

Figure C1: Public Library Outlets and Survey Responses

| | Poverty Level | | | | | | Overall | |
|----------------------------|---|--|---|--|---|--|---|--|
| | Low (Less than 20%) | | Medium (20%–40%) | | High (More than 40%) | | | |
| | Responding Facilities as a Proportion of Survey Respondents | Responding Facilities as a Proportion of National Population | Responding Facilities as a Proportion of Survey Respondents | Responding Facilities as a Proportion of National Population | Responding Facilities as a Proportion of Survey Respondents | Responding Facilities as a Proportion of National Population | Responding Facilities As a Proportion of Survey Respondents | Responding Facilities As a Proportion of National Population |
| Metropolitan Status | | | | | | | | |
| Urban | 8.3% (508 of 6,111) | 10.2% (1,695 of 16,620) | 5.7% (347 of 6,111) | 6.6% (1,097 of 16,620) | 0.7% (43 of 6,111) | 0.9% (148 of 16,620) | 14.7% (898 of 6,111) | 17.7% (2,940 of 16,620) |
| Suburban | 27.8% (1,698 of 6,111) | 30.4% (5,060 of 16,620) | 1.7% (106 of 6,111) | 2.1% (353 of 16,620) | 0.0% (1 of 6,111) | 0.0% (8 of 16,620) | 29.5% (1,805 of 6,111) | 32.6% (5,421 of 16,620) |
| Rural | 49.7% (3,039 of 6,111) | 43.2% (7,188 of 16,620) | 5.9% (360 of 6,111) | 6.3% (1,040 of 16,620) | 0.2% (11 of 6,111) | 0.2% (31 of 16,620) | 55.8% (3,408 of 6,111) | 49.7% (8,259 of 16,620) |
| Overall | 85.8% (5,243 of 6,111) | 83.9% (13,943 of 16,620) | 13.3% (813 of 6,111) | 15.0% (2,490 of 16,620) | 1.0% (53 of 6,111) | 1.1% (187 of 16,620) | 100.0% (6,111 of 6,111) | 100.0% (16,620 of 16,620) |

Based on geocoding of 16,620 outlets. Overall Response Rate = 72.8%*

*This response rate is calculated based on sampled library responses to the survey. Additional surveys from libraries that are Bill & Melinda Gates Foundation Opportunity Online hardware grant recipients were also used in the data analysis; these libraries participated in the survey as a grant requirement.

Figure C1 shows the response rate distribution of the *Public Library Funding & Technology Access Study 2008–2009* national survey. As is illustrated, the overall distribution of the survey is representative of the total population of public libraries.

Figure C2: Average Number of Hours Open Weekly per Outlet, by Metropolitan Status and Poverty

| Metropolitan Status | Poverty Level | | | Overall |
|---------------------|--------------------|-------------------|-----------------|--------------------|
| | Low | Medium | High | |
| Urban | 51.3 (n=1,652) | 48.6 (n=1,056) | 51.1 (n=141) | 50.3 (n=2,849) |
| Suburban | 49.7 (n=4,913) | 45.2 (n=346) | 32.0 (n=8) | 49.4 (n=5,268) |
| Rural | 38.5 (n=7,027) | 36.7 (n=1,005) | 28.5 (n=31) | 38.2 (n=8,063) |
| Overall | 44.0 (n=13,592) | 43.1 (n=2,407) | 46.3 (n=180) | 44.0 (n=16,180) |

Overall, the average number of hours that libraries are open remains similar to the hours reported in 2007–2008, although there has been a slight decline (Figure C2). On average, libraries report being open 44 hours per week in 2008–2009, compared to 45 hours per week in 2007–2008. Urban outlets in high poverty areas experienced the greatest decline in average hours open (51.1 hours in 2008–2009, compared to 59.1 hours

last year). Rural high poverty outlets are open the fewest hours (28.5), and high poverty outlets report the greatest decrease in average hours open of any group, being open 46.3 hours this year versus 53.9 hours in 2007–2008.

Figure C3: Public Library Outlets Change in Hours Open, by Metropolitan Status and Poverty

| <i>Hours Open</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|--|----------------------------|--------------------|--------------------|----------------------|--------------------|------------------|---------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| Hours increased since last fiscal year | 11.0% (n=312) | 10.0% (n=525) | 9.7% (n=786) | 10.3% (n=1,400) | 8.7% (n=210) | 7.8% (n=14) | 10.0% (n=1,623) |
| Hours decreased since last fiscal year | 7.4% (n=212) | 5.1% (n=270) | 3.0% (n=245) | 4.1% (n=555) | 6.6% (n=158) | 7.8% (n=14) | 4.5% (n=727) |
| Hours stayed the same as last fiscal year | 80.9% (n=2,305) | 84.5% (n=4,451) | 86.5% (n=6,973) | 85.1% (n=11,565) | 83.6% (n=2,012) | 84.5% (n=153) | 84.9% (n=13,729) |
| Average number of hours increased | 5.1 (n=312) | 5.2 (n=525) | 4.3 (n=786) | 4.6 (n=1,400) | 5.2 (n=210) | 6.3 (n=14) | 4.7 (n=1,624) |
| Average number of hours decreased | 7.2 (n=212) | 6.2 (n=270) | 5.0 (n=247) | 6.0 (n=557) | 6.7 (n=158) | 6.3 (n=14) | 6.1 (n=729) |

The extent to which library outlets' hours open changed since last year is illustrated in Figure C3. Only 10 percent of library outlets report an increase in hours open, down from 12 percent in 2007–2008. In 2008–2009 there is an average 6.1 hours' decrease in hours open for all public library outlets that reported an decrease in hours open. For libraries that report an increase in the average number of hours open, the average number of hours increased is 4.7. Urban and medium poverty outlets report the largest decrease (7.2 and 6.7 hours, respectively). Suburban outlets (5.2 hours) and those in high poverty areas (6.3 hours) report the largest increase in hours open for those few libraries that indicate an increase in hours. The libraries with the largest percentages of increased hours in 2008–2009 are urban (11 percent) and low poverty (10.3 percent) outlets.

Figure C4: Public Library Outlets Offering Public Access to the Internet, by Metropolitan Status and Poverty

| <i>Metropolitan Status</i> | <i>Poverty Level</i> | | | <i>Overall</i> |
|----------------------------|----------------------|--------------------|------------------|---------------------|
| | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| Urban | 98.8% (n=1,628) | 99.1% (n=1,043) | 95.1% (n=134) | 98.7% (n=2,806) |
| Suburban | 99.3% (n=4,872) | 100.0% (n=346) | 100.0% (n=8) | 99.3% (n=5,226) |
| Rural | 98.9% (n=6,932) | 96.2% (n=965) | 100.0% (n=31) | 98.5% (n=7,928) |
| Overall | 99.0% (n=13,432) | 98.0% (n=2,354) | 96.2% (n=173) | 98.7% (n=15,976) |

As Figure C4 indicates, virtually all public library outlets (98.7 percent) provide public access to the Internet, corresponding with previous years. Although there is a slight drop in reported access from urban high poverty outlets (95.1 percent) in 2008–2009, this is within the survey's margin of error.

Figure C5: Public Library Outlets as the Only Provider of Free Public Internet and Free Public Computer Access, by Metropolitan Status and Poverty

| | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | |
|---------------------------|----------------------------|--------------------|--------------------|----------------------|--------------------|------------------|---------------------|
| <i>Free public access</i> | Urban | Suburban | Rural | Low | Medium | High | Overall |
| Yes | 61.1% (n=1,665) | 66.2% (n=3,357) | 78.6% (n=6,061) | 72.5% (n=9,473) | 65.8% (n=1,504) | 63.5% (n=106) | 71.4% (n=11,083) |
| No | 28.1% (n=764) | 19.7% (n=999) | 16.1% (n=1,239) | 18.5% (n=2,412) | 23.8% (n=543) | 28.3% (n=47) | 19.4% (n=3,002) |
| Do not know | 10.6% (n=288) | 14.0% (n=708) | 5.2% (n=401) | 8.8% (n=1,152) | 10.1% (n=231) | 8.4% (n=14) | 9.0% (n=1,397) |
| Other | * | * | * | * | * | * | * |

Weighted missing values, n=448. Key: * Insufficient data to report

Figure C5 shows the percentage of public libraries reporting that they are the only provider of free public Internet and free public computer access. As reported in the past two surveys, over 70 percent of libraries report that they are the only provider of free public Internet and public computer access in their communities. Most increases within metropolitan status and poverty categories from 2007–2008 are attributable to far fewer outlets reporting they do not know the answer. As an example, 63.5 percent of high poverty outlets report that they are the only free provider in 2008–2009, up from 44.5 percent in 2007–2008. However, 20.3 percent of these outlets reported that they did not know last year, whereas this was true for only 8.4 percent this year. Corresponding with 2007–2008 responses, rural (78.6 percent) and low poverty (72.5 percent) report the highest percentage of free access, and urban (28.1 percent) and high poverty (28.3 percent) report the lowest percentage.

Figure C6: Average Number of Public Access Internet Workstations, by Metropolitan Status and Poverty

| | <i>Poverty Level</i> | | | |
|----------------------------|----------------------|-------------------|-----------------|--------------------|
| <i>Metropolitan Status</i> | Low | Medium | High | Overall |
| Urban | 16.2 (n=1,481) | 18.5 (n=989) | 28.4 (n=102) | 18.7 (n=2,571) |
| Suburban | 12.9 (n=4,414) | 10.4 (n=318) | 6.0 (n=8) | 12.7 (n=4,741) |
| Rural | 7.6 (n=6,692) | 8.1 (n=914) | 6.8 (n=36) | 7.6 (n=7,643) |
| Overall | 10.4 (n=12,591) | 12.9 (n=2,218) | 22.0 (n=146) | 11.0 (n=14,955) |

Figure C6 shows the average number of public access Internet workstations available in library outlets. Overall gains reported in 2007–2008 reverted to 2006–2007 levels in this year’s reporting. As a group, high poverty outlets see the largest decrease over last year (22 workstations versus 27.2 in 2007–2008 and 25.4 in 2006–2007), and suburban high poverty report an average of six workstations, compared to 17 in 2007–2008 and four workstations the year before. Low poverty outlets see the least fluctuation in the average number of workstations (10.4 versus 11 in 2007–2008). The reasons for these decreases are unclear, though responding libraries indicate that space, cost and the availability of electrical outlets and other infrastructure support are key factors that influence their ability to add workstations (see Figure C11).

Figure C7: Number of Public Access Internet Workstations, by Average Age, Metropolitan Status and Poverty

| <i>Average Age</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|-----------------------------|----------------------------|------------------|------------------|----------------------|----------------|----------------|------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| Less than 1 year old | 8.5 (n=910) | 7.1 (n=1,543) | 3.5 (n=2,577) | 5.2 (n=4,324) | 7.0 (n=664) | 11.8 (n=41) | 5.5 (n=5,029) |
| 1 year old | 7.7 (n=647) | 5.9 (n=1,236) | 3.6 (n=2,022) | 5.0 (n=3,304) | 5.0 (n=577) | 9.3 (n=24) | 5.0 (n=3,905) |
| 2 years old | 9.5 (n=876) | 6.3 (n=1,965) | 3.9 (n=3,123) | 5.2 (n=4,939) | 6.4 (n=962) | 14.0 (n=63) | 5.5 (n=5,964) |
| 3 years old | 8.3 (n=863) | 6.5 (n=1,868) | 3.5 (n=2,748) | 5.0 (n=4,636) | 6.6 (n=796) | 9.5 (n=49) | 5.3 (n=5,480) |
| 4 years old | 10.9 (n=777) | 6.4 (n=1,314) | 3.3 (n=2,100) | 5.5 (n=3,558) | 6.4 (n=578) | 11.7 (n=54) | 5.7 (n=4,190) |
| 5 years old | 8.1 (n=966) | 6.3 (n=1,536) | 3.7 (n=3,444) | 4.7 (n=5,119) | 7.5 (n=784) | 8.5 (n=43) | 5.1 (n=5,946) |

The average number of public access Internet workstations by age is shown in Figure C7. Overall, the average number of workstations in each age category is virtually identical. However, some fluctuations are evident within metropolitan status and poverty categories. Urban and high poverty outlets tend to have the largest number of workstations in each age group, and rural and low poverty outlets the least number of workstations. Note that these numbers are not directly comparable to the 2007–2008 survey results, as the workstation age categorizations are different.

Figure C8: Sufficiency of Public Access Internet Workstations, by Metropolitan Status and Poverty

| <i>Sufficiency of Public Access Workstations</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|---|----------------------------|--------------------|--------------------|----------------------|--------------------|-----------------|--------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day | 37.7% (n=1,048) | 15.5% (n=805) | 14.2% (n=1,119) | 17.2% (n=2,293) | 26.3% (n=615) | 36.8% (n=64) | 18.8% (n=2,972) |
| There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day | 54.6% (n=1,517) | 66.2% (n=3,436) | 62.6% (n=4,932) | 62.9% (n=8,392) | 60.1% (n=1,403) | 52.6% (n=91) | 62.4% (n=9,886) |
| There are always sufficient public Internet workstations available for patrons who wish to use them during a typical day | 7.6% (n=211) | 18.3% (n=952) | 23.2% (n=1,824) | 19.9% (n=2,650) | 13.6% (n=318) | 11.0% (n=19) | 18.9% (n=2,987) |

Given the average number of workstations reported by libraries, Figure C8 illustrates the sufficiency of public access Internet workstations available. There are no significant changes in the overall sufficiency in 2008–2009 compared to 2007–2008, although the percentage of high poverty outlets indicating there are consistently fewer workstations than needed doubled to 36.8 percent versus 18.2 percent last year. This may correspond to the reported drop in the average number of workstations reported by libraries in Figure C6. Overall, the largest issue facing outlets is being able to provide enough workstations at various times during the day, evidenced by the 62.4 percent of outlets reporting difficulties at different times of the day.

Figure C9: Public Library Outlets Public Access Internet Workstations Addition Schedule, by Metropolitan Status and Poverty

| Workstation Addition Schedule | Metropolitan Status | | | Poverty Level | | | Overall |
|--|---------------------|--------------------|--------------------|--------------------|--------------------|------------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| The library plans to add workstations within the next year | 12.9% (n=346) | 15.6% (n=794) | 18.7% (n=1,453) | 17.1% (n=2,237) | 14.5% (n=329) | 16.6% (n=27) | 16.7% (n=2,593) |
| The library is considering adding more workstations or laptops within the next year, but does not know how many at this time | 25.5% (n=683) | 16.2% (n=824) | 13.2% (n=1,022) | 15.6% (n=2,044) | 19.9% (n=452) | 20.2% (n=33) | 16.3% (n=2,529) |
| The library has no plans to add workstations within the next year | 56.4% (n=1,511) | 63.8% (n=3,236) | 60.8% (n=4,713) | 61.0% (n=7,987) | 60.6% (n=1,373) | 61.3% (n=100) | 61.0% (n=9,460) |
| Other | 5.3% (n=141) | 4.4% (n=222) | 7.3% (n=569) | 6.2% (n=816) | 5.0% (n=113) | 1.8% (n=3) | 6.0% (n=932) |
| The average number of workstations that the library plans to add within the next year | 5.9 (n=346) | 5.9 (n=794) | 2.8 (n=1,453) | 3.9 (n=2,237) | 4.4 (n=329) | 17.7 (n=27) | 4.1 (n=2,593) |

Weighted missing values, n=446

Figure C9 shows whether libraries plan to add workstations or laptops within the next year, as well as how many they plan to add. While the overall percentage of libraries that plan to add workstations within the next year (16.7 percent) is almost identical to last year (15.9 percent), there is a significant drop in the percentage of high poverty outlets planning to add workstations: 16.6 percent this year, compared to 31.5 percent in 2007–2008. This is again consistent with the reported drop in the average number of workstations by high poverty outlets, and also reflects the 83.2 percent of libraries that report being unable to afford more workstations (Figure C12). There is a slight increase (61 percent in 2008–2009 versus 56.1 percent last year) in the percentage of libraries that have no plans to add workstations within the next year. The decrease reported by high poverty libraries will require further exploration, as 31.5 percent of these libraries reported in 2007–2008 that they were likely to add workstations in the coming year. These additions did not occur; in fact, libraries report a decrease in the number of public access workstations (see Figure C6).

