



**INFORMATION INSTITUTE™**

Research, Planning, Development, Evaluation, Policy & Education  
The Florida State University, College of Communication & Information  
School of Library & Information Studies



CENTER FOR LIBRARY  
AND INFORMATION  
INNOVATION

[www.liicenter.org](http://www.liicenter.org)

## PUBLIC LIBRARIES AND THE INTERNET 2009: STUDY RESULTS AND FINDINGS

John Carlo Bertot, Ph.D.  
Professor and Director of the  
Center for Library Innovation,  
University of Maryland

Charles R. McClure, Ph.D.  
Director and Francis  
Eppes Professor,  
Florida State University

Carla B. Wright, M.S.  
ALA Survey Manager

Elise Jensen, M.S.  
Research Associate

Susan Thomas, M.L.S.  
ALA Project Manager



*Funded by the American Library Association and the Bill and Melinda Gates Foundation*

142 Collegiate Loop, P.O. Box 3062100, Tallahassee, FL 32306-2100  
Telephone 850.645.5683 Fax 850.644.4522

## STATE SUMMARIES

### Introduction

The survey sampled and received responses from all 50 states and the District of Columbia. The survey did not, however, receive enough responses from all states to conduct state level analysis. The ensuing state tables provide selected summary survey data for the states for which there were adequate and representative responses (45 in all, plus the District of Columbia). States for which data analysis was not possible included Arkansas, Idaho, Michigan, Nebraska, and South Carolina.

The survey data were weighted to permit state projections. The weighting used was based on three variables:

- 1) Metropolitan status of libraries in the state (urban, suburban, and rural);
- 2) Calculated poverty of the population served by the libraries in the state (less than 20 percent, 20-40 percent, and greater than 40 percent); and
- 3) Total number of libraries in the state.

Thus, the data presented in the tables are statewide estimates. Additional detailed state data tables are available at [www.ala.org/plinternetfunding](http://www.ala.org/plinternetfunding).

**Figure 74: Public Library Outlet Average Number of Hours Open and Change in Hours Open by State**

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	Average number of hours increased	Average number of hours decreased
Alabama (n = 278)	43.5	9.5%	8.9%	81.6%	5.9	7.1
Alaska (n = 117)	32.2	9.2%	2.8%	88.1%	4.3	2.0
Arizona (n = 210)	52.0	4.0%	3.7%	92.2%	4.4	5.0
California (n = 1,099)	42.6	14.4%	7.5%	77.7%	6.0	6.8
Colorado (n= 242)	51.2	12.9%	--	85.4%	5.5	--
Connecticut (n = 245)	44.0	6.9%	12.7%	80.4%	6.8	7.6
Delaware (n = 31)	50.9	4.6%	4.6%	90.7%	1.0	1.0
Florida (n = 497)	46.9	5.3%	40.3%	53.5%	3.3	7.6
Georgia (n = 341)	47.9	15.7%	2.1%	81.5%	2.9	5.0
Hawaii (n= 50)	39.4	9.6%	2.7%	87.7%	3.7	3.0
Illinois (n = 794)	51.3	7.7%	1.8%	86.9%	3.6	6.1
Indiana (n = 438)	48.4	7.4%	6.6%	85.4%	4.3	6.4
Iowa (n = 563)	36.8	10.8%	4.1%	84.0%	4.1	2.8
Kansas (n= 360)	36.8	10.9%	2.6%	85.2%	3.7	5.1
Kentucky (n = 193)	52.1	9.4%	3.6%	87.1%	3.9	10.3
Louisiana (n = 335)	40.1	16.6%	2.2%	81.2%	4.7	4.0
Maine (n= 281)	32.8	11.8%	3.3%	84.1%	4.7	6.5
Maryland (n = 179)	52.0	6.6%	--	93.4%	4.0	--
Massachusetts (n = 482)	41.3	7.7%	8.8%	83.5%	5.3	5.0
Minnesota (n = 360)	41.3	10.6%	5.7%	83.7%	3.2	6.8
Mississippi (n = 241)	40.5	6.7%	1.0%	90.3%	3.7	3.0
Missouri (n = 358)	46.4	6.3%	1.1%	92.6%	4.0	9.5
Montana (n =108)	35.4	11.4%	3.1%	85.5%	6.3	8.5
Nevada (n = 85)	40.7	3.0%	12.6%	84.4%	5.0	5.9
New Hampshire (n= 237)	37.4	17.2%	1.9%	80.9%	3.4	3.0

**Figure 74 (con't): 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	Average number of hours increased	Average number of hours decreased
New Jersey (n = 454)	53.7	9.9%	4.1%	84.9%	6.0	3.7
New Mexico (n = 120)	46.9	19.2%	--	80.8%	5.0	--
New York (n = 1,069)	42.5	19.5%	2.9%	77.2%	4.1	5.6
North Carolina (n = 380)	45.1	5.7%	2.8%	89.9%	4.9	4.2
North Dakota (n= 91)	35.0	4.9%	2.4%	90.2%	4.0	4.0
Ohio (n = 719)	54.5	4.2%	3.5%	92.3%	4.2	4.1
Oklahoma (n = 207)	44.8	12.7%	1.9%	85.4%	4.3	2.5
Oregon (n = 210)	37.5	13.4%	2.3%	83.5%	4.9	6.3
Pennsylvania (n = 634)	49.0	10.1%	*	89.5%	5.2	1.0
Rhode Island (n = 72)	41.9	5.2%	--	94.8%	4.0	--
South Dakota (n= 145)	36.5	8.8%	4.4%	85.3%	5.5	1.0
Tennessee (n = 289)	43.1	3.2%	2.4%	94.4%	4.6	9.3
Texas (n = 859)	44.5	11.2%	4.7%	82.7%	6.0	7.9
Utah (n = 113)	47.5	10.8%	7.0%	82.2%	4.1	4.0
Vermont (n= 191)	31.0	11.4%	2.6%	86.0%	3.5	2.7
Virginia (n= 341)	47.8	3.4%	6.8%	89.4%	4.7	5.2
Washington (n= 330)	40.3	6.4%	*	92.1%	9.1	3.0
Washington, DC (n = 27)	54.3	--	--	100%	--	--
West Virginia (n = 174)	43.2	12.9%	1.1%	85.9%	4.2	1.0
Wisconsin (n = 458)	46.1	10.9%	1.2%	87.9%	5.0	4.6
Wyoming (n = 74)	35.8	1.8%	1.4%	96.9%	7.0	10.0
<b>National</b>	44.0 (n=16,180)	10.0% (n=1,623)	4.5% (n=727)	84.9% (n=13,729)	4.7 (n=1,624)	6.1 (n=729)
<b>Key</b> *=Insufficient data to report --=No data to report						

Figure 74 presents the average numbers of hours libraries are open per week, as well as whether or not these hours had increased or decreased, and by how much. Florida had the highest percentage of libraries reporting a decrease in hours open over last year (40.3 percent), whereas New York had the most outlets reporting an increase in hours open (19.5 percent). Ohio and Washington, DC outlets are open a full 10 hours longer than the national average of 44 hours (54.5 hours and 54.3 hours, respectively), yet Vermont had the lowest average hours open, 31 hours, which represents 13 hours less than the national average. Similar to last year, the vast majority of libraries (85.5 percent) reported that their hours open had remained the same as the previous fiscal year.

**Figure 75: Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access by State**

<b>State</b>	<b>Yes</b>	<b>No</b>	<b>Do not know</b>	<b>Other</b>
Alabama (n = 278)	76.7%	17.8%	5.4%	--
Alaska (n = 117)	88.6%	9.6%	1.8%	--
Arizona (n = 210)	45.2%	43.7%	8.2%	--
California (n = 1,099)	62.2%	21.3%	16.2%	*
Colorado (n= 242)	72.2%	24.9%	2.6%	--
Connecticut (n = 245)	59.8%	29.7%	10.5%	--
Delaware (n = 31)	73.3%	26.7%	--	--
Florida (n = 497)	55.6%	25.5%	17.5%	--
Georgia (n = 341)	76.6%	20.3%	3.1%	--
Hawaii (n= 50)	63.0%	30.4%	6.5%	--
Illinois (n = 794)	67.0%	21.3%	11.1%	*
Indiana (n = 438)	65.0%	19.5%	15.5%	--
Iowa (n = 563)	81.8%	15.0%	3.2%	--
Kansas (n= 360)	80.1%	15.2%	4.7%	--
Kentucky (n = 193)	76.5%	19.5%	3.9%	--
Louisiana (n = 335)	73.2%	5.0%	21.7%	--
Maine (n= 281)	84.2%	15.1%	*	--
Maryland (n = 179)	87.6%	2.4%	10.0%	--
Massachusetts (n = 482)	60.7%	25.5%	13.0%	*
Minnesota (n = 360)	45.0%	13.5%	41.4%	--
Mississippi (n = 241)	83.3%	14.5%	2.3%	--
Missouri (n = 358)	62.3%	21.8%	15.8%	--
Montana (n =108)	79.6%	18.4%	2.0%	--
Nevada (n = 85)	79.8%	15.5%	4.8%	--
New Hampshire (n= 237)	67.4%	26.8%	4.0%	1.8%
New Jersey (n = 454)	77.8%	13.6%	8.6%	--
New Mexico (n = 120)	65.4%	34.6%	--	--

**Figure 75 (con't): Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access by State**

<b>State</b>	<b>Yes</b>	<b>No</b>	<b>Do not know</b>	<b>Other</b>
New York (n = 1,069)	79.1%	14.9%	6.0%	--
North Carolina (n = 380)	70.9%	21.3%	7.8%	--
North Dakota (n= 91)	53.2%	36.4%	7.8%	2.6%
Ohio (n = 719)	74.4%	11.8%	13.7%	--
Oklahoma (n = 207)	78.7%	13.2%	8.1%	--
Oregon (n = 210)	71.1%	18.4%	10.4%	--
Pennsylvania (n = 634)	73.9%	16.7%	9.4%	--
Rhode Island (n = 72)	54.9%	34.3%	10.0%	--
South Dakota (n= 145)	85.8%	9.6%	3.0%	--
Tennessee (n = 289)	72.3%	25.5%	1.9%	--
Texas (n = 859)	66.7%	30.0%	2.8%	--
Utah (n = 113)	74.8%	13.1%	12.1%	--
Vermont (n= 191)	72.8%	24.1%	3.1%	--
Virginia (n= 341)	82.0%	13.4%	4.6%	--
Washington (n= 330)	76.3%	14.7%	9.4%	--
Washington, DC (n = 27)	100%	--	--	--
West Virginia (n = 174)	69.2%	26.0%	4.7%	--
Wisconsin (n = 458)	69.6%	24.5%	4.9%	--
Wyoming (n = 74)	65.8%	15.1%	19.4%	--
<b>National</b>	71.4% (n=11,083)	19.4% (n=3,002)	9.0% (n=1,397)	*

Weighted missing values, n=448

**Key** \*=Insufficient data to report

--=No data to report

Whether or not the public library is the only provider of free public Internet access and free Internet workstations is addressed in Figure 75. Several states saw a large increase in the public libraries being the only free provider of these services. As examples, 72.3 percent of Tennessee libraries reported they were the only provider, up from 56 percent in 2007-2008; 76.3 percent of Washington libraries reported this status, up from 53.4 percent, and 100 percent of public library outlets in Washington, DC reported they are the only free Internet provider. Approximately one quarter (19.4 percent) of outlets reported they were not the only free provider. Outlets in Arizona are the least likely to be the only free providers, as 43.7 percent responded they were not. New Mexico (34.6 percent), North Dakota (36.4 percent) and Rhode Island (34.3 percent) also had relatively high percentages of outlets reporting they were not the only free provider of Internet and workstations as compared to the national average.

**Figure 76: Number of Public Access Internet Workstations by Average Age, State**

State	Total number Public Internet Workstations	Public Internet Workstations less than one year	Public Internet Workstations one year old	Public Internet Workstations two years old	Public Internet Workstations three years old	Public Internet Workstations four years old	Public Internet Workstations five years old
Alabama (n = 278)	13.3	6.8	3.5	7.2	4.7	5.0	7.0
Alaska (n = 117)	15.5	4.1	2.8	3.4	2.0	2.0	2.1
Arizona (n = 210)	20.3	6.6	17.5	13.0	8.9	12.1	6.7
California (n = 1,099)	13.4	11.9	9.3	8.5	8.4	7.9	9.0
Colorado (n= 242)	14.9	7.5	6.5	7.4	5.1	7.6	10.6
Connecticut (n = 245)	11.9	6.4	4.1	6.9	5.5	2.7	5.1
Delaware (n = 31)	13.7	3.9	9.8	8.5	6.5	7.0	5.0
Florida (n = 497)	16.8	7.8	10.3	7.9	5.4	15.1	8.3
Georgia (n = 341)	15.5	8.9	5.7	6.8	6.7	8.8	6.4
Hawaii (n= 50)	5.9	5.0	--	8.0	3.0	6.8	5.4
Illinois (n = 794)	22.4	14.6	7.3	8.6	6.8	5.7	6.9
Indiana (n = 438)	11.3	4.3	4.2	4.4	6.9	4.8	4.0
Iowa (n = 563)	29.8	3.2	3.2	3.6	3.1	2.9	2.7
Kansas (n= 360)	8.6	4.7	5.0	4.3	4.3	2.6	3.3
Kentucky (n = 193)	16.2	4.5	4.8	10.2	5.3	5.3	5.5
Louisiana (n = 335)	9.1	3.0	2.8	6.5	10.8	4.4	8.0
Maine (n= 281)	5.9	2.0	2.0	2.8	3.2	3.1	3.5
Maryland (n = 179)	15.3	8.2	5.1	8.6	6.4	5.8	11.8
Massachusetts (n = 482)	8.6	4.9	3.3	3.4	4.3	4.9	5.8
Minnesota (n = 360)	9.5	3.3	3.6	5.8	2.6	1.6	4.8
Mississippi (n = 241)	9.1	3.7	5.4	5.9	9.0	3.1	2.6
Missouri (n = 358)	8.8	3.8	5.7	3.2	4.6	4.1	5.1
Montana (n=108)	8.0	4.2	2.5	3.5	3.2	3.0	2.2
Nevada (n = 85)	13.8	5.2	6.3	5.8	6.0	5.8	6.4

**Figure 76 (con't): Number of Public Access Internet Workstations by Average Age, State**

State	Total number Public Internet Workstations	Public Internet Workstations less than one year	Public Internet Workstations one year old	Public Internet Workstations two years old	Public Internet Workstations three years old	Public Internet Workstations four years old	Public Internet Workstations five years old
New Mexico (n = 120)	10.9	9.1	5.2	5.4	4.5	3.9	3.3
New York (n = 1,069)	9.7	5.7	4.5	6.0	3.9	4.0	3.6
North Carolina (n = 380)	7.1	5.7	4.2	5.0	5.4	6.2	5.2
North Dakota (n= 91)	5.7	2.8	3.1	1.7	2.9	1.6	3.1
Ohio (n = 719)	13.8	3.4	5.4	4.1	4.6	12.6	5.4
Oklahoma (n = 207)	9.3	2.8	3.0	6.2	4.2	2.9	4.6
Oregon (n = 210)	8.2	7.8	5.4	3.3	4.2	3.1	5.2
Pennsylvania (n = 634)	14.1	5.1	4.4	4.7	3.8	5.8	4.7
Rhode Island (n = 72)	9.8	2.7	3.5	4.3	1.5	3.7	9.1
South Dakota (n= 145)	7.6	4.1	6.0	3.9	2.9	3.1	3.2
Tennessee (n = 289)	11.9	6.3	6.3	5.2	3.3	3.9	4.2
Texas (n = 859)	14.6	6.8	5.1	7.7	8.6	4.0	5.2
Utah (n = 113)	10.5	5.1	5.0	5.4	4.3	4.2	8.6
Vermont (n= 191)	5.1	2.7	2.0	2.5	2.2	2.6	3.4
Virginia (n= 341)	8.8	4.6	2.9	3.0	3.1	5.2	5.4
Washington (n= 330)	8.2	8.7	4.7	2.7	2.4	3.9	5.3
Washington, DC (n = 27)	11.8	7.7	10.7	--	--	--	--
West Virginia (n = 174)	6.5	2.7	3.0	3.5	3.1	2.7	2.9
Wisconsin (n = 458)	8.0	3.3	3.4	3.6	4.2	4.5	3.6
Wyoming (n = 74)	9.7	2.5	9.8	3.2	2.9	4.3	2.7
<b>National</b>	10.9 (n=14,939)	5.5 (n=5,029)	5.0 (n=3,905)	5.5 (n=5,964)	5.3 (n=5,480)	5.7 (n=4,190)	5.1 (n=5,946)

**Key** \* = Insufficient data to report  
 -- = No data to report

Figure 76 shows the average number of public Internet workstations libraries have by age as well as the total. The category options were slightly altered from the 2007-2008 survey, therefore direct comparisons in the age categories are not possible. Iowa has the highest reported total average of Internet workstations, 29.8, which is well above the national average of 10.9 workstations. California and Illinois have the most workstations that are less than one year old (11.9 and 14.6, respectively), yet Colorado (10.6) and Maryland (11.8) have the highest average of workstations that are five years old. Arizona is the most likely to have the most two year old workstations (13), Louisiana has the highest reported average of three year old workstations (10.8) and Florida has the most four year old workstations (15.1).

**Figure 77: Sufficiency of Public Access Internet Workstations by State**

<i>State</i>	There are consistently fewer public Internet workstations than patrons who wish to use them	There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	There are always sufficient public Internet workstations available
Alabama (n = 278)	14.6%	65.5%	20.1%
Alaska (n = 117)	29.1%	55.0%	15.5%
Arizona (n = 210)	27.0%	64.0%	9.1%
California (n = 1,099)	26.6%	60.0%	15.3%
Colorado (n= 242)	20.8%	60.6%	18.3%
Connecticut (n = 245)	9.7%	55.8%	34.4%
Delaware (n = 31)	13.8%	82.8%	3.4%
Florida (n = 497)	25.0%	62.4%	12.5%
Georgia (n = 341)	33.8%	46.4%	20.0%
Hawaii (n= 50)	22.9%	68.8%	8.2%
Illinois (n = 794)	10.1%	67.7%	22.4%
Indiana (n = 438)	8.8%	70.7%	20.6%
Iowa (n = 563)	13.4%	56.9%	29.8%
Kansas (n= 360)	6.6%	57.6%	35.8%
Kentucky (n = 193)	13.8%	71.8%	13.8%
Louisiana (n = 335)	4.3%	59.5%	36.4%
Maine (n= 281)	14.7%	60.1%	25.2%
Maryland (n = 179)	24.0%	66.7%	9.4%
Massachusetts (n = 482)	14.4%	63.1%	22.6%
Minnesota (n = 360)	31.7%	57.4%	11.0%
Mississippi (n = 241)	21.8%	66.8%	11.4%
Missouri (n = 358)	11.3%	74.4%	14.1%
Montana (n=108)	12.6%	66.3%	20.8%

**Figure 77 (con't): Sufficiency of Public Access Internet Workstations by State**

<i>State</i>	There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	There are always sufficient public Internet workstations available for patrons who wish to use them during a typical day
Nevada (n = 85)	44.0%	38.6%	17.9%
New Hampshire (n= 237)	18.3%	58.7%	22.8%
New Jersey (n = 454)	11.9%	68.9%	19.0%
New Mexico (n = 120)	16.7%	61.7%	22.2%
New York (n = 1,069)	27.2%	53.9%	18.9%
North Carolina (n = 380)	29.6%	63.3%	7.1%
North Dakota (n= 91)	12.7%	44.3%	43.6%
Ohio (n = 719)	12.9%	72.1%	15.0%
Oklahoma (n = 207)	15.6%	69.3%	15.1%
Oregon (n = 210)	22.7%	69.5%	8.3%
Pennsylvania (n = 634)	13.9%	61.3%	24.8%
Rhode Island (n = 72)	12.7%	56.3%	31.4%
South Dakota (n= 145)	7.2%	47.8%	44.9%
Tennessee (n = 289)	28.9%	47.6%	23.4%
Texas (n = 859)	17.5%	59.5%	23.0%
Utah (n = 113)	18.3%	55.0%	26.6%
Vermont (n= 191)	8.6%	72.6%	18.7%
Virginia (n= 341)	30.4%	58.9%	10.7%
Washington (n= 330)	21.2%	70.2%	8.6%
Washington, DC (n = 27)	--	100%	--
West Virginia (n = 174)	16.3%	56.1%	27.5%
Wisconsin (n = 458)	10.4%	74.0%	15.9%
Wyoming (n = 74)	4.1%	71.2%	24.7%
<b>National</b>	18.8% (n=2,972)	62.4% (n=9,886)	18.9% (n=2,987)
<b>Key</b> *=Insufficient data to report --=No data to report			

Figure 77 reports the public libraries responses to the sufficiency of public access Internet workstation availability. Rhode Island has the highest percentage of outlets reporting there are always a sufficient number of workstations for patrons who wish to use them (44.9 percent) whereas Nevada has the highest percentage of outlets reporting there are consistently fewer workstations (44 percent) than patrons who wish to use them. All of the library outlets in Washington, DC reported that there are fewer workstations than patrons who wish to use them at different times throughout the day. The availability of sufficient workstations at different times of the day was also problematic for 72.1 percent of outlets in Ohio and 72.6 percent of libraries in Vermont.

