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Public Libraries and the Internet 2007: Report to the American Library Association

Submitted to:

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July 17, 2007

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NATIONAL BRANCH LEVEL DATA

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

Figure 1: Public Library Outlets by Metropolitan Status and Poverty.

	Poverty Level							
	Low (Less than 20%)		**Medium** (20%-40%)		**High** (More than 40%)		**Overall**	
	Responding Facilities As a **Proportion of All Respondents**	Responding Facilities As a **Proportion of National Population**	Responding Facilities As a **Proportion of All Respondents**	Responding Facilities As a **Proportion of National Population**	Responding Facilities As a **Proportion of All Respondents**	Responding Facilities As a **Proportion of National Population**	Responding Facilities As a **Proportion of All Respondents**	Responding Facilities As a **Proportion of National Population**
Metropolitan Status								
Urban	6.1% (247 of 4,027)	10.0% (1,650 of 16,457)	4.1% (164 of 4,027)	6.6% (1,092 of 16,457)	0.9% (38 of 4,027)	0.9% (148 of 16,457)	11.1% (449 of 4,027)	17.6% (2,890 of 16,457)
Suburban	31.5% (1,207 of 4,027)	30.2% (4,967 of 16,457)	1.7% (68 of 4,027)	2.1% (342 of 16,457)	0.05% (2 of 4,027)	0.4% (7 of 16,457)	33.3% (1,340 of 4,027)	32.3% (5,316 of 16,457)
Rural	49.5% (1,995 of4,027)	43.6% (7,182 of 16,457)	5.9% (236 of 4,027)	6.3% (1,040 of 16,457)	0.2% (7 of 4,027)	0.2% (29 of 16,457)	55.6% (2,238 of 4,027)	50.1% (8,251 of 16,457)
Overall	87.2% (3,512 of 4,027)	83.8% (13,799 of 16,457)	11.6% (468 of 4,027)	15.0% (2,474 of 16,457)	1.2% (47 of 4,027)	1.1% (184 of 16,457)	**100.0%** (4,027 of 4,027)	**100.0%** (16,457 of 16,457)

Based on geocoding of 16,457 outlets.
Overall Response Rate = 57.7%

Figure 1 shows the response rate distribution of the public library Internet access and funding survey. As the figure shows, the overall distribution of the survey is representative of the total population.

Figure 2: Public Library Outlets Connected to the Internet by Metropolitan Status and Poverty.

	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
Urban	100.0% (n=1,570)	100.0% (n=1,039)	100.0% (n=136)	100.0% (n=2,745)
Suburban	99.8% (n=4,821)	100.0% (n=327)	100.0% (n=7)	99.8% (n=5,155)
Rural	99.7% (n=7,052)	98.2% (n=988)	85.7% (n=25)	99.5% (n=8,065)
Overall	99.8% (n=13,443)	99.3% (n=2,354)	97.6% (n=168)	99.7% (n=15,965)
Weighted missing values, n=38				

The connectivity rate of public libraries over that past several years has effectively reached its saturation point, as only a small percentage of libraries remain without an Internet connection (see Figure 2). The connectivity rate over that past several years has included 98.7 percent in 2002, 99.6 percent in 2004, to 98.9 percent in 2006. All of these numbers are within the margin of error (+/- 5 percemt) of one another, illustrating the level of consistency across public library outlets in terms of Internet connectivity. Considering the margin of error, virtually every public library outlet in the United States has access to the Internet.

As Figure 2 also shows, urban libraries reported 100 percent connectivity across all poverty levels, with the lowest connectivity (85.7 percent) coming from rural libraries in high-poverty communities.

Figure 3: Connected Public Library Outlets Providing Public Access to the Internet by Metropolitan Status and Poverty.

	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
Urban	99.6% (n=1,563)	99.4% (n=1,032)	97.1% (n=132)	99.4% (n=2,728)
Suburban	99.3% (n=4,798)	100.0% (n=327)	100.0% (n=7)	99.3% (n=5,132)
Rural	99.1% (n=7,009)	98.2% (n=988)	85.7% (n=25)	98.9% (n=8,022)
Overall	99.2% (n=13,370)	99.0% (n=2,347)	95.3% (n=164)	99.1% (n=15,881)
Weighted missing values, n=34				

As Figure 3 indicates, a vast majority of public library outlets provide public Internet access. When compared with Figure 2, Figure 3 shows that of the 15,965 public library outlets with Internet connections, only 84 libraries do not provide access to the public – only approximately .5 percent. However, high poverty rural outlets showed a decline of 14.3 percent in providing public internet access from a reported 100 percent in 2006. The number of library outlets with public Internet access has increased since the 2006 study, when only 98.4 percent outlets provided public access to the Internet.

Figure 4: Average Number of Hours Open per Outlet by Metropolitan Status and Poverty.

	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
Urban	53.0 (n=1,570)	56.1 (n=1,039)	54.4 (n=136)	54.2 (n=2,745)
Suburban	52.1 (n=4,848)	46.4 (n=327)	30.5 (n=7)	51.7 (n=5,182)
Rural	38.3 (n=7,088)	37.0 (n=1,010)	36.6 (n=29)	38.1 (n=8,127)
Overall	45.0 (n=13,507)	47.0 (n=2,376)	50.4 (n=172)	45.2 (n=16,055)

The average number of hours that public library outlets are open has continued to increase slightly since 2004. In Figure 4, the average number of hours open per outlet was 45.2. In 2004, the average number was 44.5 and 44.8 in 2006. Not surprisingly, urban library outlets have the highest average hours open (54.2), while rural outlets have the lowest average (38.1). Urban outlets in medium poverty areas show the biggest increase (4.1) in hours open. It should be noted that rural outlets had the lowest average in 2006 as well (38.7), and that rural, low poverty, and high poverty outlets have all reported decreased average hours open since 2006.

