

Library E-government and Employment Services and Challenges

Figure 25: E-Government Roles and Services of the Public Library Outlets, by Metropolitan Status

E-Government roles and services	Metropolitan Status			
	Urban	Suburban	Rural	Overall
Staff provide assistance to patrons applying for or accessing e-government services	97.3% (n=2,131)	96.6% (n=4,118)	96.4% (n=6,358)	96.6% (n=12,607)
Staff provide as needed assistance to patrons for understanding how to access and use e-government Websites	93.6% (n=2,050)	91.9% (n=3,917)	91.1% (n=6,008)	91.8% (n=11,976)
Staff provide assistance to patrons for understanding government programs and services	57.8% (n=1,266)	52.9% (n=2,254)	45.6% (n=3,008)	50.0% (n=6,528)
Staff provide assistance to patrons for completing government forms	71.0% (n=1,555)	70.6% (n=3,010)	70.7% (n=4,667)	70.7% (n=9,230)
The library developed guides, tip sheets, or other tools to help patrons use e-government Websites and services	33.6% (n=735)	22.2% (n=945)	15.3% (n=1,006)	20.6% (n=2,686)
The library offers training classes regarding the use of government Websites, understanding government programs, and completing electronic forms	24.5% (n=537)	11.9% (n=509)	6.2% (n=411)	11.2% (n=1,457)
The library offered translation services for forms and services in other languages	10.9% (n=238)	11.5% (n=492)	4.4% (n=290)	7.8% (n=1,020)
The library partnered with government agencies, non-profit organizations, and others to provide e-government services	43.1% (n=941)	32.6% (n=1,386)	25.7% (n=1,690)	30.9% (n=4,017)
The library worked with government agencies (local, state, or federal) to help agencies improve their Websites and/or e-government services	12.3% (n=270)	13.1% (n=556)	9.3% (n=612)	11.0% (n=1,438)
The library has at least one staff member with significant knowledge and skills in provision of e-government services	31.4% (n=687)	25.0% (n=1,067)	20.0% (n=1,324)	23.6% (n=3,078)
Other	2.9% (n=65)	2.8% (n=121)	3.2% (n=214)	3.0% (n=400)

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

Figure 25 illustrates the e-government services public library outlets provide patrons. 96.6 percent of libraries report assisting patrons with applying for and accessing e-government services, an increase of 11.5 percentage points over the past year. Urban libraries have made the biggest strides in the provision of this basic e-government service, with 97.3 percent reporting they provide assistance applying for and accessing e-government services (up significantly from 77.7 percent last year). 91.8 percent of libraries help patrons understand how to access and use e-government Websites, and 70.7 percent assist patrons with completing government forms. The percentage of libraries that partner with government agencies and others to provide e-government services continues to increase (30.9 percent, up from 25.1 percent last year).

Figure 26: 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	24.0% (n=3,195)	17.4% (n=2,310)	24.1% (n=3,200)	16.7% (n=2,218)	17.7% (n=2,355)	*	2.9 (n=13,278)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	24.8% (n=3,263)	21.5% (n=2,830)	21.7% (n=2,854)	19.2% (n=2,526)	12.3% (n=1,615)	*	2.7 (n=13,088)
This library's connection speed is too slow and causes delays meeting patron demands	34.8% (n=3,975)	22.8% (n=2,599)	17.8% (n=2,038)	11.9% (n=1,361)	11.8% (n=1,345)	*	2.4 (n=11,319)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	43.9% (n=5,717)	21.2% (n=2,764)	16.1% (n=2,093)	10.1% (n=1,309)	8.0% (n=1,043)	*	2.2 (n=12,925)
This library does not have enough staff to effectively help patrons with their E-Government needs	14.0% (n=1,887)	15.4% (n=2,070)	22.2% (n=2,987)	19.5% (n=2,628)	28.4% (n=3,814)	*	3.3 (n=13,385)
This library's staff does not have the necessary expertise to meet patron E-Government needs	14.7% (n=1,996)	16.1% (n=2,185)	23.4% (n=3,169)	21.9% (n=2,965)	23.0% (n=3,121)	*	3.2 (n=13,436)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	25.5% (n=3,227)	22.2% (n=2,810)	21.8% (n=2,758)	14.7% (n=1,859)	15.5% (n=1,966)	*	2.7 (n=12,620)
Other	8.8% (n=1,171)	4.4% (n=581)	1.9% (n=257)	*	*	83.3% (n=11067)	1.8 (n=2,217)

Key: * : Insufficient data to report

Figure 26 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 (44.9 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 (21.9 percent) or most important (23.0 percent) challenge. Although less significant, a growing number of libraries report that workstation time limits are a challenge; only 23.4 percent rated this issue as important or most important in 2010-2010, while 31.5 percent rated this issue as important or most important in the current survey. This may reflect increasing demand for public access workstations.

