

PUBLIC LIBRARIES AND THE INTERNET 2008: STUDY RESULTS AND FINDINGS

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NATIONAL BRANCH LEVEL DATA

Figure 1: Public Library Outlets and Survey Responses.

	Poverty Level						Overall	
	Low (Less than 20%)		Medium (20%-40%)		High (More than 40%)			
	Responding Facilities As a Proportion of Survey Respondents	Responding Facilities As a Proportion of National Population	Responding Facilities As a Proportion of Survey Respondents	Responding Facilities As a Proportion of National Population	Responding Facilities As a Proportion of Survey Respondents	Responding Facilities As a Proportion of National Population	Responding Facilities As a Proportion of Survey Respondents	Responding Facilities As a Proportion of National Population
Metropolitan Status								
Urban	9.5% (519 of 5,488)	10.1% (1,679 of 16,548)	5.6% (306 of 5,488)	6.6% (1,095 of 16,548)	0.8% (44 of 5,488)	0.9% (147 of 16,548)	15.8% (869 of 5,488)	17.7% (2,921 of 16,548)
Suburban	30.5% (1,674 of 5,488)	30.5% (5,042 of 16,548)	1.5% (81 of 5,488)	2.1% (352 of 16,548)	0.0% (1 of 5,488)	0.0% (8 of 16,548)	32.0% (1,756 of 5,488)	32.6% (5,402 of 16,548)
Rural	46.4% (2,548 of 5,488)	43.3% (7,161 of 16,548)	5.6% (307 of 5,488)	6.2% (1,034 of 16,548)	0.1% (8 of 5,488)	0.2% (30 of 16,548)	52.2% (2,863 of 5,488)	49.7% (8,225 of 16,548)
Overall	86.4% (4,741 of 5,488)	83.9% (13,882 of 16,548)	12.6% (694 of 5,488)	15.0% (2,481 of 16,548)	1.0% (53 of 5,488)	1.1% (185 of 16,548)	100.0% (5,305 of 5,488)	100.0% (16,548 of 16,548)
<i>Based on geocoding of 16,548 outlets.</i>								
Overall Response Rate = 78.6%								

Figure 1 shows the response rate distribution of the Public Library Funding and Technology Access survey. As is illustrated, the overall distribution of the survey is representative of the total population of public libraries.

Metropolitan Status	Poverty Level			Overall
	Low	Medium	High	
Urban	52.6 (n=1,621)	53.0 (n=1,063)	59.1 (n=144)	53.1 (n=2,827)
Suburban	51.0 (n=4,940)	48.9 (n=339)	33.0 (n=8)	50.8 (n=5,287)
Rural	38.6 (n=7,039)	37.5 (n=1,004)	34.1 (n=30)	38.5 (n=8,073)
Overall	44.7 (n=13,599)	45.9 (n=2,405)	53.9 (n=182)	45.0 (n=16,186)

Overall, the average number of hours that libraries are open remained similar to the hours reported in 2006-2007. On average, libraries report being open 45 hours per week in 2007-2008, as compared to 45.2 hours per week in 2006-2007. Urban outlets in high poverty areas are open the most hours on average (59.1), while suburban high poverty outlets are open the fewest hours (33.0). The largest decrease in average hours open was reported by urban medium poverty libraries, whose hours decreased to 53 in 2007-2008 from 56.1 in 2006-2007.

Hours Open	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Hours increased since last fiscal year	20.8% (n=582)	11.1% (n=582)	9.5% (n=750)	11.6% (n=1,556)	14.0% (n=328)	16.5% (n=30)	12.0% (n=1,914)
Hours decreased since last fiscal year	1.4% (n=40)	2.5% (n=131)	2.7% (n=212)	2.5% (n=332)	2.2% (n=51)	*	2.4% (n=383)
Hours stayed the same as last fiscal year	77.8% (n=2,178)	86.3% (n=4,516)	87.6% (n=6,923)	85.9% (n=11,517)	83.4% (n=1,948)	83.5% (n=152)	85.5% (n=13,617)
Average number of hours increased	7.3 (n=507)	5.0 (n=554)	4.6 (n=692)	5.3 (n=1,469)	6.9 (n=278)	6.3 (n=23)	5.6 (n=1,771)
Average number of hours decreased	4.6 (n=40)	5.1 (n=124)	4.3 (n=192)	4.5 (n=312)	5.7 (n=48)	*	4.6 (n=359)

Key: * : Insufficient data to report

Figure 3 illustrates the extent to which the average hours open for library outlets increased, decreased, or remained the same as compared to the last fiscal year. The percentage of outlets experiencing a decrease in open hours is slightly lower in 2007-2008 (2.4 percent) than in 2006-2007 (3.2 percent), and the decrease in the average number of hours open was less in 2007-2008 (4.6 hours) than last year (6.1 hours). Urban outlets saw the greatest increase in hours open (20.8 percent versus 13.5 percent in 2006-2007) as did high poverty outlets (16.5 percent versus 7.1 percent). The percentage of outlets that had no change in the number of hours open remained identical to 2006-2007 at 85.5 percent.

Figure 4: Public Library Outlets Closed by Metropolitan Status and Poverty.

Reasons Closed	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Closed temporarily due to renovations	25.0% (n=7)	*	*	7.0% (n=5)	11.1% (n=2)	*	7.8% (n=7)
Closed temporarily due to storm or other damage	3.6% (n=1)	*	*	1.4% (n=1)	*	*	1.1% (n=1)
Closed temporarily due to budgetary reasons	*	12.9% (n=4)	*	4.2% (n=3)	5.6% (n=1)	*	4.4% (n=4)
Closed permanently due to budgetary reasons	25.0% (n=7)	48.4% (n=15)	25.8% (n=8)	31.0% (n=22)	38.9% (n=7)	100% (n=1)	33.3% (n=30)
Closed for other reasons	46.4% (n=13)	29.0% (n=9)	61.3% (n=19)	47.9% (n=34)	38.9% (n=7)	*	45.6% (n=41)
Percent of branches that closed	3.2% (n=28)	2.1% (n=37)	1.8% (n=52)	2.0% (n=95)	3.0% (n=21)	1.9% (n=1)	2.1% (n=117)

Key: * : Insufficient data to report

Figure 4 shows that fortunately, few libraries reported having closed in this survey cycle. The highest percent of closures were due to budgetary reasons (33.3 percent) and ‘other’ reasons than those provided (45.6 percent).

Figure 5: Public Library Outlets Offering Public Access to the Internet by Metropolitan Status and Poverty.

Metropolitan Status	Poverty Level			Overall
	Low	Medium	High	
Urban	99.2% (n=1,608)	99.7% (n=1,056)	100.0% (n=144)	99.4% (n=2,807)
Suburban	99.4% (n=4,901)	100.0% (n=339)	100.0% (n=8)	99.4% (n=5,248)
Rural	98.7% (n=6,946)	95.6% (n=957)	100% (n=30)	98.4% (n=7,933)
Overall	99.1% (n=13,455)	99.7% (n=2,398)	100.0% (n=182)	98.9% (n=15,987)

Weighted missing values, n=24

The findings reported in Figure 5 correspond with previous years’ results, which indicate that virtually all libraries offer public Internet access, when the margin of error of +/- 3 percent is taken into account. The percentage of libraries offering public Internet access has consistently remained in the 98-99 percent range over the last three years. In 2007-2008, 100 percent of rural, high poverty outlets provided public Internet access, a large jump from 85.7 percent last year.

Figure 6: Average Number of Public Access Internet Workstations by Metropolitan Status and Poverty.

Metropolitan Status	Poverty Level			Overall
	Low	Medium	High	
Urban	17.1 (n=1,572)	23.6 (n=1,009)	31.2 (n=144)	21.0 (n=2,738)
Suburban	13.8 (n=4,783)	13.4 (n=335)	17.0 (n=8)	13.9 (n=5,132)
Rural	7.4 (n=6,854)	8.6 (n=936)	10.9 (n=305)	7.5 (n=7,820)
Overall	11.0 (n=13,227)	16.2 (n=2,287)	27.2 (n=182)	12.0 (n=15,690)

The overall average of public access Internet workstations per branch is 12 (see Figure 6), marking the first increase in several years. Urban outlets saw the largest increase in workstations, up to 21 from an average of 18.3 in 2006-2007, although both suburban and rural libraries also indicated a small increase from the 2006-2007 survey. Each poverty level saw an average increase from 2006-2007, as well. Medium poverty outlets show the greatest increase of an average of 1.9 workstations, high poverty had an average increase of 1.8 workstations, and low poverty outlets saw an increase of 1.1 workstations.

Figure 7: Number of Public Access Internet Workstations by Average Age, Metropolitan Status and Poverty.

Average Age	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Less than 1 years old	15.5 (n=787)	7.6 (n=1,644)	4.0 (n=2,652)	6.3 (n=4,072)	8.6 (n=933)	18.9 (n=81)	6.9 (n=5,082)
1-2 years old	14.7 (n=927)	7.6 (n=2,212)	4.1 (n=2,990)	6.1 (n=5,104)	10.7 (n=984)	25.7 (n=45)	7.0 (n=6,129)
2-3 years old	16.6 (n=691)	8.3 (n=2,118)	3.9 (n=2,865)	6.5 (n=4,940)	10.7 (n=694)	19.9 (n=41)	7.1 (n=5,675)
3-4 years old	12.6 (n=945)	7.6 (n=1,593)	3.6 (n=2,792)	5.7 (n=4,493)	9.1 (n=759)	11.9 (n=81)	6.3 (n=5,330)
Greater than 4 years old	12.5 (n=842)	6.4 (n=1,719)	3.6 (n=2,792)	5.2 (n=5,408)	9.2 (n=692)	8.39 (n=60)	5.6 (n=6,157)

Figure 7 shows the average age of public access Internet workstations. The highest average number of workstations is three years old or younger, with the largest increase in workstations less than one year old (6.9 versus 5.4 in 2006-2007). As expected, urban outlets provide the most workstations at all ages, and rural provide the fewest. Urban and high poverty outlets indicate the greatest increase in the number of workstations that are less than one year old over 2006, with urban averaging 15.5 in 2007-2008 from 9.8 in 2006-2007, and high poverty averaging 18.9 in 2007-2008 from 8.3 in 2006-2007, an increase of 10.6 workstations.

