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PUBLIC LIBRARIES AND THE INTERNET 2008:
STUDY RESULTS AND FINDINGS

John Carlo Bertot, Ph.D.
Professor and Director of the Center for Library Innovation, University of Maryland

Charles R. McClure, Ph.D.
Director and Francis Eppes Professor,
Florida State University

Carla B. Wright, M.S.
ALA Survey Manager

Elise Jensen, M.S.
Research Associate

Susan Thomas, M.L.S.
ALA Project Manager

Funded by the American Library Association and the Bill and Melinda Gates Foundation

142 Collegiate Loop, P.O. Box 3062100, Tallahassee, FL 32306-2100
Telephone 850.645.5683 Fax 850.644.4522

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John Carlo Bertot
John Carlo Bertot was Professor and Associate Director of the Information Institute at the College of Information, Florida State University during this research period. He is currently Professor and Director of the Center for Library Innovation at the University of Maryland. His research spans library technology planning and evaluation, information and telecommunications policy, and E-Government. He has conducted a range of research broadly related to planning and evaluation of networked services. His publications focus on topics related to demonstrating the value of library services, E-Government, and telecommunications policy.

Charles R. McClure
Charles R. McClure, Ph.D., is the Francis Eppes Professor of Information Studies and Director of the Information Institute at Florida State University. Prior to his current position, he was a distinguished professor at the School of Information Studies, Syracuse University. McClure is the founder and, with John Carlo Bertot, has conducted the U.S. survey of public libraries and the Internet since 1994. He has written extensively on topics related to the planning and evaluation of information services, federal information policy and information resources management. Most recently, he co-authored *Public Libraries and Internet Service Roles: Measuring and Maximizing Internet Services* (ALA, 2008).
www.ii.fsu.edu/~cmcclure.

Elise Jensen
Elise Jensen is a Graduate Research Associate at the Information Use Management and Policy Institute. At present, she is a doctoral student at the College of Criminology and Criminal Justice at FSU, and is experienced in survey research and data analysis for large-scale research projects. Her research interests focus on the relationship between neighborhood characteristics and juvenile delinquency.

Susan Thomas
Susan Thomas has a Master's in Library Science and has sixteen years of work experience with Florida State University. At the Information Use Management and Policy Institute she has been responsible for development and submission of research proposals, management of Institute contracts and budgets, coordination of research projects, and management of project deadlines, deliverables and invoicing. She has taken a leading role in the planning, preparation and processes of the PL Internet survey mail out, and responding to and tracking of questions via phone and email. She also assists with report compilation and editing.

Carla B. Wright
Carla B. Wright is a Graduate Research Associate as well as Survey Manager at the Information Use Management and Policy Institute. She is a Ph.D. candidate at the College of Criminology and Criminal Justice at FSU, and has several years of data analysis and survey administration experience through her positions as both a Graduate Research Assistant and Project Manager at FSU. Her research interests include homicide and female criminal victimization. She has presented her research at several national conferences, been a contributing author on publications and research monographs, and serves as a manuscript reviewer for peer-reviewed journals.

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Large-scale national surveys and site visits 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 study. Without such funding, it would not be possible to continue these surveys. Also, we thank ALA and the Bill & Melinda Gates Foundation for their assistance in securing a high survey response rate.

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 interest and 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), Rochelle Logan (Douglas County Libraries), Sarah Ann Long (North Suburban Library System), Charlie Parker (Tampa Bay Library Consortium), Rivkah K. Sass (Omaha Public Library), and Patricia Wallace (Enoch Pratt Free Library).

Finally, the study team thanks all members of the Information Institute staff for their help and dedication throughout this entire process. Paragon New Media also deserves mention for their tremendous efforts in developing and maintaining the survey website.

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EXECUTIVE SUMMARY

The national survey identified a number of issues related to the current state of public access Internet and computing services provided by public libraries. The following presents selected survey key findings and their implications. The discussion is not exhaustive, but rather, serves to highlight 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.ii.fsu.edu/plinternet/.

Public Access Connectivity and Infrastructure

Public libraries face a number of issues and challenges as providers of no-charge public access Internet and computing services. As community-based public access venues, libraries employ a range of strategies to maintain, upgrade, and make available public access resources and services. The findings indicate that, although public libraries provide substantial public access services and resources across a range of areas, their ability to do so successfully is not limitless and has reached a saturation point in key areas of their ability to maintain, enhance, and grow public access technology services.

Libraries as Community Access Computing and Internet Access Points

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

- 98.9 percent of public library branches offer public Internet access (Figure 5);
- Public library branches, overall, have an average of 12 public access workstations, up from 10.7 from 2006-2007[1] (Figure 6). Rural libraries offer an average of 7.5 public computers, suburban libraries an average of 13.9 computers, and urban libraries an average of 21. The greatest growth was seen in urban and rural libraries and those that serve populations of medium and high poverty;
- In 2007-2008, 100 percent of rural, high poverty outlets provided public Internet access, a large jump from 85.7 percent last year (Figure 5);
- 65.9 percent of public library branches offer wireless Internet access, up from 54.2 percent in 2006-2007 (Figure 8); and
- 72.5 percent of library branches report that they are the only provider of free public computer and Internet access in their communities (Figure 10).

Infrastructure Challenges

The 2007-2008 survey asked a range of questions that assessed the ability of public libraries to maintain public access Internet and computing services. The questions were exploratory and provided initial views of library capacity and capabilities. Essentially, respondents reported that they face a range of challenges that are best summarized as follows (see Figures 14 through 16):

[1] *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007*. Chicago: American Library Association, 2007. Available: http://www.ala.org/ala/ors/plftas/0607report.cfm.

- Buildings. Library buildings are increasingly out of space and unable to support more workstations; they are insufficiently wired to support more cable drops; and they are insufficiently wired for the power requirements of desktop computers and patron-provided laptops.
- Cost. Respondents indicated that funding workstation replacements, upgrades, bandwidth enhancements, and a range of other services related to public Internet access and computing (e.g., online access to databases) was difficult and increasingly problematic.
- Staff. Respondents indicated that limited staff skills and time were factors in their decisions to not to upgrade their public access infrastructure. Lacking dedicated IT staff proved a particular challenge to many public libraries. In fact, 39.6 percent of libraries indicated that they derive technology support from a non-IT staff person in their library, with 44.1 percent of rural and 40.1 percent of suburban libraries relying on this type of support as compared to 26 percent of urban libraries (Figure 30).

Together, these data further support a trend regarding the management of public access technology resources identified in the 2006-2007 survey, and indeed, as Figure 14 indicates, libraries identified staff and cost issues as two of the top three most significant challenges facing their maintenance of public access technology services. A new dimension from the 2007-2008 survey, however, is that libraries are accelerating their attempts to add more public technology service. For example, the percentage of libraries that now provide wireless access increased to 65.2 percent from 54.2 percent last year (see Figure 8). And yet, as Figure 23 shows, this service was simply added to the existing telecommunication connection as 74.9 percent of libraries indicated that the wireless connection shared the library's existing connection (up from 49.7 percent in 2006-2007). The implication from this finding is that the overall quality of the library's bandwidth at the individual workstation level is likely declining.

Quality of Public Access

The survey's findings demonstrate that public libraries provide substantial public access Internet and computing services. Increased library network services, however, are outpacing bandwidth improvements in many libraries.

- 73 percent of public libraries report connection speeds greater than 769kbps, up from 62.1 percent in 2006-2007 (Figure 17). Of all libraries, 38.9 percent have a T1 (1.5MBps) connection, indicating that libraries are increasing their use of this connection speed. The disparity, however, is quite large between urban libraries (51.6 percent with a T1 connection) and their rural counterparts (32.1 percent with T1).
- At the same time, 57.5 percent (up from nearly 52 percent in 2006-2007) of respondents reported that their connectivity speed is insufficient some or all of the time (Figure 20).
- Some 82.5 percent of respondents report that they have insufficient availability of workstations some or all of the time, up from 77.5 last year (Figure 22).
- Nearly 75 percent of public libraries report that their wireless connections share the same bandwidth as their public desktop computers. This is up substantially from the nearly 50 percent of libraries that reported a shared connection in 2006-2007 (Figure 23).
- Over 90 percent of libraries have time limits imposed on the use of their public access workstations (Figure 24). Of those libraries that have the same time limits for all computers, 45.7 percent have time limits of up to 60 minutes, and over 30 percent limit

use to 30-minute sessions (Figure 25). Of those libraries that have time limits, 45.9 percent manage the user sessions manually (Figure 29), imposing a burden on staff.

Together, these data point to a technology infrastructure that is increasingly unable to keep up with the demands of the networked environment – an environment that requires increasingly sophisticated computers, substantial bandwidth, and a range of resources and staffing that libraries continue to indicate that they are struggling to support – but continue to do so to the extent possible. Moreover, in order to accommodate more users, public libraries have imposed time limits on their public access workstations, and the management of this process consumes staff time and effort.

Extensive Range of Library Services Provided

The data document a substantial – and growing – range of Internet-based services provided by public libraries. In reviewing the types of Internet services provided that public libraries consider to be critical (Figure 31), the overall growth in public access Internet services (Figure 32 and 33), technology training (see Figure 39), and expanding services such as e-government (Figure 40), it is clear that public libraries offer their communities a significant amount and range of service. And for many communities, the public library is the only agency offering free access to these services.

As Figure 31 indicates, public libraries provide an impressive array of services that are critical to the communities they serve. Rising to the top are education resources and databases for K-12 students (78.7 percent), services for job seekers (62.2 percent) and access to government information (55.6 percent).

More specifically, libraries broker and provide access to a wide range of Internet services and resources (Figures 32 and 33), including:

- Licensed databases (87.7 percent, up 2 percent from 2006-07);
- Homework resources (83.4 percent, up 15 percent);
- Audio content, such as podcasts and audiobooks (71.2 percent, up 33 percent);
- Digital reference (62.5 percent, up almost 5 percent);
- Gaming (57.7 percent); and
- E-books (51.8 percent, up 13.5 percent).

Also, as Figure 33 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 (72 percent), digital camera connection and manipulation (37.4 percent), and burn CDs/DVDs (34.7 percent).

It is important to note that libraries provide a range of technology training to their patrons. Indeed, a vast majority of libraries (73.4 percent) offer information technology training of some form (see Figure 39), and these training efforts provide information literacy skills (47.5 percent, up from 45.7 percent in 2006-2007), offer technology training to those who would otherwise not have any (39.5 percent, the same as in 2006-2007), help students with their school assignments

and school work (38.4 percent, up from 35.2 percent in 2006-2007), provide general technology skills (38.3 percent, up from 37.6 percent in 2006-2007), and help patrons complete job applications (22.9 percent, up from 21.5 percent in 2006-2007).

An emerging and increasingly significant service that public libraries provide involves e-government – that is, access to, use of, and instruction related to federal, state, and local government information, forms, and services (Figure 40). A vast majority of public libraries – 74 percent – indicate that their staff members provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs and services. Another 51.9 percent of public libraries report that staff members provide assistance to patrons applying for or accessing e-government services, and 28.6 percent of libraries provide immigrants with assistance in locating immigration information, Web sites, and other immigration-related services and resources.

The challenge for public librarians is the degree to which they can maintain and/or expand upon these Internet services while ensuring the bandwidth, infrastructure and trained staff necessary to support these services for millions of library users.

Funding Technology and Public Access Services

The survey again asked libraries to identify their technology budget expenditures by a broad range of categories by fiscal year – staff salaries, hardware, software, and telecommunications. Respondents once again found it difficult to provide answers to these questions, as there was a roughly 50 percent drop off in question completion on these items compared to the completion rate on other survey questions (see Figures 41 through 65). Discussions with librarians completing the survey indicated a range of reasons for their reduced ability to answer the technology budget questions accurately. These include the following:

- Inability to respond to the questions as asked. For some respondents whose libraries do have technology budgets, they were unable to report the technology expenditures as requested due to their library's internal or city/county budgeting processes.
- Lack of knowledge regarding technology expenditures. Some respondents indicated that their libraries have a general technology budget, but that they do not formally track individual technology expenditures.
- Lack of a technology budget. A number of respondents, particularly those from smaller rural libraries, stated that their libraries do not have a separate technology budget and that all funds are expended from a general operating budget. In short, there is only ad hoc technology budgeting in these libraries.
- Time factor. Some respondents simply indicated that they were unwilling to take the time to complete the budget questions, as the questions were time consuming.

With this limited knowledge of expenditures related to Internet services and infrastructure, public library planning for future Internet services and infrastructure continues to be problematic. In addition, this limited knowledge of expenditures related to Internet services and infrastructure also limits how well the librarians can evaluate the purchase and use of this technology. Until public libraries gain a better understanding of their technology-related expenditures through

better record keeping, they will be unable to improve their overall management (planning and evaluation) of technology in the library as well as ability to advocate for library technology support.

Moving Connectivity and Public Access Forward

Public libraries continue to prepare for the future of their public access Internet services, resources, and infrastructure, but are struggling to do so. As indicated below, public libraries face a number of challenges.

Augmenting 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:

- 15.9 percent (down from 17.2 percent in 2006-2007) of public library branches plan to add more workstations within the next year, while 26.1 percent of public library branches (up from 21.7 percent in 2006-2007) are considering doing so (Figure 11);
- 52 percent (up from 50.1 percent in 2006-2007) of public library branches plan to replace some workstations within the next year. Of that 52 percent, 24 percent have plans to replace a definite number of workstations, with an average replacement of 6.9 workstations (Figure 12); and
- 11.6 percent plan to add wireless access within the next year, which means that if they do so, by the end of 2008 over 77 percent of public libraries will offer wireless access (Figure 8).

These data demonstrate the continual cycle of upgrades and enhancements that connectivity and computers require. However, the strategy pursued increasingly by libraries is one of replacement and expansion through wireless access that relies on user-owned devices (though some libraries do provide laptops for use within library buildings). Further, this strategy also results in some degradation of overall bandwidth to individual workstations and other devices requiring Internet connectivity.

Significant Challenges Remain

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

- 57.5 percent (up from 52.3 percent in 2006-2007) of public library branches indicate that their connection speeds are inadequate to meet user demands some or all of the time. This is particularly significant as overall public access library bandwidth increased somewhat since 2006-2007 (Figure 20);
- 17.1 percent of respondents reported that their current connection is the maximum speed that they can acquire, 21.2 percent cannot afford to increase their bandwidth, 19.7 percent indicated that they had no interest in increasing their bandwidth, and 17.1 percent indicated that they could increase their bandwidth but had no plans to do so. Thus, 75.1 percent of libraries indicate that they will not be increasing their bandwidth for a range of reasons – affordability, ability, interest, or availability (Figure 19).

- 56.1 percent of public library branches have no plans to add workstations in the next year (Figure 11), largely due to space factors (77.7 percent), cost factors (75.9 percent), and the availability of electrical outlets, cabling, or other infrastructure (36.4 percent);
- 42.4 percent of public libraries do not have a schedule for replacing or adding computers;
- Rural public libraries, as compared to suburban and urban libraries, face a range of challenges in a number of key areas such the number of hours open (38.5 hours per week, compared with 50.8 for suburban and 53.1 for urban libraries), bandwidth available (34.6 percent of rural libraries have less than T1 speeds compared with 19.8 percent of suburban and 7.1 percent of urban libraries) and ability to replace public computers (46.8 percent of rural libraries have plans to replace computers in the coming year, compared with 61 percent of urban libraries) (Figures 2, 17 and 12); and
- Libraries that do not offer services or offer limited Internet services (e.g., databases, e-books) also indicated that they cannot afford to purchase and/or support the service(s) (63.6 percent), library computer hardware/software will not support the service(s) (46.3 percent), or library policy restricts the provision of the service(s) (42.8 percent) (Figure 38).

In summary, public libraries indicate that they are increasingly 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. Thus, while the number of people visiting public libraries and taking advantage of these Internet services continues to climb, libraries face a number of challenges to providing high quality – or, in some cases, even adequate – public access technology services and resources. If the trends described in the 2007-2008 survey continue while Internet and Web-based service demands expand, public libraries may find themselves reducing networked services and having reduced overall quality of bandwidth and technology infrastructure.

INTRODUCTION

This report to the American Library Association (ALA) presents national and state data from the *2007-2008 Public Library Funding and Technology Access* survey. The 2007-2008 survey (see Appendix A) also can be used to provide longitudinal data from the 2006-2007 survey, continuing the research of previous surveys conducted by John Carlo Bertot and Charles R. McClure, with others, since 1994.[2] The 2007-2008 survey also explored new areas of library network-based services, e-government roles of public libraries, and issues associated with maintaining, upgrading, and replacing a range of public access technologies.

The data collected by this annual survey provide national and state policymakers, library advocates, practitioners, researchers, government and private funding organizations, and a range of other stakeholders, with a better understanding of the issues and needs of libraries associated with providing Internet-based services and resources. The data can also assist public librarians to better plan for and deliver Internet-based services and resources to their users, and advocate for public library public access technology roles, needs, and services to the communities that they serve.

The 2007-2008 survey is part of a larger study funded by the American Library Association and the Bill & Melinda Gates Foundation to gain a better understanding of public library technology access and funding, which includes the national survey, case site visits to public libraries in selected states, and a survey of state librarians. The overall study's primary focus was to obtain comprehensive data related to these topics and explore the issues that public libraries encounter when planning for, implementing, and operating their public access technology components (e.g., workstations, bandwidth, services, and resources).

Objectives of Study

The main objectives for this survey were to provide data that would determine the extent to which public libraries:

- Provide and sustain public access Internet services and resources that meet community public access needs;
- Install, maintain, and upgrade the technology infrastructure required to provide public access Internet services and resources;
- Serve as a high quality public Internet access venue within the libraries' communities for content, resources, services, and technology infrastructure (e.g., workstations and bandwidth);
- Serve as technology and Internet-based resource/service training centers for the communities that the libraries serve;
- Identify issues that public libraries encounter in maintaining and enhancing their public access technology infrastructure and services;
- Serve as agents of e-government; and

[2] Information about the reports from the 1994-2006 studies is available at: http://www.ii.fsu.edu/plinternet.

- Fund their information technology investments.

The findings detailed in this report address these objectives as well as a range of related topics and issues.

METHODOLOGY

The 2007-2008 study employed a Web-based survey approach to gather data, with a mailed survey participation-invitation letter from the American Library Association sent to the directors of libraries in the sample. The letter introduced the study, provided information regarding the study sponsors and the research team, explained the study purpose and goals, provided instructions on how to access and complete the electronic survey, and provided contact information to answer any questions that participants might have.

The study obtained data that enabled analysis by the following categories:

- Metropolitan status[3] (e.g., urban, suburban, and rural);
- Poverty[4] (less than 20 percent [low], 20 percent-40 percent [medium], and greater than 40 percent [high]);
- State (the 50 states plus the District of Columbia); and
- National.

Given the quality of the data, findings are generalizeable to each of these four categories. Finally, the survey explored topics that pertained to both public library system (administrative) and outlet (branch) level data. Thus, the sample required for this study was complex.

The study team used the 2004 public library dataset available from the U.S. National Center for Education Statistics (NCES) as a sample frame, which was the most recent file at the time the geocoding process began. The study team employed the services of the GeoLib database (http://www.geolib.org/PLGDB.cfm) to geocode the NCES public library universe file in order to calculate the poverty rates for public library outlets. Given the timeframe of the study, GeoLib was able to geocode 16,457 library outlets.[5] From these totals, the researchers used SPSS

[3] 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 NCES, which allows for the mapping of public library outlets in the study.

[4] In previous studies, the authors have used the less than 20%, 20%-40%, and greater than 40% poverty breakdowns. Though previous studies by the authors have employed these percentages, the data from this study can be analyzed at different levels of granularity, if desired. The poverty of the population a library outlet serves is calculated using a combination of geocoded library facilities and census data. More information on this technique is available through the authors as well as by reviewing the 1998 and 2000 public library Internet studies:
Bertot, J. C., and McClure, C. R. (2000). *Public Libraries and the Internet 2000: Summary Findings and Data Tables*. Washington, DC: National Commission on Libraries and Information Science. Available at: http://www.nclis.gov/statsurv/2000plo.pdf; Bertot, J. C., and McClure, C. R. (1998). *Moving Toward More Effective Public Internet Access: The 1998 National Survey of Public Library Outlet Internet Connectivity*. Washington, DC: National Commission on Libraries and Information Science. Available at: http://www.nclis.gov/statsurv/1998plo.pdf

[5] Geocoding is the process by which all public library buildings are mapped to determine their physical location. Census data are then overlaid to determine the poverty of the population served by the library.

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 6,984 outlets.

The study team developed the questions on the survey 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 (see Appendix II). The study team pre-tested the initial surveys with the project's advisory committee, public librarians, and the state data coordinators of the state library agencies and revised the survey based on their comments and suggestions.

The survey asked respondents to answer questions about specific library branches and about the library system to which each respondent branch belonged. The *2007-2008 Public Library Funding and Technology Access* survey sampled 6,984 public libraries based on three library demographics—metropolitan status (roughly equating to their designation of urban, suburban, or rural libraries), poverty level of their service population (as derived through census data), and state in which they resided. Respondents answered the survey between September 2007 and December 2007. After a number of follow-up reminders and other strategies the survey received a total of 5,488 responses for a response rate of 78.6 percent. Figure 1 shows that the responses were 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.

Outlet (Branch) versus Systems

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% of public libraries, there is no distinction between a branch and system, as these are single facility systems (e.g., one branch, one system). The remaining roughly 15 percent of public libraries, however, do have multiple branches. There was a need to separate branch 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 17 of the survey explored branch level issues (e.g., Internet connectivity, speed of connection, workstations, etc.). Questions 18 through 21 posed questions regarding the entire library system (e.g., E-rate applications, funding for information technology, patron and staff information technology training, etc.). Upon completion of questions 1 though 17 for all sampled branches, respondents were then taken to the system level questions. Given that the actual respondent for the system level data might be different than for the branch level data, users were permitted to leave and re-enter the Web-based survey for completion. See Appendix 1 for a print version of the survey. The analysis of system and branch 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 at the national and state levels, respectively. As such, the analysis uses the actual responses from the 5,488 library outlets from which a completed survey was received to estimate to all geocoded outlets. For example, Anchor Point Public Library in Anchor Point, Alaska is coded as a rural library outlet with less than 20 percent poverty. Anchor Point Public Library's responses (and all others designated rural with less than 20 percent poverty) are weighted by 3.6 to generate an estimate for all rural outlets with less than 20 percent poverty.

The same process is used for analyzing and estimating state level data. The key difference is that the weighting process is limited to the poverty and metropolitan status library designations for the state. The data reported have a margin of error of three percent.

IMPORTANCE OF THE SURVEY

The survey provides descriptive data that describe public library public access technology services, issues, and sustainability that can be used longitudinally to track trends and issues. The findings inform the library, government, research, and other communities on the significance of the public library's contributions to the communities that they serve in providing open access to a range of computer and Internet technologies. The data uniquely identify not only the services and resources that public libraries offer their communities, but also issues in sustaining and enhancing the public access technologies as important community access points to networked services and resources. In short, the survey data provide a comprehensive view of public library involvement with and use of the Internet through their public access technology infrastructure.

The next section presents selected key findings from the national survey. These are not meant to be exhaustive, but rather, serve to highlight a range of findings that the survey identified.

KEY FINDINGS

The *Public Libraries and the Internet* 2007-2008 national survey identified a number of issues related to the current state of public access Internet and computing services provided by public libraries. The following presents the survey's key findings and their implications. The complete set of data tables, as well as findings from previous surveys, is available at http://www.ii.fsu.edu/plinternet.

Public Access Connectivity and Infrastructure

Public libraries face a number of issues and challenges as providers of no-charge public access Internet and computing services. As community-based public access venues, libraries employ a range of strategies to maintain, upgrade and make available public access resources and services. The findings indicate that, although public libraries provide substantial public access services and resources across a range of areas, their ability to do so successfully is not limitless and has reached a saturation point in key areas of their ability to maintain, enhance and grow public access technology services.

Libraries as Community Access Computing and Internet Access Points

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

- 98.9 percent of public library branches offer public Internet.
- 72.5 percent of library branches report that they are the only provider of free public computer and Internet access in their communities.
- Public library branches, overall, have an average of 12 public access workstations, up from 10.7 from 2006-2007.[6] Rural libraries offer an average of 7.5 public computers, suburban libraries an average of 13.9 computers, and urban libraries an average of 21. The greatest growth is seen in urban libraries, and those that serve populations of medium and high poverty.
- In 2007-2008, 100 percent of rural, high poverty outlets provide public Internet access, a significant increase from 85.7 percent last year.
- 65.2 percent of public library branches offer wireless Internet access, up from 54.2 percent in 2006-2007.

Infrastructure Challenges

The 2007-2008 survey asked a range of questions that assessed the ability of public libraries to maintain public access Internet and computing services. The questions were exploratory and provided initial views of library capacity and capabilities. Essentially, respondents reported that they face challenges that are best summarized as follows:

- **Buildings**: Respondents indicated that library buildings are increasingly out of space and unable to accommodate more workstations; they are insufficiently wired to support more

[6] *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007*. Chicago: American Library Association, 2007. Available: http://www.ala.org/ala/ors/plftas/0607report.cfm.

cable drops or handle the power requirements of desktop computers and patron-provided laptops.

- **Cost**: Respondents indicated that funding workstation replacements, upgrades, bandwidth enhancements and other services related to public Internet access and computing (e.g., online access to databases) was both difficult and increasingly problematic.
- **Staff:** Respondents indicated that limited staff skills and time were factors in their decisions not to upgrade their public access infrastructure. Lacking dedicated IT staff proved a particular challenge to many public libraries. In fact, 39.6 percent of libraries indicated that they derive technology support from a non-IT staff person, with 44.1 percent of rural and 40.1 percent of suburban libraries relying on this type of help, compared to 26 percent of urban libraries.

Together, these data further support a trend regarding the management of public access technology resources identified earlier in the 2006-2007 survey. Libraries identified staff and cost issues as two of the top three most significant challenges facing their ongoing provision of public access technology services.

The 2007-2008 survey indicated that libraries are accelerating their attempts to add *more* public access technology service. For example, the percentage of libraries that now provide wireless access increased to 65.2 percent from 54.2 percent last year. However, this service was simply added to the existing telecommunication connection; 74.9 percent of libraries indicated that the wireless connection shared the library's existing connection, up from 49.7 percent in 2006-2007. Overall, this finding indicates that the quality of the library's bandwidth at the individual workstation level is likely declining.

Quality of Public Access

The survey's findings demonstrate that public libraries provide substantial public access Internet and computing services. However, increased library network services are outpacing improvements in bandwidth for many libraries. Together, the survey's findings point to a technology infrastructure that is increasingly unable to keep up with the demands of the networked environment—an environment that requires more and more sophisticated computers, substantial bandwidth, and a range of resources and staffing that libraries indicate they are continually struggling to support—but are doing so to the greatest extent possible. Moreover, in order to accommodate more users, public libraries have imposed time limits on their public access workstations, and the management of this process consumes staff time and effort:

- 73 percent of public libraries report connection speeds greater than 769 kbps, up from 62.1 percent in 2006-2007. Of all libraries, 38.9 percent have a T1 (1.5 Mbps) connection, indicating that libraries are increasing their use of this connection speed. The disparity, however, is quite large between urban libraries, 51.6 percent of which have a T1 connection and their rural counterparts, 32.1 percent of which offer a T1 connection.
- Concurrently, 57.5 percent (up from nearly 52 percent in 2006-2007) of respondents report that their connectivity speed is insufficient some or all of the time.
- Some 82.5 percent of respondents report that they have insufficient availability of workstations some or all of the time, up from 77.5 last year.

- Nearly 75 percent of public libraries report that their wireless connections share the same bandwidth as their public desktop computers. This is up substantially from the nearly 50 percent of libraries that reported a shared connection in 2006-2007.
- Over 90 percent of libraries impose time limits on the use of their public access workstations. Of those libraries, 36.9 percent have time limits of up to 60 minutes, and nearly 30 percent limit use to 30-minute sessions.
- Of those libraries with time limits, 45.9 percent manage the user sessions manually, which imposes a substantial burden on staff.

Extensive Range of Library Services Provided

The data document a substantial—and growing—range of Internet-based services provided by public libraries. These are apparent in the types of Internet services that public libraries consider to be critical to their role. The value that public libraries is reflected in the variety of the digital services they offer, the technology training they provide, and in their expanding role as the primary provider of e-government services. For many communities, the public library is the *only* agency offering free access to these services.

Public libraries provide an impressive array of services that are critical to the communities they serve. Of most importance are the education resources and databases purchased for K-12 students (78.7 percent), services for job seekers (62.2 percent) and access to government information (55.6 percent).

Libraries broker and provide access to a wide range of digital services and resources, including:

- Licensed databases (87.7 percent, up 2 percent from 2006-07)
- Homework resources (83.4 percent, up 15 percent)
- Audio content, such as podcasts and audiobooks (71.2 percent, up 33 percent)
- Digital reference (62.5 percent, up almost 5 percent)
- Gaming (57.7 percent)
- E-books (51.8 percent, up 13.5 percent)

Public libraries continue to incorporate peripheral technologies into their public technology services, allowing users to access and store content on USB storage devices (e.g., flash drives, portable drives) or other devices (72 percent), make use of digital camera connection and manipulation (37.4 percent) and burn CDs/DVDs (34.7 percent).

It is important to note that libraries provide a range of technology training to their patrons. Indeed, a vast majority of libraries (73.4 percent) offer information technology training in some form. These trainings build information literacy skills (47.5 percent, up from 45.7 percent in 2006-2007), especially for those who would otherwise not have any technology skills (39.5 percent, the same as in 2006-2007); help students with their school assignments and school work (38.4 percent, up from 35.2 percent in 2006-2007); provide general technology skills (38.3 percent, up from 37.6 percent in 2006-2007); and help patrons complete job applications (22.9 percent, up from 21.5 percent in 2006-2007).

An emerging and increasingly significant service that public libraries provide involves e-government, which includes access to, use of and instruction related to federal, state and local government information, forms and services. A vast majority of public libraries (74 percent) indicate that their staff members provide as-needed assistance to patrons in understanding how to access and use government Web sites, programs and services. Another 51.9 percent of public libraries report that staff members provide assistance to patrons applying for or accessing e-government services, and 28.6 percent of libraries provide immigrants with assistance in locating information, Web sites and other immigration-related services and resources.

The challenge for public librarians is the degree to which they can maintain and/or expand upon these Internet services while ensuring the bandwidth, infrastructure and trained staff necessary to support these services for millions of library users across the nation.

Funding Technology and Public Access Services

The survey again asked libraries to identify their technology budget expenditures in a range of categories by fiscal year—staff salaries, hardware, software and telecommunications. Respondents once again found it difficult to provide answers to these questions; there was a roughly 50 percent drop-off in question completion on these items compared to the completion rate on other survey questions. Discussions with librarians completing the survey indicated a range of reasons for their reduced ability to answer these questions accurately. They include the following:

- **Inability to respond to the questions as asked**: Some respondents whose libraries do have technology budgets were unable to report the technology expenditures as requested due to their library's internal or city/county budgeting processes.
- **Lack of knowledge regarding technology expenditures**: Some respondents indicated that their libraries have a general technology budget, but that they do not formally track individual technology expenditures.
- **Lack of a technology budget**: A number of respondents, particularly those from smaller rural libraries, stated that their libraries have no separate technology budget and that all funds are expended from a general operating budget. In short, there is only ad hoc technology budgeting in these libraries.
- **Time**: Some were simply unwilling to take the time that would be needed to complete the budget questions.

With this limited knowledge of expenditures related to Internet services and infrastructure, public library planning in this area continues to be problematic. The lack of hard data also limits how well librarians can evaluate the purchase and use of such technology. Until public libraries gain a better understanding of their technology-related expenditures through better record keeping, they will be unable to improve their overall management (planning and evaluation) of technology as well as their ability to advocate for library technology support.

Moving Connectivity and Public Access Forward

Public libraries face a number of challenges as they struggle to prepare for the future of their public access Internet services, resources and infrastructure.

Augmenting 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:

- 15.9 percent (down from 17.2 percent in 2006-2007) of public library outlets plan to add more workstations within the next year, while 26.1 percent of public library outlets (up from 21.7 percent in 2006-2007) are considering doing so.
- 52 percent (up from 50.1 percent in 2006-2007) of public library outlets plan to replace some workstations within the next year. Of those, 24 percent plan to replace a specific number of workstations, with an average replacement of 6.9 workstations.
- 11.6 percent plan to add wireless access within the next year. If they do so, by the end of 2008 over 77 percent of public libraries will offer wireless access.

These data demonstrate the continual cycle of upgrades and enhancements that connectivity and computers require. However, libraries are increasingly pursuing a strategy of replacement and expansion through wireless access that relies on user-owned devices (though some libraries do provide laptops for use within library buildings). This strategy, however, also results in some degradation of overall bandwidth as individual workstations, laptops and other devices are required to share the same Internet connectivity.

Significant Challenges Remain

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

- 57.5 percent (up from 52.3 percent in 2006-2007) of public library outlets indicate that their connection speeds are inadequate to meet user demands some or all of the time. This is particularly significant as overall public access library bandwidth increased somewhat since 2006-2007.
- 17.1 percent of respondents reported that their current connection is the maximum speed that they can acquire, 21.2 percent cannot afford to increase their bandwidth, 19.7 percent indicated that they had no interest in increasing their bandwidth, and 17.1 percent indicated that they could increase their bandwidth but had no plans to do so. Thus, 75.1 percent of libraries indicate that they will not be increasing their bandwidth in the coming year.
- 56.1 percent of public library outlets have no plans to add workstations in the next year, largely due to space factors (77.7 percent), cost factors (75.9 percent), and the availability of electrical outlets, cabling, or other infrastructure (36.4 percent).
- 42.4 percent of public libraries do not have a schedule for replacing or adding computers;
- Rural public libraries, as compared to suburban and urban libraries, face a range of challenges in several key areas, including the number of hours open (38.5 hours per week, compared with 50.8 for suburban and 53.1 for urban libraries); ability to replace public computers (46.8 percent of rural libraries have plans to replace computers in the

coming year, compared with 61 percent of urban libraries); and bandwidth availability (34.6 percent of rural libraries have less than T1 speeds compared with 19.8 percent of suburban and 7.1 percent of urban libraries).

- Libraries that do not offer services or offer limited Internet services (e.g., databases, e-books) indicated that they cannot afford to purchase and/or support the services (63.6 percent), library computer hardware/software will not support the services (46.3 percent), or library policy restricts the provision of the services (42.8 percent).

In summary, public libraries indicate that they are increasingly 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. Thus, while the number of people visiting public libraries and taking advantage of these Internet services continues to climb, libraries face challenges to providing high-quality—or, in some cases, even adequate—public access technology services and resources. If the trends described in the 2007-2008 survey continue while demands for Internet and Web-based services expand, public libraries may find themselves reducing the number of networked services, and having to work with a lower overall quality of bandwidth and technology infrastructure.

NATIONAL BRANCH LEVEL DATA

Figure 1: Public Library Outlets and Survey Responses.

	Poverty Level							
	Low (Less than 20%)		**Medium** (20%-40%)		**High** (More than 40%)		**Overall**	
	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)

Based on geocoding of 16,548 outlets.
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.

Figure 2: Average Number of Hours Open per Outlet by Metropolitan Status and Poverty.				
	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
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.

