

State Data Tables

This next section presents state-based branch (outlet) level findings. The survey received adequate responses from 46 states plus the District of Columbia. The state data analyzed in the report include:

Alaska	Nebraska
Arizona	Nevada
Arkansas	New Jersey
Colorado	New Mexico
Connecticut	New York
Delaware	North Carolina
Florida	North Dakota
Georgia	Ohio
Hawaii	Oklahoma
Idaho	Oregon
Illinois	Pennsylvania
Indiana	Rhode Island
Iowa	South Carolina
Kansas	South Dakota
Kentucky	Tennessee
Louisiana	Texas
Maine	Utah
Maryland	Vermont
Massachusetts	Virginia
Minnesota	Washington
Mississippi	West Virginia
Missouri	Wisconsin
Montana	Wyoming

Figure 88: Public Library Outlet Change in Hours Open by State			
State	Hours increased since last fiscal year	Hours decreased since last fiscal year	Hours stayed the same as last fiscal year
Alaska (n = 103)	10.7% (n = 11)	9.5% (n = 10)	79.7% (n = 81)
Arizona (n = 196)	5.2% (n = 10)	13.1% (n = 26)	81.7% (n = 160)
Arkansas (n = 212)	7.6% (n = 16)	--	92.4% (n = 192)
Colorado (n = 243)	11.3% (n = 26)	13.8% (n = 32)	74.9% (n = 175)
Connecticut (n = 225)	6.1% (n = 13)	20.7% (n = 44)	73.3% (n = 156)
Delaware (n = 32)	8.1% (n = 3)	33.8% (n = 11)	58.1% (n = 19)
Florida (n = 491)	5.4% (n = 26)	30.6% (n = 150)	64.0% (n = 313)
Georgia (n = 383)	7.1% (n = 27)	14.4% (n = 55)	78.5% (n = 300)
Hawaii (n = 50)	2.0% (n = 1)	4.0% (n = 2)	94.0% (n = 47)
Idaho (n = 137)	4.5% (n = 6)	3.1% (n = 4)	92.5% (n = 126)
Illinois (n = 769)	8.7% (n = 66)	6.5% (n = 50)	84.8% (n = 648)
Indiana (n = 417)	7.0% (n = 29)	8.8% (n = 36)	84.3% (n = 345)
Iowa (n = 544)	8.3% (n = 44)	1.7% (n = 9)	90.0% (n = 481)
Kansas (n = 370)	8.8% (n = 32)	3.8% (n = 14)	87.4% (n = 320)
Kentucky (n = 186)	11.6% (n = 21)	6.3% (n = 11)	82.1% (n = 148)
Louisiana (n = 311)	6.3% (n = 19)	5.2% (n = 16)	88.5% (n = 275)
Maine (n = 271)	14.6% (n = 39)	7.8% (n = 21)	77.6% (n = 210)
Maryland (n = 179)	2.4% (n = 4)	27.9% (n = 50)	69.7% (n = 125)
Massachusetts (n = 451)	6.0% (n = 27)	26.8% (n = 120)	67.2% (n = 302)
Minnesota (n = 357)	5.2% (n = 18)	13.6% (n = 48)	81.2% (n = 286)
Mississippi (n = 229)	5.6% (n = 13)	5.6% (n = 13)	88.8% (n = 201)
Missouri (n = 353)	4.4% (n = 16)	1.2% (n = 4)	94.4% (n = 337)
Montana (n = 105)	8.6% (n = 9)	3.7% (n = 4)	87.7% (n = 92)
Nebraska (n = 285)	6.9% (n = 19)	2.3% (n = 6)	90.8% (n = 256)
Nevada (n = 81)	--	27.0% (n = 22)	73.0% (n = 59)

Figure 88: Public Library Outlet Change in Hours Open by State

State	Hours increased since last fiscal year	Hours decreased since last fiscal year	Hours stayed the same as last fiscal year
New Jersey (n = 451)	8.0% (n=36)	7.2% (n=32)	84.9% (n=381)
New Mexico (n = 109)	10.2% (n = 11)	15.7% (n = 16)	74.1% (n = 78)
New York (n = 1,038)	7.5% (n = 78)	13.5% (n = 139)	79.0% (n = 815)
North Carolina (n = 384)	4.7% (n = 18)	10.5% (n = 40)	84.8% (n = 325)
North Dakota (n= 89)	14.1% (n = 13)	--	85.9% (n = 76)
Ohio (n = 711)	1.8% (n = 13)	63.9% (n = 455)	34.3% (n = 244)
Oklahoma (n = 204)	22.5% (n = 46)	1.9% (n = 4)	75.6% (n = 154)
Oregon (n = 209)	9.7% (n = 20)	10.1% (n = 21)	80.2% (n = 168)
Pennsylvania (n = 611)	3.1% (n=19)	10.1% (n=62)	86.7% (n=530)
Rhode Island (n = 71)	11.7% (n=8)	11.7% (n=8)	76.5% (n=54)
South Carolina (n=185)	2.4% (n=4)	12.4% (n=22)	85.2% (n=154)
South Dakota (n= 143)	9.8% (n=14)	4.9% (n=7)	85.3% (n=122)
Tennessee (n = 287)	6.3% (n=18)	2.7% (n=7)	91.1% (n=254)
Texas (n = 835)	8.9% (n=73)	4.7% (n=39)	86.5% (n=715)
Utah (n = 113)	8.3% (n=9)	9.2% (n=10)	82.4% (n=93)
Vermont (n= 183)	9.4% (n=17)	10.5% (n=19)	80.1% (n=147)
Virginia (n= 337)	5.6% (n=19)	19.6% (n=66)	74.9% (n=252)
Washington (n= 325)	3.4% (n=11)	8.7% (n=28)	87.9% (n=285)
Washington, DC (n = 23)	--	100% (n = 23)	--
West Virginia (n = 172)	15.1% (n = 26)	*	84.0% (n = 144)
Wisconsin (n = 456)	7.5% (n=34)	3.6% (n=16)	88.9% (n=404)
Wyoming (n = 75)	3.1% (n=2)	6.3% (n=5)	90.6% (n=68)
National	6.6% (n=1,047)	14.5% (n=2,313)	78.9% (n=12,551)
Key *=Insufficient data to report --=No data to report			

Figure 88 shows public library changes in hours open. The majority of libraries report that their hours have remained the same in all states except Ohio (34.3 percent) and Washington, DC (0 percent). Oklahoma has the most libraries reporting an increase in hours (22.5 percent), followed by West Virginia (15.1 percent). The highest decreases were reported in Washington, DC (100 percent) and Ohio (63.9 percent). In the 2008-2009 survey, only five states reported more decreases than increases; this year there were higher instances of decreased hours in twenty-five states.

Figure 89: Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access by State

State	Yes	No	Do not know	Other
Alaska (n = 98)	72.8% (n = 72)	12.7% (n = 12)	8.4% (n = 8)	6.2% (n = 6)
Arizona (n = 181)	60.9% (n = 107)	33.1% (n = 58)	4.3% (n = 7)	1.7% (n = 3)
Arkansas (n = 204)	75.0% (n = 153)	10.6% (n = 22)	11.4% (n = 23)	2.9% (n = 6)
Colorado (n = 243)	46.4% (n = 108)	36.1% (n = 84)	14.4% (n = 34)	3.1% (n = 7)
Connecticut (n = 220)	60.1% (n = 131)	28.8% (n = 63)	9.6% (n = 21)	1.6% (n = 3)
Delaware (n = 32)	78.4% (n = 25)	18.4% (n = 6)	3.1% (n = 1)	--
Florida (n = 478)	56.7% (n = 271)	28.7% (n = 137)	11.0% (n = 53)	3.6% (n = 17)
Georgia (n = 380)	71.5% (n = 272)	12.2% (n = 46)	13.1% (n = 50)	3.1% (n = 12)
Hawaii (n = 50)	64.0% (n = 32)	20.0% (n = 10)	14.0% (n = 7)	2.0% (n = 1)
Idaho (n = 134)	69.5% (n = 93)	21.3% (n = 29)	6.3% (n = 8)	2.9% (n = 4)
Illinois (n = 764)	61.5% (n = 470)	27.8% (n = 213)	8.2% (n = 63)	2.5% (n = 19)
Indiana (n = 403)	79.7% (n = 321)	7.9% (n = 32)	9.6% (n = 39)	2.8% (n = 11)
Iowa (n = 531)	82.7% (n = 435)	13.7% (n = 72)	1.7% (n = 9)	1.9% (n = 10)
Kansas (n = 370)	64.0% (n = 237)	17.4% (n = 64)	6.2% (n = 23)	12.4% (n = 46)
Kentucky (n = 183)	75.3% (n = 138)	17.2% (n = 31)	1.3% (n = 2)	6.2% (n = 11)
Louisiana (n = 310)	68.8% (n = 213)	15.3% (n = 47)	10.0% (n = 31)	6.0% (n = 19)
Maine (n = 268)	79.9% (n = 212)	16.7% (n = 44)	1.1% (n = 3)	2.3% (n = 6)
Maryland (n = 178)	75.3% (n = 133)	6.0% (n = 11)	18.2% (n = 32)	*
Massachusetts (n = 444)	47.8% (n = 211)	33.7% (n = 149)	14.1% (n = 62)	4.4% (n = 20)
Minnesota (n = 347)	67.3% (n = 236)	18.0% (n = 63)	13.0% (n = 46)	1.7% (n = 6)
Mississippi (n = 228)	73.4% (n = 167)	19.0% (n = 43)	6.9% (n = 16)	*
Missouri (n = 351)	69.9% (n = 240)	21.0% (n = 72)	7.4% (n = 26)	1.7% (n = 6)
Montana (n = 103)	74.7% (n = 77)	15.2% (n = 16)	3.8% (n = 4)	6.3% (n = 6)
Nebraska (n = 217)	78.1% (n = 217)	16.1% (n = 45)	5.8% (n = 16)	--

Figure 89: Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access by State

State	Yes	No	Do not know	Other
Nevada (n = 81)	58.4% (n = 47)	21.5% (n = 17)	16.7% (n = 14)	3.4% (n = 3)
New Jersey (n = 449)	56.9% (n = 254)	18.1% (n = 81)	22.9% (n = 102)	2.1% (n = 10)
New Mexico (n = 96)	66.1% (n = 64)	25.4% (n = 24)	2.6% (n = 3)	5.9% (n = 6)
New York (n = 1,038)	76.0% (n = 786)	14.6% (n = 151)	8.3% (n = 86)	1.1% (n = 11)
North Carolina (n = 381)	71.2% (n = 271)	22.4% (n = 85)	5.5% (n = 21)	1.0% (n = 4)
North Dakota (n = 80)	43.5% (n = 35)	35.0% (n = 28)	15.8% (n = 13)	5.6% (n = 4)
Ohio (n = 706)	67.9% (n = 476)	10.3% (n = 72)	19.3% (n = 135)	2.5% (n = 17)
Oklahoma (n = 204)	62.0% (n = 127)	34.2% (n = 70)	1.9% (n = 4)	1.9% (n = 4)
Oregon (n = 207)	61.6% (n = 127)	23.5% (n = 49)	12.2% (n = 25)	2.7% (n = 6)
Pennsylvania (n = 611)	70.4% (n=430)	18.5% (n=113)	9.6% (n=59)	1.5% (n=9)
Rhode Island (n = 71)	40.3% (n=29)	26.1% (n=19)	27.9% (n=20)	5.8% (n=4)
South Carolina (n=179)	67.8% (n=122)	14.6% (n=26)	17.6% (n=31)	--
South Dakota (n = 138)	66.3% (n=91)	19.7% (n=27)	8.9% (n=12)	5.1% (n=7)
Tennessee (n = 277)	53.6% (n=148)	33.1% (n=91)	10.0% (n=28)	3.4% (n=9)
Texas (n = 821)	61.1% (n=500)	27.4% (n=224)	8.0% (n=65)	3.6% (n=29)
Utah (n = 107)	60.7% (n=65)	15.3% (n=16)	24.0% (n=26)	--
Vermont (n = 181)	68.1% (n=123)	21.0% (n=38)	5.3% (n=10)	5.6% (n=10)
Virginia (n = 334)	66.1% (n=220)	18.0% (n=60)	12.4% (n=41)	3.4% (n=11)
Washington (n = 321)	63.8% (n=204)	24.5% (n=78)	7.0% (n=22)	4.8% (n=15)
Washington, DC (n = 23)	12.5% (n = 3)	87.5% (n = 20)	--	--
West Virginia (n = 164)	70.4% (n = 114)	16.9% (n = 27)	6.8% (n = 11)	5.9% (n = 10)
Wisconsin (n = 453)	67.7% (n=307)	20.8% (n=94)	6.9% (n=31)	4.6% (n=21)
Wyoming (n = 75)	57.8% (n=43)	22.0% (n=16)	17.0% (n=13)	3.1% (n=2)
National	66.6% (n=10,589)	20.3% (n=3,227)	10.3% (n=1,635)	2.8% (n=448)
Key *=Insufficient data to report --=No data to report				

Figure 89 shows public libraries that are the only providers of free public Internet and computer access in their area. State responses to the question are from libraries indicating that there is free public access Internet available. The majority of libraries reported yes in most states, with Iowa (82.7 percent) and Maine (79.9 percent) being the highest. Washington, DC (87.5 percent) and Colorado (36.1 percent) had the highest percentage of libraries reporting that they were not the only source of free public access. In several states, fewer libraries are reporting being the only source of free public access than did in the 2008-2009 survey. The most significant examples of this are in Washington, DC (100 percent last year, 12.5 percent this year) and Colorado (72.2 percent last year, 46.4 percent this year).

Figure 90: Number of Public Access Internet Workstations by Average Age and State

State	Average total number public Internet workstations	Public Internet workstations less than one year old	Public Internet workstations one year old	Public Internet workstations two years old	Public Internet workstations three years old	Public Internet workstations four years old	Public Internet workstations five years old
Alaska (n = 98)	6.1 (n = 95)	2.2 (n = 41)	6.0 (n = 23)	4.0 (n = 24)	2.3 (n = 37)	2.9 (n = 26)	2.1 (n = 37)
Arizona (n = 181)	18.8 (n = 172)	10.3 (n = 74)	3.4 (n = 28)	12.8 (n = 72)	6.7 (n = 77)	10.4 (n = 57)	5.7 (n = 36)
Arkansas (n = 204)	11.8 (n = 194)	6.1 (n = 43)	2.9 (n = 76)	4.2 (n = 71)	5.0 (n = 109)	4.4 (n = 45)	6.3 (n = 34)
Colorado (n = 243)	18.4 (n = 226)	9.9 (n = 130)	7.8 (n = 112)	6.7 (n = 94)	7.9 (n = 98)	3.7 (n = 45)	4.5 (n = 62)
Connecticut (n = 220)	15.9 (n = 208)	5.5 (n = 89)	6.0 (n = 81)	6.7 (n = 77)	7.2 (n = 91)	4. (n = 102)	6.4 (n = 102)
Delaware (n = 32)	14.7 (n = 31)	4.4 (n = 15)	7.7 (n = 17)	7.9 (n = 19)	5.5 (n = 11)	*	5.2 (n = 7)
Florida (n = 478)	29.1 (n = 465)	8.8 (n = 195)	8.4 (n = 210)	9.8 (n = 233)	11.1 (n = 243)	6.9 (n = 191)	12.2 (n = 238)
Georgia (n = 380)	20.7 (n = 358)	6.1 (n = 138)	3.1 (n = 102)	4.5 (n = 178)	7.9 (n = 199)	8.7 (n = 152)	11.5 (n = 158)
Hawaii (n=50)	5.5 (n = 48)	--	*	1.0 (n = 10)	*	1.1 (n = 11)	6.1 (n = 31)
Idaho (n=134)	10.8 (n=132)	3.0 (n=54)	2.2 (n=59)	4.8 (n=87)	3.2 (n=82)	3.4 (n=64)	3.3 (n=64)
Illinois (n = 764)	13.7 (n=744)	4.8 (n=283)	3.3 (n=296)	4.6 (n=329)	5.2 (n=329)	5.0 (n=321)	4.8 (n=517)
Indiana (n = 403)	16.4 (n=387)	4.6 (n=147)	7.9 (n=168)	4.9 (n=192)	5.0 (n=218)	6.5 (n=166)	5.7 (n=200)
Iowa (n = 531)	9.8 (n = 523)	3.4 (n = 293)	3.9 (n = 275)	2.7 (n = 223)	3.1 (n = 230)	2.7 (n = 198)	4.1 (n = 291)
Kansas (n= 370)	12.3 (n=361)	4.2 (n=220)	5.8 (n=283)	2.6 (n=170)	2.7 (n=143)	3.4 (n=165)	2.7 (n=165)
Kentucky (n = 183)	15.3 (n=174)	5.4 (n=104)	3.7 (n=78)	5.4 (n=95)	6.6 (n=114)	2.1 (n=73)	3.5 (n=68)
Louisiana (n = 310)	14.4 (n=306)	4.7 (n=92)	4.2 (n=106)	6.0 (n=122)	9.1 (n=184)	6.6 (n=100)	4.0 (n=70)
Maine (n = 268)	7.3 (n=268)	2.6 (n=207)	*	1.4 (n=118)	3.1 (n=112)	2.5 (n=123)	3.3 (n=161)
Maryland (n = 178)	19.9 (n=175)	12.4 (n=54)	10.0 (n=48)	8.9 (n=65)	8.2 (n=53)	9.7 (n=38)	23.4 (n=21)
Massachusetts (n = 444)	12.5 (n=436)	6.8 (n=251)	2.6 (n=125)	3.8 (n=176)	4.6 (n=195)	3.0 (n=166)	5.6 (n=245)
Minnesota (n = 347)	11.0 (n=348)	2.4 (n=111)	3.2 (n=167)	4.7 (n=145)	2.8 (n=207)	5.4 (n=144)	4.9 (n=157)
Mississippi (n = 228)	9.7 (n = 225)	1.7 (n = 42)	3.0 (n = 77)	5.4 (n = 139)	6.8 (n = 96)	3.5 (n = 84)	2.2 (n = 70)
Missouri (n = 351)	15.9 (n=338)	4.1 (n=128)	7.4 (n=139)	6.3 (n=157)	5.9 (n=135)	4.2 (n=191)	6.2 (n=200)
Montana (n = 103)	8.3 (n = 103)	1.6 (n = 52)	2.0 (n = 45)	3.2 (n = 64)	3.7 (n = 62)	2.6 (n = 43)	2.6 (n = 49)
Nebraska (n = 217)	5.9 (n = 275)	*	1.3 (n = 146)	1.7 (n = 122)	1.6 (n = 132)	1.8 (n = 135)	3.8 (n = 220)
Nevada (n = 81)	11.1 (n = 80)	2.8 (n = 21)	2.5 (n = 38)	7.6 (n = 30)	9.0 (n = 37)	1.5 (n = 24)	2.0 (n = 23)
New Jersey (n = 449)	14.3 (n = 394)	4.3 (n = 222)	3.1 (n = 167)	4.7 (n = 182)	5.2 (n = 188)	4.6 (n = 170)	6.7 (n = 179)

Figure 90: Number of Public Access Internet Workstations by Average Age and State

State	Average total number public Internet workstations	Public Internet workstations less than one year old	Public Internet workstations one year old	Public Internet workstations two years old	Public Internet workstations three years old	Public Internet workstations four years old	Public Internet workstations five years old
New Mexico (n = 96)	15.1 (n = 94)	6.1 (n = 46)	8.1 (n = 34)	4.0 (n = 51)	6.6 (n = 63)	2.2 (n = 40)	3.9 (n = 35)
New York (n = 1,038)	12.1 (n = 1014)	2.9 (n = 697)	7.0 (n = 779)	3.0 (n = 514)	3.5 (n = 453)	1.8 (n = 431)	1.6 (n = 424)
North Carolina (n = 381)	12.6 (n = 349)	4.3 (n = 237)	5.0 (n = 105)	4.2 (n = 160)	4.7 (n = 156)	3.7 (n = 119)	3.8 (n = 143)
North Dakota (n = 80)	7.6 (n = 9.24)	5.7 (n = 36)	*	1.7 (n = 34)	1.7 (n = 45)	1.6 (n = 37)	3.0 (n = 59)
Ohio (n = 706)	13.9 (n = 685)	*	2.3 (n = 248)	4.9 (n = 293)	3.9 (n = 325)	7.7 (n = 327)	5.8 (n = 404)
Oklahoma (n = 204)	16.0 (n = 204)	5.7 (n = 58)	7.6 (n = 77)	5.8 (n = 93)	9.5 (n = 135)	3.8 (n = 76)	2.4 (n = 54)
Oregon (n = 207)	12.1 (n = 204)	5.7 (n = 151)	4.0 (n = 59)	4.0 (n = 77)	2.2 (n = 73)	4.6 (n = 83)	3.6 (n = 110)
Pennsylvania (n = 611)	12.8 (n=596)	4.4 (n=320)	5.9 (n=333)	5.1 (n=289)	5.1 (n=255)	2.7 (n=181)	3.4 (n=239)
Rhode Island (n = 71)	16.1 (n=67)	4.5 (n=46)	5.2 (n=35)	6.6 (n=50)	4.2 (n=37)	1.5 (n=29)	3.0 (n=38)
South Carolina (n=179)	12.5 (n=177)	5.4 (n=43)	3.5 (n=52)	7.0 (n=74)	6.0 (n=103)	2.2 (n=44)	5.2 (n=42)
South Dakota (n= 138)	7.1 (n=136)	*	1.1 (n=46)	4.2 (n=78)	2.7 (n=64)	2.4 (n=49)	3.8 (n=74)
Tennessee (n = 277)	14.2 (n=277)	3.1 (n=123)	2.6 (n=104)	7.1 (n=182)	5.8 (n=196)	1.9 (n=117)	2.0 (n=113)
Texas (n = 821)	19.1 (n=792)	5.7 (n=330)	4.7 (n=282)	6.8 (n=366)	8.4 (n=376)	6.6 (n=299)	7.3 (n=362)
Utah (n = 107)	15.5 (n=106)	8.7 (n=47)	4.8 (n=48)	6.2 (n=55)	4.4 (n=45)	4.1 (n=45)	3.0 (n=40)
Vermont (n= 181)	6.3 (n=179)	1.0 (n=73)	1.5 (n=63)	2.2 (n=114)	1.7 (n=81)	2.0 (n=75)	3.5 (n=113)
Virginia (n= 334)	16.0 (n=331)	5.3 (n=171)	4.6 (n=109)	6.6 (n=137)	7.0 (n=155)	3.3 (n=100)	5.4 (n=156)
Washington (n= 321)	15.1 (n=317)	5.7 (n=230)	18.7 (n=116)	3.3 (n=82)	3.6 (n=127)	2.7 (n=73)	3.2 (n=90)
Washington, DC (n = 23)	29.2 (n = 23)	16.5 (n = 3)	--	23.8 (n = 23)	54.0 (n = 1)	--	--
West Virginia (n = 164)	6.9 (n = 154)	*	1.1 (n = 47)	2.9 (n = 82)	4.0 (n = 106)	2.3 (n = 48)	2.6 (n = 51)
Wisconsin (n = 453)	9.4 (n=449)	2.4 (n=180)	2.6 (n=152)	3.3 (n=194)	2.9 (n=202)	2.6 (n=175)	5.2 (n=304)
Wyoming (n = 75)	11.0 (n=73)	2.0 (n=39)	2.7 (n=43)	7.6 (n=37)	3.8 (n=36)	2.1 (n=36)	3.2 (n=32)
National	14.2 (n=15,482)	4.6 (n=7,122)	5.1 (n=6,432)	5.3 (n=7,156)	5.5 (n=7,325)	4.6 (n=5,856)	5.1 (n=6,967)

Key * = Insufficient data to report
 -- = No data to report

Figure 90 shows the average number of public Internet workstations libraries have by age as well as the average total number of workstations. State responses to the question are by libraries indicating that there is free public access Internet available. Libraries in Washington, DC (29.2)

and Florida (29.1) report the highest average number of workstations. Libraries in Hawaii (5.5) and Nebraska (5.9) report the lowest averages. Libraries in Washington, DC (16.5) and Maryland (12.4) report the highest average number of workstations less than one year old. Libraries in Maryland (23.4) and Florida (12.1) report the highest average number of five-year-old workstations. Libraries in Washington (18.7) report the highest average number of workstations that are two years old and libraries in Washington, DC report the highest average number of workstations that are three years old (23.8) and four years old (54.0).

Figure 91: Public Library Outlet Public Access Internet Workstation/Laptop Replacement Schedule**

State	The average replacement schedule is every year	The average replacement schedule is every 2 years	The average replacement schedule is every 3 years	The average replacement schedule is every 4 years	The average replacement schedule is every 5 years	The library has another replacement or addition schedule	The library does not know the average replacement or addition schedule	The library does not have a replacement or addition schedule
Alaska (n = 98)	--	5.5% (n = 2)	43.9% (n = 12)	11.0% (n = 3)	5.5% (n = 2)	34.1% (n = 10)	4.7% (n = 5)	66.4% (n = 65)
Arizona (n = 181)	--	2.4% (n = 3)	10.5% (n = 13)	35.0% (n = 44)	52.1% (n = 66)	--	3.4% (n = 6)	24.8% (n = 43)
Arkansas (n = 204)	--	--	15.8% (n = 4)	84.2% (n = 21)	--	--	1.9% (n = 4)	85.5% (n = 173)
Colorado (n = 243)	--	1.7% (n = 2)	39.8% (n = 54)	42.0% (n = 57)	6.4% (n = 9)	10.1% (n = 14)	2.4% (n = 6)	39.0% (n = 92)
Connecticut (n = 220)	--	--	18.4% (n = 12)	41.4% (n = 27)	34.8% (n = 23)	5.4% (n = 3)	--	69.5% (n = 148)
Delaware (n = 32)	6.5% (n = 1)	--	75.4% (n = 15)	6.5% (n = 1)	--	11.6% (n = 2)	--	37.8% (n = 12)
Florida (n = 478)	1.0% (n = 2)	--	15.7% (n = 35)	24.1% (n = 54)	54.0% (n = 122)	5.2% (n = 12)	*	51.3% (n = 243)
Georgia (n = 380)	--	--	29.9% (n = 16)	20.5% (n = 11)	40.6% (n = 21)	9.0% (n = 5)	7.0% (n = 27)	79.2% (n = 301)
Hawaii (n = 50)	--	--	--	--	--	--	8.0% (n = 4)	92.0% (n = 46)
Idaho (n = 134)	3.0% (n = 1)	--	6.0% (n = 3)	28.5% (n = 14)	46.9% (n = 22)	15.7% (n = 7)	1.1% (n = 1)	63.3% (n = 85)
Illinois (n = 764)	8.6% (n = 17)	4.3% (n = 8)	32.9% (n = 63)	18.6% (n = 36)	24.2% (n = 46)	11.5% (n = 22)	*	74.0% (n = 561)
Indiana (n = 403)	2.0% (n = 4)	1.7% (n = 4)	19.2% (n = 40)	25.5% (n = 53)	45.9% (n = 96)	5.7% (n = 12)	*	46.5% (n = 183)
Iowa (n = 531)	2.5% (n = 3)	5.1% (n = 7)	36.5% (n = 47)	28.1% (n = 36)	20.2% (n = 26)	7.6% (n = 10)	1.9% (n = 10)	73.4% (n = 384)
Kansas (n = 370)	2.5% (n = 5)	--	22.7% (n = 41)	31.8% (n = 58)	15.1% (n = 28)	27.8% (n = 51)	--	49.0% (n = 179)
Kentucky (n = 183)	--	10.4% (n = 7)	32.7% (n = 23)	3.5% (n = 2)	20.8% (n = 14)	32.6% (n = 23)	4.1% (n = 7)	56.5% (n = 99)
Louisiana (n = 310)	--	--	26.4% (n = 31)	45.1% (n = 53)	26.7% (n = 31)	1.8% (n = 2)	--	62.0% (n = 190)
Maine (n = 268)	4.9% (n = 3)	4.9% (n = 3)	9.8% (n = 6)	50.8% (n = 31)	19.7% (n = 12)	9.8% (n = 6)	--	77.0% (n = 206)
Maryland (n = 178)	--	--	24.2% (n = 37)	38.7% (n = 60)	33.6% (n = 52)	3.5% (n = 5)	--	12.8% (n = 23)
Massachusetts (n = 444)	--	2.7% (n = 3)	27.3% (n = 27)	29.6% (n = 29)	25.2% (n = 25)	15.2% (n = 15)	*	77.2% (n = 341)
Minnesota (n = 347)	4.6% (n = 12)	--	3.9% (n = 10)	26.8% (n = 71)	61.8% (n = 163)	2.9% (n = 8)	--	24.3% (n = 84)
Mississippi (n = 228)	--	--	46.0% (n = 38)	44.0% (n = 36)	8.3% (n = 7)	1.7% (n = 1)	--	24.3% (n = 84)
Missouri (n = 351)	3.6% (n = 6)	1.8% (n = 3)	21.6% (n = 34)	34.5% (n = 55)	32.1% (n = 51)	6.5% (n = 10)	*	52.6% (n = 180)
Montana (n = 103)	7.7% (n = 1)	--	38.5% (n = 6)	30.8% (n = 5)	15.4% (n = 3)	7.7% (n = 1)	5.1% (n = 5)	78.5% (n = 80)
Nebraska (n = 217)	4.9% (n = 3)	4.9% (n = 3)	9.9% (n = 6)	19.8% (n = 13)	19.8% (n = 13)	40.7% (n = 27)	1.2% (n = 3)	75.4% (n = 210)

Figure 91: Public Library Outlet Public Access Internet Workstation/Laptop Replacement Schedule**

State	The average replacement schedule is every year	The average replacement schedule is every 2 years	The average replacement schedule is every 3 years	The average replacement schedule is every 4 years	The average replacement schedule is every 5 years	The library has another replacement or addition schedule	The library does not know the average replacement or addition schedule	The library does not have a replacement or addition schedule
Nevada (n = 81)	--	--	7.0% (n = 1)	7.0% (n = 1)	85.9% (n = 17)	--	--	75.8% (n = 62)
New Jersey (n = 449)	4.1% (n = 6)	1.4% (n = 2)	31.4% (n = 44)	35.1% (n = 49)	10.4% (n = 15)	17.7% (n = 25)	1.7% (n = 8)	66.2% (n = 291)
New Mexico (n = 96)	--	--	72.8% (n = 31)	9.1% (n = 4)	13.6% (n = 6)	4.5% (n = 2)	--	55.5% (n = 52)
New York (n = 1,038)	1.8% (n = 5)	5.4% (n = 15)	24.2% (n = 67)	16.6% (n = 46)	39.0% (n = 108)	12.9% (n = 36)	*	72.3% (n = 742)
North Carolina (n = 381)	--	--	34.2% (n = 70)	29.2% (n = 60)	24.9% (n = 51)	11.7% (n = 24)	1.5% (n = 6)	44.9% (n = 171)
North Dakota (n = 80)	--	--	--	60.0% (n = 9)	20.0% (n = 3)	20.0% (n = 3)	--	80.2% (n = 64)
Ohio (n = 706)	*	1.0% (n = 3)	43.4% (n = 153)	18.3% (n = 64)	28.5% (n = 100)	8.3% (n = 29)	*	49.4% (n = 346)
Oklahoma (n = 204)	6.3% (n = 8)	2.7% (n = 3)	37.8% (n = 46)	9.5% (n = 12)	37.4% (n = 46)	6.3% (n = 8)	5.7% (n = 12)	34.1% (n = 70)
Oregon (n = 207)	--	--	10.7% (n = 9)	71.3% (n = 58)	11.1% (n = 9)	6.9% (n = 6)	1.4% (n = 3)	58.8% (n = 121)
Pennsylvania (n = 611)	1.4% (n=3)	12.6% (n=25)	36.5% (n=74)	15.0% (n=30)	26.3% (n=53)	8.3% (n=17)	1.9% (n=11)	64.8% (n=393)
Rhode Island (n = 71)	--	--	27.2% (n=6)	63.7% (n=14)	9.1% (n=2)	--	--	67.5% (n=47)
South Carolina (n=179)	--	--	40.9% (n=19)	46.6% (n=22)	12.4% (n=6)	--	--	73.2% (n=129)
South Dakota (n= 138)	--	--	12.8% (n=5)	78.6% (n=32)	8.5% (n=4)	--	2.6% (n=4)	67.2% (n=91)
Tennessee (n = 277)	2.6% (n=2)	3.6% (n=3)	32.9% (n=25)	13.3% (n=10)	22.9% (n=18)	24.7% (n=19)	4.9% (n=13)	67.3% (n=186)
Texas (n = 821)	1.4% (n=4)	--	30.0% (n=88)	27.6% (n=81)	31.6% (n=92)	9.4% (n=28)	2.0% (n=16)	61.7% (n=497)
Utah (n = 107)	--	18.8% (n=7)	13.8% (n=5)	37.6% (n=13)	24.4% (n=9)	5.3% (n=2)	1.8% (n=2)	65.3% (n=70)
Vermont (n= 181)	7.5% (n=2)	7.5% (n=2)	10.8% (n=3)	35.5% (n=10)	18.3% (n=5)	20.4% (n=6)	2.3% (n=4)	82.6% (n=148)
Virginia (n= 334)	*	--	21.5% (n=44)	23.1% (n=47)	50.2% (n=102)	4.5% (n=9)	--	39.1% (n=130)
Washington (n= 321)	--	--	35.2% (n=63)	24.0% (n=43)	39.6% (n=71)	1.3% (n=2)	1.3% (n=4)	42.8% (n=136)
Washington, DC (n = 23)	--	--	--	100% (n = 23)	--	--	--	--
West Virginia (n = 164)	--	--	17.7% (n = 1)	17.7% (n = 1)	64.6% (n = 5)	--	8.7% (n = 14)	86.3% (n = 139)
Wisconsin (n = 453)	5.6% (n=10)	2.0% (n=3)	15.4% (n=27)	19.4% (n=34)	20.1% (n=35)	37.4% (n=65)	1.3% (n=6)	60.2% (n=271)
Wyoming (n = 75)	--	--	56.3% (n=16)	24.1% (n=7)	19.5% (n=6)	--	1.6% (n=1)	59.4% (n=45)
National	1.6% (n=102)	1.5% (n=93)	27.3% (n=1,720)	28.8% (n=1,811)	31.6% (n=1,991)	9.2% (n=580)	1.4% (n=227)	58.7% (n=9,282)

Key * = Insufficient data to report; -- = No data to report

** = The replacement schedule percentages (e.g., every 2 years, every 3 years) is out of libraries which reported that they have a replacement schedule

Figure 91 shows the average workstation replacement schedule of public libraries. State responses to the question are libraries indicating that there is free public access Internet available. Overall, 58.7 percent of libraries report that they do not have a replacement schedule. Of those that do, every five years is most frequently reported (31.6 percent). In Maryland, the state where the highest percentage of libraries reported having a replacement schedule (87.2 percent), a four-year replacement schedule was most frequently reported (38.7 percent). Illinois (8.6 percent) had the highest percentage of libraries reporting a replacement schedule of every year, Utah (18.8 percent) of every two years, Delaware (75.4 percent) of every three years, Washington, DC (100 percent) of every four years, and Nevada (85.9 percent) of every five years.

Figure 92: Public Library Outlet Ability to Maintain Public Access Workstation Replacement Schedule by State

State	The library will be able to maintain its replacement schedule and plans to add workstations within the next year	The library will be able to maintain its replacement schedule, but does not know at this time how many workstations will be added	The library will not be able to maintain its replacement schedule within the next year	Don't Know	The average number of workstations that the library plans to add within the next year
Alaska (n=28)	21.1% (n=5)	42.2% (n=9)	36.7% (n=8)	12.3% (n=3)	8.3 (n=5)
Arizona (n=126)	12.4% (n=7)	40.0% (n=24)	47.6% (n=29)	27.2% (n=23)	37.9 (n=7)
Arkansas (n=25)	81.3% (n=17)	--	18.7% (n=4)	--	3.8 (n=17)
Colorado (n= 139)	32.9% (n=32)	50.5% (n=50)	16.6% (n=16)	2.4% (n=2)	13.6 (n=32)
Connecticut (n=65)	27.4% (n=16)	49.3% (n=30)	23.2% (n=14)	--	8.5 (n=16)
Delaware (n=20)	21.0% (n=3)	31.5% (n=4)	47.6% (n=6)	15.6% (n=2)	5.0 (n=3)
Florida (n=227)	6.5% (n=14)	55.7% (n=119)	37.8% (n=81)	1.1% (n=2)	27.8 (n=14)
Georgia (n=53)	8.4% (n=4)	58.2% (n=25)	33.3% (n=14)	7.8% (n=4)	148.0 (n=4)
Hawaii (n=0)	--	--	--	--	--
Idaho (n=48)	18.5% (n=8)	62.7% (n=27)	18.8% (n=8)	--	8.2 (n=8)
Illinois (n=192)	21.5% (n=38)	63.0% (n=112)	15.4% (n=28)	1.5% (n=3)	16.5 (n=38)
Indiana (n=209)	22.2% (n=42)	69.8% (n=131)	7.9% (n=15)	1.0% (n=2)	11.7 (n=42)
Iowa (n=129)	34.8% (n=40)	46.3% (n=53)	18.9% (n=21)	--	4.2 (n=40)
Kansas (n= 187)	27.7% (n=45)	66.7% (n=109)	5.6% (n=9)	7.5% (n=13)	6.6 (n=45)
Kentucky (n=69)	10.0% (n=5)	71.6% (n=35)	18.4% (n=9)	22.1% (n=14)	3.5 (n=5)
Louisiana (n=116)	8.5% (n=9)	91.5% (95)	--	1.7% (n=2)	2.7 (n=9)
Maine (n= 62)	34.7% (n=18)	42.2% (n=22)	23.1% (n=12)	5.5% (n=3)	2.5 (n=18)
Maryland (n=155)	1.6% (n=2)	68.6% (n=88)	29.8% (n=38)	13.5% (n=20)	35.2 (n=2)
Massachusetts (n=98)	39.2% (n=30)	27.8% (n=21)	32.9% (n=25)	16.6% (n=15)	9.6 (n=30)
Minnesota (n=160)	38.5% (n=60)	33.8% (n=53)	27.8% (n=44)	--	210.2 (n=60)
Mississippi (n=82)	33.5% (n=27)	27.3% (n=22)	39.1% (n=32)	--	11.6 (n=27)
Missouri (n=263)	21.3% (n=27)	59.9% (n=76)	18.9% (n=24)	9.1% (n=13)	4.2 (n=27)
Montana (n =17)	8.3% (n=1)	58.3% (n=9)	33.3% (n=5)	7.7% (n=1)	3.0 (n=1)
Nebraska (n=65)	52.2% (n=29)	30.4% (n=17)	17.4% (n=10)	5.5% (n=3)	4.4 (n=29)

Figure 92: Public Library Outlet Ability to Maintain Public Access Workstation Replacement Schedule by State

State	The library will be able to maintain its replacement schedule and plans to add workstations within the next year	The library will be able to maintain its replacement schedule, but does not know at this time how many workstations will be added	The library will not be able to maintain its replacement schedule within the next year	Don't Know	The average number of workstations that the library plans to add within the next year
Nevada (n=20)	7.7% (n=1)	92.3% (n=17)	--	--	1.0 (n=1)
New Jersey (n=141)	16.4% (n=19)	77.1% (n=90)	6.5% (n=8)	3.2% (n=4)	11.6 (n=19)
New Mexico (n=42)	23.0% (n=8)	65.3% (n=23)	11.8% (n=4)	9.6% (n=4)	6.0 (n=8)
New York (n=84)	24.0% (n=46)	48.6% (n=94)	27.4% (n=53)	5.0% (n=10)	6.2 (n=46)
North Carolina (n=205)	10.5% (n=15)	41.5% (n=60)	48.0% (n=69)	16.0% (n=27)	5.2 (n=15)
North Dakota (n= 16)	66.7% (n=6)	--	33.3% (n=3)	25.0% (n=1)	3.5 (n= 6)
Ohio (n=352)	3.6% (n=12)	47.1% (n=155)	49.2% (n=162)	3.9% (n=13)	3.4 (n=12)
Oklahoma (n=123)	10.4% (n=12)	86.1% (n=96)	3.5% (n=4)	3.4% (n=4)	2.7 (n=12)
Oregon (n=82)	61.5% (n=45)	30.2% (n=22)	8.2% (n=6)	--	7.7 (n=45)
Pennsylvania (n=202)	17.6% (n=28)	39.9% (n=63)	42.4% (n=67)	10.0% (n=17)	7.2 (n=28)
Rhode Island (n=22)	22.3% (n=4)	66.7% (n=12)	10.9% (n=2)	--	2.5 (n=4)
South Carolina (n=47)	20.8% (n=7)	40.8% (n=13)	38.5% (n=12)	--	7.7 (n=7)
South Dakota (n= 41)	12.5% (n=2)	62.5% (n=9)	25.0% (n=4)	20.0% (n=4)	6.0 (n=2)
Tennessee (n=77)	18.5% (n=9)	76.0% (n=39)	5.5% (n=3)	26.1% (n=18)	6.7 (n=9)
Texas (n=293)	26.8% (n=70)	42.7% (n=111)	30.5% (n=79)	1.9% (n=5)	8.4 (n=70)
Utah (n=35)	--	73.0% (n=23)	27.0% (n=9)	5.6% (n=2)	--
Vermont (n= 27)	36.0% (n=9)	36.0% (n=9)	27.9% (n=7)	--	3.3 (n=9)
Virginia (n= 203)	18.9% (n=30)	52.6% (n=84)	28.6% (n=46)	10.0% (n=18)	25.9 (n=30)
Washington (n= 178)	39.0% (n=23)	53.2% (n=31)	7.8% (n=5)	--	10.7 (n=23)
Washington, DC (n=23)	--	--	100% (n=23)	--	--
West Virginia (n=164)	--	82.3% (n=7)	17.7% (n=1)	--	1.6 (n=9)
Wisconsin (n=174)	41.4% (n=60)	46.6% (n=67)	12.0% (n=17)	--	4.4 (n=60)
Wyoming (n=29)	17.6% (n=5)	54.9% (n=14)	27.5% (n=7)	4.4% (n=1)	17.6 (n=5)
National	20.0% (n=983)	53.4% (n=2,626)	26.7% (n=1,313)	6.5% (n=344)	18.7 (n=983)

Key * =Insufficient data to report; --=No data to report

Figure 92 shows public libraries abilities to maintain their public access workstation replacement schedules and the average number of workstations planning to be replaced within the year. State responses to the question are libraries indicating that there is free public access Internet available and a replacement schedule. Washington, DC (100 percent) and Ohio (49.2 percent) have the highest percentage of libraries reporting that they are unable to maintain their replacement schedule. Oklahoma (96.5 percent) and Tennessee (94.5 percent) have the highest percentage of libraries reporting that they will be able to maintain their replacement schedule. Minnesota (210.20) and Georgia (148.00) libraries report the highest average number of workstations that will be replaced.

