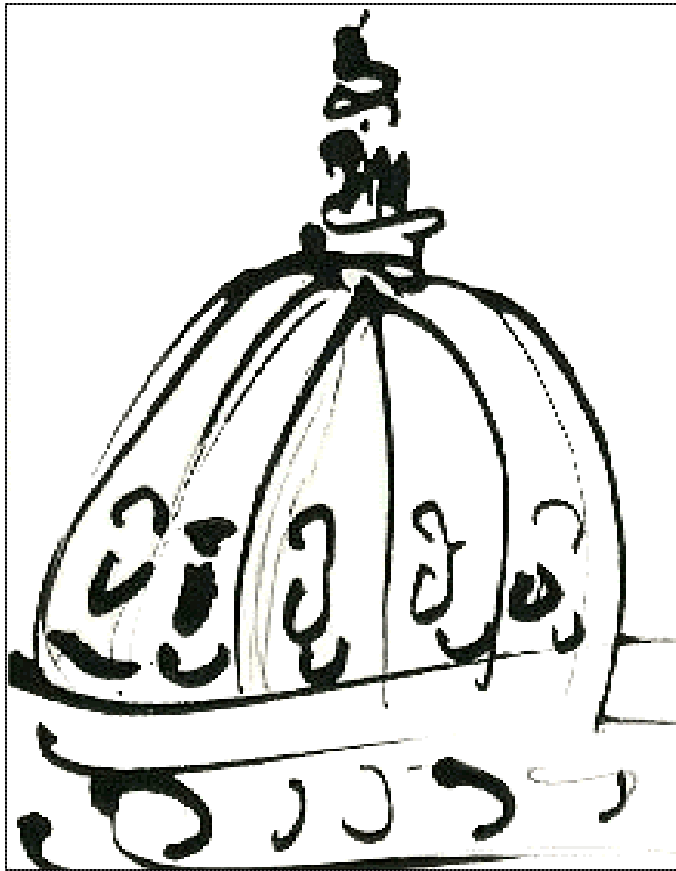




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Public Libraries and the Internet 2004: Survey Results and Findings

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Appendix A – 2004 National Public Libraries and Networked Information Services Survey

Note: Though the web-based form was different in appearance, the contents of questions are identical.

A. LIBRARY BRANCH LEVEL

A.1: Connectivity

1. Is this library branch/service outlet currently **connected to the Internet** in any way? (FILL IN ONE ● ONLY)

- Yes, staff access only (If 'yes, staff only' [skip to Q9](#))
- Yes, public and staff access
- No (If 'no' [please click here – ends survey](#))

2. Please indicate the number of **PUBLIC ACCESS Internet workstations** provided by this library branch/service outlet (include in the count multi-purpose workstations that allow access to the Internet. Exclude workstations that only access the library's Web-based Online Public Access Catalogs):

_____ workstations

3. Is wireless Internet access available so that patrons may access the Internet on their own computers within the library? (FILL IN ONE ● ONLY)

- Yes, it is currently available
- No, it is not currently available and there are no plans to make it available within the next year
- No, it is not currently available, but there are plans to make it available within the next year

4. Please indicate the **maximum speed** of this library branch's/service outlet's PUBLIC ACCESS Internet service connection: (FILL IN ONE ● ONLY)

- Less than 56 Kbps (kilobits/second),
- 56 Kbps – 128 Kbps
- 129 Kbps – 256 Kbps
- 257 Kbps – 768 Kbps
- 769 Kbps – 1.5 Mbps (megabits/second)
- Greater than 1.5 Mbps
- Don't know

A.2: Availability and Access

5. How many **total hours per week** is this **library branch/ service outlet** open?

_____ hours/week

6. The **total hours per week** that this library branch/service outlet per week is open has: (FILL IN ONE ● ONLY)

- Increased since last fiscal year
- Decreased since last fiscal year
- Stayed the same as last fiscal year

7. **On a typical day**, does this library branch/service outlet **have a waiting list for patrons** who wish to use PUBLIC ACCESS Internet workstations?

- Yes, there are fewer public access Internet workstations than patrons who wish to use them on a consistent basis.
- Only at certain times, there are some times during a typical day that there are fewer public access Internet workstations than patrons who wish to use them.
- No, there are always sufficient public access Internet workstations available for the patrons who wish to access the Internet.

8. This library branch/service outlet uses the **following technology measures to filter** Internet content or services: (MARK ● ALL THAT APPLY)

- No, the library does not filter Internet content or services
- Yes, each public access workstation has its own filter
- Yes, the entire network in the library has one filter
- Yes, the state library system has a filter for all public libraries
- Yes, the library had filters as a part of a local community network with a public school
- Yes, the library consortium has a filter for all member libraries
- Don't know

B. LIBRARY SYSTEM LEVEL

B.1: Funding Connectivity

9. Please indicate this library's **sources of funding for Internet-related technology and infrastructure** (e.g., space, wiring, telecommunications services, workstations, servers, furniture, etc.) for the library's last fiscal year: (MARK ● ALL THAT APPLY)

Source of Funding	Funding Situation		
	Increased since last fiscal year	Decreased since last fiscal year	Stayed the same as last fiscal year
Federal Sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Sources			
County	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. The **overall technology budget** for the library system has: (FILL IN ONE ● ONLY)

- Increased since last fiscal year
- Decreased since last fiscal year
- Stayed the same as last fiscal year

11. If this library is, or will be, receiving **E-rate discounts** during the 2004 E-rate funding year, please indicate the **percentage of the library's costs** that were covered by E-rate for the following services. (If none, please type the number "0.")

