

american libraries

SUMMER 2012

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION



Public Library
Funding &
Technology Access
Study 2011–2012

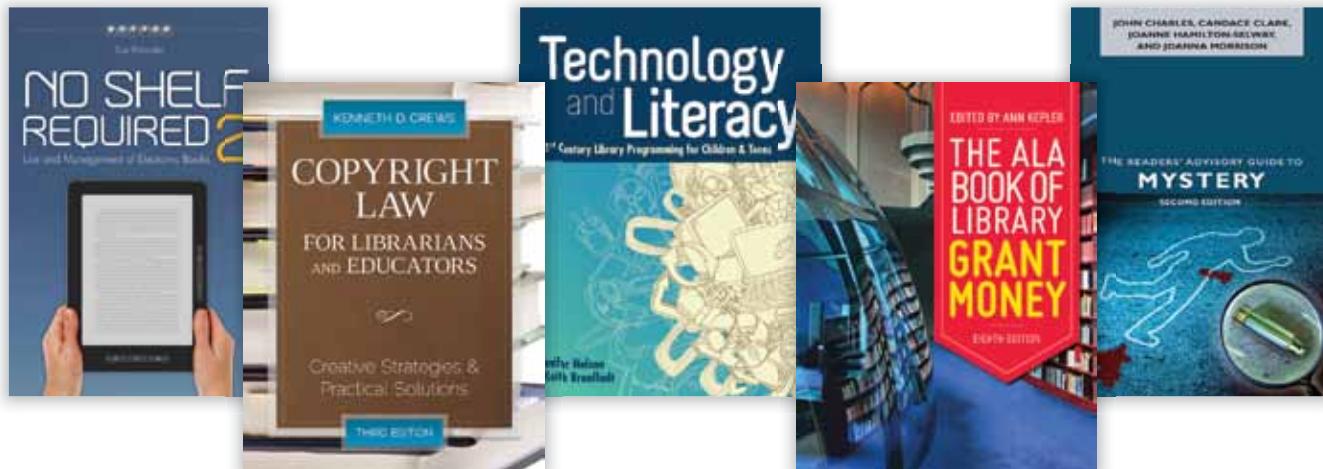


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Strength in Numbers

Study findings provide foundation for advocacy

During this slow and winding economic recovery, how do we effectively advocate to regain, sustain, and enhance library funding? How do we make the case that libraries are an essential public service, along with the fire and police departments, and streets and sanitation? The foundation for all local, state, and national advocacy is built with the same material: reliable, thorough, and timely data.

The importance of statistics to library advocacy is certainly not new, but many library leaders and advocates were not always sufficiently aware of what was available and how to effectively utilize data. But the market downturn, and subsequent consecutive years of cuts to library funding, have thrust advocacy education and action for libraries of all sizes and types to the forefront.

Most fortunately, in 2006, the American Library Association (ALA) and the Bill & Melinda Gates Foundation joined forces to fund the Public Library Funding & Technology Access Study (PLFTAS). This support allowed for the continuation and expansion of groundbreaking research on the availability of public access technology in libraries that was initiated in 1994. The expanded study added questions to provide more extensive analysis of public library budgets and expenditures, a survey of the Chief Officers of State Library Agen-

cies (COSLA) on state support for public libraries, and field interviews with library staff to help illuminate the quantitative responses. As a result, the critical data was already available when we needed it the most — at the beginning of what has been termed the Great Recession.

Utilizing the available PLFTAS data and supporting resources, state and public libraries throughout the U.S. have been able to conduct truly effective advocacy initiatives. The PLFTAS has provided libraries with much more than raw data. It has given libraries a number of quality advocacy resources and tools: state-specific handouts that provide national comparisons, national maps that give visual impact to discussions on broadband connectivity and digital literacy, and press release and op-ed templates for dissemination of our stories to local, regional, and state media.

Libraries continue to be supported by the use of PLFTAS data to inform and influence national policy. It has been used in Congressional testimony. And it is currently helping direct the development of digital

literacy initiatives of the Federal Communications Commission and the National Telecommunications and Information Administration.

I share some of the PLFTAS history as this is the last year and final report for the Public Library Funding and Technology Access Study. Many individuals and organizations have contributed to the success of this study. I would like to especially thank staff members at the state library

agencies that coordinated participation by their public libraries, and of course, the thousands of library staff members who contributed their time and effort to this important research.

A most sincere thank you is due to the ALA and the Gates Foundation for the commitment of funding and leadership they have provided in support of this study, as well as for their many other contributions that have advanced public access technology in U.S. public libraries.

—Lamar Veatch
President, Chief Officers of State
Library Agencies (COSLA)

LAMAR VEATCH is the State Librarian of the Georgia Public Library Service. He has served in this role since 2001.



The foundation for all local, state, and national advocacy

is built with the same material: reliable, thorough, and timely data.



EXECUTIVE SUMMARY

PUBLIC LIBRARY FUNDING
& TECHNOLOGY ACCESS
STUDY 2011–2012

Strategic vision and careful management have helped U.S. public libraries weather the storm of the Great Recession, supporting their role as a lifeline to the technology resources and digital skills essential to full participation in civic life and in the nation's economy. Libraries continue to transform lives by providing critical services and innovative solutions to technology access, in spite of years' worth of consecutive and cumulative budget cuts.

More Americans than ever are turning to their libraries for access to essential technology services not found elsewhere in the community, including free computer and Internet access, technology training, and assistance with job-seeking and e-government services.

The 2011-2012 Public Library Funding & Technology Access Study was conducted by the American Library Association (ALA) Office for Research & Statistics and the Information Policy & Access Center at the University of Maryland. Begun in 1994, this annual study is the largest existing study of Internet connectivity in public libraries. Its findings provide an annual "state of the library" report on the technology resources brokered by public libraries and the funding that enables no-fee public access to these resources.

Facing fiscal challenges on all sides – local, state, and federal – public libraries strive to meet the expanding technology needs of their communities:

- Public computer and Wi-Fi use increased last year at more than 60 percent of libraries.

- More than 90 percent of public libraries now offer formal or informal technology training.

- Over three-quarters of libraries (76.3 percent) offer access to e-books, a significant increase (9.1 percent) from last year. Additionally, e-book readers are available for check-out at 39.1 percent of libraries.

After more than four years of consecutive budget cuts, it is unclear whether libraries will be able to recover the funding needed to return to pre-recession levels of staffing, open hours, collections and technology services. While a segment of U.S. public libraries reported budget improvements, many libraries continue to grapple with the negative, cumulative effect of ongoing budget woes:

- Twenty-three states report cuts in state funding for public libraries this year. For three years in a row, more than 40 percent of states have reported decreased public library support.

- A majority of public libraries (56.7 percent) report flat or decreased budgets, a slight improvement from the 59.8 percent reported last year.

- Over 65 percent of libraries report an insufficient number of public computers to meet demand some or all of the time.

- Overall, 41.4 percent of libraries report that their Internet connection speeds are insufficient some or all of the time.

Funding Cuts Restrict Access

The 2011-2012 study indicates improvement among libraries reporting reduced open hours (9.1 percent), compared to 15.9 percent last year. For the fourth year in a row, urban libraries report the highest numbers of libraries (16.5 percent) that de-

creased open hours; however, this reflects an improvement when compared to last year's 31.7 percent.

Nationwide, over 62 percent of libraries report offering the only free Internet access in their community. The impact of decreased open hours is substantial, since just 6 percent of U.S. public libraries, primarily urban libraries, serve almost 60 percent of the population. Millions of people are denied essential library services – from access to e-government social services sites, to literacy resources, to training to meet the demands of today's global marketplace.

This impact is greater for those states recording a high percentage of reduced hours for two years in a row, including: Nevada (54 percent, and 27.7 percent last year); Georgia (30.3 percent, and 31.5 percent last year); Florida (19.5 percent, and 21 percent last year); and California (18.7 percent, and 44.5 percent last year).

Increasing Demand for Digital Literacy Skill Training

In an information and Internet-driven age, where information, services, and resources are increasingly only available online, people who lack digital knowledge and skills struggle.

In the 2011-2012 survey, over 36 percent of public libraries report increasing numbers of patrons enrolling in technology training classes. Interviewed library staff in Georgia and Idaho also report that requests

for one-on-one assistance have increased, with many requests from those who lack basic computer skills: seniors who need to order medications online; truck drivers required to renew their commercial driver's license online, or displaced manufacturing workers who need to apply for jobs online.

Over 44 percent of U.S. public libraries support digital literacy skill-building through a wide range of formal technology training classes:

- Libraries (87 percent) offer training in general computer skills (e.g., how to use the mouse or keyboard, printing).
- Libraries (73.3 percent) offer training in general software use (e.g., word processing, spreadsheets).
- Libraries (86.5 percent) offer training in general Internet use (e.g., e-mail set up, Web browsing).

Many libraries combine formal and informal training to create opportunities for learners to practice their newly acquired skills. Additionally, many classes link these skill-building activities to specific outcomes, such as employment or financial literacy.

However, for libraries with flat or decreasing budgets, a lack of staff, equipment, space, and insufficient

Internet speeds provide significant barriers to improving digital literacy through technology training.

For the third consecutive year, libraries report that services for job-seekers remain the top-rated Internet service. Public libraries are often the only source for training and employment resources, especially after the drastic cuts to federal spending for training over the last six years, including \$1 billion cut since 2010¹. Library services for job-seekers include:

- Access to job databases and other online job resources (92.2 percent).
- Patron assistance to complete online job applications (76 percent, an increase of nearly 10 percent from two years ago).
- Collaboration with outside agencies or individuals to help patrons seek or attain employment (34.3 percent).

Digital literacy skills are essential for accessing online government services. Public libraries continue to expand e-government assistance, as well as partnerships with other agencies to support these services:

- Almost all libraries (96.6 per-

76 percent of libraries reported that staff helped patrons complete online job applications in the past year.

cent) provide assistance to patrons applying for or accessing e-government services, an increase of nearly 16 percent from last year.

- Over 70 percent of libraries report that staff provide assistance in completing government forms.
- Nearly 31 percent of libraries partner with government agencies, non-profit organizations, and others to provide e-government services.

However, almost half of all libraries report that they do not have enough staff, as well as staff expertise, to help patrons effectively use employment and e-government services.

“Yes, you can access the Internet elsewhere, but will the Starbucks’ barista or McDonald’s server help you set up your first e-mail account, submit your first online job application, or evaluate reliable sources of information?” says Lee Moon, assistant director, Three Rivers (GA) Regional Library System.

National initiatives have been launched to help communities face the challenges to their efforts to provide digital opportunity for all of their residents. In March 2012, the Institute of

FIGURE A-1: THE U.S. PUBLIC LIBRARY CHALLENGE: USE VS. FUNDING, FY2011–2012

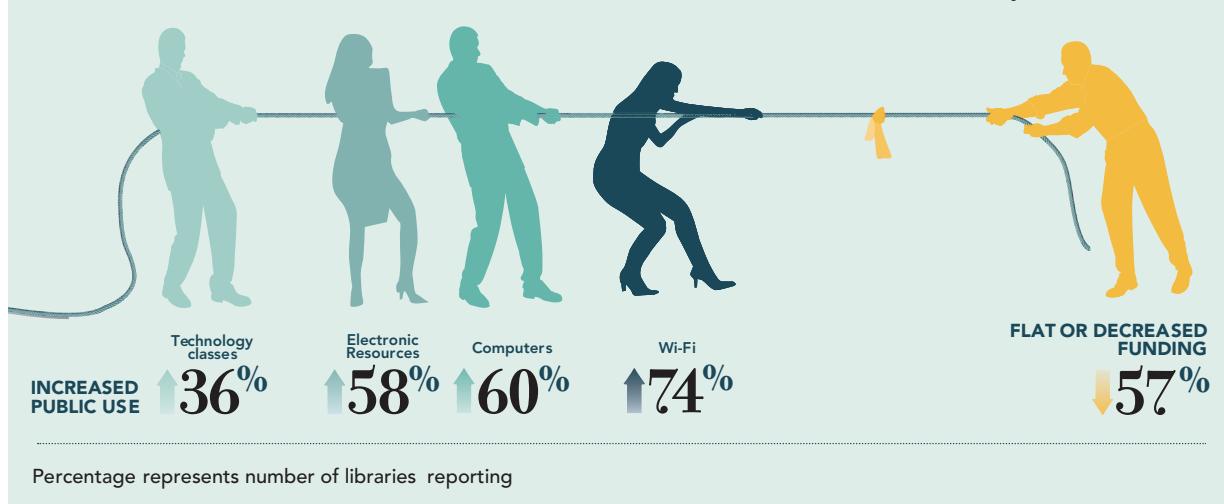


FIGURE A-2: U.S. PUBLIC LIBRARIES: TRENDS IN E-BOOKS AND E-ACCESS



Museum and Library Services (IMLS) released *Building Digital Communities*² designed to raise awareness about the access essential to digital communities and identify goals and strategies for focus in digital inclusion efforts (e.g., economic and workforce development, education and civic engagement). Last year, the Department of Commerce’s National Telecommunications and Information Administration (NTIA), in collaboration with other federal agencies, launched DigitalLiteracy.gov [<http://www.digitalliteracy.gov>], a central website for practitioners and the general public to encourage the sharing of content and best practices in teaching digital literacy skills.

Libraries Connect Through Mobile Apps and Social Networks

More U.S. libraries of all types are selecting social media applications and tools to increase community interaction, enhance access to library services and improve channels for information dissemination.

This year, for the first time, the study asked libraries to report on their use of specific kinds of social media tools:

- A majority of public libraries (70.7 percent) report using social networking tools (e.g., Facebook, Hi5) to connect with library users

and the general public, and for marketing purposes.

- Almost half of public libraries (45.6 percent) report using communication tools (e.g., Blogger, WordPress, Vox, Twitter) to reach the public.

- Over a third (37.3 percent) report using photography sites (e.g., Flickr, Zoomr).

- Nearly 28 percent report using video sharing tools (e.g., YouTube, Vimeo, and Openfilm).

The study also collected data this year on how libraries rely on mobile technologies to reach their online users and the community at large:

- Over 14 percent of libraries report their websites are optimized for mobile devices.

- Nearly 12 percent report they use scanned codes (e.g., QR codes) for access to library services and content.

- Over 7 percent report they have developed smartphone apps for access to library services and content.

The results of a recent Pew Research Center survey points to the importance of expanding use of mobile technologies. Nearly half of American adults (46 percent) own smartphones as of February 2012, an increase of 11 percent from May 2011. Nearly every major demographic group experi-

enced a notable uptick in smartphone market penetration over the last year.³

David Lee King, digital branch and services manager, Topeka and Shawnee County (KS) Public Library, reported in his April 5, 2012 [blog post](#) that in March 2012, slightly more than 11 percent of their library website visits were via a mobile device. Referencing the Pew smartphone survey, King said: “If you haven’t yet started building with mobile in mind, now is definitely the time to start – you are very close to alienating almost half your customers. They are interacting with their favorite sites online using their smartphone (think Facebook, Amazon, YouTube, etc.).”

Urban/Rural Digital Divide

The current study depicts an emerging digital divide: rural libraries (which account for nearly 50 percent of all public library outlets in the U.S.), can neither provide adequate volume of technology training to the public nor keep pace with new technologies. These inadequacies continue to negatively affect the progress of rural libraries to build digitally inclusive communities. For example:

- Nearly 32 percent of rural libraries, as compared to 63.2 percent of urban libraries, provide formal technology training classes.

- Less than 10 percent of rural

libraries, as compared to 36.1 percent of urban libraries, have launched websites optimized for mobile devices.

■ Only 3.7 percent of rural libraries, as compared to 27.8 percent of urban libraries, provide smartphone apps for access to library services and content.

While rural libraries have seen improvements in high-speed broadband connectivity, only 17 percent of rural libraries report offering speeds greater than 10 Mbps, as compared to 57.4 percent of urban libraries. Due to the broadband demands of streaming video (including online instructional courses) and the sharing of increasingly graphic-heavy content, many libraries experience network saturation on a daily basis, which seriously affects the work of both library staff and the public.

The importance of the provision of sufficient connectivity at libraries is amplified by data from a 2010 Pew Research Center survey that reports that only 50 percent of rural households had broadband at home, compared to

“Our funding has been cut so low that we’re really at the end of our financial tether ... but the fact that we’re still relevant enough to our community for them to keep coming back in such large numbers gives me hope for our future.”

70 percent of urban households.⁴ A 2011 survey conducted by the National Telecommunications and Information Administration (NTIA) reported that 27 percent of dial-up users, primarily in rural areas, indicated that they did not have access to broadband Internet service in their area.⁵

Conclusion

Increasingly, communities across the U.S. depend on public libraries for a

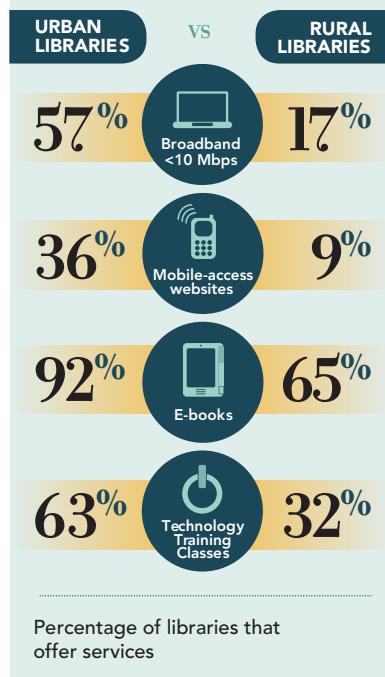
“triple play” of resources: 1) facilities and physical access to technology infrastructure; 2) a wealth of electronic content; and 3) information professionals trained to help people find and use the information most relevant to their needs. Unless library operating budgets recover ground lost during the past four fiscal years, there is no guaranteed continued access to these vital resources.

