda Gates Foundation, has conducted a national survey of public library public access funding and technology. The survey builds on previous studies conducted since 1994 by Drs. John Carlo Bertot of the Center for Library & Information Innovation at the University of Maryland and Charles R. McClure of the Information Use Management and Policy Institute at Florida State University. We thank you for your participation in the past, and hope that you will continue to participate in these important surveys. More information regarding the overall project is available at <http://www.ala.org/plinternetfunding>.

The data from the study will help you plan or improve technology and service deployment, assess your library's broadband needs, report progress and challenges to your funders regarding the library's public access technology, and identify the impacts of your library's public computer and Internet access on the community your library serves. The survey narrative and data also support you in efforts to inform and educate stakeholders – policymakers, funders, elected officials, supporters, and the media – at the local, state and national levels about the issues and needs your library faces in providing public computer and Internet access services and resources, such as with the recent broadband stimulus component of the American Recovery and Reinvestment Act (ARRA), also known as the Stimulus Bill. Additional information regarding this and previous studies is available at <http://www.liicenter.org/plinternet>.

Please call or e-mail the Center for Library & Information Innovation at the University of Maryland at (301) 405-9445 or <support@plinternetsurvey.org> with any questions you might have regarding the survey.

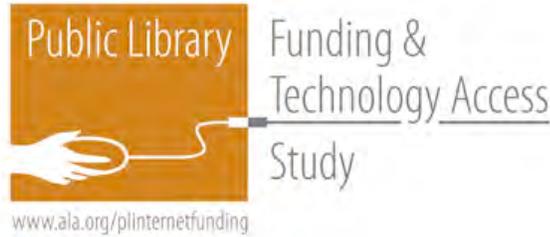
PLEASE COMPLETE THE QUESTIONNAIRE(S) by November 6, 2009.

This is a very important study. Over the years the American Library Association, state library agencies and others have used the findings to inform debates regarding public access to the Internet in libraries, support for the E-rate and LSTA, and other initiatives through Congressional testimony and advocacy efforts on behalf of libraries. We greatly appreciate your participation and look forward to sharing the results of the survey and additional research by summer 2010.

Kind Regards,



Keith Fiels
Executive Director



2009 National Survey of Public Library Funding and Technology Access

The American Library Association (ALA) and the Center for Library & Information Innovation in the College of Information Studies at the University of Maryland, with support from the Bill & Melinda Gates Foundation, are surveying a national sample of public libraries regarding their Internet connectivity, computing resources, and technology funding. Ms. Denise M. Davis and Ms. Larra Clark (ALA Office of Research and Statistics) and Dr. John Carlo Bertot (Center for Library & Information Innovation at the University of Maryland) are the study managers. You may access the survey at <http://www.plinternetsurvey.org>.

The survey Web site provides specific instructions for completing the Web survey. The survey contains questions about specific library system branches, as well as system-wide questions. We realize that public libraries in each state are organized differently and that the term “system” can mean something different from state to state. By system we mean the central authority for the library – that is, the entity that makes budget decisions, applies for E-rate, and makes other management decisions. We do not use the term “system” to mean regional cooperatives or other forms of federated libraries. If your library system has branches, you may be asked to complete questions regarding *some* of your branches prior to answering questions about your entire system. By branch, we mean a building that is open to the public and provides services to the community (e.g., lends books, offers public access to the Internet and computers, other). Your library and the branches selected to participate (if applicable) were selected randomly. If you wish to complete the survey for the additional branches in your system (again, if applicable), you will be given the opportunity to do so. **IMPORTANT: To facilitate completion of the Web-based survey, the branch and system questions are presented separately. PLEASE COMPLETE BOTH PARTS OF THE SURVEY.** A glossary of key terms is available beginning on page YYY and on the survey Web site.

Complete the survey, and enter to win an Amazon Kindle

To participate in the 2009 study, please go to <http://www.plinternetsurvey.org> and follow the “Complete Survey” button. You will need to enter your library’s survey ID number (located on the back of the postcard form). The survey ID number has a total of two letters followed by four numbers, and is your FSCS library number as assigned by the state library. If you cannot remember and/or locate your library’s survey ID number, the survey Web site provides a link to locate your library ID by state and city. If you prefer, you may complete this print version of the survey and mail/fax your responses back (the contact information is located at the end of the survey).

The survey is not timed. You may complete part of it, save your answers, and return to it at a later time. You may also answer part of the survey and have other members of your library staff answer other parts, if appropriate. Please be sure to complete the survey by **November 6, 2009**. Once completed, you will be able to print or save the answers you provided and keep a copy for your own records.

If you have any questions or issues regarding the survey, please call (301) 405-9445 or e-mail support@plinternetsurvey.org.

A. LIBRARY BRANCH LEVEL QUESTIONS

A.1: Availability, Connectivity & Access

1a. Please indicate whether THIS LIBRARY BRANCH is **open to the public**: (MARK ONE ● ONLY)

<input type="radio"/>	Library branch is permanently closed (please go to question 1b)
<input type="radio"/>	Library branch is temporarily closed (please go to question 1b)
<input type="radio"/>	Library branch is open (please go to question 1c)

1b. If THIS LIBRARY BRANCH **closed within the last year**, please indicate the reason for the branch's closure: (MARK ONE ● ONLY)

<input type="radio"/>	Closed temporarily due to renovations
<input type="radio"/>	Closed temporarily due to storm or other damage
<input type="radio"/>	Closed temporarily due to budgetary reasons
<input type="radio"/>	Closed permanently due to budgetary reasons
<input type="radio"/>	Closed permanently due to consolidation with another branch
<input type="radio"/>	Closed permanently due to construction of a new building/location
<input type="radio"/>	Other (Please specify):

1c. In the current fiscal year, the **total average hours per typical week** that THIS LIBRARY BRANCH is **open to the public** has: (MARK ONE ● ONLY)

