

Illinois Public Library Internet Survey

Introduction:

As part of the 2019 Rebuild Illinois infrastructure program, \$400 million has been dedicated to internet broadband expansion with \$20 million appropriated to upgrade the broadband networks of community anchor institutions which includes public libraries. The purpose of this survey is to identify current internet speeds and other technology at all public library buildings to create a base understanding of what speeds are available at Illinois public libraries as community anchor institutions for public internet access.

The Illinois Public Library Internet Survey is a one-time survey to be completed by every public library location. The survey requires device testing in each physical location at multiple times throughout the day so libraries with multiple building locations will need to complete a survey for each location. It is not expected that each library location will have every device or service listed in this survey, but as these technologies may affect internet speeds, we need to know what technology is being used where.

The development of this survey came from a collaborative effort by technical staff from Illinois regional library systems, the Illinois State Library, the Illinois Secretary of State's Office and with guidance from the library stakeholder representatives who serve on the Illinois Broadband Advisory Council.

Instructions:

Please answer every question and use this document as an instructional guide as it provides important information not provided on the web application to complete the survey.

Do not exit out of the survey before submitting. Because of device testing that will need to be completed multiple times throughout the day, this means that the internet page with the survey will need to remain open until the device testing is complete.

The survey saves your progress as you go, meaning you can start the survey, do the first round of device testing, complete the rest of the survey, keeping the survey page open, then click on the previous button once it is time for the second and third rounds of testing. The survey does not allow for editing of answers after it has been submitted.

This document can be used as a worksheet and provides additional context to each question as well as a list of definitions at the end.

Please complete and submit this survey within 60 days.

Link to the survey: <https://www.surveymonkey.com/r/3C8PJ67>

If you need any assistance completing this survey, please contact Anna Claussen

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Section 1) Library Identification:

- 1) Library Name:
- 2) Library Branch/Building Name (Every public library location must complete this survey. If you are a single location library, please restate the library name):
- 3) Library Address (Street address, City, Zip code):
- 4) County:
- 5) Regional Library System (RAILS, IHLS, CPL):
- 6) Library Branch/Building Email Contact:
- 7) Library Branch/Building Phone Number:
- 8) Library Website:
- 9) Is your library a combined public and school library? (Yes/No)

Section 2) Internet Availability and Quality:

- 10) Does your library building have internet access through wireline/broadband connection? (Internet that is available when a device is plugged into a modem, typically utilized on desktop computers with ethernet cables connected to a modem and switch)
- 11) Does your library building have Wi-Fi access? (Internet access through Wi-Fi signals from a Wi-Fi router, devices do not need to be wired to the router to connect to internet, you may have a Wi-Fi router connected to a broadband modem or just a fixed wireless connection)
- 12) Who is your internet service provider (ISP)? (What company do you contract your internet service from?)
- 13) What is your advertised download and upload speed in Mbps? Please contact your internet service provider (ISP) to answer this question. (What speed did you buy from your internet service provider, provide the answer in a fraction, for example 25/3Mbps would be 25 Mbps download speed over 3 Mbps upload speed)
 - o What download and upload speed does your library have? Please use <https://www.highspeedinternet.com/tools/speed-test> and if available, use a broadband connected desktop computer or laptop. If your building only has Wi-Fi, it will be indicated above, please do not skip this question, and test your speeds with what is available. (This is to test the bandwidth or speed available at your library building. Often, an internet package will come with both broadband through a modem and switch as well as Wi-Fi that is available through a router. A Wi-Fi router is connected to the modem so testing the broadband speed through a computer that is wired to the modem for internet connection will provide the most accurate data.)
 - At library open?
- 14) Download speed (round up to a full number)
- 15) Upload speed (round up to a full number)
 - Midday?
- 16) Download speed (round up to a full number)

