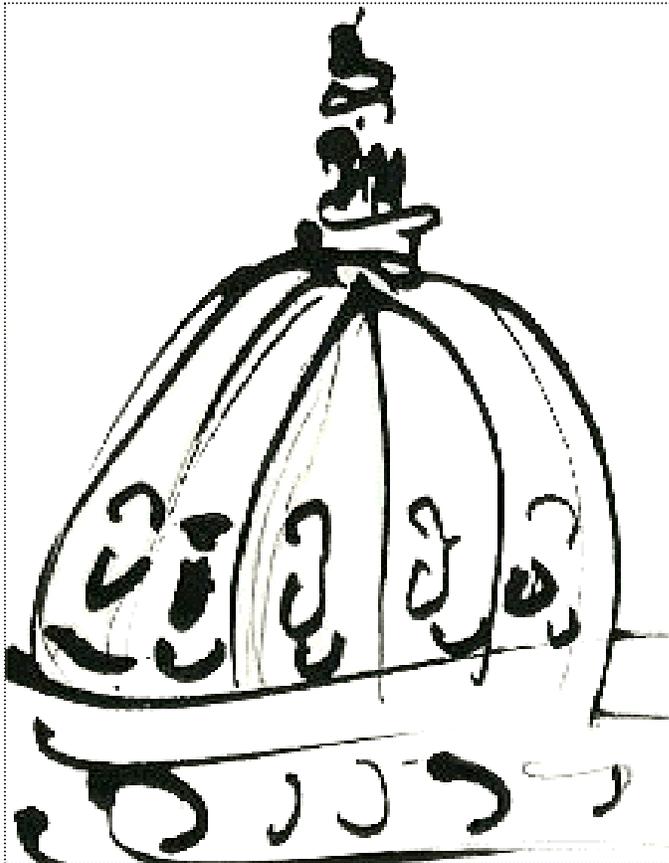




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## **Public Libraries and the Internet 2006: Study Results and Findings**

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September 2006

**APPENDIX 4-A: 2006 SNPL CHECKLIST**

**Checklist Introduction:** This is a *Checklist* of the basic elements found in successfully networked public libraries in 2006 arranged in broad categories including: connection, information infrastructure, networked services accessed from within the library and library web site services. The objective is to provide public libraries with a rough way to compare their progress toward becoming successfully networked with a composite of characteristics present at already successfully networked public libraries. The *Checklist* is accompanied by a *Catalog* providing a more detailed look at the characteristics of a successfully networked public library in 2006. Both *Checklist* and *Catalog* are based on: *2006 Becoming Successfully Networked Public Library* study conducted by Joe Ryan and supplemented by the *2006 National Survey of Public Library Internet Connectivity* a biennial survey conducted by a team led by John Bertot and Charles R. McClure. The researchers from both studies are all from the Information Use Management and Policy Institute (<http://www.ii.fsu.edu/>) in the College of Information at Florida State University. The work was supported by the Bill & Melinda Gates Foundation and the American Library Association. Note: The *Checklist* is not a national norm because there is not sufficient evidence available nor is it a national standard because there has not been sufficient national peer review. The *Checklist* is offered to public library managers, and those who support them, in the absence of such needed national norms and standards, as a place to start on how to become a more successfully networked public library. Thank you for your participation!

**Checklist Instructions:** The *Checklist* questions are designed with enough flexibility to be answered by large and small libraries and by library systems for member libraries. Many questions are designed to prompt discussion and prompt a trip to the *Catalog* which follows, as much as be checked off. **Hyperlinks:** To see the relevant sections of the more detailed *Catalog* press the *Ctrl* key while clicking on [To the catalog](#). To return from the catalog to your location within the *Checklist* press the *Ctrl* key while clicking on [To the checklist](#). Complete the *Checklist* by reporting on all libraries that your organization supports.

Basic Facts	
1. Library Name	
2. FSCS ID	
3. Contact name	
4. Contact e-mail	
5. Contact phone	
6. Population of legal service area	
7. Total circulation	
8. Total operating revenue	
9. Total income per capita	
10. Year of most recent state survey	
Answer above questions using data from most recent State Library annual survey. Use question 10 to report the year of the survey.	

