

workstation connection without management techniques to alleviate traffic congestion is the highest reported at 68.9 percent.

**Internet-Enabled Services Provided by Public Libraries**

This section of the report provides details regarding the range of Internet-enabled services such as databases, digital reference, technology training, and others that public libraries offer the communities they serve.

**Importance of Public Internet Services**

**Figure 28: Extent to which Public Internet Services are Important to the Community**

Services	Overall						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.0% (n=151)	1.2% (n=173)	5.9% (n=872)	17.4% (n=2,587)	74.4% (n=11,089)	0.2% (n=28)	4.6 (n=14,873)
The library provides information for economic development (e.g., start a business, seek business opportunities)	3.0% (n=451)	8.4% (n=1,246)	26.5% (n=3,934)	28.2% (n=4,178)	33.4% (n=4,951)	0.4% (n=66)	3.8 (n=14,761)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	0.9% (n=127)	1.5% (n=228)	8.8% (n=1,307)	24.5% (n=3,650)	64.0% (n=9,525)	0.3% (n=37)	4.5 (n=14,838)
The library provides computer and Internet skills training	3.9% (n=576)	9.3% (n=1,383)	24.6% (n=3,661)	24.2% (n=3,590)	33.5% (n=4,983)	4.5% (n=667)	3.8 (n=14,193)
The library provides education resources and databases for K-12 students	2.1% (n=307)	5.5% (n=817)	18.5% (n=2,756)	29.0% (n=4,319)	44.2% (n=6,574)	0.7% (n=103)	4.1 (n=14,773)
The library provides education resources and databases for students in higher education	3.1% (n=454)	8.0% (n=1,179)	22.1% (n=3,277)	31.9% (n=4,726)	34.2% (n=5,076)	0.8% (n=118)	3.9 (n=14,702)
The library provides education resources and databases for home schooling	3.0% (n=447)	7.0% (n=1,033)	20.8% (n=3,080)	29.5% (n=4,374)	38.7% (n=5,738)	1.1% (n=166)	3.9 (n=14,672)
The library provides education resources and databases for adult/continuing education students	2.2% (n=325)	5.9% (n=882)	19.3% (n=2,864)	33.2% (n=4,922)	38.7% (n=5,747)	0.7% (n=107)	4.0 (n=14,740)
The library provides information for college applicants	2.6% (n=388)	9.1% (n=1,336)	26.8% (n=3,963)	28.6% (n=4,219)	32.2% (n=4,750)	0.7% (n=105)	3.8 (n=14,656)
The library provides information about the library's community	3.4% (n=504)	9.0% (n=1,323)	23.6% (n=3,493)	27.3% (n=4,026)	36.2% (n=5,348)	0.5% (n=79)	3.8 (n=14,694)
The library provides information about databases regarding investments	9.6% (n=1,427)	19.3% (n=2,858)	29.2% (n=4,334)	21.7% (n=3,217)	18.6% (n=2,753)	1.6% (n=233)	3.2 (n=14,589)
The library provides services to immigrant populations	12.8% (n=1,894)	15.9% (n=2,350)	22.9% (n=3,391)	20.1% (n=2,967)	24.3% (n=3,592)	4.0% (n=591)	3.3 (n=14,193)
Other	4.8% (n=66)	1.6% (n=22)	8.8% (n=119)	11.1% (n=150)	44.6% (n=603)	29.0% (n=392)	4.2 (n=959)

1=Least Important; 5=Most Important

Services for job seekers and access to government information and services remain among the most important public Internet services provided to the community, followed by government information services, and education resources and databases for K-12 students (Figure 28).

- 91.8 percent report that services to job-seekers are either important or most important.

- 88.5 percent report that access to government information and services is either important or most important.
- 73.2 percent report providing education resources and databases for K-12 students is either important or most important.

