

Academic Library Future Needs Survey

Purpose: The purpose of this study is to identify future needs for Texas academic libraries and library users in the areas of technology, training, and use of technology resources. Results from this survey will be used to make recommendations related to the future direction for Telecommunications Infrastructure Fund (TIF) Board programs and grants from which your library can potentially and directly benefit.

Directions: For most questions, either place an X or circle a choice to indicate your answers, or enter text in the appropriate spaces.

Help: If you feel you are not qualified to answer these questions, please ask the person most qualified to complete this questionnaire and to return it promptly.

Please return the completed paper copy of the survey in the enclosed envelope. You may fax the completed questionnaire to 940-565-3101.

PLEASE MAIL THE SURVEY NO LATER THAN MAY 27, 2002.

You may contact William E. Moen or Carol Simpson at the Texas Center for Digital Knowledge with inquiries about the questionnaire.

Moen email: wemoen@unt.edu
Moen telephone: 940-565-3563

Simpson email: Carol_Simpson@unt.edu
Simpson telephone: 940-565-3776

Study Information: The Texas Center for Digital Knowledge at the University of North Texas has a contract with the Telecommunications Infrastructure Fund Board to conduct the Needs Assessment of Texas Academic, Public, and School Library Study. More information is available at: <http://www.unt.edu/needz>.

START HERE

(This information will not be included in the survey reports and is for the purpose of asking follow up questions only)

Respondent's Name: (Person completing the survey) _____

Respondent's Title: _____

Respondent's E-mail Address: _____

Please continue →

Section 1: Identification

This section asks for general information about your library.

1. Library Name: _____
2. Name of your college or university: _____
3. What is the primary classification of your library's parent institution? *(Circle one answer)*

Academic 4-year institution	private	Public
Academic 2-year institution	private	Public
Academic-public health institution	private	Public

Section 2: Technology Resources

This section asks you about your library's current technology environment.

4. Does your library provide the following equipment? *(Circle "yes or no" for each statement)*

	Staff		Users	
	Yes	No	Yes	No
Inkjet printers				
Laser printers				
Personal computers				
Flatbed scanners				
Handheld or pen scanners				
Personal digital assistants (e.g. Palm)				
Laptops				
Wireless Ethernet cards for laptops				
Digital cameras				
CD burners				
DVD burners				
E-book readers				
Data projectors				
Video conferencing equipment				

Other (specify): _____

5. Does the library provide authentication (require passwords or log ins) for its users for remote access to locally provided databases? *(Circle one answer)*

Yes	No	Do Not Know
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6. If your library provides authentication of its users, what is the authentication method used? *(Check applicable answers)*

From Home	From Library	
		Proxy server by IP address
		Proxy server login/password
		Integrated library system authentication module
		Other
		Do Not Know

7. Could your library provide authentication with an additional ILS module? (Circle one answer)

Yes	No	Do Not Know
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8. If the State Library were to provide your library with an authentication method for accessing TexShare databases, would your library be more likely to promote remote access to users?

Yes	No	Do Not Know
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9. What form of technical support does your library have? (Check all that apply and indicate if adequate)

Type	Adequate?	
	Yes	No
Own technical support staff	Yes	No
Campus-wide technical support staff	Yes	No
Contract with external technical support	Yes	No
Do not know	Yes	No

Other (specify): _____

10. Do your library staff and users regularly use the following software applications?

Circle "yes" or "no"	Staff		Public	
	Yes	No	Yes	No
Word processing software	Yes	No	Yes	No
Spreadsheet software (Excel, etc)	Yes	No	Yes	No
Database software (Access, etc)	Yes	No	Yes	No
Presentation / graphics / publishing	Yes	No	Yes	No
Electronic mail	Yes	No	Yes	No
Web browser (Netscape, etc)	Yes	No	Yes	No
Imaging editing software	Yes	No	Yes	No
Anti-virus software	Yes	No	Yes	No
Security software to prevent computer abuse	Yes	No	Yes	No
Print charging / control software	Yes	No	Yes	No
User computer time control software	Yes	No	Yes	No
HTML editing software	Yes	No	Yes	No
Web development software such as FrontPage	Yes	No	Yes	No

