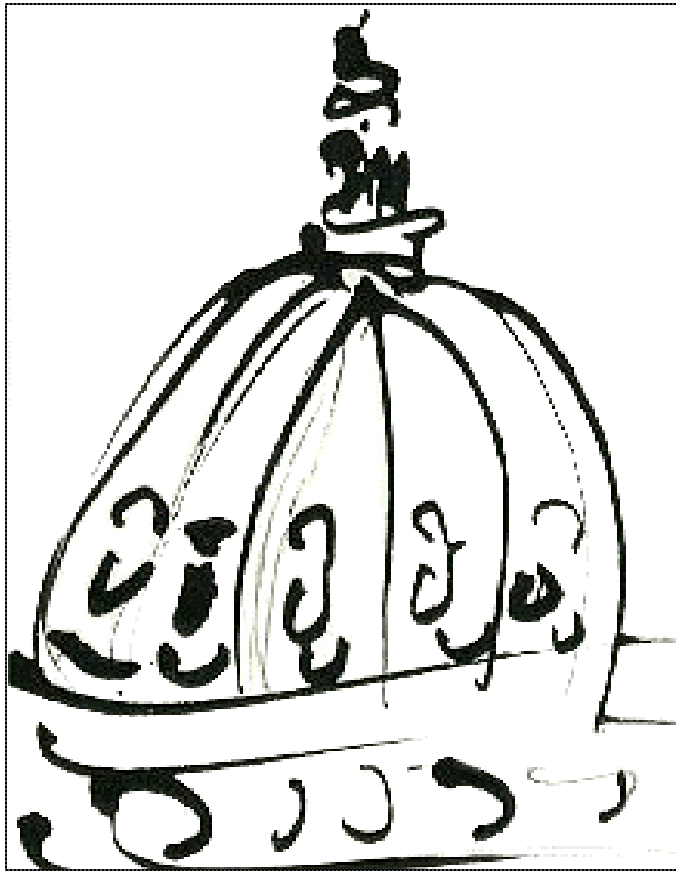




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## **Public Libraries and the Internet 2004: Survey Results and Findings**

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**FIGURES 31 THROUGH 36**  
**STATE OUTLET-LEVEL FINDINGS\***

\*See Appendix B for survey response rates by state.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



<b>Figure 33 (cont'd). Public Library Outlet Public Access Wireless Internet Connectivity by State</b>			
	<b>Wireless currently available</b>	<b>Wireless not currently available and no plans to make it available within the next year</b>	<b>Wireless not currently available, but there are plans to make it available within the next year</b>
<i>State</i>			
Rhode Island (n = 63)	22.5% ± 4.2%	56.7% ± 5.0%	20.8% ± 4.1%
South Carolina (n = 110)	--	66.1% ± 4.8%	33.9% ± 4.8%
South Dakota (n = 121)	16.8% ± 3.8%	64.3% ± 4.8%	18.9% ± 3.9%
Texas (n = 629)	26.4% ± 4.4%	58.7% ± 4.9%	14.9% ± 3.6%
Utah (n = 78)	17.0% ± 3.8%	47.3% ± 5.0%	35.6% ± 4.8%
Vermont (n = 173)	19.2% ± 4.0%	65.0% ± 4.8%	15.8% ± 3.7%
Virginia (n = 196)	30.8% ± 4.6%	47.5% ± 5.0%	21.7% ± 4.1%
West Virginia (n = 141)	--	93.6% ± 2.5%	6.4% ± 2.5%
Wisconsin (n = 406)	17.5% ± 3.8%	62.5% ± 4.9%	20.0% ± 4.0%
Wyoming (n = 54)	6.4% ± 2.5%	78.9% ± 4.1%	14.7% ± 3.6%
<b>National</b>	17.9% ± 3.8% (n = 2,089)	61.2% ± 4.9% (n = 7,149)	21.0% ± 4.1% (n = 2,453)
<b>Key:</b>	* : Insufficient data to report -- : No data to report		