Figure 5: 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	13.5% (n=371)	11.5% (n=595)	10.3 (n=834)	11.3% (n=1,531)	10.8% (n=257)	7.1% (n=12)	11.2% (n=1,800)
Hours decreased since last fiscal year	2.6% (n=71)	3.7% (n=190)	3.2% (n=260)	3.4% (n=461)	2.4% (n=57)	2.3% (n=4)	3.2% (n=521)
Hours stayed the same as last fiscal year	83.9% (n=2,303)	84.8% (n=4,393)	86.5% (n=7,033)	85.3% (n=11,511)	86.8% (n=2,062)	90.7% (n=156)	85.5% (n=13,730)
Number of hours increased	6.2 (n=371)	5.5 (n=568)	4.7 (n=834)	5.4 (n=1,503)	4.8 (n=257)	3.0 (n=12)	5.3 (n=1,773)
Number of hours decreased	6.6 (n=71)	6.7 (n=190)	5.6 (n=260)	6.4 (n=461)	4.3 (n=57)	8.0 (n=4)	6.1 (n=521)

Figure 5 illustrates the stability of the hours that public library outlets are open. For 85.5 percent of libraries, hours open remained unchanged from the previous year. The hours open increased in 11.2 percent of outlets with the average increase at 5.3 hours from the previous year. The remaining 3.2 percent of libraries reported decreased hours open, with an average decrease from the previous year of 6.1 hours. Urban outlets were most likely to increase their hours open, and suburban and high poverty outlets were most likely to decrease their hours open.

Figure 6: 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	7.3% (n=11)	14.8% (n=20)	--	9.0% (n=26)	--	33.3% (n=4)	7.5% (n=30)
Closed temporarily due to storm or other damage	4.6% (n=7)	20.3% (n=27)	2.9% (n=4)	5.3% (n=15)	21.9% (n=22)	--	9.2% (n=37)
Closed temporarily due to budgetary reasons	2.7% (n=4)	5.9% (n=8)	2.9% (n=4)	3.9% (n=11)	--	33.3% (n=4)	3.8% (n=15)
Closed permanently due to budgetary reasons	39.4% (n=57)	14.8% (n=20)	28% (n=35)	21.0% (n=61)	46.9% (n=47)	33.3% (n=4)	27.8% (n=112)
Closed for other reasons	46.0% (n=67)	41.3% (n=55)	57.6% (n=72)	55.7% (n=162)	31.2% (n=31)	--	48.0% (n=193)
Percent of branches that closed	5.0% (n=145)	2.5% (n=132)	1.5% (n=124)	2.1% (n=291)	4.0% (n=99)	6.3% (n=12)	2.4% (n=402)

Key: -- : No data to report

Figure 6 shows the reasons public library outlets reported for both temporary and permanent closures in 2006-2007. Budgetary reasons were the largest single factor influencing permanent outlet closings (27.8 percent) and this effected medium poverty outlets more frequently than low

or high poverty outlets. High poverty outlets were the most likely to be closed temporarily due either to renovations or for budgetary reasons. Suburban and medium poverty outlets were four-times more likely to close due to storm or other damage than were urban libraries, and nearly eight-times more likely to close than rural libraries. High poverty area outlets experienced the greatest percentage of closing at 6.3 percent, and rural outlets had the lowest percentage of closings at 1.5 percent.

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

	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
Urban	14.1 (n=1,416)	23.5 (n=872)	30.3 (n=113)	18.3 (n=2,401)
Suburban	13.0 (n=4,414)	8.8 (n=302)	4.0 (n=7)	12.7 (n=4,723)
Rural	7.0 (n=6,779)	7.4 (n=944)	9.2 (n=25)	7.1 (n=7,747)
Overall	9.9 (n=12,609)	14.3 (n=2,118)	25.4 (n=145)	10.7 (n=14,872)

Figure 7 shows the overall average of public access Internet workstations in each library outlet is 10.7. This average has remained relatively steady over the past several years, averaging 10.7 in 2006, 10.4 in 2004, and 10.8 in 2002. High poverty urban libraries offer the highest average number of workstations at 30.3. The lowest number of workstations per library outlet generally is reported in rural libraries, though high poverty suburban libraries offer the lowest average number of workstations at 4.0 (down from 5.0 in the 2006 study). Regardless of poverty level, urban libraries offer the greatest average number of public access workstations at a rate of 2.4 times that of rural libraries and 1.4 times that of suburban libraries.

Figure 8: Average Age of Graphical Public Access Internet Workstations by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Average Age	Urban	Suburban	Rural	Low	Medium	High	Overall
Less than 1 years old	9.8 (n=930)	6.6 (n=1,776)	3.7 (n=3,398)	5.1 (n=5,013)	7.2 (n=1,024)	8.3 (n=67)	5.4 (n=6,104)
1-2 years old	10.5 (n=964)	6.8 (n=2,220)	3.5 (n=3,022)	5.3 (n=5,228)	7.3 (n=904)	23.0 (n=74)	5.8 (n=6,206)
2-3 years old	11.1 (n=873)	7.1 (n=2,083)	3.5 (n=3,083)	5.4 (n=5,249)	8.6 (n=727)	12.5 (n=62)	5.8 (n=6,038)
3-4 years old	11.2 (n=710)	6.8 (n=1,460)	3.3 (n=2,929)	4.9 (n=4,508)	9.5 (n=536)	7.7 (n=55)	5.4 (n=5,099)
Greater than 4 years old	8.7 (n=813)	5.6 (n=1,487)	3.5 (n=3,192)	4.6 (n=4,723)	6.8 (n=715)	3.9 (n=54)	4.8 (n=5,492)

Figure 8 shows the average number of public access Internet workstations by age. The highest number of workstations (5.8) clusters in the age ranges of 1-2 and 2-3 years old, while the fewest number of workstations (4.8) were greater than 4 years old. Urban libraries have the greatest number of workstations in all age range categories. High poverty libraries also have the greatest

number of newer workstations (e.g., less than 1 year old, 1-2 years old and 2-3 years old) yet these libraries did report an average decline of 9.1 workstations less than 1 year old.

