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Public Library Funding
& Technology Access
Study 2010–2011



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ISBN 978-0-8389-9340-8



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AMERICAN LIBRARY ASSOCIATION



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THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

ALA American
Library
Association

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indexed

1996–2010 index at americanlibrariesmagazine.org. Available full text from ProQuest, EBSCO Publishing, H. W. Wilson, LexisNexis, and Information Access. Full-text searchable PDFs of 2003–2010 issues available online free.

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published

American Libraries (ISSN 0002-9769) is published 6 times yearly by the American Library Association (ALA). Printed in U.S.A. Periodicals postage paid at Chicago, Illinois, and additional mailing offices. POSTMASTER: Personal members: Send address changes to *American Libraries*, c/o Membership Records, ALA, 50 E. Huron St., Chicago, IL 60611. ©2011 American Library Association. Materials in this journal may be reproduced for noncommercial educational purposes.

The Power of Statistics

Study findings highlight critical role of libraries

Whenever I meet with state legislators at the Georgia General Assembly, I am fully prepared with statistics on a wide range of library-related topics. If I am seeking funding for public access computers in libraries to support workforce development, I have statistics on the increased demand for the service. If I need to testify on the critical role public libraries play in supporting e-government services, I can relay the percent of libraries lacking sufficient staff to fulfill public demand.

Without an arsenal of current statistics, it would be impossible to have the library story heard above the fray of all the other agencies and causes vying for shrinking local, state, and federal dollars. Along with libraries, countless other organizations are searching for funding to continue performing worthy public services.

Thankfully, we can again rely upon the *Public Library Funding & Technology Access Study* for a wide range of reliable

data to inform ourselves and maintain dynamic and impactful advocacy. The American Library Association, state library agencies, and other organizations have continually turned to the *Study's* data for Congressional testimony regarding E-rate, LSTA, broadband, and other legislation important to the libraries.

How does your library compare to national and state averages for funding, internet connection speeds, number of public access computers, and wireless availability? With convenient access to these statistics you have the powerful arguments to speak to stakeholders, stay in the eye of

the media, and advocate for enhanced levels of library funding needed to meet public demand.

To make sure we continue to have these powerful statistics, the members of the Chief Officers of State Library Agencies (COSLA) actively secure the participation of our public

libraries in the *Study*. For the many libraries experiencing staff shortag-

es, it can be challenging for library staff to find the time to complete this, and other important surveys. But clearly, library staffs understand



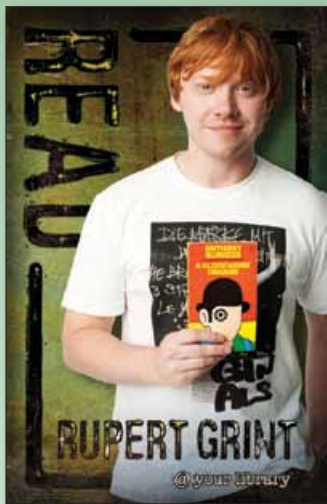
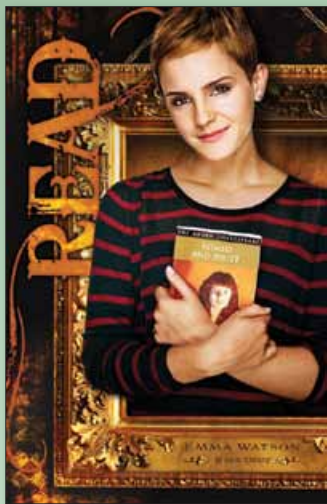
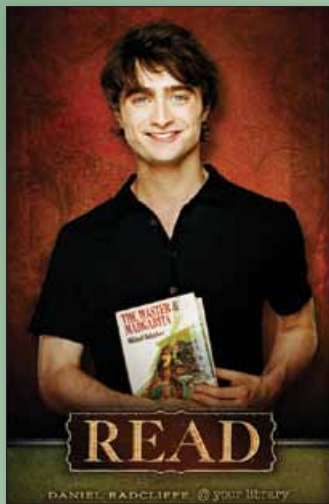
Without an arsenal of current statistics, it would be impossible to have the library story heard above the fray of all the other agencies and causes vying for shrinking local, state, and federal dollars.

the importance of this research; this year's survey was completed with a robust 86.5 percent response rate. I applaud and thank all who participated. Your efforts help libraries throughout the nation.

Thank you to the ALA and the Center for Library and Information Innovation at the University of Maryland for their work in researching and compiling this report. Special appreciation goes to the Bill & Melinda Gates Foundation and ALA for underwriting this important effort.

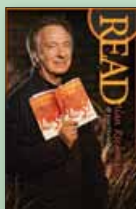
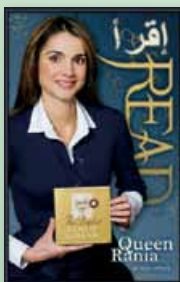
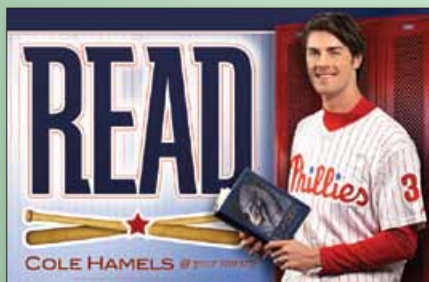
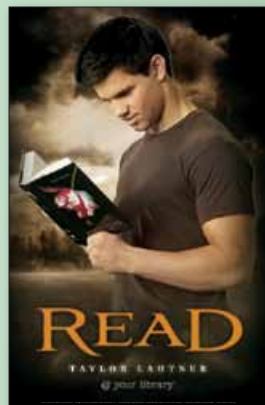
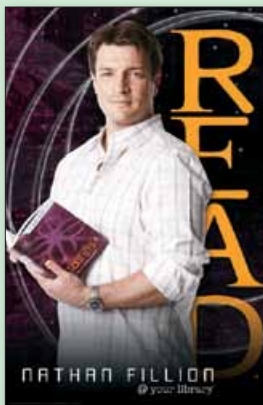
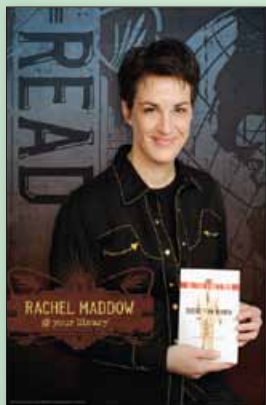
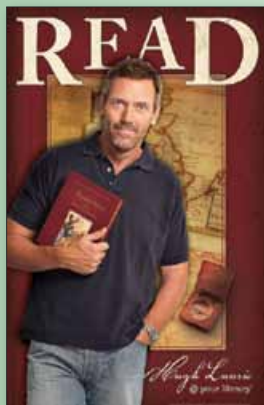
*Lamar Veatch
President, Chief Officers of State
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PUBLIC LIBRARY FUNDING & TECHNOLOGY ACCESS STUDY 2010–2011

“The digital age is creating an information and communications renaissance. But it is not serving all Americans and their local communities equally. It is not yet serving democracy fully. How we react, individually and collectively, to this democratic shortfall will affect the quality of our lives and the very nature of our communities.”

—*Informing Communities: Sustaining Democracy in the Digital Age*, Knight Commission



PLFTAS | 2010–2011

EXECUTIVE SUMMARY

The 2010-2011 Study, conducted by the American Library Association (ALA) Office for Research & Statistics and the Information Policy & Access Center at the University of Maryland, builds on the largest study of Internet connectivity in public libraries that began in 1994. Study findings provide an annual “state of the library” report on the technology resources brokered by our libraries and the funding that enables free public access to these resources.

As U.S. public libraries emerge from the aftermath of the Great Recession, they continue to provide vital public access to computers and the Internet, so critical to millions of people negatively affected by the economic downturn. Libraries serve as “first responders” for the increasing numbers of people in need of technology training and online resources for employment, continuing education and access to online government services. With free access to high-speed Internet and expert assistance to aid those working with technology resources, libraries serve as a “toll-free” bridge over the digital divide.

Despite very real economic strain, there is some positive news to report from the library front:

- Today, virtually all public libraries (99.3 percent) provide public access to computers and the Internet.

- Libraries report a greater number of Internet computers available to the public – 16 on average per outlet (up from 14.2 one year ago).

- Over 87 percent of libraries provide formal or informal technology training.

- Almost 86 percent of public libraries provide Wi-Fi access.

- Over two-thirds (67.2 percent) of libraries offer access to e-books, up 12 percent from two years ago.

However, there are also disturb-

ing reports about libraries unable to meet an ever-growing demand for services. While some libraries reported stable funding this year, the cumulative effect of budget cuts at the local, county and state levels over the past three years are severely straining the resources of libraries nationwide:

- Seventeen state libraries (compared with 13 last year) reported that they are aware of public library closures in their states in the past 12 months.

- Overall, 16 percent of local libraries reported decreased operating hours in the past year, up from 14.5 percent last year, and 4.5 percent just two years ago.

- Over 76 percent of libraries (up from 73.5 percent last year) reported an insufficient number of public computers to meet demand some or all of the time.

- Nearly 45 percent of libraries reported that their Internet connection speeds are insufficient some or all of the time.

Reports of proposed or scheduled library closures continue to emerge from many states, including Colorado, Florida, Michigan, New Jersey and Texas. Further, public libraries are struggling with reductions in hours that are hindering public access to vi-

tal technology resources. In three states, the percentage of libraries reporting reduced open hours was much greater than the national average of 15.9 percent: Ohio (49.9 percent), California (44.5 percent) and Georgia (31.5 percent). As a result, millions of people are locked out of the essential library services upon which they depend – from access to social services

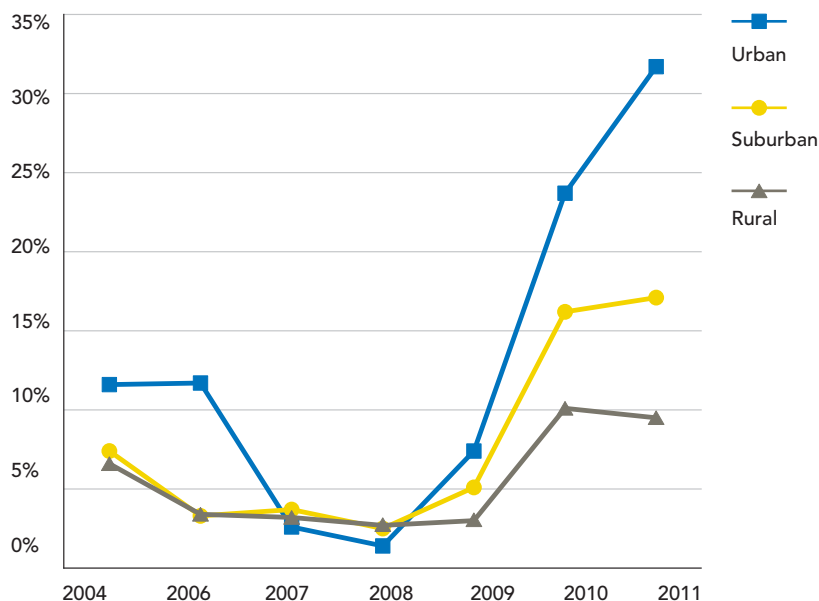
“People want to be connected or share items but they still have no Internet resources at home, and overall I’m seeing a general expectation of faster, better, and more, more, more.”

to literacy resources and training to meet the demands of the 21st century global marketplace. For the third year, the greatest impact (Figure A-1) was experienced by those living in urban communities; nearly one-third (31.7 percent) of urban libraries reported reductions in hours in FY2011.

Cumulative, Ongoing Funding Cuts

The effects of the ongoing erosion of local and state tax revenues affect all public institutions at local and county levels. County libraries struggle, along with other services, as county government is forced to scale back. In a February 2011 survey of county governments, more than half of the counties surveyed now have fewer

FIGURE A-1: PERCENTAGE OF LIBRARIES REPORTING A DECREASE IN OPEN HOURS



county workers in FY2011 than in FY2010, and 47 percent have delayed purchases and repairs.¹

In some cases, libraries appear to be bearing the brunt of the budget cuts made in their communities. In November 2010, U.S. mayors reported that cuts in hours, staff or services at local libraries were second only to those in maintenance and services at parks and gardens.² Anecdotal reports from municipal and county libraries confirm that local cuts have affected the replacement and/or upgrade of public access technology; maintenance of technology and services is a challenge, with reduced staffing levels at both the library and other local government departments.

For the third consecutive year, an increasing number of libraries reported fiscal decreases, and anticipate continued reductions in FY2012:

- Nearly 60 percent of public libraries reported flat or decreased operating budgets in FY2011, up from 56.4 percent in FY2010 and 40

percent in FY2009.

- Almost two-thirds (65 percent) of libraries anticipate flat or decreased operating budgets in FY2012.

- More urban libraries (55 percent) reported operating decreases during the current fiscal year, followed by suburban (36.2 percent) and rural (26.9 percent) libraries.

State support for public libraries also continues to erode, affecting not only expenditures for collections and equipment, but the number of state-level staff available to provide consultation and technical assistance to public libraries. In a November 2010 survey of Chief Officers of State Library Agencies (COSLA) (<http://www.cosla.org>), 19 states reported cuts in state funding for public libraries over the past 12 months. Of these, over half indicat-

ed that the cuts were greater than 10 percent. During the past four years, more than half of these states have reported a cumulative 10 percent budget decrease.

However, all of the budget news is not bleak. After a wide swath of dramatic expenditure decreases last year, libraries finally reported signs of leveling off. Staff salary/benefits expenditures, which had dropped over 43 percent last year, only decreased 5.7 percent in the current fiscal year. Collections expenditures, which fell 47.5 percent last year, slowed to a 7.8 percent decrease.

While budget cuts and reductions in expenditures reported in this year's survey are less dramatic than last year, the cumulative effect requires continuous budget rebalancing and tough choices regarding services. The choice is not whether the libraries will or will not make service cuts, but where they will make the cuts. In interviews with the [California libraries](#) selected for this Study, this is the greatest challenge to maintaining access and quality of service. Specifically, library directors pointed to the dif-

One Oklahoma library director reports a major retail outlet no longer provides employees with a printed W-2; it is up to the employee to access it online...so the library's computers and printers have been in high demand.

ficult choice between maintaining library hours with reduced staff and services, versus opting for reduced open hours with higher staffing levels in order to support greater access to resources. Additional pressures exist for the nearly two-thirds (64.5 percent) of libraries

that report they are the only provider of free public computer and Internet access in their communities.

Libraries Persevere, Increase Services

Regardless of fluctuating budget levels, libraries are still striving to fulfill the needs of their communities, serve people of all ages and backgrounds, and provide technology services that range from basic computer skills to homework help, from career advice and assistance in applying for social services. Use of technology resources to support these services remains high. Data from this year's Study shows:

- A majority (70 percent) of libraries reported increased use of public access workstations.
- Three-quarters (75 percent) of libraries reported increased use of Wi-Fi.
- Almost half (49.8 percent) of libraries reported an increase in the use of electronic resources.

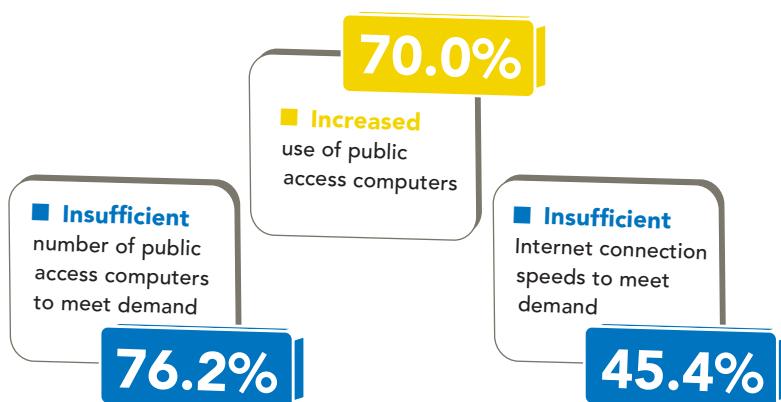
To meet patrons' needs, libraries plan to add computers and make other enhancements:

- Twenty-three percent of libraries anticipate adding public computers or laptops in the coming year.
- Nearly 6 percent of libraries plan to add wireless access within the next year.
- About 13 percent of libraries plan to increase bandwidth in the coming year.

Regardless of the planned increases in bandwidth, wireless availability, and the number of public access computers, libraries consistently reported that their public access technology is insufficient to meet current levels of use. Survey results and anecdotal reports highlighted the following challenges to resource sufficiency:

- Libraries reported that the three most important factors influencing the addition of computers

FIGURE A-2: PUBLIC INTERNET ACCESS COMPUTER USE AND SUFFICIENCY



Note: Figures represent percentage of reporting libraries.

are cost (78.7 percent), space (77.2 percent) and availability of electrical outlets, cabling or other infrastructure (54.4 percent).

- Almost 80 percent of libraries report that their wireless access is shared with existing public access workstation connections. This shared connectivity puts additional drain on the limited available broadband during the periods of heavy use that libraries are experiencing more often, especially given the increased number of mobile devices tapping into library wireless systems.

- Cost, rather than availability of higher-speed connections, constrains libraries. Almost 30 percent of libraries reported that while they have an interest in increasing bandwidth, they cannot currently afford to do so.

Job-seeking Services Remain Highly Rated

For the second consecutive year, libraries reported that services for job-seekers rate as the most important public Internet service provided to the community. Ongoing high unemployment continues to drive people to the library to access job resources.

A national study³ reported that in

2009, 4.4 million economically impacted Americans used the library for essential job-related activities, such as seeking assistance in preparing a resume and for finding general job information. In response, libraries continue to increase their job-seeking services:

- A large majority provide access to job databases and other online job resources (90.9 percent, up from 88.2 percent in last year).

- Over three-quarters (77 percent) provide access to civil service exam materials, a figure that increases to 90.1 percent in urban libraries.

- Over 74 percent of libraries offer software and other resources to help patrons create resumes and employment materials. In this category, suburban libraries reported an increase of almost 10 percent over last year (78.4 and 68.7, respectively).

- Nearly 72 percent of libraries help patrons complete online job applications, an increase of 5 percent over last year's data.

An increasing number of libraries (88.5 percent, compared to 82.4 percent last year) reported that it is very important or most important for the library to provide access to government information and ser-

vices. The need becomes more evident when considering the results

68% of libraries reported that staff helped patrons complete government forms.

of a national survey released in 2010⁴ that reported that 26 million people used public library computers to get government or legal information or to access government services. Of these, 58 percent downloaded a government form, such as Social Security paperwork, tax forms and Medicare enrollment documents. Nearly half submitted a government form using a library computer. In this year's Study:

- A majority of libraries (89.7 percent) provided as-needed assistance for understanding how to access and use e-government websites.

- A majority of libraries (80.7 percent) provided assistance for applying to or accessing e-government services.

- Nearly 68 percent indicated that staff provided assistance in completing government forms.

- One-quarter of all libraries partnered with government agencies, non-profit organizations, and others to provide e-government services.

Next year's Study is expected to reflect two recent changes in how tax materials are accessed when libraries are asked to report on e-government services. In January 2011, the Internal Revenue Service announced that it would no longer mail out tax forms and directed people to community access points, such as the library. Another foreshadow of change was reported by an Oklahoma library director: a major employer in the area is no longer providing employees with a

printed W-2 document; it is up to the employee to access it online and print a copy. This library director indicated that only a small percentage of the residents have Internet access at home, so the library's computers and printers have been in high demand.

Federal Stimulus Projects Anticipated to Improve Internet Access

In a time of flat and decreased budgets, funding from the American Recovery and Reinvestment Act (ARRA) is anticipated to improve technology access at some libraries. In 2009, the ARRA appropriated \$7.2 billion to expand broadband access to unserved and underserved communities, including community anchor institutions like libraries. The funds were awarded in two rounds in 2010.

In the 2010 COSLA survey, state libraries reported on activities to acquire ARRA Broadband Technology Opportunity Program (BTOP) or Broadband Initiatives Program (BIP) funding. Thirty-six states reported that they had applied for funding; of those that applied, 27 states reported that they were successful in securing funding.

For the first time in survey history, public libraries were asked to report whether they had applied directly for, or were included in applications submitted by another entity, for either BTOP or BIP. Forty-five percent of libraries reported applying for ARRA funding; the highest percentage of applications were from urban libraries (56.9 percent), followed by rural (45.7 percent) and suburban (41.5 percent) libraries. The survey did not measure which libraries received this funding.

Conclusion

Data from the 2010-2011 Study present libraries grappling with a "new normal" of flat or decreased funding, paired with increased demand for public library technology resources. The result is a mix of the grim austerity, reflected in decreased operating hours and closed library outlets, in contrast with the robust delivery of technology resources that support workforce development, e-government services, and skills training for the competitive global marketplace.

"Libraries have been and are continuing to transform themselves to be responsive to the needs of the populations they serve," said ALA President Roberta Stevens, "... Libraries are busy because they are central to the lives of millions of families, students, older adults, entrepreneurs and those who require assistance in weathering the economic challenges of the past few years."⁵

If public libraries are to continue to provide critical, transformational service, local, state and federal funding must be restored and enhanced. ■

ENDNOTES

1 Byers, Jacqueline. (2011). *The Recession Continues: An Economic Status Survey of Counties*. National Association of Counties, Washington, D.C. Page 4.

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3 OCLC. *Perceptions of Libraries, 2010: Context and Community*. Dublin, Ohio. Page 29.

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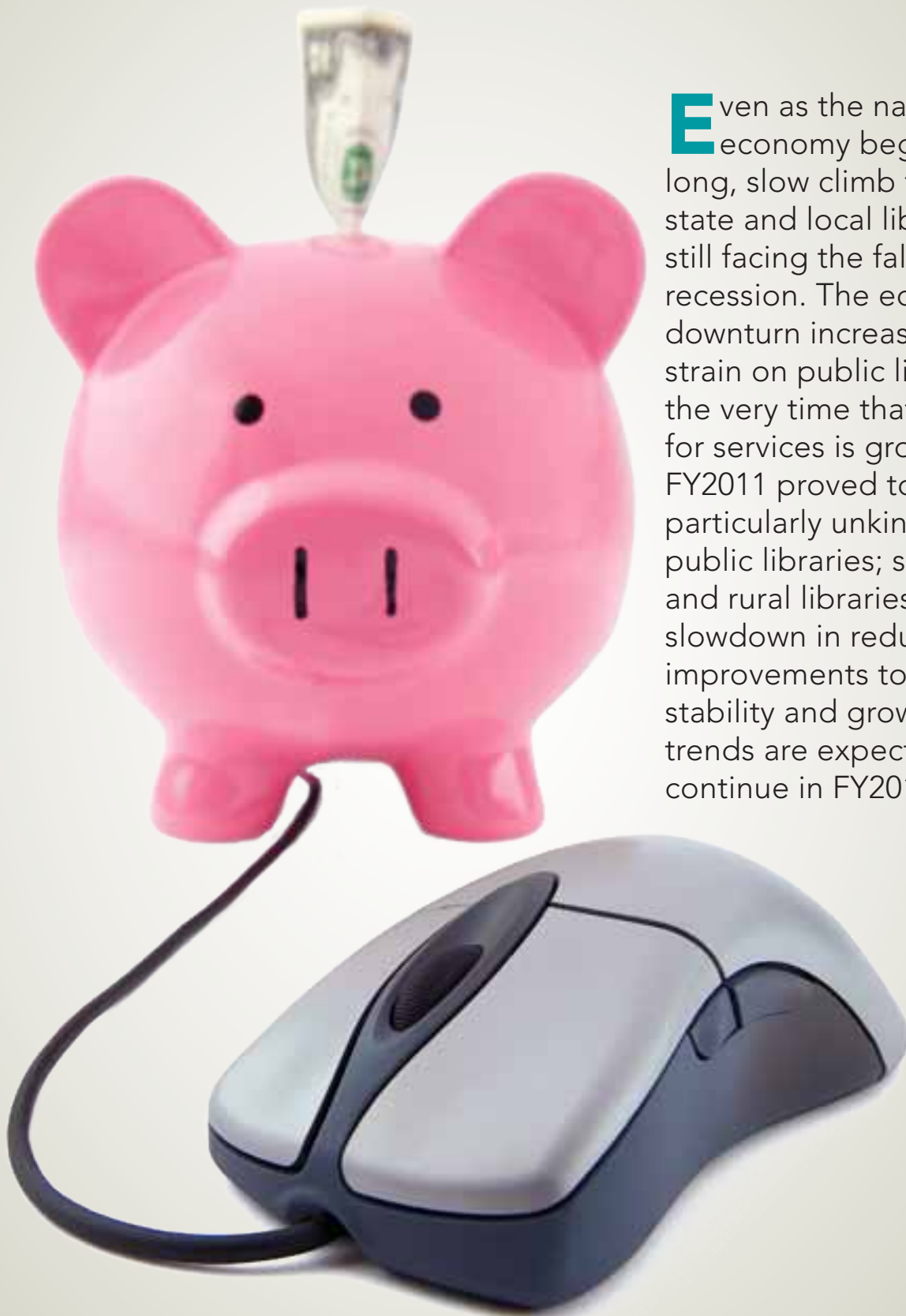
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Even as the national economy begins the long, slow climb to recovery, state and local libraries are still facing the fallout of the recession. The economic downturn increased the strain on public libraries at the very time that demand for services is growing. FY2011 proved to be particularly unkind to urban public libraries; suburban and rural libraries reported a slowdown in reductions and improvements to budget stability and growth. Both trends are expected to continue in FY2012.

