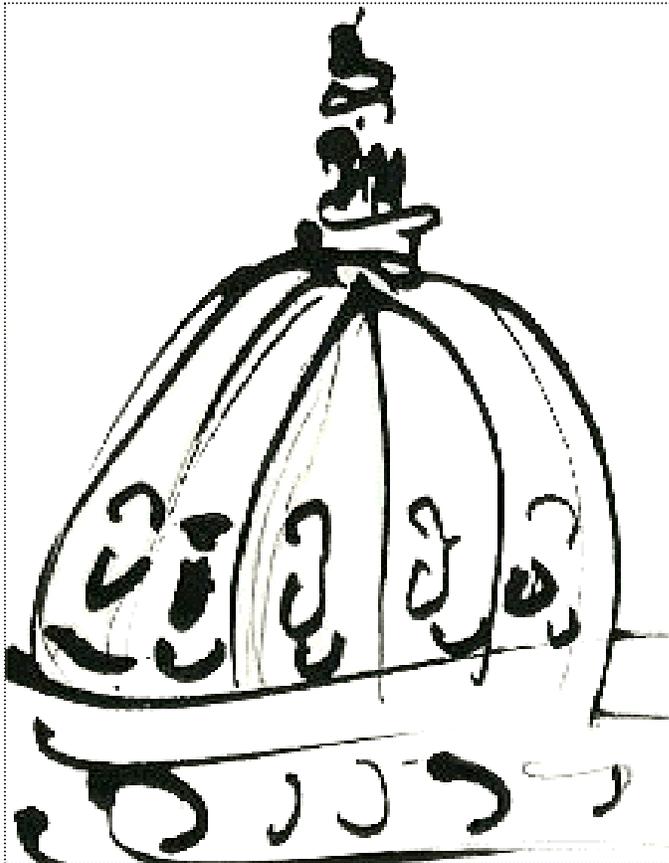




Information Use Management and Policy Institute
College of Information, Florida State University



Public Libraries and the Internet 2006: Study Results and Findings

John Carlo Bertot, Ph. D.
Associate Director and Professor

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

Paul T. Jaeger, Ph.D. and J. D.
Assistant Professor

Joe Ryan
Senior Research Associate

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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 library directors.

2006 National Survey of Public Library Internet Connectivity

Instructions: The Information Use Management and Policy Institute (www.ii.fsu.edu) in the College of Information at Florida State University, with support from the Bill & Melinda Gates Foundation and the American Library Association, is surveying a national sample of public libraries regarding their Internet connectivity and services. Drs. John Carlo Bertot and Charles R. McClure are the study managers. The questions below are divided into branch and system level questions. It may be the case that we are requesting that you respond to questions for your entire library system including all branches or selected branches with some system-wide questions. The survey is available on the web at <http://www.plinternetsurvey.org>, while this print version is included for your convenience. If you prefer to complete the print survey, please do so and return it to the address at the end. There is a glossary of terms on the back of the survey form to assist you complete the survey. Please e-mail or call John Bertot (pl2006@ci.fsu.edu, 850.645.5683) with any questions/issues you may have regarding the survey. Thank you for your participation! **PLEASE COMPLETE THE QUESTIONNAIRE BY MARCH 17, 2006.**

A. LIBRARY BRANCH LEVEL QUESTIONS

A: Connectivity and Access

1a. How many **total hours per week** is this library branch **open to the public**? (TYPE THE APPROPRIATE NUMBER IN THE BLANK, ROUNDING TO THE NEAREST HALF HOUR)

_____ hours/week (e.g., 30, 30.5)

b. The **total hours per week** that this library branch is **open to the public has**: (MARK ONE ● ONLY, AND ENTER THE APPROPRIATE NUMBER IN THE BLANK)

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

2. 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 10)
<input type="radio"/>	Yes, staff access only (If 'yes' please skip to question 10)
<input type="radio"/>	Yes, public and staff access (if 'yes' please go to question 3)

3. 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, it is currently available
<input type="radio"/>	No, it is not currently available, but there are plans to make it available within the next year
<input type="radio"/>	No, it is not currently available and there are no plans to make it available within the next year