Figure 93: Public Library Outlet Public Access Internet Workstations Addition Schedule by State

State	The library plans to add workstations within the next year	The library is planning to add workstations or laptops within the next year, but does not know how many at this time	The library has no plans to add workstations within the next year	Other	Don't Know	The average number of workstations that the library plans to add within the next year
Alaska (n=98)	19.7% (n=18)	10.1% (n=9)	58.4% (n=54)	6.8% (n=6)	5.1% (n=5)	2.5 (n=18)
Arizona (n=181)	12.0% (n=19)	24.2% (n=39)	51.7% (n=83)	10.2% (n=16)	1.9% (n=3)	10.5 (n=19)
Arkansas (n=204)	12.1% (n=23)	13.8% (n=26)	65.7% (n=122)	3.2% (n=6)	5.3% (n=10)	4.4 (n=23)
Colorado (n= 243)	17.6% (n=37)	10.9% (n=23)	64.5% (n=136)	1.1% (n=2)	5.8% (n=12)	6.5 (n=37)
Connecticut (n=220)	16.6% (n=33)	15.4% (n=31)	61.1% (n=123)	1.7% (n=3)	5.2% (n=10)	3.1 (n=33)
Delaware (n=32)	17.7% (n=5)	6.8% (n=2)	53.4% (n=16)	8.8% (n=3)	13.3% (n=4)	9.8 (n=5)
Florida (n=478)	3.6% (n=17)	21.5% (n=101)	69.0% (n=322)	3.0% (n=14)	2.9% (n=13)	5.7 (n=17)
Georgia (n=380)	4.7% (n=18)	9.5% (n=35)	62.7% (n=234)	15.0% (n=56)	8.0% (n=30)	4.7 (n=18)
Hawaii (n= 50)	4.0% (n=2)	8.0% (n=4)	36.0% (n=18)	36.0% (n=18)	16% (n=8)	3.0 (n=2)
Idaho (n=134)	5.3% (n=7)	12.0% (n=16)	73.0% (n=97)	7.5% (n=10)	2.2% (n=3)	2.7 (n=7)
Illinois (n=764)	17.0% (n=124)	20.3% (n=148)	52.8% (n=385)	6.8% (n=50)	3.0% (n=22)	3.1 (n=124)
Indiana (n=403)	12.4% (n=48)	16.7% (n=64)	61.8% (n=236)	6.0% (n=23)	3.0% (n=12)	4.3 (n=48)
Iowa (n=531)	12.3% (n=63)	11.5% (n=59)	65.7% (n=337)	6.7% (n=34)	3.8% (n=20)	2.5 (n=63)
Kansas (n= 370)	14.0% (n=50)	14.2% (n=51)	56.4% (n=201)	10.3% (n=37)	5.2% (n=18)	5.0 (n=50)
Kentucky (n=183)	11.3% (n=19)	26.0% (n=44)	55.6% (n=95)	5.7% (n=10)	1.4% (n=2)	8.8 (n=19)
Louisiana (n=310)	7.4% (n=22)	15.3% (n=46)	67.4% (n=201)	2.4% (n=7)	7.6% (n=23)	5.1 (n=22)
Maine (n= 268)	32.6% (n=84)	11.5% (n=30)	46.6% (n=121)	9.4% (n=24)	--	1.9 (n=84)
Maryland (n=178)	6.1% (n=11)	15.2% (n=27)	76.3% (n=134)	2.5% (n=4)	--	11.1 (n=11)
Massachusetts (n=444)	20.3% (n=85)	10.7% (n=45)	60.0% (n=251)	3.7% (n=15)	5.3% (n=22)	3.1 (n=85)
Minnesota (n=347)	10.4% (n=35)	5.6% (n=19)	74.3% (n=249)	8.8% (n=29)	*	4.0 (n=35)
Mississippi (n=228)	1.2% (n=3)	18.0% (n=14)	75.7% (n=172)	2.5% (n=6)	2.5% (n=6)	1.0 (n=3)
Missouri (n=351)	20.6% (n=67)	10.2% (n=33)	63.0% (n=206)	5.4% (n=18)	*	*
Montana (n =103)	13.2% (n=13)	10.5% (n=10)	64.5% (n=64)	6.6% (n=6)	5.3% (n=5)	3.3 (n=13)
Nebraska (n=217)	9.6% (n=26)	16.4% (n=45)	65.8% (n=181)	7.0% (n=19)	1.2% (n=3)	2.6 (n=26)

Figure 93: Public Library Outlet Public Access Internet Workstations Addition Schedule by State

State	The library plans to add workstations within the next year	The library is planning to add workstations or laptops within the next year, but does not know how many at this time	The library has no plans to add workstations within the next year	Other	Don't Know	The average number of workstations that the library plans to add within the next year
Nevada (n=81)	--	13.2% (n=11)	68.3% (n=54)	18.5% (n=15)	--	--
New Jersey (n=449)	14.1% (n=59)	23.1% (n=97)	55.4% (n=232)	5.4% (n=23)	1.8% (n=8)	4.1 (n=59)
New Mexico (n=96)	18.2% (n=16)	18.7% (n=17)	56.1% (n=50)	4.9% (n=4)	2.1% (n=2)	3.0 (n=16)
New York (n=1,038)	17.7% (n=179)	10.9% (n=110)	65.5% (n=661)	3.1% (n=31)	2.8% (n=28)	4.8 (n=179)
North Carolina (n=381)	10.0% (n=35)	16.1% (n=56)	65.2% (n=228)	4.8% (n=17)	3.8% (n=13)	6.6 (n=35)
North Dakota (n= 80)	32.3% (n=25)	14.1% (n=11)	45.3% (n=35)	--	8.2% (n=6)	3.1 (n=25)
Ohio (n=706)	12.8% (n=88)	33.8% (n=234)	42.0% (n=290)	3.3% (n=23)	8.1% (n=56)	2.0 (n=88)
Oklahoma (n=204)	7.7% (n=15)	17.4% (n=35)	71.0% (n=142)	1.9% (n=4)	1.9% (n=4)	3.3 (n=15)
Oregon (n=207)	16.2% (n=33)	24.1% (n=49)	56.8% (n=115)	2.2% (n=4)	*	4.1 (n=33)
Pennsylvania (n=611)	11.5% (n=68)	10.4% (n=61)	71.8% (n=425)	4.0% (n=24)	2.3% (n=13)	2.6 (n=68)
Rhode Island (n=71)	15.8% (n=11)	9.2% (n=60)	68.9% (n=46)	3.1% (n=2)	3.1% (n=2)	3.9 (n=11)
South Carolina (n=179)	11.6% (n=20)	18.2% (n=32)	66.4% (n=118)	2.5% (n=4)	1.3% (n=2)	16.0 (n=20)
South Dakota (n= 138)	14.3% (n=19)	11.8% (n=16)	66.1% (n=89)	6.5% (n=9)	1.3% (n=2)	4.3 (n=19)
Tennessee (n=277)	7.4% (n=20)	16.2% (n=44)	62.1% (n=168)	7.5% (n=20)	6.7% (n=18)	4.5 (n=20)
Texas (n=821)	13.7% (n=108)	13.9% (n=110)	63.0% (n=500)	5.2% (n=42)	4.2% (n=33)	9.2 (n=108)
Utah (n=107)	11.9% (n=12)	8.2% (n=9)	76.2% (n=79)	3.6% (n=4)	--	4.2 (n=12)
Vermont (n= 181)	18.9% (n=33)	11.0% (n=19)	54.4% (n=95)	11.7% (n=20)	4.0% (n=7)	1.5 (n=33)
Virginia (n= 334)	11.7% (n=38)	14.8% (n=48)	68.9% (n=224)	3.5% (n=11)	1.1% (n=4)	2.1 (n=38)
Washington (n= 321)	32.6% (n=103)	13.2% (n=42)	45.6% (n=144)	5.7% (n=18)	2.9% (n=9)	3.5 (n=103)
Washington, DC (n=23)	12.5% (n=3)	--	87.5% (n=20)	--	--	15.0 (n=3)
West Virginia (n=164)	6.1% (n=10)	9.4% (n=15)	75.7% (n=119)	3.7% (n=6)	5.2% (n=8)	2.3 (n=10)
Wisconsin (n=453)	21.1% (n=92)	19.9% (n=86)	47.8% (n=208)	7.7% (n=33)	3.5% (n=15)	2.4 (n=92)
Wyoming (n=75)	4.7% (n=4)	11.0% (n=8)	78.0% (n=58)	--	6.3% (n=5)	3.0 (n=4)
National	13.3% (n=2,035)	15.4% (n=2,357)	62.5% (n=9,583)	5.2% (n=798)	3.7% (n=563)	4.5 (n=2,035)

Key *=Insufficient data to report; --=No data to report

Figure 93 shows public library's public access workstation schedules and the average number of workstations to be added within the next year. State responses to the question are libraries indicating that there is free public access Internet available. Washington, DC (87.5 percent) and Wyoming (78.0 percent) have the highest percentage of libraries reporting that they do not plan to add workstations in the next year. Ohio (46.6 percent) and North Dakota (46.4 percent) have the highest percentage of libraries reporting that they plan to add workstations. South Carolina (16.0) and Washington, DC (15.0) report the highest average number of workstations that will be replaced.

Figure 94: Factors Influencing the Addition of Public Access Internet Workstations/Laptops by State (1=Strongly Disagree, 5=Strongly Agree)

State	Availability of space	Cost factors	Maintenance, upgrade, and general upkeep	Availability of public service staff	Availability of technical staff	Availability of bandwidth	Availability of electrical outlets, cabling, or other infrastructure	Other
Alaska (n=98)	3.9 (n=93)	4.1 (n=95)	3.2 (n=90)	3.0 (n=88)	3.2 (n=91)	3.3 (n=95)	2.8 (n=91)	1.0 (n=3)
Arizona (n=181)	4.3 (n=172)	4.4 (n=171)	3.0 (n=169)	2.5 (n=165)	2.5 (n=165)	3.0 (n=169)	3.2 (n=175)	5.0 (n=3)
Arkansas (n=204)	4.3 (n=198)	4.1 (n=202)	3.2 (n=194)	3.3 (n=190)	3.0 (n=192)	3.3 (n=194)	3.5 (n=194)	3.0 (n=2)
Colorado (n=243)	4.2 (n=222)	4.1 (n=226)	3.2 (n=213)	3.0 (n=213)	3.0 (n=212)	3.1 (n=215)	3.4 (n=222)	3.7 (n=16)
Connecticut (n=220)	4.1 (n=208)	4.2 (n=211)	3.1 (n=208)	3.1 (n=204)	3.0 (n=197)	2.5 (n=201)	3.3 (n=201)	4.0 (n=10)
Delaware (n=32)	4.0 (n=31)	4.6 (n=32)	2.7 (n=28)	2.8 (n=31)	3.2 (n=28)	3.1 (n=28)	3.3 (n=30)	3.4 (n=7)
Florida (n=478)	4.1 (n=455)	4.6 (n=457)	3.6 (n=444)	3.2 (n=426)	3.5 (n=440)	3.1 (n=437)	3.6 (n=446)	3.0 (n=12)
Georgia (n=380)	3.9 (n=362)	4.7 (n=371)	2.9 (n=347)	3.0 (n=347)	2.8 (n=352)	3.1 (n=343)	3.5 (n=350)	1.7 (n=5)
Hawaii (n=50)	3.6 (n=38)	4.5 (n=48)	3.0 (n=32)	2.9 (n=37)	2.8 (n=35)	4.1 (n=38)	3.6 (n=37)	2.0 (n=2)
Idaho (n=134)	4.3 (n=129)	4.1 (n=131)	2.9 (n=127)	2.9 (n=128)	3.1 (n=126)	3.6 (n=126)	3.3 (n=131)	2.7 (n=14)
Illinois (n=764)	4.2 (n=733)	4.4 (n=734)	3.4 (n=728)	3.1 (n=728)	3.1 (n=731)	3.1 (n=703)	3.4 (n=714)	3.0 (n=38)
Indiana (n=403)	4.3 (n=385)	4.3 (n=386)	3.1 (n=380)	2.8 (n=383)	2.8 (n=379)	3.0 (n=379)	3.4 (n=381)	3.1 (n=24)
Iowa (n=531)	4.0 (n=495)	4.3 (n=492)	3.3 (n=467)	3.0 (n=476)	3.3 (n=469)	2.6 (n=440)	3.3 (n=463)	2.7 (n=67)
Kansas (n=370)	4.2 (n=347)	4.5 (n=361)	3.2 (n=343)	2.9 (n=334)	2.8 (n=338)	2.9 (n=325)	3.4 (n=347)	1.5 (n=37)
Kentucky (n=183)	4.4 (n=171)	4.0 (n=174)	2.9 (n=169)	2.8 (n=174)	2.9 (n=169)	3.1 (n=169)	3.7 (n=171)	2.8 (n=16)
Louisiana (n=310)	4.3 (n=285)	3.6 (n=284)	2.9 (n=267)	3.0 (n=264)	3.0 (n=271)	3.0 (n=272)	3.7 (n=273)	2.3 (n=22)
Maine (n=268)	3.9 (n=259)	4.4 (n=262)	3.2 (n=259)	2.8 (n=250)	3.1 (n=253)	2.6 (n=238)	3.0 (n=253)	2.7 (n=21)
Maryland (n=178)	4.4 (n=177)	4.6 (n=164)	3.3 (n=146)	2.9 (n=146)	3.2 (n=146)	3.0 (n=155)	3.7 (n=155)	4.0 (n=3)
Massachusetts (n=444)	4.0 (n=428)	4.2 (n=434)	3.2 (n=420)	3.2 (n=417)	3.2 (n=419)	2.9 (n=407)	3.5 (n=427)	3.3 (n=25)
Minnesota (n=347)	4.0 (n=340)	4.0 (n=341)	3.3 (n=341)	2.9 (n=334)	3.0 (n=337)	3.0 (n=332)	3.4 (n=334)	3.0 (n=9)
Mississippi (n=228)	4.2 (n=218)	4.6 (n=221)	3.3 (n=224)	3.0 (n=221)	3.1 (n=220)	3.5 (n=224)	3.9 (n=222)	3.1 (n=10)
Missouri (n=351)	4.2 (n=337)	4.2 (n=337)	2.9 (n=317)	2.8 (n=310)	3.1 (n=317)	2.8 (n=316)	3.4 (n=324)	3.3 (n=19)
Montana (n=103)	4.1 (n=99)	4.1 (n=100)	3.2 (n=99)	3.1 (n=97)	3.2 (n=93)	3.3 (n=97)	3.6 (n=96)	3.6 (n=14)
Nebraska (n=217)	4.0 (n=272)	4.4 (n=278)	3.6 (n=262)	3.0 (n=262)	3.2 (n=259)	2.9 (n=253)	3.3 (n=259)	2.7 (n=10)
Nevada (n=81)	4.3 (n=80)	4.3 (n=81)	3.3 (n=81)	3.1 (n=79)	3.1 (n=80)	3.9 (n=81)	3.7 (n=80)	--

Figure 94: Factors Influencing the Addition of Public Access Internet Workstations/Laptops by State (1=Strongly Disagree, 5=Strongly Agree)

State	Availability of space	Cost factors	Maintenance, upgrade, and general upkeep	Availability of public service staff	Availability of technical staff	Availability of bandwidth	Availability of electrical outlets, cabling, or other infrastructure	Other
New Jersey (n=449)	4.3 (n=418)	4.0 (n=416)	2.7 (n=398)	2.6 (n=407)	2.7 (n=409)	2.6 (n=393)	3.7 (n=413)	2.5 (n=20)
New Mexico (n=96)	4.5 (n=91)	3.8 (n=94)	2.9 (n=94)	2.9 (n=92)	3.3 (n=92)	3.6 (n=91)	4.1 (n=86)	2.4 (n=10)
New York (n=1,038)	4.2 (n=1009)	4.3 (n=1002)	2.9 (n=964)	2.8 (n=942)	2.7 (n=962)	3.0 (n=944)	3.5 (n=972)	3.0 (n=54)
North Carolina (n=381)	4.2 (n=357)	4.3 (n=376)	3.2 (n=366)	3.2 (n=369)	3.3 (n=369)	3.0 (n=369)	3.5 (n=350)	3.7 (n=3)
North Dakota (n= 80)	4.0 (n=80)	4.4 (n=80)	3.6 (n=73)	3.2 (n=80)	3.3 (n=80)	2.2 (n=73)	3.5 (n=76)	1.7 (n=9)
Ohio (n=706)	4.1 (n=689)	4.5 (n=687)	2.8 (n=548)	2.8 (n=538)	2.6 (n=672)	2.5 (n=659)	3.6 (n=686)	2.8 (n=17)
Oklahoma (n=204)	4.6 (n=185)	3.8 (n=192)	3.0 (n=185)	2.6 (n=177)	2.9 (n=181)	3.4 (n=173)	4.0 (n=181)	2.8 (n=48)
Oregon (n=207)	4.3 (n=202)	3.9 (n=202)	2.9 (n=199)	2.7 (n=198)	3.1 (n=201)	3.0 (n=195)	3.3 (n=197)	3.1 (n=16)
Pennsylvania (n=611)	4.2 (n=579)	4.6 (n=591)	3.2 (n=550)	3.1 (n=540)	3.1 (n=539)	2.8 (n=526)	3.5 (n=553)	2.7 (n=21)
Rhode Island (n=71)	4.1 (n=65)	4.2 (n=67)	3.0 (n=65)	3.0 (n=65)	2.5 (n=63)	3.7 (n=63)	3.9 (n=65)	--
South Carolina (n=179)	4.6 (n=175)	3.4 (n=175)	2.4 (n=172)	3.2 (n=161)	2.1 (n=175)	3.0 (n=172)	3.4 (n=173)	3.1 (n=4)
South Dakota (n= 138)	4.2 (n=131)	4.4 (n=134)	3.3 (n=127)	3.1 (n=124)	3.2 (n=124)	3.2 (n=119)	3.3 (n=122)	3.1 (n=13)
Tennessee (n=277)	4.2 (n=266)	4.7 (n=266)	2.9 (n=250)	3.2 (n=246)	2.8 (n=252)	3.1 (n=246)	3.7 (n=250)	2.4 (n=14)
Texas (n=821)	4.1 (n=773)	4.3 (n=782)	3.2 (n=752)	3.1 (n=755)	3.1 (n=748)	3.3 (n=738)	3.6 (n=743)	2.8 (n=69)
Utah (n=107)	4.6 (n=106)	4.1 (n=106)	3.1 (n=104)	2.6 (n=104)	2.4 (n=102)	2.8 (n=97)	3.4 (n=106)	--
Vermont (n= 181)	3.9 (n=165)	4.2 (n=175)	3.1 (n=165)	2.7 (n=171)	2.9 (n=171)	2.4 (n=152)	2.9 (n=159)	3.3 (n=14)
Virginia (n= 334)	4.0 (n=316)	4.6 (n=322)	3.3 (n=312)	3.0 (n=310)	3.0 (n=312)	3.1 (n=310)	3.7 (n=308)	3.2 (n=6)
Washington (n= 321)	4.5 (n=318)	3.9 (n=278)	2.8 (n=301)	2.8 (n=294)	2.6 (n=291)	2.9 (n=311)	4.1 (n=289)	3.8 (n=6)
Washington, DC (n=23)	1.3 (n=23)	5.0 (n=23)	1.0 (n=21)	1.0 (n=21)	1.0 (n=21)	1.0 (n=21)	1.0 (n=21)	--
West Virginia (n=164)	4.1 (n=154)	4.5 (n=155)	3.0 (n=138)	2.6 (n=151)	2.5 (n=134)	2.9 (n=145)	3.3 (n=150)	1.0 (n=10)
Wisconsin (n=453)	4.1 (n=449)	4.3 (n=443)	3.2 (n=424)	3.0 (n=425)	3.1 (n=433)	3.3 (n=430)	3.4 (n=431)	2.2 (n=31)
Wyoming (n=75)	4.4 (n=67)	4.1 (n=70)	3.3 (n=65)	3.1 (n=63)	3.3 (n=62)	3.1 (n=63)	3.6 (n=62)	3.6 (n=7)
National	4.2 (n=15,166)	4.3 (n=15,273)	3.1 (n=14,515)	3.0 (n=14,438)	3.0 (n=14,675)	3.0 (n=14,514)	3.5 (n=14,711)	2.8 (n=827)

Key * =Insufficient data to report
 --=No data to report

Factors that influence the addition of public access Internet workstations are shown in Figure 94. State responses to the question are libraries indicating that there is free public access Internet available. The responses of libraries in most states mirror the national responses, with cost being identified as the most important factor, followed by space and infrastructure. In thirteen states, space was identified as the most important factor and in four states cost and space were rated equally high. Of the states that identified space as the most important factor, Louisiana, New Mexico, Oklahoma, South Carolina and Washington rated infrastructure the second most important factor and cost third. Hawaii identified cost as the most factor, but bandwidth as the second.

Figure 95: Factors Influencing Replacement of Public Access Internet Workstations/Laptops by State (1=Strongly Disagree, 5=Strongly Agree)

State	Cost factors	Maintenance, upgrade, and general upkeep	Availability of technical staff
Alaska (n=98)	4.2 (n=95)	3.3 (n=92)	3.4 (n=91)
Arizona (n=181)	4.4 (n=172)	2.9 (n=169)	2.8 (n=172)
Arkansas (n=204)	4.3 (n=202)	3.2 (n=194)	3.1 (n=196)
Colorado (n= 243)	4.0 (n=214)	3.0 (n=207)	2.9 (n=204)
Connecticut (n=220)	4.4 (n=208)	3.0 (n=206)	3.1 (n=206)
Delaware (n=32)	4.5 (n=32)	3.1 (n=28)	3.0 (n=28)
Florida (n=478)	4.6 (n=445)	3.5 (n=436)	3.6 (n=436)
Georgia (n=380)	4.8 (n=378)	2.9 (n=350)	2.8 (n=352)
Hawaii (n= 50)	4.8 (n=48)	3.3 (n=32)	3.1 (n=32)
Idaho (n=134)	4.3 (n=130)	3.0 (n=125)	3.1 (n=125)
Illinois (n=764)	4.5 (n=742)	3.4 (n=731)	3.2 (n=734)
Indiana (n=403)	4.5 (n=383)	3.1 (n=375)	2.9 (n=378)
Iowa (n=531)	4.6 (n=493)	3.4 (n=473)	3.3 (n=478)
Kansas (n= 370)	4.6 (n=352)	3.2 (n=339)	2.9 (n=334)
Kentucky (n=183)	4.2 (n=176)	3.2 (n=174)	3.0 (n=171)
Louisiana (n=310)	3.6 (n=281)	3.2 (n=279)	3.0 (n=273)
Maine (n= 268)	4.5 (n=265)	3.2 (n=253)	3.1 (n=244)
Maryland (n=178)	4.7 (n=171)	3.2 (n=141)	3.1 (n=141)
Massachusetts (n=444)	4.4 (n=429)	3.1 (n=416)	3.2 (n=414)
Minnesota (n=347)	4.4 (n=343)	3.3 (n=308)	3.1 (n=309)
Mississippi (n=228)	4.7 (n=222)	3.4 (n=225)	3.1 (n=221)
Missouri (n=351)	4.4 (n=335)	3.1 (n=314)	2.9 (n=317)
Montana (n =103)	4.4 (n=101)	3.2 (n=97)	3.0 (n=99)
Nebraska (n=217)	4.6 (n=268)	3.4 (n=262)	3.2 (n=258)
Nevada (n=81)	4.6 (n=81)	3.2 (n=79)	3.1 (n=81)
New Jersey (n=449)	4.1 (n=401)	2.9 (n=393)	2.7 (n=393)

Figure 95: Factors Influencing Replacement of Public Access Internet Workstations/Laptops by State (1=Strongly Disagree, 5=Strongly Agree)

State	Cost factors	Maintenance, upgrade, and general upkeep	Availability of technical staff
New Mexico (n=96)	4.1 (n=92)	3.1 (n=92)	3.2 (n=89)
New York (n=1,038)	4.5 (n=996)	3.0 (n=963)	2.7 (n=951)
North Carolina (n=381)	4.4 (n=370)	3.3 (n=366)	3.1 (n=366)
North Dakota (n=80)	4.5 (n=80)	3.3 (n=76)	3.2 (n=80)
Ohio (n=706)	4.7 (n=696)	2.9 (n=625)	2.9 (n=674)
Oklahoma (n=204)	4.4 (n=189)	3.5 (n=177)	2.9 (n=181)
Oregon (n=207)	4.0 (n=199)	3.1 (n=202)	3.1 (n=201)
Pennsylvania (n=611)	4.7 (n=584)	3.3 (n=536)	3.1 (n=521)
Rhode Island (n=71)	4.3 (n=67)	2.8 (n=65)	2.8 (n=65)
South Carolina (n=179)	3.8 (n=177)	2.5 (n=170)	2.4 (n=170)
South Dakota (n=138)	4.7 (n=136)	3.4 (n=131)	3.2 (n=126)
Tennessee (n=277)	4.8 (n=275)	3.1 (n=275)	2.8 (n=250)
Texas (n=821)	4.6 (n=799)	3.3 (n=746)	3.2 (n=740)
Utah (n=107)	4.6 (n=107)	3.2 (n=97)	2.5 (n=97)
Vermont (n=181)	4.8 (n=177)	3.2 (n=165)	2.8 (n=167)
Virginia (n=334)	4.6 (n=327)	3.0 (n=313)	3.1 (n=311)
Washington (n=321)	4.4 (n=315)	2.5 (n=231)	2.4 (n=239)
Washington, DC (n=23)	5.0 (n=23)	1.0 (n=21)	1.0 (n=21)
West Virginia (n=164)	4.5 (n=151)	3.0 (n=144)	2.5 (n=133)
Wisconsin (n=453)	4.5 (n=443)	3.2 (n=423)	3.1 (n=425)
Wyoming (n=75)	4.5 (n=74)	3.2 (n=67)	3.2 (n=66)
National	4.5 (n=15,161)	3.2 (n=14,489)	3.0 (n=14,504)
Key *=Insufficient data to report --=No data to report			

Factors that influence the replacement of public access Internet workstations are shown in Figure 95. State responses to the question are libraries indicating that there is free public access Internet available. The responses of libraries in most states mirror the national responses, with cost being identified as the most important factor, followed by maintenance and availability of

technical staff. Cost was identified as the most important factor in all states. Alaska, Connecticut, Florida, Indiana, Massachusetts, New Mexico and Virginia identified availability of staff as the second most important factor. In Ohio, Oregon, Rhode Island, Washington, DC and Wyoming maintenance and staff availability received equal ratings.

Figure 96: Public Library Outlet Length of Time to Get Computers Back in Service by State

State	Less than one day	One day	Two days	More than two days	Don't know	Other amount of time
Alaska (n=98)	15.8% (n=16)	14.2% (n=14)	12.0% (n=12)	32.7% (n=32)	7.9% (n=8)	17.4% (n=17)
Arizona (n=181)	3.4% (n=6)	19.4% (n=34)	41.8% (n=73)	33.6% (n=59)	--	1.7% (n=3)
Arkansas (n=204)	24.8% (n=50)	21.6% (n=44)	21.8% (n=44)	27.9% (n=56)	1.0% (n=2)	2.9% (n=6)
Colorado (n=243)	28.8% (n=67)	25.8% (n=60)	30.0% (n=70)	12.4% (n=29)	1.0% (n=2)	2.0% (n=5)
Connecticut (n=220)	22.9% (n=49)	24.1% (n=51)	25.3% (n=54)	21.4% (n=46)	1.4% (n=3)	4.9% (n=10)
Delaware (n=32)	15.3% (n=5)	19.4% (n=6)	22.5% (n=7)	34.7% (n=11)	8.1% (n=3)	--
Florida (n=478)	25.6% (n=120)	21.8% (n=102)	21.9% (n=102)	22.1% (n=103)	*	8.1% (n=38)
Georgia (n=380)	17.8% (n=67)	26.8% (n=100)	24.9% (n=93)	26.4% (n=99)	1.0% (n=4)	3.1% (n=12)
Hawaii (n=50)	14.0% (n=7)	30.0% (n=15)	40.0% (n=20)	10.0% (n=5)	--	6.0% (n=3)
Idaho (n=134)	14.2% (n=19)	21.7% (n=29)	14.2% (n=19)	30.0% (n=40)	5.9% (n=8)	13.9% (n=18)
Illinois (n=764)	15.0% (n=113)	27.0% (n=203)	24.5% (n=184)	22.9% (n=173)	2.2% (n=17)	8.4% (n=63)
Indiana (n=403)	16.9% (n=66)	35.7% (n=140)	20.4% (n=80)	20.2% (n=79)	*	5.8% (n=23)
Iowa (n=531)	21.3% (n=111)	21.7% (n=113)	13.2% (n=69)	28.2% (n=146)	4.1% (n=22)	11.4% (n=59)
Kansas (n=370)	14.9% (n=54)	31.6% (n=114)	28.0% (n=101)	16.5% (n=60)	1.3% (n=5)	7.6% (n=28)
Kentucky (n=183)	20.2% (n=36)	28.9% (n=51)	25.7% (n=45)	19.8% (n=35)	--	5.5% (n=10)
Louisiana (n=310)	21.0% (n=64)	19.7% (n=60)	29.9% (n=92)	18.6% (n=57)	0.9% (n=3)	9.9% (n=30)
Maine (n=268)	13.6% (n=36)	15.9% (n=42)	13.9% (n=37)	32.8% (n=88)	10.2% (n=27)	13.6% (n=36)
Maryland (n=178)	12.1% (n=22)	35.2% (n=63)	30.4% (n=54)	8.6% (n=15)	--	13.7% (n=24)
Massachusetts (n=444)	17.6% (n=77)	25.2% (n=111)	16.7% (n=73)	27.0% (n=118)	4.9% (n=21)	8.7% (n=38)
Minnesota (n=347)	7.5% (n=26)	38.9% (n=135)	10.8% (n=38)	24.0% (n=84)	2.2% (n=8)	16.5% (n=57)
Mississippi (n=228)	6.1% (n=14)	34.8% (n=79)	26.6% (n=60)	27.5% (n=62)	1.9% (n=4)	3.1% (n=7)
Missouri (n=351)	11.9% (n=41)	27.8% (n=95)	25.8% (n=88)	27.4% (n=94)	1.2% (n=4)	5.8% (n=20)
Montana (n=103)	17.7% (n=18)	20.3% (n=21)	17.7% (n=18)	34.2% (n=35)	--	10.1% (n=10)
Nebraska (n=217)	5.8% (n=16)	25.4% (n=71)	10.7% (n=30)	37.3% (n=104)	6.9% (n=19)	13.9% (n=39)
Nevada (n=81)	12.6% (n=10)	10.9% (n=9)	38.2% (n=31)	34.5% (n=28)	1.7% (n=1)	2.0% (n=2)
New Jersey (n=449)	19.3% (n=85)	35.7% (n=156)	24.5% (n=107)	13.2% (n=58)	*	6.4% (n=28)
New Mexico (n=96)	15.8% (n=15)	21.2% (n=20)	29.5% (n=27)	29.3% (n=27)	--	4.1% (n=4)
New York (n=1,038)	17.2% (n=177)	22.4% (n=230)	28.1% (n=288)	19.8% (n=203)	3.6% (n=37)	8.8% (n=90)

Figure 96: Public Library Outlet Length of Time to Get Computers Back in Service by State

State	Less than one day	One day	Two days	More than two days	Don't know	Other amount of time
North Carolina (n=381)	5.4% (n=21)	33.0% (n=125)	24.5% (n=93)	23.8% (n=91)	2.2% (n=8)	11.1% (n=42)
North Dakota (n=80)	11.9% (n=9)	15.8% (n=13)	21.5% (n=17)	42.9% (n=34)	4.0% (n=3)	4.0% (n=3)
Ohio (n=706)	22.5% (n=158)	26.6% (n=186)	27.5% (n=192)	17.2% (n=120)	2.0% (n=14)	4.2% (n=30)
Oklahoma (n=204)	9.9% (n=19)	42.8% (n=84)	23.7% (n=46)	17.7% (n=35)	2.0% (n=4)	3.9% (n=8)
Oregon (n=207)	7.1% (n=15)	22.7% (n=46)	36.9% (n=76)	20.7% (n=42)	2.9% (n=6)	9.8% (n=20)
Pennsylvania (n=611)	13.7% (n=82)	21.4% (n=127)	26.1% (n=155)	22.2% (n=132)	3.4% (n=20)	13.2% (n=79)
Rhode Island (n=71)	3.1% (n=2)	57.2% (n=38)	18.4% (n=12)	12.3% (n=8)	--	9.1% (n=6)
South Carolina (n=179)	11.5% (n=20)	49.5% (n=88)	17.8% (n=31)	5.7% (n=10)	--	15.6% (n=28)
South Dakota (n=138)	14.2% (n=19)	21.2% (n=29)	27.1% (n=37)	22.0% (n=30)	9.0% (n=12)	6.5% (n=9)
Tennessee (n=277)	9.7% (n=26)	19.9% (n=54)	14.6% (n=40)	42.1% (n=115)	3.7% (n=10)	10.1% (n=27)
Texas (n=821)	11.6% (n=93)	18.6% (n=149)	17.5% (n=141)	38.8% (n=312)	3.0% (n=24)	10.5% (n=85)
Utah (n=107)	12.5% (n=13)	42.5% (n=46)	21.3% (n=23)	20.2% (n=22)	3.5% (n=4)	--
Vermont (n=181)	19.3% (n=34)	19.9% (n=360)	19.5% (n=35)	22.9% (n=41)	3.1% (n=6)	15.3% (n=27)
Virginia (n=334)	13.9% (n=46)	35.8% (n=118)	28.2% (n=93)	19.1% (n=63)	0.4% (n=1)	2.7% (n=9)
Washington (n=321)	37.7% (n=120)	20.1% (n=64)	11.8% (n=37)	8.9% (n=28)	14.8% (n=47)	6.7% (n=21)
Washington, DC (n=23)	--	100% (n=23)	--	--	--	--
West Virginia (n=164)	12.8% (n=21)	19.4% (n=31)	11.6% (n=19)	37.6% (n=60)	6.3% (n=10)	12.3% (n=20)
Wisconsin (n=453)	14.3% (n=64)	17.1% (n=77)	21.8% (n=98)	32.2% (n=145)	4.5% (n=20)	10.2% (n=46%)
Wyoming (n=75)	16.8% (n=13)	23.5% (n=18)	17.3% (n=13)	36.1% (n=27)	--	6.3% (n=5)
National	15.4% (n=2,431)	26.4% (n=4,151)	23.4% (n=3,682)	23.8% (n=3,747)	2.8% (n=440)	8.2% (n=1,293)

Weighted missing values, n=234
Key *=Insufficient data to report; --=No data to report

Figure 96 displays the length of time it takes to get public library computers back in service by state. Overall the majority of states reported that high percentage of their library outlets required one day to be back in service. Washington (37.7 percent) and Colorado (28.8 percent) have the highest percentage of libraries that say it takes less than one day to be back in the service. Washington DC (100 percent) and South Carolina (49.5 percent) have the highest percentage of libraries that say it takes one day. Arizona (41.8 percent) and Hawaii (40.0 percent) have the highest percentage of libraries that say it takes two days. North Dakota (42.9 percent) and Tennessee (42.1 percent) have the highest percentage of libraries that say it takes more than two days.

Figure 97: Sources of IT and Computer Support Provided to Public Library Outlets by State

State	Non-IT specialist public service staff	Non-IT specialist library director	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunication s network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
Alaska (n=98)	17.4% (n=17)	33.2% (n=33)	7.9% (n=8)	11.1% (n=11)	1.6% (n=2)	22.5% (n=22)	--	1.6% (n=2)	22.1% (n=22)	30.1% (n=30)	17.4% (n=17)
Arizona (n=181)	40.1% (n=68)	10.6% (n=18)	14.8% (n=25)	54.6% (n=94)	10.5% (n=18)	48.3% (n=83)	--	--	5.4% (n=9)	5.2% (n=9)	1.7% (n=3)
Arkansas (n=204)	28.3% (n=57)	29.3% (n=59)	6.9% (n=14)	41.2% (n=83)	--	1.9% (n=4)	1.9% (n=4)	--	57.6% (n=117)	2.9% (n=6)	7.2% (n=15)
Colorado (n=243)	23.8% (n=55)	22.3% (n=51)	10.5% (n=24)	35.7% (n=83)	22.5% (n=52)	23.5% (n=55)	--	--	19.1% (n=45)	3.8% (n=9)	3.1% (n=7)
Connecticut (n=220)	47.4% (n=101)	43.9% (n=93)	18.5% (n=39)	33.0% (n=70)	32.6% (n=69)	16.9% (n=36)	7.2% (n=15)	1.6% (n=3)	19.8% (n=42)	3.3% (n=7)	6.5% (n=14)
Delaware (n=32)	47.9% (n=15)	43.6% (n=13)	10.7% (n=3)	46.9% (n=15)	15.3% (n=5)	73.4% (n=24)	8.1% (n=3)	43.7% (n=14)	15.3% (n=5)	4.1% (n=1)	4.1% (n=1)
Florida (n=478)	26.0% (n=121)	6.4% (n=30)	8.8% (n=41)	72.3% (n=338)	3.9% (n=18)	36.0% (n=168)	--	--	22.3% (n=104)	1.7% (n=8)	5.9% (n=27)
Georgia (n=380)	22.5% (n=84)	8.9% (n=33)	6.6% (n=25)	67.4% (n=253)	1.4% (n=5)	8.2% (n=31)	6.9% (n=26)	10.5% (n=39)	17.2% (n=64)	*	4.7% (n=17)
Hawaii (n=50)	22.0% (n=11)	6.0% (n=3)	4.0% (n=2)	78.0% (n=39)	--	--	--	28.0% (n=14)	--	--	4.0% (n=2)
Idaho (n=134)	57.4% (n=76)	47.1% (n=62)	17.1% (n=23)	17.4% (n=23)	20.6% (n=27)	8.0% (n=11)	--	3.2% (n=4)	59.0% (n=78)	9.1% (n=12)	4.6% (n=6)
Illinois (n=764)	38.3% (n=289)	48.2% (n=363)	21.1% (n=159)	24.6% (n=185)	10.2% (n=77)	2.2% (n=17)	5.1% (n=39)	*	46.6% (n=351)	11.7% (n=88)	8.0% (n=60)
Indiana (n=403)	52.9% (n=207)	25.4% (n=100)	24.9% (n=98)	46.0% (n=181)	8.5% (n=33)	--	2.5% (n=10)	2.6% (n=10)	40.7% (n=160)	2.9% (n=11)	8.7% (n=34)
Iowa (n=531)	32.2% (n=168)	67.7% (n=352)	8.7% (n=45)	5.2% (n=27)	2.5% (n=13)	3.4% (n=18)	1.3% (n=7)	6.3% (n=33)	55.9% (n=291)	18.8% (n=98)	8.2% (n=43)
Kansas (n=370)	30.6% (n=110)	54.7% (n=198)	21.5% (n=78)	60.6% (n=219)	30.5% (n=110)	2.5% (n=9)	--	--	20.4% (n=74)	7.6% (n=28)	2.5% (n=9)
Kentucky (n=183)	31.7% (n=56)	30.3% (n=53)	12.4% (n=22)	51.8% (n=91)	1.4% (n=2)	--	1.4% (n=2)	--	44.0% (n=78)	--	2.7% (n=5)
Louisiana (n=310)	28.8% (n=88)	21.5% (n=66)	5.0% (n=15)	54.8% (n=168)	3.3% (n=10)	1.4% (n=4)	1.4% (n=4)	25.4% (n=78)	41.6% (n=127)	0.5% (n=1)	11.4% (n=35)
Maine (n=268)	25.5% (n=68)	51.0% (n=137)	12.5% (n=33)	7.1% (n=19)	11.3% (n=30)	5.7% (n=15)	11.3% (n=30)	17.0% (n=46)	42.2% (n=113)	19.3% (n=52)	11.3% (n=30)
Maryland (n=178)	43.8% (n=78)	3.7% (n=7)	5.4% (n=10)	94.0% (n=167)	10.3% (n=18)	17.9% (n=32)	3.7% (n=7)	1.2% (n=2)	8.0% (n=14)	--	1.8% (n=3)
Massachusetts (n=444)	42.8% (n=187)	49.2% (n=215)	15.7% (n=68)	26.3% (n=115)	43.4% (n=189)	24.0% (n=105)	--	*	24.5% (n=107)	12.3% (n=54)	9.3% (n=40)
Minnesota (n=347)	53.2% (n=185)	19.7% (n=69)	1.4% (n=5)	68.9% (n=239)	23.6% (n=82)	23.8% (n=83)	18.8% (n=65)	*	11.8% (n=41)	1.3% (n=5)	12.6% (n=44)
Mississippi (n=228)	28.2% (n=64)	19.3% (n=44)	3.1% (n=7)	79.6% (n=180)	--	--	12.4% (n=28)	12.4% (n=28)	41.8% (n=95)	--	1.9% (n=4)
Missouri (n=351)	35.4% (n=121)	35.7% (n=122)	11.3% (n=39)	58.2% (n=199)	5.4% (n=19)	3.7% (n=13)	9.1% (n=31)	2.9% (n=10)	40.0% (n=137)	4.6% (n=16)	7.5% (n=26)
Montana (n=103)	27.8% (n=29)	55.7% (n=57)	13.9% (n=14)	17.7% (n=18)	3.8% (n=4)	10.1% (n=10)	--	8.9% (n=9)	38.0% (n=39)	13.9% (n=14)	19.0% (n=19)
Nebraska (n=217)	21.1% (n=59)	68.9% (n=192)	5.8% (n=16)	5.7% (n=16)	3.8% (n=10)	10.7% (n=30)	--	2.3% (n=6)	53.8% (n=150)	30.1% (n=84)	9.3% (n=26)

Figure 97: Sources of IT and Computer Support Provided to Public Library Outlets by State

State	Non-IT specialist public service staff	Non-IT specialist library director	Building-based IT specialist	System-level IT staff	Library consortia or other library system	County/ City IT staff	State telecommunications network staff	State library IT staff	Outside vendor/contractor	Volunteer(s)	Other
Nevada (n=81)	35.2% (n=29)	18.8% (n=15)	1.7% (n=1)	51.6% (n=42)	22.5% (n=18)	44.7% (n=36)	--	--	12.3% (n=10)	6.8% (n=6)	17.1% (n=14)
New Jersey (n=449)	35.5% (n=155)	23.5% (n=103)	10.9% (n=48)	38.5% (n=168)	32.7% (n=143)	8.3% (n=36)	*	1.3% (n=6)	24.7% (n=108)	3.1% (n=13)	4.8% (n=21)
New Mexico (n=96)	40.3% (n=37)	38.5% (n=35)	23.7% (n=22)	11.7% (n=11)	--	38.2% (n=35)	--	4.1% (n=4)	37.2% (n=30)	13.7% (n=13)	8.9% (n=8)
New York (n=1,038)	39.2% (n=401)	36.2% (n=371)	12.8% (n=131)	61.8% (n=634)	20.9% (n=214)	1.0% (n=10)	11.2% (n=115)	--	27.4% (n=281)	12.2% (n=125)	4.1% (n=42)
North Carolina (n=381)	29.4% (n=112)	20.7% (n=79)	6.3% (n=24)	57.2% (n=218)	*	36.9% (n=140)	--	--	22.1% (n=84)	2.7% (n=10)	2.7% (n=10)
North Dakota (n=80)	29.4% (n=23)	56.5% (n=45)	15.8% (n=13)	4.0% (n=3)	4.0% (n=3)	15.8% (n=13)	11.9% (n=9)	15.2% (n=12)	52.5% (n=42)	27.7% (n=22)	4.0% (n=3)
Ohio (n=706)	45.3% (n=317)	14.6% (n=102)	17.5% (n=122)	66.9% (n=468)	15.2% (n=106)	--	4.4% (n=31)	3.3% (n=23)	24.1% (n=169)	2.7% (n=19)	1.5% (n=11)
Oklahoma (n=204)	13.8% (n=27)	26.1% (n=50)	5.7% (n=11)	59.8% (n=115)	--	10.1% (n=19)	2.0% (n=4)	--	28.2% (n=54)	8.0% (n=15)	2.0% (n=4)
Oregon (n=207)	52.6% (n=108)	39.7% (n=81)	12.1% (n=25)	29.6% (n=61)	15.7% (n=32)	33.9% (n=70)	*	4.8% (n=10)	14.7% (n=30)	5.6% (n=11)	7.6% (n=16)
Pennsylvania (n=611)	32.4% (n=193)	41.4% (n=246)	13.0% (n=77)	45.9% (n=273)	24.7% (n=147)	2.2% (n=13)	--	--	25.9% (n=154)	9.1% (n=54)	9.0% (n=54)
Rhode Island (n=71)	24.4% (n=16)	12.3% (n=8)	27.4% (n=18)	45.0% (n=30)	72.4% (n=48)	9.1% (n=6)	--	--	9.2% (n=6)	--	3.1% (n=2)
South Carolina (n=179)	18.1% (n=32)	12.5% (n=22)	4.6% (n=8)	71.8% (n=127)	--	9.0% (n=16)	9.2% (n=16)	1.3% (n=2)	44.1% (n=78)	--	--
South Dakota (n=138)	24.5% (n=33)	53.0% (n=72)	6.5% (n=9)	7.9% (n=11)	2.6% (n=4)	25.1% (n=34)	--	--	34.9% (n=47)	22.0% (n=30)	5.2% (n=7)
Tennessee (n=277)	26.4% (n=72)	42.4% (n=116)	26.8% (n=73)	15.6% (n=43)	23.3% (n=64)	15.7% (n=43)	6.7% (n=18)	50.2% (n=137)	6.1% (n=17)	2.3% (n=6)	4.0% (n=11)
Texas (n=821)	32.6% (n=261)	35.7% (n=286)	12.9% (n=103)	34.9% (n=281)	15.7% (n=126)	37.4% (n=301)	--	1.6% (n=13)	24.1% (n=194)	6.6% (n=53)	10.4% (n=84)
Utah (n=107)	34.1% (n=37)	37.8% (n=41)	22.5% (n=24)	15.3% (n=16)	--	39.5% (n=43)	1.8% (n=2)	1.8% (n=2)	35.9% (n=39)	1.8% (n=2)	--
Vermont (n=181)	28.9% (n=52)	64.7% (n=116)	10.1% (n=18)	4.6% (n=8)	--	2.5% (n=4)	--	1.1% (n=2)	49.9% (n=88)	36.4% (n=65)	8.0% (n=14)
Virginia (n=334)	56.7% (n=188)	18.6% (n=61)	19.7% (n=65)	57.9% (n=192)	0.4% (n=1)	42.1% (n=139)	--	1.1% (n=4)	37.1% (n=123)	4.3% (n=14)	3.0% (n=10)
Washington (n=321)	40.1% (n=127)	13.4% (n=42)	7.6% (n=24)	81.5% (n=259)	2.7% (n=9)	8.9% (n=28)	4.3% (n=14)	7.4% (n=24)	6.6% (n=21)	2.5% (n=8)	0.7% (n=2)
Washington, DC (n=23)	--	--	6.3% (n=1)	93.8% (n=21)	--	--	--	--	--	--	--
West Virginia (n=164)	18.8% (n=30)	37.8% (n=61)	4.7% (n=8)	18.8% (n=30)	22.7% (n=36)	1.8% (n=3)	9.6% (n=15)	77.3% (n=124)	2.4% (n=4)	6.9% (n=11)	3.6% (n=6)
Wisconsin (n=453)	42.1% (n=189)	54.6% (n=245)	9.9% (n=44)	51.8% (n=233)	40.4% (n=181)	13.1% (n=59)	2.3% (n=10)	1.3% (n=6)	28.8% (n=129)	7.2% (n=32)	2.2% (n=10)
Wyoming (n=75)	67.3% (n=50)	15.7% (n=12)	11.0% (n=8)	39.0% (n=29)	--	15.7% (n=12)	--	13.9% (n=10)	29.6% (n=22)	3.1% (n=2)	9.2% (n=7)
National	36.6% (n=5,751)	30.7% (n=4,836)	12.1% (n=1,899)	47.0% (n=7,397)	13.3% (n=2,098)	15.7% (n=2,465)	3.7% (n=578)	5.4% (n=843)	28.4% (n=4,462)	6.8% (n=1,077)	5.9% (n=925)

Will not total 100%, as categories are not mutually exclusive. Weighted missing values, n=209

Key * = Insufficient data to report; -- = No data to report

The sources of IT support library outlets have are detailed in Figure 97. There is a variety of sources for IT support for library outlets. Non-IT specialist public service staff were listed as the highest reported source by Wyoming (67.3 percent) and Idaho (57.4 percent). Non-IT specialist library director was listed as the highest reported source by Nebraska (68.9 percent) and Iowa (67.7 percent). Building-based IT specialist was listed as the highest reported source by Rhode Island (27.4 percent) and Indiana (24.9 percent). System-level IT staff were listed as the highest reported source by Washington DC (93.8 percent) and Washington (81.5 percent). Library consortia or other library system were listed as the highest reported source by Rhode Island (72.4 percent) and Massachusetts (43.4 percent). County/City IT staff were listed as the highest reported source by Delaware (73.4 percent). State telecommunications network staff were listed as the highest reported source by Minnesota (18.8 percent). State library IT staff were listed as the highest reported source by West Virginia (77.3 percent). Outside vendor/contractor were listed as the highest reported source by Idaho (59.0 percent) and Arkansas (57.6 percent). Volunteer(s) were listed as the highest reported source by Vermont (36.4 percent), Alaska (30.1 percent), and Nebraska (30.1 percent).

