Libraries Connect Communities 3

Public Library Funding & Technology Access Study

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Contents

Figures

Acknowledgments

Large-scale national surveys and site visits such as this involve substantial effort and support from many individuals and groups. While we cannot easily mention each individual or community, we would like to highlight the efforts of those who provided substantial assistance.

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Executive Brief

The State of Technology and Funding in U.S. Public Libraries in 2009

Libraries Connect Communities: Public Library Funding & Technology Access Study 2008–2009 (PLFTAS) marks the third year of the study, funded by the Bill & Melinda Gates Foundation and the American Library Association (ALA), and continues the research of previous surveys conducted by John Carlo Bertot and Charles R. McClure, with others, since 1994.[1] 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.

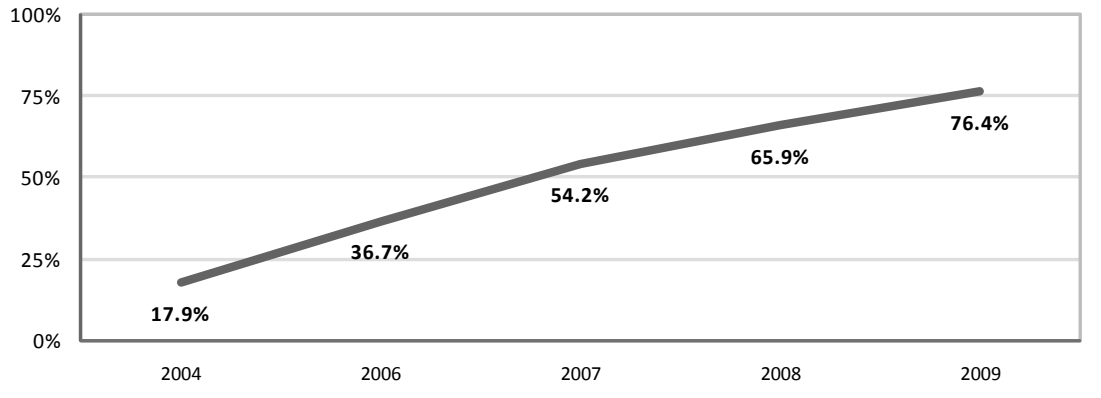
The study finds that America's 16,592 public library buildings provide communities of all sizes free access to computers and the Internet; formal classes and informal staff assistance using these technology assets; a wide range of Internet services including homework resources, digital reference and e-books; and wireless access to the Internet. Key findings include:

- Libraries serve a unique and important role in providing free access to all types of information and telecommunications services. Just over 71 percent of libraries report that they are the *only* source of free access to computers and the Internet in their communities. Library staff report an increase in the use of library computers and Internet access for job-seeking and e-government purposes.
- In a time of widespread economic turmoil, 14.3 percent of public libraries report decreased operating budgets in FY2009. Only 38 percent of libraries report budget increases at or above the rate of inflation. More than half (53 percent) of the state library agencies that provide state funding to public libraries report declining state funding in FY2009, according to questionnaires to the Chief Officers of State Library Agencies (COSLA).
- Public libraries are investing in and improving Internet access speeds, but they still find patron demands are growing faster than their ability to increase bandwidth. Nearly 60 percent of libraries report Internet connection speeds are insufficient to meet needs at some point in the day. Achieving sufficiency of public access to computers and the Internet is an elusive goal.

New data in this year's study include the number of IT full-time equivalents (FTE) per library branch, the length of time it takes library branches to return a public computer to service, types of formal IT training available in public libraries, state library roles in e-government efforts, state certification requirements for library staff, and state library support for public library trustees.

1. Information about the reports from the 1994–2006 studies is available at: http://www.ii.fsu.edu/plinternet.

Figure A1. Public Wireless Availability, 2004 –2009



Libraries Play Critical Technology Roles in Communities

"We see technology as a tool that enables our communities to more effectively and efficiently use the library. It's helping people do what they need to do – whether that's finding a book, doing research or looking for a job." (Wisconsin public library trustee)

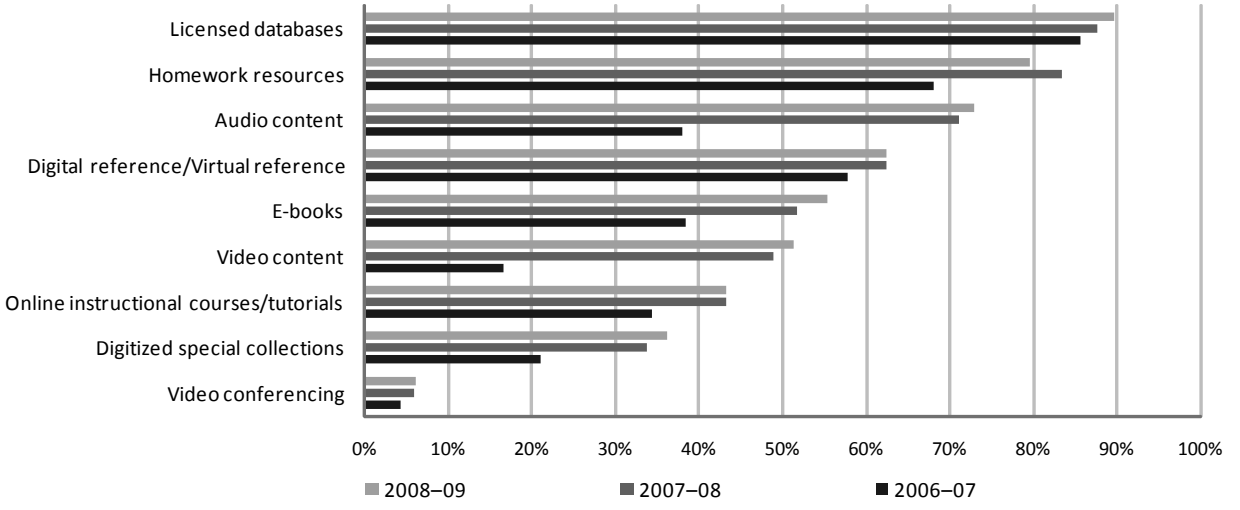
Technology helps libraries do what they do best: connect people to resources and ideas—including books, virtual reference, e-books and training. Thanks to technology and the Web, many libraries' resources are available 24/7, with online collections and databases, downloadable audiobooks, searchable catalogs and more accessible via the library Web site. Libraries remain a leading—if not singular—provider of free computer and Internet access in communities across the country. Nationally, 71.4 percent of libraries report that they are their communities' sole provider of free access, a number that increases to 78.6 percent for rural libraries.

The data are particularly important when considered with information about home Internet use. About 62 percent of U.S. households report Internet use at home, but use varies dramatically among household types.[2] For families with an income under $24,999, the percentage of home Internet use drops to 25 percent. The rate in Black and Hispanic households drops to 44.9 percent and 43.3 percent, respectively. While 70.7 percent of employed households maintain Internet service in the home, the number drops to 55.6 percent for unemployed people and 44.3 percent for those not in the labor force. As unemployment grows and household incomes drop, public access Internet services at libraries increase in value and importance.

Libraries also offer faster Internet connection speeds than many residents may be able to afford at home. Seventy percent of public libraries report Internet connection speeds of 1.5Mbps (T1) or faster, up from 64.6 percent in 2007–2008. Libraries are able to serve more patrons with wireless access to the Internet. More than 76 percent now offer free Wi-Fi access, up from 66 percent last year (Figure A1). Public libraries provide critically important Internet access within a context that allows patrons to use multiple library resources online and in print. As a 2008 Institute of Museum and Library Services report found: "Nowhere else is such capability available from a single provider."[3]

2. National Telecommunications and Information Administration, "Networked Nation: Broadband in America 2007," National Telecommunications and Information Administration. 2008 www.ntia.doc.gov/reports/2008/NetworkedNation.html.
3. Griffiths, José-Marie and Don King. *Interconnections: The IMLS National Study on the Use of Libraries, Museums and the Internet.* 2008. Univ. North Carolina, Chapel Hill, NC.

Figure A2. Public Library Internet Services Available to Users, 2007–2009



In addition to free public access to computers and the Internet, libraries provide their communities with robust electronic collections. Ninety percent of libraries offer licensed databases, which provide access to articles from thousands of newspapers and periodicals; practice tests for the GED, SAT, civil service exams and more; genealogy resources; and business and medical information. Online homework resources and audio content also are offered by more than 70 percent of public libraries (Figure A2).

At 78.7 percent, education resources and databases for K–12 students top the list as the Internet service most critical to the role of the public library, followed by services to support job-seekers at 65.9 percent (up almost 4 percent from last year and 20 percent from the 2006–2007 study).

In every state visited as part of this multi-year study, library staff members have reported an increased use of library computers and Internet access for job-related purposes. Even before the recession began in December 2007, librarians saw the impact of the growing number of online-only job applications for a range of employment—including service and entry-level positions that require no computer skills, such as housekeeping or stocking shelves. Many patrons need assistance learning basic skills, including using a mouse, establishing an e-mail account and basic word processing in order to apply for work.

◗ *Ninety percent of libraries offer formal technology classes or informal point-of-use assistance for library patrons using library computers.*

Ninety percent of libraries offer formal technology classes or informal point-of-use assistance for library patrons using library computers. Among public libraries that offer formal technology training, about 27 percent report offering classes in accessing online job-seeking and career-related information. Libraries in high poverty communities are most likely to offer formal training, and 40 percent of these libraries report offering job-related classes. The most common classes being offered illustrate the role public libraries play in serving first-time computer users, with general Internet use, general computer skills, general online searching and general software use leading all others.

E-government—including filing for unemployment benefits—also has been a growing area of use for library public access computing. Almost 81 percent (up from 74 percent last year) of public libraries indicate that their staff members provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs and services. More than two-thirds of all states provide online forms or applications for permits and licenses, tax forms, Department of Motor Vehicle renewals, state government jobs and unemployment benefits, according to a 2008 questionnaire to the Chief Officers of State Library Agencies (COSLA). Five of 46 states that responded to the questionnaire report that unemployment forms may be filed *only* online.

◗ *Almost 81 percent of public libraries provide assistance to patrons accessing and using e-government resources.*

Among computer users interviewed during site visits to libraries in Indiana and Wisconsin, the vast majority report weekly use of library computers and Internet access. This is more frequent than what interviewed patrons reported in past visits to eight other states during the last two years.

A January 2009 survey of U.S. households conducted for the American Library Association by KRC Research & Consulting confirmed anecdotal reports and national trends in visits to public libraries. Sixty-three percent of households—or roughly 136.6 million people—reported that they had used their library in the previous 12 months. While the number of people visiting libraries has been stable over the past decade, the frequency of use increased from previous household surveys for both in-person visits and virtual library use. Nationally, this translates into increases of about 25 million in-person visits, more than 11 million virtual library visits and over 4 million telephone calls to public libraries annually.[4]

Library Buying Power Erodes

"All we've heard is that if you think this year is bad, wait until next year. So I'm hoping that we can just hold steady at 2008 levels." (Wisconsin library director)

Even in a good economy, small or no year-to-year increases in operating funds challenge libraries to maintain and grow services. Resources become even more strained in a poor economy when use increases and operating budgets often shrink. While the 2008–2009 data were collected before many of the most serious impacts from the recession were felt by libraries, declining and level funding patterns are evidenced in this year's study.

Downward shifts in funding occurred in libraries previously experiencing increases in the 2.1-to-4 percent and 6-or-more percent ranges. Notably, fewer high poverty libraries reported increases and more reported decreases in operating budgets in FY2009 compared with FY2008; more urban and suburban libraries reported level funding between FY2008 and FY2009—4.5 percent more in each area.

For the first time in this multi-year study, libraries report a decline in new (less than one year old) public access computers. The number of libraries that experienced large increases (more than 6 percent) in technology-related expenditures fell from 10.4 percent in FY2009 to 5.8 percent in FY2010. Urban libraries saw the most significant decline in large technology budget increases, dropping to 5.3 percent of urban libraries in FY2010 from 15.4 percent in FY2009 . Medium and low poverty communities saw similar declines, each dropping by nearly 50 percent in FY2010. The decline in technology spending anticipated for FY2010 could mean that the drop in numbers of computers in libraries in fall 2008 (when the survey was completed) may continue into next year.

◗ *Urban libraries saw the most significant decline in large technology budget increases (more than 6 percent), dropping to 5.3 percent of urban libraries in FY2010 from 15.4 percent in FY2009 .*

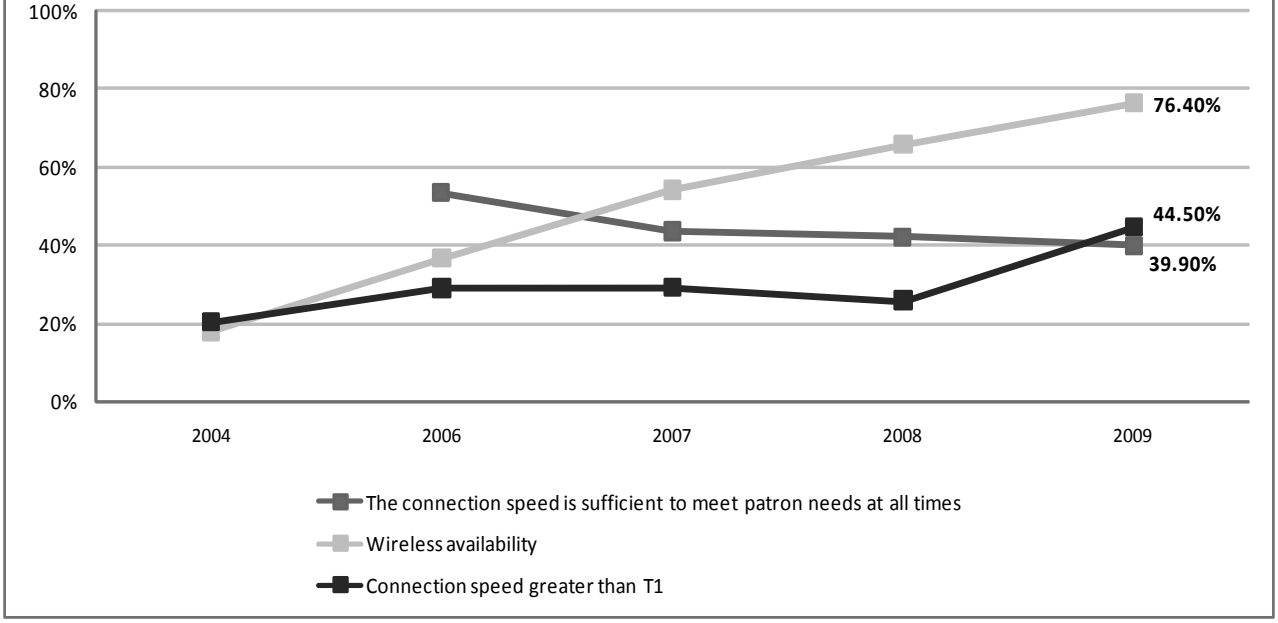
4. American Library Association Office for Research & Statistics. Research Survey Results, Executive Board Document #12.46. April 25, 2009. http://www.ala.org/ala/aboutala/governance/officers/ebdocuments/documentinventory0809.cfm.

These declines follow several years of libraries' reporting level funding or small increases. A 2006 ALA study about mid-year budget reductions indicated level funding for fiscal years 2003–2005,[5] as reported by between 77 percent and 82 percent of libraries; about 58 percent of libraries also anticipated level funding in FY2006. At the same time, inflation rates for fiscal years 2003–2006 ranged from 2.3 percent in 2003 to 3.2 percent in 2006. Inflation continued to rise at similar rates in 2007 and 2008—2.8 percent in 2007 and 3.8 percent in 2008. The cumulative change from 2003–2008 is 31.3 percent.[6] The downward funding trends, combined with increases in personnel, benefits and facilities operations costs, further erode public libraries' buying power.

Information provided by local libraries is complemented by data collected from the Chief Officers of State Library Agencies (COSLA). Findings from multiple contacts with state libraries between December 2008 and May 2009 show that 53 percent of states that provide funding to public libraries report a decline in that funding in FY2009.

Libraries mitigate some of the shrinking budget with "on behalf of" support for technology-related expenditures provided by local government agencies and networks and cooperatives. "On behalf of" support includes services paid directly by another government office or entity *for* the library (e.g., IT technicians, equipment purchases, etc.) These services make a difference in funding. Urban libraries report the highest level of local government support for any technology expenditure by almost two-to-one compared with that reported by suburban and rural libraries. Hardware/software support from local government departments is 2.5 times more than that received by rural libraries, and nearly twice as much as suburban libraries. When considering "on behalf of" support by poverty levels, libraries in high poverty communities benefit somewhat more than their counterparts in low or medium poverty areas regardless of the external funding source (e.g., local, county, etc.). This may point to a more coordinated effort in deploying technology in urban, high poverty communities.

Figure A3. Connection Speed, Wireless Availability, and Sufficiency



5. Davis, Denise M. *Funding Issues in U.S. Public Libraries, Fiscal Years 2003–2006*. (March 10, 2006). http://www.ala.org/ala/aboutala/offices/ors/reports/fundingissuesinuspls.pdf.
6. U.S. Department of Labor. Bureau of Labor Statistics. *Consumer Price Index. All Urban Consumers (CPI-U, U.S. city average*. ftp://ftp.bls.gov/pub/special.requests/cpi/cpiai.txt).

The Elusive Nature of Providing Quality Public Access

"At one time, we would have said a T1 was just the world, but it just changes too fast. We went from a T1 to two T1s to three T1s to now 15 megabits of fiber."(Indiana library director)

The 2008–2009 study shows conflicting results that raise a range of questions about the degree to which quality public access can be ensured in the future. On the one hand, public libraries continue to offer enhanced public access computing and Internet access services to their communities. As noted earlier, more libraries now offer wireless access to the Internet; have faster Internet access speeds; offer patrons a range of technology and Internet training; provide a range of Internet services; and assist patrons in applying for or accessing vital e-government services. Thus, public libraries provide critical public access computing and Internet services that support their communities in a wide range of areas.

On the other hand, public libraries indicate they often are unable to meet patron demand. At the same time that 70 percent of libraries report connection speeds of 1.5Mbps or faster (up from 64.6 percent in 2007–2008), nearly 60 percent of respondents (up from 57.5 percent) indicate connectivity speeds are insufficient to meet patron needs some or all of the time (Figure A3).

The disparity in connection speeds between urban libraries and their rural counterparts is pronounced. About one-third of rural libraries have connection speeds less than 1.5Mbps, compared with 7.1 percent of urban libraries and 15 percent of suburban public libraries. Rural libraries also have seen no growth in access speeds greater than 10Mbps over the past three years. Three times as many urban libraries (23.9 percent) as rural libraries (7.9 percent) offer Internet speeds greater than 10Mbps. Urban libraries, however, are more likely to report insufficient capacity to meet heavy patron demand.

Libraries also report:

- The number of public access computers is inadequate: More than 81 percent of libraries report they have insufficient availability of workstations some or all of the time.
- Limits have been placed on the use of public access workstations: Just over 94 percent of libraries have imposed time limits on their workstations. Of those libraries, nearly 70 percent (67.6 percent) have time limits of 60 minutes or less, and nearly 25 percent (22.4 percent) have time limits of 30 minutes.
- Costs, space and buildings are barriers to the public access environment of public libraries: More than three-quarters of libraries (77.4 percent) report that cost factors influence their decisions to add public access workstations/laptops, while 75.9 percent cite space limitations and 34 percent report the inadequacy of their building infrastructure (e.g., cabling, wiring, electrical outlets).
- Libraries do not universally have schedules for public access workstation/laptop replacements or additions: Nearly 40 percent (38.2 percent) of public libraries report that they do not have a replacement or addition schedule for their public access computers.
- Libraries rely on non-professional IT staff for technology support: About 63 percent of libraries report that non-IT public service staff or library directors support their technology. This percentage climbs to 74.6 percent for rural libraries and drops to 36.8 percent for urban libraries. Overall, 42.3 percent of libraries support their IT with system-level IT staff, but only 28.7 percent of rural libraries have access to such support, as compared to 72.2 percent of urban libraries.

◗ *More than 81 percent of libraries report they have insufficient availability of workstations some or all of the time.*

The significance of these findings is that many libraries continue to face challenges in maintaining and enhancing their public access technology environment *in spite of upgrades to their technology infrastructure*. Indeed, the two earlier studies identified these same issues. And, more importantly, libraries continue to offer a significant amount of services to the communities that they serve—licensed databases, technology

training, e-government and more—while often remaining as the only free public access point within their communities.

Call to Action

> **"If you had 100 computers, you could fill them all. They are always busy. We're also one of the few places in town that has Wi-Fi." (Indiana library trustee)**

The 2008–2009 survey suggests that many of the themes and issues identified in previous years remain unaddressed. Funding is not keeping up with costs in many libraries. Older library buildings do not provide the space or infrastructure to house more computers. More technically trained librarians are needed. A majority of libraries report Internet access speeds and available computers are inadequate to meet patron needs some or all the time. Significant disparities between urban and rural libraries exist in terms of connectivity, services, staffing and funding. Despite these issues, the range and extent of Internet-based services provided by public libraries continues to grow.

The 2008–2009 data were collected in fall 2008, before many of the most serious financial impacts from the recession affected public libraries. Since then, the media has reported many stories about cuts in public library funding and layoffs of library staff in especially hard-hit states such as California and Florida.[7] Yet at the same time, significantly more patrons are coming to the public library to find employment assistance, complete government forms and obtain current housing and market information—all of which require Internet public access workstations and help from library staff.

Data from the next annual *Public Library Funding & Technology Access Study* (to be collected in fall 2009) will occur within the context of two significant events. The first is a predicted continuation of the recession and its likely impacts on public agencies, including public libraries. The second is the $7.3 billion in economic stimulus from the American Recovery and Reinvestment Act (ARRA) targeted at enhancing America's broadband infrastructure—of which a minimum of $200 million is set aside for public access centers, including public libraries.

Given findings from this study and the evolving context for the coming years, a number of actions could help improve the public library's public access computing and information technology infrastructure. Libraries can:

- *Document the range and extent to which public access computing services, resources and programs are used.* Along with national- and state-level data collected through this study, libraries benefit when staff can describe the benefits, impacts and outcomes of their services, resources and programs, both for the community and for individuals. Identify key indicators of these services, collect the necessary data and maintain summary statistics. Anecdotal stories and examples of how public access computing made a difference in people's lives can be as useful as statistics.
- *Increase local community awareness of the importance of the public library and Internet-based services in difficult economic times.* Libraries need to publicize the full extent of the services, resources and programs they provide. They especially need to make this known to community leaders and government officials. In site visits and focus groups, library directors and trustees report they are challenged to market and publicize the range of technology resources available and how these resources can best be leveraged by community members.
- *Engage in a carefully developed assessment of broadband capacity needs and develop a plan to obtain and use additional capacity.* The ARRA broadband economic stimulus program for FY2009 and FY2010 ensures that some public libraries will have the opportunity to obtain significantly increased broadband capacity. The issue of "sufficiency" depends on thoughtful answers to a number of questions: What is "sufficient"

7. American Library Association. Public Library Funding Updates. http://www.ala.org/ala/issuesadvocacy/libfunding/public/index.cfm.

or "high quality" public access for a particular library to meet user needs in a specific community? How best should the library use this additional capacity and what specific applications and services should the library provide?

- *Establish a plan to document the impacts and outcomes from ARRA-funded broadband capacity increases.* Libraries that obtain support from ARRA for increased broadband capacity and related information technology infrastructure need to be prepared to demonstrate that such national support *does* make a difference and that future similar programs targeted to public libraries *will* make a difference. ARRA's broadband capacity improvement for public libraries might be seen as a prototype for future national funding programs for libraries.
- *Rethink delivery and organization of public access computing services, resources and programs.* This rethinking process includes expanding the role of consortia and increasing collaborations and partnerships that can better leverage economies of scale, while maintaining or increasing the quality of network-based services. Examples include cooperative broadband purchasing or a statewide e-government Web portal of resources, services, training and related programs. Such a Web portal could be jointly developed among public libraries, state and local government that would be available to all public libraries in the state, rather than developed piecemeal by individual libraries.

The economic upheaval of the past year is both a challenge and an opportunity for U.S. public libraries. State and local deficits, declining property and sales tax revenue and losses in endowments threaten library services at the same time these services are in greater demand. Public libraries cannot continue to do more with less; it is likely that in the near term a number of libraries will have to do *less* with less.

◗ *The economic upheaval of the past year is both a challenge and an opportunity for U.S. public libraries.*

At the same time, however, libraries have re-emerged as an essential community service in this time of crisis. Libraries are providing a safety net for newly unemployed persons seeking new computer skills, knowledge in how to use the Internet for searching and applying for jobs, and research in new career opportunities. In at least five states, applicants must file online for unemployment benefits.

Employment, educational and government resources are increasingly available online only. Public libraries are uniquely positioned to provide physical meeting space, trained information professionals, computer and Internet resources and even an escape with free access to fiction, music, DVDs, public programs and games.

Action needs to be taken now to increase public awareness and support for these services, so that public libraries can recover the resources lost during this economic downturn and better support the nation's public access computing and Internet needs.

Public Library Funding Landscape: 2008–2009

This is the third year the *Public Library Funding & Technology Access Study* (PLFTAS) asked public libraries about overall funding and financial support for public access computing services. In addition to operating budget and expenditure reporting by funding source and type of expenditure, libraries were asked this year to qualify their ability to report detailed financial data and to identify from which sources they currently receive or expect to receive funding in the future. Libraries also were asked the extent to which operating budgets and technology expenditures changed over several fiscal years. Finally, libraries were asked to report whether they received any "on behalf of" support from other entities (services paid directly by another government office or entity *for* the library), such as local governments or regional networks. Knowing this helps interpret what had seemed, in previous year's surveys, rather low reporting on technology-related expenditure detail, since libraries may not incur any expenses in those specific categories. All of this combined data provides the study team with more accurate financial data to identify continuing and emerging budget and expenditure patterns in U.S. public libraries.

The study continues to rely on finance stratification established by the national public library data collection, currently with the Institute of Museum and Library Services (IMLS). This includes fiscal year reporting period, source of funding and type of expenditure. Using these finance characteristics makes it possible to compare and contrast the PLFTAS data with national fiscal year data, even though the PLFTAS data are two fiscal years ahead of the IMLS data set.

EXECUTIVE SUMMARY

Overall, libraries' ability to report detailed annual financial data is improving. The number of libraries responding to the detailed financial questions has increased modestly each year of the survey. Also showing steady improvement is the number of libraries reporting anticipated funding for the upcoming fiscal year. The improved response rates make it possible to observe library financial trends and interpret changes in other areas of the survey, specifically technology capacity (e.g., number of computers and replacement/upgrading) and barriers to service improvement.

Key findings that emerged from an analysis of this year's reported financial data and comparisons with data reported in prior study years include:

- The volatility of operating budgets between FY2008 and FY2009 is still problematic for many libraries. Most noticeably, downward shifts occurred in libraries previously reporting 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. It will be important to continue monitoring 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.

- *The rise in high poverty libraries reporting decreases in operating budgets in FY2009 is significant.*

- "On behalf of" support by local government agencies and networks and cooperatives helps libraries with technology-related expenditures. Urban libraries report the highest level of local government support for any technology expenditure by almost two-to-one compared with that reported by suburban and rural libraries. Urban libraries benefited from hardware/software support from local government departments 2.5 times more than rural libraries and nearly twice as much as suburban libraries. When considering "on behalf of" support by poverty levels, libraries in high poverty communities benefited somewhat more than their counterparts in low or medium poverty areas regardless of the external funding source (e.g., local, county, etc.).
- The volatility in operating revenue support for technology-related expenditures continues. Many libraries that experienced increases in FY2009 anticipate sharp declines in technology funding in FY2010. Urban libraries reported the most significant loss in large technology budget increases, followed by libraries in medium and low poverty communities.

Given the state of the economy at all levels of government, however, it is not surprising to see more libraries reporting steady funding and expenditures, as well as overall declines in current and anticipated operating budgets. In fact, it was a pleasant surprise to see libraries report operating budget increases in line with or greater than annual inflation rates—about 44 percent of libraries for FY2008 and 38 percent of libraries for FY2009.

Volatility of Operating Budgets between FY2008 and FY2009 Challenges Many Libraries

This year's survey asked libraries to indicate the extent to which FY2008 and FY2009 operating budgets remained the same, increased or decreased and in what percentages. Figure B1 presents the estimated ranges of change (as a percentage) between those fiscal years.

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 between FY2008 and FY2009. Most noticeably, downward shifts occurred in libraries previously reporting increases in the 2.1-to-4 percent and 6-or-more percent ranges.

What we learned in FY2009 is that only about 38 percent of libraries are keeping up with inflation, a decline from about 44 percent in FY2008. This type of comparison also is complicated by having fewer dollars available, not just smaller annual increases as a percent of total operating budgets. The proportion of library operating budgets that come from tax support—local/county, state or federal—is diminished because

Figure B1. Average Percentage Change FY2008 to FY2009 Public Library Systems Operating Budget, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Operating Budget	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Increased up to 2%	-1.50%	-1.40%	-2.30%	-2.00%	-1.50%	-4.30%	-2.00%
Increased 2.1–4%	-4.00%	-4.10%	-1.40%	-2.30%	-4.40%	4.20%	-2.40%
Increased 4.1–6%	0.60%	-1.30%	0.30%	-0.50%	2.60%	0.40%	-0.10%
Increased more than 6%	-7.70%	-3.50%	-2.50%	-3.00%	-4.10%	-15.80%	-3.10%
Decreased up to 2%	1.70%	0.60%	0.80%	0.50%	3.20%	7.00%	0.90%
Decreased 2.1–4%	1.80%	3.10%	0.90%	1.80%	1.30%	--	1.70%
Decreased 4.1–6%	2.20%	1.00%	0.70%	0.80%	1.10%	3.60%	0.80%
Decreased more than 6%	2.30%	1.00%	1.30%	1.00%	3.00%	--	1.30%
Stayed the same	4.50%	4.50%	2.10%	3.50%	-1.00%	0.70%	3.00%

Key: -- No data to report

there are fewer dollars from those sources to distribute to libraries. Ohio public libraries, which receive 2.22 percent of state general revenue, is such an example. Library funding improves or declines commensurate with the total amount of state funding available to fulfill such a formula model.

The study team was able to determine how well libraries' operating budgets aligned with the budget levels anticipated between FY2008 and FY2009 by comparing the percent change estimates (presented in Figures B1 and B2) with the detailed average percentage change in operating budget by source of funding and type of expenditure (presented in Figures B3).

