

APPENDICES

APPENDIX A

2008 National Survey of Public Library Funding & Technology Access Study

The American Library Association (ALA) and the Information Use Management and Policy Institute in the College of Information at Florida State University, with support from the Bill & Melinda Gates Foundation, are surveying a national sample of public libraries regarding their Internet connectivity, computing resources, and technology funding. Ms. Denise M. Davis and Ms. Larra Clark (ALA Office of Research and Statistics), Dr. John Carlo Bertot (Center for Library Innovation at the University of Maryland), and Dr. Charles R. McClure (Information Institute at Florida State University) are the study managers. You may access the survey at <http://www.plinternetsurvey.org>.

The survey Web site provides specific instructions for completing the Web survey. The survey contains questions about specific library system branches, as well as system-wide questions. We realize that public libraries in each state are organized differently and that the term “system” can mean something different from state to state. By system we mean the central authority for the library—that is, the entity that makes budget decisions, applies for E-rate, and makes other management decisions. We do not use the term “system” to mean regional cooperatives or other forms of federated libraries. If your library system has branches, you may be asked to complete questions regarding *some* of your branches prior to answering questions about your entire system. By branch, we mean a building that is open to the public and provides services to the community (e.g., lends books, offers public access to the Internet and computers, other). Your library and the branches selected to participate (if applicable) were selected randomly. If you wish to complete the survey for the additional branches in your system (again, if applicable), you will be given the opportunity to do so. **IMPORTANT: To facilitate completion of the Web-based survey, the branch and system questions are presented separately. PLEASE COMPLETE BOTH PARTS OF THE SURVEY.** A glossary of key terms is available beginning on page 15 and on the survey Web site.

Complete the survey, and enter to win an Amazon Kindle

To participate in the 2008 study, please go to <http://www.plinternetsurvey.org> and follow the “Complete Survey” button. You will need to enter your library’s survey ID number (located on the back of the survey form). The survey ID number has a total of two letters followed by four numbers, and is your FSCS library number as assigned by the state library. If you cannot remember and/or locate your library’s survey ID number, the survey Web site provides a link to locate your library ID by state and city. If you prefer, you may complete this print version of the survey and mail/fax your responses back (the contact information is located at the end of the survey).

The survey is not timed. You may complete part of it, save your answers, and return to it at a later time. You may also answer part of the survey and have other members of your library staff answer other parts, if appropriate. Please be sure to complete the survey by **November 7, 2008**. Once completed, you will be able to print or save the answers you provided and keep a copy for your own records.

If you have any questions or issues regarding the survey, please call (850) 645-2197 or e-mail support@plinternetsurvey.org.

A. LIBRARY BRANCH LEVEL QUESTIONS

A.1: Availability, Connectivity & Access

1a. How many **total average hours per typical week** is THIS LIBRARY BRANCH **open to the public**? (ENTER THE APPROPRIATE NUMBER IN THE BLANK ROUNDING TO THE NEAREST HOUR)

	Library branch is permanently closed (thank you, please return survey)
	Library branch is temporarily closed (thank you, please return survey)
	Library branch is open _____ average hours/week (e.g., 30, 35) [please go to question 1b]

1b. In the current fiscal year, the **total average hours per typical week** that THIS LIBRARY BRANCH is **open to the public has**: (MARK ONE ● ONLY AND ENTER THE APPROPRIATE NUMBER IN THE BLANK)

	Increased since last fiscal year	_____ # hours increased (round to nearest hour)
	Decreased since last fiscal year	_____ # hours decreased (round to nearest hour)
	Stayed the same as last fiscal year	

2. Does THIS LIBRARY BRANCH offer **public Internet access**? (MARK ONE ● ONLY)

	No (thank you, please return the survey)
	Yes (please go to question 3)

3. **During a typical day**, does THIS LIBRARY BRANCH **have people waiting to use its public Internet workstations**? (MARK ONE ● ONLY)

	Yes, there are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day (i.e., there are always patrons waiting to use them)
	Yes, there are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day (e.g., during the morning, during lunch time, or evenings)
	No, there are always sufficient public Internet workstations available for patrons who wish to use them during a typical day

4a. Does THIS LIBRARY BRANCH currently have **time limits for patron use** of public Internet workstations? (MARK ONE ● ONLY)

	No (please go to question 5a)
	Yes, there are time limits for the public Internet workstations (please complete questions 4b and 4c)
	Don't know (please go to question 5a)

4b. If THIS LIBRARY BRANCH'S **public Internet workstations have time limits**, please indicate the **period of time per session** for which a patron may reserve a public Internet workstation:

Internet Session Time Limits (MARK ONE ● ONLY)		Total Internet Session Per Day (MARK ONE ● ONLY)	
	Up to 30 minutes per session		One session per day
	31–60 minutes per session		Two sessions per day

	Greater than 60 minutes per session		Unlimited, but patrons must sign up for each session separately
	Unlimited, as long as no one is waiting		Unlimited, as long as no one is waiting
	Other (Please specify):		Other (Please specify):

4c. Please describe **how** THIS LIBRARY BRANCH **manages** patron public Internet workstation time limits: (MARK ONE ● ONLY)

	Computer reservation and time management software, which can be accessed remotely (e.g., via the Web or other means from outside the library) and in the library
	Computer reservation and time management software—which can only be accessed in the library
	Manual registration of users managed by staff
	“Honor system” (i.e., rely on patrons to end their session voluntarily when the time is expired)
	Other (please specify):

5a. Please indicate **the number and age of the PUBLIC Internet workstations/laptops** available at THIS LIBRARY BRANCH (include in the count library-provided laptops and multi-purpose workstations that allow access to the Internet. Exclude staff workstations and those that only access the library’s Web-based Online Public Access Catalogs). **Even if you cannot estimate the ages of the workstations, please provide the total number of workstations.** (ENTER THE APPROPRIATE NUMBERS IN THE BLANKS)

Number of Public Internet Workstations/ Laptops	Average Public Internet Workstation/Laptop Age (please determine age as of September 1, 2008)
_____ TOTAL public Internet workstations/ laptops	_____ public Internet workstations/laptops less than 1 year old
	_____ public Internet workstations/laptops 1 year old
	_____ public Internet workstations/laptops 2 years old
	_____ public Internet workstations/laptops 3 years old
	_____ public Internet workstations/laptops 4 years old
	_____ public Internet workstations/laptops 5 years or older

5b. Please identify THIS LIBRARY BRANCH’S **public Internet workstation/laptop replacement schedule**: (MARK ONE ● ONLY)

	The library does not have a public Internet workstation replacement schedule (please go to question 5e)
	The library’s approximate public Internet workstation replacement schedule is (please go to question 5c): Every year Every 2 years Every 3 years Every 4 years Every 5 years Other (Please specify):
	Don’t know (please go to question 5e)

