Internet-Enabled Services Provided by Public Libraries

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 they serve.

Importance of Public Internet Services

Figure 15: Extent to which Public Internet Services are Important to the Community							
Services	Overall						
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library provides services to job seekers	2.2% (n=307)	2.9% (n=411)	10.0% (n=1,410)	20.0% (n=2,824)	64.1% (n=9,062)	*	4.4 (n=14,015)
The library provides information for economic development (e.g., start a business, seek business opportunities)	4.3% (n=604)	9.2% (n=1,297)	25.7% (n=3,629)	29.6% (n=4,181)	30.3% (n=4,280)	1.1% (n=152)	3.7 (n=13,991)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or traffic tickets	1.7% (n=241)	3.3% (n=469)	12.1% (n=1,716)	26.9% (n=3,799)	55.5% (n=7,847)	*	4.3 (n=14,072)
The library provides computer and Internet skills training	3.5% (n=498)	7.0% (n=996)	19.3% (n=2,727)	26.3% (n=3,718)	39.8% (n=5,633)	4.1% (n=575)	4.0 (n=13,571)
The library provides education resources and databases for K-12 students	2.8% (n=402)	5.8% (n=819)	19.0% (n=2,687)	29.7% (n=4,206)	41.0% (n=5,804)	1.6% (n=229)	4.0 (n=13,918)
The library provides education resources and databases for students in higher education	3.6% (n=511)	8.3% (n=1,178)	23.1% (n=3,263)	29.3% (n=4,140)	33.7% (n=4,765)	2.0% (n=288)	3.8 (n=13,860)
The library provides education resources and databases for home schooling	3.6% (n=505)	6.9% (n=971)	20.7% (n=2,922)	31.5% (n=4,459)	35.2% (n=4,973)	2.2% (n=315)	3.9 (n=13,833)
The library provides education resources and databases for adult/continuing education students	3.7% (n=523)	8.4% (n=1,184)	20.7% (n=2,933)	32.8% (n=4,644)	33.0% (n=4,662)	1.4% (n=199)	3.8 (n=13,949)
The library provides information for college applicants	3.2% (n=450)	8.9% (n=1,259)	29.2% (n=4,134)	29.8% (n=4,211)	27.7% (n=3,918)	1.2% (n=170)	3.7 (n=13,973)
The library provides information about the library's community	3.2% (n=456)	7.2% (n=1,022)	19.4% (n=2,748)	28.5% (n=4,024)	40.5% (n=5,727)	1.2% (n=163)	4.0 (n=13,979)
The library provides information about databases regarding investments	11.3% (n=1,602)	17.7% (n=2,505)	27.1% (n=3,836)	25.3% (n=3,580)	15.6% (n=2,202)	3.0% (n=418)	3.2 (n=13,725)
The library provides services to immigrant populations	14.3% (n=1,659)	16.7% (n=1,929)	21.7% (n=2,506)	21.6% (n=2,498)	25.1% (n=2,907)	*	3.3 (n=11,498)
Other	1.0% (n=137)	1.7% (n=237)	5.8% (n=792)	8.1% (n=1,108)	8.5% (n=1,157)	74.9% (n=10245)	3.9 (n=3,431)
1=Least Important; 5=Most Important **Key:** * : Insufficient data to report							

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 government information services, education resources and databases for K-12 students, and information about the library's community (Figure 15).

- 84.1 percent report that services to job-seekers are either important or most important.
- 82.4 percent report that access to government information and services is either important or most important.
- 70.7 percent report that providing education resources and databases for K-12 students is either important or most important.
- 69.0 percent report that providing information about the library's community is either important or most important.

Figures 16-18 detail the extent to which public Internet services are important to the community. 88.9 percent of urban public libraries report that services to job seekers are either important or most important, followed by 79.4 percent reporting that access to government information and services is either important or most important, 73.6 percent reporting that education resources and databases for K-12 students are either important or most important, and 70.7 percent reporting that providing information about the library's community is either important or most important.

