

**PUBLIC LIBRARIES AND THE INTERNET 2000:  
SUMMARY FINDINGS AND DATA TABLES**

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## INTRODUCTION

The U.S. National Commission on Libraries and Information Science (NCLIS) commissioned a *Public Libraries and the Internet* study for the year 2000. This study both updated previous NCLIS-sponsored studies (1994, 1995, 1996, 1997, and 1998)<sup>1</sup> and explored new territory regarding public library involvement with and use of the Internet.

In particular, the 2000 *Public Libraries and the Internet* study sought to (see Appendix B for a copy of the survey form):

- Provide longitudinal data regarding the percentage of public libraries connected to the Internet;
- Provide longitudinal data regarding the percentage of public libraries that provide graphical public access Internet services;
- Provide longitudinal data regarding the speed of library public access Internet services;
- Explore the funding sources that support public library Internet connectivity and information technology infrastructure development;
- Explore the level of use of online database resources, blocking technologies, and special software/hardware for individuals with disabilities by public libraries that provide public Internet access services;
- Explore the extent and nature of library public access Internet acceptable use policies; and,
- Explore the extent and nature of library Internet training services offered by libraries to various types of library users and staff.

These areas formed the basis for the survey form developed by the consultants in conjunction with NCLIS staff.

## STUDY APPROACH AND METHOD

The 2000 study updated and re-geocoded all public library outlets using the 1997 public library dataset produced by the National Center for Education Statistics (NCES) through the Federal-State Cooperative System (FSCS). The 1997 file was the most current release available to the consultants. Using geographic information system-based techniques, a research team at Florida State University was able to successfully geocode 16,004 public library outlets in terms of their poverty (defined as less than 20%, 20%-40%, and greater than 40%) and metropolitan status (urban, suburban, and rural) using the same techniques as for the 1998 *Public Library Internet* study.<sup>2</sup> From the 16,004 geocoded outlets,<sup>3</sup> the consultants

drew a sample of 1,500 outlets in proportion to their percentages in the poverty and metropolitan status categories.

The consultants developed and pre-tested a number of survey questions for inclusion on the 2000 survey form. These pre-test methods included:

- Distributing and discussing the draft survey with state data coordinators at the FSCS professional development conference in March 2000;
- A focus group during the Public Library Association meeting in March 2000 with approximately 15 public librarians, state librarians, state data coordinators, and others knowledgeable in the area of public library Internet activities; and,
- Distributing draft copies of the survey to library school faculty and public librarians.

Based on the comments provided by the various survey reviewers, the consultants and NCLIS staff developed a final version of the survey for distribution to the sample of 1,500 public library outlets.

The consultants mailed the surveys to the 1,500 outlets in May 2000.<sup>4</sup> At the same time, the consultants distributed the sample list to the state data coordinators to apprise them of the library outlets sampled in their states. The consultants and NCLIS staff attempted to correct surveys returned due to incorrect addresses. When it was not possible to correct the address, or the library outlet closed, the consultants selected a replacement outlet in the same poverty and metropolitan status category. Survey collection occurred through June 2000, with a final response rate of 73.9%. The state data coordinators provided tremendous support to the data collection effort, assisting the consultants and NCLIS staff achieve such a high response rate in a month's time.

## **READING THE FIGURES**

The consultants used a weighted analysis approach to analyze the data and generate national estimates. As such, the analysis uses the actual responses from the 1,108 library outlets from which a completed survey was received to estimate to all [geocoded] outlets.

For example, Hawkins Memorial Library in La Porte City, Iowa, is coded as a suburban library outlet with less than 20% poverty. Hawkins Memorial Library's responses (and all others designated suburban with less than 20% poverty) are weighted by 14.251 to generate an estimate for all suburban outlets with less than 20% poverty.<sup>5</sup>

Figures 3 through 13 present the *weighted* study findings. Thus, the data presented in the figures represent the *national estimates* of connectivity, public access, and other presented analysis. Readers should note that, due to the type of analysis and weight generation process, rounding occurs in the weights used, number of estimated outlets for a particular response, percentages/averages generated, and confidence intervals.