Figures 29-31 detail the extent to which public Internet services are important to the community. 96.6 percent of urban public libraries report that services to job-seekers are either important or most important, followed by 86.5 percent reporting that access to government information and services is either important or most important, and 78.3 percent reporting that education resources and databases for K-12 students are either important or most important. 94.7 percent of suburban public libraries report that services to job-seekers are either important or most important, followed by 90.1 percent reporting that access to government information and services is either important or most important, and 76.4 percent reporting that providing education resources and databases for K-12 students is either important or most important. 88.2 percent of rural public libraries report that services to job-seekers are either important or most important, followed by 88.2 percent reporting that access to government information and services is either important or most important, and 76.4 percent reporting that providing education resources and databases for K-12 students is either important or most important.

<b>Figure 29: Extent to which Public Internet Services are Important to the Community</b>							
<b>Services</b>	<b>Urban Public Libraries</b>						<b>Average</b>
	<b>Least Important</b>	<b>Unimportant</b>	<b>Neutral</b>	<b>Important</b>	<b>Most Important</b>	<b>Not Applicable</b>	
The library provides services to job seekers	0.2% (n=6)	0.6% (n=13)	2.5% (n=59)	13.9% (n=329)	82.7% (n=1,958)	0.1% (n=2)	4.8 (n=2,364)
The library provides information for economic development (e.g., start a business, seek business opportunities)	1.6% (n=38)	6.0% (n=142)	25.0% (n=590)	27.5% (n=650)	39.6% (n=936)	0.2% (n=6)	4.0 (n=2,355)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	0.2% (n=6)	0.8% (n=19)	12.2% (n=289)	23.7% (n=561)	62.8% (n=1,489)	0.2% (n=6)	4.5 (n=2,364)
The library provides computer and Internet skills training	2.3% (n=55)	5.5% (n=130)	24.7% (n=586)	23.6% (n=559)	42.2% (n=1,002)	1.7% (n=40)	4.0 (n=2,332)
The library provides education resources and databases for K-12 students	1.2% (n=28)	2.9% (n=68)	17.4% (n=414)	27.0% (n=641)	51.3% (n=1,217)	0.2% (n=6)	4.2 (n=2,368)
The library provides education resources and databases for students in higher education	3.1% (n=74)	6.6% (n=155)	23.6% (n=556)	32.7% (n=771)	33.7% (n=796)	0.3% (n=8)	3.9 (n=2,351)
The library provides education resources and databases for home schooling	2.5% (n=59)	5.4% (n=127)	22.5% (n=522)	30.2% (n=714)	38.9% (n=920)	0.6% (n=13)	4.0 (n=2,353)
The library provides education resources and databases for adult/continuing education students	1.0% (n=23)	4.0% (n=95)	20.9% (n=493)	33.8% (n=799)	40.1% (n=947)	0.2% (n=6)	4.1 (n=2,357)
The library provides information for college applicants	1.9% (n=45)	7.9% (n=185)	29.8% (n=701)	26.8% (n=629)	33.1% (n=777)	0.5% (n=11)	3.8 (n=2,338)
The library provides information about the library's community	1.6% (n=38)	6.7% (n=159)	22.6% (n=533)	26.9% (n=635)	42.1% (n=992)	0.1% (n=2)	4.0 (n=2,357)
The library provides information about databases regarding investments	5.2% (n=123)	21.3% (n=503)	25.3% (n=597)	19.3% (n=455)	28.2% (n=667)	0.7% (n=17)	3.4 (n=2,345)
The library provides services to immigrant populations	3.9% (n=93)	11.1% (n=263)	19.3% (n=455)	27.3% (n=644)	38.0% (n=898)	0.4% (n=9)	3.8 (n=2,353)
Other	-	-	7.2% (n=13)	21.6% (n=40)	49.5% (n=91)	21.6% (n=40)	4.5 (n=144)
Key: - : No data to report 1=Least Important; 5=Most Important							

