STATE SUMMARY DATA

The 2011–2012 Public Library Funding & Technology Access Study national survey sampled and received responses from all states and the District of Columbia. The survey did not, however, receive enough responses from all states for analysis purposes. The following state tables provide selected summary survey data for the states for which there were adequate and representative responses (48 in all, plus the District of Columbia). States for which data could not be fully analyzed are Connecticut and Oregon.

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

1. Metropolitan status of libraries in the state (urban, suburban and rural).

2. Total number of libraries in the state (the data presented in the tables are statewide estimates).

Additional state data is available online.

ALABAMA

		AL	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$20.35	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		2.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		59.9%	62.1%
Average number of computers		17.3	16.4
Always sufficient computers available		38.3%	34.6%
Use of public Internet workstations increased since last year		71.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	6.7%	6.9%
	1.5Mbps	43.0%	16.5%
	1.6-10Mbps	29.4%	38.5%
	10.1-30Mbps	3.4%	15.8%
	Greater than 30Mbps	10.9%	22.3%
Always adequate connection speed		67.3%	58.3%
Wireless availability		84.4%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	100.0%	81.8%
	Digital/virtual reference	76.7%	69.7%
	e-books	46.1%	76.3%
	Audio content	75.8%	82.9%
	Library social networking	60.4%	61.8%
Library offers IT training to patrons		88.7%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	98.0%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	100.0%	92.2%
	helps patrons complete online job applications	81.6%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

ALASKA

	AK	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$47.50	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	0.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	61.3%	62.1%
Average number of computers	7.7	16.4
Always sufficient computers available	44.0%	34.6%
Use of public Internet workstations increased since last year	46.3%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	28.5%	6.9%
1.5Mbps	26.9%	16.5%
1.6-10Mbps	30.3%	38.5%
10.1-30Mbps	1.6%	15.8%
Greater than 30Mbps	4.8%	22.3%
Always adequate connection speed	38.3%	58.3%
Wireless availability	84.2%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	90.5%	81.8%
Digital/virtual reference	50.7%	69.7%
e-books	41.1%	76.3%
Audio content	79.2%	82.9%
Library social networking	57.6%	61.8%
Library offers IT training to patrons	80.1%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	80.8%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	89.7%	92.2%
helps patrons complete online job applications	55.0%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

ARIZONA

		AZ	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$26.73	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		10.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		64.0%	62.1%
Average number of computers		25.4	16.4
Always sufficient computers available		30.6%	34.6%
Use of public Internet workstations increased since last year		80.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	5.6%	6.9%
	1.5Mbps	16.8%	16.5%
	1.6-10Mbps	30.4%	38.5%
	10.1-30Mbps	35.9%	15.8%
	Greater than 30Mbps	11.2%	22.3%
Always adequate connection speed		49.3%	58.3%
Wireless availability		97.3%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	78.5%	81.8%
	Digital/virtual reference	44.1%	69.7%
	e-books	55.9%	76.3%
	Audio content	92.0%	82.9%
	Library social networking	53.4%	61.8%
Library offers IT training to patrons		87.2%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	94.1%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	93.0%	92.2%
	helps patrons complete online job applications	68.4%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

ARKANSAS

	AR	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$22.66	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	1.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	57.9%	62.1%
Average number of computers	13.9	16.4
Always sufficient computers available	7.0%	34.6%
Use of public Internet workstations increased since last year	72.7%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	4.4%	6.9%
1.5Mbps	27.6%	16.5%
1.6-10Mbps	58.4%	38.5%
10.1-30Mbps	1.2%	15.8%
Greater than 30Mbps	1.2%	22.3%
Always adequate connection speed	27.3%	58.3%
Wireless availability	59.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	91.1%	98.7%
Homework resources	48.6%	81.8%
Digital/virtual reference	36.6%	69.7%
e-books	40.5%	76.3%
Audio content	97.0%	82.9%
Library social networking	60.5%	61.8%
Library offers IT training to patrons	61.4%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	88.4%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	95.9%	92.2%
helps patrons complete online job applications	87.6%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

CALIFORNIA

		CA	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$34.69	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		18.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		55.7%	62.1%
Average number of computers		20.8	16.4
Always sufficient computers available		12.8%	34.6%
Use of public Internet workstations increased since last year		43.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	17.0%	6.9%
	1.5Mbps	21.3%	16.5%
	1.6-10Mbps	18.6%	38.5%
	10.1-30Mbps	25.5%	15.8%
	Greater than 30Mbps	16.8%	22.3%
Always adequate connection speed		40.2%	58.3%
Wireless availability		78.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	92.9%	81.8%
	Digital/virtual reference	57.1%	69.7%
	e-books	85.7%	76.3%
	Audio content	89.7%	82.9%
	Library social networking	68.1%	61.8%
Library offers IT training to patrons		85.8%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	81.7%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	96.2%	92.2%
	helps patrons complete online job applications	45.4%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

COLORADO

	CO	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$48.73	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	12.2%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	56.1%	62.1%
Average number of computers	18.7	16.4
Always sufficient computers available	50.8%	34.6%
Use of public Internet workstations increased since last year	59.9%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	7.4%	6.9%
1.5Mbps	6.5%	16.5%
1.6-10Mbps	31.2%	38.5%
10.1-30Mbps	19.2%	15.8%
Greater than 30Mbps	17.9%	22.3%
Always adequate connection speed	52.7%	58.3%
Wireless availability	94.1%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	83.0%	98.7%
Homework resources	86.2%	81.8%
Digital/virtual reference	71.7%	69.7%
e-books	84.9%	76.3%
Audio content	97.3%	82.9%
Library social networking	60.4%	61.8%
Library offers IT training to patrons	94.0%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	95.9%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	91.5%	92.2%
helps patrons complete online job applications	83.7%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