- ___% Internet connectivity
- ___% Telecommunications service
- ___% Internal connection costs

12. This library **did not receive** E-rate discounts for either Internet connectivity or Internal connection costs in 2004 because: (MARK ● ALL THAT APPLY)

- The E-rate applications process is too complicated
- The 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
- The library applied for, but was denied funding
- The 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

B.2: Training

13. Does this library system offer **information technology training for its patrons** using computers or training labs? (MARK ● ALL THAT APPLY)

- Yes, scheduled classes are available on a weekly basis.
- Yes, scheduled classes are available on a monthly basis.
- Yes, training is provided when patrons request it.
- Yes, training is provided when library staff members have time to provide it.
- No, patrons have not expressed interest in receiving training.
- No, the library does not have sufficient resources, staff, or space to provide training to patrons. (If 'no' [skip to Q15](#))

14. Please identify the **target audiences** of these patron training services: (MARK ● ALL THAT APPLY)

- 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
- Individuals with disabilities
- Immigrants or resident aliens
- Non-English-speaking populations
- Local service organizations or non-profit organizations
- Seniors
- Other

15. Do **staff** in the library system receive **information technology training**? (MARK ● ALL THAT APPLY)

- Yes, the library system provides training.
- Yes, the state library provides training.
- Yes, the library consortium provides training.
- Yes, vendors provide training.
- Yes, volunteers provide training.
- Yes, training is provided by other sources.
- No, training is not provided for the staff. (If 'no' [skip to Q17](#))

16. Please identify the most **common topics covered in the staff member training** sessions:
(MARK ● ALL THAT APPLY)

- General computer skills (e.g., mouse use, printing)
- General computer software use (e.g., word processing, spreadsheets, databases, presentation)
- General technology troubleshooting (e.g., dealing with frozen computers, jammed printers, etc.)
- General Internet use (e.g., e-mail, Web browsing)
- Online/Web searching (e.g., using Google™, Yahoo™, other to locate information and sources)
- Locating local government information on the Web
- Locating federal government information on the Web
- Using online databases (e.g., using commercial databases to search and find content)
- Technology planning and management (e.g., developing and implementing technology infrastructure, managing equipment)
- Professional responsibility and the Internet
- Helping the public use the Internet
- Using Online Public Access Catalogs (OPACs)
- Other

B.3: Upgrading Technology Infrastructure

17. Does this library system have a **set schedule (e.g., every three years) for replacing or upgrading** of PUBLIC ACCESS Internet workstations? (FILL IN ONE ● ONLY FOR EACH CELL)

Infrastructure Upgrade	Schedule for Upgrade
Hardware upgrades	<ul style="list-style-type: none"> <input type="radio"/> No set schedule <input type="radio"/> Every year <input type="radio"/> Every 2 years <input type="radio"/> Every 3 years <input type="radio"/> Every 4 years <input type="radio"/> More than 4 years
Software upgrades	<ul style="list-style-type: none"> <input type="radio"/> No set schedule <input type="radio"/> Every year <input type="radio"/> Every 2 years <input type="radio"/> Every 3 years <input type="radio"/> Every 4 years <input type="radio"/> More than 4 years <input type="radio"/> As distributed and recommended by software vendors
Connection speed upgrades	<ul style="list-style-type: none"> <input type="radio"/> No set schedule <input type="radio"/> Every year <input type="radio"/> Every 2 years <input type="radio"/> Every 3 years <input type="radio"/> Every 4 years <input type="radio"/> More than 4 years

18. Overall, is this library system **able to follow its set schedule** for replacement or upgrading of PUBLIC ACCESS Internet workstations?

- Yes
- No
- Not applicable

19. When PUBLIC ACCESS Internet workstations in the library system require **troubleshooting, maintenance, and repair**, these services are provided by: (MARK ● ALL THAT APPLY)

- Librarians
- Information technology companies or vendors
- Technology professionals employed by the library system
- Volunteers
- Other

THANK YOU!

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
E-rate funds	Funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access.
Filtering Software (or Filters)	Software or other type of technological device used to limit access to certain types of content and/or services on the Internet.
Fiscal Year	A financial 12-month period as reckoned for reporting, accounting, and/or taxation purposes (i.e., the date range that a library uses in reporting to local government agencies).
Information Technology Training	Formal or informal training sessions that cover specific topics (e.g., Web browser basics, Internet searching, basic computing skills).
Kbps	Kilobits per second.
Library Branch/ Service Outlet	A library facility. In the case of some public libraries, there is only one facility or outlet. Other public libraries have several outlets or facilities sometimes referred to as branches.
Mbps	Megabits per second.
Network	An interconnected group of computers, servers, or other technologies.
Online Public Access Catalogs (OPACs)	A Web-based catalog of library materials and/or services that patrons can access.
Public Access Internet Workstations	Those library outlet graphical workstations that provide public access to the Internet, including those that provide access to a limited set of Internet-based services such as online databases.
Workstation	A workstation and/or computer that is capable of displaying graphical images, pictorial representations, or other multi-media formats.

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