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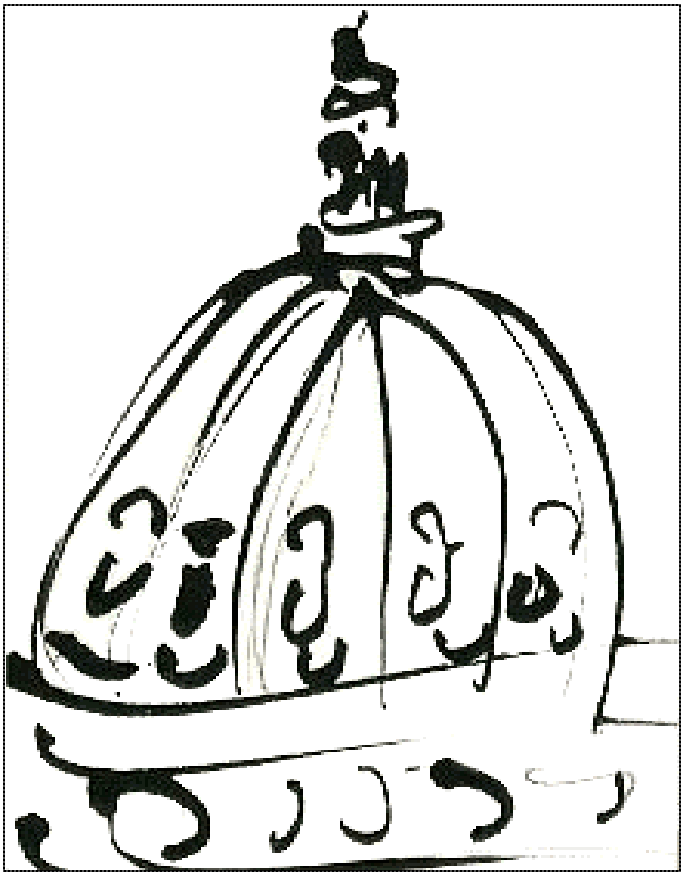

Public Libraries and the Internet 2004: Survey Results and Findings

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FIGURES 12 THROUGH 30

NATIONAL SYSTEM-LEVEL FINDINGS

Figure 12. Public Library Systems by Metropolitan Status and Poverty.

	Poverty Level							
	Low (Less than 20%)		**Medium** (20%-40%)		**High** (More than 40%)		**Overall**	
	Responding Facilities As A **Proportion of All Respondents**	Facilities As A **Proportion of National Population**	Responding Facilities As A **Proportion of All Respondents**	Facilities As A **Proportion of National Population**	Responding Facilities As A **Proportion of All Respondents**	Facilities As A **Proportion of National Population**	Responding Facilities As A **Proportion of All Respondents**	Facilities As A **Proportion of National Population**
Metropolitan Status								
Urban	3.7% (113 of 3,084)	3.1% (271 of 8,810)	4.4% (136 of 3,084)	3.3% (288 of 8,810)	0.6% (20 of 3,084)	0.5% (45 of 8,810)	8.7% (269 of 3,084)	6.9% (604 of 8,810)
Suburban	27.4% (845 of 3,084)	29.6% (2,604 of 8,810)	1.3% (40 of 3,084)	1.3% (112 of 8,810)	0.0% (0 of 3,084)	0.0% (0 of 8,810)	28.7% (885 of 3,084)	32.5% (2,716 of 8,810)
Rural	57.0% (1,757 of 3,084)	56.8% (5,004 of 8,810)	5.5% (170 of 3,084)	5.4% (474 of 8,810)	0.1% (3 of 3,084)	0.1% (12 of 8,810)	62.6% (1,930of 3,084)	62.3% (5,490 of 8,810)
Overall	88.0% (2,715 of 3,084)	89.4% (7,879 of 8,810)	11.2% (346 of 3,084)	9.9% (874 of 8,810)	0.7% (23 of 3,084)	0.6% (57 of 8,810)	**100.0%** (3,084 of 3,084)	**100.0%** (8,810 of 8,810)

Based on geocoding of 16,192 outlets.
Overall Response Rate = 73.2%

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 12 compares the responses by public library systems to the total population of public library systems in the United States. The distribution of responses by metropolitan status and poverty level closely parallel the distribution across all public library systems. Overall, the responding libraries are representative of the distribution of public library systems in the United States.

The survey sampled 4,537 systems and received responses from 3,084 for a response rate of 68.0%.

Figure 13. Public Library System Federal Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Funding Situation							
Increased since last fiscal year	9.5% +/- 2.9% (n=57)	3.1% +/- 1.7% (n=83)	4.7% +/- 2.1% (n=259)	4.0% +/- 2.0% (n=317)	7.8% +/- 2.7% (n=68)	23.7% +/- 4.3% (n=14)	4.5% +/- 2.0% (n=399)
Decreased since last fiscal year	12.6% +/- 3.3% (n=76)	6.7% +/- 2.5% (n=181)	6.7% +/- 2.5% (n=370)	6.9% +/- 2.5% (n=545)	8.6% +/- 2.8% (n=75)	11.8% +/- 3.3% (n=7)	7.1% +/- 2.6% (n=627)
Stayed the same as last fiscal year	22.4% +/- 4.1% (n=135)	16.6% +/- 3.7% (n=451)	21.4% +/- 4.1% (n=1,176)	19.5% +/- 4.0% (n=1,537)	24.0% +/- 4.3% (n=210)	26.8% +/- 4.5% (n=15)	20.0% +/- 4.0% (n=1,762)
No funding of this type received	50.1% +/- 5.0% (n=303)	66.0% +/- 4.7% (n=1,790)	61.7% +/- 4.7% (n=3,391)	63.1% +/- 4.8% (n=4,972)	56.1% +/- 5.0% (n=491)	37.7% +/- 4.9% (n=22)	62.2% +/- 4.9% (n=5,484)

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 13 details the role of federal funding for Internet-related technology and infrastructure in library systems. The majority of systems (62.2%) do not receive federal funds for Internet-related technology and infrastructure. Of the libraries that do, most received a similar amount of funding from the previous fiscal year (20.0%) or received less than in the previous fiscal year.

