System (Administrative) Level Findings

Participating libraries provided data regarding their applications for E-rate, operating budgets, and information technology budgets. This section of the report presents the analysis of these system (administrative) level data.

Public Access Technology Infrastructure: Replacement and Use

Figure 35: Public Access Workstation Replacement Procedure, by Metropolitan Status

	Metropolitan Status			
Replacement Procedure	Urban	Suburban	Rural	Overall
Yes, library has a replacement schedule	66.4% (n=335)	41.9% (n=1,244)	29.0% (n=1,552)	35.5% (n=3,132)
No (As Needed)	31.4% (n=159)	57.3% (n=1,702)	69.5% (n=3,718)	63.2% (n=5,578)
Don't Know	2.2% (n=11)	*	1.5% (n=78)	1.3% (n=114)

Weighted missing values, n=205
Key: * : Insufficient data to report

Overall, a majority of public libraries (63.2 percent) do not have replacement schedules and replace their workstations as needed (Figure 35). There is a stark difference between the replacement policy schedules between urban when compared by metropolitan status. The majority of urban libraries (57.3 percent) have an established replacement policy whereas a majority of rural libraries (69.5 percent) do not. The majority of suburban libraries (53.4 percent) had a replacement schedule in 2010-2011, but this decreased to 41.9 percent in 2011-2012.

Figure 36: Public Access Workstation Replacement Schedule, by Metropolitan Status

	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
Every year	1.4% (n=23)	1.2% (n=14)	4.1% (n=63)	2.6% (n=82)
Every 2 years	1.4% (n=5)	3.2% (n=39)	6.0% (n=93)	4.4% (n=137)
Every 3 years	25.9% (n=86)	22.8% (n=282)	29.1% (n=449)	26.2% (n=817)
Every 4 years	34.7% (n=116)	28.8% (n=357)	21.7% (n=335)	25.9% (n=808)
Every 5 years	29.9% (n=100)	34.0% (n=422)	28.1% (n=434)	30.6% (n=955)
Other	6.8% (n=23)	8.9% (n=252)	11.0% (n=170)	10.2% (n=318)

Weighted missing values, n=15
Key: *: Insufficient data to report

A majority of public libraries (82.7 percent) replace workstations every 3 to 5 years (Figure 36). This represents a slight decrease from last year, when 86.9 percent of public libraries replaced their computers every 3 to 5 years.

Figure 37: Ability to Maintain Public Access Workstations Replacement Schedule, by Metropolitan Status

	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
No, not able to maintain schedule	16.1% (n=52)	11.4% (n=136)	13.4% (n=200)	12.9% (n=388)
Yes, able to maintain schedule	28.0% (n=91)	32.8% (n=390)	30.7% (n=458)	31.2% (n=938)
Yes, but the library branch does not know how many workstations/laptops they will replace	53.1% (n=172)	52.1% (n=618)	47.5% (n=709)	49.9% (n=1,499)
Don't Know	2.8% (n=9)	3.6% (n=43)	8.4% (n=126)	5.9% (n=178)
The average number of workstations that the library plans to replace within the next year	70.5 (n=59)	21.6 (n=304)	8.4 (n=329)	19.5 (n=692)
Weighted missing values, n=128				

Of the 35.5 percent of public libraries with a replacement schedule (Figure 35), 12.9 percent do not have the ability to maintain their replacement schedule (Figure 37). An average of 19.5 public access workstations are scheduled to be replaced within the next year, substantial increase from the average number of scheduled replacements reported in the 2009-2010 survey (7.9).