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- 17) Upload speed (round up to a full number)
- At library close?
- 18) Download speed (round up to a full number)
- 19) Upload speed (round up to a full number)
- 20) How often does your library building's internet connection speed meet patron's needs on library desktop computers? (If applicable, how often does your broadband connection meet patron's needs, if broadband is not available, assess desktop computers connected to internet for general use and are available to library patrons)
- Rarely (e.g., Web pages consistently delayed in loading)
 - Sometimes (e.g., Web pages delay in loading at different times of the day)
 - Often (e.g., Patrons consistently can access content they want when they want it)
- 21) How often does your library building's Wi-Fi internet connection speed meet patron's needs on library provided wireless devices and/or the library patron's own device? (Test on a laptop/tablet or any relevant wireless device that patrons use Wi-Fi on)
- Rarely (e.g., Web pages consistently delayed in loading)
 - Sometimes (e.g., Web pages delay in loading at different times of the day)
 - Often (e.g., Patrons consistently can access content they want when they want it)
- 22) If applicable, is your Wi-Fi available outside of your building? (ex. Parking lot access)
- 23) Does your library building have a policy on internet use sessions? Examples of internet usage policies:
- An internet session is time limited, and a patron can only use one session per visit.
 - An internet session is time limited, but a patron may log back in after the allotted time has passed and begin a new session.
 - One internet session is defined by continuous internet use by one patron.
 - Other, please explain. (The next questions are going to ask about internet sessions per year, so we need to know how your location measures a session for accuracy)
- 24) Report the number of sessions of public internet desktop computers per year. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet sessions cannot be isolated, report all usage. A typical week or other reliable estimate multiplied by 52 may be used to determine the annual number.
- Note: This count includes only the library's Internet computers. **Do not include Wi-Fi access using non library computers.** The number of sessions may be counted manually, using registration logs. Count each session for public internet computers, regardless of the amount of time spent on the computer. For example, for a library with a time limited internet session policy, a session needs to be recorded even if the patron does not reach the defined session time limit.
- 25) Report the number of wireless (Wi-Fi) sessions annually on library provided devices (laptops, tablets, any wireless internet connect device, etc.). A typical week or other reliable estimate multiplied by 52 may be used to determine the annual number.
- 26) Are library patrons able or allowed to use their own devices on the library Wi-Fi?
(Yes/No)

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- 27) If applicable, on average how many patrons utilize the libraries Wi-Fi on their own devices per year? A typical week or other reliable estimate multiplied by 52 may be used to determine the annual number. (Type 0 if patrons are not allowed to use their own devices on the library Wi-Fi.)

Section 3) Internal Networking:

- 28) How are your internet services distributed from the Internet Service Provider (ISP)?
- Modem and switch (connected to internet by cables to devices, select if your building has internet connection through wired devices ONLY).
 - Wi-fi router and extenders (wirelessly connected devices to internet, select if your building has internet connection through fixed wireless/Wi-Fi hotspots/5G ONLY)
 - Both modem and switch and Wi-fi routers (select if your building has both broadband and Wi-Fi that may have been self-set up or by your internet service provider but is mostly maintained by the library staff)
 - Professionally installed and maintained gear distributed throughout the building. (Internet service and maintenance that is overseen exclusively by internet service professionals outside from library employees unless the library has a staff position exclusively for internet service.)
 - Other, please specify.

Section 4) Affordability:

- 29) What is the monthly cost of the library building's internet access? (Type in dollars \$)
- 30) If your building shares your internet with any other entity, please list here. (Examples being every library building in a library is on the same internet subscription, the library shares internet with a local school or other government agency, or other, please describe)
- 31) Do any of the following factors affect your library building's ability to increase its broadband connectivity? Select all that apply.
- The library cannot afford the cost of increasing bandwidth to support faster speeds. (Higher speeds are available in your area but are too expensive for the library budget)
 - City/County/Other entities influence or make decisions regarding the library bandwidth. (Library does not control the internet contract or internet budget)
 - The library lacks staff with technical knowledge to install the proper equipment (routers, cables, etc.) and does not have the funds to hire someone to increase bandwidth. (The digital world is constantly changing, and it is not expected for every library staff member to also be an IT professional. Hiring onsite IT staff is also too expensive for many library budgets.)
 - A faster speed is not available in the library's service area. (You have the fastest speed available in your area and have no ability to increase speeds)