## KEY SURVEY FINDINGS

Public libraries continue to connect to the Internet, enhance their connectivity, and provide a variety of public access Internet services. The sections below describe public library outlet Internet connectivity as of June 2000 and, where possible, identifies significant changes from the 1998 Public Libraries and the Internet study findings. The figures referenced in the following sections are in Appendix A of this report.

### Connectivity and Public Access

Nearly all public library outlets – 95.7% – have an Internet connection (see Figure 3). This is an increase from 83.6% in 1998. The most notable increases in connectivity occurred in suburban and rural library outlets. Suburban library connectivity increased from 88.1% in 1998 to 98.5% in 2000, and rural library connectivity increased from 78.4% in 1998 to 93.3% in 2000.

Most library outlets also provide public access to the Internet, with 94.5% doing so (see Figure 4). This is up substantially from the 73.3% of library outlets that provided public access to the Internet in 1998. Significant increases in public access services occurred across all types of outlets by poverty and metropolitan status. Of particular interest is that all outlets in the poverty designations moved from the 72.8% to 79.5% range of public access service provision in 1998 to the 93.5% to 95.8% range in 2000.

The 1998 *Public Libraries and the Internet* study asked libraries if they expected to be connected to the Internet for public and staff access by June 1999. Overall, 47.6% of libraries responding that they were not currently connected expected to be by June 1999. Clearly, the overall increase in public library connectivity by more than 21% is a result of libraries being successful with Internet connectivity plans.

Of the outlets that provide public access Internet services, there is an average of 8.3 workstations per outlet (see Figure 5). Not surprisingly, rural libraries have fewer workstations (4.9) as compared to urban libraries (17.3). Since 1998, however, library outlets have nearly doubled the number of

public access workstations available to the public (see Figure 6). For example:

- 25% of public library outlets now have two (2) or fewer workstations as compared to one (1) workstation in 1998;
- 50% of public library outlets now have four (4) or fewer workstations as compared to three (3) in 1998; and,
- 75% of public library outlets now have eight (8) or fewer workstations as compared to four (4) or fewer in 1998.

Thus, public library outlets are providing more public access workstations to the populations that they serve.

Speed of connectivity for public access Internet services also increased since 1998. Of particular interest is that:

- 36.2% of outlets now have T1 (1.45mbps) service as their maximum speed of connectivity for public access services, as compared to 21.9% in 1998;
- 53.6% of outlets have greater than 56kbps (direct connect) service as their maximum speed of connectivity for public access services, as compared to 33.7% in 1998; and
- 35.4% of rural outlets have greater than 56kbps (direct connect) service as their maximum speed of connectivity for public access services, as compared to 22.2% in 1998.

The data demonstrate an overall increase in speeds of connectivity and a shift away from dialup connections. It is valuable to recognize that even rural libraries and those with poverty levels greater than 40% are able to provide T1 access. The data show an increase of 10.1% for rural libraries, an increase of 7.6% for libraries with more than 40% poverty, and an overall increase of connectivity at T1 speeds by 14.3%. As such, public libraries continue to augment the bandwidth available for their public access services.

### **Funding Connectivity and Information Technology Infrastructure**

Public libraries combine a variety of funding sources to support their Internet services and information technology infrastructure (see Figure 8):

- 87.7% make use of operating funds from local governments and/or tax districts;
- 48.9% make use of Education-rate (E-rate) discounts; and,
- 23.6% to 31.4% make use of state library grants, state grants, gifts, and special grants (e.g., Gates Library Initiative).

Of particular interest is that 62.1% and 69.6%, respectively, of library outlets with 20-40% poverty and more than 40% poverty designations make use of the E-rate discount to support their Internet connectivity services.

### **Internet Services Provision and Implementation**

The survey form queried public libraries as to their provision and implementation of public access online databases, disability, and training services. The study found that:

- 60.4% of public library outlets offer access to online database subscription services on all of their workstations (see Figure 9);
- 36.1% of public library outlets offer remote access to their online database services (see Figure 9);
- 71.2% of public library outlets do not provide special hardware/software on their public access workstations for individuals with disabilities (see Figure 10);
- 75.5% of public library outlets do not block and/or filter Internet content on their public access workstations (see Figure 11);
- 95.5% of public library outlets have acceptable use policies for their public access Internet services, and 43.6% differentiate between users (e.g., children, adults) in their policies (see Figure 12); and,
- 62.3% of public library outlets offer Internet training services, of which 55.1% that provide training to the adult public, 44.3% to library staff, and 43.7% to children/youth public (see Figure 13).

