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GAZINE OF THE AMERICAN LIBRARY ASSOCIATION



Public Library
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2009–2010

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Anne Arthur, MLS
Manager, ILS Product Management
SirsiDynix staff since 1987

You may not know Anne Arthur personally, but, if you've used a SirsiDynix product you've likely felt her influence. No, she's not an engineer. Anne is the librarian behind the library solution products and, thus, the unofficial head of the SirsiDynix Symphony development team.

Anne began working at the St. Louis County Library when she was in high school - an experience she describes as "life-changing." Now she's on the other side of the table, creating the solutions that make libraries run better.

"Our biggest focus is on what the people in the libraries want. We do a lot of listening so we can create that perfect solution. We want them to love it. We want them to use it. It's exciting."



SirsiDynix librarians like Anne, alongside a team of highly talented engineers, are listening to libraries and constantly tweaking their approach to library technology to better meet the evolving needs of today's library users. As active members of the library industry, they continually seek out what works, what's needed and what the next thing is so that libraries can continue to serve their vital role as resources to their communities.



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Numbers Speak Volumes

Study findings inform planning, advocacy

Anyone who has prepared for a budget meeting, written a grant application or provided testimony or comments to the legislature knows that numbers can speak volumes. If I am seeking new or sustained funding for public access computers in libraries, it helps to know how many I have now and how many libraries in the state report they do not have enough computers to meet patron demand. If I am testifying to the role of libraries as anchor institutions in their communities, I need to be able to describe how many communities rely on their public libraries as their sole source of public Internet access and what is the current state of connectivity.

Fortunately, I have a reliable source for this information in the Public Library Funding & Technology Access Study. Over the years, the American Library Association, state library agencies and others have used the findings to inform debates regarding public access to the Internet in libraries, support for the E-rate and LSTA, and other initiatives through Con-

If I am seeking new or sustained funding for public access computers in libraries, it helps to know how many I have now.

gressional testimony and advocacy efforts on behalf of libraries. The data and its findings has been particularly critical in applying for Broadband Technology Opportunity Program (BTOP) funding and advocating for the role of public libraries within the national broadband plan.

For all of these reasons, members of the Chief Officers of State Library Agencies (COSLA) coordinate with the study's research team and encourage our public libraries to participate in this—and other—studies that provide reliable, concrete information we can use to advocate, benchmark and plan for the future. We know survey fatigue can set in, and I would like to thank again all of the library staff members that gave their time and attention to this important research effort.

I encourage everyone to spend some time with this report. In ad-

dition to helping create an accurate picture of technology in our public libraries, the data can help you plan or improve technology services, assess broadband needs and report progress and challenges to funders and the media. How does your local public library compare to national and state averages?

Libraries are not the only agencies vying for local, state and federal dollars to provide public Internet access. The competition for resources is fierce, and the stakes are high. Good data is one of the best advocacy tools we have.

Thanks to the ALA and the Center for Library and Information Innovation at the University of Maryland for their work in creating this report and to the Bill & Melinda Gates Foundation and ALA for underwriting it.

*Susan McVey
President, Chief Officers of State
Library Agencies (COSLA)*

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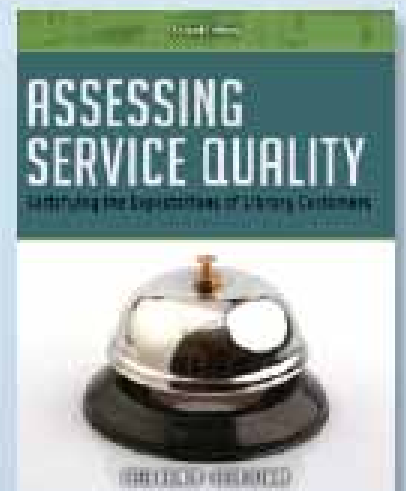
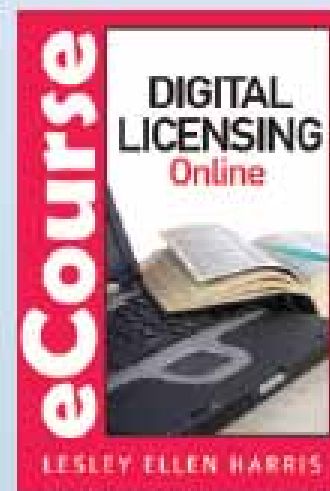
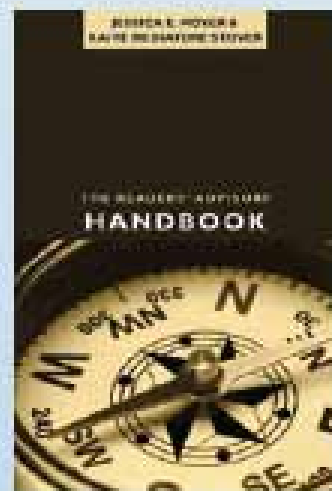
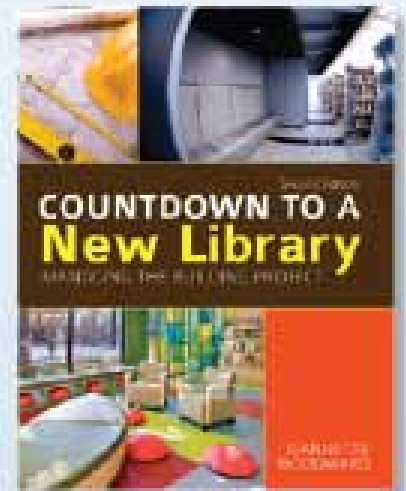
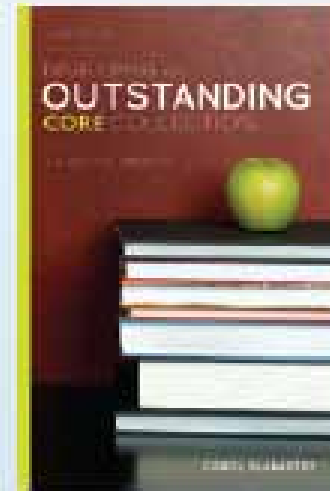
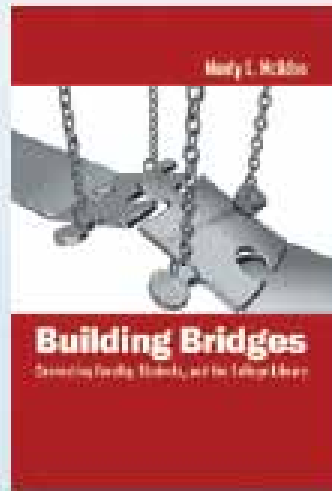
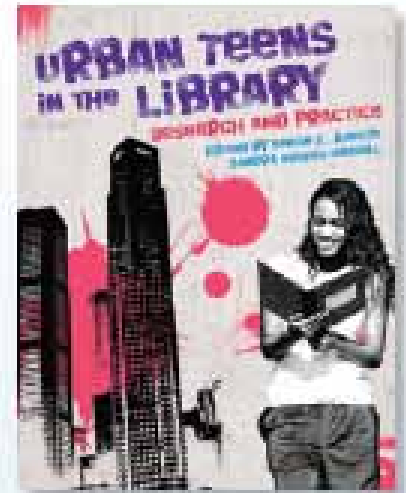
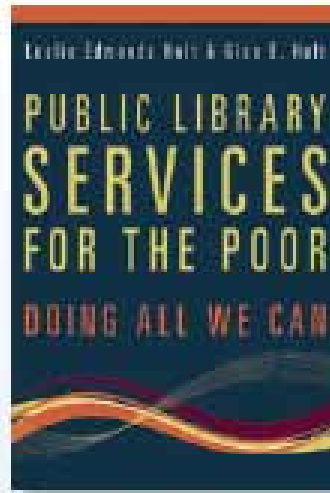
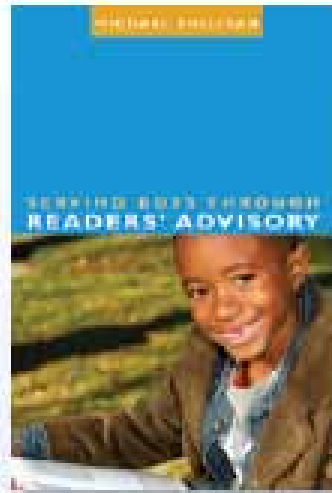


Libraries are not the only agencies vying for

local, state and federal dollars to provide public Internet access. The competition for resources is fierce, and the stakes are high.

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PUBLIC LIBRARY FUNDING & TECHNOLOGY ACCESS STUDY 2009–2010

EXECUTIVE SUMMARY

Libraries are the most frequent sites of broadband access outside the home. As employers and government agencies automate services online, public libraries play an even more important role in ensuring access to the Internet, as well as training and support in using these resources."

—John B. Horrigan, Ph.D.,
Federal Communications Commission

76% of public libraries report patron use of library computers increased in 2009.

Virtually every U.S. public library provides public access to computers and the Internet, and two-thirds of libraries report that they are the *only* free public connection point in their communities for these services, according to the 2009-2010 *Public Library Funding & Technology Access Study*. In the grip of one of the most severe recessions since the Great Depression, more Americans are turning to their libraries not only for free access to books, CDs and DVDs, but also for a lifeline to technology training and online resources for employment, continuing education and e-government.

The 2009-2010 Study, conducted by the American Library Association (ALA) Office for Research & Statistics and the Center for Library and Information Innovation at the University of Maryland, builds on and continues the largest study of Internet connectivity in public libraries begun in 1994. Study findings provide a “state of the library” report on the technology resources brokered by our libraries and the funding that enables free public access to these resources:

- Libraries report a greater number of Internet computers available to the public — 14.2 on average per library branch (up from 11 one year ago).

- The vast majority (82 percent) of libraries provide Wi-Fi access.

- Close to one-quarter of all libraries improved Internet connection speeds last year, often aided by E-Rate discounts.

- Public computer and Wi-Fi use increased last year for more than 70 percent of all libraries.

- Eighty-eight percent of libraries provide free access to job databases and other job opportunity resources.

- One in five libraries (21 per-

cent) is partnering with other agencies to provide e-government services.

Clearly, public libraries continue to

play a significant role in providing public access computing resources and services to their communities — a role that increases in importance as the nation addresses difficult economic times.

In fundamental ways, libraries continue to do what they always have done — connect people to the information they want and need to succeed. Libraries have actively adapted to their new role as the “one-stop shop” in the digital world by serving as job and career centers and satellite offices for e-government services while continuing to support learners at all stages of their life.

However, a snowballing of funding cuts at the city, county and state levels endanger community use of the public library when it is most in demand. Just under 15 percent of libraries (up from 4.5 percent last year) report that they decreased their operating hours in the past year — literally locking away many of the technology investments made by taxpayers, private foundations and individual donors. Thirteen state libraries report that they are aware of public library closures due to budgetary reasons within their states in the previous 12 months. This is a meaningful indicator of an upward trend. Based on news reports from Boston to Los Angeles since the fall 2009 surveys were administered, further reductions in library hours and closures in more locations seem likely.

Few institutions are charged with serving people of all ages and backgrounds in ways that stretch from early childhood education to public

programs to social networking to homework help. With more than 16,600 locations throughout the country, libraries provide and complement a range of social services, as well as encourage a love of reading and discovery that is the foundation of the public library.

Libraries Aid Job Seekers

Perhaps the most critical of these social services during the past 18 months has been libraries’ expanding support for job and career services. At a minimum, patrons need access to workstations and an Internet connection to apply for jobs, but this also requires basic computer skills, both information technology and Internet literacy to successfully navigate and use online information, and access to educational resources to meet employment requirements.

“Beginning computer skills are especially important for dislocated workers,” said Brian Clark, operations director for the Nashville Career Advance Center. “Having computer skills won’t necessarily get a person the job, but it means the door won’t be slammed in their face [before they can start the application process].”

This theme was repeated time and again during interviews conducted with public library directors and staff in Tennessee and Arizona this winter.

67% of public libraries are the only provider of free public access to computers and the Internet in their communities.

From establishing the first e-mail account to continuing education, residents are turning to their public libraries to begin or continue building the digital literacy skills needed to find work, file for unemployment and take advantage of an increasing number of online-only opportunities.

Forty percent of library computer users (an estimated 30 million peo-



York County (S.C.) Public Library.

E-Government Support Grows

Another vital service area is ensuring access to government information and services — from tax forms to unemployment benefits to Medicare information. Jumping 27 percent from last year, 88 percent of libraries report this is either important or the most important Internet service they offer to the library community.

Libraries find that their involvement in government services is both increasing and changing in nature. Rather than simply serving as a distributor of government information and forms, public libraries are solving patrons' problems with understanding government agency programs. Continuing a trend noted in 2007, more libraries report they support a range of e-government services:

- Eighty-nine percent offer as-needed assistance to patrons for understanding how to access and use e-government websites.
- Seventy-nine percent provide assistance to patrons applying for and accessing e-government services, up 23 percent from last year.
- Two-thirds of public libraries provide assistance to patrons completing government forms.
- One in five libraries partners with other local, state or federal agencies to provide e-government services, up from 13.4 percent just one year ago.

Increasingly government agencies refer individuals specifically to their local public libraries for assistance and access to the Internet for citizen-government interactions, but often fail to provide support to libraries in meeting this service need.

“To get any kind of government form now you have to go online. There’s a real segment of society

ple) used library resources to help address career and employment needs in the last 12 months.¹

“More people are asking about computer classes, so they can learn skills for the new jobs they were searching for at the library. We have a lot of people that have been laid off, or their business closed after 20 years, and they haven’t had computer experience over the past 20 years,” said one suburban Arizona library director.

Nearly 90 percent of all public libraries offer formal or informal technology training to library patrons — encompassing classes, one-on-one scheduled appointments, online tutorials and point-of-use assistance. Classes range from basic computer and Internet skills to software use to social networking skills. The number of libraries that report offering classes in online job-seeking and career-related information grew 15 percent nationwide.

Libraries also purchase and provide free access to specialized jobs and career databases and software that would otherwise be cost-pro-

hibitive for most individuals:

- Eighty-eight percent provide access to job databases and other job opportunity resources.

- Seventy-five percent provide access to civil service examination materials, a figure that increases to 86 percent in urban libraries.

- Sixty-nine percent of reporting libraries provide software and other resources to assist patrons in creating résumés and employment material, a figure that increases to 81 percent in urban libraries.

Beyond the provision of free access, two-thirds of libraries report that their staffs help patrons complete job applications. Libraries also collaborate with outside agencies or individuals to help patrons complete online job applications, and develop business plans and other materials to start businesses.

67% of libraries report staff members helped patrons in completing online job applications in the past year

that I think is kind of getting lost in all the technology. Libraries are providing that service for those people. And we're really about the only place they can get computer access," a rural Tennessee library director said. A March 2010 Federal Communications Commission-funded study echoed this concern. "The shift to online [government] services represents a huge challenge for many social service recipients, and it disproportionately affects people at the low end of the socio-economic ladder. Those who require social service support the most are consistently the least likely to be able to afford either a working computer or home access and the most likely to need help accomplishing tasks online."²

Funding Tightens

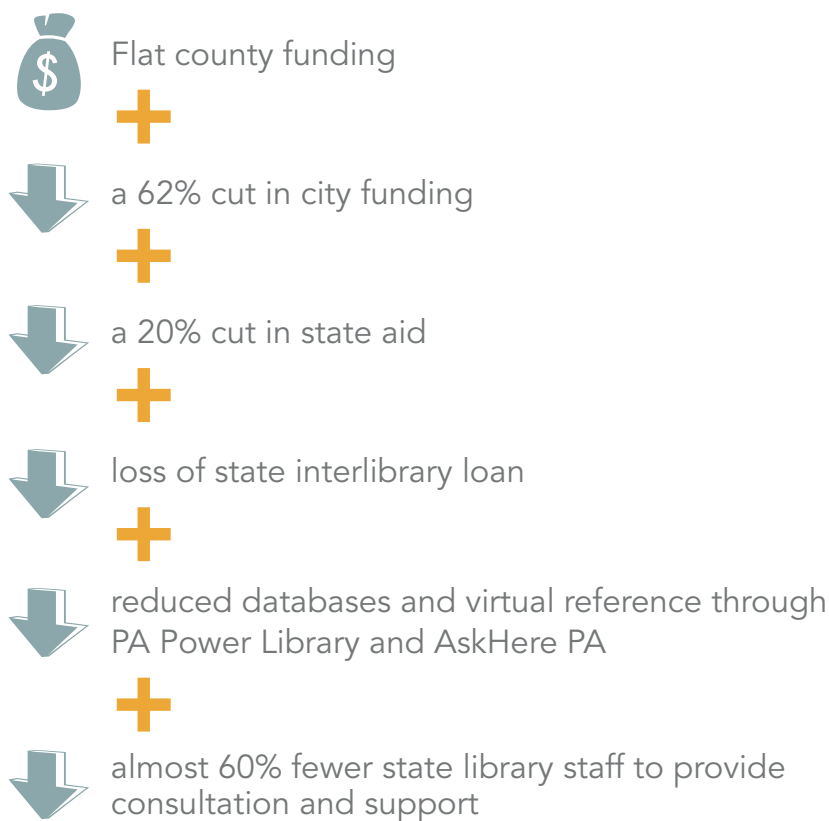
The economic downturn that began in December 2007 has had an impact on public institutions, among them libraries. Flat funding has been a decade-long obstacle — perhaps a chronic problem — for many libraries.³ The continued erosion of local and state tax bases in nearly every community, resulting in large part from high rates of unemployment (reduced income tax), the troubled housing market (decreased property tax) and declines in sales tax receipts, has seriously affected 45 states and the District of Columbia.⁴

More libraries reported declines in fiscal years 2009 and 2010, and anticipate continued reductions in FY2011:

- A majority (56.4 percent) of public libraries report flat or decreased operating budgets in FY2010, up from just over 40 percent in FY2009.

- Nearly 27 percent overall anticipated requests for further reductions in the current operating budget (FY2010), with more urban libraries (54.6 percent) anticipating operating budget decreases than suburban (41.6 percent) and rural libraries (26.5 percent).

FIGURE A-1: BUDGET IMPACTS FOR ONE PENNSYLVANIA LIBRARY



- Staff salary/benefits expenditures dropped 43.3 percent in FY2010 from FY2009, and collection expenditures fell 47.5 percent.

- More urban libraries (54.6 percent) anticipate operating budget decreases during the current fiscal year, followed by suburban (41.6 percent) and rural libraries (26.5 percent).

Although fewer libraries report detail for technology-related expenditures, very modest improvements were evident in FY2010 from FY2009. One way that libraries are protecting these services is by leveraging connectivity discount programs — more urban libraries (66.9 percent this year compared with 54.9 percent last year) reporting applying for E-rate discounts in FY2010 than in FY2009.

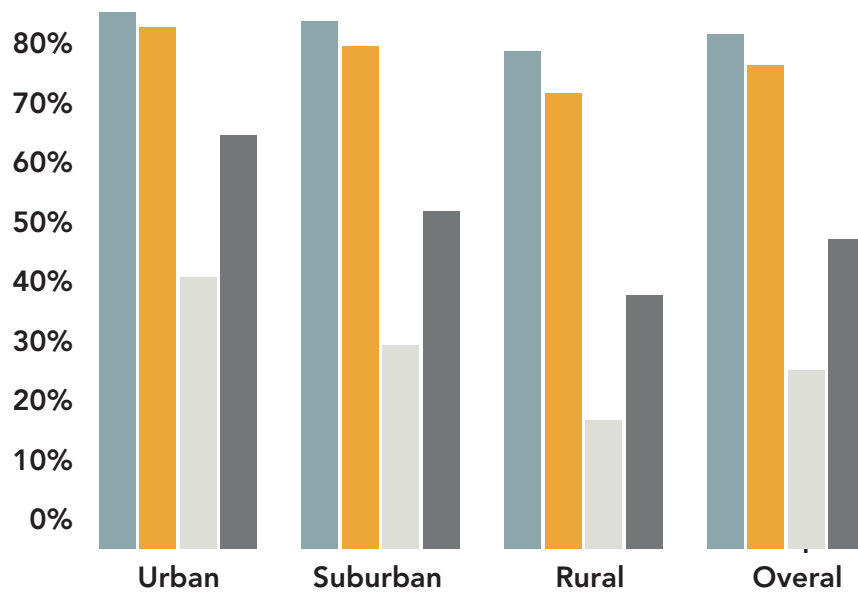
Another funding complexity affecting public libraries are reductions in state support. In a November 2009 survey of Chief Officers of State Library Agencies (COSLA) 24 states reported cuts in state funding for public libraries between FY2009 and

FY2010. Of these, nearly half indicated the cuts were greater than 11 percent — almost four times the number that reported this was the case in the previous fiscal year — and 11 states reported level funding between FY2009 and FY2010. Only three states (North Dakota, New Mexico and Texas) reported an increase in funding in the November 2009 survey.

For many states, FY2010 budget cuts come in addition to the state funding cuts made between FY2008 and FY2009. Georgia, for instance, has experienced state funding reductions greater than 7 percent each year for the past three fiscal years.

Combined with declining funding to public libraries are reductions to state library budgets — nearly three-quarters of state libraries report decreased budgets that directly impact their ability to support public libraries. Impacts include lost staff to provide consultation and continuing education; reduced state expenditures for collections, subscriptions,

FIGURE A-2: INCREASED USE OF TECHNOLOGY RESOURCES ACROSS METROPOLITAN STATUS



- Use of workstations increased since last fiscal year
- Use of wireless internet access has increased since last fiscal year
- Use of patron technology training classes has increased since last fiscal year
- Use of electronic resources has increased since last fiscal year

databases, and new or replacement equipment; and the elimination of reciprocal borrowing.

Together, these data provide evidence of a cumulative reduction in support for many local libraries as they face lost revenue at the local and state levels. These reductions are exacerbated by significant reductions in the state library infrastructure that provides support for everything from summer reading programs to shared electronic resources, to program development and continuing education (Figure A-1). These losses also threaten to trigger cuts in federal support due to a 34 percent required match to the Library Services and Technology Act (LSTA) federal allotment.⁵

Urban Libraries Under Pressure

While libraries of all sizes are responding to increased public de-

mand in a more financially constrained economic environment, in 2009 urban public libraries reported patron technology use is up dramatically in all areas, demand frequently outpaces library resources, and budget reductions cut deeper than those experienced by their suburban and rural counterparts. Six percent of U.S. public libraries serve almost 60 percent of the population and make up nearly 60 percent of total library expenditures, [exaggerating the public impact](#) of these recession-induced pressures on urban libraries.

With traditionally larger expenditures, buildings and staff, urban libraries, on average, are able to offer more robust technology resources and services than their rural and many suburban counterparts. For example:

- Urban libraries average 25.4 public Internet computers (com-

pared with 14.2 nationally).

- Close to 88 percent of urban libraries provide free Wi-Fi access.
- One-third of urban libraries increased their Internet connection speeds last year, and 37 percent offer connection speeds greater than 10 Mbps.
- Fifty-nine percent offer formal technology classes, as well as informal technology support and online training material.
- More than 90 percent of urban libraries offer licensed databases (98%), homework help (94 percent) and audio content (91 percent).
- Just under 32 percent have at least one staff member with significant knowledge of e-government services.

■ Thirty-three percent collaborate with outside agencies to help patrons complete online job applications.

At the same time, however, they struggle to meet the demand for these services:

■ Nearly one-quarter (23.7 percent, up from 7.4 percent last year) of urban libraries report having reduced their operating hours over the past 12 months, about 10 percent higher than the national average for all libraries.

■ 40 percent report there are consistently fewer public Internet computers than patrons who wish to use them throughout a typical day. Another 47 percent report this is an intermittent issue at different times of the day.

■ More than half (52.2) report that connection speed is inadequate some or all the time. More now have wireless and desktops on the same connection without bandwidth management techniques (41.6 percent, compared with 31.5 percent last year).

