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

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

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

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

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

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

replacement policy schedules between urban and rural libraries when compared by metropolitan status. The majority of urban libraries (58.5 percent) have an established replacement policy whereas a majority of suburban (51.1 percent) and rural libraries (69.8 percent) do not.

Figure 7: Public Access Workstation Replacement Schedule by Metropolitan Status

	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
Every year	0.3% (n=5)	1.1% (n=29)	3.2% (n=68)	1.6% (n=102)
Every 2 years	0.9% (n=15)	1.5% (n=39)	1.8% (n=39)	1.5% (n=93)
Every 3 years	22.2% (n=352)	31.1% (n=796)	26.6% (n=572)	27.3% (n=1720)
Every 4 years	32.9% (n=523)	28.6% (n=731)	25.9% (n=447)	28.8% (n=1811)
Every 5 years	39.1% (n=621)	28.7% (n=734)	29.6% (n=636)	31.6% (n=1991)
Other	4.6% (n=73)	9.0% (n=229)	12.9% (n=278)	9.2% (n=580)

A majority of public libraries (87.7 percent) replace workstations between 3-5 years (see Figure 7). There was very little variation in replacement schedule patterns reported by suburban and rural libraries.

Figure 8: Ability to Maintain Public Access Workstations Replacement Schedule by Metropolitan Status

	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
Yes	17.4% (n=216)	17.1% (n=333)	25.0% (n=434)	20.0% (n=983)
Yes, but the library branch does not know how many workstations/laptops they will replace	55.5% (n=691)	55.1% (h=1,071)	49.8% (n=864)	53.4% (n=2,626)
No	27.1% (n=337)	27.7% (n=538)	25.2% (n=438)	26.7% (n=1,313)
Don't Know	3.7% (n=48)	6.4% (n=133)	8.6% (n=163)	6.5% (n=344)
The average number of workstations that the library plans to be replaced within the next year	22.0 (n=216)	10.8 (n=333)	23.0 (n=434)	18.7 (n=983)

Of the 39.9% of public libraries with a replacement schedule, 26.7 percent do not have the ability to maintain their replacement schedule (see Figure 8). An average of 18.68 public access

workstations are scheduled to be replaced within the next year, with rural libraries reporting the highest number of replacements, followed by urban and suburban libraries.

Figure 9: Public Access Workstations Addition Schedule by Metropolitan Status				
	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
Yes	14.5% (n=382)	13.0% (n=688)	13.1% (n=965)	13.3% (n=2,035)
Yes, but the library branch does not know how many workstations/laptops they will add	17.6% (n=465)	15.0% (n=794)	14.9% (n=1,098)	15.4% (n=2,357)
No	61.9% (n=1,637)	63.3% (n=3,359)	62.1% (n=4,587)	62.5% (n=9,583)
Don't Know	2.2% (n=58)	4.1% (n=217)	3.9% (n=288)	3.7% (n=563)
Other	3.8% (n=101)	4.7% (n=251)	6.0% (n=446)	5.2% (n=798)
The average number of workstations that the library plans to add within the next year	7.9 (n=382)	4.3 (n=688)	3.2 (n=965)	4.5 (n=2,035)

The majority of public libraries (62.5 percent) have no plans to add to the total number of public access workstations in the next year (see Figure 9), a slight increase over last year (61 percent). The average number of workstations to be added within the next year is 4.5, up from last year (4.1). Urban libraries report adding many more workstations (7.9) compared with suburban (4.3) and rural public libraries (3.2). This is an increase from 2008-2009, except for suburban libraries where a decline of 1.6 computer additions was reported this year.

