National Branch Data Tables

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

Public Access and Availability

Figure 1: Public Library Outlets Change in Hours Open by Metropolitan Status				
	Metropolitan Status			
Hours Open	**Urban**	**Suburban**	**Rural**	Overall
Hours increased since last fiscal year	8.8% (n=227)	6.3% (n=332)	6.9% (n=532)	7.0% (n=1091)
Hours decreased since last fiscal year	16.5% (n=426)	10.8% (n=570)	5.5% (n=430)	9.1% (n=1,425)
Hours stayed the same as last fiscal year	74.6% (n=1,922)	82.9% (n=4,361)	87.6% (n=6,785)	83.9% (n=13,068)
Weighted missing values, n=1189				

Figure 1 shows the changes public library outlets saw in the hours they are open to the public. Fewer outlets saw the hours they are open to the public decrease (9.1 percent this year compared to 15.3 percent in 2010-2011). The overall percentage of libraries that saw an increase in hours increased slightly this year (7.0 percent this year compared to 5.9 percent last year). However, it is worth noting that urban libraries saw both the largest increases in hours open to the public (8.8 percent this year versus 4.2 percent in 2010-2011) and the largest decrease in hours open to the public (16.5 percent this year versus 31.7 percent in 2010-2011) when compared to suburban and rural libraries. Additionally, the percentage of public library outlets that reported hours open to the public had stayed the same increased from 78.8 percent to 83.9 percent.

Figure 2: Public Library Outlets Offering Public Access to the Internet, by Metropolitan Status			
Metropolitan Status			
Urban	Suburban	Rural	Overall
100.0% (n=2,874)	100.0% (n=5,421)	99.9% (n=7,884)	100.0% (n=16,179)
Weighted missing values, n=248			

Virtually all public library outlets (100.0 percent) provide public access to the Internet (Figure 2). This figure continues to increase slightly across-the-board; the 2010-2011 survey reported that 99.5% of libraries provided access.

Figure 3: Public Library Outlets as the Only Provider of Free Public Internet and Free Public Computer Access by Metropolitan Status				
	Metropolitan Status			
Free Public Access	**Urban**	**Suburban**	**Rural**	**Overall**
Yes	40.6% (n=950)	60.0% (n=2,923)	70.3% (n=5,220)	62.1% (n=9,093)
No	41.4% (n=969)	27.1% (n=1,319)	18.3% (n=1,359)	24.9% (n=3,647)
Do not know	15.6% (n=365)	9.5% (n=462)	7.4% (n=546)	9.4% (n=1,373)
Weighted missing values, n=1,547				

Figure 3 shows the percentage of public library outlets reporting that they are the only provider of free public Internet and computer access in the library's service era. The percentage of outlets claiming to be the sole provider of such free services decreased slightly from last year, from 64.5 percent to 62.1 percent. As with previous studies, rural libraries report that they are the only provider of free public access more frequently than urban and suburban public libraries (70.3 percent as compared to 40.6 percent and 60.0 percent, respectively), but this year, the gap between those numbers increased, indicating that there are other providers of free public Internet access in urban and suburban areas.

Public Access Technology Infrastructure: Availability, Support, & Use

Figure 4: 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	15.7 (n=473)	10.1 (n=1,427)	5.4 (n=2,828)	7.8 (n=4,728)
1 year old	12.5 (n=503)	9.2 (n=1,267)	4.3 (n=2,507)	6.7 (n=4,277)
2 years old	15.9 (n=607)	8.3 (n=1,579)	4.7 (n=2,470)	7.4 (n=4,656)
3 years old	14.9 (n=669)	8.2 (n=1,717)	4.5 (n=2,515)	7.2 (n=4,901)
4 years old	13.0 (n=557)	9.3 (n=1,316)	4.4 (n=2,025)	7.3 (n=3,898)
5 years old	14.8 (n=523)	8.8 (n=1,504)	4.9 (n=3,018)	7.1 (n=5,045)
Overall	27.9 (n=1,998)	20.1 (n=4,438)	10.7 (n=6,957)	16.4 (n=13,393)

