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

Public Libraries and the Internet 2004: Survey Results and Findings

By:

John Carlo Bertot, Ph. D. <jbortot@fsu.edu>
Associate Director and Professor

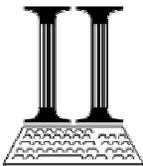
Charles R. McClure, Ph. D. <cmccclure@lis.fsu.edu>
Director and Francis Eppes Professor

Paul T. Jaeger, J. D. <jaeger@lis.fsu.edu>
Manager for Research Development

Funded by the

Bill & Melinda Gates Foundation and American Library Association

June 1, 2005



College of Information
Information Use Management and Policy Institute
Florida State University
Tallahassee, Florida 32306
<http://www.ii.fsu.edu>

EXECUTIVE SUMMARY

This report presents national and state data from the *2004 Public Libraries and the Internet* survey funded by the Bill & Melinda Gates Foundation and the American Library Association. A primary goal of the study is to provide the library community with current information that describes public library activities in the networked environment. The report summarizes findings at the library outlet and system level for all questions on the survey.¹

Overall, the survey results show high levels of public access computing in public libraries but signs of cracks in the quality of service and the ability to sustain programs. The data also highlight disparities among rural and urban systems, in which rural libraries are more likely to have slower connectivity; fewer workstations to meet demand; and fewer training opportunities compared to urban libraries. At the same time, patrons in high poverty areas have access to the highest levels of connectivity, bandwidth, and wireless access, as high poverty outlets tend to be part of urban library systems. By contrast, high poverty libraries also indicate that they consistently cannot meet the demand for public access workstations.

Key issues identified from this research project show that public libraries are:

- Continuing to increase Internet availability and provide an important link to technology for library patrons. Compared to 1994 when only 20.9% of public libraries were connected to the Internet, 99.6% of all public library outlets are connected to the Internet in 2004. Of those libraries connected to the Internet, 98.9% offer public access computing for their patrons.
- Struggling to meet public demand. Public libraries have as many workstations as they can afford or their building space will allow, yet more than 85% of libraries report not being able to meet demand for computers consistently or at certain times during the day.
- Needing ongoing support to sustain public access computing. 13.3% of libraries reported a decrease in their technology budgets from the previous year, and 50.6% indicated their technology budgets stayed the same with no increase for inflation or demand for services.
- Continuing to increase their connectivity bandwidth. High-speed connectivity is still not evenly distributed across libraries or necessarily sufficient for increased bandwidth-intensive applications. While 42% of public libraries have connection speeds of 769kbps or greater, 73% of urban libraries have connection speeds of greater than 769kbps as compared to only 34% of rural libraries.
- Exploring wireless Internet connectivity for patrons, with nearly 18% of public libraries already having wireless Internet access, and 21% planning wireless access within the next year.
- Continuing to filter their public access workstations. Nearly 40% of all public libraries filter their public access Internet connectivity in some way, thus limiting access to a variety of Internet-based content. The study demonstrates evidence that the filtering

¹ The term “outlet” refers to a public library facility (e.g., main branch or branch). The term may also refer to bookmobiles, but this study excluded bookmobiles. A library “system” comprises all facilities (i.e., main branch and all branches).

requirement in return for E-rate funding is limiting participation in the program by public libraries.

- Providing training to help raise patrons' skill levels. Seniors, people without Internet access at home, and adults seeking continuing education are the primary audiences of technology training. While a majority of libraries offer training, only 28% offer training on a scheduled basis (either weekly or monthly). That percentage drops to approximately 16% for patrons served by rural libraries, but increases to nearly 64% for patrons served by urban libraries.
- Lacking upgrade schedules for technology. Most libraries do not have plans for keeping systems running. Nearly 70% of libraries have no set upgrade schedule for hardware, 77.4% have no set schedule for software, and 96.4% have no set schedule for connection speed.

These findings represent only a small number of the many noteworthy results presented in this 2004 study. A key theme throughout the findings is that, for the vast majority of public libraries, the online environment is an essential part of the services offered to patrons. But as the networked environment evolves, there are many issues libraries face to maintain, enhance, and develop high quality networked information and services. To successfully address these challenges, public libraries will need ongoing and continued support to sustain and enhance high quality public access Internet-based services and resources.

ACKNOWLEDGEMENTS

Large-scale national surveys such as this involve substantial effort from a number of individuals, groups, and supporters. While we cannot mention each individual or community that helped, we would like to highlight the efforts of those who provided substantial assistance.

The study team wishes to express their gratitude to the Bill & Melinda Gates Foundation and the American Library Association whose support and participation have made this study and the subsequent 2006 study possible.

The study team would also like to recognize the significant efforts of the state librarians and state library agency staff in general and the state data coordinators in particular. The amount of time, energy, and support that the state library community invested in this study contributed directly to the survey's high response rate – we cannot thank them enough for all of their efforts!

We also extend a debt of gratitude to all the public librarians who completed the survey. The data begins with you, and without your willingness to participate, we simply would not have any data to affect policy, practice, and engagement in networked services by public libraries. The time you take to provide the data in this report offers valuable information for national, state and local policymakers, library advocates, researchers, practitioners, government and private funding organizations, and others to understand the impact, issues, and needs of libraries providing public access computing. The data also provide public librarians with the opportunity to advocate within the communities that they serve. Thank you for taking the time to complete the survey.

Finally, the study team thanks other members of the Information Institute staff who provided assistance on this project in various ways: Peter Henry, Sunshine Lewis, Mega Subramaniam, John T. Snead, and Susan Thomas. The authors would like to extend special thanks to three members of the Institute staff—to Na Ding and Alison von Eberstein for their efforts in helping organize the study data into the tables in this report, and to Lesley A. Langa, whose editing skills and content suggestions were very valuable in the production of this report. Further, some staff members of the FSU College of Information also facilitated the progress of certain aspects of the project.

John Carlo Bertot
Charles R. McClure
Paul T. Jaeger

INTRODUCTION

This report presents the preliminary national and state data from the *2004 Public Libraries and Internet* study. The national and state data at both the outlet-level (branch) and system-level is detailed in this report, including the findings from all of the questions of the survey.² Overall, the findings show that while nearly all public libraries have some type of connection to the Internet, there remain a number of key issues related to bandwidth, availability to workstations, costs related to the provision of Internet Services, the availability of patron technology training, and staff training that require attention. This report presents a preliminary discussion of these and other findings.

The 2004 survey continues the research of previous surveys conducted by John Carlo Bertot and Charles R. McClure, but expands the scope of the areas studied.³ As such, the data and findings from the 2004 survey allow for some ongoing longitudinal analysis, while also establishing new lines of inquiry that subsequent surveys can study.⁴ Such data collected by this survey can provide national and state policymakers, library advocates, practitioners, researchers, government and private funding organizations, and a range of other stakeholders with a better understanding of the issues and needs of libraries associated with providing Internet-based services and resources.

Objectives of Study

The main objectives for this study were to provide data that would determine the extent to which public libraries can:

- Provide and sustain public access Internet services and resources that meet community public access needs;
- Install, maintain, and upgrade the technology infrastructure required to provide public access Internet services and resources;
- Serve as a public Internet access venue of first choice within the libraries' communities for content, resources, services, and technology infrastructure (e.g., workstations and bandwidth), rather than the access point of last resort/only option; and
- Serve as key technology and Internet-based resource/service training centers for the communities that the libraries serve.

The findings detailed in this report address these and other objectives.

² The term "outlet" refers to a public library facility (e.g., main branch or branch). The term may also refer to bookmobiles, but this study excluded bookmobiles. A library "system" comprises all facilities (i.e., main branch and all branches).

³ Information about the reports from the 1994-2002 is available at: <http://www.ii.fsu.edu/plinternet>.

⁴ The study team kept questions on the 2004 study the same to the extent possible for comparisons with previous survey data. However, there were some changes in the questions asked, thus limiting longitudinal analysis. Appendix A provides a print version of the 2004 survey.

METHODOLOGY

The study employed a web-based survey approach, with a mailed survey participation invitation letter sent to the directors of libraries in the sample. The letter introduced the study, provided information regarding the study sponsors and the research team, explained the study purpose and goals, provided instructions on how to access and complete the electronic survey, and provided contact information to answer any questions that participants might have. The letters also explained how libraries could respond to the survey in a paper format.

The study sought data that enabled the following types of analysis:

- Metropolitan status⁵ (e.g., urban, suburban, and rural);
- Poverty⁶ (less than 20% [low], 20%-40% [medium], and greater than 40% [high]);
- State (the 50 states plus the District of Columbia); and
- National.

Finally, the survey explored topics that pertained to both public library system and outlet (branch) level data. Thus, the sample required for this study was complex.

The study team used the most recent public library dataset available from the National Center for Education Statistics (NCES) as a sample frame.⁷ The study team employed the services of the GeoLib database (<http://www.geolib.org/PLGDB.cfm>) to geocode the NCES public library universe file in order to calculate the poverty rates for public library outlets. Given the timeframe of the study, GeoLib was able to geocode 16,192 library outlets. From these totals, the researchers used SPSS Complex Samples software to draw the sample for the study. The sample needed to provide the study team with the ability to analyze survey data at the state and national levels along the poverty and metropolitan status strata discussed above. The study team drew a sample with replacement of 6,865 outlets.

The study team developed the questions on the survey through an iterative and collaborative effort involving the researchers, representatives of the funding agencies, and members of the Study Advisory Committee. The study team pre-tested the initial surveys with public librarians

⁵ Metropolitan status will be determined using the official designations employed by the Census Bureau, the Office of Management and Budget, and other government agencies. These designations are used in the study because they are the official definition employed by NCES, which allows for the mapping of public library outlets in the study.

⁶ In previous studies, the authors have used the less than 20%, 20%-40%, and greater than 40% poverty breakdowns. Though previous studies by the authors have employed these percentages, the data from this study can be analyzed at different levels of granularity, if desired. The poverty of the population a library outlet serves is calculated using a combination of geocoded library facilities and census data. More information on this technique is available through the authors as well as by reviewing the 1998 and 2000 public library Internet studies:

Bertot, J. C., and McClure, C. R. (2000). *Public Libraries and the Internet 2000: Summary Findings and Data Tables*. Washington, D.C.: National Commission on Libraries and Information Science. Available at: <http://www.nclis.gov/statsurv/2000plo.pdf>

Bertot, J. C., and McClure, C. R. (1998). *Moving Toward More Effective Public Internet Access: The 1998 National Survey of Public Library Outlet Internet Connectivity*. Washington, D.C.: National Commission on Libraries and Information Science. Available at: <http://www.nclis.gov/statsurv/1998plo.pdf>

⁷ The most recent data was released by NCES in 2004. See: <http://nces.ed.gov/surveys/libraries/public.asp>

and state library agency state data coordinators and revised the survey based on their comments and suggestions.

The survey asked respondents to answer questions about their outlet and about the library system to which each respondent library belongs. When the data collection period closed in February 2005, the survey received 5,023 outlet (branch level) responses. The overall response rate was 73.2%.

Outlet (Branch) versus Systems

The designed survey actually deployed a two-stage approach that included questions regarding sampled outlets (branches) and questions regarding an entire library system. For roughly 85% of public libraries, there is no distinction between a branch and system, as these are single facility systems (i.e., one branch, one system). The other roughly 15% of public libraries, however, do have multiple branches. Thus there was a need to separate branch and system-level questions.

Questions 1 through 8 of the survey explored branch level issues (e.g., Internet connectivity, speed of connection, workstations, etc.). Questions 9 through 19 posed questions regarding the entire library system (e.g., E-rate applications, funding for information technology, patron and staff information technology training, etc.). Upon completion of questions 1 through 8 for all sampled branches, respondents were then taken to the system level questions. Given that the actual respondent for the system level data might be different than for the branch level data, users were permitted to leave and reenter the survey for completion.

The analysis of system and branch level data required different approaches, considerations, and weighting schemes for national and state analysis. The analysis also required the study team to make some assumptions and compromises. As discussed above, the NCES public library data has branch level fields for metropolitan status. Using the GeoLib group, the study team developed poverty measures for each branch as well (both the metropolitan status and poverty fields include the main branches – central entities – also). To enable poverty and metropolitan status comparisons between system and branch level data, the study team used the metropolitan status and poverty designations for the central entity (main branch) while analyzing the system level data. This approach has some limitations for those large systems with numerous branches; however, for a vast majority of libraries, this approach will not affect the findings.

In all, the study team was able to geocode 8,810 central entities main facilities/systems. The survey sampled 4,537 systems and received responses from 3,084 for a response rate of 68.0%. As Figure 12 indicates, the responses are representative of public library systems based on the metropolitan status and poverty values.

State Outlet and System Data

The first state data section of the report displays the outlet level data from the survey on a state-by-state basis. There was sufficient representative data to perform analysis on the responses from 34 states and the District of Columbia. In a few cases, which are noted in the figures as

appropriate, the data for one of these states was not sufficient for analysis of a single question. The figures in that section (Figures 31 to 36) compare the findings between these 34 states.

The second state data section provides the system level data. For the system level data, there was sufficient representative data to perform analysis on the responses from 36 states and the District of Columbia. These results are examined in Figures 37 through 53. While many of the states in each section were the same, the data from certain states could only be analyzed for either outlet or system level data. Further, the data from some states was insufficient for analysis in either section.

DATA ANALYSIS AND FINDINGS

The 53 figures below provide the data revealed by survey questions 1 through 19 (all of the questions on the survey) in terms of public library outlets and systems at the national level and the state level, broken down by the poverty and metropolitan status strata. Text that discusses important points in the data of each figure and, where applicable, compares the findings to the findings of the 2002 study accompanies each figure.⁸ At the national level, Figures 1 through 11 and the accompanying text detail the findings related to outlet-level questions, while Figures 12 through 30 and the accompanying text detail the findings related to system-level questions. At the state level, Figures 31 through 36 and the accompanying text detail the findings related to outlet-level questions, and Figures 37 through 53 and the accompanying text detail the findings related to system-level questions.

The public library outlets in the sample were weighted so that each outlet in the sample would represent multiple similar public library outlets in terms of poverty and metropolitan status, as is broken down in Figure 1. For example, the library outlets in the sample that are urban with low poverty represent the total number of public library outlets that are urban with low poverty. The study team used a similar approach to analyze system level data.

The responses did vary somewhat between questions. As respondents to the survey were not required to answer every question on the survey, the total number of responses varies slightly between some of the questions. When appropriate, these differences are indicated at the bottom left hand corner of certain figures.

The data reported come directly from public library participants in the survey. There was not an adjudication process, and the study team accepted the responses as entered by the participating libraries.

⁸ Bertot, J. C., and McClure, C. R. (2002). *Public Libraries and the Internet 2002: Internet Connectivity and Networked Services*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available at: <http://www.ii.fsu.edu/plinternet>.

Findings and Implications

The data lead to some important findings regarding the ability of public libraries to engage in and sustain network-based services and resources. Below are selected key findings and their implications.

Public Libraries Provide Internet Connectivity for Nearly All

Compared to 1994 when only 20.9% of public libraries were connected to the Internet, 99.6% of all public library outlets are connected to the Internet in 2004 (see Figure 2). Moreover, 98.9% of those libraries connected to the Internet provide public access Internet services (see Figure 3).

This tremendous progress is largely due to three major areas of investment beginning in 1997, including federal grants for technology and planning through the Library Service and Technology Act (LSTA); E-rate discounts for telecommunications infrastructure and connectivity; and state and local funding, including foundation support.

Internet Connectivity, Yes. Quality?

While the study data indicate a high degree of Internet connectivity and public access Internet services, the data also show that public libraries are:

- Reaching a plateau in terms of the number of public access workstations available for use (see Figure 5) and that these workstations are not enough to meet demand, as indicated by nearly 85% of respondents (see Figure 6). The number of workstations available to patrons varies by metropolitan status (urban, suburban, and rural) and poverty level, with patrons served by urban and high poverty library outlets having access to the most public access workstations (an average of 31);
- Continuing to increase their bandwidth. However, high-speed connectivity is not evenly distributed across libraries or necessarily sufficient for increased bandwidth-intensive applications (see Figure 10). While 42% of public libraries have connection speeds of 769kbps or greater, 73% of urban libraries have connection speeds of greater than 769kbps as compared to only 34% of rural libraries.
- Exploring wireless Internet connectivity for patrons, with nearly 18% of public libraries already having wireless Internet access, and 21% planning wireless access within the next year (see Figure 7).
- Filtering their public access workstations. Nearly 40% of all public libraries filter their public access Internet connectivity in some way (see Figure 11), thus limiting access to a variety of Internet-based content.

