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PUBLIC LIBRARIES AND THE INTERNET 2009:
STUDY RESULTS AND FINDINGS

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The study team would like to recognize the significant efforts of the state librarians, the state data coordinators, and other state library agency staff members. As with all of the studies conducted since 1994, the amount of time, energy, and support that the state library community invested in this study contributed directly to the survey's high response rate – we cannot thank them enough for all of their efforts.

We also extend a debt of gratitude to all the public librarians who completed the survey. We realize that it takes a great deal of time, effort, and commitment to participate in the survey. Without your interest and your participation, we simply would not have any data. Without data, this study would have no ability to affect policy, practice, and engagement in networked services by public libraries. The time you take to provide the data in this report offers valuable information for national, state, and local policymakers, library advocates, researchers, practitioners, government and private funding organizations, and others to understand the impact, issues, and needs of libraries providing public access computing. The data also provide public librarians with the opportunity to advocate for the communities that they serve.

We are also in debt to the study's Advisory Committee. These individuals assisted us in a number of key study areas including issue identification, question development, survey pretesting, and providing perspectives on study findings. Our thanks to Stacey Aldrich (California State Library), Nancy Ashmore (Prarie du Chien Public Library), Robert Bocher (Wisconsin Department of Public Instruction, Division for Libraries), Linda Crowe (Peninsula Library System), John D. Hales (Northeast Florida Library Information Network), Christopher Jowaisas (Texas State Library), Sarah Ann Long (North Suburban Library System), Charlie Parker (Tampa Bay Library Consortium), Rivkah K. Sass (Omaha Public Library), and Steve Wiberley (University of Illinois-Chicago).

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EXECUTIVE SUMMARY

The national survey identified a number of issues related to the current state of public access computing and Internet services provided by public libraries to the communities they serve. The following presents selected key findings from the survey and their implications. The discussion is not exhaustive. Rather, it highlights a range of findings and implications that the survey identified. This report serves as a companion to the *Libraries Connect Communities* book series published by the American Library Association.[1] This report includes additional national survey data tables as well as detailed state data tables not available in the *Libraries Connect Communities* book. This report also contains additional detail regarding the survey methodology and approach not included in the ALA book. The complete set of data tables and findings from previous surveys are available at http://www.ii.fsu.edu/plinternet/ and http://www.liicenter.org/plinternet/.

Public Access Connectivity and Infrastructure

Public libraries offer a range of public access computing and Internet access services at no charge to users. As community-based public access venues, libraries employ a range of strategies to maintain, upgrade and make available public access resources and services. The findings indicate that, though public libraries provide substantial public access services and resources across a range of areas, they continue to be challenged in their ability to do so successfully — particularly in their ability to maintain, enhance and grow public access technology services. Indeed, the findings suggest that even as public libraries add more capacity such as increased broadband and wireless (Wi-Fi), such enhancements still fall short of meeting growing demand and needs. Moreover, in the case of public access workstations, public libraries have scaled back to the average numbers of workstations reported in the 2006-2007 survey, although reasons for this are unclear.

Libraries as Community Access Computing and Internet Access Points

Public libraries continue to provide important public access computing environments and Internet access in their communities:

- More than 98 percent of public library outlets offer public Internet access (Figure 5), nearly identical to the percentage found in the 2007-2008 survey (98.9 percent).
- More than 71 percent of library outlets report that they are the only provider of free public computer and Internet access in their communities (Figure 6), a number consistent with and within the margin of error of the number reported in 2007-2008 (72.5 percent).
- Overall, public library outlets report an average of 11.0 public access workstations, down from 12.0 in 2007-2008 (Figure 7), but consistent with figures reported in the 2006-2007

[1] See http://www.ala.org/ala/aboutala/offices/ors/plftas/ for information regarding the study and the book series.

survey).[2] Rural libraries offer an average of 7.6 (nearly identical to the 7.5 reported in 2007-2008) public computers; suburban libraries an average of 12.7 computers (down from 13.9 reported in 2007-2008); and urban libraries an average of 18.7 (down from 21.0 reported in 2007-2008).

- Slightly more than 76 percent of public library outlets offer wireless Internet access, up from 65.9 percent reported in 2007-2008 (Figure 20).

Infrastructure Challenges

The 2008-2009 survey asked libraries to identify issues related to their ability to maintain public access Internet and computing services. The responses offer insights into libraries' capacity and capabilities. As in the 2007-2008 survey, respondents report that they face a range of challenges with their buildings, costs and staffs. This year's survey identified additional challenges that libraries face in terms of maintaining and supporting their public access technology infrastructure (see Figures 12, 13, 15, 16, 17):

- Cost: Respondents indicate that funding workstation replacements, upgrades, bandwidth enhancements and a range of other services related to public Internet access and computing (e.g., online access to databases) are difficult and increasingly problematic (Figures 12 and 13). Importantly, the 2008-2008 survey marks the first survey in which libraries report cost as more of a factor that influenced library decisions to add workstations/laptops (77.4 percent and 75.9 percent, respectively).
- Buildings: Library buildings are increasingly 1) out of space and unable to support more workstations; 2) insufficiently wired to support more cable drops; and 3) insufficiently wired for the power requirements of desktop computers and patron-provided laptops (Figures 12 and 13).
- Staff: By and large, public libraries rely on non-technical staff to support their public access computers and Internet access. This is particularly true for rural public libraries, though urban public libraries are more likely to have access to technology staff (Figure 16). In fact, in nearly half of rural public libraries (47.2 percent) it is the library director who provides IT support, compared to 72.2 percent of urban libraries that report IT support provided by system-level IT staff.
    - A new question in the 2008-2009 survey explores the number of IT full-time equivalents (FTEs), whether true IT specialists or non-technical staff providing IT support (Figure 17). Overall, libraries have access to few IT FTEs, ranging from an average of .53 FTEs to 3.9 FTEs. It is important to note, however, that by and large, rural libraries report FTEs in the .5 to 1.8 range, with a majority of rural libraries deriving their IT support from non-technical staff (predominantly public service staff or the library director). Urban and suburban libraries, in contrast, tend to derive technical support from system-level IT staff, though public service staff do also provide IT support. Urban and suburban library technical support FTEs ranged from .78 to 6.0 and .36 to 3.9, respectively.

[2] *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007*. Chicago: American Library Association, 2007. Available: http://www.ala.org/ala/aboutala/offices/ors/plftas/plftas0607study.cfm; *Libraries Connect Communities: Public Library Funding & Technology Access Study 2007-2008*. Chicago: American Library Association, 2008. Available: http://www.ala.org/ala/aboutala/offices/ors/plftas/0708report.cfm.

- Keeping workstations in service: New to the 2008-2009 survey is a question about how long it takes to get a public access computer that has stopped working back into service (Figure 15). In general, nearly a quarter of libraries (23.9 percent to 24.6 percent) report that it takes one, two, or more than two days. In general, urban and suburban libraries have a turn-around time of two or fewer days, but nearly a third of rural libraries (31.2 percent) indicate that it can take two or more days to get a computer back into service.

Together, these data further support a trend regarding the management of public access technology resources identified in the 2007-2008 survey, while expanding our understanding of the issues that public libraries confront in maintaining their public access computing and Internet access services.

In a continuing trend reported in the 2007-2008 survey, libraries are accelerating their attempts to add more public technology services. For example, the percentage of libraries that now provide wireless access increased to 76.4 percent, up from 65.2 percent from last year (see Figure 20). Unfortunately, as Figure 21 shows, this wireless service has been simply added to the existing telecommunication connection: 74.8 percent of libraries indicate that the wireless connection shares the library's existing connection (consistent with the 74.9 percent in 2007-2008); although 24.9 percent do indicate that they are using some type of bandwidth management technique to accommodate the wireless connection.

Quality of Public Access

As with previous survey findings, public libraries continue to provide substantial public access Internet and computing services. However, what is notable about the survey's findings this year is that even with increases in bandwidth, libraries continue to report that their connection speeds do not meet their needs. Direct comparisons to previous year bandwidth reporting is not possible due to the changes in speed groupings. However, where possible, reasonable comparisons are made:

- More than 79 percent of public libraries report connection speeds greater than 769 kbps, up from 73 percent in 2007-2008 (Figure 18). Of all libraries, 44.5 percent of libraries report connection speeds greater than 1.5 Mbps, up from 25.7 percent in 2007-2008. This represents a significant increase in bandwidth.
- At the same time, 59.6 percent (up from 57.5 percent in 2007-2008) of respondents report that their connectivity speed is insufficient some or all of the time (Figure 22). Though this reported increase is within the margin of error, it is significant to note that essentially the same percentage of libraries report inadequate bandwidth for their public access patrons even with the reported increases in bandwidth.
- Nearly 23 percent of libraries report that though they have an interest in increasing their current Internet speed, they cannot afford to do so (Figure 23).
- Slightly more than 81 percent of libraries report that they have insufficient availability of workstations some or all of the time, about the same (82.5 percent) as reported last year (Figure 9).
- Nearly 75 percent of public libraries report that their wireless connections share the same bandwidth as their public desktop computers, though 24.9 percent indicate that they use

bandwidth management techniques. This is nearly identical (74.9 percent) to libraries that reported a shared connection in 2007-2008 (Figure 21).

- Consistent with 2007-2008 findings, over 90 percent (94.1 percent) of libraries have time limits on the use of their public access workstations (Figure 24). Of those, 22.4 percent have time limits up to 30 minutes, 45.2 percent have time limits of 31-60 minutes, and only six percent have time limits of greater than 60 minutes. Only 17 percent of libraries report that they had unlimited time limits so long as no one is waiting to use the workstations (Figure 25). As was found last year, over 40 percent (43.5 percent) of libraries manage the user sessions manually (Figure 27), imposing a burden on staff.

Together, these data point to a technology infrastructure that struggles to keep up with the demands of the networked environment — even when improvements are made to the infrastructure. Indeed, libraries continue to limit their resource availability using time limits, and by sharing bandwidth with wireless connectivity in order to accommodate more users. In doing so, libraries are adversely affecting the quality of their public access technology environment.

Extensive Range of Library Services Provided

The data from the survey show that public libraries continue to provide a range of Internet-based services. As Figure 28 shows, 35 percent of libraries offer formal technology training classes, and 52.6 percent offer informal point-of-use assistance. Of the libraries that offer formal training classes, 92.8 percent offer general Internet use training classes, 91.3 percent offer general computer skills training classes, 76.9 percent offer general online/Web searching classes, and 70.5 percent offer general software use (such as word processing, spreadsheets and presentation) training classes (Figure 29).

As Figure 37 indicates, and consistent with the 2007-2008 survey findings, public libraries provide an impressive array of services that are critical to the communities they serve. Of most importance are the education resources and databases purchased for K-12 students (78.6 percent), services for job-seekers (60.9 percent) and educational resources for adult/continuing education students (49.5 percent).

More specifically, libraries broker and provide access to a wide range of Internet services and resources (Figures 30 and 31), including:

- Licensed databases (89.6 percent, up 1.9 percent from 2007-2008, but within the margin of error).
- Homework resources (79.6 percent, down 2.7 percent, but within the margin of error).
- Audio content, such as podcasts and audiobooks (72.9 percent, up from 71.2 percent, but within the margin of error).
- Digital reference (62.4 percent, nearly identical to the 62.5 percent reported in 2007-2008).
- E-books (55.4 percent, up 3.6 percent from 51.8 percent).

As Figure 31 depicts, public libraries continue to incorporate peripheral technologies into their public technology services, allowing users to:

- Access and store content on USB storage devices (e.g., flash drives, portable drives) or other devices (81.4 percent, up from 72.0 percent in 2007-2008).
- Access to gaming consoles, software or Web sites (57.2 percent, nearly identical to the 57.7 percent reported in 2007-2008).
- Connect digital cameras and manipulate content (47.9 percent, up from 37.4 percent in 2007-2008).
- Burn CDs/DVDs (42.9 percent, up from 34.7 percent in 2007-2008).

An emerging and increasingly significant service that public libraries provide involves e-government — that is, access to, use of and instruction related to federal, state and local government information, forms and services (Figure 38). A vast majority of public libraries — 80.5 percent (up from 74.0 percent in 2007-2008) — indicate that their staff members provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs and services. Another 54.1 percent of public libraries (up from 51.9 percent in 2007-2008) report that staff provide assistance to patrons applying for or accessing e-government services, and 32.1 percent (up from 28.6 percent in 2007-2008) of libraries provide immigrants with assistance in locating immigration-related information, Web sites, and other services and resources.

The challenge for public librarians is the extent to which they can maintain and/or expand upon these Internet services while ensuring the bandwidth, infrastructure and trained staff necessary to support the services for millions of library users.

Moving Connectivity and Public Access Forward

Public libraries are struggling to prepare for the future of their public access Internet services, resources and infrastructure. Public libraries continue to face a range of challenges as they seek to enhance and/or maintain their public access technology services and resources.

Enhancing Public Access Infrastructure

Public libraries plan to add, replace, or upgrade workstations and make other enhancements to their public access computing and Internet access services in the coming year:

- Slightly less than 17 percent, up less than one percent from 2007-2008) of public library outlets plan to add more workstations within the next year, while 16.3 percent of public library outlets (down sharply from 26.1 percent) are considering doing so (Figure 10).
- Nearly 62 percent of public libraries have a workstation/laptop replacement schedule that essentially replaces hardware every three (15.9 percent), four (18.4 percent), or five (14.2 percent) years (Figure 11).
- About 9 percent plan to add wireless access within the next year; if they do so, more than 85 percent of public libraries will offer wireless access by the end of 2009 (Figure 20). Wireless access is rapidly approaching the same percentage of libraries that offer public Internet access, thus becoming a core service.

These data demonstrate that library public access technologies reside within an evolving context that requires continued upgrades, replacements and enhancements. Libraries, however, continue to adopt strategies that rely on user devices (e.g., wireless, the use of USB devices, etc.) to extend library infrastructure. While adding a level of convenience for users, this also places stress on the existing library infrastructure through shared connections for wireless and public access workstations.

Library Infrastructure Continues to Experience Stress

There are significant challenges to the improvement of libraries' public access computing environment and Internet access services:

- Nearly 60 percent (up from 57.5 percent in 2007-2008) of public library outlets indicate that their connection speeds are inadequate to meet user demands some or all of the time. This is particularly significant as overall public access library bandwidth increased substantially since 2007-2008 (Figure 18).
- Slightly more than 80 percent (up from 75.1 percent in 2007-2008) of libraries indicate that they will not be increasing their bandwidth for a range of reasons — affordability, ability, interest or availability (Figure 23). Specifically, 26 percent (up from 17.1 percent in 2007-2008) of respondents report that their current connection is the maximum speed that they can acquire, 22.9 percent (up from 21.2 percent in 2007-2008) cannot afford to increase their bandwidth, 16.8 percent (down from 19.7 percent in 2007-2008) indicated that they have no interest in increasing their bandwidth and 14.7 percent (down from 17.1 percent in 2007-2008) indicate that they could increase their bandwidth but have no plans to do so.
- Sixty-one percent (up from 56.1 percent in 2007-2008) of public library outlets have no plans to add workstations in the next year (Figure 12), largely due to cost factors (77.4 percent), space factors (75.9 percent), and the availability of electrical outlets, cabling or other infrastructure (34 percent).
- Overall, libraries have access to few IT FTEs, ranging from an average of .53 FTEs to 3.9 FTEs (Figure 17). Libraries with multiple IT staff tend to be in urban or suburban service areas.
- Rural public libraries, compared to suburban and urban libraries, face a range of challenges in a number of key areas, such the number of hours open (38.2 hours per week, compared with 49.4 for suburban and 50.3 for urban libraries), average number of workstations (7.6 as compared to 12.7 in suburban libraries and 18.7 in urban libraries), bandwidth available (31 percent of rural libraries have less than T1 speeds, compared with 16 percent of suburban and 7.1 percent of urban libraries), and the availability of formal training classes (24.1 percent), compared to 42.1 percent of suburban and 52.5 percent of urban libraries (Figures 2, 7, 18, and 28).
- Libraries that do not offer technology services or offer limited Internet services (e.g., databases, e-books) also indicate that they cannot afford to purchase and/or support the services (58.9 percent, down from 63.6 percent in 2007-2008), library computer hardware/software will not support the services (55.4 percent, up from 46.3 percent in 2007-2008), or library policy restricts the provision of the service(s) (33.2 percent, down from 42.8 percent) (Figure 36).

Public libraries continue to report that they are unable to meet patron demands for services due to inadequate technology infrastructure, costs associated with operating and maintaining that infrastructure, and bandwidth quality/availability issues — all the while trying to enhance their services.

What is unclear is how libraries will maintain their levels of public access computer and Internet access services, much less extend and augment them given the current economic downturn. The American Recovery and Reinvestment Act of 2009 (ARRA) does include $7.2 billion for broadband investments in rural and underserved communities, and $200 million for public computer centers, including libraries. The extent to which public libraries will apply for and gain access to these broadband stimulus dollars is unclear due to the nature of the rules governing the funding as well as the requirements of the programs.

INTRODUCTION

This section of the report to the American Library Association (ALA) presents national and state data from the survey portion of the 2008-2009 *Public Library Funding & Technology Access Study*. The 2008-2009 survey (see Appendix A) also provides longitudinal data from the 2006-2007 and 2007-2008 surveys, continuing the research of previous surveys conducted by John Carlo Bertot and Charles R. McClure, with others, since 1994.[3] The 2008-2009 survey also explored new areas of library network-based services, e-government roles of public libraries, and issues associated with maintaining, upgrading and replacing a range of public access technologies.

The data collected by this annual survey provide national and state policymakers, library advocates, practitioners, researchers, government and private funding organizations, and a range of other stakeholders, with a better understanding of the issues and needs of libraries associated with providing Internet-based services and resources. The data also can help public librarians better plan for and deliver Internet-based services and resources to their users and advocate for public library public access technology roles, needs and services to the communities they serve.

The 2008-2009 survey is part of the larger Public Library Funding & Technology Access Study, funded by the American Library Association (ALA) and the Bill & Melinda Gates Foundation to gain a better understanding of public library technology access and funding. The study presents national and state data gathered through three integrated approaches: a national survey that collected information about public library Internet connectivity, use, services, funding and sustainability issues; a questionnaire sent to the Chief Officers of State Library Agencies (COSLA); and focus groups and site visits held in two states: Indiana and Wisconsin. The 2008-2009 national survey's primary focus is to obtain comprehensive data related to these topics and explore the issues that public libraries encounter when planning for, implementing and operating their public access technology components (e.g., workstations, bandwidth, services and resources).

Survey Objectives

The main objectives for this survey are to provide data that inform policy makers, researchers, practitioners and others about the extent to which public libraries:

- Serve as a high quality public Internet access venue within the libraries' communities for content, resources, services and technology infrastructure (e.g., workstations and bandwidth).
- Offer, sustain and plan for public access Internet services and resources that meet community public access needs.
- Install, maintain and upgrade the technology infrastructure required to provide public access Internet services and resources.

[3] Information about the reports from the 1994-2007 studies is available at: http://www.ii.fsu.edu/plinternet. Additional study information is also available at http://www.liicenter.org/plinternet.

- Serve as community-based technology and Internet-enabled resource/service training centers.
- Identify issues that public libraries encounter in maintaining and enhancing their public access technology infrastructure and services.
- Serve as providers of and access points to e-government services.
- Fund their information technology investments.

The findings detailed in this report address these objectives as well as other related topics and issues.

METHODOLOGY

The 2008-2009 survey resides within a larger public library study regarding public access technology use and funding as well as a particular public access technology grant by the Bill & Melinda Gates Foundation to selected states and libraries. In this context, the survey employed a multi-approached sampling strategy to meet the following objectives:

- Provide outlet (branch)-level national data regarding public library Internet connectivity and use.
- Provide outlet-level state data (including the District of Columbia) regarding public library Internet connectivity and use.
- Provide system (administrative)-level data (including the District of Columbia) regarding E-rate use and library operating and technology funding and expenditures.
- Include assessment questions for selected public libraries recipients of the Bill & Melinda Gates Foundation's Opportunity Online hardware grants.

The survey has the additional objectives of obtaining data to conduct analysis using the variables of metropolitan status[4] (urban, suburban or rural) and poverty level[5] (less than 20 percent [low], 20 percent-40 percent [medium], and greater than 40 percent [high]).

[4] Metropolitan status was determined using the official designations employed by the Census Bureau, the Office of Management and Budget, and other government agencies. These designations are used in the study because they are the official definition employed by the Institute of Museum and Library Services (IMLS), which allows for the mapping of public library outlets in the study.

[5] In previous studies, the authors have used the less than 20 percent, 20 percent-40 percent, and greater than 40 percent poverty breakdowns. Though previous studies by the authors have employed these percentages, the data from this study can be analyzed at different levels of granularity if desired. The poverty of the population a library outlet serves is calculated using a combination of geocoded library facilities and census data. More information on this technique is available through the authors as well as by reviewing the 1998 and 2000 public library Internet studies:
Bertot, J. C., and McClure, C. R. (2000). *Public Libraries and the Internet 2000: Summary Findings and Data Tables*. Washington, D.C.: National Commission on Libraries and Information Science. Available at: http://www.liicenter.org/Reports/2000_plinternet_study.pdf; Bertot, J. C., and McClure, C. R. (1998). *Moving Toward More Effective Public Internet Access: The 1998 National Survey of Public Library Outlet Internet Connectivity*. Washington, D.C.: National Commission on Libraries and Information Science. Available at: http://www.liicenter.org/Reports/1998_plinternet_study.pdf.

The survey team received a list of Opportunity Online hardware grant recipient libraries that included 1,906 libraries in 22 states. The Bill & Melinda Gates Foundation selected the libraries for its grant program according to its own criteria, and participating libraries were required to complete the survey as part of the grant program. So as not to skew the survey data or create any response biases, the survey team created a master state and national sampling frame that incorporated the grant libraries. From that sampling frame, the survey team drew a stratified "proportionate to size sample" that created an overall balanced sample within the 22 grant states, but also ensured a proportionate national sample. This sampling approach ensured high quality and data that could be generalized within the states analyzed, nationally, and across and within the metropolitan status and poverty strata.

The 2008-2009 survey employed a Web-based approach to gather data. Two separate portals were created to collect data, one for non-Opportunity Online hardware grant recipients and one for grant libraries. A mailed survey participation-invitation letter from the American Library Association was sent to the directors of libraries in the sample. The letter to non-grant libraries introduced the study, provided information regarding the study sponsors and the research team, explained the study purpose and goals, provided instructions on how to access and complete the electronic survey, and provided contact information to answer any questions participants might have. The letter to the Opportunity Online hardware grant libraries included additional information and requirements regarding the specific grant program.