Figure 98: Sufficiency of Public Access Internet Workstations by State

State	There are consistently fewer public Internet workstations than patrons who wish to use them	There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	There are sufficient public Internet workstations available for patrons who wish to use them during a typical day
Alaska (n=98)	12.9% (n=12)	57.2% (n=55)	30.0% (n=29)
Arizona (n=181)	19.8% (n=33)	59.0% (n=99)	21.2% (n=36)
Arkansas (n=204)	15.0% (n=30)	69.0% (n=140)	16.0% (n=32)
Colorado (n=243)	24.1% (n=51)	49.5% (n=106)	26.4% (n=56)
Connecticut (n=220)	16.8% (n=36)	43.6% (n=93)	39.6% (n=84)
Delaware (n=32)	20.3% (n=7)	45.9% (n=15)	33.8% (n=11)
Florida (n=478)	32.2% (n=150)	55.8% (n=261)	12.0% (n=56)
Georgia (n=380)	36.5% (n=137)	49.0% (n=184)	14.5% (n=55)
Hawaii (n=50)	34.7% (n=17)	51.0% (n=25)	14.3% (n=7)
Idaho (n=134)	13.0% (n=17)	46.3% (n=61)	40.6% (n=54)
Illinois (n=764)	12.6% (n=94)	59.0% (n=440)	28.4% (n=211)
Indiana (n=403)	11.4% (n=45)	59.4% (n=232)	29.2% (n=114)
Iowa (n=531)	5.1% (n=26)	54.1% (n=278)	40.8% (n=210)
Kansas (n=370)	10.0% (n=36)	50.7% (n=183)	39.3% (n=142)
Kentucky (n=183)	9.8% (n=17)	72.1% (n=125)	18.1% (n=31)
Louisiana (n=310)	10.2% (n=31)	40.7% (n=125)	49.1% (n=150)
Maine (n=268)	9.1% (n=24)	48.2% (n=129)	42.8% (n=115)
Maryland (n=178)	29.0% (n=52)	53.0% (n=94)	17.9% (n=32)
Massachusetts (n=444)	13.8% (n=60)	59.8% (n=261)	26.4% (n=115)
Minnesota (n=347)	22.9% (n=80)	59.5% (n=207)	17.6% (n=61)
Mississippi (n=228)	23.6% (n=53)	57.0% (n=129)	19.4% (n=44)
Missouri (n=351)	14.7% (n=50)	63.7% (n=218)	21.6% (n=74)
Montana (n=103)	13.9% (n=14)	57.0% (n=58)	29.1% (n=30)
Nebraska (n=217)	5.8% (n=16)	58.3% (n=162)	35.9% (n=100)
Nevada (n=81)	36.9% (n=30)	44.4% (n=36)	18.8% (n=15)
New Jersey (n=449)	6.8% (n=30)	57.4% (n=250)	35.8% (n=156)
New Mexico (n=96)	15.4% (n=14)	49.0% (n=45)	35.6% (n=33)

Figure 98: Sufficiency of Public Access Internet Workstations by State

State	There are consistently fewer public Internet workstations than patrons who wish to use them	There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	There are sufficient public Internet workstations available for patrons who wish to use them during a typical day
New York (n=1,038)	25.5% (n=261)	44.9% (n=459)	29.6% (n=303)
North Carolina (n=381)	19.4% (n=74)	57.3% (n=218)	23.3% (n=89)
North Dakota (n=80)	4.0% (n=3)	44.6% (n=35)	51.4% (n=41)
Ohio (n=706)	21.0% (n=146)	65.6% (n=456)	13.3% (n=93)
Oklahoma (n=204)	33.9% (n=65)	58.4% (n=112)	7.7% (n=15)
Oregon (n=207)	11.5% (n=24)	69.0% (n=141)	19.5% (n=40)
Pennsylvania (n=611)	9.9% (n=59)	55.9% (n=333)	34.2% (n=204)
Rhode Island (n=71)	6.3% (n=4)	46.9% (n=31)	46.8% (n=31)
South Carolina (n=179)	30.0% (n=53)	59.4% (n=105)	10.6% (n=19)
South Dakota (n=138)	5.2% (n=7)	48.6% (n=66)	46.2% (n=63)
Tennessee (n=277)	10.2% (n=28)	59.8% (n=163)	30.0% (n=82)
Texas (n=821)	15.6% (n=125)	55.1% (n=440)	29.3% (n=234)
Utah (n=107)	4.6% (n=5)	78.0% (n=82)	17.4% (n=18)
Vermont (n=181)	7.2% (n=13)	61.6% (n=109)	31.3% (n=55)
Virginia (n=334)	22.2% (n=74)	47.8% (n=158)	30.0% (n=99)
Washington (n=321)	15.3% (n=49)	69.8% (n=222)	14.9% (n=47)
Washington, DC (n=23)	--	12.5% (n=3)	87.5% (n=20)
West Virginia (n=164)	15.7% (n=25)	46.1% (n=73)	38.3% (n=61)
Wisconsin (n=453)	14.0% (n=63)	66.4% (n=298)	19.6% (n=88)
Wyoming (n=75)	4.7% (n=4)	59.4% (n=45)	35.9% (n=27)
National	18.2% (n=2,848)	55.3% (n=8,654)	26.5% (n=4,153)
Key *=Insufficient data to report; --=No data to report			

Figure 98 reports the public libraries responses to the sufficiency of public access Internet workstation availability by state. Nevada (36.9 percent) and Georgia (36.5 percent) had the highest percentage of outlets that reported there were consistently fewer public Internet workstations than patrons who wish to use. On average the overwhelming majority of states reported that there are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day. Utah (78.0 percent) and Kentucky (72.1 percent) had the highest percentage of outlets. Washington DC (87.5 percent) and North Dakota (51.4

percent) had the highest percentage of outlets reporting that there are sufficient public Internet workstations available for patrons who wish to use them during a typical day.

Figure 99: Change in Use of Public Access Technology by State

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Alaska (n=98)	43.2% (n=42)	7.9% (n=8)	46.9% (n=46)	53.2% (n=52)	1.6% (n=2)	17.4% (n=17)	3.2% (n=3)	1.6% (n=2)	26.9% (n=26)	14.2% (n=14)	1.6% (n=2)	30.1% (n=30)
Arizona (n=181)	80.6% (n=138)	5.9% (n=10)	13.5% (n=23)	73.1% (n=126)	--	7.0% (n=12)	43.0% (n=74)	--	25.7% (n=44)	45.5% (n=78)	--	19.7% (n=34)
Arkansas (n=204)	77.0% (n=156)	1.0% (n=2)	21.1% (n=43)	49.4% (n=97)	--	8.4% (n=17)	9.4% (n=19)	1.0% (n=2)	14.1% (n=28)	53.7% (n=106)	--	22.6% (n=45)
Colorado (n=243)	81.9% (n=177)	3.7% (n=8)	14.4% (n=31)	80.0% (n=173)	--	10.3% (n=22)	31.5% (n=68)	7.3% (n=16)	20.3% (n=44)	53.1% (n=114)	4.9% (n=10)	16.1% (n=34)
Connecticut (n=220)	81.3% (n=173)	4.0% (n=8)	13.3% (n=28)	73.7% (n=152)	--	14.0% (n=29)	29.7% (n=61)	4.1% (n=8)	21.9% (n=45)	41.2% (n=85)	5.1% (n=10)	34.5% (n=71)
Delaware (n=32)	81.6% (n=26)	8.1% (n=3)	10.3% (n=3)	30.6% (n=10)	4.1% (n=1)	6.2% (n=2)	32.8% (n=11)	8.1% (n=3)	14.4% (n=5)	25.6% (n=8)	4.1% (n=1)	33.8% (n=11)
Florida (n=478)	82.4% (n=385)	8.7% (n=40)	7.3% (n=34)	82.2% (n=380)	--	3.3% (n=15)	42.8% (n=199)	4.3% (n=20)	16.9% (n=78)	53.5% (n=243)	*	26.7% (n=122)
Georgia (n=380)	77.9% (n=288)	2.6% (n=9)	13.3% (n=49)	74.0% (n=270)	--	7.1% (n=26)	37.3% (n=134)	3.0% (n=11)	20.5% (n=74)	51.3% (n=178)	*	24.7% (n=86)
Hawaii (n=50)	71.4% (n=35)	2.0% (n=1)	24.5% (n=12)	7.7% (n=3)	--	--	2.5% (n=1)	5.0% (n=2)	15.0% (n=6)	40.9% (n=18)	--	13.6% (n=6)
Idaho (n=134)	66.2% (n=88)	5.9% (n=8)	26.0% (n=35)	70.2% (n=90)	1.4% (n=2)	5.0% (n=6)	10.6% (n=14)	--	15.0% (n=19)	45.3% (n=59)	8.4% (n=11)	24.9% (n=33)
Illinois (n=764)	72.6% (n=546)	2.2% (n=16)	24.9% (n=187)	62.2% (n=467)	--	8.1% (n=61)	24.6% (n=184)	4.4% (n=33)	25.4% (n=190)	38.7% (n=288)	2.2% (n=16)	30.3% (n=226)
Indiana (n=403)	75.2% (n=295)	1.9% (n=7)	22.9% (n=90)	74.4% (n=289)	--	8.7% (n=34)	31.7% (n=124)	2.3% (n=9)	27.6% (n=108)	34.7% (n=136)	4.9% (n=19)	27.6% (n=108)
Iowa (n=531)	70.9% (n=366)	4.3% (n=22)	24.2% (n=125)	64.2% (n=331)	*	14.0% (n=72)	17.3% (n=88)	7.0% (n=36)	30.9% (n=158)	26.6% (n=136)	1.3% (n=7)	39.2% (n=200)
Kansas (n=370)	78.4% (n=283)	2.5% (n=9)	19.1% (n=69)	79.6% (n=288)	--	7.6% (n=28)	9.9% (n=36)	3.8% (n=14)	30.4% (n=110)	36.5% (n=132)	1.3% (n=5)	33.1% (n=119)
Kentucky (n=183)	65.2% (n=115)	5.5% (n=10)	27.9% (n=49)	72.6% (n=124)	1.4% (n=2)	17.5% (n=30)	26.6% (n=47)	5.5% (n=10)	43.1% (n=76)	45.1% (n=78)	4.2% (n=7)	36.7% (n=64)
Louisiana (n=310)	64.7% (n=197)	3.7% (n=11)	31.5% (n=96)	53.2% (n=155)	0.7% (n=2)	20.1% (n=59)	32.4% (n=95)	1.2% (n=4)	24.1% (n=70)	39.8% (n=120)	8.6% (n=26)	38.0% (n=114)
Maine (n=268)	65.4% (n=175)	6.8% (n=18)	27.8% (n=74)	81.1% (n=215)	--	10.0% (n=27)	11.5% (n=30)	2.3% (n=6)	28.6% (n=76)	36.7% (n=97)	--	30.9% (n=82)

Figure 99: Change in Use of Public Access Technology by State

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Maryland (n=178)	73.6% (n=130)	--	26.4% (n=47)	72.6% (n=128)	--	14.8% (n=26)	23.9% (n=40)	9.2% (n=15)	28.0% (n=46)	48.3% (n=85)	5.6% (n=10)	18.7% (n=33)
Massachusetts (n=444)	70.5% (n=306)	2.3% (n=10)	26.1% (n=113)	76.5% (n=332)	1.2% (n=5)	7.4% (n=32)	13.2% (n=57)	7.3% (n=32)	22.4% (n=97)	41.0% (n=178)	3.3% (n=14)	31.2% (n=136)
Minnesota (n=347)	65.5% (n=228)	3.3% (n=12)	30.2% (n=105)	87.6% (n=305)	1.0% (n=3)	5.1% (n=18)	21.6% (n=75)	2.3% (n=8)	29.3% (n=102)	50.1% (n=174)	1.5% (n=5)	8.4% (n=29)
Mississippi (n=228)	75.2% (n=170)	3.7% (n=8)	21.1% (n=48)	55.7% (n=125)	--	7.1% (n=16)	13.0% (n=29)	9.6% (n=22)	13.6% (n=30)	38.0% (n=86)	*	39.9% (n=90)
Missouri (n=351)	72.8% (n=249)	3.3% (n=11)	23.5% (n=80)	56.1% (n=191)	*	8.0% (n=27)	23.9% (n=81)	5.9% (n=20)	22.8% (n=77)	31.5% (n=105)	2.0% (n=7)	39.3% (n=131)
Montana (n=103)	75.9% (n=78)	--	19.0% (n=19)	78.5% (n=80)	--	3.8% (n=4)	17.9% (n=18)	1.3% (n=1)	24.4% (n=25)	41.6% (n=42)	1.3% (n=1)	44.2% (n=44)
Nebraska (n=217)	59.6% (n=166)	5.8% (n=16)	33.5% (n=93)	66.1% (n=182)	--	18.7% (n=51)	9.4% (n=26)	4.7% (n=13)	32.8% (n=90)	26.0% (n=71)	--	40.1% (n=110)
Nevada (n=81)	70.7% (n=57)	--	29.3% (n=24)	50.9% (n=41)	1.7% (n=1)	1.7% (n=1)	31.4% (n=26)	1.7% (n=1)	6.1% (n=5)	51.6% (n=42)	--	17.4% (n=14)
New Jersey (n=449)	79.0% (n=342)	*	19.7% (n=85)	81.2% (n=346)	--	9.6% (n=41)	40.6% (n=173)	2.3% (n=10)	20.1% (n=86)	54.3% (n=230)	1.4% (n=6)	27.2% (n=116)
New Mexico (n=96)	77.7% (n=70)	2.1% (n=2)	20.1% (n=18)	69.0% (n=60)	--	12.2% (n=11)	34.5% (n=30)	7.2% (n=6)	18.8% (n=16)	31.0% (n=28)	4.2% (n=4)	39.5% (n=36)
New York (n=1,038)	84.0% (n=862)	1.4% (n=14)	14.4% (n=147)	86.3% (n=880)	*	5.6% (n=57)	26.5% (n=270)	1.5% (n=16)	41.5% (n=423)	58.6% (n=598)	1.0% (n=10)	22.1% (n=226)
North Carolina (n=381)	83.7% (n=317)	2.8% (n=11)	12.8% (n=49)	66.8% (n=251)	--	8.9% (n=34)	29.2% (n=110)	2.2% (n=8)	18.8% (n=71)	59.6% (n=223)	1.7% (n=6)	21.4% (n=80)
North Dakota (n=80)	54.8% (n=44)	--	45.2% (n=36)	48.6% (n=39)	4.0% (n=3)	15.8% (n=13)	7.9% (n=6)	1.7% (n=1)	31.7% (n=25)	21.5% (n=17)	4.0% (n=3)	35.0% (n=28)
Ohio (n=706)	84.6% (n=590)	1.0% (n=7)	13.7% (n=96)	78.4% (n=537)	--	9.7% (n=66)	34.9% (n=241)	6.0% (n=42)	27.7% (n=157)	49.5% (n=344)	4.2% (n=29)	20.2% (n=140)
Oklahoma (n=204)	52.0% (n=100)	--	48.0% (n=92)	83.9% (n=158)	--	14.1% (n=27)	26.7% (n=50)	26.4% (n=50)	30.5% (n=57)	63.1% (n=119)	--	18.5% (n=35)
Oregon (n=207)	61.4% (n=126)	7.0% (n=14)	30.1% (n=62)	70.6% (n=145)	--	11.7% (n=24)	18.0% (n=37)	1.4% (n=3)	18.9% (n=39)	35.9% (n=72)	--	36.5% (n=73)
Pennsylvania (n=611)	82.9% (n=493)	1.0% (n=6)	15.9% (n=94)	78.6% (n=465)	--	9.2% (n=55)	29.6% (n=176)	4.5% (n=26)	23.4% (n=139)	39.3% (n=233)	3.4% (n=20)	34.8% (n=207)

Figure 99: Change in Use of Public Access Technology by State

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Rhode Island (n=71)	61.4% (n=41)	--	38.6% (n=26)	55.2% (n=37)	--	35.6% (n=24)	36.9% (n=25)	--	41.7% (n=28)	41.2% (n=27)	12.6% (n=8)	46.1% (n=30)
South Carolina (n=179)	84.0% (n=149)	--	14.3% (n=25)	70.2% (n=124)	--	8.8% (n=15)	17.6% (n=31)	1.1% (n=2)	19.3% (n=34)	50.5% (n=89)	1.1% (n=2)	34.6% (n=61)
South Dakota (n=138)	57.9% (n=78)	6.7% (n=9)	35.3% (n=47)	51.0% (n=66)	--	10.9% (n=14)	14.3% (n=19)	1.3% (n=2)	16.1% (n=21)	38.2% (n=50)	1.3% (n=2)	25.5% (n=33)
Tennessee (n=277)	87.2% (n=238)	--	12.8% (n=35)	68.6% (n=183)	--	8.2% (n=22)	35.1% (n=94)	3.7% (n=10)	17.2% (n=46)	53.7% (n=143)	3.2% (n=9)	21.2% (n=57)
Texas (n=821)	73.6% (n=588)	3.5% (n=28)	21.7% (n=174)	63.7% (n=495)	1.1% (n=8)	11.0% (n=85)	28.9% (n=225)	3.0% (n=23)	21.8% (n=170)	42.5% (n=332)	2.4% (n=19)	25.9% (n=202)
Utah (n=107)	80.7% (n=87)	3.5% (n=4)	15.8% (n=17)	66.5% (n=72)	--	17.5% (n=19)	9.5% (n=10)	8.4% (n=9)	40.3% (n=41)	64.0% (n=68)	--	30.6% (n=32)
Vermont (n=181)	67.3% (n=118)	4.3% (n=8)	25.2% (n=44)	74.0% (n=129)	--	16.2% (n=28)	7.9% (n=14)	5.6% (n=10)	35.3% (n=60)	30.3% (n=52)	--	39.7% (n=69)
Virginia (n=334)	78.8% (n=260)	11.3% (n=37)	9.5% (n=31)	69.5% (n=229)	--	2.3% (n=7)	38.4% (n=126)	4.2% (n=14)	14.3% (n=47)	55.0% (n=181)	1.7% (n=6)	19.7% (n=65)
Washington (n=321)	79.8% (n=252)	6.7% (n=21)	13.5% (n=43)	67.8% (n=214)	--	10.1% (n=32)	27.0% (n=86)	3.4% (n=11)	13.2% (n=42)	41.2% (n=130)	2.0% (n=6)	16.7% (n=53)
Washington, DC (n=23)	100% (n=23)	--	--	100% (n=21)	--	--	100% (n=23)	--	--	100% (n=23)	--	--
West Virginia (n=164)	66.0% (n=105)	*	33.1% (n=53)	60.6% (n=94)	--	20.4% (n=32)	13.6% (n=21)	--	30.6% (n=47)	27.1% (n=42)	--	51.1% (n=79)
Wisconsin (n=453)	79.0% (n=353)	3.0% (n=14)	17.1% (n=76)	82.1% (n=367)	--	6.4% (n=29)	26.0% (n=117)	1.8% (n=8)	19.1% (n=86)	40.6% (n=181)	*	21.0% (n=94)
Wyoming (n=75)	59.4% (n=45)	3.1% (n=2)	37.4% (n=28)	70.2% (n=53)	--	7.8% (n=6)	15.2% (n=11)	--	33.0% (n=25)	46.0% (n=34)	--	42.8% (n=32)
National	75.7% (n=11,844)	3.1% (n=482)	20.3% (n=3,174)	71.1% (n=10,966)	0.3% (n=2,361)	9.0% (n=1,395)	26.3% (n=4,058)	3.6% (n=561)	24.1% (n=3,716)	45.6% (n=7,042)	2.2% (n=346)	27.3% (n=4,211)

Key * = Insufficient data to report
 -- = No data to report

Figure 99 lists changes in the use of public access technology in public library outlets by state. The majority of states reported an increase in the use of public Internet workstations at library outlets. Washington DC (100 percent), Ohio (84.6 percent) and Tennessee (87.2 percent) had the highest reported percentage of increase. The majority of states reported an increase in the use of wireless

Internet access at library outlets. Minnesota (87.6 percent) and New York (86.3 percent) had the highest reported percentage of increase in wireless Internet access (see Figure 99). With regards to changes in the use of patron technology training classes Arizona (43.0 percent) and Florida (42.8 percent) had the highest reported percentage of increase while Oklahoma (26.4 percent) had the highest reported percentage of decrease. In terms of change in use of library electronic resources, Utah (64.0 percent) and Oklahoma (63.1 percent) had the highest reported percentage of increase while West Virginia (51.1 percent) and Rhode Island (46.1 percent) had highest reported percentage of no change.

Figure 100: Public Library Outlet Time Limits for Patron Use of Workstations by State

State	This library does not have time limits for public Internet workstations	This library does have time limits for public Internet workstations	Do not know if this library has time limits
Alaska (n=98)	22.1% (n=22)	77.9% (n=77)	--
Arizona (n=181)	9.4% (n=16)	90.6% (n=156)	--
Arkansas (n=204)	--	100% (n=200)	--
Colorado (n=243)	7.9% (n=18)	92.1% (n=214)	--
Connecticut (n=220)	20.4% (n=43)	79.6% (n=168)	--
Delaware (n=32)	--	100% (n=32)	--
Florida (n=478)	6.8% (n=32)	92.0% (n=430)	1.1% (n=5)
Georgia (n=380)	*	99.1% (n=371)	--
Hawaii (n=50)	2.0% (n=1)	98.0% (n=49)	--
Idaho (n=134)	15.5% (n=21)	84.5% (n=112)	--
Illinois (n=764)	6.9% (n=52)	93.1% (n=698)	--
Indiana (n=403)	6.3% (n=25)	93.7% (n=366)	--
Iowa (n=531)	8.2% (n=42)	91.8% (n=474)	--
Kansas (n=370)	3.8% (n=14)	96.2% (n=347)	--
Kentucky (n=183)	8.3% (n=15)	91.7% (n=161)	--
Louisiana (n=310)	5.4% (n=17)	94.6% (n=289)	--
Maine (n=268)	10.2% (n=27)	89.8% (n=241)	--
Maryland (n=178)	6.2% (n=11)	93.8% (n=166)	--
Massachusetts (n=444)	13.4% (n=58)	86.6% (n=376)	--
Minnesota (n=347)	1.7% (n=6)	98.3% (n=342)	--
Mississippi (n=228)	5.8% (n=13)	94.2% (n=213)	--
Missouri (n=351)	3.7% (n=13)	95.8% (n=328)	*
Montana (n=103)	11.4% (n=12)	87.3% (n=90)	1.3% (n=1)
Nebraska (n=217)	18.5% (n=52)	81.5% (n=227)	--
Nevada (n=81)	11.9% (n=10)	86.0% (n=70)	2.0% (n=2)
New Jersey (n=449)	9.6% (n=42)	90.4% (n=395)	--
New Mexico (n=96)	9.8% (n=9)	90.2% (n=81)	--

Figure 100: Public Library Outlet Time Limits for Patron Use of Workstations by State			
State	This library does not have time limits for public Internet workstations	This library does have time limits for public Internet workstations	Do not know if this library has time limits
New York (n=1,038)	6.2% (n=64)	93.8% (n=962)	--
North Carolina (n=381)	4.2% (n=16)	94.7% (n=360)	1.1% (n=4)
North Dakota (n=80)	23.7% (n=19)	76.3% (n=61)	--
Ohio (n=706)	4.5% (n=31)	95.3% (n=666)	*
Oklahoma (n=204)	4.0% (n=8)	96.0% (n=185)	--
Oregon (n=207)	5.5% (n=11)	94.5% (n=194)	--
Pennsylvania (n=611)	11.5% (n=69)	88.2% (n=525)	0.3% (n=2)
Rhode Island (n=71)	9.2% (n=6)	90.8% (n=61)	--
South Carolina (n=179)	--	--	--
South Dakota (n=138)	18.1% (n=25)	81.9% (n=112)	--
Tennessee (n=277)	10.2% (n=28)	88.5% (n=241)	1.2% (n=3)
Texas (n=821)	13.1% (n=105)	86.7% (n=693)	0.2% (n=2)
Utah (n=107)	13.2% (n=14)	86.8% (n=93)	--
Vermont (n=181)	17.8% (n=31)	82.2% (n=145)	--
Virginia (n=334)	3.3% (n=11)	96.7% (n=320)	--
Washington (n=321)	3.1% (n=10)	96.9% (n=307)	--
Washington, DC (n=23)	--	100% (n=23)	--
West Virginia (n=164)	8.7% (n=14)	91.3% (n=145)	--
Wisconsin (n=453)	6.9% (n=31)	93.1% (n=418)	--
Wyoming (n=75)	6.3% (n=5)	93.7% (n=70)	--
National	7.4% (n=1,169)	92.3% (n=14,497)	0.2% (n=32)
Weighted missing values, n=69 Key *=Insufficient data to report --=No data to report			

Figure 100 lists public library outlet time limits for patron use of workstations by state. The majority of states reported a high percentage of library outlets that do have time limits for public Internet workstations. Several states (Arkansas, Delaware, and Washington DC) reported all survey libraries in the state used time limits. North Dakota (23.7 percent) and Alaska (22.1 percent) had the highest reported percentage of libraries that do not have time limits for public Internet workstations.

Figure 101: Public Library Outlets Modification of Time Limits for Patron Use of Workstations by State

State	Time limits have increased	Time limits have decreased	Time limits have remained the same
Alaska (n=77)	8.1% (n=6)	2.0% (n=2)	89.8% (n=69)
Arizona (n=156)	3.4% (n=5)	*	95.9% (n=150)
Arkansas (n=200)	6.3% (n=13)	2.9% (n=6)	90.7% (n=182)
Colorado (n=214)	18.2% (n=38)	7.7% (n=16)	74.1% (n=154)
Connecticut (n=168)	6.2% (n=10)	10.5% (n=18)	83.3% (n=140)
Delaware (n=32)	4.1% (n=1)	4.1% (n=1)	91.9% (n=29)
Florida (n=430)	12.6% (n=54)	3.0% (n=13)	84.4% (n=363)
Georgia (n=371)	1.9% (n=7)	4.1% (n=15)	94.0% (n=347)
Hawaii (n=49)	8.2% (n=4)	--	91.8% (n=45)
Idaho (n=112)	11.5% (n=13)	5.1% (n=6)	83.5% (n=93)
Illinois (n=698)	6.3% (n=44)	5.5% (n=38)	88.1% (n=613)
Indiana (n=366)	5.2% (n=19)	4.1% (n=15)	90.7% (n=332)
Iowa (n=474)	7.6% (n=36)	2.8% (n=13)	89.7% (n=425)
Kansas (n=347)	2.6% (n=9)	4.0% (n=14)	93.4% (n=324)
Kentucky (n=161)	7.5% (n=12)	6.0% (n=10)	86.5% (n=140)
Louisiana (n=289)	9.9% (n=29)	1.1% (n=3)	89.0% (n=258)
Maine (n=241)	10.1% (n=24)	1.3% (n=3)	88.7% (n=213)
Maryland (n=166)	15.2% (n=25)	1.8% (n=3)	83.0% (n=138)
Massachusetts (n=376)	6.5% (n=24)	3.4% (n=13)	90.2% (n=339)
Minnesota (n=328)	3.7% (n=13)	4.0% (n=14)	92.3% (n=315)
Mississippi (n=213)	1.3% (n=3)	1.3% (n=3)	97.4% (n=208)
Missouri (n=323)	3.2% (n=10)	2.6% (n=9)	94.2% (n=308)
Montana (n=90)	8.7% (n=8)	--	91.3% (n=82)
Nebraska (n=227)	5.7% (n=13)	9.9% (n=23)	84.4% (n=191)
Nevada (n=70)	4.5% (n=3)	2.0% (n=1)	93.5% (n=64)
New Jersey (n=395)	5.8% (n=23)	1.6% (n=6)	92.6% (n=362)
New Mexico (n=81)	7.8% (n=6)	2.3% (n=2)	89.9% (n=73)

Figure 101: Public Library Outlets Modification of Time Limits for Patron Use of Workstations by State

State	Time limits have increased	Time limits have decreased	Time limits have remained the same
New York (n=962)	4.3% (n=42)	4.3% (n=42)	91.3% (n=877)
North Carolina (n=360)	8.8% (n=32)	5.9% (n=21)	85.3% (n=307)
North Dakota (n=61)	10.4% (n=6)	5.2% (n=3)	84.4% (n=51)
Ohio (n=666)	2.4% (n=16)	2.9% (n=19)	94.7% (n=626)
Oklahoma (n=185)	1.8% (n=3)	10.5% (n=19)	87.7% (n=162)
Oregon (n=194)	5.3% (n=10)	4.4% (n=9)	90.2% (n=175)
Pennsylvania (n=525)	6.5% (n=34)	10.8% (n=57)	82.7% (n=434)
Rhode Island (n=61)	18.0% (n=11)	7.0% (n=4)	75.0% (n=44)
South Carolina (n=177)	2.2% (n=4)	4.7% (n=8)	93.0% (n=165)
South Dakota (n=112)	3.2% (n=4)	6.3% (n=7)	90.5% (n=101)
Tennessee (n=241)	5.1% (n=12)	1.4% (n=3)	93.5% (n=224)
Texas (n=693)	11.0% (n=75)	7.4% (n=51)	81.6% (n=560)
Utah (n=93)	94.7% (n=88)	2.0% (n=2)	3.2% (n=3)
Vermont (n=145)	1.4% (n=2)	2.8% (n=4)	95.7% (n=137)
Virginia (n=320)	5.7% (n=18)	0.8% (n=2)	93.6% (n=299)
Washington (n=307)	6.0% (n=18)	2.3% (n=7)	91.7% (n=279)
Washington, DC (n=23)	93.8% (n=21)	--	6.3% (n=1)
West Virginia (n=145)	4.0% (n=6)	5.6% (n=8)	90.4% (n=131)
Wisconsin (n=418)	8.8% (n=37)	13.3% (n=56)	77.9% (n=324)
Wyoming (n=70)	3.4% (n=2)	3.4% (n=2)	93.3% (n=66)
National	6.9% (n=992)	4.3% (n=628)	88.8% (n=12,822)

Key *=Insufficient data to report
 --=No data to report

Figure 101 shows changes in time limits for patron use of workstations in public library outlets by state. The overwhelming majority of states reported a high percentage of libraries with no change in time limits. Few states reported an increase in time limits. Utah (94.7 percent) and Washington DC (93.8 percent) reported the highest percentage of increase. Few states reported a decrease in time. Wisconsin (13.3 percent), Pennsylvania (10.8 percent), Oklahoma (10.5 percent), and Connecticut (10.5 percent) reported the highest decrease in time limits.

Figure 102: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits by State

State	For patrons seeking employment		For patrons completing government forms and/or seeking government services		For patrons taking online courses or tests		Other	
	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time
Alaska (n=98)	11.1% (n=11)	41.1% (n=40)	7.9% (n=8)	39.5% (n=39)	7.9% (n=8)	47.5% (n=47)	33.3% (n=2)	66.7% (n=3)
Arizona (n=181)	--	18.3% (n=31)	--	18.3% (n=31)	3.5% (n=6)	29.5% (n=50)	50.0% (n=3)	50% (n=3)
Arkansas (n=204)	4.9% (n=10)	68.2% (n=137)	3.9% (n=8)	71.6% (n=143)	5.9% (n=12)	74.9% (n=150)	22.9% (n=6)	61.6% (n=16)
Colorado (n=243)	9.6% (n=22)	45.6% (n=103)	5.7% (n=13)	49.5% (n=112)	9.9% (n=22)	53.8% (n=121)	50.0% (n=2)	--
Connecticut (n=220)	2.3% (n=5)	30.4% (n=64)	*	30.4% (n=64)	2.3% (n=5)	32.1% (n=68)	66.3% (n=13)	16.6% (n=3)
Delaware (n=32)	4.1% (n=1)	66.3% (n=21)	4.1% (n=1)	66.3% (n=21)	7.2% (n=2)	66.3% (n=21)	--	75.0% (n=4)
Florida (n=478)	7.6% (n=35)	42.1% (n=194)	8.1% (n=38)	45.6% (n=212)	2.4% (n=11)	48.0% (n=221)	40.2% (n=33)	17.6% (n=15)
Georgia (n=380)	4.2% (n=16)	34.6% (n=129)	3.3% (n=12)	35.6% (n=132)	5.1% (n=19)	46.9% (n=172)	9.3% (n=2)	25.2% (n=5)
Hawaii (n=50)	--	42.9% (n=21)	6.1% (n=3)	44.9% (n=22)	--	51.0% (n=25)	16.7% (n=1)	83.3% (n=5)
Idaho (n=134)	1.9% (n=2)	56.9% (n=75)	1.9% (n=2)	55.1% (n=55.1)	4.3% (n=6)	67.7% (n=89)	25.2% (n=4)	46.7% (n=7)
Illinois (n=764)	4.8% (n=36)	52.0% (n=388)	3.7% (n=28)	52.7% (n=394)	4.1% (n=30)	56.8% (n=421)	40.9% (n=25)	45.6% (n=28)
Indiana (n=403)	8.3% (n=33)	53.8% (n=211)	9.9% (n=39)	55.9% (n=218)	7.5% (n=29)	56.1% (n=220)	12.6% (n=2)	28.2% (n=4)
Iowa (n=531)	5.7% (n=29)	66.8% (n=347)	3.6% (n=19)	67.4% (n=348)	5.0% (n=26)	73.5% (n=382)	5.7% (n=3)	62.6% (n=36)
Kansas (n=370)	1.3% (n=5)	49.4% (n=178)	1.3% (n=5)	50.0% (n=178)	3.8% (n=14)	51.9% (n=188)	10.6% (n=9)	68.3% (n=59)
Kentucky (n=183)	2.8% (n=5)	46.3% (n=82)	1.4% (n=2)	57.4% (n=101)	2.8% (n=5)	60.1% (n=106)	57.3% (n=13)	10.7% (n=2)
Louisiana (n=310)	2.3% (n=7)	53.1% (n=162)	2.3% (n=7)	52.9% (n=162)	3.3% (n=10)	59.3% (n=182)	17.4% (n=7)	59.2% (n=24)

Figure 102: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits by State

State	For patrons seeking employment		For patrons completing government forms and/or seeking government services		For patrons taking online courses or tests		Other	
	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time
Maine (n=268)	9.1% (n=24)	45.3% (n=121)	5.7% (n=47.6)	47.6% (n=127)	7.9% (n=21)	49.8% (n=133)	22.2% (n=6)	33.3% (n=9)
Maryland (n=178)	4.3% (n=8)	33.4% (n=59)	3.6% (n=6)	32.2% (n=57)	1.8% (n=3)	35.9% (n=64)	50.0% (n=5)	--
Massachusetts (n=444)	5.7% (n=25)	32.0% (n=139)	2.9% (n=12)	33.2% (n=144)	2.9% (n=12)	39.3% (n=171)	25.7% (n=16)	49.3% (n=30)
Minnesota (n=347)	5.4% (n=19)	49.7% (n=172)	*	53.5% (n=183)	3.3% (n=11)	54.1% (n=188)	--	89.9% (n=27)
Mississippi (n=228)	4.4% (n=10)	48.8% (n=111)	3.1% (n=7)	48.2% (n=108)	3.1% (n=7)	50.0% (n=113)	20.4% (n=1)	20.4% (n=1)
Missouri (n=351)	7.7% (n=26)	68.2% (n=234)	6.9% (n=24)	66.4% (n=228)	9.4% (n=32)	71.4% (n=244)	46.5% (n=20)	36.8% (n=16)
Montana (n=103)	2.5% (n=3)	64.6% (n=66)	2.5% (n=3)	63.3% (n=65)	6.5% (n=6)	64.9% (n=65)	22.2% (n=3)	66.7% (n=8)
Nebraska (n=217)	4.6% (n=13)	55.8% (n=155)	4.6% (n=13)	55.8% (n=155)	9.4% (n=26)	62.6% (n=169)	--	66.7% (n=26)
Nevada (n=81)	1.7% (n=1)	23.2% (n=19)	1.7% (n=1)	23.7% (n=19)	1.7% (n=1)	52.6% (n=43)	54.6% (n=2)	--
New Jersey (n=449)	6.3% (n=27)	36.8% (n=156)	3.5% (n=15)	38.2% (n=162)	4.2% (n=18)	45.6% (n=193)	10.0% (n=4)	60.0% (n=23)
New Mexico (n=96)	6.5% (n=6)	47.3% (n=42)	4.3% (n=4)	50.1% (n=44)	4.3% (n=4)	50.1% (n=44)	62.3% (n=13)	28.2% (n=6)
New York (n=1,038)	5.6% (n=57)	46.9% (n=478)	4.2% (n=42)	47.3% (n=481)	6.6% (n=68)	51.8% (n=528)	61.6% (n=132)	26.6% (n=57)
North Carolina (n=381)	10.0% (n=38)	54.5% (n=206)	4.6% (n=17)	56.9% (n=215)	4.4% (n=17)	64.7% (n=244)	6.7% (n=1)	33.3% (n=7)
North Dakota (n=80)	7.9% (n=6)	32.7% (n=26)	11.9% (n=9)	32.7% (n=26)	19.8% (n=16)	44.6% (n=35)	--	--
Ohio (n=706)	3.7% (n=26)	50.3% (n=349)	2.0% (n=14)	49.0% (n=341)	3.5% (n=24)	54.2% (n=377)	34.5% (n=17)	58.5% (n=29)
Oklahoma (n=204)	4.0% (n=8)	39.9% (n=77)	4.0% (n=8)	39.9% (n=77)	4.0% (n=8)	43.9% (n=85)	48.0% (n=7)	26.0% (n=4)

Figure 102: Public Library Outlets Providing Dedicated Workstations or Flexible Time Limits by State

State	For patrons seeking employment		For patrons completing government forms and/or seeking government services		For patrons taking online courses or tests		Other	
	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time	Dedicated public workstations	Additional time
Oregon (n=207)	5.7% (n=12)	61.4% (n=126)	4.2% (n=9)	61.8% (n=126)	6.3% (n=13)	65.3% (n=133)	77.3% (n=20)	17.0% (n=4)
Pennsylvania (n=611)	6.9% (n=41)	41.4% (n=244)	5.8% (n=34)	42.7% (n=252)	9.0% (n=53)	49.5% (n=292)	27.4% (n=19)	32.3% (n=22)
Rhode Island (n=71)	3.1% (n=2)	24.5% (n=16)	3.1% (n=2)	24.5% (n=16)	--	27.6% (n=18)	--	--
South Carolina (n=179)	24.7% (n=44)	34.1% (n=60)	23.5% (n=42)	37.8% (n=67)	24.7% (n=44)	42.3% (n=75)	71.7% (n=11)	--
South Dakota (n=138)	5.2% (n=7)	62.5% (n=85)	5.2% (n=7)	66.4% (n=90)	10.3% (n=14)	69.0% (n=94)	7.9% (n=2)	62.5% (n=16)
Tennessee (n=277)	24.1% (n=65)	60.9% (n=164)	12.3% (n=33)	64.6% (n=173)	13.1% (n=35)	65.3% (n=175)	--	15.7% (n=2)
Texas (n=821)	9.2% (n=73)	53.3% (n=423)	8.8% (n=69)	54.4% (n=430)	11.4% (n=91)	57.6% (n=459)	13.1% (n=8)	56.4% (n=32)
Utah (n=107)	11.5% (n=12)	65.5% (n=70)	11.7% (n=12)	64.9% (n=68)	11.5% (n=12)	70.8% (n=76)	6.9% (n=1)	52.3% (n=9)
Vermont (n=181)	3.5% (n=6)	50.4% (n=89)	3.5% (n=6)	48.1% (n=85)	5.8% (n=10)	49.0% (n=87)	17.6% (n=6)	58.3% (n=18)
Virginia (n=334)	9.4% (n=31)	52.5% (n=174)	5.1% (n=17)	52.8% (n=174)	15.5% (n=51)	54.4% (n=180)	24.7% (n=4)	67.3% (n=11)
Washington (n=321)	2.8% (n=9)	59.2% (n=188)	2.0% (n=6)	57.0% (n=181)	2.8% (n=9)	60.4% (n=192)	27.6% (n=7)	72.4% (n=18)
Washington, DC (n=23)	--	--	--	--	6.3% (n=1)	--	--	--
West Virginia (n=164)	8.1% (n=13)	70.7% (n=114)	7.2% (n=12)	74.0% (n=119)	10.5% (n=17)	74.3% (n=119)	--	92.3% (n=17)
Wisconsin (n=453)	8.7% (n=39)	59.9% (n=268)	4.9% (n=22)	61.8% (n=274)	6.6% (n=29)	71.8% (n=320)	4.0% (n=2)	74.0% (n=39)
Wyoming (n=75)	3.1% (n=2)	64.4% (n=48)	3.1% (n=2)	62.8% (n=47)	9.6% (n=7)	73.1% (n=54)	--	50.0% (n=1)
National	6.5% (n=1,021)	49.2% (n=7,680)	4.8% (n=741)	50.0% (n=7,793)	6.4% (n=1,003)	54.6% (n=8,509)	32.0% (n=500)	45.9% (n=718)

Key *=Insufficient data to report; --=No data to report

Figure 102 shows public library outlets that provide dedicated workstations or flexible time limits by state. For employment most states reported a low percentage of public library outlets with dedicated public workstations but a high percentage of additional time. South Carolina (24.7 percent) had the highest percentage of dedicated public workstations for employment. For government forms and services most states reported a low percentage of public library outlets with dedicated public workstations but a high percentage of additional time. South Carolina (23.5 percent) had the highest percentage of dedicated public workstations for employment. For testing most states reported a low percentage of public library outlets with dedicated public workstations but a high percentage of additional time. South Carolina (24.7 percent) had the highest percentage of dedicated public workstations for employment. Many states listed other as a reason for providing dedicated public workstations and additional time. Oregon (77.3 percent) had the highest percentage of dedicated public workstations for other reasons.