More than 66 percent of urban libraries report decreased operating budgets since last year, with most reporting substantial decreases greater

than 6 percent (30.4 percent, compared with 7.4 percent last year). Another 11 percent report flat operating budgets. The net effect of these reductions is a sizeable drop in urban library operating budgets overall, with few able to keep pace with inflation. Urban libraries reported a cumulative decline of more than \$5.2 million in operating expenditures in FY2010 from FY2009, driven largely by declines in donations/local fundraising and private foundation grants.

Nashville Public Library has seen cuts in its operating budget almost every year since FY2004, with a resulting decline of 17 percent in hours of service between FY2004 and FY2009. “Since adding the new Main library and the five Area libraries, we have more square footage and fewer staff. To accomplish this and still offer good customer service, we have had to think creatively and use technology very heavily. We could no longer function without things like self-check and self-service holds,” said a library staff person.

Unfortunately, the trend does not appear to be improving as libraries plan for FY2011; 43.2 percent of urban libraries anticipated *additional* cuts before the end of FY2010. Seventy-four percent of urban libraries anticipate flat or decreased operating budgets in FY2011. Considering that public libraries responded to the national survey between September and November 2009, news reports since then allude to further cuts. Boston, Indianapolis, New York City and Phoenix are just a few of the cities facing not just reduced operating hours, but library branch/outlet closures.

What’s Next?

While libraries report budget reductions in FY2010 and anticipate little improvement in FY2011, funding from the American Recovery and Reinvestment Act (ARRA) is anticipated to improve technology access at some public libraries. Two-thirds of state

librarians responding to the Fall 2009 COSLA survey report having applied for ARRA funding, with 100 percent seeking funds through the Broadband Technology Opportunities Program (BTOP). Administered by the National Telecommunications Information Administration, BTOP provides grants to fund broadband infrastructure, public computer centers and sustainable broadband adoption projects. Together with the Broadband Initiatives Program (BIP), \$7.2 billion was appropriated to expand broadband access to unserved and underserved communities, including community anchor

Communities around the country can benefit from improved library technology resources only if library doors are open, and there is adequate staff to manage and support public access.

institutions like libraries.

In interviews this winter, for instance, Arizona public libraries were hopeful BTOP funds would help replace outdated and add new computers. The state application was granted in the spring, and, as a result, an estimated 1,000 desktop and laptop computers will be added at 84 libraries across the state.

The National Broadband Plan and its underlying research specifically referenced the roles public libraries are playing in their communities as Internet access points, digital literacy labs and sites for e-government deployment. Indeed, the plan recommends that the public library community should request that Congress provide additional support for digital literacy and improved computing and connectivity.

However, communities around the

country can benefit from these opportunities only if library doors are open, and there is adequate staff to manage and support public access. A majority of libraries further report that availability of space (75 percent) and availability of electrical, cabling or other physical infrastructure (54 percent) are important factors limiting their ability to add public computers — even if funds were available to purchase them.

Conclusion

Data from the 2009-2010 Study describe a mixed landscape and paradoxical environment. Libraries have expanded technology resources, particularly around workforce development and e-government, to meet rising demand, but many are hampered by outmoded buildings and funding reductions that threaten every aspect of service, including available staff and hours open. Public libraries need sustained support for their services to ensure that the safety net they provide to millions in the United States remains in place. ■

ENDNOTES

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PUBLIC LIBRARY FUNDING LANDSCAPE

At the same time that demand for critical services has increased, many state and local libraries are facing growing funding challenges. Unfortunately, the impact of the recession on public libraries is anticipated to deepen. More libraries report declines in fiscal years 2009 and 2010, and anticipate continued reductions in FY2011. Perhaps a glimmer of hope in this otherwise dismal financial picture is that more libraries report level funding across multiple fiscal years, with 25 percent reporting this is the case.

As libraries do more with less, the 2009-2010 *Public Library Funding & Technology Access Study* survey results indicate that some technology-related expenditures (technology staff, outside vendors, hardware/software, and telecommunications) have escaped reductions. However, the downturn has taken a significant toll on library staffing and collections.

Key findings:

- A majority (56.4 percent) of public libraries report flat or decreased operating budgets in FY2010, up from just over 40 percent in FY2009.

- About 62 percent of libraries anticipate flat or decreased operating budgets in FY2011.

- Staff salary/benefits expenditures dropped 43.3 percent in FY2010 from FY2009 and are anticipated to fall another 5.7 percent in FY2011; collection expenditures fell 47.5 percent in FY2010 from FY2009 and another 7.8 percent in FY2011.

- Twenty-four state library agencies reported cuts in state funding for public libraries between FY2009 and FY2010.

This year marks the fourth in which the survey has asked public libraries about their operating budgets and financial support for public access computing services. Detailed survey responses are [available online](#).

Tax Support Losses Already Noticeable

A majority (56.4 percent) of public libraries report flat or decreased operating budgets in FY2010, up from just over 40 percent in FY2009; and about 62 percent anticipated flat or decreased operating

FIGURE B-1: PUBLIC LIBRARY SYSTEMS OPERATING BUDGET CHANGE, FY2009-FY2010

Operating budget	Urban		Suburban		Rural		All	
	2010	2009	2010	2009	2010	2009	2010	2009
Increased up to 6%	28.2%	47.3%	35.0%	51.1%	38.8%	50.6%	37.0%	50.5%
Increased 6% or more	5.2%	10.6%	5.2%	9.0%	7.2%	9.4%	6.7%	9.4%
Decreased less than 6%	24.2%	14.7%	24.2%	13.0%	15.5%	8.9%	17.1%	10.6%
Decreased more than 6%	30.4%	7.4%	17.4%	3.6%	11.0%	3.3%	14.3%	3.7%
Stayed same	11.4%	19.9%	22.7%	23.3%	27.5%	27.8%	25.0%	25.9%

FIGURE B-2: ANTICIPATED CHANGES TO TOTAL OPERATING BUDGET, CURRENT FY

	Urban	Suburban	Rural	Overall
Remain unchanged	37.0%	56.0%	55.8%	54.8%
Decrease	43.2%	28.3%	24.0%	26.6%
Increase	8.5%	8.7%	13.3%	11.5%
Don't know	11.4%	7.0%	6.9%	7.2%

budgets in FY2011 (Figure B-1).

The proportion of public libraries reporting growing operating budgets declined in FY2010 from FY2009 for libraries of all metropolitan status.

About 5 percent fewer urban libraries report operating budget increases of 6 percent or more in FY2010 from FY2009, while 19 percent fewer reported increases in the less-than-6 percent ranges. Eight percent more urban libraries reported decreased operating budgets in the less-than-6 percent ranges. More than 54 percent reported decreased operating budgets, with the highest increase in the greater-than-6 percent range (30.4 percent compared with 7.4 percent last year). Further, about 11.4 percent more report flat operating budgets in FY2010 from FY2009.

The net effect of these changes is a sizeable drop in urban library operating budgets overall, with few even keeping pace with inflation (the Consumer Price Index rose 2.6 percent in 2009).¹ Urban libraries spend more than suburban and rural libraries, so even modest declines mean far larger actual reductions. In fact, they report the greatest dollar losses in expenditures, with an average decline of 29.5 percent, or about \$5 million in each library's operating budget in FY2010, and additional average reductions of 5 percent anticipated in FY2011, or more than \$600,000 per library.

Fewer rural libraries report growth in operating budgets, a category that is down 14 percent in FY2010 (46 percent, from 60 percent last year), with a comparable

FIGURE B-3: AVERAGE PERCENTAGE CHANGE FY 2008 TO 2011 TOTAL OPERATING EXPENDITURES

	Salaries (including benefits)			Collections			Other Expenditures		
	FY2008-2009	FY2009-2010	FY2010-2011	FY2008-2009	FY2009-2010	FY2010-2011	FY2008-2009	FY2009-2010	FY2010-2011
Local/county	-0.2%	0.3%	-4.9%	-0.5%	-4.6%	-3.6%	-1.0%	15.5%	-4.9%
State*	-5.8%	55.7%	4.5%	3.5%	4.2%	-18.6%	-1.0%	1.9%	10.8%
Federal	30.9%	228.4%	-7.0%	17.1%	-6.6%	-10.1%	14.1%	109.1%	-19.5%
Fees/fines	3.7%	-5.5%	22.1%	3.5%	-1.9%	-1.0%	-4.2%	-23.8%	9.2%
Donations/local fund raising	18.9%	-89.0%	-9.2%	15.9%	-57.5%	-3.3%	7.7%	-65.8%	-15.0%
Government grants	2.4%	-19.5%	-2.4%	-4.9%	-22.2%	-5.1%	-0.9%	18.7%	3.2%
Private foundation grants	43.0%	-92.9%	-0.5%	10.7%	-70.0%	-22.5%	-1.7%	-56.0%	26.1%
Reported average total change, all funding sources	7.3%	-43.2%	-5.7%	3.0%	-47.5%	-7.8%	0.2%	-34.3%	-5.4%

*State (including state aid to public libraries, or state-supported tax programs)

rise in those reporting decreased operating budgets. The number reporting unchanged budgets is about the same as last year (27.5 percent and 27.7 percent, respectively).

A substantial rise in decreased operating budgets (41.6 percent) is reported by suburban libraries, and 20 percent fewer (40.2 percent in FY2010 compared with 60.1 last year) report increased operating budgets.

While a majority (54.8 percent) of libraries anticipates no changes in the *current* operating budget (FY2010), about 26.6 percent overall anticipate requests for further reductions, making it very difficult to plan beyond staff salaries and known expenses, such as utilities (Figure B-2). More urban libraries (43.2 percent) anticipate operating budget decreases during the current fiscal year, followed by suburban (28.3 percent) and rural libraries

(24 percent). Rural libraries (13.3 percent) are more likely to report anticipated increases in operating budgets during the current fiscal year, followed by suburban (8.7 percent) and urban libraries (8.5 percent). The amount of anticipated operating budget increase or decrease was not asked.

Operating Expenditure Declines Affect Suburban and Urban Libraries Most

Libraries rely on multiple funding sources to support core services — staff, collections, technology and telecommunications infrastructure, as well as facilities maintenance and utilities. The downward spiraling of the national economy put even more pressure on libraries to juggle resources. Simply put, keeping library services afloat in fiscal years 2009 and 2010 was difficult for public libraries. Changes in operating ex-

penditures in FY2010 from FY2008 were dramatic. Libraries report significant shifts in amounts spent for staffing, collections and other expenses, as well as the sources for those expenditures (Figure B-3). These dramatic changes were driven primarily by declines in urban and suburban library expenditures, whose spending is greater than that by rural libraries (Figure B-7).

Expenditures for staff salaries and “other” expenditures — the category in which much of the technology-related costs occur — shifted in FY2010 from FY2009 away from local/county and soft funding sources (fee/fines, donations, etc.) to federal and state sources. Libraries report increases from FY2009 to FY2010 and anticipate increases from FY2010 to FY2011 for other expenditures likely to come from government grant sources.

Public libraries anticipate addi-

"I'm really at the point now where none of my choices are painless. Service is going to deteriorate in some way,"

David Gunckel, Director, Sierra Vista (AZ) Public Library

tional reductions continuing into FY2011, with the exception of state funding. Here, libraries anticipated modest increases. However, a November 2009 survey of the Chief Officers of [State Library Agencies](#) (COSLA) indicates a continued downward trend in state funding for public libraries in FY2010, and a recovery does not appear likely.

Changes in spending patterns were even more pronounced when viewed by metropolitan status (see Figures B-10 to B-12). Rural libraries report a steady erosion of expenditures in each category, and were the first to experience significant reductions (57.2 percent) in salary expenditures reported in FY2009 from FY2008. They were joined by suburban libraries in FY2010, which report declines of 81.9 percent; and urban libraries 44.4 percent. The reductions in salary expenditures reported by suburban and urban libraries are most significant because of the amount spent nationally. Anecdotal reports indicate that these declines are from vacancies occurring because of retirements (the [Baby Boomer effect](#) on the library workforce), keeping vacancies unfilled, eliminated positions and, in some cases, salary reductions and forced furloughs.

Other expenditures also were significantly affected, with rural libraries reporting steady reductions since FY2008, and suburban libraries since FY2008 but anticipating some improvement in FY2011. Urban libraries began reporting declines in FY2009. Average percentage changes in expenditures

reported in FY2010 from FY2009 by suburban libraries (51.3 percent, or \$195,395) and urban libraries (29.1 percent or \$283,156) represent a larger proportion of total expenditures by public libraries. These double-digit reductions are noteworthy.

Technology-Related Expenditures Show Modest Improvement, More Stability than Other Library Expenditures

Although fewer libraries report detail for technology-related expenditures, very modest improvements were evident in FY2010 from FY2009. The percent change from

FY2009 (Figure B-4) appears dramatic, but the actual dollars expended (Figure B-5) were not. For instance, although libraries reported a 6,000+ percent increase in the use of federal funds for salaries, the change in dollars spent was just over \$31,000. Libraries also were asked to report on the stability of technology budgets, and their responses reflect modest improvements in FY2010, but anticipate decreases in FY2011 (Figure B-6). Unlike operating expenditure stability across all categories, libraries appear to be protecting as best they can the technology-related expenditures used to support public access computing.

FIGURE B-4: AVERAGE PERCENT CHANGE FY 2009 TO 2010 TOTAL TECHNOLOGY-RELATED OPERATING EXPENDITURES

Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/ Software	Telecommunications
Local/county	30.2%	30.3%	-6.0%	-7.4%
State	258.1%	9.5%	71.7%	147.1%
Federal	6045.4%	1088.9%	279.3%	110.5%
Fees/fines	489.4%	-3.9%	305.9%	281.5%
Donations/local fundraising	647.4%	928.0%	62.4%	2350.7%
Government grants (local, state or national level)	1480.6%	1042.7%	27.8%	748.6%
Private foundation grants (e.g. Carnegie, Ford, Gates, etc)	860.4%	869.5%	7.6%	1958.4%
Reported average total	201.9%	230.4%	149.0%	251.2%

FIGURE B-5: AVERAGE CHANGE IN DOLLARS SPENT FY 2009 TO 2010 TOTAL TECHNOLOGY-RELATED OPERATING EXPENDITURES

Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/ Software	Telecommunications
Local/county	\$30,445	\$7,875	(\$2,411)	(\$1,635)
State	\$33,539	\$960	\$9,199	\$12,523
Federal	\$31,134	\$22,235	\$23,997	\$17,951
Fees/fines	\$3,015	(\$153)	\$4,322	\$3,907
Donations/local fundraising	\$5,451	\$13,466	\$1,804	\$15,632
Government grants	\$10,098	\$8,164	\$1,707	\$11,910
Private foundation grants	\$5,644	\$6,121	\$577	\$17,293
Reported average total	\$119,326	\$58,668	\$39,195	\$77,581

FIGURE B-6: AVERAGE PERCENTAGE CHANGE FY 2010 TO 2011 EXPECTED TECHNOLOGY BUDGET STABILITY

Operating Budget	Urban	Suburban	Rural	Overall
Increased up to 2%	-3.7%	3.9%	0.6%	1.4%
Increased 2.1-4%	0.1%	0.7%	1.8%	1.3%
Increased 4.1-6%	1.6%	1.0%	0.3%	0.6%
Increased 6.1-10%	-1.7%	-0.1%	0.2%	0.0%
Increased more than 10%	-1.6%	-2.5%	-1.5%	-1.9%
Decreased up to 2%	-2.0%	-0.2%	-0.1%	-0.3%
Decreased 2.1-4%	0.1%	0.1%	0.0%	0.0%
Decreased 4.1-6%	0.5%	0.2%	0.4%	0.3%
Decreased 6.1-10%	2.0%	-1.1%	-0.1%	-0.4%
Decreased more than 10%	-3.9%	-1.2%	-0.7%	-1.1%
Stayed the same	8.5%	-0.8%	-0.7%	-0.1%

FIGURE B-7: AVERAGE PERCENT OF OPERATING EXPENDITURES, BY POPULATION SERVED (IMLS FY2007)

Population	Total Expenditures	Percent
500,000 or more	\$3,202,400,000	31.4%
100,000 - 499,999	\$2,833,748,000	27.8%
25,000 - 99,999	\$2,510,053,000	24.6%
10,000 - 24,999	\$1,020,905,000	10.0%
Less than 10,000	\$638,492,000	6.3%

More Urban Libraries Rely on E-rate Discounts

More urban libraries (66.9 percent this year, compared with 54.9 percent last year) report applying for E-rate discounts in FY2010 than in FY2009. Overall, roughly the same percentage of libraries applied this year, on their own or with another organization, as last year (53 percent compared with 52.6 last year).

For those receiving E-rate discounts, increases were seen in all discount categories—telecommunications services up 7.8 percent, Internet connectivity up 4.4 percent, and internal connection costs up a modest 0.7 percent overall. The number of urban libraries reporting E-rate discounts for Internet connectivity rose 10.4 percent from the previous survey, and the number of rural libraries receiving E-rate discounts for telecommunications services rose 9.3 percent from the previous year. Suburban libraries report modest increases, about 3.8 percent more for Internet connectivity and 5.2 percent more for telecommunications services.

State Libraries Report Funding Declines

Reduced funding reported by the Chief Officers of State Library Agencies (COSLA) in a November 2009 survey also affects public libraries. Chief Officers in 45 of 50 states and the District of Columbia (90 percent) responded to the survey.

Twenty-four states reported cuts in state funding for public libraries between FY2009 and FY2010. Of these, nearly half indicated the cuts were greater than 11 percent—almost four times the number that reported this was the case in the previous fiscal year. Further:

- Seven states and the District of Columbia

Columbia provide no state funding.

- Eleven states reported there has been no change in state funding between FY2009 and FY2010.

- Three states reported an increase in funding.

For many states, FY2010 cuts exacerbate state funding cuts that were made between FY2008 and FY2009. In January 2009, 41 percent of responding states reported declining state funding for public libraries. Georgia, for instance, experienced state funding reductions greater than 7 percent each year for the past three fiscal years.

Nearly three-quarters of state libraries report their agency budgets have been reduced, further decreasing their ability to support public libraries. Impacts include smaller staffs to provide consultation and continuing education; reduced state expenditures for library collections, subscriptions, databases, and new or replacement equipment; and the elimination of reciprocal borrowing. These findings are consistent with a separate survey conducted by COSLA, which found that 77 percent (31 of 40 respondents) of state library agencies experienced a budget cut in the current fiscal year.

The South Carolina State Library's budget, for instance, has been reduced 37 percent since FY2008. State aid to public libraries has been reduced from \$2.25 per capita in FY08 to \$1.32 in FY2010. The reduction to state aid in FY2010 was offset by (one-time) American Recovery and Reinvestment Act (ARRA) funds in the amount of \$0.42 per capita. State library agency staff positions are down 23 percent. "With staff numbers decreasing, programs may have to be curtailed or eliminated," according to South Carolina State Library staff.

About half of respondents (23

FIGURE B-8: AVERAGE PERCENTAGE OF PUBLIC LIBRARIES THAT APPLIED FOR AN E-RATE DISCOUNT FY 2010

Applied	59.5%	28.9%	39.8%	37.3%
Another organization applied on the library's behalf	7.4%	19.4%	14.4%	15.7%
Did not apply	30.9%	46.9%	41.8%	42.9%
Did not know	2.2%	4.7%	3.9%	4.1%

FIGURE B-9: AVERAGE PERCENTAGE OF PUBLIC LIBRARIES RECEIVING E-RATE DISCOUNT FY 2010

E-Rate Categories	Urban	Suburban	Rural	Overall
Internet Connectivity	70.0%	49.8%	55.4%	54.8%
Telecommunications services	93.6%	83.5%	82.8%	83.8%
Internal connections cost	18.9%	9.4%	8.4%	9.5%

states) have local maintenance of effort requirements for public library certification or state aid funding; about 36 percent of these (eight states) reported an increase in local libraries seeking waivers from this requirement because they were unable to sustain local funding levels in the past year. Connecticut and Rhode Island state legislatures made temporary changes in the requirement to make it easier for libraries to meet minimum funding levels to receive state support.

Finally, 13 states reported they were aware of public library closures due to budgetary reasons in the previous 12 months.

Conclusion

As libraries do more with even less, the FY2011 forecast is not promising. Not only have libraries reported steady declines in operating revenue but, in some cases, they

anticipate double-digit declines for FY2011. Libraries will be treading carefully in these difficult times, navigating the economic recovery as best they can while continuing to support increased patron demand for services.

"I'm really at the point now where none of my choices are painless. Service is going to deteriorate in some way," said Sierra Vista (AZ) Public Library Director David Gunckel. With a hiring freeze in place, the library already has lost 70 staff hours per week compared with one year ago, and Gunckel expects longer lines, reduced operating hours, fewer new materials, and delaying computer replacements beyond five years if anticipated cuts take effect. ■

ENDNOTES

1 Bureau of Labor Statistics. U.S. Department of Labor. *Consumer Price Index – January 2010*. <http://www.bls.gov/news.release/pdf/cpi.pdf> (last accessed March 11, 2010).

FIGURE B-10: AVERAGE PERCENTAGE CHANGE FY 2008 TO 2011 RURAL TOTAL OPERATING EXPENDITURES

	<i>Salaries (including benefits)</i>			<i>Collections</i>			<i>Other Expenditures</i>		
	FY2008-2009	FY2009-2010	FY2010-2011	FY2008-2009	FY2009-2010	FY2010-2011	FY2008-2009	FY2009-2010	FY2010-2011
Local/county	-29.2%	14.7%	-7.8%	-35.9%	4.2%	0.3%	-9.5%	2.1%	0.8%
State	-18.8%	33.8%	-6.2%	-0.3%	1.8%	-2.2%	-6.7%	-0.3%	-5.5%
Federal	-42.2%	94.6%	21.5%	-280.8%	83.0%	-2.1%	7.2%	84.2%	-196.0%
Fees/fines	13.3%	28.8%	19.0%	17.3%	19.0%	1.9%	-23.7%	16.3%	11.6%
Donations/local fund raising	15.2%	-10.7%	-16.7%	0.4%	-7.3%	-1.8%	6.0%	-0.7%	0.0%
Government grants	10.1%	20.5%	-6.4%	6.5%	34.1%	-17.0%	-15.7%	41.6%	35.5%
Private foundation grants	4.7%	39.2%	17.8%	14.3%	10.3%	-16.6%	-2.7%	15.3%	45.5%
Reported average total change, all funding sources	-57.2%	3.0%	-7.8%	-17.7%	-83.2%	-1.8%	-8.4%	-59.3%	-1.7%

FIGURE B-11: AVERAGE PERCENTAGE CHANGE FY 2008 TO 2011 SUBURBAN TOTAL OPERATING EXPENDITURES

	<i>Salaries (including benefits)</i>			<i>Collections</i>			<i>Other Expenditures</i>		
	FY2008-2009	FY2009-2010	FY2010-2011	FY2008-2009	FY2009-2010	FY2010-2011	FY2008-2009	FY2009-2010	FY2010-2011
Local/county	4.8%	-17.8%	-1.7%	1.0%	-26.7%	5.4%	2.6%	-14.3%	4.5%
State	-4.2%	47.8%	-2.9%	0.7%	44.6%	-89.8%	-13.4%	23.0%	16.0%
Federal	41.8%	64.5%	-150.2%	5.9%	17.0%	13.2%	-7.6%	64.6%	-9.8%
Fees/fines	-4.9%	-20.7%	-10.0%	10.4%	-17.0%	-1.6%	-5.4%	24.0%	-30.6%
Donations/local fund raising	1.4%	30.6%	42.1%	7.5%	13.0%	3.1%	-13.0%	6.3%	2.8%
Government grants	-39.6%	90.1%	24.5%	-3.3%	-35.1%	62.3%	-66.1%	40.7%	49.7%
Private foundation grants	19.1%	-2073.6%	-72.9%	10.9%	-757.7%	2.4%	-28.0%	-50.4%	-10.0%
Reported average total change, all funding sources	7.9%	-81.9%	-2.4%	3.2%	-97.3%	-1.6%	-2.5%	-51.3%	3.7%

FIGURE B-12: AVERAGE PERCENTAGE CHANGE FY 2008 TO 2011 URBAN TOTAL OPERATING EXPENDITURES

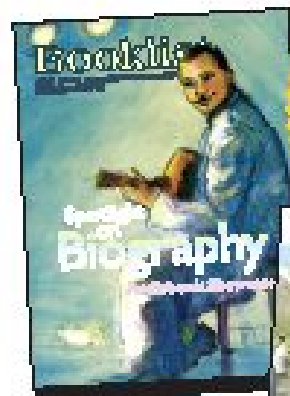
	<i>Salaries (including benefits)</i>			<i>Collections</i>			<i>Other Expenditures</i>		
	FY2008-2009	FY2009-2010	FY2010-2011	FY2008-2009	FY2009-2010	FY2010-2011	FY2008-2009	FY2009-2010	FY2010-2011
Local/county	5.1%	14.0%	-1.7%	7.5%	16.2%	-7.0%	0.1%	33.2%	-9.6%
State	4.4%	32.6%	16.8%	8.3%	-44.4%	5.0%	10.6%	-7.4%	20.0%
Federal	25.6%	54.8%	-73.4%	45.4%	-73.7%	-176.5%	19.8%	37.3%	17.1%
Fees/fines	5.3%	43.4%	16.8%	-4.5%	3.2%	1.8%	-3.7%	-80.2%	20.3%
Donations/local fund raising	14.6%	-1809.2%	72.5%	25.0%	-446.2%	7.3%	11.8%	-399.9%	13.7%
Government grants	-343.8%	63.5%	-11.8%	-356.3%	50.8%	54.1%	21.7%	20.4%	-18.8%
Private foundation grants	33.3%	-1061.4%	0.4%	14.9%	-172.9%	-80.2%	-0.6%	-261.3%	-6.7%
Reported average total change, all funding sources	7.7%	-44.3%	-3.2%	8.8%	-55.8%	-11.3%	4.3%	-29.1%	-9.6%

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PUBLIC LIBRARY TECHNOLOGY

LANDSCAPE



As this Study and its predecessor surveys (dating back to 1994) report, U.S. public libraries are investing in a range of technology and Internet services to ensure all people are able to get online, learn to navigate the Internet more effectively and freely use Internet-enabled services and resources that would otherwise be out of financial reach for many families — including homework help, test preparation, audiobooks and more.

