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INFORMATION POLICY & ACCESS CENTER

2014 Digital Inclusion Survey: State Report

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by

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Although we collect data from public libraries throughout the U.S., it is the state library community that provides immeasurable assistance in encouraging public libraries to participate in the survey. We especially would like to recognize the significant efforts of the state librarians, the state data coordinators, and other state library agency staff members.

We also extend our appreciation to all the public librarians who completed the survey. We realize that it takes a great deal of time, effort, and commitment to participate in the study. Without data, the findings would lack the ability to affect policy, practice, and engagement in discussions surrounding the role of public libraries in building digitally inclusive communities – which spans public access technologies, broadband, digital equity and readiness, and more. Nor would we be able to create innovative tools such as our interactive mapping application (<http://digitalinclusion.umd.edu/content/interactive-map>) that show visually how libraries build digitally inclusive communities.

We are also in debt to the study's Advisory Committee (see Appendix A). These individuals assisted us in a number of key study areas including issue identification, question development, survey pretesting, pilot testing our interactive mapping and speed test tools, providing perspectives on study findings, and much more. Many thanks to all for their dedication and commitment.

We also want to thank our study partners – the American Library Association (ALA), the International City/County Management Association (ICMA), and Community Attributes International (CAI). Together, each partner enhanced the study in significant ways.

Paragon New Media also deserves mention for their significant efforts in designing, developing, and maintaining the survey Website.

Finally, we wish to thank Ting Yan, of the Survey Methodology Program (SMP), Survey Research Center (SRC), and Institute for Social Research (ISR) at the University of Michigan-Ann Arbor for her work on survey design and weighting methodology.

John Carlo Bertot, Brian Real, Jean Lee, Abigail J. McDermott, & Paul T. Jaeger

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Introduction

The Digital Inclusion Survey addresses the efforts of public libraries to address disparities and provide opportunity to individuals and communities by providing free access to broadband, public access technologies, digital content, digital literacy learning opportunities, and a range of programming that helps build digitally inclusive communities.

Funded by the Institute of Museum and Library Services (IMLS), and conducted by the American Library Association (ALA), the Information Policy & Access Center (iPAC) at the University of Maryland, and the International City/County Management Association (ICMA), this study conducted a national survey of public libraries that explored the digital inclusion roles of public libraries in four key areas:

- Public access technology infrastructure resources and capacity (e.g., public access workstations; broadband connectivity).
- Digital content, services, and accessibility.
- Digital literacy.
- Domains-specific services and programs (civic engagement, education, health and wellness, and workforce/employment).

National data analysis, and a summary of key study findings are available at:
<http://digitalinclusion.umd.edu>.

This document serves as a supplemental report focused on state-level findings. The report includes state summaries as well as more in-depth state data tables based on selected survey data. Unlike the national report, this document does not include a summary discussion of the results. Interactive mapping tools at the national and state levels, as well as other data products, are available at <http://digitalinclusion.umd.edu>.

A Note on Methodology

The Digital Inclusion Survey collected data from libraries at the branch/location level. The 2014 survey used the FY2012 Public Library Survey file released in June 2014 by the U.S. Institute of Museum and Library Services (IMLS) as the sample frame for the survey, modified by:

- Removing bookmobiles;
- Removing libraries designated as closed in the file;
- Removing branches that did not have a LOCALE (urban, suburban, town, rural) designation; and
- Removing territory libraries (e.g., Puerto Rico, Virgin Islands), but including the District of Columbia.

These modifications left a total of 16,695 service locations (branches) from which to draw a sample.

The goal of the survey was to be able to provide state and national estimates of the survey data. To do this, the study team drew a sample that considered three factors: 1) National distribution of public library branches; 2) State distribution of public library branches; and 3) Locale (aggregated into town, rural, suburban, and city) status of public library branches. For states that had small numbers of libraries (e.g., Alaska, Delaware, Hawaii), we invited all libraries to participate.

In all, the study included 5,195 library outlets in its sample. The survey was open to all public libraries to participate. However, the national analysis conducted and presented in this report only used data from sampled libraries. The survey received 2,304 responses from sampled libraries, for a 44.4% response rate. Weighted analysis was used to present national estimates.

Self-Reported Data

It is important to note that the data reported in the ensuing pages are self-reported by libraries. To the extent possible (i.e., checking for outliers, seeking corrections from libraries for outlier data), the study team sought to ensure valid and reliable data for analysis purposes.

Comparing 2013 and 2014 Survey Data

The 2014 survey differed in a number of key ways as compared to the 2013 survey, and thus direct data comparisons between the surveys is limited. For example, it is not possible to make comparisons between 2013 and 2014 data regarding digital literacy (e.g., public access technology and content development training) and programming in areas of health, education, workforce/employment, and civic engagement. Although the survey questions broadly focused on the same topics and content, questions were redesigned in ways to facilitate survey response and thus do not allow for comparison.

State Data Analysis

The state level analysis presented in this supplement is not weighted. All data from states with representative and adequate response rates were included (see Figure 1 for response rates by analyzed states).

States included for analysis are:

Alabama	New Mexico
Alaska	New York
Arizona	North Dakota
Colorado	Ohio
Connecticut	Oregon
Delaware	Pennsylvania
Florida	Rhode Island
Hawaii	South Carolina
Idaho	South Dakota

Kansas
Kentucky
Louisiana
Maryland
Michigan
Mississippi
Nebraska
Nevada
New Hampshire

Tennessee
Utah
Vermont
Virginia
Washington
Washington, DC
West Virginia
Wyoming

The report does not contain state-based data for Arkansas, California, Georgia, Illinois, Indiana, Iowa, Maine, Massachusetts, Minnesota, Missouri, Montana, New Jersey, North Carolina, Oklahoma, Texas, and Wisconsin due to insufficient response rates and/or lack of representative response from public libraries within those states.

ALABAMA

	AL	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	10.0 Mbps	16.0 Mbps
Minimum reported download speed	0.8 Mbps	0.01 Mbps
Maximum reported download speed	630.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	15.9	18.8
<i>Libraries renovated in the last five years</i>		
	17.5%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	78.3%	90.3%
Online health resources	75.0%	76.8%
Mobile apps to access library services and resources	43.3%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	74.4%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	38.5%	61.8%
Safe online practices (e.g., privacy, Internet safety)	58.1%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	98.3%	95.4%
GED or equivalent education	30.8%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	7.5%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	65.8%	73.1%
Accessing and using online business information resources	39.2%	47.9%
Providing work space(s) for mobile workers	21.7%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	62.5%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	32.5%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	29.2%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	39.2%	59.4%
Locating and evaluating free health information online	45.8%	57.7%
Bringing in health care providers to offer limited healthcare screening services	17.5%	18.1%

ALASKA

	AK	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	3.0 Mbps	16.0 Mbps
Minimum reported download speed	0.3 Mbps	0.01 Mbps
Maximum reported download speed	25.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	11.9	18.8
<i>Libraries renovated in the last five years</i>		
	13.8%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	58.6%	90.3%
Online health resources	86.2%	76.8%
Mobile apps to access library services and resources	22.4%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	85.5%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	52.7%	61.8%
Safe online practices (e.g., privacy, Internet safety)	80.0%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	89.7%	95.4%
GED or equivalent education	43.1%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	31.0%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	72.4%	73.1%
Accessing and using online business information resources	43.1%	47.9%
Providing work space(s) for mobile workers	32.8%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	82.8%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	44.8%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	41.4%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	39.7%	59.4%
Locating and evaluating free health information online	34.5%	57.7%
Bringing in health care providers to offer limited healthcare screening services	19.0%	18.1%

ARIZONA

	AZ	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	30.0 Mbps	16.0 Mbps
Minimum reported download speed	.03 Mbps	0.01 Mbps
Maximum reported download speed	512.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	26.5	18.8
<i>Libraries renovated in the last five years</i>		
	23.3%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	96.6%	90.3%
Online health resources	85.3%	76.8%
Mobile apps to access library services and resources	51.7%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	88.8%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	59.5%	61.8%
Safe online practices (e.g., privacy, Internet safety)	59.5%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	89.7%	95.4%
GED or equivalent education	58.6%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	43.1%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	81.9%	73.1%
Accessing and using online business information resources	63.8%	47.9%
Providing work space(s) for mobile workers	35.3%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	82.8%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	44.8%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	69.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	71.6%	59.4%
Locating and evaluating free health information online	76.7%	57.7%
Bringing in health care providers to offer limited healthcare screening services	22.4%	18.1%

COLORADO

	CO	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	25.0 Mbps	16.0 Mbps
Minimum reported download speed	0.4 Mbps	0.01 Mbps
Maximum reported download speed	776.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	29	18.8
<i>Libraries renovated in the last five years</i>		
	49.1%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	91.7%	90.3%
Online health resources	83.3%	76.8%
Mobile apps to access library services and resources	33.3%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	73.1%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	51.9%	61.8%
Safe online practices (e.g., privacy, Internet safety)	48.1%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	99.1%	95.4%
GED or equivalent education	26.9%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	52.8%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	50.9%	73.1%
Accessing and using online business information resources	37.0%	47.9%
Providing work space(s) for mobile workers	18.5%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	55.6%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	29.6%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	41.7%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	41.7%	59.4%
Locating and evaluating free health information online	38.0%	57.7%
Bringing in health care providers to offer limited healthcare screening services	15.7%	18.1%

CONNECTICUT

	CT	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	23,3 Mbps	16.0 Mbps
Minimum reported download speed	1.2 Mbps	0.01 Mbps
Maximum reported download speed	1,024.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	27	18.8
<i>Libraries renovated in the last five years</i>		
	22.4%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	94.1%	90.3%
Online health resources	74.1%	76.8%
Mobile apps to access library services and resources	44.7%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	84.7%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	64.7%	61.8%
Safe online practices (e.g., privacy, Internet safety)	68.2%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	97.6%	95.4%
GED or equivalent education	17.6%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	51.8%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	70.6%	73.1%
Accessing and using online business information resources	57.6%	47.9%
Providing work space(s) for mobile workers	36.5%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	65.9%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	44.7%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	61.2%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	55.3%	59.4%
Locating and evaluating free health information online	60.0%	57.7%
Bringing in health care providers to offer limited healthcare screening services	24.7%	18.1%

DELAWARE

	DE	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	100.0 Mbps	16.0 Mbps
Minimum reported download speed	100.0 Mbps	0.01 Mbps
Maximum reported download speed	100.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	24.5	18.8
<i>Libraries renovated in the last five years</i>		
	13.3%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	100.0%	90.3%
Online health resources	93.3%	76.8%
Mobile apps to access library services and resources	86.7%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	86.7%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	66.7%	61.8%
Safe online practices (e.g., privacy, Internet safety)	33.3%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	100.0%	95.4%
GED or equivalent education	46.7%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	66.7%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	86.7%	73.1%
Accessing and using online business information resources	86.7%	47.9%
Providing work space(s) for mobile workers	33.3%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	73.3%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	60.0%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	60.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	53.3%	59.4%
Locating and evaluating free health information online	60.0%	57.7%
Bringing in health care providers to offer limited healthcare screening services	6.7%	18.1%

FLORIDA

	FL	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	55.0 Mbps	16.0 Mbps
Minimum reported download speed	0.1 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0.0 Mbps
<i>Average number of public access computers/laptops</i>	41.2	18.8
<i>Libraries renovated in the last five years</i>	34.5%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	98.8%	90.3%
Online health resources	89.1%	76.8%
Mobile apps to access library services and resources	61.8%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	92.7%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	72.1%	61.8%
Safe online practices (e.g., privacy, Internet safety)	72.1%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	97.0%	95.4%
GED or equivalent education	46.1%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	35.2%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	87.9%	73.1%
Accessing and using online business information resources	77.0%	47.9%
Providing work space(s) for mobile workers	41.2%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	87.3%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	60.6%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	78.8%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	74.5%	59.4%
Locating and evaluating free health information online	72.1%	57.7%
Bringing in health care providers to offer limited healthcare screening services	22.4%	18.1%

HAWAII

	HI	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	100.0 Mbps	16.0 Mbps
Minimum reported download speed	33.9 Mbps	0.01 Mbps
Maximum reported download speed	100.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	13.2	18.8
<i>Libraries renovated in the last five years</i>		
	24.0%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	100.0%	90.3%
Online health resources	100.0%	76.8%
Mobile apps to access library services and resources	90.0%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	96.0%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	88.0%	61.8%
Safe online practices (e.g., privacy, Internet safety)	70.0%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	100.0%	95.4%
GED or equivalent education	28.0%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	58.0%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	90.0%	73.1%
Accessing and using online business information resources	52.0%	47.9%
Providing work space(s) for mobile workers	10.0%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	92.0%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	32.0%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	22.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	56.0%	59.4%
Locating and evaluating free health information online	74.0%	57.7%
Bringing in health care providers to offer limited healthcare screening services	6.0%	18.1%

IDAHO

	ID	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	16.0 Mbps	16.0 Mbps
Minimum reported download speed	1.5 Mbps	0.01 Mbps
Maximum reported download speed	75.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	16.2	18.8
<i>Libraries renovated in the last five years</i>		
	24.0%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	78.0%	90.3%
Online health resources	62.0%	76.8%
Mobile apps to access library services and resources	30.0%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	85.7%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	46.9%	61.8%
Safe online practices (e.g., privacy, Internet safety)	79.6%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	98.0%	95.4%
GED or equivalent education	46.0%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	54.0%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	66.0%	73.1%
Accessing and using online business information resources	36.0%	47.9%
Providing work space(s) for mobile workers	28.0%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	60.0%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	44.0%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	64.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	62.0%	59.4%
Locating and evaluating free health information online	56.0%	57.7%
Bringing in health care providers to offer limited healthcare screening services	8.0%	18.1%

KANSAS

	KS	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	10.0 Mbps	16.0 Mbps
Minimum reported download speed	0.2 Mbps	0.01 Mbps
Maximum reported download speed	300.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	13.1	18.8
<i>Libraries renovated in the last five years</i>		
	25.4%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	87.0%	90.3%
Online health resources	72.8%	76.8%
Mobile apps to access library services and resources	30.2%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	92.3%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	67.9%	61.8%
Safe online practices (e.g., privacy, Internet safety)	67.3%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	96.4%	95.4%
GED or equivalent education	39.1%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	29.6%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	74.0%	73.1%
Accessing and using online business information resources	40.2%	47.9%
Providing work space(s) for mobile workers	49.1%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	84.0%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	46.7%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	58.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	61.5%	59.4%
Locating and evaluating free health information online	63.9%	57.7%
Bringing in health care providers to offer limited healthcare screening services	20.1%	18.1%

KENTUCKY

	KY	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	20.0 Mbps	16.0 Mbps
Minimum reported download speed	3.0 Mbps	0.01 Mbps
Maximum reported download speed	200.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	26.2	18.8
<i>Libraries renovated in the last five years</i>		
	11.9%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	89.6%	90.3%
Online health resources	85.1%	76.8%
Mobile apps to access library services and resources	32.8%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	95.5%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	76.1%	61.8%
Safe online practices (e.g., privacy, Internet safety)	67.2%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	100.0%	95.4%
GED or equivalent education	38.8%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	14.9%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	73.1%	73.1%
Accessing and using online business information resources	43.3%	47.9%
Providing work space(s) for mobile workers	25.4%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	79.1%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	55.2%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	73.1%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	59.7%	59.4%
Locating and evaluating free health information online	49.3%	57.7%
Bringing in health care providers to offer limited healthcare screening services	17.9%	18.1%

LOUISIANA

	LA	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	30.0 Mbps	16.0 Mbps
Minimum reported download speed	1.5 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	21.1	18.8
<i>Libraries renovated in the last five years</i>		
	18.6%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	97.5%	90.3%
Online health resources	96.2%	76.8%
Mobile apps to access library services and resources	56.1%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	89.8%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	69.5%	61.8%
Safe online practices (e.g., privacy, Internet safety)	69.1%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	97.0%	95.4%
GED or equivalent education	44.7%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	30.4%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	82.7%	73.1%
Accessing and using online business information resources	51.1%	47.9%
Providing work space(s) for mobile workers	30.4%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	80.6%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	30.4%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	67.5%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	67.9%	59.4%
Locating and evaluating free health information online	58.2%	57.7%
Bringing in health care providers to offer limited healthcare screening services	25.7%	18.1%

MARYLAND

	MD	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	50.0 Mbps	16.0 Mbps
Minimum reported download speed	10.0 Mbps	0.01 Mbps
Maximum reported download speed	2,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	25.4	18.8
<i>Libraries renovated in the last five years</i>		
	27.3%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	99.1%	90.3%
Online health resources	92.7%	76.8%
Mobile apps to access library services and resources	76.4%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	89.1%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	74.5%	61.8%
Safe online practices (e.g., privacy, Internet safety)	61.8%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	97.3%	95.4%
GED or equivalent education	45.5%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	85.5%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	87.3%	73.1%
Accessing and using online business information resources	77.3%	47.9%
Providing work space(s) for mobile workers	39.1%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	87.3%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	46.4%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	70.9%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	80.9%	59.4%
Locating and evaluating free health information online	82.7%	57.7%
Bringing in health care providers to offer limited healthcare screening services	14.5%	18.1%

MICHIGAN

	MI	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	20.0 Mbps	16.0 Mbps
Minimum reported download speed	0.6 Mbps	0.01 Mbps
Maximum reported download speed	3,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	23.7	18.8
<i>Libraries renovated in the last five years</i>		
	21.5%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	97.0%	90.3%
Online health resources	83.5%	76.8%
Mobile apps to access library services and resources	30.5%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	87.9%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	72.4%	61.8%
Safe online practices (e.g., privacy, Internet safety)	69.8%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	96.5%	95.4%
GED or equivalent education	32.5%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	44.0%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	80.0%	73.1%
Accessing and using online business information resources	65.0%	47.9%
Providing work space(s) for mobile workers	38.5%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	80.0%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	44.5%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	68.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	68.5%	59.4%
Locating and evaluating free health information online	64.5%	57.7%
Bringing in health care providers to offer limited healthcare screening services	14.5%	18.1%

MISSISSIPPI

	MS	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	1.5 Mbps	16.0 Mbps
Minimum reported download speed	0.1 Mbps	0.01 Mbps
Maximum reported download speed	200.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	13.2	18.8
<i>Libraries renovated in the last five years</i>		
	29.0%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	83.2%	90.3%
Online health resources	65.6%	76.8%
Mobile apps to access library services and resources	28.2%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	96.9%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	38.9%	61.8%
Safe online practices (e.g., privacy, Internet safety)	59.5%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	91.6%	95.4%
GED or equivalent education	48.1%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	3.8%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	77.9%	73.1%
Accessing and using online business information resources	43.5%	47.9%
Providing work space(s) for mobile workers	31.3%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	77.1%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	22.1%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	43.5%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	55.7%	59.4%
Locating and evaluating free health information online	49.6%	57.7%
Bringing in health care providers to offer limited healthcare screening services	9.2%	18.1%

NEBRASKA

	NE	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	10.0 Mbps	16.0 Mbps
Minimum reported download speed	1.0 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	13.3	18.8
<i>Libraries renovated in the last five years</i>		
	28.4%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	79.1%	90.3%
Online health resources	38.8%	76.8%
Mobile apps to access library services and resources	25.9%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	81.9%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	59.0%	61.8%
Safe online practices (e.g., privacy, Internet safety)	62.3%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	90.5%	95.4%
GED or equivalent education	20.9%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	20.4%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	66.2%	73.1%
Accessing and using online business information resources	26.4%	47.9%
Providing work space(s) for mobile workers	39.3%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	71.1%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	32.8%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	43.3%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	48.3%	59.4%
Locating and evaluating free health information online	57.2%	57.7%
Bringing in health care providers to offer limited healthcare screening services	10.0%	18.1%

NEVADA

	NV	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	100.0 Mbps	16.0 Mbps
Minimum reported download speed	1.5 Mbps	0.01 Mbps
Maximum reported download speed	100.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	18.7	18.8
<i>Libraries renovated in the last five years</i>		
	25.6%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	97.4%	90.3%
Online health resources	84.6%	76.8%
Mobile apps to access library services and resources	43.6%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	85.9%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	65.4%	61.8%
Safe online practices (e.g., privacy, Internet safety)	38.5%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	88.5%	95.4%
GED or equivalent education	34.6%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	44.9%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	83.3%	73.1%
Accessing and using online business information resources	55.1%	47.9%
Providing work space(s) for mobile workers	24.4%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	91.0%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	48.7%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	46.2%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	70.5%	59.4%
Locating and evaluating free health information online	69.2%	57.7%
Bringing in health care providers to offer limited healthcare screening services	12.8%	18.1%

NEW HAMPSHIRE

	NH	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	13.5 Mbps	16.0 Mbps
Minimum reported download speed	1.0 Mbps	0.01 Mbps
Maximum reported download speed	150.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	8.2	18.8
<i>Libraries renovated in the last five years</i>		
	18.5%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	94.4%	90.3%
Online health resources	71.3%	76.8%
Mobile apps to access library services and resources	23.1%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	88.6%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	60.0%	61.8%
Safe online practices (e.g., privacy, Internet safety)	56.7%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	89.8%	95.4%
GED or equivalent education	15.7%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	27.8%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	67.6%	73.1%
Accessing and using online business information resources	20.4%	47.9%
Providing work space(s) for mobile workers	42.6%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	75.9%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	47.2%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	40.7%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	64.8%	59.4%
Locating and evaluating free health information online	59.3%	57.7%
Bringing in health care providers to offer limited healthcare screening services	8.3%	18.1%

NEW MEXICO

	NM	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	8.0 Mbps	16.0 Mbps
Minimum reported download speed	1.5 Mbps	0.01 Mbps
Maximum reported download speed	270.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	16.4	18.8
<i>Libraries renovated in the last five years</i>		
	30.2%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	73.0%	90.3%
Online health resources	65.1%	76.8%
Mobile apps to access library services and resources	30.2%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	93.7%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	61.3%	61.8%
Safe online practices (e.g., privacy, Internet safety)	79.4%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	95.2%	95.4%
GED or equivalent education	27.0%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	42.9%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	77.8%	73.1%
Accessing and using online business information resources	31.7%	47.9%
Providing work space(s) for mobile workers	31.7%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	71.4%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	41.3%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	55.6%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	54.0%	59.4%
Locating and evaluating free health information online	61.9%	57.7%
Bringing in health care providers to offer limited healthcare screening services	17.5%	18.1%

NEW YORK

	NY	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	10.0 Mbps	16.0 Mbps
Minimum reported download speed	0.4 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	18	18.8
<i>Libraries renovated in the last five years</i>		
	30.5%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	96.4%	90.3%
Online health resources	86.0%	76.8%
Mobile apps to access library services and resources	52.7%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	93.8%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	72.4%	61.8%
Safe online practices (e.g., privacy, Internet safety)	60.3%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	94.7%	95.4%
GED or equivalent education	33.6%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	28.3%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	75.6%	73.1%
Accessing and using online business information resources	44.3%	47.9%
Providing work space(s) for mobile workers	31.7%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	70.0%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	43.4%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	55.5%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	57.4%	59.4%
Locating and evaluating free health information online	63.0%	57.7%
Bringing in health care providers to offer limited healthcare screening services	23.8%	18.1%

NORTH DAKOTA

	ND	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	14.3 Mbps	16.0 Mbps
Minimum reported download speed	0.6 Mbps	0.01 Mbps
Maximum reported download speed	100.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	10.1	18.8
<i>Libraries renovated in the last five years</i>		
	20.0%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	63.3%	90.3%
Online health resources	76.7%	76.8%
Mobile apps to access library services and resources	16.7%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	72.4%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	44.8%	61.8%
Safe online practices (e.g., privacy, Internet safety)	32.1%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	100.0%	95.4%
GED or equivalent education	20.0%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	16.7%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	73.3%	73.1%
Accessing and using online business information resources	26.7%	47.9%
Providing work space(s) for mobile workers	40.0%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	56.7%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	30.0%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	30.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	36.7%	59.4%
Locating and evaluating free health information online	33.3%	57.7%
Bringing in health care providers to offer limited healthcare screening services	13.3%	18.1%

OHIO

	OH	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	13.5 Mbps	16.0 Mbps
Minimum reported download speed	1.4 Mbps	0.01 Mbps
Maximum reported download speed	1,300.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	23.9	18.8
<i>Libraries renovated in the last five years</i>		
	21.5%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	96.7%	90.3%
Online health resources	84.3%	76.8%
Mobile apps to access library services and resources	46.7%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	87.2%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	66.5%	61.8%
Safe online practices (e.g., privacy, Internet safety)	47.1%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	94.6%	95.4%
GED or equivalent education	42.1%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	38.0%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	80.6%	73.1%
Accessing and using online business information resources	62.4%	47.9%
Providing work space(s) for mobile workers	47.5%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	86.8%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	37.6%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	71.9%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	69.0%	59.4%
Locating and evaluating free health information online	73.6%	57.7%
Bringing in health care providers to offer limited healthcare screening services	17.4%	18.1%

OREGON

	OR	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	63.0 Mbps	16.0 Mbps
Minimum reported download speed	1.4 Mbps	0.01 Mbps
Maximum reported download speed	1,300.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	19.4	18.8
<i>Libraries renovated in the last five years</i>		
	21.6%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	92.8%	90.3%
Online health resources	86.6%	76.8%
Mobile apps to access library services and resources	53.6%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	86.6%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	54.7%	61.8%
Safe online practices (e.g., privacy, Internet safety)	58.9%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	93.8%	95.4%
GED or equivalent education	29.9%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	35.1%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	73.2%	73.1%
Accessing and using online business information resources	56.7%	47.9%
Providing work space(s) for mobile workers	37.1%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	84.5%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	39.2%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	58.8%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	56.7%	59.4%
Locating and evaluating free health information online	56.7%	57.7%
Bringing in health care providers to offer limited healthcare screening services	20.6%	18.1%

PENNSYLVANIA

	PA	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	50.0 Mbps	16.0 Mbps
Minimum reported download speed	2.0 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	14	18.8
<i>Libraries renovated in the last five years</i>		
	19.0%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	94.3%	90.3%
Online health resources	81.4%	76.8%
Mobile apps to access library services and resources	39.0%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	91.4%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	61.0%	61.8%
Safe online practices (e.g., privacy, Internet safety)	59.0%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	99.5%	95.4%
GED or equivalent education	21.0%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	42.9%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	74.8%	73.1%
Accessing and using online business information resources	39.0%	47.9%
Providing work space(s) for mobile workers	39.5%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	62.9%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	38.6%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	62.9%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	53.8%	59.4%
Locating and evaluating free health information online	48.6%	57.7%
Bringing in health care providers to offer limited healthcare screening services	29.5%	18.1%

RHODE ISLAND

	RI	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	24.1 Mbps	16.0 Mbps
Minimum reported download speed	5.0 Mbps	0.01 Mbps
Maximum reported download speed	400.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	22.8	18.8
<i>Libraries renovated in the last five years</i>		
	21.7%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	100.0%	90.3%
Online health resources	100.0%	76.8%
Mobile apps to access library services and resources	34.8%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	91.3%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	52.2%	61.8%
Safe online practices (e.g., privacy, Internet safety)	60.9%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	100.0%	95.4%
GED or equivalent education	8.7%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	21.7%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	87.0%	73.1%
Accessing and using online business information resources	34.8%	47.9%
Providing work space(s) for mobile workers	13.0%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	69.6%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	47.8%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	69.6%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	69.6%	59.4%
Locating and evaluating free health information online	43.5%	57.7%
Bringing in health care providers to offer limited healthcare screening services	39.1%	18.1%

SOUTH CAROLINA

	SC	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	20.0 Mbps	16.0 Mbps
Minimum reported download speed	1.5 Mbps	0.01 Mbps
Maximum reported download speed	250.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	20.5	18.8
<i>Libraries renovated in the last five years</i>		
	15.9%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	98.8%	90.3%
Online health resources	90.2%	76.8%
Mobile apps to access library services and resources	23.2%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	93.9%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	61.0%	61.8%
Safe online practices (e.g., privacy, Internet safety)	48.8%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	98.8%	95.4%
GED or equivalent education	39.0%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	34.1%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	90.2%	73.1%
Accessing and using online business information resources	53.7%	47.9%
Providing work space(s) for mobile workers	32.9%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	80.5%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	42.7%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	73.2%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	63.4%	59.4%
Locating and evaluating free health information online	65.9%	57.7%
Bringing in health care providers to offer limited healthcare screening services	17.1%	18.1%

SOUTH DAKOTA

	SD	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	6.8 Mbps	16.0 Mbps
Minimum reported download speed	0.5 Mbps	0.01 Mbps
Maximum reported download speed	65.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	7.7	18.8
<i>Libraries renovated in the last five years</i>		
	20.2%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	85.9%	90.3%
Online health resources	65.7%	76.8%
Mobile apps to access library services and resources	26.3%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	83.8%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	61.2%	61.8%
Safe online practices (e.g., privacy, Internet safety)	66.7%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	92.9%	95.4%
GED or equivalent education	38.4%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	14.1%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	60.6%	73.1%
Accessing and using online business information resources	23.2%	47.9%
Providing work space(s) for mobile workers	44.4%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	60.6%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	32.3%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	42.4%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	35.4%	59.4%
Locating and evaluating free health information online	46.5%	57.7%
Bringing in health care providers to offer limited healthcare screening services	6.1%	18.1%

