

Library E-government and Employment Services and Challenges

Figure 51: E-Government Roles and Services of the Public Library Outlets by Metropolitan Status				
E-Government roles and services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Staff provide assistance to patrons applying for or accessing e-government services	75.9% (n=1,913)	78.6% (n=3,820)	79.9% (n=5,383)	78.7% (n=11,116)
Staff provide as needed assistance to patrons for understanding how to access and use e-government Web sites	91.2% (n=2,300)	88.8% (n=4,317)	87.9% (n=5,918)	88.8% (n=12,535)
Staff provide assistance to patrons for understanding government programs and services	45.6% (n=1,149)	45.6% (n=2,215)	40.7% (n=2,742)	43.3% (n=6,106)
Staff provide assistance to patrons for completing government forms	71.4% (n=1,800)	65.2% (n=3,168)	65.1% (n=4,386)	66.3% (n=9,354)
The library developed guides, tip sheets, or other tools to help patrons use e-government websites and services	23.3% (n=588)	18.7% (n=907)	14.2% (n=957)	17.4% (n=2,452)
The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms	22.9% (n=578)	7.3% (n=357)	4.8% (n=321)	8.9% (n=1,256)
The library offered translation services for forms and services in other languages	11.1% (n=279)	6.6% (n=321)	4.2% (n=280)	6.2% (n=880)
The library is partnering with government agencies, non-profit organizations, and others to provide e-government services	26.4% (n=666)	21.2% (n=1,030)	17.8% (n=1,201)	20.5% (n=2,898)
The library is working with government agencies (local, state, or federal) to help agencies improve their websites and/or e-government services	11.0% (n=277)	8.2% (n=398)	6.0% (n=405)	7.7% (n=1,080)
The library has at least one staff member with significant knowledge and skills in provision of e-government services	31.5% (n=794)	16.2% (n=789)	15.4% (n=1035)	18.5% (n=2,618)
Other	4.8% (n=121)	3.3% (n=159)	4.4% (n=298)	4.1% (n=578)

Continuing a trend reported that began with the 2006-2007 survey, Figure 51 illustrates the increasing range of e-government services public library outlets provide patrons. A substantial percentage of libraries (78.7 percent) provide assistance to patrons who are applying for or accessing e-government services, increasing from 54.1 percent of libraries last year. Over four-fifths (88.8 percent) of all public libraries outlets offer as-needed assistance in understanding and using e-government resources. The percentage of libraries reporting partnerships for providing e-government services also continues to rise, up to 20.5 percent this year from 13.4 percent in 2008-2009. Though e-government services continue to expand, the percentage of libraries reporting having at least one staff member with significant knowledge and skills in the provision of e-government decreased this year, down to 18.5 percent from 21.0 percent in 2008-2009.

Figure 52: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs - Overall

Challenges	Overall						Average (n)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	21.0% (n=3,123)	16.3% (n=2,419)	23.4% (n=3,482)	17.6% (n=2,621)	16.4% (n=2,438)	5.4% (n=802)	2.9 (n=14,082)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	30.7% (n=4,544)	20.8% (n=3,075)	21.0% (n=3,103)	12.6% (n=1,872)	7.6% (n=1,126)	7.3% (n=1,083)	2.4 (n=13,721)
This library's connection speed is too slow and causes delays meeting patron demands	38.5% (n=5,708)	18.9% (n=2,797)	17.0% (n=2,518)	10.0% (n=1,478)	9.8% (n=1,444)	5.8% (n=861)	2.3 (n=13,945)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	56.4% (n=7,499)	21.1% (n=2,809)	14.2% (n=1,891)	4.7% (n=621)	3.6% (n=474)	0% (n=0)	2.2 (n=14,742)
This library does not have enough staff to effectively help patrons with their E-Government needs	9.4% (n=1,416)	9.4% (n=1,416)	18.6% (n=2,801)	21.4% (n=3,223)	37.5% (n=5,643)	3.6% (n=536)	3.7 (n=14,501)
This library's staff does not have the necessary expertise to meet patron E-Government needs	9.1% (n=1,358)	10.8% (n=1,611)	23.9% (n=3,562)	22.9% (n=3,415)	29.8% (n=4,438)	3.5% (n=516)	3.6 (n=14,384)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	27.6% (n=4,063)	17.2% (n=2,535)	18.8% (n=2,758)	11.7% (n=1,724)	15.2% (n=2,229)	9.5% (n=1,390)	2.4 (n=9,246)
Other	9.4% (n=30)	1.6% (n=5)	3.4% (n=11)	4.7% (n=15)	15.9% (n=51)	65.0% (n=208)	3.5 (n=244)

