

**Table B.7 Year 2 E-rate Types of Services Requested**

| <i>State</i>      | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|-------------------|----------------------------------|--------------------------|-------------------------|
| <i>Alabama</i>    | DEDICATED SERVICES               | 21                       | \$31,817.08             |
|                   | INTERNAL CONNECTIONS             | 37                       | \$68,052.79             |
|                   | INTERNET ACCESS                  | 74                       | \$155,531.40            |
|                   | TELCOMM SERVICES                 | 138                      | \$356,148.92            |
|                   | <b><i>State Total</i></b>        | <b>270</b>               | <b>\$611,550.19</b>     |
| <i>Alaska</i>     | DEDICATED SERVICES               | 3                        | \$2,770.80              |
|                   | INTERNAL CONNECTIONS             | 4                        | \$11,278.30             |
|                   | INTERNET ACCESS                  | 25                       | \$41,052.41             |
|                   | TELCOMM SERVICES                 | 51                       | \$75,528.01             |
|                   | <b><i>State Total</i></b>        | <b>83</b>                | <b>\$130,629.52</b>     |
| <i>Arizona</i>    | DEDICATED SERVICES               | 34                       | \$50,904.46             |
|                   | INTERNAL CONNECTIONS             | 47                       | \$52,235.79             |
|                   | INTERNET ACCESS                  | 14                       | \$46,172.29             |
|                   | TELCOMM SERVICES                 | 118                      | \$274,081.51            |
|                   | <b><i>State Total</i></b>        | <b>213</b>               | <b>\$423,394.05</b>     |
| <i>Arkansas</i>   | DEDICATED SERVICES               | 28                       | \$17,434.36             |
|                   | INTERNAL CONNECTIONS             | 2                        | \$5,472.00              |
|                   | INTERNET ACCESS                  | 6                        | \$5,677.20              |
|                   | TELCOMM SERVICES                 | 76                       | \$63,447.52             |
|                   | <b><i>State Total</i></b>        | <b>112</b>               | <b>\$92,031.08</b>      |
| <i>California</i> | DEDICATED SERVICES               | 35                       | \$108,178.91            |
|                   | INTERNAL CONNECTIONS             | 51                       | \$824,568.41            |
|                   | INTERNET ACCESS                  | 32                       | \$335,795.34            |
|                   | TELCOMM SERVICES                 | 123                      | \$1,964,387.72          |
|                   | <b><i>State Total</i></b>        | <b>241</b>               | <b>\$3,232,930.38</b>   |
| <i>Colorado</i>   | DEDICATED SERVICES               | 10                       | \$11,842.75             |
|                   | INTERNAL CONNECTIONS             | 7                        | \$30,379.86             |
|                   | INTERNET ACCESS                  | 40                       | \$81,449.02             |
|                   | TELCOMM SERVICES                 | 179                      | \$556,316.39            |
|                   | <b><i>State Total</i></b>        | <b>236</b>               | <b>\$679,988.02</b>     |

| <i>State</i>                | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|-----------------------------|----------------------------------|--------------------------|-------------------------|
| <i>Connecticut</i>          |                                  |                          |                         |
|                             | DEDICATED SERVICES               | 52                       | \$71,459.16             |
|                             | INTERNAL CONNECTIONS             | 4                        | \$142,460.48            |
|                             | INTERNET ACCESS                  | 14                       | \$66,633.36             |
|                             | TELCOMM SERVICES                 | 39                       | \$196,507.81            |
|                             | <b><i>State Total</i></b>        | 109                      | \$477,060.81            |
| <i>Delaware</i>             |                                  |                          |                         |
|                             | DEDICATED SERVICES               | 1                        | \$553.06                |
|                             | TELCOMM SERVICES                 | 35                       | \$88,279.60             |
|                             | <b><i>State Total</i></b>        | 36                       | \$88,832.66             |
| <i>District of Columbia</i> |                                  |                          |                         |
|                             | INTERNET ACCESS                  | 1                        | \$53,448.66             |
|                             | TELCOMM SERVICES                 | 1                        | \$308,820.24            |
|                             | <b><i>State Total</i></b>        | 2                        | \$362,268.90            |
| <i>Florida</i>              |                                  |                          |                         |
|                             | DEDICATED SERVICES               | 63                       | \$164,080.83            |
|                             | INTERNAL CONNECTIONS             | 55                       | \$885,421.76            |
|                             | INTERNET ACCESS                  | 37                       | \$307,810.92            |
|                             | TELCOMM SERVICES                 | 218                      | \$2,108,579.20          |
|                             | <b><i>State Total</i></b>        | 373                      | \$3,465,892.71          |
| <i>Georgia</i>              |                                  |                          |                         |
|                             | DEDICATED SERVICES               | 42                       | \$72,879.40             |
|                             | INTERNAL CONNECTIONS             | 37                       | \$399,199.46            |
|                             | INTERNET ACCESS                  | 27                       | \$1,345,707.78          |
|                             | TELCOMM SERVICES                 | 136                      | \$4,915,203.98          |
|                             | <b><i>State Total</i></b>        | 242                      | \$6,732,990.62          |
| <i>Hawaii</i>               |                                  |                          |                         |
|                             | DEDICATED SERVICES               | 73                       | \$85,192.29             |
|                             | TELCOMM SERVICES                 | 24                       | \$11,752.44             |
|                             | <b><i>State Total</i></b>        | 97                       | \$96,944.73             |
| <i>Idaho</i>                |                                  |                          |                         |
|                             | DEDICATED SERVICES               | 20                       | \$16,277.71             |
|                             | INTERNAL CONNECTIONS             | 3                        | \$14,998.00             |
|                             | INTERNET ACCESS                  | 20                       | \$19,694.61             |
|                             | TELCOMM SERVICES                 | 56                       | \$73,361.10             |
|                             | <b><i>State Total</i></b>        | 99                       | \$124,331.42            |