Figure 9: 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	20.2% (n=539)	18.0% (n=909)	15.7 (n=1,247)	16.8% (n=2,223)	18.6% (n=430)	27.1% (n=42)	17.2% (n=2,695)
The library is considering adding more workstations or laptops within the next year, but does not know how many at this time	23.1% (n=629)	24.2% (n=1,242)	19.7% (n=1,580)	22.4% (n=2,991)	18.1% (n=424)	21.3% (n=35)	21.7% (n=3,450)
The library has no plans to add workstations within the next year	52.0% (n=1,419)	54.0% (n=2,769)	62.1% (n=4,980)	57.4% (n=7,664)	60.4% (n=1,417)	52.8% (n=87)	57.8% (n=9,168)
The library has plans to reduce the number of workstations	*	*	*	*	*	--	*
The average number of workstations that the library plans to add within the next year	7.2 (n=539)	5.4 (n=909)	3.3 (n=1,247)	4.4 (n=2,223)	5.4 (n=430	16.8 (n=42)	4.8 (n=2695)

Weighted missing values, n=8
Key: -- : No data to report
* : Insufficient data to report

Figure 9 shows the status of adding public access Internet workstations in public library outlets. In the next year, 17.2 percent of outlets are planning to add more workstations, while a further 21.7 percent of outlets are considering doing so. High poverty outlets are the most likely to be planning on adding workstations. Of those planning on adding workstations in the next year, high poverty outlets plan to add the highest average number of workstations (16.8), which is more than double the second highest average (urban outlets with an average number of 7.2) and well above the overall average (4.8).

Over half of public library outlets (57.8 percent) have no plans to add or remove workstations in the next year. Rural outlets are 10 percent more likely to have no plans to change the number of workstations than are urban and suburban libraries. An additional 14.3 percent of medium poverty outlets reported having no plans to add workstations within the next year over the 46.3 percent reported in 2006.

Figure 10: 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	24.8% (n=676)	26.4% (n=1,353)	24.2% (n=1,941)	24.9% (n=3,330)	25.3% (n=593)	28.1% (n=46)	25.0% (n=3,969)
The library plans to replace some workstations within the next year, but does not know how many at this time	33.2% (n=906)	26.6% (n=1,363)	21.3% (n=1,712)	25.3% (n=3,376)	24.1% (n=566)	23.7% (n=39)	25.1% (n=3,981)
The library has no plans to replace workstations within the next year	37.1% (n=1011)	43.8% (n=2,242)	51.2% (n=4,104)	46.5% (n=6,211)	45.8% (n=1074)	43.4% (n=71)	46.3% (n=7,357)
The number of workstations that the library plans to replace within the next year	12.2 (n=676)	7.3 (n=1,353)	3.4 (n=1,941)	5.6 (n=3,330)	8.7 (n=593)	16.4 (n=46)	6.2 (n=3,969)

Figure 10 shows the status of the replacement schedules for public access Internet workstations in public library outlets. Within the next year, 50.1 percent of outlets are planning to replace some workstations. Of these libraries, 25 percent plan to replace workstations at an average of 6.2 workstations per library outlet. High poverty outlets have plans to replace the greatest average number of workstations. Interestingly, not only are a majority of public libraries not adding public access workstations (Figure 9), 46.3 percent of outlets have no plans to replace workstations. Not surprisingly, rural outlets are least likely to replace workstations, in fact showing the largest decline (3) of planned workstation replacements.

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

	Metropolitan Status			Poverty Level			
Workstation Upgrade Schedule	Urban	Suburban	Rural	Low	Medium	High	Overall
The library plans to upgrade workstations within the next year	2.8% (n=77)	6.7% (n=344)	8.8% (n=708)	7.5% (n=1,009)	4.8% (n=112)	4.9% (n=8)	7.1% (n=1,129)
The library plans to upgrade some workstations within the next year, but does not know how many at this time	21.5% (n=588)	22.3% (n=1,143)	21.6% (n=1,734)	22.2% (n=2,968)	20.0% (n=470)	16.6% (n=27)	21.8% (n=3,465)
The library has no plans to upgrade workstations within the next year	64.4% (n=1,758)	63.9% (n=3,280)	65.9% (n=5,284)	64.5% (n=8,624)	67.3% (n=1,580)	71.4% (n=117)	65.0% (n=10,322)
The number of workstations that the library plans to upgrade within the next year	20.5 (n=77)	7.8 (n=344)	4.4 (n=708)	6.1 (n=1,009)	11.0 (n=112)	5.9 (n=8)	6.6 (n=1,129)

Figure 11 reveals the number of outlets that have plans to upgrade public access Internet workstations. In the next year, 28.9 percent of library outlets are planning on upgrading at least some of their existing workstations. Of these libraries, 7.1 percent plan to upgrade a definite

number of workstations, with an average of 6.6 upgraded workstations. Urban outlets have the highest average number of workstations for which upgrades are planned. Sixty five percent of library outlets have no plans to upgrade workstations within the next year, with high poverty outlets being the least likely to upgrade (71.4 percent). Rural outlets (8.8 percent) were the most likely to upgrade workstations.

Figure 12: Public Library's Ability to Follow Its Upgrade/Replacement Schedule for Public Access Internet Workstations by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Ability of Library to Follow Its Schedule	Urban	Suburban	Rural	Low	Medium	High	Overall
Yes	68.5% (n=1,868)	60.0% (n=3,079)	45.3% (n=3,634)	53.7% (n=7,175)	54.9% (n=1,289)	71.2% (n=117)	54.0% (n=8,581)
No	15.4% (n=420)	11.3% (n=580)	13.2% (n=1,055)	12.5% (n=1,670)	15.4% (n=361)	14.4% (n=24)	12.9% (n=2,054)
The library has no workstation replacement or addition schedule	9.8% (n=266)	21.2% (n=1,088)	33.6% (n=2,693)	26.4% (n=3,531)	21.2% (n=497)	11.9% (n=19)	25.5% (n=4,047)
Not applicable	2.9% (n=80)	3.7% (n=192)	4.1% (n=332)	3.7% (n=498)	4.5% (n=106)	*	3.8% (n=604)

Key: * : Insufficient data to report

Figure 12 reveals the number of outlets that are able to follow upgrade and replacements schedules for public access Internet workstations. A majority of outlets (54 percent) are able to follow upgrade/replacement schedules, and 12.9 percent are not. Approximately one quarter of outlets (25.5 percent) lack an upgrade/replacement schedule. High poverty and urban outlets are most likely to be able to follow their schedules. Rural outlets are least likely to have upgrade/replacement schedules.

