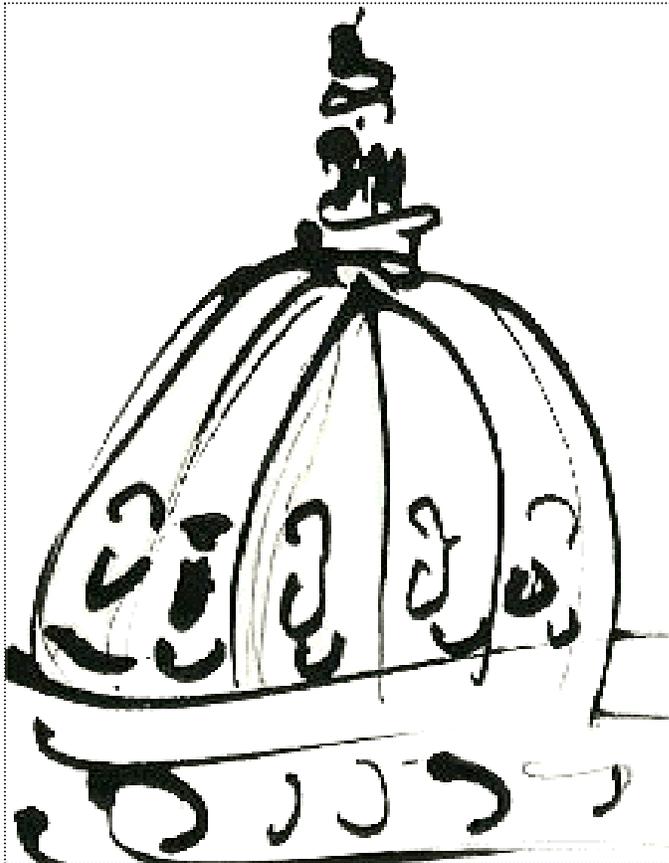




Information Use Management and Policy Institute
College of Information, Florida State University



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

September 2006

APPENDIX 5: TYPES OF WITHIN LIBRARY USE NETWORK SERVICES

Appendix 5: Types of Within Library Use of Network Services	
Network Service	Comment
E-mail	Easily the most frequently used service.
Surfing the Internet	Use of the Internet for a wide range of topics (not specified). Several commented that teens seem to "surf" more than other groups.
Word processing	Done by all ages for a range of purposes.
Chat	Not allowed at all libraries.
Social networking: MySpace.com, personal contacts, dating services	Pre-teen/Teen use of MySpace.com was almost overwhelming afternoon use in suburban libraries. Finding personal contacts--online phone books, old classmates – was popular.
Printing	Printer used because do not have one at home, its broken, can't afford replacement cartridges or want a color or specialized (large bed) printer.
Downloading forms, helping users fill them out	E.g., immigration forms or tax forms, FEMA forms after the hurricane, college financial aid.
Computer training (formal & informal)	All libraries polled offered formal (classes) and informal (via the reference desk) computer training using library workstations.
DVD watching	E.g., music videos and using games.
Music downloading	MP3 and iPod downloads
Games, gaming, gambling	Used from pre-school to adult. Adults also enter sweepstake-type games.
Shopping	
Consumer research	e.g., comparing products
Travel planning and booking	
Homework	
Distance education	Including tasks like paper writing, contact with education provider, classmates.
Home schooling	Often using own curriculum software
MS Office	Used by pre-teen to adult.
Adults conducting "personal business"	E.g., typing up a will, getting official copies of birth certificates from other countries.
Self-employed people	Conducting and running their business
Real estate search	Searching for real estate online
Volunteer projects	Local volunteers carrying out local projects.
Integrated Library System/online catalog use	Locating library materials
Genealogy research	Adults
Health information	
Old periodicals	Via database searches
Library subscription database searches	Popular topics include: genealogy, auto repair, health information, homework.
Newspapers	Including local, out of town and out of country
Employment	E.g., Job seekers (locating jobs, resume writing), Job reskilling (learning various software, completing learning skills packages).
Test taking	Taking tests online.
Publishing	Including flyers, etc. for clubs, events - all ages.
Excel	Various projects, use was recurring and ongoing
Photography	Transmitting digital photos to family and friends