**Figure 78: Public Library Outlet Public Access Internet Workstations Addition Schedule by State**

<b>State</b>	<b>The library plans to add workstations within the next year</b>	<b>The library is considering adding more workstations or laptops within the next year, but does not know how many at this time</b>	<b>The library has no plans to add workstations within the next year</b>	<b>Other</b>	<b>The average number of workstations that the library plans to add within the next year</b>
Alabama (n = 278)	13.6%	16.3%	63.6%	6.6%	2.7
Alaska (n = 117)	22.6%	15.7%	46.1%	15.5%	2.0
Arizona (n = 210)	6.8%	12.6%	75.4%	5.2%	23.2
California (n = 1,099)	12.0%	3.2%	82.3%	2.7%	9.1
Colorado (n= 242)	28.0%	11.5%	57.6%	2.6%	4.2
Connecticut (n = 245)	13.1%	10.3%	65.4%	11.2%	2.9
Delaware (n = 31)	37.9%	3.4%	33.3%	24.1%	2.6
Florida (n = 497)	10.5%	8.9%	72.8%	7.6%	10.6
Georgia (n = 341)	7.4%	8.4%	82.9%	1.7%	4.2
Hawaii (n= 50)	10.4%	--	40.4%	50.0%	1.3
Illinois (n = 794)	16.4%	12.0%	68.1%	3.4%	4.8
Indiana (n = 438)	9.7%	10.2%	71.6%	8.4%	2.3
Iowa (n = 563)	15.8%	10.1%	66.1%	8.0%	3.6
Kansas (n= 360)	21.7%	13.5%	58.9%	6.2%	2.8
Kentucky (n = 193)	8.2%	21.1%	65.5%	4.7%	6.6
Louisiana (n = 335)	1.7%	38.1%	51.5%	8.7%	6.0
Maine (n= 281)	28.0%	18.8%	46.5%	6.6%	1.9
Maryland (n = 179)	14.8%	37.6%	46.7%	*	5.2
Massachusetts (n = 482)	27.8%	10.0%	54.9%	7.1%	3.8
Minnesota (n = 360)	2.2%	11.0%	85.4%	1.4%	7.5
Mississippi (n = 241)	17.0%	17.9%	65.2%	--	2.8
Missouri (n = 358)	10.3%	10.3%	68.7%	10.7%	5.7
Montana (n =108)	25.3%	11.0%	56.7%	7.7%	1.6
Nevada (n = 85)	6.0%	23.8%	69.0%	1.2%	1.5
New Hampshire (n= 237)	31.6%	9.6%	51.3%	7.9%	1.7

**Figure 78 (con't): Public Library Outlet Public Access Internet Workstations Addition Schedule by State**

<b>State</b>	<b>The library plans to add workstations within the next year</b>	<b>The library is considering adding more workstations or laptops within the next year, but does not know how many at this time</b>	<b>The library has no plans to add workstations within the next year</b>	<b>Other</b>	<b>The average number of workstations that the library plans to add within the next year</b>
New Jersey (n = 454)	14.9%	23.9%	53.1%	8.0%	5.3
New Mexico (n = 120)	7.5%	30.2%	53.8%	8.5%	4.0
New York (n = 1,069)	25.5%	39.4%	30.7%	4.4%	2.9
North Carolina (n = 380)	14.0%	23.9%	57.8%	4.3%	4.0
North Dakota (n= 91)	8.9%	10.3%	70.5%	10.3%	3.3
Ohio (n = 719)	7.3%	16.6%	72.1%	3.7%	7.3
Oklahoma (n = 207)	12.1%	21.6%	56.3%	10.1%	3.1
Oregon (n = 210)	18.2%	18.2%	56.6%	7.0%	2.6
Pennsylvania (n = 634)	27.0%	14.8%	53.7%	4.6%	3.7
Rhode Island (n = 72)	26.8%	26.8%	42.3%	5.6%	3.4
South Dakota (n= 145)	8.5%	5.4%	78.5%	7.7%	1.8
Tennessee (n = 289)	9.1%	10.9%	72.3%	7.7%	5.9
Texas (n = 859)	14.6%	12.4%	63.1%	10.0%	3.9
Utah (n = 113)	30.0%	1.8%	61.5%	7.3%	4.2
Vermont (n= 191)	12.4%	8.1%	71.5%	8.1%	1.4
Virginia (n= 341)	18.6%	27.3%	48.7%	5.6%	3.4
Washington (n= 330)	26.6%	8.5%	62.7%	2.2%	3.4
Washington, DC (n = 27)	66.7%	8.3%	25.0%	--	6.4
West Virginia (n = 174)	2.4%	--	89.6%	7.9%	1.4
Wisconsin (n = 458)	11.1%	10.6%	72.7%	5.3%	2.3
Wyoming (n = 74)	23.3%	13.9%	60.3%	1.4%	4.1
<b>National</b>	16.7% (n=2,593)	16.3% (n=2,529)	61.0% (n=9,460)	6.0% (n=932)	4.1 (n=2,593)
Weighted missing values, n=446 <b>Key</b> *=Insufficient data to report --=No data to report					

Figure 78 details public library plans on adding public access Internet workstations or laptops as well as the total number of workstations planned on being added over the next year. Hawaii reported the smallest number of planned additions, 1.3, whereas Arizona reported the highest average of workstations outlets are planning on adding, 23.2. Overall, 61.0 percent of public libraries have no plans to add any workstations within the next year, with West Virginia and Georgia being the least likely (89.6 percent and 82.9 percent, respectively). The states that are most likely to add workstations next year and be knowledgeable about how many will be added are Washington, DC, with 66.7 percent of outlets reporting these plans, and New Hampshire, as 31.6 percent reported they plan on adding workstations, both well above the national average of 16.7 percent. Although they are unsure of exactly how many workstations will be added, 39.4 percent of New York outlets and 38.1 percent of libraries in Louisiana reported they have plans to add workstations within the next year.

**Figure 79: Public Library Outlet Public Access Internet Workstation/Laptop Replacement Schedule by State**

State	The average replacement schedule is every year	The average replacement schedule is every 2 years	The average replacement schedule is every 3 years	The average replacement schedule is every 4 years	The average replacement schedule is every 5 years	The library has another replacement or addition schedule	The library does not know the average replacement or addition schedule	The library does not have a replacement or addition schedule
Alabama (n = 267)	--	--	9.0%	13.5%	12.4%	7.5%	4.9%	52.6%
Alaska (n = 116)	--	--	13.8%	6.5%	6.5%	14.7%	2.8%	55.0%
Arizona (n = 197)	--	--	10.5%	12.6%	26.3%	--	6.8%	43.5%
California (n = 1,058)	--	--	24.7%	31.0%	16.2%	4.0%	--	24.1%
Colorado (n= 242)	--	--	18.7%	16.9%	25.8%	4.5%	4.0%	30.2%
Connecticut (n = 219)	--	--	17.8%	22.5%	7.2%	9.6%	1.4%	41.8%
Delaware (n = 29)	3.4%	3.4%	66.7%	6.7%	10.0%	3.4%	--	3.4%
Florida (n = 459)	--	--	16.7%	12.7%	18.0%	10.2%	3.8%	38.5%
Georgia (n = 330)	--	--	19.2%	6.6%	12.6%	4.2%	6.6%	50.2%
Hawaii (n= 49)	--	--	--	--	--	2.1%	14.6%	81.6%
Illinois (n = 722)	--	--	25.2%	10.4%	5.3%	16.7%	4.6%	37.9%
Indiana (n = 399)	--	--	24.3%	19.8%	19.5%	10.3%	2.1%	23.8%
Iowa (n = 530)	1.0%	*	8.4%	9.4%	8.9%	12.7%	2.1%	57.0%
Kansas (n= 348)	*	*	11.1%	11.4%	16.0%	6.6%	4.5%	49.1%
Kentucky (n = 176)	--	--	13.7%	17.9%	13.7%	14.9%	1.2%	38.7%
Louisiana (n = 304)	--	--	13.5%	11.0%	43.8%	11.0%	*	19.9%
Maine (n= 279)	--	--	7.7%	14.7%	9.2%	9.2%	*	58.5%
Maryland (n = 171)	--	--	18.2%	59.4%	12.4%	8.3%	--	1.8%
Massachusetts (n = 455)	1.1%	--	4.3%	8.3%	17.1%	9.5%	--	59.5%
Minnesota (n = 360)	--	--	16.6%	36.4%	16.0%	19.2%	--	11.8%
Mississippi (n = 229)	--	--	25.3%	16.3%	18.5%	5.4%	4.1%	30.2%
Missouri (n = 319)	--	--	24.2%	18.2%	8.3%	10.2%	2.9%	36.3%
Montana (n =98)	--	--	19.8%	7.2%	7.2%	13.5%	14.4%	39.6%
Nevada (n = 84)	--	--	6.0%	27.4%	41.0%	1.2%	--	25.0%
New Hampshire (n= 233)	--	--	8.4%	13.1%	4.7%	8.9%	1.9%	63.1%

**Figure 79 (con't): Public Library Outlet Public Access Internet Workstation/Laptop Replacement Schedule by State**

State	The average replacement schedule is every year	The average replacement schedule is every 2 years	The average replacement schedule is every 3 years	The average replacement schedule is every 4 years	The average replacement schedule is every 5 years	The library has another replacement or addition schedule	The library does not know the average replacement or addition schedule	The library does not have a replacement or addition schedule
New Jersey (n = 438)	--	*	8.7%	16.4%	10.2%	15.0%	8.0%	41.0%
New Mexico (n = 108)	--	--	25.0%	25.3%	7.1%	11.1%	--	32.3%
New York (n = 1,056)	1.4%	1.3%	12.2%	17.8%	17.5%	12.8%	2.6%	34.4%
North Carolina (n = 380)	*	*	23.9%	21.0%	24.5%	9.1%	1.3%	19.4%
North Dakota (n= 79)	--	--	12.0%	8.1%	10.8%	13.5%	2.7%	52.0%
Ohio (n = 688)	--	--	20.6%	14.4%	8.3%	19.2%	--	37.5%
Oklahoma (n = 201)	--	--	27.0%	15.9%	14.7%	5.3%	4.2%	33.3%
Oregon (n = 210)	--	*	8.3%	10.8%	8.8%	5.9%	--	65.2%
Pennsylvania (n = 626)	*	1.1%	15.8%	11.9%	16.6%	11.1%	2.7%	40.6%
Rhode Island (n = 71)	--	9.8%	11.7%	36.7%	--	--	--	41.7%
South Dakota (n= 139)	--	--	8.8%	16.1%	17.6%	8.0%	4.4%	44.9%
Tennessee (n = 277)	--	--	16.2%	32.8%	4.9%	11.3%	2.6%	32.1%
Texas (n = 800)	--	--	16.8%	22.1%	5.4%	11.8%	2.1%	41.8%
Utah (n = 109)	3.7%	10.3%	11.2%	24.1%	10.3%	6.5%	3.7%	30.6%
Vermont (n= 186)	--	--	2.8%	7.2%	7.3%	6.7%	--	76.5%
Virginia (n= 339)	--	*	14.9%	26.4%	18.7%	13.4%	--	26.1%
Washington (n= 326)	--	--	18.9%	17.7%	21.1%	7.4%	--	35.1%
Washington, DC (n = 24)	--	--	100%	--	--	--	--	--
West Virginia (n = 172)	--	--	11.4%	10.1%	6.5%	7.2%	9.5%	55.4%
Wisconsin (n = 453)	--	--	5.9%	16.6%	20.7%	11.2%	3.3%	42.5%
Wyoming (n = 74)	--	--	27.9%	14.5%	27.9%	7.4%	--	20.6%
<b>National</b>	*	*	15.9% (n=2,456)	18.4% (n=2,841)	14.2% (n=2,193)	9.9% (n=1,533)	2.5% (n=388)	38.2% (n=5,898)

Weighted missing values, n=531

**Key** \*=Insufficient data to report

--=No data to report

Figure 79 shows the average replacement workstation replacement schedule public libraries have. A new category for the 2008-2009 survey was replacing workstations every year, although very few outlets reported they were adhering to this schedule. A total of 38.2 percent of libraries overall have no replacement schedule at all. Of those outlets that do have a schedule, the highest overall percent (18.4) is every four years, with Rhode Island (36.7 percent) and California (31.0 percent) the most likely to have this schedule. A two year schedule is quite rare (less than one percent overall). Several states have many more libraries than the overall average of 15.9 percent having a three year schedule, such as 100 percent of Washington, DC outlets, 66.7 percent of Delaware libraries and 27.9 percent of libraries in Wyoming. As shown with an overall of 2.5 percent not knowing their replacement schedule, most libraries were able to report how often they replace workstations, although 9.9 percent of outlets reported they have a schedule other than the categories listed.

**Figure 80: Factors Influencing the Addition of Public Access Internet Workstations/Laptops by State**

State	Space limitations	Cost factors	Maintenance, upgrade, and general upkeep	Availability of public service staff	Availability of technical staff	Availability of bandwidth	Availability of electrical outlets, cabling, or other infrastructure	Other
Alabama (n = 278)	73.7%	83.2%	21.8%	16.4%	14.5%	6.9%	28.2%	3.8%
Alaska (n = 117)	72.4%	79.3%	18.1%	11.2%	20.7%	25.9%	20.7%	5.2%
Arizona (n = 210)	59.9%	87.3%	10.2%	--	31.0%	20.8%	43.4%	1.5%
California (n = 1,099)	83.3%	67.0%	10.2%	6.1%	8.3%	38.1%	34.3%	1.7%
Colorado (n= 242)	71.1%	73.6%	21.1%	6.6%	16.1%	16.9%	27.3%	2.5%
Connecticut (n = 245)	75.3%	70.8%	23.8%	11.8%	21.4%	--	35.6%	3.6%
Delaware (n = 31)	79.3%	71.4%	14.3%	14.3%	3.6%	25.0%	46.4%	3.6%
Florida (n = 497)	76.2%	76.4%	11.1%	9.5%	6.4%	13.5%	36.7%	3.8%
Georgia (n = 341)	69.9%	80.1%	21.2%	5.0%	6.3%	19.2%	43.0%	1.0%
Hawaii (n= 50)	28.6%	89.6%	10.4%	--	10.2%	31.3%	26.5%	10.4%
Illinois (n = 794)	66.9%	77.9%	24.2%	7.6%	14.3%	10.3%	24.1%	3.7%
Indiana (n = 438)	66.0%	79.0%	13.8%	13.6%	15.4%	20.3%	23.0%	5.4%
Iowa (n = 563)	66.5%	83.3%	27.6%	6.4%	14.3%	9.9%	24.0%	1.9%
Kansas (n= 360)	78.3%	80.6%	23.2%	4.7%	8.2%	8.5%	28.7%	2.9%
Kentucky (n = 193)	86.7%	65.7%	25.3%	10.8%	16.9%	9.6%	30.7%	2.4%
Louisiana (n = 335)	94.5%	34.9%	32.7%	5.5%	4.7%	28.7%	29.3%	7.6%
Maine (n= 281)	71.0%	87.4%	24.9%	13.4%	17.4%	3.3%	25.7%	5.1%
Maryland (n = 179)	83.5%	74.7%	28.2%	4.1%	17.8%	20.6%	33.7%	*
Massachusetts (n = 482)	70.9%	83.8%	14.5%	9.4%	24.4%	10.5%	35.4%	3.6%
Minnesota (n = 360)	80.1%	66.5%	14.0%	10.7%	16.3%	23.0%	18.5%	6.7%
Mississippi (n = 241)	74.0%	85.8%	31.4%	19.9%	9.3%	21.2%	31.4%	*
Missouri (n = 358)	89.5%	72.9%	17.6%	4.8%	7.0%	16.3%	31.5%	--
Montana (n =108)	66.3%	80.0%	16.0%	6.3%	17.0%	10.6%	34.7%	7.4%
Nevada (n = 85)	92.8%	57.8%	4.8%	21.4%	12.0%	41.0%	45.8%	4.8%
New Hampshire (n= 237)	70.6%	82.9%	23.1%	5.7%	15.8%	19.3%	27.6%	3.9%

**Figure 80 (con't): Factors Influencing the Addition of Public Access Internet Workstations/Laptops by State**

State	Space limitations	Cost factors	Maintenance, upgrade, and general upkeep	Availability of public service staff	Availability of technical staff	Availability of bandwidth	Availability of electrical outlets, cabling, or other infrastructure	Other
New Jersey (n = 454)	73.9%	66.6%	21.5%	10.8%	19.6%	13.0%	40.8%	3.8%
New Mexico (n = 120)	76.4%	58.5%	14.2%	11.3%	11.3%	15.1%	41.5%	1.9%
New York (n = 1,069)	84.8%	81.3%	16.3%	8.9%	7.9%	8.7%	43.0%	2.5%
North Carolina (n = 380)	76.5%	86.5%	17.5%	10.0%	11.3%	17.5%	32.6%	1.3%
North Dakota (n= 91)	53.2%	87.2%	33.3%	7.7%	25.3%	7.7%	10.3%	2.6%
Ohio (n = 719)	80.1%	80.8%	17.7%	13.6%	3.7%	10.2%	52.1%	*
Oklahoma (n = 207)	79.5%	73.1%	28.9%	7.0%	4.0%	8.0%	49.3%	15.5%
Oregon (n = 210)	59.7%	81.1%	29.4%	11.9%	20.4%	8.0%	24.9%	2.5%
Pennsylvania (n = 634)	78.1%	80.2%	29.6%	9.3%	11.8%	14.3%	29.5%	*
Rhode Island (n = 72)	90.0%	80.3%	5.6%	25.4%	10.0%	10.0%	54.3%	--
South Dakota (n= 145)	70.5%	89.2%	20.9%	8.7%	12.2%	20.1%	34.1%	--
Tennessee (n = 289)	76.9%	84.9%	8.1%	5.9%	3.7%	11.4%	47.1%	1.8%
Texas (n = 859)	74.3%	72.4%	19.2%	8.5%	12.3%	14.0%	32.8%	3.1%
Utah (n = 113)	79.4%	67.3%	21.5%	12.1%	11.2%	3.7%	39.8%	2.8%
Vermont (n= 191)	76.1%	85.9%	29.3%	6.5%	21.2%	4.3%	14.7%	4.3%
Virginia (n= 341)	76.7%	89.9%	17.5%	5.6%	13.3%	14.5%	32.4%	*
Washington (n= 330)	83.5%	46.6%	18.6%	5.9%	8.0%	17.1%	41.6%	2.5%
Washington, DC (n = 27)	18.2%	--	--	90.9%	--	27.3%	81.8%	--
West Virginia (n = 174)	66.9%	74.9%	18.6%	1.2%	11.1%	18.0%	18.1%	5.3%
Wisconsin (n = 458)	65.0%	80.8%	20.1%	7.2%	10.7%	18.6%	31.3%	2.9%
Wyoming (n = 74)	83.6%	66.7%	12.3%	4.1%	15.1%	33.3%	22.2%	4.1%
<b>National</b>	75.9% (n=11,912)	77.4% (n=12,149)	19.6% (n=3,082)	8.9% (n=1,404)	12.1% (n=1,901)	15.3% (n=2,398)	34.0% (n=5,340)	2.8% (n=444)

Will not total 100%, as categories are not mutually exclusive

Weighted missing values, n=270

**Key** \*=Insufficient data to report

--=No data to report

The various factors that influence the addition of public access Internet workstations are detailed in Figure 80. Switching slightly from 2007-2008, the biggest factor influencing the addition of workstations in 2008-2009 was cost (77.4 percent), closely followed by space limitations (75.9 percent). In the 2008-2009 survey, the availability of staff was split into public service and technical staff, and the combined total (21.0 percent) has increased over the 11.3 percent of outlets overall reporting a significant factor is the availability of staff. While only 18.2 percent of outlets in Washington, DC reported space was a factor, and none reported cost was a factor, 90.9 percent reported the availability of public service staff was problematic. Bandwidth, overall, does not pose too much of an obstacle (15.3 percent nationally), although Nevada and Wyoming are the most likely to need more bandwidth, with 41.0 percent and 33.3 percent, respectively, reporting availability of bandwidth is a factor.

**Figure 81: Factors Influencing Replacement of Public Access Internet Workstations/Laptops by State**

State	Cost factors	Maintenance, upgrade, and general upkeep	Availability of staff	Other
Alabama (n = 278)	90.1%	4.4%	6.0%	--
Alaska (n = 117)	74.8%	1.8%	9.0%	14.4%
Arizona (n = 210)	83.0%	5.7%	9.8%	1.6%
California (n = 1,099)	81.8%	1.5%	9.1%	7.7%
Colorado (n= 242)	69.0%	4.5%	14.5%	12.0%
Connecticut (n = 245)	83.7%	4.3%	5.8%	6.3%
Delaware (n = 31)	96.4%	--	--	3.6%
Florida (n = 497)	82.9%	4.9%	3.0%	9.3%
Georgia (n = 341)	83.5%	3.0%	5.4%	8.1%
Hawaii (n= 50)	81.6%	--	--	18.4%
Illinois (n = 794)	76.4%	8.0%	8.5%	7.1%
Indiana (n = 438)	86.4%	4.6%	1.8%	7.2%
Iowa (n = 563)	81.7%	5.5%	6.9%	5.9%
Kansas (n= 360)	85.3%	3.5%	5.9%	5.6%
Kentucky (n = 193)	58.6%	14.6%	3.8%	22.8%
Louisiana (n = 335)	71.1%	5.6%	4.8%	18.5%
Maine (n= 281)	84.1%	4.3%	6.5%	5.1%
Maryland (n = 179)	87.5%	*	7.1%	4.2%
Massachusetts (n = 482)	85.0%	3.2%	6.8%	5.0%
Minnesota (n = 360)	77.0%	5.4%	14.5%	3.1%
Mississippi (n = 241)	93.6%	2.3%	1.4%	2.7%
Missouri (n = 358)	87.2%	6.1%	4.8%	1.9%
Montana (n =108)	88.2%	--	6.5%	5.4%
Nevada (n = 85)	57.8%	19.0%	19.0%	4.8%
New Hampshire (n= 237)	82.5%	4.0%	4.0%	9.8%
New Jersey (n = 454)	71.2%	8.7%	9.4%	11.0%

**Figure 81 (con't): Factors Influencing Replacement of Public Access Internet Workstations/Laptops by State**

<b>State</b>	<b>Cost factors</b>	<b>Maintenance, upgrade, and general upkeep</b>	<b>Availability of staff</b>	<b>Other</b>
New Mexico (n = 120)	77.3%	2.1%	9.3%	11.3%
New York (n = 1,069)	84.3%	4.4%	3.9%	7.3%
North Carolina (n = 380)	89.6%	*	4.1%	5.7%
North Dakota (n= 91)	86.8%	--	7.9%	5.3%
Ohio (n = 719)	92.9%	3.8%	*	2.6%
Oklahoma (n = 207)	71.1%	13.9%	5.0%	9.5%
Oregon (n = 210)	83.0%	10.3%	2.1%	4.6%
Pennsylvania (n = 634)	82.7%	5.5%	5.8%	6.1%
Rhode Island (n = 72)	90.1%	--	5.6%	4.2%
South Dakota (n= 145)	84.7%	8.0%	7.4%	--
Tennessee (n = 289)	90.9%	1.9%	1.1%	6.0%
Texas (n = 859)	80.7%	*	6.5%	12.0%
Utah (n = 113)	88.1%	--	4.6%	8.2%
Vermont (n= 191)	88.5%	3.8%	4.4%	3.8%
Virginia (n= 341)	85.8%	2.4%	8.7%	3.0%
Washington (n= 330)	61.2%	21.6%	14.9%	2.2%
Washington, DC (n = 27)	66.7%	--	33.3%	--
West Virginia (n = 174)	87.7%	--	7.6%	4.7%
Wisconsin (n = 458)	85.9%	5.3%	1.6%	7.2%
Wyoming (n = 74)	68.1%	7.2%	13.0%	11.6%
<b>National</b>	83.2% (n=12,683)	4.6% (n=706)	5.7% (n=864)	6.5% (n=989)

Weighted missing values, n=717

**Key** \*=Insufficient data to report

--=No data to report

The factors that influence replacement of public access Internet workstations are listed in Figure 81. Similar to past years, cost is by far the most significant factor, with 83.2 percent of all outlets reporting this. Although maintenance, upgrade and general upkeep was reported as being a factor by only 4.6 percent of outlets nationally, this is a significant issue for 21.6 percent of outlets in Washington, and 19 percent of outlets in Nevada. The availability of staff is particularly problematic for Washington, DC, as 33.3 percent of outlets there reported this being a significant factor, yet only 5.7 percent of libraries nationally reported on this category. Kentucky and Louisiana (22.8 and 18.5 percent, respectively) were the most likely to report there were reasons other than cost, maintenance or staff that influence their replacing workstations.