The 2009-2010 survey included a new question asking respondents to indicate the degree to which certain challenges affect the ability of public library outlets to help patrons meet their E-Government needs by ranking each challenge on a scale from one to five, with one being the least important and five being the most important. Overall, adequate staffing was the greatest challenge faced by libraries in meeting patron E-Government needs (58.9 percent reported this as important or most important). E-Government expertise was also a challenge, with 52.7 percent of libraries reporting that library staff does not have the necessary expertise to meet patron E-Government needs, presenting an important (22.9 percent) or most important (29.8 percent) challenge (see Figure 52).

Figures 53 thru 55 present the detail of challenges affecting urban, suburban and rural libraries in making E-Government services available to users. While urban libraries also reported that staffing issues present a significant challenge in meeting patrons' E-Government needs, the number of workstations available also presented a greater challenge than in libraries overall - 58.9 percent of urban libraries reported not having enough staff to effectively help patrons meet their E-Government needs as an important (28.2 percent) or most important (30.7 percent) challenge. The lack of staff expertise (42.4 percent) also was a challenge in the meeting patron

E-Government needs (very 22.7 percent or most important 19.7 percent). Over half of urban libraries (52.1 percent) report that having too few workstations presents an important (31.8 percent) or most important (20.3 percent) challenge in meeting patron E-Government needs (see Figure 53).

Responses from suburban outlets are similar, with 58.6 percent of libraries reporting that not having enough staff to effectively help patrons meet their E-Government needs presents an important (19.3 percent) or most important (39.3 percent) challenge and 51.3 percent of libraries reported that lack of staff expertise necessary to meet patron E-Government needs presents an important (22.7 percent) or most important (28.6 percent) challenge (see Figure 54).

Responses from rural outlets are also similar, with 59.3 percent of libraries reporting that not having enough staff to effectively help patrons meet their E-Government needs presents an important (20.5 percent) or most important (38.8 percent) challenge and 57.3 percent of libraries reported that lack of staff expertise necessary to meet patron E-Government needs presents an important (23.1 percent) or most important (34.2 percent) challenge (see Figure 55).

Figure 53: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs – Urban Libraries

1=Least Important, 5=Most Important							
Challenges	Urban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	11.0% (n=284)	13.8% (n=354)	18.1% (n=465)	31.8% (n=817)	20.3% (n=523)	5.0% (n=128)	3.4 (n=2,444)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	16.4% (n=415)	18.1% (n=458)	28.6% (n=724)	21.8% (n=553)	10.0% (n=254)	5.2% (n=131)	2.9 (n=2,403)
This library's connection speed is too slow and causes delays meeting patron demands	44.0% (n=1,124)	14.3% (n=365)	16.7% (n=427)	10.3% (n=264)	10.9% (n=279)	3.7% (n=96)	2.3 (n=2,459)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	65.3% (n=1,539)	19.3% (n=455)	10.7% (n=251)	3.0% (n=70)	1.7% (n=40)	0% (n=0)	1.9 (n=2,459)
This library does not have enough staff to effectively help patrons with their E-Government needs	8.9% (n=231)	7.2% (n=186)	21.3% (n=553)	28.2% (n=734)	30.7% (n=797)	3.8% (n=98)	3.7 (n=2,501)
This library's staff does not have the necessary expertise to meet patron E-Government needs	11.9% (n=302)	12.3% (n=312)	29.0% (n=737)	22.7% (n=578)	19.7% (n=500)	4.5% (n=113)	3.3 (n=2,429)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	28.9% (n=729)	22.4% (n=566)	14.8% (n=372)	12.0% (n=302)	13.1% (n=329)	8.9% (n=224)	2.3 (n=1,569)
Other	5.3% (n=2)	0% (n=0)	2.6% (n=1)	2.6% (n=1)	13.2% (n=5)	76.3% (n=29)	3.8 (n=23)

