

Figure 98: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment, by State (1 = Strongly Disagree, 5 = Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Alabama (n=241)	2.9 (n=238)	2.4 (n=234)	2.0 (n=238)	2.7 (n=235)	4.0 (n=241)	3.4 (n=241)	3.0 (n=203)	--
Alaska (n=88)	2.8 (n=88)	2.8 (n=88)	3.6 (n=88)	2.4 (n=75)	3.5 (n=86)	3.7 (n=88)	2.4 (n=83)	5.0 (n=2)
Arizona (n=185)	2.9 (n=183)	2.3 (n=185)	2.7 (n=185)	1.6 (n=172)	3.2 (n=183)	2.7 (n=185)	2.5 (n=177)	--
Arkansas (n=197)	3.2 (n=191)	2.5 (n=184)	2.4 (n=190)	2.1 (n=191)	3.8 (n=197)	3.7 (n=191)	3.3 (n=191)	--
California (n=786)	3.2 (n=786)	3.1 (n=779)	2.9 (n=781)	1.8 (n=756)	3.6 (n=783)	3.3 (n=768)	2.5 (n=602)	3.0 (n=12)
Colorado (n=202)	2.6 (n=187)	2.6 (n=186)	2.2 (n=190)	1.9 (n=189)	3.2 (n=202)	3.0 (n=198)	2.5 (n=186)	1.0 (n=2)
Connecticut (n=209)	2.6 (n=209)	2.4 (n=204)	2.3 (n=209)	1.8 (n=191)	3.6 (n=207)	3.1 (n=207)	2.4 (n=181)	5.0 (n=2)
Delaware (n=28)	2.6 (n=27)	2.8 (n=27)	2.1 (n=25)	2.7 (n=24)	4.1 (n=28)	3.1 (n=27)	2.6 (n=25)	--
Florida (n=357)	3.2 (n=356)	2.9 (n=347)	2.8 (n=356)	1.9 (n=341)	3.8 (n=357)	2.9 (n=354)	2.9 (n=343)	5.0 (n=2)
Georgia (n=324)	3.2 (n=324)	2.9 (n=319)	2.5 (n=324)	2.1 (n=317)	4.1 (n=317)	3.4 (n=313)	3.5 (n=292)	5.0 (n=11)
Hawaii (n=46)	3.4 (n=46)	3.5 (n=46)	3.6 (n=45)	2.7 (n=44)	3.6 (n=46)	3.4 (n=46)	3.1 (n=39)	--
Idaho (n=121)	3.1 (n=118)	2.7 (n=121)	3.2 (n=117)	1.6 (n=116)	3.6 (n=121)	3.5 (n=121)	2.4 (n=113)	--

Figure 98: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment, by State (1 = Strongly Disagree, 5 = Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Illinois (n=700)	2.5 (n=700)	2.3 (n=690)	2.2 (n=694)	1.8 (n=651)	3.5 (n=700)	3.3 (n=700)	2.5 (n=657)	3.0 (n=3)
Indiana (n=376)	2.5 (n=375)	1.9 (n=370)	1.9 (n=371)	1.6 (n=365)	3.4 (n=376)	2.9 (n=375)	2.6 (n=331)	1.0 (n=2)
Iowa (n=448)	2.2 (n=445)	2.0 (n=445)	2.0 (n=447)	1.8 (n=423)	3.5 (n=448)	3.5 (n=446)	2.6 (n=411)	1.0 (n=4)
Kansas (n=346)	2.5 (n=343)	2.2 (n=331)	2.3 (n=341)	1.9 (n=324)	3.4 (n=343)	3.2 (n=346)	2.5 (n=324)	1.0 (n=2)
Kentucky (n=169)	3.1 (n=166)	2.5 (n=161)	2.5 (n=169)	2.0 (n=161)	3.3 (n=166)	3.3 (n=164)	2.6 (n=166)	--
Louisiana (n=283)	2.6 (n=283)	2.4 (n=274)	2.1 (n=275)	1.8 (n=264)	3.4 (n=280)	3.4 (n=283)	3.4 (n=279)	5.0 (n=5)
Maryland (n=171)	3.3 (n=161)	3.5 (n=167)	2.4 (n=160)	1.6 (n=169)	3.6 (n=171)	2.8 (n=168)	1.9 (n=149)	--
Massachusetts (n=400)	2.7 (n=400)	2.5 (n=385)	2.1 (n=385)	1.6 (n=356)	4.0 (n=397)	3.5 (n=400)	2.5 (n=369)	2.5 (n=5)
Michigan (n=497)	2.8 (n=497)	3.1 (n=488)	2.3 (n=495)	1.7 (n=435)	3.8 (n=497)	2.9 (n=494)	2.6 (n=466)	--
Minnesota (n=321)	2.9 (n=319)	3.0 (n=313)	2.1 (n=316)	2.0 (n=313)	3.7 (n=321)	3.3 (n=317)	2.8 (n=295)	--
Mississippi (n=210)	3.3 (n=207)	2.8 (n=205)	3.0 (n=210)	2.2 (n=210)	3.9 (n=202)	3.7 (n=200)	2.9 (n=202)	5.0 (n=2)

Figure 98 (continued): Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment, by State (1 = Strongly Disagree, 5 = Strongly Agree)

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Missouri (n=338)	2.5 (n=334)	2.1 (n=333)	1.9 (n=333)	1.9 (n=333)	3.2 (n=338)	3.0 (n=338)	2.4 (n=329)	--
Montana (n=92)	2.9 (n=92)	2.6 (n=92)	2.7 (n=92)	1.7 (n=80)	3.6 (n=91)	3.3 (n=92)	2.5 (n=79)	--
Nebraska (n=256)	2.6 (n=251)	2.3 (n=251)	2.2 (n=256)	2.1 (n=249)	3.3 (n=256)	3.3 (n=256)	2.6 (n=232)	3.0 (n=5)
Nevada (n=77)	3.4 (n=77)	2.9 (n=74)	2.6 (n=74)	2.2 (n=67)	3.6 (n=74)	2.7 (n=74)	2.0 (n=70)	--
New Jersey (n=343)	2.6 (n=343)	2.4 (n=334)	2.2 (n=333)	1.8 (n=327)	3.4 (n=338)	3.1 (n=338)	2.4 (n=319)	--
New Mexico (n=108)	2.6 (n=108)	2.7 (n=104)	2.6 (n=108)	2.0 (n=104)	3.6 (n=106)	3.1 (n=106)	2.6 (n=101)	3.0 (n=2)
New York (n=931)	2.7 (n=905)	2.5 (n=880)	1.8 (n=884)	1.6 (n=838)	3.7 (n=922)	3.2 (n=931)	2.0 (n=893)	1.0 (n=2)
North Carolina (n=348)	2.9 (n=347)	2.8 (n=347)	2.4 (n=343)	1.8 (n=341)	3.6 (n=348)	3.2 (n=346)	2.3 (n=320)	--
Ohio (n=638)	3.2 (n=638)	2.8 (n=630)	2.4 (n=633)	1.7 (n=598)	3.6 (n=613)	3.1 (n=616)	2.5 (n=592)	4.5 (n=3)
Oklahoma (n=187)	3.4 (n=187)	3.2 (n=178)	2.8 (n=185)	2.3 (n=180)	3.9 (n=185)	3.4 (n=180)	2.8 (n=176)	--
Oregon (n=182)	2.8 (n=180)	2.9 (n=180)	2.1 (n=173)	2.1 (n=164)	4.1 (n=181)	3.7 (n=182)	2.9 (n=177)	3.2 (n=3)
Rhode Island (n=68)	2.6 (n=66)	1.9 (n=67)	2.1 (n=68)	1.7 (n=68)	3.5 (n=68)	3.4 (n=68)	2.5 (n=66)	--
South Carolina (n=154)	3.5 (n=154)	2.6 (n=154)	2.2 (n=154)	1.6 (n=154)	3.9 (n=154)	3.7 (n=154)	2.6 (n=154)	--