Figure 103: Public Library Outlet Type of Public Access Internet Services by State

State	DSL	Cable	Leased Line	Satellite	Fiber	Wireless	Other	Don't Know
Alaska (n=98)	42.7% (n=42)	9.8% (n=10)	9.5% (n=9)	28.5% (n=28)	6.3% (n=6)	22.1% (n=22)	3.2% (n=3)	1.6% (n=2)
Arizona (n=181)	39.6% (n=68)	1.7% (n=3)	44.2% (n=76)	1.7% (n=3)	47.8% (n=81)	20.8% (n=36)	13.8% (n=24)	--
Arkansas (n=204)	61.1% (n=124)	13.6% (n=28)	19.6% (n=40)	--	11.7% (n=24)	3.0% (n=6)	8.0% (n=16)	--
Colorado (n=243)	41.2% (n=96)	14.6% (n=34)	19.0% (n=44)	3.1% (n=7)	30.3% (n=70)	21.7% (n=50)	18.3% (n=43)	1.0% (n=2)
Connecticut (n=220)	40.5% (n=85)	31.1% (n=65)	32.2% (n=67)	--	25.1% (n=52)	5.0% (n=10)	14.5% (n=30)	1.7% (n=3)
Delaware (n=32)	16.2% (n=5)	12.2% (n=4)	44.1% (n=14)	--	76.6% (n=25)	--	23.4% (n=8)	11.2% (n=4)
Florida (n=478)	25.8% (n=120)	13.1% (n=61)	33.2% (n=155)	*	55.9% (n=260)	10.0% (n=46)	36.6% (n=170)	1.0% (n=5)
Georgia (n=380)	4.2% (n=16)	--	86.5% (n=324)	*	14.8% (n=55)	9.9% (n=37)	13.3% (n=50)	6.1% (n=23)
Hawaii (n=50)	4.0% (n=2)	2.0% (n=1)	96.0% (n=48)	--	--	--	6.0% (n=3)	--
Idaho (n=134)	34.6% (n=46)	18.3% (n=24)	21.1% (n=28)	3.5% (n=5)	10.8% (n=14)	27.9% (n=37)	8.2% (n=11)	1.1% (n=1)
Illinois (n=764)	25.0% (n=187)	20.9% (n=156)	47.4% (n=354)	1.5% (n=11)	19.9% (n=148)	14.0% (n=104)	12.9% (n=96)	--
Indiana (n=403)	21.5% (n=84)	16.4% (n=64)	58.1% (n=228)	--	33.4% (n=132)	19.9% (n=78)	24.2% (n=95)	--
Iowa (n=531)	57.9% (n=301)	22.5% (n=117)	7.0% (n=37)	*	29.0% (n=151)	21.4% (n=111)	6.0% (n=31)	--
Kansas (n=370)	34.3% (n=124)	20.4% (n=74)	40.3% (n=146)	--	19.9% (n=72)	17.7% (n=64)	22.7% (n=82)	--
Kentucky (n=183)	48.2% (n=85)	20.6% (n=36)	23.8% (n=42)	1.4% (n=2)	18.6% (n=32)	17.4% (n=31)	8.7% (n=15)	--
Louisiana (n=310)	7.0% (n=21)	1.9% (n=6)	49.0% (n=150)	*	47.7% (n=146)	17.9% (n=55)	36.5% (n=112)	--
Maine (n=268)	17.0% (n=46)	17.0% (n=46)	63.8% (n=171)	--	--	19.3% (n=52)	29.4% (n=79)	--
Maryland (n=178)	3.0% (n=5)	26.1% (n=46)	31.7% (n=56)	1.2% (n=2)	55.5% (n=99)	11.6% (n=21)	47.0% (n=84)	--
Massachusetts (n=444)	12.2% (n=53)	66.4% (n=289)	28.4% (n=123)	*	20.2% (n=88)	14.9% (n=65)	9.3% (n=40)	*
Minnesota (n=347)	12.3% (n=43)	15.9% (n=55)	57.5% (n=200)	--	25.7% (n=90)	11.0% (n=38)	15.2% (n=53)	--
Mississippi (n=228)	26.1% (n=60)	3.9% (n=9)	68.1% (n=155)	*	2.9% (n=7)	15.1% (n=34)	3.7% (n=8)	*
Missouri (n=351)	18.6% (n=64)	5.9% (n=20)	74.7% (n=256)	*	28.5% (n=98)	4.2% (n=14)	21.0% (n=72)	--
Montana (n=103)	69.6% (n=71)	8.9% (n=9)	7.6% (n=8)	3.8% (n=4)	25.3% (n=26)	29.1% (n=30)	5.1% (n=5)	--
Nebraska (n=217)	53.2% (n=148)	21.4% (n=60)	6.9% (n=19)	3.5% (n=10)	18.8% (n=52)	25.7% (n=72)	5.7% (n=16)	--
Nevada (n=81)	51.2% (n=42)	20.8% (n=17)	11.9% (n=10)	7.2% (n=6)	18.8% (n=15)	8.5% (n=7)	20.1% (n=16)	--
New Jersey (n=449)	23.2% (n=101)	41.0% (n=178)	51.6% (n=223)	--	48.2% (n=209)	22.6% (n=98)	16.1% (n=70)	*
New Mexico (n=96)	49.5% (n=45)	11.2% (n=10)	25.2% (n=23)	4.2% (n=4)	33.6% (n=30)	14.0% (n=13)	23.1% (n=21)	--
New York (n=1,038)	10.8% (n=111)	56.9% (n=583)	35.6% (n=365)	*	17.4% (n=178)	14.2% (n=145)	3.1% (n=32)	--

Figure 103: Public Library Outlet Type of Public Access Internet Services by State

State	DSL	Cable	Leased Line	Satellite	Fiber	Wireless	Other	Don't Know
North Carolina (n=381)	22.6% (n=86)	30.4% (n=116)	31.9% (n=121)	*	45.9% (n=175)	6.8% (n=26)	22.5% (n=86)	*
North Dakota (n=80)	61.0% (n=49)	11.9% (n=9)	13.5% (n=11)	--	61.0% (n=49)	17.5% (n=14)	23.7% (n=19)	--
Ohio (n=706)	8.6% (n=60)	13.0% (n=91)	74.2% (n=517)	*	39.7% (n=276)	3.3% (n=23)	20.0% (n=139)	*
Oklahoma (n=204)	12.1% (n=23)	4.0% (n=8)	77.9% (n=150)	--	47.7% (n=92)	14.1% (n=27)	6.0% (n=12)	--
Oregon (n=207)	38.6% (n=79)	11.2% (n=23)	35.4% (n=73)	2.1% (n=4)	39.6% (n=81)	9.8% (n=20)	13.5% (n=28)	--
Pennsylvania (n=611)	27.6% (n=164)	31.1% (n=185)	31.3% (n=187)	0.5% (n=3)	27.9% (n=166)	14.8% (n=88)	17.4% (n=103)	--
Rhode Island (n=71)	12.3% (n=8)	24.5% (n=16)	27.5% (n=16)	--	32.7% (n=22)	25.9% (n=17)	41.9% (n=28)	--
South Carolina (n=179)	2.2% (n=4)	2.4% (n=4)	61.6% (n=109)	--	39.2% (n=69)	3.3% (n=6)	28.1% (n=50)	5.7% (n=10)
South Dakota (n=138)	56.8% (n=77)	31.5% (n=43)	5.2% (n=7)	--	39.6% (n=54)	21.3% (n=29)	11.2% (n=15)	--
Tennessee (n=277)	56.6% (n=153)	29.0% (n=79)	10.5% (n=29)	0.7% (n=2)	12.9% (n=35)	16.2% (n=44)	6.2% (n=17)	--
Texas (n=821)	37.1% (n=296)	16.8% (n=134)	31.3% (n=250)	3.1% (n=25)	33.3% (n=266)	18.1% (n=144)	12.0% (n=96)	0.2% (n=2)
Utah (n=107)	52.1% (n=56)	7.0% (n=8)	21.2% (n=23)	1.8% (n=2)	46.9% (n=50)	24.1% (n=26)	21.2% (n=23)	--
Vermont (n=181)	40.6% (n=71)	54.5% (n=95)	3.2% (n=6)	--	16.1% (n=28)	9.8% (n=17)	3.7% (n=7)	2.0% (n=4)
Virginia (n=334)	16.3% (n=54)	28.3% (n=94)	36.0% (n=119)	0.7% (n=2)	39.2% (n=130)	21.8% (n=72)	21.2% (n=70)	--
Washington (n=321)	14.3% (n=46)	12.4% (n=40)	27.3% (n=87)	1.1% (n=4)	49.6% (n=158)	12.0% (n=38)	46.5% (n=148)	--
Washington, DC (n=23)	--	--	--	--	100% (n=23)	--	100% (n=23)	--
West Virginia (n=164)	--	2.3% (n=4)	100% (n=164)	--	4.5% (n=7)	--	*	1.4% (n=2)
Wisconsin (n=453)	29.8% (n=134)	14.6% (n=65)	61.7% (n=276)	0.5% (n=2)	15.7% (n=70)	13.4% (n=60)	13.2% (n=59)	0.4% (n=2)
Wyoming (n=75)	68.6% (n=51)	11.0% (n=8)	4.7% (n=4)	4.7% (n=4)	12.3% (n=9)	20.4% (n=15)	4.7% (n=4)	--
National								

Key *=Insufficient data to report
 --=No data to report

Figure 103 shows types of Internet services available in public library outlets by state. There are a variety of Internet service options available to public library outlets which include: DSL, cable, leased lines, satellite, fiber, and wireless. Most states are fairly distributed among the various types of service with the exception of satellite. Montana (69.6 percent) had the highest percentage of library outlets using DSL as their Internet service. Massachusetts (66.4 percent) reported cable as their Internet service. The majority of public library outlets in Delaware (76.6 percent) use fiber. All public libraries in West Virginia reported using leased lines. Montana (29.1 percent) had the highest percentage of library outlets using wireless service. Few states reported a percentage of library outlets with satellite service, though Alaska (28.5 percent) had the highest percentage reported.

Figure 104: Public Library Outlet Source of Public Access Internet Services by State

State	Municipal Network	Regional Library Consortia	State Network	Internet Service Provider	Other	Don't Know
Alaska (n=98)	16.2% (n=16)	--	1.6% (n=2)	71.2% (n=70)	12.7% (n=12)	3.2% (n=3)
Arizona (n=181)	33.1% (n=57)	--	--	61.7% (n=106)	4.1% (n=7)	1.7% (n=3)
Arkansas (n=204)	1.9% (n=4)	--	20.3% (n=41)	77.7% (n=157)	--	--
Colorado (n=243)	16.6% (n=39)	18.3% (n=43)	2.8% (n=6)	71.7% (n=167)	1.7% (n=4)	--
Connecticut (n=220)	18.9% (n=39)	9.0% (n=19)	71.4% (n=149)	41.1% (n=86)	--	--
Delaware (n=32)	19.4% (n=6)	--	76.6% (n=25)	4.1% (n=1)	3.1% (n=1)	--
Florida (n=478)	10.8% (n=50)	1.8% (n=8)	2.9% (n=14)	83.0% (n=386)	8.8% (n=41)	*
Georgia (n=380)	1.3% (n=5)	1.4% (n=5)	95.9% (n=360)	1.9% (n=7)	--	--
Hawaii (n=50)	--	--	100% (n=50)	--	--	--
Idaho (n=134)	5.1% (n=7)	--	1.1% (n=1)	93.3% (n=124)	2.4% (n=3)	--
Illinois (n=764)	2.6% (n=19)	4.7% (n=35)	44.5% (n=332)	52.9% (n=395)	4.4% (n=33)	*
Indiana (n=403)	1.4% (n=5)	2.9% (n=11)	52.6% (n=206)	52.6% (n=206)	7.3% (n=29)	--
Iowa (n=531)	12.9% (n=67)	--	2.8% (n=15)	84.1% (n=437)	1.9% (n=10)	--
Kansas (n=370)	5.1% (n=18)	--	30.4% (n=110)	70.9% (n=256)	6.3% (n=23)	--
Kentucky (n=183)	1.4% (n=2)	--	4.2% (n=7)	86.9% (n=151)	12.6% (n=22)	--
Louisiana (n=310)	*	--	20.1% (n=61)	83.8% (n=257)	4.5% (n=14)	--
Maine (n=268)	1.1% (n=3)	5.7% (n=15)	77.4% (n=207)	20.4% (n=55)	4.5% (n=12)	--
Maryland (n=178)	12.6% (n=22)	3.7% (n=7)	57.9% (n=103)	34.2% (n=61)	17.9% (n=32)	--
Massachusetts (n=444)	16.1% (n=70)	47.4% (n=206)	1.2% (n=5)	59.8% (n=260)	6.4% (n=28)	*
Minnesota (n=347)	12.1% (n=42)	18.4% (n=64)	15.8% (n=55)	43.0% (n=150)	34.0% (n=118)	--

Figure 104: Public Library Outlet Source of Public Access Internet Services by State

State	Municipal Network	Regional Library Consortia	State Network	Internet Service Provider	Other	Don't Know
Mississippi (n=228)	*	--	51.5% (n=117)	60.3% (n=137)	*	--
Missouri (n=351)	--	*	83.1% (n=285)	15.3% (n=53)	9.4% (n=32)	--
Montana (n=103)	1.3% (n=1)	1.3% (n=1)	2.5% (n=3)	93.7% (n=96)	1.3% (n=1)	--
Nebraska (n=217)	5.8% (n=16)	--	--	94.2% (n=262)	1.2% (n=3)	--
Nevada (n=81)	7.5% (n=6)	7.2% (n=6)	8.9% (n=7)	81.9% (n=67)	1.7% (n=1)	--
New Jersey (n=449)	4.0% (n=17)	28.2% (n=122)	33.4% (n=145)	62.1% (n=269)	5.9% (n=26)	--
New Mexico (n=96)	26.6% (n=24)	--	--	90.2% (n=81)	2.8% (n=3)	--
New York (n=1,038)	2.0% (n=21)	15.6% (n=159)	*	88.6% (n=906)	2.1% (n=22)	--
North Carolina (n=381)	18.0% (n=69)	2.3% (n=9)	7.9% (n=30)	82.6% (n=314)	1.8% (n=7)	--
North Dakota (n=80)	4.0% (n=3)	--	45.2% (n=36)	70.6% (n=56)	--	--
Ohio (n=706)	--	9.1% (n=63)	69.4% (n=483)	25.8% (n=179)	11.6% (n=81)	*
Oklahoma (n=204)	3.7% (n=7)	4.0% (n=8)	60.1% (n=116)	52.0% (n=100)	8.0% (n=15)	--
Oregon (n=207)	13.0% (n=27)	15.6% (n=32)	2.9% (n=6)	65.8% (n=135)	4.9% (n=10)	*
Pennsylvania (n=611)	4.2% (n=25)	21.2% (n=126)	--	68.3% (n=406)	9.9% (n=59)	--
Rhode Island (n=71)	--	72.4% (n=48)	33.7% (n=22)	15.3% (n=10)	3.1% (n=2)	--
South Carolina (n=179)	--	--	94.3% (n=167)	7.8% (n=14)	1.3% (n=2)	--
South Dakota (n=138)	7.8% (n=11)	--	17.3% (n=24)	80.6% (n=110)	3.9% (n=5)	--
Tennessee (n=277)	6.3% (n=17)	8.0% (n=22)	*	88.8% (n=240)	2.2% (n=6)	*
Texas (n=821)	24.2% (n=193)	1.4% (n=11)	1.3% (n=10)	73.5% (n=586)	4.2% (n=33)	*
Utah (n=107)	22.1% (n=24)	--	41.8% (n=45)	32.6% (n=35)	8.0% (n=9)	--

Figure 104: Public Library Outlet Source of Public Access Internet Services by State

State	Municipal Network	Regional Library Consortia	State Network	Internet Service Provider	Other	Don't Know
Vermont (n=181)	3.7% (n=7)	--	2.3% (n=4)	88.4% (n=155)	5.8% (n=10)	*
Virginia (n=334)	33.6% (n=111)	*	2.6% (n=9)	65.2% (n=216)	5.6% (n=19)	--
Washington (n=321)	4.4% (n=14)	--	22.3% (n=71)	59.4% (n=189)	17.4% (n=55)	--
Washington, DC (n=23)	--	--	--	100% (n=23)	--	--
West Virginia (n=164)	*	3.5% (n=6)	100.0%	4.6% (n=8)	2.6% (n=4)	--
Wisconsin (n=453)	7.7% (n=34)	45.9% (n=205)	48.0% (n=215)	30.6% (n=137)	4.5% (n=20)	1.2% (n=5)
Wyoming (n=75)	4.7% (n=4)	--	1.6% (n=1)	93.7% (n=70)	1.6% (n=1)	--
National	9.6% (n=1,500)	9.1% (n=1,426)	26.2% (n=4,106)	61.2% (n=9,606)	5.7% (n=890)	*
Key *=Insufficient data to report --=No data to report						

Figure 104 shows the source of public library outlet Internet access by state. State responses to the question are libraries indicating that there is free public access Internet available. Overall the majority of states reported most public Internet services coming from either a state network or an Internet service provider. Washington, DC (100 percent) and Nebraska (94.2 percent) report the highest percentage access through an Internet service provider. Hawaii (100 percent) and West Virginia (100 percent) report the highest percentage of access provided through a state network. Rhode Island was the only state to report the majority of access (72.4 percent) coming from a regional library consortium. Virginia (33.6 percent) and New Mexico (26.6 percent) were the only states to report more than a quarter of all access coming from municipal network.

Figure 105: Public Library Outlet Maximum Speed of Public Access Internet Services

State	Less than 256Kbps	257Kbps - 768Kbps	769Kbps - 1.4Mbps	1.5Mbps T1	1.6Mbps - 3.0 Mbps	3.1Mbps - 6.0Mbps	6.1Mbps - 10Mbps	10.1Mbps - 20Mbps	20.1Mbps - 30Mbps	30.1Mbps - 40Mbps	Greater than 40Mbps	Don't Know
Alaska (n=98)	17.4% (n=17)	30.1% (n=30)	6.3% (n=6)	11.1% (n=11)	7.9% (n=8)	1.6% (n=2)	3.2% (n=3)	6.7% (n=7)	--	--	6.3% (n=6)	9.5% (n=9)
Arizona (n=181)	--	--	2.6% (n=4)	27.6% (n=47)	12.0% (n=20)	15.0% (n=25)	11.2% (n=19)	11.2% (n=19)	3.9% (n=7)	2.4% (n=4)	12.2% (n=1)	1.8% (n=3)
Arkansas (n=204)	4.7% (n=9)	16.8% (n=34)	3.9% (n=8)	36.2% (n=73)	16.0% (n=32)	6.8% (n=14)	5.9% (n=12)	1.0% (n=2)	--	--	3.0% (n=6)	5.8% (n=12)
Colorado (n=243)	4.1% (n=10)	3.8% (n=9)	8.6% (n=20)	15.3% (n=36)	20.6% (n=48)	8.9% (n=21)	11.7% (n=27)	16.4% (n=38)	1.3% (n=3)	*	5.5% (n=13)	3.1% (n=7)
Connecticut (n=220)	5.1% (n=10)	5.0% (n=10)	11.8% (n=24)	4.1% (n=8)	17.1% (n=35)	23.3% (n=48)	6.3% (n=13)	9.8% (n=20)	--	*	8.4% (n=17)	8.4% (n=17)
Delaware (n=32)	--	--	--	7.2% (n=2)	4.1% (n=1)	--	59.1% (n=19)	10.3% (n=3)	--	--	8.1% (n=3)	11.2% (n=4)
Florida (n=478)	*	3.8% (n=18)	7.0% (n=33)	12.2% (n=57)	3.1% (n=14)	3.3% (n=15)	15.2% (n=70)	21.0% (n=97)	10.0% (n=46)	13.1% (n=61)	7.6% (n=35)	3.0% (n=14)
Georgia (n=380)	--	--	*	54.4% (n=206)	13.0% (n=49)	15.0% (n=57)	2.2% (n=8)	1.8% (n=7)	--	--	10.4% (n=40)	1.8% (n=7)
Hawaii (n=50)	76.0% (n=38)	2.0% (n=1)	--	16.0% (n=8)	6.0% (n=3)	--	--	--	--	--	--	--
Idaho (n=134)	6.7% (n=9)	14.8% (n=20)	8.6% (n=11)	22.5% (n=30)	21.4% (n=28)	9.6% (n=13)	5.3% (n=7)	6.8% (n=9)	1.1% (n=1)	--	--	3.2% (n=4)
Illinois (n=764)	1.9% (n=14)	7.8% (n=58)	7.4% (n=55)	29.9% (n=222)	7.0% (n=52)	9.6% (n=72)	13.3% (n=99)	5.2% (n=38)	2.2% (n=16)	1.8% (n=14)	5.9% (n=44)	8.1% (n=60)
Indiana (n=403)	*	2.3% (n=9)	2.9% (n=11)	28.3% (n=112)	21.7% (n=86)	14.4% (n=57)	8.1% (n=32)	7.3% (n=29)	*	1.5% (n=6)	8.7% (n=34)	4.0% (n=16)
Iowa (n=531)	7.3% (n=38)	13.2% (n=69)	12.9% (n=67)	22.1% (n=115)	8.8% (n=46)	11.3% (n=59)	10.9% (n=57)	5.4% (n=28)	--	1.3% (n=7)	2.5% (n=13)	4.4% (n=23)
Kansas (n=370)	--	3.8% (n=14)	6.4% (n=23)	28.0% (n=101)	17.7% (n=64)	13.9% (n=50)	12.8% (n=46)	6.4% (n=23)	1.3% (n=5)	--	6.0% (n=22)	3.8% (n=14)
Kentucky (n=183)	2.9% (n=5)	5.8% (n=10)	5.7% (n=10)	11.4% (n=19)	8.6% (n=15)	21.0% (n=35)	22.1% (n=37)	4.3% (n=7)	5.3% (n=9)	--	5.8% (n=10)	7.2% (n=12)
Louisiana (n=310)	*	1.0% (n=3)	1.9% (n=6)	27.5% (n=82)	10.5% (n=32)	8.1% (n=24)	25.0% (n=75)	16.9% (n=51)	1.4% (n=4)	2.3% (n=7)	4.1% (n=12)	1.0% (n=3)
Maine (n=268)	--	--	--	83.0% (n=222)	12.5% (n=33)	2.3% (n=6)	2.3% (n=6)	1.1% (n=3)	--	--	--	--
Maryland (n=178)	--	2.4% (n=4)	3.7% (n=7)	12.8% (n=23)	9.8% (n=17)	6.0% (n=11)	18.7% (n=33)	17.4% (n=31)	--	*	26.8% (n=48)	1.8% (n=3)
Massachusetts (n=444)	*	13.4% (n=58)	12.6% (n=54)	15.5% (n=67)	8.2% (n=35)	14.0% (n=60)	10.9% (n=47)	8.8% (n=38)	2.2% (n=9)	1.0% (n=4)	2.7% (n=12)	10.1% (n=43)

Figure 105: Public Library Outlet Maximum Speed of Public Access Internet Services

State	Less than 256Kbps	257Kbps - 768Kbps	769Kbps - 1.4Mbps	1.5Mbps T1	1.6Mbps - 3.0 Mbps	3.1Mbps - 6.0Mbps	6.1Mbps - 10Mbps	10.1Mbps - 20Mbps	20.1Mbps - 30Mbps	30.1Mbps - 40Mbps	Greater than 40Mbps	Don't Know
Minnesota (n=347)	*	15.0% (n=52)	3.5% (n=12)	43.2% (n=150)	1.4% (n=5)	3.7% (n=13)	10.2% (n=35)	15.2% (n=53)	--	*	5.2% (n=18)	1.7% (n=6)
Mississippi (n=228)	3.7% (n=8)	15.6% (n=36)	6.2% (n=14)	65.8% (n=150)	3.6% (n=8)	4.5% (n=10)	--	--	--	*	1.9% (n=4)	--
Missouri (n=351)	*	2.9% (n=10)	4.2% (n=14)	54.7% (n=187)	11.1% (n=38)	8.7% (n=30)	1.2% (n=4)	2.9% (n=10)	1.1% (n=4)	1.9% (n=7)	7.4% (n=25)	3.3% (n=11)
Montana (n=103)	1.3% (n=1)	8.9% (n=9)	11.4% (n=12)	24.1% (n=25)	12.7% (n=13)	12.7% (n=13)	11.4% (n=12)	2.5% (n=3)	2.5% (n=3)	1.3% (n=1)	3.8% (n=4)	7.6% (n=8)
Nebraska (n=217)	3.5% (n=10)	11.7% (n=32)	8.2% (n=23)	14.0% (n=39)	17.6% (n=48)	10.8% (n=30)	13.1% (n=36)	1.2% (n=3)	--	1.2% (n=3)	9.4% (n=26)	9.4% (n=26)
Nevada (n=81)	8.5% (n=7)	13.6% (n=11)	1.7% (n=1)	30.7% (n=25)	6.8% (n=6)	7.2% (n=6)	--	2.0% (n=2)	--	--	22.5% (n=18)	6.8% (n=6)
New Jersey (n=449)	*	5.3% (n=23)	6.5% (n=28)	19.3% (n=82)	2.7% (n=12)	4.3% (n=18)	5.2% (n=22)	10.5% (n=45)	1.8% (n=8)	1.4% (n=6)	22.8% (n=97)	19.2% (n=82)
New Mexico (n=96)	--	19.3% (n=17)	4.3% (n=4)	23.4% (n=21)	5.0% (n=4)	10.0% (n=9)	7.2% (n=6)	2.2% (n=2)	2.8% (n=3)	2.8% (n=3)	18.6% (n=16)	4.3% (n=4)
New York (n=1,038)	1.0% (n=11)	5.5% (n=56)	4.7% (n=48)	19.2% (n=194)	19.2% (n=195)	16.1% (n=164)	10.7% (n=109)	9.1% (n=93)	1.0% (n=10)	*	4.0% (n=40)	9.1% (n=93)
North Carolina (n=381)	3.3% (n=13)	6.4% (n=24)	2.3% (n=9)	8.7% (n=33)	16.2% (n=61)	18.5% (n=70)	27.2% (n=103)	4.6% (n=18)	1.2% (n=4)	3.6% (n=14)	4.5% (n=17)	3.5% (n=13)
North Dakota (n=80)	--	11.9% (n=9)	4.0% (n=3)	11.9% (n=9)	7.9% (n=6)	19.2% (n=15)	7.9% (n=6)	4.0% (n=3)	4.0% (n=3)	--	17.5% (n=14)	11.9% (n=9)
Ohio (n=706)	*	*	8.6% (n=60)	30.1% (n=209)	5.5% (n=38)	4.6% (n=32)	36.7% (n=255)	3.1% (n=21)	*	*	4.7% (n=33)	5.2% (n=36)
Oklahoma (n=204)	--	2.1% (n=4)	18.5% (n=35)	18.5% (n=35)	10.3% (n=19)	2.1% (n=4)	8.2% (n=15)	--	--	2.1% (n=4)	32.6% (n=61)	5.8% (n=11)
Oregon (n=207)	2.1% (n=4)	5.0% (n=10)	8.4% (n=17)	27.8% (n=57)	6.9% (n=14)	10.8% (n=22)	16.3% (n=33)	4.3% (n=9)	--	*	14.9% (n=31)	2.7% (n=6)
Pennsylvania (n=611)	*	7.3% (n=43)	6.3% (n=38)	21.5% (n=128)	13.6% (n=80)	11.6% (n=69)	9.2% (n=55)	8.7% (n=52)	1.5% (n=9)	*	8.5% (n=50)	10.2% (n=61)
Rhode Island (n=71)	--	--	6.1% (n=4)	15.3% (n=10)	18.3% (n=12)	6.1% (n=4)	3.1% (n=2)	--	3.1% (n=2)	--	12.3% (n=8)	35.8% (n=24)
South Carolina (n=179)	--	--	1.3% (n=2)	39.7% (n=69)	3.5% (n=6)	1.1% (n=2)	30.1% (n=53)	13.8% (n=24)	--	--	--	10.4% (n=18)
South Dakota (n=138)	6.5% (n=9)	24.5% (n=33)	12.9% (n=18)	11.6% (n=16)	5.2% (n=7)	9.6% (n=13)	10.3% (n=14)	5.2% (n=7)	1.3% (n=2)	1.3% (n=2)	6.5% (n=9)	5.2% (n=7)

Figure 105: Public Library Outlet Maximum Speed of Public Access Internet Services

State	Less than 256Kbps	257Kbps - 768Kbps	769Kbps - 1.4Mbps	1.5Mbps T1	1.6Mbps - 3.0 Mbps	3.1Mbps - 6.0Mbps	6.1Mbps - 10Mbps	10.1Mbps - 20Mbps	20.1Mbps - 30Mbps	30.1Mbps - 40Mbps	Greater than 40Mbps	Don't Know
Tennessee (n=277)	3.0% (n=24)	7.7% (n=61)	7.3% (n=57)	20.5% (n=161)	11.9% (n=93)	12.3% (n=97)	10.9% (n=86)	8.3% (n=65)	0.6% (n=5)	1.8% (n=14)	6.4% (n=50)	9.3% (n=73)
Texas (n=821)	3.0% (n=24)	7.7% (n=61)	7.3% (n=57)	20.5% (n=161)	11.9% (n=93)	12.3% (n=97)	10.9% (n=86)	8.3% (n=65)	*	1.8% (n=14)	6.4% (n=50)	9.3% (n=73)
Utah (n=107)	3.5% (n=4)	3.5% (n=4)	8.0% (n=9)	10.5% (n=11)	22.0% (n=24)	15.2% (n=16)	1.8% (n=2)	5.3% (n=6)	5.2% (n=6)	1.8% (n=2)	16.3% (n=17)	7.0% (n=8)
Vermont (n=181)	--	8.3% (n=14)	7.1% (n=12)	11.6% (n=20)	9.8% (n=17)	13.6% (n=23)	8.5% (n=15)	6.8% (n=12)	2.4% (n=4)	1.2% (n=2)	9.2% (n=16)	21.6% (n=37)
Virginia (n=334)	--	4.1% (n=14)	8.7% (n=29)	18.1% (n=60)	14.5% (n=48)	9.8% (n=32)	9.5% (n=31)	8.5% (n=28)	1.9% (n=6)	2.4% (n=8)	20.0% (n=66)	2.5% (n=8)
Washington (n=321)	1.3% (n=4)	3.9% (n=12)	10.6% (n=34)	14.1% (n=45)	21.0% (n=67)	7.0% (n=22)	12.2% (n=39)	12.2% (n=39)	--	--	16.7% (n=53)	1.1% (n=4)
Washington, DC (n=23)	--	--	--	--	--	--	--	6.3% (n=1)	--	--	93.8% (n=21)	--
West Virginia (n=164)	--	--	--	100.0% (n=164)	--	--	--	--	--	--	--	--
Wisconsin (n=453)	--	--	--	94.4% (n=427)	5.1% (n=23)	*	--	--	--	--	--	--
Wyoming (n=75)	1.6% (n=1)	15.7% (n=12)	12.6% (n=9)	31.4% (n=24)	11.0% (n=8)	4.7% (n=4)	6.0% (n=5)	4.7% (n=4)	--	--	12.3% (n=9)	--
National	2.3% (n=354)	6.1% (n=958)	6.4% (n=999)	27.4% (n=4274)	11.0% (n=1722)	10.1% (n=1572)	12.3% (n=1929)	7.8% (n=1221)	1.2% (n=194)	1.4% (n=217)	8.0% (n=1246)	6.0% (n=942)
Key *=Insufficient data to report --=No data to report												

The maximum speed of public access Internet service is shown in Figure 105. State responses to the question are libraries indicating that there is free public access Internet available. The largest percentage of libraries report having 1.5 Mbps (T1) connection (27.4 percent), which was the largest reported category in 2008-2009 (25.5 percent) as well. In 2009-2010, West Virginia (100 percent) and Wisconsin (94.4 percent) outlets reported the highest percentage of T1 connections. 51.8 percent of all outlets report having greater than a T1 connection, up from 44.5 in 2008-2009. 18.4 percent of outlets have greater than 10 Mbps, up from 12.3 percent in 2008-

2009. Most outlets in Washington, DC (93.8 percent) have greater than 10 Mbps, and 32.6 percent of outlets in Oklahoma do. Unfortunately, 76.4 percent of outlets in Hawaii reported they have less than 256 Kbps, up from 54.5 percent in 2008-2009. Also, a total of 47.5 percent of libraries in Alaska have less than 769 Kbps, down from 60.6 percent in 2008-2009

Figure 106: Increase in Public Access Internet Connection at Public Library Outlets over the last year

State	Connection speed has increased	Connection speed has remained the same	Don't Know
Alaska (n=98)	22.1% (n=22)	74.7% (n=73)	3.2% (n=3)
Arizona (n=181)	16.8% (n=28)	81.4% (n=135)	1.8% (n=3)
Arkansas (n=204)	17.4% (n=35)	82.6% (n=167)	--
Colorado (n=243)	35.6% (n=82)	63.4% (n=146)	1.0% (n=2)
Connecticut (n=220)	5.6% (n=12)	91.0% (n=187)	3.4% (n=7)
Delaware (n=32)	20.6% (n=7)	65.0% (n=21)	14.4% (n=5)
Florida (n=478)	35.8% (n=166)	63.7% (n=295)	*
Georgia (n=380)	18.6% (n=69)	74.8% (n=276)	6.7% (n=25)
Hawaii (n=50)	2.0% (n=1)	92.0% (n=46)	6.0% (n=3)
Idaho (n=134)	15.6% (n=20)	84.4% (n=111)	--
Illinois (n=764)	17.4% (n=129)	82.6% (n=613)	--
Indiana (n=403)	29.0% (n=113)	68.2% (n=265)	2.8% (n=11)
Iowa (n=531)	14.9% (n=78)	82.0% (n=426)	3.1% (n=16)
Kansas (n=370)	39.2% (n=141)	53.2% (n=192)	7.6% (n=28)
Kentucky (n=183)	34.9% (n=59)	65.1% (n=110)	--
Louisiana (n=310)	34.5% (n=104)	65.0% (n=195)	*
Maine (n=268)	18.9% (n=49)	75.3% (n=197)	5.8% (n=15)
Maryland (n=178)	16.6% (n=29)	82.8% (n=147)	*
Massachusetts (n=444)	22.5% (n=97)	74.0% (n=318)	3.5% (n=15)
Minnesota (n=347)	8.1% (n=28)	90.2% (n=312)	1.7% (n=6)
Mississippi (n=228)	10.9% (n=24)	89.1% (n=197)	--
Missouri (n=351)	23.1% (n=79)	75.3% (n=257)	1.7% (n=6)
Montana (n=103)	25.6% (n=26)	73.1% (n=74)	1.3% (n=1)
Nebraska (n=217)	20.2% (n=56)	75.1% (n=207)	4.7% (n=13)

Figure 106: Increase in Public Access Internet Connection at Public Library Outlets over the last year

State	Connection speed has increased	Connection speed has remained the same	Don't Know
Nevada (n=81)	27.0% (n=22)	71.3% (n=58)	1.7% (n=1)
New Jersey (n=449)	25.7% (n=109)	71.5% (n=303)	2.7% (n=12)
New Mexico (n=96)	30.8% (n=27)	67.0% (n=59)	2.2% (n=2)
New York (n=1,038)	27.5% (n=278)	70.7% (n=716)	1.9% (n=19)
North Carolina (n=381)	35.7% (n=136)	63.6% (n=242)	*
North Dakota (n=80)	21.5% (n=17)	74.6% (n=59)	4.0% (n=3)
Ohio (n=706)	13.3% (n=92)	84.7% (n=586)	2.0% (n=14)
Oklahoma (n=204)	40.8% (n=77)	57.2% (n=108)	2.1% (n=4)
Oregon (n=207)	21.9% (n=45)	77.3% (n=159)	*
Pennsylvania (n=611)	27.4% (n=162)	70.1% (n=415)	2.5% (n=15)
Rhode Island (n=71)	54.1% (n=36)	45.9% (n=31)	--
South Carolina (n=179)	7.5% (n=13)	91.2% (n=159)	1.3% (n=2)
South Dakota (n=138)	14.7% (n=20)	84.0% (n=114)	1.3% (n=2)
Tennessee (n=277)	19.3% (n=52)	76.6% (n=206)	4.0% (n=11)
Texas (n=821)	22.2% (n=175)	73.8% (n=580)	4.0% (n=32)
Utah (n=107)	13.2% (n=14)	86.8% (n=93)	--
Vermont (n=181)	7.1% (n=12)	84.5% (n=145)	8.3% (n=14)
Virginia (n=334)	23.0% (n=76)	76.6% (n=254)	*
Washington (n=321)	30.7% (n=98)	68.8% (n=219)	*
Washington, DC (n=23)	100% (n=23)	--	--
West Virginia (n=164)	22.3% (n=35)	73.5% (n=116)	4.2% (n=7)
Wisconsin (n=453)	28.2% (n=125)	67.2% (n=298)	4.6% (n=21)
Wyoming (n=75)	9.4% (n=7)	90.6% (n=68)	--
National	23.2% (n=3,602)	74.6% (n=11,602)	2.2% (n=345)
Key *=Insufficient data to report --=No data to report			

Figure 106 shows the increase in public access Internet connection speeds over the past year. State responses to the question are libraries indicating that there is free public access Internet available. Nearly one third of public library outlets (74.6 percent) reported that their connection speeds have stayed the same. Washington, DC (100 percent) and Rhode Island (54.1 percent) were exceptions as the majority of library outlets reported increased connection speeds in both cases.

Figure 107: Adequacy of Public Library Outlet Public Access Internet Connection Speed by State

State	The connection speed is insufficient to meet patron needs most of the time	The connection speed is insufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs almost all of the time	Don't know
Alaska (n=98)	32% (n=31)	36.4% (n=36)	28.5% (n=28)	3.2% (n=3)
Arizona (n=181)	13.2% (n=22)	30.5% (n=52)	56.4% (n=95)	--
Arkansas (n=204)	25.4% (n=51)	40.1% (n=81)	34.5% (n=70)	--
Colorado (n=243)	21.7% (n=49)	29.5% (n=67)	48.8% (n=110)	--
Connecticut (n=220)	14.2% (n=29)	31.8% (n=65)	52.3% (n=108)	1.7% (n=3)
Delaware (n=32)	--	15.3% (n=5)	84.7% (n=27)	--
Florida (n=478)	21.3% (n=99)	29.6% (n=137)	48.5% (n=225)	*
Georgia (n=380)	22.1% (n=81)	45.7% (n=168)	25.5% (n=94)	6.7% (n=25)
Hawaii (n=50)	54.0% (n=27)	32.0% (n=16)	14.0% (n=7)	--
Idaho (n=134)	22.2% (n=29)	41.9% (n=56)	34.9% (n=46)	1.1% (n=1)
Illinois (n=764)	17.5% (n=129)	29.6% (n=219)	52.6% (n=390)	*
Indiana (n=403)	8.4% (n=33)	30.5% (n=118)	61.1% (n=238)	--
Iowa (n=531)	13.8% (n=72)	22.0% (n=114)	64.2% (n=334)	--
Kansas (n=370)	6.4% (n=23)	29.2% (n=106)	64.4% (n=233)	--
Kentucky (n=183)	17.2% (n=29)	26.4% (n=44)	56.4% (n=95)	--
Louisiana (n=310)	9.6% (n=29)	27.5% (n=83)	62.5% (n=188)	*
Maine (n=268)	11.5% (n=30)	26.3% (n=70)	61.1% (n=162)	1.1% (n=3)
Maryland (n=178)	10.9% (n=19)	17.8% (n=32)	70.7% (n=126)	*
Massachusetts (n=444)	18.6% (n=79)	26.1% (n=112)	55.3% (n=236)	--
Minnesota (n=347)	9.1% (n=32)	38.6% (n=134)	52.3% (n=182)	--
Mississippi (n=228)	23.8% (n=53)	32.1% (n=71)	44.1% (n=97)	--
Missouri (n=351)	9.9% (n=34)	22.9% (n=78)	66.3% (n=225)	*
Montana (n=103)	10.3% (n=10)	38.5% (n=39)	50.0% (n=51)	1.3% (n=1)
Nebraska (n=217)	5.9% (n=16)	28.3% (n=78)	65.8% (n=181)	--
Nevada (n=81)	18.4% (n=15)	43.4% (n=35)	38.2% (n=31)	--
New Jersey (n=449)	10.6% (n=45)	23.6% (n=100)	65.3% (n=277)	*
New Mexico (n=96)	18.6% (n=16)	22.7% (n=20)	58.6% (n=52)	--

Figure 107: Adequacy of Public Library Outlet Public Access Internet Connection Speed by State

State	The connection speed is insufficient to meet patron needs most of the time	The connection speed is insufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs almost all of the time	Don't know
New York (n=1,038)	11.7% (n=119)	36.2% (n=367)	51.8% (n=526)	*
North Carolina (n=381)	7.1% (n=27)	39.7% (n=151)	52.5% (n=200)	*
North Dakota (n=80)	4.0% (n=3)	27.1% (n=22)	68.9% (n=55)	--
Ohio (n=706)	13.7% (n=95)	29.8% (n=206)	56.0% (n=388)	*
Oklahoma (n=204)	12.3% (n=23)	28.7% (n=54)	58.9% (n=111)	--
Oregon (n=207)	3.4% (n=7)	30.9% (n=63)	64.9% (n=133)	*
Pennsylvania (n=611)	10.1% (n=60)	28.2% (n=167)	61.8% (n=366)	--
Rhode Island (n=71)	3.1% (n=2)	33.6% (n=22)	63.3% (n=42)	--
South Carolina (n=179)	18.4% (n=32)	26.8% (n=47)	54.7% (n=96)	--
South Dakota (n=138)	11.0% (n=15)	23.1% (n=31)	65.9% (n=90)	--
Tennessee (n=277)	20.9% (n=56)	34.9% (n=93)	44.3% (n=118)	--
Texas (n=821)	16.1% (n=126)	33.3% (n=260)	50.0% (n=391)	*
Utah (n=107)	18.7% (n=20)	18.5% (n=20)	61.0% (n=66)	1.8% (n=2)
Vermont (n=181)	16.5% (n=28)	20.6% (n=35)	62.9% (n=106)	--
Virginia (n=334)	16.8% (n=55)	28.6% (n=94)	54.6% (n=180)	--
Washington (n=321)	15.7% (n=50)	31.4% (n=100)	52.4% (n=167)	*
Washington, DC (n=23)	--	--	100% (n=23)	--
West Virginia (n=164)	20.2% (n=32)	18.5% (n=29)	61.4% (n=96)	--
Wisconsin (n=453)	15.6% (n=69)	44.2% (n=196)	39.3% (n=175)	*
Wyoming (n=75)	15.7% (n=12)	31.4% (n=24)	52.9% (n=40)	--
National	14.7% (n=2,285)	30.4% (n=4,720)	54.4% (n=8,448)	*

Key *=Insufficient data to report
 --=No data to report

The adequacy of connection speeds in public libraries is shown in Figure 107 and the results have changed noticeably from 2008-2009. State responses to the question are libraries indicating that there is free public access Internet available. Over half of outlets (54.4 percent) report that their connection speed is sufficient to meet patron needs at all times, up from 39.9 percent in 2008-2009. 100 percent of libraries in Washington, DC and 84.7 percent in Rhode Island reported this as being the case. Fortunately, the lowest overall percentage is for connection speeds being insufficient (14.7 percent), although 54 percent of Hawaiian libraries and 36

percent of Alaska libraries reported insufficiency, far above the national average. Having a connection speed that is sufficient only at some times during the day was reported as a problem by nearly one third of all libraries (30.4 percent), and is the most problematic for Georgia, with 45.7 percent reporting this, and Wisconsin (44.2 percent).