Figure 3: Public Library Outlet Change in Hours Open by Metropolitan Status and Poverty.							
	Metropolitan Status			Poverty Level			
Hours Open	Urban	Suburban	Rural	Low	Medium	High	Overall
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 Outlet Closed by Metropolitan Status and Poverty.							
	Metropolitan Status			Poverty Level			
Reasons Closed	Urban	Suburban	Rural	Low	Medium	High	Overall
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.				
	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
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.

	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Average Age	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Availability of Public Access Wireless Internet Services	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Availability of Public Access Wireless Internet Services Through the Use of Laptops	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Free public access	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Workstation Addition Schedule	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Workstation Replacement Schedule	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Replacement/Addition Schedule	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Factors Influencing Workstation/Laptop Upgrade Decisions	Urban	Suburban	Rural	Low	Medium	High	Overall
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

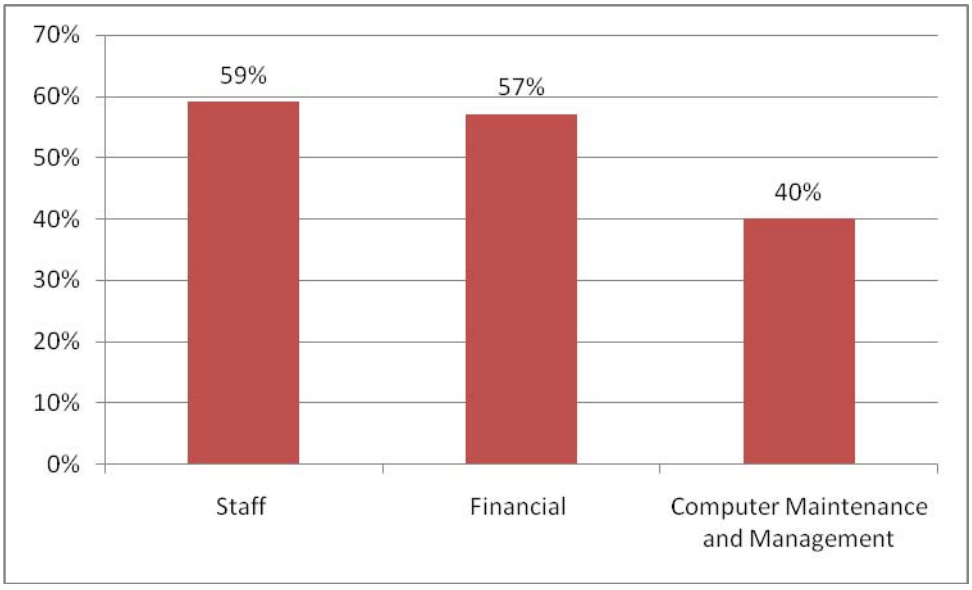
Figure 14 identifies the factors that libraries indicated influenced decisions to add public access Internet workstations. The lack of space and cost were the two most influential reasons outlets found to impact this decision. Space was an issue with 77.7 percent of all outlets, and a close second was 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.

	Metropolitan Status			Poverty Level			
Factors Influencing Workstation Replacement Decision	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Maximum Speed	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
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% (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.

	Metropolitan Status			Poverty Level			
Type of connection	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
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.

	Metropolitan Status			Poverty Level			
Increasing Adequacy of Connections	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Adequacy of Public Access Internet Connection	Urban	Suburban	Rural	Low	Medium	High	Overall
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 Outlet's Ability to Provide Public Access Internet Connection by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Factors Affecting Connection	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Sufficiency of Public Access Workstations	Urban	Suburban	Rural	Low	Medium	High	Overall
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.							
	Metropolitan Status			Poverty Level			
Bandwidth connection	Urban	Suburban	Rural	Low	Medium	High	Overall
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.							
	Metropolitan Status			Poverty Level			
Method	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Time per Session	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
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.

	Metropolitan Status			Poverty Level			
Number of Sessions	Urban	Suburban	Rural	Low	Medium	High	Overall
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 the Different Time Limits for Internet Workstations per Day by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Time per Session	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
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 the Different Time Limits for Internet Workstations and Total Sessions per Day by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Number of Sessions	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
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.

	Metropolitan Status			Poverty Level			
Method	Urban	Suburban	Rural	Low	Medium	High	Overall
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.							
	Metropolitan Status			Poverty Level			
Source	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Public Internet Services	Urban	Suburban	Rural	Low	Medium	High	Overall
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% (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 is 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.

	Metropolitan Status			Poverty Level			
Services	Urban	Suburban	Rural	Low	Medium	High	Overall
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.							
	Metropolitan Status			Poverty Level			
Hardware	Urban	Suburban	Rural	Low	Medium	High	Overall
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% (2,965)	54.2% (n=4,212)	57.4% (n=7,559)	58.4% (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.							
	Metropolitan Status			Poverty Level			
Services	Urban	Suburban	Rural	Low	Medium	High	Overall
Digital reference/Virtual reference	10.4% (n=288)	19.5% (n=995)	34.6% (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% (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=2048)	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.

	Metropolitan Status			Poverty Level			
Hardware	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Services	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Hardware	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

	Metropolitan Status			Poverty Level			
Factors	Urban	Suburban	Rural	Low	Medium	High	Overall
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 37 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.

	Metropolitan Status			Poverty Level			
Impacts of Training	Urban	Suburban	Rural	Low	Medium	High	Overall
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=2613)	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.

	Metropolitan Status			Poverty Level			
E-Government roles and services	Urban	Suburban	Rural	Low	Medium	High	Overall
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.

NATIONAL SYSTEM LEVEL DATA

This section details the study findings for national system level data. A brief discussion of the findings follows each table.

Funding Technology and Public Access Services

Figure 41: Percentage Public Library Systems that Applied for an E-rate Discount by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Applied	53.7% (n=334)	29.8% (n=836)	40.7% (n=2,312)	36.2% (n=2,945)	55.2% (n=500)	61.7% (n=37)	38.2% (n=3,482)
Another organization applied on the library's behalf	9.2% (n=57)	16.1% (n=451)	12.0% (n=681)	13.7% (n=1,113)	7.5% (n=68)	13.1% (n=8)	13.1% (n=1,189)
Did not apply	35.2% (n=219)	50.3% (n=1,412)	42.4% (n=2,409)	45.7% (n=3,721)	33.6% (n=305)	23.3% (n=14)	44.4% (n=4,040)
Do not know	2.1% (n=13)	3.9% (n=109)	4.8% (n=272)	4.4% (n=359)	3.6% (n=33)	3.3% (n=2)	4.3% (n=394)
Weighted missing values, n=82							

The percentages shown in Figure 41 of library systems applying for E-Rate discounts are similar to the percentages found in the 2006-2007 survey. Overall, 44.4 percent of libraries did not apply for the E-rate discount. Medium (55.2 percent) and high poverty (61.7 percent) libraries were most likely to apply. Suburban libraries (50.3 percent) and low poverty libraries (45.7 percent) are the least likely to apply for the E-rate discount.

Figure 42: Percentage Public Library System Receiving E-rate Discount by Category and by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
E-rate Discount Categories	Urban	Suburban	Rural	Low	Medium	High	Overall
Internet connectivity	61.2% (n=235)	52.6% (n=677)	55.3% (n=1,646)	53.5% (n=2,163)	64.3% (n=362)	74.4% (n=32)	55.0% (n=2,557)
Telecommunications services	93.0% (n=358)	86.3% (n=1,111)	84.6% (n=2,520)	84.5% (n=3,416)	94.1% (n=530)	100.0% (n=43)	85.8% (n=3,989)
Internal connections cost	20.3% (n=78)	11.0% (n=141)	6.2% (n=184)	7.7% (n=310)	15.8% (n=89)	11.6% (n=5)	8.7% (n=404)
Will not total to 100%, as respondents could select more than one option. Weighted missing values, n=23							

Figure 42 illustrates the categories to which libraries apply their E-rate discount. The highest percentage utilize E-rate funds toward telecommunication services (85.8 percent) with most urban (93 percent) and high poverty (100 percent) reporting this usage. Relatively few outlets apply these funds to internal connection costs (8.7 percent total), with rural (6.2 percent) and low poverty (7.7 percent) the least likely to do so. These percentages are consistent with the 2006-2007 survey findings.

Figure 43: Public Library System Reasons for Not Applying for E-rate Discounts by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Reasons	Urban	Suburban	Rural	Low	Medium	High	Overall
The E-rate application process is too complicated	29.5% (n=62)	41.2% (n=549)	40.9% (n=920)	40.2% (n=1,403)	43.5% (n=127)	15.4% (n=2)	40.4% (n=1,532)
The library staff did not feel the library would qualify	9.5% (n=20)	12.6% (n=168)	8.3% (n=186)	10.0% (n=350)	8.2% (n=24)	*	9.9% (n=374)
Our total E-rate discount is fairly low and not worth the time needed to participate in the program	43.3% (n=91)	43.5% (n=581)	35.7% (n=802)	39.7% (n=1,386)	27.7% (n=81)	50.0% (n=6)	38.8% (n=1,473)
The library receives it as part of a consortium, so therefore does not apply individually	5.2% (n=11)	12.7% (n=170)	7.3% (n=164)	8.7% (n=302)	14.0% (n=41)	15.4% (n=2)	9.1% (n=345)
The library was denied funding in the past	3.8% (n=8)	5.2% (n=69)	5.3% (n=119)	5.0% (n=174)	6.5% (n=19)	23.1% (n=3)	5.2% (n=196)
The library did not apply because of the need to comply with CIPA's filtering requirements	40.5% (n=85)	32.2% (n=429)	30.5% (n=685)	31.7% (n=1,105)	29.8% (n=87)	50.0% (n=6)	31.6% (n=1,198)
The library has applied for E-rate in the past, but no longer finds it necessary	6.7% (n=14)	9.2% (n=123)	8.8% (n=197)	8.7% (n=305)	8.9% (n=26)	15.4% (n=2)	8.8% (n=333)
Other	20.5% (n=43)	17.5% (n=234)	24.5% (n=550)	21.6% (n=752)	24.7% (n=72)	23.1% (n=3)	21.8% (n=827)

Will not total to 100%, as respondents could select more than one option.
Weighted missing values, n=247
Key: *: Insufficient data to report

Figure 43 summarizes the reasons library outlets indicated for not applying for the E-rate discount. The vast majority of categories show very similar percentages as compared to the 2006-2007 survey, although there has been a drop of urban outlets reporting the application process is too complicated (29.5 percent, down from 36.1 percent last year), as well as an increase in urban libraries not applying due to CIPA requirement (40.5 percent, up from 36.1 percent last year). Overall, the two most common reasons for not applying for the E-rate discount are the application process being too complicated (40.4 percent) and the low discount provided being not worth the time required to participate (38.8 percent).

A large percentage (21.8 percent overall) of library systems responded that they did not apply for the E-Rate discount for other reasons. Of those systems, 44.2 percent stated that they receive the services for free, either directly from the provider or another entity that pays for the service on their behalf. The second largest category, comprised of 10.8 percent of responses, was that the system either did not know anything about the E-Rate program, often because of a new director, or they did not know how to complete the application.

Public Access Funding Findings

As with the 2006-2007 survey, the 2007-2008 asked public libraries to identify their current and anticipated next fiscal year operating and technology funding expenditures. The intent of these questions was to explore public library funding sources for major expenditures in staffing, collections, and "other" categories of expenditures – including public access technology. As with the 2006-2007 survey, respondents to the 2007-2008 survey had difficulty in responding to these questions. Indeed, the response rate for some questions declined by as much as 50 percent compared with other system-level questions. This decline suggests several factors – the library does not have, nor does it anticipate, expenditures from a funding source; or, the library was unable to determine easily the expenditures for the categories asked – both type of expenditure and source of funding for the expenditure. Thus, the data presented below are best viewed as estimates of operating and technology expenditures.

Operating Expenditures

Figure 44: Fiscal Year 2007 Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2007		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$949,479 (n=6,722)	$237,208 (n=5,784)	$350,518 (n=5,711)
State (including state aid to public libraries, or state-supported tax programs)	$136,398 (n=3,087)	$53,628 (n=3,637)	$62,820 (n=3,392)
Federal	$2,668 (n=2,243)	$2,072 (n=2,077)	$9,063 (n=2,263)
Fees/fines	$18,548 (n=2,484)	$18,806 (n=2,882)	$38,147 (n=3,278)
Donations/local fund raising	$53,145 (n=2,536)	$21,094 (n=3,484)	$37,283 (n=3,503)
Grants (local, state or national grant programs)	$16,695 (n=2,349)	$7,383 (n=2,526)	$14,990 (n=2,799)
Private foundation grants (e.g. Gates, Carnegie)	$9,489 (n=2,305)	$4,844 (n=2,350)	$13,036 (n=2,779)
Reported average total	$1,186,422	$345,035	$525,857
Reported average percent	57.7%	16.8%	25.6%

The numbers in Figure 44 show what public library systems reported as their average expenditures by source of funding and major expenditure categories of salaries, collections, and other expenditures for fiscal year 2007. As is consistent with national estimates of library expenditures, libraries responding to this survey rely most heavily on local/county funding to pay for all expenditure categories. Federal sources provide the least funding. When compared with figures reported in the 2006-2007 study, salaries funded by local/county were less than participating library systems anticipated, with an overall average of just under $950,000 this year, versus an anticipated $1,279,118 reported in the 2006-2007 survey (a decline of 25.8

percent).[7] A new addition to all of the operating expenditure figures is private foundation grants as a source of funding, and the averages show this source as providing more funds than federal sources across all expenditure categories. The real impact of private foundation grants will not be known until another year of data are collected.

Figure 45: Fiscal Year 2008 Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$1,070,645 (n=6.223)	$744,634 (n=5,350)	$392,450 (n=5,372)
State (including state aid to public libraries, or state-supported tax programs)	$147,983 (n=2,780)	$57,461 (n=3,296)	$71,992 (n=3,085)
Federal	$2,892 (n=1,971)	$2,639 (n=1,869)	$10,001 (n=2,013)
Fees/fines	$18,023 (n=2,206)	$21,782 (n=2,616)	$41,832 (n=3,058)
Donations/local fund raising	$63,989 (n=2,291)	$25,672 (n=3,158)	$46,971 (n=3,206)
Grants (local, state or national grant programs)	$8,694 (n=2,063)	$6,580 (n=2,224)	$13,491 (n=2,444)
Private foundation grants (e.g. Gates, Carnegie)	$7,334 (n=2,009)	$4,940 (n=2,090)	$10,039 (n=2,500)
Reported average total	$1,319,560	$863,708	$586,776
Reported average percent	47.6%	31.2%	21.2%

When compared with Figure 44, Figure 45 suggests that library systems are anticipating slightly more local/county funds for salaries, and substantially more local/county funds for collections in fiscal year 2008. Being more variable, fewer libraries anticipate funding from private foundation grants to pay for other expenditures than in fiscal year 2007.[8]

Figures 46 through 57 show the average operating expenditures that library systems reported for fiscal year 2007, as well as their anticipated expenditures for fiscal year 2008, based on funding source and expense category. These figures are presented by metropolitan status and poverty level.

The data in Figures 38 through 49 suggest the following:

- Rural systems anticipate a slight decrease in federal funding across all categories ($779 overall, for a 20.7 percent decrease), as well as a significant decrease, on average, for private funding grants ($4,111 for a 40.7 percent decrease) to help with "other" expenditures (see Figures 46 and 47);

[7] Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007. Figures 39-40.
[8] Ibid.

- Suburban systems anticipate a substantial drop ($24,011 overall, for a 60.4 percent decrease) in local, state, and national grant funds to help pay for salaries in fiscal year 2008 (see Figures 48 and 49);
- Urban systems expect a large increase in local or county sources in fiscal year 2008 to pay for salaries and other expenditures ($1,711,693 overall, for a 18.6 percent increase), and anticipate a decrease ($30,942 overall, for a 21.3 percent decrease) in private foundation funding supporting salaries and other expenditures (see Figures 50 and 51);
- Low poverty systems anticipate an increase ($181,815 overall, for a 15.2 percent increase) of in local/county funding across all categories in fiscal year 2008. Although low poverty systems also expect slightly more federal funding ($2,286 overall), this funding is still the smallest in proportion with other funding sources (see Figures 52 and 53);
- Medium poverty systems report an expected increase in funding coming from fees and fines ($47,151 overall, for a 25.0 percent increase), and more libraries reported directing those funds to "other" expenditures ($27,198 overall, for a 24.5 percent increase) rather than staff or collection (see Figures 54 and 55); and
- High poverty systems indicate an expected increase in donations and local fundraising ($48,482 overall, for a 20.8 percent increase) to help support all expenditures in fiscal year 2008 (see Figures 56 and 57).

Overall, therefore, the data show a range of expenditure trends by fiscal year, metropolitan status, and poverty.

Figure 46: Fiscal Year 2007 Rural Public Library System Average Total Operating Expenditures Type and Funding Source.

	Fiscal Year 2007		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$212,109 (n=4,171)	$48,998 (n=3,471)	$85,580 (n=3,447)
State (including state aid to public libraries, or state-supported tax programs)	$49,450 (n=1,898)	$15,327 (n=2,224)	$21,599 (n=1,997)
Federal	$1,928 (n=1,388)	$675 (n=1,262)	$1,153 (n=1,334)
Fees/fines	$2,867 (n=1,524)	$3,571 (n=1,792)	$9,103 (n=1,958)
Donations/local fund raising	$7,745 (n=1,595)	$4,894 (n=2,184)	$10,080 (n=2,136)
Grants (local, state or national grant programs)	$3,659 (n=1,445)	$2,995 (n=1,543)	$5,675 (n=1,711)
Private foundation grants (e.g. Gates, Carnegie)	$3,640 (n=1,420)	$2,946 (n=1,479)	$10,108 (n=1,712)
Reported average total	$281,398	$79,406	$143,298
Reported average percent	55.8%	15.8%	28.4%

Figure 47: Fiscal Year 2008 Rural Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$229,205 (n=3,872)	$51,757 (n=3,195)	$97,600 (n=3,258)
State (including state aid to public libraries, or state-supported tax programs)	$57,704 (n=1,707)	$16,343 (n=2,008)	$24,055 (n=1,806)
Federal	$1,378 (n=1,209)	$526 (n=1,126)	$1,073 (n=1,196)
Fees/fines	$2,507 (n=1,343)	$3,869 (n=1,625)	$9,464 (n=1,860)
Donations/local fund raising	$6,718 (n=1,448)	$5,374 (n=1,978)	$8,961 (n=1,955)
Grants (local, state or national grant programs)	$2,261 (n=1,266)	$2,188 (n=1,357)	$7,489 (n=1,495)
Private foundation grants (e.g. Gates, Carnegie)	$3,458 (n=1,233)	$2,659 (n=1,286)	$5,997 (n=1,548)
Reported average total	$303,231	$82,716	$154,639
Reported average percent	56.1	15.3%	28.6%

Figure 48: Fiscal Year 2007 Suburban Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2007		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$1,006,449 (n=2,049)	$219,313 (n=1,849)	$353,126 (n=1,809)
State (including state aid to public libraries, or state-supported tax programs)	$119,524 (n=970)	$41,219 (n=1,126)	$44,250 (n=1,100)
Federal	$823 (n=711)	$1,403 (n=671)	$4,943 (n=730)
Fees/fines	$28,982 (n=791)	$14,470 (n=901)	$36,056 (n=1,058)
Donations/local fund raising	$7,347 (n=783)	$11,474 (n=1,063)	$18,557 (n=1,087)
Grants (local, state or national grant programs)	$25,330 (n=746)	$7,103 (n=797)	$7,277 (n=853)
Private foundation grants (e.g. Gates, Carnegie)	$4,351 (n=717)	$2,706 (n=701)	$6,116 (n=855)
Reported average total	$1,218,136	$297,688	$470,325
Reported average percent	61.3%	15.0%	23.7%

Figure 49: Fiscal Year 2008 Suburban Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$1,042,221 (n=1,889)	$226,114 (n=1,721)	$377,749 (n=1,681)
State (including state aid to public libraries, or state-supported tax programs)	$114,974 (n=879)	$45,831 (n=1,020)	$38,337 (n=994)
Federal	$1,521 (n=621)	$774 (n=607)	$2,514 (n=634)
Fees/fines	$28,889 (n=704)	$15,279 (n=810)	$35,261 (n=935)
Donations/local fund raising	$8,951 (n=693)	$14,525 (n=959)	$18,610 (n=983)
Grants (local, state or national grant programs)	$2,608 (n=653)	$4,772 (n=696)	$8,319 (n=746)
Private foundation grants (e.g. Gates, Carnegie)	$3,121 (n=621)	$2,505 (n=642)	$5,868 (n=762)
Reported average total	$1,202,285	$309,800	$486,658
Reported average percent	60.2%	15.5%	24.3%

Figure 50: Fiscal Year 2007 Urban Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2007		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$6,844,485 (n=502)	$1,716,462 (n=464)	$2,351,904 (n=454)
State (including state aid to public libraries, or state-supported tax programs)	$965,450 (n=219)	$400,169 (n=286)	$411,546 (n=295)
Federal	$18,974 (n=143)	$17,393 (n=144)	$77,280 (n=199)
Fees/fines	$111,672 (n=168)	$183,794 (n=189)	$263,470 (n=262)
Donations/local fund raising	$740,365 (n=158)	$213,844 (n=237)	$318,038 (n=279)
Grants (local, state or national grant programs)	$95,233 (n=158)	$45,064 (n=186)	$110,543 (n=236)
Private foundation grants (e.g. Gates, Carnegie)	$81,013 (n=168)	$30,125 (n=170)	$64,462 (n=212)
Reported average total	$8,857,192	$2,606,851	$3,597,243
Reported average percent	58.8%	17.3%	23.9%

Figure 51: Fiscal Year 2008 Urban Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$8,239,411 (n=462)	$1,903,333 (n=433)	$2,668,671 (n=433)
State (including state aid to public libraries, or state-supported tax programs)	$1,089,304 (n=195)	$409,203 (n=268)	$492,653 (n=285)
Federal	$21,880 (n=141)	$28,564 (n=135)	$94,314 (n=183)
Fees/fines	$101,223 (n=159)	$211,324 (n=181)	$294,861 (n=262)
Donations/local fund raising	$870,007 (n=150)	$255,964 (n=221)	$429,312 (n=267)
Grants (local, state or national grant programs)	$92,484 (n=145)	$48,680 (n=171)	$76,850 (n=203)
Private foundation grants (e.g. Gates, Carnegie)	$55,059 (n=155)	$32,916 (n=161)	$59,474 (n=191)
Reported average total	$10,469,378	$2,889,984	$4,116,135
Reported average percent	59.9%	16.5%	23.6%

Figure 52: Fiscal Year 2007 Low Poverty Public Library Systems Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2007		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$725,932 (n=6,020)	$201,293 (n=5,152)	$267,949 (n=5,075)
State (including state aid to public libraries, or state-supported tax programs)	$88,565 (n=2,715)	$35,568 (n=3,175)	$44,010 (n=2,987)
Federal	$1,364 (n=1,986)	$942 (n=1,828)	$6,402 (n=1,978)
Fees/fines	$16,255 (n=2,216)	$14,702 (n=2,570)	$28,522 (n=2,917)
Donations/local fund raising	$58,185 (n=2,257)	$20,389 (n=3,130)	$36,069 (n=3,129)
Grants (local, state or national grant programs)	$16,858 (n=2,075)	$5,738 (n=2,254_	$11,586 (n=2,478)
Private foundation grants (e.g. Gates, Carnegie)	$7,781 (n=2,027)	$4,387 (n=2,085)	$11,608 (n=2,428)
Reported average total	$914,940	$283,019	$406,146
Reported average percent	57.0%	17.6%	25.3%

Figure 53: Fiscal Year 2008 Low Poverty Public Library Systems Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$841,659 (n=5,579)	$223,040 (n=4,775)	$312,290 (n=4,778)
State (including state aid to public libraries, or state-supported tax programs)	$93,683 (n=2,444)	$43,423 (n=2,883)	$51,900 (n=2,708)
Federal	$1,517 (n=1,756)	$2,109 (n=1,654)	$7,368 (n=1,766)
Fees/fines	$14,565 (n=1,967)	$16,796 (n=2,334)	$29,675 (n=2,727)
Donations/local fund raising	$68,503 (n=2,069)	$25,634 (n=2,851)	$46,827 (n=2,859)
Grants (local, state or national grant programs)	$8,063 (n=1,834)	$4,156 (n=1,983)	$11,434 (n=2,160)
Private foundation grants (e.g. Gates, Carnegie)	$5,395 (n=1,783)	$4,115 (n=1,871)	$8,123 (n=2,233)
Reported average total	$1,033,385	$319,273	$467,617
Reported average percent	56.8%	17.5%	25.7%

Figure 54: Fiscal Year 2007 Medium Poverty Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2007		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$2,579,674 (n=659)	$459,562 (n=593)	$934,554 (n=595)
State (including state aid to public libraries, or state-supported tax programs)	$498,941 (n=352)	$161,867 (n=437)	$201,691 (n=383)
Federal	$9,282 (n=242)	$8,184 (n=234)	$24,225 (n=266)
Fees/fines	$38,869 (n=257)	$39,246 (n=295)	$110,753 (n=333)
Donations/local fund raising	$10,498 (n=265)	$22,472 (n=333)	$44,966 (n=350)
Grants (local, state or national grant programs)	$12,997 (n=250)	$8,932 (n=251)	$42,971 (n=299)
Private foundation grants (e.g. Gates, Carnegie)	$22,282 (n=262)	$6,946 (n=246)	$23,262 (n=329)
Reported average total	$3,172,543	$707,209	$1,382,422
Reported average percent	60.3%	13.4%	26.3%

Figure 55: Fiscal Year 2008 Medium Poverty Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$2,762,656 (n=603)	$512,086 (n=539)	$939,229 (n=555)
State (including state aid to public libraries, or state-supported tax programs)	$557,549 (n=319)	$152,290 (n=384)	$218,343 (n=353)
Federal	$10,003 (n=204)	$3,991 (n=199)	$25,504 (n=229)
Fees/fines	$49,177 (n=224)	$48,891 (n=263)	$137,951 (n=302)
Donations/local fund raising	$19,277 (n=209)	$20,045 (n=289)	$44,678 (n=325)
Grants (local, state or national grant programs)	$11,101 (n=208)	$10,277 (n=219)	$30,065 (n=260)
Private foundation grants (e.g. Gates, Carnegie)	$22,372 (n=212)	$10,580 (n=204)	$26,642 (n=251)
Reported average total	$3,432,135	$758,160	$1,395,353
Reported average percent	61.4%	13.6%	25.0%

Figure 56: Fiscal Year 2007 High Poverty Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2007		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$7,273.289 (n=43)	$1,064,628 (n=38)	$2,087396 (n=41)
State (including state aid to public libraries, or state-supported tax programs)	$249,267 (n=21)	$449,867 (n=25)	$194,675 (n=22)
Federal	$72,557 (n=14)	$43,151 (n=16)	$73,406 (n=19)
Fees/fines	$6,316 (n=11)	$281.685 (n=17)	$180,309 (n=27)
Donations/local fund raising	$48,909 (n=14)	$100,525 (n=22)	$83,676 (n=24)
Grants (local, state or national grant programs)	$41,538 (n=24)	$169,991 (n=20)	$18,364 (n=22)
Private foundation grants (e.g. Gates, Carnegie)	$16,224 (n=16)	$28,047 (n=19)	$17,439 (n=22)
Reported average total	$7,708,100	$2,137,894	$2,655,265
Reported average percent	61.7%	17.1%	21.2%

Figure 57: Fiscal Year 2008 High Poverty Public Library System Average Total Operating Expenditures by Type and Funding Source.

	Fiscal Year 2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$7,302,479 (n=41)	$1,056,236 (n=37)	$2,395,251 (n=40)
State (including state aid to public libraries, or state-supported tax programs)	$264,403 (n=17)	$171,680 (n=29)	$189,842 (n=24)
Federal	$91,229 (n=11)	$41,700 (n=16)	$73,253 (n=17)
Fees/fines	$5,194 (n=14)	$261,282 (n=19)	$185,831 (n=29)
Donations/local fund raising	$64,914 (n=13)	$117,860 (n=19)	$98,818 (n=22)
Grants (local, state or national grant programs)	$38,486 (n=22)	$187,941 (n=22)	$18,802 (n=24)
Private foundation grants (e.g. Gates, Carnegie)	$26,143 (n=14)	$32,457 (n=14)	$17,005 (n=17)
Reported average total	$7,792,848	$1,869,156	$2,978,802
Reported average percent	61.6%	14.8%	23.6%

Technology-Related Operating Expenditures

Figures 58 through 65 outline the average anticipated technology-related operating expenditures for fiscal year 2008. Figure 50 shows the overall averages, and the subsequent figures present the expenditures by metropolitan status and poverty level. As with Figures 45-57, private foundation grants is a new funding source participants were asked to report. Additionally, hardware and software were combined as an expenditure category in 2007-2008, whereas these were collected separately in 2006-2007. Outside vendors also was added as a new category in 2007-2008.

Figure 58 details the average expected technology-related operating expenditures for all public libraries in fiscal year 2008. Similar to overall library expenditures, local/county funding as a source for technology-related expenditures is prevalent. However, local/county funding for technology-related salaries is actually anticipated to drop by more than $12,000 from the average in the 2006-2007 study for anticipated fiscal year 2007 and over $18,000 from the fiscal year 2006 average.[9]

Expenditures for hardware and software from local/county sources, donations, and government grant funding sources are anticipated to decline in FY2008. This drop may be due to a number of factors, including

1) the cyclical nature of this type of expenditure (i.e., replacements and additions occur every 3-4 years);
2) a reduction in costs as overall reductions in the costs of technologies occur;
3) the shifting of technology expenditures away from tax support, including government grants, to other sources of funding, and
4) capital expenditures for renovations of existing buildings or construction of new ones.

State funding is expected to increase slightly for fiscal year 2008 to help with salary expenditures, as well as telecommunications. Local/county funding will aid public library systems with paying for outside vendors to the greatest degree in fiscal year 2008.

[9] Ibid., Figures 53-54.

Figure 58: Fiscal Year 2008 Public Library System Average Total Technology-Related Operating Expenditures by Type and Funding Source.

Fiscal Year 2008				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$78,502 (n=3,321)	$29,299 (n=3,449)	$35,673 (n=4,388)	$17,379 (n=4,363)
State (including state aid to public libraries, or state-supported tax programs)	$9,765 (n=1,917)	$5,608 (n=1,851)	$8,023 (n=2,098)	$3,230 (n=1,877)
Federal	$254 (n=1,690)	$916 (n=1,585)	$661 (n=1,622)	$8,007 (n=1,821)
Fees/fines	$699 (n=1,759)	$669 (n=1,661)	$1,848 (n=1,716)	$560 (n=1,684)
Donations/local fund raising	$654 (n=1,775)	$1,921 (n=1,757)	$1,560 (n=2,163)	$664 (n=1,821)
Grants (local, state or national grant programs)	$5 (n=1,647)	$10 (n=1,552)	$29 (n=1,539)	$28 (n=1,593)
Private foundation grants (e.g. Gates, Carnegie)	$351 (n=1,721)	$367 (n=1,624)	$4,521 (n=2,246)	$295 (n=1,657)
Reported average total	$90,230	$38,790	$52,315	$30,163
Reported average percent	42.7%	18.3%	24.7%	14.3%

Figures 59 through 65 present the technology-related operating expenditures by metropolitan status and poverty level. Although many of the system types show a decrease in hardware and software operating expenditures over what was reported last year, some of this could be accounted for by the following:[10]

- Some hardware expenditures are paid from capital revenue, as in the case a major renovation or a new branch opening, and therefore would not be reported as an operating expenditure.[11]
- Technology-related expenditures tend to be cyclical in nature with replacements, upgrades, and additions occurring on a 3-4 year cycle.
- Actual technology costs (i.e., hardware) can decrease over time due to market forces.

These factors require additional exploration as the Public Library Funding and Technology Access Study continues.

[10] Ibid., Figures 55-66.

[11] Capital expenditures are specifically defined in the Institute of Museum and Library Services public library statistics program documentation. IMLS maintains the same definitions determined in the federal public library survey program previously administered by the National Center for Education Statistics. Please (*next page)* consult *Public Libraries in the United States: Fiscal Year 2005*. Appendix B, Survey Questionnaire for a full definition. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=116#

Figures 59 through 64 suggest the following with regards to public library technology-related expenditures when compared with FY2007 anticipated expenditures reported in the 2006-2007 report by metropolitan status and poverty:

Metropolitan Status:

- Rural libraries, unlike their suburban and urban counterparts, anticipate increases in local/county funding to support technology-related salaries ($23,655 in FY2008 compared with $19,147 reported last year as anticipated for FY2007). A 12.5 percent decrease is anticipated in donations to fund hardware and software in FY2008 ($1,184 anticipated for FY2008, compared with $1,353 anticipated in FY2007).[12] (see Figure 59 this report, Figure 56 in the 2006-2007 report).

- Suburban systems expect spending far less from local/county funding sources for technology staff salaries (down an estimated 40 percent in FY2008 over FY2007) and telecommunications costs (down 48 percent from FY2007). A sharp decrease over both fiscal year 2006 and 2007 in donations and government grants to support hardware and software expenditures also is anticipated in FY2008.

- Urban outlets report an increase in expected local/county funding for salaries, but a decrease in telecommunications support from this source. A substantial amount of funding from all sources was being directed toward outside vendor expenses in FY2008. Urban libraries reported about 19 percent of local/county funding and about 20 percent in overall funding being directed to outside vendors. An increase can be seen over the last two fiscal years in average funding from federal sources to support technology staff salaries, while considerably fewer dollars from donations/local fundraising are being directed to that expenditure. Hardware and software expenditures also saw dramatic shifts in funding – considerable improvement in local/county funding and significant declines in non-tax support (especially grants) from what was reported in FY2006 and 2007. Private foundation grants, reported individually in the 2007-08 report, are expected to account for less than 50 percent of the overall grant support previously reported (see Figure 61).

Poverty Status:

- Low poverty systems report modest but steady increases in use of federal funding sources to support technology-related telecommunications costs since fiscal year 2006, yet fewer dollars from local/county sources. A steady decline in local/county funding for technology-related staff salaries also was reported ($82,026 in FY2006 versus $59,482 anticipated in FY2008). Support of hardware/software expenses from local/county sources has declined, but state and grant support has increased since FY2006.[13]

[12] See Figure 59 in this year's study and Figure 56 in the "Libraries Connect Communities: Public Library Funding and Technology Access Study 2006-2007" report.

[13] See Figure 62 in this year's report and Figures 61-62 in the "Libraries Connect Communities: Public Library Funding and Technology Access Study 2006-2007."

- Medium poverty outlets report a decline in all sources of revenue to support technology-related expenditures since FY2006. The most significant declines were in tax revenue (local/county, state and federal funding) to support hardware and software expenditures and technology-related staff salaries. Fewer donation dollars are being directed toward hardware and software expenditures since FY2006, and libraries in the medium poverty strata anticipate almost no government grants (local, state or national) to support technology-related expenditures in FY2008.[14]

High poverty outlets expect substantial increases in local/county revenue for technology-related staff salaries over both of the previous two fiscal years, but declines in support for hardware/software and telecommunications expenditures. In fact, local/county support for telecommunications expenses have declined about 63 percent from anticipated funding for FY2007 and about 43 percent over FY2006.[15] Strong federal support for outside vendor and hardware/software expenses was anticipated in FY2008, but a continued decline in federal tax support for telecommunications expenditures since FY2006. Donation/local fundraising dollars for technology-related expenditures have declined since FY2006, with no anticipated support for hardware/software or telecommunications in FY2008. Similar to medium poverty libraries, government grants will be essentially non-existent in fiscal year 2008, and modest support from private foundation grants for outside vendors and hardware and software expenditures.

