Figure 4: Public Library Outlets as the Only Provider of Free Public Internet and Free Public Computer Access by Metropolitan Status

	Metropolitan Status			
Free Public Access	Urban	Suburban	Rural	Overall
Yes	47.6% (n=1,281)	61.0% (n=3,383)	72.8% (n=5,648)	64.5% (n=10,312)
No	35.7% (n=960)	24.4% (n=1,353)	18.2% (n=1,413)	23.1% (n=3,727)
Do not know	13.8% (n=370)	11.9% (n=662)	6.3% (n=487)	9.4% (n=1,519)
Other	2.9% (n=77)	2.7% (n=149)	2.7% (n=212)	2.7% (n=438)
Weighted missing values, n=157				

As Figure 4 shows, fewer libraries (64.5 percent) report that they are the only provider of free public Internet and computer access compared with 66.6 percent last year. Consistent with previous studies, rural libraries report that they are the only provider of free public access more frequently than urban and suburban public libraries (72.8 percent as compared to 47.6 percent and 61.0 percent, respectively). The largest change occurred with urban libraries, which reported that 53.6 percent of these outlets are the only provided of free public Internet and computer access in 2009-2010 (-6.0 percent this year).

Public Access Technology Infrastructure: Availability, Replacement, Support, & Use

Figure 5: Number of Public Access Internet Workstations, by Average, Average Age, and Metropolitan Status

	Metropolitan Status			
Average Age	Urban	Suburban	Rural	Overall
Less than 1 year old	11.6 (n=627)	8.6 (n=1,599)	4.1 (n=2,748)	6.5 (n=4,975)
1 year old	15.6 (n=667)	6.9 (n=1,510)	4.0 (n=2,098)	6.9 (n=4,276)
2 years old	13.2 (n=822)	8.3 (n=1,862)	4.4 (n=2,650)	7.1 (n=5,334)
3 years old	13.2 (n=907)	9.1 (n=1,995)	4.5 (n=2,731)	7.6 (n=5,632)
4 years old	13.7 (n=756)	8.2 (n=1,680)	4.2 (n=2,379)	7.1 (n=4,815)
5 years old	14.1 (n=654)	9.2 (n=1,626)	4.5 (n=3,056)	7.1 (n=5,337)
Overall	28.0 (n=2,319)	19.6 (n=5,081)	9.6 (n=7,269)	16.0 (n=14,669)

As in previous years, urban libraries have more workstations (28.0) than suburban (19.6) and rural (9.6) libraries, and few computers were added to rural libraries in the past year (the average was 9.2 in 2009-2010)(Figure 5). It is encouraging to see that the average number of computers in each age category increased this year, a reversal of the declines seen in all but two categories between the 2008-2009 and 2009-2010 surveys. In addition, libraries reported more new computers this year (6.5 workstations less than 1 year old) than in 2009-2010 (4.6 workstations less than 1 year old).

Figure 6: Public Access Workstation Replacement Procedure, by Metropolitan Status

	Metropolitan Status			
Replacement Procedure	Urban	Suburban	Rural	Overall
Yes, library has a replacement schedule	60.7% (n=1,538)	53.4% (n=2,857)	30.7% (n=2,326)	43.5% (n=6,722)
No (As Needed)	38.8% (n=985)	45.9% (n=2,456)	68.1% (n=5,159)	55.6% (n=8,599)
Don't Know	*	*	1.2% (n=90)	*

Weighted missing values, n=687
Key: * : Insufficient data to report

Overall, a majority of public libraries (55.6 percent) do not have replacement schedules and replace their workstations as needed (Figure 6). There is a stark difference between the replacement policy schedules between urban and rural libraries when compared by metropolitan status. The majority of urban libraries (60.7 percent) and suburban libraries (53.4 percent) have an established replacement policy whereas a majority of rural libraries (68.1 percent) do not. However, the overall percentage of library outlets with a replacement schedule did increase from last year (+3.6 percent).

