

Internet-Enabled Services Provided by the Library

This section of the report provides details regarding the range of Internet-enabled services such as databases, digital reference, technology training, and others that public libraries offer the communities that they serve.

Importance of Public Internet Services

Figure 40: Extent to which Public Internet Services are Important to the Community - Overall							
Services	Overall						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.0% (n=159)	1.3% (n=207)	6.6% (n=1,016)	17.2% (n=2,649)	73.6% (n=11,337)	0.3% (n=44)	4.6 (n=15,369)
The library provides information for economic development (e.g., start a business, seek business opportunities)	2.6% (n=391)	7.9% (n=1,214)	26.0% (n=3,979)	27.6% (n=4,222)	35.3% (n=5,397)	0.7% (n=100)	3.9 (n=15,203)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	1.1% (n=167)	1.4% (n=219)	9.5% (n=1,464)	24.4% (n=3,754)	63.2% (n=9,729)	0.3% (n=51)	4.5 (n=15,332)
The library provides computer and Internet skills training	3.6% (n=550)	9.1% (n=1,402)	23.0% (n=3,525)	26.0% (n=3,990)	34.1% (n=5,229)	4.3% (n=657)	3.8 (n=14,695)
The library provides education resources and databases for K-12 students	2.0% (n=307)	4.9% (n=745)	16.6% (n=2,554)	30.0% (n=4,603)	45.9% (n=7,047)	0.7% (n=105)	4.1 (n=15,256)
The library provides education resources and databases for students in higher education	2.7% (n=420)	8.3% (n=1,271)	21.2% (n=3,253)	31.4% (n=4,812)	35.5% (n=5,441)	0.8% (n=122)	3.9 (n=15,197)
The library provides education resources and databases for home schooling	2.6% (n=401)	6.1% (n=937)	20.4% (n=3,125)	29.3% (n=4,483)	40.6% (n=6,224)	1.0% (n=150)	4.0 (n=15,171)
The library provides education resources and databases for adult/continuing education students	1.8% (n=271)	5.0% (n=761)	18.8% (n=2,881)	32.5% (n=4,981)	41.1% (n=6,300)	0.9% (n=133)	4.1 (n=15,193)
The library provides information for college applicants	2.4% (n=367)	7.7% (n=1,171)	27.5% (n=4,180)	29.5% (n=4,489)	32.8% (n=4,993)	0% (n=0)	3.8 (n=15,249)
The library provides information about the library's community	3.1% (n=473)	8.5% (n=1,289)	22.8% (n=3,475)	28.4% (n=4,325)	36.7% (n=5,579)	0.4% (n=68)	3.9 (n=15,141)
The library provides information about databases regarding investments	8.2% (n=1,241)	17.2% (n=2,595)	31.7% (n=4,795)	22.0% (n=3,329)	19.8% (n=2,995)	1.0% (n=151)	3.3 (n=14,954)
The library provides services to immigrant populations	11.5% (n=1,752)	15.5% (n=2,367)	23.8% (n=3,630)	19.2% (n=2,922)	26.2% (n=3,994)	3.8% (n=573)	3.3 (n=14,954)
Other	4.5% (n=90)	1.1% (n=21)	3.4% (n=69)	14.3% (n=286)	33.3% (n=664)	43.4% (n=866)	4.3 (n=1,131)

Services for job seekers and access to government information and services remain among the most important public Internet services provided to the community, followed by education resources and databases for K-12 students (see Figure 40):

- 90.8 percent report that services to job-seekers are either important or most important.
- 87.6 percent report that access to government information and services is either important or most important.
- 75.9 percent report providing education resources and databases for K-12 students is either important or most important.

Figures 41-43 detail the extent to which public Internet services are important to the community. 93.7 percent of urban public libraries report that services to job-seekers are either important or most important, followed by 82.4 percent reporting that access to government information and services is either important or most important, and 81.7 percent reporting that education resources and databases for K-12 students are either important or most important. 93.5 percent of suburban public libraries report that services to job-seekers are either important or most important, followed by 89.1 percent reporting that access to government information and services is either important or most important, and 77.1 percent reporting that providing education resources and databases for K-12 students is either important or most important. 87.7 percent of rural public libraries report that services to job-seekers are either important or most important, followed by 88.5 percent reporting that access to government information and services is either important or most important, and 72.8 percent reporting that providing education resources and databases for K-12 students is either important or most important.