Figure 14. Public Library System State Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Funding Situation							
Increased since last fiscal year	10.2% +/- 3.0% (n=62)	13.7% +/- 3.4% (n=372)	10.3% +/- 3.0% (n=568)	11.0% +/- 3.1% (n=869)	14.2% +/- 3.5% (n=124)	14.0% +/- 3.5% (n=22)	11.4% +/- 3.2% (n=1,001)
Decreased since last fiscal year	25.1% +/- 4.3% (n=152)	19.4% +/- 4.0% (n=528)	18.2% +/- 3.7% (n=999)	19.3% +/- 4.0% (n=1,520)	17.2% +/- 3.8% (n=150)	15.8% +/- 3.7% (n=9)	19.1% +/- 3.9% (n=1,679)
Stayed the same as last fiscal year	26.4% +/- 4.4% (n=160)	22.4% +/- 4.2% (n=607)	25.8% +/- 4.4% (n=1,417)	24.0% +/- 4.3% (n=1,888)	31.2% +/- 4.6% (n=273)	38.6% +/- 4.9% (n=22)	24.8% +/- 4.3% (n=2,183)
No funding of this type received	35.5% +/- 4.8% (n=214)	40.1% +/- 4.9% (n=1,089)	43.2% +/- 4.9% (n=2,373)	42.4% +/- 4.9% (n=3,345)	35.9% +/- 4.8% (n=314)	31.6% +/- 4.7% (n=18)	41.7% +/- 4.9% (n=3,677)

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 14 shows that, overall, more public library systems are receiving funds for Internet-related technology and infrastructure from state funding sources than from federal funding sources. Only 41.7% of library systems are not receiving these funds from states sources. Paralleling the trends with federal funds, for systems that receive state funds, the amount has stayed the same or decreased for most library systems since the previous fiscal year.

Figure 15. Public Library System Local/County Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Funding Situation							
Increased since last fiscal year	13.1% +/- 3.4% (n=79)	14.2% +/- 3.5% (n=384)	17.0% +/- 3.8% (n=936)	15.7% +/- 3.6% (n=1,239)	17.5% +/- 3.8% (n=153)	11.8% +/- 3.3% (n=7)	15.9% +/- 3.7% (n=1,399)
Decreased since last fiscal year	11.2% +/- 3.2% (n=68)	9.6% +/- 3.0% (n=261)	8.2% +/- 2.7% (n=450)	9.1% +/- 2.9% (n=714)	6.8% +/- 2.5% (n=60)	7.9% +/- 2.7% (n=5)	8.8% +/- 2.8% (n=788)
Stayed the same as last fiscal year	20.0% +/- 4.0% (n=121)	18.4% +/- 3.9% (n=499)	25.4% +/- 4.4% (n=1,395)	22.1% +/- 4.2% (n=1,745)	27.9% +/- 4.5% (n=244)	45.6% +/- 5.0% (n=26)	22.9% +/- 4.2% (n=2,015)
No funding of this type received	53.4% +/- 5.0% (n=323)	58.2% +/- 4.9% (n=1,579)	48.9% +/- 5.0% (n=2,687)	52.6% +/- 5.0% (n=4,147)	48.3% +/- 5.0% (n=422)	34.6% +/- 4.8% (n=20)	52.1% +/- 5.0% (n=4,589)

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 15 demonstrates that more than half of library systems (52.1%) do not receive local/county funding for Internet-related technology and infrastructure. Of the library systems that do receive such funds, 22.9% received the same amount as the previous year. However, unlike federal and state funding, more systems had increases (15.9%) in local/county funding than had decreases (8.8%).

Figure 16. Public Library System Local/City Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Funding Situation							
Increased since last fiscal year	24.1% +/- 4.3% (n=146)	24.4% +/- 4.3% (n=661)	16.7% +/- 3.7% (n=918)	19.9% +/- 4.0% (n=1,567)	15.7% +/- 3.6% (n=138)	34.6% +/- 4.8% (n=20)	19.6% +/- 4.0% (n=1,725)
Decreased since last fiscal year	10.6% +/- 3.1% (n=64)	5.5% +/- 2.3% (n=150)	6.4% +/- 2.5% (n=353)	6.5% +/- 2.5% (n=514)	5.5% +/- 2.3% (n=48)	7.9% +/- 2.7% (n=5)	6.4% +/- 2.5% (n=567)
Stayed the same as last fiscal year	34.1% +/- 4.8% (n=206)	32.9% +/- 4.7% (n=894)	34.5% +/- 4.8% (n=1,893)	33.9% +/- 4.7% (n=2,670)	35.2% +/- 4.8% (n=308)	26.8% +/- 4.5% (n=15)	34.0% +/- 4.7% (n=2,993)
No funding of this type received	31.2% +/- 4.6% (n=188)	37.2% +/- 4.8% (n=1,010)	42.5% +/- 4.9% (n=2,333)	39.7% +/- 4.9% (n=3,133)	43.5% +/- 5.0% (n=381)	30.7% +/- 4.7% (n=18)	40.1% +/- 4.9% (n=3,531)

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

As Figure 16 shows, the majority of library systems receive local/city funding for Internet-related technology and infrastructure. The majority of systems either received the same amount of funding as in the previous year (34.0%) or received an increased amount (19.6%). Similar to the findings related to local/county sources, more systems saw increases than decreases in these funds over the previous year.