Data from the 2011-2012 study portray a fragile environment for libraries, with limited fiscal improvement mainly overshadowed by their inability to meet increasing demands for services. Decreases in several essential areas – staffing, open hours, and the ability to upgrade equipment, bandwidth speed and infrastructure – present increasing challenges to the quality and availability of library services.

“Our funding has been cut so low that we’re really at the end of our financial tether,” said Donna Howell, director, Mountain Regional Library System in Georgia. “But we’ve been able to keep our spirits up, because despite the budget cuts of the past five years, the use of our libraries has grown in double digits every year. Yes, we’re doing a lot more with a lot less, but the fact that we’re still relevant enough to our community for them to keep coming back in such large numbers, gives me hope for our future.”

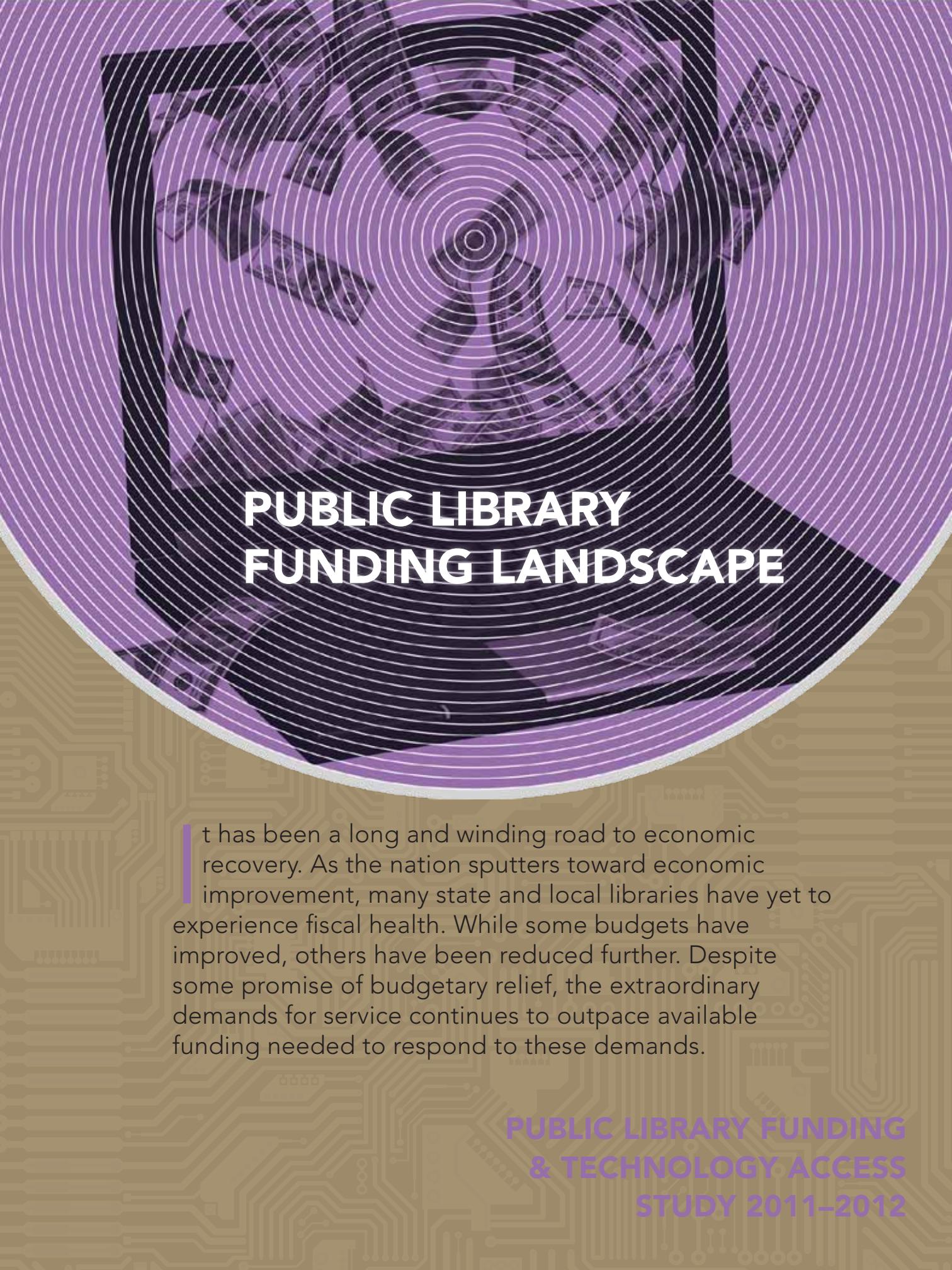
Libraries are part of the solution for those in search of the digital connection and literacy required by today’s competitive global marketplace. However, unless strategic investments in U.S. public libraries are broadened and secured, libraries will not be able to continue to provide the innovative and critical services their communities need and demand.

**FIGURE A-3:
URBAN/RURAL
DIGITAL DIVIDE**



ENDNOTES

- 1 National Skills Coalition. Fiscal Year 2012 Appropriations for Job Training and Education. http://www.nationalskillscoalition.org/federal-policies/federal-funding/federal-funding-documents/fy2012finalworkforceappropr_2011_12_20.pdf (accessed April 23, 2011)
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PUBLIC LIBRARY FUNDING LANDSCAPE

It has been a long and winding road to economic recovery. As the nation sputters toward economic improvement, many state and local libraries have yet to experience fiscal health. While some budgets have improved, others have been reduced further. Despite some promise of budgetary relief, the extraordinary demands for service continues to outpace available funding needed to respond to these demands.

**PUBLIC LIBRARY FUNDING
& TECHNOLOGY ACCESS
STUDY 2011–2012**

Responses to the 2011-2012 Public Library Funding & Technology survey indicate that the funding volatility that libraries have faced over the past four fiscal years has created tremendous challenges for service planning and funding allocations.

Key findings include:

- A majority of public libraries (56.7 percent) report flat or decreased operating budgets in FY2012, a slight improvement from 59.8 percent reported in FY2011.

- Full-time equivalent (FTE) staffing levels declined for all libraries during the last three years (-7.2 percent), with a decrease of 10.3 percent in FTE at urban libraries.

- Twenty-three states report cuts in state funding for public libraries between FY2011 and FY2012. For three years in a row, more than 40 percent of states have reported decreased public library support.

- After falling 41.8 percent in FY2009, decreases in operating expenditures slowed in FY2012 to -2.4 percent, and a greater decrease (-5.3 percent) is reported to be anticipated for FY2013.

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

Reduced Expenditures for Collections Not Offset by Salaries, Staffing Cuts

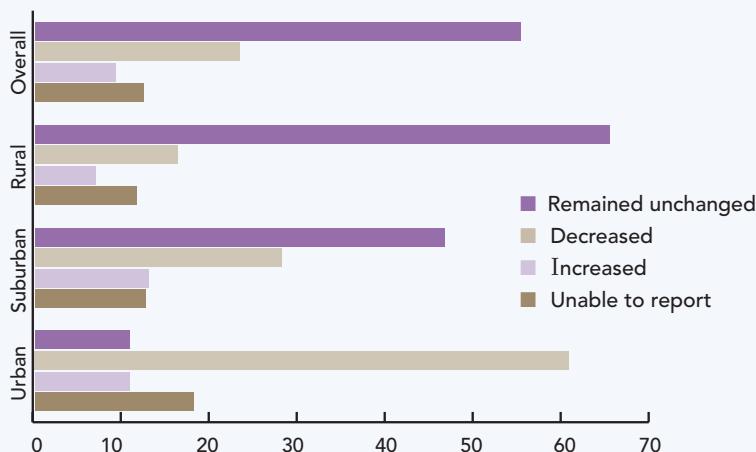
Operating budget expenditures reported in 2012 show indications of modest improvement from 2011, with overall decreases of about 2.4 percent, as compared with 3.8 percent in 2011 (Figure B-1). Libraries anticipate reductions continuing into FY2013, decreasing about 5.3 percent overall from FY2012 reported budget figures.

Anticipated operating expenditures for FY2012-2013 indicate continued losses in many expenditure categories, with rural libraries reporting the most significant reductions (-6.6 percent),

FIGURE B-1: PUBLIC LIBRARY SYSTEMS AVERAGE TOTAL OPERATING EXPENDITURES CHANGE FY2008 TO FY2013

	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2012-2013 (anticipated)
Reported average total change, all funding sources	5.0%	-41.8%	-3.8%	-2.4%	-5.3%

FIGURE B-2: PUBLIC LIBRARY SYSTEMS CUMULATIVE CHANGE IN FULL TIME EQUIVALENT STAFF FY2010-FY2012, BY METROPOLITAN STATUS



resulting largely from losses in salary expenditure (the largest budget category). Urban libraries anticipate modest overall improvements (1.3 percent), and suburban libraries anticipate little change (-0.5 percent) next fiscal year. The five-year actual and anticipated operating budget figures (FY2008-2009 to FY2012-13) by type of expenditure highlight the areas where the most severe reductions have occurred, illustrating the year-to-year volatility that libraries face in planning for services and allocating available resources (Figures B3-B6). Notwithstanding the significant reductions reported in FY2009-2010 due to the severity of the recession, it is clear libraries are still struggling to recover from the dramatic reductions experienced during that fiscal year.

Libraries also face significant challenges in maintaining and/or expanding collections and services.

- Rural libraries continue to make double-digit reductions in collections (e.g., the highest cuts reported are between -33.9 percent and -45.4 percent), reallocating funds to other expenditure categories.

- Suburban libraries reduced other expenditures (e.g., facilities maintenance, staff travel, programming, etc.) to protect salaries and collections.

- Urban libraries continue to report across-the-board reductions in FY2012, with only a small increase for collections.

- Operating budgets in FY2012-2013 are anticipated to decrease for both rural (-6.6 percent) and suburban (-0.5 percent) libraries, while urban libraries anticipate modest (1.5 percent) budget improvements.

Preliminary findings from the 2012 American Library Association-Allied

FIGURE B-3: AVERAGE PERCENTAGE CHANGE FY2008 TO FY2013 TOTAL OPERATING EXPENDITURES BY TYPE

	Reported average total change, all funding sources				
	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2012-2013 (anticipated)
Salaries (including benefits)	7.31%	-43.25%	-8.60%	7.57%	-6.37%
Collections	3.01%	-47.53%	-6.71%	-1.64%	-4.61%
Other Expenditures	0.24%	-34.30%	9.22%	-23.01%	-2.42%
Overall	5.04%	-41.79%	-3.81%	-2.40%	-5.26%

FIGURE B-4: AVERAGE PERCENTAGE CHANGE FY2008 TO FY2013 URBAN TOTAL OPERATING EXPENDITURES BY TYPE

	Reported average total change, all funding sources				
	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2012-2013 (anticipated)
Salaries (including benefits)	8.3%	-30.7%	-6.7%	-3.3%	0.9%
Collections	9.6%	-35.8%	-16.3%	3.2%	1.6%
Other Expenditures	4.5%	-22.5%	-4.5%	-16.7%	2.4%
Overall	7.6%	-29.4%	-7.3%	-6.2%	1.3%

FIGURE B-5: AVERAGE PERCENTAGE CHANGE FY2008 TO FY2013 SUBURBAN TOTAL OPERATING EXPENDITURES BY TYPE

	Reported average total change, all funding sources				
	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2012-2013 (anticipated)
Salaries (including benefits)	8.5%	-45.0%	4.0%	16.4%	-2.7%
Collections	3.3%	-49.3%	-0.9%	12.6%	0.8%
Other Expenditures	-2.5%	-33.9%	42.0%	-20.9%	5.4%
Overall	5.5%	-43.5%	11.9%	5.3%	-0.5%

2012 PLFTAS study. (For more information on the salary surveys, see <http://ala-apa.org>.)

This year's study asked a new question about the cumulative changes in full-time equivalent (FTE) staffing over the last three fiscal years (Figure B-2). Overall, a majority of responding libraries (55.2 percent) indicate that staffing levels have remained unchanged during the last three fiscal years; 23.2 percent indicate that staffing has decreased; 9.2 percent indicate that staffing has increased; and 12.3 percent report that they are unable to respond to this question.

- Urban libraries (60.7 percent) lead in decreases to staffing levels, followed by suburban libraries (28.0 percent) and rural libraries (16.2 percent).

- Suburban libraries (12.9 percent) lead in staffing increases, followed by urban libraries (10.7 percent) and rural libraries (6.9 percent).

- Of those reporting unchanged staffing levels, the majority are suburban (46.5 percent) and rural (65.3 percent) libraries. Only 20.7 percent of urban libraries report unchanged staffing.

More than 70 percent of those reporting increases or decreases in staffing levels indicate these are permanent changes (details available on Study website, Figures 61 and 63.)

Reduced staffing levels resulted in reductions in public service hours. A new question in the 2012 study asked about changes in open hours during the last three fiscal years (Details available on Study website, Figures 62 and 64). Overall, the mean (average) hours declined slightly during the last three fiscal years (down 0.6 percent), with suburban libraries reporting the largest decrease in hours (down 2.8 percent), compared with urban libraries (down 0.6 percent) and rural libraries (down 1.2 percent).

Professional Association Librarian Salary Survey indicate that salaries have declined since 2010 (the last year of this salary study). These findings are aligned with the reductions in salary expenditures reported in the 2011-

■ Nearly 60 percent of libraries report no change in hours, while 21.5 percent indicate reductions and 15.9 percent indicate increased hours.

■ For libraries reporting increased hours, reasons noted included new outlets opening (23.9 percent overall, and 69.2 percent of urban libraries).

■ For libraries reporting decreased hours, the reasons noted included responding to budget reductions (78.5 percent overall) and reducing staff (42.7 percent overall).

Budget Stability – A Little Less is More

From 2011 to 2012, about 3.2 percent more rural libraries reported operating budget increases of up to 6 percent, the largest proportion for any type of metropolitan area (Figure B-7). Operating budgets for suburban libraries were largely unchanged from 2011, with fewer reporting increases or decreases in 2012 than in 2011, and the proportion that reported level funding remained about the same in 2012 as in 2011. There was positive news reported by urban libraries: a slowing in operating budget reductions, with a 9.4 percent uptick among those reporting flat funding from 2011 (25.6 percent in 2012, compared with 16.2 percent

in 2011) and fewer libraries reporting budget decreases greater than 6 percent (14.7 percent in 2012, compared with 22.6 percent in 2011).

Three-Year Operating Budget Stability Varied By Metropolitan Status

In the 2011-2012 survey, libraries were asked to estimate the cumulative effect over three-years of changes in operating budgets (Figure B-8). The majority experienced increases of 4 percent or less for the entire three-year period. Of those that reported decreases, there was no clear major-

ity with some libraries reporting three-year decreases above 15 percent. Urban libraries experienced the greatest budget fluctuations and rural libraries experienced the fewest.