Figures 27 through 29 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 (43.2 percent reported this as important or most important). While last year 42.9 percent of urban libraries reported "too few workstations" as an important or most important challenge, the number increased to 47.4 percent this year. The lack of staff expertise (32.5 percent) also was a challenge in the meeting patron E-Government needs, but less of a challenge than last year (36.7 percent).

Responses from suburban outlets are similar, with 46.9 percent of libraries reporting that not having enough staff to effectively help patrons meet their E-Government needs presents an important (18.8 percent) or most important (28.1 percent) challenge and 43.4 percent of libraries reported that lack of staff expertise necessary to meet patron E-Government needs presents an important (22.4 percent) or most important (21.0 percent) challenge. As with urban libraries, although these challenges remain significant, they represent slight decreases from last year's numbers (55.6 percent reporting insufficient staff and 47.3 percent reporting lack of necessary expertise).

Responses from rural outlets are also similar, with 49.9 percent of libraries reporting that not having enough staff to effectively help patrons meet their E-Government needs presents an important (19.8 percent) or most important (30.1 percent) challenge, representing a decrease from last year's figure of 56.9. However, 49.6 percent of rural public libraries reported that lack of staff expertise necessary to meet patron E-Government needs presents an important (22.6 percent) or most important (27.0 percent) challenge, which is a decrease from last year's total of 57.3 percent.

Figure 27: 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 (n)
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	19.4% (n=417)	9.7% (n=207)	23.5% (n=504)	17.7% (n=381)	29.7% (n=639)	---	3.3 (n=2,147)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	13.7% (n=281)	20.8% (n=428)	22.5% (n=463)	24.2% (n=498)	18.7% (n=385)	*	3.1 (n=2,056)
This library's connection speed is too slow and causes delays meeting patron demands	33.6% (n=618)	26.6% (n=489)	17.2% (n=317)	9.2% (n=169)	12.5% (n=230)	*	2.4 (n=1,823)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	45.6% (n=981)	23.7% (n=510)	15.0% (n=323)	6.9% (n=149)	8.4% (n=180)	*	2.1 (n=2,143)
This library does not have enough staff to effectively help patrons with their E-Government needs	11.0% (n=240)	16.4% (n=356)	29.0% (n=631)	20.0% (n=436)	23.2% (n=504)	*	3.3 (n=2,167)
This library's staff does not have the necessary expertise to meet patron E-Government needs	15.8% (n=344)	22.6% (n=492)	27.3% (n=594)	18.8% (n=410)	14.7% (n=321)	*	2.9 (n=2,161)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	27.6% (n=580)	22.2% (n=467)	19.3% (n=406)	16.6% (n=349)	14.1% (n=297)	*	2.7 (n=2,099)
Other	11.5% (n=244)	4.3% (n=91)	1.3% (n=27)	*	*	82.1% (n=1,739)	1.5 (n=379)

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

Figure 28: 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
	Least Important	Unimportant	Neutral	Important	Most Important	Not Applicable	
The library has too few workstations to meet patron demand	24.0% (n=1,048)	17.9% (n=780)	24.8% (n=1,082)	17.8% (n=774)	15.3% (n=665)	*	2.8 (n=4,350)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	23.2% (n=1,009)	23.6% (n=1,028)	21.7% (n=944)	20.2% (n=878)	11.2% (n=489)	*	2.7 (n=4,349)
This library's connection speed is too slow and causes delays meeting patron demands	37.1% (n=1,436)	24.5% (n=949)	17.0% (n=658)	11.3% (n=439)	9.4% (n=363)	*	2.3 (n=3,845)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	46.7% (n=1,993)	23.2% (n=988)	13.6% (n=580)	9.1% (n=388)	6.7% (n=284)	*	2.1 (n=4,232)
This library does not have enough staff to effectively help patrons with their E-Government needs	13.0% (n=574)	14.7% (n=651)	24.8% (n=1,098)	18.8% (n=833)	28.1% (n=1,246)	*	3.6 (n=4,403)
This library's staff does not have the necessary expertise to meet patron E-Government needs	14.2% (n=633)	16.5% (n=733)	24.9% (n=1,110)	22.4% (n=996)	21.0% (n=935)	1.0% (n=46)	3.2 (n=4,407)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	23.3% (n=963)	23.3% (n=966)	23.6% (n=979)	13.9% (n=576)	15.1% (n=627)	*	2.7 (n=4,111)
Other	7.5% (n=330)	3.1% (n=135)	1.4% (n=60)	*	*	86.7% (n=3,808)	1.8 (n=587)