TENNESSEE

	TN	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	20.0 Mbps	16.0 Mbps
Minimum reported download speed	0.2 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	21.7	18.8
<i>Libraries renovated in the last five years</i>		
	21.1%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	85.3%	90.3%
Online health resources	73.4%	76.8%
Mobile apps to access library services and resources	32.1%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	86.2%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	58.7%	61.8%
Safe online practices (e.g., privacy, Internet safety)	57.8%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	95.4%	95.4%
GED or equivalent education	35.8%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	21.1%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	76.1%	73.1%
Accessing and using online business information resources	33.9%	47.9%
Providing work space(s) for mobile workers	36.7%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	79.8%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	20.2%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	45.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	67.9%	59.4%
Locating and evaluating free health information online	75.2%	57.7%
Bringing in health care providers to offer limited healthcare screening services	14.7%	18.1%

UTAH

	UT	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	34.7 Mbps	16.0 Mbps
Minimum reported download speed	1.5 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	17	18.8
<i>Libraries renovated in the last five years</i>		
	4.3%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	100.0%	90.3%
Online health resources	95.7%	76.8%
Mobile apps to access library services and resources	48.9%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	89.4%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	42.6%	61.8%
Safe online practices (e.g., privacy, Internet safety)	57.4%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	93.6%	95.4%
GED or equivalent education	23.4%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	25.5%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	55.3%	73.1%
Accessing and using online business information resources	53.2%	47.9%
Providing work space(s) for mobile workers	25.5%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	42.6%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	57.4%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	40.4%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	38.3%	59.4%
Locating and evaluating free health information online	44.7%	57.7%
Bringing in health care providers to offer limited healthcare screening services	12.8%	18.1%

VERMONT

	VT	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	22.4 Mbps	16.0 Mbps
Minimum reported download speed	2.4 Mbps	0.01 Mbps
Maximum reported download speed	100.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	7.3	18.8
<i>Libraries renovated in the last five years</i>		
	24.8%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	88.5%	90.3%
Online health resources	68.1%	76.8%
Mobile apps to access library services and resources	24.8%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	91.1%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	66.1%	61.8%
Safe online practices (e.g., privacy, Internet safety)	62.5%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	93.8%	95.4%
GED or equivalent education	15.9%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	39.8%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	70.8%	73.1%
Accessing and using online business information resources	27.4%	47.9%
Providing work space(s) for mobile workers	51.3%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	80.5%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	51.3%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	50.4%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	66.4%	59.4%
Locating and evaluating free health information online	60.2%	57.7%
Bringing in health care providers to offer limited healthcare screening services	6.2%	18.1%

VIRGINIA

	VA	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	17.50 Mbps	16.0 Mbps
Minimum reported download speed	0.7 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	21.7	18.8
<i>Libraries renovated in the last five years</i>		
	12.4%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	97.4%	90.3%
Online health resources	86.8%	76.8%
Mobile apps to access library services and resources	68.4%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	85.8%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	64.6%	61.8%
Safe online practices (e.g., privacy, Internet safety)	59.3%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	95.6%	95.4%
GED or equivalent education	43.0%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	36.8%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	78.1%	73.1%
Accessing and using online business information resources	56.1%	47.9%
Providing work space(s) for mobile workers	43.9%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	78.1%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	45.6%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	66.7%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	50.0%	59.4%
Locating and evaluating free health information online	59.6%	57.7%
Bringing in health care providers to offer limited healthcare screening services	19.3%	18.1%

WASHINGTON

	WA	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	50.0 Mbps	16.0 Mbps
Minimum reported download speed	100.0 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	20.3	18.8
<i>Libraries renovated in the last five years</i>		
	12.7%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	97.5%	90.3%
Online health resources	83.1%	76.8%
Mobile apps to access library services and resources	75.4%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	89.0%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	49.2%	61.8%
Safe online practices (e.g., privacy, Internet safety)	51.7%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	100.0%	95.4%
GED or equivalent education	38.1%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	72.9%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	74.6%	73.1%
Accessing and using online business information resources	65.3%	47.9%
Providing work space(s) for mobile workers	44.9%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	74.6%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	23.7%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	71.2%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	73.7%	59.4%
Locating and evaluating free health information online	48.3%	57.7%
Bringing in health care providers to offer limited healthcare screening services	28.0%	18.1%

WASHINGTON, DC

	DC	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	100.0 Mbps	16.0 Mbps
Minimum reported download speed	100.0 Mbps	0.01 Mbps
Maximum reported download speed	1,000.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	32.1	18.8
<i>Libraries renovated in the last five years</i>		
	48.0%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	100.0%	90.3%
Online health resources	96.0%	76.8%
Mobile apps to access library services and resources	100.0%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	100.0%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	100.0%	61.8%
Safe online practices (e.g., privacy, Internet safety)	100.0%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	100.0%	95.4%
GED or equivalent education	100.0%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	100.0%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	100.0%	73.1%
Accessing and using online business information resources	100.0%	47.9%
Providing work space(s) for mobile workers	100.0%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	100.0%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	100.0%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	100.0%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	100.0%	59.4%
Locating and evaluating free health information online	100.0%	57.7%
Bringing in health care providers to offer limited healthcare screening services	100.0%	18.1%

WEST VIRGINIA

	WV	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	1.5 Mbps	16.0 Mbps
Minimum reported download speed	1.3 Mbps	0.01 Mbps
Maximum reported download speed	100.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	8.8	18.8
<i>Libraries renovated in the last five years</i>		
	22.5%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	92.5%	90.3%
Online health resources	83.3%	76.8%
Mobile apps to access library services and resources	30.8%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	89.2%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	58.3%	61.8%
Safe online practices (e.g., privacy, Internet safety)	66.7%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	90.8%	95.4%
GED or equivalent education	43.3%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	20.0%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	71.7%	73.1%
Accessing and using online business information resources	40.0%	47.9%
Providing work space(s) for mobile workers	40.0%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	77.5%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	26.7%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	36.7%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	70.0%	59.4%
Locating and evaluating free health information online	60.8%	57.7%
Bringing in health care providers to offer limited healthcare screening services	15.0%	18.1%

WYOMING

	WY	US
Public Access Technology and Infrastructure		
<i>Broadband</i>		
Median reported download speed	6.0 Mbps	16.0 Mbps
Minimum reported download speed	1.5 Mbps	0.01 Mbps
Maximum reported download speed	100.0 Mbps	3,000.0 Mbps
<i>Average number of public access computers/laptops</i>		
	15.1	18.8
<i>Libraries renovated in the last five years</i>		
	17.2%	21.3%
<i>Technology Services for Patron Use</i>		
E-books	94.8%	90.3%
Online health resources	96.6%	76.8%
Mobile apps to access library services and resources	72.4%	42.7%
Digital Literacy/Public Access Technology Training		
General computer skills	81.0%	86.9%
General familiarity with new technologies (e.g., using e-readers, tablets)	53.4%	61.8%
Safe online practices (e.g., privacy, Internet safety)	55.2%	57.2%
Library Programs, Information Sessions, & Events		
<i>Education Programs</i>		
Summer reading for children	89.7%	95.4%
GED or equivalent education	46.6%	34.9%
Science, Technology, Engineering, Arts, Math (STEAM) events	25.9%	34.2%
<i>Economy and Workforce Development Programs</i>		
Applying for jobs	69.0%	73.1%
Accessing and using online business information resources	51.7%	47.9%
Providing work space(s) for mobile workers	32.8%	36.1%
<i>Civic Engagement Programs</i>		
Assisting patrons with access and use of online government programs and services	60.3%	75.6%
Hosting community engagement events (e.g., candidate forums, community conversations)	43.1%	40.2%
Hosting social connection events for young adults (e.g., manga/anime, gaming, book groups)	48.3%	59.8%
<i>Health and Wellness Programs</i>		
Identifying health insurance resources	60.3%	59.4%
Locating and evaluating free health information online	63.8%	57.7%
Bringing in health care providers to offer limited healthcare screening services	13.8%	18.1%

Public Access Technology & Infrastructure

Figure 1. Public Library Response Rates by State

State	Total Responses	Response Rate
Alabama	120	40.7%
Alaska	58	58.0%
Arizona	116	52.5%
Colorado	108	43.0%
Connecticut	85	35.4%
Delaware	15	46.9%
Florida	165	31.3%
Hawaii	50	100.0%
Idaho	50	34.7%
Kansas	169	44.9%
Kentucky	67	33.0%
Louisiana	237	70.1%
Maryland	110	58.5%
Michigan	200	31.0%
Mississippi	131	55.5%
Nebraska	201	70.0%
Nevada	78	88.6%
New Hampshire	108	46.0%
New Mexico	63	53.4%
New York	357	33.5%
North Dakota	30	34.5%
Ohio	242	33.9%
Oregon	97	44.1%
Pennsylvania	210	33.4%
Rhode Island	23	33.3%
South Carolina	82	42.9%
South Dakota	99	67.8%
Tennessee	109	37.8%
Utah	47	37.6%
Vermont	113	61.1%
Virginia	114	32.0%
Washington	118	34.7%
Washington, DC	25	100.0%
West Virginia	120	68.6%
Wyoming	58	76.3%

Figure 2: Range of Years Library Locations Opened, by State

State	Range of Years
Alabama (n=120)	1901 - 2013
Alaska (n=58)	1935 - 2014
Arizona (n=116)	1907 - 2014
Colorado (n=108)	1891 - 2013
Connecticut (n=85)	1877 - 2014
Delaware (n=15)	1812 - 2013
Florida (n=165)	1887 - 2011
Hawaii (n=50)	1913 - 2014
Idaho (n=50)	1955 - 2014
Kansas (n=169)	1887 - 2014
Kentucky (n=67)	1904 - 2012
Louisiana (n=237)	1929 - 2014
Maryland (n=110)	1938 - 2013
Michigan (n=200)	1840 - 2014
Mississippi (n=131)	1901 - 2012
Nebraska (n=201)	1882 - 2014
Nevada (n=78)	1961 - 2011
New Hampshire (n=108)	1805 - 2013
New Mexico (n=63)	1897 - 2014
New York (n=357)	1867 - 2014
North Dakota (n=30)	1903 - 2011
Ohio (n=242)	1833 - 2014
Oregon (n=97)	1900 - 2012

Pennsylvania (n=210)	1879 - 2014
Rhode Island (n=23)	1895 - 1990
South Carolina (n=82)	1907 - 2012
South Dakota (n=99)	1868 - 2014
Tennessee (n=109)	1924 - 2014
Utah (n=47)	1912 - 2012
Vermont (n=113)	1803 - 2013
Virginia (n=114)	1932 - 2010
Washington (n=118)	1904 - 2011
Washington, DC (n=25)	1911 - 2012
West Virginia (n=120)	1902 - 2014
Wyoming (n=58)	1905 - 2009
National* (n=3,975)	1803-2014
* Weighted national analysis presented.	

Figure 3: Average of Years Library Locations Opened, by State

State	Average Year
Alabama (n=120)	1975
Alaska (n=58)	1987
Arizona (n=116)	1990
Colorado (n=108)	1975
Connecticut (n=85)	1952
Delaware (n=15)	1949
Florida (n=165)	1985
Hawaii (n=50)	1969
Idaho (n=50)	1986
Kansas (n=169)	1970
Kentucky (n=67)	1985
Louisiana (n=237)	1988
Maryland (n=110)	1983
Michigan (n=200)	1974
Mississippi (n=131)	1971
Nebraska (n=201)	1966
Nevada (n=78)	1989
New Hampshire (n=108)	1936
New Mexico (n=63)	1982
New York (n=357)	1954
North Dakota (n=30)	1962
Ohio (n=242)	1960
Oregon (n=97)	1977
Pennsylvania (n=210)	1962

Rhode Island (n=23)	1947
South Carolina (n=82)	1979
South Dakota (n=99)	1975
Tennessee (n=109)	1982
Utah (n=47)	1980
Vermont (n=113)	1931
Virginia (n=114)	1985
Washington (n=118)	1966
Washington, DC (n=25)	1974
West Virginia (n=120)	1976
Wyoming (n=58)	1965
National* (n=3,975)	1970
* Weighted national analysis presented.	

Figure 4: Median of Years Library Locations Opened, by State

State	Median Year
Alabama (n=120)	1983
Alaska (n=58)	1985
Arizona (n=116)	1997
Colorado (n=108)	1984
Connecticut (n=85)	1969
Delaware (n=15)	1985
Florida (n=165)	1989
Hawaii (n=50)	1969
Idaho (n=50)	1983
Kansas (n=169)	1976
Kentucky (n=67)	1992
Louisiana (n=237)	1998
Maryland (n=110)	1981
Michigan (n=200)	1989
Mississippi (n=131)	1975
Nebraska (n=201)	1974
Nevada (n=78)	1991
New Hampshire (n=108)	1925
New Mexico (n=63)	1991
New York (n=357)	1964
North Dakota (n=30)	1964
Ohio (n=242)	1968
Oregon (n=97)	1989
Pennsylvania (n=210)	1967

Rhode Island (n=23)	1947
South Carolina (n=82)	1979
South Dakota (n=99)	1984
Tennessee (n=109)	1984
Utah (n=47)	1998
Vermont (n=113)	1916
Virginia (n=114)	1988
Washington (n=118)	1965
Washington, DC (n=25)	1968
West Virginia (n=120)	1977
Wyoming (n=58)	1983
National* (n=3,975)	1978
* Weighted national analysis presented.	

Figure 5: Public Library Locations Renovated in the Last Five Years, by State

State	Overall
Alabama (n=120)	17.5%
Alaska (n=58)	13.8%
Arizona (n=116)	23.3%
Colorado (n=108)	49.1%
Connecticut (n=85)	22.4%
Delaware (n=15)	13.3%
Florida (n=165)	34.5%
Hawaii (n=50)	24.0%
Idaho (n=50)	24.0%
Kansas (n=169)	25.4%
Kentucky (n=67)	11.9%
Louisiana (n=237)	18.6%
Maryland (n=110)	27.3%
Michigan (n=200)	21.5%
Mississippi (n=131)	29.0%
Nebraska (n=201)	28.4%
Nevada (n=78)	25.6%
New Hampshire (n=108)	18.5%
New Mexico (n=63)	30.2%
New York (n=357)	30.5%
North Dakota (n=30)	20.0%
Ohio (n=242)	21.5%
Oregon (n=97)	21.6%
Pennsylvania (n=210)	19.0%

Rhode Island (n=23)	21.7%
South Carolina (n=82)	15.9%
South Dakota (n=99)	20.2%
Tennessee (n=109)	21.1%
Utah (n=47)	4.3%
Vermont (n=113)	24.8%
Virginia (n=113)	12.4%
Washington (n=118)	12.7%
Washington, DC (n=25)	48.0%
West Virginia (n=120)	22.5%
Wyoming (n=58)	17.2%
National* (n=3,551)	21.3%
* Weighted national analysis presented.	

Figure 6: Renovations to Public Library Locations within the Last Five Years, by State

State	Renovations							
	Enhanced/added general use space	Enhanced/added meeting rooms/meeting spaces for public use	Enhanced/added auditorium or large space	Enhanced/added maker space	Enhanced/added digital media production lab	Enhanced/added work/office spaces for business users	Upgraded physical plant	Other
Alabama (n=21)	61.9%	38.1%	23.8%	4.8%	28.6%	19.0%	66.7%	19.0%
Alaska (n=8)	62.5%	50.0%	25.0%	37.5%	50.0%	25.0%	75.0%	---
Arizona (n=27)	74.1%	37.0%	33.3%	25.9%	29.6%	22.2%	70.4%	3.7%
Colorado (n=53)	90.6%	47.2%	18.9%	24.5%	15.1%	28.3%	73.6%	17.0%
Connecticut (n=19)	84.2%	63.2%	26.3%	15.8%	10.5%	26.3%	78.9%	5.3%
Delaware (n=2)	100.0%	100.0%	100.0%	50.0%	---	---	100.0%	50.0%
Florida (n=56)	42.9%	30.4%	16.1%	8.9%	21.4%	17.9%	66.1%	29.8%
Hawaii (n=12)	16.7%	8.3%	8.3%	---	8.3%	8.3%	75.0%	33.3%
Idaho (n=12)	50.0%	25.0%	8.3%	41.7%	---	25.0%	58.3%	16.7%
Kansas (n=43)	74.4%	55.8%	23.3%	16.3%	14.0%	27.9%	69.8%	14.0%
Kentucky (n=8)	62.5%	50.0%	12.5%	---	12.5%	12.5%	62.5%	25.0%
Louisiana (n=44)	79.5%	63.6%	40.9%	15.9%	6.8%	29.5%	84.1%	18.2%
Maryland (n=30)	73.3%	46.7%	20.0%	6.7%	3.3%	6.7%	66.7%	16.7%
Michigan (n=43)	69.8%	34.9%	32.6%	11.6%	9.3%	25.6%	76.7%	16.3%

Mississippi (n=38)	68.4%	28.9%	5.3%	2.6%	5.3%	10.5%	89.5%	13.2%
Nebraska (n=57)	73.7%	33.3%	17.5%	5.3%	14.0%	19.3%	80.7%	12.3%
Nevada (n=20)	75.0%	45.0%	30.0%	15.0%	25.0%	10.0%	55.0%	40.0%
New Hampshire (n=20)	80.0%	65.0%	20.0%	5.0%	---	20.0%	70.0%	15.0%
New Mexico (n=19)	78.9%	26.3%	21.1%	21.1%	15.8%	5.3%	52.6%	5.3%
New York (n=109)	58.7%	44.0%	20.2%	13.8%	20.2%	22.9%	69.7%	23.9%
North Dakota (n=6)	66.7%	50.0%	16.7%	16.7%	16.7%	---	50.0%	33.3%
Ohio (n=52)	78.8%	42.3%	21.2%	7.7%	9.6%	21.2%	78.8%	15.4%
Oregon (n=21)	76.2%	28.6%	14.3%	9.5%	9.5%	9.5%	85.7%	23.8%
Pennsylvania (n=40)	67.5%	57.5%	25.0%	12.5%	12.5%	15.0%	70.0%	22.5%
Rhode Island (n=5)	40.0%	---	---	40.0%	20.0%	---	100.0%	---
South Carolina (n=13)	53.8%	30.8%	23.1%	7.7%	15.4%	---	53.8%	30.8%
South Dakota (n=20)	70.0%	50.0%	5.0%	10.0%	15.0%	20.0%	70.0%	15.0%
Tennessee (n=23)	73.9%	52.2%	17.4%	8.7%	13.0%	39.1%	65.2%	17.4%
Utah (n=2)	50.0%	50.0%	100.0%	50.0%	50.0%	50.0%	100.0%	---
Vermont (n=28)	71.4%	60.7%	21.4%	17.9%	17.9%	21.4%	78.6%	25.0%
Virginia (n=14)	71.4%	50.0%	21.4%	7.1%	14.3%	14.3%	85.7%	21.4%
Washington (n=15)	93.3%	53.3%	40.0%	6.7%	20.0%	13.3%	73.3%	---

Washington, DC (n=12)	83.3%	83.3%	75.0%	---	---	83.3%	83.3%	16.7%
West Virginia (n=27)	77.8%	51.9%	3.7%	3.7%	7.4%	25.9%	51.9%	14.8%
Wyoming (n=10)	80.0%	70.0%	20.0%	---	10.0%	10.0%	80.0%	---
National*	68.7% (n=2,434)	49.7% (n=1,760)	25.9% (n=917)	11.9% (n=420)	11.3% (n=399)	19.0% (n=673)	72.3% (n=2,560)	19.1% (n=680)
<p>Key: -- = No data to report * Weighted national analysis presented. Will not total 100%, as categories are not mutually exclusive Table only displays percentages for affirmative responses.</p>								

Figure 7: Adequacy of Public Library Location Buildings for Providing General Use Space to Patrons, by State

State	Building Infrastructure				
	Availability of general use space (e.g., reading spaces, sitting spaces)				
	Poor	Fair	Good	Excellent	Don't Know
Alabama (n=120)	6.7%	25.0%	43.3%	15.8%	9.2%
Alaska (n=55)	20.0%	41.8%	25.5%	12.7%	---
Arizona (n=116)	6.9%	22.4%	44.8%	25.9%	---
Colorado (n=107)	17.8%	26.2%	38.3%	17.8%	---
Connecticut (n=83)	16.9%	30.1%	32.5%	20.5%	---
Delaware (n=15)	6.7%	33.3%	46.7%	13.3%	---
Florida (n=163)	4.9%	20.9%	33.1%	41.1%	---
Hawaii (n=50)	2.0%	30.0%	42.0%	20.0%	6.0%
Idaho (n=49)	6.1%	26.5%	44.9%	22.4%	---
Kansas (n=168)	6.0%	26.2%	39.3%	28.6%	---
Kentucky (n=64)	17.2%	35.9%	23.4%	23.4%	---
Louisiana (n=236)	11.0%	33.1%	33.1%	22.5%	+
Maryland (n=110)	8.2%	27.3%	31.8%	32.7%	---
Michigan (n=194)	12.4%	26.8%	27.8%	33.0%	---
Mississippi (n=131)	11.5%	39.7%	26.0%	22.9%	---

Nebraska (n=200)	4.5%	26.0%	37.0%	32.5%	---
Nevada (n=78)	5.1%	29.5%	51.3%	14.1%	---
New Hampshire (n=108)	12.0%	24.1%	43.5%	20.4%	---
New Mexico (n=63)	3.2%	27.0%	38.1%	31.7%	---
New York (n=353)	7.9%	26.6%	42.2%	23.2%	---
North Dakota (n=30)	6.7%	36.7%	33.3%	23.3%	---
Ohio (n=242)	6.2%	16.5%	47.5%	29.8%	---
Oregon (n=96)	26.0%	30.2%	27.1%	16.7%	---
Pennsylvania (n=203)	8.9%	38.4%	36.5%	16.3%	---
Rhode Island (n=23)	17.4%	26.1%	47.8%	8.7%	---
South Carolina (n=80)	6.3%	32.5%	50.0%	11.3%	---
South Dakota (n=99)	7.1%	20.2%	40.4%	32.3%	---
Tennessee (n=109)	6.4%	31.2%	45.0%	17.4%	---
Utah (n=46)	6.5%	32.6%	30.4%	30.4%	---
Vermont (n=113)	8.8%	26.5%	31.9%	32.7%	---
Virginia (n=113)	7.1%	46.9%	33.6%	12.4%	---
Washington (n=116)	19.0%	23.3%	49.1%	8.6%	---

Washington, DC (n=25)	---	4.0%	52.0%	44.0%	---
West Virginia (n=113)	15.0%	17.7%	41.6%	25.7%	---
Wyoming (n=56)	16.1%	23.2%	28.6%	32.1%	---
National*	10.5% (n=1,732)	27.5% (n=4,522)	39.7% (n=6,536)	22.2% (n=3,651)	+
<p>Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented. <i>Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.</i></p>					

Figure 8: Adequacy of Public Library Location Buildings for Providing Meeting Room Space to Patrons, by State

State	Building Infrastructure				
	Availability of meeting rooms/meeting spaces for public use (e.g., for community members to reserve and use)				
	Poor	Fair	Good	Excellent	Don't Know
Alabama (n=117)	27.4%	27.4%	21.4%	14.5%	9.4%
Alaska (n=50)	32.0%	30.0%	22.0%	16.0%	---
Arizona (n=113)	29.2%	16.8%	38.9%	15.0%	---
Colorado (n=106)	34.0%	27.4%	21.7%	17.0%	---
Connecticut (n=75)	33.3%	29.3%	20.0%	17.3%	---
Delaware (n=14)	---	50.0%	21.4%	28.6%	---
Florida (n=161)	13.0%	20.5%	37.3%	29.2%	---
Hawaii (n=49)	61.2%	4.1%	20.4%	8.2%	6.1%
Idaho (n=50)	34.0%	28.0%	16.0%	22.0%	---
Kansas (n=169)	27.8%	18.3%	28.4%	25.4%	---
Kentucky (n=61)	23.0%	32.8%	29.5%	14.8%	---
Louisiana (n=233)	25.8%	23.2%	24.0%	25.8%	1.3%
Maryland (n=110)	10.9%	26.4%	34.5%	28.2%	---
Michigan (n=186)	38.7%	16.1%	19.4%	22.6%	3.2%
Mississippi (n=130)	20.8%	11.5%	35.4%	32.3%	---

Nebraska (n=199)	28.1%	18.1%	26.6%	26.6%	+
Nevada (n=77)	36.4%	10.4%	40.3%	13.0%	---
New Hampshire (n=108)	30.6%	25.9%	20.4%	23.1%	---
New Mexico (n=63)	20.6%	23.8%	23.8%	30.2%	1.6%
New York (n=351)	18.8%	29.3%	31.3%	20.5%	---
North Dakota (n=29)	44.8%	27.6%	17.2%	10.3%	---
Ohio (n=241)	18.7%	18.7%	38.6%	24.1%	---
Oregon (n=92)	52.2%	21.7%	12.0%	14.1%	---
Pennsylvania (n=195)	29.2%	29.2%	26.7%	14.9%	---
Rhode Island (n=20)	35.0%	20.0%	30.0%	15.0%	---
South Carolina (n=79)	17.7%	30.4%	35.4%	16.5%	---
South Dakota (n=97)	30.9%	26.8%	19.6%	22.7%	---
Tennessee (n=105)	28.6%	22.9%	29.5%	19.0%	---
Utah (n=42)	14.3%	19.0%	28.6%	38.1%	---
Vermont (n=113)	22.1%	31.0%	25.7%	20.4%	+
Virginia (n=108)	27.8%	26.9%	28.7%	16.7%	---
Washington (n=108)	30.6%	8.3%	52.8%	8.3%	---

Washington, DC (n=25)	---	4.0%	48.0%	48.0%	---
West Virginia (n=114)	36.8%	11.4%	27.2%	24.6%	---
Wyoming (n=54)	16.7%	22.2%	20.4%	38.9%	1.9%
National*	27.3% (n=4,370)	22.0% (n=3,519)	28.8% (n=4,619)	21.6% (n=3,455)	+
Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented.					

Figure 9: Adequacy of Public Library Location Buildings for Providing Maker Spaces to Patrons, by State

State	Building Infrastructure			
	Availability of maker spaces (e.g., for design, prototype, and creation of various works)			
	Poor	Fair	Good	Excellent
Alabama (n=75)	61.3%	24.0%	14.7%	---
Alaska (n=46)	52.2%	30.4%	10.9%	6.5%
Arizona (n=112)	74.1%	10.7%	9.8%	5.4%
Colorado (n=90)	71.1%	16.7%	10.0%	2.2%
Connecticut (n=55)	61.8%	25.5%	9.1%	3.6%
Delaware (n=6)	50.0%	16.7%	33.3%	---
Florida (n=141)	75.2%	15.6%	7.1%	2.1%
Hawaii (n=44)	75.0%	22.7%	2.3%	---
Idaho (n=46)	50.0%	23.9%	21.7%	4.3%
Kansas (n=163)	67.5%	14.7%	10.4%	7.4%
Kentucky (n=38)	92.1%	2.6%	5.3%	---
Louisiana (n=219)	49.8%	29.2%	12.3%	8.7%
Maryland (n=104)	70.2%	18.3%	11.5%	---
Michigan (n=176)	75.0%	13.6%	9.1%	2.3%
Mississippi (n=128)	60.2%	20.3%	17.2%	2.3%

Nebraska (n=185)	67.6%	20.0%	7.6%	4.9%
Nevada (n=76)	68.4%	13.2%	17.1%	1.3%
New Hampshire (n=104)	75.0%	20.2%	3.8%	1.0%
New Mexico (n=60)	61.7%	23.3%	10.0%	5.0%
New York (n=333)	58.3%	26.4%	12.0%	3.3%
North Dakota (n=23)	69.6%	26.1%	4.3%	---
Ohio (n=231)	70.1%	18.6%	10.4%	+
Oregon (n=85)	83.5%	10.6%	4.7%	1.2%
Pennsylvania (n=145)	71.7%	19.3%	8.3%	*
Rhode Island (n=15)	66.7%	20.0%	6.7%	6.7%
South Carolina (n=67)	73.1%	10.4%	13.4%	3.0%
South Dakota (n=87)	51.7%	28.7%	10.3%	9.2%
Tennessee (n=95)	63.2%	24.2%	10.5%	2.1%
Utah (n=29)	82.8%	6.9%	6.9%	3.4%
Vermont (n=107)	69.2%	18.7%	10.3%	1.9%
Virginia (n=98)	60.2%	28.6%	10.2%	1.0%
Washington (n=100)	76.0%	19.0%	5.0%	---

Washington, DC (n=25)	100.0%	---	---	---
West Virginia (n=108)	69.4%	14.8%	12.0%	3.7%
Wyoming (n=49)	75.5%	6.1%	18.4%	---
National*	70.0% (n=9,901)	17.6% (n=2,495)	9.5% (n=1,348)	2.8% (n=394)
<p>Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented. No libraries reported "Don't Know" responses</p>				

Figure 10: Adequacy of Public Library Location Buildings for Providing Work/Office Space to Business Users, by State

State	Building Infrastructure				
	Availability of work/office spaces for business users (e.g., as co-working spaces, mobile office spaces)				
	Poor	Fair	Good	Excellent	Don't Know
Alabama (n=115)	44.3%	24.3%	13.9%	3.5%	13.9%
Alaska (n=52)	63.5%	23.1%	11.5%	1.9%	---
Arizona (n=113)	59.3%	19.5%	14.2%	7.1%	---
Colorado (n=105)	51.4%	21.9%	21.0%	5.7%	---
Connecticut (n=79)	49.4%	31.6%	10.1%	7.6%	1.3%
Delaware (n=14)	35.7%	42.9%	14.3%	7.1%	---
Florida (n=160)	53.1%	24.4%	16.3%	1.9%	4.4%
Hawaii (n=49)	65.3%	24.5%	2.0%	---	8.2%
Idaho (n=49)	63.3%	16.3%	12.2%	6.1%	2.0%
Kansas (n=166)	44.6%	27.1%	19.9%	7.2%	1.2%
Kentucky (n=59)	59.3%	22.0%	13.6%	5.1%	---
Louisiana (n=234)	41.5%	16.2%	29.9%	6.4%	6.0%
Maryland (n=108)	58.3%	24.1%	15.7%	0.9%	+
Michigan (n=179)	41.3%	25.7%	14.0%	6.7%	12.3%
Mississippi (n=129)	51.9%	17.8%	14.7%	3.9%	11.6%

Nebraska (n=199)	41.2%	27.1%	21.6%	6.0%	4.0%
Nevada (n=78)	69.2%	16.7%	11.5%	2.6%	---
New Hampshire (n=107)	55.1%	28.0%	13.1%	2.8%	*
New Mexico (n=62)	56.5%	24.2%	9.7%	6.5%	3.2%
New York (n=341)	48.1%	27.0%	13.2%	7.3%	4.4%
North Dakota (n=28)	32.1%	32.1%	28.6%	7.1%	---
Ohio (n=238)	47.5%	28.6%	20.2%	2.9%	*
Oregon (n=91)	67.0%	20.9%	6.6%	5.5%	---
Pennsylvania (n=185)	43.2%	37.8%	13.5%	4.9%	*
Rhode Island (n=22)	86.4%	---	4.5%	9.1%	---
South Carolina (n=79)	48.1%	32.9%	12.7%	3.8%	2.5%
South Dakota (n=97)	41.2%	36.1%	14.4%	6.2%	2.1%
Tennessee (n=102)	53.9%	25.5%	10.8%	6.9%	2.9%
Utah (n=44)	47.7%	36.4%	13.6%	2.3%	---
Vermont (n=111)	56.8%	27.0%	9.0%	4.5%	2.7%
Virginia (n=107)	48.6%	36.4%	8.4%	2.8%	3.7%
Washington (n=101)	48.5%	15.8%	34.7%	1.0%	---
Washington, DC (n=25)	4.0%	8.0%	44.0%	44.0%	---

West Virginia (n=114)	53.5%	26.3%	12.3%	3.5%	4.4%
Wyoming (n=55)	56.4%	34.5%	7.3%	---	1.8%
National*	50.7% (n=8,002)	28.4% (n=4,491)	12.8% (n=2,016)	4.2% (n=657)	3.9% (n=621)
Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented.					

