
Information Use Management and Policy Institute
College of Information, Florida State University

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

Submitted to:

Denise M. Davis
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APPENDIX A: 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 library directors.

2006 National Survey of Public Library Computer and Internet Access

The American Library Association 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 and computing resources. Dr. John Carlo Bertot, Dr. Charles R. McClure, and Ms. Denise M. Davis are the study managers. You may access the survey at <http://www.plinternetsurvey.org>.

This survey provides, and has provided since 1994, valuable data regarding public library public computing resources; Internet connectivity; bandwidth; Internet service/resource funding and sources; and challenges associated with connectivity and public computing. Such data enable practitioners, policymakers, and researchers to understand the nature, extent, and changes of public library public computing and Internet connectivity. To facilitate the development advocacy strategies for public access computer and Internet services, the 2006 survey focuses on the impacts, benefits, and challenges of public computing and Internet access services in public libraries. More information regarding the overall study is available at <http://www.ala.org/plinternetfunding>. Data and reports from previous surveys are available at <http://www.ii.fsu.edu/plinternet/>.

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

On the survey website, 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, you essentially will be completing the questionnaire for the same 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 – and we would certainly appreciate your additional efforts and time.

IMPORTANT: To facilitate completion of the web-based survey, the branch and system questions are presented separately. PLEASE COMPLETE BOTH PORTIONS OF THE SURVEY.

To participate in the 2006 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 (see the affixed label below for that number). 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 website provides a link to locate your library ID by state and city. If you prefer, you may complete this print version of the survey and mail/fax your responses back (the contact information is located at the end of the survey).

The survey is not timed. You may complete part of it, save your answers, and return to it at a later time. You may also answer part of the survey and have other members of your library staff answer other parts, if appropriate. Please be sure to complete the survey by **February 1, 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 pl2006@ci.fsu.edu.

A. LIBRARY BRANCH LEVEL QUESTIONS

A.1: Connectivity and 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)

<input type="radio"/>	Increased since last fiscal year	_____ # hours increased (round to nearest hour)
<input type="radio"/>	Decreased since last fiscal year	_____ # hours decreased (round to nearest hour)
<input type="radio"/>	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)

<input type="radio"/>	Closed temporarily due to renovations
<input type="radio"/>	Closed temporarily due to storm or other damage
<input type="radio"/>	Closed temporarily due to budgetary reasons
<input type="radio"/>	Closed permanently due to budgetary reasons
<input type="radio"/>	Closed for other reason (please specify):

3. Is this library branch currently **connected to the Internet in any way**? (MARK ONE ● ONLY)

<input type="radio"/>	No (If 'no' please skip to question 12)
<input type="radio"/>	Yes, staff access only (If 'yes' please skip to question 12)
<input type="radio"/>	Yes, public and staff access (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)

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

5a. Please indicate **the number and age of the public Internet workstations** 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	Average Public Internet Workstation Age
_____ workstations	_____ workstations less than 1 year old
	_____ workstations 1-2 years old
	_____ workstations 2-3 years old
	_____ workstations 3-4 years old
	_____ workstations greater than 4 years old

5b. Please indicate **the total number of OTHER public workstations** 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

5c. Are there plans to **add additional 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)

<input type="radio"/>	The library plans to add _____ workstations within the next year
<input type="radio"/>	The library plans to add _____ laptops within the next year
<input type="radio"/>	The library is considering adding more workstations or laptops within the next year, but does not know how many at this time
<input type="radio"/>	The library has no plans to add workstations or laptops within the next year
<input type="radio"/>	The library has plans to REDUCE the number of workstations or laptops to a total of _____ workstations and laptops within the next year

5d. Are there plans to **replace or upgrade existing public Internet workstations or laptops** at this library branch **during the next year**? (MARK ONE ● ONLY IN EACH COLUMN)