FIGURE B-1: PUBLIC LIBRARY SYSTEMS OPERATING BUDGET CHANGE FY2009 - FY2011, BY METROPOLITAN STATUS

	Metropolitan Status											
	Urban			Suburban			Rural			All		
	2009	2010	2011	2009	2010	2011	2009	2010	2011	2009	2010	2011
Increased up to 6%	47.3%	28.2%	25.2%	51.1%	35.1%	35.3%	50.6%	38.8%	35.8%	50.5%	37.0%	35.0%
Increased 6% or more	10.6%	5.2%	4.2%	9.0%	5.2%	5.2%	9.4%	7.2%	5.4%	9.4%	6.7%	5.3%
Decreased less than 6%	14.7%	24.2%	31.9%	13.0%	24.2%	22.0%	8.9%	15.5%	17.3%	10.6%	17.1%	19.7%
Decreased more than 6%	7.4%	30.4%	22.6%	3.6%	17.4%	14.2%	3.3%	11.0%	9.6%	3.7%	14.3%	11.9%
Stayed the same	19.9%	11.4%	16.2%	23.3%	22.7%	23.2%	27.8%	27.5%	32.0%	25.9%	25.0%	28.2%

Survey responses for the 2010-2011 Public Library Funding & Technology Access Study revealed that technology budgets (e.g., computer hardware and software, telecommunications, technology staff, outside vendors) were protected for a second consecutive year, although increased use of technology-related services are exhausting ever-shrinking resources.

Key findings included:

- A majority (59.8 percent) of public libraries reported flat or decreased operating budgets in FY2011, up from 56.4 percent in FY2010 and 40 percent in FY2009.

- Almost two-thirds (65 percent) of libraries anticipate flat or decreased operating budgets in FY2012.

- Staff salary/benefits expenditures that had plummeted 43.2 percent in FY2010 only dropped 8.6 percent in FY2011. Similarly, collections expenditures that fell 47.5 percent in FY2010 slowed to a mere 6.7 percent decrease in FY2011.

- Nineteen states reported cuts in state funding for public libraries between FY2010 and FY2011. Of these, over half indicated the cuts were greater than 10 percent.

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

Operating Budgets Struggle; Urban Libraries Continue Downward Trend

A majority (59.8 percent) of public libraries reported flat or decreased operating budgets in FY2011, up from 56.4 percent in FY2010, thus continuing the trend that followed an uptick from 40 percent in FY2009. (Figure B-1).

Almost 55 percent of urban libraries reported operating budget decreases in FY2011, compared with 36.2 percent of suburban and 26.9 percent of rural libraries. Furthermore, while 22.6 percent of urban libraries reported decreases of more than 6 percent (after decrease of 7.8 percent last year), this was only the case for 14.2 percent of suburban and 9.6 percent of rural libraries. The continued decrease in funding levels reported by urban libraries adversely affected the national averages for all libraries due to the size of urban libraries' operating budgets as compared to those of their suburban and rural counterparts.

Far fewer urban libraries (29.4 percent) reported operating budget increases in FY2011 compared with 40.5 percent of suburban and 41.2 percent of rural libraries. In fact, there was very little improvement in any reported increases when compared to last year; increases of more than 6 percent were reported by

only 4.2 percent of urban libraries, 5.2 percent of suburban libraries and 5.4 percent of rural libraries.

As fewer libraries reported decreases greater than 6 percent, more libraries reported operating budgets staying the same between FY2011 and FY2010: such was the case for 16.2 percent of urban libraries, 23.2 percent of suburban libraries and 32.0 percent of rural libraries. This could be viewed as good news; however, decreases in FY2010 were severe (Figure B-1) and, with more libraries reporting no change in operating budgets, there is continued stagnation in local economies and a serious erosion of buying power. As year-to-year expenses rise, this is expected to have a significant impact.

An analysis of funding data reported by public libraries revealed that, including all funding sources, operating budgets declined by 3.8 percent from FY2010 to FY2011 (Figure B-2). Despite increases reported by suburban and rural libraries, the delayed recovery of urban library budgets affected the national average for all public libraries.

Each year, libraries are asked if they anticipate any changes to the current operating budget (Figure B-3). Overall, fewer public libraries (5.7 percent) anticipated or had already experienced reductions (20.9 percent) in operating budgets as compared with last year (26.6

FIGURE B-2: AVERAGE OPERATING BUDGET CHANGE BY SOURCE AND TYPE, FY 2010-2011

Sources of Funding	Salaries (including benefits)	Collections	Other Expenditures	Total Change
Local/county	(\$39,885) -3.9%	(\$12,226) -6.3%	\$21,410 4.8%	(\$30,701) -1.9%
State	(\$89,090) -43.4%	\$40,121 65.8%	(\$10,028) -16.5%	(\$58,997) -18.0%
Federal	(\$9,277) -18.9%	\$6,156 81.0%	(\$25,641) -50.9%	(\$28,762) -26.9%
Fees/fines	\$3,651 13.3%	(\$5,404) -27.2%	\$14,003 48.4%	\$12,250 16.1%
Donations/local fundraising	\$4,451 20.5%	(\$1,709) -12.2%	(\$4,067) -16.5%	(\$1,325) -2.2%
Government grants	\$27,589 50.9%	(\$1,298) -13.0%	(\$9,098) -27.0%	\$17,193 17.6%
Private foundation grants	(\$1,271) -5.0%	\$86 0.7%	\$85 0.5%	(\$1,100) -2.0%
Reported average total	(\$103,832) -7.4%	\$25,726 8.0%	(\$13,336) -2.0%	(\$91,442) -3.8%

anticipated that operating budgets would decrease next fiscal year.

Technology Expenditures Suffer

Expenditures on technology are expected to suffer again in FY2012; fewer public libraries (-2.4 percent) anticipate any technology budget increases, 1.8 percent anticipate decreased budgets, and less than one percent (0.7 percent) expected their budgets to remain unchanged (Figure B-5). However, in comparison with the ongoing decreases in general operating budgets, libraries have been somewhat able to protect their technology budgets.

The San Jose Public Library is a case in point: When city funding decreased by 25 percent over two years, the San Jose Public Library responded with cuts in staff and hours, yet continued to support 1,000 public access computers system-wide with 10 FTE for IT. “In spite of cuts, we’ve kept this constant. Technology is at the heart of what a library is about,” said the San Jose Public Library director.

In FY2011, public libraries reported that, overall, about 36.9 percent of total technology-related expenditures were for staff salaries, 19.8 percent for outside vendors, 27.5 percent for hardware/software, and 15.8 percent for telecommunications (Figure B-6). The majority (57.7 percent) of local funds were used for salaries, state funds were primarily used for hardware/software (38.2 percent) and telecommunications (34.5 percent), and federal funds were primarily used for salaries (40.3 percent). Fees/fines and donations/local fundraising were primarily used for hardware/software (36.5 percent and 52.1 percent, respectively). Government grants went primarily

percent). Reported decreases in current operating budgets were highest among urban libraries (27.5 percent), although these decreases were considerably lower than those reported last year (43.2 percent). Suburban libraries also reported improvements in anticipated or actual mid-year budget reductions (23.2 percent compared with 28.3 percent last year), as did rural libraries (19.0 percent compared with 24.0 percent last year).

Continued Erosion of Spending Power Anticipated

A significant majority (74.7 percent) of public libraries anticipated stable (39.6 percent) or increased (35.1 percent) operating budgets in the coming fiscal year (Figure B-4). However, libraries expect the

FY2012 funding recovery to be slow, which will continue to erode the spending power of thousands of public libraries. While only an estimated 28.3 percent of urban libraries anticipated increases in FY2012, a promising 34.2 percent of suburban and 36.2 percent of rural libraries anticipated increases. A comparable disparity between urban, suburban and rural libraries is evidenced by unchanged operating budgets going into FY2012 as well as little evidence of relief in anticipated decreases:

- Nearly 31 percent of urban, 33.7 percent of suburban and 43.6 percent of rural libraries anticipated operating budgets would remain the same next fiscal year.
- Slightly more than 40 percent of urban, 32.1 percent of suburban and 20.1 percent of rural libraries

for telecommunications (73.1 percent) and private foundation grants to outside vendors (42.2 percent) and telecommunications (39.1 percent).

These expenditures were covered through a variety of funding sources (Figure B-7):

- For technology staff salaries and benefits, the majority (79.9 percent) of those expenditures were paid from local funding sources and 10.6 percent paid from state sources.

- Outside vendors were paid from local funds (34.7 percent), federal funds (about 32.0 percent), fees/fines (10.4 percent), and state funding sources (9.6 percent).

- For the costs of hardware/software expenditures, libraries used federal funds (41.1 percent), local funds (33.8 percent) and government grants (9.2 percent).

- Telecommunications costs were paid with local funds (34.4 percent), federal funds (20.9 percent), state funds (14.1 percent) and fees/fines (12.2 percent).

The changes during fiscal years 2010 and 2011 in technology-related expenditures depict year-to-year shifts across and among sources of funding by category of expenditure ([more detail available in Figures B-19-22 on the Study website](#)). This fluctuation in the data results from the general instability of dedicated funding for technology in a depressed economy and the challenges of linking technology expenditures to a specific funding source. Libraries have great difficulty isolating technology expenditures made from other than local funding sources. This inability to code expenditures to funding source may also account for a lower response rate to these questions.

As with overall expenditures, urban libraries reported the largest monetary decreases in technology-related expenditures from last year: salaries (-42 percent), outside

FIGURE B-3: ACTUAL OR ANTICIPATED CHANGES TO TOTAL OPERATING BUDGET, CURRENT FY

	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Stayed the same	50.9%	60.3%	60.8%	60.0%
Decrease	27.5%	23.2%	19.0%	20.9%
Increase	8.6%	9.8%	12.4%	11.3%
Don't Know	13.0%	6.7%	7.8%	7.7%

FIGURE B-4: ANTICIPATED TOTAL OPERATING BUDGET CHANGE, FY2012

Operating Budget	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Increased more than 10%	2.0%	1.3%	1.4%	1.4%
Increased 6.1-10%	*	2.4%	2.2%	2.2%
Increased 4.1-6%	2.4%	2.7%	4.0%	3.5%
Increased 2.1-4%	8.5%	12.2%	10.7%	11.0%
Increased up to 2%	15.4%	15.6%	17.9%	17.0%
Stayed the same	30.8%	33.7%	43.6%	39.6%
Decreased up to 2%	7.3%	7.9%	6.1%	6.8%
Decreased 2.1-4%	8.9%	5.9%	3.7%	4.7%
Decreased 4.1-6%	8.9%	6.3%	3.5%	4.7%
Decreased 6.1-10%	6.9%	3.9%	2.9%	3.5%
Decreased more than 10%	8.1%	8.1%	3.9%	5.6%

FIGURE B-5: AVERAGE PERCENT CHANGE FY2011 TO FY2012 EXPECTED TECHNOLOGY BUDGET STABILITY

Operating Budget	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Increased more than 10%	-1.4%	-1.3%	0.5%	-0.2%
Increased 6.1-10%	0.4%	0.7%	-0.2%	0.2%
Increased 4.1-6%	2.4%	-0.3%	0.7%	0.4%
Increased 2.1-4%	-1.8%	-0.9%	0.2%	-0.3%
Increased up to 2%	-2.4%	-0.7%	-3.4%	-2.5%
Stayed the same	1.4%	2.1%	-0.2%	0.7%
Decreased up to 2%	4.1%	0.9%	2.0%	1.8%
Decreased 2.1-4%	-0.5%	-0.6%	0.2%	-0.1%
Decreased 4.1-6%	-1.8%	0.2%	-0.3%	-0.2%
Decreased 6.1-10%	1.1%	-0.1%	0.0%	0.1%
Decreased more than 10%	-1.4%	0.0%	0.4%	0.2%

FIGURE B-6: PERCENTAGE OF AVERAGE TOTAL TECHNOLOGY-RELATED OPERATING EXPENDITURES, BY FUNDING SOURCE AND TYPE, FY2011

Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications	Total
Local/county	57.7%	13.5%	18.2%	10.6%	100.0%
State (including state aid to public libraries, or state-supported tax programs)	12.2%	15.1%	38.2%	34.5%	100.0%
Federal	40.3%	19.8%	17.0%	22.9%	100.0%
Fees/fines	16.1%	21.1%	36.5%	26.3%	100.0%
Donations/local fundraising	3.6%	29.2%	52.1%	15.1%	100.0%
Government grants (local, state or national level)	2.9%	5.8%	18.1%	73.1%	100.0%
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	10.9%	42.2%	7.8%	39.1%	100.0%
Reported average percent	36.9%	19.8%	27.5%	15.8%	100.0%

FIGURE B-7: AVERAGE TECHNOLOGY-RELATED OPERATING EXPENDITURES, BY TYPE AND FUNDING SOURCE, FY2011

Sources of Funding	Salaries (including benefits)	Outside Vendors	Hardware/Software	Telecommunications
Local/county	79.9%	34.7%	33.8%	34.4%
State (including state aid to public libraries, or state-supported tax programs)	10.6%	9.6%	6.0%	14.1%
Federal	2.1%	32.0%	41.1%	20.9%
Fees/fines	1.4%	10.4%	1.4%	12.2%
Donations/local fundraising	1.2%	2.2%	2.8%	2.7%
Government grants (local, state or national level)	2.3%	7.8%	9.2%	9.7%
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	2.6%	3.2%	5.8%	6.1%
Total	100.0%	100.0%	100.0%	100.0%

vendors (-73 percent), hardware/software (-63.3 percent) and telecommunications (-88 percent).

Suburban also reported decreases in FY2010 and FY2011 technology-related expenditures, but far less so than either their urban or rural counterparts: salaries (-37.2 percent), outside vendors (-65.3 percent), hardware/software (-57.6 percent) and telecommunications

(-50.4 percent).

Rural libraries saw the second largest overall decrease in technology-related expenditures, but also had the largest proportional reductions of all metropolitan types in fiscal years 2010 and 2011: salaries (-69.0 percent), outside vendors (-80.3 percent), hardware/software (-74.2 percent) and telecommunications (-81.7 percent).

Expenditures Reflect Future Budget Restraints

As if FY2011 wasn't bad enough, public libraries anticipate that FY2012 will be another year of spending reductions, with a decrease of -12.3 percent compared with the 9.4 percent actual change in average expenditures experienced from FY2010 to FY2011 (Figure B-8).

It is important to note that when averaging for all libraries reporting, the proportional difference in rural libraries reporting (3,423 of 5,369, or 64 percent) compared with urban libraries (426 of 5,369, or 8.0 percent) affects the average of all expenditures reported (see Figures B-9 through B-12).

Operating expenditures, regardless of type, have declined for public libraries each year since FY2009 (Figure B-9). Anticipated expenditure declines in FY2012 were most notable in “other expenditures” (-25.6 percent), the category to which most technology-related expenditures are assigned, followed by collections (-11.1 percent) and salaries (-6.1 percent).

Urban libraries reported decreases in each category for last year (Figure B-10), but anticipate some improvement in FY2012 in all expenditure categories (3.9 percent salaries, 7.4 percent collections) except other expenditures (-4.4 percent).

Suburban libraries generally reported declines in each category each year since FY2009; however, they anticipate a sharper decline in other expenditures next year (FY2012), of about -18.4 percent (Figure B-11). They anticipated reductions in salaries and collection expenditures at less than one percent each next year. The more significant decline in other expenditures may be traceable to public access computer replacement schedules, or simply mirrors ongoing operating budget reductions.

As with urban and suburban public libraries, rural libraries reported annual reductions in operating expenditures in nearly all categories (Figure B-12). For FY2011 and FY2012, anticipated reductions are most notable in collections (-39.2 percent), followed by other expenditures (-7.5 percent) and salaries (-1.1 percent).

FIGURE B-8: AVERAGE EXPENDITURE CHANGE BY FUNDING SOURCE, ACTUAL FY2010-2011 AND ANTICIPATED FY2011-2012

Sources of Funding	FY2010-2011 Change (Actual)	FY2011-2012 Change (Anticipated)
Local/county	\$39,885 4.1%	(\$156,670) -9.6%
State (including state aid to public libraries, or state-supported tax programs)	\$89,090 76.8%	(\$58,150) -21.7%
Federal	\$9,277 23.3%	(\$22,161) -28.3%
Fees/fines	(\$3,651) -11.7%	(\$4,942) -5.6%
Donations/local fundraising	(\$4,451) -17.0%	(\$20,841) -35.3%
Government grants (local, state or national level)	(\$27,589) -33.7%	(\$79,412) -69.0%
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$1,271 5.2%	\$235 0.4%
Reported average total	\$88,176 9.4%	(\$195,200) -12.3%

Libraries Continue to Depend on E-Rate

In FY2011, 54.4 percent of libraries (Figure B-13) reported applying for an **E-rate discount**, whether directly (38.1 percent) or as part of another organization’s application (16.3 percent), a slight increase from last year (53.0 percent). As in last year, proportionally more urban libraries applied for E-rate discounts (65.8 percent), followed by rural (56.5 percent), then suburban (48.6 percent) libraries.

Figure B-14 shows the percentage of public library systems receiving E-rate discounts by category. The highest overall percentage of discounts were received in the telecommunications category (83.2 percent), by urban (87.1 percent), suburban (83.1 percent) and rural (82.8 percent) libraries; this is

consistent with the findings from last year. The greatest change was in discounts for Internet connectivity received by suburban libraries, which significantly increased to 57.3 percent this year as compared to 49.8 percent last year.

The top three reasons why 42 percent of public library systems did not apply for E-rate discounts remained unchanged from prior years: the E-rate application process is too complicated (39.6 percent); the E-rate discount is low and not worth the time needed to participate (34.2 percent); or the library did not comply with CIPA filtering requirements (31.5 percent). For urban libraries, the ranking differs slightly, with CIPA compliance (43.0 percent) being reported more frequently than the complicated application process (39.5 percent) or

FIGURE B-9: AVERAGE PERCENTAGE CHANGE FY2008 TO FY2012 TOTAL OPERATING EXPENDITURES

	Salaries (including benefits)				Collections				Other Expenditures			
	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012
Local/county	-0.2%	0.3%	-3.9%	-6.9%	-0.5%	-4.6%	-6.3%	-1.0%	-1%	15.5%	4.8%	-18.7%
State	-5.5%	55.7%	-43.4%	14.3%	3.7%	4.2%	65.8%	-64.8%	-1%	1.9%	-16.5%	-18.3%
Federal	44.7%	228.4%	-18.9%	-10%	20.7%	-6.6%	81.0%	-64.7%	16.4%	109.1%	-50.9%	-37.5%
Fees/fines	3.7%	-5.5%	13.3%	26.1%	3.5%	-1.9%	-27.2%	-4.0%	-4.2%	-23.8%	48.4%	-29.0%
Donations/ local fundraising	18.9%	-89%	20.5%	-49.7%	15.9%	-57.5%	-12.2%	-33.3%	7.7%	-65.8%	-16.5%	-33.3%
Government grants	2.4%	-19.5%	50.9%	-81.4%	-4.9%	-22.2%	-13.0%	-15.8%	-0.9%	18.7%	-27.0%	-46.3%
Private foundation grants	43%	-92.9%	-5.0%	21.0%	10.7%	-70%	-0.7%	-10.5%	-1.7%	-56%	0.5%	-10.5%
Reported average total change, all funding sources	7.3%	-43.2%	-8.6%	-6.1%	3.0%	-47.5%	-6.7%	-11.1%	0.2%	-34.3%	9.2%	-25.6%

FIGURE B-10: AVERAGE PERCENTAGE CHANGE FY2008 TO FY2012 URBAN TOTAL OPERATING EXPENDITURES

	Salaries (including benefits)				Collections				Other Expenditures			
	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012
Local/county	5.4%	16.3%	-1.7%	5.3%	8.1%	19.3%	-6.5%	6.6%	0.1%	49.7%	-8.7%	-2.5%
State	4.7%	48.5%	20.2%	132.3%	9.1%	-30.8%	5.3%	39.5%	11.8%	-6.9%	25.0%	47.8%
Federal	34.4%	121.4%	-42.3%	-63.4%	83.3%	-42.4%	-63.8%	-90.5%	24.7%	59.5%	20.7%	94.7%
Fees/fines	5.3%	76.6%	20.2%	6.4%	-4.3%	3.3%	1.9%	203.5%	-3.5%	-44.5%	25.5%	-24.0%
Donations/ local fundraising	17.0%	-94.8%	42.0%	-75.1%	33.3%	-81.7%	6.8%	-20.8%	13.4%	-80.0%	12.1%	-22.3%
Government grants	-77.5%	173.7%	-13.4%	-54.2%	-78.1%	103.1%	35.1%	-40.2%	27.8%	25.7%	-23.2%	49.4%
Private foundation grants	49.9%	-91.4%	0.4%	-26.2%	17.6%	-63.4%	-44.5%	-41.2%	-0.6%	-72.3%	-6.3%	-0.3%
Reported average total change, all funding sources	8.3%	-30.7%	-3.1%	3.9%	9.6%	-35.8%	-10.1%	7.4%	4.5%	-22.5%	-8.8%	-4.4%

the low discount amount (38.4 percent) ([more detail available on Study website, Figure 50](#)).

Federal Stimulus Grants Fund Broadband

This year, for the first time, the survey asked public libraries about

applications for the National Telecommunications and Information Administration (NTIA) [Broadband Technology Opportunity Program \(BTOP\)](#) and the [Broadband Initiatives Program \(BIP\)](#). Both programs, which were announced in July 2009, are funded through the

American Recovery and Reinvestment Act of 2009 (ARRA).

Forty-five percent of libraries reported applying for these programs, either directly (20.1 percent) or by being included in another entity's application (24.9 percent). More urban libraries submitted applications

**FIGURE B-11: AVERAGE PERCENTAGE CHANGE FY2008 TO FY2012
SUBURBAN TOTAL OPERATING EXPENDITURES**

	<i>Salaries (including benefits)</i>				<i>Collections</i>				<i>Other Expenditures</i>			
	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012
Local/county	5.0%	-15.1%	-1.7%	-1.8%	1.0%	-21.0%	5.7%	-2.8%	2.7%	-12.5%	4.7%	-12.4%
State	-4.0%	91.4%	-2.8%	28.2%	0.7%	80.6%	-47.3%	12.0%	-11.8%	29.9%	19.1%	5.0%
Federal	71.8%	181.5%	-60.0%	-18.8%	6.3%	20.5%	15.2%	39.9%	-7.1%	182.7%	-8.9%	13.6%
Fees/fines	-4.7%	-17.2%	-9.1%	35.3%	11.5%	-14.5%	-1.6%	-3.9%	-5.1%	31.5%	-23.4%	-28.3%
Donations/local fundraising	1.4%	44.1%	29.6%	29.5%	8.1%	14.9%	3.0%	4.3%	-11.5%	6.7%	2.7%	-11.9%
Government grants	-28.4%	912.5%	19.7%	-72.7%	-3.2%	-26.0%	38.4%	-8.9%	-39.8%	68.7%	33.2%	-0.8%
Private foundation grants	23.6%	-95.4%	-42.2%	188.7%	12.3%	-88.3%	2.5%	26.0%	-21.9%	-33.5%	-9.1%	-35.2%
Reported average total change, all funding sources	8.5%	-45.0%	-2.4%	-0.5%	3.3%	-49.3%	-1.5%	-0.8%	-2.5%	-33.9%	3.8%	-18.4%

**FIGURE B-12: AVERAGE PERCENTAGE CHANGE FY2008 TO FY2012
RURAL TOTAL OPERATING EXPENDITURES**

	<i>Salaries (including benefits)</i>				<i>Collections</i>				<i>Other Expenditures</i>			
	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012
Local/county	-22.6%	17.3%	-7.3%	-2.0%	-26.4%	4.4%	0.3%	-1.1%	-8.6%	2.1%	0.8%	1.0%
State	-15.8%	51.2%	-5.8%	13.7%	-0.3%	1.8%	-2.2%	-81.0%	-6.2%	-0.3%	-5.3%	3.6%
Federal	-29.7%	1769.0%	27.4%	-4.9%	-73.7%	488.3%	-2.0%	19.1%	7.8%	532.1%	-66.2%	-33.7%
Fees/fines	13.3%	40.4%	23.5%	-23.7%	20.9%	23.5%	1.9%	-14.5%	-19.1%	19.5%	13.1%	1.5%
Donations/local fundraising	18.0%	-9.7%	-20.1%	-35.9%	0.4%	-6.8%	-1.9%	28.9%	6.4%	-0.7%	0.0%	0.5%
Government grants	11.2%	25.8%	-6.8%	-4.9%	6.9%	51.8%	-20.4%	-0.3%	-13.6%	71.3%	26.2%	-18.6%
Private foundation grants	4.9%	64.4%	21.7%	5.8%	16.7%	11.5%	-14.3%	-21.2%	-2.6%	18.1%	83.4%	-20.4%
Reported average total change, all funding sources	-36.4%	3.1%	-7.2%	-1.1%	-15.0%	-45.4%	-1.8%	-39.2%	-7.8%	-37.2%	-1.7%	-7.5%

(56.9 percent), as compared to rural (45.7 percent) and suburban (41.5 percent) libraries (Figure B-15).