<input type="radio"/>	Increased since last fiscal year
<input type="radio"/>	Decreased since last fiscal year
<input type="radio"/>	Stayed the same as last fiscal year

2. Does THIS LIBRARY BRANCH offer **public Internet access**? (MARK ONE ● ONLY)

<input type="radio"/>	No (thank you, please return the survey)
<input type="radio"/>	Yes (please go to question 3)

3. Is THIS LIBRARY BRANCH the only **free of charge public computer and Internet access venue** in the library's service area? (MARK ONE ● ONLY)

<input type="radio"/>	Yes , the library is the only place in the community that provides free public computer and Internet access services
<input type="radio"/>	No , there are other places in the community that provide free public computer and Internet access services (e.g., community technology centers)
<input type="radio"/>	Don't know
<input type="radio"/>	Other (please specify):

4a. Please indicate the **number and age of the PUBLIC Internet workstations/laptops** available at THIS LIBRARY BRANCH (include in the count library-provided laptops and multi-purpose workstations that allow access to the Internet. Exclude staff workstations and those that only access the library's Web-based Online Public Access Catalogs). **Even if you cannot estimate the ages of the workstations, please provide the total number of workstations.** (ENTER THE APPROPRIATE NUMBERS IN THE BLANKS)

Number of Public Internet Workstations/Laptops	Average Public Internet Workstation/Laptop Age <i>(please determine age as of September 1, 2009)</i>
_____ TOTAL public Internet workstations/laptops	_____ public Internet workstations/laptops less than 1 year old
	_____ public Internet workstations/laptops 1 year old
	_____ public Internet workstations/laptops 2 years old
	_____ public Internet workstations/laptops 3 years old
	_____ public Internet workstations/laptops 4 years old
	_____ public Internet workstations/laptops 5 years or older

4b. Please identify if THIS LIBRARY BRANCH has a public Internet workstation/laptop **replacement policy or procedure**: (MARK ONE ● ONLY)

<input type="radio"/>	Yes, this library has a replacement schedule (please go to question 4c)
<input type="radio"/>	No, the library replaces public Internet workstations on an as-needed basis (e.g., when cannot be repaired, no longer operational, or funding is available) (please go to question 4e)
<input type="radio"/>	Don't know (please go to question 4e)

4c. Please specify THIS LIBRARY BRANCH'S **public Internet workstation/laptop replacement schedule**: (MARK ONE ● ONLY)

<input type="radio"/>	Every year
<input type="radio"/>	Every 2 years
<input type="radio"/>	Every 3 years
<input type="radio"/>	Every 4 years
<input type="radio"/>	Every 5 years
<input type="radio"/>	Other (Please specify):

4d. Is THIS LIBRARY BRANCH able to maintain its public access workstation/laptop replacement schedule within the next year? (MARK ONE ● ONLY)

<input type="radio"/>	No, the library will not be able to maintain its replacement or addition schedule within the next year
<input type="radio"/>	Yes, and the library plans to replace _____ workstations/laptops within the next year
<input type="radio"/>	Yes, but the library does not know how many workstations/laptops it will replace within the next year at this time
<input type="radio"/>	Don't know

4e. Does THIS LIBRARY BRANCH plan to add to the total number of public Internet workstations or laptops in the coming year? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, the library branch plans to add _____ workstations/laptops within the next year
<input type="radio"/>	Yes, but the library branch does not know how many workstations/laptops will be added within the next year
<input type="radio"/>	No, the library does not plan to add workstations/laptops within the next year
<input type="radio"/>	Other (please specify):

4f. Please identify the most important factors that affect THIS LIBRARY BRANCH'S ability or plans to add more public Internet workstations: (1=Least Important; 5=Most Important; NA=Not Applicable)

Factors Affecting Adding Workstations/Laptops						
Availability of space	1	2	3	4	5	NA
Cost factors	1	2	3	4	5	NA
Maintenance, upgrade, and general upkeep	1	2	3	4	5	NA
Availability of public service staff to manage the use of the public access computers and users	1	2	3	4	5	NA
Availability of technical staff to install, maintain, and update the public access computers	1	2	3	4	5	NA
Availability of bandwidth to support additional workstations	1	2	3	4	5	NA
Availability of electrical outlets, cabling, or other infrastructure	1	2	3	4	5	NA
Other (please specify):	1	2	3	4	5	NA

4g. Please identify the most important factors that affect THIS LIBRARY BRANCH'S ability or plans to replace more public Internet workstations: (1=Least Important; 5=Most Important; NA=Not Applicable)

Factors Affecting Replacing Workstations/Laptops						
Cost factors	1	2	3	4	5	NA
Maintenance, upgrade, and general upkeep	1	2	3	4	5	NA
Availability of technical staff to install, maintain, and update the public access computers	1	2	3	4	5	NA
Other (please specify):	1	2	3	4	5	NA

5. When a **public access computer** at THIS LIBRARY BRANCH goes out of service for any reason other than a computer requiring rebooting, on average how long does it take to get it back into service? (MARK ONE ● ONLY)

<input type="radio"/>	Less than one day
<input type="radio"/>	One day
<input type="radio"/>	Two days
<input type="radio"/>	More than two days
<input type="radio"/>	Don't know
<input type="radio"/>	Other (please specify):

6. Please indicate who provides **information technology (IT) support** (e.g., troubleshooting workstation problems, contracting for Internet connectivity, managing the library Web page) for THIS LIBRARY BRANCH: (MARK ALL ● THAT APPLY)

