

Library E-government and Employment Services and Challenges

Figure 38: E-Government Roles and Services of the Public Library Outlets by Metropolitan Status				
E-Government roles and services	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Staff provide assistance to patrons applying for or accessing e-government services	77.5% (n=1,761)	81.2% (n=3,991)	81.4% (n=5,610)	80.7% (n=11,363)
Staff provide as needed assistance to patrons for understanding how to access and use e-government Web sites	92.2% (n=2,094)	92.1% (n=4,525)	87.2% (n=6,011)	89.7% (n=12,630)
Staff provide assistance to patrons for understanding government programs and services	54.7% (n=1,242)	54.1% (n=2,661)	45.9% (n=3,164)	50.2% (n=7,067)
Staff provide assistance to patrons for completing government forms	71.7% (n=1,631)	66.0% (n=3,246)	67.8% (n=4,672)	67.8% (n=9,549)
The library developed guides, tip sheets, or other tools to help patrons use e-government websites and services	23.9% (n=542)	20.5% (n=1,010)	14.2% (n=978)	18.0% (n=2,530)
The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms	20.1% (n=457)	8.3% (n=410)	4.6% (n=320)	8.4% (n=1,187)
The library offered translation services for forms and services in other languages	11.7% (n=266)	10.6% (n=521)	3.5% (n=243)	7.3% (n=1,031)
The library is partnering with government agencies, non-profit organizations, and others to provide e-government services	33.4% (n=760)	25.8% (n=1,266)	21.2% (n=1,459)	24.7% (n=3,485)
The library is working with government agencies (local, state, or federal) to help agencies improve their websites and/or e-government services	11.7% (n=253)	8.9% (n=422)	5.7% (n=377)	7.8% (n=1,052)
The library has at least one staff member with significant knowledge and skills in provision of e-government services	29.4% (n=669)	19.1% (n=937)	16.0% (n=1,105)	19.3% (n=2,711)
Other	2.8% (n=64)	2.4% (n=120)	3.0% (n=208)	2.8% (n=392)
Will not total 100%, as categories are not mutually exclusive				

Figure 38 illustrates the E-government services public library outlets provide patrons. The majority of libraries report providing assistance to patrons for understanding how to access and use E-government websites (89.7 percent), applying for or accessing E-government services (80.7 percent), and completing government forms (67.8 percent). The percentage of libraries that report providing several of these services continues to increase, particularly assistance for understanding government programs and services (50.2 percent, up from 43.3 percent in 2009-2010) and partnering with government agencies and others for providing E-government services (24.7 percent, up from 13.4 percent in 2008-2009).

Figure 39: Challenges that Affect the Ability of Public Library Outlets to Help Patrons Meet their E-Government Needs (1 = Least Important, 5 = Most Important)

Challenges	Overall						Average (n)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	19.4% (n=2,828)	17.7% (n=2,580)	25.7% (n=3,743)	16.3% (n=2,379)	16.8% (n=2,452)	4.0% (n=583)	2.9 (n=13,982)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	27.0% (n=3,930)	21.5% (n=3,129)	22.8% (n=3,319)	13.9% (n=2,019)	9.5% (n=1,379)	5.3% (n=777)	2.5 (n=13,776)
This library's connection speed is too slow and causes delays meeting patron demands	35.4% (n=5,152)	21.8% (n=3,172)	17.9% (n=2,607)	11.0% (n=1,607)	9.7% (n=1,412)	4.1% (n=596)	2.3 (n=13,949)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	48.6% (n=7,045)	23.1% (n=3,344)	12.2% (n=1,767)	4.8% (n=693)	3.2% (n=462)	8.1% (n=1,177)	1.8 (n=13,312)
This library does not have enough staff to effectively help patrons with their E-Government needs	9.3% (n=1,354)	11.2% (n=1,632)	20.3% (n=2,957)	21.5% (n=3,131)	34.2% (n=4,984)	3.6% (n=528)	3.6 (n=14,058)
This library's staff does not have the necessary expertise to meet patron E-Government needs	8.4% (n=1,222)	13.1% (n=1,902)	24.4% (n=3,545)	22.9% (n=3,329)	27.6% (n=4,010)	3.5% (n=506)	3.5 (n=14,008)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	24.4% (n=3,478)	18.4% (n=2,627)	20.1% (n=2,872)	11.7% (n=1,665)	16.5% (n=2,354)	8.8% (n=1,261)	2.7 (n=12,996)

Figure 39 indicates the degree to which certain challenges affect the ability of public library outlets to help patrons meet their E-government needs. Overall, adequate staffing was the greatest challenge faced by libraries in meeting patron E-government needs (55.7 percent reported this as important or most important). E-Government expertise was also a challenge, with 50.5 percent of libraries reporting that library staff does not have the necessary expertise to meet patron E-government needs, presenting an important (22.9 percent) or most important (27.6 percent) challenge. Although less significant, a growing number of libraries report that workstation time limits are a challenge; only 14.9 percent rated this issue as important or most important in 2009-2010, while 23.4 percent rated this issue as important or most important in the current survey. This may reflect increasing demand for public access workstations.

