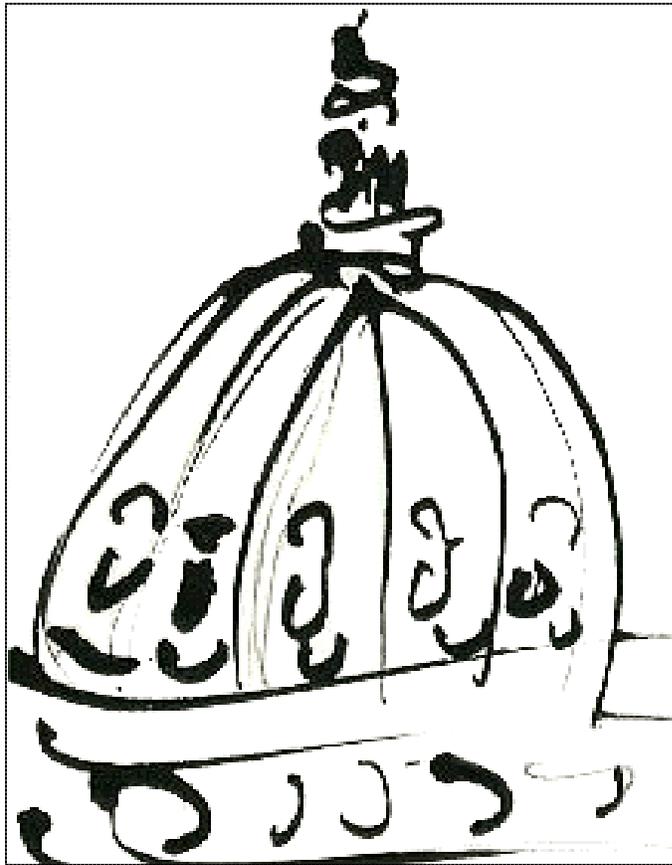Information Use Management and Policy Institute

College of Information, Florida State University

Public Libraries and the Internet 2004: Survey Results and Findings

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FIGURES 37 THROUGH 53

STATE SYSTEM-LEVEL FINDINGS

Figure 37. Public Library System Federal Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Alabama (n = 205)	13.3% ± 3.4%	10.1% ± 3.0%	18.9% ± 3.9%	49.7% ± 5.0%
Arizona (n = 27)	16.7% ± 3.8%	--	11.1% ± 3.2%	72.2% ± 4.6%
Arkansas (n = 43)	--	--	23.0% ± 4.3%	65.6% ± 4.8%
California (n = 166)	2.4% ± 1.6%	8.8% ± 2.9%	12.8% ± 3.4%	66.7% ± 4.7%
Colorado (n = 101)	10.8% ± 3.1%	3.6% ± 1.9%	13.3% ± 3.4%	58.0% ± 5.0%
Delaware (n = 19)	--	--	14.9% ± 3.7%	85.1% ± 3.7%
D.C. (n = 1)	--	--	--	--
Florida (n = 53)	20.1% ± 4.1%	3.1% ± 1.8%	13.9% ± 3.5%	56.6% ± 5.0%
Georgia (n = 55)	32.9% ± 4.7%	14.8% ± 3.6%	40.9% ± 5.0%	17.1% ± 3.8%
Idaho (n = 103)	12.1% ± 3.3%	13.5% ± 3.4%	12.8% ± 3.4%	56.5% ± 5.0%
Illinois (n = 622)	0.9% ± 0.9%	3.6% ± 3.0%	13.3% ± 4.1%	58.0% ± 5.0%
Indiana (n = 237)	10.8% ± 1.7%	3.6% ± 3.2%	13.3% ± 5.0%	58.0% ± 5.0%
Iowa (n = 537)	3.0% ± 1.1%	11.5% ± 2.7%	54.9% ± 3.5%	27.8% ± 4.5%
Kansas (n = 320)	11.3% ± 3.2%	8.3% ± 2.8%	34.7% ± 4.8%	40.1% ± 4.9%
Kentucky (n = 114)	9.8% ± 3.0%	--	17.6% ± 3.8%	58.0% ± 5.0%
Louisiana (n = 64)	--	6.2% ± 2.4%	31.1% ± 4.7%	62.7% ± 4.9%
Massachusetts (n = 367)	2.1% ± 1.4%	5.4% ± 2.3%	10.7% ± 3.1%	72.3% ± 4.5%
Montana (n = 79)	1.7% ± 1.3%	20.3% ± 4.1%	29.7% ± 4.6%	48.3% ± 5.0%
Nevada (n =18)	--	6.4% ± 2.5%	12.8% ± 3.4%	74.4% ± 4.5%
New Jersey (n = 301)	4.3% ± 2.0%	5.0% ± 2.2%	15.3% ± 3.6%	66.9% ± 4.7%
New Mexico (n = 75)	5.6% ± 2.3%	--	22.8% ± 4.2%	71.6% ± 4.5%
North Carolina (n = 64)	11.1% ± 3.2%	15.2% ± 3.6%	35.9% ± 4.8%	29.9% ± 4.6%
Ohio (n = 242)	4.1% ± 2.0%	4.1% ± 2.0%	5.1% ± 2.2%	74.9% ± 4.4%
Oklahoma (n = 108)	19.5% ± 4.0%	2.3% ± 1.5%	45.9% ± 5.0%	32.3% ± 4.7%

Figure 37 (cont'd). Public Library System Federal Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Oregon (n = 117)	--	6.8% ± 2.5%	17.9% ± 3.9%	71.6% ± 4.5%
Pennsylvania (n = 448)	4.3% ± 2.0%	7.6% ± 2.7%	24.2% ± 4.3%	57.9% ± 5.0%
Rhode Island (n = 48)	--	--	19.7% ± 4.0%	68% ± 4.7%
South Carolina (n = 40)	6.5% ± 2.5%	20.6% ± 4.1%	19.0% ± 4.0%	56.7% ± 5.0%
Tennessee (n = 182)	4.3% ± 2.0%	0.5% ± 0.7%	39.5% ± 4.9%	55.7% ± 5.0%
Texas (n = 534)	1.8% ± 1.3%	9.3% ± 2.9%	9.2% ± 2.9%	77.9% ± 4.2%
Utah (n = 50)	13.8% ± 3.5%	20.2% ± 4.1%	13.4% ± 3.4%	52.6% ± 5.0%
Vermont (n = 184)	0.5% ± 0.7%	3.3% ± 1.8%	9.8% ± 3.0%	78.7% ± 4.1%
Virginia (n = 76)	6.2% ± 2.4%	9.7% ± 3.0%	19.9% ± 4.0%	62.9% ± 4.9%
West Virginia (n = 95)	2.3% ± 1.5%	2.5% ± 1.6%	40.1% ± 4.9%	54.1% ± 5.0%
Wisconsin (n = 368)	1.0% ± 1.0%	3.1% ± 1.7%	13.5% ± 3.4%	72.4% ± 4.5%
Wyoming (n = 22)	--	18.2% ± 4.0%	36.4% ± 4.9%	45.5% ± 5.1%
National	4.5% ± 2.0% (n = 399)	7.1% ± 2.6% (n = 627)	20.0% ± 4.0% (n = 1,762)	62.2% ± 4.9% (n = 5,484)
Key:	* : Insufficient data to report -- : No data to report			

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 37 reveals the number of public libraries that have received funding for Internet-related technology from federal sources in the past two fiscal years. Overall, the majority of libraries (62.2%) did not receive any federal funding. For those that did receive federal funding, libraries in Florida, Georgia, and Oklahoma saw the largest increases, while libraries in Montana, North Carolina, South Carolina, Utah, and Wyoming saw the largest decreases.

Figure 38. Public Library System State Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Alabama (n = 205)	17.0% ± 3.8%	19.2% ± 4.0%	22.3% ± 4.2%	36.9% ± 4.8%
Arizona (n = 27)	7.4% ± 2.7%	--	14.8% ± 3.6%	77.8% ± 4.2%
Arkansas (n = 43)	8.0% ± 2.8%	18.3% ± 3.9%	26.6% ± 4.5%	54% ± 5.0%
California (n = 166)	4.3% ± 2.0%	25.2% ± 4.4%	18.3% ± 3.9%	45.1% ± 5.0%
Colorado (n = 101)	35.1% ± 1.9%	--	35.1% ± 1.9%	29.8% ± 3.9%
Delaware (n = 19)	10.8% ± 4.9%	--	13.3% ± 4.9%	58.0% ± 4.7%
D.C. (n = 1)	--	--	--	--
Florida (n = 53)	25.9% ± 4.4%	17.2% ± 3.8%	15.4% ± 3.7%	35.6% ± 4.8%
Georgia (n = 55)	27.3% ± 4.5%	29.5% ± 4.6%	38.6% ± 4.9%	4.5% ± 2.1%
Idaho (n = 103)	9.6% ± 3.0%	2.6% ± 1.6%	7.0% ± 2.6%	70.6% ± 4.6%
Illinois (n = 622)	7.8% ± 2.7%	14.8% ± 3.6%	21.9% ± 4.1%	48.6% ± 5.0%
Indiana (n = 237)	3.6% ± 1.9%	17.2% ± 3.8%	55.3% ± 5.0%	23.5% ± 4.3%
Iowa (n = 537)	8.0% ± 2.7%	3.6% ± 4.4%	32.1% ± 4.7%	32.8% ± 4.7%
Kansas (n = 320)	20.4% ± 4.0%	29.8% ± 4.6%	22.2% ± 4.2%	24.9% ± 4.3%
Kentucky (n = 114)	11.4% ± 3.2%	10.5% ± 3.1%	32.6% ± 4.7%	35.7% ± 4.8%
Louisiana (n = 64)	3.6% ± 1.9%	7.6% ± 2.7%	85.6% ± 3.5%	3.1% ± 1.8%
Massachusetts (n = 367)	17.3% ± 3.8%	18.9% ± 3.9%	18.0% ± 3.9%	36.3% ± 4.8%
Montana (n = 79)	1.7% ± 1.3%	35.9% ± 4.8%	28.7% ± 4.6%	33.8% ± 4.8%
Nevada (n =18)	--	12.0% ± 3.3%	6.4% ± 2.5%	75.2% ± 4.4%
New Jersey (n = 301)	15.8% ± 3.7%	13.7% ± 3.4%	32.8% ± 4.7%	32.8% ± 4.7%
New Mexico (n = 75)	42.6% ± 5.0%	1.3% ± 1.2%	14.7% ± 3.6%	41.3% ± 5.0%
North Carolina (n = 64)	30.1% ± 4.6%	9.2% ± 2.9%	37.9% ± 4.9%	17.0% ± 3.8%
Ohio (n = 242)	11.9% ± 3.3%	44.2% ± 5.0%	35.0% ± 4.8%	6.9% ± 2.5%
Oklahoma (n = 108)	19.5% ± 4.0%	23.1% ± 4.2%	39.0% ± 4.9%	18.4% ± 3.9%

Figure 38 (cont'd). Public Library System State Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Oregon (n = 117)	2.3% ± 1.5%	6.6% ± 2.5%	10.9% ± 3.1%	80.3% ± 4.0%
Pennsylvania (n = 448)	26.3% ± 4.4%	40.0% ± 4.9%	8.8% ± 2.8%	23.2% ± 4.2%
Rhode Island (n = 48)	36.4% ± 4.9%	14.7% ± 3.6%	24.7% ± 4.4%	16.9% ± 3.8%
South Carolina (n = 40)	50.4% ± 5.1%	13.4% ± 3.5%	11.5% ± 3.2%	10.0% ± 3.0%
Tennessee (n = 182)	6.4% ± 2.5%	10.1% ± 3.0%	39.5% ± 4.9%	46.5% ± 5.0%
Texas (n = 534)	5.2% ± 2.2%	14.4% ± 3.5%	17.4% ± 3.8%	63.5% ± 4.8%
Utah (n = 50)	--	9.7% ± 3.0%	53% ± 5.0%	37.2% ± 4.9%
Vermont (n = 184)	3.3% ± 1.8%	5.5% ± 2.3%	7.7% ± 2.7%	74.9% ± 4.4%
Virginia (n = 76)	24.7% ± 4.3%	35.9% ± 4.8%	27.1% ± 4.5%	10.4% ± 3.1%
West Virginia (n = 95)	10.4% ± 3.1%	6.9% ± 2.5%	53.9% ± 5.0%	27.6% ± 4.5%
Wisconsin (n = 368)	2.0% ± 1.4%	12.4% ± 3.3%	22.6% ± 4.2%	60.1% ± 4.9%
Wyoming (n = 22)	9.1% ± 2.9%	36.4% ± 4.9%	18.2% ± 4.0%	72.7% ± 4.6%
National	11.4% ± 3.2% (n = 1,001)	19.1% ± 3.9% (n = 1,679)	24.8% ± 4.3% (n = 2,183)	41.7% ± 4.9% (n = 3,677)
Key:	* : Insufficient data to report -- : No data to report			

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 38 shows the number of public libraries that have received funding for Internet-related technology from state sources in the past two fiscal years. Overall, many libraries (41.7%) did not receive any state funding. For those that did receive state funding, libraries in Colorado, New Mexico, North Carolina, Rhode Island, and South Carolina saw the largest increases, while libraries in Montana, Ohio, Pennsylvania, Virginia, and Wyoming saw the largest decreases.

Figure 39. Public Library System County Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Alabama (n = 205)	12.6% ± 3.3%	6.5% ± 2.5%	25.6% ± 4.4%	58.3% ± 5.0%
Arizona (n = 27)	18.5% ± 4.0%	--	14.8% ± 3.6%	66.7% ± 4.8%
Arkansas (n = 43)	19.4% ± 4.0%	7.0% ± 2.6%	36.7% ± 4.9%	37.0% ± 4.9%
California (n = 166)	10.7% ± 3.1%	8.5% ± 2.8%	18.1% ± 3.9%	61.3% ± 4.9%
Colorado (n = 101)	8.2% ± 2.8%	5.1% ± 2.2%	18.0% ± 3.9%	54.4% ± 5.0%
Delaware (n = 19)	50.0% ± 5.1%	14.9% ± 3.7%	20.2% ± 4.1%	14.9% ± 3.7%
D.C. (n = 1)	--	--	--	--
Florida (n = 53)	38.2% ± 4.9%	13.9% ± 3.5%	6.4% ± 2.5%	38.8% ± 4.9%
Georgia (n = 55)	45.5% ± 5.0%	11.4% ± 3.2%	28.4% ± 4.6%	34.1% ± 4.8%
Idaho (n = 103)	22.4% ± 4.2%	--	28.2% ± 4.5%	49.5% ± 5.0%
Illinois (n = 622)	17.9% ± 3.8%	8.1% ± 2.7%	9.8% ± 3.0%	63.6% ± 4.8%
Indiana (n = 237)	22.6% ± 4.2%	7.2% ± 4.3%	26.5% ± 4.2%	40.8% ± 2.6%
Iowa (n = 537)	13.3% ± 3.4%	19.8% ± 4.0%	38.8% ± 4.9%	28.8% ± 4.5%
Kansas (n = 320)	11.4% ± 3.2%	8.3% ± 2.8%	16.7% ± 3.7%	66.8% ± 4.7%
Kentucky (n = 114)	56.8% ± 5.0%	0.9% ± 0.9%	26.1% ± 4.4%	18.6% ± 3.9%
Louisiana (n = 64)	22.0% ± 4.2%	1.6% ± 1.3%	45.6% ± 5.0%	30.8% ± 4.7%
Massachusetts (n = 367)	1.7% ± 1.3%	8.2% ± 2.7%	3.2% ± 1.8%	84.6% ± 3.6%
Montana (n = 79)	33.1% ± 4.7%	6.7% ± 2.5%	39.4% ± 4.9%	20.8% ± 4.1%
Nevada (n =18)	31.2% ± 4.8%	6.4% ± 2.5%	38.4% ± 5.0%	24.0% ± 4.4%
New Jersey (n = 301)	12.4% ± 3.3%	5.2% ± 2.2%	10.7% ± 3.1%	69.3% ± 4.6%
New Mexico (n = 75)	4.8% ± 2.2%	3.2% ± 1.8%	19.5% ± 4.0%	72.4% ± 4.5%
North Carolina (n = 64)	54.7% ± 5.0%	12.3% ± 3.3%	25.2% ± 4.4%	5.9% ± 2.4%
Ohio (n = 242)	7.1% ± 2.6%	4.1% ± 2.0%	12.9% ± 3.4%	65.0% ± 4.8%
Oklahoma (n = 108)	5.1% ± 2.2%	--	12.6% ± 3.3%	87.4% ± 3.7%

Figure 39 (cont'd). Public Library System County Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Oregon (n = 117)	13.5% ± 3.4%	8.2% ± 2.8%	21.4% ± 4.1%	56.8% ± 5.0%
Pennsylvania (n = 448)	22.6% ± 4.2%	11.4% ± 3.2%	28.0% ± 4.5%	43.0% ± 5.0%
Rhode Island (n = 48)	--	4.9% ± 2.2%	7.6% ± 2.7%	85.1% ± 3.6%
South Carolina (n = 40)	36.8% ± 4.9%	3.7% ± 1.9%	53.5% ± 5.1%	--
Tennessee (n = 182)	20.1% ± 4.0%	6.0% ± 2.4%	54.5% ± 5.0%	22.8% ± 4.2%
Texas (n = 534)	11.9% ± 3.2%	6.9% ± 2.5%	28.8% ± 4.5%	51.4% ± 5.0%
Utah (n = 50)	13.0% ± 3.4%	3.2% ± 1.8%	10.1% ± 3.1%	73.7% ± 4.5%
Vermont (n = 184)	7.7% ± 2.7%	3.3% ± 1.8%	2.2% ± 1.5%	88.0% ± 3.3%
Virginia (n = 76)	34.9% ± 4.8%	8.1% ± 2.8%	25.9% ± 4.4%	27.2% ± 4.5%
West Virginia (n = 95)	3.5% ± 1.9%	4.6% ± 2.1%	28.9% ± 4.6%	59.5% ± 4.9%
Wisconsin (n = 368)	26.6% ± 4.4%	13.7% ± 3.4%	34.1% ± 4.8%	30.9% ± 4.6%
Wyoming (n = 22)	45.5% ± 5.1%	--	18.2% ± 4.0%	36.4% ± 4.9%
National	15.9% ± 3.7% (n = 1,399)	8.8% ± 2.8% (n = 788)	22.9% ± 4.2% (n = 2,015)	52.1% ± 5.0% (n = 4,589)
Key:	* : Insufficient data to report -- : No data to report			

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 39 shows the number of public libraries that have received funding for Internet-related technology from county sources in the past two fiscal years. Overall, the majority of libraries (52.1%) did not receive any county funding. For those that did receive county funding, libraries in Delaware, Kentucky, North Carolina had the largest increases, with more than 50% of libraries in those states seeing increases in county funding. Libraries in Delaware, Florida, Iowa, and Wisconsin had the largest decreases in county funding.