Moving Connectivity and Public Access Forward

Although libraries are doing their best to prepare for the future within their public access Internet services, challenges remain.

Wireless Access

A replacement and expansion strategy increasingly utilized by libraries is through wireless access, often yet not always requiring patron-owned devices.

Figure 8: Public Access Wireless Internet Connectivity in Public Library Outlets by Metropolitan Status and Poverty.

Availability of Public Access Wireless Internet Services	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Currently available for public use	80.7% (n=2,217)	72.1% (n=3,704)	56.6% (n=4,416)	66.4% (n=8,779)	62.1% (n=1,425)	73.1% (n=133)	65.9% (n=10,337)
Not currently available, but there are plans to make it available within the next year	8.5% (n=233)	12.3% (n=633)	12.3% (n=962)	11.6% (n=1,529)	12.0% (n=275)	13.2% (n=24)	11.6% (n=1,828)
Not currently available and no plans to make it available within the next year	3.8% (n=103)	4.3% (n=219)	8.6% (n=675)	6.0% (n=791)	8.4% (n=192)	8.2% (n=15)	6.4% (n=998)

Weighted missing values, n=296
Key: * Insufficient data to report

The percentage of public libraries providing wireless Internet services is illustrated in Figure 8. Overall, 65.9 percent of outlets provide wireless access to patrons, which continues the steady increase from 17.9 percent since this was first measured in 2004. An additional 11.6 percent of outlets plan to add wireless Internet access within the next year. A large decrease can be seen in the percentage of libraries that have no plans to make wireless available (6.4 percent versus 26.4 percent last year).

Figure 9: Public Access Wireless Internet Connectivity Using Laptops in Public Library Outlets by Metropolitan Status and Poverty.

Availability of Public Access Wireless Internet Services Through the Use of Laptops	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Purchasing laptops for in-library patron use instead of Internet workstations	2.0% (n=39)	1.9% (n=60)	3.1% (n=120)	2.5% (n=189)	2.5% (n=31)	*	2.5% (n=219)
Purchasing laptops for in-library patron use in addition to wired desktop workstations	38.7% (n=746)	14.0% (n=438)	16.2% (n=625)	19.2% (n=1,458)	25.7% (n=314)	31.1% (n=37)	20.3% (n=1,809)
Not adding more Internet workstations or laptops, but provide wireless access for patrons with personal laptops	61.2% (n=1,179)	86.0% (n=2,683)	83.5% (n=3,231)	80.6% (n=6,105)	74.1% (n=906)	68.9% (n=82)	79.5% (n=7,093)

The availability of public access wireless Internet and whether or not laptops and/or additional workstations are being purchased to provide wireless is shown in Figure 9. As with 2006-2007, the highest percentage, 79.5 percent of outlets, are not planning on adding any more workstations or laptops, although patrons are welcome to access the wireless service through the use of their own laptops. Libraries are least likely (2.5 percent of respondents) to purchase laptops *instead* of workstations. Respondents were also able to choose a new category this year, which is purchasing laptops *in addition to* workstations, with 20.3 percent of libraries indicated they planned on doing. Urban (38.7 percent) and high poverty (31.1 percent) outlets were the most likely to follow this plan, whereas suburban (86.0 percent) and low poverty (83.5 percent) outlets are the least likely to add any workstations or laptops for wireless access.

Augmenting Public Access Infrastructure

The following several Figures illustrate strategies public libraries utilize in upgrading and enhancing computers and connectivity for public patrons, some of the roles to the public libraries find themselves in, as well as challenges experienced when attempting to improve public access computing and Internet services.

Figure 10: Public Library Systems the Only Provider of Free Public Internet and Free Public Computer Access by Metropolitan Status and Poverty.

Free public access	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Yes	52.1% (n=1,419)	69.1% (n=3,507)	82.0% (n=6,306)	74.4% (n=9,710)	64.0% (n=1,441)	44.5% (n=81)	72.5% (n=11,232)
No	27.8% (n=757)	15.8% (n=801)	14.2% (n=1,093)	15.9% (n=2,073)	22.8% (n=514)	35.2% (n=64)	17.1% (n=2,651)
Do not know	20.0% (n=544)	14.7% (n=746)	3.6% (n=276)	9.4% (n=1,231)	13.2% (n=297)	20.3% (n=37)	10.1% (n=1,565)
Other	*	*	*	*	*	*	*

Weighted missing values, n=501
Key: * : Insufficient data to report

Figure 10, indicating whether or not outlets are the only provider of free public Internet and free public computer access, is virtually identical to responses reported in the 2006-2007 report. Being the only free public access center was reported by 72.5 percent of outlets in 2007-2008, and 73.1 percent of outlets the 2006-2007 survey. Rural (82 percent) and low poverty (74.4 percent) reporting the highest percentage of free access mirrors the 76.5 percent and 74.6 percent highest percentages in 2006-2007, respectively.

Although the percentages were insufficient to report for the “other” category, respondents identified that access was available through other libraries in surrounding areas and that schools also provide free Internet and computer access.

Figure 11: Public Library Outlet Public Access Internet Workstations Addition Schedule by Metropolitan Status and Poverty.

Workstation Addition Schedule	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
The library plans to add workstations within the next year	17.8% (n=500)	17.5% (n=919)	14.1 (n=1,120)	16.0% (n=2,538)	14.0% (n=330)	31.5% (n=57)	15.9% (n=2,538)
The library is considering adding more workstations or laptops within the next year, but does not know how many at this time	36.2% (n=1,006)	25.4% (n=1,315)	23.0% (n=1,799)	25.6% (n=3,397)	30.0% (n=692)	16.6% (n=30)	26.1% (n=4,119)
The library has no plans to add workstations within the next year	43.8% (n=1,215)	54.8% (n=2,832)	61.4% (n=4,810)	56.6% (n=7,516)	54.1% (n=1,250)	49.7% (n=90)	56.1% (n=8,856)
The average number of workstations that the library plans to add within the next year	8.7 (n=500)	4.2 (n=919)	3.4 (n=1,120)	4.2 (n=2,151)	7.0 (n=330)	9.3 (n=57)	4.7 (n=2,539)
Weighted missing values, n=206							

The percentages illustrated in Figure 11 relate to additional workstation schedules public library outlets have, or do not have, to add public Internet access workstations. More than half of all libraries (56.1 percent) have no plans to add workstations within the next year. Rural outlets (61.4 percent) and low poverty outlets (56.6 percent) were the least likely to have plans to add workstations within the next year.

Urban and high poverty outlets planned on adding the most (8.7 and 9.3, respectively), and rural (3.4) and low poverty area (4.2) outlets planned to add the fewest. These findings continue the trend from the previous year's findings, as urban outlets planned to add an average of 7.2 workstations in 2006-2007 and high poverty outlets planned to add an average of 16.8 workstations that year.

Figure 12: Public Library Outlet Public Access Internet Workstations Replacement Schedule by Metropolitan Status and Poverty.

Workstation Replacement Schedule	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
The library plans to replace workstations within the next year	25.2% (n=673)	25.5% (n=1,297)	22.5% (n=1,741)	24.4% (n=3,175)	21.2% (n=483)	30.5% (n=53)	24.0% (n=3,711)
The library plans to replace some workstations or laptops within the next year, but does not know how many at this time	35.8% (n=955)	29.5% (n=1,502)	24.3% (n=1,877)	28.7% (n=3,740)	24.3% (n=553)	23.4% (n=41)	28.0% (n=4,334)
The library has no plans to replace workstations within the next year	38.8% (n=1,036)	45.1% (n=2,297)	53.0% (n=4,095)	46.9% (n=6,109)	54.4% (n=1,238)	46.0% (n=80)	48.0% (n=7,427)
The average number of workstations that the library plans to replace within the next year	13.2 (n=660)	7.6 (n=1,288)	3.9 (n=1,741)	6.2 (n=3,156)	10.5 (n=479)	13.0 (n=53)	6.9 (n=3,689)
Weighted missing values, n=500							

As indicated in Figure 12, slightly less than half (48 percent) of all public library outlets have no plans to replace workstations within the next year. However, more libraries plan on replacing more workstations (6.9 on average) than adding more workstations (4.7 on average) [See Figure 11]. These numbers correspond with Figure 14, which indicates that the largest factor influencing the addition of workstations is space limitations, therefore replacing current workstations is more likely to be planned than adding new workstations. Rural outlets and medium poverty area outlets indicate they are least likely to replace workstations within the next year (53 percent and 54.4 percent, respectively), whereas suburban outlets are slightly more likely to replace workstations (25.5 percent) than urban (25.2 percent) and high poverty areas are the most likely to replace existing workstations (30.5 percent). As with the number of workstations planned on being added within the next year, urban and high poverty outlets expect to replace the most workstations within the next year, urban outlets planning on replacing an average of 13.2 and high poverty outlets planning on replacing an average of 13 workstations.

Figure 13: Public Library Outlet Public Access Internet Workstation/Laptop Replacement or Addition Schedule by Metropolitan Status and Poverty.

Replacement/Addition Schedule	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
The average replacement or addition schedule is every 2 years	*	2.9% (n=149)	2.8% (n=220)	2.5% (n=328)	2.4% (n=54)	2.2% (n=4)	2.5% (n=386)
The average replacement or addition schedule is every 3 years	14.7% (n=405)	22.0% (1,128)	11.9% (n=929)	16.2% (n=2,140)	12.3% (n=282)	22.5% (n=41)	15.7% (n=2,463)
The average replacement or addition schedule is every 4 years	37.6% (n=1,037)	22.7% (n=1,168)	12.6% (n=986)	18.9% (n=2,500)	26.1% (n=602)	48.9% (n=89)	20.3% (n=3,191)
The library has another replacement or addition schedule	38.0% (n=1,046)	23.1% (n=1,183)	12.7% (n=994)	19.2% (n=2,539)	26.0% (n=595)	48.9% (n=89)	20.6% (n=3,223)
The library does not know the average replacement or addition schedule	2.7% (n=74)	2.8% (n=143)	3.8% (n=295)	3.5% (n=462)	2.0% (n=46)	2.2% (n=4)	3.3% (n=512)
The library does not have a replacement or addition schedule	15.6% (n=428)	35.6% (n=1,820)	56.4% (n=4,397)	43.0% (n=5,679)	41.4% (n=949)	9.9% (n=18)	42.4% (n=6,646)
Weighted missing values, n=317							
Key: *: Insufficient data to report							

Figure 13 shows the average schedule public libraries have for replacing or adding workstations. While the question was asked differently in this year's survey, there was a remarkable increase in the percent of libraries that do not have a replacement or addition schedule – up this year to 42.4 percent from 25.5 percent last year. The most common replacement or addition schedule is every 4 years, with urban (37.6 percent) and high poverty (48.9 percent) most likely to adhere to this schedule. An almost identical percent of outlets indicated they adhered to a replacement or addition schedule other than the available categories. Of those libraries with another schedule, 48 percent indicated their schedule is every 5 years or more, and an additional 8 percent reported that they add or replace workstations as needed. Having a replacement or addition schedule every 2 years is rare, with only 2.5 percent of outlets overall using this schedule.