**Figure 30: Extent to which Public Internet Services are Important to the Community**

Services	Suburban Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	0.8% (n=41)	0.3% (n=17)	4.1% (n=213)	15.7% (n=811)	79.0% (n=4,090)	0.1% (n=4)	4.7 (n=5,173)
The library provides information for economic development (e.g., start a business, seek business opportunities)	2.7% (n=141)	7.2% (n=368)	24.4% (n=1,254)	29.3% (n=1,504)	36.1% (n=1,856)	0.4% (n=19)	3.9 (n=5,123)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	0.6% (n=33)	1.2% (n=62)	8.0% (n=412)	27.1% (n=1,397)	63.0% (n=3,248)	0.1% (n=6)	4.5 (n=5,152)
The library provides computer and Internet skills training	2.6% (n=134)	8.1% (n=416)	22.7% (n=1,167)	25.2% (n=1,299)	37.5% (n=1,930)	4.0% (n=205)	3.9 (n=4,947)
The library provides education resources and databases for K-12 students	1.4% (n=72)	4.8% (n=246)	17.2% (n=888)	30.4% (n=1,570)	46.0% (n=2,375)	0.3% (n=14)	4.1 (n=5,152)
The library provides education resources and databases for students in higher education	2.6% (n=134)	7.8% (n=401)	22.5% (n=1,161)	34.1% (n=1,755)	32.6% (n=1,678)	0.4% (n=19)	3.9 (n=5,129)
The library provides education resources and databases for home schooling	2.0% (n=101)	6.7% (n=343)	21.3% (n=1,097)	30.5% (n=1,572)	38.8% (n=1,997)	0.8% (n=39)	4.0 (n=5,110)
The library provides education resources and databases for adult/continuing education students	1.4% (n=74)	6.1% (n=317)	19.0% (n=979)	34.9% (n=1,800)	38.2% (n=1,970)	0.3% (n=17)	4.0 (n=5,139)
The library provides information for college applicants	2.0% (n=101)	9.3% (n=474)	28.0% (n=1,434)	29.0% (n=1,483)	31.3% (n=1,601)	0.4% (n=23)	3.8 (n=5,094)
The library provides information about the library's community	3.2% (n=166)	7.6% (n=389)	21.5% (n=1,103)	28.1% (n=1,442)	39.4% (n=2,023)	0.3% (n=17)	3.9 (n=5,123)
The library provides information about databases regarding investments	7.0% (n=362)	15.7% (n=807)	28.0% (n=1,440)	27.3% (n=1,403)	21.3% (n=1,092)	0.7% (n=35)	3.4 (n=5,104)
The library provides services to immigrant populations	9.3% (n=478)	14.5% (n=745)	23.3% (n=1,196)	23.2% (n=1,190)	27.2% (n=1,399)	2.5% (n=128)	3.5 (n=5,007)
Other	3.5% (n=14)	1.0% (n=4)	15.9% (n=66)	10.4% (n=43)	36.3% (n=151)	32.8% (n=137)	4.1 (n=279)

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

**Figure 31: Extent to which Public Internet Services are Important to the Community**

Challenges	Rural Public Libraries						Average
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library provides services to job seekers	1.4% (n=104)	1.9% (n=143)	8.2% (n=601)	19.7% (n=1,447)	68.5% (n=5,041)	0.3% (n=22)	4.5 (n=7,336)
The library provides information for economic development (e.g., start a business, seek business opportunities)	3.7% (n=273)	10.1% (n=736)	28.5% (n=2,091)	27.6% (n=2,024)	29.5% (n=2,159)	0.6% (n=41)	3.7 (n=7,283)
The library provides access to government information and services, like unemployment benefits, tax, forms, Medicare information or paying traffic tickets	1.2% (n=88)	2.0% (n=147)	8.3% (n=607)	23.0% (n=1,692)	65.2% (n=4,788)	0.3% (n=26)	4.5 (n=7,322)
The library provides computer and Internet skills training	5.3% (n=387)	11.4% (n=836)	26.0% (n=1,908)	23.6% (n=1,731)	28.0% (n=2,051)	5.8% (n=422)	3.6 (n=6,914)
The library provides education resources and databases for K-12 students	2.8% (n=206)	6.9% (n=502)	19.8% (n=1,455)	28.7% (n=2,108)	40.6% (n=2,982)	1.1% (n=82)	4.0 (n=7,253)
The library provides education resources and databases for students in higher education	3.4% (n=245)	8.5% (n=622)	21.3% (n=1,561)	30.1% (n=2,201)	35.5% (n=2,593)	1.3% (n=92)	3.9 (n=7,222)
The library provides education resources and databases for home schooling	3.9% (n=287)	7.7% (n=563)	19.8% (n=1,451)	28.5% (n=2,087)	38.5% (n=2,821)	1.6% (n=114)	3.9 (n=7,208)
The library provides education resources and databases for adult/continuing education students	3.1% (n=228)	6.4% (n=471)	19.0% (n=1,392)	31.7% (n=2,322)	38.6% (n=2,831)	1.2% (n=84)	4.0 (n=7,243)
The library provides information for college applicants	3.3% (n=241)	9.3% (n=677)	25.1% (n=1,828)	28.9% (n=2,106)	32.5% (n=2,371)	1.0% (n=71)	3.8 (n=7,224)
The library provides information about the library's community	4.1% (n=300)	10.7% (n=775)	25.5% (n=1,857)	26.8% (n=1,949)	32.1% (n=2,332)	0.8% (n=61)	3.7 (n=7,214)
The library provides information about databases regarding investments	12.9% (n=942)	21.2% (n=1,549)	31.4% (n=2,297)	18.6% (n=1,358)	13.6% (n=993)	2.5% (n=181)	3.0 (n=7,139)
The library provides services to immigrant populations	18.2% (n=1,323)	18.4% (n=1,343)	23.9% (n=1,739)	15.5% (n=1,133)	17.8% (n=1,296)	6.2% (n=453)	3.0 (n=6,833)
Other	6.8% (n=51)	2.3% (n=18)	5.2% (n=39)	8.9% (n=67)	48.0% (n=3619)	28.7% (n=216)	4.2 (n=536)