Overall, there is very little expected increase from any funding source to cover technology-related expenses faced by public library systems in fiscal year 2008. While private foundation grants are somewhat replacing a large percentage of funding by government grants, most systems will be encountering an overall decline in funding for technology related operating expenditures in 2008 over fiscal year 2007.

[14] See Figure 63 in this year's report and Figures 63-64 in the "Libraries Connect Communities: Public Library Funding and Technology Access Study 2006-2007."

[15] See Figure 64 in this year's report and Figures 65-66 in the "Libraries Connect Communities: Public Library Funding and Technology Access Study 2006-2007."

Figure 59: Fiscal Year 2008 Rural Public Library System Average Total Technology-Related Operating Expenditures by Type and Funding Source.

Fiscal Year 2008				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$23,655 (n=1,902)	$6,716 (n=1,995)	$9,346 (n=2,586)	$4,513 (n=2,606)
State (including state aid to public libraries, or state-supported tax programs)	$5,938 (n=1,163)	$1,165 (n=1,116)	$2,701 (n=1,250)	$1,021 (n=1,158)
Federal	$39 (n=1,028)	$96 (n=956)	$95 (n=966)	$902 (n=1,120)
Fees/fines	$369 (n=1,074)	$310 (n=1,005)	$687 (n=1,034)	$543 (n=1,015)
Donations/local fund raising	$470 (n=1,106)	$572 (n=1,079)	$1,184 (n=1,388)	$479 (n=1,141)
Grants (local, state or national grant programs)	$6 (n=500)	$12 (n=948)	$35 (n=944)	$33 (n=971)
Private foundation grants (e.g. Gates, Carnegie)	$384 (n=1,063)	$311 (n=982)	$2,856 (n=1,418)	$299 (n=1,015)
Reported average total	$30,861	$9,182	$16,904	$7,790
Reported average percent	47.7%	14.2%	26.1%	12.0%

Figure 60: Fiscal Year 2008 Suburban Public Library System Average Total Technology-Related Operating Expenditures by Type and Funding Source.

Fiscal Year 2008				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$73,922 (n=1,098)	$33,427 (n=1,191)	$35,121 (n=1,431)	$14,737 (n=1,396)
State (including state aid to public libraries, or state-supported tax programs)	$11,224 (n=621)	$4,201 (n=600)	$$5,399 (n=700)	$2,123 (n=602)
Federal	$38 (n=557)	$33 (n=528)	$551 (n=546)	$1,967 (n=581)
Fees/fines	$952 (n=576)	$1,130 (n=546)	$2,288 (n=568)	$565 (n=560)
Donations/local fund raising	$260 (n=567)	$777 (n=568)	$1,232 (n=653)	$459 (n=573)
Grants (local, state or national grant programs)	$4 (n=549)	$7 (n=514)	$17 (n=506)	$21 (n=525)
Private foundation grants (e.g. Gates, Carnegie)	$37 (n=554)	$257 (n=536)	$3,687 (n=679)	$342 (n=541)
Reported average total	$86,437	$39,832	$48,295	$20,214
Reported average percent	44.4%	20.4%	24.8%	10.4%

Figure 61: Fiscal Year 2008 Urban Public Library System Average Total Technology-Related Operating Expenditures by Type and Funding Source.

Fiscal Year 2008				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$418,291 (n=322)	$182,082 (n=263)	$221,188 (n=371)	$120,569 (n=361)
State (including state aid to public libraries, or state-supported tax programs)	$36,305 (n=134)	$48,241 (n=136)	$65,507 (n=148)	$30,623 (n=118)
Federal	$3,516 (n=104)	$13,189 (n=102)	$6,215 (n=109)	$102,866 (n=121)
Fees/fines	$2,585 (n=110)	$1,654 (n=110)	$10,145 (n=114)	$694 (n=109)
Donations/local fund raising	$4,865 (n=101)	$21,120 (n=110)	$7,599 (n=122)	$3,734 (n=107)
Grants (local, state or national grant programs)	--	$8 (n=90)	$45 (n=88)	$14 (n=97)
Private foundation grants (e.g. Gates, Carnegie)	$1,698 (n=103)	$1,447 (n=106)	$25,215 (n=149)	--
Reported average total	$467,260	$267,741	$335,914	$258,500
Reported average percent	35.1%	20.1%	25.3%	19.4%

Key: -- : No data to report

Figure 62: Fiscal Year 2008 Low Poverty Public Library System Average Total Technology-Related Operating Expenditures by Type and Funding Source.

Fiscal Year 2008				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$59,482 (n=2,912)	$22,475 (n=3,081)	$24,401 (n=3,899)	$12,322 (n=3,862)
State (including state aid to public libraries, or state-supported tax programs)	$7,939 (n=1,700)	$4,891 (n=1,625)	$6,151 (n=1,847)	$1,508 (n=1,676)
Federal	$134 (n=1,518)	$105 (n=1,419)	$391 (n=1,453)	$7,963 (n=1,630)
Fees/fines	$605 (n=1,577)	$622 (n=1,475)	$1,323 (n=1,531)	$567 (n=1,496)
Donations/local fund raising	$432 (n=1,595)	$699 (n=1,579)	$1,296 (n=1,976)	$460 (n=1,638)
Grants (local, state or national grant programs)	$5 (n=1,480)	$11 (n=1,392)	$29 (n=1,387)	$31 (n=1,432)
Private foundation grants (e.g. Gates, Carnegie)	$271 (n=1,542)	$323 (n=1,453)	$4,061 (n=2,019)	$312 (n=1,488)
Reported average total	$68,868	$29,126	$37,652	$23,163
Reported average percent	43.4%	18.3%	23.7%	14.6%

Figure 63: Fiscal Year 2008 Medium Poverty Public Library System Average Total Technology-Related Operating Expenditures by Type and Funding Source.

Fiscal Year 2008				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$202,783 (n=374)	$88,789 (n=337)	$129,393 (n=454)	$51,905 (n=464)
State (including state aid to public libraries, or state-supported tax programs)	$21,516 (n=198)	$11,053 (n=211)	$21,009 (n=234)	$17,523 (n=186)
Federal	$13 (n=159)	$2,762 (n=154)	$1,318 (n=156)	$6,627 (n=175)
Fees/fines	$1,583 (n=169)	$1,098 (n=174)	$6,031 (n=171)	$534 (n=174)
Donations/local fund raising	$1,057 (n=167)	$13,611 (n=166)	$4,617 (n=176)	$2,676 (n=170)
Grants (local, state or national grant programs)	*	*	$26 (n=141)	*
Private foundation grants (e.g. Gates, Carnegie)	$1,120 (n=166)	$289 (n=158)	$8,473 (n=212)	$157 (n=157)
Reported average total	$228,072	$117,602	$170,867	$79,422
Reported average percent	38.3%	19.7%	28.7%	13.3%

Key: *: Insufficient data to report

Figure 64: Fiscal Year 2007 High Poverty Public Library System Average Total Technology-Related Operating Expenditures by Type and Funding Source.

Fiscal Year 2007				
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$330,535 (n=35)	$60,232 (n=32)	$76,342 (n=35)	$113,768 (n=36)
State (including state aid to public libraries, or state-supported tax programs)	$50,402 (n=19)	$6,641 (n=16)	$32,026 (n=17)	$17,896 (n=16)
Federal	$17,849 (n=13)	$70,108 (n=13)	$23,812 (n=13)	$27,890 (n=16)
Fees/fines	$491 (n=14)	$191 (n=13)	$8,186 (n=14)	$162 (n=14)
Donations/local fund raising	$23,519 (n=13)	$449 (n=11)	--	--
Grants (local, state or national grant programs)	--	--	$142 (n=11)	--
Private foundation grants (e.g. Gates, Carnegie)	--	$6,491 (n=13)	$10,392 (n=16)	--
Reported average total	$422,796	$144,162	$150,900	$159,716
Reported average percent	48.2%	16.4%	17.2%	18.2%

Key: -- : No data to report

Figure 65: Fiscal Year 2008 Public Library System Average Technology-Related Expenditures by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Technology-Related Expenditures	Urban	Suburban	Rural	Low	Medium	High	Overall
Staff only hardware	$62,433 (n=391)	$10,337 (n=1,434)	$2,570 (n=2,724)	$7,225 (n=4,031)	$34,036 (n=481)	$19,317 (n=36)	$10,159 (n=4,549)
Staff only software	$50,133 (n=351)	$6,928 (n=1,321)	$1,312 (n=2,595)	$4,847 (n=3,787)	$25,823 (n=446)	$8,206 (n=33)	$7,064 (n=4,267)
Public computing hardware	$80,442 (n=395)	$12,546 (n=1,569)	$3,832 (n=3,169)	$8,319 (n=4,583)	$46,474 (n=518)	$43,721 (n=32)	$12,390 (n=5,133)
Public computing software	$44,168 (n=354)	$7,667 (n=1,326)	$1,316 (n=2,756)	$5,102 (n=3,943)	$18,651 (n=462)	$21,807 (n=32)	$6,632 (n=4,437)
Telecommunications services (including telephone service, networking costs, possibly e-rate discount)	$127,905 (n=396)	$13,246 (n=1,642)	$3,376 (n=3,438)	$11,447 (n=4,923)	$45,193 (n=517)	$122,670 (n=35)	$15,341 (n=5,475)
Internet costs (including IP costs, possibly e-rate discount)	$46,457 (n=339)	$9,055 (n=1,335)	$2,519 (n=2,953)	$6,230 (n=4,139)	$17,587 (n=458)	$45,608 (n=30)	$7,670 (n=4,627)
Wireless access (hard/software)	$14,414 (n=306)	$1,106 (n=1,156)	$383 (n=2,239)	$1,561 (n=3,287)	$2,662 (n=389)	$14,945 (n=25)	$1,768 (n=3,701)
Instructional technology (video conferencing hard/software, projection equipment)	$4,968 (n=259)	$1,084 (n=972)	$499 (n=1,940)	$734 (n=2,821)	$3,491 (n=326)	$4,255 (n=24)	$1,044 (n=3,171)
Licensed resources	$144,462 (n=398)	$27,360 (n=1,428)	$5,512 (n=2,625)	$18,157 (n=3,982)	$72,925 (n=432)	$196,316 (n=36)	$24,933 (n=4,451)
Staff in technology support positions in the library or under contract to the library for such support	$270,385 (n=357)	$46,219 (n=1,298)	$11,449 (n=2,390)	$34,110 (n=3,581)	$119,991 (n=430)	$303,754 (n=33)	$45,462 (n=4,044)
Staff providing technology-related training to library staff or public other than above	$81,816 (n=299)	$7,943 (n=1,039)	$4,492 (n=2,080)	$5,265 (n=2,176)	$30,789 (n=359)	$97,520 (n=24)	$12,302 (n=3,418)

The average technology-related expenditures by sources of funding are outlined in Figure 65. As has been the pattern throughout this report, the largest expenditure is on staff ($45,562). Expenditures on licensed resources ($24,933) were next largest. An extreme drop can be seen in high poverty systems expecting to spend money on instructional technology ($4,255 for fiscal year 2008, versus $142,755 in 2007 and $165,077 in 2006),[16] although these are components that do not necessarily need updating or replacing on a yearly basis. Wireless access anticipated expenditures are increasing at a great rate, particularly in high poverty and urban areas, which should be expected based on the branch-level findings in this report of wireless access increasing. Licensed resource expenditures, although overall the second largest expenditure, are decreasing, most dramatically in high poverty and urban systems, across all system types. An increase, both overall as well as across most system types, can be seen in staff providing technology-related training to library staff or the public ($12,302 in FY08, compared with $8,331

[16] Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007. Figures 37-38.

in FY07 and $7,470 in FY06),[17] which is an indication that library systems realize their role in providing technology-related services to the public is increasing.

[17] Ibid.

STATE SUMMARIES

Introduction

The survey sampled and received responses from all states and the District of Columbia. The survey did not, however, receive enough responses from all states to conduct state level analysis. The ensuing state tables provide selected summary survey data for the states for which there were adequate and representative responses (42 in all, plus the District of Columbia). States for which data analysis was not possible included Idaho, Maine, Minnesota, Nebraska, New Hampshire, North Dakota, Vermont, and Virginia.

The survey data were weighted to enable state projections. The weighting used was based on three variables:

1) Metropolitan status of libraries in the state (urban, suburban, and rural);
2) Calculated poverty of the population served by the libraries in the state (less than 20 percent, 20-40 percent, and greater than 40 percent); and
3) Total number of libraries in the state.

Thus, the data presented in the tables are statewide estimates. Additional detailed state data tables are available at www.ala.org/plinternetfunding.

Figure 66: Public Library Outlet Average Number of Hours Open and Change in Hours Open by State						
State	Average number of hours open per week	Branches increased Hours since last fiscal year	Branches decreased Hours since last fiscal year	Branch Hours stayed the same as last fiscal year	Number of hours increased	Number of hours decreased
Alabama (n = 277)	44.2	13.4%	1.1%	84.1%	7.2	8.0
Alaska (n = 101)	31.7	8.9%	4.9%	86.3%	11.8	4.0
Arizona (n = 178)	51.9	11.2%	3.9%	84.8%	6.0	
Arkansas (n = 206)	37.1	10.7%	3.9%	85.4%	8.6	2.3
California (n = 1064)	45.3	14.8%	1.2%	83.7%	6.9	5.5
Colorado (n = 241)	47.9	17.0%	5.0%	77.2%	6.0	3.6
Connecticut (n = 243)	48.1	15.2%	3.7%	81.1%	5.3	11.2
Delaware (n = 33)	50.3	12.1%	--	87.9%	7.5	--
Florida (n = 483)	50.6	10.4%	8.1%	81.6%	4.3	7.0
Georgia (n = 334)	48.0	5.7%	--	94.3%	4.8	--
Hawaii (n = 51)	39.4	7.8%	--	92.2%	5.0	--
Illinois (n = 774)	50.5	8.7%	1.6%	89.8%	7.7	6.0
Indiana (n = 434)	51.0	6.0%	--	94.0%	7.8	--
Iowa (n = 560)	38.3	11.1%	2.7%	86.1%	4.7	4.0
Kansas (n=364)	36.1	5.8%	2.8%	91.5%	5.8	2.2
Kentucky (n = 181)	53.0	18.2%	--	81.8%	4.9	--
Louisiana (n = 335)	48.5	3.0%	2.1%	94.9%	14.0	8.5
Maryland (n = 177)	51.5	9.0%	*	90.3%	3.4	2.0
Massachusetts (n = 478)	45.6	11.5%	4.4%	84.1%	3.2	5.8
Michigan (n = 651)	48.7	9.4%	3.8%	86.8%	6.6	6.4
Mississippi (n = 264)	39.2	5.3%	--	92.8%	4.0	--
Missouri (n = 331)	50.0	4.5%	--	95.5%	3.5	--
Montana (n = 103)	36.2	11.7%	4.8%	82.7%	7.0	6.1
Nevada (n = 81)	37.7	2.5%	6.1%	91.4%	3.5	5.5

Figure 66 (cont'd): Public Library Outlet Average Number of Hours Open and Change in Hours Open by State

State	Average number of hours open per week	Branches increased Hours since last fiscal year	Branches decreased Hours since last fiscal year	Branch Hours stayed the same as last fiscal year	Number of hours increased	Number of hours decreased
New Jersey (n = 444)	55.2	12.8%	2.9%	84.2%	6.0	7.4
New Mexico (n = 115)	47.1	15.7%	4.3%	80.2%	5.7	4.0
New York (n = 1077)	42.1	24.1%	2.2%	73.6%	7.6	3.2
North Carolina (n = 382)	47.5	6.5%	4.5%	89.0%	4.3	5.3
Ohio (n = 711)	54.9	2.7%	4.5%	92.8%	5.6	3.7
Oklahoma (n = 213)	43.6	6.6%	*	92.5%	4.7	3.0
Oregon (n = 244)	43.4	6.1%	2.5%	91.4%	8.2	6.7
Pennsylvania (n = 632)	48.4	10.1%	*	89.6%	4.5	7
Rhode Island (n = 72)	47.7	6.9%	4.2%	88.9%	2.5	2.0
South Carolina (n = 177)	49.2	9.0%	--	91.0%	6.4	--
South Dakota (n=144)	38.2	5.6%	4.2%	90.3%	6.5	10.0
Tennessee (n = 284)	45.3	2.1%	--	97.9%	11.7	--
Texas (n = 833)	45.5	14.9%	2.3%	82.8%	7.1	4.2
Utah (n = 111)	49.8	7.2%	--	92.8%	6.1	--
Washington (n=314)	40.6	21.3%	--	78.7%	6.5	--
Washington, DC (n = 12)	58.0	8.3%	--	91.7%	58**	--
West Virginia (n = 172)	42.3	14.5%	5.8%	79.7%	3.6	1.0
Wisconsin (n = 454)	46.1	12.3%	3.0%	84.8%	4.1	5.2
Wyoming (n = 73)	30.1	9.6%	2.7%	87.7%	4.8	8.0
National	45.0 (n=16,186)	12.0% (n=1,914)	2.4% (n=383)	85.5% (n=13,617)	5.6 (n=1,771)	4.6 (n=359)

Key: * : Insufficient data to report
-- : No data to report
**: The only outlet reporting an average increase in hours was new, so the increase is the equivalent of hours open

Figure 66 presents the average numbers of hours open per week, as well as whether or not these hours had increased or decreased, and by how much. For those libraries that indicated that their average hours had decreased, the state that reported the highest average (11.2) was Connecticut. Similarly, Louisiana had the greatest average of those outlets with an increase in the average number of hours. Connecticut also had the largest percentage (15.2 percent) of libraries stating that their branches had increased house since last year. The greatest percentage of libraries reporting a decrease in hours was in Florida (8.1 percent). Washington, DC was open, on average, 58 hours per week, which is longer than libraries in the other states.

Figure 67: Public Library Outlets Number and Age of the Public Access Internet Workstations by State							
State	Total number Public Internet Workstations	Public Internet Workstations less than one year	Public Internet Workstations one-two years old	Public Internet Workstations two-three years old	Public Internet Workstations three-four years old	Public Internet Workstations greater than four years old	Total number of other public workstations
Alabama (n =284)	13.2	2.8	3.6	2.3	1.6	2.4	1.5
Alaska (n =101)	8.0	1.6	*	1.7	*	3.1	1.5
Arizona (n =178)	26.1	7.0	7.7	7.8	2.6	*	5.1
Arkansas (n =206)	7.7	2.2	2.8	1.1	1.4	*	1.6
California (n =1087)	15.0	3.5	3.3	3.0	1.6	2.9	4.9
Colorado (n=241)	16.0	2.6	4.1	2.0	3.7	3.6	2.9
Connecticut (n =243)	16.2	1.4	2.5	2.5	2.0	2.1	3.8
Delaware (n =33)	10.9	5.5	2.4	1.5	1.2	*	2.2
Florida (n =483)	22.0	4.8	4.6	6.3	4.3	1.2	2.9
Georgia (n =334)	17.7	3.5	3.9	5.7	2.6	2.0	2.7
Hawaii (n=51)	5.6	--	*	*	1.0	3.2	4.3
Illinois (n =780)	12.9	2.2	2.4	2.6	3.1	2.3	3.6
Indiana (n =437)	18.0	2.6	3.8	5.6	3.8	2.2	3.9
Iowa (n =564)	6.9	*	1.6	1.2	1.7	1.3	1.8
Kansas (n=368)	8.7	*	1.8	1.7	2.5	1.7	1.3
Kentucky (n =181)	14.0	2.1	3.9	4.8	*	1.3	4.4
Louisiana (n =335)	14.4	2.1	6.8	3.5	1.8	*	2.4
Maryland (n =176)	14.8	1.3	2.8	3.8	4.3	2.4	1.5
Massachusetts (n =478)	11.5	1.4	2.7	2.2	2.3	3.0	3.7
Michigan (n =651)	18.3	4.3	3.4	5.4	3.8	1.3	4.4
Mississippi (n =264)	8.5	4.8	1.0	1.6	*	*	1.2
Missouri (n =331)	12.4	1.3	2.5	4.6	2.4	1.6	3.5
Montana (n =104)	8.2	2.0	2.3	2.1	*	*	2.2
Nevada (n =82)	8.1	1.3	2.4	1.7	*	1.8	2.2
New Jersey (n =446)	12.7	1.4	2.5	2.7	2.9	2.4	3.2

Figure 67 (con't): Public Library Outlets Number and Age of the Public Access Internet Workstations by State							
State	**Total number Public Internet Workstations**	**Public Internet Workstations less than one year**	**Public Internet Workstations one-two years old**	**Public Internet Workstations two-three years old**	**Public Internet Workstations three-four years old**	**Public Internet Workstations greater than four years old**	**Total number of other public workstations**
New Mexico (n =115)	11.0	2.2	4.6	1.6	*	1.6	3.0
New York (n =1077)	10.2	1.9	1.9	1.3	1.6	3.4	1.8
North Carolina (n =381)	12.6	1.8	3.5	3.7	2.1	1.2	3.3
Ohio (n =714)	13.6	2.3	2.5	5.8	1.1	1.7	4.4
Oklahoma (n =213)	8.0	2.7	2.4	1.1	1.1	*	2.4
Oregon (n =244)	12.6	4.3	1.7	*	2.6	3.4	4.0
Pennsylvania (n =632)	9.9	1.1	1.5	1.6	1.5	4.1	2.6
Rhode Island (n =72)	13.7	2.6	4.2	3.6	2.0	1.3	5.8
South Carolina (n =177)	15.4	3.8	3.0	4.2	1.7	2.2	6.3
South Dakota (n=144)	7.5	1.7	1.3	1.3	1.1	2.0	1.5
Tennessee (n =284)	14.3	5.3	3.9	1.3	1.8	1.0	3.9
Texas (n =837)	16.7	2.6	5.1	2.5	2.7	3.5	2.6
Utah (n =111)	13.1	1.1	4.0	2.8	1.8	3.3	2.3
Washington (n=314)	9.8	1.8	1.2	1.3	1.2	3.3	3.1
Washington, DC (n =12)	13.3	6.7	6.6	--	--	--	2.3
West Virginia (n =172)	6.7	1.8	2.2	1.5	*	*	*
Wisconsin (n =454)	8.7	1.5	1.4	1.8	1.9	1.8	3.4
Wyoming (n =73)	5.9	*	*	1.0	1.7	1.8	1.5
National	12.0 (n=15,690)	6.9 (n=5,082)	7.0 (n=6,129)	7.1 (n=5,675)	6.3 (n=5,330)	5.6 (n=6,157)	2.8 (n=15,828)
Key *=Insufficient data to report --=No data to report							

Figure 67 displays the average number of workstations at a certain age in libraries, as well as their total number of public Internet workstations. The highest averages for workstations less than one year old, one to two, or two to three years old are between 7 and 8, which are located in Arizona libraries. For workstations three years and older, the highest average among states is 4.3, which is lower than the national average age of workstations in those categories. Arizona has the highest average number of workstations (26.1); whereas, Hawaii has the fewest (5.6).

Figure 68: Public Access Wireless Internet Connectivity Availability in Public Library Outlets by State

State	Currently available	Yes, currently available, but not for public use	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	Not currently available for staff or public
Alabama (n =284)	48.2%	1.1%	24.5%	6.5%	19.5%
Alaska (n =101)	43.9%	7.2%	17.3%	5.1%	26.5%
Arizona (n =178)	70.2%	--	14.6%	--	15.2%
Arkansas (n =206)	48.0%	2.9%	9.3%	9.8%	29.9%
California (n =1087)	66.4%	*	15.5%	6.5%	11.2%
Colorado (n=241)	67.4%	*	10.5%	6.3%	15.1%
Connecticut (n =243)	76.1%	--	16.0%	4.2%	3.4%
Delaware (n =33)	12.1%	9.1%	33.3%	6.1%	39.4%
Florida (n =483)	70.2%	1.0%	11.9%	4.8%	11.9%
Georgia (n =334)	52.1%	3.3%	15.8%	7.9%	20.6%
Hawaii (n=51)	--	3.9%	3.9%	9.8%	82.4%
Illinois (n =780)	63.4%	1.8%	7.5%	5.5%	21.8%
Indiana (n =437)	67.4%	*	12.0%	6.5%	13.4%
Iowa (n =564)	63.5%	*	9.2%	7.4%	19.2%
Kansas (n=368)	65.7%	3.3%	9.6%	6.6%	14.8%
Kentucky (n =181)	91.1%	--	3.6%	--	5.3%
Louisiana (n =335)	52.1%	1.6%	15.5%	15.1%	15.8%
Maryland (n =176)	71.0%	3.4%	22.2%	3.4%	--
Massachusetts (n =478)	79.9%	--	11.1%	4.5%	4.7%
Michigan (n =651)	74.3%	--	7.9%	7.1%	10.8%
Mississippi (n =264)	48.1%	--	18.9%	9.1%	23.8%
Missouri (n =331)	56.5%	--	12.1%	12.1%	19.3%
Montana (n =104)	80.0%	--	10.0%	7.0%	3.0%

Figure 68 (con't): Public Access Wireless Internet Connectivity Availability in Public Library Outlets by State

State	Currently available	Yes, currently available, but not for public use	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	Not currently available for staff or public
Nevada (n =82)	32.1%	2.5%	19.8%	22.0%	23.2%
New Jersey (n =446)	83.5%	*	4.3%	1.4%	10.1%
New Mexico (n =115)	68.1%	2.6%	7.8%	4.3%	18.1%
New York (n =1077)	75.2%	*	10.0%	4.5%	9.5%
North Carolina (n =381)	41.2%	6.0%	14.0%	23.6%	14.8%
Ohio (n =714)	73.9%	*	11.0%	3.9%	10.7%
Oklahoma (n =213)	72.7%	3.8%	11.9%	2.9%	8.6%
Oregon (n =244)	51.6%	--	22.4%	11.3%	14.4%
Pennsylvania (n =632)	57.4%	1.9%	16.7%	8.5%	15.6%
Rhode Island (n =72)	93.1%	--	--	--	6.9%
South Carolina (n =177)	52.0%	3.5%	35.3%	4.1%	4.1%
South Dakota (n=144)	43.7%	1.4%	12.7%	19.0%	23.2%
Tennessee (n =284)	69.5%	3.3%	7.1%	2.2%	17.8%
Texas (n =837)	62.3%	5.0%	13.7%	5.9%	13.3%
Utah (n =111)	70.9%	1.8%	9.2%	1.8%	16.5%
Washington (n=314)	78.4%	--	15.8%	1.3%	4.2%
Washington, DC (n =12)	100.0%	--	--	--	--
West Virginia (n =172)	58.9%	--	2.4%	10.1%	29.0%
Wisconsin (n =454)	66.1%	1.3%	20.8%	1.6%	10.2%
Wyoming (n =73)	74.0%	--	5.5%	8.2%	12.3%
National	65.9% (n=10,337)	1.7% (n=262)	11.6% (n=1,828)	6.4% (n=998)	14.4% (n=2,2267)

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

As indicated in Figure 68, Washington, DC (100 percent), Rhode Island (93.1 percent), and Kentucky (91.1 percent) reported the highest percentages of currently available wireless

connectivity. As many as 23.6 percent of respondents in North Carolina—the highest percentage—indicated that wireless connection is not currently available, nor are there any plans to make it available in the next year. Of those, who do not have wireless connection currently available, but do plan to have it in the next year, Delaware reported the largest percentage (33.3).

Figure 69: Public Access Wireless Internet Connectivity Availability Using Laptops in Public Library Outlets by State

State	Purchasing laptops for in-library patron use instead of Internet workstations	Purchasing laptops for in-library patron use in addition to Internet workstations	Not adding more Internet workstations or laptops, but provide wireless access for patrons with personal laptops
Alabama (n =284)	--	26.3%	54.0%
Alaska (n =101)	--	7.8%	70.0%
Arizona (n =178)	10.4%	27.2%	66.4%
Arkansas (n =206)	3.8%	13.5%	69.2%
California (n =1087)	1.0%	6.6%	82.2%
Colorado (n=241)	11.0%	25.8%	58.3%
Connecticut (n =243)	2.2%	13.3%	71.8%
Delaware (n =33)	--	--	57.1%
Florida (n =483)	2.6%	31.8%	49.1%
Georgia (n =334)	--	--	84.2%
Hawaii (n=51)	--	--	--
Illinois (n =780)	--	28.1%	57.8%
Indiana (n =437)	--	16.1%	78.8%
Iowa (n =564)	1.7%	11.0%	72.5%
Kansas (n=368)	2.4%	15.1%	75.3%
Kentucky (n =181)	--	31.2%	68.2%
Louisiana (n =335)	2.9%	14.7%	68.8%
Maryland (n =176)	--	6.9%	86.3%
Massachusetts (n =478)	4.8%	9.6%	83.7%
Michigan (n =651)	2.4%	15.8%	72.5%
Mississippi (n =264)	7.8%	22.0%	46.1%
Missouri (n =331)	--	16.6%	60.4%
Montana (n =104)	--	4.9%	96.3%
Nevada (n =82)	3.6%	7.1%	82.8%

Figure 69 (con't): Public Access Wireless Internet Connectivity Availability Using Laptops in Public Library Outlets by State

State	Purchasing laptops for in-library patron use instead of Internet workstations	Purchasing laptops for in-library patron use in addition to Internet workstations	Not adding more Internet workstations or laptops, but provide wireless access for patrons with personal laptops
New Jersey (n =446)	1.6%	10.1%	66.8%
New Mexico (n =115)	2.5%	9.9%	66.7%
New York (n =1077)	2.2%	23.5%	58.5%
North Carolina (n =381)	--	23.1%	48.0%
Ohio (n =714)	4.4%	7.9%	83.0%
Oklahoma (n =213)	--	7.5%	83.1%
Oregon (n =244)	--	1.7%	77.4%
Pennsylvania (n =632)	1.1%	13.3%	74.7%
Rhode Island (n =72)	4.5%	35.8%	37.9%
South Carolina (n =177)	2.1%	16.7%	58.9%
South Dakota (n=144)	--	12.5%	75.0%
Tennessee (n =284)	--	6.1%	80.1%
Texas (n =837)	2.5%	25.4%	59.7%
Utah (n =111)	--	12.7%	84.8%
Washington (n=314)	--	4.9%	69.5%
Washington, DC (n =12)	--	100.0%	--
West Virginia (n =172)	1.0%	7.0%	87.0%
Wisconsin (n =454)	4.0%	13.2%	67.0%
Wyoming (n =73)	--	40.7%	57.4%
National	2.5% (n=219)	20.3% (n=1,809)	79.5% (n=7,093)

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

Figure 69 presents public access wireless Internet connectivity availability using laptops. The highest percentage of libraries purchasing laptops for in-library patron use instead of workstations is 11.0 percent, which declined from last year's 24.7 percent. Montana reported the highest percentage of libraries responding that they are not adding more Internet workstations but rather wireless connectivity with 96.3 percent. All respondents from Washington, DC (100 percent) stated that they would purchase laptops for in-library patron use in addition to Internet workstations, which is contrasted with the second highest percentage reported by Rhode Island (35.8 percent).

Figure 70: Public Library Outlet is the Only Provider of Free Public Internet Access by State				
State	Yes	No	Do not know	Other
Alabama (n =284)	76.4%	17.8%	4.7%	1.1%
Alaska (n =101)	70.7%	25.3%	2.0%	3.0%
Arizona (n =178)	67.4%	29.8%	2.8%	--
Arkansas (n =206)	75.7%	19.8%	4.5%	--
California (n =1087)	52.4%	24.6%	22.1%	*
Colorado (n=241)	67.2%	20.5%	12.3%	--
Connecticut (n =243)	73.1%	26.9%	--	--
Delaware (n =33)	78.8%	15.2%	6.1%	--
Florida (n =483)	62.4%	25.6%	10.9%	1.1%
Georgia (n =334)	65.8%	19.1%	15.2%	--
Hawaii (n=51)	60.4%	39.6%	--	--
Illinois (n =780)	67.5%	12.6%	19.5%	*
Indiana (n =437)	77.0%	13.7%	9.4%	--
Iowa (n =564)	83.8%	10.4%	5.5%	*
Kansas (n=368)	83.8%	12.8%	3.3%	--
Kentucky (n =181)	73.6%	15.2%	11.0%	--
Louisiana (n =335)	82.6%	13.9%	3.5%	--
Maryland (n =176)	79.5%	5.1%	15.3%	--
Massachusetts (n =478)	78.9%	20.2%	*	--
Michigan (n =651)	79.0%	18.2%	2.8%	--
Mississippi (n =264)	82.8%	11.5%	5.7%	--
Missouri (n =331)	62.2%	24.5%	13.3%	--
Montana (n =104)	71.1%	25.8%	3.1%	--
Nevada (n =82)	67.1%	12.3%	19.8%	--
New Jersey (n =446)	61.5%	20.4%	18.1%	--
New Mexico (n =115)	62.1%	35.7%	2.6%	--

Figure 70 (con't): Public Library Outlet is the Only Provider of Free Public Internet Access by State				
State	Yes	No	Do not know	Other
New York (n =1077)	77.8%	11.6%	10.5%	*
North Carolina (n =381)	71.3%	23.9%	4.8%	--
Ohio (n =714)	79.2%	14.6%	6.2%	--
Oklahoma (n =213)	82.3%	14.8%	2.9%	--
Oregon (n =244)	82.4%	12.6%	5.0%	--
Pennsylvania (n =632)	73.4%	11.3%	14.9%	*
Rhode Island (n =72)	76.4%	12.5%	11.1%	--
South Carolina (n =177)	84.0%	16.0%	--	--
South Dakota (n=144)	77.9%	12.1%	10.0%	--
Tennessee (n =284)	56.0%	35.5%	8.6%	--
Texas (n =837)	74.0%	14.3%	11.7%	--
Utah (n =111)	79.8%	14.7%	2.8%	1.8%
Washington (n=314)	53.4%	28.9%	17.4%	--
Washington, DC (n =12)	--	100.0%	--	--
West Virginia (n =172)	73.9%	19.4%	6.7%	--
Wisconsin (n =454)	74.3%	19.3%	5.7%	--
Wyoming (n =73)	90.1%	9.9%	--	--
National	72.5% (n=232)	17.1% (n=2,651)	10.1% (n=1,565)	*
Key *=Insufficient data to report --=No data to report				

In Figure 70, Wyoming (90.1 percent) and South Carolina (84.0 percent) were the states with the highest percentage of libraries confirming that their library was the only provider of free Internet access and workstations in the area. On the other hand, Washington, DC (100 percent) and Hawaii (39.6 percent) have the largest percentage of libraries reporting that they are not the only provider of free Internet access and workstations in their service area.