As a sample frame, the study team used the 2005 public library dataset available from the U.S. National Center for Education Statistics (NCES), the most recent file at the time the geocoding process began. The study team employed the services of the GeoLib database (http://www.geolib.org/PLGDB.cfm) to geocode the NCES public library universe file in order to calculate the poverty rates for public library outlets. Given the timeframe of the study, GeoLib was able to geocode 16,620 library outlets.[6] This is an increase of 163 outlets compared to the 2007-2008 survey. From these totals, the researchers used SPSS Complex Samples software to draw the sample for the study. The sample needed to provide the study team with the ability to analyze survey data at the state and national levels along the poverty and metropolitan status strata discussed above. The study team drew a sample with replacement of 5,907 outlets. This sample was in addition to the 1,906 libraries in the Opportunity Online hardware grant program.

The study team developed the survey questions through an iterative and collaborative effort involving the researchers, representatives of the funding agencies and members of the Public Access Technology & Funding Study Advisory Committee (see Appendix II). The study team pre-tested the initial surveys with the project's advisory committee, public librarians and the state data coordinators of the state library agencies and revised the survey based on their comments and suggestions.

The survey asked respondents to answer questions about specific library outlets and about the library system to which each respondent outlet belonged. Respondents answered the survey between September 2008 and November 2008. After a number of follow-up reminders and other strategies, the survey received a total of 4,303 responses for a response rate of 72.8 percent.

[6] Geocoding is the process by which all public library buildings are mapped to determine their physical location. Census data are then overlaid to determine the poverty rate of the population served.

Another 1,808 Opportunity Online hardware grant library responses were added for a total of 6,111 responses for analysis purposes. Figure 1 shows that the responses are representative of the population. Together, the high survey response rate and representativeness of responses demonstrate the high quality of the survey data and the ability to generalize to the public library population.

The survey employed a parallel sampling approach regarding library systems and their administrative entities. About 15 percent of public libraries have multiple service outlets (or branches). The survey received 3,777 system/administrative responses out of a sample of 5,000 for a response rate of 75.5 percent. The high response rate, combined with a representative response, indicate that the data are valid and reliable.

Outlet (Branch) Versus System

The survey deployed a two-stage approach that included questions regarding sampled outlets (branches) and questions regarding an entire library system (administrative questions focusing on E-rate applications and operating and technology budgets). For roughly 85 percent of public libraries, there is no distinction between outlet and system, as these are single facility systems (e.g., one outlet, one system). The remaining roughly 15 percent of public libraries, however, do have multiple outlets. There was a need to separate outlet- and system-level questions, as some of the survey questions were point-of-service delivery questions (e.g., number of workstations, bandwidth and training), whereas others were administrative in nature (e.g., E-rate applications, operating budgets and technology budgets).

Questions 1 through 14 of the survey explored outlet-level issues (e.g., Internet connectivity, speed of connection, workstations, etc.). Questions 15 through 21 posed questions regarding the entire library system (e.g., E-rate applications, funding for information technology, operating expenses and income, etc.). Upon completion of questions 1 though 14 for all sampled outlets, respondents were taken to the system-level questions. Given that the actual respondent for the system data might be different than for the outlet data, respondents were permitted to leave and re-enter the Web-based survey for completion. Upon completing the system/administrative questions, Opportunity Online hardware grant recipients were asked an additional 12 questions regarding the grant program. (See Appendix 1 for a print version of the survey.) The analysis of system- and outlet-level data required different approaches, considerations and weighting schemes for national and state analysis.

Data Analysis

The survey uses weighted analysis to generate national and state data estimates. As such, the analysis uses the actual responses from the 6,111 library outlets from which a completed survey was received to estimate to all geocoded outlets. For example, Anchor Point Public Library in Anchor Point, Alaska, is coded as a rural library outlet with less than 20 percent poverty. Anchor Point Public Library's responses (and all others designated rural with less than 20 percent poverty) are weighted by 3.4 to general an estimate for all rural outlets with less than 20 percent poverty.

The same process is used for analyzing and estimating state level data. The key difference is that the weighting process is limited to the poverty and metropolitan status library designations for the state. The data reported have a margin of error of plus or minus 3 percent.

IMPORTANCE OF THE SURVEY

The survey provides data that describe public library public access technology services, issues and sustainability that can be used longitudinally to track trends and issues. The findings inform the library, government, research and other communities about the significance of the public library's contributions to the communities they serve in providing open access to a range of computer and Internet technologies. The data uniquely identify not only the services and resources that public libraries offer their communities, but also issues in sustaining and enhancing the public access technologies as important community access points to networked services and resources. In short, the survey data provide a comprehensive view of public library involvement with and use of the Internet through their public access technology infrastructure.

NATIONAL OUTLET-LEVEL DATA

The ensuing section presents select findings from national outlet-level data. A full set of data tables and analysis is available at http://www.ii.fsu.edu/plinternet. Figures 1-14 present data regarding survey data quality, average hours open, and basic public access technology infrastructure (i.e., average number of workstations and replacement schedules).

Figure 1: Public Library Outlets and Survey Responses								
	Poverty Level							
	Low (Less than 20%)		Medium (20%-40%)		High (More than 40%)		Overall	
	Responding Facilities as a Proportion of Survey Respondents	Responding Facilities as a Proportion of National Population	Responding Facilities as a Proportion of Survey Respondents	Responding Facilities as a Proportion of National Population	Responding Facilities as a Proportion of Survey Respondents	Responding Facilities as a Proportion of National Population	Responding Facilities As a Proportion of Survey Respondents	Responding Facilities As a Proportion of National Population
Metropolitan Status								
Urban	8.3% (508 of 6,111)	10.2% (1,695 of 16,620)	5.7% (347 of 6,111)	6.6% (1,097 of 16,620)	0.7% (43 of 6,111)	0.9% (148 of 16,620)	14.7% (898 of 6,111)	17.7% (2,940 of 16,620)
Suburban	27.8% (1,698 of 6,111)	30.4% (5,060 of 16,620)	1.7% (106 of 6,111)	2.1% (353 of 16,620)	0.0% (1 of 6,111)	0.0% (8 of 16,620)	29.5% (1,805 of 6,111)	32.6% (5,421 of 16,6208)
Rural	49.7% (3,039 of 6,111)	43.2% (7,188 of 16,620)	5.9% (360 of 6,111)	6.3% (1,040 of 16,620)	0.2% (11 of 6,111)	0.2% (31 of 16,620)	55.8% (3,408 of 6,111)	49.7% (8,259 of 16,620)
Overall	85.8% (5,245 of 6,111)	83.9% (13,943 of 16,620)	13.3% (813 of 6,111)	15.0% (2,490 of 16,620)	1.0% (53 of 6,111)	1.1% (187 of 16,620)	100.0% (6,111 of 6,111)	100.0% (16,620 of 16,620)

Based on geocoding of 16,620 outlets.
Overall Response Rate = 72.8%*
*This response rate is calculated based on sampled library responses to the survey. Additional surveys from libraries that are Bill & Melinda Gates Foundation Opportunity Online hardware grant recipients were also used in the data analysis; these libraries participated in the survey as a grant requirement.

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009; http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 1 shows the response rate distribution of the *Public Library Funding & Technology Access Study 2009* national survey. As is illustrated, the overall distribution of the survey is representative of the total population of public libraries.

Figure 2: Average Number of Hours Open Weekly per Outlet, by Metropolitan Status and Poverty				
	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
Urban	51.3 (n=1,652)	48.6 (n=1,056)	51.1 (n=141)	50.3 (n=2,849)
Suburban	49.7 (n=4,913)	45.2 (n=346)	32.0 (n=8)	49.4 (n=5,268)
Rural	38.5 (n=7,027)	36.7 (n=1,005)	28.5 (n=31)	38.2 (n=8,063)
Overall	44.0 (n=13,592)	43.1 (n=2,407)	46.3 (n=180)	44.0 (n=16,180)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009; http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Overall, the average number of hours that libraries are open remained similar to the hours reported in 2007-2008, although there has been a slight decline (Figure 2). On average, libraries report being open 44 hours per week in 2008-2009, compared to 45 hours per week in 2007-2008. Urban outlets in high poverty areas experienced the greatest decline in average hours open (51.1 hours in 2008-2009, compared to 59.1 hours last year). Rural high poverty outlets are open the fewest hours (28.5), and high poverty outlets report the greatest decrease in average hours open of any group, being open 46.3 hours this year versus 53.9 hours in 2007-2008.

Figure 3: Public Library Outlets Change in Hours Open, by Metropolitan Status and Poverty							
	Metropolitan Status			Poverty Level			
Hours Open	Urban	Suburban	Rural	Low	Medium	High	Overall
Hours increased since last fiscal year	11.0% (n=312)	10.0% (n=525)	9.7% (n=786)	10.3% (n=1,400)	8.7% (n=210)	7.8% (n=14)	10.0% (n=1,623)
Hours decreased since last fiscal year	7.4% (n=212)	5.1% (n=270)	3.0% (n=245)	4.1% (n=555)	6.6% (n=158)	7.8% (n=14)	4.5% (n=727)
Hours stayed the same as last fiscal year	80.9% (n=2,305)	84.5% (n=4,451)	86.5% (n=6,973)	85.1% (n=11,565)	83.6% (n=2,012)	84.5% (n=153)	84.9% (n=13,729)
Average number of hours increased	5.1 (n=312)	5.2 (n=525)	4.3 (n=786)	4.6 (n=1,400)	5.2 (n=210)	6.3 (n=14)	4.7 (n=1,624)
Average number of hours decreased	7.2 (n=212)	6.2 (n=270)	5.0 (n=247)	6.0 (n=557)	6.7 (n=158)	6.3 (n=14)	6.1 (n=729)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009; http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

The extent to which library outlets' hours open changed since last year is illustrated in Figure C3. Only 10 percent of library outlets report an increase in hours open, down from 12 percent in 2007-2008. In 2008-2009 there is an average 6.1 hours' decrease in hours open for all public library outlets that reported an increase in hours open. For libraries that report an increase in the average number of hours open, the average number of hours increased is 4.7. Urban and medium poverty outlets report the largest decrease (7.2 and 6.7 hours, respectively). Suburban outlets (5.2 hours) and those in high poverty areas (6.3 hours) report the largest increase in hours open for those few libraries that indicate an increase in hours. The libraries with the largest percentages of increased hours in 2008-2009 are urban (11 percent) and low poverty (10.3 percent) outlets.

Figure 4: Public Library Outlets Closed by Metropolitan Status and Poverty.							
	Metropolitan Status			Poverty Level			
Reasons Closed	Urban	Suburban	Rural	Low	Medium	High	Overall
Library branch is temporarily closed	1.3% (n=36)	*	*	*	*	*	*
Library branch is permanently closed	*	2.5% (n=135)	2.2% (n=183)	2.2%	1.9% (n=45)	--	2.1% (n=344)
Key: * : Insufficient data to report --: No data to report							

Figure 4 shows that very few library outlets reported being either temporarily or permanently closed during this survey cycle. In absolute numbers, rural libraries saw the largest number of permanent closures, with 183 outlets reporting their closing. As can be seen, less than one percent of all libraries reported being temporarily closed.

Figure 5: Public Library Outlets Offering Public Access to the Internet, by Metropolitan Status and Poverty				
	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
Urban	98.8% (n=1,628)	99.1% (n=1,043)	95.1% (n=134)	98.7% (n=2,806)
Suburban	99.3% (n=4,872)	100.0% (n=346)	100.0% (n=8)	99.3% (n=5,226)
Rural	98.9% (n=6,932)	96.2% (n=965)	100% (n=31)	98.5% (n=7,928)
Overall	99.0% (n=13.432)	98.0% (n=2,354)	96.2% (n=173)	98.7% (n=15,976)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

As Figure 5 indicates, virtually all public library outlets (98.7 percent) provide public access to the Internet, corresponding with previous years. Although there is a slight drop in reported access from urban high poverty outlets (95.1 percent) in 2008-2009, this is within the survey's margin of error.

Figure 6: Public Library Outlets as the Only Provider of Free Public Internet and Free Public Computer Access, by Metropolitan Status and Poverty							
	Metropolitan Status			Poverty Level			
Free public access	Urban	Suburban	Rural	Low	Medium	High	Overall
Yes	61.1% (n=1,665)	66.2% (n=3,357)	78.6% (n=6,061)	72.5% (n=9,473)	65.8% (n=1,504)	63.5% (n=106)	71.4% (n=11,083)
No	28.1% (n=764)	19.7% (n=999)	16.1% (n=1,239)	18.5% (n=2,412)	23.8% (n=543)	28.3% (n=47)	19.4% (n=3,002)
Do not know	10.6% (n=288)	14.0% (n=708)	5.2% (n=401)	8.8% (n=1,152)	10.1% (n=231)	8.4% (n=14)	9.0% (n=1,397)
Other	*	*	*	*	*	*	*
Weighted missing values, n=448 Key: * Insufficient data to report							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 6 shows the percentage of public libraries reporting that they are the only provider of free public Internet and free public computer access. As reported in the past two surveys, over 70 percent of libraries report that they are the only provider of free public Internet and public computer access in their communities. Most increases within metropolitan status and poverty categories from 2007-2008 are attributable to far fewer outlets reporting they do not know the answer. As an example, 63.5 percent of high poverty outlets report that they are the only free provider in 2008-2009, up from 44.5 percent in 2007-2008. However, 20.3 percent of these outlets reported that they did not know last year, whereas this was true for only 8.4 percent this year. Corresponding with 2007-2008 responses, rural (78.6 percent) and low poverty (72.5 percent) report the highest percentage of free access, and urban (28.1 percent) and high poverty (28.3 percent) report the lowest percentage.

Figure 7: Average Number of Public Access Internet Workstations, by Metropolitan Status and Poverty

	Poverty Level			
Metropolitan Status	Low	Medium	High	Overall
Urban	16.2 (n=1,481)	18.5 (n=989)	28.4 (n=102)	18.7 (n=2,571)
Suburban	12.9 (n=4,414)	10.4 (n=318)	6.0 (n=8)	12.7 (n=4,741)
Rural	7.6 (n=6,692)	8.1 (n=914)	6.8 (n=36)	7.6 (n=7,643)
Overall	10.4 (n=12,591)	12.9 (n=2,218)	22.0 (n=146)	11.0 (n=14,955)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 7 shows the average number of public access Internet workstations available in library outlets. Overall gains reported in 2007-2008 reverted to 2006-2007 levels in this year's reporting. As a group, high poverty outlets saw the largest decrease over last year (22 workstations versus 27.2 in 2007-2008 and 25.4 in 2006-2007), and suburban high poverty reported an average of six workstations, compared to 17 in 2007-2008 and four workstations the year before. Low poverty outlets saw the least fluctuation in the average number of workstations (10.4 versus 11 in 2007-2008). The reasons for these decreases are unclear, though responding libraries indicate that space, cost and the availability of electrical outlets and other infrastructure support are key factors that influence their ability to add workstations (see Figure C11).

Figure 8: Number of Public Access Internet Workstations, by Average Age, Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Average Age	Urban	Suburban	Rural	Low	Medium	High	Overall
Less than 1 year old	8.5 (n=910)	7.1 (n=1,543)	3.5 (n=2,577)	5.2 (n=4,324)	7.0 (n=664)	11.8 (n=41)	5.5 (n=5,029)
1 year old	7.7 (n=647)	5.9 (n=1,236)	3.6 (n=2,022)	5.0 (n=3,304)	5.0 (n=577)	9.3 (n=24)	5.0 (n=3,905)
2 years old	9.5 (n=876)	6.3 (n=1,965)	3.9 (n=3,123)	5.2 (n=4,939)	6.4 (n=962)	14.0 (n=63)	5.5 (n=5,964)
3 years old	8.3 (n=863)	6.5 (n=1,868)	3.5 (n=2,748)	5.0 (n=4,636)	6.6 (n=796)	9.5 (n=49)	5.3 (n=5,480)
4 years old	10.9 (n=777)	6.4 (n=1,314)	3.3 (n=2,100)	5.5 (n=3,558)	6.4 (n=578)	11.7 (n=54)	5.7 (n=4,190)
5 years old	8.1 (n=966)	6.3 (n=1,536)	3.7 (n=3,444)	4.7 (n=5,119)	7.5 (n=784)	8.5 (n=43)	5.1 (n=5,946)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

The average number of public access Internet workstations by age is shown in Figure 8. Overall, the average number of workstations in each age category is virtually identical. However, some fluctuations are evident within metropolitan status and poverty categories. Urban and high poverty outlets tend to have the largest number of workstations in each age group, and rural and low poverty outlets the least number of workstations. Note that these numbers are not directly comparable to the 2007-2008 survey results, as the workstation age categorizations are different.

Figure 9: Sufficiency of Public Access Internet Workstations, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Sufficiency of Public Access Workstations	Urban	Suburban	Rural	Low	Medium	High	Overall
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	37.7% (n=1,048)	15.5% (n=805)	14.2% (n=1,119)	17.2% (n=2,293)	26.3% (n=615)	36.8% (n=64)	18.8% (n=2,972)
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	54.6% (n=1,517)	66.2% (n=3,436)	62.6% (n=4,932)	62.9% (n=8,392)	60.1% (n=1,403)	52.6% (n=91)	62.4% (n=9,886)
There are always sufficient public Internet workstations available for patrons who wish to use them during a typical day	7.6% (n=211)	18.3% (n=952)	23.2% (n=1,824)	19.9% (n=2,650)	13.6% (n=318)	11.0% (n=19)	18.9% (n=2,987)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Given the average number of workstations reported by libraries, Figure 9 illustrates the sufficiency of public access Internet workstations available. There were no significant changes in the overall sufficiency in 2008-2009 compared to 2007-2008, although the percentage of high poverty outlets indicating there are consistently fewer workstations than needed doubled to 36.8 percent versus 18.2 percent last year. This may correspond to the reported drop in the average number of workstations reported by libraries in Figure 7. Overall, the largest issue facing outlets is being able to provide enough workstations at various times during the day, evidenced by the 62.4 percent of outlets reporting difficulties at different times of the day.

Figure 10: Public Library Outlets Public Access Internet Workstations Addition Schedule, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Workstation Addition Schedule	Urban	Suburban	Rural	Low	Medium	High	Overall
The library plans to add workstations within the next year	12.9% (n=346)	15.6% (n=794)	18.7% (n=1,453)	17.1% (n=2,237)	14.5% (n=329)	16.6% (n=27)	16.7% (n=2,593)
The library is considering adding more workstations or laptops within the next year, but does not know how many at this time	25.5% (n=683)	16.2% (n=824)	13.2% (n=1,022)	15.6% (n=2,044)	19.9% (n=452)	20.2% (n=33)	16.3% (n=2,529)
The library has no plans to add workstations within the next year	56.4% (n=1,511)	63.8% (n=3,236)	60.8% (n=4,713)	61.0% (n=7,987)	60.6% (n=1,373)	61.3% (n=100)	61.0% (n=9,460)
Other	5.3% (n=141)	4.4% (n=222)	7.3% (n=569)	6.2% (n=816)	5.0% (n=113)	1.8% (n=3)	6.0% (n=932)
The average number of workstations that the library plans to add within the next year	5.9 (n=346)	5.9 (n=794)	2.8 (n=1,453)	3.9 (n=2,237)	4.4 (n=329)	17.7 (n=27)	4.1 (n=2,593)
Weighted missing values, n=446							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure C9 shows whether libraries plan to add workstations or laptops within the next year, as well as how many they plan to add. While the overall percentage of libraries that plan to add workstations within the next year (16.7 percent) is almost identical to last year (15.9 percent), there is a significant drop in the percentage of high poverty outlets planning to add workstations: 16.6 percent this year, compared to 31.5 percent in 2007-2008. This is again consistent with the reported drop in the average number of workstations by high poverty outlets, and also reflects the 83.2 percent of libraries that report being unable to afford more workstations (Figure 13). There is a slight increase (61 percent in 2008-2009 versus 56.1 percent last year) in the percentage of libraries that have no plans to add workstations within the next year. The decrease reported by high poverty libraries will require further exploration, as 31.5 percent of these libraries reported in 2007-2008 that they were likely to add workstations in the coming year. These additions did not occur; in fact, libraries report a decrease in the number of public access workstations (see Figure 7).

Figure 11: Public Library Outlets Public Access Internet Workstation/Laptop Replacement or Addition Schedules, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Replacement/Addition Schedule	Urban	Suburban	Rural	Low	Medium	High	Overall
The average replacement or addition schedule is every 1 year	*	*	*	*	*	-	*
The average replacement or addition schedule is every 2 years	*	*	*	*	*	-	*
The average replacement or addition schedule is every 3 years	15.3% (n=421)	19.8% (n=993)	13.6% (n=1.042)	16% (n=2,074)	15.9% (n=366)	9.4% (n=16)	15.9% (n=2,456)
The average replacement or addition schedule is every 4 years	31.0% (n=856)	21.3% (n=1,069)	12.0% (n=915)	17.0% (n=2,205)	24.0% (n=553)	48.8% (n=83)	18.4% (n=2,841)
The average replacement or addition schedule is every 5 years	20.2% (n=557)	15.0% (n=753)	11.5% (n=882)	14.4% (n=1,861)	13.5% (n=311)	12.4% (n=21)	14.2% (n=2,193)
The library has another replacement or addition schedule	10.1% (n=280)	10.3% (n=519)	9.6% (n=734)	10.1% (n=1,314)	9.2% (n=212)	4.1% (n=7)	9.9% (n=1,533)
The library does not know the average replacement or addition schedule	1.6% (n=43)	2.0% (n=99)	3.2% (n=246)	2.5% (n=324)	2.6% (n=61)	1.8% (n=3)	2.5% (n=388)
The library does not have a replacement or addition schedule	21.0% (n=580)	31.0% (n=1,557)	49.2% (n=3,761)	39.2% (n=5,076)	34.0% (n=782)	23.5% (n=40)	38.2% (n=5,898)

Weighted missing values, n=531
Key: * Insufficient data to report
-- No data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

The replacement or addition schedule for workstations and/or laptops is illustrated in Figure 11. Of the libraries that have such a schedule, less than 1 percent have a schedule that is every two years or less, down from 2.5 percent last year. The most common schedule overall is every four years (18.4 percent), and this is particularly the case for urban (31 percent) and high poverty (48.8 percent) outlets. Overall, 38.2 percent of libraries have no replacement or addition schedule at all, including 49.2 percent of rural libraries and 39.2 percent of low poverty outlets. These libraries also composed the highest percentage of libraries that did not have a replacement or addition schedule in 2007-2008, 56.4 and 43 percent, respectively.