**Figure 82: Public Library Outlet Internet Workstation/Laptop Replacement Approach by State**

<b>State</b>	<b>Staggered-the library replaces some workstations each year, replace all over the specified replacement schedule</b>	<b>Complete-the library replaces workstations all at one time</b>	<b>The library has another replacement approach</b>
Alabama (n = 278)	43.9%	37.7%	18.4%
Alaska (n = 117)	54.3%	23.9%	21.7%
Arizona (n = 210)	63.8%	36.2%	--
California (n = 1,099)	75.7%	18.1%	6.1%
Colorado (n= 242)	73.0%	17.6%	10.1%
Connecticut (n = 245)	74.6%	14.4%	11.0%
Delaware (n = 31)	58.6%	32.1%	10.7%
Florida (n = 497)	59.3%	34.4%	6.2%
Georgia (n = 341)	47.2%	33.9%	18.7%
Hawaii (n= 50)	--	--	100%
Illinois (n = 794)	60.0%	23.1%	16.8%
Indiana (n = 438)	76.1%	14.6%	9.3%
Iowa (n = 563)	65.7%	9.1%	24.8%
Kansas (n= 360)	70.1%	8.4%	21.3%
Kentucky (n = 193)	35.6%	43.6%	20.8%
Louisiana (n = 335)	88.4%	11.6%	--
Maine (n= 281)	54.1%	16.4%	29.1%
Maryland (n = 179)	82.0%	12.6%	5.4%
Massachusetts (n = 482)	65.4%	19.4%	15.1%
Minnesota (n = 360)	53.7%	37.1%	9.4%
Mississippi (n = 241)	30.3%	50.3%	19.2%
Missouri (n = 358)	49.2%	28.8%	22.5%
Montana (n =108)	66.7%	4.4%	28.9%
Nevada (n = 85)	68.3%	7.9%	23.8%

**Figure 82 (con't): Public Library Outlet Internet Workstation/Laptop Replacement Approach by State**

<b>State</b>	<b>Staggered-the library replaces some workstations each year, replace all over the specified replacement schedule</b>	<b>Complete-the library replaces workstations all at one time</b>	<b>The library has another replacement approach</b>
New Hampshire (n= 237)	80.0%	5.4%	13.5%
New Jersey (n = 454)	57.6%	17.6%	24.5%
New Mexico (n = 120)	79.1%	11.9%	10.4%
New York (n = 1,069)	74.2%	17.6%	8.2%
North Carolina (n = 380)	67.3%	18.0%	14.6%
North Dakota (n= 91)	69.7%	5.9%	24.2%
Ohio (n = 719)	69.0%	23.4%	7.7%
Oklahoma (n = 207)	58.8%	33.1%	8.4%
Oregon (n = 210)	76.1%	12.5%	12.7%
Pennsylvania (n = 634)	53.1%	33.2%	13.6%
Rhode Island (n = 72)	47.2%	52.8%	--
South Dakota (n= 145)	53.6%	29.0%	17.4%
Tennessee (n = 289)	77.5%	5.2%	17.3%
Texas (n = 859)	66.0%	14.7%	19.3%
Utah (n = 113)	64.8%	19.7%	14.3%
Vermont (n= 191)	73.8%	7.1%	18.6%
Virginia (n= 341)	74.3%	13.7%	12.0%
Washington (n= 330)	56.0%	43.1%	1.0%
Washington, DC (n = 27)	--	100%	--
West Virginia (n = 174)	77.0%	--	23.0%
Wisconsin (n = 458)	75.1%	14.5%	10.1%
Wyoming (n = 74)	92.6%	7.4%	--
<b>National</b>	68.1% (n=6,234)	19.3% (n=1,764)	12.7% (n=1,161)
Weighted missing values, n=0 <b>Key</b> *=Insufficient data to report --=No data to report			

A new question in the 2008-2009 survey pertains to the type of replacement approaches public libraries use and the results are shown in Figure 82. The vast majority of outlets (68.1 percent) stagger replacement, meaning some workstations are replaced each year until all are replaced over the time frame of the replacement schedule. Overall, 12.7 percent of outlets use another replacement approach, with Hawaii (100 percent), Maine (29.1 percent) and Montana (23.8 percent) being the most likely to have another approach. Of those libraries utilizing another replacement approach, many reported they replace workstations or laptops when needed or when funding is available. Approximately one fifth (19.3 percent) of libraries completely replace workstations at one time, although none do in West Virginia or Hawaii, over half (52.8 percent) of libraries in Rhode Island do, and all libraries in Washington, DC replace their workstations at the same time.

**Figure 83: Sources of IT and Computer Support Provided to Public Library Outlets by State**

State	Non-IT specialist public service staff	Non-IT specialist library director	Non-IT specialist other	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunications network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
Alabama (n = 267)	40.9%	34.6%	15.6%	1.6%	19.4%	3.9%	9.3%	--	23.3%	22.6%	8.6%	--
Alaska (n = 116)	24.8%	46.5%	21.2%	7.1%	14.2%	2.7%	19.5%	3.5%	5.3%	14.0%	27.4%	5.3%
Arizona (n = 197)	24.0%	30.6%	5.1%	21.8%	39.1%	1.5%	46.2%	--	--	6.6%	1.5%	2.0%
California (n = 1,058)	26.2%	4.1%	6.0%	8.6%	66.7%	5.6%	34.4%	--	--	14.1%	*	--
Colorado (n= 242)	23.1%	28.9%	8.7%	17.4%	47.1%	3.7%	19.0%	--	*	29.3%	9.9%	1.7%
Connecticut (n = 219)	41.6%	46.6%	13.2%	16.9%	20.1%	38.8%	24.2%	9.6%	2.3%	27.4%	10.0%	3.7%
Delaware (n = 29)	36.7%	55.2%	3.4%	10.0%	34.5%	23.3%	46.7%	--	41.4%	10.3%	3.4%	--
Florida (n = 459)	11.4%	12.1%	1.8%	5.5%	59.1%	6.6%	39.3%	--	--	18.2%	1.5%	2.2%
Georgia (n = 330)	36.8%	9.9%	8.6%	8.6%	74.2%	4.3%	6.0%	9.6%	7.0%	27.2%	*	1.7%
Hawaii (n= 49)	--	14.3%	2.1%	2.1%	85.7%	--	2.1%	--	14.3%	--	--	2.1%
Illinois (n = 722)	12.2%	39.6%	11.6%	25.2%	14.1%	12.0%	3.5%	3.7%	--	49.7%	10.0%	3.1%
Indiana (n = 399)	38.2%	28.0%	13.7%	19.6%	46.7%	8.9%	--	2.0%	--	39.1%	7.1%	1.5%
Iowa (n = 530)	16.4%	69.0%	14.3%	4.0%	5.2%	2.1%	5.8%	--	2.7%	53.2%	23.5%	3.7%
Kansas (n= 348)	21.0%	61.3%	10.8%	8.7%	37.8%	34.6%	3.8%	*	1.2%	18.0%	13.1%	7.0%
Kentucky (n = 176)	27.2%	29.6%	14.2%	13.0%	38.3%	--	1.2%	--	2.5%	40.1%	6.8%	4.9%
Louisiana (n = 304)	19.7%	9.7%	*	--	58.0%	--	--	--	2.7%	46.5%	--	--
Maine (n= 279)	26.9%	60.9%	11.5%	9.0%	4.3%	6.5%	4.7%	12.5%	19.4%	34.8%	43.0%	2.5%
Maryland (n = 171)	46.5%	2.4%	2.4%	4.1%	90.0%	13.5%	10.1%	5.3%	1.8%	13.6%	--	--
Massachusetts (n = 455)	35.4%	44.0%	18.4%	12.7%	17.6%	33.6%	19.4%	--	2.0%	22.9%	9.8%	1.8%
Minnesota (n = 360)	37.1%	29.8%	5.1%	6.5%	67.4%	23.3%	16.6%	--	--	6.2%	2.0%	--
Mississippi (n = 229)	35.0%	27.8%	17.9%	3.1%	61.0%	2.7%	--	2.7%	4.0%	25.6%	--	--
Missouri (n = 319)	23.8%	24.5%	12.2%	12.5%	37.9%	2.8%	7.5%	12.9%	--	37.9%	5.0%	2.8%
Montana (n =98)	35.7%	55.1%	17.3%	21.4%	8.2%	4.1%	8.2%	--	8.2%	44.9%	12.2%	5.2%

**Figure 83 (con't): Sources of IT and Computer Support Provided to Public Library Outlets by State**

State	Non-IT specialist public service staff	Non-IT specialist library director	Non-IT specialist other	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunications network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
Nevada (n = 84)	28.6%	15.5%	3.6%	3.6%	48.8%	27.4%	22.6%	--	1.2%	10.7%	6.0%	13.1%
New Hampshire (n= 233)	37.7%	72.4%	9.6%	7.0%	4.4%	1.8%	13.5%	--	--	40.4%	31.1%	1.8%
New Jersey (n = 438)	44.9%	29.2%	8.2%	12.6%	34.8%	27.6%	6.1%	--	1.6%	29.2%	3.5%	*
New Mexico (n = 108)	42.5%	61.3%	21.9%	9.5%	18.9%	8.5%	35.8%	--	3.8%	24.8%	16.0%	3.8%
New York (n = 1,056)	40.6%	36.1%	8.0%	12.0%	58.5%	19.8%	1.3%	10.3%	10.6%	28.8%	10.9%	1.8%
North Carolina (n = 380)	23.9%	6.2%	14.8%	9.9%	57.8%	*	30.4%	*	*	24.2%	1.3%	1.3%
North Dakota (n= 79)	7.7%	62.0%	20.3%	10.3%	2.6%	--	12.8%	7.7%	15.2%	35.4%	20.3%	2.6%
Ohio (n = 688)	45.6%	16.2%	8.1%	12.2%	65.7%	12.4%	--	5.7%	3.5%	22.1%	1.5%	--
Oklahoma (n = 201)	21.4%	36.3%	6.0%	2.0%	37.3%	--	13.9%	3.0%	2.0%	38.8%	8.0%	1.0%
Oregon (n = 210)	32.8%	33.3%	12.8%	6.4%	24.0%	23.0%	37.3%	--	*	18.6%	6.9%	2.9%
Pennsylvania (n = 626)	31.7%	41.7%	11.2%	8.8%	43.8%	20.5%	4.3%	--	--	28.5%	9.1%	6.3%
Rhode Island (n = 71)	40.8%	42.3%	5.6%	25.4%	40.0%	63.4%	5.6%	--	--	5.6%	16.9%	--
South Dakota (n= 139)	29.5%	48.2%	20.1%	10.9%	18.7%	2.9%	23.7%	--	--	39.6%	20.3%	1.4%
Tennessee (n = 277)	22.6%	43.0%	15.6%	7.0%	32.1%	6.3%	26.6%	9.6%	42.4%	4.8%	5.2%	1.1%
Texas (n = 800)	29.9%	43.7%	17.2%	10.4%	24.9%	10.4%	30.2%	*	3.7%	28.7%	10.2%	1.9%
Utah (n = 109)	28.4%	31.8%	33.0%	6.4%	13.8%	--	52.3%	7.3%	7.3%	32.1%	6.4%	1.8%
Vermont (n= 186)	16.1%	63.4%	7.0%	7.5%	1.6%	--	1.6%	--	--	55.9%	41.2%	1.6%
Virginia (n= 339)	35.7%	18.5%	4.8%	5.1%	63.4%	1.2%	36.9%	--	--	28.9%	2.4%	*
Washington (n= 326)	29.8%	6.5%	6.5%	6.5%	78.3%	1.9%	8.4%	1.9%	3.4%	8.7%	*	--
Washington, DC (n = 24)	--	--	--	--	100%	--	--	--	--	--	--	--
West Virginia (n = 172)	19.7%	40.8%	10.2%	2.5%	8.9%	20.1%	2.5%	8.8%	58.5%	2.5%	3.8%	1.3%
Wisconsin (n = 453)	24.1%	51.0%	8.5%	8.5%	54.2%	41.1%	6.5%	1.8%	1.8%	25.1%	5.6%	3.8%
Wyoming (n = 74)	45.2%	19.4%	12.3%	5.5%	37.5%	--	12.3%	--	6.9%	34.2%	4.1%	--

**Figure 83 (con't): Sources of IT and Computer Support Provided to Public Library Outlets by State**

State	Non-IT specialist public service staff	Non-IT specialist library director	Non-IT specialist other	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunications network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
<b>National</b>	29.9% (n=4,704)	32.9% (n=5,187)	10.7% (n=1,687)	10.2% (n=1,614)	42.3% (n=6,663)	12.7% (n=2,002)	14.0% (n=2,201)	3.1% (n=482)	5.2% (n=817)	27.2% (n=4,279)	8.5% (n=1,344)	2.1% (n=332)
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=209 <b>Key</b> *=Insufficient data to report, -- = No data to report												

The sources of IT support library outlets have are detailed in Figure 83. The most common support comes from system level IT staff (42.3 percent overall), with Washington DC (100 percent), Maryland (90.0 percent) and Hawaii (85.7 percent) most likely to benefit from this source. Library directors also play an integral part in IT support, with New Hampshire and Iowa depending on directors the most (72.4 and 69.0 percent, respectively) yet rarely do directors provide IT support in California (4.1 percent) or Maryland (2.4 percent). Although volunteers comprise only 8.5 percent of IT support nationally, Maine (43.0 percent) and Vermont (41.2 percent) heavily rely on them. State telecommunications staff overall provide very little support (3.1 percent overall) nor do other sources than the options available (2.1 percent). Building based IT specialists are particularly important for Illinois and Rhode Island (25.2 and 25.4 percent, respectively) as are State Library IT staff for West Virginia (58.5 percent) and Tennessee (42.2 percent).

**Figure 84: Number of FTEs for IT and Computer Support Provided to Public Library Outlets by State**

State	Non-IT specialist public service staff	Non-IT specialist library director	Non-IT specialist other	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunications network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
Alabama (n = 267)	3.3	.95	1.0	3.8	1.4	.58	1.9	--	1.2	.69	1.6	--
Alaska (n = 116)	2.3	.61	.47	5.0	.43	1.0	1.2	2.3	.25	.92	.47	.25
Arizona (n = 197)	3.7	.67	--	1.6	9.0	1.0	1.4	--	--	19.4	.50	1.0
California (n = 1,058)	1.1	.60	.53	1.6	7.4	.65	1.1	--	--	.46	.50	--
Colorado (n= 242)	4.5	1.9	.13	.83	3.5	8.0	.78	--	.25	.76	.38	.25
Connecticut (n = 219)	1.1	.51	.75	1.2	1.0	.89	.95	.13	--	1.8	.41	.29
Delaware (n = 29)	3.0	.80	.50	.63	1.5	1.8	3.0	--	1.6	--	--	--
Florida (n = 459)	1.9	.82	1.5	1.5	3.0	2.6	3.1	--	--	.95	.25	.50
Georgia (n = 330)	1.6	1.3	.92	.79	1.1	.25	2.2	--	.25	.61	.50	1.0
Hawaii (n= 49)	--	.85	*	1.0	12.4	--	1.0	--	4.0	--	--	10.0
Illinois (n = 722)	2.3	1.4	.63	1.9	2.4	2.6	.50	.25	--	.63	.51	.56
Indiana (n = 399)	1.6	3.7	.86	1.1	3.5	.42	--	.25	--	.90	.42	.39
Iowa (n = 530)	1.0	.71	3.5	.91	1.1	.63	.85	--	.56	.56	.48	.25
Kansas (n= 348)	1.4	1.8	.61	2.2	.98	1.2	.89	1.0	1.5	.46	.59	9.1
Kentucky (n = 176)	2.1	.85	1.0	.73	1.1	--	1.0	--	1.0	.79	.63	.65
Louisiana (n = 304)	.58	.80	--	--	4.4	--	--	--	.25	.95	--	--
Maine (n= 279)	.74	.63	.50	.67	1.6	.75	1.4	.38	.53	.48	1.1	.25
Maryland (n = 171)	2.5	.25	.83	4.9	6.3	3.8	2.4	.25	.25	.95	--	--
Massachusetts (n = 455)	1.7	1.7	.62	.96	2.0	1.4	1.2	--	.58	.53	.30	.25
Minnesota (n = 360)	.82	.73	.33	--	1.3	1.1	5.3	--	--	.43	--	--
Mississippi (n = 229)	1.3	1.3	1.5	1.0	1.9	.25	--	.70	.63	.50	--	--
Missouri (n = 319)	1.2	.79	.80	1.1	4.5	.66	2.7	13.1	--	.72	1.0	1.0
Montana (n =98)	1.2	.68	.49	.96	.84	.25	.56	--	.75	.41	.32	.33
Nevada (n = 84)	3.0	.53	*	.25	9.9	.66	.91	--	1.0	.46	.56	.25

**Figure 84 (con't): Number of FTEs for IT and Computer Support Provided to Public Library Outlets by State**

State	Non-IT specialist public service staff	Non-IT specialist library director	Non-IT specialist other	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunications network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
New Hampshire (n= 233)	.94	2.4	.33	.79	.53	--	1.3	--	--	.67	.52	*
New Jersey (n = 438)	2.5	.65	.66	1.1	3.1	1.9	2.1	--	.63	1.1	.32	--
New Mexico (n = 108)	1.5	.83	.91	1.4	.81	.88	1.6	--	.63	.77	.49	.25
New York (n = 1,056)	1.3	.84	.81	1.1	4.2	2.0	1.7	--	.50	.60	.61	.52
North Carolina (n = 380)	1.0	.60	.69	1.3	1.6	.25	1.4	.25	.25	.91	.25	.42
North Dakota (n= 79)	1.9	.90	.29	.88	.25	--	.75	.25	.73	.60	.76	.25
Ohio (n = 688)	4.5	1.8	.91	.94	9.1	2.2	--	--	--	1.3	.33	--
Oklahoma (n = 201)	3.7	3.8	.50	1.0	7.0	--	1.3	1.0	--	.83	.44	1.0
Oregon (n = 210)	1.3	.61	.58	1.4	1.5	1.3	.85	--	.25	.49	.91	.25
Pennsylvania (n = 626)	2.0	1.4	.97	.87	2.2	.76	.95	--	--	.58	.44	.57
Rhode Island (n = 71)	3.2	.84	.50	.62	4.5	1.8	*	--	--	--	--	--
South Dakota (n= 139)	.88	.62	.71	.73	.42	.25	.57	--	--	.47	.46	.50
Tennessee (n = 277)	1.4	3.3	.71	.98	5.0	.47	2.5	.78	1.0	.91	.57	1.0
Texas (n = 800)	2.2	.89	.67	1.2	3.2	1.1	1.3	--	.85	1.6	.67	1.0
Utah (n = 109)	.78	.64	.59	1.0	3.9	--	1.0	.43	--	2.0	.39	.50
Vermont (n= 186)	.61	.51	.20	.72	.63	--	.25	--	--	.47	.63	1.0
Virginia (n= 339)	2.2	.73	.52	1.4	1.4	.25	1.5	--	--	.45	.63	--
Washington (n= 326)	.91	.78	.53	1.3	1.9	.38	2.5	.58	.25	.65	.50	--
Washington, DC (n = 24)	--	--	--	--	9.0	--	--	--	--	--	--	--
West Virginia (n = 172)	.99	1.6	.48	1.0	2.5	1.7	1.0	2.4	3.1	5.3	.25	--
Wisconsin (n = 453)	1.2	.69	.62	.91	1.3	2.0	1.4	--	--	.45	.25	.25
Wyoming (n = 74)	.84	.64	1.0	1.8	1.7	--	2.1	--	1.4	1.1	.13	--
<b>National</b>	1.9 (n=4,691)	.69 (n=4,507)	.68 (n=1,002)	1.2 (n=1,511)	3.9 (n=6,192)	1.6 (n=1,468)	1.5 (n=1,874)	.95 (n=139)	.82 (n=526)	.72 (n=2,825)	.53 (n=892)	.54 (n=222)

**Key** \*=Insufficient data to report

--=No data to report

Note: Some of the library outlets have large support staffs due to their metropolitan status. This accounts for the higher averages of FTE's.

Figure 84 presents the average number of full time equivalents (FTEs) for IT and computer support. Libraries in Colorado and Ohio had, on average, 4.5 FTEs for non-IT specialist public service staff, which is greater than any other state and the national average. Indiana and Tennessee had the highest averages (3.7 and 3.3) of FTEs for non-IT specialist library directors. The highest average of system level IT staff was in Hawaii (12.4). Few states had libraries with full-time state telecommunications network staff. Arizona and Virginia had libraries with the greatest averages (19.4 and 5.3, respectively) of outside vendors.

**Figure 85: Public Library Outlet Maximum Speed of Public Access Internet Services**

State	Less than 256 Kbps	257 Kbps – 768 Kbps	769 Kbps - 1.4 Mbps	1.5 Mbps T1	1.6 Mbps- 3.0 Mbps	3.1Mbps- 6.0Mbps	6.1 Mbps- 10 Mbps	Greater than 10 Mbps	Don't Know
Alabama (n = 278)	2.9%	10.2%	2.4%	26.7%	2.4%	13.6%	10.7%	12.1%	19.4%
Alaska (n = 117)	13.8%	46.8%	14.7%	*	2.8%	12.0%	--	--	10.1%
Arizona (n = 210)	1.7%	4.0%	7.9%	14.1%	10.7%	13.0%	13.6%	29.4%	5.6%
California (n = 1,099)	1.1%	2.3%	8.7%	43.6%	9.0%	12.4%	11.5%	10.6%	*
Colorado (n= 242)	*	8.9%	13.8%	12.5%	14.2%	12.9%	8.5%	21.3%	7.1%
Connecticut (n = 245)	1.6%	4.9%	11.5%	7.7%	7.7%	18.2%	7.7%	29.1%	11.0%
Delaware (n = 31)	--	5.6%	--	22.2%	--	5.6%	47.4%	15.8%	--
Florida (n = 497)	2.0%	3.0%	9.1%	10.8%	10.8%	7.8%	22.4%	29.1%	4.5%
Georgia (n = 341)	--	--	*	33.5%	22.2%	18.9%	*	10.9%	13.0%
Hawaii (n= 50)	54.5%	--	--	20.5%	14.0%	--	--	--	11.6%
Illinois (n = 794)	4.1%	2.5%	8.9%	23.5%	13.8%	12.4%	9.5%	10.7%	14.7%
Indiana (n = 438)	4.0%	2.2%	6.2%	29.4%	15.4%	7.5%	4.6%	17.8%	13.0%
Iowa (n = 563)	9.8%	28.6%	11.8%	13.3%	11.5%	4.5%	5.3%	7.3%	7.8%
Kansas (n= 360)	3.7%	13.5%	12.3%	21.2%	11.7%	15.1%	7.1%	10.2%	5.5%
Kentucky (n = 193)	2.5%	5.1%	12.0%	17.8%	16.6%	19.6%	17.1%	4.5%	3.8%
Louisiana (n = 335)	2.5%	--	5.3%	29.5%	10.2%	2.8%	30.2%	20.0%	--
Maine (n= 281)	2.1%	6.9%	7.8%	33.5%	5.6%	8.6%	3.0%	12.0%	20.6%
Maryland (n = 179)	--	2.5%	3.1%	29.6%	6.2%	9.9%	27.3%	21.0%	--
Massachusetts (n = 482)	1.4%	17.8%	19.5%	17.6%	8.8%	7.1%	12.6%	8.6%	6.7%
Minnesota (n = 360)	--	25.5%	14.5%	21.7%	7.8%	1.2%	3.5%	14.0%	12.2%
Mississippi (n = 241)	10.2%	7.9%	6.5%	38.0%	22.2%	*	3.7%	--	10.6%
Missouri (n = 358)	2.3%	3.0%	4.6%	34.1%	13.2%	5.3%	2.3%	20.6%	14.6%
Montana (n =108)	4.2%	20.0%	21.1%	9.6%	9.5%	3.2%	10.6%	5.3%	17.0%
Nevada (n = 85)	12.3%	17.1%	4.9%	6.2%	3.7%	3.7%	7.4%	39.5%	6.2%
New Hampshire (n= 237)	2.0%	17.8%	12.9%	4.5%	13.9%	9.4%	6.4%	5.0%	27.7%
New Jersey (n = 454)	1.3%	5.1%	13.7%	27.0%	5.4%	7.6%	14.6%	17.3%	8.1%

**Figure 85 (con't): Public Library Outlet Maximum Speed of Public Access Internet Services**

State	Less than 256 Kbps	257 Kbps – 768 Kbps	769 Kbps - 1.4 Mbps	1.5 Mbps T1	1.6 Mbps- 3.0 Mbps	3.1Mbps- 6.0Mbps	6.1 Mbps- 10 Mbps	Greater than 10 Mbps	Don't Know
New Mexico (n = 120)	2.0%	26.0%	8.1%	25.0%	8.0%	2.0%	10.1%	9.1%	9.0%
New York (n = 1,069)	1.9%	7.8%	8.3%	33.7%	7.7%	16.4%	10.5%	7.6%	6.2%
North Carolina (n = 380)	1.6%	12.8%	5.7%	8.2%	19.1%	23.4%	19.9%	8.4%	*
North Dakota (n= 91)	5.6%	5.6%	5.6%	12.7%	2.8%	20.8%	11.3%	14.1%	20.8%
Ohio (n = 719)	*	1.1%	8.3%	23.0%	4.6%	*	35.0%	19.4%	7.2%
Oklahoma (n = 207)	3.1%	6.3%	10.4%	21.5%	2.1%	6.3%	9.9%	29.3%	11.5%
Oregon (n = 210)	4.8%	12.2%	7.0%	26.1%	12.2%	9.6%	14.4%	8.5%	4.8%
Pennsylvania (n = 634)	2.6%	6.6%	11.5%	12.8%	10.0%	17.8%	11.0%	10.5%	17.1%
Rhode Island (n = 72)	11.7%	--	--	45.8%	6.7%	--	--	6.7%	31.7%
South Dakota (n= 145)	6.2%	--	8.5%	8.5%	7.8%	1.6%	15.4%	10.9%	13.1%
Tennessee (n = 289)	3.5%	13.3%	3.5%	15.4%	9.8%	42.7%	3.9%	1.2%	6.7%
Texas (n = 859)	4.4%	15.1%	10.5%	14.6%	9.7%	11.0%	6.5%	14.6%	13.5%
Utah (n = 113)	--	7.4%	11.8%	18.1%	5.3%	--	24.5%	16.0%	16.0%
Vermont (n= 191)	1.2%	9.9%	14.3%	6.2%	9.9%	11.2%	1.9%	6.2%	39.1%
Virginia (n= 341)	1.9%	5.0%	17.6%	28.2%	9.0%	11.1%	10.9%	16.7%	--
Washington (n= 330)	5.1%	4.7%	5.1%	26.9%	21.2%	3.8%	12.0%	16.1%	5.4%
Washington, DC (n = 27)	--	16.7%	25.0%	--	--	--	--	58.3%	--
West Virginia (n = 174)	11.7%	--	--	86.6%	--	1.2%	--	--	--
Wisconsin (n = 458)	--	2.4%	3.1%	81.7%	4.2%	3.1%	2.2%	2.9%	1.3%
Wyoming (n = 74)	1.4%	19.7%	22.2%	19.7%	8.5%	5.6%	7.0%	12.7%	1.4%
<b>National</b>	3.4% (n=505)	9.2% (n=1,357)	9.3% (n=1,364)	25.5% (n=3,753)	10.0% (n=1,470)	11.2% (n=1,654)	11.0% (n=1,619)	12.3% (n=1,804)	8.1% (n=1,189)

Weighted missing values, n=1,250

**Key** \*=Insufficient data to report

--=No data to report

The maximum speed of public access Internet service is shown in Figure 85. The largest percentage of libraries report having 1.5 Mbps (T1) connection (25.5 percent), which was the largest reported category in 2007-2008 (38.9 percent) as well. In 2008-2009, West Virginia (86.6 percent) and Rhode Island (45.8 percent) outlets reported the highest percentage of T1 connections. Significantly, 2008-2009 responses indicate 44.5 percent of all outlets have greater than a T1 connection, up from 25.7 percent in 2007-2008. Overall, there is a 5 percent increase over last year of outlets having 6.1 to 10 Mbps, and now 12.3 percent of outlets have greater than 10 Mbps, up from 8.6 percent in 2007-2008. More than half (58.3 percent) of outlets in Washington, DC have greater than 10 Mbps, and 39.5 percent of outlets in Nevada do. Unfortunately, 54.5 percent of outlets in Hawaii reported they have less than 256 Kbps, and a total of 60.6 percent of libraries in Alaska have less than 769 Kbps. The specific speed categories changed from the 2007-2008 survey therefore direct comparison between years within certain speeds is not possible.