Figure 38: Public Access Workstations Additions, by Metropolitan Status				
	Metropolitan Status			
Plans to add workstations	Urban	Suburban	Rural	Overall
Yes	22.3% (n=111)	13.4% (n=393)	14.6% (n=763)	14.6% (n=1,267)
No	53.2% (n=265)	58.2% (n=1,712)	58.4% (n=4,642)	58.1% (n=5,031)
Unsure at this time if adding workstations	22.7% (n=113)	23.8% (n=701)	21.5% (n=1,122)	22.3% (n=1,936)
Don't Know	-	*	1.3% (n=66)	1.0% (n=84)
Other	1.8% (n=9)	4.0% (n=118)	4.2% (n=221)	4.0% (n=348)
The average number of workstations that the library plans to add within the next year	41. 8 (n=84)	7.3 (n=307)	5.1 (n=546)	9.0 (n=948)
Weighted missing values, n=363 **Key: - :** No data to report,*: Insufficient data to report				

The majority of public libraries (58.1 percent) do not plan to add public access workstations in the next year (Figure 38). The percentage of libraries that do plan to add workstations decreased from 22.7 percent in 2010-2011 to 14.6 percent this year, an even further decrease from 28.7 percent in 2009-2010. In a change from last year when more rural libraries reported plans to add workstations (24.4 percent) than urban (22.8 percent) and suburban (20.3 percent) libraries, 22.3 percent of urban libraries reported plans to add workstations this year, followed by 14.6 percent of rural libraries and 13.4 percent of suburban libraries.

Figure 39: Average Public Access Workstations Additions due to BTOP/BIP awards, by Metropolitan Status				
	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
Workstations added/replaced LAST year due to BTOP/BIP awards	84.3 (n=82)	13.8 (n=397)	7.1 (n=984)	13.1 (n=1,462)
Workstations added/replaced in the NEXT year due to BTOP/BIP awards	88.1 (n=50)	7.6 (n=154)	5.3 (n=455)	12.1 (n=658)

In a new question for this year's survey, 13.1 percent of libraries added or replaced computers with funding provided by the Broadband Initiative Program or Broadband Technologies Opportunities Program last year, while 12.1 percent plan to add or replace systems with such funds next year. While urban areas have the highest percentage of libraries participating in these programs, the majority of computer replacements or additions last year and next year are for suburban or rural areas.

Figure 40: Factors Affecting Adding Workstations/Laptops							
	Overall						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	6.7% (n=594)	3.9% (n=346)	9.9% (n=874)	17.0% (n=1,508)	45.2% (n=4,003)	17.3% (n=1,534)	4.1 (n=7,325)
Cost Factors	4.5% (n=396)	4.1% (n=364)	11.1% (n=1,046)	21.1% (n=1,868)	56.8% (n=5,034)	1.7% (n=151)	4.2 (n=8,708)
Maintenance, upgrade, and general upkeep	11.8% (n=1,006)	14.6% (n=1,248)	26.7% (n=2,285)	25.5% (n=2,177)	21,0% (n=1,798)	*	3.3 (n=8,514)
Availability of public service staff to manage the use of the public access computers and users	15.2% (n=1,350)	16.9% (n=1,493)	26.8% (n=2,374)	20.2% (n=1,791)	17.4% (n=1,546)	3.4% (n=304)	3.1 (n=8,555)
Availability of technical staff to install, maintain, and update the public access computers	14.9% (n=1,317)	14.5% (n=1,287)	23.8% (n=2,108)	21.6% (n=1,917)	21.1% (n=1,866)	4.1% (n=365)	3.2 (n=8,494)
Availability of bandwidth to support additional workstations	18.2% (n=1,610)	14.4% (n=1,275)	21.2% (n=1,878)	19.3% (n=1,707)	21.9% (n=1,943)	5.0% (n=447)	3.1 (n=8,412)
Availability of electrical outlets, cabling, or other infrastructure	11.8% (n=1,048)	9.7% (n=861)	15.4% (n=1,366)	23.1% (n=2,047)	36.8% (n=3,265)	3.1% (n=273)	3.7 (n=8,587)
Other	6.1% (n=96)	4.6% (n=72)	11.6% (n=183)	23.1% (n=364)	50.4% (n=796)	67.7% (n=832)	4.1 (n=1,512)
1=Least Important; 5=Most Important							

The three most important factors influencing the addition of public library workstations continue to be cost (77.9 percent when factoring important and most important), space (62.2 percent when factoring important and most important), and availability of electrical outlets, cabling, or other infrastructure (55.9 percent when factoring important and most important) (Figure 40).