Workstation Replacement (MARK ONE ● ONLY)		Workstation Upgrades (MARK ONE ● ONLY)	
<input type="radio"/>	The library plans to replace _____ workstations within the next year	<input type="radio"/>	The library plans to upgrade _____ workstations within the next year (e.g. add memory, upgrade graphics card, etc.)
<input type="radio"/>	The library plans to replace _____ laptops within the next year	<input type="radio"/>	The library plans to upgrade _____ laptops within the next year (e.g. add memory, upgrade graphics card, etc.)
<input type="radio"/>	The library plans to replace some workstations/laptops within the next year, but does not know how many at this time	<input type="radio"/>	The library plans to upgrade some workstations/laptops within the next year, but does not know how many at this time
<input type="radio"/>	The library has no plans to replace workstations/laptops within the next year	<input type="radio"/>	The library has no plans to upgrade workstations/laptops within the next year

5e. Is the library branch able to **maintain its workstation/laptop replacement, addition, or upgrade schedule**? (MARK ONE ● ONLY)

<input type="radio"/>	Yes
<input type="radio"/>	No
<input type="radio"/>	The library has no workstation replacement, addition, or upgrade schedule
<input type="radio"/>	Not applicable

5f. Please identify **up to three factors** that affect the library branch's ability or plans to **add or replace more public Internet workstations**. (MARK ● UP TO THREE FOR EACH FACTOR)

Factors Affecting Adding Workstations (MARK UP TO ● THREE)		Factors Affecting Replacing Workstations (MARK UP TO ● THREE)	
<input type="radio"/>	Availability of space	<input type="radio"/>	Cost factors
<input type="radio"/>	Cost factors	<input type="radio"/>	Maintenance, upgrade, and general upkeep
<input type="radio"/>	Maintenance, upgrade, and general upkeep	<input type="radio"/>	Availability of staff
<input type="radio"/>	Availability of staff	<input type="radio"/>	Other (please specify):
<input type="radio"/>	Availability of bandwidth to support additional workstations		
<input type="radio"/>	Availability of electrical outlets, cabling, or other infrastructure		
<input type="radio"/>	The current number of workstations meets the needs of our patrons		
<input type="radio"/>	Other (please specify):		

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

<input type="radio"/>	Yes, wireless access is currently available within the library branch
<input type="radio"/>	No, it is not currently available within the library branch, but there are plans to make it available within the next year
<input type="radio"/>	No, it is not currently available within the library branch and there are no plans to make it available within the next year

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

<input type="radio"/>	Purchasing laptops for in-library patron use instead of Internet workstations
<input type="radio"/>	Not adding more Internet workstations or laptops, but is providing (or about to provide) wireless access for patrons with laptops to help to meet public demand

8. Does the library offer **wireless access for public use outside the library building** as wi-fi hotspots (e.g., in public places, buildings, or other locations) (MARK ALL ● THAT APPLY)

<input type="radio"/>	Yes, the library currently provides wireless access outside the library building and in locations within the community as a library initiative
<input type="radio"/>	Yes, the library currently provides wireless access outside the library building and in locations within the community in partnership with others (e.g., county/city government, telecommunications provider, other)
<input type="radio"/>	Yes, it is currently available outside the library building through a bookmobile with wireless access
<input type="radio"/>	No, it is not currently available outside the library building and in the community, but there are plans to make it available within the next year
<input type="radio"/>	No, it is not currently available outside the library building and in the community and there are no plans to make it available within the next year
<input type="radio"/>	Other (please specify):

9a. 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)	
<input type="radio"/>	DSL	<input type="radio"/>	Less than 56 Kbps (kilobits/second)
<input type="radio"/>	Cable	<input type="radio"/>	56 Kbps – 128 Kbps
<input type="radio"/>	Leased Line	<input type="radio"/>	129 Kbps – 256 Kbps
<input type="radio"/>	Municipal Networks (wireless or other)	<input type="radio"/>	257 Kbps – 768 Kbps
<input type="radio"/>	Satellite	<input type="radio"/>	769 Kbps – 1.5 Mbps (megabits/second)
<input type="radio"/>	Fiber	<input type="radio"/>	1.6Mbps – 5.0Mbps
<input type="radio"/>	Other (please specify):	<input type="radio"/>	6.0Mbps – 10Mbps
<input type="radio"/>	Don't know (If you do not know your library's connection speed, please contact an individual or group who may know before checking "Don't know")	<input type="radio"/>	Greater than 10Mbps
<input type="radio"/>		<input type="radio"/>	Don't know (If you do not know your library's connection speed, please contact an individual or group who may know before checking "Don't know")