Figure 12: Factors Influencing Addition of Public Access Internet Workstations/Laptops, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Factors Influencing Workstation/Laptop Addition Decisions	Urban	Suburban	Rural	Low	Medium	High	Overall
Space limitations	79.0% (n=2,176)	77.0% (n=3,930)	74.2% (n=5,806)	75.5% (n=9,973)	78.7% (n=1,820)	72.3% (n=120)	75.9% (n=11,912)
Cost factors	79.9% (n=2,202)	72.4% (n=3,695)	79.9% (n=6,252)	77.2% (n=10,193)	78.7% (n=1,822)	80.7% (n=134)	77.4% (n=12,149)
Maintenance, upgrade and general upkeep	10.7% (n=294)	17.8% (n=911)	24.0% (n=1,877)	19.8% (n=2,621)	18.9% (n=438)	13.8% (n=23)	19.6% (n=3,082)
Availability of public service staff	11.5% (n=316)	9.4% (n=479)	7.8% (n=609)	8.4% (n=1,111)	12.0% (n=277)	10.2% (n=17)	8.9% (n=1,404)
Availability of technical staff	13.9% (n=382)	10.3% (n=524)	12.7% (n=995)	11.9% (n=1,573)	13.0% (n=301)	16.3% (n=27)	12.1% (n=1,901)
Availability of bandwidth to support additional workstations	16.8% (n=462)	18.2% (n=929)	12.9% (n=1,007)	14.9% (n=1,967)	16.8% (n=389)	25.1% (n=42)	15.3% (n=2,398)
Availability of electrical outlets, cabling or other infrastructure	50.1% (n=1,380)	36.2% (n=1,846)	27.0% (n=2,114)	33.1% (n=4,366)	37.7% (n=873)	60.8% (n=101)	34.0% (n=5,340)
Other	1.6% (n=43)	2.9% (n=149)	3.2% (n=252)	3.0% (n=399)	1.9% (n=45)	*	2.8% (n=444)

Will not total 100%, as categories are not mutually exclusive
Weighted missing values, n=270
Key: * Insufficient data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 12 shows the factors that respondents indicate influence their decisions to add public access Internet workstations. As in the prior two years, lack of space and the cost of adding workstations are the two most influential factors: 77.4 percent report cost is a factor and 75.9 percent of outlets report space being an issue. The 2007-2008 survey asked how much influence the availability of technical staff had on this decision, to which 11.3 percent of libraries responded as being important. This year, respondents were asked about the availability of public service staff and technical staff as individual choices (8.9 and 12.1 percent of outlets indicate these as factors, respectively), with a total of 21 percent of libraries reporting that staff is an influential factor, an increase of almost 10 percent over last year. While the overall percentage of outlets reporting the availability of electrical outlets, cabling or other infrastructure is very close to that reported in 2007-2008 (36.4 percent versus 34 percent), the number of high poverty outlets citing this as a major factor increased significantly to 60.8 percent from 41.4 percent. Urban and high poverty outlets report having less trouble with maintenance, upgrade and general upkeep of workstations than last year, with 10.7 percent versus 19.8 percent of urban libraries responding to this category, and 13.8 percent versus 26.4 percent of high poverty outlets finding this to be a major factor. While only 2.8 percent of outlets report an additional factor than the options provided, nearly half of those (44.6 percent) report a lack of demand for adding workstations, and another 11.5 percent report that the library was then undergoing either a building remodel or expansion.

Figure 13: Factors Influencing Replacement of Public Access Internet Workstations/Laptops, by Metropolitan Status and Poverty							
	Metropolitan Status			Poverty Level			
Factors Influencing Workstation/Laptop Replacement Decisions	Urban	Suburban	Rural	Low	Medium	High	Overall
Cost factors	83.9% (n=2,245)	81.5% (n=4,001)	84.1% (n=6,437)	83.3% (n=10,699)	82.7% (n=1,851)	84.3% (n=134)	83.2% (n=12,683)
Maintenance, upgrade and general upkeep	2.8% (n=76)	5.4% (n=267)	4.7% (n=363)	4.8% (n=619)	3.6% (n=80)	4.4% (n=7)	4.6% (n=706)
Availability of staff	5.7% (n=153)	5.7% (n=281)	5.6% (n=430)	5.4% (n=691)	7.7% (n=173)	*	5.7% (n=864)
Other	7.7% (n=203)	7.4% (n=361)	5.6% (n=425)	6.5% (n=835)	6.1% (n=136)	11.3% (n=18)	6.5% (n=989)
Weighted missing values, n=717 Key: * Insufficient data to report							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

The primary factors that influence libraries in their decisions to replace public access Internet workstations or laptops are shown in Figure 13. In 2008-2009, libraries were asked to mark the most important factor rather than marking more than one choice, as in previous surveys. As a result, it is not possible to directly compare responses. However, libraries continue to report cost factors as being the greatest influencer of the replacement of workstations/laptops this year (83.2 percent, compared to 89.6 percent in the 2007-2008 survey). Maintenance, upgrade and general upkeep, as well as staff availability, hover around 5 percent for all library types.

Figure 14: Public Library Outlets Internet Workstation/Laptop Replacement Approach, by Metropolitan Status and Poverty							
	Metropolitan Status			Poverty Level			
Replacement Approach	Urban	Suburban	Rural	Low	Medium	High	Overall
Staggered – the library replaces some workstations each year and replace all over the specified replacement schedule	71.4% (n=1,530)	67.0% (n=2,257)	67.1% (n=2,447)	67.7% (n=5,122)	68.9% (n=1,009)	81.7% (n=103)	68.1% (n=6,234)
Complete – the library replaces workstations all at one time	21.3% (n=457)	23.7% (n=798)	14.0% (n=509)	19.3% (n=1,462)	19.9% (n=292)	7.9% (n=10)	19.3% (n=1,764)
The library has another replacement approach	7.3% (n=156)	9.3% (n=315)	18.9% (n=690)	13.0% (n=985)	11.1% (n=163)	10.3% (n=13)	12.7% (n=1,161)
Weighted missing values, n=0							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 14 identifies the replacement approach used by libraries that have an established workstation/laptop replacement method. The majority of outlets (68.1 percent overall) stagger the replacement of workstations, meaning a certain amount are replaced each year to combine into a total replacement within their established replacement schedule. Of those that stated they have another replacement approach (12.7 percent), 34.9 percent report that they replace workstations/laptops when needed, and 23.6 percent indicate that they replace them when funding is available.

Public Access Support

This section describes the data from the survey related to supporting the public access technology infrastructure in public libraries.

Figure 15: Public Library Outlets Length of Time to Get Computers Back in Service, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Length of Time	Urban	Suburban	Rural	Low	Medium	High	Overall
Less than one day	15.4% (n=425)	20.3% (n=1,044)	14.7% (n=1,154)	17.2% (n=2,272)	14.4% (n=333)	10.0% (n=17)	16.7% (n=2,622)
One day	28.9% (n=796)	26.2% (n=1,349)	20.9% (n=1,639)	23.7% (n=3,133)	27.1% (n=628)	13.5% (n=23)	24.1% (n=3,784)
Two days	33.8% (n=931)	27.6% (n=1,420)	19.3% (n=1,510)	23.9% (n=3,164)	27.8% (n=643)	31.8% (n=54)	24.6% (n=3,861)
More than two days	15.0% (n=414)	17.7% (n=909)	31.2% (n=2,442)	24.3% (n=3,216)	21.3% (n=493)	33.5% (n=57)	23.9% (n=3,766)
Don't know	2.9% (n=79)	3.0% (n=153)	5.6% (n=438)	4.3% (n=570)	3.8% (n=87)	7.6% (n=13)	4.3% (n=670)
Other amount of time	4.0% (n=109)	5.2% (n=267)	8.3% (n=648)	6.7% (n=884)	5.7% (n=132)	4.1% (n=7)	6.5% (n=1,024)

Weighted missing values, n=234
Key: --: No data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

In a question asked for the first time in the 2008-2009 survey, Figure 15 presents the length of time it takes for public access computers to get back into service. Most commonly, it takes libraries one (24.1 percent) or two days (24.6 percent) to get computers up and running again. Suburban and low poverty outlets are the most successful at getting computers back in service in less than one day (20.3 and 17.2 percent, respectively), whereas rural (31.2 percent) and high poverty (33.5 percent) outlets are the most likely to report that it takes more than two days to restore broken computers.

Figure 16: Sources of IT and Computer Support Provided to Public Library Outlets, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Source of IT Support	Urban	Suburban	Rural	Low	Medium	High	Overall
Non-IT specialist public service staff	30.7% (n=849)	33.1% (n=1,701)	27.4% (n=2,154)	29.4% (n=3,894)	41.8% (n=71)	31.9% (n=739)	29.9% (n=4,704)
Non-IT specialist library director	6.1% (n=168)	25.7% (n=1,318)	47.2% (n=3,701)	35.5% (n=4,710)	20.0% (n=463)	8.2% (n=14)	32.9% (n=5,187)
Non-IT specialist other	6.4% (n=176)	10.3% (n=529)	12.5% (n=982)	10.7% (n=1,414)	11.5% (n=267)	3.5% (n=6)	10.7% (n=1,687)
Building-based IT specialist	11.4% (n=316)	13.7% (n=705)	7.6% (n=593)	10.2% (n=1,349)	10.4% (n=242)	13.6% (n=23)	10.2% (n=1,614)
System-level IT staff	72.2% (n=1,994)	47.1% (n=2,420)	28.7% (n=2,251)	40.4% (n=5,356)	50.5% (n=1,169)	81.7% (n=138)	42.3% (n=6,663)
Library consortia or other library organization	5.8% (n=161)	16.3% (n=835)	12.8% (n=1,005)	13.9% (n=1,841)	6.0% (n=140)	12.4% (n=21)	12.7% (n=2,002)
County/city IT staff	20.8% (n=574)	16.4% (n=843)	10.0% (n=784)	13.5% (n=1,794)	16.1% (n=374)	19.4% (n=33)	14.0% (n=2,201)
State tele-communications network staff	6.7% (n=185)	1.6% (n=84)	2.7% (n=213)	2.5% (n=338)	5.4% (n=125)	11.2% (n=19)	3.1% (n=482)
State library IT staff	7.2% (n=198)	2.1% (n=106)	6.5% (n=513)	4.3% (n=567)	10.0% (n=231)	11.2% (n=19)	5.2% (n=817)
Outside vendor/contractor	17.7% (n=489)	22.1% (n=1,138)	33.8% (n=2,651)	27.4% (n=3,636)	26.2% (n=608)	20.6% (n=35)	27.2% (n=4,279)
Volunteer(s)	1.6% (n=43)	5.2% (n=266)	13.2% (n=1,034)	9.3% (n=1,240)	4.4% (n=101)	1.8% (n=3)	8.5% (n=1,344)
Other source	*	1.6% (n=84)	2.9% (n=226)	2.2% (n=297)	1.5% (n=35)	*	2.1% (n=332)

Weighted missing values, n=209
Key: * insufficient data to report
Totals will not equal 100%, as respondents marked all that applied

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 16 presents the percentages of libraries that receive IT and computer support from various sources. The building-based non-IT public service staff, library director and other categories are separated in 2008-2009 to obtain more refined information on what type of staff provide these services. In 2007-2008, building-based non-IT staff was the largest category (39.6 percent), and the 2008-2009 responses indicate an even larger majority for various building based non-IT staff, as a total of 73.5 percent of libraries indicate that services are provided by these staff members. Urban and high poverty outlets continue to be most likely to have IT and computer support provided by system-level IT staff (72.2 and 81.7 percent, respectively), whereas rural outlets heavily rely on non-IT specialist library directors (47.2 percent) and outside vendor/contractors (33.8 percent) for help. Very few outlets depend on state telecommunications network staff (3.1 percent overall) for these services, and volunteers are not relied on often, although rural (13.2 percent) and low poverty (9.3 percent) outlets are the most likely to utilize volunteer services.

Figure 17: Number of FTE for IT and Computer Support Provided to Public Library Outlets, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Source of IT Support	Urban	Suburban	Rural	Low	Medium	High	Overall
Non-IT specialist public service staff	3.2 (n=851)	2.1 (n=1,692)	1.2 (n=2,148)	1.8 (n=3,878)	1.7 (n=745)	5.6 (n=68)	1.9 (n=4,691)
Non-IT specialist library director	.75 (n=145)	.69 (n=1,136)	.68 (n=3,226)	.68 (n=4,077)	.73 (n=418)	.75 (n=11)	.69 (n=4,507)
Non-IT specialist other	.78 (n=124)	.71 (n=337)	.63 (n=541)	.67 (n=823)	.70 (n=177)	2.0 (n=3)	.68 (n=1,002)
Building-based IT specialist	1.6 (n=299)	1.1 (n=651)	1.0 (n=561)	1.2 (n=1,268)	1.1 (n=226)	2.2 (n=17)	1.2 (1,511)
System-level IT staff	6.0 (n=1, 924)	3.9 (n=2,226)	1.8 (n=2,042)	3.5 (4,907)	5.0 (n=1,154)	6.4 (n=131)	3.9 (n=6,192)
Library consortia or other library organization	3.5 (n=128)	1.5 (n=591)	1.3 (n=749)	1.5 (n=1,361)	3.0 (n=104)	5.0 (n=3)	1.6 (1,468)
County/city IT staff	1.9 (n=512)	1.5 (n=692)	1.3 (n=670)	1.5 (1,529)	1.6 (n=315)	2.2 (n=30)	1.5 (1,874)
State telecommunica-tions network staff	1.64 (n=10)	.36 (n=21)	1.0 (n=108)	.68 (n=113)	2.0 (n=21)	2.25 (n=6)	.95 (n=139)
State library IT staff	1.0 (n=16)	.90 (n=91)	.80 (n=419)	.82 (n=402)	.83 (n=124)	--	.82 (n=526)
Outside vendor/contractor	.96 (n=232)	.78 (n=846)	.65 (n=1,747)	.70 (n=2,493)	.84 (n=328)	.25 (n=3)	.72 (n=2,825)
Volunteer(s)	.89 (n=23)	.47 (n=197)	.54 (n=671)	.51 (n=829)	.80 (n=62)	--	.53 (n=892)
Other source	.92 (n=10)	.57 (n=54)	.50 (n=159)	.54 (n=193)	.50 (n=29)	--	.54 (n=222)

Key: -- 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 FTEs

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 17 shows the average number of full-time equivalent (FTE) staff public libraries have for IT and computer support. In conjunction with Figure C15, a view of technology support in libraries emerges. While urban (3.2 FTE) and high poverty (5.6 FTE) outlets have a large average number of FTEs for building-based non-IT staff, the largest overall average number of FTEs is within system-level IT staff (3.9 FTE). With the exception of rural and high poverty outlets, who have an average of 2.5 and 8.4, respectively, FTEs for the three combined building-based non-IT specialists, the system-level IT staff make up the largest average for every outlet type. Library consortia or other library organizations also provide a relatively large amount of help, particularly for urban (3.5 FTE) and high poverty (5.0 FTE) outlets, whereas volunteers make up a very small percentage of overall staff (.53 FTE average).

Connectivity

This section presents survey data regarding the connection speeds and connectivity services, adequacy/sufficiency of computers and other issues reported by public libraries.

Figure 18: Public Library Outlets Maximum Speed of Public Access Internet Services, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Maximum Speed	Urban	Suburban	Rural	Low	Medium	High	Overall
Less than 256 kbps	*	2.4% (n=114)	5.1% (n=371)	3.2% (n=398)	4.8% (n=107)	*	3.4% (n=505)
257 kbps - 768 kbps	3.2% (n=87)	5.8% (n=276)	13.7% (n=994)	9.4% (n=1,159)	8.5% (n=189)	5.5% (n=9)	9.2% (n=1,357)
769 kbps - 1.4 Mbps	3.9% (n=105)	7.8% (n=373)	12.2% (n=886)	9.7% (n=1,195)	7.6% (n=169)	*	9.3% (n=1,364)
1.5 Mbps (T1)	26.9% (n=723)	27.2% (n=1,297)	23.8% (n=1,733)	24.9% (n=3,065)	28.7% (n=638)	30.7% (n=50)	25.5% (n=3,753)
1.6 Mbps-3.0 Mbps	8.0% (n=216)	9.5% (n=450)	11.1% (n=805)	10.0% (n=1,227)	10.5% (n=234)	5.5% (n=9)	10.0% (n=1,470)
3.1 Mbps-6 Mbps	14.0% (n=375)	11.6% (n=551)	10% (n=727)	11.4% (n=1,400)	10.2% (n=226)	17.1% (n=28)	11.2% (n=1,654)
6.1 Mbps-10 Mbps	16.5% (n=442)	15.7% (n=746)	5.9% (n=432)	11.0% (n=1,352)	10.8% (n=240)	16.5% (n=27)	11.0% (n=1,619)
Greater than 10 Mbps	23.9% (n=641)	12.4% (n=592)	7.9% (n=571)	11.8% (n=1,456)	14.1% (n=314)	20.9% (n=34)	12.3% (n=1,804)
Don't Know	2.8% (n=76)	7.6% (n=361)	10.3% (n=752)	8.7% (n=1,076)	4.8% (n=107)	3.7% (n=6)	8.1% (n=1,189)

Weighted missing values, n=1,250
Key: * Insufficient data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 18 shows the maximum speed of public Internet access offered by library outlets. Most notable is the increase in the percentage of libraries offering speeds greater than 1.5 Mbps (T1). In the current survey, 44.5 percent of libraries reported connection speeds greater than 1.5 Mbps, compared to 25.7 percent in 2007-2008. As a result, the percentage of libraries reporting 1.5 Mbps as their maximum connection speed decreased to 25.5 percent, compared to 38.9 percent in 2007-2008. There also is a reported drop in the percentage of libraries with connection speeds of less than 1.5 Mbps (21.9 percent in 2008-2009 versus 25.5 percent last year). One of the larger increases can be seen within suburban outlets; 15.7 percent versus 6.3 percent last year of these outlets provide between 6.1 and 10 Mbps speeds, and, similar to last year, urban and high poverty outlets are the most likely to provide connection speeds greater than 10 Mbps (23.9 and 20.9 percent, respectively). Rural outlets (13.7 percent) are still the most likely to report a maximum speed of only 257-768 kbps, whereas only 5.5 percent of high poverty outlets report speeds less than 1.5 Mbps. It should be noted that direct comparisons between these results and previous years' results are not possible in every case, as connection speed categories are different in the 2008-2009 survey.

Figure 19: Public Library Outlet Type of Public Access Internet Service by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Type of connection	Urban	Suburban	Rural	Low	Medium	High	Overall
DSL	11.7% (n=324)	18.7% (n=935)	35.3% (n=2,762)	26.7% (n=3,509)	21.1% (n=485)	15.2% (n=27)	25.8% (n=4,031)
Cable	15.2% (n=422)	26.4% (n=1,322)	21.5% (n=1,684)	23.8% (n=3,129)	12.6% (n=290)	5.6% (n=10)	22.0% (n=3,429)
Leased Line	34.8% (n=967)	30.7% (n=1,538)	14.5% (n=1,131)	21.7% (n=2,853)	31.1% (n=716)	37.3% (n=66)	23.3% (n=3,635)
Municipal Networks (wireless or other)	6.7% (n=186)	3.7% (n=185)	1.4% (n=112)	2.9% (n=385)	4.1% (n=95)	1.7% (n=3)	3.1% (n=483)
State Network	7.4% (n=207)	12.0% (n=602)	14.5% (n=1,137)	12.9% (n=1,691)	10.5% (n=241)	7.9% (n=14)	12.5% (n=1,946)
Satellite	*	*	2.2% (n=174)	1.3% (n=166)	1.3% (n=29)	7.9% (n=14)	1.3% (n=209)
Fiber	34.7% (n=964)	21.5% (n=1,073)	8.9% (n=693)	16.3% (n=2,140)	23.1% (n=532)	32.2% (n=57)	17.5% (n=2,729)
Wireless	12.4% (n=344)	20.0% (n=998)	24.8% (n=1,941)	22.2% (n=2,911)	15.2% (n=350)	12.9% (n=23)	21.0% (n=3,284)
Other	6.0% (n=167)	2.0% (n=100)	2.7% (n=215)	2.8% (n=367)	4.1% (n=94)	11.3% (n=20)	3.1% (n=481)
Don't Know	--	*	*	*	*	--	*

Will not total to 100%, as respondents could select more than one option.
Weighted missing values, n=359
Key: -- : No data to report
* : Insufficient data to report

The types of public access Internet services libraries provide to patrons are shown in Figure 19. DSL was reported as being the most common, with 25.8 percent of outlets reporting the use of DSL, which is also the most common in rural and low poverty outlets (35.3 and 26.7 percent, respectively). Satellite (1.3 percent) and municipal networks (3.1 percent) are the least commonly utilized services. Wireless is an additional category in the 2008-2009 survey, and a total of 21.0 percent of outlets reported wireless public access. Leased lines are most common in urban (34.8 percent) and high poverty (37.3 percent) outlets, whereas suburban and low poverty outlets use cable access more than any other type of library (26.4 and 23.8 percent, respectively).

Figure 20: Public Access Wireless Internet Connectivity in Public Library Outlets, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Availability of Public Access Wireless Internet Services	Urban	Suburban	Rural	Low	Medium	High	Overall
Currently available for public use	83.0% (n=2,276)	81.9% (n=4,153)	70.5% (n=5,482)	77.2% (n=10,135)	71.9% (n=1,656)	73.2% (n=120)	76.4% (n=11,911)
Not currently available, but there are plans to make it available within the next year	8.1% (n=223)	7.6% (n=385)	10.7% (n=829)	9.1% (n=1,196)	9.2% (n=212)	17.7% (n=29)	9.2% (n=1,437)
Not currently available and no plans to make it available within the next year	8.9% (n=244)	10.5% (n=532)	18.8% (n=1,464)	13.6% (n=1,790)	18.9% (n=435)	9.2% (n=15)	14.4% (n=2,240)
Weighted missing values, n=371							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 20 shows the availability of public access wireless connections (Wi-Fi) to the Internet in public libraries. Public libraries continue to increase wireless, as 76.4 percent of libraries offer wireless connections (up from 65.9 percent in 2007-2008). Urban (83 percent) and suburban (81.9 percent) outlets are most likely to offer wireless connections, whereas rural and medium poverty outlets (70.5 and 71.9 percent, respectively) are the least likely to provide wireless Internet access. Just over 14 percent of libraries do not have wireless and have no plans to make it available within the next year, more than double that reported last year.

Figure 21: Public Library Outlets Shared Wireless-Workstation Bandwidth, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Shared Bandwidth connection	Urban	Suburban	Rural	Low	Medium	High	Overall
Yes, both the wireless connection and public access workstations share bandwidth/connection; no management techniques	31.5% (n=708)	41.7% (n=1,678)	64.0% (n=3,385)	50.3% (n=4,944)	48.7% (n=781)	39.7% (n=46)	49.9% (n=5,771)
Yes, both the wireless connection and public access workstations share bandwidth/connection; but have management techniques	33.5% (n=753)	27.8% (n=1,119)	19.0% (n=1,003)	24.9% (n=2,448)	24.1% (n=387)	35.3% (n=41)	24.9% (n=2,875)
No, the wireless connection is separate from the public access workstation bandwidth/connection	34.2% (n=769)	28.5% (n=1,148)	14.0% (n=739)	22.5% (n=2,215)	25.8% (n=413)	23.3% (n=27)	23.0% (n=2,656)
Don't know	*	1.9% (n=78)	3.0% (n=158)	2.3% (n=231)	1.4% (n=22)	2.6% (n=3)	2.2% (n=255)
Weighted missing values, n=353 Key: * : Insufficient data to report							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 21 outlines the level of sharing between wireless and public access workstation connections. New to the survey this year is a response option asking libraries if they employ bandwidth management techniques to alleviate traffic congestion when the connection is shared. A nearly identical percentage of libraries report

sharing the wireless and public access workstation connections, but close to 25 percent use bandwidth management techniques to improve connection speeds. Rural and low poverty outlets (64 and 50.3 percent, respectively) are most likely to share the connections and utilize no management techniques to alleviate traffic congestion.