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

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

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

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

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

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

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

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

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



**Figure 35. Public Library Outlet Maximum Speed of Public Access Internet Services by State.**

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

<b>Figure 35 (cont'd). Public Library Outlet Maximum Speed of Public Access Internet Services by State.</b>							
	Less than 56kbps	56kbps – 128kbps	129kbps – 256kbps	257kbps – 768kbps	769kbps – 1.5mbps	Greater than 1.5mbps	Don't Know
<i>State</i>							
New York (n = 848)	--	15.6% ± 3.6%	7.4% ± 2.6%	7.9% ± 2.7%	17.1% ± 3.8%	21.7% ± 4.1%	30.7% ± 4.6%
Ohio (n = 630)	--	3.5% ± 1.9%	3.1% ± 1.8%	2.3% ± 1.5%	37.2% ± 4.8%	37.8% ± 4.9%	16.0% ± 3.7%
Oklahoma (n = 170)	0.9% ± 0.9%	11.7% ± 3.2%	6.9% ± 2.6%	5.8% ± 2.4%	60.0% ± 4.9%	7.2% ± 2.6%	7.6% ± 2.7%
Oregon (n = 199)	3.5% ± 1.9%	16.8% ± 3.8%	13.3% ± 3.4%	23.2% ± 4.2%	16.4% ± 3.7%	22.1% ± 4.2%	8.3% ± 2.8%
Pennsylvania (n = 520)	1.3% ± 1.1%	10.7% ± 3.1%	5.7% ± 2.3%	10.3% ± 3.0%	19.6% ± 4.0%	16.3% ± 3.7%	36.1% ± 4.8%
Rhode Island (n = 63)	--	--	2.2% ± 1.5%	14.3% ± 3.5%	29.8% ± 4.6%	23.0% ± 4.2%	30.7% ± 4.7%
South Carolina (n = 120)	--	6.5% ± 2.5%	3.7% ± 1.9%	3.6% ± 1.9%	40.3% ± 4.9%	27.8% ± 4.5%	18.1% ± 3.9%
South Dakota (n = 125)	--	2.7% ± 1.6%	13.6% ± 3.4%	18.4% ± 3.9%	2.7% ± 1.6%	15.7% ± 3.7%	46.8% ± 5.0%
Texas (n = 698)	0.8% ± 0.9%	7.0% ± 2.6%	10.2% ± 3.0%	7.4% ± 2.6%	23.8% ± 4.3%	23.2% ± 4.2%	27.6% ± 4.5%
Utah (n = 79)	--	2.8% ± 1.7%	2.8% ± 1.7%	15.5% ± 3.6%	34.9% ± 4.8%	18.7% ± 3.9%	25.3% ± 4.4%
Vermont (n = 178)	9.8% ± 3.0%	13.1% ± 3.4%	6.6% ± 2.5%	13.7% ± 3.5%	4.4% ± 2.1%	8.7% ± 2.8%	42.6% ± 5.0%
Virginia (n = 226)	--	7.9% ± 2.7%	5.6% ± 2.3%	22.3% ± 4.2%	31.4% ± 4.7%	22.8% ± 4.2%	10.0% ± 3.0%
West Virginia (n = 152)	--	18.1% ± 3.9%	5.1% ± 2.2%	2.6% ± 1.6%	24.4% ± 4.3%	17.1% ± 3.8%	30.3% ± 4.6%
Wisconsin (n = 424)	--	1.8% ± 1.3%	2.7% ± 1.6%	2.2% ± 1.5%	25.5% ± 4.4%	25.9% ± 4.4%	41.8% ± 5.0%
Wyoming (n = 57)	7.8% ± 2.7%	36.2% ± 4.9%	6.0% ± 2.4%	31.9% ± 4.7%	12.1% ± 3.3%	6.0% ± 2.4%	--
<b>National</b>	1.3% ± 1.2% (n = 181)	11.5% ± 3.2% (n = 1,564)	8.3% ± 2.8% (n = 1,128)	9.5% ± 2.9% (n = 1,287)	27.4% ± 4.5% (n = 3,722)	20.3% ± 4.0% (n=2,752)	21.7% ± 4.1% (n=2,941)
<b>Key:</b>	* : Insufficient data to report -- : No data to report						

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

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

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

**Public Libraries and the Internet 2004: Survey Results and Findings**

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

	No, the library does not filter Internet content or services	Yes, each public access workstation has its own filter	Yes, the entire network in the library has one filter	Yes, the state library system has a filter for all public libraries	Yes, the library has filters as part of a local community network with a public school	Yes, the library consortium has a filter for all member libraries	Don't Know
<i>State</i>							
Alaska (n = 69)	39.3% ± 4.9%	37.1% ± 4.9%	13.1% ± 3.4%	--	15.7% ± 3.7%	--	--
Alabama (n = 155)	20.1% ± 4.0%	38.0% ± 4.9%	32.0% ± 4.7%	1.7% ± 1.3%	--	12.4% ± 3.3%	2.5% ± 1.6%
Arkansas (n = 48)	92.0% ± 2.8%	--	--	8.0% ± 2.8%	--	--	--
California (n = 369)	87.1% ± 3.4%	4.1% ± 2.0%	7.0% ± 2.6%	--	1.1% ± 1.0%	--	0.7% ± 0.8%
D.C. (n = 27)	*	*	*	*	*	*	*
Florida (n = 117)	75.3% ± 4.3%	6.0% ± 2.4%	18.6% ± 3.9%	--	--	3.9% ± 2.0%	--
Georgia (n = 5)	*	*	*	100 % ± 0.0	*	*	*
Idaho (n = 109)	67.2% ± 4.7%	13.1% ± 3.4%	19.7% ± 4.0%	--	--	--	2.2% ± 1.5%
Indiana (n = 193)	24.6% ± 4.3%	23.3% ± 4.2%	48.8% ± 5.0%	--	1.9% ± 1.4%	--	1.4% ± 1.2%
Iowa (n = 513)	77.2% ± 4.2%	13.8% ± 3.5%	7.0% ± 2.6%	--	0.6% ± 0.8%	--	3.1% ± 1.7%
Kansas (n = 344)	38.2% ± 4.9%	25.4% ± 4.4%	11.0% ± 3.1%	25.4% ± 4.4%	--	7.1% ± 2.6%	--
Kentucky (n = 39)	69.4% ± 4.7%	16.6% ± 3.8%	14.0% ± 3.5%	--	--	--	--
Massachusetts (n = 348)	87.9% ± 3.3%	4.2% ± 2.0%	3.6% ± 1.9%	--	1.8% ± 1.3%	1.7% ± 1.3%	1.7% ± 1.3%
Michigan (n = 383)	45.9% ± 5.0%	27.9% ± 4.5%	9.1% ± 2.9%	--	3.5% ± 1.8%	12.6% ± 3.3%	3.5% ± 1.8%
Montana (n = 99)	79.8% ± 4.0%	8.3% ± 2.8%	9.3% ± 2.9%	--	4.0% ± 2.0%	--	1.3% ± 1.2%
New Hampshire (n = 178)	87.6% ± 3.3%	7.4% ± 2.6%	2.5% ± 1.6%	--	--	--	2.5% ± 1.6%
New Jersey (n = 271)	68.5% ± 4.7%	9.7% ± 3.0%	9.4% ± 2.9%	--	1.0% ± 1.0%	13.5% ± 3.4%	1.0% ± 1.0%
New Mexico (n = 77)	58.3% ± 5.0%	20.8% ± 4.1%	13.3% ± 3.4%	2.5% ± 1.6%	2.6% ± 1.6%	--	2.5% ± 1.6%
Nevada (n = 35)	84.0% ± 3.7%	11.6% ± 3.3%	4.3% ± 2.1%	--	--	--	--