Figure C10: Public Library Outlets Public Access Internet Workstation/Laptop Replacement or Addition Schedules, by Metropolitan Status and Poverty

| <i>Replacement/Addition Schedule</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|---|----------------------------|--------------------|--------------------|----------------------|------------------|-----------------|--------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| The average replacement or addition schedule is every 1 year | * | * | * | * | * | -- | * |
| The average replacement or addition schedule is every 2 years | * | * | * | * | * | -- | * |
| The average replacement or addition schedule is every 3 years | 15.3% (n=421) | 19.8% (n=993) | 13.6% (n=1,042) | 16% (n=2,074) | 15.9% (n=366) | 9.4% (n=16) | 15.9% (n=2,456) |
| The average replacement or addition schedule is every 4 years | 31.0% (n=856) | 21.3% (n=1,069) | 12.0% (n=915) | 17.0% (n=2,205) | 24.0% (n=553) | 48.8% (n=83) | 18.4% (n=2,841) |
| The average replacement or addition schedule is every 5 years | 20.2% (n=557) | 15.0% (n=753) | 11.5% (n=882) | 14.4% (n=1,861) | 13.5% (n=311) | 12.4% (n=21) | 14.2% (n=2,193) |
| The library has another replacement or addition schedule | 10.1% (n=280) | 10.3% (n=519) | 9.6% (n=734) | 10.1% (n=1,314) | 9.2% (n=212) | 4.1% (n=7) | 9.9% (n=1,533) |
| The library does not know the average replacement or addition schedule | 1.6% (n=43) | 2.0% (n=99) | 3.2% (n=246) | 2.5% (n=324) | 2.6% (n=61) | 1.8% (n=3) | 2.5% (n=388) |
| The library does not have a replacement or addition schedule | 21.0% (n=580) | 31.0% (n=1,557) | 49.2% (n=3,761) | 39.2% (n=5,076) | 34.0% (n=782) | 23.5% (n=40) | 38.2% (n=5,898) |

Weighted missing values, n=531. Key: * Insufficient data to report. -- No data to report

The replacement or addition schedule for workstations and/or laptops is illustrated in Figure C10. Of the libraries that have such a schedule, less than 1 percent have a schedule that is every two years or less, down from 2.5 percent last year. The most common schedule overall is every four years (18.4 percent), and this is particularly the case for urban (31 percent) and high poverty (48.8 percent) outlets. Overall, 38.2 percent of libraries have no replacement or addition schedule at all, including 49.2 percent of rural libraries and 39.2 percent of low poverty outlets. These libraries also compose the highest percentage of libraries that did not have a replacement or addition schedule in 2007–2008, 56.4 and 43 percent, respectively.

Figure C11: Factors Influencing Addition of Public Access Internet Workstations/Laptops, by Metropolitan Status and Poverty

| Factors Influencing Workstation/ Laptop Addition Decisions | Metropolitan Status | | | Poverty Level | | | Overall |
|--|---------------------|--------------------|--------------------|---------------------|--------------------|------------------|---------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Space limitations | 79.0% (n=2,176) | 77.0% (n=3,930) | 74.2% (n=5,806) | 75.5% (n=9,973) | 78.7% (n=1,820) | 72.3% (n=120) | 75.9% (n=11,912) |
| Cost factors | 79.9% (n=2,202) | 72.4% (n=3,695) | 79.9% (n=6,252) | 77.2% (n=10,193) | 78.7% (n=1,822) | 80.7% (n=134) | 77.4% (n=12,149) |
| Maintenance, upgrade and general upkeep | 10.7% (n=294) | 17.8% (n=911) | 24.0% (n=1,877) | 19.8% (n=2,621) | 18.9% (n=438) | 13.8% (n=23) | 19.6% (n=3,082) |
| Availability of public service staff | 11.5% (n=316) | 9.4% (n=479) | 7.8% (n=609) | 8.4% (n=1,111) | 12.0% (n=277) | 10.2% (n=17) | 8.9% (n=1,404) |
| Availability of technical staff | 13.9% (n=382) | 10.3% (n=524) | 12.7% (n=995) | 11.9% (n=1,573) | 13.0% (n=301) | 16.3% (n=27) | 12.1% (n=1,901) |
| Availability of bandwidth to sup- port additional workstations | 16.8% (n=462) | 18.2% (n=929) | 12.9% (n=1,007) | 14.9% (n=1,967) | 16.8% (n=389) | 25.1% (n=42) | 15.3% (n=2,398) |
| Availability of electrical outlets, cabling or other infrastructure | 50.1% (n=1,380) | 36.2% (n=1,846) | 27.0% (n=2,114) | 33.1% (n=4,366) | 37.7% (n=873) | 60.8% (n=101) | 34.0% (n=5,340) |
| Other | 1.6% (n=43) | 2.9% (n=149) | 3.2% (n=252) | 3.0% (n=399) | 1.9% (n=45) | * | 2.8% (n=444) |

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

Weighted missing values, n=270. Key: * Insufficient data to report

Figure C11 shows the factors that respondents indicate influence their decisions to add public access Internet workstations. As in the prior two years, lack of space and the cost of adding workstations are the two most influential factors: 77.4 percent report cost is a factor and 75.9 percent of outlets report space being an issue. The 2007–2008 survey asked how much influence the availability of technical staff had on this decision, to which 11.3 percent of libraries responded as being important. This year, respondents were asked about the availability of public service staff and technical staff as individual choices (8.9 and 12.1 percent of outlets indicate these as factors, respectively), with a total of 21 percent of libraries reporting that staff is an influential factor, an increase of almost 10 percent over last year. While the overall percentage of outlets reporting the availability of electrical outlets, cabling or other infrastructure is very close to that reported in 2007–2008 (36.4 percent versus 34 percent), the number of high poverty outlets citing this as a major factor increased significantly to 60.8 percent from 41.4 percent. Urban and high poverty outlets report having less trouble with maintenance, upgrade and general upkeep of workstations than last year, with 10.7 percent versus 19.8 percent of urban libraries responding to this category, and 13.8 percent versus 26.4 percent of high poverty outlets finding this to be a major factor. While only 2.8 percent of outlets report an additional factor than the options provided, nearly half of those (44.6 percent) report a lack of demand for adding workstations, and another 11.5 percent report that the library was then undergoing either a building remodel or expansion.

Figure C12: Factors Influencing Replacement of Public Access Internet Workstations/Laptops, by Metropolitan Status and Poverty

| <i>Factors Influencing Workstation/ Laptop Replacement Decisions</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | Overall |
|--|----------------------------|--------------------|--------------------|----------------------|--------------------|------------------|---------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Cost factors | 83.9% (n=2,245) | 81.5% (n=4,001) | 84.1% (n=6,437) | 83.3% (n=10,699) | 82.7% (n=1,851) | 84.3% (n=134) | 83.2% (n=12,683) |
| Maintenance, upgrade and general upkeep | 2.8% (n=76) | 5.4% (n=267) | 4.7% (n=363) | 4.8% (n=619) | 3.6% (n=80) | 4.4% (n=7) | 4.6% (n=706) |
| Availability of staff | 5.7% (n=153) | 5.7% (n=281) | 5.6% (n=430) | 5.4% (n=691) | 7.7% (n=173) | * | 5.7% (n=864) |
| Other | 7.7% (n=203) | 7.4% (n=361) | 5.6% (n=425) | 6.5% (n=835) | 6.1% (n=136) | 11.3% (n=18) | 6.5% (n=989) |

Weighted missing values, n=717. Key: * Insufficient data to report

The primary factors that influence libraries in their decisions to replace public access Internet workstations or laptops are shown in Figure C12. In 2008–2009, libraries were asked to mark the most important factor rather than marking more than one choice, as in previous surveys. As a result, it is not possible to directly compare responses. However, libraries continue to report cost factors as being the greatest influencer of the replacement of workstations/laptops this year (83.2 percent, compared to 89.6 percent in the 2007–2008 survey). Maintenance, upgrade and general upkeep, as well as staff availability, hover around 5 percent for all library types.

Figure C13: Public Library Outlets Internet Workstation/Laptop Replacement Approach, by Metropolitan Status and Poverty

| <i>Replacement Approach</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | Overall |
|---|----------------------------|--------------------|--------------------|----------------------|--------------------|------------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Staggered—the library replaces some workstations each year and replace all over the specified replacement schedule | 71.4% (n=1,530) | 67.0% (n=2,257) | 67.1% (n=2,447) | 67.7% (n=5,122) | 68.9% (n=1,009) | 81.7% (n=103) | 68.1% (n=6,234) |
| Complete—the library replaces worksta- tions all at one time | 21.3% (n=457) | 23.7% (n=798) | 14.0% (n=509) | 19.3% (n=1,462) | 19.9% (n=292) | 7.9% (n=10) | 19.3% (n=1,764) |
| The library has another replacement approach | 7.3% (n=156) | 9.3% (n=315) | 18.9% (n=690) | 13.0% (n=985) | 11.1% (n=163) | 10.3% (n=13) | 12.7% (n=1,161) |

Weighted missing values, n=0

Figure C13 identifies the replacement approach used by libraries that have an established workstation/laptop replacement method. The majority of outlets (68.1 percent overall) stagger the replacement of workstations, meaning a certain amount are replaced each year to combine into a total replacement within their established replacement schedule. Of those that stated they have another replacement approach (12.7 percent), 34.9 percent report that they replace workstations/laptops when needed, and 23.6 percent indicate that they replace them when funding is available.

Public Access Support

This section describes the data from the survey related to supporting the public access technology infrastructure in public libraries.

Figure C14: Public Library Outlets Length of Time to Get Computers Back in Service, by Metropolitan Status and Poverty

| <i>Length of Time</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|-----------------------------|----------------------------|--------------------|--------------------|----------------------|------------------|-----------------|--------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| Less than one day | 15.4% (n=425) | 20.3% (n=1,044) | 14.7% (n=1,154) | 17.2% (n=2,272) | 14.4% (n=333) | 10.0% (n=17) | 16.7% (n=2,622) |
| One day | 28.9% (n=796) | 26.2% (n=1,349) | 20.9% (n=1,639) | 23.7% (n=3,133) | 27.1% (n=628) | 13.5% (n=23) | 24.1% (n=3,784) |
| Two days | 33.8% (n=931) | 27.6% (n=1,420) | 19.3% (n=1,510) | 23.9% (n=3,164) | 27.8% (n=643) | 31.8% (n=54) | 24.6% (n=3,861) |
| More than two days | 15.0% (n=414) | 17.7% (n=909) | 31.2% (n=2,442) | 24.3% (n=3,216) | 21.3% (n=493) | 33.5% (n=57) | 23.9% (n=3,766) |
| Don't know | 2.9% (n=79) | 3.0% (n=153) | 5.6% (n=438) | 4.3% (n=570) | 3.8% (n=87) | 7.6% (n=13) | 4.3% (n=670) |
| Other amount of time | 4.0% (n=109) | 5.2% (n=267) | 8.3% (n=648) | 6.7% (n=884) | 5.7% (n=132) | 4.1% (n=7) | 6.5% (n=1,024) |

Weighted missing values, n=234

From a question asked for the first time in the 2008–2009 survey, Figure C14 presents the length of time it takes for public access computers to get back into service. Most commonly, it takes libraries one (24.1 percent) or two days (24.6 percent) to get computers up and running again. Suburban and low poverty outlets are the most successful at getting computers back in service in less than one day (20.3 and 17.2 percent, respectively), whereas rural (31.2 percent) and high poverty (33.5 percent) outlets are the most likely to report that it takes more than two days to restore broken computers.

Figure C15: Sources of IT and Computer Support Provided to Public Library Outlets, by Metropolitan Status and Poverty

| Source of IT Support | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|--------------------|--------------------|--------------------|--------------------|------------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Non-IT specialist public service staff | 30.7% (n=849) | 33.1% (n=1,701) | 27.4% (n=2,154) | 29.4% (n=3,894) | 41.8% (n=71) | 31.9% (n=739) | 29.9% (n=4,704) |
| Non-IT specialist library director | 6.1% (n=168) | 25.7% (n=1,318) | 47.2% (n=3,701) | 35.5% (n=4,710) | 20.0% (n=463) | 8.2% (n=14) | 32.9% (n=5,187) |
| Non-IT specialist, other | 6.4% (n=176) | 10.3% (n=529) | 12.5% (n=982) | 10.7% (n=1,414) | 11.5% (n=267) | 3.5% (n=6) | 10.7% (n=1,687) |
| Building-based IT specialist | 11.4% (n=316) | 13.7% (n=705) | 7.6% (n=593) | 10.2% (n=1,349) | 10.4% (n=242) | 13.6% (n=23) | 10.2% (n=1,614) |
| System-level IT staff | 72.2% (n=1,994) | 47.1% (n=2,420) | 28.7% (n=2,251) | 40.4% (n=5,356) | 50.5% (n=1,169) | 81.7% (n=138) | 42.3% (n=6,663) |
| Library consortia or other library organization | 5.8% (n=161) | 16.3% (n=835) | 12.8% (n=1,005) | 13.9% (n=1,841) | 6.0% (n=140) | 12.4% (n=21) | 12.7% (n=2,002) |
| County/city IT staff | 20.8% (n=574) | 16.4% (n=843) | 10.0% (n=784) | 13.5% (n=1,794) | 16.1% (n=374) | 19.4% (n=33) | 14.0% (n=2,201) |
| State telecommunications network staff | 6.7% (n=185) | 1.6% (n=84) | 2.7% (n=213) | 2.5% (n=338) | 5.4% (n=125) | 11.2% (n=19) | 3.1% (n=482) |
| State library IT staff | 7.2% (n=198) | 2.1% (n=106) | 6.5% (n=513) | 4.3% (n=567) | 10.0% (n=231) | 11.2% (n=19) | 5.2% (n=817) |
| Outside vendor/contractor | 17.7% (n=489) | 22.1% (n=1,138) | 33.8% (n=2,651) | 27.4% (n=3,636) | 26.2% (n=608) | 20.6% (n=35) | 27.2% (n=4,279) |
| Volunteer(s) | 1.6% (n=43) | 5.2% (n=266) | 13.2% (n=1,034) | 9.3% (n=1,240) | 4.4% (n=101) | 1.8% (n=3) | 8.5% (n=1,344) |
| Other source | * | 1.6% (n=84) | 2.9% (n=226) | 2.2% (n=297) | 1.5% (n=35) | * | 2.1% (n=332) |

Weighted missing values, n=209. Key: * insufficient data to report
Totals will not equal 100%, as respondents marked all that applied

Figure C15 presents the percentages of libraries that receive IT and computer support from various sources. The building-based non-IT public service staff, library director and other categories are separated in 2008–2009 to obtain more refined information on what type of staff provide these services. In 2007–2008, building-based non-IT staff was the largest category (39.6 percent), and the 2008–2009 responses indicate an even larger majority for various building based non-IT staff, as a total of 73.5 percent of libraries indicate that services are provided by these staff members. Urban and high poverty outlets continue to be most likely to have IT and computer support provided by system-level IT staff (72.2 and 81.7 percent, respectively), whereas rural outlets heavily rely on non-IT specialist library directors (47.2 percent) and outside vendor/contractors (33.8 percent) for help. Very few outlets depend on state telecommunications network staff (3.1 percent overall) for these services, and volunteers are not relied on often, although rural (13.2 percent) and low poverty (9.3 percent) outlets are the most likely to utilize volunteer services.

Figure C16: Number of FTE for IT and Computer Support Provided to Public Library Outlets, by Metropolitan Status and Poverty

| Source of IT Support | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|------------------|------------------|------------------|------------------|----------------|------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Non-IT specialist public service staff | 3.2 (n=851) | 2.1 (n=1,692) | 1.2 (n=2,148) | 1.8 (n=3,878) | 1.7 (n=745) | 5.6 (n=68) | 1.9 (n=4,691) |
| Non-IT specialist library director | .75 (n=145) | .69 (n=1,136) | .68 (n=3,226) | .68 (n=4,077) | .73 (n=418) | .75 (n=11) | .69 (n=4,507) |
| Non-IT specialist, other | .78 (n=124) | .71 (n=337) | .63 (n=541) | .67 (n=823) | .70 (n=177) | 2.0 (n=3) | .68 (n=1,002) |
| Building-based IT specialist | 1.6 (n=299) | 1.1 (n=651) | 1.0 (n=561) | 1.2 (n=1,268) | 1.1 (n=226) | 2.2 (n=17) | 1.2 (1,511) |
| System-level IT staff | 6.0 (n=1,924) | 3.9 (n=2,226) | 1.8 (n=2,042) | 3.5 (4,907) | 5.0 (n=1,154) | 6.4 (n=131) | 3.9 (n=6,192) |
| Library consortia or other library organization | 3.5 (n=128) | 1.5 (n=591) | 1.3 (n=749) | 1.5 (n=1,361) | 3.0 (n=104) | 5.0 (n=3) | 1.6 (1,468) |
| County/city IT staff | 1.9 (n=512) | 1.5 (n=692) | 1.3 (n=670) | 1.5 (1,529) | 1.6 (n=315) | 2.2 (n=30) | 1.5 (1,874) |
| State telecommunications network staff | 1.64 (n=10) | .36 (n=21) | 1.0 (n=108) | .68 (n=113) | 2.0 (n=21) | 2.25 (n=6) | .95 (n=139) |
| State library IT staff | 1.0 (n=16) | .90 (n=91) | .80 (n=419) | .82 (n=402) | .83 (n=124) | -- | .82 (n=526) |
| Outside vendor/contractor | .96 (n=232) | .78 (n=846) | .65 (n=1,747) | .70 (n=2,493) | .84 (n=328) | .25 (n=3) | .72 (n=2,825) |
| Volunteer(s) | .89 (n=23) | .47 (n=197) | .54 (n=671) | .51 (n=829) | .80 (n=62) | -- | .53 (n=892) |
| Other source | .92 (n=10) | .57 (n=54) | .50 (n=159) | .54 (n=193) | .50 (n=29) | -- | .54 (n=222) |

Key: -- No data to report

Note: Some of the library outlets have large support staffs due to their metropolitan status. This accounts for the higher averages of FTEs

Figure C16 shows the average number of full-time equivalent (FTE) staff public libraries have for IT and computer support. In conjunction with Figure C15, a view of technology support in libraries emerges. While urban (3.2 FTE) and high poverty (5.6 FTE) outlets have a large average number of FTEs for building-based non-IT staff, the largest overall average number of FTEs is within system-level IT staff (3.9 FTE). With the exception of rural and high poverty outlets, which have an average of 2.5 and 8.4, respectively, FTEs for the three combined building-based non-IT specialists, the system-level IT staff make up the largest average for every outlet type. Library consortia or other library organizations also provide a relatively large amount of help, particularly for urban (3.5 FTE) and high poverty (5 FTE) outlets, whereas volunteers make up a very small percentage of overall staff (.53 FTE average).