Source of IT Support	
<input type="radio"/>	Public service staff
<input type="radio"/>	Library director
<input type="radio"/>	Building-based IT staff (IT specialist)
<input type="radio"/>	System-level IT staff
<input type="radio"/>	Library consortia or other library organization (please identify):
<input type="radio"/>	County/City IT staff
<input type="radio"/>	State telecommunications network staff
<input type="radio"/>	State library IT staff
<input type="radio"/>	Outside vendor/contractor
<input type="radio"/>	Volunteer(s)
<input type="radio"/>	Other (please specify):

7. **During a typical day**, does THIS LIBRARY BRANCH have people waiting to use its public Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, there are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day (e.g., there are almost always patrons waiting to use them)
<input type="radio"/>	Yes, there are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day (e.g., during the morning, during lunch time, or evenings)
<input type="radio"/>	No, there are sufficient public Internet workstations available for patrons who wish to use them during a typical day

8. Please describe **any change in the use** of THIS LIBRARY BRANCH's **public access technology** as compared to twelve (12) months ago: (MARK ONE ● ONLY for each option)

Use of public Internet workstations	<input type="radio"/> Stayed the same <input type="radio"/> Increased <input type="radio"/> Decreased <input type="radio"/> Not applicable <input type="radio"/> Don't know
Use of library Wi-Fi (wireless) Internet access (if library offers Wi-Fi)	<input type="radio"/> Stayed the same <input type="radio"/> Increased <input type="radio"/> Decreased <input type="radio"/> Not applicable <input type="radio"/> Don't know
Use of patron technology training classes	<input type="radio"/> Stayed the same <input type="radio"/> Increased <input type="radio"/> Decreased <input type="radio"/> Not applicable <input type="radio"/> Don't know
Use of library electronic resources (e.g., e-books, databases)	<input type="radio"/> Stayed the same <input type="radio"/> Increased <input type="radio"/> Decreased <input type="radio"/> Not applicable <input type="radio"/> Don't know

9. Does THIS LIBRARY BRANCH currently have **time limits for patrons using** public Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	No (please go to question 11)
<input type="radio"/>	Yes, there are time limits for the public Internet workstations (please go to question 10)
<input type="radio"/>	Don't know (please go to question 11)

10. Please indicate whether THIS LIBRARY BRANCH has modified its **time limits for patrons using** public Internet workstations in the last twelve (12) months? (MARK ONE ● ONLY)

<input type="radio"/>	No, the time limits have remained the same
<input type="radio"/>	Yes, the library has increased its time limits (i.e., from 30 minutes to 45 minutes per session)
<input type="radio"/>	Yes, the library has decreased its time limits (i.e., from 45 minutes to 30 minutes per session)

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11. Please indicate whether THIS LIBRARY BRANCH provides **dedicated public workstations or flexible time limits** for the following: (MARK ALL ● THAT APPLY)

For patrons seeking employment (e.g., creating resumes, submitting job applications)	<input type="radio"/> Library provides one or more dedicated public workstations for this use <input type="radio"/> Library allows additional public workstation time for this use upon request <input type="radio"/> Library does not differentiate this public workstation use from others
For patrons completing government forms and/or seeking government services (e.g., applying for unemployment or other benefits, filing taxes)	<input type="radio"/> Library provides one or more dedicated public workstations for this use <input type="radio"/> Library allows additional public workstation time for this use upon request <input type="radio"/> Library does not differentiate this public workstation use from others
For patrons taking online courses or tests (e.g., GED, licenses, certification, college courses)	<input type="radio"/> Library provides one or more dedicated public workstations for this use <input type="radio"/> Library allows additional public workstation time for this use upon request <input type="radio"/> Library does not differentiate this public workstation use from others
Other: (please specify)	<input type="radio"/> Library provides one or more dedicated public workstations for this use <input type="radio"/> Library allows additional public workstation time for this use upon request <input type="radio"/> Library does not differentiate this public workstation use from others

12a. Please indicate the **type(s)** of THIS LIBRARY BRANCH'S **public access Internet connection**: (MARK ALL ● THAT APPLY)

<input type="radio"/>	DSL (Digital Subscriber Line)
<input type="radio"/>	Cable
<input type="radio"/>	Leased Line
<input type="radio"/>	Satellite
<input type="radio"/>	Wireless (e.g., microwave; NOT Wi-Fi for patron use in the library)
<input type="radio"/>	Other (please specify):
<input type="radio"/>	Don't know (If you do not know your library's connection type, please contact an individual or group who may know before checking "Don't know")

12b. Please indicate the **source(s)** of THIS LIBRARY BRANCH'S **public access Internet connection**: (MARK ALL ● THAT APPLY)

<input type="radio"/>	Municipal Network (e.g., city/county network)
<input type="radio"/>	Regional Library Consortia
<input type="radio"/>	State Network (e.g., provided by the State Library, Department of Education, or other state agency)
<input type="radio"/>	Internet Service Provider (e.g., cable company, telecommunications carrier)
<input type="radio"/>	Other (please specify):
<input type="radio"/>	Don't know (If you do not know your library's connection source, please contact an individual or group who may know before checking "Don't know")

12c. Please indicate whether THIS LIBRARY BRANCH'S **public access Internet connection (or at least one connection if there are multiple connections) is fiber optic:**

<input type="radio"/>	Yes, the library's Internet connection is fiber optic
<input type="radio"/>	No, the library's Internet connection is not fiber optic
<input type="radio"/>	Don't know

12d. Please indicate **the maximum speed** of THIS LIBRARY BRANCH'S **public access Internet connection:** (MARK ONE ● ONLY)

<input type="radio"/>	Less than 256Kbps (kilobits/second)
<input type="radio"/>	257Kbps – 768Kbps
<input type="radio"/>	769Kbps – 1.4Mbps (megabits/second)
<input type="radio"/>	1.5Mbps
<input type="radio"/>	1.6Mbps – 3.0Mbps
<input type="radio"/>	3.1Mbps – 6.0Mbps
<input type="radio"/>	6.1Mbps – 10Mbps
<input type="radio"/>	10.1Mbps – 20Mbps
<input type="radio"/>	20.1Mbps – 30Mbps
<input type="radio"/>	30.1Mbps – 40Mbps
<input type="radio"/>	Greater than 40Mbps
<input type="radio"/>	Don't know (If you do not know your library's connection speed, please contact an individual or group who may know before checking "Don't know")