| <i>State</i>     | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|------------------|----------------------------------|--------------------------|-------------------------|
| <i>Illinois</i>  | DEDICATED SERVICES               | 172                      | \$387,706.01            |
|                  | INTERNAL CONNECTIONS             | 26                       | \$567,147.23            |
|                  | INTERNET ACCESS                  | 59                       | \$138,724.05            |
|                  | TELCOMM SERVICES                 | 444                      | \$1,028,483.46          |
|                  | <b><i>State Total</i></b>        | <b>701</b>               | <b>\$2,122,060.75</b>   |
| <i>Indiana</i>   | DEDICATED SERVICES               | 72                       | \$71,102.72             |
|                  | INTERNAL CONNECTIONS             | 38                       | \$84,609.84             |
|                  | INTERNET ACCESS                  | 31                       | \$65,822.47             |
|                  | TELCOMM SERVICES                 | 204                      | \$633,879.18            |
|                  | <b><i>State Total</i></b>        | <b>345</b>               | <b>\$855,414.21</b>     |
| <i>Iowa</i>      | DEDICATED SERVICES               | 34                       | \$29,351.01             |
|                  | INTERNAL CONNECTIONS             | 12                       | \$140,571.29            |
|                  | INTERNET ACCESS                  | 80                       | \$57,983.65             |
|                  | TELCOMM SERVICES                 | 272                      | \$172,922.15            |
|                  | <b><i>State Total</i></b>        | <b>398</b>               | <b>\$400,828.10</b>     |
| <i>Kansas</i>    | DEDICATED SERVICES               | 46                       | \$41,378.98             |
|                  | INTERNAL CONNECTIONS             | 14                       | \$35,489.11             |
|                  | INTERNET ACCESS                  | 62                       | \$68,496.36             |
|                  | TELCOMM SERVICES                 | 152                      | \$159,216.10            |
|                  | <b><i>State Total</i></b>        | <b>274</b>               | <b>\$304,580.55</b>     |
| <i>Kentucky</i>  | DEDICATED SERVICES               | 30                       | \$44,670.08             |
|                  | INTERNAL CONNECTIONS             | 17                       | \$38,412.03             |
|                  | INTERNET ACCESS                  | 78                       | \$162,968.14            |
|                  | TELCOMM SERVICES                 | 191                      | \$480,273.53            |
|                  | <b><i>State Total</i></b>        | <b>316</b>               | <b>\$726,323.78</b>     |
| <i>Louisiana</i> | DEDICATED SERVICES               | 52                       | \$69,702.80             |
|                  | INTERNAL CONNECTIONS             | 51                       | \$46,098.21             |
|                  | INTERNET ACCESS                  | 11                       | \$1,107,200.00          |
|                  | TELCOMM SERVICES                 | 87                       | \$269,263.15            |
|                  | <b><i>State Total</i></b>        | <b>201</b>               | <b>\$1,492,264.16</b>   |

| <i>State</i>              | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|---------------------------|----------------------------------|--------------------------|-------------------------|
| <i>Maine</i>              | DEDICATED SERVICES               | 1                        | \$6,486.00              |
|                           | INTERNAL CONNECTIONS             | 22                       | \$65,995.94             |
|                           | TELCOMM SERVICES                 | 60                       | \$59,214.45             |
|                           | <b><i>State Total</i></b>        | <b>83</b>                | <b>\$131,696.39</b>     |
| <i>Maryland</i>           | DEDICATED SERVICES               | 2                        | \$45,287.14             |
|                           | INTERNAL CONNECTIONS             | 19                       | \$1,432,976.55          |
|                           | INTERNET ACCESS                  | 17                       | \$152,607.04            |
|                           | TELCOMM SERVICES                 | 92                       | \$681,424.97            |
| <b><i>State Total</i></b> | <b>130</b>                       | <b>\$2,312,295.70</b>    |                         |
| <i>Massachusetts</i>      | DEDICATED SERVICES               | 19                       | \$36,322.53             |
|                           | INTERNAL CONNECTIONS             | 51                       | \$1,234,560.30          |
|                           | INTERNET ACCESS                  | 19                       | \$287,026.30            |
|                           | TELCOMM SERVICES                 | 103                      | \$1,147,297.84          |
| <b><i>State Total</i></b> | <b>192</b>                       | <b>\$2,705,206.97</b>    |                         |
| <i>Michigan</i>           | DEDICATED SERVICES               | 67                       | \$222,806.71            |
|                           | INTERNAL CONNECTIONS             | 43                       | \$469,790.72            |
|                           | INTERNET ACCESS                  | 65                       | \$393,384.08            |
|                           | TELCOMM SERVICES                 | 296                      | \$716,043.79            |
| <b><i>State Total</i></b> | <b>471</b>                       | <b>\$1,802,025.30</b>    |                         |
| <i>Minnesota</i>          | DEDICATED SERVICES               | 5                        | \$2,452.80              |
|                           | INTERNAL CONNECTIONS             | 2                        | \$24,891.26             |
|                           | INTERNET ACCESS                  | 15                       | \$98,976.76             |
|                           | TELCOMM SERVICES                 | 88                       | \$410,184.89            |
| <b><i>State Total</i></b> | <b>110</b>                       | <b>\$536,505.71</b>      |                         |
| <i>Mississippi</i>        | DEDICATED SERVICES               | 10                       | \$80,847.81             |
|                           | INTERNAL CONNECTIONS             | 20                       | \$246,902.69            |
|                           | INTERNET ACCESS                  | 118                      | \$376,422.27            |
|                           | TELCOMM SERVICES                 | 230                      | \$412,227.77            |
| <b><i>State Total</i></b> | <b>378</b>                       | <b>\$1,116,400.54</b>    |                         |

| <i>State</i>         | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|----------------------|----------------------------------|--------------------------|-------------------------|
| <i>Missouri</i>      |                                  |                          |                         |
|                      | DEDICATED SERVICES               | 13                       | \$7,195.49              |
|                      | INTERNAL CONNECTIONS             | 9                        | \$40,812.36             |
|                      | INTERNET ACCESS                  | 6                        | \$56,840.78             |
|                      | TELCOMM SERVICES                 | 86                       | \$485,349.53            |
|                      | <b><i>State Total</i></b>        | 114                      | \$590,198.16            |
| <i>Montana</i>       |                                  |                          |                         |
|                      | DEDICATED SERVICES               | 16                       | \$10,899.04             |
|                      | INTERNAL CONNECTIONS             | 5                        | \$2,663.72              |
|                      | INTERNET ACCESS                  | 64                       | \$50,804.91             |
|                      | TELCOMM SERVICES                 | 110                      | \$64,197.92             |
|                      | <b><i>State Total</i></b>        | 195                      | \$128,565.59            |
| <i>Nebraska</i>      |                                  |                          |                         |
|                      | DEDICATED SERVICES               | 89                       | \$77,992.77             |
|                      | INTERNAL CONNECTIONS             | 5                        | \$13,881.48             |
|                      | INTERNET ACCESS                  | 31                       | \$16,655.13             |
|                      | TELCOMM SERVICES                 | 71                       | \$77,768.91             |
|                      | <b><i>State Total</i></b>        | 196                      | \$186,298.29            |
| <i>Nevada</i>        |                                  |                          |                         |
|                      | DEDICATED SERVICES               | 2                        | \$3,332.96              |
|                      | INTERNAL CONNECTIONS             | 1                        | \$1,022.40              |
|                      | INTERNET ACCESS                  | 6                        | \$3,947.68              |
|                      | TELCOMM SERVICES                 | 47                       | \$95,378.63             |
|                      | <b><i>State Total</i></b>        | 56                       | \$103,681.67            |
| <i>New Hampshire</i> |                                  |                          |                         |
|                      | DEDICATED SERVICES               | 30                       | \$18,500.79             |
|                      | INTERNAL CONNECTIONS             | 3                        | \$8,666.40              |
|                      | INTERNET ACCESS                  | 15                       | \$10,398.82             |
|                      | TELCOMM SERVICES                 | 48                       | \$29,866.92             |
|                      | <b><i>State Total</i></b>        | 96                       | \$67,432.93             |
| <i>New Jersey</i>    |                                  |                          |                         |
|                      | DEDICATED SERVICES               | 35                       | \$252,157.99            |
|                      | INTERNAL CONNECTIONS             | 46                       | \$513,693.45            |
|                      | INTERNET ACCESS                  | 23                       | \$177,312.58            |
|                      | TELCOMM SERVICES                 | 118                      | \$493,555.46            |
|                      | <b><i>State Total</i></b>        | 222                      | \$1,436,719.48          |