<b>State</b>	<b>DSL</b>	<b>Cable</b>	<b>Leased Line</b>	<b>Municipal Networks</b>	<b>State Network</b>	<b>Satellite</b>	<b>Fiber</b>	<b>Wireless</b>	<b>Other</b>	<b>Don't Know</b>
Alabama (n = 278)	62.3%	9.9%	12.3%	5.9%	2.4%	1.6%	6.0%	16.6%	2.8%	--
Alaska (n = 117)	46.0%	6.2%	1.8%	6.2%	--	38.1%	--	24.6%	7.1%	--
Arizona (n = 210)	44.3%	26.3%	11.3%	9.8%	--	2.1%	17.0%	17.5%	20.7%	--
California (n = 1,099)	22.5%	11.6%	42.9%	4.9%	1.1%	*	19.0%	14.7%	2.2%	*
Colorado (n= 242)	23.0%	19.7%	16.3%	2.5%	3.8%	3.8%	28.5%	24.6%	4.6%	--
Connecticut (n = 245)	42.1%	21.8%	5.6%	10.2%	22.7%	--	22.1%	21.3%	1.4%	--
Delaware (n = 31)	14.3%	--	14.3%	3.6%	17.9%	--	46.4%	--	14.3%	--
Florida (n = 497)	25.2%	29.8%	15.9%	7.3%	--	--	41.4%	25.7%	2.0%	--
Georgia (n = 341)	*	*	32.8%	--	76.8%	--	12.8%	16.6%	--	--
Hawaii (n= 50)	6.5%	10.9%	71.7%	--	23.9%	--	--	--	--	--
Illinois (n = 794)	27.8%	19.1%	21.4%	6.5%	30.6%	1.1%	9.6%	23.5%	1.0%	*
Indiana (n = 438)	17.2%	10.3%	23.9%	*	26.0%	1.3%	19.5%	18.6%	1.3%	*
Iowa (n = 563)	55.6%	16.5%	2.4%	2.2%	1.4%	2.2%	7.2%	27.5%	2.8%	1.0%
Kansas (n= 360)	42.2%	24.9%	8.5%	*	1.8%	*	11.4%	26.7%	2.6%	*
Kentucky (n = 193)	57.5%	10.0%	20.1%	--	2.5%	--	11.9%	28.8%	15.0%	--
Louisiana (n = 335)	4.7%	4.3%	37.5%	--	44.5%	--	24.1%	16.1%	--	--
Maine (n= 281)	12.5%	19.0%	21.6%	--	59.5%	--	5.0%	34.8%	2.5%	--

<b>State</b>	<b>DSL</b>	<b>Cable</b>	<b>Leased Line</b>	<b>Municipal Networks</b>	<b>State Network</b>	<b>Satellite</b>	<b>Fiber</b>	<b>Wireless</b>	<b>Other</b>	<b>Don't Know</b>
Maryland (n = 179)	8.5%	7.9%	31.7%	--	15.9%	--	43.9%	19.5%	--	--
Massachusetts (n = 482)	9.9%	46.0%	28.2%	10.5%	5.4%	3.6%	3.6%	29.5%	7.2%	--
Minnesota (n = 360)	29.2%	11.0%	31.0%	4.8%	5.1%	--	13.4%	32.4%	6.8%	--
Mississippi (n = 241)	21.7%	5.0%	36.4%	--	22.5%	--	33.6%	36.4%	1.4%	2.7%
Missouri (n = 358)	9.2%	*	26.9%	--	60.7%	--	18.4%	16.1%	--	4.7%
Montana (n = 108)	64.3%	10.2%	8.2%	--	7.1%	2.0%	3.1%	34.7%	3.1%	--
Nevada (n = 85)	54.2%	41.0%	34.5%	7.1%	6.0%	6.0%	34.5%	33.7%	11.9%	--
New Hampshire (n = 237)	20.6%	61.0%	--	6.6%	--	1.8%	5.7%	22.4%	7.9%	--
New Jersey (n = 454)	19.3%	40.2%	40.0%	3.3%	18.3%	--	16.4%	34.3%	4.5%	--
New Mexico (n = 120)	46.2%	5.7%	5.7%	16.0%	--	5.7%	8.5%	28.3%	3.8%	--
New York (n = 1,069)	11.7%	52.7%	32.8%	*	--	*	7.9%	14.8%	*	*
North Carolina (n = 380)	27.0%	27.0%	17.3%	3.0%	*	*	28.6%	10.5%	*	*
North Dakota (n = 91)	68.4%	13.2%	--	2.6%	26.3%	--	15.8%	15.8%	1.3%	2.6%
Ohio (n = 719)	3.8%	7.1%	13.2%	--	57.1%	1.0%	42.8%	8.2%	3.5%	--
Oklahoma (n = 207)	6.0%	8.0%	36.2%	2.0%	20.6%	1.0%	25.1%	31.3%	1.0%	--
Oregon (n = 210)	41.1%	9.4%	16.3%	4.9%	1.5%	2.0%	23.3%	15.3%	2.0%	--
Pennsylvania (n = 634)	29.9%	30.1%	21.0%	2.9%	--	--	18.3%	17.4%	5.7%	*

<b>Figure 86 (con't): Public Library Outlet Type of Public Access Internet Services by State</b>										
<b>State</b>	<b>DSL</b>	<b>Cable</b>	<b>Leased Line</b>	<b>Municipal Networks</b>	<b>State Network</b>	<b>Satellite</b>	<b>Fiber</b>	<b>Wireless</b>	<b>Other</b>	<b>Don't Know</b>
Rhode Island (n = 72)	14.3%	27.1%	15.7%	--	57.7%	--	--	--	12.7%	--
South Dakota (n= 145)	54.4%	24.8%	5.1%	2.9%	8.0%	2.9%	5.8%	25.5%	5.9%	--
Tennessee (n = 289)	45.0%	22.5%	3.0%	--	--	1.5%	26.6%	16.3%	*	--
Texas (n = 859)	29.7%	20.0%	19.2%	5.8%	--	2.0%	17.4%	33.7%	5.3%	*
Utah (n = 113)	33.6%	1.9%	29.0%	9.3%	10.3%	--	17.8%	22.4%	*	--
Vermont (n= 191)	44.6%	55.9%	--	1.1%	--	1.6%	3.2%	22.0%	1.1%	--
Virginia (n= 341)	24.0%	20.4%	26.1%	12.9%	6.6%	--	5.7%	17.4%	2.4%	--
Washington (n= 330)	9.7%	5.0%	32.8%	4.7%	11.6%	*	27.5%	10.3%	11.3%	--
Washington, DC (n = 27)	--	--	41.7%	50.0%	--	--	50.0%	--	--	--
West Virginia (n = 174)	12.2%	1.2%	98.8%	--	--	--	1.2%	14.0%	3.5%	--
Wisconsin (n = 458)	24.7%	9.4%	20.6%	3.0%	44.6%	--	10.8%	34.8%	1.6%	--
Wyoming (n = 74)	69.4%	16.4%	--	4.1%	1.4%	1.4%	1.4%	21.9%	--	--
<b>National</b>	25.8% (n=4,021)	22.0% (n=3,428)	23.3% (n=3,635)	3.1% (n=484)	12.5% (n=1,946)	1.3% (n=209)	17.5% (n=2,730)	21.0% (n=3,283)	3.1% (n=482)	*
Weighted missing values, n=359 <b>Key:</b> * : Insufficient data to report -- : No data to report										

The types of public access Internet services available in public libraries are shown in Figure 86. A new category in the 2008-2009 survey is wireless, which a total of 21.0 percent of libraries reported having. The highest percentage of libraries (25.8 percent) have DSL service, with Wyoming and North Dakota being most likely to use DSL (69.4 and 68.4 percent, respectively). Similar to 2007-2008, approximately one-quarter (23.3 percent) of outlets have Leased lines (28.6 percent of outlets reported this last year), and another 22.0 percent report that they have cable for their Internet service. New Hampshire has proportionately much higher cable service (61.0 percent) than the national average, and virtually all libraries in West Virginia (98.8 percent) have a leased line. Very few outlets report the use of satellite (1.3 percent overall, with the exception of Alaska which reported 38.1 percent of outlets use satellite. Municipal networks are also rare (3.1 percent overall), with fiber being more common (17.5 percent), particularly in Washington, DC (50.0 percent) and Delaware (46.4 percent).

**Figure 87: Public Access Wireless Internet Connectivity in Public Library Outlets by State**

<b>State</b>	<b>Currently available</b>	<b>Not currently available, but there are plans to make it available within the next year</b>	<b>Not currently available and no plans to make it available within the next year</b>
Alabama (n = 278)	54.5%	14.6%	31.1%
Alaska (n = 117)	70.2%	10.6%	18.6%
Arizona (n = 210)	75.1%	19.9%	5.1%
California (n = 1,099)	75.9%	10.8%	13.3%
Colorado (n= 242)	81.7%	1.7%	16.7%
Connecticut (n = 245)	78.9%	6.0%	15.2%
Delaware (n = 31)	30.0%	27.6%	41.4%
Florida (n = 497)	80.3%	7.6%	12.1%
Georgia (n = 341)	64.3%	19.0%	16.7%
Hawaii (n= 50)	--	35.4%	64.6%
Illinois (n = 794)	72.9%	7.0%	20.1%
Indiana (n = 438)	75.5%	4.2%	20.6%
Iowa (n = 563)	77.1%	7.2%	15.7%
Kansas (n= 360)	76.5%	8.8%	14.7%
Kentucky (n = 193)	91.3%	--	8.8%
Louisiana (n = 335)	65.6%	17.4%	17.3%
Maine (n= 281)	84.6%	6.5%	9.0%
Maryland (n = 179)	88.8%	9.4%	1.8%
Massachusetts (n = 482)	81.1%	7.3%	11.6%
Minnesota (n = 360)	84.1%	3.7%	12.2%
Mississippi (n = 241)	74.8%	3.1%	22.4%
Missouri (n = 358)	59.2%	11.4%	29.3%
Montana (n =108)	69.4%	14.3%	17.3%
Nevada (n = 85)	50.0%	6.0%	44.0%
New Hampshire (n= 237)	82.0%	9.6%	8.3%

**Figure 87 (con't): Public Access Wireless Internet Connectivity in Public Library Outlets by State**

<b>State</b>	<b>Currently available</b>	<b>Not currently available, but there are plans to make it available within the next year</b>	<b>Not currently available and no plans to make it available within the next year</b>
New Jersey (n = 454)	85.0%	7.0%	7.9%
New Mexico (n = 120)	59.0%	25.5%	16.0%
New York (n = 1,069)	85.3%	8.6%	6.1%
North Carolina (n = 380)	67.7%	11.0%	21.2%
North Dakota (n= 91)	33.8%	37.7%	28.6%
Ohio (n = 719)	87.3%	5.8%	6.9%
Oklahoma (n = 207)	97.0%	1.0%	2.0%
Oregon (n = 210)	71.4%	10.1%	18.6%
Pennsylvania (n = 634)	78.5%	12.7%	8.8%
Rhode Island (n = 72)	100%	--	--
South Dakota (n= 145)	56.0%	8.1%	35.8%
Tennessee (n = 289)	72.0%	7.9%	20.2%
Texas (n = 859)	73.5%	7.5%	19.1%
Utah (n = 113)	68.2%	6.5%	25.9%
Vermont (n= 191)	88.0%	4.8%	7.2%
Virginia (n= 341)	72.3%	16.1%	11.6%
Washington (n= 330)	90.1%	4.3%	5.3%
Washington, DC (n = 27)	100%	--	--
West Virginia (n = 174)	66.7%	9.4%	23.8%
Wisconsin (n = 458)	90.6%	6.7%	2.5%
Wyoming (n = 74)	75.0%	11.0%	15.1%
<b>National</b>	76.4% (n=11,911)	9.2% (n=1,437)	14.4% (n=2,240)
Weighted missing values, n=371 <b>Key</b> -- = No data to report			

Whether or not wireless Internet service is available in public libraries is shown in Figure 87. Slightly more than three quarters of outlets (76.4 percent) do provide wireless, which is up approximately 10 percent over 2007-2008 (65.9 percent). All libraries in Washington, DC and Rhode Island do provide wireless Internet access, yet it is relatively rare in other states such as North Dakota (33.8 percent) and Delaware (30.0 percent). Wireless service is non-existent in Hawaii, with 64.6 percent of outlets reporting they do not provide wireless and have no plans to provide it. A total of 35.8 percent of outlets in South Dakota and 41.4 percent of outlets in Delaware also reported no plans on providing wireless access, which is well above the national average of 14.4 percent. Almost ten percent (9.2) of libraries that do not provide wireless are planning on making it available within the next year.

**Figure 88: Public Library Outlet Shared Wireless-Workstation Bandwidth by State**

<b>State</b>	<b>Yes, both the wireless connection and public access workstations share bandwidth/connection, no management techniques</b>	<b>Yes, both the wireless connection and public access workstations share bandwidth/connection, but have management techniques</b>	<b>No, the wireless connection is separate from the public access workstation bandwidth/connection</b>	<b>Don't Know</b>
Alabama (n = 278)	55.4%	20.2%	20.9%	3.1%
Alaska (n = 117)	55.8%	20.8%	13.0%	10.4%
Arizona (n = 210)	44.2%	37.2%	18.4%	--
California (n = 1,099)	19.1%	40.3%	39.8%	*
Colorado (n= 242)	39.7%	18.9%	41.3%	--
Connecticut (n = 245)	46.7%	6.7%	46.7%	--
Delaware (n = 31)	83.3%	--	16.7%	--
Florida (n = 497)	36.0%	33.2%	30.1%	*
Georgia (n = 341)	51.3%	30.2%	18.5%	--
Hawaii (n= 50)	--	--	--	--
Illinois (n = 794)	63.6%	24.4%	10.7%	1.4%
Indiana (n = 438)	53.3%	32.6%	12.5%	1.7%
Iowa (n = 563)	72.3%	13.9%	11.6%	2.1%
Kansas (n= 360)	61.6%	13.6%	24.0%	*
Kentucky (n = 193)	71.1%	14.1%	12.0%	2.8%
Louisiana (n = 335)	86.6%	6.7%	6.7%	--
Maine (n= 281)	75.4%	6.3%	14.3%	4.0%
Maryland (n = 179)	24.3%	60.8%	12.8%	2.0%
Massachusetts (n = 482)	45.0%	13.0%	41.9%	--
Minnesota (n = 360)	31.1%	48.1%	14.5%	6.2%
Mississippi (n = 241)	51.5%	43.6%	1.2%	3.7%
Missouri (n = 358)	53.8%	22.0%	24.3%	--
Montana (n =108)	68.2%	15.2%	16.7%	--

**Figure 88 (con't): Public Library Outlet Shared Wireless-Workstation Bandwidth by State**

<b>State</b>	<b>Yes, both the wireless connection and public access workstations share bandwidth/connection, no management techniques</b>	<b>Yes, both the wireless connection and public access workstations share bandwidth/connection, but have management techniques</b>	<b>No, the wireless connection is separate from the public access workstation bandwidth/connection</b>	<b>Don't Know</b>
Nevada (n = 85)	11.9%	85.7%	2.4%	--
New Hampshire (n= 237)	64.6%	10.1%	18.0%	7.3%
New Jersey (n = 454)	24.0%	12.4%	62.0%	1.4%
New Mexico (n = 120)	51.7%	13.8%	25.9%	8.5%
New York (n = 1,069)	41.3%	27.6%	29.7%	1.4%
North Carolina (n = 380)	46.0%	25.6%	28.0%	*
North Dakota (n= 91)	69.2%	7.7%	15.4%	7.7%
Ohio (n = 719)	46.3%	27.6%	25.2%	1.0%
Oklahoma (n = 207)	57.1%	29.5%	11.6%	2.1%
Oregon (n = 210)	56.1%	23.0%	16.7%	4.3%
Pennsylvania (n = 634)	49.9%	19.8%	25.1%	5.1%
Rhode Island (n = 72)	29.2%	49.2%	21.2%	--
South Dakota (n= 145)	64.4%	8.2%	21.6%	5.5%
Tennessee (n = 289)	44.4%	37.8%	15.0%	2.7%
Texas (n = 859)	61.1%	9.6%	26.7%	2.6%
Utah (n = 113)	52.1%	12.7%	26.8%	9.9%
Vermont (n= 191)	77.2%	3.7%	12.6%	5.9%
Virginia (n= 341)	64.9%	24.3%	10.9%	--
Washington (n= 330)	45.7%	42.9%	10.8%	*
Washington, DC (n = 27)	100%	--	--	--
West Virginia (n = 174)	57.0%	20.6%	14.8%	7.5%
Wisconsin (n = 458)	50.4%	24.7%	19.0%	5.7%
Wyoming (n = 74)	88.7%	3.8%	7.5%	--

<b>Figure 88 (con't): Public Library Outlet Shared Wireless-Workstation Bandwidth by State</b>				
<b>State</b>	<b>Yes, both the wireless connection and public access workstations share bandwidth/connection, no management techniques</b>	<b>Yes, both the wireless connection and public access workstations share bandwidth/connection, but have management techniques</b>	<b>No, the wireless connection is separate from the public access workstation bandwidth/connection</b>	<b>Don't Know</b>
<b>National</b>	49.9% (n=5,771)	24.9% (n=2,875)	23.0% (n=2,656)	2.2% (n=255)
Weighted missing values, n=353 <b>Key</b> *=Insufficient data to report --=No data to report				

Figure 88 details whether or not the wireless and public access workstations share the same bandwidth or connection in libraries that do provide wireless access. Almost one half (49.9 percent) of outlets have a shared bandwidth/connection, and do not utilize any management techniques. The states most likely to share connections are Washington, DC (100 percent), Wyoming (88.7 percent) and Louisiana (86.6 percent). States that tend to share the bandwidth yet have management techniques are Maryland (60.8 percent) and Rhode Island (49.2 percent), and states reporting the highest percentage of having a separate connection for wireless are New Jersey (62.0 percent) and Massachusetts (41.9 percent). Although the questions were slightly different in the 2007-2008 survey, a total of 71.6 percent of libraries reported sharing this connection that year, which is consistent with the combined total of 74.8 percent sharing and either using management techniques or not using management techniques in 2008-2009.

**Figure 89: Adequacy of Public Library Outlet Public Access Internet Connection Speed by State**

State	The connection speed is insufficient to meet patron needs	The connection speed is sufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs at all times	Don't know
Alabama (n = 278)	21.3%	45.1%	33.5%	--
Alaska (n = 117)	25.4%	53.5%	21.2%	--
Arizona (n = 210)	21.8%	55.3%	22.8%	--
California (n = 1,099)	21.6%	47.5%	29.2%	1.7%
Colorado (n= 242)	20.0%	46.7%	33.3%	--
Connecticut (n = 245)	14.7%	26.7%	58.5%	--
Delaware (n = 31)	23.3%	43.3%	33.3%	--
Florida (n = 497)	20.4%	51.6%	25.9%	2.2%
Georgia (n = 341)	5.4%	58.5%	35.9%	--
Hawaii (n= 50)	64.6%	31.9%	2.1%	--
Illinois (n = 794)	18.7%	43.6%	37.7%	--
Indiana (n = 438)	12.5%	34.5%	52.4%	--
Iowa (n = 563)	16.8%	38.8%	43.8%	*
Kansas (n= 360)	19.0%	35.7%	44.4%	*
Kentucky (n = 193)	10.6%	39.6%	50.0%	--
Louisiana (n = 335)	20.1%	34.7%	45.5%	--
Maine (n= 281)	6.5%	34.9%	58.6%	--
Maryland (n = 179)	12.9%	24.1%	63.3%	--
Massachusetts (n = 482)	21.0%	47.9%	30.1%	*
Minnesota (n = 360)	21.6%	52.3%	25.2%	1.1%
Mississippi (n = 241)	24.8%	42.6%	31.5%	*
Missouri (n = 358)	15.2%	45.3%	39.6%	--
Montana (n =108)	10.2%	40.2%	48.0%	2.0%
Nevada (n = 85)	9.5%	69.9%	20.5%	--

**Figure 89 (con't): Adequacy of Public Library Outlet Public Access Internet Connection Speed by State**

<b>State</b>	<b>The connection speed is insufficient to meet patron needs</b>	<b>The connection speed is sufficient to meet patron needs at some times</b>	<b>The connection speed is sufficient to meet patron needs at all times</b>	<b>Don't know</b>
New Hampshire (n= 237)	18.0%	33.3%	48.7%	--
New Jersey (n = 454)	10.8%	45.6%	43.6%	--
New Mexico (n = 120)	19.8%	41.5%	38.7%	--
New York (n = 1,069)	25.1%	29.4%	45.3%	*
North Carolina (n = 380)	15.3%	38.4%	46.0%	*
North Dakota (n= 91)	15.4%	26.0%	59.0%	--
Ohio (n = 719)	11.8%	54.4%	33.8%	--
Oklahoma (n = 207)	12.5%	28.4%	59.2%	--
Oregon (n = 210)	12.0%	42.2%	45.2%	*
Pennsylvania (n = 634)	17.8%	35.2%	46.8%	--
Rhode Island (n = 72)	18.3%	54.3%	10.0%	16.9%
South Dakota (n= 145)	18.2%	39.4%	42.3%	--
Tennessee (n = 289)	16.4%	52.6%	30.2%	*
Texas (n = 859)	15.6%	48.5%	34.8%	1.2%
Utah (n = 113)	9.2%	25.7%	64.2%	--
Vermont (n= 191)	8.2%	30.6%	61.2%	--
Virginia (n= 341)	19.3%	46.1%	34.5%	--
Washington (n= 330)	11.5%	40.7%	47.8%	--
Washington, DC (n = 27)	50.0%	41.7%	8.3%	--
West Virginia (n = 174)	33.1%	41.3%	24.4%	1.2%
Wisconsin (n = 458)	11.7%	53.2%	34.2%	*
Wyoming (n = 74)	12.5%	54.8%	31.9%	--
<b>National</b>	17.7% (n=2,774)	41.9% (n=6,557)	39.9% (n=6,240)	*
Weighted missing values, n=316 <b>Key</b> *=Insufficient data to report --=No data to report				

The adequacy of connection speeds in public libraries is shown in Figure 89 and the results are very similar to results from 2007-2008. Less than half of outlets (39.9 percent) report that their connection speed is sufficient to meet patron needs at all times, yet only 8.3 percent of libraries in Washington, DC and 10.0 percent in Rhode Island reported this as being the case. Fortunately, the lowest overall percentage is for connection speeds being insufficient (17.7 percent), although 64.6 percent of Hawaiian libraries and 50 percent of Washington, DC libraries reported insufficiency, far above the national average. Having a connection speed that is sufficient only at some times during the day was reported by slightly more libraries (41.9 percent) than libraries reporting complete sufficiency, and is the most problematic for Nevada, with 69.9 percent reporting this, and Georgia (58.5 percent). However, the majority of libraries (59.6 percent total) indicated that their connection speed is insufficient either at some times during the day or always.