As in previous years, urban libraries have more workstations (27.9) than suburban (20.1) and rural (10.7) libraries, and few computers were added to rural and suburban libraries in the past year (the average was 9.6 and 19.6, respectively in 2010-2011) (Figure 4). While five of the average age categories saw decreases this year, it is encouraging to see that libraries reported more new computers this year (7.8 workstations less than 1 year old) than in 2010-2011 (6.5 workstations less than 1 year old).

Figure 5: 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	12.4% (n=286)	23.5% (n=1,133)	18.8% (n=1,375)	19.3% (n=2,794)
One day	26.7% (n=616)	27.5% (n=1,329)	23.1% (n=1,689)	25.2% (n=3,634)
Two days	30.1% (n=694)	20.8% (n=1,006)	19.4% (n=1,415)	21.6% (n=3,115)
More than two days	28.3% (n=654)	21.8% (n=1,055)	28.3% (n=2,069)	26.2% (n=3,777)
Don't know	*	1.9% (n=90)	3.5% (n=254)	2.5% (n=362)
Other amount of time	1.6% (n=38)	4.5% (n=217)	6.9% (n=506)	5.3% (n=761)

Weighted missing values, n=914
Key: *: Insufficient data to report

Figure 5 presents the length of time it takes for public access computers to get back into service. This year, 44.5 percent of libraries reported taking one day or less to restore a public access computer, an improvement of 6.1 percentage points from 2010-2011. Suburban libraries showed the largest spike in response time with 23.5 percent of machines being repaired in less than one day compared to 16.7 percent last year. However, the 2011-2012 survey still found most libraries (47.8 percent) take two or more than two days to restore a public access computer. Urban libraries were more likely to require more than two days (28.3 percent) to repair a machine this year than last year (18.1 percent). Rural libraries and urban libraries are significantly more likely to require more than two days (28.3 and 28.3 percent, respectively) than suburban libraries (21.8 percent).

Figure 6: 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	28.0% (n=664)	13.2% (n=637)	8.7% (n=637)	13.4% (n=1,938)
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	59.0% (n=1,398)	53.3% (n=2,566)	49.0% (n=3,582)	52.1% (n=7,545)
There are sufficient public Internet workstations available for patrons who wish to use them during a typical day	12.9% (n=306)	33.5% (n=4,818)	42.3% (n=3,087)	34.6% (n=5,008)
Weighted missing values, n=40				

Figure 6 presents the sufficiency of number of public access Internet workstation. Libraries continue to face supply issues given that 65.4 percent of libraries report having insufficient public access Internet workstations to meet patrons' needs at least sometimes during a typical day. This figure was a decrease of 10.8 percentage points from the 2010-2011 survey. Urban libraries face the greatest challenge in providing a sufficient number of public access Internet workstations (87.0 percent report some insufficiency), while 42.3 percent of rural libraries indicate that they do have a sufficient number of workstations to meet patron demand. This year, 34.6 percent of libraries reported having sufficient workstations available during a typical day, an increase from 23.8 percent during the 2010-2011 survey.

Figure 7: Use of Public Internet Workstations by Metropolitan Status

Use of workstations	Metropolitan Status			
	Urban	**Suburban**	**Rural**	**Overall**
Use of workstations have stayed the same since last fiscal year	33.0% (n=781)	27.2% (n=1,347)	28.1% (n=2,047)	28.6% (n=4,176)
Use of workstations increased since last fiscal year	57.0% (n=1,351)	60.2% (n=2,976)	61.3% (n=4,470)	60.2% (n=8,797)
Use of workstations decreased since last fiscal year	7.0% (n=165)	10.8% (n=532)	6.3% (n=461)	7.9% (n=1,159)
Not Applicable	*	*	3.4% (n=248)	2.0% (n=288)
Don't Know	2.3% (n=53)	1.4% (n=69)	*	1.3% (n=192)
Weighted missing values, n=1,568 **Key:** * : Insufficient data to report				

As Figure 7 shows, most public library outlets still report an increase in use of public access workstations over the past year (60.2 percent compared to 69.8 percent in 2010-2011). Indeed, urban, suburban, and rural libraries all reported increases in the use of public access workstations over the past year.