Figure B-16 shows the types of BTOP and BIP applications submitted by public libraries. The highest percentage of applications were submitted in the category of public

computer center (29.6 percent), followed by sustainable broadband (12.7 percent), State Broadband and Data Development - (9.8 percent) and middle mile infrastructure (2.4 percent). Among types, urban libraries submitted the highest percentage of applications to serve as a

public computer center (49.6 percent); rural libraries reported the highest percentages in the category of sustainable broadband (13.2 percent); and suburban libraries reported the highest percentages in the category of State Broadband and Data Development (12.9 percent).

FIGURE B-13: AVERAGE PERCENTAGE OF PUBLIC LIBRARIES THAT APPLIED FOR AN E-RATE DISCOUNT, FY2011

	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Applied directly	56.0%	29.2%	41.3%	38.1%
Another organization applied on the library's behalf	9.8%	19.4%	15.2%	16.3%
Did not apply	32.0%	47.3%	40.0%	42.0%
Do not know	2.2%	4.1%	3.5%	3.6%

FIGURE B-14: AVERAGE PERCENTAGE OF PUBLIC LIBRARIES RECEIVING AN E-RATE DISCOUNT, FY2011

E-Rate Categories	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Internet Connectivity	68.0%	57.3%	58.5%	58.8%
Telecommunications services	87.1%	83.1%	82.8%	83.2%
Internal connections cost	16.3%	10.3%	10.6%	11.0%

Will not total 100%, as respondents could select more than one option

FIGURE B-15: AVERAGE PERCENTAGE OF PUBLIC LIBRARIES THAT APPLIED FOR BTOP OR BIP AWARDS

	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Applied directly	26.4%	14.7%	22.4%	20.1%
Library was included in an application submitted by another entity	30.5%	26.8%	23.3%	24.9%
Did not apply	38.3%	46.5%	40.5%	42.4%
Don't Know	4.8%	12.0%	13.7%	12.6%

FIGURE B-16: AVERAGE PERCENTAGE OF BTOP AND BIP APPLICATIONS BY TYPE

Application Type	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Public computer center	49.6%	32.9%	25.3%	29.6%
Sustainable broadband	12.4%	11.7%	13.2%	12.7%
Middle mile	5.8%	4.3%	*	2.4%
State Broadband and Data Development (SBDD)	5.0%	12.9%	8.7%	9.8%
Don't know	28.9%	41.7%	52.1%	47.0%
Other	11.6%	8.0%	9.3%	9.1%

Will not total 100%, as respondents could select more than one option
Key: *: Insufficient data to report

The two states that participated in the [field report for this year's Study](#) (p. 88) both received BTOP funds.

State Libraries Again Report Cuts in Public Library Funds

The past year brought great challenges to public library support in the form of significant reductions in funding and staffing at many state libraries. However, there were opportunities to improve public access to computers and the Internet in local libraries through state-level federal stimulus funding provided by BTOP and BIP. Findings from a November 2010 survey of Chief Officers of State Library Agencies (COSLA), with 90 percent of states and the District of Columbia participating, depict a trend continued from last year: 19 states (43 percent) reported cuts in state funding for public libraries from FY2010 to FY2011. Of these, over half indicated that the cuts were greater than 10 percent. Southern states continued to be among the hardest hit, with 27 percent of respondents reporting double-digit funding cuts, and 54 percent overall reporting decreased funding (Figure B-17).

The cumulative decline of funding reported by many states since FY2009 is of great concern: Georgia, Kentucky, and South Carolina have all reported decreased funding during each of the past three years. Virginia, whose reductions began earlier in FY2008, has experienced an overall funding decline of greater than 25 percent. California, Illinois, Michigan, Nevada, New Jersey and Pennsylvania also reported significant declines in funding throughout the past three years.

Fourteen states reported no change in state funding from FY2010 to FY2011; seven states (Colorado, Idaho, Maine, South

FIGURE B-17: CHANGES IN STATE FUNDING TO PUBLIC LIBRARIES, FY2011

Census Region	Decreased = 19				No State Aid		Increased = 4				Total
	1-2%	3-4%	5-10%	Greater than 10%	No State Aid	No Change	1-2%	3-4%	5-10%	Greater than 10%	
Midwest	1	1	1	2	1	2		1		1	10
Northeast		1		3	2	1					7
South	1		3	4	1	5	1				15
West			1	1	4	6				1	13
Total	2	2	5	10	8	14	1	1	0	2	45

Note: One state had not yet started FY2011, so did not respond to this section of survey

Dakota, Vermont, Washington and Wyoming) and the District of Columbia reported they do not provide state aid to public libraries. Three of the four states reporting increased funding offered the following caveats: in two cases, one-time supplemental funding offset state funding cuts; in another case, the increased funding was not enough to make up for reductions in FY2010, resulting in an overall decrease in funding since FY2009. Only North Dakota is notable in the nation for reporting multiple-year increases from FY2008 to FY2010, and a stable budget from FY2010 to FY2011 for an overall three-year budget increase greater than 20 percent.

In anticipation of FY2012, 17 states report they anticipate a decline in state funding for public libraries, 17 states are unable to predict, and 12 states expect funding will remain unchanged.

In addition to cuts in direct funding to public libraries, many state library agencies report a range of reductions to their own budgets that reduce the resources and staff support available to other libraries. Perhaps most significant is the loss in staffing – through cuts, frozen positions and furloughs – that provides consulting and manages training and continuing education opportunities for libraries. “We have a tremendous amount of vacancies that directly serve our public libraries, and we cannot fill these positions,” said one

state librarian, who has lost about 28 percent of her staff. Another state librarian reports, “We have had major budget reductions and have to reduce staff, travel and training costs. We are not able to get around the state to visit libraries and are offering fewer continuing education programs.” Other impacts include reductions in materials budgets, summer reading program support and coordination of literacy services.

Anticipated local funding reflects a similar dismal story. Slightly more states (19 compared with 17) reported that local funding for public libraries will likely decline for a majority of public libraries during FY2011 as compared to last year. Only four states reported that local

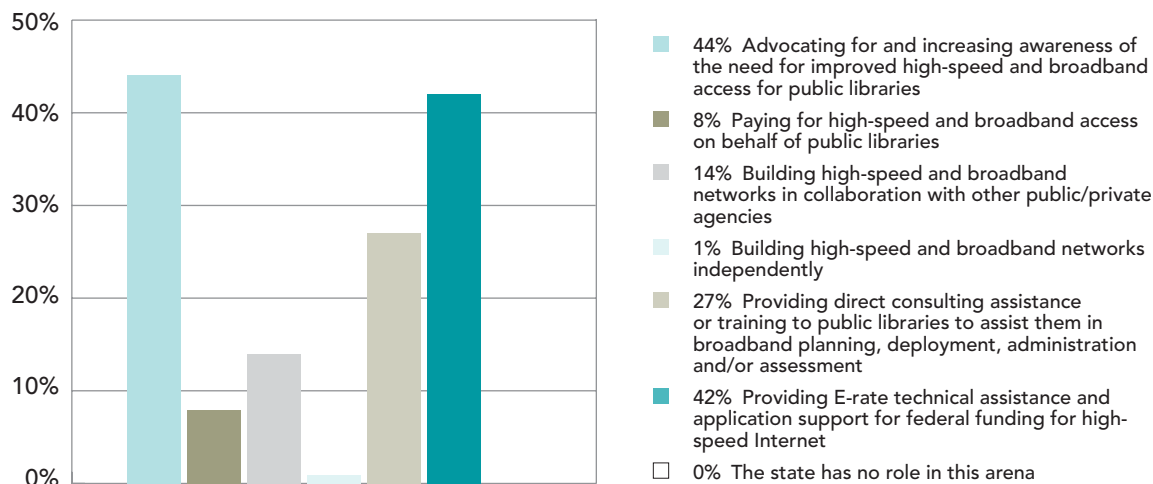
funding will likely improve for a majority of their public libraries. Eight states reported no anticipated change for a majority of their public libraries. Other states (15) reported that they either didn’t know the status of local funding or that no clear majority of libraries in any funding category (increase, decrease or no change) could be discerned.

This year’s COSLA questionnaire asked about the number of libraries that had closed as a result of funding cuts. More states (17 as compared with 13 last year) reported being aware of public library closures in their states within the past 12 months. Most states reported that fewer than two library outlets had closed, although Pennsylvania and



The MidYork (Utica) Library System E-mobile computer training unit was funded through a BTOP award received by the New York State Library.

FIGURE B-18: ROLE OF THE STATE LIBRARY AS IT RELATES TO SUPPORTING INTERNET ACCESS



New Jersey reported between five and 10 libraries had closed in the previous year due to budget cuts. In response to a new question, 78 percent (36 out of 46 states) reported that public library hours had been reduced for financial reasons. This finding is similarly reflected in data collected in this year’s survey of public libraries ([detail available on Study website, Figure 2](#)).

In the 2007-2008 Study, 11 percent of states reported they had no role in supporting high-speed Internet access. Not so this year. Today, the most common role state libraries play (96 percent) is as an advocate for the need to improve high-speed and broadband access for public libraries (Figure B-18). Forty-two states (91 percent) indicated that they provide E-rate technical assistance and application support for federal funding for high-speed Internet access. An even greater change from 2007-2008 Study is the direct support that state libraries today provide to public libraries for broadband planning. Twenty-seven states (59 percent, as compared to 13 percent in the 2007-2008 Study) reported

that they provide consulting assistance or training to public libraries to assist them in broadband planning, deployment, administration and/or assessment. On a related note, 32 states (70 percent) reported that the state library is represented on broadband mapping and planning advisory committees, or is assisting with library data collection to support broadband mapping and planning.

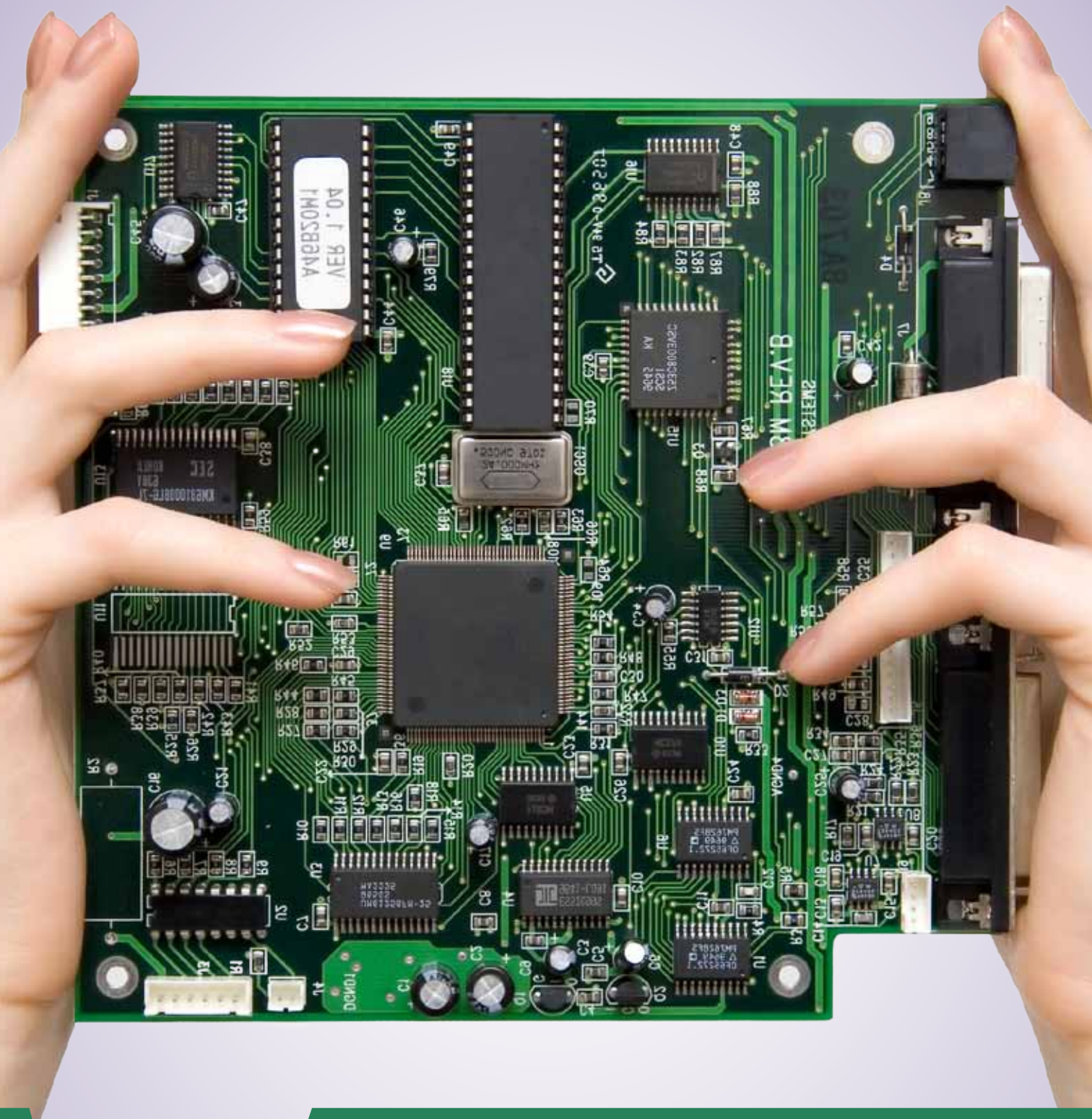
Thirty-six states (78 percent) reported that they applied (solely or in partnership with others) for BTOP or BIP funding. The vast majority of states applied for BTOP Public Computer Center funding (89 percent), followed by BIP/BTOP Infrastructure (25 percent) and BTOP Sustainable Broadband Adoption (25 percent) funding. Of those that applied, twenty-seven states (75 percent) reported that they were successful in securing funding. In seven states (26 percent), all public libraries in the state will benefit from the funding secured.

Conclusion

Libraries are doing the best they can within the limits of a slower than

expected economic recovery. However, the impact of the multi-year budget decline is clear: budgets have been trimmed to the bone and library services and staff are stretched as far as possible.

Despite financial constraints, libraries expressed their determination to maintain and advance public technology services. Following two sobering budget cycles with cumulative operational budget reductions of 24 percent, the San Diego County Library’s technology budget was cut 33 percent, which included the loss of a significant number of public access computers. “The greatest challenge is the fiscal challenge that, with diminished resources and in this economic environment, more people need the services,” said Library Director José Aponte. “We hated cutting back computers, as it is fundamental to our mission and purpose. We had to repurpose an enormous number of computers from the staff side to the public side. The focus here has been on the public service access first, and that has been at some cost to the staff and their ability to operate the library.” ■



As with previous studies dating back to 1994, this year's Study presents a detailed glimpse into public libraries' investments in technology and Internet services, and the vital role these resources play in communities nationwide. While 65 percent of Americans have high-speed Internet access at home,¹ the remainder – approximately 100 million Americans – rely on institutions such as the public library to provide online access to job search resources, homework assistance, health information and government services.

The 2010-2011 Study charts the continued growth of library technology services and the use of those services counted on by millions as being essential for individual and community development.

New data shows that library technology resources continue to be in demand:

- Almost 70 percent of libraries reported an increased use of public access workstations.
- Most libraries (75 percent) reported an increased use of Wi-Fi.
- Almost half (49.8 percent) reported an increased use of electronic resources.
- More than one-quarter (27.6 percent) of libraries reported an increased use of training services.

As use of library technology resources continues to increase, so too does the percentage of libraries reporting decreased operating hours. For the past fiscal year, 15.9 percent of all libraries reported reducing hours, which continues the distressing trend from the previous two fiscal years: 14.5 percent and 4.5 percent, respectively.

The following section presents selected key findings—and their implications—from library outlets (branches). The complete set of data tables, as well as findings from previous surveys, is available at <http://plinternetsurvey.org>. This year's survey, which had an 86.5 percent response rate, was completed by respondents between September 7 and November 14, 2010.

Public Access Infrastructure

Public libraries provide substantial public access services and resources with a range of critical points of connectivity that include public workstations and mobile devices, wireless (Wi-Fi), and high-speed broadband Internet access:

- Almost two-thirds (64.5 percent) of library outlets reported that they are the only provider of free public computer and Internet access in their communities.
- Overall, public library outlets reported an average of 16 public access workstations, up from 14.2 last year.
- Newly reported this year, almost 28 percent of libraries provide access to mobile devices, such as netbooks and e-book readers.
- Almost 86 percent of public library outlets now offer wireless Internet access, up from 82 percent last year.
- Eighty-three percent of all libraries provide connection speeds of 1.5 Mbps (T1) or higher, up from 79 percent last year.

Patron Training & Internet Services

For the second year, public libraries ranked services for job-seekers as the most vital public Internet service they offer, with nearly 92 percent of all libraries reporting that it is very important or the most important service available. The second most

important service reported by 88.5 percent of libraries is providing access to online government information. Services include job-specific databases, access to civil service examination materials and resume software, and partnerships with government and other agencies to provide e-government services.

Libraries provide technology training to support patrons' understanding and use of essential computer resources, and to advance overall digital literacy, defined as the "ability to use digital technology, communications tools or networks to locate, evaluate, use and create information." Slightly more than 87 percent of libraries reported providing technology training that includes formal classes, online tutorials, and point-of-use training.

Libraries provide access to a wide range of Internet resources and, due to increased demand, continue to expand access in a number of categories, including:

- Licensed databases
- Homework resources
- E-books and audiobooks
- Digital/virtual reference

Increased Use Equals Increased Challenges

Survey results indicate that increased use of services, combined with insufficient funding, is a continuing strain on libraries trying to maintain and improve technology services. The greatest challenges to

providing free public access computing and Internet access at public libraries are:

- **Cost:** Libraries again indicated that cost is the leading factor affecting their ability to add or replace computers. Almost 56 percent of libraries reported that they do not have a replacement schedule. Of the 43.5 percent with such a schedule, 22.3 percent reported that they will be unable to maintain the schedule this year.

- **Buildings:** The lack of available space is the next greatest challenge to the need to add more public access computers. Libraries are additionally hampered by inadequate electrical outlets for workstations or user-owned laptops, cabling, and other infrastructure.

- **Staff:** Non-technical library staff continue to be the leading form of support for maintaining public access computers and Internet access. Almost 48 percent of rural libraries (up from 43.7 percent last year) reported that the library director provides IT support, as compared to 75.5 percent of urban libraries that reported that system-level IT staff provided IT support.

- **Reduced hours:** Reduced library hours of operation continue to compromise the public's access to library services and resources. This year, open hours decreased for 15.9 percent of all libraries, in addition to the 14.5 percent reported last year. Nearly 32 percent of urban libraries reported a reduction in hours, which represents an increase from the 23.7 percent reported last year.

Moving Connectivity and Public Access Forward

Even with an increase in the average number of public access computers (16 per outlet, up from 14.2 last year), and the number of libraries offering Wi-Fi (85.4 percent, up from 82.2 last year), more libraries reported having insufficient numbers of workstations some or all of the time (76.2 percent, up from 73.5 percent last year).

Libraries plan to add, replace or upgrade public workstations and make other enhancements to their public access computing and Internet access services in the coming year in an attempt to better meet patrons' needs:

- Twenty-three percent of

libraries anticipate adding public computers or laptops in the coming year, down from 29 percent last year.

- Nearly 6 percent of libraries plan to add wireless access within the next year, which if implemented, would mean that nearly 91 percent of public libraries will offer wireless access.

- About 13 percent of libraries plan to increase bandwidth in the coming year. Libraries report cost as the key impediment, with 29.4 percent interested in bandwidth improvements but unable to afford them in the coming year.

Public libraries continue to hold stable and, in some cases, increase their public access Internet services, resources and infrastructure. The survey shows, however, that libraries' ability to do so is waning. Moreover, one needs to look at their ability to offer quality public access technology services to their communities in light of the cumulative effect of the economic downturn: libraries are now reporting successive years of budget cuts and reduced hours at the same time that they report increased usage and demand.

HARDWARE AND IT SUPPORT

Each year, the survey asks detailed questions about outlet-level public access computing hardware. The responses reveal trends in infrastructure, and its impact on technology-related services. This section describes the number and age of workstations/laptops; hardware replacement and procurement schedules; and whether libraries are able to adhere to their replacement schedules; keep hardware in operation; and other mitigating factors.

This year, public libraries reported:

- Offering an average of 16 public access computers (desktop and laptop) per outlet.

- Anticipating fewer new com-

puter purchases in the coming year.

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

New Computers for Libraries of All Sizes

The average number of public access Internet computers per library outlet increased to 16, as compared with 14.2 last year (Figure C-1). This increase is likely due to several factors: BTOP grants; older computers being kept in service longer to meet increased demand; and a greater reliance on operating revenue for computer purchases.

Suburban libraries saw the largest increase (21 percent) in numbers of public workstations over the past year, with 19.6 in 2010-2011, compared to 15.8 the previous year. Urban libraries saw an increase of 11 percent, with 28 workstations, compared to 25.4 last year. For rural libraries, it was essentially unchanged, with 9.6 workstations, compared to 9.2 last year.

It is encouraging to note that the average number of computers in each age category increased this year, a reversal of the declines seen in all but two categories (1 year old and 3 years old) between the 2008-2009 and 2009-2010 surveys. In addition, libraries reported more new comput-

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

Average Age	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Less than 1 year old	11.6	8.6	4.1	6.5
1 year old	15.6	6.9	4.0	6.9
2 years old	13.2	8.3	4.4	7.1
3 years old	13.2	9.1	4.5	7.6
4 years old	13.7	8.2	4.2	7.1
5 years old	14.1	9.2	4.5	7.1
Overall	28.0	19.6	9.6	16.0

FIGURE C-2: SUFFICIENCY OF PUBLIC ACCESS INTERNET WORKSTATIONS, BY METROPOLITAN STATUS

Sufficiency of Public Access Workstations	Metropolitan Status			Overall
	Urban	Suburban	Rural	
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	31.7%	16.3%	12.4%	17.1%
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	57.9%	61.4%	57.9%	59.1%
There are sufficient public Internet workstations available for patrons who wish to use them during a typical day	10.4%	22.3%	29.7%	23.8%

FIGURE C-3: PUBLIC ACCESS WORKSTATION REPLACEMENT PROCEDURE, BY METROPOLITAN STATUS

Replacement Procedure	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Yes, library has a replacement schedule	60.7%	53.4%	30.7%	43.5%
No (As Needed)	38.8%	45.9%	68.1%	55.6%
Don't Know	*	*	1.2%	*

Key: *Insufficient data to report

ers this year (6.5 workstations less than 1 year old) than in 2009-2010 (4.6 workstations less than 1 year old).

Overall, “other” expenditures, the category in which technology-related expenditures are grouped (along with utilities, programs, etc.), recovered significantly in FY2010 after sharp decreases the prior year. The average percent change in other expenditures in FY2011 was down 5.4 percent, compared to a decrease of 34.3 percent in FY2010. Rural libraries recovered the most, from -59.3 percent in FY2010 to -1.7 percent in FY2011. There was a comparable recovery range for suburban libraries from -51.3 percent in FY2010 to +3.7 percent in FY2011. Urban libraries improved the least from -29.1%, to -9.6%.

Libraries estimate FY2012 technology expenditures will dip significantly again, although not to the extreme levels of FY2010.

A Setback for Sufficiency

With 76.2 percent of libraries reporting having too few workstations to meet patrons’ needs, last year’s gains experienced a setback (Figure C-2). After libraries reported a rate of 81.2 percent regarding insufficient public computers in FY2009, they reported a significant improvement in FY2010 at 73.5 percent. Yet, the 2.7 percent decrease in sufficiency in FY2011 appears in sharp contrast to the addition of an average of 1.8 computers since FY2010 and an average of five computers since FY2009.

Urban libraries face the greatest challenge in providing a sufficient number of public access workstations – 89.6 percent reported insufficient numbers, up from 86.9 percent last year. However, suburban libraries reported the largest increase (4.6 percent) in insufficiency: 77.7 percent reported insufficient public access workstations, up from 73.1 percent last year. This increase for suburban

libraries, despite their 21 percent increase in the number of new computers purchased last year, highlights the challenges that increased public demand for free Internet access has had on our nation's public libraries.