12e. In the last twelve (12) months, **the speed** of THIS LIBRARY BRANCH'S **public access Internet connection:** (MARK ONE ● ONLY)

<input type="radio"/>	Increased
<input type="radio"/>	Stayed the same
<input type="radio"/>	Don't know

12f. Given the **observed uses** of THIS LIBRARY BRANCH'S **public Internet access services by patrons,** does the library branch's **public Internet service connection speed meet patron needs?** (MARK ONE ● ONLY)

<input type="radio"/>	The connection speed is insufficient to meet patron needs most of the time
<input type="radio"/>	The connection speed is insufficient to meet patron needs at some times
<input type="radio"/>	The connection speed is sufficient to meet patron needs almost all the time
<input type="radio"/>	Don't know

12g. If desired, would THIS LIBRARY BRANCH be able to increase the speed of its public Internet service connection at this time? (MARK ONE ● ONLY)

<input type="radio"/>	No, this is the maximum speed available to the library branch
<input type="radio"/>	No, there is no interest in increasing the speed of the library's public access Internet connection
<input type="radio"/>	Yes, but we cannot afford the cost of increasing the branch's bandwidth
<input type="radio"/>	Yes, and we have plans to increase the bandwidth within the next year
<input type="radio"/>	Yes, but we have no plans to increase the bandwidth within the next year
<input type="radio"/>	Yes, but we do not have the technical knowledge to increase the bandwidth in the library
<input type="radio"/>	Other (please specify):

13a. Is wireless (Wi-Fi) Internet access available (e.g., with patron laptops, PDAs, or other wireless devices) at THIS LIBRARY BRANCH? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, wireless access is currently available for public use within this library branch and when the library is closed (e.g., in the library parking lot)
<input type="radio"/>	Yes, wireless access is currently available for public use within this library branch but not available when the library is closed
<input type="radio"/>	No, wireless access is not currently available for public use within this library branch, but there are plans to make it available to the public within the next year (please go to question 14)
<input type="radio"/>	No, wireless access is not currently available for public use within this library branch, and there are no plans to make it available to the public within the next year (please go to question 14)

13b. If applicable, does the library branch's wireless connection share the same bandwidth/connection as the library's public Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, both the wireless connection and public access workstations in this branch share the same bandwidth/connection with no bandwidth management techniques (e.g., packet shaping, packet prioritization) to manage data transmission
<input type="radio"/>	Yes, both the wireless connection and public access workstations in this branch share the same bandwidth/connection, but with bandwidth management techniques (e.g., packet shaping, packet prioritization) to manage data transmission
<input type="radio"/>	No, the public wireless connection in this branch is separate from the public access workstation bandwidth/ connection
<input type="radio"/>	Don't know (If you do not know if the connection in this branch is shared, please contact an individual or group who may know before checking "Don't know")

A.2: Service Provision & Impact of Computer and Internet Access

14. Please identify **extent** to which you agree that the below **public Internet services are important to the community** that THIS LIBRARY BRANCH serves: (1=Least Important; 5=Most Important; NA=Not Applicable)

<input type="radio"/>	Provide services for job seekers	1	2	3	4	5	NA
<input type="radio"/>	Provide information for economic development (e.g., start a business, seek business opportunities)	1	2	3	4	5	NA
<input type="radio"/>	Provide access to government information and services, like unemployment benefits, tax forms, Medicare information or paying traffic tickets	1	2	3	4	5	NA
<input type="radio"/>	Provide computer and Internet skills training	1	2	3	4	5	NA
<input type="radio"/>	Provide education resources and databases for K-12 students	1	2	3	4	5	NA
<input type="radio"/>	Provide education resources and databases for students in higher education	1	2	3	4	5	NA
<input type="radio"/>	Provide education resources and databases for home schooling	1	2	3	4	5	NA
<input type="radio"/>	Provide education resources and databases for adult/continuing education students	1	2	3	4	5	NA
<input type="radio"/>	Provide information for college applicants	1	2	3	4	5	NA
<input type="radio"/>	Provide information about the library's community	1	2	3	4	5	NA
<input type="radio"/>	Provide information or databases regarding investments	1	2	3	4	5	NA
<input type="radio"/>	Provide services to immigrant populations	1	2	3	4	5	NA
<input type="radio"/>	Other (please specify):	1	2	3	4	5	NA

15a. Please identify whether THIS LIBRARY BRANCH offers **formal** or **informal information technology training classes** to its patrons: (MARK ALL ● THAT APPLY)

<input type="radio"/>	The library offers formal information technology training classes directly to its patrons (please go to question 15b)
<input type="radio"/>	The library offers patrons one-on-one information technology training sessions by appointment with library staff (please go to question 16a)
<input type="radio"/>	The library offers informal point-of-use technology assistance (e.g., one-on-one help with web browsing, using library databases, etc., when patrons ask) (please go to question 16a)
<input type="radio"/>	The library provides access to online training material (e.g., web-based tutorials, web-based presentations, online technology services such as ElementK, etc.) (please go to question 16a)
<input type="radio"/>	The library does not offer any technology training (please go to question 16a)

15b. Please identify the **formal technology-based training classes** THIS LIBRARY BRANCH has **offered to its patrons** in the last twelve (12) months: (MARK ALL ● THAT APPLY)