Figure 14: Factors Influencing Addition of Public Access Internet Workstations/Laptops by Metropolitan Status and Poverty.

Factors Influencing Workstation/Laptop Upgrade Decisions	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Space limitations	83.0% (n=2,249)	78.0% (n=4,011)	75.6% (n=5,868)	77.4% (n=10,187)	79.3% (n=1,805)	75.3% (n=137)	77.7% (n=12,129)
Cost factors	77.5% (n=2,100)	68.6% (n=3,528)	80.1% (n=6,219)	75.6% (n=9,954)	77.4% (n=1,763)	71.8% (n=130)	75.9% (n=11,847)
Maintenance, upgrade, and general upkeep	19.8% (537)	19.8% (n=1,107)	27.5% (n=2,137)	23.8% (n=3,133)	22.4% (n=511)	26.4% (n=48)	23.6% (n=3,692)
Availability of staff	10.4% (n=282)	11.1% (n=572)	11.7% (n=906)	10.7% (n=1,409)	14.2% (n=323)	14.8% (n=27)	11.3% (n=1,759)
Inadequate bandwidth to support additional workstations	21.7% (n=587)	21.3% (n=1,096)	11.5% (n=896)	16.2% (n=2,139)	17.7% (n=402)	20.9% (n=38)	16.5% (n=2,579)
Availability of electrical outlets, cabling, or other infrastructure	51.8% (n=1,404)	40.3% (n=2,073)	28.4% (n=2,206)	35.5% (n=4,672)	41.1% (n=936)	41.4% (n=75)	36.4% (n=5,683)
Other	4.4% (n=119)	2.9% (n=149)	3.2% (n=249)	3.5% (n=458)	2.5% (n=56)	1.7% (n=3)	3.3% (n=517)
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=363							

Figure 14 identifies the factors that libraries indicated influenced decisions to add public access Internet workstations. The lack of space and cost were the two most influential reasons outlets found to impact this decision. Space was an issue with 77.7 percent of all outlets, and a close second was cost factors for 75.9 percent of outlets. The lack of space had the most impact on urban (83 percent) and medium poverty outlets (79.3 percent). Cost factors affected rural outlets (80.1 percent) and urban outlets (77.5 percent) the most. Space (76.1 percent) and cost factors (72.6 percent) were the two most significant factors for adding public access Internet workstations in the 2006-2007 survey, as well. For those outlets that responded to the ‘other’ category, the primary reasons for not adding public access Internet workstations were 1) no need or a low demand for additional workstations (50 percent of respondents), and 2) the need for more furniture (16 percent) to accommodate additional workstations.

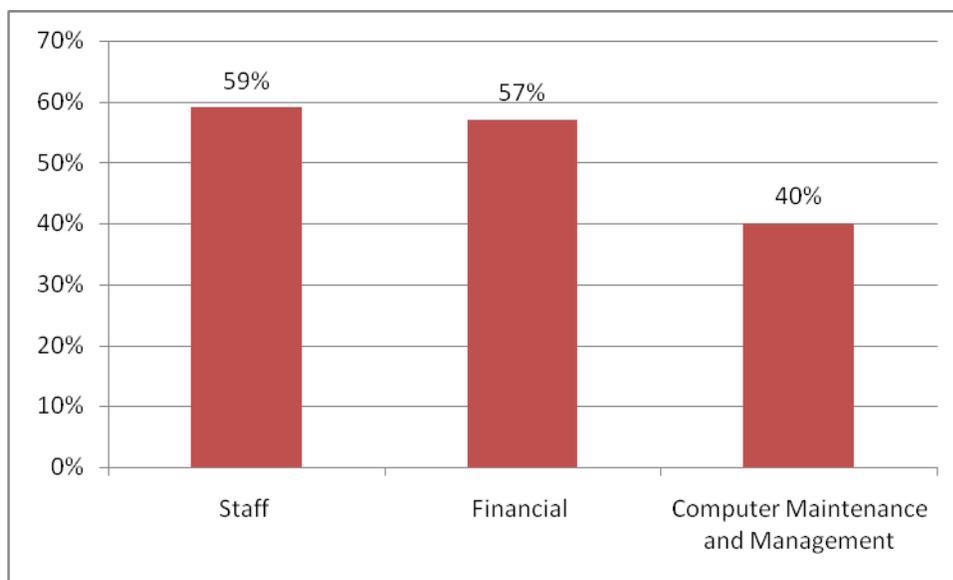
Figure 15: Factors Influencing Replacement of Public Access Internet Workstations/Laptops by Metropolitan Status and Poverty.

Factors Influencing Workstation Replacement Decision	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Cost factors	92.1% (n=2,445)	85.7% (n=4,191)	91.2% (n=6,933)	89.2% (n=11,399)	91.9% (n=2,013)	89.7% (n=157)	89.6% (n=13,569)
Maintenance, upgrade, and general upkeep	39.0% (n=1,035)	31.0% (n=1,518)	32.4% (n=2,467)	32.3% (n=4,127)	38.1% (n=835)	32.6% (n=57)	33.1% (n=5,020)
Availability of staff	23.0% (n=611)	18.1% (n=887)	14.5% (n=1,103)	15.6% (n=1,999)	25.6% (n=561)	23.4% (n=41)	17.2% (n=2,601)
Other	6.7% (n=178)	10.0% (n=488)	7.0% (n=548)	7.8% (n=998)	9.3% (n=204)	6.3% (n=11)	8.0% (n=1,214)

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

Figure 15 shows the primary factor public library outlets found to impact their decision to replace public access Internet workstations. Overall, 89.6 percent of outlets indicated that cost was the most important factor, whereas staff availability was the least important factor of the specific categories available. Maintenance and upkeep of the workstations was a very important decision point for urban (39 percent) and medium poverty (38.1 percent) outlets, and these same outlets also found availability of staff to be more of a problem than other outlets (23 percent and 25.6 percent, respectively). The primary “other” reasons influencing the replacement of public access Internet workstations was that there was no need for replacements due to recent replacement (19 percent).

Figure 16: Three Most Significant Challenges Facing Libraries.



n=4,490

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

Figure 16 shows the top three most significant challenges public library outlets had in maintaining public access workstations and Internet access. The highest percentage of outlets (59 percent) stated that staffing issues were their biggest challenge, with topics such as training and/or expertise of staff, as well as the lack of dedicated IT support mentioned. Finance was a large concern for 57 percent of respondents, including the lack of available funds to purchase workstations or Internet services, maintenance and staffing costs, as well as the cost for hardware and software. Another 40 percent indicated that there were general computer issues with maintaining workstations and Internet access. These comments included the age of equipment, maintenance and upgrades of equipment, as well as providing enough computers to meet patron needs. The subcategories are available in Appendix 3.

Figure 17: Public Library Outlet Maximum Speed of Public Access Internet Services by Metropolitan Status and Poverty.

Maximum Speed	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Less than 128kbps	*	1.3% (n=64)	4.3% (n=312)	2.6% (n=316)	3.2% (n=71)	*	2.6% (n=387)
129kbps - 256kbps	*	3.7% (n=177)	7.8% (n=566)	5.3% (n=655)	3.9% (n=88)	2.2% (n=4)	5.1% (n=747)
257kbps - 768kbps	3.3% (n=89)	6.1% (n=294)	12.5% (n=906)	9.5% (n=1,172)	5.7% (n=126)	*	8.8% (n=1,289)
769kbps - 1.4mbps	3.8% (n=102)	8.7% (n=419)	10.0% (n=726)	8.8% (n=1,081)	7.3% (n=163)	1.7% (n=3)	8.5% (n=1,247)
1.5 Mbps (T1)	51.6% (n=1,383)	42.1% (n=2,023)	32.1% (n=2,321)	37.1% (n=4,561)	48.3% (n=1,077)	48.9% (n=87)	38.9% (n=5,727)
1.6mbps-5.0mbps	11.5% (n=308)	13.1% (n=631)	9.6% (n=697)	11.4% (n=1,402)	9.9% (n=221)	8.4% (n=15)	11.1% (n=1,636)
6.0mbps-10mbps	10.1% (n=272)	6.3% (n=305)	4.3% (n=309)	5.8% (n=717)	6.5% (n=145)	13.4% (n=24)	6.0% (n=886)
Greater than 10mbps	17.0% (n=456)	8.7% (n=418)	5.5% (n=397)	8.4% (n=1,032)	9.4% (n=209)	16.9% (n=30)	8.6% (n=1,271)
Don't Know	2.1% (n=56)	9.6% (n=461)	13.2% (n=955)	10.8% (n=1,331)	5.7% (n=127)	8.4% (n=15)	10.0% (n=1,472)

Weighted missing values, n=1,274
Key: * : Insufficient data to report

Figure 17 shows the maximum speed of the public Internet access offered by library branches. The highest percentage of outlets provide a connection speed of 1.5 Mbps (38.9 percent), with urban outlets (51.6 percent) and high poverty (48.9 percent) outlets the most likely to provide this speed. In fact, 64.6 percent of all outlets provide 1.5 Mbps or greater to patrons, whereas 25 percent of outlets have connection speeds of 1.4 Mbps or less. Ten percent of respondents did not know their connection speeds. Urban and high poverty outlets (17.0 percent and 16.9 percent, respectively) were the most likely to provide connection speeds greater than 10 Mbps, and rural (4.3 percent) and medium poverty (3.2 percent) libraries reported the slowest connection speed of less than 128 kbps. There is an overall increase in connection speeds available to patrons, with 73.1 percent of outlets who knew their connection speed providing at

least 769 Kbps versus 62.1 percent last year. It is important to note, however, that the speed categories were slightly different in the 2006-2007 survey, making direct comparisons difficult.