Figure 13: Factors Influencing Addition of Public Access Internet Workstations by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Factors Influencing Workstation Upgrade Decisions	Urban	Suburban	Rural	Low	Medium	High	Overall
Space limitations	77.5% (n=2,115)	76.9% (n=3,941)	75.2% (n=6,031)	76.3% (n=10,197)	75.7% (n=1,777)	68.7% (n=113)	76.1% (n=12,087)
Cost factors	71.1% (n=1,940)	66.9% (n=3,428)	76.8% (n=6,159)	72.7% (n=9,720)	71.7% (n=1,682)	76.6% (n=126)	72.6% (n=11,527)
Maintenance, upgrade, and general upkeep	22.0% (n=601)	21.5% (n=1,102)	30.9% (n=2,475)	26.6% (n=3,555)	25.2% (n=592)	19.1% (n=31)	26.3% (n=4,178)
Staff time	17.9% (n=489)	16.3% (n=837)	15.3% (n=1,231)	15.1% (n=2,015)	21.2% (n=497)	26.4% (n=43)	16.1% (n=2,556)
Inadequate bandwidth to support additional workstations	18.4% (n=502)	17.0% (n=872)	8.5% (n=685)	12.3% (n=1,640)	16.0% (n=377)	25.6% (n=42)	13.0% (n=2,058)
Availability of electrical outlets, cabling, or other infrastructure	37.3% (n=1,018)	34.0% (n=1,743)	27.3% (n=2,189)	30.4% (n=4,063)	35.1% (n=824)	38.4% (n=63)	31.2% (n=4,950)
The current number of workstations meets the needs of our patrons	6.0% (n=164)	12.3% (n=628)	17.7% (n=1,417)	14.7% (n=1,971)	9.8% (n=231)	4.9% (n=8)	13.9% (n=2,210)
Other	2.7% (n=75)	2.9% (n=147)	2.4% (n=190)	2.7% (n=356)	1.8% (n=43)	6.9% (n=11)	2.6% (n=411)

Will not total to 100%, as respondents could select more than one option.
Weighted missing values, n=8

Figure 13 reports the factors that influence decisions to add public access Internet workstations. Space limitations (76.1 percent) and cost (72.6 percent) were by far the most common factors reported by public libraries. Space was most likely to be a factor in urban outlets, while cost was most likely to be a factor in rural outlets. The next most frequent factor – availability of electrical outlets, cabling, and other infrastructure – was selected by only 31.2 percent of outlets. A much smaller number of outlets reported sufficient workstations to meet patron need than in the 2006 study, 13.9 percent in 2007 versus 20.7 percent in 2006. Nevertheless, an additional 12.4 percent of high poverty outlets reported that the current number of workstations is meeting patron needs as compared with 4.9 percent in 2006.

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

	Metropolitan Status			Poverty Level			
Factors Influencing Workstation Replacement Decision	Urban	Suburban	Rural	Low	Medium	High	Overall
Cost factors	81.3% (n=2,217)	79.7% (n=4,083)	87.9% (n=7,052)	85.2% (n=11,388)	78.2% (n=1,835)	79.0% (n=130)	84.1% (n=13,353)
Maintenance, upgrade, and general upkeep	29.0% (n=790)	34.2% (n=1,754)	43.0% (n=3,449)	37.9% (n=5,068)	37.2% (n=874)	31.1% (n=51)	37.8% (n=5,993)
Availability of staff	33.4% (n=911)	27.6% (n=1,414)	26.6% (n=2,133)	27.5% (n=3,677)	30.8% (n=722)	35.9% (n=59)	28.1% (n=4,458)
Other	13.0% (n=356)	15.7% (n=805)	11.6% (n=930)	12.7% (n=1,701)	15.6% (n=367)	13.7% (n=23)	13.2% (n=2,090)

Will not total to 100%, as respondents could select more than one option.
Weighted missing values, n=8

Figure 14 presents the factors influencing replacement of public access Internet workstations. Cost (84.1 percent) was the most significant factor influencing workstation replacement by more than 2-to-1 for all factors measured. In addition to cost, maintenance, upgrade, and general upkeep were most likely factors influencing rural outlets decision to replace workstations. Libraries serving urban and high poverty communities were more likely to report availability of staff as an influencing factor in replacing public access Internet workstations.

Figure 15: 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	36.4% (n=992)	16.9% (n=867)	13.9% (n=1,117)	17.7% (n=2,372)	24.1% (n=565)	24.0% (n=39)	18.7% (n=2,976)
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	54.4% (n=1,485)	63.3% (n=3,248)	57.4% (n=4,605)	59.5% (n=7,959)	54.9% (n=1,289)	54.5% (n=89)	58.8% (n=9,337)
There are always sufficient public Internet workstations available for patrons who wish to use them during a typical day	8.5% (n=231)	19.3% (n=993)	28.2% (n=2,259)	22.3% (n=2,983)	19.8% (n=465)	21.5% (n=35)	21.9% (n=3,483)

As Figure 15 indicates, about one fifth (21.9 percent) of public library outlets reported having sufficient workstations to meet patron needs at all times. A majority (58.8 percent) of public library outlets reported too few workstations for patron use at various times throughout the day and 18.7 percent reported consistently fewer workstations than needed. Poverty was less an indicator of sufficiency than was metropolitan status. Urban library outlets were the most likely (90.8 percent) to report having consistently fewer workstations than needed, while rural outlets were most likely (28.2 percent) to report sufficient workstations to meet patron need. However, 57.4 percent of rural outlets reported not having enough workstations to handle patron needs at different times throughout the day.