11. Does your library? (Circle appropriate answers. DNK=Do Not Know)

Have a web site?	Yes	No	DNK
Provide checkout service for laptops?	Yes	No	DNK
Permit users to connect laptops to the library's network?	Yes	No	DNK

12. Does your library have distance learning available? (Circle appropriate answers. DNK=Do Not Know)

Via Internet	Yes	No	DNK
Via videoconference	Yes	No	DNK
Via teleconference	Yes	No	DNK

Please continue →

13. Does your library? (*Circle appropriate answers. DNK=Do Not Know*)

Create distance education programs?	Yes	No	DNK
Allow students to utilize your library's computers to take distance education courses offered by another institution?	Yes	No	DNK
Allow faculty to utilize your library's computers to take distance education courses offered by another institution?	Yes	No	DNK
Allow library staff to utilize your library's computers to take distance education courses offered by another institution?	Yes	No	DNK

14. Does your library provide at least one workstation: (*Circle appropriate answers. DNK=Do Not Know*)

Accessible to persons with physical disabilities?	Yes	No	DNK
Accessible to persons with hearing disabilities?	Yes	No	DNK
Accessible to persons with vision disabilities?	Yes	No	DNK

15. Are instructions on how to access your online resources available on the web in Spanish? (*Circle one answer. DNK=Do Not Know*)

Yes	No	Do Not Know
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16. Are instructions on how to access your online resources available on the web in languages other than English and Spanish? (*Circle one answer. DNK=Do Not Know*)

Yes	No	Do Not Know
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17. How frequently do your librarians use TexShare databases to answer questions for library users? (*Circle one answer*)

Heavily	Daily	2 – 3 times per week	1-2 times per month	Never
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18. If your librarians use TexShare databases, please give two or three examples of databases used most frequently.

- a. _____
- b. _____
- c. _____

19. How frequently do your librarians use non-TexShare online resources to assist library users? (*Circle one answer*)

Heavily	Daily	2 – 3 times per week	1-2 times per month	Never
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20. If your librarians use non-TexShare online resources, please give two or three examples of databases used most frequently.

- a. _____
- b. _____
- c. _____

Please continue →

21. Does your library have unique special collection materials (for example; archives, photographic images, letters, manuscripts) that have been digitized and made available over the web?

Yes	No	Do Not Know
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22. If yes, what percent of your unique special collections materials would you estimate have been digitized and made available via the web? *(Please provide percentage, if known)*

_____ % _____ Do Not Know

23. Does your library have finding aids on your library’s website to assist users of your special collections materials? *(Circle one answer)*

Yes	No	Do Not Know
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Section 3: Technology and the Curriculum

This section asks how your library uses technology to meet the needs of students and faculty and for instructional purposes.

24. How frequently do library staff members use online resources to support faculty to do the following? *(Circle one answer for each statement)*

Heavily Daily 1-2 times week 1-2 times month Never Do Not Know
 5 4 3 2 1 9

Use or assist with classroom software such as Blackboard, e.college, WebCT, etc.	5	4	3	2	1	9
Create instructional materials/handouts	5	4	3	2	1	9
Get images from the Internet for use in projects	5	4	3	2	1	9
Assist with digitizing course-related materials	5	4	3	2	1	9
Provide instruction on specific computer applications (spreadsheets, etc)	5	4	3	2	1	9
Create web-based courses or tutorials for students	5	4	3	2	1	9
Create web-based courses or tutorials for faculty	5	4	3	2	1	9

25. In your opinion, how important are the following factors in helping to integrate information technology in the library? *(Circle one answer for each statement)*

Very Somewhat Somewhat Very Do Not Know
 Important Important Unimportant Unimportant Do Not Know
 4 3 2 1 9