Figure 11: Adequacy of Physical Plant of Public Library Location Buildings, by State

State	Building Infrastructure				
	Adequacy of physical plant (e.g., electric supply, additional electrical Locations, network capacity)				
	Poor	Fair	Good	Excellent	Don't Know
Alabama (n=114)	12.3%	29.8%	36.0%	10.5%	11.4%
Alaska (n=54)	35.2%	31.5%	24.1%	9.3%	---
Arizona (n=116)	12.9%	25.9%	50.0%	11.2%	---
Colorado (n=105)	21.0%	29.5%	28.6%	18.1%	2.9%
Connecticut (n=82)	17.1%	39.0%	32.9%	11.0%	---
Delaware (n=15)	13.3%	40.0%	26.7%	20.0%	---
Florida (n=164)	12.2%	38.4%	34.1%	14.6%	+
Hawaii (n=48)	14.6%	54.2%	18.8%	8.3%	4.2%
Idaho (n=49)	10.2%	20.4%	51.0%	16.3%	2.0%
Kansas (n=167)	7.2%	40.7%	35.3%	16.8%	---
Kentucky (n=62)	25.8%	27.4%	30.6%	16.1%	---
Louisiana (n=233)	9.4%	31.3%	32.6%	25.8%	+
Maryland (n=110)	13.6%	34.5%	24.5%	27.3%	---
Michigan (n=197)	17.8%	23.9%	40.1%	17.3%	1.0%
Mississippi (n=131)	30.5%	24.4%	27.5%	16.8%	+

Nebraska (n=199)	9.0%	27.1%	43.2%	19.1%	1.5%
Nevada (n=78)	25.6%	37.2%	28.2%	9.0%	---
New Hampshire (n=107)	13.1%	34.6%	37.4%	15.0%	---
New Mexico (n=63)	9.5%	23.8%	34.9%	25.4%	6.3%
New York (n=340)	13.2%	30.9%	37.1%	17.1%	1.8%
North Dakota (n=27)	11.1%	33.3%	48.1%	7.4%	---
Ohio (n=240)	8.3%	20.0%	53.3%	16.7%	1.7%
Oregon (n=93)	12.9%	22.6%	48.4%	15.1%	1.1%
Pennsylvania (n=196)	18.4%	34.2%	33.2%	13.8%	+
Rhode Island (n=22)	27.3%	27.3%	22.7%	22.7%	---
South Carolina (n=81)	13.6%	28.4%	44.4%	12.3%	1.2%
South Dakota (n=97)	5.2%	22.7%	55.7%	16.5%	---
Tennessee (n=108)	12.0%	32.4%	45.4%	9.3%	+
Utah (n=46)	15.2%	34.8%	28.3%	21.7%	---
Vermont (n=112)	7.1%	31.3%	38.4%	23.2%	---
Virginia (n=109)	7.3%	46.8%	34.9%	11.0%	---
Washington (n=114)	17.5%	29.8%	22.8%	29.8%	---
Washington, DC (n=25)	---	4.0%	52.0%	44.0%	---

West Virginia (n=113)	23.0%	19.5%	44.2%	10.6%	2.7%
Wyoming (n=52)	23.1%	40.4%	26.9%	9.6%	---
National*	15.6% (n=2,534)	29.6% (n=4,811)	37.8% (n=6,135)	16.0% (n=2,598)	+
Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented.					

Figure 12: Number of Public Access Computers (Including Laptops) by Average Age, by State

State	Average Number of Public Access Internet Workstations	
	4 years old or less	More than 4 years old
Alabama (n=120)	10.8	4.0
Alaska (n=58)	9.8	2.5
Arizona (n=116)	18.2	7.5
Colorado (n=108)	17.9	5.6
Connecticut (n=85)	17.0	6.4
Delaware (n=15)	24.1	2.5
Florida (n=165)	37.1	7.6
Hawaii (n=50)	11.0	3.1
Idaho (n=50)	10.2	6.4
Kansas (n=169)	8.4	4.6
Kentucky (n=67)	18.2	7.4
Louisiana (n=237)	17.8	3.3
Maryland (n=110)	16.0	7.9
Michigan (n=200)	13.1	6.4
Mississippi (n=131)	7.7	5.4
Nebraska (n=201)	10.1	3.1
Nevada (n=78)	12.6	6.0
New Hampshire (n=108)	5.4	2.8
New Mexico (n=63)	12.4	4.2
New York (n=357)	12.7	5.1
North Dakota (n=30)	6.3	4.1
Ohio (n=242)	16.8	3.1

Oregon (n=97)	11.8	3.7
Pennsylvania (n=210)	10.3	3.8
Rhode Island (n=23)	18.5	4.9
South Carolina (n=82)	15.9	5.1
South Dakota (n=99)	5.0	2.9
Tennessee (n=109)	14.0	6.8
Utah (n=47)	12.5	4.6
Vermont (n=113)	3.6	3.5
Virginia (n=114)	15.6	6.5
Washington (n=118)	17.4	2.9
Washington, DC (n=25)	32.1	0.0
West Virginia (n=120)	5.7	3.6
Wyoming (n=58)	10.6	4.9
National* (n=14,339)	12.7	4.7
* Weighted national analysis presented.		

Figure 13: Public Library Locations Reporting Daily Wait Times for Public Access Computers, by State

State	Wait Times		
	Yes	No	Don't Know
Alabama (n=119)	36.1%	55.5%	8.4%
Alaska (n=58)	31.0%	65.5%	3.4%
Arizona (n=116)	41.4%	57.8%	+
Colorado (n=107)	34.6%	54.2%	11.2%
Connecticut (n=85)	28.2%	68.2%	3.5%
Delaware (n=15)	20.0%	80.0%	---
Florida (n=165)	43.6%	54.5%	1.8%
Hawaii (n=45)	62.2%	31.1%	6.7%
Idaho (n=50)	26.0%	74.0%	---
Kansas (n=169)	20.7%	79.3%	---
Kentucky (n=66)	25.8%	72.7%	1.5%
Louisiana (n=214)	33.2%	62.6%	4.2%
Maryland (n=105)	22.9%	60.0%	17.1%
Michigan (n=199)	23.1%	76.9%	---
Mississippi (n=123)	49.6%	46.3%	4.1%
Nebraska (n=200)	22.0%	77.0%	1.0%
Nevada (n=75)	32.0%	66.7%	1.3%
New Hampshire (n=108)	15.7%	83.3%	+
New Mexico (n=63)	38.1%	61.9%	---
New York (n=356)	40.2%	59.8%	---
North Dakota (n=30)	13.3%	86.7%	---
Ohio (n=232)	37.1%	62.1%	+

Oregon (n=96)	44.8%	53.1%	2.1%
Pennsylvania (n=208)	42.3%	57.2%	+
Rhode Island (n=23)	21.7%	78.3%	---
South Carolina (n=66)	43.9%	54.5%	1.5%
South Dakota (n=93)	12.9%	86.0%	1.1%
Tennessee (n=106)	22.6%	71.7%	5.7%
Utah (n=47)	34.0%	57.4%	8.5%
Vermont (n=112)	24.1%	75.9%	---
Virginia (n=102)	39.2%	52.0%	8.8%
Washington (n=113)	39.8%	58.4%	1.8%
Washington, DC (n=25)	100.0%	---	---
West Virginia (n=109)	24.8%	72.5%	2.8%
Wyoming (n=57)	21.1%	75.4%	3.5%
National*	30.7% (n=5,025)	66.7% (n=10,908)	2.5% (n=409)
Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented.			

Figure 14: Top 10 Identified Technologies that Public Library Locations Make Available to Patrons, by State

State	Color printer(s)	Large-format printer(s)	Wireless printing	Scanner(s)	Laptop(s)	Tablet computer(s)	E-reader(s)	Early learning technology(ies)	Recreational gaming console	Digital display(s)
Alabama (n=120)	81.7%	8.4%	48.3%	42.5%	51.3%	10.0%	17.5%	24.1%	17.5%	15.8%
Alaska (n=58)	84.5%	5.2%	42.1%	75.4%	91.4%	51.7%	51.7%	67.9%	17.2%	12.1%
Arizona (n=116)	77.6%	27.8%	50.0%	85.2%	62.1%	27.6%	26.1%	39.8%	30.2%	15.5%
Colorado (n=107)	88.8%	15.0%	34.6%	84.0%	61.7%	34.6%	24.3%	58.9%	30.8%	24.3%
Connecticut (n=85)	92.9%	8.3%	45.2%	67.1%	38.1%	38.8%	50.6%	72.4%	25.9%	22.4%
Delaware (n=15)	100.0%	---	6.7%	26.7%	40.0%	6.7%	---	100.0%	26.7%	60.0%
Florida (n=165)	77.6%	4.2%	42.4%	53.4%	33.3%	21.3%	20.6%	55.8%	38.0%	28.5%
Hawaii (n=50)	54.0%	---	2.0%	---	84.0%	6.0%	2.0%	---	2.0%	12.0%
Idaho (n=50)	74.0%	12.0%	26.5%	64.0%	44.9%	22.0%	22.0%	30.4%	24.0%	4.1%
Kansas (n=169)	84.6%	11.8%	34.5%	68.6%	44.6%	20.8%	22.6%	56.2%	44.4%	10.1%
Kentucky (n=66)	84.8%	9.1%	42.4%	74.2%	51.5%	22.7%	33.3%	54.3%	25.8%	43.9%
Louisiana (n=237)	88.2%	19.6%	31.4%	65.0%	57.0%	20.7%	16.0%	61.5%	39.2%	19.8%

Maryland (n=109)	78.0%	1.8%	53.3%	40.9%	7.3%	12.7%	36.4%	70.5%	16.0%	21.8%
Michigan (n=199)	84.9%	6.5%	36.2%	74.9%	36.2%	10.1%	19.7%	47.9%	23.6%	19.4%
Mississippi (n=131)	62.6%	3.8%	17.6%	42.0%	30.5%	13.7%	17.7%	59.7%	14.5%	9.9%
Nebraska (n=201)	85.1%	9.5%	52.7%	81.0%	67.0%	12.1%	23.1%	28.3%	20.5%	8.0%
Nevada (n=77)	67.5%	5.2%	26.0%	39.0%	16.9%	5.3%	14.3%	28.9%	17.1%	18.2%
New Hampshire (n=108)	75.9%	7.5%	52.3%	67.6%	36.1%	25.0%	48.6%	18.9%	17.8%	9.3%
New Mexico (n=63)	65.1%	7.9%	32.3%	57.1%	40.3%	14.3%	44.4%	31.7%	30.2%	15.9%
New York (n=356)	84.0%	7.3%	34.9%	62.4%	41.1%	24.0%	30.9%	40.5%	33.1%	20.3%
North Dakota (n=30)	76.7%	13.3%	40.0%	63.3%	73.3%	20.0%	30.0%	17.4%	13.3%	3.3%
Ohio (n=242)	85.1%	12.1%	45.6%	71.3%	37.1%	24.3%	20.0%	69.3%	33.3%	24.7%
Oregon (n=95)	63.2%	7.4%	18.9%	51.0%	26.3%	28.1%	16.8%	46.3%	11.8%	8.5%
Pennsylvania (n=207)	89.4%	6.7%	29.8%	47.3%	38.5%	17.9%	33.3%	44.0%	21.2%	11.1%
Rhode Island (n=23)	100.0%	8.7%	30.4%	43.5%	56.5%	8.7%	30.4%	---	26.1%	8.7%
South Carolina (n=79)	78.5%	5.1%	17.7%	64.6%	41.8%	5.1%	19.0%	76.6%	44.3%	20.3%
South Dakota (n=99)	79.8%	7.1%	35.7%	56.6%	28.6%	23.2%	10.1%	9.2%	13.3%	3.0%
Tennessee (n=107)	66.4%	7.5%	29.0%	56.1%	58.9%	11.2%	11.2%	65.1%	18.7%	10.3%
Utah (n=47)	87.2%	6.4%	12.8%	51.1%	29.8%	23.9%	19.1%	58.3%	25.5%	25.5%

Vermont (n=113)	77.9%	8.0%	48.7%	73.5%	60.7%	31.3%	55.8%	20.5%	11.5%	6.2%
Virginia (n=105)	91.4%	4.8%	28.6%	61.9%	21.9%	2.9%	9.5%	46.5%	15.2%	30.5%
Washington (n=118)	81.4%	1.7%	51.7%	49.2%	42.4%	10.2%	11.0%	32.1%	14.4%	5.9%
Washington, DC (n=25)	100.0%	4.0%	4.0%	100.0%	100.0%	4.0%	4.0%	100.0%	4.0%	8.0%
West Virginia (n=120)	70.0%	12.5%	12.5%	53.3%	21.7%	6.7%	9.2%	38.2%	15.8%	1.7%
Wyoming (n=57)	91.2%	3.5%	19.3%	54.4%	45.6%	7.0%	31.6%	42.6%	52.6%	7.0%
National*	77.9% (n=12,898)	8.3% (n=1,362)	39.4% (n=6,506)	62.5% (n=10,299)	41.6% (n=6,861)	20.7% (n=3,412)	25.5% (n=4,192)	44.8% (n=6,259)	23.8% (n=3,920)	16.7% (n=2,737)

Key: -- = No data to report

* Weighted national analysis presented.

Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.

Figure 15: Top 10 Identified Technology Services that Public Library Locations Make Available to Patrons, by State

State	E-books	Digital media content	Online homework assistance	Online job/employment resources	Online language learning	Online health resources	Video conferencing service(s)	Mobile device-enabled Website	Mobile apps	Scanned codes
Alabama (n=120)	78.3%	33.3%	95.8%	72.5%	49.2%	75.0%	15.8%	43.3%	43.3%	37.5%
Alaska (n=58)	58.6%	15.5%	98.3%	72.4%	69.0%	86.2%	44.8%	22.4%	22.4%	20.7%
Arizona (n=116)	96.6%	93.1%	75.9%	62.9%	94.0%	85.3%	6.0%	36.2%	51.7%	12.9%
Colorado (n=108)	91.7%	66.7%	86.1%	63.9%	75.0%	83.3%	5.6%	52.8%	33.3%	21.3%
Connecticut (n=85)	94.1%	61.2%	78.8%	84.7%	60.0%	74.1%	5.9%	47.1%	44.7%	34.1%
Delaware (n=15)	100.0%	93.3%	100.0%	80.0%	53.3%	93.3%	33.3%	60.0%	86.7%	13.3%
Florida (n=165)	98.8%	73.9%	84.8%	75.8%	69.1%	89.1%	6.7%	55.8%	61.8%	42.4%
Hawaii (n=50)	100.0%	100.0%	98.0%	24.0%	98.0%	100.0%	---	66.0%	90.0%	14.0%
Idaho (n=50)	78.0%	32.0%	84.0%	40.0%	30.0%	62.0%	6.0%	38.0%	30.0%	22.0%
Kansas (n=169)	87.0%	60.9%	77.5%	59.2%	74.6%	72.8%	23.7%	29.0%	30.2%	19.5%
Kentucky (n=67)	89.6%	64.2%	89.6%	85.1%	62.7%	85.1%	3.0%	59.7%	32.8%	23.9%

Louisiana (n=237)	97.5%	86.1%	96.6%	86.1%	92.8%	96.2%	13.5%	65.0%	56.1%	25.7%
Maryland (n=110)	99.1%	92.7%	100.0%	90.9%	93.6%	92.7%	11.8%	84.5%	76.4%	45.5%
Michigan (n=200)	97.0%	57.0%	72.0%	56.5%	51.5%	83.5%	7.0%	43.5%	30.5%	35.0%
Mississippi (n=131)	83.2%	22.1%	87.8%	42.0%	38.9%	65.6%	4.6%	45.0%	28.2%	10.7%
Nebraska (n=201)	79.1%	18.9%	73.6%	29.9%	22.4%	38.8%	21.4%	23.9%	25.9%	14.4%
Nevada (n=78)	97.4%	79.5%	98.7%	97.4%	92.3%	84.6%	7.7%	42.3%	43.6%	28.2%
New Hampshire (n=108)	94.4%	13.0%	79.6%	27.8%	38.9%	71.3%	6.5%	38.9%	23.1%	18.5%
New Mexico (n=63)	73.0%	23.8%	76.2%	50.8%	55.6%	65.1%	11.1%	44.4%	30.2%	22.2%
New York (n=357)	96.4%	66.9%	77.9%	75.4%	53.8%	86.0%	11.5%	51.5%	52.7%	27.5%
North Dakota (n=30)	63.3%	90.0%	96.7%	60.0%	20.0%	76.7%	20.0%	33.3%	16.7%	10.0%
Ohio (n=242)	96.7%	76.4%	84.7%	76.0%	65.7%	84.3%	9.5%	75.6%	46.7%	23.1%
Oregon (n=97)	92.8%	44.3%	75.3%	59.8%	60.8%	86.6%	13.4%	41.2%	53.6%	19.6%
Pennsylvania (n=210)	94.3%	63.8%	85.2%	66.2%	64.3%	81.4%	4.3%	46.2%	39.0%	21.0%
Rhode Island (n=23)	100.0%	34.8%	100.0%	73.9%	100.0%	100.0%	17.4%	69.6%	34.8%	4.3%
South Carolina (n=82)	98.8%	54.9%	69.7%	78.0%	92.7%	90.2%	1.2%	58.5%	23.2%	40.2%
South Dakota (n=99)	85.9%	15.2%	71.7%	32.3%	71.7%	65.7%	13.1%	31.3%	26.3%	17.2%
Tennessee (n=109)	85.3%	24.8%	74.3%	62.4%	69.7%	73.4%	10.1%	40.4%	32.1%	16.5%

Utah (n=47)	100.0%	42.6%	72.3%	83.0%	74.5%	95.7%	12.8%	34.0%	48.9%	17.0%
Vermont (n=113)	88.5%	14.2%	83.2%	32.7%	61.1%	68.1%	23.0%	32.7%	24.8%	10.6%
Virginia (n=114)	97.4%	92.1%	89.5%	64.9%	59.6%	86.8%	+	51.8%	68.4%	44.7%
Washington (n=118)	97.5%	77.1%	88.1%	85.6%	89.0%	83.1%	2.5%	79.7%	75.4%	12.7%
Washington, DC (n=25)	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	8.0%	100.0%	100.0%	100.0%
West Virginia (n=120)	92.5%	52.5%	74.2%	60.0%	30.0%	83.3%	9.2%	25.8%	30.8%	10.8%
Wyoming (n=58)	94.8%	98.3%	81.0%	46.6%	89.7%	96.6%	3.4%	27.6%	72.4%	10.3%
National*	90.3% (n=15,070)	53.1% (n=8,859)	95.3% (n=15,904)	62.3% (n=10,390)	56.0% (n=9,344)	76.8% (n=12,826)	11.6% (n=1,939)	46.5% (n=7,768)	42.7% (n=7,132)	24.6% (n=4,099)
<p>Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented. <i>Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.</i></p>										

Figure 16: Public Library Locations Offering Public Wireless Internet Access (WiFi), by State

State	Overall
Alabama (n=120)	95.8%
Alaska (n=58)	96.6%
Arizona (n=116)	99.1%
Colorado (n=108)	97.2%
Connecticut (n=85)	98.8%
Delaware (n=15)	100.0%
Florida (n=165)	98.8%
Hawaii (n=50)	100.0%
Idaho (n=50)	92.0%
Kansas (n=169)	98.2%
Kentucky (n=67)	98.5%
Louisiana (n=237)	99.2%
Maryland (n=110)	100.0%
Michigan (n=200)	100.0%
Mississippi (n=131)	91.6%
Nebraska (n=201)	97.5%
Nevada (n=78)	83.3%
New Hampshire (n=108)	99.1%
New Mexico (n=63)	90.5%
New York (n=357)	100.0%
North Dakota (n=30)	96.7%
Ohio (n=242)	96.3%
Oregon (n=97)	99.0%
Pennsylvania (n=210)	99.0%

Rhode Island (n=23)	100.0%
South Carolina (n=82)	100.0%
South Dakota (n=99)	85.9%
Tennessee (n=109)	97.2%
Utah (n=47)	100.0%
Vermont (n=113)	99.1%
Virginia (n=114)	100.0%
Washington (n=118)	100.0%
Washington, DC (n=25)	100.0%
West Virginia (n=120)	99.2%
Wyoming (n=58)	82.8%
National* (n=16,316)	97.8%
<i>Table only displays percentages for affirmative responses.</i>	
* Weighted national analysis presented.	

Figure 17: Public Library Locations Subscribed Download Speed, by State, in Kilobits Per Second

1,024 Kbps=1Mbps		Download Speeds				
State	Mean Speed	Median Speed	Minimum Speed	Maximum Speed	Don't Know	Not Provided by Provider
Alabama (n=72)	60,905 kbps	10,240 kbps	800 kbps	645,120 kbps	38.3% (n=120)	1.7% (n=120)
Alaska (n=51)	5,585 kbps	3,072 kbps	308 kbps	25,600 kbps	12.1% (n=58)	--- (n=58)
Arizona (n=105)	53,188 kbps	30,720 kbps	256 kbps	512,000 kbps	9.5% (n=116)	--- (n=116)
Colorado (n=63)	73,817 kbps	25,600 kbps	412 kbps	794,624 kbps	28.7% (n=108)	13.0% (n=108)
Connecticut (n=60)	251,806 kbps	23,849 kbps	1,270 kbps	1,048,576 kbps	27.1% (n=85)	2.4% (n=85)
Delaware (n=15)	102,400 kbps	102,400 kbps	102,400 kbps	102,400 kbps	--- (n=15)	--- (n=15)
Florida (n=124)	94,956 kbps	56,320 kbps	100 kbps	1,024,000 kbps	24.2% (n=165)	+ (n=165)
Hawaii (n=50)	100,935 kbps	102,400 kbps	34,744 kbps	102,400 kbps	--- (n=50)	--- (n=50)
Idaho (n=40)	25,285 kbps	16,384 kbps	1,536 kbps	76,800 kbps	20.0% (n=50)	--- (n=50)
Kansas (n=126)	48,070 kbps	10,240 kbps	184 kbps	307,200 kbps	23.1% (n=169)	2.4% (n=169)
Kentucky (n=54)	44,590 kbps	20,480 kbps	3,072 kbps	204,800 kbps	19.4% (n=67)	--- (n=67)
Louisiana (n=195)	98,587 kbps	30,720 kbps	1,536 kbps	1,024,000 kbps	17.7% (n=237)	--- (n=237)
Maryland (n=102)	333,275 kbps	51,200 kbps	10,240 kbps	2,048,000 kbps	7.3% (n=110)	--- (n=110)
Michigan (n=152)	98,775 kbps	20,480 kbps	586 kbps	3,072,000 kbps	22.5% (n=200)	1.5% (n=200)
Mississippi (n=112)	10,634 kbps	1,536 kbps	128 kbps	204,800 kbps	13.0% (n=131)	1.5% (n=131)
Nebraska (n=138)	30,207 kbps	10,240 kbps	1,024 kbps	1,048,576 kbps	25.9% (n=201)	5.5% (n=201)
Nevada (n=65)	60,614 kbps	102,400 kbps	1,536 kbps	102,400 kbps	16.7% (n=78)	--- (n=78)
New Hampshire (n=69)	19,050 kbps	13,875 kbps	1,024 kbps	153,600 kbps	33.3% (n=108)	2.8% (n=108)
New Mexico (n=43)	19,808 kbps	8,192 kbps	1,536 kbps	275,651 kbps	31.7% (n=63)	--- (n=63)
New York (n=216)	23,129 kbps	10,240 kbps	453 kbps	1,024,000 kbps	35.9% (n=357)	3.6% (n=357)
North Dakota (n=11)	30,329 kbps	14,643 kbps	645 kbps	102,400 kbps	53.3% (n=30)	10.0% (n=30)
Ohio (n=154)	62,070 kbps	13,824 kbps	1,434 kbps	1,331,200 kbps	34.3% (n=242)	2.1% (n=242)
Oregon (n=67)	167,745 kbps	64,512 kbps	1,434 kbps	1,536,000 kbps	30.9% (n=97)	--- (n=97)

Pennsylvania (n=173)	155,304 kbps	51,200 kbps	2,048 kbps	1,048,576 kbps	17.6% (n=210)	--- (n=210)
Rhode Island (n=19)	44,343 kbps	24,678 kbps	5,120 kbps	409,600 kbps	17.4% (n=23)	--- (n=23)
South Carolina (n=74)	45,847 kbps	20,480 kbps	1,536 kbps	256,000 kbps	9.8% (n=82)	--- (n=82)
South Dakota (n=82)	15,527 kbps	6,917 kbps	563 kbps	66,580 kbps	17.2% (n=99)	--- (n=99)
Tennessee (n=71)	51,005 kbps	20,480 kbps	154 kbps	1,024,000 kbps	32.1% (n=109)	2.8% (n=109)
Utah (n=34)	88,034 kbps	35,523 kbps	1,536 kbps	1,024,000 kbps	27.7% (n=47)	--- (n=47)
Vermont (n=67)	118,063 kbps	22,948 kbps	2,437 kbps	1,024,000 kbps	36.3% (n=113)	4.4% (n=113)
Virginia (n=82)	100,067 kbps	17,920 kbps	707 kbps	1,048,576 kbps	27.2% (n=114)	+ (n=114)
Washington (n=89)	343,249 kbps	51,200 kbps	100 kbps	1,024,000 kbps	24.6% (n=118)	--- (n=118)
Washington, DC (n=25)	397,312 kbps	102,400 kbps	102,400 kbps	1,024,000 kbps	--- (n=25)	--- (n=25)
West Virginia (n=119)	3,332 kbps	1,536 kbps	1,331 kbps	102,400 kbps	--- (n=120)	+ (n=120)
Wyoming (n=53)	14,905 kbps	6,144 kbps	1,536 kbps	102,400 kbps	8.6% (n=58)	--- (n=58)
National* (n=11,785)	72,082 kbps	16,384 kbps	100 kbps	3,072,000 kbps	27.4% (n=4580)	1.9% (n=324)
<p>Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented. <i>Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.</i></p>						

Figure 18: Public Library Locations Subscribed Upload Speed, by State, in Kilobits Per Second

