

PUBLIC LIBRARIES AND THE INTERNET 2009: STUDY RESULTS AND FINDINGS

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APPENDIX I: SURVEY INSTRUMENT

Please note that the survey's appearance is different than the web-based survey instrument, but does reflect the printed version included in the packets sent to the library directors.

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ALA American Library Association

Dear Library Director:

Since 2006 the American Library Association, with support from the Bill & Melinda Gates Foundation, has conducted a national survey of public library public access funding and technology. The survey builds on previous studies conducted since 1994 by Drs. John Carlo Bertot of the Center for Library Innovation at the University of Maryland and Charles R. McClure of the Information Use Management and Policy Institute at Florida State University. We thank you for your participation in the past, and hope that you will continue to participate in these important surveys. More information regarding the overall project is available at <http://www.ala.org/plinternetfunding>.

The data from the enhanced study will help you plan or improve technology and service deployment, and identify the impacts of your library's public computer and Internet access on the community your library serves. The survey narrative and data also support you in efforts to inform and educate stakeholders – policymakers, funders, elected officials, supporters and the media – at the local, state and national levels about the issues and needs your library faces in providing public computer and Internet access services and resources. Additional information regarding this and previous studies is available at <http://www.ii.fsu.edu/plinternet>.

Included in this packet are the instructions for completing the online survey and a print copy of the survey for your review. Please call or e-mail the Information Institute at Florida State University at (850) 645-2197 or <support@plinternetsurvey.org> with any questions you might have regarding the survey.

PLEASE COMPLETE THE QUESTIONNAIRE(S) by November 7, 2008.

This is a very important study. Over the years the American Library Association, state library agencies and others have used the findings to inform debates regarding public access to the Internet in libraries, support for the E-rate and LSTA, and other initiatives through Congressional testimony and advocacy efforts on behalf of libraries. We greatly appreciate your participation and look forward to sharing the results of the survey and additional research by summer 2009.

Kind Regards,



Keith Fiels
Executive Director

2008 National Survey of Public Library Funding and Technology Access

The American Library Association (ALA) and the Information Use Management and Policy Institute in the College of Information at Florida State University, with support from the Bill & Melinda Gates Foundation, are surveying a national sample of public libraries regarding their Internet connectivity, computing resources, and technology funding. Ms. Denise M. Davis and Ms. Larra Clark (ALA Office of Research and Statistics), Dr. John Carlo Bertot (Center for Library Innovation at the University of Maryland), and Dr. Charles R. McClure (Information Institute at Florida State University) are the study managers. You may access the survey at <http://www.plinternetsurvey.org>.

The survey Web site provides specific instructions for completing the Web survey. The survey contains questions about specific library system branches, as well as system-wide questions. We realize that public libraries in each state are organized differently and that the term “system” can mean something different from state to state. By system we mean the central authority for the library – that is, the entity that makes budget decisions, applies for E-rate, and makes other management decisions. We do not use the term “system” to mean regional cooperatives or other forms of federated libraries. If your library system has branches, you may be asked to complete questions regarding *some* of your branches prior to answering questions about your entire system. By branch, we mean a building that is open to the public and provides services to the community (e.g., lends books, offers public access to the Internet and computers, other). Your library and the branches selected to participate (if applicable) were selected randomly. If you wish to complete the survey for the additional branches in your system (again, if applicable), you will be given the opportunity to do so. **IMPORTANT: To facilitate completion of the Web-based survey, the branch and system questions are presented separately. PLEASE COMPLETE BOTH PARTS OF THE SURVEY.** A glossary of key terms is available beginning on page 15 and on the survey Web site.

Complete the survey, and enter to win an Amazon Kindle

To participate in the 2008 study, please go to <http://www.plinternetsurvey.org> and follow the “Complete Survey” button. You will need to enter your library’s survey ID number (located on the back of the survey form). The survey ID number has a total of two letters followed by four numbers, and is your FSCS library number as assigned by the state library. If you cannot remember and/or locate your library’s survey ID number, the survey Web site provides a link to locate your library ID by state and city. If you prefer, you may complete this print version of the survey and mail/fax your responses back (the contact information is located at the end of the survey).

The survey is not timed. You may complete part of it, save your answers, and return to it at a later time. You may also answer part of the survey and have other members of your library staff answer other parts, if appropriate. Please be sure to complete the survey by **November 7, 2008**. Once completed, you will be able to print or save the answers you provided and keep a copy for your own records.

If you have any questions or issues regarding the survey, please call (850) 645-2197 or e-mail support@plinternetsurvey.org.