5c. Please identify THIS LIBRARY BRANCH'S public Internet workstation/laptop replacement approach: (MARK ONE ● ONLY)

	Staggered—the library replaces some workstations each year to replace all over the specified replacement schedule
	Complete—the library replaces workstations all at one time
	Other (please specify):

5d. Is THIS LIBRARY BRANCH able to maintain its public access workstation/laptop replacement schedule? (MARK ONE ● ONLY)

	The library has no workstation replacement or addition schedule
	No, the library will not be able to maintain its replacement or addition schedule within the next year
	Yes, and the library plans to replace _____ workstations/laptops within the next year
	Yes, but the library does not know how many workstations/laptops it will replace within the next year at this time

5e. Does THIS LIBRARY BRANCH plan to add to the total number of public Internet workstations or laptops in the coming year? (MARK ONE ● ONLY)

	Yes, the library branch plans to add _____ workstations/laptops within the next year
	Yes, but the library branch does not know how many workstations/laptops will be added within the next year
	No, the library does not plan to add workstations/laptops within the next year
	Other (please specify):

5f. Please identify the most important factors that affect THIS LIBRARY BRANCH'S ability or plans to add or replace more public Internet workstations.

Factors Affecting Adding Workstations/Laptops (MARK UP TO ● THREE)		Factors Affecting Replacing Workstations/Laptops (MARK THE MOST IMPORTANT ONE ● ONLY)	
	Availability of space		Cost factors
	Cost factors		Maintenance, upgrade, and general upkeep
	Maintenance, upgrade, and general upkeep		Availability of technical or other staff to install, maintain, and update the public access computers
	Availability of public service staff to manage the use of the public access computers and users		Other (please specify):
	Availability of technical staff to install, maintain, and update the public access computers		

	Availability of bandwidth to support additional workstations	
	Availability of electrical outlets, cabling, or other infrastructure	
	Other (please specify):	

6. When a **public access computer** at THIS LIBRARY BRANCH **goes out of service** for any reason other than a computer requiring rebooting, on average how long does it take to get it back into service? (MARK ONE ● ONLY)

	Less than one day
	One day
	Two days
	More than two days
	Don't know
	Other (please specify):

7. Please indicate who provides **information technology (IT) support** (e.g., troubleshooting workstation problems, contracting for Internet connectivity, managing the library Web page) for THIS LIBRARY BRANCH. Please also **estimate the number of Full-time Equivalent (FTE) staff** providing IT support: (MARK ALL ● THAT APPLY)

Source of IT Support		Full-time Equivalents (FTEs) Note 1: report in increments of .25, e.g., .25, .5, 1.25 FTEs Note 2: Approximate as best as possible for non-IT staff (e.g., public service staff) that perform multiple duties	Don't Know (if you cannot identify the number of FTEs, indicate Don't Know)
	Building-based staff (not IT specialist) Please identify who the staff person(s) is (MARK ALL ● THAT APPLY): Public service staff Library director Other (please specify):	_____ FTEs	
	Building-based IT staff (IT specialist)	_____ FTEs	
	System-level IT staff	_____ FTEs	
	Library consortia or other library organization (please identify):	_____ FTEs	
	County/City IT staff	_____ FTEs	
	State telecommunications network staff	_____ FTEs	
	State library IT staff	_____ FTEs	

Outside vendor/contractor	_____ FTEs	
Volunteer(s)	_____ FTEs	
Other (please specify):	_____ FTEs	

8a. Please indicate the **type AND maximum speed** of THIS LIBRARY BRANCH'S **PUBLIC Internet service connection**. (MARK APPROPRIATELY ● IN EACH COLUMN)

Type of Connection (MARK ALL ● THAT APPLY)		Maximum Speed of Connection (MARK ONE ● ONLY)	
	DSL (Digital Subscriber Line)		Less than 256Kbps (kilobits/second)
	Cable		257Kbps–768Kbps
	Leased Line		769Kbps–1.4Mbps (megabits/second)
	Municipal Networks		1.5Mbps
	State network		1.6Mbps–3.0Mbps
	Satellite		3.1Mbps–6.0Mbps
	Fiber		6.1Mbps–10Mbps
	Wireless (i.e., municipal wireless)		Greater than 10 Mbps
	Other (please specify):		Don't know (If you do not know your library's connection speed, please contact an individual or group who may know before checking "Don't know")
	Don't know (If you do not know your library's connection type, please contact an individual or group who may know before checking "Don't know")		

8b. Given the **observed uses** of THIS LIBRARY BRANCH'S **public Internet access services by patrons**, does the library branch's **public Internet service connection speed meet patron needs?** (MARK ONE ● ONLY)

	The connection speed is insufficient to meet patron needs
	The connection speed is sufficient to meet patron needs at some times
	The connection speed is sufficient to meet patron needs at all times
	Don't know

8c. If desired, would THIS LIBRARY BRANCH be able **to increase the speed of its public Internet service connection** at this time? (MARK ONE ● ONLY)

	No, this is the maximum speed available to the library branch
	No, there is no interest in increasing the speed of the library's public access Internet connection
	Yes, but we cannot afford the cost of increasing the branch's bandwidth
	Yes, and we have plans to increase the bandwidth within the next year
	Yes, but we have no plans to increase the bandwidth within the next year
	Yes, but we do not have the technical knowledge to increase the bandwidth in the library
	Other (please specify):

9a. Is **wireless (wi-fi) Internet access available** (e.g., with patron laptops, PDAs, or other wireless devices) within THIS LIBRARY BRANCH? (MARK ONE ● ONLY)

	Yes, wireless access is currently available for public use within the library branch
	No, wireless access is not currently available for public use within the library branch, but there are plans to make it available to the public within the next year (please go to question 10)
	No, wireless access is not currently available for public use within the library branch, and there are no plans to make it available to the public within the next year (please go to question 10)

9b. If applicable, does the **library branch's wireless connection share the same bandwidth/connection** as the library's public Internet workstations? (MARK ONE ● ONLY)

	Yes, both the wireless connection and public access workstations share the same bandwidth/connection with no bandwidth management techniques to manage data transmission
	Yes, both the wireless connection and public access workstations share the same bandwidth/connection, but with bandwidth management techniques to manage data transmission
	No, the public wireless connection is separate from the public access workstation bandwidth/connection
	Don't know (If you do not know if the connection is shared, please contact an individual or group who may know before checking "Don't know")

A.2: Service Provision & Impact of Computer and Internet Access

10. Please identify **the public Internet services** that are the most critical to the **role of THIS LIBRARY BRANCH in its local community?** (MARK ● UP TO FIVE)