Suburban libraries saw a dramatic increase in the percent of libraries reporting providing Internet and computer skills training to be important or most important (71.1 percent in 2011-2012 compared to 62.5 in 2010-2011). Suburban libraries also found the following services to be important or most important to the community: Providing services to job seekers (87.4 percent), providing access to government information (84.9 percent), providing education resources and databases for K-12 students (76.5 percent), and providing information about the library's community (73.0 percent).

Rural libraries also found the following services to be important or most important to the community: Providing services to job seekers (80.2 percent), providing access to government information (81.6 percent), providing education resources and databases for K-12 students (66.0 percent), and providing information about the library's community (65.6 percent).

Figure 16: Extent to which Public Internet Services are Important to the Community

Services	Urban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.6% (n=36)	2.1% (n=49)	6.8% (n=156)	18.0% (n=416)	70.9% (n=1,638)	*	4.6 (n=2,295)
The library provides information for economic development (e.g., start a business, seek business opportunities)	2.8% (n=65)	6.0% (n=140)	24.4% (n=565)	27.6% (n=639)	38.3% (n=885)	*	3.9 (n=2,294)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or traffic tickets	1.1% (n=25)	4.8% (n=111)	14.4% (n=333)	23.4% (n=542)	56.0% (n=1,294)	*	4.3 (n=2,305)
The library provides computer and Internet skills training	1.8% (n=42)	3.9% (n=91)	15.8% (n=365)	32.1% (n=742)	44.1% (n=1,019)	2.3% (n=54)	4.2 (n=2,258)
The library provides education resources and databases for K-12 students	1.8% (n=42)	4.0% (n=92)	19.5% (n=452)	33.3% (n=769)	40.3% (n=932)	1.1% (n=25)	4.1 (n=2,288)
The library provides education resources and databases for students in higher education	2.7% (n=62)	7.1% (n=164)	27.2% (n=630)	29.5% (n=683)	32.8% (n=758)	*	3.8 (n=2,297)
The library provides education resources and databases for home schooling	2.0% (n=47)	5.1% (n=119)	21.9% (n=506)	31.8% (n=736)	33.4% (n=773)	5.7% (n=133)	4.0 (n=2,180)
The library provides education resources and databases for adult/continuing education students	3.6% (n=84)	6.0% (n=140)	21.8% (n=503)	35.4% (n=818)	31.8% (n=735)	1.4% (n=33)	3.9 (n=2,280)
The library provides information for college applicants	1.4% (n=32)	7.0% (n=162)	35.4% (n=819)	29.2% (n=676)	25.9% (n=599)	1.0% (n=24)	3.7 (n=2,288)
The library provides information about the library's community	1.4% (n=33)	4.7% (n=108)	22.2% (n=515)	26.8% (n=620)	44.1% (n=1,020)	*	4.1 (n=2,296)
The library provides information about databases regarding investments	5.0% (n=115)	16.6% (n=383)	21.6% (n=500)	36.2% (n=838)	19.1% (n=441)	1.5% (n=35)	3.5 (n=2,277)
The library provides services to immigrant populations	5.5% (n=109)	13.2% (n=261)	16.7% (n=330)	29.6% (n=584)	34.8% (n=686)	*	3.8 (n=1,971)
Other	*	3.5% (n=77)	6.1% (n=136)	6.6% (n=148)	5.4% (n=121)	77.7% (n=1,739)	3.6 (n=500)

Key: - : No data to report; * : Insufficient data to report
1=Least Important; 5=Most Important

Figure 17: Extent to which Public Internet Services are Important to the Community