Connectivity

This section presents survey data regarding the connection speeds and connectivity services, adequacy/sufficiency of computers, Internet bandwidth, and other issues reported by public libraries.

Figure C17: Public Library Outlets Maximum Speed of Public Access Internet Services, by Metropolitan Status and Poverty

| Maximum Speed | Metropolitan Status | | | Poverty Level | | | Overall |
|----------------------|---------------------|--------------------|--------------------|--------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Less than 256 kbps | * | 2.4% (n=114) | 5.1% (n=371) | 3.2% (n=398) | 4.8% (n=107) | * | 3.4% (n=505) |
| 257 kbps–768 kbps | 3.2% (n=87) | 5.8% (n=276) | 13.7% (n=994) | 9.4% (n=1,159) | 8.5% (n=189) | 5.5% (n=9) | 9.2% (n=1,357) |
| 769 kbps–1.4 Mbps | 3.9% (n=105) | 7.8% (n=373) | 12.2% (n=886) | 9.7% (n=1,195) | 7.6% (n=169) | * | 9.3% (n=1,364) |
| 1.5 Mbps (T1) | 26.9% (n=723) | 27.2% (n=1,297) | 23.8% (n=1,733) | 24.9% (n=3,065) | 28.7% (n=638) | 30.7% (n=50) | 25.5% (n=3,753) |
| 1.6 Mbps–3.0 Mbps | 8.0% (n=216) | 9.5% (n=450) | 11.1% (n=805) | 10.0% (n=1,227) | 10.5% (n=234) | 5.5% (n=9) | 10.0% (n=1,470) |
| 3.1 Mbps–6 Mbps | 14.0% (n=375) | 11.6% (n=551) | 10.0% (n=727) | 11.4% (n=1,400) | 10.2% (n=226) | 17.1% (n=28) | 11.2% (n=1,654) |
| 6.1 Mbps–10 Mbps | 16.5% (n=442) | 15.7% (n=746) | 5.9% (n=432) | 11.0% (n=1,352) | 10.8% (n=240) | 16.5% (n=27) | 11.0% (n=1,619) |
| Greater than 10 Mbps | 23.9% (n=641) | 12.4% (n=592) | 7.9% (n=571) | 11.8% (n=1,456) | 14.1% (n=314) | 20.9% (n=34) | 12.3% (n=1,804) |
| Don't Know | 2.8% (n=76) | 7.6% (n=361) | 10.3% (n=752) | 8.7% (n=1,076) | 4.8% (n=107) | 3.7% (n=6) | 8.1% (n=1,189) |

Weighted missing values, n=1,250. Key: * Insufficient data to report

Figure C17 shows the maximum speed of public Internet access offered by library outlets. Most notable is the increase in the percentage of libraries offering speeds greater than 1.5 Mbps (T1). In the current survey, 44.5 percent of libraries report connection speeds greater than 1.5 Mbps, compared to 25.7 percent in 2007–2008. As a result, the percentage of libraries reporting 1.5 Mbps as their maximum connection speed decreases to 25.5 percent, compared to 38.9 percent in 2007–2008. There also is a reported drop in the percentage of libraries with connection speeds of less than 1.5 Mbps (21.9 percent in 2008–2009 versus 25.5 percent last year). One of the larger increases can be seen within suburban outlets; 15.7 percent versus 6.3 percent last year of these outlets provide between 6.1 and 10 Mbps speeds, and, similar to last year, urban and high poverty outlets are the most likely to provide connection speeds greater than 10 Mbps (23.9 and 20.9 percent, respectively). Rural outlets (13.7 percent) are still the most likely to report a maximum speed of only 257–768 kbps, whereas only 5.5 percent of high poverty outlets report speeds less than 1.5 Mbps. It should be noted that direct comparisons between these results and previous years' results are not possible in every case, as connection speed categories are different in the 2008–2009 survey.

Figure C18: Public Access Wireless Internet Connectivity in Public Library Outlets, by Metropolitan Status and Poverty

| Availability of Public Access Wireless Internet Services | Metropolitan Status | | | Poverty Level | | | Overall |
|--|---------------------|--------------------|--------------------|---------------------|--------------------|------------------|---------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Currently available for public use | 83.0% (n=2,276) | 81.9% (n=4,153) | 70.5% (n=5,482) | 77.2% (n=10,135) | 71.9% (n=1,656) | 73.2% (n=120) | 76.4% (n=11,911) |
| Not currently available, but there are plans to make it available within the next year | 8.1% (n=223) | 7.6% (n=385) | 10.7% (n=829) | 9.1% (n=1,196) | 9.2% (n=212) | 17.7% (n=29) | 9.2% (n=1,437) |
| Not currently available and no plans to make it available within the next year | 8.9% (n=244) | 10.5% (n=532) | 18.8% (n=1,464) | 13.6% (n=1,790) | 18.9% (n=435) | 9.2% (n=15) | 14.4% (n=2,240) |

Weighted missing values, n=371

Figure 18 shows the availability of public access wireless connections (Wi-Fi) to the Internet in public libraries. Public libraries continue to increase wireless, as 76.4 percent of libraries offer wireless connections (up from 65.9 percent in 2007–2008). Urban (83 percent) and suburban (81.9 percent) outlets are most likely to offer wireless connections, whereas rural and medium poverty outlets (70.5 and 71.9 percent, respectively) are the least likely to provide wireless Internet access. Just over 14 percent of libraries do not provide wireless and have no plans to make it available within the next year, more than double that reported not having plans to make it available last year.

Figure C19: Public Library Outlets Shared Wireless-Workstation Bandwidth, by Metropolitan Status and Poverty

| Shared Bandwidth Connection | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|--------------------|--------------------|--------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Yes, both the wireless connection and public access workstations share bandwidth/connection; no management techniques | 31.5% (n=708) | 41.7% (n=1,678) | 64.0% (n=3,385) | 50.3% (n=4,944) | 48.7% (n=781) | 39.7% (n=46) | 49.9% (n=5,771) |
| Yes, both the wireless connection and public access workstations share bandwidth/connection; but have management techniques | 33.5% (n=753) | 27.8% (n=1,119) | 19.0% (n=1,003) | 24.9% (n=2,448) | 24.1% (n=387) | 35.3% (n=41) | 24.9% (n=2,875) |
| No, the wireless connection is separate from the public access workstation bandwidth/connection | 34.2% (n=769) | 28.5% (n=1,148) | 14.0% (n=739) | 22.5% (n=2,215) | 25.8% (n=413) | 23.3% (n=27) | 23.0% (n=2,656) |
| Don't know | * | 1.9% (n=78) | 3.0% (n=158) | 2.3% (n=231) | 1.4% (n=22) | 2.6% (n=3) | 2.2% (n=255) |

Weighted missing values, n=353

Key: *: Insufficient data to report

Figure C19 outlines the level of sharing between wireless and public access workstation connections. New to the survey this year is a response option asking libraries if they employ bandwidth management techniques to alleviate traffic congestion when the connection is shared. A nearly identical percentage of libraries report sharing the wireless and public access workstation connections, but close to 25 percent use bandwidth management techniques to improve connection speeds. Rural and low poverty outlets (64 and 50.3 percent, respectively) are most likely to share the connections and utilize no management techniques to alleviate traffic congestion.

Figure C20: Adequacy of Public Library Outlets Public Access Internet Connection, by Metropolitan Status and Poverty

| <i>Adequacy of Public Access Internet Connection</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|--|----------------------------|--------------------|--------------------|----------------------|--------------------|-----------------|--------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| The connection speed is insufficient to meet patron needs | 26.3% (n=723) | 16.6% (n=843) | 15.5% (n=1,208) | 17.0% (n=2,238) | 21.5% (n=499) | 22.3% (n=37) | 17.7% (n=2,774) |
| The connection speed is sufficient to meet patron needs at some times | 44.7% (n=1,228) | 41.9% (n=2,136) | 40.9% (n=3,194) | 41.5% (n=5,460) | 43.6% (n=1,010) | 52.4% (n=87) | 41.9% (n=6,557) |
| The connection speed is sufficient to meet patron needs at all times | 28.6% (n=786) | 41.3% (n=2,106) | 42.9% (n=3,348) | 41.1% (n=5,407) | 34.1% (n=791) | 25.1% (n=42) | 39.9% (n=6,240) |
| Don't know | * | * | * | * | * | * | * |

Weighted missing values, n=316. Key: * Insufficient data to report

Figure C20 illustrates the adequacy of public access connection speeds to the Internet in library outlets. Although libraries report increases in their connection speeds (see Figure C17), they continue to report that their connection speeds are insufficient to meet patron needs some or all of the time. Indeed, nearly 60 percent of libraries report that their connection speeds are insufficient to meet patron needs some or all of the time, compared to 57.5 percent reported in 2007–2008. Urban libraries report insufficient speeds some or all of the time (71 percent) as compared to 67 percent in 2007–2008. Rural libraries also report a slight drop in the percentage of connection speed sufficiency all the time, indicating sufficiency access at all times (42.9 percent in 2008–2009 versus 46.3 percent last year).

Figure C21: Possibility of Increasing Adequacy of Public Library Outlets Public Access Internet Connection, by Metropolitan Status and Poverty

| <i>Increasing Adequacy of Connections</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|--|----------------------------|--------------------|--------------------|----------------------|------------------|-----------------|--------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| No, the connection speed is already at the maximum level available | 12.5% (n=339) | 26.0% (n=1,281) | 30.9% (n=2,339) | 27.3% (n=3,480) | 20.4% (n=465) | 8.4% (n=14) | 26.0% (n=3,959) |
| No, there is no interest in increasing the speed of public access Internet connection | 10.8% (n=293) | 17.7% (n=872) | 18.3% (n=1,386) | 17.4% (n=2,219) | 13.3% (n=303) | 16.9% (n=28) | 16.8% (n=2,550) |
| Yes, there is interest in increasing the branch's bandwidth, but the library cannot currently afford to | 22.1% (n=1,826) | 21.5% (n=1,062) | 24.1% (n=1,826) | 22.5% (n=2,874) | 26.2% (n=596) | 10.2% (n=17) | 22.9% (n=3,487) |
| Yes, and there are plans in place to increase the bandwidth within the next year | 26.8% (n=725) | 13.0% (n=642) | 8.0% (n=605) | 11.4% (n=1,459) | 19.3% (n=440) | 44.0% (n=73) | 13.0% (n=1,972) |
| It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year | 20.0% (n=541) | 15.9% (n=786) | 12.0% (n=910) | 14.7% (n=1,871) | 15.0% (n=342) | 14.5% (n=24) | 14.7% (n=2,237) |
| There is interest but the branch lacks the technical knowledge to increase the bandwidth in the library | * | * | 1.2% (n=90) | 1.0% (n=130) | * | * | 1.0% (n=145) |
| Other | 7.4% (n=201) | 5.0% (n=244) | 5.5% (n=416) | 5.8% (n=735) | 5.1% (n=115) | 6.0% (n=10) | 5.7% (n=860) |

Weighted missing values, n=750. Key: * Insufficient data to report

Figure C21 summarizes the extent to which library outlets can increase their connection speeds to meet demand. A notable difference between this year’s and the 2007–2008 survey is the increase in the overall percentage (26, up from 17.1 last year) of outlets responding that the connection speed is at the maximum level available. Rural (30.9 percent) and low poverty (27.3 percent) outlets are most likely to report that their connection speeds are at the maximum speeds available. Fewer libraries plan to increase their bandwidth within the next year, most notably in suburban (13 percent versus 21.3 percent last year) and medium poverty (19.3 percent versus 24.4 percent last year) outlets. Many more high poverty outlets plan to increase their bandwidth next year, 44 percent versus 28.1 percent last year.

Public Access Service Environment

This section presents the survey data regarding the service environment in which public libraries report offering public access computing and Internet access services.

Figure C22: Public Library Outlets Time Limits for Patron Use of Workstations, by Metropolitan Status and Poverty

| Method | Metropolitan Status | | | Poverty Level | | | Overall |
|--|---------------------|--------------------|--------------------|---------------------|--------------------|------------------|---------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| This library does not have time limits for public Internet workstations | 2.2% (n=62) | 5.2% (n=273) | 7.4% (n=586) | 6.0% (n=803) | 4.8% (n=112) | 3.5% (n=6) | 5.8% (n=921) |
| This library does have time limits for public Internet workstations | 97.8% (n=2,731) | 94.6% (n=4,927) | 92.4% (n=7,290) | 93.8% (n=12,544) | 95.2% (n=2,236) | 96.5% (n=167) | 94.1% (n=14,947) |
| Do not know if this library has time limits | * | * | * | * | * | * | * |

*Weighted missing values, n=69. Key: * Insufficient data to report*

As illustrated in Figure C22, almost all public library outlets (94.1 percent) have time limits for patrons’ use of workstations. Urban and high poverty outlets are the most likely to impose a time limit (97.8 percent and 96.5 percent, respectively), whereas rural and low poverty are the least likely to do so (92.4 percent and 93.8 percent, respectively). The 2008–2009 survey asked only if the library has time limits for workstation usage, as opposed to asking whether those time limits were the same or different for workstations last year. Nevertheless, the percent of outlets reporting that they use time limits this year is virtually identical to the 93.4 percent reporting some type of time limits imposed in 2007–2008.

Figure C23: Public Library Outlets With Time Limits for Internet Workstations per Day, by Metropolitan Status and Poverty

| Time per Session | Metropolitan Status | | | Poverty Level | | | Overall |
|--|---------------------|--------------------|--------------------|--------------------|--------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Up to 30 minutes | 21.2% (n=579) | 18.9% (n=930) | 25.2% (n=1,834) | 22.2% (n=2,783) | 22.9% (n=511) | 28.7% (n=48) | 22.4% (n=3,343) |
| 31–60 minutes | 51.8% (n=1,415) | 49.0% (n=2,410) | 40.1% (n=2,921) | 44.8% (n=5,614) | 47.2% (n=1,053) | 46.7% (n=78) | 45.2% (n=6,745) |
| Greater than 60 minutes | 8.6% (n=234) | 7.2% (n=352) | 4.4% (n=317) | 6.0% (n=746) | 5.8% (n=129) | 16.8% (n=28) | 6.0% (n=903) |
| Unlimited as long as no one is waiting | 9.1% (n=249) | 15.5% (n=760) | 20.9% (n=1,524) | 17.3% (n=2,170) | 15.8% (n=352) | 6.0% (n=10) | 17.0% (n=2,532) |
| Other time limit | 9.3% (n=255) | 9.5% (n=467) | 9.4% (n=686) | 9.7% (n=1,217) | 8.4% (n=188) | 1.8% (n=3) | 9.4% (n=1,408) |

Weighted missing values, n=17

Figure C23 shows the time limits for patron use of workstations per day. The largest percent (45.2 percent) of outlets allow patrons to use the workstations between 31 and 60 minutes. A total of 9.4 percent of outlets report an “other” time limit is employed for workstations.

Figure C24: Public Library Outlets With Time Limits for Internet Workstations and Total Sessions per Day, by Metropolitan Status and Poverty

| Number of Sessions | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|--------------------|--------------------|--------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| One session per day | 17.5% (n=476) | 21.9% (n=1,076) | 20.9% (n=1,524) | 20.7% (n=2,598) | 20.4% (n=455) | 13.8% (n=23) | 20.6% (n=3,076) |
| Two sessions per day | 30.6% (n=834) | 18.6% (n=912) | 12.0% (n=872) | 16.3% (n=2,047) | 23.3% (n=520) | 30.5% (n=51) | 17.5% (n=2,618) |
| Unlimited but must sign up for each session | 8.8% (n=241) | 10.4% (n=513) | 12.7% (n=922) | 11.7% (n=1,469) | 8.1% (n=181) | 15.6% (n=26) | 11.2% (n=1,676) |
| Unlimited as long as no one is waiting | 18.5% (n=504) | 31.1% (n=1,527) | 42.7% (n=3,112) | 35.8% (n=4,486) | 27.9% (n=623) | 20.4% (n=34) | 34.4% (n=5,143) |
| Other number of sessions | 24.6% (n=672) | 18.0% (n=887) | 11.7% (n=856) | 15.4% (n=1,929) | 20.3% (n=454) | 19.2% (n=32) | 16.2% (n=2,415) |

Weighted missing values, n=18

For libraries with time limits, Figure C24 presents the total number of Internet sessions allowed per day. Most libraries (34.4 percent) allow an unlimited number of sessions as long as no other patrons are waiting. Limiting patrons to two sessions per day is most common in urban (30.6 percent) and high poverty (30.5 percent) outlets. A substantial number of outlets (16.2 percent) reported an “other number of sessions,” and the highest percentage of these (43.1 percent) indicate sessions are limited by time usage per day, not by number of sessions.