Figure 17. Public Library System Other Funding Sources for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Funding Situation							
Increased since last fiscal year	10.5% +/- 3.1% (n=64)	13.9% +/- 3.5% (n=378)	12.1% +/- 2.2% (n=663)	13.0% +/- 3.4% (n=1,022)	8.7% +/- 2.8% (n=76)	11.8% +/- 3.3% (n=7)	12.5% +/- 3.3% (n=1,105)
Decreased since last fiscal year	2.5% +/- 1.6% (n=15)	2.8% +/- 1.7% (n=77)	4.9% +/- 3.4% (n=271)	4.1% +/- 2.0% (n=327)	3.8% +/- 1.9% (n=33)	7.0% +/- 2.6% (n=4)	4.1% +/- 2.0% (n=364)
Stayed the same as last fiscal year	16.9% +/- 3.8% (n=102)	12.0% +/- 3.2% (n=325)	13.4% +/- 4.6% (n=737)	13.0% +/- 3.4% (n=1,025)	14.8% +/- 3.6% (n=130)	15.8% +/- 3.7% (n=9)	13.2% +/- 3.4% (n=1,164)
No funding of this type received	70.0% +/- 4.6% (n=423)	71.2% +/- 4.5% (n=1,932)	69.5% +/- 4.6% (n=3,819)	69.8% +/- 4.6% (n=5,502)	72.7% +/- 4.5% (n=636)	65.4% +/- 4.8% (n=57)	70.1% +/- 4.6% (n=6,174)

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 17 shows that fewer than 30% of library systems receive funding for Internet-related technology and infrastructure from sources other than federal, state, local/county, or local/city sources. These other sources of funding can include private donations, library foundations, non-governmental organizations, or fund raising activities.

Figure 18. Public Library System Overall Technology Budget Status by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Overall Technology Budget Status							
Increased since last fiscal year	45.8% +/- 5.0% (n=268)	43.6% +/- 4.9% (n=1,105)	31.4% +/- 4.6% (n=1,663)	36.0% +/- 4.8% (n=2,705)	35.8% +/- 4.8% (n=304)	49.6% +/- 5.0% (n=28)	36.1% +/- 4.8% (n=3,037)
Decreased since last fiscal year	18.5% +/- 3.9% (n=108)	13.1% +/- 3.4% (n=332)	12.8% +/- 3.3% (n=677)	13.5% +/- 3.4% (n=1,018)	11.0% +/- 3.1% (n=93)	11.8% +/- 3.3% (n=7)	13.3% +/- 3.4% (n=1,118)
Stayed the same as last fiscal year	35.6% +/- 4.8% (n=208)	43.3% +/- 5.0% (n=1,096)	55.8% +/- 5.0% (n=2,959)	50.4% +/- 5.0% (n=3,789)	53.2% +/- 5.0% (n=452)	38.6% +/- 4.9% (n=22)	50.6% +/- 5.0% (n=4,263)
Weighted Missing Responses, n=395							

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 18 reveals that overall technology budgets for most public library systems have stayed the same (50.6%) or increased (36.1%) since the previous fiscal year. Urban (45.8%) and high-poverty (49.6%) library systems were the most likely to have increases in technology funds, while urban library systems (18.5%) were also the most likely to have decreases. Funding for technology was most likely to remain consistent for rural library systems (55.8%).

Figure 19. Public Library System Mean E-rate Discount Percentages by Category and by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
E-rate Discount Categories	n=605	n=2,708	n=5,468	n=7,855	n=869	n=57	N=8,781
Internet connectivity	20.5%	9.0%	17.9%	13.8%	27.2%	46.6%	15.3%
Telecommunications services	31.8%	12.8%	25.9%	20.3%	37.6%	61.3%	22.2%
Internal connections costs	8.2%	1.7%	4.8%	3.2%	11.0%	22.4%	4.1%

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 19 demonstrates the mean discounts provided to library systems by the E-rate program. For systems receiving E-rate discounts, the highest mean discounts were for telecommunications services, particularly for urban (31.8%), medium-poverty (37.6%), and high-poverty (61.3%) systems. High-poverty library systems also received the highest mean discounts for Internet connectivity (46.6%) and internal connections (22.4%).

Figure 20. Public Library System Percentage of Libraries Not Receiving E-rate Discount by Category and by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
E-rate Discount Categories							
Internet connectivity	67.7% (n=409)	77.5% (n=2,098)	72.0% (n=3,954)	74.7% (n=5,890)	63.1% (n=549)	38.6% (n=22)	73.6% (n=6,461)
Telecommunications services	48.4% (n=292)	72.6% (n=1,963)	58.7% (n=3,197)	64.2% (n=5,023)	48.1% (n=418)	18.9% (n=11)	62.3% (n=5,452)
Internal connections costs	86.6% (n=523)	94.5% (n=2,561)	92.0% (n=5,030)	93.4% (n=7,337)	84.6% (n=735)	73.2% (n=42)	92.4% (n=8,114)

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 20 provides the breakdown of library systems that are not receiving E-rate discounts. The vast majority of library systems (92.4%) do not receive E-rate discounts for internal connections. In contrast, 62.3% of library systems report not receiving E-rate discounts for telecommunications services, meaning that more library systems receive discounts for telecommunications services than for either of the other two types of discounts. As a result, this figure demonstrates that between 7.6% and 37.7% of libraries receive E-rate discounts, depending on the discount category.