The 2009-2010 survey maps this technology landscape — charting progress and outlining the challenges that hamper the provision of robust services that support lifelong learning, workforce development, digital literacy and access to e-government information and services. New data this year indicates that the use of library technology resources was up significantly from just one year ago:

- Most libraries (75.7 percent) report increased use of public access workstations.
- Most libraries (71.1 percent) report an increased use of Wi-Fi.
- Less than half (45.6 percent) report an increased use of electronic resources.
- Some libraries (26.3 percent) report an increased use of training services.

At the same time, however, the percentage of libraries reporting decreased operating hours has tripled. Nearly one-quarter of urban libraries and 14.5 percent of all libraries (up from 7.4 percent and 4.5 percent, respectively) report reducing hours since the prior fiscal year.

The following section presents

select key findings from library outlets (branches) and their implications. The complete set of data tables, as well as findings from previous surveys, is available at <http://www.cliv.umd.edu/plinternet/>. This year's survey, which had an 82.4 percent response rate, was completed by respondents between September 7 and November 13, 2009.

Public Access Infrastructure

Public libraries provide substantial public access services and resources across a range of key areas such as wireless (Wi-Fi), public computers and broadband:

Two-thirds of library branches report they are the *only* provider of free public computer and Internet access in their communities.

Overall, public library branches report an average of 14.2 public access workstations, up from 11 last year.

Just over 82 percent of public library branches now offer wireless Internet access, up from 76.4 percent last year.

Seventy-nine percent of all libraries provide connection speeds

of 1.5 Mbps (T1) or higher, up from 70 percent last year.

Patron Training & Internet Services

Beyond Internet access, library staff members play an essential role in boosting their patrons' technology proficiency and digital literacy. Nearly 90 percent of all libraries report providing technology training, including point-of-use technology training, formal classes and online tutorials. Urban libraries (59.2 percent) are most likely to provide formal classes.

Libraries report providing services to job-seekers is the most vital public Internet service they offer, with 90.8 percent of all libraries reporting it is very important or the most important service available. Providing access to government information follows closely, with 87.6 percent of libraries reporting that this service is important or the most important. [New questions](#) in the 2009-2010 survey further explore the support public libraries provide to those seeking employment, including job-specific databases, access to civil service examination materials and résumé software, and partnerships with government and other agencies to provide e-government services. (See page 39.)

Libraries also broker and provide access to a wide range of [Internet resources](#), experiencing double-digit increases in access to these services, including:

- Licensed databases
- Homework resources
- Audio content, such as

podcasts and audiobooks

- Digital reference
- E-books

Thorny Challenges

As the public library funding landscape data reflect, sufficient funding required to maintain and improve library operations — including technology — is endangered. The most severe challenges to providing free public access computing and Internet access at public libraries are:

Cost. Respondents once again indicate that cost is the leading factor affecting their ability to add or replace computers and improve bandwidth. Nearly 59 percent of libraries report they have no replacement schedule, up significantly from 38 percent last year. Of the 40 percent with a schedule, 26.7 percent report they will be unable to maintain the schedule this year.

Buildings. Availability of space is the second most important factor limiting additional computers, followed by the availability of electrical outlets, cabling and other infrastructure.

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. In fact, 43.7 percent of rural libraries report that the library director provides IT support, com-

pared with 75.3 percent of urban libraries that report system-level IT staff provided IT support.

Keeping workstations in service.

As with last year's survey, approximately three quarters of libraries reported that it takes one (26.4 percent), two (23.4 percent) or more than two days (23.8 percent) to get a public access computer back into service when it fails. Most significantly affected are rural libraries, with nearly a third (30 percent) reporting that it could take two or more days to get a computer back into service.

To accommodate the most users possible, libraries also continue to impose time limits (92.3 percent) on patron use of public access computers and add wireless access on top of wired Internet connections (74.8 percent).

Moving Connectivity and Public Access Forward

Although technology use was up in the past year, fewer libraries report insufficient numbers of workstations some or all of the time (73.5 percent, down from 81.2 percent). This was the first improvement in sufficiency in three years, and coincides with an increase in the number of available public access computers (14.2 on average per branch) and in the number of libraries offering Wi-Fi (82.2 percent).

Many 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:

An average 29 percent of libraries anticipate adding public computers or laptops in the coming year, down slightly from 33 percent last year.

Nearly 7 percent of libraries plan to add wireless access within the next year, which would mean about 90 percent of public libraries will offer wireless access by the end of the year.

About 9 percent plan to increase bandwidth in the coming year. Libraries report cost as the key impediment, with 29.5 percent interested in bandwidth improvements but unable to afford them in the coming year.

These data demonstrate that libraries recognize the need to upgrade and replace their public access technology infrastructure. A number of factors, however, such as building limitations, staff availability and expertise, and costs combine to create a challenging environment for public libraries to maintain or enhance their public access services.

As increases in the usage of public library services are reported, there concurrently is decreased funding support for public libraries. That reduced support is adversely affecting the ability of libraries to support, maintain and enhance their public access technologies.

HARDWARE and IT SUPPORT

Each year the survey asks detailed questions about outlet-level public access computing hardware. The responses reveal trends in infrastructure, impacts and corresponding technology-related service. This section describes the numbers and ages of workstations/laptops, hardware replacement and schedules for purchas-

ing additional equipment, ability to maintain replacement schedules and keep hardware in operation, and affecting factors. Comparisons with previous years' studies are noted where significant.

This year, public libraries report:

- Offering an average of 14.2 public access computers (desktop

and laptop) per outlet.

- Experiencing a slight improvement in having sufficient computers to meet patron demand.

- Being less likely to have or follow a computer replacement plan.

- Relying on non-IT specialists (public service staff and library directors) to provide the majority of

FIGURE C-1: AVERAGE NUMBER OF PUBLIC ACCESS INTERNET WORKSTATIONS, BY AGE AND METROPOLITAN STATUS

Average Age	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Less than 1 year old	8.1	5.2	3.0	4.6
1 year old	11.1	5.3	2.8	5.1
2 years old	8.6	6.5	3.3	5.3
3 years old	9.3	6.4	3.5	5.5
4 years old	6.8	6.0	2.8	4.6
5 years old	8.5	5.4	3.9	5.1
Overall	25.4	15.8	9.2	14.2

IT support.

More Computers, but Fewer New Ones

Libraries of all sizes report an increase in the number of public access Internet computers available to their communities — 14.2, compared with 11 last year. Several factors may be contributing to this increase: libraries are keeping older computers in service longer to meet increased demand; a greater use of tax-based operating revenue for computer purchases; and the lower per-unit cost of personal computers¹.

Urban libraries continue to lead in the average number of workstations they make available to library patrons — 25.4, compared with 15.8 in suburban and 9.2 in rural libraries (Figure C-1). Although the overall average number of computers has increased (14.2 this year, 11 last year), when averaged for each age category the number actually declined in all but two categories (1 year old and 3 years old). It is troubling that libraries report fewer new computers this year (4.6 workstations less than 1 year old) than last year (5.5 workstations

less than one year old). This decrease may, however, reflect the reduced influx of grant funding (e.g., Opportunity Online hardware grant program sponsored by the Bill & Melinda Gates Foundation) that were evident the past two years.

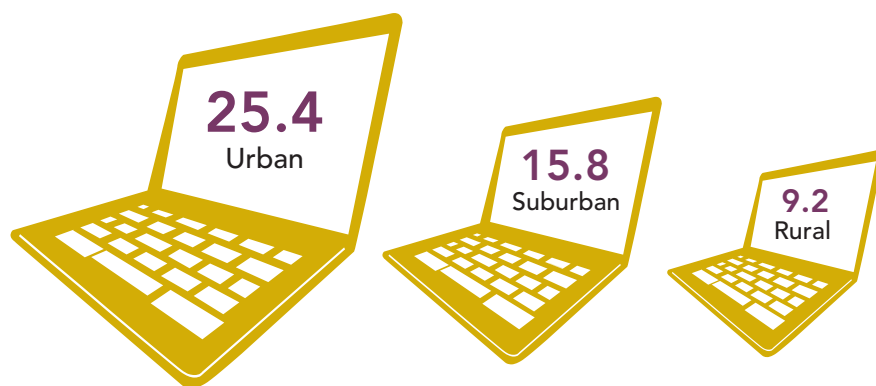
Overall, “other” expenditures, in which technology-related expenditures are a part (along with utilities, programs, etc.), have been significantly affected, with rural libraries and suburban libraries reporting steady losses since FY2008, and urban libraries reporting declines be-

ginning in FY2009. The average percentage changes in [other expenditures](#) reported in FY2009 from FY2010 were double-digit for all libraries, with suburban libraries down 51.3 percent (an average of \$195,395), urban down 29.1 percent (an average of \$283,156), and rural down 59.3 percent (an average of \$2,049).

Fewer libraries provided detail for technology-related expenditures by funding source. For those that did, rural libraries report spending about 11.6 percent less on hardware/software in FY2010, with local/county revenue falling off about 14 percent and suburban libraries reporting more significant declines in local/county funding for hardware/software (-32.5 percent, about \$16,300 on average) and telecommunications (-34.7 percent, about \$9,700 on average). However, urban libraries report an overall increase in spending for technology (up about \$273,000 in FY2010), with increases in all but two funding sources (state and government grants).

Libraries estimate FY2011 technology expenditures will be about the same as FY2010, but fluctuations in local, state and national economies make this questionable.

FIGURE C-2: NUMBER OF PUBLIC ACCESS INTERNET WORKSTATIONS, BY AVERAGE



¹ Bureau of Labor Statistics. *Consumer Price Index Detailed Report Tables Annual Averages 2009, Table 1A. Consumer Price Index for All Urban Consumers (CPI-U): U.S. city average, by expenditure category and commodity and service group.* <http://www.bls.gov.cpi/cpid09av.pdf> (Last accessed April 7, 2010)

FIGURE C-3: SUFFICIENCY OF PUBLIC ACCESS INTERNET WORKSTATIONS, BY METROPOLITAN STATUS

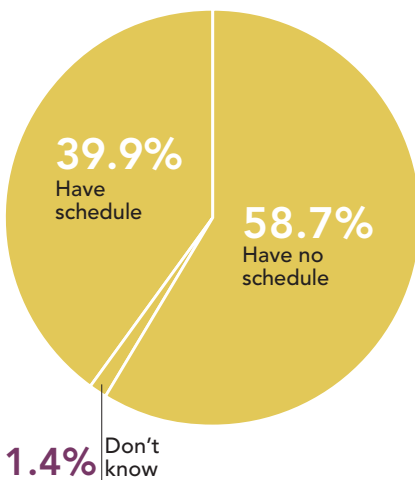
Sufficiency of Public Access Workstations	Metropolitan Status			
	Urban	Suburban	Rural	Overall
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	39.6%	14.6%	13.2%	18.2%
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	47.1%	58.5%	55.9%	55.3%
There are sufficient public Internet workstations available for patrons who wish to use them during a typical day	13.4%	26.8%	31.0%	26.5%

FIGURE C-4: PUBLIC ACCESS WORKSTATION REPLACEMENT SCHEDULE, BY METROPOLITAN STATUS

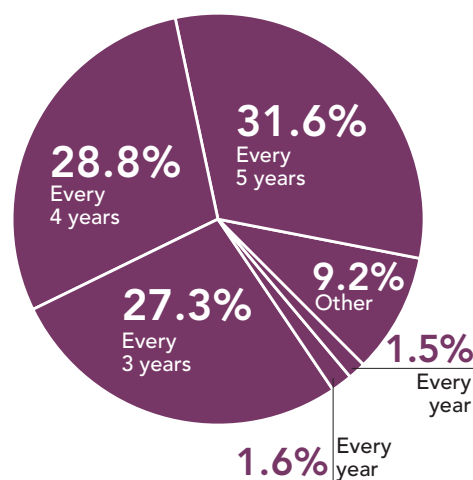
Replacement Schedule	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes, library has a replacement schedule	58.5%	46.7%	28.3%	39.9%
No (As Needed)	41.0%	52.1%	69.8%	58.7%
Don't know	0.6%	1.3%	1.9%	1.4%

FIGURE C-5:

Public Access Workstation Replacement Procedure



Public Access Workstation Replacement Schedule



Sufficiency Improves Slightly

While 73.5 percent of libraries report having too few workstations to meet patrons' needs (Figure C-3), this is a decrease from last year's survey in which 81.2 percent reported insufficient public computers. This, the first decline in three years, could be the effect of the increased number of workstations at public library outlets reported in Figure C-1, but may also be influenced by maximum Internet access speeds (Figure C-11) and an increase in the availability of wireless Internet access (Figure C-15).

The percent of libraries reporting a chronic insufficiency, however, is approximately the same — 18.2 percent this year, compared with 18.8 percent last year. Nearly 40 percent of urban libraries report insufficiency throughout a typical day, up from 37.7 percent last year.

Replacement Schedules

Overall, a majority of public libraries (58.7 percent) have no replacement schedule and replace their workstations as needed (Figure C-4). There continues to be a stark difference among the replacement policy schedules when compared by metropolitan status. The majority of urban libraries (58.5 percent) have an established replacement policy, unlike their suburban and rural counterparts. Despite this disparity, urban libraries saw a 20 percent increase in the proportion without a workstation replacement schedule. Suburban (52.1 percent up from 31 percent last year) and rural libraries (69.8 percent from 49.2 percent last year) each saw similar double-digit increases. These shifts are being interpreted as a response to operating budget reductions.

Of the 39.9 percent of public libraries with a replacement schedule, 26.7 percent report that they do not have the ability to meet the re-

placement schedule. An average of 18.7 public access workstations are scheduled to be replaced within the next year (Figure C-6), with rural libraries reporting the highest number of replacements, followed by urban and suburban libraries. It will be interesting to see how well libraries are able to meet the anticipated replacement schedules, given the current economic constraints.

Of those libraries with a replacement schedule, a majority (87.7 percent) replace workstations between three and five years (Figure C-5). There was very little variation in replacement schedule patterns reported by suburban and rural libraries, but more urban libraries appear to be shifting to a five-year schedule.

As libraries reach the saturation point with the numbers of workstations and laptops they make available for public access computing, and as operating budgets constrict, significantly more libraries are unable to estimate the number of workstations or laptops they will replace. About 53 percent report they will replace (Figure C-6) but do not know how many, compared with 28 percent last year.

Data show libraries report cost (83.5 percent) is an important or the most important factor affecting the decision to replace workstations/laptops in public libraries. While cost remains the most important factor, maintenance (40.3 percent, up from 33.1 percent last year) and availability of technical staff (36 percent) appear to be growing in importance (more detail available in [Figures 14–17](#)).

Plans to Add Computers

The majority of public libraries (62.5 percent) have no plans to add to the total number of public access workstations in the next year (Figure C-7), a slight increase over last year (61 percent). The average number of workstations to be added within the next year is 4.5, up slightly from last year (4.1). Urban

FIGURE C-6: ABILITY TO MAINTAIN PUBLIC ACCESS WORKSTATIONS REPLACEMENT SCHEDULE, BY METROPOLITAN STATUS

Schedule	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Yes	17.4%	17.1%	25.0%	20.0%
Yes, but the library branch does not know how many workstations/laptops they will replace	55.5%	55.1%	49.8%	53.4%
No	27.1%	27.7%	25.2%	26.7%
Don't know	3.7%	6.4%	8.6%	6.5%
The average number of workstations that the library plans to be replaced within the next year	22.0	10.8	23.1	18.7

FIGURE C-7: PUBLIC ACCESS WORKSTATIONS ADDITION SCHEDULE, BY METROPOLITAN STATUS

Addition Schedule	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Yes	14.5%	13.0%	13.1%	13.3%
Yes, but the library branch does not know how many workstations/laptops they will add	17.6%	15.0%	14.9%	15.4%
No	61.9%	63.3%	62.1%	62.5%
Don't know	2.2%	4.1%	3.9%	3.7%
Other	3.8%	4.7%	6.0%	5.2%
The average number of workstations that the library plans to add within the next year	7.9	4.3	3.2	4.5

libraries report plans to add many more workstations (7.9) compared with suburban (4.3) and rural public libraries (3.2). This is an increase from last year, except for

suburban libraries, which report a decline of 1.6 computer additions.

The variation in anticipated growth may be partially explained by the average square footage of

FIGURE C-8: FACTORS AFFECTING ADDING WORKSTATIONS/LAPTOPS

Factors	Overall						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
Availability of Space	5.9%	4.5%	12.7%	19.7%	55.4%	1.7%	4.2
Cost Factors	3.2%	4.1%	11.6%	19.8%	60.0%	1.3%	4.3
Maintenance, upgrade, and general upkeep	13.2%	15.8%	29.5%	23.9%	14.6%	3.0%	3.1
Availability of public service staff to manage the use of the public access computers and users	15.8%	19.5%	27.3%	20.6%	13.3%	3.4%	3.0
Availability of technical staff to install, maintain, and update the public access computers	17.8%	18.6%	24.8%	20.8%	15.2%	2.9%	3.0
Availability of bandwidth to support additional workstations	21.1%	16.2%	18.7%	19.8%	20.3%	3.9%	3.0
Availability of electrical outlets, cabling, or other infrastructure	13.0%	11.4%	18.6%	21.6%	32.5%	3.0%	3.5
Other	8.8%	1.6%	3.8%	2.1%	6.6%	77.1%	2.8

FIGURE C-9: PUBLIC LIBRARY OUTLETS LENGTH OF TIME TO GET COMPUTERS BACK IN SERVICE, BY METROPOLITAN STATUS

Length of Time	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Less than one day	13.8%	17.6%	14.5%	15.4%
One day	34.9%	29.0%	21.4%	26.4%
Two days	34.5%	20.9%	21.3%	23.4%
More than two days	14.2%	19.9%	30.0%	23.8%
Don't know	1.4%	2.7%	3.3%	2.8%
Other amount of time	1.3%	9.8%	9.5%	8.2%

FIGURE C-10: SOURCES OF IT SUPPORT PROVIDED TO PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

Source of IT Support	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Public service staff	41.3%	39.6%	32.6%	36.6%
Library director	3.7%	26.1%	43.7%	30.7%
Building-based IT staff (IT specialist)	14.7%	14.1%	9.7%	12.1%
System-level IT staff	75.3%	49.2%	35.4%	47.0%
Library consortia or other library organization	7.0%	17.7%	12.5%	13.3%
County/City IT staff	25.7%	18.1%	10.3%	15.7%
State telecommunications network staff	6.4%	2.7%	3.4%	3.7%
State library IT staff	2.2%	3.5%	7.8%	5.4%
Outside vendor/contractor	19.3%	22.7%	35.6%	28.4%
Volunteer(s)	0.7%	4.3%	10.8%	6.8%
Other source	2.5%	5.5%	7.3%	5.9%

Totals will not equal 100%, as respondents marked all that applied

libraries in the three metropolitan types. The ability of libraries to reallocate space to public computing services depends on the available space. The average square footage of the central library reported in the smallest communities (less than 1,000 residents) was 1,681 in FY2007 and in the largest communities (1 million or more residents) 300,544. Branch size also was proportionally larger in urban communities, with the average branch square footage reported in the smallest communities (450 square feet) being a fraction of that in the largest (13,814 square feet).²

Similar to workstation replacement, the two most important factors influencing the addition of public library workstations continues to be space (75.1 percent) and cost (79.8 percent) (Figure C-8). Other high-

scoring factors affecting workstation additions are availability of electrical outlets, etc. (54 percent); maintenance (38.5 percent); and the availability of technical staff to manage the use of the public access computers and users (36 percent).

Urban libraries (84.2 percent) were slightly more likely than suburban (77.5 percent) and rural libraries (79.8 percent) to report cost as a factor, and availability of space was rated slightly higher by suburban libraries (76.9 percent) than urban (73 percent) and rural (74.6 percent).

Keeping Computers in Service

The length of time it takes for public access computers to get back into service if something goes wrong is presented in Figure C-9. A nearly

equal number of libraries report that it takes one (26.4 percent) or two days (23.4 percent) to get computers up and running again. And nearly as many libraries report that it takes more than two days (23.8 percent). The ability of libraries to get computers back in service in less than one day (15.4 percent) decreased slightly since last year (16.7 percent).

Rural libraries are significantly more likely to require more than two days (30 percent) than urban (14.2 percent) and suburban (19.9 percent) libraries.

This disparity aligns with the lack of dedicated IT support reported by rural libraries — rural libraries rely more on library directors (43.7 percent) and outside vendors/contractors (35.6 percent), whereas urban and suburban libraries rely more on expert system-

level IT staff (75.3 percent and 49.2 percent, respectively) (Figure C-10).

Non-IT specialists continue to provide the majority of public library IT support services (67.3 percent), although this is down from 73.5 last year. In urban (41.3 percent) and suburban (39.6 percent) libraries, public service staff members are

providing most of this support, while rural libraries depend more on their directors (43.7 percent). The metropolitan variation has much to do with overall staffing in rural libraries compared with larger suburban and urban libraries. Outside vendors are another important source of support (28.4 percent), particularly for rural

libraries (35.6 percent).

Conclusion

Overall, public libraries report surprising success in maintaining and even increasing their public access computing presence during a time of greater use by their communities and continuing economic uncertainty.

CONNECTIVITY

As job training programs, distance education and even government officials (e.g., President Obama) increasingly rely on streaming media

and Web-delivered videos to reach communities across the country, public libraries are working to keep pace with patron demand by making

improvements in their Internet connection speeds.

In 2009-2010, public libraries report:

- An ongoing increase in speeds greater than 1.5 Mbps (or roughly the bandwidth needed to watch a high-definition training video).

- A dramatic difference between urban (57 percent) and rural (17.7 percent) libraries with fiber optic public access Internet connections.

- Growing ubiquity of wireless access (82.2 percent, up from 76.4 one year ago).

- Despite a growing interest in improving bandwidth, being unable to afford the upgrade (29.5 percent compared to 22.9 percent last year).