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- The library is currently locked into contract for a particular speed, including E-Rate. (To increase speeds, you would need to break your current internet contract, accepting any cancellation fees, and either re-up with your current provider with a faster speed or find a new internet provider with faster speeds in your area)
- None of the factors apply.
- Other, please explain. (Please list any other factors not listed above that may be a barrier to increasing your internet speeds)

Section 5) Technology:

32) How many internet-connected devices are available at your library building?

- Public Use Desktop Computers
 - Number of Devices:
- Public Use Laptops
 - Number of Devices:
- Public Use Tablets
 - Number of Devices:
- E-Readers
 - Number of Devices:
- Internet Hotspots
 - Number of Devices:
- Printers
 - Number of Devices:
- Scanners
 - Number of Devices:
- TVs
 - Number of Devices:
- Security Camera Systems
 - Number of Devices:
- Telephone Systems
 - Number of Devices:
- Emergency Systems
 - Number of Devices:
- Other, please specify.

33) How old are the devices at your location?

- Public Use Desktop Computers
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure

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- Not Applicable
- Public Use Laptops
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
- Public Use Tablets
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
- E-Readers
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
- Internet Hotspots
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
- Printers
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
- Scanners
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure

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- Not Applicable
 - TVs
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
 - Security Camera Systems
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
 - Emergency Systems
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
 - Telephone Systems
 - 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years
 - Unsure
 - Not Applicable
 - Other devices, please specify.
- 34)** Does your library or the entity that controls technology purchasing have a hardware replacement schedule? (Do you have a certain number of years before technology is replaced/upgraded)
- Yes
 - No
 - Unsure
- 35)** If yes, what is the schedule for purchasing hardware and technology replacement?
- 0-2 years
 - 3-5 years
 - 5-10 years
 - 10+ years

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- Other, please specify.
- Unsure.
- Not applicable.

36) Within the past two years, were the following components of your library's technology infrastructure added, replaced, or upgraded? (Please select the most relevant answer, if you upgraded, replaced, and added all within 2 years, select added as that would be the most relevant answer for the survey purposes on how this may affect your internet bandwidth speeds.)

- **Public Use Desktop Computers**
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- **Public Use Laptops**
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- **Public Use Tablets**
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- **E-Readers**
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- **Internet Hotspots**
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- **Printers**
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.

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- No additions, replacements, or upgrades in the past two years.
- Scanners
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- TVs
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
- On-Site computer lab
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- Bandwidth/Connectivity Speed (Switched to a faster service provider, Wi-fi repeaters, Wi-fi boosters, etc.)
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- Internal networks (e.g., cabling, routers, and/or wireless access points)
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- Firewall or other security measures
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.
 - Unsure.
- Cloud-based server management
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years.

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- Unsure.
- Videoconferencing software license or equipment for public or staff (e.g., web cameras, speakers, TV monitors, etc.)
 - Added in the last two years.
 - Replaced in the last two years.
 - Upgraded in the last two years.
 - No additions, replacements, or upgrades in the past two years
 - Unsure.
- Other, please specify.

Section 6) Security:

- 37)** With the rise of ransomware attacks, how is your library protecting your networks? [\(What internet security measures is your library using\)](#)
- Installed Antivirus Software on library devices [\(please name or type none\)](#)
 - Have a schedule of password changes policy for library devices. [\(Yes or no\)](#)
 - Use a VPN [\(Please name or type no\)](#)
 - Other, please explain. [\(Mention any security measures we did not list\)](#)
 - Unsure [\(type "unsure" in the textbox if this is your answer\)](#)
- 38)** Does the library utilize two-factor authentication for staff devices, email, etc. [\(Do you get prompted at login to verify the login through a secondary email or phone number periodically?\)](#)
- Yes
 - No
 - Unsure