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

Figure 29: 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	25.5% (n=1,731)	19.5% (n=1,322)	23.8% (n=1,614)	15.6% (n=1,062)	15.5% (n=1,051)	*	2.8 (n=6,781)
This library has workstation time limits that do not allow enough time for patrons to complete their E-Government forms, seek government information, etc.	29.3% (n=1,972)	20.4% (n=1,374)	21.5% (n=1,447)	17.1% (n=1,149)	11.0% (n=741)	*	2.6 (n=6,683)
This library's connection speed is too slow and causes delays meeting patron demands	33.7% (n=1,921)	20.4% (n=1,162)	18.6% (n=1,063)	13.2% (n=754)	13.2% (n=752)	*	2.5 (n=5,652)
Filters and/or firewalls prevent the library from accessing at least some government Websites, forms, or services	41.6% (n=2,744)	19.2% (n=1,266)	18.0% (n=1,190)	11.7% (n=772)	8.8% (n=579)	*	2.3 (n=6,550)
This library does not have enough staff to effectively help patrons with their E-Government needs	15.7% (n=1,072)	15.5% (n=1,062)	18.4% (n=1,258)	19.8% (n=1,359)	30.1% (n=2,063)	*	3.3 (n=6,815)
This library's staff does not have the necessary expertise to meet patron E-Government needs	14.7% (n=1,019)	13.9% (n=961)	21.2% (n=1,465)	22.6% (n=1,559)	27.0% (n=1,865)	*	3.3 (n=6,869)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some E-Government services	26.2% (n=1,685)	21.4% (n=1,377)	21.3% (n=1,373)	14.5% (n=934)	16.2% (n=1,042)	*	2.7 (n=6,411)
Other	8.8% (n=598)	5.2% (n=354)	2.5% (n=170)	1.3% (n=86)	*	81.5% (n=5,507)	1.9 (n=1,251)

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

Figure 30: 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	97.5% (n=2,197)	94.5% (n=4,309)	88.9% (n=6,083)	92.2% (n=12,589)
The library provides access to civil service exam materials	85.9% (n=1,937)	83.5% (n=3,810)	70.0% (n=4,787)	77.1% (n=10,533)
The library helps patrons complete online job applications	78.2% (n=1,763)	74.0% (n=3,374)	76.6% (n=5,239)	76.0% (n=10,375)
The library collaborates with outside agencies or individuals to help patrons seek or attain employment	47.3% (n=1,066)	34.6% (n=1,575)	29.8% (n=2,041)	34.3% (n=4,682)
The library helps patrons develop business plans and other materials to start businesses	35.1% (n=791)	18.7% (n=853)	12.1% (n=824)	18.1% (n=2,469)
The library collaborates with outside agencies or individuals to help patrons develop business plans and other materials to start businesses	33.0% (n=744)	20.5% (n=935)	14.4% (n=985)	19.5% (n=2,663)
The library offers classes (either by librarians or others working with the library) on job seeking strategies, interview tips, etc.	48.2% (n=1,081)	39.4% (n=1,778)	20.3% (n=1,375)	31.3% (n=4,233)
The library offers software and other resources to help patrons create resumes and other employment materials	83.7% (n=1,872)	80.7% (n=3,628)	73.2% (n=4,930)	77.5% (n=10,429)
Other	6.3% (n=143)	3.3% (n=151)	3.6% (n=246)	4.0% (n=540)
Will not total 100%, as categories are not mutually exclusive				

Figure 30 shows the job seeking services provided by public libraries. Provision of these services has increased across the board since last year. A large majority of libraries: provide access to job databases and other online resources (92.2 percent) and to civil service exam materials (77.1 percent); offer software and other resources to help patrons create resumes and other employment materials (77.5 percent); and help patrons complete online job applications (76.0 percent).

