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# Survey Participants

Aberystwyth University
Ada Community Library
Ashesi University College
Augustana Campus Library, University of Alberta
Baldwinsville Public Library
Barnet and Chase Farm Hospitals NHS Trust
Becker College
Benbrook Public Library
Binghamton University
Bishop Grosseteste University College Lincoln
Boylston Public Library
Bradford Teaching Hospitals NHS Foundation Trust
Bradley University
Burlington Public Library
California State University, San Marcos
Central Penn College
Chattanooga State Community College
Chicago Public Library
Cleveland State Community College
Cold Spring Harbor Laboratory
College of the North Atlantic
Corvallis-Benton County Public Library
De Montfort University
Douglas County Libraries
East Baton Rouge Parish Library
Emory University Libraries
Health Trust Library
Heinz Archive & Library, National Portrait Gallery
Honolulu Community College Library
Ilsley Public Library
Institute of Group Analysis
International Food Policy Research Institute
Iowa State University
ITT Technical Institute
Jewish Theological Seminary
Kimbel Library, Coastal Carolina University
King Abdullah University of Science and Technology
Kish Free Zone
Lancashire Care NHS Foundation Trust
London South Bank University
Midwestern State University
Mount Saint Mary College
Murray State University

Survey of Library Use of Cloud Computing

New York Public Library
OCLC Library
Oregon Health & Sciences University, Science & Engineering Library
Queen Mary, University of London
Saint Paul Public Library
San Luis Potosi Institute of Scientific Research and Technology
Shrewsbury & Telford NHS Hospital
Springfield Technical Community College
The Brentwood Library
University of South Africa (Unisa)
University of California, Riverside
University of Chichester
University of Maryland
University of Mississippi
University of Nebraska at Omaha
University of Nebraska-Lincoln
University of New Hampshire
University of Wisconsin-Stout
Valparaiso University
Vancouver Public Library
Vatterott College
Waterford Township Public Library
Waupaca Area Public Library
Wells Public Library
Wheaton College
Whipps Cross University Hospital NHS Trust
Wolfner Talking Book and Braille Library

# The Questionnaire

1. Please provide your contact information below
    Name:
    Organization:
    Work Title:
    Country:
    Email Address:
    Phone Number:

2. Which term best describes your library?
    (a) Public Library
    (b) Higher Education
    (c) Special (Corporate/Legal/Government/Trade Association)
    (d) Other

3. What is the approximate annual budget of your library for materials, salaries and other costs?

4. What is the estimated number of employees (full time equivalent) for your library's information technology staff or staffs?

5. Which types of cloud computing does your library currently use?
    (a) Free Software as a Service (SaaS), i.e. Google Apps, Skype, Hotmail
    (b) Paid Subscription Software as a Service, i.e. Salesforce
    (c) Platform as a Service (PaaS) – Enables end users to build their own applications online, i.e. Windows Azure, Google App Engine and Force.com
    (d) Infrastructure as a Service (IaaS) – Provides computing power and file storage, i.e. Amazon Cloud, Rackspace, Zyinga
    (e) Other

6. Does your library use any of the following web storage or backup services?
    (a) Rackspace
    (b) Amazon Elastic Cloud Compute
    (c) Amazon Elastic Block Store
    (d) Amazon Simple Storage Service
    (e) Microsoft Azure
    (f) Zyinga
    (g) Animoto
    (h) Jungle Disk
    (i) DuraCloud
    (j) Dropbox
    (k) Other

7. Is your library considering the use of any of the following services?
    (a) Rackspace
    (b) Amazon Elastic Cloud Compute
    (c) Amazon Elastic Block Store
    (d) Amazon Simple Storage Service
    (e) Microsoft Azure
    (f) Zyinga
    (g) Animoto
    (h) Jungle Disk
    (i) DuraCloud
    (j) Dropbox
    (k) Other

8. If your library has ever developed or is in the process of developing an arrangement to pool or share server space with other libraries or institutions please describe this venture and how it has worked out for your library.

9. For its server operations the library currently:
    (a) Mostly uses the servers of a parent organization
    (b) Mostly uses its own servers
    (c) Mostly uses server space rented from cloud computing services

10. If the library currently uses cloud computing services for its file storage, retrieval, dissemination, or for applications, approximately what percentage of its overall server usage is accounted for by activity in cloud services?

11. Approximately how many terabytes of data does the library did/will the library require for all of its server operations?
    2010:
    2011:
    2012:

12. Has any unit of your library adopted any of the following programs as its default means of word processing?
    (a) Google Apps
    (b) Microsoft MS Office Online
    (c) Cloud-canvas.com
    (d) Write.fm
    (e) Other internet based word processing cloud service

13. Does your library use any of the following cloud based email services as its default email service for library personnel?
    (a) AOL
    (b) MSN/Microsoft Live
    (c) Google Gmail
    (d) Yahoo Mail
    (e) Hotmail
    (f) Other

14. If your library does not currently use a cloud based email provider, are you considering a switch to any of the following cloud based email services for use as a default email service for library personnel?
    (a) AOL
    (b) MSN/Microsoft Live
    (c) Google Gmail
    (d) Yahoo Mail
    (e) Hotmail
    (f) Other

15. Has your library used a major cloud computing service (excluding free applications such as Microsoft Live, Google Apps, Hotmail, YouTube, etc.) for any of the following functions?
    (a) Cataloging and metadata storage, retrieval and generation
    (b) Hosting and. or distributing special collections
    (c) As an ILS system
    (d) For budgeting, payroll or accounting