Figure 21. Public Library System Non-Receipt of E-rate Discounts for Internet Connectivity or Internal Connections Reasons by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
E-rate Reasons							
The E-rate applications process is too complicated	30.3% +/- 4.6% (n=33)	32.1% +/- 4.7% (n=181)	29.3% +/- 4.6% (n=290)	30.0% +/- 4.6% (n=458)	33.1% +/- 4.7% (n=44)	40.0% +/- 5.5% (n=2)	30.3% +/- 4.6% (n=504)
The library staff does not apply for it	48.6% +/- 5.0% (n=53)	44.0% +/- 5.0% (n=248)	42.5% +/- 5.0% (n=421)	43.0% +/- 5.0% (n=656)	47.4% +/- 5.0% (n=63)	60.0% +/- 5.5% (n=3)	43.4% +/- 5.0% (n=722)
Our total E-rate discount is fairly low and not worth the time needed to participate in the program	34.9% +/- 4.8% (n=38)	43.6% +/- 5.0% (n=246)	39.1% +/- 4.9% (n=387)	41.6% +/- 4.9% (n=634)	27.8% +/- 4.5% (n=37)	-	40.3% +/- 4.9% (n=671)
The library applied for, but was denied funding	10.1% +/- 3.3% (n=11)	10.5% +/- 3.1% (n=59)	10.6% +/- 3.1% (n=105)	10.4% +/- 3.1% (n=159)	12.0% +/- 3.3% (n=16)	-	10.5% +/- 3.1% (n=175
The library has applied for E-rate in the past, but because of the need to comply with CIPA, our library decided not to apply for 2004 Internet connectivity or internal connection costs	20.2% +/- 4.0% (n=22)	19.3% +/- 4.0% (n=109)	21.1% +/- 4.1% (n=209)	20.8% +/- 4.1% (n=317)	16.5% +/- 3.7% (n=22)	20.0% +/- 4.5% (n=1)	20.4% +/- 4.0% (n=340)

Weighted Missing Responses, n=1,421.
Will not total to 100%, as respondents could select more than one option.

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 21 shows that there are a number of reasons why a library system may not be receiving E-rate discounts. It is interesting to note that only 10.5% of systems receiving E-rate discounts applied and were denied funding. The other reasons—the staff opted not to apply (43.4%), the discount would not be worth the time investment (40.3%), the application process is too complicated (30.3%), and the library did not want to comply with the filtering requirements of CIPA (20.4%)—drove decisions not to apply for E-rate discounts in many library systems.

Figure 22. Public Library System Information Technology Training Availability for Patrons by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Training Availability							
Scheduled classes are available on a weekly basis	36.1% +/- 4.8% (n=97)	19.0% +/- 3.9% (n=168)	7.9% +/- 2.7% (n=153)	12.0% +/- 3.3% (n=327)	22.8% +/- 4.2% (n=79)	52.2% +/- 5.1% (n=12)	13.6% +/- 3.4% (n=418)
Scheduled classes are available on a monthly basis	27.9% +/- 4.5% (n=75)	20.0% +/- 4.0% (n=177)	9.4% +/- 2.9% (n=182)	13.4% +/- 3.4% (n=365)	17.1% +/- 3.8% (n=59)	43.5% +/- 5.1% (n=10)	14.1% +/- 3.5% (n=434)
Training is provided when patrons request it	30.9% +/- 4.6% (n=83)	34.7% +/- 4.8% (n=307)	41.9% +/- 4.9% (n=809)	39.4% +/- 4.9% (n=1,069)	34.4% +/- 4.8% (n=119)	47.8% +/- 5.0% (n=11)	38.9% +/- 4.9% (n=1,199)
Training is provided when library staff members have time to provide it	25.3% +/- 4.4% (n=68)	25.4% +/- 4.4% (n=225)	27.5% +/- 4.5% (n=531)	27.0% +/- 4.4% (n=733)	24.6% +/- 4.3% (n=85)	26.1% +/- 5.1% (n=6)	26.7% +/- 4.4% (n=824)
Patrons have not expressed interest in receiving training	2.6% +/- 1.6% (n=7)	3.5% +/- 1.8% (n=31)	6.8% +/- 2.5% (n=132)	5.7% +/- 2.3% (n=155)	4.3% +/- 2.0% (n=15)	-	5.5% +/- 2.3% (n=170)
The library does not have sufficient resources, staff, or space to provide training to patrons	18.6% +/- 3.9% (n=50)	29.9% +/- 4.6% (n=265)	33.6% +/- 4.7% (n=648)	31.9% +/- 4.7% (n=867)	27.7% +/- 4.5% (n=96)	-	31.2% +/- 4.6% (n=963)

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

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 22 details information technology training provided by public library systems. Only 27.6% of systems have regularly scheduled training classes, either on a weekly or monthly basis. 38.9% provide training when patrons request it. Many library systems provide limited or no training, with 26.7% providing training only when staff members have time and 31.2% providing no training due to inadequate staffing or resources. A further 5.5% do not provide training because patrons have not articulated an interest.