1,024 Kbps=1Mbps						
Upload Speeds						
State	Mean Speed	Median Speed	Minimum Speed	Maximum Speed	Don't Know	Not Provided by Provider
Alabama (n=71)	57,099 kbps	10,240 kbps	100 kbps	645,120 kbps	37.5% (n=120)	3.3% (n=120)
Alaska (n=49)	3,006 kbps	1,536 kbps	512 kbps	25,600 kbps	12.1% (n=58)	3.4% (n=58)
Arizona (n=107)	49,261 kbps	20,480 kbps	256 kbps	512,000 kbps	7.8% (n=116)	--- (n=116)
Colorado (n=54)	77,528 kbps	10,752 kbps	440 kbps	1,024,000 kbps	27.8% (n=108)	22.2% (n=108)
Connecticut (n=59)	250,697 kbps	10,240 kbps	420 kbps	1,048,576 kbps	25.9% (n=85)	4.7% (n=85)
Delaware (n=15)	102,400 kbps	102,400 kbps	102,400 kbps	102,400 kbps	--- (n=15)	--- (n=15)
Florida (n=127)	87,864 kbps	40,960 kbps	100 kbps	1,024,000 kbps	22.4% (n=165)	+ (n=165)
Hawaii (n=50)	102,289 kbps	102,400 kbps	96,850 kbps	102,400 kbps	--- (n=50)	--- (n=50)
Idaho (n=41)	11,057 kbps	5,120 kbps	502 kbps	61,440 kbps	18.0% (n=50)	--- (n=50)
Kansas (n=130)	41,236 kbps	3,072 kbps	92 kbps	307,200 kbps	20.7% (n=169)	2.4% (n=169)
Kentucky (n=54)	39,336 kbps	10,240 kbps	614 kbps	204,800 kbps	19.4% (n=67)	--- (n=67)
Louisiana (n=192)	81,835 kbps	30,720 kbps	1,096 kbps	1,024,000 kbps	16.5% (n=237)	2.5% (n=237)
Maryland (n=101)	335,984 kbps	51,200 kbps	1,024 kbps	2,048,000 kbps	7.3% (n=110)	+ (n=110)
Michigan (n=149)	100,014 kbps	10,240 kbps	384 kbps	3,072,000 kbps	22.5% (n=200)	3.0% (n=200)
Mississippi (n=112)	10,565 kbps	1,581 kbps	128 kbps	204,800 kbps	13.0% (n=131)	1.5% (n=131)
Nebraska (n=136)	12,940 kbps	4,736 kbps	451 kbps	102,400 kbps	27.4% (n=201)	5.0% (n=201)
Nevada (n=64)	58,007 kbps	102,400 kbps	512 kbps	102,400 kbps	16.7% (n=78)	1.3% (n=78)
New Hampshire (n=65)	9,835 kbps	5,120 kbps	125 kbps	153,600 kbps	32.4% (n=108)	7.4% (n=108)
New Mexico (n=41)	13,471 kbps	7,168 kbps	102 kbps	102,400 kbps	31.7% (n=63)	3.2% (n=63)
New York (n=217)	23,478 kbps	5,120 kbps	100 kbps	1,024,000 kbps	35.3% (n=357)	3.9% (n=357)
North Dakota (n=10)	16,385 kbps	3,072 kbps	138 kbps	102,400 kbps	56.7% (n=30)	10.0% (n=30)
Ohio (n=154)	60,013 kbps	10,240 kbps	79 kbps	1,331,200 kbps	33.9% (n=242)	2.5% (n=242)
Oregon (n=68)	174,205 kbps	58,368 kbps	250 kbps	1,536,000 kbps	29.9% (n=97)	--- (n=97)

Pennsylvania (n=175)	148,112 kbps	51,200 kbps	224 kbps	1,048,576 kbps	16.7% (n=210)	--- (n=210)
Rhode Island (n=19)	32,893 kbps	25,600 kbps	3,506 kbps	204,800 kbps	17.4% (n=23)	--- (n=23)
South Carolina (n=73)	45,825 kbps	20,480 kbps	1,536 kbps	256,000 kbps	9.8% (n=82)	1.2% (n=82)
South Dakota (n=81)	24,260 kbps	4,096 kbps	256 kbps	1,024,000 kbps	17.2% (n=99)	1.0% (n=99)
Tennessee (n=71)	33,591 kbps	6,093 kbps	82 kbps	1,024,000 kbps	33.0% (n=109)	1.8% (n=109)
Utah (n=35)	83,711 kbps	26,051 kbps	410 kbps	1,024,000 kbps	25.5% (n=47)	--- (n=47)
Vermont (n=68)	110,158 kbps	12,800 kbps	718 kbps	1,024,000 kbps	33.6% (n=113)	6.2% (n=113)
Virginia (n=82)	94,773 kbps	10,240 kbps	768 kbps	1,048,576 kbps	27.2% (n=114)	+ (n=114)
Washington (n=89)	319,724 kbps	19,456 kbps	100 kbps	1,024,000 kbps	23.7% (n=118)	+ (n=118)
Washington, DC (n=25)	397,312 kbps	102,400 kbps	102,400 kbps	1,024,000 kbps	--- (n=25)	--- (n=25)
West Virginia (n=120)	2,896 kbps	1,536 kbps	1,024 kbps	102,400 kbps	--- (n=120)	--- (n=120)
Wyoming (n=50)	7,731 kbps	3,072 kbps	512 kbps	102,400 kbps	8.6% (n=58)	5.2% (n=58)
National* (n=11,742)	68,317 kbps	10,240 kbps	79 kbps	3,072,000 kbps	27.3% (n=4554)	2.4% (n=394)

Key: +: insufficient data to report, -- = No data to report

* Weighted national analysis presented.

Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.

Figure 19: Public Library Locations Reporting Fiber Optic Internet Connection, by State

State	Overall
Alabama (n=120)	38.3%
Alaska (n=58)	27.6%
Arizona (n=116)	43.1%
Colorado (n=108)	48.1%
Connecticut (n=85)	38.8%
Delaware (n=15)	73.3%
Florida (n=165)	49.7%
Hawaii (n=50)	100.0%
Idaho (n=50)	32.0%
Kansas (n=169)	32.0%
Kentucky (n=67)	43.3%
Louisiana (n=237)	57.4%
Maryland (n=110)	54.5%
Michigan (n=200)	53.0%
Mississippi (n=131)	44.3%
Nebraska (n=201)	23.9%
Nevada (n=78)	23.1%
New Hampshire (n=108)	15.7%
New Mexico (n=63)	23.8%
New York (n=357)	30.8%
North Dakota (n=30)	56.7%
Ohio (n=242)	58.3%
Oregon (n=97)	57.7%
Pennsylvania (n=210)	49.0%

Rhode Island (n=23)	26.1%
South Carolina (n=82)	50.0%
South Dakota (n=99)	36.4%
Tennessee (n=109)	25.7%
Utah (n=47)	51.1%
Vermont (n=113)	43.4%
Virginia (n=114)	31.6%
Washington (n=118)	65.3%
Washington, DC (n=25)	100.0%
West Virginia (n=120)	22.5%
Wyoming (n=58)	22.4%
National* (n=7,305)	43.8%
* Weighted national analysis presented. <i>Table only displays percentages for affirmative responses.</i>	

Figure 20: Frequency with which the Public Internet Service Connection Speed Meets Patron Demand, by State

State	Frequency that Internet Speed meets Demand			
	Rarely (e.g., Web pages consistently take a long time to load, patrons frequently complain about the slowness of the connection)	Some of the time (e.g., Web pages take a long time to load at different times in the day, patrons complain about the slowness of the connection at certain times of day)	Most of the time (e.g., patrons can access the content that they want when they want it)	Don't Know
Alabama (n=120)	1.7%	45.0%	53.3%	---
Alaska (n=58)	1.7%	72.4%	25.9%	---
Arizona (n=116)	13.8%	49.1%	36.2%	+
Colorado (n=108)	23.1%	34.3%	42.6%	---
Connecticut (n=85)	---	45.9%	54.1%	---
Delaware (n=15)	---	66.7%	33.3%	---
Florida (n=165)	2.4%	42.4%	55.2%	---
Hawaii (n=50)	2.0%	22.0%	68.0%	8.0%
Idaho (n=50)	6.0%	26.0%	68.0%	---
Kansas (n=169)	3.0%	15.4%	77.5%	4.1%
Kentucky (n=67)	7.5%	38.8%	35.8%	17.9%
Louisiana (n=237)	2.5%	12.7%	73.0%	11.8%
Maryland (n=110)	1.8%	30.0%	61.8%	6.4%

Michigan (n=200)	6.0%	17.5%	65.0%	11.5%
Mississippi (n=131)	23.7%	28.2%	34.4%	13.7%
Nebraska (n=201)	1.5%	11.4%	83.1%	4.0%
Nevada (n=78)	6.4%	15.4%	73.1%	5.1%
New Hampshire (n=108)	1.9%	11.1%	80.6%	6.5%
New Mexico (n=63)	3.2%	12.7%	74.6%	9.5%
New York (n=357)	10.1%	13.2%	63.6%	13.2%
North Dakota (n=30)	3.3%	13.3%	60.0%	23.3%
Ohio (n=242)	1.2%	19.8%	76.4%	2.5%
Oregon (n=97)	6.2%	18.6%	71.1%	4.1%
Pennsylvania (n=210)	4.3%	18.6%	69.0%	8.1%
Rhode Island (n=23)	13.0%	21.7%	52.2%	13.0%
South Carolina (n=82)	---	23.2%	68.3%	8.5%
South Dakota (n=99)	4.0%	17.2%	75.8%	3.0%
Tennessee (n=109)	3.7%	17.4%	74.3%	4.6%
Utah (n=47)	14.9%	17.0%	51.1%	17.0%
Vermont (n=113)	---	10.6%	89.4%	---
Virginia (n=114)	4.4%	26.3%	52.6%	16.7%

Washington (n=118)	3.4%	22.0%	69.5%	5.1%
Washington, DC (n=25)	---	---	100.0%	---
West Virginia (n=120)	21.7%	34.2%	38.3%	5.8%
Wyoming (n=58)	19.0%	17.2%	50.0%	13.8%
National*	7.1% (n=1,186)	24.1% (n=4,015)	60.8% (n=10,146)	8.0% (n=1,342)
Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented.				

Figure 21: Factors that affect the ability of Public Library Locations to Increase Broadband Connectivity, by State

State	Factors Affecting Broadband				
	This is the maximum speed available to the library location	The library cannot afford the cost of increasing the location's bandwidth	City/county/other entities make(s) decisions regarding the location's bandwidth	The library does not have the technical knowledge to increase the bandwidth in the location	Other
Alabama (n=120)	40.0%	37.5%	34.2%	19.2%	1.7%
Alaska (n=58)	53.4%	48.3%	32.8%	29.3%	5.2%
Arizona (n=116)	28.4%	39.7%	41.4%	8.6%	2.6%
Colorado (n=108)	53.7%	48.1%	38.9%	6.5%	1.9%
Connecticut (n=85)	48.2%	21.2%	21.2%	12.9%	3.5%
Delaware (n=15)	33.3%	20.0%	60.0%	26.7%	6.7%
Florida (n=165)	38.8%	40.6%	45.5%	12.1%	1.2%
Hawaii (n=50)	2.0%	100.0%	100.0%	---	---
Idaho (n=50)	42.0%	36.0%	16.0%	8.0%	2.0%
Kansas (n=169)	26.6%	48.5%	9.5%	9.5%	2.4%
Kentucky (n=67)	28.4%	44.8%	17.9%	14.9%	4.5%
Louisiana (n=237)	29.5%	34.6%	3.0%	5.9%	8.4%
Maryland (n=110)	40.9%	9.1%	55.5%	1.8%	3.6%
Michigan (n=200)	20.0%	52.0%	11.5%	5.0%	5.5%

Mississippi (n=131)	11.5%	74.8%	11.5%	6.9%	+
Nebraska (n=201)	36.8%	37.8%	22.9%	11.9%	2.0%
Nevada (n=78)	33.3%	46.2%	24.4%	11.5%	5.1%
New Hampshire (n=108)	36.1%	41.7%	20.4%	12.0%	1.9%
New Mexico (n=63)	33.3%	34.9%	38.1%	7.9%	3.2%
New York (n=357)	34.2%	42.0%	24.1%	12.0%	9.0%
North Dakota (n=30)	36.7%	23.3%	23.3%	20.0%	---
Ohio (n=242)	30.6%	27.7%	25.2%	7.9%	6.2%
Oregon (n=97)	21.6%	34.0%	47.4%	3.1%	7.2%
Pennsylvania (n=210)	23.8%	36.2%	30.5%	16.7%	9.0%
Rhode Island (n=23)	56.5%	13.0%	47.8%	8.7%	---
South Carolina (n=82)	45.1%	30.5%	31.7%	3.7%	1.2%
South Dakota (n=99)	40.4%	37.4%	28.3%	5.1%	3.0%
Tennessee (n=109)	29.4%	44.0%	35.8%	7.3%	3.7%
Utah (n=47)	55.3%	42.6%	44.7%	8.5%	---
Vermont (n=113)	46.0%	38.9%	15.9%	12.4%	6.2%
Virginia (n=114)	35.1%	44.7%	42.1%	21.1%	+
Washington (n=118)	12.7%	44.1%	19.5%	2.5%	20.3%

Washington, DC (n=25)	100.0%	---	---	---	---
West Virginia (n=120)	40.0%	40.8%	62.5%	20.8%	3.3%
Wyoming (n=58)	56.9%	27.6%	10.3%	8.6%	1.7%
National*	33.7% (n=5,625)	39.6% (n=6,617)	27.9% (n=4,653)	13.2% (n=2,196)	5.1% (n=859)
Key: +: insufficient data to report, -- = No data to report * Weighted national analysis presented.					

Figure 22: Public Library Locations Reporting Upgrades to Public Access Technology-Related Infrastructure in the past 24 Months, by State

State	Overall
Alabama (n=120)	58.3%
Alaska (n=58)	79.3%
Arizona (n=116)	61.2%
Colorado (n=108)	76.9%
Connecticut (n=85)	70.6%
Delaware (n=15)	80.0%
Florida (n=165)	61.2%
Hawaii (n=50)	100.0%
Idaho (n=50)	64.0%
Kansas (n=169)	57.4%
Kentucky (n=67)	65.7%
Louisiana (n=237)	75.9%
Maryland (n=110)	85.5%
Michigan (n=200)	71.5%
Mississippi (n=131)	54.2%
Nebraska (n=201)	49.8%

Nevada (n=78)	69.2%
New Hampshire (n=108)	54.6%
New Mexico (n=63)	63.5%
New York (n=357)	62.7%
North Dakota (n=30)	66.7%
Ohio (n=242)	62.0%
Oregon (n=97)	61.9%
Pennsylvania (n=210)	55.2%
Rhode Island (n=23)	60.9%
South Carolina (n=82)	67.1%
South Dakota (n=99)	59.6%
Tennessee (n=109)	59.6%
Utah (n=47)	57.4%
Vermont (n=113)	76.1%
Virginia (n=114)	68.4%
Washington (n=118)	81.4%
Washington, DC (n=25)	100.0%
West Virginia (n=120)	50.0%

Wyoming (n=58)	46.6%
National* (n=10,966)	65.7%
* Weighted national analysis presented. <i>Table only displays percentages for affirmative responses.</i>	

Figure 23: Top 10 Public Access Technology Infrastructure Upgraded by Public Library Locations within the past 24 Months, by State

State	Library increased bandwidth	Library upgraded its internal network	Library upgraded firewalls/security	Library added public access computers	Library added public access laptops	Library added public access tablets	Library replaced public access computers	Library replaced public access laptops	Library added public access computer lab space	Library set up a mobile computer lab
Alabama (n=70)	54.3%	48.6%	40.0%	35.7%	14.3%	14.3%	60.0%	5.7%	8.6%	2.9%
Alaska (n=46)	65.2%	32.6%	26.1%	56.5%	28.3%	26.1%	56.5%	6.5%	15.2%	17.4%
Arizona (n=71)	76.1%	66.2%	69.0%	38.0%	18.3%	23.9%	66.2%	4.2%	14.1%	14.1%
Colorado (n=83)	65.1%	61.4%	25.3%	30.1%	21.7%	21.7%	41.0%	9.6%	10.8%	4.8%
Connecticut (n=60)	50.0%	55.0%	41.7%	33.3%	15.0%	31.7%	81.7%	10.0%	5.0%	8.3%
Delaware (n=12)	66.7%	25.0%	25.0%	66.7%	8.3%	---	91.7%	---	33.3%	16.7%
Florida (n=101)	69.3%	45.5%	33.7%	39.6%	14.9%	14.9%	66.3%	10.9%	14.9%	9.9%
Hawaii (n=50)	96.0%	92.0%	100.0%	80.0%	86.0%	2.0%	8.0%	4.0%	70.0%	---
Idaho (n=32)	59.4%	75.0%	53.1%	31.3%	28.1%	9.4%	56.3%	15.6%	9.4%	---
Kansas (n=97)	48.5%	67.0%	46.4%	26.8%	13.4%	11.3%	76.3%	10.3%	7.2%	1.0%
Kentucky (n=44)	54.5%	38.6%	18.2%	68.2%	4.5%	---	90.9%	---	15.9%	31.8%

Louisiana (n=180)	61.1%	81.1%	71.7%	50.0%	28.3%	16.1%	77.2%	20.6%	11.1%	10.0%
Maryland (n=94)	38.3%	88.3%	59.6%	30.9%	4.3%	13.8%	56.4%	4.3%	2.1%	1.1%
Michigan (n=143)	67.1%	64.3%	53.8%	16.8%	9.1%	15.4%	74.8%	6.3%	4.2%	2.8%
Mississippi (n=71)	63.4%	64.8%	45.1%	21.1%	12.7%	4.2%	52.1%	2.8%	2.8%	1.4%
Nebraska (n=100)	59.0%	63.0%	52.0%	43.0%	38.0%	9.0%	66.0%	9.0%	16.0%	5.0%
Nevada (n=54)	33.3%	40.7%	53.7%	18.5%	9.3%	5.6%	57.4%	3.7%	7.4%	5.6%
New Hampshire (n=59)	27.1%	72.9%	55.9%	32.2%	20.3%	25.4%	54.2%	20.3%	6.8%	3.4%
New Mexico (n=40)	47.5%	77.5%	67.5%	35.0%	22.5%	12.5%	82.5%	7.5%	12.5%	7.5%
New York (n=224)	32.1%	67.4%	40.2%	26.3%	21.4%	28.6%	73.7%	14.7%	9.8%	3.6%
North Dakota (n=20)	40.0%	50.0%	25.0%	40.0%	30.0%	10.0%	45.0%	5.0%	10.0%	5.0%
Ohio (n=150)	46.7%	73.3%	52.7%	30.0%	22.7%	32.0%	75.3%	16.7%	10.0%	3.3%
Oregon (n=60)	61.7%	63.3%	60.0%	30.0%	11.7%	30.0%	60.0%	6.7%	6.7%	6.7%
Pennsylvania (n=116)	52.6%	52.6%	43.1%	37.9%	24.1%	16.4%	69.8%	19.8%	11.2%	7.8%
Rhode Island (n=14)	28.6%	57.1%	---	28.6%	---	---	71.4%	21.4%	---	7.1%
South Carolina (n=55)	87.3%	49.1%	36.4%	50.9%	5.5%	1.8%	81.8%	1.8%	3.6%	12.7%
South Dakota (n=59)	32.2%	61.0%	52.5%	37.3%	16.9%	10.2%	64.4%	5.1%	11.9%	---
Tennessee (n=65)	50.8%	66.2%	46.2%	29.2%	32.3%	7.7%	86.2%	9.2%	9.2%	15.4%

Utah (n=27)	40.7%	40.7%	18.5%	37.0%	7.4%	3.7%	85.2%	---	14.8%	3.7%
Vermont (n=86)	53.5%	73.3%	37.2%	23.3%	27.9%	30.2%	51.2%	14.0%	3.5%	3.5%
Virginia (n=78)	53.8%	39.7%	33.3%	29.5%	10.3%	---	60.3%	3.8%	5.1%	1.3%
Washington (n=96)	69.8%	58.3%	35.4%	27.1%	14.6%	10.4%	77.1%	5.2%	5.2%	41.7%
Washington, DC (n=25)	96.0%	8.0%	8.0%	12.0%	20.0%	4.0%	84.0%	88.0%	4.0%	4.0%
West Virginia (n=60)	35.0%	60.0%	33.3%	41.7%	5.0%	8.3%	78.3%	6.7%	3.3%	3.3%
Wyoming (n=27)	66.7%	66.7%	48.1%	48.1%	22.2%	---	88.9%	18.5%	22.2%	---
National*	57.4% (n=6,299)	59.1% (n=6,483)	42.4% (n=4,647)	31.1% (n=3,415)	17.8% (n=1,947)	16.3% (n=1,783)	67.8% (n=7,433)	12.0% (n=1,320)	9.9% (n=1,085)	7.5% (n=827)

Key: -- = No data to report

* Weighted national analysis presented.

Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.

Figure 24: Impacts of Public Access Technology Infrastructure Upgrades at Public Library Locations, by State

State	Library decreased wait times	Library increased speed/quality of public access Internet connection	Library added new broadband-enabled services due to bandwidth upgrade	Library trained more patrons in digital literacy skills	Library trained more patrons in other topics	Library added videoconferencing capacity	Library created new community partnerships	Library offered more community engagement/networking events	Other
Alabama (n=70)	32.9%	45.7%	20.0%	42.9%	42.9%	5.7%	35.7%	14.3%	1.4%
Alaska (n=46)	69.6%	37.0%	30.4%	58.7%	56.5%	65.2%	58.7%	43.5%	---
Arizona (n=71)	63.4%	71.8%	40.8%	62.0%	69.0%	5.6%	25.4%	19.7%	---
Colorado (n=83)	31.3%	60.2%	8.4%	34.9%	22.9%	2.4%	19.3%	21.7%	---
Connecticut (n=60)	36.7%	56.7%	11.7%	41.7%	31.7%	6.7%	25.0%	26.7%	1.7%
Delaware (n=12)	50.0%	41.7%	33.3%	75.0%	75.0%	33.3%	83.3%	41.7%	---
Florida (n=101)	39.6%	74.3%	22.8%	34.7%	26.7%	1.0%	14.9%	15.8%	---
Hawaii (n=38)	42.1%	60.5%	27.0% (n=37)	39.5%	44.4% (n=36)	5.3%	23.7%	2.6%	---
Idaho (n=32)	53.1%	62.5%	---	21.9%	15.6%	---	6.3%	15.6%	3.1%
Kansas (n=97)	42.3%	60.8%	12.4%	28.9%	27.8%	5.2%	13.4%	13.4%	11.3%
Kentucky (n=44)	43.2%	18.2%	6.8%	59.1%	54.5%	6.8%	18.2%	9.1%	---

Louisiana (n=180)	51.7%	70.0%	23.3%	43.3%	47.2%	4.4%	18.3%	15.6%	2.2%
Maryland (n=94)	20.2%	71.3%	13.8%	25.5%	29.8%	9.6%	19.1%	17.0%	---
Michigan (n=143)	31.5%	66.4%	7.7%	35.7%	28.0%	1.4%	14.0%	7.7%	13.3%
Mississippi (n=71)	38.0%	60.6%	12.7%	22.5%	22.5%	2.8%	12.7%	4.2%	---
Nebraska (n=100)	56.0%	68.0%	15.0%	45.0%	42.0%	7.0%	32.0%	19.0%	---
Nevada (n=52)	19.2%	46.2%	7.7%	25.0%	21.2%	---	7.7%	15.4%	3.8%
New Hampshire (n=59)	44.1%	54.2%	1.7%	32.2%	32.2%	---	16.9%	10.2%	1.7%
New Mexico (n=40)	42.5%	70.0%	10.0%	42.5%	40.0%	5.0%	17.5%	12.5%	---
New York (n=224)	42.0%	55.4%	7.6%	49.1%	42.4%	1.3%	20.5%	13.8%	2.7%
North Dakota (n=20)	45.0%	40.0%	5.0%	15.0%	15.0%	10.0%	15.0%	10.0%	---
Ohio (n=150)	34.0%	75.3%	15.3%	55.3%	48.7%	1.3%	23.3%	15.3%	---
Oregon (n=60)	26.7%	41.7%	8.3%	43.3%	38.3%	8.3%	20.0%	15.0%	5.0%
Pennsylvania (n=116)	38.8%	48.3%	6.0%	46.6%	38.8%	5.2%	27.6%	16.4%	3.4%
Rhode Island (n=14)	64.3%	50.0%	---	35.7%	28.6%	14.3%	28.6%	21.4%	7.1%
South Carolina (n=55)	41.8%	60.0%	12.7%	27.3%	54.5%	---	40.0%	1.8%	---
South Dakota (n=59)	50.8%	52.5%	15.3%	42.4%	40.7%	6.8%	22.0%	22.0%	---
Tennessee (n=65)	47.7%	66.2%	10.8%	46.2%	44.6%	4.6%	26.2%	21.5%	1.5%

Utah (n=27)	63.0%	37.0%	11.1%	48.1%	44.4%	11.1%	7.4%	7.4%	---
Vermont (n=86)	41.9%	70.9%	31.4%	48.8%	27.9%	17.4%	16.3%	10.5%	1.2%
Virginia (n=78)	41.0%	35.9%	5.1%	19.2%	33.3%	---	23.1%	19.2%	---
Washington (n=96)	31.3%	60.4%	6.3%	34.4%	25.0%	6.3%	18.8%	11.5%	1.0%
Washington, DC (n=25)	100.0%	100.0%	96.0%	100.0%	100.0%	4.0%	100.0%	100.0%	---
West Virginia (n=60)	40.0%	43.3%	13.3%	35.0%	46.7%	1.7%	25.0%	8.3%	1.7%
Wyoming (n=27)	44.4%	70.4%	14.8%	29.6%	18.5%	---	11.1%	---	---
National*	38.1% (n=4,173)	59.1% (n=6,470)	11.9% (n=1,298)	43.0% (n=4,710)	39.2% (n=4,287)	4.7% (n=516)	22.8% (n=2,498)	15.2% (n=1,670)	1.3% (n=140)

Key: -- = No data to report

* Weighted national analysis presented.

Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.

Figure 25: Public Library Locations Reporting Access to Information Technology Support Staff, by State

State	Overall
Alabama (n=120)	83.3%
Alaska (n=58)	70.7%
Arizona (n=116)	83.6%
Colorado (n=108)	91.7%
Connecticut (n=85)	83.5%
Delaware (n=15)	93.3%
Florida (n=165)	97.6%
Hawaii (n=50)	90.0%
Idaho (n=50)	56.0%
Kansas (n=169)	79.9%
Kentucky (n=67)	91.0%
Louisiana (n=237)	91.1%
Maryland (n=110)	99.1%
Michigan (n=200)	87.5%
Mississippi (n=131)	87.0%
Nebraska (n=201)	52.2%
Nevada (n=78)	76.9%
New Hampshire (n=108)	52.8%
New Mexico (n=63)	74.6%
New York (n=357)	87.1%
North Dakota (n=30)	60.0%
Ohio (n=242)	93.4%
Oregon (n=97)	79.4%

Pennsylvania (n=210)	84.3%
Rhode Island (n=23)	82.6%
South Carolina (n=82)	92.7%
South Dakota (n=99)	68.7%
Tennessee (n=109)	87.2%
Utah (n=47)	83.0%
Vermont (n=113)	51.3%
Virginia (n=114)	91.2%
Washington (n=118)	70.3%
Washington, DC (n=25)	100.0%
West Virginia (n=120)	82.5%
Wyoming (n=58)	77.6%
National* (n=13,045)	78.2%
* Weighted national analysis presented. <i>Table only displays percentages for affirmative responses.</i>	

Digital Literacy & Training Related to Public Access Technologies

Figure 26: Technology Training Offerings by Topic, by State

State	General computer skills	General computer software use	General Internet use	Using online database	Safe online practices	Social media	General familiarity with new technologies	Assistive technology use	Using video conferencing technologies	Digital content creation
Alabama (n=117)	74.4%	70.1%	77.8%	83.1%	58.1%	38.5%	38.5%	1.7%	5.9%	5.1%
Alaska (n=55)	85.5%	83.6%	90.9%	100.0%	80.0%	54.5%	52.7%	7.3%	36.4%	12.7%
Arizona (n=116)	88.8%	89.7%	89.7%	81.0%	59.5%	68.1%	59.5%	2.6%	14.7%	6.9%
Colorado (n=108)	73.1%	70.4%	74.1%	88.9%	48.1%	52.8%	51.9%	11.1%	13.0%	16.7%
Connecticut (n=85)	84.7%	90.6%	91.8%	90.6%	68.2%	56.5%	64.7%	5.9%	10.6%	8.2%
Delaware (n=15)	86.7%	100.0%	100.0%	86.7%	33.3%	40.0%	66.7%	20.0%	26.7%	6.7%
Florida (n=165)	92.7%	92.7%	93.9%	87.9%	72.1%	64.8%	72.1%	19.4%	13.9%	19.4%
Hawaii (n=50)	96.0%	94.0%	98.0%	98.0%	70.0%	53.1%	88.0%	48.0%	6.0%	4.0%
Idaho (n=49)	85.7%	83.7%	89.8%	81.6%	79.6%	46.9%	46.9%	2.0%	14.0%	4.0%
Kansas (n=168)	92.3%	88.6%	94.0%	81.2%	67.3%	79.6%	67.9%	12.4%	18.3%	8.9%
Kentucky (n=67)	95.5%	91.0%	94.0%	89.6%	67.2%	80.6%	76.1%	4.5%	10.4%	7.5%

Louisiana (n=236)	89.8%	90.3%	92.4%	83.4%	69.1%	65.5%	69.5%	28.3%	5.9%	6.8%
Maryland (n=110)	89.1%	79.1%	90.9%	97.3%	61.8%	56.4%	74.5%	20.0%	10.0%	8.2%
Michigan (n=199)	87.9%	85.4%	93.0%	83.4%	69.8%	68.8%	72.4%	15.6%	15.1%	16.1%
Mississippi (n=131)	96.9%	91.6%	94.7%	83.2%	59.5%	35.1%	38.9%	3.1%	4.6%	3.8%
Nebraska (n=199)	81.9%	79.9%	86.5%	72.4%	62.3%	58.8%	59%	13.4%	12.9%	5.5%
Nevada (n=78)	85.9%	87.2%	89.7%	88.5%	38.5%	52.6%	65.4%	6.4%	6.4%	17.9%
New Hampshire (n=105)	88.6%	84.6%	89.5%	82.1%	56.7%	49%	60.0%	+	5.6%	2.8%
New Mexico (n=63)	93.7%	93.7%	95.2%	79.4%	79.4%	52.4%	61.3%	7.9%	15.9%	11.1%
New York (n=355)	93.8%	91.0%	93.2%	85.9%	60.3%	68.7%	72.4%	9.8%	12.9%	13.4%
North Dakota (n=29)	72.4%	72.4%	75.9%	79.3%	32.1%	44.8%	44.8%	---	6.7%	3.3%
Ohio (n=242)	87.2%	86.0%	91.3%	74.8%	47.1%	64.5%	66.5%	10.3%	10.3%	14.0%
Oregon (n=97)	86.6%	78.4%	88.7%	87.5%	58.9%	44.7%	54.7%	14.4%	5.2%	7.2%
Pennsylvania (n=210)	91.4%	87.6%	94.3%	88.6%	59.0%	57.1%	61.0%	5.2%	8.6%	7.1%
Rhode Island (n=23)	91.3%	91.3%	95.7%	91.3%	60.9%	34.8%	52.2%	4.3%	---	4.3%
South Carolina (n=82)	93.9%	89.0%	95.1%	78.0%	48.8%	53.7%	61.0%	1.2%	12.2%	3.7%
South Dakota (n=99)	83.8%	79.8%	86.9%	87.9%	66.7%	44.9%	61.2%	2.0%	9.1%	2.0%
Tennessee (n=109)	86.2%	84.4%	89.0%	68.8%	57.8%	67.0%	58.7%	12.8%	9.2%	7.3%

Utah (n=47)	89.4%	85.1%	89.4%	83.0%	57.4%	31.9%	42.6%	2.1%	8.5%	2.1%
Vermont (n=112)	91.1%	89.3%	91.1%	76.8%	62.5%	62.5%	66.1%	5.3%	23.9%	9.7%
Virginia (n=113)	85.8%	87.6%	90.3%	87.6%	59.3%	51.3%	64.6%	5.3%	2.6%	13.2%
Washington (n=118)	89.0%	91.5%	90.7%	62.7%	51.7%	48.3%	49.2%	15.3%	13.6%	15.3%
Washington, DC (n=25)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
West Virginia (n=120)	89.2%	86.7%	87.5%	87.5%	66.7%	49.2%	58.3%	4.2%	3.3%	1.7%
Wyoming (n=58)	81.0%	81.0%	82.8%	77.6%	55.2%	53.4%	53.4%	20.7%	20.7%	17.2%
National*	86.9% (n=14,452)	84.4% (n=14,034)	89.9% (n=14,946)	79.9% (n=13,256)	57.2% (n=9,475)	55.9% (n=9,282)	61.8% (n=10,255)	9.5% (n=1,578)	11.2% (n=1,872)	9.3% (n=1,557)
* Weighted national analysis presented.										

