

## State Data Tables

This next section presents state-based branch (outlet) level findings. The survey received adequate responses from 48 states plus the District of Columbia. The state data analyzed in the report include:

Alabama	Montana
Alaska	Nebraska
Arizona	Nevada
Arkansas	New Hampshire
California	New Jersey
Colorado	New Mexico
Delaware	New York
Florida	North Carolina
Georgia	North Dakota
Hawaii	Ohio
Idaho	Oklahoma
Illinois	Pennsylvania
Indiana	Rhode Island
Iowa	South Carolina
Kansas	South Dakota
Kentucky	Tennessee
Louisiana	Texas
Maine	Utah
Maryland	Vermont
Massachusetts	Virginia
Michigan	Washington
Minnesota	Washington, DC
Mississippi	West Virginia
Missouri	Wisconsin
	Wyoming

The report does not contain state-based data for Connecticut and Oregon due to insufficient response rates from public libraries within those states.

**Figure 71: Public Library Outlet Change in Hours Open, by State**

State	Hours increased since last fiscal year	Hours decreased since last fiscal year	Hours stayed the same as last fiscal year
Alabama (n=239)	5.0% (n=12)	2.9% (n=7)	92.1% (n=220)
Alaska (n=104)	19.2% (n=20)	--	80.8% (n=84)
Arizona (n=183)	4.4% (n= 8)	10.9% (n=20)	84.7% (n=155)
Arkansas (n=206)	2.9% (n=6)	1.0% (n=2)	96.1% (n=198)
California (n=847)	3.8% (n=32)	18.1% (n=153)	78.2% (n=662)
Colorado (n= 226)	5.8% (n=13)	12.4% (n=28)	81.9% (n=185)
Delaware (n=33)	9.1% (n=3)	3.0% (n=1)	87.9% (n=29)
Florida (n=483)	*	19.3% (n=93)	80.3% (n=388)
Georgia (n=383)	1.0% (n=4)	30.3% (n=116)	68.7% (n=263)
Hawaii (n= 37)	5.4% (n=2)	--	94.6% (n=35)
Idaho (n=139)	8.6% (n=12)	3.6% (n=5)	87.8% (n=122)
Illinois (n=760)	6.6% (n=50)	3.2% (n=24)	90.3% (n=686)
Indiana (n=413)	9.2% (n=38)	5.8% (n=24)	85.0% (n=351)
Iowa (n=547)	7.3% (n=40)	5.7% (n=31)	87.0% (n=476)
Kansas (n= 370)	7.3% (n=27)	--	92.7% (n=343)
Kentucky (n=192)	3.1% (n=6)	--	96.9% (n=186)
Louisiana (n=285)	4.2% (n=12)	*	95.1% (n=271)
Maine (n=274)	10.6% (n=29)	4.4% (n=12)	85.0% (n=233)
Maryland (n=154)	*	2.6% (n=4)	96.8% (n=149)
Massachusetts (n=456)	11.0% (n=50)	7.9% (n=36)	81.1% (n=370)
Michigan (n =648)	8.5% (n=55)	26.1% (n=169)	65.4% (n=424)
Minnesota (n=284)	2.1% (n=6)	5.6% (n=16)	92.3% (n=262)
Mississippi (n=233)	1.7% (n=4)	6.0% (n=14)	92.3% (n=215)

**Figure 71 (continued): Public Library Outlet Change in Hours Open, by State**

State	Hours increased since last fiscal year	Hours decreased since last fiscal year	Hours stayed the same as last fiscal year
Missouri (n=329)	2.7% (n=9)	*	96.4% (n=317)
Montana (n=104)	6.7% (n=7)	4.8% (n=5)	88.5% (n=92)
Nebraska (n=282)	5.3% (n=15)	2.5% (n=7)	92.2% (n=260)
Nevada (n=83)	2.4% (n=2)	54.2% (n=45)	43.4% (n=36)
New Hampshire (n=234)	9.8% (n=23)	3.4% (n=8)	86.8% (n=203)
New Jersey (n=415)	--	14.7% (n=61)	85.3% (n=354)
New Mexico (n=123)	13.0% (n=16)	8.9% (n=11)	78.0% (n=96)
New York (n=1,046)	18.0% (n=188)	11.4% (n=119)	70.7% (n=739)
North Carolina (n=368)	4.6% (n=17)	6.3% (n=23)	89.1% (n=328)
North Dakota (n=87)	16.1% (n=14)	--	83.9% (n=73)
Ohio (n=662)	24.2% (n=160)	8.3% (n=55)	67.5% (n=447)
Oklahoma (n=166)	3.0% (n=5)	3.0% (n=5)	94.0% (n=156)
Pennsylvania (n=539)	3.7% (n=20)	19.5% (n=105)	76.8% (n=414)
Rhode Island (n=72)	4.2% (n=3)	8.3% (n=6)	87.5% (n=63)
South Carolina (n=181)	12.7% (n=23)	3.9% (n=7)	83.4% (n=151)
South Dakota (n= 159)	3.8% (n=6)	4.4% (n=7)	91.8% (n=146)
Tennessee (n=263)	5.7% (n=15)	11.0% (n=29)	83.3% (n=219)
Texas (n=783)	4.2% (n=33)	6.9% (n=54)	88.9% (n=696)
Utah (n=111)	2.7% (n=3)	1.8% (n=2)	95.5% (n=106)
Vermont (n= 180)	5.6% (n=10)	3.3% (n=6)	91.1% (n=164)
Virginia (n= 343)	4.4% (n=15)	16.0% (n=55)	79.6% (n=273)
Washington (n=319)	2.5% (n=8)	2.5% (n=8)	95.0% (n=303)
Washington, DC (n=27)	--	--	100% (n=27)
West Virginia (n=156)	5.1% (n=8)	8.3% (n=13)	86.5% (n=135)

<b>Figure 71 (continued): Public Library Outlet Change in Hours Open, by State</b>			
Wisconsin (n=417)	6.5% (n=27)	1.0% (n=4)	86.5% (n=135)
Wyoming (n=74)	2.6% (n=2)	--	97.4% (n=74)
<b><i>National</i></b>	7.1% (n=1,061)	9.3% (n=1,395)	83.7% (n=12,569)
<b>Key:</b> * : Insufficient data to report; -- = No data to report			

Figure 71 shows public library changes in hours open. A significant majority of libraries (83.7 percent) report that their hours remained the same in almost every state. Nevada is the one exception, where more than half (54.2 percent) of libraries reported a decrease in hours over the past year. While Ohio reported that nearly half (49.9 percent) of their libraries decreased hours last year, 24.2 percent increased their hours this year, showing a reversal of fortune. Ohio's also had the highest percentage of libraries increasing their hours, with only 7.1 percent of total libraries reporting open hours increases.

**Figure 72: Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access, by State**

State	Yes	No	Do not know	Other
Alabama (n=261)	59.8% (n=156)	24.5% (n=64)	10.0% (n=26)	5.7% (n=15)
Alaska (n=105)	61.0% (n=64)	25.7% (n=27)	5.7% (n=6)	7.6% (n=8)
Arizona (n=196)	63.8% (n=125)	33.2% (n=65)	1.5% (n=3)	1.5% (n=3)
Arkansas (n=205)	58.0% (n=119)	11.7% (n=24)	17.1% (n=35)	13.2% (n=27)
California (n=862)	55.7% (n=480)	31.1% (n=268)	7.4% (n=64)	5.8% (n=50)
Colorado (n= 227)	56.4% (n=128)	37.4% (n=85)	3.5% (n=8)	2.6% (n=6)
Delaware (n=30)	73.3% (n=22)	13.3% (n=4)	10.0% (n=3)	3.3% (n=1)
Florida (n=468)	41.9% (n=196)	46.4% (n=217)	11.8% (n=55)	-
Georgia (n=278)	57.9% (n=161)	30.6% (n=85)	10.8% (n=30)	-
Hawaii (n= 39)	56.4% (n=22)	28.2% (n=11)	7.7% (n=3)	7.7% (n=3)
Idaho (n=130)	70.8% (n=92)	18.5% (n=24)	9.2% (n=12)	1.5% (n=2)
Illinois (n=737)	59.6% (n=439)	30.1% (n=222)	8.3% (n=61)	2.0% (n=15)
Indiana (n=383)	58.0% (n=222)	22.7% (n=87)	14.6% (n=56)	4.7% (n=18)
Iowa (n=539)	79.0% (n=426)	12.6% (n=68)	5.9% (n=32)	2.4% (n=13)
Kansas (n= 370)	84.1% (n=311)	7.6% (n=28)	5.4% (n=20)	3.0% (n=11)
Kentucky (n=189)	74.1% (n=140)	13.8% (n=26)	10.1% (n=19)	2.1% (n=4)
Louisiana (n=298)	60.4% (n=180)	21.8% (n=65)	17.1% (n=51)	*
Maine (n=278)	76.6% (n=213)	16.9% (n=47)	2.2% (n=6)	4.3% (n=12)
Maryland (n=175)	72.0% (n=126)	13.7% (n=24)	11.4% (n=20)	2.9% (n=5)
Massachusetts (n=399)	57.9% (n=231)	26.3% (n=105)	9.5% (n=38)	6.3% (n=25)
Michigan (n=609)	66.3% (n=404)	22.0% (n=134)	6.6% (n=40)	5.1% (n=31)
Minnesota (n=303)	59.7% (n=181)	30.4% (n=92)	6.3% (n=19)	3.6% (n=11)
Mississippi (n=216)	81.5% (n=176)	11.1% (n=24)	5.6% (n=12)	1.9% (n=4)

**Figure 72 (continued): Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access, by State**

State	Yes	No	Do not know	Other
Missouri (n=295)	56.6% (n=167)	26.1% (n=77)	15.3% (n=45)	2.0% (n=6)
Montana (n=95)	66.3% (n=63)	24.2% (n=23)	4.2% (n=4)	5.3% (n=5)
Nebraska (n=264)	82.2% (n=217)	11.0% (n=29)	2.3% (n=6)	4.5% (n=12)
Nevada (n=84)	34.5% (n=29)	65.5% (n=55)	-	-
New Hampshire (n=225)	73.8% (n=166)	17.3% (n=39)	6.2% (n=14)	2.7% (n=6)
New Jersey (n=413)	56.4% (n=233)	28.3% (n=117)	13.6% (n=56)	1.7% (n=1)
New Mexico (n=123)	48.8% (n=60)	42.3% (n=52)	4.1% (n=5)	4.9% (n=6)
New York (n=1,009)	63.5% (n=641)	15.1% (n=152)	18.3% (n=185)	3.1% (n=31)
North Carolina (n=335)	69.9% (n=234)	17.0% (n=57)	8.4% (n=28)	4.8% (n=16)
North Dakota (n=83)	49.4% (n=41)	33.7% (n=28)	12.0% (n=10)	4.8% (n=4)
Ohio (n=615)	61.1% (n=376)	27.5% (n=169)	7.3% (n=45)	4.1% (n=25)
Oklahoma (n=166)	56.0% (n=93)	36.7% (n=61)	6.0% (n=10)	1.2% (n=2)
Pennsylvania (n=462)	68.2% (n=315)	18.4% (n=85)	11.0% (n=51)	2.4% (n=11)
Rhode Island (n=69)	55.1% (n=38)	21.7% (n=15)	10.1% (n=7)	13.0% (n=9)
South Carolina (n=131)	64.9% (n=85)	17.6% (n=23)	15.3% (n=20)	2.3% (n=3)
South Dakota (n=157)	65.6% (n=103)	18.5% (n=29)	10.8% (n=17)	5.1% (n=8)
Tennessee (n=246)	68.7% (n=169)	19.1% (n=47)	7.7% (n=19)	4.5% (n=11)
Texas (n=769)	63.8% (n=491)	21.2% (n=163)	10.7% (n=82)	4.3% (n=33)
Utah (n=117)	55.6% (n=65)	21.4% (n=25)	21.4% (n=25)	1.7% (n=2)
Vermont (n=180)	75.0% (n=135)	19.4% (n=35)	1.1% (n=2)	4.4% (n=8)
Virginia (n=300)	54.7% (n=164)	39.7% (n=119)	5.0% (n=15)	*
Washington (n=254)	48.8% (n=124)	44.9% (n=114)	3.1% (n=8)	3.1% (n=8)
Washington, DC (n=18)	88.9% (n=16)	11.1% (n=2)	--	--
West Virginia (n=164)	60.4% (n=99)	23.8% (n=39)	7.9% (n=13)	7.9% (n=13)

**Figure 72: Public Library Outlet is the Only Provider of Free Public Internet Access and Free Public Computer Access, by State**

State	Yes	No	Do not know	Other
Wisconsin (n=426)	65.7% (n=280)	22.3% (n=95)	6.6% (n=28)	5.4% (n=23)
Wyoming (n=74)	62.2% (n=46)	20.3% (n=15)	16.2% (n=12)	1.4% (n=1)
<i>National</i>	63.1% (n=9,068)	24.1% (n=3,461)	9.2% (n=1,326)	3.6% (n=520)

**Key** \*=Insufficient data to report  
 --=No data to report

Figure 72 shows public libraries that are the only providers of free public Internet and computer access in their area. State responses to the question are from libraries indicating that there is free public access Internet available. The majority of libraries reported yes in most states, with Mississippi (81.5 percent), Nebraska (82.2 percent), and Washington, DC (88.9 percent) being the highest. Florida (46.4 percent) and Nevada (66.5 percent) had the highest percentage of libraries reporting that they were not the only source of free public access.

**Figure 73: Number of Public Access Internet Workstations by Average Age, by State**

State	Total number Public Internet Workstations	Public Internet Workstations less than one year	Public Internet Workstations one year old	Public Internet Workstations two years old	Public Internet Workstations three years old	Public Internet Workstations four years old	Public Internet Workstations five years old
Alabama (n=241)	17.3 (n=241)	7.9 (n=117)	5.3 (n=81)	12.1 (n=90)	4.9 (n=107)	8.8 (n=69)	6.5 (n=90)
Alaska (n=99)	7.7 (n=102)	4.4 (n=23)	3.3 (n=34)	3.9 (n=49)	4.5 (n=32)	5.8 (n=21)	3.7 (n=34)
Arizona (n=189)	25.4 (n=189)	10.1 (n=72)	9.0 (n=71)	18.0 (n=78)	15.9 (n=55)	13.4 (n=50)	8.17 (n=37)
Arkansas (n=127)	13.9 (n=127)	10.5 (n=31)	4.1 (n=84)	4.7 (n=56)	11.3 (n=50)	2.0 (n=15)	4.5 (n=48)
California (n=698)	20.8 (n=698)	12.5 (n=80)	10.4 (n=102)	11.9 (n=139)	10.4 (n=218)	10.2 (n=184)	15.2 (n=332)
Colorado (n= 210)	18.7 (n=210)	15.5 (n=102)	7.1 (n=57)	6.6 (n=63)	6.4 (n=77)	6.6 (n=41)	6.8 (n=47)
Delaware (n=31)	19.2 (n=31)	8.3 (n=7)	7.3 (n=19)	14.3 (n=12)	5.8 (n=14)	10.4 (n=12)	4.5 (n=3)
Florida (n=374)	28.1 (n=374)	21.0 (n=80)	24.1 (n=119)	14.0 (n=80)	9.7 (n=75)	11.9 (n=136)	16.1 (n=140)
Georgia (n=216)	21.7 (n=216)	13.6 (n=44)	13.7 (n=35)	20.7 (n=42)	8.9 (n=75)	10.6 (n=78)	13.0 (n=88)
Hawaii (n= 39)	6.7 (n=39)	5.8 (n=36)	6.6 (n=7)	1.0 (n=1)	--	2.0 (n=1)	1.3 (n=4)
Idaho (n=131)	11.6 (n=131)	9.1 (n=60)	9.6 (n=11)	4.8 (n=15)	7.6 (n=45)	4.0 (n=49)	4.11 (n=60)
Illinois (n=731)	18.4 (n=731)	6.7 (n=399)	5.5 (n=335)	6.6 (n=312)	5.9 (n=285)	10.8 (n=224)	6.5 (n=326)



**Figure 73 (continued): Number of Public Access Internet Workstations by Average Age, by State**

State	Total number Public Internet Workstations	Public Internet Workstations less than one year	Public Internet Workstations one year old	Public Internet Workstations two years old	Public Internet Workstations three years old	Public Internet Workstations four years old	Public Internet Workstations five years old
Indiana (n=313)	18.3 (n=313)	8.7 (n=162)	6.9 (n=148)	8.0 (n=134)	7.5 (n=122)	4.0 (n=120)	5.4 (n=139)
Iowa (n=518)	8.9 (n=539)	3.5 (n=190)	4.1 (n=119)	3.45 (n=225)	5.1 (n=231)	3.2 (n=153)	4.2 (n=283)
Kansas (n= 365)	7.7 (n=365)	2.2 (n=93)	3.6 (n=121)	3.6 (n=139)	2.8 (n=136)	3.8 (n=107)	3.6 (n=197)
Kentucky (n=157)	23.91 (n=157)	13.0 (n=94)	7.88 (n=52)	10.5 (n=67)	10.4 (n=72)	8.0 (n=44)	6.7 (n=45)
Louisiana (n=268)	14.9 (n=268)	16.4 (n=67)	6.6 (n=46)	6.2 (n=83)	7.5 (n=123)	7.8 (n=43)	9.9 (n=80)
Maine (n=275)	8.9 (n=275)	3.1 (n=154)	3.0 (n=104)	2.6 (n=89)	5.1 (n=89)	3.3 (n=74)	5.7 (n=126)
Maryland (n=149)	21.35 (n=149)	19.1 (n=25)	9.5 (n=34)	13.5 (n=85)	7.3 (n=47)	12.0 (n=41)	9.6 (n=39)
Massachusetts (n=395)	12.9 (n=395)	5.8 (n=87)	5.2 (n=96)	6.8 (n=179)	5.9 (n=175)	4.6 (n=154)	6.1 (n=168)
Michigan (n=504)	18.6 (n=504)	10.2 (n=231)	8.6 (n=159)	6.1 (n=246)	5.1 (n=210)	9.6 (n=175)	7.6 (n=156)
Minnesota (n=302)	13.7 (n=302)	3.2 (n=116)	4.1 (n=110)	6.2 (n=73)	5.5 (n=175)	5.5 (n=88)	4.9 (n=93)
Mississippi (n=184)	11.9 (n=184)	8.9 (n=43)	3.4 (n=50)	4.5 (n=42)	5.4 (n=58)	7.9 (n=54)	6.8 (n=90)
Missouri (n=291)	24.4 (n=291)	4.3 (n=185)	3.7 (n=159)	6.2 (n=112)	5.7 (n=88)	4.0 (n=74)	3.8 (n=99)
Montana (n=94)	11.03 (n=94)	8.1 (n=48)	4.4 (n=25)	3.1 (n=49)	2.5 (n=41)	3.1 (n=40)	4.4 (n=34)

**Figure 73 (continued): Number of Public Access Internet Workstations by Average Age, by State**

<i>State</i>	Total number Public Internet Workstations	Public Internet Workstations less than one year	Public Internet Workstations one year old	Public Internet Workstations two years old	Public Internet Workstations three years old	Public Internet Workstations four years old	Public Internet Workstations five years old
Nebraska (n=266)	8.7 (n=266)	5.4 (n=170)	3.1 (n=123)	2.2 (n=90)	2.2 (n=89)	2.4 (n=56)	3.0 (n=132)
Nevada (n=62)	18.6 (n=62)	7.1 (n=25)	12.0 (n=14)	7.2 (n=20)	5.2 (n=20)	6.9 (n=16)	15.2 (n=26)
New Hampshire (n=230)	7.2 (n=230)	3.7 (n=63)	3.0 (n=76)	2.8 (n=91)	2.9 (n=91)	3.4 (n=78)	3.7 (n=104)
New Jersey (n=353)	17.1 (n=353)	7.0 (n=129)	4.6 (n=100)	8.4 (n=197)	7.9 (n=165)	5.9 (n=105)	6.4 (n=106)
New Mexico (n=120)	12.2 (n=120)	6.2 (n=33)	3.9 (n=26)	6.1 (n=26)	9.0 (n=43)	3.2 (n=29)	8.2 (n=62)
New York (n=1,001)	15.8 (n=1,001)	6.8 (n=195)	9.2 (n=260)	7.4 (n=377)	9.4 (n=589)	8.2 (n=284)	5.3 (n=251)
North Carolina (n=297)	17.3 (n=297)	9.3 (n=62)	4.7 (n=86)	8.3 (n=157)	7.9 (n=138)	7.9 (n=86)	8.4 (n=109)
North Dakota (n=84)	9.4 (n=84)	4.6 (n=55)	4.3 (n=35)	8.5 (n=30)	3.9 (n=16)	2.0 (n=16)	2.0 (n=20)
Ohio (n=568)	16.0 (n=568)	10.4 (n=263)	7.5 (n=216)	7.7 (n=164)	5.6 (n=136)	6.5 (n=117)	5.9 (n=222)
Oklahoma (n=165)	17.3 (n=165)	6.6 (n=69)	8.4 (n=54)	6.5 (n=61)	8.5 (n=94)	7.8 (n=69)	3.7 (n=50)
Pennsylvania (n=470)	15.2 (n=470)	8.7 (n=114)	4.9 (n=82)	5.8 (n=180)	8.4 (n=199)	6.1 (n=141)	10.6 (n=183)
Rhode Island (n=64)	18.9 (n=64)	6.2 (n=48)	4.9 (n=32)	6.3 (n=36)	12.6 (n=28)	5.7 (n=18)	6.4 (n=11)
South Carolina (n=106)	15.8 (n=106)	8.5 (n=13)	22.6 (n=16)	8.5 (n=27)	7.9 (n=24)	6.5 (n=30)	5.9 (n=45)

**Figure 73 (continued): Number of Public Access Internet Workstations by Average Age, by State**

State	Total number Public Internet Workstations	Public Internet Workstations less than one year	Public Internet Workstations one year old	Public Internet Workstations two years old	Public Internet Workstations three years old	Public Internet Workstations four years old	Public Internet Workstations five years old
South Dakota (n= 155)	7.9 (n=155)	3.3 (n=52)	3.9 (n=61)	3.5 (n=47)	4.4 (n=55)	3.7 (n=52)	3.3 (n=54)
Tennessee (n=212)	17.6 (n=212)	8.0 (n=100)	3.9 (n=79)	5.9 (n=67)	7.2 (n=83)	7.0 (n=92)	7.3 (n=125)
Texas (n=717)	24.6 (n=717)	9.4 (n=237)	6.8 (n=184)	9.6 (n=254)	10.7 (n=246)	9.53 (n=202)	9.2 (n=293)
Utah (n=90)	22.7 (n=90)	3.8 (n=14)	5.4 (n=27)	10.6 (n=34)	15.4 (n=41)	15.5 (n=28)	10.0 (n=41)
Vermont (n= 176)	6.8 (n=176)	2.2 (n=77)	2.6 (n=63)	2.2 (n=45)	3.0 (n=81)	3.1 (n=62)	3.2 (n=100)
Virginia (n= 176)	6.8 (n=176)	2.2 (n=77)	2.6 (n=63)	2.2 (n=45)	3.0 (n=81)	3.1 (n=62)	3.3 (n=100)
Washington (n= 179)	11.9 (n=179)	3.0 (n=45)	3.4 (n=57)	8.4 (n=56)	9.1 (n=75)	8.2 (n=59)	4.2 (n=37)
Washington, DC (n=26)	25.7 (n=26)	25.0 (n=2)	--	34.0 (n=1)	13.4 (n=19)	13.9 (n=23)	--
West Virginia (n=147)	7.9 (n=147)	4.6 (n=15)	4.5 (n=17)	3.3 (n=33)	3.7 (n=48)	3.3 (n=51)	6.0 (n=86)
Wisconsin (n=411)	11.5 (n=411)	4.4 (n=243)	4.7 (n=258)	4.8 (n=161)	3.6 (n=147)	3.8 (n=135)	4.1 (n=113)
Wyoming (n=67)	10.93 (n=67)	5.5 (n=21)	3.8 (n=17)	4.0 (n=35)	4.5 (n=24)	7.6 (n=22)	3.6 (n=29)
<b>National</b>	16.4 (n=13,397)	7.8 (n=4,728)	6.7 (n=4,277)	7.3 (n=4,656)	7.2 (n=4,901)	7.3 (n=3,898)	7.1 (n=5,045)

**Key -- = No data to report**

Figure 73 shows the average number of public Internet workstations libraries have by age as well as the average total number of workstations. State responses to the question are by libraries indicating that there is free public access Internet available. Libraries in Florida (21.0) and Washington, DC (25.0) report the highest average number of workstations less than one year old. Libraries in California (15.2), Nevada (15.2), and Florida (16.1) reported the highest number of five-year-old workstations.

**Figure 74: Public Library Outlet Length of Time to Get Computers Back in Service, by State**

State	Less than one day	One day	Two days	More than two days	Don't know	Other amount of time
Alabama (n=226)	24.8% (n=56)	22.6% (n=51)	7.1% (n=16)	37.6% (n=85)	5.9% (n=6)	13.7% (n=14)
Alaska (n=102)	25.5% (n=26)	13.7% (n=14)	18.6% (n=19)	22.5% (n=23)	5.9% (n=6)	13.7% (n=14)
Arizona (n=196)	16.8% (n=33)	11.2% (n=22)	7.1% (n=14)	49.5% (n=97)	1.5% (n=3)	13.8% (n=27)
Arkansas (n=174)	6.9% (n=12)	44.8% (n=78)	28.7% (n=50)	14.4% (n=25)	*	5.2% (n=9)
California (n=845)	17.4% (n=147)	27.7% (n=234)	30.8% (n=260)	22.4% (n=189)	*	1.8% (n=15)
Colorado (n=229)	24.5% (n=56)	42.8% (n=98)	10.0% (n=23)	20.1% (n=46)	*	2.6% (n=6)
Delaware (n=32)	21.9% (n=7)	40.6% (n=13)	9.4% (n=3)	25.0% (n=8)	--	3.1% (n=1)
Florida (n=464)	6.7% (n=31)	31.7% (n=147)	26.7% (n=124)	33.2% (n=154)	*	1.7% (n=8)
Georgia (n=273)	11.7% (n=32)	42.9% (n=117)	21.6% (n=59)	22.0% (n=60)	*	1.8% (n=5)
Hawaii (n=38)	47.4% (n=18)	31.6% (n=12)	7.9% (n=3)	5.3% (n=2)	*	7.9% (n=3)
Idaho (n=132)	34.8% (n=46)	12.9% (n=17)	20.5% (n=27)	29.5% (n=39)	2.3% (n=3)	*
Illinois (n=736)	14.1% (n=140)	30.6% (n=225)	27.2% (n=200)	19.8% (n=146)	2.4% (n=18)	5.8% (n=43)
Indiana (n=383)	26.6% (n=102)	37.1% (n=142)	13.3% (n=51)	14.1% (n=54)	1.6% (n=6)	7.3% (n=28)
Iowa (n=540)	27.8% (n=150)	13.9% (n=75)	19.1% (n=103)	29.6% (n=160)	3.3% (n=18)	6.3% (n=34)
Kansas (n=372)	23.7% (n=88)	15.6% (n=58)	15.9% (n=59)	25.0% (n=93)	8.9% (n=33)	11.0% (n=41)
Kentucky (n=185)	21.1% (n=39)	35.7% (n=66)	22.2% (n=41)	11.9% (n=22)	--	9.2% (n=17)
Louisiana (n=290)	9.0% (n=26)	34.8% (n=101)	29.3% (n=85)	22.4% (n=65)	4.5% (n=13)	*
Maine (n=277)	17.3% (n=48)	14.4% (n=40)	14.1% (n=39)	35.4% (n=98)	8.3% (n=23)	10.5% (n=29)
Maryland (n=177)	5.1% (n=9)	32.8% (n=58)	39.0% (n=69)	23.2% (n=41)	--	*
Massachusetts (n=430)	24.4% (n=105)	21.2% (n=91)	12.8% (n=55)	35.6% (n=153)	1.4% (n=6)	4.7% (n=20)
Michigan (n=513)	21.4% (n=110)	21.2% (n=109)	30.6% (n=157)	16.6% (n=85)	4.9% (n=25)	5.3% (n=27)
Minnesota (n=303)	32.0% (n=97)	25.4% (n=77)	7.6% (n=23)	24.1% (n=73)	8.9% (n=27)	2.0% (n=6)

**Figure 74 (continued): Public Library Outlet Length of Time to Get Computers Back in Service, by State**

State	Less than one day	One day	Two days	More than two days	Don't know	Other amount of time
Mississippi (n=207)	6.8% (n=14)	24.2% (n=50)	35.3% (n=73)	30.4% (n=63)	*	3.4% (n=7)
Missouri (n=296)	26.0% (n=77)	14.2% (n=42)	23.3% (n=69)	28.0% (n=83)	5.1% (n=15)	3.4% (n=10)
Montana (n=97)	35.1% (n=34)	13.4% (n=13)	18.6% (n=18)	23.7% (n=23)	4.1% (n=4)	5.2% (n=5)
Nebraska (N=266)	15.4% (n=41)	17.3% (n=46)	16.2% (n=43)	36.1% (n=96)	5.3% (n=14)	9.8% (n=26)
Nevada (n=63)	27.0% (n=17)	17.5% (n=11)	7.9% (n=5)	25.4% (n=16)	22.2% (n=14)	*
New Hampshire (n=227)	24.7% (n=56)	21.6% (n=49)	14.1% (n=32)	28.6% (n=65)	3.5% (n=8)	7.5% (n=17)
New Jersey (n=402)	34.3% (n=138)	20.9% (n=84)	16.9% (n=68)	24.4% (n=98)	--	2.7% (n=11)
New Mexico (n=120)	20.8% (n=25)	14.2% (n=17)	9.2% (n=11)	42.5% (n=51)	--	13.3% (n=16)
New York (n=1,011)	24.7% (n=250)	21.2% (n=214)	21.9% (n=221)	26.5% (n=268)	*	5.2% (n=53)
North Carolina (n=318)	11.3% (n=36)	41.8% (n=133)	17.9% (n=57)	22.3% (n=71)	3.8% (n=12)	2.8% (n=9)
North Dakota (n=85)	14.1% (n=12)	18.8% (n=16)	18.8% (n=16)	30.6% (n=26)	12.9% (n=11)	4.7% (n=4)
Ohio (n=597)	20.6% (n=123)	16.6% (n=99)	36.7% (n=219)	21.9% (n=131)	*	3.5% (n=21)
Oklahoma (n=163)	17.2% (n=28)	30.1% (n=49)	14.1% (n=23)	30.7% (n=50)	4.3% (n=7)	3.7% (n=6)
Pennsylvania (n=473)	10.8% (n=51)	23.0% (n=109)	24.9% (n=118)	28.5% (n=135)	3.2% (n=15)	9.5% (n=45)
Rhode Island (n=68)	29.4% (n=20)	55.9% (n=38)	8.8% (n=6)	2.9% (n=2)	*	2.9% (n=2)
South Carolina (n=149)	24.2% (n=36)	38.9% (n=58)	19.5% (n=29)	6.7% (n=10)	2.7% (n=4)	8.1% (n=12)
South Dakota (n=158)	13.3% (n=21)	29.1% (n=46)	19.0% (n=30)	22.2% (n=35)	10.8% (n=17)	5.7% (n=9)
Tennessee (n=246)	17.1% (n=42)	28.0% (n=69)	20.3% (n=50)	26.8% (n=66)	*	6.9% (n=17)
Texas (n=754)	11.3% (n=85)	15.3% (n=115)	16.4% (n=124)	46.4% (n=350)	1.2% (n=9)	9.4% (n=71)
Utah (n=117)	17.1% (n=20)	20.5% (n=24)	30.8% (n=36)	31.6% (n=37)	--	--
Vermont (n=178)	18.0% (n=32)	27.0% (n=48)	18.5% (n=33)	21.3% (n=38)	3.4% (n=6)	11.8% (n=21)
Virginia (n=296)	26.7% (n=79)	24.0% (n=71)	26.0% (n=77)	22.0% (n=65)	*	*

**Figure 74 (continued): Public Library Outlet Length of Time to Get Computers Back in Service, by State**

<i>State</i>	<i>Less than one day</i>	<i>One day</i>	<i>Two days</i>	<i>More than two days</i>	<i>Don't know</i>	<i>Other amount of time</i>
Washington (n=246)	25.2% (n=62)	28.9% (n=71)	34.1% (n=84)	8.5% (n=21)	*	8.0% (n=8)
Washington, DC (n=26)	*	58.3% (n=15)	41.7% (n=11)	*	*	*
West Virginia (n=164)	20.1% (n=33)	17.1% (n=28)	11.0% (n=18)	26.8% (n=44)	*	24.4% (n=40)
Wisconsin (n=411)	25.1% (n=103)	26.3% (n=108)	15.8% (n=65)	23.4% (n=96)	2.9% (n=12)	6.6% (n=27)
Wyoming (n=75)	21.3% (n=16)	22.7% (n=17)	14.7% (n=11)	37.3% (n=28)	1.3% (n=1)	2.7% (n=2)
<b><i>National</i></b>	19.8% (n=2,797)	24.6% (n=3,471)	21.4% (n=3,071)	26.1% (n=3,686)	2.5% (n=357)	5.5% (n=782)

**Key** \* = Insufficient data to report; -- = No data to report

Figure 74 displays the length of time it takes to get public library computers back in service by state. Nationwide, the majority of library outlets required one days (24.6 percent) or more than two days (26.1 percent) to get workstations back in service. Hawaii (47.4 percent) and Montana (35.1 percent) have the highest percentage of libraries that say it takes less than one day to restore workstations to working order. Arkansas (44.8 percent) and Georgia (42.9 percent) have the highest percentage of libraries that say it takes one day. Maryland (39.0 percent) and Ohio (36.7 percent) have the highest percentage of libraries that say it takes two days, while Arizona (49.5 percent) and Texas (46.4 percent) have the highest percentage of libraries that say it takes more than two days.