In general, patrons served by rural libraries have less access to workstations, non-filtered workstations, high-speed connectivity, and wireless Internet services for patron-owned computer use. Patrons in high poverty areas have access to the highest levels of connectivity, bandwidth, and wireless access, but consistently have fewer public access workstations than needed to meet demand.

Expanding Services and Access through Training

A vast majority of public libraries provide information technology training to patrons (see Figure 22). Moreover, the three prevalent audiences for patron training are seniors (57.3%), those patrons who do not have Internet access at home (52.6%), and adults seeking continuing education (51.2%) (see Figure 23). Thus, libraries play a significant role in providing access to Internet-based services and resources for those who would otherwise likely have no access.

Of those libraries that do offer patron training, however, only 28% offer such training on a scheduled basis (either weekly or monthly). That percentage drops to approximately 16% for patrons served by rural libraries, but increases to nearly 64% for patrons served by urban libraries.

Ongoing Upgrades and Connectivity Costs Need Sustained Support

As Bertot and McClure noted in 1997, Internet connectivity, public access services, and other Internet-related services and resources are not a one-time investment on the part of public libraries.⁹ There is a need for ongoing and continuing sources of funding to assist public libraries in their provision of public access Internet services and resources:

- Most libraries receive most of their funding for computers and Internet access from federal, state, and local sources (see Figures 13-17). However, sustaining this critical service will require commitment and investment from the entire community, including government entities, businesses, and nonprofits.
- 13.3% of libraries reported a decrease in their budgets for technology from the previous year, and 50.6% indicated their technology budgets stayed the same with no increase for inflation or demand for services (see Figure 18).
- Nearly 70% of libraries have no set upgrade schedule for hardware (see Figure 26), 77.4% have no set upgrade schedule for software (see Figure 27), and 96.4% have no set upgrade schedule for connection speed (see Figure 28). Additionally, of those libraries that have a public access workstation replacement schedule (approximately 50%), only 39% are able to maintain that schedule (see Figure 29).
- Some libraries are struggling to keep the doors open to provide public access computing. In 7.6% of libraries, the total hours the library computers were available decreased in the previous year (see Figure 9). Nearly 12% of urban libraries are now open fewer hours (see Figure 9).

Based on the lack of connectivity, hardware, and software upgrade planning reported by respondents, the data indicate an ad hoc approach to Internet connectivity and the provision of network-based services and resources. The data also demonstrate, however, that the provision of Internet-based services and resources are integral to the communities that public libraries serve.

⁹ Bertot, J.C., & McClure, C.R. (1997). *Policy issues and strategies affecting public libraries in the national networked environment: Moving beyond connectivity*. Washington, DC: U.S. National Commission on Libraries and Information Science. Available: <http://www.ii.fsu.edu/plinternet>.

Key Issues Raised by the Data

The data and findings presented in this report have implications for many issues that will affect public libraries and the roles they play in the networked society. Although the range of issues is extensive, a number of them deserve special attention. The purpose of this section is to identify and briefly discuss selected key issues that require additional debate and discussion by policymakers, researchers, and members of the public library community.

Digital Divide v. Digital Inclusion

In a series of reports issued by the U.S. National Telecommunications and Information Administration (NTIA) from the mid 1990s to 2000, the federal government documented a range of disparities regarding access to the Internet in terms of geographic location, race, income, and other factors.¹⁰ Further studies also identified many of the same factors that contributed to a “digital divide.”¹¹ But, in recent years, government attention shifted from the digital divide to a focus on “digital inclusion.”¹²

Findings from this study, however, suggest that there is still an identifiable digital divide in the United States. There are significant disparities across the United States in terms of public library access to the Internet. Rural public libraries are much more likely to have lower levels of broadband connectivity; access and bandwidth varies considerably on a state by state basis—with some states having much better access and bandwidth than others; and 85% of public libraries responded that there are times of the day when there are an inadequate number of workstations available for those who want to use them. The lack of adequate workstation access is particularly prominent in high poverty and urban public libraries.

For a number of people, as well as for a number of public libraries that provide access to patrons, significant disparities exist as to *who* has access and *where* adequate public access to the Internet is possible. At issue is (1) the degree to which it should be, or should not be, national policy to reduce these disparities and work toward providing equal access to Internet information and services, (2) the “right” of citizens to adequate access of the Internet and the range of information and services the Internet allows, and 3) the societal or financial costs associated with being digitally inclusive versus digitally exclusive.

¹⁰ National Telecommunications and Information Administration. (1995). *Falling through the Net: A survey of the "have nots" in rural and urban America*. Available at: <http://www.ntia.doc.gov/ntiahome/fallingthru.html>
National Telecommunications and Information Administration. (1997). *Falling through the Net II: New data on the digital divide*. Available at: <http://www.ntia.doc.gov/ntiahome/net2/falling.html>
National Telecommunications and Information Administration. (2000). *Falling through the Net: Toward digital inclusion*. Available at: <http://www.ntia.doc.gov/ntiahome/ftn00/contents00.html>

¹¹ Leslie Harris & Associates. (2002). *Bring a nation online: The importance of federal leadership*. Washington DC: Author. Available: http://www.civilrights.org/publications/reports/nation_online/

¹² National Telecommunications and Information Administration. (2002). *A nation online: How Americans are expanding their use of the Internet*. Available: <http://www.ntia.doc.gov/ntiahome/dn/index.html>

What Constitutes “Good Enough” Connectivity?

Since the authors have been conducting these national surveys, the average bandwidth that public libraries use for connecting to the Internet continues to increase—but then the demands and need for high bandwidth applications, such as interactive video and live digital reference also continue to increase. Having connectivity is not the same as having “good enough” connectivity (high bandwidth) to adequately use the Internet services that are available and that meet patron needs. The Federal Communications Commission considers broadband to be 200kbps or more in at least one direction.¹³ The International Telecommunications Union considers broadband to be 128kbps or more in at least one direction.¹⁴ Both of these definitions, however, may understate the speeds that are best associated with the notion of broadband, particularly for public access Internet points such as public libraries.

Another, more dynamic approach is not to link a specific speed to the notion of broadband, but use a strategy proposed by the U.S. National Research Council:

Broadband services should provide sufficient performance—and wide enough penetration of services reaching that performance level—to encourage the development of new applications.¹⁵

These are but a sampling of the ways in which it is possible to define broadband. Yet the implications of which public libraries have “broadband” connectivity are significant.

In fact, there is no agreement on a definition of “broadband” connectivity for public libraries nor is there agreement on the “appropriate” bandwidth necessary to provide high quality networked based services in a public access context. To some degree, the notion of a dynamic definition in kbps that increases as the applications and demands increase can, at least, provide a measure of how well public libraries provide broadband connectivity. As it is, there is no clear sense of what is “good enough” connectivity for public libraries, nor is there agreement on what should be the goal for public libraries regarding bandwidth.

Can Public Libraries Serve as a Safety Net for Government and Society?

The findings in this report suggest that many public libraries are providing a significant amount of public access to the Internet through public access workstations, that some public libraries are running out of space to provide additional public access workstations, and that these libraries have minimal resources to maintain and/or upgrade the workstations they currently have. Federal and state governments increasingly encourage citizens to communicate and conduct business with their government electronically. Although 66% of U.S. citizens regularly use the Internet as

¹³ Federal Communications Commission. (2000). Deployment of advanced telecommunications capacity: Second report. CC Docket No.98-146, FCC 00-290. Available: <http://www.fcc.gov/broadband>

¹⁴ International Telecommunications Union. (2003). *World telecommunications development report: Access indicators for the information society*. Geneva, Switzerland: Author.

¹⁵ National Research Council, Computer Science and Telecommunication Board. (2002). *Broadband: Bringing home the bits*. Washington, DC: National Academy Press, p. 11.

of January 2005, many still lack access from home.¹⁶ Moreover, many of those who have home access lack connectivity beyond dial-up speeds.

Thus, for many people living in the United States the public library is an important link between them and the networked environment—including access to government services and information. If the federal government continues to expand its policies of bringing more and more information and services into the e-government environment,¹⁷ how will Americans access e-government services if they have no home computing facilities or very low-speed dial-up connections? To what degree, then, are governments relying on public libraries to provide these services and to what degree do governments assist public libraries to perform in this role?

An additional consideration is that the level of technology in some libraries may be reaching a plateau. By 1994, 20.9% of public libraries had an Internet connection,¹⁸ and now nearly 100% of public libraries are connected to the Internet. The trend for network-based resources, services, workstations, and bandwidth has risen substantially throughout the years with the diffusion of a new innovation such as the Internet. The data from this study indicate, however, that libraries may be reaching a plateau when it comes to providing certain services, such as public access workstations. While this may be occurring for a number of reasons, including a continual upgrade cycle, technical support and maintenance costs, building limitations, and space limitations, the days of continual growth in some public library network-based services may indeed be over. As such, increasing government reliance on libraries as a source of Internet access for citizens, who otherwise do not have Internet access, becomes even more problematic. Due to these limitations, the public library may not be able to play the role of safety net for e-government access for all citizens.

To What Degree Should User Training of Internet Use be a Priority for Public Libraries?

Data from this study document that many public libraries engage in a range of training activities to assist users in learning how to access and use the Internet. Indeed, almost 40% of respondents indicated that libraries provide training when patrons request it. In urban areas, 36% of respondents indicated that there are scheduled classes available on a weekly basis. Also of significance is the fact that the top three target training audiences are those who most likely need a public access point to the Internet – seniors (57.3%), people without access to the Internet at home (52.6%), and adults seeking continuing education (51.2%). Once again, these training activities support the safety net role that public libraries provide for government and society at large.

Given the limited funding that is available to many public libraries, what priority should such training activities receive? Clearly, the benefits of a network literate society are significant—especially in terms of participating in e-government and other networked-based society services that increasingly are available via the Internet. The adage that the public library cannot be all

¹⁶ Pew Internet & the American Life Project. (2005). *January 2005 tracking survey*. Washington DC: Author. Available: <http://www.pewinternet.org>

¹⁷ E-government Act of 2002, P.L. 107-347.

¹⁸ McClure, C. R., Bertot, J. C., & Zweizig, D. L. (1994). *Public libraries and the Internet: Study results, policy issues, and recommendations*. Washington DC: National Commission on Libraries and Information Science.

things to all people all the time takes on increased significance in the networked environment. If, in fact, there are governmental and societal expectations that user training is an important role for public libraries, then public policy needs to support libraries in accomplishing this role.

How Do Filtering, CIPA, and E-rate Affect Library Network Services and Information Provision?

The report provides a number of useful data points related to libraries that receive E-rate discounts and libraries that filter access to the Internet. But, the relationships between CIPA, its filtering requirements, and obtaining E-rate discounts are very complex and create many issues for public libraries.¹⁹ Since the Supreme Court upheld CIPA as constitutional, public libraries that do not filter access to the Internet can be denied E-rate discounts as well as other federal funding such as Library Services and Technology Act (LSTA) grants.

One specific finding from this survey is that 40% of all public libraries employ some type of filtering in their access to Internet services and information. Without reviewing the various arguments for and against filtering in public libraries,²⁰ filtering *does* affect access to a range of information resources. For example, the National Commission on Libraries and Information Science recently issued a news release that read in part:

The U.S. National Commission on Libraries and Information Science (NCLIS) today called on President George W. Bush and Congressional leaders to support libraries as health information distribution centers. This specific role for libraries—already successful in many communities—will position libraries as the central resource for providing citizens with consumer health information, particularly when they require health information in a critical or unusual situation, and for helping citizens learn how to live a healthy lifestyle.²¹

The degree to which public libraries filter Internet access will affect this goal of NCLIS, as filtering software removes access to a range of general health and sexual health information.²² This news release is an excellent example of the federal government providing diametrically opposed goals for public libraries: on one hand, provide outstanding health information services, but on the other hand, do so with filters if you want to retain E-rate discounts.

¹⁹ Jaeger, P. T., McClure, C. R., & Bertot, J. C. (in press). The E-rate program and libraries and library consortia, 2000-2004: Trends and issues. *Information Technology and Libraries*.

²⁰ Jaeger, P. T., Bertot, J. C., & McClure, C. R. (2004). The effects of the Children's Internet Protection Act (CIPA) in public libraries and its implications for research: A statistical, policy, and legal analysis. *Journal of the American Society for Information Science and Technology*, 55(13), 1131-1139.

Jaeger, P. T. & McClure, C. R. (2004). Potential legal challenges to the application of the Children's Internet Protection Act (CIPA) in public libraries: Strategies and issues. *First Monday*, 9(2). Available: http://firstmonday.org/issues/issue9_2/jaeger/index.html

Jaeger, P. T., McClure, C. R., Bertot, J. C., & Langa, L. A. (2005). CIPA: Decisions, implementation, and impacts. *Public Libraries*, 44(2), 105-109.

²¹ National Commission on Libraries and Information Science. (2005). *National Commission seeks Expanded Health Information Role for Libraries*. Washington DC: Author. Available: <http://www.nclis.gov/news/pressrelease/pr2005/LibsHealthAdvice05-05-05.pdf>.

²² Kaiser Family Foundation. (2002). *See No Evil: How Internet Filters affect the Search for Online Health Information*. Washington DC: Author. Available: <http://www.kff.org>.

Indeed, filters can block large amounts of general health information—up to 63% of general health sites and up to 91% of sites related to sexual health—when set to block sexually related materials.²³ Under the guidelines of CIPA, minors will not be allowed to view these blocked sites, while adults will have to request unfiltered Internet access from library staff – and not always successfully.²⁴ However, many patrons may be hesitant to expose themselves to questions from the library staff about why they wish to use the unfiltered Internet, even if their information needs are genuine, such as pressing health concerns.²⁵ In many cases, the individual seeking health information may opt not to do such research rather than explain the intended area of research to a librarian.

More importantly, however, is the impact that filtering has on patron access to a range of government services and resources. For those individuals who rely on the public library for access to Internet-based government information or services, it is quite possible that they will be unable to access legal, health, or other content that filters will automatically block. Also, the blockage of health information, such as that promoted by NCLIS and its partners is not limited to access from within a public library facility. Some states (e.g., Georgia) employ statewide filters that can block content even if individuals access library resources from their homes.

One possible implication is that public libraries may decide that obtaining E-rate discounts are more important than filtering, thus they may maintain or increase filtering to insure that they can continue receiving E-rate discounts. Such decisions will reduce access to a range of Internet services and information for both children and adults.²⁶ To date, however, the relationships among these federal policies in terms of how they affect one another and how they affect information services from public libraries are not well understood. Nonetheless, there is a potential result of reduced access to Internet services and reduced E-rate funding for public libraries.

Given this situation, public libraries are edging towards digital exclusion, not inclusion, due to federal mandates. As such, public libraries *might not* actually be able to serve as safety nets in the networked environment for a number of individuals.

Future Issues and Additional Research

The data that resulted from this study are extremely robust and offer a number of opportunities for additional analysis. Moreover, the few issues that have been discussed in this section only touch the surface of issues and policy that require additional attention and research. In the months following the release of this report, the Information Institute expects to continue analysis of the data, identification and discussion of key issues in greater detail, and release of additional

²³ Kaiser. (2002).

²⁴ American Civil Liberties Union. (2005, April). *Reader's Block: Internet Censorship in Rhode Island Public Libraries*. Providence, RI: Rhode Island Affiliate, American Civil Liberties Union. Available at: <http://www.riaclu.org/>.

²⁵ See note 20.

²⁶ Jaeger, P. T., Bertot, J. C., & McClure, C. R. (2004). The effects of the Children's Internet Protection Act (CIPA) in public libraries and its implications for research: A statistical, policy, and legal analysis. *Journal of the American Society for Information Science and Technology*, 55(13), 1131-1139..

reports and publications. The Institute staff members hope that these initiatives can contribute to the discussion and development of a new public policy framework for public library services.