Figure 27: Formal Technology Training Offerings by Topic, by State*

State	General computer skills	General computer software use	General Internet use	Using online database	Safe online practices	Social media	General familiarity with new technologies	Assistive technology use	Using video conferencing technologies	Digital content creation
Alabama (n=117)	41.4% (n=87)	32.9% (n=82)	36.3% (n=91)	24.5% (n=98)	63.2% (n=68)	51.1% (n=45)	20.0% (n=45)	---	14.3% (n=7)	33.3% (n=6)
Alaska (n=55)	12.8% (n=47)	10.9% (n=46)	10.0% (n=50)	14.5% (n=55)	54.5% (n=44)	16.7% (n=30)	20.7% (n=29)	---	25.0% (n=20)	57.1% (n=7)
Arizona (n=116)	55.3% (n=103)	52.9% (n=104)	57.7% (n=104)	45.7% (n=94)	42.0% (n=69)	40.5% (n=79)	53.6% (n=69)	66.7% (n=3)	11.8% (n=17)	87.5% (n=8)
Colorado (n=108)	60.8% (n=79)	57.9% (n=76)	55.0% (n=80)	39.6% (n=96)	63.5% (n=52)	59.6% (n=57)	53.6% (n=56)	8.3% (n=12)	35.7% (n=14)	66.7% (n=18)
Connecticut (n=85)	38.9% (n=72)	40.3% (n=77)	33.3% (n=78)	27.3% (n=77)	63.8% (n=58)	43.8% (n=48)	43.6% (n=55)	---	11.1% (n=9)	57.1% (n=7)
Delaware (n=15)	92.3% (n=13)	73.3% (n=15)	73.3% (n=15)	53.8% (n=13)	100.0% (n=5)	33.3% (n=6)	60.0% (n=10)	33.3% (n=3)	25.0% (n=4)	100.0% (n=1)
Florida (n=165)	73.9% (n=153)	72.5% (n=153)	72.3% (n=155)	47.6% (n=145)	72.3% (n=119)	57.9% (n=107)	64.7% (n=119)	---	30.4% (n=23)	62.5% (n=32)
Hawaii (n=50)	22.9% (n=48)	19.1% (n=47)	22.4% (n=49)	22.4% (n=49)	14.3% (n=35)	15.4% (n=26)	15.9% (n=44)	4.2% (n=24)	---	50.0% (n=2)
Idaho (n=49)	33.3% (n=42)	29.3% (n=41)	27.3% (n=44)	10.0% (n=40)	33.3% (n=39)	26.1% (n=23)	34.8% (n=23)	---	14.3% (n=7)	50.0% (n=2)
Kansas (n=168)	23.2% (n=155)	25.0% (n=148)	27.2% (n=158)	26.9% (n=134)	24.8% (n=113)	28.6% (n=133)	32.5% (n=114)	---	3.2% (n=31)	33.3% (n=15)
Kentucky (n=67)	75.0% (n=64)	67.2% (n=61)	74.6% (n=63)	60.0% (n=60)	71.1% (n=45)	68.5% (n=54)	66.7% (n=51)	33.3% (n=3)	71.4% (n=7)	80.0% (n=5)

Louisiana (n=236)	41.0% (n=212)	42.3% (n=213)	37.2% (n=218)	40.3% (n=196)	55.8% (n=163)	46.8% (n=154)	41.5% (n=164)	20.9% (n=67)	---	75.0% (n=16)
Maryland (n=110)	17.3% (n=98)	25.3% (n=87)	15.2% (n=99)	13.1% (n=107)	55.9% (n=68)	14.8% (n=61)	24.4% (n=82)	4.5% (n=22)	9.1% (n=11)	33.3% (n=9)
Michigan (n=199)	56.6% (n=175)	53.5% (n=170)	51.4% (n=185)	37.3% (n=166)	52.5% (n=139)	54.0% (n=137)	49.3% (n=144)	6.5% (n=31)	10.0% (n=30)	31.3% (n=32)
Mississippi (n=131)	43.3% (n=127)	38.3% (n=120)	40.3% (n=124)	12.8% (n=109)	66.7% (n=78)	43.5% (n=46)	27.5% (n=51)	---	33.3% (n=6)	20.0% (n=5)
Nebraska (n=199)	38.0% (n=163)	37.1% (n=159)	31.8% (n=173)	20.1% (n=144)	46.8% (n=124)	34.2% (n=117)	28.0% (n=118)	---	15.4% (n=26)	36.4% (n=11)
Nevada (n=78)	46.3% (n=67)	42.6% (n=68)	50.0% (n=70)	36.2% (n=69)	46.7% (n=30)	48.8% (n=41)	51.0% (n=51)	---	60.0% (n=5)	64.3% (n=14)
New Hampshire (n=105)	11.8% (n=93)	12.5% (n=88)	12.8% (n=94)	10.3% (n=87)	32.2% (n=59)	15.7% (n=51)	23.8% (n=63)	---	---	66.7% (n=3)
New Mexico (n=63)	39.0% (n=59)	39.0% (n=59)	40.0% (n=60)	16.0% (n=50)	40.0% (n=50)	36.4% (n=33)	44.7% (n=38)	---	10.0% (n=10)	14.3% (n=7)
New York (n=355)	55.3% (n=333)	55.4% (n=323)	52.0% (n=331)	35.7% (n=305)	57.0% (n=214)	56.6% (n=244)	53.7% (n=257)	20.0% (n=35)	50.0% (n=46)	64.6% (n=48)
North Dakota (n=29)	4.8% (n=21)	9.5% (n=21)	9.1% (n=22)	4.3% (n=23)	22.2% (n=9)	23.1% (n=13)	23.1% (n=13)	---	---	---
Ohio (n=242)	60.2% (n=211)	60.6% (n=208)	54.3% (n=221)	48.6% (n=181)	50.0% (n=114)	59.6% (n=156)	64.6% (n=161)	28.0% (n=25)	16.0% (n=25)	41.2% (n=34)
Oregon (n=97)	32.1% (n=84)	31.6% (n=76)	32.6% (n=86)	26.2% (n=84)	50.0% (n=56)	21.4% (n=42)	40.4% (n=52)	---	20.0% (n=5)	42.9% (n=7)
Pennsylvania (n=210)	44.3% (n=192)	39.1% (n=184)	35.4% (n=198)	25.3% (n=186)	61.3% (n=124)	38.3% (n=120)	37.5% (n=128)	---	5.6% (n=18)	40.0% (n=15)
Rhode Island (n=23)	52.4% (n=21)	42.9% (n=21)	45.5% (n=22)	28.6% (n=21)	78.6% (n=14)	62.5% (n=8)	58.3% (n=12)	100.0% (n=1)	---	100.0% (n=1)
South Carolina (n=82)	48.1% (n=77)	50.7% (n=73)	46.2% (n=78)	23.4% (n=64)	47.5% (n=40)	56.8% (n=44)	56.0% (n=50)	100.0% (n=1)	30.0% (n=10)	33.3% (n=3)
South Dakota (n=99)	18.1% (n=83)	16.5% (n=79)	24.4% (n=86)	29.9% (n=87)	66.7% (n=66)	31.8% (n=44)	35.0% (n=60)	---	---	---
Tennessee (n=109)	52.1% (n=94)	46.7% (n=92)	46.4% (n=97)	36.0% (n=75)	44.4% (n=63)	37.0% (n=73)	35.9% (n=64)	7.1% (n=14)	20.0% (n=10)	37.5% (n=8)
Utah (n=47)	31.0% (n=42)	20.0% (n=40)	21.4% (n=42)	15.4% (n=39)	55.6% (n=27)	33.3% (n=15)	35.0% (n=20)	---	---	---

Vermont (n=112)	8.8% (n=102)	7.0% (n=100)	11.8% (n=102)	5.8% (n=86)	25.7% (n=70)	17.1% (n=70)	14.9% (n=74)	---	14.8% (n=27)	27.3% (n=11)
Virginia (n=113)	53.6% (n=97)	45.5% (n=99)	34.3% (n=102)	31.3% (n=99)	65.7% (n=67)	51.7% (n=58)	56.2% (n=73)	16.7% (n=6)	66.7% (n=3)	40.0% (n=15)
Washington (n=118)	57.1% (n=105)	50.9% (n=108)	54.2% (n=107)	41.9% (n=74)	68.9% (n=61)	35.1% (n=57)	53.4% (n=58)	5.6% (n=18)	---	16.7% (n=18)
Washington, DC (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)
West Virginia (n=120)	20.6% (n=107)	15.4% (n=104)	16.2% (n=105)	8.6% (n=105)	53.8% (n=80)	10.2% (n=59)	32.9% (n=70)	---	---	---
Wyoming (n=58)	14.9% (n=47)	17.0% (n=47)	12.5% (n=48)	20.0% (n=45)	31.3% (n=32)	12.9% (n=31)	22.6% (n=31)	---	---	20.0% (n=10)
National**	43.4% (n=6,268)	40.7% (n=5,711)	38.9% (n=5,816)	29.5% (n=3,912)	53.9% (n=5,094)	42.6% (n=3,950)	49.8% (n=5,107)	11.7% (n=185)	28.2% (n=528)	53.3% (n=830)
<p>* Reported n for technology training = the number of libraries that indicated they provide that type of training. For example, 87 Alabama libraries reported that they provide general computer skills training. Variation in reported n may be due to missing and/or "don't know" responses.</p> <p>** Weighted national analysis presented.</p>										

Figure 28: Individual Help by Appointment Technology Training Offerings by Topic, by State*

State	General computer skills	General computer software use	General Internet use	Using online database	Safe online practices	Social media	General familiarity with new technologies	Assistive technology use	Using video conferencing technologies	Digital content creation
Alabama (n=117)	19.5% (n=87)	24.4% (n=82)	15.4% (n=91)	14.3% (n=98)	10.3% (n=68)	20.0% (n=45)	48.9% (n=45)	---	57.1% (n=7)	16.7% (n=6)
Alaska (n=55)	27.7% (n=47)	34.8% (n=46)	22.0% (n=50)	23.6% (n=55)	11.4% (n=44)	23.3% (n=30)	34.5% (n=29)	---	25.0% (n=20)	28.6% (n=7)
Arizona (n=116)	29.1% (n=103)	32.7% (n=104)	27.9% (n=104)	25.5% (n=94)	17.4% (n=69)	29.1% (n=79)	50.7% (n=69)	33.3% (n=3)	11.8% (n=17)	12.5% (n=8)
Colorado (n=108)	51.9% (n=79)	59.2% (n=76)	52.5% (n=80)	36.5% (n=96)	28.8% (n=52)	38.6% (n=57)	75.0% (n=56)	75.0% (n=12)	42.9% (n=14)	55.6% (n=18)
Connecticut (n=85)	47.2% (n=72)	53.2% (n=77)	53.8% (n=78)	45.5% (n=77)	32.8% (n=58)	37.5% (n=48)	69.1% (n=55)	80.0% (n=5)	55.6% (n=9)	28.6% (n=7)
Delaware (n=15)	53.8% (n=13)	46.7% (n=15)	46.7% (n=15)	38.5% (n=13)	40.0% (n=5)	50.0% (n=6)	90.0% (n=10)	---	25.0% (n=4)	100.0% (n=1)
Florida (n=165)	44.4% (n=153)	43.8% (n=153)	45.2% (n=155)	42.8% (n=145)	31.1% (n=119)	43.0% (n=107)	57.1% (n=119)	3.1% (n=32)	78.3% (n=23)	31.3% (n=32)
Hawaii (n=50)	22.9% (n=48)	25.5% (n=47)	22.4% (n=49)	14.3% (n=49)	17.1% (n=35)	23.1% (n=26)	22.7% (n=44)	8.3% (n=24)	33.3% (n=3)	50.0% (n=2)
Idaho (n=49)	28.6% (n=42)	31.7% (n=41)	25.0% (n=44)	22.5% (n=40)	17.9% (n=39)	43.5% (n=23)	47.8% (n=23)	100.0% (n=1)	85.7% (n=7)	100.0% (n=2)
Kansas (n=168)	43.2% (n=155)	39.9% (n=148)	40.5% (n=158)	42.5% (n=134)	31.9% (n=113)	42.1% (n=132)	44.7% (n=114)	23.8% (n=21)	19.4% (n=31)	33.3% (n=15)
Kentucky (n=67)	56.3% (n=64)	59.0% (n=61)	57.1% (n=63)	45.0% (n=60)	26.7% (n=45)	46.3% (n=54)	62.7% (n=51)	33.3% (n=3)	71.4% (n=7)	20.0% (n=5)

Louisiana (n=236)	28.3% (n=212)	26.3% (n=213)	26.6% (n=218)	22.4% (n=196)	25.2% (n=163)	30.5% (n=154)	41.5% (n=164)	40.3% (n=67)	64.3% (n=14)	6.3% (n=16)
Maryland (n=110)	46.9% (n=98)	48.3% (n=87)	46.5% (n=99)	34.6% (n=107)	14.7% (n=68)	29.5% (n=62)	43.9% (n=82)	4.5% (n=22)	18.2% (n=11)	11.1% (n=9)
Michigan (n=199)	45.7% (n=175)	41.8% (n=170)	38.9% (n=185)	30.1% (n=166)	26.6% (n=139)	44.5% (n=137)	55.6% (n=144)	22.6% (n=31)	36.7% (n=30)	25.0% (n=32)
Mississippi (n=131)	18.1% (n=127)	18.3% (n=120)	17.7% (n=124)	16.5% (n=109)	6.4% (n=78)	6.5% (n=46)	11.8% (n=51)	---	---	---
Nebraska (n=199)	36.8% (n=163)	31.4% (n=159)	32.9% (n=173)	23.6% (n=144)	25.0% (n=124)	35.9% (n=117)	57.6% (n=118)	44.4% (n=27)	19.2% (n=26)	45.5% (n=11)
Nevada (n=78)	17.9% (n=67)	19.1% (n=68)	22.9% (n=70)	23.2% (n=69)	20.0% (n=30)	22.0% (n=41)	45.1% (n=51)	20.0% (n=5)	20.0% (n=5)	28.6% (n=14)
New Hampshire (n=105)	52.7% (n=93)	47.7% (n=88)	48.9% (n=94)	33.3% (n=87)	28.8% (n=59)	43.1% (n=51)	58.7% (n=63)	---	---	33.3% (n=3)
New Mexico (n=63)	27.1% (n=59)	23.7% (n=59)	26.7% (n=60)	18.0% (n=50)	16.0% (n=50)	21.2% (n=33)	31.6% (n=38)	60.0% (n=5)	30.0% (n=10)	28.6% (n=7)
New York (n=355)	45.6% (n=333)	43.0% (n=323)	44.4% (n=331)	34.4% (n=305)	33.6% (n=214)	45.1% (n=244)	46.3% (n=257)	28.6% (n=35)	39.1% (n=46)	39.6% (n=48)
North Dakota (n=29)	19.0% (n=21)	19.0% (n=21)	13.6% (n=22)	17.4% (n=23)	22.2% (n=9)	15.4% (n=13)	30.8% (n=13)	---	100.0% (n=2)	---
Ohio (n=242)	56.9% (n=211)	55.8% (n=208)	58.4% (n=221)	44.2% (n=181)	36.0% (n=114)	44.9% (n=156)	71.4% (n=161)	36.0% (n=25)	28.0% (n=25)	29.4% (n=34)
Oregon (n=97)	22.6% (n=84)	25.0% (n=76)	23.3% (n=86)	25.0% (n=84)	12.5% (n=56)	31.0% (n=42)	53.8% (n=52)	7.1% (n=14)	80.0% (n=5)	42.9% (n=7)
Pennsylvania (n=210)	37.5% (n=192)	39.1% (n=184)	40.4% (n=198)	36.6% (n=186)	25.0% (n=124)	41.7% (n=120)	51.6% (n=128)	45.5% (n=11)	66.7% (n=18)	20.0% (n=15)
Rhode Island (n=23)	28.6% (n=21)	33.3% (n=21)	22.7% (n=22)	28.6% (n=21)	7.1% (n=14)	50.0% (n=8)	75.0% (n=12)	---	---	---
South Carolina (n=82)	37.7% (n=77)	34.2% (n=73)	32.1% (n=78)	21.9% (n=64)	22.5% (n=40)	34.1% (n=44)	28.0% (n=50)	---	50.0% (n=10)	---
South Dakota (n=99)	14.5% (n=83)	12.7% (n=79)	14.0% (n=86)	17.2% (n=87)	7.6% (n=66)	25.0% (n=44)	26.7% (n=60)	---	33.3% (n=9)	50.0% (n=2)
Tennessee (n=109)	29.8% (n=94)	28.3% (n=92)	25.8% (n=97)	36.0% (n=75)	19.0% (n=63)	32.9% (n=73)	48.4% (n=64)	50.0% (n=14)	50.0% (n=10)	50.0% (n=8)
Utah (n=47)	23.8% (n=42)	22.5% (n=40)	23.8% (n=42)	20.5% (n=39)	14.8% (n=27)	46.7% (n=15)	55.0% (n=20)	100.0% (n=1)	50.0% (n=4)	---

Vermont (n=112)	46.1% (n=102)	48.0% (n=100)	50.0% (n=102)	41.9% (n=86)	30.0% (n=70)	41.4% (n=70)	48.6% (n=74)	33.3% (n=6)	59.3% (n=27)	45.5% (n=11)
Virginia (n=113)	34.0% (n=97)	34.3% (n=99)	29.4% (n=102)	29.3% (n=99)	9.0% (n=67)	34.5% (n=58)	54.8% (n=73)	33.3% (n=6)	---	13.3% (n=15)
Washington (n=118)	51.4% (n=105)	54.6% (n=108)	54.2% (n=107)	36.5% (n=74)	14.8% (n=61)	36.8% (n=57)	48.3% (n=58)	5.6% (n=18)	6.3% (n=16)	11.1% (n=18)
Washington, DC (n=25)	---	---	100.0% (n=25)	---	---	---	---	---	---	---
West Virginia (n=120)	27.1% (n=107)	25.0% (n=104)	28.6% (n=105)	19.0% (n=105)	8.8% (n=80)	18.6% (n=59)	34.3% (n=70)	40.0% (n=5)	50.0% (n=4)	---
Wyoming (n=58)	40.4% (n=47)	48.9% (n=47)	50.0% (n=48)	46.7% (n=45)	56.3% (n=32)	64.5% (n=31)	80.6% (n=31)	66.7% (n=12)	83.3% (n=12)	90.0% (n=10)
National**	36.9% (n=5,335)	37.1% (n=5,203)	38.2% (n=5,707)	30.7% (n=4,068)	23.5% (n=2,214)	38.3% (n=3,556)	51.7% (n=5,303)	27.3% (n=431)	41.0% (n=768)	33.4% (n=520)

* Reported n for technology training = the number of libraries that indicated they provide that type of training. For example, 87 Alabama libraries reported that they provide general computer skills training. Variation in reported n may be due to missing and/or "don't know" responses.

** Weighted national analysis presented.

Figure 29: Informal Point of Use Technology Training Offerings by Topic, by State*

State	General computer skills	General computer software use	General Internet use	Using online database	Safe online practices	Social media	General familiarity with new technologies	Assistive technology use	Using video conferencing technologies	Digital content creation
Alabama (n=117)	85.1% (n=87)	85.4% (n=82)	85.7% (n=91)	84.7% (n=98)	85.3% (n=68)	80.0% (n=45)	86.7% (n=45)	100.0% (n=2)	85.7% (n=7)	66.7% (n=6)
Alaska (n=55)	83.0% (n=47)	82.6% (n=46)	86.0% (n=50)	90.9% (n=55)	77.3% (n=44)	76.7% (n=30)	72.4% (n=29)	100.0% (n=4)	50.0% (n=20)	42.9% (n=7)
Arizona (n=116)	51.5% (n=103)	49.0% (n=104)	51.0% (n=104)	56.4% (n=94)	53.6% (n=69)	57.0% (n=79)	78.3% (n=69)	33.3% (n=3)	82.4% (n=17)	25.0% (n=8)
Colorado (n=108)	86.1% (n=79)	84.2% (n=76)	80.0% (n=80)	87.5% (n=96)	65.4% (n=52)	70.2% (n=57)	73.2% (n=56)	100.0% (n=12)	78.6% (n=14)	50.0% (n=18)
Connecticut (n=85)	79.2% (n=72)	79.2% (n=77)	82.1% (n=78)	80.5% (n=77)	69.0% (n=58)	77.1% (n=48)	72.7% (n=55)	100.0% (n=5)	77.8% (n=9)	57.1% (n=7)
Delaware (n=15)	69.2% (n=13)	80.0% (n=15)	80.0% (n=15)	92.3% (n=13)	80.0% (n=5)	83.3% (n=6)	80.0% (n=10)	66.7% (n=3)	75.0% (n=4)	100.0% (n=1)
Florida (n=165)	83.7% (n=153)	83.0% (n=153)	80.0% (n=155)	85.5% (n=145)	62.2% (n=119)	83.2% (n=107)	84.9% (n=119)	90.6% (n=32)	60.9% (n=23)	87.5% (n=32)
Hawaii (n=50)	89.6% (n=48)	85.1% (n=47)	87.8% (n=49)	91.8% (n=49)	85.7% (n=35)	76.9% (n=26)	86.4% (n=44)	100.0% (n=24)	66.7% (n=3)	50.0% (n=2)
Idaho (n=49)	85.7% (n=42)	85.4% (n=41)	88.6% (n=44)	85.0% (n=40)	92.3% (n=39)	78.3% (n=23)	82.6% (n=23)	---	57.1% (n=7)	100.0% (n=2)
Kansas (n=168)	81.3% (n=155)	83.8% (n=148)	83.5% (n=158)	87.3% (n=134)	75.2% (n=113)	82.0% (n=133)	82.5% (n=114)	85.7% (n=21)	90.3% (n=31)	66.7% (n=15)
Kentucky (n=67)	70.3% (n=64)	80.3% (n=61)	71.4% (n=63)	66.7% (n=60)	51.1% (n=45)	64.8% (n=54)	68.6% (n=51)	66.7% (n=3)	71.4% (n=7)	20.0% (n=5)
Louisiana (n=236)	75.0% (n=212)	73.2% (n=213)	75.2% (n=218)	84.2% (n=196)	85.3% (n=163)	86.4% (n=154)	76.8% (n=164)	80.6% (n=67)	42.9% (n=14)	25.0% (n=16)

Maryland (n=110)	90.8% (n=98)	88.5% (n=87)	90.9% (n=99)	93.5% (n=107)	77.9% (n=68)	96.7% (n=61)	85.4% (n=82)	95.5% (n=22)	81.8% (n=11)	44.4% (n=9)
Michigan (n=199)	77.1% (n=175)	87.6% (n=170)	85.4% (n=185)	86.7% (n=166)	71.2% (n=139)	78.1% (n=137)	85.4% (n=144)	90.3% (n=31)	70.0% (n=30)	87.5% (n=32)
Mississippi (n=131)	81.9% (n=127)	81.7% (n=120)	83.9% (n=124)	89.0% (n=109)	65.4% (n=78)	63.0% (n=46)	80.4% (n=51)	100.0% (n=4)	66.7% (n=6)	60.0% (n=5)
Nebraska (n=199)	71.2% (n=163)	73.6% (n=159)	75.1% (n=173)	81.3% (n=144)	72.6% (n=124)	67.5% (n=117)	66.9% (n=118)	51.9% (n=27)	76.9% (n=26)	90.9% (n=11)
Nevada (n=78)	82.1% (n=67)	86.8% (n=68)	82.9% (n=70)	87.0% (n=69)	76.7% (n=30)	78.0% (n=41)	82.4% (n=51)	80.0% (n=5)	20.0% (n=5)	57.1% (n=14)
New Hampshire (n=105)	88.2% (n=93)	87.5% (n=88)	89.4% (n=94)	94.3% (n=87)	84.7% (n=59)	82.4% (n=51)	82.5% (n=63)	100.0% (n=1)	100.0% (n=6)	33.3% (n=3)
New Mexico (n=63)	59.3% (n=59)	62.7% (n=59)	63.3% (n=60)	64.0% (n=50)	68.0% (n=50)	63.6% (n=33)	71.1% (n=38)	100.0% (n=5)	60.0% (n=10)	71.4% (n=7)
New York (n=355)	63.7% (n=333)	64.4% (n=323)	66.5% (n=331)	76.4% (n=305)	64.0% (n=214)	62.3% (n=244)	65.4% (n=257)	71.4% (n=35)	43.5% (n=46)	45.8% (n=48)
North Dakota (n=29)	95.2% (n=21)	90.5% (n=21)	95.5% (n=22)	95.7% (n=23)	100.0% (n=9)	92.3% (n=13)	76.9% (n=13)	---	100.0% (n=2)	100.0% (n=1)
Ohio (n=242)	70.6% (n=211)	73.1% (n=208)	73.8% (n=221)	78.5% (n=181)	73.7% (n=114)	80.1% (n=156)	73.3% (n=161)	92.0% (n=25)	40.0% (n=25)	47.1% (n=34)
Oregon (n=97)	83.3% (n=84)	85.5% (n=76)	86.0% (n=86)	91.7% (n=84)	85.7% (n=56)	88.1% (n=42)	78.8% (n=52)	78.6% (n=14)	40.0% (n=5)	28.6% (n=7)
Pennsylvania (n=210)	82.8% (n=192)	82.1% (n=184)	82.3% (n=198)	83.9% (n=186)	79.8% (n=124)	80.8% (n=120)	80.5% (n=128)	81.8% (n=11)	94.4% (n=18)	66.7% (n=15)
Rhode Island (n=23)	90.5% (n=21)	85.7% (n=21)	90.9% (n=22)	90.5% (n=21)	71.4% (n=14)	62.5% (n=8)	66.7% (n=12)	---	---	---
South Carolina (n=82)	77.9% (n=77)	75.3% (n=73)	74.4% (n=78)	85.9% (n=64)	82.5% (n=40)	79.5% (n=44)	66.0% (n=50)	100.0% (n=1)	30.0% (n=10)	33.3% (n=3)
South Dakota (n=99)	92.8% (n=83)	91.1% (n=79)	86.0% (n=86)	78.2% (n=87)	77.3% (n=66)	70.5% (n=44)	83.3% (n=60)	100.0% (n=2)	77.8% (n=9)	100.0% (n=2)
Tennessee (n=109)	73.4% (n=94)	77.2% (n=92)	81.4% (n=97)	74.7% (n=75)	77.8% (n=63)	69.9% (n=73)	70.3% (n=64)	71.4% (n=14)	90.0% (n=10)	75.0% (n=8)
Utah (n=47)	85.7% (n=42)	90.0% (n=40)	83.3% (n=42)	87.2% (n=39)	92.6% (n=27)	86.7% (n=15)	75.0% (n=20)	100.0% (n=1)	75.0% (n=4)	100.0% (n=1)
Vermont (n=112)	92.2% (n=102)	91.0% (n=100)	85.3% (n=102)	89.5% (n=86)	88.6% (n=70)	82.9% (n=70)	83.8% (n=74)	100.0% (n=6)	74.1% (n=27)	81.8% (n=11)