Figure 18: Public Library Outlet Type of Public Access Internet Service by Metropolitan Status and Poverty.

Type of connection	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
DSL	10.9% (n=293)	16.4% (n=834)	34.7% (n=2,680)	25.7% (n=3,356)	18.9% (n=426)	14.0% (n=25)	24.6% (n=3,807)
Cable	13.3% (n=358)	24.2% (n=1,230)	22.1% (n=1,707)	22.6% (n=2,957)	14.2% (n=320)	9.5% (n=17)	21.3% (n=3,294)
Leased Line	55.2% (n=1,487)	34.2% (n=1,742)	15.7% (n=1,211)	26.5% (n=3,459)	39.3% (n=890)	51.4% (n=92)	28.6% (n=4,441)
Municipal Networks (wireless or other)	6.6% (n=178)	5.3% (n=271)	4.6% (n=357)	5.1% (n=668)	5.5% (n=125)	7.8% (n=14)	5.2% (n=807)
State Network	7.9% (213)	15.9% (n=806)	16.9% (n=1,301)	14.2% (1,849)	20.2% (455)	9.6% (17)	15.0% (n=2,321)
Satellite	*	*	2.4% (n=184)	1.6% (n=206)	1.6% (n=35)	2.2% (n=4)	1.6% (n=245)
Fiber	24.6% (n=662)	14.6% (n=743)	6.5% (n=499)	11.9% (n=1,557)	14.1% (n=317)	16.9% (n=30)	12.3% (n=1,904)
Other	3.9% (n=106)	8.8% (n=446)	8.3% (n=640)	7.8% (n=1,018)	7.4% (n=167)	4.5% (n=8)	7.7% (n=1,193)
Don't Know	*	1.1% (n=54)	*	1.0% (n=127)	*	--	*

Will not total to 100%, as respondents could select more than one option.
 Weighted missing values, n=8
Key: -- : No data to report
 * : Insufficient data to report

Figure 18 illustrates the type of Internet connection public libraries offer to patrons. The highest percentage of library outlets responded that they had a leased line to provide public access Internet services (28.6 percent), most common in urban (55.2 percent) and high poverty (51.4 percent) outlets. Rural and low poverty outlets are most likely to use DSL (34.7 percent and 25.7 percent, respectively) whereas suburban (24.2 percent) and low poverty (22.6 percent) tend to use cable to provide Internet services to patrons. State networks is an additional category for this survey cycle, and 15.0 percent of outlets report providing this connection type, medium poverty outlets the most often (20.2 percent). The overall percentage reporting offering leased line dropped from, 36.8 percent in 2006-2007 to 28.6 percent this year, with some of those possibly moving to the state network category.

Figure 19: Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by Metropolitan Status and Poverty.

Increasing Adequacy of Connections	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
There is no interest in increasing the connection speed	10.7% (n=285)	19.4% (n=960)	23.0% (1,712)	21.0% (n=2,650)	13.1% (n=290)	10.1% (n=18)	19.7% (n=2,958)
The connection speed is already at the maximum level available	3.5% (n=93)	12.7% (n=629)	24.8% (n=1,842)	18.2% (n=2,303)	10.6% (n=235)	14.6% (n=26)	17.1% (n=2,564)
There is interest in increasing the branch's bandwidth, but the library cannot currently afford to	20.5% (n=545)	19.9% (n=983)	22.3% (n=1,655)	20.5% (n=2,587)	25.7% (n=568)	15.1% (n=27)	21.2% (n=3,182)
There are plans in place to increase the bandwidth within the next year	33.9% (n=903)	21.3% (n=1,053)	8.7% (n=648)	15.9% (n=2,017)	24.4% (n=538)	28.1% (n=50)	17.3% (n=2,605)
It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	26.1% (n=694)	18.1% (n=892)	13.3% (n=985)	16.4% (n=2,073)	20.3% (n=447)	28.7% (n=51)	17.1% (n=2,571)
There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	*	1.3% (n=66)	2.0% (n=150)	1.7% (n=213)	*	*	1.5% (n=228)
Other	4.9% (n=131)	7.2% (n=355)	5.9% (n=441)	6.4% (n=806)	5.2% (n=114)	3.9% (n=7)	6.2% (n=927)
Weighted missing values, n=953							
Key: * : Insufficient data to report							

Figure 19 illustrates the possibility and/or interest in increasing available connection speeds. While the overall figures do not show much of a change from the previous year, urban outlets saw a large increase in plans to increase bandwidth within the next year (33.9 percent presently versus 22.1 percent last year). Additionally, suburban outlets are increasingly finding that, although there is interest in increasing the bandwidth, the library cannot afford to do so (25.7 percent this year compared to 17.4 percent last year). For those outlets indicating “other” reasons precluding them from increasing the available bandwidth, 38 percent stated that the Internet services were maintained by someone else, another 18 percent had plans to increase the bandwidth later on, and an additional 9 percent stated that they had recently increased the speed.

Figure 20: Adequacy of Public Library Outlet Public Access Internet Connection by Metropolitan Status and Poverty.

Adequacy of Public Access Internet Connection	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
The connection speed is insufficient to meet patron needs	31.3% (n=835)	16.9% (n=866)	14.3% (n=1,106)	17.0% (n=2,221)	24.5% (n=553)	18.7% (n=34)	18.1% (n=2,808)
The connection speed is sufficient to meet patron needs at some times	35.7% (n=951)	42.1% (n=2,154)	39.0% (n=3,006)	38.9% (n=5,075)	41.1% (n=929)	59.1% (n=107)	39.4% (n=6,111)
The connection speed is sufficient to meet patron needs at all times	32.5% (n=865)	40.5% (n=2,071)	46.3% (n=3,574)	43.7% (n=5,702)	34.0% (n=768)	22.5% (n=41)	42.0% (n=6,511)
Don't know	*	*	*	*	*	*	
Weighted missing values, n=496							
Key: * : Insufficient data to report							

Figure 20 illustrates the findings as to whether or not Internet connection speed is sufficient to meet patron needs. Respondents reported that the connection speed is insufficient to meet patron needs at some times (39.4 percent) or all of the time (18.1 percent), thus 57.5 percent of libraries report having insufficient connection speeds some at some point during the day. Forty-two percent of libraries report having a connection speed that is sufficient all of the time. Despite having higher connectivity speeds (see Figure 15), urban libraries report the most difficulty in speed sufficiency, with 31.3 percent reporting insufficient speed all of the time (up almost 10 percent from last year).

Results also demonstrate a significant decline in sufficiency for high poverty outlets. The percent of these libraries that report their current connection speed is always sufficient declined to 22.5 percent from 40.8 percent last year.

Figure 21: Factors Affecting Public Library Outlets' Ability to Provide Public Access Internet Connection by Metropolitan Status and Poverty.

Factors Affecting Connection	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
There is no space for workstations and/or necessary equipment	74.1% (n=20)	42.9% (n=9)	54.1% (n=66)	51.3% (n=58)	65.5% (n=38)	--	56.1% (n=96)
The library building cannot support the necessary infrastructure (e.g. power, cabling, other)	25.9% (n=7)	14.3% (n=3)	13.8% (n=17)	20.4% (n=23)	6.8% (n=4)	--	15.8% (n=27)
The library cannot afford the necessary equipment	25.9% (n=7)	14.3% (n=3)	41.8% (n=51)	30.1% (n=34)	46.6% (n=27)	--	35.7% (n=61)
The library does not have access to adequate telecommunications services	22.2% (n=6)	14.3% (n=3)	18.9% (n=23)	25.7% (n=29)	5.2% (n=3)	--	18.7% (n=32)
The library cannot afford the recurring telecommunications costs	*	*	17.2% (n=21)	9.8% (n=11)	17.2% (n=10)	--	12.4% (n=21)
The library does not have the staff necessary to install, maintain, and/or upgrade the necessary technology	*	28.6% (n=6)	13.9% (n=17)	17.7% (n=20)	5.2% (n=3)	--	13.5% (n=23)
The library does not control its access to Internet services	*	*	7.4% (n=9)	5.3% (n=6)	5.2% (n=3)	--	5.3% (n=9)
There is no interest among library staff or management in connecting the library to the Internet	*	*	2.4% (n=3)	2.7% (n=3)	*	--	1.8% (n=3)
There is no interest within the local community in connecting the library to the Internet	*	*	2.4% (n=3)	2.7% (n=3)	*	--	1.8% (n=3)
Other	37.0% (n=10)	42.9% (n=9)	20.0% (n=24)	26.4% (n=29)	24.1% (n=14)	--	25.6% (n=43)

Will not equal 100% as respondents could choose 3

Key: * insufficient data to report

: -- no data to report

Library outlets that reported they are not connected to the Internet or only provide staff access to the Internet were asked to indicate the most important factors affecting their ability to provide public access Internet, the results of which are show in Figure 21. A sharp increase over 2006-2007 can be seen in both suburban and medium poverty outlets in the lack of space and/or the

necessary equipment affecting this ability, 74.1 percent and 65.5 percent respectively, versus 38.8 percent and 18.1 percent last year. The ability to afford the necessary equipment is particularly problematic for rural (41.8 percent) and medium poverty (46.6 percent) outlets, whereas supporting the necessary infrastructure poses a problem the least for rural (13.8 percent) and medium poverty (6.8 percent) of outlets.

Figure 22: Sufficiency of Public Access Internet Workstations by Metropolitan Status and Poverty.