Figure 54: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs – Suburban Libraries

1=Least Important, 5=Most Important		Suburban Public Libraries					
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	21.4% (n=1,103)	16.1% (n=830)	25.3% (n=1,303)	14.4% (n=741)	16.2% (n=835)	6.6% (n=44)	2.9 (n=4,812)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	30.1% (n=1,542)	20.3% (n=1,040)	20.8% (n=1,069)	12.6% (n=647)	7.9% (n=403)	8.4% (n=430)	2.4 (n=4,701)
This library's connection speed is too slow and causes delays meeting patron demands	38.5% (n=1,974)	20.9% (n=1,069)	15.5% (n=796)	8.8% (n=451)	8.6% (n=439)	7.7% (n=393)	2.2 (n=4,729)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	57.5% (n=2,592)	21.1% (n=951)	14.2% (n=642)	4.5% (n=203)	2.7% (n=121)	0% (n=0)	2.2 (n=5,103)
This library does not have enough staff to effectively help patrons with their E-Government needs	8.7% (n=456)	10.6% (n=555)	18.1% (n=946)	19.3% (n=1,006)	39.3% (n=2,049)	4.0% (n=208)	3.7 (n=5,012)
This library's staff does not have the necessary expertise to meet patron E-Government needs	9.1% (n=466)	12.1% (n=620)	23.8% (n=1,223)	22.7% (n=1,170)	28.6% (n=1,470)	3.8% (n=195)	3.5 (n=4,949)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	28.5% (n=1,448)	16.3% (n=825)	17.0% (n=864)	11.2% (n=567)	15.7% (n=799)	11.2% (n=569)	2.4 (n=3,055)
Other	5.0% (n=5)	2.0% (n=2)	3.0% (n=3)	2.0% (n=2)	16.0% (n=16)	72.0% (n=72)	3.8 (n=23)

Figure 55: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs – Rural Libraries

1=Least Important, 5=Most Important		Rural Public Libraries					
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	24.3% (n=1,736)	17.2% (n=1,234)	23.9% (n=1,713)	14.9% (n=1,063)	15.6% (n=1,080)	4.6% (n=331)	2.8 (n=6,827)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	36.2% (n=2,588)	22.1% (n=1,578)	18.4% (n=1,310)	9.4% (n=673)	6.6% (n=469)	7.3% (n=522)	2.2 (n=6,617)
This library's connection speed is too slow and causes delays meeting patron demands	36.6% (n=2,610)	19.1% (n=1,364)	18.1% (n=1,294)	10.7% (n=763)	10.2% (n=726)	5.2% (n=372)	2.4 (n=6,757)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	52.4% (n=3,369)	21.8% (n=1,403)	15.5% (n=998)	5.4% (n=348)	4.9% (n=313)	0% (n=0)	2.3 (n=7,109)
This library does not have enough staff to effectively help patrons with their E-Government needs	10.1% (n=728)	9.4% (n=677)	18.0% (n=1,302)	20.5% (n=1,483)	38.8% (n=2,798)	3.2% (n=230)	3.7 (n=6,988)
This library's staff does not have the necessary expertise to meet patron E-Government needs	8.2% (n=590)	9.4% (n=679)	22.2% (n=1,602)	23.1% (n=1,666)	34.2% (n=2,468)	2.9% (n=208)	3.7 (n=7,006)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	26.5% (n=1,886)	16.1% (n=1,144)	21.4% (n=1,522)	12.0% (n=856)	15.5% (n=1,100)	8.4% (n=597)	2.4 (n=4,622)
Other	12.6% (n=23)	1.6% (n=3)	3.8% (n=7)	6.6% (n=12)	16.5% (n=30)	58.8% (n=107)	3.3 (n=154)