Section 7) Digital Navigation:

- 39)** What type(s) of IT support staff are utilized by your library?
- Full-time library IT staff.
 - Part-time library IT staff.
 - IT support through a consortium, library system, or other administrative entity.
 - Contracted IT support.
 - City/County IT support.
 - Volunteer IT staff.
 - Non-IT Library staff who fulfills IT duties of the library.
 - Library Director/Branch Manager fulfills IT duties of the library.
 - Other, please specify.
- 40)** Does your building have staff dedicated to any of the following technology-related activities? [\(Type Yes or No in the text box\)](#)

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- Website development or management.
- Social media account management.
- Digital literacy training for patrons.
- Technology programming for patrons (e.g., STEM classes).
- In-house technology training for staff.
- IT Support.
- Other, please specify.

41) Please rate, on average, the library location staff comfortability with these technological/internet related tasks with this 1-4 rating system.

- 1 – No comfort: Staff is unsure or unable to perform this task.
 - 2 – Basic: Staff has performed the task in the past but may need assistance.
 - 3 – Proficient: Staff can confidently preform this task with no assistance.
 - 4 – Advanced: Staff can confidently preform this task and aid library patrons and other staff members on the task.
- Troubleshooting internet connectivity issues (e.g., restarting a Wi-Fi router, etc.)
 - 1, 2, 3, 4
 - Troubleshooting device issues (e.g., connecting devices to printers or scanners etc.)
 - 1,2,3,4
 - Using general computer software (e.g., Microsoft Office etc.)
 - 1, 2, 3, 4
 - General internet use (e.g., web searching, identifying, and utilizing trusted sources online)
 - 1, 2, 3, 4
 - Using online databases (e.g., Gale, Cengage, EBSCO, ProQuest, etc.)
 - 1, 2, 3, 4
 - Using assistive technology (e.g., screen readers, text-to-voice, etc.)
 - 1, 2, 3, 4
 - Using videoconferencing technology (e.g., zoom etc.)
 - 1, 2, 3, 4

42) How comfortable is the building staff in learning new technology or new software? *(Please interpret this question as new technology or software that is not fully novel but may not be what the staff has used in the past. Examples would be transitioning from Microsoft operating system to Apple operating system, not an entirely new machine but different functional knowledge is needed to complete tasks)*

- 1 – Not at all comfortable in learning new technology or new software.
- 2 – Willing to learn but will need formal training to become proficient.
- 3 – Prepared to learn and can pick up skills from informal point of use training from an IT professional or colleague.
- 4 – Very comfortable with new technologies and can learn the skill independently from a user manual or online tutorials.

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43) Does your library building offer programming or training to patrons on the following digital literacy related topics, whether in person or online?

- General computer skills (e.g., how to use a mouse and keyboard)
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
- General computer software (e.g., Microsoft programs, word processing, etc.)
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both formal and informal training.
 - No – no informal or formal training.
- General internet use (e.g., web searching)
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
- Using online databases (e.g., Gale, Cengage, EBSCO, ProQuest)
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
- Safe online practices (e.g., privacy, internet safety)
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
- Social media
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
- General familiarity with new technology
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
- Assistive technology use (e.g., screen readers, text-to-voice)
 - Yes – informal point of use training.
 - Yes – formal program/class.