Sufficiency of Public Access Workstations	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	34.8% (n=938)	16.1% (n=839)	15.8% (n=1,242)	18.2% (n=2,415)	24.7% (n=570)	18.2% (n=33)	19.4% (n=3,019)
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	59.1% (n=1,592)	66.7% (n=3,473)	63.2% (n=4,964)	64.1% (n=8,495)	60.9% (n=1,405)	70.4% (n=128)	63.1% (n=10,029)
There are always sufficient public Internet workstations available for patrons who wish to use them during a typical day	6.3% (n=169)	17.5% (n=912)	21.3% (n=1,683)	18.0% (n=2,399)	14.9% (n=345)	11.0% (n=20)	17.3% (n=2,764)

The percentages in Figure 22 show the sufficiency of the number of public access Internet workstations available in outlets. There was a slight increase in 2007-2008 in outlets reporting there are fewer workstations available at different times of day than patrons who wish to use them (63.1 percent) than was reported in 2006-2007 (58.8 percent). Additionally, fewer outlets reported always having a sufficient number of public access Internet workstations (17.3 percent) than what was reported in 2006-2007 (21.9 percent). Urban (34.8 percent) and medium poverty (24.7 percent) outlets were the most likely to report having consistently fewer workstations than patrons who wish to use them, which is consistent with the findings from 2006-2007. Suburban (66.7 percent) and high poverty (70.4 percent) outlets were most likely to have difficulties providing enough workstations at various times during the day for the number of patrons wishing to use them. These findings are slightly different than last year's findings, as suburban (63.3 percent) outlets and low poverty (59.5 percent) outlets reported the highest percentage for the same issue in that year. Overall, the 2007-2008 survey verifies the continuing trend that there are not enough public Internet access workstations available to patrons.

Figure 23: Public Library Outlet Shared Wireless-Workstation Bandwidth by Metropolitan Status and Poverty.

Bandwidth connection	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Yes, both the wireless connection and public access workstations share the same bandwidth/connection	70.5% (n=1,564)	67.5% (n=2,499)	83.5% (n=3,676)	75.1% (n=6,594)	72.9% (n=1,039)	79.9% (n=106)	74.9% (n=7,739)
No, the wireless connection is separate from the public access workstation bandwidth/connection and the staff bandwidth/connection	24.8% (n=550)	25.5% (n=943)	11.2% (n=495)	18.8% (n=1,649)	21.9% (n=312)	20.1% (n=27)	19.2% (n=1,988)
No, the public wireless and public access workstation bandwidth/connection are separate from staff bandwidth/connection	3.2% (n=70)	4.1% (n=150)	2.6% (n=114)	3.4% (n=297)	2.6% (n=37)	--	3.2% (n=334)
Don't know	1.3% (n=30)	3.0% (n=111)	2.7% (n=120)	2.6% (n=227)	2.4% (n=34)	--	2.5% (n=261)

Weighted missing values, n=378
Key: --: No data to report

Figure 23, indicating the level of sharing of wireless bandwidth connection between public workstations and staff, shows a dramatic increase over last year. The wireless and public access workstations share the same connection speed in 74.9 percent of outlets presently, while only 49.7 percent of outlets reported a shared connection last year; this increase was seen across all types of outlets. Suburban outlets (25.5 percent) and medium poverty outlets (21.9 percent) were the most likely to have a separate connection speed, whereas rural (83.5 percent) and high poverty (79.9 percent) outlets tend to share the connection.

Figure 24: Public Library Outlet Time Limits for Patron Use of Workstations by Metropolitan Status and Poverty.

Method	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
This library does not have time limits	2.2% (n=61)	5.9% (n=310)	8.8% (n=694)	6.7% (n=901)	6.2% (n=145)	9.9% (n=18)	6.7% (n=1,064)
This library has the same time limits for all workstations	58.8% (n=1,630)	74.0% (n=3,864)	81.1% (n=6,378)	75.3% (n=10,049)	73.8% (n=1,721)	55.8% (n=101)	74.9% (n=11,871)
This library has different time limits for different workstations	39.0% (n=1,083)	20.1% (n=1,049)	10.3% (n=812)	18.1% (n=2,418)	19.9% (n=464)	34.1% (n=62)	18.5% (n=2,944)
Do not know if this library has time limits	*	*	*	*	*	*	*

Weighted missing values, n=129
Key: *: Insufficient data to report

Figure 24 shows the presence or absence of patron time limits for workstations, as well as the utilization of the same or different time limits for each workstation. The vast majority of public library outlets have time limits, with 74.9 percent reporting the same time limits for all workstations, and 18.5 percent reporting different time limits for different workstations. Indeed,

only 6.7 percent of library outlets report having no time limit. Rural outlets are far more likely to have the same time limits for all computers (81.1 percent) than their urban counterparts (58.8 percent).

Figure 25: Public Library Outlets With the Same Time Limits for Internet Workstations per Day by Metropolitan Status and Poverty.

Time per Session	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Up to 30 minutes	25.7% (n=419)	32.8% (n=1,266)	39.1% (n=2,496)	35.4% (n=3,555)	34.6% (n=595)	29.7% (n=30)	35.2% (n=4,181)
Up to 45 minutes	4.0% (n=66)	3.4% (n=131)	2.8% (n=180)	3.2% (n=322)	3.0% (n=52)	3.0% (n=3)	3.2% (n=377)
Up to 60 minutes	58.0% (n=946)	46.9% (n=1,811)	41.9% (n=2,671)	45.2% (n=4,538)	48.8% (n=839)	50.0% (n=51)	45.7% (n=5,428)
Up to 2 hours	5.0% (n=81)	5.3% (n=203)	3.8% (n=276)	4.7% (n=467)	4.6% (n=79)	13.7% (n=14)	4.7% (n=560)
Other time limit	7.2% (n=117)	11.6% (n=447)	11.8% (n=755)	11.6% (n=1,161)	9.0% (n=155)	3.0% (n=3)	11.1% (n=1,319)

Weighted missing values, n=12

For outlets that use the same time limits for all workstations, the most common amount of time allowed is up to 60 minutes (45.7 percent overall), as Figure 25 shows. Allowing patrons up to 2 hours at a workstation was relatively rare, although high poverty (13.7 percent) outlets were most likely to allow this amount of time. For those outlets which responded to the “other time limit” category, 56 percent stated that the time limit depends on whether or not someone else is waiting, and another 10 percent indicated they would allow time extensions for uses such as school work or job applications.

Figure 26: Public Library Outlets With the Same Time Limits for Internet Workstations and Total Sessions per Day by Metropolitan Status and Poverty.

Number of Sessions	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
One session per day	20.0% (n=326)	16.9% (n=651)	21.8% (n=1,389)	20.5% (2,058)	17.3% (n=297)	9.9% (n=10)	19.9% (n=2,366)
Two sessions per day	29.1% (n=475)	15.0% (n=577)	9.8% (n=624)	13.0% (n=1,306)	19.1% (n=329)	39.6% (n=40)	14.1% (n=1,676)
Unlimited but must sign up for each session	11.5% (n=187)	10.5% (n=404)	9.6% (n=613)	10.0% (n=1,006)	10.7% (n=185)	12.9% (n=13)	10.2% (n=1,204)
Unlimited as long as no one is waiting	23.7% (n=386)	40.4% (n=1,556)	48.1% (n=3,069)	43.2% (n=4,336)	37.8% (n=650)	24.5% (n=25)	42.3% (n=5,011)
Other session	15.7% (n=255)	17.3% (n=665)	10.7% (n=680)	13.2% (n=1,328)	15.0% (n=259)	12.9% (n=13)	13.5% (n=1,600)

Weighted missing values, n=12

Figure 26 outlines the number of sessions that public library outlets allow patrons to utilize workstations with the same time limits for all workstations. The most common time per session is unlimited, as long as no one else is waiting (42.3 percent overall), with this allowance most likely to occur at rural (48.1 percent) and low poverty (43.2 percent) outlets. For those outlets responding to the “other” category, 23 percent allow patrons three sessions, and another 14 percent allow four sessions per day.

Figure 27: Public Library Outlets With Different Time Limits for Internet Workstations per Day by Metropolitan Status and Poverty.

Time per Session	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Up to 30 minutes	63.7% (n=688)	51.6% (n=535)	51.4% (n=414)	54.6% (n=1,308)	61.2% (n=282)	77.6% (n=45)	56.0% (n=1,635)
Up to 45 minutes	5.4% (n=58)	5.1% (n=53)	3.9% (n=31)	4.3% (n=102)	8.8% (n=40)	--	4.9% (n=142)
Up to 60 minutes	63.0% (n=680)	77.1% (n=800)	65.8% (n=526)	70.8% (n=1,695)	60.3% (n=280)	53.4% (n=31)	68.8% (n=2,006)
Up to 2 hours	33.8% (n=364)	17.6% (n=182)	12.8% (n=102)	19.4% (n=464)	33.7% (n=154)	51.7% (n=30)	22.3% (n=648)
Other time limit	31.0% (n=334)	48.5% (n=503)	48.9% (n=389)	43.7% (n=1,046)	37.2% (n=170)	17.2% (n=10)	42.1% (n=1,226)

Weighted missing values, n=24
 Will not total 100% as respondents could choose more than one category
Key: --: No data to report

Figure 27 indicates the time limits that public library outlets allow patrons to use different workstations. Respondents to this question were able to mark all of the categories that applied. The large percentages in multiple categories indicates that many outlets have multiple workstations that have been assigned to function for varying reasons, e.g. some workstations are for quick checking of email or a website, whereas others are to be solely used for longer projects such as research, homework, or other uses of that nature. This is most clearly seen in the category of up to 2 hours per session for those outlets with different time limits (22.3 percent overall) and those outlets with the same time limits (see Figure 26) with 4.7 percent of outlets allowing patrons to utilize workstations for this long. Additionally, a large percentage (42.1 percent) of outlets indicated another time limit than the available categories. When analyzed, a total of 65.0 percent of those respondents stated a time limit of 15 minutes for certain workstations, sometimes referred to as an ‘express’ workstations.

Figure 28: Public Library Outlets With Different Time Limits for Internet Workstations and Total Sessions per Day by Metropolitan Status and Poverty.

