

Table of Contents

LIST OF TABLES	4
THE QUESTIONNAIRE.....	48
SURVEY PARTICIPANTS.....	56
CHARACTERISTICS OF THE SAMPLE.....	58
CHAPTER 1: Identifying the Sample.....	59
CHAPTER 2: Accessing and Using Tutorials	80
CHAPTER 3: Tutorial Creation and Maintenance Staff.....	130
CHAPTER 4: Development and Tutorial Content.....	178
CHAPTER 5: Software and Technology Used for Tutorials	213
CHAPTER 6: Marketing and Assessment of Tutorial Success.....	264

List of Tables

List of Tables	4
ABOUT THE AUTHORS.....	48
SURVEY PARTICIPANTS.....	56
CHARACTERISTICS OF THE SAMPLE.....	58
SUMMARY OF MAIN FINDINGS.....	59
CHAPTER 1: Identifying the Sample	74
Table 1.1 Is your college public or private?	74
Table 1.2 Is your college public or private? Broken out by Public/Private.....	74
Table 1.3 Is your college public or private? Broken out by Enrollment.....	74
Table 1.4 Is your college public or private? Broken out by Tuition	74
Table 1.5 Is your college public or private? Broken out by Staff Size.....	74
Table 1.6 Is your college public or private? Broken out by Type	74
Table 1.7 Is your college public or private? Broken out by Country.....	75
Table 2.1 Which term best describes your institution?	75
Table 2.2 Which term best describes your institution? Broken out by Public/Private	75
Table 2.3 Which term best describes your institution? Broken out by Enrollment.....	75
Table 2.4 Which term best describes your institution? Broken out by Tuition	75
Table 2.5 Which term best describes your institution? Broken out by Staff Size.....	75
Table 2.6 Which term best describes your institution? Broken out by Type	75
Table 2.7 Which term best describes your institution? Broken out by Country.....	76
Table 3.1 What is the total full-time equivalent (FTE) Enrollment of your college?	76
Table 3.2 What is the total full-time equivalent (FTE) Enrollment of your college? Broken out by Public/Private.....	76
Table 3.3 What is the total full-time equivalent (FTE) Enrollment of your college? Broken out by Enrollment.....	76
Table 3.4 What is the total full-time equivalent (FTE) Enrollment of your college? Broken out by Tuition	76
Table 3.5 What is the total full-time equivalent (FTE) Enrollment of your college? Broken out by Staff Size.....	76
Table 3.6 What is the total full-time equivalent (FTE) Enrollment of your college? Broken out by Type	77
Table 3.7 What is the total full-time equivalent (FTE) Enrollment of your college? Broken out by Country.....	77
Table 4.1 What is the size of your library staff?.....	77
Table 4.2 What is the size of your library staff? Broken out by Public/Private	77
Table 4.3 What is the size of your library staff? Broken out by Enrollment	77
Table 4.4 What is the size of your library staff? Broken out by Tuition.....	77
Table 4.5 What is the size of your library staff? Broken out by Staff Size	77
Table 4.6 What is the size of your library staff? Broken out by Type.....	78
Table 4.7 What is the size of your library staff? Broken out by Country.....	78

Table 5.1 What is the full "sticker price" average annual Tuition at your college? (using in-state for state colleges)	78
Table 5.2 What is the full "sticker price" average annual Tuition at your college? Broken out by Public/Private	78
Table 5.3 What is the full "sticker price" average annual Tuition at your college? Broken out by Enrollment.....	78
Table 5.4 What is the full "sticker price" average annual Tuition at your college? Broken out by Tuition.....	78
Table 5.5 What is the full "sticker price" average annual Tuition at your college? Broken out by Staff Size	79
Table 5.6 What is the full "sticker price" average annual Tuition at your college? Broken out by Type	79
Table 5.7 What is the full "sticker price" average annual Tuition at your college? Broken out by Country.....	79
CHAPTER 2: Accessing and Using Tutorials	80
Table 6.1 How many online tutorials are currently available at your library?.....	80
Table 6.2 How many online tutorials are currently available at your library? Broken out by Public/Private	80
Table 6.3 How many online tutorials are currently available at your library? Broken out by Enrollment	80
Table 6.4 How many online tutorials are currently available at your library? Broken out by Tuition.....	80
Table 6.5 How many online tutorials are currently available at your library? Broken out by Staff Size	80
Table 6.6 How many online tutorials are currently available at your library? Broken out by Type.....	81
Table 6.7 How many online tutorials are currently available at your library? Broken out by Country	81
Table 7 How do learners access your tutorials? (choose all that apply)	81
Table 7.1.1 Is your Library homepage used to access tutorials?	81
Table 7.1.2 Is your Library homepage used to access tutorials? Broken out by Public/Private	81
Table 7.1.3 Is your Library homepage used to access tutorials? Broken out by Enrollment	81
Table 7.1.4 Is your Library homepage used to access tutorials? Broken out by Tuition ...	81
Table 7.1.5 Is your Library homepage used to access tutorials? Broken out by Staff Size	81
Table 7.1.6 Is your Library homepage used to access tutorials? Broken out by Type	82
Table 7.1.7 Is your Library homepage used to access tutorials? Broken out by Country..	82
Table 7.2.1 Are Subject Guides used to access tutorials?	82
Table 7.2.2 Are Subject Guides used to access tutorials? Broken out by Public/Private..	82
Table 7.2.3 Are Subject Guides used to access tutorials? Broken out by Enrollment.....	82
Table 7.2.4 Are Subject Guides used to access tutorials? Broken out by Tuition	82
Table 7.2.5 Are Subject Guides used to access tutorials? Broken out by Staff Size.....	82
Table 7.2.6 Are Subject Guides used to access tutorials? Broken out by Type	82
Table 7.2.7 Are Subject Guides used to access tutorials? Broken out by Country.....	83
Table 7.3.1 Are Course Guides used to access tutorials?	83

Table 7.3.2 Are Course Guides used to access tutorials? Broken out by Public/Private ...	83
Table 7.3.3 Are Course Guides used to access tutorials? Broken out by Enrollment	83
Table 7.3.4 Are Course Guides used to access tutorials? Broken out by Tuition	83
Table 7.3.5 Are Course Guides used to access tutorials? Broken out by Staff Size	83
Table 7.3.6 Are Course Guides used to access tutorials? Broken out by Type	83
Table 7.3.7 Are Course Guides used to access tutorials? Broken out by Country	83
Table 7.4.1 Is a Searchable Database of Tutorials used to access tutorials?	83
Table 7.4.2 Is a Searchable Database of Tutorials used to access tutorials? Broken out by Public/Private	84
Table 7.4.3 Is a Searchable Database of Tutorials used to access tutorials? Broken out by Enrollment	84
Table 7.4.4 Is a Searchable Database of Tutorials used to access tutorials? Broken out by Tuition	84
Table 7.4.5 Is a Searchable Database of Tutorials used to access tutorials? Broken out by Staff Size	84
Table 7.4.6 Is a Searchable Database of Tutorials used to access tutorials? Broken out by Type	84
Table 7.4.7 Is a Searchable Database of Tutorials used to access tutorials? Broken out by Country	84
Table 7.5.1 Is Facebook used to access tutorials?	84
Table 7.5.2 Is Facebook used to access tutorials? Broken out by Public/Private.....	84
Table 7.5.3 Is Facebook used to access tutorials? Broken out by Enrollment	85
Table 7.5.4 Is Facebook used to access tutorials? Broken out by Tuition	85
Table 7.5.5 Is Facebook used to access tutorials? Broken out by Staff Size	85
Table 7.5.6 Is Facebook used to access tutorials? Broken out by Type	85
Table 7.5.7 Is Facebook used to access tutorials? Broken out by Country	85
Table 7.6.1 Is YouTube used to access tutorials?	85
Table 7.6.2 Is YouTube used to access tutorials? Broken out by Public/Private.....	85
Table 7.6.3 Is YouTube used to access tutorials? Broken out by Enrollment.....	85
Table 7.6.4 Is YouTube used to access tutorials? Broken out by Tuition	86
Table 7.6.5 Is YouTube used to access tutorials? Broken out by Staff Size.....	86
Table 7.6.6 Is YouTube used to access tutorials? Broken out by Type	86
Table 7.6.7 Is YouTube used to access tutorials? Broken out by Country.....	86
Table 7.7.1 Is a Static tutorials webpage used to access tutorials?	86
Table 7.7.2 Is a Static tutorials webpage used to access tutorials? Broken out by Public/Private	86
Table 7.7.3 Is a Static tutorials webpage used to access tutorials? Broken out by Enrollment	86
Table 7.7.4 Is a Static tutorials webpage used to access tutorials? Broken out by Tuition	86
Table 7.7.5 Is a Static tutorials webpage used to access tutorials? Broken out by Staff Size	87
Table 7.7.6 Is a Static tutorials webpage used to access tutorials? Broken out by Type ...	87
Table 7.7.7 Is a Static tutorials webpage used to access tutorials? Broken out by Country	87
How do learners access your tutorials? (specified other)	88

Table 8 How does your library use tutorials? (choose all that apply)	89
Table 8.1.1 Are Tutorials used to support face-to-face sessions or workshops (before, after, during)?	89
Table 8.1.2 Are tutorials used to support face-to-face sessions or workshops (before, after, during)? Broken out by Public/Private	89
Table 8.1.3 Are Tutorials used to support face-to-face sessions or workshops (before, after, during)? Broken out by Enrollment	89
Table 8.1.4 Are Tutorials used to support face-to-face sessions or workshops (before, after, during)? Broken out by Tuition.....	89
Table 8.1.5 Are Tutorials used to support face-to-face sessions or workshops (before, after, during)? Broken out by Staff Size	89
Table 8.1.6 Are Tutorials used to support face-to-face sessions or workshops (before, after, during)? Broken out by Type.....	89
Table 8.1.7 Are Tutorials used to support face-to-face sessions or workshops (before, after, during)? Broken out by Country	89
Table 8.2.1 Are Tutorials used as part of a department course?	90
Table 8.2.2 Are Tutorials used as part of a department course? Broken out by Public/Private	90
Table 8.2.3 Are Tutorials used as part of a department course? Broken out by Enrollment	90
Table 8.2.4 Are Tutorials used as part of a department course? Broken out by Tuition ...	90
Table 8.2.5 Are Tutorials used as part of a department course? Broken out by Staff Size	90
Table 8.2.6 Are Tutorials used as part of a department course? Broken out by Type	90
Table 8.2.7 Are Tutorials used as part of a department course? Broken out by Country..	90
Table 8.3.1 Are Tutorials used as part of a library credit course?	90
Table 8.3.2 Are Tutorials used as part of a library credit course? Broken out by Public/Private	90
Table 8.3.3 Are Tutorials used as part of a library credit course? Broken out by Enrollment	91
Table 8.3.4 Are Tutorials used as part of a library credit course? Broken out by Tuition	91
Table 8.3.5 Are Tutorials used as part of a library credit course? Broken out by Staff Size	91
Table 8.3.6 Are Tutorials used as part of a library credit course? Broken out by Type	91
Table 8.3.7 Are Tutorials used as part of a library credit course? Broken out by Country	91
Table 8.4.1 Are Tutorials used Standalone?.....	91
Table 8.4.2 Are Tutorials used Standalone? Broken out by Public/Private	91
Table 8.4.3 Are Tutorials used Standalone? Broken out by Enrollment.....	91
Table 8.4.4 Are Tutorials used Standalone? Broken out by Tuition	92
Table 8.4.5 Are Tutorials used Standalone? Broken out by Staff Size	92
Table 8.4.6 Are Tutorials used Standalone? Broken out by Type	92
Table 8.4.7 Are Tutorials used Standalone? Broken out by Country.....	92
How does your library use tutorials? (specified other)	93

Describe how you have developed your segmentation strategy for developing tutorials for different groups such as graduate students vs undergrads, or general info literacy tutorials

vs highly specialized databases, or even tutorials aimed primarily at faculty rather than students. How much of your effort is aimed at various groups and why? 94

Table 9 Of all the online tutorials available from your library, what percentage of the total fall into the following categories? 100

 Table 9.1.1 What percentage of your tutorials are created by your library?..... 100

 Table 9.1.2 What percentage of Tutorials are created by your library? Broken out by Public/Private 100

 Table 9.1.3 What percentage of Tutorials are created by your library? Broken out by Enrollment 100

 Table 9.1.4 What percentage of Tutorials are created by your library? Broken out by Tuition 100

 Table 9.1.5 What percentage of Tutorials are created by your library? Broken out by Staff Size 100

 Table 9.1.6 What percentage of Tutorials are created by your library? Broken out by Type 100

 Table 9.1.7 What percentage of Tutorials are created by your library? Broken out by Country 100

 Table 9.2.1 What percentage of your tutorials are created by vendors? 101

 Table 9.2.2 What percentage of Tutorials created by vendors? Broken out by Public/Private 101

 Table 9.2.3 What percentage of Tutorials are created by vendors? Broken out by Enrollment 101

 Table 9.2.4 What percentage of Tutorials are created by vendors? Broken out by Tuition 101

 Table 9.2.5 What percentage of Tutorials are created by vendors? Broken out by Staff Size 101

 Table 9.2.6 What percentage of Tutorials are created by vendors? Broken out by Type 101

 Table 9.2.7 What percentage of Tutorials are created by vendors? Broken out by Country 101

 Table 9.3.1 What percentage of your tutorials are created by other libraries?..... 101

 Table 9.3.2 What percentage of Tutorials are created by other libraries? Broken out by Public/Private 101

 Table 9.3.3 What percentage of Tutorials are created by other libraries? Broken out by Enrollment 102

 Table 9.3.4 What percentage of Tutorials are created by other libraries? Broken out by Tuition 102

 Table 9.3.5 What percentage of Tutorials are created by other libraries? Broken out by Staff Size 102

 Table 9.3.6 What percentage of Tutorials are created by other libraries? Broken out by Type 102

 Table 9.3.7 What percentage of Tutorials are created by other libraries? Broken out by Country 102

Table 10 If your library does NOT use tutorials created by vendors, why? (choose all that apply)..... 103

 Table 10.1.1 Do you use tutorials created by vendors? 103

Table 10.1.2 Do you use tutorials created by vendors? Broken out by Public/Private...	103
Table 10.1.3 Do you use tutorials created by vendors? Broken out by Enrollment.....	103
Table 10.1.4 Do you use tutorials created by vendors? Broken out by Tuition	103
Table 10.1.5 Do you use tutorials created by vendors? Broken out by Staff Size.....	103
Table 10.1.6 Do you use tutorials created by vendors? Broken out by Type	103
Table 10.1.7 Do you use tutorials created by vendors? Broken out by Country.....	103
Table 10.2.1 Do you not use vendor-created tutorials because of bad quality?.....	103
Table 10.2.2 Do you not use vendor created tutorials because of bad quality? Broken out by Public/Private	104
Table 10.2.3 Do you not use vendor created tutorials because of bad quality? Broken out by Enrollment.....	104
Table 10.2.4 Do you not use vendor created tutorials because of bad quality? Broken out by Tuition.....	104
Table 10.2.5 Do you not use vendor created tutorials because of bad quality? Broken out by Staff Size	104
Table 10.2.6 Do you not use vendor created tutorials because of bad quality? Broken out by Type	104
Table 10.2.7 Do you not use vendor created tutorials because of bad quality? Broken out by Country.....	104
Table 10.3.1 Do you not use vendor-created tutorials because they don't meet intended learning outcomes?.....	104
Table 10.3.2 Do you not use vendor-created tutorials because they don't meet your intended learning outcomes? Broken out by Public/Private	105
Table 10.3.3 Do you not use vendor-created tutorials because they don't meet your intended learning outcomes? Broken out by Enrollment.....	105
Table 10.3.4 Do you not use vendor-created tutorials because they don't meet your intended learning outcomes? Broken out by Tuition.....	105
Table 10.3.5 Do you not use vendor-created tutorials because they don't meet your intended learning outcomes? Broken out by Staff Size	105
Table 10.3.6 Do you not use vendor-created tutorials because they don't meet your intended learning outcomes? Broken out by Type.....	105
Table 10.3.7 Do you not use vendor-created tutorials because they don't meet your intended learning outcomes? Broken out by Country.....	105
Table 10.4.1 Do you not use vendor-created tutorials because the information is not current?	105
Table 10.4.2 Do you not use vendor-created tutorials because the information is not current? Broken out by Public/Private.....	106
Table 10.4.3 Do you not use vendor-created tutorials because the information is not current? Broken out by Enrollment.....	106
Table 10.4.4 Do you not use vendor-created tutorials because the information is not current? Broken out by Tuition	106
Table 10.4.5 Do you not use vendor-created tutorials because the information is not current? Broken out by Staff Size.....	106
Table 10.4.6 Do you not use vendor-created tutorials because the information is not current? Broken out by Type	106