Figure 41: Extent to which Public Internet Services are Important to the Community – Urban Libraries

Services	Urban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	0.8% (n=20)	0.8% (n=20)	4.6% (n=121)	15.4% (n=407)	78.3% (n=2,069)	0.2% (n=5)	4.7 (n=2,637)
The library provides information for economic development (e.g., start a business, seek business opportunities)	1.8% (n=48)	5.8% (n=151)	27.5% (n=722)	27.0% (n=706)	37.4% (n=980)	0.5% (n=13)	3.9 (n=2,607)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	0.8% (n=20)	0.4% (n=10)	16.1% (n=425)	26.9% (n=709)	55.5% (n=1,461)	0.3% (n=8)	4.4 (n=2,625)
The library provides computer and Internet skills training	1.5% (n=40)	5.9% (n=156)	17.3% (n=455)	33.8% (n=887)	39.1% (n=1,028)	2.3% (n=60)	4.1 (n=2,567)
The library provides education resources and databases for K-12 students	1.0% (n=25)	3.1% (n=83)	13.9% (n=367)	37.4% (n=985)	44.3% (n=1,166)	0.3% (n=8)	4.2 (n=2,627)
The library provides education resources and databases for students in higher education	3.0% (n=78)	7.1% (n=184)	22.6% (n=588)	38.1% (n=991)	28.7% (n=747)	0.5% (n=13)	3.8 (n=2,587)
The library provides education resources and databases for home schooling	2.3% (n=60)	5.8% (n=151)	25.9% (n=676)	30.5% (n=797)	34.9% (n=913)	0.6% (n=15)	3.9 (n=2,597)
The library provides education resources and databases for adult/continuing education students	1.1% (n=28)	3.5% (n=91)	18.6% (n=488)	33.1% (n=867)	43.3% (n=1,134)	0.5% (n=13)	4.2 (n=2,607)
The library provides information for college applicants	1.6% (n=43)	6.5% (n=168)	32.0% (n=830)	29.4% (n=762)	30.5% (n=792)	-	3.8 (n=2,597)
The library provides information about the library's community	2.6% (n=68)	6.2% (n=161)	19.8% (n=515)	34.2% (n=890)	37.2% (n=968)	0.1% (n=3)	4.0 (n=2,602)
The library provides information about databases regarding investments	5.6% (n=143)	12.7% (n=327)	34.1% (n=875)	23.3% (n=598)	24.0% (n=616)	0.3% (n=8)	3.5 (n=2,559)
The library provides services to immigrant populations	4.4% (n=113)	7.7% (n=199)	24.1% (n=623)	28.9% (n=749)	33.7% (n=872)	1.4% (n=35)	3.8 (n=2,557)
Other	0.6% (n=3)	1.1% (n=5)	39.8% (n=181)	36.5% (n=166)	22.1% (n=101)	-	4.4 (n=354)