**Figure 75: Public Library Outlet Sufficiency of Public Access Internet Workstations, by State**

<b>State</b>	<b>There are consistently fewer public Internet workstations than patrons who wish to use them</b>	<b>There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day</b>	<b>There are sufficient public Internet workstations available for patrons who wish to use them during a typical day</b>
Alabama (n=253)	19.0% (n=48)	42.7% (n=108)	38.3% (n=97)
Alaska (n=103)	21.4% (n=22)	35.0% (n=36)	43.7% (n=45)
Arizona (n=197)	16.8% (n=33)	52.8% (n=104)	30.5% (n=60)
Arkansas (n=173)	13.3% (n=23)	79.8% (n=138)	6.9% (n=12)
California (n=819)	25.5% (n=209)	61.7% (n=505)	12.8% (n=105)
Colorado (n=221)	5.9% (n=13)	43.4% (n=96)	50.7% (n=112)
Delaware (n=32)	9.4% (n=3)	56.3% (n=18)	34.4% (n=11)
Florida (n=456)	20.8% (n=95)	58.3% (n=266)	20.8% (n=95)
Georgia (n=280)	15.0% (n=42)	54.3% (n=152)	30.7% (n=86)
Hawaii (n=39)	20.5% (n=8)	59.0% (n=23)	20.5% (n=8)
Idaho (n=137)	8.8% (n=12)	48.2% (n=66)	43.1% (n=59)
Illinois (n=745)	6.8% (n=51)	51.3% (n=382)	41.9% (n=312)
Indiana (n=364)	3.3% (n=12)	49.2% (n=179)	47.5% (n=173)
Iowa (n=535)	3.4% (n=18)	44.9% (n=240)	51.8% (n=277)
Kansas (n=370)	4.1% (n=15)	43.5% (n=161)	52.4% (n=194)
Kentucky (n=180)	7.2% (n=13)	50.6% (n=91)	42.2% (n=76)
Louisiana (n=290)	10.3% (n=30)	55.5% (n=161)	34.1% (n=99)
Maine (n=278)	16.5% (n=46)	45.3% (n=126)	38.1% (n=106)
Maryland (n=176)	15.3% (n=27)	64.2% (n=113)	20.5% (n=36)
Massachusetts (n=431)	6.0% (n=26)	45.9% (n=198)	48.0% (n=207)
Michigan (n=547)	9.3% (n=51)	59.4% (n=325)	31.3% (n=171)
Minnesota (n=303)	7.3% (n=22)	56.4% (n=171)	36.3% (n=110)



**Figure 75 (continued): Public Library Outlet Sufficiency of Public Access Internet Workstations, by State**

State	There are consistently fewer public Internet workstations than patrons who wish to use them	There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	There are sufficient public Internet workstations available for patrons who wish to use them during a typical day
Mississippi (n=209)	25.8% (n=54)	59.3% (n=124)	14.8% (n=31)
Missouri (n=299)	5.7% (n=17)	51.2% (n=153)	43.1% (n=129)
Montana (n=95)	2.1% (n=2)	43.2% (n=41)	54.7% (n=52)
Nebraska (n=264)	1.5% (n=4)	36.4% (n=96)	62.1% (n=164)
Nevada (n=84)	50.0% (n=42)	22.6% (n=19)	27.4% (n=23)
New Hampshire (n=226)	6.2% (n=14)	35.0% (n=79)	58.8% (n=133)
New Jersey (n=391)	17.9% (n=70)	51.7% (n=202)	30.4% (n=119)
New Mexico (n=120)	6.7% (n=8)	50.8% (n=61)	42.5% (n=51)
New York (n=1,001)	17.3% (n=173)	46.1% (n=461)	36.7% (n=367)
North Carolina (n=318)	12.9% (n=41)	58.5% (n=186)	28.6% (n=91)
North Dakota (n=85)	2.4% (n=2)	30.6% (n=26)	67.1% (n=57)
Ohio (n=649)	23.9% (n=155)	51.3% (n=333)	24.8% (n=161)
Oklahoma (n=164)	17.1% (n=28)	62.8% (n=103)	20.1% (n=33)
Pennsylvania (n=467)	11.8% (n=55)	37.0% (n=173)	51.2% (n=239)
Rhode Island (n=69)	11.6% (n=8)	43.5% (n=30)	44.9% (n=31)
South Carolina (n=138)	39.1% (n=54)	48.6% (n=67)	12.3% (n=17)
South Dakota (n=157)	1.9% (n=3)	35.0% (n=55)	63.1% (n=99)
Tennessee (n=245)	11.4% (n=28)	55.9% (n=137)	32.7% (n=80)
Texas (n=725)	10.5% (n=76)	54.3% (n=394)	35.2% (n=255)
Utah (n=118)	4.2% (n=5)	66.9% (n=79)	28.8% (n=34)
Vermont (n=178)	5.6% (n=10)	43.3% (n=77)	51.1% (n=91)

**Figure 75 (continued): Public Library Outlet Sufficiency of Public Access Internet Workstations, by State**

<i>State</i>	There are consistently fewer public Internet workstations than patrons who wish to use them	There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	There are sufficient public Internet workstations available for patrons who wish to use them during a typical day
Virginia (n=299)	9.0% (n=27)	61.2% (n=183)	29.8% (n=89)
Washington (n=252)	6.0% (n=15)	77.8% (n=196)	16.3% (n=41)
Washington, DC (n=19)	94.7% (n=18)	5.3% (n=1)	--
West Virginia (n=147)	10.2% (n=15)	56.5% (n=83)	33.3% (n=49)
Wisconsin (n=417)	7.4% (n=31)	51.8% (n=216)	40.8% (n=170)
Wyoming (n=70)	2.9% (n=2)	60.0% (n=42)	37.1% (n=26)
<b>National</b>	12.6% (n=1,776)	51.5% (n=7,280)	36.0% (n=5,083)

**Key** -- = No data to report

Figure 75 reports the public libraries responses to the sufficiency of public access Internet workstation availability. New Hampshire has the highest percentage of outlets reporting there are always a sufficient number of workstations for patrons who wish to use them (58.8 percent) whereas Washington, DC has the highest percentage of outlets reporting there are consistently fewer workstations (94.7 percent) than patrons who wish to use them. This is a significant decrease for Washington, DC, with last year's figure being 79.2 percent of libraries believing they consistently have less computers than they need to meet patron demands. Nationally, 64.1 percent of libraries report having insufficient workstations to meet patron needs consistently or at different times of the day.

**Figure 76: Public Library Outlet Change in Use of Public Access Technology, by State**

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Alabama (n=264)	70.8% (n=187)	5.7% (n=15)	23.5% (n=62)	69.9% (n=181)	--	12.7% (n=33)	34.9% (n=88)	2.0% (n=5)	19.8% (n=50)	49.2% (n=122)	1.2% (n=3)	27.8% (n=69)
Alaska (n=104)	46.2% (n=48)	5.8% (n=6)	46.2% (n=48)	60.8% (n=62)	--	20.6% (n=21)	7.0% (n=7)	6.0% (n=6)	25.0% (n=25)	39.6% (n=40)	3.0% (n=3)	27.8% (n=69)
Arizona (n=198)	72.7% (n=125)	6.1% (n=12)	13.6% (n=27)	93.5% (n=186)	--	4.0% (n=8)	50.0% (n=99)	8.6% (n=17)	10.1% (n=20)	73.6% (n=148)	--	10.0% (n=20)
Arkansas (n=172)	72.7% (n=125)	2.9% (n=5)	24.4% (n=42)	51.7% (n=89)	--	11.6% (n=20)	15.9% (n=27)	1.2% (n=2)	14.1% (n=24)	51.4% (n=89)	--	10.4% (n=18)
California (n=919)	43.0% (n=395)	3.5% (n=32)	52.8% (n=485)	57.6% (n=530)	--	11.0% (n=101)	21.7% (n=192)	1.9% (n=17)	18.2% (n=161)	54.4% (n=503)	2.1% (n=19)	29.3% (n=271)
Colorado (n=220)	60.0% (n=132)	9.5% (n=21)	30.5% (n=67)	76.2% (n=170)	--	17.0% (n=38)	37.1% (n=82)	5.9% (n=13)	25.3% (n=56)	60.8% (n=135)	1.8% (n=4)	19.8% (n=44)
Delaware (n=33)	72.7% (n=24)	-	27.3% (n=9)	90.9% (n=30)	--	--	51.5% (n=17)	9.1% (n=3)	18.2% (n=6)	63.6% (n=21)	--	9.1% (n=3)
Florida (n=448)	78.6% (n=352)	9.4% (n=42)	10.9% (n=49)	92.2% (n=413)	--	2.7% (n=12)	37.5% (n=168)	14.7% (n=66)	35.0% (n=157)	75.9% (n=341)	2.4% (n=11)	11.8% (n=53)
Georgia (n=326)	66.3% (n=216)	8.3% (n=27)	25.5% (n=83)	82.3% (n=270)	1.2% (n=4)	8.2% (n=27)	35.5% (n=116)	2.1% (n=7)	21.7% (n=71)	60.9% (n=199)	*	18.3% (n=60)
Hawaii (n=51)	60.8% (n=31)	--	3.9% (n=2)	76.5% (n=39)	--	21.6% (n=11)	74.5% (n=27)	--	11.8% (n=6)	3.9% (n=2)	2.0% (n=1)	31.4% (n=16)
Idaho (n=136)	64.7% (n=88)	14.0% (n=19)	21.3% (n=29)	79.9% (n=107)	--	10.4% (n=14)	26.0% (n=34)	--	19.1% (n=25)	33.6% (n=44)	1.5% (n=2)	29.0% (n=38)
Illinois (n=763)	66.9% (n=486)	5.1% (n=37)	19.7% (n=143)	68.6% (n=511)	3.4% (n=25)	20.4% (n=152)	45.1% (n=328)	1.4% (n=10)	25.2% (n=183)	43.4% (n=314)	*	24.0% (n=174)
Indiana (n=384)	54.4% (n=209)	7.6% (n=29)	34.6% (n=133)	79.5% (n=303)	2.4% (n=9)	10.5% (n=40)	40.1% (n=152)	6.1% (n=23)	25.1% (n=95)	54.2% (n=198)	--	21.1% (n=77)
Iowa (n=527)	43.5% (n=229)	12.9% (n=68)	43.6% (n=230)	68.8% (n=368)	2.8% (n=15)	13.1% (n=70)	17.5% (n=92)	9.1% (n=48)	22.1% (n=116)	50.8% (n=266)	2.1% (n=11)	14.7% (n=77)

**Figure 76 (continued): Public Library Outlet Change in Use of Public Access Technology, by State**

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Kansas (n=372)	58.1% (n=216)	4.6% (n=17)	34.9% (n= 130)	65.7% (n=236)	*	22.8% (n=82)	10.5% (n=38)	3.6% (n=13)	37.2% (n=135)	23.0% (n=84)	*	32.3% (n=118)
Kentucky (n=174)	66.1% (n=115)	6.9% (n=12)	27.0% (n=47)	87.5% (n=154)	--	9.7% (n=17)	41.8% (n=74)	10.7% (n=19)	17.5% (n=31)	90.8% (n=158)	--	9.2% (n=16)
Louisiana (n=289)	82.0% (n=237)	*	14.2% (n=41)	79.8% (n=225)	--	9.6% (n=27)	61.6% (n=173)	*	22.1% (n=62)	76.8% (n=219)	--	17.9% (n=51)
Maine (n=272)	48.2% (n=131)	12.9% (n=35)	38.2% (n=104)	83.4% (n=231)	2.2% (n=6)	6.1% (n=17)	14.1% (n=39)	4.3% (n=12)	33.2% (n=92)	46.0% (n=125)	--	25.0% (n=44)
Maryland (n=175)	41.7% (n=73)	24.6% (n=43)	33.7% (n=59)	77.8% (n=137)	--	20.5% (n=36)	54.1% (n=80)	6.1% (n=9)	33.1% (n=49)	70.5% (n=124)	*	25.0% (n=44)
Massachusetts (n=431)	49.0% (n=211)	7.4% (n=32)	33.7% (n= 59)	80.8% (n=340)	--	13.1% (n=55)	27.8% (n=118)	5.6% (n=24)	20.5% (n=87)	76.0% (n=323)	2.1% (n=9)	14.8% (n=63)
Michigan (n=609)	71.8% (n=437)	10.8% (n=66)	16.6% (n= 101)	88.4% (n=535)	--	7.4% (n=45)	28.0% (n=161)	3.3% (n=19)	40.9% (n=235)	78.3% (n=451)	--	10.2% (n=59)
Minnesota (n=303)	71.8% (n=437)	10.8% (n=66)	24.8% (n=75)	58.9% (n=178)	6.3% (n=19)	18.2% (n=55)	26.0% (n=78)	5.7% (n=17)	12.0% (n=36)	29.2% (n=88)	2.3% (n=7)	11.0% (n=33)
Mississippi (n=205)	72.7% (n=149)	1.0% (n=2)	25.9% (n=53)	62.0% (n=127)	1.5% (n=3)	8.3% (n=17)	27.3% (n=56)	6.8% (n=14)	15.1% (n=31)	42.0% (n=86)	2.4% (n=5)	44.9% (n=92)
Missouri (n=294)	60.9% (n=179)	4.8% (n=14)	10.9% (n=32)	67.2% (n=199)	3.7% (n=11)	23.0% (n=68)	32.9% (n=97)	4.1% (n=12)	32.5% (n=96)	32.3% (n=95)	4.4% (n=13)	19.4% (n=57)
Montana (n=100)	57.0% (n=57)	5.0% (n=5)	36.0% (n=36)	79.4% (n=77)	--	14.4% (n=14)	22.2% (n=22)	18.2% (n=18)	25.3% (n=25)	65.7% (n=65)	--	20.2% (n=20)
Nebraska (n=262)	67.2% (n=176)	4.6% (n=12)	24.8% (n=65)	68.8% (n=179)	*	24.2% (n=63)	23.2% (n=59)	2.4% (n=6)	31.5% (n=80)	29.6% (n=73)	--	27.1% (n=67)
Nevada (n=84)	28.6% (n=24)	10.7% (n=9)	60.7% (n=51)	79.8% (n=67)	--	8.3% (n=7)	14.3% (n=12)	41.7% (n=35)	8.3% (n=7)	28.6% (n=24)	6.0% (n=5)	56.0% (n=47)
New Hampshire (n=227)	47.1% (n=107)	15.9% (n=36)	34.4% (n=78)	73.0% (n=165)	--	11.9% (n=27)	20.8% (n=46)	3.6% (n=8)	16.3% (n=36)	80.8% (n=177)	--	10.5% (n=23)
New Jersey (n=413)	58.6% (n=242)	5.1% (n=21)	35.6% (n=147)	59.6% (n=245)	*	20.4% (n=84)	65.2% (n=264)	2.0% (n=8)	9.4% (n=38)	79.6% (n=328)	*	11.9% (n=49)

**Figure 76 (continued): Public Library Outlet Change in Use of Public Access Technology, by State**

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
New Mexico (n=121)	57.9% (n=70)	14.9% (n=18)	24.8% (n=30)	55.1% (n=65)	2.5% (n=3)	23.7% (n=28)	29.8% (n=34)	4.4% (n=5)	24.6% (n=28)	56.5% (n=65)	2.6% (n=3)	22.6% (n=26)
New York (n=1,012)	61.4% (n=621)	8.5% (n=86)	29.6% (n=300)	90.2% (n=914)	*	5.6% (n=57)	47.6% (n=482)	2.6% (n=26)	31.5% (n=319)	81.0% (n=819)	*	7.3% (n=74)
North Carolina (n=326)	65.0% (n=212)	9.2% (n=30)	25.8% (n=84)	74.1% (n=240)	*	9.9% (n=32)	28.5% (n=89)	3.5% (n=11)	18.3% (n=57)	63.6% (n=196)	3.6% (n=11)	18.2% (n=56)
North Dakota (n=84)	64.3% (n=54)	2.4% (n=2)	16.7% (n=14)	69.0% (n=58)	2.4% (n=2)	11.9% (n=10)	28.2% (n=24)	7.1% (n=6)	23.5% (n=20)	28.2% (n=24)	4.7% (n=4)	23.5% (n=20)
Ohio (n=633)	69.7% (n=441)	2.1% (n=13)	21.0% (n=133)	71.9% (n=452)	*	24.2% (n=152)	72.5% (n=457)	1.3% (n=8)	10.6% (n=67)	68.1% (n=430)	2.2% (n=14)	14.9% (n=94)
Oklahoma (n=165)	58.8% (n=97)	--	40.0% (n=66)	87.8% (n=144)	--	7.9% (n=13)	22.8% (n=37)	4.9% (n=8)	22.2% (n=36)	48.2% (n=79)	1.2% (n=2)	20.7% (n=34)
Pennsylvania (n=463)	59.0% (n=273)	6.5% (n=30)	34.6% (n=160)	77.3% (n=357)	*	14.3% (n=66)	21.8% (n=101)	7.1% (n=33)	26.3% (n=122)	55.5% (n=254)	*	22.1% (n=101)
Rhode Island (n=69)	68.1% (n=47)	5.8% (n=4)	26.1% (n=18)	60.9% (n=42)	--	34.8% (n=24)	31.8% (n=21)	--	31.8% (n=21)	68.1% (n=47)	7.2% (n=5)	24.6% (n=17)
South Carolina (n=140)	73.6% (n=103)	1.4% (n=2)	26.1% (n=18)	84.8% (n=106)	--	3.2% (n=4)	50.4% (n=70)	--	8.6% (n=12)	67.1% (n=94)	--	22.1% (n=31)
South Dakota (n=155)	43.9% (n=68)	11.0% (n=17)	38.7% (n=60)	46.5% (n=72)	1.3% (n=2)	22.6% (n=35)	16.8% (n=26)	5.2% (n=8)	31.0% (n=48)	36.4% (n=56)	--	26.0% (n=40)
Tennessee (n=244)	48.8% (n=119)	6.1% (n=15)	44.3% (n=108)	76.6% (n=187)	*	16.8% (n=41)	32.7% (n=81)	2.0% (n=5)	35.5% (n=88)	71.1% (n=175)	--	22.0% (n=54)
Texas (n=750)	64.4% (n=483)	7.2% (n=54)	28.1% (n=211)	80.7% (n=602)	*	7.1% (n=53)	35.6% (n=263)	1.5% (n=11)	22.6% (n=167)	59.0% (n=438)	1.6% (n=12)	19.7% (n=146)
Utah (n=101)	64.4% (n=65)	7.9% (n=8)	25.7% (n=26)	89.2% (n=91)	--	5.9% (n=6)	31.6% (n=31)	6.1% (n=6)	19.4% (n=19)	79.4% (n=81)	--	8.8% (n=9)
Vermont (n=177)	57.1% (n=101)	4.5% (n=8)	35.0% (n=62)	75.1% (n=136)	--	22.1% (n=40)	28.7% (n=50)	5.7% (n=10)	26.4% (n=46)	43.9% (n=79)	1.1% (n=2)	24.4% (n=44)
Virginia (n=287)	44.6% (n=128)	32.1% (n=92)	22.6% (n=65)	69.6% (n=199)	--	7.7% (n=22)	28.2% (n=81)	6.6% (n=19)	23.3% (n=67)	76.2% (n=221)	6.6% (n=19)	12.4% (n=36)

**Figure 76 (continued): Public Library Outlet Change in Use of Public Access Technology, by State**

State	Use of public Internet workstations			Use of wireless Internet access			Use of patron technology training classes			Use of library electronic resources		
	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same	Increase	Decrease	Same
Washington (n=243)	44.0% (n=107)	37.4% (n=91)	16.9% (n=41)	91.6% (n=219)	--	*	52.7% (n=128)	2.5% (n=6)	11.1% (n=27)	--	81.2% (n=194)	--
Washington, DC (n=18)	100% (n=18)	--	--	100% (n=19)	--	--	100% (n=19)	--	--	94.4% (n=17)	--	--
West Virginia (n=156)	64.7% (n=101)	1.9% (n=3)	33.3% (n=52)	67.5% (n=104)	1.9% (n=3)	21.4% (n=33)	17.2% (n=27)	3.2% (n=5)	28.0% (n=44)	56.1% (n=87)	--	26.5% (n=41)
Wisconsin (n=405)	76.5% (n=310)	4.2% (n=17)	17.3% (n=70)	78.1% (n=321)	3.6% (n=15)	16.5% (n=68)	49.0% (n=203)	1.0% (n=4)	20.5% (n=85)	47.8% (n=196)	2.0% (n=8)	22.0% (n=90)
Wyoming (n=76)	48.7% (n=37)	3.9% (n=3)	47.4% (n=36)	53.9% (n=41)	--	39.5% (n=30)	11.8% (n=9)	1.3% (n=1)	56.6% (n=43)	31.1% (n=23)	2.7% (n=2)	55.4% (n=41)
<b>National</b>	60.1% (n=8,620)	8.1% (n=1,159)	29.2% (n=4,191)	74.9% (n=10,716)	1.0% (n=138)	13.1% (n=1,877)	35.4% (n=4,999)	4.3% (n=603)	23.7% (n=3,345)	59.3% (n=8,421)	1.4% (n=196)	18.9% (n=2,689)

**Key** \* = Insufficient data to report

-- = No data to report

Figure 76 lists changes in the use of public access technology in public library outlets by state. The majority of states reported an increase in the use of public Internet workstations at library outlets. Washington, DC (100 percent), South Carolina (88.3 percent) and North Carolina (88.2 percent) had the highest reported percentage of increase. Some three quarters of states, 76.1 percent, reported an increase in the use of wireless Internet access at library outlets. Maryland (94.0 percent) had the highest reported percentage of increase in wireless Internet access. With regards to changes in the use of patron technology training classes, Louisiana (49.5 percent) and Florida (48.6 percent) had the highest reported percentage of increase, while Florida (12.7 percent) also had the highest reported percentage of decrease. In terms of change in use of library electronic resources, Utah (72.4 percent) and Rhode Island (70.8 percent) had the highest reported percentage of increase while California (8.1 percent) and Maryland (8.0 percent) had highest reported percentage of decrease.

**Figure 77: Public Library Outlet Maximum Speed of Public Access Internet Services, by State**

State	768Kbps or less	769Kbps – 1.4Mbps	1.5Mbps T1	1.6 – 3.0Mbps	3.1 – 4.0Mbps	4.1 – 6.0Mbps	6.1 – 10Mbps	10.1 – 20Mbps	20.1 – 30Mbps	30.1 – 40Mbps	40.1 – 99.9Mbps	100Mbps or greater
Alabama (n=227)	2.2% (n=5)	4.4% (n=10)	42.7% (n=97)	8.8% (n=20)	2.2% (n=5)	12.8% (n=29)	5.7% (n=13)	3.5% (n=8)	--	--	--	11.0% (n=25)
Alaska (n=101)	16.8% (n=17)	10.9% (n=11)	26.7% (n=27)	14.9% (n=15)	8.9% (n=9)	1.0% (n=1)	5.0% (n=5)	2.0% (n=2)	--	2.0% (n=2)	2.0% (n=2)	2.0% (n=2)
Arizona (n=193)	4.1% (n=8)	1.6% (n=3)	16.6% (n=32)	7.3% (n=14)	--	11.4% (n=22)	11.4% (n=22)	26.4% (n=51)	9.8% (n=19)	8.3% (n=16)	1.0% (n=2)	2.1% (n=4)
Arkansas (n=174)	4.6% (n=8)	--	27.6% (n=48)	36.2% (n=63)	1.7% (n=3)	12.6% (n=22)	7.5% (n=13)	--	1.1% (n=2)	--	1.1% (n=2)	--
California (n=862)	2.8% (n=24)	14.2% (n=122)	21.2% (n=183)	3.5% (n=30)	1.5% (n=13)	5.8% (n=50)	7.9% (n=68)	22.7% (n=196)	2.8% (n=24)	1.6% (n=14)	2.3% (n=20)	12.9% (n=111)
Colorado (n=212)	3.8% (n=8)	7.5% (n=16)	6.6% (n=14)	5.7% (n=12)	1.9% (n=4)	8.5% (n=18)	15.1% (n=32)	10.4% (n=22)	9.0% (n=19)	12.3% (n=26)	2.4% (n=5)	3.3% (n=7)
Delaware (n=32)	--	3.1% (n=1)	3.1% (n=1)	--	--	--	21.9% (n=7)	21.9% (n=7)	15.6% (n=5)	--	--	28.1% (n=9)
Florida (n=388)	--	1.5% (n=6)	9.0% (n=35)	5.9% (n=23)	4.9% (n=19)	7.0% (n=27)	22.4% (n=87)	14.9% (n=58)	2.3% (n=9)	4.9% (n=19)	5.9% (n=23)	14.7% (n=57)
Georgia (n=304)	--	--	17.8% (n=54)	20.1% (n=61)	1.6% (n=5)	10.2% (n=31)	5.3% (n=16)	--	--	--	*	14.5% (n=44)
Hawaii (n=50)	--	--	2.0% (n=1)	10.0% (n=5)	20.0% (n=10)	2.0% (n=1)	--	8.0% (n=4)	52.0% (n=26)	--	--	6.0% (n=3)
Idaho (n=127)	2.4% (n=3)	5.5% (n=7)	3.9% (n=5)	21.3% (n=27)	15.0% (n=19)	15.0% (n=19)	7.9% (n=10)	19.7% (n=25)	--	3.9% (n=5)	1.6% (n=2)	1.6% (n=2)
Illinois (n=725)	*	3.7% (n=27)	16.4% (n=119)	19.6% (n=142)	5.9% (n=43)	5.1% (n=37)	8.7% (n=63)	11.3% (n=82)	10.2% (n=74)	3.4% (n=25)	7.7% (n=56)	2.9% (n=21)
Indiana (n=385)	*	1.2% (n=4)	16.0% (n=55)	14.0% (n=48)	15.2% (n=52)	8.7% (n=30)	7.9% (n=27)	12.8% (n=44)	6.7% (n=23)	*	7.6% (n=26)	5.2% (n=18)
Iowa (n=496)	8.5% (n=42)	7.7% (n=38)	12.9% (n=64)	10.1% (n=50)	3.6% (n=18)	6.3% (n=31)	10.7% (n=53)	7.1% (n=35)	--	2.4% (n=12)	1.8% (n=9)	14.7% (n=73)
Kansas (n=335)	9.3% (n=31)	11.6% (n=39)	31.0% (n=104)	11.9% (n=40)	5.4% (n=18)	7.2% (n=24)	5.1% (n=17)	3.3% (n=11)	1.2% (n=4)	--	2.1% (n=7)	3.9% (n=13)