Figure 40. Public Library System City Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Alabama (n = 205)	23.8% ± 4.3%	3.2% ± 1.8%	41.0% ± 4.9%	32.0% ± 4.7%
Arizona (n = 27)	29.6% ± 4.7%	--	59.3% ± 5.0%	11.1% ± 3.2%
Arkansas (n = 43)	8.0% ± 2.8%	--	23.0% ± 4.3%	69.0% ± 4.7%
California (n = 166)	19.6% ± 4.0%	8.7% ± 2.8%	38.5% ± 4.9%	33.2% ± 4.7%
Colorado (n = 101)	7.2% ± 3.9%	5.1% ± 5.0%	29.7% ± 2.6%	58.0% ± 2.2%
Delaware (n = 19)	14.9% ± 3.7%	14.9% ± 3.7%	5.3% ± 2.3%	64.9% ± 4.9%
D.C. (n = 1)	--	--	--	--
Florida (n = 53)	23.1% ± 4.3%	--	17.5% ± 3.8%	59.4% ± 5.0%
Georgia (n = 55)	17.1% ± 3.8%	4.5% ± 2.1%	20.5% ± 4.1%	57.9% ± 5.0%
Idaho (n = 103)	10.2% ± 3.0%	7.7% ± 2.7%	21.4% ± 4.1%	60.7% ± 4.9%
Illinois (n = 622)	13.1% ± 3.4%	5.5% ± 2.3%	25.5% ± 4.4%	56.0% ± 5.0%
Indiana (n = 237)	7.9% ± 2.7%	5.0% ± 2.2%	17.3% ± 3.8%	69.8% ± 4.6%
Iowa (n = 537)	19.4% ± 4.0%	16.8% ± 3.7%	43.9% ± 5.0%	20.2% ± 4.0%
Kansas (n = 320)	21.5% ± 4.1%	3.6% ± 8.3%	37.0% ± 4.8%	33.2% ± 4.7%
Kentucky (n = 114)	4.8% ± 2.2%	0.9% ± 0.9%	13.2% ± 3.4%	81.1% ± 3.9%
Louisiana (n = 64)	3.1% ± 1.8%	--	3.0% ± 1.7%	93.8% ± 2.4%
Massachusetts (n = 367)	30.9% ± 4.6%	7.3% ± 2.6%	39.0% ± 4.9%	22.8% ± 4.2%
Montana (n = 79)	8.4% ± 2.8%	3.4% ± 1.8%	31.0% ± 4.7%	57.2% ± 5.0%
Nevada (n =18)	6.4% ± 2.5%	--	5.6% ± 2.4%	88.0% ± 3.3%
New Jersey (n = 301)	42.3% ± 5.0%	2.6% ± 1.6%	31.4% ± 4.7%	23.7% ± 4.3%
New Mexico (n = 75)	22.8% ± 4.2%	--	49.3% ± 5.0%	27.9% ± 4.5%
North Carolina (n = 64)	14.1% ± 3.5%	6.2% ± 2.4%	17.8% ± 3.9%	61.9% ± 4.9%
Ohio (n = 242)	6.0% ± 2.4%	1.0% ± 1.0%	8.1% ± 2.7%	84.8% ± 3.6%
Oklahoma (n = 108)	13.9% ± 3.5%	7.0% ± 2.6%	54.0% ± 5.0%	25.1% ± 4.4%

Figure 40 (cont'd). Public Library System City Funding Sources for Internet-Related Technology and Infrastructure by State.

Oregon (n = 117)	24.0% ± 4.3%	4.1% ± 2.0%	30.4% ± 4.6%	41.5% ± 5.0%
Pennsylvania (n = 448)	13.2% ± 4.8%	5.1% ± 5.0%	35.3% ± 3.9%	46.4% ± 2.1%
Rhode Island (n = 48)	46.5% ± 4.8%	2.4% ± 3.8%	34.1% ± 4.6%	17.0% ± 3.1%
South Carolina (n = 40)	5.9% ± 2.4%	--	6.5% ± 2.5%	87.5% ± 3.4%
Tennessee (n = 182)	13.0% ± 3.4%	3.3% ± 1.8%	43.8% ± 5.0%	39.9% ± 4.9%
Texas (n = 534)	20.2% ± 4.0%	5.8% ± 2.3%	37.1% ± 4.8%	36.9% ± 4.8%
Utah (n = 50)	30.8% ± 4.7%	3.2% ± 1.8%	42.5% ± 5.0%	23.5% ± 4.3%
Vermont (n = 184)	30.6% ± 4.6%	1.1% ± 1.0%	36.1% ± 4.8%	32.2% ± 4.7%
Virginia (n = 76)	15.4% ± 3.6%	4.6% ± 2.1%	21.2% ± 4.1%	58.8% ± 5.0%
West Virginia (n = 95)	2.5% ± 1.6%	6.7% ± 2.5%	28.9% ± 4.6%	62.0% ± 4.9%
Wisconsin (n = 368)	34.4% ± 4.8%	7.2% ± 2.6%	41.7% ± 4.9%	16.7% ± 3.7%
Wyoming (n = 22)	36.4% ± 4.9%	4.5% ± 2.1%	--	59.1% ± 5.0%
National	19.6% ± 4.0% (n = 1,725)	6.4% ± 2.5% (n = 567)	34.0% ± 4.7% (n = 2,993)	40.1% ± 4.9% (n = 3,531)
Key:	* : Insufficient data to report -- : No data to report			

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 40 displays the number of public libraries that have received funding for Internet-related technology from city sources in the past two fiscal years. Overall, many libraries (40.1%) did not receive any city funding. Most of the remainder (34.0%) received the same amount of city funding as in the previous fiscal year. For those that received city funding, libraries in New Jersey, Rhode Island, and Wyoming saw the largest increases, while libraries in Delaware and Iowa saw the largest decreases.

Figure 41. Public Library System Other Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Alabama (n = 205)	14.5% ± 3.5%	1.6% ± 1.3%	17.8% ± 3.8%	66.1% ± 4.7%
Arizona (n = 27)	3.7% ± 1.9%	--	19.1% ± 4.0%	77.2% ± 4.3%
Arkansas (n = 43)	20.7% ± 4.1%	11.4% ± 3.2%	9.3% ± 2.9%	58.7% ± 5.0%
California (n = 166)	9.0% ± 2.9%	1.4% ± 1.2%	6.2% ± 2.4%	83.3% ± 3.7%
Colorado (n = 101)	19.5% ± 4.0%	--	7.2% ± 2.6%	73.4% ± 4.4%
Delaware (n = 19)	29.8% ± 4.7%	5.3% ± 2.3%	--	64.9% ± 4.9%
D.C. (n = 1)	--	--	--	--
Florida (n = 53)	3.1% ± 1.8%	3.1% ± 1.8%	6.6% ± 2.5%	87.2% ± 3.4%
Georgia (n = 55)	4.5% ± 2.1%	--	9.1% ± 2.9%	86.4% ± 3.5%
Idaho (n = 103)	10.2% ± 3.0%	--	5.5% ± 2.3%	84.3% ± 3.7%
Illinois (n = 622)	15.2% ± 3.6%	3.6% ± 0.8%	13.3% ± 3.4%	58.0% ± 5.0%
Indiana (n = 237)	12.8% ± 3.3%	--	19.1% ± 4.0%	68.1% ± 4.7%
Iowa (n = 537)	5.9% ± 2.4%	0.7% ± 2.6%	14.1% ± 3.5%	69.3% ± 4.6%
Kansas (n = 320)	15.8% ± 3.7%	4.2% ± 2.0%	15.9% ± 3.7%	64.2% ± 4.8%
Kentucky (n = 114)	4.8% ± 2.2%	--	12.7% ± 3.3%	82.4% ± 3.8%
Louisiana (n = 64)	--	3.0% ± 1.7%	--	97.0% ± 1.7%
Massachusetts (n = 367)	11.5% ± 3.2%	5.2% ± 2.2%	8.9% ± 2.8%	73.5% ± 4.4%
Montana (n = 79)	21.8% ± 4.2%	6.7% ± 2.5%	12.4% ± 3.3%	59.1% ± 5.0%
Nevada (n =18)	12.0% ± 3.3%	--	--	88.0% ± 3.3%
New Jersey (n = 301)	7.9% ± 2.7%	--	12.6% ± 3.3%	79.5% ± 4.1%
New Mexico (n = 75)	19.3% ± 4.0%	10.7% ± 3.1%	5.1% ± 2.2%	64.9% ± 4.8%
North Carolina (n = 64)	11.1% ± 3.2%	8.0% ± 2.7%	19.1% ± 4.0%	61.7% ± 5.0%
Ohio (n = 242)	7.3% ± 2.6%	1.0% ± 1.0%	15.3% ± 3.6%	76.4% ± 4.3%
Oklahoma (n = 108)	10.4% ± 3.1%	1.2% ± 1.1%	11.3% ± 3.2%	77.1% ± 4.2%

Figure 41 (cont'd). Public Library System Other Funding Sources for Internet-Related Technology and Infrastructure by State.

	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year	No funding of this type received
State				
Oregon (n = 117)	17.9% ± 3.9%	8.4% ± 2.8%	11.1% ± 3.2%	62.6% ± 4.9%
Pennsylvania (n = 448)	19.0% ± 3.9%	4.4% ± 2.1%	18.8% ± 3.9%	57.9% ± 4.9%
Rhode Island (n = 48)	29.0% ± 4.6%	10.1% ± 3.1%	24.3% ± 4.3%	36.5% ± 4.9%
South Carolina (n = 40)	17.4% ± 3.8%	2.8% ± 1.7%	19.0% ± 4.0%	60.8% ± 5.0%
Tennessee (n = 182)	15.0% ± 3.6%	6.3% ± 2.4%	8.3% ± 2.8%	70.4% ± 4.6%
Texas (n = 534)	11.2% ± 3.2%	2.8% ± 1.6%	14.4% ± 3.5%	71.7% ± 4.5%
Utah (n = 50)	--	10.1% ± 3.1%	3.7% ± 1.9%	86.2% ± 3.5%
Vermont (n = 184)	14.2% ± 3.5%	7.7% ± 2.7%	16.9% ± 3.8%	61.2% ± 4.9%
Virginia (n = 76)	12.7% ± 3.4%	2.3% ± 1.5%	7.8% ± 2.7%	77.3% ± 4.2%
West Virginia (n = 95)	--	--	23.4% ± 4.3%	76.6% ± 4.3%
Wisconsin (n = 368)	11.9% ± 3.2%	4.5% ± 2.1%	8.5% ± 2.8%	75.1% ± 4.3%
Wyoming (n = 22)	4.5% ± 2.1%	--	--	95.5% ± 2.1%
National	12.5% ± 3.3% (n = 1,105)	4.1% ± 2.0% (n = 364)	13.2% ± 3.4% (n = 1,164)	70.1% ± 4.6% (n = 6,174)
Key:	* : Insufficient data to report -- : No data to report			

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 41 shows the number of public libraries that have received funding for Internet-related technology from other sources (not federal, state, county, or city) in the past two fiscal years. Overall, the vast majority of libraries (70.1%) did not receive any funding from other sources, such as private funding organizations. Many of the remainder (13.2%) received the same amount of funding from other sources as in the previous fiscal year. For those that did receive funding from other sources, libraries in Delaware, Montana, Rhode Island saw the largest increases, while libraries in Arkansas, New Mexico, Rhode Island, and Utah saw the largest decreases.

Figure 42. Public Library System Overall Technology Budget Status by State.			
	Increased since last fiscal year	**Decreased since last fiscal year**	**Stayed the same as the last fiscal year**
State			
Alabama (n = 189)	39.8% ± 4.9%	5.2% ± 2.2%	55.0% ± 5.0%
Arizona (n = 27)	43.2% ± 5.1%	--	56.8% ± 5.1%
Arkansas (n = 43)	41.3% ± 5.0%	11.4% ± 3.2%	47.3% ± 5.1%
California (n = 162)	35.6% ± 4.8%	18.5% ± 3.9%	46.0% ± 5.0%
Colorado (n = 97)	31.4% ± 4.7%	16.5% ± 3.7%	52.2% ± 5.0%
Delaware (n = 19)	64.9% ± 4.9%	--	35.1% ± 4.9%
D.C. (n = 1)	--	--	--
Florida (n = 53)	87.5% ± 3.3%	--	12.5% ± 3.3%
Georgia (n = 55)	42.0% ± 5.0%	21.6% ± 4.2%	36.4% ± 4.9%
Idaho (n = 103)	39.6% ± 4.9%	12.8% ± 3.4%	47.6% ± 5.0%
Illinois (n = 559)	44.6% ± 5.0%	9.3% ± 2.9%	46% ± 5.0%
Indiana (n = 230)	44.9% ± 5.0%	12.8% ± 3.4%	42.3% ± 5.0%
Iowa (n = 522)	18.8% ± 3.9%	16.4% ± 3.7%	64.8% ± 4.8%
Kansas (n = 302)	49.0% ± 5.0%	14.2% ± 3.5%	36.8% ± 4.8%
Kentucky (n = 114)	53.2% ± 5.0%	0.9% ± 0.9%	46.0% ± 5.0%
Louisiana (n = 64)	35.1% ± 4.8%	8.2% ± 2.8%	56.6% ± 5.0%
Massachusetts (n = 344)	45.9% ± 5.0%	14.6% ± 3.5%	39.5% ± 4.9%
Montana (n = 79)	36.5% ± 4.8%	10.7% ± 3.1%	52.9% ± 5.0%
Nevada (n = 18)	31.2% ± 4.8%	12.8% ± 3.4%	56.0% ± 5.1%
New Jersey (n = 291)	61.5% ± 4.9%	5.8% ± 2.3%	32.7% ± 4.7%
New Mexico (n = 75)	49.3% ± 5.0%	3.2% ± 1.8%	47.5% ± 5.0%
North Carolina (n = 64)	55.5% ± 5.0%	15.4% ± 3.6%	29.1% ± 4.6%
Ohio (n = 227)	29.9% ± 4.6%	20.3% ± 4.0%	49.8% ± 5.0%
Oklahoma (n = 107)	22.2% ± 4.2%	8.0% ± 2.7%	69.8% ± 4.6%

Figure 42 (cont'd). Public Library System Overall Technology Budget Status by State.			
	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as the last fiscal year
State			
Oregon (n = 115)	31.5% ± 4.7%	21.7% ± 4.1%	46.8% ± 5.0%
Pennsylvania (n = 427)	22.6% ± 4.2%	34.1% ± 4.8%	43.3% ± 5.0%
Rhode Island (n = 47)	67.5% ± 4.7%	--	32.5% ± 4.7%
South Carolina (n = 40)	84.1% ± 3.7%	--	15.9% ± 3.7%
Tennessee (n = 177)	21.1% ± 4.1%	6.4% ± 2.5%	72.5% ± 4.5%
Texas (n = 528)	31.4% ± 4.7%	12.7% ± 3.3%	55.8% ± 5.0%
Utah (n = 50)	30.4% ± 4.7%	16.6% ± 3.8%	53.0% ± 5.0%
Vermont (n = 170)	39.6% ± 4.9%	8.3% ± 2.8%	52.1% ± 5.0%
Virginia (n = 68)	53.6% ± 5.0%	15.8% ± 3.7%	30.6% ± 4.6%
West Virginia (n = 90)	8.4% ± 2.8%	9.3% ± 2.9%	82.3% ± 3.8%
Wisconsin (n = 347)	38.6% ± 4.9%	8.8% ± 2.8%	52.6% ± 5.0%
Wyoming (n = 22)	22.7% ± 4.3%	18.2% ± 4.0%	59.1% ± 5.0%
National	36.1% ± 4.8% (n = 3,037)	13.3% ± 3.4% (n = 1,118)	50.6% ± 5.0% (n = 4,263)
Key:	* : Insufficient data to report -- : No data to report		

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 42 displays the overall changes in overall technology budgets by state. A narrow majority of libraries (50.6%) received the same amount of funding this fiscal year in comparison to the previous, while 36.1% received an increased amount of funding. The states with the largest number of libraries that had an increase are Delaware, Florida, New Jersey, Rhode Island, and South Carolina. The states with the largest number of libraries that had a decrease are Georgia, Ohio, Oregon, and Pennsylvania.