DELAWARE

		DE	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$34.98	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		4.4%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		71.6%	62.1%
Average number of computers		19.2	16.4
Always sufficient computers available		33.8%	34.6%
Use of public Internet workstations increased since last year		72.4%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	6.9%
	1.5Mbps	4.4%	16.5%
	1.6-10Mbps	21.9%	38.5%
	10.1-30Mbps	36.7%	15.8%
	Greater than 30Mbps	27.6%	22.3%
Always adequate connection speed		95.6%	58.3%
Wireless availability		100.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	94.4%	81.8%
	Digital/virtual reference	84.8%	69.7%
	e-books	95.4%	76.3%
	Audio content	95.4%	82.9%
	Library social networking	52.5%	61.8%
Library offers IT training to patrons		100.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	100.0%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	100.0%	92.2%
	helps patrons complete online job applications	78.1%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

DISTRICT OF COLUMBIA

		DC	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$77.52	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		88.2%	62.1%
Average number of computers		25.7	16.4
Always sufficient computers available		0.0%	34.6%
Use of public Internet workstations increased since last year		100.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	6.9%
	1.5Mbps	0.0%	16.5%
	1.6-10Mbps	0.0%	38.5%
	10.1-30Mbps	0.0%	15.8%
	Greater than 30Mbps	100.0%	22.3%
Always adequate connection speed		100.0%	58.3%
Wireless availability		100.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	100.0%	81.8%
	Digital/virtual reference	0.0%	69.7%
	e-books	100.0%	76.3%
	Audio content	100.0%	82.9%
	Library social networking	100.0%	61.8%
Library offers IT training to patrons		95.8%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	95.5%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	100.0%	92.2%
	helps patrons complete online job applications	95.7%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

FLORIDA

		FL	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$31.16	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		19.5%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		41.9%	62.1%
Average number of computers		28.1	16.4
Always sufficient computers available		20.8%	34.6%
Use of public Internet workstations increased since last year		78.8%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	2.0%	6.9%
	1.5Mbps	9.0%	16.5%
	1.6-10Mbps	40.4%	38.5%
	10.1-30Mbps	17.2%	15.8%
	Greater than 30Mbps	25.5%	22.3%
Always adequate connection speed		68.0%	58.3%
Wireless availability		97.7%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	99.6%	98.7%
	Homework resources	91.0%	81.8%
	Digital/virtual reference	95.5%	69.7%
	e-books	87.4%	76.3%
	Audio content	87.9%	82.9%
	Library social networking	74.8%	61.8%
Library offers IT training to patrons		83.4%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	95.8%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	97.1%	92.2%
	helps patrons complete online job applications	69.1%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

GEORGIA

	GA	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$21.33	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	30.3%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	57.8%	62.1%
Average number of computers	21.7	16.4
Always sufficient computers available	30.6%	34.6%
Use of public Internet workstations increased since last year	66.2%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	5.7%	6.9%
1.5Mbps	15.7%	16.5%
1.6-10Mbps	35.1%	38.5%
10.1-30Mbps	0.0%	15.8%
Greater than 30Mbps	22.0%	22.3%
Always adequate connection speed	51.6%	58.3%
Wireless availability	97.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	73.4%	81.8%
Digital/virtual reference	59.1%	69.7%
e-books	72.3%	76.3%
Audio content	69.6%	82.9%
Library social networking	64.1%	61.8%
Library offers IT training to patrons	89.3%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	88.2%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	91.7%	92.2%
helps patrons complete online job applications	77.5%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

HAWAII

	HI	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$25.85	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	0.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	56.4%	62.1%
Average number of computers	6.7	16.4
Always sufficient computers available	20.5%	34.6%
Use of public Internet workstations increased since last year	2.5%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	6.9%
	1.5Mbps	2.0%	16.5%
	1.6-10Mbps	32.0%	38.5%
	10.1-30Mbps	60.0%	15.8%
	Greater than 30Mbps	0.0%	22.3%
Always adequate connection speed	35.6%	58.3%
Wireless availability	4.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	30.0%	81.8%
	Digital/virtual reference	76.0%	69.7%
	e-books	100.0%	76.3%
	Audio content	36.7%	82.9%
	Library social networking	28.6%	61.8%
Library offers IT training to patrons	82.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	95.9%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	83.7%	92.2%
	helps patrons complete online job applications	59.2%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

IDAHO

		ID	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$30.51	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.3%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		70.4%	62.1%
Average number of computers		11.6	16.4
Always sufficient computers available		43.0%	34.6%
Use of public Internet workstations increased since last year		64.4%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	8.0%	6.9%
	1.5Mbps	4.0%	16.5%
	1.6-10Mbps	59.1%	38.5%
	10.1-30Mbps	19.5%	15.8%
	Greater than 30Mbps	7.3%	22.3%
Always adequate connection speed		57.7%	58.3%
Wireless availability		92.4%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	97.9%	98.7%
	Homework resources	96.3%	81.8%
	Digital/virtual reference	29.3%	69.7%
	e-books	66.2%	76.3%
	Audio content	89.1%	82.9%
	Library social networking	79.2%	61.8%
Library offers IT training to patrons		93.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	92.4%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	96.5%	92.2%
	helps patrons complete online job applications	78.6%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