**Figure 77 (continued): Public Library Outlet Maximum Speed of Public Access Internet Services, by State**

State	768Kbps or less	769Kbps – 1.4Mbps	1.5Mbps T1	1.6 – 3.0Mbps	3.1 – 4.0Mbps	4.1 – 6.0Mbps	6.1 – 10Mbps	10.1 – 20Mbps	20.1 – 30Mbps	30.1 – 40Mbps	40.1 – 99.9Mbps	100Mbps or greater
Kentucky (n=171)	--	2.3% (n=4)	6.4% (n=11)	10.5% (n=18)	2.9% (n=5)	17.5% (n=30)	28.1% (n=48)	6.4% (n=11)	8.8% (n=15)	--	14.0% (n=24)	2.9% (n=5)
Louisiana (n=259)	--	--	5.8% (n=15)	8.1% (n=21)	5.0% (n=13)	6.9% (n=18)	22.0% (n=57)	20.5% (n=53)	11.2% (n=29)	*	6.2% (n=16)	8.5% (n=22)
Maine (n=250)	2.4% (n=6)	--	29.6% (n=74)	11.6% (n=29)	--	2.0% (n=5)	14.8% (n=37)	14.0% (n=35)	2.4% (n=6)	--	4.8% (n=12)	9.2% (n=23)
Maryland (n=172)	*	--	5.8% (n=10)	2.3% (n=4)	2.9% (n=5)	--	28.5% (n=49)	18.0% (n=31)	2.3% (n=4)	2.9% (n=5)	--	35.5% (n=61)
Massachusetts (n=388)	--	5.4% (n=21)	5.4% (n=21)	4.6% (n=18)	1.8% (n=7)	10.6% (n=41)	8.8% (n=34)	20.4% (n=79)	10.6% (n=41)	2.3% (n=9)	10.6% (n=41)	16.2% (n=63)
Michigan (n=545)	1.8% (n=10)	3.7% (n=20)	14.5% (n=79)	4.6% (n=25)	6.4% (n=35)	11.7% (n=64)	13.8% (n=75)	26.2% (n=143)	4.6% (n=25)	*	6.2% (n=34)	3.7% (n=20)
Minnesota (n=304)	--	1.6% (n=5)	10.2% (n=31)	35.5% (n=108)	4.3% (n=13)	1.6% (n=5)	18.1% (n=55)	10.9% (n=33)	10.5% (n=32)	--	--	2.0% (n=6)
Mississippi (n=226)	13.3% (n=30)	*	60.6% (n=137)	13.7% (n=31)	*	*	1.8% (n=4)	4.0% (n=9)	--	--	1.3% (n=3)	*
Missouri (n=291)	--	2.4% (n=7)	11.7% (n=34)	50.5% (n=172)	10.3% (n=35)	11.3% (n=39)	*	14.4% (n=49)	*	--	4.4% (n=15)	2.2% (n=8)
Montana (n=97)	5.2% (n=5)	4.1% (n=4)	9.3% (n=9)	43.0% (n=125)	10.0% (n=29)	5.8% (n=17)	7.6% (n=22)	2.1% (n=6)	1.0% (n=3)	--	6.9% (n=20)	5.5% (n=16)
Nebraska (n=260)	2.7% (n=7)	4.6% (n=12)	3.8% (n=10)	12.7% (n=33)	15.4% (n=40)	18.5% (n=48)	19.6% (n=51)	7.7% (n=20)	4.6% (n=12)	--	--	5.8% (n=15)
Nevada (n=62)	1.6% (n=1)	3.2% (n=2)	11.3% (n=7)	16.1% (n=10)	1.6% (n=1)	3.2% (n=4.8)	8.1% (n=5)	1.6% (n=1)	--	24.2% (n=15)	24.2% (n=15)	--
New Hampshire (n=212)	5.2% (n=11)	9.0% (n=19)	3.8% (n=8)	19.8% (n=42)	8.0% (n=17)	8.0% (n=17)	14.6% (n=31)	7.5% (n=16)	2.8% (n=6)	1.4% (n=3)	5.2% (n=11)	2.8% (n=6)
New Jersey (n=385)	*	4.4% (n=17)	9.9% (n=38)	1.8% (n=7)	--	1.8% (n=7)	26.8% (n=103)	9.9% (n=38)	*	*	17.7% (n=68)	17.1% (n=66)



**Figure 77 (continued): Public Library Outlet Maximum Speed of Public Access Internet Services, by State**

State	768Kbps or less	769Kbps – 1.4Mbps	1.5Mbps T1	1.6 – 3.0Mbps	3.1 – 4.0Mbps	4.1 – 6.0Mbps	6.1 – 10Mbps	10.1 – 20Mbps	20.1 – 30Mbps	30.1 – 40Mbps	40.1 – 99.9Mbps	100Mbps or greater
New Mexico (n=108)	2.6% (n=3)	12.0% (n=14)	9.4% (n=11)	15.4% (n=18)	12.0% (n=14)	26.5% (n=31)	8.5% (n=10)	2.6% (n=3)	--	--	--	6.8% (n=8)
New York (n=966)	2.7% (n=26)	3.1% (n=30)	2.2% (n=21)	4.2% (n=41)	18.0% (n=174)	12.2% (n=118)	24.9% (n=241)	4.6% (n=44)	*	*	2.2% (n=21)	19.9% (n=192)
North Carolina (n=299)	*	3.7% (n=11)	2.3% (n=7)	2.0% (n=6)	28.8% (n=86)	29.8% (n=89)	19.4% (n=58)	3.7% (n=11)	1.7% (n=5)	*	3.7% (n=11)	1.7% (n=5)
North Dakota (n=84)	4.8% (n=4)	2.4% (n=2)	2.4% (n=2)	9.5% (n=8)	7.1% (n=6)	4.8% (n=4)	14.3% (n=12)	9.5% (n=8)	4.8% (n=4)	4.8% (n=4)	4.8% (n=4)	11.9% (n=10)
Ohio (n=569)	1.8% (n=10)	1.8% (n=10)	8.4% (n=48)	14.2% (n=81)	7.2% (n=41)	4.6% (n=26)	9.3% (n=53)	13.2% (n=75)	16.9% (n=96)	1.4% (n=8)	1.1% (n=6)	8.3% (n=47)
Oklahoma (n=159)	3.1% (n=5)	6.3% (n=10)	21.4% (n=34)	11.9% (n=19)	--	3.8% (n=6)	12.6% (n=20)	11.5% (n=19)	1.3% (n=2)	--	19.5% (n=31)	8.2% (n=13)
Pennsylvania (n=444)	3.6% (n=16)	2.7% (n=12)	13.3% (n=59)	8.8% (n=39)	8.3% (n=37)	9.7% (n=43)	10.8% (n=48)	6.3% (n=28)	4.3% (n=19)	2.5% (n=11)	3.6% (n=16)	16.4% (n=73)
Rhode Island (n=65)	3.1% (n=2)	3.1% (n=2)	7.7% (n=5)	16.9% (n=11)	3.1% (n=2)	--	29.2% (n=19)	9.2% (n=6)	9.2% (n=6)	3.1% (n=2)	9.2% (n=6)	3.1% (n=2)
South Carolina (n=123)	--	8.9% (n=11)	11.4% (n=14)	8.1% (n=10)	--	--	18.7% (n=23)	26.0% (n=32)	--	--	6.5% (n=8)	4.9% (n=6)
South Dakota (n=147)	8.8% (n=13)	6.1% (n=9)	11.6% (n=17)	8.2% (n=12)	4.8% (n=7)	6.8% (n=10)	9.5% (n=14)	10.9% (n=16)	3.4% (n=5)	2.0% (n=3)	3.4% (n=5)	21.1% (n=31)
Tennessee (n=224)	5.8% (n=13)	9.8% (n=22)	6.7% (n=15)	5.8% (n=13)	8.9% (n=20)	15.6% (n=35)	8.5% (n=19)	5.8% (n=13)	1.8% (n=4)	--	13.8% (n=31)	9.8% (n=22)
Texas (n=630)	2.4% (n=15)	3.0% (n=19)	20.2% (n=127)	14.4% (n=91)	6.0% (n=38)	10.5% (n=66)	13.5% (n=85)	5.6% (n=35)	2.1% (n=13)	5.7% (n=36)	5.1% (n=32)	5.9% (n=37)
Utah (n=103)	1.9% (n=2)	3.9% (n=4)	8.7% (n=9)	5.8% (n=6)	5.8% (n=6)	2.9% (n=3)	11.7% (n=12)	12.6% (n=13)	1.9% (n=2)	--	7.8% (n=8)	31.1% (n=32)
Vermont (n=167)	4.8% (n=8)	7.8% (n=13)	3.6% (n=6)	9.0% (n=15)	15.0% (n=25)	15.0% (n=25)	6.0% (n=10)	4.8% (n=8)	4.8% (n=8)	1.2% (n=2)	4.8% (n=8)	11.4% (n=19)

**Figure 77 (continued): Public Library Outlet Maximum Speed of Public Access Internet Services, by State**

State	768Kbps or less	769Kbps – 1.4Mbps	1.5Mbps T1	1.6 – 3.0Mbps	3.1 – 4.0Mbps	4.1 – 6.0Mbps	6.1 – 10Mbps	10.1 – 20Mbps	20.1 – 30Mbps	30.1 – 40Mbps	40.1 – 99.9Mbps	100Mbps or greater
Virginia (n=283)	9.5% (n=27)	3.2% (n=9)	12.7% (n=36)	13.1% (n=37)	*	5.3% (n=15)	4.9% (n=14)	13.1% (n=37)	2.1% (n=6)	5.7% (n=16)	11.3% (n=32)	3.2% (n=9)
Washington (n=177)	--	4.5% (n=8)	24.3% (n=43)	4.5% (n=8)	--	1.1% (n=2)	9.6% (n=17)	10.7% (n=19)	18.1% (n=32)	2.3% (n=4)	8.5% (n=15)	11.9% (n=21)
Washington, DC (n=27)	--	--	--	--	--	--	--	--	--	--	--	100% (n=27)
West Virginia (n=168)	--	--	91.1% (n=153)	--	--	--	--	--	*	--	--	8.3% (n=14)
Wisconsin (n=446)	--	*	32.3% (n=144)	45.1% (n=201)	4.0% (n=18)	3.1% (n=14)	1.3% (n=6)	2.9% (n=13)	4.3% (n=19)	*	--	*
Wyoming (n=74)	6.8% (n=5)	12.2% (n=9)	29.7% (n=22)	12.2% (n=9)	6.8% (n=5)	6.8% (n=5)	6.8% (n=5)	8.1% (n=6)	4.1% (n=3)	--	1.4% (n=1)	--
<b>National</b>	2.8% (n=388)	4.1% (n=561)	16.5% (n=2,289)	12.9% (n=1,781)	5.7% (n=786)	7.7% (n=1,068)	12.2% (n=1,690)	10.7% (n=1,477)	5.1% (n=712)	1.9% (n=263)	4.4% (n=603)	9.1% (n=1,259)
<b>Key</b> * = Insufficient data to report -- = No data to report												

The maximum speed of public access Internet service is shown in Figure 77. The largest percentage of libraries report having 1.5Mbps (T1) connection (16.5 percent), which was the largest reported category in 2010-2011 (21.8 percent) as well. In 2010-2011, West Virginia (91.1 percent), Mississippi (60.6 percent) reported the highest percentage of T1 connections. Significantly, 2011-2012 responses indicate 69.7 percent of all outlets have greater than a T1 connection, up from 60.6 percent last year. 16.8 percent of outlets in Alaska report a connection speed less than 769Kbps, which is a substantial difference from the 41.3 percent of outlets with this connection speed in 2010-2011.

**Figure 78: Adequacy of Public Library Outlet Public Access Internet Connection Speed, by State**

State	The connection speed is insufficient to meet patron needs most of the time	The connection speed is insufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs almost all of the time	Don't know
Alabama (n=209)	13.4% (n=28)	19.6% (n=41)	67.0% (n=140)	--
Alaska (n=102)	32.4% (n=33)	29.4% (n=30)	38.2% (n=39)	--
Arizona (n=199)	1.5% (n=3)	28.6% (n=57)	69.8% (n=139)	--
Arkansas (n=173)	6.9% (n=12)	58.4% (n=101)	27.2% (n=47)	7.5% (n=13)
California (n=870)	23.8% (n=207)	36.0% (n=313)	40.2% (n=350)	*
Colorado (n=224)	9.8% (n=22)	37.5% (n=84)	52.7% (n=118)	--
Delaware (n=33)	--	3.0% (n=1)	97.0% (n=32)	--
Florida (n=441)	15.2% (n=67)	16.8% (n=74)	68.0% (n=300)	--
Georgia (n=326)	16.6% (n=54)	31.9% (n=104)	51.5% (n=168)	--
Hawaii (n=45)	17.8% (n=8)	46.7% (n=21)	35.6% (n=16)	--
Idaho (n=133)	9.0% (n=12)	33.1% (n=44)	57.9% (n=77)	--
Illinois (n=725)	14.9% (n=108)	27.4% (n=199)	57.2% (n=415)	*
Indiana (n=345)	9.6% (n=33)	27.2% (n=94)	62.9% (n=217)	*
Iowa (n=503)	20.1% (n=101)	19.1% (n=96)	60.8% (n=306)	--
Kansas (n=366)	13.4% (n=49)	29.2% (n=107)	56.3% (n=206)	1.1% (n=4)
Kentucky (n=170)	8.2% (n=14)	21.2% (n=36)	70.6% (n=120)	--
Louisiana (n=285)	7.0% (n=20)	11.6% (n=33)	81.4% (n=232)	--
Maine (n=261)	4.6% (n=12)	17.2% (n=45)	78.2% (n=204)	--
Maryland (n=175)	13.1% (n=23)	6.9% (n=12)	80.0% (n=140)	--
Massachusetts (n=376)	10.6% (n=40)	20.7% (n=78)	68.6% (n=258)	*
Michigan (n=556)	9.2% (n=51)	34.7% (n=193)	56.1% (n=312)	--

**Figure 78 (continued): Adequacy of Public Library Outlet Public Access Internet Connection Speed, by State**

<i>State</i>	The connection speed is insufficient to meet patron needs most of the time	The connection speed is insufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs almost all of the time	Don't know
Minnesota (n=302)	5.0% (n=15)	33.4% (n=101)	61.3% (n=185)	*
Mississippi (n=210)	24.8% (n=52)	41.9% (n=88)	33.3% (n=70)	--
Missouri (n=296)	6.8% (n=20)	25.7% (n=76)	67.6% (n=200)	--
Montana (n =97)	13.4% (n=13)	23.7% (n=23)	62.9% (n=61)	--
Nebraska (n=264)	4.5% (n=12)	12.1% (n=32)	83.3% (n=220)	--
Nevada (n=84)	39.3% (n=33)	10.7% (n=9)	50.0% (n=42)	--
New Hampshire (221)	13.6% (n=30)	24.9% (n=55)	60.2% (n=133)	1.4% (n=3)
New Jersey (n=364)	12.4% (n=45)	21.4% (n=78)	66.2% (n=241)	--
New Mexico (n=121)	14.9% (n=18)	39.7% (n=48)	45.5% (n=55)	--
New York (n=976)	6.5% (n=63)	43.90% (n=428)	48.7% (n=475)	1.0% (n=1)
North Carolina (n=304)	4.9% (n=15)	19.1% (n=58)	76.0% (n=231)	--
North Dakota (n=85)	7.1% (n=6)	--	90.6% (n=77)	2.4% (n=2)
Ohio (n=589)	7.8% (n=46)	30.2% (n=178)	62.0% (n=365)	--
Oklahoma (n=153)	20.9% (n=32)	36.6% (n=56)	40.5% (n=62)	3.0% (n=3)
Pennsylvania (n=450)	16.7% (n=75)	22.4% (n=101)	60.9% (n=274)	--
Rhode Island (n=66)	4.5% (n=3)	21.2% (n=14)	74.2% (n=49)	--
South Carolina (n=125)	8.8% (n=11)	18.4% (n=23)	72.8% (n=91)	--
South Dakota (n=153)	8.5% (n=13)	21.6% (n=33)	69.9% (n=107)	--
Tennessee (n=238)	13.9% (n=33)	20.2% (n=48)	65.1% (n=155)	*
Texas (n=643)	16.2% (n=104)	26.7% (n=172)	56.5% (n=363)	*

**Figure 78 (continued): Adequacy of Public Library Outlet Public Access Internet Connection Speed, by State**

State	The connection speed is insufficient to meet patron needs most of the time	The connection speed is insufficient to meet patron needs at some times	The connection speed is sufficient to meet patron needs almost all of the time	Don't know
Utah (n=113)	25.7% (n=29)	22.1% (n=25)	52.2% (n=59)	--
Vermont (n=178)	18.5% (n=33)	17.4% (n=31)	64.0% (n=114)	--
Virginia (n=292)	10.6% (n=31)	31.5% (n=92)	57.2% (n=167)	*
Washington (n=186)	27.4% (n=51)	26.3% (n=49)	46.2% (n=86)	--
Washington, DC (n=27)	--	--	100.0% (n=27)	--
West Virginia (n=158)	20.3% (n=32)	29.7% (n=47)	48.1% (n=76)	1.9% (n=3)
Wisconsin (n=421)	14.7% (n=62)	45.4% (n=191)	39.2% (n=165)	*
Wyoming (n=76)	9.2% (n=7)	42.1% (n=32)	48.7% (n=37)	--
<b>National</b>	13.0% (n=1,827)	28.4% (n=3,993)	58.3% (n=8,210)	*

**Key** \* = Insufficient data to report  
 -- = No data to report

The adequacy of connection speeds in public libraries is shown in Figure 78 and the results are very similar to results from last year's survey. More than half of outlets (58.3 percent) report that their connection speed is sufficient to meet patron needs at all times. Some states, however, experience greater challenges in this area, with only 27.2 percent of Arkansas libraries and 35.6 percent of Hawaiian libraries reporting sufficient connection speeds at all times. Overall, 28.4 percent of libraries report having sufficient connection speeds only some times during the day, although in some states insufficient connection speeds are more problematic than others. For example, nearly half the libraries in Wisconsin (45.4 percent) and over half in Arkansas (58.4 percent) report having insufficient connection speeds at some times during the day. Overall, just under half of libraries (41.5 percent) report having insufficient connection speeds either always or at some times of the day.

**Figure 79: Public Access Wireless Internet Connectivity in Public Library Outlets, by State**

State	Wireless access is currently available for public use within this library branch and when the library is closed	Wireless access is currently available for public use within this library branch, but not when the library is closed	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year	Don't Know
Alabama (n=237)	73.8% (n=175)	10.5% (n=25)	3.0% (n=7)	12.7% (n=30)	--
Alaska (n=102)	58.8% (n=60)	26.5% (n=27)	8.8% (n=9)	5.9% (n=6)	--
Arizona (n=198)	89.4% (n=177)	8.1% (n=16)	2.5% (n=5)	--	--
Arkansas (n=170)	52.9% (n=90)	7.1% (n=12)	7.6% (n=13)	32.4% (n=55)	--
California (n=923)	57.0% (n=526)	21.0% (n=194)	4.3% (n=40)	17.7% (n=163)	--
Colorado (n=224)	88.4% (n=198)	6.3% (n=14)	--	5.4% (n=12)	--
Delaware (n=33)	75.8% (n=25)	24.2% (n=8)	--	--	--
Florida (n=467)	85.7% (n=400)	12.0% (n=56)	1.9% (n=9)	*	--
Georgia (n=327)	73.4% (n=240)	24.5% (n=80)	1.2% (n=4)	*	--
Hawaii (n=50)	--	4.0% (n=2)	96.0% (n=48)	--	--
Idaho (n=134)	83.6% (n=112)	9.0% (n=12)	--	7.5% (n=10)	--
Illinois (n=734)	52.6% (n=386)	38.7% (n=284)	1.2% (n=9)	7.5% (n=55)	*
Indiana (n=361)	69.3% (n=250)	25.5% (n=92)	2.5% (n=9)	2.8% (n=10)	--
Iowa (n=503)	76.7% (n=386)	13.1% (n=66)	3.2% (n=16)	7.0% (n=35)	--
Kansas (n=366)	81.7% (n=299)	10.4% (n=38)	1.9% (n=7)	6.0% (n=22)	--
Kentucky (n=157)	84.7% (n=133)	12.1% (n=19)	--	3.2% (n=5)	--
Louisiana (n=293)	70.0% (n=205)	26.6% (n=78)	3.4% (n=10)	--	--
Maine (n=261)	88.5% (n=231)	4.6% (n=12)	2.3% (n=6)	4.6% (n=12)	--
Maryland (n=179)	86.0% (n=154)	12.3% (n=22)	--	1.7% (n=3)	--
Massachusetts (n=408)	86.3% (n=352)	10.8% (n=44)	1.0% (n=4)	2.0% (n=8)	--

**Figure 79 (continued): Public Access Wireless Internet Connectivity in Public Library Outlets, by State**

State	Wireless access is currently available for public use within this library branch and when the library is closed	Wireless access is currently available for public use within this library branch, but not when the library is closed	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year	Don't Know
Michigan (n=570)	64.7% (n=369)	30.2% (n=172)	*	4.2% (n=24)	--
Minnesota (n=300)	76.3% (n=229)	16.3% (n=49)	*	6.7% (n=20)	--
Mississippi (n=201)	41.8% (n=84)	30.3% (n=61)	14.4% (n=29)	13.4% (n=27)	--
Missouri (n=307)	22.8% (n=70)	55.0% (n=169)	4.2% (n=13)	17.9% (n=55)	--
Montana (n=97)	88.7% (n=86)	11.3% (n=11)	--	--	--
Nebraska (n=265)	82.3% (n=218)	16.6% (n=44)	*	*	--
Nevada (n=61)	80.3% (n=49)	1.6% (n=1)	8.2% (n=5)	9.8% (n=6)	--
New Hampshire (n=221)	86.4% (n=191)	8.6% (n=19)	1.4% (n=3)	3.6% (n=8)	--
New Jersey (n=384)	84.1% (n=323)	15.9% (n=61)	--	--	--
New Mexico (n=121)	52.9% (n=64)	35.5% (n=43)	2.5% (n=3)	9.1% (n=11)	--
New York (n=1001)	74.2% (n=743)	24.3% (n=243)	*	1.0% (n=10)	--
North Carolina (n=312)	64.7% (n=202)	17.6% (n=55)	16.0% (n=50)	1.6% (n=5)	--
North Dakota (n=85)	61.2% (n=52)	12.9% (n=11)	7.1% (n=6)	18.8% (n=16)	--
Ohio (n=626)	71.1% (n=445)	23.2% (n=145)	3.0% (n=19)	2.7% (n=17)	--
Oklahoma (n=161)	88.8% (n=143)	8.1% (n=13)	2.2% (n=4)	1.1% (n=2)	--
Pennsylvania (n=453)	70.4% (n=319)	27.8% (n=126)	*	*	--
Rhode Island (n=67)	73.1% (n=49)	22.4% (n=15)	--	4.5% (n=3)	--
South Carolina (n=125)	64.0% (n=80)	25.6% (n=32)	7.2% (n=9)	3.2% (n=4)	--
South Dakota (n=151)	44.4% (n=67)	14.6% (n=22)	7.9% (n=12)	33.1% (n=50)	--
Tennessee (n=240)	65.8% (n=158)	27.5% (n=66)	4.2% (n=10)	2.5% (n=6)	--

**Figure 79 (continued): Public Access Wireless Internet Connectivity in Public Library Outlets, by State**

State	Wireless access is currently available for public use within this library branch and when the library is closed	Wireless access is currently available for public use within this library branch, but not when the library is closed	Not currently available, but there are plans to make it available within the next year	Not currently available and no plans to make it available within the next year	Don't Know
Texas (n=687)	67.4% (n=463)	23.6% (n=162)	4.5% (n=31)	4.5% (n=31)	--
Utah (n=114)	72.8% (n=83)	22.8% (n=26)	--	4.4% (n=5)	--
Vermont (n=179)	89.9% (n=161)	8.4% (n=15)	1.7% (n=3)	--	--
Virginia (n=290)	54.1% (n=157)	29.3% (n=85)	8.6% (n=25)	7.9% (n=23)	--
Washington (n=280)	74.6% (n=209)	21.8% (n=61)	*	2.9% (n=8)	--
Washington, DC (n=27)	100% (n=27)	--	--	--	--
West Virginia (n=158)	34.8% (n=55)	65.2% (n=103)	*	*	--
Wisconsin (n=403)	79.4% (n=320)	19.6% (n=79)	1.0% (n=4)	--	--
Wyoming (n=70)	64.3% (n=45)	24.3% (n=17)	1.4% (n=1)	10.0% (n=7)	--
<b>National</b>	68.5% (n=9,926)	22.0% (n=3,186)	3.5% (n=566)	5.6% (n=806)	--
<b>Key</b> * = Insufficient data to report -- = No data to report					

Whether or not wireless Internet service is available in public libraries is shown in Figure 79. Most libraries (89.5 percent) do provide wireless, up from 86.6 percent in 2010-2011. All libraries in Delaware, Washington, DC, New Jersey, and Montana provide wireless Internet access. Hawaii currently has extremely low wireless availability rates, but 96.0 percent of libraries in Hawaii report plans to make wireless available within the next year, well above the national average of 3.5 percent. Also well above the national average in this category are Mississippi (14.4 percent), North Carolina (16.0 percent). A total of 32.4 percent of outlets in Arkansas and 33.1 percent of outlets in South Dakota reported no plans to provide wireless access, well above the national average of 5.6 percent.



**Figure 80: Public Library Outlet Shared Wireless-Workstation Bandwidth, by State**

State	The wireless connection and public workstations share bandwidth/connection with no management techniques	The wireless connection and public workstations share bandwidth/connection with management techniques	The wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
Alabama (n=199)	65.8% (n=131)	17.1% (n=34)	14.6% (n=29)	2.5% (n=5)
Alaska (n=87)	59.8% (n=52)	19.5% (n=17)	17.2% (n=15)	3.4% (n=3)
Arizona (n=185)	70.3% (n=130)	23.2% (n=43)	4.9% (n=9)	1.6% (n=3)
Arkansas (n=102)	66.7% (n=68)	30.4% (n=31)	2.9% (n=3)	--
California (n=625)	40.6% (n=254)	31.7% (n=198)	26.9% (n=168)	*
Colorado (n=206)	51.9% (n=107)	13.1% (n=27)	34.0% (n=70)	1.0% (n=2)
Delaware (n=28)	21.4% (n=6)	39.3% (n=11)	35.7% (n=10)	3.6% (n=1)
Florida (n=429)	61.1% (n=262)	25.2% (n=108)	10.0% (n=43)	3.7% (n=16)
Georgia (n=313)	63.9% (n=200)	32.2% (n=104)	1.0% (n=3)	1.9% (n=6)
Hawaii (n=2)	--	--	100% (n=2)	--
Idaho (n=123)	80.5% (n=99)	3.3% (n=4)	16.3% (n=20)	--
Illinois (n=660)	72.1% (n=476)	17.1% (n=113)	8.9% (n=59)	1.8% (n=12)
Indiana (n=340)	54.1% (n=184)	34.7% (n=118)	9.1% (n=31)	2.1% (n=7)
Iowa (n=453)	75.9% (n=344)	7.3% (n=33)	11.9% (n=64)	4.9% (n=22)
Kansas (n=333)	73.3% (n=244)	9.6% (n=32)	13.8% (n=46)	3.3% (n=11)
Kentucky (n=148)	54.1% (n=80)	37.8% (n=56)	8.1% (n=12)	--
Louisiana (n=282)	61.7% (n=174)	25.5% (n=72)	8.5% (n=24)	4.3% (n=12)
Maine (n=238)	85.3% (n=203)	5.0% (n=12)	2.5% (n=6)	7.1% (n=17)
Maryland (n=157)	47.1% (n=74)	37.6% (n=59)	15.3% (n=24)	--
Massachusetts (n=387)	39.5% (n=153)	22.7% (n=88)	32.3% (n=125)	5.4% (n=21)
Michigan (n=494)	48.2% (n=238)	37.4% (n=185)	14.4% (n=71)	--

**Figure 80 (continued): Public Library Outlet Shared Wireless-Workstation Bandwidth, by State**

State	The wireless connection and public workstations share bandwidth/connection with no management techniques	The wireless connection and public workstations share bandwidth/connection with management techniques	The wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
Minnesota (n=281)	31.3% (n=88)	54.1% (n=152)	11.4% (n=32)	3.2% (n=9)
Mississippi (n=151)	53.0% (n=80)	41.7% (n=63)	5.3% (n=8)	--
Missouri (n=231)	64.1% (n=148)	22.1% (n=51)	13.9% (n=32)	--
Montana (n=97)	87.6% (n=85)	5.2% (n=5)	7.2% (n=7)	--
Nebraska (n=258)	77.5% (n=200)	8.1% (n=21)	8.5% (n=22)	5.8% (n=15)
Nevada (n=50)	60.0% (n=30)	38.0% (n=19)	2.0% (n=1)	--
New Hampshire (n=203)	78.8% (n=160)	3.9% (n=8)	10.3% (n=21)	6.9% (n=14)
New Jersey (n=384)	29.2% (n=112)	25.5% (n=98)	42.4% (n=163)	2.9% (n=11)
New Mexico (n=107)	46.7% (n=50)	23.4% (n=25)	21.5% (n=23)	8.4% (n=9)
New York (n=975)	37.6% (n=367)	33.4% (n=326)	26.9% (n=262)	2.1% (n=20)
North Carolina (n=263)	51.3% (n=135)	33.5% (n=88)	14.1% (n=37)	1.1% (n=3)
North Dakota (n=59)	57.6% (n=34)	10.2% (n=6)	25.4% (n=15)	6.8% (n=4)
Ohio (n=570)	61.9% (n=353)	33.9% (n=193)	4.2% (n=24)	--
Oklahoma (n=155)	75.5% (n=117)	15.5% (n=24)	7.1% (n=11)	1.9% (n=3)
Pennsylvania (n=415)	58.3% (n=242)	20.7% (n=86)	2.4% (n=10)	2.4% (n=10)
Rhode Island (n=62)	43.5% (n=27)	48.4% (n=30)	8.1% (n=5)	--
South Carolina (n=109)	46.8% (n=51)	36.7% (n=40)	11.0% (n=12)	5.5% (n=6)
South Dakota (n=89)	75.3% (n=67)	7.9% (n=7)	13.5% (n=12)	3.4% (n=3)
Tennessee (n=220)	75.3% (n=139)	10.0% (n=22)	25.9% (n=57)	*
Texas (n=619)	53.2% (n=329)	20.0% (n=124)	24.2% (n=150)	2.6% (n=16)
Utah (n=96)	46.9% (n=45)	33.3% (n=32)	19.8% (n=19)	--
Vermont (n=175)	84.6% (n=148)	3.4% (n=6)	8.6% (n=15)	3.4% (n=6)

**Figure 80 (continued): Public Library Outlet Shared Wireless-Workstation Bandwidth, by State**

<i>State</i>	The wireless connection and public workstations share bandwidth/connection with no management techniques	The wireless connection and public workstations share bandwidth/connection with management techniques	The wireless connection is separate from the public access workstation bandwidth/connection	Don't Know
Virginia (n=239)	57.3% (n=137)	27.6% (n=66)	14.2% (n=34)	*
Washington (n=181)	66.9% (n=121)	24.3% (n=44)	2.2% (n=4)	6.6% (n=12)
Washington, DC (n=27)	100% (n=27)	--	--	--
West Virginia (n=146)	64.4% (n=94)	15.4% (n=22)	9.6% (n=14)	11.0% (n=16)
Wisconsin (n=400)	54.3% (n=217)	27.0% (n=108)	15.5% (n=62)	3.3% (n=13)
Wyoming (n=62)	74.2% (n=46)	21.0% (n=13)	4.8% (n=3)	--
<b>National</b>	57.1% (n=7,179)	25.2% (n=3,164)	15.4% (n=1,931)	2.3% (n=293)
<b>Key</b> * = Insufficient data to report -- = No data to report				

Figure 80 details whether or not the wireless and public access workstations share the same bandwidth or connection in libraries that do provide wireless access. Over half (57.1 percent) of outlets have a shared bandwidth/connection, and do not utilize any management techniques. The states most likely to share connections are Washington, DC (100 percent), Montana (87.6 percent), Vermont (84.6 percent), and Maine (85.3 percent). States that tend to share bandwidth, yet have management techniques are Minnesota (54.1 percent), Rhode Island (48.4), Mississippi (41.7 percent). States reporting the highest percentage of having a separate connection are Hawaii (100 percent) and New Jersey (42.4 percent).