16. If you library has contracted a major cloud computing provider in any areas, please describe your experience.

17. Does your library use any of the following services in its digital repository?
    (a) DuraSpace
    (b) LOCKSS
    (c) MetaArchive
    (d) HathiTrust

18. Have you heard of any of the following cloud based services?
    (a) Serials Solutions Summon
    (b) OCLC Web-scale
    (c) TalisPrism
    (d) WorldCat.org

19. Has your library used any of the following cloud based services?
    (a) Serials Solutions Summon
    (b) OCLC Web-scale
    (c) TalisPrism
    (d) WorldCat.org

20. Amazon has developed several cloud computing services such as Amazon Elastic Cloud Compute, Amazon Elastic Block Storage and Amazon Simple Storage. Has your library used or considered using any of these services? If so, what is your impression of them?

21. About how much do you trust the following organizations?

Google
    (a) Untrustworthy
    (b) Usually Trustworthy
    (c) Trustworthy
    (d) Highly Trustworthy

OCLC
    (a) Untrustworthy
    (b) Usually Trustworthy
    (c) Trustworthy
    (d) Highly Trustworthy

Amazon
    (a) Untrustworthy
    (b) Usually Trustworthy
    (c) Trustworthy
    (d) Highly Trustworthy

Microsoft
    (a) Untrustworthy
    (b) Usually Trustworthy
    (c) Trustworthy
    (d) Highly Trustworthy

Ex Libris
    (a) Untrustworthy
    (b) Usually Trustworthy
    (c) Trustworthy
    (d) Highly Trustworthy

22. If you have used any cloud based services either for library computing or ILS functions, for additional server space, or for applications such as word processing or for file backup, storage, distribution or retrieval, have you ever experienced data or file loss on these services? If so, how extensive was the damage and how has it impacted your view of cloud computing for libraries?

23. Choose the phrase that best approximates your evaluation of the statement below:
If you use a major cloud computing service for data storage, retrieval or operations eventually you will experience some form of major data or file loss.
    (a) I agree, but think the risks are even greater
    (b) I agree
    (c) Possibly, but losses can occur otherwise and won't be any worse than with traditional systems
    (d) The protections built into cloud services make them safer file repositories than housing them on your own server and using traditional backups

24. If your library has saved money using cloud computing, subscribing to an online application, or renting server space, estimate how much you have likely saved in the past year for the following:
    Staff Time:
    Server Costs:
    Electricity:
    Other:

25. Describe the single cloud service that you feel is most beneficial for libraries. If you have used it describe your experience and relate how it saved your library money, and/or enhanced its mission or institutional productivity.

26. As a factor in choosing to use cloud computing services for major library operations or file storage, how do you rate the following factors as a consideration in your decision making?

Developing the right knowledge base to make sound decisions about cloud computing
    (a) Not an Issue for us
    (b) A minor issue for us
    (c) A concern for us
    (d) A major concern for us

Fears over data and file loss and lack of adequate safeguards
    (a) Not an Issue for us
    (b) A minor issue for us
    (c) A concern for us
    (d) A major concern for us

Fears for data/file privacy and possible loss of confidentiality
 (a) Not an Issue for us
 (b) A minor issue for us
 (c) A concern for us
 (d) A major concern for us

Fears over the possible need to eliminate staff that had been handling IT functions in-house
 (a) Not an Issue for us
 (b) A minor issue for us
 (c) A concern for us
 (d) A major concern for us

Concerns over high subscription or "pay as you go" costs
 (a) Not an Issue for us
 (b) A minor issue for us
 (c) A concern for us
 (d) A major concern for us

27. Overall how do you think cloud computing will impact libraries over the next three years?

# Characteristics of the Sample

### Table 1.1:  Country

|  | United States | Other |
|---|---|---|
| Entire Sample | 69.01% | 30.99% |

### Table 1.2:  Type of Library

|  | Public | Academic | Special |
|---|---|---|---|
| Entire Sample | 25.35% | 57.75% | 16.90% |

### Table 1.3:  Annual Library Budget

|  | Less than $250,000 | $250,000 to $750,000 | $750,000 to $5,000,000 | More than $5,000,000 |
|---|---|---|---|---|
| Entire Sample | 22.54% | 28.17% | 25.35% | 23.94% |

### Table 1.4:  Annual Library Budget, Broken Out by Country

| Country | Less than $250,000 | $250,000 to $750,000 | $750,000 to $5,000,000 | More than $5,000,000 |
|---|---|---|---|---|
| United States | 18.37% | 22.45% | 32.65% | 26.53% |
| Other | 31.82% | 40.91% | 9.09% | 18.18% |

### Table 1.5:  Annual Library Budget, Broken Out by Type of Library

| Type of Library | Less than $250,000 | $250,000 to $750,000 | $750,000 to $5,000,000 | More than $5,000,000 |
|---|---|---|---|---|
| Public | 16.67% | 5.56% | 50.00% | 27.78% |
| Academic | 14.63% | 36.59% | 19.51% | 29.27% |
| Special | 58.33% | 33.33% | 8.33% | 0.00% |

### Table 1.6:  FTE Employees in Library Information Technology Staff

|  | Mean | Median | Minimum | Maximum |
|---|---|---|---|---|
| Entire Sample | 14.57 | 3.00 | 0.25 | 350.00 |