Key: - : No data to report

Figure 42: Extent to which Public Internet Services are Important to the Community – Suburban Libraries							
Services	Suburban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.0% (n=51)	0.7% (n=39)	4.6% (n=244)	17.4% (n=929)	76.1% (n=4,054)	0.3% (n=14)	4.7 (n=5,316)
The library provides information for economic development (e.g., start a business, seek business opportunities)	2.1% (n=111)	7.1% (n=374)	24.4% (n=1,289)	29.0% (n=1,535)	37.0% (n=1,955)	0.5% (n=24)	3.9 (n=5,263)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	0.9% (n=46)	1.4% (n=75)	8.4% (n=446)	23.7% (n=1,262)	65.4% (n=3,480)	0.3% (n=14)	4.5 (n=5,309)
The library provides computer and Internet skills training	3.1% (n=164)	8.1% (n=432)	22.9% (n=1,219)	24.7% (n=1,313)	36.7% (n=1,952)	4.4% (n=236)	3.9 (n=5,079)
The library provides education resources and databases for K-12 students	1.9% (n=99)	5.2% (n=277)	15.2% (n=808)	29.2% (n=1,556)	47.9% (n=2,551)	0.6% (n=31)	4.2 (n=5,292)
The library provides education resources and databases for students in higher education	2.2% (n=116)	9.3% (n=495)	21.9% (n=1,165)	31.9% (n=1,699)	34.1% (n=1,812)	0.6% (n=34)	3.9 (n=5,287)
The library provides education resources and databases for home schooling	2.0% (n=106)	6.4% (n=338)	20.1% (n=1,069)	29.1% (n=1,549)	41.7% (n=2,218)	0.7% (n=39)	4.0 (n=5,280)
The library provides education resources and databases for adult/continuing education students	1.4% (n=72)	5.3% (n=280)	20.0% (n=1,064)	34.8% (n=1,851)	37.9% (n=2,015)	0.7% (n=36)	4.0 (n=5,282)
The library provides information for college applicants	2.1% (n=109)	8.0% (n=422)	29.0% (n=30.6)	30.6% (n=1,614)	30.4% (n=1,607)	-	3.8 (n=5,297)
The library provides information about the library's community	2.3% (n=123)	7.0% (n=369)	24.2% (n=1,279)	27.5% (n=1,450)	38.7% (n=2,046)	0.3% (n=14)	3.9 (n=5,268)
The library provides information about databases regarding investments	6.0% (n=316)	15.8% (n=830)	31.0% (n=1,626)	25.9% (n=1,359)	20.5% (n=1,079)	0.8% (n=41)	3.4 (n=5,210)
The library provides services to immigrant populations	8.9% (n=471)	15.6% (n=828)	24.1% (n=1,276)	19.1% (n=1,011)	29.1% (n=1,542)	3.3% (n=176)	3.5 (n=5,128)
Other	6.4% (n=39)	0.8% (n=5)	4.4% (n=27)	5.2% (n=31)	28.0% (n=169)	55.2% (n=333)	4.1 (n=270)

Key: - : No data to report

Figure 43: Extent to which Public Internet Services are Important to the Community – Rural Libraries

Challenges	Rural Public Libraries						Available
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.2% (n=88)	2.0% (n=148)	8.8% (n=652)	17.6% (n=1,312)	70.1% (n=5,214)	0.3% (n=25)	4.5 (n=7,415)
The library provides information for economic development (e.g., start a business, seek business opportunities)	3.1% (n=232)	9.3% (n=689)	26.6% (n=1,969)	26.8% (n=1,981)	33.3% (n=2,462)	0.9% (n=64)	3.8 (n=7,333)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	1.4% (n=101)	1.8% (n=134)	8.0% (n=592)	24.0% (n=1,783)	64.5% (n=4,789)	0.4% (n=29)	4.5 (n=7,399)
The library provides computer and Internet skills training	4.7% (n=346)	11.0% (n=815)	25.0% (n=1,851)	24.2% (n=1,790)	30.3% (n=2,248)	4.9% (n=360)	3.7 (n=7,049)
The library provides education resources and databases for K-12 students	2.5% (n=183)	5.2% (n=385)	18.6% (n=1,378)	27.8% (n=2,061)	45.0% (n=3,330)	0.9% (n=66)	4.1 (n=7,337)
The library provides education resources and databases for students in higher education	3.1% (n=226)	8.0% (n=592)	20.3% (n=1,500)	28.7% (n=2,123)	38.9% (n=2,882)	1.0% (n=76)	3.9 (n=7,323)
The library provides education resources and databases for home schooling	3.2% (n=234)	6.1% (n=448)	18.7% (n=1,380)	28.9% (n=2,137)	41.9% (n=3,094)	1.3% (n=97)	4.0 (n=7,294)
The library provides education resources and databases for adult/continuing education students	2.3% (n=171)	5.3% (n=391)	18.0% (n=1,329)	30.6% (n=2,263)	42.7% (n=3,151)	1.1% (n=84)	4.1 (n=7,304)
The library provides information for college applicants	2.9% (n=216)	7.9% (n=580)	24.9% (n=1,820)	28.8% (n=2,113)	35.4% (n=2,594)	0% (n=0)	3.9 (n=7,356)
The library provides information about the library's community	3.8% (n=282)	10.4% (n=759)	22.9% (n=1,681)	27.1% (n=1,985)	35.0% (n=2,565)	0.7% (n=51)	3.8 (n=7,271)
The library provides information about databases regarding investments	10.7% (n=782)	19.7% (n=1,438)	31.5% (n=2,294)	18.8% (n=1,372)	17.8% (n=1,300)	1.4% (n=103)	3.1 (n=7,185)
The library provides services to immigrant populations	15.9% (n=1,168)	18.3% (n=1,341)	23.6% (n=1,730)	15.8% (n=1,162)	21.5% (n=1,580)	4.9% (n=362)	3.1 (n=6,981)
Other	5.3% (n=49)	1.8% (n=16)	3.9% (n=37)	7.9% (n=74)	35.1% (n=329)	46.1% (n=432)	4.2 (n=506)