Figure 71: Public Library Outlets Plans to Add Additional Public Access Internet Workstations or Laptops by State

State	The average number that the library plans to add within the next year	The library plans to add workstations within the next year	The library is considering adding more 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
Alabama (n =284)	3.3	16.5%	26.4%	52.8%
Alaska (n =101)	1.5	4.1%	17.5%	73.5%
Arizona (n =178)	4.6	10.1%	52.2%	37.6%
Arkansas (n =206)	6.1	21.3%	20.3%	58.4%
California (n =1087)	5.1	21.1%	10.6%	63.8%
Colorado (n=241)	7.1	21.3%	25.5%	52.3%
Connecticut (n =243)	5.4	16.0%	13.4%	69.3%
Delaware (n =33)	4.0	21.2%	42.4%	36.4%
Florida (n =483)	10.0	13.1%	24.9%	60.7%
Georgia (n =334)	6.4	20.0%	17.0%	61.9%
Hawaii (n=51)	--	--	--	92.2%
Illinois (n =780)	6.4	18.2%	25.0%	55.7%
Indiana (n =437)	4.9	14.0%	33.3%	45.8%
Iowa (n =564)	2.8	15.0%	20.6%	62.5%
Kansas (n=368)	6.3	9.9%	34.3%	54.4%
Kentucky (n =181)	5.4	28.5%	23.8%	47.1%
Louisiana (n =335)	2.3	5.3%	39.9%	54.8%
Maryland (n =176)	8.1	15.3%	30.7%	54.0%
Massachusetts (n =478)	4.1	23.6%	19.0%	56.4%
Michigan (n =651)	7.1	18.6%	22.4%	57.2%
Mississippi (n =264)	3.9	14.0%	16.7%	69.3%
Missouri (n =331)	3.8	12.7%	19.6%	66.8%
Montana (n =104)	2.5	12.0%	15.8%	72.3%

Figure 71 (con't): Public Library Outlets Plans to Add Additional Public Access Internet Workstations or Laptops by State

State	The average number that the library plans to add within the next year	The library plans to add workstations within the next year	The library is considering adding more 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
Nevada (n =82)	3.2	6.2%	11.0%	81.5%
New Jersey (n =446)	1.0	16.3%	18.8%	64.4%
New Mexico (n =115)	3.8	17.5%	15.8%	66.7%
New York (n =1077)	2.6	16.8%	49.7%	31.7%
North Carolina (n =381)	2.3	13.7%	14.5%	68.5%
Ohio (n =714)	3.2	24.6%	25.7%	49.6%
Oklahoma (n =213)	3.1	10.1%	18.8%	71.0%
Oregon (n =244)	1.7	13.5%	14.4%	71.2%
Pennsylvania (n =632)	2.2	14.6%	33.9%	49.0%
Rhode Island (n =72)	3.3	33.3%	26.4%	40.3%
South Carolina (n =177)	6.2	14.7%	19.8%	64.4%
South Dakota (n=144)	3.7	12.7%	11.3%	73.2%
Tennessee (n =284)	7.0	17.9%	34.8%	43.4%
Texas (n =837)	4.2	15.6%	15.2%	67.6%
Utah (n =111)	4.0	23.9%	11.0%	63.3%
Washington (n=314)	6.4	12.6%	7.1%	78.1%
Washington, DC (n =12)	7.9	100%	--	--
West Virginia (n =172)	2.2	5.3%	15.5%	79.3%
Wisconsin (n =454)	3.1	17.4%	23.0%	57.5%
Wyoming (n =73)	--	--	34.2%	64.4%
National	4.7 (n=2,539)	15.9% (n=2,538)	26.1% (n=4,119)	56.1% (n=2,539)

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

Figure 71 provides details regarding the library's' plans to add additional public access Internet workstations or laptops. The average number of workstations libraries planned to add ranged from 0 to 10. Libraries in Wyoming had the lowest average, while Florida libraries had the highest. The majority of libraries in nearly all states had no plans to add more workstations. Hawaii had the greatest percentage at 92.2 percent, which was an increase in the greatest percentage from last year for this response category. Although all libraries in Washington, DC reported that they had plans to add workstations within the next year, the second highest percent was 33.3 percent, which was reported by Rhode Island libraries.

Figure 72: Public Library Outlet Public Access Internet Workstations Replacement Schedule by State

State	The number of workstations the library plans to replace	The library plans to replace workstations within the next year	The library is considering replacing more workstations or laptops within the next year, but does not know how many at this time	The library has no plans to replace workstations within the next year
Alabama (n =284)	11.4	21.8%	60.4%	17.9%
Alaska (n =101)	9.2	17.6%	64.8%	17.6%
Arizona (n =178)	12.9	15.2%	71.9%	12.9%
Arkansas (n =206)	10.7	12.3%	67.2%	20.6%
California (n =1087)	8.7	33.6%	56.8%	9.6%
Colorado (n=241)	12.9	24.8%	46.4%	28.9%
Connecticut (n =243)	8.5	37.2%	42.1%	20.9%
Delaware (n =33)	5.8	22.6%	61.3%	16.1%
Florida (n =483)	5.3	15.5%	44.6%	40.1%
Georgia (n =334)	9.0	29.1%	52.1%	17.9%
Hawaii (n=51)	--	--	88.6%	11.4%
Illinois (n =780)	9.6	24.7%	45.8%	29.5%
Indiana (n =437)	12.7	25.3%	39.9%	34.7%
Iowa (n =564)	3.3	24.7%	53.6%	21.7%
Kansas (n=368)	5.9	24.8%	36.7%	38.6%
Kentucky (n =181)	4.0	30.2%	65.4%	4.3%
Louisiana (n =335)	9.6	2.2%	80.7%	17.1%
Maryland (n =176)	9.3	19.4%	33.1%	46.9%
Massachusetts (n =478)	7.2	28.8%	44.0%	27.3%
Michigan (n =651)	5.9	24.4%	49.9%	25.7%
Mississippi (n =264)	12.1	3.8%	89.2%	6.5%
Missouri (n =331)	8.9	15.1%	56.7%	28.4%
Montana (n =104)	1.7	25.0%	49.0%	26.0%

Figure 72 (con't): Public Library Outlet Public Access Internet Workstations Replacement Schedule by State

State	The number of workstations the library plans to replace	The library plans to replace workstations within the next year	The library is considering replacing more workstations or laptops within the next year, but does not know how many at this time	The library has no plans to replace workstations within the next year
Nevada (n =82)	3.4	18.5%	66.3%	16.0%
New Jersey (n =446)	5.6	13.1%	54.5%	32.6%
New Mexico (n =115)	5.2	18.0%	59.5%	22.3%
New York (n =1077)	3.9	29.5%	25.1%	45.4%
North Carolina (n =381)	6.5	25.0%	46.8%	27.2%
Ohio (n =714)	4.6	22.4%	46.1%	31.6%
Oklahoma (n =213)	52.1	33.3%	57.5%	8.7%
Oregon (n =244)	6.8	27.7%	60.6%	11.8%
Pennsylvania (n =632)	12.9	31.3%	34.6%	34.1%
Rhode Island (n =72)	5.4	20.8%	41.7%	37.5%
South Carolina (n =177)	4.0	15.5%	63.2%	21.1%
South Dakota (n=144)	3.6	34.5%	44.4%	19.7%
Tennessee (n =284)	7.4	31.0%	52.8%	16.2%
Texas (n =837)	6.8	28.9%	49.8%	21.3%
Utah (n =111)	3.8	19.6%	33.3%	47.5%
Washington (n=314)	9.0	49.1%	35.0%	15.0%
Washington, DC (n =12)	--	--	100%	--
West Virginia (n =172)	2.4	10.3%	77.6%	12.1%
Wisconsin (n =454)	3.6	36.6%	38.2%	25.2%
Wyoming (n =73)	2.8	16.4%	50.7%	32.9%
National	6.9 (n=3,689)	24.0% (n=3,711)	28.0% (n=4,334)	48.0% (n=7,427)

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

Figure 72 describes the library's' plans to replace workstations and the number they plan to replace. Last year, the greatest percentage of libraries that reported they will replace workstations was 65.9 percent (Rhode Island) versus only 49.1 percent (Washington) this year. Libraries in Washington, DC, Hawaii, and Mississippi (100 percent, 88.6 percent, and 89.2 percent, respectively) had the greatest percentage of respondents stating that they would replace workstations, but could not specify when that would happen. In addition, these percentages are well above the national average. The highest average of computers, which is 52.1, to be replaced was in Oklahoma. That number, however, appears to be an outlier and may reflect situational factors within selected responding libraries. The second highest average belonged to libraries in Arizona and Colorado (12.9 percent for both).

Figure 73: Public Library Outlet Public Access Internet Workstation/Laptop Replacement or Addition Schedule by State

State	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 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
Alabama (n =284)	2.2%	13.2%	23.9%	25.0%	2.9%	52.0%
Alaska (n =101)	4.0%	24.2%	6.0%	6.0%	7.0%	50.0%
Arizona (n =178)	--	6.2%	46.1%	50.0%	3.9%	24.2%
Arkansas (n =206)	4.4%	15.2%	7.4%	7.4%	5.9%	60.3%
California (n =1087)	3.8%	19.4%	35.6%	36.2%	2.1%	22.6%
Colorado (n=241)	*	18.3%	22.8%	22.8%	1.7%	24.5%
Connecticut (n =243)	6.3%	20.2%	15.1%	15.1%	2.9%	38.7%
Delaware (n =33)	6.1%	72.7%	6.1%	6.1%	6.1%	9.1%
Florida (n =483)	--	36.7%	22.6%	23.7%	2.9%	24.7%
Georgia (n =334)	--	16.1%	11.2%	11.2%	1.2%	66.8%
Hawaii (n=51)	--	--	--	--	37.3%	54.9%
Illinois (n =780)	3.4%	14.0%	24.2%	24.3%	1.6%	45.6%
Indiana (n =437)	*	23.7%	19.3%	20.1%	*	28.0%
Iowa (n =564)	2.3%	8.1%	12.4%	12.6%	2.9%	64.3%
Kansas (n=368)	3.8%	12.1%	15.1%	15.1%	5.7%	49.6%
Kentucky (n =181)	--	15.7%	20.4%	21.5%	4.1%	37.8%
Louisiana (n =335)	3.1%	13.7%	9.6%	10.0%	--	29.2%
Maryland (n =176)	--	11.4%	43.8%	51.1%	*	8.5%
Massachusetts (n =478)	3.8%	7.2%	9.2%	10.9%	--	67.0%
Michigan (n =651)	1.7%	26.3%	11.5%	11.7%	3.5%	38.0%
Mississippi (n =264)	9.5%	7.5%	15.5%	15.5%	3.8%	48.9%
Missouri (n =331)	2.1%	26.0%	20.5%	20.5%	1.2%	40.2%

Figure 73 (con't): Public Library Outlet Public Access Internet Workstation/Laptop Replacement or Addition Schedule by State

State	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 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
Montana (n =104)	7.8%	28.2%	12.5%	12.7%	2.9%	43.7%
Nevada (n =82)	--	4.9%	20.7%	20.7%	1.2%	43.2%
New Jersey (n =446)	3.5%	26.0%	6.2%	6.7%	5.3%	47.5%
New Mexico (n =115)	1.7%	17.2%	19.1%	18.3%	1.7%	32.2%
New York (n =1077)	2.3%	8.1%	17.8%	17.8%	3.7%	47.9%
North Carolina (n =381)	--	38.6%	22.5%	22.5%	11.6%	17.2%
Ohio (n =714)	*	35.7%	18.9%	19.4%	2.4%	23.0%
Oklahoma (n =213)	1.9%	27.3%	16.7%	17.7%	--	45.0%
Oregon (n =244)	*	15.7%	26.5%	26.5%	1.8%	42.8%
Pennsylvania (n =632)	1.6%	9.3%	14.3%	14.3%	1.6%	54.5%
Rhode Island (n =72)	4.2%	5.6%	64.8%	64.8%	4.2%	11.1%
South Carolina (n =177)	1.7%	5.2%	20.0%	20.0%	5.1%	33.7%
South Dakota (n=144)	1.4%	10.1%	23.9%	23.9%	8.7%	49.3%
Tennessee (n =284)	3.3%	13.5%	36.4%	36.4%	9.9%	26.9%
Texas (n =837)	2.5%	17.2%	7.4%	7.4%	2.8%	50.4%
Utah (n =111)	2.8%	11.9%	38.5%	38.5%	3.7%	29.4%
Washington (n=314)	1.3%	5.8%	31.1%	31.1%	7.4%	26.1%
Washington, DC (n =12)	--	100.0%	--	--	--	--
West Virginia (n =172)	3.0%	15.5%	22.5%	21.9%	3.0%	55.6%
Wisconsin (n =454)	3.5%	18.9%	18.3%	18.3%	--	40.5%
Wyoming (n =73)	--	11.0%	26.0%	26.0%	2.7%	60.3%
National	2.5% (n=386)	15.7% (n=2,463)	20.3% (n=3,191)	20.6% (n=3,223)	3.3% (n=512)	42.4% (n=6,646)

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

Figure 73 presents the workstation/laptop replacement or addition schedules for each state. The fewest amount of libraries for each state reported having a replacement schedule every 2 years. Of those, the highest percentage was in Mississippi (9.5 percent). Although all of the libraries in Washington, DC (100 percent) stated that their replacement schedule was 3 years, the next highest percentage was substantially lower and was in North Carolina (38.6 percent). Rhode Island libraries were most likely to have a replacement schedule of 4 years or another schedule (64.8 percent for both categories). The percentage of libraries claiming that they did not know their average replacement or addition schedule was greatest in Hawaii (37.3 percent). Massachusetts (67.0 percent) and Georgia (66.8 percent) libraries reported the highest percentage of libraries that do not have a replacement or addition schedule.

Figure 74: Factors Influencing the Addition of Public Access Internet Workstations/Laptops by State

State	Availability of Space	Cost factors	Maintenance, upgrade, and general upkeep	Availability of staff	Availability of bandwidth	Availability of electrical outlets	Other
Alabama (n =284)	68.3%	78.9%	29.2%	12.7%	16.2%	32.0%	--
Alaska (n =101)	77.6%	62.9%	16.3%	10.2%	20.4%	30.9%	5.1%
Arizona (n =178)	89.9%	79.8%	15.2%	7.3%	20.1%	48.3%	2.2%
Arkansas (n =206)	81.7%	80.2%	29.7%	23.8%	16.4%	16.8%	2.0%
California (n =1087)	81.4%	72.4%	18.1%	18.4%	28.0%	47.2%	1.8%
Colorado (n=241)	77.6%	74.9%	31.1%	11.4%	13.2%	29.4%	4.8%
Connecticut (n =243)	72.7%	73.5%	23.9%	15.5%	3.8%	36.4%	9.7%
Delaware (n =33)	80.6%	65.6%	28.1%	16.1%	34.4%	38.7%	--
Florida (n =483)	71.9%	75.5%	11.5%	17.6%	35.8%	28.2%	3.8%
Georgia (n =334)	84.2%	73.6%	19.1%	15.8%	21.5%	47.0%	3.3%
Hawaii (n=51)	49.0%	64.7%	19.6%	3.9%	74.5%	56.9%	7.8%
Illinois (n =780)	76.6%	80.0%	21.1%	9.4%	13.1%	41.9%	1.7%
Indiana (n =437)	79.2%	76.9%	21.1%	13.1%	24.2%	25.7%	4.9%
Iowa (n =564)	67.2%	86.3%	35.5%	8.5%	6.1%	25.2%	1.4%
Kansas (n=368)	74.9%	78.7%	33.7%	11.6%	12.6%	23.9%	2.2%
Kentucky (n =181)	96.5%	78.5%	40.7%	7.0%	4.1%	33.1%	--
Louisiana (n =335)	87.5%	60.4%	13.0%	4.3%	36.1%	47.0%	2.5%
Maryland (n =176)	89.2%	72.2%	11.9%	5.7%	29.5%	57.1%	1.7%
Massachusetts (n =478)	65.2%	78.7%	30.3%	8.3%	9.2%	43.5%	2.8%
Michigan (n =651)	81.3%	70.2%	24.3%	8.1%	17.0%	32.9%	2.8%
Mississippi (n =264)	76.5%	78.8%	11.9%	18.8%	32.7%	34.2%	4.2%
Missouri (n =331)	90.3%	73.4%	14.5%	6.6%	14.2%	29.6%	--
Montana (n =104)	78.0%	72.3%	27.7%	7.0%	6.0%	26.0%	6.0%
Nevada (n =82)	73.4%	64.6%	16.5%	20.3%	30.8%	46.8%	10.3%
New Jersey (n =446)	77.2%	53.4%	26.2%	13.2%	11.0%	37.6%	2.7%

Figure 74 (con't): Factors Influencing the Addition of Public Access Internet Workstations/Laptops by State

State	Availability of Space	Cost factors	Maintenance, upgrade, and general upkeep	Availability of staff	Availability of bandwidth	Availability of electrical outlets	Other
New Mexico (n =115)	85.2%	60.9%	21.7%	15.7%	10.4%	50.9%	*
New York (n =1077)	76.4%	84.6%	18.8%	9.4%	12.4%	42.1%	3.3%
North Carolina (n =381)	85.8%	64.5%	27.1%	8.4%	10.1%	27.9%	--
Ohio (n =714)	86.7%	53.3%	15.3%	13.8%	22.8%	41.4%	1.9%
Oklahoma (n =213)	78.5%	75.6%	41.1%	8.1%	12.9%	26.3%	18.2%
Oregon (n =244)	72.5%	65.9%	38.3%	8.6%	18.4%	13.9%	--
Pennsylvania (n =632)	73.5%	89.9%	31.4%	9.1%	12.8%	33.8%	2.7%
Rhode Island (n =72)	91.7%	70.8%	11.1%	27.8%	8.3%	35.2%	4.2%
South Carolina (n =177)	81.9%	66.1%	9.9%	1.2%	11.7%	65.5%	3.5%
South Dakota (n=144)	76.6%	80.6%	25.8%	12.7%	16.7%	24.6%	1.6%
Tennessee (n =284)	84.0%	90.0%	32.3%	10.0%	13.0%	27.5%	2.2%
Texas (n =837)	75.5%	76.7%	23.1%	16.8%	10.1%	39.8%	2.2%
Utah (n =111)	74.3%	67.0%	10.1%	7.3%	26.6%	25.7%	6.4%
Washington (n=314)	84.2%	65.3%	11.9%	9.5%	18.5%	41.9%	18.2%
Washington, DC (n =12)	--	--	100.0%	--	100.0%	100.0%	--
West Virginia (n =172)	74.0%	78.7%	14.8%	9.5%	10.1%	36.1%	2.4%
Wisconsin (n =454)	79.0%	81.5%	22.5%	8.0%	25.9%	28.8%	1.6%
Wyoming (n =73)	78.1%	67.1%	34.2%	23.3%	5.5%	28.8%	--
National	77.7% (n=12,129)	75.9% (n=11,847)	23.6% (n=3,692)	11.3% (n=1,759)	16.5% (n=2,579)	36.4% (n=5,683)	3.3% (n=517)

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

Figure 74 shows that greater than 75 percent of libraries reported that the availability of space and cost were factors that predominantly influence the addition decision for workstations, echoing last year's trend in all but two states. Kentucky and Rhode Island reported the highest percentages (96.5 percent and 91.7 percent, respectively) of libraries that indicated that space was a factor in adding workstations. Rhode Island libraries also reported the highest percentage of availability of staff (27.8 percent) as contributing to decisions to add workstations. Libraries in Oklahoma (41.1 percent) and Kentucky (40.7 percent) were most likely to report issues associated with maintenance, upgrade, and general upkeep as factors contributing to decisions to add workstations. Availability of bandwidth was the most reported factor in Washington, D.C (100 percent) and Hawaii (74.5 percent). Libraries in Washington, DC (100 percent) and South Carolina (65.5 percent) most frequently claimed that the availability of electrical outlets was a factor in the decision to add workstations.

Figure 75: Factors Influencing Replacement of Public Access Internet Workstations/Laptops by State

State	Cost factors	Maintenance, upgrade, and general upkeep	Availability of staff	Other
Alabama (n =284)	90.5%	35.0%	27.7%	4.0%
Alaska (n =101)	93.7%	38.9%	13.7%	7.4%
Arizona (n =178)	93.6%	12.9%	7.6%	11.7%
Arkansas (n =206)	92.1%	46.8%	28.9%	10.0%
California (n =1087)	88.4%	34.2%	32.5%	15.1%
Colorado (n=241)	86.5%	51.7%	27.0%	3.5%
Connecticut (n =243)	89.3%	13.3%	16.0%	12.5%
Delaware (n =33)	82.8%	55.2%	17.2%	24.1%
Florida (n =483)	80.9%	24.1%	26.6%	10.7%
Georgia (n =334)	96.7%	34.8%	26.0%	7.9%
Hawaii (n=51)	100.0%	38.3%	18.8%	2.1%
Illinois (n =780)	90.3%	41.1%	13.7%	4.8%
Indiana (n =437)	88.1%	18.1%	4.9%	6.7%
Iowa (n =564)	90.7%	32.1%	9.9%	9.1%
Kansas (n=368)	93.4%	35.9%	15.8%	3.9%
Kentucky (n =181)	80.1%	42.1%	18.1%	5.3%
Louisiana (n =335)	97.3%	33.9%	13.3%	6.6%
Maryland (n =176)	80.2%	24.4%	34.3%	11.7%
Massachusetts (n =478)	94.8%	22.1%	8.1%	3.2%
Michigan (n =651)	82.3%	30.4%	14.5%	11.2%
Mississippi (n =264)	86.5%	27.5%	26.6%	14.3%
Missouri (n =331)	94.4%	25.8%	18.0%	6.8%
Montana (n =104)	94.8%	29.9%	14.4%	5.2%
Nevada (n =82)	94.2%	15.1%	15.1%	3.8%

Figure 75 (con't): Factors Influencing Replacement of Public Access Internet Workstations/Laptops by State

State	Cost factors	Maintenance, upgrade, and general upkeep	Availability of staff	Other
New Jersey (n =446)	79.1%	34.3%	18.8%	14.9%
New Mexico (n =115)	79.6%	54.9%	35.4%	8.0%
New York (n =1077)	92.2%	37.8%	17.5%	7.3%
North Carolina (n =381)	90.1%	14.3%	5.0%	12.3%
Ohio (n =714)	91.2%	31.2%	23.5%	7.3%
Oklahoma (n =213)	81.0%	41.0%	10.2%	2.9%
Oregon (n =244)	73.6%	51.8%	4.1%	1.8%
Pennsylvania (n =632)	92.2%	35.5%	12.8%	8.6%
Rhode Island (n =72)	86.1%	--	27.8%	11.1%
South Carolina (n =177)	89.1%	20.0%	12.0%	10.3%
South Dakota (n=144)	84.8%	30.4%	10.1%	8.0%
Tennessee (n =284)	95.5%	19.9%	8.3%	8.3%
Texas (n =837)	90.9%	28.1%	19.1%	10.3%
Utah (n =111)	94.2%	24.4%	8.1%	7.0%
Washington (n=314)	96.7%	19.0%	7.9%	1.3%
Washington, DC (n =12)	100.0%	--	--	--
West Virginia (n =172)	83.6%	23.0%	17.0%	6.1%
Wisconsin (n =454)	92.1%	29.3%	11.1%	3.2%
Wyoming (n =73)	87.3%	43.7%	31.0%	7.0%
National	89.6% (n=13,569)	33.1% (n=5,020)	17.2% (n=2,601)	8.0% (n=1,214)

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

Figure 75 identifies the factors that affect replacement decisions for public Internet access workstations. Similar to the factors that affect states' ability to add workstations, the majority of libraries in all states reported that cost affected their abilities to replace workstations—the highest percentage of libraries was in both Hawaii and Washington, DC (100 percent). Maintenance, upgrades, and general upkeep factors had similarly high percentages, and they were most common in New Mexico (54.9 percent) and Oregon (51.8 percent) libraries. New Mexico (35.4 percent) and California (15.1) libraries had the highest percentages in availability of staff and other factors, which is a substantial decrease from the highest percentages in those categories last year (down from 66.3 and 63.0 percent, respectively).

Figure 76: Public Library Outlet Maximum Speed of Public Access Internet Services									
State	Less than 128 kbps	129kbps - 256kbps	257kbps - 768kbps	769kbps - 1.4mbps	1.5 mbps T1	1.6mbps-5.0mbps	6.0mbps-10mbps	Greater than 10mbps	Don't Know
Alabama (n =284)	9.2%	6.4%	9.2%	3.6%	39.2%	10.8%	6.4%	2.8%	10.8%
Alaska (n =101)	4.3%	36.3%	33.0%	5.4%	4.3%	5.5%	--	2.2%	9.9%
Arizona (n =178)	--	5.1%	--	3.9%	42.1%	16.3%	18.5%	6.2%	7.9%
Arkansas (n =206)	6.8%	*	20.4%	20.9%	11.5%	10.5%	7.9%	8.9%	12.0%
California (n =1087)	*	2.1%	6.5%	6.2%	46.8%	19.0%	8.2%	5.7%	5.2%
Colorado (n=241)	1.8%	4.1%	15.2%	8.3%	26.3%	21.7%	5.5%	15.2%	1.8%
Connecticut (n =243)	1.8%	3.6%	5.4%	10.4%	15.3%	5.0%	10.8%	18.5%	28.8%
Delaware (n =33)	--	--	--	--	90.6%	--	3.2%	--	6.3%
Florida (n =483)	--	*	8.6%	2.0%	30.5%	18.0%	11.1%	18.1%	11.1%
Georgia (n =334)	--	--	--	1.2%	92.1%	5.8%	--	1.2%	--
Hawaii (n=51)	9.8%	35.0%	4.9%	--	25.0%	4.9%	--	4.9%	17.5%
Illinois (n =780)	3.6%	3.2%	5.0%	7.2%	57.8%	5.5%	4.0%	4.5%	8.3%
Indiana (n =437)	2.3%	*	1.5%	4.0%	60.7%	8.3%	6.5%	10.3%	5.5%
Iowa (n =564)	8.4%	12.2%	24.9%	11.0%	12.1%	9.8%	4.1%	4.1%	12.9%
Kansas (n=368)	1.7%	12.9%	13.4%	14.9%	20.9%	16.6%	6.0%	2.9%	6.6%
Kentucky (n =181)	--	--	7.4%	12.9%	16.0%	27.6%	21.5%	*	9.8%
Louisiana (n =335)	2.2%	6.0%	1.9%	11.7%	43.4%	1.6%	16.5%	12.3%	4.4%
Maryland (n =176)	3.4%	--	3.4%	15.3%	18.8%	21.0%	6.2%	31.3%	*
Massachusetts (n =478)	--	3.0%	11.2%	9.3%	33.2%	5.1%	5.8%	6.1%	25.0%
Michigan (n =651)	*	6.4%	8.3%	3.6%	37.0%	19.3%	9.6%	9.3%	3.6%
Mississippi (n =264)	8.8%	17.6%	7.6%	--	53.4%	1.9%	1.5%	--	9.2%
Missouri (n =331)	--	--	2.2%	1.2%	70.5%	7.1%	4.7%	13.0%	1.2%
Montana (n =104)	2.1%	4.3%	28.7%	10.6%	17.0%	14.9%	6.4%	5.3%	9.6%
Nevada (n = 82)	16.3%	1.2%	2.5%	4.9%	30.9%	3.7%	9.8%	14.6%	15.9%
New Jersey (n = 446)	*	1.5%	2.7%	9.0%	46.5%	5.5%	5.7%	5.2%	22.6%

Figure 76 (con't): Public Library Outlet Maximum Speed of Public Access Internet Services									
State	**Less than 128 kbps**	**129kbps - 256kbps**	**257kbps - 768kbps**	**769kbps - 1.4mbps**	**1.5 mbps T1**	**1.6mbps-5.0mbps**	**6.0mbps-10mbps**	**Greater than 10mbps**	**Don't Know**
New Mexico (n =115)	--	11.4%	18.9%	9.4%	35.8%	7.6%	4.7%	4.7%	6.6%
New York (n =1077)	*	4.7%	6.8%	9.8%	39.9%	16.9%	4.2%	7.0%	9.5%
North Carolina (n =381)	--	3.5%	26.5%	11.4%	22.7%	5.0%	12.5%	4.7%	14.0%
Ohio (n =714)	--	2.1%	2.5%	--	64.8%	11.5%	2.8%	11.8%	3.8%
Oklahoma (n =213)	1.0%	3.1%	2.1%	4.1%	42.9%	4.1%	3.1%	35.6%	4.1%
Oregon (n =244)	5.1%	6.1%	3.3%	1.9%	40.2%	12.1%	*	21.5%	8.9%
Pennsylvania (n =632)	2.7%	4.5%	9.4%	16.7%	16.7%	21.5%	10.6%	8.6%	9.3%
Rhode Island (n =72)	--	4.2%	15.3%	6.9%	45.8%	19.4%	--	--	8.3%
South Carolina (n =177)	--	--	3.7%	4.3%	41.5%	16.5%	12.7%	--	21.2%
South Dakota (n=144)	5.0%	17.2%	19.8%	11.5%	10.7%	3.3%	9.1%	13.2%	9.8%
Tennessee (n =284)	--	5.2%	11.9%	10.3%	32.9%	7.9%	9.9%	8.7%	12.3%
Texas (n =837)	2.6%	6.0%	8.5%	11.6%	33.9%	11.8%	7.7%	7.7%	10.2%
Utah (n =111)	--	10.1%	2.0%	2.0%	64.6%	6.0%	2.0%	4.0%	9.1%
Washington (n=314)	1.4%	9.1%	6.1%	1.4%	28.7%	3.0%	2.4%	33.8%	13.6%
Washington, DC (n =12)	--	--	--	--	--	100.0%	--	--	--
West Virginia (n =172)	13.3%	--	--	--	86.7%	--	--	--	--
Wisconsin (n =454)	2.0%	*	8.0%	3.3%	58.4%	6.5%	1.2%	6.0%	13.2%
Wyoming (n =73)	--	9.9%	32.4%	9.9%	15.5%	2.8%	6.9%	15.5%	7.0%
National	2.6% (n=387)	5.1% (n=747)	8.8% (n=1,289)	8.5% (n=1,247)	38.9% (n=5,727)	11.1% (n=1,636)	6.0% (n=886)	8.6% (n=1,271)	10.0% (n=1,472)
Key *=Insufficient data to report --=No data to report									

Figure 76 presents the maximum speed of public access Internet services in libraries. The highest percentage of libraries among states with less than 128kbps was in Nevada (16.3 percent). Of those libraries that reported between 129kbps and 256kpbs, Alaska libraries had the greatest percentage (36.3 percent). Arkansas (20.9 percent) libraries had the greatest percentage among libraries with an Internet speed of 769kpbs to 1.4 kpbs. The libraries with the highest percentage of a T1 line were Georgia (92.1 percent) and Delaware (90.6 percent). Kentucky (27.6 percent) libraries had the highest percentage of libraries with an Internet speed between 1.6mbps and 5.0mbps. Although Washington, DC had the highest percentage of libraries with a speed of 6.0mpbs to 10mbps, the second highest percentage of libraries, which decreases significantly, is in Kentucky (21.5 percent). Oklahoma (35.6 percent) had the largest percentage of libraries with an Internet speed that was greater than 10mpbs.

Figure 77: Public Library Outlet Type of Public Access Internet Services by State									
State	**DSL**	**Cable**	**Leased Line**	**Municipal Networks**	**State Network**	**Satellite**	**Fiber**	**Other**	**Don't Know**
Alabama (n =284)	52.5%	15.5%	36.3%	2.8%	--	1.4%	3.2%	6.0%	--
Alaska (n =101)	40.0%	10.1%	6.1%	9.0%	2.0%	35.4%	2.0%	8.1%	--
Arizona (n =178)	34.8%	15.2%	18.5%	32.6%	--	--	15.2%	7.3%	--
Arkansas (n =206)	52.9%	24.0%	12.3%	1.0%	2.9%	--	3.4%	9.3%	1.5%
California (n =1087)	25.7%	10.7%	47.0%	5.7%	3.0%	--	13.7%	4.4%	*
Colorado (n=241)	31.3%	8.7%	22.5%	5.7%	1.7%	7.8%	27.8%	9.5%	*
Connecticut (n =243)	41.6%	21.1%	7.0%	11.0%	30.4%	--	17.3%	7.0%	1.8%
Delaware (n =33)	--	6.3%	50.0%	--	43.8%	--	12.1%	6.3%	--
Florida (n =483)	26.6%	8.0%	32.7%	2.3%	1.3%	1.3%	25.6%	23.1%	*
Georgia (n =334)	--	2.1%	25.2%	7.0%	84.2%	--	8.2%	6.9%	--
Hawaii (n=51)	17.5%	9.8%	45.0%	--	32.5%	--	12.5%	10.0%	5.0%
Illinois (n =780)	20.6%	16.3%	33.8%	3.6%	24.1%	2.8%	2.5%	9.4%	--
Indiana (n =437)	18.1%	6.8%	35.2%	2.5%	32.2%	*	10.6%	5.5%	--
Iowa (n =564)	56.6%	22.6%	4.2%	6.0%	1.6%	2.4%	5.1%	7.1%	*
Kansas (n=368)	44.2%	22.8%	8.6%	6.9%	1.7%	2.2%	13.3%	6.9%	1.7%
Kentucky (n =181)	76.3%	26.6%	14.2%	--	--	--	4.1%	--	*
Louisiana (n =335)	6.0%	3.2%	26.2%	--	56.3%	--	18.4%	11.4%	1.6%

Figure 77 (con't): Public Library Outlet Type of Public Access Internet Services by State									
State	DSL	Cable	Leased Line	Municipal Networks	State Network	Satellite	Fiber	Other	Don't Know
Maryland (n =176)	4.5%	5.1%	40.9%	20.5%	18.2%	1.1%	25.0%	10.2%	--
Massachusetts (n =478)	10.5%	48.8%	27.7%	3.9%	4.7%	1.1%	4.5%	15.5%	*
Michigan (n =651)	19.7%	22.5%	34.2%	5.5%	2.8%	1.8%	22.2%	7.8%	--
Mississippi (n =264)	7.5%	4.2%	52.1%	--	43.6%	--	4.5%	2.7%	*
Missouri (n =331)	4.6%	2.1%	8.2%	--	55.0%	1.5%	30.3%	13.1%	--
Montana (n =104)	68.0%	8.0%	7.0%	3.0%	4.0%	3.0%	5.0%	6.0%	--
Nevada (n =82)	28.4%	8.5%	34.6%	17.1%	4.9%	--	2.5%	23.5%	--
New Jersey (n =446)	9.8%	39.6%	34.7%	3.5%	19.2%	--	21.5%	13.1%	3.3%
New Mexico (n =115)	38.8%	6.9%	30.4%	4.3%	--	6.1%	6.1%	8.6%	1.7%
New York (n =1077)	10.3%	54.7%	37.3%	1.0%	--	*	7.8%	1.7%	*
North Carolina (n =381)	46.9%	14.2%	14.8%	17.6%	--	--	22.2%	4.6%	3.7%
Ohio (n =714)	3.9%	12.8%	30.4%	*	49.6%	3.5%	12.5%	6.6%	1.7%
Oklahoma (n =213)	20.0%	--	30.2%	7.8%	10.2%	--	34.8%	9.3%	1.0%
Oregon (n =244)	16.9%	6.9%	29.7%	28.4%	4.1%	*	33.0%	13.8%	1.8%
Pennsylvania (n =632)	29.5%	31.7%	20.9%	1.0%	*	*	19.5%	10.9%	--
Rhode Island (n =72)	15.3%	8.3%	22.2%	--	54.2%	--	4.2%	20.8%	--
South Carolina (n =177)	8.9%	1.8%	30.4%	--	73.2%	--	11.3%	23.1%	1.8%
South Dakota (n=144)	50.7%	26.1%	2.9%	5.1%	5.1%	2.9%	6.5%	8.7%	--

Figure 77 (con't): Public Library Outlet Type of Public Access Internet Services by State									
State	**DSL**	**Cable**	**Leased Line**	**Municipal Networks**	**State Network**	**Satellite**	**Fiber**	**Other**	**Don't Know**
Tennessee (n =284)	52.3%	21.4%	22.2%	*	3.4%	--	7.1%	*	--
Texas (n =837)	29.5%	14.5%	29.0%	12.4%	1.1%	3.1%	12.6%	9.9%	*
Utah (n =111)	30.3%	3.7%	30.3%	10.9%	14.7%	--	17.4%	5.5%	--
Washington (n=314)	7.5%	13.2%	27.3%	4.3%	4.3%	1.3%	32.9%	11.8%	3.0%
Washington, DC (n =12)	--	--	100.0%	100.0%	--	--	100.0%	--	--
West Virginia (n =172)	12.8%	3.5%	100.0%	2.3%	67.4%	--	1.2%	4.7%	1.2%
Wisconsin (n =454)	15.3%	8.8%	25.8%	3.1%	48.5%	--	8.5%	2.5%	1.8%
Wyoming (n =73)	74.6%	5.6%	--	--	5.6%	5.6%	2.8%	7.0%	--
National	24.6% (n=3,807)	21.3% (n=3,294)	28.6% (n=4,441)	5.2% (n=807)	15.0% (n=2,321)	1.6% (n=245)	12.3% (n=1,904)	7.7% (n=1,193)	*
Will not total 100%, as categories are not mutually exclusive **Key:** * : Insufficient data to report -- : No data to report									

Figure 77 displays the type of public access Internet connectivity used by public libraries. Kentucky (76.3 percent) and Montana (68.0 percent) had the highest percentage of libraries that use DSL, while Massachusetts (48.8 percent) and New York (54.7 percent) had the highest percentage that use cable. In West Virginia and Washington, DC all libraries had a leased line. All libraries in Washington, DC also used municipal networks. The greatest percentage of libraries using a state network was in Georgia (84.2 percent) and West Virginia (67.4 percent). Libraries in Alaska (35.4 percent) were most likely to use a satellite, and all libraries in Washington, DC, used a fiber connection; however, the state with the second highest percent of libraries was Oklahoma (34.8 percent).