	Provide education resources and databases for K–12 students
	Provide education resources and databases for students in higher education
	Provide education resources and databases for home schooling
	Provide education resources and databases for adult/continuing education students
	Provide information for economic development (e.g., start a business, seek business opportunities)
	Provide information for college applicants
	Provide information about the library's community
	Provide information or databases regarding investments
	Provide access to government information and services, like tax forms, Medicare information or paying traffic tickets
	Provide computer and Internet skills training
	Provide services for job seekers
	Provide services to immigrant populations
	Other (please specify):

11a. Does THIS LIBRARY BRANCH offer formal or informal information technology training classes to its patrons? (MARK ONE ● ONLY)

	Yes, the library offers formal information technology training classes directly to its patrons (please go to question 11b)
	No, the library does not offer formal technology training classes directly to its patrons, but does offer informal point-of-use assistance (e.g., one-on-one help with web browsing, using library databases, etc.) (please go to question 12)
	No, the library does not offer formal technology training classes directly to its patrons, but does provide access to online training material (e.g., Web-based tutorials, Web-based presentations, online technology services such as ElementK, etc.) (please go to question 12)
	No, the library does not offer any technology training (please go to question 12)

11b. Please identify the **formal technology-based training classes** THIS LIBRARY BRANCH has **offered to its patrons** in the last year: (MARK ALL ● THAT APPLY)

	General computer skills (e.g., how to use a mouse and keyboard, printing)
	General computer software use (e.g., word processing, spreadsheets, presentation)
	General Internet use (e.g., set up e-mail, Web browsing)
	General online/Web searching (e.g., using Google, Yahoo! or others to locate information)
	Using the library's Online Public Access Catalog (OPAC)
	Using online databases (e.g., using commercial databases to search and find content)
	Safe online practices (e.g., not divulging personal information)
	Accessing online government information (e.g., Medicare, taxes, how to complete forms)
	Accessing online job-seeking and career-related information
	Accessing online medical information (e.g., health literacy)
	Accessing online investment information
	Digital photography, software and online applications (e.g., Photoshop, Flickr)
	Web 2.0 (e.g., blogging, RSS)
	Other (please specify):

12a. Please identify the **services that the library makes available to users** either in THIS LIBRARY BRANCH or remotely (i.e., Web site). Include services that the library may not provide or pay for directly (i.e., statewide databases, digital reference). If the library branch does not offer the service or offers limited access, please also answer question 12b: (MARK ● ALL THAT APPLY)

Resources	Offers Service	Does Not Offer Service	Provides Limited Access*
Digital reference/Virtual reference			
Licensed databases			
E-books			
Video conferencing			
Online instructional courses/tutorials			
Homework Resources			
Audio content (e.g., music, audio books, other)			
Video content (e.g., streaming video, video clips, other)			
Digitized special collections (e.g., letters, postcards, documents, other)			
Services			
Allow patrons to access and store content on USB or other portable drives (e.g., iPods, MP3, other)			
Allow patrons to connect digital cameras and manipulate content			
Allow patrons to burn compact discs/DVDs			
Provide access to recreational gaming consoles, software, or Web sites			

* Limited access might include limited to certain computers, certain times of day, or other restrictions

12b. If the library branch **does not provide access, or provides limited access**, to services in question 12a, please **indicate the factors that prevent** the library branch from doing so: (MARK ● ALL THAT APPLY)

<input type="checkbox"/>	Computer hardware/software on public Internet workstations will not support service(s)
<input type="checkbox"/>	Public access Internet connectivity speeds will not support service(s)
<input type="checkbox"/>	Library policy restricts offering or access to service(s)
<input type="checkbox"/>	Library cannot afford to purchase and/or support service(s)

13. Is THIS LIBRARY BRANCH the only **free of charge public computer and Internet access venue** in the library's service area? (MARK ONE ● ONLY)

	Yes, the library is the only place in the community that provides free public computer and Internet access services
	No, there are other places in the community that provide free public computer and Internet access services (i.e., community technology centers)
	Don't Know
	Other (please specify):

14. Please indicate the **e-government roles and services** THIS LIBRARY BRANCH **provides to its patrons on a regular basis**: (MARK ● ALL THAT APPLY)

	Library staff provide assistance to patrons applying for or accessing e-government services (e.g., completing Medicare Part D forms; applying for licenses; accessing tax forms)
	Library staff provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs, and services (e.g., assistance navigating the Web site, helping users understand the programs)
	Library staff provide immigrants with assistance in locating immigration information, using government immigration related Web sites, filing immigration or visa forms, and/or other immigration related services and information
	The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms
	The library is partnering with government agencies, non-profit organizations, and others to provide e-government services
	The library has at least one staff member who has significant knowledge and skills in the provision of e-government services
	The library does not provide e-government services to its patrons
	Other (please specify):

B. LIBRARY SYSTEM LEVEL QUESTIONS—FUNDING PUBLIC ACCESS

15a. Did the library apply for E-rate discounts during the July 1, 2008, E-rate funding year? (MARK ONE ● ONLY)

	Yes (If yes, please go to question 15c)
	Yes, another organization applied on the library's behalf (If yes, please go to question 15c)
	No (If no, skip to question 15b)
	Unsure (If unsure, skip to question 16)

15b. If this library **did not apply for E-rate discounts in 2008**, it was because: (MARK ● ALL THAT APPLY)

	The E-rate application process is too complicated
	The library staff did not feel that the library would qualify
	Our total E-rate discount is fairly low and not worth the time needed to participate in the program
	The library receives E-rate discounts as part of a consortium, so therefore does not apply individually
	The library was denied funding in the past and thus is discouraged from applying in subsequent years
	The library did not apply because of the need to comply with CIPA's (Children's Internet Protection Act) filtering requirements
	The library has applied for E-rate in the past, but no longer finds it necessary
	Other (please specify):

15c. If this library is, or will be, **receiving E-rate discounts during the July 1, 2008, E-rate funding year**, please indicate for which services the library receives E-rate funds: (MARK ● ALL THAT APPLY)

	Internet connectivity
	Telecommunications service
	Internal connection costs

16. Does the library **currently receive, or anticipate receiving in the next two years**, any of the following funding sources **to operate the library**? (MARK ● ALL THAT APPLY)

	FY2008	FY2009
Local/county		
State (including state aid to public libraries or state-supported tax programs)		
Federal (including LSTA and E-rate discounts)		
Fees/Fines		
Donations/local fund raising		
Government grants (local, state, or national level)		
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)		

17a. For the **fiscal years 2008 and 2009**, please mark whether the total library operating budget remained (and is anticipated to remain) the same, increased or decreased and in what amount (MARK ONE ● ONLY FOR EACH FISCAL YEAR)

	Increased	Decreased	Stayed the Same
Fiscal Year 2008 Operating Budget (current fiscal year)	<input type="radio"/> Up to 2% <input type="radio"/> 2.1%–4% <input type="radio"/> 4.1%–6% <input type="radio"/> More than 6%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1%–4% <input type="radio"/> 4.1%–6% <input type="radio"/> More than 6%	
Fiscal Year 2009 Operating Budget (next fiscal year)	<input type="radio"/> Up to 2% <input type="radio"/> 2.1%–4% <input type="radio"/> 4.1%–6% <input type="radio"/> More than 6%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1%–4% <input type="radio"/> 4.1%–6% <input type="radio"/> More than 6%	

17b. Please indicate whether your library is **able to report the following detail on its expenditures**. Please MARK **only those boxes** for which expenditure data are reportable. An unmarked box indicates a **NO** response (e.g., the library **cannot report** this expenditure detail). For those figures that you are able to report, please insert the corresponding dollar amounts in Question 18.

NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Salaries (including benefits)	Collections	Other Expenditures (including contractual services, hardware, software, peripherals)
Source of Funding			
Local/county			
State (including state aid to public libraries, or state-supported tax programs)			
Federal			
Fees/fines			
Donations/local fund raising			
Government grants (local, state or national level)			
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)			

18. For those items identified in Question 17, please indicate in **whole dollars your library's total operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal years 2008 and 2009**.

NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Fiscal Year 2008 Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures (including contractual services)
Source of Funding			
Local/county	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$
Federal	\$	\$	\$
Fees/fines	\$	\$	\$
Donations/local fund raising	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$
TOTAL (all sources)	\$	\$	\$

	Fiscal Year 2008 Expense Category		
	Salaries (including benefits)	Collections	Other Expenditures (including contractual services)
Source of Funding			
Local/county	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$
Federal	\$	\$	\$
Fees/fines	\$	\$	\$
Donations/local fund raising	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$
TOTAL (all sources)	\$	\$	\$

19a. Did your library receive financial support for its **technology expenditures** from outside entities on behalf of the library during the current fiscal year (FY2008)? “On behalf of” support includes services paid directly by another government office or another entity **for** the library (e.g., IT technicians, equipment purchases, etc.). Technology expenditures include staff salaries, any outside vendors providing IT services or support, hardware/software, and telecommunications costs. (MARK ONE ● ONLY)

	The library pays directly for all of its technology costs (please go to question 20)
	The library pays directly for some of its technology costs (please go to question 19c)
	The library does not pay directly for any of its technology costs (e.g., all IT staff, hardware and telecommunications costs are paid for by the city or county (please go to question 19c)

19b. If desired, please provide any additional detail regarding the technology expenditures for your library:

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19c. If **all or some** library technology expenses are **paid by another government office or another organization in FY2008** on behalf of the library, please indicate what office or organization provides this support and for which services. An office or organization may provide direct support for more than one technology expense. “On behalf of” means the outside agency or organization pays directly for the support and no funding passes through the library operating budget. (MARK ● ALL THAT APPLY)

Agency or Organization	Salaries	Outside Vendors	Hardware/ Software	Telecommunications
Local government (e.g., municipal IT department)				
County government				
Regional library network, cooperative or consortia				
State government (including the state library)				
Private funder (e.g., endowment, board/ trustees)				
Other (please specify):				

20. Does the library expect its **total technology expenditures** for the current and next fiscal years (FY2009 and FY2010) to increase, decrease or remain the same? If increasing or decreasing, please mark the anticipated amount of change.

	Increased	Decreased	Stayed the Same
Fiscal Year 2009 Technology Budget (current fiscal year)	<input type="radio"/> Up to 2% <input type="radio"/> 2.1%–4% <input type="radio"/> 4.1%–6% <input type="radio"/> More than 6%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1%–4% <input type="radio"/> 4.1%–6% <input type="radio"/> More than 6%	
Fiscal Year 2010 Technology Budget (next fiscal year)	<input type="radio"/> Up to 2% <input type="radio"/> 2.1%–4% <input type="radio"/> 4.1%–6% <input type="radio"/> More than 6%	<input type="radio"/> Up to 2% <input type="radio"/> 2.1%–4% <input type="radio"/> 4.1%–6% <input type="radio"/> More than 6%	

21. Please indicate in **whole dollars your library's total technology-related operating expenditures** (actual or anticipated) and expenditures from various funding sources for **fiscal year 2009**. **To the extent possible please EXCLUDE expenditures for staff hardware/software.** NOTE: Report all expenditures in "Local/County" if they cannot be isolated to a particular funding source.

	Fiscal Year 2009 Technology Expense Category			
	Salaries (including benefits)	Outside Vendors	Computer Hardware/Computer Software	Telecommunications
Source of Funding				
Local/county	\$	\$	\$	\$
State (including state aid to public libraries, or state-supported tax programs)	\$	\$	\$	\$
Federal	\$	\$	\$	\$
Fees/fines	\$	\$	\$	\$
Donations/local fund raising	\$	\$	\$	\$
Government grants (local, state or national level)	\$	\$	\$	\$
Private foundation grants (e.g., Carnegie, Ford, Gates, etc.)	\$	\$	\$	\$
TOTAL (all sources)	\$	\$	\$	\$

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
CIPA (Children's Internet Protection Act)	A Federal law requiring the use of filters on public Internet workstations when the library receives either LSTA or E-rate (see below) funds.
Collections	The library collection consists of all documents provided by a library for its users. Collections comprise documents held locally and remote resources for which permanent or temporary access rights have been acquired. Notes: Access rights may be acquired by the library itself, by a consortium and/or through external funding.
Computer hardware	The physical components that make up a computer.
Computer software	The programs that are run on a computer.
Digital Reference/Virtual Reference	The provision of interactive reference services for patrons via email, chat, or other electronic means.
E-books	Digital documents, licensed or not, where searchable text is prevalent, and which can be seen as analogous to a printed text. (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)
E-government	The use of technology, predominantly the Internet, as a means to deliver government services to citizens, businesses, and other entities.
E-rate Funds	Funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access.
Federal Government Revenue	This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the state.
Fiscal Year	A financial 12-month period as reckoned for reporting, accounting, and/or taxation purposes (i.e., the date range that a library uses in reporting to local government agencies).
Formal Technology Training Classes	Technology training classes offered or sponsored by the with a set curriculum and course instructor. The class may occur in the library or in another facility, and the instructor may or may not be a member of the library staff.
Funding Sources	<p>Local/county government—Includes all tax and non-tax receipts designated by the community, district, or region and available for expenditure by the library. The value of any contributed or in-kind services or the value of any gifts and donations are excluded.</p> <p>State—All funds distributed to the library by State government for expenditure by the library, except for federal money distributed by the State. This includes funds from such sources as penal fines, license fees, and mineral rights.</p> <p>Federal—All federal government funds distributed to the library for expenditure by the library, including federal money distributed by the State.</p>
Gaming	See "Recreational Gaming"