Figure 16: 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	66.8% (n=1,822)	60.7% (n=3,112)	45.8% (n=3,676)	55.6% (n=7,425)	47.0% (n=1,102)	50.1% (n=82)	54.2% (n=8,610)
Not currently available, but there are plans to make it available within the next year	18.8% (n=513)	17.3% (n=889)	17.0% (n=1,364)	17.0% (n=2,271)	19.3% (n=452)	25.8% (n=42)	17.4% (n=2,765)
Not currently available and no plans to make it available within the next year	12.5% (n=340)	20.0% (n=1,024)	35.2% (n=2,825)	25.6% (n=3,423)	31.1% (n=730)	21.6% (n=35)	26.4% (n=4,188)
Weighted missing values, n=8							

The number of public library outlets offering wireless Internet access has steadily increased since first measured in 2004. Wireless access was available in 17.9 percent of outlets in 2004 and 36.7 percent in 2006. Figure 16 shows that in 2007 wireless access was available in 54.2 percent of outlets. Furthermore, 17.4 percent of outlets that do not currently have wireless access plan to add it in the next year. Thus, if libraries follow through with their plans to add wireless access, 71.6 percent of public library outlets in the U.S. will have it within a year. There was a notable increase, with the exception of high poverty outlets, in the percentage of outlets now having wireless access available.

In 2007, wireless access was most likely to be available in urban, suburban, and low poverty outlets. High poverty outlets are the most likely to have plans to add wireless access in the next year. Rural outlets and medium poverty outlets are least likely to have wireless access or plans to add it in the next year.

Figure 17: 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	11.5% (n=315)	7.5% (n=385)	5.1% (n=405)	7.0% (n=935)	6.9% (n=163)	4.7% (n=8)	7.0% (n=1,106)
Not adding more Internet workstations or laptops, but provide wireless access for patrons with personal laptops	59.3% (n=1,618)	57.5% (n=2,948)	45.8% (n=3,678)	52.7% (n=7,044)	47.8% (n=1,121)	47.7% (n=78)	51.9% (n=8,244)

As part of the libraries' wireless Internet access strategies, Figure 17 illustrates how outlets are planning on using wireless Internet access to keep up with patron demands. Seven percent of outlets report plans to purchase laptops for patron use instead of workstations, with urban outlets being the most likely to do so. Additionally, 51.9 percent of outlets provide (or soon will provide) wireless access for patrons with personal laptops. Urban outlets are the most likely to incorporate wireless access followed closely by suburban libraries.

Figure 18: Public Access Wireless Internet Connectivity Outside of Public Library Outlets by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Availability of Public Access Wireless Internet Services Outside the Public Library	Urban	Suburban	Rural	Low	Medium	High	Overall
Currently available	3.1% (n=84)	1.8% (n=90)	4.3% (n=347)	3.5% (n=470)	1.8% (n=42)	4.9% (n=8)	3.3% (n=521)
Currently available outside and in areas in the community through partnerships	4.3% (n=117)	2.1% (n=107)	1.1% (n=92)	2.0% (n=271)	1.7% (n=40)	2.4% (n=4)	2.0% (n=316)
Currently available through a bookmobile with wireless access	1.0% (n=27)	*	*	*	*	--	*
Not currently available, but there are plans to make it available within the next year	12.3% (n=336)	8.2% (n=422)	8.0% (n=642)	8.6% (n=1,152)	9.9% (n=232)	9.5% (n=16)	8.8% (n=1,400)
Not currently available and there are no plans to make it available within the next year	62.3% (n=1,698)	75.2% (n=3,851)	73.1% (n=5,868)	72.0% (n=9,619)	71.8% (n=1,684)	69.4% (n=114)	71.9% (n=11,417)
Other	13.4% (n=365)	8.6% (n=442)	8.6% (n=693)	9.3% (n=1,237)	10.4% (n=244)	11.4% (n=19)	9.4% (n=1,500)

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

Figure 18 shows the availability of library wireless Internet access outside the library itself. By far, most outlets (71.9 percent) do not provide wireless access outside of the library and have no plans to do so. Only 3.3 percent of outlets provide wireless access outside the library, while another 2 percent provide access to the community through partnerships with others. Urban library outlets were the only to report wireless access provided through book mobiles, and were

the mostly likely to indicate plans to provide wireless Internet access outside the library within the next year.

Figure 19: 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 56kbps	*	*	1.4% (n=112)	*	*	--	*
56kbps - 128kbps	1.4% (n=37)	4.1% (n=209)	10.0% (n=799)	6.3% (n=845)	8.2% (n=193)	4.9% (n=8)	6.6% (n=1,045)
129kbps - 256kbps	2.0% (n=53)	3.6% (n=186)	9.3% (n=748)	6.4% (n=856)	5.4% (n=127)	2.5% (n=4)	6.2% (n=987)
257kbps - 768kbps	2.2% (n=60)	6.9% (n=352)	13.4% (n=1,076)	10.0% (n=1,341)	6.1% (n=143)	2.5% (n=4)	9.4% (n=1,488)
769kbps - 1.5mbps	40.5% (n=1,105)	38.4% (n=1,969)	26.8% (n=2,149)	31.9% (n=4,262)	38.1% (n=895)	40.1% (n=66)	32.9% (n=5,223)
1.6mbps- 5.0mbps	21.7% (n=591)	15.2% (n=777)	9.9% (n=791)	13.8% (n=1,841)	12.5% (n=294)	14.2% (n=23)	13.6% (n=2,158)
6.0mbps- 10mbps	13.1% (n=357)	8.0% (n=408)	4.3% (n=349)	6.5% (n=869)	9.5% (n=222)	14.2% (n=23)	7.0% (n=1,114)
Greater than 10mbps	13.1% (n=358)	8.6% (n=442)	7.1% (n=571)	8.4% (n=1,128)	9.1% (n=213)	19.0% (n=31)	8.6% (n=1,372)
Don't Know	3.9% (n=107)	12.7% (n=652)	16.0% (n=1,282)	14.0% (n=1,869)	7.3% (n=172)	--	12.9% (n=2,014)