Figures 40 through 42 present the detail of challenges affecting urban, suburban and rural libraries in making E-government services available to users. Urban libraries also reported that staffing issues present a significant challenge in meeting patrons' E-government needs (51.8 percent reported this as important or most important). While last year 52.1 percent of urban libraries reported "too few workstations" as an important or most important challenge, the number fell to 42.9 percent this year. The lack of staff expertise (36.7 percent) also was a challenge in the meeting patron E-government needs, but less of a challenge than last year (42.4 percent).

Responses from suburban outlets are similar, with 55.6 percent of libraries reporting that not having enough staff to effectively help patrons meet their E-government needs presents an important (19.3 percent) or most important (36.3 percent) challenge and 47.3 percent of libraries reported that lack of staff expertise necessary to meet patron E-government needs presents an important (21.5 percent) or most important (25.8 percent) challenge. As with urban libraries, although these challenges remain significant,

they represent slight decreases from last year's numbers (58.6 percent reporting insufficient staff and 51.3 percent reporting lack of necessary expertise).

Responses from rural outlets are also similar, with 56.9 percent of libraries reporting that not having enough staff to effectively help patrons meet their E-government needs presents an important (21.3 percent) or most important (35.6 percent) challenge, representing a slight decrease from last year's figure of 59.3. However, 57.3 percent of rural public libraries reported that lack of staff expertise necessary to meet patron E-government needs presents an important (24.9 percent) or most important (32.4 percent) challenge, the same as last year's figure.

Figure 40: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs (1 = Least Important, 5 = Most Important)

Challenges	Urban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	11.6% (n=280)	13.9% (n=335)	27.2% (n=654)	19.2% (n=463)	23.7% (n=571)	4.4% (n=106)	3.3 (n=2,302)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	11.9% (n=287)	22.9% (n=552)	31.8% (n=765)	17.8% (n=429)	10.8% (n=259)	4.7% (n=113)	2.9 (n=2,293)
This library's connection speed is too slow and causes delays meeting patron demands	38.3% (n=920)	22.0% (n=527)	17.8% (n=427)	8.7% (n=208)	8.6% (n=206)	4.7% (n=113)	2.2 (n=2,289)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	52.3% (n=1,255)	25.5% (n=612)	10.2% (n=244)	2.7% (n=64)	1.7% (n=42)	7.6% (n=181)	1.7 (n=2,217)
This library does not have enough staff to effectively help patrons with their E-Government needs	6.4% (n=151)	12.9% (n=302)	23.6% (n=556)	26.5% (n=624)	25.3% (n=595)	5.2% (n=123)	3.5 (n=2,228)
This library's staff does not have the necessary expertise to meet patron E-Government needs	8.1% (n=189)	17.8% (n=418)	32.5% (n=762)	19.9% (n=467)	16.8% (n=393)	4.9% (n=115)	3.2 (n=2,228)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	25.4% (n=561)	19.5% (n=431)	19.5% (n=431)	12.6% (n=280)	12.9% (n=285)	10.1% (n=223)	2.6 (n=1,988)

1=Least Important; 5=Most Important

Figure 41: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs (1 = Least Important, 5 = Most Important)

Challenges	Suburban Public Libraries						Average (n)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	18.0% (n=894)	18.5% (n=894)	26.8% (n=1,326)	14.7% (n=728)	17.2% (n=850)	4.8% (n=240)	2.9 (n=4,717)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	25.1% (n=1,248)	21.1% (n=1,063)	23.0% (n=1,140)	15.4% (n=766)	9.8% (n=484)	5.3% (n=265)	2.6 (n=4,701)
This library's connection speed is too slow and causes delays meeting patron demands	36.1% (n=1,783)	23.3% (n=1,152)	17.5% (n=867)	10.0% (n=492)	8.6% (n=426)	4.6% (n=226)	2.3 (n=4,721)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	50.6% (n=2,503)	24.4% (n=1,206)	10.2% (n=505)	4.2% (n=209)	2.6% (n=130)	7.9% (n=393)	1.7 (n=4,554)
This library does not have enough staff to effectively help patrons with their E-Government needs	8.8% (n=441)	12.6% (n=633)	19.5% (n=979)	19.3% (n=970)	36.3% (n=1,825)	3.5% (n=178)	3.6 (n=4,848)
This library's staff does not have the necessary expertise to meet patron E-Government needs	8.8% (n=437)	16.2% (n=807)	23.8% (n=1,186)	21.5% (n=1,070)	25.8% (n=1,283)	3.9% (n=192)	3.4 (n=4,781)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	21.9% (n=1,074)	21.2% (n=1,030)	19.3% (n=946)	11.3% (n=554)	17.8% (n=873)	8.5% (n=416)	2.8 (n=4,477)