Figure 43. Public Library System Mean E-rate Discount Percentage by Category and by State.

State	Internet connectivity	Telecommunications Services	Internet connection costs
Alabama (n = 205)	18.4%	25.9%	4.4%
Arizona (n = 27)	19.3%	15.3%	7.4%
Arkansas (n = 43)	24.5%	38.0%	15.7%
California (n = 166)	6.2%	18.2%	1.5%
Colorado (n = 101)	12.3%	17.2%	0.1%
Delaware (n = 19)	2.2%	34.0%	--
D.C. (n = 1)	80.0%	80.0%	--
Florida (n = 53)	17.3%	26.0%	7.2%
Georgia (n = 55)	27.5%	43.5%	8.6%
Idaho (n = 103)	15.8%	28.9%	1.7%
Illinois (n = 622)	7.1%	16.0%	0.7%
Indiana (n = 237)	46.3%	33.1%	4.4%
Iowa (n = 534)	6.4%	19.7%	1.1%
Kansas (n = 320)	24.8%	36.2%	5.1%
Kentucky (n = 114)	21.6%	35.7%	3.6%
Louisiana (n = 64)	41.1%	49.5%	14.5%
Massachusetts (n = 360)	1.5%	2.4%	0.4%
Montana (n = 76)	12.6%	32.1%	2.2%
Nevada (n = 18)	--	15.3%	--
New Jersey (n = 301)	8.2%	12.4%	2.7%
New Mexico (n = 73)	15.7%	22.2%	5.1%
North Carolina (n = 64)	40.1%	43.9%	0.9%
Ohio (n = 240)	5.6%	16.8%	1.9%
Oklahoma (n = 107)	62.7%	62.5%	33.5%

Figure 43 (cont'd). Public Library System Mean E-rate Discount Percentage by Category and by State.

	Internet connectivity	Telecommunications Services	Internet connection costs
State			
Oregon (n = 117)	8.9%	14.8%	1.5%
Pennsylvania (n = 448)	18.6%	29.0%	3.4%
Rhode Island (n = 48)	7.0%	13.2%	6.9%
South Carolina (n = 40)	13.2%	44.9%	0.4%
Tennessee (n = 176)	44.7%	50.6%	6.9%
Texas (n = 534)	8.1%	15.2%	4.8%
Utah (n = 50)	2.0%	4.1%	--
Vermont (n = 184)	3.5%	10.7%	--
Virginia (n = 76)	15.7%	34.1%	6.7%
West Virginia (n = 95)	46.7%	59.4%	32.2%
Wisconsin (n = 364)	6.5%	8.6%	1.7%
Wyoming (n = 22)	--	13.6%	--
National	15.3%	22.2%	4.1%
Key:	*** : Insufficient data to report -- : No data to report		

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 43 reveals the mean discount levels of E-rate support to public libraries by funding category. The highest mean discounts for Internet connectivity were in D.C. (80%) and Oklahoma (62.7%). The highest mean discounts for telecommunications services were in D.C. (80%), Oklahoma (62.5%), and West Virginia (59.4%). The highest mean discounts for Internet connection costs were in Oklahoma (33.5%) and West Virginia (32.2%).

Figure 44. Public Library System Non-Receipt of E-rate Discounts for Internet Connectivity or Internal Connections Reasons by State.

	E-rate applications process is too complicated	Library staff does not apply for it	Our total E-rate discount is fairly low and not worth the time needed to participate in the program	Library has applied for, but was denied funding	Library has applied for E-rate in the past, but because of the need to comply with CIPA, our library decided not to apply in 2004 for Internet connectivity or internal connection costs
State					
Alabama (n = 205)	17.5% ± 3.8%	38.6% ± 4.9%	19.9% ± 4.0%	14.3% ± 3.5%	11.9% ± 3.3%
Arizona (n = 27)	30.2% ± 4.7%	46.3% ± 5.1%	13.6% ± 3.5%	--	--
Arkansas (n = 43)	32.3% ± 4.7%	16.3% ± 3.7%	21.7% ± 4.2%	5.7% ± 2.3%	10.3% ± 3.1%
California (n = 159)	16.2% ± 3.7%	36.7% ± 4.8%	21.4% ± 4.1%	2.3% ± 1.5%	15.3% ± 3.6%
Colorado (n = 101)	20.1% ± 4.0%	24.8% ± 4.3%	36.9% ± 4.9%	13.3% ± 3.4%	16.0% ± 3.7%
Delaware (n = 19)	5.3% ± 2.3%	14.9% ± 3.7%	5.3% ± 2.3%	5.3% ± 2.3%	--
D.C. (n = 1)	--	--	--	--	--
Florida (n = 48)	21.3% ± 4.1%	27.4% ± 4.5%	22.4% ± 4.2%	7.0% ± 2.6%	13.8% ± 3.5%
Georgia (n = 49)	6.4% ± 2.5%	6.4% ± 2.5%	11.5% ± 3.2%	--	--
Idaho (n = 98)	18.8% ± 3.9%	36.7% ± 4.9%	13.4% ± 3.4%	5.4% ± 2.3%	9.1% ± 2.9%
Illinois (n = 603)	30.6% ± 4.6%	26.3% ± 4.4%	32.3% ± 4.7%	11.3% ± 3.2%	8.8% ± 2.8%
Indiana (n = 225)	3.8% ± 1.9%	5.9% ± 2.4%	7.7% ± 2.7%	5.1% ± 2.2%	2.6% ± 1.6%
Iowa (n = 508)	16.2% ± 3.7%	31.0% ± 4.6%	26.2% ± 4.4%	3.7% ± 1.9%	11.0% ± 3.1%
Kansas (n = 311)	7.1% ± 2.6%	9.5% ± 2.9%	14.3% ± 3.5%	8.6% ± 2.8%	10.5% ± 3.1%
Kentucky (n = 108)	17.6% ± 3.8%	12.5% ± 3.3%	24.9% ± 4.3%	27.5% ± 4.5%	19.1% ± 4.0%
Louisiana (n = 62)	18.8% ± 3.9%	15.7% ± 3.7%	10.0% ± 3.0%	6.4% ± 2.5%	--
Massachusetts (n = 346)	29.4% ± 4.6%	41.9% ± 4.9%	32.7% ± 4.7%	7.7% ± 2.7%	19.4% ± 4.0%
Montana (n = 75)	7.3% ± 2.6%	10.2% ± 3.0%	5.9% ± 2.4%	--	14.2% ± 3.5%
Nevada (n = 17)	25.4% ± 4.5%	19.5% ± 4.1%	33.0% ± 4.9%	13.6% ± 3.5%	20.4% ± 4.2%
New Jersey (n = 289)	23.3% ± 4.2%	30.4% ± 4.6%	35.9% ± 4.8%	3.1% ± 1.7%	12.3% ± 3.3%
New Mexico (n = 72)	38.2% ± 4.9%	28.6% ± 4.6%	14.2% ± 3.5%	5.9% ± 2.4%	17.6% ± 3.8%

Figure 44 (cont'd). Public Library System Non-Receipt of E-rate Discounts for Internet Connectivity or Internal Connections Reasons by State.

	E-rate applications process is too complicated	Library staff does not apply for it	Our total E-rate discount is fairly low and not worth the time needed to participate in the program	Library has applied for, but was denied funding	Library has applied for E-rate in the past, but because of the need to comply with CIPA, our library decided not to apply in 2004 for Internet connectivity or internal connection costs
State					
North Carolina (n = 64)	18.8% ± 3.9%	10.9% ± 3.2%	23.5% ± 4.3%	2.9% ± 1.7%	12.7% ± 3.4%
Ohio (n = 230)	15.0% ± 3.6%	31.8% ± 4.7%	33.9% ± 4.8%	10.7% ± 3.1%	9.6% ± 3.0%
Oklahoma (n = 103)	--	2.4% ± 1.6%	--	4.8% ± 2.1%	1.2% ± 1.1%
Oregon (n = 109)	25.1% ± 4.4%	46.0% ± 5.0%	39.9% ± 4.9%	2.4% ± 1.5%	11.8% ± 3.3%
Pennsylvania (n = 395)	13.8% ± 3.5%	13.2% ± 3.4%	18.6% ± 3.9%	7.8% ± 2.7%	3.6% ± 1.9%
Rhode Island (n = 45)	13.3% ± 3.4%	20.8% ± 4.1%	34.6% ± 4.8%	5.3% ± 2.3%	5.5% ± 2.3%
South Carolina (n = 39)	11.8% ± 3.3%	12.8% ± 3.4%	6.1% ± 2.4%	--	--
Tennessee (n = 171)	9.0% ± 2.9%	8.3% ± 2.8%	6.4% ± 2.5%	2.6% ± 1.6%	7.5% ± 2.6%
Texas (n = 514)	23.4% ± 4.2%	39.2% ± 4.9%	25.3% ± 4.4%	4.8% ± 2.1%	10.8% ± 3.1%
Utah (n = 45)	40.2% ± 5.0%	48.8% ± 5.1%	47.5% ± 5.1%	--	2.2% ± 1.5%
Vermont (n = 172)	23.4% ± 4.3%	30.4% ± 4.6%	36.3% ± 4.8%	4.7% ± 2.1%	25.7% ± 4.4%
Virginia (n = 73)	14.3% ± 3.5%	15.3% ± 3.6%	16.9% ± 3.8%	6.5% ± 2.5%	12.1% ± 3.3%
West Virginia (n = 83)	2.8% ± 1.7%	2.8% ± 1.7%	2.8% ± 1.7%	2.8% ± 1.7%	--
Wisconsin (n = 327)	13.5% ± 3.4%	33.2% ± 4.7%	26.3% ± 4.4%	6.5% ± 2.5%	24.3% ± 4.3%
Wyoming (n = 22)	36.4% ± 4.9%	36.4% ± 4.9%	40.9% ± 5.0%	--	45.5% ± 5.1%
National	30.3% ± 4.6% (n = 504)	43.4% ± 5.0% (n = 722)	40.3% ± 4.9% (n = 671)	10.5% ± 3.1% (n = 175)	20.4% ± 4.0% (n = 340)
Key:	* : Insufficient data to report -- : No data to report				

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 44 reveals the reasons that libraries did not receive E-rate funding. Librarians in Utah and Wyoming were most likely to find the application process too complicated. Librarians in Arizona, Oregon, and Utah were the least likely to apply for it. Libraries in Oregon, Utah, and Wyoming were the most likely to believe that the effort required to apply would not be worthwhile in light of the projected

level of discount that would be received. Libraries in Colorado, Kentucky, and Nevada were the most likely to apply for E-rate funding but have the applications denied. Libraries in Vermont, Wisconsin, and Wyoming were the most likely to have stopped applying for E-rate in reaction to the requirement of having to comply with the filtering guidelines of CIPA.

Figure 45. Public Library system Information Technology Training Availability for Patrons by State.

	Scheduled classes are available on a weekly basis	Scheduled classes are available on a monthly basis	Training is provided when patrons request it	Training is provided when library staff members have time to provide it	Patrons have not expressed interest in receiving training	Library does not have sufficient resources, staff, or space to provide training to patrons
State						
Alabama (n = 205)	18.6% ± 3.9%	13.7% ± 3.5%	29.7% ± 4.6%	20.3% ± 4.0%	3.5% ± 1.8%	41.2% ± 4.9%
Arizona (n = 27)	48.8% ± 5.1%	--	25.9% ± 4.5%	5.6% ± 2.3%	--	43.8% ± 5.1%
Arkansas (n = 43)	2.3% ± 1.5%	7.0% ± 2.6%	4.7% ± 2.1%	34.6% ± 4.8%	14.0% ± 3.5%	53.7% ± 5.1%
California (n = 166)	19.4% ± 4.0%	30.9% ± 4.6%	29.7% ± 4.6%	22.4% ± 4.2%	2.4% ± 1.5%	28.7% ± 4.5%
Colorado (n = 101)	8.2% ± 2.8%	23.5% ± 4.3%	35.3% ± 4.8%	46.1% ± 5.0%	3.6% ± 1.9%	34.0% ± 4.8%
Delaware (n = 19)	20.2% ± 4.1%	--	44.7% ± 5.1%	44.7% ± 5.1%	--	35.1% ± 4.9%
D.C. (n = 1)	100% ± 0.0%	--	--	--	--	--
Florida (n = 53)	42.9% ± 5.0%	12.5% ± 3.3%	24.9% ± 4.4%	37.6% ± 4.9%	3.1% ± 1.8%	15.6% ± 3.7%
Georgia (n = 55)	35.2% ± 4.8%	15.9% ± 3.7%	60.2% ± 4.9%	35.2% ± 4.8%	--	--
Idaho (n = 103)	10.0% ± 3.0%	6.1% ± 2.4%	23.9% ± 4.3%	31.6% ± 4.7%	7.7% ± 2.7%	44.1% ± 5.0%
Illinois (n = 622)	20.4% ± 4.0%	22.2% ± 4.2%	33.6% ± 4.7%	23.9% ± 4.3%	7.8% ± 2.7%	26.8% ± 4.4%
Indiana (n = 237)	23.1% ± 4.2%	29.9% ± 4.6%	39.1% ± 4.9%	31.0% ± 4.6%	2.4% ± 1.5%	15.8% ± 3.7%
Iowa (n = 537)	4.6% ± 2.1%	5.4% ± 2.3%	43.7% ± 5.0%	27.1% ± 4.5%	12.3% ± 3.3%	32.7% ± 4.7%
Kansas (n = 320)	7.7% ± 2.7%	9.0% ± 2.9%	34.7% ± 4.8%	18.7% ± 3.9%	6.9% ± 2.6%	34.3% ± 4.8%
Kentucky (n = 114)	9.5% ± 3.0%	5.0% ± 2.2%	39.1% ± 4.9%	32.6% ± 4.7%	6.4% ± 2.5%	30.4% ± 4.6%
Louisiana (n = 64)	9.9% ± 3.0%	15.3% ± 3.6%	33.6% ± 4.8%	24.3% ± 4.3%	10.9% ± 3.2%	27.4% ± 4.5%
Massachusetts (n = 367)	15.8% ± 3.7%	12.0% ± 3.3%	38.2% ± 4.9%	24.3% ± 4.3%	3.9% ± 1.9%	35.1% ± 4.8%
Montana (n = 79)	6.3% ± 2.5%	8.4% ± 2.8%	57.2% ± 5.0%	30.2% ± 4.6%	9.0% ± 2.9%	14.6% ± 3.6%
Nevada (n = 18)	6.4% ± 2.5%	17.5% ± 3.9%	43.2% ± 5.1%	25.6% ± 4.5%	--	19.2% ± 4.1%
New Jersey (n = 301)	19.2% ± 4.0%	15.9% ± 3.7%	36.6% ± 4.8%	23.0% ± 4.2%	3.0% ± 1.7%	35.5% ± 4.8%
New Mexico (n = 75)	18.8% ± 3.9%	7.0% ± 2.6%	57.6% ± 5.0%	23.9% ± 4.3%	--	27.1% ± 4.5%

Figure 45 (cont'd). Public Library system Information Technology Training Availability for Patrons by State.

