



Technology Inventory and Assessment

Purpose: The purpose of this study is to identify (a) the technology capabilities of libraries to participate in the Library of Texas (LOT) and (b) possible barriers to participation.

Directions: For most questions, either place an "X" to indicate your answers or enter text in the appropriate spaces. Depending on your answers to certain questions, you will be directed to "Go to" other questions.

How to Submit: When you have completed the survey, please enter your answers online at: <http://www.unt.edu/zlot/survey>

Help: Definitions for some of the terms used in the survey can be found at the end of the survey. A Survey Guide is available at: <http://www.unt.edu/zlot/survey>

Please feel free to contact Bill Moen at the Texas Center for Digital Knowledge with any questions you may have.

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LOT Information: The Library of Texas (LOT) is a program of the Texas State Library and Archives Commission (TSLAC) and the Texas Telecommunications Infrastructure Fund Board (TIF). The Library of Texas will benefit both small and large libraries, as well as rural and urban libraries, by providing services and online databases to supplement local library resources. More information is available at: <http://www.tsl.state.tx.us/lot>

ZLOT Information: The Texas Center for Digital Knowledge at the University of North Texas has a contract with the Texas State Library and Archives Commission to design and test critical components of the Library of Texas (LOT) including the virtual catalog and the integrating search and retrieval interface. More information is available at: <http://www.unt.edu/zlot>

START HERE

Respondent's Name *(Person Completing Survey)* _____

Respondent's Title _____

Respondent's E-mail Address _____

Please continue →

Section 1.	Library Automation and Cataloging Systems
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Answers to the following questions will help us understand the range of automation systems and their capabilities in Texas libraries.

1. Name of Primary Technology Staff Person _____
2. Primary Technology Staff Person's E-mail Address _____
3. Which of the following best describes your library and its automation system?
 - a. _____ Main library with no branches, using automation system
 - b. _____ Main library with branches, using centralized automation system for all libraries
 - c. _____ Main library with branches, each using separate automation systems
 - d. _____ Consortium running centralized automation system for member libraries
 - e. _____ Main library using a consortia, county, or regional shared automation system →
 - f. _____ Library has not been automated →
4. What automation system does your library use?
 - a. _____ ASP (epixtech)
 - b. _____ Athena (Sagebrush Technologies)
 - c. _____ Autographics
 - d. _____ BiblioMondo
 - e. _____ BookSystems
 - f. _____ CARL
 - g. _____ COLUMBIA
 - h. _____ Companion
 - i. _____ DRA
 - j. _____ Dynix (epixtech)
 - k. _____ EOS International
 - l. _____ Endeavor
 - m. _____ Follett
 - n. _____ Gaylord
 - o. _____ Geac
 - p. _____ Horizon (epixtech)
 - q. _____ Innovative Interfaces (III)
 - r. _____ Keystone
 - s. _____ LRMS
 - t. _____ MOLLI (Sagebrush Technologies)
 - u. _____ Nichols (Sagebrush Technologies)
 - v. _____ SIRS/Mandarin
 - w. _____ Sirsi
 - x. _____ The Library Corporation (TLC)
 - y. _____ VTLS
 - z. _____ Winnebago (Sagebrush Technologies)
 - aa. _____ Winnebago Spectrum (Sagebrush Technologies)
 - bb. _____ Other - (*Please specify:* _____)
5. In what year did you originally purchase your current automation system? _____
6. Please specify the version and release of your automation system:
 - a. Version _____ Release _____ - (*Go to question 8*)
 - b. _____ Don't Know

*If you answered "e" or "f",
do not answer questions 4-30.
Go to question 31.*

7. In what year did you last upgrade your automation system? _____

8. Do you budget for upgrades to your automation system?

- a. Yes
- b. No

9. Please indicate which of the following programs are installed on your automation system.

- a. Cataloging
- b. Circulation
- c. ILL
- d. Acquisitions
- e. Serials Management
- f. Online Public Access Catalog (OPAC)
- g. Electronic Reserves
- h. Other - (*Please specify:* _____)

10. Is your automation system MARC-compliant?

- a. Yes
- b. No

11. Which of the following best describes the technical staff supporting your library's automation system? (*Select all that apply.*)

- a. Dedicated support staff within library
- b. Dedicated support staff from another department
- c. Part-time support staff within library
- d. Part-time support staff from another department
- e. On-site dedicated support staff from vendor
- f. On-call support from vendor
- g. Minimal or no support

12. Please indicate any planned changes to your library automation system by placing an "X" in the appropriate timeframe.