Virginia (n=113)	89.7% (n=97)	88.9% (n=99)	90.2% (n=102)	89.9% (n=99)	92.5% (n=67)	89.7% (n=58)	89.0% (n=73)	100.0% (n=6)	66.7% (n=3)	66.7% (n=15)
Washington (n=118)	86.7% (n=105)	88.9% (n=108)	87.9% (n=107)	85.1% (n=74)	70.5% (n=61)	77.2% (n=57)	81.0% (n=58)	94.4% (n=18)	100.0% (n=16)	94.4% (n=18)
Washington, DC (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)
West Virginia (n=120)	78.5% (n=107)	82.7% (n=104)	81.0% (n=105)	84.8% (n=105)	83.8% (n=80)	86.4% (n=59)	81.4% (n=70)	60.0% (n=5)	75.0% (n=4)	---
Wyoming (n=58)	74.5% (n=47)	72.3% (n=47)	75.0% (n=48)	80.0% (n=45)	71.9% (n=32)	64.5% (n=31)	61.3% (n=31)	33.3% (n=12)	25.0% (n=12)	---
National**	78.3% (n=11,319)	79.1% (n=11,099)	79.3% (n=11,852)	84.0% (n=11,135)	73.8% (n=6,965)	74.4% (n=6,905)	75.2% (n=7,716)	82.5% (n=1,301)	55.8% (n=1,046)	57.6% (n=897)
<p>* Reported n for technology training = the number of libraries that indicated they provide that type of training. For example, 87 Alabama libraries reported that they provide general computer skills training. Variation in reported n may be due to missing and/or "don't know" responses.</p> <p>** Weighted national analysis presented.</p>										

Figure 30: Online Training Materials Technology Training Offerings by Topic, by State*

State	General computer skills	General computer software use	General Internet use	Using online database	Safe online practices	Social media	General familiarity with new technologies	Assistive technology use	Using video conferencing technologies	Digital content creation
Alabama (n=117)	11.8% (n=85)	13.8% (n=80)	10.0% (n=90)	12.2% (n=98)	2.9% (n=68)	4.4% (n=45)	6.7% (n=45)	---	14.3% (n=7)	33.3% (n=6)
Alaska (n=55)	6.5% (n=46)	6.7% (n=45)	2.0% (n=49)	7.3% (n=55)	2.3% (n=44)	3.3% (n=30)	---	---	5.0% (n=20)	14.3% (n=7)
Arizona (n=116)	9.7% (n=103)	7.8% (n=103)	6.7% (n=104)	7.4% (n=94)	8.7% (n=69)	10.1% (n=79)	15.9% (n=69)	---	11.8% (n=17)	12.5% (n=8)
Colorado (n=108)	19.2% (n=78)	26.3% (n=76)	20.0% (n=80)	11.5% (n=96)	15.4% (n=52)	17.5% (n=57)	16.1% (n=56)	16.7% (n=12)	7.1% (n=14)	11.1% (n=18)
Connecticut (n=85)	13.9% (n=72)	18.2% (n=77)	15.4% (n=78)	11.7% (n=77)	17.2% (n=58)	22.9% (n=48)	21.8% (n=55)	20.0% (n=5)	44.4% (n=9)	42.9% (n=7)
Delaware (n=15)	23.1% (n=13)	20.0% (n=15)	20.0% (n=15)	15.4% (n=13)	20.0% (n=5)	16.7% (n=6)	20.0% (n=10)	---	---	---
Florida (n=165)	12.7% (n=150)	11.4% (n=149)	9.9% (n=151)	17.2% (n=145)	31.9% (n=119)	9.3% (n=107)	14.3% (n=119)	6.3% (n=32)	---	43.8% (n=32)
Hawaii (n=50)	20.8% (n=48)	21.7% (n=46)	8.2% (n=49)	10.2% (n=49)	2.9% (n=35)	3.8% (n=26)	9.1% (n=44)	8.3% (n=24)	33.3% (n=3)	50.0% (n=2)
Idaho (n=49)	12.2% (n=41)	27.5% (n=40)	16.3% (n=43)	27.5% (n=40)	7.7% (n=39)	17.4% (n=23)	17.4% (n=23)	---	28.6% (n=7)	100.0% (n=2)
Kansas (n=168)	14.3% (n=154)	8.2% (n=146)	7.0% (n=157)	11.9% (n=134)	6.2% (n=113)	5.3% (n=132)	6.1% (n=114)	4.8% (n=21)	3.2% (n=31)	33.3% (n=15)
Kentucky (n=67)	21.9% (n=64)	16.4% (n=61)	19.0% (n=63)	10.0% (n=60)	6.7% (n=45)	11.1% (n=54)	15.7% (n=51)	33.3% (n=3)	14.3% (n=7)	---

Louisiana (n=236)	25.6% (n=211)	27.0% (n=200)	21.2% (n=217)	26.0% (n=196)	27.6% (n=163)	13.6% (n=154)	36.0% (n=164)	13.4% (n=67)	14.3% (n=14)	6.3% (n=16)
Maryland (n=110)	10.2% (n=98)	8.3% (n=84)	5.0% (n=100)	5.7% (n=106)	6.0% (n=67)	4.8% (n=62)	8.6% (n=81)	---	9.1% (n=11)	33.3% (n=9)
Michigan (n=199)	28.9% (n=173)	20.0% (n=170)	17.3% (n=185)	16.9% (n=166)	13.7% (n=139)	19.7% (n=137)	28.5% (n=144)	9.7% (n=31)	6.7% (n=30)	9.4% (n=32)
Mississippi (n=131)	30.2% (n=126)	30.5% (n=118)	28.5% (n=123)	12.8% (n=109)	9.0% (n=78)	10.9% (n=46)	11.8% (n=51)	---	---	---
Nebraska (n=199)	13.1% (n=160)	7.7% (n=155)	5.2% (n=173)	8.3% (n=144)	8.1% (n=124)	2.6% (n=117)	10.2% (n=118)	3.7% (n=27)	---	9.1% (n=11)
Nevada (n=78)	11.9% (n=67)	10.4% (n=67)	10.1% (n=69)	7.2% (n=69)	13.3% (n=30)	14.6% (n=41)	21.6% (n=51)	---	---	14.3% (n=14)
New Hampshire (n=105)	7.7% (n=91)	5.9% (n=85)	5.4% (n=92)	6.9% (n=87)	5.1% (n=59)	5.9% (n=51)	6.3% (n=63)	---	---	---
New Mexico (n=63)	15.3% (n=59)	15.3% (n=59)	15.0% (n=60)	16.0% (n=50)	14.0% (n=50)	6.1% (n=33)	21.1% (n=38)	---	10.0% (n=10)	---
New York (n=355)	19.0% (n=331)	17.5% (n=320)	8.5% (n=330)	9.2% (n=305)	11.2% (n=214)	7.4% (n=244)	17.9% (n=257)	8.6% (n=35)	6.5% (n=46)	10.4% (n=48)
North Dakota (n=29)	4.8% (n=21)	---	---	4.3% (n=23)	---	---	---	---	---	---
Ohio (n=242)	23.2% (n=211)	24.9% (n=205)	20.4% (n=221)	20.4% (n=181)	17.5% (n=114)	19.9% (n=156)	33.5% (n=161)	8.0% (n=25)	40.0% (n=25)	35.3% (n=34)
Oregon (n=97)	3.6% (n=83)	9.5% (n=74)	4.7% (n=85)	7.1% (n=84)	7.3% (n=55)	2.4% (n=42)	15.4% (n=52)	7.1% (n=14)	---	---
Pennsylvania (n=210)	9.6% (n=188)	9.6% (n=178)	6.1% (n=197)	6.5% (n=186)	8.1% (n=124)	7.5% (n=120)	11.7% (n=128)	18.2% (n=11)	5.6% (n=18)	6.7% (n=15)
Rhode Island (n=23)	14.3% (n=21)	4.8% (n=21)	4.5% (n=22)	---	7.1% (n=14)	---	8.3% (n=12)	---	---	---
South Carolina (n=82)	13.2% (n=76)	12.5% (n=72)	11.7% (n=77)	14.1% (n=64)	15.0% (n=40)	11.4% (n=44)	12.0% (n=50)	---	---	33.3% (n=3)
South Dakota (n=99)	2.5% (n=80)	2.8% (n=72)	3.5% (n=85)	9.2% (n=87)	1.5% (n=66)	4.5% (n=44)	8.3% (n=60)	---	---	---
Tennessee (n=109)	11.7% (n=94)	14.1% (n=92)	9.3% (n=97)	10.7% (n=75)	7.9% (n=63)	8.2% (n=73)	9.4% (n=64)	7.1% (n=14)	10.0% (n=10)	25.0% (n=8)
Utah (n=47)	2.4% (n=42)	5.0% (n=40)	2.4% (n=42)	7.7% (n=39)	---	---	20.0% (n=20)	---	---	---

Vermont (n=112)	5.0% (n=101)	6.2% (n=97)	4.9% (n=102)	9.3% (n=86)	5.7% (n=70)	5.7% (n=70)	6.8% (n=74)	---	3.7% (n=27)	9.1% (n=11)
Virginia (n=113)	24.2% (n=95)	24.0% (n=96)	19.8% (n=101)	31.3% (n=99)	14.9% (n=67)	12.1% (n=58)	31.5% (n=73)	16.7% (n=6)	---	13.3% (n=15)
Washington (n=118)	19.2% (n=104)	20.8% (n=106)	16.0% (n=106)	14.9% (n=74)	3.3% (n=61)	5.3% (n=57)	17.2% (n=58)	---	6.3% (n=16)	11.1% (n=18)
Washington, DC (n=25)	---	100.0% (n=25)	---	---	---	---	---	---	4.0% (n=25)	96.0% (n=25)
West Virginia (n=120)	7.8% (n=103)	9.2% (n=98)	7.9% (n=101)	7.6% (n=105)	3.8% (n=80)	5.1% (n=59)	11.4% (n=70)	---	---	50.0% (n=2)
Wyoming (n=58)	10.6% (n=47)	6.4% (n=47)	4.2% (n=48)	4.4% (n=45)	6.3% (n=32)	6.5% (n=31)	9.7% (n=31)	---	---	---
National**	16.1% (n=2278)	16.8% (n=2334)	11.7% (n=1732)	14.3% (n=1890)	11.7% (n=1102)	11.5% (n=1066)	18.5% (n=1896)	12.9% (n=203)	10.7% (n=201)	28.0% (n=436)
<p>* Reported n for technology training = the number of libraries that indicated they provide that type of training. For example, 87 Alabama libraries reported that they provide general computer skills training. Variation in reported n may be due to missing and/or "don't know" responses.</p> <p>** Weighted national analysis presented.</p>										

Library Programs, Information Sessions & Events

Figure 31: Education and Learning Programs offered to Patrons, by State

State	Accessing and using formal online education content	Basic literacy skills	Provided GED preparation courses and services	Summer reading programming for children	Summer reading programming for adults	After school programs	ESL/ESOL/ELL	Science, Technology, Engineering, Arts, Math (STEAM) events	Other
Alabama (n=120)	26.7%	36.7%	30.8%	98.3%	30.8%	39.2%	9.2%	7.5%	4.2%
Alaska (n=58)	51.7%	50.0%	43.1%	89.7%	20.7%	29.3%	15.5%	31.0%	1.7%
Arizona (n=116)	52.6%	47.4%	58.6%	89.7%	61.2%	52.6%	34.5%	43.1%	+
Colorado (n=108)	21.3%	30.6%	26.9%	99.1%	41.7%	34.3%	27.8%	52.8%	+
Connecticut (n=85)	38.8%	41.2%	17.6%	97.6%	47.1%	29.4%	38.8%	51.8%	3.5%
Delaware (n=15)	33.3%	20.0%	46.7%	100.0%	26.7%	20.0%	26.7%	66.7%	13.3%
Florida (n=165)	41.8%	46.1%	46.1%	97.0%	58.8%	52.7%	41.2%	35.2%	7.3%
Hawaii (n=50)	56.0%	32.0%	28.0%	100.0%	96.0%	32.0%	4.0%	58.0%	4.0%
Idaho (n=50)	54.0%	46.0%	46.0%	98.0%	52.0%	36.0%	14.0%	54.0%	2.0%
Kansas (n=169)	38.5%	39.1%	39.1%	96.4%	65.7%	40.8%	17.2%	29.6%	---
Kentucky (n=67)	43.3%	40.3%	38.8%	100.0%	44.8%	28.4%	23.9%	14.9%	1.5%

Louisiana (n=237)	40.9%	39.7%	44.7%	97.0%	57.4%	52.7%	28.7%	30.4%	+
Maryland (n=110)	48.2%	50.9%	45.5%	97.3%	57.3%	42.7%	30.9%	85.5%	15.5%
Michigan (n=200)	37.0%	36.5%	32.5%	96.5%	52.0%	39.0%	22.5%	44.0%	5.5%
Mississippi (n=131)	42.7%	47.3%	48.1%	91.6%	40.5%	35.9%	8.4%	3.8%	---
Nebraska (n=201)	23.9%	18.9%	20.9%	90.5%	34.8%	26.4%	16.4%	20.4%	2.0%
Nevada (n=78)	35.9%	24.4%	34.6%	88.5%	37.2%	33.3%	24.4%	44.9%	3.8%
New Hampshire (n=108)	17.6%	18.5%	15.7%	89.8%	42.6%	39.8%	13.0%	27.8%	+
New Mexico (n=63)	44.4%	30.2%	27.0%	95.2%	42.9%	42.9%	15.9%	42.9%	1.6%
New York (n=357)	26.3%	45.4%	33.6%	94.7%	41.2%	31.7%	39.2%	28.3%	3.9%
North Dakota (n=30)	40.0%	10.0%	20.0%	100.0%	33.3%	30.0%	13.3%	16.7%	10.0%
Ohio (n=242)	38.0%	43.0%	42.1%	94.6%	72.7%	50.0%	18.2%	38.0%	+
Oregon (n=97)	32.0%	32.0%	29.9%	93.8%	51.5%	34.0%	23.7%	35.1%	8.2%
Pennsylvania (n=210)	24.3%	36.2%	21.0%	99.5%	39.0%	22.9%	23.8%	42.9%	1.4%
Rhode Island (n=23)	13.0%	43.5%	8.7%	100.0%	56.5%	30.4%	39.1%	21.7%	8.7%
South Carolina (n=82)	50.0%	31.7%	39.0%	98.8%	54.9%	36.6%	19.5%	34.1%	4.9%
South Dakota (n=99)	38.4%	34.3%	38.4%	92.9%	40.4%	21.2%	6.1%	14.1%	1.0%
Tennessee (n=109)	27.5%	34.9%	35.8%	95.4%	54.1%	48.6%	10.1%	21.1%	---

Utah (n=47)	21.3%	34.0%	23.4%	93.6%	29.8%	14.9%	17.0%	25.5%	2.1%
Vermont (n=113)	48.7%	28.3%	15.9%	93.8%	23.0%	40.7%	11.5%	39.8%	1.8%
Virginia (n=114)	42.1%	49.1%	43.0%	95.6%	49.1%	32.5%	23.7%	36.8%	2.6%
Washington (n=118)	46.6%	37.3%	38.1%	100.0%	41.5%	44.9%	41.5%	72.9%	2.5%
Washington, DC (n=25)	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---
West Virginia (n=120)	30.8%	33.3%	43.3%	90.8%	45.0%	15.8%	8.3%	20.0%	---
Wyoming (n=58)	51.7%	43.1%	46.6%	89.7%	67.2%	37.9%	3.4%	25.9%	1.7%
National*	33.0% (n=5,513)	39.6% (n=6,615)	34.9% (n=5,821)	95.4% (n=15,929)	49.1% (n=8,199)	36.3% (n=6,056)	24.9% (n=4,163)	34.2% (n=5,703)	2.0% (n=338)
<p>Key: -- = No data to report * Weighted national analysis presented. Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.</p>									

Figure 32: Formal Online Education Content provided to Patrons in the last 12 months, by State

State	Formal Online Education Content					
	Provided assistance in accessing online degree courses	Provided assistance in accessing online certification courses	Offered assistance in accessing online materials for Advanced Placement (AP) course exams	Provided assistance in accessing MOOCs (Massive Open Online Courses)	Provided exam proctoring/testing services	Other
Alabama (n=32)	68.8%	56.3%	28.1%	6.3%	71.9%	3.1%
Alaska (n=30)	86.7%	60.0%	46.7%	36.7%	76.7%	---
Arizona (n=61)	54.1%	59.0%	45.9%	34.4%	50.8%	---
Colorado (n=23)	60.9%	52.2%	34.8%	13.0%	47.8%	---
Connecticut (n=33)	75.8%	63.6%	57.6%	24.2%	90.9%	---
Delaware (n=5)	100.0%	80.0%	80.0%	40.0%	80.0%	---
Florida (n=69)	50.7%	39.1%	36.2%	17.4%	59.4%	1.4%
Hawaii (n=28)	60.7%	57.1%	28.6%	17.9%	46.4%	---
Idaho (n=27)	77.8%	66.7%	59.3%	11.1%	81.5%	---
Kansas (n=65)	76.9%	63.1%	24.6%	18.5%	80.0%	---
Kentucky (n=29)	89.7%	69.0%	55.2%	17.2%	58.6%	---
Louisiana (n=97)	66.0%	43.3%	36.1%	26.8%	61.9%	---
Maryland (n=53)	75.5%	71.7%	58.5%	41.5%	73.6%	18.9%

Michigan (n=74)	86.5%	78.4%	32.4%	13.5%	67.6%	---
Mississippi (n=56)	76.8%	60.7%	16.1%	5.4%	26.8%	---
Nebraska (n=48)	62.5%	52.1%	39.6%	8.3%	81.3%	---
Nevada (n=28)	89.3%	53.6%	50.0%	7.1%	50.0%	---
New Hampshire (n=19)	84.2%	63.2%	31.6%	15.8%	68.4%	---
New Mexico (n=28)	67.9%	57.1%	53.6%	39.3%	50.0%	---
New York (n=94)	70.2%	62.8%	48.9%	29.8%	74.5%	1.1%
North Dakota (n=12)	75.0%	58.3%	16.7%	16.7%	83.3%	---
Ohio (n=92)	66.3%	52.2%	51.1%	25.0%	80.4%	---
Oregon (n=31)	58.1%	38.7%	45.2%	---	64.5%	---
Pennsylvania (n=51)	64.7%	72.5%	39.2%	19.6%	72.5%	---
Rhode Island (n=3)	66.7%	33.3%	66.7%	---	100.0%	---
South Carolina (n=41)	78.0%	63.4%	36.6%	17.1%	43.9%	---
South Dakota (n=38)	68.4%	39.5%	31.6%	15.8%	89.5%	---
Tennessee (n=30)	80.0%	70.0%	70.0%	26.7%	83.3%	---
Utah (n=10)	100.0%	90.0%	60.0%	20.0%	50.0%	---
Vermont (n=55)	49.1%	38.2%	9.1%	14.5%	49.1%	---

Virginia (n=48)	52.1%	54.2%	41.7%	14.6%	66.7%	---
Washington (n=55)	85.5%	80.0%	67.3%	61.8%	74.5%	1.8%
Washington, DC (n=0)	---	---	---	---	---	---
West Virginia (n=37)	75.7%	54.1%	40.5%	5.4%	75.7%	---
Wyoming (n=30)	66.7%	50.0%	16.7%	10.0%	73.3%	---
National*	70.4% (n=3,884)	58.5% (n=3,227)	44.8% (n=2,469)	20.8% (n=1,148)	71.4% (n=3,935)	1.4% (n=77)
<p>Key: -- = No data to report * Weighted national analysis presented. <i>Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.</i></p>						

Figure 33: Economy and Workforce Development Programs offered to Patrons, by State

State	Accessing and using employment databases and other job opportunity resources	Applying for jobs	Applying for unemployment benefits online	Accessing and using online business information resources	Supporting small business development	Providing work space(s) for mobile workers	Other
Alabama (n=120)	61.7%	65.8%	45.8%	39.2%	30.0%	21.7%	2.5%
Alaska (n=58)	62.1%	72.4%	43.1%	43.1%	51.7%	32.8%	3.4%
Arizona (n=116)	79.3%	81.9%	73.3%	63.8%	30.2%	35.3%	1.7%
Colorado (n=108)	41.7%	50.9%	29.6%	37.0%	21.3%	18.5%	1.9%
Connecticut (n=85)	70.6%	70.6%	31.8%	57.6%	44.7%	36.5%	3.5%
Delaware (n=15)	86.7%	86.7%	40.0%	86.7%	53.3%	33.3%	---
Florida (n=165)	86.7%	87.9%	83.0%	77.0%	55.2%	41.2%	6.1%
Hawaii (n=50)	80.0%	90.0%	58.0%	52.0%	32.0%	10.0%	---
Idaho (n=50)	74.0%	66.0%	62.0%	36.0%	14.0%	28.0%	2.0%
Kansas (n=169)	66.9%	74.0%	65.7%	40.2%	32.5%	49.1%	---
Kentucky (n=67)	65.7%	73.1%	50.7%	43.3%	37.3%	25.4%	11.9%
Louisiana (n=237)	69.2%	82.7%	64.1%	51.1%	33.8%	30.4%	+
Maryland (n=110)	84.5%	87.3%	52.7%	77.3%	46.4%	39.1%	---
Michigan (n=200)	79.5%	80.0%	74.5%	65.0%	42.5%	38.5%	1.0%

Mississippi (n=131)	69.5%	77.9%	69.5%	43.5%	29.0%	31.3%	---
Nebraska (n=201)	55.2%	66.2%	66.2%	26.4%	20.4%	39.3%	---
Nevada (n=78)	71.8%	83.3%	56.4%	55.1%	37.2%	24.4%	5.1%
New Hampshire (n=108)	52.8%	67.6%	53.7%	20.4%	14.8%	42.6%	---
New Mexico (n=63)	69.8%	77.8%	57.1%	31.7%	30.2%	31.7%	---
New York (n=357)	71.7%	75.6%	51.8%	44.3%	31.4%	31.7%	2.0%
North Dakota (n=30)	63.3%	73.3%	33.3%	26.7%	16.7%	40.0%	---
Ohio (n=242)	81.0%	80.6%	75.2%	62.4%	31.4%	47.5%	+
Oregon (n=97)	77.3%	73.2%	58.8%	56.7%	37.1%	37.1%	4.1%
Pennsylvania (n=210)	68.1%	74.8%	41.9%	39.0%	31.9%	39.5%	3.3%
Rhode Island (n=23)	82.6%	87.0%	56.5%	34.8%	34.8%	13.0%	---
South Carolina (n=82)	82.9%	90.2%	82.9%	53.7%	29.3%	32.9%	---
South Dakota (n=99)	41.4%	60.6%	27.3%	23.2%	8.1%	44.4%	1.0%
Tennessee (n=109)	77.1%	76.1%	73.4%	33.9%	22.9%	36.7%	---
Utah (n=47)	61.7%	55.3%	36.2%	53.2%	44.7%	25.5%	4.3%
Vermont (n=113)	56.6%	70.8%	63.7%	27.4%	16.8%	51.3%	---
Virginia (n=114)	71.9%	78.1%	61.4%	56.1%	56.1%	43.9%	1.8%
Washington (n=118)	72.9%	74.6%	49.2%	65.3%	58.5%	44.9%	3.4%

Washington, DC (n=25)	100.0%	100.0%	---	100.0%	100.0%	100.0%	---
West Virginia (n=120)	65.0%	71.7%	45.8%	40.0%	15.8%	40.0%	---
Wyoming (n=58)	70.7%	69.0%	62.1%	51.7%	27.6%	32.8%	1.7%
National*	68.3% (n=11,398)	73.1% (n=12,201)	54.5% (n=9,092)	47.9% (n=7,993)	32.2% (n=5,372)	36.1% (n=6,030)	1.3% (n=224)
<p>Key: -- = No data to report; + = Insufficient data to report * Weighted national analysis presented. <i>Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.</i></p>							

Figure 34: Small Business Development Services provided in the last 12 months, by State

State	Provided assistance with the development of small business plans	Provided assistance on how to start a small business	Provided market research services	Provided co-worker space	Provided access to fax and other equipment to facilitate business transactions	Provided access to 3D printers, textile studio, digital photography studios, and other technologies for making and creating content	Provided networking events to connect entrepreneurs to funders, potential collaborations and/or other people/organizations that can help a business succeed	Other
Alabama (n=36)	52.8%	55.6%	47.2%	22.2%	72.2%	5.6%	22.2%	---
Alaska (n=30)	70.0%	80.0%	40.0%	36.7%	73.3%	6.7%	13.3%	---
Arizona (n=35)	20.0%	28.6%	22.9%	28.6%	37.1%	5.7%	11.4%	---
Colorado (n=23)	47.8%	56.5%	47.8%	26.1%	65.2%	21.7%	26.1%	---
Connecticut (n=38)	68.4%	71.1%	47.4%	36.8%	68.4%	21.1%	21.1%	---
Delaware (n=8)	62.5%	62.5%	37.5%	37.5%	37.5%	12.5%	37.5%	---
Florida (n=91)	63.7%	65.9%	28.6%	23.1%	31.9%	8.8%	13.2%	---
Hawaii (n=16)	37.5%	62.5%	6.3%	12.5%	---	---	6.3%	---
Idaho (n=7)	28.6%	42.9%	28.6%	42.9%	57.1%	42.9%	---	---
Kansas (n=55)	65.5%	70.9%	43.6%	45.5%	81.8%	16.4%	16.4%	---
Kentucky (n=25)	60.0%	64.0%	28.0%	40.0%	76.0%	12.0%	16.0%	---
Louisiana (n=80)	58.8%	63.8%	48.8%	47.5%	76.3%	20.0%	21.3%	---
Maryland (n=51)	76.5%	78.4%	45.1%	56.9%	82.4%	25.5%	3.9%	---

Michigan (n=85)	67.1%	75.3%	57.6%	25.9%	65.9%	---	17.6%	---
Mississippi (n=38)	50.0%	36.8%	34.2%	13.2%	94.7%	2.6%	10.5%	---
Nebraska (n=41)	51.2%	68.3%	39.0%	41.5%	78.0%	4.9%	14.6%	---
Nevada (n=29)	41.4%	37.9%	82.8%	13.8%	82.8%	3.4%	24.1%	---
New Hampshire (n=16)	43.8%	68.8%	12.5%	37.5%	75.0%	---	---	---
New Mexico (n=19)	57.9%	78.9%	73.7%	26.3%	68.4%	5.3%	26.3%	---
New York (n=112)	55.4%	66.1%	40.2%	36.6%	63.4%	18.8%	23.2%	---
North Dakota (n=5)	40.0%	60.0%	80.0%	40.0%	100.0%	---	20.0%	---
Ohio (n=76)	43.4%	56.6%	39.5%	46.1%	73.7%	3.9%	13.2%	1.3%
Oregon (n=36)	58.3%	72.2%	38.9%	38.9%	52.8%	2.8%	19.4%	---
Pennsylvania (n=67)	50.7%	76.1%	44.8%	32.8%	56.7%	10.4%	31.3%	1.5%
Rhode Island (n=8)	25.0%	50.0%	25.0%	12.5%	62.5%	---	12.5%	---
South Carolina (n=24)	41.7%	37.5%	12.5%	50.0%	83.3%	---	8.3%	---
South Dakota (n=8)	50.0%	62.5%	50.0%	50.0%	87.5%	---	37.5%	---
Tennessee (n=25)	48.0%	60.0%	20.0%	44.0%	80.0%	16.0%	8.0%	---
Utah (n=21)	38.1%	47.6%	38.1%	28.6%	61.9%	4.8%	14.3%	---
Vermont (n=19)	31.6%	42.1%	15.8%	57.9%	52.6%	5.3%	5.3%	5.3%
Virginia (n=64)	51.6%	57.8%	46.9%	35.9%	62.5%	1.6%	6.3%	---

Washington (n=69)	63.8%	72.5%	71.0%	53.6%	75.4%	---	13.0%	---
Washington, DC (n=25)	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---
West Virginia (n=19)	42.1%	52.6%	42.1%	36.8%	84.2%	5.3%	10.5%	---
Wyoming (n=16)	62.5%	75.0%	56.3%	68.8%	100.0%	50.0%	56.3%	---
National*	49.3% (n=2,648)	59.0% (n=3,172)	37.3% (n=2,003)	39.4% (n=2,118)	66.2% (n=3,556)	7.2% (n=386)	21.7% (n=1,165)	+
<p>Key: -- = No data to report; + = Insufficient data to report * Weighted national analysis presented. <i>Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.</i></p>								

Figure 35: Community, Civic Engagement, and E-Government Programs offered to Patrons, by State