	Scheduled classes are available on a weekly basis	Scheduled classes are available on a monthly basis	Training is provided when patrons request it	Training is provided when library staff members have time to provide it	Patrons have not expressed interest in receiving training	Library does not have sufficient resources, staff, or space to provide training to patrons
State						
North Carolina (n = 64)	5.9% ± 2.4%	32.4% ± 4.7%	24.6% ± 4.3%	17.6% ± 3.8%	--	38.3% ± 4.9%
Ohio (n = 242)	18.2% ± 3.9%	27.2% ± 4.5%	35.1% ± 4.8%	34.8% ± 4.8%	3.0% ± 1.7%	25.4% ± 4.4%
Oklahoma (n = 108)	5.2% ± 2.2%	10.0% ± 3.0%	42.3% ± 5.0%	24.4% ± 4.3%	5.8% ± 2.4%	36.0% ± 4.8%
Oregon (n = 117)	10.6% ± 3.1%	19.5% ± 4.0%	41.9% ± 5.0%	28.1% ± 4.5%	2.3% ± 1.5%	26.1% ± 4.4%
Pennsylvania (n = 448)	18.1% ± 3.9%	12.8% ± 3.4%	28.8% ± 4.5%	22.6% ± 4.2%	4.5% ± 2.1%	37.8% ± 4.9%
Rhode Island (n = 48)	14.6% ± 3.6%	27.2% ± 4.5%	52.1% ± 5.1%	14.7% ± 3.6%	2.6% ± 1.6%	19.1% ± 4.0%
South Carolina (n = 40)	25.6% ± 4.4%	31.2% ± 4.7%	24.9% ± 4.4%	27.7% ± 4.5%	--	34.9% ± 4.8%
Tennessee (n = 182)	13.9% ± 3.5%	8.5% ± 2.8%	37.8% ± 4.9%	25.8% ± 4.4%	3.0% ± 1.7%	33.8% ± 4.7%
Texas (n = 534)	15.1% ± 3.6%	8.4% ± 2.8%	38.5% ± 4.9%	27.1% ± 4.5%	3.7% ± 1.9%	31.5% ± 4.7%
Utah (n = 50)	7.2% ± 2.6%	8.5% ± 2.8%	42.1% ± 5.0%	32.8% ± 4.7%	10.1% ± 3.1%	50.7% ± 5.1%
Vermont (n = 184)	2.2% ± 1.5%	8.7% ± 2.8%	60.1% ± 4.9%	20.2% ± 4.0%	10.9% ± 3.1%	18.6% ± 3.9%
Virginia (n = 76)	22.8% ± 4.2%	21.5% ± 4.1%	29.3% ± 4.6%	32.3% ± 4.7%	--	18.2% ± 3.9%
West Virginia (n = 95)	6.9% ± 2.5%	4.8% ± 2.1%	44.5% ± 5.0%	19.5% ± 4.0%	2.1% ± 1.4%	39.5% ± 4.9%
Wisconsin (n = 368)	8.2% ± 2.8%	11.7% ± 3.2%	37.7% ± 4.9%	37.8% ± 4.9%	5.1% ± 2.2%	32.7% ± 4.7%
Wyoming (n = 22)	18.2% ± 4.0%	4.5% ± 2.1%	63.6% ± 4.9%	18.2% ± 4.0%	--	36.4% ± 4.9%
National	13.6% ± 3.4% (n = 418)	14.1% ± 3.5% (n = 434)	38.9% ± 4.9% (n = 1,199)	26.7% ± 4.4% (n = 824)	5.5% ± 2.3% (n = 170)	31.2% ± 4.6% (n = 963)
Key:	* : Insufficient data to report -- : No data to report					

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 45 shows the levels of training classes for patrons. Libraries in Arizona and D.C. are most likely to offer training classes on a weekly basis, while libraries in California, North Carolina, and South Carolina are most likely to offer them on a monthly basis. Libraries in Georgia, Vermont, and Wyoming are most likely to offer training when patrons request it. Libraries in Colorado and Delaware are most likely to provide training when staff members have time to provide it. Libraries in Arkansas and Iowa are most likely to not offer training because patrons have not requested it. Libraries in Alabama, Arizona, Arkansas, and Idaho are most likely not to offer training due to lack of sufficient resources, staff, or space to provide training to patrons.

Figure 46a. Public Library System Information Technology Training Target Audiences for Patrons by State.						
	K-12 students	**Students in higher education**	**Local business**	**Local government**	**People without access to the Internet at home**	**People without access to the Internet at work**	**Adults seeking continuing education**
State						
Alabama (n = 205)	27.8% ± 4.5%	33.3% ± 4.7%	17.4% ± 3.8%	19.0% ± 3.9%	45.9% ± 5.0%	27.3% ± 4.5%	48.7% ± 5.0%
Arizona (n = 27)	35.8% ± 4.9%	32.1% ± 4.8%	18.5% ± 4.0%	7.4% ± 2.7%	46.9% ± 5.1%	14.8% ± 3.6%	46.9% ± 5.1%
Arkansas (n = 43)	17.3% ± 3.8%	10.3% ± 3.1%	4.7% ± 2.1%	--	38.0% ± 4.9%	20.7% ± 4.1%	9.3% ± 2.9%
California (n = 166)	31.0% ± 4.6%	18.4% ± 3.9%	25.4% ± 4.4%	16.6% ± 3.7%	48.9% ± 5.0%	32.9% ± 4.7%	52.1% ± 5.0%
Colorado (n = 101)	32.7% ± 4.7%	26.6% ± 4.4%	15.9% ± 3.7%	20.4% ± 4.1%	69.6% ± 4.6%	32.2% ± 4.7%	58.4% ± 5.0%
Delaware (n = 19)	14.9% ± 3.7%	20.2% ± 4.1%	20.2% ± 4.1%	20.2% ± 4.1%	50.0% ± 5.1%	14.9% ± 3.7%	50.0% ± 5.1%
D.C. (n = 1)	--	--	--	--	100% ± 0.0%	100% ± 0.0%	100% ± 0.0%
Florida (n = 53)	23.1% ± 4.3%	26.2% ± 4.4%	35.5% ± 4.8%	24.0% ± 4.3%	66.4% ± 4.8%	38.0% ± 4.9%	76.3% ± 4.3%
Georgia (n = 55)	44.3% ± 5.0%	25.0% ± 4.4%	39.8% ± 4.9%	20.5% ± 4.1%	69.3% ± 4.7%	39.8% ± 4.9%	84.1% ± 3.7%
Idaho (n = 103)	18.8% ± 3.9%	17.9% ± 3.9%	13.7% ± 3.5%	1.0% ± 1.0%	37.7% ± 4.9%	15.3% ± 3.6%	40.6% ± 4.9%
Illinois (n = 622)	33.5% ± 4.7%	30.0% ± 4.6%	14.7% ± 3.5%	7.3% ± 2.6%	49.7% ± 5.0%	26.5% ± 4.4%	65.8% ± 4.8%
Indiana (n = 237)	33.0% ± 4.7%	26.8% ± 4.4%	13.5% ± 3.4%	8.5% ± 2.8%	61.6% ± 4.9%	33.0% ± 4.7%	72.1% ± 4.5%
Iowa (n = 537)	21.7% ± 4.1%	13.1% ± 3.4%	7.5% ± 2.6%	3.8% ± 1.9%	54.7% ± 5.0%	17.2% ± 3.8%	38.4% ± 4.9%
Kansas (n = 320)	15.3% ± 3.6%	9.3% ± 2.9%	7.3% ± 2.6%	3.1% ± 1.7%	38.0% ± 4.9%	10.7% ± 3.1%	35.2% ± 4.8%
Kentucky (n = 114)	19.1% ± 4.0%	15.9% ± 3.7%	9.8% ± 3.0%	4.8% ± 2.2%	43.1% ± 5.0%	26.0% ± 4.4%	56.7% ± 5.0%
Louisiana (n = 64)	31.7% ± 4.7%	25.8% ± 4.4%	17.0% ± 3.8%	6.2% ± 2.4%	44.4% ± 5.0%	17.7% ± 3.9%	48.1% ± 5.0%
Massachusetts (n = 367)	31.4% ± 4.7%	28.1% ± 4.5%	14.9% ± 3.6%	13.5% ± 3.4%	47.7% ± 5.0%	25.4% ± 4.4%	57.8% ± 5.0%
Montana (n = 79)	31.4% ± 4.7%	19.1% ± 4.0%	19.1% ± 4.0%	9.0% ± 2.9%	82.0% ± 3.9%	23.7% ± 4.3%	54.5% ± 5.0%
Nevada (n = 18)	56.0% ± 5.1%	18.4% ± 4.0%	6.4% ± 2.5%	--	62.4% ± 5.0%	24.0% ± 4.4%	55.2% ± 5.1%
New Jersey (n = 301)	21.2% ± 4.1%	13.6% ± 3.4%	15.2% ± 3.6%	9.3% ± 2.9%	53.0% ± 5.0%	27.9% ± 4.5%	56.6% ± 5.0%

Figure 46a (cont'd). Public Library System Information Technology Training Target Audiences for Patrons by State.						
	K-12 students	**Students in higher education**	**Local business**	**Local government**	**People without access to the Internet at home**	**People without access to the Internet at work**	**Adults seeking continuing education**
State							
New Jersey (n = 301)	21.2% ± 4.1%	13.6% ± 3.4%	15.2% ± 3.6%	9.3% ± 2.9%	53.0% ± 5.0%	27.9% ± 4.5%	56.6% ± 5.0%
New Mexico (n = 75)	30.0% ± 4.6%	30.0% ± 4.6%	15.3% ± 3.6%	12.3% ± 3.3%	67.3% ± 4.7%	27.0% ± 4.5%	48.5% ± 5.0%
North Carolina (n = 64)	19.7% ± 4.0%	11.9% ± 3.3%	12.1% ± 3.3%	9.0% ± 2.9%	49.4% ± 5.0%	24.4% ± 4.3%	35.8% ± 4.8%
Ohio (n = 242)	29.9% ± 4.6%	24.1% ± 4.3%	19.3% ± 4.0%	7.1% ± 2.6%	50.4% ± 5.0%	20.1% ± 4.0%	64.8% ± 4.8%
Oklahoma (n = 108)	34.2% ± 4.8%	21.7% ± 4.1%	13.5% ± 3.4%	7.9% ± 2.7%	53.7% ± 5.0%	30.4% ± 4.6%	36.3% ± 4.8%
Oregon (n = 117)	37.1% ± 4.9%	23.8% ± 4.3%	19.3% ± 4.0%	10.6% ± 3.1%	63.4% ± 4.8%	28.1% ± 4.5%	52.7% ± 5.0%
Pennsylvania (n = 448)	20.0% ± 4.0%	16.8% ± 3.7%	9.3% ± 2.9%	6.4% ± 2.5%	45.8% ± 5.0%	19.9% ± 4.0%	45.4% ± 5.0%
Rhode Island (n = 48)	31.5% ± 4.7%	14.9% ± 3.6%	11.3% ± 3.2%	12.1% ± 3.3%	63.4% ± 4.9%	22.1% ± 4.2%	68.3% ± 4.7%
South Carolina (n = 40)	28.3% ± 4.6%	25.2% ± 4.4%	25.2% ± 4.4%	9.3% ± 2.9%	48.9% ± 5.1%	25.5% ± 4.4%	51.1% ± 5.1%
Tennessee (n = 182)	34.3% ± 4.8%	19.1% ± 3.9%	8.5% ± 2.8%	4.6% ± 2.1%	55.8% ± 5.0%	13.9% ± 3.5%	35.5% ± 4.8%
Texas (n = 534)	22.5% ± 4.2%	16.5% ± 3.7%	13.4% ± 3.4%	11.3% ± 3.2%	54.2% ± 5.0%	26.0% ± 4.4%	51.1% ± 5.0%
Utah (n = 50)	32.3% ± 4.7%	12.1% ± 3.3%	6.0% ± 2.4%	3.2% ± 1.8%	52.5% ± 5.0%	19.0% ± 4.0%	42.1% ± 5.0%
Vermont (n = 184)	31.7% ± 4.7%	25.1% ± 4.4%	10.9% ± 3.1%	5.5% ± 2.3%	62.8% ± 4.9%	19.7% ± 4.0%	57.4% ± 5.0%
Virginia (n = 76)	27.0% ± 4.5%	20.5% ± 4.1%	16.9% ± 3.8%	14.6% ± 3.6%	57.4% ± 5.0%	33.2% ± 4.7%	66.0% ± 4.8%
West Virginia (n = 95)	26.8% ± 4.5%	9.3% ± 2.9%	9.0% ± 2.9%	6.0% ± 2.4%	50.5% ± 5.0%	22.2% ± 4.2%	43.8% ± 5.0%
Wisconsin (n = 368)	21.6% ± 4.1%	16.6% ± 3.7%	11.2% ± 3.2%	3.7% ± 1.9%	51.5% ± 5.0%	25.0% ± 4.3%	50.7% ± 5.0%
Wyoming (n = 22)	59.1% ± 5.0%	22.7% ± 4.3%	40.9% ± 5.0%	36.4% ± 4.9%	81.8% ± 4.0%	27.3% ± 4.6%	63.6% ± 4.9%
National	26.3% ± 4.4% (n = 2,318)	19.5% ± 4.0% (n = 1,718)	13.4% ± 3.4% (n = 1,181)	8.2% ± 2.7% (n = 719)	52.6% ± 5.0% (n = 4,636)	23.6% ± 4.3% (n = 2,079)	51.2% ± 5.0% (n = 4,509)
Key:	* : Insufficient data to report; -- : No data to report						

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 46a is the first of two figures that display the target audiences for patron information technology training in libraries. Libraries in Georgia and Wyoming are most likely to target K-12 students in training. Libraries in Alabama and Arizona are most likely to target students in higher education in training. Libraries in Florida, Georgia, and Wyoming are most likely to target local businesses in training. Libraries in Florida and Wyoming are most likely to target local government in training. Libraries in D.C., Montana, and Wyoming are most likely to target people without home Internet access in training. Libraries in D.C., Florida, and Georgia are most likely to target people without work Internet access in training. Libraries in D.C. and Georgia are most likely to target adults seeking continuing education in training.

Figure 46b. Public Library System Information Technology Training Target Audiences for Patrons by State.

State	Individuals with disabilities	Immigrants or resident aliens	Non-English-Speaking populations	Local service organizations or non-profit organizations	Seniors	Other
Alabama (n = 205)	19.1% ± 3.9%	19.0% ± 3.9%	21.5% ± 4.1%	9.6% ± 3.0%	45.3% ± 5.0%	11.6% ± 3.2%
Arizona (n = 27)	38.9% ± 5.0%	25.9% ± 4.5%	46.9% ± 5.1%	18.5% ± 4.0%	58.0% ± 5.0%	3.7% ± 1.9%
Arkansas (n = 43)	--	--	--	--	30.0% ± 4.6%	--
California (n = 166)	22.8% ± 4.2%	34.7% ± 4.8%	32.1% ± 4.7%	14.5% ± 3.5%	60.1% ± 4.9%	15.1% ± 3.6%
Colorado (n = 101)	15.9% ± 3.7%	19.5% ± 4.0%	21.9% ± 4.2%	12.3% ± 3.3%	62.4% ± 4.9%	19.6% ± 4.0%
Delaware (n = 19)	14.9% ± 3.7%	14.9% ± 3.7%	14.9% ± 3.7%	14.9% ± 3.7%	59.6% ± 5.0%	14.9% ± 3.7%
D.C. (n = 1)	--	--	--	100% ± 0.0%	100% ± 0.0%	--
Florida (n = 53)	33.8% ± 4.8%	39.9% ± 4.9%	44.5% ± 5.0%	23.4% ± 4.3%	80.0% ± 4.0%	22.7% ± 4.2%
Georgia (n = 55)	40.9% ± 5.0%	38.6% ± 4.9%	50.0% ± 5.1%	39.8% ± 4.9%	84.1% ± 3.7%	26.1% ± 4.4%
Idaho (n = 103)	17.3% ± 3.8%	19.8% ± 4.0%	17.9% ± 3.9%	8.6% ± 2.8%	48.2% ± 5.0%	7.7% ± 2.7%
Illinois (n = 622)	17.1% ± 3.8%	28.9% ± 4.5%	19.9% ± 4.0%	18.7% ± 3.9%	52.9% ± 5.0%	6.6% ± 2.5%
Indiana (n = 237)	15.2% ± 3.6%	17.7% ± 3.8%	17.8% ± 3.8%	23.2% ± 4.2%	71.5% ± 4.5%	10.9% ± 3.1%
Iowa (n = 537)	10.6% ± 3.1%	9.0% ± 2.9%	9.9% ± 3.0%	8.2% ± 2.7%	57.1% ± 5.0%	12.1% ± 3.3%
Kansas (n = 320)	11.0% ± 3.1%	19.3% ± 4.0%	9.3% ± 2.9%	17.9% ± 3.8%	40.8% ± 4.9%	9.0% ± 2.9%
Kentucky (n = 114)	13.0% ± 3.4%	17.9% ± 3.9%	15.5% ± 3.6%	19.3% ± 4.0%	58.3% ± 5.0%	16.2% ± 3.7%
Louisiana (n = 64)	9.8% ± 3.0%	3.0% ± 1.7%	3.6% ± 1.9%	11.4% ± 3.2%	60.1% ± 5.0%	3.9% ± 2.0%
Massachusetts (n = 367)	20.9% ± 4.1%	27.1% ± 4.5%	18.4% ± 3.9%	26.4% ± 4.4%	60.4% ± 4.9%	9.9% ± 3.0%
Montana (n = 79)	18.5% ± 3.9%	8.4% ± 2.8%	9.0% ± 2.9%	15.7% ± 3.7%	68.0% ± 4.7%	11.8% ± 3.2%
Nevada (n = 18)	24.8% ± 4.4%	12.0% ± 3.3%	31.2% ± 4.8%	--	68.0% ± 4.8%	6.4% ± 2.5%
New Jersey (n = 301)	15.8% ± 3.7%	30.7% ± 4.6%	19.5% ± 4.0%	14.8% ± 3.6%	60.6% ± 4.9%	10.8% ± 3.1%
New Mexico (n = 75)	26.3% ± 4.4%	25.2% ± 4.4%	33.3% ± 4.7%	21.5% ± 4.1%	62.7% ± 4.9%	12.1% ± 3.3%
North Carolina (n = 64)	8.8% ± 2.9%	10.8% ± 3.1%	27.9% ± 4.5%	9.2% ± 2.9%	44.6% ± 5.0%	17.0% ± 3.8%
Ohio (n = 242)	15.2% ± 3.6%	17.2% ± 3.8%	9.9% ± 3.0%	24.3% ± 4.3%	64.0% ± 4.8%	9.9% ± 3.0%