Figure 7: Public Access Workstation Replacement Schedule, by Metropolitan Status

	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
Every year	-	*	4.1% (n=94)	1.8% (n=117)
Every 2 years	*	*	3.0% (n=69)	1.4% (n=95)
Every 3 years	16.7% (n=253)	23.5% (n=662)	26.3% (n=609)	22.9% (n=1,524)
Every 4 years	45.8% (n=696)	40.3% (n=1,138)	25.4% (n=589)	36.4% (n=2,422)
Every 5 years	30.3% (n=459)	25.7% (n=726)	28.0% (n=648)	27.6% (n=1,833)
Other	6.8% (n=104)	8.9% (n=252)	13.2% (n=306)	10.0% (n=663)

Weighted missing values, n=68
Key: - No data to report
Key: *: Insufficient data to report

A majority of public libraries (86.9 percent) replace workstations every three-to-five years (Figure 7). More urban libraries replace their public access workstations every four years than every five years, a switch from last year when 32.9 percent reported replacements every four years, and 39.1 percent reported replacements every five years. The same shift was reported among suburban library outlets.

Figure 8: Ability to Maintain Public Access Workstations Replacement Schedule, by Metropolitan Status

	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
Yes, able to maintain schedule	11.7% (n=166)	18.6% (n=476)	23.3% (n=493)	18.6% (n=1,135)
Yes, but the library branch does not know how many workstations/laptops they will replace	53.2% (n=754)	51.5% (n=1,316)	50.2% (n=1,064)	51.5% (n=3,134)
No, not able to maintain schedule	22.8% (n=323)	25.0% (n=639)	18.7% (n=397)	22.3% (n=1,359)
Don't Know	12.3% (n=174)	4.8% (n=122)	7.8% (n=165)	7.6% (n=461)
The average number of workstations that the library plans to replace within the next year	12.2 (n=227)	9.8 (n=563)	4.3 (n=571)	7.9 (n=1,361)

Weighted missing values, n=633

Of the 43.5 percent of public libraries with a replacement schedule (Figure 6), 22.3 percent do not have the ability to maintain their replacement schedule (Figure 8). Libraries reported an average of 7.9 public access workstations are scheduled to be replaced within the next year, substantial drop from the average number of scheduled replacements reported in the 2009-2010 survey (18.7).

Figure 9: Public Access Workstations Additions, by Metropolitan Status

	Metropolitan Status			
Schedule	Urban	Suburban	Rural	Overall
Yes	22.8% (n=516)	20.3% (n=1,012)	24.4% (n=1,718)	22.7% (n=3,245)
No	71.4% (n=1,612)	70.7% (n=3,517)	65.9% (n=4,642)	68.4% (n=9,772)
Don't Know	3.2% (n=72)	3.6% (n=178)	4.2% (n=296)	3.8% (n=546)
Other	2.6% (n=59)	5.4% (n=267)	5.5% (n=391)	5.0% (n=716)

Weighted missing values, n=1,874

The majority of public libraries (68.4 percent) do not plan to add public access workstations in the next year (Figure 9. The percentage of libraries that do plan to add workstations decreased from 28.7 percent in

2009-2010 to 22.7 percent this year, an even further decrease from 33.0 percent in 2008-2009. In a change from last year when more urban libraries reported plans to add workstations (32.1 percent) than suburban (28.0 percent) and rural (28.0 percent) libraries, 24.4 percent of rural libraries reported plans to add workstations this year, followed by 20.3 percent of suburban libraries and 22.8 percent of urban libraries. In viewing the comments by libraries in the "other" grouping, a number of libraries indicated that their ability to add workstations depended on: 1) the receipt of Broadband Technology Opportunity Program (BTOP) grants as provided through competitive grants made possible by the American Recovery and Reinvestment Act of 2009 through the National Telecommunications and Information Administration (NTIA); and 2) the availability of space.