Figure 23. Public Library System Information Technology Training Target Audiences for Patrons by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Training Topics							
K-12 students	36.6% +/- 4.8% (n=221)	27.0% +/- 4.4% (n=734)	24.8% +/- 4.3% (n=1,363)	25.6% +/- 4.4% (n=2,018)	31.3% +/- 4.6% (n=274)	46.5% +/- 5.0% (n=27)	26.3% +/- 4.4% (n=2,318)
Students in higher education	26.3% +/- 4.4% (n=159)	22.4% +/- 4.2% (n=608)	17.3% +/- 3.8% (n=951)	19.1% +/- 3.9% (n=1,502)	22.6% +/- 4.2% (n=198)	30.7% +/- 4.7% (n=18)	19.5% +/- 4.0% (n=1,718)
Local business	30.4% +/- 4.6% (n=184)	14.9% +/- 3.6% (n=405)	10.8% +/- 3.1% (n=592)	12.4% +/- 3.3% (n=979)	20.1% +/- 4.0% (n=171)	46.5% +/- 5.0% (n=27)	13.4% +/- 3.4% (n=1,181)
Local government	16.4% +/- 3.7% (n=99)	9.5% +/- 2.9% (n=258)	6.6% +/- 2.5% (n=362)	7.4% +/- 2.6% (n=586)	13.4% +/- 3.4% (n=117)	26.8% +/- 4.5% (n=15)	8.2% +/- 2.7% (n=719)
People without access to the Internet at home	63.3% +/- 4.8% (n=383)	51.1% +/- 5.0% (n=1,387)	52.2% +/- 5.0% (n=2,866)	52.2% +/- 5.0% (n=4,118)	53.5% +/- 5.0% (n=468)	88.2% +/- 3.3% (n=50)	52.6% +/- 5.0% (n=4,636)
People without access to the Internet at work	38.3% +/- 4.9% (n=232)	26.2% +/- 4.4% (n=712)	20.7% +/-4.1% (n=1,136)	22.8% +/- 4.2% (n=1,796)	29.9% +/- 4.6% (n=261)	38.6% +/- 4.9% (n=22)	23.6% +/- 4.3% (n=2,079)
Adults seeking continuing education	69.1% +/- 4.6% (n=418)	56.6% +/- 5.0% (n=1,535)	46.5% +/- 5.0% (n=2,556)	50.7% +/- 5.0% (n=3,999)	53.5% +/- 5.0% (n=468)	74.1% +/- 4.4% (n=42)	51.2% +/- 5.0% (n=4,509)
Individuals with disabilities	22.7% +/- 4.2% (n=137)	17.5% +/- 3.8% (n=475)	15.9% +/- 3.7% (n=874)	16.4% +/- 3.7% (n=1,293)	20.1% +/- 4.0% (n=176)	30.7% +/- 4.7% (n=18)	16.9% +/- 3.8% (n=1,487)
Immigrants or resident aliens	32.7% +/- 4.7% (n=198)	23.2% +/- 4.2% (n=629)	15.6% +/- 3.6% (n=856)	18.6% +/- 3.9% (n=1,465)	23.4% +/- 4.2% (n=204)	23.7% +/- 4.3% (n=14)	19.1% +/- 3.9% (n=1,683)
Non-English-speaking populations	34.1% +/- 4.7% (n=206)	17.7% +/- 3.8% (n=481)	15.1% +/- 3.6% (n=831)	16.0% +/- 3.7% (n=1,259)	26.1% +/- 4.4% (n=228)	54.4% +/- 5.0% (n=31)	17.2% +/- 3.8% (n=1,518)
Local service organizations or non-profit organizations	25.8% +/- 4.4% (n=156)	17.5% +/- 4.4% (n=476)	13.7% +/- 3.4% (n=755)	15.0% +/- 3.6% (n=1,181)	21.0% +/- 4.1% (n=184)	38.6% +/- 4.9% (n=22)	15.7% +/- 3.6% (n=1,386)
Seniors	69.3% +/- 4.6% (n=419)	61.2% +/- 4.9% (n=1,661)	54.1% +/- 5.0% (n=2,974)	57.2% +/- 5.0% (n=4,505)	57.3% +/- 5.0% (n=501)	84.28% +/- 4.7% (n=48)	57.3% +/- 5.0% (n=5,054)
Others	11.1% +/- 3.1% (n=67)	10.4% +/- 3.1% (n=282)	10.5% +/- 3.1% (n=577)	10.3% +/- 3.0% (n=810)	12.7% +/- 3.3% (n=111)	7.91% +/- 2.7% (n=5)	10.5% +/- 3.1% (n=926)

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

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 23 displays target audiences for patron technology training by library systems. Three groups of patrons were identified by more than half of the systems as target groups—seniors (57.3%), people without Internet access at home (52.6%), and adults seeking continuing education (51.2%). In contrast, many other

potential target audiences for patron technology training are being served by less than 20% of library systems.

Figure 24. Public Library System Information Technology Training Availability for Library Staff by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Training Availability							
The library system provides training	76.6% +/- 4.2% (n=463)	55.8% +/- 5.0% (n=1,514)	45.3% +/- 5.0% (n=2,487)	49.4% +/- 5.0% (n=3,891)	60.4% +/- 4.9% (n=528)	78.1% +/- 4.2% (n=45)	50.6% +/- 5.0% (n=4,463)
The state library provides training	43.5% +/- 5.0% (n=263)	32.3% +/- 4.7% (n=876)	50.2% +/- 5.0% (n=2,757)	42.4% +/- 4.9% (n=3,343)	59.1% +/- 4.9% (n=517)	61.45% +/- 4.9% (n=35)	44.2% +/- 5.0% (n=3,895)
The library consortium provides training	34.7% +/- 4.8% (n=210)	42.2% +/- 4.9% (n=1,145)	23.1% +/- 4.2% (n=1,268)	30.4% +/- 4.6% (n=2,395)	24.1% +/- 4.3% (n=211)	30.7% +/- 4.7% (n=18)	29.8% +/- 4.6% (n=2,623)
Vendors provide training	46.3% +/- 5.0% (n=280)	32.2% +/- 4.7% (n=875)	19.6% +/- 4.0% (n=1,076)	24.4% +/- 4.3% (n=1,926)	31.2% +/- 4.6% (n=272)	58.3% +/- 5.0% (n=33)	25.3% +/- 4.4% (n=2,231)
Volunteers provide training	5.5% +/- 2.3% (n=33)	9.8% +/- 3.0% (n=267)	11.5% +/- 3.25% (n=632)	10.9% +/- 3.1% (n=860)	8.2% +/- 2.8% (n=72)	-	10.6% +/- 3.0% (n=932)
Training is provided by other sources	37.2% +/- 4.8% (n=225)	37.2% +/- 4.8% (n=1,009)	31.9% +/- 4.7% (n=1,753)	34.2% +/- 4.8% (n=2,698)	30.6% +/- 4.6% (n=268)	35.5% +/- 4.8% (n=20)	33.9% +/- 4.7% (n=2,987)
Training is not provided for the staff	7.1% +/- 2.6% (n=43)	12.8% +/- 3.3% (n=347)	13.0% +/- 3.4% (n=716)	13.2% +/- 3.4% (n=1,041)	7.0% +/- 2.6% (n=61)	7.0% +/- 2.6% (n=4)	12.6% +/- 3.3% (n=1,106)