For the first time, the 2009-1010 survey asked about the job seeking services provided by public libraries (see Figure 56). A large majority provide access to job databases and other online resources (88.2 percent) and civil service exam materials (74.9 percent), followed by offering software and other resources to help patrons create resumes and other employment materials (68.9 percent) and to complete online job applications (67.1 percent) More urban libraries reported offering classes related to job seeking (42.0 percent) than suburban (30.7 percent) and rural (13.6 percent) libraries. Urban libraries also reported more partnerships with outside agencies and individuals to help patrons complete online job applications (32.9 percent) and develop business plans and other materials to start a business (26.5 percent) than suburban (20.6 percent, 13.2 percent) and rural (22.3 percent, 10.5 percent) libraries.

Figure 56: Job Seeking Services Provided by Public Library Outlets by Metropolitan Status

Job seeking roles and services	Metropolitan Status			Overall
	Urban	Suburban	Rural	
The library provides access to jobs databases and other job opportunity resources	89.3% (n=2,336)	91.6% (n=4,717)	85.3% (n=6,068)	88.2% (n=13,121)
The library provides access to civil service exam materials	85.7% (n=2,240)	78.9% (n=4,063)	68.0% (n=4,840)	74.9% (n=11,144)
The library helps patrons complete online job applications	67.4% (n=1,762)	63.8% (n=3,287)	69.4% (n=4,937)	67.1% (n=9,986)
The library collaborates with outside agencies or individuals to help patrons complete online job applications	32.9% (n=860)	20.6% (n=1,062)	22.3% (n=1,586)	23.6% (n=3,507)
The library helps patrons develop business plans and other materials to start businesses	22.1% (n=578)	14.0% (n=719)	9.5% (n=675)	13.3% (n=1,972)
The library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses	26.5% (n=694)	13.2% (n=680)	10.5% (n=745)	14.2% (n=2,119)
The library offers classes (either by librarians or others working with the library) on job seeking strategies, interview tips, etc.	42.0% (n=1,099)	30.7% (n=1,583)	13.6% (n=969)	24.5% (n=3,650)
The library offers software and other resources to help patrons create resumes and other employment materials	81.2% (n=2,124)	68.7% (n=3,535)	64.5% (n=4,591)	68.9% (n=10,251)
Other	4.7% (n=123)	3.0% (n=152)	3.2% (n=228)	3.4% (n=504)
Will not total 100%, as categories are not mutually exclusive Weighted missing values, n=1,099				

Figures 57-60 show the percentage of library agreement with the challenges that affect the ability of public libraries to provide employment-seeking services to patrons. Specifically (see Figure 57):

- 58.6 percent (36.1 percent strongly agree, 22.5 percent agree) report that they do not have enough staff to meet patron needs;
- 46.0 percent (24.5 percent strongly agree, 21.5 percent agree) report that the staff does not have the necessary expertise; and

- 35.5 percent (17.6 percent strongly agree, 17.9 percent agree) report there are too few workstations.

Urban libraries (see Figure 58) rank the challenges differently, with 57.1 percent (29.4 percent strongly agree, 27.7 percent agree) reporting that they do not have enough staff to meet patron needs, followed by 53.5 percent (22.5 percent strongly agree, 31.0 percent agree) reporting that they have too few workstations and 35.0 percent (14.4 percent strongly agree, 20.6 percent agree) reporting that the staff does not have the necessary expertise. Also, 37.0 percent (12.9 percent strongly agree, 24.1 percent agree) of urban libraries indicate that workstation time limits are a problem.

Figure 59 illustrates the challenges affecting suburban public libraries' job seeking services. 59.5 percent (38.3 percent strongly agree, 21.2 percent agree) report that they do not have enough staff to meet patron needs, followed by 44.3 percent (23.1 percent strongly agree, 21.2 percent agree) reporting that the staff does not have the necessary expertise and 34.7 percent (18.3 percent strongly agree, 16.4 percent agree) reporting that they have too few workstations.