Figure 31: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs (1 = Strongly Disagree, 5 = Strongly Agree)

Challenges	Overall						Average (n)
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Not Applicable	
The library has too few workstations to meet patron demand	22.1% (n=2,587)	16.5% (n=1,932)	23.6% (n=2,759)	18.2% (n=2,135)	19.0% (n=2,230)	*	3.0 (n=11,643)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	26.8% (n=3,086)	23.5% (n=2,708)	20.4% (n=2,352)	16.9% (n=1,947)	11.8% (n=1,361)	*	2.6 (n=11,454)
This library's connection speed is too slow and causes delays meeting patron needs	33.3% (n=3,946)	23.1% (n=2,744)	19.3% (n=2,285)	11.7% (n=1,388)	12.1% (n=1,435)	*	2.5 (n=11,798)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	42.1% (n=4,909)	25.9% (n=3,018)	17.5% (n=2,036)	8.5% (n=991)	5.3% (n=615)	*	2.1 (n=11,569)
The library does not have enough staff to effectively help patrons with their job seeking needs	11.0% (n=1,323)	14.9% (n=1,788)	23.7% (n=2,837)	20.4% (n=2,448)	29.4% (n=3,521)	*	3.4 (n=11,917)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.7% (n=1,162)	19.9% (n=1,976)	26.7% (n=2,657)	20.8% (n=2,074)	20.5% (n=2,038)	*	3.2 (n=9,908)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	31.1% (n=3,465)	20.4% (n=2,271)	24.4% (n=2,726)	12.6% (n=1,408)	10.9% (n=1,220)	*	2.5 (n=11,090)
Other	7.2% (n=957)	3.8% (n=509)	2.1% (n=277)	*	1.4% (n=181)	84.8% (n=11,206)	2.0 (n=2,012)

Key: *: insufficient data to report

Figure 31 shows the challenges that affect the ability of public libraries overall to provide job-seeking services to patrons. Once again, the greatest challenges reported were not having enough staff to meet patron needs (49.8 percent somewhat agree or strongly agree), followed by a lack of staff with the necessary expertise (41.3 percent somewhat agree or strongly agree), and an insufficient number of workstations (37.2 percent agree or strongly agree). Survey respondents consistently report these as the primary challenges to provide job-seeking services to patrons from year to year.

Figure 32: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs (1 = Strongly Disagree, 5 = Strongly Agree)

Challenges	Urban Public Libraries						Average (n)
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Not Applicable	
The library has too few workstations to meet patron demand	13.5% (n=260)	10.3% (n=198)	25.9% (n=498)	22.7% (n=437)	27.3% (n=525)	*	3.4 (n=1,918)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	16.2% (n=290)	26.1% (n=468)	18.2% (n=326)	20.3% (n=363)	18.9% (n=338)	*	3.0 (n=1,785)
This library's connection speed is too slow and causes delays meeting patron needs	30.4% (n=580)	25.3% (n=483)	17.6% (n=334)	8.8% (n=168)	17.5% (n=334)	*	2.6 (n=1,899)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	40.4% (n=792)	27.4% (n=538)	19.2% (n=375)	5.2% (n=102)	7.7% (n=151)	*	2.1 (n=1,958)
The library does not have enough staff to effectively help patrons with their job seeking needs	12.2% (n=237)	17.0% (n=328)	24.1% (n=466)	17.1% (n=331)	29.2% (n=565)	*	3.3 (n=1,928)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.9% (n=191)	31.2% (n=504)	29.0% (n=467)	15.1% (n=244)	12.8% (n=206)	-	2.9 (n=1,612)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	31.6% (n=590)	17.6% (n=329)	32.4% (n=604)	10.6% (n=198)	7.3% (n=137)	*	2.4 (n=1,858)
Other	10.1% (n=214)	2.2% (n=47)	2.0 (n=42)	*	5.5% (n=116)	79.9% (n=1,698)	2.4 (n=428)

Key: *: insufficient data to report, - : No data to report

As in previous years, urban libraries rank the challenges to helping patrons meet their employment needs differently than that of libraries overall (see Figure 32). 50.0 percent either strongly or somewhat agree that the library does not have enough workstations to meet patron needs, an increase of 6.0 percent over last year's survey. 46.3 percent of urban libraries report that they do not have enough staff to meet patron job-seeking needs, making insufficient staff secondary to insufficient workstations. Once again, the third most significant challenge in urban libraries is workstation time limits (39.2 percent somewhat agree or strongly agree), which is reportedly less of a hurdle in suburban and rural libraries.