Connection Speeds Improve

The percentage of libraries offering speeds greater than 1.5 Mbps (T1) is steadily increasing (Figure C-11). In the current survey, 51.8 percent of libraries report connection speeds greater than 1.5 Mbps, compared to 44.5 percent last year. These changes point to an overall gradual improvement in connectivity when combined with a decline in the percentage of libraries reporting connection speeds of less than 1.5 Mbps (14.8 percent this year compared with 21.9 percent last year). Further, the percentage of libraries reporting greater-than-10 Mbps connection

FIGURE C-11: PUBLIC LIBRARY OUTLETS MAXIMUM SPEED OF PUBLIC ACCESS INTERNET SERVICES, BY METROPOLITAN STATUS

Maximum Speed	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Less than 256 kbps	*	1.0%	3.6%	2.3%
257 kbps-768 kbps	1.9%	5.0%	8.5%	6.1%
769 kbps-1.4 Mbps	2.1%	5.8%	8.3%	6.4
1.5 Mbps (T1)	15.8%	25.8%	32.6%	27.4%
1.6 Mbps-3.0 Mbps	11.0%	8.4%	12.9%	11.0%
3.1 Mbps-6.0 Mbps	10.1%	9.9%	10.2%	10.1%
6.1 Mbps-10 Mbps	19.0%	15.9%	7.4%	12.3%
10.0-20.0 Mbps	16.4%	9.2%	3.7%	7.8%
20.1-30.0 Mbps	2.3%	1.2%	*	1.2%
30.1-40.0 Mbps	3.6%	1.3%	*	1.4%
Greater than 40 Mbps	14.8%	9.5%	4.5%	8.0%
Don't know	2.2%	6.9%	6.8%	6.0%

Key: * : Insufficient data to report (<1%)

speeds has increased to 18.4 percent from 12.3 percent reported last year. Some urban and suburban libraries report connection speeds greater than 40 Mbps (14.8 percent and 9.5 percent, respectively).

For rural library outlets, a nearly 9 percent increase in maximum connection speeds of 1.5 Mbps (T1) is reported – 32.6 percent, up from 23.8 reported last year. Coupled with a 10 percent decrease in connection speeds below 1.5 Mbps (20.4 percent this year, from 31 percent last year), rural libraries are particularly showing modest improvements in connection speeds.

In contrast to the gradual improvements noted above, data indicate most public library outlets (74.6 percent) did not increase their connection speeds in the past year. Urban outlets (33.3 percent) are most likely to have increased access speeds, and rural outlets are the least likely at 19.1 percent (more detail available in [Figure 35](#)). However, a percentage of libraries across all metropolitan status categories made improvements than had planned to do so, based on what was reported last year.

Type and Source of Internet Access

Data show the predominant type of connection for libraries is a leased line (40.8 percent), which is a type of high-speed Internet connection using frame relay and a dedicated line, and includes ISDN (Integrated Services Digital Network), T1, cable modem and DSL (Digital Subscriber Line). Other connection types include:

- DSL (25.4 percent)
- Cable (22.9 percent)
- Satellite (1.2 percent)
- Wireless (13.9 percent)
- Other (17.2 percent)

The total will not equal 100 percent because a library may use mul-

FIGURE C-12: BANDWIDTH SPEEDS OVER TIME

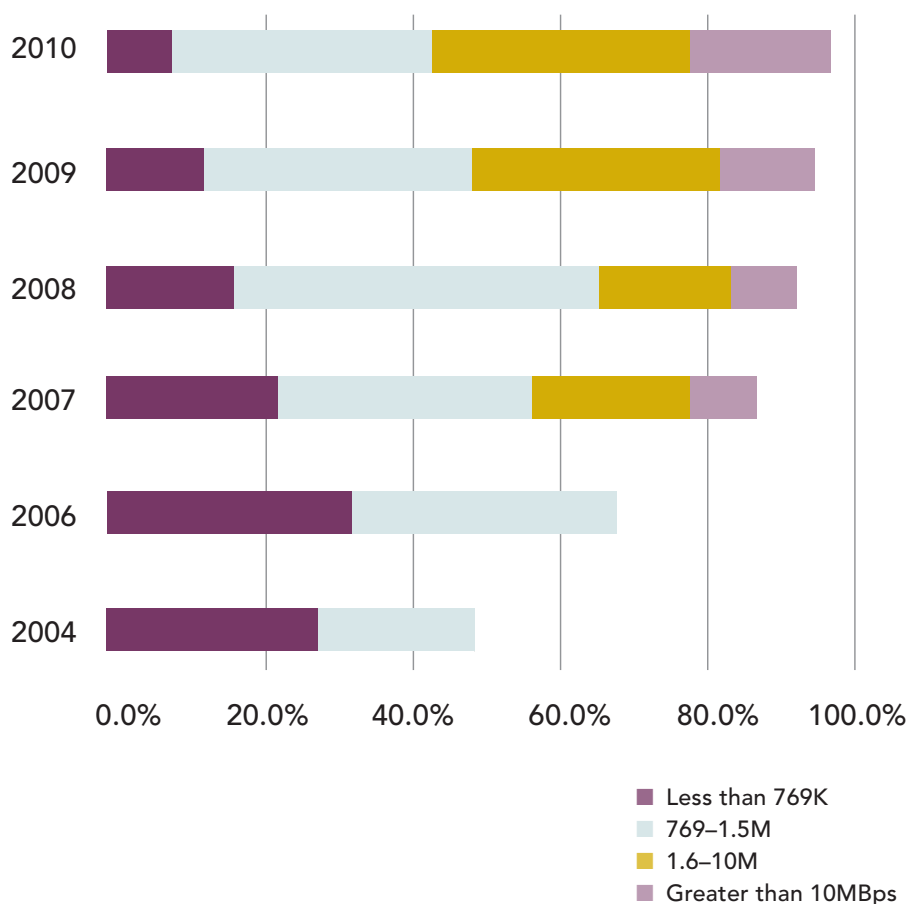


FIGURE C-13: AVAILABILITY OF FIBER OPTIC PUBLIC ACCESS INTERNET CONNECTION AT PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

Fiber Optic Public Access Internet Connection	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes, the connection is fiber optic	57.1%	35.7%	17.7%	30.7%
No, the connection is not fiber optic	40.5%	52.4%	62.3%	55.1%
Don't know	2.4%	11.9%	20.0%	14.2%

Key: * Insufficient data to report (<1%)

iple types of Internet connections. Of libraries that report a connection type as “other,” most cite fiber optic connections. New this year, the survey also specifically asked whether the library outlet’s public access Internet connection was fiber optic.

Thirty-one percent of libraries report this is the case (Figure C-13).

A majority (57.1 percent) of urban library outlets offer a fiber optic connection (as at least one connection from among multiple connection types), with 35.7 percent of

FIGURE C-14: PUBLIC ACCESS WIRELESS INTERNET CONNECTIVITY IN PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

Availability of Public Access Wireless Internet Services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Currently available for public use when the library is open and closed	60.9%	62.4%	60.4%	61.2%
Currently available for public use only when library is open	26.6%	24.9%	16.1%	21.0%
Not currently available, but there are plans to make it available within the next year	5.7%	5.5%	8.0%	6.8%
Not currently available and no plans to make it available within the next year	6.0%	6.9%	15.0%	10.6%

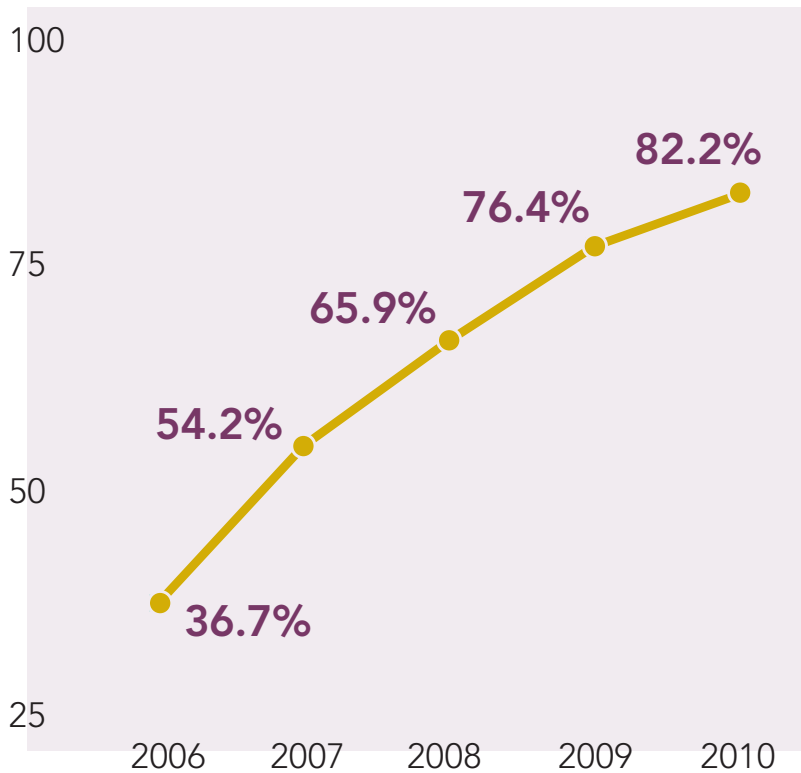
cial Internet service providers (ISP) as their source of Internet connection (61.2 percent). Regardless of metropolitan status, the majority of libraries report that the source of their connection is an ISP: 59.6 percent of urban, 56.7 percent of suburban and 65 percent of rural libraries. State networks are the second greatest source of Internet connection in public libraries, with 19.6 percent of urban, 25.3 percent of suburban and 29.1 percent of rural libraries reporting this type of connection (more detail available in [Figures 31–34](#)).

Wireless Access Nears Ubiquity

Public libraries continue to increase wireless (Wi-Fi) access, with 82.2 percent of libraries offering wireless connections to their patrons, up from 76.4 percent in 2008–2009 (Figure C-14). Wireless access in rural libraries has shown modest growth, up 6 percent to 76.5 percent from last year. The percentage of rural libraries that do not provide wireless access and have no plans to make it available saw a corresponding decrease, down to 10.6 percent from 14.4 percent last year. The District of Columbia, Rhode Island and Arizona libraries this year report 100 percent of their libraries provide Wi-Fi access, and another 15 states report more than 90 percent of libraries offer wireless ([see summary data](#)).

Data show this wireless access frequently is added to existing desktop Internet connections. Overall, 79.3 percent of libraries report that the Internet connection is shared (with 23.2 percent using bandwidth management techniques), up slightly from 74.8 percent (and 24.9 percent with management) last year. Fewer

C-15: PUBLIC LIBRARY WIRELESS AVAILABILITY, 2006-2010



suburban outlets and 17.7 percent of rural outlets also offering fiber connections. Overall, 55.1 percent of libraries report they do not offer fiber optic connections in their out-

lets currently; of these, rural outlets (62.3 percent) represent the largest percentage.

Data also show the highest percentage of libraries report commer-

libraries, of all sizes, report separate connections or bandwidth management. This may reflect the lack of IT staff reported by public libraries, with 36.6 percent relying on public services staff to support IT and 30.7 percent (rising to 43.7 percent for rural libraries) relying on the library director to support IT (see Figure C-10). The potential impact of this on Internet traffic may be sluggish response time at certain points in the day unless the Internet speed also is increased.

Adequacy of Internet Connections Improves

Although libraries report increases in connection speeds, 45 percent also indicate those speeds are insufficient to meet patron needs some or all of the time (Figure C-16). This is a notable improvement from last year, when 60 percent of libraries reported insufficient connection speeds some or all of the time. Adequate connection speeds are reported by 54.4 percent of public libraries, with urban libraries reporting the greatest improvement (47.6 percent compared with 28.6 percent last year). Suburban (57.9 percent) and rural (54.3 percent) libraries also report double-digit improvements.

Plans to Improve Bandwidth

The extent to which library outlets can increase their connection speeds to meet demand is presented in Figure C-17. Cost, rather than availability of higher-speed connections, hampers more libraries this year. Close to one-third (29.5 percent) of all libraries report an interest in increasing bandwidth, although they cannot currently afford to do so, up from 22.9 percent one year ago. Libraries of all sizes report this was the case, with urban libraries most affected (32.9 percent, compared with 22.1 percent

FIGURE C-16: ADEQUACY OF PUBLIC LIBRARY OUTLETS PUBLIC ACCESS INTERNET CONNECTION, BY METROPOLITAN STATUS

Adequacy of Public Access Internet Connection	Metropolitan Status			
	Urban	Suburban	Rural	Overall
The connection speed is insufficient to meet patron needs	18.5%	13.3%	14.4%	14.7%
The connection speed is sufficient to meet patron needs at some times	33.7%	28.4%	30.6%	30.4%
The connection speed is sufficient to meet patron needs at all times	47.6%	57.9%	54.3%	54.4%
Don't know	*	*	*	*

Key: * Insufficient data to report (<1%)

FIGURE C-17: POSSIBILITY OF INCREASING ADEQUACY OF PUBLIC LIBRARY OUTLETS' PUBLIC ACCESS INTERNET CONNECTION, BY METROPOLITAN STATUS

Increasing Adequacy of Connections	Metropolitan Status			
	Urban	Suburban	Rural	Overall
No, the connection speed is already at the maximum level available	8.8%	18.8%	26.4%	20.7%
No, there is no interest in increasing the speed of public access Internet connection	10.6%	13.9%	12.0%	12.4%
Yes, there is interest in increasing the outlet's bandwidth, but the library cannot currently afford to	32.9%	27.0%	30.1%	29.5%
Yes, and there are plans in place to increase the bandwidth within the next year	16.4%	8.9%	5.5%	8.5%
It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	22.4%	18.2%	12.4%	16.1%
There is interest but the outlet lacks the technical knowledge to increase the bandwidth in the library	*	*	1.5%	1.0%
Other	6.7%	7.7%	4.9%	6.2%
Don't know	2.1%	4.8%	7.2%	5.5%

Key: * Insufficient data to report (<1%)

last year).

Perhaps for the same reason, fewer libraries plan to increase bandwidth in the coming year — 8.5 percent, compared with 13 percent last year. Ten percent fewer urban libraries plan to improve Internet connection speeds. These responses correlate to a decline in library buying power, as a majority (56.4 percent) of public libraries report flat or decreased operating budgets in FY2010, up from just over 40 percent in FY2009.

Slightly more than 20 percent of all libraries, and 26.4 percent of rural libraries, report they already are at the maximum speed available, down from 26 percent and 30.9 percent, respectively, last year.

Conclusion

The race to improve access speeds to keep up with more complex Internet applications and services continues. Quantitative and qualitative data from rural libraries suggest

even remote locations are beginning to have the option of purchasing higher Internet speeds. Twenty percent of rural libraries report speeds less than 1.5 Mbps, down from 31 percent one year ago.

Of some concern, however, is the growing number of libraries reporting a shared public desktop and wireless Internet connection without bandwidth management, a potential issue as more patrons bring mobile devices onto the library network.

INTERNET SERVICES AND TRAINING

A wide range of Internet services and resources are provided to library patrons — inside the library and remotely through many public library Web sites. In addition to providing downloadable media, virtual reference and specialized databases that support research and career development, library staff also help computer users gain the technology and digital literacy skills they need to succeed online.

In 2009-2010, public libraries report:

- Providing services to job-seekers is the most important Internet service they offer (90.8 percent).

- Providing formal or informal technology training to library patrons (89.1 percent).

- Classes in general computer skills and general Internet use are the most common offered overall, with growth in nearly every training category — including classes related to online job-seeking and career-related information (up 16 percent), social networking (up 16 percent) and safe online practices (up 11 percent).

- Internet-based services — including e-books and homework help — are becoming more prevalent

and often are available to library card holders 24/7 through the library's Web site.

Libraries report that services for job-seekers and access to government information and services remain among the most important public Internet services provided to the community, followed by education resources and databases for

and services is either very important or most important, rising in importance by nearly 27 percent from last year.

- Nearly 76 percent report providing education resources and databases for K-12 students is either very important or most important, down slightly from 79 percent last year.

While urban, suburban and rural libraries all ranked these services within their top five, some variation can be found by community type:

- Nearly 94 percent of urban, 93.5 percent of suburban and 87.7 percent of rural libraries report that services to job-seekers are either very important or most important.

- About 89 percent of suburban, 88.5 percent of rural, and 82 percent of urban libraries report that access to government information and services is either very important or most important.

- Almost 82 percent of urban, 77.1 percent of suburban and 72.8 percent of rural libraries report that education resources and databases for K-12 students are either very important or most important.

Supporting adult/continuing

“We’re tackling the unemployment line one step at a time. It’s a small step in light of the challenges, but how else can you approach it?”
 asked a Tennessee library staffer.

K-12 students (Figure C-18).

- Nearly 91 percent report that services to job-seekers are either very important or most important, rising in importance by nearly 25 percent from last year.

- Almost 88 percent report that access to government information

FIGURE C-18: THE MOST IMPORTANT INTERNET SERVICES OFFERED TO THE COMMUNITY

Services	Overall						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job-seekers	1.0%	1.3%	6.6%	17.2%	73.6%	0.3%	4.6
The library provides information for economic development (e.g., start a business, seek business opportunities)	2.6%	7.9%	26.0%	27.6%	35.3%	0.7%	3.9
The library provides access to government information and services(e.g., unemployment benefits, tax, forms, Medicare information or paying traffic tickets)	1.1%	1.4%	9.5%	24.4%	63.2%	0.3%	4.5
The library provides computer and Internet skills training	3.6%	9.1%	23.0%	26.0%	34.1%	4.3%	3.8
The library provides education resources and databases for K-12 students	2.0%	4.9%	16.6%	30.0%	45.9%	0.7%	4.1
The library provides education resources and databases for students in higher education	2.7%	8.3%	21.2%	31.4%	35.5%	0.8%	3.9
The library provides education resources and databases for home-schooling	2.6%	6.1%	20.4%	29.3%	40.6%	1.0%	4.0
The library provides education resources and databases for adult/ continuing education students	1.8%	5.0%	18.8%	32.5%	41.1%	0.9%	4.1
The library provides information for college applicants	2.4%	7.7%	27.5%	29.5%	32.8%	0%	3.8
The library provides information about the community	3.1%	8.5%	22.8%	28.4%	36.7%	0.4%	3.9
The library provides information about databases regarding investments	8.2%	17.2%	31.7%	22.0%	19.8%	1.0%	3.3
The library provides services to immigrant populations	11.5%	15.5%	23.8%	19.2%	26.2%	3.8%	3.3
Other	4.5%	1.1%	3.4%	14.3%	33.3%	43.4%	4.3

education also ranked high for all libraries. Urban libraries were most likely to report that providing computer and Internet skills training is among the most important services (72.8 percent), while more suburban (70.8 percent) and rural libraries (70.8 percent) report providing education resources and databases for home-school-

ing is either very or most important (more detailed information by metropolitan status is available in [Figures 41–43](#)).

Libraries Assist with Patron Technology Training

The patron training and technical assistance required to support the

use of these services has increased with the overall rise in library use during the current economic downturn. Almost 90 percent of all libraries provide formal or informal training and assistance, which is detailed in Figure C-19. The number of public library outlets that offer formal technology training classes increased slightly (2 percent) from

FIGURE C-19: PUBLIC LIBRARY OUTLETS OFFERING FORMAL OR INFORMAL TECHNOLOGY TRAINING, BY METROPOLITAN STATUS

Training Availability	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Offers formal technology training classes	59.2%	43.9%	24.2%	37.0%
Offers one-on-one technology training sessions by appointment	20.6%	25.0%	23.4%	23.5%
Offers informal point-of-use assistance	75.3%	77.4%	76.6%	76.6%
Offers online training material	29.6%	23.3%	17.7%	21.7%
Does not offer any technology training	4.2%	10.1%	13.8%	10.9%

last year. Urban libraries (59.2 percent) make up the majority, up 6.7 percent from last year; 43.9 percent of suburban and 24.2 percent of rural libraries provide formal training, neither reporting much growth from last year.

New this year is data about the number of libraries that offer patrons one-on-one technology training by appointment. About one-quarter (23.5 percent) of all libraries provide this dedicated technology assistance, with suburban (25 percent) and rural libraries (23.4 percent) more likely to offer this service. Lastly, one in five libraries (21.7 percent) report they offer online technology training materials.

For libraries offering formal training (Figure C-20), general computer skills classes are the most common (93.4 percent compared with 91.3 percent last year), followed by general Internet use (91.7 percent compared with 92.8 percent last year).

Slightly more libraries (81 percent, compared with 76.9 percent last year) report training patrons on general online/Web searching and general software use classes (75.5 percent, compared with 70.5 percent last year). The percentage of libraries offering classes on accessing online job-seeking and career-related information grew to 42.8 percent, from 26.9 percent last year. More than half of all urban libraries provide this training.

Training on how to access online government information continues to be more common in urban libraries (38.7 percent) and showed some growth from last year (35.4 percent). Suburban (29.1 percent, compared with 19 percent last year) and rural (25.4 percent compared with 22.9 percent last year) libraries also showed increased availability of formal training to access online government information.

Social networking training (referred to as Web 2.0 last year) grew

dramatically, with 27.4 percent of libraries now offering this training, up from 11.2 percent last year. Training related to safe online practices, such as safeguarding personal information, also grew significantly from the year before, with rural and suburban libraries (36.9 and 37.1 percent) more likely than their urban counterparts (33.8 percent) to provide these classes. Overall, 11 percent more libraries provide training in this area as privacy issues grow.

Libraries Expand Offerings of Online, Downloadable Resources

More libraries report they offer a range of Internet-based services – often remotely via the library website, as well as onsite in the library (Figure C-21). Licensed databases, which take in a range of online collections from practice tests to business journals to full-text newspaper and magazine articles otherwise unavailable to the public without paying a fee, continue to be the most commonly provided Internet resource. Urban (88.1 percent onsite, 84.9 percent remote) libraries were somewhat more likely than suburban (77.8 percent onsite, 81.4 percent remote) and much more likely than rural (64.7 percent onsite, 65.8 percent remote) libraries to offer licensed database access services onsite and remotely.

Double-digit improvements in the provision of online homework help, audio content, virtual reference and e-books are apparent this year, as compared with last year.

A significant majority (63.5 percent) of libraries provide homework help service remotely, as well as onsite (67.1 percent). Urban (73.8 percent remotely and 74.7 percent onsite) and suburban (72.5 percent remotely and 70.9 percent onsite) libraries were

FIGURE C-20: FORMAL TECHNOLOGY TRAINING CLASSES OFFERED BY PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS*

Technology Training Classes	Metropolitan Status			Overall
	Urban	Suburban	Rural	
General computer skills (e.g., how to use mouse, keyboard, printing)	95.0%	92.5%	93.1%	93.4%
General software use (e.g., word processing, spreadsheets, presentation)	75.1%	77.9%	72.8%	75.5%
General Internet use (e.g., set up e-mail, Web browsing)	86.5%	95.0%	92.1%	91.7%
General online/Web searching (e.g., using Google, Yahoo, others)	76.3%	84.0%	81.4%	81.0%
Using library's Online Public Access Catalog (OPAC)	49.3%	54.6%	46.0%	50.4%
Using online databases (e.g., commercial databases to search and find content)	53.3%	54.3%	48.6%	52.2%
Safe online practices (e.g., not divulging personal information)	33.8%	37.1%	36.9%	36.1%
Accessing online government information (e.g., Medicare, taxes, how to complete forms)	38.7%	29.1%	25.4%	30.6%
Accessing online job-seeking and career-related information	51.7%	43.8%	33.7%	42.8%
Accessing online medical information (e.g., health literacy)	20.7%	22.7%	20.5%	21.4%
Accessing online investment information	15.8%	11.4%	9.9%	12.1%
Accessing genealogy information	34.6%	41.3%	39.9%	39.0%
Accessing consumer information (e.g., product value, safety, reliability, warranty information)	21.0%	25.0%	18.2%	21.7%
Digital photography, software and online applications (e.g., Photoshop, Flickr)	20.5%	26.9%	25.0%	24.6%
Social Networking (e.g., Facebook, Twitter, blogging, RSS)	31.9%	28.5%	22.1%	27.4%
Other technology-based training classes	14.6%	4.6%	5.1%	7.5%

*Note: Data in this figure is from the subset of libraries that report they offer formal technology classes (Figure C-19)

equally likely to provide either type of access than were rural libraries (54.4 percent remotely and 61.6 percent onsite). About 12 percent of libraries do not offer homework help, compared with 23 percent last year.