| <i>State</i>                    | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|---------------------------------|----------------------------------|--------------------------|-------------------------|
| <i>New Mexico</i>               |                                  |                          |                         |
|                                 | DEDICATED SERVICES               | 4                        | \$7,724.40              |
|                                 | INTERNAL CONNECTIONS             | 2                        | \$4,996.92              |
|                                 | INTERNET ACCESS                  | 10                       | \$6,512.09              |
|                                 | TELCOMM SERVICES                 | 19                       | \$24,676.24             |
|                                 | <b><i>State Total</i></b>        | 35                       | \$43,909.65             |
| <i>New York</i>                 |                                  |                          |                         |
|                                 | DEDICATED SERVICES               | 113                      | \$310,981.56            |
|                                 | INTERNAL CONNECTIONS             | 210                      | \$6,393,865.34          |
|                                 | INTERNET ACCESS                  | 92                       | \$632,551.41            |
|                                 | TELCOMM SERVICES                 | 738                      | \$4,827,042.12          |
|                                 | <b><i>State Total</i></b>        | 1153                     | \$12,164,440.43         |
| <i>North Carolina</i>           |                                  |                          |                         |
|                                 | DEDICATED SERVICES               | 11                       | \$30,783.85             |
|                                 | INTERNAL CONNECTIONS             | 18                       | \$105,610.52            |
|                                 | INTERNET ACCESS                  | 41                       | \$728,983.09            |
|                                 | TELCOMM SERVICES                 | 179                      | \$796,934.23            |
|                                 | <b><i>State Total</i></b>        | 249                      | \$1,662,311.69          |
| <i>North Dakota</i>             |                                  |                          |                         |
|                                 | DEDICATED SERVICES               | 11                       | \$7,701.67              |
|                                 | INTERNAL CONNECTIONS             | 1                        | \$1,575.00              |
|                                 | INTERNET ACCESS                  | 3                        | \$1,794.66              |
|                                 | TELCOMM SERVICES                 | 17                       | \$12,791.25             |
|                                 | <b><i>State Total</i></b>        | 32                       | \$23,862.58             |
| <i>Northern Mariana Islands</i> |                                  |                          |                         |
|                                 | INTERNET ACCESS                  | 1                        | \$9,757.44              |
|                                 | TELCOMM SERVICES                 | 1                        | \$4,550.70              |
|                                 | <b><i>State Total</i></b>        | 2                        | \$14,308.14             |
| <i>Ohio</i>                     |                                  |                          |                         |
|                                 | DEDICATED SERVICES               | 37                       | \$89,193.99             |
|                                 | INTERNAL CONNECTIONS             | 12                       | \$52,741.44             |
|                                 | INTERNET ACCESS                  | 11                       | \$510,245.53            |
|                                 | TELCOMM SERVICES                 | 167                      | \$2,548,047.34          |
|                                 | <b><i>State Total</i></b>        | 227                      | \$3,200,228.30          |
| <i>Oklahoma</i>                 |                                  |                          |                         |
|                                 | DEDICATED SERVICES               | 52                       | \$90,868.26             |
|                                 | INTERNAL CONNECTIONS             | 30                       | \$33,355.33             |
|                                 | INTERNET ACCESS                  | 69                       | \$120,171.60            |
|                                 | TELCOMM SERVICES                 | 211                      | \$334,268.70            |
|                                 | <b><i>State Total</i></b>        | 362                      | \$578,663.89            |

| <i>State</i>          | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|-----------------------|----------------------------------|--------------------------|-------------------------|
| <i>Oregon</i>         | DEDICATED SERVICES               | 44                       | \$27,660.33             |
|                       | INTERNAL CONNECTIONS             | 49                       | \$323,616.97            |
|                       | INTERNET ACCESS                  | 22                       | \$30,692.44             |
|                       | TELCOMM SERVICES                 | 66                       | \$181,483.15            |
|                       | <b><i>State Total</i></b>        | 181                      | \$563,452.89            |
| <i>Pennsylvania</i>   | DEDICATED SERVICES               | 195                      | \$160,968.26            |
|                       | INTERNAL CONNECTIONS             | 79                       | \$826,352.75            |
|                       | INTERNET ACCESS                  | 85                       | \$205,940.24            |
|                       | TELCOMM SERVICES                 | 380                      | \$895,475.65            |
|                       | <b><i>State Total</i></b>        | 739                      | \$2,088,736.90          |
| <i>Puerto Rico</i>    | DEDICATED SERVICES               | 4                        | \$203,580.00            |
|                       | INTERNAL CONNECTIONS             | 38                       | \$1,208,542.50          |
|                       | INTERNET ACCESS                  | 34                       | \$1,730,430.00          |
|                       | TELCOMM SERVICES                 | 38                       | \$63,504.00             |
|                       | <b><i>State Total</i></b>        | 114                      | \$3,206,056.50          |
| <i>Rhode Island</i>   | DEDICATED SERVICES               | 14                       | \$46,694.54             |
|                       | INTERNAL CONNECTIONS             | 7                        | \$12,557.70             |
|                       | INTERNET ACCESS                  | 1                        | \$4,698.00              |
|                       | TELCOMM SERVICES                 | 32                       | \$71,758.14             |
|                       | <b><i>State Total</i></b>        | 54                       | \$135,708.38            |
| <i>South Carolina</i> | INTERNAL CONNECTIONS             | 1                        | \$1,584.00              |
|                       | TELCOMM SERVICES                 | 25                       | \$128,062.44            |
|                       | <b><i>State Total</i></b>        | 26                       | \$129,646.44            |
| <i>South Dakota</i>   | DEDICATED SERVICES               | 11                       | \$9,721.12              |
|                       | INTERNAL CONNECTIONS             | 1                        | \$148.50                |
|                       | INTERNET ACCESS                  | 13                       | \$5,474.42              |
|                       | TELCOMM SERVICES                 | 14                       | \$6,653.31              |
|                       | <b><i>State Total</i></b>        | 39                       | \$21,997.35             |