Figure 33: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs (1 = Strongly Disagree, 5 = Strongly Agree)

Challenges	Suburban Public Libraries						Average
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Not Applicable	
The library has too few workstations to meet patron demand	21.8% (n=839)	17.6% (n=675)	26.0% (n=1,001)	17.5% (n=673)	16.7% (n=642)	*	2.9 (n=3,829)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	24.5% (n=939)	24.3% (n=932)	20.5% (n=786)	18.9% (n=723)	11.2% (n=430)	*	2.7 (n=3,809)
This library's connection speed is too slow and causes delays meeting patron needs	34.8% (n=1,375)	24.3% (n=958)	20.9% (n=823)	11.1% (n=439)	8.3% (n=327)	*	2.3 (n=3,922)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	43.8% (n=1,664)	28.0% (n=1,065)	14.6% (n=556)	7.9% (n=301)	4.5% (n=171)	1.1% (n=40)	2.0 (n=3,758)
The library does not have enough staff to effectively help patrons with their job seeking needs	9.6% (n=382)	15.8% (n=627)	25.8% (n=1,026)	20.8% (n=828)	27.5% (n=1,092)	*	3.4 (n=3,954)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.6% (n=407)	21.4% (n=748)	28.6% (n=1,001)	20.6% (n=721)	17.1% (n=600)	*	3.1 (n=3,476)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	30.8% (n=1,139)	20.8% (n=769)	23.7% (n=877)	11.5% (n=425)	11.9% (n=441)	1.2% (n=43)	2.5 (n=3,651)
Other	6.6% (n=288)	3.2% (n=143)	1.1% (n=50)	*	*	88.3% (n=3,877)	1.7 (n=515)

Key: *: insufficient data to report

Figure 33 illustrates the challenges affecting suburban public libraries' job-seeking services, which mirror the responses from library branches overall. 48.3 percent either somewhat or strongly agree that they do not have enough staff to meet patron needs, followed 37.7 percent reporting that the staff does not have the necessary expertise to assist patrons in their job seeking efforts. 34.2 percent report that they do not have enough workstations to meet patron demand.

Figure 34: Challenges that affect the ability of Public Library Outlets to help Patrons Meet their Employment Seeking Needs (1 = Strongly Disagree, 5 = Strongly Agree)

Challenges	Rural Public Libraries						Average (n)
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Not Applicable	
The library has too few workstations to meet patron demand	25.0% (n=1,488)	17.8% (n=1,060)	21.2% (n=1,261)	17.2% (n=1,025)	17.9% (n=1,063)	*	2.8 (n=5,897)
The library has workstation time limits that do not allow enough time for patrons to complete their job applications, seek job information, etc.	31.6% (n=1,858)	22.3% (n=1,309)	21.1% (n=1,240)	14.6% (n=861)	10.1% (n=593)	*	2.5 (n=5,860)
This library's connection speed is too slow and causes delays meeting patron needs	33.2% (n=1,992)	21.7% (n=1,302)	18.8% (n=1,127)	13.0% (n=781)	12.9% (n=775)	*	2.5 (n=5,978)
Library filters and/or firewalls prevent the library from accessing at least some job Websites, forms, or services	41.5% (n=2,453)	24.0% (n=1,416)	18.7% (n=1,104)	9.9% (n=588)	5.0% (n=293)	*	2.1 (n=5,854)
The library does not have enough staff to effectively help patrons with their job seeking needs	11.6% (n=704)	13.7% (n=833)	22.1% (n=1,345)	21.2% (n=1,288)	30.7% (n=1,864)	*	3.5 (n=6,035)
The library staff does not have the necessary expertise to meet patron job seeking needs	11.6% (n=564)	15.0% (n=725)	24.5% (n=1,189)	22.9% (n=1,110)	25.4% (n=1,233)	*	3.4 (n=4,820)
Liability issues (e.g., privacy, security, confidentiality) prevent the library from providing some job seeking services	31.0% (n=1,735)	21.0% (n=1,173)	22.2% (n=1,245)	14.0% (n=785)	11.5% (n=643)	*	2.5 (n=5,581)
Other	6.8% (n=455)	4.8% (n=319)	2.8% (n=185)	*	*	84.0% (n=5,630)	2.0 (n=1,069)

Key: *: insufficient data to report

Figure 34 presents the challenges that affect the job-seeking services of rural public libraries. 51.9 percent report that they do not have enough staff to meet patron needs, followed by 48.3 percent who indicate that the staff does not have the necessary expertise to assist patrons with their employment-seeking needs, while 35.1 percent report that they have too few workstations. Rural and suburban libraries reported the same top three challenges during the 2010-2011 survey cycle.