Technology Expenditures Volatile for Urban and Rural Libraries

In FY2012, a majority of libraries (52.4 percent) report technology budgets remained unchanged from the prior fiscal year (Figure B-9). This is especially true for rural libraries (55.6 percent), as compared with their suburban (48 percent) and urban (43

FIGURE B-6 AVERAGE PERCENTAGE CHANGE FY2008 TO FY2013 RURAL TOTAL OPERATING EXPENDITURES BY TYPE

	Reported average total change, all funding sources				
	FY2008-2009	FY2009-2010	FY2010-2011	FY2011-2012	FY2012-2013 (anticipated)
Salaries (including benefits)	-36.4%	3.1%	-8.4%	3.2%	-7.4%
Collections	-15.0%	-45.4%	-33.9%	-37.0%	-4.9%
Other Expenditures	-7.8%	-37.2%	-16.1%	1.9%	-5.6%
Overall	-25.1%	-19.5%	-4.7%	-4.4%	-6.6%

FIGURE B-7: PUBLIC LIBRARY SYSTEMS OPERATING BUDGET CHANGE, FY2009 - FY2012, BY METROPOLITAN STATUS

	Urban				Suburban				Rural				All			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
Increased up to 6%	47.3%	28.2%	25.2%	26.1%	51.1%	35.1%	35.3%	32.0%	50.6%	38.8%	35.8%	39.0%	50.5%	37.0%	35.0%	38.4%
Increased 6% or more	10.6%	5.2%	4.2%	1.9%	9.0%	5.2%	5.2%	4.9%	9.4%	7.2%	5.4%	4.8%	9.4%	6.7%	5.3%	4.8%
Decreased less than 6%	14.7%	24.2%	31.9%	30.9%	13.0%	24.2%	22.0%	21.9%	8.9%	15.5%	17.3%	15.9%	10.6%	17.1%	19.7%	18.7%
Decreased more than 6%	7.4%	30.4%	22.6%	14.7%	3.6%	17.4%	14.2%	10.2%	3.3%	11.0%	9.6%	6.7%	3.7%	14.3%	11.9%	8.3%
Stayed same	19.9%	11.4%	16.2%	25.6%	23.3%	22.7%	23.2%	23.3%	27.8%	27.5%	32.0%	33.7%	25.9%	25.0%	28.2%	29.7%

FIGURE B-8: PUBLIC LIBRARY SYSTEMS CUMULATIVE BUDGET CHANGE FY2010-FY2012, BY METROPOLITAN STATUS

Operating Budget	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Increased more than 40%	*	1.0%	*	*
Increased 35.1-40%	1.4%	*	*	*
Increased 30.1-35%	*	*	*	*
Increased 25.1-30%	1.0%	*	*	*
Increased 20.1-25%	1.0%	*	*	*
Increased 15.1-20%	3.4%	1.5%	1.6%	1.7%
Increased 10.1-15%	4.3%	3.4%	3.5%	3.5%
Increased 6.1-10%	5.8%	5.4%	5.3%	5.3%
Increased 4.1-6%	4.3%	7.7%	7.1%	7.1%
Increased 2.1-4%	6.7%	15.2%	14.7%	14.4%
Increased up to 2%	10.6%	17.9%	24.0%	21.2%
Stayed the same	7.2%	8.6%	15.2%	12.5%
Decreased up to 2%	13.9%	8.4%	9.5%	9.4%
Decreased 2.1-4%	9.6%	7.3%	5.2%	6.2%
Decreased 4.1-6%	6.7%	5.6%	2.8%	4.0%
Decreased 6.1-10%	6.7%	5.1%	2.9%	3.8%
Decreased 10.1-15%	5.3%	4.7%	2.4%	3.3%
Decreased 15.1-20%	3.4%	1.9%	*	1.3%
Decreased 20.1-25%	3.4%	1.8%	*	1.3%
Decreased 25.1-30%	1.4%	1.3%	*	1.0%
Decreased 30.1-35%	1.0%	*	*	*
Decreased 35.1-40%	1.0%	*	*	*
Decreased more than 40%	1.0%	*	*	*

Key: *: Insufficient data to report

percent) counterparts. Slightly more than a third of respondents (35.8 percent) report increased technology operating budgets (all ranges). When considered by metropolitan categories, response totals were closely aligned. (details available on Study website, Figure 69).

Nearly 12 percent of all respondents report decreases in their technology operating budgets. A greater proportion of urban libraries (23.7 percent) report decreases, which is nearly 10 percent more than suburban libraries (13.9 percent) and about 15 percent more than rural libraries (8.7 percent). Similar to operating expenditures overall, urban libraries were more likely to report smaller increases and larger decreases in their technology operating budgets than their suburban and rural counterparts (Figure B-7).

The three-year budget (Figure B-10) comparison presents some sobering results that demonstrate the impact of cumulative budget reductions on a critical subsection of expenditures for technology infrastructure and public access computing.

Urban and rural libraries saw significantly more volatility in technology operating expenditures, while suburban libraries rebounded after only one year of declines (FY2010 to FY2011). Specifically,

- Urban libraries report decreases in all technology expenditures since FY2010, with the most significant reductions in expenditures between FY2010 and FY2011 for telecommunications (-88 percent), outside vendors (-73 percent), and computer hardware/software (-63.3 percent).

- Suburban libraries report declines only between FY2010 and FY2011, and report strong recovery in all technology-related operating expenditure categories between

FIGURE B-9: PUBLIC LIBRARY SYSTEMS TECHNOLOGY BUDGET CHANGE FY 2012, BY METROPOLITAN STATUS

Operating Budget	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Increased more than 6%	10.7%	9.7%	7.2%	8.2%
Increased up to 6%	22.6%	28.4%	27.6%	27.6%
Stayed the same	43.0%	48.0%	55.6%	52.4%
Decreased less than 6%	14.0%	8.8%	5.5%	7.1%
Decreased more than 6%	9.7%	5.1%	3.2%	4.7%

FIGURE B-10: AVERAGE PERCENTAGE CHANGE, FY2010-FY2012 TOTAL TECHNOLOGY-RELATED OPERATING EXPENDITURES, BY TYPE AND METROPOLITAN STATUS

	Urban			Suburban			Rural			Overall		
	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012
Salaries (including benefits)	99.5%	-42.0%	-18.3%	48.2%	-37.2%	32.1%	170.5%	-69.0%	-12.0%	101.9%	-50.7%	15.1%
Outside Vendors	255.7%	-73.0%	-21.1%	70.8%	-65.3%	5.2%	175.5%	-80.3%	-13.9%	130.4%	-74.3%	-6.4%
Computer Hardware/Software	69.6%	-63.3%	-20.3%	18.4%	-57.6%	41.8%	31.0%	-74.2%	-18.6%	49.0%	-67.9%	-7.4%
Telecommunications	269.1%	-88.0%	-8.2%	41.7%	-50.4%	19.4%	120.9%	-81.7%	-35.1%	151.2%	-81.3%	-8.2%

FY2011 and FY2012. Further, in FY2012 suburban libraries have now recovered nearly to FY 2010 levels in two specific expenditure categories: salaries and computer hardware/software.

■ Rural libraries, like their urban counterparts, report reductions in technology-related operating expenditures between FY2010 and FY2011, and again between FY2011 and FY2012.

As libraries seek to offer high-demand services that rely on a strong technology infrastructure—supporting job seeking, homework resources, technology training, and access to e-government services—their inability to secure stable funding for technology negatively affects their ability to adhere to public access workstation replacement schedules ([details available on Study website, Figures 35–37](#)).

■ A majority of public libraries (63.2 percent) report that they do not have replacement schedules and only replace workstations as needed.

■ For libraries with replacement schedules, it is unclear if they are replacing all workstations that would normally be scheduled: 49.9 percent report that they did not know how many workstations/laptops would be replaced at the outlet (branch) level.

■ Urban libraries (16.1 percent) are slightly more likely than suburban (11.4 percent) and rural (13.4

FIGURE B-11: AVERAGE PERCENTAGE OF PUBLIC LIBRARY SYSTEMS THAT APPLIED FOR AN E-RATE DISCOUNT, FY2012

	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes, applied	58.9%	32.4	44.6%	41.3%
Yes, another organization applied on the library's behalf	11.2%	22.8%	14.5%	17.1%
No, did not apply	27.2%	40.6%	36.5%	37.4%
Unsure	2.7%	4.2%	4.4%	4.2%

percent) libraries to report that they could not maintain workstation replacement schedules.

E-Rate Applications Increase

In FY2012, 58.4 percent of libraries (Figure B-11) report applying for an E-rate discount, whether directly (41.3 percent) or as part of another organization's application (17.1 percent), an increase from the prior fiscal year (54.4 percent). As with last year, the highest percentage of libraries applying for E-rate discounts are in urban areas (70.1 percent), followed by rural (59.1 percent) and suburban (55.2 percent) libraries.

The highest percentage of discounts is applied to the telecommunications category, both overall (84.7 percent) and for all types of metropolitan status: urban (85.4 percent), suburban (82.2 percent), and rural libraries

(85.7 percent). This is consistent with the 2010–2011 report findings. Discounts for Internet connectivity reflected the largest change for suburban libraries, increasing to 61.3 percent this year, from 57.3 percent last year and 49.8 the year before. ([Details available on Study website, Figures 51–52](#)).

Federal Stimulus Grants Fund Public Computer Centers and Broadband Connectivity

This year's survey asked public libraries about applications and receipt of grant awards from 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, were funded through the

FIGURE B-12: REGIONAL CHANGES IN STATE FUNDING FOR PUBLIC LIBRARIES, FY2012

Census Region	Decrease = 23				Budget not Final	No Direct Aid	No Change	Increase = 2				By Region
	1-2%	3-4%	5-10%	Greater than 10%				1-2%	3-4%	5-10%	Greater than 10%	
Midwest			5	1		2	3			1		12
Northeast	1		2			2	4					9
South	3	1	3	4	1		4					16
West		1	0	2		4	5				1	13
Total FY12	4	2	10	7	1	8	16			1	1	50
Total FY11	2	2	5	10	1	8	14	1	1	0	2	46

American Recovery and Reinvestment Act of 2009 (ARRA).

Nearly 39 percent of libraries report receiving a BTOP or BIP grant either directly or indirectly, as part of another entity’s application. Awards are highest in urban libraries (46.2 percent), followed by rural (40.5 percent) and suburban libraries (37.5 percent). The highest percentage of received awards is for public computer centers (39.7 percent), followed by sustainable broadband (12.1 percent) and middle mile applications (10.1 percent). (For more details, see the Study website, Figures 53-54.)

In the 2010 COSLA survey, 36 states reported applying for BTOP or BIP funding, either solely or in partnership with others. In the 2011 survey, 26 states report receiving BTOP or BIP funding, in a total of 33 awards, with the vast majority for BTOP Public Computer Center funding (21), followed by BIP/BTOP Infrastructure (6), BTOP Sustainable Broadband Adoption (3), and State Broadband and Data Development (3).

State Libraries Funding Declines Continue

In a November 2011 survey, the Chief Officers of State Library Agencies (COSLA) reported reduced funding affecting public libraries. Chief Of-

ficers in 49 of 50 states and the District of Columbia (98 percent) responded to the survey. Overall, funding for public libraries continues to be reduced: 46 percent reported decreased state funding for public libraries in FY2012, compared to 41.5 percent in FY2011 (Figure B-12), a distressing reversal after the hoped-for recovery projected by results reported in FY2011.

Of the 23 states reporting cuts in state funding for public libraries, over one-third indicate decreases of 5 percent or higher, and 14 percent report cuts greater than 10 percent.

From FY2011 to FY2012, 16 states report no change in funding, and two states (North Dakota and Oregon) report increased funding. However, Oregon reports the state experienced two funding cuts the previous year, followed by legislative action to reset its program to a lower funding level. Seven states and the District of Columbia do not provide direct state aid to public libraries.

For many states, the FY2012 cuts exacerbated the cumulative impact of

cuts that began in FY2009. A number of states that may have fared better during the early years of the recession now report double digit and, in one case, triple digit decreases. For the second year in a row, Iowa, Louisiana, and Texas report decreases greater than 10 percent of state funding to public libraries.

The news from California is especially distressing. California’s 2011-2012 budget contained a 50 percent cut to the \$30.4 million state-level support, which provides per-capita allocations, support for interlibrary loan, and literacy instruction resources for public libraries. Due to insufficient growth in state revenues, in December 2011, Governor Brown announced a mid-year adjustment to eliminate all remaining funding for public libraries. The Governor’s first budget for 2012-2013 continues to eliminate *all* funding for public libraries and makes a \$1.1 million cut to the State Library Administration budget.

Regionally, the southern states continue to be hit hardest, with 68 percent reporting decreased funding

For the second year in a row, Iowa, Louisiana, and Texas report decreases greater than 10 percent of state funding to public libraries.

from FY2011 to FY2012, as compared to 54 percent the previous year.

All of the news is not bleak: 21 percent of states anticipate decreased funding for FY2013, compared to 37 percent of states last year.

The cumulative impact of cuts at the state level is exacerbated by continued cuts at the local level. For the second year in a row, 42 percent of states reported that local funding for public libraries declined for a majority of libraries in the state.

This year's COSLA survey asked about the number of libraries that had closed as a result of funding cuts. Fewer states (12 compared to 17 last year) report being aware of public library closures in their states within the past 12 months. Most states report that fewer than five public library outlets have closed, although New Jersey reports closures of between 10 and 15 outlets, and Michigan reports more than 20 closed outlets. The majority of states (82 percent) report that public library hours have been cut in the past 12 months due to funding cuts, an increase of 4 percent from the previous year.

Conclusion

Due to the severity of the recession, libraries are struggling to recover from the impact of cumulative reductions over time. During the past three years, full-time equivalent staffing levels declined for all libraries by more than 7 percent, and salaries also decreased. However, these cuts do not offset the dramatic reductions in expenditures for collections. Further, public library funding has been constrained by continuing cuts to state funding. For three years in a row, more than 40 percent of states have reported decreases in state-funded public library support. There is some hope, as overall public library budgets experience the less severe decreases that occurred in FY2009-2010, and report more level funding.



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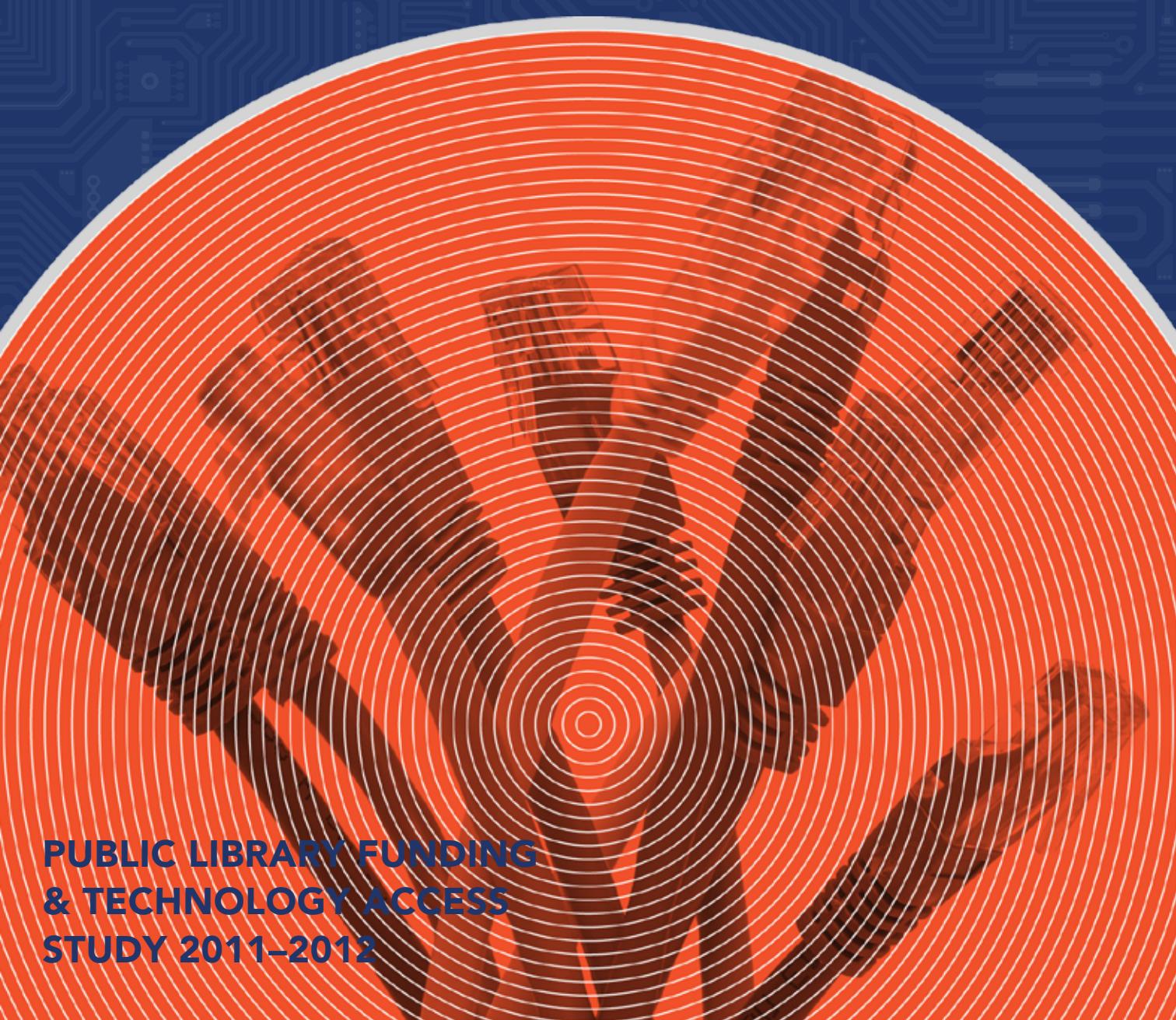
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PUBLIC LIBRARY TECHNOLOGY LANDSCAPE

With their nearly ubiquitous presence, U.S. public libraries provide their communities with a wide array of essential public access technologies and Internet-enabled services. Through these services and technologies, public libraries help to build digitally inclusive communities by serving as gateways to diverse services including broadband and computer access, technology training, and e-government and employment services.



**PUBLIC LIBRARY FUNDING
& TECHNOLOGY ACCESS
STUDY 2011-2012**

The 2011-2012 study tracks the continuously expanding technology landscape of U.S. public libraries, and how they provide the digital skills essential to full participation in civic life and the national economy in the 21st century.

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

- Over 60 percent of libraries report increased use of public access workstations.
- Most libraries (74.1 percent) report increased use of Wi-Fi.
- More than half of libraries (58.2 percent) report increased use of electronic resources.
- More than one-third of libraries (36.3 percent) report increased use of training services.