GLOSSARY OF SURVEY ABBREVIATIONS/KEYTERMS	
Hours Open in a Typical Week	If a library is open from 9 a.m. to 5 p.m., Monday through Friday, it should report 40 hours per week. Should the library also be open one evening from 7 p.m. to 9 p.m., the total hours during which users can find service becomes 42.
Information Technology Budget	Funds allocated specifically for the costs associated with information technology.
Information Technology Training	Formal or informal training sessions that cover specific topics (e.g., Web browser basics, Internet searching, basic computing skills).
Kbps	Kilobits per second.
Library Branch	A library facility. In the case of some public libraries, there is only one facility. Other public libraries have several facilities, which are sometimes referred to as branches of a library system. A branch has at least all of the following: 1. Separate quarters; 2. An organized collection of library materials; 3. Paid staff; and 4. Regularly scheduled hours for being open to the public.
Library System	Any independent library, or a group of libraries, under a single director or a single administration. Note 1: The term “independent” does not imply legal or financial independence but only that the library is a recognizably separate unit, typically within a larger organization. Note 2: Typically the administrative unit is an organization containing a central/main library, branch libraries and administrative functions.
Library Services and Technology Act (LSTA) State Programs Revenue	Through the Grants to States program, the Institute of Museum and Library Services provides funds to State Library Administrative Agencies (SLAAs) using a population-based formula. State libraries may use the appropriation to support statewide initiatives and services. They also may distribute the funds through subgrant competitions or cooperative agreements to public, academic, research, school, and special libraries in their state. (http://www.imls.gov/programs/programs.shtm)
Licensed Databases	Collection of electronically stored data or unit records (facts, bibliographic data, and texts) with a common user interface and software for the retrieval and manipulation of the data. Licensed databases are those typically contracted through a vendor by the library for patron access (e.g., Gale, Ebsco, ProQuest). (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)
Local Government Revenue	This includes all local government funds designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, library fines, fees, or grants. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate.
Mbps	Megabits per second.
“On Behalf Of”	An outside agency or organization pays directly for the support and no funding passes through the library operating budget.
Online Public Access Catalogs (OPACs)	An electronic catalog of library materials and/or services that patrons can access.

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Operating Expenses	<p>Current and recurrent costs necessary for the provision of library services, such as personnel, library materials, binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of the physical facility.</p> <p>Operating expense categories include:</p> <p>Salaries/benefits– All monies paid before deductions to all library staff paid from library’s budget (reporting unit’s budget) for work performed. This definition INCLUDES employee fringe benefits. Professional staff are staff members doing work that requires professional education (the master’s degree or its equivalent) in the theoretical and scientific aspects of librarianship; also, in some libraries, staff performing professional level tasks who, though not librarians, have equivalent education and training in related fields (e.g., archives, computer sciences, business administration, education). Also include paid support staff and paid student workers.</p> <p>Collections–All expenditures for materials purchased or leased for use by the public, such as print materials (including microforms), machine-readable materials, audio-visual materials, etc.</p> <p>Other expenditures–Operating expenditures not included in any other expenditure subcategory. (Also called Miscellaneous Expenditures).</p>
Other Operating Expenditures	<p>This includes all expenditures other than those reported for Total Staff Expenditures and Total Collection Expenditures. Note: Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment; and costs of computer hardware and software used to support library operations or to link to external networks, including the Internet. Report contracts for services, such as costs of operating and maintaining physical facilities, and fees paid to a consultant, auditor, architect, attorney, etc.</p>
Outside Vendor	<p>A service supplier (e.g., technical support, computer repair) who is not directly associated with the library.</p>
Public Internet Workstations	<p>Those workstations within the library outlet that provide public access to the Internet, including those that provide access to a limited set of Internet-based services such as online databases. This includes circulating laptops.</p>
Public Library Single Outlet System or Library System Headquarters	<p>A library system may be a single main or central library, or may be the operational center of a multiple-outlet library. Usually all processing is centralized here and the principal collections are housed here.</p>
Public Library Branch	<p>A branch library is an auxiliary unit of an administrative entity which has at least all of the following: 1) Separate quarters; 2) An organized collection of library materials; 3) Paid staff; and 4) Regularly scheduled hours for being open to the public.</p>
Recreational Gaming	<p>Recreational gaming includes consoles like Xbox, Playstation, or Wii; software like The Sims; or Web sites like Runescape. It does not refer to gambling.</p>

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
State Government Revenue	These are all funds distributed to public libraries by state government for expenditure by the public libraries, except for federal money distributed by the state. This includes funds from such sources as penal fines, license fees, and mineral rights. Note: If operating revenue from consolidated taxes is the result of state legislation, the revenue should be reported under state revenue (even though the revenue may be from multiple sources).
Technology-Related Expenditures	<p>Include <i>Computer Hardware, Software, Supplies and Maintenance expenditures, and Electronic Access Expenditures</i>.</p> <p><i>Telephone lines</i> can be included as a Technology-Related Expenditure only if they are used to provide Internet access.</p> <p><i>Computer Hardware, Software, Supplies and Maintenance expenditures</i> are defined as expenditures from the library budget for computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. Includes expenditures for maintenance and for equipment used to run information service products when that expenditure can be separated from the price of the product. <i>Electronic Access Expenditures</i> are defined as all operating expenditures from the library budget associated with access to electronic materials and services. Include computer hardware and software used to support library operations, whether purchased or leased, mainframe and microcomputer. Includes expenditures for maintenance. Includes expenditures for services provided by national, regional, and local bibliographic utilities, networks, consortia and commercial services. Includes all fees and usage costs associated with such services as OCLC FirstSearch or electronic document delivery. Excludes capital expenditures.</p>
Telecommunications	Include in this category any expenditures related to providing Internet connectivity, including the installation, configuration, and ongoing costs related to a telecommunication circuit. This includes Internet connection types such as DSL, cable, a leased line (i.e. frame relay), and fiber optics. You should also include any network support charges related to this circuit and any costs for hardware needed to make the connection, such as routers, CSU/DSUs, or other telecommunications equipment.
Total Operating Revenue	This is the sum of Local Government Revenue, State Government Revenue, Federal Government Revenue, and the other operating revenue (e.g., fees/fines, grants, etc.).
Typical Week	A “typical week” is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.
Wireless Internet Access	Internet access that does not require a direct connection (typically Ethernet) for access. Most typically, wireless access adheres to the IEEE 802.11 standard for interoperability and compatibility.
Workstation	A computer and related components (including a monitor, keyboard, hard drive, and software) that are capable of displaying graphical images, pictorial representations, and/or other multi-media formats.

THANK YOU FOR YOUR PARTICIPATION!