<input type="radio"/>	General computer skills (e.g., how to use a mouse and keyboard, printing)
<input type="radio"/>	General computer software use (e.g., word processing, spreadsheets, presentation)
<input type="radio"/>	General Internet use (e.g., set up e-mail, Web browsing)
<input type="radio"/>	General online/Web searching (e.g., using Google, Yahoo or others to locate information)
<input type="radio"/>	Using the library's Online Public Access Catalog (OPAC)
<input type="radio"/>	Using online databases (e.g., using commercial databases to search and find content)
<input type="radio"/>	Safe online practices (e.g., not divulging personal information)
<input type="radio"/>	Accessing online government information (e.g., Medicare, taxes, how to complete forms)
<input type="radio"/>	Accessing online job-seeking and career-related information
<input type="radio"/>	Accessing online medical information (e.g., health literacy)
<input type="radio"/>	Accessing online investment information
<input type="radio"/>	Accessing genealogy information
<input type="radio"/>	Accessing consumer information (e.g., product value, safety, reliability, warranty information)
<input type="radio"/>	Digital photography, software and online applications (e.g., Photoshop, Flickr)
<input type="radio"/>	Social networking (e.g., blogging, RSS)
<input type="radio"/>	Other (please specify):

16a. Please identify the **services that the library makes available to users** either in THIS LIBRARY BRANCH or remotely (e.g., via Web site). Include services that the library may not provide or pay for directly (e.g., statewide databases, digital reference). If the library branch does not offer the service or offers limited access, please also answer question 16b: (MARK ● ALL THAT APPLY)

Resources	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access*
Digital reference/Virtual reference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensed databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web/business conferencing (e.g., Skype, WebEx)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online instructional courses/tutorials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homework resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio content (e.g., music, audio books, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video content (e.g., streaming video, video clips, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digitized special collections (e.g., letters, postcards, documents, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library social networking (e.g., blogs, Flixster, Goodreads)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online book clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 player, flash drive, other)	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Allow patrons to connect digital cameras and manipulate content	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Allow patrons to burn compact discs/DVDs	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Provide access to recreational gaming consoles, software, or Web sites	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

* Limited access might include limited to certain computers, certain times of day, or other restrictions

16b. If THIS LIBRARY BRANCH **does not provide access, or provides limited access**, to services in question 16a, please **indicate the factors that prevent** it from doing so: (MARK ● ALL THAT APPLY)

<input type="radio"/>	Computer hardware/software on public Internet workstations will not support service(s)
<input type="radio"/>	Public access Internet connectivity speeds will not support service(s)
<input type="radio"/>	Library policy restricts offering or access to service(s)
<input type="radio"/>	Library cannot afford to purchase and/or support service(s)

17. Please indicate the **e-government roles and services THIS LIBRARY BRANCH provided to its patrons** during the last twelve (12) months: (MARK **●** ALL THAT APPLY)

<input type="radio"/>	Library staff provided assistance to patrons applying for or accessing e-government services (e.g., completing Medicare Part D, unemployment benefits, social services benefits forms; applying for licenses; accessing tax forms)
<input type="radio"/>	Library staff provided assistance to patrons for understanding how to access and use government Web sites (e.g., assistance navigating the Web site)
<input type="radio"/>	Library staff provided assistance to patrons for understanding government programs and services (e.g., helping users understand programs such as Medicare Part D; immigration/residency requirements)
<input type="radio"/>	Library staff provided assistance to patrons for completing government forms (e.g., unemployment benefits, social services, filing immigration or visa forms)
<input type="radio"/>	The library developed guides, tip sheets, or other tools to help patrons use e-government websites and services
<input type="radio"/>	The library offered training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms (e.g., U.S. Citizenship and Immigration Service InfoPass appointment system, State Children's Health Insurance Program - SCHIP)
<input type="radio"/>	The library offered translation services for forms and services in other languages
<input type="radio"/>	The library partnered with government agencies, non-profit organizations, and others to provide e-government services
<input type="radio"/>	The library worked with government agencies (local, state, or federal) to help the agencies improve their websites and/or e-government services
<input type="radio"/>	The library had at least one staff member with expertise and skills in the provision of e-government services
<input type="radio"/>	Other (please specify):

18. Please indicate the **extent to which the below challenges affect the ability of THIS LIBRARY BRANCH to help patrons meet their E-Government needs**: (1=Strongly Disagree; 5=Strongly Agree; N/A= Not Applicable)

The library has too few workstations to meet patron demand	1	2	3	4	5	NA
The library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	1	2	3	4	5	NA
The library's connection speed is too slow and causes delays meeting patron needs	1	2	3	4	5	NA
Library filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	1	2	3	4	5	NA
The library does not have enough staff to effectively help patrons with their E-Government needs	1	2	3	4	5	NA
The library staff does not have the necessary expertise to meet patron E-Government needs	1	2	3	4	5	NA
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	1	2	3	4	5	NA
Other (please specify):	1	2	3	4	5	NA

19. Please describe how THIS LIBRARY BRANCH helps patrons seek employment: (MARK ● ALL THAT APPLY)

<input type="radio"/>	The library provides access to jobs databases and other job opportunity resources
<input type="radio"/>	The library provides access to civil service exam materials
<input type="radio"/>	The library helps patrons complete online job applications
<input type="radio"/>	Library collaborates with outside agencies or individuals to help patrons complete online job applications
<input type="radio"/>	The library helps patrons develop business plans and other materials to start businesses
<input type="radio"/>	Library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses
<input type="radio"/>	The library offers classes (either by librarians or others working with the library) on job seeking strategies, interview tips, etc.
<input type="radio"/>	The library offers software and other resources to help patrons create resumes and other employment materials
<input type="radio"/>	Other (please specify):

20. Please indicate the extent to which the below challenges affect the ability of THIS LIBRARY BRANCH to help patrons meet their job seeking needs: (1=Strongly Disagree; 5=Strongly Agree; N/A= Not Applicable)

