

PUBLIC LIBRARIES & DIGITAL LITERACY

DIGITAL LITERACY

TECHNOLOGY ACCESS

Public libraries offer free access to computers, broadband Internet, and wireless Internet

EXPERTISE

Public libraries offer expertise that helps people understand technology and Internet resources

TRAINING

Public libraries offer a wide range of free computer, Internet use, and resource instruction to help people locate, evaluate, and use online resources

E-GOVERNMENT

Public libraries help people complete immigration and citizenship, social service, emergency benefit, and other online forms

EMPLOYMENT

Public libraries provide technology instruction opportunities that increase people's job qualifications

With 100% of public libraries offering public Internet access, public libraries provide a vital community link to the Internet, technology, and information. Public libraries are essential providers of employment, educational services and resources, and e-government.

86.5%

Libraries report offering classes on general Internet use*

66.1%

Libraries report that technology training is important in their communities

82.7%

Libraries report offering point-of-use technology training

87.0%

Libraries report offering classes in general computer skills*

Public libraries play a vital role in bridging the digital divide, the gap between “haves” and “have nots” in the digital age. Public libraries provide free access to workstations and Internet services to those who could not otherwise access these resources. Public libraries also provide training and assistance to those who lack technology skills or who have difficulty using Internet services.