For questions concerning the survey, please contact:

Information Use Management and Policy Institute

College of Information

Florida State University

142 Collegiate Loop

PO Box 3062100

Tallahassee, FL 32306-2100

(850) 645-2197 phone

(850) 644-4522 fax

<support@plinternetsurvey.org> e-mail

APPENDIX B

2008 CHIEF OFFICERS OF STATE LIBRARY AGENCIES QUESTIONNAIRE

Welcome to the 2008-09 questionnaire for State Library Agencies, one of three parts of the *Public Library Funding and Technology Access Study*, www.ala.org/plinternetfunding, which is funded by the Bill & Melinda Gates Foundation and the American Library Association.

Findings from this survey deepen our understanding of U.S. public library funding, connectivity and sustainability, as well help elucidate trends suggested by the data we gather through site visits the national online survey administered by the ALA and the Information Institute at Florida State University.

Last year, we received a 90 percent response rate, which we hope to maintain or improve this year!

The questions below are grouped in four categories: budget/funding, connectivity and e-government, library staff and trustees, and advocacy. The advocacy questions are for internal use to the study team.

Please complete the survey by December 19, 2008. As was the case last year, we will share back our aggregated findings with all of the participating states before the final complete study is published in September 2009.

Thank you in advance for sharing your time and expertise with us. If you have questions about this questionnaire, please contact Larra Clark at lclark@ala.org or 800-545-2433 x2129.

Budget + Finance

1. Please select the statement that best describes the level of *state* support (either directly or through a state-supported regional network) for public libraries in FY08.

- State funding for public libraries has increased.
- State funding for public libraries has decreased.
- There has been no change in state funding for public libraries.
- There is no state aid to public libraries (direct or through a state network) in my state.

2. Increased by what percentage?

- 1-2%
- 3-4%
- 5-6%
- 7-8%
- 9-10%
- 11% or more

3. Decreased by what percentage?

- 1–2%
- 3–4%
- 5–6%
- 7–8%
- 9–10%
- 11% or more

4. Please select the statement that you believe best describes the level of *local* public funding for most public libraries in your state in FY08.

- Most libraries have received increased local government funding
- Most libraries have received decreased local government funding
- Most libraries have received no change in local government funding
- There is no majority of libraries in any of these categories

5. Increased by what percentage?

- 1–2%
- 3–4%
- 5–6%
- 7–8%
- 9–10%
- 11% or more

6. Decreased by what percentage?

- 1–2%
- 3–4%
- 5–6%
- 7–8%
- 9–10%
- 11% or more

7. How significantly have the following factors impacted local and state funding for public libraries in your state in the past 12 months? (*1=Very Significant; 3=Not Significant*)

	1	2	3	n/a
Reduced property tax revenue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State budget deficit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shift in funding priorities to other government services (e.g., public safety)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loss of major industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased unemployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced consumer spending and accompanying sales tax revenue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Growing voter resistance to all taxes, including library referenda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other factors:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Now we would like to ask you about your FY09 budget. Please select the statement that best describes your experience with cuts in state funding for public libraries *after* your FY09 budget was approved. Please select only one response.

- Our state has enacted a midyear cut, and I anticipate there may be another cut before the close of FY09
- Our state has enacted a midyear cut
- Our state has not yet enacted a midyear cut, but I anticipate there may be a cut before the close of FY09
- I do not anticipate a midyear cut, but I anticipate less funding in FY10
- I do not anticipate any cuts in state funding in FY09 or FY10
- There is no state aid to public libraries (direct or through a state network) in my state.
- I don't know

9. When you think about state funding cuts, were those decreases (or anticipated decreases) comparable to those experienced (or anticipated) by other state government agencies and offices?

- The cuts were the same as other agencies
- The cuts were greater than those to other agencies
- The cuts were less than those to other agencies
- I don't know

10. Has your state enacted, by legislation or referenda, a cap on property taxes?

- Yes, a cap was instituted more than two years ago
- Yes, a cap was instituted within the past two years
- No, but a cap is being considered
- No, there is no cap
- Other (please specify)

11. Please tell us about recent (last three years) or upcoming state broadband initiatives.

	Currently in place	Planned for future	No plan at this time	Done previously, no plans for the future
Statewide summit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statewide taskforce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negotiations with ISPs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other initiative(s):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. In thinking about the scope of state e-government services, please indicate if an online form or application is required. If not required, please indicate in which formats the agency form or application are available.

	Available online only	Available online	Available in paper
Unemployment benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State government jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicaid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human services (e.g., children and family services, food stamps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tax forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DMV renewal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permits and licenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency preparedness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigration services staff + trustees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other e-government service(s):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. What role, if any, does the state library play in state e-government efforts? Please check all that apply.

- State library has developed or assisted in developing e-government portal(s)
- State library is represented on state-level e-government coordinating group
- State library partners with other government agencies on e-government efforts
- State library advocates with other government agencies for funding and/or training for public library staff to support state e-government efforts
- State library raises awareness of the public library as an e-government venue
- State library alerts public libraries to new e-government initiatives
- The state does not have any e-government efforts underway at this time
- The state library does not have a role in state e-government efforts at this time

14. Please give a brief example of a recent e-government effort in which the state library played a role.

Library Staff + Trustees

15. Does your state have certification requirements for ANY of your public library staff?

- Yes
- No
- Considering

16. Does your state currently have certification requirements for public library staff?

	Yes, one-time process	Yes, renewed periodically	Considering for future
Public Library Directors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MLS Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paraprofessional staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. If yes, is there any specific requirement for ongoing technology training or demonstrated technology skills? Please check all that apply.

- Yes, for public library directors
- Yes, for MLS staff
- Yes, for paraprofessional staff
- No, but we are planning to add such a requirement in the coming 12 months
- No, there is no such requirement

18. Please provide the URL for state certification information here.

19. Please rank (1–4) what you believe are the greatest barriers to improving the technology skills of public library staff in your state. (1=most significant barrier; 4=least significant barrier)

	1	2	3	4
Funding to pay for training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of existing training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability of staff to participate in training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interest/willingness of library staff to participate in training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If there are no barriers, type “none” in the text box below; if there is a significant barrier we have not listed, please describe briefly.

26. How could the research team best leverage data from the Public Library Funding & Technology Access Study to improve public awareness and funding for libraries in your state? Please check all that apply.

- Web portal that allows local libraries to produce custom reports with study data
- Web portal with continuing education modules on how to use the data
- Template(s) for media materials
- Template(s) for marketing materials (i.e. bookmarks, fliers, brochures)
- Template(s) for budget presentations
- On-site state or regional training sessions on how best to use and analyze the data
- Toolkit with study, presentation and templates

Are there other approach(es) you would recommend?

Other

27. If you have additional information about the state of funding, technology deployment and use, and advocacy related to public libraries in your state that you think is important for us to know, please share that information here.

Contact Information

28. Please enter your contact information.

Name:

State:

Email Address:

Phone Number:

Thank you!