A. LIBRARY BRANCH LEVEL QUESTIONS

A.1: Availability, Connectivity & Access

1a. How many **total average hours per typical week** is THIS LIBRARY BRANCH **open to the public**?
(ENTER THE APPROPRIATE NUMBER IN THE BLANK ROUNDING TO THE NEAREST HOUR)

<input type="radio"/>	Library branch is permanently closed (thank you, please return survey)
<input type="radio"/>	Library branch is temporarily closed (thank you, please return survey)
<input type="radio"/>	Library branch is open _____ average hours/week (e.g., 30, 35) [please go to question 1b]

1b. In the current fiscal year, the **total average hours per typical week** that THIS LIBRARY BRANCH is **open to the public has**: (MARK ONE ● ONLY AND ENTER THE APPROPRIATE NUMBER IN THE BLANK)

<input type="radio"/>	Increased since last fiscal year	_____ # hours increased (round to nearest hour)
<input type="radio"/>	Decreased since last fiscal year	_____ # hours decreased (round to nearest hour)
<input type="radio"/>	Stayed the same as last fiscal year	

2. Does THIS LIBRARY BRANCH offer **public Internet access**? (MARK ONE ● ONLY)

<input type="radio"/>	No (thank you, please return the survey)
<input type="radio"/>	Yes (please go to question 3)

3. **During a typical day**, does THIS LIBRARY BRANCH **have people waiting to use its public Internet workstations**? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, there are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day (i.e., there are always patrons waiting to use them)
<input type="radio"/>	Yes, there are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day (e.g., during the morning, during lunch time, or evenings)
<input type="radio"/>	No, there are always sufficient public Internet workstations available for patrons who wish to use them during a typical day

4a. Does THIS LIBRARY BRANCH currently have **time limits for patron use** of public Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	No (please go to question 5a)
<input type="radio"/>	Yes, there are time limits for the public Internet workstations (please complete questions 4b and 4c)
<input type="radio"/>	Don't know (please go to question 5a)

4b. If THIS LIBRARY BRANCH'S **public Internet workstations have time limits**, please indicate the **period of time per session** for which a patron may reserve a public Internet workstation:

Internet Session Time Limits (MARK ONE ● ONLY)		Total Internet Session Per Day (MARK ONE ● ONLY)	
<input type="radio"/>	Up to 30 minutes per session	<input type="radio"/>	One session per day
<input type="radio"/>	31-60 minutes per session	<input type="radio"/>	Two sessions per day
<input type="radio"/>	Greater than 60 minutes per session	<input type="radio"/>	Unlimited, but patrons must sign up for each session separately
<input type="radio"/>	Unlimited, as long as no one is waiting	<input type="radio"/>	Unlimited, as long as no one is waiting
<input type="radio"/>	Other (Please specify):	<input type="radio"/>	Other (Please specify):

4c. Please describe **how THIS LIBRARY BRANCH manages** patron public Internet workstation time limits: (MARK ONE ● ONLY)

<input type="radio"/>	Computer reservation and time management software, which can be accessed remotely (e.g., via the Web or other means from outside the library) and in the library
<input type="radio"/>	Computer reservation and time management software – which can only be accessed in the library
<input type="radio"/>	Manual registration of users managed by staff
<input type="radio"/>	“Honor system” (i.e., rely on patrons to end their session voluntarily when the time is expired)
<input type="radio"/>	Other (please specify):

5a. Please indicate **the number and age of the PUBLIC Internet workstations/laptops** available at THIS LIBRARY BRANCH (include in the count library-provided laptops and multi-purpose workstations that allow access to the Internet. Exclude staff workstations and those that only access the library's Web-based Online Public Access Catalogs). **Even if you cannot estimate the ages of the workstations, please provide the total number of workstations.** (ENTER THE APPROPRIATE NUMBERS IN THE BLANKS)

Number of Public Internet Workstations/Laptops	Average Public Internet Workstation/Laptop Age (please determine age as of September 1, 2008)
_____ TOTAL public Internet workstations/laptops	_____ public Internet workstations/laptops less than 1 year old
	_____ public Internet workstations/laptops 1 year old
	_____ public Internet workstations/laptops 2 years old
	_____ public Internet workstations/laptops 3 years old
	_____ public Internet workstations/laptops 4 years old
	_____ public Internet workstations/laptops 5 years or older

5b. Please identify THIS LIBRARY BRANCH'S **public Internet workstation/laptop replacement schedule:**
(MARK ONE ● ONLY)

<input type="radio"/>	The library does not have a public Internet workstation replacement schedule (please go to question 5e)
<input type="radio"/>	The library's approximate public Internet workstation replacement schedule is (please go to question 5c): <ul style="list-style-type: none"> <input type="radio"/> Every year <input type="radio"/> Every 2 years <input type="radio"/> Every 3 years <input type="radio"/> Every 4 years <input type="radio"/> Every 5 years <input type="radio"/> Other (Please specify):
<input type="radio"/>	Don't know (please go to question 5e)

5c. Please identify THIS LIBRARY BRANCH'S public Internet workstation/laptop replacement approach:
(MARK ONE ● ONLY)