9b. If applicable, does the **library branch's wireless connection share the same bandwidth/connection** as the library's public Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, both the wireless connection and public access workstations share the same bandwidth/connection
<input type="radio"/>	No, the wireless connection is separate from the public access workstation bandwidth/connection
<input type="radio"/>	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")

9c. 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)

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

9d. If desired, would the library branch be able to increase the **maximum speed** of its **public Internet service connection** now or in the future? (MARK ONE ● ONLY)

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

A.2: Impact of Computer and Internet Access

10. Please identify **up to three public Internet services** that are critical to the **role of the library branch in its local community**? (MARK ● UP TO THREE)

<input type="radio"/>	Provide education resources and databases for K-12 students
<input type="radio"/>	Provide education resources and databases for students in higher education
<input type="radio"/>	Provide education resources and databases for home schooling
<input type="radio"/>	Provide education resources and databases for adult/continuing education students
<input type="radio"/>	Provide information for local economic development
<input type="radio"/>	Provide information about state and local business opportunities
<input type="radio"/>	Provide information for college applicants
<input type="radio"/>	Provide information for local business marketing
<input type="radio"/>	Provide information about the library's community
<input type="radio"/>	Provide information or databases regarding investments
<input type="radio"/>	Provide access to local public and local government documents
<input type="radio"/>	Provide access to federal government documents
<input type="radio"/>	Provide computer and Internet skills training
<input type="radio"/>	Provide services for job seekers
<input type="radio"/>	Provide services to new citizens and residents
<input type="radio"/>	Other (please specify):

11. 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)

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

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

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

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

B. LIBRARY SYSTEM LEVEL QUESTIONS

B.1: Public Computer and Internet Services and Community Impact

13. Please identify the **Internet-based services the library makes available to users** either in the library or remotely (i.e., website). Include services that the library may not provide directly (i.e., statewide databases, digital reference): (MARK ● ALL THAT APPLY)

Service/Resource	Service Available to Users
Digital reference/Virtual reference	<input type="radio"/>
Licensed databases	<input type="radio"/>
E-books	<input type="radio"/>
Video conferencing	<input type="radio"/>
Online instructional courses/tutorials	<input type="radio"/>
Homework Resources	<input type="radio"/>
Audio content (e.g., pod casts, audio books, other)	<input type="radio"/>
Video content	<input type="radio"/>
Digitized special collections (e.g., letters, postcards, documents, other)	<input type="radio"/>
Other (please specify):	<input type="radio"/>

14. Please indicate the **roles and services the public library provides to its community on a regular basis and/or during emergency/disaster situations:** (MARK APPROPRIATELY ● IN EACH COLUMN)

Disaster/Emergency Services (MARK ALL ● THAT APPLY)		E-Government Services (MARK ALL ● THAT APPLY)	
<input type="radio"/>	The library building(s) serve(s) as emergency shelters during storms, hurricanes, or other disasters	<input type="radio"/>	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)
<input type="radio"/>	The library staff provide emergency responder services during times of need (e.g., manage emergency call centers; assist first responders; provide relief services)	<input type="radio"/>	The library staff provide as-needed assistance to patrons for understanding how to access and use government websites, programs, and services (e.g., assistance navigating the website, helping users understand the programs)
<input type="radio"/>	The library's equipment (e.g., bookmobiles with wireless Internet access; public access workstations; laptops) is used by first responders during times of disaster	<input type="radio"/>	The library offers training classes regarding the use of government websites, understanding government programs, and completing electronic forms
<input type="radio"/>	The library's public computing and Internet access services are used by the public to access emergency relief services and benefits (i.e., FEMA) during times of disaster	<input type="radio"/>	The library is partnering with government agencies, non-profit organizations, and others to provide e-government services
<input type="radio"/>	Other (please specify):	<input type="radio"/>	Other (please specify):