Weighted missing values, n=8
Key: -- : No data to report
* : Insufficient data to report

As Figure 19 demonstrates, 32.9 percent of library outlets have connection speeds of 769kbps-1.5mbps. Further, 29.2 percent of library outlets have connection speeds of greater than 1.5mbps. Only 22.2 percent of library outlets reported a maximum connection speed of 768kbps or less. Urban outlets were the most likely to have the fastest connections, with 13.1 percent reporting 10mbps or greater. Access at the lower categories of connection speed have decreased since the 2006 data was collected. Connection speeds at 56kbps or less are all but gone, with the exception of rural outlets.

The 2007 survey marked the first time that respondents were able to indicate connectivity speed categories of greater than 1.5mbps. By and large, however, the connectivity speeds identified by respondents remain essentially unchanged since the 2006 survey. It is important to note, however, that 12.9 percent of respondents reported that they did not know their connection speeds, as compared to 4.9 percent in 2006.

Figure 20: 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	13.9% (n=379)	15.6% (n=798)	33.2% (n=2,666)	25.1% (n=3,350)	20.2% (n=473)	12.2% (n=20)	24.2% (n=3,843)
Cable	11.8% (n=323)	24.6% (n=1,262)	19.8% (n=1,589)	22.1% (n=2,953)	8.7% (n=205)	9.5% (n=16)	20.0% (n=3,174)
Leased Line	54.3% (n=1,482)	45.5% (n=2,334)	25.2% (n=2,024)	34.4% (n=4,590)	49.6% (n=1,163)	51.8% (n=85)	36.8% (n=5,839)
Municipal Networks (wireless or other)	4.6% (n=125)	2.8% (n=143)	4.3% (n=341)	3.8% (n=512)	3.6% (n=85)	7.1% (n=12)	3.8% (n=609)
Satellite	*	*	2.4% (n=196)	1.5% (n=200)	1.1% (n=26)	2.4% (n=4)	1.9% (n=231)
Fiber	17.9% (n=489)	14.6% (n=750)	8.0% (n=644)	11.5% (n=1,535)	13.3% (n=312)	21.3% (n=35)	11.9% (n=1,882)
Other	9.1% (n=248)	5.9% (n=301)	8.5% (n=679)	7.5% (n=998)	9.1% (n=214)	9.8% (n=16)	7.7% (n=1,228)
Don't Know	1.2% (n=33)	1.1% (n=55)	1.6% (n=126)	1.3% (n=176)	1.6% (n=38)	--	1.3% (n=214)

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 20 reports on the type of connections public library outlets are using to access the Internet. Leased lines was the most frequently reported type of connection (36.8 percent), followed by DSL (24.2 percent), and Cable (20 percent). Rural libraries were more likely than others to use DSL for Internet access (33.2 percent). Fiber was reported by 11.9 percent of libraries and was more likely to be available to urban and suburban libraries. Satellite was the least common type of Internet service, particularly for urban and suburban outlets.

Figure 21: Public Library Outlet Shared Wireless-Workstation Bandwidth by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Yes, both the wireless connection and public access workstations share the same bandwidth/connection	56.2% (n=1,534)	50.1% (n=2,570)	47.2% (n=3,787)	50.2% (n=6,711)	47.1% (n=1,104)	45.3% (n=74)	49.7% (n=7,890)
No, the wireless connection is separate from the public access workstation bandwidth/connection	21.5% (n=587)	23.2% (n=1,189)	11.0% (n=881)	16.8% (n=2,248)	16.4% (n=385)	14.4% (n=24)	16.7% (n=2,657)
Don't know	5.6% (n=153)	7.1% (n=363)	13.6% (n=1,088)	10.2% (n=1,360)	9.2% (n=216)	16.9% (n=28)	10.1% (n=1,604)

Weighted missing values, n=8

Figure 21 shows the degree to which public Internet workstations share bandwidth or connections with wireless access. Nearly half of all public library outlets (49.7 percent) report sharing the same bandwidth/connection. A separate wireless connection from the one used by public access workstations was reported as being in use in 16.7 percent of outlets Suburban and urban outlets are 50 percent more likely to have separate connections than are rural libraries. Rural libraries were more likely to report not knowing if the bandwidth/connection was shared.

Figure 22: Public Library Outlet Public Access Internet Connection Adequacy 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	21.8% (n=595)	15.8% (n=808)	13.9% (n=1,114)	15.0% (n=2,003)	20.0% (n=470)	26.4% (n=43)	15.9% (n=2,517)
The connection speed is sufficient to meet patron needs at some times	37.8% (n=1,030)	40.4% (n=2,068)	33.4% (n=2,676)	36.2% (n=4,831)	38.1% (n=893)	30.3% (n=50)	36.4% (n=5,774)
The connection speed is sufficient to meet patron needs at all times	35.8% (n=975)	39.6% (n=2,030)	48.9% (n=3,922)	45.0% (n=6,009)	36.3% (n=852)	40.8% (n=67)	43.6% (n=6,928)
Don't know	1.2% (n=33)	1.4% (n=72)	*	1.1% (n=144)	1.2% (n=27)	--	1.1% (n=171)

Weighted missing values, n=8
Key: -- : No data to report
* : Insufficient data to report

Figure 22 shows the perceived adequacy of Internet connection speeds in public library outlets. Forty-three point six (43.6) percent of outlets report that connection speed is adequate to meet patron needs at all times, about 10 percent fewer outlets than in 2006 (53.5 percent). Rural libraries were more likely than urban and suburban libraries to report adequate access speeds. Access speeds were inadequate for a majority (52.3 percent) of libraries reporting. In 36.4 percent of public library outlets, the connection speed is sufficient to meet patron needs at some times and 15.9 percent reported the connection speed is insufficient at all times.