ILLINOIS

		IL	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$57.03	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.2%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		59.6%	62.1%
Average number of computers		18.4	16.4
Always sufficient computers available		41.8%	34.6%
Use of public Internet workstations increased since last year		66.9%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	4.6%	6.9%
	1.5Mbps	16.5%	16.5%
	1.6-10Mbps	39.1%	38.5%
	10.1-30Mbps	21.5%	15.8%
	Greater than 30Mbps	14.1%	22.3%
Always adequate connection speed		57.3%	58.3%
Wireless availability		91.3%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	49.5%	98.7%
	Homework resources	72.0%	81.8%
	Digital/virtual reference	70.7%	69.7%
	e-books	64.0%	76.3%
	Audio content	66.3%	82.9%
	Library social networking	54.6%	61.8%
Library offers IT training to patrons		87.6%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	92.9%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	83.3%	92.2%
	helps patrons complete online job applications	79.4%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

INDIANA

	IN	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$50.03	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	5.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	58.1%	62.1%
Average number of computers	18.3	16.4
Always sufficient computers available	47.5%	34.6%
Use of public Internet workstations increased since last year	54.5%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	2.2%	6.9%
1.5Mbps	16.0%	16.5%
1.6-10Mbps	45.9%	38.5%
10.1-30Mbps	19.6%	15.8%
Greater than 30Mbps	13.6%	22.3%
Always adequate connection speed	62.9%	58.3%
Wireless availability	94.7%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	84.6%	81.8%
Digital/virtual reference	71.7%	69.7%
e-books	59.9%	76.3%
Audio content	72.9%	82.9%
Library social networking	66.4%	61.8%
Library offers IT training to patrons	91.4%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	95.1%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	90.3%	92.2%
helps patrons complete online job applications	62.7%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

IOWA

		IA	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$34.18	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		5.5%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		79.0%	62.1%
Average number of computers		8.9	16.4
Always sufficient computers available		51.8%	34.6%
Use of public Internet workstations increased since last year		43.5%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	16.1%	6.9%
	1.5Mbps	12.9%	16.5%
	1.6-10Mbps	30.6%	38.5%
	10.1-30Mbps	7.1%	15.8%
	Greater than 30Mbps	18.9%	22.3%
Always adequate connection speed		60.9%	58.3%
Wireless availability		89.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	85.2%	98.7%
	Homework resources	75.3%	81.8%
	Digital/virtual reference	47.2%	69.7%
	e-books	54.6%	76.3%
	Audio content	79.2%	82.9%
	Library social networking	52.1%	61.8%
Library offers IT training to patrons		79.1%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	92.2%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	82.7%	92.2%
	helps patrons complete online job applications	72.2%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

KANSAS

		KS	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$45.43	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		84.0%	62.1%
Average number of computers		7.7	16.4
Always sufficient computers available		52.4%	34.6%
Use of public Internet workstations increased since last year		58.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	21.1%	6.9%
	1.5Mbps	30.9%	16.5%
	1.6-10Mbps	29.6%	38.5%
	10.1-30Mbps	4.6%	15.8%
	Greater than 30Mbps	6.0%	22.3%
Always adequate connection speed		59.4%	58.3%
Wireless availability		92.2%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	78.8%	98.7%
	Homework resources	71.0%	81.8%
	Digital/virtual reference	45.9%	69.7%
	e-books	68.8%	76.3%
	Audio content	85.1%	82.9%
	Library social networking	53.3%	61.8%
Library offers IT training to patrons		80.9%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	84.8%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	84.7%	92.2%
	helps patrons complete online job applications	72.5%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

KENTUCKY

		KY	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$28.17	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		74.4%	62.1%
Average number of computers		23.9	16.4
Always sufficient computers available		42.4%	34.6%
Use of public Internet workstations increased since last year		73.4%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	2.2%	6.9%
	1.5Mbps	6.6%	16.5%
	1.6-10Mbps	58.7%	38.5%
	10.1-30Mbps	15.6%	15.8%
	Greater than 30Mbps	16.8%	22.3%
Always adequate connection speed		70.7%	58.3%
Wireless availability		96.7%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	84.6%	81.8%
	Digital/virtual reference	79.0%	69.7%
	e-books	88.1%	76.3%
	Audio content	91.0%	82.9%
	Library social networking	58.9%	61.8%
Library offers IT training to patrons		97.8%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	89.8%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	91.7%	92.2%
	helps patrons complete online job applications	80.2%	76.0%

LOUISIANA

		LA	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$33.71	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		60.5%	62.1%
Average number of computers		14.9	16.4
Always sufficient computers available		33.9%	34.6%
Use of public Internet workstations increased since last year		82.2%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	6.9%
	1.5Mbps	5.8%	16.5%
	1.6-10Mbps	41.8%	38.5%
	10.1-30Mbps	31.7%	15.8%
	Greater than 30Mbps	15.6%	22.3%
Always adequate connection speed		81.4%	58.3%
Wireless availability		96.5%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	99.3%	81.8%
	Digital/virtual reference	67.1%	69.7%
	e-books	85.6%	76.3%
	Audio content	85.6%	82.9%
	Library social networking	58.2%	61.8%
Library offers IT training to patrons		97.4%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	91.3%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	98.3%	92.2%
	helps patrons complete online job applications	68.2%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

MAINE

	ME	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$32.57	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	4.4%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	76.6%	62.1%
Average number of computers	8.9	16.4
Always sufficient computers available	38.1%	34.6%
Use of public Internet workstations increased since last year	48.2%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	2.4%	6.9%
1.5Mbps	29.7%	16.5%
1.6-10Mbps	28.5%	38.5%
10.1-30Mbps	16.2%	15.8%
Greater than 30Mbps	13.9%	22.3%
Always adequate connection speed	78.2%	58.3%
Wireless availability	93.1%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	88.6%	98.7%
Homework resources	52.7%	81.8%
Digital/virtual reference	57.5%	69.7%
e-books	45.7%	76.3%
Audio content	77.3%	82.9%
Library social networking	44.6%	61.8%
Library offers IT training to patrons	82.2%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	93.0%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	85.3%	92.2%
helps patrons complete online job applications	77.2%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