Figure 10: Factors Affecting Adding Workstations/Laptops - Overall

1=Least Important, 5=Most Important	Overall						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	5.9% (n=911)	4.5% (n=701)	12.7% (n=1,961)	19.7% (n=3,038)	55.4% (n=8,555)	1.7% (n=267)	4.2 (n=15,166)
Cost Factors	3.2% (n=494)	4.1% (n=629)	11.6% (n=1,799)	19.8% (n=3,063)	60.0% (n=9,289)	1.3% (n=208)	4.3 (n=15,273)
Maintenance, upgrade, and general upkeep	13.2% (n=1,982)	15.8% (n=2,357)	29.5% (n=4,412)	23.9% (n=3,578)	14.6% (n=2,186)	3.0% (n=446)	3.1 (n=14,515)
Availability of public service staff to manage the use of the public access computers and users	15.8% (n=2,367)	19.5% (n=2,921)	27.3% (n=4,086)	20.6% (n=3,082)	13.3% (n=1,983)	3.4% (n=1,983)	3.0 (n=14,438)
Availability of technical staff to install, maintain, and update the public access computers	17.8% (n=2,686)	18.6% (n=2,806)	24.8% (n=3,746)	20.8% (n=3,146)	15.2% (n=2,291)	2.9% (n=446)	3.0 (n=14,675)
Availability of bandwidth to support additional workstations	21.1% (n=3,190)	16.2% (n=2,453)	18.7% (n=2,826)	19.8% (n=2,985)	20.3% (n=3,061)	3.9% (n=583)	3.0 (n=14,514)
Availability of electrical outlets, cabling, or other infrastructure	13.0% (n=1,970)	11.4% (n=1,722)	18.6% (n=2,820)	21.6% (n=3,273)	32.5% (n=4,924)	3.0% (n=452)	3.5 (n=14,711)
Other	8.8% (n=317)	1.6% (n=58)	3.8% (n=137)	2.1% (n=76)	6.6% (n=240)	77.1% (n=2,785)	2.8 (n=827)

The three most important factors influencing the addition of public library workstations continue to be cost (79.8 percent when factoring important and most important), space (75.1 percent when factoring important and most important), and availability of electrical outlets, cabling, or other infrastructure (54.1 percent when factoring important and most important) (see Figure 10). Cost factors was rated slightly higher for urban libraries than for suburban and rural, and availability of space was rated slightly higher by suburban libraries than urban and rural (see Figures 11-13).

Figure 11: Factors Affecting Adding Workstations/Laptops – Urban Libraries

1=Least Important; 5=Most Important	Urban Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	4.9% (n=131)	3.6% (n=96)	16.2% (n=430)	21.2% (n=563)	51.8% (n=1375)	2.3% (n=60)	4.1 (n=2,594)
Cost Factors	1.4% (n=38)	4.4% (n=116)	8.8% (n=234)	19.8% (n=528)	64.4% (n=1,717)	1.2% (n=33)	4.4 (n=2,632)
Maintenance, upgrade, and general upkeep	17.6% (n=450)	17.3% (n=442)	28.9% (n=739)	21.6% (n=553)	11.9% (n=304)	2.7% (n=70)	2.9 (n=2,489)
Availability of public service staff to manage the use of the public access computers and users	19.2% (n=493)	25.9% (n=666)	22.0% (n=566)	16.9% (n=435)	13.2% (n=339)	2.9% (n=75)	2.8 (n=2,499)
Availability of technical staff to install, maintain, and update the public access computers	23.8% (n=629)	20.4% (n=538)	22.3% (n=589)	16.9% (n=447)	14.0% (n=370)	2.6% (n=70)	2.8 (n=2,572)
Availability of bandwidth to support additional workstations	23.0% (n=608)	17.3% (n=458)	14.6% (n=385)	22.5% (n=593)	20.2% (n=533)	2.4% (n=63)	3.0 (n=2,577)
Availability of electrical outlets, cabling, or other infrastructure	13.8% (n=367)	10.5% (n=279)	14.7% (n=390)	21.6% (n=573)	36.8% (n=975)	2.6% (n=68)	3.6 (n=2,584)
Other	2.0% (n=8)	0.8% (n=3)	4.6% (n=18)	0.8% (n=3)	7.1% (n=28)	84.7% (n=332)	3.7 (n=58)