1=Least Important; 5=Most Important

Figure 42: Challenges that affect the ability of the Public Library Outlets to Help Patrons Meet their E-Government Needs (1 = Least Important, 5 = Most Important)

Challenges	Rural Public Libraries						Average (n)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	23.0% (n=1,655)	18.4% (n=1,327)	24.5% (n=1,763)	16.5% (n=1,188)	14.3% (n=1,031)	3.3% (n=238)	2.8 (n=6,963)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	33.4% (n=2,395)	21.1% (n=1,513)	19.7% (n=1,413)	11.5% (n=824)	8.9% (n=636)	5.5% (n=398)	2.4 (n=6,782)
This library's connection speed is too slow and causes delays meeting patron demands	34.0% (n=2,448)	20.7% (n=1,492)	18.2% (n=1,313)	12.6% (n=907)	10.8% (n=779)	3.6% (n=257)	2.4 (n=6,939)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	46.0% (n=3,286)	21.4% (n=1,525)	14.3% (n=1,019)	5.9% (n=420)	4.1% (n=291)	8.4% (n=603)	1.9 (n=6,541)
This library does not have enough staff to effectively help patrons with their E-Government needs	10.6% (n=762)	9.7% (n=697)	19.7% (n=1,423)	21.3% (n=1,537)	35.6% (n=2,564)	3.2% (n=228)	3.6 (n=6,982)
This library's staff does not have the necessary expertise to meet patron E-Government needs	8.3% (n=597)	9.4% (n=677)	22.2% (n=1,598)	24.9% (n=1,792)	32.4% (n=2,334)	2.8% (n=198)	3.6 (n=6,998)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	25.8% (n=1,843)	16.3% (n=1,166)	20.9% (n=1,496)	11.6% (n=830)	16.7% (n=1,195)	8.7% (n=622)	2.7 (n=6,531)

1=Least Important; 5=Most Important

Figure 43: Job Seeking Services of the Public Library Outlets, by Metropolitan Status				
Job seeking roles and services	Metropolitan Status			Overall
	Urban	Suburban	Rural	
The library provides access to jobs databases and other job opportunity resources	92.6% (n=2,174)	94.6% (n=4,775)	87.9% (n=6,305)	90.9% (n=13,254)
The library provides access to civil service exam materials	90.1% (n=2,115)	83.3% (n=4,206)	68.4% (n=4,909)	77.0% (n=11,231)
The library helps patrons complete online job applications	72.6% (n=1,705)	69.4% (n=3,505)	73.5% (n=5,277)	71.9% (n=10,486)
The library collaborates with outside agencies or individuals to help patrons complete online job applications	42.6% (n=1,000)	29.5% (n=1,492)	25.0% (n=1,798)	29.4% (n=4,290)
The library helps patrons develop business plans and other materials to start businesses	30.1% (n=707)	18.5% (n=935)	10.0% (n=720)	16.2% (n=2,362)
The library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses	22.4% (n=525)	16.6% (n=840)	10.7% (n=768)	14.6% (n=2,133)
The library offers classes (either by librarians or others working with the library) on job seeking strategies, interview tips, etc.	42.1% (n=988)	34.3% (n=1,734)	13.7% (n=983)	25.4% (n=3,706)
The library offers software and other resources to help patrons create resumes and other employment materials	84.8% (n=1,990)	78.4% (n=3,960)	68.4% (n=4,911)	74.5% (n=10,862)
Other	2.6% (n=60)	3.2% (n=163)	3.5% (n=253)	3.3% (n=477)
Will not total 100%, as categories are not mutually exclusive				

Figure 43 shows the job seeking services provided by public libraries. Provision of these services has increased across the board since this was first asked in last year's survey. A large majority provide access to job databases and other online resources (90.9 percent); provide access to civil service exam materials (77.0 percent); offer software and other resources to help patrons create resumes and other employment materials (74.5 percent); and help patrons complete online job applications (71.9 percent).