4. Please indicate **the number and age of PUBLIC ACCESS Internet workstations** provided by this library branch (include in the count circulating laptops and multi-purpose workstations that allow access to the Internet and circulating laptops. 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 Access Internet Workstations	Average Workstation Age
_____ workstations	_____ workstations less than 1 year old
	_____ workstations 1-2 years old
	_____ workstations 2-3 years old
	_____ workstations greater than 3 years old

5a. Are there plans to **add additional public access workstations** at this library branch **during the next two years**? Include in the workstation count the number of circulating laptops that the library may be adding. (MARK ONE ● ONLY. IF APPLICABLE, INCLUDE THE APPROPRIATE NUMBER)

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

5b. Are there plans to **replace existing public access workstations** at this library branch **during the next two years**? Include in the workstation count the number of circulating laptops that the library may be replacing. (MARK ONE ● ONLY. IF APPLICABLE, INCLUDE THE APPROPRIATE NUMBER)

<input type="radio"/>	The library plans to replace _____ workstations within the next two years
<input type="radio"/>	The library plans to replace some workstations within the next two years, but does not know how many at this time
<input type="radio"/>	The library has no plans to replace workstations within the next two years

5c. Is the library branch able to **maintain its workstation replacement or addition schedule**? (MARK ONE ● ONLY)

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

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5d. Please identify the **three most important factors** that affect the library branch's ability or plans to **add more public access workstations**. (MARK ● UP TO THREE)

<input type="radio"/>	Space limitations
<input type="radio"/>	Cost factors
<input type="radio"/>	Maintenance, upgrade, and general upkeep
<input type="radio"/>	Staff time
<input type="radio"/>	Inadequate bandwidth to support additional workstations
<input type="radio"/>	The library is purchasing laptops for in-library patron use instead of desktops
<input type="radio"/>	The library is not adding more workstations, but is providing (or about to provide) wireless access for patrons with laptops to help to meet public demand
<input type="radio"/>	The current number of workstations meets the needs of our patrons
<input type="radio"/>	Other (please specify): _____

6. **On a typical day**, does this library branch **have people waiting** to use PUBLIC ACCESS Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, there are fewer public access Internet workstations than patrons who wish to use them at any given time
<input type="radio"/>	Only at certain times during a typical day are there fewer public access Internet workstations than patrons who wish to use them
<input type="radio"/>	No, there are always sufficient public access Internet workstations available for patrons who wish to use them

7. Please identify the library's **Internet connection provider**: (MARK ONE ● ONLY)

<input type="radio"/>	The library connects directly to an Internet Service Provider
<input type="radio"/>	The library connects via a network managed by a regional library consortium or library cooperative (e.g., through an integrated library system)
<input type="radio"/>	The library connects via a network managed by a non-library entity (e.g., municipal, county, or state government)
<input type="radio"/>	Other (please specify): _____
<input type="radio"/>	Don't know (If you do not know how your library connects to the Internet, please contact an individual or group who may know before checking "Don't know")

8a. Please indicate the **maximum speed** of this library branch's **PUBLIC ACCESS Internet service connection**. (MARK ONE ● ONLY)

<input type="radio"/>	Less than 56 Kbps (kilobits/second)
<input type="radio"/>	56 Kbps – 128 Kbps
<input type="radio"/>	129 Kbps – 256 Kbps
<input type="radio"/>	257 Kbps – 768 Kbps
<input type="radio"/>	769 Kbps – 1.5 Mbps (megabits/second)
<input type="radio"/>	Greater than 1.5 Mbps
<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")

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8b. Given the uses of the library branch's public Internet access services by patrons, does the library branch's **PUBLIC ACCESS 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

9. In the space below, **please identify the single most important impact on the community** as a result of the library branch's public access to the Internet?