**Figure 81: Extent to which Public Internet Services are Important to the Community, by State (1 = Strongly Disagree, 5 = Strongly Agree)**

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Alabama (n=249)	4.6 (n=249)	3.6 (n=249)	4.5 (n=249)	3.9 (n=229)	4.2 (n=243)	4.1 (n=249)	3.9 (n=249)	4.0 (n=249)	3.9 (n=249)	3.6 (n=239)	2.8 (n=239)	2.9 (n=239)	4.3 (n=28)
Alaska (n=99)	4.1 (n=97)	3.4 (n=97)	4.5 (n=99)	3.4 (n=97)	3.9 (n=99)	4.1 (n=99)	3.8 (n=92)	4.2 (n=99)	3.7 (n=97)	3.8 (n=97)	2.9 (n=97)	2.7 (n=85)	4.3 (n=16)
Arizona (n=199)	4.5 (n=199)	3.8 (n=199)	4.3 (n=199)	4.2 (n=196)	4.2 (n=199)	4.0 (n=199)	4.1 (n=199)	4.2 (n=199)	3.8 (n=199)	4.2 (n=199)	3.5 (n=196)	3.7 (n=199)	4.4 (n=29)
Arkansas (n=172)	4.7 (n=172)	2.9 (n=170)	4.3 (n=170)	3.1 (n=149)	3.9 (n=172)	3.7 (n=172)	3.9 (n=172)	3.8 (n=172)	3.2 (n=172)	3.2 (n=170)	2.7 (n=170)	2.5 (n=170)	5.0 (n=8)
California (n=838)	4.6 (n=831)	3.7 (n=831)	4.4 (n=832)	3.9 (n=813)	4.3 (n=820)	3.9 (n=830)	4.0 (n=830)	4.1 (n=833)	3.8 (n=832)	3.9 (n=832)	3.3 (n=823)	3.8 (n=825)	3.6 (n=42)
Colorado (n=220)	4.4 (n=220)	3.4 (n=219)	4.2 (n=220)	3.8 (n=216)	3.7 (n=210)	3.3 (n=211)	3.6 (n=218)	3.7 (n=217)	3.3 (n=220)	3.7 (n=219)	2.98 (n=213)	3.4 (n=214)	4.3 (n=30)
Delaware (n=33)	4.8 (n=33)	3.9 (n=33)	4.5 (n=33)	4.2 (n=32)	4.0 (n=33)	3.9 (n=33)	3.7 (n=33)	4.2 (n=33)	3.9 (n=33)	4.0 (n=32)	3.0 (n=33)	3.7 (n=33)	5.0 (n=2)
Florida (n=459)	4.8 (n=459)	4.0 (n=457)	4.9 (n=459)	4.2 (n=452)	4.3 (n=457)	4.0 (n=455)	4.0 (n=466)	4.1 (n=455)	3.8 (n=456)	4.1 (n=457)	3.7 (n=454)	4.0 (n=446)	3.9 (n=60)
Georgia (n=322)	4.4 (n=320)	3.9 (n=322)	4.2 (n=322)	3.9 (n=311)	3.9 (n=320)	3.8 (n=322)	4.0 (n=322)	4.0 (n=322)	3.6 (n=320)	3.6 (n=320)	3.2 (n=320)	3.2 (n=318)	3.5 (n=42)
Hawaii (n=50)	3.5 (n=50)	3.9 (n=50)	3.8 (n=49)	4.1 (n=49)	3.7 (n=50)	3.2 (n=43)	3.1 (n=50)	2.9 (n=50)	3.4 (n=50)	4.4 (n=50)	3.0 (n=50)	3.9 (n=10)	3.8 (n=50)
Idaho (n=134)	4.4 (n=134)	3.9 (n=134)	4.6 (n=134)	3.8 (n=127)	4.2 (n=134)	3.9 (n=134)	4.0 (n=134)	4.1 (n=129)	4.0 (n=134)	3.9 (n=134)	3.2 (n=132)	3.2 (n=109)	4.4 (n=35)
Illinois (n=728)	4.3 (n=718)	4.0 (n=721)	4.1 (n=724)	4.4 (n=712)	3.9 (n=703)	3.7 (n=676)	3.9 (n=703)	3.4 (n=700)	3.8 (n=712)	4.4 (n=715)	3.1 (n=679)	3.4 (n=340)	4.0 (n=413)

**Figure 81 (continued): Extent to which Public Internet Services are Important to the Community, by State (1 = Strongly Disagree, 5 = Strongly Agree)**

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Indiana (n=365)	4.4 (n=365)	3.9 (n=362)	4.4 (n=359)	4.2 (n=358)	4.0 (n=357)	4.0 (n=356)	4.1 (n=358)	3.5 (n=358)	3.8 (n=363)	4.3 (n=363)	3.1 (n=363)	3.0 (n=230)	4.1 (n=151)
Iowa (n=499)	4.3 (n=499)	3.3 (n=486)	4.1 (n=495)	3.5 (n=495)	3.9 (n=495)	3.8 (n=490)	3.6 (n=486)	3.9 (n=481)	3.6 (n=486)	3.8 (n=481)	2.9 (n=470)	2.8 (n=468)	4.1 (n=88)
Kansas (n=360)	4.3 (n=358)	3.4 (n=355)	4.4 (n=355)	3.3 (n=329)	3.6 (n=355)	3.7 (n=355)	3.5 (n=349)	3.8 (n=353)	3.4 (n=355)	3.7 (n=355)	2.8 (n=344)	2.6 (n=318)	4.7 (n=33)
Kentucky (n=178)	4.6 (n=178)	3.6 (n=178)	4.5 (n=178)	4.2 (n=167)	4.4 (n=178)	4.2 (n=178)	4.2 (n=178)	4.4 (n=178)	3.9 (n=178)	4.0 (n=174)	3.0 (n=178)	3.2 (n=178)	3.1 (n=18)
Louisiana (n=290)	4.6 (n=289)	4.0 (n=289)	4.6 (n=289)	4.3 (n=282)	4.6 (n=276)	4.2 (n=288)	4.2 (n=290)	4.3 (n=290)	4.2 (n=289)	4.0 (n=290)	3.3 (n=289)	3.3 (n=273)	3.8 (n=7)
Maine (n=254)	4.6 (n=237)	3.8 (n=237)	4.6 (n=249)	3.6 (n=243)	4.0 (n=243)	3.9 (n=237)	4.2 (n=243)	4.1 (n=243)	4.0 (n=249)	4.0 (n=243)	3.2 (n=249)	2.9 (n=220)	4.74 (n=45)
Maryland (n=172)	4.9 (n=172)	4.4 (n=172)	4.5 (n=170)	4.5 (n=171)	4.6 (n=172)	3.9 (n=172)	4.3 (n=172)	4.0 (n=172)	3.9 (n=172)	4.2 (n=172)	3.7 (n=172)	3.3 (n=163)	4.1 (n=27)
Massachusetts (n=350)	4.4 (n=350)	3.5 (n=347)	4.3 (n=350)	3.6 (n=332)	3.9 (n=350)	3.6 (n=347)	3.7 (n=347)	3.8 (n=350)	3.5 (n=347)	3.9 (n=347)	3.1 (n=350)	3.0 (n=335)	4.0 (n=64)
Michigan (n=543)	4.8 (n=543)	3.9 (n=538)	4.6 (n=538)	4.0 (n=523)	3.9 (n=538)	3.7 (n=538)	3.9 (n=538)	3.8 (n=533)	3.7 (n=533)	3.9 (n=533)	3.3 (n=533)	2.8 (n=522)	3.4 (n=36)
Minnesota (n=289)	3.9 (n=289)	3.7 (n=285)	4.2 (n=289)	4.1 (n=282)	3.9 (n=282)	3.8 (n=285)	3.8 (n=280)	3.4 (n=279)	3.6 (n=285)	4.2 (n=286)	3.1 (n=277)	3.7 (n=127)	3.8 (n=173)
Mississippi (n=214)	4.7 (n=214)	3.7 (n=213)	4.5 (n=214)	3.5 (n=202)	4.2 (n=213)	4.1 (n=213)	3.9 (n=213)	4.2 (n=213)	4.1 (n=212)	3.3 (n=210)	2.8 (n=211)	3.0 (n=208)	3.5 (n=8)
Missouri (n=294)	4.0 (n=292)	3.9 (n=289)	4.1 (n=292)	4.2 (n=292)	3.8 (n=290)	3.9 (n=269)	3.7 (n=294)	3.4 (n=290)	3.8 (n=292)	4.3 (n=294)	3.2 (n=269)	3.3 (n=93)	3.8 (n=220)
Montana (n=94)	4.0 (n=94)	3.1 (n=94)	4.1 (n=94)	3.4 (n=88)	3.6 (n=94)	3.4 (n=92)	3.5 (n=94)	3.5 (n=92)	3.5 (n=94)	3.2 (n=92)	2.8 (n=92)	2.3 (n=85)	4.5 (n=7)

**Figure 81 (continued): Extent to which Public Internet Services are Important to the Community, by State (1 = Strongly Disagree, 5 = Strongly Agree)**

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
Nebraska (n=263)	3.9 (n=260)	3.4 (n=258)	4.1 (n=260)	3.8 (n=251)	3.6 (n=248)	3.6 (n=246)	3.6 (n=243)	3.4 (n=251)	3.6 (n=256)	3.8 (n=252)	2.9 (n=241)	3.1 (n=163)	4.1 (n=116)
Nevada (n=78)	4.1 (n=78)	3.7 (n=78)	3.9 (n=77)	3.5 (n=78)	3.9 (n=78)	3.6 (n=78)	3.9 (n=78)	3.6 (n=78)	3.1 (n=77)	3.7 (n=78)	2.9 (n=78)	3.0 (n=77)	--
New Hampshire (n=221)	4.6 (n=215)	3.5 (n=216)	4.4 (n=218)	3.4 (n=201)	3.4 (n=218)	3.4 (n=218)	3.6 (n=218)	3.7 (n=215)	3.2 (n=221)	3.8 (n=215)	2.6 (n=212)	2.1 (n=195)	3.9 (n=33)
New Jersey (n=385)	4.7 (n=385)	4.2 (n=381)	4.6 (n=385)	4.2 (n=367)	4.4 (n=385)	4.0 (n=385)	4.0 (n=385)	4.1 (n=385)	4.2 (n=381)	4.4 (n=381)	3.8 (n=381)	4.1 (n=374)	3.6 (n=35)
New Mexico (n=120)	4.7 (n=120)	3.7 (n=120)	4.7 (n=120)	3.9 (n=115)	4.0 (n=118)	3.9 (n=118)	4.0 (n=118)	4.1 (n=120)	3.7 (n=115)	4.1 (n=120)	3.0 (n=117)	3.4 (n=120)	4.2 (n=17)
New York (n=990)	4.6 (n=985)	3.9 (n=983)	4.4 (n=990)	4.2 (n=960)	3.8 (n=973)	3.8 (n=985)	3.8 (n=855)	4.0 (n=983)	3.6 (n=982)	3.9 (n=988)	3.4 (n=974)	3.4 (n=918)	3.9 (n=102)
North Carolina (n=311)	4.7 (n=309)	3.7 (n=309)	4.3 (n=309)	3.7 (n=284)	4.1 (n=311)	3.9 (n=311)	4.1 (n=311)	4.1 (n=311)	3.7 (n=307)	3.7 (n=311)	3.1 (n=309)	3.2 (n=300)	4.3 (n=30)
North Dakota (n=82)	3.9 (n=80)	3.3 (n=82)	3.5 (n=80)	3.9 (n=78)	3.8 (n=80)	3.4 (n=79)	3.5 (n=80)	3.2 (n=80)	3.4 (n=82)	3.7 (n=82)	3.1 (n=82)	2.5 (n=40)	3.8 (n=46)
Ohio (n=590)	3.9 (n=581)	3.7 (n=586)	3.7 (n=588)	4.2 (n=583)	3.8 (n=584)	3.7 (n=581)	3.7 (n=586)	3.3 (n=578)	3.4 (n=587)	4.4 (n=583)	2.9 (n=562)	2.7 (n=205)	3.7 (n=401)
Oklahoma (n=159)	4.6 (n=159)	3.8 (n=157)	4.7 (n=159)	3.8 (n=153)	4.2 (n=148)	4.2 (n=146)	4.1 (n=156)	4.1 (n=157)	4.0 (n=159)	4.1 (n=154)	3.2 (n=143)	3.5 (n=154)	4.3 (n=31)
Pennsylvania (n=429)	4.5 (n=429)	3.6 (n=425)	4.4 (n=429)	3.8 (n=373)	3.8 (n=414)	3.4 (n=417)	3.9 (n=421)	3.8 (n=418)	3.5 (n=421)	3.6 (n=429)	3.0 (n=409)	2.9 (n=365)	3.7 (n=47)
Rhode Island (n=62)	4.7 (n=59)	3.4 (n=59)	4.6 (n=59)	4.3 (n=59)	4.1 (n=56)	3.6 (n=62)	4.2 (n=62)	4.2 (n=62)	3.8 (n=60)	4.5 (n=62)	3.5 (n=60)	3.5 (n=62)	2.0 (n=3)

**Figure 81 (continued): Extent to which Public Internet Services are Important to the Community, by State (1 = Strongly Disagree, 5 = Strongly Agree)**

State	Provide services for job seekers	Provide information for local economic development	Provide access to government information and services	Provide computer & Internet skills training	Provide education resources & databases for K-12 students	Provide education resources & databases for students in higher education	Provide education resources & databases for home schooling	Provide education resources & databases for adult/continuing education students	Provide information for college applicants	Provide information about the library's community	Provide information or databases regarding investment	Provide services to immigrant populations	Other
South Carolina (n=128)	4.9 (n=126)	4.0 (n=128)	4.7 (n=128)	4.2 (n=124)	4.3 (n=128)	3.8 (n=128)	3.9 (n=128)	4.1 (n=128)	4.0 (n=126)	3.8 (n=128)	3.1 (n=128)	3.0 (n=124)	1.4 (n=8)
South Dakota (n=146)	4.1 (n=144)	3.5 (n=136)	4.1 (n=146)	3.7 (n=141)	3.9 (n=141)	3.6 (n=139)	3.7 (n=142)	3.5 (n=141)	3.7 (n=144)	3.8 (n=144)	2.8 (n=132)	2.7 (n=96)	3.8 (n=58)
Tennessee (n=236)	4.8 (n=233)	4.0 (n=223)	4.8 (n=233)	4.3 (n=223)	4.3 (n=231)	4.2 (n=233)	4.2 (n=230)	4.2 (n=223)	4.3 (n=221)	4.0 (n=226)	3.3 (n=229)	3.3 (n=220)	4.8 (n=8)
Texas (n=709)	4.7 (n=706)	4.0 (n=700)	4.6 (n=703)	4.1 (n=669)	4.0 (n=693)	4.0 (n=698)	4.1 (n=692)	4.1 (n=694)	4.0 (n=701)	4.1 (n=698)	3.3 (n=695)	3.7 (n=698)	4.0 (n=78)
Utah (n=116)	4.3 (n=116)	3.7 (n=116)	4.3 (n=116)	3.6 (n=105)	4.0 (n=114)	3.9 (n=114)	3.9 (n=114)	3.9 (n=114)	3.7 (n=111)	3.9 (n=112)	3.2 (n=108)	3.7 (n=109)	1.3 (n=7)
Vermont (n=171)	3.8 (n=176)	3.2 (n=174)	3.9 (n=176)	3.6 (n=166)	3.5 (n=170)	3.4 (n=172)	3.6 (n=174)	3.3 (n=174)	3.2 (n=174)	3.9 (n=170)	2.5 (n=162)	2.6 (n=124)	3.7 (n=23)
Virginia (n=288)	4.6 (n=253)	3.6 (n=288)	4.3 (n=288)	4.2 (n=276)	4.2 (n=288)	3.9 (n=286)	4.2 (n=288)	4.0 (n=288)	3.5 (n=286)	4.0 (n=286)	3.7 (n=274)	3.6 (n=286)	4.0 (n=37)
Washington (n= 223)	4.5 (n=223)	3.6 (n=215)	4.1 (n=223)	3.4 (n=213)	4.5 (n=219)	3.4 (n=219)	4.1 (n=219)	3.8 (n=219)	3.6 (n=223)	3.6 (n=223)	2.9 (n=217)	3.1 (n=212)	5.0 (n=6)
Washington, DC (n=27)	5.0 (n=27)	3.1 (n=27)	5.0 (n=27)	5.0 (n=27)	4.0 (n=27)	3.1 (n=27)	3.1 (n=27)	3.1 (n=27)	3.1 (n=27)	4.0 (n=27)	3.1 (n=27)	2.1 (n=27)	2.0 (n=27)
West Virginia (n=149)	4.3 (n=148)	3.5 (n=147)	4.3 (n=149)	3.7 (n=137)	4.2 (n=149)	4.2 (n=148)	4.2 (n=149)	4.2 (n=149)	4.2 (n=146)	4.3 (n=148)	3.8 (n=149)	3.2 (n=126)	2.6 (n=11)
Wisconsin (n=403)	4.0 (n=399)	3.6 (n=395)	4.0 (n=399)	4.1 (n=382)	3.8 (n=395)	3.7 (n=394)	3.9 (n=389)	3.5 (n=397)	3.5 (n=385)	4.2 (n=395)	3.1 (n=381)	3.3 (n=172)	3.8 (n=230)
Wyoming (n=76)	4.4 (n=76)	3.9 (n=76)	4.4 (n=76)	3.6 (n=74)	4.3 (n=75)	4.5 (n=75)	4.4 (n=72)	4.4 (n=76)	3.9 (n=75)	3.7 (n=76)	3.5 (n=75)	3.3 (n=71)	2.8 (n=9)

<b>National</b>	4.4 (n=14,015)	3.7 (n=13,991)	4.3 (n=14,072)	4.0 (n=13,571)	4.0 (n=13,918)	3.8 (n=13,860)	3.9 (n=13,833)	3.8 (n=13,949)	3.7 (n=13,973)	4.0 (n=13,979)	3.2 (n=13,725)	3.3 (n=11,498)	3.9 (n=3,431)
<b>Key:</b> -- = No data to report													

Figure 81 shows the average ratings of the importance of public internet services to the community. Nationally, providing services to job as seekers was rated the most important service and ratings of most states reflect this. However, Alaska, Florida, Idaho, Kansas, Minnesota, Missouri, Nebraska, Oklahoma, and Vermont rated providing access to government information and services the most important service. In Hawaii and Illinois, providing information about the library's community was surveyed as the top-rated service. In Indiana, Louisiana, New Mexico, South Dakota, Utah, Washington DC, West Virginia, Wisconsin, Wyoming, providing services to job seekers was tied with other services for the top-rated service.



**Figure 82: Public Library Outlets Formal or Informal Technology Training Availability, by State**

State	Offers formal IT training classes	Offers one-on-one IT training by appointment	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
Alabama (n=235)	29.4% (n=69)	35.7% (n=84)	80.0% (n=188)	27.8% (n=65)	11.1% (n=26)
Alaska (n=102)	11.9% (n=12)	19.8% (n=20)	75.5% (n=77)	7.8% (n=8)	19.8% (n=20)
Arizona (n=199)	53.8% (n=107)	31.2% (n=62)	76.4% (n=152)	44.2% (n=88)	12.6% (n=25)
Arkansas (n=170)	15.9% (n=27)	21.2% (n=36)	60.0% (n=102)	8.8% (n=15)	38.8% (n=66)
California (n=800)	34.5% (n=276)	15.1% (n=121)	77.6% (n=621)	13.3% (n=106)	14.1% (n=113)
Colorado (n=222)	51.4% (n=114)	53.4% (n=118)	80.5% (n=178)	28.1% (n=62)	5.9% (n=13)
Delaware (n=33)	57.6% (n=19)	36.4% (n=12)	90.9% (n=30)	42.4% (n=14)	--
Florida (n=466)	55.6% (n=259)	38.0% (n=177)	82.1% (n=316)	27.0% (n=126)	16.7% (n=78)
Georgia (n=314)	34.4% (n=108)	13.3% (n=42)	81.8% (n=257)	20.7% (n=65)	10.8% (n=34)
Hawaii (n=50)	8.0% (n=4)	24.0% (n=12)	80.0% (n=40)	10.0% (n=5)	18.0% (n=9)
Idaho (n=134)	32.1% (n=43)	17.9% (n=24)	91.0% (n=122)	18.7% (n=25)	6.8% (n=9)
Illinois (n=686)	37.9% (n=260)	37.1% (n=254)	78.7% (n=540)	22.9% (n=157)	12.4% (n=85)
Indiana (n=365)	60.0% (n=219)	37.5% (n=137)	73.7% (n=269)	36.2% (n=132)	8.5% (n=31)
Iowa (n=495)	22.2% (n=110)	33.1% (n=164)	68.0% (n=336)	14.2% (n=70)	20.9% (n=103)
Kansas (n=360)	21.1% (n=76)	28.9% (n=104)	76.7% (n=276)	18.6% (n=67)	19.2% (n=69)
Kentucky (n=174)	52.3% (n=91)	34.5% (n=60)	86.3% (n=151)	27.6% (n=48)	2.3% (n=4)
Louisiana (n=275)	68.4% (n=188)	18.2% (n=50)	87.6% (n=241)	45.8% (n=126)	2.6% (n=7)
Maine (n=191)	18.3% (n=35)	42.4% (n=81)	82.2% (n=157)	20.9% (n=40)	17.8% (n=34)
Maryland (n=153)	67.3% (n=103)	60.8% (n=93)	95.4% (n=146)	60.8% (n=93)	*
Massachusetts (n=335)	33.5% (n=119)	34.4% (n=122)	80.3% (n=285)	9.6% (n=34)	12.1% (n=43)
Michigan (n=538)	64.5% (n=347)	29.1% (n=153)	96.1% (n=516)	35.5% (n=191)	*

**Figure 82 (continued): Public Library Outlets Formal or Informal Technology Training Availability, by State**

State	Offers formal IT training classes	Offers one-on-one IT training by appointment	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
Minnesota (n=285)	43.9% (n=125)	36.3% (n=103)	86.3% (n=246)	27.5% (n=78)	10.9% (n=31)
Mississippi (n=213)	30.5% (n=65)	9.4% (n=20)	77.0% (n=164)	19.2% (n=41)	13.6% (n=29)
Missouri (n=281)	41.3% (n=116)	32.4% (n=91)	88.6% (n=249)	22.8% (n=64)	8.5% (n=24)
Montana (n=94)	34.4% (n=32)	38.7% (n=36)	92.5% (n=86)	19.1% (n=18)	13.6% (n=29)
Nebraska (n=261)	21.2% (n=55)	26.2% (n=68)	80.0% (n=208)	8.0% (n=21)	13.5% (n=35)
Nevada (n=83)	59.0% (n=49)	3.6% (n=3)	86.7% (n=72)	2.4% (n=2)	13.3% (n=11)
New Hampshire (n=221)	23.5% (n=52)	39.8% (n=88)	85.0% (n=187)	15.0% (n=33)	10.4% (n=23)
New Jersey (n=370)	63.2% (n=234)	67.1% (n=249)	90.6% (n=336)	52.4% (n=194)	4.6% (n=17)
New Mexico (n=116)	40.5% (n=47)	36.5% (n=42)	97.4% (n=112)	40.9% (n=47)	2.6% (n=3)
New York (n=975)	74.1% (n=722)	52.2% (n=509)	91.1% (n=888)	43.3% (n=422)	1.5% (n=15)
North Carolina (n=320)	39.1% (n=125)	25.3% (n=81)	86.6% (n=227)	24.7% (n=79)	6.3% (n=20)
North Dakota (n=79)	27.8% (n=22)	20.6% (n=16)	64.1% (n=50)	17.9% (n=14)	15.4% (n=12)
Ohio (n=599)	66.3% (n=397)	54.9% (n=329)	85.3% (n=511)	45.9% (n=275)	3.3% (n=20)
Oklahoma (n=159)	52.2% (n=83)	27.7% (n=44)	78.0% (n=124)	37.7% (n=60)	13.2% (n=21)
Pennsylvania (n=400)	38.0% (n=152)	34.0% (n=136)	71.3% (n=286)	17.0% (n=68)	17.8% (n=71)
Rhode Island (n=62)	51.6% (n=32)	31.7% (n=20)	82.5% (n=52)	21.0% (n=13)	4.8% (n=3)
South Carolina (n=114)	54.4% (n=62)	38.4% (n=44)	94.7% (n=108)	43.0% (n=49)	1.8% (n=2)
South Dakota (n=149)	17.6% (n=26)	17.4% (n=26)	74.5% (n=111)	8.7% (n=13)	23.5% (n=35)
Tennessee (n=236)	50.4% (n=119)	23.0% (n=76)	89.4% (n=211)	42.6% (n=100)	7.2% (n=17)
Texas (n=642)	42.8% (n=275)	34.7% (n=223)	85.8% (n=551)	33.6% (n=216)	7.5% (n=48)
Utah (n=115)	41.7% (n=48)	21.7% (n=25)	82.8% (n=96)	42.6% (n=49)	12.1% (n=14)

**Figure 82 (continued): Public Library Outlets Formal or Informal Technology Training Availability, by State**

State	Offers formal IT training classes	Offers one-on-one IT training by appointment	Offers informal point-of-use assistance	Offers online training material	Does not offer any technology training
Vermont (n=175)	41.7% (n=48)	42.0% (n=64)	85.1% (n=148)	23.6% (n=41)	9.7% (n=17)
Virginia (n=281)	56.2% (n=158)	45.2% (n=127)	94.0% (n=264)	32.0% (n=90)	3.6% (n=10)
Washington (n= 162)	61.7% (n=100)	42.6% (n=69)	92.6% (n=150)	19.1% (n=31)	4.9% (n=8)
Washington, DC (n=26)	84.6% (n=22)	--	15.4% (n=4)	3.8% (n=1)	3.8% (n=1)
West Virginia (n=153)	22.4% (n=34)	30.7% (n=47)	80.3% (n=122)	17.8% (n=27)	13.8% (n=21)
Wisconsin (n=401)	24.4% (n=98)	37.5% (n=150)	86.0% (n=344)	19.8% (n=79)	6.0% (n=24)
Wyoming (n=75)	20.0% (n=15)	26.7% (n=20)	72.4% (n=55)	17.3% (n=13)	23.0% (n=17)
<b>National</b>	44.3% (n=6,105)	34.8% (n=4,800)	82.7% (n=11,405)	28.1% (n=3,871)	9.8% (n=1,354)
Will not total 100%, as categories are not mutually exclusive <b>Key</b> -- = No data to report; * = Insufficient data to report					

The availability of formal and informal technology training at public libraries is shown in Figure 82. Point-of-use assistance is the most prevalent form of technology training and the states with the highest percentages of libraries offering it are New Mexico (97.4 percent), Michigan (96.1 percent), and Maryland (95.4 percent). The highest percentage of libraries providing formal training are in Washington, DC (84.6 percent), New York (74.1 percent), and Louisiana (68.4 percent). New Jersey (67.1 percent), Maryland (60.8 percent), and Ohio (66.3 percent) had the highest percentage of libraries offering one-on-one training sessions. The states with the highest percentages of libraries offering online training materials were Maryland (60.8 percent), New Jersey (52.4 percent) and Ohio (45.9 percent). Arkansas (38.8 percent), South Dakota (23.5 percent), and Wyoming (23.0 percent) had the highest percentages of libraries not offering formal or informal training.