Technology Training Offered by Public Libraries

The types of technology training offered to patrons are presented in Figure 44. The greatest percentage of outlets (76.6 percent) provide informal, point-of-use training, and 10.9 percent offer no technology training at all. Of the 37.0 percent of outlets that offer formal technology training classes, urban outlets (59.2 percent) comprise the majority; 43.9 percent of suburban outlets also provide formal training. Libraries offering online training material grew to 21.7 percent overall this year from just 2.7 percent overall in 2008-2009.

Figure 44: Public Library Outlets Offering Formal or Informal Technology Training Availability by Metropolitan Status

Training Availability	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Offers formal technology training classes	59.2% (n=1,566)	43.9% (n=2,350)	24.2% (n=1,806)	37.0% (n=5,723)
Offers one-on-one technology training sessions by appointment	20.6% (n=546)	25.0% (n=1,342)	23.4% (n=1,742)	23.5% (n=3,629)
Offers informal point-of-use assistance	75.3% (n=1,994)	77.4% (n=4,148)	76.6% (n=5,710)	76.6% (n=11,852)
Offers online training material	29.6% (n=784)	23.3% (n=1,248)	17.7% (n=1,323)	21.7% (n=3,355)
Does not offer any technology training	4.2% (n=111)	10.1% (n=543)	13.8% (n=1,026)	10.9% (n=1,763)

Figure 45: Formal Technology Training Classes Offered by Public Library Outlets by Metropolitan Status

Technology Training Classes	Metropolitan Status			
	Urban	Suburban	Rural	Overall
General computer skills (e.g., how to use mouse, keyboard, printing)	95.0% (n=1,468)	92.5% (n=2,143)	93.1% (n=1,664)	93.4% (n=5,275)
General software use (e.g., word processing, spreadsheets, presentation)	75.1% (n=1,161)	77.9% (n=1,805)	72.8% (n=1,302)	75.5% (n=4,268)
General Internet use (e.g., set up e-mail, Web browsing)	86.5% (n=1,337)	95.0% (n=2,201)	92.1% (n=1,646)	91.7% (n=5,184)
General online/Web searching (e.g., using Google, Yahoo, others)	76.3% (n=1,179)	84.0% (n=1,954)	81.4% (n=1,454)	81.0% (n=4,578)
Using library's Online Public Access Catalog (OPAC)	49.3% (n=762)	54.6% (n=1,264)	46.0% (n=823)	50.4% (n=2,849)
Using online databases (e.g., commercial databases to search and find content)	53.3% (n=825)	54.3% (n=1,257)	48.6% (n=868)	52.2% (n=2,950)
Safe online practices (e.g., not divulging personal information)	33.8% (n=523)	37.1% (n=859)	36.9% (n=660)	36.1% (n=2,042)
Accessing online government information (e.g., Medicare, taxes, how to complete forms)	38.7% (n=598)	29.1% (n=673)	25.4% (n=455)	30.6% (n=1,726)
Accessing online job-seeking and career-related information	51.7% (n=799)	43.8% (n=1,013)	33.7% (n=603)	42.8% (n=2,416)
Accessing online medical information (e.g., health literacy)	20.7% (n=319)	22.7% (n=526)	20.5% (n=366)	21.4% (n=1,211)
Accessing online investment information	15.8% (n=244)	11.4% (n=263)	9.9% (n=177)	12.1% (n=684)
Accessing genealogy information	34.6% (n=535)	41.3% (n=956)	39.9% (n=714)	39.0% (n=2,205)
Accessing consumer information (e.g., product value, safety, reliability, warranty information)	21.0% (n=324)	25.0% (n=579)	18.2% (n=325)	21.7% (n=1,228)
Digital photography, software and online applications (e.g., Photoshop, Flickr)	20.5% (n=317)	26.9% (n=625)	25.0% (n=448)	24.6% (n=1,390)
Social Networking (e.g., blogging, RSS)	31.9% (n=493)	28.5% (n=661)	22.1% (n=395)	27.4% (n=1,549)
Other technology-based training classes	14.6% (n=226)	4.6% (n=106)	5.1% (n=91)	7.5% (n=423)