Figure 41: Factors Affecting Adding Workstations/Laptops

	Urban Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	5.4% (n=27)	2.7% (n=14)	13.5% (n=68)	21.2% (n=106)	38.7% (n=195)	18.5% (n=93)	4.0 (n=410)
Cost Factors	1.8% (n=9)	6.3% (n=32)	17.1% (n=86)	21.6% (n=109)	51.4% (n=258)	1.8% (n=9)	4.2 (n=494)
Maintenance, upgrade, and general upkeep	11.0% (n=54)	20.1% (n=100)	25.1% (n=125)	22.4% (n=111)	20.1% (n=100)	1.4% (n=7)	3.2 (n=489)
Availability of public service staff to manage the use of the public access computers and users	15.8% (n=79)	21.2% (n=106)	26.6% (n=134)	22.5% (n=113)	11.7% (n=59)	2.3% (n=11)	2.9 (n=492)
Availability of technical staff to install, maintain, and update the public access computers	14.0% (n=70)	18.5% (n=93)	24.3% (n=122)	24.8% (n=125)	16.2% (n=82)	2.3% (n=11)	3.1 (n=492)
Availability of bandwidth to support additional workstations	21.6% (n=109)	15.3% (n=77)	17.1% (n=86)	24.3% (n=122)	16.7% (n=84)	5.0% (n=25)	3.0 (n=478)
Availability of electrical outlets, cabling, or other infrastructure	7.2% (n=36)	14.9% (n=75)	17.1% (n=86)	25.2% (n=127)	34.2% (n=172)	1.4% (n=7)	3.7 (n=496)
Other	7.3% (n=7)	2.4% (n=2)	19.5% (n=18)	17.1% (n=16)	51.2% (n=48)	2.4% (n=2)	4.1 (n=91)

1=Least Important; 5=Most Important

Figure 42: Factors Affecting Adding Workstations/Laptops

	Suburban Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	6.4% (n=193)	4.9% (n=147)	9.5% (n=286)	18.1% (n=543)	49.6% (n=1,487)	11.4% (n=343)	4.1 (n=2,656)
Cost Factors	4.5% (n=136)	4.3% (n=129)	11.0% (n=329)	22.8% (n=683)	55.9% (n=1,677)	1.5% (n=46)	4.2 (n=2,953)
Maintenance, upgrade, and general upkeep	12.9% (n=368)	15.3% (n=436)	27.2% (n=776)	25.0% (n=711)	19.1% (n=543)	*	3.2 (n=2,835)
Availability of public service staff to manage the use of the public access computers and users	15.9% (n=475)	17.5% (n=526)	27.5% (n=826)	19.0% (n=568)	16.6% (n=497)	3.6% (n=107)	3.0 (n=2,892)
Availability of technical staff to install, maintain, and update the public access computers	15.1% (n=454)	14.8% (n=443)	23.1% (n=694)	21.5% (n=644)	19.3% (n=579)	6.2% (n=186)	3.2 (n=2,814)
Availability of bandwidth to support additional workstations	19.5% (n=586)	15.5% (n=465)	21.3% (n=640)	16.9% (n=508)	19.9% (n=597)	6.8% (n=204)	3.0 (n=2,796)
Availability of electrical outlets, cabling, or other infrastructure	10.0% (n=300)	10.8% (n=325)	15.1% (n=454)	23.2% (n=697)	37.2% (n=1,115)	3.6% (n=107)	3.7 (n=2,892)
Other	4.6% (n=18)	6.5% (n=25)	10.2% (n=39)	25.9% (n=100)	44.4% (n=172)	8.3% (n=32)	4.1 (n=354)

