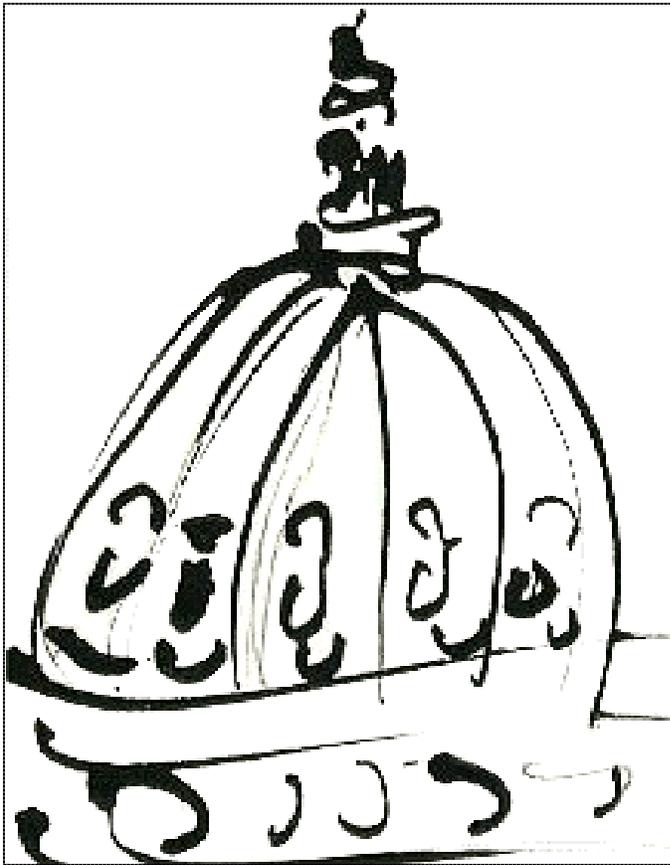Information Use Management and Policy Institute

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Public Libraries and the Internet 2004: Survey Results and Findings

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FIGURES 1 THROUGH 11

NATIONAL OUTLET-LEVEL FINDINGS

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**	Facilities As A **Proportion of National Population**	Responding Facilities As A **Proportion of All Respondents**	Facilities As A **Proportion of National Population**	Responding Facilities As A **Proportion of All Respondents**	Facilities As A **Proportion of National Population**	Responding Facilities As A **Proportion of All Respondents**	Facilities As A **Proportion of National Population**
Metropolitan Status								
Urban	8.4% (420 of 5,023)	10.1% (1,633 of 16,192)	6.6% (330 of 5,023)	6.7% (1,085 of 16,192)	0.9% (43 of 5,023)	0.9% (150 of 16,192)	14.6% (735 of 5,023)	17.7% (2,868 of 16,192)
Suburban	28.9% (1,453 of 5,023)	30.4% (4,922 of 16,192)	1.9% (93 of 5,023)	2.1% (341 of 16,192)	0.0% (2 of 5,023)	0.0% (7 of 16,192)	30.8% (1,548 of 5,023)	32.5% (5,270 of 16,192)
Rural	47.9% (2,404 of 5,023)	43.4% (7,024 of 16,192)	5.4% (272 of 5,023)	6.2% (1,006 of 16,192)	0.1% (6 of 5,023)	0.1% (24 of 16,192)	54.5% (2,740of 5,023)	49.7% (8,054 of 16,192)
Overall	85.1% (4,277 of 5,023)	83.9% (13,579 of 16,192)	13.8% (695 of 5,023)	15.0% (2,432 of 16,192)	1.0% (51 of 5,023)	1.1% (181 of 16,192)	**100.0%** (5,023 of 5,023)	**100.0%** (16,192 of 16,192)

Based on geocoding of 16,192 outlets.
Overall Response Rate = 73.2%

Figure 1 compares the responses by public library outlets to the total population of public library outlets in the United States. The distribution of responses by metropolitan status and poverty level closely parallel the distribution across all public library outlets. In all of the medium and high poverty categories, the differences between the percentage of the sample and the percentage of the total number is less than one percent.

The 2004 survey received 5,023 responses, with a response rate of 73.2%. The data provided by the 2004 survey, given the much larger sample size than was employed in previous versions of this study, can provide a breadth and richness in the data that was not heretofore possible.