Change	1 year	2 - 3 years
New library automation system		
Additional system programs:		
Cataloging		
Circulation		
ILL		
Acquisitions		
Serials Management		
Public Access Catalog		
Electronic Reserves		
Other (<i>Please specify below.</i>)		

Indicate any other planned changes to your library automation system:

Please continue →

Section 2. Protocols: Z39.50 and Others

To develop a catalog application for the Library of Texas, we need to know how you are using the Z39.50 protocol on your automation system. For general help with the questions in this section you can review the Z39.50 section of the Survey Guide. For specific information regarding your Z39.50 implementation, you can ask your vendor or your systems/IT department for help.

Z39.50 Server Questions

13. Does your automation system include a Z39.50 server?
- a. No - (Go to Question 20)
- b. Yes ↴
14. Is the Z39.50 server running?
- a. No - (Go to Question 20)
- b. Yes ↴
15. What is the network address of your Z39.50 server? (For example, an IP address looks like "152.10.28.1" and a domain name looks like "lis.research.unt.edu".)
- IP Address: _____
- Domain Name: _____
16. At what port number is your Z39.50 server available (e.g., 210 or 2200)?
- Port Number: _____
17. What name is assigned to your library catalog database for Z39.50 access (for example, "unicorn" or "marion")?
- Database Name: _____
18. Is your Z39.50 server located behind a firewall that restricts remote access to the Z39.50 server?
- a. No - (Go to Question 20)
- b. Yes ↴
19. Would your library be willing to open up the Z39.50 port for LOT access?
- a. No
- b. Yes

Z39.50 Client Questions

20. Does your automation system include a Z39.50 client?
- a. No - (Go to Question 22)
- b. Yes

21. Is the Z39.50 client running?
- a. Yes - (Go to Question 24)
- b. No ↘
22. Does your library use a stand-alone Z39.50 client (e.g., Bookwhere)?
- a. No - (Go to Question 25)
- b. Yes ↘
23. Please provide the following information about your stand-alone Z39.50 client:
- Product Name: _____ Version: _____
24. Which of the following match how your Z39.50 client is used? (Select all that apply.)
- a. Staff use for reference services
- b. Staff use for technical services
- c. Patron use for searching other library catalogs and other resources
- d. Experimental use only
- e. Other (Please specify: _____)
25. Please indicate if the following computer communications protocols are being used in your current automation system.
- a. 3M SIP2, Patron authentication for circulation purposes
- Yes No Don't Know
- b. ISO 10160/10161, ISO Interlibrary lending for sending and receiving ILL requests
- Yes No Don't Know

Section 3.	Information Resources
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<p>Answers to the following questions will help us understand the characteristics of your information resources, such as your catalog and databases, and the access you provide to them.</p>
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26. Please estimate the number of catalog records in your library's online catalog?
- a. 0 - 25,000
- b. 25,001 - 50,000
- c. 50,001 - 100,000
- d. 100,001 - 250,000
- e. 250,001 - 500,000
- f. 500,001 - 750,000
- g. 750,001 - 1,000,000
- h. 1,250,001 - 1,500,000
- i. 1,500,001 - 1,750,000
- j. 1,750,001 - 2,000,000
- k. 2,000,001 or more

Please continue →

27. How does your automated system handle holdings information?
- Uses MARC-compliant holdings format
 - Embeds holding information in the catalog record
 - Embeds holding information in a separate record
 - Uses vendor's proprietary format for holdings information
 - No holdings information stored or available
28. Through which of the following are your library's records or library holdings available? (*Select all that apply.*)
- Only in local catalog
 - Available through a consortia or shared catalog
 - Holdings recorded in OCLC WorldCat
 - Holdings recorded in RLIN
29. Which of the following can your patrons access from computers in your library? (*Select all that apply.*)
- Our library's catalog/OPAC
 - Other library catalogs
 - TexShare databases
 - Our non-TexShare commercial databases and full-text services
 - Our CDROM databases
 - Other (*Please specify:* _____)
 - None of the above
30. Does your library staff have access to the TexShare databases?
- Yes
 - No
31. Is your library catalog accessible via the Internet?
- No - (*Go to Question 34*)
 - Yes ↘
32. Please specify the web and/or telnet address of your library catalog.
(*Note: Catalog address may be different from library's web address.*)
- http://_____
- telnet://_____
33. What remote access process does your library use to authenticate users who want to access your catalog/OPAC via the Internet? (*Select all that apply.*)
- Access not restricted
 - Local library user ID & Password
 - IP address authentication
 - Proxy server