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

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 24 shows that library staff in many public library systems have a number of sources of technology training. The two most common sources of technology training for staff are training by the library system (50.6%) and training by the state library (44.2%). Only 12.6% of library systems do not provide technology training for staff.

Figure 25. Public Library System Staff Information Technology Training Topics by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Low	Medium	High	Overall
Training Topics							
General computer skills	43.8% +/- 5.0% (n=265)	39.9% +/- 4.9% (n=1,083)	39.3% +/- 4.9% (n=2,157)	39.0% +/- 4.9% (n=3,077)	46.1% +/- 5.0% (n=403)	42.5% +/- 5.0% (n=24)	39.8% +/- 4.9% (n=3,504)
General computer software use	72.1% +/- 4.5% (n=4369)	56.3% +/- 5.0% (n=1,527)	51.6% +/- 6.4% (n=2,837)	52.8% +/- 6.0% (n=4,158)	67.7% +/- 4.7% (n=592)	89.0% +/- 3.2% (n=51)	54.5% +/- 5.9% (n=4,801)
General technology troubleshooting	45.6% +/- 5.0% (n=276)	48.8% +/- 5.0% (n=1,324)	47.8% +/- 6.6% (n=2,623)	47.8% +/- 6.23% (n=3,770)	49.6% +/- 5.0% (n=434)	34.6% +/- 4.8% (n=20)	47.9% +/- 6.0% (n=4,224)
General Internet use	58.1% +/- 4.9% (n=351)	47.4% +/- 5.0% (n=1,288)	52.3% +/- 5.0% (n=2,871)	50.6% +/- 5.0% (n=3,992)	55.8% +/- 5.0% (n=488)	54.4% +/- 5.0% (n=31)	51.2% +/- 5.0% (n=4,511)
Online/Web searching	60.3% +/- 4.9% (n=365)	49.0% +/- 5.0% (n=1,330)	51.5% +/- 5.0% (n=2,831)	50.1% +/- 5.0% (n=3,945)	62.5% +/- 4.8% (n=547)	58.3% +/- 5.0% (n=33)	51.3% +/- 5.0% (n=4,525)
Locating local government information on the Web	29.6% +/- 4.6% (n=179)	26.4% +/- 4.4% (n=717)	26.0% +/-4.4% (n=1,426)	25.9% +/- 4.4% (n=2,043)	29.6% +/- 4.6% (n=259)	34.6% +/- 4.8% (n=20)	26.3% +/- 4.4% (n=2,322)
Locating federal government information on the Web	29.4% +/- 4.6% (n=177)	28.5% +/- 4.5% (n=773)	27.4% +/- 4.5% (n=1,505)	27.4% +/- 4.5% (n=2,158)	31.5% +/- 4.7% (n=275)	38.6% +/- 4.9% (n=22)	27.9% +/- 4.5% (n=2,456)
Using online databases	77.1% +/- 4.2% (n=466)	62.0% +/- 4.9% (n=1,684)	56.9% +/- 5.0% (n=3,125)	58.5% +/- 4.9% (n=4,609)	71.5% +/- 4.5% (n=625)	71.1% +/- 4.6% (n=41)	59.9% +/- 4.9% (n=5,275)
Technology planning and management	15.2% +/- 3.6% (n=92)	23.4% +/- 4.2% (n=636)	21.6% +/- 4.1% (n=1,188)	22.5% +/- 4.2% (n=1,777)	14.9% +/- 3.6% (n=130)	14.9% +/- 3.6% (n=9)	21.7% +/- 4.1% (n=1,916)
Professional responsibility and the Internet	16.5% +/- 3.7% (n=100)	13.0% +/- 3.4% (n=354)	16.4% +/- 3.7% (n=903)	15.3% +/- 3.6% (n=1,208)	15.7% +/- 3.6% (n=137)	18.9% +/- 4.0% (n=11)	15.4% +/- 3.6% (n=1,356)
Helping the public use the Internet	52.7% +/- 5.0% (n=319)	45.1% +/- 5.0% (n=1,225)	51.2% +/- 5.0% (n=2,815)	48.9% +/- 5.0% (n=3,853)	53.8% +/- 5.0% (n=470)	61.4% +/- 4.9% (n=35)	49.5% +/- 5.0% (n=4,358)
Using online public access catalogs (OPACS)	61.2% +/- 4.9% (n=370)	54.1% +/- 5.0% (n=1,468)	42.8% +/- 5.0% (n=2,353)	46.7% +/- 5.0% (n=3,682)	54.1% +/- 5.0% (n=473)	62.3% +/- 4.9% (n=36)	47.6% +/- 5.0% (n=4,191)
Other	19.3% +/- 4.0% (n=117)	22.6% +/- 4.2% (n=613)	18.0% +/- 3.8% (n=987)	19.8% +/- 4.0% (n=1,563)	17.0% +/- 3.8% (n=149)	7.9% +/- 2.7% (n=5)	19.5% +/- 4.0% (n=1,717)

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

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 25 reveals that many topics are frequently covered in staff technology training. Approximately half or greater of library systems offer technology training for staff in general software use, general technology troubleshooting, online/Web searching, general Internet use, using online databases, helping the public use the Internet, and using online public access catalogs. The most frequently covered topic is using online

databases (59.9%). Curiously, professional responsibility and the Internet is the least covered topic at merely 15.4%.