In general, therefore, public library outlets offer online database services, do not filter and/or block Internet content, do not provide special hardware/software for individuals with disabilities to use the Internet, have acceptable use policies in place, and offer the public Internet training services.

### **NOTES AND REFERENCES**

1. See McClure, C. R., Bertot, J. C., and Zweizig, D. L. (1994). *Public libraries and the Internet: Study results, policy issues, and recommendations*. Washington, D.C.: National Commission on Libraries and Information Science; McClure, C.R., Bertot, J.C., and Beachboard, J.C. (1995). *Internet costs and cost models for public libraries*. Washington, D.C.: National Commission on Libraries and Information Science; Bertot, J. C., McClure, C. R., and Zweizig, D. L. (1996). *The 1996 national survey of public libraries*

*and the Internet: Progress and issues.* Washington, D.C.: National Commission on Libraries and Information Science; Bertot, J. C., McClure, C. R., and Fletcher, P. D. (1997). *The 1997 national survey of U.S. public libraries and the Internet: Final report.* Washington, D.C.: American Library Association, Office for Information Technology Policy; U.S. National Commission on Libraries and Information Science. (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.

2. For a detailed discussion of the geocoding process, see Appendix C of U.S. National Commission on Libraries and Information Science. (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.

3. According to the National Center for Education Statistics, there were 16,925 public library outlets in 1997. Of those, many have P.O. boxes for mailing addresses and several are bookmobiles. It is not possible to geocode bookmobiles nor some service outlets with P.O. boxes as these are not fixed locations. With the techniques available in April 2000, it was possible to geocode 16,004 of the 16,925 outlets. CITE NCES.

4. Respondents also had the option of completing the survey form online via a web-based survey.

5. By multiplying the weight of 14.251 by the total number of respondents in the suburban with less than 20% poverty outlets (14.251x311 – see Figure 2), one should get the total number of outlets for that cell in Figure 1 (4,332).

**APPENDIX A – SUMMARY FIGURES OF SURVEY FINDINGS**

<b>Figure 1. Public Library Outlets by Metropolitan Status and Poverty.</b>				
	<b>Poverty</b>			<b>Overall</b>
	<b>Less than 20%</b>	<b>20%-40%</b>	<b>More than 40%</b>	
<b>Metropolitan Status</b>				
<b>Urban</b>	10.1% (n=1,614)	5.7% (n=905)	1.4% (n=223)	17.1% (n=2,742)
<b>Suburban</b>	27.7% (n=4,432)	2.0% (n=316)	0.1% (n=16)	29.8% (n=4,764)
<b>Rural</b>	42.5% (n=6,801)	10.1% (n=1,611)	0.5% (n=86)	53.1% (n=8,498)
<b>Overall</b>	80.3% (n=12,847)	17.7% (n=2,832)	2.0% (n=325)	<b>100.0%*</b> (n=16,004)
Based on geocoding of 16,004 outlets.				

**Figure 2. Response Rate of 2000 Outlet Study by Metropolitan Status and Poverty.**

	Poverty			Overall
	Less than 20%	20%-40%	More than 40%	
Metropolitan Status				
Urban	11.4% (n=126)	5.3% (n=59)	1.9% (n=21)	18.6% (n=205)
Suburban	28.1% (n=311)	1.7% (n=19)	0.4% (n=4)	30.1% (n=334)
Rural	42.2% (n=468)	8.4% (n=93)	0.6% (n=7)	51.3% (n=568)
Overall	81.7% (n=905)	15.4% (n=171)	2.9% (n=32)	<b>100.0%*</b> (n=1,108)

Based on 1,108 responses out of 1,500 for a total response rate of 73.9%.