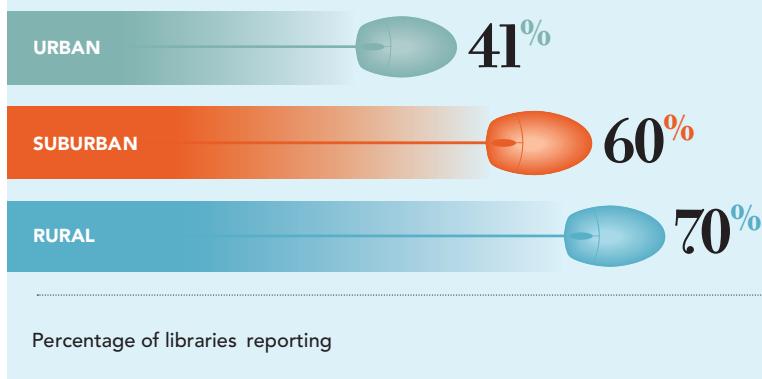
The following section presents selected key findings from library outlets (branches) and the implications of these findings. The complete set of data tables, as well as previous findings, are available at <http://pl.internetsurvey.org>. This year's participation in the survey had an 83.5 percent response rate and was completed by respondents between September 7, 2011 and November 18, 2011.

Public Access Infrastructure

Public libraries provide public workstations and laptops, wireless (Wi-Fi) and broadband connectivity as part of their public access infrastructure:

- Over 62 percent of library outlets report they are the only provider of free public computer and Internet access in their communities.
- Overall, public library outlets report an average of 16.4 public access computers (desktop and laptop per outlet).
- Almost 89 percent of public library outlets now offer wireless Internet access.
- Nearly 70 percent of libraries provide connections speeds greater

FIGURE C-1: U.S. PUBLIC LIBRARIES: SOLE COMMUNITY PROVIDER OF FREE ACCESS TO COMPUTERS AND INTERNET



than 1.5 Mbps, up from 60.3 percent last year.

- Newly reported for the first time this year, 39.1 percent of libraries provide e-readers for check-out.

Patron Technology Training and Internet Services

Beyond Internet access, public libraries play an essential role in boosting their patrons' technology proficiency and digital literacy skills. Overall, 90.2 percent of public libraries offer some type of formal or informal technology training:

- Over 44 percent of libraries offer formal technology training classes. This increases to 63.2 percent for urban libraries.
- Over one-third (34.8 percent) of libraries provide one-on-one training by appointment.
- A large majority (82.7 percent) of libraries offer informal point-of-use training assistance.

In all, over 36 percent of public libraries report increased use of technology training classes for patrons. Libraries staff report there is still a large pool of people who are new to computers and need the most basic level of training. For libraries offering formal training, general computer skills (e.g.,

how to use mouse, keyboard, printing) are the most common (87 percent).

Libraries report providing services to job-seekers as the most vital public Internet service they offer, with 92.6 percent of all libraries reporting they provide access to jobs databases and other job opportunity resources. Providing access to online government information follows closely in importance. Almost all public libraries (96.6) report assisting patrons with applying for and accessing e-government services.

Libraries also broker and provide access to a wide range of Internet resources, including:

- Licensed databases
- Online homework assistance
- Digital/virtual reference
- E-books and e-readers

In the 2011-2012 study, 76.3 percent of libraries reported offering e-books, an increase of 9 percent from last year.

U.S. libraries are increasingly turning to social media and mobile applications to increase their community interactions and the dissemination of information. For the first time, this year's survey asked libraries to report on their use of specific social media tools. Nearly 71 percent of libraries report using social networking tools (e.g., Facebook), and 45.6 percent report using communications tools (e.g.,

FIGURE C-2: AVERAGE NUMBER OF PUBLIC ACCESS INTERNET WORKSTATIONS, BY AGE AND METROPOLITAN STATUS

Average Age	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Less than 1 year old	15.7	10.1	5.4	7.8
1 year old	12.5	9.2	4.3	6.7
2 years old	15.9	8.3	4.7	7.4
3 years old	14.9	8.2	4.5	7.2
4 years old	13.0	9.3	4.4	7.3
5 years old	14.8	8.8	4.9	7.1
Overall	27.9	20.1	10.7	16.4

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

Sufficiency of Public Access Workstations	Metropolitan Status			
	Urban	Suburban	Rural	Overall
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	27.1%	13.2%	8.7%	13.2%
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	59.8%	53.3%	49.0%	52.2%
There are sufficient public Internet workstations available for patrons who wish to use them during a typical day	13.1%	33.5%	42.3%	34.6%

Twitter). New this year is the collection of data on how libraries are using mobile technologies. Over 14 percent of libraries have websites optimized for mobile devices, nearly 12 percent use scanned codes (e.g., QR codes), and over 7 percent have smartphone apps.

Decreased Funding Increase Challenges

As the public library funding landscape reflects, there is insufficient

funding available to maintain and improve library operations, including technology. The greatest challenges to continuing to provide free public access to computers and the Internet at public libraries include:

Costs: A majority of libraries (77.9 percent) report cost factors as one of the major challenges in maintaining, sustaining, and enhancing their public access technology infrastructure.

Sufficiency: Although libraries re-

port increases in public access computers and bandwidth, 41.7 percent of libraries report their connection speeds are insufficient, and 65.4 percent of libraries report they had fewer public access computers to meet demand.

Limited Gains Ahead for Connectivity and Access

While public libraries plan to add, replace, or upgrade workstations and make other enhancements to their public computers and Internet resources, many do not know if they will have the anticipated funding. While more than a third (35.5 percent) of libraries have a computer replacement schedule, 30.6 percent of libraries report that this replacement schedule is every five years.

Despite the fact that 64.5 percent of libraries report having an insufficient number of public access computers, only 14.6 percent of libraries plan to add more computers within the next year. Almost 4 percent of libraries plan to add wireless access in the next year. If they do, over 92 percent of libraries will then offer Wi-Fi. Overall, 38.5 percent of libraries report Internet connection speeds of 1.6 Mbps – 10 Mbps, up 5 percent from last year. Even though libraries have enhanced their capacity by adding more public access computers, increasing broadband, and offering Wi-Fi, they report usage that suggests this additional library capacity has not resolved their community's demands for access and connectivity.

HARDWARE and IT SUPPORT

Each year, the survey asks detailed questions about outlet-level public access computing hardware. The responses indicate trends in information technology infrastructure, and its impact on technology-related services. This section describes the number and age of workstations/laptops, hardware replacement and procurement sched-

ules, and whether libraries are able to adhere to their replacement schedules, keep hardware in operation, and other mitigating factors.

This year, public libraries report:

- Offering an average of 16.4 public access computers (desktop and laptop per outlet).
- Experiencing increased dependency on non-IT specialists (public service staff and library directors) to provide the majority of IT support.
- Anticipating fewer new computer purchases in the coming year.

Despite more Computers, Sufficiency Still Lags Behind Demand

Overall, public library outlets report an average of 16.4 public access computers (Figure C-2), up slightly from 16.0 in 2010-2011 and 14.2 in 2009-2010. Rural libraries report an average of 10.7 public access computers, up from 9.6 in 2010-2011 and 9.2 in 2009-2010. Suburban libraries report an average of 20.1 public access computers, up from 19.6 in 2010-2011 and 15.8 in 2009-2010. Urban libraries report an average of 27.9 public access computers, essentially unchanged from 28.0 in 2010-2011 and up from 25.4 in 2009-2010.

It is encouraging that libraries report more new computers this year (7.8 workstations less than 1 year old) than in 2010-2011 (6.5 workstations less than 1 year old).

Libraries continue to battle supply issues: 65.4 percent of libraries report having insufficient public access Internet workstations to meet patrons' needs at least some of the time during a typical day (Figure C-3). This is a decrease of 10.8 percent from the 2010-2011 study.

Urban libraries continue to face the greatest challenge in providing a sufficient number of public access workstations: 86.9 percent reported insufficient numbers, followed by 66.5 percent of suburban libraries, and 57.7 percent of rural libraries. On

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

Replacement Procedure	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes, library has a replacement schedule	66.4%	41.9%	29.0%	35.5%
No (As Needed)	31.4%	57.3%	69.5%	63.2%
Don't Know	2.2%	*	1.5%	1.3%

Key: * : Insufficient data to report

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

Schedule	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Every year	1.4%	1.2%	4.1%	2.6%
Every 2 years	1.4%	3.2%	6.0%	4.4%
Every 3 years	25.9%	22.8%	29.1%	26.2%
Every 4 years	34.7%	28.8%	21.7%	25.9%
Every 5 years	29.9%	34.0%	28.1%	30.6%
Other	6.8%	8.9%	11.0%	10.2%

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

Plans to add workstations	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes	22.3%	13.4%	14.6%	14.6%
No	53.2%	58.2%	58.4%	58.1%
Unsure at this time if adding workstations	22.7%	23.8%	21.5%	22.3%
Don't Know	-	*	1.3%	1.0%
Other	1.8%	4.0%	4.2%	4.0%
The average number of workstations that the library plans to add within the next year	41.8	7.3	5.1	9.0

Key: - : No data to report, *: Insufficient data to report

a brighter note, 34.6 percent of libraries reported having sufficient workstations available during a typical

day in the 2011-2012 study, an increase from the 23.8 percent reported in the 2010-2011 study.

FIGURE C-7: AVERAGE PUBLIC ACCESS WORKSTATIONS ADDITIONS DUE TO BTOP/BIP AWARDS, BY METROPOLITAN STATUS

Schedule	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Workstations added/replaced LAST year due to BTOP/BIP awards	84.3	13.8	7.1	13.1
Workstations added/replaced in the NEXT year due to BTOP/BIP awards	88.1	7.6	5.3	12.1

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

Source of IT Support	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Public service staff	41.7%	45.5%	32.8%	37.6%
Library director	10.8%	40.8%	59.5%	50.4%
Building-based IT staff (IT specialist)	36.3%	25.1%	10.9%	17.2%
System-level IT staff	58.3%	28.6%	18.2%	24.0%
Library consortia or other library organization	13.0%	24.8%	17.3%	19.6%
County/City IT staff	34.5%	19.5%	9.9%	14.5%
State telecommunications network staff	2.7%	2.7%	3.0%	2.9%
State library IT staff	4.0%	6.9%	9.9%	8.6%
Outside vendor/contractor	19.3%	34.2%	42.8%	38.5%
Volunteer(s)	2.7%	7.0%	16.3%	12.4%
Other source	1.3%	6.0%	6.1%	5.8%

Replacement Schedules

Overall, a majority of public libraries (63.2 percent) do not have replacement schedules and replace their workstations only as needed (Figure C-4). There is a stark difference between the replacement policy schedules of urban and rural libraries. The majority of urban libraries (57.3 percent) have an established replacement policy, whereas the majority of rural libraries (69.5 percent) do not. The majority of suburban libraries (53.4 percent) had a replacement schedule in 2010-2011, but this percentage

decreased to 41.9 percent in 2011-2012.

A majority of public libraries (82.7) replace workstations every three to five years (Figure C-5), a slight decrease from the 86.9 percent reported last year. The 30.6 percent of libraries that report their replacement frequency at every five years is of significance, an increase of 3 percent from last year.

Most of the [public libraries interviewed for the field study](#) in Georgia report that they are unable to maintain the replacement schedules for their public workstations. One IT manager

reports having to maintain computers that are about seven years old and being able to replace computers only upon complete hardware failure. Another IT manager said, “If there is money available at the end of the year, we replace what we can.”

In all, only 31.2 percent of libraries report they are able to adhere to their replacement schedules, while 49.9 percent indicate they are able to maintain their schedule but do not know how many public access computers or laptops they will replace ([detail available on Study website, Figure 37](#)). An average of 19.5 public access workstations per outlet are scheduled to be replaced within the next year, which is a substantial increase over the average number of scheduled replacements (7.9 workstations) reported in the 2010-2011 study.

Few Plan to Add Computers

The majority of public libraries (58.1 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 14.6 percent this year from 22.7 percent in 2010-2011, an even more dramatic decrease from the 28.7 percent reported in 2009-2010. This year, 22.3 percent of urban libraries report plans to add workstations, followed by 14.6 percent of rural libraries and 13.4 percent of suburban libraries, unlike last year, when more rural libraries reported plans to add workstations (24.4 percent) than urban (22.8 percent) and suburban libraries (20.3 percent).

In responding to a new question in this year’s study (Figure C-7), 13.1 percent of libraries report adding or replacing computers last year with funding provided by the Broadband Technologies Opportunities Program (BTOP) or the Broadband Initiative Program (BIP), while 12.1 percent plan

to add or replace systems with such funds next year. Despite the fact that a higher percent of urban libraries participate in these programs, the majority of computer replacements or additions are reported by suburban or rural libraries.

Keeping Computers in Service

Non-IT specialists provide the majority of IT support services (88 percent) for public libraries (Figure C-8), a large increase from the 70.7 percent reported in the 2010-2011 study. In urban (41.7 percent) and suburban libraries (45.5 percent), public service staff provide most of this type of support, while rural libraries depend more upon their library directors (59.5 percent) for IT support.

This variation by metropolitan status is related to overall staffing differences in rural libraries, as compared to larger suburban and urban libraries. There are large metropolitan discrepancies for system-level IT staff as a source of IT support, as urban (58.3 percent) and suburban libraries (40.8 percent) far outpace rural libraries (18.2 percent). Outside vendors/contractors are another important source (38.5 percent overall), particularly for rural libraries (42.8 percent). There was an unexpected increase in the number of libraries that depend on volunteers for IT support (12.4 percent), compared to 6.7 percent last year. Rural libraries (16.3 percent) depend the most on volunteers.

This year, 44.5 percent of libraries report taking one day or less to restore

an “out of service” public access computer, an improvement of 6.1 percent from 2010-2011. Suburban libraries report a spike in response time, with 23.5 percent of machines being repaired in less than one day compared to 16.7 percent last year. However, the 2011-2012 report still finds most libraries (47.8 percent) take two or more days to restore a public access computer to working order. This year, urban libraries are more likely to require more than two days (28.3 percent) to repair a machine than last year (18.1 percent). Rural libraries and urban libraries are significantly more likely to require more than two days to repair machines (28.3 and 28.3 percent, respectively) than suburban libraries (21.8 percent). ([Details available on Study website, Figure 5.](#))

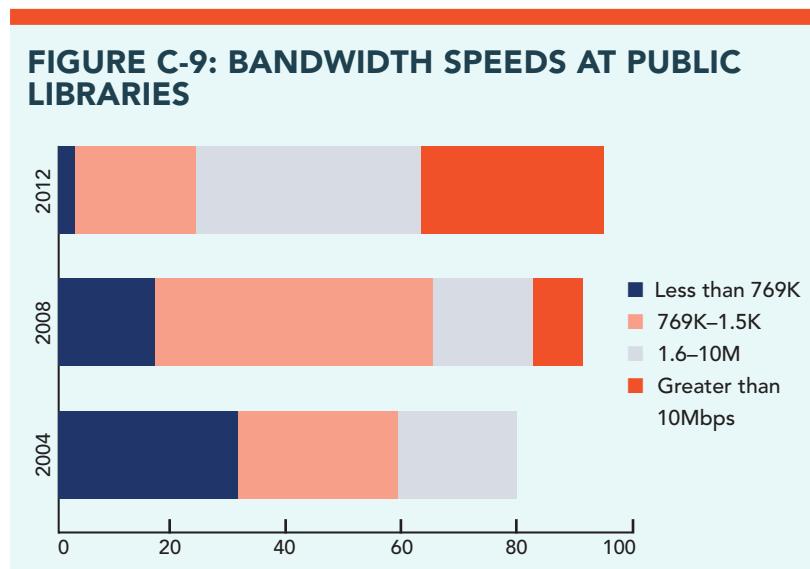
CONNECTIVITY

Public libraries are trying to keep pace with patron demand for Internet access by making continuous improvements to bandwidth speeds and access to wireless connections. In 2011-2012, public libraries report:

- Increasing access speeds of greater than 10 Mbps (31.2 percent, up from 24.9 percent last year).
- More library outlets offering wireless access (90.5 percent, up from 85.7 last year).
- Despite gains in access speeds, 41.4 percent of libraries report insufficient speeds.

Connection Speeds Continue to Improve

The percentage of libraries offering speeds greater than 1.5 Mbps (T1) has increased to 69.7 percent in 2011-2012, up from 61.0 percent last year (Figure C-10). There is also a drop in the percentage of libraries with connection speeds of less than 1.5 Mbps (6.9 percent in 2011-2012 versus 12.0 percent last year). In addition, the percentage of libraries reporting connection speeds greater than 10 Mbps is 31.2 percent,



up over last year’s 24.6 percent.

The percentage of urban libraries reporting connection speeds greater than 40 Mbps grew to 26.6 percent this year, up from 20.7 percent in 2010-2011. Suburban libraries reporting the same top connection speed grew to 14.7 percent, up from 12.6 percent last year. Only 6.9 percent of rural libraries reported connection speeds greater than

40 Mbps this year. However, the percentage of rural libraries reporting connection speeds greater than 1.5 Mbps has grown to 61 percent this year, an increase from 49.4 percent last year.