Figure 26. Public Library System Hardware Upgrade Schedule by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			N=8,813
	Urban	Suburban	Rural	Low	Medium	High	Overall
Upgrade Schedule							
No set schedule	46.8% +/- 5.0% (n=283)	62.5% +/- 4.8% (n=1,697)	76.0% +/- 4.3% (n=4,176)	70.6% +/- 4.6% (n=5,564)	65.5% +/- 4.8% (n=572)	33.8% +/- 4.8% (n=19)	69.9% +/- 4.6% (n=6,156)
Every year	4.1% +/- 2.0% (n=25)	1.9% +/- 1.4% (n=52)	1.9% +/- 1.4% (n=106)	1.9% +/- 1.4% (n=147)	3.4% +/- 1.8% (n=29)	11.0% +/- 3.2% (n=6)	2.1% +/- 1.4% (n=183)
Every two years	1.4% +/- 1.2% (n=8)	1.6% +/- 1.3% (n=43)	1.6% +/- 1.2% (n=85)	1.6% +/- 1.3% (n=126)	1.3% +/- 1.1% (n=11)	-	1.6% +/- 1.2% (n=137)
Every three years	22.4% +/- 4.2% (n=136)	18.3% +/- 3.9% (n=498)	9.7% +/- 3.0% (n=532)	13.1% +/- 3.4% (n=1,031)	13.9% +/- 3.5% (n=122)	23.7% +/- 4.3% (n=14)	13.2% +/- 3.4% (n=1,166)
Every four years	19.7% +/- 4.0% (n=119)	9.9% +/- 3.0% (n=270)	6.3% +/- 2.4% (n=344)	8.0% +/- 2.7% (n=628)	10.5% +/- 3.1% (n=91)	23.7% +/- 4.3% (n=14)	8.3% +/- 2.8% (n=733)
More than four years	5.6% +/- 2.3% (n=34)	5.7% +/- 2.3% (n=154)	4.6% +/- 2.1% (n=250)	4.9% +/- 2.2% (n=385)	5.5% +/- 2.3% (n=48)	7.9% +/- 2.7% (n=5)	5.0% +/- 2.2% (n=438)

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 27. Public Library System Software Upgrade Schedule by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			N=8,813
	Urban	Suburban	Rural	Low	Medium	High	Overall
Upgrade Schedule							
No set schedule	66.3% +/- 4.7% (n=401)	72.8% +/- 4.5% (n=1,977)	80.9% +/- 3.9 % (n=4,443)	78.0% +/- 4.1% (n=6,148)	73.0% +/- 4.4% (n=639)	61.4% +/- 4.9% (n=35)	77.4% +/- 4.2% (n=6,822)
Every year	5.0% +/- 2.2% (n=30)	2.7% +/- 1.6% (n=74)	3.7% +/- 1.9% (n=203)	3.3% +/- 1.8% (n=259)	4.6% +/- 2.1% (n=40)	14.9% +/- 3.6% (n=9)	3.5% +/- 1.8% (n=307)
Every two years	2.7% +/- 1.6% (n=16)	1.5% +/- 1.2% (n=40)	1.6% +/- 1.2% (n=85)	1.6% +/- 1.3% (n=127)	1.4% +/- 1.2% (n=13)	1.4% +/- 2.0% (n=13)	1.6% +/- 1.2% (n=141)
Every three years	-	-	-	-	-	-	-
Every four years	1.8% +/- 1.3% (n=19)	1.5% +/- 1.2% (n=40)	1.2% +/- 1.1% (n=65)	1.3% +/- 1.1% (n=99)	1.7% +/- 1.3% (n=15)	3.9% +/- 2.0% (n=2)	1.3% +/- 1.1% (n=116)
More than four years	1.1% +/- 1.1% (n=7)	1.5% +/- 1.2% (n=40)	0.9% +/- 0.9% (n=51)	1.1% +/- 1.0% (n=85)	1.2% +/- 1.1% (n=10)	3.9% +/- 2.0% (n=2)	1.1% +/- 1.1% (n=98)
As distributed and recommended by software vendors	23.1% +/- 4.2% (n=140)	20.0% +/- 4.0% (n=543)	11.7% +/- 3.2% (n=645)	14.8% +/- 3.6% (n=1,164)	18.0% +/- 3.9% (n=158)	11.8% +/- 3.3% (n=7)	15.1% +/- 1.1% (n=1,328)