Figure 8: Use of Wireless Internet Access in Public Library Outlets by Metropolitan Status

Use of wireless Internet Access	Metropolitan Status			
	Urban	**Suburban**	**Rural**	**Overall**
Use of wireless internet access has stayed the same since last fiscal year	11.0% (n=259)	12.4% (n=608)	16.1% (n=1,173)	14.0% (n=2,041)
Use of wireless internet access has increased since last fiscal year	79.6% (n=1,881)	74.7% (n=3,667)	71.9% (n=5,235)	74.1% (n=10,783)
Use of wireless internet access has decreased since last fiscal year	1.9% (n=45)	*	1.0% (n=73)	1.0% (n=143)
Not Applicable	2.6% (n=62)	6.0% (n=296)	8.9% (n=651)	6.9% (n=1,009)
Don't Know	4.9% (n=116)	6.4% (n=314)	2.0% (n=146)	4.0% (n=575)
Weighted missing values, n=1626 **Key:** * : Insufficient data to report				

As Figure 8 demonstrates, libraries report a substantial increase in the usage of library-provided wireless Internet access (Wi-Fi) since last year. Overall, 74.1 percent of libraries report an increase in the usage of Wi-Fi, and the gap between rural, urban, and suburban libraries continues to be small when it comes to Wi-Fi usage.

Figure 9: Use of Patron Technology Training Classes in Public Library Outlets by Metropolitan Status

Use of patron technology training classes	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Use of patron technology training classes has stayed the same since last fiscal year	23.8% (n=552)	22.6% (n=1,096)	23.8% (n=1,751)	23.4% (n=3,364)
Use of patron technology training classes has increased since last fiscal year	46.6% (n=1,084)	41.8% (n=2,035)	29.2% (n=2,105)	36.3% (n=5,223)
Use of patron technology training classes has decreased since last fiscal year	4.1% (n=95)	5.1% (n=246)	4.3% (n=311)	4.5% (n=653)
Not Applicable	19.4% (n=451)	26.9% (n=1,309)	39.0% (n=2,816)	31.8% (n=4,575)
Don't Know	6.2% (n=143)	3.7% (n=181)	3.7% (n=266)	4.1% (n=590)
Weighted missing values, n=1775				

Overall, 36.3 percent of libraries report an increase in the usage of patron technology training classes, but that is a significant increase over last year, when 27.4 percent reported an increase in usage (see Figure 9). While there is still a gap between urban libraries and suburban and rural libraries, this difference has declined significantly. 29.2 percent of rural libraries reported increases compared to 19.4 percent last year, while the number of suburban libraries reporting an increase in technology training classes has climbed from 32.7 percent last year to 41.8 percent this year.

Figure 10: Use of Electronic Resources in Public Library Outlets by Metropolitan Status

Use of electronic resources	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Use of electronic resources have stayed the same since last fiscal year	15.5% (n=365)	16.2% (n=790)	23.4% (n=1,639)	19.7% (n=2,849)
Use of electronic resources increased since last fiscal year	73.0% (n=1,726)	68.5% (n=3,348)	46.3% (n=3,347)	58.2% (n=8,421)
Use of electronic resources decreased since last fiscal year	1.7% (n=39)	2.0% (n=97)	1.3% (n=93)	1.6% (n=232)
Not Applicable	3.1% (n=74)	5.7% (n=281)	20.9% (n=1,509)	12.9% (n=1,864)
Don't Know	6.7% (n=159)	7.7% (n=374)	8.0% (n=577)	7.7% (n=1,111)
Weighted missing values, n=1704				

More than half – 58.2 percent– of public libraries report an increase in usage of their electronic resources (see Figure 10). 73.0 percent of urban public libraries report an increase in the usage of electronic resources, as compared to 68.5 percent of suburban and 46.3 percent of rural libraries.