Replacement Schedules

Overall, a majority of public libraries (55.6 percent) do not have replacement schedules and replace their public workstations only as needed (Figure C-3). There is a stark difference in the replacement schedules of libraries when compared by metropolitan status. The majority of urban libraries (60.7 percent) and suburban libraries (53.4 percent) do have an established replacement schedule, whereas a majority of rural libraries (68.1 percent) do not. However, the overall percentage of library outlets with replacement schedules increased 3.1 percent from last year. While all types of libraries reported an increase in having established a replacement schedule, suburban libraries reported the largest percentage increase of 6.7 percent, compared to 2.4 percent for rural libraries and 2.2 percent for urban libraries.

Of the 43.5 percent of public libraries with a replacement schedule, 22.3 percent report that they do not have the ability to consistently adhere to that replacement schedule (Figure C-4). An average of 7.9 public access workstations are scheduled to be replaced within the next year, a substantial decrease from the average of 18.7 scheduled replacements reported in the last year's survey.

Of those libraries with a replacement schedule, 22.9 percent of public libraries now have a replacement schedule that essentially occurs every three years, as compared to 27.3 percent last year. For 36.4 percent of public libraries, the replacement schedule occurs every four years (up from 28.8 percent last year), and 27.6 percent of libraries are on a five-year schedule

FIGURE C-4: ABILITY TO MAINTAIN PUBLIC ACCESS WORKSTATIONS REPLACEMENT SCHEDULE, BY METROPOLITAN STATUS

Schedule	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Yes, able to maintain schedule	11.7%	18.6%	23.3%	18.6%
Yes, but the library branch does not know how many workstations/laptops they will replace	53.2%	51.5%	50.2%	51.5%
No, not able to maintain schedule	22.8%	25.0%	18.7%	22.3%
Don't Know	12.3%	4.8%	7.8%	7.6%
The average number of workstations that the library plans to replace within the next year	12.2	9.8	4.3	7.9

FIGURE C-5: PUBLIC ACCESS WORKSTATION REPLACEMENT SCHEDULE, BY METROPOLITAN STATUS

Schedule	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Every year	—	*	4.1%	1.8%
Every 2 years	*	*	3.0%	1.4%
Every 3 years	16.7%	23.5%	26.3%	22.9%
Every 4 years	45.8%	40.3%	25.4%	36.4%
Every 5 years	30.3%	25.7%	28.0%	27.6%
Other	6.8%	8.9%	13.2%	10.0%

Key: *Insufficient data to report; Key: —No data to report

FIGURE C-6: PUBLIC ACCESS WORKSTATIONS ADDITIONS, BY METROPOLITAN STATUS

Schedule	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Yes	22.8%	20.3%	24.4%	22.7%
No	71.4%	70.7%	65.9%	68.4%
Don't Know	3.2%	3.6%	4.2%	3.8%
Other	2.6%	5.4%	5.5%	5.0%

FIGURE C-7: PUBLIC LIBRARY OUTLETS LENGTH OF TIME TO GET COMPUTERS BACK IN SERVICE, BY METROPOLITAN STATUS

Length of Time	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Less than one day	12.6%	16.7%	15.4%	15.4%
One day	7.4%	27.3%	20.4%	23.9%
Two days	38.5%	27.7%	21.2%	26.3%
More than two days	18.1%	21.0%	31.8%	25.8%
Don't know	*	1.3%	3.5%	2.2%
Other amount of time	3.0%	6.0%	7.7%	6.3%

Key: *Insufficient data to report

FIGURE C-8: SOURCES OF IT SUPPORT PROVIDED TO PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

Source of IT Support	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Public service staff	40.7%	42.4%	36.0%	39.0%
Library director	4.2%	22.1%	47.6%	31.7%
Building-based IT staff (IT specialist)	13.4%	16.8%	10.5%	13.1%
System-level IT staff	75.5%	56.4%	32.2%	48.1%
Library consortia or other library organization	5.6%	17.3%	13.2%	13.4%
County/City IT staff	30.5%	20.2%	11.0%	17.7%
State telecommunications network staff	1.7%	4.0%	3.8%	3.5%
State library IT staff	2.3%	3.7%	8.7%	5.9%
Outside vendor/contractor	16.2%	21.4%	37.7%	28.5%
Volunteer(s)	*	3.4%	11.0%	6.7%
Other source	4.0%	6.0%	6.2%	5.8%

Key: *Insufficient data to report

(down from 31.6 percent last year) (Figure C-5). More urban and suburban libraries replace their public access workstations every four years than every five years. Even as the percentage of libraries with replacement schedules rises, the majority continue to express uncertainty about whether they will be able to meet their sched-

ules (51.5 percent). While this is a slight drop from last year (53.4 percent), it still reflects a dramatic increase from 28 percent just two years ago.

Plans to Add Computers

The majority of public libraries (68.4 percent) do not plan to add public access workstations in the next year

(Figure C-6). The percentage of libraries that do plan to add workstations decreased to 22.7 percent from last year. This year 24.4 percent of rural libraries reported plans to add workstations this year, followed by 22.8 percent of urban libraries and 20.3 percent of suburban libraries. This represents a change from last year.

The three most important factors influencing the addition of public library workstations/laptops are cost (78.7 percent), space (77.2 percent), and availability of electrical outlets, cabling, or other infrastructure (54.4 percent). Cost factors were rated slightly higher for rural libraries (60.4 percent) than for suburban (58.4 percent) and urban (58.3 percent) libraries ([more details available](#) on Study website, Figures 10-13). The availability of electrical outlets, cabling and other infrastructure was rated higher by urban libraries (36.3 percent) than suburban (29.7 percent) and rural (30.4 percent) libraries. There is a constant influx of patrons with laptops and other mobile devices taking advantage of library Wi-Fi being reported, which challenge a library's ability to provide sufficient electrical support.

Keeping Computers in Service

Figure C-7 depicts how long it takes for public access computers to resume service following technical problems. Slightly more than half of libraries (52.1 percent) reported that it takes two or more days to get a public computer up and running again, compared to 47.2 percent last year. Rural libraries are significantly more likely to require more than two days (31.8 percent) than suburban (21 percent) and urban (18.1 percent) libraries. Those percentages represent an increase from last year's survey across all three metropolitan status categories, with the largest percent increase reported for

urban libraries (3.9 percent).

Public libraries indicate (Figure C-8) that non-IT specialists are providing the majority of support services (70.7 percent), a slight increase from the 67.3 percent reported last year. In urban (40.7 percent) and suburban (42.4

percent) libraries, public service staff are providing most of this support, while rural libraries depend more on library directors (47.6 percent). The metropolitan variation has as much to do with overall staffing in rural libraries as compared with larger suburban and

urban libraries. System-level IT staff continue to be a significant source of IT support (48.1 percent), especially for urban libraries (75.5 percent). Outside vendors/contractors are another important source (28.5 percent), particularly for rural libraries (37.7 percent).

CONNECTIVITY

Public libraries continue to make improvements to Internet connection speeds to respond to increased demands for bandwidth for streaming media, as well as to address an overall increase in the use of library workstations and library wireless connections (Figure C-9). In 2010-2011, public libraries reported:

- Wireless Internet access is now available at 85.7 percent of libraries, up from 82.2 percent last year.

- Libraries that support access speeds greater than 10 Mbps is up to 24.9 percent.

- Despite the desire to increase bandwidth, 29.4 percent of libraries report they are unable to afford the upgrade.

Connection Speeds Improve

The percentage of libraries offering speeds greater than 1.5 Mbps (T1) has increased nearly 9 percent from last year (Figure C-10). In the current survey, 60.3 percent of libraries reported connection speeds greater than 1.5 Mbps, compared to 51.8 percent last year. There is also a decrease in the percentage of libraries with connection speeds of less than 1.5 Mbps (12 percent, versus 14.8 percent last year).

Libraries that reported connection speeds greater than 10 Mbps have increased to 24.9 percent above last year's 18.4 percent. The percentage of urban libraries reporting speeds greater than 40 Mbps grew a full 6 percent to 20.8 percent from 14.8

FIGURE C-9: BANDWIDTH SPEEDS AT PUBLIC LIBRARIES

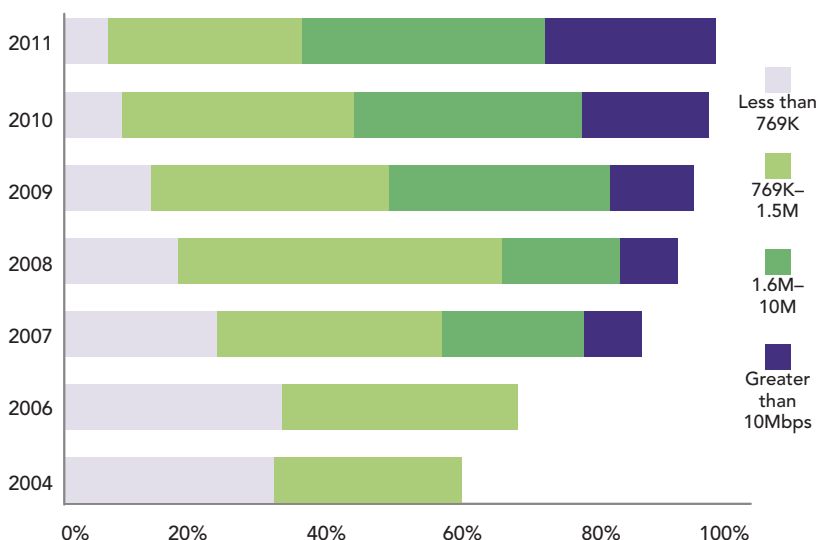


FIGURE C-10: PUBLIC LIBRARY OUTLETS MAXIMUM SPEED OF PUBLIC ACCESS INTERNET SERVICES, BY METROPOLITAN STATUS

Maximum Speed	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Less than 256 kbps	*	*	2.3%	1.4%
257 kbps - 768 kbps	*	4.2%	6.9%	5.0%
769 kbps - 1.4 Mbps	1.4%	4.2%	5.8%	5.6%
1.5 Mbps (T1)	9.8%	21.1%	28.0%	22.7%
1.6 Mbps-3.0 Mbps	11.1%	9.9%	13.7%	12.0%
3.1 Mbps-6.0 Mbps	12.2%	10.7%	11.5%	11.3%
6.1 Mbps-10 Mbps	16.3%	14.6%	9.0%	12.1%
10.0-20.0 Mbps	22.2%	12.3%	6.1%	10.8%
20.1-30.0 Mbps	2.7%	2.4%	1.4%	2.0%
30.1-40.0 Mbps	1.0%	2.1%	1.1%	1.4%
Greater than 40 Mbps	20.8%	13.1%	5.8%	10.7%
Don't Know	1.4%	4.7%	6.3%	5.0%

Key: *Insufficient data to report

FIGURE C-11: AVERAGE PERCENTAGE INCREASE IN PUBLIC ACCESS INTERNET CONNECTION AT PUBLIC LIBRARY OUTLETS OVER THE LAST YEAR

Public Access Internet Connection Increase	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Increased	27.0%	22.1%	20.2%	22.0%
Stayed the same	72.1%	76.8%	77.5%	76.4%
Don't know	*	1.1%	2.2%	1.6%

FIGURE C-12: PUBLIC ACCESS WIRELESS INTERNET CONNECTIVITY IN PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

Availability of Public Access Wireless Internet Services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Currently available for public use when the library is open and closed	69.8%	65.0%	64.7%	65.7%
Currently available for public use only when library is open	21.6%	24.3%	16.5%	20.0%
Not currently available, but there are plans to make it available within the next year	4.9%	4.4%	7.2%	5.9%
Not currently available and no plans to make it available within the next year	3.5%	6.2%	11.2%	8.2%

FIGURE C-13: PUBLIC LIBRARY OUTLETS SHARED WIRELESS-WORKSTATION BANDWIDTH, BY METROPOLITAN STATUS

Shared Bandwidth Connection	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes, both the wireless connection and public access workstations share bandwidth/ connection; no management techniques	35.8%	48.8%	68.9%	55.8%
Yes, both the wireless connection and public access workstations share bandwidth/ connection; but have management techniques	36.2%	28.1%	15.9%	23.9%
No, the wireless connection is separate from the public access workstation bandwidth/ connection	27.3%	21.8%	12.5%	18.5%
Don't know	*	1.3%	2.9%	1.9%

Key: *Insufficient data to report

percent last year. Suburban libraries that reported speeds greater than 40 Mbps increased to 13.1 percent this year from 9.5 percent last year.

Only a small percentage (5.8 percent) of rural libraries reported connection speeds greater than 40 Mbps, up only 1.3 percent from last year. At the same time, the percentage of rural libraries reporting connection speeds greater than 1.5 Mbps has grown almost 10 percent to 48.6 percent in 2010-2011 from 38.7 percent last year. This marks the first time that more rural libraries reported connectivity speed greater than 1.5 Mbps than less than 1.5 Mbps.

Most public libraries have not increased their connection speeds, with 76.4 percent reporting that the speed stayed the same (Figure C-11). This is consistent across metropolitan status categories, with the majority of rural (77.5 percent), suburban (76.8 percent), and urban (72.1 percent) libraries maintaining their connection speeds. The percentage of urban outlets reporting increased connection speeds dropped from 33.3 percent in 2009-2010 to 27 percent in 2010-2011. Urban outlets still reported the highest number of increases, with rural libraries reporting

the smallest number of increases at 20.2 percent.

Fiber Optic Connectivity

For the first time last year, the survey asked whether the library outlet had a fiber optic connection. Overall, 31 percent of libraries reported affirmatively, and this year that affirmative response increased to 36.2 percent. A majority (65.6 percent) of urban library outlets have fiber optic connections, as compared to 42.8 percent of suburban outlets, and only 21.8 percent of rural outlets. These responses represent an increase over last year of 8.5 percent for urban, 7.1 percent for suburban, and 4.1 percent for rural libraries.

Wireless Access Increases

The number of public libraries offering wireless (Wi-Fi) connections for patron use is increasing: 85.7 percent report wireless availability,

up from 82.2 last year (Figure C-12). Of these, 65.7 percent of libraries offer wireless for public use during times when the library is open and closed.

Urban and suburban libraries provide wireless access at similar rates

(91.8 percent and 89.1 percent respectively); 81.5 percent of rural libraries provide wireless access. This year, the District of Columbia and Rhode Island both reported that 100 percent of their libraries provide Wi-Fi access; another 17 states reported that more than

FIGURE C-14: ADEQUACY OF PUBLIC LIBRARY OUTLETS PUBLIC ACCESS INTERNET CONNECTION, BY METROPOLITAN STATUS

Adequacy of Public Access Internet Connection	Metropolitan Status			
	Urban	Suburban	Rural	Overall
The connection speed is insufficient to meet patron needs	10.5%	12.6%	14.9%	13.3%
The connection speed is sufficient to meet patron needs at some times	34.1%	30.3%	31.6%	31.6%
The connection speed is sufficient to meet patron needs at all times	55.0%	56.7%	53.1%	54.6%
Don't know	*	*	*	*

Key: *Insufficient data to report

FIGURE C-15: POSSIBILITY OF INCREASING ADEQUACY OF PUBLIC LIBRARY OUTLETS PUBLIC ACCESS INTERNET CONNECTION, BY METROPOLITAN STATUS

Increasing Adequacy of Connections	Metropolitan Status			
	Urban	Suburban	Rural	Overall
No, the connection speed is already at the maximum level available	10.9%	14.7%	25.5%	19.4%
No, there is no interest in increasing the speed of public access Internet connection	9.0%	11.1%	10.4%	10.4%
Yes, there is interest in increasing the outlet's bandwidth, but the library cannot currently afford to do so	26.5%	29.8%	30.1%	29.4%
Yes, and there are plans in place to increase the bandwidth within the next year	10.8%	12.6%	9.6%	12.5%
It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	23.2%	20.0%	10.8%	16.0%
There is interest but the outlet lacks the technical knowledge to increase the bandwidth in the library	*	*	1.6%	1.0%
Other	7.6%	7.8%	5.1%	6.4%
Don't Know	1.6%	3.6%	7.0%	5.0%

Key: *Insufficient data to report

90 percent of their libraries offer wireless connections (see [State Summary Data](#), p. 40).

Data show that wireless access is often shared with existing public access workstation connections. The potential impact of this on Internet traffic may be measurably slower response time during periods of heavy use, unless Internet speed is also increased. Overall, 79.7 percent of libraries reported that the Internet connection is shared, with 23.9 percent using bandwidth management techniques to alleviate traffic congestion (Figure C-13). In 2010-2011, fewer urban libraries reported sharing wireless and public access workstation connections (down to 35.8 percent from 41.6 percent last year), with a correlated increase in separate connections (up to 27.3 percent from 24.4 percent last year) and shared connections with management techniques (up to 36.2 percent from 33.9 percent last year). As in the 2009-10 Study, the percentage of rural libraries is the highest at 68.9 percent reporting shared wireless and public access con-

nection without management techniques.

Adequacy of Internet Connections

Although libraries reported an increase in their connection speeds (See Figures C-10 and C-11), 44.9 percent of libraries indicated that those connection speeds are insufficient to meet patron needs some or all of the time (Figure C-14). This finding is consistent with last year. Adequate connection speeds were reported by 54.6 percent of public libraries, with the greatest improvements reported by urban libraries (55 percent, up from 47.6 percent last year). Unfortunately, suburban (56.7 percent) and rural (53.1 percent) libraries reported slight decreases in the adequacy of connection speeds (down from 57.9 and 54.3, respectively).

Plans to Improve Bandwidth

Figure C-15 presents data on the extent to which library outlets can in-

crease their connection speeds. Consistent with last year's survey, cost, rather than availability of higher-speed connections, is what constrains libraries. Like last year, 29.4 percent of all libraries reported an interest in increasing bandwidth, although they cannot currently afford to do so. A decreasing percentage of urban libraries reported plans to increase the bandwidth within the next year (10.8 percent, down from 16.4 percent last year), while an increasing percentage of suburban (12.8 percent, up from 8.9 percent) and rural (9.6 percent, up from 5.5 percent) libraries reported the same plans. Overall, only 12.5 percent of libraries reported plans to increase bandwidth next year. The low percentage of libraries planning to increase bandwidth is not surprising, given that 65 percent of libraries anticipate flat or decreased operating budgets in FY2012.

Consistent with last year, slightly more than 19 percent of all libraries and 25.5 percent of rural libraries reported they are already at the maximum connection speed available.

INTERNET SERVICES AND TRAINING

Public libraries provide library patrons with a wide variety of Internet services and resources that can be accessed in the library building or remotely through library websites. In addition to providing downloadable media, virtual reference, homework resources and other specialized databases that support education and research, library staff also help computer users gain the digital literacy skills they need to succeed online.

In 2010-2011, public libraries reported:

- The two most important Internet services they offered were providing services for job search (91.8

percent) and e-government activities (88.5 percent).

- The vast majority (87.3 percent) provided formal or informal technology training to library patrons.

- Although formal classes are the most common format for patron technology training, access to online training materials increased the most (8 percent) over last year.

- E-books are available at 67.2 percent of libraries, up 12 percent from just two years ago.

- Mobile devices, including e-book readers and netbooks, are available at 27.8 percent of libraries.

For the second consecutive year, libraries reported (Figure C-16) that

services for job-seekers and access to online government information and services rate as the top two most important public Internet services provided to the community. This ranking is followed by education resources and databases for K-12 students, which was rated the top service in 2008-2009 and earlier.

Each day an estimated 300,000 people receive job-seeking help at public libraries.² In our Study, a large majority of libraries reported that they provided:

- Job databases and other online job opportunity resources (90.9 percent).

- Access to civil service exam

FIGURE C-16: THE MOST IMPORTANT INTERNET SERVICES OFFERED TO THE COMMUNITY

Services	Overall						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job-seekers	1.0%	1.2%	5.9%	17.4%	74.4%	0.2%	4.6
The library provides information for economic development (e.g., start a business, seek business opportunities)	3.0%	8.4%	26.5%	28.2%	33.4%	0.4%	3.8
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	0.9%	1.5%	8.8%	24.5%	64.0%	0.3%	4.5
The library provides computer and Internet skills training	3.9%	9.3%	24.6%	24.2%	33.5%	4.5%	3.8
The library provides education resources and databases for K-12 students	2.1%	5.5%	18.5%	29.0%	44.2%	0.7%	4.1
The library provides education resources and databases for students in higher education	3.1%	8.0%	22.1%	31.9%	34.2%	0.8%	3.9
The library provides education resources and databases for home schooling	3.0%	7.0%	20.8%	29.5%	38.7%	1.1%	3.9
The library provides education resources and databases for adult/continuing education students	2.2%	5.9%	19.3%	33.2%	38.7%	0.7%	4.0
The library provides information for college applicants	2.6%	9.1%	26.8%	28.6%	32.2%	0.7%	3.8
The library provides information about the library's community	3.4%	9.0%	23.6%	27.3%	36.2%	0.5%	3.8
The library provides information about databases regarding investments	9.6%	19.3%	29.2%	21.7%	18.6%	1.6%	3.2
The library provides services to immigrant populations	12.8%	15.9%	22.9%	20.1%	24.3%	4.0%	3.3
Other	4.8%	1.6%	8.8%	11.1%	44.6%	29.0%	4.2

FIGURE C-17: PUBLIC LIBRARY OUTLETS OFFERING FORMAL OR INFORMAL TECHNOLOGY TRAINING AVAILABILITY, BY METROPOLITAN STATUS

Training Availability	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Offers formal technology training classes	58.8%	46.6%	25.2%	38.0%
Offers one-on-one technology training sessions by appointment	29.2%	30.9%	25.9%	28.1%
Offers informal point-of-use assistance	79.4%	80.5%	77.3%	78.8%
Offers online training material	40.2%	34.9%	22.4%	29.5%
Does not offer any technology training	7.6%	10.7%	15.6%	12.7%

FIGURE C-18: FORMAL TECHNOLOGY TRAINING CLASSES OFFERED BY PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS*

Technology Training Classes	Metropolitan Status			Overall
	Urban	Suburban	Rural	
General computer skills (e.g., how to use mouse, keyboard, printing)	93.7%	92.9%	92.3%	92.9%
General software use (e.g., word processing, spreadsheets, presentation)	82.8%	80.9%	75.2%	79.5%
General Internet use (e.g., set up e-mail, Web browsing)	92.8%	94.7%	92.4%	93.5%
General online/Web searching (e.g., using Google, Yahoo, others)	81.8%	82.8%	80.9%	81.9%
Using library's Online Public Access Catalog (OPAC)	49.8%	52.9%	51.7%	51.8%
Using online databases (e.g., commercial databases to search and find content)	56.2%	59.7%	46.4%	54.5%
Safe online practices (e.g., not divulging personal information)	29.2%	38.0%	37.5%	35.6%
Accessing online government information (e.g., Medicare, taxes, how to complete forms)	28.6%	30.5%	31.6%	30.4%
Accessing online job-seeking and career-related information	51.4%	52.9%	39.4%	48.1%
Accessing online medical information (e.g., health literacy)	22.4%	26.6%	25.0%	25.1%
Accessing online investment information	16.4%	17.4%	9.3%	14.5%
Accessing genealogy information	31.8%	42.5%	45.6%	40.8%
Accessing consumer information (e.g., product value, safety, reliability, warranty information)	18.7%	24.5%	19.0%	21.2%
Digital photography, software and online applications (e.g., Photoshop, Flickr)	22.6%	34.0%	31.8%	30.4%
Social Networking (e.g., blogging, RSS)	31.5%	37.4%	35.5%	35.3%
Other technology-based training classes	6.8%	5.6%	5.9%	6.0%

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

*Data in this figure is from the subset of libraries that report they offer formal technology training (Figure C-17).

materials (77 percent).

- Software and other resources to help patrons create resumes and other employment materials (74.5 percent).

- Assistance completing online job applications (71.9 percent).

With more and more government

services and resources available exclusively in a digital format, libraries provided a wide range of support for their patrons' e-government needs:

- Assistance with understanding how to access and use e-government websites (89.7 percent), and applying for or accessing e-government

services (80.7 percent).

- Partnerships with government agencies and non-profit organizations (24.7 percent to provide e-government services).

- Staff assistance (67.8 percent) with completing government forms.

Other highly ranked important

FIGURE C-19: ONLINE RESOURCES AND SERVICES THAT THE LIBRARY MAKES AVAILABLE TO PATRONS

	Overall		
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (e.g., via the Web)
Resources			
Digital Reference/Virtual Reference	33.1%	48.0%	55.1%
Licensed databases	0.2%	98.1%	98.6%
E-books	32.8%	45.7%	60.9%
Web/business conferencing (e.g., Skype, WebEx)	89.6%	8.9%	2.9%
Online instructional courses/tutorials	41.9%	48.4%	40.7%
Homework help	13.0%	74.0%	66.2%
Audio content (e.g., music, audiobooks, other)	17.2%	65.6%	59.5%
Video content (e.g., streaming video, video clips, other)	38.7%	52.4%	36.8%
Digitized special collections (e.g., letters, postcards, documents, other)	53.9%	37.9%	35.8%
Library social networking (e.g., blogs, Flixster, Goodreads)	39.9%	48.2%	43.7%
Online book clubs	69.4%	23.1%	25.3%
Services			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	6.5%	93.4%	—
Allow patrons to connect digital cameras and manipulate content	33.1%	66.6%	—
Allow patrons to burn compact discs/DVDs	44.6%	55.1%	—
Provide access to recreational gaming consoles, software or Web sites	30.6%	68.7%	—
Provides access to mobile devices (e.g., e-readers, netbooks)	72.2%	27.8%	—

Key: —No data to report

services included supporting adult/continuing education, homeschoolers, and higher education students. Detailed information by metropolitan status is [available on the Study website](#), Figures 29-31.