Figure 2. Public Library Outlets Connected to the Internet by Metropolitan Status and Poverty.				
	Poverty			
	Low	**Medium**	**High**	**Overall**
Metropolitan Status				
Urban	100.0% +/- 0.0% (n=1,634)	99.3% +/- 0.9% (n=1,077)	100.0% +/- 0.0% (n=150)	99.7% +/- 0.5% (n=2,861)
Suburban	99.9% +/- 0.3% (n=4,919)	97.8% +/- 1.5% (n=334)	100.0% +/- 0.0% (n=7)	99.7% +/- 0.5% (n=5,260)
Rural	99.5% +/- 0.7% (n=6,982)	99.7% +/- 0.6% (n=1,003)	100.0% +/- 0.0% (n=24)	99.5% +/- 0.7% (n=8,009)
Overall	99.7% +/- 0.6% (n=13,534)	99.2% +/- 0.1% (n=2,415)	100.0% +/- 0.0% (n=181)	**99.6%** +/-0.6% (n=16,130)

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 2 demonstrates that 99.6% of public library outlets in the United States are connected to the Internet. The high levels of connectivity are distributed across every category of poverty and metropolitan status. This number is an increase over the 98.7% connectivity rate in the 2002 study. In fact, accounting for the margin of error, virtually every public library outlet in the United States is now connected to the Internet.

Figure 3. Connected Public Library Outlets that Provide Public Access to the Internet by Metropolitan Status and Poverty.				
	Poverty			
	Low	**Medium**	**High**	**Overall**
Metropolitan Status				
Urban	100.0% +/- 0.0% (n=1,614)	100.0% +/- 0.0% (n=905)	100.0% +/- 0.0% (n=223)	98.5% +/- 1.2% (n=2,826)
Suburban	94.6% +/- 2.3% (n=4,194)	100.0% +/- 0.0% (n=316)	100.0% +/- 0.0% (n=16)	99.4% +/- 0.8% (n=5,243)
Rural	91.1% +/- 2.8% (n=6,198)	93.6% +/- 2.4% (n=1,508)	100.0% +/- 0.0% (n=86)	98.7% +/- 1.1% (n=7,948)
Overall	99.0% +/- 1.0% (n=13,442)	96.3% +/- 1.2% (n=2,397)	98.1% +/- 1.4% (n=181)	**98.9%** +/- 1.0% (n=16,017)

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004: Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 3 shows that the vast majority of outlets (98.9%) that are connected to the Internet provide public access to the Internet. The provision of access is well distributed across poverty and metropolitan status, though low and medium poverty rural libraries have the lowest levels of provision of public access. However, it is significant that more than 90% of libraries in each category provide public Internet access. The overall percentage of public library outlets that provide public access has increased from 95.3% in 2002.

Figure 4. Average Number of Public Library Outlet Graphical Public Access Internet Terminals by Metropolitan Status and Poverty.

	Poverty			
	Low	Medium	High	Overall
Metropolitan Status				
Urban	15.3	17.8	31.2	17.3
Suburban	13.2	11.0	3.5	13.0
Rural	6.5	7.4	8.6	6.7
Overall	9.7	12.5	27.2	**10.4**

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 4 reveals that public library outlets, on average, provide 10.4 public access terminals within the library. Urban outlets tend to offer the highest number of terminals, while rural outlets tend to offer the lowest. High poverty urban outlets offer the highest average number of terminals by a considerable margin. The average number of public access terminals remained almost the same as 2002, where the average number was 10.8.

Figure 5. Frequency Analysis of Public Library Outlet Number of Graphical Public Access Workstations.

Quartile	Number of Graphical Workstations Per Outlet
1 (25%)	4
2 (50%)	6
3 (75%)	11

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 5 provides a breakdown of the available number of public access terminals by quartile. One-quarter of public library outlets have 4 or fewer public access terminals, two-quarters of public library outlets have 6 or fewer public access terminals, and three-quarters of public library outlets have 11 or fewer public access terminals. These numbers are almost identical to the quartile numbers from the 2002 study.

Together, Figures 4 and 5, when compared to similar data from 2002, indicate that the number of public access in terminals in public library outlets may be stabilizing. Many library outlets may now have reached a point where factors such as availability of funding, amount of space, and patron needs have leveled off the number of terminals that will be available in these outlets.