1=Least Important; 5=Most Important

**Technology Training Offered by Public Libraries**

**Figure 32: Public Library Outlets Offering Formal or Informal Technology Training, Availability by Metropolitan Status**

Training Availability	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Offers formal technology training classes	58.8% (n=1,297)	46.6% (n=2,561)	25.2% (n=1,727)	38.0% (n=5,263)
Offers one-on-one technology training sessions by appointment	29.2% (n=644)	30.9% (n=1,481)	25.9% (n=1,777)	28.1% (n=3,902)
Offers informal point-of-use assistance	79.4% (n=1,750)	80.5% (n=3,865)	77.3% (n=5,308)	78.8% (n=10,923)
Offers online training material	40.2% (n=886)	34.9% (n=1,674)	22.4% (n=1,537)	29.5% (n=4,097)
Does not offer any technology training	7.6% (n=168)	10.7% (n=515)	15.6% (n=1,074)	12.7% (n=1,757)
Will not total 100%, as categories are not mutually exclusive				

The types of technology training offered to patrons are presented in Figure 32. The greatest percentage of outlets (78.8 percent) provide informal, point-of-use assistance, and 12.7 percent offer no technology training at all, up from 10.9 percent last year. Of the 38.0 percent of outlets that offer formal technology training classes, urban outlets (58.8 percent) comprise the majority; 46.6 percent of suburban outlets also provide formal training. Libraries offering online training material grew to 29.5 percent this year from 21.7 percent in 2009-2010 (+7.8 percent).