Patron Technology Training

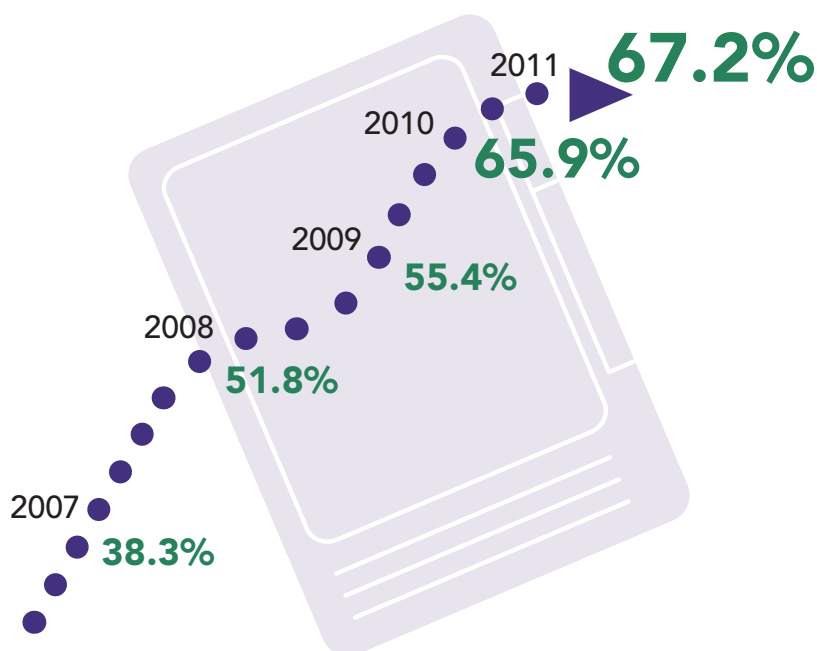
As our nation struggles to recover from the current economic downturn,

libraries persevere to provide varied and substantial patron technology training and technical assistance. While the large majority of libraries continue to provide training, 12.7 percent of libraries reported this year that they do not offer any technology training, up from 10.9 percent last year (Figure C-17). In response to budget reductions, some libraries reported having to eliminate patron

technology training programs, although hopefully not for the long-term.

The number of public library outlets that offer formal technology training classes increased slightly (1 percent) from last year. Urban libraries (58.8 percent) were in the majority; only 46.6 percent of suburban and 25.2 percent of rural libraries provided formal training.

FIGURE C-20: E-BOOK AVAILABILITY AT PUBLIC LIBRARIES



Libraries Expand Offerings of Online, Downloadable Resources

All libraries reported offering a range of Internet-based services – often remotely via the library website, as well as onsite in the library (Figure C-19), an increase of 10 percent over the past two years. Licensed databases that comprise a range of online collections – from practice tests to business journals to full-text newspaper and magazine articles otherwise unavailable to the public without charge – continue to be the most commonly provided (99.8 percent) Internet resource.

Eighty-seven percent of libraries provided online homework help, which was the second most common Internet service; they provided this service both onsite and remotely. Urban (79.5 percent onsite, 81.6 percent remotely) and suburban libraries (78.6 percent onsite, 77.5 percent remotely) were more likely than rural libraries (68.9 percent onsite, 53.1 percent remotely) to offer homework help onsite and remotely.

A majority (59.5 percent) of libraries provide audio content (e.g. downloadable audiobooks or podcasts) remotely, an increase of 4 percent from last year. Urban and suburban libraries were as much as 30 percent to 40 percent more likely to provide remote audio content access than were rural libraries.

Libraries that reported providing digital reference/virtual reference services decreased by over five percent from last year's survey (66.9 percent, down from 72.3 percent). Anecdotal reports point to cutbacks in virtual reference, which provides real-time assistance through online chat. In the current economic climate, libraries and cooperatives are finding it increasingly difficult to cover the costs of dedicated software for the service and to maintain staffing levels.

Significant increases from last year were reported for two training formats: This year, 28.1 percent offered patrons one-on-one technology training by appointment, up from 23.5 percent last year; suburban libraries were the most likely to offer the service (30.9 percent), followed by urban (29.2 percent) and rural (25.9 percent) libraries. The percentage of libraries that offered online training materials increased to 29.5 percent from 21.7 percent last year, with both urban and suburban libraries reporting increases of around 11 percent (to 40.2 percent and 34.9 percent, respectively), and rural libraries reporting nearly a 5 percent increase to 22.4 percent.

Figure C-18 shows the types of formal technology training classes offered by library outlets. Among those offering formal training, general Internet use classes were the most common (93.5 percent), followed by general computer skills classes (92.9 percent). More than three-quarters

of libraries reported general training for patrons on online/Web searching (81.9 percent) and software use (79.5 percent). The percentage of libraries offering classes on accessing online job-seeking and career related information grew to 48.1 percent from 42.8 percent last year. Relatively few outlets (14.5 percent) provided training on accessing online investment information. Social networking training grew, with 35.3 percent of libraries now offering this type of training, up from 27.4 percent

Compared to last year, training on how to access online government information in suburban (30.5 percent) and rural (31.6 percent) libraries increased from 29.1 percent and 25.4 percent respectively, surpassing the training offered by urban libraries (down from 38.7 to 28.6 percent). Genealogical research classes continue to be more common among suburban (42.5 percent) and rural (45.6 percent) libraries, than in urban (31.8 percent) libraries.

FIGURE C-21: JOB-SEEKING SERVICES PROVIDED BY PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

Job-seeking roles and services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
The library provides access to job databases and other job opportunity resources	92.6%	94.6%	87.9%	90.9%
The library provides access to civil service exam materials	90.1%	83.3%	68.4%	77.0%
The library helps patrons complete online job applications	72.6%	69.4%	73.5%	71.9%
The library collaborates with outside agencies or individuals to help patrons complete online job applications	42.6%	29.5%	25.0%	29.4%
The library helps patrons develop business plans and other materials to start businesses	30.1%	18.5%	10.0%	16.2%
The library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses	22.4%	16.6%	10.7%	14.6%
The library offers classes (either by librarians or others working with the library) on job-seeking strategies, interview tips, etc.	42.1%	34.3%	13.7%	25.4%
The library offers software and other resources to help patrons create resumes and other employment materials	84.8%	78.4%	68.4%	74.5%
Other	2.6%	3.2%	3.5%	3.3%

It is increasingly common for libraries to allow patrons to access and store content on USBs, MP3s and other devices; connect digital cameras and manipulate content; burn CDs or DVDs; and provide access to gaming consoles, software or Web sites (Figure C-19). Availability of these services increased an average of 4.2 percent over last year.

The number of libraries providing e-books continues to increase, supporting the growing popularity of the format (Figure C-20).

■ Overall, 67.2 percent of libraries offer e-books; this has increased over the past two years from 65.9 percent and 55.4 percent respectively.

■ Urban (86.8 percent) and suburban (79.8 percent) libraries were more likely than rural (51.7 percent) libraries to provide e-book services.

■ While an increase in e-book services was reported across the metropolitan status categories, suburban libraries reported the greatest increase over last year (6.6 percent).

The California and Oklahoma libraries that were interviewed for this Study had only recently launched their e-book collections over the past one to two years, or planned to early in 2011; a few libraries were still searching for funding to start their e-book collections.

While library e-book circulation is still very low compared to print book collections, all interviewed libraries reported significant increases in e-book circulation. For example, the Contra Costa County (CA) Library reported that circulation for downloadable e-books increased from 38,004 in 2009 to 56,560 in 2010.

The library's downloadable audio-book collection also experienced growth in use, from 27,338 in 2009 to 45,589 in 2010.

Thanks to the popularity of e-readers as holiday gifts, many e-reader recipients asked library staff for help in learning how to use their new e-readers. This proved to be a great opportunity to raise awareness of library e-book collections; according to a recent study, 56 percent of Americans were unaware that libraries provided e-books.³ A number of library directors interviewed for this Study commented that e-book circulation was hindered by e-reader compatibility issues and the complexity of e-book downloads, digital rights management issues, and availability of popular titles. Many major publishers, including MacMillan and Simon & Shuster, do not currently sell

FIGURE C-22: E-GOVERNMENT ROLES AND SERVICES OF PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

E-Government roles and services	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Staff provide assistance to patrons applying for or accessing e-government services	77.5%	81.2%	81.4%	80.7%
Staff provide as-needed assistance to patrons for understanding how to access and use e-government Web sites	92.2%	92.1%	87.2%	89.7%
Staff provide assistance to patrons for understanding government programs and services	54.7%	54.1%	45.9%	50.2%
Staff provide assistance to patrons with completing government forms	71.7%	66.0%	67.8%	67.8%
The library develops guides, tip sheets, or other tools to help patrons use e-government websites and services	23.9%	20.5%	14.2%	18.0%
The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms	20.1%	8.3%	4.6%	8.4%
The library offers translation services for forms and services in other languages	11.7%	10.6%	3.5%	7.3%
The library is partnering with government agencies, non-profit organizations, and others to provide e-government services	33.4%	25.8%	21.2%	24.7%
The library is working with government agencies (local, state, or federal) to help agencies improve their websites and/or e-government services	11.7%	8.9%	5.7%	7.8%
The library has at least one staff member with significant knowledge and skills in provision of e- government services	29.4%	19.1%	16.0%	19.3%
Other	2.8%	2.4%	3.0%	2.8%

FIGURE C-23: CHALLENGES TO HELPING PATRONS MEET THEIR EMPLOYMENT AND E-GOVERNMENT NEEDS

Challenges	Overall						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library does not have enough staff to effectively help patrons with their job-seeking needs	9.1%	11.5%	20.6%	22.3%	33.6%	2.8%	3.6
The library staff does not have the necessary expertise to meet patron job-seeking needs	12.1%	16.0%	25.7%	20.8%	22.6%	2.8%	3.3
This library does not have enough staff to effectively help patrons with their e-government needs	9.3%	11.2%	20.3%	21.5%	34.2%	3.6%	3.6
This library's staff does not have the necessary expertise to meet patron e-government needs	8.4%	13.1%	24.4%	22.9%	27.6%	3.5%	3.5

e-books to libraries.

This is the first year the survey asked libraries if they provided access to mobile devices, such as e-book readers and netbooks. Suburban (29.2 percent) and rural (28.6 percent) libraries reported the greatest availability, with measurably less availability at urban libraries (22.2 percent).

Jobs and E-government Services Still Vitaly Important

With the national unemployment rate ranging between 9.7 percent (March 2010) and 9 percent (January 2011)⁴, it is no surprise that libraries continue to report that services for job-seekers and access to government information and services are the most important Internet services offered to the community. As more employers and government agencies provide information exclusively in a digital format, the community relies on library staff and technology services more than ever. At a minimum, users need access to workstations and Internet access to apply for jobs or seek government agency support. These activities require computer proficiency, an understanding of the complexities of online government websites, and educational resources to advance employment skill levels.

Without exception, libraries are providing more job-seeking services (Figure C-21) since first asked in last year's survey.

- A large majority provide access to job databases and other online job resources (90.9 percent, up from 88.2 percent).

- Many (77 percent) provide access to civil service exam materials; for urban libraries, this response increases to 90.1 percent.

- Over 74 percent of libraries offer software and other resources to help patrons create resumes and employment materials. In this category, suburban libraries reported an

increase of almost 10 percent over last year (78.4 percent and 68.7 percent respectively).

- Nearly 72 percent of libraries help patrons complete online job applications, an increase of 5 percent over last year's data.

Entrepreneurs are increasingly looking to libraries for assistance in developing business plans and acquiring other materials to help them start businesses. Urban (30.1 percent, up from 22.1 percent) and suburban (18.5 percent, up from 14 percent) libraries reported service growth in this area; consistent with last year, 10 percent of rural libraries reported providing this service.

An increasing number of libraries (88.5 percent, up from 82.4 percent last year) reported that it is very important or most important for the library to provide access to government information and services such as unemployment benefits, Medicare information, and tax information and forms. With the Internal Revenue Service's announcement in January 2011 that it will no longer mail out tax forms, there will likely be yet another increase in this service category next year. As illustrated in Figure C-22, libraries provided a wide range of e-government services to their communities. In particular:

- The majority (89.7 percent) provided as-needed assistance for understanding how to access and use e-government websites.

- The majority (80.7 percent) provided assistance for applying for or accessing e-government services.

- Nearly 68 percent indicated that staff provide assistance with completing government forms.

- One-quarter of all libraries partnered with government agencies, non-profit organizations, and others to provide e-government services.

Service Challenges

Although public libraries reported a range of employment and e-government support resources, they also

indicated that there are a number of important staffing and expertise challenges to their ability to offer patrons these services (Figure C-23):

- About 56 percent of libraries reported that they do not have enough staff to help patrons effectively with their job-seeking needs.

- More than 43 percent reported that their library staff does not have the necessary expertise to meet patron job-seeking needs.

- Nearly 56 percent of libraries reported that they do not have enough staff to help patrons effectively with their e-government needs.

- More than 50 percent reported that their library staff does not have the necessary expertise to meet patron e-government needs.

Conclusion

Despite financial constraints, libraries continue to provide the vital resources needed to support learners of all ages, assist in job searches and in accessing online government services, and advance digital literacy skills at all levels. Although libraries clearly continue to enhance their capacity to provide support through more public access computers, increased broadband, and Wi-Fi, increased usage was reported across key areas, suggesting that growing demand is outpacing any additional library capacity. ■

ENDNOTES

1 The Pew Center on the States (2010). *Bringing America Up to Speed: States' Role in Expanding Broadband*. The Pew Charitable Trusts. Washington, D.C., 2010. Page 1.

2 OCLC. *How Libraries Stack Up, 2010: A Report to the OCLC Membership*. <http://www.oclc.org/us/en/reports/stackup/> (last accessed April 15, 2011)

3 Ibid, Page 40.

4 Bureau of Labor Statistics. U.S. Department of Labor. *Employment Situation Summary Table A. Household Data, Seasonally Adjusted*. <http://www.bls.gov/new.release/empsit.a.htm> (last accessed April 15, 2011).



The 2010–2011 *Public Library Funding & Technology Access Study* national survey sampled and received responses from all states and the District of Columbia. The survey did not, however, receive enough responses from all states for analysis purposes. The following state tables provide selected summary survey data for the states for which there were adequate and representative responses (46 in all, plus the District of Columbia). States for which data could not be fully analyzed are Maine, New Hampshire, North Dakota and Pennsylvania.

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*		\$21.00	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		2.6%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		79.9%	64.5%
Average number of computers		17.6	16.0
Always sufficient computers available		27.0%	23.8%
Use of public Internet workstations increased since last year		80.0%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	18.3%	12.0%
	1.5Mbps	20.5%	22.7%
	1.6-10Mbps	27.0%	35.4%
	Greater than 10Mbps	16.1%	24.9%
Always adequate connection speed		65.3%	54.6%
Wireless availability		81.9%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		98.3%	87.0%
Digital/virtual reference		64.9%	66.9%
e-books		32.8%	67.2%
Audio content		56.9%	82.8%
Library offers IT training to patrons		77.5%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	93.6%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	98.6%	90.9%
	helps patrons complete online job applications	88.5%	71.9%

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

ALASKA

	AK	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$45.57	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	6.4%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	74.1%	64.5%	
Average number of computers	7.3	16.0	
Always sufficient computers available	30.1%	23.8%	
Use of public Internet workstations increased since last year	43.4%	69.8%	
Maximum Internet connection speed	Less than 1.5Mbps	56.8%	12.0%
	1.5Mbps	13.8%	22.7%
	1.6-10Mbps	12.0%	35.4%
	Greater than 10Mbps	12.3%	24.9%
Always adequate connection speed	16.9%	54.6%	
Wireless availability	77.7%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	100.0%	99.8%	
Homework resources	91.4%	87.0%	
Digital/virtual reference	46.9%	66.9%	
e-books	51.0%	67.2%	
Audio content	74.2%	82.8%	
Library offers IT training to patrons	80.4%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	82.1%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	80.1%	90.9%
	helps patrons complete online job applications	47.1%	71.9%

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

ARIZONA

		AZ	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$26.31	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		20.5%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		50.8%	64.5%
Average number of computers		30.5	16.0
Always sufficient computers available		10.0%	23.8%
Use of public Internet workstations increased since last year		76.0%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	5.5%	12.0%
	1.5Mbps	29.2%	22.7%
	1.6-10Mbps	31.3%	35.4%
	Greater than 10Mbps	33.9%	24.9%
Always adequate connection speed		49.3%	54.6%
Wireless availability		91.2%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		87.1%	87.0%
Digital/virtual reference		48.7%	66.9%
e-books		59.7%	67.2%
Audio content		78.7%	82.8%
Library offers IT training to patrons		91.0%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	75.1%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	94.9%	90.9%
	helps patrons complete online job applications	67.4%	71.9%

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

ARKANSAS

	AR	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$21.45	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	3.3%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	80.9%	64.5%
Average number of computers	11.1	16.0
Always sufficient computers available	10.6%	23.8%
Use of public Internet workstations increased since last year	70.9%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	13.5%	12.0%
1.5Mbps	40.2%	22.7%
1.6-10Mbps	32.2%	35.4%
Greater than 10Mbps	5.0%	24.9%
Always adequate connection speed	47.8%	54.6%
Wireless availability	68.5%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	66.6%	87.0%
Digital/virtual reference	40.8%	66.9%
e-books	39.5%	67.2%
Audio content	60.6%	82.8%
Library offers IT training to patrons	80.3%	87.3%
E-government: Staff provide assistance to patrons	92.0%	89.7%
Jobs services: Library	92.4%	90.9%
	74.5%	71.9%

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

CALIFORNIA

	CA	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$33.03	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	44.5%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	54.7%	64.5%	
Average number of computers	19.2	16.0	
Always sufficient computers available	8.8%	23.8%	
Use of public Internet workstations increased since last year	51.3%	69.8%	
Maximum Internet connection speed			
	Less than 1.5Mbps	17.4%	12.0%
	1.5Mbps	24.6%	22.7%
	1.6-10Mbps	39.1%	35.4%
	Greater than 10Mbps	18.1%	24.9%
Always adequate connection speed	32.9%	54.6%	
Wireless availability	75.1%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
	Licensed databases	100.0%	99.8%
	Homework resources	83.9%	87.0%
	Digital/virtual reference	70.5%	66.9%
	e-books	77.3%	67.2%
	Audio content	82.4%	82.8%
Library offers IT training to patrons		74.2%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	91.6%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	96.9%	90.9%
	helps patrons complete online job applications	67.0%	71.9%

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

COLORADO

	CO	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$46.60	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	12.7%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	59.6%	64.5%
Average number of computers	36.0	16.0
Always sufficient computers available	21.3%	23.8%
Use of public Internet workstations increased since last year	73.6%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	19.8%	12.0%
1.5Mbps	9.3%	22.7%
1.6-10Mbps	41.1%	35.4%
Greater than 10Mbps	22.7%	24.9%
Always adequate connection speed	43.0%	54.6%
Wireless availability	91.2%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	98.3%	99.8%
Homework resources	91.8%	87.0%
Digital/virtual reference	84.5%	66.9%
e-books	63.6%	67.2%
Audio content	87.9%	82.8%
Library offers IT training to patrons	87.4%	87.3%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government Web sites	78.1%	89.7%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	89.5%	90.9%
helps patrons complete online job applications	75.1%	71.9%

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

CONNECTICUT

		CT	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$51.69	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		13.0%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		56.8%	64.5%
Average number of computers		16.7	16.0
Always sufficient computers available		36.0%	23.8%
Use of public Internet workstations increased since last year		78.3%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	16.7%	12.0%
	1.5Mbps	19.1%	22.7%
	1.6-10Mbps	22.9%	35.4%
	Greater than 10Mbps	29.2%	24.9%
Always adequate connection speed		57.4%	54.6%
Wireless availability		91.2%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		89.1%	87.0%
Digital/virtual reference		55.0%	66.9%
e-books		77.8%	67.2%
Audio content		90.3%	82.8%
Library offers IT training to patrons		86.0%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	89.2%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	92.9%	90.9%
	helps patrons complete online job applications	74.9%	71.9%

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

DELAWARE

	DE	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$30.45	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	7.7%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	64.2%	64.5%
Average number of computers	19.2	16.0
Always sufficient computers available	44.2%	23.8%
Use of public Internet workstations increased since last year	66.5%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	0.0%	12.0%
1.5Mbps	4.4%	22.7%
1.6-10Mbps	39.4%	35.4%
Greater than 10Mbps	36.4%	24.9%
Always adequate connection speed	82.5%	54.6%
Wireless availability	44.2%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	96.5%	87.0%
Digital/virtual reference	86.7%	66.9%
e-books	96.5%	67.2%
Audio content	96.5%	82.8%
Library offers IT training to patrons	95.4%	87.3%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government Web sites	100.0%	89.7%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	100.0%	90.9%
helps patrons complete online job applications	90.8%	71.9%

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

DISTRICT OF COLUMBIA

		DC	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$78.08	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.0%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		100.0%	64.5%
Average number of computers		25.0	16.0
Always sufficient computers available		87.5%	23.8%
Use of public Internet workstations increased since last year		100.0%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	12.0%
	1.5Mbps	0.0%	22.7%
	1.6-10Mbps	0.0%	35.4%
	Greater than 10Mbps	100.0%	24.9%
Always adequate connection speed		95.8%	54.6%
Wireless availability		100.0%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		100.0%	87.0%
Digital/virtual reference		100.0%	66.9%
e-books		100.0%	67.2%
Audio content		100.0%	82.8%
Library offers IT training to patrons		100.0%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	91.7%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	100.0%	90.9%
	helps patrons complete online job applications	95.8%	71.9%

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

FLORIDA

	FL	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$30.55	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	21.0%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	48.4%	64.5%
Average number of computers	30.7	16.0
Always sufficient computers available	10.0%	23.8%
Use of public Internet workstations increased since last year	75.6%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	2.0%	12.0%
1.5Mbps	10.3%	22.7%
1.6-10Mbps	40.8%	35.4%
Greater than 10Mbps	43.6%	24.9%
Always adequate connection speed	57.9%	54.6%
Wireless availability	97.3%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	81.2%	87.0%
Digital/virtual reference	94.2%	66.9%
e-books	81.0%	67.2%
Audio content	85.7%	82.8%
Library offers IT training to patrons	89.0%	87.3%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government Web sites	97.3%	89.7%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	95.6%	90.9%
helps patrons complete online job applications	54.9%	71.9%

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

GEORGIA

	GA	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$21.70	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	31.5%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	77.5%	64.5%	
Average number of computers	22.3	16.0	
Always sufficient computers available	12.0%	23.8%	
Use of public Internet workstations increased since last year	77.0%	69.8%	
Maximum Internet connection speed			
	Less than 1.5Mbps	3.3%	12.0%
	1.5Mbps	34.7%	22.7%
	1.6-10Mbps	27.6%	35.4%
	Greater than 10Mbps	29.3%	24.9%
Always adequate connection speed	50.8%	54.6%	
Wireless availability	92.0%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
	Licensed databases	100.0%	99.8%
	Homework resources	83.2%	87.0%
	Digital/virtual reference	72.6%	66.9%
	e-books	57.5%	67.2%
	Audio content	80.9%	82.8%
Library offers IT training to patrons		87.2%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	92.3%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	95.8%	90.9%
	helps patrons complete online job applications	65.4%	71.9%

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

HAWAII

	HI	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$26.30	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	2.5%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	69.4%	64.5%	
Average number of computers	5.8	16.0	
Always sufficient computers available	12.2%	23.8%	
Use of public Internet workstations increased since last year	69.4%	69.8%	
Maximum Internet connection speed	Less than 1.5Mbps	10.1%	12.0%
	1.5Mbps	22.4%	22.7%
	1.6-10Mbps	20.4%	35.4%
	Greater than 10Mbps	44.9%	24.9%
Always adequate connection speed	16.7%	54.6%	
Wireless availability	4.1%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	100.0%	99.8%	
Homework resources	78.7%	87.0%	
Digital/virtual reference	82.6%	66.9%	
e-books	100.0%	67.2%	
Audio content	95.6%	82.8%	
Library offers IT training to patrons	79.6%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	89.4%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	83.3%	90.9%
	helps patrons complete online job applications	62.5%	71.9%