Figure 98 (continued): Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment, by State (1 = Strongly Disagree, 5 = Strongly Agree)

<i>States</i>	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
South Dakota (n=130)	2.5 (n=123)	2.1 (n=120)	2.3 (n=125)	2.0 (n=123)	3.2 (n=126)	3.3 (n=130)	2.4 (n=116)	1.0 (n=3)
Tennessee (n=304)	3.2 (n=304)	2.2 (n=295)	2.7 (n=298)	2.1 (n=288)	3.7 (n=304)	3.2 (n=298)	2.6 (n=186)	--
Texas (n=745)	2.9 (n=744)	2.6 (n=719)	2.5 (n=733)	2.0 (n=719)	3.7 (n=745)	3.2 (n=745)	2.6 (n=713)	1.0 (n=2)
Utah (n=104)	2.5 (n=104)	2.7 (n=100)	2.0 (n=104)	1.9 (n=104)	3.4 (n=102)	3.2 (n=104)	2.7 (n=98)	--
Vermont (n=163)	2.7 (n=163)	2.3 (n=149)	2.3 (n=157)	1.9 (n=135)	3.7 (n=159)	3.5 (n=161)	2.5 (n=145)	3.0 (n=2)
Virginia (n=342)	3.1 (n=313)	2.8 (n=306)	2.5 (n=310)	2.1 (n=296)	3.9 (n=342)	3.3 (n=313)	2.5 (n=277)	--
Washington (n= 317)	2.9 (n=306)	2.8 (n=306)	2.2 (n=306)	1.3 (n=297)	3.8 (n=317)	3.4 (n=317)	1.9 (n=300)	5.0 (n=34)
Washington, DC (n=55)	3.0 (n=55)	3.0 (n=55)	2.9 (n=55)	3.0 (n=55)	3.0 (n=55)	3.0 (n=55)	3.0 (n=55)	--
West Virginia (n=155)	3.1 (n=154)	2.3 (n=155)	2.6 (n=155)	2.8 (n=154)	3.4 (n=153)	3.4 (n=148)	3.0 (n=149)	3.0 (n=3)
Wisconsin (n=421)	2.9 (n=414)	2.7 (n=407)	2.6 (n=413)	1.9 (n=378)	3.9 (n=415)	3.7 (n=421)	2.5 (n=405)	5.0 (n=2)
Wyoming (n=71)	2.6 (n=70)	2.2 (n=66)	2.2 (n=69)	1.4 (n=62)	3.2 (n=71)	3.6 (n=69)	2.0 (n=64)	1.0 (n=1)
National	2.9 (n=14,047)	2.6 (n=13,813)	2.4 (n=13,933)	1.9 (n=13,405)	3.6% (n=14,110)	3.3% (n=14,026)	2.6 (n=13,051)	3.7 (n=126)
Key -- = No data to report								

The challenges that affect public libraries' abilities to provide job seeking services (Figure 98) are similar to those that libraries face when providing E-government services (Figure 95). The highest nationally rated challenge is insufficient staff. Only libraries in Alaska, South Dakota and Wyoming rate lack of staff expertise higher. Libraries in Iowa, Kentucky, Louisiana and Nebraska rate lack of staff expertise equally high as insufficient staff, while libraries in Hawaii rate their low connections speed equally challenging and libraries in Louisiana rate liability issues as their other top challenge

About the Information Policy and Access Center

The Information Policy & Access Center (iPAC) is a response to the pressing need for research on the processes, practices, policies, and social issues that govern access to information in our increasingly digital information society. We at iPAC are committed to studying what policies and/or technologies lead to equitable and inclusive information access, a digitally literate population, an informed and engaged public, or access Internet-enabled resources and technologies, among key examples.

iPAC aspires to be an innovative and forward-looking research and education facility that explores social, policy, and technology aspects of information access and use across cultural institutions, government agencies, and other information-based organizations; communities; and populations.

iPAC focuses on three major areas of research and education:

- Libraries, Cultural, and Public Institutions – Research on institutions, such as public libraries, school library media centers, archives, museums, and government agencies that are the sources of information, resources, services, and unifying space within their communities.
- Policy – Analysis of the policies that shape the ways in which these institutions can serve their communities, as well as the roles of these institutions as access points for and providers of government and other information and services in society.
- Diverse Populations – Advocacy and emphasis on the ways in which institutions and policies can promote inclusive information access and services for individuals and communities, including the underserved, underrepresented, and disadvantaged by embracing innovative approaches to diversity.

Through these core aspects of cultural institutions, iPAC seeks to contribute to scholarship and the information professions at the international and national levels, while also serving the local needs of libraries and other cultural institutions in the Washington, DC metropolitan area and the state of Maryland.

About the Authors

John Carlo Bertot serves as Co-Director of the Information Policy & Access Center (ipac.umd.edu) in the College of Information Studies at the University of Maryland. He serves as the survey manager for the Public Library Funding & Technology Access Study survey. His research spans library and government agency technology planning and evaluation, information and telecommunications policy, and E-government. His work has been funded by the U.S. Institute for Museum and Library Studies (IMLS), the National Science Foundation, the American Library Association, (ALA), and the Bill & Melinda Gates Foundation. Bertot serves as chair of the International Standards Organization (ISO) Library Performance Indicator Working Group. Bertot is a member of the ALA Ad Hoc Subcommittee on E-government, and is president-elect of the Digital Government Society of North America. Bertot also is editor of *Library Quarterly* and *Government Information Quarterly*. Most recently, Bertot was funded by an IMLS National Leadership Grant to explore library and government agency collaborative partnerships for E-government services. More information regarding Bertot is available at <http://terpconnect.umd.edu/~jbertot>.

Elizabeth DeCoster, a Graduate Research Associate at the center, received her Masters in Library Science at the University of Maryland College Park's College of Information Studies with a concentration in Information and Diverse Populations. She has worked on the *Gates Public Access Computing Benchmarking Project* and the *Public Library Funding and Technology Access Study*.

Justin Grimes is a Ph.D. candidate in the College of Information Studies at the University of Maryland and a Research Associate at iPAC. He holds an MLS degree from the University of Maryland as well as a B.S. in Integrated Science and Technology from Marshall University. His research interests include information policy and information access.

Sarah M. Katz is a Graduate Research Associate pursuing her Masters in Library Science at the University of Maryland College Park's College of Information Studies focusing on both Archives and E-Government. Her prior work experience includes an extensive background in corporate marketing and communications. As part of iPAC, Sarah is working with members of the various projects to develop a strong voice in branding, messaging and communications for the center and its constituents.

