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Survey Participants

Ateneo de Manila University
Benedictine University at Springfield
Central Penn College
Coastal Carolina University
Concordia College Alabama
Connors State College
CUNY Graduate Center
Delgado Community College
Felician College
Floyd Memorial Library
Franklin Township Public Library
Frederick Community College
Fremont Public Library District
Godfrey's Associates, Inc.
Gogebic Community College
Harvard Public Library
Independence Township Library
Lake Superior State University
Lewis-Clark State College
Library of Language in Education and Society
Merced College, Los Banos Campus
Mercer County Public Library
Mississippi College
Morris County Library
Mount Saint Mary College
Newport Beach Public Library
North Dakota State College of Science
Northwestern University
Norwalk Community College
Ohio University
Oregon State University
Pfeiffer University
Pingree School
Portage College
Roanoke Public Library
Ruidoso Public Library
Sabanci University
Salem Public Library
Santa Margarita Catholic High School
Shenandoah University
St. Catherine University
St. Mary's University
SUNY Downstate Medical Center
Texas Woman's College

United States Army Corps of Engineers
University of Balamand
University of Debrecen
University of Great Falls
University of Minnesota Duluth
University of Nebraska at Kearney
University of North Carolina at Pembroke
Vatterott College
White Oak Library District
Whittier College

The Questionnaire

1. Please provide the following contact information
   Name:
   Organization:
   Email:
   Country:

2. Which best phrase describes your library?
   (a) Public Library
   (b) Academic Library
   (c) Special Library
   (d) Other (please specify)

3. What is the total number of full-time employees (FTE equivalent) at your library?

4. Does the library provide patrons with any of the following services?
   (a) Scanning
   (b) Faxing
   (c) Printing from patron personal computers
   (d) Printing from personal smartphones, tablet computers or other non-laptop mobile devices
   (e) Self-service photocopying
   (f) Photocopying done by library personnel for patrons

5. How many total pages (of all sizes) both color and black and white did library photocopiers produce in the past year?

6. Of the total number of pages approximately how many were black and white and how many were color?
   Black and White:
   Color:

7. How much has the total volume of photocopying changed over the past two years and how do you expect it to change over the next two years?

8. What were the library's total revenues from photocopying in the past year, including fees from student activity fees or from any other allocation for photocopying?

9. How many individual sites or centers in the library offer one or more photocopiers?

10. In what year did the library last make a major change of manufacturer's brand for photocopiers?

11. How many different manufacturers are represented among the library's stock of photocopiers?

12. Please name the manufacturer(s) of your library's photocopiers and the approximate percentage of your library's total stock accounted for by that manufacturer.

13. Why did you choose the photocopier brand and type of machine that you chose? What product features, or service or price factors appealed to your library?

14. How much does the library spend each year for toner cartridges for photocopiers?

15. How much does the library spend per year for paper for photocopiers?

16. What prices do you pay? Are these items covered in your service contract? Do you have any advice for saving money or getting better products or services?

17. What is the average charge per page to library patrons for self service black and white photocopies?

18. What is the average charge per page for color photocopies?

19. How can photocopy machines in your library be operated? (select all that apply)
    (a) Depositing coins or other currency
    (b) Using a pre-paid card
    (c) Using a card linked to a student account
    (d) On an honor system
    (e) Use of Photocopiers is free

20. If your library uses a copy card system through which students maintain an account or put money on card that then can be used to make copies, how many individual cards did the library issue in the past year?

21. Does the library offer a service to make photocopies for patrons instead of patron self service?
    (a) Yes
    (b) No

22. If so, what percentage of the library's photocopying revenues comes from this service?

23. What is the average length of warranty (in years) for the last five photocopiers installed in your library?

24. What was the installation lead time for the last photocopier installed in your library?

25. Over the next five years you expect that your library will have:
    (a) Fewer photocopiers
    (b) About the same number of photo copiers
    (c) More photocopiers

26. What is the total annual cost of your library's photocopier servicing agreement (aggregate if you have more than one servicing contract)?

27. Please describe the price and terms (leaving out the name of the manufacturer if this is not permitted in your contract) of your latest agreement to purchase (or extend an existing lease) for photocopiers. How many machines did you get, and at what price? What were their basic capabilities? To answer this question just respond with what you would want to know about some other library's contract.

28. How much did the library spend on photocopy maintenance in the past year?

29. What is the length of time in years of your library's photocopier maintenance agreement?

30. How likely do you think it will be that you will award your next photocopy maintenance agreement to the same company that is performing the work now?
    (a) Highly likely
    (b) Likely
    (c) 50/50 chance
    (d) Unlikely
    (e) Highly unlikely
    (f) Don't have a current agreement with an outside party (please explain)

31. Does your current maintenance agreement cover any of the following services or supplies? (select all that apply)
    (a) All labor for repairs
    (b) Most parts for repairs
    (c) Most parts
    (d) Toner
    (e) Paper
    (f) Tune-ups/system checks at specified periods

32. Who is your copier maintenance agreement with?
    (a) The same company from which you leased the photocopiers
    (b) A different company from which you leased the photocopiers
    (c) Maintenance is handled in-house or through our parent organization (local government, university, etc.)

33. To the best of your knowledge, the last time you sent out a request for proposal to either purchase, lease or maintain photocopiers for the library, approximately how many bidders did you get?

34. Are response times for technicians specified in your contract?
    (a) Yes
    (b) No
    (c) Unsure

35. If response times are specified in your contract, what are they for the following calls?
    General Maintenance Calls:
    Emergency Calls:

36. What is the average length of time it takes in hours for your service provider to respond to calls for photocopier repair?

37. Over the past three years how much has the library spent on new or upgraded photocopiers?

38. Over the next three years how much does the library expect to spend on new or upgraded photocopiers for the library, either for patron or staff use?

39. What brand of photocopier does the library use? What percentage of the library's photocopiers come from this company? Why did you choose the supplier that you did?

40. What has been the trend in use of photocopiers and photocopy revenue in the past five years? Has activity increased or decreased? Has there been growth or decline in revenues?

Characteristics of the Sample

Country

	United States	Other
Entire Sample	87.04%	12.96%

Type of Library

	Public Library	Academic Library	Special Library
Entire Sample	22.22%	70.37%	7.41%

Total Library Employees (FTE)

	5 or Less	Between 5 and 25	25 or More
Entire Sample	33.33%	33.33%	33.33%