Figure 10: Factors Affecting Adding Workstations/Laptops

	Overall						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	6.0% (n=903)	4.1% (n=665)	11.1% (n=1,670)	21.2% (n=3,198)	56.0% (n=8,454)	1.3% (n=198)	4.2 (n=14,889)
Cost Factors	3.1% (n=462)	4.1% (n=625)	12.9% (n=1,951)	19.3% (n=2,912)	59.4% (n=8,946)	1.1% (n=171)	4.3 (n=14,896)
Maintenance, upgrade, and general upkeep	13.7% (n=2,003)	16.0% (n=2,343)	28.5% (n=4,177)	24.0% (n=3,519)	15.4% (n=2,262)	2.3% (n=341)	3.1 (n=14,304)
Availability of public service staff to manage the use of the public access computers and users	16.4% (n=2,406)	17.6% (n=2,582)	29.3% (n=4,290)	21.7% (n=3,168)	12.0% (n=1,759)	2.9% (n=429)	3.0 (n=14,205)
Availability of technical staff to install, maintain, and update the public access computers	16.3% (n=2,407)	18.1% (n=2,681)	24.0% (n=3,540)	23.3% (n=3,438)	15.4% (n=2,278)	2.9% (n=429)	3.0 (n=14,344)
Availability of bandwidth to support additional workstations	19.5% (n=2,888)	15.9% (n=2,350)	19.8% (n=2,932)	18.6% (n=2,749)	22.2% (n=3,288)	3.9% (n=583)	3.1 (n=14,207)
Availability of electrical outlets, cabling, or other infrastructure	13.3% (n=1,970)	11.6% (n=1,716)	18.5% (n=2,742)	23.3% (n=3,458)	31.1% (n=4,623)	2.3% (n=354)	3.5 (n=14,509)
Other	8.9% (n=109)	1.3% (n=16)	8.0% (n=98)	2.6% (n=32)	11.5% (n=141)	67.7% (n=832)	3.2 (n=397)

1=Least Important; 5=Most Important

The three most important factors influencing the addition of public library workstations continue to be cost (78.7 percent when factoring important and most important), space (77.2 percent when factoring important and most important), and availability of electrical outlets, cabling, or other infrastructure (54.4 percent when factoring important and most important) (Figure 10). Cost factors were rated slightly higher for rural libraries (60.4 percent) than for suburban (58.4 percent) and urban (58.3 percent), and availability of electrical

outlets, cabling and other infrastructure was rated higher by urban libraries (36.3 percent) than suburban (29.7 percent) and rural (30.4 percent) (Figures 11-13).

Figure 11: Factors Affecting Adding Workstations/Laptops

	Urban Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	4.8% (n=117)	5.2% (n=129)	10.0% (n=246)	22.9% (n=563)	55.6% (n=1,366)	1.5% (n=38)	4.2 (n=2,421)
Cost Factors	1.3% (n=32)	4.6% (n=113)	10.6% (n=261)	24.1% (n=593)	58.3% (n=1,438)	1.1% (n=28)	4.4 (n=2,438)
Maintenance, upgrade, and general upkeep	18.0% (n=429)	20.0% (n=476)	23.8% (n=567)	17.8% (n=423)	16.3% (n=387)	4.2% (n=100)	2.3 (n=2,283)
Availability of public service staff to manage the use of the public access computers and users	20.2% (n=484)	21.9% (n=524)	25.8% (n=618)	20.2% (n=484)	8.4% (n=200)	3.5% (n=83)	2.7 (n=2,310)
Availability of technical staff to install, maintain, and update the public access computers	19.0% (n=463)	22.6% (n=550)	22.2% (n=541)	19.6% (n=476)	12.2% (n=297)	4.4% (n=108)	2.8 (n=2,327)
Availability of bandwidth to support additional workstations	20.7% (n=505)	15.2% (n=370)	24.0% (n=584)	14.3% (n=350)	20.2% (n=493)	5.6% (n=136)	3.0 (n=2,302)
Availability of electrical outlets, cabling, or other infrastructure	12.8% (n=314)	10.3% (n=253)	15.1% (n=370)	23.7% (n=582)	36.3% (n=892)	1.8% (n=45)	3.6 (n=2,412)
Other	3.1% (n=6)	-	4.2% (n=8)	2.1% (n=4)	9.4% (n=17)	81.2% (n=147)	3.8 (n=34)