**FUNDING FYI from the 2006 National Survey of Public Library Internet Connectivity**  
**Question 11**

Please indicate the appropriate funding situation for this library's total operating budget and Internet information technology budget (e.g., Internet-related technology and infrastructure, space, wiring, telecommunications services, workstations, servers, furniture, etc.) for the library's last fiscal year.

	<b>Increased since last fiscal year</b>	<b>Decreased since last fiscal year</b>	<b>Stayed the same as last fiscal year</b>
Total operating budget			
Internet information technology budget (e.g., Internet-related IT and infrastructure, space, wiring, telecom. services, workstations, servers, furniture, etc.)			

**A. Broadband Connection for Public Use**

11. Indicate the maximum speed of the library's PUBLIC ACCESS Internet service broadband connection. (MARK ONE ● ONLY)

<input type="checkbox"/>	Library not connected, connected only by dial up, or does not offer public Internet connection.
<input type="checkbox"/>	56 Kbps – 128 Kbps
<input type="checkbox"/>	129 Kbps – 256 Kbps
<input type="checkbox"/>	257 Kbps – 768 Kbps
<input type="checkbox"/>	769 Kbps – 1.5 Mbps (megabits/second)
<input type="checkbox"/>	Greater than 1.5 Mbps
The 2006 National Survey of Public Library Internet Connectivity study indicates re speed	

12. Given the uses of the library's public Internet access services by patrons, does the library's PUBLIC ACCESS Internet service connection speed meet patron needs? (MARK ONE ● ONLY)

<input type="radio"/>	The connection speed is insufficient to meet patron needs at all branches
<input type="radio"/>	The connection speed is insufficient at some branches at all times
<input type="radio"/>	The connection speed is sufficient to meet patron needs at some times at all branches
<input type="radio"/>	The connection speed is sufficient to meet patron needs at all times at all branches
<input type="radio"/>	Don't know
The 2006 National Survey of Public Library Internet Connectivity study indicates	

**Wireless connection [To the Catalog](#)**

13. Is wireless Internet access available (or planned over the next year) for public use (e.g., with patron laptops, PDAs, or other wireless devices) within the library? (MARK ● ONLY IF WIRELESS SERVICE EXISTS, EXISTS IN PART (of building or system) OR IS PLANNED WITHIN NEXT YEAR.)

<input type="radio"/>	Yes, it is currently available (in whole or in part) or there are plans to make it available within the next year.
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**B. Information Technology (IT) Infrastructure**

(MARK ● IF THE LIBRARY HAS SUCCESSFULLY ADDRESSED)

○	14. <b>IT Staff:</b> Library have dedicated IT staff sufficient to manage and maintain the library's information technology and meet public demand for library networked services. <a href="#">To the Catalog</a>
○	15. <b>Staff IT</b> Library has successfully addressed staff IT and IT training needs. <a href="#">To the Catalog</a>
○	16. <b>Staff training:</b> Staff receives enough IT training to be proficient at job. <a href="#">To the Catalog</a>
○	17. <b>Intranet:</b> Library uses information technology effectively to promote internal staff communication? This may be as elaborate as an intranet or a library staff listserv or blog or using a word processor to produce a weekly staff schedule. <a href="#">To the Catalog</a>
○	18. <b>Library networks</b> (LAN(s), WAN(s), etc) are sufficiently fast and reliable and well maintained. Includes sufficient current technology, backup, management of IT and appropriate number of knowledgeable staff. <a href="#">To the Catalog</a>
○	19. <b>Security:</b> Library has successfully addressed network security issues. Includes: adware, spy ware, virus, malicious software, browser front end blocks and firewalls. Includes: workstation use, Internet acceptable use, CIPA/filtering policies. <a href="#">To the Catalog</a>
○	20. <b>Funding:</b> Library has adequate support from local sources to meet IT needs. Includes replacement policy with annual replacement targets met. Includes IT being a line item on city or county library budget. <a href="#">To the Catalog</a>
○	21. Library has applied for external IT related funding from state, federal and private sources. Includes e-rate funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access. <a href="#">To the Catalog</a>
The 2006 National Survey of Public Library Internet Connectivity study indicates	
○	22. <b>Policies &amp; procedures:</b> Library has an information technology plan and it is incorporated into the library's strategic or long range plan. Each networked service has appropriate policies and procedures. <a href="#">To the Catalog</a>
○	23. <b>Marketing:</b> Each networked service has a marketing and promotion plan and a percent of the budget is allocated to implement the plans. <a href="#">To the Catalog</a>
○	24. <b>Evaluation:</b> Each networked service has an evaluation plan. A minimum evaluation consists of identification of who audience for the service is, a measure that assists in managing the service better (e.g., usage), a measure of the service's value that is meaningful to the service's funding decision maker or specific stakeholder, a schedule and plan for data collection and analysis. <a href="#">To the Catalog</a>
The 2006 National Survey of Public Library Internet Connectivity study indicates about e-rate Q12ab	