Figure 22: Adequacy of Public Library Outlets Public Access Internet Connection, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Adequacy of Public Access Internet Connection	Urban	Suburban	Rural	Low	Medium	High	Overall
The connection speed is insufficient to meet patron needs	26.3% (n=723)	16.6% (n=843)	15.5% (n=1,208)	17.0% (n=2,238)	21.5% (n=499)	22.3% (n=37)	17.7% (n=2,774)
The connection speed is sufficient to meet patron needs at some times	44.7% (n=1,228)	41.9% (n=2,136)	40.9% (n=3,194)	41.5% (n=5,460)	43.6% (n=1,010)	52.4% (n=87)	41.9% (n=6,557)
The connection speed is sufficient to meet patron needs at all times	28.6% (n=786)	41.3% (n=2,106)	42.9% (n=3,348)	41.1% (n=5,407)	34.1% (n=791)	25.1% (n=42)	39.9% (n=6,240)
Don't know	*	*	*	*	*	*	*
Weighted missing values, n=316 Key: * Insufficient data to report							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 22 illustrates the adequacy of public access connection speeds to the Internet in library outlets. Although libraries reported increases in their connection speeds (see Figure C17), they continue to report that their connection speeds are insufficient to meet patron needs some or all of the time. Indeed, nearly 60 percent of libraries report that their connection speeds are insufficient to meet patron needs some or all of the time, compared to 57.5 percent reported in 2007-2008. Urban libraries report insufficient speeds some or all of the time (71 percent) as compared to 67 percent in 2007-2008. Rural libraries also report a slight drop in the percentage, indicating sufficiency access at all times (42.9 percent in 2008-2009 versus 46.3 percent last year).

Figure 23: Possibility of Increasing Adequacy of Public Library Outlets Public Access Internet Connection, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Increasing Adequacy of Connections	Urban	Suburban	Rural	Low	Medium	High	Overall
No, the connection speed is already at the maximum level available	12.5% (n=339)	26.0% (n=1,281)	30.9% (n=2,339)	27.3% (n=3,480)	20.4% (n=465)	8.4% (n=14)	26.0% (n=3,959)
No, there is no interest in increasing the speed of public access Internet connection	10.8% (n=293)	17.7% (n=872)	18.3% (n=1,386)	17.4% (n=2,219)	13.3% (n=303)	16.9% (n=28)	16.8% (n=2,550)
Yes, there is interest in increasing the branch's bandwidth, but the library cannot currently afford to	22.1% (n=1,826)	21.5% (n=1,062)	24.1% (n=1,826)	22.5% (n=2,874)	26.2% (n=596)	10.2% (n=17)	22.9% (n=3,487)
Yes, and there are plans in place to increase the bandwidth within the next year	26.8% (n=725)	13.0% (n=642)	8.0% (n=605)	11.4% (n=1,459)	19.3% (n=440)	44.0% (n=73)	13.0% (n=1,972)
It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	20.0% (n=541)	15.9% (n=786)	12.0% (n=910)	14.7% (n=1,871)	15.0% (n=342)	14.5% (n=24)	14.7% (n=2,237)
There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library	*	*	1.2% (n=90)	1.0% (n=130)	*	*	1.0% (n=145)
Other	7.4% (n=201)	5.0% (n=244)	5.5% (n=416)	5.8% (n=735)	5.1% (n=115)	6.0% (n=10)	5.7% (n=860)

Weighted missing values, n=750
Key: * Insufficient data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 23 summarizes the extent to which library outlets can increase their connection speeds to meet demand. A notable difference between this year's and the 2007-2008 survey is the increase in the overall percentage (26, up from 17.1 last year) of outlets responding that the connection speed is at the maximum level available. Rural (30.9 percent) and low poverty (27.3 percent) outlets are most likely to report that their connection speeds are at the maximum speeds available. Fewer libraries plan to increase their bandwidth within the next year, most notably in suburban (13 percent versus 21.3 percent last year) and medium poverty (19.3 percent versus 24.4 percent last year) outlets. Many more high poverty outlets plan to increase their bandwidth next year, 44 percent versus 28.1 percent last year.

Public Access Service Environment

This section presents the survey data regarding the service environment in which public libraries report offering public access computing and Internet access services.

Figure 24: Public Library Outlets Time Limits for Patron Use of Workstations, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Method	Urban	Suburban	Rural	Low	Medium	High	Overall
This library does not have time limits for public Internet workstations	2.2% (n=62)	5.2% (n=273)	7.4% (n=586)	6.0% (n=803)	4.8% (n=112)	3.5% (n=6)	5.8% (n=921)
This library does have time limits for public Internet workstations	97.8% (n=2,731)	94.6% (n=4,927)	92.4% (n=7,290)	93.8% (n=12,544)	95.2% (n=2,236)	96.5% (n=167)	94.1% (n=14,947)
Do not know if this library has time limits	*	*	*	*	*	*	*
Weighted missing values, n=69 Key: * Insufficient data to report							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

As illustrated in Figure 24, almost all public library outlets (94.1 percent) have time limits for patrons' use of workstations. Urban and high poverty outlets are the most likely to impose a time limit (97.8 percent and 96.5 percent, respectively), whereas rural and low poverty are the least likely to do so (92.4 percent and 93.8 percent, respectively). The 2008-2009 survey asked only if the library has time limits for workstation usage, as opposed to asking whether those time limits were the same or different for workstations last year. Nevertheless, the percent of outlets reporting that they use time limits this year is virtually identical to the 93.4 percent reporting some type of time limits imposed in 2007-2008.

Figure 25: Public Library Outlets With Time Limits for Internet Workstations per Day, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Time per Session	Urban	Suburban	Rural	Low	Medium	High	Overall
Up to 30 minutes	21.2% (n=579)	18.9% (n=930)	25.2% (n=1,834)	22.2% (n=2,783)	22.9% (n=511)	28.7% (n=48)	22.4% (n=3,343)
31-60 minutes	51.8% (n=1,415)	49.0% (n=2,410)	40.1% (n=2,921)	44.8% (n=5,614)	47.2% (n=1,053)	46.7% (n=78)	45.2% (n=6,745)
Greater than 60 minutes	8.6% (n=234)	7.2% (n=352)	4.4% (n=317)	6.0% (n=746)	5.8% (n=129)	16.8% (n=28)	6.0% (n=903)
Unlimited as long as no one is waiting	9.1% (n=249)	15.5% (n=760)	20.9% (n=1,524)	17.3% (n=2,170)	15.8% (n=352)	6.0% (n=10)	17.0% (n=2,532)
Other time limit	9.3% (n=255)	9.5% (n=467)	9.4% (n=686)	9.7% (n=1,217)	8.4% (n=188)	1.8% (n=3)	9.4% (n=1,408)
Weighted missing values, n=17							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 25 shows the time limits for patron use of workstations per day. The largest percent (45.2 percent) of outlets allow patrons to use the workstations between 31 and 60 minutes. A total of 9.4 percent of outlets report an "other" time limit is employed for workstations.

Figure 26: Public Library Outlets With Time Limits for Internet Workstations and Total Sessions per Day, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Number of Sessions	Urban	Suburban	Rural	Low	Medium	High	Overall
One session per day	17.5% (n=476)	21.9% (n=1,076)	20.9% (n=1,524)	20.7% (n=2,598)	20.4% (n=455)	13.8% (n=23)	20.6% (n=3,076)
Two sessions per day	30.6% (n=834)	18.6% (n=912)	12.0% (n=872)	16.3% (n=2,047)	23.3% (n=520)	30.5% (n=51)	17.5% (n=2,618)
Unlimited but must sign up for each session	8.8% (n=241)	10.4% (n=513)	12.7% (n=922)	11.7% (n=1,469)	8.1% (n=181)	15.6% (n=26)	11.2% (n=1,676)
Unlimited as long as no one is waiting	18.5% (n=504)	31.1% (n=1,527)	42.7% (n=3,112)	35.8% (n=4,486)	27.9% (n=623)	20.4% (n=34)	34.4% (n=5,143)
Other number of sessions	24.6% (n=672)	18.0% (n=887)	11.7% (n=856)	15.4% (n=1,929)	20.3% (n=454)	19.2% (n=32)	16.2% (n=2,415)
Weighted missing values, n=18							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

For libraries with time limits, Figure 26 presents the total number of Internet sessions allowed per day. Most libraries (34.4 percent) allow an unlimited number of sessions as long as no other patrons are waiting. Limiting patrons to two sessions per day is most common in urban (30.6 percent) and high poverty (30.5 percent) outlets. A substantial number of outlets (16.2 percent) reported an "other number of sessions," and the highest percentage of these (43.1 percent) indicate sessions are limited by time usage per day, not by number of sessions.

Figure 27: Public Library Outlets Management of Public Internet Workstation Time Limits, by Metropolitan Status and Poverty							
	Metropolitan Status			Poverty Level			
Method	Urban	Suburban	Rural	Low	Medium	High	Overall
Remotely accessed or in-library computer reservation and time management software	13.4% (n=366)	7.4% (n=361)	3.5% (n=257)	6.3% (n=791)	7.8% (n=175)	10.2% (n=17)	6.6% (n=984)
Library access only computer reservation and time management software	63.9% (n=1,742)	51.3% (n=2,519)	20.8% (n=1,514)	36.8% (n=4,614)	47.2% (n=1,053)	64.7% (n=108)	38.7% (n=5,775)
Manual list of users managed by staff	17.6% (n=479)	32.7% (n=1,604)	60.5% (n=4,410)	45.0% (n=5,635)	36.9% (n=822)	21.6% (n=36)	43.5% (n=6,493)
"Honor system" — rely on patrons to end sessions voluntarily	1.9% (n=53)	5.4% (n=267)	10.3% (n=749)	7.8% (n=972)	4.0% (n=90)	3.6% (n=6)	7.2% (n=1,069)
Other time management	3.3% (n=89)	3.3% (n=161)	4.9% (n=357)	4.1% (n=516)	4.0% (n=90)	*	4.1% (n=606)
Weighted missing values, n=21 Key: * Insufficient data to report							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Since most outlets require a time limit for workstation use (Figure 24), respondents were also asked how they manage their time slots. The most common method is utilizing a manual list that the staff manages (43.5 percent this year), similar to that reported in 2007-2008 (45.9 percent). Rural and low poverty outlets are the most likely to manually manage time limits (60.5 percent and 45.0 percent, respectively), and urban and high poverty outlets the least likely to do the same (17.6 percent and 21.6 percent, respectively).

Figure 28: Public Library Outlets Offering Formal or Informal Technology Training, Availability by Metropolitan Status and Poverty							
	Metropolitan Status			Poverty Level			
Training Availability	Urban	Suburban	Rural	Low	Medium	High	Overall
Offers formal technology training classes	52.5% (n=1,438)	42.1% (n=2,141)	24.1% (n=1,876)	33.8% (n=4,438)	39.7% (n=915)	60.8% (n=101)	35.0% (n=5,454)
Offers informal point-of-use assistance	38.0% (n=1,040)	48.4% (n=2,460)	60.6% (n=4,711)	54.0% (n=7,089)	47.0% (n=1,083)	24.1% (n=40)	52.6% (n=8,212)
Offers online training material	3.2% (n=89)	2.5% (n=128)	2.7% (n=212)	2.5% (n=328)	3.6% (n=82)	10.8% (n=18)	2.7% (n=428)
Does not offer any technology training	6.3% (n=173)	7.1% (n=359)	12.6% (n=976)	9.7% (n=1,276)	9.8% (n=225)	3.6% (n=6)	9.7% (n=1,507)
Weighted missing values, n=357							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 28 shows the percentage of libraries that offer various types of technology training to patrons. The greatest percentage of outlets (52.6 percent) provide informal, point-of-use training, and 9.7 percent offer no technology training at all. Of the 35 percent of outlets that offer formal technology training classes, urban (52.5

percent) and high poverty (60.8 percent) outlets comprise the majority; 42.1 percent of suburban and 39.7 percent of medium poverty outlets also provide formal training. Online training material is rarely used (2.7 percent overall), although it is used by 10.8 percent of high poverty outlets.

Figure 29: Formal Technology Training Classes Offered by Public Library Outlets, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Technology Training Classes	Urban	Suburban	Rural	Low	Medium	High	Overall
General computer skills (e.g., how to use mouse, keyboard, printing)	93.9% (n=1,343)	88.7% (n=1,865)	92.3% (n=1,714)	90.5% (n=3,976)	94.5% (n=849	97% (n=98)	91.3% (n=4,923)
General software use (e.g., word processing, spreadsheets, presentation)	66.9% (n=957)	72.5% (n=1,524)	71.0%% (n=1,319)	70.3% (n=3,089)	71.8% (n=645)	66.3% (n=67)	70.5% (n=3,801)
General Internet use (e.g., set up e-mail, Web browsing)	94.7% (n=1,356)	93.2% (n=1,960)	91.0% (n=1,690)	92.5% (n=4,062)	94.9% (n=852)	90.2% (n=92)	92.8% (n=5,006)
General online/Web searching (e.g., using Google, Yahoo, others)	72.0% (n=1.030)	81.5% (n=1,715)	75.4% (n=1,401)	78.2% (n=3,433)	71.3% (n=640)	72.5% (n=74)	76.9% (n=4,147)
Using library's Online Public Access Catalog (OPAC)	44.2% (n=632)	52.3% (n=1,100)	47.3% (n=878)	50.4% (n=2,212)	39.5% (n=355)	42.6% (n=43)	48.4% (n=2,610)
Using online databases (e.g., commercial databases to search and find content)	51.0% (n=730)	51.1% (n=1,075)	41.1% (n=762)	48.7% (n=2,139)	42.8% (n=384)	42.6% (n=43)	47.6% (n=2,566)
Safe online practices (e.g., not divulging personal information)	24.8% (n=355)	23.7% (n=498)	26.1% (n=485)	24.2% (n=1,064)	27.8% (n=250)	22.8% (n=23)	24.8% (n=1,337)
Accessing online government information (e.g., Medicare, taxes, how to complete forms)	35.4% (n=507)	19.0% (n=399)	22.9% (n=426)	22.2% (n=974)	36.1% (n=324)	33.3% (n=34)	24.7% (n=1,332)
Accessing online job-seeking and career-related information	36.9% (n=528)	23.2% (n=488)	23.4% (n=434)	25.0% (n=1,099)	34.6% (n=311)	40.2% (n=41)	26.9% (n=1,451)
Accessing online medical information (e.g., health literacy)	20.5% (n=294)	15.0% (n=315)	19% (n=352)	17.4% (n=766)	20.6% (n=185)	9.9% (n=10)	17.8% (n=961)
Accessing online investment information	11.8% (n=169)	11.2% (n=236)	6.6% (n=123)	9.7% (n=424)	11.1% (n=100)	3.0% (n=3)	9.8% (n=527)
Digital photography, software and online applications (e.g., Photoshop, Flickr)	15.9% (n=228)	24.9% (n=524)	20.6% (n=383)	21.6% (n=948)	18.5% (n=166)	19.8% (n=20)	21.0% (n=1,134)
Web 2.0 (e.g., blogging, RSS)	16.4% (n=234)	10.4% (n=218)	8.3% (n=154)	10.1% (n=444)	15.5% (n=139)	22.8% (n=23)	11.2% (n=606)
Other technology-based training classes	4.3% (n=61)	6.7% (n=140)	5.8% (n=108)	6.1% (n=266)	4.8% (n=42)	-	5.7% (n=309)

Will not total 100%, as categories are not mutually exclusive
Weighted missing values, n=63
Key:
-- No data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 29 identifies the types of formal technology training classes offered by library outlets. Of those libraries that offer formal training, general Internet use classes are the most common (92.8 percent), followed by general computers skills (91.3 percent). More than three-quarters of libraries (76.9 percent) report training patrons on general online/Web searching and 70.5 percent offer general software classes. Relatively few outlets (9.8 percent) provide training on accessing online investment information. Web 2.0 training is also somewhat rare (11.2 percent of outlets), and are more likely to be offered in urban (16.4 percent) and high poverty (22.8 percent) outlets. Formal training in digital photography, software and online applications is most common in suburban (24.9 percent), while training on how to access online government information is more common in

urban (35.4 percent) and medium poverty (36.1 percent) libraries. "Other" training classes cited by 5.7 percent of outlets include genealogy research (31.6 percent), and how to use eBay and/or sell personal items online (19.7 percent).

Figure 30: Public Library Services Available to Users, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Services	Urban	Suburban	Rural	Low	Medium	High	Overall
Digital reference/virtual reference	75.1% (n=2,059)	70.8% (n=3,601)	52.5% (n=4,066)	62.5% (n=8,194)	61.4% (n=1,412)	71.9% (n=120)	62.4% (n=9,726)
Licensed databases	96.6% (n=2,648)	95.2% (n=4,839)	83.4% (n=6,461)	89.3% (n=11,702)	91.0% (n=2,091)	93.4% (n=155)	89.6% (n=13,948)
E-books	79.4% (n=2,176)	64.1% (n=3,261)	41.2% (n=3,191)	55.5% (n=7,273)	54.3% (n=1,249)	64.1% (n=107)	55.4% (n=8,629)
Video conferencing	9.0% (n=246)	4.7% (n=237)	6.0% (n=465)	6.2% (n=809)	5.7% (n=130)	5.4% (n=9)	6.1% (n=948)
Online instructional courses/tutorials	52.1% (n=1,427)	44.2% (n=2,246)	39.6% (n=3,072)	42.9% (n=5,625)	45.4% (n=1,044)	45.8% (n=76)	43.3% (n=6,745)
Homework resources	90.5% (n=2,480)	83.4% (n=4,242)	73.3% (n=5,683)	79.1% (n=10,374)	82.1% (n=1,888)	86.7% (n=144)	79.6% (n=12,406)
Audio content (e.g., podcasts, audio books, other)	84.1% (n=2,305)	77.6% (n=3,948)	65.8% (n=5,098)	73.0% (n=9,566)	72.1% (n=1,657)	77.1% (n=128)	72.9% (n=11,351)
Video content	63.4% (n=1,738)	52.8% (n=2,687)	46.2% (n=3,578)	51.6% (n=6,768)	48.9% (n=1,124)	66.9% (n=111)	51.4% (n=8,003)
Digitized special collections (e.g., letters, postcards, documents, other)	65.9% (n=1,805)	35.0% (n=1,781)	26.3% (n=2,035)	34.3% (n=4,491)	44.9% (n=1,033)	58.4% (n=97)	36.1% (n=5,621)

Will not total 100%, as respondents could select more than one option
Weighted missing values, n=385

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 30 illustrates the range of Internet-based services that public libraries provide to their patrons. The overall percentage of libraries providing each of the services listed is very similar to the percentages indicated in 2007-2008, which showed a substantial increase over the previous year. Licensed databases (89.6 percent) are provided by the largest percentage of outlets, whereas video conferencing is the least likely to be offered. A slight increase in the availability of e-books was reported this year as compared to last year (55.4 percent versus 51.8 percent), whereas a slight decrease in the availability of homework resources was reported (79.6 percent in 2008-2009 versus 83.4 percent in 2007-2008).

Figure 31: Public Library Peripherals Available to Users, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Hardware	Urban	Suburban	Rural	Low	Medium	High	Overall
Access and store content on USB/other devices (e.g., iPods, MP3, other)	87.4% (n=2,394)	84.4% (n=4,293)	77.4% (n=5,998)	81.0% (n=10,623)	83.9% (n=1,930)	79.0% (n=132)	81.4% (n=12,685)
Digital camera connections and manipulation of content	41.5% (n=1,138)	47.7% (n=2,424)	50.3% (n=3,903)	47.9% (n=6,284)	48.7% (n=1,120)	36.7% (n=61)	47.9% (n=7,465)
Burn CD/DVDs	36.5% (n=999)	43.9% (n=2,233)	44.5% (n=3,450)	43.6% (n=5,712)	40.3% (n=927)	25.9% (n=43)	42.9% (n=6,682)
Recreational gaming consoles, software or Web sites	57.2% (n=1,762)	59.1% (n=3,003)	53.4% (n=4,140)	57.7% (n=7,569)	53.9% (n=1,240)	57.8% (n=96)	57.2% (n=8,905)

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

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Computer peripherals that library outlets support are shown in Figure 31. There is a notable increase in the overall percentage of outlets providing access and the ability to store content on USB and/or other devices, up to 81.4 percent from 72 percent in 2007-2008, with the largest increases reported in rural (77.4 percent versus 67 percent in 2007-2008) and low poverty outlets (81 percent versus 71.3 percent last year). Digital camera connections and the ability to manipulate content also increased approximately five percent across each library metropolitan status and poverty level over last year. The ability to burn CD/DVDs saw the largest increase in urban (36.5 percent, up from 21.1 percent last year) and medium poverty (40.3 percent versus 28.9 percent) outlets. The overall availability of recreational gaming consoles, software or Web sites remain almost identical to last year's survey responses (57.2 percent in 2008-2009), although urban and high poverty outlets (57.2 and 57.8 percent, respectively, in 2008-2009) were less likely to provide this service than they were in 2007-2008 (66.8 and 70.9 percent, respectively).

Figure 32: Public Library Services That are Not Available to Users by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Services	Urban	Suburban	Rural	Low	Medium	High	Overall
Digital reference/Virtual reference	10.4% (n=288)	19.5% (n=995)	34.6% (2,685)	25.5% (n=3,362)	25.5% (n=581)	13.7% (n=25)	25.4% (n=3,968)
Licensed databases	*	2.7% (n=138)	10.5% (n=819)	6.4% (n=845)	5.3% (n=120)	6.1% (n=11)	6.2% (n=976)
E-books	16.1% (n=444)	31.6% (n=1,613)	51.9% (n=4,037)	38.8% (n=5,103)	41.7% (n=952)	21.0% (n=38)	39.0% (n=6,093)
Video conferencing	77.4% (n=2,135)	84.3% (4,301)	82.2% (n=6,389)	81.9% (n=10,791)	82.0% (n=1,873)	88.5% (n=161)	82.0% (n=12,825)
Online instructional courses/tutorials	42.3% (n=1,167)	43.7% (n=2,232)	43.1% (n=3,350)	43.2% (n=5,692)	42.3% (n=966)	50.5% (n=92)	43.2% (n=6,750)
Homework resources	6.4% (n=176)	8.5% (n=435)	11.1% (n=866)	9.2% (n=1,208)	11.2% (n=255)	7.2% (n=13)	9.4% (n=1,476)
Audio content (e.g. pod casts, audio books, other)	11.2% (n=310)	16.8% (n=856)	24.6% (n=1,914)	19.6% (n=2,579)	20.9% (n=478)	12.7% (n=23)	19.7% (n=3,080)
Video content	28.1% (n=775)	40.1% (n=2048)	40.7% (n=3,160)	38.0% (n=5,012)	40.7% (n=928)	24.2% (n=44)	38.3% (n=5,984)
Digitized special collections (e.g. letters, postcards, documents, other)	32.3% (n=893)	54.9% (n=2,805)	60.5% (n=4,700)	54.4% (n=7,170)	50.2% (n=1.145)	45.3% (n=82)	53.7% (n=8,397)

Will not total to 100%, as respondents could select more than one option.
Key: * insufficient data to report

Figure 32 shows the percentage of libraries that do not offer various services to library patrons. Video conferencing is the least likely to be offered (82.0 percent), followed by digitized special collections (53.7 percent), although rural outlets are almost twice as likely to not have these available (60.5 percent) than urban outlets (32.3 percent).