**Figure 90: Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State**

State	No, the connection speed is already at the maximum level available	No, there is no interest in increasing the speed of public access Internet connection	Yes there is interest in increasing the branch's bandwidth, but the library cannot currently afford to	Yes and there are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	Other
Alabama (n = 278)	26.3%	16.7%	32.1%	7.9%	8.3%	4.1%	4.6%
Alaska (n = 117)	41.6%	11.5%	23.9%	6.2%	9.7%	1.8%	4.4%
Arizona (n = 210)	31.1%	3.2%	22.1%	5.2%	34.0%	--	4.2%
California (n = 1,099)	15.8%	10.5%	34.4%	18.0%	12.4%	--	8.8%
Colorado (n= 242)	20.3%	11.1%	21.6%	11.9%	19.1%	*	14.8%
Connecticut (n = 245)	38.4%	36.0%	12.3%	1.4%	7.1%	*	3.8%
Delaware (n = 31)	17.9%	14.3%	21.4%	25.0%	3.6%	--	14.3%
Florida (n = 497)	26.2%	15.2%	18.8%	11.0%	23.9%	--	5.0%
Georgia (n = 341)	23.5%	11.2%	31.9%	14.6%	12.2%	--	6.5%
Hawaii (n= 50)	2.2%	--	32.6%	43.5%	8.7%	--	10.9%
Illinois (n = 794)	21.2%	20.7%	24.6%	15.8%	13.5%	*	3.7%
Indiana (n = 438)	15.3%	20.7%	28.8%	10.9%	24.4%	--	--
Iowa (n = 563)	35.2%	19.3%	19.7%	6.2%	15.3%	*	3.8%
Kansas (n= 360)	37.3%	18.5%	19.7%	6.3%	13.4%	*	4.5%
Kentucky (n = 193)	23.6%	10.8%	14.6%	16.5%	34.8%	--	--
Louisiana (n = 335)	20.1%	7.7%	14.7%	39.5%	18.1%	--	--
Maine (n= 281)	38.9%	19.8%	9.5%	2.7%	13.3%	2.7%	13.0%
Maryland (n = 179)	11.2%	13.5%	16.5%	2.4%	52.9%	--	3.5%
Massachusetts (n = 482)	42.7%	13.1%	11.0%	12.9%	8.5%	4.4%	7.7%

**Figure 90 (con't): Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State**

State	No, the connection speed is already at the maximum level available	No, there is no interest in increasing the speed of public access Internet connection	Yes there is interest in increasing the branch's bandwidth, but the library cannot currently afford to	Yes and there are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	Other
Minnesota (n = 360)	18.9%	11.5%	19.8%	35.0%	10.0%	--	4.9%
Mississippi (n = 241)	25.8%	24.0%	42.3%	--	8.1%	--	--
Missouri (n = 358)	26.1%	21.9%	10.6%	12.6%	24.2%	2.6%	1.9%
Montana (n=108)	24.0%	26.0%	32.3%	6.3%	10.4%	--	2.1%
Nevada (n = 85)	25.0%	7.1%	12.0%	39.3%	10.8%	--	4.8%
New Hampshire (n= 237)	16.0%	31.4%	37.9%	1.8%	1.8%	--	10.9%
New Jersey (n = 454)	23.8%	19.7%	15.3%	19.9%	15.5%	*	4.9%
New Mexico (n = 120)	21.2%	10.6%	26.0%	17.5%	5.8%	1.9%	16.5%
New York (n = 1,069)	28.3%	16.0%	24.8%	15.4%	11.8%	*	3.0%
North Carolina (n = 380)	17.1%	10.6%	38.1%	17.4%	14.2%	--	2.5%
North Dakota (n= 91)	42.1%	36.0%	8.0%	5.3%	5.3%	--	2.7%
Ohio (n = 719)	15.1%	26.7%	14.2%	5.2%	23.2%	*	15.4%
Oklahoma (n = 207)	16.9%	15.3%	16.9%	23.1%	3.1%	--	24.6%
Oregon (n = 210)	49.2%	17.1%	13.5%	6.3%	8.3%	1.6%	4.7%
Pennsylvania (n = 634)	29.8%	20.7%	14.7%	10.0%	15.7%	2.2%	6.7%
Rhode Island (n = 72)	15.7%	27.1%	5.6%	21.1%	19.7%	5.6%	5.6%
South Dakota (n= 145)	37.8%	20.1%	23.9%	7.5%	3.0%	3.0%	4.5%
Tennessee (n = 289)	19.2%	12.7%	30.4%	26.2%	7.3%	1.2%	2.7%
Texas (n = 859)	27.6%	17.0%	28.6%	8.8%	9.5%	2.2%	6.3%

**Figure 90 (con't): Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State**

State	No, the connection speed is already at the maximum level available	No, there is no interest in increasing the speed of public access Internet connection	Yes there is interest in increasing the branch's bandwidth, but the library cannot currently afford to	Yes and there are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	Other
Utah (n = 113)	25.5%	35.8%	14.7%	8.2%	10.1%	4.6%	1.8%
Vermont (n= 191)	29.9%	23.4%	22.7%	4.5%	14.9%	1.3%	4.5%
Virginia (n= 341)	13.2%	4.2%	36.4%	30.8%	13.5%	--	1.8%
Washington (n= 330)	19.2%	23.3%	9.4%	21.7%	23.6%	*	2.5%
Washington, DC (n = 27)	--	9.1%	--	54.5%	36.4%	--	--
West Virginia (n = 174)	52.4%	16.0%	10.0%	1.2%	--	2.4%	18.2%
Wisconsin (n = 458)	27.9%	17.9%	31.5%	3.2%	13.2%	1.2%	5.0%
Wyoming (n = 74)	53.5%	12.7%	7.0%	16.7%	11.1%	--	--
<b>National</b>	26.0% (n=3,959)	16.8% (n=2,550)	22.9% (n=3,487)	13.0% (n=1,972)	14.7% (n=2,237)	1.0% (n=145)	5.7% (n=860)
Missing weighted values, n=750 <b>Key</b> *=Insufficient data to report --=No data to report							

Figure 90 details the possibility of increasing the adequacy of public library Internet connections. The highest percentage of libraries, although it is only 26.0 percent, responded that the connection speed is already at the maximum level available, which is up substantially from the 17.1 percent who reported this in 2007-2008. It is likely that the increase is somewhat connected to the increasing number of libraries with faster bandwidth/connections (see Figure 85). An additional 22.9 percent of outlets reported that there is interest in increasing the speed, but the library cannot afford to do so, with Mississippi showing the greatest percentage at 42.3 percent. A lack of technical knowledge does not appear to be problematic anywhere, with only 1.0 percent of outlets reporting this was an issue, and 16.8 percent of outlets indicated there was no interest in increasing the speed. Both Hawaii (43.5 percent) and Washington, DC (54.5 percent) had the highest percentage of libraries reporting plans to increase bandwidth within the next year.

**Figure 91: Public Library Outlet Time Limits for Patron Use of Workstations by State**

<b>State</b>	<b>This library does not have time limits for public Internet workstations</b>	<b>This library does have time limits for public Internet workstations</b>	<b>Do not know if this library has time limits</b>
Alabama (n = 278)	1.5%	98.5%	--
Alaska (n = 117)	24.1%	75.9%	--
Arizona (n = 210)	1.5%	98.5%	--
California (n = 1,099)	2.0%	98.0%	--
Colorado (n= 242)	5.8%	94.2%	--
Connecticut (n = 245)	20.5%	79.8%	--
Delaware (n = 31)	--	100%	--
Florida (n = 497)	2.0%	96.5%	1.5%
Georgia (n = 341)	3.9%	96.1%	--
Hawaii (n= 50)	--	100%	--
Illinois (n = 794)	5.3%	94.7%	--
Indiana (n = 438)	3.5%	96.5%	--
Iowa (n = 563)	3.3%	96.7%	--
Kansas (n= 360)	10.4%	89.6%	--
Kentucky (n = 193)	1.1%	98.9%	--
Louisiana (n = 335)	2.3%	97.7%	--
Maine (n= 281)	13.8%	86.2%	--
Maryland (n = 179)	3.5%	96.5%	--
Massachusetts (n = 482)	11.5%	88.5%	--
Minnesota (n = 360)	4.2%	93.8%	2.0%
Mississippi (n = 241)	7.5%	92.5%	--
Missouri (n = 358)	--	100%	--
Montana (n =108)	5.2%	94.8%	--
Nevada (n = 85)	16.9%	81.0%	1.2%

<b>Figure 91 (con't): Public Library Outlet Time Limits for Patron Use of Workstations by State</b>			
<b>State</b>	<b>This library does not have time limits for public Internet workstations</b>	<b>This library does have time limits for public Internet workstations</b>	<b>Do not know if this library has time limits</b>
New Hampshire (n= 237)	14.0%	86.0%	--
New Jersey (n = 454)	5.3%	94.7%	--
New Mexico (n = 120)	8.5%	91.5%	--
New York (n = 1,069)	4.5%	95.5%	--
North Carolina (n = 380)	7.0%	92.5%	*
North Dakota (n= 91)	20.3%	79.7%	--
Ohio (n = 719)	2.8%	97.2%	--
Oklahoma (n = 207)	6.0%	94.0%	--
Oregon (n = 210)	4.4%	95.6%	--
Pennsylvania (n = 634)	8.1%	91.7%	*
Rhode Island (n = 72)	14.3%	85.7%	--
South Dakota (n= 145)	12.9%	87.1%	--
Tennessee (n = 289)	5.0%	95.0%	--
Texas (n = 859)	6.3%	93.7%	--
Utah (n = 113)	6.4%	93.6%	--
Vermont (n= 191)	16.1%	83.9%	--
Virginia (n= 341)	3.0%	97.0%	--
Washington (n= 330)	--	100%	--
Washington, DC (n = 27)	--	100%	--
West Virginia (n = 174)	14.1%	85.9%	--
Wisconsin (n = 458)	3.3%	95.8%	*
Wyoming (n = 74)	6.8%	90.5%	1.4%
<b>National</b>	5.8% (n=921)	94.1% (n=14,947)	*
Weighted missing values, n=69 <b>Key</b> *=Insufficient data to report --=No data to report			

**Figure 92: Public Library Outlets With Time Limits for Internet Workstations per Day by State**

<b>State</b>	<b>Up to 30 minutes</b>	<b>31-60 minutes</b>	<b>Greater than 60 minutes</b>	<b>Unlimited as long as no wait</b>	<b>Other time limit</b>
Alabama (n = 278)	17.4%	52.5%	5.4%	19.3%	5.4%
Alaska (n = 117)	35.2%	30.0%	--	21.1%	13.2%
Arizona (n = 210)	15.0%	62.7%	3.1%	10.3%	9.3%
California (n = 1,099)	18.0%	63.3%	3.9%	2.5%	12.4%
Colorado (n= 242)	32.5%	45.6%	--	6.6%	15.4%
Connecticut (n = 245)	18.5%	47.2%	10.2%	15.8%	7.9%
Delaware (n = 31)	3.4%	76.7%	3.4%	--	13.8%
Florida (n = 497)	35.6%	49.0%	2.7%	7.9%	5.0%
Georgia (n = 341)	14.6%	54.1%	4.4%	14.6%	12.2%
Hawaii (n= 50)	--	87.8%	--	6.1%	6.3%
Illinois (n = 794)	11.5%	48.9%	14.0%	15.6%	9.8%
Indiana (n = 438)	10.1%	52.7%	8.1%	23.7%	5.5%
Iowa (n = 563)	32.5%	29.5%	5.3%	23.8%	8.7%
Kansas (n= 360)	24.6%	40.6%	3.5%	21.6%	9.4%
Kentucky (n = 193)	2.4%	59.5%	3.6%	25.6%	8.9%
Louisiana (n = 335)	21.0%	42.0%	7.0%	27.7%	2.7%
Maine (n= 281)	38.4%	27.8%	--	24.1%	9.7%
Maryland (n = 179)	33.7%	47.3%	2.4%	14.5%	1.8%
Massachusetts (n = 482)	20.3%	42.5%	6.3%	18.8%	12.0%
Minnesota (n = 360)	22.1%	51.0%	6.9%	4.2%	15.8%
Mississippi (n = 241)	41.6%	23.9%	--	22.0%	12.4%
Missouri (n = 358)	8.8%	57.3%	17.2%	13.4%	3.1%
Montana (n =108)	23.1%	36.7%	6.6%	14.3%	20.0%
Nevada (n = 85)	13.2%	54.4%	23.5%	5.9%	4.3%
New Hampshire (n= 237)	19.9%	26.0%	3.1%	29.1%	21.4%

**Figure 92 (con't): Public Library Outlets With Time Limits for Internet Workstations per Day by State**

<b>State</b>	<b>Up to 30 minutes</b>	<b>31-60 minutes</b>	<b>Greater than 60 minutes</b>	<b>Unlimited as long as no wait</b>	<b>Other time limit</b>
New Jersey (n = 454)	27.0%	33.3%	7.5%	13.5%	18.6%
New Mexico (n = 120)	21.6%	35.1%	2.1%	16.5%	24.7%
New York (n = 1,069)	37.1%	37.7%	6.5%	13.0%	5.7%
North Carolina (n = 380)	14.8%	54.2%	6.7%	16.6%	7.6%
North Dakota (n= 91)	17.2%	50.8%	3.4%	17.2%	10.3%
Ohio (n = 719)	17.9%	38.3%	5.2%	34.2%	4.3%
Oklahoma (n = 207)	14.6%	68.2%	5.2%	6.8%	4.7%
Oregon (n = 210)	15.2%	53.8%	6.1%	8.6%	16.3%
Pennsylvania (n = 634)	17.1%	42.3%	10.1%	21.0%	9.4%
Rhode Island (n = 72)	17.2%	41.3%	--	35.9%	4.8%
South Dakota (n= 145)	28.9%	49.2%	1.7%	13.2%	7.4%
Tennessee (n = 289)	17.2%	54.8%	6.2%	15.7%	6.1%
Texas (n = 859)	15.3%	42.9%	11.4%	20.0%	10.5%
Utah (n = 113)	43.7%	37.9%	--	18.6%	--
Vermont (n= 191)	38.6%	20.4%	--	24.8%	15.7%
Virginia (n= 341)	25.5%	50.9%	4.0%	9.2%	10.4%
Washington (n= 330)	23.9%	31.3%	9.8%	16.9%	18.1%
Washington, DC (n = 27)	--	100%	--	--	--
West Virginia (n = 174)	16.4%	32.2%	8.2%	30.8%	11.6%
Wisconsin (n = 458)	26.9%	39.9%	7.2%	12.3%	13.9%
Wyoming (n = 74)	17.6%	20.9%	1.5%	58.2%	1.5%
<b>National</b>	22.4% (n=3,343)	45.2% (m=6,745)	6.0% (n=903)	17.0% (n=2,532)	9.4% (n=1,408)
Weighted missing values, n=17 <b>Key</b> *=Insufficient data to report --=No data to report					

Figure 91 shows whether libraries have time limits for Internet use. Connecticut (20.5 percent) and North Dakota (20.3 percent) had the largest percentage of libraries that did not have time limits. A substantial majority of libraries in every state do have time limits for Internet workstations. Of those libraries, time limits are predominantly between 31-60 minutes (Figure 92). Hawaii and Washington, D.C. have the highest percentages (87.8 and 100 percent) in that category. Less than a majority of libraries in all states have time limits that are either up to 30 minutes, greater than 60 minutes, unlimited, as long as there is no wait, or another time limit.

**Figure 93 : Public Library Outlets With Time Limits for Internet Workstations Sessions per Day by State**

<b>State</b>	<b>One session per day</b>	<b>Two sessions per day</b>	<b>Unlimited but must sign up for each session</b>	<b>Unlimited as long as no one is waiting</b>	<b>Other session</b>
Alabama (n = 278)	14.7%	21.7%	17.8%	25.1%	20.5%
Alaska (n = 117)	38.5%	2.2%	13.3%	35.2%	11.0%
Arizona (n = 210)	44.3%	11.3%	13.5%	27.3%	3.6%
California (n = 1,099)	45.8%	26.4%	6.4%	8.7%	12.9%
Colorado (n= 242)	23.1%	13.1%	11.0%	26.2%	26.8%
Connecticut (n = 245)	25.3%	11.8%	16.9%	35.4%	11.2%
Delaware (n = 31)	10.0%	48.3%	10.0%	3.4%	27.6%
Florida (n = 497)	11.1%	29.7%	17.9%	22.7%	18.4%
Georgia (n = 341)	4.8%	37.4%	7.5%	28.6%	21.4%
Hawaii (n= 50)	10.4%	2.1%	2.1%	18.4%	65.3%
Illinois (n = 794)	23.2%	18.7%	12.1%	29.3%	16.6%
Indiana (n = 438)	7.8%	13.3%	14.5%	45.2%	19.2%
Iowa (n = 563)	22.0%	11.5%	8.5%	49.3%	8.7%
Kansas (n= 360)	15.2%	9.7%	10.0%	48.2%	17.1%
Kentucky (n = 193)	11.3%	21.4%	16.1%	48.8%	2.4%
Louisiana (n = 335)	25.3%	11.3%	2.7%	60.8%	--
Maine (n= 281)	18.1%	4.6%	10.5%	56.7%	9.7%
Maryland (n = 179)	10.8%	9.7%	6.0%	19.9%	53.6%
Massachusetts (n = 482)	21.0%	18.5%	12.3%	36.3%	12.0%
Minnesota (n = 360)	35.5%	6.0%	8.4%	23.3%	26.9%
Mississippi (n = 241)	1.0%	7.7%	2.4%	60.3%	29.2%
Missouri (n = 358)	27.1%	11.6%	10.9%	19.1%	31.3%
Montana (n =108)	34.4%	5.5%	11.0%	31.1%	17.8%
Nevada (n = 85)	39.7%	8.8%	9.8%	10.3%	27.9%

**Figure 93 (con't) : Public Library Outlets With Time Limits for Internet Workstations Sessions per Day by State**

<b>State</b>	<b>One session per day</b>	<b>Two sessions per day</b>	<b>Unlimited but must sign up for each session</b>	<b>Unlimited as long as no one is waiting</b>	<b>Other session</b>
New Hampshire (n= 237)	18.9%	9.1%	9.7%	55.1%	7.7%
New Jersey (n = 454)	8.7%	22.4%	7.7%	43.6%	17.8%
New Mexico (n = 120)	22.7%	12.5%	24.0%	38.1%	2.1%
New York (n = 1,069)	16.8%	29.9%	9.7%	33.7%	10.0%
North Carolina (n = 380)	19.1%	22.3%	14.0%	24.9%	19.8%
North Dakota (n= 91)	22.2%	9.5%	12.7%	48.4%	6.3%
Ohio (n = 719)	9.1%	15.2%	12.6%	42.5%	20.6%
Oklahoma (n = 207)	41.1%	6.8%	10.9%	33.3%	7.8%
Oregon (n = 210)	43.1%	12.2%	3.0%	19.3%	22.8%
Pennsylvania (n = 634)	21.2%	16.0%	13.7%	37.5%	11.7%
Rhode Island (n = 72)	15.6%	20.3%	4.8%	58.7%	--
South Dakota (n= 145)	22.3%	14.0%	6.6%	47.5%	9.9%
Tennessee (n = 289)	13.5%	12.3%	29.9%	36.9%	7.3%
Texas (n = 859)	12.4%	16.8%	15.1%	40.0%	15.7%
Utah (n = 113)	9.7%	12.7%	10.8%	36.9%	29.4%
Vermont (n= 191)	11.8%	18.3%	15.7%	47.1%	7.2%
Virginia (n= 341)	18.5%	9.8%	14.5%	44.0%	12.9%
Washington (n= 330)	28.8%	28.8%	2.5%	15.6%	24.2%
Washington, DC (n = 27)	--	100%	--	--	--
West Virginia (n = 174)	20.5%	17.1%	14.4%	31.7%	16.4%
Wisconsin (n = 458)	21.6%	20.2%	12.3%	29.7%	16.5%
Wyoming (n = 74)	23.5%	9.0%	13.4%	53.7%	--
<b>National</b>	20.6% (n=3,076)	17.5% (n=2,618)	11.2% (n=1,676)	34.4% (n=5,143)	16.2% (n=2,415)
Weighted missing values, n=18 <b>Key</b> *=Insufficient data to report --=No data to report					

According to Figure 93, most states have a greater percentage of libraries reporting that their time limit sessions are unlimited as long as no one is waiting, which is similar to the national data. Libraries in Louisiana (60.8 percent) and Mississippi (60.3 percent) had the highest percentages within this category. Tennessee (29.9 percent) and New Mexico (24.0 percent) libraries also have the highest percentages for unlimited sessions; however, patrons must sign up for each session.