**Figure 83 (Part 1): Formal Technology Training Classes Offered by Public Library Branches, by State\*\***

State	General computer skills	General software use	General Internet use	General online/Web searching	Using library's Online Public Access Catalog (OPAC)	Using online databases	Safe online practices	Accessing online government information
Alabama (n=74)	100.0% (n=69)	78.3% (n=54)	100.0% (n=74)	100.0% (n=74)	91.9% (n=68)	85.5% (n=59)	65.2% (n=45)	44.6% (n=33)
Alaska (n=19)	75.0% (n=9)	61.5% (n=8)	76.9% (n=10)	61.5% (n=8)	61.5% (n=8)	73.7% (n=14)	53.8% (n=7)	66.7% (n=12)
Arizona (n=110)	89.1% (n=98)	83.6% (n=92)	91.8% (n=101)	84.5% (n=93)	70.0% (n=77)	72.7% (n=80)	34.5% (n=38)	48.2% (n=53)
Arkansas (n=33)	78.6% (n=22)	70.4% (n=19)	78.6% (n=22)	71.4% (n=20)	32.1% (n=9)	60.0% (n=18)	60.7% (n=17)	14.8% (n=4)
California (n=282)	84.0% (n=237)	70.2% (n=198)	85.8% (n=242)	82.3% (n=233)	51.4% (n=145)	57.1% (n=161)	29.7% (n=82)	30.1% (n=83)
Colorado (n=118)	90.7% (n=107)	85.3% (n=99)	91.6% (n=109)	85.3% (n=99)	53.4% (n=62)	66.1% (n=78)	38.8% (n=45)	30.2% (n=35)
Delaware (n=19)	100.0% (n=19)	77.8% (n=14)	100.0% (n=19)	77.8% (n=14)	77.8% (n=14)	61.1% (n=11)	50.0% (n=9)	26.3% (n=5)
Florida (n=263)	86.3% (n=227)	54.4% (n=143)	87.0% (n=228)	79.9% (n=211)	39.3% (n=103)	70.1% (n=183)	62.5% (n=163)	25.6% (n=67)
Georgia (n=110)	95.5% (n=105)	75.0% (n=81)	92.7% (n=101)	73.1% (n=79)	33.3% (n=36)	57.4% (n=62)	24.1% (n=26)	35.5% (n=38)
Hawaii (n=4)	50.0% (n=2)	25.0% (n=1)	40.0% (n=2)	60.0% (n=3)	60.0% (n=3)	50.0% (n=2)	25.0% (n=1)	25.0% (n=1)
Idaho (n=43)	74.4% (n=32)	62.8% (n=27)	81.0% (n=34)	62.8% (n=27)	27.9% (n=12)	39.5% (n=17)	30.2% (n=13)	21.4% (n=9)
Illinois (n=313)	89.5% (n=280)	88.2% (n=268)	88.6% (n=280)	85.2% (n=265)	43.4% (n=131)	65.1% (n=194)	46.3% (n=138)	32.9% (n=98)
Indiana (n=220)	82.3% (n=181)	70.9% (n=156)	82.3% (n=181)	49.5% (n=109)	51.4% (n=112)	41.4% (n=91)	28.6% (n=63)	23.9% (n=52)
Iowa (n=110)	96.4% (n=106)	70.0% (n=77)	88.2% (n=97)	76.4% (n=84)	38.2% (n=42)	38.2% (n=42)	31.8% (n=35)	25.5% (n=28)
Kansas (n=75)	92.0% (n=69)	80.0% (n=60)	86.7% (n=65)	82.7% (n=62)	61.3% (n=46)	50.0% (n=38)	34.7% (n=26)	47.4% (n=36)
Kentucky (n=103)	95.1% (n=98)	79.6% (n=82)	93.1% (n=95)	81.4% (n=83)	24.2% (n=23)	41.1% (n=39)	17.6% (n=16)	19.8% (n=18)
Louisiana (n=196)	96.9% (n=190)	93.9% (n=184)	84.8% (n=167)	69.6% (n=135)	55.9% (n=109)	57.7% (n=113)	37.1% (n=72)	40.5% (n=77)
Maine (n=41)	70.7% (n=29)	65.7% (n=23)	85.4% (n=35)	85.4% (n=35)	65.7% (n=23)	70.7% (n=29)	57.5% (n=23)	50.0% (n=17)
Maryland (n=107)	73.8% (n=79)	69.2% (n=74)	84.1% (n=90)	68.2% (n=73)	41.1% (n=44)	57.9% (n=62)	27.2% (n=28)	23.3% (n=24)

**Figure 83 (Part 1, continued): Formal Technology Training Classes Offered by Public Library Branches, by State\*\***

State	General computer skills	General software use	General Internet use	General online/Web searching	Using library's Online Public Access Catalog (OPAC)	Using online databases	Safe online practices	Accessing online government information
Massachusetts (n=120)	87.5% (n=105)	73.1% (n=87)	83.3% (n=100)	66.7% (n=80)	58.3% (n=70)	56.7% (n=68)	26.9% (n=32)	27.5% (n=33)
Michigan (n=353)	78.5% (n=277)	72.6% (n=252)	87.3% (n=308)	73.0% (n=257)	19.3% (n=68)	50.3% (n=180)	30.8% (n=107)	23.6% (n=82)
Minnesota (n=124)	66.9% (n=83)	39.2% (n=49)	70.2% (n=87)	59.2% (n=74)	40.8% (n=51)	40.8% (n=51)	12.9% (n=16)	24.8% (n=31)
Mississippi (n=66)	84.8% (n=56)	60.6% (n=40)	75.8% (n=50)	65.2% (n=43)	21.2% (n=14)	43.8% (n=28)	45.5% (n=30)	30.8% (n=20)
Missouri (n=120)	95.8% (n=115)	62.9% (n=73)	95.8% (n=113)	93.2% (n=110)	49.2% (n=58)	53.4% (n=62)	43.1% (n=50)	28.8% (n=34)
Montana (n=32)	56.3% (n=18)	43.8% (n=14)	66.7% (n=22)	56.3% (n=18)	33.3% (n=11)	56.3% (n=18)	28.1% (n=9)	21.9% (n=7)
Nebraska (n=55)	92.7% (n=51)	69.1% (n=38)	90.9% (n=50)	87.3% (n=48)	55.4% (n=31)	49.1% (n=27)	50.9% (n=28)	38.2% (n=21)
Nevada (n=49)	22.4% (n=11)	14.6% (n=7)	34.7% (n=17)	22.4% (n=11)	12.5% (n=6)	12.5% (n=6)	--	10.4% (n=5)
New Hampshire (n=55)	63.6% (n=35)	67.3% (n=35)	63.6% (n=35)	51.0% (n=26)	23.1% (n=12)	45.1% (n=23)	25.9% (n=14)	--
New Jersey (n=238)	84.9% (n=202)	78.0% (n=188)	86.7% (n=209)	76.3% (n=184)	64.6% (n=153)	67.5% (n=160)	43.2% (n=101)	7.7% (n=18)
New Mexico (n=47)	91.5% (n=43)	84.8% (n=39)	93.6% (n=44)	87.0% (n=40)	70.2% (n=33)	56.5% (n=26)	57.4% (n=27)	61.7% (n=29)
New York (n=727)	89.0% (n=647)	88.3% (n=642)	93.1% (n=667)	82.7% (n=601)	48.0% (n=349)	49.1% (n=357)	32.9% (n=239)	30.5% (n=220)
North Carolina (n=129)	94.6% (n=122)	79.5% (n=101)	92.2% (n=119)	74.0% (n=94)	28.6% (n=36)	33.1% (n=42)	44.5% (n=57)	14.5% (n=18)
North Dakota (n=21)	76.2% (n=16)	81.8% (n=18)	90.9% (n=20)	81.8% (n=18)	81.8% (n=18)	71.4% (n=15)	47.6% (n=10)	45.5% (n=10)
Ohio (n=411)	93.9% (n=386)	71.7% (n=292)	94.6% (n=389)	87.4% (n=354)	64.9% (n=266)	62.8% (n=255)	45.3% (n=181)	40.1% (n=161)
Oklahoma (n=85)	92.9% (n=79)	87.1% (n=74)	88.4% (n=76)	54.7% (n=47)	43.5% (n=37)	60.0% (n=51)	32.5% (n=27)	62.4% (n=53)
Pennsylvania (n=160)	82.5% (n=132)	80.1% (n=129)	90.0% (n=144)	83.1% (n=133)	36.3% (n=58)	43.4% (n=66)	23.1% (n=37)	12.5% (n=19)
Rhode Island (n=32)	93.8% (n=30)	93.8% (n=30)	93.8% (n=30)	72.7% (n=24)	43.8% (n=14)	53.1% (n=17)	21.9% (n=7)	21.2% (n=7)
South Carolina (n=62)	100.0% (n=62)	79.0% (n=49)	85.7% (n=54)	72.6% (n=45)	12.7% (n=8)	33.9% (n=21)	62.9% (n=39)	19.4% (n=12)

**Figure 83 (Part 1, continued): Formal Technology Training Classes Offered by Public Library Branches, by State\*\***

State	General computer skills	General software use	General Internet use	General online/Web searching	Using library's Online Public Access Catalog (OPAC)	Using online databases	Safe online practices	Accessing online government information
South Dakota (n=29)	82.8% (n=24)	70.0% (n=21)	82.8% (n=24)	86.7% (n=26)	51.7% (n=15)	57.1% (n=16)	38.5% (n=10)	40.0% (n=12)
Tennessee (n=120)	94.2% (n=113)	88.3% (n=106)	92.5% (n=111)	79.2% (n=95)	19.5% (n=23)	26.9% (n=32)	29.4% (n=35)	17.8% (n=21)
Texas (n=338)	87.6% (n=296)	77.2% (n=257)	86.7% (n=294)	83.4% (n=282)	50.5% (n=167)	55.9% (n=185)	52.9% (n=174)	39.0% (n=128)
Utah (n=48)	97.9% (n=47)	93.9% (n=46)	95.8% (n=46)	95.8% (n=46)	53.1% (n=26)	58.3% (n=28)	54.2% (n=26)	29.2% (n=14)
Vermont (n=44)	77.3% (n=34)	53.3% (n=24)	77.3% (n=34)	48.9% (n=22)	27.3% (n=12)	38.6% (n=17)	22.2% (n=10)	17.8% (n=8)
Virginia (n=158)	87.3% (n=138)	86.1% (n=136)	86.1% (n=136)	73.9% (n=116)	45.6% (n=72)	58.2% (n=92)	40.8% (n=64)	33.1% (n=52)
Washington (n=100)	96.0% (n=96)	44.4% (n=44)	96.0% (n=96)	82.8% (n=82)	61.6% (n=61)	75.0% (n=75)	54.0% (n=54)	8.0% (n=8)
Washington, DC (n=22)	95.5% (n=21)	23.8% (n=5)	14.3% (n=3)	9.5% (n=2)	4.5% (n=1)	9.5% (n=2)	--	14.3% (n=3)
West Virginia (n=34)	97.1% (n=33)	76.5% (n=26)	91.2% (n=31)	76.5% (n=26)	47.1% (n=16)	38.2% (n=13)	38.2% (n=13)	50.0% (n=17)
Wisconsin (n=100)	93.0% (n=93)	79.8% (n=79)	95.3% (n=101)	82.5% (n=85)	61.5% (n=64)	44.6% (n=45)	40.2% (n=41)	33.7% (n=35)
Wyoming (n=17)	88.2% (n=15)	37.5% (n=6)	47.1% (n=8)	41.2% (n=7)	31.3% (n=5)	20.0% (n=3)	13.3% (n=2)	18.8% (n=3)
<b>National</b>	87.0% (n=5,313)	73.3% (n=4,474)	86.5% (n=5,282)	75.6% (n=4,612)	46.6% (n=2,845)	53.2% (n=3,248)	37.0% (n=2,259)	29.7% (n=1,814)

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

**Key** -- = No data to report; \*\* Percentages reported are out of those libraries that reported they provide formal IT training classes

**Figure 83 (Part 2): Formal Technology Training Classes Offered by Public Library Branches, by State\*\***

State	Accessing online job seeking and career related information	Accessing online health information	Accessing online investment information	Accessing genealogy information	Accessing consumer information	Digital photography, software and online applications	Social media	Other
Alabama (n=74)	70.3% (n=52)	41.9% (n=31)	10.1% (n=7)	51.4% (n=38)	26.1% (n=18)	39.1% (n=27)	50.7% (n=35)	8.7% (n=6)
Alaska (n=19)	21.4% (n=3)	25.0% (n=3)	21.4% (n=3)	29.4% (n=5)	15.4% (n=2)	25.0% (n=3)	57.9% (n=11)	38.5% (n=5)
Arizona (n=110)	80.9% (n=89)	59.1% (n=65)	49.5% (n=54)	68.8% (n=75)	49.1% (n=54)	58.9% (n=63)	68.2% (n=75)	11.2% (n=12)
Arkansas (n=33)	39.3% (n=11)	14.8% (n=4)	39.3% (n=11)	71.0% (n=22)	7.4% (n=2)	53.6% (n=15)	63.0% (n=17)	39.4% (n=13)
California (n=282)	51.1% (n=145)	28.3% (n=78)	23.2% (n=64)	37.6% (n=106)	26.4% (n=73)	26.4% (n=73)	41.7% (n=115)	15.8% (n=45)
Colorado (n=118)	52.5% (n=62)	29.8% (n=34)	35.7% (n=41)	49.1% (n=57)	29.3% (n=34)	44.2% (n=50)	56.4% (n=66)	3.5% (n=4)
Delaware (n=19)	50.0% (n=9)	44.4% (n=8)	16.7% (n=3)	68.4% (n=13)	36.8% (n=7)	--	--	5.6% (n=1)
Florida (n=263)	55.1% (n=145)	4.2% (n=11)	5.4% (n=14)	27.4% (n=71)	9.3% (n=24)	15.8% (n=41)	15.8% (n=41)	5.8% (n=15)
Georgia (n=110)	67.3% (n=74)	15.7% (n=17)	13.0% (n=14)	40.9% (n=45)	15.7% (n=17)	15.7% (n=17)	7.4% (n=8)	8.8% (n=10)
Hawaii (n=4)	25.0% (n=1)	25.0% (n=1)	25.0% (n=1)	25.0% (n=1)	25.0% (n=1)	25.0% (n=1)	25.0% (n=1)	--
Idaho (n=43)	39.5% (n=17)	11.6% (n=5)	11.6% (n=5)	38.1% (n=16)	16.3% (n=7)	16.3% (n=7)	27.9% (n=12)	--
Illinois (n=313)	63.1% (n=190)	19.8% (n=59)	19.0% (n=56)	53.0% (n=161)	27.5% (n=82)	48.7% (n=145)	59.0% (n=181)	9.1% (n=27)
Indiana (n=220)	32.9% (n=72)	15.5% (n=34)	12.3% (n=27)	56.8% (n=125)	15.5% (n=34)	38.5% (n=84)	57.3% (n=125)	1.8% (n=4)
Iowa (n=110)	34.5% (n=38)	21.8% (n=24)	8.2% (n=9)	38.2% (n=42)	16.4% (n=18)	26.4% (n=29)	54.5% (n=60)	1.8% (n=2)
Kansas (n=75)	50.0% (n=38)	26.7% (n=20)	5.3% (n=4)	50.0% (n=38)	24.0% (n=18)	29.3% (n=22)	64.0% (n=48)	20.5% (n=16)
Kentucky (n=103)	58.3% (n=60)	11.6% (n=11)	--	54.5% (n=54)	18.2% (n=18)	47.5% (n=47)	51.0% (n=50)	--
Louisiana (n=196)	48.5% (n=94)	31.6% (n=60)	16.5% (n=31)	59.3% (n=115)	29.1% (n=55)	29.0% (n=56)	39.4% (n=76)	3.7% (n=7)
Maine (n=41)	65.7% (n=23)	17.1% (n=6)	17.1% (n=6)	65.7% (n=23)	34.3% (n=12)	17.1% (n=6)	34.3% (n=12)	--
Maryland (n=107)	40.8% (n=42)	18.4% (n=19)	10.7% (n=11)	30.1% (n=31)	14.6% (n=15)	13.1% (n=14)	29.9% (n=32)	2.9% (n=3)
Massachusetts (n=120)	45.8% (n=55)	16.7% (n=20)	12.6% (n=15)	36.7% (n=44)	20.0% (n=24)	37.8% (n=45)	40.3% (n=48)	14.2% (n=17)
Michigan (n=353)	48.3% (n=170)	16.1% (n=57)	16.2% (n=57)	29.4% (n=102)	30.7% (n=108)	43.2% (n=150)	51.3% (n=178)	4.3% (n=15)

**Figure 83 (Part 2, continued): Formal Technology Training Classes Offered by Public Library Branches, by State\*\***

State	Accessing online job seeking and career related information	Accessing online health information	Accessing online investment information	Accessing genealogy information	Accessing consumer information	Digital photography, software and online applications	Social media	Other
Minnesota (n=124)	34.4% (n=43)	25.0% (n=31)	16.0% (n=20)	47.2% (n=59)	5.6% (n=7)	16.1% (n=20)	31.2% (n=39)	20.8% (n=26)
Mississippi (n=66)	15.6% (n=10)	30.8% (n=20)	1.6% (n=1)	37.9% (n=25)	6.2% (n=4)	7.8% (n=5)	26.2% (n=17)	--
Missouri (n=120)	35.3% (n=41)	21.6% (n=25)	15.5% (n=18)	40.2% (n=47)	17.2% (n=20)	29.3% (n=34)	40.5% (n=47)	4.3% (n=5)
Montana (n=32)	33.3% (n=11)	21.9% (n=7)	6.1% (n=2)	50.0% (n=16)	12.1% (n=4)	21.9% (n=7)	50.0% (n=16)	12.1% (n=4)
Nebraska (n=55)	40.0% (n=22)	26.8% (n=15)	3.6% (n=2)	46.6% (n=27)	9.1% (n=5)	30.9% (n=17)	59.6% (n=34)	8.6% (n=5)
Nevada (n=49)	10.4% (n=5)	4.1% (n=2)	4.1% (n=2)	--	4.1% (n=2)	--	--	12.2% (n=6)
New Hampshire (n=55)	28.8% (n=15)	10.9% (n=6)	--	45.1% (n=23)	5.8% (n=3)	38.5% (n=20)	49.0% (n=25)	10.9% (n=6)
New Jersey (n=238)	42.9% (n=102)	10.3% (n=24)	6.0% (n=14)	51.9% (n=125)	32.5% (n=76)	44.9% (n=105)	23.9% (n=56)	1.3% (n=3)
New Mexico (n=47)	68.1% (n=32)	8.7% (n=4)	8.7% (n=4)	60.9% (n=28)	48.9% (n=23)	8.7% (n=4)	15.2% (n=7)	6.4% (n=3)
New York (n=727)	46.6% (n=336)	35.3% (n=255)	22.4% (n=162)	37.5% (n=271)	16.1% (n=116)	22.6% (n=164)	37.1% (n=268)	9.7% (n=70)
North Carolina (n=129)	68.7% (n=90)	26.6% (n=34)	12.8% (n=16)	48.8% (n=63)	11.8% (n=15)	31.5% (n=40)	36.5% (n=46)	7.9% (n=10)
North Dakota (n=21)	54.5% (n=12)	54.5% (n=12)	18.2% (n=4)	71.4% (n=15)	28.6% (n=6)	54.5% (n=12)	72.7% (n=16)	--
Ohio (n=411)	59.2% (n=239)	31.4% (n=126)	26.0% (n=104)	46.0% (n=186)	28.2% (n=113)	33.3% (n=133)	48.1% (n=192)	6.5% (n=26)
Oklahoma (n=85)	63.5% (n=54)	24.1% (n=20)	21.4% (n=18)	60.0% (n=51)	21.4% (n=18)	37.6% (n=32)	49.4% (n=42)	3.5% (n=3)
Pennsylvania (n=160)	25.0% (n=38)	9.9% (n=15)	14.5% (n=22)	38.8% (n=62)	8.6% (n=13)	22.5% (n=34)	35.3% (n=55)	4.6% (n=7)
Rhode Island (n=32)	60.6% (n=20)	21.2% (n=7)	15.6% (n=5)	43.8% (n=14)	21.9% (n=7)	33.3% (n=11)	50.0% (n=16)	9.4% (n=3)
South Carolina (n=62)	61.9% (n=39)	6.5% (n=4)	3.2% (n=2)	58.1% (n=36)	8.1% (n=5)	22.6% (n=14)	46.8% (n=29)	9.7% (n=6)
South Dakota (n=29)	37.0% (n=10)	35.7% (n=10)	7.4% (n=2)	46.7% (n=14)	33.3% (n=10)	37.0% (n=10)	42.9% (n=12)	18.5% (n=5)
Tennessee (n=120)	38.7% (n=46)	19.5% (n=23)	5.0% (n=6)	24.4% (n=29)	14.3% (n=17)	14.4% (n=17)	17.8% (n=21)	--
Texas (n=338)	62.8% (n=208)	39.4% (n=129)	25.7% (n=84)	45.2% (n=126)	31.0% (n=102)	29.6% (n=82)	45.9% (n=152)	4.7% (n=13)
Utah (n=48)	42.9% (n=21)	42.9% (n=21)	46.9% (n=23)	43.8% (n=21)	14.3% (n=7)	16.3% (n=8)	37.5% (n=18)	27.1% (n=13)
Vermont (n=44)	22.2% (n=10)	22.2% (n=10)	4.4% (n=2)	36.4% (n=16)	9.1% (n=4)	17.8% (n=8)	13.6% (n=6)	12.2% (n=6)



**Figure 83 (Part 2, continued): Formal Technology Training Classes Offered by Public Library Branches, by State\*\***

State	Accessing online job seeking and career related information	Accessing online health information	Accessing online investment information	Accessing genealogy information	Accessing consumer information	Digital photography, software and online applications	Social media	Other
Virginia (n=158)	57.0% (n=90)	32.9% (n=52)	23.6% (n=37)	57.3% (n=90)	29.7% (n=47)	45.6% (n=72)	72.2% (n=114)	6.3% (n=10)
Washington (n=100)	65.7% (n=65)	8.0% (n=8)	10.0% (n=10)	19.2% (n=19)	6.0% (n=6)	10.0% (n=10)	21.0% (n=21)	4.0% (n=4)
Washington, DC (n=22)	9.5% (n=2)	9.5% (n=2)	--	4.5% (n=1)	--	4.5% (n=1)	4.5% (n=1)	--
West Virginia (n=34)	50.0% (n=17)	38.2% (n=13)	17.6% (n=6)	50.0% (n=17)	32.4% (n=11)	23.5% (n=8)	38.2% (n=13)	8.8% (n=3)
Wisconsin (n=100)	55.4% (n=56)	22.5% (n=23)	17.2% (n=17)	43.3% (n=45)	24.5% (n=25)	40.6% (n=41)	48.0% (n=49)	5.1% (n=5)
Wyoming (n=17)	13.3% (n=2)	6.7% (n=1)	20.0% (n=3)	25.0% (n=4)	6.7% (n=1)	28.6% (n=4)	18.8% (n=3)	6.7% (n=1)
<i>National</i>	49.2% (n=3,005)	23.9% (n=1,461)	17.1% (n=1,044)	46.3% (n=2,642)	20.3% (n=1,239)	29.0% (n=1,769)	39.4% (n=2,407)	6.7% (n=406)
Will not total 100%, as categories are not mutually exclusive								
<b>Key</b> -- = No data to report; ** Percentages reported are out of those libraries that reported they provide formal IT training classes								

Of the libraries offering formal technology training classes (see Figure 82), Figure 83 (Parts 1 and 2) shows the types of classes available. The states with the highest percentage of libraries offering each type of class are:

- General computer skills: Alabama (100 percent); Delaware (100 percent); South Carolina (100 percent); Utah (97.9 percent); West Virginia (97.1 percent); Louisiana (96.9 percent); Iowa (96.4 percent); Washington (96.0 percent); and Missouri (95.8 percent);
- General software use: Utah (93.9 percent); Louisiana (93.9 percent); Rhode Island (93.8 percent).
- General Internet use: Alabama (100 percent); Delaware (100 percent); Washington (96.0 percent); Utah (95.8 percent); Missouri (95.8 percent); and Wyoming (100 percent);
- General online/Web searching: Alabama (100 percent); Utah (95.8 percent); Missouri (93.2 percent); and Ohio (87.4 percent)
- Using the library's Online Public Access Catalog (OPAC): Alabama (82.4 percent);
- Using online databases: Alabama (85.5 percent);
- Safe online practices: Alabama (65.2 percent);
- Accessing online government information: Alaska (66.7 percent);
- Accessing online job-seeking information: Arizona (80.9 percent);
- Accessing online health information: Arizona (59.1 percent);
- Accessing online investment information: Arizona (49.5 percent);
- Accessing genealogy information: North Dakota (71.4 percent);
- Accessing consumer information: Arizona (49.1 percent);
- Using digital photography software and online applications: Arizona (58.9 percent);
- Participating in social networking: North Dakota (72.7 percent).

**Figure 84 (Part 1): Public Library Peripherals That are Available to Users, by State**

State	Digital Reference/Virtual Reference		Licensed databases		E-books		Web/Business Conferencing		Online Instruction Courses/Tutorials		Homework Resources	
	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely
Alabama (n=231)	76.6% (n=177)	76.6% (n=177)	100.0% (n=228)	100.0% (n=228)	46.0% (n=104)	43.1% (n=97)	47.7% (n=19)	2.3% (n=5)	80.2% (n=178)	53.2% (n=118)	100.0% (n=237)	75.5% (n=179)
Alaska (n=101)	50.5% (n=51)	50.5% (n=51)	98.0% (n=98)	98.0% (n=98)	41.1% (n=39)	41.1% (n=39)	20.2% (n=19)	--	50.0% (n=45)	15.6% (n=14)	90.8% (n=14)	43.9% (n=43)
Arizona (n=195)	44.1% (n=86)	44.1% (n=86)	100.0% (n=199)	100.0% (n=199)	56.0% (n=108)	56.0% (n=108)	11.3% (n=22)	2.6% (n=5)	52.8% (n=105)	46.7% (n=93)	78.6% (n=154)	71.6% (n=141)
Arkansas (n=167)	36.5% (n=61)	36.5% (n=61)	100.0% (n=107)	100.0% (n=107)	40.6% (n=69)	40.6% (n=69)	9.4% (n=16)	--	28.8% (n=49)	17.1% (n=29)	48.8% (n=83)	25.3% (n=43)
California (n=794)	57.2% (n=454)	57.4% (n=456)	100.0% (n=806)	100.0% (n=806)	85.6% (n=685)	85.6% (n=685)	2.9% (n=22)	*	48.6% (n=386)	32.9% (n=261)	92.9% (n=743)	83.8% (n=670)
Colorado (n=219)	71.7% (n=157)	72.5% (n=158)	83.2% (n=178)	83.2% (n=178)	84.9% (n=185)	84.9% (n=185)	21.5% (n=39)	4.4% (n=7)	57.4% (n=112)	42.1% (n=82)	86.0% (n=185)	64.7% (n=139)
Delaware (n=30)	83.3% (n=25)	83.3% (n=25)	100.0% (n=31)	100.0% (n=31)	96.8% (n=30)	96.8% (n=30)	3.6% (n=1)	--	80.0% (n=24)	70.0% (n=21)	93.3% (n=28)	80.0% (n=24)
Florida (n=475)	95.6% (n=454)	95.6% (n=454)	100.0% (n=475)	100.0% (n=475)	87.3% (n=414)	87.3% (n=414)	4.4% (n=20)	*	58.1% (n=276)	52.1% (n=248)	91.0% (n=433)	84.9% (n=404)
Georgia (n=320)	59.1% (n=189)	59.1% (n=189)	95.4% (n=308)	95.4% (n=308)	72.3% (n=224)	72.3% (n=224)	4.9% (n=15)	1.0% (n=3)	50.5% (n=164)	36.7% (n=119)	72.8% (n=236)	56.0% (n=181)
Hawaii (n=50)	76.0% (n=38)	76.0% (n=38)	98.0% (n=48)	95.8% (n=47)	100.0% (n=50)	100.0% (n=50)	92.0% (n=46)	--	4.3% (n=2)	2.1% (n=1)	30.0% (n=15)	16.0% (n=8)
Idaho (n=124)	55.6% (n=69)	55.6% (n=69)	100.0% (n=129)	100.0% (n=129)	66.1% (n=84)	66.1% (n=84)	25.6% (n=33)	6.2% (n=8)	66.9% (n=87)	56.6% (n=73)	96.1% (n=122)	79.5% (n=101)
Illinois (n=709)	70.7% (n=501)	70.7% (n=501)	100.0% (n=702)	100.0% (n=702)	64.0% (n=454)	64.0% (n=454)	58.7% (n=409)	--	35.4% (n=246)	17.7% (n=123)	72.0% (n=511)	45.3% (n=321)

**Figure 84 (Part 1, continued): Public Library Peripherals That are Available to Users, by State**

State	Digital Reference/Virtual Reference		Licensed databases		E-books		Web/Business Conferencing		Online Instruction Courses/Tutorials		Homework Resources	
	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely
Indiana (n=353)	71.7% (n=253)	71.7% (n=253)	100.0% (n=351)	100.0% (n=351)	59.9% (n=211)	59.9% (n=211)	54.5% (n=186)	*	59.4% (n=206)	40.1% (n=139)	84.6% (n=297)	59.5% (n=209)
Iowa (n=472)	47.1% (n=233)	100.0% (n=490)	100.0% (n=490)	54.5% (n=261)	54.5% (n=261)	12.4% (n=59)	*	45.5% (n=217)	15.1% (n=72)	75.3% (n=369)	39.5% (n=194)	79.2% (n=385)
Kansas (n=349)	45.8% (n=160)	45.8% (n=160)	100.0% (n=353)	100.0% (n=353)	68.9% (n=239)	68.9% (n=239)	25.6% (n=87)	8.5% (n=29)	51.6% (n=180)	28.7% (n=100)	70.9% (n=246)	30.6% (n=106)
Kentucky (n=165)	78.8% (n=130)	78.8% (n=130)	100.0% (n=172)	100.0% (n=172)	88.1% (n=140)	88.1% (n=140)	2.6% (n=4)	--	63.9% (n=101)	45.6% (n=72)	84.8% (n=145)	66.9% (n=115)
Louisiana (n=282)	67.0% (n=189)	67.0% (n=189)	100.0% (n=282)	100.0% (n=282)	85.4% (n=229)	85.4% (n=229)	5.1% (n=14)	--	87.4% (n=250)	60.1% (n=172)	99.3% (n=283)	93.0% (n=265)
Maine (n=255)	57.5% (n=146)	88.6% (n=226)	88.6% (n=226)	45.7% (n=116)	45.7% (n=116)	11.6% (n=29)	2.4% (n=6)	27.7% (n=69)	20.9% (n=52)	74.1% (n=180)	52.7% (n=128)	77.3% (n=197)
Maryland (n=150)	100.0% (n=150)	100.0% (n=150)	100.0% (n=150)	100.0% (n=150)	100.0% (n=150)	100.0% (n=150)	26.8% (n=40)	3.4% (n=5)	88.4% (n=114)	86.9% (n=113)	100.0% (n=150)	97.3% (n=146)
Massachusetts (n=340)	55.9% (n=190)	55.9% (n=190)	100.0% (n=353)	100.0% (n=353)	88.0% (n=308)	88.0% (n=308)	10.2% (n=34)	--	44.0% (n=151)	31.8% (n=109)	79.0% (n=278)	60.1% (n=212)
Michigan (n=532)	63.9% (n=340)	63.9% (n=340)	99.1% (n=542)	99.1% (n=542)	88.9% (n=472)	88.9% (n=472)	23.5% (n=119)	3.0% (n=15)	72.1% (n=365)	65.2% (n=330)	91.4% (n=491)	74.4% (n=399)
Minnesota (n=286)	83.2% (n=238)	83.2% (n=238)	100.0% (n=291)	100.0% (n=291)	87.8% (n=252)	87.8% (n=252)	57.4% (n=163)	*	55.1% (n=157)	49.1% (n=140)	54.0% (n=157)	42.6% (n=124)
Mississippi (n=214)	62.6% (n=134)	62.6% (n=134)	100.0% (n=216)	100.0% (n=216)	28.4% (n=61)	28.4% (n=61)	12.2% (n=26)	3.8% (n=8)	78.7% (n=116)	63.8% (n=134)	90.2% (n=194)	68.8% (n=148)
Missouri (n=283)	70.7% (n=200)	70.7% (n=200)	100.0% (n=282)	100.0% (n=282)	51.7% (n=149)	51.7% (n=149)	62.7% (n=180)	--	29.7% (n=82)	11.6% (n=32)	56.6% (n=154)	33.5% (n=91)
Montana (n=93)	65.6% (n=61)	67.0% (n=63)	100.0% (n=92)	100.0% (n=92)	74.7% (n=68)	74.7% (n=68)	25.9% (n=22)	--	40.0% (n=32)	17.5% (n=114)	95.7% (n=90)	71.0% (n=66)