Figure 78: Possibility of Increasing Adequacy of the Public Library Outlet Public Access Internet Connection Adequacy by State

State	There is no interest in increasing the connection speed	The connection speed is already at the maximum level available	There is interest in increasing the branch's bandwidth, 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 in place to increase the bandwidth within the next year	There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	Other
Alabama (n =284)	14.7%	20.9%	25.4%	15.4%	16.8%	2.9%	4.0%
Alaska (n =101)	10.4%	40.6%	29.2%	6.3%	6.3%	2.1%	5.2%
Arizona (n =178)	3.9%	9.0%	9.0%	38.2%	36.0%	3.9%	--
Arkansas (n =206)	15.8%	26.0%	30.6%	5.1%	16.2%	--	6.1%
California (n =1087)	10.2%	5.9%	16.6%	50.1%	12.5%	*	4.0%
Colorado (n=241)	20.4%	21.7%	18.6%	20.4%	17.3%	--	1.8%
Connecticut (n =243)	36.6%	19.4%	16.3%	2.2%	20.3%	--	5.3%
Delaware (n =33)	12.9%	9.7%	37.5%	22.6%	6.3%	--	9.7%
Florida (n =483)	13.1%	8.7%	13.1%	27.8%	19.8%	--	17.4%
Georgia (n =334)	7.9%	13.3%	22.1%	12.7%	20.3%	--	23.9%
Hawaii (n=51)	--	16.7%	31.0%	28.6%	16.7%	--	7.1%
Illinois (n =780)	25.6%	16.0%	14.6%	13.7%	25.7%	1.7%	2.8%
Indiana (n =437)	15.1%	7.0%	35.1%	10.5%	26.9%	*	4.5%
Iowa (n =564)	34.0%	19.7%	18.3%	4.8%	13.5%	4.0%	5.9%
Kansas (n=368)	19.2%	22.8%	29.2%	12.2%	10.6%	1.7%	3.9%
Kentucky (n =181)	28.8%	7.7%	11.5%	19.1%	25.0%	--	7.7%
Louisiana (n =335)	4.5%	--	53.1%	30.1%	7.1%	--	5.2%
Maryland (n =176)	8.6%	10.9%	7.4%	38.3%	29.1%	--	6.3%
Massachusetts (n =478)	15.8%	41.7%	13.3%	2.9%	19.7%	*	5.8%
Michigan (n =651)	10.3%	13.9%	27.7%	13.8%	23.7%	*	9.6%
Mississippi (n =264)	19.8%	6.5%	28.6%	27.9%	6.9%	--	10.3%

Figure 78 (con't): Possibility of Increasing Adequacy of the Public Library Outlet Public Access Internet Connection Adequacy by State

State	There is no interest in increasing the connection speed	The connection speed is already at the maximum level available	There is interest in increasing the branch's bandwidth, 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 in place to increase the bandwidth within the next year	There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	Other
Missouri (n =331)	23.9%	23.9%	4.9%	7.9%	21.1%	1.2%	17.4%
Montana (n =104)	9.2%	28.3%	27.3%	6.1%	25.5%	3.0%	--
Nevada (n =82)	9.5%	25.7%	16.2%	29.7%	10.8%	1.4%	6.8%
New Jersey (n =446)	24.2%	11.3%	14.4%	13.1%	26.0%	3.1%	8.0%
New Mexico (n =115)	10.9%	22.7%	33.6%	10.0%	12.7%	3.6%	5.5%
New York (n =1077)	21.6%	17.5%	18.9%	23.2%	11.9%	1.5%	5.4%
North Carolina (n =381)	25.9%	12.8%	13.4%	31.3%	14.1%	--	2.6%
Ohio (n =714)	29.0%	7.4%	19.4%	26.5%	15.0%	*	2.3%
Oklahoma (n =213)	20.4%	14.4%	10.4%	34.3%	15.0%	3.0%	2.0%
Oregon (n =244)	24.5%	19.3%	22.2%	2.8%	24.6%	1.9%	4.2%
Pennsylvania (n =632)	23.0%	16.2%	26.1%	10.1%	14.0%	1.6%	9.1%
Rhode Island (n =72)	18.1%	26.4%	9.7%	--	34.7%	4.2%	6.9%
South Carolina (n =177)	24.1%	5.4%	20.6%	9.6%	30.1%	1.8%	7.8%
South Dakota (n=144)	21.3%	27.2%	34.6%	1.5%	8.8%	1.5%	4.4%
Tennessee (n =284)	17.5%	13.5%	40.9%	11.9%	12.7%	2.0%	2.0%
Texas (n =837)	20.3%	18.0%	26.7%	16.4%	9.7%	2.8%	6.1%
Utah (n =111)	26.2%	12.5%	18.3%	16.3%	23.3%	--	3.8%
Washington (n=314)	12.6%	14.1%	14.1%	10.5%	39.3%	1.4%	7.7%
Washington, DC (n =12)	--	--	100%	--	--	--	--
West Virginia (n =172)	27.1%	31.6%	27.6%	--	5.2%	--	9.0%
Wisconsin (n =454)	19.8%	15.4%	26.1%	13.7%	12.9%	2.7%	9.5%

Figure 78 (con't): Possibility of Increasing Adequacy of the Public Library Outlet Public Access Internet Connection Adequacy by State							
State	**There is no interest in increasing the connection speed**	**The connection speed is already at the maximum level available**	**There is interest in increasing the branch's bandwidth, 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 in place to increase the bandwidth within the next year**	**There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library**	**Other**
Wyoming (n =73)	31.0%	43.7%	1.4%	7.0%	14.1%	--	2.8%
National	19.7% (n=2,958)	17.1% (n=2,564)	21.2% (n=3,182)	17.3% (n=2,605)	17.1% (n=2,571)	1.5% (n=228)	6.2% (n=927)
Key *=Insufficient data to report --=No data to report							

Figure 78 illustrates the possibility of increasing the public library outlet public access Internet connection adequacy by state. Connecticut libraries responded most frequently (36.6 percent) to having no interest in increasing the connection speed, while libraries in Massachusetts (41.7 percent) had the highest response to the connection speed is already at the maximum level available. The libraries with the highest percentage that have interest in increasing Internet connection, but cannot afford to upgrade were in Louisiana (53.1 percent), Tennessee (40.9 percent), and Delaware (37.5 percent). Those libraries that have the possibility of increasing Internet speed, but had no plans to do so were in California (50.1 percent), Arizona (38.2 percent), and Maryland (38.3 percent). Rhode Island (4.2 percent), Iowa (4.0 percent), and Arizona (3.9 percent) libraries expressed the greatest interest in increasing their Internet connection speed, but lacked the technical knowledge to do so.

Figure 79: Public Library Outlet Public Access Internet Connection Speed by State				
State	The connection speed is insufficient to meet patron needs	The connection speed is sufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs at all times	Don't know
Alabama (n =284)	21.4%	41.3%	37.3%	--
Alaska (n =101)	15.2%	59.6%	25.3%	--
Arizona (n =178)	6.4%	45.0%	48.5%	--
Arkansas (n =206)	20.6	44.6%	33.8%	*
California (n =1087)	19.6%	50.6%	29.8%	--
Colorado (n=241)	25.9%	30.2%	43.8%	--
Connecticut (n =243)	14.2%	25.6%	60.3%	--
Delaware (n =33)	18.2%	54.5%	24.2%	--
Florida (n =483)	26.8%	43.2%	28.3%	1.9%
Georgia (n =334)	17.9%	48.2%	34.1%	--
Hawaii (n=51)	54.2%	41.7%	4.3%	--
Illinois (n =780)	11.4%	33.3%	54.8%	*
Indiana (n =437)	16.1%	38.4%	45.5%	--
Iowa (n =564)	12.7%	34.8%	52.3%	*
Kansas (n=368)	14.8%	37.4%	47.3%	*
Kentucky (n =181)	6.7%	38.4%	54.3%	*
Louisiana (n =335)	42.0%	49.8%	8.2%	--
Maryland (n =176)	24.4%	30.7%	44.9%	--
Massachusetts (n =478)	12.9%	37.5%	49.6%	--
Michigan (n =651)	20.9%	40.6%	37.6%	*
Mississippi (n =264)	26.9%	39.8%	33.3%	--
Missouri (n =331)	24.5%	35.2%	40.5%	--
Montana (n = 104)	20.2%	39.4%	40.4%	--

Figure 79 (con't): Public Library Outlet Public Access Internet Connection Speed by State				
State	**The connection speed is insufficient to meet patron needs**	**The connection speed is sufficient to meet patron needs at some times**	**The connection speed is sufficient to meet patron needs at all times**	**Don't know**
Nevada (n =82)	18.5%	51.2%	29.6%	--
New Jersey (n =446)	9.9%	43.9%	46.2%	--
New Mexico (n =115)	11.2%	41.4%	47.8%	--
New York (n =1077)	26.2%	33.4%	40.1%	*
North Carolina (n =381)	15.8%	37.6%	45.4%	1.1%
Ohio (n =714)	17.2%	40.6%	42.2%	--
Oklahoma (n =213)	10.0%	37.3%	52.6%	--
Oregon (n =244)	16.2%	27.4%	55.4%	*
Pennsylvania (n =632)	15.3%	36.5%	47.7%	*
Rhode Island (n =72)	--	22.2%	77.8%	--
South Carolina (n =177)	13.9%	31.9%	54.2%	--
South Dakota (n=144)	18.3%	34.5%	47.2%	--
Tennessee (n =284)	11.8%	49.4%	38.8%	--
Texas (n =837)	18.4%	38.9%	42.2%	*
Utah (n =111)	19.6%	25.2%	55.1%	--
Washington (n=314)	20.5%	38.0%	39.7%	*
Washington, DC (n =12)	--	100.0%	--	--
West Virginia (n =172)	24.1%	39.4%	36.7&	--
Wisconsin (n =454)	20.4%	52.4%	26.0%	*
Wyoming (n =73)	5.6%	49.3%	46.5%	--
National	18.1% (n=2,808)	39.4% (n=6,111)	42.0% (n=6,511)	*
Key: * : Insufficient data to report -- : No data to report				

As indicated by Figure 79, the highest percentages of libraries that indicated that their connection speed was insufficient were in Hawaii (54.2 percent) and Louisiana (42.0 percent). Libraries that had the highest percentage reporting their connection speed was sufficient some of the time were in Washington, DC (100 percent) and Nevada (51.2 percent). Rhode Island (77.8 percent) and Connecticut (60.3%) had the highest percentage of libraries that reported that their connection speed was sufficient at all times.

Figure 80: 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 always sufficient public Internet workstations available
Alabama (n =284)	16.5%	60.9%	22.5%
Alaska (n =101)	21.6%	58.4%	19.8%
Arizona (n =178)	16.3%	71.3%	12.4%
Arkansas (n =206)	28.9%	57.2%	14.8%
California (n =1087)	17.9%	73.3%	8.9%
Colorado (n=241)	21.6%	61.4%	17.0%
Connecticut (n =243)	13.0%	52.7%	34.3%
Delaware (n =33)	15.2%	84.8%	--
Florida (n =483)	29.2%	59.2%	11.6%
Georgia (n =334)	34.4%	54.5%	10.8%
Hawaii (n=51)	17.6%	64.7%	17.6%
Illinois (n =780)	13.8%	71.4%	15.1%
Indiana (n =437)	15.4%	64.7%	19.9%
Iowa (n =564)	11.2%	68.2%	21.0%
Kansas (n=368)	15.7%	62.5%	21.9%
Kentucky (n =181)	11.6%	81.4%	7.0%
Louisiana (n =335)	18.5%	63.0%	18.8%
Maryland (n =176)	18.2%	74.0%	7.9%
Massachusetts (n =478)	11.7%	69.2%	19.2%
Michigan (n =651)	20.6%	70.0%	9.4%
Mississippi (n =264)	9.8%	64.5%	25.8%
Missouri (n =331)	13.0%	62.8%	24.2%
Montana (n =104)	17.3%	56.7%	26.9%
Nevada (n =82)	35.0%	52.5%	13.6%

Figure 80 (con't): 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 always sufficient public Internet workstations available**
New Jersey (n =446)	11.1%	61.0%	28.5%
New Mexico (n =115)	23.3%	55.2%	21.7%
New York (n =1077)	33.1%	56.4%	11.4%
North Carolina (n =381)	22.3%	61.0%	16.8%
Ohio (n =714)	12.9%	78.7%	8.4%
Oklahoma (n =213)	22.7%	44.9%	32.4%
Oregon (n =244)	28.4%	61.1%	10.7%
Pennsylvania (n =632)	16.0%	69.3%	14.7%
Rhode Island (n =72)	4.2%	62.5%	33.8%
South Carolina (n =177)	28.8%	66.7%	4.5%
South Dakota (n=144)	9.0%	50.7%	40.3%
Tennessee (n =284)	16.2%	59.5%	24.3%
Texas (n =837)	14.6%	66.0%	19.8%
Utah (n =111)	23.6%	60.6%	17.1%
Washington (n=314)	17.4%	67.3%	15.2%
Washington, DC (n =12)	--	100.0%	--
West Virginia (n =172)	11.8%	46.2%	42.0%
Wisconsin (n =454)	15.0%	72.2%	12.8%
Wyoming (n =73)	6.8%	71.2%	21.9%
National	19.4% (n=3,019)	63.1% (n=10,029)	17.3% (n=2,764)
Key *=Insufficient data to report --=No data to report			

Figure 80 shows the ability of libraries to meet patron demand for public access workstations. Georgia libraries (34.4 percent) were the most likely to respond that there were consistently fewer workstations than patrons wanting to use them. The majority of libraries in each state, with the exception of Oklahoma and West Virginia libraries, reported that there were fewer public access Internet workstations than patrons who wish to use them at different times throughout the day. Libraries in Washington, DC and Delaware reported the highest percentage of libraries unable to meet patron demand at various times throughout the day, with 100 percent and 84.8 percent, respectively. West Virginia had the highest percentage of libraries stating that there were always sufficient public Internet workstations available (42.0 percent).

Figure 81: Public Library Outlet Shared Wireless-Workstation Bandwidth by State				
State	Yes, both the wireless connection and public access workstations share the same bandwidth/connection	No, the wireless connection is separate from the public access workstation bandwidth/connection and the staff bandwidth/connection	No, the public wireless and public access workstation bandwidth/connection are separate from staff bandwidth/connection	Don't Know
Alabama (n =284)	40.5%	7.0%	1.4%	1.4%
Alaska (n =101)	41.8%	10.2%	--	2.0%
Arizona (n =178)	43.8%	21.3%	5.1%	--
Arkansas (n =206)	45.7%	7.1%	--	--
California (n =1087)	40.4%	19.3%	4.5%	3.7%
Colorado (n=241)	38.1%	23.3%	6.8%	*
Connecticut (n =243)	36.3%	30.6%	8.9%	1.7%
Delaware (n =33)	24.2%	--	--	--
Florida (n =483)	49.8%	19.9%	2.6%	1.3%
Georgia (n =334)	54.4%	--	--	1.2%
Hawaii (n=51)	3.9%	--	--	--
Illinois (n =780)	58.4%	5.8%	*	1.2%
Indiana (n =437)	58.0%	8.3%	4.0%	--
Iowa (n =564)	54.7%	6.1%	2.2%	1.1%
Kansas (n=368)	60.5%	9.1%	1.1%	1.1%
Kentucky (n =181)	68.8%	7.1%	14.2%	*
Louisiana (n =335)	52.7%	1.6%	--	--
Maryland (n =176)	65.9%	7.9%	1.1%	--
Massachusetts (n =478)	37.2%	35.5%	7.2%	--
Michigan (n =651)	65.1%	8.7%	1.0%	1.0%
Mississippi (n =264)	46.2%	2.7%	--	--
Missouri (n =331)	48.9%	7.6%	--	--
Montana (n =104)	71.6%	9.5%	--	3.2%

Figure 81 (con't): Public Library Outlet Shared Wireless-Workstation Bandwidth by State				
State	**Yes, both the wireless connection and public access workstations share the same bandwidth/connection**	**No, the wireless connection is separate from the public access workstation bandwidth/connection and the staff bandwidth/connection**	**No, the public wireless and public access workstation bandwidth/connection are separate from staff bandwidth/connection**	**Don't Know**
Nevada (n =82)	19.5%	15.9%	--	1.2%
New Jersey (n =446)	29.4%	47.6%	4.3%	6.4%
New Mexico (n =115)	56.0%	47.6%	6.1%	2.6%
New York (n =1077)	50.7%	21.1%	2.7%	1.9%
North Carolina (n =381)	28.8%	10.4%	3.3%	4.7%
Ohio (n =714)	61.9%	9.3%	*	2.3%
Oklahoma (n =213)	53.1%	21.5%	1.9%	--
Oregon (n =244)	29.5%	18.2%	5.0%	*
Pennsylvania (n =632)	42.2%	13.5%	*	3.4%
Rhode Island (n =72)	75.0%	15.3%	--	4.2%
South Carolina (n =177)	41.2%	7.6%	2.3%	3.5%
South Dakota (n=144)	33.1%	3.5%	2.8%	5.6%
Tennessee (n =284)	54.8%	11.5%	4.5%	1.1%
Texas (n =837)	54.9%	8.3%	1.6%	2.4%
Utah (n =111)	66.1%	4.6%	--	1.8%
Washington (n=314)	67.3%	6.8%	--	8.7%
Washington, DC (n =12)	100.0%	--	--	--
West Virginia (n =172)	47.6%	5.3%	2.4%	4.1%
Wisconsin (n =454)	47.5%	12.7%	4.9%	2.2%
Wyoming (n =73)	64.4%	9.6%	--	--
National	74.9% (n=7,739)	19.2% (n=1,988)	3.2% (n=334)	2.5% (n=261)
Key *=Insufficient data to report --=No data to report				

Figure 81 displays the breakdown of whether the library's wireless connection shares the same bandwidth/connection as the library's public access Internet workstations. The greatest percentages of libraries responding that both the wireless connection and public access workstations share the same bandwidth/connection were in Washington, DC (100 percent), Rhode Island (75 percent), and Montana (71.6 percent). Massachusetts (30.6 percent) and Connecticut (35.5 percent) libraries were the most likely to report that the wireless connection is separate from the public access workstation bandwidth/connection and the staff bandwidth/connection. Of those libraries which reported that the public wireless and public access workstation bandwidth/connection are separate from the staff bandwidth/connection, Kentucky (14.2 percent) and Connecticut (8.9 percent) libraries have the largest percentages.

Figure 82: Public Library Outlet Time Limits for Patron Use of Workstations by State				
State	This library does not have time limits	This library has the same time limits for all workstations	This library has different time limits for different workstations	Do not know if this library has time limits
Alabama (n =284)	6.0%	79.2%	13.7%	--
Alaska (n =101)	20.8%	59.8%	18.8%	--
Arizona (n =178)	7.3%	79.2%	12.9%	--
Arkansas (n =206)	6.8%	82.4%	11.3%	--
California (n =1087)	2.3%	57.0%	37.8%	*
Colorado (n=241)	7.1%	66.4%	27.0%	--
Connecticut (n =243)	17.7%	63.4%	18.9%	--
Delaware (n =33)	--	87.9%	12.1%	--
Florida (n =483)	3.3%	62.7%	34.6%	--
Georgia (n =334)	6.6%	71.3%	22.5%	--
Hawaii (n=51)	3.9%	82.4%	13.7%	--
Illinois (n =780)	5.8%	70.3%	24.4%	--
Indiana (n =437)	3.2%	72.4%	18.4%	--
Iowa (n =564)	5.0%	84.2%	10.3%	*
Kansas (n=368)	7.9%	77.1%	14.4%	--
Kentucky (n =181)	--	72.4%	27.6%	--
Louisiana (n =335)	1.5%	90.1%	8.4%	--
Maryland (n =176)	4.5%	79.7%	15.9%	--
Massachusetts (n =478)	16.9%	57.6%	25.6%	--
Michigan (n =651)	5.2%	78.2%	16.4%	--
Mississippi (n =264)	8.3%	87.5%	3.4%	*
Missouri (n =331)	4.5%	87.6%	7.9%	--
Montana (n =104)	7.0%	87.9%	8.8%	--
Nevada (n =82)	19.0%	61.0%	17.9%	1.3%
New Jersey (n =446)	9.7%	69.9%	21.3%	--

Figure 82 (con't): Public Library Outlet Time Limits for Patron Use of Workstations by State				
State	**This library does not have time limits**	**This library has the same time limits for all workstations**	**This library has different time limits for different workstations**	**Do not know if this library has time limits**
New Mexico (n =115)	10.4%	64.7%	25.0%	--
New York (n =1077)	3.4%	77.3%	19.3%	*
North Carolina (n =381)	8.2%	86.1%	7.7%	--
Ohio (n =714)	3.2%	82.9%	13.9%	--
Oklahoma (n =213)	2.8%	93.4%	3.8%	*
Oregon (n =244)	6.1%	75.0%	17.7%	--
Pennsylvania (n =632)	6.0%	80.1%	13.9%	--
Rhode Island (n =72)	8.3%	75.0%	16.7%	--
South Carolina (n =177)	3.4%	90.4%	5.6%	--
South Dakota (n=144)	20.4%	67.6%	12.0%	1.4%
Tennessee (n =284)	6.3%	84.9%	8.8%	--
Texas (n =837)	8.4%	78.9%	12.8%	--
Utah (n =111)	1.8%	82.1%	15.3%	--
Washington (n=314)	1.3%	79.3%	19.4%	--
Washington, DC (n =12)	--	100.0%	--	--
West Virginia (n =172)	12.8%	86.0%	1.2%	--
Wisconsin (n =454)	5.3%	73.3%	21.4%	--
Wyoming (n =73)	13.7%	76.7%	9.6%	--
National	6.7% (n=1,064)	74.9% (n=11,871)	18.5% (n=2,944)	*
Key *=Insufficient data to report --=No data to report				

Figure 82 shows whether libraries have time limits for patron computer use. Alaska (20.8 percent) and South Dakota (20.4 percent) had the highest percentage of libraries that do not have time limits. The majority of respondents do have time limits, and they were predominantly the same for all workstations. Washington, DC (100 percent), Oklahoma (93.4 percent), South Carolina (90.4 percent), and Louisiana (90.1 percent) libraries most often reported the same time limits for all workstations. Those libraries which reported different time limits were most prevalent in California (37.8 percent), Florida (34.6 percent), and Kentucky (27.6 percent).

Figure 83: Public Library Outlets With the Same Time Limits for Internet Workstations per Day by State

State	Up to 30 minutes	Up to 45 minutes	Up to 60 minutes	Up to 2 hours	Other time limit
Alabama (n =284)	24.4%	--	46.5%	7.1%	17.6%
Alaska (n =101)	49.2%	3.3%	27.9%	3.3%	9.9%
Arizona (n =178)	--	--	83.8%	--	12.9%
Arkansas (n =206)	45.8%	--	35.1%	6.0%	11.2%
California (n =1087)	13.5%	1.1%	74.5%	8.0%	1.7%
Colorado (n=241)	49.1%	7.0%	31.6%	2.5%	6.2%
Connecticut (n =243)	26.5%	--	50.0%	4.5%	11.9%
Delaware (n =33)	13.3%	--	82.8%	6.7%	--
Florida (n =483)	47.7%	2.0%	47.0%	--	2.3%
Georgia (n =334)	26.9%	1.7%	56.1%	12.2%	2.1%
Hawaii (n=51)	--	--	95.2%	--	3.9%
Illinois (n =780)	29.6%	1.7%	48.3%	6.4%	9.7%
Indiana (n =437)	29.8%	2.2%	47.1%	10.8%	7.1%
Iowa (n =564)	44.6%	2.5%	32.8%	5.5%	12.2%
Kansas (n=368)	41.9%	2.1%	43.5%	*	9.0%
Kentucky (n =181)	16.0%	--	44.3%	13.7%	18.2%
Louisiana (n =335)	41.1%	--	52.5%	5.0%	1.5%
Maryland (n =176)	46.8%	16.3%	30.7%	2.1%	3.4%
Massachusetts (n =478)	26.0%	--	52.7%	1.5%	11.3%
Michigan (n =651)	46.2%	2.2%	36.9%	6.1%	6.8%
Mississippi (n =264)	47.4%	*	39.8%	5.2%	5.7%
Missouri (n =331)	11.0%	1.4%	62.1%	8.2%	15.1%
Montana (n =104)	31.0%	4.5%	41.4%	2.3%	18.3%
Nevada (n =82)	14.3%	--	78.0%	2.0%	2.5%
New Jersey (n =446)	43.5%	1.3%	37.6%	5.2%	8.5%

Figure 83 (con't): Public Library Outlets With the Same Time Limits for Internet Workstations per Day by State					
State	**Up to 30 minutes**	**Up to 45 minutes**	**Up to 60 minutes**	**Up to 2 hours**	**Other time limit**
New Mexico (n =115)	25.7%	5.3%	52.7%	4.0%	8.6%
New York (n =1077)	37.6%	5.0%	46.9%	*	7.5%
North Carolina (n =381)	19.0%	1.6%	58.9%	14.0%	5.5%
Ohio (n =714)	33.3%	3.5%	53.5%	2.7%	5.9%
Oklahoma (n =213)	15.7%	2.0%	50.3%	2.0%	27.7%
Oregon (n =244)	14.2%	3.3%	74.3%	2.2%	4.5%
Pennsylvania (n =632)	26.1%	3.0%	52.6%	4.3%	11.2%
Rhode Island (n =72)	40.0%	--	46.3%	5.5%	6.9%
South Carolina (n =177)	13.8%	23.8%	35.4%	8.8%	16.4%
South Dakota (n=144)	51.0%	2.1%	32.3%	4.2%	6.9%
Tennessee (n =284)	21.9%	7.4%	56.4%	4.1%	8.8%
Texas (n =837)	24.9%	1.8%	49.2%	7.3%	13.1%
Utah (n =111)	64.1%	2.2%	22.8%	2.2%	9.0%
Washington (n=314)	28.9%	--	55.8%	10.8%	3.8%
Washington, DC (n =12)	100.0%	--	--	--	--
West Virginia (n =172)	39.2%	5.4%	30.4%	15.5%	8.1%
Wisconsin (n =454)	44.7%	3.0%	38.1%	3.0%	8.4%
Wyoming (n =73)	58.9%	--	41.1%	--	--
National	35.2% (n=4,181)	3.2% (n=377)	45.7% (n=5,428)	4.7% (n=560)	11.1% (n=1,319)
Key *=Insufficient data to report --=No data to report					

Figure 83 indicates that most states had 30 minute or 60 minute time limits for all computers. The greatest percentages for libraries with 30 minute time limits were in Washington, DC (100 percent) and Utah (64.9 percent); the libraries with the greatest percentages for 60 minute time limits were in Hawaii (95.2 percent) and Nevada (78.0 percent). The highest percentages for 45 minute and two hour time limits were in South Carolina (23.8 percent) and West Virginia (15.5 percent) libraries, respectively.

Figure 84: Public Library Outlets With the Same Time Limits for Internet Workstations and Total Sessions per Day by State

State	One session per day	Two sessions per day	Unlimited, but must sign up for each session	Unlimited, as long as no one is waiting	Other session
Alabama (n =284)	22.7%	22.1%	5.8%	37.6%	9.5%
Alaska (n =101)	41.7%	6.6%	11.7%	39.3%	--
Arizona (n =178)	18.3%	31.7%	21.3%	4.9%	19.1%
Arkansas (n =206)	18.5%	6.0%	16.7%	50.0%	7.3%
California (n =1087)	40.6%	26.0%	11.2%	10.1%	6.9%
Colorado (n=241)	30.4%	16.5%	9.5%	27.8%	10.0%
Connecticut (n =243)	15.6%	12.9%	32.3%	29.0%	4.9%
Delaware (n =33)	10.3%	44.8%	6.7%	13.3%	21.2%
Florida (n =483)	10.8%	31.9%	11.8%	34.6%	6.6%
Georgia (n =334)	1.7%	37.6%	14.3%	29.4%	12.3%
Hawaii (n=51)	16.7%	--	14.0%	16.7%	45.1%
Illinois (n =780)	24.8%	12.7%	9.2%	38.8%	10.1%
Indiana (n =437)	15.4%	14.8%	9.6%	49.5%	7.8%
Iowa (n =564)	20.5%	10.1%	9.9%	51.8%	6.6%
Kansas (n=368)	19.0%	4.9%	10.2%	50.4%	12.0%
Kentucky (n =181)	13.7%	23.7%	--	43.5%	13.3%
Louisiana (n =335)	26.8%	7.3%	14.6%	27.9%	21.2%
Maryland (n =176)	12.9%	10.7%	9.2%	10.0%	46.6%
Massachusetts (n =478)	20.5%	19.1%	8.1%	44.5%	4.6%
Michigan (n =651)	29.2%	6.7%	6.5%	44.1%	11.5%
Mississippi (n =264)	2.2%	1.7%	3.9%	76.2%	14.0%
Missouri (n =331)	35.9%	6.6%	8.6%	20.7%	24.8%
Montana (n =104)	30.7%	2.3%	25.3%	26.4%	13.5%
Nevada (n =82)	20.0%	2.0%	8.0%	50.0%	12.3%

Figure 84 (con't): Public Library Outlets With the Same Time Limits for Internet Workstations and Total Sessions per Day by State

State	One session per day	Two sessions per day	Unlimited, but must sign up for each session	Unlimited, as long as no one is waiting	Other session
New Jersey (n =446)	11.4%	21.9%	13.4%	34.6%	12.6%
New Mexico (n =115)	16.2%	8.0%	6.7%	44.0%	16.5%
New York (n =1077)	16.2%	16.8%	8.8%	50.0%	6.2%
North Carolina (n =381)	20.9%	21.5%	2.5%	29.6%	21.7%
Ohio (n =714)	18.4%	2.7%	6.9%	54.5%	15.0%
Oklahoma (n =213)	41.3%	6.1%	4.1%	40.8%	6.6%
Oregon (n =244)	35.5%	27.3%	4.4%	16.8%	12.3%
Pennsylvania (n =632)	13.2%	14.6%	8.3%	49.4%	11.6%
Rhode Island (n =72)	5.5%	--	--	90.7%	4.2%
South Carolina (n =177)	5.6%	14.4%	18.6%	30.4%	28.2%
South Dakota (n=144)	16.7%	6.3%	23.2%	49.5%	2.8%
Tennessee (n =284)	20.7%	11.6%	10.3%	49.4%	7.0%
Texas (n =837)	13.1%	21.6%	13.1%	39.0%	10.3%
Utah (n =111)	8.7%	13.0%	13.0%	39.6%	23.4%
Washington (n=314)	47.4%	16.1%	12.4%	21.7%	1.9%
Washington, DC (n =12)	--	100.0%	--	--	--
West Virginia (n =172)	31.7%	16.7%	8.3%	32.6%	9.3%
Wisconsin (n =454)	26.7%	15.9%	9.6%	38.7%	6.6%
Wyoming (n =73)	3.6%	10.9%	7.1%	78.6%	--
National	19.9% (n=2,366)	14.1% (n=1,676)	10.2% (n=1,204)	42.3% (n=5,011)	13.5% (n=1,600)

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

As presented in Figure 84, the libraries were, overall, more likely to have unlimited sessions as long as there was no wait. In particular, libraries in Rhode Island (90.7 percent) and Wyoming (78.6 percent) reported the greatest percentages of unlimited sessions so long as there was no one waiting to use the public access workstations. All of the branches in Washington, DC (100 percent) said that patrons were allowed two sessions, which is the highest percentage in that category. In both of aforementioned categories, the highest percentages were substantially greater than their respective national averages. The greatest response to having one session was from libraries in Washington (47.4 percent). Lastly, Connecticut libraries reported the largest percentage (32.3 percent) of libraries with unlimited sessions, but that patrons were required to register for each session.