Figure C25: Public Library Outlets Management of Public Internet Workstation Time Limits, by Metropolitan Status and Poverty

| Method | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|--------------------|--------------------|--------------------|--------------------|------------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Remotely accessed or in-library computer reservation and time management software | 13.4% (n=366) | 7.4% (n=361) | 3.5% (n=257) | 6.3% (n=791) | 7.8% (n=175) | 10.2% (n=17) | 6.6% (n=984) |
| Library access only computer reservation and time management software | 63.9% (n=1,742) | 51.3% (n=2,519) | 20.8% (n=1,514) | 36.8% (n=4,614) | 47.2% (n=1,053) | 64.7% (n=108) | 38.7% (n=5,775) |
| Manual list of users managed by staff | 17.6% (n=479) | 32.7% (n=1,604) | 60.5% (n=4,410) | 45.0% (n=5,635) | 36.9% (n=822) | 21.6% (n=36) | 43.5% (n=6,493) |
| “Honor system”—rely on patrons to end sessions voluntarily | 1.9% (n=53) | 5.4% (n=267) | 10.3% (n=749) | 7.8% (n=972) | 4.0% (n=90) | 3.6% (n=6) | 7.2% (n=1,069) |
| Other time management | 3.3% (n=89) | 3.3% (n=161) | 4.9% (n=357) | 4.1% (n=516) | 4.0% (n=90) | * | 4.1% (n=606) |

Weighted missing values, n=21. Key: * Insufficient data to report

Since most outlets require a time limit for workstation use (Figure C22), respondents also were asked how they manage their time slots. The most common method is utilizing a manual list that the staff manages (43.5 percent this year), similar to that reported in 2007–2008 (45.9 percent). Rural and low poverty outlets are the most likely to manually manage time limits (60.5 percent and 45.0 percent, respectively), and urban and high poverty outlets the least likely to do the same (17.6 percent and 21.6 percent, respectively).

Figure C26: Public Library Outlets Offering Formal or Informal Technology Training, Availability by Metropolitan Status and Poverty

| Training Availability | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|--------------------|--------------------|--------------------|--------------------|------------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Offers formal technology training classes | 52.5% (n=1,438) | 42.1% (n=2,141) | 24.1% (n=1,876) | 33.8% (n=4,438) | 39.7% (n=915) | 60.8% (n=101) | 35.0% (n=5,454) |
| Offers informal point-of-use assistance | 38.0% (n=1,040) | 48.4% (n=2,460) | 60.6% (n=4,711) | 54.0% (n=7,089) | 47.0% (n=1,083) | 24.1% (n=40) | 52.6% (n=8,212) |
| Offers online training material | 3.2% (n=89) | 2.5% (n=128) | 2.7% (n=212) | 2.5% (n=328) | 3.6% (n=82) | 10.8% (n=18) | 2.7% (n=428) |
| Does not offer any technology training | 6.3% (n=173) | 7.1% (n=359) | 12.6% (n=976) | 9.7% (n=1,276) | 9.8% (n=225) | 3.6% (n=6) | 9.7% (n=1,507) |

Weighted missing values, n=357

Figure C26 shows the percentage of libraries that offer various types of technology training to patrons. The greatest percentage of outlets (52.6 percent) provide informal, point-of-use training, and 9.7 percent offer no technology training at all. Of the 35 percent of all outlets that offer formal technology training classes, urban (52.5 percent) and high poverty (60.8 percent) outlets are most likely to provide formal training; 42.1 percent of suburban and 39.7 percent of medium poverty outlets also provide formal training. Online training material is rarely used (2.7 percent overall), although it is used by 10.8 percent of high poverty outlets.

Figure C27: Formal Technology Training Classes Offered by Public Library Outlets, by Metropolitan Status and Poverty

| Technology Training Classes | Metropolitan Status | | | Poverty Level | | | Overall |
|--|---------------------|--------------------|--------------------|--------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| General computer skills (e.g., how to use mouse, keyboard, printing) | 93.9% (n=1,343) | 88.7% (n=1,865) | 92.3% (n=1,714) | 90.5% (n=3,976) | 94.5% (n=849) | 97% (n=98) | 91.3% (n=4,923) |
| General software use (e.g., word processing, spreadsheets, presentation) | 66.9% (n=957) | 72.5% (n=1,524) | 71.0% (n=1,319) | 70.3% (n=3,089) | 71.8% (n=645) | 66.3% (n=67) | 70.5% (n=3,801) |
| General Internet use (e.g., set up e-mail, Web browsing) | 94.7% (n=1,356) | 93.2% (n=1,960) | 91.0% (n=1,690) | 92.5% (n=4,062) | 94.9% (n=852) | 90.2% (n=92) | 92.8% (n=5,006) |
| General online/Web searching (e.g., using Google, Yahoo, others) | 72.0% (n=1,030) | 81.5% (n=1,715) | 75.4% (n=1,401) | 78.2% (n=3,433) | 71.3% (n=640) | 72.5% (n=74) | 76.9% (n=4,147) |
| Using library's Online Public Access Catalog (OPAC) | 44.2% (n=632) | 52.3% (n=1,100) | 47.3% (n=878) | 50.4% (n=2,212) | 39.5% (n=355) | 42.6% (n=43) | 48.4% (n=2,610) |
| Using online databases (e.g., commercial databases to search and find content) | 51.0% (n=730) | 51.1% (n=1,075) | 41.1% (n=762) | 48.7% (n=2,139) | 42.8% (n=384) | 42.6% (n=43) | 47.6% (n=2,566) |
| Safe online practices (e.g., not divulging personal information) | 24.8% (n=355) | 23.7% (n=498) | 26.1% (n=485) | 24.2% (n=1,064) | 27.8% (n=250) | 22.8% (n=23) | 24.8% (n=1,337) |
| Accessing online government information (e.g., Medicare, taxes, how to complete forms) | 35.4% (n=507) | 19.0% (n=399) | 22.9% (n=426) | 22.2% (n=974) | 36.1% (n=324) | 33.3% (n=34) | 24.7% (n=1,332) |
| Accessing online job-seeking and career-related information | 36.9% (n=528) | 23.2% (n=488) | 23.4% (n=434) | 25.0% (n=1,099) | 34.6% (n=311) | 40.2% (n=41) | 26.9% (n=1,451) |
| Accessing online medical information (e.g., health literacy) | 20.5% (n=294) | 15.0% (n=315) | 19% (n=352) | 17.4% (n=766) | 20.6% (n=185) | 9.9% (n=10) | 17.8% (n=961) |
| Accessing online investment information | 11.8% (n=169) | 11.2% (n=236) | 6.6% (n=123) | 9.7% (n=424) | 11.1% (n=100) | 3.0% (n=3) | 9.8% (n=527) |
| Digital photography, software and online applications (e.g., Photoshop, Flickr) | 15.9% (n=228) | 24.9% (n=524) | 20.6% (n=383) | 21.6% (n=948) | 18.5% (n=166) | 19.8% (n=20) | 21.0% (n=1,134) |
| Web 2.0 (e.g., blogging, RSS) | 16.4% (n=234) | 10.4% (n=218) | 8.3% (n=154) | 10.1% (n=444) | 15.5% (n=139) | 22.8% (n=23) | 11.2% (n=606) |
| Other technology-based training classes | 4.3% (n=61) | 6.7% (n=140) | 5.8% (n=108) | 6.1% (n=266) | 4.8% (n=42) | -- | 5.7% (n=309) |

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

Weighted missing values, n=63. Key: -- No data to report

Figure C27 identifies the types of formal technology training classes offered by library outlets. Of those libraries that offer formal training, general Internet use classes are the most common (92.8 percent), followed by general computers skills (91.3 percent). More than three-quarters of libraries (76.9 percent) report training patrons on general online/Web searching and 70.5 percent offer general software classes. Relatively few outlets (9.8 percent) provide training on accessing online investment information. Web 2.0 training is also somewhat rare (11.2 percent of outlets), and is more likely to be offered in urban (16.4 percent) and high poverty (22.8 percent) outlets. Formal training in digital photography, software and online applications is most common in suburban outlets (24.9 percent), while training on how to access online government information is more common in urban (35.4 percent) and medium poverty (36.1 percent) libraries. "Other" training classes reported by 5.7 percent of outlets include genealogy research (31.6 percent), and how to use eBay and/or sell personal items online (19.7 percent).

Figure C28: Public Library Services Available to Users, by Metropolitan Status and Poverty

| <i>Services</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|---|----------------------------|--------------------|--------------------|----------------------|--------------------|------------------|---------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| Digital reference/virtual reference | 75.1% (n=2,059) | 70.8% (n=3,601) | 52.5% (n=4,066) | 62.5% (n=8,194) | 61.4% (n=1,412) | 71.9% (n=120) | 62.4% (n=9,726) |
| Licensed databases | 96.6% (n=2,648) | 95.2% (n=4,839) | 83.4% (n=6,461) | 89.3% (n=11,702) | 91.0% (n=2,091) | 93.4% (n=155) | 89.6% (n=13,948) |
| E-books | 79.4% (n=2,176) | 64.1% (n=3,261) | 41.2% (n=3,191) | 55.5% (n=7,273) | 54.3% (n=1,249) | 64.1% (n=107) | 55.4% (n=8,629) |
| Video conferencing | 9.0% (n=246) | 4.7% (n=237) | 6.0% (n=465) | 6.2% (n=809) | 5.7% (n=130) | 5.4% (n=9) | 6.1% (n=948) |
| Online instructional courses/tutorials | 52.1% (n=1,427) | 44.2% (n=2,246) | 39.6% (n=3,072) | 42.9% (n=5,625) | 45.4% (n=1,044) | 45.8% (n=76) | 43.3% (n=6,745) |
| Homework resources | 90.5% (n=2,480) | 83.4% (n=4,242) | 73.3% (n=5,683) | 79.1% (n=10,374) | 82.1% (n=1,888) | 86.7% (n=144) | 79.6% (n=12,406) |
| Audio content (e.g., podcasts, audio books, other) | 84.1% (n=2,305) | 77.6% (n=3,948) | 65.8% (n=5,098) | 73.0% (n=9,566) | 72.1% (n=1,657) | 77.1% (n=128) | 72.9% (n=11,351) |
| Video content | 63.4% (n=1,738) | 52.8% (n=2,687) | 46.2% (n=3,578) | 51.6% (n=6,768) | 48.9% (n=1,124) | 66.9% (n=111) | 51.4% (n=8,003) |
| Digitized special collections (e.g., letters, postcards, documents, other) | 65.9% (n=1,805) | 35.0% (n=1,781) | 26.3% (n=2,035) | 34.3% (n=4,491) | 44.9% (n=1,033) | 58.4% (n=97) | 36.1% (n=5,621) |

*Will not total 100%, as respondents could select more than one option
Weighted missing values, n=385*

Figure C28 illustrates the range of Internet-based services that public libraries provide to their patrons. The overall percentage of libraries providing each of the services listed is very similar to the percentages indicated in 2007–2008, which showed a substantial increase over the previous year. Licensed databases (89.6 percent) are provided by the largest percentage of outlets, whereas video conferencing is the least likely to be offered. A slight increase in the availability of e-books was reported this year as compared to last year (55.4 percent versus 51.8 percent), whereas a slight decrease in the availability of homework resources was reported (79.6 percent in 2008–2009 versus 83.4 percent in 2007–2008).

Figure C29: Public Library Peripherals Available to Users, by Metropolitan Status and Poverty

| Hardware | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|--------------------|--------------------|---------------------|--------------------|------------------|---------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Access and store content on USB/other devices (e.g., iPods, MP3, other) | 87.4% (n=2,394) | 84.4% (n=4,293) | 77.4% (n=5,998) | 81.0% (n=10,623) | 83.9% (n=1,930) | 79.0% (n=132) | 81.4% (n=12,685) |
| Digital camera connections and manipulation of content | 41.5% (n=1,138) | 47.7% (n=2,424) | 50.3% (n=3,903) | 47.9% (n=6,284) | 48.7% (n=1,120) | 36.7% (n=61) | 47.9% (n=7,465) |
| Burn CD/DVDs | 36.5% (n=999) | 43.9% (n=2,233) | 44.5% (n=3,450) | 43.6% (n=5,712) | 40.3% (n=927) | 25.9% (n=43) | 42.9% (n=6,682) |
| Recreational gaming consoles, software or Web sites | 57.2% (n=1,762) | 59.1% (n=3,003) | 53.4% (n=4,140) | 57.7% (n=7,569) | 53.9% (n=1,240) | 57.8% (n=96) | 57.2% (n=8,905) |

Will not total 100%, as respondents could select more than one option

Computer peripherals that library outlets support are shown in Figure C29. There is a notable increase in the overall percentage of outlets providing access and the ability to store content on USB and/or other devices, up to 81.4 percent from 72 percent in 2007–2008, with the largest increases reported in rural (77.4 percent versus 67 percent in 2007–2008) and low poverty outlets (81 percent versus 71.3 percent last year). Digital camera connections and the ability to manipulate content also increased approximately five percent across each library metropolitan status and poverty level over last year. The ability to burn CD/DVDs saw the largest increase in urban (36.5 percent, up from 21.1 percent last year) and medium poverty (40.3 percent versus 28.9 percent) outlets. The overall availability of recreational gaming consoles, software or Web sites remain almost identical to last year's survey responses (57.2 percent in 2008–2009), although urban and high poverty outlets (57.2 and 57.8 percent, respectively, in 2008–2009) were less likely to provide this service than they were in 2007–2008 (66.8 and 70.9 percent, respectively).

Figure C30: Factors that Prevent Public Libraries from Providing Services or Require Limited Access to Users, by Metropolitan Status and Poverty

| Factors | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|--------------------|--------------------|--------------------|--------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Computer hardware/software will not support the services | 50.3% (n=1,132) | 51.5% (n=2,034) | 59.6% (n=3,888) | 56.4% (n=6,028) | 51.5% (n=981) | 33.3% (n=44) | 55.4% (n=7,054) |
| Public access Internet connectivity speed will not support the service(s) | 21.9% (n=494) | 23.6% (n=934) | 20.5% (n=1,338) | 21.1% (n=2,258) | 25.6% (n=488) | 15.0% (n=20) | 21.7% (n=2,766) |
| Library policy restricts offering or access | 44.1% (n=994) | 31.4% (n=1,239) | 30.6% (n=1,998) | 32.5% (n=3,475) | 35.3% (n=673) | 62.9% (n=83) | 33.2% (n=4,231) |
| Library cannot afford to purchase and/or support service(s) | 54.1% (n=1,219) | 54.9% (n=2,169) | 63.0% (n=4,111) | 59.3% (n=6,342) | 58.0% (n=1,104) | 40.6% (n=54) | 58.9% (n=7,500) |

Will not total 100%, as respondents could select more than one option

Figure C30 identifies the factors that libraries report prevent them from either providing specific services or require limiting access to certain services. Similar to last year, the largest percentage of libraries report they are unable to afford the purchase and/or support of such services (58.9 percent versus 63.6 percent reported

in 2007–2008). Having computer hardware/software that is unable to support the services is the second most likely reason (55.4 percent overall) and was particularly problematic for rural (59.6 percent) and low poverty (56.4 percent) outlets.

Figure C31: Public Access Internet Services Critical to the Role of the Public Library Outlet, by Metropolitan Status and Poverty

| <i>Public Internet Services</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|---|----------------------------|--------------------|--------------------|----------------------|--------------------|------------------|---------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| Provide education resources and databases for K–12 students | 81.9% (n=2,227) | 81.4% (n=4,060) | 75.5% (n=5,793) | 78% (n=10,095) | 81.2% (n=1,841) | 89.4% (n=143) | 78.6% (n=12,079) |
| Provide education resources and databases for students in higher education | 38.5% (n=1,048) | 34.3% (n=1,709) | 38.9% (n=2,985) | 36.1% (n=4,675) | 43.3% (n=981) | 54.4% (n=87) | 37.4% (n=5,743) |
| Provide education resources and databases for home schooling | 26.1% (n=709) | 31.9% (n=1,591) | 38.7% (n=2,965) | 35.1% (n=4,544) | 30.7% (n=695) | 16.3% (n=26) | 34.2% (n=5,265) |
| Provide education resources and databases for adult/continuing education students | 53.1% (n=1,445) | 45.1% (n=2,247) | 51.2% (n=3,925) | 49.6% (n=6,428) | 48.6% (n=1,101) | 55.0% (n=88) | 49.5% (n=7,617) |
| Provide information for local economic development | 21.4% (n=583) | 22.9% (n=1,143) | 19.7% (n=1,507) | 20.5% (n=2,650) | 23.1% (n=523) | 36.3% (n=58) | 21.0% (n=3,231) |
| Provide information for college applicants | 7.2% (n=197) | 9.3% (n=464) | 15.8% (n=1,208) | 11.8% (n=1,523) | 14.2% (n=322) | 14.4% (n=43) | 12.2% (n=1,868) |
| Provide information about the library's community | 30.3% (n=823) | 25.2% (n=1,254) | 23.3% (n=1,785) | 25.2% (n=3,259) | 25.0% (n=567) | 23.1% (n=37) | 25.1% (n=3,863) |
| Provide information or databases regarding investments | 6.8% (n=184) | 10.2% (n=508) | 5.3% (n=403) | 7.7% (n=1,003) | 3.8% (n=85) | 4.4% (n=7) | 7.1% (n=1,095) |
| Provide access to government information (e.g., tax forms, Medicare, paying traffic tickets) | 55.2% (n=1,502) | 61.4% (n=3,060) | 62.6% (n=4,797) | 61.6% (n=7,972) | 57.7% (n=1,306) | 50.6% (n=81) | 60.9% (n=9,359) |
| Provide computer and Internet skills training | 48.2% (n=1,311) | 38.4% (n=1,913) | 29.2% (n=2,239) | 34.8% (n=4,505) | 38.9% (n=880) | 48.8% (n=78) | 35.5% (n=5,463) |
| Provide services for job-seekers | 66.9% (n=1,820) | 69.8% (n=3,478) | 63.0% (n=4,830) | 66.3% (n=8,582) | 63.8% (n=1,445) | 63.8% (n=102) | 65.9% (n=10,129) |
| Provide services to immigrant populations | 19.0% (n=517) | 14.1% (n=704) | 6.9% (n=526) | 10.6% (n=1,372) | 16.1% (n=364) | 6.9% (n=11) | 11.4% (n=1,747) |
| Other | 16.2% (n=440) | 16.1% (n=802) | 16.0% (n=1,229) | 16.7% (n=2,158) | 13.0% (n=294) | 12.5% (n=20) | 16.1% (n=2,472) |

Will not total 100%, as respondents could select more than one option

Weighted missing values, n=587

Figure C31 indicates the services that libraries report are the most critical for community members to access. Providing education resources is the most critical service libraries provide, particularly for K–12 students (78.6 percent overall) and adult/continuing education students (49.5 percent overall), similar percentages to the 2007–2008 survey's results. High poverty outlets also indicated a large increase over last year in the critical nature of providing education resources and databases for students in higher education (54.4 percent versus 37.3 percent in 2007–2008), as well as providing these resources for adult/continuing education students (55.0 percent this year versus 45.6 percent last year).