| <i>State</i>         | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|----------------------|----------------------------------|--------------------------|-------------------------|
| <i>Tennessee</i>     | DEDICATED SERVICES               | 18                       | \$33,045.79             |
|                      | INTERNAL CONNECTIONS             | 15                       | \$295,643.85            |
|                      | INTERNET ACCESS                  | 85                       | \$95,354.24             |
|                      | TELCOMM SERVICES                 | 274                      | \$484,637.73            |
|                      | <b><i>State Total</i></b>        | 392                      | \$908,681.61            |
| <i>Texas</i>         | DEDICATED SERVICES               | 117                      | \$313,695.33            |
|                      | INTERNAL CONNECTIONS             | 40                       | \$877,299.75            |
|                      | INTERNET ACCESS                  | 58                       | \$81,556.65             |
|                      | TELCOMM SERVICES                 | 185                      | \$618,188.96            |
|                      | <b><i>State Total</i></b>        | 400                      | \$1,890,740.69          |
| <i>Utah</i>          | DEDICATED SERVICES               | 5                        | \$3,122.58              |
|                      | INTERNET ACCESS                  | 11                       | \$40,120.76             |
|                      | TELCOMM SERVICES                 | 24                       | \$111,895.68            |
|                      | <b><i>State Total</i></b>        | 40                       | \$155,139.02            |
| <i>Vermont</i>       | DEDICATED SERVICES               | 22                       | \$19,275.34             |
|                      | INTERNAL CONNECTIONS             | 8                        | \$19,675.71             |
|                      | INTERNET ACCESS                  | 4                        | \$4,512.75              |
|                      | TELCOMM SERVICES                 | 46                       | \$39,334.00             |
|                      | <b><i>State Total</i></b>        | 80                       | \$82,797.80             |
| <i>Virginia</i>      | DEDICATED SERVICES               | 42                       | \$108,860.90            |
|                      | INTERNAL CONNECTIONS             | 46                       | \$533,744.63            |
|                      | INTERNET ACCESS                  | 26                       | \$209,454.91            |
|                      | TELCOMM SERVICES                 | 132                      | \$742,485.48            |
|                      | <b><i>State Total</i></b>        | 246                      | \$1,594,545.92          |
| <i>Washington</i>    | DEDICATED SERVICES               | 40                       | \$137,929.07            |
|                      | INTERNAL CONNECTIONS             | 11                       | \$166,989.33            |
|                      | INTERNET ACCESS                  | 31                       | \$148,366.44            |
|                      | TELCOMM SERVICES                 | 152                      | \$979,406.86            |
|                      | <b><i>State Total</i></b>        | 234                      | \$1,432,691.70          |
| <i>West Virginia</i> | INTERNET ACCESS                  | 3                        | \$278,136.80            |
|                      | TELCOMM SERVICES                 | 205                      | \$214,863.80            |
|                      | <b><i>State Total</i></b>        | 208                      | \$493,000.60            |

| <i>State</i>     | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|------------------|----------------------------------|--------------------------|-------------------------|
| <i>Wisconsin</i> | DEDICATED SERVICES               | 23                       | \$16,087.14             |
|                  | INTERNAL CONNECTIONS             | 39                       | \$221,083.62            |
|                  | INTERNET ACCESS                  | 37                       | \$62,598.98             |
|                  | TELCOMM SERVICES                 | 177                      | \$627,383.84            |
|                  | <b><i>State Total</i></b>        | 276                      | \$927,153.58            |
| <i>Wyoming</i>   | DEDICATED SERVICES               | 2                        | \$554.40                |
|                  | INTERNAL CONNECTIONS             | 1                        | \$4,116.80              |
|                  | INTERNET ACCESS                  | 27                       | \$59,234.04             |
|                  | TELCOMM SERVICES                 | 70                       | \$76,352.84             |
|                  | <b><i>State Total</i></b>        | 100                      | \$140,258.08            |

**Table B.8 Year 3 E-rate Types of Services Requested and Funded.**

| <i>State</i>       | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|--------------------|----------------------------------|--------------------------|-------------------------|
| <i>Alabama</i>     | INTERNAL CONNECTIONS             | 4                        | \$192,207.76            |
|                    | INTERNET ACCESS                  | 56                       | \$64,035.24             |
|                    | TELCOMM SERVICES                 | 164                      | \$384,521.61            |
|                    | <b><i>State Total</i></b>        | 224                      | \$640,764.61            |
| <i>Alaska</i>      | INTERNAL CONNECTIONS             | 6                        | \$12,556.00             |
|                    | INTERNET ACCESS                  | 29                       | \$44,159.03             |
|                    | TELCOMM SERVICES                 | 51                       | \$52,314.72             |
|                    | <b><i>State Total</i></b>        | 86                       | \$109,029.75            |
| <i>Arizona</i>     | INTERNAL CONNECTIONS             | 18                       | \$9,771.32              |
|                    | INTERNET ACCESS                  | 15                       | \$72,448.19             |
|                    | TELCOMM SERVICES                 | 158                      | \$323,538.65            |
|                    | <b><i>State Total</i></b>        | 191                      | \$405,758.16            |
| <i>Arkansas</i>    | INTERNAL CONNECTIONS             | 4                        | \$0.00                  |
|                    | INTERNET ACCESS                  | 21                       | \$9,725.11              |
|                    | TELCOMM SERVICES                 | 93                       | \$50,159.29             |
|                    | <b><i>State Total</i></b>        | 118                      | \$59,884.40             |
| <i>California</i>  | INTERNAL CONNECTIONS             | 6                        | \$149,423.43            |
|                    | INTERNET ACCESS                  | 49                       | \$431,433.17            |
|                    | TELCOMM SERVICES                 | 326                      | \$2,447,688.97          |
|                    | <b><i>State Total</i></b>        | 381                      | \$3,028,545.57          |
| <i>Colorado</i>    | INTERNAL CONNECTIONS             | 1                        | \$1,094.04              |
|                    | INTERNET ACCESS                  | 62                       | \$153,211.95            |
|                    | TELCOMM SERVICES                 | 204                      | \$630,761.91            |
|                    | <b><i>State Total</i></b>        | 267                      | \$785,067.90            |
| <i>Connecticut</i> | INTERNAL CONNECTIONS             | 2                        | \$16,626.98             |
|                    | INTERNET ACCESS                  | 13                       | \$133,418.14            |
|                    | TELCOMM SERVICES                 | 75                       | \$155,144.44            |
|                    | <b><i>State Total</i></b>        | 90                       | \$305,189.56            |
| <i>Delaware</i>    | TELCOMM SERVICES                 | 28                       | \$54,303.28             |
|                    | <b><i>State Total</i></b>        | 28                       | \$54,303.28             |