Services	Suburban Public Libraries						
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
The library provides services to job seekers	1.5% (n=73)	2.0% (n=95)	7.8% (n=367)	19.4% (n=920)	68.0% (n=3,218)	1.2% (n=58)	4.5 (n=4,673)
The library provides information for economic development (e.g., start a business, seek business opportunities)	3.3% (n=158)	7.5% (n=355)	23.0% (n=1,088)	34.2% (n=1,617)	31.1% (n=1,469)	*	3.8 (n=4,688)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or traffic tickets	1.1% (n=53)	2.6% (n=124)	10.9% (n=514)	29.3% (n=1,386)	55.6% (n=2,629)	*	4.4 (n=4,706)
The library provides computer and Internet skills training	2.3% (n=107)	4.9% (n=230)	18.9% (n=892)	27.4% (n=1,297)	43.7% (n=2,068)	2.9% (n=135)	4.1 (n=4,594)
The library provides education resources and databases for K-12 students	1.5% (n=71)	4.3% (n=204)	16.6% (n=785)	30.9% (n=1,461)	45.6% (n=2,157)	1.1% (n=53)	4.2 (n=4,678)
The library provides education resources and databases for students in higher education	2.4% (n=115)	7.0% (n=333)	22.4% (n=1,058)	32.4% (n=1,534)	34.4% (n=1,626)	1.4% (n=66)	3.9 (n=4,665)
The library provides education resources and databases for home schooling	2.7% (n=128)	5.8% (n=274)	18.4% (n=872)	34.5% (n=1,631)	37.9% (n=1,794)	*	4.0 (n=4,699)
The library provides education resources and databases for adult/continuing education students	2.4% (n=112)	6.8% (n=323)	19.2% (n=908)	36.6% (n=1,731)	34.1% (n=1,613)	*	3.9 (n=4,687)
The library provides information for college applicants	2.6% (n=122)	7.4% (n=352)	30.0% (n=1,418)	31.5% (n=1,487)	27.5% (n=1,302)	1.0% (n=47)	3.8 (n=4,681)
The library provides information about the library's community	2.0% (n=92)	6.0% (n=283)	18.4% (n=872)	29.8% (n=1,408)	43.2% (n=2,043)	*	4.1 (n=4,698)
The library provides information about databases regarding investments	7.8% (n=368)	14.0% (n=662)	28.9% (n=1,368)	30.8% (n=1,458)	16.9% (n=799)	1.6% (n=74)	3.4 (n=4,654)
The library provides services to immigrant populations	10.2% (n=413)	13.9% (n=559)	24.1% (n=969)	22.8% (n=917)	28.6% (n=1,150)	*	3.5 (n=4,008)
Other	*	1.4% (n=63)	4.3% (n=198)	9.2% (n=421)	6.9% (n=315)	77.4% (n=3,550)	3.9 (n=1,038)

Key: - : No data to report; * : Insufficient data to report
1=Least Important; 5=Most Important

Figure 18: Extent to which Public Internet Services are Important to the Community

Challenges	Rural Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	2.8% (n=198)	3.8% (n=267)	12.5% (n=887)	21.0% (n=1,489)	59.2% (n=4,206)	*	4.3 (n=7,047)
The library provides information for economic development (e.g., start a business, seek business opportunities)	5.4% (n=381)	11.3% (n=802)	27.8% (n=1,975)	27.1% (n=1,925)	27.1% (n=1,926)	1.3% (n=90)	3.6 (n=7,009)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or traffic tickets	2.3% (n=162)	3.3% (n=235)	12.2% (n=869)	26.3% (n=1,871)	55.3% (n=3,924)	*	4.3 (n=7,062)
The library provides computer and Internet skills training	4.9% (n=349)	9.5% (n=675)	20.7% (n=1,471)	23.6% (n=1,679)	35.8% (n=2,546)	5.4% (n=385)	3.8 (n=6,719)
The library provides education resources and databases for K-12 students	4.1% (n=288)	7.4% (n=522)	20.4% (n=1,450)	27.8% (n=1,976)	38.2% (n=2,715)	2.1% (n=151)	3.9 (n=6,953)
The library provides education resources and databases for students in higher education	4.7% (n=335)	9.6% (n=681)	22.2% (n=1,575)	27.1% (n=1,923)	33.5% (n=2,381)	2.9% (n=206)	3.8 (n=6,898)
The library provides education resources and databases for home schooling	4.6% (n=330)	8.1% (n=579)	21.7% (n=1,544)	29.5% (n=2,092)	33.9% (n=2,407)	2.1% (n=150)	3.8 (n=6,954)
The library provides education resources and databases for adult/continuing education students	4.6% (n=327)	10.2% (n=721)	21.4% (n=1,522)	29.5% (n=2,094)	32.6% (n=2,314)	1.7% (n=123)	3.8 (n=6,981)
The library provides information for college applicants	4.2% (n=297)	10.5% (n=745)	26.7% (n=1,897)	28.8% (n=2,047)	28.4% (n=2,017)	1.4% (n=98)	3.7 (n=7,003)
The library provides information about the library's community	4.7% (n=330)	8.9% (n=631)	19.2% (n=1,361)	28.1% (n=1,996)	37.5% (n=2,664)	1.6% (n=114)	3.9 (n=6,985)
The library provides information about databases regarding investments	15.8% (n=1,119)	20.6% (n=1,460)	27.7% (n=1,968)	18.1% (n=1,284)	13.6% (n=963)	4.3% (n=308)	2.9 (n=6,793)
The library provides services to immigrant populations	20.4% (n=1,138)	19.9% (n=1,109)	21.7% (n=1,206)	17.9% (n=997)	19.2% (n=1,070)	*	3.0 (n=5,520)
Other	1.2% (n=79)	1.4% (n=97)	6.7% (n=458)	7.9% (n=538)	10.5% (n=721)	72.4% (n=4,956)	3.9 (n=1,894)