Number of Sessions	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
One session per day	12.7% (n=138)	28.3% (n=295)	29.4% (n=235)	23.7% (n=568)	21.8% (n=101)	--	22.9% (n=669)
Two sessions per day	18.9% (n=205)	18.9% (n=197)	11.3% (n=90)	16.2% (n=390)	18.4% (n=86)	27.4% (n=17)	16.8% (n=493)
Unlimited but must sign up for each session	11.8% (n=128)	12.0% (n=125)	14.6% (n=117)	12.6% (n=302)	13.1% (n=61)	11.3% (n=7)	12.6% (n=370)
Unlimited as long as no one is waiting	12.9% (n=140)	30.6% (n=319)	34.1% (n=273)	27.2% (n=654)	15.5% (n=72)	11.3% (n=7)	25.0% (n=733)
Other session	59.4% (n=643)	25.1% (n=262)	25.8% (n=206)	35.4% (n=851)	48.7% (n=226)	56.5% (n=35)	38.0% (n=1,112)

Weighted missing values, n=123
 Will not total 100% as respondents could choose more than one category
Key: --: No data to report

Although respondents were allowed to skip questions regarding different time limits and different session, the missing values in Figure 28 are larger, and the percentages are relatively small as compared to Figure 23. Overall, the highest percentage of respondents indicated other session totals (38.0 percent) than the available categories. Of those choosing the other category, 56.0 percent indicated that the session limit is per minute, and another 47 percent stated the limit depends on the wait, again showing confusion over the question and/or the possibility that the questions pose some overlap in the actual requirements library outlets have for patron workstation use. Nevertheless, rural (34.1 percent) and suburban (30.6 percent) are the most likely to allow unlimited sessions as long as no one is waiting, high poverty (27.4 percent) tend to allow patrons two sessions per day over other outlet types, and both urban and suburban (18.9 percent each) outlets are the most likely to allow two sessions per day on some of their workstations.

Figure 29: Public Library Outlet Management of Public Internet Workstation Time Limits by Metropolitan Status and Poverty.

Method	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Remotely accessed or in-library computer reservation and time management software	29.4% (n=804)	9.4% (n=460)	3.8% (n=276)	9.2% (n=1,155)	15.6% (n=342)	26.4% (n=43)	10.4% (n=1,540)
In-library access only computer reservation and time management software	46.6% (n=1,274)	45.3% (n=2,221)	15.1% (n=1,085)	29.6% (n=3,692)	36.3% (n=796)	56.1% (n=92)	30.8% (n=4,580)
Manual list of users managed by staff	17.5% (n=478)	35.5% (n=1,744)	63.6% (n=4,585)	47.5% (n=5,931)	39.2% (n=859)	11.0% (n=18)	45.9% (n=6,808)
“Honor system” – rely on patrons to end sessions voluntarily	*	5.4% (n=267)	10.7% (n=774)	7.8% (n=976)	3.2% (n=71)	2.4% (n=4)	7.1% (n=1,051)
Other time management	5.4% (n=147)	4.0% (n=198)	6.4% (n=458)	5.5% (n=683)	5.1% (n=112)	4.3% (n=7)	5.4% (n=802)

Weighted missing values, n=75
Key: * Insufficient data to report

Figure 29 presents findings regarding how public library outlets manage their public access workstation time limit requirements. The largest percentage (45.9 percent) of outlets use a manual list kept by staff, which is most often utilized in rural (63.6 percent) and low poverty (47.5 percent) outlets. Library access computer reservation software is the method used in almost one-third (30.8 percent) of outlets, and is most common in urban and high poverty libraries. Urban (29.4 percent) and high poverty (26.4 percent) outlets are most likely to utilize an in-library or remotely accessed reservation system. Those outlets responding to the “other” time management category noted a vast array of combinations in managing their time limits, such as time management software and ‘honor’ system combination (10 percent), a check in-check out system (10 percent) or even no time management at all unless someone is waiting (9 percent).

Figure 30: Public Library Outlets IT Support Sources by Metropolitan Status and Poverty.							
Source	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Building based staff (not IT specialist)	26.0% (n=718)	40.1% (n=2,066)	44.1% (n=3,429)	40.8% (n=5,387)	33.2% (n=762)	35.4% (n=64)	39.6% (n=6,213)
Building based IT staff	18.9% (n=519)	13.5% (n=696)	6.7% (n=524)	10.4% (n=1,375)	14.1% (n=324)	22.5% (n=41)	11.1% (n=1,740)
System level IT staff	76.0% (n=2,091)	40.8% (n=2,100)	23.7% (n=1,841)	36.2% (n=4,772)	48.9% (n=1,124)	74.6% (n=135)	38.5% (n=6,031)
County library department staff	7.2% (n=197)	14.2% (n=730)	11.2% (n=871)	11.0% (n=1,455)	14.1% (n=323)	9.9% (n=18)	11.5% (n=1,796)
Library consortia or other library system	9.5% (n=262)	20.3% (n=1,048)	17.1% (n=1,327)	17.8% (n=2,352)	11.4% (n=263)	12.1% (n=2,352)	16.8% (n=2,637)
County/city IT staff	21.4% (n=588)	16.4% (n=843)	8.1% (n=626)	12.9% (n=1,698)	13.7% (n=315)	23.8% (n=43)	13.1% (n=2,056)
State telecommunications network staff	7.2% (n=199)	4.4% (n=227)	3.2% (n=250)	3.6% (n=473)	8.3% (n=190)	7.2% (n=13)	4.3% (n=676)
State library IT staff	2.7% (n=75)	3.9% (n=203)	8.4% (n=655)	5.0% (n=662)	11.8% (n=271)	*	6.0% (n=933)
Outside vendor or contractor	19.6% (n=541)	26.2% (n=1,349)	36.3% (n=2,817)	30.1% (n=3,965)	30.3% (n=696)	24.7% (n=45)	30.0% (n=4,706)
Volunteer(s)	2.6% (n=71)	6.0% (n=310)	14.4% (n=1,115)	10.3% (n=1,365)	5.4% (n=124)	3.8% (n=7)	9.5% (n=1,496)
Other	3.2% (n=87)	4.9% (n=253)	7.3% (n=566)	5.9% (n=773)	5.8% (n=133)	*	5.8% (n=133)
Weighted missing values, 316							
Key: * : Insufficient data to report							
Totals will not equal 100% as respondents marked all that applied							

Figure 30 provides details of the sources from which public library outlets derive their information technology support. Building-based non-IT staff was the most common (39.6 percent overall) reported by library outlets, while state telecommunications network staff was the least common (4.3 percent overall) reported by public library outlets. Urban (76 percent) and high poverty (74.6 percent) outlets are most likely to have IT support provided by system-level IT staff, whereas rural (36.3 percent) and medium poverty (30.3 percent) outlets tend to use outside vendors or contractors for IT issues. Overall, rural and low poverty outlets are the most likely to depend on non-IT library staff. Building based and system based IT staff are most likely to provide support to urban and high poverty outlets, whereas suburban and high poverty outlets are the most likely to receive IT support from county and/or city IT staff (16.4 percent and 23.8 percent, respectively). Of the outlets who responded to the “other” category, 24 percent stated the library Director or Assistant Director provided IT support, and another 19 percent noted that this type of service is provided by their school district.

Figure 31: Public Access Internet Services Critical to the Role of the Public Library Outlet by Metropolitan Status and Poverty.

Public Internet Services	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Provide education resources and databases for K-12 students	80.9% (n=1,934)	82.1% (n=4,159)	75.6% (n=5,734)	78.3% (n=9,958)	80.7% (n=1,738)	82.9% (n=131)	78.7% (n=11,827)
Provide education resources and databases for students in higher education	40.9% (n=977)	33.7% (n=1,710)	40.3% (n=3,055)	36.7% (n=4,672)	46.9% (n=1,010)	37.3% (n=59)	38.2% (n=5,742)
Provide education resources and databases for home schooling	21.0% (n=502)	29.5% (n=1,493)	39.9% (n=3,025)	34.0% (n=4,321)	30.9% (n=665)	22.0% (n=35)	33.4% (n=5,020)
Provide education resources and databases for adult/continuing education students	51.9% (n=1,241)	43.5% (n=2,202)	47.5% (n=3,604)	46.8% (n=5,954)	47.4% (n=1,021)	45.6% (n=72)	46.9% (n=7,047)
Provide information for local economic development	8.1% (n=193)	7.2% (n=366)	6.6% (n=503)	6.9% (n=876)	7.6% (n=164)	13.8% (n=22)	7.1% (n=1,062)
Provide information about state and local business opportunities	8.0% (n=190)	6.2% (n=314)	7.7% (n=582)	7.3% (n=931)	6.3% (n=135)	12.7% (n=20)	7.2% (n=1,068)
Provide information for local business support	12.1% (n=290)	10.1% (n=512)	4.4% (n=335)	7.3% (n=932)	8.2% (n=177)	17.7% (n=29)	7.6% (n=1,137)
Provide information for college applicants	9.8% (n=235)	10.3% (n=523)	17.6% (n=1,337)	13.4% (n=1,711)	17.0% (n=367)	11.3% (n=18)	13.9% (n=2,095)
Provide information about the library's community	25.5% (n=610)	31.2% (n=1,582)	21.3% (n=1,613)	25.9% (n=3,291)	22.5% (n=484)	19.0% (n=30)	25.3% (n=3,805)
Provide information or databases regarding investments	9.5% (n=226)	8.9% (n=452)	3.8% (n=289)	6.7% (n=855)	4.6% (n=99)	8.2% (n=13)	6.4% (n=967)
Provide access to government information (e.g. tax forms, Medicare, paying traffic tickets)	47.9% (n=1,145)	52.5% (n=2,662)	60.1% (n=4,554)	55.9% (n=7,111)	54.0% (n=1,163)	54.4% (n=86)	55.6% (n=8,361)
Provide computer and Internet skills training	49.9% (n=1,193)	40.4% (n=2,045)	31.9% (n=2,416)	37.0% (n=4,706)	40.4% (n=869)	50.0% (n=79)	37.6% (n=5,654)
Provide services for job seekers	58.0% (n=1,386)	66.2% (n=3,352)	60.9% (n=4,616)	62.3% (n=7,934)	62.0% (n=1,335)	53.2% (n=84)	62.2% (n=9,354)
Provide services to immigrant populations	20.2% (n=483)	19.4% (n=984)	15.5% (n=1,193)	17.8% (n=2,259)	17.0% (n=366)	22.8% (n=36)	17.7% (n=2,660)
Other	19.5% (n=467)	14.0% (n=710)	16.9% (n=1,283)	16.8% (n=2,136)	14.0% (n=302)	12.7% (n=20)	16.3% (n=2,458)

Will not total to 100%, as respondents could select more than one option.
 Weighted missing values, n=1419
 Key: -- : No data to report
 * : Insufficient data to report

Figure 31 identifies the services that libraries indicated were the most critical to the communities that they serve. Overall, providing education resources to community members were not only the most critical, but also saw the largest increases over the 2006-2007 survey. As examples, providing education resources and databases for primary school students rose in the 2007-2008

survey to 78.7 percent, up from 67.7 percent last year. Rural and high poverty outlets evidenced the largest increase in this provision, increasing by 14 percent and 11.8 percent, respectively. Providing the same for home schooling students was reported by 33.4 percent of outlets, increasing from 14.5 percent last year. Aiding job seekers was increasingly viewed as a critical role for outlets, with 62.2 percent choosing this as being very important, up from 44 percent in the 2006-2007 survey. Of those public library outlets reporting an ‘other’ critical role (16.3 percent), 91 percent of those said that would fall under general access to the Internet, such as accessing email.