| <i>State Amount</i>         | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed</i> |
|-----------------------------|----------------------------------|--------------------------|------------------|
| <i>District of Columbia</i> |                                  |                          |                  |
|                             | INTERNET ACCESS                  | 2                        | \$57,189.60      |
|                             | TELCOMM SERVICES                 | 1                        | \$0.00           |
|                             | <b><i>State Total</i></b>        | 3                        | \$57,189.60      |
| <i>Florida</i>              |                                  |                          |                  |
|                             | INTERNET ACCESS                  | 37                       | \$330,924.13     |
|                             | TELCOMM SERVICES                 | 275                      | \$2,666,454.90   |
|                             | <b><i>State Total</i></b>        | 312                      | \$2,997,379.03   |
| <i>Georgia</i>              |                                  |                          |                  |
|                             | INTERNAL CONNECTIONS             | 5                        | \$1,339.84       |
|                             | INTERNET ACCESS                  | 6                        | \$4,850,631.74   |
|                             | TELCOMM SERVICES                 | 112                      | \$446,443.32     |
|                             | <b><i>State Total</i></b>        | 123                      | \$5,298,414.90   |
| <i>Guam</i>                 |                                  |                          |                  |
|                             | INTERNET ACCESS                  | 1                        | \$43,056.00      |
|                             | TELCOMM SERVICES                 | 3                        | \$19,185.66      |
|                             | <b><i>State Total</i></b>        | 4                        | \$62,241.66      |
| <i>Hawaii</i>               |                                  |                          |                  |
|                             | TELCOMM SERVICES                 | 99                       | \$115,715.87     |
|                             | <b><i>State Total</i></b>        | 99                       | \$115,715.87     |
| <i>Idaho</i>                |                                  |                          |                  |
|                             | INTERNET ACCESS                  | 20                       | \$27,287.36      |
|                             | TELCOMM SERVICES                 | 51                       | \$61,172.19      |
|                             | <b><i>State Total</i></b>        | 71                       | \$88,459.55      |
| <i>Illinois</i>             |                                  |                          |                  |
|                             | INTERNAL CONNECTIONS             | 11                       | \$130,881.53     |
|                             | INTERNET ACCESS                  | 121                      | \$379,751.76     |
|                             | TELCOMM SERVICES                 | 661                      | \$1,352,441.39   |
|                             | <b><i>State Total</i></b>        | 793                      | \$1,863,074.68   |
| <i>Indiana</i>              |                                  |                          |                  |
|                             | INTERNET ACCESS                  | 41                       | \$165,727.55     |
|                             | TELCOMM SERVICES                 | 327                      | \$645,543.43     |
|                             | <b><i>State Total</i></b>        | 368                      | \$811,270.98     |
| <i>Iowa</i>                 |                                  |                          |                  |
|                             | INTERNET ACCESS                  | 157                      | \$92,383.59      |
|                             | TELCOMM SERVICES                 | 356                      | \$169,597.50     |
|                             | <b><i>State Total</i></b>        | 513                      | \$261,981.09     |
| <i>Kansas</i>               |                                  |                          |                  |
|                             | INTERNET ACCESS                  | 85                       | \$112,963.55     |
|                             | TELCOMM SERVICES                 | 179                      | \$239,742.86     |
|                             | <b><i>State Total</i></b>        | 264                      | \$352,706.41     |

| <i>State</i>         | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|----------------------|----------------------------------|--------------------------|-------------------------|
| <i>Kentucky</i>      | INTERNAL CONNECTIONS             | 5                        | \$8,385.55              |
|                      | INTERNET ACCESS                  | 95                       | \$264,844.89            |
|                      | TELCOMM SERVICES                 | 194                      | \$585,204.89            |
|                      | <b><i>State Total</i></b>        | 294                      | \$858,435.33            |
| <i>Louisiana</i>     | INTERNAL CONNECTIONS             | 8                        | \$1,020.34              |
|                      | INTERNET ACCESS                  | 6                        | \$1,037,537.33          |
|                      | TELCOMM SERVICES                 | 113                      | \$258,548.51            |
|                      | <b><i>State Total</i></b>        | 127                      | \$1,297,106.18          |
| <i>Maine</i>         | INTERNAL CONNECTIONS             | 1                        | \$0.00                  |
|                      | TELCOMM SERVICES                 | 54                       | \$84,980.62             |
|                      | <b><i>State Total</i></b>        | 55                       | \$84,980.62             |
| <i>Maryland</i>      | INTERNET ACCESS                  | 25                       | \$393,655.98            |
|                      | TELCOMM SERVICES                 | 90                       | \$627,548.59            |
|                      | <b><i>State Total</i></b>        | 115                      | \$1,021,204.57          |
| <i>Massachusetts</i> | INTERNAL CONNECTIONS             | 7                        | \$1,912,731.98          |
|                      | INTERNET ACCESS                  | 9                        | \$166,388.15            |
|                      | TELCOMM SERVICES                 | 68                       | \$681,776.86            |
|                      | <b><i>State Total</i></b>        | 84                       | \$2,760,896.99          |
| <i>Michigan</i>      | INTERNAL CONNECTIONS             | 2                        | \$1,411.20              |
|                      | INTERNET ACCESS                  | 103                      | \$798,082.40            |
|                      | TELCOMM SERVICES                 | 353                      | \$750,216.65            |
|                      | <b><i>State Total</i></b>        | 458                      | \$1,549,710.25          |