**Figure 94: Public Library Outlet Management of Public Internet Workstation Time Limits by State**

<b>State</b>	<b>Remotely accessed or in-library computer reservation and time management software</b>	<b>Library access only computer reservation and time management software</b>	<b>Manual list of users managed by staff</b>	<b>“Honor system” – rely on patrons to end sessions voluntarily</b>	<b>Other time management</b>
Alabama (n = 278)	2.7%	39.9%	45.0%	8.5%	3.5%
Alaska (n = 117)	--	30.7%	42.0%	20.5%	6.7%
Arizona (n = 210)	11.9%	51.0%	37.3%	--	--
California (n = 1,099)	27.6%	49.7%	16.4%	2.5%	3.8%
Colorado (n= 242)	9.6%	49.1%	29.8%	8.7%	2.6%
Connecticut (n = 245)	4.6%	39.4%	32.6%	19.4%	4.0%
Delaware (n = 31)	17.2%	82.8%	--	--	--
Florida (n = 497)	7.5%	56.9%	32.2%	*	2.7%
Georgia (n = 341)	7.8%	49.1%	32.8%	*	9.2%
Hawaii (n = 50)	89.6%	10.4%	--	--	--
Illinois (n = 794)	7.5%	35.5%	47.0%	8.8%	1.3%
Indiana (n = 438)	*	42.7%	46.9%	6.5%	3.1%
Iowa (n = 563)	2.6%	12.9%	71.8%	10.7%	2.2%
Kansas (n= 360)	4.2%	13.5%	64.4%	14.2%	3.9%
Kentucky (n = 193)	1.2%	35.1%	38.1%	16.7%	8.3%
Louisiana (n = 335)	--	49.5%	46.1%	2.0%	2.7%
Maine (n= 281)	--	10.1%	70.3%	16.4%	2.9%
Maryland (n = 179)	1.8%	87.9%	7.9%	2.4%	--
Massachusetts (n = 482)	2.3%	36.8%	40.8%	10.8%	9.5%
Minnesota (n = 360)	5.1%	35.8%	48.1%	6.3%	4.8%
Mississippi (n = 241)	15.3%	16.3%	68.9%	--	--
Missouri (n = 358)	1.9%	45.1%	41.3%	6.0%	6.0%
Montana (n =108)	--	17.6%	60.9%	12.1%	8.8%

**Figure 94 (con't): Public Library Outlet Management of Public Internet Workstation Time Limits by State**

<b>State</b>	<b>Remotely accessed or in-library computer reservation and time management software</b>	<b>Library access only computer reservation and time management software</b>	<b>Manual list of users managed by staff</b>	<b>"Honor system" – rely on patrons to end sessions voluntarily</b>	<b>Other time management</b>
Nevada (n = 85)	21.7%	23.5%	47.1%	8.8%	--
New Hampshire (n= 237)	--	24.5%	59.2%	11.2%	5.1%
New Jersey (n = 454)	6.5%	43.2%	41.4%	5.5%	3.1%
New Mexico (n = 120)	--	37.9%	54.7%	5.3%	2.1%
New York (n = 1,069)	4.6%	39.6%	47.5%	5.4%	3.0%
North Carolina (n = 380)	3.8%	48.8%	45.5%	*	1.7%
North Dakota (n= 91)	--	6.3%	57.1%	33.3%	3.2%
Ohio (n = 719)	3.0%	59.8%	33.9%	2.2%	1.0%
Oklahoma (n = 207)	--	49.2%	42.3%	7.4%	1.1%
Oregon (n = 210)	3.6%	54.3%	33.0%	3.6%	5.1%
Pennsylvania (n = 634)	9.6%	36.5%	44.1%	6.6%	3.3%
Rhode Island (n = 72)	--	6.6%	65.0%	11.7%	16.7%
South Dakota (n= 145)	3.3%	5.0%	71.9%	16.5%	3.3%
Tennessee (n = 289)	1.9%	48.5%	35.6%	8.5%	5.4%
Texas (n = 859)	5.4%	34.5%	44.8%	8.9%	6.3%
Utah (n = 113)	3.9%	39.2%	42.2%	12.7%	1.9%
Vermont (n= 191)	--	5.8%	63.7%	19.9%	10.3%
Virginia (n= 341)	2.1%	54.9%	36.5%	2.5%	4.0%
Washington (n= 330)	23.6%	25.2%	27.0%	4.3%	19.9%
Washington, DC (n = 27)	--	83.3%	--	16.7%	--
West Virginia (n = 174)	--	11.7%	77.2%	6.9%	3.4%
Wisconsin (n = 458)	17.4%	20.0%	54.1%	5.6%	3.0%

**Figure 94 (con't): Public Library Outlet Management of Public Internet Workstation Time Limits by State**

<b>State</b>	<b>Remotely accessed or in-library computer reservation and time management software</b>	<b>Library access only computer reservation and time management software</b>	<b>Manual list of users managed by staff</b>	<b>"Honor system" – rely on patrons to end sessions voluntarily</b>	<b>Other time management</b>
Wyoming (n = 74)	1.5%	29.9%	50.7%	17.6%	--
<b>National</b>	6.6% (n=984)	38.7% (n=5,775)	43.5% (n=6,493)	7.2% (n=1,069)	4.1% (n=606)
Weighted missing cases, n=21 <b>Key</b> *=Insufficient data to report --=No data to report					

While Hawaii has the highest percentage (89.6) of libraries that have remotely accessed or in-library computer reservation and time management software, most of the other states have low percentages of libraries that use such time management strategies (Figure 94). The highest percentage of libraries with an honor system was 33.3 percent, and it was from libraries located in North Dakota. Delaware (82.8 percent) and Maryland (87.9 percent) have the highest percentages with library access only computer reservation and time management software. West Virginia (77.2 percent), South Dakota (71.9 percent), Maine (70.3 percent), and Iowa (71.8 percent) have libraries that most often manage time with a manual list of users.

<b>Figure 95: Public Library Outlets Formal or Informal Technology Training Availability by State</b>				
<b>State</b>	<b>Offers formal IT training classes</b>	<b>Offers informal point-of-use assistance</b>	<b>Offers online training material</b>	<b>Does not offer any technology training</b>
Alabama (n = 278)	33.5%	35.7%	5.8%	25.2%
Alaska (n = 117)	5.3%	75.2%	6.2%	13.2%
Arizona (n = 210)	42.1%	54.6%	1.5%	1.5%
California (n = 1,099)	34.3%	48.9%	9.0%	7.9%
Colorado (n= 242)	38.2%	49.2%	2.5%	10.0%
Connecticut (n = 245)	28.2%	59.8%	--	12.3%
Delaware (n = 31)	34.5%	60.0%	--	3.4%
Florida (n = 497)	47.5%	41.1%	2.0%	9.3%
Georgia (n = 341)	31.5%	50.3%	2.7%	15.3%
Hawaii (n= 50)	21.7%	71.7%	--	6.5%
Illinois (n = 794)	45.2%	39.7%	1.6%	13.6%
Indiana (n = 438)	49.9%	38.1%	2.8%	9.4%
Iowa (n = 563)	25.5%	58.8%	2.2%	13.7%
Kansas (n= 360)	22.8%	50.3%	7.6%	19.3%
Kentucky (n = 193)	46.3%	39.4%	1.3%	13.1%
Louisiana (n = 335)	54.3%	45.7%	--	--
Maine (n= 281)	13.3%	72.3%	2.5%	12.2%
Maryland (n = 179)	47.3%	50.9%	--	1.8%
Massachusetts (n = 482)	26.2%	59.1%	*	13.9%
Minnesota (n = 360)	42.0%	43.5%	4.0%	10.5%
Mississippi (n = 241)	22.0%	56.3%	7.2%	14.8%
Missouri (n = 358)	36.4%	43.0%	3.2%	17.1%
Montana (n =108)	22.4%	60.2%	--	17.3%
Nevada (n = 85)	29.8%	65.5%	--	4.8%
New Hampshire (n= 237)	18.4%	65.4%	--	16.2%
New Jersey (n = 454)	37.5%	51.9%	3.5%	7.2%

**Figure 95 (con't): Public Library Outlets Formal or Informal Technology Training Availability by State**

<b>State</b>	<b>Offers formal IT training classes</b>	<b>Offers informal point-of-use assistance</b>	<b>Offers online training material</b>	<b>Does not offer any technology training</b>
New Mexico (n = 120)	36.2%	57.5%	--	5.7%
New York (n = 1,069)	46.3%	48.1%	1.2%	4.4%
North Carolina (n = 380)	29.6%	58.1%	2.4%	9.9%
North Dakota (n= 91)	15.6%	63.6%	--	20.8%
Ohio (n = 719)	53.5%	38.1%	2.6%	5.7%
Oklahoma (n = 207)	44.3%	43.8%	--	11.5%
Oregon (n = 210)	19.3%	63.1%	8.4%	8.9%
Pennsylvania (n = 634)	36.8%	54.8%	1.9%	6.5%
Rhode Island (n = 72)	62.0%	15.7%	5.6%	16.9%
South Dakota (n= 145)	17.2%	59.3%	3.7%	20.0%
Tennessee (n = 289)	25.8%	61.4%	3.4%	9.4%
Texas (n = 859)	37.9%	49.2%	2.0%	11.0%
Utah (n = 113)	15.9%	70.1%	9.3%	5.6%
Vermont (n= 191)	22.4%	71.5%	--	6.0%
Virginia (n= 341)	39.9%	48.2%	3.6%	8.2%
Washington (n= 330)	31.6%	63.1%	1.6%	3.4%
Washington, DC (n = 27)	100%	--	--	--
West Virginia (n = 174)	17.4%	65.7%	1.2%	15.7%
Wisconsin (n = 458)	30.3%	64.4%	--	5.3%
Wyoming (n = 74)	11.1%	70.8%	--	17.8%
<b>National</b>	35.0% (n=5,454)	52.6% (n=8,212)	2.7% (n=428)	9.7% (n=1,507)
Weighted missing values, n=357 <b>Key</b> *=Insufficient data to report --=No data to report				

**Figure 96: Formal Technology Training Classes Offered by Public Library Branches by State**

State	General computer skills (e.g. how to use mouse, keyboard, printing)	General software use (e.g. word processing, spreadsheets, presentation)	General Internet use (e.g. set up e-mail, Web browsing)	General online/Web searching (e.g. using Google, Yahoo, others)	Using library's Online Public Access Catalog (OPAC)	Using online databases (e.g. commercial databases to search and find content)	Safe online practices (e.g. not divulging personal information)	Accessing online government information (e.g. Medicare, taxes, how to complete forms)	Accessing online job-seeking and career-related information	Accessing online medical information (e.g. health literacy)	Accessing online investment information	Digital photography, software and online applications (e.g. Photoshop, Flickr)	Web 2.0 (e.g. blogging, RSS)	Other technology-based training classes
Alabama (n = 267)	84.9%	78.2%	95.3%	84.9%	54.0%	65.1%	39.5%	27.6%	27.6%	20.9%	--	14.0%	15.1%	4.7%
Alaska (n = 116)	100%	66.7%	100%	100%	66.7%	50.0%	50.0%	50.0%	50.0%	33.3%	33.3%	50.0%	50.0%	33.3%
Arizona (n = 197)	100%	88.0%	100%	90.2%	59.0%	45.1%	26.5%	15.7%	34.9%	15.7%	12.0%	30.5%	3.6%	--
California (n = 1,058)	88.4%	52.7%	93.0%	79.5%	64.0%	59.3%	34.8%	18.0%	33.2%	29.7%	5.2%	11.0%	10.7%	5.2%
Colorado (n= 242)	100%	85.4%	95.5%	86.5%	57.3%	53.3%	20.0%	14.4%	17.8%	10.1%	6.7%	12.2%	6.7%	12.4%
Connecticut (n = 219)	83.1%	86.4%	95.0%	78.0%	45.8%	49.2%	25.4%	20.0%	32.2%	20.0%	5.0%	30.0%	25.0%	6.8%
Delaware (n = 29)	100%	60.0%	100%	90.0%	90.0%	60.0%	30.0%	10.0%	30.0%	50.0%	--	--	--	10.0%
Florida (n = 459)	97.6%	88.5%	96.2%	83.3%	65.4%	52.6%	19.6%	27.8%	26.3%	26.8%	19.2%	43.1%	31.6%	2.4%
Georgia (n = 330)	88.2%	76.3%	83.9%	62.4%	34.4%	22.6%	8.6%	8.6%	17.2%	8.6%	5.4%	16.1%	2.2%	8.6%
Hawaii (n= 49)	60.0%	10.0%	90.0%	70.0%	100%	90.0%	10.0%	10.0%	10.0%	30.0%	10.0%	10.0%	--	--
Illinois (n = 722)	86.8%	68.7%	92.9%	82.3%	49.7%	50.6%	30.0%	13.5%	31.6%	7.7%	9.0%	19.0%	11.9%	4.5%
Indiana (n = 399)	95.8%	87.8%	98.9%	84.7%	51.9%	46.6%	37.0%	38.6%	53.4%	18.5%	8.5%	29.1%	17.9%	3.2%
Iowa (n = 530)	86.8%	58.9%	84.5%	68.0%	32.6%	36.7%	34.9%	26.4%	20.2%	11.6%	8.6%	21.9%	8.5%	6.3%

**Figure 96 (con't): Formal Technology Training Classes Offered by Public Library Branches by State**

State	General computer skills (e.g. how to use mouse, keyboard, printing)	General software use (e.g. word processing, spreadsheets, presentation)	General internet use (e.g. set up e-mail, Web browsing)	General online/Web searching (e.g. using Google, Yahoo, others)	Using library's Online Public Access Catalog (OPAC)	Using online databases (e.g. commercial databases to search and find content)	Safe online practices (e.g. not divulging personal information)	Accessing online government information (e.g. Medicare, taxes, how to complete forms)	Accessing online job-seeking and career-related information	Accessing online medical information (e.g. health literacy)	Accessing online investment information	Digital photography, software and online applications (e.g. Photoshop, Flickr)	Web 2.0 (e.g. blogging, RSS)	Other technology-based training classes
Kansas (n= 348)	96.1%	76.6%	92.2%	76.6%	40.3%	49.4%	32.5%	23.4%	26.0%	14.3%	13.0%	16.9%	7.8%	7.8%
Kentucky (n = 176)	69.4%	72.2%	94.4%	66.7%	33.3%	19.2%	20.8%	18.1%	12.5%	2.8%	--	36.1%	11.1%	11.1%
Louisiana (n = 304)	100%	89.1%	93.6%	89.1%	23.7%	28.8%	28.8%	23.7%	19.9%	23.7%	18.7%	23.7%	18.7%	--
Maine (n= 279)	75.0%	67.6%	81.1%	62.2%	55.6%	67.6%	37.8%	50.0%	50.0%	37.8%	11.1%	25.0%	5.4%	13.5%
Maryland (n = 171)	100%	95.0%	92.6%	81.5%	23.5%	28.4%	12.3%	1.3%	15.0%	8.8%	42.5%	8.8%	12.5%	44.4%
Massachusetts (n = 455)	70.9%	50.9%	90.1%	78.2%	73.9%	53.2%	16.2%	10.8%	13.6%	14.5%	7.3%	19.8%	9.9%	10.8%
Minnesota (n = 360)	66.7%	12.5%	88.9%	84.0%	57.2%	54.2%	25.0%	33.1%	7.6%	4.9%	16.0%	16.0%	36.1%	5.5%
Mississippi (n = 229)	91.7%	91.7%	95.9%	75.0%	16.3%	50.0%	10.2%	25.0%	8.3%	44.9%	4.2%	--	--	--
Missouri (n = 319)	79.1%	69.8%	100%	96.5%	68.7%	72.2%	32.2%	31.3%	19.1%	27.8%	17.4%	4.3%	--	3.5%
Montana (n =98)	91.3%	59.1%	91.3%	91.3%	86.4%	69.6%	34.8%	13.6%	8.7%	40.9%	--	30.4%	22.7%	--
Nevada (n = 84)	84.0%	68.0%	84.0%	84.0%	84.0%	100%	11.5%	26.9%	52.0%	11.5%	11.5%	26.9%	20.0%	16.0%
New Hampshire (n= 233)	100%	58.1%	90.5%	79.1%	31.0%	23.8%	45.2%	4.7%	14.3%	--	--	--	--	4.7%
New Jersey (n = 438)	100%	76.3%	98.1%	79.4%	57.1%	52.5%	20.6%	21.3%	36.3%	19.4%	8.1%	31.3%	14.4%	4.3%
New Mexico (n = 108)	100%	82.1%	100%	82.1%	38.5%	42.1%	21.1%	28.9%	36.8%	39.5%	5.3%	21.1%	5.1%	--

**Figure 96 (con't): Formal Technology Training Classes Offered by Public Library Branches by State**

State	General computer skills (e.g. how to use mouse, keyboard, printing)	General software use (e.g. word processing, spreadsheets, presentation)	General Internet use (e.g. set up e-mail, Web browsing)	General online/Web searching (e.g. using Google, Yahoo, others)	Using library's Online Public Access Catalog (OPAC)	Using online databases (e.g. commercial databases to search and find content)	Safe online practices (e.g. not divulging personal information)	Accessing online government information (e.g. Medicare, taxes, how to complete forms)	Accessing online job- seeking and career- related information	Accessing online medical information (e.g. health literacy)	Accessing online investment information	Digital photography, software and online applications (e.g. Photoshop, Flickr)	Web 2.0 (e.g. blogging, RSS)	Other technology-based training classes
New York (n = 1,056)	93.3%	54.7%	91.4%	59.9%	40.0%	32.4%	18.6%	39.5%	16.7%	18.6%	6.3%	22.4%	4.4%	3.3%
North Carolina (n = 380)	94.5%	90.9%	94.5%	83.6%	57.3%	70.9%	30.9%	26.4%	51.8%	31.8%	15.3%	24.5%	21.8%	3.6%
North Dakota (n= 79)	66.7%	50.0%	66.7%	66.7%	66.7%	66.7%	50.0%	33.3%	16.7%	50.0%	--	50.0%	16.7%	--
Ohio (n = 688)	93.4%	75.8%	98.4%	83.2%	59.1%	59.3%	24.5%	17.3%	37.9%	8.5%	2.2%	26.1%	9.6%	4.4%
Oklahoma (n = 201)	87.6%	71.9%	82.0%	60.7%	50.6%	41.6%	37.1%	39.3%	39.3%	34.8%	32.6%	39.3%	34.8%	6.7%
Oregon (n = 210)	79.5%	56.4%	92.3%	74.4%	53.8%	37.5%	20.5%	15.0%	17.9%	7.7%	7.7%	15.4%	5.1%	12.5%
Pennsylvania (n = 626)	90.0%	65.4%	92.5%	83.4%	37.3%	45.0%	24.6%	18.0%	22.8%	17.5%	13.6%	16.7%	14.9%	3.5%
Rhode Island (n = 71)	90.9%	59.1%	90.9%	90.9%	31.8%	47.7%	15.9%	45.5%	34.1%	9.1%	9.1%	27.3%	15.9%	--
South Dakota (n= 139)	100%	65.2%	91.3%	73.9%	39.1%	39.1%	17.4%	17.4%	8.7%	17.4%	8.7%	26.1%	8.7%	--
Tennessee (n = 277)	97.1%	49.3%	94.2%	75.4%	39.1%	37.7%	21.7%	17.4%	17.4%	13.0%	--	8.7%	2.9%	2.9%
Texas (n = 800)	92.1%	80.7%	88.6%	75.1%	42.2%	46.7%	27.7%	23.5%	26.0%	23.9%	9.7%	23.1%	11.1%	5.9%
Utah (n = 109)	100%	47.1%	81.3%	81.3%	17.6%	64.7%	35.3%	5.9%	5.9%	18.8%	5.9%	18.8%	--	--
Vermont (n= 186)	78.4%	78.4%	91.9%	86.5%	48.6%	43.2%	35.1%	35.1%	27.0%	27.0%	8.1%	21.6%	8.1%	5.3%
Virginia (n= 339)	93.0%	66.4%	85.9%	79.7%	45.0%	46.9%	18.0%	20.3%	27.3%	11.7%	7.8%	26.4%	18.8%	4.7%

**Figure 96 (con't): Formal Technology Training Classes Offered by Public Library Branches by State**

State	General computer skills (e.g. how to use mouse, keyboard, printing)	General software use (e.g. word processing, spreadsheets, presentation)	General Internet use (e.g. set up e-mail, Web browsing)	General online/Web searching (e.g. using Google, Yahoo, others)	Using library's Online Public Access Catalog (OPAC)	Using online databases (e.g. commercial databases to search and find content)	Safe online practices (e.g. not divulging personal information)	Accessing online government information (e.g. Medicare, taxes, how to complete forms)	Accessing online job-seeking and career-related information	Accessing online medical information (e.g. health literacy)	Accessing online investment information	Digital photography, software and online applications (e.g. Photoshop, Flickr)	Web 2.0 (e.g. blogging, RSS)	Other technology-based training classes
Washington (n= 326)	79.2%	41.6%	87.1%	69.3%	21.8%	33.7%	26.7%	6.9%	--	--	--	9.0%	5.9%	6.9%
Washington, DC (n = 24)	100%	100%	100%	100%	100%	100%	--	100%	100%	100%	100%	--	--	--
West Virginia (n = 172)	100%	73.3%	93.3%	80.0%	80.0%	66.7%	23.3%	23.3%	26.7%	23.3%	16.7%	3.3%	--	--
Wisconsin (n = 453)	98.5%	60.8%	87.8%	66.4%	38.2%	31.3%	16.8%	19.8%	25.4%	12.2%	1.5%	28.2%	9.2%	1.5%
Wyoming (n = 74)	100%	37.5%	55.6%	55.6%	55.6%	55.6%	12.5%	12.5%	--	12.5%	25.0%	--	12.5%	--
<i>National</i> (n=4,923)	91.3%	70.5%	92.8%	76.9%	48.4%	47.6%	24.8%	24.7%	26.9%	17.8%	9.8%	21.0%	11.2%	5.7%
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=63 Key --=No data to report														

Figure 95 presents the formal and informal technology training availability for each state. The greatest percentages of libraries that offer formal training are in Washington, D.C. (100 percent) and Rhode Island (62.2 percent). Overall, a greater percentage of libraries in each state provide informal point-of-use assistance. States with the highest percentages are Alaska, Hawaii, Maine, Utah, and Vermont, ranging from 70.1 to 75.2. Less than ten percent of libraries in each state offer online training material. Alabama, and North and South Dakota have the greatest percentages of libraries that do not offer training (25.2, 20.8, and 20.0, respectively). Of those that offer formal technology training classes, Figure 96 presents the classes that are offered by public library branches. Over a majority of libraries in every state provide training for general computer skills, Internet use, and online Web searching. Conversely, almost or less than a majority in every state have classes on safe online practices, digital photography, software, and online practices, accessing online government information, online job seeking, and Web 2.0. Over 90 percent of the libraries in Maryland, Mississippi, North Carolina, and Washington, D.C. offering formal training in general software use, which is higher than the other states.