Figure B3 outlines change from FY2008 to FY2009 by funding source and expenditure type. Local/county funding remained level, for the most part. Increased use of funds was reported for federal and soft funding sources. Although the extent of decline in local/county and state funding sources was not as great as libraries anticipated, libraries still relied very heavily on soft sources (fees/fines, donations, etc.) to compensate. Because local/county revenue typically makes up between 50 and 80 percent of a library's

Figure B2: Public Library System Operating Budget Change, FY2008 to FY2009

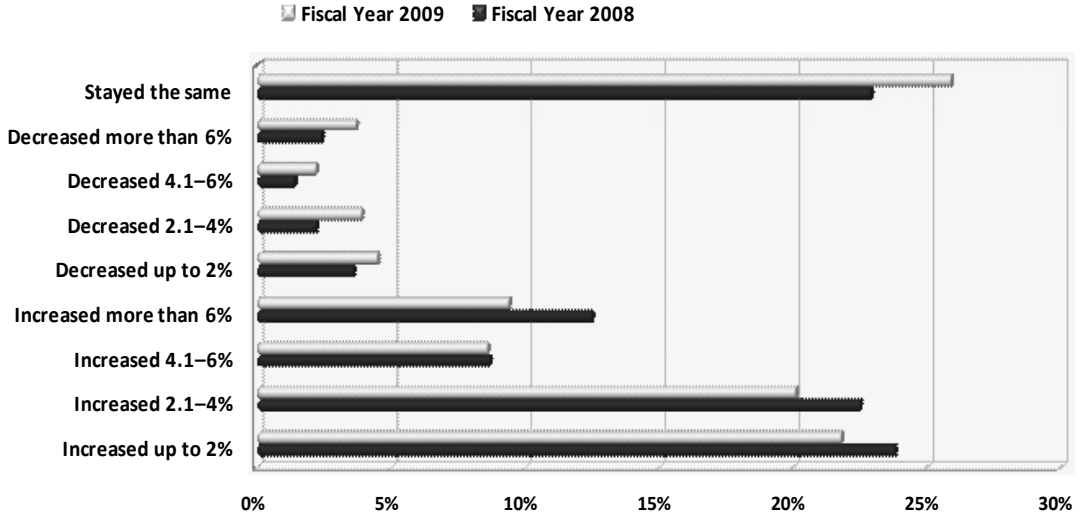


Figure B3: Average Percentage Change FY2008 to FY2009 Public Library Total Operating Expenditures, by Type and Funding Source

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	-0.21%	-0.50%	-1.00%
State (including state aid to public libraries, or state-supported tax programs)	-5.83%	3.54%	-1.04%
Federal	30.87%	17.15%	14.12%
Fees/fines	3.68%	3.46%	-4.17%
Donations/local fundraising	18.88%	15.94%	7.68%
Government grants (local, state or national level)	2.45%	-4.86%	-0.93%
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	43.02%	10.68%	-1.74%
Reported average total percentage change	2.24%	-1.46%	-4.62%

Figure B4: Average Percentage Change FY2008 Actual to FY2009 Actual or Anticipated Low Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	-2.92%	-2.56%	-8.43%
State (including state aid to public libraries, or state-supported tax programs)	-9.65%	1.86%	0.97%
Federal	11.44%	25.87%	4.42%
Fees/fines	-2.82%	7.60%	32.90%
Donations/local fundraising	12.32%	12.88%	5.17%
Government grants (local, state or national level)	-5.14%	-8.79%	-11.68%
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	20.10%	10.65%	13.97%
Reported average total change	2.08%	2.13%	-2.19%

Figure B5: Average Percentage Change FY2008 Actual to FY2009 Actual or Anticipated Medium Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	3.32%	-4.57%	-16.18%
State (including state aid to public libraries, or state-supported tax programs)	50.12%	14.77%	44.53%
Federal	-254.36%	-274.89%	-65.97%
Fees/fines	-218.79%	28.69%	-7.42%
Donations/local fundraising	-340.57%	-86.30%	-181.99%
Government grants (local, state or national level)	-2069.12%	-361.68%	-188.40%
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	-5435.51%	-1505.60%	-883.76%
Reported average total change	-37.09%	-27.91%	-32.00%

operating budget, losing even small percentages of those funds requires significant increased reliance on other funding sources to close the gap. Libraries reported declines in local/county funding in each expenditure category, with other expenditures the most heavily affected. It is in the "other" expenditures category that the bulk of technology expenditures occur. The decline in local/county support for salaries (including benefits) should be watched, especially considering the upturn in benefits costs.

Overall, more was spent on salaries, but not enough to meet inflation (3.8 percent in 2008). Less was spent on collections and other expenditures, an area of the operating budget where a majority of library technology-related expenditures appear. Libraries report they spent about 4.6 percent less in FY2009 on other expenditures as compared with prior year spending.

Reviewing the estimated percentage change in operating expenditures between FY2008 and FY2009 (Figure B1) reported this year compared with expenditure change detailed by poverty (Figures B4–B6) reveal the following:

- Libraries that had reported prior year increases (e.g., close to annual inflation rates) have fallen off sharply in FY2009.
- Urban and high poverty libraries that indicated increases in the previous fiscal year (FY2007) saw those gains disappear between FY2008 and FY2009.

Figure B6: Average Percentage Change FY2008 Actual to FY2009 Actual or Anticipated High Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	21.93%	-17.77%	-15.84%
State (including state aid to public libraries, or state-supported tax programs)	29.04%	8.11%	13.24%
Federal	72.93%	-5931.03%	29.92%
Fees/fines	1.65%	-20.27%	5.04%
Donations/local fundraising	-556.20%	16.20%	47.39%
Government grants (local, state or national level)	-11.29%	17.49%	-10.24%
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	12.83%	32.99%	52.36%
Reported average total change	18.64%	-375.01%	-9.28%

Figure B7: Average Percentage Change Fiscal Years 2007–2009 Operating Expenditures, by Type and Funding Source

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	7.2%	-13.6%	9.4%
State (including state aid to public libraries, or state-supported tax programs)	-3.4%	9.2%	-5.0%
Federal	459.4%	293.0%	165.8%
Fees/fines	56.7%	7.8%	-0.6%
Donations/local fundraising	270.5%	56.1%	93.8%
Government grants (local, state or national level)	303.5%	73.5%	89.6%
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	3,726.2%	779.6%	173.0%

- Greater use of federal funding and private foundation grants to pay for staff indicates further erosion of local/county funding to pay for essential library services.

Figures B4 to B6 further detail change by level of poverty.

When considering public library operating expenditures by poverty level (low, medium, high), changes between FY2008 and FY2009 exposed the following (Figures B4–B6):

- Libraries in medium poverty communities saw the most dramatic shifts in expenditures by source of funds. Although explained somewhat by fewer libraries in this poverty category, the significance of changes in the thousands of percentage points is still important to note.
- Use of government grants declined for libraries in all poverty groups and for all expenditures (except high poverty libraries expenditures for collections).
- Reliance on private foundation grants declined sharply for medium poverty libraries, and grew for low and high poverty libraries, especially in the other expenditures category.

Comparing operating expenditures from FY2007[1] to FY2009 reveals even more interesting expenditure patterns (Figure B7). Local/county funding directed toward salaries and other expenditures increased in

1. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2007–2008*. Chicago: American Library Association. Figure C36.

alignment with inflation rates for this period. However, local/county funding for collections declined by nearly twice the inflation rate. This shift in local funding away from collections was highlighted in last year's report, and is demonstrated even more clearly in this three-year comparison.

Also important to observe is the dramatic shifting within federal and soft funding sources. Private foundation grants saw the largest increase as a funding source for all operating expenditures between FY2007 and FY2009 (the reported average increase exceeding $350,000), followed by donations/local fundraising. Salaries were, by far, the most impacted of any expenditure category. It will be interesting to see if the temporary impact of private foundation grants and donations eventually will be transferred to more sustainable local/county and state tax-based funding sources.

Federal funding distortions result from a few factors, among them the small proportion of overall funding from federal sources for library operating expenditures, and libraries report difficulty in isolating federal funding as a source of operating expenditures. Combined, this may explain the higher percentage changes year to year than other tax-based funding.

Local Government Agencies and Library Networks and Cooperatives Strong in Providing "on Behalf of" Support for Technology-Related Expenditures

Although the research team understood anecdotally how libraries paid for technology, previous surveys did not capture the extent to which library technology-related expenditures were supported by outside entities "on behalf of" the library during a given fiscal year. Support could be none, some or all of a library's technology-related expenditure. For the purposes of this survey "on behalf of" support included services paid directly by another government office or 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 (Figure B8). A slight majority (54.6 percent) of libraries reported paying all of these expenses, while just over 37 percent reported paying for some. Very few libraries, just over 8 percent, did not pay for their technology.

For libraries reporting that some or all of the 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. 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).

Figure B8: Public Library System 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

Libraries reported the least "on behalf of" support for outside vendor agreements supporting technology, thereby needing to absorb those costs within the library operating budget. When considering "on behalf of" support by poverty levels, libraries in high poverty communities benefited somewhat more than their counterparts in low or medium poverty areas regardless of the external funding source (e.g., local, county, etc.).

Suburban libraries reported the highest level of "on behalf of" support from regional library networks, cooperatives and consortia.

Where provided, this "on behalf of" support for technology-related expenditures provided by local government agencies and networks and cooperatives helps to mitigate impacts of shrinking library budgets.

Volatility in Technology-Related Expenditures Continues

Despite the "on behalf of" support from other units of government and library networks, cooperatives and consortia, public libraries continue to report instability in how technology-related expenditures are made. The number of libraries that experienced increases in FY2009 expect to see sharp declines in technology funding in FY2010 (Figure B9). This could be linked with the national economic downturn, since all funding sources relied upon by libraries are affected—local/county, state, federal and philanthropic sources, such as donations and grants.

Given the more significant decreases in operating budgets reported by libraries between FY2008 and FY2009, declines in technology expenditures seem modest by comparison. Very few libraries reported significant change between these fiscal years, with the largest overall loss occurring in libraries reporting increases greater than 6 percent. Urban libraries saw the most significant loss in large technology budget decreases, followed by libraries in high and medium poverty communities. To contextualize this, consider the empty cells in Figure C10 detailing workstation replacement and addition schedules. The insufficient data reported by libraries for FY2009 may be explained by the timing of the survey—many libraries already in FY2009 were unsure of the impact of the current economy on library budgets, especially technology expenditures. Having insufficient data on the quantity of new computer purchases impacts the FY2009 fiscal data reported by libraries. Libraries could more easily estimate increases, decreases and level funding for FY2010 technology expenditures since these figures are derived from planned operating budgets.

Figure B9: Percentage Change FY2009 and FY2010 Public Library Systems Technology Budget Volatility, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Operating Budget	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Increased up to 2%	1.30%	1.80%	2.40%	2.00%	2.60%	6.10%	2.20%
Increased 2.1–4%	2.70%	1.60%	1.50%	2.90%	1.10%	-4.80%	1.60%
Increased 4.1–6%	3.40%	0.90%	0.70%	1.20%	-1.60%	8.60%	1.00%
Increased more than 6%	-10.10%	-4.20%	-4.20%	-4.60%	-5.60%	-7.70%	-4.60%
Decreased up to 2%	-1.70%	-2.20%	-1.00%	-1.20%	-2.80%	--	-1.40%
Decreased 2.1–4%	--	--	--	--	--	--	--
Decreased 4.1–6%	0.30%	--	--	--	--	--	--
Decreased more than 6%	-1.60%	-2.30%	-1.60%	-1.80%	-2.00%	-2.80%	-1.90%
Stayed the same	3.00%	1.90%	1.20%	1.00%	6.40%	4.80%	1.60%

Key: -- No data to report

Figure B10: FY2009 Operating Budget and Technology Expenditure Matrix Compared to FY2008

2009 Technology Expenditures	*Decrease Up to 2%*	*Decrease 2.1–4%*	*Decrease 4.1–6%*	*Decrease 6+%*	*SAME*	*Increase up to 2%*	*Increase 2.1–4%*	*Increase 4.1–6%*	*Increase 6+%*	*Total*
Decrease up to 2%	**10.43%**	5.84%	6.17%	4.44%	1.28%	1.64%	1.24%	1.29%	0.29%	2.04%
Decrease 2.1–4%	2.45%	**12.41%**	4.94%	2.22%	0.74%	0.63%	0.69%	0.32%	0.29%	1.30%
Decrease 4.1–6%	0.61%	1.46%	**13.58%**	1.48%	0.32%	0.13%	0.69%	1.29%	0.59%	0.87%
Decrease 6+%	2.45%	9.49%	9.88%	**28.15%**	2.02%	2.15%	3.44%	4.21%	2.93%	4.02%
SAME	***41.10%***	***29.93%***	***27.16%***	***28.89%***	***61.28%***	***40.58%***	***32.09%***	***28.80%***	***31.38%***	***40.56%***
Increase up to 2%	17.18%	12.41%	11.11%	9.63%	13.83%	**31.23%**	17.08%	17.15%	11.73%	18.14%
Increase 2.1–4%	6.13%	6.57%	6.17%	1.48%	4.15%	6.83%	**21.63%**	11.33%	8.21%	9.21%
Increase 4.1–6%	1.84%	2.92%	4.94%	2.22%	2.66%	2.28%	5.23%	**14.56%**	9.38%	4.63%
Increase 6+%	5.52%	10.95%	3.70%	9.63%	4.79%	6.57%	10.06%	12.30%	**30.50%**	9.50%

**Note: Matrix created from raw, not weighted, survey data*

It also is important to recognize that libraries are trying to sustain technology while grappling with a decline in funding for "other expenditures" of about 4.6 percent (Figure B3). It is from this expenditure category that technology is typically paid. Figure B10 presents a matrix comparing operating budget changes to technology expenditure changes from FY2008 to FY2009.

Ideally, one would expect to see the estimated rates of change for both operating budgets and expenditures to align. However, Figure B10 shows that this is not always the case. Cells with bold numbers indicate where changes in library technology expenditures and changes in operating budgets were in alignment. As shown in italicized bold numbers, the greatest percentage of libraries—regardless of operating budget increases or declines—reported technology expenditures were unchanged in FY2009 compared with FY2008. The rise in level funding for both overall operating budgets and for technology-related expenditures is problematic as it presumes those expenses remain flat, which they do not. Salaries and outside vendor and telecommunications costs are the most likely to increase, while hardware/software costs may remain level or possibly decline (e.g., unit cost of hardware may decrease year to year). This figure also presents positive findings in that libraries that experienced decreases in their operating budgets were able to maintain or increase expenditures for technology (e.g., 10.4 percent of libraries reported a 2 percent decrease in their FY2009 operating budget but the majority maintained or increased technology expenditures by up to 2 percent).

Figure B11: Percentage Change FY2008 to FY2009 Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

Sources of Funding	*Salaries (including benefits)*	*Outside Vendors*	*Hardware/ Software*	*Telecommunications*
Local/county	22.11%	-12.77%	11.78%	21.04%
State (including state aid to public libraries, or state-supported tax programs)	24.84%	44.56%	37.49%	62.07%
Federal	50.68%	55.14%	92.31%	50.72%
Fees/fines	-13.47%	82.90%	-30.79%	59.65%
Donations/local fundraising	22.33%	-32.39%	46.02%	0.15%
Grants (all)	70.03%	74.65%	66.89%	86.74%

Libraries reported growth in use of most funding sources to pay for technology-related expenditures, but grant funding sources saw the greatest increase (Figure B11). In 2008–2009, libraries reported government and private foundation grants separately, and in order to compare change with the 2007–2008 survey all grants were merged into a single cell. Refer to Figures C61 to C67 for detail on government and private foundation grant support of technology.

Changes in technology-related expenditures FY2007 through FY2009 include:

- Increased support from local/county funding sources occurred between FY2008–FY2009. Salary support was up about 22 percent compared with the decline experienced between FY2007 and FY2008 of -13.7 percent. Support also increased for hardware/software (up about 11.8 percent) and telecommunications (up about 21 percent).
- State funds for salaries, outside vendors and hardware/software continue to increase. State support of outside vendors grew at about the same amount each year since FY2007, 44.5 percent.
- Federal funds for outside vendors grew dramatically between FY2007–FY2008 and saw about a 55.1 percent increase between FY2008–FY2009. Use of federal funds for technology salaries nearly doubled since FY2007, from about 26.4 percent to about 55.7 percent in FY2009.
- Donations/local fundraising for technology-related expenditures increased for salaries and hardware/software. In FY2009, these expenditures saw declines in use of these funding sources, countering reliance on their use from previous fiscal years.
- Use of grants of all kinds (government and private foundation) increased for all technology-related expenditures, and especially for telecommunications (up 86.7 percent in FY2009 and up more than 100 percent from FY2007–FY2008, where declines in the use of grants was noted).
- FY2009 support for hardware/software did not depict the triple-digit increases experienced between FY2007–FY2008; instead, declines (about -30.8 percent) in the use of fees/fines were noted.

SECTION I

Findings from the Public Libraries and the Internet 2008–2009 Survey

revised April 14, 2010

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. The complete set of data tables and findings from previous surveys are available at http://www.ii.fsu.edu/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 C4), 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 C5), 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 public access workstations, down from 12 in 2007–2008 (Figure C6), but consistent with figures reported in the 2006–2007 survey).[1] 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 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 C18).

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1. *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.

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:

- 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 C11 and C12). Importantly, the 2008–2009 survey marks the first survey in which libraries report cost as more of a factor than space limitations in influencing library decisions to add workstations/laptops (77.4 percent and 75.9 percent, respectively).
- Buildings: Library buildings remain an issue. Libraries are: 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 C11 and C12).
- 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 (Figure C15). 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 C16). 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 also provide IT support. Urban and suburban library technical support FTEs ranged from .75 to 6 and .36 to 3.9, respectively.
- 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 C14). 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 one-third of rural libraries (31.2 percent) indicate that it can take two or more days to get a computer back into service.

◗ *In nearly half of rural public libraries (47.2 percent), it is the library director who provides IT support.*

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 65.9 percent from last year (see Figure C18). Unfortunately, as Figure C19 shows, this wireless service simply has been 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 C17). 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 C20). 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 C21).
- 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 C8).
- 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 C19).
- 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 C22). Of those, 22.4 percent have time limits up to 30 minutes, 45.2 percent have time limits of 31–60 minutes, and only 6 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. As was found last year, over 40 percent (43.5 percent) of libraries manage the user sessions manually (Figure C25), imposing a burden on staff.

◗ *Slightly more than 81 percent of libraries report that they have insufficient availability of workstations some or all of the time*

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 C26 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 C27).

As Figure C31 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 greatest importance are the

education resources and databases purchased for K–12 students (78.6 percent), services for job-seekers (65.9 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 C28 and C29), 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 C29 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 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 32). A vast majority of public libraries—80.5 percent (up from 74 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 1 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 C9).

◗ *Public libraries continue to face a range of challenges as they seek to enhance and/or maintain their public access technology services and resources.*

- 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 C10).
- 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 C18). 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 (Figure C20). This is particularly significant as overall public access library bandwidth increased substantially since 2007–2008 (Figure C17).
- 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 C21). 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 C9), 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) (Figure C11).
- Overall, libraries have access to few IT FTEs, ranging from an average of .53 FTEs to 3.9 FTEs (Figure C16). 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 C2, C6, C17 and C26).
- 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 services (33.2 percent, down from 42.8 percent) (Figure C30).

◗ *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.*

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 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 a minimum of $200 million for public access centers, including libraries. These investments have the potential to improve library public access infrastructure.

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.[2] 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 high quality public Internet access venues 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.
- 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.

2. 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 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 national 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 that are 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[3] (urban, suburban or rural) and poverty level[4] (less than 20 percent [low], 20 percent–40 percent [medium], and greater than 40 percent [high]).

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.

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.[5] This is an increase of 163 outlets compared to the 2007–2008 survey. From these totals, the researchers used SPSS Complex Samples

3. 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.
4. 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.
5. 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.

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. 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. Another 1,808 Opportunity Online hardware grant library responses were added for a total of 6,111 responses for analysis purposes. Figure C1 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 A 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 public library 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 selected findings from national outlet-level data. A full set of data tables and analysis is available at http://www.ii.fsu.edu/plinternet. Figures C1–C13 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 C1: 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% (5,243 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.*

Figure C1 shows the response rate distribution of the *Public Library Funding & Technology Access Study 2008–2009* national survey. As is illustrated, the overall distribution of the survey is representative of the total population of public libraries.

Figure C2: 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)

Overall, the average number of hours that libraries are open remains similar to the hours reported in 2007–2008, although there has been a slight decline (Figure C2). 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 C3: 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)

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 decrease 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 C4: 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)	100.0% (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)

As Figure C4 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 C5: 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*

Figure C5 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 C6: 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)

Figure C6 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 see the largest decrease over last year (22 workstations versus 27.2 in 2007–2008 and 25.4 in 2006–2007), and suburban high poverty report an average of six workstations, compared to 17 in 2007–2008 and four workstations the year before. Low poverty outlets see 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 C7: 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)

The average number of public access Internet workstations by age is shown in Figure C7. 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 C8: 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)

Given the average number of workstations reported by libraries, Figure C8 illustrates the sufficiency of public access Internet workstations available. There are 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 C6. 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 C9: 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

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 C12). 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 C6).

Figure C10: 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*

The replacement or addition schedule for workstations and/or laptops is illustrated in Figure C10. 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 compose the highest percentage of libraries that did not have a replacement or addition schedule in 2007–2008, 56.4 and 43 percent, respectively.

Figure C11: 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*

Figure C11 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 C12: 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*

The primary factors that influence libraries in their decisions to replace public access Internet workstations or laptops are shown in Figure C12. 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 C13: 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

Figure C13 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 C14: 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

From a question asked for the first time in the 2008–2009 survey, Figure C14 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 C15: 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 telecommunications 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

Figure C15 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 C16: 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 telecommunications 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

Figure C16 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, which 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 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, Internet bandwidth, and other issues reported by public libraries.

Figure C17: 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)	10.0% (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*

Figure C17 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 report 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 decreases 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 C18: 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

Figure 18 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 provide wireless and have no plans to make it available within the next year, more than double that reported not having plans to make it available last year.

Figure C19: 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*

Figure C19 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 C20: 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*

Figure C20 illustrates the adequacy of public access connection speeds to the Internet in library outlets. Although libraries report 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 of connection speed sufficiency all the time, indicating sufficiency access at all times (42.9 percent in 2008–2009 versus 46.3 percent last year).

Figure C21: 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*

Figure C21 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 C22: 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*

As illustrated in Figure C22, 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 C23: 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

Figure C23 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 C24: 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

For libraries with time limits, Figure C24 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 C25: 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*

Since most outlets require a time limit for workstation use (Figure C22), respondents also were 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 C26: 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

Figure C26 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 all outlets that offer formal technology training classes, urban (52.5 percent) and high poverty (60.8 percent) outlets are most likely to provide formal training; 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 C27: 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

Figure C27 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 is 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 outlets (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 reported 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 C28: 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., pod-casts, 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

Figure C28 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 C29: 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

Computer peripherals that library outlets support are shown in Figure C29. 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 C30: 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 respondents could select more than one option

Figure C30 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 C31: 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

Figure C31 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 percentages to the 2007–2008 survey's results. High poverty outlets also indicated a large increase over last year in the critical nature of 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 reporting as most critical 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 C32: 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

Continuing a trend first reported in the 2006–2007 survey, Figure C32 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 DATA

This section details the survey findings for national system-level data. Figures C33–C35 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 C40–C41 and C43–C54. Detailed technology-related expenditures are presented in Figures C61–C67 and include information on salaries, outside vendors, hardware/software and telecommunications. A discussion of the findings follows each table.

Figure C33: 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

Figure C33 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 4 percent more applying than last year.

Figure C34: 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

Although E-rate discounts received have decreased for each category, only one is statistically significant (Figure C34). The category of E-rate application reporting the greatest decline is telecommunication services at 76 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 of applying the discount to internal connection costs is evident as reported by the high poverty outlets, with 25.6 percent reporting doing so this year versus 11.6 percent in 2007–2008.

Figure C35: 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

Figure C35 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 C36: 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)

Figure C37: 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)

Figures C36–C37 display the percentage 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 C38: 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

Figure C39: 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.[1]
- Utilities prices for heating and cooling increased between 5 percent and 28 percent, with average heating oil costs doubling from 2003–04 ($903) to 2007–08 ($1,834).[2]
- Librarian salaries rose approximately 15 percent between 2003 and 2008.[3]

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 C40–C41.

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,[4] 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.

1. The Henry J. Kaiser Family Foundation. Employee Health Benefits: 2008 Annual Survey. September 2008. http://ehbs.kff.org/images/abstract/7791.pdf.
2. 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.
3. ALA Survey of Librarian Salaries series, years 2003–2008. For more information, see http://www.ala.org/ala/aboutala/offices/ors/reports/reports.cfm.
4. 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.

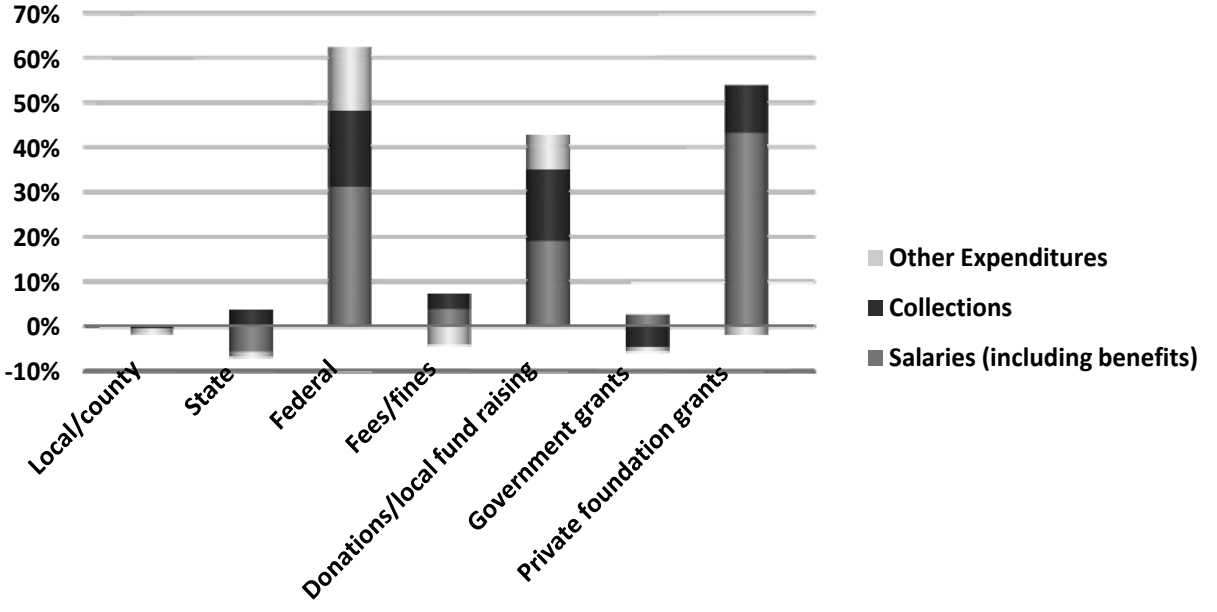
Figure C40: FY2008 Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C41: FY2009 Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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	$1,820,697	$380,325	$641,569
Reported average percent	63.9%	13.5%	22.7%

Figure C42: Average Percentage Change FY2008–FY2009 Total Operating Expenditures by Funding Source



Funding from local/county sources continues to erode between FY2008 and FY2009. Fluctuations by funding source are presented in Figure C42.

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 anticipate 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 C42).

Expenditures relying on fees/fines and donations remain fairly stable from last year's estimates but show some declines in FY2009. Libraries anticipate using more soft funding sources, including government and private foundation grants, to fund 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 C43–C48.

Figure C43: FY2008 Rural Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C44: FY2009 Rural Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C45: FY2008 Suburban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C46: FY2009 Suburban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C47: FY2008 Urban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C48: FY2009 Urban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

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 C49–54.

Figure C49: FY2008 Low Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C50: FY2009 Low Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C51: FY2008 Medium Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C52: FY2009 Medium Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C53: FY2008 High Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

Figure C54: FY2009 High Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

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%

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 were reported by 264 cases in FY2009 versus 57 cases in FY2008, and collection expenditures were reported by 836 cases in FY 2009 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:

1. 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.
2. 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 C55 presents the summary for survey question 19a.

Figure C55: 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

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 C56–C58 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 C56: FY2008 Urban Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source

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)

Figure C57: FY2008 Suburban Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source

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*

Figure C58: FY2008 Rural Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source.

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*

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 of responses matched those used in the operating budget stability question.

Figures C59–C60 present the FY2008 and FY2009 responses, by metropolitan status and poverty level.

Figure C59: 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=4,286)
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*

Figure C60: 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*

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 be explained partly by actual expenditure details available for FY2009, compared with a reliance on anticipated technology budget figures for FY2010.

Figure C61 presents the average total technology-related operating expenditures by type and funding source for FY2009.

Figure C61: FY2009 Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

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%

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 of 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.

Figure C62: FY2009 Rural Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

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%

Figures C62–C64 present this same data by metropolitan status, and Figures C65–C67 present this data by poverty level.

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 C63: FY2009 Suburban Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

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%

Figure C64: FY2009 Urban Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

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

The average technology-related operating expenditures reported by poverty level appear in figures C65–C67. 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 C65: FY2009 Low Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

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%

Figure C66: FY2009 Medium Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

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*

revised April 14, 2010

Figure C67: FY2009 High Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

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

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 2.6 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 surprisingly, high poverty libraries (which are typically urban and working in larger units of service) 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).

2009 STATE SUMMARIES

The 2008–2009 PLFTAS national survey sampled and received responses from all states and the District of Columbia. The survey did not, however, receive enough responses from all states for analysis purposes. The following 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 could not be fully analyzed are Arkansas, Idaho, Michigan, Nebraska and South Carolina.

The survey data were weighted to enable 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).
3. Total number of libraries in the state (the data presented in the tables are statewide estimates).

Additional detailed state data tables are available at www.ala.org/plinternetfunding.