Table 10.4.7 Do you not use vendor-created tutorials because the information is not current? Broken out by Country.....	106
Table 10.5.1 Do you not use vendor-created tutorials because of undesirable technology formats?.....	106
Table 10.5.2 Do you not use vendor-created tutorials because of undesirable technology formats? Broken out by Public/Private	107
Table 10.5.3 Do you not use vendor-created tutorials because of undesirable technology formats? Broken out by Enrollment	107
Table 10.5.4 Do you not use vendor-created tutorials because of undesirable technology formats? Broken out by Tuition.....	107
Table 10.5.5 Do you not use vendor-created tutorials because of undesirable technology formats? Broken out by Staff Size	107
Table 10.5.6 Do you not use vendor-created tutorials because of undesirable technology formats? Broken out by Type.....	107
Table 10.5.7 Do you not use vendor-created tutorials because of undesirable technology formats? Broken out by Country.....	107
Table 10.6.1 Do you not use vendor-created tutorials because of unsupported technology format?.....	107
Table 10.6.2 Do you not use vendor-created technologies because of unsupported technology formats? Broken out by Public/Private.....	108
Table 10.6.3 Do you not use vendor-created technologies because of unsupported technology formats? Broken out by Enrollment.....	108
Table 10.6.4 Do you not use vendor-created technologies because of unsupported technology formats? Broken out by Tuition.....	108
Table 10.6.5 Do you not use vendor-created technologies because of unsupported technology formats? Broken out by Staff Size	108
Table 10.6.6 Do you not use vendor-created technologies because of unsupported technology formats? Broken out by Type.....	108
Table 10.6.7 Do you not use vendor-created technologies because of unsupported technology formats? Broken out by Country	108
Table 10.7.1 Do you not use vendor-created tutorials because you prefer to develop your own tutorials?	108
Table 10.7.2 Do you not use vendor-created tutorials because you prefer to develop your own tutorials? Broken out by Public/Private	109
Table 10.7.3 Do you not use vendor-created tutorials because you prefer to develop your own tutorials? Broken out by Enrollment.....	109
Table 10.7.4 Do you not use vendor-created tutorials because you prefer to develop your own tutorials? Broken out by Tuition.....	109
Table 10.7.5 Do you not use vendor-created tutorials because you prefer to develop your own tutorials? Broken out by Staff Size	109
Table 10.7.6 Do you not use vendor-created tutorials because you prefer to develop your own tutorials? Broken out by Type.....	109
Table 10.7.7 Do you not use vendor-created tutorials because you prefer to develop your own tutorials? Broken out by Country	109
Table 10.8.1 Are you simply not aware of any vendor created tutorials?.....	109

Table 10.8.2 Are you simply not aware of any vendor created tutorials? Broken out by Public/Private	110
Table 10.8.3 Are you simply not aware of any vendor created tutorials? Broken out by Enrollment	110
Table 10.8.4 Are you simply not aware of any vendor created tutorials? Broken out by Tuition	110
Table 10.8.5 Are you simply not aware of any vendor created tutorials? Broken out by Staff Size	110
Table 10.8.6 Are you simply not aware of any vendor created tutorials? Broken out by Type.....	110
Table 10.8.7 Are you simply not aware of any vendor created tutorials? Broken out by Country	110
Table 10.9.1 Do you not know why you don't use vendor-created tutorials?.....	110
Table 10.9.2 Do you not know why you don't use vendor-created tutorials? Broken out by Public/Private	110
Table 10.9.3 Do you not know why you don't use vendor-created tutorials? Broken out by Enrollment.....	111
Table 10.9.4 Do you not know why you don't use vendor-created tutorials? Broken out by Tuition.....	111
Table 10.9.5 Do you not know why you don't use vendor-created tutorials? Broken out by Staff Size	111
Table 10.9.6 Do you not know why you don't use vendor-created tutorials? Broken out by Type	111
Table 10.9.7 Do you not know why you don't use vendor-created tutorials? Broken out by Country.....	111
If your library does not use vendor-created tutorials, why? (specified other)	112
Table 11 If your library does NOT use tutorials created by other libraries, why? (choose all that apply)	113
Table 11.1.1 Do you use tutorials created by other libraries?	113
Table 11.1.2 Do you use tutorials created by other libraries? Broken out by Public/Private	113
Table 11.1.3 Do you use tutorials created by other libraries? Broken out by Enrollment	113
Table 11.1.4 Do you use tutorials created by other libraries? Broken out by Tuition	113
Table 11.1.5 Do you use tutorials created by other libraries? Broken out by Staff Size	113
Table 11.1.6 Do you use tutorials created by other libraries? Broken out by Type	113
Table 11.1.7 Do you use tutorials created by other libraries? Broken out by Country	113
Table 11.2.1 Do you not use tutorials used by other libraries because of bad quality? ..	113
Table 11.2.2 Do you not use tutorials created by other libraries because of bad quality? Broken out by Public/Private	114
Table 11.2.3 Do you not use tutorials created by other libraries because of bad quality? Broken out by Enrollment.....	114
Table 11.2.4 Do you not use tutorials created by other libraries because of bad quality? Broken out by Tuition.....	114
Table 11.2.5 Do you not use tutorials created by other libraries because of bad quality? Broken out by Staff Size	114

Table 11.2.6 Do you not use tutorials created by other libraries because of bad quality? Broken out by Type.....	114
Table 11.2.7 Do you not use tutorials created by other libraries because of bad quality? Broken out by Country.....	114
Table 11.3.1 Do you not use tutorials created by other libraries because they don't meet intended learning outcomes?.....	114
Table 11.3.2 Do you not use tutorials created by other libraries because they don't meet intended learning outcomes? Broken out by Public/Private	115
Table 11.3.3 Do you not use tutorials created by other libraries because they don't meet intended learning outcomes? Broken out by Enrollment.....	115
Table 11.3.4 Do you not use tutorials created by other libraries because they don't meet intended learning outcomes? Broken out by Tuition.....	115
Table 11.3.5 Do you not use tutorials created by other libraries because they don't meet intended learning outcomes? Broken out by Staff Size.....	115
Table 11.3.6 Do you not use tutorials created by other libraries because they don't meet intended learning outcomes? Broken out by Type.....	115
Table 11.3.7 Do you not use tutorials created by other libraries because they don't meet intended learning outcomes? Broken out by Country.....	115
Table 11.4.1 Do you not use tutorials created by other libraries because the information is not current?.....	115
Table 11.4.2 Do you not use tutorials created by other libraries because the information is not current? Broken out by Public/Private	116
Table 11.4.3 Do you not use tutorials created by other libraries because the information is not current? Broken out by Enrollment.....	116
Table 11.4.4 Do you not use tutorials created by other libraries because the information is not current? Broken out by Tuition.....	116
Table 11.4.5 Do you not use tutorials created by other libraries because the information is not current? Broken out by Staff Size	116
Table 11.4.6 Do you not use tutorials created by other libraries because the information is not current? Broken out by Type	116
Table 11.4.7 Do you not use tutorials created by other libraries because the information is not current? Broken out by Country.....	116
Table 11.5.1 Do you not use tutorials created by other libraries because of undesirable technology formats?	116
Table 11.5.2 Do you not use tutorials created by other libraries because of undesirable technology formats? Broken out by Public/Private.....	117
Table 11.5.3 Do you not use tutorials created by other libraries because of undesirable technology formats? Broken out by Enrollment.....	117
Table 11.5.4 Do you not use tutorials created by other libraries because of undesirable technology formats? Broken out by Tuition.....	117
Table 11.5.5 Do you not use tutorials created by other libraries because of undesirable technology formats? Broken out by Staff Size	117
Table 11.5.6 Do you not use tutorials created by other libraries because of undesirable technology formats? Broken out by Type.....	117
Table 11.5.7 Do you not use tutorials created by other libraries because of undesirable technology formats? Broken out by Country	117

Table 11.6.1 Do you not use tutorials created by other libraries because of unsupported technology formats?	117
Table 11.6.2 Do you not use tutorials created by other libraries because of unsupported technology formats? Broken out by Public/Private.....	118
Table 11.6.3 Do you not use tutorials created by other libraries because of unsupported technology formats? Broken out by Enrollment.....	118
Table 11.6.4 Do you not use tutorials created by other libraries because of unsupported technology formats? Broken out by Tuition.....	118
Table 11.6.5 Do you not use tutorials created by other libraries because of unsupported technology formats? Broken out by Staff Size	118
Table 11.6.6 Do you not use tutorials created by other libraries because of unsupported technology formats? Broken out by Type.....	118
Table 11.6.7 Do you not use tutorials created by other libraries because of unsupported technology formats? Broken out by Country	118
Table 11.7.1 Do you not use tutorials created by other libraries because you prefer to develop your own tutorials?.....	118
Table 11.7.2 Do you not use tutorials created by other libraries because you prefer to develop your own tutorials? Broken out by Public/Private	119
Table 11.7.3 Do you not use tutorials created by other libraries because you prefer to develop your own tutorials? Broken out by Enrollment.....	119
Table 11.7.4 Do you not use tutorials created by other libraries because you prefer to develop your own tutorials? Broken out by Tuition.....	119
Table 11.7.5 Do you not use tutorials created by other libraries because you prefer to develop your own tutorials? Broken out by Staff Size.....	119
Table 11.7.6 Do you not use tutorials created by other libraries because you prefer to develop your own tutorials? Broken out by Type.....	119
Table 11.7.7 Do you not use tutorials created by other libraries because you prefer to develop your own tutorials? Broken out by Country	119
Table 11.8.1 Are you simply not aware of tutorials created by other libraries?.....	119
Table 11.8.2 Are you simply not aware of any tutorials created by other libraries? Broken out by Public/Private.....	120
Table 11.8.3 Are you simply not aware of any tutorials created by other libraries? Broken out by Enrollment.....	120
Table 11.8.4 Are you simply not aware of any tutorials created by other libraries? Broken out by Tuition	120
Table 11.8.5 Are you simply not aware of any tutorials created by other libraries? Broken out by Staff Size.....	120
Table 11.8.6 Are you simply not aware of any tutorials created by other libraries? Broken out by Type	120
Table 11.8.7 Are you simply not aware of any tutorials created by other libraries? Broken out by Country.....	120
If your library does not use tutorials created by other libraries, why? (specified other) ...	121
Is it important for you library to create its own tutorials? Why or why not?	122
If you have imitated or learned from the tutorials of other libraries which libraries and tutorials have you found particularly useful or effective?	127
CHAPTER 3: Tutorial Creation and Maintenance Staff.....	130

Table 12.1 How many library staff or faculty are PRIMARILY responsible for creating tutorials?	130
Table 12.2 How many library staff or faculty are PRIMARILY responsible for creating tutorials? Broken out by Public/Private.....	130
Table 12.3 How many library staff or faculty are PRIMARILY responsible for creating tutorials? Broken out by Enrollment.....	130
Table 12.4 How many library staff or faculty are PRIMARILY responsible for creating tutorials? Broken out by Tuition	130
Table 12.5 How many library staff or faculty are PRIMARILY responsible for creating tutorials? Broken out by Staff Size.....	130
Table 12.6 How many library staff or faculty are PRIMARILY responsible for creating tutorials? Broken out by Type	131
Table 12.7 How many library staff or faculty are PRIMARILY responsible for creating tutorials? Broken out by Count.....	131
Table 13 Who in your library is PRIMARILY responsible for creating tutorials? (choose no more than 2).....	131
Table 13.1.1 Does the instruction services department have primary responsibility for tutorial creation?.....	131
Table 13.1.2 Does the instruction services department have primary responsibility for tutorial creation? Broken out by Public/Private	131
Table 13.1.3 Does the instruction services department have primary responsibility for tutorial creation? Broken out by Enrollment.....	131
Table 13.1.4 Does the instruction services department have primary responsibility for tutorial creation? Broken out by Tuition.....	131
Table 13.1.5 Does the instruction services department have primary responsibility for tutorial creation? Broken out by Staff Size.....	132
Table 13.1.6 Does the instruction services department have primary responsibility for tutorial creation? Broken out by Type.....	132
Table 13.1.7 Does the instruction services department have primary responsibility for tutorial creation? Broken out by Country.....	132
Table 13.2.1 Does a subject specialist librarian have primary responsibility for tutorial creation?.....	132
Table 13.2.2 Does a subject specialist librarian have primary responsibility for tutorial creation? Broken out by Public/Private	132
Table 13.2.3 Does a subject specialist librarian have primary responsibility for tutorial creation? Broken out by Enrollment	132
Table 13.2.4 Does a subject specialist librarian have primary responsibility for tutorial creation? Broken out by Tuition.....	132
Table 13.2.5 Does a subject specialist librarian have primary responsibility for tutorial creation? Broken out by Staff Size	133
Table 13.2.6 Does a subject specialist librarian have primary responsibility for tutorial creation? Broken out by Type.....	133
Table 13.2.7 Does a subject specialist librarian have primary responsibility for tutorial creation? Broken out by Country	133
Table 13.3.1 Does an instructional design librarian have primary responsibility for tutorial creation?.....	133