MARYLAND

	MD	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$47.92	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	2.5%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	71.7%	62.1%
Average number of computers	21.4	16.4
Always sufficient computers available	20.3%	34.6%
Use of public Internet workstations increased since last year	41.8%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	0.8%	6.9%
1.5Mbps	6.0%	16.5%
1.6-10Mbps	34.3%	38.5%
10.1-30Mbps	20.0%	15.8%
Greater than 30Mbps	39.0%	22.3%
Always adequate connection speed	80.0%	58.3%
Wireless availability	98.6%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	100.0%	81.8%
Digital/virtual reference	100.0%	69.7%
e-books	100.0%	76.3%
Audio content	100.0%	82.9%
Library social networking	96.4%	61.8%
Library offers IT training to patrons	99.1%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	95.7%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	100.0%	92.2%
helps patrons complete online job applications	87.8%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

MASSACHUSETTS

		MA	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$42.59	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		7.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		58.0%	62.1%
Average number of computers		12.9	16.4
Always sufficient computers available		48.0%	34.6%
Use of public Internet workstations increased since last year		48.9%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	5.3%	6.9%
	1.5Mbps	5.4%	16.5%
	1.6-10Mbps	25.8%	38.5%
	10.1-30Mbps	30.9%	15.8%
	Greater than 30Mbps	16.3%	22.3%
Always adequate connection speed		68.7%	58.3%
Wireless availability		96.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	96.6%	98.7%
	Homework resources	78.9%	81.8%
	Digital/virtual reference	55.9%	69.7%
	e-books	88.1%	76.3%
	Audio content	89.6%	82.9%
	Library social networking	57.5%	61.8%
Library offers IT training to patrons		87.7%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	92.5%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	83.5%	92.2%
	helps patrons complete online job applications	68.5%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

MICHIGAN

		MI	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$40.41	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		25.8%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		66.3%	62.1%
Average number of computers		18.6	16.4
Always sufficient computers available		31.3%	34.6%
Use of public Internet workstations increased since last year		71.8%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	3.7%	6.9%
	1.5Mbps	14.4%	16.5%
	1.6-10Mbps	36.4%	38.5%
	10.1-30Mbps	30.9%	15.8%
	Greater than 30Mbps	10.9%	22.3%
Always adequate connection speed		56.1%	58.3%
Wireless availability		94.8%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	99.0%	98.7%
	Homework resources	91.5%	81.8%
	Digital/virtual reference	64.0%	69.7%
	e-books	88.9%	76.3%
	Audio content	90.3%	82.9%
	Library social networking	76.7%	61.8%
Library offers IT training to patrons		99.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	92.9%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	99.1%	92.2%
	helps patrons complete online job applications	80.1%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

MINNESOTA

	MN	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$36.45	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	5.3%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	59.8%	62.1%
Average number of computers	13.7	16.4
Always sufficient computers available	36.3%	34.6%
Use of public Internet workstations increased since last year	52.8%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	1.5%	6.9%
1.5Mbps	10.3%	16.5%
1.6-10Mbps	59.5%	38.5%
10.1-30Mbps	21.5%	15.8%
Greater than 30Mbps	2.0%	22.3%
Always adequate connection speed	61.2%	58.3%
Wireless availability	92.8%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	53.3%	98.7%
Homework resources	53.9%	81.8%
Digital/virtual reference	83.1%	69.7%
e-books	87.9%	76.3%
Audio content	60.8%	82.9%
Library social networking	55.9%	61.8%
Library offers IT training to patrons	89.0%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	81.9%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	91.6%	92.2%
helps patrons complete online job applications	76.1%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

MISSISSIPPI

	MS	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$15.41	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	5.9%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	81.7%	62.1%
Average number of computers	11.9	16.4
Always sufficient computers available	14.9%	34.6%
Use of public Internet workstations increased since last year	72.5%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	14.3%	6.9%
1.5Mbps	60.5%	16.5%
1.6-10Mbps	17.4%	38.5%
10.1-30Mbps	4.1%	15.8%
Greater than 30Mbps	1.7%	22.3%
Always adequate connection speed	33.3%	58.3%
Wireless availability	72.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	99.4%	98.7%
Homework resources	90.4%	81.8%
Digital/virtual reference	62.8%	69.7%
e-books	28.4%	76.3%
Audio content	63.9%	82.9%
Library social networking	60.6%	61.8%
Library offers IT training to patrons	86.5%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	90.6%	91.8%
Jobs services: Library — provides access to jobs databases and other job opportunity resources	95.9%	92.2%
helps patrons complete online job applications	78.7%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

MISSOURI

		MO	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$39.01	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.8%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		56.6%	62.1%
Average number of computers		24.4	16.4
Always sufficient computers available		43.2%	34.6%
Use of public Internet workstations increased since last year		61.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	2.6%	6.9%
	1.5Mbps	11.7%	16.5%
	1.6-10Mbps	66.3%	38.5%
	10.1-30Mbps	3.2%	15.8%
	Greater than 30Mbps	12.2%	22.3%
Always adequate connection speed		67.6%	58.3%
Wireless availability		77.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	39.1%	98.7%
	Homework resources	56.5%	81.8%
	Digital/virtual reference	70.7%	69.7%
	e-books	51.8%	76.3%
	Audio content	73.0%	82.9%
	Library social networking	45.4%	61.8%
Library offers IT training to patrons		91.5%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	93.2%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	96.8%	92.2%
	helps patrons complete online job applications	82.8%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