Oklahoma (n = 108)	22.6% ± 4.2%	19.1% ± 4.0%	24.8% ± 4.3%	15.8% ± 3.7%	53.8% ± 5.0%	11.4% ± 3.2%
Oregon (n = 117)	17.2% ± 3.8%	21.7% ± 4.1%	25.8% ± 4.4%	19.1% ± 4.0%	60.6% ± 4.9%	8.6% ± 2.8%
Pennsylvania (n = 448)	15.9% ± 3.7%	19.8% ± 4.0%	15.0% ± 3.6%	18.4% ± 3.9%	54.8% ± 5.0%	8.3% ± 2.8%
Rhode Island (n = 48)	24.9% ± 4.4%	14.7% ± 3.6%	19.3% ± 4.0%	19.1% ± 4.0%	68.5% ± 4.7%	12.5% ± 3.3%
South Carolina (n = 40)	17.4% ± 3.8%	14.7% ± 3.6%	5.9% ± 2.4%	13.0% ± 3.4%	58.6% ± 5.0%	15.5% ± 3.7%
Tennessee (n = 182)	19.9% ± 4.0%	17.7% ± 3.8%	20.8% ± 4.1%	8.4% ± 2.8%	51.8% ± 5.0%	17.4% ± 3.8%
Texas (n = 534)	19.7% ± 4.0%	26.1% ± 4.4%	28.7% ± 4.5%	15.9% ± 3.7%	58.7% ± 4.9%	11.6% ± 3.2%
Utah (n = 50)	13.7% ± 3.5%	19.0% ± 4.0%	31.1% ± 4.7%	6.9% ± 2.6%	49.3% ± 5.1%	7.2% ± 2.6%
Vermont (n = 184)	19.7% ± 4.0%	10.4% ± 3.1%	15.8% ± 3.7%	12.0% ± 3.3%	62.8% ± 4.9%	6.6% ± 2.5%
Virginia (n = 76)	14.0% ± 3.5%	13.0% ± 3.4%	11.7% ± 3.2%	23.1% ± 4.2%	71.8% ± 4.5%	14.6% ± 3.6%
West Virginia (n = 95)	25.5% ± 4.4%	7.4% ± 2.6%	9.5% ± 3.0%	22.4% ± 4.2%	53.2% ± 5.0%	8.8% ± 2.9%
Wisconsin (n = 368)	13.9% ± 3.5%	23.2% ± 4.2%	10.5% ± 3.1%	11.5% ± 3.2%	53.4% ± 5.0%	6.3% ± 2.4%
Wyoming (n = 22)	22.7% ± 4.3%	22.7% ± 4.3%	22.7% ± 4.3%	36.4 ± 4.9%	81.8% ± 4.0%	18.2% ± 4.0%
National	16.9% ± 3.8% (n = 1,487)	19.1% ± 3.9% (n = 1,683)	17.2% ± 3.8% (n = 1,518)	15.7% ± 3.6% (n = 1,386)	57.3% ± 5.0% (n = 5,054)	10.5% ± 3.1% (n = 926)
Key:	* : Insufficient data to report -- : No data to report					

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 46b is the second of two figures that display the target audiences for patron information technology training in libraries. Libraries in Arizona and Georgia are most likely to target persons with disabilities in training. Libraries in Florida and Georgia are most likely to target immigrants and resident aliens in training. Libraries in Arizona, Florida, and Georgia are most likely to target non-English-speaking populations in training. Libraries in D.C. and Wyoming are most likely to target local service organizations in training. Libraries in D.C., Florida, Georgia, and Wyoming are most likely to target seniors in training. Libraries in Florida and Georgia are most likely to target other populations in training.

Figure 47. Public Library System Information Technology Training Availability for Library Staff by State.						
	Library system provides training	State Library provides training	Library consortium provides training	Vendors provide training	Volunteers provide training	Training is provided by other sources	Training is not provided for the staff
State						
Alabama (n = 205)	34.1% ± 4.8%	41.9% ± 5.0%	20.7% ± 4.1%	14.9% ± 3.6%	11.7% ± 3.2%	29.8% ± 4.6%	27.8% ± 4.5%
Arizona (n = 27)	54.9% ± 5.1%	58.0% ± 5.0%	18.5% ± 4.0%	41.4% ± 5.0%	3.7% ± 1.9%	13.6% ± 3.5%	19.1% ± 4.0%
Arkansas (n = 43)	47.3% ± 5.1%	50.4% ± 5.1%	12.7% ± 3.4%	32.3% ± 4.7%	--	34.4% ± 4.8%	19.6% ± 4.0%
California (n = 166)	59.7% ± 4.9%	33.6% ± 4.7%	38.6% ± 4.9%	47.0% ± 5.0%	7.1% ± 2.6%	48.2% ± 5.0%	9.4% ± 2.9%
Colorado (n = 101)	39.3% ± 4.9%	10.8% ± 3.1%	25.2% ± 4.4%	23.5% ± 4.3%	10.8% ± 3.1%	35.6% ± 4.8%	25.8% ± 4.4%
Delaware (n = 19)	64.9% ± 4.9%	79.8% ± 4.1%	14.9% ± 3.7%	29.8% ± 4.7%	--	--	5.3% ± 2.3%
D.C. (n = 1)	--	--	--	100% ± 0.0%	--	100% ± 0.0%	--
Florida (n = 53)	58.3% ± 5.0%	42.4% ± 5.0%	69.6% ± 4.7%	47.6% ± 5.0%	12.5% ± 3.3%	37.4% ± 4.9%	10.9% ± 3.2%
Georgia (n = 55)	84.1% ± 3.7%	69.3% ± 4.7%	23.9% ± 4.3%	38.6% ± 4.9%	4.5% ± 2.1%	29.5% ± 4.6%	--
Idaho (n = 103)	43.9% ± 5.0%	60.7% ± 4.9%	17.9% ± 3.9%	13.1% ± 3.4%	15.3% ± 3.6%	25.3% ± 4.4%	15.3% ± 3.6%
Illinois (n = 622)	60.0% ± 4.9%	22.5% ± 4.2%	45.4% ± 5.0%	32.5% ± 4.7%	15.8% ± 3.7%	41.6% ± 4.9%	15.8% ± 3.7%
Indiana (n = 237)	55.2% ± 5.0%	29.6% ± 4.6%	36.0% ± 4.8%	32.9% ± 4.7%	11.1% ± 3.2%	43.4% ± 5.0%	17.8% ± 3.8%
Iowa (n = 537)	41.4% ± 4.9%	60.5% ± 4.9%	11.8% ± 3.2%	16.9% ± 3.8%	9.8% ± 3.0%	37.5% ± 4.8%	13.3% ± 3.4%
Kansas (n = 320)	64.4% ± 4.8%	19.0% ± 3.9%	27.0% ± 4.5%	22.3% ± 4.2%	16.7% ± 3.7%	44.0% ± 5.0%	12.5% ± 3.3%
Kentucky (n = 114)	40.4% ± 4.9%	66.3% ± 4.8%	1.6% ± 1.3%	21.0% ± 4.1%	16.2% ± 3.7%	34.3% ± 4.8%	14.6% ± 3.5%
Louisiana (n = 64)	58.5% ± 5.0%	85.0% ± 3.6%	21.5% ± 4.1%	30.4% ± 4.6%	--	20.7% ± 4.1%	3.1% ± 1.8%
Massachusetts (n = 367)	47.9% ± 5.0%	19.9% ± 4.0%	67.3% ± 4.7%	19.5% ± 4.0%	10.9% ± 3.1%	33.6% ± 4.7%	13.6% ± 3.4%
Montana (n = 79)	37.7% ± 4.9%	84.9% ± 3.6%	34.2% ± 4.8%	21.3% ± 4.1%	6.7% ± 2.5%	41.6% ± 5.0%	5.0% ± 2.2%
North Carolina (n = 64)	71.9% ± 4.5%	73.2% ± 4.5%	3.1% ± 1.8%	26.2% ± 4.4%	3.1% ± 1.8%	27.7% ± 4.5%	--

Figure 47 (cont'd). Public Library System Information Technology Training Availability for Library Staff by State.

	Library system provides training	State Library provides training	Library consortium provides training	Vendors provide training	Volunteers provide training	Training is provided by other sources	Training is not provided for the staff
State							
Nevada (n = 18)	42.3% ± 5.1%	76.0% ± 4.4%	56.8% ± 5.1%	31.2% ± 4.8%	--	49.6% ± 5.2%	6.4% ± 2.5%
New Jersey (n = 301)	51.5% ± 5.0%	26.4% ± 4.4%	75.1% ± 4.3%	32.1% ± 4.7%	7.5% ± 2.6%	23.3% ± 4.2%	9.9% ± 3.0%
New Mexico (n = 75)	54.9% ± 5.0%	76.9% ± 4.2%	4.8% ± 2.2%	33.8% ± 4.7%	4.8% ± 2.2%	37.5% ± 4.9%	4.8% ± 2.2%
North Carolina (n = 64)	71.9% ± 4.5%	73.2% ± 4.5%	3.1% ± 1.8%	26.2% ± 4.4%	3.1% ± 1.8%	27.7% ± 4.5%	--
Ohio (n = 242)	65.5% ± 4.8%	37.1% ± 4.8%	52.3% ± 5.0%	29.9% ± 4.6%	10.2% ± 3.0%	50.7% ± 5.0%	12.2% ± 3.3%
Oklahoma (n = 108)	18.8% ± 3.9%	78.3% ± 4.1%	1.2% ± 1.1%	15.8% ± 3.7%	5.8% ± 2.3%	34.4% ± 4.8%	9.2% ± 2.9%
Oregon (n = 117)	34.5% ± 4.8%	28.7% ± 4.5%	30.0% ± 4.6%	32.1% ± 4.7%	15.2% ± 3.6%	42.0% ± 5.0%	23.8% ± 4.3%
Pennsylvania (n = 448)	63.1% ± 4.8%	30.3% ± 4.6%	26.0% ± 4.4%	28.5% ± 4.5%	8.6% ± 2.8%	32.9% ± 4.7%	13.9% ± 3.5%
Rhode Island (n = 48)	41.1% ± 5.0%	59.0% ± 5.0%	65.4% ± 4.8%	16.9% ± 3.8%	7.3% ± 2.6%	22.5% ± 4.2%	4.5% ± 2.1%
South Carolina (n = 40)	61.4% ± 4.9%	90.0% ± 3.0%	9.3% ± 2.9%	43.0% ± 5.0%	--	31.5% ± 4.7%	--
Tennessee (n = 182)	30.5% ± 4.6%	62.2% ± 4.9%	10.7% ± 3.1%	17.3% ± 3.8%	7.4% ± 2.6%	36.1% ± 4.8%	11.5% ± 3.2%
Texas (n = 534)	71.6% ± 4.5%	53.2% ± 5.0%	24.6% ± 4.3%	25.0% ± 4.3%	6.8% ± 2.5%	29.7% ± 4.6%	8.3% ± 2.8%
Utah (n = 50)	29.5% ± 4.6%	87.0% ± 3.4%	3.2% ± 1.8%	25.9% ± 4.4%	7.2% ± 2.6%	16.1% ± 3.7%	6.5% ± 2.5%
Vermont (n = 184)	31.7% ± 4.7%	62.3% ± 4.9%	6.6% ± 2.5%	20.2% ± 4.0%	25.1% ± 4.4%	26.2% ± 4.4%	17.5% ± 3.8%
Virginia (n = 76)	72.5% ± 4.5%	55.8% ± 5.0%	20.7% ± 4.1%	45.6% ± 5.0%	14.6% ± 3.6%	34.5% ± 4.8%	11.0% ± 3.2%
West Virginia (n = 95)	38.5% ± 4.9%	73.8% ± 4.4%	26.9% ± 4.5%	30.3% ± 4.6%	9.5% ± 3.0%	13.0% ± 3.4%	7.4% ± 2.6%

Figure 47 (cont'd). Public Library System Information Technology Training Availability for Library Staff by State.							
	Library system provides training	**State Library provides training**	**Library consortium provides training**	**Vendors provide training**	**Volunteers provide training**	**Training is provided by other sources**	**Training is not provided for the staff**
State							
Wisconsin (n = 368)	76.2% ± 4.3%	11.6% ± 3.2%	36.3% ± 4.8%	18.0% ± 3.8%	10.5% ± 3.1%	23.2% ± 4.2%	7.3% ± 2.6%
Wyoming (n = 22)	81.8% ± 4.0%	81.8% ± 4.0%	59.1% ± 5.0%	18.2% ± 4.0%	4.5% ± 2.1%	18.2% ± 4.0%	--
National	50.6% ± 5.0% (n = 4,463)	44.2% ± 5.0% (n = 3,895)	29.8% ± 4.6% (n = 2,623)	25.3% ± 4.4% (n = 2,231)	10.6% ± 3.0% (n = 932)	33.9% ± 4.7% (n = 2,987)	12.6% ± 3.3% (n = 1,106)
Key:	* : Insufficient data to report -- : No data to report						

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 47 shows the availability of technology training for staff members by state. The library system is most likely to provide staff training in Georgia and Wyoming. The state library is most likely to provide staff training in Louisiana, Montana, South Carolina, and Utah. The library consortium is most likely to provide staff training in Florida and New Jersey. Vendors are most likely to provide staff training in California, D.C., and Florida. Volunteers are most likely to provide staff training in Kansas, Kentucky, and Vermont. Other sources are most likely to provide staff training in D.C. and Ohio. Training is most often not available to staff in Alabama and Oregon.

Figure 48a. Public Library System Staff Information Technology Training Target Topics by State.