Figure 85: Public Library Outlets With Different Time Limits for Internet Workstations per Day by State

State	Up to 30 minutes	Up to 45 minutes	Up to 60 minutes	Up to 2 hours	Other time limit
Alabama (n =284)	56.4%	7.7%	51.3%	20.0%	7.4%
Alaska (n =101)	52.6%	--	52.6%	--	6.9%
Arizona (n =178)	39.1%	--	100.0%	26.1%	4.5%
Arkansas (n =206)	60.9%	--	69.6%	26.1%	5.3%
California (n =1087)	29.8%	--	89.5%	11.2%	24.7%
Colorado (n=241)	80.0%	--	53.8%	20.0%	11.6%
Connecticut (n =243)	54.3%	19.6%	58.7%	--	8.6%
Delaware (n =33)	--	--	100.0%	--	--
Florida (n =483)	43.1%	14.4%	79.5%	13.9%	20.1%
Georgia (n =334)	25.3%	34.7%	85.3%	5.3%	6.6%
Hawaii (n=51)	--	--	100.0%	--	13.7%
Illinois (n =780)	73.9%	3.2%	29.1%	63.0%	5.6%
Indiana (n =437)	36.3%	3.8%	83.5%	3.8%	9.8%
Iowa (n =564)	51.7%	3.4%	55.2%	17.2%	4.4%
Kansas (n=368)	44.4%	7.5%	66.7%	9.4%	6.5%
Kentucky (n =181)	6.0%	--	46.0%	54.0%	16.6%
Louisiana (n =335)	82.1%	--	100.0%	--	3.0%
Maryland (n =176)	71.4%	--	75.0%	10.7%	7.9%
Massachusetts (n =478)	75.2%	--	81.8%	6.6%	6.1%
Michigan (n =651)	47.7%	4.7%	74.8%	--	10.3%
Mississippi (n =264)	100.0%	--	--	--	2.6%
Missouri (n =331)	42.3%	--	42.3%	26.9%	4.5%
Montana (n =104)	20.0%	--	80.0%	--	5.8%
Nevada (n =82)	53.3%	--	66.7%	46.7%	6.1%
New Jersey (n =446)	64.9%	2.1%	77.7%	28.7%	7.0%

Figure 85 (con't): Public Library Outlets With Different Time Limits for Internet Workstations per Day by State

State	Up to 30 minutes	Up to 45 minutes	Up to 60 minutes	Up to 2 hours	Other time limit
New Mexico (n =115)	27.6%	10.3%	75.0%	10.3%	12.1%
New York (n =1077)	67.1%	5.8%	80.2%	9.2%	5.7%
North Carolina (n =381)	46.7%	31.0%	69.0%	--	3.4%
Ohio (n =714)	24.2%	--	82.0%	11.1%	9.1%
Oklahoma (n =213)	50.0%	--	100.0%	50.0%	1.9%
Oregon (n =244)	59.1%	--	90.7%	9.3%	9.0%
Pennsylvania (n =632)	54.5%	5.6%	74.2%	17.0%	3.8%
Rhode Island (n =72)	66.7%	25.0%	75.0%	--	5.6%
South Carolina (n =177)	36.4%	--	--	36.4%	1.7%
South Dakota (n=144)	70.6%	--	64.7%	11.8%	4.9%
Tennessee (n =284)	16.7%	--	100.0%	45.8%	3.2%
Texas (n =837)	44.4%	8.4%	71.0%	26.2%	6.6%
Utah (n =111)	61.1%	11.8%	47.1%	11.8%	9.9%
Washington (n=314)	51.7%	--	100.0%	--	16.2%
Washington, DC (n =12)	--	--	--	--	--
West Virginia (n =172)	100.0%	--	100.0%	--	--
Wisconsin (n =454)	64.6%	3.1%	69.1%	15.5%	10.4%
Wyoming (n =73)	100.0%	28.6%	100.0%	--	5.5%
National	56.0% (n=1,635)	4.9% (n=142)	68.8% (n=2,006)	22.3% (n=648)	42.1% (n=1,226)

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

Of the libraries that have different time limits for their computers, the majority in all but five of the reporting states had 60 minute time limits as seen in Figure 85. Nine states (Arizona, Delaware, Hawaii, Louisiana, Oklahoma, Tennessee, Washington, West Virginia, and Wyoming) had all of their library branches reporting 60 minute time limits, and three states (Mississippi, West Virginia, and Wyoming) had all of their library branches reporting 30 minute time limits. Libraries with the highest percentage of 45 minute time limits were in Georgia (34.7 percent) and North Carolina (31.0 percent). The highest percentages of 2 hour time limits were Illinois (63.0 percent), Kentucky (54.0 percent), and Oklahoma (50.0 percent) libraries.

Figure 86: Public Library Outlets With Different Time Limits for Internet Workstations and Total Sessions per Day by State

State	One session per day	Two sessions per day	Unlimited, but must sign up for each session	Unlimited, as long as no one is wait waiting	Other session
Alabama (n =284)	7.7%	10.3%	28.2%	17.9%	4.9%
Alaska (n =101)	30.0%	10.0%	--	31.6%	5.9%
Arizona (n =178)	34.8%	--	26.1%	65.2%	*
Arkansas (n =206)	26.1%	13.0%	34.8%	17.4%	1.0%
California (n =1087)	50.0%	35.9%	4.4%	20.5%	3.6%
Colorado (n=241)	16.9%	12.3%	15.2%	63.6%	9.1%
Connecticut (n =243)	32.6%	19.6%	26.1%	45.7%	2.9%
Delaware (n =33)	--	50.0%	--	--	6.1%
Florida (n =483)	8.4%	46.7%	8.4%	21.0%	12.0%
Georgia (n =334)	18.9%	50.7%	14.7%	--	11.1%
Hawaii (n=51)	--	--	--	28.6%	13.7%
Illinois (n =780)	11.3%	10.8%	4.8%	15.1%	15.0%
Indiana (n =437)	12.7%	3.8%	40.0%	38.0%	--
Iowa (n =564)	43.1%	20.7%	3.4%	27.6%	1.4%
Kansas (n=368)	25.9%	3.8%	11.3%	56.6%	1.9%
Kentucky (n =181)	22.0%	6.0%	60.0%	12.0%	--
Louisiana (n =335)	--	17.9%	64.3%	34.5%	--
Maryland (n =176)	7.1%	7.1%	--	14.3%	12.5%
Massachusetts (n =478)	22.3%	49.6%	6.6%	32.2%	2.7%
Michigan (n =651)	20.6%	4.7%	15.9%	36.4%	3.5%
Mississippi (n =264)	--	--	55.6%	--	2.6%
Missouri (n =331)	26.9%	--	--	26.9%	3.3%
Montana (n =104)	50.0%	20.0%	20.0%	20.0%	1.9%
Nevada (n =82)	66.7%	--	33.3%	20.0%	--

Figure 86 (con't): Public Library Outlets With Different Time Limits for Internet Workstations and Total Sessions per Day by State

State	One session per day	Two sessions per day	Unlimited, but must sign up for each session	Unlimited, as long as no one is wait waiting	Other session
New Jersey (n =446)	25.8%	24.5%	18.1%	47.3%	1.8%
New Mexico (n =115)	27.6%	--	--	17.2%	13.9%
New York (n =1077)	16.9%	12.6%	9.7%	14.0%	10.35
North Carolina (n =381)	--	--	--	86.2%	2.1%
Ohio (n =714)	9.0%	10.0%	12.1%	32.3%	7.6%
Oklahoma (n =213)	50.0%	--	--	25.0%	*
Oregon (n =244)	65.1%	9.3%	9.3%	14.0%	4.5%
Pennsylvania (n =632)	22.7%	22.7%	11.4%	34.1%	4.9%
Rhode Island (n =72)	33.3%	25.0%	--	41.7%	4.2%
South Carolina (n =177)	30.0%	36.4%	--	--	4.0%
South Dakota (n=144)	35.3%	17.6%	23.5%	35.3%	1.4%
Tennessee (n =284)	--	56.0%	54.2%	24.0%	1.1%
Texas (n =837)	4.7%	8.3%	44.9%	33.6%	5.0%
Utah (n =111)	11.8%	23.5%	11.8%	35.3%	1.8%
Washington (n=314)	30.0%	6.7%	--	--	16.6%
Washington, DC (n =12)	--	--	--	--	--
West Virginia (n =172)	--	--	100.0%	--	--
Wisconsin (n =454)	16.5%	26.0%	5.2%	20.6%	11.0%
Wyoming (n =73)	28.6%	28.6%	--	28.6%	2.7%
National	22.9% (n=669)	16.8% (n=493)	12.6% (n=370)	25.0% (n=733)	38.0% (n=1,112)

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

Figure 86 illustrates that the libraries with the highest percentage of unlimited sessions as long as there was no wait were in North Carolina (86.2 percent), Arizona (65.2 percent), and Colorado (63.6 percent). The libraries with the highest percentages of unlimited sessions with a sign up were in Louisiana (64.3 percent), Kentucky (60.0 percent), and Mississippi (55.6 percent). For those that have two sessions, Delaware (50.0 percent) and Georgia (50.7 percent) libraries had the highest percentages. Nevada (66.7 percent) and Oregon (65.1 percent) libraries had the highest percentages of states that have computers that are allowed only one session a day. In all categories, the highest percentages were significantly larger than the national averages.

Figure 87: Public Library Time Management Strategies for Workstation Time Limits by State					
State	Remote accessed or in-library computer reservation and time management software	Library access only computer reservation and time management software	Manual list of users managed by staff	"Honor system"—rely on patrons to end sessions voluntarily	Other time management
Alabama (n =284)	6.1%	30.3%	48.9%	10.6%	4.2%
Alaska (n =101)	5.1%	25.6%	41.0%	15.4%	11.5%
Arizona (n =178)	6.7%	61.8%	31.7%	--	--
Arkansas (n =206)	1.1%	20.4%	68.1%	7.3%	3.2%
California (n =1087)	34.0%	41.8%	9.8%	1.6%	12.7%
Colorado (n=241)	10.7%	43.9%	35.7%	6.7%	3.1%
Connecticut (n =243)	4.0%	35.0%	40.0%	11.0%	9.5%
Delaware (n =33)	15.2%	84.8%	--	--	--
Florida (n =483)	14.9%	64.9%	19.4%	*	--
Georgia (n =334)	2.2%	60.9%	30.8%	--	6.1%
Hawaii (n=51)	95.9%	4.1%	--	--	--
Illinois (n =780)	15.7%	22.7%	50.5%	6.6%	4.4%
Indiana (n =437)	4.9%	32.5%	57.5%	2.8%	2.3%
Iowa (n =564)	*	14.3%	73.8%	8.5%	3.0%
Kansas (n=368)	5.9%	14.2%	58.3%	17.2%	3.6%
Kentucky (n =181)	3.3%	30.4%	51.4%	--	14.9%
Louisiana (n =335)	10.6%	40.0%	45.2%	3.3%	--
Maryland (n =176)	10.7%	76.9%	11.3%	1.2%	--
Massachusetts (n =478)	1.0%	42.4%	34.6%	9.2%	12.7%
Michigan (n =651)	4.7%	44.4%	39.2%	7.1%	4.5%
Mississippi (n =264)	8.3%	*	79.2%	5.8%	5.4%
Missouri (n =331)	5.0%	23.1%	57.6%	2.2%	12.0%
Montana (n =104)	3.1%	12.4%	57.7%	20.8%	5.2%
Nevada (n =82)	14.1%	12.5%	56.3%	9.4%	7.8%

Figure 87 (con't): Public Library Time Management Strategies for Workstation Time Limits by State					
State	**Remote accessed or in-library computer reservation and time management software**	**Library access only computer reservation and time management software**	**Manual list of users managed by staff**	**"Honor system"—rely on patrons to end sessions voluntarily**	**Other time management**
New Jersey (n =446)	7.8%	47.3%	34.5%	7.3%	2.5%
New Mexico (n =115)	1.0%	41.7%	40.4%	4.8%	11.7%
New York (n =1077)	6.8%	24.5%	57.1%	4.5%	7.0%
North Carolina (n =381)	2.3%	52.9%	40.3%	1.4%	3.4%
Ohio (n =714)	13.6%	37.5%	43.8%	4.6%	*
Oklahoma (n =213)	1.0%	42.0%	50.2%	3.9%	2.9%
Oregon (n =244)	21.1%	39.8%	23.8%	8.4%	6.6%
Pennsylvania (n =632)	7.9%	29.1%	45.6%	6.6%	10.8%
Rhode Island (n =72)	--	47.0%	40.9%	--	12.1%
South Carolina (n =177)	8.2%	53.8%	37.4%	--	--
South Dakota (n=144)	6.2%	7.1%	61.1%	18.6%	7.1%
Tennessee (n =284)	5.3%	44.0%	34.6%	12.8%	3.4%
Texas (n =837)	3.5%	37.7%	40.0%	7.4%	10.7%
Utah (n =111)	--	41.3%	41.3%	12.8%	5.5%
Washington (n=314)	43.2%	7.1%	36.2%	5.8%	7.7%
Washington, DC (n =12)	100.0%	--	--	--	--
West Virginia (n =172)	1.3%	11.3%	72.0%	13.3%	--
Wisconsin (n =454)	20.5%	17.9%	51.9%	6.3%	3.3%
Wyoming (n =73)	--	8.1%	63.5%	27.0%	--
National	10.4% (n=1,540)	30.8% (n=4,580)	45.9% (n=6,808)	7.1% (n=1,051)	5.4% (n=802
Key *=Insufficient data to report --=No data to report					

Figure 87 reports the time management strategies used for workstations. Washington, DC (100 percent) and Hawaii (95.9 percent) had the highest percentage of libraries that report using computer reservation and time management software that could be accessed remotely or in the library; whereas, Delaware (84.8 percent) and Maryland (76.9 percent) libraries were most likely to use computer reservation and time management software accessed in the library. The states with the highest percentage of libraries using a manual list managed by staff were Mississippi (79.2 percent) and Iowa (73.8 percent). Wyoming (27.0 percent) and Montana (20.8 percent) had the highest percentage of libraries that use the honor system for time management.

Figure 88: Public Library Outlets IT Support Sources by State

State	Building-based staff (not IT specialist)	Building-based IT staff (IT specialist)	System-level IT staff	County library department 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
Alabama (n =284)	30.3%	6.3%	25.4%	6.3%	6.3%	13.4%	4.2%	27.8%	41.5%	9.5%	6.3%
Alaska (n =101)	51.5%	12.0%	14.0%	--	8.0%	18.2%	--	12.0%	9.0%	33.3%	11.1%
Arizona (n =178)	29.2%	15.8%	35.7%	47.4%	--	47.4%	--	--	28.7%	--	6.4%
Arkansas (n =206)	29.2%	1.5%	16.8%	25.2%	10.9%	1.0%	1.0%	--	57.9%	6.4%	8.9%
California (n =1087)	14.4%	11.8%	46.6%	17.5%	15.0%	47.4%	--	--	16.2%	2.4%	2.5%
Colorado (n=241)	43.6%	12.7%	31.8%	6.3%	13.0%	24.2%	--	*	25.2%	3.8%	6.3%
Connecticut (n =243)	66.0%	13.4%	17.6%	--	38.5%	29.4%	6.3%	1.7%	36.6%	8.4%	10.1%
Delaware (n =33)	48.5%	9.1%	48.5%	36.4%	9.1%	30.3%	9.1%	51.5%	12.1%	--	6.1%
Florida (n =483)	14.0%	14.1%	53.9%	30.9%	7.3%	34.2%	7.5%	--	22.7%	3.6%	1.3%
Georgia (n =334)	27.0%	10.0%	65.0%	13.9%	5.5%	2.4%	33.8%	5.5%	21.1%	2.4%	4.5%
Hawaii (n=51)	14.3%	12.0%	67.3%	--	--	--	4.1%	36.0%	4.1%	--	6.1%
Illinois (n =780)	45.8%	14.5%	24.3%	*	13.6%	*	2.9%	*	51.4%	12.8%	5.4%
Indiana (n =437)	40.9%	19.1%	34.4%	8.5%	12.3%	1.0%	7.3%	3.0%	50.0%	11.1%	3.3%
Iowa (n =564)	57.1%	4.7%	5.5%	2.0%	5.1%	4.9%	1.8%	4.9%	55.8%	24.5%	8.2%

Figure 88 (con't): Public Library Outlets IT Support Sources by State

State	Building-based staff (not IT specialist)	Building-based IT staff (IT specialist)	System-level IT staff	County library department 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
Kansas (n=368)	54.1%	11.8%	39.1%	1.7%	48.7%	2.2%	--	1.1%	20.9%	15.4%	10.4%
Kentucky (n =181)	38.8%	17.8%	18.8%	23.1%	--	--	--	--	44.7%	5.3%	5.3%
Louisiana (n =335)	27.3%	5.9%	57.9%	13.7%	--	12.1%	1.6%	29.3%	37.1%	--	11.8%
Maryland (n =176)	19.9%	5.1%	88.6%	17.6%	11.4%	17.6%	1.7%	6.2%	10.7%	--	--
Massachusetts (n =478)	69.9%	8.1%	13.9%	--	56.5%	14.4%	1.1%	*	33.8%	14.3%	7.7%
Michigan (n =651)	40.8%	30.3%	19.3%	1.0%	23.8%	7.4%	--	--	39.2%	7.2%	10.6%
Mississippi (n =264)	37.4%	2.6%	58.0%	17.0%	4.2%	--	9.1%	20.8%	31.3%	--	--
Missouri (n =331)	32.9%	12.1%	35.8%	9.7%	7.3%	1.2%	7.3%	1.5%	55.0%	5.4%	3.9%
Montana (n =104)	37.0%	16.8%	9.0%	25.7%	7.0%	13.0%	7.0%	18.0%	39.0%	15.8%	5.0%
Nevada (n =82)	23.5%	8.5%	46.3%	45.1%	30.5%	29.6%	--	--	4.9%	12.2%	1.2%
New Jersey (n =446)	39.3%	12.0%	30.2%	12.7%	34.3%	5.2%	1.8%	5.2%	25.2%	3.4%	7.5%
New Mexico (n =115)	42.2%	9.6%	25.9%	2.6%	6.1%	19.1%	--	*	30.4%	9.6%	6.1%
New York (n =1077)	51.9%	11.7%	60.4%	3.8%	28.7%	1.0%	7.7%	--	22.5%	13.5%	3.9%
North Carolina (n =381)	18.8%	11.4%	27.6%	43.6%	2.2%	36.7%	--	--	17.9%	2.4%	4.3%

Figure 88 (con't): Public Library Outlets IT Support Sources by State

State	Building-based staff (not IT specialist)	Building-based IT staff (IT specialist)	System-level IT staff	County library department 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
Ohio (n =714)	26.1%	15.9%	61.9%	15.2%	18.5%	--	18.2%	3.4%	20.4%	1.4%	3.2%
Oklahoma (n =213)	55.1%	19.3%	35.7%	--	--	7.7%	--	2.9%	63.6%	4.8%	10.0%
Oregon (n =244)	46.2%	6.8%	26.4%	38.2%	19.5%	53.8%	--	5.5%	52.7%	5.9%	5.9%
Pennsylvania (n =632)	41.1%	8.3%	43.4%	18.9%	13.3%	3.0%	--	**	28.8%	9.1%	7.4%
Rhode Island (n =72)	45.8%	30.6%	41.7%	--	68.1%	4.2%	--	--	11.1%	4.2%	--
South Carolina (n =177)	10.4%	25.4%	53.2%	23.0%	4.6%	9.8%	21.4%	1.2%	40.5%	12.7%	--
South Dakota (n=144)	34.5%	7.7%	4.9%	12.7%	5.6%	19.0%	1.4%	--	35.9%	13.4%	9.9%
Tennessee (n =284)	46.3%	10.0%	29.7%	16.0%	13.8%	24.6%	7.4%	46.6%	8.2%	9.3%	7.1%
Texas (n =837)	47.7%	19.4%	32.8%	4.8%	25.9%	35.1%	--	2.6%	36.5%	14.8%	6.6%
Utah (n =111)	16.5%	4.6%	28.4%	24.8%	1.8%	41.3%	5.5%	1.8%	26.6%	3.7%	5.5%
Washington (n=314)	24.5%	1.3%	57.6%	23.2%	1.3%	11.9%	1.3%	5.8%	7.4%	4.2%	4.2%
Washington, DC (n =12)	--	100.0%	100.0%	--	--	100.0%	--	--	--	--	--
West Virginia (n =172)	25.0%	4.8%	6.5%	14.8%	17.8%	2.4%	11.8%	80.5%	2.4%	1.2%	3.6%
Wisconsin (n =454)	52.9%	7.6%	56.1%	2.7%	36.1%	7.4%	2.5%	--	30.0%	5.2%	5.8%

Figure 88 (con't): Public Library Outlets IT Support Sources by State

State	Building-based staff (not IT specialist)	Building-based IT staff (IT specialist)	System-level IT staff	County library department 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
Wyoming (n =73)	31.5%	6.8%	20.5%	38.4%	9.6%	13.7%	--	15.1%	26.0%	9.6%	--
National	39.6% (n=6,213)	11.1% (n=1,740)	38.5% (n=6,031)	11.5% (n=1,796)	16.8% (n=2,637)	13.1% (n=2,056)	4.3% (n=676)	6.0% (n=933)	30.0% (n=4,706)	9.5% (n=1,496)	5.8% (n=133)

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

As illustrated by Figure 88, there were several types of IT support that were most often used by libraries. Specifically, Massachusetts (69.9 percent) and Connecticut (66.0 percent) libraries most frequently reported that their IT support was building-based staff, but not an IT specialist. Washington, DC (100 percent) and Maryland (88.6 percent) libraries had the greatest percentages of a system-level IT staff. Having an outside vendor/contractor as the IT support was another response with higher percentages than the others. Within that category, the libraries with the highest percentages were in Oklahoma (63.6 percent) and Iowa (55.8 percent)

Figure 89: Public Access Internet Services Critical to the Role of the Public Library Outlet by State

State	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 local economic development	Provide information about state & local business opportunities	Provide information for college applicants	Provide information for local business marketing	Provide information about the library's community	Provide information or databases regarding investments	Provide access to government information and services	Provide computer & Internet skills training	Provide services for job seekers	Provide services to immigrant populations	Other
Alabama (n =284)	89.1%	48.6%	37.0%	50.2%	4.0%	10.9%	29.0%	4.3%	20.7%	2.9%	62.7%	27.9%	73.5%	10.9%	6.2%
Alaska (n =101)	50.0%	33.7%	38.2%	61.4%	6.8%	12.5%	17.0%	6.7%	29.5%	4.5%	68.5%	25.0%	50.0%	22.7%	34.8%
Arizona (n =178)	76.4%	44.4%	20.7%	44.4%	7.9%	3.9%	9.6%	3.4%	23.0%	10.1%	67.4%	29.2%	74.7%	23.0%	13.5%
Arkansas (n =206)	86.6%	49.0%	38.1%	46.5%	4.0%	5.9%	21.8%	5.9%	14.9%	1.0%	55.4%	26.2%	67.8%	8.9%	10.9%
California (n =1087)	95.7%	33.5%	17.8%	38.5%	5.6%	3.8%	7.3%	12.3%	42.3%	7.2%	52.6%	41.2%	59.7%	37.3%	7.5%
Colorado (n=241)	71.6%	34.9%	45.9%	48.5%	14.6%	6.5%	6.5%	10.3%	33.0%	8.2%	45.5%	45.7%	62.9%	20.3%	13.3%
Connecticut (n =243)	71.4%	47.7%	19.1%	44.3%	6.4%	8.5%	15.4%	12.8%	40.2%	4.7%	43.4%	38.0%	70.2%	15.8%	21.8%
Delaware (n =33)	66.7%	21.2%	30.3%	33.3%	--	--	21.2%	6.1%	18.2%	--	84.8%	69.7%	69.7%	18.2%	15.2%
Florida (n =483)	67.0%	27.8%	21.2%	40.4%	19.9%	5.7%	5.7%	12.2%	24.0%	16.4%	76.8%	56.1%	50.7%	24.7%	11.8%
Georgia (n =334)	89.1%	52.7%	50.5%	59.7%	10.0%	2.1%	15.8%	5.8%	22.4%	6.7%	36.7%	27.6%	75.8%	12.1%	12.4%
Hawaii (n=51)	85.1%	42.6%	39.6%	54.2%	4.3%	14.6%	14.9%	4.2%	4.3%	8.3%	59.6%	8.3%	56.3%	27.7%	29.8%
Illinois (n =780)	74.5%	38.4%	25.2%	43.8%	4.9%	5.2%	13.9%	6.0%	22.0%	5.2%	52.5%	34.5%	70.2%	21.1%	19.6%
Indiana (n =437)	76.3%	37.6%	34.5%	61.3%	9.8%	9.0%	10.6%	7.7%	20.1%	1.0%	62.7%	44.8%	66.0%	11.6%	15.2%

Figure 89 (con't): Public Access Internet Services Critical to the Role of the Public Library Outlet by State

State	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 local economic development	Provide information about state & local business opportunities	Provide information for college applicants	Provide information for local business marketing	Provide information about the library's community	Provide information or databases regarding investments	Provide access to government information and services	Provide computer & Internet skills training	Provide services for job seekers	Provide services to immigrant populations	Other
Iowa (n =564)	75.9%	33.3%	28.5%	42.5%	5.5%	8.3%	18.4%	7.4%	25.4%	4.8%	56.3%	32.7%	69.3%	21.3%	15.1%
Kansas (n=368)	73.2%	41.0%	39.5%	41.2%	6.9%	7.5%	12.5%	8.8%	24.0%	3.3%	60.8%	37.4%	65.5%	15.7%	15.5%
Kentucky (n =181)	62.0%	39.9%	20.9%	57.3%	*	3.1%	5.5%	15.9%	18.4%	1.8%	46.0%	46.6%	69.9%	27.6%	22.1%
Louisiana (n =335)	89.9%	54.3%	54.6%	50.6%	9.2%	1.9%	12.6%	7.9%	11.0%	2.5%	51.7%	44.3%	33.4%	6.6%	14.2%
Maryland (n =176)	87.2%	17.3%	26.2%	50.0%	28.5%	2.3%	4.6%	14.5%	43.0%	2.3%	49.4%	43.0%	65.7%	9.9%	16.3%
Massachusetts (n =478)	76.1%	36.7%	22.6%	55.4%	2.8%	5.9%	6.3%	12.4%	30.7%	10.4%	43.5%	33.0%	53.9%	24.6%	22.6%
Michigan (n =651)	71.2%	29.5%	31.3%	42.0%	4.1%	8.6%	9.5%	7.8%	16.4%	19.9%	76.2%	47.4%	88.4%	7.8%	10.5%
Mississippi (n =264)	93.9%	55.0%	41.6%	53.1%	4.2%	5.0%	16.8%	--	17.6%	3.4%	71.0%	26.3%	67.6%	13.0%	6.1%
Missouri (n =331)	64.2%	23.0%	48.0%	53.5%	20.5%	15.7%	6.9%	7.9%	24.8%	8.2%	50.5%	54.7%	60.7%	19.6%	12.4%
Montana (n =104)	62.9%	34.0%	39.2%	54.6%	15.5%	11.3%	18.6%	10.3%	20.6%	10.3%	61.9%	27.8%	60.8%	17.5%	13.3%
Nevada (n =82)	87.2%	20.8%	46.2%	26.9%	2.6%	1.3%	2.6%	3.8%	30.8%	9.0%	57.7%	42.3%	67.9%	24.4%	17.9%
New Jersey (n =446)	81.4%	37.6%	20.2%	36.9%	5.6%	10.4%	9.4%	10.8%	32.0%	12.0%	52.7%	38.1%	64.5%	30.8%	11.8%
New Mexico (n =115)	62.1%	45.2%	33.6%	53.4%	7.8%	5.2%	27.8%	4.3%	10.4%	11.2%	56.9%	37.4%	50.9%	17.2%	19.0%

Figure 89 (con't): Public Access Internet Services Critical to the Role of the Public Library Outlet by State

State	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 local economic development	Provide information about state & local business opportunities	Provide information for college applicants	Provide information for local business marketing	Provide information about the library's community	Provide information or databases regarding investments	Provide access to government information and services	Provide computer & Internet skills training	Provide services for job seekers	Provide services to immigrant populations	Other
New York (n =1077)	81.4%	45.0%	26.9%	56.7%	5.9%	4.9%	14.3%	4.7%	31.1%	5.6%	53.1%	46.8%	53.1%	12.8%	23.6%
North Carolina (n =381)	71.0%	36.9%	32.2%	51.7%	16.5%	2.6%	18.5%	7.1%	15.3%	2.3%	41.2%	30.1%	71.0%	15.1%	11.1%
Ohio (n =714)	95.8%	39.7%	37.5%	36.3%	2.6%	2.2%	9.2%	23.6%	32.5%	1.6%	59.8%	36.8%	67.3%	6.4%	11.6%
Oklahoma (n =213)	82.8%	43.8%	51.2%	42.9%	23.8%	26.1%	19.2%	1.0%	16.3%	18.8%	61.6%	25.1%	42.4%	16.3%	6.9%
Oregon (n =244)	71.2%	13.9%	31.9%	35.2%	7.4%	1.9%	9.3%	4.6%	34.3%	14.8%	72.2%	40.3%	67.0%	31.0%	22.0%
Pennsylvania (n =632)	81.9%	29.3%	42.9%	46.5%	5.8%	5.0%	11.4%	5.6%	22.8%	5.6%	54.6%	35.5%	69.4%	11.7%	18.9%
Rhode Island (n =72)	86.1%	45.8%	13.9%	36.1%	--	8.3%	8.3%	6.9%	38.9%	27.8%	45.8%	48.6%	45.8%	11.1%	6.9%
South Carolina (n =177)	71.7%	34.9%	44.0%	68.7%	13.3%	6.6%	9.6%	1.2%	7.8%	2.4%	29.5%	21.7%	71.7%	7.8%	41.0%
South Dakota (n=144)	70.7%	30.0%	40.7%	55.0%	7.1%	6.4%	20.7%	7.1%	23.6%	2.9%	65.0%	25.7%	42.1%	23.6%	19.7%
Tennessee (n =284)	84.8%	56.0%	41.8%	41.0%	5.4%	15.6%	23.0%	9.8%	18.4%	2.7%	49.8%	27.2%	65.4%	21.4%	14.8%
Texas (n =837)	73.6%	44.4%	35.6%	43.1%	3.7%	9.4%	28.3%	6.4%	19.2%	5.1%	54.6%	39.0%	65.2%	18.2%	15.0%
Utah (n =111)	92.7%	39.4%	37.6%	45.0%	3.7%	8.2%	11.9%	4.6%	24.5%	4.5%	66.1%	19.3%	57.8%	18.3%	9.2%
Washington (n=314)	81.9%	23.6%	31.5%	53.9%	3.5%	5.1%	8.7%	--	14.6%	6.7%	57.9%	42.5%	71.8%	18.9%	27.6%

Figure 89 (con't): Public Access Internet Services Critical to the Role of the Public Library Outlet by State

State	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 local economic development	Provide information about state & local business opportunities	Provide information for college applicants	Provide information for local business marketing	Provide information about the library's community	Provide information or databases regarding investments	Provide access to government information and services	Provide computer & Internet skills training	Provide services for job seekers	Provide services to immigrant populations	Other
Washington, DC (n =12)	100%	100%	--	--	--	100%	--	--	--	100%	--	100%	--	--	--
West Virginia (n =172)	83.4%	68.0%	34.3%	30.4%	10.1%	11.8%	24.9%	7.7%	17.3%	--	42.3%	25.4%	55.0%	10.7%	13.0%
Wisconsin (n =454)	70.3%	19.9%	36.2%	50.7%	4.2%	8.4%	14.3%	5.6%	24.3%	11.2%	66.0%	33.9%	74.7%	15.0%	16.9%
Wyoming (n =73)	77.5%	25.4%	42.3%	26.8%	8.5%	5.6%	9.9%	--	23.6%	2.8%	56.3%	33.3%	53.5%	20.8%	9.9%
National	78.7% (n=11,827)	38.2% (n=5,742)	33.4% (n=5,020)	46.9% (n=7,047)	7.1% (n=1,062)	7.2% (n=1,137)	13.9% (n=2,095)	7.6% (n=1,137)	25.3% (n=3,805)	6.4% (n=967)	55.6% (n=8,361)	37.6% (n=5,654)	62.2% (n=9,354)	17.7% (n=2,660)	16.3% (n=2,458)

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

Figure 89 indicates that the majority of libraries in all states provide education resources and databases for K-12 students; these resources and databases were most often provided by Washington, DC (100 percent), Ohio (95.8 percent), California (95.7 percent), and Utah (92.7 percent) libraries. Also, nearly the majority of libraries in all states provided access to government information and services, as well as provided services to job seekers. The libraries with highest percentage in the former category were in Michigan (88.4 percent) and Delaware (84.8 percent), who were also considerably higher than the national average. In the latter category, Georgia (75.8 percent) and Arizona (74.7 percent) libraries had the highest percentages. Another service with high response rates was providing education resources and databases for adult/continuing education. The libraries with the highest percentages were in Alaska (61.4 percent) and Indiana (61.3 percent)—20 percentage points higher than the national average. The percentage of providing services has changed, for the most part, relatively little from the past year. However, it is of significance that largest percentage of libraries providing education resources and databases for home schooling had increased from 29.3 percent in the prior year, to 54.6 percent this year.