**Figure 33: Formal Technology Training Classes Offered by Public Library Outlets, by Metropolitan Status**

Technology Training Classes	Metropolitan Status			Overall
	Urban	Suburban	Rural	
General computer skills (e.g., how to use mouse, keyboard, printing)	93.7% (n=1,176)	92.9% (n=1,990)	92.3% (n=1,527)	92.9% (n=4,693)
General software use (e.g., word processing, spreadsheets, presentation)	82.8% (n=1,039)	80.9% (n=1,734)	75.2% (n=1,245)	79.5% (n=4,018)
General Internet use (e.g., set up e-mail, Web browsing)	92.8% (n=1,164)	94.7% (n=2,030)	92.4% (n=1,529)	93.5% (n=4,723)
General online/Web searching (e.g., using Google, Yahoo, others)	81.8% (n=1,026)	82.8% (n=1,775)	80.9% (n=1,339)	81.9% (n=4,140)
Using library's Online Public Access Catalog (OPAC)	49.8% (n=626)	52.9% (n=1,134)	51.7% (n=856)	51.8% (n=2,615)
Using online databases (e.g., commercial databases to search and find content)	56.2% (n=705)	59.7% (n=1,281)	46.4% (n=768)	54.5% (n=2,753)
Safe online practices (e.g., not divulging personal information)	29.2% (n=367)	38.0% (n=815)	37.5% (n=620)	35.6% (n=1,802)
Accessing online government information (e.g., Medicare, taxes, how to complete forms)	28.6% (n=359)	30.5% (n=654)	31.6% (n=522)	30.4% (n=1,535)
Accessing online job-seeking and career-related information	51.4% (n=644)	52.9% (n=1,136)	39.4% (n=652)	48.1% (n=2,432)
Accessing online medical information (e.g., health literacy)	22.4% (n=282)	26.6% (n=571)	25.0% (n=414)	25.1% (n=1,267)
Accessing online investment information	16.4% (n=206)	17.4% (n=372)	9.3% (n=153)	14.5% (n=732)
Accessing genealogy information	31.8% (n=399)	42.5% (n=912)	45.6% (n=754)	40.8% (n=2,065)
Accessing consumer information (e.g., product value, safety, reliability, warranty information)	18.7% (n=234)	24.5% (n=526)	19.0% (n=314)	21.2% (n=1,074)
Digital photography, software and online applications (e.g., Photoshop, Flickr)	22.6% (n=283)	34.0% (n=730)	31.8% (n=526)	30.4% (n=1,540)
Social Networking (e.g., blogging, RSS)	31.5% (n=395)	37.4% (n=308)	35.5% (n=587)	35.3% (n=1,785)
Other technology-based training classes	6.8% (n=85)	5.6% (n=120)	5.9% (n=98)	6.0% (n=303)

Will not total 100%, as categories are not mutually exclusive

The types of formal technology training classes offered by library outlets are identified in Figure 32. For libraries offering formal training, general Internet use classes are the most common (93.5 percent), followed by general computer skills classes (92.9 percent). More than three-quarters of libraries (81.9 percent) report training patrons on general online/Web searching and general software use classes (79.5 percent). The percentage of libraries offering classes on accessing online job-seeking and career related information grew to 48.1 percent from 42.8 percent in 2009-2010. Relatively few outlets (14.5 percent) provide training on accessing online investment information. Social networking training grew, with 35.3 percent of libraries now offering this training from 27.4 percent in 2008-2009. Training on how to access online government

information in suburban (30.5 percent) and rural (31.6 percent) libraries grew, from 29.1 percent and 25.4 percent respectively, to surpassing the training offered by urban libraries (down from 38.7 to 28.6 percent). Genealogical research classes continue to be more common in suburban (42.5 percent) and rural (45.6 percent) libraries than in urban (31.8 percent) libraries.

**Public Access Services Available to Users and Communities**

**Figure 34: Services that the Library Makes Available to Users**

	Overall		
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)
<b>Resources</b>			
Digital Reference/Virtual Reference	33.1% (n=4,766)	48.0% (n=6,916)	55.1% (n=7,939)
Licensed databases	0.2% (n=28)	98.1% (n=14,480)	98.6% (n=14,540)
E-books	32.8% (n=4,747)	45.7% (n=6,618)	60.9% (n=8,815)
Web/business conferencing (e.g., Skype, WebEx)	89.6% (n=12,438)	8.9% (n=1,238)	2.9% (n=374)
Online instructional courses/tutorials	41.9% (n=5,987)	48.4% (n=6,925)	40.7% (n=5,819)
Homework help	13.0% (n=1,894)	74.0% (n=10,779)	66.2% (n=9,646)
Audio content (e.g., music, audio books, other)	17.2% (n=2,508)	65.6% (n=9,557)	59.5% (n=8,672)
Video content (e.g., streaming video, video clips, other)	38.7% (n=5,557)	52.4% (n=7,515)	36.8% (n=5,278)
Digitized special collections (e.g., letters, postcards, documents, other)	53.9% (n=7,698)	37.9% (n=5,411)	35.8% (n=5,119)
Library social networking (e.g., blogs, Flixster, Goodreads)	39.9% (n=5,749)	48.2% (n=6,936)	43.7% (n=6,292)
Online book clubs	69.4% (n=9,716)	23.1% (n=3,230)	25.3% (n=3,540)
<b>Services</b>			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	6.5% (n=950)	93.4% (n=13,736)	---
Allow patrons to connect digital cameras and manipulate content	33.1% (n=4,807)	66.6% (n=9,664)	---
Allow patrons to burn compact discs/DVDs	44.6% (n=6,462)	55.1% (n=7,980)	---
Provide access to recreational gaming consoles, software or Web sites	30.6% (n=4,425)	68.7% (n=9,926)	---
Provides access to mobile devices (e.g., e-readers, netbooks)	72.2% (n=8,283)	27.8% (n=3,189)	---
Will not total 100%, as categories are not mutually exclusive			

