

Survey of Public Library Internet Use

Instructions: This survey is about your library's level of involvement with or use of the Internet. Please take the time to answer the questions below by marking the appropriate selection or filling in answers as necessary. Your responses will assist us to gain an understanding of public library uses of the Internet. Thank you for your participation!
PLEASE RETURN YOUR QUESTIONNAIRE BY JANUARY 31, 1996.

For questions concerning the survey, contact:

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If your library is not now using Internet, please fill out questions 1 to 8 and return.

PART A: General Library Information and Internet Connection Issues; To be completed by the library director

1. Name of person responding: _____ Title: _____
2. Total number of librarians (include ALA/MLS and others with the title) in FTE: _____
3. What were the total library operating expenditures for the last completed fiscal year? \$ _____
4. What were the total library materials expenditures for the last completed fiscal year? \$ _____
5. Please assess the degree to which the following possible factors affect your library's current level of involvement with the Internet: (PLEASE CIRCLE ONE NUMBER FOR EACH ITEM)

		Very Important			Very Unimportant		Don't Know
a) Costs of system/server hardware (e.g., workstations, terminals, servers)	1	2	3	4	5		<input type="checkbox"/>
b) Costs of software (e.g., operating systems--Unix, Windows NT -- applications software--WordPerfect)	1	2	3	4	5		<input type="checkbox"/>
c) Costs of communications hardware/fees (e.g., routers, modems, long distance charges)	1	2	3	4	5		<input type="checkbox"/>
d) Costs of training and education (for staff and users)	1	2	3	4	5		<input type="checkbox"/>
e) Costs of content/resource development (e.g., special collections development, Web home page development)	1	2	3	4	5		<input type="checkbox"/>
f) Availability of in-house computer technical expertise	1	2	3	4	5		<input type="checkbox"/>
g) Availability of staff time to develop expertise on the Internet	1	2	3	4	5		<input type="checkbox"/>
h) Availability of federal money	1	2	3	4	5		<input type="checkbox"/>
i) Availability of state money	1	2	3	4	5		<input type="checkbox"/>
j) Other (please specify): _____	1	2	3	4	5		<input type="checkbox"/>

6. Interest in the Internet at this library is motivated primarily by : (CHECK [X] ONE ONLY)

- | | |
|---|--|
| <input type="checkbox"/> Library strategic planning | <input type="checkbox"/> Community interest |
| <input type="checkbox"/> State-wide network initiatives | <input type="checkbox"/> Internal staff expertise |
| <input type="checkbox"/> Interest of the library administration | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Interest of the library governing body | |

7. Is your library currently connected to the Internet in any way?

- YES (please complete questions 9 through 19)
 NO (please complete question 8)

8. If your library does not now have any access to the Internet, does your library plan to connect to the Internet in any way in the next 12 months? (CHECK [X] ONE ONLY)

- YES, for library staff use only
- YES, for library staff use AND public access
- NO Internet connection planned in the next 12 months

THANK YOU FOR YOUR PARTICIPATION! Please return the questionnaire in the enclosed envelope.

PART B: Internet Benefit and Cost Issues; To be completed by the library director or library employee with most knowledge of the library's use of the Internet

9. Name of person responding: _____ Title: _____
 Internet e-mail address: _____

10. Please describe the most important benefit to your library that having access to the Internet provides:

11. Please estimate the overall percentage of total library operating expenditures for ALL information technologies (IT) for the last completed fiscal year (to include hardware/software costs, OPAC /CD-ROM subscription fees, telecommunication costs, training, CD-ROM, etc.):

Estimated Percentage for IT: _____ % Don't know

12. Please estimate the percentage of total library operating expenditures for all information technologies (IT) associated with providing internet-related services for staff and patrons for the last completed fiscal year AND estimate the amount of increase or decrease you anticipate for the next fiscal year for these Internet costs: (PLEASE COMPLETE FOR EACH ROW)

COST CATEGORY	ESTIMATED % OF IT EXPENDITURES	ANTICIPATED EXPENDITURE				
		Decline	Remain Same	Increase 1-5%	Increase >5%	Don't Know
a) System/server hardware costs (e.g., workstations, servers)	_____ %	<input type="checkbox"/>				
b) Software costs (e.g., operating systems-- Unix -- applications software -- WordPerfect)	_____ %	<input type="checkbox"/>				
c) Communications hardware/fees (e.g., routers, modems, long distance charges)	_____ %	<input type="checkbox"/>				
d) Training and education costs (for staff and users)	_____ %	<input type="checkbox"/>				
e) Content/resource development costs (e.g., special collections development, Web home page development)	_____ %	<input type="checkbox"/>				
f) Program planning/management/staffing costs (e.g., RFP development/analysis, consultant fees)	_____ %	<input type="checkbox"/>				
g) Other (please specify):	_____ %	<input type="checkbox"/>				