MONTANA

	MT	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$24.17	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	4.9%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	66.0%	62.1%
Average number of computers	11.0	16.4
Always sufficient computers available	54.8%	34.6%
Use of public Internet workstations increased since last year	57.1%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	9.3%	6.9%
1.5Mbps	9.1%	16.5%
1.6-10Mbps	55.7%	38.5%
10.1-30Mbps	7.5%	15.8%
Greater than 30Mbps	11.2%	22.3%
Always adequate connection speed	62.9%	58.3%
Wireless availability	100.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	94.1%	98.7%
Homework resources	96.1%	81.8%
Digital/virtual reference	65.3%	69.7%
e-books	74.4%	76.3%
Audio content	88.2%	82.9%
Library social networking	62.7%	61.8%
Library offers IT training to patrons	96.1%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	93.6%	91.8%
Jobs services: Library — Provides access to jobs databases and other job opportunity resources	96.0%	92.2%
Helps patrons complete online job applications	84.0%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NEBRASKA

	NE	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$33.06	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	2.5%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	82.2%	62.1%
Average number of computers	8.7	16.4
Always sufficient computers available	62.2%	34.6%
Use of public Internet workstations increased since last year	67.2%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	7.4%	6.9%
1.5Mbps	3.7%	16.5%
1.6-10Mbps	66.1%	38.5%
10.1-30Mbps	12.4%	15.8%
Greater than 30Mbps	5.7%	22.3%
Always adequate connection speed	83.3%	58.3%
Wireless availability	98.5%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	68.2%	81.8%
Digital/virtual reference	58.7%	69.7%
e-books	49.3%	76.3%
Audio content	65.3%	82.9%
Library social networking	52.5%	61.8%
Library offers IT training to patrons	86.4%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	87.9%	91.8%
Jobs services: Library — Provides access to jobs databases and other job opportunity resources	76.9%	92.2%
Helps patrons complete online job applications	76.9%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NEVADA

	NV	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$32.56	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	54.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	35.1%	62.1%
Average number of computers	18.6	16.4
Always sufficient computers available	27.7%	34.6%
Use of public Internet workstations increased since last year	28.5%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	4.9%	6.9%
1.5Mbps	11.7%	16.5%
1.6-10Mbps	26.5%	38.5%
10.1-30Mbps	9.7%	15.8%
Greater than 30Mbps	47.3%	22.3%
Always adequate connection speed	50.4%	58.3%
Wireless availability	82.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	91.6%	81.8%
Digital/virtual reference	98.5%	69.7%
e-books	69.9%	76.3%
Audio content	81.9%	82.9%
Library social networking	87.5%	61.8%
Library offers IT training to patrons	86.7%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	100.0%	91.8%
Jobs services: Library — Provides access to jobs databases and other job opportunity resources	97.0%	92.2%
Helps patrons complete online job applications	86.5%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NEW HAMPSHIRE

		NH	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$39.74	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.4%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		73.8%	62.1%
Average number of computers		7.2	16.4
Always sufficient computers available		58.8%	34.6%
Use of public Internet workstations increased since last year		47.1%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	14.2%	6.9%
	1.5Mbps	3.7%	16.5%
	1.6-10Mbps	50.6%	38.5%
	10.1-30Mbps	10.4%	15.8%
	Greater than 30Mbps	9.3%	22.3%
Always adequate connection speed		60.2%	58.3%
Wireless availability		95.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	94.7%	98.7%
	Homework resources	53.3%	81.8%
	Digital/virtual reference	53.9%	69.7%
	e-books	89.8%	76.3%
	Audio content	86.4%	82.9%
	Library social networking	58.9%	61.8%
Library offers IT training to patrons		89.6%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	83.9%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	82.3%	92.2%
	Helps patrons complete online job applications	76.1%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NEW JERSEY

	NJ	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$56.45	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	15.4%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	56.4%	62.1%
Average number of computers	17.1	16.4
Always sufficient computers available	30.5%	34.6%
Use of public Internet workstations increased since last year	58.5%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	5.3%	6.9%
1.5Mbps	9.9%	16.5%
1.6-10Mbps	30.2%	38.5%
10.1-30Mbps	10.7%	15.8%
Greater than 30Mbps	35.3%	22.3%
Always adequate connection speed	66.3%	58.3%
Wireless availability	100.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	79.5%	81.8%
Digital/virtual reference	79.9%	69.7%
e-books	95.1%	76.3%
Audio content	95.1%	82.9%
Library social networking	49.2%	61.8%
Library offers IT training to patrons	95.3%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	98.9%	91.8%
Jobs services: Library — Provides access to jobs databases and other job opportunity resources	97.1%	92.2%
Helps patrons complete online job applications	73.6%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NEW MEXICO

	NM	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$28.55	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	8.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	48.8%	62.1%
Average number of computers	12.2	16.4
Always sufficient computers available	42.5%	34.6%
Use of public Internet workstations increased since last year	58.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	14.5%	6.9%
	1.5Mbps	9.1%	16.5%
	1.6-10Mbps	62.9%	38.5%
	10.1-30Mbps	2.3%	15.8%
	Greater than 30Mbps	6.8%	22.3%
Always adequate connection speed	45.7%	58.3%
Wireless availability	88.4%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	91.3%	98.7%
	Homework resources	86.9%	81.8%
	Digital/virtual reference	38.9%	69.7%
	e-books	35.2%	76.3%
	Audio content	80.7%	82.9%
	Library social networking	49.3%	61.8%
Library offers IT training to patrons	97.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	96.7%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	82.3%	92.2%
	Helps patrons complete online job applications	83.8%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NEW MEXICO