ALABAMA

Alabama has 206 public library systems with 284 physical locations and 17 bookmobiles to serve over 4.3 million residents. Alabama's public libraries are primarily organized as municipal government libraries (75.2 percent). The rest are organized as multi-jurisdictional libraries (17 percent) and county libraries (7.3 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ALABAMA**	**U.S.**
Total operating expenditures per capita*		$19.33	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		76.7%	71.4%
Average number of computers		13.3	11.1
Always sufficient computers available		20.1%	18.9%
Factors limiting library adding computers	*Space*	73.7%	75.9%
	Cost	83.2%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	15.5%	21.9%
	1.5 Mbps	26.7%	25.5%
	More than 1.5 Mbps	38.5%	44.5%
Always adequate connection speed		33.5%	39.9%
Wireless availability		54.5%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	97.6%	78.6%
	Provide services for job seekers	64.0%	65.9%
	Provide computer & Internet skills training	24.0%	35.5%
	Provide education resources & databases for adult/CE students	60.1%	49.5%
	Provide education resources & databases for students in higher ed	70.1%	37.4%
Internet services available	*Licensed databases*	77.5%	89.6%
	Homework resources	97.3%	79.6%
	Digital/virtual reference	65.8%	62.4%
	e-books	29.8%	55.4%
	Audio content	76.4%	72.9%
Library offers IT training for patrons		74.8%	90.3%
Library staff helps patrons understand and use e-government services, as needed		74.7%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

ALASKA

Alaska has 90 public library systems with 107 physical locations and two bookmobiles to serve 670,000 residents. Alaska's public libraries are primarily organized as municipal government libraries (45.6 percent). The rest are organized as association or agency libraries within a municipality (23.3 percent), county libraries (15.6 percent), and "other"—including libraries within the Native American Tribal Government and combined public/school libraries (11.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ALASKA**	**U.S.**
Total operating expenditures per capita*		$39.56	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		88.6%	71.4%
Average number of computers		5.7	11.1
Always sufficient computers available		15.5%	18.9%
Factors limiting library adding computers	*Space*	72.4%	75.9%
	Cost	79.3%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	75.0%	21.9%
	1.5 Mbps	0%	25.5%
	More than 1.5 Mbps	14.8%	44.5%
Always adequate connection speed		21.2%	39.9%
Wireless availability		70.2%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & databases for K–12 students	57.5%	78.6%
	Provide services for job seekers	62.8%	65.9%
	Provide computer & Internet skills training	27.4%	35.5%
	Provide education resources & databases for adult/CE students	39.8%	49.5%
	Provide education resources & databases for students in higher ed	33.6%	37.4%
Internet services available	*Licensed databases*	73.7%	89.6%
	Homework resources	74.3%	79.6%
	Digital/virtual reference	38.6%	62.4%
	e-books	14.0%	55.4%
	Audio content	62.8%	72.9%
Library offers IT training for patrons		86.8%	90.3%
Library staff helps patrons understand and use e-government services, as needed		76.6%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

ARIZONA

Arizona has 89 public library systems with 197 physical locations and eight bookmobiles to serve over 6 million residents. Arizona's public libraries primarily are organized as municipal government libraries (37.1 percent). Most of the rest are operated jointly by a county and city (29.2 percent) or are classified as "other"—including libraries within the Native American Tribal Government and combined public/school libraries (13.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ARIZONA**	**U.S.**
Total operating expenditures per capita*		$23.13	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		45.2%	71.4%
Average number of computers		20.3	11.1
Always sufficient computers available		9.1%	18.9%
Factors limiting library adding computers	*Space*	59.9%	75.9%
	Cost	87.3%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	13.6%	21.9%
	1.5 Mbps	14.1%	25.5%
	More than 1.5 Mbps	66.7%	44.5%
Always adequate connection speed		22.8%	39.9%
Wireless availability		75.1%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	65.1%	78.6%
	Provide services for job seekers	65.8%	65.9%
	Provide computer & Internet skills training	43.5%	35.5%
	Provide education resources & databases for adult/CE students	47.3%	49.5%
	Provide education resources & databases for students in higher ed	36.9%	37.4%
Internet services available	*Licensed databases*	86.8%	89.6%
	Homework resources	78.2%	79.6%
	Digital/virtual reference	49.0%	62.4%
	e-books	49.2%	55.4%
	Audio content	75.5%	72.9%
Library offers IT training for patrons		98.5%	90.3%
Library staff helps patrons understand and use e-government services, as needed		77.2%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

CALIFORNIA

California has 179 public library systems with 1,099 physical locations and 63 bookmobiles to serve over 37.1 million residents. California's public libraries are primarily organized as municipal government libraries (63.7 percent). The rest are organized as county libraries (24.6 percent), library districts (5 percent) and multi-jurisdictional libraries (2.8 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**CALIFORNIA**	**U.S.**
Total operating expenditures per capita*		$29.39	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		62.2%	71.4%
Average number of computers		13.9	11.1
Always sufficient computers available		13.4%	18.9%
Factors limiting library adding computers	*Space*	83.3%	75.9%
	Cost	67.0%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	12.1%	21.9%
	1.5 Mbps	43.6%	25.5%
	More than 1.5 Mbps	43.5%	44.5%
Always adequate connection speed		29.2%	39.9%
Wireless availability		75.9%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	89.2%	78.6%
	Provide services for job seekers	75.5%	65.9%
	Provide computer & Internet skills training	47.0%	35.5%
	Provide education resources & databases for adult/CE students	44.3%	49.5%
	Provide education resources & databases for students in higher ed	28.8%	37.4%
Internet services available	*Licensed databases*	96.5%	89.6%
	Homework resources	93.8%	79.6%
	Digital/virtual reference	77.3%	62.4%
	e-books	65.3%	55.4%
	Audio content	77.3%	72.9%
Library offers IT training for patrons		92.1%	90.3%
Library staff helps patrons understand and use e-government services, as needed		84.7%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

COLORADO

Colorado has 115 public library systems with 245 physical locations and 11 bookmobiles to serve over 4.6 million residents. Colorado's public libraries are primarily organized as library districts (42.6 percent). The rest are organized as municipal government libraries (37.4 percent), county libraries (12.2 percent) and multi-jurisdictional libraries (7.0 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**COLORADO**	**U.S.**
Total operating expenditures per capita*		$43.25	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		72.2%	71.4%
Average number of computers		14.9	11.1
Always sufficient computers available		18.3%	18.9%
Factors limiting library adding computers	*Space*	71.1%	75.9%
	Cost	73.6%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	23.6%	21.9%
	1.5 Mbps	12.5%	25.5%
	More than 1.5 Mbps	56.9%	44.5%
Always adequate connection speed		33.3%	39.9%
Wireless availability		81.7%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	78.4%	78.6%
	Provide services for job seekers	57.6%	65.9%
	Provide computer & Internet skills training	41.8%	35.5%
	Provide education resources & databases for adult/CE students	55.8%	49.5%
	Provide education resources & databases for students in higher ed	40.5%	37.4%
Internet services available	*Licensed databases*	77.7%	89.6%
	Homework resources	79.1%	79.6%
	Digital/virtual reference	81.1%	62.4%
	e-books	45.4%	55.4%
	Audio content	68.9%	72.9%
Library offers IT training for patrons		90.0%	90.3%
Library staff helps patrons understand and use e-government services, as needed		80.6%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

CONNECTICUT

Connecticut has 194 public library systems with 244 physical locations and seven bookmobiles to serve over 3.5 million residents. Connecticut's public libraries are primarily organized as municipal government libraries (50.5 percent). The rest are organized as nonprofit association or agency libraries (49.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**CONNECTICUT**	**U.S.**
Total operating expenditures per capita*		$47.27	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		59.8%	71.4%
Average number of computers		11.9	11.1
Always sufficient computers available		34.4%	18.9%
Factors limiting library adding computers	*Space*	75.3%	75.9%
	Cost	70.8%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	18.1%	21.9%
	1.5 Mbps	7.7%	25.5%
	More than 1.5 Mbps	63.0%	44.5%
Always adequate connection speed		58.5%	39.9%
Wireless availability		78.9%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	80.1%	78.6%
	Provide services for job seekers	60.2%	65.9%
	Provide computer & Internet skills training	36.6%	35.5%
	Provide education resources & databases for adult/CE students	35.0%	49.5%
	Provide education resources & databases for students in higher ed	27.8%	37.4%
Internet services available	*Licensed databases*	91.8%	89.6%
	Homework resources	79.0%	79.6%
	Digital/virtual reference	84.1%	62.4%
	e-books	52.1%	55.4%
	Audio content	67.6%	72.9%
Library offers IT training for patrons		87.7%	90.3%
Library staff helps patrons understand and use e-government services, as needed		76.3%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

DELAWARE

Delaware has 21 public library systems with 33 physical locations and two bookmobiles to serve 784,000 residents. Delaware's public libraries are primarily organized as library districts (52.4 percent). The rest are organized as county libraries (28.6 percent) or municipal government libraries (19.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**DELAWARE**	**U.S.**
Total operating expenditures per capita*		$29.42	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		73.3%	71.4%
Average number of computers		13.7	11.1
Always sufficient computers available		3.4%	18.9%
Factors limiting library adding computers	*Space*	79.3%	75.9%
	Cost	71.4%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	5.6%	21.9%
	1.5 Mbps	22.2%	25.5%
	More than 1.5 Mbps	72.2%	44.5%
Always adequate connection speed		33.3%	39.9%
Wireless availability		30.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	72.4%	78.6%
	Provide services for job seekers	82.8%	65.9%
	Provide computer & Internet skills training	63.3%	35.5%
	Provide education resources & databases for adult/CE students	27.6%	49.5%
	Provide education resources & databases for students in higher ed	41.4%	37.4%
Internet services available	*Licensed databases*	100%	89.6%
	Homework resources	96.6%	79.6%
	Digital/virtual reference	93.1%	62.4%
	e-books	73.3%	55.4%
	Audio content	90.0%	72.9%
Library offers IT training for patrons		96.6%	90.3%
Library staff helps patrons understand and use e-government services, as needed		76.7%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

DISTRICT OF COLUMBIA

The District of Columbia has one public library system with 23 physical library locations and one bookmobile to serve about 582,000 residents. It is organized as a municipal government system.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**D.C.**	**U.S.**
Total operating expenditures per capita*		$55.56	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		100.0%	71.4%
Average number of computers		11.8	11.1
Always sufficient computers available		0%	18.9%
Factors limiting library adding computers	*Space*	18.2%	75.9%
	Cost	0%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	41.7%	21.9%
	1.5 Mbps	0%	25.5%
	More than 1.5 Mbps	58.3%	44.5%
Always adequate connection speed		8.3%	39.9%
Wireless availability		100.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	100.0%	78.6%
	Provide services for job seekers	0%	65.9%
	Provide computer & Internet skills training	100.0%	35.5%
	Provide education resources & databases for adult/CE students	0%	49.5%
	Provide education resources & databases for students in higher ed	100.0%	37.4%
Internet services available	*Licensed databases*	100.0%	89.6%
	Homework resources	100.0%	79.6%
	Digital/virtual reference	0%	62.4%
	e-books	100.0%	55.4%
	Audio content	100.0%	72.9%
Library offers IT training for patrons		100.0%	90.3%
Library staff helps patrons understand and use e-government services, as needed		100.0%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

FLORIDA

Florida has 78 public library systems with 502 physical locations and 31 bookmobiles to serve over 18.3 million residents. Florida's public libraries are primarily organized as county libraries (44.9 percent). The rest are organized as municipal government libraries (39.8 percent), and multi-jurisdictional libraries (14.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**FLORIDA**	**U.S.**
Total operating expenditures per capita*		$27.32	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		55.6%	71.4%
Average number of computers		16.8	11.1
Always sufficient computers available		12.5%	18.9%
Factors limiting library adding computers	*Space*	76.2%	75.9%
	Cost	76.4%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	14.3%	21.9%
	1.5 Mbps	10.8%	25.5%
	More than 1.5 Mbps	70.3%	44.5%
Always adequate connection speed		25.9%	39.9%
Wireless availability		80.3%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	61.2%	78.6%
	Provide services for job seekers	61.9%	65.9%
	Provide computer & Internet skills training	31.3%	35.5%
	Provide education resources & databases for adult/CE students	50.4%	49.5%
	Provide education resources & databases for students in higher ed	20.7%	37.4%
Internet services available	*Licensed databases*	93.9%	89.6%
	Homework resources	74.8%	79.6%
	Digital/virtual reference	79.8%	62.4%
	e-books	73.4%	55.4%
	Audio content	66.4%	72.9%
Library offers IT training for patrons		90.7%	90.3%
Library staff helps patrons understand and use e-government services, as needed		93.8%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

GEORGIA

Georgia has 58 public library systems with 378 physical locations and 20 bookmobiles to serve over 8.7 million residents. Georgia's public libraries are primarily organized as multi-jurisdictional libraries (56.9 percent). The rest are organized as county libraries (43.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**GEORGIA**	**U.S.**
Total operating expenditures per capita*		$19.87	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		76.6%	71.4%
Average number of computers		15.5	11.1
Always sufficient computers available		20.0%	18.9%
Factors limiting library adding computers	*Space*	69.9%	75.9%
	Cost	80.1%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	0%	21.9%
	1.5 Mbps	33.8%	25.5%
	More than 1.5 Mbps	53.0%	44.5%
Always adequate connection speed		35.9%	39.9%
Wireless availability		64.3%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	89.8%	78.6%
	Provide services for job seekers	74.5%	65.9%
	Provide computer & Internet skills training	18.4%	35.5%
	Provide education resources & databases for adult/CE students	66.4%	49.5%
	Provide education resources & databases for students in higher ed	50.3%	37.4%
Internet services available	*Licensed databases*	95.9%	89.6%
	Homework resources	71.1%	79.6%
	Digital/virtual reference	51.9%	62.4%
	e-books	62.9%	55.4%
	Audio content	68.4%	72.9%
Library offers IT training for patrons		84.7%	90.3%
Library staff helps patrons understand and use e-government services, as needed		71.6%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

HAWAII

Hawaii has one statewide public library system with 51 physical library locations and two bookmobiles to serve more than 1.2 million residents.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**HAWAII**	**U.S.**
Total operating expenditures per capita*		$24.61	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		63.0%	71.4%
Average number of computers		5.9	11.1
Always sufficient computers available		8.2%	18.9%
Factors limiting library adding computers	*Space*	28.6%	75.9%
	Cost	89.6%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	54.5%	21.9%
	1.5 Mbps	20.5%	25.5%
	More than 1.5 Mbps	14.0%	44.5%
Always adequate connection speed		2.1%	39.9%
Wireless availability		0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	71.7%	78.6%
	Provide services for job seekers	65.2%	65.9%
	Provide computer & Internet skills training	10.9%	35.5%
	Provide education resources & databases for adult/CE students	34.8%	49.5%
	Provide education resources & databases for students in higher ed	32.6%	37.4%
Internet services available	*Licensed databases*	97.8%	89.6%
	Homework resources	82.6%	79.6%
	Digital/virtual reference	67.4%	62.4%
	e-books	100.0%	55.4%
	Audio content	82.6%	72.9%
Library offers IT training for patrons		93.5%	90.3%
Library staff helps patrons understand and use e-government services, as needed		89.1%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

ILLINOIS

Illinois has 622 public library systems with 785 physical locations and 24 bookmobiles to serve over 11.4 million residents. Illinois' public libraries are primarily organized as library districts (50.3 percent). The rest are organized as municipal government libraries (49.7 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ILLINOIS**	**U.S.**
Total operating expenditures per capita*		$50.07	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		67.0%	71.4%
Average number of computers		16.4	11.1
Always sufficient computers available		22.4%	18.9%
Factors limiting library adding computers	*Space*	66.9%	75.9%
	Cost	77.9%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	15.5%	21.9%
	1.5 Mbps	23.5%	25.5%
	More than 1.5 Mbps	46.2%	44.5%
Always adequate connection speed		37.7%	39.9%
Wireless availability		72.9%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	80.9%	78.6%
	Provide services for job seekers	61.6%	65.9%
	Provide computer & Internet skills training	40.9%	35.5%
	Provide education resources & databases for adult/CE students	46.7%	49.5%
	Provide education resources & databases for students in higher ed	50.8%	37.4%
Internet services available	*Licensed databases*	82.9%	89.6%
	Homework resources	71.7%	79.6%
	Digital/virtual reference	64.4%	62.4%
	e-books	40.1%	55.4%
	Audio content	59.7%	72.9%
Library offers IT training for patrons		86.4%	90.3%
Library staff helps patrons understand and use e-government services, as needed		77.1%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

INDIANA

Indiana has 239 public library systems with 437 physical locations and 39 bookmobiles to serve almost 5.7 million residents. Indiana's public libraries are organized as library districts (100 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**INDIANA**	**U.S.**
Total operating expenditures per capita*		$47.75	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		65.0%	71.4%
Average number of computers		11.3	11.1
Always sufficient computers available		20.6%	18.9%
Factors limiting library adding computers	*Space*	66.0%	75.9%
	Cost	79.0%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	12.4%	21.9%
	1.5 Mbps	29.4%	25.5%
	More than 1.5 Mbps	45.3%	44.5%
Always adequate connection speed		52.4%	39.9%
Wireless availability		75.5%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	81.0%	78.6%
	Provide services for job seekers	78.9%	65.9%
	Provide computer & Internet skills training	50.7%	35.5%
	Provide education resources & databases for adult/CE students	48.3%	49.5%
	Provide education resources & databases for students in higher ed	31.9%	37.4%
Internet services available	*Licensed databases*	81.1%	89.6%
	Homework resources	75.7%	79.6%
	Digital/virtual reference	51.0%	62.4%
	e-books	37.0%	55.4%
	Audio content	62.7%	72.9%
Library offers IT training for patrons		90.6%	90.3%
Library staff helps patrons understand and use e-government services, as needed		76.5%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

IOWA

Iowa has 539 public library systems with 558 physical locations and five bookmobiles to serve over 2.8 million residents. Nearly all of Iowa's public libraries are organized as municipal government libraries (98.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**IOWA**	**U.S.**
Total operating expenditures per capita*		$31.71	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		81.8%	71.4%
Average number of computers		6.8	11.1
Always sufficient computers available		29.8%	18.9%
Factors limiting library adding computers	*Space*	66.5%	75.9%
	Cost	83.3%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	50.3%	21.9%
	1.5 Mbps	13.3%	25.5%
	More than 1.5 Mbps	28.6%	44.4%
Always adequate connection speed		43.8%	39.9%
Wireless availability		77.1%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	76.5%	78.6%
	Provide services for job seekers	66.8%	65.9%
	Provide computer & Internet skills training	37.0%	35.5%
	Provide education resources & databases for adult/CE students	52.8%	49.5%
	Provide education resources & databases for students in higher ed	35.7%	37.4%
Internet services available	*Licensed databases*	74.9%	89.6%
	Homework resources	64.6%	79.6%
	Digital/virtual reference	36.4%	62.4%
	e-books	8.2%	55.4%
	Audio content	67.3%	72.9%
Library offers IT training for patrons		86.3%	90.3%
Library staff helps patrons understand and use e-government services, as needed		71.9%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

KANSAS

Kansas has 325 public library systems with 374 physical locations and five bookmobiles to serve over 2.3 million residents. Kansas' public libraries are primarily organized as municipal government libraries (91.4 percent). The rest are organized as library districts (2.8 percent) and county libraries (4.3 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**KANSAS**	**U.S.**
Total operating expenditures per capita*		$40.46	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		80.1%	71.4%
Average number of computers		8.6	11.1
Always sufficient computers available		35.8%	18.9%
Factors limiting library adding computers	*Space*	78.3%	75.9%
	Cost	80.6%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	29.5%	21.9%
	1.5 Mbps	21.2%	25.5%
	More than 1.5 Mbps	43.7%	44.5%
Always adequate connection speed		44.4%	39.9%
Wireless availability		76.5%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	69.3%	78.6%
	Provide services for job seekers	65.6%	65.9%
	Provide computer & Internet skills training	28.8%	35.5%
	Provide education resources & databases for adult/CE students	50.3%	49.5%
	Provide education resources & databases for students in higher ed	41.2%	37.4%
Internet services available	*Licensed databases*	69.3%	89.6%
	Homework resources	90.6%	79.6%
	Digital/virtual reference	39.5%	62.4%
	e-books	53.9%	55.4%
	Audio content	71.9%	72.9%
Library offers IT training for patrons		80.7%	90.3%
Library staff helps patrons understand and use e-government services, as needed		74.2%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

KENTUCKY

Kentucky has 116 public library systems with 195 physical locations and 84 bookmobiles to serve over 4.1 million residents. Kentucky's public libraries are primarily organized as library districts (89.7 percent). The rest are organized as county libraries (9.5 percent) and as multi-jurisdictional libraries (0.9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**KENTUCKY**	**U.S.**
Total operating expenditures per capita*		$24.71	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		76.5%	71.4%
Average number of computers		16.2	11.1
Always sufficient computers available		13.8%	18.9%
Factors limiting library adding computers	*Space*	86.7%	75.9%
	Cost	65.7%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	20.3%	21.9%
	1.5 Mbps	17.8%	25.5%
	More than 1.5 Mbps	58.2%	44.5%
Always adequate connection speed		50.0%	39.9%
Wireless availability		91.3%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	80.4%	78.6%
	Provide services for job seekers	57.6%	65.9%
	Provide computer & Internet skills training	38.6%	35.5%
	Provide education resources & databases for adult/CE students	60.8%	49.5%
	Provide education resources & databases for students in higher ed	40.1%	37.4%
Internet services available	*Licensed databases*	93.1%	89.6%
	Homework resources	73.8%	79.6%
	Digital/virtual reference	91.9%	62.4%
	e-books	43.8%	55.4%
	Audio content	79.2%	72.9%
Library offers IT training for patrons		86.9%	90.3%
Library staff helps patrons understand and use e-government services, as needed		79.7%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

LOUISIANA

Louisiana has 66 public library systems with 331 physical library locations and 27 bookmobiles to serve over 4.2 million residents. Louisiana's public libraries are primarily organized as county/parish libraries (92.5 percent). The rest are organized as multi-jurisdictional libraries (3 percent) and municipal government libraries (4.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**LOUISIANA**	**U.S.**
Total operating expenditures per capita*		$30.36	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		73.2%	71.4%
Average number of computers		9.1	11.1
Always sufficient computers available		36.4%	18.9%
Factors limiting library adding computers	*Space*	94.5%	75.9%
	Cost	34.9%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	7.7%	21.9%
	1.5 Mbps	29.5%	25.5%
	More than 1.5 Mbps	62.8%	44.5%
Always adequate connection speed		45.5%	39.9%
Wireless availability		65.6%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	74.9%	78.6%
	Provide services for job seekers	50.2%	65.9%
	Provide computer & Internet skills training	32.4%	35.5%
	Provide education resources & databases for adult/CE students	53.3%	49.5%
	Provide education resources & databases for students in higher ed	52.7%	37.4%
Internet services available	*Licensed databases*	97.3%	89.6%
	Homework resources	74.2%	79.6%
	Digital/virtual reference	68.9%	62.4%
	e-books	29.4%	55.4%
	Audio content	59.0%	72.9%
Library offers IT training for patrons		100.0%	90.3%
Library staff helps patrons understand and use e-government services, as needed		64.7%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

MAINE

Maine has 272 public library systems with 278 physical locations to serve over 1.1 million residents. Maine's public libraries are primarily organized as non-profit association or agency libraries (62.1 percent). The rest are organized as multi-jurisdictional libraries (37.9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MAINE**	**U.S.**
Total operating expenditures per capita*		$30.16	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		84.2%	71.4%
Average number of computers		5.9	11.1
Always sufficient computers available		25.2%	18.9%
Factors limiting library adding computers	*Space*	71.0%	75.9%
	Cost	87.4%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	16.7%	21.9%
	1.5 Mbps	33.5%	25.5%
	More than 1.5 Mbps	29.3%	44.5%
Always adequate connection speed		58.6%	39.9%
Wireless availability		84.6%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	67.5%	78.6%
	Provide services for job seekers	63.2%	65.9%
	Provide computer & Internet skills training	26.5%	35.5%
	Provide education resources & databases for adult/CE students	41.9%	49.5%
	Provide education resources & databases for students in higher ed	29.8%	37.4%
Internet services available	*Licensed databases*	73.8%	89.6%
	Homework resources	70.5%	79.6%
	Digital/virtual reference	43.4%	62.4%
	e-books	17.2%	55.4%
	Audio content	49.3%	72.9%
Library offers IT training for patrons		87.8%	90.3%
Library staff helps patrons understand and use e-government services, as needed		76.5%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

MARYLAND

Maryland has 24 public library systems with 183 physical locations and 16 bookmobiles to serve over 5.5 million residents. Maryland's public libraries are primarily organized as county libraries (95.8 percent). The rest are organized as municipal government libraries (4.2 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MARYLAND**	**U.S.**
Total operating expenditures per capita*		$41.15	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		87.6%	71.4%
Average number of computers		15.3	11.1
Always sufficient computers available		9.3%	18.9%
Factors limiting library adding computers	*Space*	83.5%	75.9%
	Cost	74.7%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	6.2%	21.9%
	1.5 Mbps	29.4%	25.5%
	More than 1.5 Mbps	64.4%	44.5%
Always adequate connection speed		63.2%	39.9%
Wireless availability		88.8%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	95.9%	78.6%
	Provide services for job seekers	22.9%	65.9%
	Provide computer & Internet skills training	32.9%	35.5%
	Provide education resources & databases for adult/CE students	53.5%	49.5%
	Provide education resources & databases for students in higher ed	34.1%	37.4%
Internet services available	*Licensed databases*	100.0%	89.6%
	Homework resources	100.0%	79.6%
	Digital/virtual reference	99.4%	62.4%
	e-books	95.9%	55.4%
	Audio content	97.6%	72.9%
Library offers IT training for patrons		98.2%	90.3%
Library staff helps patrons understand and use e-government services, as needed		86.4%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

MASSACHUSETTS

Massachusetts has 370 public library systems with 481 physical locations and four bookmobiles to serve almost 6.4 million residents. Massachusetts' public libraries are primarily organized as municipal government libraries (93.2 percent). The rest are organized as non-profit association or agency libraries (6.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MASSACHUSETTS**	**U.S.**
Total operating expenditures per capita*		$38.54	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		60.7%	71.4%
Average number of computers		8.6	11.1
Always sufficient computers available		22.6%	18.9%
Factors limiting library adding computers	*Space*	70.9%	75.9%
	Cost	83.8%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	38.8%	21.9%
	1.5 Mbps	17.6%	25.5%
	More than 1.5 Mbps	37.1%	44.5%
Always adequate connection speed		30.1%	39.9%
Wireless availability		81.1%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	77.8%	78.6%
	Provide services for job seekers	56.3%	65.9%
	Provide computer & Internet skills training	33.3%	35.5%
	Provide education resources & databases for adult/CE students	51.5%	49.5%
	Provide education resources & databases for students in higher ed	26.6%	37.4%
Internet services available	*Licensed databases*	94.4%	89.6%
	Homework resources	80.6%	79.6%
	Digital/virtual reference	75.5%	62.4%
	e-books	74.1%	55.4%
	Audio content	82.6%	72.9%
Library offers IT training for patrons		86.1%	90.3%
Library staff helps patrons understand and use e-government services, as needed		73.6%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

MINNESOTA

Minnesota has 139 public library systems with 357 physical locations and 14 bookmobiles to serve almost 5.2 million residents. Minnesota's public libraries are primarily organized as municipal government libraries (87.2 percent). The rest are organized as county libraries (9.4 percent) and multi-jurisdictional libraries (7.9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MINNESOTA**	**U.S.**
Total operating expenditures per capita*		$34.13	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		45.0%	71.4%
Average number of computers		9.5	11.1
Always sufficient computers available		11.0%	18.9%
Factors limiting library adding computers	*Space*	80.1%	75.9%
	Cost	71.6%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	39.7%	21.9%
	1.5 Mbps	21.7%	25.5%
	More than 1.5 Mbps	26.4%	44.5%
Always adequate connection speed		25.2%	39.9%
Wireless availability		84.1%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	75.5%	78.6%
	Provide services for job seekers	55.2%	65.9%
	Provide computer & Internet skills training	29.6%	35.5%
	Provide education resources & databases for adult/CE students	40.3%	49.5%
	Provide education resources & databases for students in higher ed	22.4%	37.4%
Internet services available	*Licensed databases*	95.7%	89.6%
	Homework resources	63.9%	79.6%
	Digital/virtual reference	38.1%	62.4%
	e-books	59.3%	55.4%
	Audio content	70.2%	72.9%
Library offers IT training for patrons		89.5%	90.3%
Library staff helps patrons understand and use e-government services, as needed		94.4%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

MISSISSIPPI

Mississippi has 50 public library systems with 236 physical library locations and two bookmobiles to serve almost 2.9 million residents. Mississippi's public libraries are organized as county/parish libraries (34 percent), as multi-jurisdictional libraries (34 percent), and as jointly operated city/county libraries (26 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MISSISSIPPI**	**U.S.**
Total operating expenditures per capita*		$13.57	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		83.3%	71.4%
Average number of computers		9.1	11.1
Always sufficient computers available		11.4%	18.9%
Factors limiting library adding computers	*Space*	74.0%	75.9%
	Cost	85.8%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	24.2%	21.9%
	1.5 Mbps	38.0%	25.5%
	More than 1.5 Mbps	26.9%	44.5%
Always adequate connection speed		31.5%	39.9%
Wireless availability		74.8%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	97.3%	78.6%
	Provide services for job seekers	55.9%	65.9%
	Provide computer & Internet skills training	22.7%	35.5%
	Provide education resources & databases for adult/CE students	67.3%	49.5%
	Provide education resources & databases for students in higher ed	60.6%	37.4%
Internet services available	*Licensed databases*	99.1%	89.6%
	Homework resources	84.2%	79.6%
	Digital/virtual reference	35.4%	62.4%
	e-books	22.9%	55.4%
	Audio content	63.1%	72.9%
Library offers IT training for patrons		85.2%	90.3%
Library staff helps patrons understand and use e-government services, as needed		76.4%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

MISSOURI

Missouri has 151 public library systems with 375 physical locations and 32 bookmobiles to serve over 5.1 million residents. Missouri's public libraries are primarily organized as library districts (87.4 percent). The rest are organized as municipal government libraries (10.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MISSOURI**	**U.S.**
Total operating expenditures per capita*		$33.41	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		62.3%	71.4%
Average number of computers		8.8	11.1
Always sufficient computers available		14.1%	18.9%
Factors limiting library adding computers	*Space*	89.5%	75.9%
	Cost	72.9%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	9.9%	21.9%
	1.5 Mbps	34.1%	25.5%
	More than 1.5 Mbps	41.4%	44.5%
Always adequate connection speed		39.6%	39.9%
Wireless availability		59.2%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	77.6%	78.6%
	Provide services for job seekers	69.0%	65.9%
	Provide computer & Internet skills training	39.0%	35.5%
	Provide education resources & databases for adult/CE students	55.0%	49.5%
	Provide education resources & databases for students in higher ed	37.3%	37.4%
Internet services available	*Licensed databases*	83.5%	89.6%
	Homework resources	76.3%	79.6%
	Digital/virtual reference	52.2%	62.4%
	e-books	45.9%	55.4%
	Audio content	53.9%	72.9%
Library offers IT training for patrons		82.9%	90.3%
Library staff helps patrons understand and use e-government services, as needed		77.7%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

MONTANA

Montana has 50 public library systems with 236 physical locations and two bookmobiles to serve 900,000 residents. Montana's public libraries are primarily organized as municipal government libraries (36.3 percent) and county libraries (33.8 percent). The rest are organized as multi-jurisdictional libraries (13.8 percent) and jointly operated city/county libraries (16.3 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MONTANA**	**U.S.**
Total operating expenditures per capita*		$19.89	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		79.6%	71.4%
Average number of computers		8.0	11.1
Always sufficient computers available		20.8%	18.9%
Factors limiting library adding computers	*Space*	66.3%	75.9%
	Cost	80.0%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	44.7%	21.9%
	1.5 Mbps	9.6%	25.5%
	More than 1.5 Mbps	28.4%	44.5%
Always adequate connection speed		48.0%	39.9%
Wireless availability		69.4%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	57.1%	78.6%
	Provide services for job seekers	65.3%	65.9%
	Provide computer & Internet skills training	35.7%	35.5%
	Provide education resources & databases for adult/CE students	38.8%	49.5%
	Provide education resources & databases for students in higher ed	29.6%	37.4%
Internet services available	*Licensed databases*	98.0%	89.6%
	Homework resources	71.4%	79.6%
	Digital/virtual reference	62.2%	62.4%
	e-books	50.0%	55.4%
	Audio content	57.1%	72.9%
Library offers IT training for patrons		82.7%	90.3%
Library staff helps patrons understand and use e-government services, as needed		80.6%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

NEVADA

Nevada has 22 public library systems with 94 physical locations and five bookmobiles to serve over 2.6 million residents. Nevada's public libraries are primarily organized as county libraries (50.0 percent) and library districts (40.9 percent). The rest are organized as municipal government libraries (4.5 percent) and multi-jurisdictional libraries (4.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEVADA**	**U.S.**
Total operating expenditures per capita*		$28.84	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		79.8%	71.4%
Average number of computers		13.8	11.1
Always sufficient computers available		17.9%	18.9%
Factors limiting library adding computers	*Space*	92.8%	75.9%
	Cost	57.8%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	34.6%	21.9%
	1.5 Mbps	6.2%	25.5%
	More than 1.5 Mbps	53.1%	44.5%
Always adequate connection speed		20.5%	39.9%
Wireless availability		50.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	85.7%	78.6%
	Provide services for job seekers	47.6%	65.9%
	Provide computer & Internet skills training	53.6%	35.5%
	Provide education resources & databases for adult/CE students	34.5%	49.5%
	Provide education resources & databases for students in higher ed	23.8%	37.4%
Internet services available	*Licensed databases*	95.2%	89.6%
	Homework resources	91.7%	79.6%
	Digital/virtual reference	61.9%	62.4%
	e-books	56.0%	55.4%
	Audio content	77.4%	72.9%
Library offers IT training for patrons		95.2%	90.3%
Library staff helps patrons understand and use e-government services, as needed		79.8%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

NEW HAMPSHIRE

New Hampshire has 230 public library systems with 237 physical locations and one bookmobile to serve over 1.3 million residents. New Hampshire's public libraries are primarily organized as municipal government libraries (97.4 percent). The rest are organized as non-profit association or agency libraries (2.2 percent) and multi-jurisdictional libraries (0.4 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEW HAMPSHIRE**	**U.S.**
Total operating expenditures per capita*		$35.88	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		67.4%	71.4%
Average number of computers		5.3	11.1
Always sufficient computers available		22.8%	18.9%
Factors limiting library adding computers	*Space*	70.6%	75.9%
	Cost	82.9%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	33.2%	21.9%
	1.5 Mbps	4.5%	25.5%
	More than 1.5 Mbps	34.8%	44.5%
Always adequate connection speed		48.7%	39.9%
Wireless availability		82.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	69.4%	78.6%
	Provide services for job seekers	85.4%	65.9%
	Provide computer & Internet skills training	28.8%	35.5%
	Provide education resources & databases for adult/CE students	52.1%	49.5%
	Provide education resources & databases for students in higher ed	15.9%	37.4%
Internet services available	*Licensed databases*	78.6%	89.6%
	Homework resources	64.3%	79.6%
	Digital/virtual reference	29.5%	62.4%
	e-books	8.0%	55.4%
	Audio content	63.8%	72.9%
Library offers IT training for patrons		83.8%	90.3%
Library staff helps patrons understand and use e-government services, as needed		81.9%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