Figure 90: Public Library Services Available to Users by State

State	Digital reference/ Virtual reference		Licensed databases		E-books		Video conferencing		Online instructional courses/tutorials		Homework Resources		Audio content		Video content		Digitized special collections	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Alabama (n =284)	64.5%	17.5%	81.5%	2.9%	27.5%	6.5%	--	2.5%	39.1%	23.9%	90.2%	1.5%	46.7%	7.3%	27.9%	13.4%	16.7%	26.4%
Alaska (n =101)	47.0%	21.0%	73.0%	7.1%	28.3%	5.0%	7.0%	--	58.6%	16.0%	86.0%	6.1%	64.6%	8.1%	41.4%	6.0%	31.3%	5.1%
Arizona (n =178)	65.2%	14.6%	96.1%	3.9%	74.3%	--	--	11.2%	73.0%	9.6%	79.9%	--	65.7%	20.8%	58.4%	9.0%	19.1%	13.5%
Arkansas (n =206)	37.3%	7.4%	78.9%	8.8%	29.9%	5.4%	*	--	33.3%	10.3%	78.4%	7.4%	64.2%	4.9%	38.2%	4.9%	16.7%	4.4%
California (n =1087)	80.2%	6.1%	94.8%	*	64.1%	3.9%	3.5%	*	39.6%	3.5%	85.2%	*	78.7%	1.1%	32.4%	8.7%	46.3%	2.8%
Colorado (n=241)	68.1%	10.2%	71.4%	3.8%	41.9%	7.3%	--	*	31.1%	13.7%	81.7%	8.9%	68.5%	2.6%	47.4%	8.1%	44.7%	5.5%
Connecticut (n =243)	82.4%	2.9%	90.8%	5.5%	43.1%	8.4%	--	--	39.3%	2.9%	83.2%	1.7%	52.5%	3.4%	31.9%	8.8%	14.7%	15.5%
Delaware (n =33)	90.9%	6.1%	100.0%	--	69.7%	6.1%	6.1%	6.1%	69.7%	--	97.0%	--	81.8%	6.1%	78.8%	6.1%	18.2%	9.1%
Florida (n =483)	89.7%	3.8%	97.3%	*	81.8%	1.3%	7.3%	*	65.4%	4.6%	98.7%	*	88.5%	1.3%	70.0%	1.3%	56.6%	2.5%
Georgia (n =334)	63.9%	10.3%	97.9%	2.1%	35.8%	12.1%	10.3%	1.2%	55.0%	10.9%	70.9%	4.5%	45.5%	10.0%	36.3%	10.0%	41.4%	12.1%
Hawaii (n=51)	27.1%	4.2%	100.0%	--	100.0%	--	--	6.4%	8.3%	12.5%	91.7%	--	85.1%	4.2%	14.9%	12.5%	14.6%	8.3%
Illinois (n =780)	55.9%	10.0%	71.9%	11.2%	44.2%	4.1%	4.7%	2.4%	29.2%	5.9%	72.5%	6.9%	62.8%	7.7%	49.1%	7.3%	21.3%	4.0%
Indiana (n =437)	42.9%	20.4%	74.1%	7.1%	33.6%	3.6%	12.6%	3.8%	46.8%	14.7%	78.6%	4.5%	66.3%	5.2%	58.2%	5.2%	56.4%	5.2%
Iowa (n =564)	35.3%	6.9%	80.4%	7.5%	10.0%	1.8%	8.2%	3.1%	33.1%	8.6%	78.3%	5.9%	61.3%	7.5%	40.6%	6.2%	13.9%	3.5%

Figure 90 (con't): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference		Licensed databases		E-books		Video conferencing		Online instructional courses/tutorials		Homework Resources		Audio content		Video content		Digitized special collections	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Kansas (n=368)	56.1%	6.1%	70.5%	5.8%	57.5%	11.1%	13.1%	4.7%	54.7%	12.8%	92.8%	2.2%	79.7%	6.1%	57.5%	9.5%	31.8%	10.8%
Kentucky (n =181)	73.0%	20.9%	85.3%	9.2%	37.2%	3.7%	--	3.7%	23.3%	8.0%	69.3%	3.7%	70.6%	3.7%	69.3%	3.7%	37.2%	14.7%
Louisiana (n =335)	55.4%	17.4%	98.7%	--	38.2%	1.6%	2.8%	--	58.5%	7.9%	84.2%	*	63.6%	7.3%	35.3%	7.3%	59.9%	3.8%
Maryland (n =176)	98.3%	1.1%	98.9%	--	96.6%	--	18.2%	7.9%	67.0%	1.7%	98.9%	--	95.5%	1.7%	80.1%	7.4%	66.5%	3.4%
Massachusetts (n =478)	72.4%	7.7%	94.1%	2.9%	66.7%	14.5%	2.0%	--	34.5%	*	72.8%	10.4%	80.0%	1.1%	43.0%	2.8%	44.3%	15.7%
Michigan (n =651)	54.8%	9.1%	85.5%	3.6%	63.0%	7.4%	*	1.8%	52.1%	12.0%	79.2%	8.3%	64.9%	2.6%	44.9%	6.4%	39.4%	6.3%
Mississippi (n =264)	42.0%	14.5%	91.2%	--	21.0%	1.9%	*	--	59.2%	8.8%	93.9%	*	58.4%	1.5%	50.8%	4.2%	15.3%	5.0%
Missouri (n =331)	43.2%	9.1%	83.7%	5.4%	45.3%	2.1%	8.2%	3.9%	59.8%	6.4%	77.6%	2.1%	61.0%	3.3%	55.6%	5.4%	41.4%	1.2%
Montana (n =104)	69.1%	11.3%	92.8%	--	45.9%	2.0%	2.0%	7.2%	49.5%	5.2%	84.5%	3.1%	62.9%	9.3%	47.4%	11.3%	18.6%	8.2%
Nevada (n =82)	74.4%	6.1%	98.8%	1.2%	57.3%	4.9%	4.9%	1.2%	58.5%	6.2%	92.6%	2.5%	81.7%	6.1%	56.1%	1.2%	28.4%	8.6%
New Jersey (n =446)	75.4%	5.4%	93.9%	3.5%	42.4%	3.0%	*	*	40.3%	5.6%	89.5%	3.0%	79.6%	1.9%	41.7%	3.5%	34.7%	7.7%
New Mexico (n =115)	58.6%	4.3%	77.4%	8.6%	27.8%	6.1%	--	1.7%	40.5%	6.1%	77.4%	6.0%	75.7%	4.3%	56.5%	6.1%	19.8%	5.2%
New York (n =1077)	68.5%	7.7%	92.5%	2.7%	54.3%	2.7%	11.1%	2.9%	41.4%	11.3%	87.0%	5.5%	83.3%	5.7%	51.6%	5.8%	47.2%	5.5%
North Carolina (n =381)	54.1%	3.7%	95.2%	1.1%	90.6%	1.1%	7.4%	3.4%	38.9%	--	75.3%	1.1%	88.1%	2.3%	47.2%	7.1%	44.9%	3.4%

Figure 90 (con't): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference		Licensed databases		E-books		Video conferencing		Online instructional courses/tutorials		Homework Resources		Audio content		Video content		Digitized special collections	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Ohio (n =714)	87.0%	6.1%	98.1%	1.2%	70.5%	4.9%	6.4%	11.6%	59.0%	3.9%	92.2%	6.4%	83.9%	4.6%	70.7%	4.5%	53.8%	4.8%
Oklahoma (n =213)	42.1%	10.0%	87.1%	5.7%	46.9%	3.8%	19.1%	--	36.8%	9.6%	78.5%	2.9%	78.5%	3.8%	38.3%	15.8%	37.1%	2.9%
Oregon (n =244)	71.7%	5.8%	89.2%	9.5%	50.5%	1.8%	9.0%	1.8%	48.4%	9.5%	79.7%	4.9%	72.6%	*	52.5%	5.8%	12.6%	1.8%
Pennsylvania (n =632)	79.8%	3.9%	95.0%	2.4%	58.2%	6.8%	3.6%	1.5%	48.6%	8.2%	85.8%	3.9%	73.0%	2.4%	49.9%	5.5%	19.7%	4.5%
Rhode Island (n =72)	88.9%	--	100.0%	--	100.0%	--	4.2%	--	22.2%	4.2%	87.5%	4.2%	93.1%	4.2%	79.2%	11.1%	44.4%	4.2%
South Carolina (n =177)	47.2%	32.7%	95.1%	--	42.6%	14.2%	1.2%	19.1%	16.7%	28.2%	89.6%	--	59.5%	3.7%	57.7%	1.9%	25.3%	21.5%
South Dakota (n=144)	60.0%	4.3%	85.0%	3.6%	48.6%	13.6%	**	10.0%	47.9%	10.7%	80.0%	5.7%	57.1%	12.9%	52.1%	14.3%	22.1%	2.1%
Tennessee (n =284)	57.2%	6.2%	88.3%	1.2%	86.3%	4.7%	4.7%	1.2%	41.2%	3.5%	76.7%	5.5%	66.0%	21.8%	36.7%	22.7%	40.9%	1.9%
Texas (n =837)	39.8%	13.3%	88.9%	7.0%	54.9%	6.5%	6.5%	9.7%	42.4%	7.3%	79.1%	3.7%	60.7%	6.2%	40.6%	11.0%	19.5%	9.1%
Utah (n =111)	42.7%	9.1%	92.7%	3.7%	86.2%	6.4%	5.5%	9.1%	62.4%	5.5%	100.0%	--	92.7%	1.8%	37.6%	12.8%	41.3%	21.1%
Washington (n=314)	75.1%	1.3%	95.7%	3.0%	37.4%	4.3%	--	1.3%	21.0%	5.9%	87.6%	2.9%	61.6%	--	45.6%	2.9%	22.5%	1.3%
Washington, DC (n =12)	100.0%	--	100.0%	--	91.7%	--	--	--	100.0%	--	100.0%	--	100.0%	--	100.0%	--	91.7%	--
West Virginia (n =172)	56.4%	9.1%	90.3%	3.0%	14.5%	1.2%	8.5%	10.9%	63.0%	12.1%	77.6%	4.2%	60.6%	1.8%	47.3%	8.5%	12.1%	4.2%
Wisconsin (n =454)	78.2%	6.3%	85.0%	5.0%	84.6%	5.2%	2.5%	4.1%	40.7%	6.1%	81.6%	5.7%	83.4%	5.0%	54.8%	9.1%	35.2%	6.6%

Figure 90 (con't): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference		Licensed databases		E-books		Video conferencing		Online instructional courses/tutorials		Homework Resources		Audio content		Video content		Digitized special collections	
	Offer	**Limit**	**Offer**	**Limit**	**Offer**	**Limit**	**Offer**	**Limit**	**Offer**	**Limit**	**Offer**	**Limit**	**Offer**	**Limit**	**Offer**	**Limit**	**Offer**	**Limit**
Wyoming (n =73)	35.2%	5.6%	100.0%	--	65.3%	--	--	20.8%	20.8%	18.3%	77.5%	--	81.7%	5.6%	66.7%	--	42.3%	--
National	62.5% (n=9,773)	8.3% (n=1,290)	87.7% (n=13,706)	4.0% (n=633)	51.8% (n=8,097)	4.3% (n=671)	5.9% (n=916)	3.5% (n=554)	43.3% (n=6,766)	7.8% (n=1,218)	83.4% (n=11,140)	4.2% (n=651)	71.2% (11,140)	5.3% (n=830)	48.9% (n=7,641)	7.3% (n=1,143)	33.8% (n=5,290)	5.8% (n=902)

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

Figure 90 presents the breakdown of services that libraries offer full-time or on a limited basis. There were several services that were reportedly offered, overall, more than others. The majority of libraries in each state offered licensed databases full-time, and all libraries in Washington, D.C and Wyoming offered database services. South Carolina libraries most frequently (32.7 percent) offered licensed databases on a limited basis. Offering audio content full-time was another category where nearly the majority of libraries in each state provided that service--Washington, DC (100 percent) and Rhode Island (93.1 percent) had the highest percentage of libraries; Tennessee (21.8 percent) had the highest percentage of libraries offering this service on a limited basis. Washington, DC (100 percent) and Maryland (98.3 percent) libraries were the most likely to offer digital reference/virtual reference services.

Figure 91: 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
Alabama (n =284)	54.7%	6.5%	12.3%	14.5%	25.4%	12.0%	31.2%	23.6%
Alaska (n =101)	74.0%	6.0%	73.7%	7.1%	64.6%	17.0%	60.0%	9.1%
Arizona (n =178)	84.8%	9.0%	52.2%	19.1%	25.1%	19.7%	82.6%	--
Arkansas (n =206)	57.8%	*	27.9%	9.3%	36.8%	2.9%	46.1%	4.9%
California (n =1087)	86.5%	1.1%	37.0%	2.9%	36.4%	*	61.9%	6.7%
Colorado (n=241)	68.9%	7.7%	34.0%	6.4%	41.3%	4.7%	59.8%	17.4%
Connecticut (n =243)	59.2%	13.4%	25.6%	21.0%	26.1%	18.4%	42.0%	19.7%
Delaware (n =33)	90.9%	--	69.7%	6.1%	78.8%	--	84.8%	6.1%
Florida (n =483)	66.7%	7.3%	44.4%	10.7%	42.2%	6.7%	58.8%	8.4%
Georgia (n =334)	95.5%	2.1%	32.1%	6.6%	23.3%	4.2%	51.4%	12.1%
Hawaii (n=51)	83.3%	12.5%	17.0%	12.5%	4.2%	10.6%	--	8.3%
Illinois (n =780)	58.5%	20.8%	28.1%	7.3%	29.3%	6.4%	60.2%	10.8%
Indiana (n =437)	76.5%	5.2%	32.3%	10.9%	38.0%	9.0%	63.9%	14.3%
Iowa (n =564)	70.6%	7.3%	52.3%	9.7%	52.6%	9.9%	67.5%	9.9%
Kansas (n=368)	68.1%	9.2%	53.3%	8.4%	40.8%	8.6%	62.4%	10.0%
Kentucky (n =181)	82.3%	5.5%	53.0%	3.7%	51.2%	7.4%	65.0%	--
Louisiana (n =335)	78.5%	1.6%	26.3%	3.2%	27.2%	1.6%	50.6%	13.9%
Maryland (n =176)	71.0%	14.2%	29.5%	6.2%	30.7%	6.2%	65.3%	6.8%
Massachusetts (n =478)	71.7%	4.8%	42.6%	7.4%	46.5%	6.7%	55.2%	10.7%
Michigan (n =651)	67.5%	7.3%	36.5%	7.1%	36.5%	8.4%	60.9%	13.7%
Mississippi (n =264)	78.6%	3.4%	26.0%	7.3%	38.9%	3.1%	37.5%	23.3%
Missouri (n =331)	70.7%	6.6%	43.2%	10.0%	60.1%	9.4%	75.2%	8.2%

Figure 91 (con't): 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
Montana (n =104)	80.4%	8.2%	68.0%	14.3%	54.6%	13.4%	71.1%	9.3%
Nevada (n =82)	56.8%	2.5%	16.0%	13.4%	12.3%	6.1%	38.3%	4.9%
New Jersey (n =446)	74.5%	9.4%	28.8%	11.0%	21.1%	5.4%	56.7%	9.8%
New Mexico (n =115)	78.4%	7.0%	37.4%	25.2%	37.1%	13.9%	67.8%	8.6%
New York (n =1077)	76.8%	5.8%	40.7%	8.1%	18.1%	7.0%	51.8%	14.0%
North Carolina (n =381)	75.3%	6.0%	39.8%	15.1%	35.2%	6.0%	49.1%	9.1%
Ohio (n =714)	90.3%	1.4%	39.0%	17.6%	47.5%	6.2%	75.7%	6.5%
Oklahoma (n =213)	79.4%	7.7%	61.7%	11.0%	52.6%	12.9%	69.4%	8.6%
Oregon (n =244)	69.8%	3.6%	48.4%	19.4%	24.8%	1.8%	65.0%	12.6%
Pennsylvania (n =632)	70.4%	10.3%	36.0%	7.6%	29.7%	7.4%	54.8%	12.0%
Rhode Island (n =72)	72.2%	4.2%	35.2%	11.1%	56.9%	4.2%	56.9%	11.1%
South Carolina (n =177)	72.4%	5.5%	50.3%	--	59.5%	--	44.8%	6.1%
South Dakota (n=144)	60.7%	5.7%	40.0%	5.7%	30.7%	7.1%	43.6%	8.6%
Tennessee (n =284)	72.8%	2.3%	16.0%	1.2%	24.5%	2.3%	60.7%	1.2%
Texas (n =837)	74.4%	8.9%	39.5%	17.4%	47.5%	8.1%	55.1%	11.8%
Utah (n =111)	85.5%	1.8%	40.4%	14.7%	36.4%	3.7%	45.9%	20.2%
Washington (n=314)	57.7%	33.0%	13.4%	14.7%	14.1%	14.7%	47.2%	27.4%
Washington, DC (n =12)	100%	--	--	--	--	--	--	--
West Virginia (n =172)	63.6%	6.1%	44.2%	10.9%	51.5%	8.5%	44.8%	9.7%
Wisconsin (n =454)	76.6%	6.1%	40.4%	10.0%	44.8%	10.9%	67.3%	8.9%
Wyoming (n =73)	87.3%	7.0%	74.6%	7.0%	56.3%	9.9%	63.9%	7.0%
National	72.0% (n=11,259)	8.3% (n=1,295)	37.4% (n=5,856)	9.7% (n=1,514)	34.7% (n=5,419)	7.1% (n=1,110)	57.7% (n=9,021)	10.8% (n=1,686)

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

Figure 91 also shows the peripheral services provided by libraries. The majority of libraries in all states provided access and stored content on USB/other devices. Washington, DC (100 percent) and Georgia (95.5 percent) libraries were most likely to provide such services. Washington libraries most often provided those services on a limited basis (33.0 percent). The states with the highest percentage of libraries offering digital camera connection and the manipulation of content were Delaware (69.7 percent) and Montana (68.0 percent); Libraries in New Mexico (25.2 percent) had the highest percentage of those offering it on a limited basis. Delaware (78.8 percent) was also the state with the highest percentage of libraries offering to burn CDs/DVDs, as well as Alaska (64.6 percent). It was most often provided on a limited basis in Arizona (19.7 percent) libraries. The libraries most likely to offer recreational gaming, consoles, software, or websites were, again, in Delaware (84.8 percent) and Arizona (82.6 percent); Washington had the greatest percentage of libraries offering these services on a limited basis (27.4 percent).

Figure 92: Factors That Prevent Public Libraries from Providing Services or Required Limited Access to Users

State	Computer hardware/software will not support the services	Public access Internet connectivity speed will not support the service(s)	Library policy restricts offering or access	Library cannot afford to purchase and/or support services
Alabama (n =284)	41.9%	19.6%	48.5%	67.3%
Alaska (n =101)	45.9%	33.7%	21.2%	54.1%
Arizona (n =178)	31.6%	24.3%	43.7%	48.3%
Arkansas (n =206)	24.1%	22.5%	45.5%	61.1%
California (n =1087)	41.9%	40.9%	28.9%	57.3%
Colorado (n=241)	31.1%	19.8%	24.3%	59.5%
Connecticut (n =243)	38.8%	12.1%	47.3%	51.6%
Delaware (n =33)	42.3%	38.5%	20.0%	72.0%
Florida (n =483)	43.6%	21.7%	35.9%	27.9%
Georgia (n =334)	46.6%	30.3%	38.7%	55.5%
Hawaii (n=51)	68.9%	71.7%	63.0%	37.8%
Illinois (n =780)	34.0%	12.1%	39.0%	51.7%
Indiana (n =437)	34.7%	20.2%	30.1%	56.1%
Iowa (n =564)	31.2%	9.3%	25.8%	61.1%
Kansas (n=368)	35.6%	14.7%	25.4%	64.4%
Kentucky (n =181)	33.8%	7.3%	29.8%	59.9%
Louisiana (n =335)	55.4%	47.9%	69.0%	54.6%
Maryland (n =176)	59.4%	40.6%	25.1%	44.3%
Massachusetts (n =478)	49.9%	11.3%	22.1%	64.2%
Michigan (n =651)	42.3%	23.5%	30.0%	71.4%
Mississippi (n =264)	18.8%	48.6%	67.8%	75.7%
Missouri (n =331)	14.4%	4.3%	36.0%	64.2%
Montana (n =104)	32.6%	23.9%	22.5%	67.4%
Nevada (n =82)	36.7%	29.1%	55.7%	26.9%
New Jersey (n =446)	37.1%	8.0%	39.3%	35.4%

Figure 92 (con't): Factors That Prevent Public Libraries from Providing Services or Required Limited Access to Users

State	Computer hardware/software will not support the services	Public access Internet connectivity speed will not support the service(s)	Library policy restricts offering or access	Library cannot afford to purchase and/or support services
New Mexico (n =115)	30.6%	15.3%	24.5%	49.1%
New York (n =1077)	43.8%	19.2%	43.3%	54.1%
North Carolina (n =381)	41.4%	27.7%	26.7%	30.9%
Ohio (n =714)	48.4%	16.7%	24.5%	34.7%
Oklahoma (n =213)	21.7%	12.6%	17.6%	39.2%
Oregon (n =244)	59.6%	27.1%	49.0%	60.1%
Pennsylvania (n =632)	55.8%	25.4%	33.8%	61.1%
Rhode Island (n =72)	23.9%	11.9%	7.5%	34.3%
South Carolina (n =177)	35.0%	23.9%	54.0%	77.2%
South Dakota (n=144)	41.4%	12.6%	38.7%	67.6%
Tennessee (n =284)	28.9%	28.5%	60.4%	56.6%
Texas (n =837)	36.4%	15.9%	34.9%	50.6%
Utah (n =111)	38.7%	4.8%	31.1%	31.1%
Washington (n=314)	61.8%	33.7%	25.0%	64.5%
Washington, DC (n =12)	100.0%	100.0%	--	--
West Virginia (n =172)	28.1%	19.0%	44.2%	50.0%
Wisconsin (n =454)	47.8%	25.2%	27.3%	53.0%
Wyoming (n =73)	33.3%	12.7%	15.5%	42.3%
National	46.3% (n=5,664)	24.6% (n=3,010)	42.8% (n=5,239)	63.6% (n=7,792)

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

Some libraries reported that they were not able to offer the aforementioned services. Figure 92 reports the reasons for not being able to provide those services. The states with the highest percentage of libraries that reported their computer hardware/software would not support the services were Washington, DC (100 percent) and Hawaii (68.9 percent). Libraries in Washington, DC (100 percent), in addition to Mississippi (48.6 percent), were most likely to state that their public access Internet connectivity speed would not support the service(s). Louisiana (69.0 percent) and Mississippi (67.8 percent) had the greatest percentages of libraries that claimed their policy restricted offering or access to those services. The

libraries with the greatest percentage of libraries that cannot afford to purchase and/or support the services were in South Carolina (77.2 percent) and, again, Mississippi (75.7 percent).

Figure 93: Public Library System Information Technology Training Availability for Patrons by State										
State	No training offered	Facilitates local economic development	Offers technology training to those who would otherwise not have any	Helps students with their school assignments and school work	Helps business owners understand and use technology and/or information resources	Helps patrons complete job applications	Provides general technology skills	Provides information literacy skills	Helps users access and use electronic government services and resources	Other
Alabama (n =284)	33.3%	--	31.6%	48.9%	--	39.9%	25.4%	29.0%	19.6%	5.1%
Alaska (n =101)	35.7%	2.0%	24.5%	15.3%	4.1%	19.6%	37.8%	29.6%	28.6%	8.2%
Arizona (n =178)	28.1%	3.4%	51.7%	27.5%	--	30.3%	25.3%	38.2%	15.7%	5.1%
Arkansas (n =206)	53.4%	2.0%	16.2%	37.7%	3.9%	24.5%	18.6%	21.1%	15.7%	4.9%
California (n =1087)	22.6%	4.6%	46.0%	53.8%	2.7%	5.1%	43.4%	59.5%	10.0%	2.0%
Colorado (n=241)	24.1%	4.7%	48.7%	29.7%	4.3%	25.9%	35.6%	49.8%	18.5%	4.7%
Connecticut (n =243)	24.3%	--	34.5%	35.7%	2.9%	18.5%	45.4%	55.9%	13.0%	7.1%
Delaware (n =33)	24.2%	--	36.4%	15.2%	--	27.3%	54.5%	54.5%	24.2%	6.1%
Florida (n =483)	11.2%	7.6%	59.4%	36.3%	8.7%	9.9%	52.9%	62.1%	25.3%	1.1%
Georgia (n =334)	36.1%	11.2%	30.0%	50.6%	3.6%	31.4%	22.4%	35.2%	11.2%	5.8%
Hawaii (n=51)	31.0%	--	26.2%	47.6%	--	16.7%	9.3%	64.3%	39.5%	4.8%
Illinois (n =780)	28.3%	*	38.8%	35.5%	3.6%	24.4%	42.7%	43.9%	18.3%	3.1%
Indiana (n =437)	20.4%	1.8%	49.0%	29.1%	5.1%	30.9%	35.2%	50.1%	32.5%	*
Iowa (n =564)	31.0%	1.3%	23.8%	42.3%	*	26.0%	40.0%	40.0%	23.2%	3.0%
Kansas (n=368)	24.3%	2.8%	30.7%	39.9%	1.1%	25.2%	42.5%	43.1%	31.8%	3.3%

Figure 93 (con't): Public Library System Information Technology Training Availability for Patrons by State										
State	No training offered	Facilitates local economic development	Offers technology training to those who would otherwise not have any	Helps students with their school assignments and school work	Helps business owners understand and use technology and/or information resources	Helps patrons complete job applications	Provides general technology skills	Provides information literacy skills	Helps users access and use electronic government services and resources	Other
Kentucky (n =181)	9.2%	*	55.8%	32.9%	--	44.2%	46.6%	40.5%	40.5%	7.4%
Louisiana (n =335)	25.0%	1.6%	32.6%	63.7%	--	22.1%	38.8%	33.9%	36.1%	3.5%
Maryland (n =176)	18.6%	1.7%	60.2%	34.7%	--	15.9%	52.5%	59.1%	6.8%	1.1%
Massachusetts (n =478)	24.2%	*	35.1%	40.3%	*	13.7%	45.0%	56.0%	21.3%	2.0%
Michigan (n =651)	26.7%	--	47.0%	25.9%	2.0%	31.4%	35.3%	40.6%	22.1%	4.1%
Mississippi (n =264)	37.4%	--	26.5%	43.2%	*	25.7%	35.8%	31.9%	24.5%	*
Missouri (n =331)	27.9%	3.4%	53.3%	15.3%	--	11.9%	45.5%	49.7%	23.4%	2.2%
Montana (n =104)	29.9%	3.1%	32.7%	30.9%	3.1%	11.3%	44.9%	39.2%	28.6%	2.0%
Nevada (n =82)	35.4%	--	17.7%	46.8%	--	32.9%	16.7%	50.6%	21.8%	--
New Jersey (n =446)	29.5%	1.0%	44.7%	28.0%	3.1%	20.8%	36.7%	44.9%	19.1%	2.2%
New Mexico (n =115)	18.1%	1.7%	35.7%	52.2%	1.7%	36.5%	41.4%	32.8%	30.2%	9.5%
New York (n =1077)	16.5%	1.6%	46.6%	48.9%	1.4%	19.1%	47.7%	58.3%	18.7%	2.7%
North Carolina (n =381)	33.6%	5.2%	31.5%	30.5%	--	27.0%	37.9%	44.8%	10.6%	1.2%
Ohio (n =714)	21.2%	1.3%	50.7%	39.1%	*	20.3%	38.6%	46.8%	23.2%	2.4%
Oklahoma (n =213)	15.0%	1.9%	54.6%	25.6%	--	27.5%	51.2%	64.3%	25.6%	3.9%

Figure 93 (con't): Public Library System Information Technology Training Availability for Patrons by State

State	No training offered	Facilitates local economic development	Offers technology training to those who would otherwise not have any	Helps students with their school assignments and school work	Helps business owners understand and use technology and/or information resources	Helps patrons complete job applications	Provides general technology skills	Provides information literacy skills	Helps users access and use electronic government services and resources	Other
Oregon (n =244)	30.0%	--	34.2%	27.4%	--	20.3%	43.9%	53.2%	19.4%	4.9%
Pennsylvania (n =632)	32.7%	*	38.1%	31.8%	2.6%	21.1%	33.5%	42.4%	18.4%	7.9%
Rhode Island (n =72)	4.2%	--	48.6%	68.1%	--	15.3%	70.8%	68.1%	15.3%	--
South Carolina (n =177)	27.7%	--	39.4%	31.3%	2.4%	32.5%	22.9%	52.4%	28.3%	--
South Dakota (n=144)	37.1%	2.9%	22.9%	33.6%	--	17.1%	35.0%	44.3%	37.9%	1.4%
Tennessee (n =284)	40.0%	--	27.1%	37.6%	--	33.7%	23.2%	40.8%	22.4%	*
Texas (n =837)	25.6%	--	39.8%	43.0%	2.1%	29.1%	36.4%	47.0%	22.7%	5.4%
Utah (n =111)	26.6%	--	26.6%	60.6%	7.3%	20.2%	25.5%	41.8%	25.7%	3.7%
Washington (n=314)	27.4%	1.5%	35.5%	30.9%	--	20.8%	27.8%	59.5%	30.9%	4.6%
Washington, DC (n =12)	--	--	100.0%	--	--	--	91.7%	100.0%	--	--
West Virginia (n =172)	41.1%	--	26.4%	49.4%	--	30.7%	18.5%	31.9%	13.5%	1.2%
Wisconsin (n =454)	29.2%	--	33.6%	26.0%	--	29.9%	40.3%	45.1%	31.3%	5.1%
Wyoming (n =73)	32.9%	--	18.6%	29.0%	--	26.1%	46.4%	46.4%	29.0%	2.9%
National	26.6% (n=3,992)	1.8% (n=273)	39.5% (n=5,921)	38.4% (n=5,760)	1.9% (n=283)	22.9% (n=3,423)	38.3% (n=5,741)	47.5% (n=7,125)	21.8% (n=3,272)	3.2% (n=483)

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

Key: *Insufficient data to report

-- No data to report

Figure 93 shows the information technology training availability for patrons. The majority of libraries in almost each state provided library technology training. However, Arkansas (53.4 percent) had the greatest percentage of libraries stating that they do not provide technology training. Arkansas was also least likely to provide training in the prior year, and the percentage had increased from 46.8 percent. The states with largest percentage of libraries that offered training to patrons who otherwise would not have any are Florida (59.4 percent) and Arizona (51.7 percent)—a substantial decrease from last year. Libraries in Rhode Island (70.8 percent) and Delaware (54.5 percent) most frequently reported that they provided general technology skills. Information literacy skills were most often offered in Washington, DC (100 percent), Hawaii, and Oklahoma (64.3 percent for both) libraries.

Figure 94: E-Government Roles and Services of the Public Library System by State								
State	Staff provide assistance to patrons applying for or accessing e-gov services	Staff provide as-needed assistance to patrons for understanding and using e-gov resources	Staff provide immigrants with assistance in locating immigration-related services and information	The library offers training classes regarding the use of e-gov resources	The library is partnering with others to provide e-gov services	The library has at least one staff member with significant knowledge and skills in the provision of e-gov services	Other	The library does not provide e-gov services to its patrons on a regular basis
Alabama (n =284)	53.3%	75.0%	18.1%	4.7%	11.6%	16.7%	4.2%	31.9%
Alaska (n =101)	43.4%	61.6%	21.2%	--	14.0%	9.1%	2.0%	42.0%
Arizona (n =178)	71.9%	88.2%	60.7%	3.9%	15.7%	47.2%	--	17.4%
Arkansas (n =206)	53.0%	58.9%	33.2%	10.9%	5.4%	11.4%	1.0%	47.0%
California (n =1087)	40.9%	73.4%	37.2%	8.9%	5.2%	13.1%	*	23.5%
Colorado (n=241)	42.6%	68.8%	29.8%	5.5%	10.2%	20.4%	*	24.7%
Connecticut (n =243)	51.9%	73.5%	26.9%	14.7%	9.2%	22.7%	2.5%	30.7%
Delaware (n =33)	57.6%	90.9%	51.5%	15.2%	9.1%	21.2%	--	15.2%
Florida (n =483)	69.0%	95.2%	64.8%	21.8%	42.3%	36.9%	--	1.9%
Georgia (n =334)	54.2%	82.1%	28.1%	10.0%	22.4%	6.7%	--	24.5%
Hawaii (n=51)	37.5%	72.9%	34.0%	4.2%	4.3%	16.7%	3.9%	31.9%
Illinois (n =780)	44.3%	62.7%	19.3%	4.5%	8.4%	12.4%	2.3%	27.3%
Indiana (n =437)	66.5%	72.0%	34.7%	10.2%	17.3%	19.5%	3.7%	24.2%
Iowa (n =564)	49.5%	68.1%	15.7%	4.2%	4.6%	12.2%	2.0%	33.8%
Kansas (n=368)	57.2%	75.6%	23.1%	2.8%	11.4%	23.9%	1.1%	27.9%
Kentucky (n =181)	48.8%	68.9%	21.5%	11.7%	9.8%	23.8%	8.3%	27.0%
Louisiana (n =335)	71.6%	91.5%	25.6%	14.9%	26.9%	25.6%	--	13.3%
Maryland (n =176)	62.5%	77.8%	43.8%	15.3%	17.0%	16.9%	3.4%	18.2%
Massachusetts (n =478)	47.8%	71.7%	19.3%	6.7%	4.8%	20.4%	2.7%	30.2%
Michigan (n =651)	51.7%	71.7%	20.0%	6.8%	18.3%	16.3%	2.6%	25.1%
Mississippi (n =264)	54.6%	64.9%	16.4%	1.5%	1.9%	6.1%	4.2%	37.4%
Missouri (n =331)	55.3%	64.7%	21.8%	25.1%	13.3%	12.4%	--	36.6%

Figure 94 (con't): E-Government Roles and Services of the Public Library System by State								
State	**Staff provide assistance to patrons applying for or accessing e-gov services**	**Staff provide as-needed assistance to patrons for understanding and using e-gov resources**	**Staff provide immigrants with assistance in locating immigration-related services and information**	**The library offers training classes regarding the use of e-gov resources**	**The library is partnering with others to provide e-gov services**	**The library has at least one staff member with significant knowledge and skills in the provision of e-gov services**	**Other**	**The library does not provide e-gov services to its patrons on a regular basis**
Montana (n =104)	60.8%	74.2%	13.4%	8.2%	11.3%	19.6%	2.9%	24.7%
Nevada (n =82)	55.6%	59.8%	36.6%	2.5%	9.9%	23.2%	4.9%	20.7%
New Jersey (n =446)	45.2%	76.1%	40.5%	8.4%	4.9%	16.2%	*	23.9%
New Mexico (n =115)	59.5%	80.0%	48.3%	4.3%	3.5%	23.5%	7.8%	25.2%
New York (n =1077)	47.9%	80.4%	29.5%	21.8%	13.1%	32.5%	1.9%	21.4%
North Carolina (n =381)	34.1%	61.6%	25.3%	4.8%	16.2%	17.6%	--	46.7%
Ohio (n =714)	54.4%	81.1%	17.2%	7.7%	12.1%	24.3%	--	19.1%
Oklahoma (n =213)	70.5%	79.7%	51.4%	20.8%	21.7%	48.3%	*	17.9%
Oregon (n =244)	64.1%	80.6%	46.4%	29.3%	28.4%	26.5%	7.8%	24.3%
Pennsylvania (n =632)	56.2%	80.0%	24.1%	5.3%	11.8%	16.3%	2.1%	21.8%
Rhode Island (n =72)	75.0%	61.1%	22.2%	4.2%	18.1%	--	--	8.3%
South Carolina (n =177)	67.3%	72.4%	28.8%	12.3%	11.7%	22.1%	--	27.6%
South Dakota (n=144)	42.9%	62.1%	4.3%	2.9%	12.9%	2.9%	1.4%	45.7%
Tennessee (n =284)	60.5%	82.1%	33.9%	3.5%	6.6%	17.1%	1.1%	23.3%
Texas (n =837)	50.6%	76.6%	34.2%	9.9%	12.3%	19.3%	2.0%	23.3%
Utah (n =111)	75.5%	85.5%	45.9%	10.9%	18.3%	23.9%	--	16.5%
Washington (n=314)	37.8%	55.0%	23.5%	1.3%	2.9%	8.8%	2.9%	45.1%
Washington, DC (n =12)	--	--	--	--	--	--	--	100.0%
West Virginia (n =172)	51.5%	64.2%	15.2%	3.0%	6.7%	15.2%	--	41.2%
Wisconsin (n =454)	56.1%	78.4%	28.0%	5.7%	4.5%	15.5%	2.6%	28.0%
Wyoming (n =73)	40.8%	65.3%	18.3%	5.6%	5.6%	7.0%	--	34.7%
National	51.9% (n=8,060)	74.0% (n=11,499)	28.6% (n=4,438)	9.6% (n=1,439)	11.8% (n=1,826)	19.8% (n=3,069)	1.7% (n=268)	25.9% (n=4,019)

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

As presented in Figure 94, the greatest percentage of libraries that provided assistance to patrons applying for or accessing e-government services were in Arizona (71.9 percent) and Louisiana (71.6 percent). The majority of libraries in all but one state reported that staff provided as-needed assistance to patrons for understanding and using e-government services—Florida (95.2 percent) and Delaware (90.9 percent) reported the highest percentages of service provision. Florida (64.8 percent), as well as Arizona (60.7 percent), libraries most often stated that staff provided immigrants with assistance in locating immigration-related services and information. The states with the greatest percentage of libraries that did not provide e-government services on a regular basis were Washington, DC (100 percent) and Arkansas (47.0 percent).