Figure 108: Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State

State	The connection speed is already at the maximum level available	There is no interest in increasing the speed of public access Internet connection	There is interest, but the library cannot currently afford to	There are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans to do so within the next year	There is interest, but the branch lacks the technical knowledge to increase the bandwidth	Other	Don't Know
Alaska (n=98)	30.1% (n=30)	3.2% (n=3)	41.5% (n=41)	4.7% (n=5)	3.2% (n=3)	4.7% (n=5)	6.3% (n=6)	6.3% (n=6)
Arizona (n=181)	11.5% (n=19)	26.4% (n=45)	12.7% (n=21)	15.6% (n=26)	24.3% (n=41)	--	4.2% (n=7)	5.3% (n=9)
Arkansas (n=204)	36.0% (n=73)	8.8% (n=18)	19.3% (n=39)	6.8% (n=14)	7.3% (n=15)	3.9% (n=8)	15.0% (n=30)	2.9% (n=6)
Colorado (n=243)	27.9% (n=64)	2.5% (n=6)	30.4% (n=70)	7.7% (n=18)	19.4% (n=44)	2.1% (n=5)	2.8% (n=6)	7.3% (n=17)
Connecticut (n=220)	27.5% (n=56)	22.7% (n=47)	17.7% (n=36)	3.9% (n=8)	16.6% (n=34)	--	3.4% (n=7)	8.4% (n=17)
Delaware (n=32)	54.1% (n=17)	10.3% (n=3)	12.2% (n=4)	--	4.1% (n=1)	4.1% (n=1)	--	15.3% (n=5)
Florida (n=478)	9.7% (n=45)	6.1% (n=28)	34.1% (n=158)	18.4% (n=85)	18.4% (n=85)	--	10.7% (n=50)	2.7% (n=12)
Georgia (n=380)	27.4% (n=101)	3.7% (n=13)	33.0% (n=121)	*	21.9% (n=80)	--	9.3% (n=34)	4.3% (n=16)
Hawaii (n=50)	24.0% (n=12)	--	48.0% (n=24)	6.0% (n=3)	6.0% (n=3)	--	6.0% (n=3)	10.0% (n=5)
Idaho (n=134)	21.7% (n=28)	3.3% (n=4)	36.2% (n=47)	6.0% (n=8)	18.4% (n=24)	1.1% (n=1)	3.5% (n=5)	10.0% (n=13)
Illinois (n=764)	19.3% (n=143)	11.1% (n=82)	38.9% (n=289)	5.5% (n=41)	12.6% (n=93)	3.0% (n=22)	4.5% (n=33)	5.2% (n=38)
Indiana (n=403)	18.7% (n=73)	11.1% (n=43)	29.5% (n=115)	9.1% (n=35)	24.0% (n=93)	*	2.9% (n=11)	3.7% (n=15)
Iowa (n=531)	26.1% (n=136)	16.4% (n=85)	19.8% (n=103)	4.3% (n=22)	16.7% (n=87)	1.3% (n=7)	4.7% (n=24)	10.7% (n=55)
Kansas (n=370)	16.5% (n=60)	12.6% (n=46)	43.2% (n=156)	2.5% (n=9)	13.7% (n=49)	1.3% (n=5)	5.1% (n=18)	5.1% (n=18)
Kentucky (n=183)	20.1% (n=34)	9.6% (n=16)	29.7% (n=50)	13.5% (n=23)	18.5% (n=31)	--	2.9% (n=5)	5.8% (n=10)
Louisiana (n=310)	23.5% (n=70)	16.0% (n=47)	26.3% (n=78)	2.6% (n=8)	20.8% (n=62)	1.0% (n=3)	8.4% (n=25)	1.4% (n=4)
Maine (n=268)	29.8% (n=79)	8.0% (n=21)	12.6% (n=33)	9.5% (n=25)	16.0% (n=42)	1.1% (n=3)	8.0% (n=21)	14.9% (n=39)

Figure 108: Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State

State	The connection speed is already at the maximum level available	There is no interest in increasing the speed of public access Internet connection	There is interest, but the library cannot currently afford to	There are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans to do so within the next year	There is interest, but the branch lacks the technical knowledge to increase the bandwidth	Other	Don't Know
Maryland (n=178)	34.3% (n=61)	7.3% (n=13)	11.6% (n=21)	12.5% (n=22)	27.1% (n=48)	--	5.4% (n=10)	1.8% (n=3)
Massachusetts (n=444)	25.5% (n=109)	16.2% (n=70)	23.3% (n=100)	10.1% (n=43)	13.4% (n=57)	2.4% (n=10)	7.1% (n=30)	2.2% (n=10)
Minnesota (n=347)	6.6% (n=23)	10.9% (n=38)	40.4% (n=140)	8.3% (n=29)	25.1% (n=87)	--	3.9% (n=13)	4.8% (n=17)
Mississippi (n=228)	9.0% (n=20)	19.5% (n=43)	51.7% (n=114)	14.2% (n=31)	4.3% (n=9)	--	--	1.3% (n=3)
Missouri (n=351)	18.0% (n=61)	8.8% (n=30)	14.3% (n=49)	9.0% (n=31)	30.0% (n=102)	1.2% (n=4)	12.1% (n=41)	6.7% (n=23)
Montana (n=103)	20.8% (n=21)	3.9% (n=4)	39.0% (n=39)	3.9% (n=4)	14.3% (n=14)	2.6% (n=3)	7.8% (n=8)	7.8% (n=8)
Nebraska (n=217)	20.1% (n=55)	20.4% (n=56)	31.0% (n=84)	5.9% (n=16)	5.9% (n=16)	--	3.6% (n=10)	13.0% (n=35)
Nevada (n=81)	25.6% (n=21)	7.2% (n=6)	36.9% (n=30)	7.2% (n=6)	18.1% (n=15)	--	--	5.1% (n=4)
New Jersey (n=449)	12.3% (n=52)	10.4% (n=44)	15.4% (n=65)	11.4% (n=48)	35.2% (n=149)	2.1% (n=9)	5.4% (n=23)	7.7% (n=33)
New Mexico (n=96)	16.5% (n=15)	8.6% (n=8)	19.8% (n=17)	12.2% (n=11)	14.3% (n=13)	2.2% (n=2)	19.3% (n=17)	7.2% (n=6)
New York (n=1,038)	19.8% (n=201)	12.5% (n=126)	3.56% (n=360)	6.1% (n=62)	12.6% (n=127)	*	6.0% (n=60)	6.9% (n=70)
North Carolina (n=381)	17.2% (n=65)	15.4% (n=58)	40.1% (n=152)	12.9% (n=49)	8.3% (n=32)	--	4.7% (n=18)	1.5% (n=6)
North Dakota (n=80)	39.6% (n=31)	19.8% (n=16)	11.3% (n=9)	4.0% (n=3)	19.8% (n=16)	5.6% (n=4)	--	--
Ohio (n=706)	14.4% (n=100)	14.2% (n=99)	24.0% (n=167)	4.1% (n=28)	28.1% (n=195)	1.0% (n=7)	12.3% (n=85)	1.8% (n=12)
Oklahoma (n=204)	4.1% (n=8)	12.0% (n=23)	26.7% (n=50)	18.5% (n=35)	10.3% (n=19)	--	2.1% (n=4)	26.4% (n=50)
Oregon (n=207)	39.2% (n=79)	16.6% (n=33)	12.0% (n=24)	12.3% (n=25)	11.4% (n=23)	*	3.6% (n=7)	4.2% (n=9)
Pennsylvania (n=611)	20.5% (n=121)	13.7% (n=81)	28.4% (n=168)	10.2% (n=60)	9.3% (n=55)	2.0% (n=12)	8.5% (n=50)	7.4% (n=44)

Figure 108: Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection by State

State	The connection speed is already at the maximum level available	There is no interest in increasing the speed of public access Internet connection	There is interest, but the library cannot currently afford to	There are plans in place to increase the bandwidth within the next year	It is possible to increase the speed; however, there are no plans to do so within the next year	There is interest, but the branch lacks the technical knowledge to increase the bandwidth	Other	Don't Know
Rhode Island (n=71)	44.9% (n=30)	9.2% (n=6)	12.2% (n=8)	6.1% (n=4)	15.3% (n=10)	--	12.3% (n=8)	--
South Carolina (n=179)	6.1% (n=11)	6.9% (n=12)	38.7% (n=68)	15.4% (n=27)	14.7% (n=26)	--	17.0% (n=30)	1.3% (n=2)
South Dakota (n=138)	40.0% (n=55)	15.5% (n=21)	15.5% (n=21)	7.0% (n=10)	9.0% (n=12)	2.6% (n=4)	3.9% (n=5)	6.5% (n=9)
Tennessee (n=277)	19.0% (n=51)	8.3% (n=22)	41.0% (n=110)	2.5% (n=7)	17.2% (n=46)	--	1.8% (n=5)	10.1% (n=27)
Texas (n=821)	18.5% (n=145)	10.6% (n=83)	37.6% (n=295)	9.2% (n=72)	12.3% (n=96)	1.3% (n=10)	4.3% (n=33)	6.3% (n=49)
Utah (n=107)	20.2% (n=22)	39.0% (n=42)	25.8% (n=28)	6.2% (n=7)	7.0% (n=8)	--	--	1.8% (n=2)
Vermont (n=181)	31.9% (n=55)	15.3% (n=26)	23.8% (n=41)	3.2% (n=6)	13.3% (n=23)	--	3.6% (n=6)	8.8% (n=15)
Virginia (n=334)	12.2% (n=40)	24.6% (n=81)	36.0% (n=119)	7.0% (n=23)	10.0% (n=33)	*	7.9% (n=26)	1.5% (n=5)
Washington (n=321)	35.2% (n=112)	3.4% (n=11)	19.6% (n=62)	6.0% (n=19)	27.7% (n=88)	--	3.8% (n=12)	4.2% (n=13)
Washington, DC (n=23)	--	--	--	93.8% (n=21)	6.3% (n=1)	--	--	--
West Virginia (n=164)	35.8% (n=56)	12.2% (n=19)	16.4% (n=26)	*	14.4% (n=23)	*	5.2% (n=8)	14.3% (n=23)
Wisconsin (n=453)	16.4% (n=73)	7.9% (n=35)	40.9% (n=181)	11.4% (n=51)	7.1% (n=31)	2.4% (n=10)	8.3% (n=37)	5.6% (n=25)
Wyoming (n=75)	53.1% (n=40)	10.8% (n=8)	7.8% (n=6)	3.1% (n=2)	14.1% (n=11)	--	6.3% (n=5)	4.7% (n=4)
National	20.7% (n=3,218)	12.4% (n=1,927)	29.5% (n=4,581)	8.5% (n=1,325)	16.1% (n=2,502)	1.0% (n=161)	6.2% (n=959)	5.5% (n=854)

Key *=Insufficient data to report
 --=No data to report

Figure 108 details the possibility of increasing the adequacy of public library Internet connections. State responses to the question are libraries indicating that there is free public access Internet available. The highest percentage of libraries (29.5 percent) responded that there is interest in increasing the connection speed, but the library cannot currently afford to do so. Mississippi (51.7 percent) and Hawaii (48 percent) had the greatest responses within this category. The second highest overall response (20.7 percent) was that the connection speed is already at the maximum level available, down from 26 percent who reported this in 2008-2009. Delaware (54.1 percent) and Wyoming (53.1 percent) reported the highest percentages within this category. A lack of technical knowledge does not appear to be problematic anywhere, with only 1.0 percent of outlets reporting this was an issue. 12.4 percent of outlets indicated there was no interest in increasing the speed, with Utah (39.0 percent) and Arizona (26.4 percent) reporting the highest percentages. Washington, DC (93.8 percent) had the highest percentage of libraries reporting plans to increase bandwidth within the next year.

Figure 109: Public Access Wireless Internet Connectivity in Public Library Outlets by State

State	Wireless access is currently available within this library branch and when the library is closed	Wireless access is currently available within this library branch, but not when the library is closed	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year	Don't Know
Alaska (n=98)	49% (n=48)	27.2% (n=27)	3.2% (n=3)	20.6% (n=20)	--
Arizona (n=181)	79.7% (n=135)	20.3% (n=34)	--	--	--
Arkansas (n=204)	43.1% (n=87)	14.0% (n=28)	13.3% (n=27)	29.6% (n=60)	--
Colorado (n=243)	69.0% (n=161)	21.0% (n=49)	1.7% (n=4)	7.3% (n=17)	1.0% (n=2)
Connecticut (n=220)	76.1% (n=157)	16.6% (n=34)	*	6.5% (n=13)	--
Delaware (n=32)	19.4% (n=6)	12.2% (n=4)	42.8% (n=14)	22.5% (n=7)	31.% (n=1)
Florida (n=478)	67.3% (n=311)	25.4% (n=118)	4.2% (n=19)	2.7% (n=12)	*
Georgia (n=380)	50.2% (n=185)	34.1% (n=125)	6.7% (n=24)	3.8% (n=14)	5.3% (n=19)
Hawaii (n=50)	--	4.0% (n=2)	10.0% (n=5)	78.0% (n=39)	8.0% (n=4)
Idaho (n=134)	62.4% (n=83)	14.6% (n=19)	5.1% (n=7)	18.0% (n=24)	--
Illinois (n=764)	46.8% (n=348)	27.3% (n=204)	9.6% (n=72)	15.2% (n=113)	1.1% (n=8)
Indiana (n=403)	56.5% (n=220)	23.3% (n=91)	5.2% (n=20)	13.3% (n=52)	1.6% (n=6)
Iowa (n=531)	65.8% (n=342)	15.0% (n=78)	5.7% (n=29)	13.5% (n=70)	--
Kansas (n=370)	68.6% (n=248)	23.7% (n=86)	3.8% (n=14)	3.8% (n=14)	--
Kentucky (n=183)	84.2% (n=142)	7.2% (n=12)	1.4% (n=2)	7.2% (n=12)	--
Louisiana (n=310)	52.4% (n=157)	22.8% (n=69)	20.5% (n=62)	3.8% (n=11)	*
Maine (n=268)	87.4% (n=232)	5.7% (n=15)	3.4% (n=9)	3.4% (n=9)	--
Maryland (n=178)	66.7% (n=119)	25.3% (n=45)	6.2% (n=11)	1.8% (n=3)	--
Massachusetts (n=444)	73.6% (n=316)	17.7% (n=76)	3.2% (n=14)	5.5% (n=24)	--
Minnesota (n=347)	70.7% (n=246)	22.1% (n=77)	1.5% (n=5)	5.7% (n=20)	--
Mississippi (n=228)	46.5% (n=103)	22.3% (n=49)	7.0% (n=15)	24.2% (n=53)	--
Missouri (n=351)	23.7% (n=81)	42.0% (n=143)	6.7% (n=23)	27.6% (n=94)	--
Montana (n=103)	68.8% (n=69)	15.6% (n=16)	5.2% (n=5)	10.4% (n=10)	--
Nebraska (n=217)	66.2% (n=182)	19.8% (n=54)	5.9% (n=16)	8.2% (n=23)	--
Nevada (n=81)	48.5% (n=39)	5.8% (n=5)	4.1% (n=3)	41.6% (n=34)	--
New Jersey (n=449)	73.6% (n=313)	16.6% (n=71)	6.3% (n=27)	3.5% (n=15)	--

Figure 109: Public Access Wireless Internet Connectivity in Public Library Outlets by State

State	Wireless access is currently available within this library branch and when the library is closed	Wireless access is currently available within this library branch, but not when the library is closed	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year	Don't Know
New Mexico (n=96)	56.4% (n=50)	22.8% (n=20)	4.3% (n=4)	16.5% (n=15)	--
New York (n=1,038)	71.3% (n=723)	21.5% (n=218)	2.8% (n=28)	4.2% (n=42)	*
North Carolina (n=381)	53.0% (n=201)	24.7% (n=94)	8.3% (n=32)	13.7% (n=52)	*
North Dakota (n=80)	48.6% (n=39)	11.9% (n=9)	19.8% (n=16)	19.8% (n=16)	--
Ohio (n=706)	68.6% (n=475)	19.0% (n=131)	7.4% (n=51)	4.8% (n=33)	*
Oklahoma (n=204)	83.6% (n=154)	12.3% (n=23)	4.2% (n=8)	--	--
Oregon (n=207)	64.8% (n=133)	19.7% (n=40)	9.1% (n=19)	6.4% (n=13)	*
Pennsylvania (n=611)	61.9% (n=366)	28.6% (n=169)	2.3% (n=13)	7.2% (n=42)	--
Rhode Island (n=71)	96.9% (n=65)	3.1% (n=2)	--	--	--
South Carolina (n=179)	45.2% (n=79)	33.9% (n=59)	13.0% (n=23)	7.9% (n=14)	--
South Dakota (n=138)	49.6% (n=68)	7.8% (n=11)	9.0% (n=12)	33.6% (n=46)	--
Tennessee (n=277)	66.2% (n=178)	8.8% (n=24)	6.1% (n=16)	15.1% (n=40)	3.9% (n=11)
Texas (n=821)	56.3% (n=442)	19.5% (n=153)	8.8% (n=69)	13.9% (n=109)	1.5% (n=12)
Utah (n=107)	69.1% (n=74)	15.0% (n=16)	8.0% (n=9)	8.0% (n=9)	--
Vermont (n=181)	85.0% (n=146)	3.0% (n=5)	6.8% (n=12)	5.3% (n=9)	--
Virginia (n=334)	57.0% (n=189)	27.9% (n=92)	9.1% (n=30)	6.1% (n=20)	--
Washington (n=321)	67.2% (n=214)	14.8% (n=47)	15.5% (n=49)	2.5% (n=8)	--
Washington, DC (n=23)	93.8% (n=21)	6.3% (n=1)	--	--	--
West Virginia (n=164)	12.2% (n=19)	61.7% (n=97)	7.6% (n=12)	17.6% (n=28)	*
Wisconsin (n=453)	66.9% (n=297)	26.4% (n=117)	4.2% (n=18)	2.6% (n=11)	--
Wyoming (n=75)	54.0% (n=40)	22.1% (n=16)	6.4% (n=5)	15.9% (n=12)	1.6% (n=1)
National	61.2% (n=9,511)	21.0% (n=3,261)	6.8% (n=1,051)	10.6% (n=1,654)	*
Key *=Insufficient data to report --=No data to report					

Figure 109 shows rates of public access wireless internet connectivity offered by public library outlets. State responses to the question are libraries indicating that there is free public access Internet available. More than three quarters of outlets (82.2 percent) do provide wireless, which

is up slightly from 2008-2009 (76.4 percent). All libraries in Washington, DC and Rhode Island do provide wireless Internet access, yet it is still relatively rare Delaware (31.6 percent) and non-existent in Hawaii, with 78 percent of outlets reporting they do not provide wireless and have no plans to provide it. A total of 41.6 percent of outlets in Nevada and 33.6 percent of outlets in South Dakota also reported no plans on providing wireless access, which is well above the national average of 10.6 percent. Less than ten percent (6.8) of libraries that do not provide wireless are planning on making it available within the next year.

Figure 110: Public Library Outlet Shared Wireless-Workstation Bandwidth by State

State	The wireless connection and public workstations share bandwidth/connection with no management techniques	The wireless connection and public workstations share bandwidth/connection with management techniques	The wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
Alaska (n=75)	76.7% (n=58)	8.3% (n=6)	12.9% (n=10)	2.1% (n=2)
Arizona (n=169)	60.2% (n=102)	25.6% (n=43)	12.4% (n=21)	1.8% (n=3)
Arkansas (n=116)	61.6% (n=71)	11.0% (n=13)	18.9% (n=22)	8.5% (n=10)
Colorado (n=210)	49.2% (n=101)	12.0% (n=25)	36.9% (n=76)	2.0% (n=4)
Connecticut (n=191)	40.3% (n=77)	11.6% (n=22)	46.3% (n=88)	1.8% (n=3)
Delaware (n=10)	64.4% (n=7)	25.7% (n=3)	9.9% (n=1)	--
Florida (n=429)	56.9% (n=244)	21.6% (n=93)	21.5% (n=92)	--
Georgia (n=310)	68.3% (n=212)	25.7% (n=80)	3.2% (n=10)	2.8% (n=9)
Hawaii (n=2)	--	--	100% (n=2)	--
Idaho (n=102)	86.8% (n=89)	2.8% (n=3)	10.4% (n=11)	--
Illinois (n=552)	63.8% (n=352)	24.9% (n=137)	8.9% (n=49)	2.5% (n=14)
Indiana (n=430)	57.1% (n=177)	33.0% (n=102)	8.2% (n=25)	1.8% (n=5)
Iowa (n=102)	75.2% (n=316)	11.7% (n=49)	11.5% (n=48)	1.6% (n=7)
Kansas (n=334)	54.6% (n=182)	23.5% (n=78)	20.5% (n=69)	1.4% (n=5)
Kentucky (n=154)	74.4% (n=115)	9.4% (n=14)	14.7% (n=23)	1.6% (n=2)
Louisiana (n=226)	54.0% (n=122)	26.5% (n=60)	18.2% (n=41)	1.3% (n=3)
Maine (n=247)	80.1% (n=195)	5.0% (n=12)	10.0% (n=24)	5.0% (n=12)
Maryland (n=164)	62.1% (n=102)	28.6% (n=47)	8.7% (n=14)	*
Massachusetts (n=392)	47.1% (n=185)	9.3% (n=37)	39.7% (n=156)	3.9% (n=15)
Minnesota (n=224)	43.4% (n=140)	45.9% (n=148)	9.8% (n=32)	*
Mississippi (n=241)	53.5% (n=81)	41.9% (n=64)	4.5% (n=7)	--
Missouri (n=360)	53.6% (n=120)	26.5% (n=59)	19.3% (n=43)	*
Montana (n=84)	53.6% (n=120)	26.5% (n=59)	19.3% (n=43)	*
Nebraska (n=236)	79.6% (n=188)	4.1% (n=10)	14.9% (n=35)	1.4% (n=3)
Nevada (n=44)	44.6% (n=20)	18.2% (n=8)	34.0% (n=15)	3.1% (n=1)

Figure 110: Public Library Outlet Shared Wireless-Workstation Bandwidth by State

State	The wireless connection and public workstations share bandwidth/connection with no management techniques	The wireless connection and public workstations share bandwidth/connection with management techniques	The wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
New Jersey (n=384)	37.4% (n=144)	8.1% (n=31)	48.9% (n=188)	5.5% (n=21)
New Mexico (n=70)	47.1% (n=33)	15.9% (n=11)	29.8% (n=21)	7.2% (n=5)
New York (n=941)	47.1% (n=444)	22.7% (n=214)	28.0% (n=264)	2.1% (n=20)
North Carolina (n=295)	57.6% (n=170)	20.8% (n=61)	20.2% (n=60)	1.4% (n=4)
North Dakota (n=48)	57.9% (n=28)	19.6% (n=9)	15.9% (n=8)	6.5% (n=3)
Ohio (n=606)	60.5% (n=367)	31.2% (n=189)	7.4% (n=45)	*
Oklahoma (n=177)	67.2% (n=119)	28.4% (n=50)	4.4% (n=8)	--
Oregon (n=173)	58.0% (n=100)	28.6% (n=50)	13.4% (n=23)	--
Pennsylvania (n=535)	63.5% (n=338)	12.9% (n=68)	20.7% (n=110)	2.9% (n=16)
Rhode Island (n=67)	24.5% (n=16)	66.3% (n=44)	9.2% (n=6)	--
South Carolina (n=138)	62.2% (n=86)	35.6% (n=49)	2.2% (n=3)	--
South Dakota (n=78)	74.3% (n=58)	--	18.9% (n=15)	6.8% (n=5)
Tennessee (n=201)	65.8% (n=132)	4.8% (n=10)	23.1% (n=46)	6.4% (n=13)
Texas (n=594)	58.0% (n=346)	20.6% (n=123)	17.5% (n=104)	3.9% (n=23)
Utah (n=90)	62.9% (n=57)	25.6% (n=23)	11.6% (n=10)	--
Vermont (n=151)	72.5% (n=109)	8.7% (n=13)	14.8% (n=22)	4.1% (n=6)
Virginia (n=281)	52.8% (n=148)	31.9% (n=89)	15.3% (n=43)	--
Washington (n=261)	41.6% (n=108)	47.1% (n=123)	8.7% (n=23)	2.6% (n=7)
Washington, DC (n=23)	12.5% (n=3)	87.5% (n=20)	--	--
West Virginia (n=116)	57.6% (n=67)	25.1% (n=29)	5.7% (n=7)	11.5% (n=13)
Wisconsin (n=414)	47.3% (n=196)	27.1% (n=112)	21.5% (n=89)	4.0% (n=17)
Wyoming (n=56)	83.2% (n=47)	8.4% (n=5)	4.2% (n=2)	4.2% (n=2)
National	56.1% (n=7,171)	23.2% (n=2,957)	18.3% (n=2,344)	2.4% (n=300)
Key *=Insufficient data to report --=No data to report				

Figure 110 details whether or not the wireless and public access workstations share the same bandwidth or connection in libraries that do provide wireless access. State responses to the question are libraries indicating that there is free public access Internet and wireless available. A combined total of 79.3 percent of libraries reported sharing the same bandwidth connection for wireless this year, up just slightly from 74.8 percent in 2008-2009. Over half (56.1 percent) of outlets have a shared bandwidth/connection, and do not utilize any management techniques. The states most likely to share connections are Idaho (86.8 percent), Wyoming (83.2 percent). States that tend to share the bandwidth yet have management techniques are Washington, DC (87.5 percent) and Washington (47.1 percent), and states reporting the highest percentage of having a separate connection for wireless are Hawaii (100 percent) and New Jersey (49.9 percent).

**Figure 111: Public Access Internet Services Critical to the Role of the Public Library Outlet by State
(1=Strongly Disagree, 5=Strongly Agree)**

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Alaska (n=98)	4.0 (n=98)	3.3 (n=97)	4.2 (n=98)	2.9 (n=98)	3.9 (n=97)	3.8 (n=97)	3.7 (n=87)	3.9 (n=98)	3.6 (n=95)	3.5 (n=94)	2.8 (n=95)	3.2 (n=86)	4.4 (n=14)
Arizona (n=181)	4.4 (n=169)	3.7 (n=169)	4.3 (n=168)	3.7 (n=166)	4.1 (n=166)	3.4 (n=169)	4.1 (n=163)	4.0 (n=163)	3.7 (n=163)	3.9 (n=169)	3.6 (n=163)	3.7 (n=157)	5.0 (n=4)
Arkansas (n=204)	4.8 (n=202)	4.0 (n=202)	4.7 (n=202)	3.3 (n=200)	4.1 (n=202)	4.1 (n=202)	4.1 (n=202)	4.2 (n=200)	4.0 (n=202)	3.6 (n=200)	3.2 (n=202)	3.1 (n=202)	--
Colorado (n=243)	4.4 (n=211)	3.8 (n=213)	4.4 (n=213)	3.8 (n=207)	4.0 (n=206)	3.7 (n=211)	3.9 (n=211)	3.8 (n=211)	3.6 (n=213)	3.9 (n=211)	3.2 (n=208)	3.5 (n=213)	5.0 (n=2)
Connecticut (n=220)	4.7 (n=204)	3.8 (n=206)	4.5 (n=204)	3.6 (n=195)	4.0 (n=202)	3.9 (n=202)	3.9 (n=202)	3.9 (n=206)	3.8 (n=202)	4.0 (n=204)	3.5 (n=199)	3.5 (n=202)	3.7 (n=5)
Delaware (n=32)	4.8 (n=32)	4.1 (n=32)	4.7 (n=32)	4.4 (n=31)	4.4 (n=32)	4.0 (n=32)	4.1 (n=31)	4.1 (n=31)	4.0 (n=32)	4.0 (n=31)	3.3 (n=32)	3.6 (n=30)	4.8 (n=6)
Florida (n=478)	4.8 (n=455)	4.1 (n=455)	4.8 (n=455)	4.1 (n=427)	4.3 (n=453)	3.9 (n=453)	4.1 (n=453)	4.0 (n=452)	3.8 (n=453)	4.1 (n=450)	3.6 (n=450)	3.7 (n=450)	4.8 (n=40)
Georgia (n=380)	4.7 (n=349)	3.8 (n=325)	4.4 (n=347)	3.7 (n=340)	4.0 (n=342)	3.8 (n=346)	4.0 (n=346)	4.0 (n=342)	3.6 (n=344)	3.5 (n=344)	3.1 (n=344)	3.1 (n=340)	5.0 (n=11)
Hawaii (n=50)	4.7 (n=50)	3.7 (n=48)	4.7 (n=49)	3.4 (n=48)	4.4 (n=49)	4.2 (n=50)	4.2 (n=49)	4.3 (n=50)	3.9 (n=50)	3.7 (n=49)	3.3 (n=41)	3.7 (n=42)	3.3 (n=3)
Idaho (n=134)	4.6 (n=131)	3.9 (n=125)	4.5 (n=131)	3.7 (n=125)	4.3 (n=131)	4.0 (n=130)	4.2 (n=131)	4.3 (n=131)	4.0 (n=133)	4.1 (n=128)	3.2 (n=124)	3.2 (n=128)	4.3 (n=10)
Illinois (n=764)	4.7 (n=742)	4.0 (n=733)	4.6 (n=739)	3.8 (n=712)	4.1 (n=728)	3.8 (n=733)	3.9 (n=731)	4.0 (n=739)	3.9 (n=736)	3.9 (n=733)	3.3 (n=731)	3.2 (n=700)	4.3 (n=22)
Indiana (n=403)	4.8 (n=384)	3.9 (n=382)	4.7 (n=384)	3.9 (n=378)	4.2 (n=378)	4.0 (n=371)	4.1 (n=378)	4.2 (n=376)	4.0 (n=376)	4.1 (n=380)	3.3 (n=381)	3.3 (n=372)	3.0 (n=9)
Iowa (n=531)	4.6 (n=513)	3.8 (n=304)	4.6 (n=510)	3.6 (n=484)	4.0 (n=510)	3.9 (n=507)	3.8 (n=503)	4.1 (n=503)	3.8 (n=513)	3.9 (n=503)	3.2 (n=497)	3.2 (n=490)	3.3 (n=46)
Kansas (n=370)	4.4 (n=352)	3.5 (n=352)	4.5 (n=357)	3.5 (n=357)	4.0 (n=361)	4.0 (n=361)	3.9 (n=357)	4.1 (n=361)	3.8 (n=361)	3.9 (n=352)	3.3 (n=352)	3.1 (n=347)	4.7 (n=69)

Figure 111: Public Access Internet Services Critical to the Role of the Public Library Outlet by State (1=Strongly Disagree, 5=Strongly Agree)

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Kentucky (n=183)	4.6 (n=166)	3.9 (n=164)	4.5 (n=166)	4.0 (n=169)	4.1 (n=166)	3.8 (n=166)	4.0 (n=166)	4.0 (n=166)	3.9 (n=169)	4.0 (n=166)	3.2 (n=164)	3.2 (n=159)	3.0 (n=2)
Louisiana (n=310)	4.4 (n=300)	3.8 (n=298)	4.4 (n=300)	3.8 (n=287)	4.5 (n=297)	4.3 (n=298)	4.2 (n=298)	4.2 (n=296)	4.1 (n=299)	4.0 (n=299)	3.4 (n=291)	3.6 (n=271)	4.8 (n=32)
Maine (n=268)	4.6 (n=259)	4.0 (n=262)	4.6 (n=259)	3.6 (n=253)	4.2 (n=262)	4.0 (n=262)	4.2 (n=259)	4.2 (n=259)	3.9 (n=262)	4.0 (n=256)	3.3 (n=262)	3.0 (n=250)	4.4 (n=37)
Maryland (n=178)	4.8 (n=177)	4.4 (n=176)	4.7 (n=178)	3.7 (n=171)	4.4 (n=178)	3.6 (n=178)	4.2 (n=178)	4.1 (n=177)	3.7 (n=178)	4.2 (n=177)	3.8 (n=177)	3.8 (n=166)	4.9 (n=9)
Massachusetts (n=444)	4.4 (n=427)	3.8 (n=419)	4.3 (n=422)	3.7 (n=415)	4.1 (n=422)	3.8 (n=425)	3.9 (n=423)	4.0 (n=420)	3.7 (n=419)	4.0 (n=424)	3.5 (n=419)	3.4 (n=403)	4.3 (n=38)
Minnesota (n=347)	4.6 (n=348)	3.8 (n=348)	4.4 (n=348)	3.8 (n=344)	3.9 (n=348)	3.8 (n=348)	3.9 (n=348)	3.9 (n=348)	3.6 (n=348)	3.6 (n=348)	3.1 (n=344)	3.4 (n=343)	5.0 (n=9)
Mississippi (n=228)	4.7 (n=217)	3.9 (n=214)	4.4 (n=215)	3.5 (n=210)	4.3 (n=217)	4.1 (n=217)	4.2 (n=215)	4.4 (n=217)	4.2 (n=217)	3.5 (n=212)	3.0 (n=211)	3.2 (n=210)	--
Missouri (n=351)	4.7 (n=341)	3.9 (n=337)	4.5 (n=338)	4.0 (n=324)	4.0 (n=340)	4.0 (n=341)	4.1 (n=341)	4.1 (n=340)	3.9 (n=334)	3.9 (n=333)	3.6 (n=334)	3.3 (n=318)	3.7 (n=24)
Montana (n=103)	4.0 (n=99)	3.5 (n=99)	4.4 (n=99)	3.6 (n=93)	3.6 (n=100)	3.6 (n=93)	3.7 (n=99)	3.8 (n=99)	3.7 (n=99)	3.8 (n=99)	2.9 (n=97)	2.4 (n=92)	4.0 (n=4)
Nebraska (n=217)	4.3 (n=275)	3.6 (n=275)	4.3 (n=275)	3.6 (n=259)	3.8 (n=272)	3.6 (n=275)	3.7 (n=265)	3.8 (n=272)	3.8 (n=272)	3.8 (n=265)	2.9 (n=259)	3.2 (n=236)	4.8 (n=29)
Nevada (n=81)	4.5 (n=77)	3.6 (n=77)	4.5 (n=80)	3.2 (n=78)	4.2 (n=78)	4.1 (n=74)	4.1 (n=78)	4.1 (n=78)	4.0 (n=79)	3.9 (n=80)	3.1 (n=78)	3.5 (n=81)	5.0 (n=3)
New Jersey (n=449)	4.6 (n=416)	4.1 (n=414)	4.5 (n=414)	4.0 (n=395)	4.2 (n=413)	3.9 (n=413)	3.9 (n=409)	4.0 (n=409)	4.0 (n=416)	4.1 (n=406)	3.7 (n=409)	3.9 (n=405)	4.2 (n=20)
New Mexico (n=96)	4.5 (n=88)	3.8 (n=88)	4.4 (n=88)	3.8 (n=82)	3.8 (n=88)	3.6 (n=88)	4.1 (n=88)	4.0 (n=88)	3.9 (n=88)	4.0 (n=86)	3.2 (n=86)	3.4 (n=86)	3.7 (n=6)
New York (n=1,038)	4.6 (n=1006)	3.8 (n=984)	4.3 (n=1000)	3.9 (n=962)	4.1 (n=1001)	3.9 (n=979)	3.8 (n=981)	4.1 (n=986)	3.7 (n=981)	4.0 (n=984)	3.3 (n=959)	3.3 (n=923)	4.3 (n=205)

Figure 111: Public Access Internet Services Critical to the Role of the Public Library Outlet by State (1=Strongly Disagree, 5=Strongly Agree)

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
North Carolina (n=381)	4.8 (n=379)	4.1 (n=375)	4.4 (n=375)	3.9 (n=358)	4.4 (n=374)	4.0 (n=368)	4.1 (n=375)	4.3 (n=374)	4.0 (n=367)	3.9 (n=374)	3.4 (n=370)	3.7 (n=374)	4.6 (n=17)
North Dakota (n=80)	4.1 (n=76)	3.4 (n=76)	4.1 (n=76)	3.1 (n=76)	3.3 (n=80)	3.1 (n=76)	3.5 (n=76)	3.6 (n=76)	3.4 (n=80)	3.1 (n=76)	2.9 (n=73)	3.0 (n=76)	4.3 (n=9)
Ohio (n=706)	4.6 (n=682)	3.7 (n=678)	4.5 (n=684)	3.9 (n=664)	4.1 (n=685)	3.8 (n=680)	3.8 (n=682)	3.9 (n=682)	3.8 (n=682)	3.8 (n=680)	3.1 (n=671)	3.0 (n=636)	3.9 (n=636)
Oklahoma (n=204)	4.7 (n=185)	4.3 (n=185)	4.6 (n=185)	4.2 (n=181)	4.2 (n=185)	3.9 (n=185)	4.2 (n=185)	4.1 (n=185)	3.8 (n=185)	4.0 (n=181)	3.6 (n=185)	3.5 (n=185)	5.0 (n=12)
Oregon (n=207)	4.5 (n=205)	3.6 (n=205)	4.5 (n=205)	3.4 (n=196)	3.9 (n=205)	3.7 (n=205)	4.0 (n=205)	3.9 (n=204)	3.4 (n=205)	3.7 (n=204)	3.0 (n=180)	3.3 (n=201)	4.3 (n=15)
Pennsylvania (n=611)	4.7 (n=588)	4.0 (n=575)	4.5 (n=588)	4.0 (n=522)	4.3 (n=585)	4.0 (n=582)	4.3 (n=583)	4.1 (n=577)	3.9 (n=575)	4.0 (n=579)	3.3 (n=578)	3.0 (n=555)	4.1 (n=32)
Rhode Island (n=71)	4.4 (n=65)	3.7 (n=65)	4.3 (n=65)	3.8 (n=65)	4.0 (n=65)	3.8 (n=65)	4.1 (n=63)	4.0 (n=65)	3.7 (n=65)	3.9 (n=65)	3.4 (n=63)	3.3 (n=59)	--
South Carolina (n=179)	4.5 (n=175)	3.6 (n=172)	3.9 (n=175)	4.0 (n=163)	4.0 (n=171)	4.0 (n=175)	3.9 (n=172)	4.0 (n=175)	3.8 (n=173)	3.3 (n=175)	3.3 (n=175)	3.1 (n=167)	3.0 (n=4)
South Dakota (n=138)	4.4 (n=133)	3.7 (n=131)	4.4 (n=131)	3.5 (n=124)	4.1 (n=127)	4.1 (n=129)	3.9 (n=129)	4.1 (n=127)	4.0 (n=134)	3.7 (n=127)	3.1 (n=124)	2.7 (n=117)	4.6 (n=22)
Tennessee (n=277)	4.8 (n=257)	3.8 (n=255)	4.6 (n=260)	4.0 (n=248)	4.1 (n=255)	4.1 (n=253)	4.2 (n=251)	4.2 (n=251)	4.1 (n=260)	4.0 (n=249)	3.1 (n=245)	3.1 (n=241)	4.0 (n=10)
Texas (n=821)	4.7 (n=778)	3.9 (n=765)	4.5 (n=778)	3.9 (n=748)	4.2 (n=766)	4.1 (n=760)	4.1 (n=764)	4.1 (n=757)	4.0 (n=769)	3.8 (n=762)	3.3 (n=751)	3.7 (n=759)	3.6 (n=54)
Utah (n=107)	4.4 (n=107)	4.0 (n=107)	4.4 (n=107)	3.8 (n=104)	4.3 (n=107)	4.3 (n=107)	4.0 (n=107)	4.1 (n=107)	3.9 (n=107)	4.0 (n=107)	3.4 (n=107)	3.9 (n=107)	3.0 (n=7)
Vermont (n=181)	4.3 (n=171)	3.5 (n=171)	4.1 (n=170)	3.5 (n=168)	3.5 (n=168)	3.4 (n=168)	3.7 (n=168)	3.6 (n=164)	3.3 (n=166)	3.5 (n=167)	2.7 (n=166)	2.3 (n=162)	4.2 (n=25)
Virginia (n=334)	4.7 (n=330)	3.9 (n=328)	4.6 (n=330)	4.0 (n=316)	4.2 (n=330)	3.8 (n=328)	4.2 (n=325)	4.0 (n=330)	3.8 (n=328)	3.8 (n=324)	3.5 (n=318)	3.4 (n=326)	4.4 (n=14)

Figure 111: Public Access Internet Services Critical to the Role of the Public Library Outlet by State (1=Strongly Disagree, 5=Strongly Agree)

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Washington (n=321)	4.6 (n=318)	3.9 (n=318)	4.5 (n=318)	4.1 (n=258)	4.6 (n=314)	3.9 (n=314)	4.4 (n=312)	4.1 (n=317)	3.9 (n=317)	3.8 (n=317)	3.2 (n=316)	3.6 (n=314)	4.6 (n=45)
Washington, DC (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	5.0 (n=23)	--
West Virginia (n=164)	4.6 (n=158)	3.9 (n=156)	4.3 (n=156)	3.4 (n=146)	4.4 (n=158)	4.2 (n=158)	4.0 (n=158)	4.2 (n=155)	4.2 (n=158)	3.9 (n=158)	3.1 (n=156)	2.8 (n=153)	4.2 (n=5)
Wisconsin (n=453)	4.7 (n=444)	3.8 (n=434)	4.6 (n=440)	3.8 (n=426)	3.9 (n=433)	3.8 (n=430)	4.0 (n=433)	4.1 (n=435)	3.8 (n=440)	3.9 (n=428)	3.3 (n=424)	3.1 (n=417)	4.1 (n=34)
Wyoming (n=75)	4.3 (n=74)	3.7 (n=70)	4.3 (n=74)	3.3 (n=66)	4.0 (n=71)	4.1 (n=71)	4.2 (n=70)	4.2 (n=71)	3.7 (n=71)	3.7 (n=70)	3.1 (n=70)	3.2 (n=70)	5.0 (n=2)
National	4.6 (n=15369)	3.9 (n=15203)	4.5 (n=15332)	3.8 (n=14695)	4.1 (n=15256)	3.9 (n=15197)	4.0 (n=15171)	4.1 (n=15193)	3.8 (n=15249)	3.9 (n=15141)	3.3 (n=14954)	3.3 (n=14954)	4.3 (n=1131)
Key *=Insufficient data to report --=No data to report													

Figure 111 shows the extent to which libraries agree that particular public Internet services are critical to the role that the library plays within the community. State responses to the question are libraries indicating that there is free public access Internet available. Overall, libraries most strongly agreed that services for job seekers (4.6), access to government information and services (4.5), education resources and databases for K-12 students (4.1) and education resources and databases for adult/continuing education students (4.1) provide the most important service to the community. Washington, DC (5.0) and Delaware (4.8) rated services for job seekers most highly. Washington, DC (5.0) and Florida (4.75) rated access to government information and services most highly. Washington, DC (5.0) and Washington (4.5) rated education resources and databases for K-12 students most highly. Washington, DC (5.0) and Mississippi (4.4) rated education resources and databases for adult/continuing education students most highly.