Figure 60 illustrates the challenges that affect the job seeking services of rural public libraries. 58.4 percent (36.9 percent strongly agree, 21.5 percent agree) report that they do not have enough staff to meet patron needs, followed by 51.1 percent (29.1 percent strongly agree, 22.0 percent agree) reporting that the staff does not have the necessary expertise and 29.7 percent (15.4 percent strongly agree, 14.3 percent agree) reporting that they have too few workstations. Internet connection speeds are a problem for 19.7 percent (9.7 percent strongly agree, 10.0 percent agree) of rural libraries, likely an indication of the slower connection speeds reported by rural libraries in Figure 33.

Figure 57: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs - Overall

1=Least Important, 5=Most Important	Overall						Average
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	23.7% (n=3,551)	15.9% (n=2,387)	21.3% (n=3,197)	17.9% (n=2,693)	17.6% (n=2,646)	3.6% (n=534)	2.9 (n=14,474)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	31.5% (n=4,704)	20.0% (n=2,984)	20.2% (n=3,010)	14.5% (n=2,163)	8.4% (n=1,257)	5.3% (n=796)	2.5 (n=14,118)
This library's connection speed is too slow and causes delays meeting patron needs	39.3% (n=5,859)	19.6% (n=2,917)	17.7% (n=2,638)	9.5% (n=1,412)	9.5% (n=1,416)	4.5% (n=675)	2.3 (n=14,242)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	50.0% (n=7,423)	19.8% (n=2,932)	14.2% (n=2,100)	5.0% (n=745)	3.1% (n=457)	7.9% (n=1,174)	1.8 (n=13,658)
The library does not have enough staff to effectively help patrons with their job seeking needs	9.1% (n=1,368)	10.3% (n=1,551)	19.4% (n=2,923)	22.5% (n=3,392)	36.1% (n=5,452)	2.7% (n=410)	3.7 (n=14,686)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.7% (n=1,753)	13.5% (n=2,017)	26.0% (n=3,897)	21.5% (n=3,220)	24.5% (n=3,677)	2.9% (n=432)	3.4 (n=14,564)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	31.2% (n=4,622)	17.8% (n=2,629)	19.1% (n=2,835)	11.5% (n=1,696)	12.7% (n=1,877)	7.8% (n=1,148)	2.5 (n=13,660)
Other	10.2% (n=50)	1.3% (n=7)	4.7% (n=23)	3.2% (n=16)	14.3% (n=71)	66.3% (n=327)	3.3 (n=166)

Figure 58: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs – Urban Libraries

1=Least Important, 5=Most Important	Urban Public Libraries						
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	13.5% (n=349)	11.0% (n=284)	17.8% (n=463)	31.0% (n=804)	22.5% (n=583)	4.2% (n=108)	3.4 (n=2,484)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	18.3% (n=465)	15.8% (n=402)	24.3% (n=618)	24.1% (n=613)	12.9% (n=329)	4.5% (n=116)	3.0 (n=2,429)
This library's connection speed is too slow and causes delays meeting patron needs	42.2% (n=1,079)	16.9% (n=432)	17.1% (n=437)	9.4% (n=239)	10.8% (n=277)	3.5% (n=91)	2.3 (n=2,464)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	58.8% (n=1,488)	16.5% (n=417)	11.9% (n=302)	4.3% (n=108)	1.3% (n=33)	7.2% (n=184)	1.6 (n=2,348)
The library does not have enough staff to effectively help patrons with their job seeking needs	8.9% (n=231)	10.3% (n=269)	20.4% (n=530)	27.7% (n=719)	29.4% (n=764)	3.3% (n=85)	3.6 (n=2,514)
The library staff does not have the necessary expertise to meet patron job seeking needs	15.0% (n=385)	16.3% (n=417)	30.1% (n=772)	20.6% (n=528)	14.4% (n=370)	3.5% (n=91)	3.0 (n=2,471)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	36.2% (n=918)	18.2% (n=460)	16.0% (n=405)	12.4% (n=314)	9.3% (n=236)	7.9% (n=201)	2.4 (n=2,333)
Other	6.2% (n=5)	-	-	3.1% (n=3)	18.7% (n=15)	71.9% (n=58)	4.0 (n=23)
Key: - No data to report							