State	Assisting patrons access and use online government (E-government) programs and services	Hosting community engagement events	Hosting social connection events for young adults	Hosting social connection events for adults	Hosting maker events	Hosting hackathons or other coding/app development events	Other
Alabama (n=120)	62.5%	32.5%	29.2%	30.8%	5.0%	+	---
Alaska (n=58)	82.8%	44.8%	41.4%	22.4%	12.1%	5.2%	---
Arizona (n=116)	82.8%	44.8%	69.0%	77.6%	16.4%	5.2%	2.6%
Colorado (n=108)	55.6%	29.6%	41.7%	47.2%	25.0%	13.0%	---
Connecticut (n=85)	65.9%	44.7%	61.2%	60.0%	28.2%	10.6%	---
Delaware (n=15)	73.3%	60.0%	60.0%	33.3%	46.7%	---	---
Florida (n=165)	87.3%	60.6%	78.8%	67.3%	7.3%	3.6%	5.5%
Hawaii (n=50)	92.0%	32.0%	22.0%	42.0%	2.0%	---	---
Idaho (n=50)	60.0%	44.0%	64.0%	66.0%	36.0%	6.0%	---
Kansas (n=169)	84.0%	46.7%	58.0%	65.7%	14.2%	3.6%	2.4%
Kentucky (n=67)	79.1%	55.2%	73.1%	47.8%	23.9%	1.5%	---
Louisiana (n=237)	80.6%	30.4%	67.5%	63.3%	18.1%	2.1%	---
Maryland (n=110)	87.3%	46.4%	70.9%	70.9%	39.1%	---	+
Michigan (n=200)	80.0%	44.5%	68.0%	67.5%	30.0%	4.5%	1.0%

Mississippi (n=131)	77.1%	22.1%	43.5%	42.0%	2.3%	1.5%	+
Nebraska (n=201)	71.1%	32.8%	43.3%	56.7%	6.0%	+	+
Nevada (n=78)	91.0%	48.7%	46.2%	52.6%	11.5%	1.3%	1.3%
New Hampshire (n=108)	75.9%	47.2%	40.7%	80.6%	12.0%	3.7%	---
New Mexico (n=63)	71.4%	41.3%	55.6%	57.1%	28.6%	---	---
New York (n=357)	70.0%	43.4%	55.5%	61.1%	13.7%	4.2%	+
North Dakota (n=30)	56.7%	30.0%	30.0%	46.7%	---	---	---
Ohio (n=242)	86.8%	37.6%	71.9%	76.4%	12.8%	2.1%	+
Oregon (n=97)	84.5%	39.2%	58.8%	55.7%	11.3%	5.2%	---
Pennsylvania (n=210)	62.9%	38.6%	62.9%	65.2%	13.8%	1.4%	1.0%
Rhode Island (n=23)	69.6%	47.8%	69.6%	47.8%	17.4%	4.3%	4.3%
South Carolina (n=82)	80.5%	42.7%	73.2%	67.1%	6.1%	1.2%	1.2%
South Dakota (n=99)	60.6%	32.3%	42.4%	56.6%	3.0%	2.0%	---
Tennessee (n=109)	79.8%	20.2%	45.0%	50.5%	7.3%	3.7%	1.8%
Utah (n=47)	42.6%	57.4%	40.4%	27.7%	6.4%	2.1%	2.1%
Vermont (n=113)	80.5%	51.3%	50.4%	85.0%	22.1%	6.2%	1.8%
Virginia (n=114)	78.1%	45.6%	66.7%	51.8%	24.6%	+	1.8%
Washington (n=118)	74.6%	23.7%	71.2%	57.6%	10.2%	1.7%	---

Washington, DC (n=25)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---
West Virginia (n=120)	77.5%	26.7%	36.7%	52.5%	+	+	---
Wyoming (n=58)	60.3%	43.1%	48.3%	58.6%	19.0%	---	---
National*	75.6% (n=12,612)	40.2% (n=6,703)	59.8% (n=9,985)	61.1% (n=10,189)	15.1% (n=2,519)	4.1% (n=683)	1.7% (n=287)
<p>Key: -- = No data to report; + = Insufficient data to report * Weighted national analysis presented. <i>Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.</i></p>							

Figure 36: E-government Services Provided to Patrons in the last 12 months, by State

State	E-Government Services				
	Creating open data repositories for local government data	Accessing and using government programs and services	Completing online government forms	Accessing government information resources	Other
Alabama (n=75)	2.7%	86.7%	88.0%	70.7%	---
Alaska (n=48)	6.3%	93.8%	95.8%	91.7%	---
Arizona (n=96)	29.2%	74.0%	80.2%	69.8%	---
Colorado (n=60)	3.3%	70.0%	78.3%	86.7%	---
Connecticut (n=56)	7.1%	75.0%	89.3%	91.1%	---
Delaware (n=11)	---	90.9%	90.9%	90.9%	---
Florida (n=144)	6.9%	97.9%	95.1%	93.1%	---
Hawaii (n=46)	23.9%	82.6%	87.0%	91.3%	2.2%
Idaho (n=30)	3.3%	73.3%	86.7%	70.0%	---
Kansas (n=142)	11.3%	87.3%	92.3%	73.9%	---
Kentucky (n=53)	---	98.1%	96.2%	92.5%	---
Louisiana (n=191)	12.6%	91.1%	95.3%	90.1%	---
Maryland (n=96)	8.3%	76.0%	81.3%	85.4%	---
Michigan (n=160)	20.0%	88.1%	81.9%	87.5%	---

Mississippi (n=101)	5.0%	86.1%	92.1%	77.2%	---
Nebraska (n=143)	7.7%	83.2%	86.0%	72.7%	---
Nevada (n=71)	2.8%	80.3%	80.3%	67.6%	---
New Hampshire (n=82)	12.2%	69.5%	79.3%	79.3%	---
New Mexico (n=45)	8.9%	86.7%	93.3%	80.0%	2.2%
New York (n=250)	12.4%	79.2%	84.8%	69.2%	+
North Dakota (n=17)	---	88.2%	100.0%	88.2%	---
Ohio (n=210)	13.3%	92.4%	88.1%	90.0%	---
Oregon (n=82)	2.4%	82.9%	86.6%	82.9%	---
Pennsylvania (n=132)	9.1%	78.0%	86.4%	84.1%	---
Rhode Island (n=16)	---	87.5%	81.3%	75.0%	---
South Carolina (n=66)	1.5%	81.8%	89.4%	83.3%	---
South Dakota (n=60)	3.3%	61.7%	76.7%	71.7%	---
Tennessee (n=87)	12.6%	75.9%	81.6%	59.8%	1.1%
Utah (n=20)	5.0%	90.0%	85.0%	90.0%	---
Vermont (n=91)	5.5%	64.8%	86.8%	70.3%	1.1%
Virginia (n=89)	5.6%	91.0%	88.8%	83.1%	---
Washington (n=88)	1.1%	90.9%	81.8%	78.4%	---

Washington, DC (n=25)	---	100.0%	100.0%	100.0%	---
West Virginia (n=93)	5.4%	81.7%	84.9%	71.0%	---
Wyoming (n=35)	11.4%	74.3%	77.1%	91.4%	---
National*	8.8% (n=1,113)	84.5% (n=10,656)	84.6% (n=10,669)	79.7% (n=10,046)	+
Key: -- = No data to report; + = Insufficient data to report * Weighted national analysis presented.					

Figure 37: Health and Wellness Programs offered to Patrons, by State

State	Locating and evaluating free health information online	Using subscription health and wellness database(s)	Identifying health insurance resources	Understanding specific health or wellness topics	Bringing in healthcare providers to offer limited healthcare screening services at the library	Offering fitness classes	Other
Alabama (n=120)	45.8%	40.0%	39.2%	35.8%	17.5%	15.0%	---
Alaska (n=58)	34.5%	34.5%	39.7%	29.3%	19.0%	13.8%	1.7%
Arizona (n=116)	76.7%	78.4%	71.6%	56.9%	22.4%	13.8%	---
Colorado (n=108)	38.0%	38.9%	41.7%	28.7%	15.7%	16.7%	---
Connecticut (n=85)	60.0%	54.1%	55.3%	48.2%	24.7%	34.1%	---
Delaware (n=15)	60.0%	60.0%	53.3%	60.0%	6.7%	66.7%	---
Florida (n=165)	72.1%	69.7%	74.5%	70.3%	22.4%	38.2%	1.2%
Hawaii (n=50)	74.0%	84.0%	56.0%	56.0%	6.0%	6.0%	---
Idaho (n=50)	56.0%	52.0%	62.0%	32.0%	8.0%	6.0%	---
Kansas (n=169)	63.9%	54.4%	61.5%	52.7%	20.1%	15.4%	+
Kentucky (n=67)	49.3%	46.3%	59.7%	40.3%	17.9%	41.8%	---
Louisiana (n=237)	58.2%	65.8%	67.9%	45.6%	25.7%	21.9%	---
Maryland (n=110)	82.7%	85.5%	80.9%	64.5%	14.5%	9.1%	---
Michigan (n=200)	64.5%	63.5%	68.5%	61.0%	14.5%	26.0%	---
Mississippi (n=131)	49.6%	56.5%	55.7%	42.0%	9.2%	7.6%	---

Nebraska (n=201)	57.2%	23.4%	48.3%	40.3%	10.0%	11.4%	---
Nevada (n=78)	69.2%	73.1%	70.5%	41.0%	12.8%	19.2%	2.6%
New Hampshire (n=108)	59.3%	53.7%	64.8%	42.6%	8.3%	23.1%	+
New Mexico (n=63)	61.9%	52.4%	54.0%	55.6%	17.5%	20.6%	---
New York (n=357)	63.0%	52.9%	57.4%	50.7%	23.8%	32.8%	+
North Dakota (n=30)	33.3%	40.0%	36.7%	33.3%	13.3%	10.0%	
Ohio (n=242)	73.6%	73.1%	69.0%	59.1%	17.4%	24.0%	2.1%
Oregon (n=97)	56.7%	64.9%	56.7%	44.3%	20.6%	9.3%	1.0%
Pennsylvania (n=210)	48.6%	49.5%	53.8%	39.0%	29.5%	34.3%	+
Rhode Island (n=23)	43.5%	69.6%	69.6%	39.1%	39.1%	65.2%	---
South Carolina (n=82)	65.9%	74.4%	63.4%	47.6%	17.1%	25.6%	---
South Dakota (n=99)	46.5%	41.4%	35.4%	36.4%	6.1%	6.1%	---
Tennessee (n=109)	75.2%	50.5%	67.9%	48.6%	14.7%	8.3%	+
Utah (n=47)	44.7%	46.8%	38.3%	23.4%	12.8%	23.4%	---
Vermont (n=113)	60.2%	49.6%	66.4%	45.1%	6.2%	23.0%	---
Virginia (n=114)	59.6%	58.8%	50.0%	42.1%	19.3%	21.9%	---
Washington (n=118)	48.3%	47.5%	73.7%	44.1%	28.0%	9.3%	---
Washington, DC (n=25)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---

West Virginia (n=120)	60.8%	72.5%	70.0%	46.7%	15.0%	8.3%	---
Wyoming (n=58)	63.8%	69.0%	60.3%	39.7%	13.8%	20.7%	---
National* (n=9,631)	57.7%	56.2%	59.4%	48.1%	18.1%	22.7%	+

Key: -- = No data to report; + = Insufficient data to report

* Weighted national analysis presented.

Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.

Figure 38: Healthcare Screening Services provided to Patrons in the last 12 months, by State

State	Providing immunization clinics	Providing health screening services	Providing assistance with mental health issues	Providing diet and nutrition counseling services	Providing referrals to appropriate health and/or social service agencies	Other
Alabama (n=21)	---	28.6%	---	9.5%	33.3%	---
Alaska (n=11)	27.3%	9.1%	18.2%	27.3%	18.2%	---
Arizona (n=26)	11.5%	26.9%	42.3%	50.0%	42.3%	---
Colorado (n=17)	11.8%	64.7%	11.8%	35.3%	23.5%	---
Connecticut (n=21)	23.8%	33.3%	4.8%	14.3%	14.3%	---
Delaware (n=1)	---	---	---	---	---	---
Florida (n=37)	13.5%	75.7%	37.8%	37.8%	40.5%	2.7%
Hawaii (n=3)	---	66.7%	---	---	33.3%	33.3%
Idaho (n=4)	---	50.0%	---	50.0%	25.0%	---
Kansas (n=34)	35.3%	41.2%	17.6%	17.6%	20.6%	5.9%
Kentucky (n=12)	16.7%	50.0%	8.3%	8.3%	41.7%	---
Louisiana (n=61)	---	62.3%	23.0%	47.5%	49.2%	---
Maryland (n=16)	---	37.5%	6.3%	18.8%	43.8%	---
Michigan (n=29)	27.6%	44.8%	3.4%	24.1%	41.4%	---
Mississippi (n=12)	---	41.7%	---	25.0%	16.7%	---

Nebraska (n=20)	5.0%	70.0%	---	30.0%	25.0%	5.0%
Nevada (n=10)	10.0%	50.0%	30.0%	30.0%	40.0%	10.0%
New Hampshire (n=9)	33.3%	66.7%	11.1%	11.1%	22.2%	---
New Mexico (n=11)	18.2%	54.5%	27.3%	27.3%	54.5%	---
New York (n=85)	28.2%	50.6%	28.2%	31.8%	32.9%	1.2%
North Dakota (n=4)	---	25.0%	50.0%	25.0%	---	---
Ohio (n=42)	16.7%	54.8%	7.1%	11.9%	38.1%	7.1%
Oregon (n=20)	---	25.0%	5.0%	---	35.0%	5.0%
Pennsylvania (n=62)	12.9%	45.2%	4.8%	9.7%	27.4%	---
Rhode Island (n=9)	22.2%	11.1%	11.1%	---	11.1%	---
South Carolina (n=14)	7.1%	7.1%	14.3%	7.1%	21.4%	---
South Dakota (n=6)	---	50.0%	16.7%	16.7%	66.7%	---
Tennessee (n=16)	12.5%	56.3%	6.3%	25.0%	31.3%	6.3%
Utah (n=6)	---	---	---	---	---	---
Vermont (n=7)	14.3%	14.3%	---	14.3%	42.9%	---
Virginia (n=22)	9.1%	40.9%	36.4%	27.3%	13.6%	13.6%
Washington (n=33)	9.1%	6.1%	6.1%	3.0%	75.8%	---
Washington, DC (n=25)	---	80.0%	---	---	80.0%	---

West Virginia (n=18)	16.7%	38.9%	---	61.1%	33.3%	---
Wyoming (n=8)	---	25.0%	---	---	37.5%	---
National* (n=438)	14.5%	38.1%	17.4%	24.4%	34.6%	2.0%
	(n=438)	(n=1151)	(n=526)	(n=736)	(n=1046)	(n=60)

Key: -- = No data to report; + = Insufficient data to report

* Weighted national analysis presented.

Will not total 100%, as categories are not mutually exclusive. Table only displays percentages for affirmative responses.

Appendix A. Advisory Committee

Stacey Aldrich

Deputy Secretary for Libraries
Office of Commonwealth Libraries
Pennsylvania Department of Education

Andrea Berstler

Past-President, Association for Rural & Small
Libraries
Director, Wicomico Public Library

Diane Carty

Director
Massachusetts Board of Library Commissioners

Mike Crandall

Senior Lecturer
University of Washington iSchool

Denise Davis

Deputy Library Director
Sacramento Public Library

Chrystie Hill

Director, WebJunction Community Services

Michael Golrick

State Library of Louisiana

Susan Mark

Wyoming State Library

Jeremy Paley

Senior Program Officer
Global Libraries
Bill & Melinda Gates Foundation

Charlie Parker

Executive Director, Tampa Bay Library
Consortium

Scott Reinhart

Assistant Director for Operations
Carroll County Public Library

John Windhausen

President, Telepoly

Liaison

Carlos A. Manjarrez

Director of Planning, Research and Evaluation
Institute of Museum and Library Services

Appendix B. Copy of 2014 Digital Inclusion Survey

The 2014 Digital Inclusion Survey was entirely Web-based. The following pages include the “print” version of the survey that the study team made available to respondents via the survey Website for their information and use as a worksheet. The “printed” version includes all questions, but the Web-based survey had automatic branching features that guided the respondents through the survey dependent upon answers selected to questions (e.g., often a “yes” response to one question or part of a question would lead to an ensuing questions, whereas a “no” or “don’t know” response might lead to skipped questions; glossary items were embedded at the question level, not in a central glossary). In short, it is difficult to recreate a Web-based survey in a print format. However, the questions and responses are provided here for review purposes.

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ALA American Library Association

September 17, 2014

Dear Library Director:

Actionable data is something every manager seeks to improve services and educate decision makers. I am proud the American Library Association supports timely, relevant research that documents the impact of libraries in the Digital Age, as well as the development of resources that leverage such research.

I am reaching out to you today about one such critical study – the Digital Inclusion Survey. Funded by the Institute of Museum and Library Services – and conducted by the American Library Association (ALA), the Information Policy & Access Center (iPAC) at the University of Maryland, and the International City/County Management Association (ICMA) – this national survey of public libraries explores four key areas of digital inclusion:

- Public access technology infrastructure resources and capacity (e.g., public access workstations; broadband connectivity).
- Digital content, services, and accessibility.
- Digital literacy (technology instruction).
- Domain-specific services and programs (civic engagement, education, health and wellness, and workforce/employment).


Media outlets ranging from *Wall Street Journal* to *Fast Company* to *Government Technology* have used survey findings from 2013. ALA also is already using this new data in its advocacy efforts to secure additional funding for the E-rate program, enabling public libraries to benefit from funding opportunities related to workforce development and adult education, and sharing it at the ICMA annual conference. Thank you to everyone who participated last year and helped to make this possible. The survey had a 70% response rate last year, include responses from libraries of all sizes and in all 50 states. ***Your participation in the research is what makes the data powerful and actionable.***

The ALA and iPAC also are developing resources to enable easy use by public library leaders at the local, state and national levels—including new interactive mapping tools, issues briefs, state reports, infographics and more. Links to these tools can be found at <http://www.ala.org/research/digitalinclusion> and <http://digitalinclusion.umd.edu>.

Thank you in advance for joining this important work. We believe it directly benefits our nation's public libraries in a range of important ways, and we look forward to sharing the results of the survey and data tools beginning in 2015.

PLEASE COMPLETE THE SURVEY(S) by November 21, 2014.

Kind Regards,



Keith Michael Fiels



2014 Digital Inclusion Survey of Public Libraries

With funding support from the Institute of Museum and Library Services (IMLS), the American Library Association (ALA), the Information Policy & Access Center (iPAC) at the University of Maryland, and the International City/County Management Association (ICMA) are surveying a national sample of public libraries regarding their role as builders of digitally inclusive communities. You may access the survey at <http://digitalinclusion.umd.edu>.

The survey Website provides specific instructions for completing the Web survey. The survey contains questions about public access technology infrastructure, technology instruction, and programming that public libraries make available to their communities at specific library locations (if applicable, as we realize that not all public libraries have more than one building open to the public). By location, we mean a building that is open to the public and provides services to the community (e.g., lends books, offers public access to the Internet and computers, other). The research team randomly selected libraries to form a survey sample, and the data from these sampled libraries will form the basis of our national and state reports. However, if you complete the survey for additional locations then we will use those data for our interactive digital inclusion map (<http://digitalinclusion.umd.edu/content/interactive-map>).

IMPORTANT: We have also incorporated a speed test to measure the connectivity experience at the user device level. PLEASE COMPLETE THE SURVEY AND THE SPEED TEST. Also, please note that we do not contact locations directly to solicit survey participation.

Complete the survey, and enter to win one of three Amazon Kindle Fire HD Tablets

To participate in the survey, please go to <http://digitalinclusion.umd.edu> and follow the “Take the Survey” button. You will need to enter your library’s survey ID number (located on the back of the postcard form sent to your library). If you cannot remember and/or locate your library’s survey ID number, the survey Website provides a link to locate your library ID by state.

The survey is not timed. You may complete part of it, save your answers, and return to it at a later time. You may also answer part of the survey and have other members of your library staff answer other parts, if appropriate. Please be sure to complete the survey by **NOVEMBER 21, 2014**. Once completed, you will be able to print or save the answers you provided and keep a copy for your own records.

Some questions will appear differently online than on this “print” version of the survey. Also, where you see “please go to question...” phrasing, note that such branching is automatic on the Web survey.

If you have any questions or issues regarding the survey, **please call (301) 405-9445 or e-mail ipac@umd.edu**.



Funded by:



Section A: Public Access Technology and Infrastructure

1. Is THIS LIBRARY LOCATION currently **open to the public?** (MARK ONE ● ONLY)

<input type="radio"/>	Yes the location is open to the public at this time (please go to question 2)
<input type="radio"/>	No, the location is closed to the public at this time (e.g., temporarily closed for renovation or permanently closed and will not reopen) (survey concluded, thank you)

2. In **what year** did THIS LIBRARY LOCATION **open?** (please specify):

	Year: _____ (e.g., 1975)
<input type="radio"/>	Don't Know

3. Was THIS LIBRARY LOCATION **renovated within the last five (5) years** (e.g., added/enhanced a digital media production lab, added/enhanced maker spaces, upgraded electric supply)? (MARK ONE ● ONLY)

<input type="radio"/>	Yes (please go to question 4)
<input type="radio"/>	No (please go to question 5)
<input type="radio"/>	Don't Know (please go to question 5)

4. Please identify the renovations that occurred at THIS LIBRARY LOCATION within the last five (5) years: (MARK ALL ● THAT APPLY)

Building Renovations	Yes	No	Don't Know
Enhanced/added general use space (e.g., reading spaces, sitting spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced/added meeting rooms/meeting spaces for public use (e.g., for community members to reserve and use)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced/added auditorium or large space (e.g., for the library to host events or community members to reserve and use)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced/added maker space (e.g., for the library or community members to host maker events)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced/added digital media production lab (e.g., for the creation and editing of digital content)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced/added work/office spaces for business users (e.g., co-working spaces, mobile office spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upgraded physical plant (e.g., electric supply, additional electrical outlets, network capacity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please assess the *adequacy* of THIS LIBRARY LOCATION's **building** in terms of the below criteria: (MARK ALL ● THAT APPLY)

Building Infrastructure	Poor	Fair	Good	Excellent	Don't Know
Availability of general use space (e.g., reading spaces, sitting spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of meeting rooms/meeting spaces for public use (e.g., for community members to reserve and use)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of maker spaces (e.g., for design, prototype, and creation of various works)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of digital media creation spaces (e.g., for the creation and editing of digital content)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of work/office spaces for business users (e.g., as co-working spaces, mobile office spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy of physical plant (e.g., electric supply, additional electrical outlets, network capacity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please indicate the **total number and age (4 years old or less; greater than 4 years old) of PUBLIC access computers/laptops** available at THIS LIBRARY LOCATION for patron use. **If you cannot estimate the ages of the computers, please provide the total number of computers.**
Note: Include library-provided laptops and multi-purpose computers that allow access to the Internet. Exclude staff access computers/laptops and those that only access the library's Public Access Catalogs.

Number of Public Access Computers/Laptops <i>(please estimate age as of September 1, 2014)</i>	
_____	Public access computers/laptops 4 years old or less (<i>September 1, 2010 or newer</i>)
_____	Public access computers/laptops more than 4 years old (<i>from before September 1, 2010</i>)
_____	TOTAL public access computers/laptops at this location

7. **During a typical day**, do patrons experience wait times to use THIS LIBRARY LOCATION's **public access computers or laptops**? (MARK ONE ● ONLY)

<input type="radio"/>	Yes
<input type="radio"/>	No
<input type="radio"/>	Don't Know

8. Does THIS LIBRARY LOCATION make available the following **technologies for use by patrons?** (MARK ONE ● FOR EACH TECHNOLOGY)

Technologies for Patron Use	Yes	No	Don't Know
Color printer(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large-format printer(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3D printer(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scanner(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet computer(s) (e.g., iPads, Chromebooks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-reader(s) (e.g., Kindle, Nook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early learning technology(ies) (e.g., AWE or tablet computers dedicated to pre-K)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital media production lab (e.g., lab with hardware/software for creating videos, scanning content, editing digital photos, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational gaming console(s) (e.g., Xbox, PlayStation, DS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart technology object(s) (e.g., LittleBits, Arduino)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital display(s) (e.g., Christie MicroTiles, digital signage, touch screen displays)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development technology/ies (e.g., sandbox machines, maker/creator spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Does THIS LIBRARY LOCATION make available the following **technology services or resources for use by patrons?** (MARK ● ALL THAT APPLY). *Note: Please mark "yes" for services or resources provided through a state library agency, regional consortia, or other arrangements.*

Technology Services/Resources for Patron Use	Yes	No	Don't Know
E-books (e.g., via 3M Cloud Library, Overdrive, or other platform)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital media content (e.g., Zinio, freegal, hoopla)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online homework assistance (e.g., tutor.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online job/employment resources (e.g., Brainfuse, JobNow)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online language learning (e.g., Mango Languages, powerSpeak)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online health resources (e.g., EBSCO Consumer Health Complete, Gale Health & Wellness Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video conferencing service(s) (e.g., WebEx, GoToMeeting, Connect)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print on Demand (POD) (e.g., Espresso Book Machine, Xerox DocuTech)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile device-enabled website (e.g., designed for use by smartphones, tablets)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile apps (e.g., iPhone, iPad, Android) to access library services and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scanned codes (e.g., QR codes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Is **wireless (WiFi) Internet access available** (e.g., for use with patron laptops, tablets, or other wireless devices) at THIS LIBRARY LOCATION? (MARK ONE ● ONLY)

<input type="radio"/>	Yes
<input type="radio"/>	No
<input type="radio"/>	Don't Know

11. What is **the subscribed DOWNLOAD speed** (e.g., from the library's Internet service provider) of THIS LIBRARY LOCATION's **public access Internet connection?** (ENTER SPEED)

Enter subscribed speed: _____	<input type="radio"/> Kilobits per second (kbps) <input type="radio"/> Megabits per second (mbps) <input type="radio"/> Gigabits per second (gbps)
Information not provided by carrier	<input type="radio"/>
Don't know	<input type="radio"/>

12. What is **the subscribed UPLOAD speed** (e.g., from the library's Internet service provider) of THIS LIBRARY LOCATION's subscribed **public access Internet connection?** (ENTER SPEED)

Enter subscribed speed: _____	<input type="radio"/> Kilobits per second (kbps) <input type="radio"/> Megabits per second (mbps) <input type="radio"/> Gigabits per second (gbps)
Information not provided by carrier	<input type="radio"/>
Don't know	<input type="radio"/>

13. Is THIS LIBRARY LOCATION'S **public access Internet connection fiber optic?** (MARK ONE ● ONLY)

<input type="radio"/>	Yes
<input type="radio"/>	No
<input type="radio"/>	Don't know

14. How often does THIS LIBRARY LOCATION's **public Internet service connection speed meet patron needs?** (MARK ONE ● ONLY)

<input type="radio"/>	Rarely (e.g., Web pages consistently take a long time to load, patrons frequently complain about the slowness of the connection)
<input type="radio"/>	Some of the time (e.g., Web pages take a long time to load at different times in the day, patrons complain about the slowness of the connection at certain times of day)
<input type="radio"/>	Most of the time (e.g., patrons can access the content that they want when they want it)
<input type="radio"/>	Don't know

15. Please indicate which below factors affect THIS LIBRARY LOCATION's **ability to increase its broadband connectivity**: (MARK ALL ● THAT APPLY)

Factors Affecting Broadband	Yes	No	Don't Know
This is the maximum speed available to the library location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library cannot afford the cost of increasing the location's bandwidth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City/county/other entities make decisions regarding the location's bandwidth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library does not have the technical knowledge to increase the bandwidth in the location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. **Within the past 24 months**, was the **public access technology-related infrastructure** (e.g., added computers, increased broadband, new internal wiring or wireless access points) **upgraded** at THIS LIBRARY LOCATION? (MARK ONE ● ONLY)

<input type="radio"/>	Yes (please go to question 17)
<input type="radio"/>	No (please go to question 19)
<input type="radio"/>	Don't know (please go to question 19)

17. **Within the past 24 months**, in what ways was THIS LIBRARY LOCATION's **public access technology infrastructure** upgraded? (MARK ● ALL THAT APPLY)

Public Access Technology Upgrades	Yes	No	Don't Know
The library increased its bandwidth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library upgraded its internal network (e.g., cabling, routers and/or wireless access points)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library upgraded firewalls or other security measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library added public access computers (desktops)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library added public access laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library added public access tablets (e.g., iPADS, Galaxy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library replaced public access computers (desktops)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library replaced public access laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library replaced public access tablets (e.g., iPADS, Galaxy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library added public access computer lab space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library set up a mobile computer lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library added videoconferencing capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. What were the **impacts of the public access technology infrastructure upgrades** to THIS LIBRARY LOCATION? (MARK ● ALL THAT APPLY)

Upgrade Impacts	Yes	No	Don't Know	Too Soon to Tell
The library was able to decrease wait times for public access computers/laptops/tablets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library was able to increase the speed/quality of the public access internet connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library was able to add new broadband-enabled services because of bandwidth upgrade (e.g., videoconferencing or streaming media)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library was able to train more patrons in digital literacy skills (e.g., computer use, digital content creation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library was able to train more patrons in other topics (e.g., job training, seeking health information)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library added videoconferencing capacity to connect patrons remotely (e.g., for training, online classes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library was able to create new community partnership opportunities (e.g., for health, job creation/training, immigration programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library was able to offer more community engagement/networking events (e.g., maker spaces, forums)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Does THIS LIBRARY LOCATION have access to **information technology support staff** (e.g., full-time, assigned, contracted)? (MARK ONE ● ONLY)