<input type="radio"/>	Staggered – the library replaces some workstations each year to replace all over the specified replacement schedule
<input type="radio"/>	Complete – the library replaces workstations all at one time
<input type="radio"/>	Other (please specify):

5d. Is THIS LIBRARY BRANCH able to **maintain its public access workstation/laptop replacement schedule?** (MARK ONE ● ONLY)

<input type="radio"/>	The library has no workstation replacement or addition schedule
<input type="radio"/>	No, the library will not be able to maintain its replacement or addition schedule within the next year
<input type="radio"/>	Yes, and the library plans to replace ____ workstations/laptops within the next year
<input type="radio"/>	Yes, but the library does not know how many workstations/laptops it will replace within the next year at this time

5e. Does THIS LIBRARY BRANCH **plan to add to the total number of** public Internet workstations or laptops in the coming year? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, the library branch plans to add ____ workstations/laptops within the next year
<input type="radio"/>	Yes, but the library branch does not know how many workstations/laptops will be added within the next year
<input type="radio"/>	No, the library does not plan to add workstations/laptops within the next year
<input type="radio"/>	Other (please specify):

5f. Please identify **the most important factors** that affect THIS LIBRARY BRANCH'S ability or plans to **add or replace more public Internet workstations**.

Factors Affecting Adding Workstations/Laptops (MARK UP TO ● THREE)		Factors Affecting Replacing Workstations/Laptops (MARK THE MOST IMPORTANT ONE ● ONLY)	
<input type="radio"/>	Availability of space	<input type="radio"/>	Cost factors
<input type="radio"/>	Cost factors	<input type="radio"/>	Maintenance, upgrade, and general upkeep
<input type="radio"/>	Maintenance, upgrade, and general upkeep	<input type="radio"/>	Availability of technical or other staff to install, maintain, and update the public access computers
<input type="radio"/>	Availability of public service staff to manage the use of the public access computers and users	<input type="radio"/>	Other (please specify):
<input type="radio"/>	Availability of technical staff to install, maintain, and update the public access computers		
<input type="radio"/>	Availability of bandwidth to support additional workstations		
<input type="radio"/>	Availability of electrical outlets, cabling, or other infrastructure		
<input type="radio"/>	Other (please specify):		

6. When a **public access computer** at THIS LIBRARY BRANCH **goes out of service** for any reason other than a computer requiring rebooting, on average how long does it take to get it back into service? (MARK ONE ● ONLY)

<input type="radio"/>	Less than one day
<input type="radio"/>	One day
<input type="radio"/>	Two days
<input type="radio"/>	More than two days
<input type="radio"/>	Don't know
<input type="radio"/>	Other (please specify):

7. Please indicate who provides **information technology (IT) support** (e.g., troubleshooting workstation problems, contracting for Internet connectivity, managing the library Web page) for THIS LIBRARY BRANCH. Please also **estimate the number of Full-time Equivalent (FTE) staff** providing IT support: (MARK ALL ● THAT APPLY)

Source of IT Support		Full-time Equivalents (FTEs) Note 1: report in increments of .25, e.g., .25, .5, 1.25 FTEs Note 2: Approximate as best as possible for non-IT staff (e.g., public service staff) that perform multiple duties	Don't Know (if you cannot identify the number of FTEs, indicate Don't Know)
<input type="radio"/>	Building-based staff (not IT specialist) Please identify who the staff person(s) is (MARK ALL ● THAT APPLY): <input type="radio"/> Public service staff <input type="radio"/> Library director <input type="radio"/> Other (please specify):	_____ FTEs	<input type="radio"/>
<input type="radio"/>	Building-based IT staff (IT specialist)	_____ FTEs	<input type="radio"/>
<input type="radio"/>	System-level IT staff	_____ FTEs	<input type="radio"/>
<input type="radio"/>	Library consortia or other library organization (please identify):	_____ FTEs	<input type="radio"/>
<input type="radio"/>	County/City IT staff	_____ FTEs	<input type="radio"/>
<input type="radio"/>	State telecommunications network staff	_____ FTEs	<input type="radio"/>
<input type="radio"/>	State library IT staff	_____ FTEs	<input type="radio"/>
<input type="radio"/>	Outside vendor/contractor	_____ FTEs	<input type="radio"/>
<input type="radio"/>	Volunteer(s)	_____ FTEs	<input type="radio"/>
<input type="radio"/>	Other (please specify):	_____ FTEs	<input type="radio"/>

8a. Please indicate the **type AND maximum speed** of THIS LIBRARY BRANCH'S **PUBLIC Internet service connection**. (MARK APPROPRIATELY ● IN EACH COLUMN)