The authors of this report have tracked a range of issues and trends related to public libraries and the Internet since the early 1990s. A list of eight key issues affecting public libraries in the networked environment that we offered in 1993 is still valid today.²⁷ In 1994, the authors identified and described a number of issues after conducting the 1994 Public Libraries and the Internet study.²⁸ In 1996, they offered specific strategies to enhance public library roles in the networked environment.²⁹ In 1997, the authors offered a detailed discussion of policy issues and strategies affecting public libraries in the national networked environment.³⁰ A review of the issues discussed in those (and other related reports by the authors) are very similar to the issues confronting policymakers and the public library community today: connectivity, public access, training, gaps in access, funding for technology, and issues of public policy.

The 1994 report concludes with (p. 50):

The networked public library is a future toward which policymakers and public librarians must move. This future is one that offers the public library great opportunities to be an electronic community spokesperson and central hub that links various community activities both with each other and with the outside world.... The time is now to re-think the existing federal policy framework that supports libraries and move into this networked environment successfully!

To some degree, public libraries continue to struggle to obtain adequate resources and political support to accomplish the goals many have set for themselves regarding the provision of information services through the Internet.

From the 1990s, however, one very significant change in the policy environment has had a dramatic impact on the roles of public libraries in the United States. The political climate that resulted from the September 11 terrorist attacks, and the accompanying legislation, has created new dilemmas in the public library community's attempts to enhance public access to networked information services.³¹ First, libraries have to address new issues of record-keeping, patron privacy, and patron apprehension that can affect what patrons wish to do in terms of networked information and services. Second, many librarians may feel they have been thrust into a position of having to choose between supporting patron rights to free expression and trying to monitor

²⁷ McClure, C. R., Ryan, J., & Moen, W. E. (1993). Public libraries and the Internet/NREN: New challenges and new opportunities. *Library and Information Science Research*, 15, 7-34.

²⁸ See note 18.

²⁹ McClure, C. R., Bertot, J. C., & Beachboard, J. C. (1996). Enhancing the role of public libraries in the national information infrastructure. *Public Libraries*, 35, 224-239.

³⁰ See note 9.

³¹ Jaeger, P. T. & Burnett, G. (in press). Information access and exchange among small worlds in a democratic society: The role of policy in redefining information behavior in the post-9/11 United States. *Library Quarterly*. Jaeger, P. T., McClure, C. R., Bertot, J. C., & Snead, J. T. (2004). The USA PATRIOT Act, the Foreign Intelligence Surveillance Act, and information policy research in libraries: Issues, impacts, and questions for library researchers. *Library Quarterly*, 74(2), 99-121.

what patrons are doing in the online environment. Third, national priorities now focus on security and terrorism, and the channeling of scarce resources to support those activities away from public resources, such as the library funding.

While the public library community has adopted more and greater networked technologies, it has yet to re-think the federal policy framework that supports libraries. Instead, with policy initiatives from (among others) CIPA, the Telecommunications Act of 1996, the E-Government Act of 2002, and the USA PATRIOT Act, a range of piecemeal policies have placed public libraries in a reactive rather than proactive position. For libraries to better advocate for their needs and the needs of their patrons, they must move from a reactive to a proactive stance in addressing issues of national policy. Viewing these legislative changes holistically, the public library community will be better able to reassess its priorities and abilities in the new policy environment.

The data and findings from this report can provide a basis for a nationwide debate as to national, state, and local policies that are needed to support the various roles of public libraries in the networked environment. This debate—and its resulting recommendations—is crucial if public libraries are to flourish in the national and international networked environment. These issues and the subsequent dialogue are also vital to defining the national, state, and local areas of advocacy for the public library community in the coming years. What remains to be seen is the degree to which policymakers and the public library community wish to engage in this debate, make recommendations, engage in advocacy, and then work to implement a new framework of public library policies that will contribute to support and enhance the health, vitality, and economic development of the United States.

FIGURES 1 THROUGH 11
NATIONAL OUTLET-LEVEL FINDINGS

Figure 1. Public Library Outlets by Metropolitan Status and Poverty.								
	<i>Poverty Level</i>						Overall	
	Low (Less than 20%)		Medium (20%-40%)		High (More than 40%)			
	Responding Facilities As A Proportion of All Respondents	Facilities As A Proportion of National Population	Responding Facilities As A Proportion of All Respondents	Facilities As A Proportion of National Population	Responding Facilities As A Proportion of All Respondents	Facilities As A Proportion of National Population	Responding Facilities As A Proportion of All Respondents	Facilities As A Proportion of National Population
Metropolitan Status								
Urban	8.4% (420 of 5,023)	10.1% (1,633 of 16,192)	6.6% (330 of 5,023)	6.7% (1,085 of 16,192)	0.9% (43 of 5,023)	0.9% (150 of 16,192)	14.6% (735 of 5,023)	17.7% (2,868 of 16,192)
Suburban	28.9% (1,453 of 5,023)	30.4% (4,922 of 16,192)	1.9% (93 of 5,023)	2.1% (341 of 16,192)	0.0% (2 of 5,023)	0.0% (7 of 16,192)	30.8% (1,548 of 5,023)	32.5% (5,270 of 16,192)
Rural	47.9% (2,404 of 5,023)	43.4% (7,024 of 16,192)	5.4% (272 of 5,023)	6.2% (1,006 of 16,192)	0.1% (6 of 5,023)	0.1% (24 of 16,192)	54.5% (2,740 of 5,023)	49.7% (8,054 of 16,192)
Overall	85.1% (4,277 of 5,023)	83.9% (13,579 of 16,192)	13.8% (695 of 5,023)	15.0% (2,432 of 16,192)	1.0% (51 of 5,023)	1.1% (181 of 16,192)	100.0% (5,023 of 5,023)	100.0% (16,192 of 16,192)
Based on geocoding of 16,192 outlets. Overall Response Rate = 73.2%								

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and Networked Information Services: 2004 Survey*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: <http://www.i.fsu.edu>

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

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

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

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

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

Figure 3. Connected Public Library Outlets that Provide Public Access to the Internet by Metropolitan Status and Poverty.

	Poverty			Overall
	Low	Medium	High	
Metropolitan Status				
Urban	100.0% +/- 0.0% (n=1,614)	100.0% +/- 0.0% (n=905)	100.0% +/- 0.0% (n=223)	98.5% +/- 1.2% (n=2,826)
Suburban	94.6% +/- 2.3% (n=4,194)	100.0% +/- 0.0% (n=316)	100.0% +/- 0.0% (n=16)	99.4% +/- 0.8% (n=5,243)
Rural	91.1% +/- 2.8% (n=6,198)	93.6% +/- 2.4% (n=1,508)	100.0% +/- 0.0% (n=86)	98.7% +/- 1.1% (n=7,948)
Overall	99.0% +/- 1.0% (n=13,442)	96.3% +/- 1.2% (n=2,397)	98.1% +/- 1.4% (n=181)	98.9% +/- 1.0% (n=16,017)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Figure 8. Average Number of Hours Open per Outlet by Metropolitan Status and Poverty.

	Poverty			Overall
	Low	Medium	High	
Metropolitan Status				
Urban	50.0 (n=867)	49.3 (n=766)	55.3 (n=87)	50.0 (n=1,721)
Suburban	51.6 (n=3,475)	47.3 (n=195)	-	51.4 (n=3,669)
Rural	38.9 (n=5,5595)	39.4 (n=665)	41.0 (n=12)	39.0 (n=6,272)
Overall	44.3 (n=9,937)	45.0 (n=1,625)	53.6 (n=99)	44.5 (n=11,662)

Weighted missing values, n=4,531

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

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

Figure 9. Public Library Outlet Change in Hours Open by Metropolitan Status and Poverty.

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

Weighted missing values, n=4,489

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

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

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

Maximum Speed	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Less than 56kbps	-	0.3% +/- 0.05% (n=14)	2.2% +/- 1.5% (n=160)	1.3% +/- 1.1% (n=148)	1.4% +/- 1.2% (n=29)	2.4% +/- 1.6% (n=4)	1.3% +/- 1.2% (n=181)
56kbps – 128kbps	5.6% +/- 2.3% (n=120)	6.2% +/- 2.4% (n=264)	16.4% +/- 3.7% (n=1,180)	10.8% +/- 3.1% (n=1,231)	15.2% +/- 3.6% (n=308)	15.6% +/- 3.6% (n=25)	11.5% +/- 3.2% (n=1,564)
129kbps – 256kbps	4.7% +/- 2.1% (n=101)	6.8% +/- 2.5% (n=287)	10.3% +/- 3.0% (n=739)	8.7% +/- 2.8% (n=990)	6.6% +/- 2.5% (n=135)	2.1% +/- 1.5% (n=3)	8.3% +/- 2.8% (n=1,128)
257kbps – 768kbps	7.7% +/- 2.6% (n=165)	6.5% +/- 2.5% (n=275)	11.7% +/- 3.2% (n=846)	10.1% +/- 3.0% (n=1,150)	6.8% +/- 2.5% (n=137)	-	9.5% +/- 2.9% (n=1,287)
769kbps – 1.5mbps	39.3% +/- 4.8% (n=837)	32.8% +/- 4.7% (n=1,395)	20.7% +/- 4.1% (n=1,490)	26.3% +/- 4.4% (n=2,993)	32.2% +/- 4.6% (n=652)	46.9% +/- 5.0% (n=77)	27.4% +/- 4.5% (n=3,722)
Greater than 1.5mbps	33.0% +/- 4.7% (n=704)	25.9% +/- 4.4% (n=1,099)	13.2% +/- 3.4% (n=948)	19.3% +/- 3.9% (n=2,198)	25.4% +/- 4.4% (n=515)	23.5% +/- 4.3% (n=38)	20.3% +/- 4.0% (n=2,752)
Don't Know	9.4% +/- 2.9% (n=200)	21.2% 4.1% (n=902)	25.5% +/- 4.4% (n=1,840)	10.5% +/- 4.2% (n=1,259)	12.7% +/- 3.3% (n=257)	9.5% +/- 2.9% (n=15)	21.7% +/- 4.1% (n=2,941)
Weighted missing values, n=2,609							

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

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

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

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

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

Figure 11. Public Library Outlet Public Access Internet Filtering by Metropolitan Status and Poverty.

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

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

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

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

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

FIGURES 12 THROUGH 30
NATIONAL SYSTEM-LEVEL FINDINGS

Figure 12. Public Library Systems by Metropolitan Status and Poverty.

	<i>Poverty Level</i>						Overall	
	Low (Less than 20%)		Medium (20%-40%)		High (More than 40%)			
	Responding Facilities As A Proportion of All Respondents	Facilities As A Proportion of National Population	Responding Facilities As A Proportion of All Respondents	Facilities As A Proportion of National Population	Responding Facilities As A Proportion of All Respondents	Facilities As A Proportion of National Population	Responding Facilities As A Proportion of All Respondents	Facilities As A Proportion of National Population
Metropolitan Status								
Urban	3.7% (113 of 3,084)	3.1% (271 of 8,810)	4.4% (136 of 3,084)	3.3% (288 of 8,810)	0.6% (20 of 3,084)	0.5% (45 of 8,810)	8.7% (269 of 3,084)	6.9% (604 of 8,810)
Suburban	27.4% (845 of 3,084)	29.6% (2,604 of 8,810)	1.3% (40 of 3,084)	1.3% (112 of 8,810)	0.0% (0 of 3,084)	0.0% (0 of 8,810)	28.7% (885 of 3,084)	32.5% (2,716 of 8,810)
Rural	57.0% (1,757 of 3,084)	56.8% (5,004 of 8,810)	5.5% (170 of 3,084)	5.4% (474 of 8,810)	0.1% (3 of 3,084)	0.1% (12 of 8,810)	62.6% (1,930 of 3,084)	62.3% (5,490 of 8,810)
Overall	88.0% (2,715 of 3,084)	89.4% (7,879 of 8,810)	11.2% (346 of 3,084)	9.9% (874 of 8,810)	0.7% (23 of 3,084)	0.6% (57 of 8,810)	100.0% (3,084 of 3,084)	100.0% (8,810 of 8,810)

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

Source: Bertot, J. C., McClure, C. R., & Jaeger, P. T. (2005). *Public Libraries and Networked Information Services: 2004 Survey*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: <http://www.i.fsu.edu>

Figure 12 compares the responses by public library systems to the total population of public library systems in the United States. The distribution of responses by metropolitan status and poverty level closely parallel the distribution across all public library systems. Overall, the responding libraries are representative of the distribution of public library systems in the United States.

The survey sampled 4,537 systems and received responses from 3,084 for a response rate of 68.0%.

Figure 13. Public Library System Federal Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

Funding Situation	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Increased since last fiscal year	9.5% +/- 2.9% (n=57)	3.1% +/- 1.7% (n=83)	4.7% +/- 2.1% (n=259)	4.0% +/- 2.0% (n=317)	7.8% +/- 2.7% (n=68)	23.7% +/- 4.3% (n=14)	4.5% +/- 2.0% (n=399)
Decreased since last fiscal year	12.6% +/- 3.3% (n=76)	6.7% +/- 2.5% (n=181)	6.7% +/- 2.5% (n=370)	6.9% +/- 2.5% (n=545)	8.6% +/- 2.8% (n=75)	11.8% +/- 3.3% (n=7)	7.1% +/- 2.6% (n=627)
Stayed the same as last fiscal year	22.4% +/- 4.1% (n=135)	16.6% +/- 3.7% (n=451)	21.4% +/- 4.1% (n=1,176)	19.5% +/- 4.0% (n=1,537)	24.0% +/- 4.3% (n=210)	26.8% +/- 4.5% (n=15)	20.0% +/- 4.0% (n=1,762)
No funding of this type received	50.1% +/- 5.0% (n=303)	66.0% +/- 4.7% (n=1,790)	61.7% +/- 4.7% (n=3,391)	63.1% +/- 4.8% (n=4,972)	56.1% +/- 5.0% (n=491)	37.7% +/- 4.9% (n=22)	62.2% +/- 4.9% (n=5,484)

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

Figure 13 details the role of federal funding for Internet-related technology and infrastructure in library systems. The majority of systems (62.2%) do not receive federal funds for Internet-related technology and infrastructure. Of the libraries that do, most received a similar amount of funding from the previous fiscal year (20.0%) or received less than in the previous fiscal year.

Figure 14. Public Library System State Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

Funding Situation	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Increased since last fiscal year	10.2% +/- 3.0% (n=62)	13.7% +/- 3.4% (n=372)	10.3% +/- 3.0% (n=568)	11.0% +/- 3.1% (n=869)	14.2% +/- 3.5% (n=124)	14.0% +/- 3.5% (n=22)	11.4% +/- 3.2% (n=1,001)
Decreased since last fiscal year	25.1% +/- 4.3% (n=152)	19.4% +/- 4.0% (n=528)	18.2% +/- 3.7% (n=999)	19.3% +/- 4.0% (n=1,520)	17.2% +/- 3.8% (n=150)	15.8% +/- 3.7% (n=9)	19.1% +/- 3.9% (n=1,679)
Stayed the same as last fiscal year	26.4% +/- 4.4% (n=160)	22.4% +/- 4.2% (n=607)	25.8% +/- 4.4% (n=1,417)	24.0% +/- 4.3% (n=1,888)	31.2% +/- 4.6% (n=273)	38.6% +/- 4.9% (n=22)	24.8% +/- 4.3% (n=2,183)
No funding of this type received	35.5% +/- 4.8% (n=214)	40.1% +/- 4.9% (n=1,089)	43.2% +/- 4.9% (n=2,373)	42.4% +/- 4.9% (n=3,345)	35.9% +/- 4.8% (n=314)	31.6% +/- 4.7% (n=18)	41.7% +/- 4.9% (n=3,677)

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

Figure 14 shows that, overall, more public library systems are receiving funds for Internet-related technology and infrastructure from state funding sources than from federal funding sources. Only 41.7% of library systems are not receiving these funds from states sources. Paralleling the trends with federal funds, for systems that receive state funds, the amount has stayed the same or decreased for most library systems since the previous fiscal year.