Lesley A. Langa is a Graduate Research Associate at iPAC pursuing a doctoral degree at the University of Maryland College Park's College of Information Studies. Ms. Langa researches policy and access issues in cultural institutions. Her contributions to the iPAC team include data management and analysis for the Public Libraries Funding and Technology Access Study; study design and data collection for the Libraries & Advocacy Project, and; grant writing.

Abigail McDermott is a Graduate Research Associate at the center and iPAC Operations Manager, is pursuing her Masters degree in Library Science at the University of Maryland College Park's College of Information Studies with a focus on E-Government. She previously worked for the international development organization TechnoServe and the Arctic Studies Center at the Smithsonian National Museum of Natural History. Her current projects include PLFTAS data analysis and reports, and the design and development of the new center Website.

Kathryn Sigler, a Graduate Research Associate at the center, recently completed a Masters in Library Science at the University of Maryland College Park's College of Information Studies with a concentration in Information and Diverse Populations. She has been working on the *Public Library Funding and Technology Access Study* since 2009 and she coordinates the center's social media projects.

Appendix A: 2010-2011 Public Library Funding & Technology Access Survey

2050 East Huron Street
Chicago, Illinois 60611-2795
USA

Telephone (312) 944-6780
Fax (312) 440-9374
TDD (312) 944-7298
E-mail: ala@ala.org
<http://www.ala.org>

ALA American Library Association

Dear Library Director:

Since 2006, the American Library Association, with support from the Bill & Melinda Gates Foundation, has conducted a national study of public library public access funding and technology. The Public Library Funding & Technology Access Study builds on previous studies conducted since 1994, and the national public library survey that follows this letter is managed by the Center for Library & Information Innovation at the University of Maryland. We thank you for your participation in the past, and hope that you will continue to participate in these important surveys. More information on the survey is available at www.plinternetsurvey.org.

Data from the survey will help you plan or improve technology and service deployment, assess your library's broadband needs, report progress and challenges to your funders regarding the library's public access technology, and identify the impacts of your library's public computer and Internet access on the community your library serves. The study findings also support efforts to inform and educate stakeholders – policymakers, foundations, elected officials, trustees, and the media – about the value of libraries and issues related to sustaining public library technology services. Recently, study data has:

- been cited in hundreds of media outlets including *USA Today*, *Governing*, the *Wall Street Journal* and NPR;
- informed the National Broadband Plan and successful library grant applications for the Broadband Technology Opportunities Program; and
- been used in Congressional and state-level testimony, as well as in comments to agencies like the Federal Communications Commission.

Additional information and materials from the full study is available at <http://www.plinternetfunding>. We greatly appreciate your participation and look forward to sharing the results of the survey and additional research by summer 2011.

PLEASE COMPLETE THE SURVEY(S) by November 5, 2010.

Please call or e-mail the Center for Library & Information Innovation at the University of Maryland at (301) 405-9445 or <support@clii.umd.edu> with any questions you might have regarding the survey.

Kind Regards,



Keith Fiels
Executive Director

2010 National Survey of Public Library Funding and Technology Access

The American Library Association (ALA) and the Center for Library & Information Innovation in the College of Information Studies at the University of Maryland, with support from the Bill & Melinda Gates Foundation, are surveying a national sample of public libraries regarding their Internet connectivity, computing resources, and technology funding. Ms. Denise M. Davis and Ms. Larra Clark (ALA Office of Research and Statistics) and Dr. John Carlo Bertot (Center for Library & Information Innovation at the University of Maryland) are the study managers. You may access the survey at <http://www.plinternetsurvey.org>.

The survey Web site provides specific instructions for completing the Web survey. The survey contains questions about specific library system branches, as well as system-wide questions. We realize that public libraries in each state are organized differently and that the term “system” can mean something different from state to state. By system we mean the central authority for the library – that is, the entity that makes budget decisions, applies for E-rate, and makes other management decisions. We do not use the term “system” to mean regional cooperatives or other forms of federated libraries. If your library system has branches, you may be asked to complete questions regarding *some* of your branches prior to answering questions about your entire system. By branch, we mean a building that is open to the public and provides services to the community (e.g., lends books, offers public access to the Internet and computers, other). Your library and the branches selected to participate (if applicable) were selected randomly. If you wish to complete the survey for the additional branches in your system (again, if applicable), you will be given the opportunity to do so. **IMPORTANT: To facilitate completion of the Web-based survey, the branch and system questions are presented separately. PLEASE COMPLETE BOTH PARTS OF THE SURVEY.** A glossary of key terms is available beginning on page 17 and on the survey Web site.

Complete the survey, and enter to win an Amazon Kindle

To participate in the 2010 study, please go to <http://www.plinternetsurvey.org> and follow the “Complete Survey” button. You will need to enter your library’s survey ID number (located on the back of the postcard form sent to your library). The survey ID number has a total of two letters followed by four numbers, and is your FSCS library number as assigned by the state library. If you cannot remember and/or locate your library’s survey ID number, the survey Web site provides a link to locate your library ID by state and city. If you prefer, you may complete this print version of the survey and mail/fax your responses back (the contact information is located at the end of the survey).

The survey is not timed. You may complete part of it, save your answers, and return to it at a later time. You may also answer part of the survey and have other members of your library staff answer other parts, if appropriate. Please be sure to complete the survey by **November 5, 2010**. Once completed, you will be able to print or save the answers you provided and keep a copy for your own records.

If you have any questions or issues regarding the survey, please call (301) 405-9445 or e-mail support@cli.umd.edu.

LIBRARY BRANCH LEVEL QUESTIONS (Sections A & B)

Section A: Availability, Connectivity & Access (Questions 1-21)

1. Please indicate whether THIS LIBRARY BRANCH is **open to the public**: (MARK ONE ● ONLY)

<input type="radio"/>	Library branch is permanently closed
<input type="radio"/>	Library branch is temporarily closed
<input type="radio"/>	Library branch is open (please go to question 2)

2. In the current fiscal year, the **total average hours per typical week** that THIS LIBRARY BRANCH is **open to the public** has: (MARK ONE ● ONLY)

<input type="radio"/>	Increased since last fiscal year
<input type="radio"/>	Decreased since last fiscal year
<input type="radio"/>	Stayed the same as last fiscal year

3. Does THIS LIBRARY BRANCH offer **public Internet access**? (MARK ONE ● ONLY)

<input type="radio"/>	No (thank you, please return the survey)
<input type="radio"/>	Yes (please go to question 4)

4. Is THIS LIBRARY BRANCH the only **free of charge public computer and Internet access venue** in the library's service area? (MARK ONE ● ONLY)

<input type="radio"/>	Yes , the library is the only place in the community that provides free public computer and Internet access services
<input type="radio"/>	No , there are other places in the community that provide free public computer and Internet access services (e.g., community technology centers)
<input type="radio"/>	Don't know
<input type="radio"/>	Other (please specify):

5. Please indicate **the number and age of the PUBLIC Internet workstations/laptops** available at THIS LIBRARY BRANCH (include in the count library-provided laptops and multi-purpose workstations that allow access to the Internet. Exclude staff workstations and those that only access the library's Web-based Online Public Access Catalogs). **Even if you cannot estimate the ages of the workstations, please provide the total number of workstations.** (ENTER THE APPROPRIATE NUMBERS IN THE BLANKS)