Type of Connection (MARK ALL ● THAT APPLY)		Maximum Speed of Connection (MARK ONE ● ONLY)	
<input type="radio"/>	DSL (Digital Subscriber Line)	<input type="radio"/>	Less than 256Kbps (kilobits/second)
<input type="radio"/>	Cable	<input type="radio"/>	257Kbps – 768Kbps
<input type="radio"/>	Leased Line	<input type="radio"/>	769Kbps – 1.4Mbps (megabits/second)
<input type="radio"/>	Municipal Networks	<input type="radio"/>	1.5Mbps
<input type="radio"/>	State network	<input type="radio"/>	1.6Mbps – 3.0Mbps
<input type="radio"/>	Satellite	<input type="radio"/>	3.1Mbps – 6.0Mbps
<input type="radio"/>	Fiber	<input type="radio"/>	6.1Mbps – 10Mbps
<input type="radio"/>	Wireless (i.e., municipal wireless)	<input type="radio"/>	Greater than 10 Mbps
<input type="radio"/>	Other (please specify):	<input type="radio"/>	Don't know (If you do not know your library's connection speed, please contact an individual or group who may know before checking "Don't know")
<input type="radio"/>	Don't know (If you do not know your library's connection type, please contact an individual or group who may know before checking "Don't know")		

8b. Given the **observed uses** of THIS LIBRARY BRANCH'S **public Internet access services by patrons**, does the library branch's **public Internet service connection speed meet patron needs**? (MARK ONE ● ONLY)

<input type="radio"/>	The connection speed is insufficient to meet patron needs
<input type="radio"/>	The connection speed is sufficient to meet patron needs at some times
<input type="radio"/>	The connection speed is sufficient to meet patron needs at all times
<input type="radio"/>	Don't know

8c. If desired, would THIS LIBRARY BRANCH be able **to increase the speed of its public Internet service connection** at this time? (MARK ONE ● ONLY)

<input type="radio"/>	No, this is the maximum speed available to the library branch
<input type="radio"/>	No, there is no interest in increasing the speed of the library's public access Internet connection
<input type="radio"/>	Yes, but we cannot afford the cost of increasing the branch's bandwidth
<input type="radio"/>	Yes, and we have plans to increase the bandwidth within the next year
<input type="radio"/>	Yes, but we have no plans to increase the bandwidth within the next year
<input type="radio"/>	Yes, but we do not have the technical knowledge to increase the bandwidth in the library
<input type="radio"/>	Other (please specify):

9a. Is **wireless (wi-fi) Internet access available** (e.g., with patron laptops, PDAs, or other wireless devices) within THIS LIBRARY BRANCH? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, wireless access is currently available for public use within the library branch
<input type="radio"/>	No, wireless access is not currently available for public use within the library branch, but there are plans to make it available to the public within the next year (please go to question 10)
<input type="radio"/>	No, wireless access is not currently available for public use within the library branch, and there are no plans to make it available to the public within the next year (please go to question 10)

9b. If applicable, does the **library branch's wireless connection share the same bandwidth/connection** as the library's public Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, both the wireless connection and public access workstations share the same bandwidth/connection with no bandwidth management techniques to manage data transmission
<input type="radio"/>	Yes, both the wireless connection and public access workstations share the same bandwidth/connection, but with bandwidth management techniques to manage data transmission
<input type="radio"/>	No, the public wireless connection is separate from the public access workstation bandwidth/connection
<input type="radio"/>	Don't know (If you do not know if the connection is shared, please contact an individual or group who may know before checking "Don't know")

A.2: Service Provision & Impact of Computer and Internet Access

10. Please identify **the public Internet services** that are the most critical to the **role of THIS LIBRARY BRANCH in its local community?** (MARK ● UP TO FIVE)

<input type="radio"/>	Provide education resources and databases for K-12 students
<input type="radio"/>	Provide education resources and databases for students in higher education
<input type="radio"/>	Provide education resources and databases for home schooling
<input type="radio"/>	Provide education resources and databases for adult/continuing education students
<input type="radio"/>	Provide information for economic development (e.g., start a business, seek business opportunities)
<input type="radio"/>	Provide information for college applicants
<input type="radio"/>	Provide information about the library's community
<input type="radio"/>	Provide information or databases regarding investments
<input type="radio"/>	Provide access to government information and services, like tax forms, Medicare information or paying traffic tickets
<input type="radio"/>	Provide computer and Internet skills training
<input type="radio"/>	Provide services for job seekers
<input type="radio"/>	Provide services to immigrant populations
<input type="radio"/>	Other (please specify):

11a. Does THIS LIBRARY BRANCH **offer formal or informal information technology training classes** to its patrons? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, the library offers formal information technology training classes directly to its patrons (please go to question 11b)
<input type="radio"/>	No, the library does not offer formal technology training classes directly to its patrons, but does offer informal point-of-use assistance (e.g., one-on-one help with web browsing, using library databases, etc.) (please go to question 12)
<input type="radio"/>	No, the library does not offer formal technology training classes directly to its patrons, but does provide access to online training material (e.g., web-based tutorials, web-based presentations, online technology services such as ElementK, etc.) (please go to question 12)
<input type="radio"/>	No, the library does not offer any technology training (please go to question 12)