34. Which of the following can your patrons access from their homes or offices via the Internet? *(Select all that apply.)*
- a. TexShare databases
 - b. Our non-TexShare commercial databases and full-text services
 - c. Our CDROM databases
 - d. Other *(Please specify: _____)*
 - e. None of the above
35. What remote access process does your library use to authenticate users who want to access your library's licensed databases via the Internet? *(Select all that apply.)*
- a. Internet access to our databases not available
 - b. Access not restricted
 - c. Local library user ID & Password
 - d. IP address authentication
 - e. Proxy server
36. Please list and indicate the characteristics of any unique local or rare collections housed in your library that might be candidates for digitization projects or for remote access.

	Collection Name	Format (text, audio, video, image, artifacts)	Materials available online? (Yes/No)	Catalog records describing materials available online? (Yes/No)
a.	_____	_____	_____	_____
b.	_____	_____	_____	_____
c.	_____	_____	_____	_____
d.	_____	_____	_____	_____
e.	_____	_____	_____	_____

Section 4.	Resource Sharing
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Answers to the following questions will help us understand the extent to which Texas libraries use other Texas libraries for interlibrary loans. Your answers will supplement data we have from other sources. For questions 37-39:

- Record numbers from the most recent calendar or fiscal year.
- Combine the number of requests you handle for your patrons and for other branches or other libraries in the total.

ILL Borrowing Requests

37. What is the total number of ILL borrowing requests submitted by your library to a state sponsored interlibrary loan office?
- _____
38. What is the total number of ILL borrowing requests submitted by your library to any other place?
- _____

Please continue →

39. Please estimate the percentage of your library's borrowing requests filled by other Texas libraries, regardless of where you submit them. *(Enter a number between 0% and 100%.)*
- %
 - Don't know
40. What is the primary method your library uses to submit ILL requests? *(Select only one.)*
- Through a TexNet/Major Resource Center
 - Directly through OCLC Online ILL
 - Directly through DOCLINE
 - Directly through RLIN
 - Directly to another library through ALA ILL Form
 - Directly to another library electronically
 - Through a regional consortium of which you are a member
 - Other *(Please specify: _____)*
41. What additional methods does your library use to submit ILL requests? *(Select all that apply.)*
- Through a TexNet/Major Resource Center
 - Directly through OCLC Online ILL
 - Directly through DOCLINE
 - Directly through RLIN
 - Directly to another library through ALA ILL Form
 - Directly to another library electronically
 - Through a regional consortium of which you are a member
 - Other *(Please specify: _____)*
 - No additional methods used
42. If you use OCLC Online ILL, please indicate your member status.
- Do not use OCLC Online ILL - *(Go to Question 44)*
 - Full - *(Go to Question 44)*
 - Selective User ↘
43. As a Selective User of OCLC Online ILL, do you add your library's holdings to OCLC WorldCat records?
- Yes
 - No
44. Can other libraries directly submit electronic ILL borrowing requests to your library using any of the following methods? *(Select all that apply.)*
- Via email
 - From form on our website
 - Do not offer libraries either method for submitting requests
45. Can your patrons initiate electronic ILL borrowing requests to your library using any of the following methods? *(Select all that apply.)*
- Via email
 - From form on our website
 - Do not offer patrons either method for submitting requests

46. How does your library notify patrons when an ILL item arrives? *(Select all that apply.)*
- Email
 - Telephone
 - Mail
 - Patrons can check status on our library's website
 - Do not notify patrons

ILL Lending Requests

For questions 47-49:

- Record numbers from the most recent calendar or fiscal year.
- Combine the number of requests you handle for your patrons and for other branches or other libraries in the total.