Number of Public Internet Workstations/Laptops	Average Public Internet Workstation/Laptop Age <i>(please determine age as of September 1, 2010)</i>
_____ TOTAL public Internet workstations/laptops	_____ public Internet workstations/laptops less than 1 year old
	_____ public Internet workstations/laptops 1 year old
	_____ public Internet workstations/laptops 2 years old
	_____ public Internet workstations/laptops 3 years old
	_____ public Internet workstations/laptops 4 years old
	_____ public Internet workstations/laptops 5 years or older

6. Please identify if THIS LIBRARY BRANCH has a public Internet workstation/laptop **replacement policy or procedure**: (MARK ONE ● ONLY)

<input type="radio"/>	Yes, this library has a replacement schedule (please go to question 7)
<input type="radio"/>	No, the library replaces public Internet workstations on an as-needed basis (e.g., when cannot be repaired, no longer operational, or funding is available) (please go to question 9)
<input type="radio"/>	Don't know (please go to question 9)

7. Please specify THIS LIBRARY BRANCH'S **public Internet workstation/laptop replacement schedule**: (MARK ONE ● ONLY)

<input type="radio"/>	Every year
<input type="radio"/>	Every 2 years
<input type="radio"/>	Every 3 years
<input type="radio"/>	Every 4 years
<input type="radio"/>	Every 5 years
<input type="radio"/>	Other (Please specify):

8. Is THIS LIBRARY BRANCH able to **maintain its public access workstation/laptop replacement schedule within the next year?** (MARK ONE ● ONLY)

<input type="radio"/>	No, the library will not be able to maintain its replacement or addition schedule within the next year
<input type="radio"/>	Yes, and the library plans to replace _____ workstations/laptops within the next year
<input type="radio"/>	Yes, but the library does not know how many workstations/laptops it will replace within the next year at this time
<input type="radio"/>	Don't know

9. Does THIS LIBRARY BRANCH **plan to ADD to the total number of** public Internet workstations or laptops in the coming year? (MARK ONE ● ONLY)

<input type="radio"/>	Yes the library plans to ADD public workstations/laptops within the next year
<input type="radio"/>	No, the library does not plan to ADD workstations/laptops within the next year
<input type="radio"/>	Other (please specify):

10. Please identify **the most important factors** that affect THIS LIBRARY BRANCH'S ability or plans to **add more public Internet workstations:** (1=Least Important; 5=Most Important; NA=Not Applicable)

Factors Affecting Adding Workstations/Laptops						
Availability of space	1	2	3	4	5	NA
Cost factors	1	2	3	4	5	NA
Maintenance, upgrade, and general upkeep	1	2	3	4	5	NA
Availability of public service staff to manage the use of the public access computers and users	1	2	3	4	5	NA
Availability of technical staff to install, maintain, and update the public access computers	1	2	3	4	5	NA
Availability of bandwidth to support additional workstations	1	2	3	4	5	NA
Availability of electrical outlets, cabling, or other infrastructure	1	2	3	4	5	NA
Other (please specify):	1	2	3	4	5	NA

11. When a **public access computer** at THIS LIBRARY BRANCH **goes out of service** for any reason other than a computer requiring rebooting, on average how long does it take to get it back into service? (MARK ONE ● ONLY)

<input type="radio"/>	Less than one day
<input type="radio"/>	One day
<input type="radio"/>	Two days
<input type="radio"/>	More than two days
<input type="radio"/>	Don't know
<input type="radio"/>	Other (please specify):

12. Please indicate who provides **information technology (IT) support** (e.g., troubleshooting workstation problems, contracting for Internet connectivity, managing the library Web page) for THIS LIBRARY BRANCH: (MARK ALL ● THAT APPLY)

Source of IT Support	
<input type="radio"/>	Public service staff
<input type="radio"/>	Library director
<input type="radio"/>	Building-based IT staff (IT specialist)
<input type="radio"/>	System-level IT staff
<input type="radio"/>	Library consortia or other library organization (please identify):
<input type="radio"/>	County/City IT staff
<input type="radio"/>	State telecommunications network staff
<input type="radio"/>	State library IT staff
<input type="radio"/>	Outside vendor/contractor
<input type="radio"/>	Volunteer(s)
<input type="radio"/>	Other (please specify):

13. During a typical day, does THIS LIBRARY BRANCH have people waiting to use its public Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, there are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day (e.g., there are almost always patrons waiting to use them)
<input type="radio"/>	Yes, there are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day (e.g., during the morning, during lunch time, or evenings)
<input type="radio"/>	No, there are sufficient public Internet workstations available for patrons who wish to use them during a typical day

14. Please describe **any change in the use** of THIS LIBRARY BRANCH's **public access technology** as compared to twelve (12) months ago: (MARK ONE ● ONLY for each option)

Use of public Internet workstations	<input type="radio"/> Stayed the same <input type="radio"/> Increased <input type="radio"/> Decreased <input type="radio"/> Not applicable <input type="radio"/> Don't know	Use of patron technology training classes	<input type="radio"/> Stayed the same <input type="radio"/> Increased <input type="radio"/> Decreased <input type="radio"/> Not applicable <input type="radio"/> Don't know
Use of library Wi-Fi (wireless) Internet access (if library offers Wi-Fi)	<input type="radio"/> Stayed the same <input type="radio"/> Increased <input type="radio"/> Decreased <input type="radio"/> Not applicable <input type="radio"/> Don't know	Use of library electronic resources (e.g., e-books, databases)	<input type="radio"/> Stayed the same <input type="radio"/> Increased <input type="radio"/> Decreased <input type="radio"/> Not applicable <input type="radio"/> Don't know

15. Please indicate whether THIS LIBRARY BRANCH'S **public access Internet connection (or at least one connection if there are multiple connections) is fiber optic:**

<input type="radio"/>	Yes, the library's Internet connection is fiber optic
<input type="radio"/>	No, the library's Internet connection is not fiber optic
<input type="radio"/>	Don't know

16. Please indicate **the maximum speed** of THIS LIBRARY BRANCH'S **public access Internet connection:** (MARK ONE ● ONLY)

<input type="radio"/>	Less than 256Kbps (kilobits/second)
<input type="radio"/>	257Kbps – 768Kbps
<input type="radio"/>	769Kbps – 1.4Mbps (megabits/second)
<input type="radio"/>	1.5Mbps
<input type="radio"/>	1.6Mbps – 3.0Mbps
<input type="radio"/>	3.1Mbps – 6.0Mbps
<input type="radio"/>	6.1Mbps – 10Mbps
<input type="radio"/>	10.1Mbps – 20Mbps
<input type="radio"/>	20.1Mbps – 30Mbps
<input type="radio"/>	30.1Mbps – 40Mbps
<input type="radio"/>	Greater than 40Mbps
<input type="radio"/>	Don't know (If you do not know your library's connection speed, please contact an individual or group who may know before checking "Don't know")

17. In the last twelve (12) months, **the speed** of THIS LIBRARY BRANCH'S **public access Internet connection:** (MARK ONE ● ONLY)

<input type="radio"/>	Increased
<input type="radio"/>	Stayed the same
<input type="radio"/>	Don't know

18. Given the **observed uses** of THIS LIBRARY BRANCH'S **public Internet access services by patrons,** does the library branch's **public Internet service connection speed meet patron needs?** (MARK ONE ● ONLY)

