

## PUBLIC LIBRARIES AND THE INTERNET 2008: STUDY RESULTS AND FINDINGS

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John Carlo Bertot was Professor and Associate Director of the Information Institute at the College of Information, Florida State University during this research period. He is currently Professor and Director of the Center for Library Innovation at the University of Maryland. His research spans library technology planning and evaluation, information and telecommunications policy, and E-Government. He has conducted a range of research broadly related to planning and evaluation of networked services. His publications focus on topics related to demonstrating the value of library services, E-Government, and telecommunications policy.

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Charles R. McClure, Ph.D., is the Francis Eppes Professor of Information Studies and Director of the Information Institute at Florida State University. Prior to his current position, he was a distinguished professor at the School of Information Studies, Syracuse University. McClure is the founder and, with John Carlo Bertot, has conducted the U.S. survey of public libraries and the Internet since 1994. He has written extensively on topics related to the planning and evaluation of information services, federal information policy and information resources management. Most recently, he co-authored *Public Libraries and Internet Service Roles: Measuring and Maximizing Internet Services* (ALA, 2008).

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## **Susan Thomas**

Susan Thomas has a Master's in Library Science and has sixteen years of work experience with Florida State University. At the Information Use Management and Policy Institute she has been responsible for development and submission of research proposals, management of Institute contracts and budgets, coordination of research projects, and management of project deadlines, deliverables and invoicing. She has taken a leading role in the planning, preparation and processes of the PL Internet survey mail out, and responding to and tracking of questions via phone and email. She also assists with report compilation and editing.

## **Carla B. Wright**

Carla B. Wright is a Graduate Research Associate as well as Survey Manager at the Information Use Management and Policy Institute. She is a Ph.D. candidate at the College of Criminology and Criminal Justice at FSU, and has several years of data analysis and survey administration experience through her positions as both a Graduate Research Assistant and Project Manager at FSU. Her research interests include homicide and female criminal victimization. She has presented her research at several national conferences, been a contributing author on publications and research monographs, and serves as a manuscript reviewer for peer-reviewed journals.

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We also extend a debt of gratitude to all the public librarians who completed the survey. We realize that it takes a great deal of time, effort, and commitment to participate in the survey. Without your interest and your participation, we simply would not have any data. Without data, this study would have no ability to affect policy, practice, and engagement in networked services by public libraries. The time you take to provide the data in this report offers valuable information for national, state, and local policymakers, library advocates, researchers, practitioners, government and private funding organizations, and others to understand the impact, issues, and needs of libraries providing public access computing. The data also provide public librarians with the opportunity to advocate for the communities that they serve.

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