Public Library Internet Connectivity Type, Speed, & Sufficiency

Figure 11: Public Library Outlets Maximum Speed of Public Access Internet Services by Metropolitan Status				
	Metropolitan Status			
Maximum Speed	**Urban**	**Suburban**	**Rural**	**Overall**
768 Kbps (kilobits/second) or less	*	1.1% (n=50)	4.8% (n=337)	2.8% (n=388)
769 Kbps - 1.4 Mbps (megabits/second) or less	1.6% (n=37)	3.6% (n=163)	5.1% (n=362)	4.1% (n=561)
1.5 Mbps (T1)	8.1% (n=181)	13.6% (n=615)	21.2% (n=1,493)	16.5% (n=2,289)
1.6 Mbps - 3.0 Mbps	4.4% (n=98)	11.1% (n=505)	16.7% (n=1,179)	12.9% (n=1,781)
3.1 Mbps - 4.0 Mbps	7.0% (n=157)	3.2% (n=145)	6.9% (n=485)	5.7% (n=786)
4.1 Mbps – 6.0 Mbps	4.4% (n=98)	6.7% (n=302)	9.5% (n=669)	7.7% (n=1068)
6.1 Mbps - 10 Mbps	10.6% (n=239)	15.0% (n=679)	10.9% (n=772)	12.2% (n=1,690)
10.1 Mbps - 20.0 Mbps	17.3% (n=388)	13.1% (n=594)	7.0% (n=494)	10.7% (n=1,477)
20.1 Mbps - 30.0 Mbps	8.9% (n=200)	6.5% (n=295)	3.1% (n=217)	5.1% (n=712)
30.1 Mbps - 40.0 Mbps	4.6% (n=104)	2.4% (n=107)	*	1.9% (n=263)
40.1. Mbps – 99.9 Mbps	8.4% (n=189)	3.6% (n=163)	2.0% (n=138)	4.4% (n=603)
100 Mbps or greater	18.2% (n=408)	11.1% (n=503)	4.9% (n=349)	9.1% (n=1,259)
Don't Know	6.6% (n=148)	6.6% (n=301)	7.2% (n=510)	6.9% (n=959)
Weighted missing values, n=2,342 **Key:** * : Insufficient data to report				

Figure 11 shows the maximum speed of public Internet access offered by library outlets. The percentage of libraries offering speeds greater than 1.5 Mbps (T1) has increased from 61.0 percent last year to 69.7 during 2011-2012. There also is a reported drop in the percentage of libraries with connection speeds of less than 1.5 Mbps (6.9 percent in 2011-2012 versus 12.0 percent last year). In addition, the percentage of libraries reporting greater than 10 Mbps connection speeds is up to 31.2 percent over last year's report of 24.6 percent. The percentage of urban libraries reporting connection speeds greater than 40 Mbps grew from 20.7 percent in 2010-2011 to 26.6 percent this year. Suburban libraries reporting the same top connection speed grew from 12.6 percent to 14.7 percent. Only 6.9 percent of rural libraries report connection speeds greater than 40 Mbps. However, the percentage of rural libraries reporting connection speeds greater than 1.5 Mbps has grown from 49.4 percent last year to 61 percent in 2011-2012.