Quality of computer technology available	4	3	2	1	9
Adequate access to hardware and software	4	3	2	1	9
Expectations of faculty	4	3	2	1	9
User initiative	4	3	2	1	9
Staff technology skills	4	3	2	1	9
Faculty technology skills	4	3	2	1	9
Student technology skills	4	3	2	1	9
Influence of user demands	4	3	2	1	9
Available staff time to devote to this task	4	3	2	1	9
Quality of technical training	4	3	2	1	9

Please continue →

26. In your opinion, how important are the following as barriers to the use of your library's Internet services? (*Circle one answer for each statement*)

Very Important *Somewhat Important* *Somewhat Unimportant* *Very Unimportant* *Do Not Know*
 4 3 2 1 9

Cost of computer hardware	4	3	2	1	9
Cost of computer software	4	3	2	1	9
Cost of training and education	4	3	2	1	9
Cost of phone charges	4	3	2	1	9
Inadequacy of local telecommunications access	4	3	2	1	9
Physical space limitations	4	3	2	1	9
Lack of training on how to use the Internet	4	3	2	1	9
Lack of in house technical expertise	4	3	2	1	9
Lack of management support	4	3	2	1	9
Staff's limited time for using technology	4	3	2	1	9
Limited staff skills in using technology	4	3	2	1	9
Faculty's lack of skills in using technology	4	3	2	1	9
Students' lack of skills in using technology	4	3	2	1	9
Inadequacy of Internet speed	4	3	2	1	9
Lack of adequate funding to sustain technology	4	3	2	1	9

Other (specify): _____

27. In your opinion, how frequently do users complain about the following? (*Circle one answer for each statement*)

Daily *1-2 times week* *1-2 times month* *Never* *Do Not Know*
 4 3 2 1 9

Waiting lines are long to use computers	4	3	2	1	9
Printing is not readily available from workstations	4	3	2	1	9
Computer area is too noisy	4	3	2	1	9
Workstation furniture is uncomfortable	4	3	2	1	9
Computers are out of order too frequently	4	3	2	1	9
Staff not having the skills to help users with technology	4	3	2	1	9

Other (specify): _____

Please continue →

Section 4: User Training Needs

This section asks you about future training needs.

28. In general, how would you rate your **staff's skill level** in the following areas? (*Circle one answer for each statement*)

Very Skilled *Somewhat Skilled* *Novice* *Unskilled* *Not Applicable*
 4 3 2 1 9

Searching the Internet	4	3	2	1	9
Accessing email	4	3	2	1	9
Using web search engines	4	3	2	1	9
Using TexShare databases	4	3	2	1	9
Accessing TexShare databases from home	4	3	2	1	9
Troubleshooting computer problems	4	3	2	1	9
Using Microsoft Outlook	4	3	2	1	9
Using Microsoft Word	4	3	2	1	9
Using Microsoft Excel	4	3	2	1	9
Using Microsoft Access	4	3	2	1	9
Using Microsoft PowerPoint	4	3	2	1	9
Using the Internet as a teaching tool	4	3	2	1	9
Scanning images	4	3	2	1	9
Playing games	4	3	2	1	9
Using filters and parental controls	4	3	2	1	9
Accessing music files on the Internet	4	3	2	1	9
Using online encyclopedias	4	3	2	1	9
Managing computers – installation, system administration, etc.	4	3	2	1	9
Managing software – installation, configuration, problem solving	4	3	2	1	9
Managing networks – network management, problem solving	4	3	2	1	9
Accessing the library resources from a remote location	4	3	2	1	9
Downloading music files from the Internet	4	3	2	1	9
Searching the library's catalog	4	3	2	1	9

29. Overall, how skilled is your staff **in instructing users**? (*Circle one number for each statement*)

Very Skilled *Somewhat Skilled* *Somewhat Unskilled* *Very Unskilled* *Not Applicable*
 4 3 2 1 9