Figure 12: Factors Affecting Adding Workstations/Laptops – Suburban Libraries

1=Least Important; 5=Most Important	Suburban Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	4.8% (n=258)	4.5% (n=239)	12.1% (n=642)	20.5% (n=1,093)	56.4% (n=3,002)	1.7% (n=92)	4.2 (n=5,234)
Cost Factors	3.1% (n=166)	4.5% (n=239)	13.0% (n=693)	20.7% (n=1,105)	56.8% (n=3,026)	1.8% (n=97)	4.3 (n=5,229)
Maintenance, upgrade, and general upkeep	13.9% (n=717)	15.7% (n=806)	30.5% (n=1,571)	22.1% (n=1,139)	13.5% (n=693)	4.3% (n=222)	3.1 (n=4,925)
Availability of public service staff to manage the use of the public access computers and users	14.9% (n=765)	19.6% (n=1,006)	27.4% (n=1,407)	20.9% (n=1,071)	12.5% (n=644)	4.7% (n=239)	3.0 (n=4,894)
Availability of technical staff to install, maintain, and update the public access computers	17.8% (n=924)	19.8% (n=1,030)	24.7% (n=1,284)	20.7% (n=1,074)	14.2% (n=736)	2.9% (n=150)	2.9 (n=5,048)
Availability of bandwidth to support additional workstations	23.3% (n=1,204)	16.3% (n=845)	18.5% (n=960)	20.0% (n=1,038)	18.3% (n=948)	3.5% (n=183)	2.9 (n=4,995)
Availability of electrical outlets, cabling, or other infrastructure	12.1% (n=632)	11.7% (n=610)	18.6% (n=972)	22.1% (n=1,153)	32.6% (n=1,699)	2.8% (n=147)	3.5 (n=5,067)
Other	8.5% (n=101)	1.0% (n=12)	3.6% (n=43)	1.8% (n=22)	7.3% (n=87)	77.8% (n=929)	2.9 (n=265)

Figure 13: Factors Affecting Adding Workstations/Laptops – Rural Libraries

1=Least Important; 5=Most Important	Rural Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	7.0% (n=522)	4.9% (n=366)	11.9% (n=889)	18.5% (n=1,382)	56.1% (n=4,178)	1.5% (n=115)	4.1 (n=7,337)
Cost Factors	3.9% (n=290)	3.7% (n=274)	11.6% (n=872)	19.1% (n=1,430)	60.7% (n=4,546)	1.0% (n=78)	4.3 (n=7,411)
Maintenance, upgrade, and general upkeep	11.2% (n=815)	15.3% (n=1,109)	29.0% (n=2,102)	26.0% (n=1,886)	16.4% (n=1,189)	2.1% (n=154)	3.2 (n=7,101)
Availability of public service staff to manage the use of the public access computers and users	15.3% (n=1,109)	17.2% (n=1,249)	29.2% (n=2,113)	21.8% (n=1,576)	13.8% (n=1,000)	2.7% (n=197)	3.0 (n=7,045)
Availability of technical staff to install, maintain, and update the public access computers	15.6% (n=1,133)	17.0% (n=1,238)	25.7% (n=1,874)	22.3% (n=1,625)	16.3% (n=1,185)	3.1% (n=226)	3.1 (n=7,056)
Availability of bandwidth to support additional workstations	18.9% (n=1,378)	15.8% (n=1,150)	20.3% (n=1,481)	18.6% (n=1,354)	21.7% (n=1,580)	4.6% (n=337)	3.1 (n=6,942)
Availability of electrical outlets, cabling, or other infrastructure	13.3% (n=971)	11.4% (n=833)	20.0% (n=1,458)	21.2% (n=1,547)	30.8% (n=2,250)	3.2% (n=237)	3.5 (n=7,060)
Other	10.3% (n=208)	2.1% (n=43)	3.7% (n=76)	2.5% (n=51)	6.2% (n=125)	75.2% (n=1,524)	2.7 (n=504)

Figure 14: Factors Affecting the Replacement of Workstations/Laptops - Overall

1=Least Important; 5=Most Important	Overall						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Cost Factors	4.0% (n=618)	2.9% (n=454)	7.5% (n=1,163)	12.4% (n=1,926)	71.1% (n=11,001)	2.1% (n=321)	4.5 (n=15,161)
Maintenance, upgrade, and general upkeep	12.9% (n=1,944)	14.8% (n=2,228)	28.2% (n=4,248)	25.7% (n=3,873)	14.6% (n=2,193)	3.7% (n=556)	3.2 (n=14,489)
Availability of technical staff to install, maintain, and upgrade the public access	16.2% (n=2,436)	17.0% (n=2,556)	27.2% (n=4,102)	21.5% (n=3,234)	14.4% (n=2,177)	3.7% (n=561)	3.0 (n=14,504)
Other	*	*	*	*	*	*	*
Key: * : Insufficient data to report							

Cost was overwhelmingly identified as the most important factor affecting the decision to replace workstations/laptops in public libraries. In comparison to previous studies, while cost remains the most important factor, maintenance and availability of technical staff are growing in importance (see Figures 14-17) across urban, suburban, and rural libraries.