<b>Figure 3. Public Library Outlets Connected to the Internet by Metropolitan Status and Poverty.</b>				
Base=16,004	<b>Poverty</b>			<b>Overall</b>
	<b>Less than 20%</b>	<b>20%-40%</b>	<b>More than 40%</b>	
<b>Metropolitan Status</b>				
<b>Urban</b>	98.4% +/- 1.3% (n=1,588)	100.0% +/- 0.0% (n=905)	90.5% +/- 2.9% (n=202)	98.3% +/- 1.3% (n=2,695)
<b>Suburban</b>	98.4% +/- 1.3% (n=4,361)	100.0% +/- 0.0% (n=316)	100.0% +/- 0.0% (n=16)	98.5% +/- 1.2% (n=4,693)
<b>Rural</b>	93.1% +/- 2.5% (n=6,336)	93.5% +/- 2.5% (n=1,507)	100.0% +/- 0.0% (n=86)	93.3% +/- 2.5% (n=7,929)
<b>Overall</b>	95.6% +/- 2.0% (n=12,285)	96.3% +/- 1.9% (n=2,728)	92.8% +/- 2.6% (n=302)	<b>95.7%</b> +/- 2.0% (n=15,317)

<b>Figure 4. Connected Public Library Outlets that Provide Public Access to the Internet by Metropolitan Status and Poverty.</b>				
Base=16,004	<b>Poverty</b>			<b>Overall</b>
	<b>Less than 20%</b>	<b>20%-40%</b>	<b>More than 40%</b>	
<b>Metropolitan Status</b>				
<b>Urban</b>	98.4% +/- 1.3% (n=1,588)	98.3% +/- 1.3% (n=890)	90.5% +/- 2.9% (n=202)	97.7% +/- 1.5% (n=2,680)
<b>Suburban</b>	97.1% +/- 1.7% (n=4,304)	100.0% +/- 0.0% (n=316)	100.0% +/- 0.0% (n=16)	97.3% +/- 1.6% (n=4,636)
<b>Rural</b>	91.5% +/- 2.8% (n=6,220)	93.5% +/- 2.5% (n=1,507)	100.0% +/- 0.0% (n=86)	91.9% +/- 2.7% (n=7,813)
<b>Overall</b>	94.3% +/- 2.3% (n=12,112)	95.8% +/- 2.0% (n=2,713)	93.5% +/- 2.5% (n=304)	<b>94.5%</b> +/- 2.3% (n=15,128)

**Figure 5. Average Number of Public Library Outlet Graphical Public Access Internet Terminals by Metropolitan Status and Poverty.**

Base=15,128	Poverty			Overall
	Less than 20%	20%-40%	More than 40%	
<b>Metropolitan Status</b>				
<b>Urban</b>	13.7 range: 1-191	24.9 range: 1-700	11.9 range: 2-32	17.3 range: 1-700
<b>Suburban</b>	8.9 range: 1-220	6.5 range: 1-23	3.5 range: 2-5	8.7 range: 1-220
<b>Rural</b>	4.6 range: 1-41	6.1 range: 1-38	5.9 range: 1-19	4.9 range: 1-41
<b>Overall</b>	7.3 range: 1-220	12.3 range: 1-700	7.2 range 1-32	<b>8.3</b> range: 1-700

**Figure 6. Frequency Analysis of Public Library Outlet Number of Graphical Public Access Workstations.**

<b>Quartile</b>	<b>Number of Graphical Workstations Per Outlet</b>
<b>1 (25%)</b>	2
<b>2 (50%)</b>	4
<b>3 (75%)</b>	8
Base=15,128	