| <i>State</i>         | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|----------------------|----------------------------------|--------------------------|-------------------------|
| <i>Minnesota</i>     | INTERNET ACCESS                  | 4                        | \$41,969.23             |
|                      | TELCOMM SERVICES                 | 111                      | \$163,196.75            |
|                      | <b><i>State Total</i></b>        | 115                      | \$205,165.98            |
|                      |                                  |                          |                         |
| <i>Mississippi</i>   | INTERNAL CONNECTIONS             | 38                       | \$96,677.08             |
|                      | INTERNET ACCESS                  | 22                       | \$176,163.48            |
|                      | TELCOMM SERVICES                 | 269                      | \$693,408.25            |
|                      | <b><i>State Total</i></b>        | 329                      | \$966,248.81            |
| <i>Missouri</i>      | INTERNET ACCESS                  | 5                        | \$35,854.00             |
|                      | TELCOMM SERVICES                 | 111                      | \$541,871.27            |
|                      | <b><i>State Total</i></b>        | 116                      | \$577,725.27            |
|                      |                                  |                          |                         |
| <i>Montana</i>       | INTERNAL CONNECTIONS             | 3                        | \$0.00                  |
|                      | INTERNET ACCESS                  | 67                       | \$51,728.76             |
|                      | TELCOMM SERVICES                 | 125                      | \$82,572.18             |
|                      | <b><i>State Total</i></b>        | 195                      | \$134,300.94            |
| <i>Nebraska</i>      | INTERNET ACCESS                  | 70                       | \$58,328.11             |
|                      | TELCOMM SERVICES                 | 167                      | \$144,441.84            |
|                      | <b><i>State Total</i></b>        | 237                      | \$202,769.95            |
|                      |                                  |                          |                         |
| <i>Nevada</i>        | INTERNET ACCESS                  | 6                        | \$1,557.16              |
|                      | TELCOMM SERVICES                 | 38                       | \$62,583.93             |
|                      | <b><i>State Total</i></b>        | 44                       | \$64,141.09             |
|                      |                                  |                          |                         |
| <i>New Hampshire</i> | INTERNET ACCESS                  | 20                       | \$21,906.40             |
|                      | TELCOMM SERVICES                 | 48                       | \$38,232.16             |
|                      | <b><i>State Total</i></b>        | 68                       | \$60,138.56             |
|                      |                                  |                          |                         |
| <i>New Jersey</i>    | INTERNAL CONNECTIONS             | 38                       | \$355,081.89            |
|                      | INTERNET ACCESS                  | 32                       | \$261,115.37            |
|                      | TELCOMM SERVICES                 | 167                      | \$427,928.36            |
|                      | <b><i>State Total</i></b>        | 237                      | \$1,044,125.62          |

| <i>State</i>          | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|-----------------------|----------------------------------|--------------------------|-------------------------|
| <i>New Mexico</i>     |                                  |                          |                         |
|                       | INTERNAL CONNECTIONS             | 5                        | \$289,903.70            |
|                       | INTERNET ACCESS                  | 28                       | \$65,820.49             |
|                       | TELCOMM SERVICES                 | 32                       | \$63,166.83             |
|                       | <b><i>State Total</i></b>        | <b>65</b>                | <b>\$418,891.02</b>     |
| <i>New York</i>       |                                  |                          |                         |
|                       | INTERNAL CONNECTIONS             | 27                       | \$2,478,524.86          |
|                       | INTERNET ACCESS                  | 126                      | \$2,364,912.39          |
|                       | TELCOMM SERVICES                 | 1024                     | \$10,596,007.07         |
|                       | <b><i>State Total</i></b>        | <b>1177</b>              | <b>\$15,439,444.32</b>  |
| <i>North Carolina</i> |                                  |                          |                         |
|                       | INTERNAL CONNECTIONS             | 1                        | \$9,958.90              |
|                       | INTERNET ACCESS                  | 47                       | \$781,331.19            |
|                       | TELCOMM SERVICES                 | 230                      | \$983,292.13            |
|                       | <b><i>State Total</i></b>        | <b>278</b>               | <b>\$1,774,582.22</b>   |
| <i>North Dakota</i>   |                                  |                          |                         |
|                       | INTERNET ACCESS                  | 6                        | \$3,037.55              |
|                       | TELCOMM SERVICES                 | 16                       | \$11,478.98             |
|                       | <b><i>State Total</i></b>        | <b>22</b>                | <b>\$14,516.53</b>      |
| <i>Ohio</i>           |                                  |                          |                         |
|                       | INTERNET ACCESS                  | 12                       | \$46,247.41             |
|                       | TELCOMM SERVICES                 | 152                      | \$1,434,205.57          |
|                       | <b><i>State Total</i></b>        | <b>164</b>               | <b>\$1,480,452.98</b>   |
| <i>Oklahoma</i>       |                                  |                          |                         |
|                       | INTERNAL CONNECTIONS             | 10                       | \$22,740.86             |
|                       | INTERNET ACCESS                  | 163                      | \$378,755.73            |
|                       | TELCOMM SERVICES                 | 245                      | \$359,824.38            |
|                       | <b><i>State Total</i></b>        | <b>418</b>               | <b>\$761,320.97</b>     |
| <i>Oregon</i>         |                                  |                          |                         |
|                       | INTERNET ACCESS                  | 30                       | \$170,306.77            |
|                       | TELCOMM SERVICES                 | 168                      | \$309,481.80            |
|                       | <b><i>State Total</i></b>        | <b>198</b>               | <b>\$479,788.57</b>     |
| <i>Pennsylvania</i>   |                                  |                          |                         |
|                       | INTERNAL CONNECTIONS             | 4                        | \$18,915.43             |
|                       | INTERNET ACCESS                  | 148                      | \$415,893.75            |
|                       | TELCOMM SERVICES                 | 493                      | \$1,117,472.25          |
|                       | <b><i>State Total</i></b>        | <b>645</b>               | <b>\$1,552,281.43</b>   |

| <i>State</i>          | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|-----------------------|----------------------------------|--------------------------|-------------------------|
| <i>Puerto Rico</i>    | INTERNAL CONNECTIONS             | 71                       | \$1,476,839.80          |
|                       | INTERNET ACCESS                  | 72                       | \$2,819,520.00          |
|                       | TELCOMM SERVICES                 | 97                       | \$162,692.60            |
|                       | <b><i>State Total</i></b>        | 240                      | \$4,459,052.40          |
| <i>Rhode Island</i>   | INTERNET ACCESS                  | 1                        | \$12,649.20             |
|                       | TELCOMM SERVICES                 | 28                       | \$58,745.01             |
|                       | <b><i>State Total</i></b>        | 29                       | \$71,394.21             |
| <i>South Carolina</i> | INTERNET ACCESS                  | 1                        | \$229.54                |
|                       | TELCOMM SERVICES                 | 59                       | \$112,798.10            |
|                       | <b><i>State Total</i></b>        | 60                       | \$113,027.64            |
| <i>South Dakota</i>   | INTERNET ACCESS                  | 11                       | \$2,464.11              |
|                       | TELCOMM SERVICES                 | 18                       | \$8,104.22              |
|                       | <b><i>State Total</i></b>        | 29                       | \$10,568.33             |
| <i>Tennessee</i>      | INTERNET ACCESS                  | 154                      | \$645,131.37            |
|                       | TELCOMM SERVICES                 | 314                      | \$572,355.36            |
|                       | <b><i>State Total</i></b>        | 468                      | \$1,217,486.73          |
| <i>Texas</i>          | INTERNAL CONNECTIONS             | 35                       | \$4,072,545.43          |
|                       | INTERNET ACCESS                  | 173                      | \$520,745.15            |
|                       | TELCOMM SERVICES                 | 414                      | \$1,039,972.51          |
|                       | <b><i>State Total</i></b>        | 622                      | \$5,633,263.09          |
| <i>Utah</i>           | INTERNET ACCESS                  | 9                        | \$54,935.30             |
|                       | TELCOMM SERVICES                 | 42                       | \$118,545.39            |
|                       | <b><i>State Total</i></b>        | 51                       | \$173,480.69            |
| <i>Vermont</i>        | INTERNAL CONNECTIONS             | 2                        | \$0.00                  |
|                       | INTERNET ACCESS                  | 13                       | \$14,574.72             |
|                       | TELCOMM SERVICES                 | 78                       | \$65,979.41             |
|                       | <b><i>State Total</i></b>        | 93                       | \$80,554.13             |