Figure 12: Adequacy of Public Library Outlets Public Access Internet Connection, by Metropolitan Status

Adequacy of Public Access Internet Connection	Metropolitan Status			
	Urban	Suburban	Rural	Overall
The connection speed is insufficient to meet patron needs most of the time	10.1% (n=223)	13.3% (n=627)	13.6% (n=977)	13.0% (n=1,827)
The connection speed is sufficient to meet patron needs at some times	33.8% (n=747)	24.0% (n=1,129)	29.5% (n=2,117)	28.4% (n=3,993)
The connection speed is sufficient to meet patron needs almost all of the time	55.8% (n=1,234)	62.5% (n=2,938)	56.3% (n=4,038)	58.3% (n=8,210)
Don't know	*	*	*	*
Weighted missing values, n=2,096 **Key:** * Insufficient data to report				

Figure 12 illustrates the adequacy of public access connection speeds to the Internet in library outlets. Although libraries reported increases in their connection speeds (Figures 21 and 22), 41.4 percent of libraries indicated those connection speeds are insufficient to meet patron needs some or all of the time. This is consistent with the 2010-2011 report. Adequate connection speeds were reported by 58.3 percent of public libraries, with suburban libraries reporting the greatest increase, nearly 6 percent (up from 56.7 percent last year). Urban (55.8 percent) and rural (56.3 percent) libraries reported slight increases in the adequacy of connection speeds (up from 55.0 percent and 53.1 percent, respectively).

Figure 13: Public Access Wireless (Wi-Fi) Internet Connectivity in Public Library Outlets, by Metropolitan Status

Availability of Public Access Wireless Internet Services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Currently available for public use when the library is open and closed	68.4% (n=1,629)	67.8% (n=3,306)	69.1% (n=4,994)	68.5% (n=9,926)
Currently available for public use only when library is open	28.3% (n=673)	26.0% (n=1,268)	17.2% (n=1,245)	22.0% (n=3,186)
Not currently available, but there are plans to make it available within the next year	1.7% (n=40)	1.9% (n=92)	6.0% (n=434)	3.9% (n=566)
Not currently available and no plans to make it available within the next year	1.6% (n=39)	4.3% (n=211)	7.7% (n=556)	5.6% (n=806)
Weighted missing values, n=1,696				

Figure 13 shows the availability of public access wireless connections (Wi-Fi) to the Internet in public libraries. Public libraries continue to increase wireless availability, as 90.5 percent of libraries offer Wi-Fi (up from 85.8 percent in 2010-2011). Urban and suburban libraries continue to provide wireless access at similar rates (96.7 percent and 93.8 percent respectively). Wireless access in rural libraries has increased 4.8 percentage points to 86.3 percent. The percentage of libraries that do not provide wireless access and have no plans to make it available decreased from 8.2 percent last year to 5.6 percent in the current survey.

Figure 14: Public Library Outlets Shared Wireless-Workstation Bandwidth, by Metropolitan Status

Shared Bandwidth connection	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Yes, both the wireless connection and public access workstations share bandwidth/connection; no management techniques	41.4% (n=905)	50.1% (n=2,179)	67.9% (n=4,095)	57.1% (n=7,179)
Yes, both the wireless connection and public access workstations share bandwidth/connection; with management techniques	37.0% (n=808)	29.4% (n=1,279)	17.9% (n=1,077)	25.2% (n=3,164)
No, the wireless connection is separate from the public access workstation bandwidth/connection	20.9% (n=457)	18.6% (n=810)	11.0% (n=664)	15.4% (n=2,332)
Don't know	*	1.9% (n=84)	3.2% (n=194)	2.3% (n=293)

Weighted missing values, n=545
Key: * : Insufficient data to report

Figure 14 outlines the level of sharing between wireless and public access workstation connections. More urban libraries report sharing the wireless and public access workstations connections (up from 35.8 percent to 41.6 percent), with a correlated decrease in separate connections (down from 27.3 percent to 20.9 percent). Urban libraries did see a slight increase in shared connections with management techniques (up from 36.2 percent to 37.0 percent) in 2011-2012. Similarly to previous years, the percentage of rural libraries that share the wireless and public access workstation connection without management techniques to alleviate traffic congestion is the highest reported at 67.9 percent.