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

IDAHO

		ID	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$27.82	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		1.5%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		70.5%	64.5%
Average number of computers		9.2	16.0
Always sufficient computers available		21.5%	23.8%
Use of public Internet workstations increased since last year		60.5%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	27.9%	12.0%
	1.5Mbps	19.5%	22.7%
	1.6-10Mbps	45.6%	35.4%
	Greater than 10Mbps	7.0%	24.9%
Always adequate connection speed		28.4%	54.6%
Wireless availability		75.9%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		84.7%	87.0%
Digital/virtual reference		29.3%	66.9%
e-books		38.7%	67.2%
Audio content		78.3%	82.8%
Library offers IT training to patrons		81.9%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	91.0%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	92.6%	90.9%
	helps patrons complete online job applications	63.6%	71.9%

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

ILLINOIS

	IL	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$55.83	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	8.2%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	62.4%	64.5%	
Average number of computers	15.8	16.0	
Always sufficient computers available	31.8%	23.8%	
Use of public Internet workstations increased since last year	69.0%	69.8%	
Maximum Internet connection speed			
Less than 1.5Mbps	15.3%	12.0%	
1.5Mbps	23.9%	22.7%	
1.6-10Mbps	32.7%	35.4%	
Greater than 10Mbps	21.3%	24.9%	
Always adequate connection speed	60.0%	54.6%	
Wireless availability	83.1%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	99.2%	99.8%	
Homework resources	86.7%	87.0%	
Digital/virtual reference	59.5%	66.9%	
e-books	46.6%	67.2%	
Audio content	76.6%	82.8%	
Library offers IT training to patrons	86.2%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	88.6%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	81.1%	90.9%
	helps patrons complete online job applications	74.6%	71.9%

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

INDIANA

	IN	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$49.87	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	10.3%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	65.8%	64.5%
Average number of computers	19.0	16.0
Always sufficient computers available	34.3%	23.8%
Use of public Internet workstations increased since last year	66.3%	69.8%
Maximum Internet connection speed		
	Less than 1.5Mbps	7.4%
	1.5Mbps	19.4%
	1.6-10Mbps	41.9%
	Greater than 10Mbps	28.0%
Always adequate connection speed	67.8%	54.6%
Wireless availability	82.6%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
	Licensed databases	98.7%
	Homework resources	88.2%
	Digital/virtual reference	58.3%
	e-books	44.3%
	Audio content	75.0%
Library offers IT training to patrons		93.8%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	92.6%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	90.7%
	helps patrons complete online job applications	64.5%

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

IOWA

	IA	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$33.41	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	5.2%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	82.6%	64.5%	
Average number of computers	9.0	16.0	
Always sufficient computers available	38.5%	23.8%	
Use of public Internet workstations increased since last year	62.7%	69.8%	
Maximum Internet connection speed	Less than 1.5Mbps	27.4%	12.0%
	1.5Mbps	14.2%	22.7%
	1.6-10Mbps	36.0%	35.4%
	Greater than 10Mbps	16.4%	24.9%
Always adequate connection speed	63.4%	54.6%	
Wireless availability	89.2%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
	Licensed databases	99.3%	99.8%
	Homework resources	79.3%	87.0%
	Digital/virtual reference	39.9%	66.9%
	e-books	31.9%	67.2%
	Audio content	78.2%	82.8%
Library offers IT training to patrons		85.9%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	86.6%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	79.2%	90.9%
	helps patrons complete online job applications	83.6%	71.9%

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

KANSAS

	KS	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$44.26	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	8.4%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	78.5%	64.5%	
Average number of computers	10.0	16.0	
Always sufficient computers available	39.5%	23.8%	
Use of public Internet workstations increased since last year	66.5%	69.8%	
Maximum Internet connection speed			
	Less than 1.5Mbps	12.6%	12.0%
	1.5Mbps	31.6%	22.7%
	1.6-10Mbps	39.0%	35.4%
	Greater than 10Mbps	9.5%	24.9%
Always adequate connection speed	59.4%	54.6%	
Wireless availability	92.4%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
	Licensed databases	99.5%	99.8%
	Homework resources	89.4%	87.0%
	Digital/virtual reference	47.8%	66.9%
	e-books	61.6%	67.2%
	Audio content	87.8%	82.8%
Library offers IT training to patrons		88.6%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	87.4%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	84.2%	90.9%
	helps patrons complete online job applications	82.0%	71.9%

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

KENTUCKY

	KY	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$27.02	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	1.3%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	79.3%	64.5%	
Average number of computers	17.9	16.0	
Always sufficient computers available	13.8%	23.8%	
Use of public Internet workstations increased since last year	73.4%	69.8%	
Maximum Internet connection speed	Less than 1.5Mbps	9.0%	12.0%
	1.5Mbps	12.3%	22.7%
	1.6-10Mbps	53.2%	35.4%
	Greater than 10Mbps	19.7%	24.9%
Always adequate connection speed	54.1%	54.6%	
Wireless availability	94.2%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	100.0%	99.8%	
Homework resources	78.5%	87.0%	
Digital/virtual reference	86.4%	66.9%	
e-books	65.6%	67.2%	
Audio content	81.1%	82.8%	
Library offers IT training to patrons	94.1%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	85.4%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	91.4%	90.9%
	helps patrons complete online job applications	81.0%	71.9%

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

LOUISIANA

	LA	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$32.34	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	2.8%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	72.1%	64.5%
Average number of computers	18.5	16.0
Always sufficient computers available	23.5%	23.8%
Use of public Internet workstations increased since last year	73.6%	69.8%
Maximum Internet connection speed		
	Less than 1.5Mbps	4.0%
	1.5Mbps	21.5%
	1.6-10Mbps	31.7%
	Greater than 10Mbps	40.1%
Always adequate connection speed	71.1%	54.6%
Wireless availability	89.1%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
	Licensed databases	100.0%
	Homework resources	95.2%
	Digital/virtual reference	75.0%
	e-books	59.1%
	Audio content	71.3%
Library offers IT training to patrons		93.6%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	92.2%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	92.9%
	helps patrons complete online job applications	73.6%

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

MARYLAND

	MD	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$46.99	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	27.0%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	59.8%	64.5%
Average number of computers	22.5	16.0
Always sufficient computers available	9.8%	23.8%
Use of public Internet workstations increased since last year	70.4%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	10.0%	12.0%
1.5Mbps	12.1%	22.7%
1.6-10Mbps	26.4%	35.4%
Greater than 10Mbps	51.0%	24.9%
Always adequate connection speed	64.2%	54.6%
Wireless availability	97.6%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	100.0%	87.0%
Digital/virtual reference	100.0%	66.9%
e-books	100.0%	67.2%
Audio content	100.0%	82.8%
Library offers IT training to patrons	98.3%	87.3%
E-government: Staff provide assistance to patrons	98.5%	89.7%
Jobs services: Library	100.0%	90.9%
	80.3%	71.9%

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

MASSACHUSETTS

		MA	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$41.88	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		15.0%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		60.1%	64.5%
Average number of computers		13.9	16.0
Always sufficient computers available		29.1%	23.8%
Use of public Internet workstations increased since last year		58.0%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	13.2%	12.0%
	1.5Mbps	13.6%	22.7%
	1.6-10Mbps	28.4%	35.4%
	Greater than 10Mbps	36.1%	24.9%
Always adequate connection speed		57.1%	54.6%
Wireless availability		91.7%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		83.2%	87.0%
Digital/virtual reference		68.4%	66.9%
e-books		92.5%	67.2%
Audio content		92.3%	82.8%
Library offers IT training to patrons		85.8%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	87.9%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	85.1%	90.9%
	helps patrons complete online job applications	63.6%	71.9%

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

MICHIGAN

	MI	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$38.60	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	3.7%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	68.9%	64.5%
Average number of computers	16.2	16.0
Always sufficient computers available	21.7%	23.8%
Use of public Internet workstations increased since last year	72.4%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	10.7%	12.0%
1.5Mbps	26.2%	22.7%
1.6-10Mbps	41.5%	35.4%
Greater than 10Mbps	18.8%	24.9%
Always adequate connection speed	51.9%	54.6%
Wireless availability	86.9%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	87.6%	87.0%
Digital/virtual reference	41.0%	66.9%
e-books	66.2%	67.2%
Audio content	76.3%	82.8%
Library offers IT training to patrons	93.5%	87.3%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government Web sites	92.6%	89.7%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	92.4%	90.9%
helps patrons complete online job applications	72.7%	71.9%

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

MINNESOTA

		MN	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$36.87	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		12.7%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		49.4%	64.5%
Average number of computers		16.7	16.0
Always sufficient computers available		37.2%	23.8%
Use of public Internet workstations increased since last year		75.2%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	6.8%	12.0%
	1.5Mbps	38.3%	22.7%
	1.6-10Mbps	28.6%	35.4%
	Greater than 10Mbps	22.0%	24.9%
Always adequate connection speed		68.1%	54.6%
Wireless availability		95.3%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		88.2%	87.0%
Digital/virtual reference		76.3%	66.9%
e-books		84.3%	67.2%
Audio content		86.7%	82.8%
Library offers IT training to patrons		93.1%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	89.4%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	95.2%	90.9%
	helps patrons complete online job applications	64.8%	71.9%

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

MISSISSIPPI

	MS	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$15.30	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	12.5%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	67.3%	64.5%	
Average number of computers	10.0	16.0	
Always sufficient computers available	20.6%	23.8%	
Use of public Internet workstations increased since last year	86.0%	69.8%	
Maximum Internet connection speed			
Less than 1.5Mbps	23.5%	12.0%	
1.5Mbps	56.0%	22.7%	
1.6-10Mbps	11.6%	35.4%	
Greater than 10Mbps	6.4%	24.9%	
Always adequate connection speed	51.9%	54.6%	
Wireless availability	69.8%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	100.0%	99.8%	
Homework resources	91.9%	87.0%	
Digital/virtual reference	62.5%	66.9%	
e-books	25.0%	67.2%	
Audio content	69.6%	82.8%	
Library offers IT training to patrons	83.9%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	85.3%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	97.6%	90.9%
	helps patrons complete online job applications	75.6%	71.9%

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

MISSOURI

		MO	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$36.81	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		5.5%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		59.2%	64.5%
Average number of computers		13.3	16.0
Always sufficient computers available		31.3%	23.8%
Use of public Internet workstations increased since last year		74.3%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	5.4%	12.0%
	1.5Mbps	50.5%	22.7%
	1.6-10Mbps	22.5%	35.4%
	Greater than 10Mbps	19.5%	24.9%
Always adequate connection speed		65.6%	54.6%
Wireless availability		75.0%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		93.2%	87.0%
Digital/virtual reference		61.0%	66.9%
e-books		47.7%	67.2%
Audio content		68.6%	82.8%
Library offers IT training to patrons		89.5%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	91.1%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	92.0%	90.9%
	helps patrons complete online job applications	81.5%	71.9%

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

MONTANA

	MT	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$22.37	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	2.4%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	66.3%	64.5%	
Average number of computers	8.8	16.0	
Always sufficient computers available	28.9%	23.8%	
Use of public Internet workstations increased since last year	59.0%	69.8%	
Maximum Internet connection speed			
Less than 1.5Mbps	22.5%	12.0%	
1.5Mbps	21.2%	22.7%	
1.6-10Mbps	42.4%	35.4%	
Greater than 10Mbps	8.9%	24.9%	
Always adequate connection speed	38.3%	54.6%	
Wireless availability	89.7%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	100.0%	99.8%	
Homework resources	85.3%	87.0%	
Digital/virtual reference	60.0%	66.9%	
e-books	68.5%	67.2%	
Audio content	80.0%	82.8%	
Library offers IT training to patrons	82.3%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	85.9%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	96.1%	90.9%
	helps patrons complete online job applications	81.8%	71.9%

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

NEBRASKA

		NE	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$34.59	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		1.8%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		76.8%	64.5%
Average number of computers		7.4	16.0
Always sufficient computers available		32.0%	23.8%
Use of public Internet workstations increased since last year		50.6%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	19.2%	12.0%
	1.5Mbps	13.6%	22.7%
	1.6-10Mbps	41.6%	35.4%
	Greater than 10Mbps	15.4%	24.9%
Always adequate connection speed		55.0%	54.6%
Wireless availability		89.1%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		67.1%	87.0%
Digital/virtual reference		46.6%	66.9%
e-books		35.2%	67.2%
Audio content		77.4%	82.8%
Library offers IT training to patrons		80.6%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	83.7%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	79.8%	90.9%
	helps patrons complete online job applications	74.1%	71.9%

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

NEVADA

	NV	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$31.59	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	27.7%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	53.2%	64.5%
Average number of computers	13.3	16.0
Always sufficient computers available	27.8%	23.8%
Use of public Internet workstations increased since last year	66.5%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	19.3%	12.0%
1.5Mbps	24.4%	22.7%
1.6-10Mbps	26.1%	35.4%
Greater than 10Mbps	16.0%	24.9%
Always adequate connection speed	50.8%	54.6%
Wireless availability	74.0%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	95.5%	87.0%
Digital/virtual reference	77.9%	66.9%
e-books	53.9%	67.2%
Audio content	79.7%	82.8%
Library offers IT training to patrons	81.4%	87.3%
E-government: Staff provide assistance to patrons	72.9%	89.7%
Jobs services: Library	79.4%	90.9%
	79.0%	71.9%

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

NEW JERSEY

		NJ	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$55.46	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		13.4%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		72.6%	64.5%
Average number of computers		16.7	16.0
Always sufficient computers available		19.0%	23.8%
Use of public Internet workstations increased since last year		80.5%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	11.2%	12.0%
	1.5Mbps	11.9%	22.7%
	1.6-10Mbps	24.1%	35.4%
	Greater than 10Mbps	40.6%	24.9%
Always adequate connection speed		63.5%	54.6%
Wireless availability		89.1%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		90.4%	87.0%
Digital/virtual reference		71.4%	66.9%
e-books		80.2%	67.2%
Audio content		90.3%	82.8%
Library offers IT training to patrons		96.0%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	92.3%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	94.5%	90.9%
	helps patrons complete online job applications	77.7%	71.9%

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

NEW MEXICO

	NM	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$28.44	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	19.5%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	54.3%	64.5%
Average number of computers	12.5	16.0
Always sufficient computers available	35.3%	23.8%
Use of public Internet workstations increased since last year	68.4%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	20.3%	12.0%
1.5Mbps	21.5%	22.7%
1.6-10Mbps	45.9%	35.4%
Greater than 10Mbps	8.8%	24.9%
Always adequate connection speed	49.2%	54.6%
Wireless availability	84.4%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	87.5%	87.0%
Digital/virtual reference	37.6%	66.9%
e-books	28.5%	67.2%
Audio content	69.3%	82.8%
Library offers IT training to patrons	95.9%	87.3%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government Web sites	91.8%	89.7%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	85.0%	90.9%
helps patrons complete online job applications	80.0%	71.9%

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

NEW YORK

		NY	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$57.78	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		19.2%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		72.5%	64.5%
Average number of computers		14.0	16.0
Always sufficient computers available		31.6%	23.8%
Use of public Internet workstations increased since last year		74.6%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	6.3%	12.0%
	1.5Mbps	9.8%	22.7%
	1.6-10Mbps	57.6%	35.4%
	Greater than 10Mbps	20.1%	24.9%
Always adequate connection speed		52.0%	54.6%
Wireless availability		94.9%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
	Licensed databases	100.0%	99.8%
	Homework resources	78.8%	87.0%
	Digital/virtual reference	78.4%	66.9%
	e-books	80.4%	67.2%
	Audio content	94.1%	82.8%
Library offers IT training to patrons		94.6%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	91.2%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	77.6%	90.9%
	helps patrons complete online job applications	60.3%	71.9%

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

NORTH CAROLINA

	NC	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$22.12	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	15.3%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	60.5%	64.5%
Average number of computers	14.3	16.0
Always sufficient computers available	20.8%	23.8%
Use of public Internet workstations increased since last year	88.2%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	10.8%	12.0%
1.5Mbps	5.1%	22.7%
1.6-10Mbps	60.5%	35.4%
Greater than 10Mbps	22.4%	24.9%
Always adequate connection speed	62.1%	54.6%
Wireless availability	78.4%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	96.3%	87.0%
Digital/virtual reference	71.7%	66.9%
e-books	92.0%	67.2%
Audio content	91.9%	82.8%
Library offers IT training to patrons	86.0%	87.3%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government Web sites	91.4%	89.7%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	98.4%	90.9%
helps patrons complete online job applications	71.0%	71.9%

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

OHIO

	OH	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$62.77	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	49.9%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	67.7%	64.5%
Average number of computers	14.8	16.0
Always sufficient computers available	14.7%	23.8%
Use of public Internet workstations increased since last year	76.2%	69.8%
Maximum Internet connection speed		
	Less than 1.5Mbps	8.8%
	1.5Mbps	24.6%
	1.6-10Mbps	35.5%
	Greater than 10Mbps	26.7%
Always adequate connection speed	54.0%	54.6%
Wireless availability	93.1%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
	Licensed databases	100.0%
	Homework resources	97.6%
	Digital/virtual reference	89.2%
	e-books	87.3%
	Audio content	88.8%
Library offers IT training to patrons		90.0%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	90.5%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	94.7%
	helps patrons complete online job applications	77.5%

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

OKLAHOMA

	OK	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$28.11	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	3.1%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	61.4%	64.5%
Average number of computers	13.1	16.0
Always sufficient computers available	14.0%	23.8%
Use of public Internet workstations increased since last year	71.9%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	13.3%	12.0%
1.5Mbps	24.4%	22.7%
1.6-10Mbps	22.9%	35.4%
Greater than 10Mbps	32.7%	24.9%
Always adequate connection speed	45.4%	54.6%
Wireless availability	96.7%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	82.0%	87.0%
Digital/virtual reference	64.8%	66.9%
e-books	46.6%	67.2%
Audio content	71.0%	82.8%
Library offers IT training to patrons	81.3%	87.3%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government Web sites	85.1%	89.7%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	86.2%	90.9%
helps patrons complete online job applications	81.6%	71.9%

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

OREGON

	OR	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$46.56	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	4.0%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	55.5%	64.5%
Average number of computers	12.5	16.0
Always sufficient computers available	15.6%	23.8%
Use of public Internet workstations increased since last year	76.1%	69.8%
Maximum Internet connection speed		
	Less than 1.5Mbps	9.4%
	1.5Mbps	24.2%
	1.6-10Mbps	39.6%
	Greater than 10Mbps	25.9%
Always adequate connection speed	67.1%	54.6%
Wireless availability	88.7%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
	Licensed databases	100.0%
	Homework resources	89.4%
	Digital/virtual reference	74.4%
	e-books	83.5%
	Audio content	90.6%
Library offers IT training to patrons		91.6%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	85.9%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	87.7%
	helps patrons complete online job applications	41.4%

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

RHODE ISLAND

	RI	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$42.55	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	16.1%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	26.1%	64.5%	
Average number of computers	17.6	16.0	
Always sufficient computers available	25.5%	23.8%	
Use of public Internet workstations increased since last year	72.4%	69.8%	
Maximum Internet connection speed			
Less than 1.5Mbps	11.5%	12.0%	
1.5Mbps	11.5%	22.7%	
1.6-10Mbps	36.0%	35.4%	
Greater than 10Mbps	30.2%	24.9%	
Always adequate connection speed	49.1%	54.6%	
Wireless availability	100.0%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	97.1%	99.8%	
Homework resources	93.5%	87.0%	
Digital/virtual reference	58.7%	66.9%	
e-books	84.3%	67.2%	
Audio content	100.0%	82.8%	
Library offers IT training to patrons	96.2%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	89.3%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	98.0%	90.9%
	helps patrons complete online job applications	71.4%	71.9%

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

SOUTH CAROLINA

	SC	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$25.32	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	7.9%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	63.8%	64.5%
Average number of computers	15.9	16.0
Always sufficient computers available	8.6%	23.8%
Use of public Internet workstations increased since last year	88.3%	69.8%
Maximum Internet connection speed		
	Less than 1.5Mbps	2.4%
	1.5Mbps	35.3%
	1.6-10Mbps	26.6%
	Greater than 10Mbps	32.3%
Always adequate connection speed	62.4%	54.6%
Wireless availability	91.7%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
	Licensed databases	100.0%
	Homework resources	95.3%
	Digital/virtual reference	45.1%
	e-books	40.5%
	Audio content	77.4%
Library offers IT training to patrons	80.9%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	84.6%
		89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	100.0%
	helps patrons complete online job applications	70.9%
		71.9%

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

SOUTH DAKOTA

	SD	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$28.84	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	8.8%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	78.0%	64.5%	
Average number of computers	8.1	16.0	
Always sufficient computers available	50.1%	23.8%	
Use of public Internet workstations increased since last year	52.3%	69.8%	
Maximum Internet connection speed			
Less than 1.5Mbps	31.8%	12.0%	
1.5Mbps	15.4%	22.7%	
1.6-10Mbps	26.9%	35.4%	
Greater than 10Mbps	20.8%	24.9%	
Always adequate connection speed	70.4%	54.6%	
Wireless availability	58.0%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	100.0%	99.8%	
Homework resources	83.5%	87.0%	
Digital/virtual reference	41.7%	66.9%	
e-books	47.3%	67.2%	
Audio content	77.6%	82.8%	
Library offers IT training to patrons	70.5%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	79.7%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	86.5%	90.9%
	helps patrons complete online job applications	71.1%	71.9%

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

TENNESSEE

		TN	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$16.73	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		2.4%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		57.9%	64.5%
Average number of computers		14.4	16.0
Always sufficient computers available		26.3%	23.8%
Use of public Internet workstations increased since last year		72.2%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	17.8%	12.0%
	1.5Mbps	5.8%	22.7%
	1.6-10Mbps	51.5%	35.4%
	Greater than 10Mbps	18.3%	24.9%
Always adequate connection speed		51.9%	54.6%
Wireless availability		80.3%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		84.4%	87.0%
Digital/virtual reference		59.7%	66.9%
e-books		89.4%	67.2%
Audio content		87.7%	82.8%
Library offers IT training to patrons		81.6%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	84.6%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	85.5%	90.9%
	helps patrons complete online job applications	81.5%	71.9%

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

TEXAS

		TX	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$19.68	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		8.8%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		60.0%	64.5%
Average number of computers		20.7	16.0
Always sufficient computers available		30.6%	23.8%
Use of public Internet workstations increased since last year		66.4%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	10.1%	12.0%
	1.5Mbps	18.1%	22.7%
	1.6-10Mbps	40.8%	35.4%
	Greater than 10Mbps	24.8%	24.9%
Always adequate connection speed		52.9%	54.6%
Wireless availability		83.2%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
	Licensed databases	99.6%	99.8%
	Homework resources	82.9%	87.0%
	Digital/virtual reference	59.0%	66.9%
	e-books	61.2%	67.2%
	Audio content	77.8%	82.8%
Library offers IT training to patrons		88.1%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	85.5%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	87.2%	90.9%
	helps patrons complete online job applications	78.9%	71.9%

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

UTAH

	UT	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$32.05	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	3.7%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	70.6%	64.5%
Average number of computers	13.8	16.0
Always sufficient computers available	21.7%	23.8%
Use of public Internet workstations increased since last year	72.1%	69.8%
Maximum Internet connection speed		
	Less than 1.5Mbps	8.7%
	1.5Mbps	26.8%
	1.6-10Mbps	25.6%
	Greater than 10Mbps	38.9%
Always adequate connection speed	68.0%	54.6%
Wireless availability	88.7%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
	Licensed databases	100.0%
	Homework resources	96.1%
	Digital/virtual reference	59.7%
	e-books	100.0%
	Audio content	98.0%
Library offers IT training to patrons		87.2%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	83.4%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	91.9%
	helps patrons complete online job applications	59.9%

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

VERMONT

	VT	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$32.45	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	5.3%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	69.1%	64.5%
Average number of computers	6.5	16.0
Always sufficient computers available	29.1%	23.8%
Use of public Internet workstations increased since last year	73.7%	69.8%
Maximum Internet connection speed		
Less than 1.5Mbps	19.8%	12.0%
1.5Mbps	6.3%	22.7%
1.6-10Mbps	40.4%	35.4%
Greater than 10Mbps	20.1%	24.9%
Always adequate connection speed	54.5%	54.6%
Wireless availability	96.6%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100.0%	99.8%
Homework resources	80.0%	87.0%
Digital/virtual reference	59.5%	66.9%
e-books	34.7%	67.2%
Audio content	92.8%	82.8%
Library offers IT training to patrons	89.6%	87.3%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government Web sites	79.8%	89.7%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	77.2%	90.9%
helps patrons complete online job applications	73.6%	71.9%