**Figure 97: Public Library Outlet Length of Time to Get Computers Back in Service by State**

<b>State</b>	<b>Less than one day</b>	<b>One day</b>	<b>Two days</b>	<b>More than two days</b>	<b>Don't know</b>	<b>Other amount of time</b>
Alabama (n = 278)	9.7%	23.3%	21.0%	36.8%	4.3%	5.0%
Alaska (n = 117)	16.4%	8.6%	8.6%	39.7%	14.7%	12.1%
Arizona (n = 210)	15.2%	17.3%	28.4%	23.4%	8.1%	7.6%
California (n = 1,099)	14.7%	33.9%	31.6%	13.5%	5.1%	1.1%
Colorado (n= 242)	20.7%	29.3%	27.3%	18.2%	--	4.5%
Connecticut (n = 245)	17.4%	26.5%	16.9%	28.2%	5.9%	5.0%
Delaware (n = 31)	13.8%	13.8%	44.8%	10.0%	--	17.2%
Florida (n = 497)	23.2%	20.5%	30.0%	18.1%	1.1%	7.3%
Georgia (n = 341)	7.9%	28.8%	32.8%	22.5%	*	7.3%
Hawaii (n= 50)	18.4%	28.6%	26.5%	16.3%	--	10.4%
Illinois (n = 794)	27.7%	26.1%	16.3%	22.3%	3.1%	4.5%
Indiana (n = 438)	20.2%	28.6%	22.8%	17.4%	3.1%	7.9%
Iowa (n = 563)	20.2%	21.6%	11.8%	28.6%	11.2%	6.8%
Kansas (n= 360)	12.3%	24.9%	17.6%	24.9%	10.9%	9.4%
Kentucky (n = 193)	22.2%	17.9%	21.6%	27.8%	3.7%	6.8%
Louisiana (n = 335)	19.4%	21.7%	30.0%	20.1%	8.0%	*
Maine (n= 281)	12.9%	19.8%	17.6%	30.1%	5.7%	14.0%
Maryland (n = 179)	18.2%	40.2%	27.6%	11.2%	--	2.4%
Massachusetts (n = 482)	22.9%	15.6%	23.4%	29.2%	4.7%	4.5%
Minnesota (n = 360)	15.9%	36.5%	18.5%	18.2%	7.4%	3.4%
Mississippi (n = 241)	9.9%	38.3%	17.0%	28.7%	3.1%	3.1%
Missouri (n = 358)	14.1%	25.6%	18.5%	34.8%	3.1%	3.8%
Montana (n =108)	24.7%	20.4%	9.2%	34.7%	5.2%	5.2%
Nevada (n = 85)	35.7%	14.3%	16.9%	40.8%	--	4.8%
New Hampshire (n= 237)	23.7%	9.6%	17.1%	32.0%	8.8%	8.3%

<b>Figure 97 (con't): Public Library Outlet Length of Time to Get Computers Back in Service by State</b>						
<b>State</b>	<b>Less than one day</b>	<b>One day</b>	<b>Two days</b>	<b>More than two days</b>	<b>Don't know</b>	<b>Other amount of time</b>
New Jersey (n = 454)	23.7%	26.0%	26.1%	18.3%	3.1%	3.1%
New Mexico (n = 120)	12.3%	34.3%	20.8%	23.6%	--	9.4%
New York (n = 1,069)	18.3%	21.5%	32.2%	18.2%	4.2%	5.6%
North Carolina (n = 380)	9.7%	29.6%	27.7%	25.8%	3.0%	4.3%
North Dakota (n= 91)	7.7%	30.8%	19.0%	19.2%	12.8%	10.3%
Ohio (n = 719)	16.3%	23.2%	34.6%	20.8%	*	4.7%
Oklahoma (n = 207)	23.9%	32.3%	10.9%	24.9%	1.0%	7.0%
Oregon (n = 210)	10.9%	24.4%	20.4%	35.3%	2.5%	6.0%
Pennsylvania (n = 634)	14.1%	21.1%	27.3%	25.2%	4.5%	7.7%
Rhode Island (n = 72)	32.4%	25.7%	5.6%	9.9%	22.5%	5.6%
South Dakota (n= 145)	11.5%	15.1%	44.6%	33.3%	2.9%	13.0%
Tennessee (n = 289)	16.2%	12.1%	11.8%	45.4%	2.6%	12.1%
Texas (n = 859)	13.6%	16.5%	24.4%	27.6%	2.8%	15.0%
Utah (n = 113)	10.0%	42.2%	19.1%	23.9%	--	5.5%
Vermont (n= 191)	18.4%	25.0%	16.8%	17.8%	15.7%	6.5%
Virginia (n= 341)	18.6%	27.2%	29.3%	23.3%	--	1.8%
Washington (n= 330)	13.7%	45.0%	18.9%	18.6%	2.5%	1.2%
Washington, DC (n = 27)	--	100%	--	--	--	--
West Virginia (n = 174)	20.1%	23.5%	11.8%	22.9%	4.1%	17.2%
Wisconsin (n = 458)	16.9%	12.1%	20.2%	25.2%	12.8%	12.6%
Wyoming (n = 74)	27.8%	19.2%	19.4%	28.8%	--	4.1%
<b>National</b>	16.7% (n=2,622)	24.1% (n=3,784)	24.6% (n=3,766)	23.9% (n=3,766)	4.3% (n=670)	6.5% (n=1,024)
Weighted missing values, n=234 <b>Key</b> *=Insufficient data to report --=No data to report						

Figure 97 displays the length of time it takes to get computers back in service. Nevada (35.7 percent) and Rhode Island (32.4 percent) have the highest percentage of libraries that say it takes one day for their computers to be back in service. Libraries that report it takes two days are most often from Maryland (40.2 percent), Utah (42.2 percent), and Washington (45 percent). Delaware (44.8 percent) and South Dakota (44.6 percent) have the most libraries that claim it takes two days.

**Figure 98: Public Library Services Available to Users by State**

State	Digital reference/ Virtual reference		Licensed databases		E-books		Video conferencing		Online instructional courses/tutorials		Homework Resources		Audio content		Video content		Digitized special collections	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Alabama (n = 278)	65.8%	8.9%	77.5%	6.2%	29.8%	3.5%	--	2.3%	47.3%	6.2%	97.3%	1.2%	76.4%	3.5%	61.5%	4.3%	27.5%	7.8%
Alaska (n = 117)	38.6%	19.5%	73.7%	14.0%	14.0%	5.3%	9.7%	1.8%	40.7%	4.4%	74.3%	15.9%	62.8%	12.3%	43.4%	7.9%	23.7%	9.7%
Arizona (n = 210)	49.0%	10.7%	86.8%	6.6%	49.2%	1.5%	9.7%	1.5%	46.9%	19.8%	78.2%	11.2%	75.5%	4.1%	50.3%	4.6%	22.3%	5.6%
California (n = 1,099)	77.3%	6.3%	96.5%	*	65.3%	3.1%	5.5%	*	56.5%	7.3%	93.8%	*	77.3%	6.7%	48.0%	9.3%	44.8%	5.9%
Colorado (n= 242)	81.1%	4.6%	77.7%	2.1%	45.4%	3.8%	13.4%	9.2%	31.8%	13.8%	79.1%	7.6%	68.9%	6.3%	57.7%	6.7%	34.3%	10.1%
Connecticut (n = 245)	84.3%	1.4%	91.9%	3.7%		--	--	--	35.2%	4.1%		4.6%		1.4%	32.3%	5.0%	26.5%	2.3%
Delaware (n = 31)	93.1%	--	100%	--	73.3%	--	3.4%	--	56.7%	6.9%	96.6%	--	90.0%	--	60.0%	--	41.4%	--
Florida (n = 497)	79.8%	8.0%	93.9%	4.8%	73.4%	--	7.3%	*	41.8%	8.6%	74.8%	6.1%	66.4%	--	53.9%	*	45.0%	2.0%
Georgia (n = 341)	51.9%	11.7%	95.9%	3.1%	62.9%	4.1%	*	2.4%	54.0%	6.8%	71.1%	18.9%	68.4%	15.1%	46.7%	13.4%	55.5%	6.8%
Hawaii (n= 50)	67.4%	8.7%	97.8%	--	100%	--	--	--	32.6%	6.5%	82.6%	2.2%	82.6%	8.7%	28.3%	8.7%	17.4%	8.7%
Illinois (n = 794)	64.4%	5.1%	82.9%	6.2%	40.1%	2.0%	3.8%	2.6%	34.3%	6.1%	71.7%	8.0%	59.7%	4.8%	44.3%	6.0%	22.9%	4.2%
Indiana (n = 438)	51.0%	11.0%	81.1%	1.5%	39.8%	--	14.1%	7.7%	49.1%	10.5%	71.6%	6.6%	59.7%	3.1%	54.6%	6.9%	48.6%	3.8%
Iowa (n = 563)	36.4%	10.2%	74.9%	7.2%	8.2%	2.2%	9.6%	2.8%	33.5%	11.3%	64.6%	10.9%	67.3%	6.5%	40.6%	6.9%	15.4%	3.8%

**Figure 98 (con't): Public Library Services Available to Users by State**

State	Digital reference/ Virtual reference		Licensed databases		E-books		Video conferencing		Online instructional courses/tutorials		Homework Resources		Audio content		Video content		Digitized special collections	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Kansas (n= 360)	39.5%	8.5%	69.3%	7.6%	53.9%	9.6%	18.1%	5.3%	45.8%	11.4%	90.6%	5.2%	71.9%	9.9%	54.4%	9.4%	24.8%	7.3%
Kentucky (n = 193)	91.9%	--	93.1%	6.9%	43.8%	8.1%	1.3%	6.3%	49.4%	3.8%	73.8%	2.5%	79.2%	1.3%	52.5%	3.8%	30.2%	6.3%
Louisiana (n = 335)	68.9%	4.3%	97.3%	--	29.4%	--	1.7%	--	43.5%	2.7%	74.2%	14.4%	59.0%	9.4%	60.9%	7.0%	44.8%	5.4%
Maine (n= 281)	43.4%	7.5%	73.8%	9.0%	17.2%	6.5%	3.2%	4.3%	26.6%	14.7%	70.5%	12.5%	49.3%	14.7%	38.5%	16.5%	16.5%	8.2%
Maryland (n = 179)	99.4%	--	100%	--	95.9%	3.0%	7.1%	15.9%	72.9%	4.1%	100%	--	97.6%	2.4%	87.0%	*	81.2%	3.0%
Massachusetts (n = 482)	75.5%	9.5%	94.4%	2.1%	74.1%	6.7%	1.4%	1.4%	33.9%	11.1%	80.6%	3.7%	82.6%	3.5%	47.5%	8.5%	42.4%	8.3%
Minnesota (n = 360)	38.1%	12.3%	95.7%	--	59.3%	8.3%	2.0%	2.0%	48.0%	11.5%	63.9%	4.0%	70.2%	9.2%	59.9%	12.3%	38.7%	4.9%
Mississippi (n = 241)	35.4%	2.2%	99.1%	--	22.9%	2.2%	--	8.1%	37.7%	2.2%	84.2%	7.2%	63.1%	4.5%	54.7%	6.7%	30.5%	6.7%
Missouri (n = 358)	52.2%	4.1%	83.5%	--	45.9%	--	14.9%	*	48.3%	*	76.3%	3.2%	53.9%	3.2%	57.0%	1.9%	31.0%	2.8%
Montana (n = 108)	62.2%	11.3%	98.0%	2.0%	50.0%	7.1%	3.1%	2.0%	41.8%	15.3%	71.4%	5.1%	57.1%	11.3%	44.9%	10.2%	11.2%	11.3%
Nevada (n = 85)	61.9%	4.8%	95.2%	1.2%	56.0%	1.2%	3.6%	3.6%	19.3%	38.1%	91.7%	--	77.4%	10.3%	67.9%	1.2%	60.7%	4.8%
New Hampshire (n= 237)	29.5%	11.6%	78.6%	8.0%	8.0%	*	--	1.8%	21.0%	2.7%	64.3%	13.8%	63.8%	9.8%	21.4%	9.8%	12.9%	8.0%
New Jersey (n = 454)	68.4%	5.6%	98.1%	*	53.5%	2.6%	4.2%	--	42.8%	4.4%	81.7%	2.1%	75.5%	4.4%	46.7%	4.7%	31.1%	4.9%
New Mexico (n = 120)	31.7%	28.8%	83.7%	7.8%	18.3%	3.8%	1.9%	--	27.2%	10.6%	65.4%	12.5%	44.2%	1.9%	32.7%	9.6%	10.6%	5.8%
New York (n = 1,069)	69.0%	6.0%	91.8%	4.6%	60.2%	10.3%	10.0%	1.6%	41.3%	4.1%	85.1%	3.1%	86.1%	1.5%	52.3%	2.9%	48.9%	4.7%
North Carolina (n = 380)	68.3%	6.2%	93.8%	4.3%	84.7%	5.4%	3.5%	4.8%	57.0%	13.7%	80.6%	3.8%	89.5%	4.3%	69.1%	12.9%	57.8%	9.7%
North Dakota (n = 91)	32.5%	5.2%	67.5%	10.4%	29.9%	7.8%	7.8%	2.6%	31.2%	7.8%	57.1%	13.0%	55.8%	13.0%	36.4%	15.6%	7.8%	7.8%

**Figure 98 (con't): Public Library Services Available to Users by State**

State	Digital reference/ Virtual reference		Licensed databases		E-books		Video conferencing		Online instructional courses/tutorials		Homework Resources		Audio content		Video content		Digitized special collections	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Ohio (n = 719)	84.7%	4.3%	93.1%	3.4%	80.0%	1.8%	1.3%	7.5%	67.4%	5.6%	94.4%	3.7%	63.5%	18.8%	68.7%	1.5%	60.7%	5.6%
Oklahoma (n = 207)	59.4%	2.0%	88.3%	3.0%	25.9%	11.7%	17.3%	2.0%	38.1%	4.1%	67.0%	5.1%	62.4%	3.0%	39.1%	3.0%	39.6%	3.0%
Oregon (n = 210)	71.8%	5.9%	90.1%	4.5%	42.9%	4.5%	8.9%	3.0%	37.4%	12.8%	83.7%	7.4%	70.4%	3.0%	60.6%	9.4%	33.0%	13.3%
Pennsylvania (n = 634)	82.9%	5.6%	92.3%	2.7%	66.5%	4.8%	3.5%	2.6%	36.9%	13.5%	83.2%	5.3%	77.1%	3.5%	47.6%	4.5%	21.6%	4.5%
Rhode Island (n = 72)	57.7%	5.6%	100%	--	77.5%	5.6%	--	--	25.4%	5.6%	90.1%	--	94.4%	5.6%	50.7%	10.0%	22.5%	5.6%
South Dakota (n = 145)	58.2%	8.1%	81.3%	6.0%	45.2%	6.7%	5.2%	3.0%	47.4%	11.2%	65.7%	9.7%	53.3%	8.1%	43.3%	15.7%	15.7%	8.2%
Tennessee (n = 289)	58.4%	3.4%	91.4%	1.1%	89.5%	4.5%	1.9%	2.2%	61.8%	4.5%	81.3%	3.7%	84.3%	3.7%	54.7%	3.8%	41.2%	5.2%
Texas (n = 859)	43.3%	7.1%	91.9%	3.4%	51.6%	5.1%	5.8%	2.0%	45.7%	8.4%	73.7%	5.0%	66.8%	3.7%	45.0%	8.9%	25.3%	7.5%
Utah (n = 113)	49.5%	3.7%	91.7%	--	75.9%	1.9%	6.5%	21.5%	41.7%	3.7%	90.7%	5.6%	89.8%	1.9%	60.7%	12.1%	47.7%	9.3%
Vermont (n = 191)	50.0%	4.9%	78.0%	4.3%	15.2%	4.9%	3.0%	1.8%	18.3%	9.8%	62.0%	4.9%	70.7%	3.0%	44.2%	4.9%	15.2%	4.9%
Virginia (n = 341)	49.1%	3.3%	97.0%	1.8%	55.5%	3.3%	2.1%	1.8%	33.9%	13.6%	67.1%	4.8%	47.3%	12.4%	40.6%	12.4%	30.8%	15.2%
Washington (n = 330)	71.9%	4.4%	98.8%	1.3%	47.8%	*	3.4%	--	31.9%	10.6%	70.3%	21.9%	67.5%	2.5%	32.5%	5.6%	24.4%	1.9%
Washington, DC (n = 27)	--	--	100%	--	100%	--	--	--	--	--	100%	--	100%	--	100%	--	--	--
West Virginia (n = 174)	49.4%	11.0%	89.5%	4.7%	19.8%	8.1%	8.1%	9.9%	45.9%	12.2%	69.0%	11.0%	57.3%	9.9%	39.5%	13.5%	16.9%	11.0%
Wisconsin (n = 458)	73.9%	7.2%	88.7%	3.0%	85.7%	3.7%	2.3%	5.1%	42.1%	10.6%	76.7%	7.6%	92.6%	3.2%	64.6%	8.5%	41.9%	3.9%
Wyoming (n = 74)	66.7%	--	100%	--	82.2%	--	6.9%	1.4%	39.7%	6.9%	80.8%	5.5%	91.7%	--	76.7%	--	35.6%	11.0%

<b>Figure 98 (con't): Public Library Services Available to Users by State</b>																		
<i>State</i>	Digital reference/ Virtual reference		Licensed databases		E-books		Video conferencing		Online instructional courses/tutorials		Homework Resources		Audio content		Video content		Digitized special collections	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
<b><i>National</i></b>	62.4% (n=9,726)	6.6% (n=1,023)	89.6% (n=13,948)	3.5% (n=530)	55.4% (n=8,629)	4.7% (n=726)	6.1% (n=948)	3.4% (n=530)	43.3% (n=6,745)	8.7% (n=1,348)	79.6% (n=12,406)	5.9% (n=915)	72.9% (n=11,351)	5.6% (n=877)	51.4% (n=8,003)	7.1% (n=1,099)	36.1% (n=5,621)	6.3% (n=978)
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=385 <b>Key</b> *=Insufficient data to report --=No data to report																		

Figure 98 presents the breakdown of services that libraries offer full-time or on a limited basis. A substantial majority of libraries in every state offer licensed databases, as well as homework resources. Similarly, audio content is offered in most libraries with the exception of Maine, New Mexico, and Virginia. Delaware and Maryland have the highest percentage of libraries offering digital or virtual reference services (93.1 and 99.4, respectively). Video conferencing is offered the least likely to be offered in libraries in most of the States. Online instructional courses or tutorial and homework resources are most often provided on a limited capacity.

**Figure 99: Public Library Peripherals That are Available to Users by State**

State	Access and store content on USB/other devices (e.g. iPods, MP3, other)		Digital camera connection and manipulation of content		Burn CD/DVDs		Recreational gaming, consoles, software, or websites	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Alabama (n = 267)	62.8%	1.9%	28.7%	3.9%	39.3%	9.3%	34.9%	14.0%
Alaska (n = 116)	64.6%	9.7%	67.5%	9.7%	54.0%	7.1%	53.1%	14.0%
Arizona (n = 197)	86.7%	1.5%	49.0%	10.2%	36.0%	2.5%	66.8%	12.2%
California (n = 1,058)	87.8%	6.2%	44.5%	9.5%	40.7%	3.0%	69.5%	7.8%
Colorado (n= 242)	80.8%	5.5%	45.8%	15.1%	37.8%	7.1%	58.0%	19.7%
Connecticut (n = 219)	77.7%	--	34.5%	15.9%	32.7%	7.8%	46.4%	16.4%
Delaware (n = 29)	90.0%	3.4%	60.0%	--	56.7%	16.7%	60.0%	3.4%
Florida (n = 459)	81.1%	4.1%	53.9%	1.1%	38.9%	2.7%	50.0%	19.3%
Georgia (n = 330)	80.8%	14.4%	47.1%	21.2%	30.9%	10.0%	56.2%	8.6%
Hawaii (n= 49)	76.1%	19.6%	23.9%	10.9%	2.2%	2.2%	--	2.2%
Illinois (n = 722)	82.9%	2.8%	44.2%	7.7%	45.0%	6.8%	57.0%	10.0%
Indiana (n = 399)	89.0%	2.0%	50.9%	14.8%	45.8%	6.4%	66.5%	15.9%
Iowa (n = 530)	78.6%	5.9%	63.0%	9.3%	53.9%	11.9%	68.3%	9.3%
Kansas (n= 348)	74.6%	9.9%	53.9%	12.2%	45.6%	8.2%	61.4%	14.6%
Kentucky (n = 176)	96.3%	2.5%	63.1%	6.9%	84.4%	3.8%	64.4%	5.0%
Louisiana (n = 304)	69.9%	8.0%	44.1%	*	30.1%	--	26.4%	15.4%
Maine (n= 279)	58.4%	13.3%	37.1%	12.5%	32.7%	12.5%	54.1%	13.3%
Maryland (n = 171)	94.1%	4.7%	50.9%	4.1%	36.1%	4.1%	72.9%	1.8%
Massachusetts (n = 455)	72.7%	9.5%	37.4%	12.0%	47.9%	7.9%	58.0%	7.4%
Minnesota (n = 360)	81.9%	12.6%	26.4%	31.3%	56.2%	14.3%	51.3%	21.5%
Mississippi (n = 229)	96.0%	--	48.9%	1.4%	53.8%	2.7%	39.6%	6.7%
Missouri (n = 319)	82.6%	*	43.2%	1.9%	43.7%	8.2%	50.0%	3.2%
Montana (n =98)	82.7%	7.1%	68.4%	8.2%	55.1%	5.1%	63.3%	15.3%

**Figure 99 (con't): Public Library Peripherals That are Available to Users by State**

State	Access and store content on USB/other devices (e.g. iPods, MP3, other)		Digital camera connection and manipulation of content		Burn CD/DVDs		Recreational gaming, consoles, software, or websites	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Nevada (n = 84)	45.8%	10.8%	20.2%	20.2%	12.0%	12.0%	26.2%	16.9%
New Hampshire (n= 233)	80.4%	4.0%	53.6%	8.0%	49.6%	11.6%	56.7%	11.6%
New Jersey (n = 438)	82.2%	7.2%	35.3%	4.2%	27.3%	4.4%	42.5%	17.3%
New Mexico (n = 108)	76.0%	7.8%	48.5%	25.2%	51.0%	23.1%	56.7%	12.5%
New York (n = 1,056)	84.3%	4.3%	40.5%	6.4%	32.8%	5.4%	60.5%	8.6%
North Carolina (n = 380)	84.1%	2.2%	39.0%	15.6%	36.3%	4.3%	48.4%	14.7%
North Dakota (n= 79)	62.3%	7.8%	44.2%	10.4%	31.2%	2.6%	21.8%	13.0%
Ohio (n = 688)	74.0%	18.8%	49.7%	7.4%	29.4%	5.1%	84.4%	2.4%
Oklahoma (n = 201)	86.3 %	2.0%	60.9%	2.0%	55.8%	--	51.8%	4.1%
Oregon (n = 210)	81.8%	9.4%	59.9%	11.3%	20.2%	10.4%	60.4%	14.3%
Pennsylvania (n = 626)	81.9%	7.3%	49.2%	7.7%	48.2%	7.4%	56.6%	12.9%
Rhode Island (n = 71)	90.1%	9.9%	32.9%	5.6%	41.4%	7.1%	60.6%	19.7%
South Dakota (n= 139)	69.4%	12.7%	46.3%	9.6%	45.2%	10.4%	42.5%	17.2%
Tennessee (n = 277)	80.5%	3.4%	23.6%	9.7%	23.2%	8.6%	60.7%	6.0%
Texas (n = 800)	77.8%	5.0%	50.1%	12.2%	50.7%	5.5%	57.3%	9.3%
Utah (n = 109)	87.9%	6.5%	47.2%	7.4%	29.0%	7.4%	43.9%	9.3%
Vermont (n= 186)	81.1%	6.1%	68.9%	4.9%	62.8%	3.0%	59.8%	7.9%
Virginia (n= 339)	89.7%	5.8%	52.4%	15.8%	57.0%	7.3%	48.3%	18.5%
Washington (n= 326)	91.6%	4.7%	65.3%	5.9%	59.1%	9.1%	60.3%	22.5%
Washington, DC (n = 24)	100%	--	100%	--	100%	--	100%	--
West Virginia (n = 172)	81.4%	10.5%	45.3%	12.9%	57.6%	12.8%	32.0%	19.2%
Wisconsin (n = 453)	87.3%	5.1%	52.2%	8.1%	46.5%	7.4%	61.2%	12.0%
Wyoming (n = 74)	95.9%	--	94.5%	--	71.2%	1.4%	75.3%	1.4%

**Figure 99 (con't): Public Library Peripherals That are Available to Users by State**

State	Access and store content on USB/other devices (e.g. iPods, MP3, other)		Digital camera connection and manipulation of content		Burn CD/DVDs		Recreational gaming, consoles, software, or websites	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
<b>National</b>	81.4% (n=12,685)	6.5% (n=1,016)	47.9% (n=7,465)	9.5% (n=1,486)	42.9% (n=6,682)	6.7% (n=1,041)	57.2% (n=,905)	11.5% (n=1,791)

Will not total 100%, as categories are not mutually exclusive  
**Key** \*=Insufficient data to report  
 --=No data to report

In addition to the services offered in Figure 98, libraries may make peripherals available to patrons. Figure 99 reports the percentages of libraries by states that provide such peripherals. Libraries in most states allow access and store content on USB flash drives or other devices such as an iPod, mp3 player. Wyoming (94.5 percent) and Washington, D.C. (100 percent) had the greatest percentage of libraries with a digital camera connection and allowed the manipulation of content; whereas, Kentucky (84.4 percent) and Washington, D.C. (100 percent) had the greatest percentage of libraries that offered the ability to burn CDs or DVDs. Washington, D.C., again, had the most libraries that allowed recreational gaming, consoles, software, or websites. The state with the second highest percentage was Ohio (84.4 percent). In comparison with the national percentages for each peripheral offered, the states with the highest percentages for offering digital camera connection, the ability to burn CDs or DVDs, and recreational gaming and the like were substantially greater.