The library has too few workstations to meet patron demand	1	2	3	4	5	NA
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	1	2	3	4	5	NA
The library's connection speed is too slow and causes delays meeting patron needs	1	2	3	4	5	NA
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	1	2	3	4	5	NA
The library does not have enough staff to effectively help patrons with their job seeking needs	1	2	3	4	5	NA
The library staff does not have the necessary expertise to meet patron job seeking needs	1	2	3	4	5	NA
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	1	2	3	4	5	NA
Other (please specify):	1	2	3	4	5	NA

B. LIBRARY SYSTEM LEVEL QUESTIONS – FUNDING PUBLIC ACCESS

21a. Did the library apply for E-rate discounts during the July 1, 2009, E-rate funding year? (MARK ONE ● ONLY)

<input type="radio"/>	Yes (If yes, please go to question 21c)
<input type="radio"/>	Yes, another organization applied on the library’s behalf (If yes, please go to question 21c)
<input type="radio"/>	No (If no, skip to question 21b)
<input type="radio"/>	Unsure (If unsure, skip to question 22)

21b. If the library did not apply for E-rate discounts in 2009, it was because: (MARK ● ALL THAT APPLY)

<input type="radio"/>	The E-rate application process is too complicated
<input type="radio"/>	The library staff did not feel that the library would qualify
<input type="radio"/>	Our total E-rate discount is fairly low and not worth the time needed to participate in the program
<input type="radio"/>	The library receives E-rate discounts as part of a consortium, so therefore does not apply individually
<input type="radio"/>	The library was denied funding in the past and thus is discouraged from applying in subsequent years
<input type="radio"/>	The library did not apply because of the need to comply with CIPA’s (Children’s Internet Protection Act) filtering requirements
<input type="radio"/>	The library has applied for E-rate in the past, but no longer finds it necessary
<input type="radio"/>	Other (please specify):

21c. If this library is, or will be, receiving E-rate discounts during the July 1, 2009 E-rate funding year, please indicate for which services the library receives E-rate funds: (MARK ● ALL THAT APPLY)

<input type="radio"/>	Internet connectivity
<input type="radio"/>	Telecommunications service
<input type="radio"/>	Internal connection costs

22. Does the library currently receive, or anticipate receiving in the next two years, any of the following funding sources to operate the library? (MARK ● ALL THAT APPLY)

	FY2009 (or current fiscal year)	FY2010 (or next fiscal year)
Local/county	<input type="radio"/>	<input type="radio"/>
State (including state aid to public libraries or state-supported tax programs)	<input type="radio"/>	<input type="radio"/>
Federal (including LSTA and E-rate discounts)	<input type="radio"/>	<input type="radio"/>
Fees/Fines	<input type="radio"/>	<input type="radio"/>
Donations/local fund raising	<input type="radio"/>	<input type="radio"/>
Government grants (local, state, or national level)	<input type="radio"/>	<input type="radio"/>
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	<input type="radio"/>	<input type="radio"/>

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23a. For the **fiscal years 2010 (or current fiscal year) and 2011 (or next fiscal year)**, please mark whether the total library operating budget remained (and is anticipated to remain) the same, increased or decreased and in what amount (MARK ONE ● ONLY FOR EACH FISCAL YEAR)

	Increased	Decreased	Stayed the Same
Fiscal Year 2010 (or current fiscal year) Operating Budget	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/>
Fiscal Year 2011 (or next fiscal year) Operating Budget	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/>

23b. For the **current fiscal year**, please indicate whether the library anticipates, or has already experienced, interim (e.g., mid-year) changes to its total operating budget (MARK ONE ONLY)

<input type="radio"/>	Total operating budget for the current fiscal year has/will remain(ed) unchanged
<input type="radio"/>	Total operating budget for the current fiscal year has/will decrease(d)
<input type="radio"/>	Total operating budget for the current fiscal year has/will increase(d)
<input type="radio"/>	Don't know

23c. Please indicate whether the library is **able to report the following detail on its expenditures**. Please **MARK only those boxes** for which expenditure data are reportable. An unmarked box indicates a **NO** response (e.g., the library **cannot report** this expenditure detail). For those figures that you are able to report, please insert the corresponding dollar amounts in Question 24.

NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Salaries (including benefits)	Collections	Other Expenditures (including contractual services, hardware, software, peripherals)
Source of Funding			
Local/county	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State (including state aid to public libraries, or state-supported tax programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fees/fines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Donations/local fund raising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government grants (local, state or national level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. For those items identified in Question 23c, please indicate in **whole dollars the library's total operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal years 2010 (or current fiscal year) and 2011 (or next fiscal year)**.

NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Fiscal Year 2010 (or current fiscal year) Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures (including contractual services)
Source of Funding			
Local/county	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$
Federal	\$	\$	\$
Fees/fines	\$	\$	\$
Donations/local fund raising	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$
TOTAL (all sources)	\$	\$	\$

	Fiscal Year 2011 (or next fiscal year) Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures (including contractual services)
Source of Funding			
Local/county	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$
Federal	\$	\$	\$
Fees/fines	\$	\$	\$
Donations/local fund raising	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$
TOTAL (all sources)	\$	\$	\$

26a. Did the library receive financial support for its **technology expenditures** from outside entities on behalf of the library during the current fiscal year (FY2010)? “On behalf of” support includes services paid directly by another government office or another entity **for** the library (e.g., IT technicians, equipment purchases, etc.). Technology expenditures include staff salaries, any outside vendors providing IT services or support, hardware/software, and telecommunications costs. (MARK ONE ● ONLY)

<input type="radio"/>	The library pays directly for all of its technology costs (please go to question 20)
<input type="radio"/>	The library pays directly for some of its technology costs (please go to question 19c)
<input type="radio"/>	The library does not pay directly for any of its technology costs (e.g., all IT staff, hardware and telecommunications costs are paid for by the city or county (please go to question 19c)