**Figure 7. Public Library Outlet Maximum Speed of Public Access Internet Services by Metropolitan Status and Poverty.**

Base=15,128	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	
<b>Maximum Speed</b>							
<b>Less than 56kbps</b>	1.0% +/- 0.1% (n=26)	2.5% +/- 1.5% (n=114)	9.4% +/- 2.9% (n=738)	6.7% +/- 2.7% (n=808)	0.7% +/- 2.9% (n=16)	0.0% +/- 0.0% (n=0)	5.8% +/- 2.3% (n=877)
<b>56kbps dial-up</b>	1.0% +/- 0.1% (n=26)	7.4% +/- 2.6% (n=344)	25.3% +/- 4.3% (n=1,975)	17.7% +/- 3.8% (n=2,141)	9.5% +/- 2.9% (n=204)	16.2% +/- 3.7% (n=49)	15.5% +/- 3.6% (n=2,345)
<b>56kbps direct connect</b>	10.0% +/- 3.0% (n=269)	25.6% +/- 4.4% (n=1,184)	29.8% +/- 4.6% (n=2,331)	24.4% +/- 4.3% (n=2,995)	8.7% +/- 2.9% (n=186)	26.3% +/- 4.4% (n=80)	25.0% +/- 4.3% (n=3,784)
<b>64kbps - 128kbps</b>	7.9% +/- 2.7% (n=211)	9.0% +/- 2.7% (n=417)	6.9% +/- 2.5% (n=543)	7.1% +/- 2.6% (n=863)	5.1% +/- 2.9% (n=108)	8.3% +/- 2.7% (n=25)	7.7% +/- 2.7% (n=1,171)
<b>128kbps - 1.5mbps</b>	15.7% +/- 3.6% (n=420)	6.6% +/- 2.5% (n=304)	3.8% +/- 1.9% (n=296)	6.0% +/- 2.4% (n=727)	6.8% +/- 2.9% (n=146)	0.0% +/- 0.0% (n=0)	6.7% +/- 2.5% (n=1,020)
<b>T1 (1.5mbps)</b>	56.9% +/- 4.9% (n=1,524)	45.6% +/- 4.9% (n=2,115)	23.4% +/- 4.2% (n=1,831)	35.3% +/- 4.8% (n=4,272)	23.5% +/- 2.9% (n=502)	41.6% +/- 4.9% (n=126)	36.2% +/- 4.8% (n=5,471)
<b>Greater than 1.5mbps</b>	7.7% +/- 2.6% (n=205)	3.4% +/- 1.8% (n=157)	1.3% +/- 1.1% (n=99)	2.9% +/- 1.7% (n=346)	0.6% +/- 2.9% (n=12)	7.5% +/- 2.6% (n=123)	3.0% +/- 1.7% (n=461)

**Figure 8. Public Library Outlet Funding for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.**

Base=15,128	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	
<b>Funding Source</b>							
Operating funds from local government/tax districts	96.2% +/- 1.9% (n=2,579)	90.1% +/- 2.9% (n=4,176)	83.3% +/- 3.7% (n=6,507)	87.2% +/- 3.3% (n=10,560)	91.1% +/- 2.8% (n=2,472)	75.5% +/- 4.3% (n=229)	87.7% +/- 3.3% (n=13,262)
Operating funds from state library	19.7% +/- 3.9% (n=529)	19.6% +/- 3.9% (n=908)	27.2% +/- 4.4% (n=2,126)	21.1% +/- 4.1% (n=2,559)	34.8% +/- 4.8% (n=943)	20.1% +/- 4.0% (n=61)	23.6% +/- 4.2% (n=3,563)
State grants	33.6% +/- 4.7% (n=899)	27.2% +/- 4.4% (n=1,261)	29.6% +/- 4.6% (n=2,312)	29.1% +/- 4.5% (n=3,526)	30.5% +/- 4.6% (n=826)	39.6% +/- 4.9% (n=120)	29.6% +/- 4.6% (n=4,472)
Federal government funds (LSTA, TIAPP)	23.3% +/- 4.2% (n=626)	12.6% +/- 3.3% (n=583)	19.9% +/- 4.0% (n=1,558)	17.8% +/- 3.8% (n=2,153)	19.8% +/- 4.0% (n=537)	25.3% +/- 4.4% (n=77)	18.3% +/- 3.9% (n=2,767)
Education Rate (E-rate) discount	58.9% +/- 4.9% (n=1,580)	44.1% +/- 5.0% (n=2,043)	48.2% +/- 5.0% (n=3,769)	45.4% +/- 5.0% (n=5,496)	62.1% +/- 4.9% (n=1,684)	69.6% +/- 4.6% (n=211)	48.9% +/- 5.0% (n=7,392)
Library foundation funds	20.5% +/- 4.0% (n=549)	2.8% +/- 1.6% (n=128)	7.4% +/- 2.6% (n=577)	7.1% +/- 2.6% (n=857)	13.1% +/- 3.4% (n=355)	14.0% +/- 3.5% (n=32)	8.3% +/- 2.8% (n=1,255)
Special grant funding (e.g., Gates Library Program)	45.5% +/- 5.0% (n=1,220)	25.9% +/- 4.3% (n=1,119)	29.8% +/- 4.6% (n=2,331)	26.1% +/- 4.4% (n=3,162)	53.1% +/- 5.0% (n=1,440)	48.4% +/- 5.0% (n=147)	31.4% +/- 4.6% (n=4,749)
Gifts, contributions, donations	17.9% +/- 3.8% (n=480)	21.7% +/- 4.1% (n=1,006)	30.0% +/- 4.6% (n=2,342)	26.9% +/- 4.4% (n=3,259)	18.2% +/- 3.9% (n=494)	24.7% +/- 4.3% (n=75)	25.3% +/- 4.3% (n=3,828)
Local fund raisers	4.7% +/- 2.1% (n=126)	7.5% 2.3% (n=347)	9.2% +/- 2.9% (n=719)	8.5% +/- 2.8% (n=1,028)	4.3% +/- 2.0% (n=118)	15.1% +/- 3.6% (n=46)	7.9% +/- 2.7% (n=1,192)
Other income sources	5.8% +/- 2.3% (n=155)	9.9% +/- 3.0% (n=460)	8.8% +/- 2.8% (n=691)	9.7% +/- 2.9% (n=1,172)	3.6% +/- 1.9% (n=98)	11.8% +/- 3.2% (n=36)	8.6% +/- 2.8% (n=1,306)