Figure 33 illustrates the range of Internet-based resources and services that public libraries provide to their patrons. In this year's survey, libraries were provided with three service choices, and were no longer able to indicate that they only provided limited access. Licensed databases continued to be the most commonly



provided service, with rates of access jumping to 98.1 percent of outlets offering service in the library (from 73.3 percent last year) and to 98.6 percent offering service to patrons accessing them outside the library (from 74.5 percent last year). Libraries also offer substantial homework assistance, with 74.0 percent offering such services from within the library and 66.2 percent supporting access from outside the library. Audio content is also provided by a number of libraries, with 65.6 percent offering these services within the library and 59.5 percent supporting access from outside the library. Finally, 60.9 percent of library outlets offer e-books from outside the library, up from 55.6 last year, and 45.7 percent from within the library. In a new question this year, 27.8 percent of libraries reporting providing access to mobile devices, such as e-readers, in their library.

Figures 35 through 37 present the detailed services that urban, suburban and rural libraries make available to users.

<b>Figure 35: Services that the Library Makes Available to Users</b>			
	<b>Urban Public Libraries</b>		
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)
<b>Resources</b>			
Digital Reference/Virtual Reference	21.2% (n=505)	57.4% (n=1,368)	75.4% (n=1,799)
Licensed databases	0.2% (n=4)	99.0% (n=2,391)	98.0% (n=2,391)
E-books	13.2% (n=318)	64.2% (n=1,538)	82.8% (n=1,985)
Web/business conferencing (e.g., Skype, WebEx)	93.0% (n=2,070)	6.5% (n=146)	2.9% (n=62)
Online instructional courses/tutorials	34.3% (n=813)	60.1% (n=1,425)	57.2% (n=1,357)
Homework help	10.2% (n=244)	79.5% (n=1,899)	81.6% (n=1,949)
Audio content (e.g., streaming video, video clips, other)	6.8% (n=163)	75.4% (n=1,813)	81.2% (n=1,952)
Video content (e.g., streaming video, video clips, other)	23.8% (n=569)	68.9% (n=1,644)	62.1% (n=1,482)
Digitized special collections (e.g., letters, postcards, documents, other)	29.4% (n=701)	62.8% (n=1,499)	63.9% (n=1,523)
Library social networking (e.g., blogs, Flixster, Goodreads)	22.7% (n=541)	63.0% (n=1,501)	70.6% (n=1,680)
Online book clubs	55.4% (n=1,285)	37.2% (n=864)	41.9% (n=973)
<b>Services</b>			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	2.4% (n=57)	97.3% (n=2,344)	---
Allow patrons to connect digital cameras and manipulate content	37.3% (n=881)	62.1% (n=1,465)	---
Allow patrons to burn compact discs/DVDs	51.5% (n=1,232)	48.1% (n=1,149)	---
Provide access to recreational gaming consoles, software or Web sites	81.0% (n=1,939)	18.2% (n=435)	---
Provides access to mobile devices (e.g., e-readers, netbooks)	77.8% (n=1,442)	22.2% (n=412)	---
Will not total 100%, as categories are not mutually exclusive			