NEW JERSEY

New Jersey has 304 public library systems with 452 physical locations and 13 bookmobiles to serve over 8.3 million residents. New Jersey's public libraries are primarily organized as municipal government libraries (76.3 percent). The rest are organized as non-profit association or agency libraries (17.1 percent) and county libraries (4.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEW JERSEY**	**U.S.**
Total operating expenditures per capita*		$49.16	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		77.8%	71.4%
Average number of computers		12.8	11.1
Always sufficient computers available		19.0%	18.9%
Factors limiting library adding computers	*Space*	74.1%	75.9%
	Cost	66.6%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	20.0%	21.9%
	1.5 Mbps	27.0%	25.5%
	More than 1.5 Mbps	45.0%	44.5%
Always adequate connection speed		43.6%	39.9%
Wireless availability		85.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	83.4%	78.6%
	Provide services for job seekers	77.5%	65.9%
	Provide computer & Internet skills training	39.2%	35.5%
	Provide education resources & databases for adult/CE students	47.7%	49.5%
	Provide education resources & databases for students in higher ed	35.4%	37.4%
Internet services available	*Licensed databases*	98.1%	89.6%
	Homework resources	81.7%	79.6%
	Digital/virtual reference	68.4%	62.4%
	e-books	53.5%	55.4%
	Audio content	75.5%	72.9%
Library offers IT training for patrons		93.0%	90.3%
Library staff helps patrons understand and use e-government services, as needed		83.1%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

NEW MEXICO

New Mexico has 90 public library systems with 115 physical locations and three bookmobiles to serve over 1.4 million residents. New Mexico's public libraries are primarily organized as municipal government libraries (61.1 percent). The rest are organized as non-profit association or agency libraries (16.7 percent), county libraries (2.2 percent) or "other"—including libraries within the Native American Tribal Government and combined public/school libraries (18.9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEW MEXICO**	**U.S.**
Total operating expenditures per capita*		$27.18	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		65.4%	71.4%
Average number of computers		10.9	11.1
Always sufficient computers available		22.2%	18.9%
Factors limiting library adding computers	*Space*	76.4%	75.9%
	Cost	58.5%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	36.4%	21.9%
	1.5 Mbps	25.0%	25.5%
	More than 1.5 Mbps	30.0%	44.5%
Always adequate connection speed		38.7%	39.9%
Wireless availability		59.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	71.2%	78.6%
	Provide services for job seekers	62.5%	65.9%
	Provide computer & Internet skills training	35.9%	35.5%
	Provide education resources & databases for adult/CE students	55.8%	49.5%
	Provide education resources & databases for students in higher ed	31.7%	37.4%
Internet services available	*Licensed databases*	83.7%	89.6%
	Homework resources	65.4%	79.6%
	Digital/virtual reference	31.7%	62.4%
	e-books	18.3%	55.4%
	Audio content	44.2%	72.9%
Library offers IT training for patrons		94.3%	90.3%
Library staff helps patrons understand and use e-government services, as needed		84.7%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

NEW YORK

New York has 754 public library systems with 1,068 physical locations and nine bookmobiles to serve almost 19 million residents. New York's public libraries are primarily organized as non-profit association or agency libraries (47.6 percent). The rest are organized as municipal government libraries (26.8 percent) and library districts (24.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEW YORK**	**U.S.**
Total operating expenditures per capita*		$52.79	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		79.1%	71.4%
Average number of computers		9.7	11.1
Always sufficient computers available		18.9%	18.9%
Factors limiting library adding computers	*Space*	84.8%	75.9%
	Cost	81.3%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	17.9%	21.9%
	1.5 Mbps	33.7%	25.5%
	More than 1.5 Mbps	42.1%	44.5%
Always adequate connection speed		45.3%	39.9%
Wireless availability		85.3%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	78.9%	78.6%
	Provide services for job seekers	56.6%	65.9%
	Provide computer & Internet skills training	41.6%	35.5%
	Provide education resources & databases for adult/CE students	54.7%	49.5%
	Provide education resources & databases for students in higher ed	46.4%	37.4%
Internet services available	*Licensed databases*	91.8%	89.6%
	Homework resources	85.1%	79.6%
	Digital/virtual reference	69.0%	62.4%
	e-books	60.2%	55.4%
	Audio content	86.1%	72.9%
Library offers IT training for patrons		95.6%	90.3%
Library staff helps patrons understand and use e-government services, as needed		81.7%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

NORTH CAROLINA

North Carolina has 75 public library systems with 380 physical locations and 35 bookmobiles to serve almost 8.6 million residents. North Carolina's public libraries are primarily organized as county libraries (52 percent). The rest are organized as multi-jurisdictional libraries (20 percent), municipal government libraries (14.7 percent), non-profit association or agency libraries (6.7 percent) and "other"—including libraries within the Native American Tribal Government and combined public/school libraries (4 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NORTH CAROLINA**	**U.S.**
Total operating expenditures per capita*		$20.71	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		70.9%	71.4%
Average number of computers		10.0	11.1
Always sufficient computers available		7.1%	18.9%
Factors limiting library adding computers	*Space*	76.5%	75.9%
	Cost	86.5%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	20.2%	21.9%
	1.5 Mbps	8.2%	25.5%
	More than 1.5 Mbps	70.8%	44.5%
Always adequate connection speed		46.0%	39.9%
Wireless availability		67.7%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	86.0%	78.6%
	Provide services for job seekers	80.1%	65.9%
	Provide computer & Internet skills training	26.7%	35.5%
	Provide education resources & databases for adult/CE students	68.5%	49.5%
	Provide education resources & databases for students in higher ed	48.8%	37.4%
Internet services available	*Licensed databases*	93.8%	89.6%
	Homework resources	80.6%	79.6%
	Digital/virtual reference	68.3%	62.4%
	e-books	84.7%	55.4%
	Audio content	89.5%	72.9%
Library offers IT training for patrons		90.1%	90.3%
Library staff helps patrons understand and use e-government services, as needed		83.2%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

NORTH DAKOTA

North Dakota has 83 public library systems with 92 physical locations and 13 bookmobiles to serve 551,000 residents. North Dakota's public libraries are primarily organized as municipal government libraries (74.7 percent). The rest are organized as multi-jurisdictional libraries (14.5 percent) and county libraries (10.8 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NORTH DAKOTA**	**U.S.**
Total operating expenditures per capita*		$19.96	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		53.2%	71.4%
Average number of computers		5.7	11.1
Always sufficient computers available		43.6%	18.9%
Factors limiting library adding computers	*Space*	53.2%	75.9%
	Cost	87.2%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	16.9%	21.9%
	1.5 Mbps	12.7%	25.5%
	More than 1.5 Mbps	49.3%	44.5%
Always adequate connection speed		59.0%	39.9%
Wireless availability		33.8%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	61.3%	78.6%
	Provide services for job seekers	66.7%	65.9%
	Provide computer & Internet skills training	34.7%	35.5%
	Provide education resources & databases for adult/CE students	36.0%	49.5%
	Provide education resources & databases for students in higher ed	16.0%	37.4%
Internet services available	*Licensed databases*	67.5%	89.6%
	Homework resources	57.1%	79.6%
	Digital/virtual reference	32.5%	62.4%
	e-books	29.9%	55.4%
	Audio content	55.8%	72.9%
Library offers IT training for patrons		79.2%	90.3%
Library staff helps patrons understand and use e-government services, as needed		63.8%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

OHIO

Ohio has 251 public library systems with 722 physical locations and 71 bookmobiles to serve almost 11.5 million residents. Ohio's public libraries are primarily organized by school district (60.2 percent). The rest are organized as county libraries (22.3 percent), municipal government libraries (9.6 percent) and non-profit association or agency libraries (7.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**OHIO**	**U.S.**
Total operating expenditures per capita*		$58.20	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		74.4%	71.4%
Average number of computers		13.8	11.1
Always sufficient computers available		15.0%	18.9%
Factors limiting library adding computers	*Space*	80.1%	75.9%
	Cost	80.8%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	9.9%	21.9%
	1.5 Mbps	23.0%	25.5%
	More than 1.5 Mbps	59.9%	44.5%
Always adequate connection speed		33.8%	39.9%
Wireless availability		87.3%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	79.4%	78.6%
	Provide services for job seekers	71.0%	65.9%
	Provide computer & Internet skills training	44.6%	35.5%
	Provide education resources & databases for adult/CE students	36.5%	49.5%
	Provide education resources & databases for students in higher ed	47.4%	37.4%
Internet services available	*Licensed databases*	93.1%	89.6%
	Homework resources	94.4%	79.6%
	Digital/virtual reference	84.7%	62.4%
	e-books	80.0%	55.4%
	Audio content	63.5%	72.9%
Library offers IT training for patrons		94.3%	90.3%
Library staff helps patrons understand and use e-government services, as needed		81.6%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

OKLAHOMA

Oklahoma has 112 public library systems with 203 physical locations and four bookmobiles to serve almost 2.9 million residents. Oklahoma's public libraries are primarily organized as municipal government libraries (87.5 percent). The rest are organized as county libraries (5.4 percent) and multi-jurisdictional libraries (6.3 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**OKLAHOMA**	**U.S.**
Total operating expenditures per capita*		$24.89	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		78.7%	71.4%
Average number of computers		9.3	11.1
Always sufficient computers available		15.1%	18.9%
Factors limiting library adding computers	*Space*	79.5%	75.9%
	Cost	73.1%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	19.4%	21.9%
	1.5 Mbps	21.5%	25.5%
	More than 1.5 Mbps	47.6%	44.5%
Always adequate connection speed		59.2%	39.9%
Wireless availability		97.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	85.6%	78.6%
	Provide services for job seekers	59.2%	65.9%
	Provide computer & Internet skills training	34.3%	35.5%
	Provide education resources & databases for adult/CE students	31.0%	49.5%
	Provide education resources & databases for students in higher ed	31.3%	37.4%
Internet services available	*Licensed databases*	88.3%	89.6%
	Homework resources	67.0%	79.6%
	Digital/virtual reference	59.4%	62.4%
	e-books	25.9%	55.4%
	Audio content	62.4%	72.9%
Library offers IT training for patrons		88.5%	90.3%
Library staff helps patrons understand and use e-government services, as needed		83.2%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

OREGON

Oregon has 128 public library systems with 215 physical locations and 11 bookmobiles to serve over 3.3 million residents. Oregon's public libraries are primarily organized as municipal government libraries (67.2 percent). The rest are organized as county libraries (11.7 percent) and library districts (14.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**OREGON**	**U.S.**
Total operating expenditures per capita*		$42.69	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		71.1%	71.4%
Average number of computers		8.2	11.1
Always sufficient computers available		8.3%	18.9%
Factors limiting library adding computers	*Space*	59.7%	75.9%
	Cost	81.1%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	23.9%	21.9%
	1.5 Mbps	26.1%	25.5%
	More than 1.5 Mbps	45.2%	44.5%
Always adequate connection speed		45.2%	39.9%
Wireless availability		71.7%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	73.4%	78.6%
	Provide services for job seekers	69.8%	65.9%
	Provide computer & Internet skills training	31.2%	35.5%
	Provide education resources & databases for adult/CE students	49.0%	49.5%
	Provide education resources & databases for students in higher ed	20.5%	37.4%
Internet services available	*Licensed databases*	90.1%	89.6%
	Homework resources	83.7%	79.6%
	Digital/virtual reference	71.8%	62.4%
	e-books	42.9%	55.4%
	Audio content	70.4%	72.9%
Library offers IT training for patrons		91.1%	90.3%
Library staff helps patrons understand and use e-government services, as needed		84.9%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

PENNSYLVANIA

Pennsylvania has 457 public library systems with 631 physical locations and 34 bookmobiles to serve almost 12 million residents. Pennsylvania's public libraries are primarily organized as non-profit association or agency libraries (85.1 percent).The remainder are organized as "other"—including libraries within the Native American Tribal Government and combined public/school libraries (14.7 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**PENNSYLVANIA**	**U.S.**
Total operating expenditures per capita*		$25.95	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		73.9%	71.4%
Average number of computers		14.1	11.1
Always sufficient computers available		24.8%	18.9%
Factors limiting library adding computers	*Space*	78.1%	75.9%
	Cost	80.2%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	20.7%	21.9%
	1.5 Mbps	12.8%	25.5%
	More than 1.5 Mbps	49.3%	44.5%
Always adequate connection speed		46.8%	39.9%
Wireless availability		78.5%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	81.4%	78.6%
	Provide services for job seekers	69.4%	65.9%
	Provide computer & Internet skills training	33.1%	35.5%
	Provide education resources & databases for adult/CE students	57.1%	49.5%
	Provide education resources & databases for students in higher ed	37.1%	37.4%
Internet services available	*Licensed databases*	92.3%	89.6%
	Homework resources	83.2%	79.6%
	Digital/virtual reference	82.9%	62.4%
	e-books	66.5%	55.4%
	Audio content	77.1%	72.9%
Library offers IT training for patrons		93.5%	90.3%
Library staff helps patrons understand and use e-government services, as needed		82.5%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

RHODE ISLAND

Rhode Island has 49 public library systems with 73 physical locations and two bookmobiles to serve over 1 million residents. Rhode Island's public libraries are primarily organized as non-profit association or agency libraries (53.1 percent). The rest are organized as municipal government libraries (46.9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**RHODE ISLAND**	**U.S.**
Total operating expenditures per capita*		$41.57	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		54.9%	71.4%
Average number of computers		9.8	11.1
Always sufficient computers available		31.4%	18.9%
Factors limiting library adding computers	*Space*	90.0%	75.9%
	Cost	80.3%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	11.7%	21.9%
	1.5 Mbps	45.8%	25.5%
	More than 1.5 Mbps	11.9%	44.5%
Always adequate connection speed		10.0%	39.9%
Wireless availability		100.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	90.0%	78.6%
	Provide services for job seekers	87.3%	65.9%
	Provide computer & Internet skills training	37.1%	35.5%
	Provide education resources & databases for adult/CE students	50.7%	49.5%
	Provide education resources & databases for students in higher ed	21.1%	37.4%
Internet services available	*Licensed databases*	100.0%	89.6%
	Homework resources	90.1%	79.6%
	Digital/virtual reference	57.7%	62.4%
	e-books	77.5%	55.4%
	Audio content	94.4%	72.9%
Library offers IT training for patrons		83.1%	90.3%
Library staff helps patrons understand and use e-government services, as needed		92.9%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

SOUTH DAKOTA

South Dakota has 124 public library systems with 145 physical locations and eight bookmobiles to serve 686,000 residents. South Dakota's public libraries are primarily organized as municipal government libraries (65.3 percent). The rest are organized as multi-jurisdictional libraries (15.3 percent), county libraries (9.7 percent), city/county libraries (4.8), and "other"—including libraries within the Native American Tribal Government and combined public/school libraries (4 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**SOUTH DAKOTA**	**U.S.**
Total operating expenditures per capita*		$27.06	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		85.8%	71.4%
Average number of computers		7.6	11.1
Always sufficient computers available		44.9%	18.9%
Factors limiting library adding computers	*Space*	70.5%	75.9%
	Cost	89.2%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	43.1%	21.9%
	1.5 Mbps	8.5%	25.5%
	More than 1.5 Mbps	35.7%	44.5%
Always adequate connection speed		42.3%	39.9%
Wireless availability		56.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	78.4%	78.6%
	Provide services for job seekers	48.5%	65.9%
	Provide computer & Internet skills training	23.9%	35.5%
	Provide education resources & databases for adult/CE students	55.6%	49.5%
	Provide education resources & databases for students in higher ed	34.8%	37.4%
Internet services available	*Licensed databases*	81.3%	89.6%
	Homework resources	65.7%	79.6%
	Digital/virtual reference	58.2%	62.4%
	e-books	45.2%	55.4%
	Audio content	53.3%	72.9%
Library offers IT training for patrons		80.0%	90.3%
Library staff helps patrons understand and use e-government services, as needed		70.2%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

TENNESSEE

Tennessee has 186 public library systems with 288 physical locations and six bookmobiles to serve over 5.9 million residents. Tennessee's public libraries are primarily organized as municipal government libraries (59.7 percent). The rest are organized as county libraries (40.3 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**TENNESSEE**	**U.S.**
Total operating expenditures per capita*		$16.52	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		72.3%	71.4%
Average number of computers		11.9	11.1
Always sufficient computers available		23.4%	18.9%
Factors limiting library adding computers	*Space*	76.9%	75.9%
	Cost	84.9%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	20.1%	21.9%
	1.5 Mbps	15.4%	25.5%
	More than 1.5 Mbps	57.6%	44.5%
Always adequate connection speed		30.2%	39.9%
Wireless availability		72.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	77.7%	78.6%
	Provide services for job seekers	74.3%	65.9%
	Provide computer & Internet skills training	32.5%	35.5%
	Provide education resources & databases for adult/CE students	47.9%	49.5%
	Provide education resources & databases for students in higher ed	40.0%	37.4%
Internet services available	*Licensed databases*	91.4%	89.6%
	Homework resources	81.3%	79.6%
	Digital/virtual reference	58.4%	62.4%
	e-books	89.5%	55.4%
	Audio content	84.3%	72.9%
Library offers IT training for patrons		90.6%	90.3%
Library staff helps patrons understand and use e-government services, as needed		82.1%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

TEXAS

Texas has 561 public library systems with 863 physical locations and 12 bookmobiles to serve over 21.2 million residents. Texas' public libraries are primarily organized as municipal government libraries (55.1 percent). The rest are organized as county libraries (20.3 percent) and non-profit association or agency libraries (17.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**TEXAS**	**U.S.**
Total operating expenditures per capita*		$17.92	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		66.7%	71.4%
Average number of computers		14.6	11.1
Always sufficient computers available		23.0%	18.9%
Factors limiting library adding computers	*Space*	74.3%	75.9%
	Cost	72.4%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	29.9%	21.9%
	1.5 Mbps	14.6%	25.5%
	More than 1.5 Mbps	41.8%	44.5%
Always adequate connection speed		34.8%	39.9%
Wireless availability		73.5%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	71.8%	78.6%
	Provide services for job seekers	67.3%	65.9%
	Provide computer & Internet skills training	31.5%	35.5%
	Provide education resources & databases for adult/CE students	51.9%	49.5%
	Provide education resources & databases for students in higher ed	50.0%	37.4%
Internet services available	*Licensed databases*	91.9%	89.6%
	Homework resources	73.7%	79.6%
	Digital/virtual reference	43.3%	62.4%
	e-books	51.6%	55.4%
	Audio content	66.8%	72.9%
Library offers IT training for patrons		89.0%	90.3%
Library staff helps patrons understand and use e-government services, as needed		77.9%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

UTAH

Utah has 70 public library systems with 114 physical locations and 21 bookmobiles to serve almost 2.5 million residents. Utah's public libraries are primarily organized as municipal government libraries (60 percent). The rest are organized as county libraries (38.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**UTAH**	**U.S.**
Total operating expenditures per capita*		$30.53	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		74.8%	71.4%
Average number of computers		10.5	11.1
Always sufficient computers available		26.6%	18.9%
Factors limiting library adding computers	*Space*	79.4%	75.9%
	Cost	67.3%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	19.1%	21.9%
	1.5 Mbps	18.1%	25.5%
	More than 1.5 Mbps	45.7%	44.5%
Always adequate connection speed		64.2%	39.9%
Wireless availability		68.2%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	83.2%	78.6%
	Provide services for job seekers	62.0%	65.9%
	Provide computer & Internet skills training	32.7%	35.5%
	Provide education resources & databases for adult/CE students	46.3%	49.5%
	Provide education resources & databases for students in higher ed	33.6%	37.4%
Internet services available	*Licensed databases*	91.7%	89.6%
	Homework resources	90.7%	79.6%
	Digital/virtual reference	49.5%	62.4%
	e-books	75.9%	55.4%
	Audio content	89.8%	72.9%
Library offers IT training for patrons		94.4%	90.3%
Library staff helps patrons understand and use e-government services, as needed		85.8%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

VERMONT

Vermont has 183 public library systems with 183 physical locations and 10 bookmobiles to serve 604,000 residents. Vermont's public libraries are primarily organized as municipal government libraries (54.1 percent). The rest are organized as non-profit association or agency libraries (39.9 percent) and multi-jurisdictional libraries (5.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**VERMONT**	**U.S.**
Total operating expenditures per capita*		$29.44	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		72.8%	71.4%
Average number of computers		5.1	11.1
Always sufficient computers available		18.7%	18.9%
Factors limiting library adding computers	*Space*	76.1%	75.9%
	Cost	85.9%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	25.5%	21.9%
	1.5 Mbps	6.2%	25.5%
	More than 1.5 Mbps	29.2%	44.5%
Always adequate connection speed		61.2%	39.9%
Wireless availability		88.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	48.4%	78.6%
	Provide services for job seekers	49.1%	65.9%
	Provide computer & Internet skills training	34.0%	35.5%
	Provide education resources & databases for adult/CE students	44.7%	49.5%
	Provide education resources & databases for students in higher ed	18.9%	37.4%
Internet services available	*Licensed databases*	78.0%	89.6%
	Homework resources	62.0%	79.6%
	Digital/virtual reference	50.0%	62.4%
	e-books	15.2%	55.4%
	Audio content	70.7%	72.9%
Library offers IT training for patrons		94.0%	90.3%
Library staff helps patrons understand and use e-government services, as needed		82.9%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

VIRGINIA

Virginia has 90 public library systems with 342 physical locations and 31 bookmobiles to serve almost 7.5 million residents. Virginia's public libraries are primarily organized as county libraries (40 percent). The rest are organized as municipal government libraries (25.6 percent) and multi-jurisdictional libraries (25.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**VIRGINIA**	**U.S.**
Total operating expenditures per capita*		$32.43	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		82.0%	71.4%
Average number of computers		8.8	11.1
Always sufficient computers available		10.7%	18.9%
Factors limiting library adding computers	*Space*	76.7%	75.9%
	Cost	89.9%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	24.2%	21.9%
	1.5 Mbps	28.2%	25.5%
	More than 1.5 Mbps	47.5%	44.5%
Always adequate connection speed		34.5%	39.9%
Wireless availability		72.3%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	75.9%	78.6%
	Provide services for job seekers	62.2%	65.9%
	Provide computer & Internet skills training	37.6%	35.5%
	Provide education resources & databases for adult/CE students	60.7%	49.5%
	Provide education resources & databases for students in higher ed	23.8%	37.4%
Internet services available	*Licensed databases*	97.0%	89.6%
	Homework resources	67.1%	79.6%
	Digital/virtual reference	49.1%	62.4%
	e-books	55.5%	55.4%
	Audio content	47.3%	72.9%
Library offers IT training for patrons		91.8%	90.3%
Library staff helps patrons understand and use e-government services, as needed		91.9%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

WASHINGTON

Washington has 65 public library systems with 330 physical locations and 25 bookmobiles to serve over 6.2 million residents. Washington's public libraries are primarily organized as municipal government libraries (64.6 percent). The rest are organized as library districts (35.4 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**WASHINGTON**	**U.S.**
Total operating expenditures per capita*		$46.86	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		76.3%	71.4%
Average number of computers		8.2	11.1
Always sufficient computers available		8.6%	18.9%
Factors limiting library adding computers	*Space*	83.5%	75.9%
	Cost	46.6%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	14.9%	21.9%
	1.5 Mbps	26.9%	25.5%
	More than 1.5 Mbps	52.8%	44.5%
Always adequate connection speed		47.8%	39.9%
Wireless availability		90.1%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	80.5%	78.6%
	Provide services for job seekers	69.9%	65.9%
	Provide computer & Internet skills training	24.5%	35.5%
	Provide education resources & databases for adult/CE students	38.3%	49.5%
	Provide education resources & databases for students in higher ed	33.6%	37.4%
Internet services available	*Licensed databases*	98.8%	89.6%
	Homework resources	70.3%	79.6%
	Digital/virtual reference	71.9%	62.4%
	e-books	47.8%	55.4%
	Audio content	67.5%	72.9%
Library offers IT training for patrons		96.6%	90.3%
Library staff helps patrons understand and use e-government services, as needed		87.5%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

WEST VIRGINIA

West Virginia has 97 public library systems with 173 physical locations and seven bookmobiles to serve 1.8 million residents. West Virginia's public libraries are primarily organized as municipal government libraries (49.5 percent). The rest are organized as county libraries (33 percent) and multi-jurisdictional libraries (17.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**WEST VIRGINIA**	**U.S.**
Total operating expenditures per capita*		$15.03	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		69.2%	71.4%
Average number of computers		6.5	11.1
Always sufficient computers available		27.5%	18.9%
Factors limiting library adding computers	*Space*	66.9%	75.9%
	Cost	74.9%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	11.7%	21.9%
	1.5 Mbps	86.6%	25.5%
	More than 1.5 Mbps	1.2%	44.5%
Always adequate connection speed		24.4%	39.9%
Wireless availability		66.7%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	82.6%	78.6%
	Provide services for job seekers	58.7%	65.9%
	Provide computer & Internet skills training	22.2%	65.5%
	Provide education resources & databases for adult/CE students	57.0%	49.5%
	Provide education resources & databases for students in higher ed	56.4%	37.4%
Internet services available	*Licensed databases*	89.5%	89.6%
	Homework resources	69.0%	79.6%
	Digital/virtual reference	49.4%	62.4%
	e-books	19.8%	55.4%
	Audio content	57.3%	72.9%
Library offers IT training for patrons		84.3%	90.3%
Library staff helps patrons understand and use e-government services, as needed		69.5%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

WISCONSIN

Wisconsin has 382 public library systems with 457 physical locations and eight bookmobiles to serve over 5.6 million residents. Wisconsin's public libraries are primarily organized as municipal government libraries (89.0 percent). The rest are organized as county libraries (2.1 percent) and multi-jurisdictional libraries (6.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**WISCONSIN**	**U.S.**
Total operating expenditures per capita*		$34.99	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		69.6%	71.4%
Average number of computers		8.0	11.1
Always sufficient computers available		15.9%	18.9%
Factors limiting library adding computers	*Space*	65.0%	75.9%
	Cost	80.8%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	5.5%	21.9%
	1.5 Mbps	81.7%	25.5%
	More than 1.5 Mbps	12.4%	44.5%
Always adequate connection speed		34.2%	39.9%
Wireless availability		90.6%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	73.5%	78.6%
	Provide services for job seekers	64.4%	65.9%
	Provide computer & Internet skills training	31.5%	35.5%
	Provide education resources & databases for adult/CE students	57.7%	49.5%
	Provide education resources & databases for students in higher ed	28.6%	37.4%
Internet services available	*Licensed databases*	88.7%	89.6%
	Homework resources	76.7%	79.6%
	Digital/virtual reference	73.9%	62.4%
	e-books	85.7%	55.4%
	Audio content	92.6%	72.9%
Library offers IT training for patrons		94.7%	90.3%
Library staff helps patrons understand and use e-government services, as needed		79.0%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121

WYOMING

Wyoming has 23 public library systems with 74 physical locations and two bookmobiles to serve 507,000 residents. Wyoming's public libraries are organized as county libraries (100 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**WYOMING**	**U.S.**
Total operating expenditures per capita*		$43.48	$33.24
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		65.8%	71.4%
Average number of computers		9.7%	11.1%
Always sufficient computers available		24.7%	18.9%
Factors limiting library adding computers	*Space*	83.6%	75.9%
	Cost	66.7%	77.4%
Maximum Internet connection speed	*Less than 1.5 Mbps*	44.4%	21.9%
	1.5 Mbps	19.7%	25.5%
	More than 1.5 Mbps	33.8%	44.5%
Always adequate connection speed		31.9%	39.9%
Wireless availability		75.0%	76.4%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K–12 students	79.2%	78.6%
	Provide services for job seekers	71.2%	65.9%
	Provide computer & Internet skills training	19.2%	35.5%
	Provide education resources & databases for adult/CE students	47.9%	49.5%
	Provide education resources & databases for students in higher ed	31.9%	37.4%
Internet services available	*Licensed databases*	100.0%	89.6%
	Homework resources	80.8%	79.6%
	Digital/virtual reference	66.7%	62.4%
	e-books	82.2%	55.4%
	Audio content	91.7%	72.9%
Library offers IT training for patrons		82.2%	90.3%
Library staff helps patrons understand and use e-government services, as needed		85.5%	80.5%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006*. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

SECTION II

Findings from the State Library Agency Chief Officers' Qualitative Questionnaire

revised April 14, 2010

EXECUTIVE SUMMARY

Much of the news in 2008, particularly at the end of the year, focused on the suffering economy—including home foreclosures, rising jobless rates and growing budget deficits at all levels of government. Public libraries have been affected by the recession both as a unique location for connecting residents with resources and information when residents are most challenged economically, and as a public institution largely dependent on property taxes and other forms of local revenue.

In light of these trends, several of the questions in the December 2008–2009 qualitative questionnaire to the Chief Officers of State Library Agencies (COSLA) focused on state and local funding for public libraries. Additional contacts were made in January and May to gather and clarify funding data. More than half (53 percent) of the state library agencies that provide state funding to public libraries report declines in that funding in FY2009. These cuts compound decreases or flat state funding for public libraries between FY2007 and FY2008 reported by a majority of states.

The December questionnaire also asked about connectivity initiatives, e-government, library staff certification requirements and resources available for library trustees. Key findings from this questionnaire include:

- The most significant factor affecting local and state funding for public libraries in 2008 is state budget deficits, followed closely by reduced property tax revenue;
- While most states still offer paper options for government services, 30 percent of states report that applicants for state government jobs are required to apply online, and about 13 percent of states require application for unemployment benefits be filed online;
- About half of states have certification requirements for public library staff; and
- About 85 percent of state libraries provide a handbook or manual to educate public library trustees about their obligations and liabilities.

METHODOLOGY

The COSLA questionnaire (Appendix B) intended to elucidate and elaborate on other findings from 2007–2008.[1] Specific areas queried in 2008–2009 were:

- Budget and funding: State libraries were asked whether state and overall funding for public libraries had increased, decreased or stayed the same. They also were asked about the percentage of increases and decreases and what the most important factors were affecting state financial support. States were asked if any funding cuts were commensurate with decreases in funding for other public agencies and if states had enacted caps on property taxes.
- Connectivity and e-government: State libraries were asked about state e-government services and if they had any state broadband initiatives planned or underway.
- Library staff and trustees: State libraries were asked about certification requirements for public library staff, barriers to improving library staff technology skills and state resources available to public library trustees.

1. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2007–2008.* www.ala.org/plinternetfunding.

The questionnaire was made available via a Web survey hosted by Survey Monkey. COSLA members were e-mailed on December 2, 2008, and asked to complete the questionnaire. Ninety percent of states and the District of Columbia (46 of 51) responded. Duplicate responses were removed, and only those answers attributed to each state's chief officer were used for the results.

COSLA members were contacted again in January 2009 to review and confirm the changes in state funding for public libraries that had been reported in the past two years and to report the size of any mid-year declines in state funding for public libraries. Thirty-one state libraries responded, and corrections and additions were made as needed. Figure D3 reflects changes to FY2009 budgets as compared with FY2008.

A second questionnaire was sent in May 2009 (Appendix C) asking COSLA members an additional question to clarify year-to-year funding changes and about any changes to the overall state library budget. Thirty-three state libraries (66 percent) completed the questionnaire.

FINDINGS

State Funding for Public Libraries

In the 2007–2008 *Public Library Funding & Technology Access Study*, the majority of state libraries (64.4 percent) reported level or modest (1–4 percent) increases in state funding for public libraries in FY2007 compared with the previous fiscal year.[2] This year's questionnaire asked again about year-to-year change, this time for FY2008 compared with FY2007.

Figure D1: Changes in State Funding, 2008

	Decreased = 12				*No Change = 18*	*No State Aid = 5*	*Increased = 11*				
Census Region	**1–2%**	**3–4%**	**5–10%**	**11%+**	**No Change**	**No State Aid**	**1–2%**	**3–4%**	**5–10%**	**11%+**	**Total**
Midwest	1	0	0	1	5	1	0	1	0	2	13
Northeast	0	1	0	0	3	2	1	1	0	1	9
South	1	2	2	1	4	1	0	1	0	2	15
West	0	0	1	2	6	1	0	0	0	2	12
Total	2	3	3	4	18	5	1	3	0	7	46

While not surprising, the year-to-year change in state funding for public libraries reported by state libraries is of concern (Figure D1). The number of responding states that report decreased state funding for public libraries from FY2008 (12 states) tripled when compared with those reporting funding decreases from FY2007 (four states). Southern states are particularly affected (six states reporting decreased funding compared with two states last year). Five states report that they do not provide state aid to public libraries.

These downward trends in funding for public libraries echo data reported by local public library systems referenced earlier in this report (see the Public Library Funding Landscape and Figures C38 and C39). Fewer state libraries report funding increases, and more state libraries report decreases in FY2008 and FY2009. Last year 53 percent of responding state libraries reported some increase in state funding for public libraries, compared with 24 percent this year.