Figure 15. Public Library System Local/County Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

Funding Situation	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Increased since last fiscal year	13.1% +/- 3.4% (n=79)	14.2% +/- 3.5% (n=384)	17.0% +/- 3.8% (n=936)	15.7% +/- 3.6% (n=1,239)	17.5% +/- 3.8% (n=153)	11.8% +/- 3.3% (n=7)	15.9% +/- 3.7% (n=1,399)
Decreased since last fiscal year	11.2% +/- 3.2% (n=68)	9.6% +/- 3.0% (n=261)	8.2% +/- 2.7% (n=450)	9.1% +/- 2.9% (n=714)	6.8% +/- 2.5% (n=60)	7.9% +/- 2.7% (n=5)	8.8% +/- 2.8% (n=788)
Stayed the same as last fiscal year	20.0% +/- 4.0% (n=121)	18.4% +/- 3.9% (n=499)	25.4% +/- 4.4% (n=1,395)	22.1% +/- 4.2% (n=1,745)	27.9% +/- 4.5% (n=244)	45.6% +/- 5.0% (n=26)	22.9% +/- 4.2% (n=2,015)
No funding of this type received	53.4% +/- 5.0% (n=323)	58.2% +/- 4.9% (n=1,579)	48.9% +/- 5.0% (n=2,687)	52.6% +/- 5.0% (n=4,147)	48.3% +/- 5.0% (n=422)	34.6% +/- 4.8% (n=20)	52.1% +/- 5.0% (n=4,589)

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

Figure 15 demonstrates that more than half of library systems (52.1%) do not receive local/county funding for Internet-related technology and infrastructure. Of the library systems that do receive such funds, 22.9% received the same amount as the previous year. However, unlike federal and state funding, more systems had increases (15.9%) in local/county funding than had decreases (8.8%).

Figure 16. Public Library System Local/City Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

Funding Situation	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Increased since last fiscal year	24.1% +/- 4.3% (n=146)	24.4% +/- 4.3% (n=661)	16.7% +/- 3.7% (n=918)	19.9% +/- 4.0% (n=1,567)	15.7% +/- 3.6% (n=138)	34.6% +/- 4.8% (n=20)	19.6% +/- 4.0% (n=1,725)
Decreased since last fiscal year	10.6% +/- 3.1% (n=64)	5.5% +/- 2.3% (n=150)	6.4% +/- 2.5% (n=353)	6.5% +/- 2.5% (n=514)	5.5% +/- 2.3% (n=48)	7.9% +/- 2.7% (n=5)	6.4% +/- 2.5% (n=567)
Stayed the same as last fiscal year	34.1% +/- 4.8% (n=206)	32.9% +/- 4.7% (n=894)	34.5% +/- 4.8% (n=1,893)	33.9% +/- 4.7% (n=2,670)	35.2% +/- 4.8% (n=308)	26.8% +/- 4.5% (n=15)	34.0% +/- 4.7% (n=2,993)
No funding of this type received	31.2% +/- 4.6% (n=188)	37.2% +/- 4.8% (n=1,010)	42.5% +/- 4.9% (n=2,333)	39.7% +/- 4.9% (n=3,133)	43.5% +/- 5.0% (n=381)	30.7% +/- 4.7% (n=18)	40.1% +/- 4.9% (n=3,531)

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

As Figure 16 shows, the majority of library systems receive local/city funding for Internet-related technology and infrastructure. The majority of systems either received the same amount of funding as in the previous year (34.0%) or received an increased amount (19.6%). Similar to the findings related to local/county sources, more systems saw increases than decreases in these funds over the previous year.

Figure 17. Public Library System Other Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

Funding Situation	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Increased since last fiscal year	10.5% +/- 3.1% (n=64)	13.9% +/- 3.5% (n=378)	12.1% +/- 2.2% (n=663)	13.0% +/- 3.4% (n=1,022)	8.7% +/- 2.8% (n=76)	11.8% +/- 3.3% (n=7)	12.5% +/- 3.3% (n=1,105)
Decreased since last fiscal year	2.5% +/- 1.6% (n=15)	2.8% +/- 1.7% (n=77)	4.9% +/- 3.4% (n=271)	4.1% +/- 2.0% (n=327)	3.8% +/- 1.9% (n=33)	7.0% +/- 2.6% (n=4)	4.1% +/- 2.0% (n=364)
Stayed the same as last fiscal year	16.9% +/- 3.8% (n=102)	12.0% +/- 3.2% (n=325)	13.4% +/- 4.6% (n=737)	13.0% +/- 3.4% (n=1,025)	14.8% +/- 3.6% (n=130)	15.8% +/- 3.7% (n=9)	13.2% +/- 3.4% (n=1,164)
No funding of this type received	70.0% +/- 4.6% (n=423)	71.2% +/- 4.5% (n=1,932)	69.5% +/- 4.6% (n=3,819)	69.8% +/- 4.6% (n=5,502)	72.7% +/- 4.5% (n=636)	65.4% +/- 4.8% (n=57)	70.1% +/- 4.6% (n=6,174)

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

Figure 17 shows that fewer than 30% of library systems receive funding for Internet-related technology and infrastructure from sources other than federal, state, local/county, or local/city sources. These other sources of funding can include private donations, library foundations, non-governmental organizations, or fund raising activities.

Figure 18. Public Library System Overall Technology Budget Status by Metropolitan Status and Poverty.

Overall Technology Budget Status	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Increased since last fiscal year	45.8% +/- 5.0% (n=268)	43.6% +/- 4.9% (n=1,105)	31.4% +/- 4.6% (n=1,663)	36.0% +/- 4.8% (n=2,705)	35.8% +/- 4.8% (n=304)	49.6% +/- 5.0% (n=28)	36.1% +/- 4.8% (n=3,037)
Decreased since last fiscal year	18.5% +/- 3.9% (n=108)	13.1% +/- 3.4% (n=332)	12.8% +/- 3.3% (n=677)	13.5% +/- 3.4% (n=1,018)	11.0% +/- 3.1% (n=93)	11.8% +/- 3.3% (n=7)	13.3% +/- 3.4% (n=1,118)
Stayed the same as last fiscal year	35.6% +/- 4.8% (n=208)	43.3% +/- 5.0% (n=1,096)	55.8% +/- 5.0% (n=2,959)	50.4% +/- 5.0% (n=3,789)	53.2% +/- 5.0% (n=452)	38.6% +/- 4.9% (n=22)	50.6% +/- 5.0% (n=4,263)

Weighted Missing Responses, n=395

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

Figure 18 reveals that overall technology budgets for most public library systems have stayed the same (50.6%) or increased (36.1%) since the previous fiscal year. Urban (45.8%) and high-poverty (49.6%) library systems were the most likely to have increases in technology funds, while urban library systems (18.5%) were also the most likely to have decreases. Funding for technology was most likely to remain consistent for rural library systems (55.8%).

Figure 19. Public Library System Mean E-rate Discount Percentages by Category and by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
E-rate Discount Categories	n=605	n=2,708	n=5,468	n=7,855	n=869	n=57	N=8,781
Internet connectivity	20.5%	9.0%	17.9%	13.8%	27.2%	46.6%	15.3%
Telecommunications services	31.8%	12.8%	25.9%	20.3%	37.6%	61.3%	22.2%
Internal connections costs	8.2%	1.7%	4.8%	3.2%	11.0%	22.4%	4.1%

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

Figure 19 demonstrates the mean discounts provided to library systems by the E-rate program. For systems receiving E-rate discounts, the highest mean discounts were for telecommunications services, particularly for urban (31.8%), medium-poverty (37.6%), and high-poverty (61.3%) systems. High-poverty library systems also received the highest mean discounts for Internet connectivity (46.6%) and internal connections (22.4%).

Figure 20. Public Library System Percentage of Libraries Not Receiving E-rate Discount by Category and by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
E-rate Discount Categories							
Internet connectivity	67.7% (n=409)	77.5% (n=2,098)	72.0% (n=3,954)	74.7% (n=5,890)	63.1% (n=549)	38.6% (n=22)	73.6% (n=6,461)
Telecommunications services	48.4% (n=292)	72.6% (n=1,963)	58.7% (n=3,197)	64.2% (n=5,023)	48.1% (n=418)	18.9% (n=11)	62.3% (n=5,452)
Internal connections costs	86.6% (n=523)	94.5% (n=2,561)	92.0% (n=5,030)	93.4% (n=7,337)	84.6% (n=735)	73.2% (n=42)	92.4% (n=8,114)

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

Figure 20 provides the breakdown of library systems that are not receiving E-rate discounts. The vast majority of library systems (92.4%) do not receive E-rate discounts for internal connections. In contrast, 62.3% of library systems report not receiving E-rate discounts for telecommunications services, meaning that more library systems receive discounts for telecommunications services than for either of the other two types of discounts. As a result, this figure demonstrates that between 7.6% and 37.7% of libraries receive E-rate discounts, depending on the discount category.

Figure 21. Public Library System Non-Receipt of E-rate Discounts for Internet Connectivity or Internal Connections Reasons by Metropolitan Status and Poverty.

E-rate Reasons	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
The E-rate applications process is too complicated	30.3% +/- 4.6% (n=33)	32.1% +/- 4.7% (n=181)	29.3% +/- 4.6% (n=290)	30.0% +/- 4.6% (n=458)	33.1% +/- 4.7% (n=44)	40.0% +/- 5.5% (n=2)	30.3% +/- 4.6% (n=504)
The library staff does not apply for it	48.6% +/- 5.0% (n=53)	44.0% +/- 5.0% (n=248)	42.5% +/- 5.0% (n=421)	43.0% +/- 5.0% (n=656)	47.4% +/- 5.0% (n=63)	60.0% +/- 5.5% (n=3)	43.4% +/- 5.0% (n=722)
Our total E-rate discount is fairly low and not worth the time needed to participate in the program	34.9% +/- 4.8% (n=38)	43.6% +/- 5.0% (n=246)	39.1% +/- 4.9% (n=387)	41.6% +/- 4.9% (n=634)	27.8% +/- 4.5% (n=37)	-	40.3% +/- 4.9% (n=671)
The library applied for, but was denied funding	10.1% +/- 3.3% (n=11)	10.5% +/- 3.1% (n=59)	10.6% +/- 3.1% (n=105)	10.4% +/- 3.1% (n=159)	12.0% +/- 3.3% (n=16)	-	10.5% +/- 3.1% (n=175)
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 for 2004 Internet connectivity or internal connection costs	20.2% +/- 4.0% (n=22)	19.3% +/- 4.0% (n=109)	21.1% +/- 4.1% (n=209)	20.8% +/- 4.1% (n=317)	16.5% +/- 3.7% (n=22)	20.0% +/- 4.5% (n=1)	20.4% +/- 4.0% (n=340)
Weighted Missing Responses, n=1,421.							
Will not total to 100%, as respondents could select more than one option.							

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

Figure 21 shows that there are a number of reasons why a library system may not be receiving E-rate discounts. It is interesting to note that only 10.5% of systems receiving E-rate discounts applied and were denied funding. The other reasons—the staff opted not to apply (43.4%), the discount would not be worth the time investment (40.3%), the application process is too complicated (30.3%), and the library did not want to comply with the filtering requirements of CIPA (20.4%)—drove decisions not to apply for E-rate discounts in many library systems.

Figure 22. Public Library System Information Technology Training Availability for Patrons by Metropolitan Status and Poverty.

Training Availability	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Scheduled classes are available on a weekly basis	36.1% +/- 4.8% (n=97)	19.0% +/- 3.9% (n=168)	7.9% +/- 2.7% (n=153)	12.0% +/- 3.3% (n=327)	22.8% +/- 4.2% (n=79)	52.2% +/- 5.1% (n=12)	13.6% +/- 3.4% (n=418)
Scheduled classes are available on a monthly basis	27.9% +/- 4.5% (n=75)	20.0% +/- 4.0% (n=177)	9.4% +/- 2.9% (n=182)	13.4% +/- 3.4% (n=365)	17.1% +/- 3.8% (n=59)	43.5% +/- 5.1% (n=10)	14.1% +/- 3.5% (n=434)
Training is provided when patrons request it	30.9% +/- 4.6% (n=83)	34.7% +/- 4.8% (n=307)	41.9% +/- 4.9% (n=809)	39.4% +/- 4.9% (n=1,069)	34.4% +/- 4.8% (n=119)	47.8% +/- 5.0% (n=11)	38.9% +/- 4.9% (n=1,199)
Training is provided when library staff members have time to provide it	25.3% +/- 4.4% (n=68)	25.4% +/- 4.4% (n=225)	27.5% +/- 4.5% (n=531)	27.0% +/- 4.4% (n=733)	24.6% +/- 4.3% (n=85)	26.1% +/- 5.1% (n=6)	26.7% +/- 4.4% (n=824)
Patrons have not expressed interest in receiving training	2.6% +/- 1.6% (n=7)	3.5% +/- 1.8% (n=31)	6.8% +/- 2.5% (n=132)	5.7% +/- 2.3% (n=155)	4.3% +/- 2.0% (n=15)	-	5.5% +/- 2.3% (n=170)
The library does not have sufficient resources, staff, or space to provide training to patrons	18.6% +/- 3.9% (n=50)	29.9% +/- 4.6% (n=265)	33.6% +/- 4.7% (n=648)	31.9% +/- 4.7% (n=867)	27.7% +/- 4.5% (n=96)	-	31.2% +/- 4.6% (n=963)
Will not total to 100%, as respondents could select more than one option.							

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

Figure 22 details information technology training provided by public library systems. Only 27.6% of systems have regularly scheduled training classes, either on a weekly or monthly basis. 38.9% provide training when patrons request it. Many library systems provide limited or no training, with 26.7% providing training only when staff members have time and 31.2% providing no training due to inadequate staffing or resources. A further 5.5% do not provide training because patrons have not articulated an interest.

Figure 23. Public Library System Information Technology Training Target Audiences for Patrons by Metropolitan Status and Poverty.

Training Topics	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
K-12 students	36.6% +/- 4.8% (n=221)	27.0% +/- 4.4% (n=734)	24.8% +/- 4.3% (n=1,363)	25.6% +/- 4.4% (n=2,018)	31.3% +/- 4.6% (n=274)	46.5% +/- 5.0% (n=27)	26.3% +/- 4.4% (n=2,318)
Students in higher education	26.3% +/- 4.4% (n=159)	22.4% +/- 4.2% (n=608)	17.3% +/- 3.8% (n=951)	19.1% +/- 3.9% (n=1,502)	22.6% +/- 4.2% (n=198)	30.7% +/- 4.7% (n=18)	19.5% +/- 4.0% (n=1,718)
Local business	30.4% +/- 4.6% (n=184)	14.9% +/- 3.6% (n=405)	10.8% +/- 3.1% (n=592)	12.4% +/- 3.3% (n=979)	20.1% +/- 4.0% (n=171)	46.5% +/- 5.0% (n=27)	13.4% +/- 3.4% (n=1,181)
Local government	16.4% +/- 3.7% (n=99)	9.5% +/- 2.9% (n=258)	6.6% +/- 2.5% (n=362)	7.4% +/- 2.6% (n=586)	13.4% +/- 3.4% (n=117)	26.8% +/- 4.5% (n=15)	8.2% +/- 2.7% (n=719)
People without access to the Internet at home	63.3% +/- 4.8% (n=383)	51.1% +/- 5.0% (n=1,387)	52.2% +/- 5.0% (n=2,866)	52.2% +/- 5.0% (n=4,118)	53.5% +/- 5.0% (n=468)	88.2% +/- 3.3% (n=50)	52.6% +/- 5.0% (n=4,636)
People without access to the Internet at work	38.3% +/- 4.9% (n=232)	26.2% +/- 4.4% (n=712)	20.7% +/- 4.1% (n=1,136)	22.8% +/- 4.2% (n=1,796)	29.9% +/- 4.6% (n=261)	38.6% +/- 4.9% (n=22)	23.6% +/- 4.3% (n=2,079)
Adults seeking continuing education	69.1% +/- 4.6% (n=418)	56.6% +/- 5.0% (n=1,535)	46.5% +/- 5.0% (n=2,556)	50.7% +/- 5.0% (n=3,999)	53.5% +/- 5.0% (n=468)	74.1% +/- 4.4% (n=42)	51.2% +/- 5.0% (n=4,509)
Individuals with disabilities	22.7% +/- 4.2% (n=137)	17.5% +/- 3.8% (n=475)	15.9% +/- 3.7% (n=874)	16.4% +/- 3.7% (n=1,293)	20.1% +/- 4.0% (n=176)	30.7% +/- 4.7% (n=18)	16.9% +/- 3.8% (n=1,487)
Immigrants or resident aliens	32.7% +/- 4.7% (n=198)	23.2% +/- 4.2% (n=629)	15.6% +/- 3.6% (n=856)	18.6% +/- 3.9% (n=1,465)	23.4% +/- 4.2% (n=204)	23.7% +/- 4.3% (n=14)	19.1% +/- 3.9% (n=1,683)
Non-English-speaking populations	34.1% +/- 4.7% (n=206)	17.7% +/- 3.8% (n=481)	15.1% +/- 3.6% (n=831)	16.0% +/- 3.7% (n=1,259)	26.1% +/- 4.4% (n=228)	54.4% +/- 5.0% (n=31)	17.2% +/- 3.8% (n=1,518)
Local service organizations or non-profit organizations	25.8% +/- 4.4% (n=156)	17.5% +/- 4.4% (n=476)	13.7% +/- 3.4% (n=755)	15.0% +/- 3.6% (n=1,181)	21.0% +/- 4.1% (n=184)	38.6% +/- 4.9% (n=22)	15.7% +/- 3.6% (n=1,386)
Seniors	69.3% +/- 4.6% (n=419)	61.2% +/- 4.9% (n=1,661)	54.1% +/- 5.0% (n=2,974)	57.2% +/- 5.0% (n=4,505)	57.3% +/- 5.0% (n=501)	84.28% +/- 4.7% (n=48)	57.3% +/- 5.0% (n=5,054)
Others	11.1% +/- 3.1% (n=67)	10.4% +/- 3.1% (n=282)	10.5% +/- 3.1% (n=577)	10.3% +/- 3.0% (n=810)	12.7% +/- 3.3% (n=111)	7.91% +/- 2.7% (n=5)	10.5% +/- 3.1% (n=926)

Will not total to 100%, as respondents could select more than one option.