**C. Networked Services Accessed from Within the Library**

(MARK ● IF THE LIBRARY OFFERS IT OR SERVICES FOR PUBLIC USE WITHIN THE LIBRARY)

<b>IT &amp; Collections Accessed from the Library</b> <a href="#">To the Catalog</a>	
○	25. Library offers a range of IT for public use at the library and has appropriate policies and procedures in place. IT may include typewrites, public phone, photocopier, fax, cassette player, VCR, and DVD players.
○	26. Library provides access to digital collections (may include, CDs, DVDs, e-books, games)?
○	27. Library loans IT equipment (e.g., camcorders, digital cameras, iPods) and has appropriate policies and procedures?
○	28. Library offers sufficient accessible technologies and sufficiently advertises availability of accessible technologies to the public. An accessible or adaptive technology enables a person with a disability to be self-sufficient in a library. It includes any device or equipment which allows an individual to work or gain access to information independently.
○	29. Library offers videoconferencing and advertises its availability to the public.

<b>Public Access Workstations <a href="#">To the Catalog</a></b>	
(ENTER NUMBER OF WORKSTATIONS BY TYPE FOR PUBLIC USE)	
<b>Number</b>	<b>Workstation type</b>
	30. Total number of public workstations
	31. # public access Internet workstations
	32. # public workstations connected to a library network (LAN, WAN)
	33. # public workstations offering basic software (may include browser, word processor, spreadsheet, presentation software, e.g., Microsoft Office)
This compares to the following national norms found in the 2006 National Survey of Public Library Internet Connectivity study indicates number and age of workstations	

<b>Public Workstations &amp; Training <a href="#">To the Catalog</a></b>	
(MARK ● IF THE LIBRARY HAS ADDRESSED THE ISSUE.)	
<input type="radio"/>	34. Library has sufficient public Internet workstations to meet peak demand?
<input type="radio"/>	35. Library has sufficient Black and White computer printers to meet peak demand?
<input type="radio"/>	36. Library offers special purpose computer printers (e.g., color, large bed)?
<input type="radio"/>	37. Library offers scanner(s) connected to a workstation?
The 2006 National Survey of Public Library Internet Connectivity study indicates re wait	
<input type="radio"/>	38. <b>Training:</b> Library trains the public in computer, Internet and library skills necessary to take advantage of the information technology. <a href="#">To the Catalog</a>
The 2006 National Survey of Public Library Internet Connectivity study indicates Q15 re patron training	

<b>Integrated Library System (ILS) and related service <a href="#">To the Catalog</a></b>	
<b>Definition:</b> An Integrated Library System (ILS) is a group of automated library subsystems working together and communicating within the same set or system of software to control such activities as circulation, cataloging, acquisitions and serial control. Oklahoma Department of Libraries. Trustee manual: Glossary. < <a href="http://www.odl.state.ok.us/servlibs/l-files/glossi.htm">http://www.odl.state.ok.us/servlibs/l-files/glossi.htm</a> >.	
(MARK ● IF THE LIBRARY OFFERS WITHIN LIBRARY ACCESS TO AN ILS, SUBSYSTEM OR RELATED SERVICES INDICATED BELOW)	
<input type="radio"/>	39. Does the library have an ILS?
<input type="radio"/>	40. Does the library have an Online Public Access Catalog (OPAC)
<input type="radio"/>	41. Does the library have other ILS subsystems appropriate to the library. May include: acquisitions, cataloging, federated searching of all library collections (all collections in one search request), reports, and serials subsystems and self check outs.
<input type="radio"/>	42. Does library participate in regional or statewide library card programs?