		NM	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$28.55	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		8.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		48.8%	62.1%
Average number of computers		12.2	16.4
Always sufficient computers available		42.5%	34.6%
Use of public Internet workstations increased since last year		58.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	14.5%	6.9%
	1.5Mbps	9.1%	16.5%
	1.6-10Mbps	62.9%	38.5%
	10.1-30Mbps	2.3%	15.8%
	Greater than 30Mbps	6.8%	22.3%
Always adequate connection speed		45.7%	58.3%
Wireless availability		88.4%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	91.3%	98.7%
	Homework resources	86.9%	81.8%
	Digital/virtual reference	38.9%	69.7%
	e-books	35.2%	76.3%
	Audio content	80.7%	82.9%
	Library social networking	49.3%	61.8%
Library offers IT training to patrons		97.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	96.7%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	82.3%	92.2%
	Helps patrons complete online job applications	83.8%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NEW YORK

		NY	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$58.64	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		12.8%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		63.6%	62.1%
Average number of computers		15.8	16.4
Always sufficient computers available		36.6%	34.6%
Use of public Internet workstations increased since last year		61.4%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	5.8%	6.9%
	1.5Mbps	2.1%	16.5%
	1.6-10Mbps	59.4%	38.5%
	10.1-30Mbps	5.0%	15.8%
	Greater than 30Mbps	22.6%	22.3%
Always adequate connection speed		48.6%	58.3%
Wireless availability		98.4%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	97.4%	98.7%
	Homework resources	81.2%	81.8%
	Digital/virtual reference	85.4%	69.7%
	e-books	96.8%	76.3%
	Audio content	95.1%	82.9%
	Library social networking	78.7%	61.8%
Library offers IT training to patrons		98.4%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	90.7%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	96.2%	92.2%
	Helps patrons complete online job applications	81.8%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NORTH CAROLINA

		NC	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$21.83	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		9.6%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		69.9%	62.1%
Average number of computers		17.3	16.4
Always sufficient computers available		28.6%	34.6%
Use of public Internet workstations increased since last year		65.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	5.6%	6.9%
	1.5Mbps	2.3%	16.5%
	1.6-10Mbps	63.4%	38.5%
	10.1-30Mbps	23.0%	15.8%
	Greater than 30Mbps	5.2%	22.3%
Always adequate connection speed		76.0%	58.3%
Wireless availability		82.2%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	94.0%	81.8%
	Digital/virtual reference	77.5%	69.7%
	e-books	88.7%	76.3%
	Audio content	95.1%	82.9%
	Library social networking	66.0%	61.8%
Library offers IT training to patrons		93.8%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	97.3%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	97.1%	92.2%
	Helps patrons complete online job applications	77.2%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

NORTH DAKOTA

		ND	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$23.27	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		49.4%	62.1%
Average number of computers		9.4	16.4
Always sufficient computers available		67.1%	34.6%
Use of public Internet workstations increased since last year		64.3%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	6.8%	6.9%
	1.5Mbps	2.4%	16.5%
	1.6-10Mbps	35.6%	38.5%
	10.1-30Mbps	14.9%	15.8%
	Greater than 30Mbps	21.2%	22.3%
Always adequate connection speed		90.6%	58.3%
Wireless availability		74.1%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	32.5%	81.8%
	Digital/virtual reference	60.0%	69.7%
	e-books	60.0%	76.3%
	Audio content	71.6%	82.9%
	Library social networking	46.8%	61.8%
Library offers IT training to patrons		84.6%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	83.9%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	89.2%	92.2%
	helps patrons complete online job applications	78.4%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

OHIO

	OH	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$57.24	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	8.4%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	61.1%	62.1%
Average number of computers	16.0	16.4
Always sufficient computers available	24.8%	34.6%
Use of public Internet workstations increased since last year	69.7%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	3.5%	6.9%
1.5Mbps	8.4%	16.5%
1.6-10Mbps	35.4%	38.5%
10.1-30Mbps	30.1%	15.8%
Greater than 30Mbps	10.7%	22.3%
Always adequate connection speed	62.0%	58.3%
Wireless availability	94.1%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	84.8%	81.8%
Digital/virtual reference	88.0%	69.7%
e-books	96.6%	76.3%
Audio content	90.5%	82.9%
Library social networking	74.5%	61.8%
Library offers IT training to patrons	96.7%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	93.8%	91.8%
Jobs services: Library — Provides access to jobs databases and other job opportunity resources	97.3%	92.2%
Helps patrons complete online job applications	79.1%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

OKLAHOMA

	OK	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$32.08	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	2.9%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	56.5%	62.1%
Average number of computers	17.3	16.4
Always sufficient computers available	20.4%	34.6%
Use of public Internet workstations increased since last year	58.9%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	9.2%	6.9%
1.5Mbps	21.4%	16.5%
1.6-10Mbps	29.0%	38.5%
10.1-30Mbps	12.9%	15.8%
Greater than 30Mbps	27.5%	22.3%
Always adequate connection speed	40.6%	58.3%
Wireless availability	97.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	96.8%	98.7%
Homework resources	82.1%	81.8%
Digital/virtual reference	63.3%	69.7%
e-books	59.2%	76.3%
Audio content	73.1%	82.9%
Library social networking	59.4%	61.8%
Library offers IT training to patrons	86.7%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	96.8%	91.8%
Jobs services: Library — Provides access to jobs databases and other job opportunity resources	85.4%	92.2%
Helps patrons complete online job applications	83.3%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

PENNSYLVANIA

		PA	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$27.98	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		19.3%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		68.2%	62.1%
Average number of computers		15.2	16.4
Always sufficient computers available		51.2%	34.6%
Use of public Internet workstations increased since last year		59.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	6.3%	6.9%
	1.5Mbps	13.3%	16.5%
	1.6-10Mbps	37.6%	38.5%
	10.1-30Mbps	10.5%	15.8%
	Greater than 30Mbps	22.8%	22.3%
Always adequate connection speed		60.9%	58.3%
Wireless availability		98.2%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	98.1%	98.7%
	Homework resources	62.5%	81.8%
	Digital/virtual reference	75.8%	69.7%
	e-books	74.9%	76.3%
	Audio content	78.3%	82.9%
	Library social networking	56.7%	61.8%
Library offers IT training to patrons		82.3%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	86.2%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	80.5%	92.2%
	Helps patrons complete online job applications	67.0%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