<input type="radio"/>	The connection speed is insufficient to meet patron needs most of the time
<input type="radio"/>	The connection speed is insufficient to meet patron needs some of the time
<input type="radio"/>	The connection speed is sufficient to meet patron needs almost all of the time
<input type="radio"/>	Don't know

19. If desired, would THIS LIBRARY BRANCH be able to **increase the bandwidth of its public access Internet connection** at this time? (MARK ONE ● ONLY)

<input type="radio"/>	No, this is the maximum speed available to the library branch
<input type="radio"/>	No, there is no interest in increasing the speed of the library's public access Internet connection
<input type="radio"/>	Yes, but we cannot afford the cost of increasing the branch's bandwidth
<input type="radio"/>	Yes, and we have plans to increase the bandwidth within the next year
<input type="radio"/>	Yes, but we have no plans to increase the bandwidth within the next year
<input type="radio"/>	Yes, but we do not have the technical knowledge to increase the bandwidth in the library
<input type="radio"/>	Other (please specify):

20. Is **wireless (Wi-Fi) Internet access available** (e.g., with patron laptops, PDAs, or other wireless devices) at THIS LIBRARY BRANCH? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, wireless access is currently available for public use within this library branch and when the library is closed (e.g., in the library parking lot)
<input type="radio"/>	Yes, wireless access is currently available for public use within this library branch but not available when the library is closed
<input type="radio"/>	No, wireless access is not currently available for public use within this library branch, but there are plans to make it available to the public within the next year (please go to question 22)
<input type="radio"/>	No, wireless access is not currently available for public use within this library branch, and there are no plans to make it available to the public within the next year (please go to question 22)

21. If applicable, does the **library branch's wireless connection share the same bandwidth/connection** as the library's public Internet workstations? (MARK ONE ● ONLY)

<input type="radio"/>	Yes, both the wireless connection and public access workstations in this branch share the same bandwidth/connection with no bandwidth management techniques (e.g., packet shaping, packet prioritization) to manage data transmission
<input type="radio"/>	Yes, both the wireless connection and public access workstations in this branch share the same bandwidth/connection, but with bandwidth management techniques (e.g., packet shaping, packet prioritization) to manage data transmission
<input type="radio"/>	No, the public wireless connection in this branch is separate from the public access workstation bandwidth/ connection
<input type="radio"/>	Don't know (If you do not know if the connection in this branch is shared, please contact an individual or group who may know before checking "Don't know")

Section B: Services Related to Computer and Internet Access (Questions 22-29)

22. Please identify **extent** to which you agree that the below **public Internet services are important to the community** that THIS LIBRARY BRANCH serves: (1=Least Important; 5=Most Important; NA=Not Applicable)

<input type="radio"/>	Provide services for job seekers	1	2	3	4	5	NA
<input type="radio"/>	Provide information for economic development (e.g., start a business, seek business opportunities)	1	2	3	4	5	NA
<input type="radio"/>	Provide access to government information and services, like unemployment benefits, tax forms, Medicare information or paying traffic tickets	1	2	3	4	5	NA
<input type="radio"/>	Provide computer and Internet skills training	1	2	3	4	5	NA
<input type="radio"/>	Provide education resources and databases for K-12 students	1	2	3	4	5	NA
<input type="radio"/>	Provide education resources and databases for students in higher education	1	2	3	4	5	NA
<input type="radio"/>	Provide education resources and databases for home schooling	1	2	3	4	5	NA
<input type="radio"/>	Provide education resources and databases for adult/continuing education students	1	2	3	4	5	NA
<input type="radio"/>	Provide information for college applicants	1	2	3	4	5	NA
<input type="radio"/>	Provide information about the library's community	1	2	3	4	5	NA
<input type="radio"/>	Provide information or databases regarding investments	1	2	3	4	5	NA
<input type="radio"/>	Provide services to immigrant populations	1	2	3	4	5	NA
<input type="radio"/>	Other (please specify):	1	2	3	4	5	NA

23. Please identify what **formal** or **informal information technology training classes** THIS LIBRARY BRANCH offers to its patrons: (**MARK ALL ● THAT APPLY**)

<input type="radio"/>	The library offers formal information technology training classes directly to its patrons (please go to question 24)
<input type="radio"/>	The library offers patrons one-on-one information technology training sessions by appointment with library staff (please go to question 25)
<input type="radio"/>	The library offers informal point-of-use technology assistance (e.g., one-on-one help with Web browsing, using library databases, etc., when patrons ask) (please go to question 25)
<input type="radio"/>	The library provides access to online training material (e.g., Web-based tutorials, Web-based presentations, online technology services such as ElementK, etc.) (please go to question 25)
<input type="radio"/>	The library does not offer any technology training (please go to question 25)

24. Please identify the **formal technology-based training classes** THIS LIBRARY BRANCH has **offered to its patrons** in the last twelve (12) months: (MARK ALL ● THAT APPLY)

<input type="radio"/>	General computer skills (e.g., how to use a mouse and keyboard, printing)
<input type="radio"/>	General computer software use (e.g., word processing, spreadsheets, presentation)
<input type="radio"/>	General Internet use (e.g., set up e-mail, Web browsing)
<input type="radio"/>	General online/Web searching (e.g., using Google, Yahoo or others to locate information)
<input type="radio"/>	Using the library's Online Public Access Catalog (OPAC)
<input type="radio"/>	Using online databases (e.g., using commercial databases to search and find content)
<input type="radio"/>	Safe online practices (e.g., not divulging personal information)
<input type="radio"/>	Accessing online government information (e.g., Medicare, taxes, how to complete forms)
<input type="radio"/>	Accessing online job-seeking and career-related information
<input type="radio"/>	Accessing online medical information (e.g., health literacy)
<input type="radio"/>	Accessing online investment information
<input type="radio"/>	Accessing genealogy information
<input type="radio"/>	Accessing consumer information (e.g., product value, safety, reliability, warranty information)
<input type="radio"/>	Digital photography, software, and online applications (e.g., Photoshop, Flickr)
<input type="radio"/>	Social networking (e.g., blogging, RSS)
<input type="radio"/>	Other (please specify):

25. Please identify the **services that the library makes available to users** either in THIS LIBRARY BRANCH or remotely (e.g., via Web site). Include services that the library may not provide or pay for directly (e.g., statewide databases, digital reference). If the library branch does not offer the service or offers limited access, please also answer question 16b: (MARK ● ALL THAT APPLY)

Resources	Library Does Not Offer Service	Library Offers Service On-site	Library Offers Service Remotely (e.g., to home computer users via library Web)
Digital reference/Virtual reference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensed databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web/business conferencing (e.g., Skype, WebEx)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online instructional courses/tutorials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homework resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio content (e.g., music, audio books, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video content (e.g., streaming video, video clips, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digitized special collections (e.g., letters, postcards, documents, other)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library social networking (e.g., blogs, Flixster, Goodreads)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online book clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 player, flash drive, other)	<input type="radio"/>	<input type="radio"/>	
Allow patrons to connect digital cameras and manipulate content	<input type="radio"/>	<input type="radio"/>	
Allow patrons to burn compact discs/DVDs	<input type="radio"/>	<input type="radio"/>	
Provide access to recreational gaming consoles, software, or Web sites	<input type="radio"/>	<input type="radio"/>	
Provides access to mobile devices (e.g., e-readers, netbooks)	<input type="radio"/>	<input type="radio"/>	