**Figure 84 (Part 1, continued): Public Library Peripherals That are Available to Users, by State**

State	Digital Reference/Virtual Reference		Licensed databases		E-books		Web/Business Conferencing		Online Instruction Courses/Tutorials		Homework Resources	
	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely
Nebraska (n=267)	58.1% (n=155)	58.1% (n=155)	100.0% (n=267)	100.0% (n=267)	49.2% (n=131)	49.2% (n=131)	46.6% (n=124)	*	34.5% (n=88)	5.1% (n=13)	67.6% (n=177)	28.2% (n=74)
Nevada (n=83)	98.8% (n=82)	98.8% (n=82)	100.0% (n=83)	100.0% (n=83)	69.9% (n=58)	69.9% (n=58)	1.2% (n=1)	1.2% (n=1)	36.6% (n=30)	18.3% (n=15)	91.6% (n=76)	85.5% (n=71)
New Hampshire (n=206)	53.9% (n=111)	53.9% (n=111)	94.1% (n=207)	94.1% (n=207)	89.8% (n=194)	89.8% (n=194)	12.3% (n=25)	--	38.9% (n=81)	26.0% (n=54)	74.0% (n=159)	53.3% (n=114)
New Jersey (n=353)	79.9% (n=282)	79.9% (n=282)	98.1% (n=354)	98.1% (n=354)	95.2% (n=336)	95.2% (n=336)	23.6% (n=82)	*	78.6% (n=276)	69.6% (n=245)	79.4% (n=282)	72.7% (n=258)
New Mexico (n=113)	38.9% (n=44)	38.9% (n=44)	90.9% (n=100)	90.9% (n=100)	34.9% (n=38)	34.9% (n=38)	13.3% (n=15)	--	50.9% (n=56)	29.1% (n=32)	86.7% (n=98)	39.8% (n=45)
New York (n=959)	85.4% (n=819)	85.4% (n=819)	100.0% (n=975)	100.0% (n=975)	96.8% (n=944)	96.8% (n=944)	9.5% (n=89)	2.1% (n=20)	51.9% (n=493)	43.4% (n=412)	80.9% (n=773)	53.6% (n=511)
North Carolina (n=311)	77.5% (n=241)	77.5% (n=241)	100.0% (n=312)	100.0% (n=312)	88.7% (n=276)	88.7% (n=276)	15.5% (n=47)	2.3% (n=7)	65.5% (n=201)	58.0% (n=178)	93.9% (n=295)	82.2% (n=258)
North Dakota (n=80)	60.0% (n=48)	60.0% (n=48)	100.0% (n=78)	100.0% (n=78)	60.0% (n=48)	60.0% (n=48)	56.4% (n=44)	--	40.0% (n=32)	20.0% (n=16)	62.5% (n=50)	32.5% (n=26)
Ohio (n=598)	88.0% (n=526)	88.0% (n=526)	100.0% (n=604)	100.0% (n=604)	96.6% (n=589)	96.6% (n=589)	72.7% (n=439)	2.6% (n=16)	57.2% (n=339)	44.9% (n=266)	84.8% (n=518)	71.7% (n=439)
Oklahoma (n=146)	63.0% (n=92)	63.0% (n=92)	100.0% (n=153)	100.0% (n=153)	58.9% (n=89)	57.0% (n=86)	14.9% (n=23)	--	51.7% (n=78)	41.7% (n=63)	81.9% (n=127)	61.0% (n=94)
Pennsylvania (n=409)	75.8% (n=310)	75.8% (n=310)	98.1% (n=409)	98.1% (n=409)	74.9% (n=308)	74.0% (n=304)	10.8% (n=41)	4.2% (n=16)	41.2% (n=162)	29.8% (n=117)	73.6% (n=293)	62.5% (n=)
Rhode Island (n=62)	56.5% (n=35)	56.5% (n=35)	100.0% (n=62)	100.0% (n=62)	100.0% (n=62)	100.0% (n=62)	3.2% (n=2)	--	43.5% (n=27)	28.6% (n=18)	100.0% (n=62)	96.8% (n=)
South Carolina (n=125)	51.2% (n=64)	51.2% (n=64)	91.9% (n=124)	91.9% (n=124)	70.4% (n=95)	70.4% (n=95)	1.6% (n=2)	--	43.2% (n=54)	38.7% (n=48)	97.8% (n=132)	65.2% (n=88)

**Figure 84 (Part 1, continued): Public Library Peripherals That are Available to Users, by State**

State	Digital Reference/Virtual Reference		Licensed databases		E-books		Web/Business Conferencing		Online Instruction Courses/Tutorials		Homework Resources	
	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely
South Dakota (n=140)	55.7% (n=78)	55.7% (n=78)	98.6% (n=142)	98.6% (n=142)	57.9% (n=81)	57.9% (n=81)	33.1% (n=48)	--	39.7% (n=56)	21.3% (n=30)	73.3% (n=107)	32.2% (n=47)
Tennessee (n=224)	75.0% (n=168)	75.0% (n=168)	100.0% (n=226)	100.0% (n=226)	90.8% (n=197)	90.8% (n=197)	5.6% (n=12)	*	51.4% (n=112)	30.7% (n=67)	88.6% (n=203)	62.9% (n=144)
Texas (n=625)	53.1% (n=332)	53.1% (n=332)	100.0% (n=643)	100.0% (n=643)	60.2% (n=383)	60.2% (n=383)	10.2% (n=63)	1.6% (n=10)	59.8% (n=378)	37.2% (n=235)	86.9% (n=550)	61.0% (n=387)
Utah (n=108)	60.2% (n=65)	60.2% (n=65)	100.0% (n=114)	100.0% (n=114)	95.6% (n=109)	95.6% (n=109)	10.5% (n=12)	5.3% (n=6)	70.5% (n=79)	54.5% (n=61)	93.9% (n=107)	78.9% (n=90)
Vermont (n=168)	70.8% (n=119)	100.0% (n=166)	100.0% (n=166)	73.3% (n=126)	73.3% (n=126)	44.4% (n=71)	1.3% (n=2)	64.5% (n=107)	52.1% (n=86)	73.2% (n=123)	39.9% (n=67)	87.9% (n=153)
Virginia (n=244)	75.0% (n=183)	75.0% (n=183)	100.0% (n=244)	100.0% (n=244)	91.0% (n=222)	91.0% (n=222)	13.5% (n=32)	9.3% (n=22)	52.5% (n=127)	39.1% (n=95)	91.8% (n=223)	70.2% (n=170)
Washington (n=240)	80.0% (n=192)	80.0% (n=192)	100.0% (n=241)	100.0% (n=241)	80.3% (n=191)	77.8% (n=186)	12.1% (n=28)	*	59.3% (n=140)	44.3% (n=105)	91.9% (n=215)	75.7% (n=178)
Washington, DC (n=25)	4.0% (n=1)	4.0% (n=1)	100.0% (n=24)	100.0% (n=24)	100.0% (n=25)	100.0% (n=25)	12.0% (n=3)	8.0% (n=2)	100.0% (n=24)	100.0% (n=24)	100.0% (n=25)	100.0% (n=25)
West Virginia (n=144)	52.1% (n=75)	100.0% (n=150)	100.0% (n=150)	68.2% (n=101)	68.2% (n=101)	4.1% (n=6)	--	79.6% (n=117)	45.3% (n=67)	88.6% (n=132)	57.4% (n=85)	90.1% (n=136)
Wisconsin (n=418)	80.9% (n=338)	80.9% (n=338)	100.0% (n=416)	98.6% (n=410)	94.3% (n=398)	94.3% (n=398)	62.7% (n=257)	1.0% (n=4)	43.4% (n=175)	37.0% (n=149)	74.7% (n=310)	64.6% (n=268)
Wyoming (n=76)	72.0% (n=54)	72.0% (n=54)	100.0% (n=76)	100.0% (n=76)	68.0% (n=51)	68.0% (n=51)	32.0% (n=24)	23.0% (n=17)	73.7% (n=56)	56.6% (n=43)	88.2% (n=67)	69.7% (n=53)
<b>National</b>	69.7% (n=9,577)	69.8% (n=9,584)	99.1% (n=13,706)	99.1% (n=13,697)	76.3% (n=10,523)	76.1% (n=10,497)	26.5% (n=3,561)	2.2% (n=289)	54.2% (n=7,321)	40.0% (n=5,409)	81.9% (n=11,324)	62.7% (n=8,674)
Will not total 100%, as categories are not mutually exclusive <b>Key:</b> -- = No data to report; * = Insufficient data to report												

**Figure 84 (Part 2): Public Library Peripherals That are Available to Users, by State**

State	Audio Content		Video Content		Digitized Special Collections		Library Social Networking		Online Book Clubs	
	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely
Alabama (n=231)	75.8% (n=175)	33.3% (n=77)	65.9% (n=147)	20.2% (n=45)	34.7% (n=76)	22.4% (n=49)	60.3% (n=123)	32.5% (n=66)	24.3% (n=53)	17.4% (n=38)
Alaska (n=101)	79.2% (n=76)	30.2% (n=29)	48.5% (n=47)	5.2% (n=5)	40.2% (n=39)	17.7% (n=17)	57.6% (n=57)	24.5% (n=24)	18.0% (n=16)	10.2% (n=9)
Arizona (n=195)	92.0% (n=183)	68.3% (n=136)	61.7% (n=121)	37.2% (n=73)	43.9% (n=86)	39.8% (n=78)	53.3% (n=105)	38.1% (n=75)	19.9% (n=39)	32.7% (n=64)
Arkansas (n=167)	97.1% (n=165)	44.1% (n=75)	70.8% (n=119)	21.0% (n=35)	31.2% (n=53)	14.1% (n=24)	60.6% (n=103)	19.4% (n=33)	6.6% (n=11)	5.4% (n=9)
California (n=794)	89.8% (n=701)	74.1% (n=579)	42.4% (n=334)	23.1% (n=182)	43.5% (n=339)	39.4% (n=307)	68.1% (n=544)	61.7% (n=493)	20.3% (n=155)	19.2% (n=147)
Colorado (n=219)	97.3% (n=213)	80.3% (n=175)	77.3% (n=167)	60.2% (n=130)	41.5% (n=88)	33.5% (n=71)	60.3% (n=129)	47.2% (n=101)	16.7% (n=35)	34.8% (n=73)
Delaware (n=30)	96.8% (n=30)	61.3% (n=19)	73.3% (n=22)	40.0% (n=12)	42.9% (n=12)	32.1% (n=9)	51.6% (n=16)	32.3% (n=10)	10.3% (n=3)	16.7% (n=5)
Florida (n=475)	88.0% (n=418)	77.7% (n=369)	71.4% (n=317)	47.4% (n=210)	69.9% (n=309)	64.1% (n=284)	74.8% (n=353)	69.9% (n=329)	13.6% (n=63)	24.7% (n=114)
Georgia (n=320)	69.7% (n=223)	53.3% (n=170)	53.5% (n=168)	37.9% (n=119)	69.3% (n=224)	58.5% (n=189)	64.1% (n=207)	49.5% (n=160)	15.3% (n=49)	24.3% (n=78)
Hawaii (n=50)	36.7% (n=18)	30.6% (n=15)	83.7% (n=41)	73.5% (n=36)	100.0% (n=50)	74.0% (n=37)	28.6% (n=14)	22.4% (n=11)	66.7% (n=32)	68.8% (n=33)
Idaho (n=124)	89.1% (n=115)	70.8% (n=92)	46.5% (n=59)	26.0% (n=33)	37.8% (n=48)	26.8% (n=34)	79.4% (n=100)	62.2% (n=79)	22.0% (n=28)	24.4% (n=31)
Illinois (n=709)	66.2% (n=469)	38.6% (n=274)	63.6% (n=445)	40.7% (n=285)	63.2% (n=444)	40.4% (n=284)	54.6% (n=380)	38.4% (n=267)	49.6% (n=340)	34.7% (n=238)

**Figure 84 (Part 2, continued): Public Library Peripherals That are Available to Users, by State**

State	Audio Content		Video Content		Digitized Special Collections		Library Social Networking		Online Book Clubs	
	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely
Indiana (n=353)	72.8% (n=259)	51.4% (n=183)	51.8% (n=175)	34.0% (n=115)	61.0% (n=214)	47.3% (n=166)	66.5% (n=232)	48.6% (n=170)	53.1% (n=182)	46.4% (n=159)
Iowa (n=472)	47.1% (n=229)	40.2% (n=194)	3.7% (n=18)	22.7% (n=109)	10.8% (n=52)	52.1% (n=253)	26.7% (n=130)	10.0% (n=46)	7.0% (n=32)	7.0% (n=32)
Kansas (n=349)	85.0% (n=300)	44.8% (n=158)	60.1% (n=208)	30.1% (n=104)	33.1% (n=115)	19.1% (n=66)	53.3% (n=186)	21.8% (n=76)	15.2% (n=53)	12.6% (n=44)
Kentucky (n=165)	91.0% (n=152)	76.0% (n=127)	63.7% (n=102)	37.1% (n=59)	49.4% (n=79)	30.6% (n=49)	59.0% (n=92)	46.8% (n=73)	10.0% (n=16)	11.9% (n=19)
Louisiana (n=282)	85.7% (n=245)	64.3% (n=184)	57.9% (n=162)	38.8% (n=109)	54.4% (n=148)	32.4% (n=88)	58.3% (n=161)	41.7% (n=115)	35.6% (n=99)	41.9% (n=116)
Maine (n=255)	45.7% (n=116)	50.8% (n=129)	13.7% (n=35)	34.5% (n=88)	29.9% (n=76)	44.6% (n=111)	30.5% (n=76)	16.9% (n=40)	16.9% (n=40)	5.0% (n=12)
Maryland (n=150)	100.0% (n=150)	96.0% (n=144)	85.7% (n=126)	82.3% (n=121)	75.3% (n=113)	69.3% (n=104)	96.6% (n=141)	94.6% (n=139)	37.5% (n=54)	41.0% (n=59)
Massachusetts (n=340)	89.7% (n=314)	73.4% (n=257)	46.1% (n=158)	34.2% (n=117)	40.2% (n=140)	26.4% (n=92)	57.5% (n=200)	44.7% (n=156)	8.9% (n=30)	11.6% (n=39)
Michigan (n=532)	90.3% (n=484)	82.3% (n=441)	50.5% (n=269)	37.2% (n=198)	44.7% (n=240)	37.1% (n=199)	76.7% (n=412)	63.1% (n=339)	25.0% (n=130)	38.9% (n=203)
Minnesota (n=286)	60.8% (n=177)	49.1% (n=143)	81.0% (n=235)	74.1% (n=215)	71.9% (n=207)	69.4% (n=200)	56.0% (n=163)	49.5% (n=144)	63.5% (n=183)	63.3% (n=183)
Mississippi (n=214)	63.9% (n=138)	30.4% (n=66)	59.7% (n=129)	19.0% (n=41)	17.7% (n=38)	14.0% (n=30)	60.6% (n=132)	47.9% (n=104)	30.2% (n=64)	27.5% (n=58)
Missouri (n=283)	73.1% (n=207)	38.5% (n=109)	52.1% (n=147)	28.6% (n=81)	81.0% (n=234)	48.8% (n=141)	45.4% (n=127)	27.9% (n=78)	64.1% (n=180)	35.2% (n=99)
Montana (n=93)	88.0% (n=81)	62.6% (n=57)	55.3% (n=47)	14.3% (n=12)	25.6% (n=21)	19.3% (n=16)	62.6% (n=57)	37.0% (n=34)	12.9% (n=11)	12.9% (n=11)

**Figure 84 (Part 2, continued): Public Library Peripherals That are Available to Users, by State**

State	Audio Content		Video Content		Digitized Special Collections		Library Social Networking		Online Book Clubs	
	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely
Nebraska (n=267)	64.6% (n=168)	23.2% (n=60)	57.4% (n=148)	13.1% (n=34)	56.4% (n=149)	30.7% (n=81)	51.9% (n=137)	22.6% (n=60)	28.6% (n=75)	16.0% (n=42)
Nevada (n=83)	81.9% (n=68)	69.9% (n=58)	58.5% (n=48)	45.1% (n=37)	69.9% (n=58)	63.9% (n=53)	87.5% (n=70)	75.0% (n=60)	2.4% (n=2)	68.3% (n=56)
New Hampshire (n=206)	86.4% (n=191)	67.7% (n=149)	31.2% (n=64)	10.7% (n=22)	20.0% (n=42)	16.1% (n=34)	58.9% (n=129)	38.5% (n=84)	14.7% (n=31)	13.3% (n=28)
New Jersey (n=353)	95.2% (n=340)	69.2% (n=247)	30.0% (n=84)	17.1% (n=48)	58.4% (n=205)	28.0% (n=98)	49.3% (n=139)	42.9% (n=121)	22.8% (n=79)	19.4% (n=67)
New Mexico (n=113)	80.5% (n=91)	40.7% (n=46)	67.3% (n=76)	25.7% (n=29)	8.8% (n=10)	--	49.6% (n=56)	21.2% (n=24)	22.5% (n=25)	22.5% (n=25)
New York (n=959)	95.2% (n=908)	82.2% (n=785)	58.3% (n=539)	36.5% (n=337)	63.6% (n=604)	46.0% (n=437)	78.7% (n=742)	53.5% (n=504)	46.4% (n=426)	45.9% (n=422)
North Carolina (n=311)	95.2% (n=298)	77.4% (n=243)	77.8% (n=242)	69.8% (n=217)	76.5% (n=238)	62.5% (n=195)	66.0% (n=202)	48.4% (n=148)	24.2% (n=70)	24.2% (n=70)
North Dakota (n=80)	71.6% (n=58)	27.5% (n=22)	67.5% (n=54)	27.5% (n=22)	52.5% (n=42)	27.5% (n=22)	46.8% (n=37)	21.5% (n=17)	42.1% (n=32)	26.3% (n=20)
Ohio (n=598)	90.4% (n=556)	73.9% (n=454)	86.6% (n=525)	73.4% (n=445)	87.3% (n=534)	73.2% (n=449)	74.5% (n=451)	60.0% (n=363)	68.3% (n=405)	62.9% (n=373)
Oklahoma (n=146)	72.8% (n=110)	50.3% (n=76)	60.1% (n=83)	26.8% (n=37)	35.1% (n=52)	27.7% (n=41)	59.5% (n=88)	36.5% (n=54)	12.9% (n=19)	10.9% (n=16)
Pennsylvania (n=409)	78.3% (n=310)	65.9% (n=261)	35.9% (n=140)	15.1% (n=59)	25.5% (n=98)	20.2% (n=78)	56.7% (n=229)	40.8% (n=165)	11.5% (n=43)	15.5% (n=58)
Rhode Island (n=62)	100.0% (n=60)	96.7% (n=58)	52.4% (n=33)	49.2% (n=31)	30.2% (n=19)	32.3% (n=20)	79.0% (n=49)	79.0% (n=49)	3.2% (n=2)	3.2% (n=2)
South Carolina (n=125)	75.2% (n=100)	54.5% (n=72)	35.6% (n=48)	11.9% (n=16)	19.3% (n=26)	11.9% (n=16)	46.7% (n=63)	41.5% (n=56)	19.2% (n=24)	16.1% (n=20)



**Figure 84 (Part 2, continued): Public Library Peripherals That are Available to Users, by State**

State	Audio Content		Video Content		Digitized Special Collections		Library Social Networking		Online Book Clubs	
	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely	Offers in Library	Offers Remotely
South Dakota (n=140)	78.8% (n=115)	37.9% (n=55)	53.1% (n=78)	18.4% (n=27)	35.4% (n=51)	14.6% (n=21)	40.1% (n=59)	23.3% (n=34)	28.7% (n=41)	14.0% (n=20)
Tennessee (n=224)	77.5% (n=179)	51.5% (n=119)	56.0% (n=121)	30.1% (n=65)	51.8% (n=116)	39.1% (n=88)	66.1% (n=144)	43.6% (n=95)	13.5% (n=28)	14.5% (n=30)
Texas (n=625)	80.3% (n=508)	46.8% (n=296)	53.8% (n=344)	24.1% (n=154)	37.0% (n=231)	25.3% (n=158)	56.7% (n=351)	40.4% (n=250)	17.8% (n=112)	21.8% (n=137)
Utah (n=108)	95.5% (n=105)	86.5% (n=96)	56.8% (n=63)	43.6% (n=48)	39.1% (n=43)	32.7% (n=36)	53.2% (n=58)	40.4% (n=44)	4.8% (n=5)	4.8% (n=5)
Vermont (n=168)	62.9% (n=110)	51.2% (n=84)	23.2% (n=38)	35.5% (n=59)	25.3% (n=42)	41.3% (n=66)	28.1% (n=45)	23.2% (n=38)	23.2% (n=38)	17.7% (n=29)
Virginia (n=244)	91.0% (n=222)	76.6% (n=187)	48.5% (n=117)	29.5% (n=71)	52.5% (n=124)	42.4% (n=100)	68.5% (n=161)	63.4% (n=149)	33.5% (n=72)	33.2% (n=71)
Washington (n=240)	85.7% (n=203)	76.8% (n=182)	63.4% (n=149)	38.0% (n=89)	24.1% (n=56)	12.4% (n=29)	83.0% (n=200)	66.0% (n=159)	25.6% (n=61)	25.6% (n=61)
Washington, DC (n=25)	100.0% (n=25)	100.0% (n=25)	100.0% (n=25)	96.0% (n=24)	96.0% (n=24)	92.0% (n=23)	8.0% (n=2)	8.0% (n=2)	--	--
West Virginia (n=144)	53.6% (n=81)	65.6% (n=99)	23.3% (n=35)	15.3% (n=23)	6.0% (n=9)	53.3% (n=80)	26.7% (n=40)	22.7% (n=34)	22.7% (n=34)	16.8% (n=25)
Wisconsin (n=418)	74.8% (n=311)	60.1% (n=250)	76.7% (n=320)	60.3% (n=254)	73.0% (n=305)	61.5% (n=257)	58.3% (n=245)	48.8% (n=205)	51.2% (n=206)	48.5% (n=195)
Wyoming (n=76)	93.4% (n=71)	78.9% (n=60)	68.0% (n=51)	45.3% (n=34)	63.0% (n=46)	60.8% (n=45)	47.9% (n=35)	43.1% (n=31)	27.1% (n=19)	32.9% (n=23)
<b>National</b>	82.9% (n=11,483)	61.9% (n=8,579)	60.0% (n=8,128)	38.5% (n=5,216)	53.3% (n=7,283)	40.6% (n=5,550)	61.9% (n=8,440)	46.7% (n=6,371)	30.8% (n=4,124)	30.7% (n=4,116)

**Key:** -- = No data to report; \* = Insufficient data to report

Figure 84 (Parts 1 and 2) report the availability of services for remote or in-library use. It may be the case that some libraries did not report services offered to patrons via the Web that are not directly provided by the reporting libraries (e.g., licensed databases provided by the State Library Agency). The states with the highest percentage of libraries offering each type of service are:

- Digital/Virtual reference in-library and remotely: Maryland (100 percent);
- Licensed Databases In-library and Remotely: (100 percent) Washington DC (100 percent); Alabama (100 percent); Arizona (100 percent); Arkansas (100 percent); California (100 percent); Idaho (100 percent); Illinois (100 percent); Indiana (100 percent); Kansas (100 percent); Kentucky (100 percent); Louisiana (100 percent); Massachusetts (100 percent); Mississippi (100 percent); Missouri (100 percent); Montana (100 percent); Nebraska (100 percent); North Carolina (100 percent); North Dakota (100 percent); Oklahoma (100 percent); Rhode Island (100 percent); Tennessee (100 percent); Texas (100 percent); Utah (100 percent); Virginia (100 percent); Washington (100 percent); Wyoming (100 percent).
- E-Books in-library and remote: Maryland (100 percent); Hawaii (100 percent); Rhode Island (100 percent); Washington DC (100 percent);
  - Meanwhile, Mississippi (28.4 percent), New Mexico (34.9 percent), and Arkansas (41.1%) account for the lowest percentage of public library outlets offering e-books in-library
- Web/Business conferencing:
  - In-library: Hawaii (92.0 percent);
  - Remotely: West Virginia (64.5 percent);
- Online Instruction Courses/Tutorials:
  - In-library: Washington DC (100 percent); Maryland (88.4%);
  - Remotely: Washington DC (100 percent); West Virginia (88.6%);
- Homework Resources
  - In-library: Washington DC (100 percent); Maryland (100 percent); Alabama (100 percent); Rhode Island (100 percent)
  - Remotely: Washington DC (100 percent); Maryland (97.3 percent); Rhode Island (96.8 percent);
- Audio Content
  - In-library: Washington DC (100 percent); Maryland (100 percent); Rhode Island (100 percent);
  - Remotely: Washington DC (100 percent); Rhode Island (96.7 percent); Maryland (96.0 percent);
- Video Content
  - In-library: Washington DC (100 percent); Ohio (86.6 percent); Maryland (85.7 percent);
  - Remotely: Washington DC (96.0 percent); Maryland (82.3 percent); Minnesota (74.1 percent);
- Digitized Special Collections
  - In-library: Hawaii (100 percent); Washington DC (96.0 percent); Ohio (87.3 percent);
  - Remotely: Washington DC (92.0 percent); Hawaii (74.0 percent); Ohio (73.2 percent);
- Library Social Networking
  - In-library: Maryland (96.6 percent); Nevada (87.5 percent); Washington (83.0 percent);
  - Remotely: Maryland (94.6 percent); Rhode Island (79.0 percent); Nevada (75.0 percent);

- Online Book Clubs
  - In-library: Ohio (68.3 percent); Hawaii (66.7 percent); Missouri (64.1 percent);
  - Remotely: Hawaii (68.8 percent); Nevada (68.3 percent); Minnesota (63.3 percent)

**Figure 85: Public Library Peripherals That are Available to Users, by State**

State	Access and store content on USB or other portable devices (e.g. iPods, MP3, other)	Connect to digital cameras and manipulate content	Burn CD/DVDs	Recreational gaming consoles, software, or websites	Access to mobile computing devices (e.g. netbooks)	Access to e-readers (e.g., Kindle, Nook)
	Offers	Offers	Offers	Offers	Offers	Offers
Alabama (n=223)	91.0% (n=203)	81.3% (n=178)	60.9% (n=131)	49.3% (n=106)	54.0% (n=114)	22.2% (n=37)
Alaska (n=103)	83.5% (n=86)	88.2% (n=90)	62.9% (n=61)	64.0% (n=64)	34.0% (n=33)	35.4% (n=34)
Arizona (n=199)	98.5% (n=196)	73.9% (n=147)	62.8% (n=125)	67.8% (n=135)	32.1% (n=63)	15.1% (n=29)
Arkansas (n=169)	69.2% (n=117)	42.4% (n=72)	35.3% (n=60)	44.0% (n=74)	53.3% (n=89)	21.0% (n=35)
California (n=873)	92.4% (n=745)	43.7% (n=350)	22.7% (n=179)	64.0% (n=495)	66.0% (n=522)	22.6% (n=160)
Colorado (n=220)	96.4% (n=212)	71.6% (n=149)	62.9% (n=122)	83.6% (n=168)	39.5% (n=73)	47.8% (n=86)
Delaware (n=31)	100% (n=31)	66.7% (n=20)	48.4% (n=15)	62.5% (n=20)	60.0% (n=18)	20.7% (n=6)
Florida (n=473)	100% (n=473)	71.2% (n=336)	61.9% (n=293)	81.3% (n=383)	51.4% (n=232)	30.7% (n=115)
Georgia (n=323)	98.8% (n=319)	61.1% (n=196)	38.6% (n=124)	57.9% (n=187)	59.2% (n=190)	31.3% (n=99)
Hawaii (n=33)	93.9% (n=31)	20.0% (n=10)	30.0% (n=15)	34.0% (n=17)	63.8% (n=30)	78.7% (n=37)
Idaho (n=127)	98.4% (n=125)	74.8% (n=95)	53.5% (n=68)	63.0% (n=80)	36.8% (n=46)	18.9% (n=20)
Illinois (n=678)	89.2% (n=605)	64.0% (n=436)	52.6% (n=368)	68.3% (n=484)	58.6% (n=349)	56.8% (n=357)
Indiana (n=332)	93.1% (n=309)	66.0% (n=215)	53.7% (n=188)	80.3% (n=278)	57.1% (n=182)	41.7% (n=135)

**Figure 85 (continued): Public Library Peripherals That are Available to Users, by State**

State	Access and store content on USB or other portable devices (e.g. iPods, MP3, other)	Connect to digital cameras and manipulate content	Burn CD/DVDs	Recreational gaming consoles, software, or websites	Access to mobile devices (e.g. netbooks)	Access to e-readers (e.g., Kindle, Nook)
	Offers	Offers	Offers	Offers	Offers	Offers
Iowa (n=490)	90.2% (n=442)	72.3% (n=348)	60.7% (n=295)	68.8% (n=337)	49.2% (n=241)	18.7% (n=90)
Kansas (n=353)	88.1% (n=311)	82.0% (n=292)	64.1% (n=225)	61.1% (n=217)	33.6% (n=119)	41.4% (n=146)
Kentucky (n=167)	100% (n=67)	59.5% (n=100)	63.2% (n=108)	74.2% (n=121)	32.1% (n=51)	48.2% (n=80)
Louisiana (n=288)	96.9% (n=279)	57.1% (n=161)	51.2% (n=144)	74.5% (n=213)	25.2% (n=72)	26.0% (n=67)
Maine (n=255)	86.3% (n=220)	63.9% (n=163)	66.1% (n=168)	43.1% (n=110)	28.3% (n=51)	38.0% (n=35)
Maryland (n=129)	99.2% (n=128)	32.0% (n=48)	45.0% (n=67)	87.3% (n=131)	68.3% (n=99)	41.0% (n=59)
Massachusetts (n=355)	88.2% (n=313)	62.5% (n=217)	56.0% (n=197)	63.5% (n=221)	44.2% (n=155)	49.0% (n=171)
Michigan (n=542)	98.25 (n=532)	83.2% (n=451)	66.7% (n=349)	64.9% (n=346)	44.1% (n=230)	32.6% (n=125)
Minnesota (n=290)	99.3% (n=288)	59.6% (n=119)	86.0% (n=251)	90.0% (n=262)	63.0% (n=126)	31.7% (n=86)
Mississippi (n=216)	88.0% (n=190)	68.1% (n=147)	68.9% (n=146)	76.9% (n=163)	48.0% (n=94)	39.5% (n=60)
Missouri (n=249)	71.9% (n=179)	64.2% (n=167)	57.3% (n=161)	73.6% (n=206)	53.5% (n=123)	51.0% (n=134)
Montana (n=94)	100% (n=94)	95.7% (n=90)	70.7% (n=65)	78.6% (n=66)	32.5% (n=27)	37.2% (n=29)
Nebraska (n=255)	87.1% (n=222)	72.0% (n=188)	67% (n=179)	70.0% (n=184)	42.9% (n=103)	40.5% (n=104)
Nevada (n=77)	100% (n=83)	51.8% (n=43)	30.5% (n=25)	48.2% (n=40)	84.1% (n=69)	13.4% (n=11)