RHODE ISLAND

		RI	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$44.24	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		8.1%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		54.5%	62.1%
Average number of computers		18.9	16.4
Always sufficient computers available		44.8%	34.6%
Use of public Internet workstations increased since last year		68.3%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	6.4%	6.9%
	1.5Mbps	7.9%	16.5%
	1.6-10Mbps	48.2%	38.5%
	10.1-30Mbps	19.2%	15.8%
	Greater than 30Mbps	15.2%	22.3%
Always adequate connection speed		73.2%	58.3%
Wireless availability		95.3%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	100.0%	81.8%
	Digital/virtual reference	56.0%	69.7%
	e-books	100.0%	76.3%
	Audio content	100.0%	82.9%
	Library social networking	79.4%	61.8%
Library offers IT training to patrons		95.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	86.3%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	90.7%	92.2%
	Helps patrons complete online job applications	74.8%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

SOUTH CAROLINA

		SC	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$25.96	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.9%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		64.9%	62.1%
Average number of computers		15.8	16.4
Always sufficient computers available		12.4%	34.6%
Use of public Internet workstations increased since last year		73.7%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	8.6%	6.9%
	1.5Mbps	11.2%	16.5%
	1.6-10Mbps	26.9%	38.5%
	10.1-30Mbps	25.6%	15.8%
	Greater than 30Mbps	37.7%	22.3%
Always adequate connection speed		72.6%	58.3%
Wireless availability		89.3%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	97.6%	81.8%
	Digital/virtual reference	51.3%	69.7%
	e-books	70.2%	76.3%
	Audio content	75.1%	82.9%
	Library social networking	46.8%	61.8%
Library offers IT training to patrons		98.1%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	93.1%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	100.0%	92.2%
	Helps patrons complete online job applications	78.5%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

SOUTH DAKOTA

		SD	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$30.04	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		4.1%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		65.5%	62.1%
Average number of computers		7.9	16.4
Always sufficient computers available		62.9%	34.6%
Use of public Internet workstations increased since last year		44.0%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	15.0%	6.9%
	1.5Mbps	11.4%	16.5%
	1.6-10Mbps	28.9%	38.5%
	10.1-30Mbps	14.1%	15.8%
	Greater than 30Mbps	9.1%	22.3%
Always adequate connection speed		70.2%	58.3%
Wireless availability		59.1%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	98.9%	98.7%
	Homework resources	73.4%	81.8%
	Digital/virtual reference	55.8%	69.7%
	e-books	57.9%	76.3%
	Audio content	78.9%	82.9%
	Library social networking	40.1%	61.8%
Library offers IT training to patrons		76.7%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	87.7%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	84.9%	92.2%
	Helps patrons complete online job applications	77.9%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

TENNESSEE

		TN	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$16.97	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		10.9%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		68.9%	62.1%
Average number of computers		17.6	16.4
Always sufficient computers available		32.8%	34.6%
Use of public Internet workstations increased since last year		48.8%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	15.6%	6.9%
	1.5Mbps	6.7%	16.5%
	1.6-10Mbps	39.3%	38.5%
	10.1-30Mbps	7.8%	15.8%
	Greater than 30Mbps	23.3%	22.3%
Always adequate connection speed		65.3%	58.3%
Wireless availability		93.4%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	88.7%	81.8%
	Digital/virtual reference	74.9%	69.7%
	e-books	90.8%	76.3%
	Audio content	77.6%	82.9%
	Library social networking	66.0%	61.8%
Library offers IT training to patrons		92.8%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	90.3%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	90.1%	92.2%
	Helps patrons complete online job applications	87.8%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

TEXAS

		TX	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$19.54	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		6.8%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		63.9%	62.1%
Average number of computers		24.6	16.4
Always sufficient computers available		35.2%	34.6%
Use of public Internet workstations increased since last year		64.4%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	5.4%	6.9%
	1.5Mbps	20.1%	16.5%
	1.6-10Mbps	44.4%	38.5%
	10.1-30Mbps	7.7%	15.8%
	Greater than 30Mbps	16.7%	22.3%
Always adequate connection speed		56.4%	58.3%
Wireless availability		90.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	86.9%	81.8%
	Digital/virtual reference	53.2%	69.7%
	e-books	60.2%	76.3%
	Audio content	80.2%	82.9%
	Library social networking	56.6%	61.8%
Library offers IT training to patrons		92.5%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	90.6%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	92.4%	92.2%
	Helps patrons complete online job applications	84.3%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

UTAH

	UT	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$31.08	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	1.7%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	56.0%	62.1%
Average number of computers	22.7	16.4
Always sufficient computers available	28.6%	34.6%
Use of public Internet workstations increased since last year	64.2%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	5.6%	6.9%
	1.5Mbps	9.0%	16.5%
	1.6-10Mbps	26.1%	38.5%
	10.1-30Mbps	14.6%	15.8%
	Greater than 30Mbps	39.4%	22.3%
Always adequate connection speed	52.1%	58.3%
Wireless availability	95.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	93.7%	81.8%
	Digital/virtual reference	60.3%	69.7%
	e-books	95.4%	76.3%
	Audio content	95.2%	82.9%
	Library social networking	53.4%	61.8%
Library offers IT training to patrons	88.2%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	98.2%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	92.4%	92.2%
	Helps patrons complete online job applications	73.0%	76.0%