**Figure 36: Services that the Library Makes Available to Users**

	Suburban Public Libraries		
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)
<b>Resources</b>			
Digital Reference/Virtual Reference	26.8% (n=1,335)	53.1% (n=2,640)	64.5% (n=3,207)
Licensed databases	0.1% (n=4)	98.7% (n=5,036)	98.8% (n=5,040)
E-books	20.2% (n=1,016)	55.3% (n=2,777)	73.7% (n=3,699)
Web/business conferencing (e.g., Skype, WebEx)	89.5% (n=4,252)	9.4% (n=445)	2.5% (n=110)
Online instructional courses/tutorials	38.9% (n=1,903)	50.8% (n=2,489)	47.0% (n=2,303)
Homework help	9.0% (n=455)	78.6% (n=3,964)	77.5% (n=3,910)
Audio content (e.g., streaming video, video clips, other)	11.2% (n=563)	69.6% (n=3,499)	72.6% (n=3,654)
Video content (e.g., streaming video, video clips, other)	35.7% (n=1,765)	54.1% (n=2,673)	45.6% (n=2,255)
Digitized special collections (e.g., letters, postcards, documents, other)	47.9% (n=2,352)	43.0% (n=2,108)	42.1% (n=2,065)
Library social networking (e.g., blogs, Flixster, Goodreads)	33.1% (n=1,651)	53.8% (n=2,688)	54.7% (n=2,733)
Online book clubs	63.1% (n=3,066)	28.1% (n=1,366)	31.8% (n=1,543)
<b>Services</b>			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	4.4% (n=226)	95.6% (n=4,850)	---
Allow patrons to connect digital cameras and manipulate content	35.4% (n=1,771)	64.4% (n=3,224)	---
Allow patrons to burn compact discs/DVDs	46.8% (n=2,334)	52.8% (n=2,634)	---
Provide access to recreational gaming consoles, software or Web sites	71.7% (n=3,581)	27.4% (n=1,366)	---
Provides access to mobile devices (e.g., e-readers, netbooks)	70.8% (n=2,803)	29.2% (n=1,159)	---
Will not total 100%, as categories are not mutually exclusive			

**Figure 37: Services that the Library Makes Available to Users**

	Rural Public Libraries		
	Does Not Offer Service	Offers Service in Library	Offers Service from Outside the Library (i.e., via the Web)
<b>Resources</b>			
Digital Reference/Virtual Reference	41.5% (n=2,927)	41.2% (n=2,907)	41.6% (n=2,933)
Licensed databases	0.3% (n=20)	97.5% (n=7,053)	98.5% (n=7,132)
E-books	48.3% (n=3,414)	32.6% (n=2,303)	44.3% (n=3,131)
Web/business conferencing (e.g., Skype, WebEx)	88.5% (n=6,117)	9.4% (n=648)	3.2% (n=202)
Online instructional courses/tutorials	46.5% (n=3,270)	42.8% (n=3,011)	30.7% (n=2,159)
Homework help	16.8% (n=1,195)	68.9% (n=4,915)	53.1% (n=3,787)
Audio content (e.g., streaming video, video clips, other)	25.0% (n=1,782)	59.5% (n=4,246)	43.0% (n=3,066)
Video content (e.g., streaming video, video clips, other)	45.9% (n=3,223)	45.5% (n=3,198)	21.9% (n=1,541)
Digitized special collections (e.g., letters, postcards, documents, other)	66.3% (n=4,644)	25.8% (n=1,804)	21.9% (n=1,531)
Library social networking (e.g., blogs, Flixster, Goodreads)	50.7% (n=3,557)	39.2% (n=2,748)	26.8% (n=1,879)
Online book clubs	78.7% (n=5,365)	14.7% (n=1,001)	15.0% (n=1,023)
<b>Services</b>			
Allow patrons to access and store content on USB or other portable devices/drives (e.g., iPods, MP3 players, flash drives, other)	9.2% (n=667)	90.6% (n=6,543)	---
Allow patrons to connect digital cameras and manipulate content	30.2% (n=2,155)	69.6% (n=4,976)	---
Allow patrons to burn compact discs/DVDs	40.7% (n=2,895)	59.0% (n=4,197)	---
Provide access to recreational gaming consoles, software or Web sites	62.4% (n=4,405)	37.2% (n=2,625)	---
Provides access to mobile devices (e.g., e-readers, netbooks)	71.4% (n=4,038)	28.6% (n=1,618)	---
Will not total 100%, as categories are not mutually exclusive			