	General computer skills	General computer software use	General technology trouble-shooting	General Internet use	Online/ Web searching	Locating local government information on the web	Locating federal government information on the web
State							
Alabama (n = 205)	34.2% ± 4.8%	45.7% ± 5.0%	47.0% ± 5.0%	39.8% ± 4.9%	45.3% ± 5.0%	23.3% ± 4.2%	28.1% ± 4.5%
Arizona (n = 27)	41.4% ± 5.0%	71.6% ± 4.6%	50.6% ± 5.1%	54.9% ± 5.1%	62.3% ± 4.9%	24.1% ± 4.4%	43.2% ± 5.1%
Arkansas (n = 43)	55.0% ± 5.0%	57.4% ± 5.0%	34.4% ± 4.8%	54.0% ± 5.0%	48.3% ± 5.1%	21.7% ± 4.2%	21.7% ± 4.2%
California (n = 166)	37.2% ± 4.9%	62.6% ± 4.9%	53.6% ± 5.0%	38.4% ± 4.9%	61.5% ± 4.9%	29.3% ± 4.6%	29.0% ± 4.6%
Colorado (n = 101)	18.0% ± 3.9%	41.0% ± 4.9%	42.4% ± 5.0%	48.1% ± 5.0%	36.9% ± 4.9%	35.4% ± 4.8%	34.2% ± 4.8%
Delaware (n = 19)	--	79.8% ± 4.1%	14.9% ± 3.7%	20.2% ± 4.1%	79.8% ± 4.1%	14.9% ± 3.7%	--
D.C. (n = 1)	100% ± 0.0%	100% ± 0.0%	--	--	100% ± 0.0%	--	--
Florida (n = 53)	33.7% ± 4.8%	72.4% ± 4.5%	53.8% ± 5.0%	59.6% ± 5.0%	57.9% ± 5.0%	27.8% ± 4.5%	21.6% ± 4.2%
Georgia (n = 55)	80.7% ± 4.0%	79.5% ± 4.1%	72.7% ± 4.5%	69.3% ± 4.7%	72.7% ± 4.5%	43.2% ± 5.0%	34.1% ± 4.8%
Idaho (n = 103)	31.6% ± 4.7%	49.0% ± 5.0%	39.4% ± 4.9%	41.2% ± 5.0%	49.5% ± 5.0%	16.3% ± 3.7%	29.0% ± 4.6%
Illinois (n = 622)	30.6% ± 4.6%	46.6% ± 5.0%	42.6% ± 5.0%	42.8% ± 5.0%	43.6% ± 5.0%	28.3% ± 4.5%	36.0% ± 4.8%
Indiana (n = 237)	39.5% ± 4.9%	60.5% ± 4.9%	41.2% ± 4.9%	53.2% ± 5.0%	48.2% ± 5.0%	26.7% ± 4.4%	28.1% ± 4.5%
Iowa (n = 537)	44.9% ± 5.0%	51.6% ± 5.0%	54.7% ± 5.0%	59.2% ± 4.9%	50.7% ± 5.0%	23.4% ± 4.2%	19.1% ± 3.9%
Kansas (n = 320)	41.5% ± 4.9%	63.0% ± 4.8%	62.5% ± 4.9%	59.7% ± 4.9%	57.4% ± 5.0%	27.3% ± 4.5%	23.6% ± 4.3%
Kentucky (n = 114)	52.3% ± 5.0%	74.9% ± 4.4%	43.8% ± 5.0%	59.7% ± 4.9%	58.9% ± 4.9%	38.2% ± 4.9%	35.0% ± 4.8%
Louisiana (n = 64)	56.3% ± 5.0%	80.7% ± 4.0%	52.1% ± 5.0%	74.7% ± 4.4%	75.3% ± 4.4%	26.5% ± 4.5%	35.6% ± 4.8%
Massachusetts (n = 367)	38.4% ± 4.9%	60.6% ± 4.9%	46.6% ± 5.0%	41.7% ± 4.9%	53.4% ± 5.0%	23.5% ± 4.2%	25.6% ± 4.4%
Montana (n = 79)	29.3% ± 4.6%	59.1% ± 5.0%	57.8% ± 5.0%	55.0% ± 5.0%	47.8% ± 5.0%	29.2% ± 4.6%	37.6% ± 4.9%

Figure 48a. Public Library System Staff Information Technology Training Target Topics by State.						
	General computer skills	**General computer software use**	**General technology trouble-shooting**	**General Internet use**	**Online/ Web searching**	**Locating local government information on the web**	**Locating federal government information on the web**
State						
Nevada (n = 18)	36.8% ± 5.0%	62.4% ± 5.0%	56.0% ± 5.1%	68.8% ± 4.8%	63.2% ± 5.0%	31.2% ± 4.8%	50.4% ± 5.2%
New Jersey (n = 301)	49.2% ± 5.0%	62.9% ± 4.8%	53.4% ± 5.0%	54.6% ± 5.0%	57.5% ± 5.0%	18.7% ± 3.9%	24.1% ± 4.3%
New Mexico (n = 75)	52.8% ± 5.0%	80.4% ± 4.0%	40.7% ± 5.0%	53.3% ± 5.0%	51.2% ± 5.0%	38.3% ± 4.9%	35.3% ± 4.8%
North Carolina (n = 64)	29.5% ± 4.6%	54.5% ± 5.0%	59.2% ± 5.0%	65.6% ± 4.8%	70.3% ± 4.6%	23.0% ± 4.2%	23.0% ± 4.2%
Ohio (n = 242)	58.1% ± 4.9%	62.9% ± 4.8%	53.3% ± 5.0%	60.7% ± 4.9%	65.0% ± 4.8%	37.0% ± 4.8%	36.3% ± 4.8%
Oklahoma (n = 108)	45.7% ± 5.0%	66.4% ± 4.8%	47.1% ± 5.0%	54.8% ± 5.0%	54.7% ± 5.0%	34.2% ± 4.8%	43.3% ± 5.0%
Oregon (n = 117)	35.3% ± 4.8%	35.1% ± 19.5%	43.3% ± 20.8%	50.5% ± 6.2%	46.4% ± 5.0%	17.2% ± 3.8%	19.1% ± 4.0%
Pennsylvania (n = 448)	37.4% ± 4.8%	59.4% ± 4.9%	41.5% ± 4.9%	45.2% ± 5.0%	42.2% ± 5.0%	23.7% ± 4.3%	23.1% ± 4.2%
Rhode Island (n = 48)	34.9% ± 4.8%	64.1% ± 4.9%	49.2% ± 5.0%	34.9% ± 4.8%	49.1% ± 5.1%	29.3% ± 4.6%	17.1% ± 3.8%
South Carolina (n = 40)	28.0% ± 4.6%	66.6% ± 4.8%	26.2% ± 4.5%	68.3% ± 4.7%	73.0% ± 4.5%	27.4% ± 4.5%	30.2% ± 4.7%
Tennessee (n = 182)	40.4% ± 4.9%	39.9% ± 4.9%	60.4% ± 4.9%	57.8% ± 5.0%	63.5% ± 4.8%	21.8% ± 4.1%	28.2% ± 4.5%
Texas (n = 534)	46.8% ± 5.0%	62.0% ± 4.9%	52.0% ± 5.0%	59.3% ± 4.9%	57.1% ± 5.0%	23.5% ± 4.2%	26.3% ± 4.4%
Utah (n = 50)	27.5% ± 8.0%	43.2% ± 23.0%	42.1% ± 24.8%	67.2% ± 5.1%	70.0% ± 4.6%	48.6% ± 5.1%	44.9% ± 5.0%
Vermont (n = 184)	38.3% ± 4.9%	37.7% ± 4.9%	34.4% ± 4.8%	53.6% ± 5.0%	54.6% ± 5.0%	19.7% ± 4.0%	18.6% ± 3.9%
Virginia (n = 76)	34.2% ± 4.8%	63.7% ± 4.8%	42.3% ± 5.0%	41.7% ± 5.0%	55.2% ± 5.0%	31.3% ± 4.7%	39.3% ± 4.9%
West Virginia (n = 95)	50.0% ± 5.0%	57.4% ± 5.0%	51.6% ± 5.0%	64.8% ± 4.8%	54.7% ± 5.0%	35.9% ± 4.8%	33.0% ± 4.7%

Figure 48a. Public Library System Staff Information Technology Training Target Topics by State.							
	General computer skills	**General computer software use**	**General technology trouble-shooting**	**General Internet use**	**Online/ Web searching**	**Locating local government information on the web**	**Locating federal government information on the web**
State							
Wisconsin (n = 368)	34.3% ± 4.8%	54.1% ± 5.0%	47.4% ± 5.0%	51.0% ± 5.0%	50.5% ± 5.0%	26.6% ± 4.4%	25.4% ± 4.4%
Wyoming (n = 22)	40.9% ± 5.0%	59.1% ± 5.0%	59.1% ± 5.0%	54.5% ± 5.1%	36.4% ± 4.9%	18.2% ± 4.0%	22.7% ± 4.3%
National	39.8% ± 4.9% (n = 3,504)	54.5% ± 5.9% (n = 4,801)	47.9% ± 6.0% (n = 4,224)	51.2% ± 5.0% (n = 4,511)	51.3% ± 5.0% (n = 4,525)	26.3% ± 4.4% (n = 2,322)	27.9% ± 4.5% (n = 2,456)
Key:	* : Insufficient data to report -- : No data to report						

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 48a is the first of two figures displaying the topics covered in technology training for library staff. Training is most likely to include general computer skills in D.C. and Louisiana. Training is most likely to include general computer software use in D.C., Louisiana, and New Mexico. Training is most likely to include general technology trouble-shooting in Georgia, Kansas, and Tennessee. Training is most likely to include general Internet use in Louisiana, Nevada, and South Carolina. Training is most likely to include online/Web searching in Delaware, D.C., and Louisiana. Training is most likely to include locating local government information on the Web in Georgia and Utah. Training is most likely to include locating federal government information on the Web in Arizona, Oklahoma, and Utah.

Figure 48b. Public Library System Staff Information Technology Training Target Topics by State.

State	Using online databases	Technology planning and management	Professional responsibility and the Internet	Helping the public use the Internet	Using Online Public Access Catalogs	Other
Alabama (n = 205)	55.2% ± 5.0%	16.4% ± 3.7%	9.9% ± 3.0%	44.9% ± 5.0%	42.6% ± 5.0%	21.4% ± 4.1%
Arizona (n = 27)	56.2% ± 5.1%	21.0% ± 4.2%	30.2% ± 4.7%	54.9% ± 5.1%	53.1% ± 5.1%	--
Arkansas (n = 43)	64.3% ± 4.9%	5.7% ± 2.3%	11.4% ± 3.2%	59.7% ± 5.0%	58.7% ± 5.0%	5.7% ± 2.3%
California (n = 166)	62.6% ± 4.9%	13.2% ± 3.4%	10.4% ± 3.1%	46.7% ± 5.0%	49.2% ± 5.0%	19.3% ± 4.0%
Colorado (n = 101)	40.5% ± 4.9%	21.6% ± 4.1%	8.7% ± 2.8%	44.8% ± 5.0%	35.7% ± 4.8%	25.7% ± 4.4%
Delaware (n = 19)	94.7% ± 2.3%	14.9% ± 3.7%	--	64.9% ± 4.9%	44.7% ± 5.1%	14.9% ± 3.7%
D.C. (n = 1)	--	--	--	--	--	--
Florida (n = 53)	72.4% ± 4.5%	35.6% ± 4.8%	7.6% ± 2.7%	58.9% ± 5.0%	53.7% ± 5.0%	23.1% ± 4.3%
Georgia (n = 55)	73.9% ± 4.4%	19.3% ± 4.0%	19.3% ± 4.0%	82.9% ± 3.8%	72.7% ± 4.5%	15.9% ± 3.7%
Idaho (n = 103)	61.0% ± 4.9%	15.3% ± 3.6%	15.3% ± 3.6%	46.3% ± 5.0%	45.1% ± 5.0%	21.1% ± 4.1%
Illinois (n = 622)	52.2% ± 5.0%	25.7% ± 4.4%	13.2% ± 3.4%	31.9% ± 4.7%	61.6% ± 4.9%	31.1% ± 4.6%
Indiana (n = 237)	57.0% ± 5.0%	8.5% ± 2.8%	6.7% ± 2.5%	57.3% ± 5.0%	57.5% ± 5.0%	15.5% ± 3.6%
Iowa (n = 537)	50.0% ± 5.0%	21.7% ± 4.1%	18.4% ± 3.9%	57.6% ± 5.0%	26.7% ± 4.4%	14.6% ± 3.5%
Kansas (n = 320)	54.6% ± 5.0%	37.5% ± 4.9%	22.4% ± 4.2%	47.7% ± 5.0%	33.4% ± 4.7%	18.8% ± 3.9%
Kentucky (n = 114)	51.4% ± 5.0%	12.1% ± 3.3%	7.3% ± 2.6%	50.1% ± 5.0%	38.6% ± 4.9%	18.4% ± 3.9%
Louisiana (n = 64)	90.2% ± 3.0%	10.7% ± 3.1%	16.9% ± 3.8%	66.8% ± 4.8%	59.5% ± 5.0%	3.0% ± 1.7%
Massachusetts (n = 367)	70.6% ± 4.6%	31.5% ± 4.7%	16.2% ± 3.7%	38.9% ± 4.9%	62.4% ± 4.9%	24.2% ± 4.3%
Montana (n = 79)	74.8% ± 4.4%	21.3% ± 4.1%	20.8% ± 4.1%	73.5% ± 4.4%	58.4% ± 5.0%	9.7% ± 3.0%
Nevada (n = 18)	88.0% ± 3.3%	19.2% ± 4.1%	12.8% ± 3.4%	68.8% ± 4.8%	74.4% ± 4.5%	12.0% ± 3.3%
New Jersey (n = 301)	61.6% ± 4.9%	23.7% ± 4.3%	8.9% ± 2.9%	36.6% ± 4.8%	50.9% ± 5.0%	23.5% ± 4.3%
New Mexico (n = 75)	65.4% ± 4.8%	12.9% ± 3.4%	21.2% ± 4.1%	57.4% ± 5.0%	36.2% ± 4.8%	19.6% ± 4.0%
North Carolina (n = 64)	81.1% ± 4.0%	10.9% ± 3.2%	15.8% ± 3.7%	51.6% ± 5.0%	50.0% ± 5.0%	7.8% ± 2.7%
Ohio (n = 242)	61.9% ± 4.9%	25.1% ± 4.4%	12.2% ± 3.3%	52.4% ± 5.0%	53.8% ± 5.0%	20.0% ± 4.0%

Figure 48b (cont'd). Public Library System Staff Information Technology Training Target Topics by State.

	Using online databases	Technology planning and management	Professional responsibility and the Internet	Helping the public use the Internet	Using Online Public Access Catalogs	Other
State						
Oklahoma (n = 108)	67.7% ± 4.7%	19.7% ± 4.0%	25.3% ± 4.4%	60.6% ± 4.9%	48.8% ± 5.0%	18.3% ± 3.9%
Oregon (n = 117)	52.5% ± 5.0%	22.2% ± 4.2%	13.1% ± 3.4%	50.1% ± 5.0%	52.1% ± 5.0%	10.7% ± 3.1%
Pennsylvania (n = 448)	58.5% ± 4.9%	19.2% ± 3.9%	11.0% ± 3.1%	41.6% ± 4.9%	48.6% ± 5.0%	22.4% ± 4.2%
Rhode Island (n = 48)	60.6% ± 4.9%	28.9% ± 4.6%	14.8% ± 3.6%	49.7% ± 5.1%	66.0% ± 4.8%	26.9% ± 4.5%
South Carolina (n = 40)	78.8% ± 4.1%	14.3% ± 3.5%	15.0% ± 3.6%	49.3% ± 5.1%	46.7% ± 5.1%	17.3% ± 3.8%
Tennessee (n = 182)	45.2% ± 5.0%	34.8% ± 4.8%	38.2% ± 4.9%	60.3% ± 4.9%	40.0% ± 4.9%	24.9% ± 4.3%
Texas (n = 534)	77.1% ± 4.2%	26.1% ± 4.4%	23.9% ± 4.3%	55.4% ± 5.0%	40.6% ± 4.9%	9.8% ± 3.0%
Utah (n = 50)	80.1% ± 4.0%	10.5% ± 3.1%	16.6% ± 3.8%	66.3% ± 4.8%	39.2% ± 4.9%	8.5% ± 2.8%
Vermont (n = 184)	56.8% ± 5.0%	17.5% ± 3.8%	10.9% ± 3.1%	45.4% ± 5.0%	45.4% ± 5.0%	15.3% ± 3.6%
Virginia (n = 76)	66.2% ± 4.8%	10.1% ± 3.0%	10.7% ± 3.1%	54.8% ± 5.0%	54.8% ± 5.0%	22.5% ± 4.2%
West Virginia (n = 95)	63.7% ± 4.8%	19.6% ± 4.0%	27.3% ± 4.5%	50.3% ± 5.0%	66.4% ± 4.8%	18.5% ± 3.9%
Wisconsin (n = 368)	52.4% ± 5.0%	19.7% ± 4.0%	13.7% ± 3.5%	46.1% ± 5.0%	61.1% ± 4.9%	22.1% ± 4.2%
Wyoming (n = 22)	95.5% ± 2.1%	--	4.5% ± 2.1%	63.6% ± 4.9%	45.5% ± 5.1%	--
National	59.9% ± 4.9% (n = 5,275)	21.7% ± 4.1% (n = 1,916)	15.4% ± 3.6% (n = 1,356)	49.5% ± 5.0% (n = 4,358)	47.6% ± 5.0% (n = 4,191)	19.5% ± 4.0% (n = 1,717)
Key:	* : Insufficient data to report -- : No data to report					

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 48b is the second of two figures displaying the topics covered in technology training for library staff. Training is most likely to include using online databases in Delaware, Louisiana, and Wyoming. Training is most likely to include technology planning and management in Florida, Kansas, and Tennessee. Training is most likely to include professional responsibility and the Internet in Arizona and Tennessee. Training is most likely to include helping the public use the Internet in Georgia and Montana. Training is most likely to include using online public access catalogs in Nevada and Georgia. Training is most likely to include other topics in Illinois and Rhode Island.

Figure 49. Public Library System Hardware Upgrade Schedule by State.

