

## Public Libraries' Response to the Events of September 11<sup>th</sup>

---

Background to the study:

In fall, 2001, the Library Research Center (LRC) at the Graduate School of Library and Information Science received a grant from the Illinois State Library to study responses of Illinois libraries to the events of September 11. (Findings of that study can be found in the Winter Issue of Illinois Libraries

[http://www.cyberdriveillinois.com/publications/pdf\\_publications/illibrary\\_v84\\_n1.pdf](http://www.cyberdriveillinois.com/publications/pdf_publications/illibrary_v84_n1.pdf) ) After reviewing the results of that poll, the LRC undertook an additional survey, a sample weighted by size of population served of 1503 of the 5055 public libraries in the U.S. serving populations over 5,000. These libraries provide services to 96 percent of the U.S. population.

The survey was conducted on December 4, 2001 with a follow-up to non-respondents on January 9, 2002. A total of 1028 libraries responded for a response rate to the survey of 68 percent, with many comments from librarians indicating their interest in its findings. The percentages reported here represent national weighted estimates for U.S. public libraries serving populations over 5,000.

1a. Have the events of September 11<sup>th</sup> prompted your library to review its building security?

	<u>Yes</u>	<u>No</u>
Less than 10,000	16.5%	83.5%
10,000 to 49,999	31.1%	68.9%
Over 50,000	51.9%	48.1%
All libraries	31.1%	68.9%

b. Due to the events of September 11<sup>th</sup>, does your library

- Employ (additional) security guards?

	<u>Yes</u>	<u>No</u>
Less than 10,000	0.0%	100.0%
10,000 to 49,999	0.0%	100.0%
Over 50,000	2.9%	97.1%
All libraries	1.0%	99.0%

- Ask patrons to show a picture ID before entering the library?

	<u>Yes</u>	<u>No</u>
Less than 10,000	2.8%	97.2%
10,000 to 49,999	0.0%	100.0%
Over 50,000	0.0%	100.0%
All libraries	0.4%	99.6%

- Ask patrons to sign-in before entering the library?

	<u>Yes</u>	<u>No</u>
Less than 10,000	2.8%	97.2%
10,000 to 49,999	0.0%	100.0%
Over 50,000	0.0%	100.0%
All libraries	0.4%	99.6%

- Other security measures?

	<u>Yes</u>	<u>No</u>
Less than 10,000	41.7%	58.3%
10,000 to 49,999	22.0%	78.0%
Over 50,000	22.8%	77.2%
All libraries	25.3%	74.7%

2a. Since September 11<sup>th</sup>, does your library follow any new procedures for handling U.S. mail?

	<u>Yes</u>	<u>No</u>
Less than 10,000	33.3%	66.7%
10,000 to 49,999	47.3%	52.7%
Over 50,000	68.5%	31.5%
All libraries	47.6%	52.4%

(IF YES)

b. Does your library ...

- Recommend using rubber gloves when handling the mail?

	<u>Yes</u>	<u>No</u>
Less than 10,000	16.9%	83.1%
10,000 to 49,999	32.8%	67.2%
Over 50,000	56.9%	43.1%
All libraries	36.6%	63.4%

- Post USPS guidelines for handling “a suspicious letter or package”?

	<u>Yes</u>	<u>No</u>
Less than 10,000	57.7%	42.3%
10,000 to 49,999	75.1%	24.9%
Over 50,000	88.4%	11.6%
All libraries	75.5%	24.5%

- Discard unidentifiable mail without opening it?

	<u>Yes</u>	<u>No</u>
Less than 10,000	64.8%	35.2%
10,000 to 49,999	46.3%	53.7%
Over 50,000	36.1%	63.9%
All libraries	47.0%	53.0%

- Other procedures for handling U.S. mail?

	<u>Yes</u>	<u>No</u>
Less than 10,000	18.3%	81.7%
10,000 to 49,999	25.4%	74.6%
Over 50,000	25.0%	75.0%
All libraries	23.9%	76.1%

- 3a. Due to the events of September 11<sup>th</sup>, to the best of your knowledge, have staff members of your library become more restrictive regarding patron use of the Internet?

	<u>Yes</u>	<u>No</u>
Less than 10,000	10.4%	89.6%
10,000 to 49,999	11.2%	88.8%
Over 50,000	13.4%	86.6%
All libraries	11.4%	88.6%

(IF YES)

- b. Have any staff members ...

- Limited access to some Web sites?

	<u>Yes</u>	<u>No</u>
Less than 10,000	18.2%	81.8%
10,000 to 49,999	9.5%	90.5%
Over 50,000	4.2%	95.8%
All libraries	10.5%	89.5%

- Required the identification of patrons?