Figure 23: Possibility of Increasing 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
There is no interest in increasing the connection speed	8.5% (n=232)	17.1% (n=875)	20.9% (n=1,680)	18.4% (n=2,458)	13.5% (n=317)	7.1% (n=12)	17.6% (n=2,787)
The connection speed is already at the maximum level available	10.9% (n=299)	12.3% (n=632)	21.3% (n=1,708)	17.3% (n=2,316)	12.9% (n=302)	12.2% (n=20)	16.6% (n=2,638)
There is interest in increasing the branch's bandwidth, but the library cannot currently afford to	15.0% (n=410)	16.1% (n=824)	20.5% (n=1,642)	18.3% (n=2,445)	17.4% (n=408)	14.2% (n=23)	18.1% (n=2,876)
There are plans in place to increase the bandwidth within the next year	22.1% (n=602)	18.7% (n=956)	7.6% (n=609)	12.4% (n=1,655)	20.1% (n=473)	23.5% (n=39)	13.6% (n=2,167)
It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	23.5% (n=642)	20.1% (n=1,028)	17.3% (n=1,387)	18.6% (n=2,483)	22.6% (n=531)	26.4% (n=43)	19.3% (n=3,057)
There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	1.1% (n=31)	1.3% (n=66)	1.8% (n=142)	1.6% (n=220)	*	2.4% (n=4)	1.5% (n=239)
Other	11.1% (n=301)	8.1% (n=413)	4.8% (n=382)	7.0% (n=935)	6.4% (n=150)	6.9% (n=11)	6.9% (n=1,096)

Weighted missing values, n=8
Key: * : Insufficient data to report

Less than one fifth of public library outlets (17.6 percent) reported no interest in increasing connection speed, while 16.6 percent reported they were at the maximum speed available. Rural library outlets were the least likely to want or be able to increase their connection speed, while high poverty outlets were the most likely to have plans in place to increase connection speed within the next year. Most interesting in Figure 23 are the reported barriers to increasing access speeds. Cost was reported by 18.1 percent of libraries, and 1.5 percent reported lack of technical expertise as barriers to increasing access speeds. Nineteen point three (19.3) percent reported no plans to increase access speeds even though it was possible to do so. Only 13.6 percent of public library outlets had plans in place to increase bandwidth in the next year.

Figure 24: 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	71.2% (n=1,938)	71.8% (n=3,680)	63.8% (n=5,118)	67.1% (n=8,972)	70.5% (n=1,650)	68.9% (n=113)	67.7% (n=10,735)
Provide education resources and databases for students in higher education	15.2% (n=414)	21.9% (n=1,124)	23.2% (n=1,858)	20.5% (n=2,741)	26.5% (n=620)	21.6% (n=36)	21.4% (n=3,396)
Provide education resources and databases for home schooling	8.5% (n=231)	12.4% (n=635)	17.9% (n=1,433)	15.2% (n=2,036)	11.1% (n=259)	2.4% (n=4)	14.5% (n=2,299)
Provide education resources and databases for adult/continuing education students	23.5% (n=639)	25.2% (n=1,289)	30.4% (n=2,436)	27.4% (n=3,657)	28.0% (n=656)	31.3% (n=51)	27.5% (n=4,364)
Provide information for local economic development	9.2% (n=249)	2.6% (n=132)	2.9% (n=236)	3.7% (n=490)	4.8% (n=113)	9.5% (n=16)	3.9% (n=618)
Provide information about state and local business opportunities	4.5% (n=122)	1.6% (n=82)	3.1% (n=250)	2.8% (n=369)	2.8% (n=66)	12.0% (n=20)	2.9% (n=455)
Provide information for college applicants	1.9% (n=51)	3.6% (n=184)	7.8% (n=627)	5.0% (n=664)	8.1% (n=190)	4.9% (n=8)	5.4% (n=862)
Provide information for local business marketing	*	1.6% (n=82)	*	1.1% (n=149)	*	2.4% (n=4)	1.0% (n=164)
Provide information about the library's community	17.9% (n=488)	18.0% (n=924)	10.3% (n=829)	14.4% (n=1,926)	12.8% (n=300)	9.0% (n=15)	14.1% (n=2,241)
Provide information or databases regarding investments	2.5% (n=67)	6.1% (n=314)	1.5% (n=122)	3.4% (n=450)	2.3% (n=54)	--	3.2% (n=503)
Provide access to local public and local government documents	9.6% (n=262)	5.2% (n=267)	7.0% (n=564)	6.9% (n=928)	6.4% (n=149)	9.5% (n=16)	6.9% (n=1,093)
Provide access to federal government documents	5.0% (n=137)	5.8% (n=295)	11.0% (n=885)	8.9% (n=1,196)	5.1% (n=118)	2.4% (n=4)	8.3% (n=1,318)
Provide computer and Internet skills training	43.7% (n=1,190)	31.4% (n=1,609)	24.0% (n=1,929)	28.5% (n=3,807)	36.6% (n=857)	37.9% (n=62)	29.8% (n=4,727)
Provide services for job seekers	44.0% (n=1,198)	44.1% (n=2,262)	44.0% (n=3,528)	44.1% (n=5,896)	42.9% (n=1,005)	52.8% (n=87)	44.0% (n=6,987)
Provide services to new citizens and residents	11.5% (n=314)	9.9% (n=506)	14.9% (n=1,193)	13.2% (n=1,766)	10.5% (n=247)	--	12.7% (n=2,013)
Other	10.9% (n=296)	14.8% (n=759)	11.5% (n=919)	13.0% (n=1,732)	9.4% (n=219)	13.7% (n=23)	12.4% (n=1,974)

Will not total to 100%, as respondents could select more than one option.
Weighted missing values, n=14
Key: -- : No data to report
* : Insufficient data to report

Figure 24 shows the services provided to the community through public library outlets in their areas. The top three education support services reported by public library outlets were education resources for K-12 students (67.7 percent), and education resources and databases for adult/continuing education (27.5 percent) and students in higher education (21.4 percent). Providing services for job seekers was reported by 44 percent of public library outlets, and 29.8 percent reported that they provide computer and Internet skills training. Urban outlets were the

most likely (43.7 percent) to provide computer and Internet skills training as part of the services they provide to the community.