Figure 15: Factors Affecting the Replacement of Workstations/Laptops – Urban Libraries

1=Least Important; 5=Most Important	Urban Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Cost Factors	3.8% (n=101)	3.3% (n=88)	4.6% (n=123)	9.6% (n=254)	76.8% (n=2,039)	1.9% (n=50)	4.6 (n=2,605)
Maintenance, upgrade, and general upkeep	16.8% (n=442)	16.4% (n=432)	29.2% (n=769)	22.0% (n=578)	12.1% (n=319)	3.5% (n=91)	3.0 (n=2,542)
Availability of technical staff to install, maintain, and upgrade the public access	20.1% (n=530)	18.2% (n=478)	24.0% (n=631)	22.3% (n=588)	11.7% (n=309)	3.6% (n=96)	3.0 (n=2,537)
Other	*	*	*	*	*	*	*
Key: * : Insufficient data to report							

Figure 16: Factors Affecting the Replacement of Workstations/Laptops – Suburban Libraries

1=Least Important; 5=Most Important	Suburban Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Cost Factors	4.5% (n=241)	3.4% (n=181)	9.0% (n=480)	12.5% (n=664)	67.6% (n=3,595)	2.9% (n=154)	4.4 (n=5,161)
Maintenance, upgrade, and general upkeep	13.9% (n=714)	15.0% (n=772)	29.6% (n=1,525)	23.9% (n=1,228)	12.5% (n=644)	5.1% (n=261)	3.1 (n=4,884)
Availability of technical staff to install, maintain, and upgrade the public access	16.1% (n=828)	17.4% (n=893)	28.1% (n=1,445)	20.1% (n=1,033)	14.1% (n=724)	4.3% (n=220)	3.0 (n=4,923)
Other	*	*	*	*	*	*	*
Key: * : Insufficient data to report							

Figure 17: Factors Affecting the Replacement of Workstations/Laptops – Rural Libraries

1=Least Important; 5=Most Important	Rural Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Cost Factors	3.7% (n=276)	2.5% (n=185)	7.5% (n=560)	13.4% (n=1,008)	71.4% (n=5,367)	1.6% (n=117)	4.5 (n=7,395)
Maintenance, upgrade, and general upkeep	10.8% (n=788)	14.1% (n=1,024)	26.9% (n=1,954)	28.4% (n=2,067)	16.9% (n=1,230)	2.8% (n=204)	3.3 (n=7,064)
Availability of technical staff to install, maintain, and upgrade the public access	14.8% (n=1,078)	16.3% (n=1,185)	27.8% (n=2,026)	22.1% (n=1,613)	15.7% (n=1,144)	3.4% (n=245)	3.1 (n=7,045)
Other	*	*	*	*	*	*	*
Key: * : Insufficient data to report							

Figure 18: Public Library Outlets Length of Time to Get Computers Back in Service by Metropolitan Status

Length of Time	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Less than one day	13.8% (n=372)	17.6% (n=963)	14.5% (n=1,096)	15.4% (n=2,431)
One day	34.9% (n=943)	29.0% (n=1,585)	21.4% (n=1,623)	26.4% (n=4,151)
Two days	34.5% (n=930)	20.9% (n=1,139)	21.3% (n=1,613)	23.4% (n=3,682)
More than two days	14.2% (n=382)	19.9% (n=1,086)	30.0% (n=2,279)	23.8% (n=3,747)
Don't know	1.4% (n=38)	2.7% (n=150)	3.3% (n=253)	2.8% (n=440)
Other amount of time	1.3% (n=35)	9.8% (n=536)	9.5% (n=722)	8.2% (n=1,293)
Weighted missing values, n=233				

Figure 18 presents the length of time it takes for public access computers to get back into service. Generally, the computers are up and running again in one (26.4 percent) or two days (23.4 percent). However, nearly as many libraries reporting two-day returns to service reported it taking more than two days (23.8 percent). The ability of libraries to get computers back in service in less than one day (15.4 percent) decreased slightly since 2008-2009 (16.7 percent). Rural libraries are significantly more likely to require more than two days (30.0 percent) than urban (14.2 percent) and suburban (19.9 percent) libraries.