Percentages will not total to 100.0% as respondents could select multiple funding options.

**Figure 9. Public Library Outlet Public Access Database Subscription Services by Metropolitan Status and Poverty.**

Base=15,128	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	
<b>Subscription Database Services</b>							
On all workstations	77.3% +/- 4.1% (n=2,071)	63.9% +/- 4.8% (n=2,960)	52.6% +/- 5.0% (n=4,108)	59.1% +/- 4.9% (n=7,161)	66.6% +/- 4.7% (n=1,807)	56.2% +/- 5.0% (n=171)	60.4% +/- 4.9% (n=9,139)
On some workstations	19.8% +/- 4.0% (n=532)	25.2% +/- 4.3% (n=1,168)	18.2% +/- 3.8% (n=1,426)	20.7% +/- 4.1% (n=2,511)	20.1% +/- 4.0% (n=545)	22.8% +/- 4.2% (n=69)	20.7% +/- 4.0% (n=3,125)
On no workstations	2.9% +/- 1.7% (n=77)	10.9% +/- 3.1% (n=508)	29.0% +/- 4.5% (n=2,265)	20.0% +/- 4.0% (n=2,425)	13.3% +/- 3.4% (n=360)	21.0% +/- 4.1% (n=64)	18.8% +/- 3.9% (n=2,849)
Subscription services offered remotely to off-site users	59.6% +/- 4.9% (n=1,598)	43.9% +/- 5.0% (n=2,036)	23.4% +/- 4.2% (n=1,831)	35.6% +/- 4.8% (n=4,314)	39.0% +/- 4.9% (n=1,059)	30.6% +/- 4.6% (n=93)	36.1% +/- 4.8% (n=5,465)

**Figure 10. Public Library Outlet Public Access Provision of Special Hardware/Software for Individuals with Disabilities by Metropolitan Status and Poverty.**

	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	
Base=15,128							
<b>Hardware/ Software for Persons with Disabilities</b>							
On all workstations	8.7% +/- 2.8% (n=233)	7.0% +/- 2.6% (n=325)	9.3% +/- 2.9% (n=725)	5.8% +/- 2.3% (n=706)	20.4% +/- 4.0% (n=554)	7.5% +/- 2.6% (n=23)	8.5% +/- 2.8% (n=1,284)
On some workstations	26.6% +/- 4.4% (n=713)	23.9% +/- 4.3% (n=1,109)	6.1% +/- 3.7% (n=1,256)	18.5% +/- 3.9% (n=2,242)	29.6% +/- 4.6% (n=804)	10.5% +/- 3.1% (n=32)	20.3% +/- 4.0% (n=3,078)
On no workstations	64.7% +/- 4.8% (n=1,734)	69.1% +/- 4.6% (n=3,201)	74.6% +/- 4.4% (n=5,832)	75.7% +/- 4.3% (n=9,163)	49.9% +/- 5.0% (n=1,355)	82.0% +/- 3.9% (n=249)	71.2% +/- 4.5% (n=10,767)