26. Please indicate the **e-government roles and services** THIS LIBRARY BRANCH **provided to its patrons** during the last twelve (12) months: (MARK ● ALL THAT APPLY)

<input type="radio"/>	Library staff provided assistance to patrons applying for or accessing e-government services (e.g., completing Medicare Part D, unemployment benefits, social services benefits forms; applying for licenses; accessing tax forms)
<input type="radio"/>	Library staff provided assistance to patrons for understanding how to access and use e-government Web sites (e.g., assistance navigating the Web site)
<input type="radio"/>	Library staff provided assistance to patrons for understanding government programs and services (e.g., helping users understand programs such as Medicare Part D; immigration/residency requirements)
<input type="radio"/>	Library staff provided assistance to patrons for completing government forms (e.g., unemployment benefits, social services, filing immigration or visa forms)
<input type="radio"/>	The library developed guides, tip sheets, or other tools to help patrons use e-government Web sites and services
<input type="radio"/>	The library offered training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms (e.g., U.S. Citizenship and Immigration Service InfoPass appointment system, State Children's Health Insurance Program - SCHIP)
<input type="radio"/>	The library offered translation services for forms and services in other languages
<input type="radio"/>	The library partnered with government agencies, non-profit organizations, and others to provide e-government services
<input type="radio"/>	The library worked with government agencies (local, state, or federal) to help the agencies improve their websites and/or e-government services
<input type="radio"/>	The library had at least one staff member with expertise and skills in the provision of e-government services
<input type="radio"/>	Other (please specify):

27. Please indicate the **extent to which the below challenges affect the ability** of THIS LIBRARY BRANCH **to help patrons meet their e-government needs**: (1=Strongly Disagree; 5=Strongly Agree; N/A= Not Applicable)

The library has too few workstations to meet patron demand	1	2	3	4	5	NA
The library has workstation time limits that do not allow enough time for patrons to complete their e-government forms, seek government information, etc.	1	2	3	4	5	NA
The library's connection speed is too slow and causes delays meeting patron needs	1	2	3	4	5	NA
Library filters and/or firewalls prevent the library from accessing at least some government Web sites, forms, or services	1	2	3	4	5	NA
The library does not have enough staff to effectively help patrons with their e-government needs	1	2	3	4	5	NA
The library staff does not have the necessary expertise to meet patron e-government needs	1	2	3	4	5	NA
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some e-government services	1	2	3	4	5	NA
Other (please specify):	1	2	3	4	5	NA

28. Please describe how THIS LIBRARY BRANCH **helps patrons seek employment**: (MARK ● ALL THAT APPLY)

<input type="radio"/>	The library provides access to jobs databases and other job opportunity resources
<input type="radio"/>	The library provides access to civil service exam materials
<input type="radio"/>	The library helps patrons complete online job applications
<input type="radio"/>	Library collaborates with outside agencies or individuals to help patrons seek or attain employment (e.g., complete online job applications, receive employment or other training, other)
<input type="radio"/>	The library helps patrons develop business plans and other materials to start businesses
<input type="radio"/>	Library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses
<input type="radio"/>	The library offers classes (either by librarians or others working with the library) on job seeking strategies, interview tips, etc.
<input type="radio"/>	The library offers software and other resources to help patrons create resumes and other employment materials
<input type="radio"/>	Other (please specify):

29. Please indicate **the extent to which the below challenges affect the ability** of THIS LIBRARY BRANCH **to help patrons meet their job seeking needs**: (1=Strongly Disagree; 5=Strongly Agree; N/A= Not Applicable)

The library has too few workstations to meet patron demand	1	2	3	4	5	NA
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	1	2	3	4	5	NA
The library's connection speed is too slow and causes delays meeting patron needs	1	2	3	4	5	NA
Library filters and/or firewalls prevent the library from accessing at least some job Web sites, forms, or services	1	2	3	4	5	NA
The library does not have enough staff to effectively help patrons with their job seeking needs	1	2	3	4	5	NA
The library staff does not have the necessary expertise to meet patron job seeking needs	1	2	3	4	5	NA
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	1	2	3	4	5	NA
Other (please specify):	1	2	3	4	5	NA

LIBRARY SYSTEM LEVEL QUESTIONS (Section C)

Section C: Funding Public Access (Questions 30-42)

30. **Did the library apply for E-rate discounts** during the July 1, 2010, E-rate funding year? (MARK ONE ● ONLY)

<input type="radio"/>	Yes (If yes, please go to question 32)
<input type="radio"/>	Yes, another organization applied on the library's behalf (If yes, please go to question 32)
<input type="radio"/>	No (If no, please go to question 31)
<input type="radio"/>	Unsure (If unsure, skip to question 33)

31. If the library **did not apply for E-rate discounts in 2010**, it was because: (MARK ● ALL THAT APPLY)

<input type="radio"/>	The E-rate application process is too complicated
<input type="radio"/>	The library staff did not feel that the library would qualify
<input type="radio"/>	Our total E-rate discount is fairly low and not worth the time needed to participate in the program
<input type="radio"/>	The library receives E-rate discounts as part of a consortium, so therefore does not apply individually
<input type="radio"/>	The library was denied funding in the past and thus is discouraged from applying in subsequent years
<input type="radio"/>	The library did not apply because of the need to comply with CIPA's (Children's Internet Protection Act) filtering requirements
<input type="radio"/>	The library has applied for E-rate in the past, but no longer finds it necessary
<input type="radio"/>	Other (please specify):

32. If this library is, or will be, **receiving E-rate discounts during the July 1, 2010 E-rate funding year**, please indicate for which services the library receives E-rate funds: (MARK ● ALL THAT APPLY)

<input type="radio"/>	Internet connectivity
<input type="radio"/>	Telecommunications service
<input type="radio"/>	Internal connection costs

33. Did the library *apply directly* (e.g., submit its own application) or as part of a larger application for a National Telecommunications and Information Administration (NTIA) Broadband Technology Opportunity Program (BTOP) or a Department of Agriculture Broadband Initiatives Program (BIP) award(s) in either Wave I or Wave II during 2009-2010? (MARK ONE ● ONLY)

<input type="radio"/>	No (if no, please go to question 35)
<input type="radio"/>	Yes, the library applied directly (if yes, please go to question 34)
<input type="radio"/>	Yes, the library was included in an application submitted by another entity (e.g., city, county, consortium, state, etc.) (if yes, please go to question 34)
<input type="radio"/>	Don't know (if don't know, please go to question 35)

34. If the library applied for either BTOP or BIP, please indicate the type of grant proposal submitted (MARK ● ALL THAT APPLY):

<input type="radio"/>	Public computer center
<input type="radio"/>	Sustainable broadband
<input type="radio"/>	Middle mile
<input type="radio"/>	State Broadband and Data Development (SBDD)
<input type="radio"/>	Don't know
<input type="radio"/>	Other (please specify):

35. Does the library **currently receive, or anticipate receiving in the next two years**, any of the following funding sources **to operate the library**? (MARK ● ALL THAT APPLY)