Instructing users in the use of the Internet	4	3	2	1	9
Instructing users on the use of basic computer functions	4	3	2	1	9
Instructing users on the use of the library catalog	4	3	2	1	9
Instructing users in the use of online resources	4	3	2	1	9
Instructing users in the use of search engines	4	3	2	1	9
Instructing users on locating financial information on the Internet	4	3	2	1	9
Instructing users on locating genealogical resources on the Internet	4	3	2	1	9
Instructing users on locating legal resources on the Internet	4	3	2	1	9
Instructing users on locating medical and health resources on the Internet	4	3	2	1	9

30. In your opinion, how important are the following as **barriers to your ability to obtain technology training**? (Circle one answer for each statement)

Very Important 4 Somewhat Important 3 Somewhat Unimportant 2 Very Unimportant 1 Do Not Know 9

Lack of training funds	4	3	2	1	9
Lack of staff backup	4	3	2	1	9
Lack of transportation to training site	4	3	2	1	9
Training needed is not offered	4	3	2	1	9
Timing of training is not appropriate to my schedule	4	3	2	1	9
No time to practice	4	3	2	1	9
Not knowing what training I need to take	4	3	2	1	9
Quality training needed is not available	4	3	2	1	9

31. Which of the following types of training have you personally attended or used in the past 12 months, and were they adequate? (Check all that apply and circle "yes" or "no" for each)

Attended	Types of Training	Adequate?	
	TIF Tech training	Yes	No
	In house training from your library or jurisdiction	Yes	No
	Commercial providers	Yes	No
	Amigos Library Services training	Yes	No
	Distance learning opportunities	Yes	No

Other (please specify): _____

32. For the last year, approximately how many days per staff member were allotted to technology training for the following? (Circle the appropriate # of days or other choices for each statement)

	Number of days						
Your library automation system	1	2-5	6-10	11-15	16+	No training in the last year	Do not know
TexShare databases	1	2-5	6-10	11-15	16+	No training in the last year	Do not know
Personal computer training	1	2-5	6-10	11-15	16+	No training in the last year	Do not know
Internet searching	1	2-5	6-10	11-15	16+	No training in the last year	Do not know

33. How frequently have you participated in any of the following technology training in the past 12 months? (Circle one answer for each statement)

Frequently 4 1-2 times per month 3 1-2 times year 2 Not at All 1

To learn computer skills	4	3	2	1
To learn software skills	4	3	2	1
To learn how to integrate technology into library services	4	3	2	1
To learn how to integrate technology into classroom lessons	4	3	2	1

34. How important would you rate the need for **your staff** to receive training in the following areas?
(Circle one answer for each statement)

Very Important 4 Somewhat Important 3 Somewhat Unimportant 2 Very Unimportant 1 Do Not Know 9

Teaching basic computer skills (mouse use, etc.)	4	3	2	1	9
Creating multimedia presentations	4	3	2	1	9
Creating web pages	4	3	2	1	9
Troubleshooting computer peripheral problems	4	3	2	1	9
Troubleshooting hardware problems	4	3	2	1	9
Troubleshooting software problems	4	3	2	1	9
Using the Internet to conduct research	4	3	2	1	9
Creating web-based instructional units	4	3	2	1	9
Scanning images (maps, etc)	4	3	2	1	9
Creating Encoded Archival Description files	4	3	2	1	9
Evaluating the quality and reliability of online information	4	3	2	1	9

35. How important would you rate the need for **faculty** to receive training in the following areas?
(Circle one answer for each statement)

Very Important 4 Somewhat Important 3 Somewhat Unimportant 2 Very Unimportant 1 Do Not Know 9

Teaching basic computer skills	4	3	2	1	9
Creating multimedia presentations	4	3	2	1	9
Creating web pages	4	3	2	1	9
Troubleshooting computer peripheral problems	4	3	2	1	9
Troubleshooting hardware problems	4	3	2	1	9
Troubleshooting software problems	4	3	2	1	9
Using the Internet to conduct research	4	3	2	1	9
Creating web-based classroom assignments	4	3	2	1	9
Managing classroom courseware	4	3	2	1	9
Scanning images (maps, etc)	4	3	2	1	9
Evaluating the quality and reliability of online information	4	3	2	1	9