Wireless Access Nears Ubiquity

Public libraries are increasing wireless availability, with 90.5 percent of

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

Maximum Speed	Metropolitan Status			
	Urban	Suburban	Rural	Overall
768 Kbps (kilobits/second) or less	*	1.1%	4.8%	2.8%
769 Kbps - 1.4 Mbps (megabits/second) or less	1.6%	3.6%	5.1%	4.1%
1.5 Mbps (T1)	8.1%	13.6%	21.2%	16.5%
1.6 Mbps - 3.0 Mbps	4.4%	11.1%	16.7%	12.9%
3.1 Mbps - 4.0 Mbps	7.0%	3.2%	6.9%	5.7%
4.1 Mbps - 6.0 Mbps	4.4%	6.7%	9.5%	7.7%
6.1 Mbps - 10 Mbps	10.6%	15.0%	10.9%	12.2%
10.1 Mbps - 20.0 Mbps	17.3%	13.1%	7.0%	10.7%
20.1 Mbps - 30.0 Mbps	8.9%	6.5%	3.1%	5.1%
30.1 Mbps - 40.0 Mbps	4.6%	2.4%	*	1.9%
40.1 Mbps - 99.9 Mbps	8.4%	3.6%	2.0%	4.4%
100 Mbps or greater	18.2%	11.1%	4.9%	9.1%
Don't Know	6.6%	6.6%	7.2%	6.9%

Key: * : Insufficient data to report

FIGURE C-11: 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	68.4%	67.8%	69.1%	68.5%
Currently available for public use only when library is open	28.3%	26.0%	17.2%	22.0%
Not currently available, but there are plans to make it available within the next year	1.7%	1.9%	6.0%	3.9%
Not currently available and no plans to make it available within the next year	1.6%	4.3%	7.7%	5.6%

libraries offering Wi-Fi this year, up from 85.8 percent in 2010-2011 (Figure C-11). Urban and suburban libraries provide wireless access at similar rates (96.7 percent and 93.8 percent, respectively). Wireless access in rural libraries has increased to 86.3 percent, up 4.8 percent from last year. The percentage of libraries that do not provide wireless access and have no plans to make it available decreased to 5.6 percent this year, down from 8.2 percent last year.

More urban libraries report sharing wireless and public access workstation connections this year (41.6 percent, up from 35.8 percent), with a concomitant decrease in separate connections (20.9 percent, down from 27.3 percent). Urban libraries report a slight increase in shared connections with management techniques used to mitigate traffic congestion (37.0 percent in 2011-2012, up from 36.2 percent in 2010-2011). Similar to previous years, the percentage of rural libraries reporting shared wireless and public access workstation connections without management techniques to alleviate traffic congestion is the highest at 67.9 percent (details available on Study website, Figure 14).

Adequate connection speeds are reported by 58.3 percent of public libraries, with suburban libraries reporting the greatest increases of nearly 6 percent (62.5 percent, up from 56.7 percent last year). Urban (55.8 percent) and rural libraries (56.3 percent) report slight increases in the adequacy of connection speeds (up from 55.0 percent and 53.1 percent, respectively). Although libraries report increases in their connection speeds in 2011-2012 (Figure 11), 41.4 percent of libraries indicate these connection speeds are insufficient to meet patron needs some or most of the time (Figure C-12), which is consistent with the 2010-2011 report.

INTERNET SERVICES AND TRAINING

A wide range of Internet services and resources are provided to library patrons – inside the library and remotely through library websites. In addition to providing downloadable media, virtual reference, homework resources and other specialized databases to support education and research, library staff also help community members obtain the digital literacy skills needed for today’s increasingly digital world.

Patron Technology Training

As more and more essential services and resources increasingly move to exclusive digital access, many citizens depend on public libraries to provide the expertise and training needed to gain digital skill fluency, often at the most basic level.

Overall, 90.2 percent of public libraries offer some type of formal or informal technology training (Figure C-13). A growing percentage of public libraries offers formal technology training classes (44.3 percent, up from 38.0 percent in 2010-2011). Nearly two-thirds of urban libraries (63.2 percent) offer this type of training, followed by 54.5 percent of suburban libraries and 31.8 percent of rural libraries. Additionally, 34.8 percent of public libraries report they provide one-on-one technology training sessions by appointment (up from 28.1 percent in 2010-2011), and 82.7 percent offer informal point-of-use training assistance (up from 78.8 percent in 2010-2011).

Overall, 36.3 percent of public libraries report increasing enrollments in patron technology training classes since last year (details available on Study website, Figure 9.)

Figure C-14 depicts the types of formal technology classes offered. For libraries offering formal training, general computer skills classes are the most common (87 percent), followed by general Internet use classes

FIGURE C-12: 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 most of the time	10.1%	13.3%	13.6%	13.0%
The connection speed is sufficient to meet patron needs at some times	33.8%	24.0%	29.5%	28.4%
The connection speed is sufficient to meet patron needs almost all of the time	55.8%	62.5%	56.3%	58.3%
Don't know	*	*	*	*

FIGURE C-13: PUBLIC LIBRARY OUTLETS OFFERING FORMAL OR INFORMAL TECHNOLOGY TRAINING, AVAILABILITY BY METROPOLITAN STATUS

Training Availability	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Offers formal technology training classes	63.2%	54.5%	31.8%	44.3%
Offers one-on-one technology training sessions by appointment	43.4%	37.9%	30.1%	34.8%
Offers informal point-of-use assistance	85.2%	85.9%	79.9%	82.7%
Offers online training material	36.3%	33.7%	21.9%	28.1%
Does not offer any technology training	5.1%	8.0%	12.5%	9.8%
Will not total 100%, as categories are not mutually exclusive				

(86.5 percent). About three-quarters of libraries (75.6 percent) report training patrons on general online/Web searching and general software use classes (73.3 percent). The percentage of libraries offering classes on accessing online job-seeking and career-related information grew slightly this year (49.2 percent, up from 48.1 percent in 2010-2011).

The percentage of libraries offering classes on accessing genealogy infor-

mation grew the most dramatically (46.3 percent, up from 40.8 percent in 2010-2011). Relatively few outlets (17.1 percent) provide training on accessing online investment information, although this is up slightly from 14.5 percent in 2010-2011. Training in the use of social networking continues to grow for the second year in a row, with 39.2 percent of libraries now offering this training, up from 35.3 percent in 2010-11. In urban

FIGURE C-14: FORMAL TECHNOLOGY TRAINING CLASSES OFFERED BY PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

Technology Training Classes	Metropolitan Status			
	Urban	Suburban	Rural	Overall
General computer skills (e.g., how to use mouse, keyboard, printing)	85.5%	87.0%	88.0%	87.0%
General software use (e.g., word processing, spreadsheets, presentation)	74.0%	73.7%	72.3%	73.3%
General Internet use (e.g., set up e-mail, Web browsing)	83.0%	87.9%	87.2%	86.5%
General online/Web searching (e.g., using Google, Yahoo, others)	75.4%	76.2%	75.0%	75.6%
Using library's Online Public Access Catalog (OPAC)	45.2%	51.2%	42.3%	46.6%
Using online databases (e.g., commercial databases to search and find content)	51.4%	58.0%	49.1%	53.2%
Safe online practices (e.g., not divulging personal information)	36.7%	38.4%	35.7%	37.0%
Accessing online government information (e.g., Medicare, taxes, how to complete forms)	30.2%	29.4%	29.8%	29.7%
Accessing online job-seeking and career-related information	50.5%	54.6%	42.4%	49.2%
Accessing online health and wellness information (e.g., consumer health)	26.5%	24.0%	22.2%	23.9%
Accessing online investment information	21.4%	19.7%	11.5%	17.1%
Accessing genealogy information	39.0%	48.0%	40.6%	46.3%
Accessing consumer information (e.g., product value, safety, reliability, warranty information)	17.3%	24.1%	18.0%	20.3%
Digital photography, software and online applications (e.g., Photoshop, Flickr)	21.9%	34.2%	27.6%	29.0%
Social media (e.g., blogging, Twitter, Facebook, YouTube)	28.2%	42.8%	42.6%	39.4%
Other technology-based training classes	6.6%	7.7%	5.5%	6.7%
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-13)				

libraries, trainings about safe online practices (36.7 percent) and accessing online investment information (21.4 percent) grew from 29.2 percent and 16.4 percent, respectively.

Libraries Expand Offerings of Online Resources and E-books

Figure C-15 illustrates the range of Internet-based resources and services public libraries provide to their patrons. Licensed databases continued to be the most commonly provided service. Libraries also offer substantial homework assistance, with 81.8 percent offering such services inside the library and 62.7 percent supporting external access. A majority of libraries also provide downloads of audio content, with 82.9 percent offering these services within the library and 61.9 percent supporting external access.

This past year, the online resources with the highest public profile are e-books and e-readers. As demand for e-books soars, libraries of all sizes have added e-books to their collections. In the 2011-2012 study, 76.3 percent of libraries report offering access to e-books, up from 67.2 percent in 2010-2011 and 38.3 percent in 2007 (the first year this question appeared in the study). Additionally, e-readers have increasingly become a fixture in public libraries, with 39.1 percent of outlets providing access to such devices.

Increasing e-book circulation statistics is likely attributed to a growing awareness of the availability of e-books at public libraries and Kindle's compatibility with OverDrive, the subscription service that the majority of libraries with e-book collections use. According to a recent Pew Research Center study, there are four times more people reading e-books on a typical day now than there were less than two years ago.¹ One-fifth of American adults (21 percent) reported that they have read an e-book

FIGURE C-15: ONLINE RESOURCES AND SERVICES THAT THE LIBRARY MAKES AVAILABLE TO PATRONS

	Overall		
	Does Not Offer Service	Offers Service in Library	Offers Service Remotely (e.g., via the Web)
Resources			
Digital Reference/Virtual Reference	30.4%	69.7%	69.8%
Licensed databases	1.2%	98.7%	98.7%
E-books	23.7%	76.3%	76.1%
Web/business conferencing (e.g., Skype, WebEx)	73.6%	26.5%	2.2%
Online instructional courses/tutorials	45.6%	54.2%	40.0%
Homework resources (e.g., tutor.com, databases)	17.7%	81.8%	62.7%
Audio content (e.g., music, audiobooks, other)	16.8%	82.9%	61.9%
Video content (e.g., streaming video, video clips, other)	40.0%	60.0%	38.5%
Digitized special collections (e.g., letters, postcards, documents, other)	46.6%	53.3%	40.6%
Library social networking (e.g., blogs, Flixster, Goodreads)	37.7%	61.8%	46.7%
Online book clubs	61.8%	30.8%	30.7%
Services			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	6.8%	93.2%	---
Allow patrons to connect digital cameras and manipulate content	35.6%	64.4%	---
Allow patrons to burn compact discs/DVDs	43.8%	56.2%	---
Provide access to recreational gaming consoles, software or websites	31.0%	69.2%	---
Provide access to mobile devices (e.g., e-readers, netbooks)	52.2%	49.0%	---
Provide access to e-readers for accessing e-books (e.g., Kindle, Nook)	60.9%	39.1%	---
Will not total 100%, as categories are not mutually exclusive			

in the past year. The Pew study also reported that the majority of people who read e-books prefer to purchase their own copies of the books; only 14% reported borrowing their most recent e-book from a library.

In field interviews conducted for this report, as well as in other anecdotal reports, libraries without e-book collections report that the cost is prohibitive, particularly in light of cuts made to their collections budget.

Moving into Social Media Technologies

Overall, 61.8 percent of libraries report they provide access to a range of Internet-based and social media types of services and resources (Figure

FIGURE C-16: PUBLIC LIBRARY SYSTEMS USE OF SOCIAL MEDIA TECHNOLOGIES

Social Media Technologies	Overall Public Libraries	
	Internal Library Use (e.g., staff training, development, communication)	External Library Use (e.g., communicating with library users, general public, marketing)
Communication (e.g., Blogger, WordPress, Vox, Twitter)	21.6%	45.6%
Social networking (e.g., Facebook, Hi5)	25.4%	70.7%
Collaboration (e.g., PBWorks, Wetpaint)	12.3%	8.2%
Bookmarking (e.g., CiteULike, Delicious, GoogleReader)	14.9%	8.1%
News (e.g., Digg, Mixx, Newsvine)	6.4%	6.0%
Video Sharing (e.g., YouTube, Vimeo, Openfilm)	16.1%	27.5%
Photography (e.g., Flickr, Zoomr)	20.6%	37.3%
Location (e.g., Foursquare, Facebook places)	10.6%	19.0%
Events (e.g., Meetup.com, Eventful)	13.0%	14.9%
Will not total 100%, as categories are not mutually exclusive		

FIGURE C-17: PUBLIC LIBRARY SYSTEMS USE OF MOBILE TECHNOLOGY

Mobile Technologies	Metropolitan Status			
	Urban	Suburban	Rural	Overall
The library's website is optimized for mobile device access	36.1%	19.3%	9.3%	14.2%
The library has developed smartphone apps for access to library services and content	27.8%	9.7%	3.7%	7.2%
The library uses scanned codes for access to library services and content	31.9%	17.8%	6.5%	11.8%
Library does not make use of mobile technologies	35.2%	61.9%	82.3%	72.7%
Other	8.3%	6.7%	2.8%	4.4%
Will not total 100%, as respondents could select more than one option				

to connect with library users and the general public, and for marketing purposes.

- Nearly 46 percent of public libraries report using communication tools (e.g., Blogger, WordPress, Vox, Twitter) to reach the public.

- More than 37 percent report using photography sites (e.g., Flickr, Zoomr).

- About 28 percent use video sharing tools (e.g., YouTube, Vimeo, and Openfilm).

In addition, newly collected survey data illustrate how libraries are starting to make use of mobile technologies: 14.2 percent of libraries report their websites are optimized for mobile devices, 11.8 percent report they use scanned codes (e.g., QR codes) for access to library services and content, and 7.2 percent report they have developed smartphone apps for access to library services and content (Figure C-17). Not surprisingly, early adoption of these new technologies and resource/service

C-15). For the first time, this year's survey asked libraries to report on their use of specific areas of social media tools for internal and external

communication (Figure C-16):

- Over 70 percent of public libraries report using social networking tools (e.g., Facebook, Hi5)

FIGURE C-18: 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 jobs databases and other job opportunity resources	97.5%	94.5%	88.9%	92.2%
The library provides access to civil service exam materials	85.9%	83.5%	70.0%	77.1%
The library helps patrons complete online job applications	78.2%	74.0%	76.6%	76.0%
The library collaborates with outside agencies or individuals to help patrons seek or attain employment	47.3%	34.6%	29.8%	34.3%
The library helps patrons develop business plans and other materials to start businesses	35.1%	18.7%	12.1%	18.1%
The library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses	33.0%	20.5%	14.4%	19.5%
The library offers classes (either by librarians or others working with the library) on job-seeking strategies, interview tips, etc.	48.2%	39.4%	20.3%	31.3%
The library offers software and other resources to help patrons create resumes and other employment materials	83.7%	80.7%	73.2%	77.5%
Other	6.3%	3.3%	3.6%	4.0%

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

development approaches is considerably higher among urban public libraries than by suburban and rural libraries.

Jobs and E-government Services Still in High Demand

Public libraries are critical providers of employment and e-government services, resources, and support. Libraries report they provide a number of resources and services to assist individuals seeking employment, applying for jobs, and interacting with government agencies. These service roles are in high demand as government agencies and employers increasingly require online interactions. These services are related to the need to build patrons' digital literacy skill levels. For example, an individual applying for e-government social services requires a continuum of services related to computer and Internet train-

ing, and hands-on assistance, making the public library even more essential as the community's only free provider of public access technologies, training, and professional assistance. Public libraries support job-seekers in numerous ways (Figure C-18):

- Libraries (92.2 percent) provide access to jobs databases and other job opportunity resources, up from 90.9 percent in 2010-2011 and 88.2 percent in 2009-2010.
- Libraries (77.1 percent) provide access to civil service examination materials, unchanged from 77.0 percent in 2010-2011 and up from 74.9 percent in 2009-2010.
- Libraries (77.5 percent) provide software and other resources to help patrons create resumes and employment materials, up from 74.5 percent in 2010-2011 and 68.9 percent in 2009-2010.
- Libraries (76 percent) provide patrons with assistance in complet-

ing online job applications, up from 72 percent in 2010-2011 and 67 percent in 2009-2010.

In providing these job-seeking services, nearly half of libraries (49.8 percent) report the library does not have enough staff to help patrons effectively with their job-seeking needs. Further, 41.3 percent report library staff does not have the necessary expertise to meet patron job-seeking needs.