Table 13.3.2 Does an instructional design librarian have primary responsibility for tutorial creation? Broken out by Public/Private	133
Table 13.3.3 Does an instructional design librarian have primary responsibility for tutorial creation? Broken out by Enrollment.....	133
Table 13.3.4 Does an instructional design librarian have primary responsibility for tutorial creation? Broken out by Tuition.....	133
Table 13.3.5 Does an instructional design librarian have primary responsibility for tutorial creation? Broken out by Staff Size.....	134
Table 13.3.6 Does an instructional design librarian have primary responsibility for tutorial creation? Broken out by Type.....	134
Table 13.3.7 Does an instructional design librarian have primary responsibility for tutorial creation? Broken out by Country.....	134
Table 13.4.1 Does another type of librarian have primary responsibility for tutorial creation?.....	134
Table 13.4.2 Does another type of librarian have primary responsibility for tutorial creation? Broken out by Public/Private	134
Table 13.4.3 Does another type of librarian have primary responsibility for tutorial creation? Broken out by Enrollment.....	134
Table 13.4.4 Does another type of librarian have primary responsibility for tutorial creation? Broken out by Tuition.....	134
Table 13.4.5 Does another type of librarian have primary responsibility for tutorial creation? Broken out by Staff Size	135
Table 13.4.6 Does another type of librarian have primary responsibility for tutorial creation? Broken out by Type.....	135
Table 13.4.7 Does another type of librarian have primary responsibility for tutorial creation? Broken out by Country	135
Table 13.5.1 Does a web developer have primary responsibility for tutorial creation?.....	135
Table 13.5.2 Does a web developer have primary responsibility for tutorial creation? Broken out by Public/Private	135
Table 13.5.3 Does a web developer have primary responsibility for tutorial creation? Broken out by Enrollment.....	135
Table 13.5.4 Does a web developer have primary responsibility for tutorial creation? Broken out by Tuition.....	135
Table 13.5.5 Does a web developer have primary responsibility for tutorial creation? Broken out by Staff Size	136
Table 13.5.6 Does a web developer have primary responsibility for tutorial creation? Broken out by Type.....	136
Table 13.5.7 Does a web developer have primary responsibility for tutorial creation? Broken out by Country.....	136
Table 13.6.1 Does a programmer have primary responsibility for tutorial creation?	136
Table 13.7.1 Does non-librarian staff have primary responsibility for tutorial creation?	136
Table 13.7.2 Does non-librarian staff have primary responsibility for tutorial creation? Broken out by Public/Private	136
Table 13.7.3 Does non-librarian staff have primary responsibility for tutorial creation? Broken out by Enrollment.....	136

Table 13.7.4 Does non-librarian staff have primary responsibility for tutorial creation? Broken out by Tuition.....	137
Table 13.7.5 Does non-librarian staff have primary responsibility for tutorial creation? Broken out by Staff Size	137
Table 13.7.6 Does non-librarian staff have primary responsibility for tutorial creation? Broken out by Type.....	137
Table 13.7.7 Does non-librarian staff have primary responsibility for tutorial creation? Broken out by Country.....	137
Table 13.8.1 Do student workers have primary responsibility for tutorial creation?	137
Table 13.8.2 Do student workers have primary responsibility for tutorial creation? Broken out by Public/Private	137
Table 13.8.3 Do student workers have primary responsibility for tutorial creation? Broken out by Enrollment.....	137
Table 13.8.4 Do student workers have primary responsibility for tutorial creation? Broken out by Tuition.....	138
Table 13.8.5 Do student workers have primary responsibility for tutorial creation? Broken out by Staff Size	138
Table 13.8.6 Do student workers have primary responsibility for tutorial creation? Broken out by Type.....	138
Table 13.8.7 Do student workers have primary responsibility for tutorial creation? Broken out by Country.....	138
Table 13.9.1 Do Graduate assistants/Interns have primary responsibility for tutorial creation?.....	138
Table 13.9.2 Do Graduate assistants/Interns have primary responsibility for tutorial creation? Broken out by Public/Private	138
Table 13.9.3 Do Graduate assistants/Interns have primary responsibility for tutorial creation? Broken out by Enrollment.....	138
Table 13.9.4 Do Graduate assistants/Interns have primary responsibility for tutorial creation? Broken out by Tuition.....	139
Table 13.9.5 Do Graduate assistants/Interns have primary responsibility for tutorial creation? Broken out by Staff Size	139
Table 13.9.6 Do Graduate assistants/Interns have primary responsibility for tutorial creation? Broken out by Type.....	139
Table 13.9.7 Do Graduate assistants/Interns have primary responsibility for tutorial creation? Broken out by Country	139
Who in your library is PRIMARILY responsible for creating tutorials? (specified other)	140
Table 14 What are the qualifications of the person or people primarily responsible for tutorial creation? (choose all that apply).....	141
Table 14.1.1 Is the qualification of your primary tutorial creator(s) an MLS or equivalent?	141
Table 14.1.2 Is the qualification of your primary tutorial creator an MLS or equivalent? Broken out by Public/Private	141
Table 14.1.3 Is the qualification of your primary tutorial creator an MLS or equivalent? Broken out by Enrollment.....	141

Table 14.1.4 Is the qualification of your primary tutorial creator an MLS or equivalent? Broken out by Tuition.....	141
Table 14.1.5 Is the qualification of your primary tutorial creator an MLS or equivalent? Broken out by Staff Size	141
Table 14.1.6 Is the qualification of your primary tutorial creator an MLS or equivalent? Broken out by Type.....	141
Table 14.1.7 Is the qualification of your primary tutorial creator an MLS or equivalent? Broken out by Country.....	142
Table 14.2.1 Is the qualification of your primary tutorial creator(s) a Subject expertise?	142
Table 14.2.2 Is the qualification of your primary tutorial creator(s) a Subject expertise? Broken out by Public/Private	142
Table 14.2.3 Is the qualification of your primary tutorial creator(s) a Subject expertise? Broken out by Enrollment.....	142
Table 14.2.4 Is the qualification of your primary tutorial creator(s) a Subject expertise? Broken out by Tuition.....	142
Table 14.2.5 Is the qualification of your primary tutorial creator(s) a Subject expertise? Broken out by Staff Size	142
Table 14.2.6 Is the qualification of your primary tutorial creator(s) a Subject expertise? Broken out by Type.....	142
Table 14.2.7 Is the qualification of your primary tutorial creator(s) a Subject expertise? Broken out by Country.....	143
Table 14.3.1 Is the qualification of your primary tutorial creator(s) Instructional design expertise or training?.....	143
Table 14.3.2 Is the qualification of your primary tutorial creator(s) instructional design expertise or training? Broken out by Public/Private	143
Table 14.3.3 Is the qualification of your primary tutorial creator(s) instructional design expertise or training? Broken out by Enrollment	143
Table 14.3.4 Is the qualification of your primary tutorial creator(s) instructional design expertise or training? Broken out by Tuition.....	143
Table 14.3.5 Is the qualification of your primary tutorial creator(s) instructional design expertise or training? Broken out by Staff Size	143
Table 14.3.6 Is the qualification of your primary tutorial creator(s) instructional design expertise or training? Broken out by Type.....	143
Table 14.3.7 Is the qualification of your primary tutorial creator(s) instructional design expertise or training? Broken out by Country	144
Table 14.4.1 Is the qualification of your primary tutorial creator(s) an Education degree or instruction background.....	144
Table 14.4.2 Is the qualification of your primary tutorial creator(s) an Education degree or instruction background? Broken out by Public/Private.....	144
Table 14.4.3 Is the qualification of your primary tutorial creator(s) an Education degree or instruction background? Broken out by Enrollment.....	144
Table 14.4.4 Is the qualification of your primary tutorial creator(s) an Education degree or instruction background? Broken out by Tuition	144
Table 14.4.5 Is the qualification of your primary tutorial creator(s) an Education degree or instruction background? Broken out by Staff Size.....	144

Table 14.4.6 Is the qualification of your primary tutorial creator(s) an Education degree or instruction background? Broken out by Type	144
Table 14.4.7 Is the qualification of your primary tutorial creator(s) an Education degree or instruction background? Broken out by Country.....	145
Table 14.5.1 Is the qualification of your primary tutorial creator(s) Technology expertise or training.....	145
Table 14.5.2 Is the qualification of your primary tutorial creator(s) Technology expertise or training? Broken out by Public/Private.....	145
Table 14.5.3 Is the qualification of your primary tutorial creator(s) Technology expertise or training? Broken out by Enrollment.....	145
Table 14.5.4 Is the qualification of your primary tutorial creator(s) Technology expertise or training? Broken out by Tuition.....	145
Table 14.5.5 Is the qualification of your primary tutorial creator(s) Technology expertise or training? Broken out by Staff Size.....	145
Table 14.5.6 Is the qualification of your primary tutorial creator(s) Technology expertise or training? Broken out by Type	145
Table 14.5.7 Is the qualification of your primary tutorial creator(s) Technology expertise or training? Broken out by Country.....	146
Table 14.6.1 Is the qualification of your primary tutorial creator(s) another advanced degree.....	146
Table 14.6.2 Is the qualification of your primary tutorial creator(s) another advanced degree? Broken out by Public/Private	146
Table 14.6.3 Is the qualification of your primary tutorial creator(s) another advanced degree? Broken out by Enrollment.....	146
Table 14.6.4 Is the qualification of your primary tutorial creator(s) another advanced degree? Broken out by Tuition.....	146
Table 14.6.5 Is the qualification of your primary tutorial creator(s) another advanced degree? Broken out by Staff Size.....	146
Table 14.6.6 Is the qualification of your primary tutorial creator(s) another advanced degree? Broken out by Type.....	146
Table 14.6.7 Is the qualification of your primary tutorial creator(s) another advanced degree? Broken out by Country.....	147
Table 15 Who else participates in developing these tutorials? (check all that apply).....	148
Table 15.1.1 Does no one else develop tutorials?	148
Table 15.1.2 Does no one else develop tutorials? Broken out by Public/Private.....	148
Table 15.1.3 Does no one else develop tutorials? Broken out by Enrollment.....	148
Table 15.1.4 Does no one else develop tutorials? Broken out by Tuition	148
Table 15.1.5 Does no one else develop tutorials? Broken out by Staff Size.....	148
Table 15.1.6 Does no one else develop tutorials? Broken out by Type	148
Table 15.1.7 Does no one else develop tutorials? Broken out by Country.....	148
Table 15.2.1 Does a subject specialist librarian also participate in tutorial creation?	149
Table 15.2.2 Does a subject specialist librarian also participate in tutorial creation? Broken out by Public/Private	149
Table 15.2.3 Does a subject specialist librarian also participate in tutorial creation? Broken out by Enrollment.....	149

Table 15.2.4 Does a subject specialist librarian also participate in tutorial creation? Broken out by Tuition.....	149
Table 15.2.5 Does a subject specialist librarian also participate in tutorial creation? Broken out by Staff Size.....	149
Table 15.2.6 Does a subject specialist librarian also participate in tutorial creation? Broken out by Type.....	149
Table 15.2.7 Does a subject specialist librarian also participate in tutorial creation? Broken out by Country.....	149
Table 15.3.1 Does an instructional design librarian also participate in tutorial creation?	150
Table 15.3.2 Does an instructional design librarian also participate in tutorial creation? Broken out by Public/Private.....	150
Table 15.3.3 Does an instructional design librarian also participate in tutorial creation? Broken out by Enrollment.....	150
Table 15.3.4 Does an instructional design librarian also participate in tutorial creation? Broken out by Tuition.....	150
Table 15.3.5 Does an instructional design librarian also participate in tutorial creation? Broken out by Staff Size.....	150
Table 15.3.6 Does an instructional design librarian also participate in tutorial creation? Broken out by Type.....	150
Table 15.3.7 Does an instructional design librarian also participate in tutorial creation? Broken out by Country.....	150
Table 15.4.1 Does another type of librarian also participate in tutorial creation?.....	151
Table 15.4.2 Does another type of librarian also participate in tutorial creation? Broken out by Public/Private.....	151
Table 15.4.3 Does another type of librarian also participate in tutorial creation? Broken out by Enrollment.....	151
Table 15.4.4 Does another type of librarian also participate in tutorial creation? Broken out by Tuition.....	151
Table 15.4.5 Does another type of librarian also participate in tutorial creation? Broken out by Staff Size.....	151
Table 15.4.6 Does another type of librarian also participate in tutorial creation? Broken out by Type.....	151
Table 15.4.7 Does another type of librarian also participate in tutorial creation? Broken out by Country.....	151
Table 15.5.1 Does a web developer/programmer also participate in tutorial creation?	152
Table 15.5.2 Does a web developer/programmer also participate in tutorial creation? Broken out by Public/Private.....	152
Table 15.5.3 Does a web developer/programmer also participate in tutorial creation? Broken out by Enrollment.....	152
Table 15.5.4 Does a web developer/programmer also participate in tutorial creation? Broken out by Tuition.....	152
Table 15.5.5 Does a web developer/programmer also participate in tutorial creation? Broken out by Staff Size.....	152
Table 15.5.6 Does a web developer/programmer also participate in tutorial creation? Broken out by Type.....	152

Table 15.5.7 Does a web developer/programmer also participate in tutorial creation? Broken out by Country.....	152
Table 15.6.1 Does a graphic designer/artist also participate in tutorial creation?	153
Table 15.6.2 Does a graphic designer/artist also participate in tutorial creation? Broken out by Public/Private.....	153
Table 15.6.3 Does a graphic designer/artist also participate in tutorial creation? Broken out by Enrollment.....	153
Table 15.6.4 Does a graphic designer/artist also participate in tutorial creation? Broken out by Tuition	153
Table 15.6.5 Does a graphic designer/artist also participate in tutorial creation? Broken out by Staff Size.....	153
Table 15.6.6 Does a graphic designer/artist also participate in tutorial creation? Broken out by Type	153
Table 15.6.7 Does a graphic designer/artist also participate in tutorial creation? Broken out by Country.....	153
Table 15.7.1 Does non-librarian staff also participate in tutorial creation?	154
Table 15.7.2 Does non-librarian staff also participate in tutorial creation? Broken out by Public/Private	154
Table 15.7.3 Does non-librarian staff also participate in tutorial creation? Broken out by Enrollment.....	154
Table 15.7.4 Does non-librarian staff also participate in tutorial creation? Broken out by Tuition.....	154
Table 15.7.5 Does non-librarian staff also participate in tutorial creation? Broken out by Staff Size	154
Table 15.7.6 Does non-librarian staff also participate in tutorial creation? Broken out by Type.....	154
Table 15.7.7 Does non-librarian staff also participate in tutorial creation? Broken out by Country	154
Table 15.8.1 Do student workers also participate in tutorial creation?	155
Table 15.8.2 Do student workers also participate in tutorial creation? Broken out by Public/Private	155
Table 15.8.3 Do student workers also participate in tutorial creation? Broken out by Enrollment.....	155
Table 15.8.4 Do student workers also participate in tutorial creation? Broken out by Tuition.....	155
Table 15.8.5 Do student workers also participate in tutorial creation? Broken out by Staff Size.....	155
Table 15.8.6 Do student workers also participate in tutorial creation? Broken out by Type.....	155
Table 15.8.7 Do student workers also participate in tutorial creation? Broken out by Country	155
Table 15.9.1 Does non-librarian Faculty also participate in tutorial creation?.....	155
Table 15.9.2 Does non-librarian Faculty also participate in tutorial creation? Broken out by Public/Private	156
Table 15.9.3 Does non-librarian Faculty also participate in tutorial creation? Broken out by Enrollment.....	156