47. Does your library receive ILL requests and deliver items to other libraries?
- No - *(Go to Question 52)*
 - Yes
48. What is the total number of lending requests your library fills for other libraries? _____
49. Of the total number, please estimate the percentage of lending requests your library fills for other Texas libraries. *(Enter a number between 0% and 100%.)*
- %
 - Don't know
50. What is the primary method your library uses to deliver items requested through ILL to other libraries? *(Select one letter for journals and one letter for books.)*
- | | | |
|----------|--------------------------|---|
| Journals | <input type="checkbox"/> | a. ARIEL |
| | | b. Prospero |
| Books | <input type="checkbox"/> | c. TExpress |
| | | d. Courier, other than TExpress |
| | | e. E-mail |
| | | f. Fax |
| | | g. Surface mail |
| | | h. Other - <i>(Please specify: _____)</i> |
51. What additional methods does your library use to deliver journals or books requested through ILL to other libraries? *(Select all that apply.)*
- ARIEL
 - Prospero
 - TExpress
 - Courier, other than TExpress
 - E-mail
 - Fax
 - Surface mail
 - Other - *(Please specify: _____)*
 - No additional methods used

Please continue →

Section 5.	Internet Services
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Answers to the following questions will help us determine Internet services and access, as well as technical training requirements, among Texas libraries.

52. Does your library have a website?
- a. No - (*Go to Question 58*)
b. Yes
53. What is the web address of your library's website, (e.g., <http://www.quitmanlibrary.org>)?

54. Please indicate where your library's website is located.
- a. Web server hosted by your library
b. Web server hosted by another department, organization, or company external to the library
(*Name of external provider: _____*)
55. Who maintains your library's website?
- a. Library staff
b. Another department, organization, or company external to the library
56. Does your library's website include a link to the Texas State Library?
- a. Yes
b. No
57. What library services are available on your website? (*Select all that apply.*)
- a. Library card issuance
b. Materials check-out
c. Materials renewals
d. Holds
e. ILL requests
f. Fine payment
g. Patron account management
h. General library information
i. Reference services
58. Does your library have a local area network (LAN)?
- a. Yes
b. No
59. Do you currently have a sufficient number of computers with Internet access to meet your patrons' needs?
- a. Yes
b. No

60. Please estimate the number of additional computers with Internet access you will need in one year to meet your patrons' needs.

61. What is the fastest external connection to the Internet from your library or campus?

- a. _____ Not connected to the Internet
- b. _____ Dial-up at 14.4 Kbps or less
- c. _____ Dial-up at 28.8 Kbps
- d. _____ Dial-up at 56 Kbps
- e. _____ Dial-up - not sure of speed
- f. _____ ISDN at 64 Kbps
- g. _____ ISDN at 128 Kbps
- h. _____ ISDN at 256 Kbps
- i. _____ ISDN - not sure of speed
- j. _____ Dedicated 56 Kbps
- k. _____ T-1 (1.544 Mbps)
- l. _____ T-3 (45 Mbps)
- m. _____ Frame Relay
- n. _____ Cable Modem
- o. _____ DSL
- p. _____ Wireless
- q. _____ Other (*Please specify:* _____)

62. Do you think your current Internet access will meet the needs of your patrons a year from now?

- a. _____ Yes
- b. _____ No

63. On a scale of 1 – 5, please indicate how important it is to increase the dedicated support staff within your library in each of the areas listed below by placing an "X" in the box that best matches your library's needs.

	Not important	Somewhat important	Important	Very important	Extremely important
	1	2	3	4	5
Management of the library's automation system					
Management of personal computers and software					
Management of networking and Internet access					
Training and assisting patrons and staff					

Please continue →

64. Please prioritize your need for external funding to support training for the FY 2003 - 2005 by ranking the following training needs in order of importance from one (1) to ten (10). (Use each number only once: 1 = most important, 2 = next most important, etc., and 10 = least important.)

	Rank	Training Need
a.	_____	Database management, e.g., Microsoft Access [®] , SQL, Oracle [®]
b.	_____	Virtual reference
c.	_____	Network management
d.	_____	Computer support
e.	_____	Digital imaging, e.g., scanning or graphics
f.	_____	Online searching
g.	_____	Technical services
h.	_____	Library automation system
i.	_____	Security, e.g., firewalls or authentication
j.	_____	Office software, e.g., Microsoft Word [®] or Excel [®]

65. What other training needs do you anticipate for your staff during the FY 2003 - 2005?

Section 6.	Library of Texas
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For questions 66-74, assume your library has the necessary technology to participate in the Library of Texas. Please circle the number between 1 and 5 that best matches your library.

66. Our library needs to provide remote access to other libraries' catalogs and the TexShare databases to meet the needs of our patrons.

Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree
1	2	3	4	5

67. It is easy to communicate the vision of the Library of Texas and the opportunities it offers to our staff and patrons.

Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree
1	2	3	4	5

68. We would like citizens located anywhere in Texas to be able to discover our library's resources.
- | | | | | |
|-------------------|----------|----------|-------|----------------|
| Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |
69. It is important to provide our patrons with remote access to local and statewide library resources from their homes and offices.
- | | | | | |
|-------------------|----------|----------|-------|----------------|
| Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |
70. The Library of Texas will help us meet our patrons' needs for online access to statewide library resources.
- | | | | | |
|-------------------|----------|----------|-------|----------------|
| Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |
71. The TexShare databases provide access to information otherwise not available to our staff and patrons.
- | | | | | |
|-------------------|----------|----------|-------|----------------|
| Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |
72. Our staff members use the TexShare databases, e.g., First Search or Books in Print.
- | | | | | |
|-------------------|----------|----------|-------|----------------|
| Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |
73. Our patrons use the TexShare databases, e.g., Genealogy and Local History or ERIC.
- | | | | | |
|-------------------|----------|----------|-------|----------------|
| Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |
74. The future of our library, as indicated in our plans and budgets, supports the vision of the Library of Texas and the concept of a virtual library to meet our patrons' needs.
- | | | | | |
|-------------------|----------|----------|-------|----------------|
| Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |
75. Please indicate whether your library has a technology plan that is available to others. (Analysis of plans will enable the researchers to suggest overall technology needs and trends.)
- _____ Have a technology plan; available
 - _____ Have a technology plan; not available
 - _____ Do not have a technology plan

Thank you very much for your participation!

Technology Inventory & Assessment: Definitions

3M SIP	The 3M Standard Interchange Protocol (SIP) supports self-checkout systems and is used by a variety of libraries and self-checkout products from various vendors.
Authentication	Authentication refers to any method that requires a user to enter a unique identification, such as a username and password, before they are allowed access to a resource.
Holdings	Holdings information is specific to the resources in your collection. It includes such things as the number of copies of each title held and their locations as well as which volumes and issues of serials are held.
Internet Service Provider (ISP)	An Internet Service Provider is a vendor who provides access to the Internet and the Web. ISP's typically provide a group of services, including email, to organizations and individuals. Users reach the ISP either by dialing-up from a computer using a modem and phone line or over a dedicated line provided by the phone company or cable company.
ISO 10160/10161	As Open Systems Interconnection standards, the suite of Interlibrary Loan (ILL) application standards has been designed to allow, with a minimum of technical agreements outside the standards, the interconnection of computer systems from different manufacturers, under different management, of different levels of complexity, and of different ages. In addition, the protocol provides support for the control and management of ILL transactions for both lending and borrowing activities. (Source: http://www.nlc-bnc.ca/iso/ill/standard.htm .)
Library of Texas	The Library of Texas (LOT) is an initiative of State Library and the Telecommunication Infrastructure Fund (TIF) Board. LOT plans to use current and emerging computer and Internet technologies to offer a new level of library and information service to Texans. The Library of Texas currently includes resources procured by the State Library, such as the TexShare databases, and, in the future, hopes to offer resource discovery services for users to search one or more library catalogs and/or databases from a single interface.
Local Area Network (LAN)	A data communications network typically within a building or campus, for example, an Ethernet. A LAN links together computers and other devices, such as printers, CD-ROMs and modems, and allows them to communicate with one another using a standard method or protocol. In a library, your automation system and your PC's might be connected via a LAN.

Definitions continued on next page →

Technology Inventory & Assessment: Definitions (con't.)

MARC-compliant systems	MARC-compliant systems can import and export MARC records.
OCLC WorldCat	WorldCat is the heart of the OCLC cooperative. It embodies the ideal of library collaboration, providing access to a virtual collection that no single library could ever possess. WorldCat represents a union catalog of libraries around the world. It houses over 46 million bibliographic records. A typical record in WorldCat contains a physical description of an item, information about its intellectual content, and a listing of libraries that own the item. (Source: http://www.oclc.org/worldcat/)
RLIN	RLIN—the Research Libraries Information Network—is an internationally available bibliographic information system operated by the Research Libraries Group (RLG). RLG is a not-for-profit membership corporation of over 160 universities, national libraries, archives, historical societies, and other institutions. For many years, research libraries, archival repositories, and special libraries have used RLIN for cataloging and authority work, archives and manuscripts processing, and interlibrary loan. (Source: http://www.rlg.org/rlin.html)
Z39.50	Z39.50 is a national and international standard for information retrieval. It allows different vendors' automation systems and different database vendors to communicate and share data. For example, suppose your library has the Z39.50 server running on your Dynix automation system. This would allow people using a SIRS system's Z39.50 client to search and retrieve records on your Dynix system.