	No set schedule	Every year	Every two years	Every three years	Every four years	More than four years
State						
Alabama (n = 205)	76.8% ± 4.2%	0.6%% ±0.8%	-	9.2% ± 2.9%	10.1% ± 3.0%	3.3% ± 1.8%
Arizona (n = 27)	34.0% ± 4.8%	7.4% ± 2.7%	13.6% ± 3.5%	--	14.8% ± 3.6%	30.2% ± 4.7%
Arkansas (n = 43)	41.3% ± 5.0%	--	--	15.0% ± 3.6%	16.0% ± 3.7%	27.7% ± 4.5%
California (n = 166)	54.7% ± 5.0%	--	3.8% ± 1.9%	25.3% ± 4.4%	11.7% ± 3.2%	4.6% ± 2.1%
Colorado (n = 101)	56.9% ± 5.0%	23.5% ± 6.2%	--	16.0% ± 3.7%	14.7% ± 3.6%	6.2% ± 2.4%
Delaware (n = 19)	44.7% ± 5.1%	--	--	55.3% ± 5.1%	--	--
D.C. (n = 1)	100% ± 0.0%	--	--	--	--	--
Florida (n = 53)	54.9% ± 5.0%	5.9% ± 2.4%	4.5% ± 2.1%	23.9% ± 4.3%	10.8% ± 3.1%	--
Georgia (n = 55)	39.8% ± 4.9%	11.4% ± 3.2%	--	29.5% ± 4.6%	19.3% ± 4.0%	--
Idaho (n = 103)	82.4% ± 3.8%	--	--	7.0% ± 2.6%	8.0% ± 2.7%	2.6% ± 1.6%
Illinois (n = 622)	71.0% ± 4.5%	2.0% ± 1.4%	0.9% ± 0.9%	9.7% ± 3.0%	11.2% ± 3.2%	5.2% ± 2.2%
Indiana (n = 237)	53.5% ± 5.0%	3.7% ± 1.9%	1.8% ± 1.3%	24.7% ± 4.3%	12.7% ± 3.3%	3.6% ± 1.9%
Iowa (n = 537)	81.9% ± 3.9%	2.1% ± 1.4%	*	6.8% ± 2.5%	6.0% ± 2.4%	2.9% ± 1.7%
Kansas (n = 320)	67.6% ± 4.7%	1.4% ± 1.2%	1.4% ± 1.2%	19.0% ± 3.9%	9.3% ± 2.9%	1.4% ± 1.2%
Kentucky (n = 114)	71.8% ± 4.5%	3.2% ± 1.8%	--	6.1% ± 2.4%	*	18.0% ± 3.7%
Louisiana (n = 64)	66.7% ± 4.8%	6.1% ± 2.4%	--	13.4% ± 3.4%	12.2% ± 3.3%	1.6% ± 1.3%
Massachusetts (n = 367)	80.0% ± 4.0%	1.0% ± 1.0%	1.0% ± 1.0%	7.1% ± 2.6%	4.8% ± 2.2%	6.0% ± 2.4%
Montana (n = 79)	83.7% ± 3.7%	--	--	9.6% ± 3.0%	1.7% ± 1.3%	5.0% ± 2.2%
Nevada (n = 18)	68.0% ± 4.0%	--	--	12.8% ± 3.4%	6.4% ± 2.5%	12.8% ± 3.4%
New Jersey (n = 301)	76.4% ± 4.3%	3.9% ± 1.2%	1.0% ± 1.0%	12.8% ± 3.3%	3.0% ± 1.7%	3.0% ± 1.7%

Figure 49 (cont'd). Public Library System Hardware Upgrade Schedule by State.

	No set schedule	Every year	Every two years	Every three years	Every four years	More than four years
State						
New Mexico (n = 75)	40.2% ± 4.9%	--	--	18.0% ± 3.9%	27.3% ± 4.5%	14.5% ± 3.6%
North Carolina (n = 64)	29.9% ± 4.6%	--	3.1% ± 1.8%	34.4% ± 4.8%	15.6% ± 3.7%	17.0% ± 3.8%
Ohio (n = 242)	18.2% ± 3.9%	27.2% ± 4.5%	35.1% ± 4.8%	34.8% ± 4.8%	3.0% ± 1.7%	25.4% ± 4.4%
Oklahoma (n = 108)	5.2% ± 2.2%	10.0% ± 3.0%	42.3% ± 5.0%	24.4% ± 4.3%	5.8% ± 2.4%	36.0% ± 4.8%
Oregon (n = 117)	10.6% ± 3.1%	19.5% ± 4.0%	41.9% ± 5.0%	28.1% ± 4.5%	2.3% ± 1.5%	26.1% ± 4.4%
Pennsylvania (n = 448)	18.1% ± 3.9%	12.8% ± 3.4%	28.8% ± 4.5%	22.6% ± 4.2%	4.5% ± 2.1%	37.8% ± 4.9%
Rhode Island (n = 48)	14.6% ± 3.6%	27.2% ± 4.5%	52.1% ± 5.1%	14.7% ± 3.6%	2.6% ± 1.6%	19.1% ± 4.0%
South Carolina (n = 40)	25.6% ± 4.4%	31.2% ± 4.7%	24.9% ± 4.4%	27.7% ± 4.5%	--	34.9% ± 4.8%
Tennessee (n = 182)	13.9% ± 3.5%	8.5% ± 2.8%	37.8% ± 4.9%	25.8% ± 4.4%	3.0% ± 1.7%	33.8% ± 4.7%
Texas (n = 534)	15.1% ± 3.6%	8.4% ± 2.8%	38.5% ± 4.9%	27.1% ± 4.5%	3.7% ± 1.9%	31.5% ± 4.7%
Utah (n = 50)	7.2% ± 2.6%	8.5% ± 2.8%	42.1% ± 5.0%	32.8% ± 4.7%	10.1% ± 3.1%	50.7% ± 5.1%
Vermont (n = 184)	2.2% ± 1.5%	8.7% ± 2.8%	60.1% ± 4.9%	20.2% ± 4.0%	10.9% ± 3.1%	18.6% ± 3.9%
Virginia (n = 76)	22.8% ± 4.2%	21.5% ± 4.1%	29.3% ± 4.6%	32.3% ± 4.7%	--	18.2% ± 3.9%
West Virginia (n = 95)	6.9% ± 2.5%	4.8% ± 2.1%	44.5% ± 5.0%	19.5% ± 4.0%	2.1% ± 1.4%	39.5% ± 4.9%
Wisconsin (n = 368)	8.2% ± 2.8%	11.7% ± 3.2%	37.7% ± 4.9%	37.8% ± 4.9%	5.1% ± 2.2%	32.7% ± 4.7%
Wyoming (n = 22)	18.2% ± 4.0%	4.5% ± 2.1%	63.6% ± 4.9%	18.2% ± 4.0%	--	36.4% ± 4.9%
National (n=8,813)	69.9% ± 4.6%	2.1% ± 1.4%	1.6% ± 1.2%	13.2% ± 3.4%	8.3% ± 2.8%	5.0% ± 2.2%
Key:	* : Insufficient data to report -- : No data to report					

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 49 displays the system hardware upgrade schedule by state. The majority (69.9%) of libraries have no set schedule to upgrade hardware. Libraries in D.C., Montana, and Idaho are most likely to have no set schedule. Libraries in South Carolina are most likely to have a schedule to upgrade every year. Libraries in Vermont are most likely to have a schedule to upgrade every two years. Libraries in Delaware are most likely to have a schedule to upgrade every three years. Libraries in Georgia are most likely to have a schedule to upgrade every four years. Libraries in Utah are most likely to have a set schedule of greater than four years.

Figure 50. Public Library System Software Upgrade Schedule by State.

	No set schedule	Every year	Every two years	Every three years	Every four years	Greater than four Years	As distributed and recommended by software vendors
State							
Alabama (n = 205)	88.7% ± 3.2%	0.6% ± 0.8%	1.9% ± 1.4%	--	1.7% ± 1.3%	--	7.1% ± 2.6%
Arizona (n = 27)	43.2% ± 5.1%	35.8% ± 4.9%	--	--	--	--	21.0% ± 4.2%
Arkansas (n = 43)	66.7% ± 4.8%	--	--	--	4.7% ± 2.1%	5.7% ± 2.3%	23.0% ± 4.3%
California (n = 166)	61.6% ± 4.9%	3.5% ± 1.8%	3.3% ± 1.8%	--	3.3% ± 1.8%	2.4% ± 1.6%	26.0% ± 4.4%
Colorado (n = 101)	78.9% ± 4.1%	2.6% ± 1.6%	--	--	3.6% ± 1.9%	--	14.9% ± 3.6%
Delaware (n = 19)	79.8% ± 4.1%	14.9% ± 3.7%	--	--	--	--	5.3% ± 2.3%
D.C. (n = 1)	100% ± 0.0%	--	--	--	--	--	--
Florida (n = 53)	75.4% ± 4.4%	--	--	--	--	--	24.6% ± 4.4%
Georgia (n = 55)	60.2% ± 4.9%	14.8% ± 3.6%	14.8% ± 3.6%	--	--	--	10.2% ± 3.1%
Idaho (n = 103)	84.9% ± 3.6%	--	4.5% ± 2.1%	--	--	--	10.6% ± 3.1%
Illinois (n = 622)	81.5% ± 3.9%	2.9% ± 1.7%	*	--	1.4% ± 1.2%	*	12.8% ± 3.3%
Indiana (n = 237)	67.2% ± 4.7%	8.6% ± 2.8%	--	--	3.0% ± 1.7%	--	21.2% ± 4.1%
Iowa (n = 537)	82.4% ± 3.8%	4.0% ± 2.0%	1.1% ± 1.1%	--	2.0% ± 1.4%	*	10.2% ± 3.0%
Kansas (n = 320)	79.3% ± 4.1%	4.5% ± 2.1%	1.4% ± 1.2%	--	1.4% ± 1.2%	--	13.4% ± 3.4%
Kentucky (n = 114)	78.8% ± 4.1%	--	--	--	5.0% ± 2.2%	4.1% ± 2.0%	12.1% ± 3.3%
Louisiana (n = 64)	79.2% ± 4.1%	7.6% ± 2.7%	--	--	--	1.6% ± 1.3%	11.6% ± 3.2%
Massachusetts (n = 367)	80.3% ± 4.0%	2.1% ± 1.4%	1.0% ± 1.0%	--	--	--	16.6% ± 3.7%
Montana (n = 79)	88.2% ± 3.2%	1.7% ± 1.3%	--	--	--	3.4% ± 1.8%	6.7% ± 2.5%
Nevada (n = 18)	61.6% ± 5.0%	--	--	--	--	--	38.4% ± 5.0%
New Jersey (n = 301)	74.7% ± 4.4%	2.0% ± 1.4%	1.0% ± 1.0%	--	--	1.0% ± 1.0%	21.4% ± 4.1%
New Mexico (n = 75)	53.1% ± 5.0%	2.4% ± 1.5%	--	--	4.8% ± 2.2%	3.2% ± 1.8%	36.5% ± 4.9%
North Carolina (n = 64)	70.1% ± 4.6%	--	3.1% ± 1.8%	--	--	10.9% ± 3.2%	15.8% ± 3.7%
Ohio (n = 242)	18.1% ± 3.9%	12.8% ± 3.4%	28.8% ± 4.5%	22.6% ± 4.2%	4.5% ± 2.1%	37.8% ± 4.9%	7.1% ± 2.6%

Figure 50. Public Library System Software Upgrade Schedule by State.							
	No set schedule	Every year	Every two years	Every three years	Every four years	Greater than four Years	As distributed and recommended by software vendors
State							
Oklahoma (n = 108)	14.6% ± 3.6%	27.2% ± 4.5%	52.1% ± 5.1%	14.7% ± 3.6%	2.6% ± 1.6%	19.1% ± 4.0%	7.1% ± 2.6%
Oregon (n = 117)	88.7% ± 3.2%	0.6% ± 0.8%	1.9% ± 1.4%	-	1.7% ± 1.3%	-	7.1% ± 2.6%
Pennsylvania (n = 448)	18.2% ± 3.9%	27.2% ± 4.5%	35.1% ± 4.8%	34.8% ± 4.8%	3.0% ± 1.7%	25.4% ± 4.4%	7.1% ± 2.6%
Rhode Island (n = 48)	5.2% ± 2.2%	10.0% ± 3.0%	42.3% ± 5.0%	24.4% ± 4.3%	5.8% ± 2.4%	36.0% ± 4.8%	7.1% ± 2.6%
South Carolina (n = 40)	10.6% ± 3.1%	19.5% ± 4.0%	41.9% ± 5.0%	28.1% ± 4.5%	2.3% ± 1.5%	26.1% ± 4.4%	7.1% ± 2.6%
Tennessee (n = 182)	18.1% ± 3.9%	12.8% ± 3.4%	28.8% ± 4.5%	22.6% ± 4.2%	4.5% ± 2.1%	37.8% ± 4.9%	7.1% ± 2.6%
Texas (n = 534)	14.6% ± 3.6%	27.2% ± 4.5%	52.1% ± 5.1%	14.7% ± 3.6%	2.6% ± 1.6%	19.1% ± 4.0%	7.1% ± 2.6%
Utah (n = 50)	88.7% ± 3.2%	0.6% ± 0.8%	1.9% ± 1.4%	-	1.7% ± 1.3%	-	7.1% ± 2.6%
Vermont (n = 184)	18.2% ± 3.9%	27.2% ± 4.5%	35.1% ± 4.8%	34.8% ± 4.8%	3.0% ± 1.7%	25.4% ± 4.4%	7.1% ± 2.6%
Virginia (n = 76)	5.2% ± 2.2%	10.0% ± 3.0%	42.3% ± 5.0%	24.4% ± 4.3%	5.8% ± 2.4%	36.0% ± 4.8%	7.1% ± 2.6%
West Virginia (n = 95)	10.6% ± 3.1%	19.5% ± 4.0%	41.9% ± 5.0%	28.1% ± 4.5%	2.3% ± 1.5%	26.1% ± 4.4%	7.1% ± 2.6%
Wisconsin (n = 368)	18.1% ± 3.9%	12.8% ± 3.4%	28.8% ± 4.5%	22.6% ± 4.2%	4.5% ± 2.1%	37.8% ± 4.9%	7.1% ± 2.6%
Wyoming (n = 22)	14.6% ± 3.6%	27.2% ± 4.5%	52.1% ± 5.1%	14.7% ± 3.6%	2.6% ± 1.6%	19.1% ± 4.0%	7.1% ± 2.6%
National (n=8,813)	77.4% ± 4.2%	3.5% ± 1.8%	1.6% ± 1.2%	--	1.3% ± 1.1%	1.1% ± 1.1%	15.1% ± 1.1%
Key:	* : Insufficient data to report -- : No data to report						

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 50 shows the system software upgrade schedule by state. The majority (77.4%) of libraries have no set schedule to upgrade software. Libraries in Alabama, D.C., Montana, Oregon, and Utah are most likely to have no set schedule. Libraries in Oklahoma, Pennsylvania, Texas, Vermont, and Wyoming are most likely to have a schedule to upgrade every year. Libraries in Oklahoma, Texas, and Wyoming are most likely to have a schedule to upgrade every two years. Libraries in Pennsylvania and Vermont are most likely to have a schedule to upgrade every three years. Libraries in Rhode Island and Virginia are most likely to have a schedule to upgrade every four years. Libraries in Ohio and Wisconsin are most likely to have a set schedule of greater than four years. Libraries in New Mexico and Nevada are most likely to upgrade when the vendor recommends or distributes new software.