Figure 6. Public Library Outlet Public Access Workstation Availability by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Availability of Public Access Workstations							
There are fewer workstations than patrons who wish to use them on a consistent basis	34.4% +/- 4.8% (n=591)	14.0% +/- 3.5% (n=515)	11.7% +/- 3.2% (n=737)	13.9% +/- 3.5% (n=1,385)	26.3% +/- 4.4% (n=431)	28.1% +/- 4.5% (n=48)	15.7% +/- 3.6% (n=1,844)
Only at certain times, there are some times during a typical day that there are fewer workstations available	59.0% +/- 4.9% (n=1,016)	74.3% +/- 4.4% (n=2,737)	70.9% +/- 4.5% (n=4,473)	71.1% +/- 4.5% (n=7,101)	64.6% +/- 4.8% (n=1,058)	68.4% +/- 4.7% (n=68)	70.2% +/- 4.6% (n=8,226)
No, there are always sufficient workstations for patrons	6.6% +/- 2.5% (n=113)	11.7% +/- 3.2% (n=431)	17.5% +/- 3.8% (n=1,102)	15.0% +/- 3.6% (n=1,496)	9.0% +/- 2.9% (n=148)	3.5% +/- 1.9% (n=3)	14.1% +/- 4.3% (n=1,647)
Weighted missing values, n=4,477							

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 6 shows levels of availability of public access terminals in public library outlets. Only 14.1% of public library outlets report that there are always sufficient terminals to meet patron needs. Of the other outlets, 70.2% have insufficient terminals to meet patrons at certain times of the day, while 15.7% have insufficient terminals to meet patrons on a consistent basis. The distribution of these responses is fairly consistent across poverty level and metropolitan status. In short, most public library outlets could use more public access terminals to meet patron demands for Internet access.

Figure 7. Public Library Outlet Public Access Wireless Internet Connectivity Availability by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Provision of Public Access Wireless Internet Services							
Currently available	20.3% +/- 4.0% (n=591)	17.9% +/- 3.8% (n=655)	17.2% +/- 3.8% (n=1,087)	18.6% +/- 3.9% (n=1,853)	12.4% +/- 3.3% (n=203)	32.2% +/- 4.7% (n=32)	17.9% +/- 3.8% (n=2,089)
Not currently available and no plans to make it available within the next year	52.2% +/- 5.0% (n=1,016)	54.1% +/- 4.9% (n=1,984)	67.6% +/- 4.7% (n=4,272)	60.6% +/- 4.9% (n=6,035)	65.3% +/- 4.8% (n=1,067)	46.7% +/- 5.0% (n=46)	61.2% +/- 4.9% (n=7,149)
Not currently available, but there are plans to make it available within the next year	27.5% +/- 4.5% (n=113)	28.0% +/- 4.5% (n=1,027)	15.1% +/- 3.6% (n=956)	20.8% +/- 4.1% (n=2,068)	22.3% +/- 4.2% (n=364)	21.1% +/- 4.1% (n=21)	21.0% +/- 4.1% (n=2,453)
Weighted missing values, n=4,502							

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 7 shows the provision of wireless Internet access by public library outlets. It is currently available in only 17.9% of public library outlets, while another 21.0% of outlets plan to make it available in the next year. The majority of outlets (61.2%) have no plans to make wireless access available. Of interest is the fact that it is most likely to be currently available in urban and high poverty level libraries.

Figure 8. Average Number of Hours Open per Outlet by Metropolitan Status and Poverty.				
	Poverty			
	Low	**Medium**	**High**	**Overall**
Metropolitan Status				
Urban	50.0 (n=867)	49.3 (n=766)	55.3 (n=87)	50.0 (n=1,721)
Suburban	51.6 (n=3,475)	47.3 (n=195)	-	51.4 (n=3,669)
Rural	38.9 (n=5,5595)	39.4 (n=665)	41.0 (n=12)	39.0 (n=6,272)
Overall	44.3 (n=9,937)	45.0 (n=1,625)	53.6 (n=99)	**44.5** (n=11,662)
Weighted missing values, n=4,531				

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.*
Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 8 shows the number of hours that public library outlets are open. The overall average was 44.5 hours. High poverty outlets were open the highest average number of hours at 53.6, while rural outlets had the lowest average at 39.0 hours.

