

Summary of Survey Responses

Number of surveys distributed: 274 Total number of respondents: 193 (70.4%)

Number of Library Use Policies included with returned forms: 30

FORM 1: GENERAL INFORMATION

Q1: Does your library offer public access internet terminals?

	No. of Respondents	
No	39 (20.2%)	→Go to Q2
Yes	154 (79.7%)	→Go to Q3

Q2: Does your library have a plan to offer public access internet terminals?

	No. of Respondents
No	30
Within a year	6
Within 2 years	3

END OF QUESTIONNAIRE

Q3: When did you start offering public access to the internet?

Before 1995 (11)	1995 (18)	1996 (26)	1997 (40)
1998 (36)	1999 (16)	After 1999 (4)	—

Note: ()=No. of libraries

Q4: How many public access internet terminals does your library have?

	No. of Respondents	No. of Terminals	
All unfiltered terminals	137	384	→Go to Form 2
All filtered terminals	7	32	→Go to Form 3
Unfiltered terminals AND filtered Terminals	10	—	→Go to Form 4
No filters		51	
Use filters		283	
TOTAL	154	750	—

Appendix B:

FORM 2: FOR LIBRARIES HAVING ONLY UNFILTERED TERMINALS

Total number of respondents: 137 (88.9% of 154 libraries providing internet access)

Q5: When you began offering public access internet service, what was the terminal arrangement?

	No. of Respondents	
Only unfiltered terminals (same as the current arrangement)	132	→Go to Q7, Q8, Q9, Q10
Only filtered terminals	1	→Go to Q6, Q7, Q8, Q9, Q10
Both unfiltered and filtered terminals	1	→Go to Q6, Q7, Q8, Q9, Q10

Q6, Q7: Individual written replies

Q8: Has unrestricted (restricted) use been a media issue in your community?

No	129
Yes	5

Q9: Do you have restrictions on minors' use of public access internet terminals? (Not including time, place and manner restrictions)

	No. of Respondents
No restrictions (the same policy as for adults)	46
Parental or guardians' permission is required	73
Minors cannot use public access internet terminals	5
Other (specify)	25

Q10: Please answer the following questions:

	Answer	No. of Respondents
(1) Do you use privacy screens?	No	117
	Partly	10
	On all terminals	8
(2) Do you place terminals in locations where you and/or the public can easily view them?	No	15
	Yes	119
(3) Do you monitor public use regularly?	No	49
	Yes	80
(4) Do you charge fees for public access internet terminal use? If you charge fees, what are they for (i.e., printouts, etc)?	No	53
	Yes (specify)	83
(5) Regarding time, place and manner restrictions, are there any differences between adults' and minors' use policies?	No	116
	Yes (specify)	18

END OF QUESTIONNAIRE

FORM 3: FOR LIBRARIES HAVING ONLY FILTERED TERMINALS

Total number of respondents: 7 (4.5% of 154 libraries providing internet access)

Q11: When you began offering public access internet service, what was the terminal arrangement?

	No. of Respondents	
Only filtered terminals	(1)	→Go to Q13, Q14, Q15
Only unfiltered terminals	6	→Go to Q12, Q13, Q14, Q15
Both unfiltered and filtered terminals	0	

Q12, Q13: Individual written replies

Q14: Has restricted (unrestricted) use been a media issue in your community?

No	7
Yes	0

Q15: Please answer the following questions

	Answer	No. of Respondents
(1) Do you use privacy screens?	No	7
	Partly	0
	On all terminals	0
(2) Do you place terminals in locations where you and/or the public can easily view them?	No	1
	Yes	6
(3) Do you monitor public use regularly?	No	1
	Yes	5
(4) Do you charge fees for public access internet terminal use? If you charge fees, what are they for (i.e., printouts, etc)?	No	4
	Yes (specify)	3
(5) Regarding time, place and manner restrictions, are there any differences between adults' and minors' use policies?	No	7
	Yes (specify)	0

END OF QUESTIONNAIRE

Appendix B:

FORM 4: FOR LIBRARIES HAVING BOTH UNFILTERED AND FILTERED TERMINALS

Total number of respondents: 10 (6.4% of 154 libraries providing internet access)

Q16: When you began offering public access internet service, what was the terminal arrangement?

	No. of Respondents	
Both unfiltered and filtered terminals	3	→Go to Q18, Q19, Q20, Q21
Only unfiltered terminals	5	→Go to Q17, Q18, Q19, Q20, Q21
Only filtered terminals	1	→Go to Q17, Q18, Q19, Q20, Q21

Q17, Q18: Individual written replies

Q19: Has restricted (unrestricted) use been a media issue in your community?

No	9
Yes	1

Q20: Can minors use unfiltered terminals?

		No. of Respondents
Yes	The same policy as for adults	1
	With parental or guardians' permission	8
No		0
Other (specify)		0

Q21: Please answer the following questions:

	Answer	No. of Respondents
(1) Do you use privacy screens?	No	8
	Partly	1
	On all terminals	1
(2) Do you place terminals in locations where you and/or the public can easily view them?	No	0
	Yes	10
(3) Do you monitor public use regularly?	No	5
	Yes	5
(4) Do you charge fees for public access internet terminal use? If you charge fees, what are they for (i.e., printouts, etc)?	No	1
	Yes (specify)	9
(5) Regarding time, place and manner restrictions, are there any differences between adults' and minors' use policies?	No	5
	Yes (specify)	4

END OF QUESTIONNAIRE

Public Libraries and the Internet:

Total sum from all forms of Q10, Q15, and Q21

	Answer	No. of Respondents
(1) Do you use privacy screens?	No	132
	Partly	11
	On all terminals	9
(2) Do you place terminals in locations where you and/or the public can easily view them?	No	16
	Yes	135
(3) Do you monitor public use regularly?	No	55
	Yes	90
(4) Do you charge fees for public access internet terminal use? If you charge fees, what are they for (i.e., printouts, etc)?	No	58
	Yes (specify)	95
(5) Regarding time, place and manner restrictions, are there any differences between adults' and minors' use policies?	No	128
	Yes (specify)	22