1=Least Important; 5=Most Important;
Key: * : Insufficient data to report

Technology Training Offered by Public Libraries

Figure 19: Public Library Outlets Offering Formal or Informal Technology Training, Availability by Metropolitan Status				
Training Availability	**Metropolitan Status**			
	Urban	Suburban	Rural	Overall
Offers formal technology training classes	63.2% (n=1,387)	54.5% (n=2,482)	31.8% (n=2,236)	44.3% (n=6,105)
Offers one-on-one technology training sessions by appointment	43.4% (n=951)	37.9% (n=1,728)	30.1% (n=2,120)	34.8% (n=4,800)
Offers informal point-of-use assistance	85.2% (n=1,868)	85.9% (n=3,911)	79.9% (n=5,626)	82.7% (n=11,405)
Offers online training material	36.3% (n=796)	33.7% (n=1,535)	21.9% (n=1,540)	28.1% (n=3,871)
Does not offer any technology training	5.1% (n=112)	8.0% (n=363)	12.5% (n=879)	9.8% (n=1,354)
Will not total 100%, as categories are not mutually exclusive				

The types of technology training offered to patrons are presented in Figure 19. The greatest percentage of outlets (82.7 percent) provide informal, point-of-use assistance, and 9.8 percent offer no technology training at all, down from 12.7 percent last year. Of the 44.3 percent of outlets that offer formal technology training classes, urban outlets (63.2 percent) comprise the majority; 54.5 percent of suburban outlets also provide formal training. Libraries offering one-on-one technology training sessions by appointment grew to 34.8 percent this year from 28.1 percent in 2010-2011 with urban librarians seeing the greatest growth (43.4 percent in 2011-2012, up from 29.2 in 2010-2011).