Table 15.9.4 Does non-librarian Faculty also participate in tutorial creation? Broken out by Tuition.....	156
Table 15.9.5 Does non-librarian Faculty also participate in tutorial creation? Broken out by Staff Size.....	156
Table 15.9.6 Does non-librarian Faculty also participate in tutorial creation? Broken out by Type.....	156
Table 15.9.7 Does non-librarian Faculty also participate in tutorial creation? Broken out by Country.....	156
Table 15.10.1 Do Graduate assistants/Interns also participate in tutorial creation?	156
Table 15.10.2 Do Graduate assistants/Interns also participate in tutorial creation? Broken out by Public/Private.....	157
Table 15.10.3 Do Graduate assistants/Interns also participate in tutorial creation? Broken out by Enrollment.....	157
Table 15.10.4 Do Graduate assistants/Interns also participate in tutorial creation? Broken out by Tuition.....	157
Table 15.10.5 Do Graduate assistants/Interns also participate in tutorial creation? Broken out by Staff Size.....	157
Table 15.10.6 Do Graduate assistants/Interns also participate in tutorial creation? Broken out by Type.....	157
Table 15.10.7 Do Graduate assistants/Interns also participate in tutorial creation? Broken out by Country.....	157
Table 16 How are the people primarily responsible for tutorial development trained with regard to technology?.....	158
Table 16.1.1 Do those responsible for tutorial development have no formal training with regard to technology?.....	158
Table 16.1.2 Do those responsible for tutorial development have no formal training with regard to technology? Broken out by Public/Private.....	158
Table 16.1.3 Do those responsible for tutorial development have no formal training with regard to technology? Broken out by Enrollment.....	158
Table 16.1.4 Do those responsible for tutorial development have no formal training with regard to technology? Broken out by Tuition.....	158
Table 16.1.5 Do those responsible for tutorial development have no formal training with regard to technology? Broken out by Staff Size.....	158
Table 16.1.6 Do those responsible for tutorial development have no formal training with regard to technology? Broken out by Type.....	158
Table 16.1.7 Do those responsible for tutorial development have no formal training with regard to technology? Broken out by Country.....	159
Table 16.2.1 Do those responsible for tutorial development have on-the-job training with regard to technology?.....	159
Table 16.2.2 Do those responsible for tutorial development have on-the-job training with regard to technology? Broken out by Public/Private.....	159
Table 16.2.3 Do those responsible for tutorial development have on-the-job training with regard to technology? Broken out by Enrollment.....	159
Table 16.2.4 Do those responsible for tutorial development have on-the-job training with regard to technology? Broken out by Tuition.....	159

Table 16.2.5 Do those responsible for tutorial development have on-the-job training with regard to technology? Broken out by Staff Size	159
Table 16.2.6 Do those responsible for tutorial development have on-the-job training with regard to technology? Broken out by Type	159
Table 16.2.7 Do those responsible for tutorial development have on-the-job training with regard to technology? Broken out by Country	160
Table 16.3.1 Do those responsible for tutorial development attend face-to-face conferences for training with regard to technology?	160
Table 16.3.2 Do those responsible for tutorial development attend face-to-face conferences for training with regard to technology? Broken out by Public/Private	160
Table 16.3.3 Do those responsible for tutorial development attend face-to-face conferences for training with regard to technology? Broken out by Enrollment	160
Table 16.3.4 Do those responsible for tutorial development attend face-to-face conferences for training with regard to technology? Broken out by Tuition	160
Table 16.3.5 Do those responsible for tutorial development attend face-to-face conferences for training with regard to technology? Broken out by Staff Size	160
Table 16.3.6 Do those responsible for tutorial development attend face-to-face conferences for training with regard to technology? Broken out by Type	160
Table 16.3.7 Do those responsible for tutorial development attend face-to-face conferences for training with regard to technology? Broken out by Country	161
Table 16.4.1 Do those responsible for tutorial development attend face-to-face workshops for training with regard to technology?	161
Table 16.4.2 Do those responsible for tutorial development attend face-to-face workshops for training with regard to technology? Broken out by Public/Private.....	161
Table 16.4.3 Do those responsible for tutorial development attend face-to-face workshops for training with regard to technology? Broken out by Enrollment	161
Table 16.4.4 Do those responsible for tutorial development attend face-to-face workshops for training with regard to technology? Broken out by Tuition	161
Table 16.4.5 Do those responsible for tutorial development attend face-to-face workshops for training with regard to technology? Broken out by Staff Size	161
Table 16.4.6 Do those responsible for tutorial development attend face-to-face workshops for training with regard to technology? Broken out by Type	161
Table 16.4.7 Do those responsible for tutorial development attend face-to-face workshops for training with regard to technology? Broken out by Country	162
Table 16.5.1 Do those responsible for tutorial development attend one-time webinars for training with regard to technology?	162
Table 16.5.2 Do those responsible for tutorial development attend one-time webinars for training with regard to technology? Broken out by Public/Private.....	162
Table 16.5.3 Do those responsible for tutorial development attend one-time webinars for training with regard to technology? Broken out by Enrollment.....	162
Table 16.5.4 Do those responsible for tutorial development attend one-time webinars for training with regard to technology? Broken out by Tuition	162
Table 16.5.5 Do those responsible for tutorial development attend one-time webinars for training with regard to technology? Broken out by Staff Size	162
Table 16.5.6 Do those responsible for tutorial development attend one-time webinars for training with regard to technology? Broken out by Type	162

Table 16.5.7 Do those responsible for tutorial development attend one-time webinars for training with regard to technology? Broken out by Country 163

Table 16.6.1 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to technology?..... 163

Table 16.6.2 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to technology? Broken out by Public/Private 163

Table 16.6.3 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to technology? Broken out by Enrollment 163

Table 16.6.4 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to technology? Broken out by Tuition.. 163

Table 16.6.5 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to technology? Broken out by Staff Size 163

Table 16.6.6 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to technology? Broken out by Type..... 163

Table 16.6.7 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to technology? Broken out by Country 164

Table 16.7.1 Do those responsible for tutorial development attend software company onsite trainings for training with regard to technology? 164

Table 16.7.2 Do those responsible for tutorial development attend software company onsite trainings for training with regard to technology? Broken out by Public/Private 164

Table 16.7.3 Do those responsible for tutorial development attend software company onsite trainings for training with regard to technology? Broken out by Enrollment..... 164

Table 16.7.4 Do those responsible for tutorial development attend software company onsite trainings for training with regard to technology? Broken out by Tuition 164

Table 16.7.5 Do those responsible for tutorial development attend software company onsite trainings for training with regard to technology? Broken out by Staff Size..... 164

Table 16.7.6 Do those responsible for tutorial development attend software company onsite trainings for training with regard to technology? Broken out by Type 164

Table 16.7.7 Do those responsible for tutorial development attend software company onsite trainings for training with regard to technology? Broken out by Country..... 165

Table 16.8.1 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to technology?..... 165

Table 16.8.2 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to technology? Broken out by Public/Private 165

Table 16.8.3 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to technology? Broken out by Enrollment 165

Table 16.8.4 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to technology? Broken out by Tuition..... 165

Table 16.8.5 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to technology? Broken out by Staff Size 165

Table 16.8.6 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to technology? Broken out by Type..... 165

Table 16.8.7 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to technology? Broken out by Country 166

Table 17 How are the people primarily responsible for tutorial development trained with regard to instructional design? 166

Table 17.1.1 Do those responsible for tutorial development have no formal training with regard to instructional design? 166

Table 17.1.2 Do those responsible for tutorial development have no formal training with regard to instructional design? Broken out by Public/Private..... 166

Table 17.1.3 Do those responsible for tutorial development have no formal training with regard to instructional design? Broken out by Enrollment..... 166

Table 17.1.4 Do those responsible for tutorial development have no formal training with regard to instructional design? Broken out by Tuition..... 166

Table 17.1.5 Do those responsible for tutorial development have no formal training with regard to instructional design? Broken out by Staff Size 166

Table 17.1.6 Do those responsible for tutorial development have no formal training with regard to instructional design? Broken out by Type 167

Table 17.1.7 Do those responsible for tutorial development have no formal training with regard to instructional design? Broken out by Country 167

Table 17.2.1 Do those responsible for tutorial development have on-the-job training with regard to instructional design? 167

Table 17.2.2 Do those responsible for tutorial development have on-the-job training with regard to instructional design? Broken out by Public/Private..... 167

Table 17.2.3 Do those responsible for tutorial development have on-the-job training with regard to instructional design? Broken out by Enrollment..... 167

Table 17.2.4 Do those responsible for tutorial development have on-the-job training with regard to instructional design? Broken out by Tuition 167

Table 17.2.5 Do those responsible for tutorial development have on-the-job training with regard to instructional design? Broken out by Staff Size 167

Table 17.2.6 Do those responsible for tutorial development have on-the-job training with regard to instructional design? Broken out by Type 168

Table 17.2.7 Do those responsible for tutorial development have on-the-job training with regard to instructional design? Broken out by Country 168

Table 17.3.1 Do those responsible for tutorial development attend face-to-face conferences for training with regard to instructional design? 168

Table 17.3.2 Do those responsible for tutorial development attend face-to-face conferences for training with regard to instructional design? Broken out by Public/Private 168

Table 17.3.3 Do those responsible for tutorial development attend face-to-face conferences for training with regard to instructional design? Broken out by Enrollment 168

Table 17.3.4 Do those responsible for tutorial development attend face-to-face conferences for training with regard to instructional design? Broken out by Tuition 168

Table 17.3.5 Do those responsible for tutorial development attend face-to-face conferences for training with regard to instructional design? Broken out by Staff Size 168

Table 17.3.6 Do those responsible for tutorial development attend face-to-face conferences for training with regard to instructional design? Broken out by Type 169

Table 17.3.7 Do those responsible for tutorial development attend face-to-face conferences for training with regard to instructional design? Broken out by Country ..169

Table 17.4.1 Do those responsible for tutorial development attend face-to-face workshops for training with regard to instructional design?169

Table 17.4.2 Do those responsible for tutorial development attend face-to-face workshops for training with regard to instructional design? Broken out by Public/Private169

Table 17.4.3 Do those responsible for tutorial development attend face-to-face workshops for training with regard to instructional design? Broken out by Enrollment169

Table 17.4.4 Do those responsible for tutorial development attend face-to-face workshops for training with regard to instructional design? Broken out by Tuition.....169

Table 17.4.5 Do those responsible for tutorial development attend face-to-face workshops for training with regard to instructional design? Broken out by Staff Size ..169

Table 17.4.6 Do those responsible for tutorial development attend face-to-face workshops for training with regard to instructional design? Broken out by Type170

Table 17.4.7 Do those responsible for tutorial development attend face-to-face workshops for training with regard to instructional design? Broken out by Country ...170

Table 17.5.1 Do those responsible for tutorial development attend one-time webinars for training with regard to instructional design?170

Table 17.5.2 Do those responsible for tutorial development attend one-time webinars for training with regard to instructional design? Broken out by Public/Private.....170

Table 17.5.3 Do those responsible for tutorial development attend one-time webinars for training with regard to instructional design? Broken out by Enrollment.....170

Table 17.5.4 Do those responsible for tutorial development attend one-time webinars for training with regard to instructional design? Broken out by Tuition170

Table 17.5.5 Do those responsible for tutorial development attend one-time webinars for training with regard to instructional design? Broken out by Staff Size170

Table 17.5.6 Do those responsible for tutorial development attend one-time webinars for training with regard to instructional design? Broken out by Type171

Table 17.5.7 Do those responsible for tutorial development attend one-time webinars for training with regard to instructional design? Broken out by Country171

Table 17.6.1 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to instructional design?.....171

Table 17.6.2 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to instructional design? Broken out by Public/Private171

Table 17.6.3 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to instructional design? Broken out by Enrollment171

Table 17.6.4 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to instructional design? Broken out by Tuition.....171

Table 17.6.5 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to instructional design? Broken out by Staff.....171

Table 17.6.6 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to instructional design? Broken out by Type.....	172
Table 17.6.7 Do those responsible for tutorial development attend multi-session online courses or workshops for training with regard to instructional design? Broken out by Country	172
Table 17.7.1 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to instructional design?.....	172
Table 17.7.2 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to instructional design? Broken out by Public/Private	172
Table 17.7.3 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to instructional design? Broken out by Enrollment	172
Table 17.7.4 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to instructional design? Broken out by Tuition	172
Table 17.7.5 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to instructional design? Broken out by Staff Size.....	172
Table 17.7.6 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to instructional design? Broken out by Type	173
Table 17.7.7 Do those responsible for tutorial development attend continuing education or credit courses for training with regard to instructional design? Broken out by Country	173
Table 18.1 Do you feel that your library provides adequate support for tutorial development?	173
Table 18.2 Do you feel that your library provides adequate support for tutorial development? Broken out by Public/Private.....	173
Table 18.3 Do you feel that your library provides adequate support for tutorial development? Broken out by Enrollment.....	173
Table 18.4 Do you feel that your library provides adequate support for tutorial development? Broken out by Tuition	173
Table 18.5 Do you feel that your library provides adequate support for tutorial development? Broken out by Staff Size.....	174
Table 18.6 Do you feel that your library provides adequate support for tutorial development? Broken out by Type	174
Table 18.7 Do you feel that your library provides adequate support for tutorial development? Broken out by Country.....	174
Do you feel that your library provides adequate support for tutorial development? Please explain.....	175
CHAPTER 4: Development and Tutorial Content.....	178
Table 19 How many of each of the following types of tutorials are available at your library?	178

Table 19.1.1 How many tutorials with screencast or screen capture videos/slides are available at your library?	178
Table 19.1.2 How many tutorials with screencast or screen capture videos/slides are available at your library? Broken out by Public/Private.....	178
Table 19.1.3 How many tutorials with screencast or screen capture videos/slides are available at your library? Broken out by Enrollment.....	178
Table 19.1.4 How many tutorials with screencast or screen capture videos/slides are available at your library? Broken out by Tuition	178
Table 19.1.5 How many tutorials with screencast or screen capture videos/slides are available at your library? Broken out by Staff Size.....	178
Table 19.1.6 How many tutorials with screencast or screen capture videos/slides are available at your library? Broken out by Type	179
Table 19.1.7 How many tutorials with screencast or screen capture videos/slides are available at your library? Broken out by Country.....	179
Table 19.2.1 How many tutorials with live action video are available at your library?..	179
Table 19.2.2 How many tutorials with live action video are available at your library? Broken out by Public/Private	179
Table 19.2.3 How many tutorials with live action video are available at your library? Broken out by Enrollment.....	179
Table 19.2.4 How many tutorials with live action video are available at your library? Broken out by Tuition.....	179
Table 19.2.5 How many tutorials with live action video are available at your library? Broken out by Staff Size	179
Table 19.2.6 How many tutorials with live action video are available at your library? Broken out by Type.....	180
Table 19.2.7 How many tutorials with live action video are available at your library? Broken out by Country.....	180
Table 19.3.1 How many tutorials that are self-paced and interactive are available at your library?.....	180
Table 19.3.2 How many tutorials that are self-paced and interactive are available at your library? Broken out by Public/Private	180
Table 19.3.3 How many tutorials that are self-paced and interactive are available at your library? Broken out by Enrollment	180
Table 19.3.4 How many tutorials that are self-paced and interactive are available at your library? Broken out by Tuition.....	180
Table 19.3.5 How many tutorials that are self-paced and interactive are available at your library? Broken out by Staff Size	180
Table 19.3.6 How many tutorials that are self-paced and interactive are available at your library? Broken out by Type.....	181
Table 19.3.7 How many tutorials that are self-paced and interactive are available at your library? Broken out by Country	181
Table 19.4.1 How many tutorials that are static webpages are available at your library?	181
Table 19.4.2 How many tutorials that are static webpages are available at your library? Broken out by Public/Private	181