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

Figure 12: Factors Affecting Adding Workstations/Laptops

	Suburban Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	5.5% (n=286)	3.9% (n=203)	11.3% (n=590)	21.3% (n=1,111)	56.9% (n=2,967)	1.2% (n=60)	4.2 (n=5,156)
Cost Factors	3.1% (n=159)	4.8% (n=250)	14.0% (n=732)	18.3% (n=956)	58.4% (n=3,046)	1.4% (n=72)	4.3 (n=5,144)
Maintenance, upgrade, and general upkeep	15.9% (n=799)	16.5% (n=832)	30.3% (n=1,527)	22.1% (n=1,115)	12.9% (n=652)	2.2% (n=112)	3.0 (n=4,924)
Availability of public service staff to manage the use of the public access computers and users	17.7% (n=888)	17.3% (n=871)	30.2% (n=1,517)	21.8% (n=1,095)	10.5% (n=530)	2.4% (n=122)	2.9 (n=4,899)
Availability of technical staff to install, maintain, and update the public access computers	17.4% (n=886)	17.1% (n=867)	24.9% (n=1,266)	24.7% (n=1,254)	13.8% (n=699)	2.1% (n=106)	3.0 (n=4,972)
Availability of bandwidth to support additional workstations	21.2% (n=1,076)	16.1% (n=819)	18.9% (n=962)	17.6% (n=896)	22.5% (n=1,114)	3.7% (n=188)	3.0 (n=4,897)
Availability of electrical outlets, cabling, or other infrastructure	11.9% (n=610)	12.0% (n=614)	19.7% (n=1,008)	24.8% (n=1,266)	29.7% (n=1,517)	1.9% (n=97)	3.5 (n=5,015)
Other	8.4% (n=33)	2.1% (n=8)	12.6% (n=50)	1.6% (n=6)	11.0% (n=43)	64.4% (n=254)	3.1 (n=141)

1=Least Important; 5=Most Important

Figure 13: Factors Affecting Adding Workstations/Laptops

	Rural Public Libraries						
Factors	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	Average
Availability of Space	6.8% (n=501)	4.5% (n=334)	11.3% (n=834)	20.6% (n=1,523)	55.6% (n=4,210)	1.4% (n=100)	4.1 (n=7,312)
Cost Factors	3.7% (n=271)	3.5% (n=261)	13.0% (n=958)	18.4% (n=1,362)	60.4% (n=4,462)	1.0% (n=71)	4.3 (n=7,314)
Maintenance, upgrade, and general upkeep	10.7% (n=775)	14.3% (n=1,035)	28.8% (n=2,083)	27.4% (n=1,981)	16.9% (n=1,223)	1.8% (n=130)	3.3 (n=7,096)
Availability of public service staff to manage the use of the public access computers and users	14.3% (n=1,035)	16.4% (n=1,188)	29.9% (n=2,155)	22.0% (n=1,590)	14.2% (n=1,029)	3.1% (n=224)	3.1 (n=6,996)
Availability of technical staff to install, maintain, and update the public access computers	14.6% (n=1,058)	17.4% (n=1,264)	23.9% (n=1,733)	23.5% (n=1,708)	17.7% (n=1,282)	3.0% (n=216)	3.1 (n=7,045)
Availability of bandwidth to support additional workstations	18.0% (n=1,307)	16.0% (n=1,160)	19.1% (n=1,386)	20.7% (n=1,504)	22.7% (n=1,651)	3.6% (n=259)	3.1 (n=7,008)
Availability of electrical outlets, cabling, or other infrastructure	14.4% (n=1,046)	11.6% (n=848)	18.7% (n=1,364)	22.1% (n=1,610)	30.4% (n=2,214)	2.8% (n=202)	3.4 (n=7,083)
Other	10.8% (n=71)	1.2% (n=8)	6.3% (n=41)	3.3% (n=22)	12.3% (n=80)	66.0% (n=430)	3.1 (n=222)