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

Figure 23 displays target audiences for patron technology training by library systems. Three groups of patrons were identified by more than half of the systems as target groups—seniors (57.3%), people without Internet access at home (52.6%), and adults seeking continuing

education (51.2%). In contrast, many other potential target audiences for patron technology training are being served by less than 20% of library systems.

Figure 24. Public Library System Information Technology Training Availability for Library Staff by Metropolitan Status and Poverty.

Training Availability	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
The library system provides training	76.6% +/- 4.2% (n=463)	55.8% +/- 5.0% (n=1,514)	45.3% +/- 5.0% (n=2,487)	49.4% +/- 5.0% (n=3,891)	60.4% +/- 4.9% (n=528)	78.1% +/- 4.2% (n=45)	50.6% +/- 5.0% (n=4,463)
The state library provides training	43.5% +/- 5.0% (n=263)	32.3% +/- 4.7% (n=876)	50.2% +/- 5.0% (n=2,757)	42.4% +/- 4.9% (n=3,343)	59.1% +/- 4.9% (n=517)	61.45% +/- 4.9% (n=35)	44.2% +/- 5.0% (n=3,895)
The library consortium provides training	34.7% +/- 4.8% (n=210)	42.2% +/- 4.9% (n=1,145)	23.1% +/- 4.2% (n=1,268)	30.4% +/- 4.6% (n=2,395)	24.1% +/- 4.3% (n=211)	30.7% +/- 4.7% (n=18)	29.8% +/- 4.6% (n=2,623)
Vendors provide training	46.3% +/- 5.0% (n=280)	32.2% +/- 4.7% (n=875)	19.6% +/- 4.0% (n=1,076)	24.4% +/- 4.3% (n=1,926)	31.2% +/- 4.6% (n=272)	58.3% +/- 5.0% (n=33)	25.3% +/- 4.4% (n=2,231)
Volunteers provide training	5.5% +/- 2.3% (n=33)	9.8% +/- 3.0% (n=267)	11.5% +/- 3.25% (n=632)	10.9% +/- 3.1% (n=860)	8.2% +/- 2.8% (n=72)	-	10.6% +/- 3.0% (n=932)
Training is provided by other sources	37.2% +/- 4.8% (n=225)	37.2% +/- 4.8% (n=1,009)	31.9% +/- 4.7% (n=1,753)	34.2% +/- 4.8% (n=2,698)	30.6% +/- 4.6% (n=268)	35.5% +/- 4.8% (n=20)	33.9% +/- 4.7% (n=2,987)
Training is not provided for the staff	7.1% +/- 2.6% (n=43)	12.8% +/- 3.3% (n=347)	13.0% +/- 3.4% (n=716)	13.2% +/- 3.4% (n=1,041)	7.0% +/- 2.6% (n=61)	7.0% +/- 2.6% (n=4)	12.6% +/- 3.3% (n=1,106)

Will not total to 100%, as respondents could select more than one option.

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

Figure 24 shows that library staff in many public library systems have a number of sources of technology training. The two most common sources of technology training for staff are training by the library system (50.6%) and training by the state library (44.2%). Only 12.6% of library systems do not provide technology training for staff.

Figure 25. Public Library System Staff Information Technology Training Topics by Metropolitan Status and Poverty.

Training Topics	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
General computer skills	43.8% +/- 5.0% (n=265)	39.9% +/- 4.9% (n=1,083)	39.3% +/- 4.9% (n=2,157)	39.0% +/- 4.9% (n=3,077)	46.1% +/- 5.0% (n=403)	42.5% +/- 5.0% (n=24)	39.8% +/- 4.9% (n=3,504)
General computer software use	72.1% +/- 4.5% (n=4369)	56.3% +/- 5.0% (n=1,527)	51.6% +/- 6.4% (n=2,837)	52.8% +/- 6.0% (n=4,158)	67.7% +/- 4.7% (n=592)	89.0% +/- 3.2% (n=51)	54.5% +/- 5.9% (n=4,801)
General technology troubleshooting	45.6% +/- 5.0% (n=276)	48.8% +/- 5.0% (n=1,324)	47.8% +/- 6.6% (n=2,623)	47.8% +/- 6.23% (n=3,770)	49.6% +/- 5.0% (n=434)	34.6% +/- 4.8% (n=20)	47.9% +/- 6.0% (n=4,224)
General Internet use	58.1% +/- 4.9% (n=351)	47.4% +/- 5.0% (n=1,288)	52.3% +/- 5.0% (n=2,871)	50.6% +/- 5.0% (n=3,992)	55.8% +/- 5.0% (n=488)	54.4% +/- 5.0% (n=31)	51.2% +/- 5.0% (n=4,511)
Online/Web searching	60.3% +/- 4.9% (n=365)	49.0% +/- 5.0% (n=1,330)	51.5% +/- 5.0% (n=2,831)	50.1% +/- 5.0% (n=3,945)	62.5% +/- 4.8% (n=547)	58.3% +/- 5.0% (n=33)	51.3% +/- 5.0% (n=4,525)
Locating local government information on the Web	29.6% +/- 4.6% (n=179)	26.4% +/- 4.4% (n=717)	26.0% +/- 4.4% (n=1,426)	25.9% +/- 4.4% (n=2,043)	29.6% +/- 4.6% (n=259)	34.6% +/- 4.8% (n=20)	26.3% +/- 4.4% (n=2,322)
Locating federal government information on the Web	29.4% +/- 4.6% (n=177)	28.5% +/- 4.5% (n=773)	27.4% +/- 4.5% (n=1,505)	27.4% +/- 4.5% (n=2,158)	31.5% +/- 4.7% (n=275)	38.6% +/- 4.9% (n=22)	27.9% +/- 4.5% (n=2,456)
Using online databases	77.1% +/- 4.2% (n=466)	62.0% +/- 4.9% (n=1,684)	56.9% +/- 5.0% (n=3,125)	58.5% +/- 4.9% (n=4,609)	71.5% +/- 4.5% (n=625)	71.1% +/- 4.6% (n=41)	59.9% +/- 4.9% (n=5,275)
Technology planning and management	15.2% +/- 3.6% (n=92)	23.4% +/- 4.2% (n=636)	21.6% +/- 4.1% (n=1,188)	22.5% +/- 4.2% (n=1,777)	14.9% +/- 3.6% (n=130)	14.9% +/- 3.6% (n=9)	21.7% +/- 4.1% (n=1,916)
Professional responsibility and the Internet	16.5% +/- 3.7% (n=100)	13.0% +/- 3.4% (n=354)	16.4% +/- 3.7% (n=903)	15.3% +/- 3.6% (n=1,208)	15.7% +/- 3.6% (n=137)	18.9% +/- 4.0% (n=11)	15.4% +/- 3.6% (n=1,356)
Helping the public use the Internet	52.7% +/- 5.0% (n=319)	45.1% +/- 5.0% (n=1,225)	51.2% +/- 5.0% (n=2,815)	48.9% +/- 5.0% (n=3,853)	53.8% +/- 5.0% (n=470)	61.4% +/- 4.9% (n=35)	49.5% +/- 5.0% (n=4,358)
Using online public access catalogs (OPACS)	61.2% +/- 4.9% (n=370)	54.1% +/- 5.0% (n=1,468)	42.8% +/- 5.0% (n=2,353)	46.7% +/- 5.0% (n=3,682)	54.1% +/- 5.0% (n=473)	62.3% +/- 4.9% (n=36)	47.6% +/- 5.0% (n=4,191)
Other	19.3% +/- 4.0% (n=117)	22.6% +/- 4.2% (n=613)	18.0% +/- 3.8% (n=987)	19.8% +/- 4.0% (n=1,563)	17.0% +/- 3.8% (n=149)	7.9% +/- 2.7% (n=5)	19.5% +/- 4.0% (n=1,717)

Will not total to 100%, as respondents could select more than one option.

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

Figure 25 reveals that many topics are frequently covered in staff technology training. Approximately half or greater of library systems offer technology training for staff in general software use, general technology troubleshooting, online/Web searching, general Internet use, using online databases, helping the public use the Internet, and using online public access

catalogs. The most frequently covered topic is using online databases (59.9%). Curiously, professional responsibility and the Internet is the least covered topic at merely 15.4%.

Figure 26. Public Library System Hardware Upgrade Schedule by Metropolitan Status and Poverty.

Upgrade Schedule	Metropolitan Status			Poverty Level			N=8,813
	Urban	Suburban	Rural	Low	Medium	High	Overall
No set schedule	46.8% +/- 5.0% (n=283)	62.5% +/- 4.8% (n=1,697)	76.0% +/- 4.3% (n=4,176)	70.6% +/- 4.6% (n=5,564)	65.5% +/- 4.8% (n=572)	33.8% +/- 4.8% (n=19)	69.9% +/- 4.6% (n=6,156)
Every year	4.1% +/- 2.0% (n=25)	1.9% +/- 1.4% (n=52)	1.9% +/- 1.4% (n=106)	1.9% +/- 1.4% (n=147)	3.4% +/- 1.8% (n=29)	11.0% +/- 3.2% (n=6)	2.1% +/- 1.4% (n=183)
Every two years	1.4% +/- 1.2% (n=8)	1.6% +/- 1.3% (n=43)	1.6% +/- 1.2% (n=85)	1.6% +/- 1.3% (n=126)	1.3% +/- 1.1% (n=11)	-	1.6% +/- 1.2% (n=137)
Every three years	22.4% +/- 4.2% (n=136)	18.3% +/- 3.9% (n=498)	9.7% +/- 3.0% (n=532)	13.1% +/- 3.4% (n=1,031)	13.9% +/- 3.5% (n=122)	23.7% +/- 4.3% (n=14)	13.2% +/- 3.4% (n=1,166)
Every four years	19.7% +/- 4.0% (n=119)	9.9% +/- 3.0% (n=270)	6.3% +/- 2.4% (n=344)	8.0% +/- 2.7% (n=628)	10.5% +/- 3.1% (n=91)	23.7% +/- 4.3% (n=14)	8.3% +/- 2.8% (n=733)
More than four years	5.6% +/- 2.3% (n=34)	5.7% +/- 2.3% (n=154)	4.6% +/- 2.1% (n=250)	4.9% +/- 2.2% (n=385)	5.5% +/- 2.3% (n=48)	7.9% +/- 2.7% (n=5)	5.0% +/- 2.2% (n=438)

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

Figure 27. Public Library System Software Upgrade Schedule by Metropolitan Status and Poverty.

Upgrade Schedule	Metropolitan Status			Poverty Level			N=8,813
	Urban	Suburban	Rural	Low	Medium	High	Overall
No set schedule	66.3% +/- 4.7% (n=401)	72.8% +/- 4.5% (n=1,977)	80.9% +/- 3.9% (n=4,443)	78.0% +/- 4.1% (n=6,148)	73.0% +/- 4.4% (n=639)	61.4% +/- 4.9% (n=35)	77.4% +/- 4.2% (n=6,822)
Every year	5.0% +/- 2.2% (n=30)	2.7% +/- 1.6% (n=74)	3.7% +/- 1.9% (n=203)	3.3% +/- 1.8% (n=259)	4.6% +/- 2.1% (n=40)	14.9% +/- 3.6% (n=9)	3.5% +/- 1.8% (n=307)
Every two years	2.7% +/- 1.6% (n=16)	1.5% +/- 1.2% (n=40)	1.6% +/- 1.2% (n=85)	1.6% +/- 1.3% (n=127)	1.4% +/- 1.2% (n=13)	1.4% +/- 2.0% (n=13)	1.6% +/- 1.2% (n=141)
Every three years	-	-	-	-	-	-	-
Every four years	1.8% +/- 1.3% (n=19)	1.5% +/- 1.2% (n=40)	1.2% +/- 1.1% (n=65)	1.3% +/- 1.1% (n=99)	1.7% +/- 1.3% (n=15)	3.9% +/- 2.0% (n=2)	1.3% +/- 1.1% (n=116)
More than four years	1.1% +/- 1.1% (n=7)	1.5% +/- 1.2% (n=40)	0.9% +/- 0.9% (n=51)	1.1% +/- 1.0% (n=85)	1.2% +/- 1.1% (n=10)	3.9% +/- 2.0% (n=2)	1.1% +/- 1.1% (n=98)
As distributed and recommended by software vendors	23.1% +/- 4.2% (n=140)	20.0% +/- 4.0% (n=543)	11.7% +/- 3.2% (n=645)	14.8% +/- 3.6% (n=1,164)	18.0% +/- 3.9% (n=158)	11.8% +/- 3.3% (n=7)	15.1% +/- 1.1% (n=1,328)

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

Figure 28. Public Library System Connection Speed Upgrade Schedule by Metropolitan Status and Poverty.

Upgrade Schedule	Metropolitan Status			Poverty Level			N=8,813
	Urban	Suburban	Rural	Low	Medium	High	Overall
No set schedule	91.8% +/- 2.8% (n=555)	96.7% +/- 1.8% (n=2,625)	96.8% +/- 1.8% (n=5,316)	96.5% +/- 1.8% (n=7,6084)	96.5% +/- 1.8% (n=844)	77.2% +/- 4.2% (n=44)	96.4% +/- 1.9% (n=8,496)
Every year	2.2% +/- 1.5% (n=13)	0.8% +/- .09% (n=22)	0.6% +/- .08% (n=35)	0.7% +/- .09% (n=58)	0.7% +/- .09% (n=6)	11.0% +/- 3.2% (n=6)	0.8% +/- .09% (n=70)
Every two years	0.8% +/- .09% (n=5)	0.5% +/- .07% (n=12)	0.5% +/- .07% (n=26)	0.5% +/- .06% (n=40)	0.3% +/- .06% (n=3)	-	0.5% +/- .07% (n=43)
Every three years	2.3.4% +/- 1.5% (n=14)	0.8% +/- .09% (n=22)	1.1% +/- 1.1% (n=63)	1.2% +/- 1.1% (n=94)	0.5% +/- .07% (n=4)	-	1.1% +/- 1.1% (n=98)
Every four years	0.4% +/- .06% (n=2)	0.5% +/- .07% (n=12)	0.3% +/- .05% (n=14)	0.3% +/- .06% (n=27)	0.2% +/- .05% (n=2)	-	0.3% +/- .06% (n=29)
More than four years	2.6% +/- 1.6% (n=16)	0.8% +/- .09% (n=22)	0.7% +/- .09% (n=40)	0.7% +/- .08% (n=55)	1.7% +/- 1.3% (n=15)	11.8% +/- 3.2% (n=7)	0.9% +/- 0.09% (n=77)

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

Figures 26, 27, and 28 detail the upgrade schedules for hardware, software, and connection speed in library systems, respectively. The results in each figure closely parallel the other two. The vast majority of library systems have no set schedule for upgrading hardware (69.9%), software (77.4%), or connection speed (96.4%). For hardware, the most common schedule for upgrades is either every three (13.2%) or four years (8.3%). For software, the most common schedule for upgrades is as distributed and recommended by software vendors (15.1%). For connection speed, the most common schedule for upgrades is every three years (1.1%).