Figure 33: Public Library Peripherals That are Not Available to Users by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Hardware	Urban	Suburban	Rural	Low	Medium	High	Overall
Access and store content on USB/other devices (e.g. iPods, MP3, other)	7.6% (n=211)	15.5% (n=793)	20.7% (n=1,605)	17.2% (n=2,271)	14.3% (n=326)	7.2% (n=13)	16.7% (n=2,610)
Digital camera connection and manipulation of content	54.3% (n=1,501)	50.2% (n=2,565)	42.7% (n=3,322)	46.3% (n=6,094)	52.3% (n=1,193)	56.0% (n=102)	47.2% (n=7,389)
Burn CD/DVD's	69.9% (n=1,932)	54.1% (n=2,761)	46.7% (n=3,629)	51.8% (n=6,820)	60.1% (n=1,372)	71.8% (n=130)	53.2% (n=8,322)
Recreational gaming consoles, software or websites	24.2% (n=668)	26.5% (n=1,355)	29.4% (n=2,288)	27.4% (n=3,616)	29.1% (n=664)	17.0% (n=31)	27.6% (n=4,311)

The percentages of libraries that do not provide various computer hardware and peripherals are shown in Figure 33. The ability to burn CD's or DVD's is most commonly unavailable to patrons (53.2 percent), closely followed by the lack of digital camera connection and photo manipulation (47.2 percent). Urban and high poverty outlets are most likely to provide accessibility for USB and other devices (7.6 and 7.2 percent, respectively) and recreational gaming consoles, software or websites (24.2 and 17.0 percent).

Figure 34: Public Library Services That are Offered on a Limited Access Basis to Users by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Services	Urban	Suburban	Rural	Low	Medium	High	Overall
Digital reference/Virtual reference	7.8% (n=216)	7.7% (n=392)	8.8% (n=682)	8.2% (n=1,085)	8.4% (n=192)	7.2% (n=13)	8.3% (n=1,290)
Licensed databases	*	2.9% (n=150)	6.0% (n=464)	4.4% (n=582)	2.2% (n=51)	*	4.0% (n=633)
E-books	2.1% (n=57)	4.1% (n=210)	5.2% (n=404)	4.6% (n=611)	2.5% (n=57)	1.7% (n=3)	4.3% (n=671)
Video conferencing	3.9% (n=107)	3.4% (n=173)	3.5% (n=275)	3.5% (n=455)	4.0% (n=92)	3.8% (n=7)	3.5% (n=554)
Online instructional courses/tutorials	7.2% (n=199)	7.7% (n=391)	8.1% (n=629)	7.5% (n=991)	9.5% (n=216)	6.1% (n=11)	7.8% (n=1,218)
Homework resources	2.6% (n=72)	3.0% (n=152)	5.5% (n=427)	4.2% (n=556)	4.0% (n=91)	2.2% (n=4)	4.2% (n=651)
Audio content (e.g. pod casts, audio books, other)	5.8% (n=161)	3.1% (n=156)	6.6% (n=513)	5.0% (n=656)	6.7% (n=154)	11.0% (n=20)	5.3% (n=830)
Video content	6.0% (n=165)	6.6% (n=338)	8.2% (n=639)	7.4% (n=978)	6.5% (n=148)	9.3% (n=17)	7.3% (n=1,143)
Digitized special collections (e.g. letters, postcards, documents, other)	6.4% (n=176)	4.7% (n=238)	6.3% (n=487)	5.9% (n=778)	5.3% (n=120)	2.2% (n=4)	5.8% (n=902)

Will not total to 100%, as respondents could select more than one option.
Key: * insufficient data to report

Public library outlets were also asked to answer what services are offered on a limited basis to users, which is illustrated in Figure 34. None of the services are limited in more than 8.3 percent of libraries. Digital and/or virtual reference and online instructional courses and tutorials tend to be limited the most often (8.3 and 7.8 percent, respectively), whereas only 4 percent of libraries responded that licensed databases have limited access.

Figure 35: Public Library Peripherals That are Offered on a Limited Access Basis to Users by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Hardware	Urban	Suburban	Rural	Low	Medium	High	Overall
Access and store content on USB/other devices (e.g. iPods, MP3, other)	7.3% (n=203)	5.1% (n=254)	7.2% (n=558)	6.6% (n=866)	5.7% (n=131)	10.4% (n=18)	6.5% (n=1,015)
Digital camera connection and manipulation of content	10.3% (n=287)	8.4% (n=419)	10.0% (n=780)	9.6% (n=1,259)	8.3% (n=190)	21.4% (n=37)	9.5% (n=1,486)
Burn CD/DVD's	4.6% (n=129)	4.8% (n=242)	8.6% (n=669)	6.7% (n=884)	6.3% (n=144)	7.5% (n=13)	6.7% (n=1,041)
Recreational gaming consoles, software or websites	11.2% (n=313)	10.4% (n=521)	12.2% (n=956)	11.3% (n=1,489)	11.9% (n=274)	15.5% (n=27)	11.5% (n=1,790)

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

Figure 35 shows peripherals that public libraries offer on a limited basis to their users. Recreational gaming consoles, software or websites are the most likely to be offered on a limited basis (11.5 percent overall). High poverty outlets are the most likely to offer digital camera connections and manipulation of content only on a limited basis (21.4 percent) whereas rural libraries tend to limit CD/DVD burning (8.6 percent).

Figure 36: Factors that Prevent Public Libraries from Providing Services or Require Limited Access to Users, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Factors	Urban	Suburban	Rural	Low	Medium	High	Overall
Computer hardware/software will not support the services	50.3% (n=1,132)	51.5% (n=2,034)	59.6% (n=3,888)	56.4% (n=6,028)	51.5% (n=981)	33.3% (n=44)	55.4% (n=7,054)
Public access Internet connectivity speed will not support the service(s)	21.9% (n=494)	23.6% (n=934)	20.5% (n=1,338)	21.1% (n=2,258)	25.6% (n=488)	15.0% (n=20)	21.7% (n=2,766)
Library policy restricts offering or access	44.1% (n=994)	31.4% (n=1,239)	30.6% (n=1,998)	32.5% (n=3,475)	35.3% (n=673)	62.9% (n=83)	33.2% (n=4,231)
Library cannot afford to purchase and/or support service(s)	54.1% (n=1,219)	54.9% (n=2,169)	63.0% (n=4,111)	59.3% (n=6,342)	58.0% (n=1,104)	40.6% (n=54)	58.9% (n=7,500)
Will not total 100%, as categories are not mutually exclusive							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 36 identifies the factors that libraries report prevent them from either providing specific services or require limiting access to certain services. Similar to last year, the largest percentage of libraries report they are unable to afford the purchase and/or support of such services (58.9 percent versus 63.6 percent reported in 2007-2008). Having computer hardware/software that is unable to support the services is the second most likely reason (55.4 percent overall) and was particularly problematic for rural (59.6 percent) and low poverty (56.4 percent) outlets.

Figure 37: Public Access Internet Services Critical to the Role of the Public Library Outlet, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Public Internet Services	Urban	Suburban	Rural	Low	Medium	High	Overall
Provide education resources and databases for K-12 students	81.9% (n=2,227)	81.4% (n=4,060)	75.5% (n=5,793)	78% (n=10,095)	81.2% (n=1,841)	89.4% (n=143)	78.6% (n=12,079)
Provide education resources and databases for students in higher education	38.5% (n=1,048)	34.3% (n=1,709)	38.9% (n=2,985)	36.1% (n=4,675)	43.3% (n=981)	54.4% (n=87)	37.4% (n=5,743)
Provide education resources and databases for home schooling	26.1% (n=709)	31.9% (n=1,591)	38.7% (n=2,965)	35.1% (n=4,544)	30.7% (n=695)	16.3% (n=26)	34.2% (n=5,265)
Provide education resources and databases for adult/continuing education students	53.1% (n=1,445)	45.1% (n=2,247)	51.2% (n=3,925)	49.6% (n=6,428)	48.6% (n=1,101)	55.0% (n=88)	49.5% (n=7,617)
Provide information for local economic development	21.4% (n=583)	22.9% (n=1,143)	19.7% (n=1,507)	20.5% (n=2,650)	23.1% (n=523)	36.3% (n=58)	21.0% (n=3,231)
Provide information for college applicants	7.2% (n=197)	9.3% (n=464)	15.8% (n=1,208)	11.8% (n=1,523)	14.2% (n=322)	14.4% (n=43)	12.2% (n=1,868)
Provide information about the library's community	30.3% (n=823)	25.2% (n=1,254)	23.3% (n=1,785)	25.2% (n=3,259)	25.0% (n=567)	23.1% (n=37)	25.1% (n=3,863)
Provide information or databases regarding investments	6.8% (n=184)	10.2% (n=508)	5.3% (n=403)	7.7% (n=1,003)	3.8% (n=85)	4.4% (n=7)	7.1% (n=1,095)
Provide access to government information (e.g., tax forms, Medicare, paying traffic tickets)	55.2% (n=1,502)	61.4% (n=3,060)	62.6% (n=4,797)	61.6% (n=7,972)	57.7% (n=1,306)	50.6% (n=81)	60.9% (n=9,359)
Provide computer and Internet skills training	48.2% (n=1,311)	38.4% (n=1,913)	29.2% (n=2,239)	34.8% (n=4,505)	38.9% (n=880)	48.8% (n=78)	35.5% (n=5,463)
Provide services for job-seekers	66.9% (n=1,820)	69.8% (n=3,478)	63.0% (n=4,830)	66.3% (n=8,582)	63.8% (n=1,445)	63.8% (n=102)	65.9% (n=10,129)
Provide services to immigrant populations	19.0% (n=517)	14.1% (n=704)	6.9% (n=526)	10.6% (n=1,372)	16.1% (n=364)	6.9% (n=11)	11.4% (n=1,747)
Other	16.2% (n=440)	16.1% (n=802)	16.0% (n=1,229)	16.7% (n=2,158)	13.0% (n=294)	12.5% (n=20)	16.1% (n=2,472)

Will not total 100%, as respondents could select more than one option.
Weighted missing values, n=587

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 37 indicates the services that libraries report are the most critical for community members to access. Providing education resources is the most critical service libraries provide, particularly for K-12 students (78.6 percent overall) and adult/continuing education students (49.5 percent overall), similar to the 2007-2008 survey's results. High poverty outlets also indicated a large increase over last year in providing education resources and databases for students in higher education (54.4 percent versus 37.3 percent in 2007-2008), as well as providing these resources for adult/continuing education students (55.0 percent this year versus 45.6 percent last year).

Providing services for job-seekers continued to climb in importance, with nearly 66 percent of libraries reporting this was most critical, up from 62.2 percent last year and 44 percent in the 2006-2007 study. Providing access to government information, such as tax forms and Medicare, also increased this year, particularly for suburban (61.4 percent, up from 52.5 percent last year) and low poverty outlets (61.6 percent up from 55.9 percent last year). Also of note is a substantial increase in outlets providing information for local economic development, with 21 percent reporting this role this year versus 7.1 percent last year. The largest increases are found in suburban (22.9 versus 7.2 percent last year) and high poverty outlets (36.3 versus 13.8 percent last year). Of outlets reporting an "other" critical role, 69.1 percent state that recreational/e-mail/personal use is important, and 11.8 percent report providing high-speed Internet access to those who are unable to afford it is critical.

Figure 38: E-Government Roles and Services of the Public Library Outlets, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
E-Government roles and services	Urban	Suburban	Rural	Low	Medium	High	Overall
Staff provide assistance to patrons applying for or accessing e-government services	59.3% (n=1,580)	53.7% (n=2,651)	52.6% (n=3,903)	54.0% (n=6,819)	55.3% (n=1,236)	48.8% (n=78)	54.1% (n=8,133)
Staff provide as-needed assistance to patrons for understanding and using e-government resources	83.5% (n=2,225)	81.8% (n=4,039)	78.6% (n=5,831)	80.5% (n=10,161)	80.6% (n=1,800)	83.8% (n=134)	80.5% (n=12,095)
Staff provide immigrants with assistance in locating immigration-related services and information	52.7% (n=1,405)	33.9% (n=1,675)	23.5% (n=1,742)	31.0% (n=3,911)	38.4% (n=859)	32.3% (n=52)	32.1% (n=4,822)
The library offers training classes regarding the use of e-government resources	21.8% (n=582)	6.8% (n=337)	4.6% (n=343)	7.4% (n=935)	13.1% (n=293)	21.2% (n=34)	8.4% (n=1,262)
The library is partnering with others to provide e-government services	17.8% (n=474)	14.0% (n=689)	11.5% (n=852)	13.3% (n=1,680)	14.3% (n=319)	10.6% (n=17)	13.4% (n=2,016)
The library has at least one staff member with significant knowledge and skills in provision of e-government services	33.1% (n=882)	18.3% (n=903)	18.4% (n=1,366)	20.1% (n=2,539)	25.4% (n=569)	26.7% (n=43)	21.0% (n=3,151)
Other	2.5% (n=66)	3.0% (n=149)	2.9% (n=213)	2.9% (n=365)	2.7% (n=60)	1.9% (n=3)	2.8% (n=428)
The library does not provide e-government services to its patrons on a regular basis	10.0% (n=266)	12.4% (n=613)	17.7% (n=1,316)	14.9% (n=1,880)	13.2% (n=295)	12.4% (n=20)	14.6% (n=2,195)
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=935							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Continuing a trend first reported in the 2006-2007 survey, Figure 38 illustrates the increasing range of e-government services public library outlets provide patrons. Indeed, only 14.6 percent of all outlets indicate they provide no e-government services on a regular basis, a decrease from 25.9 percent in 2007-2008. Over three-quarters (80.5 percent) of all public libraries offer as-needed assistance in understanding and using e-government resources, and more than half (54.1 percent) provide assistance to patrons who are applying for or accessing e-government services. As-needed assistance shows the largest increase over last year, 80.5 percent up from 74 percent reported in the 2007-2008 survey.

NATIONAL SYSTEM-LEVEL FINDINGS

This section details the survey findings for national system-level data. Figures 39-41 present data regarding E-rate discounts. Operating expenditures by type (e.g., salaries, collections, other expenditures) and by source of funding are presented in Figures 42-43 and 46-60. Detailed technology-related expenditures are presented in Figures 61-67 and include information on salaries, outside vendors, hardware/software and telecommunications. A discussion of the findings follows each table.

Figure 39: Percentage of Public Library Systems that Applied for an E-rate Discount, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Applied	45.8% (n=281)	33.9% (n=943)	40.2% (n=2,263)	38.1% (n=3.071)	42.1% (n=380)	57.1% (n=36)	38.7% (n=3,487)
Another organization applied on the library's behalf	9.1% (n-56)	16.1% (n=447)	13.4% (n=755)	14.3% (n=1,155)	10.6% (n=96)	7.9% (n=5)	13.9% (n=1,256)
Did not apply	42.1% (n=258)	45.7% (n=1,271)	42.6% (n=2,398)	43.6% (n=3,510)	44.2% (n=399)	28.6% (n=18)	43.5% (n=3,927)
Do not know	3.1% (n=19)	4.3% (n=120)	3.7% (n=209)	3.9% (n=317)	3.1% (n=28)	6.3% (n=4)	3.9% (n=349)
Weighted missing values, n=58							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 39 details the library systems that applied for an E-rate discount. There was very little change in rates of application for E-rate funds from either 2007-2008 or 2006-2007. Consistent year to year is the percentage of libraries that do apply — hovering in the 38 percent-to-39 percent range each year. Slightly more than 43 percent of libraries do not apply for E-rate, down from 44.4 percent last year and from 43.8 percent in 2006-2007. Urban libraries report a 7.9 percent decline in E-rate applications in 2008-2009 compared with last year. Medium poverty libraries report a decline of about 13 percent in E-rate applications from last year. Growth in applications is reported among suburban libraries, with about four percent more applying than last year.

Figure 40: Percentage of Public Library Systems Receiving E-rate Discount, by Discount Category and by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
E-rate Discount Categories	Urban	Suburban	Rural	Low	Medium	High	Overall
Internet connectivity	59.6% (n=164)	46.0% (n=494)	51.3% (n=1,222)	49.0% (n=1,614)	60.2% (n=244)	59.0% (n=23)	50.4% (n=1,881)
Telecommunications services	88.8% (n=1,752)	78.3% (n=842)	73.5% (n=1,752)	74.9% (n=2,464)	84.2% (n=340)	89.7% (n=35)	76.0% (n=2,839)
Internal connections cost	17.0% (n=47)	9.9% (n=106)	7.4% (n=176)	7.9% (n=260)	14.6% (n=59)	25.6% (n=10)	8.8% (n=329)
Will not total 100%, as respondents could select more than one option							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Although E-rate discounts received have decreased for each category, only one is statistically significant (Figure 40). The category of E-rate application reporting the greatest decline is telecommunication services at 76.0 percent, down from 85.8 percent last year and 83.2 percent in 2006-2007. Rural libraries reported the greatest decline in the telecommunications services discount category, down more than 11 percent from last year. In 2007-2008, 100 percent of high poverty libraries applying for E-rate indicated they applied in the telecommunication services category, yet only 89.7 percent of high poverty libraries applied this year.

However, a substantial increase is evident as reported by the high poverty outlets applying the discount to internal connection costs, with 25.6 percent reporting doing so this year versus 11.6 percent in 2007-2008.

Figure 41: Public Library Systems Reasons for Not Applying for E-rate Discounts, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Reasons	Urban	Suburban	Rural	Low	Medium	High	Overall
The E-rate application process is too complicated	22.3% (n=54)	25.5% (n=314)	24.5% (n=567)	24.8% (n=840)	24.0% (n=93)	6.7% (n=1)	24.7% (n=934)
The library staff did not feel the library would qualify	2.5% (n=6)	5.5% (n=68)	5.8% (n=135)	5.8% (n=195)	3.6% (n=14)	--	5.5% (n=209)
Our total E-rate discount is fairly low and not worth the time needed to participate in the program	23.1% (n=56)	26.8% (n=330)	20.3% (n=471)	23.3% (n=787)	17.5% (n=68)	6.7% (n=1)	22.6% (n=856)
The library receives it as part of a consortium, so therefore does not apply individually	6.6% (n=16)	9.6% (n=118)	3.6% (n=84)	6.0% (n=202)	3.6% (n=14)	--	5.7% (n=216)
The library was denied funding in the past	*	2.6% (n=32)	2.8% (n=65)	2.5% (n=85)	3.6% (n=14)	--	2.6% (n=99)
The library did not apply because of the need to comply with CIPA's filtering requirements	17.4% (n=47)	24.5% (n=301)	20.5% (n=475)	22.6% (n=764)	13.7% (n=53)	33.3% (n=5)	21.7% (n=822)
The library has applied for E-rate in the past, but no longer finds it necessary	3.3% (n=8)	6.4% (n=79)	6.9% (n=159)	6.4% (n=217)	7.0% (n=27)	--	6.4% (n=244)
Other	13.7% (n=33)	8.9% (n=110)	16.4% (n=379)	14.4% (n=486)	8.7% (n=34)	13.3% (n=2)	13.8% (n=522)

Will not total 100%, as respondents could select more than one option
Weighted missing values, n=141
Key: * Insufficient data to report
-- No data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 41 outlines the reasons for not applying for E-rate discounts. The top three reasons for not applying for the E-rate discount program remain unchanged since 2006-2007:

- Application process is too complicated (24.7 percent this year, 40.4 percent last year, and 37.8 percent in 2006-2007).
- Total E-rate discount is fairly low and not worth the time needed to participate (22.6 percent this year, 38.8 percent last year, and 36 percent in 2006-2007).
- Library did not apply because of the need to comply with the filtering requirements of the Children's Internet Protection Act (CIPA) (21.7 percent this year, 31.6 percent last year and 33.9 percent in 2006-2007).

Two noticeable differences this year are a decline in libraries reporting that they thought they would not qualify, down to 5.5 percent this year from about 9.9 percent the previous two years, and the drop in libraries reporting they did not apply because they had been denied in the past — 2.6 percent this year down from 5.2 percent last year and 3.0 percent in 2006-2007.

Of the 13.8 percent of the outlets reporting that they had "other reasons for not applying" for the E-rate discount, 29 percent state that they receive free Internet so do not need the funds, and another 14.5 percent

report that they either did not know how to apply, or they did not know much about the discount program. Another 8.5 percent of outlets reporting another reason state there was no need for the discount.

Library Sources of Funding and Operating Budgets

For the first time, libraries were asked to indicate from what sources they received, or anticipated receiving, funding in FY2008 and FY2009. Asking this question allowed the study team to better understand from what detailed sources library operating budgets are formed as well as libraries' ability to report detailed expenditure data, both for general operating expenditures by source and detailed technology-related expenditures.