Figure 9. Public Library Outlet Change in Hours Open by Metropolitan Status and Poverty.							
	Metropolitan Status			**Poverty Level**			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Provision of Public Access Wireless Internet Services							
Hours increased since last fiscal year	9.1% +/- 2.9% (n=157)	7.2% +/- 2.6% (n=266)	9.8% +/- 2.9% (n=617)	9.1% +/- 2.9% (n=904)	7.6% +/- 2.7% (n=124)	11.6% +/- 3.2% (n=11)	8.9% +/- 2.9% (n=1,040)
Hours decreased since last fiscal year	11.6% +/- 3.2% (n=200)	7.4% +/- 2.6% (n=272)	6.6% +/- 2.5% (n=420)	7.4% +/- 2.6% (n=736)	9.1% +/- 2.9% (n=149)	7.0% +/- 2.6% (n=7)	7.6% +/- 2.7% (n=891)
Hours stayed the same as last fiscal year	79.4% +/- 4.1% (n=1,372)	85.3% +/- 3.5% (n=3,125)	83.6% +/- 3.7% (n=5,276)	83.5% +/- 3.7% (n=8,327)	83.3% +/- 3.7% (n=1,366)	81.4% +/- 3.9% (n=81)	83.5% +/- 3.7% (n=9,773)
Weighted missing values, n=4,489							

Source: Bertot, J. C., McClure, C. R., & Jæger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 9 details the consistency of the hours that public library outlets are open. For the vast majority of outlets (83.5%), the hours open stayed the same from the previous fiscal year. Of the other outlets, 8.9% saw an increase in hours open, while 7.6% saw a decrease. Urban outlets were the most likely to have a decrease in hours open, and high poverty outlets were the most likely to have an increase in hours open.

Figure 10. Public Library Outlet Maximum Speed of Public Access Internet Services by Metropolitan Status and Poverty.

Maximum Speed	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Less than 56kbps	-	0.3% +/- 0.05% (n=14)	2.2% +/- 1.5% (n=160)	1.3% +/- 1.1% (n=148)	1.4% +/- 1.2% (n=29)	2.4% +/- 1.6% (n=4)	1.3% +/- 1.2% (n=181)
56kbps – 128kbps	5.6% +/- 2.3% (n=120)	6.2% +/- 2.4% (n=264)	16.4% +/- 3.7% (n=1,180)	10.8% +/- 3.1% (n=1,231)	15.2% +/- 3.6% (n=308)	15.6% +/- 3.6% (n=25)	11.5% +/- 3.2% (n=1,564)
129kbps – 256kbps	4.7% +/- 2.1% (n=101)	6.8% +/- 2.5% (n=287)	10.3% +/- 3.0% (n=739)	8.7% +/- 2.8% (n=990)	6.6% +/- 2.5% (n=135)	2.1% +/- 1.5% (n=3)	8.3% +/- 2.8% (n=1,128)
257kbps – 768kbps	7.7% +/- 2.6% (n=165)	6.5% +/- 2.5% (n=275)	11.7% +/- 3.2% (n=846)	10.1% +/- 3.0% (n=1,150)	6.8% +/- 2.5% (n=137)	-	9.5% +/-2.9% (n=1,287)
769kbps – 1.5mbps	39.3% +/- 4.8% (n=837)	32.8% +/- 4.7% (n=1,395)	20.7% +/- 4.1% (n=1,490)	26.3% +/- 4.4% (n=2,993)	32.2% +/- 4.6% (n=652)	46.9% +/- 5.0% (n=77)	27.4% +/- 4.5% (n=3,722)
Greater than 1.5mbps	33.0% +/- 4.7% (n=704)	25.9% +/- 4.4% (n=1,099)	13.2% +/- 3.4% (n=948)	19.3% +/- 3.9% (n=2,198)	25.4% +/- 4.4% (n=515)	23.5% +/- 4.3% (n=38)	20.3% +/- 4.0% (n=2,752)
Don't Know	9.4% +/- 2.9% (n=200)	21.2% 4.1% (n=902)	25.5% +/- 4.4% (n=1,840)	10.5% +/- 4.2% (n=1,259)	12.7% +/- 3.3% (n=257)	9.5% +/- 2.9% (n=15)	21.7% +/- 4.1% (n=2,941)

Weighted missing values, n=2,609

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 10 shows that outlets have a wide range of speed of connectivity to the Internet. The lowest percentage of outlets (1.3%) has the lowest speed of connectivity at less than 56kbps. The speed of connectivity most common is 769kbps – 1.5mbps with 27.4% of outlets having connectivity within that range.