Figure C-19 illustrates e-government services public library outlets provide to patrons. Almost all public libraries (96.6 percent) report assisting patrons with applying for and accessing e-government services, an increase of almost 16 percent over the past year. Urban libraries report the greatest increases: 97.3 percent report they provide assistance in applying for and accessing e-government services, up significantly from 77.7 percent last year. The percentage of

FIGURE C-19: E-GOVERNMENT ROLES AND SERVICES OF PUBLIC LIBRARY OUTLETS, BY METROPOLITAN STATUS

E-Government roles and services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Staff provide assistance to patrons applying for or accessing e-government services	97.3%	96.6%	96.4%	96.6%
Staff provide as needed assistance to patrons for understanding how to access and use e-government websites	93.6%	91.9%	91.1%	91.8%
Staff provide assistance to patrons for understanding government programs and services	57.8%	52.9%	45.6%	50.0%
Staff provide assistance to patrons for completing government forms	71.0%	70.6%	70.7%	70.7%
The library developed guides, tip sheets, or other tools to help patrons use e-government websites and services	33.6%	22.2%	15.3%	20.6%
The library offers training classes regarding the use of government websites, understanding government programs, and completing electronic forms	24.5%	11.9%	6.2%	11.2%
The library offered translation services for forms and services in other languages	10.9%	11.5%	4.4%	7.8%
The library partnered with government agencies, non-profit organizations, and others to provide e-government services	43.1%	32.6%	25.7%	30.9%
The library worked with government agencies (local, state, or federal) to help agencies improve their websites and/or e-government services	12.3%	13.1%	9.3%	11.0%
The library has at least one staff member with significant knowledge and skills in provision of e-government services	31.4%	25.0%	20.0%	23.6%
Other	2.9%	2.8%	3.2%	3.0%

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

libraries that partner with government agencies and others to provide e-government services also continues to increase (30.9 percent, up from 25.1 percent last year).

Over 70 percent of libraries report assisting patrons with completing government forms. Anecdotal reports from libraries indicate this percentage would be significantly higher were it not for privacy and liability issues that restrict the level of e-government assistance that can be provided.

CONCLUSION

Although libraries continue to enhance their public access services wherever possible, ongoing reductions in budgets, staffing levels, and open hours inhibit any planned upgrades to broadband connectivity and public access technology, thus creating continuing barriers to access. This difficult environment has not prevented public libraries from offering innovative public access services and resources. Indeed, public libraries continue to

serve as essential community access points that build digitally inclusive communities, in spite of their inability to meet high public demand for public access technology, training and Internet-based resources.

ENDNOTES

1 Rainie, Lee, et. al. *The Rise of E-reading*. Pew Internet & American Life Project, April 5, 2012, <http://libraries.pewinternet.org/2012/04/04/the-rise-of-e-reading> (accessed April 23, 2012)



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Libraries were selected from a pool of those responding to the Public Library Funding & Technology Access Study survey, with an emphasis on selecting two states from diverse regions and one BTOP recipient and non-recipient for comparison purposes.



REPORTS FROM THE FIELD: GEORGIA AND IDAHO

**PUBLIC LIBRARY FUNDING
& TECHNOLOGY ACCESS
STUDY 2011–2012**

Following recommendations of staff at their respective state libraries, selected 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 to offer descriptive, qualitative data that deepens the understanding of issues related to library funding and sustainability.

Key Findings

The greatest common challenge of the libraries in Georgia and Idaho is equipping libraries with sufficient broadband speeds to meet public demand.

In Idaho, the issue is the lack of availability of any broadband in some rural communities. Idaho has had the greatest gains in this arena, thanks to the award of a Broadband Technology Opportunity Program (BTOP) grant, which provided increased bandwidth and other resources for 40 percent of Idaho's public libraries. Although Georgia's public libraries are supplied with broadband connectivity from the state, all of those interviewed reported this connectivity is far below the amount needed to provide reliable and consistent service.

While libraries in both Georgia and Idaho have struggled with funding challenges since the very early days of the current recession, Idaho's libraries and communities have generally stabilized. Georgia's libraries have yet to

experience recovery, and reduced open hours, furlough days, languishing collections, and dependency on soft money are taking a toll on the quality of and access to services.

The two states offer different stories of technology support. Georgia's structure of regional library systems provides for one or more IT staff to coordinate technology support and maintenance for all system locations. Conversely, a large majority of Idaho libraries depend on non-IT specialists on staff, often the library director or volunteers, to provide technology support and maintenance.

Nearly all libraries in both states report an increase in demand for technology training and assistance, yet are limited in their response by funding and staffing shortages.

GEORGIA FIELD REPORT

Executive Summary

Since the start of the current economic recession, Georgia's public libraries have been subject to a vicious cycle of limited supply and high demand for all library services. Despite budget cuts that have reduced hours and limited days of service, both on-site and remote use of library services continues to increase.

Georgia's unemployment rate, which decreased to 9 percent in March 2012 from its peak of 10.5 percent in January 2010, continues to be above the national rate.¹ As more people struggle to make ends meet and find jobs, the demand for free computer and Internet access, technology training, and job search resources and assistance has placed a tremendous burden on the library's ability to respond.

For this reason, public access technology remains a budget priority by those interviewed, despite substantial cuts to collections, open hours and staffing levels. The need for basic level computer training is still very high, and

many libraries report having trouble meeting the demand due to staff shortages and a lack of dedicated computers for training. A lack of staffing also affects how libraries provide assistance for e-government and job search services.

Despite information system upgrades in 2011, increasing broadband demands by online video and social media mean that 70 percent of Georgia's libraries experience network saturation on a daily basis.² The Georgia Public Library Service (GPLS), which provides this broadband connectivity to all of the state's public libraries, is researching affordable, alternate models to support a more extensive capacity upgrade.

IT staff are adopting more cost-effective open source software and free software for a wide variety of library functions. They are also successfully taking a "do-it-yourself" approach to save money on technology projects, (e.g., firewalls, digital lobby displays, and online transaction systems). However, open source and do-it-yourself

solutions are not cost-free, although they have provided measurable savings. Library staff believe that, in many cases, the free or low-cost options are equal to or superior to the quality of equivalent commercial products.

Expect more innovation from Georgia's libraries. With the support of a 2011 Institute of Museum and Library Services National Leadership Grant, the GPLS will lead a national planning effort for the development of an open source software system for libraries that provide services from the National Library Service for the Blind and Physically Handicapped.

Background

Georgia has 61 public library systems, consisting of 33 regional library systems and 28 single-county systems, with 389 physical locations and 17 mobile libraries. As the ninth most populous state, Georgia libraries serve a population of 9.68 million.³ The state provides support for administration of the public libraries through



Athens-Clarke County Library – Athens Regional Library System

GPLS. The Board of Regents of the University System of Georgia oversees the GPLS, as well as the state's 35 colleges and universities.

State funding for each library system is comprised of three line items: professional salaries, materials, and maintenance/operations. The state also provides broadband connectivity for each system, funded with a mix of 25 percent state funding and 75 percent E-rate.

In 2006, the Georgia Public Library Service initiated the [Evergreen Project](#) to develop an open source integrated library system (ILS). The majority of the libraries (80 percent) utilize Evergreen/PINES (Public Information Network for Electronic Services), the state's ILS. Libraries use the software to provide their public catalog interface, as well as to manage circulation, acquisition of materials, and resource sharing among all member libraries. After Evergreen was released, more than 1,000 consortia and individual libraries in the U.S., Canada, and worldwide, adopted this ILS.

In FY2009 (the most recent year for which national statistics are available), Georgia's public libraries reported hosting 40.9 million visits, answering 8.7 million reference questions, and circulating more than 47.8 million items. Georgia residents are served by 3,104 library employees, of whom 691 hold a Master's degree in Library and Information Science.⁴

The state ranks 47th in the nation (including the District of Columbia) for full-time equivalent (FTE) staff per 25,000 residents, with 8.22 FTE compared to the national average of 12.14 FTE. The state also ranks 46th in total operating revenue per capita, with \$22.60 compared to the national average of \$39.02 per capita.⁵

Georgia averages 16.6 public access computers per library outlet, which is above the national average of 13.9, and the state ranks eighth in public access computers per 5,000 residents.⁶

Eight library directors and 13 additional staff members from administration, IT, training and community relations at eight libraries were inter-

viewed between December 2011 and January 2012. These staff from participating libraries work at six regional library systems and two single-county library systems, represent libraries serving populations ranging from 42,000 to 700,000 people, and provide service from library systems ranging from four to 23 outlets.

Research staff also interviewed GPLS staff. Although the interviews are not meant to provide a comprehensive view of public library technology in the state, interviewees' comments help illuminate the trends, challenges and successes when serving the public in Georgia libraries.

Funding Landscape

Georgia's economic struggles followed the same trajectory as the rest of the nation, with a state budget shortfall that experienced a peak of 28.8 percent in FY2010, and then eased to a 7.6% shortfall for FY2012. As in the majority of states, funding for Georgia public libraries was negatively affected at both the state and local levels.

During the past four years, Georgia's state funding for public library services has decreased 25 percent. This includes funding for state agency operations and state grants to the public library systems. Each library system has been able to determine how to allocate its budget reduction for the year from among three budget categories: professional salaries, materials, or maintenance/operations. The varied fiscal situation in each of the 61 library systems is due to the individual mix of city, county, and state funding. However, when specifically asked about cumulative effect on overall budgets for the past two years, all eight systems interviewed reported decreased funding.

To meet increased community demand, budgets for public access technology remains a high priority

among those interviewed. Collections, open hours and staffing levels have suffered the most from these budget cuts.

For a few libraries, collections expenditures are now gutted. Since 2008, the collections budget of the DeKalb County Public Library has been reduced by 96 percent (from \$2,200,000 to \$100,000). In FY2011, the Three Rivers Regional Library System took its full state cut to collections. In that year, for libraries within the system that did not receive additional local funding, only donated materials were added to the collection.

Overall, 30 percent of Georgia's public libraries report reductions in open hours since the last fiscal year, a percentage well over the national average of 9 percent. Most of those interviewed tried to cut hours versus whole days, but that tactic is not always sufficient. In January 2012, the largest library and headquarters of the Sara Hightower Regional Library System implemented closures on both Fridays and Sundays, due to the library's inability to afford the utility costs for the 75,000 sq. ft. building. Two of Hall County Library System's six outlets have been closed, and the remaining four have all experienced cuts to days and/or open hours.

In Georgia, 58 percent of public libraries report being the only free access venue to computers and Internet in their communities. Staff at a few of the libraries note that, in addition to the community at large, this access is critical for the college students in their service area. For example, the library at a community college in the Southwest Georgia Regional Library service area closes at noon on Friday and is only open on Saturdays for four hours. The community college's students depend on the public library for computers, Internet access, research resources and assistance.

Those interviewed have all reduced



Decatur Library – DeKalb County Public Library

staffing levels, mainly by implementing hiring freezes. Layoffs have occurred in a few libraries, including the Three Rivers Regional Library System, a system that serves an area larger than the combined states of Delaware and Rhode Island. Normally allocated 10 librarians from state funding, now only four librarians are available to serve the entire region.

To deal with staffing shortages, many staff are sharing duties in other departments. The webmaster/technology trainer for the Sara Hightower Regional Library System is now also working at the circulation desk, resulting in significant delays to work on the library's website and the number of public technology training classes that can be offered. Managers at a number of libraries are doubling and tripling up on the departments they oversee. For two among those interviewed, the IT managers are also responsible for the cataloging departments.

Many of the libraries depend on foundations, endowments, and Friends groups to fill in the growing gaps in services and resources. The director of the Southwest Georgia Regional Library commends the "progressive board chair that led the creation of the library foundation in 1990." This past year, their foundation funded the e-book collection, and named endowments provided over \$30,000 for books and materials. The

director of the West Georgia Regional Library reports that matching funds programs, initiated by two of the Friends groups within the system, have brought in extra donations.

Technology Resources

Most of those interviewed report the same trend as 66% of Georgia public libraries —increased use of public access computers over the past year.

"The only reason we didn't report an increase this year," said one library director, "is because we have been maxed out on available public workstations. Not enough money and not enough space."

Many report surging public demand for technology training and are busy searching for solutions to help meet those needs.

With a high percentage of retirees in its service area, the Mountain Regional Library System has experienced an influx of patrons who lack technology experience, but are eager to learn. Library staff has developed a five-part basics series, that upon completion, leads to more advanced classes, such as how to use word processing software and how to book travel online.

"What has been so amazing is we started out with two classes, and right away every class we added was double-booked. We are doing multiples of

those classes to meet demand. It has mushroomed beyond anything I could have imagined,” said the library director. As the library does not have a computer lab, many of the classes are held after hours. Students are bringing in their own laptops to overcome the lack of available training workstations.

The Athens Regional Library System has enhanced its public training with the creation of a robust remote interactive training program using the WebEx platform. This popular initiative, funded by a grant from the Institute for Museum and Library Services, provided added benefit after the closing of the computer lab in Athens for a year-long expansion project. The library system also uses the online platform for staff training. The GPLS now provides a WebEx account to all library systems, used both for statewide staff professional development and to support expected growth in the demand for online training for the public.

Demand continues to be high for open lab time for self-directed instruction and one-on-one tutoring. However, many libraries report having insufficient staff to provide this level of assistance and are constantly searching for qualified volunteers to provide support.

Public libraries are overwhelmed by the demand to provide for public e-government needs as government agencies increasingly offer exclusively online access to information and services. Over 95 percent of Georgia libraries report providing assistance for what many describe as an “unfunded mandate.”

Those interviewed describe the needs of one distinct group: professional truck drivers. A few years ago, the State of Georgia required that all Commercial Driver License (CDL) renewals occur online.

The IT librarian of the Three Rivers Regional Library System reports that

no computers are provided at the license bureau for drivers to complete this online renewal. “The bureau staff directed people to the public library, but never communicated this change to the libraries.” The libraries saw a large influx of people who had never before used a computer, needed an e-mail address, and then had to develop enough computer proficiency to take the online test to get their renewal. “This was a challenge for the libraries because staffing was starting to decrease,” said the IT librarian. “And the people who came in were already frustrated because they’d been turned away from the license bureau, and based on what they were told at the bureau, came in expecting a level of assistance that was not immediately available to them. It was hard on all of us.”

All interviewed report demand for job-seeking assistance continues to be high, but also shared some success stories.

One library director recounted the story of a woman with limited computer skills who came to use the library computers to train for licensing that would improve her professional options. “A number of months after she completed her online work, she returned to let us know that, due to her work at the library, she had doubled her income. She was as grateful as could be, because our staff did much more than just turn on the computer and point at a website—we encouraged her every step of the way.”

The director of the Athens Regional Library System continues to communicate the role the library plays in economic development, especially to groups like the county commission and chamber of commerce. “It’s an

underappreciated service because, so often, they don’t realize the number of people who come here to use computers.” The staff documents success stories to share along with statistics: how the owners of a new bakery and a new restaurant both acquired their computer skills and small business training by attending Spanish-language programs held at the library.

The Athens Regional Library System director wondered aloud, “If someone wants to apply for a job at a national retail chain in our area, they are directed to our library to do it electronically.

Many employees at another national retailer must come to our library to print out their W2s. If we weren’t here, what would these corporations do?”

Five of the eight interviewed recently launched downloadable e-book collections, with four doing so as part of a statewide consortium. One library had downloadable audiobooks only. The three libraries without e-book collections report the cost is too prohibitive, particularly in light of the cuts made to their collections budgets.

“There is just too much upheaval in industry to make that kind of financial commitment,” said the director of the West Georgia Regional Library. “Sometimes there are advantages to not being at the forefront, and pull back for a bit. Remember VHS versus Beta, and video disks?”

While most libraries maintain some level of social media presence, primarily on Facebook, activity is generally moderate. Staffing shortages limit the volume and variety of postings. Still, libraries recognize the importance of utilizing this free platform and hope to be able to increase their social media activity.

Two interviewees host a mobile

“The Digital Divide used to be the computer-haves and have-nots...now it is about the broadband-haves and have-nots.”

optimized website with interactive applications. Three others host mobile websites without interactivity, and the remaining three others do not have a mobile optimized website. The IT manager at the Hall County Library System has created the mobile app for the library's website, which includes the functionality for texting a librarian. It is designed so the librarian receives the query and answers through e-mail, although the response is received by the sender as a text message.

One library staff member notes that not every library has the in-house staff expertise to develop a mobile application on their own. On his wish list is the donation by a developer from a major computer company to create a single app that allows a user to select their library, and includes a template to customize the look and the choice of available features.

Connectivity

Since 1998, the GPLS has provided the state's public library systems with broadband connectivity, in various quantities of T1 (1.5 Mbps) units, as determined by the number of computers at each location. The range of T1 units per location for those interviewed ranged from one to six (9 Mbps) for a library with 100 public access computers.

Those interviewed note that no one ever imagined the amount of broadband capacity that would be needed in this age of online video and social media; this high demand incapacitates most of those interviewed on a daily basis. The high level of public use, exacerbated by shared staff and public broadband connections, results in virtual daily shutdowns of Internet service for both library staff and the public. Library Internet activity grinds to a halt every weekday around 3 p.m. after school lets out. Interviewees also experience a similar freeze-up right after the library opens. Administrative and technical services staff report

having to come in long before the library opens to conduct work that involves online transactions.

The GPLS is working to find a solution to these capacity issues, and individual library systems are lobbying to obtain additional connectivity from local entities. For a number of the multi-county systems, local support has been elusive, due to what has been described as a "lack of ownership" from their diverse city and county funding units.