A majority (55.6 percent) of libraries provide audio content

(e.g., audiobooks or podcasts) remotely. Urban and suburban libraries were as much as 20 percent to 30 percent more likely to support audio content remote access than were rural libraries. Just over 17.5 percent of all libraries do not yet offer audio content, compared with 27.1 percent last year.

Digital/virtual reference is the fourth most common Internet-based service provided; more libraries report providing this service remotely (57.8 percent) than onsite (46.2 percent). About 27.7 percent do not provide the service, compared with 37.6 percent last year.

FIGURE C-21: ONLINE RESOURCES AND SERVICES THAT THE LIBRARY MAKES AVAILABLE TO PATRONS

	Overall			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (e.g., via the Web)	Provides Limited Access
<i>Resources</i>				
Digital reference/virtual reference	27.7%	46.2%	57.8%	3.1%
Licensed databases	5.0%	73.3%	74.5%	2.6%
E-books	34.1%	41.6%	55.6%	2.4%
Web/business conferencing (e.g., Skype, WebEx)	86.9%	6.7%	5.2%	3.2%
Online instructional courses/tutorials	43.0%	40.6%	37.9%	2.7%
Homework help	11.8%	67.1%	63.5%	2.6%
Audio content (e.g., streaming video, video clips, other)	17.5%	60.1%	55.6%	2.0%
Video content (e.g., streaming video, video clips, other)	36.7%	47.1%	37.6%	3.6%
Digitized special collections (e.g., letters, postcards, documents, other)	53.5%	33.4%	34.5%	2.2%
Library social networking (e.g., blogs, Flixster, Goodreads)	41.4%	40.2%	40.9%	3.0%
Online book clubs	65.0%	22.4%	27.0%	2.2%
<i>Services</i>				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	8.4%	88.8%	—	4.1%
Allow patrons to connect digital cameras and manipulate content	32.4%	62.1%	—	6.5%
Allow patrons to burn compact discs/DVDs	43.7%	51.8%	—	4.8%
Provide access to recreational gaming consoles, software or Web sites	29.1%	64.1%	—	9.0%

As with digital reference, e-book service is more often provided remotely (55.6 percent) than onsite (41.6 percent). Approximately one-third (34.1 percent) of libraries report that they do not provide e-books, compared to 44.6 percent

last year.

It is increasingly common for libraries to allow patrons to access and store content on USBs, MP3s and other devices, connect digital cameras, burn CDs or DVDs, and also provide access to gaming con-

soles, software or Web sites (Figure C-21).

This is the first year the survey asked libraries if a service was available onsite or remotely to try to ascertain the range of library-brokered resources available to the

“We view these classes as basic literacy. In today’s world, it’s tough to do anything if you don’t know basic word processing and basic Web use,” said one suburban Arizona library director.

community even when the building is closed. Because libraries could mark all that apply, percentages do not equal 100 percent (more detailed information by metropolitan status available in [Figures 47–49](#)).

The factors that libraries report prevent them from either providing specific services or that require limiting access to certain services are presented in Figure C-22. The largest percentage of libraries report they cannot afford to purchase and/or support such services — 62.2 percent, up from 58.9 percent reported last year. Library policies re-

FIGURE C-22: FACTORS PREVENTING ACCESS TO (OR LIMITED ACCESS TO) SERVICES, BY METROPOLITAN STATUS

	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Computer hardware/software on public Internet workstations will not support service(s)	40.4%	41.2%	40.5%	40.7%
Public access Internet connectivity speeds will not support service(s)	26.8%	26.1%	26.6%	25.2%
Library policy restricts offering or access to service(s)	40.7%	40.8%	42.4%	40.9%
Library cannot afford to purchase and/or support service(s)	62.9%	62.7%	61.6%	62.2%
Other	11.6%	11.8%	11.9%	11.6%

stricting access to services also saw an increase — 40.9 percent, up from 33.2 percent. The number of libraries reporting the lack of computer hardware/software to support the services declined substantially, with only 40.7 percent reporting this factor compared with 55.4 percent last year. This improvement aligns with the overall increase in public access workstations reported by libraries this year.

Conclusion

As with bandwidth, it is evident that public library staff are working to provide robust Internet-based services, often available through the library’s “virtual branch” — the library website. Access alone, however, is not adequate to meet the needs of many new computer users. Formal and informal technology assistance remains critical to ensuring people have the skills needed to participate and thrive online.

SPECIAL REPORT: JOBS AND E-GOVERNMENT

Libraries are being used more than ever during these economically difficult times — and their use for job-seeking and e-government activities is particularly evident. So, too, is the reliance of employers and government agencies on library staff, technology infrastructure, services and resources that public libraries make available to their communities. At a minimum, users need access to workstations and an Internet connection to apply for jobs or seek government agency support. These skills require both information technology literacy, an understanding of the often complex

maze of government agencies and their services, and access to educational resources to meet employment requirements.

Employment Support

Many libraries offer patrons assistance with identifying job opportunities, preparing materials for applying for jobs and taking examinations in order to qualify for certain jobs (Figure C-23):

Most (88.2 percent) provide access to job databases and other job opportunity resources.

Many (68 percent) provide access to civil service examination materi-

als, a figure that increases to 85.7 percent in urban libraries.

Nearly 70 percent provide software and other resources to help patrons create résumés and employment materials, a figure that increases to 81.2 percent in urban libraries.

Two-thirds of libraries provide patrons with assistance in completing online job applications.

Forty-two percent of urban libraries offer classes on job-seeking strategies and interview tips.

E-Government Support

A substantial percentage of libraries — 82.4 percent — report that it is very

FIGURE C-23: JOB-SEEKING SERVICES PROVIDED BY PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

Job-seeking roles and services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
The library provides access to job databases and other job opportunity resources	89.3%	91.6%	85.3%	88.2%
The library provides access to civil service exam materials	85.7%	78.9%	68.0%	74.9%
The library helps patrons complete online job applications	67.4%	63.8%	69.4%	67.1%
The library collaborates with outside agencies or individuals to help patrons complete online job applications	32.9%	20.6%	22.3%	23.6%
The library helps patrons develop business plans and other materials to start businesses	22.1%	14.0%	9.5%	13.3%
The library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses	26.5%	13.2%	10.5%	14.2%
The library offers classes (either by library staff or others working with the library) on job-seeking strategies, interview tips, etc.	42.0%	30.7%	13.6%	24.5%
The library offers software and other resources to help patrons create résumés and other employment materials	81.2%	68.7%	64.5%	68.9%
Other	4.7%	3.0%	3.2%	3.4%

Will not total 100%, as categories are not mutually exclusive

important or most important for the library to provide access to government information and services such as unemployment benefits, tax information, forms, Medicare information and the like. In particular (Figure C-24):

- Libraries (88.8 percent) provide as-needed assistance to patrons for understanding how to access and use e-government Web sites.
- Libraries (78.7 percent) provide assistance to patrons applying for or accessing e-government services.

- About 63.3 percent indicate that staff provide assistance to patrons for completing government forms.

- Nearly 32 percent of urban libraries indicate that at least one staff member has significant knowledge and skills in the provision of e-government services, and 26.4 percent of urban libraries indicate that they are partnering with government agencies and others to provide e-government services.

Service Challenges

Although public libraries report a range of employment and e-government support resources, they also indicate that there are challenges to their ability to offer patrons these services (Figure C-25):

- About 59 percent of libraries report that they do not have enough staff to effectively help patrons with their job-seeking needs, and 46 percent report that their library staff does not have the necessary expertise to meet patron job-seeking needs.

- Nearly 59 percent of libraries report that they do not have enough staff to effectively help patrons with their e-government needs and 52.7 percent report that their library staff does not have the necessary expertise to meet patron e-government needs.

Conclusion

The survey data — further corroborated by the March 2010 Opportunity for All study³ — show that libraries serve as vital community resources for job-seeking and e-government support. However, libraries report that they do not always have enough staff or the expertise to deal with all patron employment and e-government needs—thus creating new service challenges. ■

3 Becker, Samantha, et al. (2010) *Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries*. (IMLS-2010-RES-01). Institute of Museum and Library Services. Washington, D.C.

FIGURE C-24: E-GOVERNMENT ROLES AND SERVICES OF THE PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

E-Government roles and services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Staff provide assistance to patrons applying for or accessing e-government services	75.9%	78.6%	79.9%	78.7%
Staff provide as-needed assistance to patrons for understanding how to access and use e-government Web sites	91.2%	88.8%	87.9%	88.8%
Staff provide assistance to patrons for understanding government programs and services	45.6%	45.6%	40.7%	43.3%
Staff provide assistance to patrons for completing government forms	71.4%	65.2%	65.1%	66.3%
The library developed guides, tip sheets, or other tools to help patrons use e-government Web sites and services	23.3%	18.7%	14.2%	17.4%
The library offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	22.9%	7.3%	4.8%	8.9%
The library offers translation services for forms and services in other languages	11.1%	6.6%	4.2%	6.2%
The library is partnering with government agencies, non-profit organizations and others to provide e-government services	26.4%	21.2%	17.8%	20.5%
The library is working with government agencies (local, state or federal) to help agencies improve their Web sites and/or e-government services	11.0%	8.2%	6.0%	7.7%
The library has at least one staff member with significant knowledge and skills in provision of e- government services	31.5%	16.2%	15.4%	18.5%
Other	4.8%	3.3%	4.4%	4.1%

FIGURE C-25: CHALLENGES HELPING PATRONS MEET THEIR EMPLOYMENT AND E-GOVERNMENT NEEDS

Challenges	Overall						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library does not have enough staff to effectively help patrons with their job-seeking needs	9.1%	10.3%	19.4%	22.5%	36.1%	2.7%	3.7
The library staff does not have the necessary expertise to meet patron job-seeking needs	11.7%	13.5%	26.0%	21.5%	24.5%	2.9%	3.4
This library does not have enough staff to effectively help patrons with their e-government needs	9.4%	9.4%	18.6%	21.4%	37.5%	3.6%	3.7
This library's staff does not have the necessary expertise to meet patron e-government needs	9.1%	10.8%	23.9%	22.9%	29.8%	3.5%	3.6



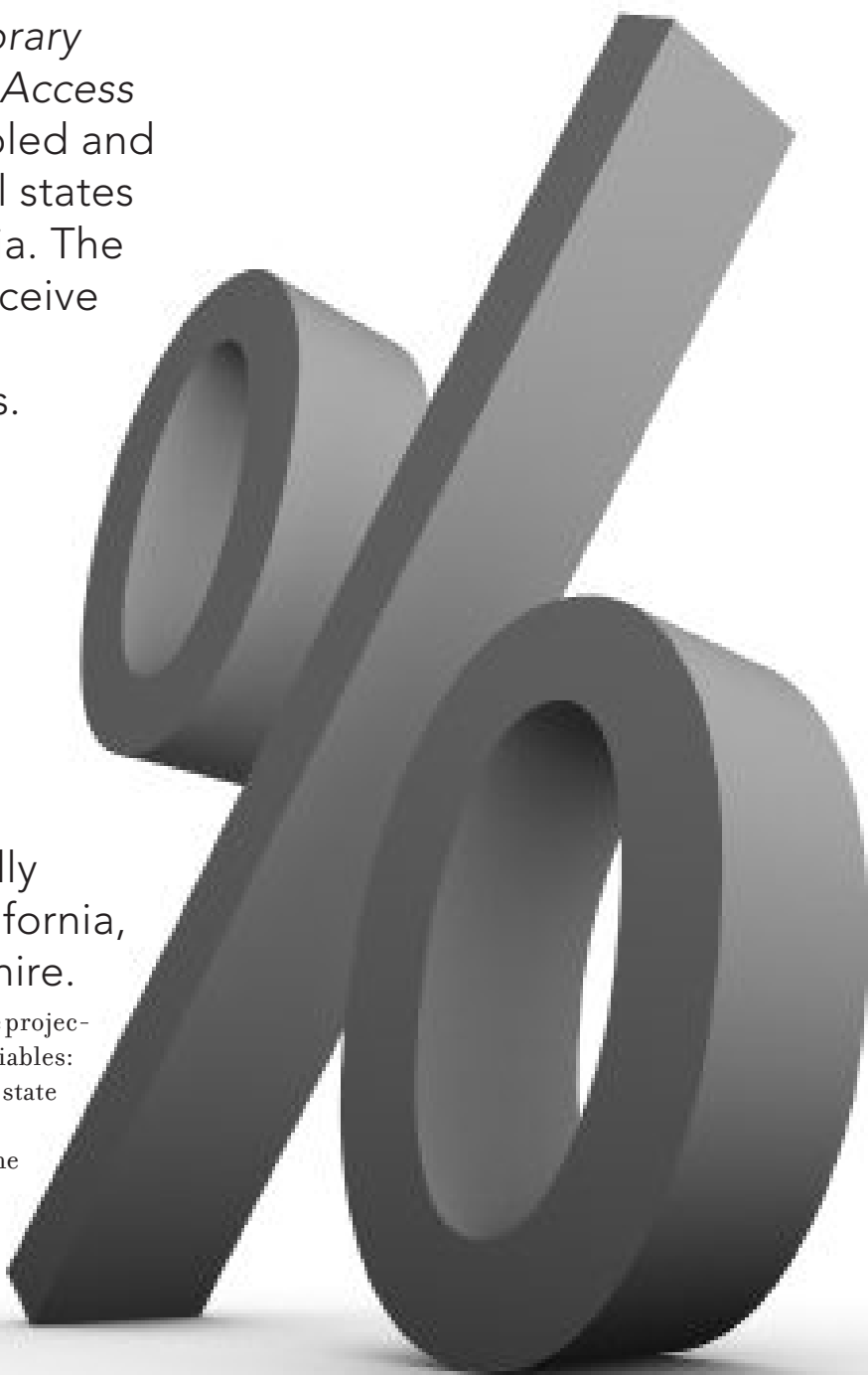
STATE SUMMARY DATA

The 2009-2010 *Public Library Funding & Technology Access Study* 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 (46 in all, plus the District of Columbia). States for which data could not be fully analyzed are Alabama, California, Michigan and New Hampshire.

The survey data were weighted to enable state projections. The weighting used was based on two variables:

1. Metropolitan status of libraries in the state (urban, suburban and rural).
2. Total number of libraries in the state (the data presented in the tables are statewide estimates).

Additional state data is available [online](#).



ALASKA

		AK	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$45.57	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		9.5%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		72.8%	66.6%
Average number of computers		6.1	14.2
Always sufficient computers available		30.0%	26.5%
Use of public Internet workstations increased since last year		43.2%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	53.8%	14.8%
	1.5Mbps	11.1%	27.4%
	1.6-10Mbps	12.7%	33.4%
	Greater than 10Mbps	13.0%	18.4%
Always adequate connection speed		28.5%	54.4%
Wireless availability		76.2%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		72.2%	95.0%
Homework resources		100.0%	88.2%
Digital/virtual reference		47.0%	72.3%
e-books		37.3%	65.9%
Audio content		82.3%	82.5%
Library offers IT training to patrons		72.2%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		69.9%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		81.7%	88.2%
helps patrons complete online job applications		53.1%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



ARIZONA

		AZ	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$26.31	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		13.1%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		58.9%	66.6%
Average number of computers		18.8	14.2
Always sufficient computers available		21.2%	26.5%
Use of public Internet workstations increased since last year		80.6%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	2.6%	14.8%
	1.5Mbps	27.6%	27.4%
	1.6-10Mbps	38.2%	33.4%
	Greater than 10Mbps	29.7%	18.4%
Always adequate connection speed		56.4%	54.4%
Wireless availability		100.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		98.2%	95.0%
Homework resources		89.2%	88.2%
Digital/virtual reference		65.6%	72.3%
e-books		58.9%	65.9%
Audio content		70.7%	82.5%
Library offers IT training to patrons		82.8%	89.1%
E-government: Staff provide assistance to patrons		91.7%	88.8%
Jobs services: Library		85.1%	88.2%
helps patrons complete online job applications		64.8%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

ARKANSAS

		AR	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$21.07	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.0%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		75.0%	66.6%
Average number of computers		11.7	14.2
Always sufficient computers available		16.0%	26.5%
Use of public Internet workstations increased since last year		77.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	25.4%	14.8%
	1.5Mbps	36.2%	27.4%
	1.6-10Mbps	28.7%	33.4%
	Greater than 10Mbps	4.0%	18.4%
Always adequate connection speed		34.5%	54.4%
Wireless availability		57.1%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		95.0%	95.0%
Homework resources		67.4%	88.2%
Digital/virtual reference		32.5%	72.3%
e-books		42.8%	65.9%
Audio content		56.0%	82.5%
Library offers IT training to patrons		83.2%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	96.4%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	90.7%	88.2%
	helps patrons complete online job applications	71.1%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



COLORADO

		CO	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$46.60	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		13.8%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		46.4%	66.6%
Average number of computers		18.4	14.2
Always sufficient computers available		26.4%	26.5%
Use of public Internet workstations increased since last year		81.9%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	16.5%	14.8%
	1.5Mbps	15.3%	27.4%
	1.6-10Mbps	41.2%	33.4%
	Greater than 10Mbps	23.9%	18.0%
Always adequate connection speed		48.8%	54.4%
Wireless availability		90.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		13.5%	95.0%
Homework resources		91.2%	88.2%
Digital/virtual reference		81.7%	72.3%
e-books		59.8%	65.9%
Audio content		84.9%	82.5%
Library offers IT training to patrons		92.8%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	91.0%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	86.1%	88.2%
	helps patrons complete online job applications	67.9%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

CONNECTICUT

		CT	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$42.13	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		20.7%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		60.1%	66.6%
Average number of computers		15.9	14.2
Always sufficient computers available		39.6%	26.5%
Use of public Internet workstations increased since last year		81.3%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	21.9%	14.8%
	1.5Mbps	4.1%	27.4%
	1.6-10Mbps	46.7%	33.4%
	Greater than 10Mbps	18.9%	18.4%
Always adequate connection speed		52.3%	54.4%
Wireless availability		92.7%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		96.3%	95.0%
Homework resources		93.6%	88.2%
Digital/virtual reference		67.6%	72.3%
e-books		78.7%	65.9%
Audio content		96.3%	82.5%
Library offers IT training to patrons		92.4%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	92.5%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	98.2%	88.2%
	helps patrons complete online job applications	66.3%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



WASHINGTON, DC

		DC	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$78.08	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		100.0%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		12.5%	66.6%
Average number of computers		29.2	14.2
Always sufficient computers available		87.5%	26.5%
Use of public Internet workstations increased since last year		100.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	14.8%
	1.5Mbps	0.0%	27.4%
	1.6-10Mbps	0.0%	33.4%
	Greater than 10Mbps	100.1%	18.4%
Always adequate connection speed		100.0%	54.4%
Wireless availability		100.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	95.0%
Homework resources		100.0%	88.2%
Digital/virtual reference		100.0%	72.3%
e-books		100.0%	65.9%
Audio content		100.0%	82.5%
Library offers IT training to patrons		100.0%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	100.0%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	100.0%	88.2%
	helps patrons complete online job applications	100.0%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

DELAWARE

		DE	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$30.45	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		33.8%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		78.4%	66.6%
Average number of computers		14.7	14.2
Always sufficient computers available		33.8%	26.5%
Use of public Internet workstations increased since last year		81.6%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	14.8%
	1.5Mbps	7.2%	27.4%
	1.6-10Mbps	63.2%	33.4%
	Greater than 10Mbps	18.4%	18.4%
Always adequate connection speed		84.7%	54.4%
Wireless availability		31.6%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	95.0%
Homework resources		93.8%	88.2%
Digital/virtual reference		73.3%	72.3%
e-books		70.3%	65.9%
Audio content		91.5%	82.5%
Library offers IT training to patrons		91.9%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	100.0%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	100.0%	88.2%
	helps patrons complete online job applications	91.9%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



FLORIDA

		FL	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$30.22	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		30.6%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		56.7%	66.6%
Average number of computers		29.1	14.2
Always sufficient computers available		12.0%	26.5%
Use of public Internet workstations increased since last year		82.4%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	11.4%	14.8%
	1.5Mbps	12.2%	27.4%
	1.6-10Mbps	21.6%	33.4%
	Greater than 10Mbps	51.7%	18.4%
Always adequate connection speed		48.5%	54.4%
Wireless availability		92.7%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		98.9%	95.0%
Homework resources		96.7%	88.2%
Digital/virtual reference		90.0%	72.3%
e-books		83.9%	65.9%
Audio content		91.6%	82.5%
Library offers IT training to patrons		93.7%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	95.5%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	96.8%	88.2%
	helps patrons complete online job applications	65.4%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

GEORGIA

		GA	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$21.70	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		14.4%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		71.5%	66.6%
Average number of computers		20.7	14.2
Always sufficient computers available		14.5%	26.5%
Use of public Internet workstations increased since last year		77.9%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	0.9%	14.8%
	1.5Mbps	54.4%	27.4%
	1.6-10Mbps	30.2%	33.4%
	Greater than 10Mbps	12.2%	18.4%
Always adequate connection speed		25.5%	54.4%
Wireless availability		84.3%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		92.0%	95.0%
Homework resources		77.9%	88.2%
Digital/virtual reference		58.8%	72.3%
e-books		69.3%	65.9%
Audio content		74.5%	82.5%
Library offers IT training to patrons		90.7%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		92.7%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		90.3%	88.2%
helps patrons complete online job applications		78.1%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



HAWAII

		HI	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$26.30	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		4.0%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		64.0%	66.6%
Average number of computers		5.5	14.2
Always sufficient computers available		14.3%	26.5%
Use of public Internet workstations increased since last year		71.4%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	78.0%	14.8%
	1.5Mbps	16.0%	27.4%
	1.6-10Mbps	6.0%	33.4%
	Greater than 10Mbps	0.0%	18.4%
Always adequate connection speed		14.0%	54.4%
Wireless availability		4.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		98.0%	95.0%
Homework resources		83.7%	88.2%
Digital/virtual reference		63.8%	72.3%
e-books		100.0%	65.9%
Audio content		72.9%	82.5%
Library offers IT training to patrons		90.0%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	95.8%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	90.0%	88.2%
	helps patrons complete online job applications	68.0%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

		ID	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$27.41	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.1%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		69.5%	66.6%
Average number of computers		10.8	14.2
Always sufficient computers available		40.6%	26.5%
Use of public Internet workstations increased since last year		66.2%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	30.0%	14.8%
	1.5Mbps	22.5%	27.4%
	1.6-10Mbps	36.3%	33.4%
	Greater than 10Mbps	7.9%	18.4%
Always adequate connection speed		34.9%	54.4%
Wireless availability		77.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		89.8%	95.0%
Homework resources		85.0%	88.2%
Digital/virtual reference		60.0%	72.3%
e-books		53.7%	65.9%
Audio content		79.0%	82.5%
Library offers IT training to patrons		83.3%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		90.1%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		89.6%	88.2%
helps patrons complete online job applications		67.1%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



ILLINOIS

		IL	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$55.84	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		6.5%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		61.5%	66.6%
Average number of computers		13.7	14.2
Always sufficient computers available		28.4%	26.5%
Use of public Internet workstations increased since last year		72.6%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	17.1%	14.8%
	1.5Mbps	29.9%	27.4%
	1.6-10Mbps	29.9%	33.4%
	Greater than 10Mbps	15.1%	18.4%
Always adequate connection speed		52.6%	54.4%
Wireless availability		74.1%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		85.6%	95.0%
Homework resources		86.9%	88.2%
Digital/virtual reference		63.8%	72.3%
e-books		46.0%	65.9%
Audio content		70.6%	82.5%
Library offers IT training to patrons		83.7%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	91.2%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	79.9%	88.2%
	helps patrons complete online job applications	69.4%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