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- Yes – both informal and formal training.
 - No – no informal or formal training.
 - Using videoconferencing technology (e.g., Zoom)
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
 - Website development
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
 - Digital content creation (e.g., Adobe, GarageBand, video editing)
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
 - Coding/computer programming
 - Yes – informal point of use training.
 - Yes – formal program/class.
 - Yes – both informal and formal training.
 - No – no informal or formal training.
 - Other, please specify.
- 44)** Does your library formally offer any of the following technology enabled programs or services either alone or in partnership with another organization either on or off-site?
- Individual telehealth session (via private kiosks or videoconferencing in private rooms).
 - Live instructor distance learning (e.g., interactive online classes).
 - Online discussion forums (e.g., book discussions or community issues forum).
 - Streaming public programs.
 - Coding/app development events.
 - Online legal assistance or consultation.
 - Other, please specify. (Please list any additional programming not mentioned that is currently being offered by your library location)
- 45)** Does your library partner with any other entities on digital literacy or technology access?
- Yes or No:
 - If yes, please list any of those partners.
- 46)** Is your library developing or considering developing training or programming for new or emerging technologies, digital literacy assistance or training in the coming year? Examples may include but are not limited to telehealth applications, court attendance through zoom, workforce digital skills training, using open data, AI, etc. (You can use this question to discuss any programming that may

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not have been mentioned before and was not asked in question 43, new programming that you are developing or list new programming you would like to develop at your library)

- Yes or No:
- If yes, please list the training or programming planned.

47) What are the greatest challenges your library faces in providing digital literacy assistance or training? (Select all that apply)

- Staffing availability.
- Staff with the relative technological training and knowledge.
- Technological access.
- Funding.
- Internet reliability.
- Other, please explain.

Relevant Definitions:

- **Wireline/Broadband** refers to high speed internet access that is always on and faster than traditional dial-up access. This is internet that you access through a physical wire (ethernet cable) connecting your modem and switch to your internet device.
- **Modem and switch:** a piece of equipment that allows a device to connect to the internet through wires. Examples being ethernet cables connecting desktop computers to the modem to connect to the internet. Modems are often connected to routers to access Wi-Fi.
- **Wi-Fi:** This is internet that devices can connect to wirelessly through router signals, this can be turned on and off, can come in a contract with broadband or if your library only has Wi-Fi internet access, it is produced through fixed wireless or 5G internet.
- **Router:** a piece of equipment that transmits the signal that allows for devices to connect to Wi-Fi, a router is typically connected to a modem if you have both broadband and wi-fi internet access which is common. If you just have just Wi-Fi, 5G internet, or fixed wireless internet access, you will only have a router/hotspot that is not connected to a modem.
- **Mbps:** Megabits per second, when speed testing the library internet it will give you a download speed and upload speed. Please report the speeds as a fraction, download over upload an example speed being 25 mbps download speed and 3 mbps upload speed written as 25/3Mbps. Very fast speeds may be measured in Gigabits per second.
- **Internet Service Provider (ISP):** A communications carrier that provides access to the internet; an entity from whom a customer buys internet service. Examples being AT&T, Comcast, etc.
- **Formal Program/Class:** services that are specifically planned, promoted, and offered by the library whether they occur at the library or virtually or are facilitated by a staff member or an outside partner.
- **Informal Point of Use Training:** library staff assistance when needed or asked by patrons but are not specifically planned or promoted by the library.

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- **Cloud-Based Server Management:** Hosting information or files on remote servers not owned by the library. Examples include Microsoft Azure, Google Drive, or Amazon Web Services (AWS) etc.
- **IT (Information Technology) Support Staff:** Staff dedicated to the responsibility of maintaining the information technology services and resources available at the library. May include staff who are contracted through the municipality or assigned to the entire library not just a singular building withing a library.
- **Digital Literacy:** The ability to identify, locate, evaluate, manage, interpret, integrate, and create information effectively and critically using digital technology, or media that is presented in digital formats.
- **Open Data:** An archive or database in which all the data is stored completely accessible to anyone who wants to download, use, or manipulate it. There are no legal restrictions on re-usage of the data. An example would be US census data, which an independent programmer could download and then use to develop an interactive map on a locations census demographics.
- **Public Use Devices:** Examples desktop computers, laptops, tablets etc. that are provided by the library available for library patron use or in some cases, check out. This includes devices that provide access to internet-based services such as online databases and general web searching but excludes devices that can only access the library's web based public access catalogue.
- **Internet Hotspots:** Devices that allow for mobile use of internet, often available for patrons to check out.