**Figure 85 (continued): Public Library Peripherals That are Available to Users, by State**

State	Access and store content on USB or other portable devices (e.g. iPods, MP3, other)	Connect to digital cameras and manipulate content	Burn CD/DVDs	Recreational gaming consoles, software, or websites	Access to mobile devices (e.g. netbooks)	Access to e-readers (e.g., Kindle, Nook)
	Offers	Offers	Offers	Offers	Offers	Offers
New Hampshire (n=221)	95.0% (n=210)	72.7% (n=157)	61.9% (n=135)	64.8% (n=140)	41.7% (n=90)	49.5% (n=107)
New Jersey (n=354)	98.0% (n=347)	71.1% (n=249)	60.1% (n=212)	75.4% (n=266)	71.4% (n=252)	22.9% (n=80)
New Mexico (n=113)	87.6% (n=99)	83.0% (n=93)	69.0% (n=78)	69.6% (n=78)	42.5% (n=48)	23.4% (n=25)
New York (n=970)	96.3% (n=934)	42.6% (n=411)	32.4% (n=311)	82.0% (n=777)	39.2% (n=376)	41.9% (n=390)
North Carolina (n=313)	89.1% (n=279)	76.8% (n=241)	73.2% (n=229)	53.7% (n=167)	50.8% (n=158)	27.7% (n=86)
North Dakota (n=76)	78.9% (n=60)	68.4% (n=52)	60.0% (n=48)	46.2% (n=36)	37.8% (n=28)	50.0% (n=36)
Ohio (n=531)	96.4% (n=512)	50.8% (n=297)	66.2% (n=402)	77.5% (n=474)	63.4% (n=333)	64.4% (n=339)
Oklahoma (n=152)	94.7% (n=144)	76.2% (n=115)	66.2% (n=102)	49.4% (n=76)	22.2% (n=26)	34.3% (n=114)
Pennsylvania (n=410)	92.9% (n=381)	75.2% (n=309)	48.2% (n=198)	72.5% (n=295)	45.1% (n=169)	34.3% (n=114)
Rhode Island (n=62)	90.3% (n=56)	93.5% (n=58)	83.9% (n=52)	83.9% (n=52)	60.7% (n=34)	32.0% (n=16)
South Carolina (n=135)	100% (n=135)	51.1% (n=69)	40.7% (n=55)	40.7% (n=55)	60.0% (n=72)	46.2% (n=54)
South Dakota (n=144)	79.9% (n=115)	62.5% (n=90)	47.6% (n=70)	47.6% (n=70)	67.7% (n=90)	36.4% (n=48)
Tennessee (n=232)	94.8% (n=220)	50.2% (n=111)	40.4% (n=88)	40.4% (n=88)	48.2% (n=108)	38.1% (n=82)
Texas (n=648)	94.3% (n=611)	63.9% (n=407)	53.7% (n=340)	53.7% (n=340)	40.3% (n=252)	24.9% (n=143)

**Figure 85 (continued): Public Library Peripherals That are Available to Users, by State**

State	Access and store content on USB or other portable devices (e.g. iPods, MP3, other)	Connect to digital cameras and manipulate content	Burn CD/DVDs	Recreational gaming consoles, software, or websites	Access to mobile devices (e.g. netbooks)	Access to e-readers (e.g., Kindle, Nook)
	Offers	Offers	Offers	Offers	Offers	Offers
Utah (n=112)	97.3% (n=109)	84.8% (n=95)	58.0% (n=65)	58.0% (n=65)	29.4% (n=32)	52.9% (n=54)
Vermont (n=170)	88.8% (n=151)	71.6% (n=121)	71.2% (n=121)	71.2% (n=121)	45.1% (n=74)	49.4% (n=79)
Virginia (n=241)	95% (n=229)	70.4% (n=169)	75.9% (n=186)	75.9% (n=186)	42.4% (n=97)	43.9% (n=98)
Washington (n= 239)	98.3% (n=235)	98.3% (n=235)	62.0% (n=147)	62.0% (n=147)	75.1% (n=157)	17.8% (n=31)
Washington, DC (n=25)	100% (n=25)	100% (n=25)	100% (n=25)	100% (n=25)	4.0% (n=1)	--
West Virginia (n=153)	92.8% (n=142)	92.8% (n=142)	66.9% (n=101)	45.0% (n=67)	38.2% (n=55)	47.0% (n=54)
Wisconsin (n=394)	97.2% (n=383)	97.2% (n=383)	59.4% (n=247)	19.0% (n=80)	39.0% (n=141)	68.6% (n=254)
Wyoming (n=75)	100% (n=75)	100% (n=75)	81.1% (n=60)	25.0% (n=19)	58.0% (n=40)	39.0% (n=16)
<b>National</b>	93.2% (n=12,656)	64.4% (n=8,770)	56.2% (n=7,725)	31.0% (n=4,268)	49.0% (n=6,328)	39.1% (n=4,734)

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

**Key** -- = No data to report

Figure 85 presents the six peripherals made available at public libraries. Washington, DC's public library system offers the greatest access to peripherals across its branches, reporting that 100 percent of the District's public libraries allow the public to connect USB devices and digital cameras to public access computers, as well as burn CDs or DVDs and play games at those terminals. Use of USBs and other portable devices is also allowed at 100 percent of libraries in Delaware, Florida, Kentucky, Montana, Nevada, South Carolina, and Wyoming – five more states than last year. This year, Wyoming joins Washington, DC with 100 percent of libraries reporting that they allow users to connect digital cameras and manipulate content. Following Washington, DC in allowing patrons to burn CDs and DVDs is Minnesota (86.0 percent) for the second year

in a row. Minnesota (90.0 percent) also follows Washington, DC in access to recreational gaming. Nevada (84.1 percent) leads the nation in providing public library users with mobile devices, while Hawaii leads in providing users with e-readers (78.7 percent).



**Figure 86: E-Government Roles and Services of the Public Library Outlets, by State**

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e- government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Alabama (n=233)	97.9% (n=228)	97.9% (n=228)	56.5% (n=131)	88.8% (n=207)	15.9% (n=37)	6.9% (n=16)	8.2% (n=19)	17.7% (n=41)	12.9% (n=30)	21.9% (n=51)	2.1% (n=5)
Alaska (n=90)	97.8% (n=88)	80.9% (n=72)	38.9% (n=35)	70.0% (n=63)	24.7% (n=22)	5.6% (n=5)	6.7% (n=6)	31.4% (n=27)	15.7% (n=14)	23.0% (n=20)	2.9% (n=3)
Arizona (n=155)	98.1% (n=152)	94.2% (n=145)	50.6% (n=78)	74.0% (n=114)	40.3% (n=62)	36.4% (n=56)	37.7% (n=58)	42.9% (n=66)	32.3% (n=50)	57.8% (n=89)	--
Arkansas (n=95)	96.8% (n=92)	88.4% (n=84)	43.2% (n=41)	85.3% (n=81)	17.9% (n=17)	--	7.4% (n=7)	42.9% (n=66)	3.2% (n=3)	34.0% (n=32)	--
California (n=694)	92.2% (n=640)	81.7% (n=567)	44.9% (n=311)	54.7% (n=379)	16.5% (n=114)	11.8% (n=82)	4.6% (n=32)	17.9% (n=124)	5.8% (n=40)	19.3% (n=138)	2.7% (n=19)
Colorado (n=209)	95.7% (n=200)	95.7% (n=200)	55.3% (n=115)	71.2% (n=148)	13.9% (n=29)	6.2% (n=13)	15.4% (n=32)	37.5% (n=78)	26.9% (n=56)	23.1% (n=48)	1.0% (n=2)
Delaware (n=32)	100% (n=32)	100% (n=32)	62.5% (n=20)	62% (n=20)	25.0% (n=8)	9.7% (n=3)	22.6% (n=7)	45.2% (n=14)	25.0% (n=8)	40.6% (n=13)	--
Florida (n=455)	98.5% (n=448)	95.8% (n=436)	48.6% (n=221)	62.9% (n=286)	32.7% (n=148)	16.0% (n=73)	18.4% (n=84)	61.9% (n=280)	24.0% (n=109)	46.4% (n=211)	6.1% (n=28)
Georgia (n=310)	95.5% (n=296)	88.1% (n=274)	34.4% (n=107)	62.9% (n=195)	28.1% (n=87)	8.4% (n=26)	1.6% (n=5)	21.9% (n=68)	15.2% (n=47)	10.0% (n=31)	--

**Figure 86 (continued): E-Government Roles and Services of the Public Library Outlets, by State**

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Hawaii (n=49)	100% (n=49)	95.9% (n=47)	38.8% (n=19)	63.3% (n=31)	14.3% (n=7)	2.0% (n=1)	8.2% (n=4)	28.6% (n=14)	6.1% (n=3)	16.3% (n=8)	--
Idaho (n=123)	94.3% (n=116)	92.6% (n=113)	59.8% (n=73)	82.9% (n=102)	32.0% (n=39)	10.6% (n=13)	7.4% (n=9)	51.6% (n=63)	9.8% (n=12)	32.0% (n=39)	1.6% (n=2)
Illinois (n=685)	98.7% (n=676)	92.8% (n=636)	48.9% (n=335)	73.7% (n=505)	14.6% (n=100)	5.3% (n=26)	8.6% (n=59)	31.9% (n=216)	10.5% (n=72)	20.6% (n=141)	4.5% (n=20)
Indiana (n=350)	98.6% (n=345)	95.1% (n=332)	52.9% (n=185)	83.4% (n=291)	41.7% (n=146)	20.9% (n=73)	8.3% (n=29)	29.8% (n=104)	8.9% (n=31)	36.3% (n=127)	2.5% (n=9)
Iowa (n=429)	96.3% (n=413)	92.3% (n=395)	44.5% (n=191)	69.0% (n=296)	17.5% (n=75)	3.7% (n=16)	2.1% (n=9)	23.8% (n=101)	14.9% (n=64)	11.4% (n=48)	4.5% (n=20)
Kansas (n=292)	100% (n=292)	84.9% (n=247)	49.3% (n=144)	78.0% (n=227)	23.8% (n=69)	8.6% (n=25)	4.5% (n=13)	22.9% (n=67)	6.2% (n=18)	28.9% (n=86)	4.9% (n=15)
Kentucky (n=156)	100% (n=156)	89.7% (n=140)	42.9% (n=67)	67.9% (n=106)	3.8% (n=6)	2.6% (n=4)	5.1% (n=8)	23.6% (n=37)	--	18.6% (n=29)	--
Louisiana (n=265)	92.8% (n=246)	91.3% (n=241)	61.0% (n=161)	78.5% (n=208)	25.7% (n=68)	11.0% (n=29)	*	37.7% (n=100)	21.9% (n=58)	30.8% (n=82)	8.1% (n=23)
Maine (n=243)	95.1% (n=231)	93.0% (n=226)	44.4% (n=108)	70.4% (n=171)	7.0% (n=17)	--	2.5% (n=6)	32.9% (n=80)	5.0% (n=12)	25.9% (n=63)	--

**Figure 86 (continued): E-Government Roles and Services of the Public Library Outlets, by State**

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Maryland (n=150)	97.3% (n=146)	96.0% (n=144)	81.3% (n=122)	85.4% (n=129)	25.3% (n=38)	12.7% (n=19)	*	67.3% (n=101)	26.0% (n=39)	9.3% (n=14)	3.3% (n=5)
Massachusetts (n=316)	100% (n=316)	92.4% (n=292)	41.9% (n=132)	56.6% (n=179)	6.3% (n=38)	1.6% (n=5)	2.8% (n=9)	10.4% (n=33)	5.7% (n=18)	14.2% (n=45)	5.5% (n=18)
Michigan (n=546)	96.2% (n=525)	92.8% (n=506)	42.8% (n=233)	77.6% (n=423)	17.6% (n=96)	5.5% (n=30)	7.9% (n=43)	18.9% (n=103)	6.4% (n=35)	16.8% (n=92)	2.9% (n=16)
Minnesota (n=281)	94.3% (n=265)	81.9% (n=230)	37.5% (n=105)	77.9% (n=219)	5.3% (n=15)	11.4% (n=32)	7.9% (n=22)	16.0% (n=45)	2.2% (n=6)	14.2% (n=38)	3.1% (n=9)
Mississippi (n=209)	95.2% (n=199)	90.4% (n=189)	37.5% (n=78)	53.8% (n=112)	5.8% (n=12)	8.6% (n=18)	1.4% (n=3)	31.1% (n=65)	4.3% (n=9)	5.7% (n=12)	1.9% (n=4)
Missouri (n=273)	98.9% (n=270)	93.0% (n=254)	48.0% (n=131)	66.3% (n=181)	12.8% (n=35)	7.3% (n=20)	2.2% (n=6)	27.8% (n=76)	12.1% (n=33)	18.3% (n=50)	2.2% (n=6)
Montana (n=85)	95.3% (n=81)	94.0% (n=79)	51.2% (n=43)	78.8% (n=67)	2.4% (n=2)	4.7% (n=4)	4.7% (n=4)	17.1% (n=14)	8.3% (n=7)	16.7% (n=14)	5.7% (n=5)
Nebraska (n=233)	93.6% (n=218)	87.9% (n=204)	45.1% (n=105)	65.9% (n=153)	8.6% (n=20)	6.0% (n=14)	2.2% (n=5)	33.6% (n=78)	8.3% (n=19)	22.6% (n=52)	5.1% (n=12)
Nevada (n=79)	100% (n=79)	100% (n=79)	65.8% (n=52)	75.0% (n=60)	6.3% (n=5)	3.8% (n=3)	1.3% (n=1)	51.2% (n=41)	--	31.3% (n=25)	1.3% (n=1)
New Hampshire (n=185)	94.1% (n=174)	83.8% (n=155)	34.6% (n=64)	57.8% (n=107)	8.6% (n=16)	1.1% (n=2)	1.6% (n=3)	10.3% (n=19)	4.3% (n=8)	12.2% (n=23)	2.6% (n=5)

**Figure 86 (continued): E-Government Roles and Services of the Public Library Outlets, by State**

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
New Jersey (n=319)	100% (n=319)	99.1% (n=315)	68.2% (n=217)	77.0% (n=245)	16.7% (n=53)	10.4% (n=33)	26.6% (n=85)	16.7% (n=53)	11.9% (n=38)	19.6% (n=63)	2.1% (n=7)
New Mexico (n=104)	100% (n=104)	97.1% (n=100)	63.5% (n=66)	92.3% (n=96)	25.0% (n=26)	17.5% (n=18)	34.6% (n=36)	29.8% (n=31)	4.8% (n=5)	27.9% (n=29)	7.5% (n=8)
New York (n=932)	98.4% (n=917)	90.7% (n=846)	54.7% (n=510)	77.4% (n=721)	35.2% (n=328)	28.3% (n=264)	2.9% (27)	29.6% (n=276)	4.1% (n=38)	36.6% (n=341)	1.1% (n=10)
North Carolina (n=285)	100% (n=285)	97.2% (n=277)	47.0% (n=134)	64.2% (n=183)	14.4% (n=41)	7.0% (n=20)	3.5% (n=10)	25.5% (n=70)	12.3% (n=35)	19.3% (n=55)	1.7% (n=5)
North Dakota (n=62)	96.8% (n=60)	83.9% (n=52)	40.3% (n=25)	58.1% (n=36)	16.1% (n=10)	3.2% (n=2)	--	14.5% (n=9)	12.9% (n=8)	29.0% (n=18)	3.1% (n=2)
Ohio (n=603)	98.7% (n=595)	93.9% (n=566)	51.4% (n=310)	75.0% (n=452)	32.0% (n=193)	20.1% (n=121)	13.3% (n=80)	41.0% (n=245)	25.5% (n=154)	28.4% (n=172)	3.5% (n=21)
Oklahoma (n=153)	96.7% (n=148)	96.7% (n=148)	56.2% (n=86)	89.9% (n=123)	27.6% (n=42)	16.4% (n=25)	3.3% (n=5)	12.5% (n=19)	3.3% (n=5)	29.4% (n=45)	1.9% (n=3)
Rhode Island (n=62)	90.3% (n=56)	85.7% (n=54)	66.1% (n=41)	80.6% (n=50)	--	3.2% (n=2)	8.1% (n=5)	30.6% (n=19)	8.1% (n=5)	44.4% (n=28)	4.8% (n=3)
South Carolina (n=125)	90.4% (n=113)	92.9% (n=117)	56.0% (n=70)	71.2% (n=89)	15.1% (n=19)	13.5% (n=17)	13.5% (n=17)	22.0% (n=27)	11.9% (n=15)	36.0% (n=45)	--
South Dakota (n=129)	94.6% (n=122)	87.6% (n=113)	36.4% (n=47)	69.0% (n=89)	5.4% (n=7)	1.6% (n=2)	1.6% (n=2)	17.3% (n=22)	5.4% (n=7)	6.1% (n=8)	9.2% (n=13)

**Figure 86 (continued): E-Government Roles and Services of the Public Library Outlets, by State**

<b>States</b>	<b>Assists patrons applying for or accessing e-government services</b>	<b>Assists patrons in understanding how to access and use government Web sites</b>	<b>Assists patrons in understanding government programs and services</b>	<b>Assists patrons completing government forms</b>	<b>Develop guides, tip sheets, or other tools to help patrons use e-government resources</b>	<b>Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms</b>	<b>Offers translation services for forms and services in other languages</b>	<b>Partners with government agencies, non-profit organizations, and others to provide e-government services</b>	<b>Works with government agencies to help the agencies improve their Web sites and/or e-government services</b>	<b>Has at least one staff member with expertise and skills in the provision of e-government services</b>	<b>Other</b>
Tennessee (n=225)	98.7% (n=222)	90.2% (n=203)	57.3% (n=129)	88.1% (n=199)	38.1% (n=86)	5.8% (n=13)	5.8% (n=13)	41.3% (n=92)	8.8% (n=20)	25.3% (n=57)	1.7% (n=4)
Texas (n=583)	97.1% (n=566)	90.6% (n=528)	47.7% (n=278)	68.3% (n=398)	19.2% (n=112)	14.9% (n=87)	14.9% (n=89)	26.6% (n=154)	6.9% (n=40)	24.2% (n=141)	3.4% (n=20)
Utah (n=104)	98.1% (n=102)	98.1% (n=102)	49.0% (n=51)	75.0% (n=78)	20.2% (n=21)	7.7% (n=8)	7.7% (n=8)	20.2% (n=21)	2.9% (n=3)	19.2% (n=20)	--
Vermont (n=151)	93.4% (n=141)	86.1% (n=130)	44.1% (n=67)	70.9% (n=107)	8.6% (n=13)	1.3% (n=2)	1.3% (n=2)	22.5% (n=34)	4.0% (n=6)	25.8% (n=39)	2.6% (n=4)
Virginia (n=246)	99.2% (n=244)	94.3% (n=233)	62.6% (n=154)	70.3% (n=173)	30.0% (n=74)	23.9% (n=59)	23.9% (n=59)	37.4% (n=92)	19.9% (n=49)	35.8% (n=88)	--
Washington (n=257)	96.1% (n=247)	98.4% (n=253)	39.3% (n=101)	61.9% (n=159)	2.3% (n=6)	*	*	47.9% (n=123)	*	3.1% (n=8)	*
Washington, DC (n=24)	100% (n=24)	95.8% (n=23)	91.7% (n=22)	82.6% (n=19)	4.2% (n=1)	--	--	--	--	--	--
West Virginia (n=147)	100% (n=147)	99.3% (n=146)	41.9% (n=62)	63.9% (n=94)	8.8% (n=13)	4.8% (n=7)	4.8% (n=7)	20.4% (n=30)	6.8% (n=10)	15.6% (n=23)	3.4% (n=4)

**Figure 86 (continued): E-Government Roles and Services of the Public Library Outlets, by State**

States	Assists patrons applying for or accessing e-government services	Assists patrons in understanding how to access and use government Web sites	Assists patrons in understanding government programs and services	Assists patrons completing government forms	Develop guides, tip sheets, or other tools to help patrons use e-government resources	Offers training classes regarding the use of government Web sites, understanding government programs and completing electronic forms	Offers translation services for forms and services in other languages	Partners with government agencies, non-profit organizations, and others to provide e-government services	Works with government agencies to help the agencies improve their Web sites and/or e-government services	Has at least one staff member with expertise and skills in the provision of e-government services	Other
Wisconsin (n=416)	90.4% (n=376)	84.8% (n=352)	53.0% (n=220)	65.1% (n=271)	20.7% (n=86)	7.2% (n=30)	7.2% (n=30)	28.0% (n=116)	5.0% (n=21)	19.9% (n=83)	1.4% (n=6)
Wyoming (n=73)	95.9% (n=70)	95.9% (n=70)	46.6% (n=34)	59.5% (n=44)	12.5% (n=9)	1.4% (n=1)	1.4% (n=1)	22.2% (n=16)	4.2% (n=3)	4.2% (n=3)	1.4% (n=1)
<b>National</b>	96.6% (n=12,607)	91.8% (n=11,976)	50.0% (n=6,528)	70.7% (n=9,230)	20.6% (n=2,686)	11.2% (n=1,457)	7.8% (n=1,020)	30.9% (n=4,017)	11.0% (n=1,438)	23.6% (n=3,078)	3.0% (n=400)
Will not total 100%, as categories are not mutually exclusive											
<b>Key</b> *=Insufficient data to report											
-- = No data to report											

The E-government roles and services played by public libraries is presented in Figure 86. This year saw a substantial increase in the provision of E-government services within public library branches across the U.S. While last year only Washington, DC reported that 100% of library branches provide assistance in applying and accessing E-government services, this year ten states have joined the District of Columbia with 100% in that category: Delaware, Hawaii, Kansas, Kentucky, Massachusetts, Nevada, New Jersey, New Mexico, North Carolina, and West Virginia. Delaware (100 percent), Nevada (100 percent), and West Virginia (99.3 percent) have the highest percentages of libraries providing assistance in accessing and using E-government websites. Maryland (81.3 percent) is well above the national average of 50 percent have when it comes to libraries assisting with understanding government programs and services. The highest percentages of libraries assisting with online government forms are Oklahoma (89.9 percent) and Arizona (88.8 percent). Indiana (41.7 percent) and Arizona (40.3 percent) have the highest

percentages of libraries developing tools to assist patrons with E-government. For the second year in a row, Arizona (36.4 percent) and New York (28.3 percent) have the highest percentage of libraries offering E-government training classes. The highest percentages of libraries offering translations services for E-government are in Arizona (37.7 percent) and New Mexico (34.6 percent). Maryland (67.3 percent) and Florida (61.9 percent) have the highest percentages of libraries partnering with government agencies and others to provide E-government services again. Colorado (26.9 percent), Maryland (26.0 percent), and Ohio (25.5 percent) have the highest percentages of libraries working with government agencies to improve E-government services and Websites. Finally, Florida (46.4 percent) and Rhode Island (44.4 percent) have the highest percentages of libraries with at least one staff member with significant expertise in providing E-government services.

**Figure 87: Challenges that affect the ability of the Public Library Outlets to help patrons meet their E-Government needs, by State (1 = Least Important, 5 = Most Important)**

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Alabama (n=264)	2.9 (n=226)	2.3 (n=226)	2.4 (n=231)	2.5 (n=229)	3.5 (n=212)	3.3 (n=216)	2.8 (n=201)	--
Alaska (n=106)	3.1 (n=91)	2.8 (n=89)	3.7 (n=91)	1.9 (n=85)	3.5 (n=81)	3.6 (n=86)	2.7 (n=75)	2.5 (n=3)
Arizona (n=202)	2.7 (n=196)	2.3 (n=194)	2.0 (n=196)	1.7 (n=194)	3.3 (n=196)	3.1 (n=193)	2.5 (n=183)	--
Arkansas (n=172)	4.1 (n=167)	3.5 (n=170)	3.4 (n=170)	2.0 (n=167)	4.0 (n=168)	3.7 (n=170)	3.3 (n=102)	5.0 (n=2)
California (n=962)	3.7 (n=838)	3.3 (n=816)	2.8 (n=826)	2.0 (n=737)	3.7 (n=822)	3.7 (n=829)	2.9 (n=778)	1.9 (n=11)
Colorado (n=233)	2.4 (n=216)	2.2 (n=216)	2.2 (n=220)	1.7 (n=218)	3.3 (n=222)	3.2 (n=222)	2.1 (n=208)	4.0 (n=2)
Delaware (n=33)	2.7 (n=32)	2.8 (n=32)	1.6 (n=32)	2.0 (n=29)	3.8 (n=33)	3.6 (n=32)	2.5 (n=29)	--
Florida (n=501)	3.1 (n=387)	3.0 (n=394)	2.4 (n=397)	1.7 (n=397)	3.5 (n=397)	3.1 (n=389)	3.1 (n=379)	4.7 (n=5)
Georgia (n=385)	3.3 (n=303)	2.6 (n=295)	2.9 (n=320)	2.2 (n=311)	3.6 (n=316)	3.6 (n=318)	3.1 (n=296)	5.0 (n=3)
Hawaii (n=51)	2.8 (n=38)	3.5 (n=50)	1.0 (n=1)	3.6 (n=49)	3.1 (n=50)	3.2 (n=50)	3.1 (n=48)	2.37 (n=46)
Idaho (n=138)	2.4 (n=121)	1.8 (n=121)	2.1 (n=126)	1.8 (n=117)	2.8 (n=126)	2.9 (n=129)	2.2 (n=129)	3.0 (n=2)



**Figure 87 (continued): Challenges that affect the ability of the Public Library Outlets to help patrons meet their E-Government needs, by State (1 = Least Important, 5 = Most Important)**

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Illinois (n=761)	2.7 (n=679)	2.9 (n=697)	2.7 (n=323)	2.7 (n=667)	2.8 (n=670)	2.7 (n=688)	2.7 (n=675)	1.8 (n=349)
Indiana (n=430)	2.6 (n=354)	2.5 (n=362)	2.1 (n=231)	2.5 (n=357)	3.3 (n=355)	2.9 (n=357)	3.0 (n=325)	1.6 (n=129)
Iowa (n=548)	2.4 (n=453)	2.0 (n=426)	2.0 (n=457)	1.6 (n=422)	3.6 (n=457)	3.8 (n=461)	2.5 (n=404)	3.4 (n=11)
Kansas (n=374)	2.6 (n=344)	2.1 (n=316)	2.4 (n=340)	1.8 (n=336)	3.2 (n=351)	3.5 (n=353)	2.6 (n=320)	1.5 (n=4)
Kentucky (n=192)	2.5 (n=168)	2.4 (n=171)	2.2 (n=167)	1.8 (n=164)	3.1 (n=171)	3.3 (n=167)	3.0 (n=151)	--
Louisiana (n=317)	3.1 (n=280)	2.7 (n=269)	2.3 (n=281)	2.3 (n=265)	4.1 (n=282)	4.1 (n=284)	3.9 (n=282)	--
Maine (n=278)	2.3 (n=226)	2.4 (n=214)	1.9 (n=214)	1.7 (n=226)	3.3 (n=237)	3.4 (n=231)	2.2 (n=203)	5.0 (n=6)
Maryland (n=179)	3.4 (n=125)	2.8 (n=126)	2.5 (n=126)	1.8 (n=126)	3.1 (n=149)	2.6 (n=149)	2.0 (n=147)	--
Massachusetts (n=458)	2.7 (n=329)	2.5 (n=321)	2.1 (n=329)	1.6 (n=287)	3.7 (n=315)	3.5 (n=318)	2.5 (n=297)	3.6 (n=11)
Michigan (n=653)	2.8 (n=517)	3.1 (n=521)	2.4 (n=532)	2.0 (n=527)	3.9 (n=526)	3.6 (n=526)	3.1 (n=511)	4.0 (n=11)

**Figure 87 (continued): Challenges that affect the ability of the Public Library Outlets to help patrons meet their E-Government needs, by State (1 = Least Important, 5 = Most Important)**

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Minnesota (n=353)	2.9 (n=261)	3.1 (n=263)	2.1 (n=118)	3.0 (n=273)	3.2 (n=270)	2.6 (n=276)	2.7 (n=274)	1.8 (n=154)
Mississippi (n=236)	3.3 (n=218)	2.6 (n=209)	3.6 (n=216)	2.1 (n=209)	3.8 (n=202)	3.9 (n=203)	3.3 (n=209)	5.0 (n=1)
Missouri (n=342)	2.5 (n=277)	2.9 (n=285)	1.4 (n=86)	2.9 (n=282)	2.2 (n=280)	2.2 (n=281)	2.4 (n=277)	1.8 (n=196)
Montana (n=104)	2.3 (n=85)	2.1 (n=86)	2.2 (n=86)	1.4 (n=78)	2.4 (n=81)	3.6 (n=86)	2.4 (n=81)	4.5 (n=4)
Nebraska (n=285)	2.4 (n=246)	2.5 (n=253)	2.1 (n=170)	2.3 (n=246)	2.8 (n=248)	2.8 (n=247)	2.5 (n=239)	2.0 (n=78)
Nevada (n=84)	3.7 (n=83)	3.3 (n=83)	2.2 (n=82)	1.7 (n=81)	3.2 (n=83)	3.0 (n=82)	2.6 (n=65)	--
New Jersey (n=422)	2.4 (n=326)	2.2 (n=333)	1.9 (n=336)	1.8 (n=319)	3.0 (n=326)	2.8 (n=322)	2.4 (n=315)	--
New Hampshire (n=237)	2.4 (n=211)	2.1 (n=205)	2.0 (n=218)	1.4 (n=196)	3.2 (n=207)	3.5 (n=206)	2.2 (n=194)	4.5 (n=6)
New Mexico (n=123)	3.2 (n=106)	3.0 (n=96)	2.8 (n=108)	2.4 (n=98)	4.0 (n=107)	3.3 (n=107)	3.4 (n=104)	--
New York (n=1,052)	3.2 (n=935)	2.7 (n=819)	2.5 (n=946)	1.6 (n=874)	3.0 (n=930)	2.9 (n=905)	2.1 (n=851)	3.0 (n=10)

**Figure 87 (continued): Challenges that affect the ability of the Public Library Outlets to help patrons meet their E-Government needs, by State (1 = Least Important, 5 = Most Important)**