INDIANA

		IN	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$48.83	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		8.8%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		79.7%	66.6%
Average number of computers		16.4	14.2
Always sufficient computers available		29.2%	26.5%
Use of public Internet workstations increased since last year		75.2%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	5.7%	14.8%
	1.5Mbps	28.3%	27.4%
	1.6-10Mbps	44.2%	33.4%
	Greater than 10Mbps	18.0%	18.4%
Always adequate connection speed		61.1%	54.4%
Wireless availability		79.8%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		87.1%	95.0%
Homework resources		83.9%	88.2%
Digital/virtual reference		62.8%	72.3%
e-books		47.9%	65.9%
Audio content		76.9%	82.5%
Library offers IT training to patrons		94.0%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		91.9%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		83.5%	88.2%
helps patrons complete online job applications		59.7%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



IOWA

		IA	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$33.41	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		1.7%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		82.7%	66.6%
Average number of computers		9.8	14.2
Always sufficient computers available		40.8%	26.5%
Use of public Internet workstations increased since last year		70.9%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	33.4%	14.8%
	1.5Mbps	22.1%	27.4%
	1.6-10Mbps	31.0%	33.4%
	Greater than 10Mbps	9.2%	18.4%
Always adequate connection speed		64.2%	54.4%
Wireless availability		80.8%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		87.6%	95.0%
Homework resources		81.2%	88.2%
Digital/virtual reference		52.8%	72.3%
e-books		15.7%	65.9%
Audio content		79.0%	82.5%
Library offers IT training to patrons		81.1%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		85.3%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		77.0%	88.2%
helps patrons complete online job applications		82.2%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

KANSAS

		KS	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$44.21	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.8%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		64.0%	66.6%
Average number of computers		12.4	14.2
Always sufficient computers available		39.3%	26.5%
Use of public Internet workstations increased since last year		78.4%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	10.2%	14.8%
	1.5Mbps	28.0%	27.4%
	1.6-10Mbps	44.4%	33.4%
	Greater than 10Mbps	13.7%	18.4%
Always adequate connection speed		64.4%	54.4%
Wireless availability		92.3%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		93.6%	95.0%
Homework resources		97.4%	88.2%
Digital/virtual reference		57.7%	72.3%
e-books		73.6%	65.9%
Audio content		96.2%	82.5%
Library offers IT training to patrons		88.6%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		91.5%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		92.1%	88.2%
helps patrons complete online job applications		56.5%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



KENTUCKY

		KY	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$27.02	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		6.3%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		75.3%	66.6%
Average number of computers		15.3	14.2
Always sufficient computers available		18.1%	26.5%
Use of public Internet workstations increased since last year		65.2%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	14.4%	14.8%
	1.5Mbps	11.4%	27.4%
	1.6-10Mbps	51.7%	33.4%
	Greater than 10Mbps	15.4%	18.4%
Always adequate connection speed		56.4%	54.4%
Wireless availability		91.4%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		95.4%	95.0%
Homework resources		87.1%	88.2%
Digital/virtual reference		77.8%	72.3%
e-books		59.3%	65.9%
Audio content		76.5%	82.5%
Library offers IT training to patrons		85.4%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	88.7%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	80.3%	88.2%
	helps patrons complete online job applications	71.8%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

LOUISIANA

		LA	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$32.18	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		5.2%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		68.8%	66.6%
Average number of computers		14.4	14.2
Always sufficient computers available		49.9%	26.5%
Use of public Internet workstations increased since last year		64.7%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	3.4%	14.8%
	1.5Mbps	27.5%	27.4%
	1.6-10Mbps	43.6%	33.4%
	Greater than 10Mbps	24.7%	18.4%
Always adequate connection speed		62.5%	54.4%
Wireless availability		75.2%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		99.0%	95.0%
Homework resources		84.2%	88.2%
Digital/virtual reference		67.1%	72.3%
e-books		54.6%	65.9%
Audio content		63.2%	82.5%
Library offers IT training to patrons		89.4%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		91.2%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		88.0%	88.2%
helps patrons complete online job applications		61.1%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



MAINE

		ME	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$28.76	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		7.8%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		79.9%	66.6%
Average number of computers		7.3	14.2
Always sufficient computers available		42.8%	26.5%
Use of public Internet workstations increased since last year		65.4%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	14.8%
	1.5Mbps	83.0%	27.4%
	1.6-10Mbps	17.1%	33.4%
	Greater than 10Mbps	1.1%	18.4%
Always adequate connection speed		61.1%	54.4%
Wireless availability		93.1%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		91.9%	95.0%
Homework resources		84.4%	88.2%
Digital/virtual reference		56.3%	72.3%
e-books		33.6%	65.9%
Audio content		80.3%	82.5%
Library offers IT training to patrons		90.7%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	89.2%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	79.1%	88.2%
	helps patrons complete online job applications	73.8%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

MARYLAND

		MD	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita		\$46.99	\$35.63
ACCESS			
Hours decreased since last fiscal year		27.9%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		75.3%	66.6%
Average number of computers		19.9	14.2
Always sufficient computers available		17.9%	26.5%
Use of public Internet workstations increased since last year		73.6%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	6.1%	14.8%
	1.5Mbps	12.8%	27.4%
	1.6-10Mbps	34.5%	33.4%
	Greater than 10Mbps	44.8%	18.4%
Always adequate connection speed		70.7%	54.4%
Wireless availability		92%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100%	95%
Homework resources		100%	88.2%
Digital/virtual reference		99.4%	72.3%
e-books		97.6%	65.9%
Audio content		100%	82.5%
Library offers IT training to patrons		95.8%	89.1%
E-government: Staff provide assistance to patrons		87.9%	88.8%
Jobs services: Library		99.4%	88.2%
Helps patrons complete online job applications		84.7%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



MASSACHUSETTS

		MA	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$41.70	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		26.8%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		47.8%	66.6%
Average number of computers		12.5	14.2
Always sufficient computers available		26.4%	26.5%
Use of public Internet workstations increased since last year		70.5%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	26.6%	14.8%
	1.5Mbps	15.5%	27.4%
	1.6-10Mbps	33.1%	33.4%
	Greater than 10Mbps	14.7%	18.4%
Always adequate connection speed		55.3%	54.4%
Wireless availability		91.3%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		98.8%	95.0%
Homework resources		84.9%	88.2%
Digital/virtual reference		80.4%	72.3%
e-books		87.7%	65.9%
Audio content		93.4%	82.5%
Library offers IT training to patrons		88.5%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	86.0%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	87.9%	88.2%
	helps patrons complete online job applications	60.6%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

MINNESOTA

		MN	U.S.	
EXPENDITURES (SYSTEM DATA)				
Total operating expenditures per capita		\$34.39	\$35.63	
ACCESS				
Hours decreased since last fiscal year		13.6%	14.5%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)				
Library offer only free access to computers/Internet in their communities		67.3%	66.6%	
Average number of computers		11.0	14.2	
Always sufficient computers available		17.6%	26.5%	
Use of public Internet workstations increased since last year		65.5%	75.7%	
Maximum Internet connection speed	Less than 1.5Mbps	18.5%	14.8%	
	1.5Mbps	43.2%	27.4%	
	1.6-10Mbps	15.3%	33.4%	
	Greater than 10Mbps	21.3%	18.4%	
Always adequate connection speed		52.3%	54.4%	
Wireless availability		92.8%	82.2%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)				
Licensed databases		97.8%	95%	
Homework resources		93.8%	88.2%	
Digital/virtual reference		85.1%	72.3%	
e-books		86.2%	65.9%	
Audio content		94.7%	82.5%	
Library offers IT training to patrons		99.0%	89.1%	
E-government: Staff provide assistance to patrons				
		For understanding how to access and use e-government Web sites	95.8%	88.8%
Jobs services: Library				
		Provides access to jobs databases and other job opportunity resources	91.1%	88.2%
		Helps patrons complete online job applications	63.8%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



MISSISSIPPI

		MS	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$15.19	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		5.6%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		73.4%	66.6%
Average number of computers		9.7	14.2
Always sufficient computers available		19.4%	26.5%
Use of public Internet workstations increased since last year		75.2%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	25.5%	14.8%
	1.5Mbps	65.8%	27.4%
	1.6-10Mbps	8.1%	33.4%
	Greater than 10Mbps	2.5%	18.4%
Always adequate connection speed		44.1%	54.4%
Wireless availability		68.8%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		98.7%	95.0%
Homework resources		86.8%	88.2%
Digital/virtual reference		53.4%	72.3%
e-books		32.8%	65.9%
Audio content		51.5%	82.5%
Library offers IT training to patrons		88.8%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	89.5%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	77.6%	88.2%
	helps patrons complete online job applications	61.0%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

MISSOURI

		MO	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$36.81	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		1.2%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		69.9%	66.6%
Average number of computers		15.9	14.2
Always sufficient computers available		21.6%	26.5%
Use of public Internet workstations increased since last year		72.8%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	7.5%	14.8%
	1.5Mbps	54.7%	27.4%
	1.6-10Mbps	21.0%	33.4%
	Greater than 10Mbps	13.3%	18.4%
Always adequate connection speed		66.3%	54.4%
Wireless availability		65.7%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		93.3%	95.0%
Homework resources		89.8%	88.2%
Digital/virtual reference		57.0%	72.3%
e-books		43.0%	65.9%
Audio content		74.3%	82.5%
Library offers IT training to patrons		89.1%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	92.3%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	90.3%	88.2%
	helps patrons complete online job applications	73.7%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



MONTANA

		MT	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$22.37	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.8%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		74.7%	66.6%
Average number of computers		8.3	14.2
Always sufficient computers available		29.1%	26.5%
Use of public Internet workstations increased since last year		75.9%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	21.6%	14.8%
	1.5Mbps	24.1%	27.4%
	1.6-10Mbps	36.8%	33.4%
	Greater than 10Mbps	10.1%	18.4%
Always adequate connection speed		50.0%	54.4%
Wireless availability		84.4%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		96.1%	95.0%
Homework resources		85.3%	88.2%
Digital/virtual reference		78.4%	72.3%
e-books		60.0%	65.9%
Audio content		79.5%	82.5%
Library offers IT training to patrons		76.6%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		87.3%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		84.7%	88.2%
helps patrons complete online job applications		61.1%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

NEBRASKA

		NE	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$32.37	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		2.3%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		78.1%	66.6%
Average number of computers		6.8	14.2
Always sufficient computers available		35.9%	26.5%
Use of public Internet workstations increased since last year		59.6%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	23.4%	14.8%
	1.5Mbps	14.0%	27.4%
	1.6-10Mbps	41.5%	33.4%
	Greater than 10Mbps	11.8%	18.4%
Always adequate connection speed		65.8%	54.4%
Wireless availability		86.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		82.8%	95.0%
Homework resources		69.8%	88.2%
Digital/virtual reference		57.4%	72.3%
e-books		36.2%	65.9%
Audio content		81.6%	82.5%
Library offers IT training to patrons		85.9%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	83.0%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	68.8%	88.2%
	helps patrons complete online job applications	70.4%	67.1%



NEVADA

		NV	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$31.59	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		27.0%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		58.4%	66.6%
Average number of computers		11.1	14.2
Always sufficient computers available		18.8%	26.5%
Use of public Internet workstations increased since last year		70.7%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	23.8%	14.8%
	1.5Mbps	30.7%	27.4%
	1.6-10Mbps	14.0%	33.4%
	Greater than 10Mbps	24.5%	18.0%
Always adequate connection speed		38.2%	54.4%
Wireless availability		54.3%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	95.0%
Homework resources		93.2%	88.2%
Digital/virtual reference		65.5%	72.3%
e-books		52.2%	65.9%
Audio content		86.1%	82.5%
Library offers IT training to patrons		69.6%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	46.8%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	73.3%	88.2%
	helps patrons complete online job applications	80.6%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

NEW JERSEY

		NJ	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$51.20	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		7.2%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		56.9%	66.6%
Average number of computers		14.3	14.2
Always sufficient computers available		35.8%	26.5%
Use of public Internet workstations increased since last year		79.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	12.7%	14.8%
	1.5Mbps	19.3%	27.4%
	1.6-10Mbps	12.2%	33.4%
	Greater than 10Mbps	36.5%	18.4%
Always adequate connection speed		65.3%	54.4%
Wireless availability		90.2%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		97.4%	95.0%
Homework resources		90.6%	88.2%
Digital/virtual reference		74.9%	72.3%
e-books		57.6%	65.9%
Audio content		85.6%	82.5%
Library offers IT training to patrons		89.4%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		89.4%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		93.5%	88.2%
helps patrons complete online job applications		66.8%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



NEW MEXICO

		NM	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$28.44	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		17.9%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		66.1%	66.6%
Average number of computers		15.1	14.2
Always sufficient computers available		35.6%	26.5%
Use of public Internet workstations increased since last year		77.7%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	23.6%	14.8%
	1.5Mbps	23.4%	27.4%
	1.6-10Mbps	22.2%	33.4%
	Greater than 10Mbps	26.4%	18.4%
Always adequate connection speed		58.6%	54.4%
Wireless availability		79.2%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		88.3%	95.0%
Homework resources		82.8%	88.2%
Digital/virtual reference		49.5%	72.3%
e-books		10.0%	65.9%
Audio content		69.2%	82.5%
Library offers IT training to patrons		95.7%	89.1%
E-government: Staff provide assistance to patrons		93.4%	88.8%
		to understand how to access and use e-government Web sites	
Jobs services: Library		90.0%	88.2%
		provides access to jobs databases and other job opportunity resources	
		helps patrons complete online job applications	70.6%
			67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

NEW YORK

		NY	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$57.32	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		13.5%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		76.0%	66.6%
Average number of computers		12.1	14.2
Always sufficient computers available		29.6%	26.5%
Use of public Internet workstations increased since last year		84.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	11.2%	14.8%
	1.5Mbps	19.2%	27.4%
	1.6-10Mbps	46.0%	33.4%
	Greater than 10Mbps	14.4%	18.0%
Always adequate connection speed		51.8%	54.4%
Wireless availability		92.8%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		98.3%	95.0%
Homework resources		90.8%	88.2%
Digital/virtual reference		83.0%	72.3%
e-books		71.0%	65.9%
Audio content		89.6%	82.5%
Library offers IT training to patrons		96.0%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	88.9%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	79.5%	88.2%
	helps patrons complete online job applications	59.8%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



NORTH CAROLINA

		NC	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$22.12	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		10.6%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		71.2%	66.6%
Average number of computers		12.6	14.2
Always sufficient computers available		23.3%	26.5%
Use of public Internet workstations increased since last year		83.7%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	12.0%	14.8%
	1.5Mbps	8.7%	27.4%
	1.6-10Mbps	61.9%	33.4%
	Greater than 10Mbps	13.9%	18.4%
Always adequate connection speed		52.5%	54.4%
Wireless availability		77.7%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		99.0%	95.0%
Homework resources		95.3%	88.2%
Digital/virtual reference		82.0%	72.3%
e-books		94.4%	65.9%
Audio content		87.3%	82.5%
Library offers IT training to patrons		86.6%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	94.0%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	99.6%	88.2%
	helps patrons complete online job applications	70.4%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

NORTH DAKOTA

		ND	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$22.26	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.0%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		43.5%	66.6%
Average number of computers		8.3	14.2
Always sufficient computers available		35.8%	26.5%
Use of public Internet workstations increased since last year		79.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	15.9%	14.8%
	1.5Mbps	11.9%	27.4%
	1.6-10Mbps	35.0%	33.4%
	Greater than 10Mbps	25.5%	18.4%
Always adequate connection speed		68.9%	54.4%
Wireless availability		60.5%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		80.2%	95.0%
Homework resources		87.6%	88.2%
Digital/virtual reference		38.7%	72.3%
e-books		54.8%	65.9%
Audio content		69.4%	82.5%
Library offers IT training to patrons		80.2%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	93.3%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	82.8%	88.2%
	helps patrons complete online job applications	57.7%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



OHIO

		OH	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$62.77	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		64.1%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		67.9%	66.6%
Average number of computers		13.9	14.2
Always sufficient computers available		13.3%	26.5%
Use of public Internet workstations increased since last year		84.6%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	9.3%	14.8%
	1.5Mbps	30.1%	27.4%
	1.6-10Mbps	46.8%	33.4%
	Greater than 10Mbps	8.5%	18.4%
Always adequate connection speed		56.0%	54.4%
Wireless availability		87.6%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		96.7%	95.0%
Homework resources		95.7%	88.2%
Digital/virtual reference		91.0%	72.3%
e-books		83.0%	65.9%
Audio content		88.8%	82.5%
Library offers IT training to patrons		91.7%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	90.3%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	95.9%	88.2%
	helps patrons complete online job applications	68.3%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

OKLAHOMA

		OK	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$28.11	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		1.9%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		62.0%	66.6%
Average number of computers		16.0	14.2
Always sufficient computers available		7.7%	26.5%
Use of public Internet workstations increased since last year		52.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	20.6%	14.8%
	1.5Mbps	18.5%	27.4%
	1.6-10Mbps	21.6%	33.4%
	Greater than 10Mbps	34.7%	18.0%
Always adequate connection speed		58.9%	54.4%
Wireless availability		95.9%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		97.9%	95.0%
Homework resources		91.4%	88.2%
Digital/virtual reference		86.6%	72.3%
e-books		59.7%	65.9%
Audio content		82.5%	82.5%
Library offers IT training to patrons		93.7%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	89.3%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	93.7%	88.2%
	helps patrons complete online job applications	79.0%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



OREGON

		OR	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$46.56	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		10.3%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		61.6%	66.6%
Average number of computers		12.1	14.2
Always sufficient computers available		19.5%	26.5%
Use of public Internet workstations increased since last year		61.4%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	15.5%	14.8%
	1.5Mbps	27.8%	27.4%
	1.6-10Mbps	34.0%	33.4%
	Greater than 10Mbps	19.9%	18.4%
Always adequate connection speed		64.9%	54.4%
Wireless availability		84.5%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		97.2%	95.0%
Homework resources		89.5%	88.2%
Digital/virtual reference		88.0%	72.3%
e-books		70.8%	65.9%
Audio content		89.0%	82.5%
Library offers IT training to patrons		92.3%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	80.2%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	94.4%	88.2%
	helps patrons complete online job applications	39.4%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

PENNSYLVANIA

		PA	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$28.14	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		10.1%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		36.6%	66.6%
Average number of computers		12.8	14.2
Always sufficient computers available		34.2%	26.5%
Use of public Internet workstations increased since last year		82.9%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	14.4%	14.8%
	1.5Mbps	21.5%	27.4%
	1.6-10Mbps	34.4%	33.4%
	Greater than 10Mbps	19.5%	18.4%
Always adequate connection speed		61.8%	54.4%
Wireless availability		90.5%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		97.9%	95.0%
Homework resources		85.0%	88.2%
Digital/virtual reference		82.7%	72.3%
e-books		68.8%	65.9%
Audio content		85.0%	82.5%
Library offers IT training to patrons		83.5%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		81.2%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		82.0%	88.2%
helps patrons complete online job applications		69.3%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



RHODE ISLAND

		RI	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$34.67	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		11.7%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		42.3%	66.6%
Average number of computers		16.1	14.2
Always sufficient computers available		46.8%	26.5%
Use of public Internet workstations increased since last year		61.4%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	6.1%	14.8%
	1.5Mbps	15.3%	27.4%
	1.6-10Mbps	27.5%	33.4%
	Greater than 10Mbps	15.4%	18.4%
Always adequate connection speed		63.3%	54.4%
Wireless availability		100.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		68.4%	95.0%
Homework resources		68.4%	88.2%
Digital/virtual reference		61.9%	72.3%
e-books		65.1%	65.9%
Audio content		100.0%	82.5%
Library offers IT training to patrons		100.0%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	90.2%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	85.2%	88.2%
	helps patrons complete online job applications	83.8%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

SOUTH CAROLINA

		SC	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$25.32	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		12.4%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		67.8%	66.6%
Average number of computers		12.5	14.2
Always sufficient computers available		10.6%	26.5%
Use of public Internet workstations increased since last year		84.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	1.3%	14.8%
	1.5Mbps	39.7%	27.4%
	1.6-10Mbps	34.7%	33.4%
	Greater than 10Mbps	13.8%	18.4%
Always adequate connection speed		54.7%	54.4%
Wireless availability		79.1%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	95.0%
Homework resources		95.5%	88.2%
Digital/virtual reference		57.2%	72.3%
e-books		30.9%	65.9%
Audio content		77.5%	82.5%
Library offers IT training to patrons		58.4%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		84.5%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		94.4%	88.2%
helps patrons complete online job applications		69.0%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



SOUTH DAKOTA

		SD	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$28.10	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		4.9%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		25.9%	66.6%
Average number of computers		7.1	14.2
Always sufficient computers available		46.2%	26.5%
Use of public Internet workstations increased since last year		57.9%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	43.9%	14.8%
	1.5Mbps	11.6%	27.4%
	1.6-10Mbps	25.1%	33.4%
	Greater than 10Mbps	14.3%	18.4%
Always adequate connection speed		65.9%	54.4%
Wireless availability		57.4%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		89.7%	95.0%
Homework resources		88.4%	88.2%
Digital/virtual reference		60.5%	72.3%
e-books		56.1%	65.9%
Audio content		69.9%	82.5%
Library offers IT training to patrons		72.9%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		75.9%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		85.2%	88.2%
helps patrons complete online job applications		69.1%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

TENNESSEE

		TN	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$16.73	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		2.7%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		40.7%	66.6%
Average number of computers		14.2	14.2
Always sufficient computers available		30.0%	26.5%
Use of public Internet workstations increased since last year		87.2%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	21.3%	14.8%
	1.5Mbps	8.0%	27.4%
	1.6-10Mbps	46.4%	33.4%
	Greater than 10Mbps	11.6%	18.4%
Always adequate connection speed		44.3%	54.4%
Wireless availability		75.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		89.3%	95.0%
Homework resources		83.5%	88.2%
Digital/virtual reference		72.7%	72.3%
e-books		89.5%	65.9%
Audio content		89.9%	82.5%
Library offers IT training to patrons		82.4%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		86.9%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		81.8%	88.2%
helps patrons complete online job applications		83.9%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



TEXAS

		TX	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$19.68	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		4.7%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		39.3%	66.6%
Average number of computers		19.4	14.2
Always sufficient computers available		29.3%	26.5%
Use of public Internet workstations increased since last year		73.6%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	18.0%	14.8%
	1.5Mbps	20.5%	27.4%
	1.6-10Mbps	35.1%	33.4%
	Greater than 10Mbps	17.1%	18.4%
Always adequate connection speed		50.0%	54.4%
Wireless availability		75.8%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		94.4%	95.0%
Homework resources		81.6%	88.2%
Digital/virtual reference		60.6%	72.3%
e-books		66.6%	65.9%
Audio content		80.5%	82.5%
Library offers IT training to patrons		86.4%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		82.5%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		79.8%	88.2%
helps patrons complete online job applications		72.6%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

		UT	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$31.81	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		9.2%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		37.7%	66.6%
Average number of computers		15.5	14.2
Always sufficient computers available		17.4%	26.5%
Use of public Internet workstations increased since last year		80.7%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	15.0%	14.8%
	1.5Mbps	10.5%	27.4%
	1.6-10Mbps	39.0%	33.4%
	Greater than 10Mbps	28.6%	18.4%
Always adequate connection speed		61.0%	54.4%
Wireless availability		84.1%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		96.5%	95.0%
Homework resources		82.3%	88.2%
Digital/virtual reference		49.5%	72.3%
e-books		98.2%	65.9%
Audio content		92.0%	82.5%
Library offers IT training to patrons		88.5%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		98.2%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		83.3%	88.2%
helps patrons complete online job applications		78.7%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



VERMONT

		VT	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$26.81	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		10.5%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		44.4%	66.6%
Average number of computers		6.3	14.2
Always sufficient computers available		31.3%	26.5%
Use of public Internet workstations increased since last year		67.3%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	15.4%	14.8%
	1.5Mbps	11.6%	27.4%
	1.6-10Mbps	31.8%	33.4%
	Greater than 10Mbps	19.6%	18.4%
Always adequate connection speed		62.9%	54.4%
Wireless availability		88.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		78.7%	95.0%
Homework resources		69.7%	88.2%
Digital/virtual reference		53.7%	72.3%
e-books		22.1%	65.9%
Audio content		90.0%	82.5%
Library offers IT training to patrons		84.9%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	82.4%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	80.1%	88.2%
	helps patrons complete online job applications	65.9%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

VIRGINIA

		VA	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$35.23	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		19.6%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		47.3%	66.6%
Average number of computers		16.0	14.2
Always sufficient computers available		30.0%	26.5%
Use of public Internet workstations increased since last year		78.8%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	12.8%	14.8%
	1.5Mbps	18.1%	27.4%
	1.6-10Mbps	33.8%	33.4%
	Greater than 10Mbps	32.8%	18.4%
Always adequate connection speed		54.6%	54.4%
Wireless availability		84.9%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		98.5%	95.0%
Homework resources		89.6%	88.2%
Digital/virtual reference		74.1%	72.3%
e-books		76.5%	65.9%
Audio content		73.9%	82.5%
Library offers IT training to patrons		90.9%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	96.6%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	95.6%	88.2%
	helps patrons complete online job applications	85.8%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



WASHINGTON

		WA	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$52.24	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		8.7%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		56.5%	66.6%
Average number of computers		15.1	14.2
Always sufficient computers available		14.9%	26.5%
Use of public Internet workstations increased since last year		79.8%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	15.8%	14.8%
	1.5Mbps	14.1%	27.4%
	1.6-10Mbps	40.2%	33.4%
	Greater than 10Mbps	28.9%	18.4%
Always adequate connection speed		52.4%	54.4%
Wireless availability		82.0%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		99.3%	95.0%
Homework resources		94.1%	88.2%
Digital/virtual reference		71.7%	72.3%
e-books		48.6%	65.9%
Audio content		84.0%	82.5%
Library offers IT training to patrons		97.3%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	93.4%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	92.4%	88.2%
	helps patrons complete online job applications	27.4%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.

