

Name: _____

Date: _____



Thank you for taking the time to fill out this survey for administrators, librarians, and technicians involved with the eGranary Digital Library.

The survey consists of 45 questions and should take approximately 20 minutes to complete.

This survey is not anonymous since we will be asking questions that will identify your organization. As such, we will not be asking questions about your personal use of the eGranary Digital Library. The feedback you provide us will help us to improve the eGranary and our services. We will share aggregated data from this survey to project stakeholders, but we pledge to remove any information that might identify you or your organization beforehand.

After completing this survey, we encourage you to complete the anonymous User Survey, where you can provide us feedback on your personal use of the eGranary Digital Library. Those filling out and returning the User Survey by will have the option to enter a random drawing to win an eGranary 2GB flash drive for their own personal use. To be included in this drawing, your entry must be received by mid October.

We appreciate your help in evaluating the **eGranary Digital Library**.

Please circle your position in regards to the eGranary (you may circle more than one):

Administrator Technician Librarian

1. _____ How many computers does your institution have in total?
2. _____ How many computers on your network have access to the eGranary?
3. _____ How many computers on your network have access to the Internet?

4. How much Internet bandwidth does your organization purchase?
- | | | |
|---|--|-----------------------------------|
| <input type="checkbox"/> Less than 1 mbit | <input type="checkbox"/> 1-2 mbit | <input type="checkbox"/> 3-4 mbit |
| <input type="checkbox"/> 6-10 mbit | <input type="checkbox"/> More than 10 mbit | <input type="checkbox"/> None |

Additional comments:

5. _____ How much does your institution pay for Internet bandwidth year each in USD?

6. What role did you play in the installation of your eGranary Digital Library?
- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Supervisory | <input type="checkbox"/> I personally installed the eGranary |
| <input type="checkbox"/> Other (please specify _____) | | |

Additional comments:

7. How would you describe the ease of installing your eGranary?
 (1 being the easiest and 10 being the hardest. Please circle your response)

1 2 3 4 5 6 7 8 9 10 I did NOT install the eGranary

Additional comments:

8. The installation documentation provided with the eGranary was:

- Not helpful Somewhat helpful Helpful
 Very helpful I did NOT install the eGranary

Additional comments:

9. How many hours a month do you personally spend maintaining your eGranary Digital Library?

- Less than 1 1-2 hours 3-5 hours
 6-9 hours More than 10

Additional comments:

10. How did you learn about the eGranary Digital Library?

- From a publication From an advertisement From a friend or colleague
 I heard about it at another institution From the eGranary Web site
 From the eGranary newsletter
 I attended a presentation by a WiderNet staff member
 Other (please specify _____)

Additional comments:

11. What was your role in the purchase of the eGranary?

- Primary decision maker I had an influence on the purchase of the eGranary
 I did NOT have a role in the decision to purchase the eGranary

Additional comments:

12. _____ How much did your institution pay for the eGranary in US Dollars (USD)?

13. What do you think about the cost of the eGranary?

- The cost seemed too low The cost was appropriate
 The cost seemed too high Not sure

Additional comments:

14. As a project stakeholder, which of the following pricing policy statements do you agree with? (Select all that apply...)

- The WiderNet Project should largely focus on lowering the price as much as possible
 The current pricing policy seems fair
 The WiderNet Project should increase the price to fund more technical support
 The WiderNet Project should increase the price to fund more frequent content updates

Additional comments:

15. _____ What year did you purchase the eGranary?

16. How satisfied were you with the order/sales process of the eGranary Digital Library?

- Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied
 Very dissatisfied I was NOT part of the ordering process

Additional comments:

17. What version of the eGranary Digital Library does your institution have? (Select all that apply...)

- 120 GB USB 250 GB USB 250 GB Server
 750 GB USB 750 GB Server Not sure

Additional comments:

18. How often do you experience working electricity in your workplace?

- All day, everyday More than 16 hours a day 7-16 hours a day
 1-6 hours a day

Additional comments:

19. How often are there breaks in your electricity service to your institution?

- Never Once or twice a month Once or twice a week
 Once or twice a day

Additional comments:

20. _____ Approximately how many printed books are in your institution's library?

21. Does your institution provide eGranary access to patrons who bring their own devices, such as laptops, to campus?

- Yes No Not sure

22. On a scale from 1 to 10, how comfortable are your patrons using digital documents, audio/visual resources, and books?

