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Survey Participants

Alamance County Public Libraries
Alpine Public Library
Bellingham Public Library
Bertha Voyer Memorial Library
Bonham Public Library
Bradford Public Library
Bridgeport Public Library
Bullard Community Library
Carnegie Public Library
Castroville Library
Catawba County Library System
Cherokee Regional Library
Claud H. Gilmer Memorial Library
Cooke County Library
Delaware County District Library
Grafton-Midview Public Library
Hemphill County Library
Killeen City Library System
L.E. Phillips Memorial Public Library
Lake Travis Community Library
Lena Armstrong Public Library
Lewiston Public Library
Lincoln City Libraries
Margaret R Grundy Memorial Library
Memphis Public Library
Mishawaka-Penn-Harris Public Library
Monticello-Union Township Public Library
Mount Pleasant Public Library
Murray Library
Nantucket Atheneum
New Milford Public Library
Norwich Public Library
Post Public Library
Real County Library
Reed Memorial Library
Rockford Carnegie Library
Schaumburg District Library
Scurry County Library
Sno-Isle Libraries
Speer Memorial Library
Swanton Public Library

The Brentwood Library
Tiffin-Seneca Public Library
University Park Public Library
Van Zandt County Library
Warren-Trumbull County Public Library
Westfield Athenaeum
White Oak Library District
Wickliffe Public Library
Winter Park Public Library

The Questionnaire

1. Does your library have a laptop lending program for library patrons?
 - Yes
 - No
2. Have the advent of tablet computers led your library to reduce its purchases of other computing devices such as laptops or fixed station computers?
 - Yes
 - No
3. Does your library make available any tablet computers to patrons in any way?
 - Yes
 - No
4. Does the library loan out tablets to library patrons?
 - Yes
 - No
5. If your library does not loan out tablets to patrons how likely is it that you will do so within the next two years?
6. What is the library's stock of tablets for patron use?
7. What is the library's total stock of smartphones for patron use?
8. How many tablets has the library purchased for patrons and staff in the following time frames:
 - 2012
 - 2013 (anticipated)
9. What has been the library's spending on tablets in the aggregate over the past year?
10. How much does the library plan to spend in the next year on tablet computers for staff and patrons?
11. Has the library purchased any "convertible" tablet computers that can be used as both tablets and laptop computers?
 - Yes
 - No
12. How many "convertible" tablet computers as described in the previous question has your library EVER purchased?
13. Do you have any plans to purchase any of these "convertible" devices in the future and if so which brands and why did you choose them?
14. Please describe the library's stock of tablets listing approximately how many you have of each manufacturer.
15. Which brands of tablet has your library favored and why? Which brands will you favor in the future and why?
16. How do you view the Apple iPad? Do you feel it is superior to other tablets on the market? Or more or less appropriate for library use? If so, why or why not?

17. How likely do you think that it would be for your library to purchase a tablet from the companies listed below over the next three years?

- Apple
- Microsoft
- Samsung
- Nexus
- SONY
- Amazon
- Asus
- Blackberry
- Motorola
- HP

18. How likely would it be for your library to purchase a smartphone from any of the following companies over the next three years?

- Samsung
- Apple
- LG
- Sprint
- SONY
- Motorola
- Blackberry
- Nokia

19. Has the library ever had a tablet computer stolen or lost by a patron?

- Yes
- No

20. What has been the total cost to the library for the replacement of lost or stolen tablets?

21. If so how many have been lost or stolen in the history of the library's tablet use?

22. What is the penalty to a library patron for the loss of a tablet?

23. What is the penalty per day for not returning a tablet on its return due date?

24. Has the library purchased tablets for the use of specific library staff?

- Yes
- No

25. If so how many staff members of your library have been issued tablets?

26. Does the library have a stock of tablets that are specifically reserved for use by staff and which are loaned out to staff or circulated to staff on a regular basis?

- Yes
- No

27. How has your library staff used tablets to increase staff productivity?

28. Has your library ever developed its own apps for any of its tablets or smartphones?

29. If so please describe some of the most effective or popular apps that your library has developed for staff or patrons?

30. What are some of the publicly available free apps or apps available for purchase or license that the library has found most useful?

31. Does your library deploy and "roving" reference librarians who do not primarily work at a reference desk but rove around the library with a tablet computer in hand, taking library resources, instruction and advice directly to patrons.

- Yes
- No

32. If yes, approximately how many man hours of time per week would you say that your library deploys "roving reference or instructional librarians" with tablet computers or other portable computing or internet access devices? (one full time person would be approximately 35-40 hours in most cases.)

33. If you do not currently deploy a roving librarian equipped with a tablet or other portable computing or internet access device, how likely are you to deploy such a person in this way over the next two years?

34. Have tablet computers or other portable computing or access devices been integrated into your general information literacy efforts either as subject of study for library patrons or instruments of instructional technology by the library instructional staff? If so, how?

35. How has the growth of tablet computers affected the use of your library's ebook collection?

36. To the best of your knowledge are tablet computers used in your library's children's department?

- Yes
- No

37. If so how does the library's children's department use tablets?

38. Does the library offer classes to library patrons in how to use tablet computers or smartphones or how to use them to take advantage of library resources?

- Yes
- No

39. In general how responsive have your provider of tablet computers (or other mobile computing or access devices been to your customer service needs?

40. What are some of the information resources about tablets and smartphones that you have found most useful -- blogs, listservs, websites, magazines, books, conferences and other such information sources.

41. What have we left out? Are there ways that tablet computers have impacted your library that have not been covered in prior questions? If so, what are these ways?

Characteristics of the Sample

Overall sample size: 52

By Population Size of Service Area:

Under 10,000: 16

10,000 – 100,000: 26

Over 100,000: 10

By Total Number of Full Time Equivalent Employees:

Under 5: 18

5 – 20: 17

Over 20: 17

By Total Stock of Tablet Computers:

0: 22

1 – 5: 16

Over 5: 14