1=Least Important; 5=Most Important

Figure 14: Public Library Outlets Length of Time to Get Computers Back in Service, by Metropolitan Status

	Metropolitan Status			
Length of Time	Urban	Suburban	Rural	Overall
Less than one day	12.6% (n=312)	16.7% (n=883)	15.4% (n=1,154)	15.4% (n=2,350)
One day	27.4% (n=680)	27.3% (n=1,442)	20.4% (n=1,525)	23.9% (n=3,648)
Two days	38.5% (n=956)	27.7% (n=1,463)	21.2% (n=1,584)	26.3% (n=4,003)
More than two days	18.1% (n=450)	21.0% (n=1,107)	31.8% (n=2,377)	25.8% (n=3,934)
Don't know	*	1.3% (n=68)	3.5% (n=261)	2.2% (n=339)
Other amount of time	3.0% (n=74)	6.0% (n=319)	7.7% (n=573)	6.3% (n=966)

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

Figure 14 presents the length of time it takes for public access computers to get back into service. Last year, the highest percentage of libraries reported an average of one day (26.4 percent). However, the 2010-2011 survey found most libraries (52.1 percent) take two or more than two days to restore a public access computer. Rural libraries are significantly more likely to require more than two days (31.8 percent) than urban (18.1 percent) and suburban (20.1 percent) libraries, but those percentages increased from the 2009-2010 survey results across all three metropolitan status categories.

Figure 15: Sources of IT Support Provided to Public Library Outlets, by Metropolitan Status

	Metropolitan Status			
Source of IT Support	Urban	Suburban	Rural	Overall
Public service staff	40.7% (n=1,024)	42.4% (n=2,263)	36.0% (n=2,725)	39.0% (n=6,013)
Library director	4.2% (n=106)	22.1% (n=1,177)	47.6% (n=3,598)	31.7% (n=4,881)
Building-based IT staff (IT specialist)	13.4% (n=336)	16.8% (n=898)	10.5% (n=791)	13.1% (n=2,025)
System-level IT staff	75.5% (n=1,901)	56.4% (n=3,008)	32.2% (n=2,513)	48.1% (n=7,422)
Library consortia or other library organization	5.6% (n=140)	17.3% (n=925)	13.2% (n=997)	13.4% (n=2,062)
County/City IT staff	30.5% (n=767)	20.2% (n=1,130)	11.0% (n=830)	17.7% (n=2,727)
State telecommunications network staff	1.7% (n=42)	4.0% (n=213)	3.8% (n=287)	3.5% (n=541)
State library IT staff	2.3% (n=57)	3.7% (n=197)	8.7% (n=660)	5.9% (n=913)
Outside vendor/contractor	16.2% (n=408)	21.4% (n=1,140)	37.7% (n=2,854)	28.5% (n=4,402)
Volunteer(s)	*	3.4% (n=182)	11.0% (n=834)	6.7% (n=1,031)
Other source	4.0% (n=100)	6.0% (n=323)	6.2% (n=469)	5.8% (n=892)

Key: *: Insufficient data to report

Sources of information technology (IT) support used by public library outlets (Figure 15) continue to indicate that non-IT specialists are providing the majority of support services (70.7 percent), a slight increase from the 67.3 percent reported in the 2009-2010 survey. In urban (40.7 percent) and suburban (42.4 percent) libraries, public service staffs are providing most of this type of support, while rural libraries depend more on library directors (47.6 percent). The metropolitan variation has as much to do with overall staffing in rural libraries compared with larger suburban and urban libraries. System level IT staff continue to be a significant source of IT support (48.1 percent), especially by urban libraries (75.5 percent). Outside vendors/contractors are another important source (28.5 percent), particularly for rural libraries (37.7 percent).