**D. Library Web Site Resources & Services**

(MARK ● IF THE LIBRARY OFFERS RESOURCE OR SERVICE ON LIBRARY WEB SITE)

<b>Library Web Site Resources &amp; Services To the Catalog</b>	
○	43. Does library have a web site? <span style="float: right;">37. Enter URL or No:</span>
○	44. <b>Usability, functionality, accessibility:</b> Web site examined for usability, functionality, accessibility. There are sufficient interfaces and navigation aids. Navigation and accessibility may include: navigations bars, site index, multiple interfaces (e.g., kids, teens), multilingual access, ADA compliance, Help, Contact Us, FAQs, use of graphics etc.) <a href="#">To the Catalog</a>
○	45. <b>Web site feedback:</b> Library regularly asks for feedback on web site and networked services. <a href="#">To the Catalog</a>
○	46. <b>ILS on the Web:</b> Is the library's Integrated Library System (ILS) and subsystems available on the library web site? Includes availability of the OPAC, remote access to patron account, remote placing of holds, remote renewals, remotely obtaining a library card, federated search of library collections, remote event, library meeting room scheduling, remote workstation scheduling, and A-to-Z library periodical title list look up. <a href="#">To the Catalog</a>
○	47. <b>Information about the Library:</b> Is there information about the library available on the library web site? May include: library hours, locations, staff directory, library history, newsletter, events calendar, <a href="#">policies and procedures</a> , information, plans and how contribute to library <a href="#">financial support</a> . <a href="#">To the Catalog</a>
○	48. <b>Collections web accessible:</b> Are library collections accessible on the library web site? May include: subscription database access, downloads of e-books and audio books, structured links to remote collections, podcasts of library programs, RSS news feeds. <a href="#">To the Catalog</a>
○	49. <b>Virtual Reference:</b> Are virtual reference and readers advisor services available on the library web site? May include: virtual reference by e-mail or chat, online book and media clubs and reviews, and remote ILL request. <a href="#">To the Catalog</a>
○	50. <b>Community Information:</b> Is there information about the community available on the library web site? This may include "help me make it through the day" information such as: current time and temperature, airline schedules, weather, traffic conditions, daily crossword, school closings, tax information, news and sports headlines, voting information, consumer information, Wall Street and tourist events and activities. May include: a local business directory, business startup information, community directory, social service directory, employment information and links, local entertainment and community events listings, local maps, school information, local statistics, and hosting of community virtual forums via listserv or blog. <a href="#">To the Catalog</a>
○	51. <b>Community History:</b> Is community history and other special collections available on the library web site? May include items (documents, newspapers, images, maps, videos, audio) that are digitized, indexed and made available to larger collections of related materials regionally, statewide or nationally. <a href="#">To the Catalog</a>
○	52. <b>Government Information:</b> Is local, state and federal government information available? <a href="#">To the Catalog</a>

**Impact on Community of Public Library Provision of Internet Access**

HOW DO YOU RANK IN IMPORTANCE THE FOLLOWING IMPACTS ON YOUR COMMUNITY OF PUBLIC LIBRARY PROVISION OF INTERNET ACCESS

<b>Impact on Community of Public Library Provision of Internet Access</b>		
<b>Your Ranking</b>	<b>Community Impact</b>	<b>Survey Ranking</b>
	53. To be completed.	
Survey ranking from: 2006 National Survey of Public Library Internet Connectivity Question 9.		

**Library Public Access Internet Service's Contribution to the Community**

WHAT ARE THE MOST IMPORTANT WAYS IN WHICH YOUR LIBRARY USES PUBLIC ACCESS INTERNET SERVICES AS A MEANS TO TRY TO CONTRIBUTE TO THE LOCAL COMMUNITY?

<b>Impact on Community of Public Library Provision of Internet Access</b>		
<b>Your Ranking</b>	<b>Community Impact</b>	<b>Survey Frequency</b>
	To be completed.	
Survey ranking from: 2006 National Survey of Public Library Internet Connectivity Question 14.		

**FYI Sample of Internet-based services libraries make available to their communities**

From: 2006 National Survey of Public Library Internet Connectivity Q13

<b>Service/Resource</b>	<b>Someone Provides</b>	<b>Library provides</b>	<b>Other Provides (state library, regional consortia)</b>
Digital reference/Virtual reference			
Licensed databases			
E-books			
Video conferencing			
Online instructional courses/tutorials			
Homework Resources			
Audio content			
Video content			
Digitized special collections (e.g., letters, postcards, documents, other)			
Other (please specify):			