The types of formal technology training classes offered by library outlets are identified in Figure 45. For libraries offering formal training, general computer skills classes are the most common (93.4 percent), followed by general Internet use (91.7 percent). More than three-quarters of libraries (81.0 percent) report training patrons on general online/Web searching and general software use classes (75.5 percent). The percentage of libraries offering classes on accessing online job-seeking and career related information grew to 42.8 percent from 26.2 percent in 2008-2009. Relatively few outlets (12.1 percent) provide training on accessing online investment information. Social networking training (referred to as Web 2.0 in 2008-2009) grew dramatically with 27.4 percent of libraries now offering this training from 11.2 percent in 2008-2009. Training on how to access online government information continued to be more common in urban libraries (38.7 percent).

Public Access Services Available to Users and Community

Figure 46: Services that the Library Makes Available to Users - Overall				
	Overall			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access
Resources				
Digital Reference/Virtual Reference	27.7% (n=4,131)	46.2% (n=6,894)	57.8% (n=8,628)	3.1% (n=468)
Licensed databases	5.0% (n=759)	73.3% (n=11,236)	74.5% (n=11,424)	2.6% (n=403)
E-books	34.1% (n=5,115)	41.6% (n=6,239)	55.6% (n=8,333)	2.4% (n=355)
Web/business conferencing (e.g., Skype, WebEx)	86.9% (n=12,634)	6.7% (n=971)	5.2% (n=759)	3.2% (n=469)
Online instructional courses/tutorials	43.0% (n=6,374)	40.6% (n=6,011)	37.9% (n=5,619)	2.7% (n=404)
Homework help	11.8% (n=1,774)	67.1% (n=10,103)	63.5% (n=9,566)	2.6% (n=398)
Audio content (e.g., streaming video, video clips, other)	17.5% (n=2,635)	60.1% (n=9,026)	55.6% (n=8,358)	2.0% (n=307)
Video content (e.g., streaming video, video clips, other)	36.7% (n=5,432)	47.1% (n=6,969)	37.6% (n=5,569)	3.6% (n=543)
Digitized special collections (e.g., letters, postcards, documents, other)	53.5% (n=7,857)	33.4% (n=4,905)	34.5% (n=5,075)	2.2% (n=331)
Library social networking (e.g., blogs, Flixster, Goodreads)	41.4% (n=6,139)	40.2% (n=5,956)	40.9% (n=6,053)	3.0% (n=442)
Online book clubs	65.0% (n=9,284)	22.4% (n=3,203)	27.0% (n=3,851)	2.2% (n=317)
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	8.4% (n=1,266)	88.8% (n=13,455)	---	4.1% (n=621)
Allow patrons to connect digital cameras and manipulate content	32.4% (n=4,861)	62.1% (n=9,330)	---	6.5% (n=978)
Allow patrons to burn compact discs/DVDs	43.7% (n=6,533)	51.8% (n=7,749)	---	4.8% (n=723)
Provide access to recreational gaming consoles, software or Web sites	29.1% (n=4,336)	64.1% (n=9,562)	---	9.0% (n=1,345)

Figure 46 illustrates the range of Internet-based resources and services that public libraries provide to their patrons. Licensed databases continued to be the most commonly provided service with 73.3 percent of outlets offering service in the library and 74.5 percent offering service to patrons accessing them outside the library. Libraries also offer substantial homework assistance, with 67.1 percent offering such services from within the library and 63.6 percent supporting access from outside the library), and 67.5 percent of outlets offering online assistance. Audio content is also provided by a number of libraries, with 60.1 percent offering these services within the library and 55.6 percent supporting access from outside the library. Finally, 55.6 percent of library outlets offer e-books from outside the library and 41.6 percent from within the

library – though this may be a result of confusion in interpretation of the survey question. Web/business conferencing continued to be the least likely service to be offered.