Figure 29. Public Library System Ability to Follow Its Replacement Schedule for Public Access Workstations by Metropolitan Status and Poverty.

Ability to Follow Replacement Schedule	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Yes	49.4% +/- 5.0% (n=280)	49.0% +/- 5.0% (n=1,138)	33.5% +/- 4.7% (n=1,671)	39.5% +/- 4.9% (n=2,759)	35.9% +/- 4.8% (n=2964)	58.3% +/- 5.0% (n=33)	39.2% +/- 4.9% (n=3,089)
No	16.1% +/- 3.7% (n=91)	8.7% +/- 2.8% (n=202)	10.38% +/- 3.0% (n=515)	10.2% +/- 3.0% (n=712)	10.8% +/- 3.1% (n=89)	11.8% +/- 3.3% (n=7)	10.3% +/- 3.0% (n=808)
Not Applicable	34.5% +/- 4.8% (n=1958)	42.3% +/- 4.9% (n=982)	56.2% +/- 5.0% (n=2,801)	50.4% +/- 5.0% (n=3,521)	53.3% +/- 5.0% (n=440)	29.8% +/- 4.6% (n=17)	50.6% +/- 5.0% (n=3,978)
Weighted Missing Responses, n=939							

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

Figure 29 demonstrates that most of the library systems that have replacement schedules for public access workstations are able to follow their schedules. Slightly over half of library systems (50.6%) have no schedule. 39.2% have a schedule and are able to keep to it, while only 10.3% of library systems that have a schedule are unable to follow it.

Figure 30. Public Library System Troubleshooting, Maintenance, and Repair for Public Access Workstations by Metropolitan Status and Poverty.

Responsible for Troubleshooting, Maintenance, and Repair	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Low	Medium	High	
Librarians	60.2% +/- 4.9% (n=335)	77.0% +/- 4.2% (n=1,740)	75.8% +/- 4.4% (n=3,716)	76.2% +/- 4.3% (n=5,215)	66.0% +/- 4.7% (n=543)	56.6% +/- 5.0% (n=32)	75.0% +/- 4.4% (n=5,790)
Information technology companies or vendors	30.7% +/- 4.6% (n=170)	32.9% +/- 4.7% (n=743)	31.3% +/- 4.6% (n=1,533)	31.7% +/- 4.7% (n=2,171)	32.0% +/- 4.7% (n=263)	19.7% +/- 4.0% (n=11)	31.7% +/- 4.7% (n=2,446)
Technology professionals employed by the library	71.4% +/- 4.5% (n=397)	66.6% +/- 4.7% (n=1,506)	50.7% +/- 5.0% (n=2,488)	55.8% +/- 5.0% (n=3,814)	63.9% +/- 4.80% (n=526)	89.0% +/- 3.26% (n=51)	56.9% +/- 5.0% (n=4,390)
Volunteers	9.9% +/- 3.0% (n=55)	10.1% +/- 3.08% (n=227)	27.2% +/- 4.5% (n=1,335)	22.12% +/- 4.2% (n=1,515)	10.9% +/- 3.1% (n=90)	21.9% +/- 4.2% (n=13)	20.9% +/- 4.1% (n=1,617)
Other	19.7% +/- 4.0% (n=110)	19.1% +/- 3.9% (n=431)	17.3% +/- 3.8% (n=848)	17.7% +/- 3.8% (n=1,209)	21.2% +/- 4.1% (n=175)	7.9% +/- 2.7% (n=5)	18.0% +/- 3.8.0% (n=1,388)

Weighted Missing Responses, n=1,093.

Will not total to 100%, as respondents could select more than one option.

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

Figure 30 shows that the majority of troubleshooting, maintenance, and repair for public access workstations is done by staff of library systems. In 75.0% of library systems, librarians have responsibility for such activities. In 56.9% of library systems, technology professionals employed by the library have responsibility for such activities.

FIGURES 31 THROUGH 36
STATE OUTLET-LEVEL FINDINGS*

*See Appendix B for survey response rates by state.

Figure 31. Public Library Outlets Connected to the Internet and Offering Public Internet Access by State.

<i>State</i>	Connected to the Internet	Public Access Internet Services
Alaska (n = 87)	100% ± 0.0%	97.9% ± 1.4%
Alabama (n = 270)	99.0% ± 1.0%	99.0% ± 1.0%
Arkansas (n = 206)	98.1% ± 1.4%	97.3% ± 1.6%
California (n = 1,069)	98.4% ± 1.3%	97.6% ± 1.5%
D.C. (n = 27)	100% ± 0.0%	100% ± 0.0%
Florida (n = 469)	100% ± 0.0%	99.0% ± 1.0%
Georgia (n = 358)	100% ± 0.0%	100% ± 0.0%
Iowa (n = 561)	98.9% ± 1.0%	97.9% ± 1.4%
Idaho (n = 141)	98.3% ± 1.3%	97.6% ± 1.5%
Indiana (n = 428)	99.2% ± 0.9%	99.2% ± 0.9%
Kansas (n = 372)	100% ± 0.0%	100% ± 0.0%
Kentucky (n = 72)	100% ± 0.0%	97.9% ± 1.4%
Massachusetts (n = 488)	100% ± 0.0%	99.3% ± 0.8%
Michigan (n = 652)	99.3% ± 0.8%	98.6% ± 1.2%
Montana (n = 108)	98.8% ± 1.1%	98.8% ± 1.1%
Nevada (n = 85)	100% ± 0.0%	100% ± 0.0%
New Hampshire (n = 233)	100% ± 0.0%	94.8% ± 2.2%
New Jersey (n = 447)	100% ± 0.0%	100% ± 0.0%
New Mexico (n = 98)	100% ± 0.0%	100% ± 0.0%
New York (n = 1,072)	100% ± 0.0%	98.8% ± 1.1%
Ohio (n = 711)	100% ± 0.0%	98.8% ± 1.1%
Oklahoma (n = 202)	100% ± 0.0%	99.3% ± 0.9%
Oregon (n = 206)	100% ± 0.0%	100% ± 0.0%
Pennsylvania (n = 621)	100% ± 0.0%	99.6% ± 0.6%

Figure 31 (cont'd). Public Library Outlets Connected to the Internet and Offering Public Internet Access by State.

<i>State</i>	Connected to the Internet	Public Access Internet Services
Rhode Island (n = 72)	100% ± 0.0%	100% ± 0.0%
South Carolina (n = 141)	100% ± 0.0%	98.4% ± 1.3%
South Dakota (n = 128)	100% ± 0.0%	100% ± 0.0%
Texas (n = 823)	100% ± 0.0%	100% ± 0.0%
Utah (n = 107)	100% ± 0.0%	100% ± 0.0%
Vermont (n = 186)	99.0% ± 1.0%	99.0% ± 1.0%
Virginia (n = 329)	100% ± 0.0%	96.4% ± 1.9%
West Virginia (n = 166)	99.2% ± 0.9%	97.6% ± 1.5%
Wisconsin (n = 443)	100% ± 0.0%	99.6% ± 0.6%
Wyoming (n = 75)	100% ± 0.0%	100% ± 0.0%
<i>National</i>	99.6% ± 0.6% (n = 16,130)	98.9% ± 1.0% (n = 16,017)
Key: * : Insufficient data to report -- : No data to report		

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

Figure 31 details the number of public libraries connected to the Internet and the percentage of public libraries that make Internet access available to patrons. In 24 of the 34 states, 100% of public libraries are connected to the Internet and more than 98% of libraries are connected in each of the remaining states. Arkansas, California, Iowa, Idaho, and Montana have the lowest levels of connectivity, with between 98% and 99% of libraries being connected.

In 12 of the states, 100% of public libraries offer public Internet access, and all states offer public access in at least 94.8% of libraries. The lowest levels of public Internet access are in Arkansas, California, Idaho, New Hampshire, Virginia, and West Virginia.

Figure 32. Public Library Outlet Public Access Workstations and Workstation Availability

	Average number of workstations	There are fewer 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 workstations available	No, there are always sufficient workstations for patrons
<i>State</i>				
Alaska (n = 81)	4.9 ± 4.3	15.7% ± 3.7%	52.5% ± 5.0%	34.9% ± 4.8%
Alabama (n = 265)	11.3 ± 13.7	21.5% ± 4.1%	57.9% ± 5.0%	20.9% ± 4.1%
Arkansas (n = 151)	6.7 ± 7.3	12.7% ± 3.4%	63.5% ± 4.8%	24.8% ± 4.3%
California (n = 666)	11.8 ± 15.3	44.9% ± 5.0%	48.4% ± 5.0%	6.9% ± 2.5%
D.C. (n = 27)	8.0 ± 13.3	100.0% ± 0.0%	--	--
Florida (n = 336)	22.6 ± 47.5	36.0% ± 4.8%	53.9% ± 5.0%	10.7% ± 3.1%
Georgia (n = 160)	14.0 ± 10.5	13.0% ± 3.4%	63.9% ± 4.9%	25.0% ± 4.4%
Iowa (n = 548)	5.4 ± 4.9	8.3% ± 2.8%	74.9% ± 4.3%	16.9% ± 3.8%
Idaho (n = 133)	7.5 ± 8.7	21.1% ± 4.1%	71.2% ± 4.5%	8.0% ± 2.7%
Indiana (n = 406)	12.3 ± 21.1	4.5% ± 2.1%	83.1% ± 3.8%	12.7% ± 3.3%
Kansas (n = 344)	11.1 ± 26.8	6.9 ± 2.5%	60.9% ± 4.9%	32.2% ± 4.7%
Kentucky (n = 64)	18.8 ± 20.4	24.1% ± 4.3%	74.2% ± 4.4%	1.7% ± 1.3%
Massachusetts (n = 436)	8.6 ± 8.1	12.4% ± 3.3%	67.2% ± 4.7%	20.6% ± 4.1%
Michigan (n = 615)	10.8 ± 16.3	16.4% ± 3.7%	70.7% ± 4.6%	13.0% ± 3.4%
Montana (n = 104)	6.1 ± 5.9	16.6% ± 3.7%	78.3% ± 4.1%	5.1% ± 2.2%
Nevada (n = 37)	5.1 ± 3.4	13.2% ± 3.4%	69.5% ± 4.7%	17.4% ± 3.9%
New Hampshire (n = 221)	4.6 ± 4.0	4.9% ± 2.2%	65.4% ± 4.8%	29.7% ± 4.6%
New Jersey (n = 423)	15.5 ± 15.9	11.9% ± 3.2%	78.9% ± 4.1%	9.3% ± 2.9%
New Mexico (n = 98)	11.1 ± 8.8	30.7% ± 4.6%	64.9% ± 4.8%	4.5% ± 2.1%
New York (n = 849)	11.7 ± 15.6	8.2% ± 2.8%	77.0% ± 4.2%	14.9% ± 3.6%
Ohio (n = 630)	11.0 ± 13.0	9.6% ± 3.0%	73.8% ± 4.4%	16.7% ± 3.7%
Oklahoma (n = 171)	8.9 ± 11.9	18.5% ± 3.9%	73.4% ± 4.4%	8.3% ± 2.8%
Oregon (n = 199)	9.3 ± 13.8	30.4% ± 4.6%	58.6% ± 4.9%	11.5% ± 3.2%

Figure 32 (cont'd). Public Library Outlet Public Access Workstations and Workstation Availability

	Average number of workstations	There are fewer 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 workstations available	No, there are always sufficient workstations for patrons
<i>State</i>				
Pennsylvania (n = 518)	8.7 ± 7.0	15.1% ± 3.6%	72.1% ± 4.5%	12.8% ± 3.3%
Rhode Island (n = 63)	12.6 ± 12.2	12.2% ± 3.3%	56.4% ± 5.0%	31.4% ± 4.7%
South Carolina (n = 118)	11.7 ± 17.4	28.4% ± 4.5%	60.5% ± 4.9%	11.6% ± 3.2%
South Dakota (n = 128)	7.3 ± 7.1	--	74.8% ± 4.4%	25.2% ± 4.4%
Texas (n = 693)	11.9 ± 13.3	16.9% ± 3.8%	69.2% ± 4.6%	14.0% ± 3.5%
Utah (n = 79)	13.0 ± 19.3	29.2% ± 4.6%	70.8% ± 4.6%	--
Vermont (n = 178)	4.5 ± 3.8	4.0% ± 2.0%	72.3% ± 4.5%	23.7% ± 4.3%
Virginia (n = 224)	10.6 ± 7.7	16.7% ± 3.7%	61.2% ± 4.9%	22.4% ± 4.2%
West Virginia (n = 146)	6.2 ± 5.3	11.6% ± 3.2%	77.8% ± 4.2%	10.7% ± 3.1%
Wisconsin (n = 424)	8.6 ± 9.8	5.5% ± 2.3%	83.8% ± 3.7%	10.9% ± 3.1%
Wyoming (n = 57)	5.2 ± 9.0	6.4% ± 2.5%	40.4% ± 5.0%	53.2% ± 5.0%
<i>National</i>	10.4 (n=16,017)	15.7% ± 3.6% (n = 1,844)	70.2% ± 4.6% (n = 8,226)	14.1% ± 4.3% (n = 1,647)
Key:	* : Insufficient data to report. -- : No data to report.			

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

Figure 32 reveals the average number of public workstations by state and the sufficiency of the number of stations to meet patron needs. The states with the highest average number of workstations are Florida, Georgia, Indiana, Kentucky, New Jersey, Vermont, and Utah. The states with the lowest average number of workstations are Alaska, Iowa, Nevada, New Hampshire, Vermont, and Wyoming.

In five states—California, D.C., Florida, New Mexico, and Oregon—more than 30% of libraries reported fewer workstations than patrons needed on a consistent basis. 100% of D.C. libraries reported that there were fewer workstations than patrons needed on a consistent basis. More than 75% of the libraries in six states—Indiana, Michigan, New Jersey, New York, West Virginia, and Wisconsin—reported fewer workstations than patrons needed at certain times of the day. The libraries in Alaska, Kansas, Rhode Island, and Wyoming are the most likely to have sufficient workstations at all times of the day.