36. How important would you rate the need for **students** to receive training in the following areas?
(Circle one answer for each statement)

Very Important 4 Somewhat Important 3 Somewhat Unimportant 2 Very Unimportant 1 Do Not Know 9

Learning basic computer skills	4	3	2	1	9
Creating multimedia presentations	4	3	2	1	9
Creating web pages	4	3	2	1	9
Troubleshooting computer peripheral problems	4	3	2	1	9
Troubleshooting hardware problems	4	3	2	1	9
Troubleshooting software problems	4	3	2	1	9
Using the Internet to conduct research	4	3	2	1	9
Integrating online and Internet resources into classroom assignments	4	3	2	1	9
Scanning images (maps, etc)	4	3	2	1	9
Evaluating the quality and reliability of online information	4	3	2	1	9

37. How important are the following **current** training needs for your staff?

(Circle one answer for each statement)

Very Important 4 Somewhat Important 3 Somewhat Unimportant 2 Very Unimportant 1 Do Not Know 9

Using online databases via the web	4	3	2	1	9
Knowing basic web design techniques	4	3	2	1	9
Learning preservation techniques	4	3	2	1	9
Understanding resource sharing issues	4	3	2	1	9
Managing special collections	4	3	2	1	9
Managing electronic journals	4	3	2	1	9
Having an overview of grant writing	4	3	2	1	9
Knowledge of Interlibrary loan reporting software such as CLIO	4	3	2	1	9
Knowledge of document transmission software for ILL such as Ariel	4	3	2	1	9
Learning OCLC interlibrary loan issues	4	3	2	1	9
Using the library's online catalog	4	3	2	1	9
Using TexShare databases	4	3	2	1	9
Managing the library's network (LAN, WAN, etc)	4	3	2	1	9
Managing email activities	4	3	2	1	9
Searching the internet	4	3	2	1	9
Managing databases such as Access	4	3	2	1	9
Keeping up to date on online reference databases	4	3	2	1	9
Developing and maintaining the library's web site	4	3	2	1	9
Digitizing images	4	3	2	1	9
Converting documents/databases to the web	4	3	2	1	9
Planning for technology	4	3	2	1	9

38. How important are the following **future** training needs for your staff for the time period 2003 – 2005?

(Circle one answer for each statement)

Very Important 4 Somewhat Important 3 Somewhat Unimportant 2 Very Unimportant 1 Do Not Know 9

Using online databases via the web	4	3	2	1	9
Knowing basic web design techniques	4	3	2	1	9
Learning preservation techniques	4	3	2	1	9
Understanding resource sharing issues	4	3	2	1	9
Managing special collections	4	3	2	1	9
Managing electronic journals	4	3	2	1	9
Having an overview of grant writing	4	3	2	1	9
Knowledge of Interlibrary loan reporting software such as CLIO	4	3	2	1	9
Knowledge of document transmission software for ILL such as Ariel	4	3	2	1	9
Learning OCLC interlibrary loan issues	4	3	2	1	9
Using the library's online catalog	4	3	2	1	9
Using TexShare databases	4	3	2	1	9
Managing the library's network (LAN, WAN, etc)	4	3	2	1	9
Managing email activities	4	3	2	1	9
Searching the internet	4	3	2	1	9
Managing databases such as Access	4	3	2	1	9
Keeping up to date on online reference databases	4	3	2	1	9
Developing and maintaining the library's web site	4	3	2	1	9
Digitizing images	4	3	2	1	9
Converting documents/databases to the web	4	3	2	1	9
Planning for technology	4	3	2	1	9

39. What other training needs do you anticipate for your staff during the time period 2003-2005?

- a. _____
 b. _____
 c. _____

Section 5: TIF Board Funding Impact

This section asks you about the impact of TIF Board funding on your library technology services.