11b. Please identify the **formal technology-based training classes** THIS LIBRARY BRANCH has **offered to its patrons** in the last year: (MARK ALL ● THAT APPLY)

<input type="radio"/>	General computer skills (e.g., how to use a mouse and keyboard, printing)
<input type="radio"/>	General computer software use (e.g., word processing, spreadsheets, presentation)
<input type="radio"/>	General Internet use (e.g., set up e-mail, Web browsing)
<input type="radio"/>	General online/Web searching (e.g., using Google, Yahoo or others to locate information)
<input type="radio"/>	Using the library's Online Public Access Catalog (OPAC)
<input type="radio"/>	Using online databases (e.g., using commercial databases to search and find content)
<input type="radio"/>	Safe online practices (e.g., not divulging personal information)
<input type="radio"/>	Accessing online government information (e.g., Medicare, taxes, how to complete forms)
<input type="radio"/>	Accessing online job-seeking and career-related information
<input type="radio"/>	Accessing online medical information (e.g., health literacy)
<input type="radio"/>	Accessing online investment information
<input type="radio"/>	Digital photography, software and online applications (e.g., Photoshop, Flickr)
<input type="radio"/>	Web 2.0 (e.g., blogging, RSS)
<input type="radio"/>	Other (please specify):

12a. Please identify the **services that the library makes available to users** either in THIS LIBRARY BRANCH or remotely (i.e., Web site). Include services that the library may not provide or pay for directly (i.e., statewide databases, digital reference). If the library branch does not offer the service or offers limited access, please also answer question 12b: (MARK ● ALL THAT APPLY)

Resources	Offers Service	Does Not Offer Service	Provides Limited Access*
Digital reference/Virtual reference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensed databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online instructional courses/tutorials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homework Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio content (e.g., music, audio books, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video content (e.g., streaming video, video clips, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digitized special collections (e.g., letters, postcards, documents, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services			
Allow patrons to access and store content on USB or other portable drives (e.g., iPods, MP3, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow patrons to connect digital cameras and manipulate content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow patrons to burn compact discs/DVDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide access to recreational gaming consoles, software, or Web sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Limited access might include limited to certain computers, certain times of day, or other restrictions

12b. If the library branch **does not provide access, or provides limited access**, to services in question 12a, please **indicate the factors that prevent** the library branch from doing so: (MARK ● ALL THAT APPLY)

<input type="radio"/>	Computer hardware/software on public Internet workstations will not support service(s)
<input type="radio"/>	Public access Internet connectivity speeds will not support service(s)
<input type="radio"/>	Library policy restricts offering or access to service(s)
<input type="radio"/>	Library cannot afford to purchase and/or support service(s)

13. Is THIS LIBRARY BRANCH the only **free of charge public computer and Internet access venue** in the library's service area? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, the library is the only place in the community that provides free public computer and Internet access services
<input type="radio"/>	No, there are other places in the community that provide free public computer and Internet access services (i.e., community technology centers)
<input type="radio"/>	Don't Know
<input type="radio"/>	Other (please specify):

14. Please indicate the **e-government roles and services** THIS LIBRARY BRANCH **provides to its patrons on a regular basis**: (MARK ● ALL THAT APPLY)

<input type="radio"/>	Library staff provide assistance to patrons applying for or accessing e-government services (e.g., completing Medicare Part D forms; applying for licenses; accessing tax forms)
<input type="radio"/>	Library staff provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs, and services (e.g., assistance navigating the Web site, helping users understand the programs)
<input type="radio"/>	Library staff provide immigrants with assistance in locating immigration information, using government immigration related Web sites, filing immigration or visa forms, and/or other immigration related services and information
<input type="radio"/>	The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms
<input type="radio"/>	The library is partnering with government agencies, non-profit organizations, and others to provide e-government services
<input type="radio"/>	The library has at least one staff member who has significant knowledge and skills in the provision of e-government services
<input type="radio"/>	The library does not provide e-government services to its patrons
<input type="radio"/>	Other (please specify):

B. LIBRARY SYSTEM LEVEL QUESTIONS – FUNDING PUBLIC ACCESS

15a. Did the library apply for E-rate discounts during the July 1, 2008, E-rate funding year? (MARK ONE ● ONLY)

<input type="radio"/>	Yes (If yes, please go to question 15c)
<input type="radio"/>	Yes, another organization applied on the library’s behalf (If yes, please go to question 15c)
<input type="radio"/>	No (If no, skip to question 15b)
<input type="radio"/>	Unsure (If unsure, skip to question 16)