Figure 20: 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)	85.5% (n=1,186)	87.0% (n=2,158)	88.0% (n=1,968)	87.0% (n=5,313)
General software use (e.g., word processing, spreadsheets, presentation)	74.0% (n=1,027)	73.7% (n=1,830)	72.3% (n=1,616)	73.3% (n=4,474)
General Internet use (e.g., set up e-mail, Web browsing)	83.0% (n=1,152)	87.9% (n=2,181)	87.2% (n=1,949)	86.5% (n=5,282)
General online/Web searching (e.g., using Google, Yahoo, others)	75.4% (n=1,045)	76.2% (n=1,891)	75.0% (n=1,676)	75.6% (n=4,612)
Using library's Online Public Access Catalog (OPAC)	45.2% (n=628)	51.2% (n=1,272)	42.3% (n=946)	46.6% (n=2,845)
Using online databases (e.g., commercial databases to search and find content)	51.4% (n=713)	58.0% (n=1,438)	49.1% (n=1,097)	53.2% (n=3,248)
Safe online practices (e.g., not divulging personal information)	36.7% (n=509)	38.4% (n=953)	35.7% (n=798)	37.0% (n=2,259)
Accessing online government information (e.g., Medicare, taxes, how to complete forms)	30.2% (n=419)	29.4% (n=730)	29.8% (n=666)	29.7% (n=1,814)
Accessing online job-seeking and career-related information	50.5% (n=700)	54.6% (n=1,356)	42.4% (n=949)	49.2% (n=3,005)
Accessing online health and wellness information (e.g., consumer health)	26.5% (n=368)	24.0% (n=597)	22.2% (n=496)	23.9% (n=1,461)
Accessing online investment information	21.4% (n=297)	19.7% (n=489)	11.5% (n=258)	17.1% (n=1,044
Accessing genealogy information	39.0% (n=541)	48.0% (n=1,192)	40.6% (n=909)	46.3% (n=2,642)
Accessing consumer information (e.g., product value, safety, reliability, warranty information)	17.3% (n=241)	24.1% (n=597)	18.0% (n=401)	20.3% (n=1,239)
Digital photography, software and online applications (e.g., Photoshop, Flickr)	21.9% (n=303)	34.2% (n=849)	27.6% (n=616)	29.0% (n=1,769)
Social media (e.g., blogging, Twitter, Facebook, YouTube)	28.2% (n=391)	42.8% (n=1,062)	42.6% (n=953)	39.4% (n=2,407)
Other technology-based training classes	6.6% (n=92)	7.7% (n=192)	5.5% (n=122)	6.7% (n=406)
Will not total 100%, as categories are not mutually exclusive				

The types of formal technology training classes offered by library outlets are identified in Figure 20. For libraries offering formal training, general computer skills classes are the most common (87.0 percent), followed by general Internet use classes (86.5 percent). About three-quarters of libraries (75.6 percent) report training patrons on general online/Web searching and general software use classes (73.3 percent). The percentage of libraries offering classes on accessing online job-seeking and career related information grew slightly to 49.2 percent from 48.1 percent in 2010-2011. The percentage of libraries offering classes on accessing genealogy information grew most dramatically at 46.3 percent, up from 40.8 percent in 2010-

2011. Relatively few outlets (17.1 percent) provide training on accessing online investment information, although this is up slightingly from 14.5 percent in 2010-2011. Social networking training continued to grow for the second year in a row, with 39.2 percent of libraries now offering this training from 27.4 percent in 2009-2010. In urban libraries, training on safe online practices (36.7 percent) and accessing online investment information (21.4 percent) libraries grew, from 29.2 percent and 16.4 percent respectively. Genealogical research classes continue to be the most common in suburban libraries (48.0 percent) compared to rural (40.6 percent) libraries than in urban (39.0 percent) libraries.

Public Access Services Available to Users and Communities

Figure 21: Services that the Library Makes Available to Users			
	Overall		
	Does Not Offer Service	Offers Service in Library	Offers Service Remotely (i.e., via the Web)
Resources			
Digital Reference/Virtual Reference	30.4% (n=4,183)	69.7% (n=9,577)	69.8% (n=9,584)
Licensed databases	*	99.1% (n=13,706)	99.1% (n=13,697)
E-books	23.7% (n=3.273)	76.3% (n=10,523)	76.1% (n=10,497)
Web/business conferencing (e.g., Skype, WebEx)	73.7% (n=9,887)	26.5% (n=3,561)	2.2% (n=289)
Online instructional courses/tutorials	45.6% (n=6,160)	54.2% (n=7,321)	40.0% (n=5,409)
Homework resources (e.g., tutor.com, databases)	17.7% (n=2,445)	81.9% (n=11,324)	62.7% (n=8,674)
Audio content (e.g., music, audio books, other)	16.8% (n=2,322)	82.9% (n=11,483)	61.9% (n=8,579)
Video content (e.g., streaming video, video clips, other)	40.0% (n=5,421)	60.0% (n=8,128)	38.5% (n=5,216)
Digitized special collections (e.g., letters, postcards, documents, other)	46.6% (n=6,371)	53.3% (n=7,283)	40.6% (n=5,550)
Library social networking (e.g., blogs, Flixster, Goodreads)	37.7% (n=5,142)	61.9% (n=8,440)	46.7% (n=6,371)
Online book clubs	61.8% (n=8,289)	30.8% (n=4,124)	30.7% (n=4,116)
Services			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	6.8% (n=927)	93.2% (n=12,656)	---
Allow patrons to connect digital cameras and manipulate content	35.6% (n=4,839)	64.4% (n=8,770)	---
Allow patrons to burn compact discs/DVDs	43.8% (n=6,025)	56.2% (n=7,725)	---
Provide access to recreational gaming consoles, software or Websites	31.0% (n=4,268)	69.2% (n=9,524)	---
Provides access to mobile devices (e.g., laptops, netbooks)	52.2% (n=6,738)	49.0% (n=6,328)	---
Provides access to e-readers for accessing e-books (e.g., Kindle, Nook)	60.9% (n=7,385)	39.1% (n=4,734)	---
Will not total 100%, as categories are not mutually exclusive			