Figure 95: Percentage Public Library Systems that Applied for an E-rate Discount by State				
State	Applied	Another organization applied on the library's behalf	Did not apply	Do not know
Alabama (n =284)	45.9%	6.3%	46.4%	1.0%
Alaska (n =101)	45.5%	14.8%	29.9%	6.8%
Arizona (n =178)	17.8%	20.0%	55.6%	6.7%
Arkansas (n =206)	41.7%	12.5%	45.8%	--
California (n =1087)	36.2%	6.8%	54.2%	3.4%
Colorado (n=241)	41.6%	10.6%	47.8%	--
Connecticut (n =243)	12.1%	24.2%	56.8%	6.9%
Delaware (n =33)	20.0%	--	80.0%	--
Florida (n =483)	67.7%	7.7%	24.6%	--
Georgia (n =334)	70.0%	16.0%	8.0%	5.9%
Hawaii (n=51)	100.0%	--	--	--
Illinois (n =780)	30.2%	--	68.4%	1.4%
Indiana (n =437)	58.6%	28.3%	12.7%	--
Iowa (n =564)	38.6%	8.9%	50.0%	2.6%
Kansas (n=368)	47.1%	22.3%	28.8%	1.9%
Kentucky (n =181)	55.0%	--	45.0%	--
Louisiana (n =335)	90.9%	--	9.1%	--
Maryland (n =176)	52.2%	13.0%	34.8%	--
Massachusetts (n =478)	2.5%	20.2%	69.3%	8.0%
Michigan (n =651)	34.5%	20.3%	41.8%	3.7%
Mississippi (n =264)	100.0%	--	--	--
Missouri (n =331)	42.7%	22.0%	30.7%	4.7%
Montana (n =104)	52.6%	3.9%	37.7%	5.2%
Nevada (n =82)	27.3%	4.5%	63.6%	--
New Jersey (n =446)	17.1%	11.4%	66.2%	5.0%
New Mexico (n =115)	15.7%	--	78.7%	5.6%

Figure 95 (con't): Percentage Public Library Systems that Applied for an E-rate Discount by State				
State	Applied	Another organization applied on the library's behalf	Did not apply	Do not know
New York (n =1077)	33.4%	22.0%	40.0%	4.5%
North Carolina (n =381)	63.0%	--	37.0%	--
Ohio (n =714)	49.2%	6.0%	41.5%	3.2%
Oklahoma (n =213)	84.7%	5.4%	7.2%	3.6%
Oregon (n =244)	24.1%	6.0%	53.4%	16.4%
Pennsylvania (n =632)	59.5%	12.0%	25.9%	2.4%
Rhode Island (n =72)	35.4%	18.8%	33.3%	10.4%
South Carolina (n =177)	75.6%	19.5%	4.8%	--
South Dakota (n=144)	14.4%	5.6%	70.4%	10.4%
Tennessee (n =284)	53.3%	12.2%	31.7%	2.8%
Texas (n =837)	23.3%	4.4%	65.5%	6.8%
Utah (n =111)	14.1%	7.8%	68.8%	9.4%
Washington (n=314)	57.1%	4.8%	38.1%	--
Washington, DC (n =12)	--	--	100.0%	--
West Virginia (n =172)	67.0%	21.6%	4.1%	7.2%
Wisconsin (n =454)	20.1%	45.2%	21.7%	13.1%
Wyoming (n =73)	9.5%	--	90.5%	--
National	38.2%	13.1%	44.4%	4.3%
Key *=Insufficient data to report --=No data to report				

Whether or not library systems applied for E-rate discounts during the July 1, 2007 funding year is illustrated in Figure 95. A higher percentage of public library systems in the southern region of the United States tended to apply for the E-rate discount than in other areas, overall. Some of the higher percentages can be found in South Carolina (75.6), Florida (67.7), Georgia (70.0), Louisiana (90.9), Mississippi (100), and West Virginia (67). Both western and south-eastern and eastern states reported some of the highest percentages of library systems that did not apply for the E-rate discount, including Delaware (80 percent), Washington, DC (100 percent), Massachusetts (69.3 percent) and New Jersey (66.2 percent). The percentage of library systems that had another organization apply for this discount on their behalf was relatively consistent across the country, although Wisconsin (45.2 percent) and Montana (3.9 percent) system stand out as being the farthest away from the national average of 13.1 percent.

Figure 96: Public Library System Percentage of Libraries Receiving E-rate Discount by State			
State	Internet connectivity	Telecommunications services	Internal connections cost
Alabama (n =284)	83.3%	91.7%	14.8%
Alaska (n =101)	55.8%	96.1%	13.7%
Arizona (n =178)	100.0%	76.5%	35.3%
Arkansas (n =206)	73.1%	76.9%	11.5%
California (n =1087)	39.4%	100.0%	22.2%
Colorado (n=241)	67.8%	88.1%	10.2%
Connecticut (n =243)	18.8%	89.9%	14.5%
Delaware (n =33)	25.0%	100.0%	--
Florida (n =483)	69.4%	98.0%	--
Georgia (n =334)	51.2%	88.6%	34.1%
Hawaii (n=51)	100.0%	100.0%	--
Illinois (n =780)	39.2%	96.8%	3.2%
Indiana (n =437)	89.9%	61.4%	5.8%
Iowa (n =564)	26.8%	98.4%	1.6%
Kansas (n=368)	63.4%	76.8%	7.6%
Kentucky (n =181)	63.3%	100.0%	11.5%
Louisiana (n =335)	88.1%	100.0%	21.7%
Maryland (n =176)	67.4%	100.0%	13.3%
Massachusetts (n =478)	50.0%	75.6%	13.4%
Michigan (n =651)	55.6%	83.7%	10.6%
Mississippi (n =264)	62.0%	95.6%	24.4%
Missouri (n =331)	52.6%	59.8%	4.1%
Montana (n =104)	31.8%	93.2%	9.1%
Nevada (n =82)	14.3%	100.0%	--

Figure 96 (con't): Public Library System Percentage of Libraries Receiving E-rate Discount by State

State	Internet connectivity	Telecommunications services	Internal connections cost
New Jersey (n =446)	70.9%	70.9%	11.6%
New Mexico (n =115)	57.1%	100.0%	7.1%
New York (n =1077)	38.2%	90.4%	7.6%
North Carolina (n =381)	89.1%	100.0%	13.0%
Ohio (n =714)	30.6%	96.3%	6.0%
Oklahoma (n =213)	89.0%	89.0%	15.0%
Oregon (n =244)	45.7%	100.0%	5.9%
Pennsylvania (n =632)	58.1%	95.0%	8.4%
Rhode Island (n =72)	63.0%	74.1%	11.5%
South Carolina (n =177)	51.3%	95.0%	12.5%
South Dakota (n=144)	62.5%	100.0%	16.7%
Tennessee (n =284)	88.0%	94.9%	5.1%
Texas (n =837)	53.3%	87.4%	16.4%
Utah (n =111)	71.4%	64.3%	--
Washington (n=314)	64.1%	76.3%	2.6%
Washington, DC (n =12)	--	--	--
West Virginia (n =172)	34.9%	94.2%	4.7%
Wisconsin (n =454)	59.1%	55.8%	7.9%
Wyoming (n =73)	--	100.0%	--
National	55.0%	85.8%	8.7%

Will not total 100% as respondents could choose more than one category
Key *=Insufficient data to report
--=No data to report

While on the national level more library systems use the E-rate funds for telecommunication costs (85.5 percent) than either Internet connection (55 percent) or internal connection costs (8.7 percent), Figure 96 shows that libraries in some states were much more reliant on these funds for the latter costs than the average. Southern region states relied heavily on this source of funding to help with Internet connectivity, with more than 80 percent of library systems reporting this in Alabama, Louisiana, North Carolina, Oklahoma and Tennessee. One hundred percent of Hawaiian library systems used this funding for both Internet connectivity and telecommunication costs. Substantially more systems in Arizona (35.3 percent) and Georgia (34.1 percent) used E- rate funds to help with internal connection costs than the national average of 8.7 percent indicates.

Figure 97: Public Library System Reasons for Non-Receipt of E-rate Discounts by State								
State	Process too complicated	Staff did not feel library would qualify	Discount is fairly low and not worth the time needed	Receives as part of consortium so does not apply	Denied funding in the past and discouraged	Need to comply with CIPA filtering	Applied in the past but no longer necessary	Other
Alabama (n =284)	40.2%	--	22.7%	12.4%	6.2%	5.2%	6.2%	41.2%
Alaska (n =101)	27.3%	--	45.5%	9.1%	9.1%	54.5%	9.1%	36.4%
Arizona (n =178)	76.0%	12.0%	28.0%	2.0%	24.0%	24.0%	--	36.0%
Arkansas (n =206)	77.3%	9.1%	28.6%	--	9.1%	28.6%	9.1%	36.4%
California (n =1087)	40.4%	18.1%	48.9%	3.4%	12.5%	48.9%	6.7%	21.6%
Colorado (n=241)	17.3%	7.7%	38.5%	--	--	9.8%	7.7%	48.1%
Connecticut (n =243)	20.8%	3.0%	55.4%	20.8%	5.9%	57.4%	7.9%	6.9%
Delaware (n =33)	42.9%	6.7%	28.6%	--	20.0%	20.0%	7.1%	28.6%
Florida (n =483)	50.0%	30.8%	28.6%	--	--	21.4%	--	38.5%
Georgia (n =334)	60.0%	40.0%	--	60.0%	--	--	--	40.0%
Hawaii (n=51)	--	--	--	--	--	--	--	--
Illinois (n =780)	53.2%	9.7%	51.7%	4.1%	7.8%	39.6%	6.3%	9.7%
Indiana (n =437)	50.0%	6.7%	40.0%	--	--	26.7%	10.0%	--
Iowa (n =564)	32.9%	9.8%	39.2%	1.2%	3.9%	27.5%	9.8%	29.8%
Kansas (n=368)	26.1%	11.4%	26.1%	2.3%	4.5%	23.6%	2.3%	33.7%
Kentucky (n =181)	87.5%	8.3%	45.8%	--	18.4%	30.6%	--	22.9%
Louisiana (n =335)	50.0%	--	50.0%	100.0%	--	--	--	--
Maryland (n =176)	25.0%	25.0%	25.0%	--	25.0%	--	12.5%	44.4%
Massachusetts (n =478)	30.5%	14.3%	32.7%	35.9%	--	44.2%	4.0%	13.5%
Michigan (n =651)	43.4%	20.1%	39.0%	--	3.1%	37.1%	2.5%	25.8%
Mississippi (n =264)	--	--	--	--	--	--	--	--
Missouri (n =331)	21.7%	6.5%	50.0%	15.2%	--	--	6.5%	15.2%
Montana (n =104)	44.8%	3.4%	50.0%	--	--	60.0%	10.3%	16.7%
Nevada (n =82)	46.2%	--	38.5%	38.5%	--	46.2%	28.6%	--
New Jersey (n =446)	31.1%	17.1%	30.4%	21.0%	2.8%	33.9%	9.4%	16.0%

Figure 97 (con't): Public Library System Reasons for Non-Receipt of E-rate Discounts by State								
State	Process too complicated	Staff did not feel library would qualify	Discount is fairly low and not worth the time needed	Receives as part of consortium so does not apply	Denied funding in the past and discouraged	Need to comply with CIPA filtering	Applied in the past but no longer necessary	Other
New Mexico (n =115)	53.0%	6.1%	36.4%	9.1%	6.1%	42.4%	6.1%	23.1%
New York (n =1077)	43.7%	8.2%	36.9%	17.9%	4.9%	28.0%	9.7%	21.6%
North Carolina (n =381)	57.7%	--	--	--	--	29.6%	34.6%	19.2%
Ohio (n =714)	34.4%	6.3%	38.1%	14.4%	12.5%	18.8%	3.1%	25.0%
Oklahoma (n =213)	--	--	66.7%	--	33.3%	--	33.3%	33.3%
Oregon (n =244)	19.0%	13.8%	51.7%	15.5%	--	41.4%	--	17.5%
Pennsylvania (n =632)	53.9%	9.6%	51.3%	7.0%	6.1%	1.7%	8.7%	19.1%
Rhode Island (n =72)	62.5%	--	100.0%	50.0%	--	--	25.0%	--
South Carolina (n =177)	100.0%	--	--	--	--	--	--	--
South Dakota (n=144)	40.3%	19.5%	49.4%	--	5.2%	36.4%	5.3%	26.0%
Tennessee (n =284)	36.4%	--	17.9%	--	10.7%	14.3%	30.4%	41.1%
Texas (n =837)	45.9%	12.6%	37.6%	*	1.2%	27.1%	11.5%	14.7%
Utah (n =111)	38.5%	10.3%	10.3%	7.7%	2.6%	--	10.3%	42.1%
Washington (n=314)	45.8%	12.5%	50.0%	--	--	37.5%	8.3%	37.5%
Washington, DC (n =12)	--	--	--	--	--	100.0%	--	--
West Virginia (n =172)	50.0%	--	--	--	50.0%	--	--	50.0%
Wisconsin (n =454)	37.1%	7.2%	44.9%	23.2%	--	49.3%	14.3%	11.6%
Wyoming (n =73)	41.2%	5.9%	52.9%	--	--	64.7%	11.8%	17.6%
National	40.4%	9.9%	38.8%	9.1%	5.2%	31.6%	8.8%	21.8%

Will not total 100% as respondents could choose more than one category
Key *=Insufficient data to report
--=No data to report

Figure 97 states the reasons for non-receipt of E-rate discounts. Similar to the national data, most individual states had a high percentage of libraries that claimed the "process was too complicated," "the discount was fairly low and not worth the time," and they "needed to comply with CIPA filtering." All libraries in South Carolina stated that the process was too complicated. Also, all libraries in Rhode Island indicated that it was not worth the time. Last, all libraries in Washington, DC said that the need to comply with CIPA filtering was an issue.

APPENDICES TABLE OF CONTENTS

APPENDIX 1: SURVEY INSTRUMENT

Please note that the survey's appearance is different than the web-based survey instrument, but does reflect the printed version included in the packets sent to the library directors.

50 East Huron Street
Chicago, Illinois 60611-2795
USA

Telephone (312) 944-6780
Fax (312) 440-9374
TDD (312) 944-7298
E-mail: ala@ala.org
http://www.ala.org

ALAAmericanLibraryAssociation

September 1, 2007

Dear Library Director:

Since 1994, Drs. John Carlo Bertot and Charles R. McClure of the Information Use Management and Policy Institute (http://www.ii.fsu.edu) in the College of Information at Florida State University have conducted a survey of public library public computer and Internet access. The American Library Association and the Information Institute will be conducting three annual surveys of public library public computer and Internet access. This survey marks the second in a three-survey sequence funded by the Bill & Melinda Gates Foundation and the American Library Association. 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 enhanced study will help you to identify the impacts of your library's public computer and Internet access on the community that your library serves. The survey data also will give national and state policymakers, practitioners, library supporters, researchers, government and private funding organizations and other stakeholders a better understanding of the issues and needs that your library faces in providing public computer and Internet access services and resources. Additional information regarding this and previous studies is available at http://www.ii.fsu.edu/plinternet.

The survey is web-based and should take approximately 35 minutes of your time to complete. Included in this packet are the instructions for completing the online survey and a print copy of the survey for your review. Please call or e-mail the Information Institute at Florida State University at (850) 645-5683 or <pl2007@ci.fsu.edu> with any questions regarding the survey that you might have.

PLEASE COMPLETE THE QUESTIONNAIRE(S) by November 15, 2007.

This is a very important study. Over the years the American Library Association and others have used the findings to inform the debates regarding support for the E-rate, public access to the Internet in libraries, 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 2008.

Kind Regards,

Keith Fiels
Executive Director

Public Library Funding & Technology Access Study

www.ala.org/plinternetfunding

2007 National Survey of Public Library Funding and Technology Access

The American Library Association (ALA) and the Information Use Management and Policy Institute in the College of Information at Florida State University, 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 and Dr. Charles R. McClure (Information Institute at Florida State University) are the study managers. You may access the survey at **http://www.plinternetsurvey.org**.

On the survey Web site, specific instructions are provided for completing the Web survey. The survey contains questions about specific library system branches, as well as system-wide questions. If your library system does not have branches, please complete all of the questions for your library. If your library system does have branches, you may be asked to complete questions regarding ***some*** of your branches prior to answering questions about your entire system. 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 PORTIONS OF THE SURVEY.**

Complete the survey, and enter to win one of three Apple iPod nano MP3 players!

To participate in the 2007 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 survey 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 they 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 15, 2007**. 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 (850) 645-5683 or e-mail pl2007@ci.fsu.edu.

A. LIBRARY BRANCH LEVEL QUESTIONS

A.1: Availability, Connectivity & Access

1a. How many **total average hours per typical week** is this library branch **open to the public**? (ENTER THE APPROPRIATE NUMBER IN THE BLANK ROUNDING TO THE NEAREST HOUR) [Note: if the branch closed within the last year, please skip to question 2)

_____ average hours/week (e.g., 30, 35)

1b. In the last year, the **total average hours per typical week** that this library branch is **open to the public has**: (MARK ONE ● ONLY AND ENTER THE APPROPRIATE NUMBER IN THE BLANK) (Please continue to Question 3)

○	Increased since last fiscal year	_____ # hours increased (round to nearest hour)
○	Decreased since last fiscal year	_____# hours decreased (round to nearest hour)
○	Stayed the same as last fiscal year	

2. If this library branch **closed within the last year**, please indicate the **reason for the branch's closure**: (MARK ONE ● ONLY)

○	Closed temporarily due to renovations
○	Closed temporarily due to storm or other damage
○	Closed temporarily due to budgetary reasons
○	Closed permanently due to budgetary reasons
○	Closed for other reason (please specify):

3. Does this library branch offer **public Internet access**? (MARK ONE ● ONLY)

○	No (If 'no' please skip to question 17)
○	Yes (If 'yes' please go to question 4)

4. **During a typical day,** does this library branch **have people waiting to use its public Internet workstations**? (MARK ONE ● ONLY)

○	Yes, there are **consistently fewer** public Internet workstations than patrons who wish to use them throughout a typical day
○	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)
○	No, there are **always sufficient** public Internet workstations available for patrons who wish to use them during a typical day

5a. Does this library branch currently have **time limits for patron use** of public Internet workstations? (MARK ONE ● ONLY)

○	No (if 'no' please skip to question 6a)
○	Yes, and the time limits are the same for all public Internet workstations (If 'yes' please complete questions 5b and 5d)
○	Yes, and the time limits are different for different public Internet workstations throughout the library branch (If 'yes' please complete questions 5c and 5d)
○	Don't know (if 'don't know' please skip to question 6a)

5b. If all your library branch's public Internet workstations have the same time limit, please indicate the **period of time per session and/or per day** for which a patron may reserve a public Internet workstation:

Single Internet Session (MARK ONE ● ONLY)		**Total Internet Session Per Day** (MARK ONE ● ONLY)	
○	Up to 30 minutes per session	○	One session per day
○	Up to 45 minutes per session	○	Two sessions per day
○	Up to 60 minutes per session	○	Unlimited, but patrons must sign up for each session separately
○	Up to 2 hours per session	○	Unlimited, as long as no one is waiting
○	Other (please specify):	○	Other (please specify):

5c. If your library branch's public Internet workstations have different time limits, please indicate the different **periods of time per session and/or per day** for which a patron may reserve a public Internet workstation:

Single Internet Session (MARK ALL ● THAT APPLY)		**Total Internet Session Per Day** (MARK ALL ● THAT APPLY)	
○	Up to 30 minutes per session	○	One session per day
○	Up to 45 minutes per session	○	Two sessions per day
○	Up to 60 minutes per session	○	Unlimited, but patrons must sign up for each session separately
○	Up to 2 hours per session	○	Unlimited, as long as no one is waiting
○	Other (please specify):	○	Other (please specify):

5d. Please describe **how the library branch manages** patron public Internet workstation time limits: (MARK ONE ● ONLY)

○	Computer reservation and time management software – accessed remotely (e.g., via the Web or other means from outside the library) or in the library
○	Computer reservation and time management software – accessed in the library only
○	Manual list of users managed by staff
○	"Honor system" (e.g., rely on patrons to end their session voluntarily when the time is expired)
○	Other (please specify):

6a. Please indicate **the number and age of the public Internet workstations/laptops** provided by this library branch (include in the count library-provided laptops and multi-purpose workstations that allow access to the Internet. Exclude workstations 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
_____ workstations/laptops	_____ workstations/laptops less than 1 year old
	_____ workstations/laptops 1-2 years old
	_____ workstations/laptops 2-3 years old
	_____ workstations/laptops 3-4 years old
	_____ workstations/laptops greater than 4 years old

6b. Please indicate **the total number of OTHER public workstations/laptops** not connected to the Internet provided by this library branch for patron use (e.g., multi-purpose workstations for word processing, presentation development, Online Public Access Catalog access only).

_____ other workstations/laptops

6c. Does the library branch have a **workstation/laptop replacement or addition schedule**? (MARK ONE ● ONLY)

○	No
○	Yes, the average replacement or addition schedule is: ○ Every 2 years ○ Every 3 years ○ Every 4 years ○ Other (Please specify):
○	Don't know

6d. Are there plans to **add public Internet workstations or laptops** at this library branch **during the next year**? (MARK ONE ● ONLY. IF APPLICABLE, INCLUDE THE APPROPRIATE NUMBER OF WORKSTATIONS OR LAPTOPS)

○	The library plans to add _____ workstations/laptops within the next year
○	The library is considering adding more workstations/laptops within the next year, but does not know how many at this time
○	The library has no plans to add workstations/laptops within the next year

6e. Are there plans to **replace existing public Internet workstations or laptops** at this library branch **during the next year**?

Workstation/Laptop Replacement (MARK ONE ● ONLY)	
○	The library plans to replace _____ workstations/laptops within the next year
○	The library plans to replace some workstations/laptops within the next year, but does not know how many at this time
○	The library has no plans to replace workstations/laptops within the next year

6f. Please identify the most important factors that affect the library branch's ability or plans to **add (mark up to three) or replace (mark one) more public Internet workstations**.

Factors Affecting Adding Workstations/Laptops (MARK UP TO ● THREE)		**Factors Affecting Replacing Workstations/Laptops** (MARK ONE ● ONLY)	
○	Availability of space	○	Cost factors
○	Cost factors	○	Maintenance, upgrade, and general upkeep
○	Maintenance, upgrade, and general upkeep	○	Availability of staff
○	Availability of staff	○	Other (please specify):
○	Availability of bandwidth to support additional workstations		
○	Availability of electrical outlets, cabling, or other infrastructure		
○	Other (please specify):		

7a. Please identify who provides **information technology (IT) support** (e.g., troubleshooting desktop issues, contracting for Internet connectivity, managing the library Web page) for the library branch: (MARK ALL ● THAT APPLY)

○	Building-based staff (not IT specialist)
○	Building-based IT staff (IT specialist)
○	System-level IT staff
○	County library department staff
○	Library consortia or other library system (please identify): _____
○	County/City IT staff
○	State telecommunications network staff
○	State library IT staff
○	Outside vendor/contractor
○	Volunteer(s)
○	Other (please specify):

7b. Please identify **up to three challenges** that your library faces in **maintaining** your public access workstations and Internet services:

1. _____

2. _____

3. _____

8. Is **wireless Internet access available** (e.g., for patron laptops, PDAs, or other wireless devices) within the library branch? (MARK ONE ● ONLY)

○	Yes, wireless access is currently available for public use within the library branch
○	Yes, wireless access is currently available in the library branch, but not for public use
○	No, it is not currently available for public use within the library branch, but there are plans to make it available to the public within the next year (skip to question 11a)
○	No, it is not currently available for public use within the library branch and there are no plans to make it available to the public within the next year (skip to question 11a)
○	No, wireless is not available within the branch for staff *or* the public (skip to question 11a)

9. As part of the library branch's **wireless Internet access strategy**, the library branch is: (MARK ALL ● THAT APPLY)

○	Purchasing laptops for in-library patron use **instead of** desktop workstations
○	Purchasing laptops for in-library patron use **in addition to** wired desktop workstations
○	Not adding more desktop workstations or laptops, but is providing (or about to provide) wireless access for patrons with laptops to help meet public demand

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

○	Yes, both the wireless connection and public access workstations share the same bandwidth/connection
○	No, the public wireless connection is separate from the public access workstation bandwidth/ connection and the staff bandwidth/connection
○	No, the public wireless and public access workstation bandwidth/connection are separate from the staff bandwidth/connection
○	Don't know (If you do not know if the connection is shared, please contact an individual or group who may know before checking "Don't know")

11a. Please indicate the **type AND maximum speed** of this library branch's **PUBLIC Internet service connection**. (MARK APPROPRIATELY ● IN EACH COLUMN)

Type of Connection (MARK ALL ● THAT APPLY)		**Maximum Speed of Connection** (MARK ONE ● ONLY)	
○	DSL	○	Less than 128kbps (kilobits/second)
○	Cable	○	129 Kbps – 256 Kbps
○	Leased Line	○	257 Kbps – 768 Kbps
○	Municipal Networks (wireless or other)	○	769 Kbps – 1.4 Mbps (megabits/second)
○	State network	○	1.5 Mbps (T1)
○	Satellite	○	1.6Mbps – 5.0Mbps
○	Fiber	○	6.0Mbps – 10Mbps
○	Other (please specify):	○	Greater than 10Mbps
○	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")	○	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")

11b. Given the uses of the 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)

○	The connection speed is insufficient to meet patron needs
○	The connection speed is sufficient to meet patron needs at some times
○	The connection speed is sufficient to meet patron needs at all times
○	Don't know

11c. If desired, would the library branch be able to increase the **speed** of its **public Internet service connection** now or in the future? (MARK ONE ● ONLY)

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

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

12. Please identify **the public Internet services** that are the most critical to the **role of the library branch in its local community**? (MARK ● UP TO FIVE)

○	Provide education resources and databases for K-12 students
○	Provide education resources and databases for students in higher education
○	Provide education resources and databases for home schooling
○	Provide education resources and databases for adult/continuing education students
○	Provide information for local economic development
○	Provide information about state and local business opportunities
○	Provide information for local business support
○	Provide information for college applicants
○	Provide information about the library's community
○	Provide information or databases regarding investments
○	Provide access to government information and services, like tax forms, Medicare information or paying traffic tickets
○	Provide computer and Internet skills training
○	Provide services for job seekers
○	Provide services to immigrant populations
○	Other (please specify):

13. Please identify the three most significant impacts **of the library's** patron information technology training **on the community that the library serves: (MARK ● UP TO THREE)**

○	The library does not offer patron information technology training
○	Facilitates local economic development
○	Offers technology training to those who would otherwise not have any
○	Helps students with their school assignments and school work
○	Helps business owners understand and use technology and/or information resources
○	Helps patrons complete job applications
○	Provides general technology skills
○	Provides information literacy skills (i.e., how to access and use Internet-based resources)
○	Helps users access and use electronic government services and resources (e.g., license applications, tax filing, other)
○	Other (please specify):

14a. Please identify the **services the library makes available to users** either in the library or remotely (i.e., Web site). Include services that the library may not provide directly (i.e., statewide databases, digital reference). If the library branch does not offer the service or offers limited access, please also answer question 14b: (MARK ● ALL THAT APPLY)

Service/Resource	Offer Service	Do Not Offer Service	Provide Limited Access*
Digital reference/Virtual reference	○	○	○
Licensed databases	○	○	○
E-books	○	○	○
Video conferencing	○	○	○
Online instructional courses/tutorials	○	○	○
Homework resources	○	○	○
Audio content (e.g., music, audio books, other)	○	○	○
Video content (e.g., streaming video, video clips, other)	○	○	○
Digitized special collections (e.g., letters, postcards, documents, other)	○	○	○
Allow patrons to access and store content on USB or other portable drives (e.g., iPods, MP3, other)	○	○	○
Allow patrons to connect digital cameras and manipulate content	○	○	○
Allow patrons to burn compact discs/DVDs	○	○	○
Provide access to recreational gaming consoles, software, or Web sites	○	○	○

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

14b. If the library branch **does not provide access, or provides limited access**, to services in question 14a, please **indicate the factors that prevent** the library branch from doing so: (MARK ● ALL THAT APPLY)

○	Computer hardware/software on public Internet workstations will not support service(s)
○	Public access Internet connectivity speeds will not support service(s)
○	Library policy restricts offering or access to service(s)
○	Library cannot afford to purchase and/or support service(s)

15. Is the library branch the only **free of charge public computer and Internet access center** in the library's service area? (MARK ONE ● ONLY)

○	Yes, the library is the only place in the community that provides **free** public computer and Internet access services
○	No, there are other places in the community that provide **free** public computer and Internet access services (i.e., community technology centers)
○	Don't Know
○	Other (please specify):

16. Please indicate the e-government **roles and services the public library branch provides to its patrons on a regular basis**: (MARK ● ALL THAT APPLY)

○	The library staff provide assistance to patrons applying for or accessing e-government services (e.g., completing Medicare Part D forms; applying for licenses; accessing tax forms)
○	The library staff provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs, and services (e.g., assistance navigating the Web site, helping users understand the programs)
○	The library staff provide immigrants with assistance in locating immigration information, using government immigration-related Web sites, filing immigration or visa forms, and/or other immigration-related services and information
○	The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms
○	The library is partnering with government agencies, non-profit organizations, and others to provide e-government services
○	The library has at least one staff member who has significant knowledge and skills in the provision of e-government services
○	Other (please specify):
○	The library does not provide e-government services to its patrons on a regular basis

For libraries not connected to the Internet or that only provide staff access

17. Please indicate the **three most important factors** that affect **your library branch's ability to provide public Internet services**: (MARK ● UP TO THREE)

○	The library does not have space for workstations and/or necessary equipment
○	The library building cannot support the necessary infrastructure (e.g., power, cabling, other)
○	The library cannot afford the necessary equipment (i.e., workstations, routers, etc.)
○	The library does not have access to adequate telecommunications services (e.g., phone lines, leased lines, cable, other)
○	The library cannot afford the recurring telecommunications costs
○	The library does not have the staff necessary to install, maintain, and/or upgrade the necessary technology
○	The library does not control its access to Internet services (i.e., local/county government provides access)
○	There is no interest among library staff or management in connecting the library to the Internet
○	There is no interest within the local community in connecting the library to the Internet
○	Other (please specify):

B. LIBRARY SYSTEM LEVEL QUESTIONS

B.1: Funding & Public Computer and Internet Services

18a. **Did the library apply for E-rate discounts** during the July 1, 2007, E-rate funding year? (MARK ONE ● ONLY)

○	Yes (If yes, please go to question 18c)
○	Yes, another organization applied on the library's behalf (If yes, please go to question 18c)
○	No (If no, skip to question 18b)
○	Unsure (If unsure, skip to question 19)

18b. If this library **did not apply for E-rate discounts in 2007**, it was because: (MARK ● ALL THAT APPLY)

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

18c. If this library is, or will be, **receiving E-rate discounts during the July 1, 2007, E-rate funding year**, please indicate for which services the library receives E-rate funds: (MARK ● ALL THAT APPLY)

○	Internet connectivity
○	Telecommunications service
○	Internal connection costs

19. Please indicate in **whole dollars your library's total operating expenditures** (actual or anticipated) from all funding sources for **fiscal years 2007 and 2008**:

	Fiscal Year 2007 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. Gates, Carnegie)	$	$	$

	Fiscal Year 2008 Expense Category		
	Salaries (**including benefits**)	Collections	Other Expenditures **(including contractual services)**
Source of Funding			
Local/county	$	$	$
State	$	$	$
Federal	$	$	$
Fees/fines	$	$	$
Donations/local fund raising	$	$	$
Government grants (local, state or national level)	$	$	$
Private foundation grants (e.g. Gates, Carnegie)	$	$	$

20. Please indicate in **whole dollars your library's total technology-related operating expenditures** (actual or anticipated) from the below funding sources for **fiscal year 2008**:

	Fiscal Year 2008 Expense Category			
	Salaries (**including benefits**)	Outside Vendors	Hardware/ 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. Gates, Carnegie)	$	$	$	$

21. Please **estimate to the nearest whole dollar** how much your library expects to spend **on the following technology-related expenditures** (including staffing):

	Fiscal Year
	FY2008
Expenditure Category	
Staff only hardware	$
Staff only software	$
Public use computing hardware	$
Public use computing software	$
Telecommunications services (including telephone service, networking costs, and may include e-rate discount if applicable)	$
Internet costs (including internet service provider costs, and may include e-rate discount if applicable)	$
Wireless access (hardware, software)	$
Instructional technology (video conferencing hardware and software, projection equipment)	$
Licensed resources (databases, e-books, audio books, etc.)	$
Staff in technology support positions in the library or under contract to the library for such support	$
Staff providing technology-related training to library staff or the public (other than those reported above)	$

END SURVEY

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
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.
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.
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.
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).
Funding Sources	**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. **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. **Federal** - All federal government funds distributed to the library for expenditure by the library, including federal money distributed by the State. **Other** - All income other than that included under local, state and federal. Includes grants from non-profit organizations or corporations, donations from Friends as well as other donations, gifts, interest, fines, and fees. The value of any contributed services or the value of in-kind gifts and donations are excluded.
Gaming	See "recreational gaming."
Hours Open in a	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

END SURVEY

Typical Week	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).
Kbps	Kilobits per second.
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.

END SURVEY

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Library System	The main library facility. In the case of some public libraries, there is only one facility. That facility would be the system library. For the public libraries that have library branches, there is one main library that is responsible for the administrative aspects of each of the libraries – the library system.
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)
Mbps	Megabits per second.
Online Public Access Catalogs (OPACs)	An electronic catalog of library materials and/or services that patrons can access.
Operating Expenses	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. 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. **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. **Other expenditures** - Operating expenditures not included in any other expenditure subcategory. (Also called Miscellaneous Expenditures).
Outside Vendor	An entity outside of the public library that provides goods or services.
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.
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

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	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 or Playstation, software like The Sims, or Web sites like Runescape. It does not refer to gambling.

END SURVEY

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Technology-Related Expenditures	Include *Computer Hardware, Software, Supplies and Maintenance expenditures, and Electronic Access Expenditures.* *Telephone lines* can be included as a Technology-Related Expenditure only if they are used to provide Internet access. *Computer Hardware, Software, Supplies and Maintenance expenditures* 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. *Electronic Access Expenditures* 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.
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.
Wireless 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.

END SURVEY

THANK YOU FOR YOUR PARTICIPATION!

For questions concerning the survey, please contact:

Information Management and Policy Institute <pl2007@ci.fsu.edu>
College of Information
Florida State University
010 Shores Building
Tallahassee, FL 32306
(850) 645-5683 phone
(850) 644-4522 fax

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Appendix 2: ADVISORY COMMITTEE:

- Stacey Aldrich (California State Library)
- Nancy Ashmore (Prairie du Chien Memorial Library)
- Robert Bocher (Department of Public Instruction, Wisconsin State Library)
- Linda Crowe (Peninsula Library System)
- John D. Hales (Northeast Florida Library Information Network)
- Christopher Jowaisas (Texas State Library)
- Rochelle Logan (Douglas County Libraries)
- Sarah Ann Long (North Suburban Library System)
- Charlie Parker (Tampa Bay Library Consortium)
- Rivkah Sass (Omaha Public Library)
- Patricia Wallace (Enoch Pratt Free Library)

APPENDIX III- SUBCATEGORIES FOR FIGURE 16

Subcategories

Building Challenges
Infrastructure
Availability of Space

Staff Challenges
Training/Expertise of Staff/ Availability of IT Support
Availability of Staff (general)

Internet Issues
Internet Connectivity
Availability/ Demand for More Bandwidth
Internet Provider Problems
Speed of Connection

Financial Concerns
Cost Factors/ Availability of Funds
Maintenance Costs
Staff Costs
Supply Costs (e.g. hardware and software)

Computer Issues
Age of Equipment
Maintenance
Upgrades (i.e. hardware and/or software)
Providing Enough PCs to Meet the Demands of Users
Compatibility

Patron Issues
Time Management
General Wear and Tear from High Usage
Public Misuse
Meeting Public's Needs

Security
General Security
Installing Security Software
Physical Security/Damages/Theft

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Viruses, Spyware, Adware
Balancing Security Needs with Needs of Customer

Time
Staff Time, in general
Time for Maintenance
Time for Upgrades

Miscellaneous
Having to Work With a School Library
Convincing Others of Need for More Technology
Location/ Small Community

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