State libraries cite that state budget deficits are the most significant factor affecting local and state funding in FY2008, followed closely by reduced property tax revenue and reduced consumer spending and

2. Ibid. Page 120. NOTE: The 2007–2008 report inaccurately stated (1–2 percent). This information is corrected here.

accompanying sales tax revenue. A majority of responding state libraries reporting or anticipating cuts in funding report these declines are comparable with those faced by other state agencies.

Thirty-nine percent of state libraries also report a property tax cap is in place at the state level. About 4 percent of responding state libraries report a cap is being considered, and 52 percent indicate there is no tax cap. One state reported there is a tax cap in place, but a special library tax is not limited by the tax cap.

Figure D2: Changes in Local Funding, 2008

	Decrease = 6				*No Change = 20*	*Increase = 16*				
Census Region (CR)	**1–2%**	**3–4%**	**5–10%**	**11%+**	**No Change**	**1–2%**	**3–4%**	**5–10%**	**11%+**	**Total**
Midwest	1	1	0	0	4	1	0	0	1	8
Northeast	0	1	0	0	2	1	3	0	1	8
South	0	0	2	0	9	0	2	1	0	14
West	0	1	0	0	5	2	1	0	3	12
Total	1	3	2	0	20	4	6	1	5	42

When asked about local public funding for public libraries (Figure D2), the picture is more positive, but libraries report that funding is down compared to results from a question about *overall* public funding asked last year. Thirteen percent of states report a decline (7 percent in FY2007), 43 percent report no change in both FY2007 and FY2008, and 34.8 percent report an increase (less than the 50 percent in FY2007). Four states report there is no majority of libraries in any of these categories (decrease, no change or increase). This data should be considered concurrently with data reported by library systems (see the Public Library Funding Landscape section starting on page 11).

Researchers had multiple contacts with state libraries in FY2009. Figure D3 presents data from the January 2009 email and the May 2009 follow-up questionnaire. In January, 41 percent of responding states reported declining state funding for U.S. public libraries in FY2009, compared with FY2008. Twenty percent of these states anticipated an additional reduction in the current fiscal year.

Among states reporting in May (66 percent), 42 percent reported they had experienced no change in state funding for public libraries between FY2008 and FY2009. Thirty percent reported declining state funding between the fiscal years, 6 percent reported increased funding, and 21 percent of responding states do not provide state aid to public libraries. Twenty-eight percent of responding state libraries reported they had experienced midyear declines in state funding for public libraries.

While reductions have been seen from coast to coast, the South has been the hardest hit, with declines as large as 30 percent in South Carolina and 23.4 percent in Florida in FY2009 compared with FY2008. Per capita state aid in South Carolina has fallen back to 2003 levels; at the same time inflation has averaged between 2.5 percent and 3.4 percent annually.

Other states reporting significant reductions include:

- Georgia reports funding decreased 7 to 8 percent between FY2008 and FY2009, and there was an additional midyear cut of 7 to 8 percent in FY2009;
- Hawaii reports funding declined 9 to 10 percent between FY2008 and FY2009, and there was an additional midyear cut of 5 to 6 percent in FY2009;
- Louisiana reports funding decreased more than 11 percent between FY2008 and FY2009;
- Nevada reports funding decreased more than 11 percent between FY2008 and FY2009 and there was an additional midyear cut greater than 11 percent in FY2009;

- New Jersey reports there was a decline of 9 to 10 percent between FY2008 and FY2009;
- New Mexico reports funding decreased 3 to 4 percent between FY2008 and FY2009 and there was an additional midyear cut of 3 to 4 percent in FY2009; and
- New York reports funding declines 7 to 8 percent between FY2008 and FY2009.

North Carolina reports funding increased 3 to 4 percent between FY2008 and FY2009, but the state subsequently saw a midyear cut in FY2009 of 9 to 10 percent. West Virginia was the sole state to report an increase between FY2008 and FY2009 without a decline in FY2009.

Figure D3: State Funding for Public Libraries: Declines Reported for FY 2009

State	*Change from FY2008 to FY2009, reported in May 2009*	*FY2009 Decline (midyear cut), reported in May 2009*	*FY2009 Decline reported in January 2009*	*Percentage change*
Alabama	No response	No response	Yes	-9%
Alaska	No change	No decline	No decline	0
Arizona	No change	No decline	No decline	0
Arkansas	No response	No response	No response	No response
California	No response	No response	Anticipated decline	--
Colorado	*No state aid*			
Connecticut	No response	No response	No	0
Delaware	No response	No response	Yes	-1.60%
Florida	No response	No response	Yes	-23.40%
Georgia	-7 to 8%	-7 to 8%	Yes	-8%
Hawaii	- 9 to 10%	-5 to 6%	Yes	-7%
Idaho	*No state aid*			
Illinois	No change	No decline	No decline	0
Indiana	No change	No response	Don't know	--
Iowa	No change	-1 to 2%	Yes	-1.50%
Kansas	No response	No response	Yes	-5.90%
Kentucky	-11% or more	No decline	Yes	-12.4%
Louisiana	-11% or more	No decline	Yes	-7.10%
Maine	*No state aid*			
Maryland	No response	No response	Yes	--
Massachusetts	No response	No response	Yes	-1%
Michigan	No change	-3 to 4%	No	0
Minnesota	No change	No decline	No	0
Mississippi	No change	-5 to 6%	Yes	-5%
Missouri	No response	No response	Anticipated	--
Montana	No change	No decline	No	0
Nebraska	No change	No decline	No	0
Nevada	-11% or more	-11% or more	Yes	--
New Hampshire	No response	No response	Yes	--
New Jersey	-9 to 10%	No decline	Yes	-8%
New Mexico	-3 to 4%	-3 to 4%	No	0
New York	-7 to 8%	No decline	Don't know	--
North Carolina	+3 to 4%	-9 to 10%	Yes	--
North Dakota	No response	No response	No decline	0
Ohio	No change	No decline	Anticipated	--
Oklahoma	No change	No decline	No decline	0
Oregon	No change	No decline	No decline	0
Pennsylvania	No response	No response	Yes	--
Rhode Island	No change	No decline	No	0
South Carolina	-11% or more	-11% or more	Yes	-30%
South Dakota	*No state aid*			
Tennessee	-1 to 2%	No decline	Yes	--
Texas	No response	No response	No	0
Utah	No response	No response	Yes	--
Vermont	*No state aid*			
Virginia	No response	No response	Anticipated	--
Washington	*No state aid*			
West Virginia	+11% or more	No decline	No	0
Wisconsin	No response	No response	Don't know	--
Wyoming	*No state aid*			

Key: -- No data supplied.

Aside from state aid to public libraries, two-thirds (67 percent) of responding state libraries reported in May 2009 they have been impacted in their ability to support public libraries in FY2009. In most cases, state libraries reported frozen or lost staff positions, loss of funding for statewide database licensing, and overall budget reductions affecting purchasing, training and staff travel. One state library reported one-third of its library development staff positions are vacant , another state library has had its staff reduced by 30 positions since January 2008, and another state has 11 FTE positions vacant (accounting for 22 percent of all staff).

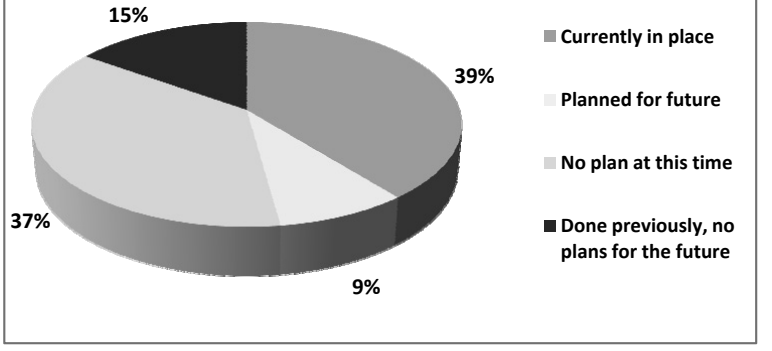
◗ *One state library reported one-third of its library development staff positions are vacant.*

"In some instances statewide services had to be suspended or eliminated even though funding was technically still available, due to the burdensome and lengthy review and approval processes. One example of delays are the RFPS for competitive public library grant programs normally approved in December and posted in January with applications due in March, have just been approved for posting May 11. Libraries will have less time to apply and less time to carry out their grant projects," responded one state librarian.

In an open-ended question soliciting any additional feedback related to state library funding or state aid for public libraries, several state librarians noted they are awaiting revenue estimates that will determine FY2010 funding. Several state libraries expect funding to decline again in FY2010, perhaps by a greater percentage than was experienced in FY2009.

"Public libraries expect a greater downturn in revenues in FY10 than this year due to lags in property tax accounting mechanisms. The governor's office has verbally supported the idea of ARRA funds[3] for library services, but to date has not been specific about how or if such funds would be provided," wrote one state librarian.

Figure D4: Statewide taskforce



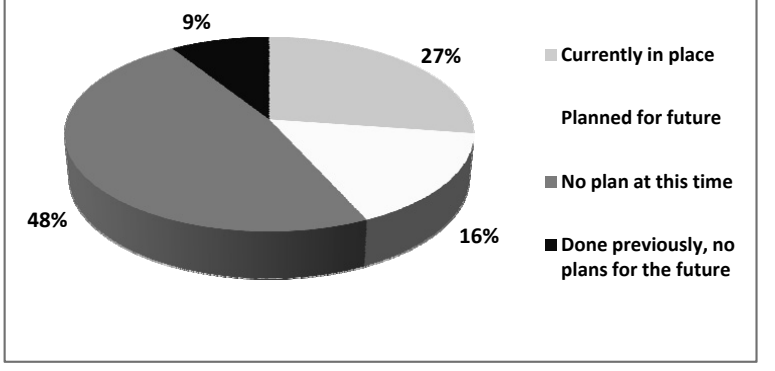
Broadband Initiatives

When asked about recent or upcoming broadband initiatives, more than half of the state libraries indicate that they either have begun planning, are in the process of planning or have completed these activities.

Some states also indicate other plans related to broadband initiatives, including:

- Rebidding the existing public library statewide broadband network;
- Conducting a statewide assessment;
- Taking advantage of the Opportunity Online broadband grant program; and
- Using other state telecommunication granting opportunities like "ConnectMe."

Figure D5: Negotiations with ISPs



3. American Recovery and Reinvestment Act of 2009. http://www.gpo.gov/fdsys/pkg/PLAW-111publ5/content-detail.html.

Partnerships with other state institutions also are helping to facilitate broadband initiatives. Connecticut's libraries are working with the Commission for Educational Technology and the Connecticut Education Network to include public libraries. The Broadband Council in New York State has been working in conjunction with the state's Office of Telecommunications.

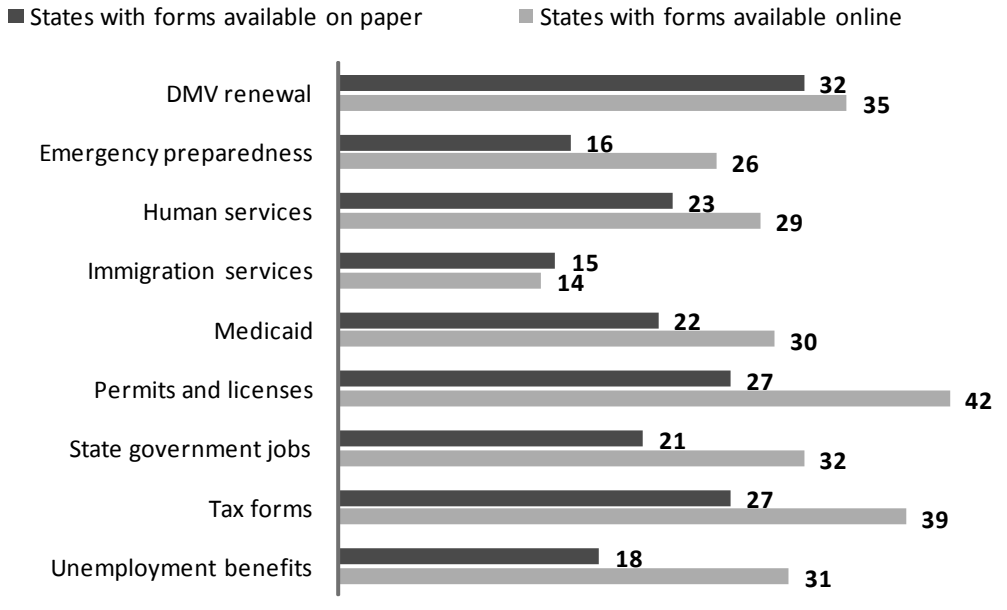
E-Government Services

In site visits and focus groups, public library staff report that library computers increasingly are being used to access e-government resources, including unemployment benefits, making appointments with immigration officials, filing court petitions and downloading tax forms.

This year's questionnaire to COSLA members sought to better understand which state-level e-government services are available online, and what role the state library might play in state e-government efforts.

According to respondents, many of the services have not yet become available exclusively online. At just under 30 percent, only state government jobs have made a marked shift to exclusively online access. In most states, however, state libraries report that online availability has outstripped paper availability for most e-government services (see Figure D6).

Figure D6: Availability of Government Services, Forms



The most common role states libraries play within e-government is to raise awareness of the library as a venue for those services (69.6 percent), alert public to new e-government initiatives (63 percent) and partner with other agencies on e-government efforts (47.8 percent) (Figure D7). Respondents provide specific examples of how they serve on taskforces to develop state Web sites that allow transparency of all state financial transactions; distribute informational brochures to the public library patrons about a new series of online services created at a state agency; and disseminate information about cessation of printed tax forms.

Figure D7: State Libraries' Role in E-Government Efforts

Response Options	*Percent of libraries reporting*
State library raises awareness of the public library as an e-government venue	69.6%
State library alerts public libraries to new e-government initiatives	63.0%
State library partners with other government agencies on e-government efforts	47.8%
State library has developed or assisted in developing e-government portal(s)	39.1%
State library is represented on state-level e-government coordinating group	32.6%
State library advocates with other government agencies for funding and/or training for public library staff to support state e-government efforts	26.1%
The state library does not have a role in state e-government efforts at this time	13.0%
The state does not have any e-government efforts under way at this time	2.2%

Some state libraries support public libraries with funding for e-government as part of improved library services. The Office of Commonwealth Libraries in Pennsylvania works with the Department of Labor and Industry to provide a webinar on using PA CareerLink (a portal for online workforce services). The state library in Tennessee helps the Department of Taxation coordinate training in public libraries.

Certification Requirements for Library Staff

Consistent with findings described in the section about site visits in the *Public Library Funding & Technology Access Study*, COSLA members report library staff report frustration in their ability to keep up with the rapid pace of change in technology through continuing education and technology training. This year's questionnaire to COSLA members seeks to better understand if there are state-level requirements for certification of library staff or requirements for technology training.

About half of the responding states (47.8 percent) indicate they have certification requirements for library staff, and another 2 percent are considering adding such requirements in the future. While only about half the states responded to a related follow-up question, the most common certification is at the library director level. Ten states have a one-time certification process for public library directors, and another 10 states require that certification be renewed periodically.

The number of states that have state certification requirements for librarians (staff with a Master's degree in Library and Information science [MLIS]) fell to 11, and five states report that they had such requirements for paraprofessional staff members.

About two-thirds of states with certification requirements have no specific requirement related to technology training or skills. Four states report they have such a requirement for public library directors.

In order to assess what COSLA members consider the leading barriers to improving technology skills of public library staff, the questionnaire asked them to rank the following options:

- Funding to pay for training opportunities.
- Quality of existing training opportunities.
- Ability of staff to participate in training opportunities.
- Interest/willingness of library staff to participate in training opportunities.

State libraries indicate that the greatest barriers to improving technology skills of public library staff are staff's ability to participate in training (21 of 43 respondents ranked this as the most significant barrier) and funding to pay for training opportunities (19 of 40 respondents). This finding is consistent with anecdotal responses from public library directors. Additional information related to staff continuing education may be found in Section III.

Resources and Support for Library Trustees

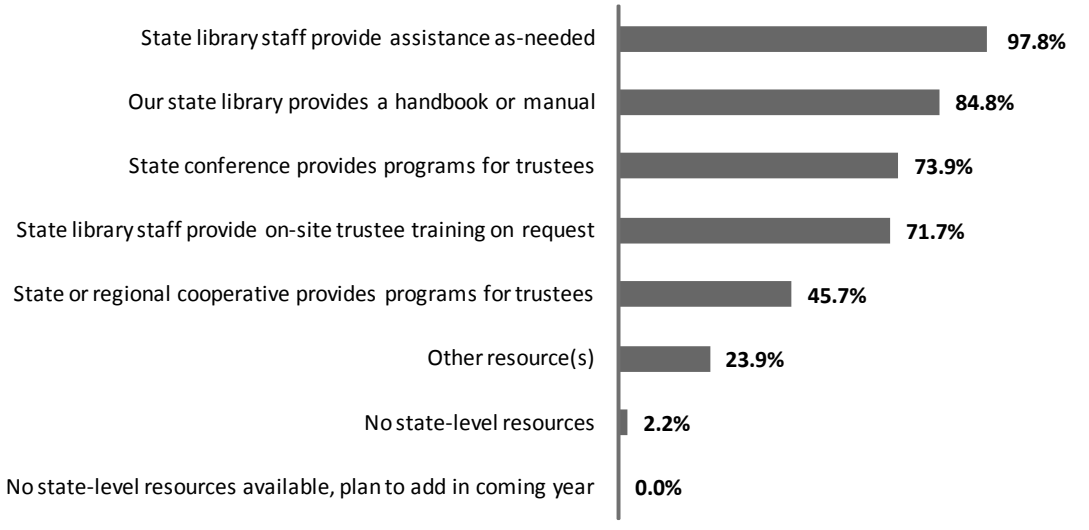
> **"Imagine the library as a community garden—a place for work, pleasure, and learning. And then imagine the trustees as gardeners, well equipped with all the tools they need for sowing, cultivating, nurturing, and enriching."[4]**

Trustees play a key role in the success of public libraries—serving as community liaisons, participating in the development and approval of library policies, controlling library finances, hiring and evaluating the library director, and more. In addition to governance responsibilities, library trustees are likely among a library's most important and knowledgeable advocates.

State libraries report a variety of resources available to educate and orient public library trustees about their obligations and liabilities as stewards of public libraries. Nearly 85 percent offer a handbook or manual, and 98 percent reported that state library staff answer questions and provide assistance as needed. A list of these handbooks or manuals available online may be found online at www.ala.org/plinternetfunding.

Thirty-three states out of the 46 (71.7 percent) that responded to the questionnaire offer on-site training for trustees upon request. State library association conferences also provide an opportunity to host programs for trustees, and 34 of the respondents (73.9 percent) indicate that their state uses this conference venue to support trustees (Figure D8).

Figure D8: Resources for Support for Library Trustees



4. Office of Commonwealth Libraries. "Cultivating Pennsylvania's Growing Libraries: Training Resource Kit for Pennsylvania Public Library Trustees." 2005. http://www.statelibrary.state.pa.us/libraries/lib/libraries/TrusteeToolkit.pdf.

SECTION III

Findings from Focus Groups and Site Visits

EXECUTIVE SUMMARY

The study's research team visited 16 public libraries serving urban, rural and suburban communities in two states: Indiana and Wisconsin. Libraries in the two states are organized quite differently. All 239 libraries in Indiana are organized as separate taxing districts, while Wisconsin's 382 public libraries are organized primarily (89 percent) as municipal government libraries that derive the bulk of funding through local government allocations. Even so, the libraries in the two states had much in common.

Both states fund a statewide telecommunications network. Wisconsin's BadgerNet dates back to 1995 and ensures all Wisconsin public libraries have access to a minimum connectivity speed of 1.5 Mbps. About 63 percent of Indiana's public libraries connect through the Public Library Internet Consortium (PLIC), established in 2006 and managed by the Education Networks of America (ENA). All libraries on the Indiana network also have a minimum connectivity speed of 1.5 Mbps. Library staff in both states, however, continue to report their patron technology demands match or surpass current Internet connection speeds, and many directors report recently upgrading or planning to upgrade available bandwidth. Free public Wi-Fi access was available in all but one of the libraries visited.

Both states fund and provide access to a statewide collection of electronic resources: INSPIRE in Indiana[1] and BadgerLink in Wisconsin.[2]

Library boards in both states are likely to have representation from the local school district; this is a requirement in Wisconsin state statute. Both states provide trustee manuals to orient library board members to their responsibilities in serving in this position.[3]

Site visits reflected several trends observed in past visits to eight other states:

- Better funded libraries have integrated technology expenditures into their regular operating budgets while smaller and less well-funded libraries are more likely to depend on fundraising and grants to support technology costs.
- Library computer use continues to increase, driven in large part by job-seekers applying for employment and/or filing for unemployment benefits online.
- Attendance in patron IT classes teaching computer and Internet basics, as well as more targeted training on job seeking or office software, continues to be high. More libraries are providing one-on-one training and "open lab" time to offer more personalized assistance.
- The majority of library computer users interviewed report that they have no computer or Internet access at home, and they visit the library about once a week to use library computers and Internet access.

Expenditures and Fiscal Planning

Until recently, Indiana libraries have been in the enviable position of receiving stable local funding based on a fixed share of local property tax dollars. Since 2002, Indiana libraries have functioned within the constraints of a frozen levy level—usually between 3 percent to 5 percent "allowable growth" each year. Many libraries also had established capital project funds, which are used largely to fund hardware, software and even IT staff salaries, in addition to building maintenance. "*If it weren't for the capital improvement funds, we would have a difficult time keeping up with technology,*" said one library director.

1. Indiana State Library. http://www.in.gov/library.
2. BadgerLink. http://www.badgerlink.net.
3. The Indiana trustee manual is online at http://www.in.gov/library/3274.htm, and the Wisconsin trustee manual can be found at http://dpi.wi.gov/pld/trustee.html.

With the passage of "circuit breaker" legislation in 2008 to cap property taxes, however, all of the libraries visited in winter 2009 expected cuts effective immediately in FY2009. Losses in revenue are expected to more than double in FY2010 and continue increasing through 2012. For instance, one library with a budget of about $12 million expects a cut nearing $800,000 in FY2009 and estimates a roughly $2.2 million reduction in 2010. Several libraries report that they began to freeze open positions immediately after the legislation was passed in March 2008.

In late 2008, Indiana libraries also were grappling with the fact that committed local funding was delayed more than six months because property tax bills and tax allocations were delayed by a change in how these taxes were assessed. As a result, several libraries were funding operations through cash reserves, "rainy day funds" or even bank loans.

Wisconsin libraries were far less likely to report dire financial impacts in FY2009, but library directors are unsure what FY2010 and FY2011 budgets will bring as several communities have suffered plant closures and job losses. Most receive all or most of their funding from city/village governments. Most also are reimbursed with county funds as part of a state formula based on circulation. While some participants mentioned recent budget increases, these have barely kept up with the cost of living; libraries have many fixed expenses (e.g., utilities and health benefits) that are growing faster than their budgets. Most library directors express hope that the library budget will be flat in the coming year, with one noting, *"Maintaining is the new increase."*

Patron Technology Needs

As has been widely covered in news reports,[4] most library staff confirm that use in general, and computer and Internet use in particular, has grown significantly over the past six to nine months, driven largely by job losses. Interviews with Indiana's patrons finds almost all of the working-age adults use the computers for job-related purposes, such as updating their résumés, looking for jobs and filing online job applications. An electrician says he downloads free computer training classes to help him stay current; a middle-aged woman is renewing her nursing certification; a realtor is researching government grants. Some libraries report long lines for filing unemployment paperwork—particularly on Sundays and Mondays. All patrons report using e-mail for both job-related and personal correspondence, and most young people interviewed use social networking sites.

In Wisconsin, eight of 32 people interviewed identified themselves as unemployed and/or looking for work. One said: *"85 percent of the job market is online. You have to be online."*

In both states, the vast majority of those interviewed report using library computers at least weekly. More than half reported either that they had no Internet access at home or that the library's Internet access is significantly faster. Perhaps because of the recent economic downturn, Indiana and Wisconsin patrons interviewed between November and March 2009 were more likely to report having to wait to use computers than in other states visited in past years of this study. All of the libraries visited have time limits for computer use and most allow extra time if no one is waiting or if the patron requests more time for education or job-seeking purposes. Some also report reducing the time limit from one-hour to 30-minute sessions during peak after school hours.

The most common patron requests are for more computers and more time available on computers, but staff also report an increase in requests for access to scanners.

Sustainability

Several factors are involved in sustaining patron access to technology—including available bandwidth, availability of IT staff, technology skills of front-line staff, technology planning and adequate physical space.

4. American Library Association. "Libraries and the Economy." http://www.ala.org/ala/newspresscenter/mediapresscenter/presskits/libraries-intougheconomictimes/economy.cfm.

A majority of libraries visited and staff interviewed report they employ five-year technology replacement plans—if they have a plan at all. In some cases, libraries report they had changed from a three- or four-year plan to adopt a five-year replacement plan with RAM and operating system upgrades along the way. Almost all libraries with replacement plans stagger the replacements.

◗ *"Every time a computer breaks, you wonder: do I replace it at the same level or jump ahead? Buy new or repair? What's the break point?"*

"Every time a computer breaks, you wonder: do I replace it at the same level or jump ahead? Buy new or repair? What's the break point?" said one library director.

Bandwidth

Both Indiana and Wisconsin have made recent investments in their statewide telecommunications networks, including funding to improve Internet access speeds without additional cost to the local library. In part for this reason, all libraries visited reported access speeds of at least 1.5 Mbps (T1). In fact, state-level data from the Public Libraries and the Internet National Survey 2008–2009 show that 75 percent of Indiana libraries and 94 percent of Wisconsin libraries report access speeds of 1.5 Mbps or higher (pages 90 and 122).

Mirroring national trends, however, library staff in both states report difficulty in meeting patron demand for high-bandwidth applications, including videoconferencing, distance education and multimedia Web sites. *"Their (patron) expectations for bandwidth are just unbelievable, and they get very hot about it,"* said an Indiana director of a suburban library with 3Mbps bandwidth. *"You could add a T1 every year, and you'd be at 95 percent (usage), no matter what."* The library plans to upgrade to 15Mbps in summer 2009. Most library directors interviewed report they recently had requested an upgrade or were considering doing so if costs were not prohibitive. More library staff in these states than in states visited in past years report using bandwidth management techniques to prioritize and control bandwidth usage at peak times.

Staffing

Whether state-specific or the logical progression of change and staff turnover, library staff members interviewed in Indiana and Wisconsin are more likely to describe themselves as comfortable managing patron technology requests compared with library staff interviewed in the past two iterations of this study. Most library directors report that having technology skills is an important consideration when making new hires. The Indiana State Library revised its certification requirements for librarians, branch managers and library directors in July 2008. Staff are now required to re-certify every five years and to demonstrate ongoing professional development, including a required number of hours of technology training.

Several libraries in Wisconsin report success with Project Play, an initiative based on the Public Library of Charlotte-Mecklenburg County's Learning 2.0 program.[5] Another Wisconsin library put in place technology competencies for all staff, which are part of their performance reviews. As has been consistently the case, library directors in rural and geographically isolated communities are less likely to feel they can make such demands when pay and benefit levels are relatively low for highly skilled staff.

◗ *"We've had to change our whole health insurance program to offer a job to an IT person. We literally turned everything upside down to entice an IT person to come to work for us."*

This dynamic also plays out for libraries seeking dedicated IT staff support. Several rural library directors, most of whom contract with outside vendors for IT support, report that an IT staff person would require a salary greater than the director is paid. One Indiana library director in a community of about 20,000 people reports, *"We've had to change our whole health*

5. Information on the Public Library of Charlotte-Mecklenburg County Learning 2.0 program can be found at http://plcmclearning.blogspot.com, and information on Project Play is online at http://projectplay.owlsweb.info/?page_id=5.

insurance program to offer a job to an IT person. We literally turned everything upside down to entice an IT person to come to work for us." In addition to outside vendors, most Wisconsin library directors report receiving some technical assistance from regional library system staff for troubleshooting Internet connection and other technology-related concerns.

Advocacy

The states diverge significantly in the area of advocacy. With a history of stable funding, most of the Indiana public library directors report that there has been little need for direct advocacy around funding and technology support in the past. Trustees and Friends of the Library have not been mobilized to campaign for libraries, and several directors are concerned these volunteers would be unwilling to play a larger role in this area. Others countered, however, that they are taking a more active approach to recruiting potential trustees for consideration for board appointment with an eye to adding advocates and power brokers. Library trustees interviewed affirm that they had not been asked to play a strong advocacy role in the past, but expect reduced funding for all libraries to spur greater involvement in the future. *"I think we're going to get really good at it (advocacy). As our funding drops, we'll have to,"* one trustee said.

In contrast, Wisconsin public library directors and trustees are far more likely to report a history of advocacy for libraries. They offer a variety of approaches to increase visibility and funding for public libraries. Advocacy activities include presentations at city and county budget meetings, outreach to local chambers of commerce to demonstrate electronic resources for businesses available for free through the library, and the use of detailed library statistics to demonstrate demand for computers and the Internet.

◗ *"Libraries don't put out fires," she replied, "We put out ignorance."*

However, directors of small and rural libraries in Wisconsin are more likely to describe their trustees as less supportive of technology and less engaged in their communities. They also report local government officials are less likely to understand the need for technology because they themselves are not active users of computers and Internet resources.

All of the focus group participants agree that the bad economy is helping to position libraries as essential services, but that libraries still have to compete for funds with police and fire services. One Wisconsin director notes that when told that *"libraries don't put out fires,"* she replied, *"We put out ignorance."* Another reports that her library ranks first in a community survey of city services.

Most also agree libraries still have work ahead of them in changing outdated perceptions about libraries. *"I think it's going to take 100 years before anyone looks at libraries and doesn't think books first,"* stated one library director.

METHODOLOGY

The site visit planning and execution employs a number of methods to achieve the goals of this portion of the larger study. These include:

- Reviewing previous studies and reports and state-level data regarding Internet connectivity, technology-based services provided by libraries, and stability of funding (e.g., Internet studies, ALA Public Library Funding study, National Center for Education Statistics [NCES]), Federal State Cooperative System of Public Library Data [FSCS]).
- Engaging in discussions with a range of individuals familiar with library funding, governance and telecommunications issues.
- Conducting state site visits to more fully explore factors influencing public libraries providing stable and sufficient funding, staffing, and technology, and meeting with state library agencies, public library directors, and other key local stakeholder communities (e.g., library trustees, local government, private local funding groups, etc.).

- Conducting follow-up phone interviews with selected state and public library staff as required or appropriate.

The use of environmental scan techniques, secondary data analysis, focus groups and telephone follow-up enables the project team to support the detailed data reported by individual libraries by "grounding" those data in the governance and funding realities of a library community.

The site visits "drill down" to learn more about the challenges public libraries face in providing and sustaining sufficient high quality services and high-speed bandwidth for the range of public access services they provide.

The following states were selected for site visits:

- Indiana
- Wisconsin

Communication with Selected States

The research team contacted staff in each of the two state libraries, asking them to recommend public library directors to participate in focus groups. The research team requested that these library directors reflect a range of libraries of varying population size, budgets and governance structures. The team also sought representation of libraries that had experienced a high degree of success in creating and sustaining technology access, as well as those more financially vulnerable.

Six to eight public library directors were invited to participate in each small focus group, and two focus groups were scheduled per participating state. The research team also scheduled between six and ten site visits to libraries in each state.

Indiana Case Study

EXECUTIVE SUMMARY

In a time of rapid technological change and recessionary funding affecting libraries in all states, Indiana public libraries face particular challenges and opportunities. As part of a larger December 2007 report, the Indiana Commission on Local Government Reform recommended a consolidation of the current 239 library districts into 92 county systems.[6] When the research team visited libraries almost one year later, alternative proposals were being considered in preparation for the 2009 Legislative session.

Libraries also were affected by delays in receiving allocated tax funding, as tax bills had been sent and received late. This led many libraries to borrow from capital and "rainy day" funds to cover operations. "Circuit breaker" legislation passed by the state Legislature in early 2008 that would cap property taxes led many libraries to immediately freeze open staff positions.[7] All libraries anticipated significant declines in local revenue over the coming years and were preparing to reduce costs and step up fundraising. Several library directors voiced concerns that they would be seeking funding in competition with other non-profit and government agencies.