Figure 16: Sufficiency of Public Access Internet Workstations, by Metropolitan Status

	Metropolitan Status			
Sufficiency of Public Access Workstations	Urban	Suburban	Rural	Overall
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	31.7% (n=871)	16.3% (n=917)	12.4% (n=962)	17.1% (n=2,750)
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	57.9% (n=1,589)	61.4% (n=3,449)	57.9% (n=4,485)	59.1% (n=9.524)
There are sufficient public Internet workstations available for patrons who wish to use them during a typical day	10.4% (n=285)	22.3% (n=1,250)	29.7% (n=2,305)	23.8% (n=3,840)
Weighted missing values, n=40				

A clear majority of libraries – 76.2 percent – report having insufficient public access Internet workstations to meet patrons' needs at least sometimes during a typical day, an increase of 2.7 percent since the 2009-2010 survey (Figure 16). Urban libraries face the greatest challenge in providing a sufficient number of public access Internet workstations (89.6 percent report some insufficiency), while conversely, almost 30.0 percent of rural libraries indicate that they do have a sufficient number of workstations to meet patron demand.

Figure 17: Use of Public Internet Workstations by Metropolitan Status

	Metropolitan Status			
Use of workstations	Urban	Suburban	Rural	Overall
Use of workstations increased since last fiscal year	72.4% (n=1,967)	70.8% (n=3,962)	68.1% (n=5,269)	69.8% (n=11,198)
Use of workstations decreased since last fiscal year	5.0% (n=136)	6.4% (n=358)	4.3% (n=332)	5.1% (n=826)
Use of workstations have stayed the same since last fiscal year	21.3% (n=578)	22.2% (n=1,241)	27.0% (n=2,089)	24.3% (n=3,908)
Not Applicable	*	*	*	*
Don't Know	1.1 (n=30)	*	*	*
Weighted missing values, n=101 **Key:** * : Insufficient data to report				

To understand changes in use of public Internet workstations, libraries were asked if use increased, decreased or stayed about the same in the past year (Figure 17). While the majority of public library outlets report an increase in use of public access Internet workstations (69.8 percent), this figure dropped by 5.9 percent since the 2009-2010 survey, while the percentage of libraries reporting a decrease in or a steady rate of workstation use rose. Last year, 3.1 percent reported a decrease, and 20.3 percent reported no change from 2008-2009 over all three metropolitan status categories.

Figure 18: Use of Wireless Internet Access in Public Library Outlets by Metropolitan Status

	Metropolitan Status			
Use of wireless Internet Access	Urban	Suburban	Rural	Overall
Use of wireless Internet access has increased since last fiscal year	78.8% (n=2,098)	78.0% (n=4,306)	72.1% (n=5,496)	75.3% (n=11,900)
Use of wireless Internet access has decreased since last fiscal year	*	*	*	*
Use of wireless Internet access has stayed the same since last fiscal year	8.7% (n=232)	9.5% (n=523)	10.1% (n=768)	9.6% (n=1,523)
Don't Know	3.8% (n=100)	3.4% (n=188)	1.7% (n=132)	2.7% (n=420)
Not Applicable	7.8% (n=208)	8.7% (n=480)	15.7% (n=1,197)	11.9% (n=1,885)
Weighted missing values, n=350 **Key:** * : Insufficient data to report				

As Figure 18 demonstrates, use of wireless Internet access in all public library outlets continues to increase (up 4.2 percent from last year's survey). While 9.6 percent of public library outlets reported that use of wireless Internet access stayed the same over the past year (a slight increase from the year before of .6 percent), virtually no libraries reported a decrease in the use of the library's wireless Internet service.