Figure 51. Public Library System Connection Speed Upgrade Schedule by State.						
	No set schedule	Every year	Every two years	Every three years	Every four years	More than four years
State						
Alabama (n = 205)	100.0% ± 0.0%	--	--	--	--	--
Arizona (n = 27)	79.0% ± 4.2%	21.0% ± 4.2%	--	--	--	--
Arkansas (n = 43)	88.6% ± 3.2%	--	--	5.7% ± 2.3%	--	5.7% ± 2.3%
California (n = 166)	92.4% ± 2.7%	1.1% ± 1.1%	1.3% ± 1.2%	2.7% ± 1.6%	--	2.4% ± 1.5%
Colorado (n = 101)	96.4% ± 1.9%	--	--	--	3.6% ± 1.9%	--
Delaware (n = 19)	100% ± 0.0%	--	--	--	--	--
D.C. (n = 1)	100% ± 0.0%	--	--	--	--	--
Florida (n = 53)	95.0% ± 2.2%	1.9% ± 1.4%	--	3.1% ± 1.8%	--	--
Georgia (n = 55)	94.3% ± 2.3%	--	--	5.7% ± 2.3%	--	--
Idaho (n = 103)	94.9% ± 2.2%	--	2.6% ± 1.6%	2.6% ± 1.6%	--	--
Illinois (n = 622)	96.3% ± 1.9%	1.3% ± 1.1%	--	1.6% ± 1.2%	*	*
Indiana (n = 237)	100.0% ± 0.0%	--	--	--	--	--
Iowa (n = 537)	97.1% ± 1.7%	1.4% ± 1.2%	--	0.9% ± 0.9%	*	*
Kansas (n = 320)	92.1% ± 2.7%	--	2.8% ± 1.7%	5.1% ± 2.2%	--	--
Kentucky (n = 114)	91.8% ± 2.8%	--	--	4.1% ± 2.0%	--	4.1% ± 2.0%
Louisiana (n = 64)	88.5% ± 3.2%	--	--	--	3.6% ± 1.9%	7.8% ± 2.7%
Massachusetts (n = 367)	98.6% ± 1.2%	--	--	2.0% ± 1.0%	--	*
Montana (n = 79)	95.0% ± 2.2%	--	--	3.4% ± 1.8%	--	1.7% ± 1.3%
Nevada (n = 18)	100.0% ± 0.0%	--	--	--	--	--

Figure 51 (cont'd). Public Library System Connection Speed Upgrade Schedule by State.						
	No set schedule	Every year	Every two years	Every three years	Every four years	More than four years
State						
New Jersey (n = 301)	97.4% ± 1.6%	1.0% ± 1.0%	*	--	--	1.0% ± 1.0%
New Mexico (n = 75)	88.5% ± 3.2%	4.5% ± 2.1%	--	2.4% ± 1.5%	1.3% ± 1.2%	3.2% ± 1.8%
North Carolina (n = 64)	93.9% ± 2.4%	--	6.1% ± 2.4%	--	--	--
Ohio (n = 242)	18.2% ± 3.9%	27.2% ± 4.5%	35.1% ± 4.8%	34.8% ± 4.8%	3.0% ± 1.7%	25.4% ± 4.4%
Oklahoma (n = 108)	5.2% ± 2.2%	10.0% ± 3.0%	42.3% ± 5.0%	24.4% ± 4.3%	5.8% ± 2.4%	36.0% ± 4.8%
Oregon (n = 117)	10.6% ± 3.1%	19.5% ± 4.0%	41.9% ± 5.0%	28.1% ± 4.5%	2.3% ± 1.5%	26.1% ± 4.4%
Pennsylvania (n = 448)	18.1% ± 3.9%	12.8% ± 3.4%	28.8% ± 4.5%	22.6% ± 4.2%	4.5% ± 2.1%	37.8% ± 4.9%
Rhode Island (n = 48)	14.6% ± 3.6%	27.2% ± 4.5%	52.1% ± 5.1%	14.7% ± 3.6%	2.6% ± 1.6%	19.1% ± 4.0%
South Carolina (n = 40)	25.6% ± 4.4%	31.2% ± 4.7%	24.9% ± 4.4%	27.7% ± 4.5%	--	34.9% ± 4.8%
Tennessee (n = 182)	13.9% ± 3.5%	8.5% ± 2.8%	37.8% ± 4.9%	25.8% ± 4.4%	3.0% ± 1.7%	33.8% ± 4.7%
Texas (n = 534)	15.1% ± 3.6%	8.4% ± 2.8%	38.5% ± 4.9%	27.1% ± 4.5%	3.7% ± 1.9%	31.5% ± 4.7%
Utah (n = 50)	7.2% ± 2.6%	8.5% ± 2.8%	42.1% ± 5.0%	32.8% ± 4.7%	10.1% ± 3.1%	50.7% ± 5.1%
Vermont (n = 184)	2.2% ± 1.5%	8.7% ± 2.8%	60.1% ± 4.9%	20.2% ± 4.0%	10.9% ± 3.1%	18.6% ± 3.9%
Virginia (n = 76)	22.8% ± 4.2%	21.5% ± 4.1%	29.3% ± 4.6%	32.3% ± 4.7%	--	18.2% ± 3.9%
West Virginia (n = 95)	6.9% ± 2.5%	4.8% ± 2.1%	44.5% ± 5.0%	19.5% ± 4.0%	2.1% ± 1.4%	39.5% ± 4.9%

Figure 51 (cont'd). Public Library System Connection Speed Upgrade Schedule by State.

	No set schedule	Every year	Every two years	Every three years	Every four years	More than four years
State						
Wisconsin (n = 368)	8.2% ± 2.8%	11.7% ± 3.2%	37.7% ± 4.9%	37.8% ± 4.9%	5.1% ± 2.2%	32.7% ± 4.7%
Wyoming (n = 22)	18.2% ± 4.0%	4.5% ± 2.1%	63.6% ± 4.9%	18.2% ± 4.0%	--	36.4% ± 4.9%
National (n=8,813)	96.4% ± 1.9%	0.8% ± .09%	0.5% ± .07%	1.1% ± 1.1%	0.3% ± .06%	0.9% ± .09%
Key:	* : Insufficient data to report -- : No data to report					

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 51 shows the connection speed upgrade schedule by state. The majority (96.4%) of libraries have no set schedule to upgrade connection speed. Libraries in Alabama, Delaware, D.C., Indiana, and Nevada are most likely to have no set schedule. Libraries in South Carolina and Rhode Island are most likely to have a schedule to upgrade every year. Libraries in Vermont and Wyoming are most likely to have a schedule to upgrade every two years. Libraries in Ohio and Wisconsin are most likely to have a schedule to upgrade every three years. Libraries in Utah and Vermont are most likely to have a schedule to upgrade every four years. Libraries in Utah are most likely to have a set schedule of greater than four years.

Figure 52. Public Library Systems' Ability to Follow Set Upgrade Schedule by State.			
	Yes	**No**	**Not Applicable**
State			
Alabama (n = 161)	39.7% ± 4.9%	13.0% ± 3.4%	47.3% ± 5.0%
Arizona (n=26)	73.9% ± 4.5%	-	26.1% ± 4.5%
Arkansas (n = 43)	43.7% ± 5.0%	15.0% ± 3.6%	41.3% ± 5.0%
California (n = 157)	48.8% ± 5.0%	13.3% ± 3.4%	37.9% ± 4.9%
Colorado (n = 90)	56.4% ± 5.0%	4.0% ± 2.0%	39.6% ± 4.9%
Delaware (n = 19)	85.1% ± 3.7%	-	14.9% ± 3.7%
D.C. (n = 1)	-	-	100.0% ± 0%
Florida (n = 49)	49.6% ± 5.1%	6.9% ± 2.6%	43.6% ± 5.0%
Georgia (n = 55)	50.0% ± 5.1%	10.2% ± 3.1%	39.8% ± 4.9%
Idaho (n = 93)	16.8% ± 3.8%	11.4% ± 3.2%	71.9% ± 4.5%
Illinois (n = 479)	41.0% ± 4.9%	3.2% ± 1.8%	55.8% ± 5.0%
Indiana (n = 202)	64.3% ± 4.8%	10.1% ± 3.0%	25.5% ± 4.4%
Iowa (n = 502)	28.7% ± 4.5%	7.2% ± 2.6%	64.3% ± 4.8%
Kansas (n = 268)	42.9% ± 5.0%	7.4% ± 2.6%	49.7% ± 5.0%
Kentucky (n = 104)	37.2% ± 4.9%	4.5% ± 2.1%	58.3% ± 5.0%
Louisiana (n = 64)	49.4% ± 5.0%	4.6% ± 2.1%	46.1% ± 5.0%
Massachusetts (n = 308)	33.1% ± 4.7%	12.3% ± 3.3%	54.6% ± 5.0%
Montana (n = 79)	28.2% ± 4.5%	19.1% ± 4.0%	52.7% ± 5.0%
Nevada (n = 18)	25.6% ± 4.5%	12.8% ± 3.4%	61.6% ± 5.0%
New Jersey (n = 274)	35.7% ± 4.8%	9.0% ± 2.9%	55.3% ± 5.0%
New Mexico (n = 75)	51.5% ± 5.0%	7.2% ± 2.6%	41.3% ± 5.0%
North Carolina (n = 64)	50.0% ± 5.0%	21.9% ± 4.2%	28.1% ± 4.5%
Ohio (n = 220)	55.0% ± 5.0%	6.7% ± 2.5%	38.2% ± 4.9%
Oklahoma (n = 106)	27.0% ± 4.5%	23.2% ± 4.2%	49.8% ± 5.0%
Oregon (n = 102)	44.9% ± 5.0%	12.0% ± 3.3%	43.1% ± 5.0%

Figure 52 (cont'd). Public Library Systems' Ability to Follow Set Upgrade Schedule by State.

	Yes	No	Not Applicable
State			
Pennsylvania (n = 376)	39.1% ± 4.9%	11.0% ± 3.1%	49.9% ± 5.0%
Rhode Island (n = 43)	75.3% ± 4.4%	2.7% ± 1.6%	22.0% ± 4.2%
South Carolina (n = 40)	58.3% ± 5.0%	8.7% ± 2.9%	33.0% ± 4.8%
Tennessee (n = 173)	38.3% ± 4.9%	13.0% ± 3.4%	48.7% ± 5.0%
Texas (n = 518)	26.1% ± 4.4%	16.8% ± 3.7%	57.1% ± 5.0%
Utah (n = 48)	49.8% ± 5.1%	13.4% ± 3.4%	36.8% ± 4.9%
Vermont (n = 162)	17.4% ± 3.8%	17.4% ± 3.8%	65.2% ± 4.8%
Virginia (n = 72)	57.9% ± 5.0%	13.7% ± 3.5%	28.4% ± 4.5%
West Virginia (n = 92)	22.2% ± 4.2%	4.7% ± 2.1%	73.1% ± 4.5%
Wisconsin (n = 314)	47.1% ± 5.0%	3.6% ± 1.9%	49.3% ± 5.0%
Wyoming (n = 22)	27.3% ± 4.6%	-	72.7% ± 4.6%
National (Figure 29)	39.2% ± 4.9% (n=3,089)	10.3% ± 3.0% (n=808)	50.6% ± 5.0% (n=3,978)

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

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 52 displays the ability to follow upgrade schedules by state. For a slight majority of libraries (50.6%), this question is not applicable. For those to which it applies, libraries in Arizona, Delaware, and Rhode Island are best able to follow their set schedules. Libraries in North Carolina and Oklahoma are least able to follow their set schedules.

Figure 53. Public Library System Provision of Troubleshooting, Maintenance, and Repair provided by State.

	Librarians	Information technology companies or vendors	Technology professionals employed by the library system	Volunteers	Other
State					
Alabama (n = 164)	75.2% ± 4.3%	36.2% ± 4.8%	46.8% ± 5.0%	21.7% ± 4.1%	19.0% ± 3.9%
Arizona (n = 27)	66.0% ± 4.8%	13.6% ± 3.5%	77.2% ± 4.3%	-	9.3% ± 3.0%
Arkansas (n = 43)	74.7% ± 4.4%	34.4% ± 4.8%	65.6% ± 4.8%	35.7% ± 4.9%	16.0% ± 3.7%
California (n = 153)	67.9% ± 4.7%	30.9% ± 4.6%	72.1% ± 4.5%	9.4% ± 2.9%	34.5% ± 4.8%
Colorado (n = 86)	63.0% ± 4.9%	18.4% ± 3.9%	50.1% ± 5.0%	27.1% ± 4.5%	27.1% ± 4.5%
Delaware (n = 19)	79.8% ± 4.1%	20.2% ± 4.1%	70.2% ± 4.7%	14.9 ± 3.7%	14.9 ± 3.7%
D.C. (n = 1)	-	-	-	-	-
Florida (n = 47)	57.4% ± 5.0%	52.6% ± 5.1%	54.2% ± 5.0%	17.4% ± 3.8%	39.8% ± 5.0%
Georgia (n = 55)	73.9% ± 4.4%	48.9% ± 5.0%	62.5% ± 4.9%	4.5% ± 2.1%	5.7% ± 2.3%
Idaho (n = 90)	78.3% ± 4.2%	33.4% ± 4.7%	40.7% ± 4.9%	41.0% ± 5.0%	17.6% ± 3.8%
Illinois (n = 463)	70.6% ± 4.6%	38.1% ± 4.9%	54.6% ± 5.0%	14.3% ± 3.5%	14.8% ± 3.6%
Indiana (n = 202)	67.9% ± 4.7%	49.5% ± 5.0%	63.1% ± 4.8%	9.9% ± 3.0%	7.3% ± 2.6%
Iowa (n = 498)	77.8% ± 4.3%	36.9% ± 4.8%	35.3% ± 4.8%	36.8% ±4.8%	18.1% ± 3.9%
Kansas (n = 259)	68.8% ± 4.6%	17.1% ± 3.8%	76.0% ± 4.3%	8.6% ± 2.8%	12.8% ± 3.3%
Kentucky (n = 104)	73.6% ± 4.4%	23.5% ± 4.3%	52.5% ± 5.0%	11.5% ± 3.2%	11.5% ± 3.2%
Louisiana (n = 64)	60.5% ± 4.9%	23.9% ± 4.3%	77.7% ± 4.2%	-	6.1% ± 2.4%
Massachusetts (n = 295)	82.3% ± 3.8%	30.1% ± 4.6%	51.2% ± 5.0%	13.1% ± 3.4%	29.9% ± 4.6%
Montana (n = 79)	78.2% ± 4.2%	20.8% ± 4.1%	58.4% ± 5.0%	32.5% ± 4.7%	20.2% ± 4.0%
Nevada (n = 18)	88.0% ± 3.3%	19.2% ± 4.0%	31.2% ± 4.8%	25.6% ± 4.5%	29.5% ± 4.7%
New Jersey (n = 271)	82.8% ± 3.8%	35.2% ± 4.8%	61.7% ± 4.9%	8.8% ± 2.8%	13.3% ± 3.4%
New Mexico (n = 75)	83.6% ± 3.7%	36.7% ± 4.9%	42.3% ± 5.0%	24.7% ± 4.3%	22.3% ± 4.2%
North Carolina (n = 64)	65.4% ± 4.8%	33.2% ± 4.8%	47.1% ± 5.0%	3.1% ± 1.8%	30.7% ± 4.7%
Ohio (n = 203)	68.5% ± 4.7%	32.1% ± 4.7%	78.4% ± 4.1%	1.2% ± 1.1%	10.6% ± 3.1%

Figure 53. Public Library System Provision of Troubleshooting, Maintenance, and Repair provided by State.

	Librarians	Information technology companies or vendors	Technology professionals employed by the library system	Volunteers	Other
State					
Oklahoma (n = 104)	78.9% ± 4.1%	39.4% ± 4.9%	39.0% ± 4.9%	24.1% ± 4.3%	20.2% ± 4.0%
Oregon (n = 102)	82.6% ± 3.8%	16.9% ± 3.8%	69.9% ± 4.6%	20.0% ± 4.0%	27.0% ± 4.5%
Pennsylvania (n = 358)	72.1% ± 4.5%	28.1% ± 4.5%	65.0% ± 4.8%	19.7% ± 4.0%	16.3% ± 3.7%
Rhode Island (n = 43)	75.8% ± 4.3%	30.5% ± 4.7%	72.9% ± 4.5%	5.6% ± 2.3%	13.2 ± 3.4%
South Carolina (n = 40)	65.7% ± 4.8%	52.1% ± 5.1%	76.0% ± 4.3%	2.8% ± 1.7%	32.7% ± 4.8%
Tennessee (n = 161)	76.7% ± 4.2%	18.7% ± 3.9%	64.8% ± 4.8%	16.9% ± 3.8%	30.4% ± 4.6%
Texas (n = 515)	74.4% ± 4.4%	33.1% ± 4.7%	53.3% ± 5.0%	23.5% ± 4.2%	27.4% ± 4.5%
Utah (n = 48)	76.1% ± 4.3%	29.2% ± 4.6%	68.2% ± 4.7%	27.6% ± 4.5%	21.3% ± 4.1%
Vermont (n = 160)	84.9% ± 3.6%	40.9% ± 4.9%	23.3% ± 4.2%	50.3% ± 5.0%	12.6% ± 3.3%
Virginia (n = 69)	66.0% ± 4.8%	29.7% ± 4.6%	62.1% ± 4.9%	11.4% ± 3.2%	8.6% ± 2.8%
West Virginia (n = 90)	56.1% ± 5.0%	12.5% ± 3.3%	85.8% ± 3.5%	2.6% ± 1.6%	16.6% ± 3.7%
Wisconsin (n = 312)	83.9% ± 3.7%	30.9% ± 4.6%	75.8% ± 4.3%	26.6% ± 4.4%	7.9% ± 2.7%
Wyoming (n = 22)	95.5% ± 2.1%	36.4% ± 4.9%	9.1% ± 2.9%	36.4% ± 4.9%	-
National (Figure 30)	75.0% ± 4.4% (n=5,790)	31.7% ± 4.7% (n=2,446)	56.9% ± 5.0% (n=4,390)	20.9% ± 4.1% (n=1,617)	18.0% ± 3.8% (n=1,388)
Key:	* : Insufficient data to report				
	-- : No data to report				

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 53 reveals the ways in which libraries provide for technology trouble-shooting, maintenance, and repair. Librarians are most likely to provide these services in Nevada and Wyoming. Information technology companies or vendors are most likely to provide these services in Florida and South Carolina. Technology professionals employed by the library system are most likely to provide these services in Arizona, Louisiana, and West Virginia. Volunteers are most likely to provide these services in Idaho and Vermont. Other people are most likely to provide these services in California and Florida.