Figure 19: Sources of IT Support Provided to Public Library Outlets by Metropolitan Status				
	Metropolitan Status			
Source of IT Support	Urban	Suburban	Rural	Overall
Public service staff	41.3% (n=1,116)	39.6% (n=2,162)	32.6% (n=2,473)	36.6% (n=5,751)
Library director	3.7% (n=101)	26.1% (n=1,421)	43.7% (n=3,314)	30.7% (n=4,836)
Building-based IT staff (IT specialist)	14.7% (n=397)	14.1% (n=770)	9.7% (n=732)	12.1% (n=1,899)
System-level IT staff	75.3% (n=2,034)	49.2% (n=2,681)	35.4% (n=2,682)	47.0% (n=7,397)
Library consortia or other library organization	7.0% (n=189)	17.7% (n=965)	12.5% (n=944)	13.3% (n=2,098)
County/City IT staff	25.7% (n=694)	18.1% (n=989)	10.3% (n=782)	15.7% (n=2,465)
State telecommunications network staff	6.4% (n=173)	2.7% (n=150)	3.4% (n=255)	3.7% (n=578)
State library IT staff	2.2% (n=60)	3.5% (n=191)	7.8% (n=592)	5.4% (n=843)
Outside vendor/contractor	19.3% (n=520)	22.7% (n=1,240)	35.6% (n=2,701)	28.4% (n=4,462)
Volunteer(s)	.7% (n=20)	4.3% (n=236)	10.8% (n=821)	6.8% (n=1,077)
Other source	2.5% (n=68)	5.5% (n=302)	7.3% (n=555)	5.9% (n=925)
Totals will not equal 100%, as respondents could select all that applied				

Sources of information technology (IT) support used by public library outlets (see Figure 19) continue to indicate that non-IT specialists are providing the majority of support services (67.3 percent), though this is down from 73.5 percent in the 2008-2009 survey. In urban (41.3 percent) and suburban (39.6 percent) libraries, public service staffs are providing most of this type of support, while rural libraries depend more on library directors (43.7 percent). The metropolitan variation has as much to do with overall staffing in rural libraries compared with larger suburban and urban libraries. System level IT staff also is widely used (47.0 percent), especially by urban libraries (75.3 percent) where it is the most reported source of support. Outside vendors/contractors are another important source (28.4 percent), particularly for rural libraries (35.6 percent).

Figure 20: Sufficiency of Public Access Internet Workstations by Metropolitan Status

Sufficiency of Public Access Workstations	Metropolitan Status			
	Urban	Suburban	Rural	Overall
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	39.6% (n=1,063)	14.6% (n=791)	13.2% (n=994)	18.2% (n=2,848)
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	47.1% (n=1,265)	58.5% (n=3,173)	55.9% (n=4,217)	55.3% (n=8,654)
There are sufficient public Internet workstations available for patrons who wish to use them during a typical day	13.4% (n=360)	26.8% (n=1,455)	31.0% (n=2,339)	26.5% (n=4,153)
Weighted missing values, n=321				

Regarding the sufficiency of public access Internet workstations, 73.5 percent of libraries report having too few workstations to meet patrons' needs, with 18.2 percent reporting consistent insufficiency and 55.3 percent reporting insufficiency at various times throughout the day (see Figure 20). This is a decrease from the 2008-2009 survey, when 81.2 percent (18.8 percent consistently, 62.4 percent at various times) reported having fewer workstations than patrons who wished to use them. This could be the effect of the increased number of workstations at public library outlets reported in Figure 4 as well as maximum Internet access speeds (see Figure 34). While sufficiency has mostly improved, 39.6 percent of urban libraries reported consistent insufficiency, which is up from 37.7 percent in 2008-2009.

Figure 21: Use of Public Internet Workstations by Metropolitan Status

Use of workstations	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Use of workstations increased since last fiscal year	79.0% (n=2,114)	77.6% (n=4,203)	73.2% (n=5,527)	75.7% (n=11,844)
Use of workstations decreased since last fiscal year	2.8% (n=75)	3.5% (n=191)	2.9% (n=216)	3.1% (n=482)
Use of workstations have stayed the same since last fiscal year	16.8% (n=450)	18.1% (n=980)	23.1% (n=1,744)	20.3% (n=3,174)
Not Applicable	0.3% (n=8)	-	0.1% (n=6)	0.1% (n=14)
Don't Know	0.7% (n=18)	0.6% (n=31)	0.7% (n=56)	0.7% (n=105)
Weighted missing values, n=336 Key: - : No data to report				

To understand changes in use of public Internet workstations, libraries were asked if use increased, decreased or stayed about the same (see Figure 21). Overwhelmingly, public libraries report an increase in usage of public access workstations since last fiscal year. Indeed, 75.7 percent of libraries overall report an increase in public access workstation use, with 79.0 percent of urban libraries reporting an increase in usage, 77.6 percent of suburban libraries, and 73.2 percent of rural libraries. Since urban libraries serve more people annually than do suburban and