<input type="radio"/>	Yes
<input type="radio"/>	No
<input type="radio"/>	Don't Know

Section B: Digital Literacy and Training related to Public Access Technologies

20. Did THIS LIBRARY LOCATION offer formal or informal **technology training on the following topics to its patrons in the last 12 months?** (MARK ONE ● FOR EACH TOPIC) *Note: Include technology training that library partners provide/offer as well as those offered by library staff*

Training/Instructional Topics	Yes	No	Don't Know
General computer skills (e.g., how to use a mouse and keyboard)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General computer software use (e.g., word processing, presentation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Internet use (e.g., set up e-mail, Web browsing, Web searching)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using online databases (e.g., EBSCO Biography Collection, InfoTrac Newsstand, Heritage Quest, Tutor.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe online practices (e.g., privacy, Internet safety)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (e.g., blogging, Twitter, Facebook, YouTube)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General familiarity with new technologies (e.g., digital petting zoo, using e-readers, tablet devices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistive Technology use (e.g., JAWS, Fire Vox, Click-n-Type)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using video conferencing technologies (e.g., Adobe Connect, GoToMeeting, Skype, Google Hangout)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web site development (e.g., HTML, Drupal, WordPress)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital content creation (e.g., Adobe Premiere Pro, GarageBand, mobile app development, digital photography tools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. [Branch out question; only applicable response options will show in the online version for the training topics marked “yes” in question 20] For each of the following training topics, what **type(s) of training did THIS LIBRARY LOCATION offer to its patrons in the last 12 months?** (MARK ALL ● THAT APPLY FOR EACH TOPIC) *Note: Include technology training that library partners provide/offer as well as those offered by library staff*

Training/Instructional Topics	Formal classes	Individual help by appointment	Informal point of use	Online training materials
General computer skills (e.g., how to use a mouse and keyboard)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General computer software use (e.g., word processing, presentation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Internet use (e.g., set up e-mail, Web browsing, Web searching)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using online databases (e.g., EBSCO Biography Collection, InfoTrac Newsstand, Heritage Quest, Tutor.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe online practices (e.g., privacy, Internet safety)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (e.g., blogging, Twitter, Facebook, YouTube)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General familiarity with new technologies (e.g., digital petting zoo, using e-readers, tablet devices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistive Technology use (e.g., JAWS, Fire Vox, Click-n-Type)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using video conferencing technologies (e.g., Adobe Connect, GoToMeeting, Skype, Google Hangout)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web site development (e.g., HTML, Drupal, WordPress)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital content creation (e.g., Adobe Premiere Pro, GarageBand, mobile app development, digital photography tools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. [Branch out question; only applicable response options will show in the online version for the training topics marked “Formal classes” or “Individual help by Appointment” in question 21] Who conducted the **formal or individual by appointment training class(es)** offered in the last 12 months? (MARK ALL ● THAT APPLY FOR EACH OPTION)

Training/Instructional Topics	Library Staff	Volunteer(s)	Partner Organization
General computer skills (e.g., how to use a mouse and keyboard)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General computer software use (e.g., word processing, presentation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Internet use (e.g., set up e-mail, Web browsing, Web searching)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using online databases (e.g., EBSCO Biography Collection, InfoTrac Newsstand, Heritage Quest, Tutor.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe online practices (e.g., privacy, Internet safety)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (e.g., blogging, Twitter, Facebook, YouTube)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General familiarity with new technologies (e.g., digital petting zoo, using e-readers, tablet devices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistive Technology use (e.g., JAWS, Fire Vox, Click-n-Type)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using video conferencing technologies (e.g., Adobe Connect, GoToMeeting, Skype, Google Hangout)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web site development (e.g., HTML, Drupal, WordPress)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital content creation (e.g., Adobe Premiere Pro, GarageBand, mobile app development, digital photography tools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section C: Library Services/Programs and Glossary

23. **In the past 12 months**, did THIS LIBRARY LOCATION offer any of the following **Education and Learning-related services or programs to its patrons either formally or informally?** (MARK ONE ● FOR EACH ONLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Education and Learning	Yes	No	Don't Know
Accessing and using formal online education content (e.g., distance education courses, online Advanced Placement courses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic literacy skills (e.g., basic math, basic reading, basic writing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided GED preparation courses and services (e.g., literacy and math development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer reading programming for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer reading programming for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After school programs (e.g., Let's Move!, learning labs, homework help)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ESL/ESOL/ELL (e.g., conversational groups, literacy tutoring, citizenship)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Science, Technology, Engineering, Arts, Math (STEAM) events (e.g., robotics, LittleBits, Arduino, Maker Spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. [Branch out question; only applicable response options will show in the online version for the Education and Learning topics marked "yes" in question 23] For each of the following Education and Learning services and/or **program(s) identified in Question 23**, what **type(s) of program or service did THIS LIBRARY LOCATION offer to its patrons in the last 12 months?** (MARK ALL ● THAT APPLY FOR EACH TOPIC). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Education and Learning	Formal program/session	Individual help by appointment	Informal point of use
Accessing and using formal online education content (e.g., distance education courses, online Advanced Placement courses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic literacy skills (e.g., basic math, basic reading, basic writing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided GED preparation courses and services (e.g., literacy and math development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer reading programming for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer reading programming for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After school programs (e.g., Let's Move!, learning labs, homework help)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ESL/ESOL/ELL (e.g., conversational groups, literacy tutoring, citizenship)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Science, Technology, Engineering, Arts, Math (STEAM) events (e.g., robotics, LittleBits, Arduino, Maker Spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. [Branch out question; only applicable response options will show in the online version for the Education and Learning topics marked “Formal” of “Individual by appointment” in question 24] Who conducted the **Education and Learning programs and/or services** that THIS LIBRARY LOCATION offered in the last 12 months? (MARK ALL ● THAT APPLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Education and Learning	Library Staff	Volunteer(s)	Partner Organization
Accessing and using formal online education content (e.g., distance education courses, online Advanced Placement courses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic literacy skills (e.g., basic math, basic reading, basic writing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided GED preparation courses and services (e.g., literacy and math development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer reading programming for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer reading programming for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After school programs (e.g., Let’s Move!, learning labs, homework help)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ESL/ESOL/ELL (e.g., conversational groups, literacy tutoring, citizenship)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Science, Technology, Engineering, Arts, Math (STEAM) events (e.g., robotics, LittleBits, Arduino, Maker Spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. [For libraries that said “yes” to Accessing and using formal online education content in question 23] Please identify the **Formal Online Education content** that THIS LIBRARY LOCATION provided to patrons within the last 12 months: (MARK ALL ● THAT APPLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Formal Online Education	Yes	No	Don’t Know
Provided assistance in accessing online degree courses (e.g., virtual high school, university, college, community college, technical school, online certification program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided assistance in accessing online certification courses (e.g., Network+ certification, project management, health care)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offered assistance in accessing online materials for Advanced Placement (AP) course exams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided assistance in accessing MOOCs (Massive Open Online Courses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided exam proctoring/testing services (e.g., online course, GED)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. **In the past 12 months**, did THIS LIBRARY LOCATION offer any of the following **Economy and Workforce Development-related services and/or programs to its patrons either formally or informally?** (MARK ONE ● FOR EACH ONLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Economy and Workforce Development	Yes	No	Don't Know
Accessing and using employment databases and other job opportunity resources (e.g., Federal and state job banks, Monster.com, Indeed.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for jobs (e.g., interviewing skills, resume development, completing online job applications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for unemployment benefits online (e.g., eligibility, maintaining benefits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing and using online business information resources (e.g., SBA.gov, Business Source Complete, ReferenceUSA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting small business development (e.g. assistance on business plan development, assistance on how to start a small business, market research services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing work space(s) for mobile workers (e.g., co-working spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. [Branch out question; only applicable response options will show in the online version for the Economy and Workforce topics marked “yes” in question 27] For each of the following **Economy and Workforce Development-related services and/or program(s) identified in Question 27**, what **type(s) of program or service did THIS LIBRARY LOCATION offer to its patrons in the last 12 months?** (MARK ALL ● THAT APPLY FOR EACH TOPIC). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Economy and Workforce Development	Formal program/session	Individual help by appointment	Informal point of use
Accessing and using employment databases and other job opportunity resources (e.g., Federal and state job banks, Monster.com, Indeed.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for jobs (e.g., interviewing skills, resume development, completing online job applications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for unemployment benefits online (e.g., eligibility, maintaining benefits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing and using online business information resources (e.g., SBA.gov, Business Source Complete, ReferenceUSA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting small business development (e.g. assistance on business plan development, assistance on how to start a small business, market research services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing work space(s) for mobile workers (e.g., co-working spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. [Branch out question; only applicable response options will show in the online version for the training topics marked “Formal” of “Individual by appointment” in question 28] Who conducted the **Economy and Workforce Development-related services and/or program(s)** that THIS LIBRARY LOCATION offered in the last 12 months? (MARK ALL ● THAT APPLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Economy and Workforce Development	Library Staff	Volunteer(s)	Partner Organization
Accessing and using employment databases and other job opportunity resources (e.g., Federal and state job banks, Monster.com, Indeed.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for jobs (e.g., interviewing skills, resume development, completing online job applications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for unemployment benefits online (e.g., eligibility, maintaining benefits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing and using online business information resources (e.g., SBA.gov, Business Source Complete, ReferenceUSA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting small business development (e.g. assistance on business plan development, assistance on how to start a small business, market research services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing work space(s) for mobile workers (e.g., co-working spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. [For libraries that said “yes” to supporting small business development in question 27] Please identify the **Small Business Development Services** that THIS LIBRARY LOCATION provided to patrons within the last 12 months: (MARK ALL ● THAT APPLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Small Business Development Services	Yes	No	Don't Know
Provided assistance with the development of small business plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided assistance on how to start a small business (e.g., developing business plans, business laws, financing a business)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided market research services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided co-worker space (e.g., shared space for conducting business affairs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided access to fax and other equipment to facilitate business transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided access to 3-D printers, textile studio, digital photography studios, and other technologies for making and creating content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided networking events to connect entrepreneurs to funders, potential collaborators and/or other people/organizations that can help a business succeed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. **In the past 12 months**, did THIS LIBRARY LOCATION offer any of the following **Community, Civic Engagement, and E-government-related services and/or programs to its patrons either formally or informally?** (MARK ONE ● FOR EACH ONLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Community and Civic Engagement	Yes	No	Don't Know
Assisting patrons access and use online government (e-government) programs and services (e.g., completing online forms, Medicare, Immigration, Social Security, Taxes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting community engagement events (e.g., candidate forums, community conversations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting social connection events for young adults (e.g., manga/anime, gaming, book discussion groups, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting social connection events for adults (e.g., book discussion groups, gaming, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting maker events (e.g., Arduino, Design Thinking, 3-D printing, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting hackathons or other coding/app development events (e.g., using open data, app program development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32. [Branch out question; only applicable response options will show in the online version for the Community/Civic Engagement topics marked “yes” in question 31] For each of the following **Community, Civic Engagement, and E-government-related services and/or programs identified in Question 31**, what **type(s) of program or service did THIS LIBRARY LOCATION offer to its patrons in the last 12 months?** (MARK ALL ● THAT APPLY FOR EACH TOPIC). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Community and Civic Engagement	Formal program/session	Individual help by appointment	Informal point of use
Assisting patrons access and use online government (e-government) programs and services (e.g., completing online forms, Medicare, Immigration, Social Security, Taxes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting community engagement events (e.g., candidate forums, community conversations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting social connection events for young adults (e.g., manga/anime, gaming, book discussion groups, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting social connection events for adults (e.g., book discussion groups, gaming, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting maker events (e.g., Aduino, Design Thinking, 3-D printing, origami, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting hackathons or other coding/app development events (e.g., using open data, app program development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. [Branch out question; only applicable response options will show in the online version for the training topics marked “Formal” of “Individual by appointment” in question 32] Who conducted the **Community, Civic Engagement, and E-government-related services and/or program** that THIS LIBRARY LOCATION offered in the last 12 months? (MARK ALL ● THAT APPLY). Note: Include programs or services that library partners provide/offer as well as those offered by library staff

Community, Civic Engagement, and E-government	Library Staff	Volunteer(s)	Partner Organization
Assisting patrons access and use online government (e-government) programs and services (e.g., completing online forms, Medicare, Immigration, Social Security, Taxes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting community engagement events (e.g., candidate forums, community conversations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting social connection events for young adults (e.g., manga/anime, gaming, book discussion groups, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting social connection events for adults (e.g., book discussion groups, gaming, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting maker events (e.g., Arduino, Design Thinking, 3-D printing, origami, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosting hackathons or other coding/app development events (e.g., using open data, app program development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. [For libraries that said “yes” to “Assisting patrons access and use online government (e-government) programs and services” in question 31] Please identify the **E-government Services** that THIS LIBRARY LOCATION **provided to patrons within the 12 months**: (MARK ALL ● THAT APPLY). Note: Include programs or services that library partners provide/offer as well as those offered by library staff

E-government Services	Yes	No	Don't Know
Creating open data repositories for local government data (e.g., crime, education, transportation, or other local data)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing and using government programs and services (e.g., Medicare, Social Security, InfoPass)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing online government forms (e.g., social services, immigration, tax)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing government information resources (e.g., USA.gov, FedSys, state government documents)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. **In the past 12 months**, did THIS LIBRARY LOCATION offer any of the following **Health and Wellness -related services and/or programs to its patrons either formally or informally?** (MARK ONE ● FOR EACH ONLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Health and Wellness	Yes	No	Don't Know
Locating and evaluating <i>free</i> health information online (e.g. MedlinePlus, Mayo Clinic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using <i>subscription</i> health and wellness database(s) (e.g., EBSCO Consumer Health Complete, Salem Health, Gale Health & Wellness Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying health insurance resources (e.g. through public agencies or private providers, or the Affordable Care Act marketplace/exchanges)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding specific health or wellness topics (e.g. developing healthy lifestyles, managing a health condition or disease)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying or using local health resources available through health care agencies or other community organizations (e.g., locating health care providers, identifying health care providers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bringing in healthcare providers to offer limited healthcare screening services at the library (e.g., weighing, blood pressure tests)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering fitness classes (e.g., Zumba, Yoga, Tai Chi, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

36. [Branch out question; only applicable response options will show in the online version for the Health and Wellness topics marked “yes” in question 35] For each of the following **Health and Wellness-related services and/or programs identified in Question 35**, what **type(s) of program or service did THIS LIBRARY LOCATION offer to its patrons in the last 12 months?** (MARK ALL ● THAT APPLY FOR EACH TOPIC). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Health and Wellness	Formal program/session	Individual help by appointment	Informal point of use
Locating and evaluating <i>free</i> health information online (e.g. MedlinePlus, Mayo Clinic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using <i>subscription</i> health and wellness database(s) (e.g., EBSCO Consumer Health Complete, Salem Health, Gale Health & Wellness Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying health insurance resources (e.g. through public agencies or private providers, or the Affordable Care Act marketplace/exchanges)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding specific health or wellness topics (e.g. developing healthy lifestyles, managing a health condition or disease)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying or using local health resources available through health care agencies or other community organizations (e.g., locating health care providers, identifying health care providers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bringing in healthcare providers to offer limited healthcare screening services at the library (e.g., weighing, blood pressure tests)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering fitness classes (e.g., Zumba, Yoga, Tai Chi, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. [Branch out question; only applicable response options will show in the online version for the training topics marked “Formal” of “Individual by appointment” in question 36] Who conducted the **Health and Wellness-related services and/or programs** that THIS LIBRARY LOCATION offered in the **last 12 months?** (MARK ALL ● THAT APPLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Health and Wellness	Library Staff	Volunteer(s)	Partner Organization
Locating and evaluating <i>free</i> health information online (e.g. MedlinePlus, Mayo Clinic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using <i>subscription</i> health and wellness database(s) (e.g., EBSCO Consumer Health Complete, Salem Health, Gale Health & Wellness Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying health insurance resources (e.g. through public agencies or private providers, or the Affordable Care Act marketplace/exchanges)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding specific health or wellness topics (e.g. developing healthy lifestyles, managing a health condition or disease)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying or using local health resources available through health care agencies or other community organizations (e.g., locating health care providers, identifying health care providers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bringing in healthcare providers to offer limited healthcare screening services at the library (e.g., weighing, blood pressure tests)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering fitness classes (e.g., Zumba, Yoga, Tai Chi, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

38. [For libraries that said “yes” to “Bringing in healthcare providers to offer limited healthcare screening services at the library” in question 35] Please identify the **Healthcare Screening Services** that THIS LIBRARY LOCATION **provided to patrons within the 12 months:** (MARK ALL ● THAT APPLY). *Note: Include programs or services that library partners provide/offer as well as those offered by library staff*

Healthcare Screening Services	Yes	No	Don't Know
Providing immunization clinics (e.g., for vaccinations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing health screening services (e.g., blood pressure, blood sugar, obesity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing assistance with mental health issues (e.g., social, behavioral, emotional needs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing diet and nutrition counseling services (e.g., weight management, meal planning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing referrals to appropriate health and/or social service agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Digital Inclusion Survey Glossary of Key Terms

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
3D Printer	A printer that creates a solid, three-dimensional version of a digital model. These machines allow for rapid prototyping and manufacturing.
App	Abbreviation for “mobile application.” A software application designed to run on mobile devices, such as smart phones and tablet computers. Apps are commonly used for information retrieval, communications, and gaming.
ADA Accessibility Standards	The American Disabilities Act has standards that, according to access-board.gov , “govern the construction and alteration of places of public accommodation, commercial facilities, and state and local government facilities. The Department of Justice (DOJ) maintains ADA standards that apply to all ADA facilities except transportation facilities, which are subject to similar standards issued by the Department of Transportation (DOT). Federal facilities are covered by standards consistent with those of the ADA issued under a different law, the Architectural Barriers Act (ABA).”
Assistive Technology	Technologies that help people with disabilities adapt to processes or complete tasks that would otherwise be difficult or impossible. Examples include hearing aids, wheelchairs, speech to text reader software, etc.
Bandwidth/Connectivity Speed	The speed or capacity of a data transmission rate, usually measured in bits per second (i.e., Kbit/s or MBit/s).
Broadband	A term used to describe high-speed Internet access.
Cloud Computing Applications	Software application programs that allow information or files to be stored remotely on a server and easily accessed on a variety of computing device. Examples include Evernote, DropBox, or Mozy.
Community, Civic Engagement, and E-government Programs	A program available in or through the library that promotes awareness and action surrounding issues of public concern, community building, and/or promotion of social interactions. Engagement programs may include hosting community engagement events (e.g., candidate forums, community conversations); hosting social connection events (e.g., manga/anime, gaming, etc.); hosting creation events (e.g., maker spaces); helping patrons access and use government programs and services (e.g., Medicare, Social Security, InfoPass); completing online government forms (e.g., social services, immigration, tax).
Community Partnership	A joint venture between multiple people or organizations in a community to work together on one or a series of initiatives for a common cause. For the purposes of this study, community partnerships will generally be ventures between outside organizations and the library.
Computer Software	Programs that run on a computer.
Creation Events	Similar to hackathons; an event or program in which people come together to collaborate on a project that leads to an innovative outcome or product.
Development Technology	Technologies that facilitate the design, development, and/or programming of other new and innovative technologies, like new applications and software. For example, a virtual machine is a self-contained guest computing environment that can run on a properly configured host system, while a sandbox is generally a computer application that separates programs in order to trial-run untested code.
Digital Display	An interactive digital sign or display that allows patrons to see or interact with information on a large, mounted touchscreen.
Digital Literacy	The ability to effectively and critically identify, locate, evaluate, manage, interpret, integrate, and create information using digital technology, or media that is presented in digital formats.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Digital Media Editing Common(s)	Media production hardware, software, and other resources that give people the opportunity to create or learn about audio or visual productions.
Digital Reference/Virtual Reference	Reference services for patrons via email, chat, or other electronic means.
E-Books	Digital documents, licensed or not, which can act as substitutes for print books or periodicals and can easily be read on a personal computer, tablet, or other device.
Economy and Workforce Development Programs	Programs available in or through the library that promote professional advancement and the growth of businesses, such as classes on how to apply for jobs (e.g., interviewing skills, resume development, completing online job applications); career fairs, business start-up incubators; information on how to form an limited liability corporation, etc.
Education and Learning Programs	A program available in or through the library that promotes learning and instruction, such as providing resources for homeschooling families; after-school tutoring programs; summer reading programs; English as a second language, test preparation classes; Science, Technology, Engineering, Arts, Math (STEAM) maker spaces; continuing education resources; etc.
E-Government	The use of digital technologies (e.g., Web, mobile apps, devices) to provide government information, services, and/or resources (e.g., applying for social services, filing taxes).
ESL/ESOL/ELL	Programming that is targeted towards a person who is in the process of acquiring English language skills and whose native language is not English. (ESL-English as a Second Language; ESOL-English for Speakers of Other Languages; ELL-English Language Learners)
Event	A planned function open to the public, such as a workshop, presentation, speaker's series.
Fiber Optic	A high-speed data transmission medium that uses pulses of light.
Formal Class/Program	Class or program with pre-planned, structured content and design offered at a specified time. The class or program may occur in the library or in another facility, and the instructor or program lead may or may not be a member of the library staff.
Gigabits per second (Gbps or Gb/s)	A unit of measure describing the rate of data transfer equal to 1,000,000,000 bits per second; 125,000,000 bytes per second; 1,000,000 kilobits per second; or 1,000 megabits per second.
Hackathons	An event that takes place either in-person or remotely in which people--usually computer programmers, developers, and designers--collaborate on an intensive technology-related project.
Health and Wellness Programs	Programs available in or through the library that promote good physical and mental health as well as wellness. Topics may include accessing, assessing, and using online health information; finding and assessing health insurance information; managing a chronic health condition or a disease (e.g., diabetes, cancer); or bringing in healthcare providers to offer limited healthcare screening services at the library (e.g., weighing, blood pressure tests).
Individual Help by Appointment	Technology training sessions offered or sponsored by the library for individuals by appointment. The class may occur in the library or in another facility, and the instructor may or may not be a member of the library staff.
Informal Point-of-use Training	One-on-one technology help (e.g., Web browsing, using library databases, etc.) upon patron request. Assistance may or may not be a member of the library staff (e.g., a volunteer).

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Information Technology Support Staff	Staff dedicated to the responsibility of maintaining the information technology services and resources available at the library, and assisting library patrons with using these products. May include staff who are contracted through the city/county, or assigned to the whole library system if the library is part of a multi-location set up.
Information Technology Training	Formal or informal training sessions that cover specific topics related to acquiring, representing, storing, transmitting, and using information via computer-based hardware and software systems, and communication systems (e.g., Web browser basics, Internet searching, basic computing skills).
Kilobits per second (Kbps or Kb/s)	A unit of measure describing the rate of data transfer equal to 1,000 bits per second or 125 bytes per second.
Large-format Printer	A printer with a print width between 17" and 100". It can be used to print banners, posters, or signs.
Library Location	A library facility. In the case of some public libraries, there is only one facility. Other public libraries have several facilities, which are sometimes referred to as locations of a library system. A location has at least all of the following: 1. Separate quarters; 2. An organized collection of library materials; 3. Paid staff; and 4. Regularly scheduled hours for being open to the public.
Library Staff	Employees or contractors of the library.
Licensed Databases/ Resources	Collection of electronically stored information records (facts, bibliographic data, and articles or other texts) with a common user interface and software for the retrieval and manipulation of the data or online learning. Licensed databases are those typically contracted through a vendor by the library for patron access (e.g., Gale, Cengage, EBSCO, ProQuest).
Maker Spaces	A space and set of resources that encourage creation, experimentation, and discovery. They are oftentimes associated with STEM-related activities, but are not confined to only STEM experiments. Typical devices included in such spaces can include 3D printers and small, programmable computer devices such as Arduinos.
Megabits per second (Mbps or Mb/s)	A unit of measure describing the rate of data transfer equal to 1,000,000 bits per second; 125,000 bytes per second; or 1,000 kilobits per second.
Mobile Device-Enabled Website	An alternative version of the library's website which is optimized to work on cell phones and other devices with smaller screens, limited connection speeds, or less processing power than typical personal computers.
Mobile Devices	Handheld devices such as smartphones, PDAs, tablets, or other handheld devices with internet connectivity.
Online Homework Assistance	Tutoring and homework/job-help online resources designed to help students complete their homework, schoolwork, and job-hunting assistance.
Online Training Materials	Online technology training materials offered or sponsored by the library (e.g., Web-based tutorials, Web-based presentations, online technology services such as ElementK, etc.
Open Data Repositories	An archive or database in which all of the data stored is completely accessible to anyone who wants to download, use, or manipulate it. There are no legal restrictions on re-usage of the data. An example would be a collection of data about a local public transit system, which an independent programmer could then use to develop a public transit navigation cell phone app.
Partner Organization	Library partner, or an entity or institution separate and distinct from the library that collaborates with the library on programs, training, or initiatives. May include government agencies, non-profit organizations, or private company.
Print on Demand (POD) Machine	A technology that prints entire books or documents at one time. By allowing people to pay for a fixed price per copy, POD machines have fostered a new category of publishing companies that print books for self-publishing authors.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Program(s)	An event, series of events, project, or system designed by the library to foster community participation, discovery, or growth outside of the traditional functions of a library (i.e. acquiring, organizing, preserving, and providing access to information). Includes but not limited to exhibitions, reading and discussion, civic engagement and public deliberation. Programs may include non-technology enabled events such as candidate forums, summer reading programs, creation events.
Public Access Computers/ Laptops	A public access computer or laptop that provides public access to the Internet, including those that provide access to a limited set of Internet-based services such as online databases. This includes circulating laptops, but excludes computers or laptops that only access the library's web-based public access catalogs.
Recreational Gaming Consoles	Recreational gaming includes modern consoles like current versions of Xbox, Playstation, or Wii; retro consoles like Atari, NES/SNES, or Sega Genesis; and personal computers with software like The Sims or World of Warcraft. It does not refer to gambling.
Scanned Codes	Bar codes that can be read by an imaging device, such as cameras on smart phones or tablets, which represent encoded information. These usually link to website URLs when scanned by a code-reader, such as smart phone applications that read QR codes.
Scanner	A peripheral machine that converts physical printed documents, images, or other two-dimensional objects into a digital image that can be viewed on a machine, such as a computer.
Tablet Computers	A flat computer that is controlled by a touchscreen with varying degrees of computing functionality. Tablets are differentiated from smart phones by their larger screen size. Common varieties include Apple's iPad, Kindle Fire, Samsung Galaxy Tablets, and Barnes & Noble Nook.
Training	A class, workshop, or resource available in or through the library that provides participants with instruction on a particular skill (i.e. using a computer, creating a resume, filing taxes, etc.). Can be conducted in-person, one-on-one, in a group setting, or remotely.
Video Conferencing Services	Computer-mediated telecommunications technologies that let people in two different locations talk to and see each other on computers or comparable technologies.
Volunteer	Unpaid person under the supervision of library staff.
Wait time	Any period of time in which library patrons are required to wait to use library public access computers or laptops because all of the available machines are in use.
Wireless (WiFi) Internet Access	Internet access that does not require a direct connection (typically Ethernet) for access. Most typically, wireless access adheres to the IEEE 802.11 standard (typically b, g, n) for interoperability and compatibility.
Wireless Printing	The ability to print that does not require a direct connection to a computer via wires and cables. Through a wireless system, it allows for people to print from any computer connected to the system, including library owned laptops and laptops or mobile devices owned by the patron.

THANK YOU FOR YOUR PARTICIPATION!

For questions concerning the survey, please contact:

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INFORMATION POLICY & ACCESS CENTER

The Information Policy & Access Center (iPAC) is a response to the pressing need for research on the processes, practices, policies, and social issues that govern access to information in our increasingly digital information society. We at iPAC are committed to studying what policies and/or technologies lead to equitable and inclusive information access, a digitally-ready population, an informed and engaged public, access to Internet-enabled resources and technologies, or preservation of the cultural record, among key examples.

iPAC aspires to be an innovative and forward looking research and education facility that explores social, policy, and technology aspects of information access and use across cultural institutions, government agencies, and other information-based organizations; communities; and populations.

iPAC focuses on four major areas of research and education:

- **Libraries, Cultural, and Public Institutions** – Research on institutions, such as public libraries, school library media centers, archives, museums, and government agencies that are the sources of information, resources, services, and unifying space within their communities.
- **Policy** – Analysis of the policies that shape the ways in which these institutions can serve their communities, as well as the roles of these institutions as access points for and providers of government and other information and services in society.
- **Diverse Populations** – Advocacy and emphasis on the ways in which institutions and policies can promote inclusive information access and services for individuals and communities, including the underserved, underrepresented, and disadvantaged by embracing innovative approaches to diversity.
- **Preservation** – Research and best practices on the preservation of the cultural record, cultural objects, and the assessment and conservation of materials particularly in digital formats.

Through these core aspects of cultural institutions, iPAC seeks to contribute to scholarship and the information professions at the international and national levels, while also serving the local needs of libraries and cultural institutions in the Washington, DC metropolitan area and the state of Maryland.