Figure 19: Use of Patron Technology Training Classes in Public Library Outlets by Metropolitan Status

	Metropolitan Status			
Use of patron technology training classes	Urban	Suburban	Rural	Overall
Use of patron technology training classes has increased since last fiscal year	40.8% (n=1,047)	32.4% (n=1,740)	19.4% (n=1,435)	27.6% (n=4,222)
Use of patron technology training classes has decreased since last fiscal year	3.9% (n=100)	4.5% (n=240)	3.7% (n=277)	4.0% (n=617)
Use of patron technology training classes has stayed the same since last fiscal year	27.3% (n=701)	24.8% (n=1,328)	24.7% (n=1,824)	25.2% (n=3,853)
Not Applicable	19.5% (n=501)	30.5% (n=1,635)	49.9% (n=3,683)	38.0% (n=5,818)
Don't Know	8.4% (n=215)	7.9% (n=422)	2.2% (n=165)	5.2% (n=802)
Weighted missing values, n=841				

Overall, only 27.6 percent of libraries report an increase in the usage of patron technology training classes (Figure 19). However, 40.8 percent of urban libraries report an increase in the usage of patron technology training classes, as compared to 32.4 percent of suburban and only 19.4 percent of rural libraries. These figures are consistent with data collected during the 2009-2010 survey cycle.

Figure 20: Use of Electronic Resources in Public Library Outlets by Metropolitan Status				
	Metropolitan Status			
Use of electronic resources	Urban	Suburban	Rural	Overall
Use of electronic resources increased since last fiscal year	64.0% (n=1,639)	59.3% (n=3,172)	30.8% (n=2,273)	49.8% (n=7,614)
Use of electronic resources decreased since last fiscal year	4.9% (n=125)	1.2% (n=64)	1.6% (n=118)	2.0% (n=307)
Use of electronic resources have stayed the same since last fiscal year	13.9% (n=355)	21.2% (n=1,134)	30.8% (n=2,273)	24.6% (n=3,762)
Don't Know	15.2% (n=389)	13.6% (n=726)	13.9% (n=1,027)	14.0% (n=2,142)
Not Applicable	2.0% (n=51)	4.7% (n=250)	15.6% (n=1,152)	9.5% (n=1,454)
Weighted missing values, n=875				

Nearly half – 49.8 percent – of public libraries report an increase in usage of their electronic resources (Figure 20). The most significant change from the 2009-2010 survey is visible among suburban library outlets, where the number of outlets reporting an increase in the use of electronic resources rose by 9.6 percent.

Public Library Internet Connectivity Type, Speed, & Sufficiency

Figure 21: Availability of Fiber Optic Public Access Internet Connection at Public Library Outlets, by Metropolitan Status				
	Metropolitan Status			
Fiber Optic Public Access Internet Connection	Urban	Suburban	Rural	Overall
Yes, the connection is fiber optic	65.6% (n=1,608)	42.8% (n=2,241)	21.8% (n=1,612)	36.2% (n=5,461)
No, the connection is not fiber optic	32.1% (n=786)	49.4% (n=2,588)	61.5% (n=4,556)	52.6% (n=7,931)
Don't know	2.3% (n=57)	7.7% (n=406)	16.7% (n=1,235)	11.2% (n=1,697)
Weighted missing values, n=1,063				

Figure 21 shows the percentage of library outlets with fiber optic public access Internet connections. A majority (65.6 percent) of urban library outlets offer fiber optic connection, with 42.8 percent of suburban outlets and only 21.8 percent of rural outlets also offering fiber connections. Overall, the number of public library outlets offering fiber optic connections increased by 5.5 percent from the 2009-2010 survey, but the largest gains were seen in urban (+ 8.5 percent) and suburban (+7.1 percent) library outlets, while only 4.1 percent more rural library outlets report fiber optic connections.