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

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

<input type="radio"/>	The library does not have space for workstations and/or necessary equipment for public access Internet services
<input type="radio"/>	The library cannot afford the necessary equipment (i.e., workstations, routers, etc.) for public access Internet services
<input type="radio"/>	The library does not have adequate access to telecommunications services (e.g., phone lines, leased lines, cable, other) for public access Internet services
<input type="radio"/>	The library cannot afford the recurring telecommunications costs for public access Internet services
<input type="radio"/>	The library does not have the staff necessary to install, maintain, and/or upgrade the technology necessary for public access Internet services
<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

B.1: Funding Connectivity

11. Please indicate the appropriate funding situation for this library’s **total operating budget and Internet information technology budget** (e.g., Internet-related technology and infrastructure, space, wiring, telecommunications services, workstations, servers, furniture, etc.) for the library’s last fiscal year: (MARK ● ALL THAT APPLY, AND, IF APPLICABLE, TYPE THE APPROPRIATE NUMBER IN THE BLANK)

Budget Type	Funding Situation		
	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as last fiscal year
Total operating budget	<input type="radio"/> _____ % increase	<input type="radio"/> _____ % decrease	<input type="radio"/>
Internet Information technology budget	<input type="radio"/> _____ % increase	<input type="radio"/> _____ % decrease	<input type="radio"/>

12a. If this library is, or will be, **receiving E-rate discounts during the July 1, 2005 E-rate funding year**, please indicate which services are fully or partially funded by E-rate: (MARK ● ALL THAT APPLY)

Internet connectivity	<input type="radio"/> Yes	<input type="radio"/> No
Telecommunications service	<input type="radio"/> Yes	<input type="radio"/> No
Internal connection costs	<input type="radio"/> Yes	<input type="radio"/> No

12b. If this library **did not apply for E-rate discounts in 2005**, 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 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 has applied for E-rate in the past, but because of the need to comply with CIPA’s (Children’s Internet Protection Act) filtering requirements, our library decided not to apply in 2005
<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): _____

B.2: Public Access Internet Services and Community Impact

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

Service/Resource	Library Provides	Other Provides (state library, regional consortia, other)
Digital reference/Virtual reference	<input type="radio"/>	<input type="radio"/>
Licensed databases	<input type="radio"/>	<input type="radio"/>
E-books	<input type="radio"/>	<input type="radio"/>
Video conferencing	<input type="radio"/>	<input type="radio"/>
Online instructional courses/tutorials	<input type="radio"/>	<input type="radio"/>
Homework Resources	<input type="radio"/>	<input type="radio"/>
Audio content	<input type="radio"/>	<input type="radio"/>
Video content	<input type="radio"/>	<input type="radio"/>
Digitized special collections (e.g., letters, postcards, documents, other)	<input type="radio"/>	<input type="radio"/>
Other (please specify): _____	<input type="radio"/>	<input type="radio"/>

14. Please identify the **three most important** ways in which your library uses **public access Internet services as a means to try to contribute to the local community?** (MARK ● UP TO THREE)

<input type="radio"/>	Provide information for local economic development
<input type="radio"/>	Provide information about state and local business opportunities
<input type="radio"/>	Provide computer and Internet skills training
<input type="radio"/>	Provide real estate-related information
<input type="radio"/>	Provide community information
<input type="radio"/>	Provide information for local business marketing
<input type="radio"/>	Provide services for job seekers
<input type="radio"/>	Provide investment information or databases
<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 college applicants
<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 access to and assistance with local, state, or federal government electronic services (e.g., driver's license applications, tax filing, other)
<input type="radio"/>	Other (please specify): _____

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

<input type="radio"/>	The library does not offer patron information technology training services
<input type="radio"/>	Facilitates local economic development
<input type="radio"/>	Offers technology training opportunities 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"/>	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): _____

THANK YOU FOR YOUR PARTICIPATION!

For questions concerning the survey, please contact:

John Carlo Bertot <pl2006@ci.fsu.edu>
Professor and Associate Director
Information Use Management and Policy Institute
College of Information
Florida State University
244 Shores Building
Tallahassee, FL 32306
(850) 645-5683 phone
(850) 644-4522 fax

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
CIPA (Children’s Internet Protection Act)	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.
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-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).
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.
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.
Public Access 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
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.