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

Figure 43: Factors Affecting Adding Workstations/Laptops

	Rural Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	7.0% (n=374)	3.5% (n=185)	9.7% (n=520)	16.0% (n=858)	43.3% (n=2,321)	20.5% (n=1,098)	4.1 (n=4,259)
Cost Factors	4.7% (n=251)	3.8% (n=203)	11.8% (n=631)	20.1% (n=1,077)	57.8% (n=3,099)	1.8% (n=96)	4.3 (n=5,261)
Maintenance, upgrade, and general upkeep	11.2% (n=583)	13.7% (n=712)	26.6% (n=1,385)	26.0% (n=1,355)	22.2% (n=1,155)	*	3.3 (n=5,189)
Availability of public service staff to manage the use of the public access computers and users	14.9% (n=796)	16.1% (n=861)	26.4% (n=1,415)	20.7% (n=1,110)	18.5% (n=990)	3.5% (n=185)	3.1 (n=5,171)
Availability of technical staff to install, maintain, and update the public access computers	14.8% (n=793)	14.0% (n=751)	24.1% (n=1,292)	21.4% (n=1,149)	22.5% (n=1,205)	3.1% (n=167)	3.2 (n=5,139)
Availability of bandwidth to support additional workstations	17.1% (n=915)	13.7% (n=733)	21.5% (n=1,152)	20.1% (n=1,077)	23.6% (n=1,262)	4.1% (n=218)	3.6 (n=5,198)
Availability of electrical outlets, cabling, or other infrastructure	13.3% (n=712)	8.6% (n=461)	15.4% (n=826)	22.8% (n=1,223)	36.9% (n=1,977)	3.0% (n=159)	3.6 (n=5,198)
Other	6.5% (n=72)	4.1% (n=45)	11.4% (n=126)	22.6% (n=248)	52.4% (n=577)	3.0% (n=33)	4.1 (n=1,068)

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

Figure 44: 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	41.7% (n=211)	45.5% (n=1,366)	32.8% (n=1,759)	37.6% (n=3,335)
Library director	10.8% (n=54)	40.8% (n=1,223)	59.5% (n=3,194)	50.4% (n=4,471)
Building-based IT staff (IT specialist)	36.3% (n=183)	25.1% (n=754)	10.9% (n=586)	17.2% (n=1,524)
System-level IT staff	58.3% (n=294)	28.6% (n=858)	18.2% (n=975)	24.0% (n=2,128)
Library consortia or other library organization	13.0% (n=66)	24.8% (n=744)	17.3% (n=930)	19.6% (n=1,739)
County/City IT staff	34.5% (n=174)	19.5% (n=586)	9.9% (n=529)	14.5% (n=1,290)
State telecommunications network staff	2.7% (n=14)	2.7% (n=82)	3.0% (n=159)	2.9% (n=254)
State library IT staff	4.0% (n=20)	6.9% (n=207)	9.9% (n=532)	8.6% (n=760)
Outside vendor/contractor	19.3% (n=97)	34.2% (n=1,026)	42.8% (n=2,297)	38.5% (n=3,421)
Volunteer(s)	2.7% (n=14)	7.0% (n=211)	16.3% (n=876)	12.4% (n=1,101)
Other source	1.3% (n=7)	6.0% (n=179)	6.1% (n=329)	5.8% (n=515)
Key: *: Insufficient data to report				

Sources of information technology (IT) support used by public library outlets (Figure 44) continue to indicate that non-IT specialists are providing the majority of support services (88.0 percent), a large increase from the 70.7 percent reported in the 2010-2011 survey. In urban (41.7 percent) and suburban (45.5 percent) libraries, public service staffs are providing most of this type of support, while rural libraries depend more on library directors (59.5 percent). The metropolitan variation has as much to do with overall staffing in rural libraries compared with larger suburban and urban libraries. There are large metropolitan discrepancies for system-level IT staff as a source of IT support: urban (58.3 percent), suburban (40.8 percent), and rural (18.2 percent). Outside vendors/contractors are another important source (38.5 percent), particularly for rural libraries (42.8 percent).