Providing services for job-seekers continued to climb in importance, with nearly 66 percent of libraries reporting this was most critical, up from 62.2 percent last year and 44 percent in the 2006–2007 study. Providing access to government information, such as tax forms and Medicare, also increased this year, particularly for suburban (61.4 percent, up from 52.5 percent last year) and low poverty outlets (61.6 percent up from 55.9 percent last year). Also of note is a substantial increase in outlets reporting as most critical information for local economic development, with 21 percent reporting this role this year versus 7.1 percent last year. The largest increases are found in suburban (22.9 versus 7.2 percent last year) and high poverty outlets (36.3 versus 13.8 percent last year). Of outlets reporting an “other” critical role, 69.1 percent state that recreational/e-mail/personal use is important, and 11.8 percent report providing high-speed Internet access to those who are unable to afford it is critical.

Figure C32: E-Government Roles and Services of the Public Library Outlets, by Metropolitan Status and Poverty

| E-Government Roles and Services | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|--------------------|--------------------|---------------------|--------------------|------------------|---------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Staff provide assistance to patrons applying for or accessing e-government services | 59.3% (n=1,580) | 53.7% (n=2,651) | 52.6% (n=3,903) | 54.0% (n=6,819) | 55.3% (n=1,236) | 48.8% (n=78) | 54.1% (n=8,133) |
| Staff provide as-needed assistance to patrons for understanding and using e-government resources | 83.5% (n=2,225) | 81.8% (n=4,039) | 78.6% (n=5,831) | 80.5% (n=10,161) | 80.6% (n=1,800) | 83.8% (n=134) | 80.5% (n=12,095) |
| Staff provide immigrants with assistance in locating immigration-related services and information | 52.7% (n=1,405) | 33.9% (n=1,675) | 23.5% (n=1,742) | 31.0% (n=3,911) | 38.4% (n=859) | 32.3% (n=52) | 32.1% (n=4,822) |
| The library offers training classes regarding the use of e-government resources | 21.8% (n=582) | 6.8% (n=337) | 4.6% (n=343) | 7.4% (n=935) | 13.1% (n=293) | 21.2% (n=34) | 8.4% (n=1,262) |
| The library is partnering with others to provide e-government services | 17.8% (n=474) | 14.0% (n=689) | 11.5% (n=852) | 13.3% (n=1,680) | 14.3% (n=319) | 10.6% (n=17) | 13.4% (n=2,016) |
| The library has at least one staff member with significant knowledge and skills in provision of e-government services | 33.1% (n=882) | 18.3% (n=903) | 18.4% (n=1,366) | 20.1% (n=2,539) | 25.4% (n=569) | 26.7% (n=43) | 21.0% (n=3,151) |
| Other | 2.5% (n=66) | 3.0% (n=149) | 2.9% (n=213) | 2.9% (n=365) | 2.7% (n=60) | 1.9% (n=3) | 2.8% (n=428) |
| The library does not provide e-government services to its patrons on a regular basis | 10.0% (n=266) | 12.4% (n=613) | 17.7% (n=1,316) | 14.9% (n=1,880) | 13.2% (n=295) | 12.4% (n=20) | 14.6% (n=2,195) |

Will not total 100%, as categories are not mutually exclusive
Weighted missing values, n=935

Continuing a trend first reported in the 2006–2007 survey, Figure C32 illustrates the increasing range of e-government services public library outlets provide patrons. Indeed, only 14.6 percent of all outlets indicate they provide no e-government services on a regular basis, a decrease from 25.9 percent in 2007–2008. Over three-quarters (80.5 percent) of all public libraries offer as-needed assistance in understanding and using e-government resources, and more than half (54.1 percent) provide assistance to patrons who are applying for or accessing e-government services. As-needed assistance shows the largest increase over last year, 80.5 percent up from 74 percent reported in the 2007–2008 survey.

NATIONAL SYSTEM-LEVEL DATA

This section details the survey findings for national system-level data. Figures C33–C35 present data regarding E-rate discounts. Operating expenditures by type (e.g., salaries, collections, other expenditures) and by source of funding are presented in Figures C40–C41 and C43–C54. Detailed technology-related expenditures are presented in Figures C61–C67 and include information on salaries, outside vendors, hardware/software and telecommunications. A discussion of the findings follows each table.

Figure C33: Percentage of Public Library Systems that Applied for an E-rate Discount, by Metropolitan Status and Poverty

| | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | Overall |
|---|----------------------------|--------------------|--------------------|----------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Applied | 45.8% (n=281) | 33.9% (n=943) | 40.2% (n=2,263) | 38.1% (n=3,071) | 42.1% (n=380) | 57.1% (n=36) | 38.7% (n=3,487) |
| Another organization applied on the library's behalf | 9.1% (n=56) | 16.1% (n=447) | 13.4% (n=755) | 14.3% (n=1,155) | 10.6% (n=96) | 7.9% (n=5) | 13.9% (n=1,256) |
| Did not apply | 42.1% (n=258) | 45.7% (n=1,271) | 42.6% (n=2,398) | 43.6% (n=3,510) | 44.2% (n=399) | 28.6% (n=18) | 43.5% (n=3,927) |
| Do not know | 3.1% (n=19) | 4.3% (n=120) | 3.7% (n=209) | 3.9% (n=317) | 3.1% (n=28) | 6.3% (n=4) | 3.9% (n=349) |

Weighted missing values, n=58

Figure C33 details the library systems that applied for an E-rate discount. There was very little change in rates of application for E-rate funds from either 2007–2008 or 2006–2007. Consistent year to year is the percentage of libraries that do apply—hovering in the 38 percent-to-39 percent range each year. Slightly more than 43 percent of libraries do not apply for E-rate, down from 44.4 percent last year and from 43.8 percent in 2006–2007. Urban libraries report a 7.9 percent decline in E-rate applications in 2008–2009 compared with last year. Medium poverty libraries report a decline of about 13 percent in E-rate applications from last year. Growth in applications is reported among suburban libraries, with about 4 percent more applying than last year.

Figure C34: Percentage of Public Library Systems Receiving E-rate Discount, by Discount Category and by Metropolitan Status and Poverty

| <i>E-rate Discount Categories</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | Overall |
|------------------------------------|----------------------------|------------------|--------------------|----------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Internet connectivity | 59.6% (n=164) | 46.0% (n=494) | 51.3% (n=1,222) | 49.0% (n=1,614) | 60.2% (n=244) | 59.0% (n=23) | 50.4% (n=1,881) |
| Telecommunications services | 88.8% (n=1,752) | 78.3% (n=842) | 73.5% (n=1,752) | 74.9% (n=2,464) | 84.2% (n=340) | 89.7% (n=35) | 76.0% (n=2,839) |
| Internal connections cost | 17.0% (n=47) | 9.9% (n=106) | 7.4% (n=176) | 7.9% (n=260) | 14.6% (n=59) | 25.6% (n=10) | 8.8% (n=329) |

Will not total 100%, as respondents could select more than one option

Although E-rate discounts received have decreased for each category, only one is statistically significant (Figure C34). The category of E-rate application reporting the greatest decline is telecommunication services at 76 percent, down from 85.8 percent last year and 83.2 percent in 2006–2007. Rural libraries reported the greatest decline in the telecommunications services discount category, down more than 11

percent from last year. In 2007–2008, 100 percent of high poverty libraries applying for E-rate indicated they applied in the telecommunication services category, yet only 89.7 percent of high poverty libraries applied this year.

However, a substantial increase of applying the discount to internal connection costs is evident as reported by the high poverty outlets, with 25.6 percent reporting doing so this year versus 11.6 percent in 2007–2008.

Figure C35: Public Library Systems Reasons for Not Applying for E-rate Discounts, by Metropolitan Status and Poverty

| Reasons | Metropolitan Status | | | Poverty Level | | | Overall |
|---|---------------------|------------------|------------------|------------------|-----------------|----------------|------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| The E-rate application process is too complicated | 22.3% (n=54) | 25.5% (n=314) | 24.5% (n=567) | 24.8% (n=840) | 24.0% (n=93) | 6.7% (n=1) | 24.7% (n=934) |
| The library staff did not feel the library would qualify | 2.5% (n=6) | 5.5% (n=68) | 5.8% (n=135) | 5.8% (n=195) | 3.6% (n=14) | -- | 5.5% (n=209) |
| Our total E-rate discount is fairly low and not worth the time needed to participate in the program | 23.1% (n=56) | 26.8% (n=330) | 20.3% (n=471) | 23.3% (n=787) | 17.5% (n=68) | 6.7% (n=1) | 22.6% (n=856) |
| The library receives it as part of a consortium, so therefore does not apply individually | 6.6% (n=16) | 9.6% (n=118) | 3.6% (n=84) | 6.0% (n=202) | 3.6% (n=14) | -- | 5.7% (n=216) |
| The library was denied funding in the past | * | 2.6% (n=32) | 2.8% (n=65) | 2.5% (n=85) | 3.6% (n=14) | -- | 2.6% (n=99) |
| The library did not apply because of the need to comply with CIPA's filtering requirements | 17.4% (n=47) | 24.5% (n=301) | 20.5% (n=475) | 22.6% (n=764) | 13.7% (n=53) | 33.3% (n=5) | 21.7% (n=822) |
| The library has applied for E-rate in the past, but no longer finds it necessary | 3.3% (n=8) | 6.4% (n=79) | 6.9% (n=159) | 6.4% (n=217) | 7.0% (n=27) | -- | 6.4% (n=244) |
| Other | 13.7% (n=33) | 8.9% (n=110) | 16.4% (n=379) | 14.4% (n=486) | 8.7% (n=34) | 13.3% (n=2) | 13.8% (n=522) |

Will not total 100%, as respondents could select more than one option

Weighted missing values, n=141

Key: * Insufficient data to report

-- No data to report

Figure C35 outlines the reasons for not applying for E-rate discounts. The top three reasons for not applying for the E-rate discount program remain unchanged since 2006–2007:

- Application process is too complicated (24.7 percent this year, 40.4 percent last year, and 37.8 percent in 2006–2007).
- Total E-rate discount is fairly low and not worth the time needed to participate (22.6 percent this year, 38.8 percent last year, and 36 percent in 2006–2007).
- Library did not apply because of the need to comply with the filtering requirements of the Children's Internet Protection Act (CIPA) (21.7 percent this year, 31.6 percent last year and 33.9 percent in 2006–2007).

Two noticeable differences this year are a decline in libraries reporting that they thought they would not qualify, down to 5.5 percent this year from about 9.9 percent the previous two years, and the drop in libraries

reporting they did not apply because they had been denied in the past—2.6 percent this year down from 5.2 percent last year and 3.0 percent in 2006–2007.

Of the 13.8 percent of the outlets reporting that they had “other reasons for not applying” for the E-rate discount, 29 percent state that they receive free Internet so do not need the funds, and another 14.5 percent report that they either did not know how to apply, or they did not know much about the discount program. Another 8.5 percent of outlets reporting another reason state there was no need for the discount.

Library Sources of Funding and Operating Budgets

For the first time, libraries were asked to indicate from what sources they received, or anticipated receiving, funding in FY2008 and FY2009. Asking this question allowed the study team to better understand from what detailed sources library operating budgets are formed as well as libraries’ ability to report detailed expenditure data, both for general operating expenditures by source and detailed technology-related expenditures.

Figure C36: FY2008 Public Library Systems Operating Funding Sources Received or Anticipated, by Metropolitan Status and Poverty

| <i>Sources of Funding</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|---|----------------------------|--------------------|--------------------|----------------------|------------------|-----------------|--------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| Local/county | 96.9% (n=588) | 94.3% (n=2,626) | 94.1% (n=5,289) | 94.3% (n=7,595) | 94.9% (n=856) | 87.3% (n=55) | 94.3% (n=8,506) |
| State (including state aid to public libraries, or state-supported tax programs) | 83.9% (n=509) | 81.0% (n=2,256) | 69.8% (n=3,923) | 73.6% (n=5,923) | 79.3% (n=715) | 79.0% (n=49) | 74.2% (n=6,687) |
| Federal | 63.2% (n=384) | 49.8% (n=1,388) | 54.6% (n=3,069) | 52.4% (n=4,217) | 63.5% (n=573) | 81.0% (n=51) | 53.7% (n=4,841) |
| Fees/fines | 77.8% (n=473) | 84.1% (n=2,345) | 77.1% (n=4,333) | 79.8% (n=6,429) | 74.6% (n=673) | 76.2% (n=48) | 79.3% (n=7,150) |
| Donations/local fundraising | 88.3% (n=536) | 84.6% (n=2,358) | 87.8% (n=4,935) | 87.4% (n=7,034) | 83.3% (n=751) | 69.8% (n=44) | 86.8% (n=7,829) |
| Government grants (local, state or national level) | 50.7% (n=308) | 46.6% (n=1,300) | 42.4% (n=2,382) | 43.1% (n=3,474) | 52.7% (n=475) | 65.1% (n=43) | 44.2% (n=3,990) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | 54.3% (n=330) | 41.1% (n=1,143) | 49.0% (n=2,753) | 46.8% (n=3,766) | 46.2% (n=417) | 68.3% (n=43) | 46.9% (n=4,226) |

Figure C37: FY2009 Public Library Systems Operating Funding Sources Received or Anticipated, by Metropolitan Status and Poverty

| <i>Sources of Funding</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|---|----------------------------|--------------------|--------------------|----------------------|------------------|-----------------|--------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| Local/county | 94.7% (n=575) | 91.2% (n=2,540) | 90.5% (n=5,087) | 90.8% (n=7,314) | 92.7% (n=835) | 84.1% (n=53) | 91.0% (n=8,202) |
| State (including state aid to public libraries, or state-supported tax programs) | 81.6% (n=496) | 78.9% (n=2,199) | 67.0% (n=3,765) | 70.9% (n=5,707) | 78.2% (n=705) | 76.2% (n=48) | 71.6% (n=6,460) |
| Federal | 63.0% (n=383) | 49.5% (n=1,378) | 54.0% (n=3,039) | 52.0% (n=4,184) | 62.9% (n=567) | 77.8% (n=49) | 53.2% (n=4,800) |
| Fees/fines | 76.1% (n=462) | 81.3% (n=2,264) | 74.5% (n=4,189) | 77.0% (n=6,201) | 73.8% (n=666) | 76.2% (n=48) | 76.7% (n=6,915) |
| Donations/local fundraising | 85.8% (n=521) | 82.7% (n=2,304) | 84.1% (n=4,728) | 84.2% (n=6,776) | 81.3% (n=733) | 68.3% (n=43) | 83.8% (n=7,552) |
| Government grants (local, state or national level) | 48.8% (n=297) | 45.2% (n=1,261) | 40.6% (n=2,282) | 41.5% (n=3,339) | 51.4% (n=463) | 58.7% (n=37) | 42.6% (n=3,839) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | 55.8% (n=339) | 42.4% (n=1,182) | 47.8% (n=2,689) | 46.5% (n=3,745) | 47.3% (n=427) | 60.3% (n=38) | 46.7% (n=4,210) |

Figures C36–C37 display the percentage of libraries receiving or expecting operating funds from seven categories of listed sources. Little change was expected in funding source types from FY2008 to FY2009. Also new this year was a question about a library's ability to report operating expenditures by fiscal year. Generally, most libraries felt confident in reporting expenditures from the three tax-based funding sources and moderate confidence in reporting expenditures from soft funding sources (e.g., fees/fines, donations, government and private foundation grants). Additional information can be found in study methodology detail on the project website, www.ala.org/plinternetfunding.