Thank you again for your support of and participation in the largest and longest-running study of computers and the Internet in U.S. public libraries. The “30,000-foot” state library perspective greatly adds to our data from the local library level and helps provide a more complete picture of the context public libraries work within to provide public access technology to communities nationwide.

Over the years, the ALA and others have used study findings to inform the debates regarding support for the E-rate, public access to the Internet in libraries, and other initiatives through testimony and advocacy efforts on behalf of libraries. In fact, last year’s findings were immediately used in September 2008 congressional testimony provided by Margaret Conroy and Mary Claire Zales.

The study team also is committed to raising awareness of these findings through national media outreach and development of supporting materials like issues briefs. The first of these—highlighting data related to Internet connectivity—is available here. Based on feedback from COSLA members and state library associations, similar short reports are in progress now focusing on how public library technology supports education, e-government and job seeking. Please visit the study Web site for access to past reports, media materials and additional resources.

We welcome your thoughts and suggestions regarding topics of greatest interest or demand for your state. Please contact Larra Clark at lclark@ala.org or 800-545-2433 x2129 with comments or questions.

Thank you!

APPENDIX C

MAY 2009 FOLLOW-UP QUESTIONNAIRE TO CHIEF OFFICERS OF STATE LIBRARY AGENCIES

Thank you for responding to these brief follow-up questions to the December 2008 questionnaire to the Chief Officers of State Library Agencies, which is part of the Public Library Funding & Technology Access Study, www.ala.org/plinternetfunding. Please complete the questions before **Friday, May 15, 2009**. If you have questions about this questionnaire, please contact Larra Clark at lclark@ala.org or 800-545-2433 x2129.

1. Please select the statement that best describes the level of state support for public libraries in FY2009 (as compared with FY2008).

- State funding for public libraries has increased (go to question 2)
- State funding for public libraries has decreased (go to question 3)
- There was no change between FY2008 and FY2009 (go to question 4)
- There is no state aid to public libraries in my state (go to question 6)

2. Increased by what percentage?

- 1-2%
- 3-4%
- 5-6%
- 7-8%
- 9-10%
- 11% or more

3. Decreased by what percentage?

- 1-2%
- 3-4%
- 5-6%
- 7-8%
- 9-10%
- 11% or more

4. Have you experienced a decline in state funding for public libraries within FY2009 AFTER your budget was approved (e.g., midyear cut or loss of state revenue based on a formula)?

- No, there has been no funding decline since the FY2009 budget was approved.
- Yes, state funding for public libraries has declined (go to question 5)

5. Decreased by what percentage?

- 1–2%
- 3–4%
- 5–6%
- 7–8%
- 9–10%
- 11% or more

6. Have state library programs or staff that support public libraries been impacted (positively or negatively) in FY2009 (e.g. special funding for training librarians in job-related resources or library development position cut) as a result of changes in state funding for the state library?

- Yes, the state library has been impacted in its ability to support public libraries within FY2009. (go to question 7)
- No, there has been no change in state library programs or staffing to support public libraries.

7. Please provide brief information on the change(s) that have occurred at the state library in FY2009 that impact your ability to support public libraries.

8. Have state library programs or staff that support public libraries been impacted by changes in federal funding (LSTA) in FY2009?

- Yes, the state library has been impacted by changes in LSTA in FY2009. (go to question 9)
- No, there has been no change in state library programs or staffing to support public libraries.

9. Please provide brief information on the change(s) that have occurred at the state library in FY2009 that impact your ability to support public libraries.

10. Is there anything else you would like to share at this time related to public library funding or technology access in your state?

11. Please provide the following contact information:

Name:

State:

Email:

Phone Number:

APPENDIX D

Focus Group Questions/Script

Expenditures and Fiscal Planning

One of the thorny questions we're trying to better understand has to do with the ways libraries fund technology access. We're hoping you can help us better understand how you fund and sustain technology access. We'd like to start talking generally, then talk specifically about any impacts you may have felt as a result of the overall economic downturn.

1. How do you currently pay for the various aspects of IT? By this, I mean do you use different funding sources for different aspects of your technology—such as hardware, telecom, licensed resources and IT staff? Do you use capital funding for any technology improvements or E-rate for telecom?

PROBE: Do you have funding for technology earmarked in your budget? For materials budget? If no, why not? If yes, what would you estimate are the percentages dedicated to each? Has there been any shifting of resources from one type of expenditure to another over the past three years?

PROBE: We also heard from many libraries that non-tax sources like fees, fines, donations and grants provided significant funding for overall operating and specific technology-related expenditures. Do you rely on non-tax dollars to fund technology expenses? What percentage would you estimate (10, 25, 50%)?

2. What barriers, if any, do you face in raising funds to support the library and its technology access?
3. On the flip side, please describe how you've overcome barriers. What successes have you had in identifying, securing and sustaining local funds—either from local government or private sources—for technology?
4. What do you believe are the most critical elements of success in fundraising to support technology access?

Now, specifically related to the economic downturn over the past 12 months:

5. Has library funding in FY08 or FY09 been impacted by the downturn? How? What has the library done as a result—particularly as it relates to technology (i.e. put off replacing computers, cutting Internet services, lay off staff, cutting hours)?

Meeting Patron Technology Needs for Internet Services

Now we'd like to ask a few questions about the Internet services and training your library offers its community.

6. In the study's survey, we ask about public Internet services that are critical to the role of the library. Providing education resources and databases for K–12 students was the top response. Can you tell us a little about how the library uses technology to support students?

7. Two other top Internet services critical to the library's role are providing services to job seekers and providing access to government information. How does your library help with job seeking and e-government?

PROBE: Are there additional things you'd like to do if you had the resources?

8. We have heard that patrons bring peripherals like USB drives, MP3s and digital cameras to the library and may want to burn CDs or use recreational gaming consoles or software. Do your libraries support (or tolerate) these patron uses? Why/why not?

PROBE: Do you have library policies that restrict any of these uses? If yes, how did these policies evolve?

PROBE: What about social networking? Online continuing education?

9. Does your library offer formal technology training for patrons? What is the most popular training for patrons that is offered? Have you added or dropped any training over the past 12 months based on patron demand?

PROBE: In the survey, libraries reported the most significant impact of technology training for patrons was improving information literacy skills. Is this the case in your libraries? What does this training entail (i.e. teaching computers users how to search online or how to evaluate online information or how to use a mouse)?

PROBE: In what other ways, formal or informal, do library staff members assist patrons in using library computers and/or Internet services?

10. Do you receive requests for Internet-based services the library doesn't provide? What are some examples? How do you manage these requests?

11. Can you give an example from your community about how library technology made a difference in someone's life?

Sustaining access

We know there are many factors involved in sustaining access to technology—including funding, staffing, adequate physical space and available bandwidth. We'd like to ask a few questions related to these infrastructural issues.