Table 19.4.3 How many tutorials that are static webpages are available at your library? Broken out by Enrollment.....	181
Table 19.4.4 How many tutorials that are static webpages are available at your library? Broken out by Tuition.....	181
Table 19.4.5 How many tutorials that are static webpages are available at your library? Broken out by Staff Size	181
Table 19.4.6 How many tutorials that are static webpages are available at your library? Broken out by Type.....	182
Table 19.4.7 How many tutorials that are static webpages are available at your library? Broken out by Country.....	182
Table 19.5.1 How many tutorials that are animations are available at your library?	182
Table 19.5.2 How many tutorials that are animations are available at your library? Broken out by Public/Private	182
Table 19.5.3 How many tutorials that are animations are available at your library? Broken out by Enrollment.....	182
Table 19.5.4 How many tutorials that are animations are available at your library? Broken out by Tuition.....	182
Table 19.5.5 How many tutorials that are animations are available at your library? Broken out by Staff Size	182
Table 19.5.6 How many tutorials that are animations are available at your library? Broken out by Type.....	183
Table 19.5.7 How many tutorials that are animations are available at your library? Broken out by Country.....	183
Table 19.6.1 How many tutorials that are lectures (audio only or PowerPoint with audio) are available at your library?	183
Table 19.6.2 How many tutorials that are lectures (audio only or PowerPoint with audio) are available at your library? Broken out by Public/Private.....	183
Table 19.6.3 How many tutorials that are lectures (audio only or PowerPoint with audio) are available at your library? Broken out by Enrollment.....	183
Table 19.6.4 How many tutorials that are lectures (audio only or PowerPoint with audio) are available at your library? Broken out by Tuition	183
Table 19.6.5 How many tutorials that are lectures (audio only or PowerPoint with audio) are available at your library? Broken out by Staff Size.....	183
Table 19.6.6 How many tutorials that are lectures (audio only or PowerPoint with audio) are available at your library? Broken out by Type	184
Table 19.6.7 How many tutorials that are lectures (audio only or PowerPoint with audio) are available at your library? Broken out by Country.....	184
Table 20 Which skill sets/concepts are addressed in your tutorials? (choose all that apply)	184
Table 20.1.1 Is database use addressed in your tutorials?	184
Table 20.1.2 Is database use addressed in your tutorials? Broken out by Public/Private	184
Table 20.1.3 Is database use addressed in your tutorials? Broken out by Enrollment ...	184
Table 20.1.4 Is database use addressed in your tutorials? Broken out by Tuition.....	184
Table 20.1.5 Is database use addressed in your tutorials? Broken out by Staff Size	184
Table 20.1.6 Is database use addressed in your tutorials? Broken out by Type.....	185

Table 20.1.7 Is database use addressed in your tutorials? Broken out by Country	185
Table 20.2.1 Is catalog use addressed in your tutorials?.....	185
Table 20.2.2 Is catalog use addressed in your tutorials? Broken out by Public/Private	185
Table 20.2.3 Is catalog use addressed in your tutorials? Broken out by Enrollment	185
Table 20.2.4 Is catalog use addressed in your tutorials? Broken out by Tuition.....	185
Table 20.2.5 Is catalog use addressed in your tutorials? Broken out by Staff Size	185
Table 20.2.6 Is catalog use addressed in your tutorials? Broken out by Type.....	185
Table 20.2.7 Is catalog use addressed in your tutorials? Broken out by Country.....	186
Table 20.3.1 Is research strategy addressed in your tutorials?	186
Table 20.3.2 Is research strategy addressed in your tutorials? Broken out by Public/Private	186
Table 20.3.3 Is research strategy addressed in your tutorials? Broken out by Enrollment	186
Table 20.3.4 Is research strategy addressed in your tutorials? Broken out by Tuition ..	186
Table 20.3.5 Is research strategy addressed in your tutorials? Broken out by Staff Size	186
Table 20.3.6 Is research strategy addressed in your tutorials? Broken out by Type	186
Table 20.3.7 Is research strategy addressed in your tutorials? Broken out by Country.	186
Table 20.4.1 Is Boolean searching addressed in your tutorials?	187
Table 20.4.2 Is Boolean searching addressed in your tutorials? Broken out by Public/Private	187
Table 20.4.3 Is Boolean searching addressed in your tutorials? Broken out by Enrollment	187
Table 20.4.4 Is Boolean searching addressed in your tutorials? Broken out by Tuition	187
Table 20.4.5 Is Boolean searching addressed in your tutorials? Broken out by Staff Size	187
Table 20.4.6 Is Boolean searching addressed in your tutorials? Broken out by Type	187
Table 20.4.7 Is Boolean searching addressed in your tutorials? Broken out by Country	187
Table 20.5.1 Is controlled vocabulary addressed in your tutorials?.....	188
Table 20.5.2 Is controlled vocabulary addressed in your tutorials? Broken out by Public/Private	188
Table 20.5.3 Is controlled vocabulary addressed in your tutorials? Broken out by Enrollment	188
Table 20.5.4 Is controlled vocabulary addressed in your tutorials? Broken out by Tuition	188
Table 20.5.5 Is controlled vocabulary addressed in your tutorials? Broken out by Staff Size.....	188
Table 20.5.6 Is controlled vocabulary addressed in your tutorials? Broken out by Type	188
Table 20.5.7 Is controlled vocabulary addressed in your tutorials? Broken out by Country	188
Table 20.6.1 Is evaluating information addressed in your tutorials?.....	189
Table 20.6.2 Is evaluating information addressed in your tutorials? Broken out by Public/Private	189

Table 20.6.3 Is evaluating information addressed in your tutorials? Broken out by Enrollment	189
Table 20.6.4 Is evaluating information addressed in your tutorials? Broken out by Tuition	189
Table 20.6.5 Is evaluating information addressed in your tutorials? Broken out by Staff Size	189
Table 20.6.6 Is evaluating information addressed in your tutorials? Broken out by Type	189
Table 20.6.7 Is evaluating information addressed in your tutorials? Broken out by Country	189
Table 20.7.1 Is citation formatting addressed in your tutorials?	190
Table 20.7.2 Is citation formatting addressed in your tutorials? Broken out by Public/Private	190
Table 20.7.3 Is citation formatting addressed in your tutorials? Broken out by Enrollment	190
Table 20.7.4 Is citation formatting addressed in your tutorials? Broken out by Tuition	190
Table 20.7.5 Is citation formatting addressed in your tutorials? Broken out by Staff Size	190
Table 20.7.6 Is citation formatting addressed in your tutorials? Broken out by Type	190
Table 20.7.7 Is citation formatting addressed in your tutorials? Broken out by Country	190
Table 20.8.1 Is plagiarism addressed in your tutorials?	191
Table 20.8.2 Is plagiarism addressed in your tutorials? Broken out by Public/Private	191
Table 20.8.3 Is plagiarism addressed in your tutorials? Broken out by Enrollment	191
Table 20.8.4 Is plagiarism addressed in your tutorials? Broken out by Tuition	191
Table 20.8.5 Is plagiarism addressed in your tutorials? Broken out by Staff Size	191
Table 20.8.6 Is plagiarism addressed in your tutorials? Broken out by Type	191
Table 20.8.7 Is plagiarism addressed in your tutorials? Broken out by Country	191
Table 20.9.1 Is copyright addressed in your tutorials?	192
Table 20.9.2 Is copyright addressed in your tutorials? Broken out by Public/Private	192
Table 20.9.3 Is copyright addressed in your tutorials? Broken out by Enrollment	192
Table 20.9.4 Is copyright addressed in your tutorials? Broken out by Tuition	192
Table 20.9.5 Is copyright addressed in your tutorials? Broken out by Staff Size	192
Table 20.9.6 Is copyright addressed in your tutorials? Broken out by Type	192
Table 20.9.7 Is copyright addressed in your tutorials? Broken out by Country	192
Table 20.10.1 Is staff training addressed in your tutorials?	193
Table 20.10.2 Is staff training addressed in your tutorials? Broken out by Public/Private	193
Table 20.10.3 Is staff training addressed in your tutorials? Broken out by Enrollment	193
Table 20.10.4 Is staff training addressed in your tutorials? Broken out by Tuition	193
Table 20.10.5 Is staff training addressed in your tutorials? Broken out by Staff Size	193
Table 20.10.6 Is staff training addressed in your tutorials? Broken out by Type	193
Table 20.10.7 Is staff training addressed in your tutorials? Broken out by Country	193
Table 20.11.1 Is software and computer training addressed in your tutorials?	194
Table 20.11.2 Is software and computer training address in your tutorials? Broken out by Public/Private	194

Table 20.11.3 Is software and computer training address in your tutorials? Broken out by Enrollment	194
Table 20.11.4 Is software and computer training address in your tutorials? Broken out by Tuition	194
Table 20.11.5 Is software and computer training address in your tutorials? Broken out by Staff Size	194
Table 20.11.6 Is software and computer training address in your tutorials? Broken out by Type.....	194
Table 20.11.7 Is software and computer training address in your tutorials? Broken out by Country	194
What skill sets/concepts are addressed in your tutorials? (specified other).....	195
Table 21.1 How much time does it take you to create one tutorial?.....	196
Table 21.2 How much time does it take you to create one tutorial? Broken out by Public/Private	196
Table 21.3 How much time does it take you to create one tutorial? Broken out by Enrollment	196
Table 21.4 How much time does it take you to create one tutorial? Broken out by Tuition	196
Table 21.5 How much time does it take you to create one tutorial? Broken out by Staff Size	196
Table 21.6 How much time does it take you to create one tutorial? Broken out by Type..	196
Table 21.7 How much time does it take you to create one tutorial? Broken out by Country	196
Table 22.1 Should your library devote more or less time to developing tutorials?	197
Table 22.2 Should your library devote more or less time to developing tutorials? Broken out by Public/Private.....	197
Table 22.3 Should your library devote more or less time to developing tutorials? Broken out by Enrollment.....	197
Table 22.4 Should your library devote more or less time to developing tutorials? Broken out by Tuition	197
Table 22.5 Should your library devote more or less time to developing tutorials? Broken out by Staff Size.....	197
Table 22.6 Should your library devote more or less time to developing tutorials? Broken out by Type	197
Table 22.7 Should your library devote more or less time to developing tutorials? Broken out by Country.....	198
Table 23.1 How would you characterize the general overall productivity of your library's online tutorial development effort?.....	198
Table 23.2 How would you characterize the general overall productivity of your library's online tutorial development effort? Broken out by Public/Private	198
Table 23.3 How would you characterize the general overall productivity of your library's online tutorial development effort? Broken out by Enrollment	198
Table 23.4 How would you characterize the general overall productivity of your library's online tutorial development effort? Broken out by Tuition.....	198
Table 23.5 How would you characterize the general overall productivity of your library's online tutorial development effort? Broken out by Staff Size	199

Table 23.6 How would you characterize the general overall productivity of your library's online tutorial development effort? Broken out by Type.....	199
Table 23.7 How would you characterize the general overall productivity of your library's online tutorial development effort? Broken out by Country	199
How would you characterize the general overall productivity of your library's online tutorial development effort? (specified other).....	200
What are some characteristics of a good tutorial?	201
Describe the process your library generally uses when developing tutorials.....	205
Table 24.1 How often are tutorials maintained and/or revised at your library?	209
Table 24.2 How often are tutorials maintained at your library? Broken out by Public/Private	209
Table 24.3 How often are tutorials maintained at your library? Broken out by Enrollment	209
Table 24.4 How often are tutorials maintained at your library? Broken out by Tuition	209
Table 24.5 How often are tutorials maintained at your library? Broken out by Staff Size	209
Table 24.6 How often are tutorials maintained at your library? Broken out by Type.....	209
Table 24.7 How often are tutorials maintained at your library? Broken out by Country ...	209
How often are tutorials maintained and/or revised at your library? Please briefly explain this process.....	210
CHAPTER 5: Software and Technology Used for Tutorials	213
Table 25.1 What is your annual budget for software licenses or upgrades used to create tutorials?	213
Table 25.2 What is your annual budget for software licenses or upgrades used to create tutorials? Broken out by Public/Private.....	213
Table 25.3 What is your annual budget for software licenses or upgrades used to create tutorials? Broken out by Enrollment.....	213
Table 25.4 What is your annual budget for software licenses or upgrades used to create tutorials? Broken out by Tuition	213
Table 25.5 What is your annual budget for software licenses or upgrades used to create tutorials? Broken out by Staff Size.....	214
Table 25.6 What is your annual budget for software licenses or upgrades used to create tutorials? Broken out by Type	214
Table 25.7 What is your annual budget for software licenses or upgrades used to create tutorials? Broken out by Country.....	214
Table 26.1 Should your library spend more or less for tutorial creation software?	214
Table 26.2 Should your library spend more or less for tutorial creation software? Broken out by Public/Private.....	214
Table 26.3 Should your library spend more or less for tutorial creation software? Broken out by Enrollment.....	214
Table 26.4 Should your library spend more or less for tutorial creation software? Broken out by Tuition	215
Table 26.5 Should your library spend more or less for tutorial creation software? Broken out by Staff Size.....	215
Table 26.6 Should your library spend more or less for tutorial creation software? Broken out by Type	215

Table 26.7 Should your library spend more or less for tutorial creation software? Broken out by Country.....	215
Table 27 Which Type of software do you use to create tutorials? (Check all that apply) ...	216
Table 27.1.1 Do you use purchased software to create tutorials?	216
Table 27.1.2 Do you use purchased software to create tutorials? Broken out by Public/Private	216
Table 27.1.3 Do you use purchased software to create tutorials? Broken out by Enrollment	216
Table 27.1.4 Do you use purchased software to create tutorials? Broken out by Tuition	216
Table 27.1.5 Do you use purchased software to create tutorials? Broken out by Staff Size	216
Table 27.1.6 Do you use purchased software to create tutorials? Broken out by Type..	216
Table 27.1.7 Do you use purchased software to create tutorials? Broken out by Country	216
Table 27.2.1 Do you use free/open source software to create tutorials?.....	217
Table 27.2.2 Do you use free/open source software to create tutorials? Broken out by Public/Private	217
Table 27.2.3 Do you use free/open source software to create tutorials? Broken out by Enrollment	217
Table 27.2.4 Do you use free/open source software to create tutorials? Broken out by Tuition.....	217
Table 27.2.5 Do you use free/open source software to create tutorials? Broken out by Staff Size	217
Table 27.2.6 Do you use free/open source software to create tutorials? Broken out by Type.....	217
Table 27.2.7 Do you use free/open source software to create tutorials? Broken out by Country	217
Table 27.3.1 Do you use software developed in-house to create tutorials?.....	218
Table 27.3.2 Do you use software developed in-house to create tutorials? Broken out by Public/Private	218
Table 27.3.3 Do you use software developed in-house to create tutorials? Broken out by Enrollment	218
Table 27.3.4 Do you use software developed in-house to create tutorials? Broken out by Tuition.....	218
Table 27.3.5 Do you use software developed in-house to create tutorials? Broken out by Staff Size	218
Table 27.3.6 Do you use software developed in-house to create tutorials? Broken out by Type.....	218
Table 27.3.7 Do you use software developed in-house to create tutorials? Broken out by Country	218
Table 28 Which of these software programs does your library use for tutorial creation? (choose all that apply).....	219
Table 28.1.1 Do you use Adobe Captivate for tutorial creation?	219
Table 28.1.2 Do you use Adobe Captivate for tutorial creation? Broken out by Public/Private	219