Figure C38: FY2008 Public Library Systems Operating Budget Change, by Metropolitan Status and Poverty

| Operating Budget | Metropolitan Status | | | Poverty Level | | | Overall |
|------------------------|---------------------|------------------|--------------------|--------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Increased up to 2% | 18.6% (n=112) | 21.5% (n=592) | 25.5% (n=1,420) | 24.3% (n=1,943) | 19.5% (n=173) | 12.9% (n=8) | 23.8% (n=2,124) |
| Increased 2.1–4% | 26.1% (n=157) | 25.4% (n=699) | 20.7% (n=1,153) | 23.0% (n=1,835) | 18.8% (n=167) | 11.3% (n=7) | 22.5% (n=2,009) |
| Increased 4.1–6% | 7.5% (n=45) | 11.0% (n=304) | 7.8% (n=433) | 9.0% (n=717) | 6.8% (n=60) | 6.5% (n=4) | 8.7% (n=781) |
| Increased more than 6% | 18.3% (n=110) | 12.5% (n=345) | 11.9% (n=665) | 12.2% (n=976) | 14.3% (n=127) | 27.9% (n=17) | 12.5% (n=1,120) |
| Decreased up to 2% | 4.3% (n=26) | 4.0% (n=109) | 3.4% (n=190) | 3.7% (n=296) | 3.2% (n=28) | 1.6% (n=1) | 3.6% (n=325) |
| Decreased 2.1–4% | 2.2% (n=13) | 2.6% (n=71) | 2.0% (n=110) | 2.1% (n=168) | 2.7% (n=24) | 1.6% (n=1) | 2.2% (n=193) |
| Decreased 4.1–6% | 2.5% (n=15) | 1.7% (n=46) | 1.1% (n=63) | 1.3% (n=106) | 1.7% (n=15) | 1.6% (n=1) | 1.4% (n=122) |
| Decreased more than 6% | 5.1% (n=31) | 2.6% (n=71) | 2.0% (n=112) | 2.3% (n=183) | 3.5% (n=31) | -- | 2.4% (n=214) |
| Stayed the same | 15.4% (n=93) | 18.8% (n=519) | 25.7% (n=1,432) | 22.1% (n=1,761) | 29.4% (n=261) | 35.5% (n=22) | 22.9% (n=2,044) |

Weighted missing values, n=143

Key: -- No data to report

Figure C39: FY2009 Public Library Systems Operating Budget Change, by Metropolitan Status and Poverty

| Operating Budget | Metropolitan Status | | | Poverty Level | | | Overall |
|------------------------|---------------------|------------------|--------------------|--------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Increased up to 2% | 17.1% (n=99) | 20.1% (n=536) | 23.2% (n=1,265) | 22.3% (n=1,738) | 18.0% (n=157) | 8.6% (n=5) | 21.8% (n=1,900) |
| Increased 2.1–4% | 22.1% (n=128) | 21.3% (n=568) | 19.3% (n=1,052) | 20.7% (n=1,613) | 14.4% (n=125) | 15.5% (n=9) | 20.1% (n=1,747) |
| Increased 4.1–6% | 8.1% (n=47) | 9.7% (n=259) | 8.1% (n=441) | 8.5% (n=662) | 9.4% (n=82) | 6.9% (n=4) | 8.6% (n=748) |
| Increased more than 6% | 10.6% (n=61) | 9.0% (n=240) | 9.4% (n=513) | 9.2% (n=719) | 10.2% (n=89) | 12.1% (n=7) | 9.4% (n=815) |
| Decreased up to 2% | 6.0% (n=35) | 4.6% (n=123) | 4.2% (n=231) | 4.2% (n=328) | 6.4% (n=56) | 8.6% (n=5) | 4.5% (n=389) |
| Decreased 2.1–4% | 4.0% (n=23) | 5.7% (n=153) | 2.9% (n=161) | 3.9% (n=303) | 4.0% (n=35) | -- | 3.9% (n=338) |
| Decreased 4.1–6% | 4.7% (n=27) | 2.7% (n=71) | 1.8% (n=96) | 2.1% (n=167) | 2.8% (n=24) | 5.2% (n=3) | 2.2% (n=194) |
| Decreased more than 6% | 7.4% (n=43) | 3.6% (n=96) | 3.3% (n=181) | 3.3% (n=259) | 6.5% (n=57) | 6.9% (n=4) | 3.7% (n=320) |
| Stayed the same | 19.9% (n=115) | 23.3% (n=623) | 27.8% (n=1,520) | 25.6% (n=1,989) | 28.4% (n=248) | 36.2% (n=21) | 25.9% (n=2,258) |

Also new this year were questions regarding year-to-year changes in library operating budgets and technology budgets in FY2008 and FY2009. Libraries were asked to estimate whether those budgets would increase, decrease, or remain unchanged from the previous fiscal year.

Ideally, one would expect to see inflationary increases in library operating budgets from year-to-year aligning with the Consumer Price Index. Unfortunately, the data reported by a majority of libraries in this study do not support this pattern. In fact, inflation averaged 2.8 percent in 2007 and 3.8 percent in 2008, and just under 44 percent of libraries report increases greater than 2 percent in FY2008. In FY2009, only 38 percent of libraries report increases at or above inflation. This picture is further complicated by the fact that salaries, health benefits and utility costs are increasing faster than inflation. For instance:

- Premiums for employer-based health insurance rose by 5 percent in 2008, and average premiums for family coverage have increased 119 percent since 1999.¹
- Utilities prices for heating and cooling increased between 5 percent and 28 percent, with average heating oil costs doubling from 2003–04 (\$903) to 2007–08 (\$1,834).²
- Librarian salaries rose approximately 15 percent between 2003 and 2008.³

It is important to consider the cumulative impact of modest downward shifts in the proportion of libraries reporting increases combined with the modest upward shifts in the proportion of libraries reporting flat or declining operating budgets. Most noticeably, downward shifts occurred in libraries previously experiencing increases in the 2.1 percent-to-4 percent and 6-or-more percent ranges. When the data are viewed by poverty ranges, the rise in high poverty libraries reporting decreases in operating budgets in FY2009 is significant—twice as many libraries as in FY2008 in some cases. High poverty libraries reporting 6-plus percent increases in FY2008 (27.9 percent) dropped to just over 12 percent of libraries in FY2009. Suburban libraries reporting flat funding increased 4.5 percent, up to 23.3 percent in FY2009 from 18.8 percent in FY2008.

Under current economic conditions, however, even small increases may be considered something of a victory for public libraries.

Operating Expenditures

Each year's survey asks libraries to report current fiscal year expenditures by source of funding and type, and to estimate future fiscal year expenditures. Those findings are presented in Figures C40–C41.

The proportion of expenditures in FY2008 aligns with the national estimates reported annually by the Institute of Museum and Library Services (IMLS), while the FY2009 actual or anticipated figures reported in this study skew a bit. In IMLS FY2006 data,⁴ salaries average 65.7 percent of library operating expenditures, collections about 13.2 percent and other expenditures about 21.2 percent. Additional information can be found in study methodology detail on the project website, www.ala.org/plinternetfunding.

1. The Henry J. Kaiser Family Foundation. Employee Health Benefits: 2008 Annual Survey. September 2008. <http://ehbs.kff.org/images/abstract/7791.pdf>.

2. Winter heating costs could rise an average 10.5%. Barbara Hagenbaugh, USA Today, http://www.usatoday.com/money/industries/energy/2007-09-24-heating-oil_N.htm. Data from National Energy Assistance Director's Association study, <http://www.neada.org>.

3. ALA Survey of Librarian Salaries series, years 2003–2008. For more information, see <http://www.ala.org/ala/aboutala/offices/ors/reports/reports.cfm>.

4. Public Libraries Survey Fiscal Year 2006. Institute of Museum and Library Services (2008). Table 19A. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=121.

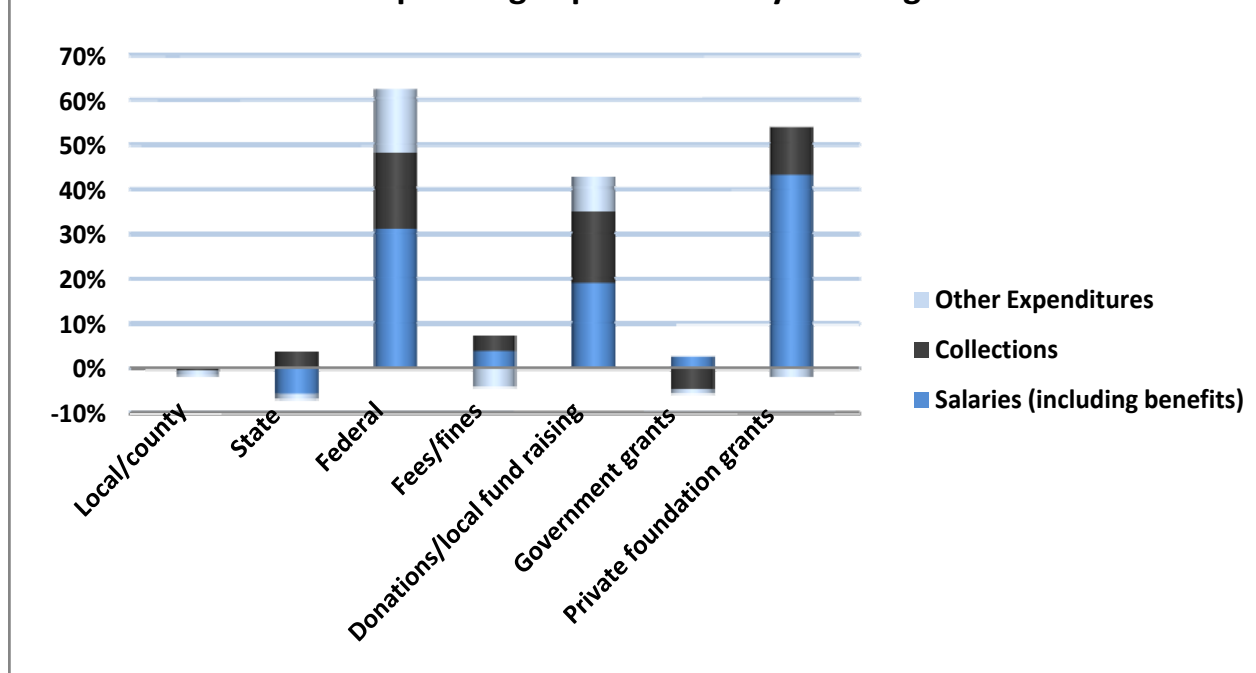
Figure C40: FY2008 Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|------------------------|---------------------------|
| Local/county | \$1,019,810 (n=6,791) | \$206,036 (n=5,623) | \$387,445 (n=5,226) |
| State (including state aid to public libraries, or state-supported tax programs) | \$139,391 (n=1,397) | \$56,476 (n=2,343) | \$60,297 (n=1,688) |
| Federal | \$10,318 (n=244) | \$6,746 (n=400) | \$20,686 (n=758) |
| Fees/fines | \$28,028 (n=554) | \$19,598 (1,502) | \$39,573 (n=1,295) |
| Donations/local fundraising | \$165,614 (n=680) | \$28,397 (n=2,252) | \$67,111 (n=1,876) |
| Government grants (local, state or national level) | \$65,760 (n=440) | \$13,464 (n=955) | \$28,692 (n=1,142) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$253,864 (n=366) | \$38,497 (n=765) | \$36,211 (n=1,720) |
| Reported average total | \$1,682,785 | \$369,214 | \$640,015 |
| Reported average percent | 62.5% | 13.7% | 23.8% |

Figure C41: FY2009 Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|------------------------|---------------------------|
| Local/county | \$1,017,687 (n=6,342) | \$205,012 (n=5,260) | \$383,614 (n=4,953) |
| State (including state aid to public libraries, or state-supported tax programs) | \$131,707 (n=1,316) | \$58,551 (n=2,161) | \$59,674 (n=1,572) |
| Federal | \$14,926 (n=192) | \$8,142 (n=322) | \$24,088 (n=679) |
| Fees/fines | \$29,059 (n=514) | \$20,277 (n=1,385) | \$37,922 (n=1,211) |
| Donations/local fundraising | \$196,880 (n=596) | \$32,923 (n=2,035) | \$72,264 (n=1,734) |
| Government grants (local, state or national level) | \$67,370 (n=412) | \$12,810 (n=836) | \$28,425 (n=998) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$363,068 (n=317) | \$42,610 (n=648) | \$35,582 (n=1,613) |
| Reported average total | \$1,820,697 | \$380,325 | \$641,569 |
| Reported average percent | 63.9% | 13.5% | 22.7% |

Figure C42: Average Percentage Change FY2008–FY2009 Total Operating Expenditures by Funding Source



Funding from local/county sources continues to erode between FY2008 and FY2009. Fluctuations by funding source are presented in Figure C42.

Libraries report spending more than twice the anticipated amount of federal funding in FY2008 than was anticipated in last year's survey, up from an average of \$15,532 in 2007–2008 to an average of \$37,750 this year. Libraries anticipate further increased use of federal funds in FY2009, estimating an average of \$47,156 or nearly 20 percent more than anticipated in last year's survey. Increases in other funding sources occurred in all categories compared with last year, except in the area of fees/fines used for collection expenditures (Figure C42).

Expenditures relying on fees/fines and donations remain fairly stable from last year's estimates but show some declines in FY2009. Libraries anticipate using more soft funding sources, including government and private foundation grants, to fund operating expenditures. An overall increase of nearly 50 percent in use of private foundation grants to pay for salaries, collections and other expenditures is anticipated. No other funding source saw such a significant increase. The number of cases reported for each expenditure category by source of funding remains fairly stable between the two years, so these variations cannot be attributed to fluctuation in response rates. They may simply be attributable to anticipated private foundation support (e.g., Bill & Melinda Gates Foundation) and increases in local fundraising.

The average total operating expenditures by metropolitan status reported by libraries for FY2008 and FY2009 are presented in Figures C43–C48.

Figure C43: FY2008 Rural Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|-----------------------|---------------------------|
| Local/county | \$305,131 (n=4,155) | \$69,964 (n=3,288) | \$131,992 (n=3,050) |
| State (including state aid to public libraries, or state-supported tax programs) | \$93,475 (n=800) | \$27,724 (n=1,401) | \$29,164 (n=931) |
| Federal | \$2,849 (n=136) | \$4,124 (n=248) | \$4,840 (n=448) |
| Fees/fines | \$5,368 (n=278) | \$4,968 (n=241) | \$13,409 (n=748) |
| Donations/local fundraising | \$13,571 (n=442) | \$8,611 (n=1,445) | \$12,250 (n=1,168) |
| Government grants (local, state or national level) | \$8,207 (n=255) | \$5,241 (n=599) | \$11,706 (n=640) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$7,975 (n=216) | \$6,389 (n=494) | \$7,935 (n=1,144) |
| Reported average total | \$436,576 | \$127,021 | \$211,296 |
| Reported average percent | 56.3% | 16.4% | 28.3% |

Figure C44: FY2009 Rural Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|-----------------------|---------------------------|
| Local/county | \$236,089 (n=3,913) | \$51,482 (n=3,096) | \$120,583 (n=2,904) |
| State (including state aid to public libraries, or state-supported tax programs) | \$78,689 (n=737) | \$27,648 (n=1,304) | \$27,343 (n=874) |
| Federal | \$2,004 (n=101) | \$1,083 (n=187) | \$5,216 (n=418) |
| Fees/fines | \$6,191 (n=256) | \$6,006 (n=852) | \$10,842 (n=694) |
| Donations/local fundraising | \$16,011 (n=402) | \$8,648 (n=1,321) | \$13,035 (n=1,078) |
| Government grants (local, state or national level) | \$9,128 (n=255) | \$5,604 (n=539) | \$10,119 (n=579) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$8,368 (n=186) | \$7,459 (n=424) | \$7,730 (n=1,084) |
| Reported average total | \$277,791 | \$107,930 | \$194,868 |
| Reported average percent | 47.8% | 18.6% | 33.6% |

Figure C45: FY2008 Suburban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|------------------------|---------------------------|
| Local/county | \$1,181,277 (n=2,139) | \$234,336 (n=1,878) | \$412,545 (n=1,736) |
| State (including state aid to public libraries, or state-supported tax programs) | \$101,802 (n=472) | \$40,525 (n=724) | \$40,818 (n=615) |
| Federal | \$3,454 (n=61) | \$5,834 (n=112) | \$8,977 (n=197) |
| Fees/fines | \$26,951 (n=231) | \$21,188 (n=512) | \$19,743 (n=451) |
| Donations/local fundraising | \$16,951 (n=181) | \$13,977 (n=635) | \$24,712 (n=554) |
| Government grants (local, state or national level) | \$12,050 (n=102) | \$14,919 (n=254) | \$22,120 (n=362) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$408,092 (n=94) | \$52,936 (n=181) | \$30,044 (n=446) |
| Reported average total | \$1,750,577 | \$383,715 | \$558,959 |
| Reported average percent | 65.0% | 14.4% | 20.7% |

Figure C46: FY2009 Suburban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|------------------------|---------------------------|
| Local/county | \$1,240,187 (n=1,975) | \$236,609 (n=1,742) | \$423,532 (n=1,649) |
| State (including state aid to public libraries, or state-supported tax programs) | \$97,709 (n=453) | \$40,794 (n=658) | \$35,983 (n=574) |
| Federal | \$5,934 (n=52) | \$6,199 (n=90) | \$8,341 (n=165) |
| Fees/fines | \$25,686 (n=214) | \$23,635 (n=454) | \$18,734 (n=423) |
| Donations/local fundraising | \$17,194 (n=146) | \$15,105 (n=578) | \$21,878 (n=518) |
| Government grants (local, state or national level) | \$8,632 (n=99) | \$14,449 (n=213) | \$13,315 (n=308) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$504,510 (n=83) | \$59,423 (n=154) | \$23,476 (n=399) |
| Reported average total | \$1,899,852 | \$396,214 | \$545,259 |
| Reported average percent | 66.9% | 13.9% | 19.2% |

Figure C47: FY2008 Urban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|------------------------|---------------------------|
| Local/county | \$6,301,822 (n=480) | \$1,088,728 (n=448) | \$2,122,728 (n=427) |
| State (including state aid to public libraries, or state-supported tax programs) | \$587,379 (n=122) | \$296,778 (n=216) | \$356,104 (n=139) |
| Federal | \$44,523 (n=43) | \$22,502 (n=47) | \$106,682 (n=110) |
| Fees/fines | \$181,072 (n=43) | \$165,074 (n=85) | \$337,259 (n=96) |
| Donations/local fundraising | \$1,983,315 (n=52) | \$256,827 (n=166) | \$638,632 (n=153) |
| Government grants (local, state or national level) | \$448,602 (n=57) | \$58,456 (n=101) | \$130,009 (n=133) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$992,148 (n=53) | \$191,696 (n=87) | \$306,420 (n=130) |
| Reported average total | \$10,538,861 | \$2,080,061 | \$3,997,834 |
| Reported average percent | 63.4% | 12.5% | 24.1% |

Figure C48: FY2009 Urban Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|------------------------|---------------------------|
| Local/county | \$6,639,792 (n=448) | \$1,176,731 (n=417) | \$2,125,568 (n=401) |
| State (including state aid to public libraries, or state-supported tax programs) | \$614,705 (n=114) | \$323,747 (n=197) | \$398,135 (n=124) |
| Federal | \$59,842 (n=39) | \$41,249 (n=45) | \$132,996 (n=96) |
| Fees/fines | \$191,251 (n=41) | \$157,998 (n=77) | \$325,336 (n=94) |
| Donations/local fundraising | \$2,321,354 (n=47) | \$342,291 (n=136) | \$724,024 (n=138) |
| Government grants (local, state or national level) | \$101,092 (n=264) | \$12,810 (n=836) | \$166,137 (n=111) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$1,487,155 (n=48) | \$225,369 (n=68) | \$304,460 (n=130) |
| Reported average total | \$11,415,191 | \$2,280,195 | \$4,176,656 |
| Reported average percent | 63.9% | 12.8% | 23.3% |

The proportional distributions of expenditures by type remain fairly stable when considering the data by metropolitan status, as well as by poverty (e.g., low, medium, high poverty).