A number of libraries have determined that, to stay functional, they must limit access to videos, including distance learning videos. The Southwest Georgia Regional Library moni-

tors bandwidth usage and will temporarily allow patrons to access anything that the filtering software allows. "Video access is not a guaranteed service," said the library network administrator. "When patrons are given the opportunity to access videos and other bandwidth-intensive websites, the usage (saturation rate) quickly rises to 100 percent."

Three of the eight interviewed have been able to obtain fiber connectivity, bringing much-needed relief to library staff. The Athens Regional Library System has been able to expand to 20 Mbps at one of its 11 locations. The DeKalb County Public Library's bond program provided the



Rome-Floyd County Library – Sara Hightower Regional Library



Carrollton Library – West Georgia Regional Library

funding to connect to the county's Internet fiber ring. The library's connectivity is now 100 Mbps, and library staff report that they are already at 70-80% capacity.

The Mountain Regional Library System was party to a federal stimulus grant to create a network to bring fiber to the area. The library was able to add 10 Mbps for \$250 per month, prior to calculating the additional 80% E-rate discount. The library was able to implement a solution that other libraries interviewed are seeking: a complete separation of staff and public broadband networks. Many libraries share the networks, separated only by firewalls. The Mountain Regional Library System has kept the state's T1s for the PINES/staff network, and the additional 10 Mbps is solely for public Internet access. "We took money out of every place we could to pay for the fiber. We just couldn't function without it," said the library director.

Wireless connectivity in Georgia libraries is close to full coverage, with 97.9% of public libraries reporting that they provide access. All of those interviewed have Wi-Fi, although approximately 25% of the West Georgia

Regional Library's 17 locations are still without it. The DeKalb County Public Library reports waiting for the fiber broadband upgrade before adding Wi-Fi two years ago.

Technology Support and Maintenance

Each regional library system in Georgia has one or more IT staff member to coordinate technology support and maintenance for all system locations. Technology support includes setting up a network of technology liaisons at each location, remote monitoring technology, and, in the case of a couple of the larger libraries, field deployment of IT staff to outlets on a rotating schedule.

With ongoing reduced funding levels, most of those interviewed are unable to maintain replacement schedules for their public workstations.

"You can have a technology plan down on paper and talk about a replacement schedule, but you buy when there is money. Now it's 'pie in the sky'," said the director of the West Georgia Regional Library.

One library IT manager commented, "When we have catastrophic

failure, then we replace."

A number of interviewees expressed frustration with the inability to perform hardware and software upgrades on all their public access computers at the same time. Having different computers on different systems results in inefficient maintenance activities and extra expenditures of time and money. In response, some libraries have chosen to retain older programs for their computers until they can afford to upgrade all equipment at once.

To combat funding decreases, a number interviewees are actively researching and adopting open source software and free software for a wide range of service platforms.

"Because of the struggle with funding, I try to do everything that I can with open source software and get everything free that I can get my hands on," said the IT manager of the Hall County Library System. "Open source is getting much better. When new programs are launched, they tend to be rather rudimentary, but give it a year or two. The open source content management system we use was very raw at first, but now it's better than any paid equivalent system I've seen."

The Athens Regional Library System has used open source ghosting technology for image replication. The library is also transitioning its website to an open source content management system that the IT manager believes will provide a more interactive management system than their current system.

"We cannot afford to purchase all the software that patrons are using outside and want to continue to work on in the library," said the IT librarian of the Three Rivers Regional Library System. "So now we are utilizing Open Office, which will convert just about everything for us." The library system has also adopted an open source fire-

wall solution. Small modifications are made to old computers, and the “brain” of the firewall is loaded on a \$10 flash drive. The total cost per firewall is about \$100, versus a typical commercial product cost of \$1,000.

The DeKalb County Public Library took the “do-it-yourself” route to set

resources, collection development and programming.

The director of the Hall County Library System is unsure what will be offered at their new technology library, scheduled to open in July 2012, because the County is not sure how much money will be available to equip the

outlet. “We write technology grants when we can, but computers have moved beyond being cutting edge, so grants are harder to make attractive. When

working with lean staffing, it becomes disheartening to go after money when it is mostly speculative.”

For libraries that had passed bonds for new construction prior to the 2008 economic drop, staff noted major public perception issues regarding their funding situation. In 2005, the DeKalb County Public Library passed a \$54.5 million bond for 12 building projects, which increased the system size by almost a third. In 2011, the system had to open three new locations with no new staff. To manage this shortfall, they moved staff around and cut hours at all locations. Regarding the challenges with maintaining technology, the library director commented that, “Things don’t look as bad to the patrons who walk into a new building and see 48 brand-spanking-new computers, but you walk into one of our old facilities and it’s duct tape.”

With more than half of Georgia’s public libraries reporting inadequate Internet connection speeds, a number of staff at rural libraries felt that this limited their digital literacy efforts. “The Digital Divide used to be the computer-haves and have-nots, but more so now it is about the broadband-haves and have-nots,” said the assistant director of the Three Rivers Regional Library System. The library’s IT librarian noted that the “gap is closing in rural communities, but not

as quickly as we would like. We may be closing the gap on exposure to technology, but there is still a large gap in knowledge on how to do the things they need to do online.”

Envisioning a more robust solution for library connectivity issues, the director of the Hall County Library System said, “I look forward to the day when most library traffic moves airtime, via satellite, and fiber is only for the most secure transmissions.”

Successes

Interviewees report successes and accomplishments in the past year that have made a difference in their communities. Each library director acknowledged important staff contributions to their library’s growth and innovation. “We just have the most wonderful, creative staff. They see the needs in our community and just go the extra mile to make life better for people. They absolutely are our most valuable resource,” said the director of the Mountain Regional Library System.

There is great enthusiasm and pride expressed on the part of IT staff for their innovative solutions to maintain public access technology. This includes in-house design of interactive mobile apps, do-it-yourself firewalls, and adoption of open source and free software for a number of platforms, including content management systems, ghosting technology, and e-mail.

Many of the library directors stress that community partnerships are critical to the current and ongoing viability of libraries, particularly in the light of decreased funding. The Goodwill Industries provides assistance to job-seekers at the DeKalb County Public Library. The assistant director of the Southwest Georgia Regional Library, who serves on the Department of Labor Employer’s Committee, commented that “we both rely on this partnership.”

“Things don’t look as bad to the patrons who walk into a new building and see 48 brand-spanking-new computers, but walk into one of our old facilities and it’s duct tape.”

up systems for online payments and for digital (virtual) lobby displays. The library’s automation services coordinator estimates that two weeks of work by their creative e-branch manager on an alternative lobby display saved the library close to \$60,000.

The trade-off in using open source development and do-it-yourself solutions in place of purchasing software and hardware is staff time, and that staff must possess advanced programming expertise. Still, libraries note that these alternative efforts have provided measurable cost savings.

Challenges

The slow economic recovery and uncertain future levels of local and state support suppresses new initiatives and overall services for many.

“It’s too hard to continue paying for hard costs with soft money,” said the director of the Mountain Regional Library System. “Our Friends group has been paying to keep the library open one day, but they are nearly broke, so that will probably end.” A number of libraries named other soft money purchases, such as e-book collections and Wi-Fi.

More than one library director shared the observation that “budget cuts have removed our ability to plan.” This applied to all areas of library operations, including technology

Serving a region with the highest number of veterans per capita in the state, the Mountain Regional Library System's partnership with the Department of Veterans' Affairs provides classes for veterans, spouses and caregivers on how to use the department's website for a variety of health and medical needs. A technical school provides instructors for computer and English as a Second Language classes for a specialized outlet of the Athens Regional Library System. The outlet serves as a resource and information center for the nearly 18,000 Hispanic immigrants who live in the county; it is often the first stop for many new immigrants so they can learn English and computer skills.

A number of libraries note the importance of successfully commu-

nicating the issues they are facing to the public. "One of our greatest accomplishments has been keeping public computers and services available in the face of all the cuts," said the assistant director of the Hall County Library System. "Our patrons recognize that a public library does not have to offer Excel training, but we're still offering classes, albeit less often. But what has also helped us during these harsh times is that we have done a good job publicizing the challenges of our funding cuts and explaining what has been behind some tough choices."

Conclusion

Georgia libraries are energetically pursuing innovative solutions to balance the continuing challenges of

limited supply and high demand for library services. Increased library use is being driven by needs from all demographics: basic level computer training for displaced workers and retirees, e-book enthusiasts, families taking advantage of free DVDs and CDs, and Internet connectivity for the thousands of Georgia residents without high-speed broadband at home. Library staff interviewed voiced their commitment to removing barriers to service through sufficient levels of broadband capacity, access to cutting-edge technology, expanded e-book collections, and, most importantly, funding to sustain the open hours and staffing needed to provide the critical digital literacy skills necessary to succeed in today's global, technology-driven marketplace.

IDAHO FIELD REPORT

Executive Summary

The Great Recession has affected Idaho more than almost any other state. Since 2008, the unemployment rate increased over 150 percent. In response to job losses in manufacturing, logging, mining, and construction, the unemployed are seeking GEDs, computer skills, and new training to reenter the workforce, and many are looking to their public libraries for computer access and training. Seventy percent of public libraries in Idaho reported that they are the only free public Internet access point in their communities. However, many are poorly equipped with low bandwidth and too few computers. Idaho ranks 41st in the country for providing public access computers per outlet — 8.5 per capita, compared to the national average of 13.9.⁷

However, there is also good news to report. Thanks to a \$1.9 million National Telecommunications and Information Administration Broad-

band Technology Opportunity Program (BTOP) grant awarded to Idaho (and matching funds from the Bill & Melinda Gates Foundation and Idaho Public Television), 40 percent of the state's library buildings will increase bandwidth and the number of public access computers. Upon completion of the BTOP grant-funded installations, bandwidth, computers and Internet users are expected to increase by a factor of ten.⁸

Background

Idaho has 104 public library jurisdictions, with 141 physical locations and 10 mobile libraries (bookmobiles) to serve a population of 1.4 million residents, of whom 34 percent reside in rural areas.⁹ The majority of libraries are organized either as municipal libraries (48.1 percent) or district libraries (51.9 percent), including a few school/community libraries and multi-jurisdictional (city/district) libraries. In FY2009 (the most recent

year for which national statistics are available), Idaho libraries reported hosting more than 9.2 million library visits, answering 1.2 million reference questions, and circulating more than 13.9 million items.

Idaho residents are served by 724 employees, of whom 78 hold a Master's degree in Library and Information Science. The state ranks 46th in the nation (including the District of Columbia) for full-time equivalent (FTE) staff per 25,000 residents, with 1.44 FTE per capita compared to the national average of 2.77 FTE. The state also ranks 31st in the country in operating revenue per capita — \$33.38, compared with a national average of \$36.84.¹⁰

Seven library directors and one branch manager were interviewed between November 2011 and January 2012 as part of the Public Library Funding and Technology Access Study. They serve communities ranging from 6,000 to 100,000 residents. Five of those interviewed provide service from

one single outlet, while the other two manage four to eight outlets. The interviews are not meant to provide a comprehensive view of public library funding and technology in the state, but their comments help illuminate trends, challenges and successes in serving the public in Idaho libraries.

Funding Landscape

Primary funding for Idaho's libraries comes from local sources (95.3 percent), and the largest percentage of operating expenditures goes for staff (66.1 percent). A few library directors report concerns about dwindling budgets and are expecting a slow recovery that corresponds with the national and state economic lag. The Ada Community Library experienced a 33 percent budget decrease over the past three years, forcing the library to reduce its databases and public programs. American Falls District Library experienced an operating budget decrease of 2 percent, and cut its materials and technology expenditures. For 30 percent of Idaho's libraries, total operating expenditures range from \$10,000 - \$49,000 (IMLS FY2009). The Lizard Butte Public Library, operating on a \$56,000 annual budget, has frozen staff salaries. "We had been able to increase the budget 3 percent each year but have put that on hold due to the town's economic climate, and staff has not had salary increases since 2007," said the library director.

Mountain Home Public Library experienced only a slight decrease over the past two years and thanks the city for that, "Based on the economy, and particularly Mountain Home's economy, the city has been proactive for the last two years getting prepared for the worst-case scenario." Others noted increases in funding over the past two years. Nampa Public Library was able to reopen the library on Tuesdays and add more staff to a new service desk. Burley Public Library increased staff salaries to match all



Burley Public Library

city employees and added new staff to provide two full-time positions at the circulation desk.

While most libraries report their budgets remained stable in FY2011-2012, prospects for the coming year are unclear. The consolidation with the Post Falls Library resulted in a 46 percent budget increase for the Community Library Network, which now includes eight service outlets, the largest consolidation in the history of Idaho public libraries. However, the director is moving forward cautiously due to the state's economic climate, "We will start to rebound in late 2012, 2013, so we're looking at a long, long slow haul. We didn't boom quite the way the rest of the country did."

Technology Resources

Among those interviewed, the number of public access computers ranged from 11 in a small rural library to 83 in a large suburban library system. All of the libraries interviewed provide wireless Internet access to patrons. The 2011-2012 study indicates that 92.4 percent of Idaho libraries provide Wi-Fi, compared to 75.9 percent a year earlier.

Six of the libraries interviewed were direct recipients of technology and online resources provided through the BTOP grant awarded to the Idaho

Commission for Libraries. The State agency's LiLI (Libraries Linking Idaho) database portal acquired new online resources that include Scout, an online video encyclopedia, and LearningExpress, which provides tools for test preparation and skill-building. The complete LiLI portal is available to all Idaho libraries and residents.

The BTOP grant supports a partnership with the Department of Labor to provide workshops for library staff and community members concerned with economic development and serving the jobless and underemployed. Mountain Home Public Library retains student coaches to provide technology support to library patrons, while Ada Community Library and the Community Library Network set up courses for e-basics training and employment skills. "Job search is changing so much that it's nice to have a resource that patrons can use to get the help they need," said one suburban library director.

The BTOP grant also includes updates of equipment and services, new computers and laptops, firewall/server and filtering services for CIPA compliance, and faster Internet connections. Nampa Public Library is planning to use the 12 laptops they received to develop a technology train-



Top: Mountain Home Public Library
 Bottom: Nampa Public Library

ing center for patrons. Right now, the library is limited to three public access computers for training. Burley Public Library allows patrons to borrow the 10 laptops that they received from the grant for use in the library.

Two of those interviewed – Ada Community and Nampa – have joined an Idaho consortium and will soon have downloadable e-books and audiobooks

available for patrons. One rural library director is delaying e-books in the library, due to high start-up costs and ongoing issues with the various supporting technical platforms. Of the seven libraries interviewed for this report, the Community Library Network was the only library currently offering e-books, which were added in October 2011. Over 66 percent of

Idaho libraries overall reported providing e-books, an increase of 28 percent from last year.

Connectivity

A critical component of Idaho's BTOP project is bringing faster broadband speeds to some of Idaho's most under-served communities. Six of the libraries interviewed have upgraded their broadband speeds, ranging from a minimum of 1.5 Mbps to 50 Mbps. Mountain Home Public Library and a rural outlet of the Ada Community Library both increased their broadband speeds from 1.5 Mbps to 20 Mbps with the help of BTOP and an E-rate discount. Additionally, both BTOP and an 80 percent E-rate discount helped Nampa Public Library increase their broadband speed to 30 Mbps. Statewide, there has been a significant increase in the number of libraries reporting connection speeds greater than 10 Mbps: 26.8 percent this year, compared to 7 percent last year. At the same time, Idaho libraries with speeds less than 1.5 Mbps dropped almost 20 percent from the year before.

A few library directors raised concerns about getting any or enough broadband out to rural areas. The director of the Community Library Network in northern Idaho has large sections of the library system where virtually no residents have access to high-speed bandwidth "unless they are wealthy enough to buy a very elaborate satellite connection. So really, the fact that the library's providing high-speed access and good computers is a technological benefit that affects everyone." Prior to the BTOP project, the most rural Community Library Network service outlet had only a fractional T1 line that was supposed to guarantee 128 kbps, but only ran at 12 kbps. Through BTOP, they now have a dedicated T1 line and are working on a wireless solution that will bring them up to 5 Mbps when completed.

The Burley Public Library director

notes that rural communities' lack of broadband access is a huge issue, and it is vital that libraries provide access to those underserved patrons. National survey findings echoed the need for more broadband in rural communities, with almost 75 percent of rural libraries offering speeds below 10 Mbps.

The Director of the American Falls District Library reports being moderately satisfied with the library's broadband speed of 6-10 Mbps. "In rural Idaho, we have the best that's offered in our area right now, but that is one place that we really would spend money to improve."

Technology Support & Maintenance

Fifty percent of Idaho's public libraries report that their IT support comes from the library director and 37.6 percent comes from public service staff. One director of a small library describes her IT support as "whomever I can find to do it."

Many of the library directors interviewed express uncertainty about how to balance IT maintenance with a variety of other technology-related needs. "It'd be really wonderful if we had a full-time staff member dedicated to IT support," said the Mountain Home library director. "For now, we stomp out the fires on an as-needed basis."