40. Do you believe your library is serving more students coming into the library now as compared to one year ago? (*Circle one answer*)

Yes	No	Do Not Know
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41. If your library is serving more students than a year ago, please estimate the percentage increase as compared to one year ago? _____ %

42. How have TIF Board funds benefited your library? Explain one or two benefits to your library.

- a. _____
 b. _____

43. What were the two or three greatest challenges you faced in applying for and/or implementing your TIF Board grant (s)?

- a. _____
 b. _____
 c. _____

44. As a result of TIF Board technology funding has your library developed **other sources of local funds**? (*Circle one answer*)

Yes	No	Do Not Know
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45. If yes, please describe _____

46. As a result of TIFB technology funding has your library developed **other grants from other sources**? (*Circle one answer*)

Yes	No	Do Not Know
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47. If yes, please describe _____

Please continue →

48. Has the receipt of TIF Board technology funds encouraged your library to develop **partnerships with other institutions** in your community? *(Circle one answer)*

Yes	No	Do Not Know
-----	----	-------------



49. If yes, please list your library's partners _____

50. Has the receipt of TIFB technology funds encouraged your library to develop **partnerships with other TIF-eligible libraries**? (TIF-eligible libraries include academic, public, K-12 schools and health-related organizations) *(Circle one answer)*

Yes	No	Do Not Know
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51. If yes, please describe _____

Section 6: Future Needs

This section asks about your future needs related to planning for the future TIF Board grant programs.

52. Has the availability of online resources in or through your library resulted in service improvements? *(Please circle one answer)*

Definitely	Somewhat	Not Much	Not at All	Do Not Know
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53. In order to maintain your current level of computing access, please prioritize the importance of each of the following *(Please rank each statement with a "1" for most important, "2" for second most important, "3" for third most important and so on.*

Rank	
	Desktop computers & associated equipment
	Online library catalog installation, upgrade, or replacement
	Enhanced connectivity (more bandwidth, more speed)
	Technical training
	More online databases
	Website development
	Information security
	Distance learning

Other (specify): _____

Please continue →

54. How important do you believe the following issues will be for your library in the next 1 to 3 years?
(Circle one answer for each statement)

<i>Very Important</i> 4	<i>Somewhat Important</i> 3	<i>Somewhat Unimportant</i> 2	<i>Very Unimportant</i> 1	<i>Do Not Know</i> 9	
Being able to hire staff with technical skills	4	3	2	1	9
Providing current staff with more access to technical training	4	3	2	1	9
Overcoming staff resistance to technology	4	3	2	1	9
Improving staff digitization skills	4	3	2	1	9
Having adequate technical support for our library	4	3	2	1	9
Having adequate Internet bandwidth for our library	4	3	2	1	9
Improving my library's website	4	3	2	1	9
Increasing the number of staff desktop computers	4	3	2	1	9
Increasing the number of public desktop computers	4	3	2	1	9
Increasing the number of library catalog (OPAC) computers	4	3	2	1	9
Increasing the capability of my library's desktop computers	4	3	2	1	9
Keeping library equipment secure from viruses and other security problems	4	3	2	1	9
Replacing obsolete technology on a regular schedule	4	3	2	1	9
Managing technology issues of filtering	4	3	2	1	9
Adding more online information resources	4	3	2	1	9
Adding more wireless technology for my building	4	3	2	1	9
Having the ability to provide public laptop computing	4	3	2	1	9
Improving the level of user technical skills	4	3	2	1	9
Providing users with access to technology training	4	3	2	1	9
Integrating the library technology with the college or university technology planning	4	3	2	1	9
Meeting competition from other information sources	4	3	2	1	9
Retraining staff	4	3	2	1	9
Implementing a public access catalog	4	3	2	1	9
Enhancing the public access catalog	4	3	2	1	9
Integrating technology services with traditional library services	4	3	2	1	9
Enlarging the size of the library to accommodate technology.	4	3	2	1	9
Coping with the speed of technological change in the library	4	3	2	1	9

Thank you for completing this survey!
**Your responses are important input to the TIF Board's
 planning and evaluation process.**