Figure 112: Public Library Outlets Formal or Informal Technology Training Availability by State

State	Offers formal IT training classes	Offers one-on-one IT training by appointment	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
Alaska (n=98)	6.3% (n=6)	14.2% (n=14)	65.9% (n=65)	14.2% (n=14)	27.8% (n=27)
Arizona (n=181)	49.2% (n=83)	14.1% (n=24)	70.1% (n=119)	30.5% (n=52)	17.2% (n=29)
Arkansas (n=204)	11.2% (n=23)	6.8% (n=14)	82.3% (n=166)	13.1% (n=27)	16.8% (n=34)
Colorado (n=243)	40.6% (n=91)	43.8% (n=98)	82.5% (n=184)	24.0% (n=53)	7.2% (n=16)
Connecticut (n=220)	41.0% (n=83)	29.4% (n=60)	82.5% (n=167)	11.4% (n=23)	7.6% (n=15)
Delaware (n=32)	31.9% (n=10)	31.6% (n=10)	83.7% (n=27)	19.4% (n=6)	8.1% (n=3)
Florida (n=478)	58.7% (n=269)	12.3% (n=56)	80.4% (n=367)	32.3% (n=148)	6.3% (n=29)
Georgia (n=380)	29.6% (n=108)	17.5% (n=64)	81.8% (n=299)	31.0% (n=113)	9.3% (n=34)
Hawaii (n=50)	12.0% (n=6)	18.0% (n=9)	90.0% (n=45)	8.0% (n=4)	10.0% (n=5)
Idaho (n=134)	18.0% (n=24)	14.4% (n=19)	79.9% (n=106)	19.7% (n=26)	16.7% (n=22)
Illinois (n=764)	32.5% (n=241)	25.5% (n=189)	70.7% (n=525)	13.3% (n=99)	16.3% (n=121)
Indiana (n=403)	47.0% (n=181)	29.1% (n=113)	72.2% (n=279)	30.2% (n=117)	6.0% (n=23)
Iowa (n=531)	22.9% (n=119)	32.1% (n=167)	72.1% (n=375)	12.6% (n=65)	18.9% (n=98)
Kansas (n=370)	20.1% (n=73)	20.3% (n=73)	84.7% (n=306)	14.1% (n=51)	11.4% (n=41)
Kentucky (n=183)	46.6% (n=77)	26.1% (n=43)	75.3% (n=125)	11.7% (n=19)	14.6% (n=24)
Louisiana (n=310)	49.0% (n=147)	5.7% (n=17)	73.8% (n=222)	26.3% (n=79)	10.6% (n=32)
Maine (n=268)	10.4% (n=27)	27.8% (n=73)	83.8% (n=219)	11.6% (n=30)	9.3% (n=24)
Maryland (n=178)	39.5% (n=70)	32.8% (n=58)	90.4% (n=160)	30.9% (n=55)	4.2% (n=7)
Massachusetts (n=444)	23.2% (n=100)	28.9% (n=124)	84.0% (n=361)	13.5% (n=58)	11.5% (n=50)
Minnesota (n=347)	54.4% (n=189)	24.2% (n=84)	89.5% (n=311)	13.4% (n=47)	1.0% (n=3)
Mississippi (n=228)	19.8% (n=43)	4.4% (n=10)	70.7% (n=154)	43.2% (n=94)	11.2% (n=24)
Missouri (n=351)	46.0% (n=156)	20.6% (n=70)	75.0% (n=255)	29.1% (n=99)	10.9% (n=37)
Montana (n=103)	23.4% (n=23)	22.1% (n=22)	64.9% (n=65)	6.5% (n=6)	23.4% (n=23)
Nebraska (n=217)	19.9% (n=55)	15.2% (n=42)	81.3% (n=224)	9.4% (n=26)	14.1% (n=39)
Nevada (n=81)	30.4% (n=25)	--	84.6% (n=69)	5.1% (n=4)	10.9% (n=9)
New Jersey (n=449)	42.3% (n=177)	27.7% (n=116)	66.8% (n=279)	15.7% (n=66)	10.6% (n=45)
New Mexico (n=96)	42.1% (n=37)	18.0% (n=16)	71.6% (n=63)	24.8% (n=22)	4.3% (n=4)

Figure 112: Public Library Outlets Formal or Informal Technology Training Availability by State

State	Offers formal IT training classes	Offers one-on-one IT training by appointment	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
New York (n=1,038)	51.2% (n=519)	27.0% (n=273)	72.7% (n=736)	19.5% (n=197)	4.0% (n=40)
North Carolina (n=381)	29.0% (n=110)	24.0% (n=91)	85.9% (n=327)	27.2% (n=103)	13.4% (n=51)
North Dakota (n=80)	13.5% (n=11)	15.8% (n=13)	80.2% (n=64)	19.8% (n=16)	19.8% (n=16)
Ohio (n=706)	51.9% (n=357)	43.0% (n=296)	77.5% (n=534)	38.3% (n=264)	8.3% (n=57)
Oklahoma (n=204)	68.6% (n=127)	16.8% (n=31)	91.6% (n=169)	47.6% (n=88)	6.3% (n=12)
Oregon (n=207)	29.5% (n=6)	16.0% (n=33)	83.1% (n=170)	21.5% (n=44)	7.7% (n=16)
Pennsylvania (n=611)	40.0% (n=235)	20.4% (n=120)	68.7% (n=404)	15.8% (n=93)	16.5% (n=97)
Rhode Island (n=71)	62.1% (n=40)	31.6% (n=20)	56.8% (n=37)	12.6% (n=8)	--
South Carolina (n=179)	33.0% (n=58)	12.3% (n=21)	46.5% (n=81)	17.8% (n=31)	41.6% (n=73)
South Dakota (n=138)	16.3% (n=22)	12.9% (n=18)	67.7% (n=92)	14.2% (n=19)	27.1% (n=37)
Tennessee (n=277)	36.5% (n=95)	21.8% (n=57)	68.8% (n=179)	19.5% (n=51)	17.6% (n=46)
Texas (n=821)	37.9% (n=296)	20.0% (n=156)	76.3% (n=595)	20.1% (n=157)	13.6% (n=106)
Utah (n=107)	12.9% (n=14)	21.3% (n=23)	80.6% (n=87)	20.6% (n=22)	11.5% (n=12)
Vermont (n=181)	17.7% (n=30)	32.8% (n=56)	71.9% (n=123)	11.6% (n=20)	15.1% (n=26)
Virginia (n=334)	56.7% (n=187)	34.9% (n=115)	78.6% (n=259)	30.0% (n=99)	9.1% (n=30)
Washington (n=321)	26.8% (n=85)	15.5% (n=49)	83.8% (n=267)	12.5% (n=40)	2.7% (n=9)
Washington, DC (n=23)	100% (n=23)	--	--	--	--
West Virginia (n=164)	16.4% (n=26)	15.2% (n=24)	76.3% (n=120)	28.4% (n=45)	17.6% (n=28)
Wisconsin (n=453)	26.5% (n=117)	29.4% (n=130)	79.6% (n=354)	15.3% (n=68)	10.3% (n=46)
Wyoming (n=75)	9.1% (n=7)	17.5% (n=13)	65.2% (n=48)	23.7% (n=17)	30.3% (n=22)
National					

Weighted missing values, n=357
Key *=Insufficient data to report
 --=No data to report

Figure 112 presents the types of formal or informal technology training availability in public library outlets by state. Overall the majority of states list informal point-of-use assistance as the main offering of technology training. Among these Oklahoma (91.6 percent) had the highest percentage. Less popular among public library outlets is formal IT training classes. All public library outlets in Washington DC provide formal IT training classes. In terms of one-on-one IT training by appointment, reports were equivalent among states to formal IT training with Colorado (43.8 percent) and Ohio (43.0 percent) being the highest. As for online training Ohio (38.3 percent) had the highest reported percentage among states. In comparison to other

categories few states reported a high percentage of public library outlets not offering any form of technology training. South Carolina (41.6 percent) had the highest percentage of public library outlets that do not offer any form of technology training.

Figure 113 (Part 1): Formal Technology Training Classes Offered by Public Library Branches by State**

State	General computer skills	General software use	General Internet use	General online/Web searching	Using library's Online Public Access Catalog (OPAC)	Using online databases	Safe online practices	Accessing online government information
Alaska (n=6)	75% (n=5)	50% (n=3)	75% (n=5)	25% (n=2)	25% (n=2)	50% (n=3)	50% (n=3)	25% (n=2)
Arizona (n=83)	92.3% (n=72)	82.8% (n=65)	100% (n=78)	86.7% (n=68)	76.7% (n=60)	78.1% (n=61)	35.3% (n=28)	35.7% (n=28)
Arkansas (n=23)	100% (n=23)	82.3% (n=19)	82.3% (n=19)	70.1% (n=16)	47.3% (n=11)	61.4% (n=14)	8.7% (n=2)	--
Colorado (n=91)	98.1% (n=86)	96.2% (n=84)	98.1% (n=86)	93.5% (n=82)	61.9% (n=54)	69.6% (n=61)	35.4% (n=31)	20.4% (n=18)
Connecticut (n=83)	87.0% (n=70)	82.8% (n=66)	87.0% (n=70)	79.4% (n=64)	36.1% (n=29)	42.3% (n=34)	14.9% (n=12)	7.6% (n=6)
Delaware (n=10)	80.4% (n=8)	67.6% (n=7)	80.4% (n=8)	67.6% (n=7)	54.9% (n=6)	57.8% (n=6)	35.3% (n=4)	35.3% (n=4)
Florida (n=269)	96.5% (n=259)	78.4% (n=211)	96.2% (n=258)	82.3% (n=221)	60.8% (n=163)	54.5% (n=146)	51.1% (n=137)	45.7% (n=123)
Georgia (n=108)	100% (n=108)	80.0% (n=84)	93.3% (n=98)	69.8% (n=73)	29.8% (n=31)	35.4% (n=37)	20.7% (n=22)	15.2% (n=16)
Hawaii (n=6)	66.7% (n=4)	16.7% (n=1)	66.7% (n=4)	50.0% (n=3)	66.7% (n=4)	83.3% (n=5)	16.7% (n=1)	33.3% (n=2)
Idaho (n=24)	89.8% (n=21)	76.4% (n=18)	89.8% (n=21)	85.6% (n=20)	49.6% (n=12)	35.6% (n=8)	33.8% (n=8)	23.6% (n=6)
Illinois (n=241)	95.4% (n=228)	77.1% (n=184)	89.6% (n=214)	75.8% (n=181)	38.9% (n=93)	49.4% (n=118)	34.5% (n=82)	19.6% (n=47)
Indiana (n=181)	96.4% (n=175)	86.0% (n=156)	94.7% (n=172)	70.5% (n=128)	57.9% (n=105)	39.0% (n=71)	36.8% (n=67)	22.2% (n=40)
Iowa (n=119)	94.5% (n=113)	55.3% (n=66)	98.3% (n=116)	72.2% (n=86)	13.7% (n=16)	33.9% (n=40)	41.5% (n=49)	7.5% (n=9)
Kansas (n=73)	--	81.0% (n=59)	93.7% (n=68)	93.7% (n=68)	49.9% (n=36)	43.5% (n=32)	49.0% (n=36)	49.3% (n=36)
Kentucky (n=77)	96.7% (n=70)	76.7% (n=56)	90.1% (n=65)	80.0% (n=58)	29.9% (n=22)	32.2% (n=23)	25.6% (n=19)	3.3% (n=2)
Louisiana (n=147)	97.2% (n=143)	76.9% (n=113)	97.2% (n=143)	90.2% (n=133)	59.2% (n=87)	59.8% (n=88)	42.6% (n=63)	26.7% (n=39)
Maine (n=27)	88.9% (n=24)	66.7% (n=18)	77.8% (n=21)	77.8% (n=21)	44.4% (n=12)	66.7% (n=18)	44.4% (n=12)	22.2% (n=6)
Maryland (n=70)	92.4% (n=65)	82.3% (n=57)	91.1% (n=64)	86.7% (n=61)	51.2% (n=36)	56.1% (n=39)	31.9% (n=22)	29.9% (n=21)
Massachusetts (n=100)	85.7% (n=86)	66.5% (n=66)	90.6% (n=90)	76.3% (n=76)	50.5% (n=50)	45.9% (n=46)	20.2% (n=20)	20.0% (n=20)
Minnesota (n=156)	92.5% (n=173)	34.1% (n=64)	93.6% (n=175)	89.7% (n=168)	42.0% (n=79)	35.3% (n=66)	51.3% (n=96)	54.0% (n=101)
Mississippi (n=43)	100% (n=43)	84.0% (n=36)	97.0% (n=42)	81.4% (n=35)	15.7% (n=7)	52.7% (n=23)	49.4% (n=21)	43.5% (n=19)
Missouri (n=189)	98.2% (n=153)	87.9% (n=137)	99.1% (n=155)	90.6% (n=142)	49.6% (n=77)	68.5% (n=107)	41.8% (n=65)	23.9% (n=37)
Montana (n=23)	88.9% (n=21)	72.2% (n=17)	88.9% (n=21)	88.9% (n=21)	55.6% (n=13)	66.7% (n=16)	22.2% (n=5)	16.7% (n=4)
Nebraska (n=55)	100% (n=55)	70.6% (n=39)	94.1% (n=52)	88.2% (n=48)	47.1% (n=26)	29.4% (n=16)	29.4% (n=16)	35.3% (n=19)
Nevada (n=84)	100% (n=25)	69.7% (n=17)	100% (n=25)	100% (n=25)	44.9% (n=11)	62.9% (n=16)	20.2% (n=5)	9.0% (n=2)

Figure 113 (Part 1): Formal Technology Training Classes Offered by Public Library Branches by State**

State	General computer skills	General software use	General Internet use	General online/Web searching	Using library's Online Public Access Catalog (OPAC)	Using online databases	Safe online practices	Accessing online government information
New Jersey (n=177)	98.9% (n=173)	77.4% (n=136)	97.8% (n=171)	86.9% (n=152)	64.1% (n=112)	59.7% (n=105)	44.1% (n=77)	23.9% (n=42)
New Mexico (n=37)	65.3% (n=23)	63.6% (n=22)	87.5% (n=31)	75.6% (n=27)	60.8% (n=21)	73.3% (n=26)	50.6% (n=18)	32.1% (n=11)
New York (n=519)	92.7% (n=475)	63.5% (n=325)	71.3% (n=365)	63.0% (n=323)	44.2% (n=226)	40.1% (n=205)	29.0% (n=149)	49.1% (n=252)
North Carolina (n=110)	91.3% (n=100)	87.7% (n=96)	93.6% (n=102)	88.7% (n=97)	32.8% (n=36)	66.7% (n=73)	31.1% (n=34)	30.1% (n=33)
North Dakota (n=11)	100% (n=11)	70.8% (n=8)	100% (n=11)	100% (n=11)	58.4% (n=6)	29.2% (n=3)	29.2% (n=3)	41.6% (n=4)
Ohio (n=357)	94.2% (n=337)	84.2% (n=301)	99.5% (n=356)	90.8% (n=324)	69.6% (n=249)	70.1% (n=251)	49.7% (n=178)	38.2% (n=137)
Oklahoma (n=127)	93.9% (n=119)	93.9% (n=119)	87.0% (n=110)	54.6% (n=69)	84.7% (n=107)	48.4% (n=61)	30.6% (n=39)	60.3% (n=76)
Oregon (n=60)	90.3% (n=55)	73.2% (n=44)	90.3% (n=55)	80.5% (n=49)	60.6% (n=37)	50.6% (n=31)	17.4% (n=11)	16.8% (n=10)
Pennsylvania (n=235)	92.5% (n=215)	82.1% (n=190)	91.3% (n=212)	82.5% (n=192)	52.3% (n=121)	53.4% (n=124)	29.3% (n=68)	20.6% (n=48)
Rhode Island (n=40)	87.8% (n=30)	93.9% (n=32)	--	81.8% (n=27)	18.1% (n=6)	18.1% (n=6)	51.3% (n=17)	12.0% (n=4)
South Carolina (n=58)	96.6% (n=56)	59.5% (n=34)	--	59.5% (n=34)	55.7% (n=32)	59.9% (n=35)	51.8% (n=30)	43.2% (n=25)
South Dakota (n=22)	77.1% (n=17)	47.4% (n=11)	77.1% (n=17)	69.2% (n=15)	23.7% (n=5)	39.5% (n=9)	23.7% (n=5)	23.7% (n=5)
Tennessee (n=95)	85.3% (n=81)	86.5% (n=82)	92.8% (n=88)	88.6% (n=84)	20.2% (n=19)	40.1% (n=38)	17.3% (n=16)	18.3% (n=17)
Texas (n=296)	99.4% (n=289)	83.9% (n=244)	96.8% (n=282)	87.0% (n=253)	55.4% (n=161)	57.7% (n=168)	49.5% (n=144)	29.5% (n=86)
Utah (n=14)	--	--	91.9% (n=13)	91.9% (n=13)	21.8% (n=3)	91.9% (n=13)	70.1% (n=10)	21.8% (n=3)
Vermont (n=30)	82.5% (n=24)	57.8% (n=17)	93.0% (n=27)	64.8% (n=19)	26.2% (n=8)	38.6% (n=11)	28.2% (n=8)	28.2% (n=8)
Virginia (n=187)	81.6% (n=152)	86.2% (n=160)	97.3% (n=181)	90.3% (n=168)	44.5% (n=83)	57.2% (n=106)	36.4% (n=68)	36.2% (n=67)
Washington (n=85)	87.5% (n=75)	29.5% (n=25)	86.2% (n=74)	78.7% (n=67)	41.7% (n=36)	50.8% (n=43)	39.7% (n=34)	2.1% (n=2)
Washington, DC (n=23)	100% (n=23)	100% (n=23)	87.5% (n=20)	93.8% (n=21)	--	6.3% (n=1)	--	--
West Virginia (n=26)	100% (n=24)	88.2% (n=22)	94.1% (n=23)	94.1% (n=23)	84.4% (n=21)	51.1% (n=12)	45.1% (n=11)	35.4% (n=9)
Wisconsin (n=117)	93.2% (n=109)	75.9% (n=89)	91.3% (n=107)	84.3% (n=99)	38.1% (n=45)	39.4% (n=46)	26.8% (n=31)	20.0% (n=23)
Wyoming (n=7)	--	78.7% (n=4)	--	--	81.9% (n=5)	57.4% (n=3)	21.3% (n=1)	--
National	93.4% (n=5,275)	75.5% (n=4,268)	91.7% (n=5,184)	81.0% (n=4,578)	50.4% (n=2,849)	52.2% (n=2,950)	36.1% (n=2,042)	30.6% (n=1,726)

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

Weighted missing values, n=63

Key --=No data to report; ** Percentages reported are out of those libraries that reported they provide formal IT training classes

Figure 113 (Part 2): Formal Technology Training Classes Offered by Public Library Branches by State**

State	Accessing online job seeking and career related information	Accessing online medical information	Accessing online investment information	Accessing online genealogy information	Accessing online consumer information	Digital photography, software and online applications	Social networking	Other
Alaska (n=6)	25% (n=2)	25% (n=2)	25% (n=2)	25% (n=2)	25% (n=2)	--	25% (n=2)	25% (n=2)
Arizona (n=83)	43.6% (n=34)	18.4% (n=14)	4.3% (n=3)	22.9% (n=18)	9.9% (n=8)	14.8% (n=12)	15.2% (n=12)	5.3% (n=4)
Arkansas (n=23)	44.0% (n=10)	8.7% (n=2)	--	47.3% (n=11)	--	--	43.7% (n=10)	--
Colorado (n=91)	43.4% (n=38)	15.8% (n=14)	9.0% (n=8)	32.3% (n=28)	9.3% (n=8)	25.0% (n=22)	27.6% (n=24)	2.7% (n=2)
Connecticut (n=83)	35.0% (n=28)	14.4% (n=12)	--	20.6% (n=17)	8.1% (n=7)	13.0% (n=10)	36.9% (n=30)	--
Delaware (n=10)	54.9% (n=6)	54.9% (n=6)	22.5% (n=2)	35.3% (n=4)	35.3% (n=4)	35.3% (n=4)	12.7% (n=1)	19.6% (n=2)
Florida (n=269)	56.7% (n=152)	26.9% (n=72)	22.8% (n=61)	40.3% (n=108)	38.5% (n=104)	39.7% (n=107)	34.3% (n=92)	7.1% (n=19)
Georgia (n=108)	29.2% (n=31)	16.3% (n=17)	6.8% (n=7)	29.2% (n=31)	20.9% (n=22)	8.4% (n=9)	15.3% (n=16)	--
Hawaii (n=6)	16.7% (n=1)	33.3% (n=2)	16.7% (n=1)	33.3% (n=2)	16.7% (n=1)	33.3% (n=2)	33.3% (n=2)	--
Idaho (n=142)	42.2% (n=10)	19.4% (n=5)	4.2% (n=1)	23.6% (n=6)	27.8% (n=7)	23.9% (n=6)	26.3% (n=6)	18.0% (n=4)
Illinois (n=780)	42.5% (n=102)	9.2% (n=22)	7.9% (n=19)	41.3% (n=99)	16.1% (n=39)	30.6% (n=74)	26.4% (n=63)	6.9% (n=17)
Indiana (n=430)	40.6% (n=74)	14.9% (n=27)	7.4% (n=13)	56.0% (n=102)	14.1% (n=26)	26.1% (n=47)	38.1% (n=69)	4.0% (n=7)
Iowa (n=544)	14.5% (n=17)	8.2% (n=10)	--	37.3% (n=44)	17.3% (n=21)	29.1% (n=35)	38.9% (n=46)	--
Kansas (n=375)	36.9% (n=27)	17.9% (n=13)	43.5% (n=32)	49.9% (n=36)	17.9% (n=13)	56.8% (n=41)	62.5% (n=45)	6.3% (n=5)
Kentucky (n=193)	31.2% (n=23)	--	--	35.6% (n=26)	6.6% (n=5)	25.8% (n=19)	32.3% (n=23)	3.3% (n=2)
Louisiana (n=311)	16.1% (n=24)	13.1% (n=19)	4.4% (n=6)	34.0% (n=50)	18.2% (n=27)	9.0% (n=13)	17.5% (n=26)	2.5% (n=4)
Maine (n=277)	11.1% (n=3)	11.1% (n=3)	22.2% (n=6)	44.4% (n=12)	33.3% (n=9)	33.3% (n=9)	22.2% (n=6)	--
Maryland (n=183)	59.1% (n=41)	31.5% (n=22)	19.8% (n=14)	42.2% (n=29)	24.2% (n=17)	18.8% (n=13)	24.9% (n=17)	3.1% (n=2)
Massachusetts (n=486)	41.6% (n=41)	20.2% (n=20)	7.4% (n=7)	47.2% (n=47)	17.6% (n=18)	26.8% (n=27)	26.5% (n=26)	7.5% (n=8)
Minnesota (n=359)	26.3% (n=49)	7.8% (n=15)	8.1% (n=15)	35.1% (n=66)	39.0% (n=73)	22.8% (n=43)	22.4% (n=42)	11.4% (n=21)
Mississippi (n=241)	9.5% (n=4)	40.3% (n=17)	3.3% (n=1)	40.6% (n=18)	6.5% (n=3)	--	6.5% (n=3)	--
Missouri (n=360)	54.0% (n=84)	22.0% (n=34)	19.6% (n=31)	46.6% (n=73)	20.2% (n=32)	42.8% (n=67)	31.9% (n=50)	3.9% (n=6)
Montana (n=98)	22.2% (n=5)	16.7% (n=4)	11.1% (n=3)	38.9% (n=9)	11.1% (n=3)	38.9% (n=9)	38.9% (n=9)	--
Nebraska (n=)	17.6% (n=10)	29.4% (n=16)	11.8% (n=6)	23.5% (n=13)	5.9% (n=3)	35.3% (n=19)	23.5% (n=13)	5.9% (n=3)
Nevada (n=84)	15.7% (n=4)	--	--	5.6% (n=1)	--	21.3% (n=5)	6.7% (n=2)	--

Figure 113 (Part 2): Formal Technology Training Classes Offered by Public Library Branches by State**

State	Accessing online job seeking and career related information	Accessing online medical information	Accessing online investment information	Accessing online genealogy information	Accessing online consumer information	Digital photography, software and online applications	Social networking	Other
New Jersey (n=438)	34.3% (n=60)	23.2% (n=41)	10.1% (n=18)	46.3% (n=81)	42.6% (n=75)	40.2% (n=70)	16.4% (n=29)	1.1% (n=2)
New Mexico (n=108)	75.6% (n=27)	37.5% (n=13)	5.4% (n=2)	47.7% (n=17)	32.1% (n=11)	12.5% (n=4)	24.4% (n=9)	41.8% (n=15)
New York (n=1,056)	35.8% (n=183)	21.0% (n=108)	14.4% (n=74)	28.5% (n=146)	18.7% (n=96)	24.6% (n=126)	20.6% (n=106)	23.7% (n=122)
North Carolina (n=380)	73.1% (n=80)	20.0% (n=22)	25.7% (n=28)	39.7% (n=43)	23.9% (n=26)	24.4% (n=27)	28.3% (n=31)	4.3% (n=5)
North Dakota (n=79)	--	70.8% (n=8)	--	100% (n=11)	41.6% (n=4)	29.2% (n=3)	29.2% (n=3)	--
Ohio (n=688)	56.8% (n=203)	34.4% (n=123)	8.1% (n=29)	51.0% (n=182)	34.4% (n=123)	28.1% (n=100)	49.7% (n=178)	4.5% (n=16)
Oklahoma (n=201)	69.4% (n=88)	24.0% (n=30)	6.1% (n=8)	90.8% (n=115)	15.3% (n=19)	3.1% (n=4)	6.1% (n=8)	6.1% (n=8)
Oregon (n=210)	26.9% (n=16)	24.3% (n=15)	17.0% (n=10)	26.6% (n=16)	12.2% (n=7)	12.2% (n=7)	17.3% (n=10)	5.0% (n=3)
Pennsylvania (n=626)	40.1% (n=93)	16.5% (n=38)	14.1% (n=33)	39.8% (n=92)	16.3% (n=38)	30.4% (n=70)	25.7% (n=60)	4.3% (n=10)
Rhode Island (n=71)	30.3% (n=10)	6.0% (n=2)	--	18.1% (n=6)	24.2% (n=8)	12.2% (n=4)	39.3% (n=13)	--
South Carolina (n=)	48.0% (n=28)	44.6% (n=26)	29.2% (n=17)	44.6% (n=26)	41.2% (n=24)	29.2% (n=17)	44.6% (n=26)	3.8% (n=2)
South Dakota (n=139)	15.8% (n=4)	31.6% (n=7)	7.9% (n=2)	23.7% (n=5)	15.8% (n=4)	15.8% (n=4) 48.0	44.7% (n=10)	7.9% (n=2)
Tennessee (n=277)	39.3% (n=37)	10.7% (n=10)	2.1% (n=2)	56.6% (n=54)	7.2% (n=7)	17.6% (n=17)	30.7% (n=29)	9.0% (n=9)
Texas (n=800)	47.8% (n=139)	28.9% (n=84)	11.3% (n=33)	54.2% (n=158)	19.4% (n=56)	26.0% (n=76)	25.8% (n=75)	3.5% (n=10)
Utah (n=109)	56.4% (n=8)	70.1% (n=10)	8.1% (n=1)	8.1% (n=1)	--	29.9% (n=4)	16.3% (n=2)	8.1% (n=1)
Vermont (n=186)	35.2% (n=10)	21.1% (n=6)	14.1% (n=4)	35.2% (n=10)	28.2% (n=8)	21.1% (n=6)	28.2% (n=8)	21.1% (n=6)
Virginia (n=339)	54.6% (n=101)	33.3% (n=62)	31.3% (n=58)	31.1% (n=58)	27.9% (n=52)	21.9% (n=41)	26.2% (n=49)	3.7% (n=7)
Washington (n=326)	12.4% (n=11)	4.7% (n=4)	2.8% (n=2)	22.1% (n=19)	5.5% (n=5)	--	10.5% (n=9)	32.2% (n=27)
Washington, DC (n=23)	100% (n=23)	12.5% (n=3)	--	--	87.5% (n=1)	6.3% (n=1)	--	--
West Virginia (n=172)	29.5% (n=7)	29.5% (n=7)	--	60.8% (n=15)	29.5% (n=7)	17.7% (n=4)	11.8% (n=3)	5.9% (n=1)
Wisconsin (n=453)	40.8% (n=48)	17.6% (n=21)	9.8% (n=12)	25.9% (n=30)	12.2% (n=14)	29.3% (n=34)	30.2% (n=36)	6.8% (n=8)
Wyoming (n=74)	--	18.1% (n=1)	18.1% (n=1)	57.4% (n=3)	--	--	18.1% (n=1)	--
National	42.8% (n=2,416)	21.4% (n=1,211)	12.1% (n=684)	39.0% (n=2,205)	21.7% (n=1,228)	24.6% (n=1,390)	27.4% (n=1,549)	7.5% (n=423)

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

Weighted missing values, n=63

Key --=No data to report; ** Percentages reported are out of those libraries that reported they provide formal IT training classes

Figure 113 (Part 1 and Part 2) shows types of courses taught in formal technology training classes offered by public library branches by state. Among the various types of training courses those topics related to career, genealogy, and social networking are among the most popular. The highest reported percentages for states for each training topic were: Washington DC (100 percent) for accessing career related information, South Dakota (70.8 percent) for accessing medical information, Kansas (43.5 percent) for accessing online investment information, North Dakota (100 percent) for genealogy information, Washington DC (87.5 percent) for consumer information, Missouri (42.8 percent) for digital photography, software and online applications, and Kansas (62.5 percent) for social networking.

Figure 114 (Part 1): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference			Licensed databases			E-books			Web/business conferencing			Online instructional courses/tutorials		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Alaska (n=98)	15.1% (n=14)	26.9% (n=25)	8.4% (n=8)	36.3% (n=35)	52.6% (n=50)	--	18% (n=17)	26.1% (n=25)	1.6% (n=2)	6.5% (n=6)	6.5% (n=6)	6.5% (n=6)	32.1% (n=31)	30.5% (n=30)	4.8% (n=5)
Arizona (n=181)	53.1% (n=88)	52.1% (n=87)	*	89.2% (n=148)	86.5% (n=144)	*	30.2% (n=50)	58.2% (n=97)	--	7.8% (n=13)	21.3% (n=35)	--	70.9% (n=118)	60.7% (n=101)	--
Arkansas (n=204)	19.7% (n=38)	13.2% (n=26)	13.8% (n=27)	56.5% (n=112)	72.8% (n=144)	5.9% (n=12)	27.4% (n=52)	38.8% (n=74)	2.5% (n=5)	--	1.0% (n=2)	--	14.3% (n=26)	9.6% (n=18)	3.2% (n=6)
Colorado (n=243)	57.6% (n=131)	71.8% (n=163)	2.8% (n=6)	73.2% (n=168)	80.6% (n=185)	6.1% (n=14)	49.4% (n=113)	58.8% (n=135)	--	9.2% (n=20)	8.4% (n=18)	6.8% (n=15)	42.2% (n=96)	27.9% (n=63)	2.4% (n=5)
Connecticut (n=220)	40.8% (n=76)	60.1% (n=111)	--	67.8% (n=127)	85.3% (n=159)	1.9% (n=3)	45.8% (n=82)	71.0% (n=127)	3.9% (n=7)	11.7% (n=20)	8.1% (n=14)	5.0% (n=8)	39.6% (n=71)	33.9% (n=61)	5.8% (n=10)
Delaware (n=32)	47.9% (n=15)	47.9% (n=15)	8.5% (n=3)	79.7% (n=26)	71.6% (n=23)	8.1% (n=3)	35.6% (n=11)	50.0% (n=16)	4.1% (n=1)	--	--	4.1% (n=1)	61.3% (n=20)	50.9% (n=16)	4.1% (n=1)
Florida (n=478)	73.7% (n=335)	84.0% (n=382)	1.5% (n=7)	88.9% (n=406)	86.4% (n=395)	1.0% (n=5)	65.1% (n=292)	71.2% (n=320)	1.1% (n=5)	3.7% (n=16)	2.2% (n=9)	4.0% (n=18)	57.8% (n=242)	50.9% (n=213)	*
Georgia (n=380)	40.3% (n=140)	44.2% (n=154)	2.4% (n=8)	57.8% (n=203)	74.1% (n=260)	1.0% (n=3)	34.8% (n=118)	52.2% (n=178)	2.6% (n=9)	12.0% (n=40)	5.2% (n=17)	*	39.1% (n=133)	44.7% (n=152)	*
Hawaii (n=50)	21.3% (n=10)	51.1% (n=24)	2.1% (n=1)	79.6% (n=39)	73.5% (n=36)	2.0% (n=1)	38.0% (n=19)	86.0% (n=43)	2.0% (n=1)	--	6.4% (n=3)	4.3% (n=2)	6.4% (n=3)	17.0% (n=8)	2.1% (n=1)
Idaho (n=134)	26.6% (n=35)	38.1% (n=49)	18.1% (n=23)	53.9% (n=71)	71.3% (n=94)	1.8% (n=2)	28.0% (n=36)	43.3% (n=55)	11.1% (n=14)	3.9% (n=5)	7.5% (n=10)	5.0% (n=6)	24.2% (n=31)	24.0% (n=31)	7.5% (n=10)
Illinois (n=764)	39.2% (n=280)	43.8% (n=313)	5.0% (n=36)	67.1% (n=494)	52.5% (n=387)	8.6% (n=64)	30.2% (n=217)	33.3% (n=239)	2.3% (n=16)	7.2% (n=53)	1.5% (n=11)	2.3% (n=16)	30.7% (n=220)	18.4% (n=131)	1.5% (n=11)
Indiana (n=403)	35.5% (n=135)	45.1% (n=171)	4.3% (n=16)	60.9% (n=234)	66.7% (n=256)	5.0% (n=19)	30.5% (n=115)	42.8% (n=161)	*	14.3% (n=53)	4.5% (n=17)	--	41.7% (n=149)	36.2% (n=129)	2.7% (n=10)
Iowa (n=531)	31.9% (n=160)	33.3% (n=167)	4.6% (n=23)	64.5% (n=331)	51.6% (n=265)	2.5% (n=13)	9.4% (n=47)	11.8% (n=59)	1.3% (n=7)	5.8% (n=29)	2.9% (n=15)	1.3% (n=7)	34.7% (n=168)	14.7% (n=72)	3.4% (n=16)
Kansas (n=370)	35.3% (n=122)	35.3% (n=123)	4.0% (n=14)	69.2% (n=247)	63.9% (n=228)	1.3% (n=5)	53.8% (n=187)	53.7% (n=187)	--	7.9% (n=28)	9.3% (n=32)	1.3% (n=5)	38.3% (n=133)	39.6% (n=138)	--
Kentucky (n=183)	42.8% (n=65)	50.8% (n=78)	--	65.2% (n=104)	62.1% (n=99)	3.0% (n=5)	45.3% (n=70)	37.5% (n=58)	--	4.9% (n=7)	3.3% (n=5)	1.6% (n=2)	46.6% (n=71)	35.9% (n=55)	26.4% (n=40)
Louisiana (n=310)	41.8% (n=124)	55.1% (n=163)	5.5% (n=16)	84.7% (n=255)	83.8% (n=252)	5.5% (n=16)	42.9% (n=126)	39.0% (n=144)	1.0% (n=3)	7.9% (n=21)	7.7% (n=21)	--	53.6% (n=157)	58.5% (n=172)	*

Figure 114 is presented in multiple tables to accommodate all the data reported by libraries.

Figure 114 (Part 1): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference			Licensed databases			E-books			Web/business conferencing			Online instructional courses/tutorials		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Maine (n=268)	22.7% (n=58)	34.7% (n=88)	3.6% (n=9)	59.4% (n=156)	58.3% (n=153)	--	13.0% (n=33)	21.7% (n=56)	3.6% (n=9)	2.3% (n=6)	3.5% (n=9)	3.5% (n=9)	23.4% (n=61)	21.1% (n=55)	4.7% (n=12)
Maryland (n=178)	70.1% (n=125)	98.2% (n=175)	--	92.6% (n=165)	84.0% (n=149)	--	71.6% (n=127)	81.5% (n=144)	1.2% (n=2)	15.2% (n=26)	16.5% (n=28)	8.2% (n=14)	59.0% (n=105)	51.7% (n=92)	--
Massachusetts (n=444)	45.3% (n=189)	64.5% (n=269)	3.5% (n=14)	77.9% (n=331)	80.5% (n=341)	4.5% (n=19)	49.3% (n=207)	73.2% (n=307)	3.4% (n=14)	7.0% (n=27)	2.5% (n=10)	--	33.1% (n=138)	28.2% (n=118)	1.1% (n=4)
Minnesota (n=347)	64.6% (n=219)	74.4% (n=252)	--	84.8% (n=293)	83.7% (n=289)	--	76.7% (n=264)	73.1% (n=252)	--	5.6% (n=19)	6.0% (n=20)	8.6% (n=29)	41.8% (n=141)	42.2% (n=142)	--
Mississippi (n=228)	31.5% (n=67)	45.4% (n=97)	2.7% (n=6)	89.7% (n=196)	80.4% (n=175)	--	21.0% (n=45)	30.8% (n=66)	*	1.3% (n=3)	1.3% (n=3)	8.3% (n=18)	63.6% (n=139)	67.5% (n=147)	1.3% (n=3)
Missouri (n=351)	46.3% (n=146)	31.5% (n=99)	--	80.0% (n=272)	57.5% (n=195)	*	40.3% (n=134)	26.9% (n=90)	*	12.2% (n=39)	8.6% (n=27)	3.1% (n=10)	46.1% (n=153)	33.5% (n=111)	9.2% (n=31)
Montana (n=103)	47.3% (n=45)	55.4% (n=53)	--	73.7% (n=73)	61.8% (n=61)	--	35.7% (n=32)	41.4% (n=38)	1.4% (n=1)	4.3% (n=4)	8.6% (n=8)	4.3% (n=4)	27.1% (n=25)	17.1% (n=16)	4.3% (n=4)
Nebraska (n=217)	35.0% (n=91)	33.8% (n=88)	1.2% (n=3)	53.0% (n=139)	58.3% (n=153)	1.2% (n=3)	23.1% (n=58)	26.0% (n=66)	1.3% (n=3)	10.3% (n=26)	7.8% (n=19)	1.6% (n=4)	31.4% (n=80)	24.2% (n=62)	--
Nevada (n=81)	35.5% (n=29)	29.0% (n=24)	30.7% (n=25)	91.1% (n=74)	67.6% (n=55)	1.7% (n=1)	20.8% (n=17)	31.8% (n=26)	3.4% (n=3)	--	--	--	57.6% (n=46)	32.0% (n=26)	32.0% (n=26)
New Jersey (n=449)	34.7% (n=142)	64.6% (n=263)	2.3% (n=10)	68.6% (n=287)	79.9% (n=334)	1.8% (n=8)	28.4% (n=113)	49.0% (n=196)	1.9% (n=8)	1.7% (n=7)	11.9% (n=47)	1.0% (n=4)	23.6% (n=93)	38.8% (n=154)	3.7% (n=15)
New Mexico (n=96)	31.6% (n=25)	20.6% (n=16)	5.3% (n=4)	55.6% (n=48)	53.2% (n=46)	--	7.7% (n=6)	7.0% (n=6)	2.3% (n=2)	4.8% (n=4)	4.8% (n=4)	4.8% (n=4)	32.2% (n=28)	21.7% (n=19)	2.2% (n=2)
New York (n=1,038)	58.5% (n=568)	65.4% (n=635)	3.4% (n=33)	75.4% (n=755)	78.6% (n=787)	1.3% (n=13)	44.2% (n=430)	58.2% (n=566)	1.7% (n=16)	7.8% (n=74)	4.9% (n=46)	2.0% (n=19)	38.3% (n=374)	35.9% (n=351)	2.6% (n=25)
North Carolina (n=381)	50.2% (n=189)	72.4% (n=272)	3.6% (n=13)	72.3% (n=274)	80.9% (n=307)	4.0% (n=15)	59.6% (n=222)	79.4% (n=296)	4.3% (n=16)	7.1% (n=25)	6.1% (n=22)	*	47.4% (n=175)	49.7% (n=184)	2.1% (n=8)
North Dakota (n=80)	21.5% (n=16)	17.2% (n=13)	4.3% (n=3)	48.6% (n=39)	63.3% (n=50)	4.0% (n=3)	41.2% (n=1)	43.5% (n=35)	1.7% (n=1)	4.3% (n=3)	4.35 (n=3)	--	38.2% (n=29)	30.6% (n=23)	--
Ohio (n=706)	62.4% (n=428)	85.6% (n=587)	1.0% (n=7)	77.7% (n=535)	87.2% (n=601)	4.0% (n=27)	38.8% (n=266)	79.7% (n=548)	7.9% (n=54)	9.2% (n=59)	6.1% (n=39)	2.4% (n=16)	52.8% (n=347)	61.7% (n=406)	7.2% (n=48)

Figure 114 (Part 1): Public Library Services Available to Users by State

State	Digital reference/ Virtual reference			Licensed databases			E-books			Web/business conferencing			Online instructional courses/tutorials		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Oklahoma (n=204)	17.9% (n=31)	70.9% (n=123)	4.5% (n=8)	60.5% (n=112)	58.4% (n=108)	24.9% (n=46)	31.0% (n=54)	55.3% (n=96)	--	4.5% (n=8)	4.5% (n=8)	--	41.3% (n=73)	38.8% (n=69)	2.2% (n=4)
Oregon (n=207)	52.0% (n=106)	80.0% (n=163)	1.4% (n=3)	77.0% (n=158)	83.9% (n=172)	2.8% (n=6)	37.5% (n=76)	68.8% (n=139)	--	3.8% (n=7)	6.8% (n=13)	*	39.0% (n=78)	53.0% (n=106)	2.1% (n=4)
Pennsylvania (n=611)	36.6% (n=205)	71.6% (n=400)	3.6% (n=20)	66.9% (n=388)	81.0% (n=469)	1.9% (n=11)	41.6% (n=233)	58.2% (n=326)	2.8% (n=16)	3.7% (n=20)	2.8% (n=15)	4.0% (n=22)	26.6% (n=146)	34.6% (n=191)	2.9% (n=16)
Rhode Island (n=71)	42.3% (n=27)	55.4% (n=35)	3.3% (n=2)	58.6% (n=37)	58.6% (n=37)	--	45.6% (n=29)	65.1% (n=41)	3.3% (n=2)	--	--	--	31.3% (n=18)	20.9% (n=12)	--
South Carolina (n=179)	27.8% (n=48)	37.5% (n=65)	2.4% (n=4)	80.6% (n=141)	58.2% (n=102)	3.4% (n=6)	25.2% (n=44)	17.5% (n=31)	3.4% (n=6)	1.3% (n=2)	--	10.8% (n=18)	45.4% (n=79)	32.1% (n=56)	1.1% (n=2)
South Dakota (n=138)	25.9% (n=33)	41.4% (n=53)	4.1% (n=5)	54.8% (n=75)	60.0% (n=82)	5.2% (n=7)	28.4% (n=39)	44.5% (n=61)	1.3% (n=2)	3.9% (n=5)	3.9% (n=5)	3.9% (n=5)	45.2% (n=62)	33.6% (n=46)	1.3% (n=2)
Tennessee (n=277)	40.7% (n=102)	50.6% (n=126)	5.8% (n=15)	60.2% (n=154)	63.0% (n=161)	2.4% (n=6)	37.2% (n=95)	80.6% (n=207)	2.9% (n=7)	2.1% (n=5)	5.5% (n=13)	5.5% (n=13)	36.2% (n=90)	24.6% (n=61)	3.0% (n=7)
Texas (n=821)	39.3% (n=284)	45.7% (n=330)	3.0% (n=22)	69.8% (n=533)	69.7% (n=533)	2.9% (n=23)	44.4% (n=327)	55.6% (n=409)	3.3% (n=24)	4.7% (n=34)	3.8% (n=27)	2.2% (n=16)	40.5% (n=301)	38.6% (n=286)	2.7% (n=20)
Utah (n=107)	37.3% (n=40)	29.6% (n=31)	1.8% (n=2)	64.0% (n=69)	83.3% (n=89)	12.4% (n=13)	71.8% (n=77)	72.7% (n=78)	6.2% (n=7)	3.6% (n=4)	5.5% (n=6)	--	53.9% (n=57)	23.5% (n=25)	3.6% (n=4)
Vermont (n=181)	44.4% (n=72)	35.2% (n=57)	--	66.3% (n=112)	54.1% (n=92)	3.3% (n=6)	11.6% (n=18)	13.1% (n=20)	4.9% (n=8)	10.2% (n=16)	3.8% (n=6)	2.6% (n=4)	28.7% (n=44)	13.2% (n=20)	2.6% (n=4)
Virginia (n=334)	47.3% (n=152)	62.9% (n=203)	1.6% (n=5)	84.0% (n=277)	83.1% (n=274)	0.8% (n=3)	66.4% (n=215)	70.7% (n=229)	0.4% (n=1)	9.0% (n=30)	1.6% (n=5)	3.1% (n=10)	48.9% (n=159)	37.3% (n=121)	4.0% (n=13)
Washington (n=321)	56.5% (n=177)	62.5% (n=196)	0.8% (n=2)	96.6% (n=307)	87.6% (n=279)	0.5% (n=2)	25.5% (n=79)	46.4% (n=144)	--	1.1% (n=4)	2.0% (n=6)	--	29.1% (n=91)	22.8% (n=72)	--
Washington, DC (n=23)	100% (n=23)	100% (n=23)	--	100% (n=23)	100% (n=23)	--	--	100% (n=23)	--	--	--	--	100% (n=23)	100% (n=23)	--
West Virginia (n=174)	46.2% (n=64)	29.5% (n=41)	3.8% (n=5)	67.3% (n=105)	55.3% (n=86)	1.9% (n=3)	33.0% (n=49)	35.3% (n=53)	1.0% (n=1)	6.8% (n=10)	4.8% (n=7)	5.1% (n=8)	38.4% (n=58)	28.2% (n=42)	4.1% (n=6)
Wisconsin (n=453)	48.4% (n=205)	74.3% (n=315)	1.4% (n=6)	73.4% (n=322)	75.2% (n=329)	1.8% (n=8)	59.2% (n=260)	78.9% (n=346)	0.9% (n=4)	6.0% (n=24)	5.4% (n=21)	2.5% (n=10)	37.2% (n=156)	36.4% (n=153)	2.8% (n=12)
Wyoming (n=75)	60.1% (n=39)	52.7% (n=34)	3.7% (n=2)	80.9% (n=60)	82.5% (n=61)	--	59.0% (n=39)	59.0% (n=39)	--	11.4% (n=7)	11.4% (n=7)	1.9% (n=1)	44.8% (n=30)	39.9% (n=27)	1.5% (n=1)
National	46.2% (n=6,894)	57.8% (n=8,628)	3.1% (n=468)	73.3% (n=11,236)	74.5% (n=11,424)	2.6% (n=403)	41.6% (n=6,239)	55.6% (n=8,333)	2.4% (n=355)	6.7% (n=971)	5.2% (n=759)	3.2% (n=469)	40.6% (n=6,011)	37.9% (n=5,619)	2.7% (n=404)

Will not total 100%, as categories are not mutually exclusive
Key *=Insufficient data to report; --=No data to report

Figure 114 (Part 1) presents the breakdown of services that libraries offer full-time, inside or outside of the library, or on a limited basis. State responses to the question are for libraries indicating that there is free public Internet access available. All libraries report offering licensed databases within and outside of the library at approximately 50 percent or higher in each state with few exceptions. In addition, some libraries in all states reported offering digital/virtual reference services to patrons with Washington, D.C. reporting and Maryland reporting the highest availability at 100 and 98.2 percent, respectively. An increasing number of states are offering e-book services to patrons outside of the library, with D.C. at the top at 100 percent, and Hawaii, Maryland, Tennessee, Ohio, North Carolina, and Wisconsin following at approximately 80 percent. It may be the case that some libraries did not report services offered to patrons via the Web that are not directly provided by the reporting libraries – e.g., licensed databases provided by the State Library Agency.