	FY2011 (or current fiscal year)	FY2012 (or next fiscal year)
Local/county	<input type="radio"/>	<input type="radio"/>
State (including state aid to public libraries or state-supported tax programs)	<input type="radio"/>	<input type="radio"/>
Federal (including LSTA, E-rate discounts, BIP/BTOP)	<input type="radio"/>	<input type="radio"/>
Fees/Fines	<input type="radio"/>	<input type="radio"/>
Donations/local fund raising	<input type="radio"/>	<input type="radio"/>
Government grants (local, state, or national level)	<input type="radio"/>	<input type="radio"/>
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	<input type="radio"/>	<input type="radio"/>

36. For the **fiscal years 2011 (or current fiscal year) and 2012 (or next fiscal year)**, please mark whether the total library operating budget remained (and is anticipated to remain) the same, increased or decreased and in what amount (MARK ONE ● ONLY FOR EACH FISCAL YEAR)

	Increased	Decreased	Stayed the Same
Fiscal Year 2011 (or current fiscal year) Operating Budget	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/>
Fiscal Year 2012 (or next fiscal year) Operating Budget	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/>

37. For the **current fiscal year**, please indicate whether the library anticipates, or has already experienced, **interim (e.g., mid-year) changes** to its total operating budget (MARK ONE ● ONLY)

<input type="radio"/>	Total operating budget for the current fiscal year has/will remain(ed) unchanged
<input type="radio"/>	Total operating budget for the current fiscal year has/will decrease(d)
<input type="radio"/>	Total operating budget for the current fiscal year has/will increase(d)
<input type="radio"/>	Don't know

38. Please indicate in **whole dollars the library's total operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal years 2011 (or current fiscal year) and 2012 (or next fiscal year)**.

NOTE 1: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

NOTE 2: Select N/A (Not Applicable) if the funding category does not apply to this library

	Fiscal Year 2011 (or current fiscal year) Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures (including contractual services)
Source of Funding			
Local/county	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
State (including state aid to public libraries, or state-supported tax programs)	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Federal	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Fees/fines	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Donations/local fund raising	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Government grants (local, state or national level)	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
TOTAL (all sources)	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A

38. (cont'd) Please indicate in **whole dollars the library's total operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal years 2011 (or current fiscal year) and 2012 (or next fiscal year)**.

NOTE 1: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

NOTE 2: Select N/A (Not Applicable) if the funding category does not apply to this library

	Fiscal Year 2012 (or next fiscal year) Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures (including contractual services)
Source of Funding			
Local/county	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
State (including state aid to public libraries, or state-supported tax programs)	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Federal	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Fees/fines	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Donations/local fund raising	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Government grants (local, state or national level)	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A
TOTAL (all sources)	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A	\$ <input type="radio"/> N/A

39. Did the library receive financial support for its **technology expenditures** from outside entities on behalf of the library during the current fiscal year (FY2011)? "On behalf of" support includes services paid directly by another government office or another entity **for** the library (e.g., IT technicians, equipment purchases, etc.). Technology expenditures include staff salaries, any outside vendors providing IT services or support, hardware/software, and telecommunications costs. (MARK ONE ● ONLY)

<input type="radio"/>	The library pays directly for all of its technology costs
<input type="radio"/>	The library pays directly for some of its technology costs
<input type="radio"/>	The library does not pay directly for any of its technology costs (e.g., all IT staff, hardware and telecommunications costs are paid for by the city or county)

40. Does the library expect its **total technology expenditures** for FY2011 (or current fiscal year) and FY 2012 (or next fiscal year) to increase, decrease or remain the same? If increasing or decreasing, please mark the anticipated amount of change.

	Increased	Decreased	Stayed the Same
Fiscal Year 2011 (or current fiscal year) Technology Budget	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/>
Fiscal Year 2012 (or next fiscal year) Technology Budget	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1% - 4% <input type="radio"/> 4.1% - 6% <input type="radio"/> 6.1-10% <input type="radio"/> More than 10%	<input type="radio"/>

41. Please indicate in **whole dollars your library's total technology-related operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal year 2011 (or current fiscal year)**. To the extent possible please **EXCLUDE expenditures for staff hardware/software**. NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Fiscal Year 2011 (or current fiscal year) Technology Expense Category			
	Salaries (including benefits)	Outside Vendors	Computer Hardware/ Computer Software	Telecommunications
Source of Funding				
Local/county	\$	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$	\$
Federal	\$	\$	\$	\$
Fees/fines	\$	\$	\$	\$
Donations/local fund raising	\$	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$	\$
TOTAL (all sources)	\$	\$	\$	\$

42. If desired, please provide any additional detail regarding the technology expenditures for your library:

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Bandwidth/Connectivity Speed	The speed or capacity of a data transmission rate, usually measured in bits per second (i.e., Kbit/s or MBit/s).
Bandwidth Management	A process for measuring, controlling, and managing communications/data transmission of a computer network (e.g., packet shaping, packet prioritizing).
BIP	BIP is the acronym for the Broadband Initiatives Program administered by the Rural Utilities Services (RUS) at the U.S. Department of Agriculture. The Initiatives program is a competitive grant program established by the American Recovery and Reinvestment Act 2009 (Stimulus Bill) that awards loans, grants, or loan/grant combinations to applicants for servicing the rural communities in expanding and increasing the quality of access to broadband services.
Broadband	A term used to describe high-speed Internet access.
BTOP	BTOP is the acronym for the Broadband Technology Opportunities Program administered by the National Telecommunications and Information Agency (NTIA) of the Department of Commerce. BTOP is a competitive grant program awarding ARRA (Stimulus Bill) for support in the deployment of broadband infrastructure, enhancing and expanding public computer centers, encouraging sustainable adoption of broadband service, and developing and maintaining a nationwide public map of broadband service capability and availability.
CIPA (Children's Internet Protection Act)	A Federal law requiring the use of filters on public Internet workstations when the library receives either LSTA or E-rate (see below) funds.
Collections	The library collection consists of all documents provided by a library for its users. Collections comprise documents held locally and remote resources for which permanent or temporary access rights have been acquired. Notes: Access rights may be acquired by the library itself, by a consortium and/or through external funding.
Computer hardware	The physical components that make up a computer.
Computer software	The programs that are run on a computer.
Digital Reference/Virtual Reference	The provision of interactive reference services for patrons via email, chat, or other electronic means.
E-books	Digital documents, licensed or not, where searchable text is prevalent, and which can be seen as analogous to a printed text (based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics).
E-government	The use of technology, predominantly the Internet, as a means to deliver government services to citizens, businesses, and other entities.
E-rate Funds	Funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access.
Federal Government Revenue	This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the state.
Fiber Optic	A high-speed data transmission medium that uses pulses of light.
Firewall	A method for restricting or blocking unauthorized access on a computer network.
Fiscal Year	A financial 12-month period as reckoned for reporting, accounting, and/or taxation purposes (i.e., the date range that a library uses in reporting to local government agencies).
Formal Technology Training Classes	Technology training classes offered or sponsored by the library with a set curriculum and course instructor. The class may occur in the library or in another facility, and the instructor may or may not be a member of the library staff.


GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Funding Sources	<p>Local/county government - Includes all tax and non-tax receipts designated by the community, district, or region and available for expenditure by the library. The value of any contributed or in-kind services or the value of any gifts and donations are excluded.</p> <p>State - All funds distributed to the library by State government for expenditure by the library, except for federal money distributed by the State. This includes funds from such sources as penal fines, license fees, and mineral rights.</p> <p>Federal - All federal government funds distributed to the library for expenditure by the library, including federal money distributed by the State.</p>
Hours Open in a Typical Week	If a library is open from 9 a.m. to 5 p.m., Monday through Friday, it should report 40 hours per week. Should the library also be open one evening from 7:00PM to 9:00PM, the total hours during which users can find service becomes 42.
Information Technology Training	Formal or informal training sessions that cover specific topics (e.g., Web browser basics, Internet searching, basic computing skills).
Kbps	Kilobits per second.
Library Branch	A library facility. In the case of some public libraries, there is only one facility. Other public libraries have several facilities, which are sometimes referred to as branches of a library system. A branch has at least all of the following: 1. Separate quarters; 2. An organized collection of library materials; 3. Paid staff; and 4. Regularly scheduled hours for being open to the public.
Library System	Any independent library, or group of libraries, under a single director or a single administration. Note 1: The term "independent" does not imply legal or financial independence but only that the library is a recognizably separate unit, typically within a larger organization. Note 2: Typically the administrative unit is an organization containing a central/main library, branch libraries, and administrative functions.
Library Services and Technology Act (LSTA) State Programs Revenue	Through the Grants to States program, the Institute of Museum and Library Services provides funds to State Library Administrative Agencies (SLAAs) using a population-based formula. State libraries may use the appropriation to support statewide initiatives and services. They also may distribute the funds through subgrant competitions or cooperative agreements to public, academic, research, school, and special libraries in their state. (see http://www.ims.gov/programs/programs.shtm)
Licensed Databases	Collection of electronically stored data or unit records (facts, bibliographic data, and texts) with a common user interface and software for the retrieval and manipulation of the data. Licensed databases are those typically contracted through a vendor by the library for patron access (e.g., Gale, Ebsco, ProQuest). (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Local Government Revenue	This includes all local government funds designated by the community, district, or region and made available for expenditure by the public library. Does not include the value of any contributed or in-kind services or the value of any gifts and donations, library fines, fees, or grants. Does not include state, federal, or other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate.
Mbps	Megabits per second.
“On behalf of”	An outside agency or organization pays directly for the support and no funding passes through the library operating budget.
Online Public Access Catalogs (OPACs)	An electronic catalog of library materials and/or services that patrons can access.
Operating Expenses	<p>Current and recurrent costs necessary for the provision of library services, such as personnel, library materials, binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of the physical facility.</p> <p>Operating expense categories include: Salaries/benefits - All monies paid before deductions to all library staff paid from library's budget (reporting unit's budget) for work performed. This definition INCLUDES employee fringe benefits. Professional staff are staff members doing work that requires professional education (the master's degree or its equivalent) in the theoretical and scientific aspects of librarianship; also, in some libraries, staff performing professional level tasks who, though not librarians, have equivalent education and training in related fields (e.g., archives, computer sciences, business administration, education). Also include paid support staff and paid student workers.</p> <p>Collections - All expenditures for materials purchased or leased for use by the public, such as print materials (including microforms), machine-readable materials, audio-visual materials, etc.</p> <p>Other expenditures - Operating expenditures not included in any other expenditure subcategory. (Also called Miscellaneous Expenditures).</p>
Other Operating Expenditures	This includes all expenditures other than those reported for Total Salaries Expenditures and Total Collection Expenditures. Note: Includes expenses such as binding, supplies, repair or replacement of existing furnishings and equipment; and costs of computer hardware and software used to support library operations or to link to external networks, including the Internet. Report contracts for services, such as costs of operating and maintaining physical facilities, and fees paid to a consultant, auditor, architect, attorney, etc.
Outside Vendor	A service supplier (e.g., technical support, computer repair) who is not directly associated with the library.
PDA (Personal Digital Assistant)	A hand-held computing device.
Public Internet Workstations	Those workstations within the library outlet that provide public access to the Internet, including those that provide access to a limited set of Internet-based services such as online databases. This includes circulating laptops.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Recreational gaming	Recreational gaming includes consoles like Xbox, Playstation, or Wii; software like The Sims; or Web sites like Runescape. It does not refer to gambling.
RSS	RSS (or Really Simple Syndication) is a typically free subscription service that syndicates news, video, audio, blog entries, and other content through a standardized, XML format to users. It allows any provider (be it news, corporations, blogs or the government) to provide updates immediately through one channel to users. RSS feeds are universally noted by the symbol  .
State Government Revenue	This includes all funds distributed to public libraries by State government for expenditure by the public libraries, except for federal money distributed by the state. This includes funds from such sources as penal fines, license fees, and mineral rights. Note: If operating revenue from consolidated taxes is the result of state legislation, the revenue should be reported under state revenue (even though the revenue may be from multiple sources).
Technology-Related Expenditures/Technology Budget	<p>Funds allocated specifically for the costs associated with information technology.</p> <p>Expenditures include <i>Computer Hardware, Software, Supplies, and Maintenance Expenditures, and Electronic Access Expenditures.</i></p> <p><i>Telephone lines</i> can be included as a Technology-Related Expenditure only if they are used to provide Internet access.</p> <p><i>Computer Hardware, Software, Supplies, and Maintenance Expenditures</i> are defined as expenditures from the library budget for computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. Includes expenditures for maintenance and for equipment used to run information service products when that expenditure can be separated from the price of the product.</p> <p><i>Electronic Access Expenditures</i> are defined as all operating expenditures from the library budget associated with access to electronic materials and services. These expenditures include computer hardware and software used to support library operations, whether purchased or leased, mainframe and microcomputer. Includes expenditures for maintenance. Includes expenditures for services provided by national, regional, and local bibliographic utilities, networks, consortia and commercial services. Includes all fees and usage costs associated with such services as OCLC FirstSearch or electronic document delivery. Excludes capital expenditures.</p>
Telecommunications	Includes any expenditures related to providing Internet connectivity, including the installation, configuration, and ongoing costs related to a telecommunication circuit. This includes Internet connection types such as DSL, cable, a leased line (i.e. frame relay), and fiber optics. Also included would be any network support charges related to this circuit and any costs for hardware needed to make the connection, such as routers, CSU/DSUs, or other telecommunications equipment.
Total Operating BudgetRevenue	This is the sum of Local Government Revenue, State Government Revenue, Federal Government Revenue, and other operating revenue (e.g., fees/fines, grants, etc.).

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS

Typical Week	A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.
USB (universal serial bus)	A common computer interface for attaching peripherals (e.g., printers) or devices (e.g., flash drives, digital cameras) to a computer.
Wireless (Wi-Fi) Internet Access	Internet access that does not require a direct connection (typically Ethernet) for access. Most typically, wireless access adheres to the IEEE 802.11 standard for interoperability and compatibility.
Workstation	A computer and related components (including a monitor, keyboard, hard drive, and software) that are capable of displaying graphical images, pictorial representations, and/or other multi-media formats.

THANK YOU FOR YOUR PARTICIPATION!

For questions concerning the survey, please contact:

Center for Library & Information Innovation

College of Information Studies

University of Maryland

4105 Hornbake Building, South Wing

College Park, MD 20742

(301) 405-9445 phone

(301) 314-8620 fax

<support@clii.umd.edu> e-mail