15b. If this library **did not apply for E-rate discounts in 2008**, it was because: (MARK ● ALL THAT APPLY)

<input type="radio"/>	The E-rate application process is too complicated
<input type="radio"/>	The library staff did not feel that the library would qualify
<input type="radio"/>	Our total E-rate discount is fairly low and not worth the time needed to participate in the program
<input type="radio"/>	The library receives E-rate discounts as part of a consortium, so therefore does not apply individually
<input type="radio"/>	The library was denied funding in the past and thus is discouraged from applying in subsequent years
<input type="radio"/>	The library did not apply because of the need to comply with CIPA’s (Children’s Internet Protection Act) filtering requirements
<input type="radio"/>	The library has applied for E-rate in the past, but no longer finds it necessary
<input type="radio"/>	Other (please specify):

15c. If this library is, or will be, **receiving E-rate discounts during the July 1, 2008, E-rate funding year**, please indicate for which services the library receives E-rate funds: (MARK ● ALL THAT APPLY)

<input type="radio"/>	Internet connectivity
<input type="radio"/>	Telecommunications service
<input type="radio"/>	Internal connection costs

16. Does the library **currently receive, or anticipate receiving in the next two years**, any of the following funding sources **to operate the library**? (MARK ● ALL THAT APPLY)

	FY2008	FY2009
Local/county	<input type="radio"/>	<input type="radio"/>
State (including state aid to public libraries or state-supported tax programs)	<input type="radio"/>	<input type="radio"/>
Federal (including LSTA and E-rate discounts)	<input type="radio"/>	<input type="radio"/>
Fees/Fines	<input type="radio"/>	<input type="radio"/>
Donations/local fund raising	<input type="radio"/>	<input type="radio"/>
Government grants (local, state, or national level)	<input type="radio"/>	<input type="radio"/>
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	<input type="radio"/>	<input type="radio"/>

2008 National Survey of Public Library Funding & Technology Access

17a. For the **fiscal years 2008 and 2009**, please mark whether the total library operating budget remained (and is anticipated to remain) the same, increased or decreased and in what amount (MARK ONE ● ONLY FOR EACH FISCAL YEAR)

	Increased	Decreased	Stayed the Same
Fiscal Year 2008 Operating Budget (current fiscal year)	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> More than 6%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> More than 6%	<input type="radio"/>
Fiscal Year 2009 Operating Budget (next fiscal year)	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> More than 6%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> More than 6%	<input type="radio"/>

17b. Please indicate whether your library is **able to report the following detail on its expenditures**. Please **MARK only those boxes** for which expenditure data are reportable. An unmarked box indicates a **NO** response (e.g., the library **cannot report** this expenditure detail). For those figures that you are able to report, please insert the corresponding dollar amounts in Question 18.

NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Salaries (including benefits)	Collections	Other Expenditures (including contractual services, hardware, software, peripherals)
Source of Funding			
Local/county	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State (including state aid to public libraries, or state-supported tax programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fees/fines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Donations/local fund raising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government grants (local, state or national level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. For those items identified in Question 17, please indicate in **whole dollars your library's total operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal years 2008 and 2009**.

NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Fiscal Year 2008 Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures (including contractual services)
Source of Funding			
Local/county	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$
Federal	\$	\$	\$
Fees/fines	\$	\$	\$
Donations/local fund raising	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$
TOTAL (all sources)	\$	\$	\$

	Fiscal Year 2009 Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures (including contractual services)
Source of Funding			
Local/county	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$
Federal	\$	\$	\$
Fees/fines	\$	\$	\$
Donations/local fund raising	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$
TOTAL (all sources)	\$	\$	\$

19a. Did your library receive financial support for its **technology expenditures** from outside entities on behalf of the library during the current fiscal year (FY2008)? “On behalf of” support includes services paid directly by another government office or another entity **for** the library (e.g., IT technicians, equipment purchases, etc.). Technology expenditures include staff salaries, any outside vendors providing IT services or support, hardware/software, and telecommunications costs. (MARK ONE ● ONLY)

<input type="radio"/>	The library pays directly for all of its technology costs (please go to question 20)
<input type="radio"/>	The library pays directly for some of its technology costs (please go to question 19c)
<input type="radio"/>	The library does not pay directly for any of its technology costs (e.g., all IT staff, hardware and telecommunications costs are paid for by the city or county (please go to question 19c)

19b. If desired, please provide any additional detail regarding the technology expenditures for your library:

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19c. If **all or some** library technology expenses are **paid by another government office or another organization in FY2008** on behalf of the library, please indicate what office or organization provides this support and for which services. An office or organization may provide direct support for more than one technology expense. “On behalf of” means the outside agency or organization pays directly for the support and no funding passes through the library operating budget. (MARK ● ALL THAT APPLY)

Agency or Organization	Salaries	Outside Vendors	Hardware/ Software	Telecommunications
Local government (e.g., municipal IT department)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional library network, cooperative or consortia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State government (including the state library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private funder (e.g., endowment, board/trustees)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Does the library expect its **total technology expenditures** for the current and next fiscal years (FY2009 and FY2010) to increase, decrease or remain the same? If increasing or decreasing, please mark the anticipated amount of change.