Figure 114 (Part 2): Public Library Services Available to Users by State

State	Homework resources			Audio content			Video content			Digitized Special Collections			Library social networking			Online book clubs		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Alaska (n=98)	60.5% (n=59)	52.5% (n=52)	1.6% (n=2)	45.3% (n=44)	43.7% (n=42)	3.2% (n=3)	28.7% (n=26)	27% (n=25)	5% (n=5)	21.6% (n=20)	33.2% (n=31)	--	19.9% (n=19)	29.9% (n=28)	5.5% (n=5)	15.5% (n=14)	12% (n=11)	1.7% (n=2)
Arizona (n=181)	76.0% (n=126)	65.9% (n=109)	1.3% (n=2)	40.3% (n=66)	64.3% (n=105)	--	61.4% (n=102)	58.0% (n=96)	*	44.9% (n=75)	43.0% (n=71)	--	52.2% (n=86)	47.6% (n=79)	--	51.8% (n=84)	45.4% (n=74)	*
Arkansas (n=204)	52.5% (n=104)	46.2% (n=92)	5.0% (n=10)	32.8% (n=64)	33.3% (n=65)	2.4% (n=5)	23.8% (n=45)	14.5% (n=28)	7.7% (n=15)	7.8% (n=15)	5.3% (n=10)	--	17.4% (n=33)	21.8% (n=41)	2.5% (n=5)	5.4% (n=10)	4.3% (n=8)	3.7% (n=7)
Colorado (n=243)	77.8% (n=177)	77.5% (n=176)	--	70.9% (n=161)	73.3% (n=167)	1.0% (n=2)	55.8% (n=125)	50.5% (n=113)	2.8% (n=6)	20.3% (n=44)	22.5% (n=49)	6.5% (n=14)	37.7% (n=84)	30.6% (n=68)	*	41.7% (n=95)	34.7% (n=79)	--
Connecticut (n=220)	67.7% (n=127)	82.6% (n=154)	--	67.2% (n=128)	75.7% (n=144)	1.8% (n=3)	41.9% (n=78)	34.3% (n=64)	9.9% (n=19)	37.4% (n=68)	31.0% (n=56)	5.5% (n=10)	34.7% (n=64)	44.2% (n=81)	4.6% (n=8)	27.7% (n=48)	32.9% (n=58)	2.9% (n=5)
Delaware (n=32)	73.4% (n=24)	57.2% (n=18)	12.2% (n=4)	74.6% (n=23)	37.1% (n=11)	8.5% (n=3)	62.2% (n=18)	25.5% (n=8)	8.5% (n=3)	20.2% (n=6)	37.1% (n=11)	4.2% (n=1)	45.0% (n=14)	45.9% (n=15)	4.1% (n=1)	21.5% (n=7)	18.2% (n=6)	--
Florida (n=478)	85.5% (n=381)	80.9% (n=361)	*	64.9% (n=280)	75.3% (n=325)	*	65.5% (n=287)	49.8% (n=218)	2.5% (n=11)	53.4% (n=225)	56.9% (n=239)	3.5% (n=15)	58.2% (n=259)	48.7% (n=217)	2.6% (n=12)	33.6% (n=141)	37.1% (n=155)	1.2% (n=5)
Georgia (n=380)	49.6% (n=167)	56.7% (n=191)	*	38.3% (n=128)	55.3% (n=185)	1.0% (n=3)	40.7% (n=134)	26.8% (n=88)	2.7% (n=9)	37.3% (n=125)	60.5% (n=203)	2.1% (n=7)	32.2% (n=108)	34.0% (n=113)	2.1% (n=7)	31.7% (n=102)	32.2% (n=104)	2.2% (n=7)
Hawaii (n=50)	65.3% (n=32)	57.1% (n=28)	--	31.3% (n=15)	56.3% (n=27)	4.2% (n=2)	2.1% (n=1)	4.3% (n=2)	2.1% (n=1)	4.4% (n=2)	11.1% (n=5)	6.7% (n=3)	8.3% (n=4)	8.3% (n=4)	6.3% (n=3)	2.2% (n=1)	4.3% (n=2)	2.2% (n=1)
Idaho (n=134)	59.5% (n=76)	49.5% (n=63)	2.5% (n=3)	66.1% (n=86)	37.4% (n=48)	6.0% (n=8)	29.8% (n=38)	15.1% (n=19)	18.6% (n=24)	10.2% (n=13)	11.9% (n=15)	4.9% (n=6)	40.9% (n=54)	31.1% (n=41)	8.4% (n=11)	5.9% (n=8)	14.1% (n=18)	14.1% (n=18)
Illinois (n=764)	65.5% (n=481)	50.9% (n=373)	3.0% (n=22)	56.9% (n=409)	35.1% (n=252)	3.1% (n=22)	43.6% (n=310)	25.1% (n=179)	2.7% (n=19)	29.4% (n=212)	26.0% (n=187)	1.9% (n=14)	40.8% (n=297)	35.5% (n=259)	1.1% (n=8)	25.0% (n=177)	27.7% (n=195)	*
Indiana (n=403)	64.3% (n=246)	50.7% (n=194)	1.4% (n=5)	64.5% (n=246)	41.6% (n=158)	1.4% (n=5)	41.9% (n=159)	35.8% (n=135)	2.0% (n=8)	40.3% (n=151)	47.0% (n=176)	*	40.0% (n=149)	43.5% (n=162)	4.9% (n=18)	35.4% (n=132)	43.8% (n=164)	*
Iowa (n=531)	60.7% (n=311)	38.5% (n=198)	2.5% (n=13)	61.4% (n=311)	38.0% (n=193)	1.3% (n=7)	39.9% (n=201)	14.3% (n=72)	4.9% (n=25)	15.7% (n=79)	13.2% (n=66)	*	35.7% (n=183)	26.9% (n=138)	1.3% (n=7)	9.7% (n=46)	9.0% (n=43)	*
Kansas (n=370)	74.0% (n=261)	64.8% (n=228)	--	78.3% (n=279)	57.7% (n=206)	2.5% (n=9)	68.4% (n=238)	40.7% (n=141)	1.2% (n=4)	30.0% (n=106)	33.8% (n=119)	1.3% (n=5)	53.1% (n=187)	50.4% (n=177)	1.3% (n=5)	23.2% (n=82)	40.1% (n=141)	1.3% (n=5)
Kentucky (n=183)	63.4% (n=95)	48.4% (n=73)	1.6% (n=2)	67.2% (n=104)	32.8% (n=51)	1.6% (n=2)	42.1% (n=65)	23.4% (n=36)	1.6% (n=2)	20.5% (n=31)	17.4% (n=27)	6.4% (n=10)	42.5% (n=67)	30.2% (n=48)	--	20.4% (n=28)	18.7% (n=26)	--

Figure 114 (Part 2): Public Library Services Available to Users by State

State	Homework resources			Audio content			Video content			Digitized Special Collections			Library social networking			Online book clubs		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
Louisiana (n=310)	74.8% (n=222)	71.5% (n=212)	1.4% (n=4)	54.2% (n=160)	44.3% (n=131)	4.4% (n=13)	44.6% (n=131)	31.8% (n=94)	6.3% (n=19)	46.4% (n=137)	36.0% (n=106)	7.0% (n=21)	45.6% (n=128)	33.6% (n=94)	5.1% (n=14)	30.6% (n=82)	32.6% (n=87)	1.1% (n=3)
Maine (n=268)	53.2% (n=134)	46.0% (n=116)	1.2% (n=3)	61.8% (n=162)	39.7% (n=104)	1.2% (n=3)	27.3% (n=70)	22.5% (n=58)	1.2% (n=3)	14.6% (n=37)	31.2% (n=80)	3.6% (n=9)	23.5% (n=62)	30.5% (n=80)	1.2% (n=3)	8.3% (n=21)	14.2% (n=36)	1.2% (n=3)
Maryland (n=178)	89.5% (n=158)	83.9% (n=148)	--	65.5% (n=116)	74.7% (n=132)	--	66.7% (n=118)	59.4% (n=105)	1.9% (n=3)	57.6% (n=102)	58.5% (n=104)	--	61.8% (n=109)	68.7% (n=121)	--	57.2% (n=95)	48.6% (n=81)	--
Massachusetts (n=444)	68.5% (n=283)	52.6% (n=217)	*	57.8% (n=244)	75.9% (n=320)	1.0% (n=4)	43.3% (n=179)	47.5% (n=197)	3.9% (n=16)	29.2% (n=116)	44.2% (n=176)	2.2% (n=9)	38.2% (n=159)	45.8% (n=191)	3.3% (n=14)	9.5% (n=36)	16.9% (n=63)	2.0% (n=8)
Minnesota (n=347)	79.7% (n=277)	76.0% (n=264)	3.9% (n=13)	86.4% (n=299)	69.4% (n=240)	--	51.8% (n=177)	27.8% (n=95)	--	42.6% (n=145)	45.6% (n=155)	--	37.1% (n=125)	33.9% (n=114)	--	31.0% (n=104)	32.9% (n=111)	--
Mississippi (n=228)	79.8% (n=174)	66.0% (n=144)	*	47.0% (n=101)	28.6% (n=61)	--	32.4% (n=70)	28.5% (n=62)	8.5% (n=18)	23.7% (n=51)	14.7% (n=32)	1.3% (n=3)	38.9% (n=83)	42.2% (n=90)	8.6% (n=18)	28.7% (n=58)	28.5% (n=58)	*
Missouri (n=351)	73.5% (n=248)	58.4% (n=197)	*	62.3% (n=207)	34.2% (n=114)	1.7% (n=6)	47.7% (n=154)	26.3% (n=85)	5.8% (n=19)	30.6% (n=100)	25.0% (n=82)	*	38.8% (n=125)	27.6% (n=89)	1.3% (n=4)	19.7% (n=56)	21.8% (n=62)	*
Montana (n=103)	61.3% (n=60)	33.3% (n=32)	4.0% (n=4)	60.3% (n=57)	41.1% (n=39)	1.4% (n=1)	43.5% (n=39)	20.3% (n=18)	4.3% (n=4)	17.9% (n=16)	19.4% (n=17)	1.5% (n=1)	38.9% (n=36)	25.0% (n=23)	2.8% (n=3)	13.6% (n=12)	16.7% (n=14)	--
Nebraska (n=217)	46.7% (n=125)	31.4% (n=84)	--	55.5% (n=145)	38.6% (n=101)	--	38.2% (n=96)	21.6% (n=55)	--	18.1% (n=46)	21.9% (n=55)	--	29.1% (n=75)	26.7% (n=68)	2.8% (n=7)	15.6% (n=38)	15.6% (n=38)	--
Nevada (n=81)	53.6% (n=44)	69.0% (n=56)	2.0% (n=2)	60.8% (n=49)	56.6% (n=45)	--	26.6% (n=21)	30.9% (n=24)	3.5% (n=3)	44.7% (n=35)	29.1% (n=23)	1.8% (n=1)	11.9% (n=10)	25.9% (n=21)	15.4% (n=12)	41.1% (n=32)	28.0% (n=22)	25.5% (n=20)
New Jersey (n=449)	60.5% (n=248)	72.8% (n=298)	1.9% (n=8)	52.2% (n=208)	65.5% (n=261)	1.4% (n=6)	32.8% (n=128)	25.3% (n=99)	1.5% (n=6)	29.3% (n=118)	22.1% (n=89)	3.1% (n=12)	24.7% (n=98)	38.6% (n=153)	3.9% (n=15)	9.9% (n=39)	17.8% (n=70)	1.0% (n=4)
New Mexico (n=96)	46.5% (n=39)	43.9% (n=37)	5.9% (n=5)	54.3% (n=45)	18.7% (n=16)	7.5% (n=6)	39.8% (n=32)	7.2% (n=6)	10.0% (n=8)	5.4% (n=4)	5.4% (n=4)	--	26.4% (n=21)	16.9% (n=14)	--	5.6% (n=4)	10.1% (n=8)	--
New York (n=1,038)	61.2% (n=595)	55.6% (n=541)	12.4% (n=121)	66.3% (n=662)	66.6% (n=665)	2.0% (n=20)	54.9% (n=538)	44.6% (n=437)	3.0% (n=29)	47.1% (n=456)	42.8% (n=415)	3.2% (n=31)	50.7% (n=495)	52.5% (n=512)	2.2% (n=21)	23.2% (n=211)	29.8% (n=271)	1.5% (n=14)
North Carolina (n=381)	70.2% (n=262)	81.5% (n=304)	1.8% (n=7)	65.4% (n=238)	59.6% (n=217)	3.1% (n=11)	59.0% (n=216)	60.2% (n=220)	2.6% (n=10)	43.3% (n=150)	56.9% (n=197)	2.4% (n=8)	33.5% (n=122)	46.8% (n=170)	1.0% (n=4)	9.7% (n=34)	22.2% (n=77)	2.4% (n=8)

Figure 114 (Part 2): Public Library Services Available to Users by State

State	Homework resources			Audio content			Video content			Digitized Special Collections			Library social networking			Online book clubs		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
North Dakota (n=80)	67.0% (n=51)	41.2% (n=31)	--	55.3% (n=42)	22.3% (n=17)	8.2% (n=6)	38.8% (n=30)	22.3% (n=17)	4.0% (n=3)	10.0% (n=8)	14.1% (n=11)	--	36.5% (n=28)	10.0% (n=8)	4.1% (n=3)	--	18.2% (n=14)	--
Ohio (n=706)	74.5% (n=511)	87.1% (n=597)	*	68.3% (n=461)	76.0% (n=512)	*	59.5% (n=400)	59.2% (n=398)	2.5% (n=17)	53.7% (n=365)	62.6% (n=426)	*	53.4% (n=347)	59.3% (n=385)	*	31.7% (n=208)	39.8% (n=261)	7.8% (n=51)
Oklahoma (n=204)	65.6% (n=88)	63.1% (n=85)	2.9% (n=4)	76.3% (n=135)	58.4% (n=103)	--	53.4% (n=92)	40.0% (n=69)	2.2% (n=4)	40.0% (n=69)	35.2% (n=61)	--	46.7% (n=81)	46.3% (n=80)	2.2% (n=4)	16.0% (n=27)	16.0% (n=27)	--
Oregon (n=207)	59.2% (n=120)	68.0% (n=137)	--	37.4% (n=76)	80.1% (n=162)	*	35.9% (n=72)	75.7% (n=153)	*	20.6% (n=41)	31.2% (n=62)	*	29.8% (n=58)	43.0% (n=84)	1.5% (n=3)	7.9% (n=15)	29.4% (n=55)	2.2% (n=4)
Pennsylvania (n=611)	50.5% (n=283)	65.0% (n=368)	0.8% (n=4)	57.5% (n=320)	60.6% (n=337)	1.3% (n=7)	33.0% (n=179)	30.1% (n=164)	3.7% (n=20)	15.7% (n=84)	14.7% (n=79)	2.2% (n=12)	34.0% (n=185)	36.2% (n=197)	0.3% (n=2)	16.9% (n=89)	28.6% (n=150)	1.6% (n=8)
Rhode Island (n=71)	55.4% (n=35)	65.1% (n=41)	3.3% (n=2)	48.8% (n=31)	93.5% (n=59)	--	37.0% (n=22)	73.0% (n=44)	6.7% (n=4)	13.4% (n=8)	16.8% (n=10)	3.3% (n=2)	40.4% (n=25)	63.0% (n=38)	--	7.2% (n=4)	--	3.3% (n=2)
South Carolina (n=179)	76.9% (n=134)	53.4% (n=93)	2.3% (n=4)	73.9% (n=127)	27.8% (n=48)	1.1% (n=2)	73.1% (n=128)	18.3% (n=32)	--	34.8% (n=61)	3.5% (n=6)	1.1% (n=2)	32.9% (n=58)	23.9% (n=42)	2.3% (n=4)	32.7% (n=57)	18.3% (n=32)	--
South Dakota (n=138)	61.2% (n=83)	52.2% (n=71)	1.3% (n=2)	41.9% (n=56)	29.3% (n=39)	1.3% (n=2)	43.2% (n=59)	29.0% (n=39)	1.3% (n=2)	13.3% (n=18)	10.6% (n=14)	3.9% (n=5)	26.2% (n=35)	18.3% (n=25)	5.2% (n=7)	10.9% (n=14)	9.5% (n=12)	1.4% (n=2)
Tennessee (n=277)	54.1% (n=136)	56.2% (n=142)	2.4% (n=6)	53.9% (n=138)	64.1% (n=164)	2.9% (n=7)	36.5% (n=90)	29.0% (n=72)	3.5% (n=9)	19.1% (n=47)	28.0% (n=68)	3.1% (n=7)	32.1% (n=79)	39.0% (n=96)	3.0% (n=7)	14.9% (n=35)	20.7% (n=49)	9.6% (n=23)
Texas (n=821)	59.5% (n=449)	61.5% (n=464)	1.1% (n=8)	59.3% (n=435)	45.8% (n=336)	3.3% (n=24)	41.5% (n=299)	34.3% (n=247)	3.8% (n=28)	27.2% (n=192)	28.1% (n=198)	0.9% (n=7)	35.1% (n=250)	36.0% (n=256)	4.2% (n=30)	23.3% (n=167)	27.7% (n=199)	2.7% (n=19)
Utah (n=107)	69.1% (n=74)	49.8% (n=54)	6.2% (n=7)	78.8% (n=85)	53.5% (n=57)	8.0% (n=9)	54.8% (n=55)	42.4% (n=43)	1.9% (n=2)	29.2% (n=31)	30.9% (n=33)	--	29.9% (n=31)	26.9% (n=28)	3.7% (n=4)	23.9% (n=25)	14.7% (n=15)	--
Vermont (n=181)	61.8% (n=97)	34.6% (n=55)	0.9% (n=1)	73.8% (n=127)	52.3% (n=90)	1.2% (n=2)	61.2% (n=99)	16.6% (n=27)	--	23.3% (n=37)	8.7% (n=14)	1.3% (n=2)	44.4% (n=73)	24.3% (n=40)	3.4% (n=6)	5.2% (n=8)	2.2% (n=4)	2.6% (n=4)
Virginia (n=334)	73.7% (n=241)	72.9% (n=238)	2.7% (n=9)	58.4% (n=193)	54.1% (n=178)	7.0% (n=23)	40.5% (n=128)	36.5% (n=116)	11.1% (n=36)	38.9% (n=126)	34.6% (n=112)	4.2% (n=14)	50.4% (n=164)	51.4% (n=167)	9.8% (n=32)	26.8% (n=86)	39.4% (n=126)	3.1% (n=10)
Washington (n=321)	91.5% (n=287)	80.6% (n=253)	0.6% (n=2)	49.6% (n=157)	50.7% (n=160)	--	41.6% (n=128)	14.6% (n=45)	0.6% (n=2)	35.0% (n=111)	27.8% (n=89)	2.4% (n=8)	48.4% (n=153)	27.6% (n=87)	9.7% (n=31)	33.3% (n=105)	33.5% (n=106)	--
Washington, DC (n=23)	81.2% (n=18)	93.8% (n=21)	--	--	100% (n=23)	--	100% (n=23)	100% (n=23)	--	93.8% (n=21)	100% (n=23)	--	93.3% (n=20)	93.3% (n=20)	--	66.7% (n=6)	83.3% (n=7)	--

Figure 114 (Part 2): Public Library Services Available to Users by State

State	Homework resources			Audio content			Video content			Digitized Special Collections			Library social networking			Online book clubs		
	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access	Offers in Library	Offers outside Library	Limited Access
West Virginia (n=172)	60.7% (n=90)	31.4% (n=47)	4.2% (n=6)	55.4% (n=81)	19.3% (n=28)	3.6% (n=5)	43.7% (n=65)	19.0% (n=28)	4.5% (n=7)	5.9% (n=9)	13.5% (n=20)	2.6% (n=4)	24.8% (n=38)	21.3% (n=32)	3.5% (n=5)	6.5% (n=10)	12.7% (n=19)	2.6% (n=4)
Wisconsin (n=453)	57.6% (n=240)	60.3% (n=252)	1.4% (n=6)	65.0% (n=281)	70.9% (n=306)	2.1% (n=9)	47.1% (n=196)	50.9% (n=212)	5.1% (n=21)	31.1% (n=129)	39.3% (n=163)	3.6% (n=15)	37.9% (n=160)	46.2% (n=195)	1.6% (n=7)	11.8% (n=48)	23.3% (n=94)	3.6% (n=14)
Wyoming (n=75)	64.9% (n=48)	58.8% (n=43)	--	82.2% (n=60)	63.2% (n=46)	--	73.2% (n=51)	50.3% (n=35)	--	28.5% (n=18)	47.4% (n=29)	1.6% (n=1)	27.9% (n=18)	29.8% (n=19)	--	20.2% (n=13)	22.1% (n=14)	--
National	67.1% (n=10,103)	63.5% (n=9,566)	2.6% (n=398)	60.1% (n=9,026)	55.6% (n=8,358)	2.0% (n=307)	47.1% (n=6,969)	37.6% (n=5,569)	3.6% (n=543)	33.4% (n=4,905)	34.5% (n=5,075)	2.2% (n=331)	40.2% (n=5,956)	40.9% (n=6,053)	3.0% (n=442)	22.4% (n=3,203)	27.0% (n=3,851)	2.2% (n=317)

Will not total 100%, as categories are not mutually exclusive
Key *=Insufficient data to report
 --=No data to report

A new addition to the survey this year was the inclusion of the availability of services, parsing services within the library from their availability outside the library. Interestingly, libraries across the country are making their services to patrons available in both settings. Two prominent services that libraries are providing are homework resources (or homework help) and social networking. Homework resources are being offered within approximately 50 percent of libraries in all states (see Figure 120, Part 1 and Part 2). Similarly, libraries in D.C., Washington, Ohio, Connecticut and Florida are providing homework help outside the library (or virtually) in 80 percent or greater of libraries within the state. A growing service that libraries are providing includes social networking with libraries in Kansas and Maryland reporting an average of 52 percent and 65 percent within and outside the library.

Figure 115: Public Library Peripherals That are Available to Users by State

State	Access and store content on USB/other devices (e.g. iPods, MP3, other)		Digital camera connection and manipulation of content		Burn CD/DVDs		Recreational gaming, consoles, software, or websites	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Alaska (n=98)	76.9% (n=76)	15.1% (n=15)	66.4% (n=65)	19.3% (n=19)	56.9% (n=56)	9.5% (n=9)	54.7% (n=53)	13.9% (n=13)
Arizona (n=181)	98.1% (n=159)	1.9% (n=3)	81.9% (n=130)	3.8% (n=6)	53.6% (n=87)	6.3% (n=10)	64.8% (n=103)	6.2% (n=10)
Arkansas (n=204)	80.4% (n=153)	2.1% (n=4)	67.3% (n=129)	4.1% (n=8)	36.7% (n=70)	6.0% (n=11)	43.3% (n=82)	8.5% (n=16)
Colorado (n=243)	94.0% (n=211)	*	58.1% (n=130)	10.8% (n=24)	48.5% (n=109)	3.5% (n=8)	68.6% (n=153)	3.3% (n=7)
Connecticut (n=220)	85.3% (n=168)	6.0% (n=12)	11.8% (n=23)	42.6% (n=83)	5.1% (n=10)	27.6% (n=52)	58.7% (n=110)	17.3% (n=33)
Delaware (n=32)	87.8% (n=28)	16.2% (n=5)	59.1% (n=19)	13.4% (n=4)	58.1% (n=19)	14.4% (n=5)	51.9% (n=17)	10.3% (n=3)
Florida (n=478)	92.9% (n=423)	3.7% (n=17)	67.8% (n=309)	2.6% (n=12)	58.4% (n=166)	2.3% (n=10)	74.5% (n=330)	13.0% (n=58)
Georgia (n=380)	88.8% (n=294)	1.1% (n=4)	72.6% (n=238)	4.1% (n=14)	53.4% (n=177)	4.7% (n=16)	59.7% (n=196)	7.7% (n=25)
Hawaii (n=50)	77.6% (n=38)	14.3% (n=7)	51.0% (n=25)	4.1% (n=2)	6.1% (n=3)	4.1% (n=2)	16.3% (n=8)	--
Idaho (n=134)	97.5% (n=125)	3.6% (n=5)	79.7% (n=103)	3.6% (n=5)	49.7% (n=64)	8.8% (n=11)	60.7% (n=79)	13.7% (n=18)
Illinois (n=764)	85.6% (n=623)	6.9% (n=50)	55.8% (n=403)	4.2% (n=30)	40.9% (n=296)	4.2% (n=30)	57.8% (n=421)	9.8% (n=71)
Indiana (n=403)	94.1% (n=358)	2.5% (n=10)	67.2% (n=253)	1.0% (n=4)	48.1% (n=181)	3.4% (n=13)	68.2% (n=256)	7.3% (n=27)
Iowa (n=531)	87.8% (n=448)	1.9% (n=10)	69.9% (n=352)	1.3% (n=7)	60.5% (n=309)	5.1% (n=26)	67.0% (n=339)	6.2% (n=31)
Kansas (n=370)	88.4% (n=315)	3.9% (n=14)	67.7% (n=242)	11.7% (n=42)	59.2% (n=211)	2.6% (n=9)	61.3% (n=219)	3.9% (n=14)
Kentucky (n=183)	93.9% (n=150)	--	74.3% (n=119)	--	64.0% (n=101)	--	79.7% (n=123)	--
Louisiana (n=310)	89.5% (n=267)	14.1% (n=42)	53.0% (n=158)	6.7% (n=20)	46.3% (n=127)	5.2% (n=14)	64.0% (n=189)	15.2% (n=45)
Maine (n=268)	78.4% (n=198)	2.4% (n=6)	55.6% (n=140)	6.0% (n=15)	54.4% (n=137)	7.2% (n=18)	59.9% (n=150)	9.7% (n=24)
Maryland (n=178)	93.3% (n=166)	--	46.0% (n=81)	*	32.1% (n=56)	8.0% (n=14)	73.5% (n=130)	21.8% (n=39)
Massachusetts (n=444)	87.4% (n=368)	4.9% (n=21)	59.3% (n=247)	6.0% (n=25)	62.3% (n=260)	7.0% (n=29)	66.4% (n=280)	8.8% (n=37)
Minnesota (n=3547)	95.1% (n=331)	3.2% (n=11)	87.0% (n=303)	4.7% (n=16)	59.6% (n=204)	7.5% (n=25)	84.5% (n=290)	5.6% (n=19)
Mississippi (n=228)	81.6% (n=177)	*	56.4% (n=123)	3.2% (n=7)	66.7% (n=145)	1.3% (n=3)	46.2% (n=97)	5.3% (n=11)
Missouri (n=351)	84.3% (n=283)	5.1% (n=17)	58.8% (n=197)	6.9% (n=23)	52.1% (n=170)	3.0% (n=10)	67.3% (n=224)	7.0% (n=23)
Montana (n=103)	85.3% (n=83)	2.7% (n=3)	84.0% (n=82)	4.0% (n=4)	60.3% (n=57)	6.8% (n=6)	70.3% (n=67)	4.1% (n=4)
Nebraska (n=217)	83.7% (n=220)	2.5% (n=6)	66.6% (n=170)	9.1% (n=23)	48.1% (n=126)	3.7% (n=10)	68.1% (n=172)	6.4% (n=16)

Figure 115: Public Library Peripherals That are Available to Users by State

State	Access and store content on USB/other devices (e.g. iPods, MP3, other)		Digital camera connection and manipulation of content		Burn CD/DVDs		Recreational gaming, consoles, software, or websites	
	Offer	Limit	Offer	Limit	Offer	Limit	Offer	Limit
Nevada (n=81)	73.6% (n=59)	3.5% (n=3)	18.0% (n=14)	--	9.0% (n=7)	5.2% (n=4)	16.3% (n=13)	30.6% (n=24)
New Jersey (n=449)	83.9% (n=344)	1.8% (n=7)	48.1% (n=194)	5.9% (n=24)	43.1% (n=174)	1.1% (n=4)	68.7% (n=279)	5.1% (n=21)
New Mexico (n=96)	57.9% (n=50)	19.0% (n=16)	42.5% (n=37)	29.0% (n=25)	46.1% (n=40)	28.3% (n=24)	45.4% (n=39)	26.1% (n=23)
New York (n=1,038)	90.4% (n=900)	6.5% (n=64)	54.9% (n=547)	8.5% (n=84)	39.8% (n=394)	4.9% (n=49)	70.0% (n=694)	6.4% (n=63)
North Carolina (n=381)	91.1% (n=339)	1.4% (n=5)	62.9% (n=234)	6.2% (n=23)	61.4% (n=228)	*	54.0% (n=198)	8.5% (n=31)
North Dakota (n=80)	84.2% (n=67)	4.0% (n=3)	58.8% (n=47)	5.6% (n=4)	38.8% (n=30)	8.2% (n=6)	43.5% (n=35)	4.0% (n=3)
Ohio (n=706)	93.1% (n=631)	2.8% (n=19)	68.2% (n=452)	7.0% (n=46)	42.3% (n=279)	5.0% (n=33)	77.2% (n=511)	5.2% (n=34)
Oklahoma (n=204)	93.6% (n=169)	2.1% (n=4)	87.2% (n=158)	8.6% (n=15)	56.3% (n=104)	6.3% (n=12)	86.9% (n=154)	2.2% (n=4)
Oregon (n=207)	90.4% (n=178)	3.8% (n=8)	74.8% (n=146)	4.7% (n=9)	59.1% (n=114)	6.0% (n=12)	69.2% (n=136)	10.3% (n=20)
Pennsylvania (n=611)	90.6% (n=518)	4.0% (n=23)	66.5% (n=371)	7.8% (n=44)	49.7% (n=276)	2.7% (n=15)	52.4% (n=297)	7.2% (n=41)
Rhode Island (n=71)	96.7% (n=61)	3.3% (n=2)	52.1% (n=33)	3.3% (n=2)	76.4% (n=46)	6.7% (n=4)	77.2% (n=48)	3.3% (n=2)
South Carolina (n=179)	96.5% (n=164)	3.5% (n=6)	57.0% (n=95)	--	28.4% (n=47)	2.7% (n=4)	79.5% (n=134)	7.5% (n=13)
South Dakota (n=138)	92.2% (n=126)	5.2% (n=7)	53.0% (n=72)	9.0% (n=12)	42.6% (n=58)	7.8% (n=11)	56.1% (n=76)	11.6% (n=16)
Tennessee (n=277)	79.7% (n=201)	9.0% (n=23)	51.1% (n=127)	7.4% (n=18)	41.1% (n=102)	8.6% (n=21)	60.5% (n=150)	10.6% (n=26)
Texas (n=821)	88.7% (n=672)	4.3% (n=32)	56.8% (n=415)	13.1% (n=96)	60.1% (n=443)	5.8% (n=43)	59.9% (n=436)	10.0% (n=73)
Utah (n=107)	90.3% (n=97)	8.0% (n=9)	68.8% (n=74)	12.5% (n=13)	65.2% (n=70)	9.0% (n=10)	63.7% (n=68)	1.0% (n=1)
Vermont (n=181)	86.4% (n=148)	1.2% (n=2)	75.6% (n=128)	--	65.8% (n=113)	--	63.1% (n=106)	3.3% (n=6)
Virginia (n=334)	92.5% (n=306)	5.3% (n=18)	63.0% (n=208)	13.9% (n=46)	70.0% (n=231)	5.3% (n=17)	64.3% (n=207)	19.8% (n=64)
Washington (n=321)	98.6% (n=314)	1.4% (n=5)	75.7% (n=241)	--	71.3% (n=225)	4.0% (n=13)	75.4% (n=238)	17.9% (n=57)
Washington, DC (n=23)	100% (n=23)	--	100% (n=23)	--	100% (n=23)	--	100% (n=6)	--
West Virginia (n=172)	81.0% (n=123)	5.4% (n=8)	59.8% (n=91)	6.0% (n=9)	60.6% (n=90)	4.5% (n=7)	51.2% (n=77)	6.4% (n=10)
Wisconsin (n=453)	90.7% (n=391)	3.1% (n=13)	65.0% (n=276)	5.4% (n=23)	52.6% (n=221)	5.2% (n=22)	73.8% (n=312)	7.1% (n=30)
Wyoming (n=75)	90.5% (n=66)	6.2% (n=5)	87.9% (n=59)	7.1% (n=5)	71.8% (n=48)	3.5% (n=2)	62.4% (n=42)	12.1% (n=8)
National	88.8% (n=13,455)	4.1% (n=621)	62.1% (n=9,330)	6.5% (n=978)	51.8% (n=7,749)	4.8% (n=723)	64.1% (n=9,562)	9.0% (n=1,345)

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

Key * = Insufficient data to report; -- = No data to report

In addition to the services offered in Figure 114 (Parts 1 and 2), libraries may make peripherals available to patrons. Libraries in most states allow access and store content on USB flash drives or other devices such as an iPod, mp3 player (See Figure 115). With the exception of New Mexico, states reported offering USB connections at a rate of 74 percent and higher. New Mexico, however, reported a substantial jump in the limitation of providing USB access, last year reporting 7.8 percent of libraries limiting access as compared to the current survey reporting 19.0 percent of libraries limiting access to USB devices.

Figure 116: Factors Preventing Access to (or Limited Access to) Services in Figures 114 & 115

States	Computer hardware/ software on public Internet workstations will not support services	Public access Internet connectivity speed will not support services	Library policy restricts offering or access to services	Library cannot afford to purchase or support services	Other	Don't Know
Alaska (n=98)	26.1% (n=24)	57.1% (n=52)	30.9% (n=28)	58.4% (n=53)	13.7% (n=12)	3.4% (n=3)
Arizona (n=181)	21.7% (n=24)	29.8% (n=33)	28.9% (n=32)	43.0% (n=47)	11.5% (n=13)	8.2% (n=9)
Arkansas (n=204)	51.6% (n=96)	49.9% (n=93)	54.3% (n=101)	43.6% (n=81)	4.3% (n=8)	2.1% (n=4)
Colorado (n=243)	31.3% (n=62)	30.9% (n=61)	38.4% (n=76)	58.5% (n=116)	22.7% (n=45)	1.2% (n=2)
Connecticut (n=220)	22.7% (n=37)	7.3% (n=12)	38.8% (n=63)	59.1% (n=96)	16.5% (n=27)	4.7% (n=8)
Delaware (n=32)	35.0% (n=10)	8.8% (n=3)	40.7% (n=12)	56.9% (n=17)	15.5% (n=5)	4.4% (n=1)
Florida (n=478)	26.9% (n=101)	26.3% (n=99)	33.8% (n=127)	59.5% (n=223)	11.2% (n=42)	8.4% (n=32)
Georgia (n=380)	39.6% (n=110)	29.9% (n=83)	28.2% (n=78)	64.0% (n=177)	6.3% (n=17)	11.9% (n=33)
Hawaii (n=50)	63.3% (n=31)	85.7% (n=42)	77.6% (n=38)	69.4% (n=34)	2.0% (n=1)	--
Idaho (n=134)	43.7% (n=53)	45.3% (n=55)	23.6% (n=29)	80.1% (n=97)	7.3% (n=9)	6.5% (n=8)
Illinois (n=764)	33.8% (n=231)	25.0% (n=171)	28.1% (n=193)	74.4% (n=509)	8.4% (n=57)	4.4% (n=30)
Indiana (n=403)	28.7% (n=89)	12.8% (n=40)	28.0% (n=87)	66.3% (n=206)	11.9% (n=37)	3.9% (n=12)
Iowa (n=531)	18.8% (n=88)	14.3% (n=67)	17.8% (n=83)	67.9% (n=318)	13.4% (n=63)	6.8% (n=32)
Kansas (n=370)	26.5% (n=81)	10.1% (n=31)	32.5% (n=100)	73.0% (n=223)	7.5% (n=23)	1.5% (n=5)
Kentucky (n=183)	13.6% (n=19)	18.1% (n=26)	22.0% (n=31)	69.6% (n=100)	13.5% (n=19)	3.4% (n=5)
Louisiana (n=310)	27.6% (n=67)	19.3% (n=47)	58.2% (n=143)	41.1% (n=101)	25.7% (n=63)	*
Maine (n=268)	23.2% (n=52)	5.5% (n=12)	23.2% (n=52)	72.7% (n=162)	10.9% (n=24)	4.1% (n=9)
Maryland (n=178)	26.3% (n=45)	11.6% (n=20)	38.6% (n=65)	50.8% (n=86)	14.7% (n=25)	4.5% (n=8)
Massachusetts (n=444)	54.1% (n=188)	19.2% (n=67)	26.7% (n=93)	54.9% (n=191)	18.8% (n=66)	3.6% (n=13)
Minnesota (n=347)	45.0% (n=141)	35.7% (n=111)	18.6% (n=58)	62.1% (n=194)	9.2% (n=29)	--
Mississippi (n=228)	27.5% (n=60)	51.4% (n=111)	49.5% (n=107)	72.5% (n=157)	--	*
Missouri (n=351)	24.0% (n=65)	8.4% (n=23)	45.9% (n=124)	63.7% (n=172)	4.2% (n=11)	8.1% (n=22)
Montana (n=103)	34.9% (n=29)	30.2% (n=25)	28.6% (n=23)	65.1% (n=53)	7.9% (n=6)	4.8% (n=4)

Figure 116: Factors Preventing Access to (or Limited Access to) Services in Figures 114 & 115

States	Computer hardware/ software on public Internet workstations will not support services	Public access Internet connectivity speed will not support services	Library policy restricts offering or access to services	Library cannot afford to purchase or support services	Other	Don't Know
Nebraska (n=217)	39.8% (n=94)	9.5% (n=23)	22.1% (n=52)	69.7% (n=165)	12.3% (n=29)	5.5% (n=13)
Nevada (n=81)	14.6% (n=12)	49.5% (n=39)	50.9% (n=41)	66.2% (n=53)	6.3% (n=5)	--
New Jersey (n=449)	29.6% (n=108)	9.9% (n=36)	44.3% (n=162)	44.5% (n=162)	13.7% (n=50)	3.5% (n=13)
New Mexico (n=96)	40.6% (n=32)	29.4% (n=24)	28.2% (n=23)	52.4% (n=42)	37.8% (n=30)	3.1% (n=3)
New York (n=1,038)	27.2% (n=243)	19.3% (n=173)	47.1% (n=420)	65.1% (n=581)	8.4% (n=75)	4.4% (n=40)
North Carolina (n=381)	38.8% (n=131)	39.3% (n=133)	39.0% (n=132)	65.3% (n=221)	6.8% (n=23)	7.9% (n=27)
North Dakota (n=80)	38.0% (n=28)	14.7% (n=11)	19.0% (n=14)	65.6% (n=48)	--	17.2% (n=13)
Ohio (n=706)	53.8% (n=322)	13.3% (n=80)	32.2% (n=193)	64.1% (n=384)	5.2% (n=31)	7.3% (n=44)
Oklahoma (n=204)	16.2% (n=19)	--	38.4% (n=46)	45.4% (n=54)	6.5% (n=8)	3.2% (n=4)
Oregon (n=207)	37.6% (n=66)	17.2% (n=40)	27.0% (n=48)	69.8% (n=123)	5.9% (n=10)	12.9% (n=23)
Pennsylvania (n=611)	31.0% (n=164)	12.7% (n=67)	27.2% (n=144)	63.7% (n=338)	13.5% (n=72)	8.4% (n=44)
Rhode Island (n=71)	12.1% (n=6)	12.1% (n=6)	20.2% (n=10)	87.9% (n=44)	8.1% (n=4)	12.1% (n=6)
South Carolina (n=179)	25.0% (n=43)	21.1% (n=36)	83.3% (n=142)	57.5% (n=98)	5.2% (n=9)	--
South Dakota (n=138)	41.4% (n=53)	27.8% (n=36)	23.2% (n=30)	72.2% (n=93)	5.4% (n=7)	5.4% (n=7)
Tennessee (n=277)	38.1% (n=86)	13.2% (n=30)	42.5% (n=95)	57.9% (n=130)	19.1% (n=43)	3.0% (n=7)
Texas (n=821)	32.0% (n=210)	16.0% (n=105)	29.5% (n=194)	54.6% (n=359)	16.7% (n=110)	6.7% (n=44)
Utah (n=107)	27.7% (n=25)	15.0% (n=13)	45.8% (n=41)	72.5% (n=65)	19.1% (n=17)	--
Vermont (n=181)	37.0% (n=53)	19.1% (n=27)	20.7% (n=30)	74.0% (n=106)	17.0% (n=24)	2.8% (n=4)
Virginia (n=334)	35.3% (n=106)	31.6% (n=95)	18.2% (n=55)	56.0% (n=169)	7.0% (n=21)	16.6% (n=50)
Washington (n=321)	45.3% (n=139)	23.8% (n=73)	33.3% (n=102)	60.4% (n=186)	30.6% (n=94)	1.9% (n=6)
Washington, DC (n=23)	6.3% (n=1)	--	--	100% (n=23)	--	--
West Virginia (n=172)	22.6% (n=31)	21.5% (n=29)	33.5% (n=46)	68.3% (n=93)	14.8% (n=20)	4.2% (n=6)
Wisconsin (n=453)	39.4% (n=154)	17.9% (n=70)	20.5% (n=80)	67.1% (n=263)	8.3% (n=32)	6.4% (n=25)

Figure 116: Factors Preventing Access to (or Limited Access to) Services in Figures 114 & 115

States	Computer hardware/ software on public Internet workstations will not support services	Public access Internet connectivity speed will not support services	Library policy restricts offering or access to services	Library cannot afford to purchase or support services	Other	Don't Know
Wyoming (n=75)	21.9% (n=12)	17.5% (n=9)	10.6% (n=6)	63.5% (n=34)	13.1% (n=7)	6.2% (n=3)
National	40.7% (n=1,616)	25.2% (n=1,002)	40.9% (n=1,625)	62.2% (n=2,468)	11.6% (n=461)	--
Will not total 100%, as categories are not mutually exclusive Key *=Insufficient data to report --=No data to report						

In Figure 116 libraries are reporting the affect of particular factors in their ability to provide the services in Figures 120 and 121. States responses to the question are libraries indicating that there is free public access internet available. Outstandingly, libraries across the country agree that cost factors are the greatest strain on providing service. Ranging from 41.1 percent to 100 percent, states reported that at the outlet level, libraries are not able to afford to purchase or support services such as virtual reference and homework resources.