Figure 25: Public Library Outlet 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	12.5% (n=342)	18.9% (n=967)	30.8% (n=2,474)	24.4% (n=3,263)	21.6% (n=508)	7.3% (n=12)	23.8% (n=3,783)
Facilitates local economic development	6.6% (n=178)	2.2% (n=113)	*	2.2% (n=296)	2.6% (n=60)	7.1% (n=12)	2.3% (n=367)
Offers technology training to those who would otherwise not have any	54.2% (n=1,474)	45.2% (n=2,314)	30.8% (n=2,470)	38.7% (n=5,176)	42.3% (n=989)	56.9% (n=93)	39.4% (n=6,259)
Helps students with their school assignments and school work	35.9% (n=976)	36.2% (n=1,857)	34.4% (n=2,759)	34.3% (n=4,587)	40.4% (n=946)	35.7% (n=59)	35.2% (n=5,592)
Helps business owners understand and use technology and/or information resources	1.7% (n=47)	1.6% (n=83)	1.6% (n=132)	1.6% (n=217)	1.9% (n=45)	--	1.7% (n=262)
Helps patrons complete job applications	24.8% (n=675)	18.9% (n=971)	21.9% (n=1,759)	20.8% (n=2,778)	24.6% (n=576)	31.4% (n=52)	21.5% (n=3,405)
Provides general technology skills	45.3% (n=1,232)	41.1% (n=2,104)	32.8% (n=2,628)	37.1% (n=4,962)	39.2% (n=917)	51.7% (n=85)	37.6% (n=5,964)
Provides information literacy skills	48.9% (n=1,329)	53.7% (n=2,752)	39.6% (n=3,173)	46.1% (n=6,158)	43.4% (n=1,015)	49.8% (n=82)	45.7% (n=7,255)
Helps users access and use electronic government services and resources	17.5% (n=477)	18.6% (n=953)	21.6% (n=1,734)	20.3% (n=2,717)	17.3% (n=404)	26.1% (n=43)	19.9% (n=3,164)
Other	3.8% (n=104)	2.2% (n=111)	2.9% (n=231)	2.7% (n=360)	3.5% (n=82)	2.4% (n=4)	2.8% (n=446)

Weighted missing values, n=14
Key: -- : No data to report
* : Insufficient data to report

Figure 25 identifies the impact of information technology training provided to patrons by public library outlet staff. Providing information literacy skills is the most commonly reported impact of the technology training provided, and is more often provided in suburban outlets (53.7 percent) than in urban (48.9 percent) and rural libraries (39.6 percent). Technology skills training was reported as the second and third most frequently provided information technology training by libraries. Helping students with school and homework assignments was reported by 35.2 percent of libraries, although there was a decrease of 13.5 percent from 2006 in high poverty outlets providing students with school work help. Only 1.7 percent of library outlets reported knowing if business owners participated in technology training or if they had specific training target to this user population. Unfortunately, rural outlets are the least likely to offer training of any kind (30.8 percent) and this is largely attributed to insufficient staff resources to provide formal technology training to the public.

Figure 26: 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	38.8% (n=7)	66.7% (n=23)	42.5% (n=37)	58.6% (n=63)	18.1% (n=4)	--	48.2% (n=67)
The library building cannot support the necessary infrastructure (e.g. power, cabling, other)	--	--	17.6% (n=15)	10.1% (n=11)	18.1% (n=4)	--	10.9% (n=15)
The library cannot afford the necessary equipment	--	22.2% (n=8)	30.7% (n=27)	24.2% (n=26)	18.1% (n=4)	51.6% (n=4)	24.7% (n=34)
The library does not have access to adequate telecommunications services	38.8% (n=7)	22.2% (n=8)	26.8% (n=23)	27.1% (n=29)	36.3% (n=9)	--	27.1% (n=38)
The library cannot afford the recurring telecommunications costs	--	11.1% (n=4)	18.5% (n=16)	10.4% (n=11)	36.3% (n=9)	--	14.3% (n=20)
The library does not have the staff necessary to install, maintain, and/or upgrade the necessary technology	--	11.1% (n=4)	25.6% (n=22)	20.5% (n=22)	--	51.6% (n=4)	18.7% (n=26)
The library does not control its access to Internet services	--	--	18.2% (n=16)	6.7% (n=7)	18.1% (n=4)	51.6% (n=4)	11.3% (n=16)
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	--	--	5.1% (n=4)	--	18.1% (n=4)	--	3.2% (n=4)
Other	61.2% (n=11)	22.2% (n=8)	25.9% (n=22)	24.2% (n=26)	45.6% (n=11)	48.4% (n=4)	29.3% (n=41)

Figure 26 shows the factors limiting public library outlets' ability to provide public Internet access to patrons. Almost half of these outlets that do not provide Internet access (48.2 percent) cited a lack of space for workstations and other necessary equipment as the primary factor affecting their ability to provide access. No outlets reported that access was limited due to lack of interest in library staff or management. More than half (51.6 percent) of high poverty outlets reported budget, staff, and lack of direct control limit their ability to provide public Internet access. Rural libraries reported more factors (9 of the 10 factors measured) limiting providing Internet access than did libraries in urban and suburban communities. Space and cost were the two factors most frequently reported by rural and suburban libraries. A lack of access to adequate telecommunications services being a factor also was highly reported by rural (26.8 percent) and suburban (22.2 percent) libraries.