Figure 21 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. Libraries also offer substantial homework assistance, with 81.9 percent offering such services from within the library and 62.7 percent supporting external access. Audio content is quite popular, with 82.9 percent offering these

services within the library and 61.9 percent supporting external access. 76.1 percent of library outlets offer access to e-books from outside the library, up from 60.9 percent last year. 49.0 percent of libraries now provide access to mobile devices in their library — an increase from 27.8 percent last year. E-readers have become a growing fixture in public libraries, with 39.1 percent of outlets providing access to such devices. Figures 22-24 present the detail services that urban, suburban and rural libraries make available to users.

Figure 22: Services that the Library Makes Available to Users			
	Urban Public Libraries		
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)
Resources			
Digital Reference/Virtual Reference	21.9% (n=491)	78.2% (n=1,754)	78.3% (n=1,756)
Licensed databases	*	99.6% (n=2,226)	99.6% (n=2,226)
E-books	7.8% (n=715)	92.2% (n=2,068)	92.0% (n=2,064)
Web/business conferencing (e.g., Skype, WebEx)	74.0% (n=1,568)	26.8% (n=567)	2.9% (n=56)
Online instructional courses/tutorials	45.8% (n=975)	54.3% (n=1,158)	46.1% (n=983)
Homework resources (e.g., tutor.com, databases)	13.3% (n=300)	86.7% (n=1,954)	73.9% (n=1,666)
Audio content (e.g., music, audio books, other)	10.3% (n=231)	89.9% (n=2,019)	81.2% (n=1,824)
Video content (e.g., streaming video, video clips, other)	34.2% (n=755)	66.6% (n=1,474)	57.0% (n=1,261)
Digitized special collections (e.g., letters, postcards, documents, other)	24.1% (n=535)	75.9% (n=1,684)	65.8% (n=1,460)
Library social networking (e.g., blogs, Flixster, Goodreads)	18.5% (n=409)	81.5% (n=1,798)	71.1% (n=1,570)
Online book clubs	43.9% (n=956)	44.1% (n=961)	51.9% (n=1,130)
Services			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	1.9% (n=42)	98.1% (n=2,168)	---
Allow patrons to connect digital cameras and manipulate content	45.6% (n=997)	54.4% (n=1,190)	---
Allow patrons to burn compact discs/DVDs	56.1% (n=1,226)	43.9% (n=960)	---
Provide access to recreational gaming consoles, software or Web sites	21.8% (n=479)	78.2% (n=1,714)	---
Provides access to mobile computing devices (e.g., netbooks, laptops)	49.3% (n=1,006)	52.5% (n=1,071)	---
Provides access to e-readers for accessing e-books (e.g., Kindle, Nook)	62.5% (n=1,190)	37.5% (n=713)	---
Will not total 100%, as categories are not mutually exclusive			