26b. If desired, **please provide any additional detail regarding the technology expenditures** for your library:

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26c. If **all or some** library technology expenses are **paid by another government office or another organization in FY2010(or current fiscal year)** on behalf of the library, please indicate what office or organization provides this support and for which services. An office or organization may provide direct support for more than one technology expense. “On behalf of” means the outside agency or organization pays directly for the support and no funding passes through the library operating budget. (MARK ● ALL THAT APPLY)

Agency or Organization	Salaries	Outside Vendors	Hardware/ Software	Telecommunications
Local government (e.g., municipal IT department)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional library network, cooperative or consortia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State government (including the state library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private funder (e.g., endowment, board/trustees)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Does the library expect its **total technology expenditures** for FY2010 (or current fiscal year) and FY 2011 (or next fiscal year) to increase, decrease or remain the same? If increasing or decreasing, please mark the anticipated amount of change.

	Increased	Decreased	Stayed the Same
Fiscal Year 2010 (or current fiscal year) Technology Budget	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/>
Fiscal Year 2011 (or next fiscal year) Technology Budget	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/>

28. Please indicate in **whole dollars your library's total technology-related operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal year 2010 (or current fiscal year)**. **To the extent possible please EXCLUDE expenditures for staff hardware/software.** NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Fiscal Year 2010 (or current fiscal year) Technology Expense Category			
	Salaries (including benefits)	Outside Vendors	Computer Hardware/ Computer Software	Telecommunications
Source of Funding				
Local/county	\$	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$	\$
Federal	\$	\$	\$	\$
Fees/fines	\$	\$	\$	\$
Donations/local fund raising	\$	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$	\$
TOTAL (all sources)	\$	\$	\$	\$