(1 being the least comfortable and 10 being the most comfortable. Place an X in the corresponding box for each resource listed in the table below. Select N/A if your institution does not have the resource)

	N/A	1	2	3	4	5	6	7	8	9	10
Digital Documents											
Audio/visual resources											
Books											

Additional comments:

23. Please rate the following populations as to how frequently they use the eGranary Digital Library.

(1 being the not often and 10 being all the time. Place an X in the corresponding box for each population listed in the table below.)

	Never	1	2	3	4	5	6	7	8	9	10
Health workers											
Community members											
Teachers											
Primary students											
Secondary students											
Vocational students											
University students											

Additional comments:

24. What other patron populations have access to the eGranary?

25. _____ Since the eGranary was installed, how many people have attended training courses on how to use the eGranary?

26. _____ Since the eGranary was installed, how many people have attended training courses on how to integrate digital resources into their courses or work?

27. Is the eGranary in your area currently working properly?

- Yes No Not sure

28. If the eGranary is not working properly, please explain to the best of your abilities why the eGranary is not working.

29. Please describe any technical difficulties that you had when installing the eGranary.

(Check all that apply...)

- | | |
|---|--|
| <input type="checkbox"/> I did NOT install the eGranary | <input type="checkbox"/> I did NOT have problems installing the eGranary |
| <input type="checkbox"/> Incompatible with operating system | <input type="checkbox"/> Computer could not read drive |
| <input type="checkbox"/> Missing power cord <input type="checkbox"/> Missing USB cord | <input type="checkbox"/> Instructions are not clear |
| <input type="checkbox"/> Other (please specify _____) | |

Additional comments:

30. How many times have you personally contacted the WiderNet Project for support?

- Never Once or twice 3-9 times More than 10 times

Additional comments:

31. If you have contacted WiderNet for technical support, how do you feel about the technical support you received?

- I have never contacted WiderNet for technical support
- Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied
- Somewhat dissatisfied Very dissatisfied

Additional comments:

32. How would you rate the reliability of your Internet connection?

(Please circle your response. 1 being NOT reliable at all and 10 being always reliable. N/A for no Internet connection.)

N/A 1 2 3 4 5 6 7 8 9 10

Additional comments:

33. How would you rate the reliability of your eGranary?
 (Please circle your response. 1 being NOT reliable at all and 10 being always reliable.)

1 2 3 4 5 6 7 8 9 10

Additional comments:

34. How important is reliability to you?
 (Please circle your response. 1 being NOT important at all and 10 being very important)

1 2 3 4 5 6 7 8 9 10

Additional comments:

35. "Speed" describes how quickly resources open after you've clicked on a link.
 How would you rate the speed of your Internet connection?
 (Please circle your response. 1 being the slowest and 10 being the fastest. N/A for no Internet connection)

N/A 1 2 3 4 5 6 7 8 9 10

Additional comments:

36. How would you rate the speed of your eGranary?
 (Please circle your response. 1 being the slowest and 10 being the fastest.)

1 2 3 4 5 6 7 8 9 10

Additional comments:

37. How important is speed to you?
 (Please circle your response. 1 being NOT important at all and 10 being very important)

1 2 3 4 5 6 7 8 9 10

Additional comments:

38. "Freshness" describes whether the resource is up-to-date, or at least enough to meet your needs.
 How would you rate the freshness of the information you have found on the Internet?
 (Please circle your response. 1 being the most outdated and 10 being the newest, "freshest," information. N/A for no Internet connection)

N/A 1 2 3 4 5 6 7 8 9 10

Additional comments:

39. How would you rate the freshness of the information you have found on the eGranary?
(Please circle your response. 1 being the most outdated and 10 being the newest, "freshest," information.)

1 2 3 4 5 6 7 8 9 10

Additional comments:

40. How important is freshness to you?
(Please circle your response. 1 being NOT important at all and 10 being very important)

1 2 3 4 5 6 7 8 9 10

Additional comments:

41. How often do you find resources on the eGranary that are too old to be useful?

Never Rarely Sometimes
 Often Too often

Additional comments:

42. Please tell us what other information resources you would like to see on the eGranary.

43. How satisfied are you with the eGranary Digital Library?

Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied
 Somewhat dissatisfied Very dissatisfied

Additional comments:

44. Give an example of how the eGranary has impacted a core mission of your institution.

45. What do you think your institution needs in order to expand utilization of the eGranary Digital Library?