

National Branch Data Tables

This report section provides the national branch (outlet) level data and descriptions. The presentation is divided into key areas of public access, technology infrastructure, Internet-enabled services, and employment and E-government.

Public Access and Availability

	Metropolitan Status			
Hours Open	Urban	Suburban	Rural	Overall
Hours increased since last fiscal year	3.6% (n=98)	5.9% (n=328)	8.1% (n=621)	6.6% (n=1,047)
Hours decreased since last fiscal year	23.7% (n=649)	16.2% (n=893)	10.1% (n=771)	14.5% (n=2,313)
Hours stayed the same since last fiscal year	72.7% (n=1,991)	77.9% (n=4,305)	81.8% (n=6,225)	78.9% (n=12,551)
Weighted missing values, n=66				

In comparison to previous studies, the percentage of libraries reporting decreased hours open rose to 14.5 percent from 4.5 percent last year (see Figure 2). Urban and suburban public library outlets have seen the largest reductions in hours (-16.3 percent and -11.1 percent, respectively) compared with rural public library outlets (-7.1 percent). The number of public library outlets reporting increased hours has declined by almost half of that reported last year (-3.4 percent overall).

Metropolitan Status			
Urban	Suburban	Rural	Overall
99.0% (n=2,750)	99.4% (n=5,555)	98.7% (n=7,673)	99.0% (n=15,978)

Virtually all public library outlets (99.0 percent) provide public access to the Internet (see Figure 3). This is a slight across-the-board increase from the 2008-2009 survey, which reported 98.7 percent of libraries provided access.

	Metropolitan Status			
Free Public Access	Urban	Suburban	Rural	Overall
Yes	53.6% (n=1,436)	63.8% (n=3,521)	73.3% (n=5,605)	66.6% (n=10,589)
No	30.0% (n=820)	19.3% (n=1,064)	17.6% (n=1,343)	20.3% (n=3,227)
Do not know	13.4% (n=365)	14.5% (n=799)	6.2% (n=471)	10.3% (n=1,635)
Other	3.0% (n=83)	2.4% (n=135)	3.0% (n=230)	2.8% (n=448)
Weighted missing values, n=79				

Fewer libraries (66.6percent) report that they are the only provider of free public Internet and computer access compared with 71.4 percent last year (see Figure 4). Consistent with previous studies, rural libraries report that they are the only provider of free public access more frequently than urban and suburban public libraries (73.3 percent as compared to 53.6 percent and 63.8 percent, respectively).

Public Access Technology Infrastructure: Availability, Replacement, Support, & Use

Figure 5: Number of Public Access Internet Workstations, by Average, Average Age, and Metropolitan Status

Average Age	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Less than 1 year old	8.1 (n=1,234)	5.2 (n=2,358)	3.0 (n=3,530)	4.6 (n=7,122)
1 year old	11.1 (n=1,146)	5.3 (n=2,181)	2.8 (n=3,104)	5.1 (n=6,432)
2 years old	8.6 (n=1,204)	6.5 (n=2,432)	3.3 (n=3,520)	5.3 (n=7,156)
3 years old	9.3 (n=1,214)	6.4 (n=2,476)	3.5 (n=3,635)	5.5 (n=7,325)
4 years old	6.8 (n=1,033)	6.0 (n=1,959)	2.8 (n=2,863)	4.6 (n=5,856)
5 years old	8.5 (n=1,182)	5.4 (n=2,056)	3.9 (n=3,729)	5.1 (n=6,967)
Overall	25.4 (n=2,617)	15.8 (n=5,342)	9.2 (n=7,522)	14.2 (n=15,482)

As in previous years, urban libraries have more workstations (25.4) than suburban (15.8) and rural (9.2) libraries (see Figure 5). Overall, Although the total number of computers have increased from the 2008-2009 survey, the average number in each age category declined in all but two (1 year old and 3 years old). It is troubling that libraries reported fewer new computers this year (4.6 workstations less than 1 year old) than in 2008-2009 (5.5 workstations less than 1 year old).

Figure 6: Public Access Workstation Replacement Procedure by Metropolitan Status

Replacement Procedure	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes, library has a replacement schedule	58.5% (n=1,589)	46.7% (n=2,560)	28.3% (n=2,154)	39.9% (n=6,303)
No (As Needed)	41.0% (n=1,124)	52.1% (n=2,857)	69.8% (n=5,211)	58.7% (n=9,282)
Don't Know	0.6% (n=15)	1.3% (n=70)	1.9% (n=142)	1.4% (n=227)

Overall, a majority of public libraries (58.7 percent) do not have a replacement schedules and replace their workstations as needed (see Figure 6). There is a stark difference between the