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
North Carolina (n=376)	2.8 (n=295)	2.7 (n=295)	2.1 (n=293)	1.9 (n=283)	3.7 (n=291)	3.4 (n=282)	3.0 (n=270)	2.4 (n=14)
North Dakota (n=86)	2.2 (n=76)	2.8 (n=78)	1.7 (n=44)	2.7 (n=76)	2.3 (n=74)	2.6 (n=78)	2.5 (n=76)	2.0 (n=40)
Ohio (n=707)	2.7 (n=587)	3.0 (n=591)	2.7 (n=212)	2.9 (n=575)	3.0 (n=610)	2.8 (n=610)	3.0 (n=598)	1.5 (n=396)
Oklahoma (n=190)	3.3 (n=153)	3.0 (n=151)	2.4 (n=156)	2.3 (n=151)	3.8 (n=151)	3.4 (n=149)	2.7 (n=146)	1.0 (n=2)
Pennsylvania (n=603)	2.3 (n=387)	2.0 (n=375)	2.2 (n=388)	1.9 (n=380)	3.9 (n=395)	3.6 (n=396)	2.6 (n=347)	--
Rhode Island (n=72)	2.3 (n=60)	2.3 (n=60)	1.5 (n=62)	1.5 (n=62)	2.8 (n=62)	2.8 (n=62)	2.6 (n=58)	--
South Carolina (n=189)	3.7 (n=135)	3.1 (n=135)	2.2 (n=135)	1.7 (n=135)	3.9 (n=129)	3.9 (n=129)	2.5 (n=118)	--
South Dakota (n=160)	2.5 (n=132)	2.6 (n=129)	2.3 (n=96)	2.5 (n=129)	3.0 (n=131)	3.0 (n=137)	2.4 (n=131)	1.7 (n=35)
Tennessee (n=288)	3.0 (n=227)	2.6 (n=223)	2.4 (n=226)	1.8 (n=221)	3.9 (n=229)	3.3 (n=225)	2.6 (n=217)	5.0 (n=2)
Texas (n=825)	2.9 (n=620)	2.5 (n=596)	2.4 (n=614)	2.0 (n=594)	3.7 (n=619)	3.6 (n=624)	2.9 (n=580)	3.0 (n=7)

**Figure 87 (continued): Challenges that affect the ability of the Public Library Outlets to help patrons meet their E-Government needs, by State (1 = Least Important, 5 = Most Important)**

<i>States</i>	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete e-government needs	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some government Web sites, forms or services	Not enough staff to effectively help patrons with their e-government needs	Staff does not have the necessary expertise to meet patron e-government needs	Liability issues prevent the library from providing some e-government services	Other
Utah (n=118)	2.4 (n=112)	2.6 (n=114)	2.4 (n=114)	2.0 (n=116)	3.5 (n=116)	3.3 (n=116)	2.9 (n=114)	--
Vermont (n=181)	2.5 (n=164)	2.6 (n=166)	2.1 (n=120)	2.1 (n=153)	3.0 (n=160)	3.2 (n=164)	2.0 (n=149)	1.8 (n=40)
Virginia (n=374)	3.1 (n=242)	2.7 (n=242)	2.7 (n=240)	2.3 (n=221)	3.3 (n=238)	3.3 (n=238)	2.5 (n=195)	--
Washington (n=322)	2.7 (n=213)	2.7 (n=213)	2.1 (n=215)	1.7 (n=211)	3.3 (n=213)	3.8 (n=208)	2.6 (n=198)	--
Washington, DC (n=27)	3.1 (n=25)	3.1 (n=25)	3.0 (n=25)	3.0 (n=25)	3.0 (n=25)	3.0 (n=25)	3.0 (n=25)	--
West Virginia (n=156)	2.9 (n=150)	2.3 (n=132)	2.7 (n=148)	2.7 (n=148)	2.8 (n=143)	3.6 (n=146)	3.8 (n=148)	3.2 (n=3)
Wisconsin (n=451)	2.6 (n=397)	3.3 (n=411)	2.9 (n=170)	3.1 (n=399)	2.9 (n=411)	3.1 (n=419)	2.5 (n=407)	1.7 (n=235)
Wyoming (n=76)	2.9 (n=66)	2.1 (n=63)	2.3 (n=67)	1.4 (n=55)	3.4 (n=67)	4.0 (n=69)	2.2 (n=63)	2.7 (n=1)
<b>National</b>	2.9 (n=13,298)	2.7 (n=13,137)	2.3 (n=11,420)	2.2 (n=13,012)	3.3 (n=13,451)	3.3 (n=13,543)	2.7 (n=12,675)	5.3 (n=13,265)
<b>Key</b> -- = No data to report								

Figure 87 indicates the challenges that public libraries face in providing E-government services. Not having enough staff with the necessary expertise to meet patrons needs for E-government services was the top rated challenge nationally, and for most states as well. Libraries not having the enough staff to meet patrons' needs was rated highest by libraries in Arkansas; Iowa; Louisiana; Michigan; Mississippi; New Mexico; Pennsylvania; South Carolina; Tennessee; and Texas. Libraries in Arkansas rated having too few workstations the biggest challenge, while libraries in California and Washington, DC had it tied at the top with other challenges. Workstation time limits were rated the most important challenge by libraries in Illinois, and tied with too few workstations in Washington, DC. Libraries in Alaska rated the slow connection speed as the most important challenge and libraries in West Virginia identified liability issues as the biggest challenge to providing E-government services.

**Figure 88: Job Seeking Services of the Public Library Outlets, by State**

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
Alabama (n=239)	100% (n=239)	85.7% (n=204)	81.6% (n=195)	40.6% (n=97)	25.1% (n=60)	10.9% (n=26)	25.9% (n=62)	78.2% (n=187)	2.9% (n=7)
Alaska (n=90)	90.0% (n=81)	50.5% (n=46)	54.9% (n=50)	27.5% (n=25)	12.1% (n=11)	13.3% (n=12)	5.5% (n=5)	53.4% (n=47)	8.8% (n=8)
Arizona (n=188)	93.1% (n=117)	68.1% (n=128)	68.4% (n=128)	59.0% (n=111)	35.1% (n=66)	44.1% (n=83)	47.3% (n=89)	86.7% (n=163)	2.7% (n=5)
Arkansas (n=122)	95.9% (n=117)	63.9% (n=78)	87.7% (n=107)	41.0% (n=50)	9.8% (n=12)	4.1% (n=5)	14.3% (n=17)	73.8% (n=90)	13.9% (n=17)
California (n=823)	96.1% (n=791)	85.1% (n=700)	45.4% (n=374)	19.2% (n=158)	7.0% (n=58)	10.0% (n=82)	22.9% (n=187)	76.4% (n=616)	1.6% (n=13)
Colorado (n=220)	91.4% (n=201)	81.3% (n=178)	83.6% (n=184)	43.4% (n=95)	30.6% (n=67)	27.4% (n=60)	35.8% (n=77)	86.6% (n=187)	1.4% (n=3)
Delaware (n=33)	100% (n=33)	87.9% (n=29)	78.8% (n=26)	54.5% (n=18)	21.2% (n=7)	30.3% (n=10)	45.5% (n=15)	87.9% (n=29)	3.0% (n=1)
Florida (n=459)	97.2% (n=446)	85.4% (n=392)	69.1% (n=317)	35.9% (n=165)	27.0% (n=124)	12.0% (n=55)	63.2% (n=290)	93.7% (n=416)	2.0% (n=9)
Georgia (n=320)	91.6% (n=293)	85.6% (n=274)	77.5% (n=248)	32.5% (n=104)	20.9% (n=67)	20.6% (n=66)	36.6% (n=117)	70.4% (n=209)	5.3% (n=17)
Hawaii (n=49)	83.7% (n=41)	95.9% (n=47)	59.2% (n=29)	6.1% (n=3)	16.3% (n=8)	6.1% (n=3)	10.4% (n=5)	66.7% (n=32)	2.0% (n=1)
Idaho (n=132)	96.2% (n=127)	80.9% (n=106)	78.6% (n=103)	44.3% (n=58)	24.2% (n=32)	5.3% (n=7)	13.0% (n=17)	72.5% (n=95)	2.3% (n=3)
Illinois (n=710)	83.2% (n=591)	61.1% (n=433)	79.4% (n=563)	27.9% (n=198)	13.5% (n=96)	20.8% (n=148)	33.6% (n=235)	78.0% (n=539)	4.7% (n=33)
Indiana (n=358)	90.2% (n=323)	67.5% (n=241)	62.7% (n=224)	33.5% (n=120)	23.0% (n=82)	25.5% (n=91)	22.2% (n=79)	79.3% (n=279)	3.4% (n=12)
Iowa (n=457)	82.7% (n=378)	34.4% (n=157)	72.2% (n=330)	35.4% (n=162)	7.7% (n=35)	6.8% (n=31)	12.5% (n=57)	62.6% (n=286)	3.3% (n=15)
Kansas (n=318)	84.6% (n=269)	62.3% (n=198)	72.6% (n=231)	28.9% (n=92)	7.6% (n=24)	9.7% (n=31)	15.0% (n=47)	61.1% (n=192)	2.2% (n=7)
Kentucky (n=168)	91.7% (n=154)	77.4% (n=130)	80.4% (n=135)	38.1% (n=64)	4.8% (n=8)	8.3% (n=14)	47.8% (n=77)	92.8% (n=142)	3.0% (n=5)
Louisiana (n=283)	98.2% (n=278)	85.5% (n=242)	68.2% (n=193)	26.2% (n=74)	22.3% (n=63)	22.3% (n=63)	35.3% (n=100)	90.0% (n=253)	--
Maine (n=238)	85.3% (n=203)	53.8% (n=128)	77.2% (n=183)	24.4% (n=58)	9.7% (n=23)	7.2% (n=17)	16.9% (n=40)	53.2% (n=126)	12.2% (n=29)
Maryland (n=149)	100% (n=149)	100% (n=149)	87.9% (n=131)	36.9% (n=55)	42.3% (n=63)	45.6% (n=68)	46.1% (n=65)	87.1% (n=128)	*

**Figure 88 (continued): Job Seeking Services of the Public Library Outlets, by State**

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
Massachusetts (n=324)	83.6% (n=271)	66.2% (n=215)	68.5% (n=222)	16.9% (n=55)	7.4% (n=24)	8.9% (n=29)	23.7% (n=77)	68.8% (n=216)	3.7% (n=12)
Michigan (n=507)	99.0% (n=502)	87.4% (n=442)	80.1% (n=406)	26.8% (n=136)	15.8% (n=80)	20.7% (n=105)	42.2% (n=212)	83.8% (n=425)	1.0% (n=5)
Minnesota (n=281)	91.5% (n=257)	70.4% (n=197)	76.1% (n=213)	20.4% (n=57)	11.8% (n=33)	10.0% (n=28)	19.8% (n=55)	62.9% (n=171)	1.1% (n=3)
Mississippi (n=212)	95.8% (n=203)	86.7% (n=183)	78.8% (n=167)	29.7% (n=63)	6.6% (n=14)	13.3% (n=28)	14.2% (n=30)	78.2% (n=165)	1.0% (n=2)
Missouri (n=277)	96.8% (n=268)	81.3% (n=226)	82.7% (n=230)	24.5% (n=68)	9.0% (n=25)	10.8% (n=30)	16.3% (n=45)	82.0% (n=228)	*
Montana (n=90)	95.6% (n=86)	60.0% (n=54)	84.4% (n=76)	27.8% (n=25)	2.2% (n=2)	5.6% (n=5)	10.0% (n=9)	76.7% (n=66)	2.2% (n=2)
Nebraska (n=251)	76.9% (n=193)	43.2% (n=108)	76.9% (n=193)	17.1% (n=43)	11.2% (n=28)	10.0% (n=25)	12.0% (n=30)	52.2% (n=131)	4.0% (n=10)
Nevada (n=82)	97.6% (n=80)	85.5% (n=71)	86.7% (n=72)	13.3% (n=11)	16.9% (n=14)	45.8% (n=38)	50.6% (n=42)	100% (n=83)	2.4% (n=2)
New Hampshire (n=209)	82.3% (n=172)	37.3% (n=78)	76.1% (n=159)	14.3% (n=30)	5.2% (n=11)	7.7% (n=16)	19.6% (n=41)	55.7% (n=112)	1.4% (n=3)
New Jersey (n=357)	97.2% (n=347)	90.2% (n=322)	73.7% (n=263)	39.5% (n=141)	17.6% (n=63)	12.6% (n=45)	48.7% (n=174)	77.2% (n=268)	2.8% (n=10)
New Mexico (n=113)	82.3% (n=93)	50.0% (n=56)	83.9% (n=94)	13.3% (n=15)	6.3% (n=7)	15.9% (n=18)	37.2% (n=42)	90.2% (n=101)	4.5% (n=5)
New York (n=958)	96.2% (n=822)	94.7% (n=906)	81.8% (n=784)	44.8% (n=429)	33.6% (n=322)	36.5% (n=349)	43.8% (n=417)	82.3% (n=771)	13.8% (n=132)
North Carolina (n=283)	97.2% (n=275)	83.3% (n=235)	77.3% (n=218)	41.3% (n=117)	13.1% (n=37)	24.0% (n=68)	37.5% (n=105)	86.6% (n=245)	5.3% (n=15)
North Dakota (n=74)	89.2% (n=66)	62.2% (n=46)	78.4% (n=58)	28.0% (n=21)	8.1% (n=6)	5.3% (n=4)	17.8% (n=13)	66.7% (n=48)	2.7% (n=2)
Ohio (n=619)	97.3% (n=602)	93.5% (n=579)	79.1% (n=489)	46.8% (n=289)	23.1% (n=143)	35.9% (n=222)	39.2% (n=236)	83.4% (n=513)	3.9% (n=24)
Oklahoma (n=156)	85.3% (n=133)	67.7% (n=105)	83.3% (n=130)	32.3% (n=50)	34.6% (n=54)	39.0% (n=60)	30.0% (n=56)	82.1% (n=128)	3.2% (n=5)
Pennsylvania (n=400)	80.5% (n=322)	71.0% (n=284)	67.0% (n=268)	13.3% (n=53)	10.8% (n=43)	12.9% (n=50)	12.9% (n=50)	69.7% (n=278)	5.3% (n=21)
Rhode Island (n=61)	90.2% (n=55)	58.3% (n=35)	75.0% (n=45)	20.0% (n=12)	8.3% (n=5)	16.4% (n=10)	41.7% (n=25)	80.0% (n=48)	3.3% (n=2)
South Carolina (n=135)	100% (n=135)	75.6% (n=102)	78.5% (n=106)	54.1% (n=73)	19.3% (n=26)	16.4% (n=22)	45.9% (n=62)	75.6% (n=102)	8.9% (n=12)

**Figure 88 (continued): Job Seeking Services of the Public Library Outlets, by State**

States	Provides access to jobs databases and other resources	Provides access to civil service exam materials	Helps patrons complete online job applications	Collaborates with outside agencies or individuals to help patrons complete online job applications	Helps patrons develop business plans and other materials	Collaborates with outside agencies or individuals to help patrons develop business plans and other materials	Offers classes on job seeking strategies, interview tips, etc.	Offers software and other resources to help patrons create resumes and other employment materials	Other
South Dakota (n=142)	85.2% (n=121)	66.2% (n=94)	78.2% (n=111)	23.2% (n=33)	4.2% (n=6)	9.9% (n=14)	18.3% (n=26)	63.1% (n=89)	4.2% (n=6)
Tennessee (n=233)	90.1% (n=210)	81.2% (n=190)	88.0% (n=205)	47.6% (n=111)	26.2% (n=61)	35.5% (n=83)	41.3% (n=92)	90.6% (n=211)	3.4% (n=8)
Texas (n=679)	92.5% (n=627)	76.1% (n=516)	84.2% (n=572)	45.7% (n=310)	15.6% (n=106)	16.5% (n=112)	33.9% (n=228)	78.1% (n=525)	2.5% (n=17)
Utah (n=114)	92.1% (n=105)	78.8% (n=89)	72.8% (n=83)	4.4% (n=5)	15.8% (n=18)	--	28.1% (n=32)	66.7% (n=76)	--
Vermont (n=163)	81.0% (n=132)	36.0% (n=59)	73.2% (n=120)	12.8% (n=21)	13.4% (n=22)	14.0% (n=23)	11.6% (n=19)	59.1% (n=97)	6.1% (n=10)
Virginia (n=242)	88.8% (n=215)	91.3% (n=220)	91.3% (n=221)	58.1% (n=140)	38.8% (n=94)	44.8% (n=108)	49.4% (n=119)	68.2% (n=165)	2.1% (n=5)
Washington (n= 217)	97.2% (n=211)	71.9% (n=156)	86.6% (n=188)	35.5% (n=77)	17.0% (n=37)	14.3% (n=31)	58.7% (n=128)	89.4% (n=194)	--
Washington, DC (n=25)	100% (n=25)	8.0% (n=2)	96.0% (n=24)	79.2% (n=19)	64.0% (n=16)	12.0% (n=3)	12.0% (n=3)	8.7% (n=2)	--
West Virginia (n=148)	90.5% (n=134)	83.8% (n=124)	85.8% (n=127)	36.5% (n=54)	6.8% (n=10)	4.1% (n=6)	5.4% (n=8)	82.4% (n=122)	2.7% (n=4)
Wisconsin (n=428)	97.4% (n=417)	79.0% (n=336)	83.0% (n=356)	43.7% (n=187)	6.5% (n=28)	7.7% (n=33)	26.8% (n=114)	78.9% (n=333)	4.4% (n=19)
Wyoming (n=75)	84.0% (n=63)	72.0% (n=54)	67.1% (n=51)	34.7% (n=26)	8.0% (n=6)	14.9% (n=11)	8.0% (n=6)	59.2% (n=45)	--
<b>National</b>	91.8% (n=12,131)	75.3% (n=9,946)	75.7% (n=10,002)	33.1% (n=4,378)	17.0% (n=2,247)	18.3% (n=2,420)	31.2% (n=4,081)	76.6% (n=9,974)	4.0% (n=528)

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

**Key** \* = Insufficient data to report

-- = No data to report

Figure 88 presents the job seeking services offered by public libraries. 100 percent of libraries in Alabama, Delaware, Washington, DC, South Carolina report the highest percentages of providing access to jobs databases and other job opportunity resources, while 28 other states reported that over 90 percent of their libraries offer such resources. The highest percentages of assisting patrons complete online job applications were reported by libraries in Virginia (91.3 percent) and Washington, DC (96.0 percent). The highest percentages of libraries collaborating with outside agencies or individuals to help patrons complete online job applications were reported in Washington, DC (79.2 percent) and Arizona (59.0 percent). Libraries in Washington, DC (79.2 percent) and Virginia (38.8 percent) reported the highest percentages of helping patrons to develop business plans and other materials to start businesses. Libraries in Nevada



(45.8 percent) and Arizona (44.1 percent) reported the highest percentages of collaboration with outside agencies or individuals to help patrons develop business plans and other materials to start businesses. The highest percentages of libraries offering classes on job seeking strategies were reported in Florida (63.2 percent) and Washington (58.7 percent), with the national average increasing by 5.8 percent this year. Libraries in Nevada (100 percent), Florida (93.7 percent), and Kentucky (92.8 percent) reported the highest percentages of offering software and other resources to help patrons create résumés and other employment materials.

**Figure 89: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment, by State (1 = Strongly Disagree, 5 = Strongly Agree)**

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Alabama (n=229)	2.8 (n=203)	2.3 (n=206)	2.5 (n=229)	2.6 (n=195)	3.6 (n=212)	3.2 (n=213)	2.6 (n=200)	--
Alaska (n=73)	2.9 (n=72)	2.9 (n=70)	3.5 (n=78)	1.8 (n=72)	3.2 (n=71)	3.4 (n=73)	2.5 (n=68)	--
Arizona (n=179)	3.0 (n=163)	2.8 (n=168)	2.1 (n=164)	2.0 (n=179)	3.3 (n=166)	2.8 (n=167)	2.4 (n=167)	5.0 (n=3)
Arkansas (n=151)	3.9 (n=142)	3.5 (n=151)	3.4 (n=145)	2.4 (n=144)	3.7 (n=135)	3.4 (n=129)	3.2 (n=71)	--
California (n=744)	3.3 (n=687)	3.5 (n=744)	2.7 (n=724)	2.0 (n=663)	3.6 (n=743)	3.5 (n=679)	2.9 (n=675)	3.1 (n=8)
Colorado (n=216)	2.5 (n=171)	2.4 (n=191)	2.0 (n=200)	1.8 (n=201)	3.2 (n=216)	2.9 (n=184)	2.0 (n=185)	5.0 (n=1)
Delaware (n=29)	2.7 (n=27)	2.7 (n=32)	1.7 (n=26)	2.4 (n=26)	3.7 (n=29)	3.2 (n=24)	2.5 (n=26)	--
Florida (n=348)	2.9 (n=319)	3.0 (n=320)	2.3 (n=342)	1.7 (n=348)	3.5 (n=348)	2.8 (n=346)	3.5 (n=320)	4.0 (n=4)
Georgia (n=324)	3.1 (n=223)	2.7 (n=276)	2.8 (n=296)	2.2 (n=265)	3.4 (n=294)	3.1 (n=280)	3.0 (n=263)	5.0 (n=2)
Hawaii (n=46)	3.6 (n=40)	2.9 (n=34)	3.1 (n=43)	3.5 (n=41)	3.2 (n=46)	--	3.0 (n=44)	2.7 (n=44)
Idaho (n=119)	2.2 (n=109)	1.8 (n=111)	1.9 (n=106)	1.6 (n=95)	2.6 (n=105)	2.6 (n=119)	2.1 (n=109)	1.0 (n=6)
Illinois (n=608)	3.1 (n=633)	2.6 (n=597)	2.5 (n=602)	2.1 (n=591)	3.3 (n=608)	3.2 (n=293)	2.5 (n=605)	1.7 (n=309)
Indiana (n=324)	2.8 (n=305)	2.2 (n=309)	2.3 (n=322)	2.0 (n=324)	3.1 (n=316)	3.4 (n=203)	2.6 (n=272)	1.5 (n=109)
Iowa (n=405)	2.4 (n=388)	2.2 (n=380)	2.1 (n=391)	1.7 (n=398)	3.6 (n=405)	3.7 (n=390)	2.4 (n=361)	--
Kansas (n=307)	2.5 (n=307)	2.3 (n=280)	2.5 (n=279)	2.0 (n=289)	3.3 (n=305)	3.3 (n=300)	2.4 (n=264)	1.0 (n=2)
Kentucky (n=152)	2.2 (n=147)	2.6 (n=140)	2.0 (n=147)	1.9 (n=143)	3.1 (n=144)	3.2 (n=152)	2.7 (n=135)	--
Louisiana (n=257)	3.1 (n=234)	2.7 (n=235)	2.2 (n=236)	2.4 (n=226)	3.8 (n=253)	3.7 (n=253)	3.5 (n=257)	--

**Figure 89: Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment, by State (1 = Strongly Disagree, 5 = Strongly Agree)**

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Maine (n=237)	2.4 (n=220)	2.4 (n=203)	1.9 (n=208)	1.8 (n=214)	3.2 (n=226)	3.3 (n=237)	2.0 (n=208)	--
Maryland (n=133)	3.2 (n=130)	2.7 (n=129)	2.5 (n=133)	1.6 (n=133)	3.2 (n=120)	2.7 (n=128)	1.5 (n=129)	--
Massachusetts (n=304)	2.6 (n=270)	2.5 (n=270)	2.1 (n=281)	1.8 (n=261)	3.7 (n=294)	3.2 (n=304)	2.4 (n=259)	--
Michigan (n=481)	2.7 (n=449)	3.0 (n=439)	2.5 (n=474)	2.2 (n=468)	3.6 (n=477)	3.3 (n=481)	2.7 (n=452)	1.0 (n=5)
Minnesota (n=239)	3.2 (n=239)	2.7 (n=208)	2.5 (n=205)	2.7 (n=231)	3.2 (n=227)	3.3 (n=91)	2.1 (n=212)	1.8 (n=145)
Mississippi (n=210)	3.4 (n=183)	2.7 (n=186)	3.6 (n=191)	2.3 (n=189)	4.0 (n=177)	3.8 (n=176)	3.1 (n=164)	5.0 (n=1)
Missouri (n=245)	3.0 (n=238)	2.5 (n=245)	2.1 (n=226)	2.0 (n=239)	3.0 (n=229)	3.0 (n=64)	2.0 (n=230)	2.1 (n=173)
Montana (n=92)	2.3 (n=74)	2.3 (n=79)	2.2 (n=66)	1.7 (n=74)	3.5 (n=70)	3.2 (n=72)	2.4 (n=63)	4.0 (n=2)
Nebraska (n=235)	2.6 (n=214)	2.3 (n=235)	2.0 (n=227)	1.9 (n=215)	3.1 (n=210)	3.3 (n=148)	2.2 (n=191)	2.1 (n=71)
Nevada (n=82)	3.6 (n=74)	3.1 (n=82)	2.2 (n=48)	2.1 (n=79)	3.2 (n=68)	2.7 (n=73)	2.8 (n=60)	5.0 (n=2)
New Hampshire (n=195)	2.4 (n=185)	2.0 (n=161)	1.9 (n=179)	1.5 (n=175)	3.3 (n=195)	3.4 (n=184)	2.0 (n=163)	5.0 (n=3)
New Jersey (n=318)	2.4 (n=307)	2.2 (n=307)	1.9 (n=305)	1.9 (n=254)	3.0 (n=314)	2.7 (n=318)	2.2 (n=290)	--
New Mexico (n=101)	2.8 (n=101)	2.7 (n=83)	2.7 (n=100)	2.2 (n=88)	3.5 (n=86)	2.7 (n=82)	2.6 (n=84)	3.0 (n=3)
New York (n=850)	3.3 (n=814)	2.8 (n=731)	2.4 (n=850)	2.0 (n=772)	3.3 (n=837)	2.7 (n=845)	2.2 (n=771)	4.9 (n=122)
North Carolina (n=254)	2.8 (n=248)	2.8 (n=240)	2.1 (n=254)	2.4 (n=249)	3.6 (n=244)	3.3 (n=248)	2.9 (n=219)	4.2 (n=5)
North Dakota (n=72)	2.6 (n=68)	1.9 (n=71)	1.9 (n=68)	1.8 (n=58)	3.2 (n=70)	3.1 (n=28)	2.1 (n=72)	1.8 (n=34)
Ohio (n=546)	3.2 (n=534)	2.6 (n=529)	2.9 (n=536)	2.5 (n=541)	3.4 (n=531)	3.6 (n=168)	2.3 (n=546)	1.5 (n=334)

**Figure 89 (continued): Challenges that Affect the Ability of the Public Library Outlets to Help Patrons Seek Employment, by State (1 = Strongly Disagree, 5 = Strongly Agree)**

States	Too few workstations to meet patron demand	Workstation time limits do not allow enough time for patrons to complete job applications, seek job information, etc.	Connection speed is too slow and causes delays meeting patron needs	Filters and/or firewalls prevent the library from accessing at least some job Web sites, forms or services	Not enough staff to effectively help patrons with their job seeking needs	Staff does not have the necessary expertise to meet patron job seeking needs	Liability issues prevent the library from providing some job seeking services	Other
Oklahoma (n=144)	3.4 (n=131)	3.3 (n=146)	3.0 (n=144)	2.4 (n=143)	3.9 (n=143)	3.1 (n=131)	3.1 (n=141)	
Pennsylvania (n=363)	2.2 (n=363)	1.9 (n=335)	2.1 (n=340)	1.9 (n=339)	3.6 (n=340)	3.5 (n=320)	2.4 (n=310)	1.5 (n=8)
Rhode Island (n=55)	2.1 (n=54)	2.0 (n=50)	1.3 (n=55)	1.4 (n=51)	2.5 (n=53)	2.2 (n=50)	2.6 (n=52)	--
South Carolina (n=124)	3.7 (n=116)	3.2 (n=114)	2.0 (n=118)	1.7 (n=117)	4.3 (n=124)	3.1 (n=120)	2.1 (n=115)	--
South Dakota (n=130)	2.6 (n=121)	2.2 (n=117)	2.3 (n=119)	2.0 (n=111)	3.2 (n=126)	3.4 (n=79)	2.1 (n=111)	1.8 (n=29)
Tennessee (n=199)	2.9 (n=197)	2.6 (n=182)	2.6 (n=179)	1.8 (n=193)	3.8 (n=199)	3.1 (n=188)	2.5 (n=179)	5.0 (n=5)
Texas (n=606)	2.9 (n=583)	2.5 (n=573)	2.4 (n=566)	2.0 (n=586)	3.8 (n=586)	3.2 (n=606)	2.6 (n=524)	1.0 (n=2)
Utah (n=104)	2.3 (n=87)	2.2 (n=100)	2.4 (n=99)	1.9 (n=104)	3.2 (n=101)	2.7 (n=96)	2.5 (n=96)	--
Vermont (n=145)	2.7 (n=138)	2.3 (n=137)	2.2 (n=139)	1.6 (n=135)	3.3 (n=145)	3.4 (n=110)	2.0 (n=137)	1.3 (n=29)
Virginia (n=215)	3.1 (n=212)	2.6 (n=192)	2.6 (n=195)	2.2 (n=206)	3.2 (n=215)	3.2 (n=209)	2.3 (n=183)	--
Washington (n=208)	2.8 (n=208)	2.5 (n=155)	2.3 (n=204)	1.7 (n=194)	3.3 (n=196)	3.3 (n=206)	2.5 (n=198)	--
Washington, DC (n=25)	3.0 (n=25)	3.0 (n=22)	3.0 (n=18)	3.0 (n=18)	3.0 (n=22)	3.0 (n=19)	3.0 (n=25)	--
West Virginia (n=155)	2.8 (n=121)	2.3 (n=117)	2.7 (n=127)	3.0 (n=135)	3.4 (n=124)	3.4 (n=127)	3.0 (n=104)	5.0 (n=2)
Wisconsin (n=381)	3.4 (n=361)	2.5 (n=337)	2.6 (n=381)	2.3 (n=342)	3.5 (n=353)	3.3 (n=151)	2.5 (n=350)	1.9 (n=208)
Wyoming (n=71)	2.7 (n=67)	2.5 (n=64)	2.4 (n=65)	1.8 (n=56)	3.4 (n=63)	3.5 (n=67)	1.8 (n=55)	1.0 (n=1)
<b>National</b>	3.0 (n=11,643)	2.6 (n=11,454)	2.4 (n=11,798)	2.1 (n=11,569)	3.4 (n=11,917)	3.2 (n=9,908)	2.5 (n=11,090)	3.7 (n=2,012)

**Key** -- = No data to report

The challenges that affect public libraries' abilities to provide job seeking services (Figure 89) are similar to those that libraries face when providing E-government services (Figure 87). The highest nationally rated challenge is insufficient staff. Only libraries in Alaska, South Dakota and Wyoming rate lack of staff

expertise higher. Libraries in Alabama, Indiana, Iowa, Kentucky, Maine, Minnesota, Nebraska, New Hampshire, Ohio, South Dakota, Vermont, and Wyoming rate lack of staff expertise equally high as insufficient staff, while libraries in Alaska and Mississippi rate their low connections speed equally challenging and libraries in Arkansas and Hawaii rate too few workstations as their other top challenge.