Figure 59: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs – Suburban Libraries

1=Least Important, 5=Most Important							
Challenges	Suburban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	22.7% (n=1,175)	17.0% (n=881)	21.6% (n=1,122)	16.4% (n=852)	18.3% (n=948)	4.0% (n=210)	2.9 (n=4,978)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	29.6% (n=1,530)	20.5% (n=1,059)	19.7% (n=1,016)	15.7% (n=811)	8.9% (n=461)	5.6% (n=287)	2.5 (n=4,877)
This library's connection speed is too slow and causes delays meeting patron needs	40.0% (n=2,063)	22.4% (n=1,156)	15.1% (n=777)	8.7% (n=451)	8.6% (n=444)	5.2% (n=270)	2.2 (n=4,891)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	50.5% (n=2,596)	20.8% (n=1,069)	13.4% (n=688)	4.0% (n=205)	2.8% (n=142)	8.5% (n=439)	1.8 (n=4,701)
The library does not have enough staff to effectively help patrons with their job seeking needs	7.9% (n=415)	11.5% (n=601)	17.9% (n=936)	21.2% (n=1,110)	38.3% (n=2,005)	3.1% (n=162)	3.7 (n=5,067)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.9% (n=615)	15.0% (n=779)	25.6% (n=1,327)	21.2% (n=1,098)	23.1% (n=1,194)	3.2% (n=166)	3.3 (n=5,014)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	30.7% (n=1,576)	17.8% (n=912)	18.4% (n=943)	11.1% (n=567)	12.9% (n=664)	9.1% (n=466)	2.5 (n=4,662)
Other	9.5% (n=14)	1.6% (n=2)	3.2% (n=5)	3.2% (n=5)	9.5% (n=14)	73.0% (n=111)	3.1 (n=41)

Figure 60: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs – Rural Libraries

1=Least Important, 5=Most Important	Rural Public Libraries						
Challenges	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library has too few workstations to meet patron demand	28.0% (n=2,026)	16.9% (n=1,222)	22.3% (n=1,613)	14.3% (n=1,037)	15.4% (n=1,115)	3.0% (n=216)	2.7 (n=7,012)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	37.6% (n=2,709)	21.1% (n=1,522)	19.1% (n=1,376)	10.2% (n=738)	6.5% (n=467)	5.5% (n=393)	2.2 (n=6,813)
This library's connection speed is too slow and causes delays meeting patron needs	37.7% (n=2,717)	18.5% (n=1,329)	19.8% (n=1,423)	10.0% (n=722)	9.7% (n=695)	4.4% (n=315)	2.3 (n=6,887)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	46.6% (n=3,339)	20.2% (n=1,446)	15.5% (n=1,111)	6.0% (n=432)	3.9% (n=282)	7.7% (n=551)	1.9 (n=6,609)
The library does not have enough staff to effectively help patrons with their job seeking needs	9.9% (n=722)	9.4% (n=681)	20.0% (n=1,456)	21.5% (n=1,563)	36.9% (n=2,682)	2.2% (n=163)	3.7 (n=7,105)
The library staff does not have the necessary expertise to meet patron job seeking needs	10.4% (n=753)	11.3% (n=821)	24.8% (n=1,798)	22.0% (n=1,594)	29.1% (n=2,113)	2.4% (n=175)	3.5 (n=7,078)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	29.8% (n=2,129)	17.6% (n=1,257)	20.8% (n=1,487)	11.4% (n=815)	13.7% (n=977)	6.7% (n=481)	2.6 (n=6,665)
Other	11.8% (n=31)	1.6% (n=4)	7.1% (n=19)	3.1% (n=8)	15.7% (n=41)	60.6% (n=158)	3.2 (n=103)

The next section of the report provides national system level data analysis.