	<u>Yes</u>	<u>No</u>
Less than 10,000	63.6%	36.4%
10,000 to 49,999	52.4%	47.6%
Over 50,000	51.0%	49.0%
All libraries	55.0%	45.0%

- Monitored what patrons are doing, either visually or by reviewing the cache/history?

	<u>Yes</u>	<u>No</u>
Less than 10,000	72.7%	27.3%
10,000 to 49,999	66.7%	33.3%
Over 50,000	54.1%	45.9%
All libraries	65.3%	34.7%

- Reported patron records and/or behaviors to outside authorities (e.g., FBI, police)?

	<u>Yes</u>	<u>No</u>
Less than 10,000	18.2%	81.8%
10,000 to 49,999	14.3%	85.7%
Over 50,000	35.0%	65.0%
All libraries	20.2%	79.8%

- Other restrictive measures?

	<u>Yes</u>	<u>No</u>
Less than 10,000	18.2%	81.8%
10,000 to 49,999	16.7%	83.3%
Over 50,000	12.3%	87.7%
All libraries	16.0%	84.0%

4a. Have your collection purchases been influenced by the events of September 11<sup>th</sup>?

	<u>Yes</u>	<u>No</u>
Less than 10,000	78.0%	22.0%
10,000 to 49,999	83.1%	16.9%
Over 50,000	70.8%	29.2%
All libraries	79.1%	20.9%

(IF YES)

b. Purchased...

- Historical or political materials related to September 11<sup>th</sup>?

	<u>Yes</u>	<u>No</u>
Less than 10,000	73.5%	26.5%
10,000 to 49,999	83.2%	16.8%
Over 50,000	82.1%	17.9%
All libraries	80.2%	19.8%

- Materials related to Islam?

	<u>Yes</u>	<u>No</u>
Less than 10,000	88.8%	11.2%
10,000 to 49,999	93.3%	6.7%
Over 50,000	95.9%	4.1%
All libraries	92.5%	7.5%

- Materials concerning terrorism, bioterrorism, or germ warfare?

	<u>Yes</u>	<u>No</u>
Less than 10,000	85.9%	14.1%
10,000 to 49,999	92.7%	7.3%
Over 50,000	89.6%	10.4%
All libraries	90.2%	9.8%

- 5a. Since September 11<sup>th</sup>, would you say staff members have changed, in any way, their attitude toward or treatment of library patrons?

	<u>Yes</u>	<u>No</u>
Less than 10,000	16.3%	83.7%
10,000 to 49,999	18.8%	81.2%
Over 50,000	27.9%	72.1%
All libraries	19.9%	80.1%

(IF YES)

- b. Are any of your staff members...

- More likely to notice the kinds of materials people are checking out?

	<u>Yes</u>	<u>No</u>
Less than 10,000	62.9%	37.1%
10,000 to 49,999	50.7%	49.3%
Over 50,000	50.0%	50.0%
All libraries	53.4%	46.6%

- Realizing there are circumstances in which it would be necessary to compromise the privacy of patron records?

	<u>Yes</u>	<u>No</u>
Less than 10,000	62.9%	37.1%
10,000 to 49,999	46.5%	53.5%
Over 50,000	48.5%	51.5%
All libraries	50.9%	49.1%

- Other changes in attitude or treatment of library patrons?

	<u>Yes</u>	<u>No</u>
Less than 10,000	20.0%	80.0%
10,000 to 49,999	35.2%	64.8%
Over 50,000	43.9%	56.1%
All libraries	34.0%	66.0%

6. Have authorities (e.g., FBI, police) requested any information about your patrons pursuant to the events of September 11<sup>th</sup>?

	<u>Yes</u>	<u>No</u>
Less than 10,000	3.7%	96.3%
10,000 to 49,999	1.6%	98.4%
Over 50,000	11.2%	88.8%
All libraries	4.1%	95.9%

- 7a. Have you heard or read about the new anti-terror law known as the “USA Patriot Act”?

	<u>Yes</u>	<u>No</u>
Less than 10,000	43.1%	56.9%
10,000 to 49,999	60.2%	39.8%
Over 50,000	72.2%	27.8%
All libraries	57.6%	42.4%

(IF YES)

- b. To the best of your knowledge, which of the following are provisions of the Act?

