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Survey Participants

Antelope Valley College Library
Arizona State University Libraries
Austin Community College - Library Services
Brooklyn College Library
Buena Vista University
Carl B. Ylvisaker Library
Columbia Basin College
Connors State College
Cuyhoga Community College - East Campus Library
Dar Al-Hekma College Library
Dine College Library
Florida Keys Community College
Frank E Gannett Memorial Library
Grand Rapids Community College
James E. Tobin Library
James W. Miller Learning Resources Center
Knight-Capron Library
Las Positas College
Learning Resource Center - IADT Las Vegas
Loyola Notre Dame Library
McKillop Library
McMillen Library at Indiana Tech
Mount Saint Mary College
Muscatine Community College
Northeast Lakeview Library
Pfeiffer Library
Salisbury University
Shawnee Community College
South Dakota State University Library
Texas A&M University Libraries
University Library
University of Hawaii at Manoa Hamilton Library
University of Wisconsin-River Falls
West Chester University
West Valley College

The Questionnaire

1. How many personal computers does the library deploy in all library locations? Exclude laptops and tablet computers which we ask about separately. Include all computer workstations including those used by library staff.
2. Of the total stock of personal computers deployed by the library, what percentage are for each of the following groups:
 - Primarily for Staff of the Library
 - Primarily for Library Patrons
3. How many personal computers or individual workstations did the library purchase in 2012?
4. How many personal computers or workstations does the library plan to purchase in 2013?
5. Does the library's strategic technology plan call for "turning over" or replacing the library's stock of computers within a certain number of years?
6. If so, how many years is this average "turn over" or replacement cycle for the personal computers used in the library as stipulated in plans and as actually practiced?
 - Planned computer turn over cycle
 - Planned computer turn over cycle
7. What percentage of the computers and workstations that the library plans to purchase in the next two years are:
 - Made by Apple
 - IBM or IBM clones that use Windows/Vista operating system
 - Other
8. Approximately how much did the library spend for personal computers and workstations in the past year, the 2012-13 academic year?
9. How much does the library (or the college in its name) plan to spend on personal computers in the upcoming 2013-14 academic year?
10. What brand of personal computer has the library favored in recent years and why?
11. How many laptop computers did the library purchase in the past year?
12. What is the library's total stock of laptop computers including those for librarians and other personnel as well as for patrons?
13. Of the total number of laptops how many are for library patrons and how many for staff?
14. If you have had losses due to theft of laptops or other mobile computing devices what is the total replacement cost for the items lost? (even if you did not replace them)
15. How much did the library spend in the past year (the 2012-13 academic year) on the following types of technology?
 - Laptops
 - Tablet Computers
 - Netbooks
16. How much will the library spend in the next year, the 2013-14 academic year, on the following types of technology?
 - Laptops

- Tablet Computers
 - Netbooks
17. How many computers does the library have that can dual boot Apple and Microsoft operating systems?
18. How many dual-boot computers able to run both Apple and Windows software does it plan to purchase over the next year?
19. Describe your computer tablet purchasing plans. Do you plan to make any such purchases for your library? Which vendors are you considering and why? How do you think it will impact computer use at the library?
20. Describe your laptop purchasing plans. Do you plan to purchase more laptops in the future than you have in the past? Will laptops or tablets start to erode your purchases of fixed workstations?
21. Which brands of laptop has your library preferred in recent years and why?
22. What is the library's total stock of dedicated eBook reading devices (exclude general computer workstations and laptops).
23. How much did (will) the library spend on eBook reading devices in the years specified:
- 2012-13
 - 2013-14 (anticipated)
24. Does the library current own or lease any of the following
- Amazon Kindle
 - Sony Reader
 - Barnes & Noble Nook
25. Does the library plan to purchase any of the following over the next two years?
- Amazon Kindle
 - Sony Reader
 - Barnes & Noble Nook
26. How many of the following does the library (or Information Technology Department if it controls this function) employ on the library technology help desk:
- Full Time Staffers
 - Part Time Staffers
27. What is total estimated spending for the total annual salaries of full and part time staffers for the library technology help desk?
28. Compare the ease of maintenance of desktop computers with laptop and tablet computers? Which are the most difficult to maintain? Over which do you incur the most maintenance costs in dollars and staff time? Are there hidden costs or savings in deploying one type of computer over another? Or one brand over another? Explain.
29. Rate the following tools for the extent to which they help the library to educate patrons about computer technology in the library.
- Videos made by the library about library computer technology
 - Videos made by manufacturers about their products
 - Online tutorials made by the library
 - Distribution of training or technology information through social networking sites such as Facebook and Twitter
 - Use of a library technology blog
 - Formal classes for students on library technology

- Print hand-outs describing library technology
 - Virtual reference systems or instant messaging
30. If your library outsources any computer or workstation information technology functions, such as maintenance or repairs, describe why you do this and what results that you have achieved. Point out savings in cost or increases in effectiveness. Do you use outside workstation maintenance services?
31. Does your library have one or more computer centers or information technology centers in the library?
32. In your library or library system, how many complexes of computers or workstations would you say might be described as "information commons" or "computer centers" of some kind?
33. Do you think that your library will be increasing or decreasing the number of these centers over the next few years? Increasing their resources or reducing them? What is your philosophy on their development? Will you stand pat? Make major change? How have tablets, netbooks and laptops affected your computer centers?
34. How heavily are your computer centers used? What are the most popular types of hardware and software?
35. Describe how you evaluate the success of a computer center, and how you go about making decisions on new technologies or applications, or entirely new centers.
36. Over the next two or three years does your library plan to replace fixed workstations with laptops or tablet computers? Do you feel the latter are too fragile, prone to theft or unreliable to carry a large part of the end user workstation workload? Does their flexibility offset these often perceived disadvantages? What do you think of the trade offs?
37. Which phrase best describes the library's efforts to make library resources available through tablets, smartphones and other hand held technologies:
- We have not done much in this area
 - We have not done much but are studying it and plan to do more soon
 - We have already made some provisions for access to some library resources through tablets and smartphones
 - We have numerous applications in place for library resource access through many different types of tablets and smartphones
38. How much has the library spent on smartphone technology in the past two years? How much do you think you will spend cumulatively over the next two years:
- Past two years
 - Next two years
39. What is your library's peak use period for computer workstations and what do you do during these times, if anything, to serve patrons as best you can?
40. In the following years, approximately what percentage of library patrons predominantly use their own computers while at the library rather than those supplied by the library itself?
- 2011-12
 - 2012-13
41. For how many mobile devices is the library capable of providing both electricity and internet access?

42. Going forward how do you anticipate that use of patron's own mobile devices in the library will impact your library's computer purchasing plans?

Characteristics of the Sample

Overall sample size: 35

Broken out by level of authority when making decisions about the purchase of new computer technologies:

Recommend only: 13

Need approval: 11

Have authority to buy: 11

Broken out by Carnegie Class

Community College: 14

4-Year College: 6

MA/PHD Granting Institution: 10

Research University: 5

Broken out by Public Versus Private

Public: 24

Private: 11

Broken out by Total Annual Enrollment

2,000 or less: 8

2,000 – 10,000: 16

More than 10,000: 11

Broken out by Total Annual Tuition

Less than \$5,000: 13

\$5,000 - \$20,000: 10

More than \$20,000: 12