**Figure 11. Public Library Outlet Public Access Internet Blocking of Internet Services by Metropolitan Status and Poverty.**

	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	
Base=15,128							
<b>Blocking of Internet Services</b>							
On all workstations	10.7% +/- 3.1% (n=287)	8.4% +/- 2.8% (n=390)	9.9% +/- 3.0% (n=770)	9.5% +/- 2.9% (n=1,154)	9.9% +/- 3.0% (n=270)	7.5% +/- 2.6% (n=23)	9.6% +/- 2.9% (n=1,446)
On some workstations	18.5% +/- 3.9% (n=495)	21.8% +/- 4.1% (n=1,012)	9.7% +/- 3.0% (n=758)	14.6% +/- 3.5% (n=1,767)	16.7% +/- 3.7% (n=453)	14.5% +/- 3.5% (n=44)	15.0% +/- 3.6% (n=2,265)
On no workstations	70.8% +/- 4.4% (n=1,898)	69.8% +/- 4.6% (n=3,234)	80.4% +/- 4.0% (n=6,285)	75.9% +/- 4.3% (n=9,191)	73.3% +/- 4.4% (n=1,990)	77.9% +/- 4.2% (n=237)	75.5% +/- 4.3% (n=11,417)

**Figure 12. Public Library Outlet Acceptable Use Policies for Public Access Internet Services by Metropolitan Status and Poverty.**

Base=15,128	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	
Acceptable use policy in place for public access Internet Services	96.8% +/- 1.8% (n=2,595)	97.1% +/- 1.7% (n=4,504)	94.0% +/- 2.4% (n=7,345)	94.7% +/- 2.2% (n=11,469)	99.4% +/- 0.7% (n=2,695)	91.7% +/- 2.8% (n=279)	95.5% +/- 2.1% (n=14,443)
Acceptable use policy differentiates between users (e.g., children, adults)	31.4% +/- 4.6% (n=841)	41.1% +/- 4.9% (n=1,906)	49.2% +/- 5.0% (n=3,842)	43.2% +/- 5.0% (n=5,234)	43.9% +/- 5.0% (n=1,191)	53.8% +/- 5.0% (n=163)	43.6% +/- 5.0% (n=6,589)

