

PART B: Library Internet Connection Issues

To be completed by the library director or library employee with most knowledge of the library's Internet connection and technology

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

8. If applicable, please describe the **type, number, AND cost** of the dial-up connection to the Internet your library has (*e.g., for the library to connect to the Internet*):

Library Dial-Up Connection (CHECK [3] ALL THAT APPLY)	
<input type="checkbox"/>	None
<input type="checkbox"/>	Terminal access (<i>e.g., via text only [non-graphical] access</i>)
<input type="checkbox"/>	Internet gateway access (<i>e.g., via commercial on-line provider such as America Online & CompuServe</i>)
<input type="checkbox"/>	Workstation PPP (Point to Point Protocol) access
<input type="checkbox"/>	Other (<i>please specify</i>): _____

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Speed of Library Connection (CHECK [3] ALL THAT APPLY)	# of Lines	Annual Cost per Line
<input type="checkbox"/> 14.4K (bits per second) or less		
<input type="checkbox"/> 28.8K (bits per second)		
<input type="checkbox"/> 33.6K (bits per second)		
<input type="checkbox"/> 56K (bits per second)		\$
<input type="checkbox"/> 64K (bits per second) (ISDN 1B+D)		\$
<input type="checkbox"/> 128K (bits per second) (ISDN 2B+D)		\$
<input type="checkbox"/> Cable service (10 million bits per second)		\$
<input type="checkbox"/> Other (<i>please specify</i>): _____		\$

9. If applicable, please describe the **type, number, AND cost** of your library's leased-line connection to the Internet (*e.g., frame relay, ISDN*):

Library Leased Line (CHECK [3] ALL THAT APPLY)	
<input type="checkbox"/>	None
<input type="checkbox"/>	On-line Public Access Catalog (OPAC) gateway
<input type="checkbox"/>	Local Area Network (LAN) access
<input type="checkbox"/>	Wide Area Network (WAN) access
<input type="checkbox"/>	Other (<i>please specify</i>): _____

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Speed of Library Connection (CHECK [3] ALL THAT APPLY)	# of Lines	Annual Cost per Line
<input type="checkbox"/> 56 K (bits per second)		\$
<input type="checkbox"/> ISDN 1B+D -- 64K (bits per second)		\$
<input type="checkbox"/> ISDN 2B+D -- 128K (bits per second)		\$
<input type="checkbox"/> T1 (1.5 million bits per second)		\$
<input type="checkbox"/> T3 (45 million bits per second)		\$
<input type="checkbox"/> Other (<i>please specify</i>): _____		\$

10. For the next year, how would you rate the **adequacy of your library's Internet connection** in meeting the library's needs along the following criteria: (PLEASE CIRCLE ONE NUMBER FOR EACH ITEM)

	Very Adequate			Very Inadequate	
a) Accessing multi-media information (<i>e.g., full motion video, sound, images</i>)	1	2	3	4	5
b) Sufficient bandwidth (<i>e.g., speed of connection - 56k, T1, etc.</i>)	1	2	3	4	5
c) Local Area Network capabilities (<i>e.g., speed, capacity</i>)	1	2	3	4	5
d) Accessing reliable Internet service providers	1	2	3	4	5
e) Availability of public access Internet workstations	1	2	3	4	5
f) Other (<i>please specify</i>):	1	2	3	4	5

PART C: Public Access Issues

To be completed by the library director or library employee with most knowledge of the library's public access Internet services

11. Please indicate whether your library provides patrons the following types of Internet services: (CHECK [3] ALL THAT APPLY). NOTE: If your library system does not have a main/central library, please check the **Main/Central Library and ALL or SOME Branches** options to indicate whether the Internet services are provided in all or some of the library system's branches.