- Prohibits libraries from disclosing to anyone that a search warrant has been served

	<u>Yes</u> <u>(correct)</u>	<u>No</u> <u>(incorrect)</u>	<u>Don't Know</u>
Less than 10,000	37.6%	11.8%	50.6%
10,000 to 49,999	41.3%	10.7%	48.0%
Over 50,000	51.1%	13.3%	35.6%
All libraries	43.0%	11.6%	45.4%

- Allows for access to records without a search warrant

	<u>Yes</u> <u>(incorrect)</u>	<u>No</u> <u>(correct)</u>	<u>Don't Know</u>
Less than 10,000	11.8%	49.5%	38.7%
10,000 to 49,999	14.2%	42.2%	43.6%
Over 50,000	16.4%	57.1%	26.5%
All libraries	14.3%	47.6%	38.1%

- Allows an agent to begin the search as soon as the warrant is served

	<u>Yes</u> <u>(correct)</u>	<u>No</u> <u>(incorrect)</u>	<u>Don't Know</u>
Less than 10,000	31.2%	23.7%	45.1%
10,000 to 49,999	33.3%	16.9%	49.8%
Over 50,000	46.2%	18.1%	35.7%
All libraries	36.2%	18.7%	45.1%

- Provides procedures for quashing a search warrant

	<u>Yes</u> <u>(incorrect)</u>	<u>No</u> <u>(correct)</u>	<u>Don't Know</u>
Less than 10,000	2.2%	30.1%	67.7%
10,000 to 49,999	2.7%	31.6%	65.7%
Over 50,000	3.7%	45.0%	51.3%
All libraries	2.8%	34.7%	62.5%

- Allows execution of the search warrant to be delayed until the library's legal counsel can be consulted

	<u>Yes</u> <u>(incorrect)</u>	<u>No</u> <u>(correct)</u>	<u>Don't Know</u>
Less than 10,000	37.6%	12.9%	49.5%
10,000 to 49,999	30.2%	19.1%	50.7%
Over 50,000	36.0%	31.1%	32.9%
All libraries	33.3%	20.8%	45.9%

8. **Depository Libraries Only:** Since September 11<sup>th</sup>, have you received requests from any government agency (e.g., OMD, GPO) to withdraw certain materials?

	<u>Yes</u>	<u>No</u>
Less than 10,000	0.0%	100.0%
10,000 to 49,999	2.5%	97.5%
Over 50,000	7.7%	92.3%
All libraries	3.3%	96.7%

9. Since September 11<sup>th</sup>, have you voluntarily withdrawn any materials that might be used to assist terrorists, such as material on bomb making or bio-terrorism?

	<u>Yes</u>	<u>No</u>
Less than 10,000	0.0%	100.0%
10,000 to 49,999	0.0%	100.0%
Over 50,000	0.5%	99.5%
All libraries	0.1%	99.9%

10 a. Has your library initiated any special programming related to the events of September 11<sup>th</sup>?

	<u>Yes</u>	<u>No</u>
Less than 10,000	16.5%	83.5%
10,000 to 49,999	26.6%	73.4%
Over 50,000	34.0%	66.0%
All libraries	25.2%	74.8%

(IF YES)

b. What has been done?

- Held special programming for adults

	<u>Yes</u>	<u>No</u>
Less than 10,000	33.3%	66.7%
10,000 to 49,999	35.6%	64.4%
Over 50,000	38.6%	61.4%
All libraries	36.0%	64.0%

- Held special programming for children and youth

	<u>Yes</u>	<u>No</u>
Less than 10,000	13.9%	86.1%
10,000 to 49,999	8.9%	91.1%
Over 50,000	17.7%	82.3%
All libraries	12.3%	87.7%

- Discussed security measures with staff

	<u>Yes</u>	<u>No</u>
Less than 10,000	47.2%	52.8%
10,000 to 49,999	58.4%	41.6%
Over 50,000	83.0%	17.0%
All libraries	63.0%	37.0%

- Participated in community panels

	<u>Yes</u>	<u>No</u>
Less than 10,000	5.6%	94.4%
10,000 to 49,999	5.0%	95.0%
Over 50,000	13.5%	86.5%
All libraries	7.4%	92.6%

- Exhibited special displays

	<u>Yes</u>	<u>No</u>
Less than 10,000	63.9%	36.1%
10,000 to 49,999	56.4%	43.6%
Over 50,000	58.7%	41.3%
All libraries	58.5%	41.5%

- Supplied resource lists

	<u>Yes</u>	<u>No</u>
Less than 10,000	50.0%	50.0%
10,000 to 49,999	58.4%	41.6%
Over 50,000	67.2%	32.8%
All libraries	59.2%	40.8%

- Been enlisted by other groups to be a information resource for their members

	<u>Yes</u>	<u>No</u>
Less than 10,000	5.6%	94.4%
10,000 to 49,999	11.9%	88.1%
Over 50,000	19.8%	80.2%
All libraries	12.8%	87.2%

11 c. Number of years you have been a librarian

Mean	19.4
Median	20.0
Minimum	0
Maximum	100