Figure 42: FY2008 Public Library Systems Operating Funding Sources Received or Anticipated, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Sources of Funding	Urban	Suburban	Rural	Low	Medium	High	Overall
Local/county	96.9% (n=588)	94.3% (n=2,626)	94.1% (n=5,289)	94.3% (n=7,595)	94.9% (n=856)	87.3% (n=55)	94.3% (n=8,506)
State (including state aid to public libraries, or state-supported tax programs)	83.9% (n=509)	81.0% (n=2,256)	69.8% (n=3,923)	73.6% (n=5,923)	79.3% (n=715)	79.0% (n=49)	74.2% (n=6,687)
Federal	63.2% (n=384)	49.8% (n=1,388)	54.6% (n=3,069)	52.4% (n=4,217)	63.5% (n=573)	81.0% (n=51)	53.7% (n=4,841)
Fees/fines	77.8% (n=473)	84.1% (n=2,345)	77.1% (n=4,333)	79.8% (n=6,429)	74.6% (n=673)	76.2% (n=48)	79.3% (n=7,150)
Donations/local fundraising	88.3% (n=536)	84.6% (n=2,358)	87.8% (n=4,935)	87.4% (n=7,034)	83.3% (n=751)	69.8% (n=44)	86.8% (n=7,829)
Government grants (local, state or national level)	50.7% (n=308)	46.6% (n=1,300)	42.4% (n=2,382)	43.1% (n=3,474)	52.7% (n=475)	65.1% (n=43)	44.2% (n=3,990)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	54.3% (n=330)	41.1% (n=1,143)	49.0% (n=2,753)	46.8% (n=3,766)	46.2% (n=417)	68.3% (n=43)	46.9% (n=4,226)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 43: FY2009 Public Library Systems Operating Funding Sources Received or Anticipated, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Sources of Funding	Urban	Suburban	Rural	Low	Medium	High	Overall
Local/county	94.7% (n=575)	91.2% (n=2,540)	90.5% (n=5,087)	90.8% (n=7,314)	92.7% (n=835)	84.1% (n=53)	91.0% (n=8,202)
State (including state aid to public libraries, or state-supported tax programs)	81.6% (n=496)	78.9% (n=2,199)	67.0% (n=3,765)	70.9% (n=5,707)	78.2% (n=705)	76.2% (n=48)	71.6% (n=6,460)
Federal	63.0% (n=383)	49.5% (n=1,378)	54.0% (n=3,039)	52.0% (n=4,184)	62.9% (n=567)	77.8% (n=49)	53.2% (n=4,800)
Fees/fines	76.1% (n=462)	81.3% (n=2,264)	74.5% (n=4,189)	77.0% (n=6,201)	73.8% (n=666)	76.2% (n=48)	76.7% (n=6,915)
Donations/local fundraising	85.8% (n=521)	82.7% (n=2,304)	84.1% (n=4,728)	84.2% (n=6,776)	81.3% (n=733)	68.3% (n=43)	83.8% (n=7,552)
Government grants (local, state or national level)	48.8% (n=297)	45.2% (n=1,261)	40.6% (n=2,282)	41.5% (n=3,339)	51.4% (n=463)	58.7% (n=37)	42.6% (n=3,839)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	55.8% (n=339)	42.4% (n=1,182)	47.8% (n=2,689)	46.5% (n=3,745)	47.3% (n=427)	60.3% (n=38)	46.7% (n=4,210)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figures 42-43 displays the percent of libraries receiving or expecting operating funds from seven categories of listed sources. Little change was expected in funding source types from FY2008 to FY2009.

Also new this year was a question about a library's ability to report operating expenditures by fiscal year. Generally, most libraries felt confident in reporting expenditures from the three tax-based funding sources and moderate confidence in reporting expenditures from soft funding sources (e.g., fees/fines, donations, government and private foundation grants). Additional information can be found in study methodology detail on the project website, www.ala.org/plinternetfunding.

Figure 44: FY2008 Public Library Systems Operating Budget Change, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Operating Budget	Urban	Suburban	Rural	Low	Medium	High	Overall
Increased up to 2%	18.6% (n=112)	21.5% (n=592)	25.5% (n=1,420)	24.3% (n=1,943)	19.5% (n=173)	12.9% (n=8)	23.8% (n=2,124)
Increased 2.1-4%	26.1% (n=157)	25.4% (n=699)	20.7% (n=1,153)	23.0% (n=1,835)	18.8% (n=167)	11.3% (n=7)	22.5% (n=2,009)
Increased 4.1-6%	7.5% (n=45)	11.0% (n=304)	7.8% (n=433)	9.0% (n=717)	6.8% (n=60)	6.5% (n=4)	8.7% (n=781)
Increased more than 6%	18.3% (n=110)	12.5% (n=345)	11.9% (n=665)	12.2% (n=976)	14.3% (n=127)	27.9% (n=17)	12.5% (n=1,120)
Decreased up to 2%	4.3% (n=26)	4.0% (n=109)	3.4% (n=190)	3.7% (n=296)	3.2% (n=28)	1.6% (n=1_	3.6% (n=325)
Decreased 2.1-4%	2.2% (n=13)	2.6% (n=71)	2.0% (n=110)	2.1% (n=168)	2.7% (n=24)	1.6% (n=1)	2.2% (n=193)
Decreased 4.1-6%	2.5% (n=15)	1.7% (n=46)	1.1% (n=63)	1.3% (n=106)	1.7% (n=15)	1.6% (n=1_	1.4% (n=122)
Decreased more than 6%	5.1% (n=31)	2.6% (n=71)	2.0% (n=112)	2.3% (n=183)	3.5% (n=31)	--	2.4% (n=214)
Stayed the same	15.4% (n=93)	18.8% (n=519)	25.7% (n=1,432)	22.1% (n=1,761)	29.4% (n=261)	35.5% (n=22)	22.9% (n=2,044)

Weighted missing values, n=143
Key: -- No data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 45: FY2009 Public Library Systems Operating Budget Change, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Operating Budget	Urban	Suburban	Rural	Low	Medium	High	Overall
Increased up to 2%	17.1% (n=99)	20.1% (n=536)	23.2% (n=1,265)	22.3% (n=1,738)	18.0% (n=157)	8.6% (n=5)	21.8% (n=1,900)
Increased 2.1-4%	22.1% (n=128)	21.3% (n=568)	19.3% (n=1,052)	20.7% (n=1,613)	14.4% (n=125)	15.5% (n=9)	20.1% (n=1,747)
Increased 4.1-6%	8.1% (n=47)	9.7% (n=259)	8.1% (n=441)	8.5% (n=662)	9.4% (n=82)	6.9% (n=4)	8.6% (n=748)
Increased more than 6%	10.6% (n=61)	9.0% (n=240)	9.4% (n=513)	9.2% (n=719)	10.2% (n=89)	12.1% (n=7)	9.4% (n=815)
Decreased up to 2%	6.0% (n=35)	4.6% (n=123)	4.2% (n=231)	4.2% (n=328)	6.4% (n=56)	8.6% (n=5)	4.5% (n=389)
Decreased 2.1-4%	4.0% (n=23)	5.7% (n=153)	2.9% (n=161)	3.9% (n=303)	4.0% (n=35)	--	3.9% (n=338)
Decreased 4.1-6%	4.7% (n=27)	2.7% (n=71)	1.8% (n=96)	2.1% (n=167)	2.8% (n=24)	5.2% (n=3)	2.2% (n=194)
Decreased more than 6%	7.4% (n=43)	3.6% (n=96)	3.3% (n=181)	3.3% (n=259)	6.5% (n=57)	6.9% (n=4)	3.7% (n=320)
Stayed the same	19.9% (n=115)	23.3% (n=623)	27.8% (n=1,520)	25.6% (n=1,989)	28.4% (n=248)	36.2% (n=21)	25.9% (n=2,258)

Also new this year were questions regarding year-to-year changes in library operating budgets and technology budgets in FY2008 and FY2009. Libraries were asked to estimate whether those budgets would increase, decrease, or remain unchanged from the previous fiscal year.

Ideally, one would expect to see inflationary increases in library operating budgets from year-to-year aligning with the Consumer Price Index. Unfortunately, the data reported by a majority of libraries in this study do not support this pattern. In fact, inflation averaged 2.8 percent in 2007 and 3.8 percent in 2008, and just under 44 percent of libraries report increases greater than 2 percent in FY2008. In FY2009, only 38 percent of libraries report increases at or above inflation. This picture is further complicated by the fact that salaries, health benefits and utility costs are increasing faster than inflation. For instance:

- Premiums for employer-based health insurance rose by 5 percent in 2008, and average premiums for family coverage have increased 119 percent since 1999.[7]
- Utilities prices for heating and cooling increased between 5 percent and 28 percent, with average heating oil costs doubling 2003-04 ($903) to 2007-08 ($1,834).[8]
- Librarian salaries rose approximately 15 percent between 2003 and 2008.[9]

It is important to consider the cumulative impact of modest downward shifts in the proportion of libraries reporting increases combined with the modest upward shifts in the proportion of libraries reporting flat or declining operating budgets. Most noticeably, downward shifts occurred in libraries previously experiencing increases in the 2.1 percent-to-4 percent and 6-or-more percent ranges. When the data are viewed by poverty ranges, the rise in high poverty libraries reporting decreases in operating budgets in FY2009 is significant — twice as many libraries as in FY2008 in some cases. High poverty libraries reporting 6-plus percent increases in FY2008 (27.9 percent) dropped to just over 12 percent of libraries in FY2009. Suburban libraries reporting flat funding increased 4.5 percent, up to 23.3 percent in FY2009 from 18.8 percent in FY2008.

Under current economic conditions, however, even small increases may be considered something of a victory for public libraries.

Operating Expenditures

Each year's survey asks libraries to report current fiscal year expenditures by source of funding and type, and to estimate future fiscal year expenditures. Those findings are presented in Figures 46-47.

[7] The Henry J. Kaiser Family Foundation. *Employee Health Benefits: 2008 Annual Survey*. September 2008. http://ehbs.kff.org/images/abstract/7791.pdf

[8] Winter heating costs could rise an average 10.5%. Barbara Hagenbaugh, USAToday, http://www.usatoday.com/money/industries/energy/2007-09-24-heating-oil_N.htm. Data from National Energy Assistance Director's Association study, http://www.neada.org/.

[9] *ALA Survey of Librarian Salaries* series, years 2003-2008. For more information, see http://www.ala.org/ala/aboutala/offices/ors/reports/reports.cfm.

Figure 46: FY2008 Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$1,019,810 (n=6,791)	$206,036 (n=5,623)	$387,445 (n=5,226)
State (including state aid to public libraries, or state-supported tax programs)	$139,391 (n=1,397)	$56,476 (n=2,343)	$60,297 (n=1,688)
Federal	$10,318 (n=244)	$6,746 (n=400)	$20,686 (n=758)
Fees/fines	$28,028 (n=554)	$19,598 (1,502)	$39,573 (n=1,295)
Donations/local fundraising	$165,614 (n=680)	$28,397 (n=2,252)	$67,111 (n=1,876)
Government grants (local, state or national level)	$65,760 (n=440)	$13,464 (n=955)	$28,692 (n=1,142)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$253,864 (n=366)	$38,497 (n=765)	$36,211 (n=1,720)
Reported average total	$1,682,785	$369,214	$640,015
Reported average percent	62.5%	13.7%	23.8%

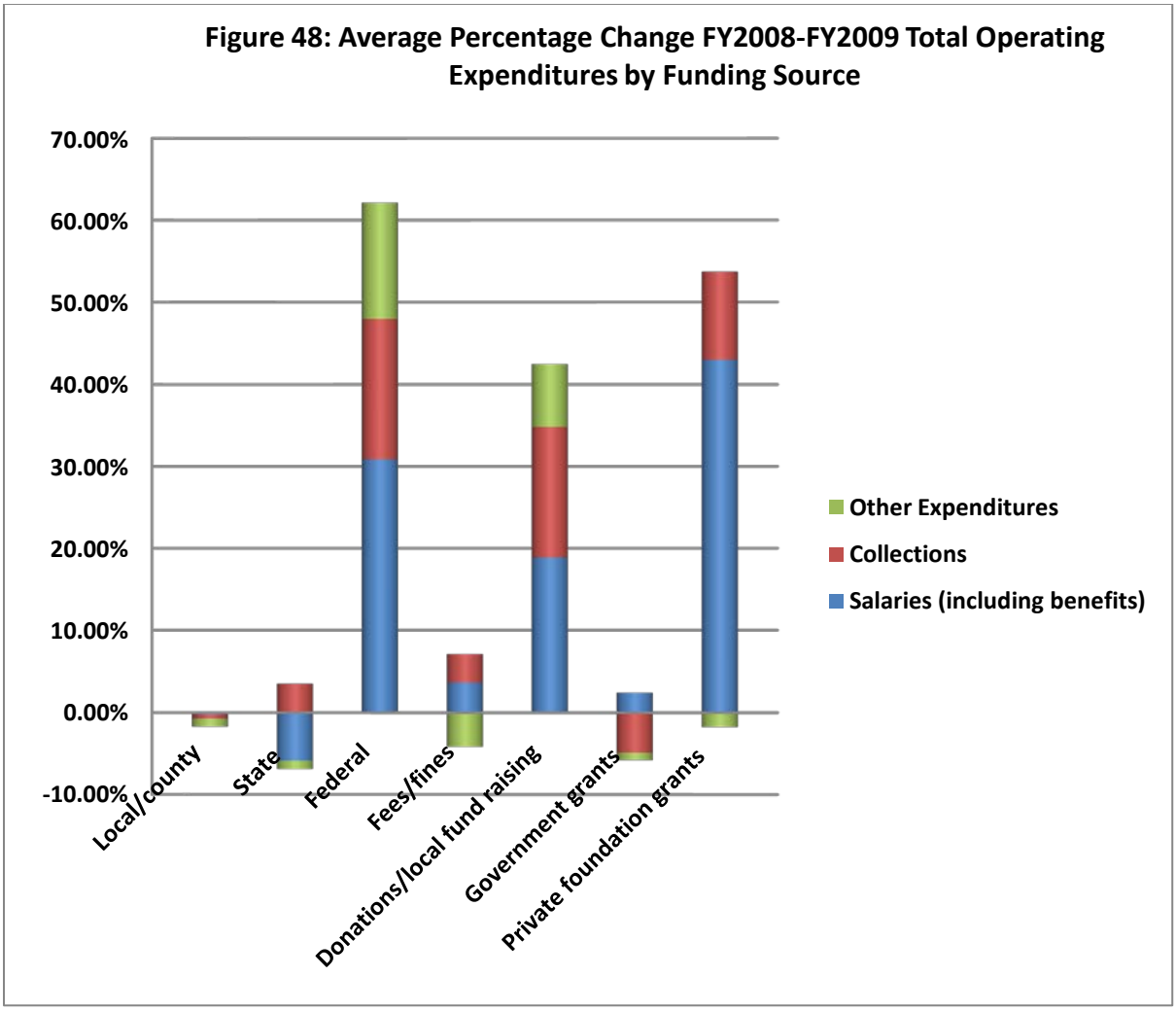
Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 47: FY2009 Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2009		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$1,017,687 (n=6,342)	$205,012 (n=5,260)	$383,614 (n=4,953)
State (including state aid to public libraries, or state-supported tax programs)	$131,707 (n=1,316)	$58,551 (n=2,161)	$59,674 (n=1,572)
Federal	$14, 926 (n=192)	$8,142 (n=322)	$24,088 (n=679)
Fees/fines	$29,059 (n=514)	$20,277 (n=1,385)	$37,922 (n=1,211)
Donations/local fundraising	$196,880 (n=596)	$32,923 (n=2,035)	$72,264 (n=1,734)
Government grants (local, state or national level)	$67,370 (n=412)	$12,810 (n=836)	$28,425 (n=998)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$363,068 (n=317)	$42,610 (n=648)	$35,582 (n=1,613)
Reported average total	$1,805,771	$380,325	$641,569
Reported average percent	63.9%	13.5%	22.7%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

The proportion of expenditures in FY2008 aligns with the national estimates reported annually by the Institute of Museum and Library Services (IMLS), while the FY2009 actual or anticipated figures reported in this study

skew a bit. In IMLS FY2006 data,[10] salaries average 65.7 percent of library operating expenditures, collections about 13.2 percent and other expenditures about 21.2 percent. Additional information can be found in study methodology detail on the project website, www.ala.org/plinternetfunding.



Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Funding from local/county sources continues to erode between FY2008 and FY2009. Fluctuations by funding source are presented in Figure 48.

Libraries report spending more than twice the anticipated amount of federal funding in FY2008 than was anticipated in last year's survey, up from an average of $15,532 in 2007-2008 to an average of $37,750 this year. Libraries anticipated further increased use of federal funds in FY2009, estimating an average of $47,156 or nearly 20 percent more than anticipated in last year's survey. Increases in other funding sources occurred in all categories compared with last year, except in the area of fees/fines used for collection expenditures (Figure 48).

Expenditures relying on fees/fines and donations remain fairly stable from last year's estimates and show some declines in FY2009. Libraries anticipate using more soft funding sources, including government and private

[10] Public Libraries Survey Fiscal Year 2006. Institute of Museum and Library Services (2008).Table 19A. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

foundation grants, to funding operating expenditures. An overall increase of nearly 50 percent in use of private foundation grants to pay for salaries, collections and other expenditures is anticipated. No other funding source saw such a significant increase. The number of cases reported for each expenditure category by source of funding remains fairly stable between the two years, so these variations cannot be attributed to fluctuation in response rates. They may simply be attributable to anticipated private foundation support (e.g., Bill & Melinda Gates Foundation) and increases in local fundraising.

The average total operating expenditures by metropolitan status reported by libraries for FY2008 and FY2009 are presented in Figures 49-54.

Figure 49: FY2008 Rural Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

	FY2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$305,131 (n=4,155)	$69,964 (n=3,288)	$131,992 (n=3,050
State (including state aid to public libraries, or state-supported tax programs)	$93,475 (n=800)	$27,724 (n=1,401)	$29,164 (n=931)
Federal	$2,849 (n=136)	$4,124 (n=248)	$4,840 (n=448)
Fees/fines	$5,368 (n=278)	$4,968 (n=241)	$13,409 (n=748)
Donations/local fundraising	$13,571 (n=442)	$8,611 (n=1,445)	$12,250 (n=1,168)
Government grants (local, state or national level)	$8,207 (n=255)	$5,241 (n=599)	$11,706 (n=640)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$7,975 (n=216)	$6,389 (n=494)	$7,935 (n=1,144)
Reported average total	$436,576	$127,021	$211,296
Reported average percent	56.3%	16.4%	28.3%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 50: FY2009 Rural Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

	FY2009		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$236,089 (n=3,913)	$51,482 (n=3,096)	$120,583 (n=2,904)
State (including state aid to public libraries, or state-supported tax programs)	$78, 689 (n=737)	$27,648 (n=1,304)	$27,343 (n=874)
Federal	$2,004 (n=101)	$1,083 (n=187)	$5,216 (n=418)
Fees/fines	$6,191 (n=256)	$6,006 (n=852)	$10,842 (n=694)
Donations/local fundraising	$16,011 (n=402)	$8,648 (n=1,321)	$13,035 (n=1,078)
Government grants (local, state or national level)	$9,128 (n=255)	$5,604 (n=539)	$10,119 (n=579)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$8,368 (n=186)	$7,459 (n=424)	$7,730 (n=1,084)
Reported average total	$277,791	$107,930	$194,868
Reported average percent	47.8%	18.6%	33.6%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 51: FY2008 Suburban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

	FY2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$1,181,277 (n=2,139)	$234,336 (n=1,878)	$412,545 (n=1,736)
State (including state aid to public libraries, or state-supported tax programs)	$101,802 (n=472)	$40,525 (n=724)	$40,818 (n=615)
Federal	$3,454 (n=61)	$5,834 (n=112)	$8,977 (n=197)
Fees/fines	$26,951 (n=231)	$21,188 (n=512)	$19,743 (n=451)
Donations/local fundraising	$16,951 (n=181)	$13,977 (n=635)	$24,712 (n=554)
Government grants (local, state or national level)	$12,050 (n=102)	$14,919 (n=254)	$22,120 (n=362)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$408,092 (n=94)	$52,936 (n=181)	$30,044 (n=446)
Reported average total	$1,750,577	$383,715	$558,959
Reported average percent	65.0%	14.4%	20.7%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 52: FY2009 Suburban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2009		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$1,240,187 (n=1,975)	$236,609 (n=1,742)	$423,532 (n=1,649)
State (including state aid to public libraries, or state-supported tax programs)	$97,709 (n=453)	$40,794 (n=658)	$35,983 (n=574)
Federal	$5,934 (n=52)	$6,199 (n=90)	$8,341 (n=165)
Fees/fines	$25,686 (n=214)	$23,635 (n=454)	$18,734 (n=423)
Donations/local fundraising	$17,194 (n=146)	$15,105 (n=578)	$21,878 (n=518)
Government grants (local, state or national level)	$8,632 (n=99)	$14,449 (n=213)	$13,315 (n=308)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$504,510 (n=83)	$59,423 (n=154)	$23,476 (n=399)
Reported average total	$1,899,852	$396,214	$545,259
Reported average percent	66.9%	13.9%	19.2%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 53: FY2008 Urban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$6,301,822 (n=480)	$1,088,728 (n=448)	$2,122,728 (n=427)
State (including state aid to public libraries, or state-supported tax programs)	$587,379 (n=122)	$296,778 (n=216)	$356,104 (n=139)
Federal	$44,523 (n=43)	$22,502 (n=47)	$106,682 (n=110)
Fees/fines	$181,072 (n=43)	$165,074 (n=85)	$337,259 (n=96)
Donations/local fundraising	$1,983,315 (n=52)	$256,827 (n=166)	$638,632 (n=153)
Government grants (local, state or national level)	$448,602 (n=57)	$58,456 (n=101)	$130,009 (n=133)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$992,148 (n=53)	$191,696 (n=87)	$306,420 (n=130)
Reported average total	$10,538,861	$2,080,061	$3,997,834
Reported average percent	63.4%	12.5%	24,1%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 54: FY2009 Urban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2009		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$6,639,792 (n=448)	$1,176,731 (n=417)	$2,125,568 (n=401)
State (including state aid to public libraries, or state-supported tax programs)	$614,705 (n=114)	$323,747 (n=197)	$398,135 (n=124)
Federal	$59,842 (n=39)	$41,249 (n=45)	$132,996 (n=96)
Fees/fines	$191,251 (n=41)	$157,998 (n=77)	$325,336 (n=94)
Donations/local fundraising	$2,321,354 (n=47)	$342,291 (n=136)	$724,024 (n=138)
Government grants (local, state or national level)	$101,092 (n=264)	$12,810 (n=836)	$166,137 (n=111)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$1,487,155 (n=48)	$225,369 (n=68)	$304,460 (n=130)
Reported average total	$11,415,191	$2,280,195	$4,176,656
Reported average percent	63.9%	12.8%	23.3%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

The proportional distributions of expenditures by type remain fairly stable when considering the data by metropolitan status, as well as by poverty (e.g., low, medium, high poverty).

The average total operating expenditures by type, funding source and poverty level reported by libraries for FY2008 and FY2009 are presented in Figures 55-60.