	Increased	Decreased	Stayed the Same
Fiscal Year 2009 Technology Budget (current fiscal year)	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> More than 6%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> More than 6%	<input type="radio"/>
Fiscal Year 2010 Technology Budget (next fiscal year)	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> More than 6%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> More than 6%	<input type="radio"/>

21. Please indicate in **whole dollars your library's total technology-related operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal year 2009**. **To the extent possible please EXCLUDE expenditures for staff hardware/software.** NOTE: *Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.*

	Fiscal Year 2009 Technology Expense Category			
	Salaries (including benefits)	Outside Vendors	Computer Hardware/ Computer Software	Telecommunications
Source of Funding				
Local/county	\$	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$	\$
Federal	\$	\$	\$	\$
Fees/fines	\$	\$	\$	\$
Donations/local fund raising	\$	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$	\$
TOTAL (all sources)	\$	\$	\$	\$

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

CIPA (Children’s Internet Protection Act)	A Federal law requiring the use of filters on public Internet workstations when the library receives either LSTA or E-rate (see below) funds.
Collections	The library collection consists of all documents provided by a library for its users. Collections comprise documents held locally and remote resources for which permanent or temporary access rights have been acquired. Notes: Access rights may be acquired by the library itself, by a consortium and/or through external funding.
Computer hardware	The physical components that make up a computer.
Computer software	The programs that are run on a computer.
Digital Reference/Virtual Reference	The provision of interactive reference services for patrons via email, chat, or other electronic means.
E-books	Digital documents, licensed or not, where searchable text is prevalent, and which can be seen as analogous to a printed text. (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)
E-government	The use of technology, predominantly the Internet, as a means to deliver government services to citizens, businesses, and other entities.
E-rate Funds	Funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access.
Federal Government Revenue	This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the state.
Fiscal Year	A financial 12-month period as reckoned for reporting, accounting, and/or taxation purposes (i.e., the date range that a library uses in reporting to local government agencies).
Formal Technology Training Classes	Technology training classes offered or sponsored by the with a set curriculum and course instructor. The class may occur in the library or in another facility, and the instructor may or may not be a member of the library staff.
Funding Sources	<p>Local/county government - Includes all tax and non-tax receipts designated by the community, district, or region and available for expenditure by the library. The value of any contributed or in-kind services or the value of any gifts and donations are excluded.</p> <p>State - All funds distributed to the library by State government for expenditure by the library, except for federal money distributed by the State. This includes funds from such sources as penal fines, license fees, and mineral rights.</p> <p>Federal - All federal government funds distributed to the library for expenditure by the library, including federal money distributed by the State.</p>
Gaming	See “Recreational Gaming”
Hours Open in a Typical Week	If a library is open from 9 a.m. to 5 p.m., Monday through Friday, it should report 40 hours per week. Should the library also be open one evening from 7:00PM to 9:00PM, the total hours during which users can find service becomes 42.
Information Technology Budget	Funds allocated specifically for the costs associated with information technology.
Information Technology Training	Formal or informal training sessions that cover specific topics (e.g., Web browser basics, Internet searching, basic computing skills).
Kbps	Kilobits per second.
Library Branch	A library facility. In the case of some public libraries, there is only one facility. Other public libraries have several facilities, which are sometimes referred to as branches of a library system. A branch has at least all of the following: 1. Separate quarters; 2. An organized collection of library materials; 3. Paid staff; and 4. Regularly scheduled hours for being open to the public.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Library System	Any independent library, or a group of libraries, under a single director or a single administration. Note 1: The term "independent" does not imply legal or financial independence but only that the library is a recognizably separate unit, typically within a larger organization. Note 2: Typically the administrative unit is an organization containing a central/main library, branch libraries and administrative functions.
Library Services and Technology Act (LSTA) State Programs Revenue	Through the Grants to States program, the Institute of Museum and Library Services provides funds to State Library Administrative Agencies (SLAAs) using a population-based formula. State libraries may use the appropriation to support statewide initiatives and services. They also may distribute the funds through subgrant competitions or cooperative agreements to public, academic, research, school, and special libraries in their state. (http://www.ims.gov/programs/programs.shtm)
Licensed Databases	Collection of electronically stored data or unit records (facts, bibliographic data, and texts) with a common user interface and software for the retrieval and manipulation of the data. Licensed databases are those typically contracted through a vendor by the library for patron access (e.g., Gale, Ebsco, ProQuest). (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)
Local Government Revenue	This includes all local government funds designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, library fines, fees, or grants. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate.
Mbps	Megabits per second.
“On behalf of”	An outside agency or organization pays directly for the support and no funding passes through the library operating budget.
Online Public Access Catalogs (OPACs)	An electronic catalog of library materials and/or services that patrons can access.
Operating Expenses	<p>Current and recurrent costs necessary for the provision of library services, such as personnel, library materials, binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of the physical facility.</p> <p>Operating expense categories include:</p> <p>Salaries/benefits - All monies paid before deductions to all library staff paid from library's budget (reporting unit's budget) for work performed. This definition INCLUDES employee fringe benefits. Professional staff are staff members doing work that requires professional education (the master's degree or its equivalent) in the theoretical and scientific aspects of librarianship; also, in some libraries, staff performing professional level tasks who, though not librarians, have equivalent education and training in related fields (e.g., archives, computer sciences, business administration, education). Also include paid support staff and paid student workers.</p> <p>Collections - All expenditures for materials purchased or leased for use by the public, such as print materials (including microforms), machine-readable materials, audio-visual materials, etc.</p> <p>Other expenditures - Operating expenditures not included in any other expenditure subcategory. (Also called Miscellaneous Expenditures).</p>