The average total operating expenditures by type, funding source and poverty level reported by libraries for FY2008 and FY2009 are presented in Figures C49–54.

Figure C49: FY2008 Low Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|------------------------|---------------------------|
| Local/county | \$777,717 (n=6,081) | \$156,153 (n=5,018) | \$309,133 (n=4,646) |
| State (including state aid to public libraries, or state-supported tax programs) | \$120,952 (n=1,210) | \$45,676 (n=2,060) | \$52,597 (n=1491) |
| Federal | \$5,813 (n=95) | \$5,099 (n=328) | \$16,750 (n=630) |
| Fees/fines | \$15,807 (n=504) | \$17,970 (n=1,350) | \$16,750 (n=630) |
| Donations/local fundraising | \$179,330 (n=628) | \$27,282 (n=2,035) | \$61,907 (n=1,706) |
| Government grants (local, state or national level) | \$32,608 (n=357) | \$8,820 (n=833) | \$20,376 (n=982) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$142,575 (n=1,319) | \$22,033 (n=669) | \$16,627 (n=1,573) |
| Reported average total | \$1,274,802 | \$283,033 | \$494,140 |
| Reported average percent | 62.1% | 13.8% | 24.1% |

Figure C50: FY2009 Low Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|------------------------|---------------------------|
| Local/county | \$755,623 (n=5,692) | \$152,248 (n=4,712) | \$285,107 (n=4,423) |
| State (including state aid to public libraries, or state-supported tax programs) | \$110,306 (n=1,143) | \$46,540 (n=1,909) | \$53,111 (n=1,380) |
| Federal | \$6,564 (n=159) | \$6,878 (n=271) | \$17,524 (n=578) |
| Fees/fines | \$15,374 (n=471) | \$19,448 (n=1,250) | \$24,964 (n=1,101) |
| Donations/local fundraising | \$204,539 (n=553) | \$31,317 (n=1,852) | \$65,282 (n=1,573) |
| Government grants (local, state or national level) | \$31,013 (n=340) | \$8,107 (n=731) | \$18,245 (n=868) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$178,432 (n=280) | \$24,659 (n=571) | \$19,326 (n=1,470) |
| Reported average total | \$1,301,851 | \$289,197 | \$483,559 |
| Reported average percent | 62.8% | 13.9% | 23.2% |

Figure C51: FY2008 Medium Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|----------------------|---------------------------|
| Local/county | \$2,670,798 (n=650) | \$535,499 (n=555) | \$1,091,234 (n=530) |
| State (including state aid to public libraries, or state-supported tax programs) | \$278,116 (n=169) | \$129,798 (n=264) | \$121,107 (n=178) |
| Federal | \$35,447 (n=38) | \$14,962 (n=68) | \$42,330 (n=115) |
| Fees/fines | \$156,771 (n=44) | \$34,864 (n=142) | \$148,182 (n=110) |
| Donations/local fundraising | \$84,928 (n=48) | \$37,343 (n=203) | \$125,989 (n=157) |
| Government grants (local, state or national level) | \$240,794 (n=68) | \$47,447 (n=112) | \$86,707 (n=139) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$1,238,404 (n=38) | \$169,872 (n=84) | \$262,093 (n=137) |
| Reported average total | \$4,705,258 | \$969,785 | \$1,877,642 |
| Reported average percent | 62.3% | 12.8% | 24.9% |

Figure C52: FY2009 Medium Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|----------------------|---------------------------|
| Local/county | \$2,762,656 (n=603) | \$512,086 (n=539) | \$939,229 (n=555) |
| State (including state aid to public libraries, or state-supported tax programs) | \$557,549 (n=319) | \$152,290 (n=384) | \$218,343 (n=353) |
| Federal | \$10,003 (n=204) | \$3,991 (n=199) | \$25,504 (n=229) |
| Fees/fines | \$49,177 (n=224) | \$48,891 (n=263) | \$137,951 (n=302) |
| Donations/local fundraising | \$19,277 (n=209) | \$20,045 (n=289) | \$44,678 (n=325) |
| Government grants (local, state or national level) | \$11,101 (n=208) | \$10,277 (n=219) | \$30,065 (n=260) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$22,372 (n=212) | \$10,580 (n=204) | \$26,642 (n=251) |
| Reported average total | \$3,432,135 | \$758,160 | \$1,422,412 |
| Reported average percent | 61.1% | 13.5% | 25.3% |

Figure C53: FY2008 High Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|-----------------------|---------------------------|
| Local/county | \$8,259,633 (n=43) | \$1,909,996 (n=40) | \$2,986,794 (n=39) |
| State (including state aid to public libraries, or state-supported tax programs) | \$87,258 (n=15) | \$236,038 (n=17) | \$108,301 (n=16) |
| Federal | \$7,180 (n=6) | \$1,749 (n=4) | \$26,236 (n=17) |
| Fees/fines | \$121,434 (n=5) | \$20,947 (n=5) | \$273,713 (n=29) |
| Donations/local fundraising | \$372,722 (n=1) | \$106,076 (n=8) | \$39,209 (n=13) |
| Government grants (local, state or national level) | \$91,044 (n=10) | \$19,403 (n=9) | \$47,978 (n=13) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$48,128 (n=7) | \$45,681 (n=9) | \$33,339 (n=11) |
| Reported average total | \$8,987,399 | \$2,339,890 | \$3,515,570 |
| Reported average percent | 60.6% | 15.8% | 23.7% |

Figure C54: FY2009 High Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Collections</i> | <i>Other Expenditures</i> |
|---|--------------------------------------|-----------------------|---------------------------|
| Local/county | \$10,580,257 (n=38) | \$1,621,749 (n=37) | \$2,578,393 (n=35) |
| State (including state aid to public libraries, or state-supported tax programs) | \$122,964 (n=11) | \$256,882 (n=15) | \$124,831 (n=14) |
| Federal | \$26,521 (n=4) | \$29 (n=4) | \$37,439 (n=5) |
| Fees/fines | \$123,474 (n=5) | \$17,416 (n=5) | \$288,237 (n=8) |
| Donations/local fundraising | \$56,800 (n=1) | \$126,582 (n=8) | \$74,530 (n=12) |
| Government grants (local, state or national level) | \$81,811 (n=10) | \$23,517 (n=8) | \$43,522 (n=9) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$55,214 (n=5) | \$68,167 (n=8) | \$69,979 (n=11) |
| Reported average total | \$11,047,041 | \$492,593 | \$3,216,931 |
| Reported average percent | 74.9% | 3.3% | 21.8% |

There are differences in the number of libraries reporting data for FY2009 over FY2008. This is especially noticeable for urban libraries reporting the use of government grants in FY2009 (Figure C48) to pay for salaries and collections. Although the average amount of government grant funds reported by urban libraries declined between FY2008 and FY2009, the number of urban libraries using such funding increased considerably—salary expenditures were reported by 264 cases in FY2009 versus 57 cases in FY2008, and collection expenditures were reported by 836 cases in FY 2009 versus 101 cases in FY2008.

Similar to urban libraries, medium poverty libraries report significant declines in the average level of funding by source and type of expenditure and an increase in the number of libraries reporting. Although the proportion of expenditure by type did not fluctuate significantly, the reported average total expenditure declined between FY2008 and FY2009.

Technology Costs Paid on Behalf of Libraries

New to the 2008–2009 survey was a set of questions about “on behalf of” support for library technology costs. Although the research team understood anecdotally how libraries pay for technology, previous surveys did not capture the extent to which library technology-related expenditures were supported by outside entities. This year, the survey asked:

1. 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.
2. 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.

Figure C55 presents the summary for survey question 19a.

Figure C55: Public Library Systems Receipt of “on Behalf of” Financial Support for Technology Expenditures, by Metropolitan Status and Poverty

| <i>Financial Support</i> | <i>Metropolitan Status</i> | | | <i>Poverty Level</i> | | | <i>Overall</i> |
|--|----------------------------|--------------------|--------------------|----------------------|------------------|-----------------|--------------------|
| | <i>Urban</i> | <i>Suburban</i> | <i>Rural</i> | <i>Low</i> | <i>Medium</i> | <i>High</i> | |
| The library pays directly for ALL of its technology costs | 56.4% (n=318) | 53.3% (n=1,368) | 55.1% (n=2,832) | 54.8% (n=4,058) | 52.3% (n=425) | 59.3% (n=35) | 54.6% (n=4,518) |
| The library pays directly for SOME of its technology costs | 38.1% (n=215) | 38.3% (n=983) | 36.5% (n=1,876) | 37.5% (n=2,775) | 34.6% (n=281) | 32.2% (n=19) | 37.2% (n=3,075) |
| The library does not pay directly for any of its technology costs | 5.5% (n=31) | 8.5% (n=217) | 8.5% (n=435) | 7.7% (n=573) | 13.1% (n=106) | 8.5% (n=5) | 8.3% (n=684) |

Weighted missing values, n=802

A majority of libraries (54.6 percent) paid for their technology costs with no assistance from another government agency or outside entity. Just over 37 percent reported receiving some direct support for library technology costs and another 8.3 percent indicated all technology costs were paid on the library’s behalf; these libraries were more likely to be in suburban and rural communities. The percentage of libraries receiving direct support for all or some of their technology costs was fairly equally distributed among the metropolitan status and poverty level categories.

Figures C56–C58 present the detail by metropolitan status of libraries that indicated all or some of their technology costs were paid on their behalf (survey question 19c).

Figure C56: FY2008 Urban Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source

| <i>Agency or Organization</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local government (e.g., municipal IT department) | 43.1% (n=106) | 28.5% (n=70) | 45.5% (n=112) | 42.7% (n=105) |
| County government | 9.3% (n=23) | 5.7% (n=14) | 9.8% (n=24) | 9.7% (n=24) |
| Regional library network, cooperative or consortia | 7.7% (n=19) | 8.1% (n=20) | 17.4% (n=43) | 15.8% (n=39) |
| State government (including the state library) | 6.9% (n=17) | 8.1% (n=20) | 18.2% (n=45) | 17.5% (n=43) |
| Private funder (e.g., endowment, board/trustees) | 2.4% (n=6) | 3.3% (n=8) | 19.5% (n=48) | 1.6% (n=4) |
| Other | 2.4% (n=6) | 4.1% (n=10) | 4.9% (n=12) | 7.7% (n=29) |

Figure C57: FY2008 Suburban Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local government (e.g., municipal IT department) | 23.0% (n=276) | 12.8% (n=153) | 23.3% (n=280) | 23.4% (n=281) |
| County government | 6.7% (n=80) | 5.3% (n=63) | 7.7% (n=92) | 9.3% (n=111) |
| Regional library network, cooperative or consortia | 22.3% (n=268) | 24.8% (n=298) | 32.7% (n=392) | 34.5% (n=414) |
| State government (including the state library) | 4.6% (n=55) | 8.7% (n=104) | 14.1% (n=169) | 15.1% (n=181) |
| Private funder (e.g., endowment, board/trustees) | 1.2% (n=14) | 1.6% (n=19) | 14.3% (n=172) | 2.8% (n=33) |
| Other | 1.1% (n=13) | * | 6.4% (n=77) | 6.6% (n=79) |

Key: * Insufficient data to report

Figure C58: FY2008 Rural Public Library Systems Technology Expenses that are Paid by Another Government Office or Organization, by Type and Funding Source.

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local government (e.g., municipal IT department) | 23.5% (n=542) | 13.5% (n=312) | 17.6% (n=406) | 19.1% (n=442) |
| County government | 10.5% (n=242) | 5.3% (n=122) | 7.2% (n=166) | 7.5% (n=174) |
| Regional library network, cooperative or consortia | 9.3% (n=214) | 10.8% (n=249) | 17.6% (n=408) | 15.1% (n=349) |
| State government (including the state library) | 7.3% (n=168) | 9.1% (n=211) | 16.1% (n=373) | 18.8% (n=435) |
| Private funder (e.g., endowment, board/trustees) | * | 3.9% (n=91) | 15.8% (n=365) | 5.3% (n=123) |
| Other | 5.2% (n=121) | 3.8% (n=89) | 8.0% (n=186) | 15.2% (n=351) |

Key: * Insufficient data to report

For libraries reporting that some or all technology expenditures were paid on their behalf, urban libraries reported the highest level of local government support for any technology expenditure by almost two-to-one compared with the level reported by suburban and rural libraries. Not surprisingly, urban libraries benefited from hardware/software support from local government departments 2.5 times more than did rural libraries and nearly twice as much as suburban libraries. Rural libraries fared only slightly better than their urban and suburban counterparts with state government support for telecommunications (about 18.8 percent, compared with 17.5 percent for urban and 15.1 percent for suburban libraries).

Libraries report the least “on behalf of” support for outside vendor agreements supporting technology, absorbing those costs within the library’s operating budget. Suburban libraries reported the highest level of “on behalf of” support from regional library networks, cooperatives and consortia.

Volatility of Technology Budgets

To better understand year-to-year fluctuations in technology spending, the research team added a question about year-to-year changes in library technology budgets in this year’s survey. The range of responses matched those used in the operating budget stability question.

Figures C59–C60 present the FY2008 and FY2009 responses, by metropolitan status and poverty level.

Figure C59: FY2009 Public Library Systems Technology Budget Change, by Metropolitan Status and Poverty

| Operating Budget | Metropolitan Status | | | Poverty Level | | | Overall |
|------------------------|---------------------|------------------|--------------------|--------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Increased up to 2% | 20.8% (n=116) | 22.0% (n=558) | 19.2% (n=977) | 20.5% (n=1,502) | 17.7% (n=142) | 11.9% (n=7) | 20.1% (n=1,651) |
| Increased 2.1–4% | 12.5% (n=70) | 12.4% (n=314) | 9.0% (n=457) | 9.1% (n=749) | 11.0% (n=88) | 6.8% (n=4) | 10.3% (n=841) |
| Increased 4.1–6% | 5.2% (n=29) | 7.1% (n=180) | 4.3% (n=218) | 5.0% (n=367) | 7.2% (n=58) | 5.1% (n=3) | 5.2% (n=4,286) |
| Increased more than 6% | 15.4% (n=86) | 9.8% (n=249) | 10.1% (n=517) | 10.4% (n=760) | 10.5% (n=84) | 13.6% (n=8) | 10.4% (n=852) |
| Decreased up to 2% | 3.6% (n=20) | 4.8% (n=123) | 3.2% (n=164) | 3.6% (n=266) | 4.5% (n=36) | 8.5% (n=5) | 3.7% (n=307) |
| Decreased 2.1–4% | -- | -- | -- | -- | -- | -- | -- |
| Decreased 4.1–6% | 1.4% (n=8) | -- | * | 1.0% (n=75) | * | * | 1.0% (n=80) |
| Decreased more than 6% | 7.5% (n=42) | 4.9% (n=124) | 3.9% (n=199) | 4.3% (n=312) | 6.1% (n=49) | 6.8% (n=4) | 4.5% (n=365) |
| Stayed the same | 33.5% (n=187) | 38.1% (n=968) | 49.4% (n=2,519) | 45.0% (n=3,303) | 42.6% (n=342) | 49.2% (n=29) | 44.8% (n=3,674) |

Key: -- No data to report. * Insufficient data to report

Figure C60: FY2010 Public Library Systems Anticipated Technology Budget Change, by Metropolitan Status and Poverty

| Operating Budget | Metropolitan Status | | | Poverty Level | | | Overall |
|------------------------|---------------------|------------------|--------------------|--------------------|------------------|-----------------|--------------------|
| | Urban | Suburban | Rural | Low | Medium | High | |
| Increased up to 2% | 22.1% (n=116) | 23.8% (n=578) | 21.6% (n=1,058) | 22.5% (n=1,587) | 20.3% (n=155) | 18.0% (n=9) | 22.3% (n=1,751) |
| Increased 2.1–4% | 15.2% (n=80) | 14.0% (n=339) | 10.5% (n=517) | 12.0% (n=842) | 12.1% (n=92) | 2.0% (n=1) | 11.9% (n=935) |
| Increased 4.1–6% | 8.6% (n=45) | 8.0% (n=194) | 5.0% (n=247) | 6.2% (n=436) | 5.6% (n=43) | 13.7% (n=7) | 6.2% (n=486) |
| Increased more than 6% | 5.3% (n=28) | 5.6% (n=135) | 5.9% (n=289) | 5.8% (n=412) | 4.9% (n=37) | 5.9% (n=3) | 5.8% (n=452) |
| Decreased up to 2% | 1.9% (n=10) | 2.6% (n=63) | 2.2% (n=109) | 2.4% (n=169) | 1.7% (n=13) | -- | 2.3% (n=182) |
| Decreased 2.1–4% | 2.9% (n=15) | 2.3% (n=55) | 1.2% (n=58) | 1.7% (n=117) | 1.4% (n=11) | -- | 1.6% (n=128) |
| Decreased 4.1–6% | 1.7% (n=9) | 1.2% (n=28) | * | 1.0% (n=67) | * | 2.0% (n=1) | * |
| Decreased more than 6% | 5.9% (n=31) | 2.6% (n=63) | 2.3% (n=112) | 2.5% (n=173) | 4.1% (n=31) | 4.0% (n=2) | 2.6% (206) |
| Stayed the same | 36.5% (n=192) | 40.0% (n=970) | 50.6% (n=2,481) | 46.0% (n=3,242) | 49.0% (n=374) | 54.0% (n=27) | 46.4% (n=3,643) |

Key: -- No data to report. * Insufficient data to report

Regardless of stratification—metropolitan status or poverty level—technology operating budgets are reasonably stable within each range by fiscal year. Approximately 20 percent of libraries report up to 2 percent increases in FY2009, and a similar number, about 22.3 percent, anticipate up to 2 percent increases in FY2010.