12. We know from the survey data that bandwidth at libraries is staying about the same, and many libraries are running out of space for new technology. Is this true for your library, and, if so, how are you managing these limitations?

PROBE: Is the library involved with any resource sharing or consortia around technology at the local, state or regional level? Can you give me an example of how this helps the library improve its technology access for patrons?

13. What is the minimum level of public access you need to meet patron demand—including number of computers, access speeds, services available? Can the library meet this minimum level of access at all times?

14. How do you manage and prioritize the various aspects of planning for, managing and daily troubleshooting of technology?

PROBE: Does your library have a technology plan? Who is involved in developing the plan? What about a hardware replacement plan? Are you able to stay current on these plans? Why or why not?

PROBE: Do you have dedicated IT staff at your library? Who (else) provides technical assistance to the library (e.g. outside vendor, system-level or consortia staff, state library staff, volunteers)? Is this IT support adequate to meet your library's needs?

How do you anticipate and keep up with what's next . . . what's coming in technology?

15. What are the two or three biggest challenges you face in staffing technology? For instance:

- Providing training to library patrons
- Troubleshooting hardware/software/network issues
- Managing the network and network equipment
- Hiring staff with technology skills
- Offering or scheduling staff training on new Internet content and resources
- Marketing or outreach around technology offerings, including online databases
- Not enough staff overall
- Other . . .

PROBE: Have you found any strategies that have worked to improve staff skills or comfort with technology (Charlotte-Mecklenburg's Web 2.0 training, for example)? Can you share an example?

16. Are you considering adding new applications or technology services in the coming year? If yes, what services are you looking to add? If no, why not?

Advocating Support for IT Services

From information libraries provided in the ALA/FSU Internet study, we know that many libraries have been flat funded for several years—which ultimately means less buying power for the library over time. We also know libraries continue to be asked to do more with the same flat funds. We'd like to get a better understanding of what your local "climate" is like, and what opportunities or partnerships you may have found to increase the library's capacity.

17. Do library users, trustees and/or Friends speak out/advocate in support of funding for library IT, Internet connectivity, and other Internet-based resources and services? If yes, how? If no, why not, do you think?

18. What feedback or impressions do you get from funding decisionmakers in your community about perceptions of libraries and their technology (i.e. positive, negative, neutral, lack of awareness)?

19. Do you or others on your staff or board have memberships or represent the library in community organizations (i.e. Chamber of Commerce, Rotary or government taskforce or committee)? If no, why not? If yes, has this benefited the library?

20. What do you believe is the greatest value of the library and its technology access to your community? How do you communicate this value to decisionmakers?

PROBE: Do you collect feedback/stories about how technology-based services make a difference for people in your community? Do you quantify the value of the technology services offered by your library? If so, how?

Conclusion

21. If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?

22. Do you have any other thoughts/comments about your library's needs, public libraries in general and what would be needed to meet them?

APPENDIX E

Site Visit Questions

Library staff

- What has been your most rewarding experience working with technology and your patrons? Most challenging? Has this changed over the last three years? How?
- How do you add to your technology skills and knowledge? Have you had any formal (or informal) technology training in the past 12 months? What was it? Who conducted it? How many staff were in the training? How useful was it?
- Do you use online learning or peer communities? What has been your experience?
- On a scale of one to five, please tell me how comfortable you are meeting patron technology needs (one being able to help a patron establish an email account, three being able to help download or upload files and five being able to troubleshoot hardware or use Web 2.0)? What would be most helpful in making you feel better equipped or more comfortable to help meet patron technology needs?
- How often is it the case (daily, weekly, monthly) that you have one or more computers unavailable to the public because it's broken or the network is down? What is the process for getting it fixed and how long does that usually take? Who is responsible for getting up and running?
- If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?

Library Trustee

- What do you see as your role in supporting the library and its technology services? Do you believe your view is shared by others on the board? How so?
- How would you describe the library's fiscal status—well-funded and supported, average or OK, or underfunded and undersupported? Why do you believe this is the case? How could the situation be improved?
- What has the library board done to increase support (financial or non-monetary) for the library?
- Who do you see as the library's key partners and advocates in the community (Friends, City Council, community service organization, school administrators)? How do you and other trustees interface with these groups?
- What do you believe are the most valued technology-based services or resources the library provides your community? Do you believe the rest of the board shares your opinion? What about others in the community?
- When you became a library board member, did you receive any orientation, training or a handbook about your rights and responsibilities? Was this helpful? In what regard?
- If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?

Library User

- ▶ How often do you use the library's computers? (prompts: first time, once/twice a week?)
- ▶ Do you ever have to wait for a computer? (prompts: yes/no; more/less than 15 minutes)
- ▶ What do you use them for? (prompts: schoolwork, job-related, gaming, emailing, government, etc.)
- ▶ Do you have a computer/Internet at home? Work? School? Do you use computers anywhere else (prompts: laptop in coffee shops, community center, etc.)?
- ▶ Why do you use the computers at the library? (prompts: no computer/only access point, faster, convenient?)
- ▶ Do you know if the library offers computer classes? Have you taken any at the library? If yes, which one and how satisfied were you with the class? If no, why not?
- ▶ How would you rank your computer experience at the library (prompts: excellent/good/fair/poor)? How could the library best improve its technology services (prompts: more computers, faster computers, more software, training, wireless, gaming)?
- ▶ How has access to the library's computer and Internet services helped you?

APPENDIX F

Indiana Focus Group and Site Visit Participants

Focus Group Participants

Carmel Clay Public Library
Hancock County Public Library
Indianapolis-Marion County Public Library
Johnson County Public Library
Knox County Public Library
Oakland City-Columbia Township Public Library
Plainfield-Guilford Township Public Library
Sullivan County Public Library
Washington Carnegie Public Library

Site Visit Locations

Batesville Public Library
Gary Public Library (no trustee)
Plainfield-Guilford Township Public Library
Lake County Public Library (no trustee)
Lawrenceburg Public Library
Morgan County Public Library–Martinsville
Nappanee Public Library
St. Joseph County Public Library
Vigo County Public Library
Washington Carnegie Public Library (no trustee)

APPENDIX G

Wisconsin Focus Group and Site Visit Participants

Focus Group Participants

Colby Public Library
Crandon Public Library
Cross Plains Library
Frances L. Simek Memorial Library (Medford)
Loyal Public Library
Madison Public Library
Middleton Public Library
Plain Public Library
Prairie du Sac Library
Sun Prairie Public Library
T.B. Scott Library (Merrill)
Thorp Public Library
Tomahawk Public Library
Verona Public Library
Withee Public Library
McMillan Memorial Library (Wisconsin Rapids)

Site Visit Locations

Hedburg Public Library (Janesville)
Kaukauna Public Library
Madison Public Library–Sequoia branch
Marathon Public Library–Central Library
Menasha Public Library
Scandinavia Public Library

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