WEST VIRGINIA

		WV	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita		\$16.40	\$35.63
ACCESS			
Hours decreased since last fiscal year		0.9%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		70.4%	66.6%
Average number of computers		6.9	14.2
Always sufficient computers available		38.3%	26.5%
Use of public Internet workstations increased since last year		66.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	14.8%
	1.5Mbps	100.0%	27.4%
	1.6-10Mbps	0.0%	33.4%
	Greater than 10Mbps	0.0%	18.4%
Always adequate connection speed		61.4%	54.4%
Wireless availability		73.9%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		97.2%	95.0%
Homework resources		82.7%	88.2%
Digital/virtual reference		67.7%	72.3%
e-books		52.2%	65.9%
Audio content		67.2%	82.5%
Library offers IT training to patrons		82.4%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		89.8%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		89.2%	88.2%
helps patrons complete online job applications		68.5%	67.1%

* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



WISCONSIN

		WI	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$36.81	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.6%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		48.4%	66.6%
Average number of computers		9.4	14.2
Always sufficient computers available		19.6%	26.5%
Use of public Internet workstations increased since last year		79.0%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	14.8%
	1.5Mbps	94.0%	27.4%
	1.6-10Mbps	6.0%	33.4%
	Greater than 10Mbps	0.0%	18.4%
Always adequate connection speed		39.3%	54.4%
Wireless availability		93.3%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		99.5%	95.0%
Homework resources		82.7%	88.2%
Digital/virtual reference		86.9%	72.3%
e-books		96.3%	65.9%
Audio content		96.1%	82.5%
Library offers IT training to patrons		89.7%	89.1%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	86.5%	88.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	93.5%	88.2%
	helps patrons complete online job applications	72.7%	67.1%

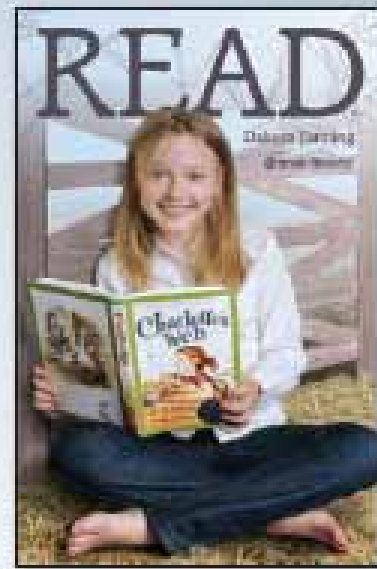
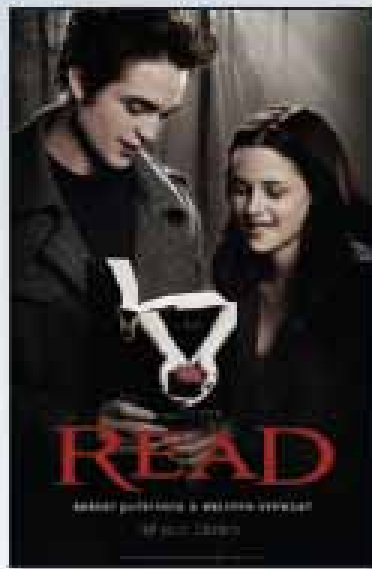
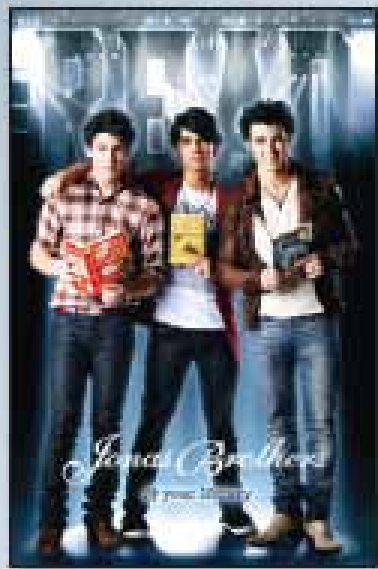
* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



WYOMING

		WY	U.S.
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$52.92	\$35.63
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		6.3%	14.5%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		57.8%	66.6%
Average number of computers		11.0	14.2
Always sufficient computers available		35.9%	26.5%
Use of public Internet workstations increased since last year		59.4%	75.7%
Maximum Internet connection speed	Less than 1.5Mbps	29.9%	14.8%
	1.5Mbps	31.4%	27.4%
	1.6-10Mbps	21.7%	33.4%
	Greater than 10Mbps	17.0%	18.4%
Always adequate connection speed		52.9%	54.4%
Wireless availability		76.1%	82.2%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	95.0%
Homework resources		82.5%	88.2%
Digital/virtual reference		74.7%	72.3%
e-books		71.5%	65.9%
Audio content		100.0%	82.5%
Library offers IT training to patrons		69.7%	89.1%
E-government: Staff provide assistance to patrons to understand how to access and use e-government Web sites		93.9%	88.8%
Jobs services: Library provides access to jobs databases and other job opportunity resources		90.3%	88.2%
helps patrons complete online job applications		58.3%	67.1%

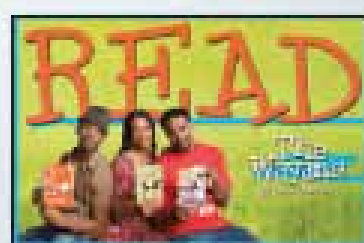
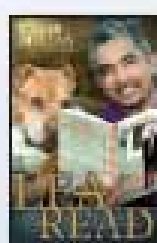
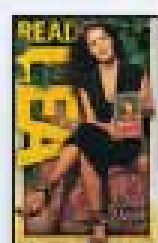
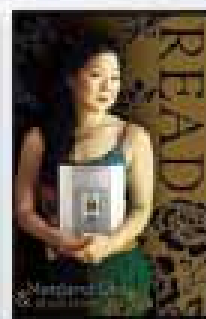
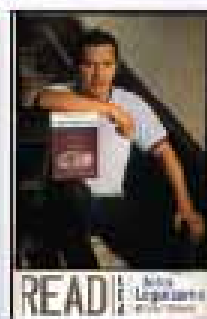
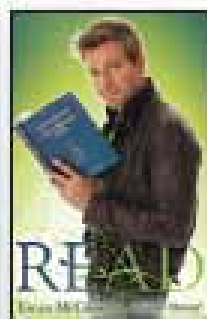
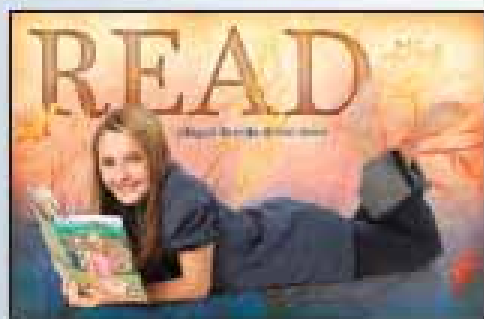
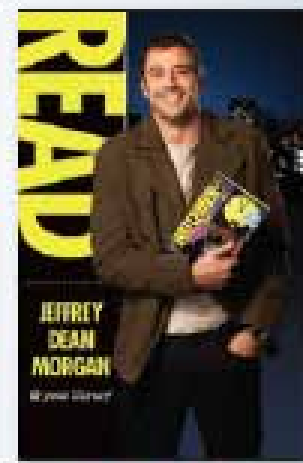
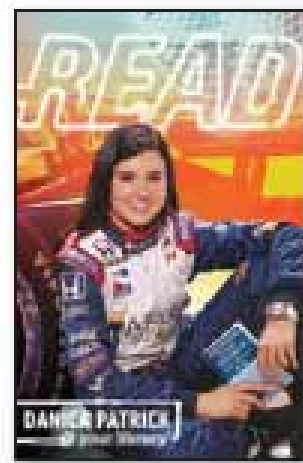
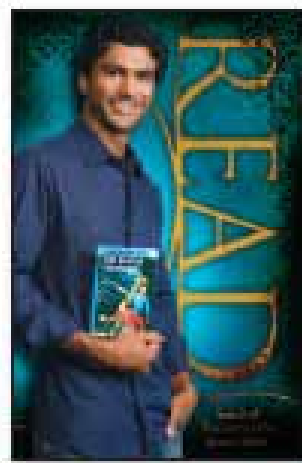
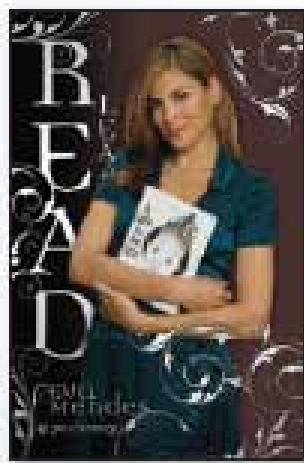
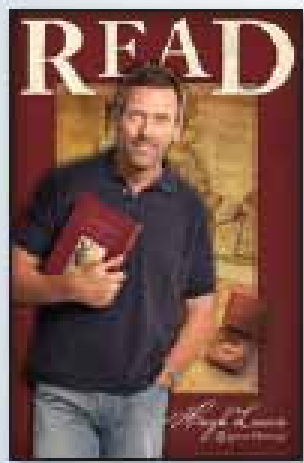
* Institute of Museum and Library Services. *Public Libraries Survey: Fiscal Year 2008*. Washington, DC: IMLS, 2010.



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REPORTS

FROM THE FIELD

A valuable complement to the public library and state library surveys is a qualitative component to better understand the quantitative responses. Each year, the research team conducts interviews with library staff in at least two states. This year the research team interviewed 19 public library staff members – most library directors and library IT directors – in two states: Arizona and Tennessee.

Libraries were selected from a pool of those that had responded to the *Public Library Funding & Technology Access Study* survey in fall 2008 and indicated greater-than-average funding increases or decreases. Selections also were made to ensure representation of rural, suburban and urban libraries, as well as geographical diversity within each state. The research team coordinated the selection of libraries with staff at the respective state libraries, who also provided library staff contacts and/or introductions. State library staff members also were interviewed to provide a statewide context for these interviews.

The interviews are not meant to provide a comprehensive view of

public library technology in the states, but rather to gather descriptive, qualitative data that deepens our understanding of funding and sustainability issues.

Key findings

While libraries in Tennessee and Arizona vary significantly in how they fund and support technology access, there were a few common threads across the interviews:

- Most libraries report flat or declining operating budgets, with Arizona libraries particularly hard hit, and larger libraries reporting double-digit reductions. As a result, library directors report reduced operating hours, frozen or cut staff po-

sitions and deferred computer replacements.

- Both state library agencies report federal stimulus funding will provide additional public access computers in the coming year.

- The majority of interviewees have increased Internet connection speeds over the past two years, in some cases doubling or tripling bandwidth capacity.

- Nearly all libraries, unless they already were at capacity, report increased technology use over the past year. Job seekers and e-government needs have driven much of this increase in both states, and library staff members report increased demand for patron technology assistance and training.

ARIZONA FIELD REPORT

Executive Summary

Arizona's economic climate has been on a downward cycle since 2008, causing significant hardship and impacting technology access and maintenance for many Arizona public libraries. Arizona ranks third in home foreclosures in the nation, and there has been a 17 percent reduction in state income. As a result, a majority of Arizona public libraries interviewed have had their budgets cut and are anticipating additional cuts in FY2011. Budget reductions have affected staff, programs, hardware replacements, materials and maintenance contracts. Most library directors interviewed report that inadequate staffing was the leading challenge they faced in meeting increased demand for library services. Some operating hours also have been reduced, but most library directors were resisting reductions in hours as long as possible to ensure public access.

Even though funding is down, almost every library director interviewed reports having increased Internet capacity in the past two years. Statewide, the number of libraries offering connection speeds less than 1.5 Mbps has dropped considerably, while the number with maximum speeds of 1.5 Mbps has nearly doubled. A key source of support for these improvements has been the E-rate program. The Arizona State Library, Archives and Public Records (ASLAPR), a division of the Secretary of State, reports that 60 percent of Arizona public libraries apply annually for E-rate discounts and another 10 percent apply periodically. Many of the Arizona libraries interviewed have used E-rate discounts to reduce telecom costs while improving connection speeds.

Federal stimulus funding secured by the state library through the Broadband Technology Opportunities Program (BTOP) is a potential

boon to public libraries with aging hardware, providing 1,088 desktop and laptop computers to 84 library locations in Arizona. The funding has been received by ASLAPR, and a coordinator has been hired to begin the process of distributing the computers. The State Library also has applied for Round 2 of the BTOP grants as a partner with the Governor's Office of Economic Recovery to provide a dedicated computer terminal in almost every public library in the state for job/workforce development, and to fund 28 "hubs" for jobs/workforce with 10 computers and a staff trainer at 40 hours per month.

Background

Arizona has 86 public library systems with 212 physical library locations to serve a population of 6.5 million residents. The majority of libraries are organized either as municipal government libraries (38.6 percent) or operated jointly by a county and city

(30.1 percent). In FY2008 (the most recent year for which national statistics are available) Arizona libraries reported hosting more than 26.2 million library visits; answering 4.6 million reference questions; and circulating more than 47.6 million items (e.g., books, films, sound recordings, audiobooks).

Arizona residents are served by 2,268 employees, of which 512 hold a Master's degree in Library and Information Science. The state ranks 46th in the nation (including the District of Columbia) for full-time equivalent (FTE) staff per 25,000 residents, with 8.74 FTE compared to a national average of 12.31 FTE. The state also ranks in the bottom half (39th) of the country in operating revenue per capita — \$26.31 per capita, compared with a national average of \$35.63.¹

Nine library and library IT directors at seven libraries were interviewed between December 2009 and March 2010 as part of the Study. They serve communities ranging from 3,000 to 245,000 residents. Staff members interviewed have worked at their library for at least one year and as long as 25 years. Research staff also interviewed members of the ASLAPRA. The interviews were not meant to provide a comprehensive view of public library technology in the state, but their comments help illuminate trends, challenges and successes while serving the public in Arizona libraries.

Technology Resources

There was a wide diversity among the libraries interviewed in the range of technology resources available to the public. Public computers ranged from four in a small county branch library to 61 in a suburban central library location. While the state is above the national average of computers per building, it ranks near the bottom for computers per



Douglas (AZ) Public Library.

5,000 population (2.84, compared to 3.72).² All of the libraries interviewed provide [wireless Internet access](#), reflecting a statewide jump to 100 percent of libraries offering free public access to WiFi, up from 75 percent a year earlier, of Arizona libraries reporting to the *Public Library Funding & Technology Access Study* survey.

Electronic resources available to the public also vary somewhat from library to library. In addition to licensed databases through the AZLibrary, supported by the Arizona State Library, county districts and larger libraries have invested in resources ranging from downloadable audiobooks to language learning programs. “The State Library’s databases are a real godsend,” said one rural library director, who does not otherwise have funding to purchase electronic resources.

Just over half of the libraries interviewed offer computer classes to library patrons. In response to Arizona’s economic climate, one library began a project offering free computer classes, seminars and workshops to help unemployed residents facing foreclosures or bankruptcy. The proj-

ect, called the Recession Response, was supported with funds granted by the State Library under the Library Services and Technology Act (LSTA).

Three other libraries interviewed also offer free classes to patrons ranging from basic computer skills to advanced software classes. “We view these classes as basic literacy. In today’s world, it’s tough to do anything if you don’t know basic word processing and basic Web use,” one suburban library director said.

One library has a computer lab created with a private foundation grant that serves as a regional training center for community groups and government agencies — including the police department and city human resources department.

The other libraries interviewed reported that they did not have adequate staffing and/or staff with the necessary skills to offer formal classes to patrons. “To the extent we’re able, we offer help, but we really don’t have the staff to do it on a regular basis,” said one rural library director. Statewide, the percentage of libraries reporting that they offer technology training dropped about 14 percent from last year.³

FIGURE D-1: MAXIMUM INTERNET SPEEDS FOR ARIZONA PUBLIC LIBRARIES, REPORTED AS PART OF PUBLIC LIBRARY FUNDING & TECHNOLOGY ACCESS STUDY

Maximum Internet Speeds	2008 – 2009	2009 – 2010
Less than 1.5 Mbps	13.6%	2.6%
1.5 Mbps	14.1%	27.6%
More than 1.5 Mbps	66.7%	67.9%

Connectivity

Notably, nearly every library interviewed has increased Internet capacity in the past year. Most dramatically, Douglas Public Library jumped from a 7 Mbps connection shared across all city agencies to a 45 Mbps connection. This is still a shared municipal line, but the library previously was utilizing 90 percent of the traffic on the 7 Mbps connection. “When we had everyone flood (the library) in the afternoon, it slowed down the Internet enough to where most of the rest of the city was losing their Internet and phone connections,” the director said. “We had to block the social networking sites until we got the DS3 connection hooked up. We saw an extremely significant drop in our patron count, our computer usage and even our circulation count by blocking those sites.”

With E-rate discounts, the library upgraded the entire network — including wireless, added wired and wireless access points, and built a new server room in 2008. The DS3 connection was added in 2009. “Our Internet is the fastest connection you could possibly pay for today,” the Douglas Public director added.

Show Low Public Library also reported significant impacts on bandwidth in the afterschool hours before upgrading to a 5 Mbps connection. The \$1,200 per month cost would be prohibitive without the library’s 80 percent E-rate discount.

An upgrade from satellite to a T1 Internet connection last year also had a remarkable impact on a small community in La Paz County. “There was a period of a few months when we could either operate the public access computers — barely — or the staff computers, but not both. The first weekend after we got a T1 hooked up, we walked in the library and people were just beaming at us,” said the Parker Public Library director. The library pays \$800 per month for access, before E-rate discounts are applied.

In fact, one IT manager reported several of his county libraries recently upgraded, including one that went from a 756 kbps connection to a 10 Mbps fiber connection in 2009. “So many of the areas are so remote, there aren’t always a lot of options. Some of the outlying libraries were behind the technology curve because of poor Internet connections. We’re running to catch up,” he said.

Statewide, there has been a significant drop in the number of libraries reporting connection speeds of less than 1.5 Mbps — this year, down to 2.6 percent from 13.6 percent last year (see Figure D-1). At the same time, the percentage of libraries with maximum speeds of 1.5 Mbps (or T1) nearly doubled.⁴

One larger library’s director reports struggling to meet patron demand for high-speed bandwidth. “We upgraded from 10 to 20 Mbps in August 2009. The librarians could

no longer do their jobs efficiently while waiting for websites and databases to load.” The library received a 50 percent E-rate discount in FY2009-2010 and has filed for a 70 percent discount in FY2010-FY2011 to further defray costs.

Changes Over the Past Year

Continuing a theme reported around the country, Arizona libraries reported increased use of library technology resources for job-seeking and for filing for unemployment benefits. Sierra Vista Public Library has seen 30 percent increases over the past two years in patron use and circulation, due to job searching and the use of the seven small study rooms, which are the only free meeting rooms available in the community. The library hosts 60 to 70 groups each month. “People are using the library more for life purposes beyond recreation. It seems to be happening more now than before.”

Another director echoed this observation. “More people are asking about computer classes, so they can learn skills for the new jobs they were searching for at the library. We have a lot of people that have been laid off, or had their business closed after 20 years, and they haven’t had computer experience over the past 20 years.”

Two other libraries interviewed have created programs for patrons who are unemployed or are looking for job-seeking and computer usage skills. One library brought in a trainer from the Social Security Administration to train staff in helping library patrons fill out unemployment and financial forms, and offering one-on-one assistance to library patrons. “What I am hearing is people who have never used the library before are coming in and asking, ‘How do I fill out this form

for financial assistance or unemployment?” one library director said. At Show Low Public Library, they now host a job support group that offers computer lab classes in résumé building, job searching and basic computer skills.

Parker Public Library, which reports among the highest per-capita use of its public computers among libraries in its expenditure range,⁵ confirms this increased use for job-seeking and unemployment, as well. “We almost always have people waiting in line to use our computers.” Glendale Public Library also had hour-long wait times for com-

puters and the Internet in the community.

Funding

Arizona’s economic crisis is affecting public libraries and all public agencies. Many of Arizona’s budgets cuts stem from the state’s high foreclosure rates and drastic drops in real estate values. As foreclosures spread, property values drop — further depressing local sources for funding.⁶ The state is third in the nation for “upside-down mortgages,” has projected a \$1.9 billion budget gap at midyear FY2010 and a \$2.6 billion shortfall in FY2011.⁷ Maricopa Coun-

sentiment. “The word ‘tsunami’ comes to mind,” he said, citing the funding crisis at the state level, a funding formula that favors population growth and declines in property and sales taxes. “We won’t feel the recovery for another two or three years, so that’s one of the problems we’re looking at.” The library has lost several staff positions due to a hiring freeze and cut its materials budget 8 percent last year. The director anticipates reducing hours and cutting another 10 percent in materials in FY2011.

“It’s bleak ... and we haven’t seen the bottom yet,” a member of the State Library staff said in a separate

“We really need, at this point, a person with (technology) skills almost as much as the technology itself.”

puters at times throughout the day before bringing 12 new computers online.

Increased demand for higher education or continuing education resources also has affected some Arizona libraries. Computer use at the Tuba City Public Library, located on the Navajo Nation, has been up significantly over the past year, in part because the distance education lab at Northern Arizona University has limited hours and is closed on weekends. Many students need access to computers to take online classes and access online research materials. The library reports time limits on public computers sometimes shrink to 20 minutes in the busy afterschool hours. “In the beginning, patrons could stay as long as no one was waiting. Then it was one-hour limits, now it’s 30 minutes per session,” said the library branch manager. The library, which will soon more than double its number of computers from 12 to 26, is the only provider of free public access to

ty, where 60 percent of the state’s population resides, has been particularly hard hit; there are 20,000 to 30,000 empty homes in the Phoenix metro area.

As a result, the majority of Arizona public libraries interviewed were faced with budget cuts in FY2009 and FY2010, and are anticipating more cuts in FY2011. One suburban library in Maricopa County reports a 25 percent cut in its operating budget over the past two fiscal years and anticipates another 20 percent cut in the coming fiscal year. Another suburban library lost one-third of its budget in the past two fiscal years. “The other problem is that even if you have a budget, that doesn’t necessarily mean that you get to spend the budget. We had the brakes put on roughly three months in to the last fiscal year, so we were trying to operate with very little money.” Cuts have affected staff, programs, hardware replacements, materials and maintenance contracts.