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 28. Public Library System Connection Speed Upgrade Schedule by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			N=8,813
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Upgrade Schedule							
No set schedule	91.8% +/- 2.8% (n=555)	96.7% +/- 1.8% (n=2,625)	96.8% +/- 1.8% (n=5,316)	96.5% +/- 1.8% (n=7,6084)	96.5% +/- 1.8% (n=844)	77.2% +/- 4.2% (n=44)	96.4% +/- 1.9% (n=8,496)
Every year	2.2% +/- 1.5% (n=13)	0.8% +/- 09% (n=22)	0.6% +/- .08% (n=35)	0.7% +/- .09% (n=58)	0.7% +/- .09% (n=6)	11.0% +/- 3.2% (n=6)	0.8% +/- .09% (n=70)
Every two years	0.8% +/- .09% (n=5)	0.5% +/- .07% (n=12)	0.5% +/- .07% (n=26)	0.5% +/- .06% (n=40)	0.3% +/- .06% (n=3)	-	0.5% +/- .07% (n=43)
Every three years	2.3.4% +/- 1.5% (n=14)	0.8% +/- 09% (n=22)	1.1% +/- 1.1% (n=63)	1.2% +/- 1.1% (n=94)	0.5% +/- .07% (n=4)	-	1.1% +/- 1.1% (n=98)
Every four years	0.4% +/-.06% (n=2)	0.5% +/- .07% (n=12)	0.3% +/- .05% (n=14)	0.3% +/- .06% (n=27)	0.2% +/- .05% (n=2)	-	0.3% +/- .06% (n=29)
More than four years	2.6% +/- 1.6% (n=16)	0.8% +/- 09% (n=22)	0.7% +/- .09% (n=40)	0.7% +/- .08% (n=55)	1.7% +/- 1.3% (n=15)	11.8% +/- 3.2% (n=7)	0.9% +/- 0.09% (n=77)

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

Figures 26, 27, and 28 detail the upgrade schedules for hardware, software, and connection speed in library systems, respectively. The results in each figure closely parallel the other two. The vast majority of library systems have no set schedule for upgrading hardware (69.9%), software (77.4%), or connection speed (96.4%). For hardware, the most common schedule for upgrades is either every three (13.2%) or four years (8.3%). For software, the most common schedule for upgrades is as distributed and recommended by software vendors (15.1%). For connection speed, the most common schedule for upgrades is every three years (1.1%).

Figure 29. Public Library System Ability to Follow Its Replacement Schedule for Public Access Workstations by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Ability to Follow Replacement Schedule							
Yes	49.4% +/- 5.0% (n=280)	49.0% +/- 5.0% (n=1,138)	33.5% +/- 4.7% (n=1,671)	39.5% +/- 4.9% (n=2,759)	35.9% +/- 4.8% (n=2964)	58.3% +/- 5.0% (n=33)	39.2% +/- 4.9% (n=3,089)
No	16.1% +/- 3.7% (n=91)	8.7% +/- 2.8% (n=202)	10.38% +/- 3.0% (n=515)	10.2% +/- 3.0% (n=712)	10.8% +/- 3.1% (n=89)	11.8% +/- 3.3% (n=7)	10.3% +/- 3.0% (n=808)
Not Applicable	34.5% +/- 4.8% (n=1958)	42.3% +/- 4.9% (n=982)	56.2% +/- 5.0% (n=2,801)	50.4% +/- 5.0% (n=3,521)	53.3% +/- 5.0% (n=440)	29.8% +/- 4.6% (n=17)	50.6% +/- 5.0% (n=3,978)
Weighted Missing Responses, n=939							

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 29 demonstrates that most of the library systems that have replacement schedules for public access workstations are able to follow their schedules. Slightly over half of library systems (50.6%) have no schedule. 39.2% have a schedule and are able to keep to it, while only 10.3% of library systems that have a schedule are unable to follow it.

Figure 30. Public Library System Troubleshooting, Maintenance, and Repair for Public Access Workstations by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Responsible for Troubleshooting, Maintenance, and Repair							
Librarians	60.2% +/- 4.9% (n=335)	77.0% +/- 4.2% (n=1,740)	75.8% +/- 4.4% (n=3,716)	76.2% +/- 4.3% (n=5,215)	66.0% +/- 4.7% (n=543)	56.6% +/- 5.0% (n=32)	75.0% +/- 4.4% (n=5,790)
Information technology companies or vendors	30.7% +/- 4.6% (n=170)	32.9% +/- 4.7% (n=743)	31.3% +/- 4.6% (n=1,533)	31.7% +/- 4.7% (n=2,171)	32.0% +/- 4.7% (n=263)	19.7% +/- 4.0% (n=11)	31.7% +/- 4.7% (n=2,446)
Technology professionals employed by the library	71.4% +/- 4.5% (n=397)	66.6% +/- 4.7% (n=1,506)	50.7% +/- 5.0% (n=2,488)	55.8% +/- 5.0% (n=3,814)	63.9% +/- 4.80% (n=526)	89.0% +/- 3.26% (n=51)	56.9% +/- 5.0% (n=4,390)
Volunteers	9.9% +/- 3.0% (n=55)	10.1% +/- 3.08% (n=227)	27.2% +/- 4.5% (n=1,335)	22.12% +/- 4.2% (n=1,515)	10.9% +/- 3.1% (n=90)	21.9% +/- 4.2% (n=13)	20.9% +/- 4.1% (n=1,617)
Other	19.7% +/- 4.0% (n=110)	19.1% +/- 3.9% (n=431)	17.3% +/- 3.8% (n=848)	17.7% +/- 3.8% (n=1,209)	21.2% +/- 4.1% (n=175)	7.9% +/- 2.7% (n=5)	18.0% +/- 3.8.0% (n=1,388)

Weighted Missing Responses, n=1,093.
Will not total to 100%, as respondents could select more than one option.

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 30 shows that the majority of troubleshooting, maintenance, and repair for public access workstations is done by staff of library systems. In 75.0% of library systems, librarians have responsibility for such activities. In 56.9% of library systems, technology professionals employed by the library have responsibility for such activities.