VERMONT

		VT	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$33.36	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.4%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		74.7%	62.1%
Average number of computers		6.8	16.4
Always sufficient computers available		51.0%	34.6%
Use of public Internet workstations increased since last year		56.8%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	12.5%	6.9%
	1.5Mbps	3.7%	16.5%
	1.6-10Mbps	44.5%	38.5%
	10.1-30Mbps	10.0%	15.8%
	Greater than 30Mbps	17.4%	22.3%
Always adequate connection speed		63.9%	58.3%
Wireless availability		98.3%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	73.3%	81.8%
	Digital/virtual reference	70.8%	69.7%
	e-books	73.3%	76.3%
	Audio content	88.0%	82.9%
	Library social networking	41.0%	61.8%
Library offers IT training to patrons		90.4%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	86.2%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	80.9%	92.2%
	Helps patrons complete online job applications	73.2%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

VIRGINIA

	VA	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$36.06	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	16.1%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	54.5%	62.1%
Average number of computers	15.6	16.4
Always sufficient computers available	29.9%	34.6%
Use of public Internet workstations increased since last year	44.6%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	12.6%	6.9%
1.5Mbps	12.5%	16.5%
1.6-10Mbps	24.3%	38.5%
10.1-30Mbps	15.4%	15.8%
Greater than 30Mbps	20.0%	22.3%
Always adequate connection speed	57.3%	58.3%
Wireless availability	83.5%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	91.9%	81.8%
Digital/virtual reference	75.1%	69.7%
e-books	91.1%	76.3%
Audio content	91.1%	82.9%
Library social networking	68.6%	61.8%
Library offers IT training to patrons	96.5%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	94.4%	91.8%
Jobs services: Library — Provides access to jobs databases and other job opportunity resources	88.8%	92.2%
Helps patrons complete online job applications	91.3%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

WASHINGTON

		WA	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$51.48	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		48.9%	62.1%
Average number of computers		11.9	16.4
Always sufficient computers available		16.1%	34.6%
Use of public Internet workstations increased since last year		44.1%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	4.5%	6.9%
	1.5Mbps	24.4%	16.5%
	1.6-10Mbps	15.1%	38.5%
	10.1-30Mbps	29.1%	15.8%
	Greater than 30Mbps	22.6%	22.3%
Always adequate connection speed		46.5%	58.3%
Wireless availability		96.6%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	91.7%	81.8%
	Digital/virtual reference	79.9%	69.7%
	e-books	80.2%	76.3%
	Audio content	85.8%	82.9%
	Library social networking	83.1%	61.8%
Library offers IT training to patrons		95.2%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	98.5%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	97.3%	92.2%
	Helps patrons complete online job applications	86.7%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

WEST VIRGINIA

		WV	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$17.50	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		8.2%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		60.8%	62.1%
Average number of computers		7.9	16.4
Always sufficient computers available		33.3%	34.6%
Use of public Internet workstations increased since last year		64.9%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	6.9%
	1.5Mbps	90.6%	16.5%
	1.6-10Mbps	0.0%	38.5%
	10.1-30Mbps	0.8%	15.8%
	Greater than 30Mbps	8.5%	22.3%
Always adequate connection speed		48.3%	58.3%
Wireless availability		100.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	88.8%	81.8%
	Digital/virtual reference	52.0%	69.7%
	e-books	68.1%	76.3%
	Audio content	89.8%	82.9%
	Library social networking	53.3%	61.8%
Library offers IT training to patrons		85.9%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	99.0%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	90.4%	92.2%
	Helps patrons complete online job applications	85.7%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

WISCONSIN

		WI	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		$37.94	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		1.1%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		65.7%	62.1%
Average number of computers		11.5	16.4
Always sufficient computers available		40.8%	34.6%
Use of public Internet workstations increased since last year		76.5%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	0.4%	6.9%
	1.5Mbps	32.3%	16.5%
	1.6-10Mbps	53.6%	38.5%
	10.1-30Mbps	7.3%	15.8%
	Greater than 30Mbps	1.2%	22.3%
Always adequate connection speed		39.2%	58.3%
Wireless availability		99.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)	Licensed databases	100.0%	98.7%
	Homework resources	74.7%	81.8%
	Digital/virtual reference	80.9%	69.7%
	e-books	94.4%	76.3%
	Audio content	74.8%	82.9%
	Library social networking	58.3%	61.8%
Library offers IT training to patrons		94.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	84.7%	91.8%
Jobs services: Library	Provides access to jobs databases and other job opportunity resources	97.4%	92.2%
	Helps patrons complete online job applications	83.0%	76.0%

*Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.

WYOMING

	WY	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	$56.55	$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	0.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	62.3%	62.1%
Average number of computers	10.9	16.4
Always sufficient computers available	37.4%	34.6%
Use of public Internet workstations increased since last year	48.5%	60.2%
Maximum Internet connection speed — Less than 1.5Mbps	18.9%	6.9%
1.5Mbps	29.8%	16.5%
1.6-10Mbps	31.2%	38.5%
10.1-30Mbps	12.5%	15.8%
Greater than 30Mbps	7.7%	22.3%
Always adequate connection speed	48.3%	58.3%
Wireless availability	88.5%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA) — Licensed databases	100.0%	98.7%
Homework resources	88.0%	81.8%
Digital/virtual reference	72.4%	69.7%
e-books	67.6%	76.3%
Audio content	93.9%	82.9%
Library social networking	47.6%	61.8%
Library offers IT training to patrons	76.8%	82.7%
E-government: Staff provide assistance to patrons — to understand how to access and use e-government websites	95.3%	91.8%
Jobs services: Library — Provides access to jobs databases and other job opportunity resources	84.6%	92.2%
Helps patrons complete online job applications	66.9%	76.0%

Institute of Museum and Library Services. Public Libraries Survey: Fiscal Year 2009. Washington, DC: IMLS, 2011.