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Bandwidth/Connectivity Speed	The speed or capacity of a data transmission rate, usually measured in bits per second (i.e., Kbit/s or MBit/s)
Bandwidth Management	A process for measuring, controlling, and managing communications/data transmission of a computer network (e.g., packet shaping, packet prioritizing).
Broadband	A term used to describe high-speed Internet access.
Cable Internet access	A type of broadband Internet connection where digital data are transmitted over a traditional cable television infrastructure.
CIPA (Children’s Internet Protection Act)	A Federal law requiring the use of filters on public Internet workstations when the library receives either LSTA or E-rate (see below) funds.
Collections	The library collection consists of all documents provided by a library for its users. Collections comprise documents held locally and remote resources for which permanent or temporary access rights have been acquired. Notes: Access rights may be acquired by the library itself, by a consortium and/or through external funding.
Computer hardware	The physical components that make up a computer.
Computer software	The programs that are run on a computer.
Digital Reference/Virtual Reference	The provision of interactive reference services for patrons via email, chat, or other electronic means.
DSL (digital subscriber line)	A type of broadband Internet connection where digital data are transmitted over existing phone lines faster than a traditional dial up connection; also known as ADSL.
E-books	Digital documents, licensed or not, where searchable text is prevalent, and which can be seen as analogous to a printed text. (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)
E-government	The use of technology, predominantly the Internet, as a means to deliver government services to citizens, businesses, and other entities.
E-rate Funds	Funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access.
Federal Government Revenue	This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the state.
Fiber Optic	A high-speed data transmission medium that uses pulses of light.
Firewall	A method for restricting or blocking unauthorized access on a computer network.
Fiscal Year	A financial 12-month period as reckoned for reporting, accounting, and/or taxation purposes (i.e., the date range that a library uses in reporting to local government agencies).
Formal Technology Training Classes	Technology training classes offered or sponsored by the with a set curriculum and course instructor. The class may occur in the library or in another facility, and the instructor may or may not be a member of the library staff.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Funding Sources	<p>Local/county government - Includes all tax and non-tax receipts designated by the community, district, or region and available for expenditure by the library. The value of any contributed or in-kind services or the value of any gifts and donations are excluded.</p> <p>State - All funds distributed to the library by State government for expenditure by the library, except for federal money distributed by the State. This includes funds from such sources as penal fines, license fees, and mineral rights.</p> <p>Federal - All federal government funds distributed to the library for expenditure by the library, including federal money distributed by the State.</p>
Gaming	See "Recreational Gaming"
Hours Open in a Typical Week	If a library is open from 9 a.m. to 5 p.m., Monday through Friday, it should report 40 hours per week. Should the library also be open one evening from 7:00PM to 9:00PM, the total hours during which users can find service becomes 42.
Information Technology Budget	Funds allocated specifically for the costs associated with information technology.
Information Technology Training	Formal or informal training sessions that cover specific topics (e.g., Web browser basics, Internet searching, basic computing skills).
Internet Service Provider (ISP)	A company that provides Internet connectivity.
Kbps	Kilobits per second.
Leased Line	A type of high-speed Internet connection using frame relays and a dedicated line. Examples include ISDN, T1, etc.
Library Branch	A library facility. In the case of some public libraries, there is only one facility. Other public libraries have several facilities, which are sometimes referred to as branches of a library system. A branch has at least all of the following: 1. Separate quarters; 2. An organized collection of library materials; 3. Paid staff; and 4. Regularly scheduled hours for being open to the public.
Library System	Any independent library, or a group of libraries, under a single director or a single administration. Note 1: The term "independent" does not imply legal or financial independence but only that the library is a recognizably separate unit, typically within a larger organization. Note 2: Typically the administrative unit is an organization containing a central/main library, branch libraries and administrative functions.
Library Services and Technology Act (LSTA) State Programs Revenue	Through the Grants to States program, the Institute of Museum and Library Services provides funds to State Library Administrative Agencies (SLAAs) using a population-based formula. State libraries may use the appropriation to support statewide initiatives and services. They also may distribute the funds through subgrant competitions or cooperative agreements to public, academic, research, school, and special libraries in their state. http://www.ims.gov/programs/programs.shtm
Licensed Databases	Collection of electronically stored data or unit records (facts, bibliographic data, and texts) with a common user interface and software for the retrieval and manipulation of the data. Licensed databases are those typically contracted through a vendor by the library for patron access (e.g., Gale, Ebsco, ProQuest). (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Local Government Revenue	This includes all local government funds designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, library fines, fees, or grants. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate.
Mbps	Megabits per second.
“On behalf of”	An outside agency or organization pays directly for the support and no funding passes through the library operating budget.
Online Public Access Catalogs (OPACs)	An electronic catalog of library materials and/or services that patrons can access.
Operating Expenses	<p>Current and recurrent costs necessary for the provision of library services, such as personnel, library materials, binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of the physical facility.</p> <p>Operating expense categories include: Salaries/benefits - All monies paid before deductions to all library staff paid from library's budget (reporting unit's budget) for work performed. This definition INCLUDES employee fringe benefits. Professional staff are staff members doing work that requires professional education (the master's degree or its equivalent) in the theoretical and scientific aspects of librarianship; also, in some libraries, staff performing professional level tasks who, though not librarians, have equivalent education and training in related fields (e.g., archives, computer sciences, business administration, education). Also include paid support staff and paid student workers.</p> <p>Collections - All expenditures for materials purchased or leased for use by the public, such as print materials (including microforms), machine-readable materials, audio-visual materials, etc.</p> <p>Other expenditures - Operating expenditures not included in any other expenditure subcategory. (Also called Miscellaneous Expenditures).</p>
Other Operating Expenditures	This includes all expenditures other than those reported for Total Staff Expenditures and Total Collection Expenditures. Note: Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment; and costs of computer hardware and software used to support library operations or to link to external networks, including the Internet. Report contracts for services, such as costs of operating and maintaining physical facilities, and fees paid to a consultant, auditor, architect, attorney, etc.
Outside Vendor	A service supplier (e.g., technical support, computer repair) who is not directly associated with the library.
PDA (Personal Digital Assistant)	A hand held device computing device.
Public Internet Workstations	Those workstations within the library outlet that provide public access to the Internet, including those that provide access to a limited set of Internet-based services such as online databases. This includes circulating laptops.
Public library single outlet system or library system headquarters	A library system may be a single main or central library, or may be the operational center of a multiple-outlet library. Usually all processing is centralized here and the principal collections are housed here.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Public library branch	A branch library is an auxiliary unit of an administrative entity which has at least all of the following: 1) Separate quarters; 2) An organized collection of library materials; 3) Paid staff; and 4) Regularly scheduled hours for being open to the public.
Recreational gaming	Recreational gaming includes consoles like Xbox, Playstation, or Wii; software like The Sims; or Web sites like Runescape. It does not refer to gambling.
Satellite Internet Access	A type of broadband Internet connection where digital data is transmitted using satellite technology
State Government Revenue	These are all funds distributed to public libraries by state government for expenditure by the public libraries, except for federal money distributed by the state. This includes funds from such sources as penal fines, license fees, and mineral rights. Note: If operating revenue from consolidated taxes is the result of state legislation, the revenue should be reported under state revenue (even though the revenue may be from multiple sources).
Technology-Related Expenditures	<p>Include <i>Computer Hardware, Software, Supplies and Maintenance expenditures, and Electronic Access Expenditures.</i></p> <p><i>Telephone lines</i> can be included as a Technology-Related Expenditure only if they are used to provide Internet access.</p> <p><i>Computer Hardware, Software, Supplies and Maintenance expenditures</i> are defined as expenditures from the library budget for computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. Includes expenditures for maintenance and for equipment used to run information service products when that expenditure can be separated from the price of the product.</p> <p><i>Electronic Access Expenditures</i> are defined as all operating expenditures from the library budget associated with access to electronic materials and services. Include computer hardware and software used to support library operations, whether purchased or leased, mainframe and microcomputer. Includes expenditures for maintenance. Includes expenditures for services provided by national, regional, and local bibliographic utilities, networks, consortia and commercial services. Includes all fees and usage costs associated with such services as OCLC FirstSearch or electronic document delivery. Excludes capital expenditures.</p>
Telecommunications	Include in this category any expenditures related to providing Internet connectivity, including the installation, configuration, and ongoing costs related to a telecommunication circuit. This includes Internet connection types such as DSL, cable, a leased line (i.e. frame relay), and fiber optics. You should also include any network support charges related to this circuit and any costs for hardware needed to make the connection, such as routers, CSU/DSUs, or other telecommunications equipment.
Total Operating Revenue	This is the sum of Local Government Revenue, State Government Revenue, Federal Government Revenue, and the other operating revenue (e.g., fees/fines, grants, etc.).

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Typical Week	A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.
USB (universal serial bus)	A common computer interface for attaching peripherals (e.g., printers) or devices (e.g., flash drives, digital cameras) to a computer.
Web 2.0	A collection of Internet-based tools and services that emphasize collaboration, sharing and participation; Examples include wikis, blogs, social networking sites, etc.
Wireless Broadband	A type of broadband Internet connection where data are transmitted wirelessly of over a wide area and greater distances than a standard WiFi (see below) connection. Examples include WiMax, or microwave transmission technologies.
Wireless (Wi-Fi) Internet Access	Internet access that does not require a direct connection (typically Ethernet) for access. Most typically, wireless access adheres to the IEEE 802.11 standard for interoperability and compatibility.
Workstation	A computer and related components (including a monitor, keyboard, hard drive, and software) that are capable of displaying graphical images, pictorial representations, and/or other multi-media formats.

THANK YOU FOR YOUR PARTICIPATION!

For questions concerning the survey, please contact:

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