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Other Operating Expenditures	This includes all expenditures other than those reported for Total Staff Expenditures and Total Collection Expenditures. Note: Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment; and costs of computer hardware and software used to support library operations or to link to external networks, including the Internet. Report contracts for services, such as costs of operating and maintaining physical facilities, and fees paid to a consultant, auditor, architect, attorney, etc.
Outside Vendor	A service supplier (e.g., technical support, computer repair) who is not directly associated with the library.
Public Internet Workstations	Those workstations within the library outlet that provide public access to the Internet, including those that provide access to a limited set of Internet-based services such as online databases. This includes circulating laptops.
Public library single outlet system or library system headquarters	A library system may be a single main or central library, or may be the operational center of a multiple-outlet library. Usually all processing is centralized here and the principal collections are housed here.
Public library branch	A branch library is an auxiliary unit of an administrative entity which has at least all of the following: 1) Separate quarters; 2) An organized collection of library materials; 3) Paid staff; and 4) Regularly scheduled hours for being open to the public.
Recreational gaming	Recreational gaming includes consoles like Xbox, Playstation, or Wii; software like The Sims; or Web sites like Runescape. It does not refer to gambling.
State Government Revenue	These are all funds distributed to public libraries by state government for expenditure by the public libraries, except for federal money distributed by the state. This includes funds from such sources as penal fines, license fees, and mineral rights. Note: If operating revenue from consolidated taxes is the result of state legislation, the revenue should be reported under state revenue (even though the revenue may be from multiple sources).
Technology-Related Expenditures	<p>Include <i>Computer Hardware, Software, Supplies and Maintenance expenditures, and Electronic Access Expenditures</i>.</p> <p><i>Telephone lines</i> can be included as a Technology-Related Expenditure only if they are used to provide Internet access.</p> <p><i>Computer Hardware, Software, Supplies and Maintenance expenditures</i> are defined as expenditures from the library budget for computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. Includes expenditures for maintenance and for equipment used to run information service products when that expenditure can be separated from the price of the product.</p> <p><i>Electronic Access Expenditures</i> are defined as all operating expenditures from the library budget associated with access to electronic materials and services. Include computer hardware and software used to support library operations, whether purchased or leased, mainframe and microcomputer. Includes expenditures for maintenance. Includes expenditures for services provided by national, regional, and local bibliographic utilities, networks, consortia and commercial services. Includes all fees and usage costs associated with such services as OCLC FirstSearch or electronic document delivery. Excludes capital expenditures.</p>

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Telecommunications	Include in this category any expenditures related to providing Internet connectivity, including the installation, configuration, and ongoing costs related to a telecommunication circuit. This includes Internet connection types such as DSL, cable, a leased line (i.e. frame relay), and fiber optics. You should also include any network support charges related to this circuit and any costs for hardware needed to make the connection, such as routers, CSU/DSUs, or other telecommunications equipment.
Total Operating Revenue	This is the sum of Local Government Revenue, State Government Revenue, Federal Government Revenue, and the other operating revenue (e.g., fees/fines, grants, etc.).
Typical Week	A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.
Wireless Internet Access	Internet access that does not require a direct connection (typically Ethernet) for access. Most typically, wireless access adheres to the IEEE 802.11 standard for interoperability and compatibility.
Workstation	A computer and related components (including a monitor, keyboard, hard drive, and software) that are capable of displaying graphical images, pictorial representations, and/or other multi-media formats.

THANK YOU FOR YOUR PARTICIPATION!

For questions concerning the survey, please contact:

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