Rural libraries were most likely to experience no change (increase or decrease) in technology funding from year to year. In both FY2009 and FY2010, roughly a majority of rural libraries (49.4 and 50.6 percent) report no change in funding levels. These libraries are operating with funding levels from FY2008, since they report level funding coming into FY2009. This level funding is especially hard for rural libraries because they receive much less direct (“on behalf of”) support than that received by suburban or urban libraries.

There was little variation in the proportion of low, medium or high poverty libraries reporting no change in technology expenditures. Differences are evident across poverty levels for the smallest expenditure increases (up to 2 percent) in FY2009, but little difference in any range of budget change in FY2010. This may be explained partly by actual expenditure details available for FY2009, compared with a reliance on anticipated technology budget figures for FY2010.

Figure C61 presents the average total technology-related operating expenditures by type and funding source for FY2009.

Figure C61: FY2009 Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local/county | \$100,783 (n=3,025) | \$25,981 (n=2,938) | \$40,436 (n=4,480) | \$22,011 (n=3,957) |
| State (including state aid to public libraries, or state-supported tax programs) | \$12,993 (n=749) | \$10,116 (n=720) | \$12,835 (n=954) | \$8,515 (n=830) |
| Federal | \$515 (n=546) | \$2,042 (n=494) | \$8,593 (n=563) | \$16,247 (n=841) |
| Fees/fines | \$616 (n=614) | \$3,913 (n=535) | \$1,413 (n=579) | \$1,388 (n=541) |
| Donations/local fundraising | \$842 (n=618) | \$1,451 (n=619) | \$2,890 (n=1,230) | \$665 (n=622) |
| Government grants (local, state or national level) | \$682 (n=559) | \$783 (n=504) | \$6,148 (n=730) | \$1,591 (n=601) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$656 (n=584) | \$704 (n=552) | \$7,596 (n=1,637) | \$883 (n=550) |
| Reported average total | \$117,087 | \$44,990 | \$79,911 | \$51,300 |
| Reported average percent | 39.9% | 15.3% | 27.2% | 17.5% |

This is the third year that libraries reported technology-related operating expenditures by fiscal year. Technology expenditures were reported for FY2006 (actual) and FY2007 (anticipated) in the first year of the survey; FY2008 anticipated expenditures in the second survey year; and FY2009 actual or anticipated expenditures in this third year of the survey. These data are reported by type of technology expenditure and funding source. What this information provides is multi-year reporting to understand the extent to which these expenditures change and how the sources of funding may fluctuate from year to year.

Overall, FY2009 expenditures by type indicate increases for total average dollars spent in all expenditure categories:

- Average dollars spent on technology-related salary expenditures increased nearly 30 percent (\$117,087 FY2009 from \$90,230 in FY2008).
- Outside vendor expenditures increased 16 percent from FY2008 (\$44,990 in FY2009 from \$38,790 in FY2008).
- Hardware/software expenditures increased 52.7 percent from FY2008 (\$79,911 in FY2009 from \$52,315 in FY2008).
- Telecommunications expenditures increased 70 percent—the most dramatic increase of all the technology-related expenditures reported for FY2009 (\$51,300 in FY2009 from \$30,163 in FY2008).

It is important to acknowledge the year-to-year fluctuations in the reporting of technology-related library expenditures. For instance, although the average technology-related salary expenditure increased nearly 30 percent from FY2008, it increased only 14.7 percent from FY2007 and 7 percent from FY2006. Although technology-related salaries may be higher, the FY2009 average may also be higher because of the impact of increased responses. The impact of “on behalf of” support libraries receive from government or other agencies also plays a part in the year-to-year average expenditure changes. Technology salary costs are among the most frequently reported expenses paid by other agencies, followed by telecommunications and hardware/software expenses (see Figures C56–C58).

Two expenditure categories note declines and two increases from FY2008 when considered as a proportion of technology-related expenditures.

Decreasing expenditures between FY2008 and FY2009:

- Salary support from all funding sources declined approximately 2.8 percent from FY2008 (down to 39.9 percent from 42.7 percent).
- Outside vendor expenditures declined approximately 3 percent from 18.3 percent in FY2008. This expense type was not collected prior to the 2007–2008 survey.

Increasing expenditures between FY2008 and FY2009:

- Hardware and software expenditures increased by about 2.5 percent from 24.7 percent in FY2008. Hardware and software expenditures were reported as separate expenses in the 2006–2007 survey and therefore are not easily compared.
- Telecommunications expenditures have demonstrated the greatest fluctuation from year to the next year of this survey. Increasing by about 3.2 percent from FY2008 (14.3 percent), telecommunication expenditures were higher in FY2007 (17.6 percent), and lower in FY2006 (14.8 percent). Some of this variation can be attributed to the number of libraries reporting this particular technology expenditure.

By source of funding, similar fluctuations have occurred each year of the survey. While local/county funding used for technology staff salaries, hardware and software have been declining each year since FY2006, FY2009 data do indicate modest increases in these expenditure categories. In FY2009 local/county funds used to pay technology staff salaries had risen to \$100,783, approximately 28 percent more than in FY2008. In FY2006, the average expenditure from local/county funds for technology staff salaries was \$96,906, in FY2007 \$90,972, and in FY2008 \$78,502.

Outside vendor expenditures, reported beginning with FY2008 data, indicate a slight decline in local/county support for FY2009. There is growth in support from other funding sources for outside vendors, up approximately 28.4 percent over last fiscal year. Again, some of this fluctuation can be attributed to response rates for this technology expenditure.

Figure C62: FY2009 Rural Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local/county | \$37,300 (n=1,636) | \$7,905 (n=1,627) | \$13,617 (n=2,590) | \$7,536 (n=2,308) |
| State (including state aid to public libraries, or state-supported tax programs) | \$9,308 (n=415) | \$2,578 (n=399) | \$5,048 (n=538) | \$3,136 (n=498) |
| Federal | \$382 (n=298) | \$821 (n=266) | \$3,711 (n=294) | \$4,538 (n=526) |
| Fees/fines | \$367 (n=341) | \$277 (n=282) | \$721 (n=305) | \$1,662 (n=277) |
| Donations/local fundraising | \$1,126 (n=357) | \$1,007 (n=352) | \$1,976 (n=768) | \$784 (n=363) |
| Government grants (local, state or national level) | \$360 (n=312) | \$173 (n=270) | \$2,630 (n=399) | \$1,272 (n=356) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$917 (n=326) | \$881 (n=310) | \$4,429 (n=1,036) | \$913 (n=321) |
| Reported average total | \$49,760 | \$13,642 | \$32,132 | \$19,841 |
| Reported average percent | 43.1% | 11.8% | 27.9% | 17.2% |

Figures C62–C64 present this same data by metropolitan status, and Figures C65–C67 present this data by poverty level.

When considered by metropolitan status, it is not surprising to find that average salary expenditures for technology staff in rural libraries are considerably lower than in urban or suburban libraries. Urban libraries spent an average of \$458,324 for technology staff positions in FY2009, suburban libraries \$122,400 and rural libraries only \$49,760. There is little overall difference between rural and suburban libraries receiving “on behalf of” support from government or other agencies for technology staff, whereas nearly twice as many urban libraries reported receiving local government support (43.1 percent of urban libraries compared with 23 percent of suburban and 23.5 percent of rural libraries). In fact, rural libraries are only slightly more likely than urban libraries to receive support from regional networks (9.3 percent compared with 7.7 percent of urban libraries) and far less likely than suburban libraries (22.3 percent of suburban libraries).

Figure C63: FY2009 Suburban Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local/county | \$107,370 (n=1,073) | \$30,180 (n=1,073) | \$50,406 (n=1,491) | \$28,112 (n=1,320) |
| State (including state aid to public libraries, or state-supported tax programs) | \$13,745 (n=269) | \$3,729 (n=252) | \$6,731 (n=323) | \$3,837 (n=266) |
| Federal | \$78 (n=197) | \$254 (n=178) | \$2,544 (n=206) | \$3,353 (n=230) |
| Fees/fines | \$263 (n=225) | \$235 (n=203) | \$1,311 (n=228) | \$245 (n=217) |
| Donations/local fundraising | \$312 (n=211) | \$2,060 (n=219) | \$3,868 (n=395) | \$540 (n=217) |
| Government grants (local, state or national level) | \$382 (n=194) | \$1,811 (n=192) | \$4,774 (n=261) | \$570 (n=195) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$250 (n=205) | \$545 (n=199) | \$6,676 (n=489) | \$527 (n=181) |
| Reported average total | \$122,400 | \$38,814 | \$76,310 | \$37,184 |
| Reported average percent | 44.6% | 14.1% | 27.8% | 13.5% |

Figure C64: FY2009 Urban Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local/county | \$412,412 (n=312) | \$130,599 (n=238) | \$177,557 (n=398) | \$99,254 (n=328) |
| State (including state aid to public libraries, or state-supported tax programs) | \$33,511 (n=65) | \$77,869 (n=68) | \$78,783 (n=93) | \$68,924 (n=65) |
| Federal | \$3,017 (n=50) | \$14,806 (n=50) | \$50,758 (n=64) | \$125,127 (n=85) |
| Fees/fines | \$4,004 (n=49) | \$14,806 (n=50) | \$6,469 (n=46) | \$5,099 (n=46) |
| Donations/local fundraising | \$1,046 (n=51) | \$1,916 (n=49) | \$7,615 (n=67) | \$279 (n=41) |
| Government grants (local, state or national level) | \$3,713 (n=52) | -- | \$30,568 (n=65) | \$7,872 (n=50) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$621 (n=52) | \$165 (n=43) | \$41,112 (n=111) | \$2,018 (n=48) |
| Reported average total | \$458,324 | \$240,161 | \$392,862 | \$308,573 |
| Reported average percent | 32.7% | 17.2% | 28.1% | 22.0% |

Key: -- No data to report

The average technology-related operating expenditures reported by poverty level appear in figures C65–C67. As these figures demonstrate, libraries rely primarily on local/county sources of funding for technology-related expenditures regardless of poverty level. There was very little difference in technology-related expenditures reported by poverty in FY2009 compared with FY2008.

Figure C65: FY2009 Low Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local/county | \$83,602 (n=2,653) | \$19,364 (n=2,639) | \$31,547 (n=3,999) | \$18,163 (n=3,501) |
| State (including state aid to public libraries, or state-supported tax programs) | \$10,376 (n=658) | \$8,245 (n=632) | \$13,022 (n=824) | \$6,487 (n=746) |
| Federal | \$185 (n=480) | \$359 (n=438) | \$8,139 (n=497) | \$12,455 (n=722) |
| Fees/fines | \$338 (n=540) | \$3,179 (n=477) | \$861 (n=520) | \$1,000 (n=487) |
| Donations/local fundraising | \$837 (n=547) | \$1,485 (n=558) | \$2,900 (n=1,141) | \$719 (n=572) |
| Government grants (local, state or national level) | \$413 (n=493) | \$795 (n=454) | \$4,648 (n=646) | \$1,036 (n=543) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$656 (n=518) | \$677 (n=492) | \$6,879 (n=1,508) | \$773 (n=497) |
| Reported average total | \$96,407 | \$34,104 | \$67,996 | \$40,633 |
| Reported average percent | 40.3% | 14.3% | 28.4% | 17.0% |

Figure C66: FY2009 Medium Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local/county | \$211,467 (n=337) | \$77,138 (n=274) | \$113,820 (n=444) | \$42,288 (n=419) |
| State (including state aid to public libraries, or state-supported tax programs) | \$35,610 (n=86) | \$25,268 (n=82) | \$11,552 (n=123) | \$29,125 (n=76) |
| Federal | \$610 (n=59) | \$10,444 (n=52) | \$10,206 (n=60) | \$40,414 (n=111) |
| Fees/fines | \$2,828 (n=68) | \$11,070 (n=52) | \$7,015 (n=53) | \$5,486 (n=48) |
| Donations/local fundraising | \$942 (n=66) | \$1,193 (n=55) | \$2,786 (n=83) | \$36 (n=44) |
| Government grants (local, state or national level) | \$1,346 (n=59) | \$485 (n=44) | \$18,677 (n=77) | \$4,329 (n=50) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$632 (n=59) | \$896 (n=54) | \$11,733 (n=114) | \$2,019 (n=50) |
| Reported average total | \$253,435 | \$126,494 | \$175,789 | \$123,697 |
| Reported average percent | 37.3% | 18.6% | 25.9% | 18.2% |

Key: * Insufficient data to report

Figure C67: FY2009 High Poverty Public Library Systems Average Total Technology-Related Operating Expenditures, by Type and Funding Source

| <i>Sources of Funding</i> | <i>Salaries (including benefits)</i> | <i>Outside Vendors</i> | <i>Hardware/Software</i> | <i>Telecommunications</i> |
|---|--------------------------------------|------------------------|--------------------------|---------------------------|
| Local/county | \$337,212 (n=35) | \$164,802 (n=25) | \$122,434 (n=36) | \$158,203 (n=36) |
| State (including state aid to public libraries, or state-supported tax programs) | \$3,769 (n=10) | \$1,393 (n=6) | \$13,374 (n=8) | \$1,256 (n=8) |
| Federal | \$24,480 (n=6) | \$77,140 (n=4) | \$28,081 (n=7) | \$44,097 (n=8) |
| Fees/fines | \$809 (n=6) | \$388 (n=6) | \$194 (n=6) | \$257 (n=6) |
| Donations/local fundraising | -- | \$627 (n=6) | \$2,300 (n=6) | -- |
| Government grants (local, state or national level) | \$15,350 (n=6) | \$2,356 (n=5) | \$6,967 (n=8) | \$22,873 (n=8) |
| Private foundation grants (e.g., Carnegie, Ford, Gates, etc.) | \$904 (n=6) | \$1,179 (n=6) | \$49,996 (n=14) | \$503 (n=4) |
| Reported average total | \$382,524 | \$247,885 | \$223,346 | \$227,189 |
| Reported average percent | 35.4% | 22.9% | 20.7% | 21.0% |

Key: -- No data to report

Low poverty libraries spend slightly more (about 3-to-5 percent more) on salaries (including benefits) than do medium or high poverty libraries as a percentage of total technology-related expenditures (40.3 percent, 37.3 percent and 35.4 percent, respectively). Low poverty libraries also spend proportionally more of operating budgets on hardware/software than do medium or high poverty libraries (28.4 percent, compared with 25.9 percent and 20.7 percent, respectively).

Low poverty libraries report spending less on average for salaries (including benefits) than do medium and high poverty libraries—medium poverty libraries spent more than 2.5 times that of low poverty libraries, and high poverty libraries spent nearly four times that of low poverty libraries.

Medium poverty libraries report technology-related spending two-to-three times or more than low poverty libraries, and generally spend about half of what high poverty libraries spend. Medium poverty libraries spend nearly four times (3.7) more than low poverty libraries on outside vendors, and three times more on telecommunications. Salaries (including benefits) expenditures for medium poverty libraries are about 2.6 times more than low poverty libraries (\$253,435 compared with \$96,407) and about one-third below that of high poverty libraries (\$253,524 compared with \$382,524).

Without a doubt, and not surprisingly, high poverty libraries (which are typically urban and working in larger units of service) report out-spending low and medium poverty libraries. However, in some expenditure categories the disparity in average expenditure by poverty level is quite extreme. For instance, high poverty libraries report spending more than seven times that of low poverty libraries on outside vendors (\$247,885 compared with \$34,104) and twice what medium poverty libraries spend (\$247,885 compared with \$126,494). High poverty libraries spend an average of nearly 5.6 times more on telecommunications than do low poverty libraries (\$227,198 compared with \$40,633), and about 1.8 times more that spent by medium poverty libraries (\$227,189 compared with \$123,697).