Figure 44: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs

Challenges	Overall						Average (n)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	22.7% (n=3,279)	17.8% (n=2,568)	23.7% (n=3,425)	15.7% (n=2,270)	17.3% (n=2,504)	2.7% (n=393)	2.9 (n=14,047)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	26.9% (n=3,881)	21.1% (n=3,043)	21.8% (n=3,146)	14.7% (n=2,121)	11.2% (n=1,621)	4.2% (n=609)	2.6 (n=13,813)
This library's connection speed is too slow and causes delays meeting patron needs	34.9% (n=5,025)	22.1% (n=3,185)	18.9% (n=2,718)	10.9% (n=1,572)	10.0% (n=1,434)	3.3% (n=468)	2.4 (n=13,933)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	46.7% (n=6,675)	23.4% (n=3,349)	14.6% (n=2,090)	5.7% (n=814)	3.3% (n=477)	6.2% (n=883)	1.9 (n=13,405)
The library does not have enough staff to effectively help patrons with their job seeking needs	9.1% (n=1,326)	11.5% (n=1,670)	20.6% (n=2,995)	22.3% (n=3,239)	33.6% (n=4,880)	2.8% (n=401)	3.6 (n=14,110)
The library staff does not have the necessary expertise to meet patron job seeking needs	12.1% (n=1,740)	16.0% (n=2,305)	25.7% (n=3,713)	20.8% (n=3,004)	22.6% (n=3,263)	2.8% (n=405)	3.3 (n=14,026)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	27.8% (n=3,933)	20.0% (n=2,828)	20.6% (n=2,919)	11.0% (n=1,560)	12.8% (n=1,811)	7.8% (n=1,111)	2.6 (n=13,051)
Other	11.7% (n=30)	2.4% (n=6)	3.9% (n=10)	1.5% (n=4)	29.8% (n=76)	50.7% (n=130)	3.7 (n=126)

1=Least Important; 5=Most Important

Figure 44 shows the challenges that affect public libraries' overall ability to provide job-seeking services to patrons. The greatest challenges reported were not having enough staff to meet patron needs (55.9 percent agree or strongly agree), followed by a lack of staff with the necessary expertise (43.3 percent agree or strongly agree) and an insufficient number of workstations (32.5 percent agree or strongly agree). This is consistent with last year's findings.

Figures 45 through 47 present the details of challenges affecting the ability of urban, suburban and rural public libraries to provide employment-seeking services to patrons.

As in 2009-2010, urban libraries rank the challenges to helping patrons meet their employment needs differently than that of libraries overall (see Figure 44). 52.6 percent (27.0 percent important, 25.6 percent most important) report that they do not have enough staff to meet patron needs. Of urban libraries, 43.6 percent (21.1 percent important, 24.3 percent most important) report that they have too few workstations, whereas suburban and rural libraries report this as the third most significant challenge. The third most significant challenge in urban libraries is workstation time limits (33.4 percent important or most important), which is less important in suburban and rural libraries. However, 28.6 percent (12.1 percent strongly agree, 16.0 percent agree) of urban libraries identify a lack of staff expertise as a problem, which is the second highest rated challenge for suburban and rural libraries.

Figure 45 illustrates the challenges affecting suburban public libraries' job seeking services. 56.7 percent (21.1 percent important, 35.6 percent most important) report that they do not have enough staff to meet

patron needs, followed by 40.8 percent (19.5 percent important, 21.3 percent most important) reporting that the staff does not have the necessary expertise and 33.0 percent (14.6 percent agree, 18.4 percent strongly agree) reporting that they have too few workstations.

Figure 46 illustrates the challenges that affect the job seeking services of rural public libraries. 56.3 percent (22.1 percent important, 34.2 percent most important) report that they do not have enough staff to meet patron needs, followed by 50.0 percent (23.0 percent important, 27.0 percent most important) reporting that the staff does not have the necessary expertise and 29.2 percent (14.8 percent important, 14.4 percent most important) reporting that they have too few workstations. Internet connection speeds are a problem for 22.1 percent (11.1 percent important, 11.0 percent most important) of rural libraries, likely an indication of the slower connection speeds reported by rural libraries in Figure 21, and an increase from last year's number of 19.7 percent of rural public libraries reporting connection speed as being a problem.