| <i>State</i>          | <i>Type of Service Requested</i> | <i>Number of Request</i> | <i>Committed Amount</i> |
|-----------------------|----------------------------------|--------------------------|-------------------------|
| <i>Virgin Islands</i> | INTERNET ACCESS                  | 1                        | \$60,127.09             |
|                       | TELCOMM SERVICES                 | 2                        | \$18,972.45             |
|                       | <b><i>State Total</i></b>        | 3                        | \$79,099.54             |
|                       |                                  |                          |                         |
| <i>Virginia</i>       | INTERNAL CONNECTIONS             | 1                        | \$4,438.01              |
|                       | INTERNET ACCESS                  | 44                       | \$262,733.80            |
|                       | TELCOMM SERVICES                 | 176                      | \$970,751.36            |
|                       | <b><i>State Total</i></b>        | 221                      | \$1,237,923.17          |
| <i>Washington</i>     | INTERNET ACCESS                  | 36                       | \$121,843.18            |
|                       | TELCOMM SERVICES                 | 328                      | \$1,239,956.78          |
|                       | <b><i>State Total</i></b>        | 364                      | \$1,361,799.96          |
| <i>West Virginia</i>  | TELCOMM SERVICES                 | 254                      | \$167,617.41            |
|                       | <b><i>State Total</i></b>        | 254                      | \$167,617.41            |
| <i>Wisconsin</i>      | INTERNAL CONNECTIONS             | 8                        | \$613,947.68            |
|                       | INTERNET ACCESS                  | 25                       | \$115,971.62            |
|                       | TELCOMM SERVICES                 | 200                      | \$651,499.30            |
|                       | <b><i>State Total</i></b>        | 233                      | \$1,381,418.60          |
| <i>Wyoming</i>        | INTERNET ACCESS                  | 6                        | \$1,433.63              |
|                       | TELCOMM SERVICES                 | 76                       | \$56,999.91             |
|                       | <b><i>State Total</i></b>        | 82                       | \$58,433.54             |

**Table B.9 Year 2 E-rate United States Total Services.**

| <i>SERVICE TYPE</i>  | <i>NUMBER of REQUESTS</i> | <i>COMMITTED AMOUNT</i> |
|----------------------|---------------------------|-------------------------|
| DEDICATED SERVICES   | 1,842                     | \$3,660,032.97          |
| INTERNAL CONNECTIONS | 1,239                     | \$18,485,752.49         |
| INTERNET ACCESS      | 1,654                     | \$10,651,130.50         |
| TELCOMM SERVICES     | 7,045                     | \$32,198,759.55         |
|                      | 11,780                    | \$64,995,675.51         |

**Table B.10 Year 3 E-rate United States Total Services.**

| <i>SERVICE TYPE</i>  | <i>NUMBER of REQUESTS</i> | <i>COMMITTED AMOUNT</i> |
|----------------------|---------------------------|-------------------------|
| INTERNAL CONNECTIONS | 323                       | \$11,877,023.61         |
| INTERNET ACCESS      | 2,285                     | \$19,136,141.36         |
| TELCOMM SERVICES     | 9,517                     | \$35,077,159.67         |
|                      | 12,125                    | \$66,090,324.64         |

## APPENDIX C: SITE VISIT PARTICIPANTS

### Colorado

Colorado State Library  
Conejos County Public Library  
Douglas Public Library District  
Lamar Public Library  
Library Research Service  
Monte Vista Public Library  
Southern Peaks Public Library  
Southwest Regional Library Service System (SWRLSS)  
Woodruff Memorial Library

### Florida

Florida Department of State Division of Library & Information Services  
Altha Public Library  
Blountstown Public Library  
Calhoun County Public Library  
Franklin County Public Library  
Hialeah Public Libraries  
Sheltons Public Library  
Wilderness Coast Public Libraries

### Michigan

Library of Michigan  
ATLAS Committee  
Georgetown Township Library  
Grand Rapids Public Library  
Howe Memorial Library  
The Library Network  
Michigan Information Network (MIN)  
Michigan Library Consortium  
Seville Township Public Library  
Thompson Home Public Library

### Pennsylvania

Commonwealth of Pennsylvania Department  
Commonwealth of Pennsylvania Libraries  
Abington Community Library  
Blasco Memorial Library  
Blossburg Memorial Library  
James V. Brown Public Library

Carbondale Public Library  
Coudersport Public Library  
Cumberland County Library System  
Dalton Community Library  
Dauphin County Library System  
Green Public Library  
Hanover Public Library  
Hawley Public Library  
Lackawanna County Library System  
Lebanon Community Library  
Mansfield Free Public Library  
Meadville Public Library  
Mifflin County Library  
Newport Public Library  
Pike County Library  
Potter-Tioga County Public Library  
Pottsville Public Library  
Scranton Public Library  
Susquehanna County Library  
Ulysses Library Association  
Wayne County Public Library



**Evaluation:** 24. Was E-rate technology plan useful? ( )yes ( )no ( )don't know. 25. Needed changes:

26. If your governing board asked for evidence of the impact of the library's Internet services what proof would you provide? ( ) not an issue at my library ( ) don't know Comment:

Next Steps: Prioritize your library or system's future need for external funding (e.g., E-rate, Gates, LSTA, local government, state aid, other) to develop library information technology and services? ( )don't know

| Future Need  | Priority for External Funding<br>Compare to Other Tasks Listed<br>1=high priority 5=not a priority | Comments |
|--|--|----------|
| 27. Increase bandwidth to _____  | 1 2 3 4 5  |          |
| 28. Replacement equipment & software   | 1 2 3 4 5  |          |
| 29. Provide library <b>staff training</b><br>In what areas:<br>_____                 | 1 2 3 4 5  |          |
| 30. Provide library <b>user training</b> .<br>In what areas:<br>_____                | 1 2 3 4 5  |          |
| 31. <b>Promote</b> use of one or more Internet services. Please identify:<br>_____   | 1 2 3 4 5  |          |
| 32. Start a computer lab or community technology center                              | 1 2 3 4 5  |          |
| 33. Start a new Internet service. Please identify: _____<br>_____                    | 1 2 3 4 5  |          |
| 34. Create library produced local content for library web page. In what areas: _____ | 1 2 3 4 5  |          |
| 35. Organize existing local content produced by others                               | 1 2 3 4 5  |          |
| 36. Digitize part of local history collection  | 1 2 3 4 5  |          |
| 37. Other. Please identify:  | 1 2 3 4 5  |          |

38. **Additional Comments?**

### State Library Interview Questions

Note: **Thank you** for responding to this survey. All responses are confidential and will not be attributed to individuals or libraries. Only aggregate data will be summarized and reported. We ask your name and e-mail because we may want to follow-up with some respondents via e-mail. The study's purpose is to understand the role of public libraries in providing Internet services and their effects on the digital divide.