A rural library director echoed this

interview.

Many Arizona libraries participate in countywide districts that are funded through a secondary property tax, which allows for resource sharing such as shared catalogs, electronic resources and technical support.

Challenges

In addition to, and related to, funding concerns, the need for more staff support and onsite IT staff support was prominently cited by many of the library directors interviewed. Over half of the library director participants use the county or city IT staff for IT support, which roughly matches what was reported statewide in the *Public Library Funding & Technology Access Study* (PLFTAS) survey. Just over 46 percent of Arizona public libraries reported last year relying on the county or IT staff as a source for IT and computer support, significantly higher than the national average of 14 percent.⁸

Also in the survey, close to one-



New server room at Douglas (AZ) Public Library.

third (31 percent) of Arizona libraries cited a lack of technical staff as a factor influencing the decision of whether to add computers, more than double the national average (12 percent), and the highest of any state.⁹ “We really need, at this point, a person with (technology) skills almost as much as the technology itself,” said one rural library director.

Roughly half of Arizona libraries (51.8 percent) reported in last year’s public library survey that it takes two or more days to have a computer back in service, just over the national average (48.5 percent).¹⁰

Several directors also cited difficulty in keeping computers in service and up to date. One Arizona library director said that out of the 56 public computers in his library, more than one-quarter (15) were out of service and unavailable to patrons at the time of the interview. Another library director reports that over the past 12 months staff members have removed public access computers from service. “We are having great difficulty replacing workstations. They are dying off

faster and faster, and the hardware is not E-rateable. There are very few grants out there or any other kinds of funding to buy replacement computers.” Arizona’s successful application for federal funds will improve this situation for many libraries in the coming year.

Another library with a four-year replacement schedule for hardware and dedicated IT staff reports success in building and using a “spare parts inventory” to return inoperable computers to service quickly.

Overall staffing also is a significant concern. Nationally, Arizona ranks 44th in the number of paid FTE staff,¹¹ and budget cuts have further reduced human resources. Glendale Public Library lost 13 percent of its staff last year due to budget cuts, and anticipates losing additional staff this year (FY2010) and next. Every library interviewed either has a hiring freeze or has lost staff due to incentive retirement packages — all during a time of increased library usage.

“I think that at a time when they need us the most, we’re trying to work with our hands tied behind our

backs,” one library director said. The library has responded by increasing cross-training across work areas, and by asking outside agencies to train staff in completing e-government applications, including unemployment benefit forms.

Successes

All seven libraries interviewed reported a number of successes and accomplishments over the past year. Several libraries worked with the Arizona State Library on the first round of the Broadband Technologies Opportunity Program (BTOP) grants. Parker Public Library plans to add computers at each of its three locations.

It took another library IT coordinator about 18 months to add two more staff to his IT department, finally hiring them in July 2009. “We’re better than 12 months ago because we have more staff, but the libraries used to call and sometimes I couldn’t get to it [computer] for a week. Now we have more people to respond.”

Keeping the same library hours and maintaining the best possible service to patrons were top priorities for Apache Junction. “I need for the library to stay as popular as possible. And I don’t think that cutting hours would produce the right results in terms of keeping the library popular and necessary in peoples’ minds,” said the library director.

Glendale Public Library was able to add 12 additional desktops in the main library and provide the Foot-hills Library Branch with laptops. “Now we are able to offer classes for people that are job hunting, and we feel that is a big accomplishment.” Another library’s website is the second most frequently used in the city, following Human Resource job postings. “We can never do enough to publicize what we do — there’s al-

ways room to do more. It's a matter of time to do it and our own ingenuity."

Glendale Public Library will be working to maintain and cross-train staff to meet the demands of the library patrons. Many of the library's reference librarians are providing one-on-one computer assistance to patrons, while also fielding reference questions and staffing the phones and service desks. Douglas Public Library is trying to maintain staffing levels and operating hours. "I cut six hours in 2008 and I have not cut hours this year, even though I was asked to consider it. I am pretty firm on that we are here for a very important purpose, and cutting the hours is not a way to fix this problem." Several libraries interviewed will be

taking on major projects over the next 12 months. Flagstaff-Coconino County Library plans to establish websites for all of county libraries that will then be connected through a shared integrated library system. "We are growing our technology resources and increasing capacity," said the library IT manager. In August, Show Low Public Library plans to add 10 more public access computers to the library's new 14,500-square-foot building. And Parker Public Library is using grant funding to create a virtual information center through the library website. "I'd like to not just make the Internet available, but go beyond basic classes. I would like to create online portals and teach people how to use them, not only to gain access but to create unique information re-

sources about this area," the director said. He also hopes to establish a county district in La Paz in the coming year.

Conclusion

In spite of the funding challenges facing many Arizona public libraries that threaten available staffing and resources, library directors are fighting to retain operating hours, and to improve the quality of public technology access with higher Internet speeds and by adding new computers purchased with federal stimulus funding. Library staff continue to play vital intermediary roles in supporting and managing public access technology that are critical to teaching their patrons the skills needed to successfully navigate online information and resources.

TENNESSEE FIELD REPORT

Executive Summary

With the second lowest funding per capita for public libraries in the country, the Tennessee State Library and Archives division of the Office of the Secretary of State has worked to leverage state and federal funds to support public technology access in small and medium-sized libraries across the state. Like its colleagues, the State Library brokers a collection of licensed databases that is available to every resident in the state, but also provides five dedicated IT staff members, shared access to downloadable audiobooks and e-books, and a Public Library Management Institute for libraries served by 12 multi-county regional libraries. Regional library staff members are state employees and provide continuing education, assist in selection and maintenance of library technology, and catalog and provide supplementary library materials to member public libraries. Library Services Technol-

ogy Act (LSTA) funds pay network services consultant (NSC) staff salaries and are provided as matching funds for libraries' hardware replacement.

Aside from the four metropolitan library systems and 10 independent libraries that are not part of the regional system, this state-level approach provides a basic level of library service for Tennessee residents through their public libraries. This assistance, however, "sometimes works against local funding when the state provides so much for the local libraries," according to previous State Librarian Jeanne Sugg in a 2009 report and reiterated by current State Library staff.¹² Library directors interviewed reflected a range of interaction with local governing bodies, ranging from confidence in the mayor and county commission's support to one director's discontinuing reports to the county commission because no additional funding was

available, regardless of the library's successes.

As has been the case nationwide, library staff interviewed report increased technology use, particularly tied to job-seeking, as the state faced higher than average unemployment in the past year. Several libraries have improved their Internet connection speeds and added desktop or laptop computers in the past year to better accommodate greater demand.

Background

Tennessee has 187 public library systems with 289 physical locations to serve more than 6 million residents. The libraries are organized primarily either as municipal government libraries or as county libraries. In FY2008 (the most recent year for which national statistics are available), Tennessee's public libraries reported hosting more than 20.4 million visits, answering 4 million reference ques-



Left: Lexington-Henderson County Everett Horn Public Library.
Right: Stewart County Public Library.

tions and circulating more than 24.8 million items.¹³

Tennessee residents are served by 1,839 library employees, of which 312 hold a Master's degree in Library and Information Science. The state ranks last in the nation for full-time equivalent (FTE) staff per 25,000 residents, with 7.56 FTE compared to the national average of 12.31 FTE. The state also ranks 49th (including the District of Columbia) in total operating revenue per capita — less than half (\$16.73) the national average of \$35.63 per capita.¹⁴

Ten library staff members, most library or library IT directors from six libraries, were interviewed between December 2009 and March 2010. They represent communities ranging from 11,000 to 575,000 people. All but one (which has library branches) provides service exclusively through one library location. All of the directors interviewed have worked at their current library location at least one year and as long as 34 years. Research staff also interviewed network service consultants and members of the Tennessee State Library and Ar-

chives. The interviews were not meant to provide a comprehensive view of public library technology in the state, but to help illuminate trends, challenges, and successes achieved while serving the public in Tennessee libraries.

Technology Resources

All but one of the libraries interviewed have a website with online public access catalogs and provide free wireless access to patrons. Most have more than the state average number of [public access computers](#) per location — 14.2 — reported in this year's *Public Library Funding & Technology Access Study* (PLFTAS) survey.

The majority of those interviewed report relying exclusively on the statewide Tennessee Electronic Library (TEL) for access to licensed databases. One library invested in additional e-resources, including language learning software and an investment research database. All of the library staff interviewed mentioned an increased patron interest in e-books and downloadable audiobooks. About 178,000 titles were

circulated through the state-funded Regional E-book & Audiobook Download System (READS) in 2008-2009, a 53 percent increase over the previous year. "We have found that the demand for (print) books is still so huge. At the same time, we can't keep up with demand for downloadable audiobooks and e-books," said a Nashville Public Library staffer.

Oak Ridge Public Library (an independent library outside the regional library system) would like to add e-books, but staff report the library doesn't have the budget to purchase access on its own outside READS.

Four of the libraries interviewed offer formal technology training for patrons, but one of these offers classes only a few times each year due to a lack of library staff and/or volunteer teachers. Two libraries report high class attendance and waiting lists to attend. "Classes are extraordinarily well-attended and well-received. We can't keep up with demand, especially as we've had to cut hours this year because of budget cuts. Our patrons are really

feeling it.”

Another library director confirms the importance of this technology assistance: “Not everyone knows how to get on and do things, and certainly finding work these days has shifted to using computers. These people would not have any way of doing it if libraries weren’t doing their part. So that’s probably the greatest value to the community in providing this resource of instruction and access. Technology is a wonderful thing, but for some people it’s a real roadblock.”

One library indicates it does not have space to offer classes, and another reports it has shifted to a one-on-one training model rather than a classroom approach. One library staffer is charged with providing daily 60- to 90-minute sessions by appointment. This one-on-one, scheduled approach to [patron technology training](#) has been cited with growing frequency in site visits during the past three years of this Study, and new national data finds that approximately [24 percent](#) of libraries now provide this service.

Technology Support and Maintenance

There were some inconsistencies between state-level reported data and individual interviews. Close to half (45.4 percent) of Tennessee libraries report that it takes more than two days to return public library computers to service, well above that reported nationally (24 percent).¹⁵ Only one library director interviewed, however, said this was the case. Most reported that computers were rarely out of service, and when one was down, onsite (mostly non-IT) library staff usually can return a computer to service in less than two days. Several interviewees report library staff learned trouble-shooting skills from network service consultants (NSCs) from the State Library. This teach-

ing role was confirmed in a separate interview with the NSCs, who added that repairing a computer often would be a lower priority than other service needs (e.g., access to the Internet or bringing circulation system back online) and, as a result, might take more than two days. Each NSC is responsible for providing technology support to three regions, or approximately 60 libraries and 800 to 1,400 staff and public computers. “Today, you need to be a full-blown network administrator for 50 buildings. The complexity of the network inside the public library is similar to that of many businesses,” said one of the NSCs.

Tennessee (42.4 percent) is second only to West Virginia (58.5 percent) in the percentage of libraries that take advantage of IT and computer support from State Library IT staff.¹⁶ Nashville Public Library, which is not part of the regional library system and has a dedicated IT staff of four plus city IT support, keeps a reserve of equipment to swap out as needed to ensure “zero downtime” for public computers. This reserve is created by purchasing 3 percent more equipment than what is needed on the floor.

About half the libraries interviewed have replacement plans; two of these were described as “informal” or ones that might “slip,” and range from a target of three- to five-year replacement cycles. One library funds equipment out of a capital budget, while most others report using LSTA grants (matched with general operating or funds raised by the local Friends group) or other grant funding. “Without LSTA, our budget would have been and would continue to be inadequate to keep up with our technology needs,” said one director. “It is really through the combination of the two that we are able to leverage our general fund technology budget against LSTA grants to keep pace with our tech needs.”

Connectivity

As in Arizona, several Tennessee libraries have upgraded bandwidth within the past two years, often doubling Internet speeds with new contracts. Suburban Jasper Public Library provides maximum speeds of 10 Mbps, rural Dover 12 Mbps and urban Nashville 100 Mbps—up from 40 Mbps just two years ago. Nashville plans to upgrade to 500 Mbps this summer, and urban Johnson City will



The computer sign-up line forms early at the public library.



Left: Mobile laptop lab at Nashville (TN) Public Library.
Right: Technology inventory at Nashville (TN) Public Library.

move from an inadequate 5 Mbps to 10 Mbps in July 2010.

“Not too long ago, we thought 5 Mbps was just great. Now, particularly in the afternoons, it can be slow as molasses. We have more and more laptops in the library, too, so the number of people that are just bringing their laptops in to study just continues to grow, and that’s just more pressure on the bandwidth,” said the Johnson City Library director.

The [E-rate](#) discount has enabled significant bandwidth upgrades for Tennessee urban libraries. Johnson City is doubling bandwidth and paying less per month with a new telecom contract and an 80 percent discount. E-rate also will support Nashville Public Library’s bandwidth jump, which will better enable streaming media, computer security and maintenance. “Because we get 80 percent E-rate discount, coupled with the new (citywide) contract, we think we can afford to do it. We couldn’t keep the doors open without E-rate. It’s so vital and

important to us. Altogether it will cost \$102,000 next year with E-rate, but would have been \$600,000 without E-rate,” said one of the library’s administrators.

Two library directors also mentioned working with local committees to support the Connected Tennessee initiative to improve technology access in their communities. “Being a part of Connected Tennessee helped the library. Our staff need to be in the community reaching out to bring people in,” said one director.

Connected Tennessee is a non-profit agency with eCommunity Leadership Teams in each county working to expand broadband availability and to increase its usage. As a result of the library director’s involvement, the library was able to upgrade, replace and add a total of 14 public Internet computers when the local committee was looking to improve public access to the Internet in the community. “People love coming to the library because it can take hours (to download) at home. Even if

they can get DSL access, many are cutting home expenses now.”

Changes Over the Past Year

As a group, all interviewees confirmed library use has increased over the past year. Jasper Public Library, for instance, has seen an increase in library visits to 1,900 each week, from 1,750 last year. “Sometimes you can’t get through here (with all the people).” The library has wait lists for computer use; most mornings for job-seekers and afterschool for students. The library averaged about 900 Internet sessions per month in 2008, as compared with roughly 1,100 in 2009, reaching a peak of 1,566 in September 2009.

Job-seeking was uppermost in the minds of most librarians interviewed. “Some of the people that come in may have to apply for jobs online and may have never ever put their hands on a computer before. They need complete assistance to do this. But this is the only way they can send this application in to the

NASHVILLE PUBLIC LIBRARY MOBILE LABS

Mobile computer labs — or collections of laptops equipped to be deployed to multiple library locations — are becoming a more common fixture in the public library landscape. In fall 2009, Nashville Public Library began implementing its own laptop labs in a way that brings together several trends within public library technology: patron job-seeking, new community collaborations, addressing computer and staff capacity concerns, and an ongoing need for computer skills training for both patrons and library staff.

The library has three mobile computer labs:

- One “job search” computer lab with 10 laptops.
- One mobile teaching computer lab with 10 laptops and one projector.
- One staff training lab with 10 laptops.

“Job search” laptops were funded by the Nashville Career Advancement Center (NCAC) using federal stimulus dollars it had received. The mobile teaching lab and staff training lab were funded by the Bill & Melinda Gates Foundation. Public library branches provide the meeting room space for classes and one-on-one assistance, and the Nashville Public Library Foundation funds two part-time staff who support classes, patron use of the mobile labs and one-on-one coaching for jobseekers.

“Last January [2009], the joblessness rate in the metro area reached a critical mass. People couldn’t complete online job applications within (1 hour) time limits on public PCs — or sometimes even start the application because they didn’t have an email account or basic computer skills,” said Web Development and Public Education Administrator Pam Reese. “It was frustrating staff citywide because they didn’t have the necessary time to devote to help people.”

“I was walking through the other day, and I started helping a man who was applying for a job at a fast food restaurant. Because it’s an incredibly clunky online application, it took the man two hours to do it,” said Technical Services Administrator Tricia Bengel. “He had worked in a factory his entire life, was laid off, and he was just looking for a job.”

To address the need, in January 2009 the library started a program called “Jobs in January” in which the desktop computer lab at the Central Library was dedicated every Tuesday to providing additional computer time and assistance. The library approached the NCAC to teach classes to patrons, and the relationship grew to cross-training for library staff, mutual referrals and the development of the mobile lab.

“About two years ago, NCAC funds were reduced, which put economic pressure on us,” said Brian Clark,

FIGURE D-2: NASHVILLE PUBLIC LIBRARY COMPUTER CLASSES

	FY2008	FY2009	FY2010*
Classes Offered	124	185	285
Class Attendance	961	1,632	2,226

*Projection based on July 2009-February 2010 data

NCAC operations director. “So the idea of getting more resources out on a more countywide approach became important. If you’re unemployed, you don’t want to have to buy gas and drive 10 to 15 miles [to one of the three NCAC Davidson County locations], when you can go to the local library.” Nashville Public Library has 21 library locations throughout the county.

Staffing the mobile labs is key to its success. “The person that runs the jobs lab doesn’t just turn on the computers, he has expertise in career development and is technologically savvy,” said Tari Hughes, Executive Director of the Library Foundation. “Staff will help them write their résumés, help navigate ways to look for job opportunities and more.” With close to one-third of library positions cut over the past five years due to budget cuts, the Library Foundation’s role in funding staff has been critical.

Between October 2009 and January 2010, the “job search” lab hosted 900 computer sessions. The lab is currently stationed at the Edmondson Pike branch, which is located in a community that is increasingly diverse—including Kurdish and Burmese refugees—and many struggle with language, as well as technology, skills when applying for work.

“Books are still important, but how do you help people understand it’s more than books? A foundation board member said, ‘It sounds to me like we’re really redefining what it means to be literate in today’s society. If you can read, that’s great, but if you can’t apply for a job because you don’t know how to get on a computer, then you’re not really functionally literate.’ We’re redefining literacy in a sense,” Hughes said.

Along with a new leadership role supporting Nashville public schools initiated by the Mayor, Library Director Donna Nicely points to the library’s mobile labs as a success story. “We have to stay relevant — to be integral to the city’s priorities,” she said. “If you’re considered essential, you’ll do a lot better in the budget process. Every library director needs to be asking him or herself ‘what part can the library play in the city’s priorities?’”

company they're applying to," said one rural library director.

Poor technology skills also affect patrons seeking government information and services, another director reported. "You also have to go online to get any kind of government forms, too. It's a real segment of society that I think is kind of getting lost in the all the technology. I hope somebody in the government is aware of this. Libraries are providing this service for those people. And we're really about the only place where they can get computer access and help."

A rural library director pointed to 17 percent unemployment in the county, forcing many to the

dowment, which made up about 25 percent of its overall operating budget. The director cut her collection and equipment budgets each by more than half, and has lost staff and reduced hours. The library relies on grant funding (LSTA and foundation funding) to maintain its computers. Seventy-six percent of the library's budget is allocated for staff; there are no funds to provide health insurance or retirement.

Still, all interviewees report cuts in library budgets have been commensurate with — or less than — those sustained by other city or county agencies. "Everyone understands the sort of return on invest-

they allowed some libraries to waive state maintenance of effort requirements. It also was the first year the state could not provide any state aid to the metropolitan libraries due to serious state budget issues. Aid was restored in FY2010.

Challenges

Funding and space concerns continue to top the list of challenges libraries face in maintaining or improving public access technology. "We need to be open later — until at least 8 p.m., but I don't have the budget," one library director explained. Her library now closes most evenings at 5 or 6 p.m.

"You have to go online to get any kind of government forms. ... And we're really about the only place where they can get computer access and help."

library to look for jobs and continuing education. "The local career center is overflowing, so they send people to the library. People are going to school as part of the displaced worker program. They need help registering and checking their grades. There is bigger and bigger demand." The library has seen monthly Internet sessions grow from an average of just over 2,000 in 2007 to close to 2,600 in 2009.

Circulation has "gone through the roof" at another library, which also is seeing an increase in career-related questions.

Funding

For the most part librarians interviewed report flat or declining public funds during the past one or two years. In one case, the library lost about one-half the value of its en-

ment they're getting from the library," one library director said.

Nashville Public Library has experienced cuts in its operating budget almost every year since FY2004. Since the vast majority of the operating budget goes to staff and benefits, the library was forced to eliminate staff and reduce operating hours. Five years ago, the library closed all its branches on Fridays, and most are now also closed all but two weeknights. The main library is now closed on Mondays. A separate capital budget supports technology and collection expenditures; library foundation funding, the use of temporary staff and self-checkout are helping fill some gaps left by operating budget cuts.

In light of economic pressures, State Library staff report that FY2009 was the first year in which

Another library has seen a 17 percent reduction in hours open in FY2009 from FY2004. "Since adding the new Main library and the five area libraries, we have more square footage and fewer people. To accomplish this and still offer good customer service, we have had to think creatively and use technology very heavily," said Nashville Public Library staff.

Similarly, another library director is looking to implement radio-frequency identification systems (RFID) in the coming year as a way to maximize existing staff. "I'm very interested in that technology, because I think that that would give us the opportunity to reshape some of our staffing levels. I think that we can put more focus on directly working with the patron."

One library provides 15 public access computers in a 5,200 square feet

building. “There are always people waiting. I could buy the computers, but we don’t have any place to put them.” Across the state, 77 percent of libraries last year reported limited space a factor influencing their decision to add computers. Two libraries citing space constraints as a primary concern said they hoped a state application for Broadband Technology Opportunities Program (BTOP) funding would provide mobile computer labs. The State did not receive a BTOP Round 1 grant but has submitted another proposal for BTOP Round 2, which would benefit larger libraries if funded. Additionally, 76 rural libraries will benefit from a recently announced stimulus package from the United States Department of Agriculture (USDA) with matching state dollars from the State’s Department of Community Development.

Other challenges mentioned include network controls imposed by the local government agency and a need for more IT staff support. Overall, libraries interviewed relied on a range of IT support — including self-taught library staff, dedicated IT specialists on-site and State Library IT staff.

Successes

In looking back over the past year, library directors point to several areas they feel have made a difference in successfully meeting community demand for technology services:

- Supporting job seeking: “*Helping job-seekers is our main thing right now.*”

- Providing Wi-Fi: “*We have people in every day using the wireless; and we have people in the parking lot after hours. That way people can do their job résumés or file for unemployment, even if the library is closed.*”

- Connecting through social networking: “*The library is a leading force,*” said one rural library director who went from 80 Facebook fans to 250 in a few days. About half of the

libraries interviewed have a Facebook presence.

- Implementing “express” computers to reduce wait times for patrons who may need only 15 minutes on a public access computer.

- Providing one-on-one technology assistance: “*Libraries have always been a place that people have come to for self-improvement. Whether it’s books or the Internet, people have been able to come and learn what they need.*”

- Implementing laptop labs.

“*They are booked every day.*”

One Tennessee director echoes past years’ interviewees by stating, “*It’s an accomplishment that we’ve maintained state-of-the-art technology resources within a tight budget — no services were lost, nothing that would be noticed by patrons.*” The library’s budget was flat last year and is expected to be flat again in the coming fiscal year, reducing the library’s overall purchasing power.

Other technology projects on the horizon include a request for funding to implement RFID at Johnson City Public Library, a new integrated library system that will better support social networking and patron engagement at Lexington Public Library, and digitization of an oral history collaboration between the Oak Ridge Public Library and the Department of Energy.

Conclusion

Like most states, library staff in Tennessee report feeling great pressure to adequately fund and staff library services, sustain public access computers and provide Internet access. Additional demands are coming at a time when most report flat or declining budgets, which hurt their ability to keep library doors open and retain adequate staff to meet intensive job-seeking and e-government needs. State Library staff report further reductions are expected in their agency budget, which is likely to further reduce regional library staff and lead to

more centralized services in the coming year. ■

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PUBLIC LIBRARY FUNDING & TECHNOLOGY ACCESS STUDY 2009–2010

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