Figure 55: FY2008 Low Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$777,717 (n=6,081)	$156,153 (n=5,018)	$309,133 (n=4,646)
State (including state aid to public libraries, or state-supported tax programs)	$120,952 (n=1,210)	$45,676 (n=2,060)	$52,597 (n=1491)
Federal	$5,813 (n=95)	$5,099 (n=328)	$16,750 (n=630)
Fees/fines	$15,807 (n=504)	$17,970 (n=1,350)	$16,750 (n=630)
Donations/local fundraising	$179,330 (n=628)	$27,282 (n=2,035)	$61,907 (n=1,706)
Government grants (local, state or national level)	$32,608 (n=357)	$8,820 (n=833)	$20,376 (n=982)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$142,575 (n=1,319)	$22,033 (n=669)	$16,627 (n=1,573)
Reported average total	$1,274,802	$283,033	$494,140
Reported average percent	62.1%	13.8%	24.1%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 56: FY2009 Low Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2009		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$755,623 (n=5,692)	$152,248 (n=4,712)	$285,107 (n=4,423)
State (including state aid to public libraries, or state-supported tax programs)	$110,306 (n=1,143)	$46,540 (n=1,909)	$53,111 (n=1,380)
Federal	$6,564 (n=159)	$6,878 (n=271)	$17,524 (n=578)
Fees/fines	$15,374 (n=471)	$19,448 (n=1,250)	$24,964 (n=1,101)
Donations/local fundraising	$204,539 (n=553)	$31,317 (n=1,852)	$65,282 (n=1,573)
Government grants (local, state or national level)	$31,013 (n=340)	$8,107 (n=731)	$18,245 (n=868)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$178,432 (n=280)	$24,659 (n=571)	$19,326 (n=1,470)
Reported average total	$1,301,851	$289,197	$483,559
Reported average percent	62.8%	13.9%	23.2%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 57: FY2008 Medium Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$2,670,798 (n=650)	$535,499 (n=555)	$1,091,234 (n=530)
State (including state aid to public libraries, or state-supported tax programs)	$278,116 (n=169)	$129,798 (n=264)	$121,107 (n=178)
Federal	$35,447 (n=38)	$14,962 (n=68)	$42,330 (n=115)
Fees/fines	$156,771 (n=44)	$34,864 (n=142)	$148,182 (n=110_
Donations/local fundraising	$84,928 (n=48)	$37,343 (n=203)	$125,989 (n=157)
Government grants (local, state or national level)	$240,794 (n=68)	$47,447 (n=112)	$86,707 (n=139)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$1,238,404 (n=38)	$169,872 (n=84)	$262,093 (n=137)
Reported average total	$4,705,258	$969,785	$1,877,642
Reported average percent	62.3%	12.8%	24.9%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 58: FY2009 Medium Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2009		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$2,762,656 (n=603)	$512,086 (n=539)	$939,229 (n=555)
State (including state aid to public libraries, or state-supported tax programs)	$557,549 (n=319)	$152,290 (n=384)	$218,343 (n=353)
Federal	$10,003 (n=204)	$3,991 (n=199)	$25,504 (n=229)
Fees/fines	$49,177 (n=224)	$48,891 (n=263)	$137,951 (n=302)
Donations/local fundraising	$19,277 (n=209)	$20,045 (n=289)	$44,678 (n=325)
Government grants (local, state or national level)	$11,101 (n=208)	$10,277 (n=219)	$30,065 (n=260)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$22,372 (n=212)	$10,580 (n=204)	$26,642 (n=251)
Reported average total	$3,432,135	$758,160	$1,422,412
Reported average percent	61.1%	13.5%	25.3%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 59: FY2008 High Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2008		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$8,259,633 (n=43)	$1,909,996 (n=40)	$2,986,794 (n=39)
State (including state aid to public libraries, or state-supported tax programs)	$87,258 (n=15)	$236,038 (n=17)	$108,301 (n=16)
Federal	$7,180 (n=6)	$1,749 (n=4)	$26,236 (n=17)
Fees/fines	$121,434 (n=5)	$20,947 (n=5)	$273,713 (n=29)
Donations/local fundraising	$372,722 (n=1)	$106,076 (n=8)	$39,209 (n=13)
Government grants (local, state or national level)	$91,044 (n=10)	$19,403 (n=9)	$47,978 (n=13)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$48,128 (n=7)	$45,681 (n=9)	$33,339 (n=11)
Reported average total	$8,987,399	$2,339,890	$3,515,570
Reported average percent	60.6%	15.8%	23.7%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 60: FY2009 High Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source			
	FY2009		
Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures
Local/county	$10,580,257 (n=38)	$1,621, 749 (n=37)	$2,578,393 (n=35)
State (including state aid to public libraries, or state-supported tax programs)	$122,964 (n=11)	$256,882 (n=15)	$124,831 (n=14)
Federal	$26,521 (n=4)	$29 (n=4)	$37,439 (n=5)
Fees/fines	$123,474 (n=5)	$17,416 (n=5)	$288,237 (n=8)
Donations/local fundraising	$56,800 (n=1)	$126,582 (n=8)	$74,530 (n=12)
Government grants (local, state or national level)	$81,811 (n=10)	$23,517 (n=8)	$43,522 (n=9)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$55,214 (n=5)	$68,167 (n=8)	$69,979 (n=11)
Reported average total	$11,047,041	$492,593	$3,216,931
Reported average percent	74.9%	3.3%	21.8%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

There are differences in the number of libraries reporting data for FY2009 over FY2008. This is especially noticeable for urban libraries reporting the use of government grants in FY2009 (Figure C48) to pay for salaries and collections. Although the average amount of government grant funds reported by urban libraries declined between FY2008 and FY2009, the number of urban libraries using such funding increased considerably — salary expenditures in FY2009 has 264 cases versus 57 cases in FY2008, and collection expenditures in FY2009 reports 836 cases versus 101 cases in FY2008.

Similar to urban libraries, medium poverty libraries report significant declines in the average level of funding by source and type of expenditure and an increase in the number of libraries reporting. Although the proportion of expenditure by type did not fluctuate significantly, the reported average total expenditure declined between FY2008 and FY2009.

Technology Costs Paid on Behalf of Libraries

New to the 2008-2009 survey was a set of questions about "on behalf of" support for library technology costs. Although the research team understood anecdotally how libraries pay for technology, previous surveys did not capture the extent to which library technology-related expenditures were supported by outside entities. This year, the survey asked:

> 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.
>
> 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.

Figure 61 presents the summary for survey question 19a.

Figure 61: Public Library Systems Receipt of "on Behalf of" Financial Support for Technology Expenditures, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Financial Support	Urban	Suburban	Rural	Low	Medium	High	Overall
The library pays directly for ALL of its technology costs	56.4% (n=318)	53.3% (n=1,368)	55.1% (n=2,832)	54.8% (n=4,058)	52.3% (n=425)	59.3% (n=35)	54.6% (n=4,518)
The library pays directly for SOME of its technology costs	38.1% (n=215)	38.3% (n=983)	36.5% (n=1,876)	37.5% (n=2,775)	34.6% (n=281)	32.2% (n=19)	37.2% (n=3,075)
The library does not pay directly for any of its technology costs	5.5% (n=31)	8.5% (n=217)	8.5% (n=435)	7.7% (n=573)	13.1% (n=106)	8.5% (n=5)	8.3% (n=684)
Weighted missing values, n=802							

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

A majority of libraries (54.6 percent) paid for their technology costs with no assistance from another government agency or outside entity. Just over 37 percent reported receiving some direct support for library technology costs and another 8.3 percent indicated all technology costs were paid on the library's behalf; these libraries were more likely to be in suburban and rural communities. The percentage of libraries receiving direct support for all or some of their technology costs was fairly equally distributed among the metropolitan status and poverty level categories.

Figures 62-64 present the detail by metropolitan status of libraries that indicated all or some of their technology costs were paid on their behalf (survey question 19c).

Figure 62: FY2008 Urban Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source

	FY2008			
Agency or Organization	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local government (e.g., municipal IT department)	43.1% (n=106)	28.5% (n=70)	45.5% (n=112)	42.7% (n=105)
County government	9.3% (n=23	5.7% (n=14)	9.8% (n=24)	9.7% (n=24)
Regional library network, cooperative or consortia	7.7% (n=19)	8.1% (n=20)	17.4% (n=43)	15.8% (n=39)
State government (including the state library)	6.9% (n=17)	8.1% (n=20)	18.2% (n=45)	17.5% (n=43)
Private funder (e.g., endowment, board/trustees)	2.4% (n=6)	3.3% (n=8)	19.5% (n=48)	1.6% (n=4)
Other	2.4% (n=6)	4.1% (n=10)	4.9% (n=12)	7.7% (n=29)

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 63: FY2008 Suburban Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source				
	FY2008			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local government (e.g., municipal IT department)	23.0% (n=276)	12.8% (n=153)	23.3% (n=280)	23.4% (n=281)
County government	6.7% (n=80)	5.3% (n=63)	7.7% (n=92)	9.3% (n=111)
Regional library network, cooperative or consortia	22.3% (n=268)	24.8% (n=298)	32.7% (n=392)	34.5% (n=414)
State government (including the state library)	4.6% (n=55)	8.7% (n=104)	14.1% (n=169)	15.1% (n=181)
Private funder (e.g., endowment, board/trustees)	1.2% (n=14)	1.6% (n=19)	14.3% (n=172)	2.8% (n=33)
Other	1.1% (n=13)	*	6.4% (n=77)	6.6% (n=79)
Key: * Insufficient data to report				

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 64: FY2008 Rural Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source.				
	FY2008			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local government (e.g., municipal IT department)	23.5% (n=542)	13.5% (n=312)	17.6% (n=406)	19.1% (n=442)
County government	10.5% (n=242)	5.3% (n=122)	7.2% (n=166)	7.5% (n=174)
Regional library network, cooperative or consortia	9.3% (n=214)	10.8% (n=249)	17.6% (n=408)	15.1% (n=349)
State government (including the state library)	7.3% (n=168)	9.1% (n=211)	16.1% (n=373)	18.8% (n=435)
Private funder (e.g., endowment, board/trustees)	*	3.9% (n=91)	15.8% (n=365)	5.3% (n=123)
Other	5.2% (n=121)	3.8% (n=89)	8.0% (n=186)	15.2% (n=351)
Key: * Insufficient data to report				

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

For libraries reporting that some or all technology expenditures were paid on their behalf, urban libraries reported the highest level of local government support for any technology expenditure by almost two-to-one compared with the level reported by suburban and rural libraries. Not surprisingly, urban libraries benefited from hardware/software support from local government departments 2.5 times more than did rural libraries and nearly twice as much as suburban libraries. Rural libraries fared only slightly better than their urban and

suburban counterparts with state government support for telecommunications (about 18.8 percent, compared with 17.5 percent for urban and 15.1 percent for suburban libraries).

Libraries report the least "on behalf of" support for outside vendor agreements supporting technology, absorbing those costs within the library's operating budget. Suburban libraries reported the highest level of "on behalf of" support from regional library networks, cooperatives and consortia.

Volatility of Technology Budgets

To better understand year-to-year fluctuations in technology spending, the research team added a question about year-to-year changes in library technology budgets in this year's survey. The range responses matched those used in the operating budget stability question.

> 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.

Figures 65-66 present the FY2008 and FY2009 responses, by metropolitan status and poverty level.

Figure 65: FY2009 Public Library Systems Technology Budget Change, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Operating Budget	Urban	Suburban	Rural	Low	Medium	High	Overall
Increased up to 2%	20.8% (n=116)	22.0% (n=558)	19.2% (n=977)	20.5% (n=1,502)	17.7% (n=142)	11.9% (n=7)	20.1% (n=1,651)
Increased 2.1-4%	12.5% (n=70)	12.4% (n=314)	9.0% (n=457)	9.1% (n=749)	11.0% (n=88)	6.8% (n=4)	10.3% (n=841)
Increased 4.1-6%	5.2% (n=29)	7.1% (n=180)	4.3% (n=218)	5.0% (n=367)	7.2% (n=58)	5.1% (n=3)	5.2% (n=4286)
Increased more than 6%	15.4% (n=86)	9.8% (n=249)	10.1% (n=517)	10.4% (n=760)	10.5% (n=84)	13.6% (n=8)	10.4% (n=852)
Decreased up to 2%	3.6% (n=20)	4.8% (n=123)	3.2% (n=164)	3.6% (n=266)	4.5% (n=36)	8.5% (n=5)	3.7% (n=307)
Decreased 2.1-4%	--	--	--	--	--	--	--
Decreased 4.1-6%	1.4% (n=8)	--	*	1.0% (n=75)	*	*	1.0% (n=80)
Decreased more than 6%	7.5% (n=42)	4.9% (n=124)	3.9% (n=199)	4.3% (n=312)	6.1% (n=49)	6.8% (n=4)	4.5% (n=365)
Stayed the same	33.5% (n=187)	38.1% (n=968)	49.4% (n=2,519)	45.0% (n=3,303)	42.6% (n=342)	49.2% (n=29)	44.8% (n=3,674)

Key: -- No data to report
* Insufficient data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 66: FY2010 Public Library Systems Anticipated Technology Budget Change, by Metropolitan Status and Poverty

	Metropolitan Status			Poverty Level			
Operating Budget	Urban	Suburban	Rural	Low	Medium	High	Overall
Increased up to 2%	22.1% (n=116)	23.8% (n=578)	21.6% (n=1,058)	22.5% (n=1,587)	20.3% (n=155)	18.0% (n=9)	22.3% (n=1,751)
Increased 2.1-4%	15.2% (n=80)	14.0% (n=339)	10.5% (n=517)	12.0% (n=842)	12.1% (n=92)	2.0% (n=1)	11.9% (n=935)
Increased 4.1-6%	8.6% (n=45)	8.0% (n=194)	5.0% (n=247)	6.2% (n=436)	5.6% (n=43)	13.7% (n=7)	6.2% (n=486)
Increased more than 6%	5.3% (n=28)	5.6% (n=135)	5.9% (n=289)	5.8% (n=412)	4.9% (n=37)	5.9% (n=3)	5.8% (n=452)
Decreased up to 2%	1.9% (n=10)	2.6% (n=63)	2.2% (n=109)	2.4% (n=169)	1.7% (n=13)	--	2.3% (n=182)
Decreased 2.1-4%	2.9% (n=15)	2.3% (n=55)	1.2% (n=58)	1.7% (n=117)	1.4% (n=11)	--	1.6% (n=128)
Decreased 4.1-6%	1.7% (n=9)	1.2% (n=28)	*	1.0% (n=67)	*	2.0% (n=1)	*
Decreased more than 6%	5.9% (n=31)	2.6% (n=63)	2.3% (n=112)	2.5% (n=173)	4.1% (n=31)	4.0% (n=2)	2.6% (206)
Stayed the same	36.5% (n=192)	40.0% (n=970)	50.6% (n=2,481)	46.0% (n=3,242)	49.0% (n=374)	54.0% (n=27)	46.4% (n=3,643)

Key: -- No data to report
* Insufficient data to report

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Regardless of stratification — metropolitan status or poverty level — technology operating budgets are reasonably stable within each range by fiscal year. Approximately 20 percent of libraries report up to 2 percent increases in FY2009, and a similar number, about 22.3 percent, anticipate up to 2 percent increases in FY2010.

Rural libraries were most likely to experience no change (increase or decrease) in technology funding from year to year. In both FY2009 and FY2010, roughly a majority of rural libraries (49.4 and 50.6 percent) report no change in funding levels. These libraries are operating with funding levels from FY2008, since they report level funding coming into FY2009. This level funding is especially hard for rural libraries because they receive much less direct ("on behalf of") support than that received by suburban or urban libraries.

There was little variation in the proportion of low, medium or high poverty libraries reporting no change in technology expenditures. Differences are evident across poverty levels for the smallest expenditure increases (up to 2 percent) in FY2009, but little difference in any range of budget change in FY2010. This may partly be explained by actual expenditure details available for FY2009, compared with a reliance on anticipated technology budget figures for FY2010.

Figure 67 presents the average total technology-related operating expenditures by type and funding source for FY2009.

Figure 67: FY2009 Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source				
	FY2009			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$100,783 (n=3,025)	$25,981 (n=2,938)	$40,436 (n=4,480)	$22,011 (n=3,957)
State (including state aid to public libraries, or state-supported tax programs)	$12,993 (n=749)	$10,116 (n=720)	$12,835 (n=954)	$8,515 (n=830)
Federal	$515 (n=546)	$2,042 (n=494)	$8,593 (n=563)	$16,247 (n=841)
Fees/fines	$616 (n=614)	$3,913 (n=535)	$1,413 (n=579)	$1,388 (n=541)
Donations/local fundraising	$842 (n=618)	$1,451 (n=619)	$2,890 (n=1,230)	$665 (n=622)
Government grants (local, state or national level)	$682 (n=559)	$783 (n=504)	$6,148 (n=730)	$1,591 (n=601)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$656 (n=584)	$704 (n=552)	$7,596 (n=1,637)	$883 (n=550)
Reported average total	$117,087	$44,990	$79,911	$51,300
Reported average percent	39.9%	15.3%	27.2%	17.5%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

This is the third year that libraries reported technology-related operating expenditures by fiscal year. Technology expenditures were reported for FY2006 (actual) and FY2007 (anticipated) in the first year of the survey; FY2008 anticipated expenditures in the second survey year; and FY2009 actual or anticipated expenditures in this third year of the survey. These data are reported by type of technology expenditure and funding source. What this information provides is multi-year reporting to understand the extent to which these expenditures change and how the sources of funding may fluctuate from year to year.

Overall, FY2009 expenditures by type indicate increases for total average dollars spent in all expenditure categories:

- Average dollars spent on technology-related salary expenditures increased nearly 30 percent ($117,087 FY2009 from $90,230 in FY2008).
- Outside vendor expenditures increased 16 percent from FY2008 ($44,990 in FY2009 from $38,790 in FY2008).
- Hardware/software expenditures increased 52.7 percent from FY2008 ($79,911 in FY2009 from $52,315 in FY2008).
- Telecommunications expenditures increased 70 percent — the most dramatic increase of all the technology-related expenditures reported for FY2009 ($51,300 in FY2009 from $30,163 in FY2008).

It is important to acknowledge the year-to-year fluctuations in the reporting of technology-related library expenditures. For instance, although the average technology-related salary expenditure increased nearly 30 percent from FY2008, it increased only 14.7 percent from FY2007 and 7 percent from FY2006. Although technology-related salaries may be higher, the FY2009 average may also be higher because of the impact increased responses. The impact of "on behalf of" support libraries receive from government or other agencies also plays a part in the year-to-year average expenditure changes. Technology salary costs are among the most frequently reported expenses paid by other agencies, followed by telecommunications and hardware/software expenses (see Figures C56-C58).

Two expenditure categories note declines and two increases from FY2008 when considered as a proportion of technology-related expenditures.

Decreasing expenditures between FY2008 and FY2009:

- Salary support from all funding sources declined approximately 2.8 percent from FY2008 (down to 39.9 percent from 42.7 percent).
- Outside vendor expenditures declined approximately 3 percent from 18.3 percent in FY2008. This expense type was not collected prior to the 2007-2008 survey.

Increasing expenditures between FY2008 and FY2009:

- Hardware and software expenditures increased by about 2.5 percent from 24.7 percent in FY2008. Hardware and software expenditures were reported as separate expenses in the 2006-2007 survey and therefore are not easily compared.
- Telecommunications expenditures have demonstrated the greatest fluctuation from year to the next year of this survey. Increasing by about 3.2 percent from FY2008 (14.3 percent), telecommunication expenditures were higher in FY2007 (17.6 percent), and lower in FY2006 (14.8 percent). Some of this variation can be attributed to the number of libraries reporting this particular technology expenditure.

By source of funding, similar fluctuations have occurred each year of the survey. While local/county funding used for technology staff salaries, hardware and software have been declining each year since FY2006, FY2009 data do indicate modest increases in these expenditure categories. In FY2009 local/county funds used to pay technology staff salaries had risen to $100,783, approximately 28 percent more than in FY2008. In FY2006, the average expenditure from local/county funds for technology staff salaries was $96,906, in FY2007 $90,972, and in FY2008 $78,502.

Outside vendor expenditures, reported beginning with FY2008 data, indicate a slight decline in local/county support for FY2009. There is growth in support from other funding sources for outside vendors, up approximately 28.4 percent over last fiscal year. Again, some of this fluctuation can be attributed to response rates for this technology expenditure.

Figures 68-70 present this these same data by metropolitan status, and Figures 71-73 present this data by poverty level.

Figure 68: FY2009 Rural Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source				
	FY2009			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$37,300 (n=1,636)	$7,905 (n=1,627)	$13,617 (n=2,590)	$7,536 (n=2,308)
State (including state aid to public libraries, or state-supported tax programs)	$9,308 (n=415)	$2,578 (n=399)	$5,048 (n=538)	$3,136 (n=498)
Federal	$382 (n=298)	$821 (n=266)	$3,711 (n=294)	$4,538 (n=526)
Fees/fines	$367 (n=341)	$277 (n=282)	$721 (n=305)	$1,662 (n=277)
Donations/local fundraising	$1,126 (n=357)	$1,007 (n=352)	$1,976 (n=768)	$784 (n=363)
Government grants (local, state or national level)	$360 (n=312)	$173 (n=270)	$2,630 (n=399)	$1,272 (n=356
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$917 (n=326)	$881 (n=310)	$4,429 (n=1,036)	$913 (n=321)
Reported average total	$49,760	$13,642	$32,132	$19,841
Reported average percent	43.1%	11.8%	27.9%	17.2%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

When considered by metropolitan status, it is not surprising to find that average salary expenditures for technology staff in rural libraries are considerably lower than in urban or suburban libraries. Urban libraries spent an average of $458,324 for technology staff positions in FY2009, suburban libraries $122,400 and rural libraries only $49,760. There is little overall difference between rural and suburban libraries receiving "on behalf of" support from government or other agencies for technology staff, whereas nearly twice as many urban libraries reported receiving local government support (43.1 percent of urban libraries compared with 23 percent of suburban and 23.5 percent of rural libraries). In fact, rural libraries are only slightly more likely than urban libraries to receive support from regional networks (9.3 percent compared with 7.7 percent of urban libraries) and far less likely than suburban libraries (22.3 percent of suburban libraries).

Figure 69: FY2009 Suburban Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source				
	FY2009			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$107,370 (n=1,073)	$30,180 (n=1,073)	$50,406 (n=1,491)	$28,112 (n=1,320)
State (including state aid to public libraries, or state-supported tax programs)	$13,745 (n=269)	$3,729 (n=252)	$6,731 (n=323)	$3,837 (n=266)
Federal	$78 (n=197)	$254 (n=178)	$2,544 (n=206)	$3,353 (n=230)
Fees/fines	$263 (n=225)	$235 (n=203)	$1,311 (n=228)	$245 (n=217)
Donations/local fundraising	$312 (n=211)	$2,060 (n=219)	$3,868 (n=395)	$540 (n=217)
Government grants (local, state or national level)	$382 (n=194)	$1,811 (n=192)	$4,774 (n=261)	$570 (n=195)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$250 (n=205)	$545 (n=199)	$6,676 (n=489)	$527 (n=181)
Reported average total	$122,400	$38,814	$76,310	$37,184
Reported average percent	44.6%	14.1%	27.8%	13.5%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 70: FY2009 Urban Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source				
	FY2009			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$412,412 (n=312)	$130,599 (n=238)	$177,557 (n=398)	$99,254 (n=328)
State (including state aid to public libraries, or state-supported tax programs)	$33,511 (n=65)	$77,869 (n=68)	$78,783 (n=93)	$68,924 (n=65)
Federal	$3,017 (n=50)	$14,806 (n=50)	$50,758 (n=64)	$125,127 (n=85)
Fees/fines	$4,004 (n=49)	$14,806 (n=50)	$6,469 (n=46)	$5,099 (n=46)
Donations/local fundraising	$1,046 (n=51)	$1,916 (n=49)	$7,615 (n=67)	$279 (n=41)
Government grants (local, state or national level)	$3,713 (n=52)	--	$30,568 (n=65)	$7,872 (n=50)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$621 (n=52)	$165 (n=43)	$41,112 (n=111)	$2,018 (n=48)
Reported average total	$458,324	$240,161	$392,862	$308,573
Reported average percent	32.7%	17.2%	28.1%	22.0%
Key: -- No data to report				

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

The average technology-related operating expenditures reported by poverty level appear in figures 71-73. As these figures demonstrate, libraries rely primarily on local/county sources of funding for technology-related expenditures regardless of poverty level. There was very little difference in technology-related expenditures reported by poverty in FY2009 compared with FY2008.