**Figure 100: Factors That Prevent Public Libraries from Providing Services or Required Limited Access to Users**

<i>State</i>	Computer hardware/software will not support the services	Public access Internet connectivity speed will not support the service(s)	Library policy restricts offering or access	Library cannot afford to purchase and/or support services
Alabama (n = 267)	53.3%	7.8%	38.5%	70.1%
Alaska (n = 116)	47.4%	44.9%	37.1%	56.7%
Arizona (n = 197)	63.3%	26.7%	34.1%	51.4%
California (n = 1,058)	50.6%	35.7%	32.6%	53.3%
Colorado (n= 242)	51.6%	28.0%	26.3%	69.4%
Connecticut (n = 219)	48.5%	8.5%	41.2%	71.5%
Delaware (n = 29)	69.2%	22.2%	30.8%	48.1%
Florida (n = 459)	63.0%	20.9%	44.7%	44.1%
Georgia (n = 330)	66.7%	28.9%	35.0%	59.0%
Hawaii (n= 49)	57.8%	77.8%	68.9%	46.7%
Illinois (n = 722)	49.1%	15.0%	31.4%	67.6%
Indiana (n = 399)	53.1%	18.6%	20.9%	71.5%
Iowa (n = 530)	59.8%	9.6%	22.0%	66.1%
Kansas (n= 348)	58.0%	11.9%	31.3%	58.5%
Kentucky (n = 176)	62.3%	23.4%	35.8%	56.9%
Louisiana (n = 304)	56.9%	21.2%	43.9%	32.5%
Maine (n= 279)	55.0%	4.6%	26.2%	71.0%
Maryland (n = 171)	62.1%	15.0%	34.5%	35.7%
Massachusetts (n = 455)	60.6%	21.8%	34.1%	49.7%
Minnesota (n = 360)	55.0%	25.5%	36.2%	54.7%
Mississippi (n = 229)	52.4%	21.0%	39.5%	52.7%
Missouri (n = 319)	55.3%	7.5%	33.7%	69.7%
Montana (n =98)	63.2%	25.3%	26.3%	67.1%
Nevada (n = 84)	38.9%	22.2%	69.4%	36.1%

**Figure 100 (con't): Factors That Prevent Public Libraries from Providing Services or Required Limited Access to Users**

<i>State</i>	Computer hardware/software will not support the services	Public access Internet connectivity speed will not support the service(s)	Library policy restricts offering or access	Library cannot afford to purchase and/or support services
New Hampshire (n= 233)	68.6%	16.0%	25.7%	61.7%
New Jersey (n = 438)	40.2%	16.4%	46.1%	54.2%
New Mexico (n = 108)	79.6%	26.9%	20.7%	57.0%
New York (n = 1,056)	57.8%	19.2%	41.6%	54.7%
North Carolina (n = 380)	53.0%	32.9%	34.9%	57.6%
North Dakota (n= 79)	64.2%	18.2%	41.8%	58.2%
Ohio (n = 688)	48.1%	17.2%	19.4%	68.3%
Oklahoma (n = 201)	75.7%	3.9%	14.5%	50.0%
Oregon (n = 210)	45.7%	20.0%	27.6%	62.2%
Pennsylvania (n = 626)	56.7%	19.0%	36.1%	58.7%
Rhode Island (n = 71)	18.2%	40.0%	13.0%	83.6%
South Dakota (n= 139)	61.0%	27.6%	27.6%	74.8%
Tennessee (n = 277)	55.4%	15.5%	59.2%	43.3%
Texas (n = 800)	56.2%	20.1%	34.0%	59.5%
Utah (n = 109)	58.9%	4.4%	53.3%	40.7%
Vermont (n= 186)	70.3%	12.6%	19.5%	64.6%
Virginia (n= 339)	51.8%	35.4%	26.1%	61.2%
Washington (n= 326)	56.9%	42.8%	21.6%	73.6%
Washington, DC (n = 24)	100%	--	--	--
West Virginia (n = 172)	45.7%	18.1%	34.8%	47.1%
Wisconsin (n = 453)	73.9%	20.2%	19.1%	53.5%
Wyoming (n = 74)	72.0%	25.5%	5.9%	33.3%
<b>National</b>	55.4% (n=7,054)	21.7% (n=2,766)	33.2% (n=4,231)	58.9% (n=7,500)

Will not total 100%, as categories are not mutually exclusive

**Key** \*=Insufficient data to report, --No data to report

Some libraries were not able to offer the services listed in Figures 98 and 99. Figure 100 shows the libraries' reasons for not being able to provide the aforementioned services. Similar to the 2007-2008 survey results, Washington, D.C. also had all of its libraries report that computer hardware/software will not support the services. The greatest percentages of libraries that report that public access Internet connectivity speed will not support the service(s) and that the library policy restricts offering or access were in Hawaii (77.8 and 68.9, respectively). Over eighty percent of libraries in Rhode Island report that the library cannot afford to purchase and/or support services.

**Figure 101: Public Access Internet Services Critical to the Role of the Public Library Outlet by State**

State	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for local economic development	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investments	Provide access to government information and services	Provide computer & Internet skills training	Provide services for job seekers	Provide services to immigrant populations	Other
Alabama (n = 278)	97.6%	70.1%	51.8%	60.1%	20.2%	25.7%	21.3%	5.5%	42.1%	24.0%	64.0%	1.6%	2.4%
Alaska (n = 117)	57.5%	33.6%	27.4%	39.8%	24.8%	12.4%	31.9%	9.7%	76.1%	27.4%	62.8%	17.7%	22.9%
Arizona (n = 210)	65.1%	36.9%	34.2%	47.3%	20.9%	4.8%	18.3%	12.8%	74.2%	43.5%	65.8%	22.6%	15.5%
California (n = 1,099)	89.2%	28.8%	16.8%	44.6%	21.9%	6.5%	26.4%	7.5%	54.0%	47.0%	75.5%	32.5%	15.4%
Colorado (n= 242)	78.4%	40.5%	43.3%	55.8%	23.4%	10.3%	21.1%	5.2%	53.9%	41.8%	57.6%	19.0%	12.5%
Connecticut (n = 245)	80.1%	27.8%	22.6%	35.0%	18.1%	3.2%	35.9%	10.6%	46.3%	36.6%	60.2%	14.8%	31.0%
Delaware (n = 31)	72.4%	41.4%	41.4%	27.6%	13.8%	--	23.3%	--	63.3%	63.3%	82.8%	30.0%	3.4%
Florida (n = 497)	61.2%	20.7%	32.8%	50.4%	31.8%	8.4%	30.4%	10.4%	85.1%	31.3%	61.9%	20.7%	10.6%
Georgia (n = 341)	89.8%	50.3%	46.9%	66.4%	36.7%	7.5%	15.6%	6.1%	44.7%	18.4%	74.5%	8.8%	4.4%
Hawaii (n= 50)	71.7%	32.6%	28.3%	34.8%	32.6%	15.2%	15.2%	19.6%	76.1%	10.9%	65.2%	13.0%	28.3%
Illinois (n = 794)	80.9%	50.8%	23.6%	46.7%	15.6%	15.8%	24.8%	13.9%	57.4%	40.9%	61.5%	8.9%	10.5%
Indiana (n = 438)	81.0%	31.9%	39.6%	48.3%	12.1%	5.3%	20.8%	2.9%	75.1%	50.4%	78.9%	6.6%	13.8%
Iowa (n = 563)	76.5%	35.7%	29.2%	52.8%	18.3%	14.5%	22.7%	3.0%	64.0%	37.0%	66.8%	8.5%	8.5%

**Figure 101 (con't): Public Access Internet Services Critical to the Role of the Public Library Outlet by State**

State	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for local economic development	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investments	Provide access to government information and services	Provide computer & Internet skills training	Provide services for job seekers	Provide services to immigrant populations	Other
Kansas (n= 360)	69.3%	41.2%	33.6%	50.3%	19.3%	21.4%	24.4%	8.0%	64.4%	28.8%	65.6%	7.4%	13.1%
Kentucky (n = 193)	80.4%	40.1%	48.7%	60.8%	19.7%	12.0%	24.2%	2.5%	38.6%	38.6%	57.6%	3.8%	15.3%
Louisiana (n = 335)	74.9%	52.7%	50.8%	53.3%	31.4%	22.7%	21.4%	2.3%	55.5%	32.4%	50.2%	--	30.8%
Maine (n= 281)	67.5%	29.8%	41.5%	41.9%	19.5%	8.1%	32.0%	6.6%	71.3%	26.5%	63.2%	2.6%	29.4%
Maryland (n = 179)	95.9%	34.1%	51.8%	53.5%	51.8%	5.9%	42.9%	5.9%	53.5%	32.9%	23.1%	5.9%	16.5%
Massachusetts (n = 482)	77.8%	26.6%	29.1%	51.5%	16.6%	5.1%	33.0%	3.2%	50.0%	33.3%	56.3%	22.7%	25.5%
Minnesota (n = 360)	75.5%	22.4%	39.1%	40.3%	11.3%	7.5%	20.0%	2.4%	68.4%	29.6%	55.2%	25.1%	17.6%
Mississippi (n = 241)	97.3%	60.6%	33.2%	67.3%	15.4%	16.3%	7.2%	*	55.7%	22.7%	55.9%	*	3.2%
Missouri (n = 358)	77.6%	37.3%	44.7%	55.0%	25.6%	11.8%	18.8%	12.5%	60.1%	39.0%	69.0%	12.1%	11.2%
Montana (n =108)	57.1%	29.6%	32.7%	38.8%	24.7%	22.4%	33.7%	7.1%	61.8%	35.7%	65.3%	2.0%	20.4%
Nevada (n = 85)	85.7%	23.8%	35.7%	34.5%	1.2%	9.5%	21.7%	9.5%	63.9%	53.6%	47.6%	16.7%	15.5%
New Hampshire (n= 237)	69.4%	15.9%	35.2%	52.1%	16.8%	1.8%	36.5%	8.2%	59.5%	28.8%	85.4%	2.7%	20.0%
New Jersey (n = 454)	83.4%	35.5%	15.0%	47.7%	23.2%	7.1%	20.2%	18.3%	62.2%	39.2%	77.5%	24.6%	9.7%
New Mexico (n = 120)	71.2%	31.7%	28.8%	55.8%	16.5%	30.8%	18.3%	7.8%	69.2%	35.9%	62.5%	9.7%	25.0%

**Figure 101 (con't): Public Access Internet Services Critical to the Role of the Public Library Outlet by State**

State	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for local economic development	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investments	Provide access to government information and services	Provide computer & Internet skills training	Provide services for job seekers	Provide services to immigrant populations	Other
New York (n = 1,069)	78.9%	46.4%	27.4%	54.7%	17.5%	15.9%	33.1%	7.7%	64.9%	41.6%	56.6%	6.0%	19.7%
North Carolina (n = 380)	86.0%	48.8%	37.2%	68.5%	22.1%	8.9%	24.3%	5.7%	51.2%	26.7%	80.1%	12.1%	7.0%
North Dakota (n= 91)	61.3%	16.0%	25.3%	36.0%	36.0%	10.7%	36.0%	10.7%	68.0%	34.7%	66.7%	16.0%	18.7%
Ohio (n = 719)	79.4%	47.4%	36.2%	36.5%	22.4%	9.3%	18.1%	6.0%	53.2%	44.6%	71.0%	2.4%	29.3%
Oklahoma (n = 207)	86.1%	31.3%	37.3%	31.0%	38.8%	16.9%	27.4%	13.9%	61.0%	34.3%	59.2%	5.5%	7.0%
Oregon (n = 210)	73.4%	20.5%	45.2%	49.0%	18.1%	7.5%	32.2%	8.5%	67.8%	31.2%	69.8%	11.0%	19.5%
Pennsylvania (n = 634)	81.4%	37.1%	43.6%	57.1%	21.3%	11.6%	22.9%	9.4%	67.6%	33.1%	69.4%	7.4%	10.3%
Rhode Island (n = 72)	90.0%	21.1%	25.4%	54.9%	14.3%	--	21.4%	5.6%	70.4%	37.1%	87.3%	7.1%	27.1%
South Dakota (n= 145)	78.4%	34.8%	31.9%	55.6%	10.4%	15.7%	23.0%	3.0%	50.7%	23.9%	48.5%	7.5%	30.4%
Tennessee (n = 289)	77.7%	40.0%	40.8%	47.9%	20.4%	16.2%	22.6%	2.3%	63.8%	32.5%	74.3%	8.3%	13.2%
Texas (n = 859)	71.8%	50.0%	32.3%	51.9%	18.1%	22.5%	24.6%	6.6%	65.2%	31.5%	67.3%	12.2%	12.6%
Utah (n = 113)	83.2%	33.6%	28.7%	46.3%	22.4%	5.6%	36.4%	13.0%	67.6%	32.7%	62.0%	19.4%	12.1%
Vermont (n= 191)	48.4%	18.9%	32.1%	44.7%	19.5%	17.6%	24.7%	5.0%	62.9%	34.0%	49.1%	2.5%	43.0%
Virginia (n= 341)	75.9%	23.8%	36.1%	60.7%	15.2%	6.7%	34.5%	5.8%	76.8%	37.6%	62.2%	11.7%	14.7%
Washington (n= 330)	80.5%	33.6%	55.7%	38.3%	27.9%	4.0%	8.4%	9.7%	54.5%	24.5%	69.9%	12.0%	21.1%

**Figure 101 (con't): Public Access Internet Services Critical to the Role of the Public Library Outlet by State**

State	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for local economic development	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investments	Provide access to government information and services	Provide computer & Internet skills training	Provide services for job seekers	Provide services to immigrant populations	Other
Washington, DC (n = 27)	100%	100%	--	--	100%	--	--	--	100%	100%	--	--	--
West Virginia (n = 174)	82.6%	56.4%	46.2%	57.0%	15.1%	19.8%	25.1%	1.2%	53.5%	22.2%	58.7%	1.2%	17.5%
Wisconsin (n = 458)	73.5%	28.6%	37.5%	57.7%	16.6%	10.6%	29.1%	12.2%	57.0%	31.5%	64.4%	7.7%	13.6%
Wyoming (n = 74)	79.2%	31.9%	46.6%	47.9%	26.4%	4.1%	24.7%	6.9%	76.7%	19.2%	71.2%	11.0%	8.3%
<b>National</b>	78.6% (n=12,079)	37.4% (n=5,743)	34.2% (n=5,265)	49.5% (n=7,617)	21.0% (n=3,231)	12.2% (n=1,868)	25.1% (n=3,863)	7.1% (n=1,095)	60.9% (n=9,359)	35.5% (n=5,463)	65.9% (n=10,129)	11.4% (n=1,747)	16.1% (n=2,472)
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=587 Key *=Insufficient data to report --=No data to report													

According to Figure 101, a majority of libraries in every state provide education resources and databases for K-12 students; these resources and databases were most often provided by libraries in Alabama (97.6 percent), Washington, D.C. (100 percent), and Mississippi (97.3 percent). Less than a majority of libraries in every State provide information about the library's community, services to immigrant population, information for economic development, databases regarding investments, or other serve as another role not listed. In regards to other services that are critical to the role of the library, California (47.0 percent), Delaware (63.3 percent), and Washington, D.C. (100 percent) had the greatest percentage of libraries that provide computer and Internet skills training. Florida (85.1 percent) and Washington, D.C. (100 percent) have the most libraries that provide access to government information and services.

**Figure 102: E-Government Roles and Services of the Public Library System by State**

State	Staff provide assistance to patrons applying for or accessing e-government services	Staff provide as-needed assistance to patrons for understanding and using e-government resources	Staff provide immigrants with assistance in locating immigration-related services and information	The library offers training classes regarding the use of e-government resources	The library is partnering with others to provide e-government services	The library has at least one staff member with significant knowledge and skills in the provision of e-government services	Other	The library does not provide e-government services to its patrons on a regular basis
Alabama (n = 278)	59.3%	74.7%	36.8%	2.7%	7.0%	17.1%	16.7%	3.1%
Alaska (n = 117)	42.3%	76.6%	18.0%	1.8%	11.8%	14.4%	25.5%	10.0%
Arizona (n = 210)	47.7%	77.2%	44.7%	6.6%	8.1%	19.8%	22.8%	1.5%
California (n = 1,099)	45.0%	84.7%	47.7%	13.2%	13.3%	22.6%	11.5%	4.2%
Colorado (n= 242)	58.1%	80.6%	41.4%	7.0%	10.1%	17.2%	15.0%	*
Connecticut (n = 245)	59.1%	76.3%	34.0%	8.8%	15.7%	20.8%	14.9%	1.4%
Delaware (n = 31)	63.3%	76.7%	43.3%	--	33.3%	10.0%	17.2%	--
Florida (n = 497)	51.9%	93.8%	46.7%	8.6%	22.2%	23.5%	3.0%	*
Georgia (n = 341)	68.2%	71.6%	38.4%	5.2%	9.3%	17.3%	13.1%	8.7%
Hawaii (n= 50)	52.2%	89.1%	39.1%	--	10.9%	17.4%	8.7%	6.5%
Illinois (n = 794)	50.5%	77.1%	32.5%	4.0%	9.2%	14.9%	20.4%	1.1%
Indiana (n = 438)	64.1%	76.3%	30.4%	13.0%	31.2%	28.0%	10.1%	7.1%
Iowa (n = 563)	59.3%	71.9%	18.7%	5.1%	4.5%	13.8%	23.2%	2.0%
Kansas (n= 360)	52.9%	74.2%	22.1%	1.8%	13.9%	21.2%	24.9%	1.2%

**Figure 102 (con't): E-Government Roles and Services of the Public Library System by State**

State	Staff provide assistance to patrons applying for or accessing e-government services	Staff provide as-needed assistance to patrons for understanding and using e-government resources	Staff provide immigrants with assistance in locating immigration-related services and information	The library offers training classes regarding the use of e-government resources	The library is partnering with others to provide e-government services	The library has at least one staff member with significant knowledge and skills in the provision of e-government services	Other	The library does not provide e-government services to its patrons on a regular basis
Kentucky (n = 193)	51.9%	79.7%	13.1%	7.8%	26.0%	12.3%	20.3%	--
Louisiana (n = 335)	70.2%	64.7%	20.5%	--	15.4%	4.5%	24.9%	--
Maine (n= 281)	49.4%	76.5%	9.9%	2.2%	13.2%	20.2%	16.2%	4.0%
Maryland (n = 179)	77.6%	87.0%	64.6%	8.7%	28.6%	19.9%	*	*
Massachusetts (n = 482)	42.8%	73.6%	35.3%	*	4.2%	17.7%	21.4%	2.7%
Minnesota (n = 360)	64.0%	94.4%	50.4%	7.1%	25.7%	13.3%	4.7%	2.4%
Mississippi (n = 241)	61.8%	76.4%	35.7%	--	22.6%	18.6%	19.6%	--
Missouri (n = 358)	48.7%	77.7%	13.6%	2.9%	14.9%	20.1%	23.3%	--
Montana (n =108)	51.1%	80.6%	15.1%	--	2.2%	18.3%	17.4%	3.3%
Nevada (n = 85)	36.9%	79.8%	33.3%	10.7%	9.5%	21.7%	15.5%	--
New Hampshire (n= 237)	54.4%	81.9%	13.5%	*	4.2%	14.0%	13.0%	8.8%
New Jersey (n = 454)	58.6%	83.1%	47.5%	9.1%	9.3%	19.1%	13.4%	5.0%
New Mexico (n = 120)	53.1%	84.7%	39.2%	12.4%	11.3%	42.3%	15.3%	4.1%
New York (n = 1,069)	52.6%	81.7%	35.9%	21.7%	13.9%	29.9%	12.9%	1.9%

**Figure 102 (con't): E-Government Roles and Services of the Public Library System by State**

<b>State</b>	<b>Staff provide assistance to patrons applying for or accessing e-government services</b>	<b>Staff provide as-needed assistance to patrons for understanding and using e-government resources</b>	<b>Staff provide immigrants with assistance in locating immigration-related services and information</b>	<b>The library offers training classes regarding the use of e-government resources</b>	<b>The library is partnering with others to provide e-government services</b>	<b>The library has at least one staff member with significant knowledge and skills in the provision of e-government services</b>	<b>Other</b>	<b>The library does not provide e-government services to its patrons on a regular basis</b>
North Carolina (n = 380)	47.8%	83.2%	28.1%	8.6%	11.9%	17.0%	11.4%	4.1%
North Dakota (n= 91)	40.6%	63.8%	21.7%	5.8%	8.7%	11.6%	36.2%	5.8%
Ohio (n = 719)	50.5%	81.6%	18.2%	9.0%	15.9%	15.3%	13.3%	4.2%
Oklahoma (n = 207)	72.1%	83.2%	42.1%	16.8%	26.9%	32.0%	10.2%	2.0%
Oregon (n = 210)	45.7%	84.9%	24.1%	6.0%	10.5%	21.6%	11.5%	1.5%
Pennsylvania (n = 634)	56.1%	82.5%	24.9%	4.9%	14.5%	23.7%	11.2%	3.6%
Rhode Island (n = 72)	52.9%	92.9%	52.9%	7.1%	19.7%	9.9%	5.6%	--
South Dakota (n= 145)	45.2%	70.2%	6.5%	4.8%	5.6%	13.7%	23.4%	1.6%
Tennessee (n = 289)	59.2%	82.1%	29.8%	3.8%	12.6%	16.0%	13.0%	6.5%
Texas (n = 859)	56.9%	77.9%	44.7%	8.8%	7.1%	25.4%	19.3%	2.8%
Utah (n = 113)	65.1%	85.8%	49.5%	9.4%	10.5%	27.6%	12.3%	1.9%
Vermont (n= 191)	53.6%	82.9%	25.7%	7.8%	8.6%	19.6%	17.1%	1.3%
Virginia (n= 341)	53.3%	91.9%	34.0%	15.6%	26.4%	29.6%	7.5%	2.2%
Washington (n= 330)	55.5%	87.5%	37.3%	--	8.2%	8.8%	10.0%	--

**Figure 102 (con't): E-Government Roles and Services of the Public Library System by State**

State	Staff provide assistance to patrons applying for or accessing e-government services	Staff provide as-needed assistance to patrons for understanding and using e-government resources	Staff provide immigrants with assistance in locating immigration-related services and information	The library offers training classes regarding the use of e-government resources	The library is partnering with others to provide e-government services	The library has at least one staff member with significant knowledge and skills in the provision of e-government services	Other	The library does not provide e-government services to its patrons on a regular basis
Washington, DC (n = 27)	100%	100%	--	100%	--	100%	--	--
West Virginia (n = 174)	57.7%	69.5%	16.7%	8.9%	6.0%	20.2%	25.6%	2.4%
Wisconsin (n = 458)	52.5%	79.0%	30.7%	3.2%	12.0%	16.0%	16.0%	3.2%
Wyoming (n = 74)	58.7%	85.5%	35.5%	--	14.5%	6.5%	12.7%	--
<b>National</b>	54.1% (n=8,133)	80.5% (n=12,095)	32.1% (n=4,822)	8.4% (n=1,262)	13.4% (n=2,016)	21.0% (n=3,151)	2.8% (n=428)	14.6% (n=2,195)
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=935 <b>Key</b> *=Insufficient data to report --=No data to report								

As presented in Figure 102, the majority of libraries in every state have staff that provides as-needed assistance to patrons for understanding and using e-government resources. This category also has a high percentage at the national level. Maryland had the highest percentage of libraries to provide assistance with locating immigration related services and information. With the exception of Washington, D.C., less than a majority of libraries do the following: provide training classes regarding the use of e-government resources, partner with others to provide e-government services, have at least one staff member with significant knowledge and skills in the provision of e-government services, and another category not mentioned in the survey. However, most states have relatively low percentages of libraries that do not offer any e-government services.