15. Please indicate the following **regarding the library's disaster/emergency plan:** (MARK ● ALL THAT APPLY)

<input type="radio"/>	The library has no current written disaster preparedness plan, and is not in the process of developing such a plan
<input type="radio"/>	The library has no current written disaster preparedness plan, but is in the process of developing an emergency/disaster plan
<input type="radio"/>	The library has a current written disaster preparedness plan that provides instruction and guidance for library staff in the event of an emergency/disaster situation (note: current is defined as reviewed, revised, and/or written within the last year)
<input type="radio"/>	The library has a written disaster preparedness plan that provides instruction and guidance for library staff in the event of an emergency/disaster situation, but it is more than one year old
<input type="radio"/>	The library is involved in disaster and emergency planning activities at the local level (e.g., town, city, county)
<input type="radio"/>	The library's existing or plan which is underdevelopment, was developed in conjunction with local or other emergency services organizations (e.g., fire, police, disaster relief)
<input type="radio"/>	Don't Know
<input type="radio"/>	Other (please specify below):

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

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

B.2: Funding and Public Computer and Internet Services

17a. **Did the library apply for E-rate discounts** during the July 1, 2006 E-rate funding year? (MARK ONE ● ONLY)

<input type="radio"/>	Yes (If yes, please go to question 17b)
<input type="radio"/>	Yes, another organization applied on the library's behalf (If yes, please go to question 17b)
<input type="radio"/>	No (If no, skip to question 17c)
<input type="radio"/>	Unsure (If unsure, skip to question 18)

17b. If this library is, or will be, **receiving E-rate discounts during the July 1, 2006 E-rate funding year**, please indicate for which services the library receives E-rate funds: (MARK ● ALL THAT APPLY)

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

17c. If this library **did not apply for E-rate discounts in 2006**, it was because: (MARK ● ALL THAT APPLY)

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

18. Did your **state library, state legislature, or other state agency/office** pay directly for any of the following on your library's behalf: (MARK ● ALL THAT APPLY)

Expenditure Category	State Funding Sources	
	Fiscal Year	
	FY2006	FY2007
Staff only hardware	<input type="radio"/>	<input type="radio"/>
Staff only software	<input type="radio"/>	<input type="radio"/>
Public computing hardware	<input type="radio"/>	<input type="radio"/>
Public computing software	<input type="radio"/>	<input type="radio"/>
Telecommunications services (including Internet connectivity)	<input type="radio"/>	<input type="radio"/>
Wireless access (hardware, software)	<input type="radio"/>	<input type="radio"/>
Instructional technology (video conferencing hardware and software, projection equipment)	<input type="radio"/>	<input type="radio"/>
Licensed resources (databases, e-books, audio books, etc.)	<input type="radio"/>	<input type="radio"/>

19. Please indicate in **whole dollars** your library's **total operating expenditures** from all funding sources for **fiscal years 2006 and 2007**:

Source of Funding	Fiscal Year 2006 Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$
Federal	\$	\$	\$
Fees/fines	\$	\$	\$
Donations/local fund raising	\$	\$	\$
Grants (local, state or national grant programs)	\$	\$	\$

Source of Funding	Fiscal Year 2007 Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures
Local/county	\$	\$	\$
State	\$	\$	\$
Federal	\$	\$	\$
Fees/fines	\$	\$	\$
Donations/local fund raising	\$	\$	\$
Grants (local, state or national grant programs)	\$	\$	\$

20. Please indicate in **whole dollars** your library's **total technology-related operating expenditures** from the below funding sources for **fiscal years 2006 and 2007**:

	Fiscal Year 2006 Expense Category			
	Salaries (including benefits)	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	\$	\$	\$	\$
Grants (local, state or national grant programs)	\$	\$	\$	\$

	Fiscal Year 2007 Expense Category			
	Salaries (including benefits)	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	\$	\$	\$	\$
Grants (local, state or national grant programs)	\$	\$	\$	\$