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

VIRGINIA

	VA	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$35.52	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	27.3%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	58.9%	64.5%
Average number of computers	16.4	16.0
Always sufficient computers available	18.3%	23.8%
Use of public Internet workstations increased since last year	61.2%	69.8%
Maximum Internet connection speed		
	Less than 1.5Mbps	13.2%
	1.5Mbps	16.0%
	1.6-10Mbps	31.7%
	Greater than 10Mbps	37.4%
Always adequate connection speed	54.5%	54.6%
Wireless availability	86.0%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
	Licensed databases	100.0%
	Homework resources	88.9%
	Digital/virtual reference	75.2%
	e-books	73.6%
	Audio content	74.8%
Library offers IT training to patrons		86.9%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	96.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	96.5%
	helps patrons complete online job applications	89.4%

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

WASHINGTON

	WA	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$52.24	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	13.7%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	61.1%	64.5%
Average number of computers	17.0	16.0
Always sufficient computers available	16.5%	23.8%
Use of public Internet workstations increased since last year	71.3%	69.8%
Maximum Internet connection speed		
	Less than 1.5Mbps	4.8%
	1.5Mbps	19.2%
	1.6-10Mbps	32.0%
	Greater than 10Mbps	42.4%
Always adequate connection speed	58.7%	54.6%
Wireless availability	84.8%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
	Licensed databases	100.0%
	Homework resources	95.6%
	Digital/virtual reference	78.1%
	e-books	76.8%
	Audio content	89.3%
Library offers IT training to patrons		93.5%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	95.5%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	92.7%
	helps patrons complete online job applications	51.4%

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

WEST VIRGINIA

		WV	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$16.40	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		14.8%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		68.2%	64.5%
Average number of computers		7.8	16.0
Always sufficient computers available		32.2%	23.8%
Use of public Internet workstations increased since last year		60.3%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	5.7%	12.0%
	1.5Mbps	75.2%	22.7%
	1.6-10Mbps	2.5%	35.4%
	Greater than 10Mbps	14.2%	24.9%
Always adequate connection speed		38.2%	54.6%
Wireless availability		87.1%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	99.8%
Homework resources		80.2%	87.0%
Digital/virtual reference		62.0%	66.9%
e-books		52.3%	67.2%
Audio content		79.6%	82.8%
Library offers IT training to patrons		84.8%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	91.8%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	81.3%	90.9%
	helps patrons complete online job applications	75.3%	71.9%

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

WISCONSIN

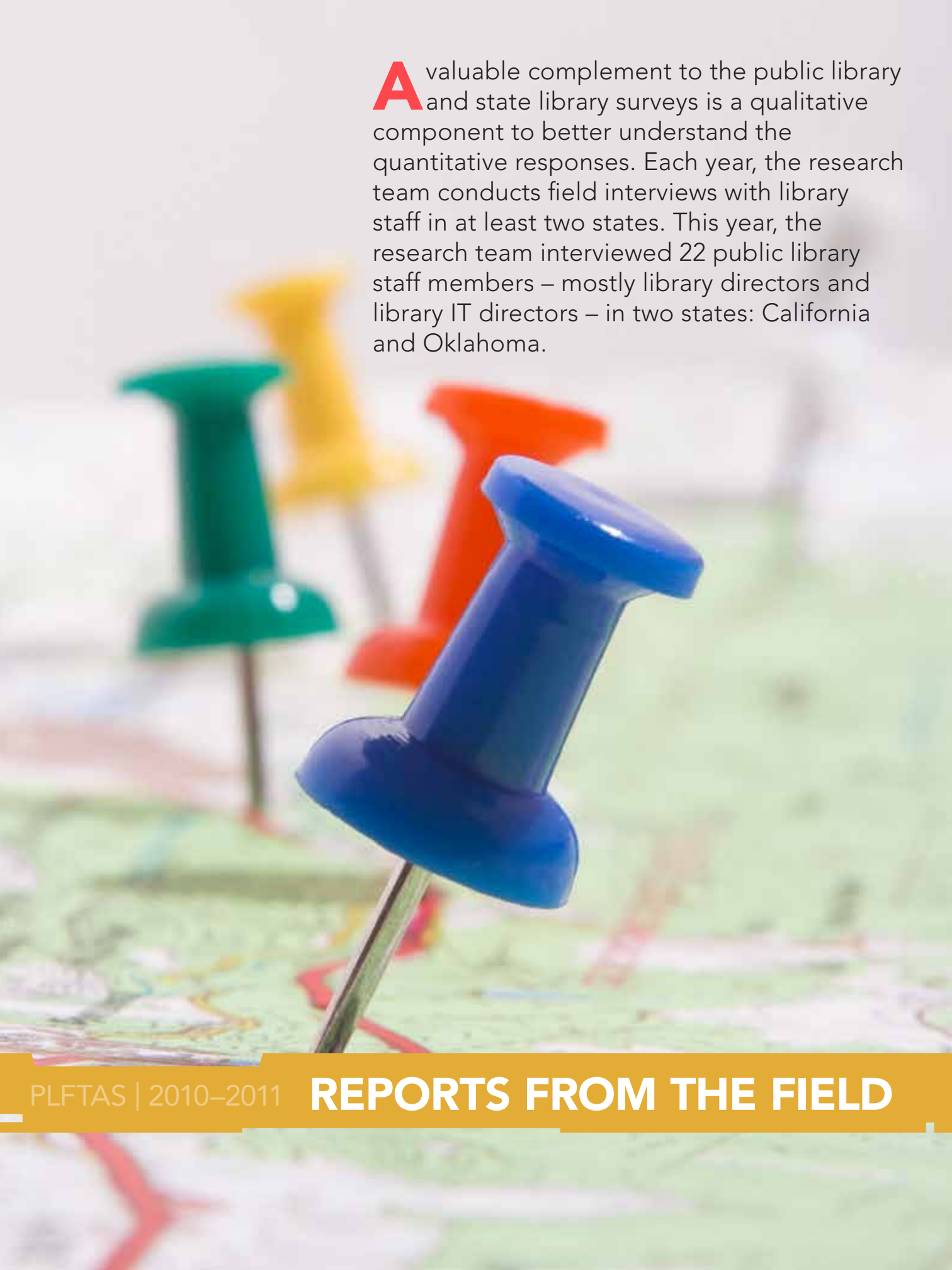
	WI	US	
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*	\$36.81	\$36.14	
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year	5.9%	15.9%	
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities	63.5%	64.5%	
Average number of computers	10.8	16.0	
Always sufficient computers available	25.6%	23.8%	
Use of public Internet workstations increased since last year	72.6%	69.8%	
Maximum Internet connection speed	Less than 1.5Mbps	3.7%	12.0%
	1.5Mbps	33.2%	22.7%
	1.6-10Mbps	41.1%	35.4%
	Greater than 10Mbps	10.7%	24.9%
Always adequate connection speed	34.7%	54.6%	
Wireless availability	97.6%	85.7%	
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases	100.0%	99.8%	
Homework resources	84.2%	87.0%	
Digital/virtual reference	83.2%	66.9%	
e-books	94.5%	67.2%	
Audio content	95.6%	82.8%	
Library offers IT training to patrons	88.6%	87.3%	
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	87.2%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	98.2%	90.9%
	helps patrons complete online job applications	69.4%	71.9%

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

WYOMING

		WY	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$52.92	\$36.14
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		16.2%	15.9%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		56.0%	64.5%
Average number of computers		11.8	16.0
Always sufficient computers available		21.6%	23.8%
Use of public Internet workstations increased since last year		59.5%	69.8%
Maximum Internet connection speed	Less than 1.5Mbps	24.5%	12.0%
	1.5Mbps	27.5%	22.7%
	1.6-10Mbps	31.8%	35.4%
	Greater than 10Mbps	15.9%	24.9%
Always adequate connection speed		57.7%	54.6%
Wireless availability		84.5%	85.7%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
	Licensed databases	100.0%	99.8%
	Homework resources	81.9%	87.0%
	Digital/virtual reference	72.3%	66.9%
	e-books	54.5%	67.2%
	Audio content	98.6%	82.8%
Library offers IT training to patrons		78.5%	87.3%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government Web sites	92.3%	89.7%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	94.4%	90.9%
	helps patrons complete online job applications	68.1%	71.9%

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



A valuable complement to the public library and state library surveys is a qualitative component to better understand the quantitative responses. Each year, the research team conducts field interviews with library staff in at least two states. This year, the research team interviewed 22 public library staff members – mostly library directors and library IT directors – in two states: California and Oklahoma.

Summary

Libraries were selected from a pool of those responding to the Public Library Funding & Technology Access Study survey, and by recommendations made by staff at their respective state libraries. Interviewees were representative of rural, suburban, and urban libraries, as well as geographical diversity within each state. State library staff were also interviewed to provide a statewide context for these field interviews. The interviews are not meant to provide a comprehensive view of public library technology in each state, but rather as descriptive, qualitative data gathered to deepen the understanding of issues related to library funding and sustainability.

Key findings

The current funding landscape is significantly different for libraries in California and Oklahoma. Most California libraries interviewed are struggling with the effect of significant, cumulative year budget cuts. In comparison, Oklahoma libraries reported neither significant budget reductions or increases. Even with this difference, there are some common threads found in these interviews:

- Most libraries do not anticipate any improvement in funding for FY2012. California libraries expect further reductions at the state and local levels, while Oklahoma libraries anticipate flat funding. As a result, many library directors

reported a reduction in hours, frozen or reduced staffing levels, and deferred computer replacements.

- The majority of libraries had either recently launched downloadable e-book collections, or were in the process of funding an initial e-book collection.

- With increased Wi-Fi availability and usage, many libraries expressed concern about the growing strain on connectivity capacity and speed.

- Nearly all libraries reported an increase in technology use since last year. Job-seekers and e-government services are the reasons for much of this increase; there are also insufficient computers and available staff to meet patron needs.

CALIFORNIA FIELD REPORT

Executive Summary

For the past three years, California libraries have been battling the effects of the state's ever-growing financial crisis. In 2010, California had the third highest foreclosure rate in the nation—one in 200 households in foreclosure—strangling property tax revenue support.¹ Libraries interviewed for this study cautiously projected that the steep plunge in local funding might begin to level off in FY2012.

Close to half of the California libraries interviewed had increased Internet capacity over the past two years. Libraries continued to install fiber optic connections as more funding became available through the American Recovery and Reinvestment Act, private grants and group discounts. In 2010, California received funding from the Broadband Technology Opportunities Program (BTOP), benefitting libraries in Los Angeles and in the Central Valley. Statewide, 82.6 percent of libraries

reported Internet access with maximum speeds of 1.5 Mbps or higher, matching the national average.

While budget constraints kept most libraries from making new technology purchases benefitting the public, many libraries reported that protecting their technology budget was a priority. Without exception, libraries reported delaying their public access computer replacement schedules by one to two years, supported by varying levels of IT support.

To meet the public demand for Internet connectivity, California libraries, along with the rest of the nation, increased public wireless Internet access (Wi-Fi). A number of libraries reported the increased use of Wi-Fi has put a tremendous strain on Internet capacity and access speed: the challenge to meet user needs and expectations is ongoing.

The most important Internet services provided to communities continues to be support for

job-seekers and for those needing to access e-government resources. An FY2010 Library Services and Technology Act (LSTA) Literacy and Workforce Development grant is providing 14 California libraries, located in counties where the unemployment rate and low literacy rate are higher than the state average, with training resources for computers, and online career and educational tools.

Background

California has 181 [public library jurisdictions](#) with 1,123 physical locations and 63 mobile libraries (bookmobiles) to serve a population of over 38 million. The state ranks first in the nation for its number of physical locations. By jurisdiction, there are 46 county, 117 municipal, 12 independent special districts, and six joint powers of authority (JPA) libraries.

All but five of the 181 public libraries belong to one of the

eight regional cooperatives, established for the purpose of providing collaborative reference, communication and delivery services, staff development training and grant administration.

State-level support for public libraries comes from the [Public Library Foundation](#), which provides per capita allocations; the [California Library Services Act](#), which provides partial reimbursements for direct and interlibrary loans (transaction-based reimbursement); and the [California Library Literacy and English Acquisition Service](#), which provides English language literacy instruction to native and non-native English-speaking youth and adults.

The State Library provides training for library staff through [Info-people](#), funded by annual grants from the Institute of Museum and Library Services through LSTA. Info-people offers fee-based onsite and online training, and free webinars.

In FY2009 (the most recent year for which national statistics are available), California's public libraries reported hosting 172.4 million visits, answering 36.2 million reference questions, and circulating more than 237.9 million items. California residents are served by 12,375 employees, of whom 3,596 hold a Master's degree in Library and Information Science.²

The state ranks 48th in the nation for full-time equivalent (FTE) staff per 25,000 residents, with 8.36 FTE compared to the national average of 12.31 FTE. The state also ranks 28th (including the District of Columbia) in total operating revenue per capita, with \$34.85 compared to the national average of \$38.62 per capita.³

California averages 15.67 public access computers per location, which is above the national average of 13.18. However, the state ranks 49th (including the District of

Columbia) in public access computers per 5,000 residents.⁴

Twelve library staff members — mostly library directors or library IT directors from 11 libraries, and one regional library system director — were interviewed between September 2010 and January 2011. They represent service populations ranging from 24,000 to 1.3 million people. Only one library provides service through a single location; the other 10 libraries have from three to 36 outlets. Research staff also interviewed California State Library staff. Although the interviews are not meant to provide a comprehensive view of public library technology in the state, interviewees' comments help illuminate trends, challenges and successes of serving the public in California libraries.

Funding

California's economic crisis looms large, with a FY2010 budget deficit of 52.8 percent, and a projected 29.3 percent deficit in FY2012.⁵ Widespread foreclosures have depressed property values that, in turn, support libraries. A downturn in sales tax revenues has also affected local funding.

California libraries receive local revenues in different ways, depending on library type. City and county libraries typically receive general funds, while special district and county libraries benefit from dedicated property tax revenue. JPA libraries generally include a blend of both funding patterns.⁶

All 11 interviewed libraries reported a decrease in public funding; in fact, most have reported decreases consecutively for the past two to four years. The annual reductions generally are in the 8-12 percent range, with three libraries reporting two-year cumulative reductions

between 24-40 percent. Libraries noted that the cuts they experienced are typically representative of those sustained by other city or county agencies. In 2006, the passage of Proposition 1A allowed the state to borrow from local governments twice in ten years. In 2010, many libraries are impacted by these state "takeaways."

One library director reported flat funding for three years, with the expectation that one more year would be at the same level. Another library director was mildly optimistic that her library would only have a 4 percent reduction for FY2011, after experiencing 8 percent reductions in both FY2009 and FY2010. The interviewees had varied opinions regarding how soon these funding reductions would level off.

The Chula Vista Public Library, which serves a community with one of the highest foreclosure rates in the nation, has experienced cumulative budget decreases of 40 percent over two years, and 60 percent over four years. During that same period, the library's collection budget has been reduced by 80 percent, and the staff has been reduced from 71 people to 20.

With city funding down 25 percent over two years, the San Jose Public Library has responded with cuts in staff and hours. The library has not yet had to reduce the technology or collection budget, thanks to parcel and transfer taxes. The library, located in Silicon Valley, has been affected by nine years of budget cuts following the dot.com bust. Outlets are presently open only four and a half days per week, with the expectation of further reductions to three days next year.

In the face of continued reductions in funding and revenues, most of the libraries interviewed were intent on protecting their technology

funding. They expressed the common belief that “technology is our bread and butter.” Generally, the first level of cuts was to collections, often in the 25–30 percent range, followed by reduced hours, and then staff layoffs. “Technology was formerly a backbone of libraries,” said the director of the San Diego County Library, “and now it’s become the front door of public service.”

Libraries are investing in new technology infrastructure and service models to experience increased savings over time. Many of the libraries interviewed had already installed, or were in the process of implementing, RFID systems, automated materials handling and self-check terminals. The investment will likely be recouped in staff savings, generally not obtained through layoffs, but by freeing up staff to work in other areas.

The Plumas County Library is migrating to an Open Source integrated library system (ILS) with a grant for the migration and first year support. “Overall, the cost of our ILS will be much less, and I am confident that it will provide an excellent user experience,” said the library director. Plumas County is the only library that reported its technology budget is 100 percent grant-funded.

Libraries reported more examination of outsourcing options in response to continuing economic challenges to free up staff for other work. Two libraries reported outsourcing cataloging services, and one library was outsourcing its inbound calls to a call center.

Even when the technology budget is not cut, interviewed libraries are unable to expand or upgrade systems and hardware. Alternative sources to fund new purchases include grants and sponsorships, and the important contributions from Friends organizations. At the Palos Verdes Library District, funding for programs and Sunday open hours



Waiting for the San Diego County Library-Encinitas branch to open.

comes from their Friends, which increased the contribution this year from \$200,000 to \$300,000. In contrast, the Santa Clara County Library’s funding from their Friends, which had supported extra hours at one location for three years, has decreased by \$162,500.

Technology Resources

The number of public access computers per location ranged from two at a rural library outlet to 400 at the central outlet of an urban library. All but one of the California libraries interviewed have wireless access at all locations.

With continued high levels of demand for Internet access, many libraries have reached their building’s space capacity. Libraries look to Wi-Fi to alleviate some of the need for additional public access computers. In-house lending of laptops and netbooks is in place at a few of the libraries interviewed. For example, the San Bruno Public Library was able to expand access beyond its 13 public workstations with the purchase of four netbooks for in-house use in April 2010. The netbooks are barcoded and tagged, and patrons must sign use

agreements. With only three public electrical outlets, it was necessary to significantly expand electrical access and seating to support overall Wi-Fi use. Insufficient infrastructure for electrical access is not unique to San Bruno Public Library; 54 percent of libraries nationwide reported this as one of the important or most important factors influencing the addition of public library workstations.

Many expressed an interest in mobile teaching labs for both in-house use and for community outreach. However, financial constraints are limiting implementation by libraries such as Plumas County, which had obtained a grant for a mobile teaching lab with eight laptops. Their plans for public training had to be put on hold due to lack of staff availability.

The landscape for formal technology training for patrons varies greatly among those interviewed. One director told us, “Right now, it’s just about keeping the doors open.” Conversely, the San Diego County Library offers a robust offering of public technology training led by staff and community volunteers. The library, which has one of

the largest Arabic-speaking communities in the U.S., offers computer instruction in Arabic, as well as in Spanish.

The San Joaquin Valley Library System, one of California's eight regional cooperatives, provides support and services for 10 public libraries comprised of 113 outlets in the Central Valley. The system director reports a high success rate with classes offered at its member libraries. The libraries serve a population with approximately 18 percent unemployment and 40 percent adult illiteracy. The Tulare County Library was the first in the system to offer free computer classes, and still offers two to three per week. "People stay and progress through various classes. Several customers started at square one, and after several months of classes, bought a home computer," said the system director.

One California library is planning a pilot project that will use a club model rather than formal classes. The library director reports that "we're finding people are not sticking with the curricular approach, but do want support and continuity. We're looking to provide a place where students can learn from each other, with facilitation and coaching from staff or a skilled volunteer."

Most of the libraries interviewed have downloadable books; some have recently added e-books to their audiobook collections. One California library was able to supplement a limited budget for e-books this year with a grant that included a donation of 15 e-readers for checkout. Only one library did not yet have downloadable books, but is hoping to find a grant to start the collection with assistance from its library cooperative.

Libraries continue to provide the ever popular e-resources for homework help, adult learning, and job

resources. A number of libraries purchase these collections through discounts from their regional cooperatives. Still, interviewees reported significant reductions in their database collections that they don't envision recovering. "We're cutting databases big time, and not because there's a better alternative, but because nobody uses them. It's just not good use of taxpayer money. And we can argue till the cows come home about whether people are getting better information elsewhere, but they're getting their information elsewhere and I don't know that I can be throwing good money after bad," said the Palos Verdes Library District director.

Most libraries expressed a desire to provide mobile applications (apps) for patrons, but a number expressed frustration at not having the staff available for the app development process. "We have to be where the people are. And where are they? On their devices," said one library director. The Contra Costa County Library received a grant to develop a mobile platform compatible with QR (Quick Response) code technologies. "We are using QR codes to provide a window into content in context, not just sending users to a mobile website," said a library staff member. The library currently has posters inside county buses which allow for direct access to downloadable audiobooks and e-books on smart phones; books are also being tagged with QR codes to provide direct access to read-alike recommendations.

The Santa Clara County Library has been able to expand reference services with the addition of embedded chat in the library catalog. Available at the library and remotely, the chat pops up when a user gets zero results, initiating chat with a librarian for modifying the search.

"Once we started showing up when and where people needed us, they really started to use us," said the director. The Library's e-reference (chat, e-mail, text) increased 33.6 percent in FY-2010 over the previous year's e-reference. Traditional reference (in person and by phone) declined 3.6 percent during the same period.

Self-check systems are providing greater efficiencies for staff, and greater self-sufficiency for library users. One interviewee reported "the hard part was trying to convince the patrons and staff that the self-checks weren't a budget or staff-cutting tool. I kept telling them, we already cut the budget; this is to help you with the budget cut." After two years, usage at that library is in the 70-80 percent range.

Connectivity

Libraries are continuing to migrate to fiber optic connections as more funding options—the American Recovery and Reinvestment Act, consortia discounts, state and private grants, and E-rate—have become available, as well as some general pricing reductions.

Libraries in rural areas in the north and central parts of California report success in their pursuit of Internet connection upgrades to 1.5 Mbps. For example, 56 library outlets in the San Joaquin Valley Library System are in the process of upgrading to 1.5 Mbps as recipients of an Opportunity Online grant from the Bill & Melinda Gates Foundation. Overall, 72 California library outlets in 19 jurisdictions are participating in these grants that provide for one-time service upgrade costs, including equipment and technical support; E-rate application support; and funds for 50 percent of the telecommunications costs for two years.



Left: Self check-out at the San Diego Public Library; Right: Wi-Fi use at the San Diego County Library

With increased Wi-Fi access and use, a number of libraries expressed concern about the accompanying negative impact on connectivity capacity and speed. One California library technology manager noted that “With so many mobile devices tapping into our system, we are close to hitting our saturation point.” The library’s public computers and Wi-Fi are on the same pipeline, which also adds to system strain. All branches have 15 Mbps out to a hub on a shared city network, so top speed is not always available at peak times. Library staff is researching a net equalizer that would even out download times between someone streaming video and an e-mail search, although there is not funding presently available to follow through on this project.

In 2010, California received American Recovery and Reinvestment Act funding for grants in both Round 1 and Round 2 of BTOP. The only California library beneficiary in Round 1 was the Los Angeles Public Library, as part of the \$7,496,157 grant to the Los Angeles’ Computer Access Network to expand and upgrade 188 public computer

centers at libraries, workforce centers, parks, and youth and family centers in low-income and non-English-speaking communities.

Libraries in the Central Valley will benefit from a BTOP Round 2 grant awarded to the Corporation for Education Network Initiatives in California. The \$46,619,757 grant will build a 1,371 mile fiber optic infrastructure through 18 counties, providing direct fiber optic connectivity to 63 anchor institutions and access by another 40 anchor sites, and hundreds of thousands of businesses and residences. The library community was a key player in connecting various organizations in the state in discussions that directed the planning for this successful grant application.

Technology Support and Maintenance

The libraries interviewed universally reported delaying their public workstation replacement schedules by one or two years, providing for four- to five-year equipment retention cycles. Two libraries reported purchasing new warranties to cover their public access computers for an extended five-year period, so

were less concerned about maintenance issues.

One city library reports that slashed budgets have delayed workstation replacements beyond five years. “At this point we are not refreshing equipment, but instead relying somewhat on hand-me-downs from the city’s enterprise department as they cycle equipment on a more frequent basis.”

Overall, libraries reported that computers were rarely out of service for any extended time. Interviewees noted that efficient setup and tight security programming appear to address minimal software problems; the primary maintenance is in response to the expected and eventual “end of life” for the hardware.

The level and source of IT support varied greatly among the interviewed libraries. At the Plumas County Library, the director handles all computer updates for its four outlets that are spread out across 3,600 square miles. Sierra County Library also contracts with Plumas for remotely handled IT services for its four outlets. “Due to staff shortages, there are always delays. For example, it was two months after the acquisition of a new online career



Typical waiting lines for computers at the San Diego Public Library

resource by our system before I had time to load the link to our website,” commented the director.

One library director reports that her library has no in-house IT staff, and depends on the city’s understaffed IT department. “We had a donation of three laptops for patron use, and a year later, we are still waiting for the city IT staff to complete the setup. If they could have turned them around in a month, we could have gone back and asked for more,” said the library director.

The San Jose Public Library reports supporting 1,000 public access computers system-wide with 10 FTE for IT. “In spite of cuts, we’ve kept this constant. Technology is at the heart of what a library is about,” said the San Jose Public Library director.

Changes Over Past Years

All the interviewed libraries confirm the tremendous growth in use of library Wi-Fi, supplementing nearly 100 percent public access computer use at peak times. The Plumas County Library reports use of public computers increased 13 percent last year, and 40 percent

over the past three years. The library director reports that some patrons have said they have canceled home Internet access and cable to save money. Sixty-seven percent of California libraries reported an increase in use of Wi-Fi over the last year.