Extensive Range of Library Services Provided

The following Figures illustrate the substantial range of Internet-based services that public libraries provide:

Figure 32: Public Library Services Available to Users by Metropolitan Status and Poverty.

Services	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Digital reference/Virtual reference	79.9% (n=2,204)	70.1% (n=3,577)	51.4% (n=3,992)	62.2% (n=8,191)	63.1% (n=1,439)	79.0% (n=143)	62.5% (n=9,773)
Licensed databases	98.0% (n=2,703)	93.3% (n=4,758)	80.4% (n=6,245)	87.0% (n=11,460)	91.1% (n=2,080)	91.8% (n=167)	87.7% (n=13,706)
E-books	80.0% (n=2,207)	59.8% (n=3,052)	36.5% (n=2,838)	51.6% (n=6,795)	51.1% (n=1,165)	75.3% (n=137)	51.8% (n=8,097)
Video conferencing	12.3% (n=339)	4.1% (n=210)	4.7% (n=367)	6.0% (n=787)	5.3% (n=122)	3.8% (n=7)	5.9% (n=916)
Online instructional courses/tutorials	47.6% (n=1,312)	43.0% (n=2,195)	41.9% (n=3,259)	43.1% (n=5,679)	44.2% (n=1,008)	43.4% (n=79)	43.3% (n=6,766)
Homework resources	89.5% (n=2,470)	86.1% (n=4,397)	79.5% (n=6,179)	83.6% (n=11,019)	81.9% (n=1,870)	86.7% (n=157)	83.4% (n=13,046)
Audio content (e.g. pod casts, audio books, other)	80.9% (n=2,234)	77.1% (n=3,938)	63.9% (n=4,968)	71.7% (n=9,441)	68.4% (n=1,561)	75.8% (n=138)	71.2% (n=11,140)
Video content	63.1% (n=1,742)	48.2% (n=2,460)	44.3% (n=3,439)	48.7% (n=6,421)	48.2% (n=1,099)	66.5% (n=121)	48.9% (n=7,641)
Digitized special collections (e.g. letters, postcards, documents, other)	57.9% (n=1,599)	34.3% (n=1,749)	25.0% (n=1,942)	32.7% (n=4,310)	38.7% (n=883)	52.7% (n=96)	33.8% (n=5,290)

Will not total to 100%, as respondents could select more than one option.
Weighted missing values, n=1,283

Figure 32, indicating the Internet-related services made available by public library outlets, shows several increases over the 2006-2007 survey. The percentage of outlets providing e-books now tops 50 percent (versus 38.3 percent last year), online instructional courses and tutorials is now available in 43.3 percent of outlets (versus 34.4 percent last year), and 83.4 percent of outlets provide homework resources (up from 68.1 percent last year). Audio and video content were each up more than 30 percent compared to last year, and digitized special collections now are available in 33.8 percent of outlets (versus 21.1 percent last year).

Figure 33: Public Library Peripherals That are Available to Users by Metropolitan Status and Poverty.

Hardware	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Access and store content on USB/other devices (e.g. iPods, MP3, other)	78.8% (n=2,176)	75.9% (n=3,877)	67.0% (n=5,206)	71.3% (n=9,390)	75.5% (n=1,724)	79.7% (n=145)	72.0% (n=11,259)
Digital camera connection and manipulation of content	30.2% (n=835)	35.5% (n=1,812)	41.3% (n=3,209)	38.5% (n=5,071)	32.3% (n=737)	26.5% (n=48)	37.4% (n=5,856)
Burn CD/DVDs	21.1% (n=583)	35.6% (n=1,817)	38.9% (n=3,020)	35.8% (n=4,718)	28.9% (n=660)	22.5% (n=41)	34.7% (n=5,419)
Recreational gaming consoles, software or websites	66.8% (n=1,844)	58.1% (n=2,965)	54.2% (n=4,212)	57.4% (n=7,559)	58.4% (n=1,333)	70.9% (n=129)	57.7% (n=9,021)

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

For the first time, the 2007-2008 survey also asked about various computer peripheral options available to users (see Figure 33). The availability of USB ports, and corresponding uses, such as connecting iPods, flash drives and the like, was reported as being available to the public in 72 percent of all outlets. This hardware is available in a slightly higher percentage of urban and high poverty outlets, but is quite common across all types of libraries. Recreational gaming consoles, software and Web sites are relatively common as well, most likely available in urban and high poverty outlets, but available in the majority of all outlet types (57.7 percent). Rural (41.3 percent) and low poverty (38.5 percent) outlets were most likely to allow digital camera connection and content manipulation, and a higher percentage of these outlets allowed patrons to burn CD's and/or DVD's, with 38.9 percent of rural and 35.8 percent of low poverty reporting this capability.

Figure 34: Public Library Services That are Not Available to Users by Metropolitan Status and Poverty.

Services	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Digital reference/Virtual reference	10.4% (n=288)	19.5% (n=995)	34.6% (n=2,685)	25.5% (n=3,362)	25.5% (n=581)	13.7% (n=25)	25.4% (n=3,968)
Licensed databases	*	2.7% (n=138)	10.5% (n=819)	6.4% (n=845)	5.3% (n=120)	6.1% (n=11)	6.2% (n=976)
E-books	16.1% (n=444)	31.6% (n=1,613)	51.9% (n=4,037)	38.8% (n=5,103)	41.7% (n=952)	21.0% (n=38)	39.0% (n=6,093)
Video conferencing	77.4% (n=2,135)	84.3% (n=4,301)	82.2% (n=6,389)	81.9% (n=10,791)	82.0% (n=1,873)	88.5% (n=161)	82.0% (n=12,825)
Online instructional courses/tutorials	42.3% (n=1,167)	43.7% (n=2,232)	43.1% (n=3,350)	43.2% (n=5,692)	42.3% (n=966)	50.5% (n=92)	43.2% (n=6,750)
Homework resources	6.4% (n=176)	8.5% (n=435)	11.1% (n=866)	9.2% (n=1,208)	11.2% (n=255)	7.2% (n=13)	9.4% (n=1,476)
Audio content (e.g. pod casts, audio books, other)	11.2% (n=310)	16.8% (n=856)	24.6% (n=1,914)	19.6% (n=2,579)	20.9% (n=478)	12.7% (n=23)	19.7% (n=3,080)
Video content	28.1% (n=775)	40.1% (n=2,048)	40.7% (n=3,160)	38.0% (n=5,012)	40.7% (n=928)	24.2% (n=44)	38.3% (n=5,984)
Digitized special collections (e.g. letters, postcards, documents, other)	32.3% (n=893)	54.9% (n=2,805)	60.5% (n=4,700)	54.4% (n=7,170)	50.2% (n=1,145)	45.3% (n=82)	53.7% (n=8,397)

Will not total to 100%, as respondents could select more than one option.
Key: * insufficient data to report

Figure 34 shows the percentage of libraries that do not offer various services to library patrons. Video conferencing is the least likely to be offered (82.0 percent), followed by digitized special collections (53.7 percent), although rural outlets are almost twice as likely to not have these available (60.5 percent) than urban outlets (32.3 percent).

Figure 35: Public Library Peripherals That are Not Available to Users by Metropolitan Status and Poverty.

Hardware	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Access and store content on USB/other devices (e.g. iPods, MP3, other)	7.6% (n=211)	15.5% (n=793)	20.7% (n=1,605)	17.2% (n=2,271)	14.3% (n=326)	7.2% (n=13)	16.7% (n=2,610)
Digital camera connection and manipulation of content	54.3% (n=1,501)	50.2% (n=2,565)	42.7% (n=3,322)	46.3% (n=6,094)	52.3% (n=1,193)	56.0% (n=102)	47.2% (n=7,389)
Burn CD/DVD's	69.9% (n=1,932)	54.1% (n=2,761)	46.7% (n=3,629)	51.8% (n=6,820)	60.1% (n=1,372)	71.8% (n=130)	53.2% (n=8,322)
Recreational gaming consoles, software or websites	24.2% (n=668)	26.5% (n=1,355)	29.4% (n=2,288)	27.4% (n=3,616)	29.1% (n=664)	17.0% (n=31)	27.6% (n=4,311)

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

The percentages of libraries that do not provide various computer hardware and peripherals are shown in Figure 35. The ability to burn CD's or DVD's is most commonly unavailable to patrons (53.2 percent), closely followed by the lack of digital camera connection and photo manipulation (47.2 percent). Urban and high poverty outlets are most likely to provide accessibility for USB and other devices (7.6 and 7.2 percent, respectively) and recreational gaming consoles, software or websites (24.2 and 17.0 percent).

Figure 36: Public Library Services That are Offered on a Limited Access Basis to Users by Metropolitan Status and Poverty.