◗ *All libraries anticipated significant declines in local revenue over the coming years and were preparing to reduce costs and step up fundraising.*

Even as funding was down (including revenue from endowments), libraries were reporting dramatic increases in computer use—particularly for job-seeking and e-government purposes. In addition to capacity issues, several library directors raised concerns about patron privacy as staff members were being asked to assist with government transactions that included personal identification and financial data. While most libraries continue offering computer and Internet classes to patrons, library staff reported increased requests for dedicated one-on-one assistance in using new software programs and navigating the Internet effectively.

Finally, in July 2008, the Indiana State Library revised its certification requirements for librarians, branch managers and library directors. Instead of being certified once, librarians are now required to re-certify every five years and demonstrate ongoing professional development, including a required number of hours of technology training. While some library staff voiced concerns about paying for ongoing training, most were supportive of efforts to build skills.

Overview: Governance and Statistical Information

Indiana has 239 public library systems with 437 physical library locations and 39 bookmobiles to serve more than 5.8 million residents. All of Indiana's public libraries are organized as library districts (100 percent) and 98 percent are in cooperative relationships with other public libraries in the county, region or state.[8]

6. Indiana Commission on Local Government Reform. "Streamlining Local Government," December 11, 2007. http://indianalocalgovreform.iu.edu/assets/docs/Report_12-10-07.pdf.
7. Indiana Department of Local Government Finance. "Circuit Breaker Fact Sheet." http://www.in.gov/dlgf/files/CircuitBreakerFactSheet.pdf.
8. Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2006. Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

In FY2006 (the most recent year for which national statistics are available), Indiana's public libraries reported hosting more than 38.8 million visits; answering more than 5.4 million reference questions; and circulating more than 72.8 million items (e.g., books, films, sound recordings, audiobooks). Indiana public libraries borrowed or loaned an additional 216,000 items on behalf of its residents, who are served by 4,639 employees. Of these employees, 897 hold a Master's degree in Library and Information Science (MLIS), and another 464 work as librarians but do not hold a master's degree.

Indiana's public libraries rank ninth in the number of public-use Internet computers per building (14.44), compared with public libraries in other states.[9] The State of Indiana ranks 18th in the deployment of computers and Internet use in schools.[10]

Indiana's libraries are primarily (67 percent) single-building libraries, averaging 10,983 square feet in size. The remaining 33 percent are multiple-outlet libraries (a central library with branch libraries) ranging from an average of about 7,500 (outlets) to over 33,500 (central libraries) square feet in size.

Funding Summary

Most (86.4) percent of Indiana's public library funding comes from local sources (tax dollars). The balance comes from state sources (6.8 percent); other sources (6.6 percent) such as private fundraising, gifts, bequests, fines and fees; and federal sources (0.2 percent).

Nationally, Indiana ranks sixth in total operating revenue support; eighth in state support; eighth in local support; and fourteenth in "other." Indiana surpasses the national average for per capita local operating revenue at $42.97, compared with the U.S. average of $29.11.

Indiana ranks sixth in total operating expenditures ($47.75 spent per capita); tenth in staffing ($29.20); and second in collections ($7.49). The largest percentage of operating expenditures is used for staff costs (salaries, benefits, retirement), with 15.7 percent spent on collections, and the remaining 23.2 percent spent for other things, such as programming, building maintenance and utilities, computer hardware and software.

In FY2006, Indiana public libraries spent more than $99.6 million on capital expenditures (e.g., building repairs, renovations, new buildings). While 44.4 percent of the libraries had no capital expenditures, those that did clustered in the $100,000 and more (18.8 percent) and the $10,000–$49,999 (27.6 percent) ranges. Another 9.2 percent spent between $50,000 and $99,999 on repairs, renovations or other construction.

Connectivity Summary

More than 90 percent of Indiana's public libraries have broadband connectivity (defined as a connection that is direct and "always on") provided directly through a local telecommunications company, local school districts, the local city/county government or a state telecommunications network (education, research, etc.).[11] A majority of public libraries (63 percent) connect through the state Public Library Internet Consortium (PLIC) cooperative established by the Indiana State Library.[12] All consortium member libraries on the network have a minimum Internet connection of 1.5 Mbps.

Access to the state's telecommunication network is available to all libraries, but the cost is prohibitive to many. If not for the support of federal (E-rate) and state funds, many of the libraries that currently have broadband connectivity could not afford to keep this level of connectivity. There are many rural areas in Indiana, often at a distance from an urban center. This can be a factor in the viability and sustainability of small, local Internet service providers.

9. Ibid., Table A3.
10. The Information Technology & Innovation Foundation. 2008 State New Economy Index. http://www.itif.org/files/2008_State_New_Economy_Index.pdf.
11. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007.* Chicago: American Library Association, 2007. http://www.ala.org/ala/aboutala/offices/ors/plftas/0607report.cfm. Page 128.
12. Ball, M. A. "Aggregating Broadband Deployment: Surveying the Benefits and Challenges for Public Libraries," *Government Information Quarterly*, 26(4). October 2009.

In 2006, the State Library estimated that as many as 140 public libraries may be challenged in acquiring, maintaining and improving IT and supporting technology-based library services.[13] Many of the most vulnerable libraries have computers older than three years, which has its own set of problems, especially in accessing Internet sites designed for newer browsers and increased computer memory and storage.

The State of Indiana ranks 24th in the nation in its media download speed at 1.955 Mbps, compared to the national median speed of 1.97 Mbps.[14]

Focus Group Summary

The research team conducted two focus groups in Indiana. On November 24, 2008, staff from five urban and suburban libraries met at the Plainfield-Guildford Township Public Library. On November 25, staff from four rural libraries met at the Washington Carnegie Public Library. We are grateful to Jacob Speer and Jim Corridan at the Indiana State Library for their advice and assistance in organizing the focus groups and site visits, and to all the librarians who shared their experiences and perspectives. A list of participating libraries is included in Appendix F.

Expenditures and Fiscal Planning

◗ *"We've been living off of borrowed money and cash reserves."*

At a time when the national recession was nearing its one-year anniversary and government agencies at all levels were reporting budget deficits, Indiana libraries were first grappling with the fact that committed local funding was delayed more than six months because property tax bills and tax allocations were delinquent due to a change in how these taxes were assessed. As a result, several libraries were funding operations through cash reserves, "rainy day funds" or even loans. One large library reported paying almost $150,000 in interest on a loan. Several focus group participants contrasted this to times in the past when they received interest from reserve funds and endowments—all of which also were down in the wake of the financial crisis.

"A large percentage of Indiana counties have not received their tax allocations for 2008 yet, so we've been living off of borrowed money and cash reserves ," said one suburban library director.

Until recently, Indiana libraries have been in the enviable position of receiving stable local funding based on a fixed share of local property tax dollars. Since 2002, Indiana libraries also have functioned within the constraints of a frozen levy level—usually between 3 percent and 5 percent "allowable growth" each year.

Many libraries also had established capital project funds, which are used largely to fund hardware, software and even IT staff salaries, in addition to building maintenance. *"If it weren't for the capital improvement funds, we would have a difficult time keeping up with technology,"* said one participant.

Most libraries also reported that grant funding from local community foundations, the Lilly Endowment and the Bill & Melinda Gates Foundation is used heavily to purchase new computers and software. As has been the case in other states, small libraries with per capita revenue below the state average were far more likely than their suburban and urban colleagues to rely on non-tax revenue to fund technology expenditures. Indiana is unique among the 10 states visited as part of this research effort to have such an extensive network of community foundations—close to 100 throughout the state.[15] The Lilly Endowment was mentioned by all libraries as a funder of library technology efforts, and is, in fact, the top giving foundation in the state.[16]

Most libraries also reported that they receive E-rate discounts to defray telecommunications costs.

13. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007.* Chicago: American Library Association, 2007. http://www.ala.org/ala/aboutala/offices/ors/plftas/0607report.cfm. Page 131.
14. Communications Workers of America. "Speed Matters: A Report on Internet Speeds in All 50 states." July 2007. http://www.speedmatters.org/document-library/sourcematerials/sm_report.pdf.
15. Indiana Grantmakers Alliance. Community Foundation Locator. http://www.indianagrantmakers.org/locator.
16. The Grantsmanship Center. Top Giving Foundations: Indiana. http://www.tgci.com/funding/top.asp?statename=Indiana&statecode=IN.

> ◗ *"We've just gone through a strategic planning process, and we're looking at the effect of these caps for next year (FY09), and we'll lose $500,000 to $1 million in revenue. We'll lose anywhere between $2 million and $4 million in 2010."*

Statewide, 87 percent of libraries report applying for E-rate, above the national average of 51 percent.[17]

Indiana is on the cusp of two major changes affecting public libraries: the property tax cap approved by the legislature in 2008 and the possible consolidation of library districts based on the recommendations of the Indiana Commission on Local Government Reform. All libraries expect to begin losing revenue in FY2009, with more significant losses in years 2010–2012. Libraries were no longer allowed to establish capital project funds, and it was expected that these funds would be rolled into general operating accounts, all subject to a single cap. The exact impact was unclear at the time of the focus groups—as was the case with potential consolidation efforts. Legislation approved by the state Senate called for planning committees in each county to study possible efficiencies of merging libraries or services and serving the unserved.

"We've just gone through a strategic planning process, and we're looking at the effect of these caps for next year (FY09), and we'll lose $500,000 to $1 million in revenue. We'll lose anywhere between $2 million and $4 million in 2010," said one library director.

Meeting Patron Technology Needs

As has been the case in other states, Indiana librarians reported increased use of public library computers for e-government services and job-seeking. The state encourages residents to apply online for unemployment, family assistance and motor vehicle licenses. State residents may renew license plates online for 2009 and save $5 for each vehicle.[18] The top item in a list of frequently asked questions on the State of Indiana Web site describes how to file for unemployment and leads readers to an online self-service form.[19]

> ◗ *"The irony of the government requiring people to do all this stuff online is that it most affects the people who don't have the resources to go online."*

"The irony of the government requiring people to do all this stuff online is that it most affects the people who don't have the resources to go online." As an example, another library reported that its county welfare office had been downsized and an unemployment office closed temporarily. *"We were actually flooded (with people) because they had no other place to go."*

Several focus group participants confirmed similar trends in their libraries, saying that many job-seekers were struggling to navigate online job applications. *"So many places, especially entry-level jobs, you have to apply online. A lot of times, the people applying for those jobs have no technical skills, so there's a lot of hands-on assistance necessary for them. We have to adjust our definition of what is and is not the reference librarian's job,"* said a suburban library director. Libraries reported offering online job searching classes, résumé-writing workshops, open computer labs with one-on-one assistance for creating resumes and opening e-mail accounts, and collaborating with the Indiana Department of Workforce Development. *"Demand for one-on-one help is overwhelming."*

Supporting Education

Focus group participants also highlighted services for K–12 students and distance learners. Most of the libraries described cooperative relationships with local public schools in their districts. Several libraries share fiber Internet connections between area schools and their libraries, which allows them to pool for

17. Information Institute, Florida State University. Public Libraries and the Internet 2008. Figure 95. http://www.ii.fsu.edu/projectFiles/plinternet/2008/08_State_Summaries_p_66-163.pdf.
18. State of Indiana, Bureau of Motor Vehicles. http://www.in.gov/portal/news_events/35583.htm. Accessed February 23, 2009.
19. State of Indiana. Top FAQs. http://www.in.gov/portal/faq.html?faqid=69&p_created=1175614633 Accessed February 23, 2009.

bandwidth. Since the library's peak times are different from the schools, both agencies benefit, and students are able to access school data through the public library's computers.

"A lot of those kids don't have computer access (at home), and the first place they come is to the library."

One library provides school reading lists with a link to the library catalog so students can easily check books' availability. Another library has a shared catalog with its public and independent schools.

◗ *"I think our need is just teaching people how to use the computer. We always have a waiting list for basic classes."*

"We're seeing a lot more students who are learning on the Internet, who are commuting, who need a lot more instruction at the public library."

The most common library support for students reported was access to online homework help and databases, including the statewide INSPIRE virtual library[20] and the LearningExpress database with practice exams for the GED, ACT, SAT and more. Library directors also cited frequent student use of word processing, presentation and publishing software for homework and school assignments.

Aside from supporting formal education, focus group participants—particularly in more rural communities—cited ongoing demand for computer and Internet search classes. *"I think our need is just teaching people how to use the computer. I have so many that come in and say, 'I don't even know how to work this thing.' We always have a waiting list for basic classes,"* said a staff person in a community of fewer than 5,000 people. This was echoed by others in the group. All of the libraries offer one-on-one technology assistance for patrons as staff time allows. Larger libraries also are implementing or considering online classes linked off the library Web site to teach software applications.

Sustaining Technology

There are many factors involved in sustaining access to technology—including available bandwidth, availability of IT staff, technology skills of front-line staff, technology planning and adequate physical space. Focus group participants reported challenges on several fronts to ensuring quality public access to technology.

Bandwidth

As has been noted in other states, most libraries (except those with fiber connections) struggle to meet patron demand for high-bandwidth applications, including streaming media and downloading audio and video from library Web sites.

◗ *"At one time, we would have said a T1 was just the world, but it just changes too fast. We went from a T1 to two T1s to three T1s to now 15 Mbps of fiber"*

"Their expectations for bandwidth are just unbelievable, and they get very hot about it," said the director of a suburban library with 3 Mbps bandwidth. "*You could add a T1 every year, and you'd be at 95 percent (usage), no matter what."* The library plans to upgrade to 15 Mbps in summer 2009.

"At one time, we would have said a T1 was just the world, but it just changes too fast. We went from a T1 to two T1s to three T1s to now 15 Mbps of fiber," said another library director.

Libraries with fiber connections were able to achieve this connectivity by partnering with a local school or schools and/or by working with the INPubLibraries network, managed by the Education Networks of America (ENA). Most of the larger libraries were considering or currently implementing some kind of bandwidth management plan—either using a software solution or segregating traffic using different Internet connections.

"When we started to discover we had very low bandwidth starting at 3 p.m., we had to start managing it, or no one would have anything," said one participant.

20. Indiana State Library. http://www.in.gov/library/inspire/faq.html#.

As depicted in previous years of the Public Library Funding & Technology Access Study,[21] a few focus group participants were unable to report their maximum access speeds but said their connectivity was adequate most of the time. One of the libraries that struggles with shared 1.5 Mbps access for public, staff and wireless-enabled computer users could purchase access to a fiber line, but cost is prohibitive. The library lags behind residential users and a local hospital that has several 20 Mbps feeds.

"We'd probably have three times the amount of use if we allowed people to visit sites we presently block. And the only reason we block them is because we don't have enough broadband resources to be able to handle it," said the library IT director. The library blocks streaming media, social networking and online games for children over five years.

Before January 1, 2009, well over 50 percent of public libraries on the state network were encountering pent-up demand for bandwidth, causing staff and patrons to experience inconsistent and/or inadequate online connections at some point in the day. To address this, the Indiana State Library redirected state funds to assist libraries by allowing those libraries consistently encountering such issues to add bandwidth at no cost to the library.

Despite bandwidth concerns, most libraries offer wireless access and consider it essential to meet public access demands in their communities. Most libraries also allow patrons to use peripherals (such as USB drives or digital cameras) on library computers as long as nothing is downloaded onto the public computer's hard drive.

In order to meet the requirements of the Children's Internet Protection Act (CIPA) and continue receiving E-rate telecommunications discounts, most focus group participants reported filtering public access computers. Libraries with limited or no dedicated IT staff reported that this has an impact on patron access and staff time with nearly daily requests to unblock sites, including the Evansville Zoo. One library that requires patrons to fill out a request form to unblock Web sites reported that some patrons are put off: *"The report is due in an hour, and I don't have time to fill out the form and wait for an IT person to unblock it."*

Staff Support

The need for on-site technology staff support was cited as a prominent need. Smaller libraries mostly depend on contracted IT or school technology staff. All of the larger (communities larger than 30,000) or better funded libraries have one or more full-time IT staff, but acquiring this support did not always come easily. *"We've had to change our whole health insurance program to offer a job to an IT person. We literally turned everything upside down to entice an IT person to come to work for us."*

As has been consistently reported in all of the states visited, Indiana library directors reported that frontline staff have a range of skill and comfort level with technology. While it was common that one or more staff would carry a heavier burden in troubleshooting and assisting patrons with technology concerns, several directors said it was their responsibility to prioritize skills training and to raise competencies. Several directors said technology competency is a key consideration in new hiring.

Limited staff coverage was the leading barrier to making time for technology training—even when it is offered online and doesn't require travel. The new state requirements for continuing education provide an additional incentive for libraries to address this issue. Most libraries anticipated in-house training—either offered by library IT staff or a local vendor under contract—or online learning through WebJunction or Ed2Go would increase as a result. One library includes training during staff meetings as part of its professional development strategy and long-range technology plan.

"There's always tension between IT and other staff, because the staff don't feel like they have adequate training, and the IT staff doesn't have the time to give them training," a director with an outside trainer said.

21. In the 2006–2007 study, 13 percent of libraries reported "don't know" when asked about the library outlet's maximum speed of public access Internet services (Figure 19). In the 2007–2008 study, 10 percent of all libraries reported "don't know" (Figure C15). In both years, rural libraries were most likely to report they didn't know the maximum connection speed. www.ala.org/plinternetfunding.

Advocating Support for Library Services

With a history of stable funding, almost all of the focus group participants reported there has been little need for direct advocacy around funding and technology support in the past. Trustees and Friends of the Library have not been mobilized to campaign for libraries, and several directors were concerned these volunteers would not be willing to play a larger role in this area. *"In order to get them to serve on the board, you have to promise you won't make them do anything except come to a meeting once a month."* Others countered, though, that they were taking a more active approach to recruiting potential trustees for consideration for board appointment with an eye to adding advocates and power brokers.

◗ *"That's what I think is going to be our biggest issue: just getting out there and showing people what we're already doing."*

Most participants saw room for growth in the area of marketing and community outreach around library technology. One said, *"That's what I think is going to be our biggest issue: just getting out there and showing people what we're already doing."* Despite the computer and Internet resources available in their libraries, most directors reported that residents are still largely unaware of these efforts. As examples of library outreach efforts, one director mentioned a trustee talking with city and county councilors about his daughter's use of the library's online homework help program and its value. *"He talked about how many people use the libraries and the computers and how that surprised him at first."*

Directors are involved in community organizations, including serving on the board or being members of groups such as chambers of commerce; Rotary, Kiwanis and Lions clubs; and churches. One library director reported that community involvement is among the professional development goals for library managers. Another library director has encouraged library staff to participate in the county's leadership programs to put them in contact with community decision-makers.

Greatest Needs

Because they serve a range of people from first-time computer users to very sophisticated technology users, libraries are challenged not only to meet many needs, but to keep up with rising expectations. *"That's been the challenge that libraries have always had, that we serve a demographic of all ages and ranges and levels of income and education."*

For that reason, better-funded libraries are looking toward more interactive Web sites, more active marketing of online resources, and additional exploration and use of social networking. *"For a lot of people, the Web site is the library."*

Smaller libraries also are looking toward creating or improving their Web presence, but hiring a full-time trainer and/or dedicated IT staff top the list. *"I'd like to see a full-time tech so that we don't have to shut down the computer for a week until he (the contracted IT staff person) can get here."*

Site Visit Summary

The research team visited 10 libraries serving communities ranging in size from 9,100 to 217,000. All but one of the libraries offered wireless access. The site visits included interviews with staff members, library patrons and trustees. A complete list of libraries visited can be found in Appendix F.

Expenditures and Fiscal Planning

Interviews with library directors revealed similar financial considerations and stresses to those discussed in the focus groups. With the passage of Indiana's "circuit breaker" legislation in 2008, all of the libraries visited expected cuts effectively immediately in FY2009. Losses in revenue were expected to more than double in FY2010 and continue increasing through 2012. For instance, one library with a budget of about $12 million expected a cut nearing $800,000 in FY2009 and estimated a roughly $2.2 million reduction in 2010. Several

libraries reported that they began freezing open positions immediately after the legislation was passed in March 2008.

Other funding sources were reported or anticipated to be down, including county income tax, excise taxes and commercial vehicle taxes. One library reported its budget had been flat dating back to 2003, as overhead costs grow about 10 percent, leading to reduced hours and staff positions.

As with the focus group participants, several of the libraries reported they rely on grant funding from local community foundations and others, in addition to the capital improvement and rainy day funds, to support technology and other library services.

Most libraries reported they had a line item in the general operating budget for technology, which represented about 8 percent to 10 percent of the library's budget, including staff salaries, hardware and software.

Meeting Patron Technology Needs

◗ *"We have a lot of people who have never looked at a computer, let along held a mouse in their hand."*

In a time of economic upheaval, interviews with patrons revealed that almost all of the working-age adults said they use the computers for job-related purposes, such as updating their résumés, looking for jobs and filing online job applications. An electrician said he downloads free computer training classes to help him stay current. A middle-aged woman said she was renewing her nursing certification. A realtor said he has researched government grants. Some libraries reported long lines for filing unemployment paperwork—particularly on Sundays and Mondays. All patrons reported using e-mail for both job-related and personal correspondence, and most young people interviewed use social networking sites.

This increased use had an impact on staff time and raised privacy concerns for several library directors. *"We have a lot of people who have never looked at a computer, let along held a mouse in their hand. Our staff has to be very careful that they don't input a Social Security number. Sometimes it's really difficult."*

In addition to significant increases in technology use for job-seeking and filing unemployment, several libraries reported being the primary online access point during recent disasters—flooding or tornadoes. Federal Emergency Management Agency applications could only be filed online. Most libraries reported increased library use in the past year. *"They're (elected officials) surprised when I tell them we're busier than we've ever been in our history,"* said one director, who was looking at ways to bring older computers that had been cycled off the floor back into use to reduce wait times.

◗ *"If it wasn't for the library being here, I couldn't go to school. There's no way I could afford it. There is no other resource."*

A community college student insisted on being interviewed so the library would know how much she appreciates its services. The mother of a preschooler, she was getting divorced and also working part-time. *"If it wasn't for the library being here, I couldn't go to school. There's no way I could afford it. There is no other resource."*

Others reported doing a variety of life maintenance tasks, such as looking up directions, making travel reservations, shopping, banking and paying bills. Many said they research hobbies and other personal interests. The unemployment office and Department of Motor Vehicles were the most frequently used government sites cited by interviewed patrons.

The number of people reporting weekly use (87 percent) was among the highest of any state visited. Indiana computer users also reported the most waits: more than half said they have had to wait occasionally, usually during peak hours and usually less than 15 minutes. However, one woman noted, *"My husband came for the first time today. He expected to wait for a computer but got right on. He said, 'Everybody would be here if they knew they could get on right away.'"*

Among the 10 states visited in the past three years as part of this study, only Pennsylvania had a lower rate of computer ownership and Internet access at home than Indiana. Of the 56 library computer users

interviewed in eight Indiana libraries, 38 percent said they owned a computer; and 21 percent have Internet access at home.

As in site visits in other states, users expressed strong satisfaction with the library computers, although some indicated their answers would have been quite different before the library's new computers were installed and bandwidth upgraded.

All of the libraries visited have time limits, usually one hour with extensions if no one is waiting. About half of these were using time management software. One library that recently had implemented such software estimated it freed up about two hours of staff time each day not to be manually signing out computers. Statewide, about 91 percent of Indiana libraries report having time limits, and 58 percent manage time limits manually.[22]

Sustaining Technology

Six of the 10 libraries visited have one or more full-time IT staff, while the other four rely on outside contractors and/or self-taught library staff members for IT support. Connectivity speeds varied, but all libraries visited provided a minimum of 1.5 Mbps Internet access. All but one library visited also provides wireless access, often on a shared connection with library desktop computers.

Technology Replacement and Planning

As in the focus groups, most libraries reported having a technology replacement plan recommending upgrades or replacements every three to five years. One library recycles computers from its lab to children's and youth areas. The library is struggling to get all the computers at the same level without being able to replace them at the same time. *"Every time a computer breaks, you wonder: do I replace it at the same level or jump ahead? Buy new or repair? What's the break point?"* Several libraries reported they had moved from a three-year replacement plan schedule to a four- or five-year plan.

Another library also described the importance of "batching" computer replacement to reduce multiple versions of hardware and software. The library cycles its public access computers, staff computers and computer lab computers as a group on a five-year schedule.

Staffing

As described earlier, most of the libraries visited had one or more dedicated, full-time IT staff members. One library joined forces with five other libraries without any full-time IT staff in 1998 to create an IT consortium to help with specifications in a grant to add wireless. They needed help with standards. *"We were all out reinventing the wheel."* They negotiated a contract where they paid only for the services used. Ten years later, 40 libraries are in a consortium with a new vendor, and 10 libraries stayed with the old vendor. Typically, these libraries were using 300 hours/month in IT support. Some larger libraries are in the consortium to supplement their on-site IT staff. A new contract also allows non-library government agencies to join. *"If libraries can solve problems for government, how helpful would that be? If the library can help the county get lower IT costs, it's a friendlier environment in the future."*

◗ *Most libraries reported that they fund and encourage professional development.*

Barriers to staff training echo findings reported by the Chief Officers of State Library Agencies (COSLA). Most directors and staff indicated there is inadequate coverage for staff to be out of the building, and it is difficult to get part-time staff gathered together at one time for staff development. While less of a concern for online learning, several staff indicated it was still difficult to dedicate time for online classes while in the library, and at least one library reported it lacked the infrastructure to support distance education. Most libraries reported that they fund and encourage professional development, but a

22. *Libraries Connect Communities: Public Library Funding & Technology Access Study, 2007–2008.* State summaries. http://www.ii.fsu.edu/projectFiles/plinternet/2008/08_State_Summaries_p_66-163.pdf. Figures 82 and 87.

few staff members raised concerns about how they would be able to pay for continuing education in order to meet new certification requirements. One library foundation provides funds that may be used for tuition reimbursement, and a few libraries described robust internal training programs for which they have received state approval as continuing education providers.

Most library staff described themselves as pretty comfortable or very comfortable meeting patron technology demands, despite being largely self-taught in their technology skills. Most would like more training, but finding time for training is a constant challenge, particularly if travel is involved. A slim majority of staff reported they had taken at least one online class or webinar, and referenced training from sites such as WebJunction, Lynda.com, the Indiana Cooperative Library Services Authority (INCOLSA) and free online classes.

Library directors also reported higher expectations for their staff members' technology skills, particularly when hiring new staff. One library started testing the technology skills of new hires 10 years ago, and several libraries reported offering full-day staff institutes that include technology training.

Bandwidth

Several libraries had increased bandwidth within the past six months, going from 1.5 Mbps to 3 Mbps or 3 Mbps to 10.5 Mbps, for example. The change was recent enough that many patrons commented on the difference it made in their library experience. The library with 3 Mbps reported maxing out its utilization on a daily basis every afternoon before upgrading. The cost increased from $1,300 per month to $3,200 per month for 10.5 Mbps, and utilization consistently is reaching 60 percent after only three months. The library is investigating options for 50 Mbps, but this would more than double the cost again.

Advocating Support for IT Services

As with the focus groups, most library directors and trustees reported they had not previously been involved with a lot of direct advocacy on behalf of the library or library technology. Most of the directors and trustees, however, talked about the importance of being involved and active in other community agencies. At one library, all branch managers are members of the local chambers of commerce. Several library directors reported that they encourage library staff to get involved with community groups and allow work time to develop these relationships. *"It's a small world,"* one said. "*I get to meet people, and everyone knows I'm from the library."*

◗ *"Every time we add a partner, it widens support for the library and allows us to stretch our funding."*

After a tornado, one library became a hub for a long-term economic recovery group that began working only one week after the tornado struck and then turned its attention to the economic disaster that followed. The library director was asked by the mayor to lead the group of 40 local non-profit, education and government agencies connecting community members with local, state and federal resources. The library provided meeting room space for the group and for Small Business Administration staff assisting patrons with low-interest loans; computers for use in patron trainings and applications; free Wi-Fi access; and a safe, comfortable place for residents to gather and connect. *"People sometimes ask, 'How did you make all those community connections?' It didn't happen overnight, but every time we add a partner, it widens support for the library and allows us to stretch our funding."*

Most libraries identified Friends' groups, schools and local community foundations as partners in supporting the library and library technology.

Several library directors and trustees reported becoming more active in recruiting and recommending new board members for appointment. Trustees at two libraries described how they had worked to build a diversified board with representation from the financial sector, farming and teaching. Another library director said he had been reluctant to begin making recommendations for appointment to the board, but *"when we got lemons, we began making recommendations."*

Consistently library staff and trustees stated that the greatest value of technology in public libraries was that of providing free and equal access to everyone in the community. *"To some extent, people would not know what technology could do for them without the library."*

Trustees

The research team interviewed eight trustees from seven of the libraries visited. The trustees were evenly dispersed in the number of years they had served on the board from as little as one year to as long as 16 years, with a majority serving between six and 12 years. They included retired persons, business people, an educator, an attorney and an IT director from communities of 105,000 people or less. The majority had received some orientation or a handbook outlining their responsibilities, but most said that advocacy was not a component of this training. As indicated by library directors in the site visits and focus groups, they affirmed they had not been asked to play a strong advocacy role in the past, but expected reduced funding for all libraries to spur greater involvement in the future. *"I think we're going to get really good at it (advocacy). As our funding drops, we'll have to."*

Almost all of the trustees highlighted their role as stewards of public funding. One trustee said he started at the library while it was in deficit 14 years ago, and the library now has a several hundred thousand dollar "cushion" for capital improvements. *"The board is aware we're spending the taxpayer's money. We're more frugal than with our own money."* Another trustee said the board tries to show county council members they are not extravagant or wasteful.

Regardless of age or background, the trustees were enthusiastic about technology and the opportunities afforded through free access to computers and the Internet in libraries. Trustees highlighted the importance of these services for supporting educational pursuits, job-seekers and even gaming for local teens. *"We're trying not to just stay current with technology, but to stay ahead. Technology has shown us what's possible for our library."* One trustee who said technology provides more efficiency and access to resources said all board members had been given instructions on the library's technology resources and how to use it from home. As a result, all but one of the board members are library technology users.

While free access to computers and the Internet was the most valued technology-based service, trustees also cited wireless access, 24/7 access to online databases and the library's Web site. One trustee in a suburban library had this to say: *"If you had 100 computers, you could fill them all. They are always busy. Second (most valued service) would be Wi-Fi—we're one of the few places in town that has it."*

Wisconsin Case Study

EXECUTIVE SUMMARY

Wisconsin's significant investments in regional library systems and statewide resources—including a statewide telecommunications network (BadgerNet), online databases and a non-profit Internet provider—belie its status as 28th in the nation for state funding for public libraries. Thanks to these resources, funded largely through state Universal Service Funds, every library in this largely rural state enviably has a minimum Internet connectivity of 1.5 Mbps (T1), and over 90 percent are in shared Integrated Library Systems (ILS) managed by one of the state's 17 regional library systems. Most regional systems also provide some level of technology support for their member libraries. *"I can't imagine offering library services here (in a rural community) without the library system. The Internet backbone is vital, and they do a ton on top of that,"* said one library director. Even with T1 Internet access, however, many libraries reported that they do not have adequate bandwidth to meet patron demand, and several libraries reported they work with multiple Internet service providers to cobble together needed bandwidth.

While most libraries report their budgets have remained stable in FY2009, prospects for the coming fiscal year are still unclear. A few library directors raised concerns about their communities' ability and willingness to meet state maintenance of effort requirements in the future and noted that the requirement can be a double-edged sword that discourages increased investment in libraries for fear it won't be sustainable. A 2 percent property tax cap at the state level translates to eroded buying power for many libraries as healthcare and utility costs rise at a higher rate.

While most libraries report they have five-year technology replacement plans, many do not follow the plan. In a situation not at all unique to Wisconsin, close to half of the computers granted by the Bill & Melinda Gates Foundation in 2002 were still in public use seven years later . Several libraries visited would not have been in compliance, for instance, with one regional system's obsolescence policy that limits the support the system will provide for PCs older than five years and for peripherals older than three years. Regional library staff noted the burden placed on their limited IT support staff people when local libraries fail to follow replacement schedules or choose not to participate in group computer purchasing that would allow for greater standardization among the libraries the regional systems support.

By statute, library boards must include public school district representation, which appears to create a stronger connection between the schools and public libraries compared to other states visited by the research team. Many boards also include representation from city or county governance.