**Figure 13. Public Library Outlet Internet Training Services Provision by Metropolitan Status and Poverty.**

	Metropolitan Status			Poverty Level			Overall
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	
Base=15,128							
<b>Library outlet offers Internet Training Services</b>	75.9% +/- 4.3% (n=2,033)	69.6% +/- 4.6% (n=3,228)	53.4% +/- 5.0% (n=4,169)	62.4% +/- 4.8% (n=7,556)	60.9% +/- 4.9% (n=1,651)	73.1% +/- 4.4% (n=222)	62.3% +/- 4.8% (n=9,430)
<b>Training Audiences</b>							
<b>Library Staff</b>	47.9% +/- 5.0% (n=1,283)	50.1% +/- 5.0% (n=2,321)	39.7% +/- 4.9% (n=3,099)	44.4% +/- 5.0% (n=5,379)	43.7% +/- 5.0% (n=1,184)	46.2% +/- 5.0% (n=140)	44.3% +/- 4.9% (n=6,704)
<b>Local Business</b>	13.4% +/- 3.4% (n=359)	9.6% +/- 3.0% (n=447)	10.9% +/- 3.1% (n=851)	10.3% +/- 3.0% (n=1,250)	13.8% +/- 3.4% (n=373)	11.0% +/- 3.1% (n=34)	11.0% +/- 3.1% (n=1,657)
<b>Adult Public</b>	68.9% +/- 4.6% (n=1,846)	62.5% +/- 4.8% (n=2,895)	46.0% +/- 5.0% (n=3,593)	55.1% +/- 5.0% (n=6,676)	54.2% +/- 5.0% (n=1,470)	61.5% +/- 4.9% (n=187)	55.1% +/- 5.0% (n=8,334)
<b>Local Government</b>	11.3% +/- 3.2% (n=302)	8.6% +/- 2.8% (n=399)	8.6% +/- 2.8% (n=671)	9.2% +/- 2.9% (n=1,119)	8.9% +/- 2.9% (n=242)	3.5% +/- 1.8% (n=11)	9.1% +/- 2.9% (n=1,372)
<b>Children/ Youth Public</b>	59.4% +/- 5.0% (n=1,592)	46.5% +/- 5.0% (n=2,158)	36.6% +/- 4.8% (n=2,859)	42.7% +/- 5.0% (n=5,175)	45.6% +/- 5.0% (n=1,238)	64.3% +/- 4.8% (n=195)	43.7% +/- 5.0% (n=6,608)
<b>Other Targeted Populations</b>	21.9% +/- 4.1% (n=586)	12.9% +/- 3.4% (n=597)	12.5% +/- 3.3% (n=975)	13.6% +/- 3.4% (n=1,648)	16.2% +/- 3.7% (n=439)	23.6% +/- 4.3% (n=72)	14.3% +/- 3.5% (n=2,158)

**APPENDIX B – 2000 STUDY SURVEY FORM**

(Note: the original survey was one page, front and back. The front contained the survey questions, the back contact information and a glossary of terms)

**National Survey of Public Library Outlet Internet Connectivity**

**Instructions:** The U.S. National Commission on Libraries and Information Science is surveying a national sample of public libraries regarding their connectivity to the Internet. Please respond to the questions that follow for the outlet or library listed on the backside of this survey form. There is a glossary of terms on the back of the survey form to assist you complete the survey. Thank you for your participation! PLEASE RETURN THE QUESTIONNAIRE BY Friday, June 16, 2000.

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

- No (please return the survey. **THANK YOU!**)
- Yes, staff access only (please return the survey. **THANK YOU!**)
- Yes, public and staff access (please go to question 2)

2. Please indicate the **number of GRAPHICAL public access Internet workstations** provided by this library outlet:

(FILL IN ONE ● ONLY)

- 1       2     3     4     5     6     7     8     9     10
- 11       12    13    14    15    16    17    18    19 or more (please indicate): \_\_\_\_\_

3. Please indicate the **maximum speed** of this **library outlet's public access Internet service connection**: (FILL IN ONE ● ONLY)

- Less than 56kbps       56kbps **direct connect**     More than 128kbps but less than 1.5 mbps
- 56kbps **dial-up**       64kbps-128kbps       1.5 mbps (T1)       More than 1.5 mbps

4. Please indicate this library outlet's **sources of funding** for Internet-related technology and infrastructure (e.g., space, wiring, telecommunications services, workstations, servers, furniture, etc.): (FILL IN ALL ● THAT APPLY)

- Operating funds from local government/tax districts       Library foundation funds
- Operating funds from state library       Special grant funding (e.g., Gates Library Program)
- State grants       Gifts, contributions, donations
- Federal government funds (LSTA, TIAPP)       Local fund raisers
- Education Rate (E-rate) discount       Other income sources

5. Please complete the following questions about this library outlet's **public access Internet services**: (FILL IN ALL ● THAT APPLY)

	On all workstations	On some workstations	On no workstations	Service offered remotely to off-site users
This library outlet offers public access to subscription databases (e.g., EbscoHost, InfoTrac, SIRS, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This library outlet provides special hardware/software to assist access for individuals with disabilities (e.g., large print display, oversized keyboards, voice conversion software)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
This library outlet uses technology measures (e.g., filtering software) to block users from accessing various Internet services (e.g., e-mail, chat)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

6. Does this library outlet have an **acceptable use policy for public Internet access** in place? (FILL IN ALL ● THAT APPLY)

- Yes     No    If yes, does the policy differentiate between users (e.g., children, adults)?     Yes     No