Table 28.1.3 Do you use Adobe Captivate for tutorial creation? Broken out by Enrollment	219
Table 28.1.4 Do you use Adobe Captivate for tutorial creation? Broken out by Tuition	219
Table 28.1.5 Do you use Adobe Captivate for tutorial creation? Broken out by Staff Size	219
Table 28.1.6 Do you use Adobe Captivate for tutorial creation? Broken out by Type	219
Table 28.1.7 Do you use Adobe Captivate for tutorial creation? Broken out by Country	219
Table 28.2.1 Do you use Adobe Flash for tutorial creation?	220
Table 28.2.2 Do you use Adobe Flash for tutorial creation? Broken out by Public/Private	220
Table 28.2.3 Do you use Adobe Flash for tutorial creation? Broken out by Enrollment	220
Table 28.2.4 Do you use Adobe Flash for tutorial creation? Broken out by Tuition	220
Table 28.2.5 Do you use Adobe Flash for tutorial creation? Broken out by Staff Size	220
Table 28.2.6 Do you use Adobe Flash for tutorial creation? Broken out by Type	220
Table 28.2.7 Do you use Adobe Flash for tutorial creation? Broken out by Country.....	220
Table 28.3.1 Do you use Adobe Presenter for tutorial creation?.....	221
Table 28.3.2 Do you use Adobe Presenter for tutorial creation? Broken out by Public/Private	221
Table 28.3.3 Do you use Adobe Presenter for tutorial creation? Broken out by Enrollment	221
Table 28.3.4 Do you use Adobe Presenter for tutorial creation? Broken out by Tuition	221
Table 28.3.5 Do you use Adobe Presenter for tutorial creation? Broken out by Staff Size	221
Table 28.3.6 Do you use Adobe Presenter for tutorial creation? Broken out by Type.....	221
Table 28.3.7 Do you use Adobe Presenter for tutorial creation? Broken out by Country	221
Table 28.4.1 Do you use Articulate Presenter for tutorial creation?	222
Table 28.4.2 Do you use Articulate Presenter for tutorial creation? Broken out by Public/Private	222
Table 28.4.3 Do you use Articulate Presenter for tutorial creation? Broken out by Enrollment	222
Table 28.4.4 Do you use Articulate Presenter for tutorial creation? Broken out by Tuition	222
Table 28.4.5 Do you use Articulate Presenter for tutorial creation? Broken out by Staff Size	222
Table 28.4.6 Do you use Articulate Presenter for tutorial creation? Broken out by Type	222
Table 28.4.7 Do you use Articulate Presenter for tutorial creation? Broken out by Country	222
Table 28.5.1 Do you use Articulate Engage for tutorial creation?.....	223
Table 28.5.2 Do you use Articulate Engage for tutorial creation? Broken out by Public/Private	223
Table 28.5.3 Do you use Articulate Engage for tutorial creation? Broken out by Enrollment	223

Table 28.5.4 Do you use Articulate Engage for tutorial creation? Broken out by Tuition	223
Table 28.5.5 Do you use Articulate Engage for tutorial creation? Broken out by Staff Size	223
Table 28.5.6 Do you use Articulate Engage for tutorial creation? Broken out by Type.....	223
Table 28.5.7 Do you use Articulate Engage for tutorial creation? Broken out by Country	223
Table 28.6.1 Do you use Articulate Storyline for tutorial creation?.....	224
Table 28.6.2 Do you use Articulate Storyline for tutorial creation? Broken out by Public/Private	224
Table 28.6.3 Do you use Articulate Storyline for tutorial creation? Broken out by Enrollment	224
Table 28.6.4 Do you use Articulate Storyline for tutorial creation? Broken out by Tuition	224
Table 28.6.5 Do you use Articulate Storyline for tutorial creation? Broken out by Staff Size.....	224
Table 28.6.6 Do you use Articulate Storyline for tutorial creation? Broken out by Type	224
Table 28.6.7 Do you use Articulate Storyline for tutorial creation? Broken out by Country	224
Table 28.7.1 Do you use Camtasia for tutorial creation?.....	225
Table 28.7.2 Do you use Camtasia for tutorial creation? Broken out by Public/Private	225
Table 28.7.3 Do you use Camtasia for tutorial creation? Broken out by Enrollment	225
Table 28.7.4 Do you use Camtasia for tutorial creation? Broken out by Tuition.....	225
Table 28.7.5 Do you use Camtasia for tutorial creation? Broken out by Staff Size	225
Table 28.7.6 Do you use Camtasia for tutorial creation? Broken out by Type.....	225
Table 28.7.7 Do you use Camtasia for tutorial creation? Broken out by Country.....	225
Table 28.8.1 Do you use Jing for tutorial creation?	226
Table 28.8.2 Do you use Jing for tutorial creation? Broken out by Public/Private.....	226
Table 28.8.3 Do you use Jing for tutorial creation? Broken out by Enrollment.....	226
Table 28.8.4 Do you use Jing for tutorial creation? Broken out by Tuition	226
Table 28.8.5 Do you use Jing for tutorial creation? Broken out by Staff Size	226
Table 28.8.6 Do you use Jing for tutorial creation? Broken out by Type.....	226
Table 28.8.7 Do you use Jing for tutorial creation? Broken out by Country	226
Table 28.9.1 Do you use Lectora for tutorial creation?	227
Table 28.9.2 Do you use Lectora for tutorial creation? Broken out by Public/Private....	227
Table 28.9.3 Do you use Lectora for tutorial creation? Broken out by Enrollment.....	227
Table 28.9.4 Do you use Lectora for tutorial creation? Broken out by Tuition	227
Table 28.9.5 Do you use Lectora for tutorial creation? Broken out by Staff Size	227
Table 28.9.6 Do you use Lectora for tutorial creation? Broken out by Type	227
Table 28.9.7 Do you use Lectora for tutorial creation? Broken out by Country	227
Table 28.10.1 Do you use Microsoft PowerPoint for tutorial creation?.....	228
Table 28.10.2 Do you use Microsoft PowerPoint for tutorial creation? Broken out by Public/Private	228
Table 28.10.3 Do you use Microsoft PowerPoint for tutorial creation? Broken out by Enrollment	228

Table 28.10.4 Do you use Microsoft PowerPoint for tutorial creation? Broken out by Tuition.....	228
Table 28.10.5 Do you use Microsoft PowerPoint for tutorial creation? Broken out by Staff Size.....	228
Table 28.10.6 Do you use Microsoft PowerPoint for tutorial creation? Broken out by Type.....	228
Table 28.10.7 Use Do you use Microsoft PowerPoint for tutorial creation? Broken out by Country.....	228
Table 28.11.1 Do you use Softchalk for tutorial creation?.....	229
Table 28.11.2 Do you use Softchalk for tutorial creation? Broken out by Public/Private.....	229
Table 28.11.3 Do you use Softchalk for tutorial creation? Broken out by Enrollment	229
Table 28.11.4 Do you use Softchalk for tutorial creation? Broken out by Tuition.....	229
Table 28.11.5 Do you use Softchalk for tutorial creation? Broken out by Staff Size	229
Table 28.11.6 Do you use Softchalk for tutorial creation? Broken out by Type.....	229
Table 28.11.7 Do you use Softchalk for tutorial creation? Broken out by Country	229
Table 28.12.1 Do you use Rapid Intake for tutorial creation?	230
Table 28.13.1 Do you use Raptivity for tutorial creation?	230
What other software programs does your library use for tutorial creation?.....	231
What is your favorite program for tutorial creation and why is it your favorite program?.....	233
Is there a program that you would like to use more if only you had the time or resources to learn how to use it or to use it better? If so, what is that program and what would you like to learn to do with it?	237
Table 29 How important are each of the following criteria when selecting tutorial creation software to purchase?	240
Table 29.1.1 How important is cost when selecting tutorial creation software?	240
Table 29.1.2 How important is cost when selecting tutorial creation software? Broken out by Public/Private.....	240
Table 29.1.3 How important is cost when selecting tutorial creation software? Broken out by Enrollment.....	240
Table 29.1.4 How important is cost when selecting tutorial creation software? Broken out by Tuition	240
Table 29.1.5 How important is cost when selecting tutorial creation software? Broken out by Staff Size.....	240
Table 29.1.6 How important is cost when selecting tutorial creation software?Broken out by Type	240
Table 29.1.7 How important is cost when selecting tutorial creation software? Broken out by Country.....	241
Table 29.2.1 How important is ease of use when selecting tutorial creation software?	241
Table 29.2.2 How important is ease of use when selecting tutorial creation software? Broken out by Public/Private	241
Table 29.2.3 How important is ease of use when selecting tutorial creation software? Broken out by Enrollment.....	241
Table 29.2.4 How important is ease of use when selecting tutorial creation software? Broken out by Tuition.....	241

Table 29.2.5 How important is ease of use when selecting tutorial creation software? Broken out by Staff Size	241
Table 29.2.6 How important is ease of use when selecting tutorial creation software? Broken out by Type.....	242
Table 29.2.7 How important is ease of use when selecting tutorial creation software? Broken out by Country.....	242
Table 29.3.1 How important is familiarity with the brand when selecting tutorial creation software?.....	242
Table 29.3.2 How important is familiarity with the brand when selecting tutorial creation software? Broken out by Public/Private	242
Table 29.3.3 How important is familiarity with the brand when selecting tutorial creation software? Broken out by Enrollment.....	242
Table 29.3.4 How important is familiarity with the brand when selecting tutorial creation software? Broken out by Tuition.....	242
Table 29.3.5 How important is familiarity with the brand when selecting tutorial creation software? Broken out by Staff Size.....	243
Table 29.3.6 How important is familiarity with the brand when selecting tutorial creation software? Broken out by Type.....	243
Table 29.3.7 How important is familiarity with the brand when selecting tutorial creation software? Broken out by Country.....	243
Table 29.4.1 How important are interactivity options when selecting tutorial creation software?.....	243
Table 29.4.2 How important are interactivity options when selecting tutorial creation software? Broken out by Public/Private	243
Table 29.4.3 How important are interactivity options when selecting tutorial creation software? Broken out by Enrollment.....	243
Table 29.4.4 How important are interactivity options when selecting tutorial creation software? Broken out by Tuition.....	244
Table 29.4.5 How important are interactivity options when selecting tutorial creation software? Broken out by Staff Size.....	244
Table 29.4.6 How important are interactivity options when selecting tutorial creation software? Broken out by Type.....	244
Table 29.4.7 How important are interactivity options when selecting tutorial creation software? Broken out by Country.....	244
Table 29.5.1 How important are quizzing features when selecting tutorial creation software?.....	244
Table 29.5.2 How important are quizzing features when selecting tutorial creation software? Broken out by Public/Private	244
Table 29.5.3 How important are quizzing features when selecting tutorial creation software? Broken out by Enrollment.....	245
Table 29.5.4 How important are quizzing features when selecting tutorial creation software? Broken out by Tuition.....	245
Table 29.5.5 How important are quizzing features when selecting tutorial creation software? Broken out by Staff Size.....	245
Table 29.5.6 How important are quizzing features when selecting tutorial creation software? Broken out by Type.....	245

Table 29.5.7 How important are quizzing features when selecting tutorial creation software? Broken out by Country.....	245
Table 29.6.1 How important is audio when selecting tutorial creation software?.....	245
Table 29.6.2 How important is audio when selecting tutorial creation software? Broken out by Public/Private.....	246
Table 29.6.3 How important is audio when selecting tutorial creation software? Broken out by Enrollment.....	246
Table 29.6.4 How important is audio when selecting tutorial creation software? Broken out by Tuition	246
Table 29.6.5 How important is audio when selecting tutorial creation software? Broken out by Staff Size.....	246
Table 29.6.6 How important is audio when selecting tutorial creation software? Broken out by Type	246
Table 29.6.7 How important is audio when selecting tutorial creation software? Broken out by Country.....	246
Table 29.7.1 How important is the design/aesthetic quality when selecting tutorial creation software?.....	247
Table 29.7.2 How important is the design/aesthetic quality when selecting tutorial creation software? Broken out by Public/Private	247
Table 29.7.3 How important is the design/aesthetic quality when selecting tutorial creation software? Broken out by Enrollment.....	247
Table 29.7.4 How important is the design/aesthetic quality when selecting tutorial creation software? Broken out by Tuition.....	247
Table 29.7.5 How important is the design/aesthetic quality when selecting tutorial creation software? Broken out by Staff Size	247
Table 29.7.6 How important is the design/aesthetic quality when selecting tutorial creation software? Broken out by Type.....	247
Table 29.7.7 How important is the design/aesthetic quality when selecting tutorial creation software? Broken out by Country	248
Table 29.8.1 How important is IT approval/support when selecting tutorial creation software?.....	248
Table 29.8.2 How important is IT approval/support when selecting tutorial creation software? Broken out by Public/Private.....	248
Table 29.8.3 How important is IT approval/support when selecting tutorial creation software? Broken out by Enrollment.....	248
Table 29.8.4 How important is IT approval/support when selecting tutorial creation software? Broken out by Tuition.....	248
Table 29.8.5 IT How important is IT approval/support when selecting tutorial creation software? Broken out by Staff Size.....	248
Table 29.8.6 How important is IT approval/support when selecting tutorial creation software? Broken out by Type.....	249
Table 29.8.7 How important is IT approval/support when selecting tutorial creation software? Broken out by Country.....	249
Table 29.9.1 How important is mobile compatibility when selecting tutorial creation software?.....	249

Table 29.9.2 How important is mobile compatibility when selecting tutorial creation software? Broken out by Public/Private	249
Table 29.9.3 How important is mobile compatibility when selecting tutorial creation software? Broken out by Enrollment.....	249
Table 29.9.4 How important is mobile compatibility when selecting tutorial creation software? Broken out by Tuition.....	249
Table 29.9.5 How important is mobile compatibility when selecting tutorial creation software? Broken out by Staff Size	250
Table 29.9.6 How important is mobile compatibility when selecting tutorial creation software? Broken out by Type.....	250
Table 29.9.7 How important is mobile compatibility when selecting tutorial creation software? Broken out by Country	250
Table 29.10.1 How important is SCORM compliance when selecting tutorial creation software?.....	250
Table 29.10.2 How important is SCORM compliance when selecting tutorial creation software? Broken out by Public/Private	250
Table 29.10.3 How important is SCORM compliance when selecting tutorial creation software? Broken out by Enrollment.....	250
Table 29.10.4 How important is SCORM compliance when selecting tutorial creation software? Broken out by Tuition.....	251
Table 29.10.5 How important is SCORM compliance when selecting tutorial creation software? Broken out by Staff Size.....	251
Table 29.10.6 How important is SCORM compliance when selecting tutorial creation software? Broken out by Type.....	251
Table 29.10.7 How important is SCORM compliance when selecting tutorial creation software? Broken out by Country	251
Table 29.11.1 How important is ADA accessibility when selecting tutorial creation software?.....	251
Table 29.11.2 How important is ADA accessibility when selecting tutorial creation software? Broken out by Public/Private	251
Table 29.11.3 How important is ADA accessibility when selecting tutorial creation software? Broken out by Enrollment.....	252
Table 29.11.4 How important is ADA accessibility when selecting tutorial creation software? Broken out by Tuition.....	252
Table 29.11.5 How important is ADA accessibility when selecting tutorial creation software? Broken out by Staff Size.....	252
Table 29.11.6 How important is ADA accessibility when selecting tutorial creation software? Broken out by Type.....	252
Table 29.11.7 How important is ADA accessibility when selecting tutorial creation software? Broken out by Country	252
Table 29.12.1 How important is Cloud-based hosting when selecting tutorial creation software?.....	252
Table 29.12.2 How important is Cloud-based hosting when selecting tutorial creation software? Broken out by Public/Private	253
Table 29.12.3 How important is Cloud-based hosting when selecting tutorial creation software? Broken out by Enrollment.....	253