Ada Community Library has a four- to five-year technology replacement plan and, with the added resources from the BTOP grant, has been able to adhere to that plan. They also have one full-time IT staff member, and each outlet has an IT lead to be the go-to person. "Everyone needs to be tech savvy, even on the front line," said the library director.

Changes Over the Past Year

Nampa Public Library's computer sessions are up 12 percent; they also



Lizard Butte Public Library

have had an increase in circulation, due to reopening the library on Tuesdays and restoring hours that had been decreased over the previous two years.

One rural interview reports patron use of computers has decreased by 22 percent over the past year. This significant change occurred due to the lack of adequate Internet connectivity, but once that was alleviated through the BTOP grant, computer usage soared. "It's a happy story in terms of waiting for something to come along that would change some of the woes that we were having," said the library director.

One small library director describes her IT support as "whomever I can find to do it."

Ada Community Library has experienced huge increases in their Wi-Fi usage over the past year, following a national trend of 74.1 percent of public libraries that reported that Wi-Fi usage has increased since FY2011. The library has also started offering laptop checkouts at two of its outlets.

Challenges

For the Idaho interviewees, the predominant issues are providing adequate tech support for the rapidly changing technical devices available to patrons and funding stability for the future. Directors at the Burley and

Ada Community libraries both agree that, with technology changes moving at lightning speed, an added burden has been placed on their staff and limited IT support. "You learn how to do it one way and then it changes three months later," said the Burley library director. "You can be an expert today, and then tomorrow you're back at square one." Many of those interviewed noted that it is a struggle for library staff to keep up with the wide variety of technology applications, demanding more time away from other essential library duties.

For other library directors, increasing challenges continue, along with the uncertainty of future funding for maintaining reliable equipment and technology services. Many are doing what they can to keep the technology consistent from year to year. "If the replacement program isn't working and the funding isn't there, then you do the next best thing and begin to acquire what anyone wants to drop off, based on the fact that at some point, it's going to be usable," said the Mountain Home library director. The Ada Community Library reports funding has been a substantial challenge, delaying key projects such as updating a 10-year-old laptop lab.

The directors of Lizard Butte and Nampa public libraries both voiced concern regarding the funding avail-

able to obtain and sustain the level of IT support necessary for their library's public access technology. The Nampa Public Library director reports they have improved the library's technical support by no longer handling it independently, but instead relying on increased city support. "But my challenge is that they are under the same situation I am; they haven't had pay increases in a number of years, and that impacts the quality and availability of staff."

The director of the Lizard Butte Public Library depends on volunteers for IT support. With only four part-time staff members, including the director, there is no money in the budget for IT support. "My knowledge of the technology is very limited, and I do the best I can on my own as long as I can," said the Lizard Butte Public Library director.

Successes

For the six libraries that received BTOP-funded increased broadband and new technology resources, directors agree this is the biggest success of the past year. Being able to provide a reliable and consistent foundation for library patrons is imperative for many of the library directors interviewed because it keeps people coming back.

"Libraries can be wonderful social gathering sites; customers can one-stop shop," said the Mountain Home library director. "They get books for their children, they access the Internet, they may discover some new digital resource, they may find a program they're interested in, and this is just the beginning."

Along with the BTOP grant, Ada

"If you have one person that gets what they need—whether it's a job, medical information, or connecting with the boyfriend away at college—you are a success because they are successful."

Public Library director plans on using the laptops acquired through the BTOP grant to offer new training classes on résumé preparation and the online application process.

Several library directors mentioned meeting community demand and public access needs as among the past year's noteworthy successes.

"I think that we're providing a broad range of benefits through our technology with a heightened sense in the rural areas that we are probably the best broadband in town," said the Community Library Network director.

Directors of the American Falls District Library and Burley Public Library both note that keeping patrons connected to technology to that which they otherwise would not have access to is a fundamental role for libraries. "If you have one person that gets what they need—whether it's a job, medical information, or connecting with the boyfriend away at college—you are a success because they are successful," said the Burley Public Library director.

Conclusion

With the receipt of the \$1.9 million BTOP grant (and matching funds from the Bill & Melinda Gates Foundation and Idaho Public Television), many more Idaho libraries are able to provide the faster connection speeds

Community Library also received two other hugely successful grants over the past year: an LSTA grant for a computer center that established web conferencing, and a grant from Wal-Mart Foundation to purchase a white board and online homework help software. The Nampa

and public access computers necessary to keep up with rapidly changing technologies and community demand. There has been an almost 20 percent increase in the number of libraries reporting connection speeds greater than 10 Mbps, and 92.4 percent of Idaho libraries now provide wireless Internet access. All of the library directors interviewed will be moving forward cautiously due to the state's economic climate, continuing to find ways to meet library patrons' technical demands, while trying to keep their software and equipment maintained and up-to-date, in spite of a lack of reliable IT support.

ENDNOTES

- 1 Bureau of Labor Statistics. U.S. Department of Labor. *Economy at a Glance*. <http://www.bls.gov/eag/eag.us.htm> (accessed April 23, 2012).
- 2 Georgia Public Library Service (2012, February). "Statistics Show Libraries Becoming Round-the-clock Service Providers." *News*, vol. 9, no. 4. Page 2.
- 3 United States Census Bureau. U.S. Department of Commerce. <http://www.census.gov/> (accessed April 23, 2012).
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- 6 Ibid
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- 8 Idaho Commission for Libraries. (2011). *BTOP public computer center project at Idaho public libraries*. Retrieved from <http://libraries.idaho.gov/files/BTOPOverviewSummer2011.pdf>
- 9 Economic Research Service. United States Department of Agriculture. *State Facts: Idaho, January 17, 2012*. Retrieved from <http://www.ers.usda.gov/statefacts/ID.HTM>
- 10 Institute of Museum and Library Services. *Public Library Survey: Fiscal Year 2009*. Washington, D.C.: IMLS, 2011. <http://harvester.census.gov/imls/pubs/pls/index.asp>



STATE SUMMARY DATA

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

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

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

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

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

**PUBLIC LIBRARY FUNDING
& TECHNOLOGY ACCESS
STUDY 2011–2012**

ALABAMA

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

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

ALASKA

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

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

ARIZONA

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

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

ARKANSAS

		AR	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$22.66	\$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		1.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		57.9%	62.1%
Average number of computers		13.9	16.4
Always sufficient computers available		7.0%	34.6%
Use of public Internet workstations increased since last year		72.7%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	4.4%	6.9%
	1.5Mbps	27.6%	16.5%
	1.6-10Mbps	58.4%	38.5%
	10.1-30Mbps	1.2%	15.8%
	Greater than 30Mbps	1.2%	22.3%
Always adequate connection speed		27.3%	58.3%
Wireless availability		59.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		91.1%	98.7%
Homework resources		78.6%	81.8%
Digital/virtual reference		36.6%	69.7%
e-books		40.5%	76.3%
Audio content		97.0%	82.9%
Library social networking		60.5%	61.8%
Library offers IT training to patrons		61.4%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	88.4%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	95.9%	92.2%
	helps patrons complete online job applications	87.6%	76.0%

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

CALIFORNIA

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

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

COLORADO

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

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

DELAWARE

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

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

DISTRICT OF COLUMBIA

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

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

FLORIDA

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

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

GEORGIA

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

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

HAWAII

		HI	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$25.85	\$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		0.0%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		56.4%	62.1%
Average number of computers		6.7	16.4
Always sufficient computers available		20.5%	34.6%
Use of public Internet workstations increased since last year		2.5%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	0.0%	6.9%
	1.5Mbps	2.0%	16.5%
	1.6-10Mbps	32.0%	38.5%
	10.1-30Mbps	60.0%	15.8%
	Greater than 30Mbps	0.0%	22.3%
Always adequate connection speed		35.6%	58.3%
Wireless availability		4.0%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100.0%	98.7%
Homework resources		80.0%	81.8%
Digital/virtual reference		76.0%	69.7%
e-books		100.0%	76.3%
Audio content		36.7%	82.9%
Library social networking		28.6%	61.8%
Library offers IT training to patrons		82.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	95.9%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	83.7%	92.2%
	helps patrons complete online job applications	59.2%	76.0%

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

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

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ILLINOIS

		IL	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$57.03	\$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		3.2%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		59.6%	62.1%
Average number of computers		18.4	16.4
Always sufficient computers available		41.8%	34.6%
Use of public Internet workstations increased since last year		66.9%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	4.6%	6.9%
	1.5Mbps	16.5%	16.5%
	1.6-10Mbps	39.1%	38.5%
	10.1-30Mbps	21.5%	15.8%
	Greater than 30Mbps	14.1%	22.3%
Always adequate connection speed		57.3%	58.3%
Wireless availability		91.3%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100%	98.7%
Homework resources		72.0%	81.8%
Digital/virtual reference		70.7%	69.7%
e-books		64.0%	76.3%
Audio content		66.3%	82.9%
Library social networking		54.6%	61.8%
Library offers IT training to patrons		87.6%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	92.9%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	83.3%	92.2%
	helps patrons complete online job applications	79.4%	76.0%

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

INDIANA

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

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IOWA

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

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

KANSAS

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

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

KENTUCKY

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

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

LOUISIANA

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

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

MAINE

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

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

MARYLAND

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

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

MASSACHUSETTS

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

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

MICHIGAN

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

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

MINNESOTA

		MN	US
EXPENDITURES (SYSTEM DATA)			
Total operating expenditures per capita*		\$36.45	\$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)			
Hours decreased since last fiscal year		5.3%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)			
Library offer only free access to computers/Internet in their communities		59.8%	62.1%
Average number of computers		13.7	16.4
Always sufficient computers available		36.3%	34.6%
Use of public Internet workstations increased since last year		52.8%	60.2%
Maximum Internet connection speed	Less than 1.5Mbps	1.5%	6.9%
	1.5Mbps	10.3%	16.5%
	1.6-10Mbps	59.5%	38.5%
	10.1-30Mbps	21.5%	15.8%
	Greater than 30Mbps	2.0%	22.3%
Always adequate connection speed		61.2%	58.3%
Wireless availability		92.8%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)			
Licensed databases		100%	98.7%
Homework resources		94.8%	81.8%
Digital/virtual reference		83.1%	69.7%
e-books		87.9%	76.3%
Audio content		60.8%	82.9%
Library social networking		55.9%	61.8%
Library offers IT training to patrons		89.0%	82.7%
E-government: Staff provide assistance to patrons	to understand how to access and use e-government websites	81.9%	91.8%
Jobs services: Library	provides access to jobs databases and other job opportunity resources	91.6%	92.2%
	helps patrons complete online job applications	76.1%	76.0%

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

MISSISSIPPI

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

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

MISSOURI

	MO	US
EXPENDITURES (SYSTEM DATA)		
Total operating expenditures per capita*	\$39.01	\$36.84
ACCESS (LIBRARY OUTLET/BRANCH DATA)		
Hours decreased since last fiscal year	0.8%	9.1%
CONNECTIVITY (LIBRARY OUTLET/BRANCH DATA)		
Library offer only free access to computers/Internet in their communities	56.6%	62.1%
Average number of computers	24.4	16.4
Always sufficient computers available	43.2%	34.6%
Use of public Internet workstations increased since last year	61.0%	60.2%
Maximum Internet connection speed		
Less than 1.5Mbps	2.6%	6.9%
1.5Mbps	11.7%	16.5%
1.6-10Mbps	66.3%	38.5%
10.1-30Mbps	3.2%	15.8%
Greater than 30Mbps	12.2%	22.3%
Always adequate connection speed	67.6%	58.3%
Wireless availability	77.9%	90.5%
INTERNET SERVICES (LIBRARY OUTLET/BRANCH DATA)		
Licensed databases	100%	98.7%
Homework resources	91.6%	81.8%
Digital/virtual reference	70.7%	69.7%
e-books	51.8%	76.3%
Audio content	73.0%	82.9%
Library social networking	45.4%	61.8%
Library offers IT training to patrons	91.5%	82.7%
E-government: Staff provide assistance to patrons		
to understand how to access and use e-government websites	93.2%	91.8%
Jobs services: Library		
provides access to jobs databases and other job opportunity resources	96.8%	92.2%
helps patrons complete online job applications	82.8%	76.0%

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

MONTANA

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

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

NEBRASKA

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

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

NEVADA

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

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

NEW HAMPSHIRE

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

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

NEW JERSEY

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

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

NEW MEXICO

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

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

NEW YORK

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

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

NORTH CAROLINA

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

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

NORTH DAKOTA

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

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

OHIO

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

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

OKLAHOMA

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

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

PENNSYLVANIA

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

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

RHODE ISLAND

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

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

SOUTH CAROLINA

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

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

SOUTH DAKOTA

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

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

TENNESSEE

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

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

TEXAS

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

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

UTAH

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

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

VERMONT

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

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

VIRGINIA

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

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

WASHINGTON

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

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

WEST VIRGINIA

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

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

WISCONSIN

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

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

WYOMING

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

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

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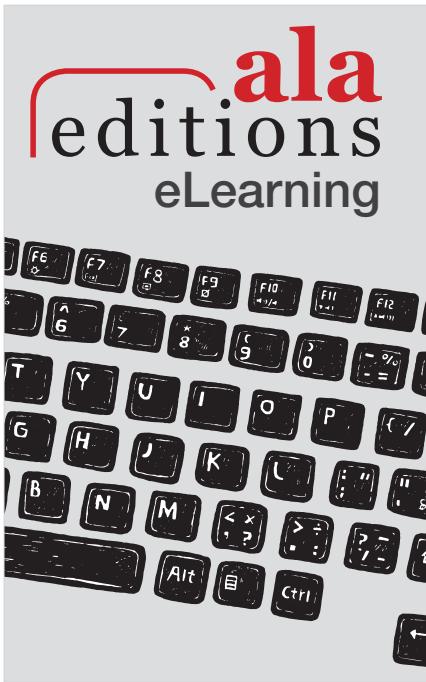
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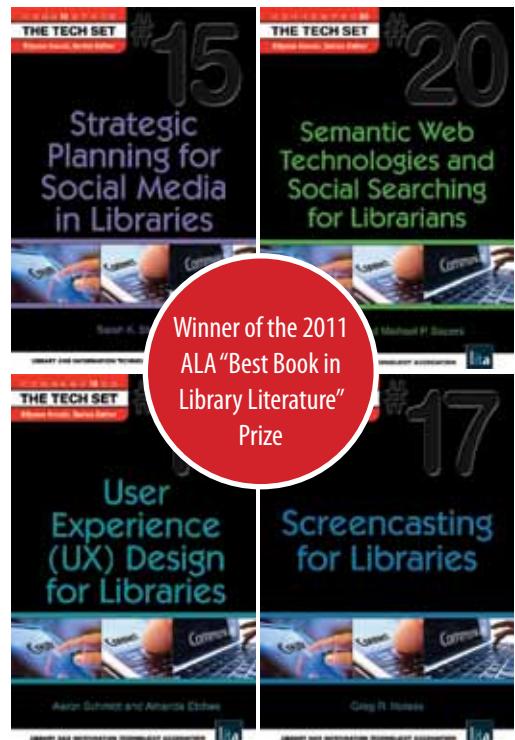
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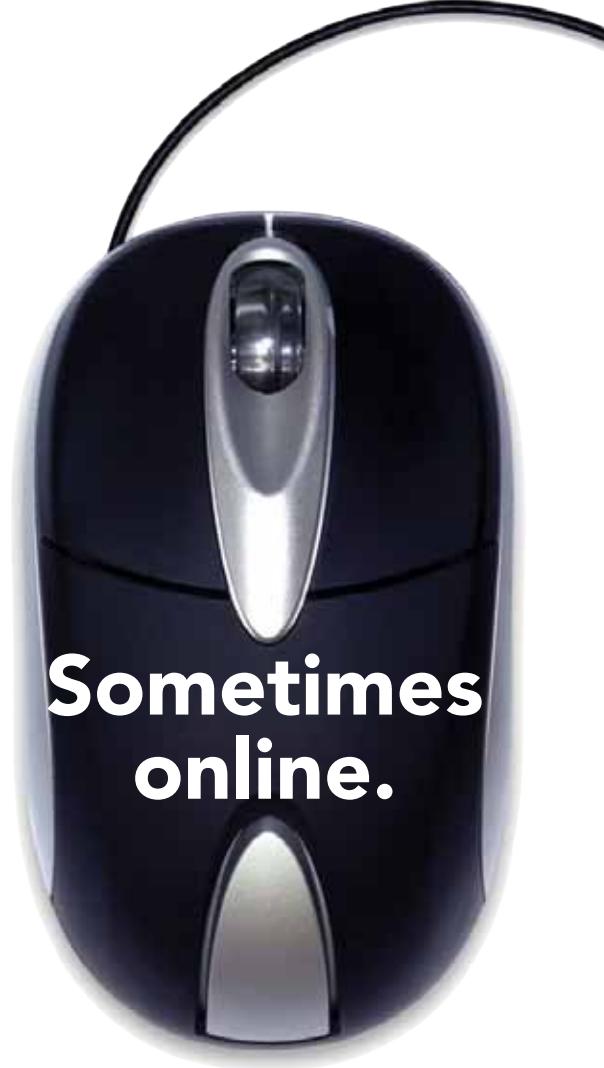


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