Figure 33. Public Library Outlet Public Access Wireless Internet Connectivity by State

	Wireless currently available	Wireless not currently available and no plans to make it available within the next year	Wireless not currently available, but there are plans to make it available within the next year
<i>State</i>			
Alaska (n = 81)	14.3% ± 3.5%	72.2% ± 4.5%	13.5% ± 3.4%
Alabama (n = 219)	10.4% ± 3.1%	75.5% ± 4.3%	14.1% ± 3.5%
Arkansas (n = 101)	16.6% ± 3.7%	59.6% ± 4.9%	23.9% ± 4.3%
California (n = 598)	15.7% ± 3.6%	53.9% ± 5.0%	30.4% ± 4.6%
D.C. (n = 27)	--	93.1% ± 2.6%	6.9% ± 2.6%
Florida (n = 241)	21.9% ± 4.2%	28.1% ± 4.5%	50.0% ± 5.0%
Georgia (n = 51)	7.7% ± 2.7%	79.4% ± 4.1%	12.9% ± 3.4%
Iowa (n = 524)	19.4% ± 4.0%	67.7% ± 4.7%	12.9% ± 3.4%
Idaho (n = 124)	15.3% ± 3.6%	60.9% ± 4.9%	23.8% ± 4.3%
Indiana (n = 328)	18.5% ± 3.9%	45.5% ± 5.0%	36.0% ± 4.8%
Kansas (n = 304)	25.8% ± 4.4%	62.1% ± 4.9%	12.1% ± 3.3%
Kentucky (n = 61)	47.0% ± 5.0%	29.4% ± 4.6%	23.7% ± 4.3%
Massachusetts (n = 394)	10.5% ± 3.1%	62.4% ± 4.9%	27.0% ± 4.5%
Michigan (n = 510)	16.3% ± 3.7%	56.1% ± 5.0%	27.7% ± 4.5%
Montana (n = 107)	18.6% ± 3.9%	57.8% ± 5.0%	23.6% ± 4.3%
Nevada (n = 35)	4.3% ± 2.1%	95.7% ± 2.1%	--
New Hampshire (n = 178)	31.6% ± 4.7%	48.4% ± 5.0%	20.1% ± 4.0%
New Jersey (n = 385)	22.8% ± 4.2%	43.2% ± 5.0%	34.0% ± 4.7%
New Mexico (n = 92)	38.6% ± 4.9%	36.9% ± 4.9%	24.5% ± 4.3%
New York (n = 623)	19.6% ± 4.0%	62.0% ± 4.9%	18.4% ± 3.9%
Ohio (n = 481)	15.5% ± 3.6%	64.8% ± 4.8%	19.7% ± 4.0%
Oklahoma (n = 168)	8.2% ± 2.8%	74.5% ± 4.4%	17.3% ± 3.8%
Oregon (n = 179)	16.6% ± 3.7%	68.7% ± 4.7%	14.7% ± 3.6%
Pennsylvania (n = 502)	9.5% ± 2.9%	72.3% ± 4.5%	18.1% ± 3.9%

Figure 33 (cont'd). Public Library Outlet Public Access Wireless Internet Connectivity by State

	Wireless currently available	Wireless not currently available and no plans to make it available within the next year	Wireless not currently available, but there are plans to make it available within the next year
<i>State</i>			
Rhode Island (n = 63)	22.5% ± 4.2%	56.7% ± 5.0%	20.8% ± 4.1%
South Carolina (n = 110)	--	66.1% ± 4.8%	33.9% ± 4.8%
South Dakota (n = 121)	16.8% ± 3.8%	64.3% ± 4.8%	18.9% ± 3.9%
Texas (n = 629)	26.4% ± 4.4%	58.7% ± 4.9%	14.9% ± 3.6%
Utah (n = 78)	17.0% ± 3.8%	47.3% ± 5.0%	35.6% ± 4.8%
Vermont (n = 173)	19.2% ± 4.0%	65.0% ± 4.8%	15.8% ± 3.7%
Virginia (n = 196)	30.8% ± 4.6%	47.5% ± 5.0%	21.7% ± 4.1%
West Virginia (n = 141)	--	93.6% ± 2.5%	6.4% ± 2.5%
Wisconsin (n = 406)	17.5% ± 3.8%	62.5% ± 4.9%	20.0% ± 4.0%
Wyoming (n = 54)	6.4% ± 2.5%	78.9% ± 4.1%	14.7% ± 3.6%
<i>National</i>	17.9% ± 3.8% (n = 2,089)	61.2% ± 4.9% (n = 7,149)	21.0% ± 4.1% (n = 2,453)
Key:	* : Insufficient data to report -- : No data to report		

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

Figure 33 explores the availability of wireless Internet access in libraries. Wireless Internet access is currently available in more than 25% of the libraries in six states—Kansas, Kentucky, New Hampshire, New Mexico, Texas, and Virginia. It is available in no libraries in D.C., South Carolina, and West Virginia. More than 75% of the libraries in six states—Alabama, D.C., Georgia, Nevada, West Virginia, and Wyoming—have no plans to make wireless access available. On the other hand, more than 30% of the libraries in California, Florida, Kansas, New Jersey, South Carolina, and Utah have plans to make wireless access available within a year.

Figure 34. Public Library Outlet Average Number of Hours Open and Change in Hours Open by State.

<i>State</i>	Average number of hours open per week	Hours increased since last fiscal year	Hours decreased since last fiscal year	Hours stayed the same as last fiscal year
Alaska (n = 81)	33.7 ± 17.4	9.0% ± 2.9%	4.5% ± 2.1%	86.5% ± 3.4%
Alabama (n = 219)	46.9 ± 14.6	17.6% ± 3.8%	4.4% ± 2.1%	78.0% ± 4.2%
Arkansas (n = 99)	40.9 ± 15.6	--	8.0% ± 2.7%	92.0% ± 2.7%
California (n = 601)	42.3 ± 15.5	6.6% ± 2.5%	10.7% ± 3.1%	82.6% ± 3.8%
D.C. (n = 27)	41.8 ± 6.7	6.9% ± 2.6%	--	93.1% ± 2.6%
Florida (n = 250)	52.4 ± 13.8	13.6% ± 3.4%	1.5% ± 1.2%	84.9% ± 3.6%
Georgia (n = 50)	46.1 ± 13.9	29.3% ± 4.6%	21.7% ± 4.2%	49.0% ± 5.1%
Idaho (n = 124)	37.3 ± 21.5	14.3% ± 3.5%	--	85.7% ± 3.5%
Indiana (n = 326)	52.3 ± 13.5	2.5% ± 1.6%	3.9% ± 2.0%	93.6% ± 2.5%
Iowa (n = 522)	36.1 ± 14.5	8.7% ± 2.8%	10.6% ± 3.1%	80.6% ± 4.0%
Kansas (n = 304)	38.1 ± 21.0	6.6% ± 2.5%	2.2% ± 1.5%	91.1% ± 2.9%
Kentucky (n = 60)	56.7 ± 8.5	5.9% ± 2.4%	7.5% ± 2.7%	86.6% ± 3.4%
Massachusetts (n = 393)	41.6 ± 15.0	9.6% ± 3.0%	7.0% ± 2.6%	83.4% ± 3.7%
Michigan (n = 510)	45.5 ± 15.2	5.2% ± 2.2%	4.3% ± 2.0%	90.5% ± 3.0%
Montana (n = 101)	36.0 ± 13.8	18.9% ± 3.9%	6.4% ± 2.5%	74.7% ± 4.4%
Nevada (n = 35)	39.5 ± 18.6	4.2% ± 2.0%	--	95.8% ± 2.0%
New Hampshire (n = 178)	38.8 ± 12.7	8.8% ± 2.8%	1.4% ± 1.2%	89.8% ± 3.0%
New Jersey (n = 385)	54.8 ± 11.0	8.0% ± 2.7%	2.1% ± 1.4%	89.9% ± 3.0%
New Mexico (n = 85)	47.4 ± 13.4	21.6% ± 4.1%	--	78.4% ± 4.1%
New York (n = 625)	46.2 ± 17.6	9.9% ± 3.0%	2.8% ± 1.7%	87.2% ± 3.3%
Ohio (n = 481)	54.6 ± 13.2	6.4% ± 2.5%	12.7% ± 3.3%	80.9% ± 4.0%
Oklahoma (n = 167)	43.0 ± 13.3	5.3% ± 2.2%	5.6% ± 2.3%	89.1% ± 3.1%
Oregon (n = 179)	42.0 ± 15.1	24.7% ± 4.3%	18.4% ± 3.9%	56.93% ± 5.0%

Figure 34 (cont'd). Public Library Outlet Average Number of Hours Open and Change in Hours Open by State.

	Average number of hours open per week	Hours increased since last fiscal year	Hours decreased since last fiscal year	Hours stayed the same as last fiscal year
<i>State</i>				
Pennsylvania (n = 498)	45.7 ± 13.5	5.5% ± 2.3%	33.9% ± 4.7%	60.6% ± 4.9%
Rhode Island (n = 63)	47.3 ± 15.1	8.4% ± 2.8%	4.0% ± 2.0%	87.6% ± 3.3%
South Carolina (n = 111)	49.0 ± 15.0	2.7% ± 1.6%	--	97.3% ± 1.6%
South Dakota (n = 118)	39.7 ± 17.2	8.9% ± 2.9%	5.6% ± 2.3%	85.5% ± 3.5%
Texas (n = 622)	43.2 ± 12.8	10.1% ± 3.0%	8.0% ± 2.7%	81.9% ± 3.9%
Utah (n = 78)	48.0 ± 15.5	10.3% ± 3.1%	2.9% ± 1.7%	86.9% ± 3.4%
Vermont (n = 169)	31.4 ± 13.4	14.7% ± 3.6%	3.4% ± 1.8%	81.9% ± 3.9%
Virginia (n = 196)	51.3 ± 11.4	3.9% ± 2.0%	3.9% ± 2.0%	92.2% ± 2.7%
West Virginia (n = 139)	41.9 ± 11.6	1.8% ± 1.3%	5.6% ± 2.3%	92.6% ± 2.6%
Wisconsin (n = 408)	45.5 ± 15.7	10.1% ± 3.0%	6.1% ± 2.4%	83.7% ± 3.7%
Wyoming (n = 54)	31.4 ± 18.6	--	--	100% ± 0.0%
<i>National</i>	44.5 (n = 11,662)	8.9% ± 2.9% (n = 1,040)	7.6% ± 2.7% (n = 891)	83.5% ± 3.7% (n = 9,773)
Key:	* : Insufficient data to report -- : No data to report			

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

Figure 34 displays the average number of hours open and the comparison of current hours open to the previous fiscal year. The libraries in Alaska, Vermont, and Wyoming are open the lowest average number of hours at fewer than 35 hours per week. Florida, New Jersey, Ohio, South Carolina, Utah, and Virginia have the highest number of average hours, with each open more than 48 per week.

Georgia, Montana, New Mexico, and Oregon had the highest percentage of libraries with hours that increased over the previous year. Georgia, Ohio, Oregon, and Pennsylvania had the highest percentage of libraries with hours that decreased from the previous year. It is particularly interesting that Georgia libraries appear in both of these two groups. More than 90% of the libraries in ten states stayed the same compared to the previous year.

Public Libraries and the Internet 2004: Survey Results and Findings

Figure 35. Public Library Outlet Maximum Speed of Public Access Internet Services by State.							
	Less than 56kbps	56kbps – 128kbps	129kbps – 256kbps	257kbps – 768kbps	769kbps – 1.5mbps	Greater than 1.5mbps	Don't Know
<i>State</i>							
Alaska (n = 81)	4.5% ± 2.1%	29.5% ± 4.6%	11.2% ± 3.2%	22.5% ± 4.2%	2.2% ± 1.5%	9.0% ± 2.9%	21.1% ± 4.1%
Alabama (n = 267)	2.5% ± 1.6%	19.7% ± 4.0%	11.2% ± 3.2%	4.0% ± 2.0%	20.1% ± 4.0%	21.6% ± 4.1%	21.0 ± 4.1%
Arkansas (n = 154)	5.7% ± 2.3%	50.9% ± 5.0%	10.2% ± 3.0%	5.1% ± 2.2%	10.1% ± 3.0%	7.7% ± 2.7%	13.1% ± 3.4%
California (n = 682)	1.5% ± 1.2%	6.7% ± 2.5%	9.2% ± 2.9%	6.4% ± 2.5%	42.8% ± 5.0%	25.5% ± 4.4%	7.9% ± 2.7%
D.C. (n = 27)	*	*	*	*	*	*	*
Florida (n = 345)	--	4.6% ± 2.1%	9.5% ± 2.9%	9.4% ± 2.9%	37.7% ± 4.9%	30.3% ± 4.6%	7.1% ± 2.6%
Georgia (n = 162)	--	1.6% ± 1.3%	--	--	64.2% ± 4.8%	32.5% ± 4.7%	1.6% ± 1.3%
Idaho (n = 133)	8.9% ± 2.9%	7.1% ± 2.6%	5.3% ± 2.3%	14.1% ± 3.5%	17.6% ± 3.8%	9.7% ± 3.0%	37.2% ± 4.9%
Indiana (n = 406)	--	15.4% ± 3.6%	13.5% ± 3.4%	2.9% ± 1.7%	29.0% ± 4.6%	28.5% ± 4.5%	10.6% ± 3.1%
Iowa (n = 546)	1.6% ± 1.3%	15.5% ± 3.6%	16.6% ± 3.7%	17.5% ± 3.8%	8.9% ± 2.9%	11.0% ± 3.1%	28.5% ± 4.5%
Kansas (n = 344)	--	11.8% ± 3.2%	7.9% ± 2.7%	19.4% ± 4.0%	23.7% ± 4.3%	13.5% ± 3.4%	23.7% ± 4.3%
Kentucky (n = 64)	--	13.2% ± 3.4%	14.8% ± 3.6%	7.0% ± 2.6%	45.3% ± 5.0%	12.0% ± 3.3%	7.8% ± 2.7%
Massachusetts (n = 433)	2.2% ± 1.5%	9.4% ± 2.9%	7.9% ± 2.7%	15.2% ± 3.6%	16.5% ± 3.7%	21.6% ± 4.1%	27.2% ± 4.5%
Michigan (n = 620)	--	14.2% ± 3.5%	9.3% ± 2.9%	12.7% ± 3.3%	36.6% ± 4.8%	16.0% ± 3.7%	11.3% ± 3.2%
Montana (n = 107)	--	6.2% ± 2.4%	22.7% ± 4.2%	31.2% ± 4.7%	18.3% ± 3.9%	7.6% ± 2.7%	14.0% ± 3.5%
New Hampshire (n = 221)	6.0% ± 2.4%	19.9% ± 4.0%	2.0% ± 1.4%	21.0% ± 4.1%	13.8% ± 3.5%	10.0% ± 3.0%	29.4% ± 4.6%
New Jersey (n = 417)	--	6.2% ± 2.4%	5.2% ± 2.2%	3.7% ± 1.9%	35.3% ± 4.8%	25.7% ± 4.4%	23.9% ± 4.3%
New Mexico (n = 98)	--	9.1% ± 2.9%	10.4% ± 3.1%	9.3% ± 2.9%	28.7% ± 4.6%	11.3% ± 3.2%	31.2% ± 4.7%
Nevada (n = 37)	--	34.7% ± 4.8%	4.2% ± 2.0%	8.3% ± 2.8%	25.0% ± 4.4%	12.6% ± 3.4%	15.2% ± 3.6%

Figure 35 (cont'd). Public Library Outlet Maximum Speed of Public Access Internet Services by State.