Table 29.12.4 How important is Cloud-based hosting when selecting tutorial creation software? Broken out by Tuition.....	253
Table 29.12.5 How important is Cloud-based hosting when selecting tutorial creation software? Broken out by Staff Size.....	253
Table 29.12.6 How important is Cloud-based hosting when selecting tutorial creation software? Broken out by Type.....	253
Table 29.12.7 How important is Cloud-based hosting when selecting tutorial creation software? Broken out by Country.....	253
Table 29.13.1 How important is flexible licensing when selecting tutorial creation software?.....	254
Table 29.13.2 How important is flexible licensing when selecting tutorial creation software? Broken out by Public/Private.....	254
Table 29.13.3 How important is flexible licensing when selecting tutorial creation software? Broken out by Enrollment.....	254
Table 29.13.4 How important is flexible licensing when selecting tutorial creation software? Broken out by Tuition.....	254
Table 29.13.5 How important is flexible licensing when selecting tutorial creation software? Broken out by Staff Size.....	254
Table 29.13.6 How important is flexible licensing when selecting tutorial creation software? Broken out by Type.....	254
Table 29.13.7 How important is flexible licensing when selecting tutorial creation software? Broken out by Country.....	255
Table 30 How often are the following technologies used at your library to create tutorials?	255
Table 30.1.1 How often are desktop PCs used in tutorial creation?	255
Table 30.1.2 How often are desktop PCs used in tutorial creation? Broken out by Public/Private	255
Table 30.1.3 How often are desktop PCs used in tutorial creation? Broken out by Enrollment.....	255
Table 30.1.4 How often are desktop PCs used in tutorial creation? Broken out by Tuition	255
Table 30.1.5 How often are desktop PCs used in tutorial creation? Broken out by Staff Size.....	255
Table 30.1.6 How often are desktop PCs used in tutorial creation? Broken out by Type	255
Table 30.1.7 How often are desktop PCs used in tutorial creation? Broken out by Country	256
Table 30.2.1 How often are iMacs used in tutorial creation?	256
Table 30.2.2 How often are iMacs used in tutorial creation? Broken out by Public/Private	256
Table 30.2.3 How often are iMacs used in tutorial creation? Broken out by Enrollment	256
Table 30.2.4 How often are iMacs used in tutorial creation? Broken out by Tuition	256
Table 30.2.5 How often are iMacs used in tutorial creation? Broken out by Staff Size	256
Table 30.2.6 How often are iMacs used in tutorial creation? Broken out by Type	256
Table 30.2.7 How often are iMacs used in tutorial creation? Broken out by Country	256

Table 30.3.1 How often are microphones used in tutorial creation?	257
Table 30.3.2 How often are microphones used in tutorial creation? Broken out by Public/Private	257
Table 30.3.3 How often are microphones used in tutorial creation? Broken out by Enrollment	257
Table 30.3.4 How often are microphones used in tutorial creation? Broken out by Tuition	257
Table 30.3.5 How often are microphones used in tutorial creation? Broken out by Staff Size.....	257
Table 30.3.6 How often are microphones used in tutorial creation? Broken out by Type	257
Table 30.3.7 How often are microphones used in tutorial creation? Broken out by Country	257
Table 30.4.1 How often are webcams used in tutorial creation?	258
Table 30.4.2 How often are webcams used in tutorial creation? Broken out by Public/Private	258
Table 30.4.3 How often are webcams used in tutorial creation? Broken out by Enrollment	258
Table 30.4.4 How often are webcams used in tutorial creation? Broken out by Tuition	258
Table 30.4.5 How often are webcams used in tutorial creation? Broken out by Staff Size	258
Table 30.4.6 How often are webcams used in tutorial creation? Broken out by Type	258
Table 30.4.7 How often are webcams used in tutorial creation? Broken out by Country	258
Table 30.5.1 How often are video cameras used in tutorial creation?.....	259
Table 30.5.2 How often are video cameras used in tutorial creation? Broken out by Public/Private	259
Table 30.5.3 How often are video cameras used in tutorial creation? Broken out by Enrollment.....	259
Table 30.5.4 How often are video cameras used in tutorial creation? Broken out by Tuition.....	259
Table 30.5.5 How often are video cameras used in tutorial creation? Broken out by Staff Size.....	259
Table 30.5.6 How often are video cameras used in tutorial creation? Broken out by Type	259
Table 30.5.7 How often are video cameras used in tutorial creation? Broken out by Country	259
Table 30.6.1 How often are tablets used in tutorial creation?	260
Table 30.6.2 How often are tablets used in tutorial creation? Broken out by Public/Private	260
Table 30.6.3 How often are tablets used in tutorial creation? Broken out by Enrollment	260
Table 30.6.4 How often are tablets used in tutorial creation? Broken out by Tuition	260
Table 30.6.5 How often are tablets used in tutorial creation? Broken out by Staff Size.	260
Table 30.6.6 How often are tablets used in tutorial creation? Broken out by Type.....	260
Table 30.6.7 How often are tablets used in tutorial creation? Broken out by Country ...	260

If your library has significantly changed its program or methods for creating online tutorials in the past two years, what did you change and why did you make these changes and what have been the results?261

CHAPTER 6: Marketing and Assessment of Tutorial Success.....264

Table 31 How does your library market online tutorials? (choose all that apply).....264

Table 31.1.1 Does your library market tutorials using news items on the library home page?264

Table 31.1.2 Does your library market tutorials using news items on the library home page? Broken out by Public/Private.....264

Table 31.1.3 Does your library market tutorials using news items on the library home page? Broken out by Enrollment.....264

Table 31.1.4 Does your library market tutorials using news items on the library home page? Broken out by Tuition264

Table 31.1.5 Does your library market tutorials using news items on the library home page? Broken out by Staff Size.....264

Table 31.1.6 Does your library market tutorials using news items on the library home page? Broken out by Type264

Table 31.1.7 Does your library market tutorials using news items on the library home page? Broken out by Country.....265

Table 31.2.1 Does your library market tutorials using Items on subject or course guides?265

Table 31.2.2 Does your library market tutorials using items on subject or course guides? Broken out by Public/Private265

Table 31.2.3 Does your library market tutorials using items on subject or course guides? Broken out by Enrollment.....265

Table 31.2.4 Does your library market tutorials using items on subject or course guides? Broken out by Tuition.....265

Table 31.2.5 Does your library market tutorials using items on subject or course guides? Broken out by Staff Size265

Table 31.2.6 Does your library market tutorials using items on subject or course guides? Broken out by Type.....265

Table 31.2.7 Does your library market tutorials using items on subject or course guides? Broken out by Country.....266

Table 31.3.1 Does your library market tutorials using print material distributed around campus?266

Table 31.3.2 Does your library market tutorials using print material distributed around campus? Broken out by Public/Private266

Table 31.3.3 Does your library market tutorials using print material distributed around campus? Broken out by Enrollment266

Table 31.3.4 Does your library market tutorials using print material distributed around campus? Broken out by Tuition.....266

Table 31.3.5 Does your library market tutorials using print material distributed around campus? Broken out by Staff Size266

Table 31.3.6 Does your library market tutorials using print material distributed around campus? Broken out by Type.....266

Table 31.3.7 Does your library market tutorials using print material distributed around campus? Broken out by Country	267
Table 31.4.1 Does your library market tutorials during workshops, classes, or sessions?	267
Table 31.4.2 Does your library market tutorials during workshops, classes, or sessions? Broken out by Public/Private	267
Table 31.4.3 Does your library market tutorials during workshops, classes, or sessions? Broken out by Enrollment.....	267
Table 31.4.4 Does your library market tutorials during workshops, classes, or sessions? Broken out by Tuition.....	267
Table 31.4.5 Does your library market tutorials during workshops, classes, or sessions? Broken out by Staff Size	267
Table 31.4.6 Does your library market tutorials during workshops, classes, or sessions? Broken out by Type.....	267
Table 31.4.7 Does your library market tutorials during workshops, classes, or sessions? Broken out by Country.....	268
Table 31.5.1 Does your library market tutorials during meetings with faculty?.....	268
Table 31.5.2 Does your library market tutorials during meetings with faculty? Broken out by Public/Private	268
Table 31.5.3 Does your library market tutorials during meetings with faculty? Broken out by Enrollment.....	268
Table 31.5.4 Does your library market tutorials during meetings with faculty? Broken out by Tuition.....	268
Table 31.5.5 Does your library market tutorials during meetings with faculty? Broken out by Staff Size	268
Table 31.5.6 Does your library market tutorials during meetings with faculty? Broken out by Type	268
Table 31.5.7 Does your library market tutorials during meetings with faculty? Broken out by Country.....	269
Table 31.6.1 Does your library market tutorials using mass emails to on-campus listservs?.....	269
Table 31.6.2 Does your library market tutorials using mass emails to on-campus listservs? Broken out by Public/Private	269
Table 31.6.3 Does your library market tutorials using mass emails to on-campus listservs? Broken out by Enrollment.....	269
Table 31.6.4 Does your library market tutorials using mass emails to on-campus listservs? Broken out by Tuition.....	269
Table 31.6.5 Does your library market tutorials using mass emails to on-campus listservs? Broken out by Staff Size.....	269
Table 31.6.6 Does your library market tutorials using mass emails to on-campus listservs? Broken out by Type	269
Table 31.6.7 Does your library market tutorials using mass emails to on-campus listservs? Broken out by Country.....	270
Table 31.7.1 does your library market tutorials using digital slides on the library digital announcement system?	270

Table 31.7.2 Does your library market tutorials using digital slides on the library digital announcement system? Broken out by Public/Private.....	270
Table 31.7.3 Does your library market tutorials using digital slides on the library digital announcement system? Broken out by Enrollment.....	270
Table 31.7.4 Does your library market tutorials using digital slides on the library digital announcement system? Broken out by Tuition.....	270
Table 31.7.5 Does your library market tutorials using digital slides on the library digital announcement system? Broken out by Staff Size.....	270
Table 31.7.6 Does your library market tutorials using digital slides on the library digital announcement system? Broken out by Type.....	270
Table 31.7.7 Does your library market tutorials using digital slides on the library digital announcement system? Broken out by Country.....	271
Table 31.8.1 Does your library market tutorials via social networking sites?	271
Table 31.8.2 Does your library market tutorials via social networking sites? Broken out by Public/Private.....	271
Table 31.8.3 Does your library market tutorials via social networking sites? Broken out by Enrollment.....	271
Table 31.8.4 Does your library market tutorials via social networking sites? Broken out by Tuition.....	271
Table 31.8.5 Does your library market tutorials via social networking sites? Broken out by Staff Size.....	271
Table 31.8.6 Does your library market tutorials via social networking sites? Broken out by Type.....	271
Table 31.8.7 Does your library market tutorials via social networking sites? Broken out by Country.....	272
How does your library market online tutorials? (specified other).....	273
Table 32 How do you measure student learning outcomes as a result of completing a tutorial?	274
Table 32.1.1 Do you not measure student learning outcomes at all?.....	274
Table 32.1.2 Do you not measure student learning outcomes at all? Broken out by Public/Private.....	274
Table 32.1.3 Do you not measure student learning outcomes at all? Broken out by Enrollment.....	274
Table 32.1.4 Do you not measure student learning outcomes at all? Broken out by Tuition.....	274
Table 32.1.5 Do you not measure student learning outcomes at all? Broken out by Staff Size.....	274
Table 32.1.6 Do you not measure student learning outcomes at all? Broken out by Type.....	274
Table 32.1.7 Do you not measure student learning outcomes at all? Broken out by Country.....	274
Table 32.2.1 Do you measure student learning outcomes by an automatically graded quiz at the end of the tutorial?.....	275
Table 32.2.2 Do you measure student learning outcomes by an automatically graded quiz at the end of the tutorial? Broken out by Public/Private.....	275

Table 32.2.3 Do you measure student learning outcomes by an automatically graded quiz at the end of the tutorial? Broken out by Enrollment	275
Table 32.2.4 Do you measure student learning outcomes by an automatically graded quiz at the end of the tutorial? Broken out by Tuition.....	275
Table 32.2.5 Do you measure student learning outcomes by an automatically graded quiz at the end of the tutorial? Broken out by Staff Size	275
Table 32.2.6 Do you measure student learning outcomes by an automatically graded quiz at the end of the tutorial? Broken out by Type.....	275
Table 32.2.7 Do you measure student learning outcomes by an automatically graded quiz at the end of the tutorial? Broken out by Country	275
Table 32.3.1 Do you measure student learning outcomes by student self-evaluation of learning via a survey?	276
Table 32.3.2 Do you measure student learning outcomes by student self-evaluation of learning via a survey? Broken out by Public/Private.....	276
Table 32.3.3 Do you measure student learning outcomes by student self-evaluation of learning via a survey? Broken out by Enrollment	276
Table 32.3.4 Do you measure student learning outcomes by student self-evaluation of learning via a survey? Broken out by Tuition	276
Table 32.3.5 Do you measure student learning outcomes by student self-evaluation of learning via a survey? Broken out by Staff Size	276
Table 32.3.6 Do you measure student learning outcomes by student self-evaluation of learning via a survey? Broken out by Type.....	276
Table 32.3.7 Do you measure student learning outcomes by student self-evaluation of learning via a survey? Broken out by Country	276
Table 32.4.1 Do you measure student learning outcomes by faculty feedback and reflection on course work?.....	277
Table 32.4.2 Do you measure student learning outcomes by faculty feedback and reflection on course work? Broken out by Public/Private	277
Table 32.4.3 Do you measure student learning outcomes by faculty feedback and reflection on course work? Broken out by Enrollment.....	277
Table 32.4.4 Do you measure student learning outcomes by faculty feedback and reflection on course work? Broken out by Tuition.....	277
Table 32.4.5 Do you measure student learning outcomes by faculty feedback and reflection on course work? Broken out by Staff Size.....	277
Table 32.4.6 Do you measure student learning outcomes by faculty feedback and reflection on course work? Broken out by Type.....	277
Table 32.4.7 Do you measure student learning outcomes by faculty feedback and reflection on course work? Broken out by Country.....	277
Table 32.5.1 Do you measure student learning outcomes post-test as part of an instructional session?	278
Table 32.5.2 Do you measure student learning outcomes post-test as part of an instructional session? Broken out by Public/Private.....	278
Table 32.5.3 Do you measure student learning outcomes post-test as part of an instructional session? Broken out by Enrollment.....	278
Table 32.5.4 Do you measure student learning outcomes post-test as part of an instructional session? Broken out by Tuition	278

Table 32.5.5 Do you measure student learning outcomes post-test as part of an instructional session? Broken out by Staff Size.....	278
Table 32.5.6 Do you measure student learning outcomes post-test as part of an instructional session? Broken out by Type	278
Table 32.5.7 Do you measure student learning outcomes post-test as part of an instructional session? Broken out by Country.....	278
How do you measure student learning outcomes as a result of completing a tutorial? (specified other)	279
Table 33 How do you evaluate the success of a tutorial project? (choose all that apply) ...	280
Table 33.1.1 Do you evaluate the success of a tutorial project by high usage?	280
Table 33.1.2 Do you evaluate the success of a tutorial project by high usage? Broken out by Public/Private	280
Table 33.1.3 Do you evaluate the success of a tutorial project by high usage? Broken out by Enrollment.....	280
Table 33.1.4 Do you evaluate the success of a tutorial project by high usage? Broken out by Tuition.....	280
Table 33.1.5 Do you evaluate the success of a tutorial project by high usage? Broken out by Staff Size	280
Table 33.1.6 Do you evaluate the success of a tutorial project by high usage? Broken out by Type	280
Table 33.1.7 Do you evaluate the success of a tutorial project by high usage? Broken out by Country.....	281
Table 33.2.1 Do you evaluate the success of a tutorial project by positive student feedback?	281
Table 33.2.2 Do you evaluate the success of a tutorial project by positive student feedback? Broken out by Public/Private.....	281
Table 33.2.3 Do you evaluate the success of a tutorial project by positive student feedback? Broken out by Enrollment.....	281
Table 33.2.4 Do you evaluate the success of a tutorial project by positive student feedback? Broken out by Tuition	281
Table 33.2.5 Do you evaluate the success of a tutorial project by positive student feedback? Broken out by Staff Size.....	281
Table 33.2.6 Do you evaluate the success of a tutorial project by positive student feedback? Broken out by Type	282
Table 33.2.7 Do you evaluate the success of a tutorial project by positive student feedback? Broken out by Country.....	282
Table 33.3.1 Do you evaluate the success of a tutorial project by positive faculty feedback?	282
Table 33.3.2 Do you evaluate the success of a tutorial project by positive faculty feedback? Broken out by Public/Private.....	282
Table 33.3.3 Do you evaluate the success of a tutorial project by positive faculty feedback? Broken out by Enrollment.....	282
Table 33.3.4 Do you evaluate the success of a tutorial project by positive faculty feedback? Broken out by Tuition	282
Table 33.3.5 Do you evaluate the success of a tutorial project by positive faculty feedback? Broken out by Staff Size.....	283