Figure 117: E-Government Roles and Services of the Public Library Outlets by State

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Alaska (n=98)	63.4% (n=54)	80.1% (n=69)	27.2% (n=23)	52.5% (n=45)	14.5% (n=12)	5.4% (n=5)	5.4% (n=5)	12.7% (n=11)	1.2% (n=1)	12.7% (n=11)	12.7% (n=11)
Arizona (n=181)	81.1% (n=118)	91.7% (n=133)	47.7% (n=69)	65.1% (n=94)	32.6% (n=47)	30.5% (n=44)	12.7% (n=18)	34.6% (n=50)	2.3% (n=3)	12.5% (n=18)	--
Arkansas (n=204)	71.7% (n=134)	96.4% (n=181)	51.9% (n=97)	71.2% (n=134)	5.2% (n=10)	1.0% (n=2)	4.2% (n=8)	10.9% (n=20)	1.0% (n=2)	13.0% (n=24)	3.1% (n=6)
Colorado (n=243)	80.8% (n=171)	91.0% (n=193)	40.6% (n=86)	69.7% (n=148)	10.7% (n=23)	10.3% (n=22)	25.4% (n=54)	22.0% (n=47)	13.6% (n=29)	14.1% (n=30)	1.1% (n=2)
Connecticut (n=220)	74.1% (n=132)	92.5% (n=165)	47.2% (n=84)	58.7% (n=105)	8.6% (n=15)	*	2.8% (n=5)	14.2% (n=25)	4.8% (n=8)	16.6% (n=30)	*
Delaware (n=32)	91.9% (n=29)	100% (n=32)	67.5% (n=22)	83.7% (n=27)	11.2% (n=4)	--	4.1% (n=1)	34.7% (n=11)	3.1% (n=1)	11.2% (n=4)	--
Florida (n=478)	82.0% (n=373)	95.5% (n=435)	46.5% (n=211)	74.7% (n=340)	33.4% (n=152)	14.3% (n=65)	9.4% (n=43)	36.6% (n=167)	9.7% (n=44)	32.3% (n=147)	4.1% (n=18)
Georgia (n=380)	80.7% (n=233)	92.7% (n=268)	42.6% (n=123)	59.2% (n=171)	19.8% (n=57)	6.3% (n=18)	3.7% (n=11)	21.0% (n=61)	5.3% (n=15)	9.6% (n=28)	3.6% (n=10)
Hawaii (n=50)	72.9% (n=35)	95.8% (n=46)	33.3% (n=16)	56.3% (n=27)	22.9% (n=11)	8.3% (n=4)	18.8% (n=9)	18.8% (n=9)	6.3% (n=3)	18.8% (n=9)	4.2% (n=2)
Idaho (n=134)	87.8% (n=108)	90.1% (n=110)	45.6% (n=56)	63.8% (n=78)	21.8% (n=27)	4.6% (n=6)	7.5% (n=9)	17.9% (n=22)	6.1% (n=7)	17.7% (n=22)	3.1% (n=4)
Illinois (n=764)	80.9% (n=533)	91.2% (n=601)	39.9% (n=263)	62.1% (n=410)	14.6% (n=96)	4.2% (n=28)	4.2% (n=28)	15.0% (n=99)	4.6% (n=30)	12.9% (n=85)	5.8% (n=38)
Indiana (n=403)	89.0% (n=332)	91.9% (n=343)	42.1% (n=157)	77.2% (n=289)	47.7% (n=178)	19.5% (n=73)	3.2% (n=12)	34.7% (n=130)	7.4% (n=28)	31.2% (n=117)	2.7% (n=10)
Iowa (n=544)	74.9% (n=350)	85.3% (n=399)	35.1% (n=164)	58.9% (n=275)	12.5% (n=58)	3.7% (n=17)	1.9% (n=9)	11.0% (n=51)	2.6% (n=12)	10.9% (n=51)	2.1% (n=10)

Figure 117: E-Government Roles and Services of the Public Library Outlets by State

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Kansas (n=370)	81.6% (n=265)	91.5% (n=297)	42.1% (n=137)	67.5% (n=219)	14.0% (n=46)	1.3% (n=4)	9.7% (n=31)	16.7% (n=54)	7.0% (n=23)	33.7% (n=109)	1.4% (n=5)
Kentucky (n=183)	74.8% (n=112)	88.7% (n=133)	26.9% (n=40)	63.5% (n=95)	8.1% (n=12)	--	4.8% (n=7)	26.4% (n=40)	3.2% (n=5)	23.2% (n=35)	5.9% (n=9)
Louisiana (n=310)	74.1% (n=208)	91.2% (n=255)	47.5% (n=133)	61.8% (n=173)	19.7% (n=55)	6.1% (n=17)	2.5% (n=7)	23.8% (n=67)	11.8% (n=33)	11.8% (n=33)	3.1% (n=9)
Maine (n=268)	85.6% (n=216)	89.2% (n=225)	43.2% (n=109)	60.0% (n=152)	3.6% (n=9)	3.6% (n=9)	1.2% (n=3)	22.8% (n=58)	3.6% (n=9)	24.0% (n=61)	4.8% (n=12)
Maryland (n=178)	93.7% (n=162)	87.9% (n=152)	65.1% (n=112)	86.8% (n=150)	25.7% (n=44)	10.0% (n=17)	12.0% (n=21)	42.9% (n=74)	22.5% (n=39)	21.9% (n=38)	1.3% (n=2)
Massachusetts (n=444)	77.0% (n=300)	86.0% (n=335)	45.7% (n=178)	58.0% (n=226)	12.9% (n=50)	1.7% (n=7)	3.3% (n=13)	13.2% (n=52)	3.8% (n=15)	16.6% (n=65)	5.7% (n=22)
Minnesota (n=347)	78.9% (n=203)	95.8% (n=246)	40.8% (n=105)	69.5% (n=179)	21.0% (n=54)	8.4% (n=22)	1.9% (n=5)	30.2% (n=77)	*	16.2% (n=42)	2.3% (n=6)
Mississippi (n=228)	79.0% (n=137)	89.5% (n=156)	42.1% (n=73)	54.3% (n=94)	5.7% (n=10)	10.8% (n=19)	1.6% (n=3)	17.0% (n=30)	13.0% (n=23)	4.9% (n=8)	3.2% (n=6)
Missouri (n=351)	82.0% (n=259)	92.3% (n=291)	40.9% (n=129)	62.7% (n=198)	24.2% (n=76)	8.2% (n=26)	3.6% (n=11)	14.3% (n=45)	5.1% (n=16)	16.0% (n=50)	*
Montana (n=103)	67.6% (n=62)	87.3% (n=80)	40.8% (n=38)	74.6% (n=69)	8.5% (n=8)	2.8% (n=3)	7.0% (n=6)	15.5% (n=14)	8.5% (n=8)	18.3% (n=17)	8.5% (n=8)
Nebraska (n=217)	76.1% (n=187)	83.0% (n=204)	32.0% (n=79)	53.9% (n=133)	9.1% (n=22)	10.4% (n=26)	9.1% (n=22)	19.5% (n=48)	7.8% (n=19)	24.8% (n=61)	3.9% (n=10)
Nevada (n=81)	44.7% (n=35)	46.8% (n=37)	24.8% (n=19)	37.9% (n=30)	8.2% (n=6)	4.3% (n=3)	4.3% (n=3)	6.0% (n=5)	--	27.3% (n=21)	22.0% (n=17)

Figure 117: E-Government Roles and Services of the Public Library Outlets by State

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
New Jersey (n=449)	82.0% (n=321)	89.4% (n=350)	54.8% (n=214)	77.9% (n=305)	19.6% (n=77)	8.8% (n=35)	9.0% (n=35)	13.1% (n=51)	8.2% (n=32)	19.7% (n=77)	3.9% (n=15)
New Mexico (n=96)	88.3% (n=76)	93.4% (n=80)	55.6% (n=48)	73.2% (n=63)	24.2% (n=21)	7.3% (n=6)	14.6% (n=13)	10.2% (n=9)	2.9% (n=3)	31.7% (n=27)	5.1% (n=4)
New York (n=1,038)	73.1% (n=710)	88.9% (n=864)	34.3% (n=333)	67.4% (n=655)	14.5% (n=141)	18.3% (n=178)	4.8% (n=46)	14.8% (n=144)	8.0% (n=78)	28.0% (n=272)	2.5% (n=25)
North Carolina (n=381)	79.0% (n=278)	94.0% (n=330)	41.1% (n=145)	68.6% (n=241)	9.1% (n=32)	4.4% (n=15)	2.5% (n=9)	17.0% (n=60)	3.1% (n=11)	15.3% (n=54)	4.8% (n=17)
North Dakota (n=80)	76.5% (n=51)	93.3% (n=62)	42.3% (n=28)	67.8% (n=45)	2.0% (n=1)	--	--	14.1% (n=9)	6.7% (n=4)	16.1% (n=11)	6.7% (n=4)
Ohio (n=706)	84.4% (n=557)	90.3% (n=596)	52.5% (n=346)	65.4% (n=431)	18.7% (n=123)	18.3% (n=121)	6.0% (n=39)	31.2% (n=206)	16.9% (n=111)	18.1% (n=119)	3.7% (n=24)
Oklahoma (n=204)	81.1% (n=147)	89.3% (n=161)	57.5% (n=104)	83.2% (n=150)	38.2% (n=69)	38.2% (n=69)	6.4% (n=12)	12.5% (n=23)	4.3% (n=8)	34.0% (n=61)	--
Oregon (n=207)	77.0% (n=148)	80.2% (n=154)	28.4% (n=55)	46.3% (n=89)	12.0% (n=23)	7.7% (n=15)	6.1% (n=12)	26.2% (n=50)	3.8% (n=7)	6.1% (n=12)	2.2% (n=4)
Pennsylvania (n=611)	73.9% (n=394)	81.2% (n=433)	35.0% (n=186)	61.2% (n=326)	17.9% (n=95)	1.5% (n=8)	7.7% (n=41)	18.4% (n=98)	4.6% (n=24)	11.2% (n=60)	8.8% (n=47)
Rhode Island (n=71)	87.0% (n=54)	90.2% (n=57)	51.2% (n=32)	80.5% (n=50)	3.3% (n=2)	--	3.3% (n=2)	13.0% (n=8)	3.3% (n=2)	3.2% (n=2)	--
South Carolina (n=185)	64.5% (n=104)	84.5% (n=136)	35.0% (n=56)	56.7% (n=91)	19.7% (n=32)	10.5% (n=17)	2.5% (n=4)	7.9% (n=13)	2.5% (n=4)	3.1% (n=5)	--
South Dakota (n=143)	68.6% (n=85)	75.9% (n=94)	34.7% (n=43)	51.7% (n=64)	7.1% (n=9)	--	1.4% (n=2)	15.6% (n=19)	2.8% (n=4)	7.1% (n=9)	14.2% (n=18)
Tennessee (n=287)	89.3% (n=216)	86.9% (n=210)	51.6% (n=125)	78.7% (n=190)	13.7% (n=33)	1.4% (n=3)	8.5% (n=21)	22.2% (n=54)	5.5% (n=13)	28.5% (n=69)	3.3% (n=8)

Figure 117: E-Government Roles and Services of the Public Library Outlets by State

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e- government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Texas (n=835)	75.6% (n=518)	82.5% (n=566)	38.7% (n=265)	63.7% (n=437)	13.1% (n=89)	7.6% (n=52)	11.6% (n=79)	14.1% (n=96)	7.6% (n=52)	16.8% (n=115)	11.5% (n=79)
Utah (n=113)	86.5% (n=91)	98.2% (n=104)	60.3% (n=64)	84.8% (n=89)	10.2% (n=11)	2.1% (n=2)	9.2% (n=10)	15.4% (n=16)	28.7% (n=30)	29.1% (n=31)	--
Vermont (n=183)	76.6% (n=119)	82.4% (n=128)	39.1% (n=61)	56.8% (n=88)	11.4% (n=18)	1.3% (n=2)	--	9.2% (n=14)	--	16.3% (n=25)	3.9% (n=6)
Virginia (n=337)	90.0% (n=274)	96.6% (n=294)	63.8% (n=194)	88.0% (n=268)	28.7% (n=87)	14.9% (n=45)	6.8% (n=21)	33.9% (n=103)	13.3% (n=40)	28.4% (n=86)	0.8% (n=3)
Washington (n=325)	78.6% (n=238)	93.4% (n=283)	29.5% (n=89)	39.6% (n=120)	--	1.4% (n=4)	6.5% (n=20)	15.5% (n=47)	4.2% (n=13)	7.1% (n=22)	0.7% (n=2)
Washington, DC (n=23)	100% (n=23)	100% (n=23)	100% (n=23)	100% (n=23)	12.5% (n=3)	6.3% (n=1)	6.3% (n=1)	6.3% (n=1)	75.0% (n=17)	6.3% (n=1)	--
West Virginia (n=172)	76.6% (n=115)	89.8% (n=134)	34.6% (n=52)	55.7% (n=83)	19.6% (n=29)	3.9% (n=6)	6.1% (n=9)	17.3% (n=26)	6.8% (n=10)	11.4% (n=17)	--
Wisconsin (n=456)	77.7% (n=319)	86.5% (n=356)	40.9% (n=168)	67.9% (n=279)	23.3% (n=96)	4.0% (n=16)	6.3% (n=26)	20.4% (n=84)	5.6% (n=23)	19.3% (n=79)	6.2% (n=26)
Wyoming (n=75)	69.3% (n=40)	93.9% (n=54)	40.9% (n=24)	57.3% (n=33)	5.8% (n=3)	--	--	8.2% (n=5)	--	4.1% (n=2)	--
<i>National</i>	78.7% (n=11,116)	88.8% (n=12,535)	43.3% (n=6,106)	66.3% (n=9,354)	17.4% (n=2,452)	8.9% (n=1,256)	6.2% (n=880)	20.5% (n=2,898)	7.7% (n=1,080)	18.5% (n=2,618)	4.1% (n=578)
Will not total 100%, as categories are not mutually exclusive Key *=Insufficient data to report --=No data to report											

Figure 117 describes the role that libraries play in e-government services. State responses to the question indicate that libraries are providing a range of e-government services to their users. With the exception of Nevada (46.8 percent), libraries in states reported 65 percent or greater (with a range of 65 percent up to 98.2 percent) two e-government services they provide to patrons are: 1) assistance in applying for or accessing e-government services, and 2) assistance in understanding how to access and use government Web sites. Similarly, a substantial number of states (45 out of 47 in the current study) also reported aiding patrons in completing government forms at the rate of 46.3 percent and higher.

Figure 118: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1=Least Important, 5=Most Important) by Average and State

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Alaska (n=98)	2.7 (n=86)	2.6 (n=84)	3.0 (n=91)	2.2 (n=81)	3.4 (n=91)	4.0 (n=91)	2.3 (n=58)	--
Arizona (n=181)	3.4 (n=163)	2.6 (n=162)	2.0 (n=160)	1.2 (n=156)	2.8 (n=160)	3.1 (n=163)	2.6 (n=88)	--
Arkansas (n=204)	3.4 (n=196)	2.5 (n=194)	2.8 (n=196)	1.9 (n=188)	3.9 (n=200)	4.0 (n=198)	2.8 (n=163)	--
Colorado (n=243)	3.0 (n=204)	2.7 (n=203)	2.5 (n=205)	2.2 (n=201)	3.9 (n=204)	3.7 (n=204)	2.3 (n=143)	3.9 (n=6)
Connecticut (n=220)	2.3 (n=190)	2.1 (n=190)	2.0 (n=187)	1.6 (n=173)	3.5 (n=183)	3.4 (n=182)	2.5 (n=105)	3.6 (n=10)
Delaware (n=32)	3.1 (n=29)	2.7 (n=29)	1.6 (n=28)	2.1 (n=29)	4.0 (n=31)	3.9 (n=31)	2.4 (n=25)	5.0 (n=1)
Florida (n=478)	3.4 (n=402)	2.9 (n=399)	2.7 (n=403)	1.8 (n=392)	4.1 (n=416)	3.4 (n=419)	2.7 (n=348)	5.0 (n=5)
Georgia (n=380)	3.4 (n=306)	2.7 (n=303)	2.7 (n=301)	1.9 (n=298)	4.1 (n=306)	3.85 (n=306)	2.5 (n=249)	4.1 (n=12)
Hawaii (n=50)	3.0 (n=45)	2.7 (n=46)	4.5 (n=47)	2.4 (n=40)	3.8 (n=45)	3.2 (n=47)	2.3 (n=24)	--
Idaho (n=134)	3.0 (n=120)	2.5 (n=120)	3.1 (n=123)	1.9 (n=119)	3.7 (n=126)	3.6 (n=126)	2.0 (n=88)	--
Illinois (n=764)	2.9 (n=690)	2.3 (n=668)	2.3 (n=670)	1.8 (n=643)	3.7 (n=703)	3.6 (n=706)	2.6 (n=484)	3.7 (n=16)
Indiana (n=403)	3.0 (n=364)	2.1 (n=362)	2.4 (n=364)	1.8 (n=364)	3.6 (n=264)	3.4 (n=364)	2.5 (n=212)	3.5 (n=5)

Figure 118: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1=Least Important, 5=Most Important) by Average and State

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Iowa (n=531)	2.3 (n=448)	1.8 (n=431)	1.9 (n=449)	1.6 (n=432)	3.5 (n=461)	3.8 (n=477)	2.4 (n=314)	1.0 (n=7)
Kansas (n=370)	2.6 (n=325)	2.0 (n=329)	2.3 (n=329)	1.8 (n=320)	3.8 (n=347)	3.9 (n=343)	2.3 (n=261)	5.0 (n=5)
Kentucky (n=183)	2.7 (n=153)	1.8 (n=140)	2.0 (n=145)	1.6 (n=145)	3.7 (n=157)	4.2 (n=157)	2.4 (n=115)	--
Louisiana (n=310)	2.4 (n=260)	2.1 (n=242)	2.2 (n=255)	1.7 (n=241)	3.2 (n=285)	3.6 (n=279)	2.7 (n=228)	3.6 (n=16)
Maine (n=268)	2.5 (n=244)	2.0 (n=241)	1.8 (n=235)	1.7 (n=247)	3.6 (n=256)	3.4 (n=253)	1.9 (n=130)	2.0 (n=6)
Maryland (n=178)	3.4 (n=154)	3.4 (n=154)	2.6 (n=152)	1.7 (n=152)	3.5 (n=175)	2.9 (n=153)	1.9 (n=104)	3.0 (n=2)
Massachusetts (n=444)	2.8 (n=383)	2.5 (n=364)	2.3 (n=373)	1.7 (n=344)	4.0 (n=402)	3.9 (n=394)	2.5 (n=261)	4.4 (n=7)
Minnesota (n=347)	3.1 (n=339)	3.0 (n=321)	2.3 (n=339)	1.9 (n=339)	3.8 (n=337)	3.3 (n=327)	2.4 (n=180)	1.0 (n=3)
Mississippi (n=228)	3.3 (n=217)	2.4 (n=212)	2.9 (n=212)	1.9 (n=211)	3.8 (n=199)	3.8 (n=195)	3.1 (n=155)	--
Missouri (n=351)	2.8 (n=318)	2.1 (n=301)	1.8 (n=308)	1.8 (n=300)	3.5 (n=323)	3.6 (n=323)	2.5 (n=221)	3.0 (n=6)
Montana (n=103)	2.7 (n=88)	2.3 (n=86)	2.3 (n=90)	1.6 (n=78)	3.8 (n=91)	3.9 (n=90)	2.7 (n=58)	5.0 (n=1)
Nebraska (n=217)	2.5 (n=249)	1.8 (n=230)	1.9 (n=249)	1.9 (n=240)	3.5 (n=245)	3.5 (n=256)	2.6 (n=156)	1.0 (n=6)
Nevada (n=81)	3.5 (n=72)	3.1 (n=72)	3.3 (n=74)	2.0 (n=60)	3.5 (n=73)	3.2 (n=75)	1.8 (n=36)	--
New Jersey (n=449)	2.3 (n=380)	2.0 (n=370)	1.8 (n=374)	1.6 (n=357)	3.2 (n=386)	3.1 (n=390)	2.2 (n=199)	5.0 (n=8)

Figure 118: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1=Least Important, 5=Most Important) by Average and State

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
New Mexico (n=96)	2.3 (n=78)	2.1 (n=77)	2.8 (n=80)	1.96 (n=75)	3.4 (n=84)	2.9 (n=84)	2.3 (n=54)	3.2 (n=8)
New York (n=1,038)	2.6 (n=891)	2.3 (n=845)	2.0 (n=877)	1.59 (n=805)	3.7 (n=966)	3.5 (n=944)	2.1 (n=596)	3.6 (n=8)
North Carolina (n=381)	3.0 (n=343)	2.6 (n=352)	2.1 (n=358)	1.59 (n=339)	3.8 (n=363)	3.6 (n=360)	2.2 (n=236)	3.3 (n=5)
North Dakota (n=80)	2.8 (n=76)	2.3 (n=76)	1.9 (n=76)	2.10 (n=80)	3.5 (n=76)	3.8 (n=76)	2.0 (n=67)	3.0 (n=1)
Ohio (n=706)	3.3 (n=653)	2.6 (n=652)	2.5 (n=659)	1.89 (n=638)	3.5 (n=639)	3.4 (n=636)	2.2 (n=375)	5.0 (n=2)
Oklahoma (n=204)	3.5 (n=181)	3.5 (n=169)	2.3 (n=181)	1.85 (n=177)	3.9 (n=173)	3.4 (n=173)	1.9 (n=108)	5.0 (n=4)
Oregon (n=207)	2.9 (n=195)	2.6 (n=192)	2.4 (n=165)	2.03 (n=160)	4.0 (n=202)	4.0 (n=200)	2.8 (n=148)	3.7 (n=5)
Pennsylvania (n=611)	2.5 (n=539)	2.1 (n=524)	2.1 (n=527)	1.84 (n=510)	3.8 (n=565)	3.8 (n=565)	2.3 (n=375)	4.0 (n=5)
Rhode Island (n=71)	2.5 (n=63)	1.8 (n=63)	1.7 (n=63)	1.52 (n=63)	3.5 (n=63)	3.7 (n=63)	2.1 (n=54)	--
South Carolina (n=179)	3.5 (n=171)	2.5 (n=169)	2.4 (n=169)	1.53 (n=171)	4.2 (n=169)	4.0 (n=169)	2.3 (n=113)	--
South Dakota (n=138)	2.5 (n=115)	2.1 (n=112)	2.4 (n=113)	1.85 (n=97)	3.4 (n=119)	3.6 (n=115)	2.5 (n=62)	3.5 (n=7)
Tennessee (n=277)	3.0 (n=239)	2.1 (n=235)	2.6 (238)	2.01 (n=220)	3.7 (n=242)	3.2 (n=238)	2.6 (n=169)	5.0 (n=4)
Texas (n=821)	2.8 (n=678)	2.4 (n=643)	2.5 (n=674)	1.90 (n=643)	3.7 (n=700)	3.7 (n=702)	2.6 (n=455)	3.9 (n=22)
Utah (n=107)	2.5 (n=104)	2.2 (n=103)	1.9 (n=106)	1.55 (n=104)	3.2 (n=104)	2.8 (n=106)	1.8 (n=52)	--

Figure 118: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1=Least Important, 5=Most Important) by Average and State

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Vermont (n=181)	2.5 (n=152)	2.0 (n=145)	1.7 (n=151)	1.7 (n=140)	3.5 (n=157)	3.4 (n=169)	2.2 (n=77)	2.0 (n=6)
Virginia (n=334)	3.1 (n=295)	2.4 (n=287)	2.5 (n=288)	1.8 (n=274)	4.0 (n=323)	3.5 (n=290)	2.5 (n=157)	3.2 (n=3)
Washington (n=321)	2.9 (n=310)	2.7 (n=306)	2.1 (n=310)	1.3 (n=298)	3.9 (n=315)	3.3 (n=308)	1.8 (n=202)	2.0 (n=5)
Washington, DC (n=23)	1.0 (n=20)	1.0 (n=20)	1.0 (n=20)	1.0 (n=20)	1.1 (n=21)	1.1 (n=21)	--	--
West Virginia (n=172)	2.7 (n=139)	1.9 (n=135)	1.9 (n=140)	2.0 (n=137)	3.7 (n=144)	3.6 (n=145)	2.4 (n=92)	4.2 (n=4)
Wisconsin (n=453)	3.1 (n=421)	2.4 (n=401)	2.6 (n=410)	1.9 (n=356)	4.1 (n=425)	3.9 (n=421)	2.4 (n=250)	3.8 (n=7)
Wyoming (n=75)	2.6 (n=65)	2.0 (n=59)	2.1 (n=62)	1.5 (n=60)	3.6 (n=63)	4.0 (n=68)	1.9 (n=41)	1.5 (n=5)
National	2.9 (n=14,082)	2.4 (n=13,721)	2.3 (n=13,945)	2.2 (n=14,742)	3.7 (n=14,051)	3.6 (n=14,384)	2.4 (n=9,246)	3.5 (n=244)
Key *=Insufficient data to report --=No data to report								

Figure 118 describes the challenges libraries indicate affect their ability to help patrons accomplish their e-government needs. State responses to the question indicate that libraries face a range of challenges in meeting patron e-government needs. A strong majority of states (45) indicated that staffing was the largest issue in providing e-government help to patrons. Both categorical responses for not enough staff and staff do not have the necessary expertise indicated that libraries are moderately to strongly challenged by this issue. Libraries reported the least challenges in providing help were with filters and firewalls. The second least challenging response libraries indicated was with connection speed with only three states (Alaska, Hawaii and Nevada) indicating a feeling stronger than somewhat.

Figure 119: Job Seeking Services of the Public Library Outlets by State

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
Alaska (n=98)	81.7% (n=77)	48.5% (n=45)	53.1% (n=50)	24.9% (n=23)	8.3% (n=8)	10% (n=9)	5% (n=5)	49.8% (n=47)	1.7% (n=2)
Arizona (n=181)	96.3% (n=154)	75.1% (n=120)	64.8% (n=104)	31.4% (n=50)	35.9% (n=57)	34.8% (n=56)	36.3% (n=58)	81.6% (n=131)	--
Arkansas (n=204)	90.7% (n=182)	76.4% (n=153)	71.1% (n=142)	5.9% (n=12)	7.3% (n=15)	4.9% (n=10)	10.3% (n=21)	81.9% (n=164)	3.0% (n=6)
Colorado (n=243)	86.1% (n=187)	72.9% (n=158)	67.9% (n=147)	29.8% (n=65)	26.6% (n=58)	20.1% (n=44)	33.8% (n=73)	73.1% (n=159)	2.2% (n=5)
Connecticut (n=220)	98.2% (n=183)	62.5% (n=117)	66.3% (n=124)	22.4% (n=42)	11.5% (n=22)	16.2% (n=30)	38.1% (n=71)	76.5% (n=143)	3.6% (n=7)
Delaware (n=32)	100% (n=32)	79.7% (n=26)	91.9% (n=29)	34.7% (n=11)	13.4% (n=4)	4.1% (n=1)	18.4% (n=6)	64.4% (n=21)	8.1% (n=3)
Florida (n=478)	96.8% (n=438)	82.9% (n=375)	65.4% (n=296)	35.1% (n=159)	23.3% (n=106)	20.8% (n=94)	39.3% (n=178)	75.8% (n=343)	2.6% (n=12)
Georgia (n=380)	90.3% (n=312)	77.3% (n=267)	78.1% (n=270)	26.6% (n=92)	19.5% (n=67)	18.1% (n=62)	24.5% (n=85)	73.4% (n=253)	1.5% (n=5)
Hawaii (n=50)	90.0% (n=45)	88.0% (n=44)	68.0% (n=34)	8.0% (n=4)	24.0% (n=12)	8.0% (n=4)	2.0% (n=1)	36.0% (n=18)	4.0% (n=2)
Idaho (n=134)	89.6% (n=114)	59.3% (n=75)	67.1% (n=85)	19.0% (n=24)	19.0% (n=24)	10.6% (n=13)	7.1% (n=9)	68.8% (n=87)	1.4% (n=2)
Illinois (n=764)	79.9% (n=557)	60.2% (n=420)	69.4% (n=484)	16.6% (n=116)	10.2% (n=71)	10.7% (n=74)	24.0% (n=167)	67.3% (n=470)	2.4% (n=16)
Indiana (n=403)	83.5% (n=311)	68.8% (n=256)	59.7% (n=222)	28.2% (n=105)	23.0% (n=86)	24.4% (n=91)	28.7% (n=107)	81.7% (n=304)	3.1% (n=11)
Iowa (n=531)	77.0% (n=364)	43.8% (n=207)	82.2% (n=388)	19.7% (n=93)	7.3% (n=34)	7.8% (n=37)	10.3% (n=49)	52.3% (n=247)	*
Kansas (n=370)	92.1% (n=320)	48.4% (n=168)	56.5% (n=196)	22.4% (n=78)	9.2% (n=32)	6.4% (n=22)	13.2% (n=46)	61.8% (n=215)	2.6% (n=9)
Kentucky (n=183)	80.3% (n=128)	74.8% (n=119)	71.8% (n=115)	24.2% (n=39)	9.1% (n=15)	7.6% (n=12)	23.3% (n=37)	78.9% (n=126)	--
Louisiana (n=310)	88.0% (263)	78.0% (n=233)	61.1% (n=183)	22.1% (n=66)	16.7% (n=50)	12.7% (n=38)	15.0% (n=45)	66.2% (n=198)	2.5% (n=8)

Figure 119: Job Seeking Services of the Public Library Outlets by State

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
Maine (n=268)	79.1% (n=195)	38.5% (n=95)	73.8% (n=182)	23.4% (n=58)	8.6% (n=21)	13.5% (n=33)	8.6% (n=21)	56.6% (n=140)	4.9% (n=12)
Maryland (n=178)	99.4% (n=177)	89.8% (n=160)	84.7% (n=151)	26.2% (n=47)	29.8% (n=53)	37.9% (n=68)	37.0% (n=66)	80.9% (n=144)	--
Massachusetts (n=444)	87.9% (n=346)	68.3% (n=269)	60.6% (n=238)	12.5% (n=49)	8.9% (n=35)	7.9% (n=31)	23.8% (n=94)	65.1% (n=256)	3.2% (n=13)
Minnesota (n=347)	91.1% (n=252)	71.5% (n=198)	63.8% (n=176)	25.7% (n=71)	12.8% (n=35)	5.2% (n=14)	20.1% (n=56)	77.8% (n=215)	--
Mississippi (n=228)	77.6% (n=169)	95.5% (n=208)	61.0% (n=133)	22.2% (n=48)	3.2% (n=7)	1.9% (n=4)	9.0% (n=20)	67.6% (n=147)	1.3% (n=3)
Missouri (n=351)	90.3% (n=304)	83.9% (n=283)	73.7% (n=248)	18.5% (n=62)	10.1% (n=34)	17.9% (n=60)	26.1% (n=88)	72.6% (n=244)	1.7% (n=6)
Montana (n=103)	84.7% (n=79)	61.1% (n=57)	61.1% (n=57)	19.4% (n=18)	6.9% (n=6)	11.1% (n=10)	5.6% (n=5)	66.7% (n=62)	4.2% (n=4)
Nebraska (n=217)	68.8% (n=165)	41.9% (n=100)	70.4% (n=169)	16.0% (n=38)	12.1% (n=29)	6.7% (n=16)	2.7% (n=6)	55.6% (n=133)	5.4% (n=13)
Nevada (n=81)	73.3% (n=59)	62.8% (n=50)	80.6% (n=64)	8.0% (n=6)	1.7% (n=1)	--	9.0% (n=7)	66.3% (n=53)	2.1% (n=2)
New Jersey (n=449)	93.5% (n=385)	85.3% (n=351)	66.8% (n=275)	24.5% (n=101)	22.7% (n=93)	9.2% (n=38)	40.9% (n=168)	50.7% (n=209)	3.7% (n=15)
New Mexico (n=96)	90.0% (n=74)	60.3% (n=50)	70.6% (n=58)	10.0% (n=8)	23.7% (n=20)	10.4% (n=9)	20.9% (n=17)	72.4% (n=60)	8.4% (n=7)
New York (n=1,038)	79.5% (n=790)	87.4% (n=868)	59.8% (n=594)	21.1% (n=210)	11.3% (n=112)	13.7% (n=136)	29.1% (n=289)	69.3% (n=688)	6.4% (n=63)
North Carolina (n=381)	99.6% (n=377)	84.9% (n=322)	70.4% (n=267)	24.8% (n=94)	8.8% (n=33)	18.7% (n=71)	28.9% (n=109)	73.7% (n=279)	5.4% (n=20)
North Dakota (n=80)	82.8% (n=61)	55.2% (n=40)	57.7% (n=42)	8.6% (n=6)	12.9% (n=9)	4.3% (n=3)	--	26.9% (n=20)	4.3% (n=3)
Ohio (n=706)	95.9% (n=649)	91.9% (n=621)	68.3% (n=462)	38.8% (n=262)	17.4% (n=118)	30.3% (n=205)	44.4% (n=300)	81.3% (n=550)	1.3% (n=9)
Oklahoma (n=204)	93.7% (n=173)	76.9% (n=142)	79.0% (n=146)	50.0% (n=92)	35.4% (n=65)	11.9% (n=22)	31.5% (n=58)	72.8% (n=134)	4.2% (n=8)

Figure 119: Job Seeking Services of the Public Library Outlets by State

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
Oregon (n=207)	94.4% (n=192)	64.5% (n=131)	39.4% (n=80)	14.1% (n=29)	12.8% (n=26)	9.4% (n=19)	9.5% (n=19)	70.8% (n=144)	6.0% (n=12)
Pennsylvania (n=611)	82.0% (n=459)	77.2% (n=432)	69.3% (n=388)	18.0% (n=101)	6.9% (n=39)	12.0% (n=67)	14.1% (n=79)	59.3% (n=332)	6.1% (n=34)
Rhode Island (n=71)	85.8% (n=63)	93.5% (n=59)	83.8% (n=52)	10.0% (n=6)	6.5% (n=4)	13.0% (n=8)	50.8% (n=32)	52.1% (n=33)	--
South Carolina (n=179)	94.4% (n=175)	72.0% (n=126)	69.0% (n=121)	30.7% (n=54)	5.7% (n=10)	6.8% (n=12)	26.7% (n=47)	58.2% (n=102)	18.3% (n=32)
South Dakota (n=138)	85.2% (n=112)	62.4% (n=82)	69.1% (n=90)	16.1% (n=21)	4.0% (n=5)	4.2% (n=6)	3.7% (n=5)	55.7% (n=73)	6.7% (n=9)
Tennessee (n=277)	81.8% (n=207)	74.9% (n=190)	83.9% (n=212)	23.1% (n=59)	14.0% (n=35)	12.6% (n=32)	25.4% (n=64)	82.1% (n=208)	3.2% (n=8)
Texas (n=821)	79.8% (n=591)	70.0% (n=518)	72.6% (n=538)	21.6% (n=160)	7.9% (n=59)	15.5% (n=115)	22.8% (n=169)	69.5% (n=515)	6.4% (n=48)
Utah (n=107)	83.3% (n=89)	73.4% (n=79)	78.7% (n=85)	11.6% (n=12)	1.8% (n=2)	--	10.1% (n=11)	69.1% (n=74)	--
Vermont (n=181)	80.1% (n=131)	40.8% (n=67)	65.9 (n=108)	13.7% (n=22)	11.5% (n=19)	6.2% (n=10)	9.3% (n=15)	42.0% (n=69)	6.2% (n=10)
Virginia (n=334)	95.6% (n=303)	86.6% (n=275)	85.8% (n=272)	41.9% (n=133)	14.8% (n=47)	14.7% (n=47)	44.6% (n=141)	84.7% (n=269)	2.0% (n=6)
Washington (n=321)	92.4% (n=288)	69.3% (n=216)	27.4% (n=85)	13.2% (n=41)	9.3% (n=29)	10.1% (n=32)	14.9% (n=46)	75.5% (n=236)	1.8% (n=6)
Washington, DC (n=23)	100% (n=23)	18.8% (n=4)	100% (n=23)	6.3% (n=1)	--	--	6.3% (n=1)	93.8% (n=21)	--
West Virginia (n=172)	89.2% (n=135)	82.4% (n=125)	68.5% (n=104)	20.5% (n=31)	5.7% (n=9)	9.2% (n=14)	7.6% (n=12)	60.9% (n=92)	1.9% (n=3)
Wisconsin (n=453)	93.5% (n=404)	72.4% (n=313)	72.7% (n=314)	35.4% (n=153)	16.8% (n=72)	13.5% (n=58)	28.5% (n=123)	67.1% (n=290)	3.1% (n=13)
Wyoming (n=75)	90.3% (n=66)	69.4% (n=50)	58.3% (n=42)	17.8% (n=13)	3.2% (n=2)	15.7% (n=11)	1.4% (n=1)	57.9% (n=42)	1.6% (n=1)
National	88.2% (n=13,121)	74.9% (n=11,144)	67.1% (n=9,986)	23.6% (n=3,507)	13.3% (n=1,972)	14.2% (n=2,119)	24.5% (n=3,650)	68.9% (n=10,251)	

Will not total 100%, as categories are not mutually exclusive
Key *=Insufficient data to report; --=No data to report

Figure 119 presents which job seeking services libraries are providing for patrons. States responses to the question are libraries indicating that there is free public access Internet available. All libraries responded that they provide job-seeking databases for patron use (approximately 70 percent and higher for all states). In addition, high percentages were reported by libraries in helping patrons complete online job applications with Washington, D.C. reporting 100 percent of libraries aiding patrons. Lower percentages were reported in libraries aiding patrons to develop business plans (approximately 36 percent and lower across states).

Figure 120: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment by Average and State (1=Strongly Disagree, 5=Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Alaska (n=98)	2.5 (n=86)	2.4 (n=86)	3.0 (n=92)	2.2 (n=86)	3.3 (n=92)	3.9 (n=91)	2.4 (n=80)	5.0 (n=3)
Arizona (n=181)	3.0 (n=161)	2.6 (n=162)	2.0 (n=159)	1.3 (n=158)	2.8 (n=159)	2.8 (n=162)	2.3 (n=162)	4.0 (n=1)
Arkansas (n=204)	3.3 (n=196)	2.3 (n=190)	2.8 (n=194)	1.8 (n=192)	3.7 (n=200)	3.7 (n=200)	3.1 (n=196)	--
Colorado (n=243)	3.0 (n=213)	2.7 (n=211)	2.5 (n=212)	2.1 (n=209)	3.7 (n=209)	3.4 (n=209)	2.5 (n=191)	--
Connecticut (n=220)	2.6 (n=190)	2.3 (n=183)	1.8 (n=187)	1.6 (n=170)	3.7 (n=180)	3.4 (n=183)	2.5 (n=163)	3.8 (n=5)
Delaware (n=32)	3.2 (n=29)	2.8 (n=29)	1.6 (n=28)	2.2 (n=29)	4.1 (n=31)	3.5 (n=29)	2.8 (n=28)	3.0 (n=1)
Florida (n=478)	3.5 (n=405)	2.9 (n=400)	2.7 (n=403)	1.8 (n=390)	4.0 (n=424)	3.3 (n=419)	3.1 (n=404)	5.0 (n=5)
Georgia (n=380)	3.5 (n=352)	2.8 (n=352)	2.8 (n=352)	2.1 (n=339)	3.9 (n=342)	3.5 (n=345)	3.1 (n=333)	4.5 (n=3)
Hawaii (n=50)	3.4 (n=49)	3.1 (n=49)	4.5 (n=50)	2.6 (n=47)	3.7 (n=48)	3.2 (n=47)	2.8 (n=43)	--
Idaho (n=134)	2.8 (n=124)	2.3 (n=128)	2.9 (n=122)	3.6 (n=125)	3.3 (n=126)	2.4 (n=121)	--	1.9 (n=121)
Illinois (n=764)	2.9 (n=698)	2.4 (n=692)	2.3 (n=695)	3.7 (n=717)	3.4 (n=712)	2.8 (n=665)	3.2 (n=14)	1.8 (n=665)
Indiana (n=403)	2.8 (n=366)	2.1 (n=362)	2.3 (n=360)	3.7 (n=366)	3.3 (n=370)	2.7 (n=331)	1.5 (n=4)	1.7 (n=362)
Iowa (n=531)	2.1 (n=474)	1.8 (n=451)	1.8 (n=467)	1.7 (n=442)	3.6 (n=482)	3.3 (n=479)	2.5 (n=449)	3.3 (n=6)
Kansas (n=370)	2.4 (n=325)	2.2 (n=320)	2.2 (n=320)	3.9 (n=347)	3.7 (n=338)	2.8 (n=320)	--	1.9 (n=320)
Kentucky (n=183)	2.4 (n=157)	2.0 (n=150)	2.0 (n=150)	3.5 (n=157)	3.6 (n=157)	2.8 (n=155)	--	1.9 (n=133)
Louisiana (n=310)	2.4 (n=265)	2.1 (n=245)	2.2 (n=259)	3.2 (n=281)	3.3 (n=278)	3.3 (n=280)	2.2 (n=5)	1.9 (n=236)

Figure 120: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment by Average and State (1=Strongly Disagree, 5=Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Maine (n=268)	2.4 (n=250)	2.0 (n=244)	1.8 (n=241)	3.6 (n=259)	3.4 (n=256)	2.1 (n=241)	2.3 (n=9)	1.8 (n=247)
Maryland (n=178)	3.4 (n=171)	3.3 (n=174)	2.4 (n=168)	3.7 (n=175)	3.1 (n=174)	1.9 (n=152)	--	1.6 (n=171)
Massachusetts (n=444)	2.8 (n=397)	2.5 (n=377)	2.2 (n=386)	4.0 (n=401)	3.5 (n=394)	2.7 (n=361)	3.0 (n=3)	1.7 (n=349)
Minnesota (n=347)	3.3 (n=339)	3.2 (n=327)	2.3 (n=339)	3.8 (n=343)	3.3 (n=340)	2.3 (n=316)	--	1.9 (n=329)
Mississippi (n=228)	3.3 (n=339)	3.2 (n=327)	2.3 (n=339)	3.8 (n=343)	3.3 (n=340)	2.3 (n=316)	--	1.9 (n=329)
Missouri (n=351)	2.8 (n=327)	2.1 (n=313)	1.9 (n=318)	3.5 (n=331)	3.3 (n=330)	2.6 (n=311)	3.2 (n=7)	1.9 (n=317)
Montana (n=103)	3.0 (n=91)	2.3 (n=91)	2.4 (n=90)	3.9 (n=92)	3.8 (n=92)	2.8 (n=83)	--	1.9 (n=82)
Nebraska (n=217)	2.3 (n=240)	1.8 (n=236)	1.8 (n=246)	3.3 (n=249)	3.3 (n=249)	2.6 (n=240)	5.0 (n=7)	2.0 (n=243)
Nevada (n=81)	3.4 (n=77)	3.1 (n=75)	3.2 (n=76)	3.5 (n=75)	3.2 (n=76)	2.1 (n=68)	--	2.1 (n=65)
New Jersey (n=449)	2.2 (n=388)	2.0 (n=386)	1.8 (n=380)	3.1 (n=397)	3.0 (n=395)	2.2 (n=371)	5.0 (n=3)	1.6 (n=373)
New Mexico (n=96)	2.4 (n=82)	2.2 (n=79)	2.7 (n=80)	3.3 (n=84)	2.9 (n=84)	2.4 (n=80)	3.0 (n=4)	2.2 (n=77)
New York (n=1,038)	2.7 (n=917)	2.3 (n=870)	1.9 (n=903)	3.6 (n=960)	3.3 (n=943)	2.2 (n=856)	4.4 (n=6)	1.6 (n=834)
North Carolina (n=381)	3.0 (n=361)	2.6 (n=359)	2.2 (n=366)	3.7 (n=361)	3.3 (n=361)	2.3 (n=339)	2.8 (n=3)	1.7 (n=351)
North Dakota (n=80)	2.9 (n=76)	2.4 (n=73)	1.9 (n=76)	3.7 (n=73)	3.6 (n=76)	3.0 (n=80)	--	2.1 (n=80)
Ohio (n=706)	3.1 (n=667)	2.8 (n=659)	2.5 (n=656)	3.5 (n=650)	3.2 (n=643)	2.5 (n=620)	5.0 (n=2)	2.0 (n=652)
Oklahoma (n=204)	3.7 (n=181)	3.4 (n=165)	2.3 (n=177)	4.0 (n=185)	3.3 (n=173)	2.7 (n=173)	1.0 (n=4)	2.1 (n=173)

Figure 120: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment by Average and State (1=Strongly Disagree, 5=Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Oregon (n=207)	3.0 (n=201)	2.7 (n=194)	2.4 (n=171)	4.0 (n=204)	3.7 (n=204)	3.1 (n=189)	4.0 (n=3)	2.1 (n=162)
Pennsylvania (n=611)	2.5 (n=543)	2.0 (n=526)	2.1 (n=535)	1.9 (n=510)	3.8 (n=555)	3.6 (n=557)	2.5 (n=514)	5.0 (n=20)
Rhode Island (n=71)	2.3 (n=63)	1.7 (n=63)	1.5 (n=63)	1.4 (n=63)	3.2 (n=63)	3.0 (n=63)	2.7 (n=61)	--
South Carolina (n=179)	3.6 (n=175)	2.6 (n=170)	2.3 (n=175)	1.6 (n=175)	4.1 (n=175)	3.9 (n=175)	2.5 (n=164)	--
South Dakota (n=138)	2.4 (n=124)	2.2 (n=122)	2.5 (n=120)	2.0 (n=117)	3.3 (n=127)	3.4 (n=122)	2.1 (n=117)	5.3 (n=7)
Tennessee (n=277)	2.9 (n=245)	2.2 (n=236)	2.3 (n=238)	2.0 (n=239)	3.7 (n=244)	3.0 (n=242)	2.5 (n=240)	3.1 (n=13)
Texas (n=821)	2.9 (n=707)	2.4 (n=675)	2.4 (n=697)	2.0 (n=666)	3.8 (n=718)	3.5 (n=716)	2.6 (n=662)	4.8 (n=27)
Utah (n=107)	2.5 (n=106)	2.0 (n=104)	1.8 (n=106)	1.6 (n=104)	3.3 (n=104)	2.5 (n=107)	1.7 (n=100)	3.5 (n=4)
Vermont (n=181)	2.5 (n=161)	1.9 (n=155)	1.7 (n=161)	1.8 (n=150)	3.5 (n=165)	3.2 (n=169)	2.2 (n=152)	4.5 (n=4)
Virginia (n=334)	3.3 (n=295)	2.5 (n=290)	2.5 (n=290)	1.9 (n=272)	4.1 (n=327)	3.3 (n=296)	2.5 (n=260)	--
Washington (n=321)	2.9 (n=308)	2.9 (n=302)	2.1 (n=306)	1.5 (n=304)	4.0 (n=315)	3.4 (n=313)	2.0 (n=297)	--
Washington, DC (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	1.0 (n=23)	--
West Virginia (n=172)	2.7 (n=148)	1.9 (n=145)	1.9 (n=144)	3.7 (n=148)	3.5 (n=146)	2.7 (n=140)	1.0 (n=2)	2.4 (n=139)
Wisconsin (n=453)	3.1 (n=426)	2.4 (n=403)	2.5 (n=404)	1.8 (n=361)	4.0 (n=419)	3.7 (n=420)	2.5 (n=389)	4.7 (n=17)
Wyoming (n=75)	2.6 (n=67)	2.1 (n=60)	2.1 (n=66)	1.5 (n=63)	3.3 (n=69)	3.7 (n=68)	2.1 (n=66)	1.0 (n=1)
National	2.9 (n=14,474)	2.5 (n=14,118)	2.3 (n=14,242)	1.8 (n=13,658)	3.7 (n=14,686)	3.4 (n=14,564)	2.5 (n=13,660)	3.3 (n=166)
Key *=Insufficient data to report --=No data to report								

Figure 120 describes the challenges libraries face in helping patrons in seeking employment information. States responses to the question are for libraries indicating that there is free public access Internet available. Similar to the e-government constraints shown in Figure 118, libraries in a large number of states (42) indicated that not having enough staff greatly disadvantaged libraries in helping patrons meet their employment needs. By comparison, libraries only 21 states reported that the lack of staff expertise strongly affected their ability to help patrons. Libraries in an overwhelming majority of states (46) reported that the speed of connection in the only hindered the employment seeking of patrons to a lesser degree.