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Survey Participants

Alexander Memorial Library
Atlanta Public Library
Baldwinsville Public Library
Baylor County Free Library
Bee Cave Public Library
Beech Grove Public Library
Benicia Public Library
Bradford Public Library
Casco Public Library
Chebeague Island Library
City of Garden Ridge Library
Delaware County District Library
Dr. Hector P. Garcia Memorial Library
Dripping Springs Community Library
East Baton Rouge Parish Library
East Blue Hill Public Library
Falls City Public Library
Flower Mound Public Library
Freeport Community Library
Gadsden Public Library
Gleason Public Library
Hancock County Library System
Hondo Public Librarian
Howard County Library
James Blackstone Memorial Library
Lena Armstrong Public Library
Melissa Public Library
Mobile Public Library
Murray Library
Nocona Public Library
Paris Pubic Library
Raymond Village Library
Roanoke Public library
Rockwall County Library
Rogers Public Library
Sabah State Library
Sachse Public Library
Scurry County Library
Shepherd Public Library
South China Public Library
South Thomaston Public Library

Stamford Carnegie Library
The Brentwood Library
Tipp City Public Library
Underwood Public Library
Upper Arlington Public Library
Van Alstyne Public Library
Waskom Public Library
Wickliffe Public Library

The Questionnaire

1. How many personal computers does the library deploy in all library locations? Exclude laptops and tablet computers which we ask about separately. Include all computer workstations including those used by library staff.
2. Of the total stock of personal computers deployed by the library, what percentage is for each of the following groups:
    - Primarily for staff of the library
    - Primarily for library patrons
3. How many personal computers or individual workstations did the library purchase in 2012? (once again the terms personal computer for this report excludes laptops and tablets)
4. How many personal computers or workstations does the library plan to purchase in 2013?
5. Does the library's strategic technology plan call for "turning over' or replacing the library's stock of computers within a certain number of years?
6. If so, how many years is this average "turn over" or replacement cycle for the personal computers used in the library?
7. What percentage of the computers and workstations that the library plans to purchase in the next two years are:
    - Made by Apple
    - IBM or IBM clones that use Windows/Vista operating system
    - Other
8. Approximately how much did the library spend for personal computers and workstations in the past year?
9. How many computers does the library have that can dual boot Apple and Microsoft operating systems?
10. How many dual-boot computers able to run both Apple and Windows software does it plan to purchase over the next year?
11. How many laptop computers did the library purchase in the past year?
12. What is the library's total stock of laptop computers including those for librarians and other personnel as well as for patrons?
13. Of the total number of laptops how many are for library patrons and how many for staff?
    - Library Patrons
    - Library Staff
14. If you have had losses due to theft of laptops or other mobile computing devices what is the total replacement cost for the items lost (even if you did not replace them)

15. How much did the library spend in the past year on the following types of technology?
    - Laptops
    - Tablet Computers
    - Netbooks

16. Describe your computer tablet purchasing plans. Do you plan to make any such purchases for your library? Which vendors are you considering and why? How do you think it will impact computer use at the library?
17. Describe your laptop purchasing plans. Do you plan to purchase more laptops in the future than you have in the past? Will laptops or tablets start to erode your purchases of fixed workstations?
18. What is the library's total stock of dedicated eBook reading devices (exclude general computer workstations and laptops).
19. How much did (will) the library spend on eBook reading devices in the years specified:
    - 2011
    - 2012
    - 2013 (anticipated)

20. Does the library current own or lease any of the following:
    - Amazon Kindle
    - Sony Reader
    - Barnes & Noble Nook

21. Does the library plan to purchase any of the following over the next two years?
    - Amazon Kindle
    - Sony Reader
    - Barnes & Noble Nook

22. If your library outsources any computer or workstation information technology functions, such as maintenance or repairs, describe why you do this and what results that you have achieved. Point out savings in cost or increases in effectiveness. Do you use outside workstation maintenance services?
23. Does your library have one or more computer centers or information technology centers in the library?
24. In your library or library system, how many complexes of computers or workstations would you say might be described as "information commons" or "computer centers" of some kind?
25. Do you think that your library will be increasing or decreasing the number of these centers over the next few years? Increasing their resources or reducing them? What is your philosophy on their development? Will you stand pat? Make major change?
26. How heavily are your computer centers used? What are the most popular types of hardware and software?
27. Describe how you evaluate the success of a computer center, and how you go about making decisions on new technologies or applications, or entirely new centers.
28. Over the next two or three years does your library plan to replace fixed workstations with laptops or tablet computers? Do you feel the latter are too fragile, prone to theft or unreliable to carry a large part of the end user workstaion workload? Does their flexibility offset these often perceived disadvantages? What do you think of the trade-offs?

29. Which phrase best describes the library's efforts to make library resources available through smartphones and other hand held technologies:
    - We have not done much in this area.
    - We have not done much but are studying it and plan to do more soon.
    - We have already made some provisions for access to some library resources through smartphones.
    - We have numerous applications in place to allow for library resource access through many different types of smartphones.

30. How much has the library spent on smartphone technology in the past two years? How much do you think you will spend cumulatively over the next two years:
    - Past Two Years
    - Next Two Years

31. Describe your library's current level of investment in each of the following technologies
    - iPhone
    - Blackberry
    - Android-based

32. Describe your library's current level of investment in each of the following technologies
33. Describe the development of your library's system for patron reservation of workstations and other computer technology? Have you used a home grown system? Purchased software? What do you recommend?
34. What is your library's peak use period for computer workstations and what do you do during these times, if anything, to serve patrons as best you can?
35. Which brands of laptops, tablets and fixed station computers does your library favor and why?

Characteristics of the Sample

Overall sample size: 49

Broken out by level of authority in purchasing computers:
Recommend only: 7
Need approval: 13
Have authority to buy: 29

Broken out by overall annual operating budget:
Less than $100,000: 16
$100,000 - $1 million: 20
More than $1 million: 13

Broken out by total number of FTE employees:
1 or less: 14
1 – 10: 18
More than 10: 17

Broken out by main library versus public library system:
Main Public Library: 41
Public Library System: 8