	Less than 56kbps	56kbps – 128kbps	129kbps – 256kbps	257kbps – 768kbps	769kbps – 1.5mbps	Greater than 1.5mbps	Don't Know
<i>State</i>							
New York (n = 848)	--	15.6% ± 3.6%	7.4% ± 2.6%	7.9% ± 2.7%	17.1% ± 3.8%	21.7% ± 4.1%	30.7% ± 4.6%
Ohio (n = 630)	--	3.5% ± 1.9%	3.1% ± 1.8%	2.3% ± 1.5%	37.2% ± 4.8%	37.8% ± 4.9%	16.0% ± 3.7%
Oklahoma (n = 170)	0.9% ± 0.9%	11.7% ± 3.2%	6.9% ± 2.6%	5.8% ± 2.4%	60.0% ± 4.9%	7.2% ± 2.6%	7.6% ± 2.7%
Oregon (n = 199)	3.5% ± 1.9%	16.8% ± 3.8%	13.3% ± 3.4%	23.2% ± 4.2%	16.4% ± 3.7%	22.1% ± 4.2%	8.3% ± 2.8%
Pennsylvania (n = 520)	1.3% ± 1.1%	10.7% ± 3.1%	5.7% ± 2.3%	10.3% ± 3.0%	19.6% ± 4.0%	16.3% ± 3.7%	36.1% ± 4.8%
Rhode Island (n = 63)	--	--	2.2% ± 1.5%	14.3% ± 3.5%	29.8% ± 4.6%	23.0% ± 4.2%	30.7% ± 4.7%
South Carolina (n = 120)	--	6.5% ± 2.5%	3.7% ± 1.9%	3.6% ± 1.9%	40.3% ± 4.9%	27.8% ± 4.5%	18.1% ± 3.9%
South Dakota (n = 125)	--	2.7% ± 1.6%	13.6% ± 3.4%	18.4% ± 3.9%	2.7% ± 1.6%	15.7% ± 3.7%	46.8% ± 5.0%
Texas (n = 698)	0.8% ± 0.9%	7.0% ± 2.6%	10.2% ± 3.0%	7.4% ± 2.6%	23.8% ± 4.3%	23.2% ± 4.2%	27.6% ± 4.5%
Utah (n = 79)	--	2.8% ± 1.7%	2.8% ± 1.7%	15.5% ± 3.6%	34.9% ± 4.8%	18.7% ± 3.9%	25.3% ± 4.4%
Vermont (n = 178)	9.8% ± 3.0%	13.1% ± 3.4%	6.6% ± 2.5%	13.7% ± 3.5%	4.4% ± 2.1%	8.7% ± 2.8%	42.6% ± 5.0%
Virginia (n = 226)	--	7.9% ± 2.7%	5.6% ± 2.3%	22.3% ± 4.2%	31.4% ± 4.7%	22.8% ± 4.2%	10.0% ± 3.0%
West Virginia (n = 152)	--	18.1% ± 3.9%	5.1% ± 2.2%	2.6% ± 1.6%	24.4% ± 4.3%	17.1% ± 3.8%	30.3% ± 4.6%
Wisconsin (n = 424)	--	1.8% ± 1.3%	2.7% ± 1.6%	2.2% ± 1.5%	25.5% ± 4.4%	25.9% ± 4.4%	41.8% ± 5.0%
Wyoming (n = 57)	7.8% ± 2.7%	36.2% ± 4.9%	6.0% ± 2.4%	31.9% ± 4.7%	12.1% ± 3.3%	6.0% ± 2.4%	--
<i>National</i>	1.3% ± 1.2% (n = 181)	11.5% ± 3.2% (n = 1,564)	8.3% ± 2.8% (n = 1,128)	9.5% ± 2.9% (n = 1,287)	27.4% ± 4.5% (n = 3,722)	20.3% ± 4.0% (n=2,752)	21.7% ± 4.1% (n=2,941)
Key:	* : Insufficient data to report -- : No data to report						

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

Figure 35 shows the average connectivity speeds of Internet access in libraries. Few libraries in any state have connection speeds below 56kbps, with 19 states having no libraries that have that connection speed. More than 30% of libraries in Arkansas, Nevada, and Wyoming have a connection speed between 56kbps and 128kbps. In Iowa, Kentucky, and Michigan, more than 15% of libraries have a connection speed between 129kbps and 256kbps, and none of these states have more than 22.7% of libraries with this connection speed. More than 30% of libraries in six states have connection speeds between 257kbps and 768kbps. More than 30% of libraries in ten states have connection speeds between 769kbps and 1.5mbps. In Florida, Georgia, and Ohio, more than 30% of libraries have connection speeds greater than 1.5mbps.

Over 40% of libraries in South Dakota, Vermont, and Wisconsin did not know the connection speed. In contrast, 0% of libraries in Wyoming did not know the connection speed.

Public Libraries and the Internet 2004: Survey Results and Findings

Figure 36. Public Library Outlet Public Access Internet Filtering by State.

	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 has filters as part of a local community network with a public school	Yes, the library consortium has a filter for all member libraries	Don't Know
<i>State</i>							
Alaska (n = 69)	39.3% ± 4.9%	37.1% ± 4.9%	13.1% ± 3.4%	--	15.7% ± 3.7%	--	--
Alabama (n = 155)	20.1% ± 4.0%	38.0% ± 4.9%	32.0% ± 4.7%	1.7% ± 1.3%	--	12.4% ± 3.3%	2.5% ± 1.6%
Arkansas (n = 48)	92.0% ± 2.8%	--	--	8.0% ± 2.8%	--	--	--
California (n = 369)	87.1% ± 3.4%	4.1% ± 2.0%	7.0% ± 2.6%	--	1.1% ± 1.0%	--	0.7% ± 0.8%
D.C. (n = 27)	*	*	*	*	*	*	*
Florida (n = 117)	75.3% ± 4.3%	6.0% ± 2.4%	18.6% ± 3.9%	--	--	3.9% ± 2.0%	--
Georgia (n = 5)	*	*	*	100% ± 0.0	*	*	*
Idaho (n = 109)	67.2% ± 4.7%	13.1% ± 3.4%	19.7% ± 4.0%	--	--	--	2.2% ± 1.5%
Indiana (n = 193)	24.6% ± 4.3%	23.3% ± 4.2%	48.8% ± 5.0%	--	1.9% ± 1.4%	--	1.4% ± 1.2%
Iowa (n = 513)	77.2% ± 4.2%	13.8% ± 3.5%	7.0% ± 2.6%	--	0.6% ± 0.8%	--	3.1% ± 1.7%
Kansas (n = 344)	38.2% ± 4.9%	25.4% ± 4.4%	11.0% ± 3.1%	25.4% ± 4.4%	--	7.1% ± 2.6%	--
Kentucky (n = 39)	69.4% ± 4.7%	16.6% ± 3.8%	14.0% ± 3.5%	--	--	--	--
Massachusetts (n = 348)	87.9% ± 3.3%	4.2% ± 2.0%	3.6% ± 1.9%	--	1.8% ± 1.3%	1.7% ± 1.3%	1.7% ± 1.3%
Michigan (n = 383)	45.9% ± 5.0%	27.9% ± 4.5%	9.1% ± 2.9%	--	3.5% ± 1.8%	12.6% ± 3.3%	3.5% ± 1.8%
Montana (n = 99)	79.8% ± 4.0%	8.3% ± 2.8%	9.3% ± 2.9%	--	4.0% ± 2.0%	--	1.3% ± 1.2%
New Hampshire (n = 178)	87.6% ± 3.3%	7.4% ± 2.6%	2.5% ± 1.6%	--	--	--	2.5% ± 1.6%
New Jersey (n = 271)	68.5% ± 4.7%	9.7% ± 3.0%	9.4% ± 2.9%	--	1.0% ± 1.0%	13.5% ± 3.4%	1.0% ± 1.0%
New Mexico (n = 77)	58.3% ± 5.0%	20.8% ± 4.1%	13.3% ± 3.4%	2.5% ± 1.6%	2.6% ± 1.6%	--	2.5% ± 1.6%
Nevada (n = 35)	84.0% ± 3.7%	11.6% ± 3.3%	4.3% ± 2.1%	--	--	--	--

Public Libraries and the Internet 2004: Survey Results and Findings

Figure 36 (cont'd). Public Library Outlet Public Access Internet Filtering by State.

	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 has filters as part of a local community network with a public school	Yes, the library consortium has a filter for all member libraries	Don't Know
<i>State</i>							
New York (n = 608)	60.7% ± 4.9%	9.2% ± 3.0%	7.0% ± 2.6%	2.6% ± 1.6%	0.9% ± 0.9%	18.9% ± 3.9%	1.7% ± 1.3%
Ohio (n = 309)	62.4% ± 4.9%	11.3% ± 3.2%	17.3% ± 3.8%	--	--	7.6% ± 2.7%	2.5% ± 1.6%
Oklahoma (n = 124)	1.2% ± 1.1%	59.3% ± 4.9%	36.0% ± 4.8%	1.2% ± 1.1%	2.4% ± 1.5%	--	--
Oregon (n = 172)	69.6% ± 4.6%	11.4% ± 3.2%	5.7% ± 2.3%	--	5.7% ± 2.3%	5.6% ± 2.3%	--
Pennsylvania (n = 434)	30.6% ± 4.6%	19.5% ± 4.0%	19.3% ± 4.0%	1.2% ± 1.1%	4.4% ± 2.0%	29.1% ± 4.6%	1.3% ± 1.1%
Rhode Island (n = 50)	2.8% ± 1.7%	7.3% ± 2.6%	24.0% ± 4.3%	--	--	68.3% ± 4.7%	--
South Carolina (n = 19)	77.3% ± 4.3%	5.4% ± 2.3%	5.4% ± 2.3%	--	--	--	11.9% ± 3.3%
South Dakota (n = 121)	54.7% ± 5.0%	25.7% ± 4.4%	11.2% ± 3.2%	2.8% ± 1.7%	2.8% ± 1.7%	--	5.6% ± 2.3%
Texas (n = 545)	48.1% ± 5.0%	21.8% ± 4.1%	18.3% ± 3.9%	--	5.7% ± 2.3%	2.8% ± 1.7%	5.6% ± 2.3%
Utah (n = 62)	--	16.5% ± 3.8%	56.1% ± 5.0%	7.2% ± 2.6%	27.4 ± 4.5%	--	--
Vermont (n = 171)	82.9% ± 3.8%	3.4% ± 1.8%	2.3% ± 1.5%	--	6.9% ± 2.5%	--	5.7% ± 2.3%
Virginia (n = 83)	75.8% ± 4.3%	15.1% ± 3.6%	6.1% ± 2.4%	--	6.1% ± 2.4%	--	--
West Virginia (n = 61)	--	--	--	95.8% ± 2.0%	4.2% ± 2.0%	--	--
Wisconsin (n = 385)	82.5% ± 3.8%	8.3% ± 2.8%	6.5% ± 2.5%	--	0.9% ± 1.0%	1.5% ± 1.2%	2.3% ± 1.5%
Wyoming (n = 46)	100% ± 0.0%	--	--	--	--	--	--
<i>National</i>	58.2% ± 4.9% (n = 5,233)	16.7% ± 3.7% (n = 1,505)	13.4% ± 3.4% (n = 1,202)	3.1% ± 1.7% (n = 283)	2.6% ± 1.6% (n = 237)	6.2% ± 2.4% (n = 561)	2.1% ± 1.4% (n = 189)

Key: Note: This question allowed respondents to check all that apply, so the total of the percentages can exceed 100.
 * : Insufficient data to report
 -- : No data to report

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

Figure 36 displays the extent to which libraries in a state filter Internet content and services. More than 75% of libraries in twelve states—Arkansas, California, Florida, Massachusetts, Montana, New Hampshire, Nevada, South Carolina, Vermont, Virginia, Wisconsin, and Wyoming—do not filter Internet content or services. In fact, 100% of libraries in Wyoming do not filter Internet access.

100% of the libraries in Georgia, Utah, and West Virginia filter Internet content or services. Georgia and West Virginia both have filtering through the state library system. More than 30% of libraries in Alaska, Alabama, and Oklahoma have filters on each workstation. More than 30% of libraries in Alabama, Indiana, Oklahoma, and Utah have filters in the entire library network. In Rhode Island, almost 70% of libraries have a filter through a library consortium.

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
<i>State</i>				
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
<i>State</i>				
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%
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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
<i>State</i>				
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
<i>State</i>				
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%
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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
<i>State</i>				
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
<i>State</i>				
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%
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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
<i>State</i>				
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 Networked Information Services: 2004 Survey*. 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
<i>State</i>				
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
<i>State</i>				
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%
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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
<i>State</i>			
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
<i>State</i>			
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 Networked Information Services: 2004 Survey*. 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.

	Internet connectivity	Telecommunications Services	Internet connection costs
<i>State</i>			
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
<i>State</i>			
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 Networked Information Services: 2004 Survey*. 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
<i>State</i>					
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
<i>State</i>					
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%
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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
<i>State</i>						
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
<i>State</i>						
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%
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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.

Public Libraries and the Internet 2004: Survey Results and Findings

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
<i>State</i>							
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%

Public Libraries and the Internet 2004: Survey Results and Findings

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
<i>State</i>							
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%
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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.

	Individuals with disabilities	Immigrants or resident aliens	Non-English-Speaking populations	Local service organizations or non-profit organizations	Seniors	Other
<i>State</i>						
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%

Public Libraries and the Internet 2004: Survey Results and Findings

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 Networked Information Services: 2004 Survey*. 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.

Public Libraries and the Internet 2004: Survey Results and Findings

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
<i>State</i>							
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
<i>State</i>							
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%

	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
<i>State</i>							
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%	--
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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
<i>State</i>							
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
<i>State</i>							
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
<i>State</i>							
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%
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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.

	Using online databases	Technology planning and management	Professional responsibility and the Internet	Helping the public use the Internet	Using Online Public Access Catalogs	Other
<i>State</i>						
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
<i>State</i>						
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%	--
<i>National</i>	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 Networked Information Services: 2004 Survey*. 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.

Public Libraries and the Internet 2004: Survey Results and Findings

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
<i>State</i>						
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
<i>State</i>						
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%
<i>National</i> (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 Networked Information Services: 2004 Survey*. 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
<i>State</i>							
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 Networked Information Services: 2004 Survey*. 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
<i>State</i>						
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
<i>State</i>						
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 Networked Information Services: 2004 Survey*. Tallahassee, FL: Information Use Management and Policy Institute, Florida State University. Available: <http://www.i.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
<i>State</i>			
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
<i>State</i>			
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 Networked Information Services: 2004 Survey*. 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
<i>State</i>					
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
<i>State</i>					
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%	-
<i>National</i> (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 Networked Information Services: 2004 Survey*. 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.

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.

For questions concerning the survey, please contact:

John Carlo Bertot <pl2004@lis.fsu.edu>

Professor and

Associate Director, Information Use Management and Policy Institute

School of Information Studies

Florida State University

244 Shores Building

Tallahassee, FL 32306

(850) 645-5683 phone

(850) 644-4522 fax

Appendix B – Survey Response Rate by State-Analyzed Data

Branch Level Survey Response Rate by State. Public Library Outlets Connected to the Internet and Offering Public Internet Access by State.	
State	Response Rate
Alaska	42/89=47.2%
Alabama	86/281=30.6%
Arkansas	56/207=27.1%
California	309/1,073=28.8%
D.C.	13/27=48.2%
Florida	122/469=26.0%
Georgia	109/358=30.5%
Iowa	349/561=62.2%
Idaho	58/141=41.1%
Indiana	130/429=30.3%
Kansas	105/372=28.2%
Kentucky	55/188=29.3%
Massachusetts	158/489=32.3%
Michigan	147/652=22.6%
Montana	75/108=69.4%
Nevada	48/85=56.5%
New Hampshire	55/233=23.6%
New Jersey	163/447=36.5%
New Mexico	46/98=46.9%
New York	247/1,072=23.0%
Ohio	177/711=24.9%
Oklahoma	135/202=66.8%
Oregon	57/206=27.7%
Pennsylvania	214/621=34.5%
Rhode Island	49/72=68.1%
South Carolina	67/181=37.0%
South Dakota	36/130=27.7%
Texas	302/823=36.7%
Utah	44/107=41.1%
Vermont	96/186=51.6%
Virginia	131/329=39.8%
West Virginia	62/166=37.4%
Wisconsin	221/443=49.9%
Wyoming	23/75=31.0%

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

The states analyzed only included those states in which there was a representative response across the metropolitan status and poverty classifications.

System Level Survey Response Rate by State. Public Library Outlets Connected to the Internet and Offering Public Internet Access by State.	
State	Response Rate
Alabama	57/205=27.8%
Arizona	13/27=48.1%
Arkansas	18/43=41.9%
California	83/166=50.0%
Colorado	31/101=30.7%
Delaware	8/19=42.1%
D.C.	1/1=100.0%
Florida	30/53=56.6%
Georgia	17/57=29.8%
Idaho	39/103=37.9%
Illinois	127/622=20.4%
Indiana	79/237=33.3%
Iowa	335/537=62.4%
Kansas	74/320=23.1%
Kentucky	34/114=29.8%
Louisiana	33/64=51.6%
Massachusetts	113/367=30.8%
Montana	58/79=73.4%
Nevada	46/98=46.9%
New Jersey	107/301=35.5%
New Mexico	40/75=53.3%
North Carolina	26/64=40.6%
Ohio	99/242=40.9%
Oklahoma	87/108=80.6%
Oregon	45/117=38.5%
Pennsylvania	175/448=39.1%
Rhode Island	41/48=85.4%
South Carolina	23/40=57.5%
Tennessee	77/182=42.3%
Texas	215/534=40.3%
Utah	30/50=60.0%
Vermont	92/184=50.0%
Virginia	49/76=64.5%
West Virginia	45/95=47.4%
Wisconsin	193/368=52.4%
Wyoming	7/23=30.4%

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

The states analyzed only included those states in which there was a representative response across the metropolitan status and poverty classifications.