Figures 47 thru 49 present the detail services that urban, suburban and rural libraries make available to users.

Figure 47: Services that the Library Makes Available to Users – Urban Libraries				
	Urban Public Libraries			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access
Resources				
Digital Reference/Virtual Reference	15.1% (n=392)	64.4% (n=1,677)	75.5% (n=1,963)	2.6% (n=68)
Licensed databases	1.7% (n=45)	88.1% (n=2,330)	84.9% (n=2,245)	2.9% (n=75)
E-books	15.1% (n=397)	61.7% (n=1,619)	75.6% (n=1,981)	1.0% (n=25)
Web/business conferencing (e.g., Skype, WebEx)	86.4% (n=2,170)	8.6% (n=216)	5.5% (n=138)	2.4% (n=60)
Online instructional courses/tutorials	35.6% (n=913)	52.5% (n=1,348)	47.2% (n=1,212)	4.6% (n=118)
Homework help	6.3% (n=163)	74.7% (n=1,946)	73.8% (n=1,923)	7.3% (n=191)
Audio content (e.g., streaming video, video clips, other)	9.2% (n=239)	69.4% (n=1,810)	76.8% (n=2,004)	2.2% (n=58)
Video content (e.g., streaming video, video clips, other)	23.2% (n=598)	64.9% (n=1,672)	62.0% (n=1,596)	2.5% (n=65)
Digitized special collections (e.g., letters, postcards, documents, other)	28.8% (n=734)	61.1% (n=1,559)	58.7% (n=1,498)	2.2% (n=55)
Library social networking (e.g., blogs, Flixster, Goodreads)	20.1% (n=518)	63.5% (n=1,639)	67.5% (n=1,742)	1.8% (n=45)
Online book clubs	46.5% (n=1,131)	39.6% (n=963)	42.4% (n=1,031)	5.0% (n=121)
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	3.8% (n=101)	93.3% (n=2,446)	---	4.3% (n=113)
Allow patrons to connect digital cameras and manipulate content	36.9% (n=963)	55.4% (n=1,448)	---	8.8% (n=229)
Allow patrons to burn compact discs/DVDs	50.7% (n=1,312)	46.4% (n=1,199)	---	3.4% (n=88)
Provide access to recreational gaming consoles, software or Web sites	15.4% (n=395)	79.3% (n=2,034)	---	8.1% (n=209)

Figure 48: Services that the Library Makes Available to Users – Suburban Libraries

	Suburban Public Libraries			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access
Resources				
Digital Reference/Virtual Reference	23.3% (n=1,209)	50.2% (n=2,608)	64.9% (n=3,376)	2.8% (n=147)
Licensed databases	2.4% (n=125)	77.8% (n=4,146)	81.4% (n=4,341)	2.4% (n=128)
E-books	26.8% (n=1,400)	46.0% (n=2,399)	64.2% (n=3,349)	3.1% (n=162)
Web/business conferencing (e.g., Skype, WebEx)	87.8% (n=4,425)	5.8% (n=294)	4.7% (n=236)	4.0% (n=203)
Online instructional courses/tutorials	43.9% (n=2,259)	41.3% (n=6,011)	41.1% (n=2,114)	2.2% (n=111)
Homework help	9.9% (n=516)	70.9% (n=3,704)	72.5% (n=3,784)	1.4% (n=75)
Audio content (e.g., streaming video, video clips, other)	13.4% (n=697)	62.6% (n=3,260)	64.9% (n=3,376)	1.4% (n=72)
Video content (e.g., streaming video, video clips, other)	36.7% (n=1,880)	47.4% (n=2,427)	41.4% (n=2,121)	3.6% (n=186)
Digitized special collections (e.g., letters, postcards, documents, other)	52.4% (n=2,674)	36.0% (n=1,836)	35.9% (n=1,834)	2.2% (n=113)
Library social networking (e.g., blogs, Flixster, Goodreads)	39.5% (n=2,029)	42.8% (n=2,201)	45.8% (n=2,355)	2.7% (n=140)
Online book clubs	61.7% (n=3,084)	26.2% (n=1,308)	31.8% (n=1,590)	1.8% (n=89)
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	6.3% (n=331)	91.5% (n=4,824)	---	32.7% (n=1,704)
Allow patrons to connect digital cameras and manipulate content	32.7% (n=1,704)	62.2% (n=3,243)	---	6.2% (n=321)
Allow patrons to burn compact discs/DVDs	43.1% (n=2,242)	52.8% (n=2,746)	---	4.2% (n=217)
Provide access to recreational gaming consoles, software or Web sites	26.8% (n=1,395)	65.8% (n=3,424)	---	9.5% (n=495)