Services	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Digital reference/Virtual reference	7.8% (n=216)	7.7% (n=392)	8.8% (n=682)	8.2% (n=1,085)	8.4% (n=192)	7.2% (n=13)	8.3% (n=1,290)
Licensed databases	*	2.9% (n=150)	6.0% (n=464)	4.4% (n=582)	2.2% (n=51)	*	4.0% (n=633)
E-books	2.1% (n=57)	4.1% (n=210)	5.2% (n=404)	4.6% (n=611)	2.5% (n=57)	1.7% (n=3)	4.3% (n=671)
Video conferencing	3.9% (n=107)	3.4% (n=173)	3.5% (n=275)	3.5% (n=455)	4.0% (n=92)	3.8% (n=7)	3.5% (n=554)
Online instructional courses/tutorials	7.2% (n=199)	7.7% (n=391)	8.1% (n=629)	7.5% (n=991)	9.5% (n=216)	6.1% (n=11)	7.8% (n=1,218)
Homework resources	2.6% (n=72)	3.0% (n=152)	5.5% (n=427)	4.2% (n=556)	4.0% (n=91)	2.2% (n=4)	4.2% (n=651)
Audio content (e.g. pod casts, audio books, other)	5.8% (n=161)	3.1% (n=156)	6.6% (n=513)	5.0% (n=656)	6.7% (n=154)	11.0% (n=20)	5.3% (n=830)
Video content	6.0% (n=165)	6.6% (n=338)	8.2% (n=639)	7.4% (n=978)	6.5% (n=148)	9.3% (n=17)	7.3% (n=1,143)
Digitized special collections (e.g. letters, postcards, documents, other)	6.4% (n=176)	4.7% (n=238)	6.3% (n=487)	5.9% (n=778)	5.3% (n=120)	2.2% (n=4)	5.8% (n=902)

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

Key: * insufficient data to report

Public library outlets were also asked to answer what services are offered on a limited basis to users, which is illustrated in Figure 36. None of the services are limited in more than 8.3 percent of libraries. Digital and/or virtual reference and online instructional courses and tutorials tend to be limited the most often (8.3 and 7.8 percent, respectively), whereas only 4 percent of libraries responded that licensed databases have limited access.

Figure 37: Public Library Peripherals That are Offered on a Limited Access Basis to Users by Metropolitan Status and Poverty.

Hardware	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Access and store content on USB/other devices (e.g. iPods, MP3, other)	12.3% (n=339)	6.4% (n=329)	8.1% (n=628)	8.2% (n=1,084)	8.2% (n=188)	12.7% (n=23)	8.3% (n=1,295)
Digital camera connection and manipulation of content	10.9% (n=300)	9.2% (n=470)	9.6% (n=744)	9.4% (n=1,237)	11.0% (n=252)	13.7% (n=25)	9.7% (n=1,514)
Burn CD/DVD's	5.3% (n=147)	5.8% (n=298)	8.6% (n=666)	7.2% (n=955)	6.5% (n=148)	3.8% (n=7)	7.1% (n=1,110)
Recreational gaming consoles, software or websites	7.2% (n=200)	11.4% (n=584)	11.6% (n=902)	10.9% (n=1,442)	9.7% (n=222)	12.1% (n=22)	10.8% (n=1,686)

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

As with the services in the previous figure, Figure 37 shows that relatively few library outlets limit access to computer peripherals. Suburban outlets are least likely to limit accessibility for USB and other devices (6.4 percent), whereas high poverty outlets are least likely to limit patrons from burning CD/DVD's.

Figure 38: Factors That Prevent Public Libraries from Providing Services or Require Limited Access to Users by Metropolitan Status and Poverty.

Factors	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Computer hardware/software will not support the services	36.4% (n=811)	54.5% (n=2,156)	44.5% (n=2,697)	47.7% (n=4,879)	39.4% (n=741)	30.6% (n=44)	46.3% (n=5,664)
Public access internet connectivity speed will not support the service(s)	27.0% (n=603)	28.7% (n=1,137)	21.0% (n=1,271)	23.3% (n=2,379)	31.8% (n=598)	22.9% (n=33)	24.6% (n=3,010)
Library policy restricts offering or access	62.6% (n=1,397)	38.6% (n=1,527)	38.2% (n=2,316)	40.3% (n=4,117)	54.0% (n=1,105)	74.3% (n=107)	42.8% (n=5,239)
Library cannot afford to purchase and/or support service(s)	47.7% (n=1,064)	57.3% (n=2,268)	73.6% (n=4,459)	64.0% (n=6,539)	62.7% (n=1,179)	51.0% (n=74)	63.6% (n=7,792)

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

For public libraries that reported limited or no access to the services identified in Figures 36 and 37, the survey asked respondents to report on factors that affect availability (see Figure 38). The majority of responding outlets stated that the library could not afford to purchase the necessary

services or hardware (63.6 percent), with rural outlets (73.6 percent) and low poverty outlets (64.0 percent) indicating this was a factor in the highest percentages. A good percentage (42.8) indicated that library policy restricts offering some of the services, most often reported for urban (62.6 percent) and high poverty (74.3 percent) outlets. Computer hardware/software unable to support services, e.g., video streaming, gaming, etc., reported by 46.3 percent of outlets likely ties in with the trend seen throughout this report of cost and funding issues faced by public libraries.

Figure 39: Public Library Outlet Significant Impacts of Information Technology Training for Patrons by Metropolitan Status and Poverty.

Impacts of Training	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
No training offered	14.7% (n=348)	22.7% (n=1,140)	32.8% (n=2,504)	26.9% (n=3,422)	26.3% (n=561)	6.3% (n=10)	26.6% (n=3,992)
Facilitates local economic development	3.8% (n=90)	1.2% (n=62)	1.6% (n=121)	1.7% (n=217)	2.5% (n=53)	1.9% (n=3)	1.8% (n=273)
Offers technology training to those who would otherwise not have any	53.5% (n=1,267)	44.8% (n=2,246)	31.6% (n=2,408)	39.4% (n=5,008)	38.4% (n=821)	58.5% (n=93)	39.5% (n=5,921)
Helps students with their school assignments and school work	43.7% (n=1,035)	39.4% (n=1,976)	36.0% (n=2,749)	37.9% (n=4,824)	40.2% (n=860)	48.7% (n=77)	38.4% (n=5,760)
Helps business owners understand and use technology and/or information resources	3.1% (n=73)	2.5% (n=127)	1.1% (n=83)	2.0% (n=248)	1.3% (n=28)	4.4% (n=7)	1.9% (n=283)
Helps patrons complete job applications	23.0% (n=545)	20.9% (n=1,046)	24.1% (n=1,841)	22.3% (n=2,833)	25.7% (n=550)	30.4% (n=48)	22.9% (n=3,423)
Provides general technology skills	46.2% (n=1,094)	40.6% (n=2,034)	34.3% (n=2,613)	37.7% (n=4,799)	40.4% (n=864)	49.4% (n=78)	38.3% (n=5,741)
Provides information literacy skills	62.7% (n=1,486)	53.4% (n=2,678)	38.8% (n=2,961)	47.5% (n=6,042)	46.4% (n=991)	58.5% (n=93)	47.5% (n=7,125)
Helps users access and use electronic government services and resources	14.2% (n=336)	19.3% (n=969)	25.8% (n=1,967)	22.3% (n=2,830)	19.6% (n=418)	15.8% (n=25)	21.8% (n=3,272)
Other	2.4% (n=57)	2.7% (n=134)	3.8% (n=292)	3.1% (n=394)	*	4.2% (n=89)	3.2% (n=483)

Will not total 100% as respondents were asked to choose the 3 most significant impacts
 Weighted missing values, n=973
Key: * Insufficient data to report

Figure 39 outlines how libraries’ patron information technology training impacts their community. The overall percentages of each category remained very close to the 2006-2007 survey responses. Urban outlets, however, increased to 43.7 percent from 35.9 percent last year in their role in helping students with school assignments and school work, and they also increased to 62.7 percent in providing information literacy skills, up from 48.9 percent last year. Those outlets responding to the “other” category indicated a need to distinguish between formal and informal training, as 52 percent stated they do not provide formal training but help as best they can when it is needed.

Figure 40: E-Government Roles and Services of the Public Library Systems by Metropolitan Status and Poverty.

E-Government roles and services	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Staff provide assistance to patrons applying for or accessing e-government services	50.5% (n=1,389)	52.6% (n=2,676)	51.9% (n=3,995)	52.0% (n=6,813)	51.1% (n=1,156)	50.0% (n=91)	51.9% (N=8,060)
Staff provide as-needed assistance to patrons for understanding and using e-government resources	71.5% (n=1,965)	77.7% (n=3,951)	72.5% (n=5,583)	73.9% (n=9,671)	74.9% (n=1,694)	74.2% (n=135)	74.0% (n=11,499)
Staff provide immigrants with assistance in locating immigration-related services and information	47.8% (n=1,313)	31.8% (n=1,620)	19.6% (n=1,505)	27.2% (n=3,556)	35.9% (n=811)	39.2% (n=71)	28.6% (n=4,438)
The library offers training classes regarding the use of e-government resources	25.4% (n=697)	6.9% (n=350)	5.8% (n=446)	8.7% (n=1,139)	14.5% (n=328)	14.8% (n=27)	9.6% (n=1,439)
The library is partnering with others to provide e-gov services	19.6% (n=539)	10.5% (n=534)	9.8% (n=753)	11.2% (n=1,464)	14.8% (n=334)	15.4% (n=28)	11.8% (n=1,826)
The library has at least one staff member with significant knowledge and skills in provision of e-government v services	30.3% (n=834)	19.0% (n=967)	16.5% (n=1,268)	19.4% (n=2,535)	22.1% (n=501)	18.7% (n=34)	19.8% (n=3,069)
Other	*	1.8% (n=93)	1.9% (n=151)	1.7% (n=235)	1.3% (n=30)	1.7% (n=3)	1.7% (n=268)
The library does not provide e-government services to its patrons on a regular basis	17.8% (n=488)	22.7% (n=1,156)	30.9% (n=2,375)	26.4% (n=3,457)	23.5% (n=532)	16.5% (n=30)	25.9% (n=4,019)

Will not total 100% as categories are not mutually exclusive
 Weighted missing values, n=453
Key: * : Insufficient data to report

Public libraries increasingly provide a range of e-government roles and services. Figure 40 shows the various roles and services outlets provided in the 2007-2008 survey. Library outlets indicate that a vast majority provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs and services (74 percent), followed by staff providing assistance to patrons applying for or accessing e-government services (51.9 percent), and providing assistance to immigrant populations (28.6 percent of all outlets). Libraries are not likely to offer training classes (only 9.6 percent report providing formal training classes), and are likely to engage in e-government services on their own, as only 11.8 percent of libraries report partnering with to provide e-government services. Interestingly, only 19.8 percent of libraries report having a staff member with significant knowledge and skills in providing e-government services.