Table 33.3.6 Do you evaluate the success of a tutorial project by positive faculty feedback? Broken out by Type	283
Table 33.3.7 Do you evaluate the success of a tutorial project by positive faculty feedback? Broken out by Country.....	283
Table 33.4.1 Do you evaluate the success of a tutorial project by acceptance into PRIMO or another outside peer review?	283
Table 33.4.2 Do you evaluate the success of a tutorial project by acceptance into PRIMO or another outside peer review? Broken out by Public/Private.....	283
Table 33.4.3 Do you evaluate the success of a tutorial project by acceptance into PRIMO or another outside peer review? Broken out by Enrollment.....	283
Table 33.4.4 Do you evaluate the success of a tutorial project by acceptance into PRIMO or another outside peer review? Broken out by Tuition	283
Table 33.4.5 Do you evaluate the success of a tutorial project by acceptance into PRIMO or another outside peer review? Broken out by Staff Size	284
Table 33.4.6 Do you evaluate the success of a tutorial project by acceptance into PRIMO or another outside peer review? Broken out by Type	284
Table 33.4.7 Do you evaluate the success of a tutorial project by acceptance into PRIMO or another outside peer review? Broken out by Country	284
Table 33.5.1 Do you evaluate the success of a tutorial project by awards?	284
Table 33.5.2 Do you evaluate the success of a tutorial project by awards? Broken out by Public/Private	284
Table 33.5.3 Do you evaluate the success of a tutorial project by awards? Broken out by Enrollment	284
Table 33.5.4 Do you evaluate the success of a tutorial project by awards? Broken out by Tuition.....	284
Table 33.5.5 Do you evaluate the success of a tutorial project by awards? Broken out by Staff Size	285
Table 33.5.6 Do you evaluate the success of a tutorial project by awards? Broken out by Type.....	285
Table 33.5.7 Do you evaluate the success of a tutorial project by awards? Broken out by Country	285

ABOUT THE AUTHORS

This report is the result of collaboration between Primary Research Group and three authors: who largely designed the questionnaire and wrote the summary of main findings.

Jennifer Holland is a freelance writer and web developer based out of Tucson, Arizona. She earned her MA in Library Resources and Information Science and MFA in Creative Writing from the University of Arizona. She has worked as an online information literacy instructor with the Instructional Services Team at the University of Arizona Libraries and a composition instructor with Brown Mackie College. As a lifelong learner and dedicated educator, Ms. Holland is an ardent supporter of educational technology and the advancement of student learning.

Erica DeFrain is Assistant Library Professor and Instructional Design Librarian at the University of Vermont. Ms. DeFrain holds a Master of Arts in Information Resources and Library Science and a Master of Science in Educational Technology, and is currently working on a PhD in Educational Psychology, all from the University of Arizona. Her research focus merges the fields of educational psychology, instructional technology, and information literacy instruction. Her career has been devoted to the library profession, and she has experience working in university, law, community college, public, and private libraries.

Yvonne Mery is a librarian at the University of Arizona where she also completed her Master's in Library Sciences. She has developed and implemented online courses for undergraduate students and designed tutorials that cover the spectrum of information literacy skills. She has co-authored several papers on the integration of information literacy in online classes and presented at numerous national conferences on best practices for online information literacy instruction and the creation of engaging and interactive tutorials. Yvonne has also designed and delivered workshops and courses in instructional design and development. In addition to her MLS, Yvonne also holds an MA in Teaching English as a Second Language and has extensive experience in the development of multiple choice test items. She is currently co-authoring a book on the creation of online information literacy courses. Yvonne has worked with a number of e-learning software tools including Lectora, Adobe Captivate, Articulate Storyline, and the University of Arizona's Guide on the Side which has won national awards for its use in the teaching of database instruction online.

THE QUESTIONNAIRE

1. Which term best describes your institution:
 - a. Community college
 - b. 4-year degree granting college
 - c. MA or PhD granting college
 - d. Research university
2. Is your college public or private?
3. What is the total full-time equivalent (FTE) enrollment of your college?
4. What is the size of your library staff?
5. What is the full “sticker price” average annual tuition at your college (using in-state tuition for state colleges)?
6. How many online tutorials are currently available at your library?
7. How do learners access your tutorials? (choose all that apply)
 - a. Library homepage
 - b. Subject guides
 - c. Course guides
 - d. Searchable database of tutorials
 - e. Facebook
 - f. YouTube
 - g. Static tutorials webpage
8. How does your library use tutorials? (choose all that apply)
 - a. To support face-to-face sessions or workshops (before, during, after)
 - b. As part of a department course
 - c. As part of a library credit course
 - d. Standalone
9. Describe how you have developed your segmentation strategy for developing tutorials for different groups such as graduate students versus undergrads, or general info literacy versus highly specialized databases, or even tutorials aimed primarily at faculty rather than students. How much of your effort is aimed at various groups and why?
10. Of all the online tutorials available from your library, what percentage of the total fall into the following categories:
 - a. Tutorials created by your library
 - b. Tutorials created by vendors
 - c. Tutorials created by other libraries

11. If your library does NOT use tutorials created by vendors, why? (choose all that apply)
- We use tutorials created by vendors
 - Bad quality
 - Doesn't meet intended learning outcomes
 - Information is not current
 - Undesirable technology format
 - Unsupported technology format
 - We prefer to develop our own tutorials
 - I'm not aware of any vendor created tutorials
 - I don't know
12. If your library does NOT use tutorials created by other libraries, why? (choose all that apply)
- We use tutorials created by other libraries
 - Bad quality
 - Doesn't meet intended learning outcomes
 - Information is not current
 - Undesirable technology format
 - Unsupported technology format
 - We prefer to develop our own tutorials
 - I'm not aware of any tutorials created by other libraries
 - I don't know
13. Is it important for your library to create its own tutorials? Why or why not?
14. If you have imitated or learned from the tutorials of other libraries, which libraries and tutorials have you found particularly useful or effective?
15. How many library staff or faculty are primarily responsible for creating tutorials?
- 0
 - 1
 - 2-5
 - 6-10
 - More than 10
16. Who in your library is primarily responsible for creating tutorials? (choose no more than 2)
- Instruction services department
 - Subject specialist librarian
 - Instructional design librarian
 - Other type of librarian
 - Web developer
 - Programmer
 - Non-librarian staff
 - Student workers

- i. Graduate assistants/Interns
17. What are the qualifications of the person or people primarily responsible for tutorial creation? (choose all that apply)
- a. MLS or equivalent
 - b. Subject expertise
 - c. Instructional design expertise or training
 - d. Education degree or instruction background
 - e. Technology expertise or training
 - f. Other advanced degree
18. Who else participates in developing these tutorials? (choose all that apply)
- a. No one else develops tutorials
 - b. Subject specialist librarian
 - c. Instructional design librarian
 - d. Other type of librarian
 - e. Web developer/Programmer
 - f. Graphic designer/Artist
 - g. Non-librarian staff
 - h. Student workers
 - i. Non-librarian faculty
 - j. Graduate assistants/Interns
19. How are the people primarily responsible for tutorial development trained with regard to technology?
- a. No formal training
 - b. On the job
 - c. Face-to-face attendance at conferences
 - d. Face-to-face attendance at workshops
 - e. One-time webinars
 - f. Multisession online courses or workshops
 - g. Software company onsite trainings
 - h. Continuing education or credit courses
20. How are the people primarily responsible for tutorial development trained with regard to instructional design?
- a. No formal training
 - b. On the job
 - c. Face-to-face attendance at conferences
 - d. Face-to-face attendance at workshops
 - e. One-time webinars
 - f. Multisession online courses or workshops
 - g. Continuing education or credit courses
21. Do you feel that your library provides adequate support for tutorial development?

22. How many of the following types of tutorials are available at your library?
- Screencast or screen capture videos/slides
 - Live action video
 - Self-paced, interactive
 - Static webpages
 - Animations
 - Lectures (audio only or PowerPoint with audio)
23. Which skill sets/concepts are addressed in your tutorials? (choose all that apply)
- Database use
 - Catalogue use
 - Research strategy
 - Boolean searching
 - Controlled vocabulary
 - Evaluating information
 - Citation formatting
 - Plagiarism
 - Copyright
 - Staff training
 - Software and computer training
24. How much time does it take to create one tutorial?
- Less than 10 hours
 - 10 to 20 hours
 - 20 to 30 hours
 - 30 to 40 hours
 - More than 40 hours
25. Should your library devote more or less time to developing tutorials?
- Devote more time
 - Devote about the same time
 - Devote less time
 - I don't know
26. How would you characterize the general overall productivity of your library's online tutorial development effort?
- Highly efficient and effective
 - Efficient and effective
 - Somewhat efficient and effective
 - It's been a bit problematic for us
 - We don't have a really good idea of what we are doing
27. What are some characteristics of a good tutorial?
28. Describe the process your library generally uses when developing tutorials.

29. How often are tutorials maintained and/or revised at your library?
- Weekly
 - Monthly
 - Each semester or quarter
 - Annually
 - Rarely
 - Never
30. What is your annual budget for software licenses or upgrades used to create tutorials?
- We do not have a budget allocated for the purchase of tutorial creation software programs
 - Under \$500
 - \$500 to \$1,000
 - \$1,001 to \$2,000
 - More than \$2,000
 - I don't know
31. Should your library spend more or less for tutorial creation software?
- Spend more
 - Spend about the same
 - Spend less
 - I don't know
32. Which type of software do you use to create tutorials? (choose all that apply)
- Purchased software
 - Free/open-source software
 - Software developed in-house
33. Which of these software programs does your library use for tutorial creation? (choose all that apply)
- Adobe Captivate
 - Adobe Flash
 - Adobe Presenter
 - Articulate Presenter
 - Articulate Engage
 - Articulate Storyline
 - Camtasia
 - Jing
 - Lectora
 - Microsoft PowerPoint
 - Rapid Intake
 - Raptivity
 - Softchalk
34. What is your favourite program for tutorial creation and why is it your favorite?

35. Is there a program that you would like to use more if only you had the time or resources to learn how to use it or use it better? If so, what is that program and what would you like to learn to do with it?
36. How important are each of the following criteria when selecting tutorial creation software to purchase:
- a. Cost
 - b. Ease of use
 - c. Familiarity with brand
 - d. Interactivity options
 - e. Quizzing features
 - f. Audio
 - g. Design/aesthetic quality
 - h. IT approval/support
 - i. Mobile compatibility
 - j. SCORM compliant
 - k. ADA accessibility
 - l. Cloud based hosting
 - m. Flexible licensing
37. How often are the following technologies used at your library to create tutorials?
- a. Desktop PC
 - i. Never
 - ii. Rarely
 - iii. Sometimes
 - iv. Very often
 - v. Always
 - b. iMac
 - i. Never
 - ii. Rarely
 - iii. Sometimes
 - iv. Very often
 - v. Always
 - c. Microphone
 - i. Never
 - ii. Rarely
 - iii. Sometimes
 - iv. Very often
 - v. Always
 - d. Webcam
 - i. Never
 - ii. Rarely
 - iii. Sometimes
 - iv. Very often
 - v. Always

- e. Video camera
 - i. Never
 - ii. Rarely
 - iii. Sometimes
 - iv. Very often
 - v. Always
- f. Tablet
 - i. Never
 - ii. Rarely
 - iii. Sometimes
 - iv. Very often
 - v. Always

38. If your library has significantly changes its program or methods fro creating online tutorials in the past two years, what did you change and why did you make these changes? What have been the results?

39. How does your library market online tutorials? (choose all that apply)

- a. News item on library homepage
- b. Item on subject or course guides
- c. Print material distributed around campus
- d. During workshops, classes, or sessions
- e. During meetings with faculty
- f. Mass emails to campus listservs
- g. Digital slide on library digital announcement system
- h. Via social networking sites

40. How do you measure student learning outcomes as a result of completing a tutorial?

- a. We do not measure student learning outcomes
- b. Automatically graded quiz at end of tutorial
- c. Student self-evaluation of learning via survey
- d. Faculty feedback and reflection on coursework
- e. Post-test as part of instructional session

41. How do you evaluate the success of a tutorial project? (choose all that apply)

- a. High usage
- b. Positive student feedback
- c. Positive faculty feedback
- d. Acceptance into PRIMO or other outside peer review
- e. Award

SURVEY PARTICIPANTS

The American College of Greece
Antelope Valley College
Baker College
Berkeley College Online
Blue Mountain Community College
California State University – Long Beach
Canisius College
Cedarville University
Central Pennsylvania College
Central Piedmont Community College
Central Queensland University
Clemson University
Colgate University
Colorado School of Mines
Creighton University
East Central University
Eastern Michigan University
Eastern Michigan University
Eckerd College
Embry-Riddle Aeronautical University
Fashion Institute of Design & Merchandising
Florida Keys Community College
Frontier Nursing University
Glasgow Caledonian University
Gogebic Community College
Greenville Technical College
Guilford Technical Community College
Hartford Seminary
Higher Colleges of Technology, United Arab Emirates
Hood College
Indiana University-Purdue University Indianapolis
International Academy of Design and Technology - Las Vegas
Jackson State Community College
Kennedy King College
Khon Kaen University
LaGuardia Community College
Lake Superior State University
Lesley University
Loyola Notre Dame Library
McMaster University
Mercy College – Manhattan

Miles Community College
Minneapolis Community & Technical College
Mississippi College
Monmouth University
Montgomery College
Murray State University
Niagara University Library
North Dakota State University
Northwestern University
Nova Southeastern University
Pacific Northwest College of Art
Philadelphia University
Saint Mary's University of Minnesota
Salve Regina University
Simpson College
Suffolk County Community College, Eastern Campus Library
Touro College
Trinity Western University
Tshwane University of Technology
University at Albany
University of Arizona Libraries
University of Connecticut Libraries
University of Florida Libraries
University of Guam
University of Illinois - Springfield
University of Johannesburg
University of Memphis
University of New Haven
University of Piraeus
University of Seville
University of Sunderland
University of West London
University of Western Australia
University of Wisconsin – Whitewater
Uxbridge College
Washington & Jefferson College
Young Harris College

CHARACTERISTICS OF THE SAMPLE

Overall sample size: 78

By Public or Private

- Public: 45
- Private: 33

By Enrollment

- 2,500 or less: 22
- 2,501 to 7,000: 19
- 7,001 to 18,000: 20
- More than 18,000: 17

By Tuition

- \$4,000 or less: 19
- \$4,001 to \$10,000: 17
- \$10,001 to \$28,000: 20
- More than \$28,000: 22

By Library Staff Size

- 10 or less: 23
- 11-20: 20
- 21-50: 19
- More than 50: 16

By Primary Type of Institution

- Community college: 16
- 4-year degree granting: 26
- MA/PhD granting: 22
- Research university: 14

By Country

- USA: 62
- Other: 16