Figure 45: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs

Challenges	Urban Public Libraries						Average (n=2,200)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	12.7% (n=293)	13.7% (n=314)	23.9% (n=550)	21.1% (n=484)	24.3% (n=559)	4.3% (n=98)	3.3 (n=2,200)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	11.5% (n=265)	21.9% (n=503)	28.4% (n=652)	17.8% (n=408)	15.6% (n=357)	4.9% (n=112)	3.0 (n=2,185)
This library's connection speed is too slow and causes delays meeting patron needs	33.7% (n=771)	23.8% (n=544)	19.6% (n=448)	9.1% (n=208)	8.8% (n=202)	5.1% (n=117)	2.3 (n=2,174)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	52.6% (n=1,193)	20.3% (n=459)	13.9% (n=316)	4.0% (n=91)	1.8% (n=42)	7.3% (n=166)	1.7 (n=2,100)
The library does not have enough staff to effectively help patrons with their job seeking needs	5.4% (n=125)	12.6% (n=291)	24.5% (n=567)	25.6% (n=592)	27.0% (n=624)	5.0% (n=115)	3.6 (n=2,198)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.8% (n=270)	22.1% (n=508)	32.6% (n=748)	16.9% (n=387)	11.7% (n=268)	4.9% (n=113)	3.0 (n=2,183)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	30.0% (n=650)	19.9% (n=433)	19.1% (n=414)	13.2% (n=287)	8.3% (n=180)	9.5% (n=206)	2.4 (n=1,964)

1=Least Important; 5=Most Important

Figure 46: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs

Challenges	Suburban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	21.2% (n=1,049)	18.2% (n=902)	25.2% (n=1,246)	14.6% (n=720)	18.4% (n=910)	2.4% (n=118)	2.9 (n=4,827)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	24.4% (n=1,208)	21.9% (n=1,082)	21.3% (n=1,055)	16.7% (n=826)	12.3% (n=608)	3.3% (n=163)	2.7 (n=4,779)
This library's connection speed is too slow and causes delays meeting patron needs	36.6% (n=1,802)	22.7% (n=1,119)	17.3% (n=852)	11.5% (n=565)	8.9% (n=441)	3.0% (n=147)	2.3 (n=4,779)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	48.9% (n=2,404)	25.1% (n=1,231)	12.6% (n=617)	4.8% (n=238)	2.9% (n=145)	5.6% (n=277)	1.8 (n=4,635)
The library does not have enough staff to effectively help patrons with their job seeking needs	9.1% (n=457)	12.5% (n=623)	19.2% (n=960)	21.1% (n=1,053)	35.6% (n=1,779)	2.5% (n=126)	3.6 (n=4,872)
The library staff does not have the necessary expertise to meet patron job seeking needs	13.6% (n=674)	18.7% (n=927)	24.3% (n=1,204)	19.5% (n=964)	21.3% (n=1,057)	2.5% (n=126)	3.2 (n=4,827)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	26.2% (n=1,277)	22.3% (n=1,084)	20.5% (n=997)	10.3% (n=503)	13.6% (n=664)	7.1% (n=348)	2.6 (n=4,525)

1=Least Important; 5=Most Important

Figure 47: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs

Challenges	Rural Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	26.9% (n=1,937)	18.8% (n=1,353)	22.6% (n=1,629)	14.8% (n=1,066)	14.4% (n=1,035)	2.5% (n=177)	2.7 (n=7,020)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	33.5% (n=2,409)	20.3% (n=1,459)	20.0% (n=1,439)	12.4% (n=887)	9.1% (n=656)	4.6% (n=334)	2.4 (n=6,849)
This library's connection speed is too slow and causes delays meeting patron needs	34.1% (n=2,452)	21.2% (n=1,521)	19.7% (n=1,339)	11.1% (n=799)	11.0% (n=791)	2.8% (n=204)	2.4 (n=6,980)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	43.3% (n=3,078)	23.3% (n=1,659)	16.3% (n=1,158)	6.8% (n=485)	4.1% (n=291)	6.2% (n=440)	2.0 (n=6,670)
The library does not have enough staff to effectively help patrons with their job seeking needs	10.3% (n=744)	10.5% (n=756)	20.4% (n=1,468)	22.1% (n=1,594)	34.2% (n=2,477)	2.2% (n=159)	3.6 (n=7,039)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.1% (n=795)	12.1% (n=870)	24.5% (n=1,761)	23.0% (n=1,653)	27.0% (n=1,937)	2.3% (n=165)	3.4 (n=7,016)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	28.2% (n=2,006)	18.4% (n=1,311)	21.2% (n=1,508)	10.8% (n=796)	13.6% (n=968)	7.8% (n=557)	2.6 (n=6,562)

1=Least Important; 5=Most Important

The next section of the report provides national system level data analysis.