Though the 2002 survey asked a similar question, changes in technology necessitated modifications to answer options for the question. By merging the answers on the 2004 survey into three broader categories, it is possible to make some comparisons:

- The percentage of outlets with a 128kbps or lower connection has dropped dramatically from 30.5% in 2002 to 12.8% in 2004;
- The percentage of outlets with a connection between 129kbps and 1.5mbps has increased slightly from 42.9% to 45.2%; and
- The percentage of outlets with a connection greater than 1.5mbps has increased from 15.3% to 20.3%.

Of note is that the percentage of outlets responding "Don't know" doubled from 10.5% in 2002 to 21.7% in 2004. This may be due to the significantly larger sample for this study, but the reason for this is unclear at this time.

Figure 11. Public Library Outlet Public Access Internet Filtering by Metropolitan Status and Poverty.							
	Metropolitan Status			**Poverty Level**			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Filtering Types							
No, the library does not filter Internet content or services	68.3% +/- 4.7% (n=590)	58.1% +/- 4.9% (n=1,634)	56.6% +/- 4.9% (n=3,009)	58.7% +/- 4.9% (n=4,736)	53.8% +/- 4.9% (n=466)	62.3% +/- 4.9% (n=31)	58.2% +/- 4.9% (n=5,233)
Yes, each public access workstation has its own filter	10.4% +/- 3.1% (n=90)	14.1% +/- 3.5% (n=397)	19.2% +/- 3.9% (n=1,018)	16.5% +/- 3.7% (n=1,332)	19.5% +/- 3.9% (n=169)	7.9% +/- 2.7% (n=4)	16.7% +/- 3.7% (n=1,505)
Yes, the entire network in the library has one filter	16.3% +/- 3.7% (n=141)	13.1% +/- 3.4% (n=368)	13.0% +/- 3.4% (n=693)	12.7% +/- 3.3% (n=1,024)	19.3% +/- 3.9% (n=167)	21.8% +/- 4.2% (n=11)	13.4% +/- 3.4% (n=1,202)
Yes, the state library system has a filter for all public libraries	0.5% +/- 0.07% (n=1,066)	1.0% +/- 0.9% (n=27)	4.7% +/- 2.1% (n=252)	3.2% +/- 1.8% (n=259)	2.8% +/- 1.7% (n=24)	-	3.1% +/- 1.7% (n=283)
Yes, the library had filters as part of a local community network with a public school	0.9% +/- 0.09% (n=496)	1.6% +/- 1.2% (n=44)	3.5% +/- 1.8% (n=185)	2.7% +/- 1.6% (n=214)	2.6% +/- 1.6% (n=22)	-	2.6% +/- 1.6% (n=237)
Yes, the library consortium has a filter for all member libraries	5.4% +/- 2.3% (n=47)	12.3% +/- 3.3% (n=346)	3.2% +/- 1.7% (n=168)	6.7% +/- 2.5% (n=538)	2.2% +/- 1.5% (n=19)	7.9% +/- 2.7% (n=4)	6.2% +/- 2.4% (n=561)
Don't know	1.4% +/- 1.2% (n=12)	1.9% +/- 1.4% (n=55)	2.3% +/- 1.5% (n=123)	2.2% +/- 1.5% (n=178)	1.2% +/- 1.1% (n=11)	-	2.1% +/- 1.4% (n=189)

Weighted missing values, n=7,202
Note: This question allowed respondents to check all that apply, so the total of the percentages exceeds 100

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and the Internet 2004:Survey Results & Findings.* Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: http://www.ii.fsu.edu

Figure 11 details whether public library outlets filter public access to the Internet. A majority of outlets (58.2%) do not filter Internet content or services and 2.1% answered, "Don't know." The remaining 39.7% of public library outlets use one or multiple methods to filter public Internet access.

Urban outlets are the least likely to have filters, while medium poverty level outlets are the most likely. The most common method of filtering is to have filters installed on each public access workstation at 16.7%. The other four methods of filtering are all more systemic, ranging from filters for the entire library network (13.4%) all the way up to filters for the entire state library system (6.2%).