Figure 71: FY2009 Low Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

	FY2009			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$83,602 (n=2,653)	$19,364 (n=2,639)	$31,547 (n=3,999)	$18,163 (n=3,501)
State (including state aid to public libraries, or state-supported tax programs)	$10,376 (n=658)	$8,245 (n=632)	$13,022 (n=824)	$6,487 (n=746)
Federal	$185 (n=480)	$359 (n=438)	$8,139 (n=497)	$12,455 (n=722)
Fees/fines	$338 (n=540)	$3,179 (n=477)	$861 (n=520)	$1,000 (n=487)
Donations/local fundraising	$837 (n=547)	$1,485 (n=558)	$2,900 (n=1,141)	$719 (n=572)
Government grants (local, state or national level)	$413 (n=493)	$795 (n=454)	$4,648 (n=646)	$1,036 (n=543)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$656 (n=518)	$677 (n=492)	$6,879 (n=1,508)	$773 (n=497)
Reported average total	$96,407	$34,104	$67,996	$40,633
Reported average percent	40.3%	14.3%	28.4%	17.0%

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 72: FY2009 Medium Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source				
	FY2009			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$211,467 (n=337)	$77,138 (n=274)	$113,820 (n=444)	$42,288 (n=419)
State (including state aid to public libraries, or state-supported tax programs)	$35,610 (n=86)	$25,268 (n=82)	$11,552 (n=123)	$29,125 (n=76)
Federal	$610 (n=59)	$10,444 (n=52)	$10,206 (n=60)	$40,414 (n=111)
Fees/fines	$2,828 (n=68)	$11,070 (n=52)	$7,015 (n=53)	$5,486 (n=48)
Donations/local fundraising	$942 (n=66)	$1,193 (n=55)	$2,786 (n=83)	$36 (n=44)
Government grants (local, state or national level)	$1,346 (n=59)	$485 (n=44)	$18,677 (n=77)	$4,329 (n=50)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$632 (n=59)	$896 (n=54)	$11,733 (n=114)	$2,019 (n=50)
Reported average total	$253,435	$126,494	$175,789	$123,697
Reported average percent	37.3%	18.6%	25.9%	18.2%
Key: * Insufficient data to report				

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Figure 73: FY2009 High Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source				
	FY2009			
Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	$337,212 (n=35)	$164,802 (n=25)	$122,434 (n=36)	$158,203 (n=36)
State (including state aid to public libraries, or state-supported tax programs)	$3,769 (n=10)	$1,393 (n=6)	$13,374 (n=8)	$1,256 (n=8)
Federal	$24,480 (n=6)	$77,140 (n=4)	$28,081 (n=7)	$44,097 (n=8)
Fees/fines	$809 (n=6)	$388 (n=6)	$194 (n=6)	$257 (n=6)
Donations/local fundraising	--	$627 (n=6)	$2,300 (n=6)	--
Government grants (local, state or national level)	$15,350 (n=6)	$2,356 (n=5)	$6,967 (n=8)	$22,873 (n=8)
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	$904 (n=6)	$1,179 (n=6)	$49,996 (n=14)	$503 (n=4)
Reported average total	$382,524	$247,885	$223,346	$227,189
Reported average percent	35.4%	22.9%	20.7%	21.0%
Key: -- No data to report				

Source: Libraries Connect Communities: Public Library Funding & Technology Access Study (ALA, 2009); http://www.ala.org/ala/aboutala/offices/ors/plftas/0809report.cfm)

Low poverty libraries spend slightly more (about 3-to-5 percent more) on salaries (including benefits) than do medium or high poverty libraries as a percentage of total technology-related expenditures (40.3 percent, 37.3 percent and 35.4 percent, respectively). Low poverty libraries also spend proportionally more of operating budgets on hardware/software than do medium or high poverty libraries (28.4 percent, compared with 25.9 percent and 20.7 percent, respectively).

Low poverty libraries report spending less on average for salaries (including benefits) than do medium and high poverty libraries – medium poverty libraries spent more than 2.5 times that of low poverty libraries, and high poverty libraries spent nearly four times that of low poverty libraries.

Medium poverty libraries report technology-related spending two-to-three times or more than low poverty libraries, and generally spend about half of what high poverty libraries spend. Medium poverty libraries spend nearly four times (3.7) more than low poverty libraries on outside vendors, and three times more on telecommunications. Salaries (including benefits) expenditures for medium poverty libraries are about two-point-six times more than low poverty libraries ($253,435 compared with $96,407) and about one-third below that of high poverty libraries ($253,524 compared with $382,524).

Without a doubt, and not surprising, high poverty libraries report out-spending low and medium poverty libraries. However, in some expenditure categories the disparity in average expenditure by poverty level is quite extreme. For instance, high poverty libraries report spending more than seven times that of low poverty libraries on outside vendors ($247,885 compared with $34,104) and twice what medium poverty libraries spend ($247,885 compared with $126,494). High poverty libraries spend an average of nearly 5.6 times more on telecommunications than do low poverty libraries ($227,198 compared with $40,633), and about 1.8 times more that spent by medium poverty libraries ($227,189 compared with $123,697).

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.

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
New Jersey (n = 454)	53.7	9.9%	4.1%	84.9%	6.0	3.7

Figure 74 (con't): 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
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
National	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)

Key *=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				
State	Yes	No	Do not know	Other
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				
State	Yes	No	Do not know	Other
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%	--
National	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
New Hampshire (n= 237)	5.3	2.0	1.9	2.9	2.3	3.4	3.2
New Jersey (n = 454)	12.8	4.6	4.3	4.9	6.6	10.7	8.0

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
National	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			
State	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			
State	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%
National	18.8% (n=2,972)	62.4% (n=9,886)	18.9% (n=2,987)
Key *=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					
State	The library plans to add workstations within the next year	The library is considering adding more workstations or laptops within the next year, but does not know how many at this time	The library has no plans to add workstations within the next year	Other	The average number of workstations that the library plans to add within the next year
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

Figure 78 (con't): Public Library Outlet Public Access Internet Workstations Addition Schedule by State					
State	The library plans to add workstations within the next year	The library is considering adding more workstations or laptops within the next year, but does not know how many at this time	The library has no plans to add workstations within the next year	Other	The average number of workstations that the library plans to add within the next year
New Hampshire (n= 237)	31.6%	9.6%	51.3%	7.9%	1.7
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
National	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 Key *=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%

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 Hampshire (n= 233)	--	--	8.4%	13.1%	4.7%	8.9%	1.9%	63.1%
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%
National	*	*	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%
National	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				
State	Cost factors	Maintenance, upgrade, and general upkeep	Availability of staff	Other
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%
National	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			
State	Staggered-the library replaces some workstations each year, replace all over the specified replacement schedule	Complete-the library replaces workstations all at one time	The library has another replacement approach
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			
State	Staggered-the library replaces some workstations each year, replace all over the specified replacement schedule	Complete-the library replaces workstations all at one time	The library has another replacement approach
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%	--
National	68.1% (n=6,234)	19.3% (n=1,764)	12.7% (n=1,161)
Weighted missing values, n=0 Key *=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%
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%

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
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%	--
National	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 Key *=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	--
National	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%
National	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 2008-2009. 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.

Figure 86: Public Library Outlet Type of Public Access Internet Services by State										
State	DSL	Cable	Leased Line	Municipal Networks	State Network	Satellite	Fiber	Wireless	Other	Don't Know
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%	--

Figure 86 (con't): Public Library Outlet Type of Public Access Internet Services by State										
State	DSL	Cable	Leased Line	Municipal Networks	State Network	Satellite	Fiber	Wireless	Other	Don't Know
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%	*

Figure 86 (con't): Public Library Outlet Type of Public Access Internet Services by State										
State	DSL	Cable	Leased Line	Municipal Networks	State Network	Satellite	Fiber	Wireless	Other	Don't Know
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%	--	--
National	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 Key: * : 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			
State	Currently available	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year
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			
State	Currently available	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year
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%
National	76.4% (n=11,911)	9.2% (n=1,437)	14.4% (n=2,240)
Weighted missing values, n=371 Key -- = 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				
State	Yes, both the wireless connection and public access workstations share bandwidth/connection, no management techniques	Yes, both the wireless connection and public access workstations share bandwidth/connection, but have management techniques	No, the wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
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				
State	Yes, both the wireless connection and public access workstations share bandwidth/connection, no management techniques	Yes, both the wireless connection and public access workstations share bandwidth/connection, but have management techniques	No, the wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
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%	--

Figure 88 (con't): Public Library Outlet Shared Wireless-Workstation Bandwidth by State				
State	Yes, both the wireless connection and public access workstations share bandwidth/connection, no management techniques	Yes, both the wireless connection and public access workstations share bandwidth/connection, but have management techniques	No, the wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
National	49.9% (n=5,771)	24.9% (n=2,875)	23.0% (n=2,656)	2.2% (n=255)
Weighted missing values, n=353 Key *=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				
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
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%	--
National	17.7% (n=2,774)	41.9% (n=6,557)	39.9% (n=6,240)	*
Weighted missing values, n=316 Key *=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%	--	--
National	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 Key *=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			
State	This library does not have time limits for public Internet workstations	This library does have time limits for public Internet workstations	Do not know if this library has time limits
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%

Figure 91 (con't): Public Library Outlet Time Limits for Patron Use of Workstations by State			
State	This library does not have time limits for public Internet workstations	This library does have time limits for public Internet workstations	Do not know if this library has time limits
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%
National	5.8% (n=921)	94.1% (n=14,947)	*
Weighted missing values, n=69 Key *=Insufficient data to report --=No data to report			

Figure 92: Public Library Outlets With Time Limits for Internet Workstations per Day by State					
State	Up to 30 minutes	31-60 minutes	Greater than 60 minutes	Unlimited as long as no wait	Other time limit
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					
State	Up to 30 minutes	31-60 minutes	Greater than 60 minutes	Unlimited as long as no wait	Other time limit
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%
National	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 Key *=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					
State	One session per day	Two sessions per day	Unlimited but must sign up for each session	Unlimited as long as no one is waiting	Other session
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					
State	One session per day	Two sessions per day	Unlimited but must sign up for each session	Unlimited as long as no one is waiting	Other session
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%	--
National	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 Key *=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					
State	Remotely accessed or in-library computer reservation and time management software	Library access only computer reservation and time management software	Manual list of users managed by staff	"Honor system" – rely on patrons to end sessions voluntarily	Other time management
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					
State	Remotely accessed or in-library computer reservation and time management software	Library access only computer reservation and time management software	Manual list of users managed by staff	"Honor system" – rely on patrons to end sessions voluntarily	Other time management
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					
State	Remotely accessed or in-library computer reservation and time management software	Library access only computer reservation and time management software	Manual list of users managed by staff	"Honor system" – rely on patrons to end sessions voluntarily	Other time management
Wyoming (n = 74)	1.5%	29.9%	50.7%	17.6%	--
National	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 Key *=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.

Figure 95: Public Library Outlets Formal or Informal Technology Training Availability by State				
State	Offers formal IT training classes	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
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				
State	Offers formal IT training classes	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
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%
National	35.0% (n=5,454)	52.6% (n=8,212)	2.7% (n=428)	9.7% (n=1,507)
Weighted missing values, n=357 Key *=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%	--
National	91.3% (n=4,923)	70.5% (n=3,801)	92.8% (n=5,006)	76.9% (n=4,147)	48.4% (n=2,610)	47.6% (n=2,566)	24.8% (n=1,337)	24.7% (n=1,332)	26.9% (n=1,451)	17.8% (n=961)	9.8% (n=527)	21.0% (n=1,134)	11.2% (n=606)	5.7% (n=309)
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						
State	Less than one day	One day	Two days	More than two days	Don't know	Other amount of time
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%

Figure 97 (con't): Public Library Outlet Length of Time to Get Computers Back in Service by State						
State	Less than one day	One day	Two days	More than two days	Don't know	Other amount of time
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%
National	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 Key *=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%

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
National	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
Key *=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
National	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				
State	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				
State	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%
National	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%
National	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								
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
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%	--
National	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 Key *=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.

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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Chicago, Illinois 60611-2795
USA

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Fax (312) 440-9374
TDD (312) 944-7298
E-mail: ala@ala.org
http://www.ala.org

ALAAmericanLibraryAssociation

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

Public Library Funding & Technology Access Study

www.ala.org/plinternetfunding

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 they 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)

O	Library branch is permanently closed (thank you, please return survey)
O	Library branch is temporarily closed (thank you, please return survey)
O	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)

O	Increased since last fiscal year	_____ # hours increased (round to nearest hour)
O	Decreased since last fiscal year	_____# hours decreased (round to nearest hour)
O	Stayed the same as last fiscal year	

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

O	No (thank you, please return the survey)
O	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)

O	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)
O	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)
O	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)

O	No (please go to question 5a)
O	Yes, there are time limits for the public Internet workstations (please complete questions 4b and 4c)
O	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)	
O	Up to 30 minutes per session	O	One session per day
O	31-60 minutes per session	O	Two sessions per day
O	Greater than 60 minutes per session	O	Unlimited, but patrons must sign up for each session separately
O	Unlimited, as long as no one is waiting	O	Unlimited, as long as no one is waiting
O	Other (Please specify):	O	Other (Please specify):

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

O	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
O	Computer reservation and time management software – which can **only** be accessed in the library
O	Manual registration of users managed by staff
O	"Honor system" (i.e., rely on patrons to end their session voluntarily when the time is expired)
O	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)

O	The library does not have a public Internet workstation replacement schedule (please go to question 5e)
O	The library's approximate public Internet workstation replacement schedule is (please go to question 5c): O Every year O Every 2 years O Every 3 years O Every 4 years O Every 5 years O Other (Please specify):
O	Don't know (please go to question 5e)

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

O	Staggered – the library replaces some workstations each year to replace all over the specified replacement schedule
O	Complete – the library replaces workstations all at one time
O	Other (please specify):

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

O	The library has no workstation replacement or addition schedule
O	No, the library will not be able to maintain its replacement or addition schedule within the next year
O	Yes, and the library plans to replace _____ workstations/laptops within the next year
O	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)

O	Yes, the library branch plans to add ____ workstations/laptops within the next year
O	Yes, but the library branch does not know how many workstations/laptops will be added within the next year
O	No, the library does not plan to add workstations/laptops within the next year
O	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)	
O	Availability of space	O	Cost factors
O	Cost factors	O	Maintenance, upgrade, and general upkeep
O	Maintenance, upgrade, and general upkeep	O	Availability of technical or other staff to install, maintain, and update the public access computers
O	Availability of public service staff to manage the use of the public access computers and users	O	Other (please specify):
O	Availability of technical staff to install, maintain, and update the public access computers		
O	Availability of bandwidth to support additional workstations		
O	Availability of electrical outlets, cabling, or other infrastructure		
O	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)

O	Less than one day
O	One day
O	Two days
O	More than two days
O	Don't know
O	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)
o	Building-based staff (not IT specialist) Please identify who the staff person(s) is (MARK ALL ● THAT APPLY): o Public service staff o Library director o Other (please specify):	_____ FTEs	o
o	Building-based IT staff (IT specialist)	_____ FTEs	o
o	System-level IT staff	_____ FTEs	o
o	Library consortia or other library organization (please identify):	_____ FTEs	o
o	County/City IT staff	_____ FTEs	o
o	State telecommunications network staff	_____ FTEs	o
o	State library IT staff	_____ FTEs	o
o	Outside vendor/contractor	_____ FTEs	o
o	Volunteer(s)	_____ FTEs	o
o	Other (please specify):	_____ FTEs	o

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)	
o	DSL (Digital Subscriber Line)	o	Less than 256Kbps (kilobits/second)
o	Cable	o	257Kbps – 768Kbps
o	Leased Line	o	769Kbps – 1.4Mbps (megabits/second)
o	Municipal Networks	o	1.5Mbps
o	State network	o	1.6Mbps – 3.0Mbps
o	Satellite	o	3.1Mbps – 6.0Mbps
o	Fiber	o	6.1Mbps – 10Mbps
o	Wireless (i.e., municipal wireless)	o	Greater than 10 Mbps
o	Other (please specify):	o	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")
o	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)

O	The connection speed is insufficient to meet patron needs
O	The connection speed is sufficient to meet patron needs at some times
O	The connection speed is sufficient to meet patron needs at all times
O	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)

O	No, this is the maximum speed available to the library branch
O	No, there is no interest in increasing the speed of the library's public access Internet connection
O	Yes, but we cannot afford the cost of increasing the branch's bandwidth
O	Yes, and we have plans to increase the bandwidth within the next year
O	Yes, but we have no plans to increase the bandwidth within the next year
O	Yes, but we do not have the technical knowledge to increase the bandwidth in the library
O	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)

O	Yes, wireless access is currently available for public use within the library branch
O	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)
O	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)

O	Yes, both the wireless connection and public access workstations share the same bandwidth/connection with no bandwidth management techniques to manage data transmission
O	Yes, both the wireless connection and public access workstations share the same bandwidth/connection, but with bandwidth management techniques to manage data transmission
O	No, the public wireless connection is separate from the public access workstation bandwidth/ connection
O	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)

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

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

O	Yes, the library offers formal information technology training classes directly to its patrons (please go to question 11b)
O	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)
O	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)
O	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)

O	General computer skills (e.g., how to use a mouse and keyboard, printing)
O	General computer software use (e.g., word processing, spreadsheets, presentation)
O	General Internet use (e.g., set up e-mail, Web browsing)
O	General online/Web searching (e.g., using Google, Yahoo or others to locate information)
O	Using the library's Online Public Access Catalog (OPAC)
O	Using online databases (e.g., using commercial databases to search and find content)
O	Safe online practices (e.g., not divulging personal information)
O	Accessing online government information (e.g., Medicare, taxes, how to complete forms)
O	Accessing online job-seeking and career-related information
O	Accessing online medical information (e.g., health literacy)
O	Accessing online investment information
O	Digital photography, software and online applications (e.g., Photoshop, Flickr)
O	Web 2.0 (e.g., blogging, RSS)
O	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	O	O	O
Licensed databases	O	O	O
E-books	O	O	O
Video conferencing	O	O	O
Online instructional courses/tutorials	O	O	O
Homework Resources	O	O	O
Audio content (e.g., music, audio books, other)	O	O	O
Video content (e.g., streaming video, video clips, other)	O	O	O
Digitized special collections (e.g., letters, postcards, documents, other)	O	O	O
Services			
Allow patrons to access and store content on USB or other portable drives (e.g., iPods, MP3, other)	O	O	O
Allow patrons to connect digital cameras and manipulate content	O	O	O
Allow patrons to burn compact discs/DVDs	O	O	O
Provide access to recreational gaming consoles, software, or Web sites	O	O	O

* 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)

O	Computer hardware/software on public Internet workstations will not support service(s)
O	Public access Internet connectivity speeds will not support service(s)
O	Library policy restricts offering or access to service(s)
O	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)

O	Yes, the library is the only place in the community that provides **free** public computer and Internet access services
O	No, there are other places in the community that provide **free** public computer and Internet access services (i.e., community technology centers)
O	Don't Know
O	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)

O	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)
O	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)
O	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
O	The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms
O	The library is partnering with government agencies, non-profit organizations, and others to provide e-government services
O	The library has at least one staff member who has significant knowledge and skills in the provision of e-government services
O	The library does not provide e-government services to its patrons
O	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)

O	Yes (If yes, please go to question 15c)
O	Yes, another organization applied on the library's behalf (If yes, please go to question 15c)
O	No (If no, skip to question 15b)
O	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)

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

O	Internet connectivity
O	Telecommunications service
O	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	O	O
State (including state aid to public libraries or state-supported tax programs)	O	O
Federal (including LSTA and E-rate discounts)	O	O
Fees/Fines	O	O
Donations/local fund raising	O	O
Government grants (local, state, or national level)	O	O
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	O	O

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)	O Up to 2% O 2.1% - 4% O 4.1% - 6% O More than 6%	O Up to 2% O 2.1% - 4% O 4.1% - 6% O More than 6%	O
Fiscal Year 2009 Operating Budget (next fiscal year)	O Up to 2% O 2.1% - 4% O 4.1% - 6% O More than 6%	O Up to 2% O 2.1% - 4% O 4.1% - 6% O More than 6%	O

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	O	O	O
State (including state aid to public libraries, or state-supported tax programs)	O	O	O
Federal	O	O	O
Fees/fines	O	O	O
Donations/local fund raising	O	O	O
Government grants (local, state or national level)	O	O	O
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	O	O	O

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)

O	The library pays directly for **all** of its technology costs (please go to question 20)
O	The library pays directly for **some** of its technology costs (please go to question 19c)
O	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:

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)	O	O	O	O
County government	O	O	O	O
Regional library network, cooperative or consortia	O	O	O	O
State government (including the state library)	O	O	O	O
Private funder (e.g., endowment, board/trustees)	O	O	O	O
Other (please specify):	O	O	O	O

20. Does the library expect its **<u>total technology expenditures</u>** 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)	O Up to 2% O 2.1% - 4% O 4.1% - 6% O More than 6%	O Up to 2% O 2.1% - 4% O 4.1% - 6% O More than 6%	O
Fiscal Year 2010 Technology Budget (next fiscal year)	O Up to 2% O 2.1% - 4% O 4.1% - 6% O More than 6%	O Up to 2% O 2.1% - 4% O 4.1% - 6% O More than 6%	O

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.)	$	$	$	$
<u>TOTAL</u> ***(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	**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. **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. **Federal** - All federal government funds distributed to the library for expenditure by the library, including federal money distributed by the State.
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.imls.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	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. Operating expense categories include: **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. **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. **Other expenditures** - Operating expenditures not included in any other expenditure subcategory. (Also called Miscellaneous Expenditures).

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	Include *Computer Hardware, Software, Supplies and Maintenance expenditures, and Electronic Access Expenditures.* *Telephone lines* can be included as a Technology-Related Expenditure only if they are used to provide Internet access. *Computer Hardware, Software, Supplies and Maintenance expenditures* 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. *Electronic Access Expenditures* 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.

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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