**Public Libraries and the Internet 2004: Survey Results and Findings**

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

	No, the library does not filter Internet content or services	Yes, each public access workstation has its own filter	Yes, the entire network in the library has one filter	Yes, the state library system has a filter for all public libraries	Yes, the library has filters as part of a local community network with a public school	Yes, the library consortium has a filter for all member libraries	Don't Know
<i>State</i>							
New York (n = 608)	60.7% ± 4.9%	9.2% ± 3.0%	7.0% ± 2.6%	2.6% ± 1.6%	0.9% ± 0.9%	18.9% ± 3.9%	1.7% ± 1.3%
Ohio (n = 309)	62.4% ± 4.9%	11.3% ± 3.2%	17.3% ± 3.8%	--	--	7.6% ± 2.7%	2.5% ± 1.6%
Oklahoma (n = 124)	1.2% ± 1.1%	59.3% ± 4.9%	36.0% ± 4.8%	1.2% ± 1.1%	2.4% ± 1.5%	--	--
Oregon (n = 172)	69.6% ± 4.6%	11.4% ± 3.2%	5.7% ± 2.3%	--	5.7% ± 2.3%	5.6% ± 2.3%	--
Pennsylvania (n = 434)	30.6% ± 4.6%	19.5% ± 4.0%	19.3% ± 4.0%	1.2% ± 1.1%	4.4% ± 2.0%	29.1% ± 4.6%	1.3% ± 1.1%
Rhode Island (n = 50)	2.8% ± 1.7%	7.3% ± 2.6%	24.0% ± 4.3%	--	--	68.3% ± 4.7%	--
South Carolina (n = 19)	77.3% ± 4.3%	5.4% ± 2.3%	5.4% ± 2.3%	--	--	--	11.9% ± 3.3%
South Dakota (n = 121)	54.7% ± 5.0%	25.7% ± 4.4%	11.2% ± 3.2%	2.8% ± 1.7%	2.8% ± 1.7%	--	5.6% ± 2.3%
Texas (n = 545)	48.1% ± 5.0%	21.8% ± 4.1%	18.3% ± 3.9%	--	5.7% ± 2.3%	2.8% ± 1.7%	5.6% ± 2.3%
Utah (n = 62)	--	16.5% ± 3.8%	56.1% ± 5.0%	7.2% ± 2.6%	27.4 ± 4.5%	--	--
Vermont (n = 171)	82.9% ± 3.8%	3.4% ± 1.8%	2.3% ± 1.5%	--	6.9% ± 2.5%	--	5.7% ± 2.3%
Virginia (n = 83)	75.8% ± 4.3%	15.1% ± 3.6%	6.1% ± 2.4%	--	6.1% ± 2.4%	--	--
West Virginia (n = 61)	--	--	--	95.8% ± 2.0%	4.2% ± 2.0%	--	--
Wisconsin (n = 385)	82.5% ± 3.8%	8.3% ± 2.8%	6.5% ± 2.5%	--	0.9% ± 1.0%	1.5% ± 1.2%	2.3% ± 1.5%
Wyoming (n = 46)	100% ± 0.0%	--	--	--	--	--	--
<b>National</b>	58.2% ± 4.9% (n = 5,233)	16.7% ± 3.7% (n = 1,505)	13.4% ± 3.4% (n = 1,202)	3.1% ± 1.7% (n = 283)	2.6% ± 1.6% (n = 237)	6.2% ± 2.4% (n = 561)	2.1% ± 1.4% (n = 189)

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

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

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

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