1. Your Name: \_\_\_\_\_ 2. E-mail: \_\_\_\_\_  
3. State: \_\_\_\_\_ 4. Title: \_\_\_\_\_ 5. Describe your functional responsibility related to public library Internet funding and services:

**History of State Library & the Internet:** 6. Describe the history of the State Library's role in introducing the Internet and Internet services to public libraries in the state:

7. What major public library information technology and services do you see the State Library taking in the next 3-5 years?

**Management:** 8. How has State Library management or staffing changed as a result of LSTA, E-rate, or the development of public library Internet services over the past four years? ( ) don't know

9. How is the library development unit structured?

10. Library development has how many staff: \_\_\_\_\_ 11. How many of those positions funded by LSTA: \_\_\_\_\_

12. What other State Library units are involved with public library information technology or services?

**Funding: State aid:** 13. How is state aid apportioned (e.g., everyone gets some, some awarded competitively, other)?

14. What are the current requirements to receive state aid?

15. From your perspective, what are key changes needed in how state aid is awarded or administered?

16. What are the most important impacts state aid has had?

**LSTA:** 17. What is the LSTA portion of total State Library funding? LSTA \_\_\_\_\_ Total: \_\_\_\_\_

18. What are the major categories of LSTA funding in the state?

Category            Annual Amount            Year: .. \_\_\_\_\_

19. What role do cooperatives play in LSTA funding?

20. How do you determine the balance between competitive and state-wide awards (like licensed databases)?

21. Describe the competitive award process? Amounts? Time between application and receiving money? Distribution of money (can library receive more up front)?

22. What LSTA awards have you made recently to public libraries related to information technology and services?

23. What do you see as candidates for future state-wide funding? Is there certain information technology or services that every public library in the state should have now or ought to have in the future?

24. Name two aspects of LSTA regulations or procedures that enabled its success? ( ) don't know

25. If you could make two changes to the LSTA program, I would ... ( ) don't know

**E-rate:** 26. What role did the State Library play in helping public libraries obtain universal service (E-rate) funding?

27. What should be the State Library role in the future?

28. Name the two most important contributions E-rate discounts have made to public libraries in the state?

( ) don't know

29. What changes should be made to the E-rate program?

**Other Grants:** 30. Are there other major sources of external funding that public libraries in the state used for IT development? ( ) yes ( ) no ( ) don't know

|    | <u>Funding source</u> | <u>Principal contribution</u> |
|----|-----------------------|-------------------------------|
| A. | _____                 | _____                         |
| B. | _____                 | _____                         |

31. What role did the State Library play vis-à-vis these major external funding sources?

**Partnerships:** 32. What other units within the state library or in state government have had a role in the development of public library Internet services?

**Unit of State Government**

**Role**

33. Are there units of state government that you would like to partner with to develop Internet services in the future?

34. Is there someone at the State Library that actively/systematically seeks partnerships with other units of state government for public libraries in the state?

35. Is there a role for the State Library in aiding public libraries in developing partnerships with other units of county and local governments?

**Digital Divide:** 36. Identify two ways that the state library has sought to reduce the digital divide?

( ) library has not made an effort ( ) don't know

37. Identify two needed next steps for the state library to take to reduce the digital divide?

( ) none needed ( ) don't know

38. In your judgment, would the majority of public libraries in the state apply for E-rate discounts and/or LSTA funds if required to use filtering software? ( ) yes ( ) no ( ) don't know Comment:

**Evaluation:** 39. If the state legislature or federal funders asked for evidence of the impact of the library's Internet services, what proof would you provide? ( ) not an issue at my library ( ) don't know Comment:

**Recommendations:** 40. Do you have general recommendations for my report or to improve federal funding of public library information technology and services (specifically the E-rate and LSTA programs)?

41. **Additional Comments?**

### Florida Information Technology Manager and the Digital Divide Questionnaire

Note: Thank you for responding to this survey. All responses are confidential and will not be attributed to individuals or libraries. Only aggregate data will be summarized and reported. The purpose of the study is to better understand Information Technology development in Florida. THANKS for responding.

1. Library Name: \_\_\_\_\_ 2. City: \_\_\_\_\_ 3. State: FL  
4. Area of Responsibility: ( ) Admin. ( ) IT Staff ( ) Public Services ( ) Other: \_\_\_\_\_  
5. Does your library have a web page? ( ) yes ( ) no ( ) don't know 8. Web URL: \_\_\_\_\_  
6. Number of public access Internet workstations at your library: \_\_\_\_\_ (please fill in) ( ) don't know.

7. The **maximum speed** of your library's **public access Internet connection** is: (Please select one):  
 Less than 56kbps     56kbps **direct connect**     More than 128kbps but less than 1.5 mbps  
 56kbps **dial-up**     64kbps-128kbps     1.5 mbps (T1)     More than 1.5 mbps  
 Other (Please describe)

8. Name the three most important **Internet services** your library offers?  
A. \_\_\_\_\_ B. \_\_\_\_\_  
C. \_\_\_\_\_

- E-rate:** 9. Has your library applied for E-rate discounts during any of the last 3 years?  
( ) yes ( ) no ( ) don't know

10. If no, why did your library not apply?

11. If yes, name the two most important contributions E-rate discounts have made?  
A. \_\_\_\_\_ B. \_\_\_\_\_

12. If you could make two changes to the E-rate program, I would ... ( ) don't know  
A. \_\_\_\_\_ B. \_\_\_\_\_

- LSTA:** 13. Has your library received LSTA awards during any of the past 3 years?  
( ) yes ( ) no ( ) don't know

14. If no, why not?

15. If yes, name the two most important contributions LSTA awards have made?  
A. \_\_\_\_\_ B. \_\_\_\_\_

16. If you could make two changes to the LSTA program, I would ... ( ) don't know  
A. \_\_\_\_\_ B. \_\_\_\_\_

- Gates Grants:** 17. Identify the two most important contributions the Gates Foundation grants have made?  
( ) did not receive ( ) don't know  
A. \_\_\_\_\_ B. \_\_\_\_\_

- State Funds for Technology:** Has your library received State Library aid that has been used for information technology development over the past three years? ( ) yes ( ) no ( ) don't know

18. If yes, name the two most important contributions the State Library aid for technology development has made?

A. \_\_\_\_\_

B. \_\_\_\_\_