All libraries visited offer free wireless access, and data reported through this study's national online survey indicate this is the case for 91 percent of all libraries in the state (see page 122).

Overview: Governance and Statistical Information

Wisconsin has 382 public library systems with 457 physical library locations and eight bookmobiles to serve more than 5.6 million residents. Wisconsin's public libraries primarily are organized as municipal government libraries (89 percent). Most of the rest are organized as multi-jurisdictional libraries (6.5

percent) and county libraries (2.1 percent).[23] All of Wisconsin's public libraries are in cooperative relationships with other public libraries in the county, region or state. As stated above, there are 17 regional library systems in the state.[24]

In FY2006, (the most recent year for which national statistics are available), Wisconsin's public libraries reported hosting more than 33.9 million visits; answering more than 5 million reference questions; and circulating more than 59.2 million items (books, films, sound recordings, audiobooks). Wisconsin public libraries borrowed or loaned an additional 12.4 million items on behalf of its residents, who are served by 3,011 employees. Of these employees, 622 hold a Master's degree in Library and Information Science (MLIS), and another 548 work as librarians but do not hold a master's degree.

Wisconsin's public libraries rank 35th in the number of public-use Internet computers per building (9.56), compared with public libraries in other states.[25] The State of Wisconsin ranks 10th in the deployment of computers and Internet use in schools.[26]

Wisconsin's libraries are primarily (94.8 percent) single-building libraries, average 9,726 square feet in size, and the majority serve communities with fewer than 10,000 residents. The remaining 5.2 percent are multiple-outlet libraries (a central library with branch libraries) and range from an average of about 6,978 (branches) to over 71,499 (central libraries) square feet in size.

Funding Summary

Most (91.6 percent) of Wisconsin's public library funding comes from local sources (tax dollars). The balance comes from other sources such as private fundraising, gifts, bequests, fines and fees (5.6 percent); state sources (2.3 percent); and federal sources (0.5 percent).

Nationally, Wisconsin ranks 18th in total operating revenue support; 28th in state support; 16th in local support; and 23rd in "other." Wisconsin surpasses the national average for local operating revenue at $30.14 per capita, compared with the U.S. average of $26.25.

Wisconsin ranks 20th in total operating expenditures ($35.56 spent per capita); 18th in staffing ($24.36); and 27th in collections ($4.31). The largest percentage of operating expenditures is used for staff costs (salaries, benefits, retirement), with 12.3 percent spent on collections, and the remaining 18.1 percent spent for other things, such as programming, building maintenance and utilities, computer hardware, and software.

In FY2006, Wisconsin public libraries spent more than $12 million on capital expenditures (e.g., building repairs, renovations, new buildings). While about 59 percent of the libraries had no capital expenditures, those that did clustered in the under $10,000 (19.9 percent) and $10,000–$49,999 (13.6 percent) ranges.

Connectivity Summary

Wisconsin heavily subsidizes bandwidth ($3.1 million annually) for libraries using the state Universal Service Fund. For the past six years, the $3.1 million in state funds had not increased while library bandwidth needs had. The 2007–2009 state budget passed in October 2007 with the additional funding authority to increase BadgerNet subsidies. By April 2008, over 70 percent of the state's public libraries received a bandwidth increase, most at no additional cost. With this upgrade, all libraries have a minimum of a 1.5 Mbps connection.

23. Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006.* Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121
24. Wisconsin Public Library Systems. http://dpi.wi.gov/pld/wisysdir.html.
25. Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006.* Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121. Table A3.
26. The Information Technology & Innovation Foundation. 2008 State New Economy Index. http://www.itif.org/files/2008_State_New_Economy_Index.pdf

BadgerNet covers all areas of the state and provides a backbone, the middle and last-mile connections. The state general fund supports the network at about $16 million annually. In addition, the state collects about $6.5 million from the federal E-rate program, providing combined support of $22.5 million.[27]

BadgerNet is the state's telecommunications network; it does not provide Internet service. Most BadgerNet users (e.g., state government, schools, and libraries) receive their Internet access via WiscNet (http://www.wiscnet.net).[28] WiscNet started providing Internet access in 1991 to 26 colleges and universities in the state. When the first BadgerNet network was built in the mid-1990s, WiscNet expanded its services to include K–12 schools and public libraries. WiscNet is a not-for-profit association under the auspices of the University of Wisconsin–Madison. It is governed by a Board of Directors representing member institutions. For public libraries in the state, the average annual membership in WiscNet is about $450. Many libraries have this fee paid for by their regional library system.[29]

Wisconsin public libraries also benefit from the TEACH (Technology for Educational Achievement) program, which is administered by the Wisconsin Department of Administration, Division of Enterprise Technology. TEACH subsidizes much of the cost to provide telecommunications access (e.g., data lines and video links) to eligible schools, libraries, and other educational institutions.[30] Under the data line program, applicants can request up to 3 Mbps data line for $100 per month, or up to 20 Mbps for $250 per month. Applicants must demonstrate demand to request increased access speeds without additional cost. Approximately 95 percent of the state's public libraries get subsidies from the TEACH program.

About 91 percent of Wisconsin's 382 public libraries are in regional Integrated Library Systems (ILS). Some of these have 50+ member libraries. On average, about 20 percent of the bandwidth of a typical Wisconsin library on a typical day is taken with shared ILS (circulation, OPAC, etc.) traffic. Almost all libraries now have Web-based ILS, and the bandwidth needs increased dramatically compared with the old text-based ILS. A circulation transaction is also very time-sensitive so this becomes a "quality of service" issue for libraries. The wide area networks (WANS) managed by the library systems are often configured to give preference to network traffic from the shared ILS, vs. more general traffic intended for the public Internet.

Based on residential Internet download and upload speed tests, the State of Wisconsin ranks 28th in the nation in its median download speed at 2.37 Mbps, compared to the national median speed of 2.35 Mbps.[31] This represents an improvement from 1.55 Mbps in 2007.

Focus Group Summary

The research team conducted two focus groups in Wisconsin. On March 4, 2009, staff from eight urban and suburban libraries met at the South Central Regional Library in Madison. On March 5, staff from eight rural libraries met at the Wisconsin Valley Library Service offices. We are grateful to Bob Bocher at the Wisconsin Department of Public Instruction Division for Libraries, Phyllis Davis at the South Central Library System, and Marla Sepnafski and Patty Curthoys at the Wisconsin Valley Library Service for their advice and assistance in organizing the focus groups and site visits, and to all the librarians who shared their experiences and perspectives. A list of participating libraries is included in Appendix G.

Expenditures and Fiscal Planning

For the most part, better-funded libraries have integrated technology expenditures into their regular operating budgets, while smaller and less well-funded libraries are more likely to depend on fundraising and

27. M. Bard, N. Bolt, R. Weingarten, and J. Windhausen, "Public Library Connectivity Study—Findings and Recommendations." July 2007.
28. Several other ISPs besides WiscNet offer Internet service via BadgerNet, but WiscNet is still the ISP for most K–12 schools, libraries and higher education.
29. BadgerNet and WiscNet background provided by Bob Bocher, Technology Consultant, Wisconsin Division for Libraries, Technology and Community Learning.
30. Technology for Educational Achievement. http://teach.wisconsin.gov.
31. Communications Workers of America. "Speed Matters: A Report on Internet Speeds in All 50 states." August 2008. http://www.speedmatters.org/document-library/sourcematerials/cwa_report_on_internet_speeds_2008.pdf.

grants. One small library purchased five computers for a new building with funds from its Friends of the Library foundation. Another small library, which does not charge for photocopies, keeps a jar on the counter for people to contribute. The director said she considers the proceeds to be the library's "technology fund" to be used for computer replacements or other expenses beyond the library's budget. About $10,000 has been collected in the last three or four years.

All participants have technology plans as part of the regional library system plans required by the state. The replacement schedule is generally five years, although most participants said it is not strictly followed. One director of a small library described her replacement plan as *"when it dies."* They agreed that technology expenses overall are increasing. A shared public access catalog and interlibrary loan service through the LINK (Library Interchange Network) consortium were cited as a significant expense (and benefit). One director said it represents 8 percent of his budget. Several focus group participants noted that technology costs are increasingly being charged to line items that aren't necessarily delineated for technology, such as utilities (for wireless), programming (for class trainers) or collections (for databases) funds. Or, as one said, *"We are having to rob Peter to pay Paul out of some line items."* Several libraries—more than in other states visited—receive free Internet connections from local Internet service providers. It was noted by several focus group participants that the costs for the state-provided service were higher than purchasing directly from local providers.

◗ *"Maintaining is the new increase."*

Participants reported that library budgets have been stable but increasingly precarious in recent years. Many receive all or most of their funding from city/village governments. Most also are reimbursed with county funds as part of a state formula based on circulation. While some participants mentioned recent budget increases, these barely have kept up with the cost of living. It was noted that libraries have many fixed expenses, utilities and health benefits especially, that are growing faster than their budgets. One director openly rejoiced that an employee's son had gone off his father's medical plan, saving the library $6,000. Several said they anticipate the economic downtown may bring cuts in their 2010 budgets. Their hope is that the library's budget will stay the same, with one noting she had read that *"maintaining is the new increase."*

Most of the focus group participants said their libraries have not sought out private funding to support technology, except as part of a building project or through grants. One director in a small community said she has serious concerns about meeting her replacement schedule but hesitates to reach out. *"I've thought about having sponsored computers, but I worry that we tap those same people for summer library program, and I'm afraid they're only going to do one thing, and we need them for that as well. You can't tap the same people eight times—we're not that big of a community."*

Other than the economy, cited barriers to funding were outdated perceptions of libraries and lack of understanding about the higher costs associated with public access computers. *"I think it's going to take 100 years before anyone looks at libraries and doesn't think book first. So the fact that things are changing doesn't mean it's easy for us to change*," one library director stated.

Participants cited several examples of how they have dealt with resistance. One said his library strives to keep current, but the mayor was indifferent until representatives of a potential new business paid a visit to the library before going to see the mayor. *"They told her, 'You guys spend money on your library. You've got a nice library. It's clean. It's well taken care of. You've got lots of material. We think that you're probably running your city pretty well, because you actually care about your library.'"* The library received a 3 percent budget increase.

Another library provides database training at chamber of commerce meetings. The library may not get an immediate dollar return but believes it is important because its members *"have the ears of local politicians"* and *"because they now can use a lot of the resources that we have—for free, and they're finding a lot of value in that."*

One director said she works at building a relationship with the city council. Members are invited to a library board meeting once a year with members of the public sharing what they think is important about

the library. She attends council meetings on a regular basis and "goes down the street" with the members afterward. *"Then they get to complain to me, and then I get to do rebuttal."* She also conducts library tours for new council members.

Meeting Patron Technology Needs

Library use is up. As is true elsewhere, the bad economy is credited with bringing more people to the library, many of them job-seekers. Internet use at one urban library has increased 300 percent in the last five years and continues to grow. One library had a 25 percent increase in computer use in the last year. Some participants don't have software to track computer use, but observed there are no "down times" for library computers—that, unlike a year or so ago, these computers are in constant use throughout the day. It also was noted that every county used to have a state-funded job center but many have closed. *"A lot of the burden that should be placed on the job center isn't being placed on them—it's kind of defaulting to us."*

Focus group participants said assisting the public with technology needs—particularly those who have little or no previous computer experience—is a major challenge. One participant noted that even college graduates who have not recently looked for a job have trouble looking for and applying for jobs online. Some larger libraries are offering more classes aimed at addressing a variety of needs, from how to use e-mail to how to search for a job.

All the participants reported their libraries are doing more one-on-one training, sometimes by appointment, because it is more efficient. Much of this training is basic, such as how to use a mouse. One larger library has staff and volunteers assigned to do basic computer training and assist with résumés, so reference librarians can focus on more difficult questions. Several noted that this one-on-one training is highly personalized and creates higher expectations.

"Once they feel safe with us and know that what they're sharing with us is confidential, they then ask for the next thing and next thing. First the e-mail, then the online job applications, and then could somebody help me write my résumé or at least look it over for me?"

It was noted that many rural libraries serve communities with large senior populations and that the library plays an important role in introducing them to technology. One focus group participant related a story about a gentleman who was able to contact people he graduated with 50 years ago and to research his family history. *"E-mail changed his life . . . it opened a door."* Others told how being able to request books online makes a difference.

Most of the participants said they believe they are meeting their patrons' needs. They said the greatest frustration for most users is not being able to use some networked computers to prepare and e-mail documents, such as résumés, since the computers networked through the integrated library system do not support Microsoft Office. This may mean waiting for another computer, in some cases.

Several participants reported increasing use of government Web sites in connection with unemployment benefits or driving tests. A few complained that the 2008 state tax forms required the latest version of Adobe Reader to complete online. There was no advance notice, which caused problems for many libraries.

Supporting Education

The focus group participants confirmed that their libraries' role in education is growing at all levels. It includes job-seekers who take classes to improve their education levels often at vocational or community colleges. Many of these new students don't have computers at home and depend on the library to do class work. Participants also said that programs such as LearningExpress that prepare potential college students to take the SAT, ACT and other standardized tests are popular. One director said she is working with the local middle school to see about getting the same software the school uses. Another noted that the library's EasyLink computers for preschoolers are very popular. Some said their libraries have computers dedicated for educational use or give seating priority and/or extra time to those using computers for school-related purposes.

Two participants reported that their libraries are working in partnership with local high schools on a grant-funded alternative education program for students who have been expelled or suspended. Laptops are provided by the high school and stored at the library where students go to do their class work using wireless.

The participants reported an increase in test proctoring, but noted difficulties with some college/distance education classes as many libraries don't have or allow the necessary software, e.g., streaming video.

Sustaining Technology

Bandwidth

Bandwidth is a major concern for the rural libraries. Several of these library directors stated community residents are limited to dial-up home Internet service. The participants said libraries are popular because of their faster speeds, although they consider them far from adequate. All Wisconsin libraries have a minimum Internet connectivity of 1.5 Mbps (T1), but most focus group participants in libraries of all sizes reported this was inadequate to meet demand at peak times. Two rural libraries reported they had doubled their speed from 1.5 Mbps to 3 Mbps in January and already are finding slowdowns at peak periods. Another library that went from 3 Mbps to 5 Mbps said she is moving up to 10 Mbps, thanks to the new availability of fiber in her community. These small libraries do not have dedicated IT staff and depend on regional library staff for network support.

◗ *"There's only so much money and too much demand."*

One regional library system staff member confirmed that most member libraries were facing severe Internet slowdowns or lost connections in the peak after school hours and on Saturdays. She requested TEACH subsidies for upgrades in December 2008 and February 2009, and in each case was able to secure additional bandwidth for only half of the libraries that requested it. *"There's only so much money and too much demand."* While the negative impact on patrons can be high during these peak times, it's more difficult to get upgrades when a library is not at maximum bandwidth use throughout the day. The systems prioritize traffic on the integrated library system (ILS), so this is stable throughout the day, but public Web use can be disrupted at peak times. Since most rural libraries are still using copper phone lines, there is no flexibility to accommodate bursts of use. Another regional staff member described increasing demand for Internet services like Skype and videoconferencing, which *"need a barrel of bandwidth."*

Several libraries use two or three different ISPs to meet demand, often separating desktop from wireless connections.

While most participants from urban/suburban libraries described their bandwidth as adequate because they supplement what is available through BadgerNet with commercial providers, they also said use of peripherals on computers networked through the region is limited. Computer users are not allowed to upload or download software, mostly because of security concerns and the staff time required to monitor and maintain the equipment. One focus group participant noted that many people are disappointed to find the library doesn't have the newest version of a program needed to view something. *"We have streaming video on the city's Web site—but you can't view it in the library because we don't support it."* Social networking is allowed, but most libraries don't have Flash Player or other programs to support it. *"In part, it's working fairly well right now because we're not allowing certain software that will use a lot of bandwidth to do certain things."*

Staffing

Most of the participants' libraries rely largely on regional library system IT staff and/or outside vendors for IT support. The largest library, a countywide system with a central library and seven outlets, has grown from two dedicated staff members focused on technology three years ago to almost five full-time equivalent IT staff now. Two others had a dedicated tech person, and one had a part-time trainer (funded out of the programming budget).

Participants said their libraries' staff has a wide range of computer skills. Most said their libraries look for computer skills when hiring but noted that maintaining skills is an ongoing challenge. *"It's just changing so fast. Skills that were the minimum a year ago are not the minimum now."* One pointed out that every time a database is introduced, staff need to be taught how to use it. A few months later there may be an upgrade, and they'll have to be taught again.

Hiring people with both good people skills and computer skills is especially difficult for small libraries. One director said the library might have to pay an IT staffer a larger salary than she receives. *"Finding the money to pay someone that has those qualifications is not easy in our small town because those are the people who are going to want more money than just beginning wages or a little above beginning wages, and they're going to want benefits that we can't pay them."*

Most participants said there are plenty of training opportunities at the system and state levels, and also at local colleges. But directors of small libraries said they have a hard time sending staff to trainings because they can't afford to pay for travel or extra hours. Some staff aren't interested. Three directors said they found Project Play,[32] an online program introducing Web 2.0 tools, to be useful. Three of the regional library systems collaborated to offer the program to library staff.

One participant summarized the challenge saying, *"You have to train your staff to be as smart as the people who walk in the door."* His library does training in "patron-level skills" for management and clerical staff, such as downloadable audiobooks and databases.

Advocating Support

Most participants said they and their trustees are active advocates. They try to connect with decision-makers year around and are active in community groups. *"I think you're considered not cool if you don't support the library,"* said one.

Directors of smaller and rural libraries were more likely to describe their trustees as less supportive of technology and less engaged in their communities. They said local government officials are less likely to understand the need for technology because they themselves are not users.

All of the participants agreed that the bad economy is helping to position libraries as essential services, but that libraries still have to compete for funds with police and fire services. One director noted that when told that *"libraries don't put out fires,"* she replied. *"We put out ignorance."* Another reported that her library ranked first in a community survey of city services.

Participants noted that personality makes a difference, as does training. They said directors should never assume their boards know or understand what the library does, or that they understand the importance of advocacy. One county library system board is making advocacy training available to its local library boards.

Directors agreed it is good to do presentations to the city/council board. Several said they use statistics to build their case, although many uses such as downloading a book from Overdrive or reading newspapers or even using computers are not tracked or are not recognized as part of funding formulas. Directors noted that it is hard for libraries to track benefits, since they don't always know whether the person gets a job or an "A" on a test. Others said a consistent message is key. One said that in her small community, she focuses on the library as a multi-functional community center—*"that we serve everybody in the community . . . we are a haven for the disenfranchised, promoting the 'feel good' things and the 'do good things' in our library."* Another said his library director focuses on the library's educational role.

◗ *The return on investment in Wisconsin public libraries is $4.06 for each dollar of taxpayer investment.*

Several focus group participants noted that a recent study on the economic impact of Wisconsin public libraries was helpful when talking with elected officials. The study found the return on investment in library services is $4.06 for each dollar of taxpayer investment.[33]

32. Project Play. http://projectplay.owlsweb.info.
33. North Star Economics, Inc. "The Economic Contribution of Wisconsin Public Libraries." May 2008. http://dpi.wi.gov/pld/econimpact.html.

Greatest Needs

In the short term, the focus group members had a varied agenda for improvements they hope to make in the coming year. These included self-check, a computer center with scanner and print manager, online credit card processing, work stations for staff, and desktop conferencing and overhead projector.

◗ *"The busiest time is all the time. With this economy, the community is using the library more and differently."*

If money were no object, participants from urban/larger libraries agreed that they would add more staff in order to be open more hours—one suggested 24 hours—and offer more personalized service. Directors of rural libraries focused on more bandwidth and staff with the vision and technical skills to position the library *"as a technology hub. . . . It's just e-mail at the moment."* A computer lab and gaming room for teens also were mentioned.

Site Visit Summary

The research team visited six libraries serving communities ranging in size from 1,100 to 265,000. One branch had opened within the past six months and achieved LEED silver certification for its "green" design features; two libraries had completed significant expansions in recent years; and another was actively advocating for a much-needed expansion. The site visits included interviews with library staff members, library patrons and trustees. A complete list of libraries visited can be found in Appendix G.

Expenditures and Fiscal Planning

Most library directors report funding has been stable, and they continued to see small increases (under 4 percent) in FY2009. If libraries don't spend all of the budgeted funds, they may put these savings into capital fund accounts, which might be used to fund big ticket technology purchases like RFID or self-check stations. The outlook for FY2010 was unclear. *"At this point, if we can stay with flat funding, we'll all be pretty happy,"* said one library director, who anticipated cuts may not happen until 2011. Several of the communities visited had experienced the loss of one or more major employers recently or faced other municipal funding challenges that had not yet impacted library budgets, but were anticipated to do so.

Most reported that technology costs were a relatively stable percentage of the library budget, particularly as contrasted with staff benefits and utility costs, both of which have increased recently. Several directors reported that hardware costs are coming down, and the hardware purchased is of better quality and lasts longer than in the past.

Staff involved with the design and construction of the newest library branch visited highlighted how some of the "green" features of the building also provide for changing library and technology needs. For example, the library's exposed cabling would allow for an upgrade at an estimated one-tenth the cost of re-cabling a more traditional library.

Meeting Patron Technology Needs

Staff in most libraries reconfirmed that computer and Internet use has grown significantly over the past six to nine months, driven largely by job losses. At one library, computer use was up 15 percent from a year ago, while circulation had climbed 2 percent, and visits were up 4 percent. The director at one of the smallest libraries reported she knew of at least one patron who had found employment using the library computers and another who located a sibling using online social networking.

Other frequently mentioned uses include e-government for tax forms and unemployment applications; e-mail; homework; searching Craigslist classified listings; social networking; and online banking or travel planning. One library staff person put it this way: *"The busiest time is all the time. With this economy, the community is using the library more and differently."* Two libraries had created job information centers within the past year to gather together technology and print collections related to jobs and careers. They also were offering or considering creating "open computer lab" time for job-seekers to drop in for one-on-one technology assistance without time limits.

About half of the libraries offer patron computer classes and report they continue to be well-attended. The other half did not have a dedicated space to provide classes and/or staff to teach classes, but offer one-on-one patron assistance. Several staff members reported the one-on-one was a more effective approach because patrons bring such a wide range of skills to classes, making it more difficult to meet everyone's needs at the same time.

Most common patron requests are for more computers and more time available on computers, but staff also reported an increase in requests for access to scanners.

Interviews with library computer users in Wisconsin again found growing use driven by a depressed economy. Ninety-five percent said they use computers once a week or more—even higher than in Indiana, where 87 percent of those interviewed reported weekly use. By comparison, Pennsylvania, where the economy had suffered even before the current downturn, previously topped the list with 82 percent using the library once a week or more.

Many of those who use the library most frequently are job-seekers. In Wisconsin, eight of 32 people interviewed identified themselves as unemployed and/or looking for work. *"Eight-five percent of the job market is online. You have to be online."* Another said, *"I'm doing a job search. I can't afford Internet when I'm not working."* A woman who lost her job in the printing industry said she is studying to be a lab animal caretaker and uses the library's computers to do class work and work on her résumé, as well as look for jobs. One young woman reported finding a job as a crossing guard using the library's computers. Other computer users described downloading medical forms or tracing family history using online genealogy resources provided by the library.

◗ *"I'm doing a job search. I can't afford Internet when I'm not working."*

The 32 people interviewed were computer users at six libraries in Wisconsin. About half of those interviewed (56 percent) own computers, with fewer having Internet access at home (37 percent). Those who have Internet access at home generally say the library's connections are faster. Some come to the library for the quiet and to use other resources, as well as computers. One mother said it saves her from fighting with her children to use the computer. Most do not regard waits for computers as a problem. About one-quarter of those interviewed said they have had to wait to use a computer. When they do, it is usually less than 15 minutes and during the peak after school period or on weekends.

Almost everyone reported using e-mail for personal and business correspondence or as part of job searches. Social networking sites are more popular with younger adults, although some older adults also reported visiting them. Some, although not most, reported using government Web sites, the most popular being the IRS and Department of Motors Vehicles and some state government sites. Others reported using the library's computers for a variety of "life maintenance" tasks, including shopping, banking, and keeping up with the news. As was found elsewhere, students, especially younger students, often said they use the library's computers as much or more for fun as school.

As is typical, most people rate their experience using library computers as very satisfactory. Even those who made suggestions would often add a caveat, such as *"They can't supply everything you would have on your personal computer."* The most frequent suggestions were for increased speed and better word processing programs (for libraries that don't have Microsoft Office). Several mentioned using computers at other libraries, especially if their library was not open on Sunday.

Sustaining Technology

It was clear in all the libraries visited that the regional library systems played important roles in helping member libraries sustain technology access. In fact, an April 2008 "best practices review" conducted by the state audit bureau identified this: *"It is a best practice for regional library systems to assist their member libraries in maintaining current information technology, managing technology costs, and providing training in new technologies to ensure equal access to library services for all system patrons."* Technology plans are created and

maintained at the regional level, for the most part.[34]

As was reported in Wisconsin focus groups, most libraries visited planned to replace computers every five years or did not follow a technology replacement plan. Libraries with five-year plans often upgrade RAM after three years. Several of the libraries visited had public access computers that were seven years old and/or were running operating systems dating back to 2000. One library staff member reported that he believed this was adequate because he had not heard patron complaints and that most patron use was geared to Web searching and office software, which do not require newer or more powerful computers. All libraries, however, reported upgrading RAM and operating systems on older computers.

One of the practical consequences of having older computers for the public is that one library has a policy limiting peripherals use. On these computers, the USB ports were located on the back of the desktop and patrons were jiggling or disconnecting other cables when using peripherals. Peripherals are allowed on newer computers with front-loaded USB ports. Most libraries reported they do not block peripherals, but many do not allow patron access to CD-ROM drives because patrons often inadvertently install software in this way. Most libraries do not allow software downloads from CD-ROM or the Web (such as iTunes or Open Office), unless they also have software (like DeepFreeze) that removes any changes to the operating system after a patron completes their Internet session.

Bandwidth

Adequacy of bandwidth varied significantly by location. One large library with about 70 public Internet access computers has access speeds of 5 Mbps, which is considered adequate most times, except during the after school hours, 4 p.m. to 7 p.m. The library upgraded from 3 Mbps, which was not adequate most of the time, two years ago. A smaller library with eight public Internet access computers has 1.5 Mbps connectivity shared with staff computers and wireless. The library segregates the connection, but access speeds are consistently inadequate to meet needs. *"We'd have more computers if we have more bandwidth and more space (in the library building)."* Regional library system staff often work with libraries to shape and prioritize traffic on the network and may make adjustments to virus protection and firewalls to improve access speeds.

All of the libraries visited offer Wi-Fi access and report it is popular among patrons, including people who use it from the library parking lot after hours.

Staffing

As noted during past site visits, the majority of library staff interviewed reported that they are mostly self-taught in their technology skills—learning from colleagues and on-the-job through trial and error. One library instituted and began enforcing technology competency requirements for all library staff, from library pages to the library director, about two years ago. *"Every job in the library involves technology,"* the director said. There are four levels of competencies (available online at www.ala.org/plinternetfunding) and the library offers in-house training to improve skills, on which staff members are then tested. The change was spurred, in part, when a library staff member sought help from IT staff to burn a CD for a patron. Subsequently, county government staff also recognized there was a deficiency in technology competencies among staff in many departments. The sheriff's department asked for the library's testing and training materials, and the library has provided some classes for county employees. The library also has begun cross-training across departments so as to provide better coverage.

◗ *"Every job in the library involves technology."*

Staff comfort levels with technology ranged from two to five (on a five-point scale), with most staff members considering themselves a four—meaning they felt capable to address most patron technology needs and troubleshoot technology before seeking assistance from an IT staff member. In at least one library

34. Legislative Audit Bureau. "Best Practice Review: Public Library Services." April 2008. Table 20 provides a list of technology support provided by regional library systems. http://www.legis.wisconsin.gov/lab/reports/08-LibraryServicesFull.pdf.

there was a disconnect, though, between the library director that felt training was adequate and library staff that indicated more staff training would be their top request for improving technology access in the library.

Most, if not all, the regional library systems offer classes and technology training for library staff, and libraries in one regional system often are able to attend training in a neighboring system. Several staff members interviewed mentioned the Project Play effort offered in collaboration by three of the regional systems and how much they enjoyed the experience and peer-sharing. One of the library staff described sharing new Internet services with patrons: *"They tell me, 'I didn't know I could do that!' We are showing the tools of technology that can enhance their lives."* Staff in two of the libraries visited mentioned using the system's laptop lab to conduct training in the library, and several regional systems hosted "gadget days" to have library staff use MP3 players, digital cameras, e-book readers and more. Several library staff members reported they are blogging on the library Web site or participating in library Web site content development. Most library directors reported that technology skills are a consideration when making new hires.

Advocating Support for IT Services

Most library directors felt that their trustees were advocates and that they had good support from local government officials. Staff at one of the libraries, however, said that "libraries are down the list" of local priorities, where many of the municipal buildings are aging and the community is fiscally conservative. *"More people will support emergency services than the library. A lot of older council members still see the library as just a place for books."* The challenge of changing the perceptions of elected leaders was echoed in other interviews as well.

Trustees

The research team interviewed seven trustees who expressed a wide range of interest and experience advocating for libraries and library technology. Most of the trustees had served on their library boards five or fewer years, but one board president had served 15 years. Reflecting the state requirement for representation for the local school district, about half of those interviewed were school administrators or board members. Schools also were the most frequently cited community partner and advocate. Other trustees were representatives from the city council, retired, stay-at-home parents or businesspeople. Nearly all had received orientation and/or a state handbook outlining their responsibilities, and most considered library advocacy an important part of their role as a trustee. As in Indiana, the Wisconsin trustees interviewed were enthusiastic supporters of technology and saw computer and Internet access as essential library services in meeting community needs.

Echoing comments from library directors in site visits and focus groups, most trustees felt library funding was adequate to strong at the local level. *"The city has never cut back library funding, but sometimes there have not been increases,"* one trustee said. Trustees at another library said funding was stable but the library was not a high priority. *"They meet with us, but when they leave, they focus on streets and sidewalks, maybe because they're more tangible."*

The majority of the trustees interviewed had participated in fundraising efforts, including spearheading capital campaigns, lobbying at the state level for library funding and helping to establish endowments and/or foundations. *"Our role is to assist our director and staff and our community in making sure that we are fulfilling the needs of the community. We need to take whatever steps we can to meet the needs of the community. Providing access to technology is one of those steps."*

When asked what is most valued about the technology-based resources available in the library, trustees focused on two general themes: free computer and Internet access, and resources brokered and coordinated by the regional library systems. Trustees highlighted the free Internet access, particularly in relationship to a growing number of job-seekers, but also for continuing education and communication. The shared online catalogs and integrated library systems that allow library patrons to see and request materials across all the member libraries were considered very valuable. In fact, Wisconsin is the leader in interlibrary loans, with more than 1,100 loans per 1,000 residents—almost 10 times the national average of 149 loans per 1,000

residents.[35] The state also ranks eighth in the country for circulation per capita.[36]

"We see technology as a tool that enables our communities to more effectively and efficiently use the library. It's not just come and play—it's helping people do what they need to do, whether that's finding a book, doing research, looking for a job."

Perspectives on what would be the most important improvement that could be made in public access computing services varied, but additional computers was the most frequently cited request. "In this day and age, we could probably double the number, and they would be filled." Trustees also mentioned the need for libraries to be open more hours so more families could access the library's computers, more staff to assist patrons and teach classes, self-check to free up staff time, additional space for technology and other library services, and more outreach to raise awareness of the resources available in libraries.

"The technology challenge for libraries is getting the message out about what can be done and why it's important. The library needs to connect the public with what technology can do for them. People still think about books when they hear 'library.' The library needs a new identity."

35. Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2006.* Washington, DC: IMLS, 2008. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.
36. Ibid.