Figure 23: Services that the Library Makes Available to Users

	Suburban Public Libraries		
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)
Resources			
Digital Reference/Virtual Reference	25.5% (n=1,160)	74.6% (n=3,393)	74.7% (n=3,396)
Licensed databases	*	99.7% (n=4,6088)	99.7% (n=4,608)
E-books	14.3% (n=658)	85.7% (n=3,934)	85.5% (n=3,926)
Web/business conferencing (e.g., Skype, WebEx)	78.0% (n=3,464)	22.1% (n=982)	1.5% (n=68)
Online instructional courses/tutorials	38.4% (n=1,777)	60.2% (n=2,715)	48.6% (n=2,192)
Homework resources (e.g., tutor.com, databases)	14.0% (n=641)	85.5% (n=3,926)	72.2% (n=3,314)
Audio content (e.g., music, audio books, other)	12.8% (n=584)	87.0% (n=3,381)	71.4% (n=3,270)
Video content (e.g., streaming video, video clips, other)	38.5% (n=1,721)	61.4% (n=2,744)	44.5% (n=1,992)
Digitized special collections (e.g., letters, postcards, documents, other)	46.0% (n=2,094)	54.1% (n=2,465)	43.6% (n=1,986)
Library social networking (e.g., blogs, Flixster, Goodreads)	32.9% (n=1,487)	66.1% (n=2,988)	56.9% (n=2,572)
Online book clubs	60.3% (n=2,709)	31.4% (n=1,410)	33.3% (n=1,495)
Services			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	4.9% (n=219)	95.1% (n=4,279)	---
Allow patrons to connect digital cameras and manipulate content	38.3% (n=1,731)	61.7% (n=2,784)	---
Allow patrons to burn compact discs/DVDs	45.6% (n=2,084)	54.4% (n=2,490)	---
Provide access to recreational gaming consoles, software or Web sites	27.8% (n=1,273)	72.4% (n=3,314)	---
Provides access to mobile computing devices (e.g., netbooks, laptops)	49.2% (n=2,138)	52.7% (n=2,289)	---
Provides access to e-readers for accessing e-books (e.g., Kindle, Nook)	63.6% (n=2,577)	36.4% (n=1,477)	---
Will not total 100%, as categories are not mutually exclusive **Key:** * : Insufficient data to report			

Figure 24: Services that the Library Makes Available to Users

	Rural Public Libraries		
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)
Resources			
Digital Reference/Virtual Reference	36.4% (n=2,532)	63.7% (n=4,430)	63.8% (n=4,432)
Licensed databases	1.9% (n=135)	98.0% (n=6,890)	97.9% (n=6,883)
E-books	35.0% (n=2,439)	64.9% (n=4,522)	64.7% (n=4,508)
Web/business conferencing (e.g., Skype, WebEx)	70.7% (n=4,855)	29.3% (n=2,011)	2.4% (n=165)
Online instructional courses/tutorials	49.6% (n=3,408)	50.2% (n=3,448)	32.5% (n=2,234)
Homework resources (e.g., tutor.com, databases)	21.6% (n=1,504)	77.8% (n=5,431)	52.9% (n=3,694)
Audio content (e.g., music, audio books, other)	21.4% (n=1,507)	78.0% (n=5,484)	49.6% (n=3,485)
Video content (e.g., streaming video, video clips, other)	42.8% (n=2,945)	56.9% (n=3,911)	28.5% (n=1,963)
Digitized special collections (e.g., letters, postcards, documents, other)	54.3% (n=3,742)	45.4% (n=3,134)	30.5% (n=2,104)
Library social networking (e.g., blogs, Flixster, Goodreads)	46.9% (n=3,245)	52.8% (n=3,650)	32.3% (n=2,230)
Online book clubs	68.6% (n=4,624)	26.0% (n=1,752)	22.1% (n=1,490)
Services			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	9.7% (n=666)	90.3% (n=6,209)	---
Allow patrons to connect digital cameras and manipulate content	30.6% (n=2,111)	69.4% (n=4,795)	---
Allow patrons to burn compact discs/DVDs	38.8% (n=2,715)	61.2% (n=4,275)	---
Provide access to recreational gaming consoles, software or Web sites	35.7% (n=36.0)	64.3% (n=4,497)	---
Provides access to mobile computing devices (e.g., netbooks, laptops)	55.2% (n=3,594)	45.6% (n=2,968)	---
Provides access to e-readers for accessing e-books (e.g., Kindle, Nook)	58.7% (n=3,619)	41.3% (n=2,544)	---
Will not total 100%, as categories are not mutually exclusive			