TOTAL EXPENDITURES FOR IT _____ 100 %

PART C: Library Internet Connection and Service Issues; To be completed by the library director or library employee with most knowledge of the library's use of the Internet

13. What type of connection to the Internet AND maximum connection speed does your library have?

(a) **Dial-Up** (CHECK [X] ALL THAT APPLY) → **FASTEST Dial-up Speed of Connection** (CHECK [X] ONE ONLY)

- | | |
|---|--|
| <input type="checkbox"/> Terminal access (e.g., via text only [non-graphical] access) | <input type="checkbox"/> 9600 bits per second or less |
| <input type="checkbox"/> Internet gateway access (e.g., via commercial on-line provider such as America On-Line & CompuServe) | <input type="checkbox"/> 14,400 bits per second |
| <input type="checkbox"/> Workstation SLIP (Serial Line Internet Protocol) or PPP (Point to Point Protocol) access | <input type="checkbox"/> 28,800 bits per second or greater |
| <input type="checkbox"/> Other (please specify): _____ | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> None | |

(b) **Leased Line** (CHECK [X] ALL THAT APPLY) → **FASTEST Leased-Line Speed of Connection** (CHECK [X] ONE ONLY)

- | | |
|---|---|
| <input type="checkbox"/> On-line Public Access Catalog (OPAC) gateway | <input type="checkbox"/> 56 K (bits per second) |
| <input type="checkbox"/> Local Area Network (LAN) access | <input type="checkbox"/> T1 (1.5 million bits per second) |
| <input type="checkbox"/> Other (please specify): _____ | <input type="checkbox"/> T3 (45 million bits per second) |
| <input type="checkbox"/> None | <input type="checkbox"/> Other (please specify): _____ |

14. What type of Internet connection provider does your library use? (CHECK [X] ALL THAT APPLY)

- Local/state government organization (e.g., county/state information services department)
- Commercial provider (e.g., PSI, Delphi, America On-Line, CompuServe, etc.)
- Local educational organization (e.g., community college or university)
- Free-net (e.g., a community run network such as Cleveland Freenet, Big Sky)
- State library network (e.g., a state-wide network run by the state library agency such as Maryland's Sailor network, Nebraska@ Online, etc.)
- Regional/statewide network provider (e.g., NYSERNet, Solinet, NorthWestNet, etc.)
- Other (please specify): _____

15. Please ESTIMATE the number of uses in your library of the following Internet activities by library staff in a typical week: (CHECK [X] ONE FOR EACH QUESTION)

	NUMBER OF USES BY STAFF PER WEEK				
	Never	Less than 25 times/wk	26-50 times/wk	51-100 times/wk	More than 100 times/wk
a) Electronic Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Listservs/Discussion Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Bibliographic Utilities (e.g., accessing card catalogs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) World-Wide Web sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PART D: Public Access Issues; To be completed by the library director or library employee with most knowledge of the library's use of the Internet

16. Please indicate whether your library provides patrons the following types of Internet services AND whether your library charges patron fees for such services: (CHECK [X] ALL THAT APPLY)

INTERNET SERVICE	No	Yes				Fee-for-Service	
		At Main/Central Library Only	At Main/Central Library and All Branches	At Main/Central Library and Some Branches	Remote/Dial-in Service	Yes	No
E-mail accounts (e.g., e-mail services)							
Newsgroup services (e.g., access to newsgroup readers)							
Text-based World-Wide Web browsing (e.g., using Lynx software)							
Graphical World-Wide Web browsing (e.g., using Netscape or Mosaic software)							
Gopher-based resource location							
Other: (please specify)							

17. Please describe the type AND number of your main/central library's public access terminals: (CHECK [X] ALL THAT APPLY)

- Terminals with text-based interfaces (e.g., VT-100 terminals, PCs/compatibles or Macs with terminal emulation software) _____ Number of terminals
- Workstations with graphical interfaces (e.g., Windows PCs or Macs) _____ Number of workstations

→ Are there additional terminals/workstations just for library staff access? Yes No
If yes, how many? _____ Number of terminals/workstations

18. If applicable, please describe your main/central library's remote/dial-in service:

- a) Maximum number of modem connections available to patrons: _____ Connections
- b) Is this either SLIP (Serial Line Internet Protocol) or PPP (Point to Point Protocol) access? Yes No
- c) Fastest supported speed of connection: 9600 bits per second or less second
 14,400 bits per second
 28,800 bits per second or greater

19. If your library operates a gopher and/or web server, is it primarily operated by: (CHECK [X] ONLY ONE)

- Library staff? A commercial Internet provider (e.g., PSI)?
- A local community organization (e.g., community college)? Other (please specify): _____

→ Please provide your library's gopher and/or web server address(es):

Gopher: telnet _____

Web: http:// _____

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