INTERNET SERVICE	No	Yes			
		At Main/Central Library ONLY	At Main/Central Library and ALL Branches	At Main/Central Library and SOME Branches	Remote /Dial-in Service
E-mail account services					
Access to newsgroup services					
Access to FTP (file transfer protocol) or Telnet services					
Text-based World Wide Web browsing (e.g., Lynx)					
Graphical World Wide Web browsing (e.g., Netscape, Mosaic, MS Explorer)					
On-line database services (e.g., Dialog, Uncover)					
On-line CD services (e.g., Encarta, Census data)					
On-line reference services (e.g., e-mail reference questions and answers)					
Special software/hardware for individuals with disabilities					
Other: (please specify)					

12. Please describe the type AND number of your library system's public access terminals: (CHECK [3] ALL THAT APPLY)

- Q Terminals with text-based interfaces (e.g., VT-100 terminals, PCs/compatibles or Macs with terminal emulation software) _____ Number of terminals
- Q Workstations with graphical interfaces (e.g., Windows PCs or Macs) _____ Number of workstations
- U Are there additional terminals/workstations just for library staff access? _____ Q Yes Q No
If yes, how many? _____ Number of terminals/workstations

13. Given the type and number of Internet public and library staff access terminals you described in question 12, please identify the extent to which you agree with the following statements: (PLEASE CIRCLE ONE NUMBER FOR EACH ITEM)

	Strongly Agree				Strongly Disagree	
	1	2	3	4	5	
a) Our library's patrons have adequate access to terminals/workstations (e.g., 10 minutes or less waiting for access to a terminal/workstation)	1	2	3	4	5	
b) Our library staff have adequate access to terminals/workstations (e.g., 10 minutes or less waiting for access to a terminal/workstation)	1	2	3	4	5	
c) Our library's public access workstations are sufficiently equipped for today's multi-media requirements (e.g., sufficient memory, hard disk storage, sound capabilities)	1	2	3	4	5	

14. If your library operates a web server, please provide the web server's (s) URL:

http://_____

PART D: Internet Service Cost Issues

To be completed by the library director or library employee with most knowledge of the library's Internet connection and technology costs

15. Please review the library's **TOTAL expenditures** for the **last completed fiscal year** (include all operating, capital, and other sources) and then **compute/estimate** the total amount of expenditures for **ALL information technologies (IT)** for the **last completed fiscal year** (e.g., hardware/software costs, OPAC /CD-ROM subscription fees, telecommunication costs, training, staffing, etc.):

Total Library IT Expenditures : \$ _____

16. Of the **total library expenditures** for all information technologies (IT) reported in question 15, please **compute/estimate** the percentage spent on 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)**

Internet Cost Category	% of IT Expenditures for Cost Category	Cost Not Paid by Library (CHECK [3])	Anticipated Internet Expenditure for Next Fiscal Year (CHECK [3] ONE ONLY)			
			Decline	Remain Same	Increase 1-5%	Increase >5%
a) System/server hardware costs (e.g., workstations, servers)	%					
b) Software costs (e.g., operating systems-- Unix -- applications software -- Netscape, Word)	%					
c) Communications hardware (e.g., routers, modems)	%					
d) Telecommunications fees (e.g., long distance charges, leased lines)	%					
e) Facilities upgrade costs (e.g., wiring, air conditioning)	%					
f) Training and education costs (for staff and users)	%					
g) Content/resource development costs (e.g., special collections development, Web page development)	%					
h) Program planning/management (e.g., RFP development/analysis)	%					
i) Staffing costs (e.g., FTEs dedicated to management/maintenance of IT)	%					
j) Maintenance for all the above (e.g., equipment repairs, servicing)	%					
k) Other (please specify): _____	%					
% OF TOTAL IT EXPENDITURES FOR INTERNET (will not total to 100%, as this is the total % of the expenditures devoted to Internet identified in question 15)	%					

17. If your library pays for some or none of the Internet costs in question 16, please **compute/estimate** the total fair market dollar amount of these costs paid by others:

Total Library Internet Expenditures Not Paid by Library : \$ _____

Thank you for your participation! Please return the survey in the enclosed stamped envelope