APPENDICES

revised April 14, 2010

APPENDIX A

2008 National Survey of Public Library Funding & Technology Access Study

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)

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

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

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

	No (thank you, please return the survey)
	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)

	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)
	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)
	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)

	No (please go to question 5a)
	Yes, there are time limits for the public Internet workstations (please complete questions 4b and 4c)
	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)	
	Up to 30 minutes per session		One session per day
	31–60 minutes per session		Two sessions per day

	Greater than 60 minutes per session		Unlimited, but patrons must sign up for each session separately
	Unlimited, as long as no one is waiting		Unlimited, as long as no one is waiting
	Other (Please specify):		Other (Please specify):

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

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

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

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

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

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

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

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

	Availability of bandwidth to support additional workstations	
	Availability of electrical outlets, cabling, or other infrastructure	
	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)

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

	Outside vendor/contractor	_____ FTEs	
	Volunteer(s)	_____ FTEs	
	Other (please specify):	_____ FTEs	

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

	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

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)

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

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

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

	Provide education resources and databases for K–12 students
	Provide education resources and databases for students in higher education
	Provide education resources and databases for home schooling
	Provide education resources and databases for adult/continuing education students
	Provide information for economic development (e.g., start a business, seek business opportunities)
	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, like tax forms, Medicare information or paying traffic tickets
	Provide computer and Internet skills training
	Provide services for job seekers
	Provide services to immigrant populations
	Other (please specify):

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

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

	General computer skills (e.g., how to use a mouse and keyboard, printing)
	General computer 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! or others to locate information)
	Using the library's Online Public Access Catalog (OPAC)
	Using online databases (e.g., using 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 (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			
Licensed databases			
E-books			
Video conferencing			
Online instructional courses/tutorials			
Homework Resources			
Audio content (e.g., music, audio books, other)			
Video content (e.g., streaming video, video clips, other)			
Digitized special collections (e.g., letters, postcards, documents, other)			
Services			
Allow patrons to access and store content on USB or other portable drives (e.g., iPods, MP3, other)			
Allow patrons to connect digital cameras and manipulate content			
Allow patrons to burn compact discs/DVDs			
Provide access to recreational gaming consoles, software, or Web sites			

* 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)

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

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

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

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

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

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

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

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			
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.)			

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 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)***	$	$	$

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)

	The library pays directly for **all** of its technology costs (please go to question 20)
	The library pays directly for **some** of its technology costs (please go to question 19c)
	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)				
County government				
Regional library network, cooperative or consortia				
State government (including the state library)				
Private funder (e.g., endowment, board/ trustees)				
Other (please specify):				

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

	Increased	Decreased	Stayed the Same
Fiscal Year 2009 Technology Budget (current fiscal year)	○ Up to 2% ○ 2.1%–4% ○ 4.1%–6% ○ More than 6%	○ Up to 2% ○ 2.1%–4% ○ 4.1%–6% ○ More than 6%	
Fiscal Year 2010 Technology Budget (next fiscal year)	○ Up to 2% ○ 2.1%–4% ○ 4.1%–6% ○ More than 6%	○ Up to 2% ○ 2.1%–4% ○ 4.1%–6% ○ More than 6%	

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

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

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
CIPA (Children's Internet Protection Act)	A Federal law requiring the use of filters on public Internet workstations when the library receives either LSTA or E-rate (see below) funds.
Collections	The library collection consists of all documents provided by a library for its users. Collections comprise documents held locally and remote resources for which permanent or temporary access rights have been acquired. Notes: Access rights may be acquired by the library itself, by a consortium and/or through external funding.
Computer hardware	The physical components that make up a computer.
Computer software	The programs that are run on a computer.
Digital Reference/Virtual Reference	The provision of interactive reference services for patrons via email, chat, or other electronic means.
E-books	Digital documents, licensed or not, where searchable text is prevalent, and which can be seen as analogous to a printed text. (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)
E-government	The use of technology, predominantly the Internet, as a means to deliver government services to citizens, businesses, and other entities.
E-rate Funds	Funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access.
Federal Government Revenue	This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the state.
Fiscal Year	A financial 12-month period as reckoned for reporting, accounting, and/or taxation purposes (i.e., the date range that a library uses in reporting to local government agencies).
Formal Technology Training Classes	Technology training classes offered or sponsored by the with a set curriculum and course instructor. The class may occur in the library or in another facility, and the instructor may or may not be a member of the library staff.
Funding Sources	**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"

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
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 p.m. to 9 p.m., 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.
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.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
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).
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.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
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.
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:

Information Use Management and Policy Institute
College of Information
Florida State University
142 Collegiate Loop
PO Box 3062100
Tallahassee, FL 32306-2100
(850) 645-2197 phone
(850) 644-4522 fax
<support@plinternetsurvey.org> e-mail

APPENDIX B

2008 CHIEF OFFICERS OF STATE LIBRARY AGENCIES QUESTIONNAIRE

Welcome to the 2008-09 questionnaire for State Library Agencies, one of three parts of the *Public Library Funding and Technology Access Study*, www.ala.org/plinternetfunding, which is funded by the Bill & Melinda Gates Foundation and the American Library Association.

Findings from this survey deepen our understanding of U.S. public library funding, connectivity and sustainability, as well help elucidate trends suggested by the data we gather through site visits the national online survey administered by the ALA and the Information Institute at Florida State University.

Last year, we received a 90 percent response rate, which we hope to maintain or improve this year!

The questions below are grouped in four categories: budget/funding, connectivity and e-government, library staff and trustees, and advocacy. The advocacy questions are for internal use to the study team.

Please complete the survey by December 19, 2008. As was the case last year, we will share back our aggregated findings with all of the participating states before the final complete study is published in September 2009.

Thank you in advance for sharing your time and expertise with us. If you have questions about this questionnaire, please contact Larra Clark at lclark@ala.org.or 800-545-2433 x2129.

Budget + Finance

1. Please select the statement that best describes the level of *state* support (either directly or through a state-supported regional network) for public libraries in FY08.

- ❍ State funding for public libraries has increased.
- ❍ State funding for public libraries has decreased.
- ❍ There has been no change in state funding for public libraries.
- ❍ There is no state aid to public libraries (direct or through a state network) in my state.

2. Increased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

3. Decreased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

4. Please select the statement that you believe best describes the level of *local* public funding for most public libraries in your state in FY08.

- ❍ Most libraries have received increased local government funding
- ❍ Most libraries have received decreased local government funding
- ❍ Most libraries have received no change in local government funding
- ❍ There is no majority of libraries in any of these categories

5. Increased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

6. Decreased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

7. How significantly have the following factors impacted local and state funding for public libraries in your state in the past 12 months? *(1=Very Significant; 3=Not Significant)*

	1	2	3	n/a
Reduced property tax revenue	❍	❍	❍	❍
State budget deficit	❍	❍	❍	❍
Shift in funding priorities to other government services (e.g., public safety)	❍	❍	❍	❍
Loss of major industry	❍	❍	❍	❍
Increased unemployment	❍	❍	❍	❍
Reduced consumer spending and accompanying sales tax revenue	❍	❍	❍	❍
Growing voter resistance to all taxes, including library referenda	❍	❍	❍	❍
Other factors:	❍	❍	❍	❍

8. Now we would like to ask you about your FY09 budget. Please select the statement that best describes your experience with cuts in state funding for public libraries *after* your FY09 budget was approved. Please select only one response.

- ❍ Our state has enacted a midyear cut, and I anticipate there may be another cut before the close of FY09
- ❍ Our state has enacted a midyear cut
- ❍ Our state has not yet enacted a midyear cut, but I anticipate there may be a cut before the close of FY09
- ❍ I do not anticipate a midyear cut, but I anticipate less funding in FY10
- ❍ I do not anticipate any cuts in state funding in FY09 or FY10
- ❍ There is no state aid to public libraries (direct or through a state network) in my state.
- ❍ I don't know

9. When you think about state funding cuts, were those decreases (or anticipated decreases) comparable to those experienced (or anticipated) by other state government agencies and offices?

- ❍ The cuts were the same as other agencies
- ❍ The cuts were greater than those to other agencies
- ❍ The cuts were less than those to other agencies
- ❍ I don't know

10. Has your state enacted, by legislation or referenda, a cap on property taxes?

- ❍ Yes, a cap was instituted more than two years ago
- ❍ Yes, a cap was instituted within the past two years
- ❍ No, but a cap is being considered
- ❍ No, there is no cap
- ❍ Other (please specify)

11. Please tell us about recent (last three years) or upcoming state broadband initiatives.

	Currently in place	Planned for future	No plan at this time	Done previously, no plans for the future
Statewide summit	❍	❍	❍	❍
Statewide taskforce	❍	❍	❍	❍
Negotiations with ISPs	❍	❍	❍	❍
Other initiative(s):	❍	❍	❍	❍

12. In thinking about the scope of state e-government services, please indicate if an online form or application is required. If not required, please indicate in which formats the agency form or application are available.

	Available online only	Available online	Available in paper
Unemployment benefits	❍	❍	❍
State government jobs	❍	❍	❍
Medicaid	❍	❍	❍
Human services (e.g., children and family services, food stamps)	❍	❍	❍
Tax forms	❍	❍	❍
DMV renewal	❍	❍	❍
Permits and licenses	❍	❍	❍
Emergency preparedness	❍	❍	❍
Immigration services staff + trustees	❍	❍	❍
Other e-government service(s):	❍	❍	❍

13. What role, if any, does the state library play in state e-government efforts? Please check all that apply.

- ❍ State library has developed or assisted in developing e-government portal(s)
- ❍ State library is represented on state-level e-government coordinating group
- ❍ State library partners with other government agencies on e-government efforts
- ❍ State library advocates with other government agencies for funding and/or training for public library staff to support state egovernment efforts
- ❍ State library raises awareness of the public library as an e-government venue
- ❍ State library alerts public libraries to new e-government initiatives
- ❍ The state does not have any e-government efforts underway at this time
- ❍ The state library does not have a role in state e-government efforts at this time

14. Please give a brief example of a recent e-government effort in which the state library played a role.

Library Staff + Trustees

15. Does your state have certification requirements for ANY of your public library staff?

- ❍ Yes
- ❍ No
- ❍ Considering

16. Does your state currently have certification requirements for public library staff?

	Yes, one-time process	Yes, renewed periodically	Considering for future
Public Library Directors	❍	❍	❍
MLS Staff	❍	❍	❍
Paraprofessional staff	❍	❍	❍

17. If yes, is there any specific requirement for ongoing technology training or demonstrated technology skills? Please check all that apply.

- ❍ Yes, for public library directors
- ❍ Yes, for MLS staff
- ❍ Yes, for paraprofessional staff
- ❍ No, but we are planning to add such a requirement in the coming 12 months
- ❍ No, there is no such requirement

18. Please provide the URL for state certification information here.

19. Please rank (1–4) what you believe are the greatest barriers to improving the technology skills of public library staff in your state. *(1=most significant barrier; 4=least significant barrier)*

	1	2	3	4
Funding to pay for training opportunities	❍	❍	❍	❍
Quality of existing training opportunities	❍	❍	❍	❍
Ability of staff to participate in training opportunities	❍	❍	❍	❍
Interest/willingness of library staff to participate in training opportunities	❍	❍	❍	❍

If there are no barriers, type "none" in the text box below; if there is a significant barrier we have not listed, please describe briefly.

20. What state resources are available to educate public library trustees to their obligations and liabilities in the public library context? Please check all that apply.

- ❍ Our state library provides a handbook or manual
- ❍ State library staff provide on-site trustee training on request
- ❍ State library staff answer questions and provide assistance as-needed
- ❍ State library association conference provides programs for trustees
- ❍ State or regional cooperative provides programs for trustees
- ❍ There are no state-level resources available now, but we plan to add in the coming year
- ❍ There are no state-level resources
- ❍ Other resource(s):

21. If available, please provide the URL for information on handbook and/or orientation.

Advocacy + Marketing

In addition to publishing research findings annual in September, the project team is committed to increasing awareness of these findings within the profession and among decisionmakers at all levels.

There are several ways we can focus our efforts, and we appreciate your feedback on the following questions that will help inform future priorities and investments of time, energy and funding.

22. What print or online sources (e.g. American Libraries, Wired, Governing) do you follow most closely to stay on top of professional news?

23. If resources were no issue, please rank (1–7) which of the following would have the greatest impact in reaching state and local elected officials with a targeted positive public library technology message. *(1=Greatest Impact; 7=Least Impact)*

	1	2	3	4	5	6	7
News coverage in mainstream media (newspapers, radio, TV)	❍	❍	❍	❍	❍	❍	❍
Advertising in mainstream media	❍	❍	❍	❍	❍	❍	❍
News coverage in governing publications	❍	❍	❍	❍	❍	❍	❍
Advertising in governing publications	❍	❍	❍	❍	❍	❍	❍
Exhibiting/speaking at government conventions (e.g. ICMA or National League of Cities)	❍	❍	❍	❍	❍	❍	❍
Direct mail to elected leaders	❍	❍	❍	❍	❍	❍	❍
Web-based techniques such as lists, Web site announcements, etc.	❍	❍	❍	❍	❍	❍	❍

24. Why do you believe your top choice is the best approach? Are there other approaches you would recommend?

25. How likely is it that state library staff would use findings from the Public Library Funding & Technology Access Study for the following purposes? *(1=Currently Using; 4=Not Likely)*

	1	2	3	4	5	6	7
Assist with developing testimony for state or local governing hearings	❍	❍	❍	❍	❍	❍	❍
Assist with setting budget priorities for public library technology initiatives	❍	❍	❍	❍	❍	❍	❍
Assist with library development training	❍	❍	❍	❍	❍	❍	❍
Assist with message development around public library technology concerns	❍	❍	❍	❍	❍	❍	❍
Assist with media around public library technology concerns As-needed reference resource	❍	❍	❍	❍	❍	❍	❍

26. How could the research team best leverage data from the Public Library Funding & Technology Access Study to improve public awareness and funding for libraries in your state? Please check all that apply.

- ❍ Web portal that allows local libraries to produce custom reports with study data
- ❍ Web portal with continuing education modules on how to use the data
- ❍ Template(s) for media materials
- ❍ Template(s) for marketing materials (i.e. bookmarks, fliers, brochures)
- ❍ Template(s) for budget presentations
- ❍ On-site state or regional training sessions on how best to use and analyze the data
- ❍ Toolkit with study, presentation and templates

Are there other approach(es) you would recommend?

Other

27. If you have additional information about the state of funding, technology deployment and use, and advocacy related to public libraries in your state that you think is important for us to know, please share that information here.

Contact Information

28. Please enter your contact information.

Name:
State:
Email Address:
Phone Number:

Thank you!

Thank you again for your support of and participation in the largest and longest-running study of computers and the Internet in U.S. public libraries. The "30,000-foot" state library perspective greatly adds to our data from the local library level and helps provide a more complete picture of the context public libraries work within to provide public access technology to communities nationwide.

Over the years, the ALA and others have used study findings to inform the debates regarding support for the E-rate, public access to the Internet in libraries, and other initiatives through testimony and advocacy efforts on behalf of libraries. In fact, last year's findings were immediately used in September 2008 congressional testimony provided by Margaret Conroy and Mary Claire Zales.

The study team also is committed to raising awareness of these findings through national media outreach and development of supporting materials like issues briefs. The first of these—highlighting data related to Internet connectivity—is available here. Based on feedback from COSLA members and state library associations, similar short reports are in progress now focusing on how public library technology supports education, e-government and job seeking. Please visit the study Web site for access to past reports, media materials and additional resources.

We welcome your thoughts and suggestions regarding topics of greatest interest or demand for your state. Please contact Larra Clark at lclark@ala.org or 800-545-2433 x2129 with comments or questions.

Thank you!

APPENDIX C

MAY 2009 FOLLOW–UP QUESTIONNAIRE TO CHIEF OFFICERS OF STATE LIBRARY AGENCIES

Thank you for responding to these brief follow-up questions to the December 2008 questionnaire to the Chief Officers of State Library Agencies, which is part of the Public Library Funding & Technology Access Study, www.ala.org/plinternetfunding. Please complete the questions before **Friday, May 15, 2009**. If you have questions about this questionnaire, please contact Larra Clark at lclark@ala.org or 800-545-2433 x2129.

1. Please select the statement that best describes the level of state support for public libraries in FY2009 (as compared with FY2008).

- ❍ State funding for public libraries has increased (go to question 2)
- ❍ State funding for public libraries has decreased (go to question 3)
- ❍ There was no change between FY2008 and FY2009 (got to question 4)
- ❍ There is no state aid to public libraries in my state (go to question 6)

2. Increased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

3. Decreased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

4. Have you experienced a decline in state funding for public libraries within FY2009 AFTER your budget was approved (e.g., midyear cut or loss of state revenue based on a formula)?

- ❍ No, there has been no funding decline since the FY2009 budget was approved.
- ❍ Yes, state funding for public libraries has declined (go to question 5)

5. Decreased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

6. Have state library programs or staff that support public libraries been impacted (positively or negatively) in FY2009 (e.g. special funding for training librarians in job-related resources or library development position cut) as a result of changes in state funding for the state library?

- ❍ Yes,the state library has been impacted in its ability to support public libraries within FY2009. (go to question 7)
- ❍ No, there has been no change in state library programs or staffing to support public libraries.

7. Please provide brief information on the change(s) that have occurred at the state library in FY2009 that impact your ability to support public libraries.

8. Have state library programs or staff that support public libraries been impacted by changes in federal funding (LSTA) in FY2009?

- ❍ Yes, the state library has been impacted by changes in LSTA in FY2009. (go to question 9)
- ❍ No, there has been no change in state library programs or staffing to support public libraries.

9. Please provide brief information on the change(s) that have occurred at the state library in FY2009 that impact your ability to support public libraries.

10. Is there anything else you would like to share at this time related to public library funding or technology access in your state?

11. Please provide the following contact information:

Name:
State:
Email:
Phone Number:

APPENDIX D

Focus Group Questions/Script

Expenditures and Fiscal Planning

One of the thorny questions we're trying to better understand has to do with the ways libraries fund technology access. We're hoping you can help us better understand how you fund and sustain technology access. We'd like to start talking generally, then talk specifically about any impacts you may have felt as a result of the overall economic downturn.

1. How do you currently pay for the various aspects of IT? By this, I mean do you use different funding sources for different aspects of your technology—such as hardware, telecom, licensed resources and IT staff? Do you use capital funding for any technology improvements or E-rate for telecom?

   PROBE: Do you have funding for technology earmarked in your budget? For materials budget? If no, why not? If yes, what would you estimate are the percentages dedicated to each? Has there been any shifting of resources from one type of expenditure to another over the past three years?

   PROBE: We also heard from many libraries that non-tax sources like fees, fines, donations and grants provided significant funding for overall operating and specific technology-related expenditures. Do you rely on non-tax dollars to fund technology expenses? What percentage would you estimate (10, 25, 50%)?

2. What barriers, if any, do you face in raising funds to support the library and its technology access?

3. On the flip side, please describe how you've overcome barriers. What successes have you had in identifying, securing and sustaining local funds—either from local government or private sources—for technology?

4. What do you believe are the most critical elements of success in fundraising to support technology access?

Now, specifically related to the economic downturn over the past 12 months:

5. Has library funding in FY08 or FY09 been impacted by the downturn? How? What has the library done as a result—particularly as it relates to technology (i.e. put off replacing computers, cutting Internet services, lay off staff, cutting hours)?

Meeting Patron Technology Needs for Internet Services

Now we'd like to ask a few questions about the Internet services and training your library offers its community.

6. In the study's survey, we ask about public Internet services that are critical to the role of the library. Providing education resources and databases for K–12 students was the top response. Can you tell us a little about how the library uses technology to support students?

7. Two other top Internet services critical to the library's role are providing services to job seekers and providing access to government information. How does your library help with job seeking and e-government?

   PROBE: Are there additional things you'd like to do if you had the resources?

8. We have heard that patrons bring peripherals like USB drives, MP3s and digital cameras to the library and may want to burn CDs or use recreational gaming consoles or software. Do your libraries support (or tolerate) these patron uses? Why/why not?

   PROBE: Do you have library policies that restrict any of these uses? If yes, how did these policies evolve?

   PROBE: What about social networking? Online continuing education?

9. Does your library offer formal technology training for patrons? What is the most popular training for patrons that is offered? Have you added or dropped any training over the past 12 months based on patron demand?

   PROBE: In the survey, libraries reported the most significant impact of technology training for patrons was improving information literacy skills. Is this the case in your libraries? What does this training entail (i.e. teaching computers users how to search online or how to evaluate online information or how to use a mouse)?

   PROBE: In what other ways, formal or informal, do library staff members assist patrons in using library computers and/or Internet services?

10. Do you receive requests for Internet-based services the library doesn't provide? What are some examples? How do you manage these requests?

11. Can you give an example from your community about how library technology made a difference in someone's life?

Sustaining access

We know there are many factors involved in sustaining access to technology—including funding, staffing, adequate physical space and available bandwidth. We'd like to ask a few questions related to these infrastructural issues.

12. We know from the survey data that bandwidth at libraries is staying about the same, and many libraries are running out of space for new technology. Is this true for your library, and, if so, how are you managing these limitations?

    PROBE: Is the library involved with any resource sharing or consortia around technology at the local, state or regional level? Can you give me an example of how this helps the library improve its technology access for patrons?

13. What is the minimum level of public access you need to meet patron demand—including number of computers, access speeds, services available? Can the library meet this minimum level of access at all times?

14. How do you manage and prioritize the various aspects of planning for, managing and daily troubleshooting of technology?

    PROBE: Does your library have a technology plan? Who is involved in developing the plan? What about a hardware replacement plan? Are you able to stay current on these plans? Why or why not?

PROBE: Do you have dedicated IT staff at your library? Who (else) provides technical assistance to the library (e.g. outside vendor, system-level or consortia staff, state library staff, volunteers)? Is this IT support adequate to meet your library's needs?

How do you anticipate and keep up with what's next . . . what's coming in technology?

15. What are the two or three biggest challenges you face in staffing technology? For instance:
    - Providing training to library patrons
    - Troubleshooting hardware/software/network issues
    - Managing the network and network equipment
    - Hiring staff with technology skills
    - Offering or scheduling staff training on new Internet content and resources
    - Marketing or outreach around technology offerings, including online databases
    - Not enough staff overall
    - Other . . .

PROBE: Have you found any strategies that have worked to improve staff skills or comfort with technology (Charlotte-Mecklenburg's Web 2.0 training, for example)? Can you share an example?

16. Are you considering adding new applications or technology services in the coming year? If yes, what services are you looking to add? If no, why not?

Advocating Support for IT Services

From information libraries provided in the ALA/FSU Internet study, we know that many libraries have been flat funded for several years—which ultimately means less buying power for the library over time. We also know libraries continue to be asked to do more with the same flat funds. We'd like to get a better understanding of what your local "climate" is like, and what opportunities or partnerships you may have found to increase the library's capacity.

17. Do library users, trustees and/or Friends speak out/advocate in support of funding for library IT, Internet connectivity, and other Internet-based resources and services? If yes, how? If no, why not, do you think?

18. What feedback or impressions do you get from funding decisionmakers in your community about perceptions of libraries and their technology (i.e. positive, negative, neutral, lack of awareness)?

19. Do you or others on your staff or board have memberships or represent the library in community organizations (i.e. Chamber of Commerce, Rotary or government taskforce or committee)? If no, why not? If yes, has this benefited the library?

20. What do you believe is the greatest value of the library and its technology access to your community? How do you communicate this value to decisionmakers?

PROBE: Do you collect feedback/stories about how technology-based services make a difference for people in your community? Do you quantify the value of the technology services offered by your library? If so, how?

Conclusion

21. If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?

22. Do you have any other thoughts/comments about your library's needs, public libraries in general and what would be needed to meet them?

APPENDIX E
Site Visit Questions

Library staff

- What has been your most rewarding experience working with technology and your patrons? Most challenging? Has this changed over the last three years? How?
- How do you add to your technology skills and knowledge? Have you had any formal (or informal) technology training in the past 12 months? What was it? Who conducted it? How many staff were in the training? How useful was it?
- Do you use online learning or peer communities? What has been your experience?
- On a scale of one to five, please tell me how comfortable you are meeting patron technology needs (one being able to help a patron establish an email account, three being able to help download or upload files and five being able to troubleshoot hardware or use Web 2.0)? What would be most helpful in making you feel better equipped or more comfortable to help meet patron technology needs?
- How often is it the case (daily, weekly, monthly) that you have one or more computers unavailable to the public because it's broken or the network is down? What is the process for getting it fixed and how long does that usually take? Who is responsible for getting up and running?
- If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?

Library Trustee

- What do you see as your role in supporting the library and its technology services? Do you believe your view is shared by others on the board? How so?
- How would you describe the library's fiscal status—well-funded and supported, average or OK, or underfunded and undersupported? Why do you believe this is the case? How could the situation be improved?
- What has the library board done to increase support (financial or non-monetary) for the library?
- Who do you see as the library's key partners and advocates in the community (Friends, City Council, community service organization, school administrators)? How do you and other trustees interface with these groups?
- What do you believe are the most valued technology-based services or resources the library provides your community? Do you believe the rest of the board shares your opinion? What about others in the community?
- When you became a library board member, did you receive any orientation, training or a handbook about your rights and responsibilities? Was this helpful? In what regard?
- If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?

Library User

- How often do you use the library's computers? (prompts: first time, once/twice a week?)
- Do you ever have to wait for a computer? (prompts: yes/no; more/less than 15 minutes)
- What do you use them for? (prompts: schoolwork, job-related, gaming, emailing, government, etc.)
- Do you have a computer/Internet at home? Work? School? Do you use computers anywhere else (prompts: laptop in coffee shops, community center, etc.)?
- Why do you use the computers at the library? (prompts: no computer/only access point, faster, convenient?)
- Do you know if the library offers computer classes? Have you taken any at the library? If yes, which one and how satisfied were you with the class? If no, why not?
- How would you rank your computer experience at the library (prompts: excellent/good/fair/poor)? How could the library best improve its technology services (prompts: more computers, faster computers, more software, training, wireless, gaming)?
- How has access to the library's computer and Internet services helped you?

APPENDIX F

Indiana Focus Group and Site Visit Participants

Focus Group Participants

Carmel Clay Public Library
Hancock County Public Library
Indianapolis-Marion County Public Library
Johnson County Public Library
Knox County Public Library
Oakland City-Columbia Township Public Library
Plainfield-Guilford Township Public Library
Sullivan County Public Library
Washington Carnegie Public Library

Site Visit Locations

Batesville Public Library
Gary Public Library (no trustee)
Plainfield-Guilford Township Public Library
Lake County Public Library (no trustee)
Lawrenceburg Public Library
Morgan County Public Library–Martinsville
Nappanee Public Library
St. Joseph County Public Library
Vigo County Public Library
Washington Carnegie Public Library (no trustee)

APPENDIX G

Wisconsin Focus Group and Site Visit Participants

Focus Group Participants

Colby Public Library
Crandon Public Library
Cross Plains Library
Frances L. Simek Memorial Library (Medford)
Loyal Public Library
Madison Public Library
Middleton Public Library
Plain Public Library
Prairie du Sac Library
Sun Prairie Public Library
T.B. Scott Library (Merrill)
Thorp Public Library
Tomahawk Public Library
Verona Public Library
Withee Public Library
McMillan Memorial Library (Wisconsin Rapids)

Site Visit Locations

Hedburg Public Library (Janesville)
Kaukauna Public Library
Madison Public Library–Sequoya branch
Marathon Public Library–Central Library
Menasha Public Library
Scandinavia Public Library

REPORT CONTRIBUTORS

American Library Association

Denise M. Davis

Denise M. Davis, director of the ALA Office for Research and Statistics, is overall project coordinator for the *Public Library Funding and Technology Access* study. Ms. Davis has managed multi-year research projects including the ALA annual librarian salary survey and an ongoing multi-part demographics study of ALA membership. Several other research initiatives are underway within this office, and additional information on those activities can be found at http://www.ala.org/ala/ors.

Larra Clark

Larra Clark is project manager for the ALA Office for Research and Statistics. She joined the office in late January 2007 after working more than six years in the ALA Public Information Office as the manager of media relations. Ms. Clark completed her Master's in Library Science at the University of Illinois at Urbana–Champaign in December 2006. Previously, she worked in nonprofit public affairs, media relations and print journalism in Chicago and Arizona for more than ten years.

R. Norman Rose

R. Norman Rose is Program Officer for the ALA Office for Research and Statistics. He has been with the Office since January 2008. Mr. Rose studied Public Administration at New York University, and has previously worked in program management and program analysis for nonprofits and the City of New York.

Emily Sterk

Emily Sterk is the Administrative Assistant for the ALA Office for Research and Statistics. She began with the office in December of 2008. Ms. Sterk studied Scientific and Technical Communication at Michigan Technological University. Prior to joining the ALA she served as a United States Peace Corps Volunteer in Zambia.

Center for Library & Information Innovation, University of Maryland

John Carlo Bertot

John Carlo Bertot was Professor of Information Studies and Director of the Center for Library & Information Innovation at the College of Information Studies, University of Maryland during this research period. His research spans library technology planning and evaluation, information and telecommunications

policy, and E-Government. He has conducted a range of research broadly related to planning and evaluation of networked services funded by the U.S. Institute for Museum and Library Services, the American Library Association, and the Bill and Melinda Gates Foundation. His publications focus on topics related to demonstrating the value of library services, E-Government, and telecommunications policy. More information regarding Bertot is available at http://terpconnect.umd.edu/~jbertot.

Information Institute, Florida State University

Charles R. McClure

Charles R. McClure, Ph.D., is the Francis Eppes Professor of Information Studies and Director of the Information Institute at Florida State University. Prior to his current position, he was a distinguished professor at the School of Information Studies, Syracuse University. McClure is the founder and, with John Carlo Bertot, has conducted the U.S. survey of public libraries and the Internet since 1994. He has written extensively on topics related to the planning and evaluation of information services, federal information policy and information resources management. Most recently, he co-authored *Public Libraries and Internet Service Roles: Measuring and Maximizing Internet Services* (ALA, 2008). www.ii.fsu.edu/~cmcclure.

Elise Jensen

Elise Jensen is a Graduate Research Associate at the Information Use Management and Policy Institute. At present, she is a doctoral student at the College of Criminology and Criminal Justice at FSU, and is experienced in survey research and data analysis for large-scale research projects. Her research interests focus on the relationship between neighborhood characteristics and juvenile delinquency.

Susan Thomas

Susan Thomas has a Master's in Library Science and has sixteen years of work experience with Florida State University. At the Information Use Management and Policy Institute she has been responsible for development and submission of research proposals, management of Institute contracts and budgets, coordination of research projects, and management of project deadlines, deliverables and invoicing. She has taken a leading role in the planning, preparation and processes of the PL Internet survey mail out, and responding to and tracking of questions via phone and email. She also assists with report compilation and editing.

Carla B. Wright

Carla B. Wright is a Graduate Research Associate as well as Survey Manager at the Information Use Management and Policy Institute. She is a Ph.D. candidate at the College of Criminology and Criminal Justice at FSU, and has several years of data analysis and survey administration experience through her positions as both a Graduate Research Assistant and Project Manager at FSU. Her research interests include homicide and female criminal victimization. She has presented her research at several national conferences, been a contributing author on publications and research monographs, and serves as a manuscript reviewer for peer-reviewed journals.

Consultants

Peggy Barber

Peggy Barber is co-founder and partner of Library Communication Strategies, a consulting firm for libraries. She was formerly Associate Executive Director for Communication for the American Library Association (ALA), where she established the ALA Public Information Office, Public Programs Office and the ALA Graphics program, including the widely known "READ" poster series. She has chaired the National Coalition for Literacy and is currently president of the Association of Library Trustees, Advocates, Friends and Foundations—a new division of ALA. She served as coordinator for the Orange County Cooperative Library System and as a reference librarian for the Bay Area Reference Center, San Francisco Public Library, before joining ALA. http://www.librarycomm.com.

Linda K. Wallace

Linda Wallace is co-founder and partner of Library Communication Strategies. She was formerly director of the ALA Public Information Office, where she developed and implemented creative strategies for National Library Week, Library Card Sign-Up Month, Teen Read Week and other public awareness campaigns. Wallace is the author of *Libraries, Mission and Marketing: Writing Mission Statements That Work* published by ALA Editions (2004), and has written and edited many other ALA publications. A journalism graduate of Ohio University (Athens), Wallace worked as a newspaper reporter before becoming community relations coordinator for the Mideastern Michigan Library Cooperative. http://www.librarycomm.com.

INDEX

revised April 14, 2010

Discussions of urban, suburban, or rural libraries in the summary sections are indexed. Additional data for all types of metropolitan status can be found in the data tables.
Page numbers in bold indicate definitions.

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

T