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

	Fiscal Year	Fiscal Year
	FY2006	FY2007
Expenditure Category		
Staff only hardware	\$	\$
Staff only software	\$	\$
Public use computing hardware	\$	\$
Public use computing software	\$	\$
Telecommunications services (including Internet connectivity, 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)	\$	\$

THANK YOU FOR YOUR PARTICIPATION

For questions concerning the survey, please contact:

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GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
<i>CIPA (Children's Internet Protection Act)</i>	A Federal law requiring the use of filters on public access Internet workstations (see below) when the library receives either LSTA or E-rate (see below) funds.
<i>Digital Reference/ Virtual Reference</i>	The provision of interactive reference services for patrons via email, chat, or other electronic means.
<i>E-books</i>	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)
<i>E-rate Funds</i>	Funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access.
<i>Fiscal Year</i>	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).
<i>Funding Sources</i>	<p>Local/county government - Includes all tax and non-tax receipts designated by the community, district, or region and available for expenditure by the library. The value of any contributed or in-kind services or the value of any gifts and donations are excluded.</p> <p>State - All funds distributed to the library by State government for expenditure by the library, except for federal money distributed by the State. This includes funds from such sources as penal fines, license fees, and mineral rights.</p> <p>Federal - All federal government funds distributed to the library for expenditure by the library, including federal money distributed by the State.</p> <p>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.</p>
<i>Hours Open in a Typical Week</i>	Report an unduplicated count of hours a library facility or facilities are open in a typical week, including the main library and branches, using the following method. If a library is open from 9 a.m. to 5 p.m., Monday through Friday, it should report 40 hours per week. If several of its branches are also open during those hours, the figure remains 40 hours per week. Should Branch A also be open one evening from 7:00 to 9:00, the total hours during which users can find service becomes 42. If Branch B is open the same hours on the same evening, the total remains 42, but if it is open two hours on another evening, or from 5:00 to 7:00 on the evening when Branch A is open later, the total becomes 44 hours during which users can find service. Collect service hours separately from hours a library facility is open.
Information Technology Budget	Funds allocated specifically 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.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
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.
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	<p>Current and recurrent costs necessary for the provision of library services, such as personnel, library materials, binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of the physical facility.</p> <p>Operating expense categories include:</p> <p>Salaries/benefits - All monies paid before deductions to all library staff paid from library's budget (reporting unit's budget) for work performed. This definition INCLUDES employee fringe benefits. Professional staff are staff members doing work that requires professional education (the master's degree or its equivalent) in the theoretical and scientific aspects of librarianship; also, in some libraries, staff performing professional level tasks who, though not librarians, have equivalent education and training in related fields (e.g., archives, computer sciences, business administration, education). Also include paid support staff and paid student workers.</p> <p>Collections - All expenditures for materials purchased or leased for use by the public, such as print materials (including microforms), machine-readable materials, audio-visual materials, etc.</p> <p>Other expenditures - Operating expenditures not included in any other expenditure subcategory. (Also called Miscellaneous Expenditures).</p>
Public Internet Workstations	Those workstations (see below) 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 collection of library materials; 3) Paid staff; and 4) Regularly scheduled hours for being open to the public.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Technology-Related Expenditures	<p>Include <i>Computer Hardware, Software, Supplies and Maintenance expenditures, and Electronic Access Expenditures.</i></p> <p><i>Computer Hardware, Software, Supplies and Maintenance expenditures</i> are defined as expenditures from the library budget for computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. Includes expenditures for maintenance and for equipment used to run information service products when that expenditure can be separated from the price of the product.</p> <p><i>Electronic Access Expenditures</i> are defined as all operating expenditures from the library budget associated with access to electronic materials and services. Include computer hardware and software used to support library operations, whether purchased or leased, mainframe and microcomputer. Includes expenditures for maintenance. Includes expenditures for services provided by national, regional, and local bibliographic utilities, networks, consortia and commercial services. Includes all fees and usage costs associated with such services as OCLC FirstSearch or electronic document delivery. Excludes capital expenditures.</p>
Typical Week	<p>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.</p>
Wireless Internet Access	<p>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.</p>
Workstation	<p>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.</p>