Services for job-seekers and access to government information and services remain among the most important services provided to the community. One library director reports that with the continued influx of job-seekers, “there are still many people at a complete loss as to how to search online.” To support the work of its member library jurisdictions, several of the regional cooperatives developed LSTA grant programs to expand resources and services for workforce recovery.

To meet the increasing demand for downloadable books, many libraries are looking for funding in grants and donations. Two libraries are expecting to be able to add e-book collections this year with discounts arranged through their regional cooperative system. Statewide, 77.3 percent of libraries reported offering e-books, an

increase of 12 percent over two years.

A number of libraries interviewed reported an increased patron interest in mobile applications. Many libraries are developing applications for the website and catalog as well as for direct access to content, such as downloadable e-books and audiobooks. Santa Clara County Library’s mobile apps for a discovery-based catalog and for social networking are proving to be very popular. “We read online comments saying how excited people are about this way of using the catalog, which allows them to keep their own lists and share what they are reading,” said the library director.

Challenges

The greatest challenge libraries face in maintaining access and quality of service is the impact of the continued decreases in funding. Libraries are struggling between maintaining library hours with reduced staff and services, versus reduced hours with full, or close to full staffing levels that support higher service levels; in fact, 44.5 percent of California libraries reported a decrease in the number of open hours, well over the national average of 15.9 percent.

The Chula Vista Public Library director said, “I believe it is better to keep the doors open with fewer people. Service suffers, but people want a Wal-Mart type schedule: I know you’re open at 8 and open till 10. When you close the doors, people go away and don’t come back.” Another library director commented that “she did not want to decrease library hours because she didn’t want the library to become less relevant.”

For others, the mission of the library can only be served if funding for technology is preserved. “Our plan is to protect technology at basically all costs, but there’s a finite

amount we can do when your funding is flat... We really need to reduce our hours so that we can spend more money and have a quality library system, rather than keeping a skeleton crew out there.”

Most of the interviewees commented that having staff trained and comfortable with new technologies continues to be a challenge. Staffing shortages resulting from budget cuts reduced the time available to staff for training. For some libraries, even with state or consortia discounts, the fees for training sessions are prohibitive.

One of the greatest barriers in providing the appropriate level of service cited by many is the continued reluctance of some staff to engage with new technologies. The reluctance from staff was attributed to a lack of interest, and a lack of comfort with the continual changes in technology and related services.

In response to demands of the ever-expanding technology, one library director explained that, “We are looking at hiring non-librarians to work in some positions on the frontline because we need a higher level of technical skills and sometimes it makes more sense to hire that skill than to train for it.”

With the growing popularity of downloadable e-books and audio-books, many interviewees expressed frustration with the issues of digital rights management controls, download complexity, and device compatibility. There is concern that libraries cannot provide adequate service, which may cause people to give up on the library. “It’s wonderful to have a little thing in your hand and push a button and there’s a book. But I think people are going to get tired of paying an online bookseller every time they want to read something. But to have really strong downloadables, we have to free ourselves. We need to rework our library products – they are much too

difficult. You go through 50 steps and the thing still doesn’t work,” said one library director.

Successes

The interviewed libraries reported past year accomplishments that made a difference in meeting the needs of their community. Contra Costa County Library’s success was echoed by other interviewees: in light of two consecutive years of extensive budget cuts due to the loss of property tax revenues, a Contra Costa staff member said, “the ability

to continue to extend services or provide new services in the face of reduced funding has been one of our greatest accomplishments.”

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number of public computers. Last year, Tulare County Library’s Foundation raised \$580,000 for a new building and established an endowment fund.

With a federal grant from the city and an LSTA matching grant, the San Bernardino County Library purchased 100 portable devices for what the former library director described as “an experiment in terms of being more relevant to what people want.” The pilot project purchase includes everything from children’s book readers to Kindles to notebooks. The library plans to create a portable device area for parents and children (up to age seven) to jointly gain exposure and comfort in the use of various technologies.

As part of the working group that developed the BTOP grant that will bring high bandwidth to 18 Central Valley counties, the director of the San Joaquin Valley Library System reflected on how the project raised

“The ability to continue to extend services or provide new services in the face of reduced funding has been one of our greatest accomplishments.”

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A number of library directors shared the observation that, due to current economic pressures and the perception of serving an “anti-tax community,” there is little prospect of additional tax funding. However, last year the San Diego County Library and the Lemon Grove School District received 73 percent voter approval for a bond to fund a new joint-use facility, one of five new capital projects that will come to fruition within the next two years.

New technology-based service models, such as RFID, self-check machines, and online payment and registration are expected to provide continued growth and improvement in processes. “For us the issue is always about self-sufficiency, which is what most want. As we move patrons along to doing their own work

number of public computers. Last year, Tulare County Library’s Foundation raised \$580,000 for a new building and established an endowment fund.

With a federal grant from the city and an LSTA matching grant, the San Bernardino County Library purchased 100 portable devices for what the former library director described as “an experiment in terms of being more relevant to what people want.” The pilot project purchase includes everything from children’s book readers to Kindles to notebooks. The library plans to create a portable device area for parents and children (up to age seven) to jointly gain exposure and comfort in the use of various technologies.

As part of the working group that developed the BTOP grant that will bring high bandwidth to 18 Central Valley counties, the director of the San Joaquin Valley Library System reflected on how the project raised

the profile of California libraries. “County administrative officers and city managers are beginning to see libraries as key players in the information age. It elevates our status with the cities and counties, which we can leverage for visibility. Vendors have come to see the library as an anchor institution. It’s an opportunity to bring the library in as a player.”

In looking to the future, many libraries are actively exploring new partnerships and services that could provide greater sustainability for the library in the coming years. Some libraries are considering expanding their business center services, such as printing and videoconferencing, and in higher-

income communities, plan to develop a fee schedule for a new revenue stream.

A priority for many interviewees is the establishment or expansion of partnerships with schools. State and federal grants can provide substantial support for combined services and facilities. For example, in Santa Clara County, the library director expressed tremendous potential in school partnerships. “As schools are laying off librarians, and dropping databases, we are getting calls from schools to see what we can offer to teachers. Some say this is not our job. Yet, it might be our future mission. This is a great opportunity to become the classroom for the community in a bigger way.”

Conclusion

California libraries are bracing for new deep reductions to state funding after consecutive years of struggling to retain services after decreased local funding. There is the very real potential that key public library programs will be eliminated. Many California library directors report that, even with current budget levels, the choice will not be whether to make service cuts, but where to make the cuts. Libraries continue to search for ways to meet the high demand for public computers and Internet access, training and assistance with critical job search and e-government needs, while juggling insufficient technology, reduced staffing levels, and fewer open hours.

OKLAHOMA FIELD REPORT

Executive Summary

Oklahoma’s cities and towns are spread throughout a state that remains largely rural in the majority of its 77 counties. One of the most frequently identified essential tools that a community must have to expand its economic potential and community growth is access to technology.

While most library directors reported that budgets have remained stable in FY2011, funding for the coming fiscal year is not likely to increase. In order for libraries to provide better assistance to patrons for education, job-seeking and e-government services, more staff and staff expertise are needed and, with no future increase in funding anticipated, these will remain major challenges. Oklahoma libraries reported total operating expenditures in FY2010 at \$28.11 per capita, unchanged in FY2011.

Nearly every library director reported that they have or will be getting connection speeds up to or greater than 30 Mbps, thanks to a major BTOP grant received by the Oklahoma Department of Libraries to upgrade broadband and computing capabilities at 44 public library sites around the state. Four rural public libraries interviewed for this study are part of this \$2.3 million BTOP grant. “High speed access and new equipment will open up a host of educational and economic opportunities for these communities,” said Oklahoma Department of Libraries Director Susan McVey.

The BTOP program, titled Ok-Connect, will be leveraged with a matching grant of \$1 million from the Bill & Melinda Gates Foundation. Oklahoma will have \$3.3 million with which to implement

improvements to technology resources and broadband capabilities for many of the state’s public libraries.⁷

Background

Oklahoma has 115 public library systems with 206 physical locations and four mobile libraries (bookmobiles) to serve a population of three million residents. The majority of libraries are organized as municipal government libraries (87.8 percent), and almost all libraries are single outlet libraries (92.2 percent). In FY2009 (the most recent year for which national statistics are available), Oklahoma libraries reported hosting more than 14.5 million library visits; answering 2 million reference questions; and circulating more than 20 million items (e.g., books, films, sound recordings, audiobooks).



Tulsa City-County Library's new server room (left) and public computers (right)

The state is slightly below the national average of circulating items per capita – 6.95, compared to 7.72 nationally.

Oklahoma residents are served by 1,283 employees, of whom 227 hold a Master's degree in Library and Information Science. The state ranks 34th in the nation (including the District of Columbia) for full-time equivalent (FTE) staff per 25,000 residents, with 10.77 FTE compared to a national average of 12.31 FTE. Oklahoma ranks in the bottom half (36th) of the country in operating revenue per capita - \$30.91 per capita, compared with a national average of \$38.62.⁸

Five library directors, two library system directors, and two IT directors at seven libraries were interviewed between January 2011 and March 2011. They serve communities ranging in population size from 700 to 600,000 residents. Five of the libraries interviewed provide service from one single outlet, while the other two library systems have 15 to 25 outlets. Research staff also interviewed members of the Oklahoma Department of Libraries whose comments helped illuminate trends, challenges and successes of serving the public in Oklahoma libraries.

Funding

With primary funding from a diverse blend of sales taxes, property taxes, and utility revenues, the overall funding landscape for those interviewed is neutral, with stable funding expected. As a result, Oklahoma library directors have been carefully trimming to meet current budgets and are cautiously planning future expenditures.

Langley, Miami, and Ponca City public library directors all report flat funding for FY2011, with the same expected for FY2012. "Our city is fairly conservative in terms of the way they budget. And as a result we don't have a lot of really catastrophic dips; we tend to be pretty stable," said the Ponca City library director. In fact, Oklahoma libraries reported total operating expenditures in FY2010 at \$28.11 per capita, the same amount reported for FY2011. This follows a 20 percent increase in operating expenditures from FY2007 to FY 2010.⁹

The Tulsa City-County Library and the Southeastern Public Library System report that about 95 percent of their funding comes from property taxes. Tulsa is expecting a flat budget for the next year because the tax base for the county will be leveling off, but the library administration

believes they will be able to maintain the same level of service as over the past few years. The Southeastern Public Library System reported that funding almost doubled in two counties in the past four fiscal years due to revenues from natural gas drilling. But they are also predicting a decrease for FY2012. "The joyride is over, but we have been trying to prepare for as soft a landing as possible," said the library director.

Due to sales tax shortfall, the Guymon Public Library, along with other city departments, implemented an 8 percent budget reduction in January 2010 through FY2011. The library adjusted by rebalancing full- and part-time positions, implementing a hiring freeze, and making cuts to the program budget. The Wagoner Public Library reported a slight budget cut that was covered with a reduction in Saturday hours and closer attention to the bottom line. "The library just tightened up. Staff watched their overtime and we were cautious about what was being spent and we made it through," said the library director.

Technology Resources

The number of public access computers among the seven libraries



Tulsa City-County Library computer lab

interviewed ranged from eight in a small rural library to 650 in a large urban library system. The state average of public workstations per building (13.2) is slightly below the national average of 16. All provide wireless Internet access, reflecting a statewide trend; more than 95 percent of libraries offer free public access to Wi-Fi (11 percent above this year's national average of 85.7 percent).

Four of the public libraries interviewed – Guymon, Miami, Ponca City, and Wagoner – will be expanding their technology resources as beneficiaries of the OkConnect (BTOP) program. The new funding will provide for videoconferencing equipment and services, laptops and faster Internet connections. OkConnect participants will also have a chance to test-drive educational databases BrainFuse, Tutor.com and Learning Express, with the option of selecting one database to add to their own collections.

The availability of downloadable e-books and audiobooks varies from library to library. While many of the interviewees have well-

circulating audiobook collections, others are just beginning to add e-books to their collections. The Tulsa City-County Public Library launched its e-book collection in December 2010. “We pushed to get it out at that time, and it was really a good time to kick it off because everyone was getting a reader device as a holiday gift,” said the IT manager. “We just had a remarkable response there.”

The savings from a consortia purchase made it possible for the Miami and Ponca City libraries to begin offering e-books via the OK Virtual Library at the beginning of 2011. The Southeastern Public Library System has plans to implement e-book availability in the first half of 2011. A few library directors commented that they wanted to more fully understand the technical requirements of e-book collections before bringing the popular technology into their libraries. “There is a desire [for e-books] in the community; that is why we are trying so hard to figure out exactly what we can do so we can put it in place for them,” one rural library director said.

Just over half of the interviewed libraries offer computer classes to library patrons. With only eight public access computers, the Langley Public Library schedules classes during the lunch hour, during which they are typically closed. The Miami Public Library received a Public Library Innovation Grant from the International City/County Management Association and the Bill & Melinda Gates Foundation¹⁰ to expand its computer lab and provide classes targeting the community's large (15 percent) Native American population. The program focuses on Native American cultural and language revitalization, and explores joint economic development ventures with the tribes. The library's new computer lab has also enabled the library to offer a variety of other technology training classes to the general public.

Connectivity

Over the next three years, Guymon, Miami, and Wagoner public libraries will upgrade their broadband speeds from a minimum of 4.6 Mbps up to 100 Mbps through OkConnect.

Another essential OkConnect service is the creation of a statewide broadband map. This data identifies broadband access, gaps in broadband services, and opportunities for expansion of broadband services throughout the state. “We're very excited about the new grant and what it is going to bring to our community and the access it is going to give our citizens,” said one library director. Statewide, there has been a 7.3 percent decrease in the number of libraries offering Internet speeds less than 1.5 Mbps. Oklahoma libraries reported that 32.7 percent of libraries now offer speeds greater than 10 Mbps, almost 8 percent above the national level.

Changes over the past year

All interviewed report an increased use of their wireless Internet connections and library technology resources, especially those used to access government forms or complete job applications. Tulsa City-County Library has experienced an increase in Wi-Fi demand due to the variety of mobile devices tapping into the system, as well as their patrons' increased use of laptops. "We've had to increase our bandwidth several times and I think a lot of it is the new streaming of video, listening to music, playing games — all of that is demanding more and more bandwidth."

Another director echoed this observation. "The biggest story we've faced over the past two, three years has been just not having enough bandwidth to keep up with the wireless demand."

Over 85 percent of Oklahoma public libraries report assisting library patrons with accessing and completing government forms online. Miami Public Library has experienced an increase in the use of library technology resources for access to e-government forms and for personal financial use. "We are getting to the point where everything is accessible by Internet. You can do your taxes, you can get your application to file for voter registration, and you can maintain all of your bills and accounts. So we have become that central hub for everything electronic," said the library director.

The director of the Wagoner Public Library reports that a major employer in the area no longer provides W-2s to employees. Since only a small percentage of the residents in the library service area have Internet access at home, a large number of employees had to depend on use of library computers and printers to retrieve their W-2 forms for tax filing.

Langley Public Library reports that they have seen a significant increase in patron technology use, due to the popularity of social networking for teens, and the adult patrons' use of e-government or job resources. The Ponca City Library director concurred, "People want to be connected or share items but they still have no Internet resources at home, and overall I'm seeing a general expectation of faster, better, and more, more, more."

Challenges

"One of the things the state and federal agencies have been doing in recent years is saying, 'we can save money by putting this online and telling people if they don't have Internet at home, they can go to their library,' and oh, boy, has that been happening," said the director of the Southeastern Public Library System. "The same goes for people looking for jobs. The Workforce Oklahoma

one other staff member assists with maintaining their public access computers. "We're not having a problem with getting equipment but if you don't have the staff to keep it maintained or the staff doesn't have the ability level to deal with the network issues, it can be a challenge," said one library director. The director of the Guymon Public Library commented that "Keeping up with technology is like changing a tire on a moving vehicle. The challenge is not becoming road kill."

The libraries have responded to these challenges by adhering to their public access computer replacement plans. One rural library director tries to replace at least two computers a year, although most of the time it is not a total computer replacement but more of a "gutting and fixing it and bringing it into the next generation." The same replacement and maintenance approach is shared by another rural library di-

"Keeping up with technology is like changing a tire on a moving vehicle. The challenge is not becoming road kill."

rector: "Right now we are doing pretty well and the computers are refurbished but they're working beautifully."

Miami Public Library reports that, although the library tries to replace two computers a year, their replacement plan consists of having no more than 20 percent of the public access computers that are older than three years old. This year, they may have to let some of the computers age due to reduced funding projected for FY2012. The Tulsa City-County Library moved from a three-year cycle to a four-year rolling plan, relying on a new

offices in southeast Oklahoma are few and far between, so again, people are coming to the libraries." Finding the time and money to develop staff expertise for e-government and job search support continues to be a challenge. More online training was mentioned as a partial solution. "We're getting a lot of people coming in wanting to know about insurance and filling out the paperwork and we don't want to mess it up for them," said one rural library director.

Several rural library directors reported that they handle the IT support for their library; frequently just



Public computers at the Ponca City Library

four-year warranty plan for the library's workstations.

Successes

All seven libraries interviewed report a number of success and accomplishments over the past year. One big success for Oklahoma public libraries has been the award of the BTOP grant funding that will expand broadband capacity and technology resources services for 44 public libraries around the state, including four libraries participating in these field interviews.

The Guymon Public Library is going to use the BTOP funds to furnish a computer lab in their newly constructed facility that will break ground next year. The Wagoner Public Library plans using laptops acquired through the grant to teach computer technology classes out into the community.

The Tulsa Library Trust partially funded the new e-book collection for the Tulsa City-County Library that immediately proved to be a valuable addition to the library's

digital collection. The library has also successfully launched a mobile application used to access the library's website and is developing additional applications using QR (Quick Response) code technology.

The Southeastern Public Library System has established video conferencing services at four of the system's branches, so the service is now available within an hour or less of each of its 15 branches. If the coming year's Priority 2 E-rate application is funded, several additional branches will receive videoconferencing equipment.

The library is now perceived as an important service that the city provides, reports the Ponca City Library. "I think that we're seen as being an asset to the community... a sign of being a healthy community is having a healthy library."

Conclusion

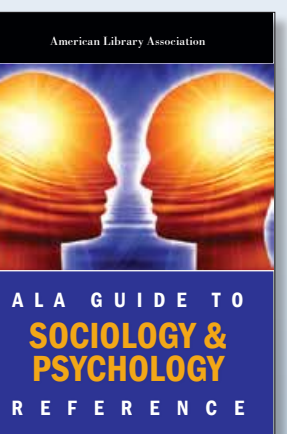
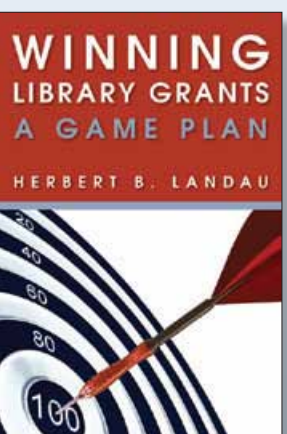
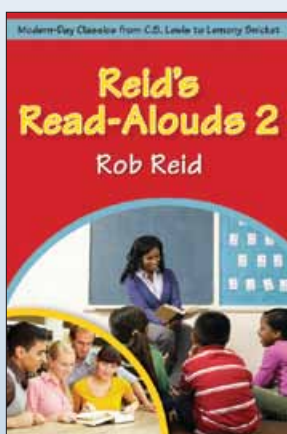
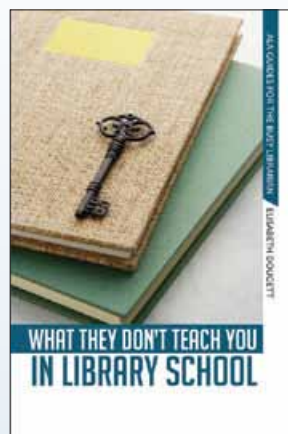
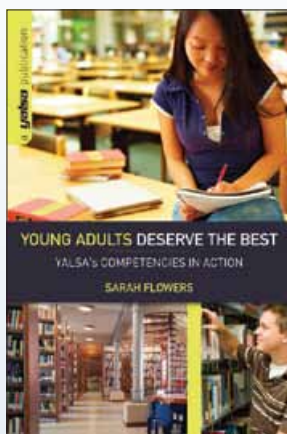
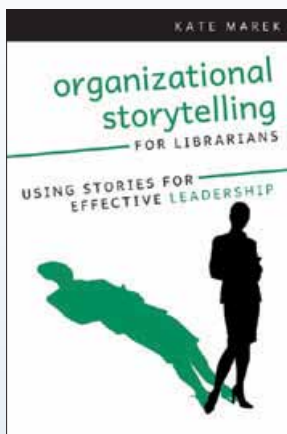
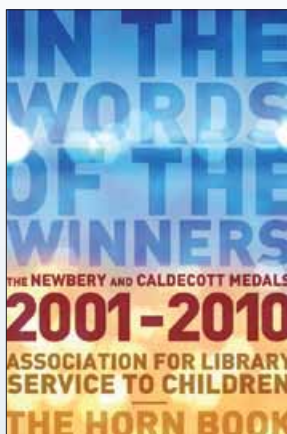
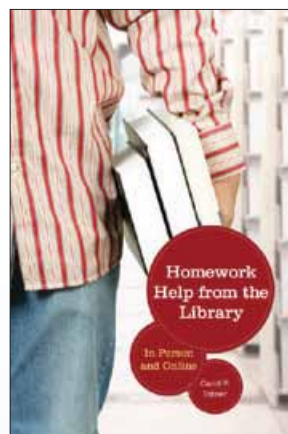
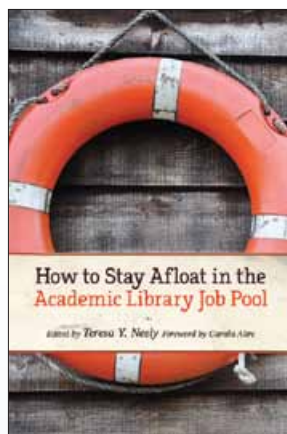
Supported by a 2010 BTOP award and a matching grant from the Bill & Melinda Gates Foundation, more than 20 percent of Oklahoma public

library outlets will receive new public access computers, video conferencing equipment, and faster Internet connections. As in most states, Oklahoma library directors are continuing to find ways to meet the increased demand for wireless Internet access, while trying to find the proper balance of staff and staff expertise needed to assist patrons to effectively understand and access education, job-seeking and e-government services. ■

ENDNOTES

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PUBLIC LIBRARY FUNDING & TECHNOLOGY ACCESS STUDY, 2010-2011

PLFTAS | 2010-2011 ACKNOWLEDGMENTS

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

The study team wishes to express its gratitude to the Bill and Melinda Gates Foundation and the American Library Association (ALA), whose support and participation have made this study and the four previous annual studies possible. Also, we thank ALA and the Gates Foundation for their assistance in securing a high survey response rate.

The study team would like to recognize the significant efforts of the state librarians, the state data coordinators, and other state library staff members. As with the previous year's studies, the amount of time, energy, and support the state library community invested in this study contributed directly to the survey's response rate—we cannot thank them enough for all of their efforts.

We extend a debt of gratitude to all the public librarians who completed the survey and participated in the focus groups and site visits. Without your interest and participation, we simply would not have any data. The time you take to provide the data in this report offers valuable information for national, state, and local policymakers; library advocates; researchers; practitioners; government and private funding organizations; and others to understand the impact, issues and needs of libraries providing public access computing. The data also provide public librarians with the opportunity to advocate the importance of their library for the communities that they serve.

We also are in debt to the study's Advisory Committee. These individuals assisted us in a number of key areas, including issue identification, question development,

survey pre-testing, survey Web site development, and providing perspectives on study findings. Our thanks to Stacey Aldrich (California State Library), Nancy Ashmore (Prairie du Chien Memorial Library), Robert Bocher (Department of Public Instruction, Wisconsin State Library), Linda Crowe (Peninsula Library System), John D. "Danny" Hales, Jr. (Suwannee River Regional Library), Christopher Jowaisas (Texas Library Association), Char-

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lie Parker (Tampa Bay Library Consortium), Rivkah K. Sass (Sacramento Public Library), Mary Ann Stiefvater (Division of Library Development, New York State Library), and Sandra M. Hughes-Hassell (CORS representative).

The study team thanks Norman Rose and Caroline Jewell for their ongoing work on behalf of this study and other ALA Office for Research & Statistics projects; Sara T. Behrman for her skillful and comprehensive edits; Tai Lagodzinski for designing and laying out our report findings here; and Jaime Hoard for feedback on report drafts.

We also would like to thank Dr. Charles R. McClure, who served as a consultant on this project. His expertise served the survey well and is much appreciated. Dr. McClure began these surveys in 1994, and he and John Carlo Bertot have conducted the surveys together since that time.

We thank all members of the Information Policy & Access Center at the University of Maryland and their staff for their help and dedication throughout this entire process. Finally, Paragon New Media also deserves mention for their efforts in developing and maintaining the survey website. ■