Figure 49: Services that the Library Makes Available to Users – Rural Libraries

	Rural Public Libraries			
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)	Provides Limited Access
Resources				
Digital Reference/Virtual Reference	35.5% (n=2,530)	36.6% (n=2,608)	46.1% (n=3,289)	3.5% (n=253)
Licensed databases	8.0% (n=588)	64.7% (n=4,760)	65.8% (n=4,838)	2.7% (n=200)
E-books	46.3% (n=3,318)	31.0% (n=2,222)	41.9% (n=3,003)	2.4% (n=169)
Web/business conferencing (e.g., Skype, WebEx)	86.5% (n=6,039)	6.6% (n=461)	5.5% (n=385)	2.9% (n=206)
Online instructional courses/tutorials	45.1% (n=3,203)	35.7% (n=2,540)	32.3% (n=2,294)	2.5% (n=175)
Homework help	15.1% (n=1,094)	61.6% (n=4,453)	53.4% (n=3,859)	1.8% (n=132)
Audio content (e.g., streaming video, video clips, other)	23.6% (n=1,699)	54.9% (n=3,956)	41.3% (n=2,979)	2.5% (n=177)
Video content (e.g., streaming video, video clips, other)	41.6% (n=2,954)	40.4% (n=2,870)	26.1% (n=1,851)	4.1% (n=292)
Digitized special collections (e.g., letters, postcards, documents, other)	63.2% (n=4,449)	21.4% (n=1,510)	24.7% (n=1,742)	2.3% (n=163)
Library social networking (e.g., blogs, Flixster, Goodreads)	50.6% (n=3,592)	29.8% (n=2,117)	27.6% (n=1,956)	3.6% (n=257)
Online book clubs	74.0% (n=5,068)	13.6% (n=932)	18.0% (n=1,230)	1.6% (n=107)
Services				
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	11.5% (n=835)	85.2% (n=6,185)	---	4.5% (n=327)
Allow patrons to connect digital cameras and manipulate content	30.5% (n=2,195)	64.5% (n=4,639)	---	5.9% (n=428)
Allow patrons to burn compact discs/DVDs	41.6% (n=2,979)	53.1% (n=3,803)	---	5.8% (n=418)
Provide access to recreational gaming consoles, software or Web sites	35.7% (n=2,547)	57.5% (n=4,104)	---	9.0% (n=642)

Figure 50: Factors Preventing Access to (or Limited Access to) Services				
	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Computer hardware/software on public Internet workstations will not support service(s)	40.4% (n=1,389)	41.2% (n=1,487)	40.5% (n=1,478)	40.7% (n=1,616)
Public access Internet connectivity speeds will not support service(s)	26.8% (n=920)	26.1% (n=942)	26.6% (n=971)	25.2% (n=1,002)
Library policy restricts offering or access to service(s)	40.7% (n=1,398)	40.8% (n=1,470)	42.4% (n=1,548)	40.9% (n=1,625)
Library cannot afford to purchase and/or support service(s)	62.9% (n=2,161)	62.7% (n=2,262)	61.6% (n=2,246)	62.2% (n=2,468)
Other	11.6% (n=397)	11.8% (n=424)	11.9% (n=434)	11.6% (n=461)

The factors that libraries report prevent them from either providing specific services or require limiting access to certain services described in Figures 46-49 are presented in Figure 50. Similar to last year, the largest percentage of libraries report they are unable to afford the purchase and/or support of such services - 62.2 percent up from 58.9 percent reported in 2008-2009. Library policies restricting offering or providing access to services (40.9 percent) and having computer hardware/software that is unable to support the services (40.7 percent) were close second and third reasons.