

1) How many computers does your institution have?

The average number of computers per institution is 1691.10. The median number is 88. This suggests there are some institutions whose numbers of computers are skewing data very strongly to the right (more computers). Median numbers, therefore, will be appropriate when discussion means, as they are unaffected by data outliers.

2) How many computers on your network have access to the eGranary?

The number of computers per respondent with access to the eGranary is substantially less than the number of computers in each institution. Average is 204.04, median of 21. This means less than one-quarter of all the computers in all the institutions working with WiderNet have access to the eGranary system.

3) How many computers on your network have access to the internet?

By contrast, the median number of institutional computers with access to the Internet is 45.5, over double that of the eGranary.

4) How much internet bandwidth does your organization purchase?

*According to the pdf file provided of the survey form, the answer options do not include a 5MB answer. Survey responses, however, were provided with a 4-6 MB category, and these responses were coded and analyzed accordingly. *

Bandwidth Purchases per Institution	freq	percentage
less than 1 MB	20	24.10%
1-2 MB	18	21.69%
3-4 MB	6	7.23%
4-6 MB	10	12.05%
6-10 MB	6	7.23%
More than 10 MB	7	8.43%
none	7	8.43%
no resp.	9	10.84%

24.1 percent of respondents purchase less than 1 MB of Internet bandwidth. 17 respondents either bought no bandwidth or did not respond to the question.

5) How much does your institution pay for bandwidth (in USD)?

The median price paid for internet bandwidth is \$1,200.00. However, 27 respondents did not answer the question (32.53%). Additionally, the aforementioned outliers pay for substantially more internet bandwidth.

6) What role did you play in the installation of your eGranary digital library?

67.47 percent of respondents either had a supervisory role or personally installed eGranary.

7) How would you describe the ease of installing your eGranary?

Ease of Installing the eGranary (1= easiest, 10= most difficult)	frequency	percentage
1	9	10.84%
2	11	13.25%
3	8	9.64%
4	3	3.61%
5	5	6.02%
6	4	4.82%
7	6	7.23%
8	7	8.43%
9	3	3.61%
10	3	3.61%
I did NOT install the eGranary	20	24.10%

The most frequent response was “I did NOT install the eGranary.” However, of respondents that chose a numerical answer, 13.25 percent chose “2” for their answer. Thirty-six respondents gave an answer “5” or less, 23 gave “6” or more.

8) The installation documentation provided with the eGranary was:

Installation Documentation	frequency	percentage
not helpful	1	1.20%
somewhat helpful	10	12.05%
helpful	35	42.17%
very helpful	19	22.89%
i did NOT install the eGranary	0	0.00%
no resp.	18	21.69%

Responses for this question were generally positive, but 21.69 percent of respondents did not answer the question.

9) How many months do you personally spend maintaining your eGranary Digital Library?

Personal Maintenance Time	frequency	percentage
Less than 1	28	33.73%
1 to 2 hours	17	20.48%
3 to 5 hours	12	14.46%
6 to 9 hours	5	6.02%
More than 10	8	9.64%
no answer	13	15.66%

One-third of respondents spend less than an hour maintaining their library. This question is slightly misleading; the person filling out the survey may not be primarily responsible for eGranary upkeep.

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

How Did the Respondent Hear of eGranary?	frequency of response	percentage of respondents selecting this answer option
publication	3	3.57%
advertisement	2	2.38%
friend/colleague	38	45.24%
another inst.	11	13.10%
eGranary Web site	15	17.86%
eGranary newsletter	5	5.95%
WiderNet press	19	22.62%
other	19	22.62%

Most respondents learned of eGranary from a friend or colleague. Below is a breakdown of how many respondents chose more than one answer

How often did respondent choose more than one answer for this question?	frequency of multiple selections	percentage
none	3	3.57%
1 selected answer	60	71.43%
2	10	11.90%
3	8	9.52%
4	2	2.38%
5	0	0.00%
6	0	0.00%
7	0	0.00%
8	0	0.00%

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

Role in purchase?	frequency	percentage
Primary Decision Maker	16	19.05%
I had an influence in the decision to purchase the eGranary	24	28.57%
I did NOT have a role in the decision to purchase the eGranary	38	45.24%
no answer	5	5.95%

Almost half of respondents had no role in the decision to purchase the eGranary.

12) How much does your institution pay for the eGranary? (in USD)

The average amount paid for the eGranary is \$1,327.78. The median was \$750.00. The most often written response was \$750.00. The higher average cost again indicates that some outliers are pushing the average cost significantly higher.

13) What do you think of the cost of the eGranary?

Cost Opinions	frequency	percentage
The cost seemed too low	2	2.38%
The cost was appropriate	28	33.33%
The cost seemed too high	11	13.10%
Not sure	33	39.29%
no answer	9	10.71%

More respondents were unsure as to the cost of the eGranary than any other response, however, one-third felt the cost was appropriate.

14) As a project stakeholder, which of the following pricing policy statements do you agree with?

Pricing Policy Statement Support	frequency	percentage of respondents choosing this answer
Lower the price	27	32.14%
The price is fair	26	30.95%
Increase the price for technical support.	15	17.86%
Increase the price for content updates.	10	11.90%
Other	14	16.67%

Options that support the increase of the price of the eGranary are the least selected answers, including the choice of other. Interestingly, one respondent agreed with all four of the options and offered comments as well.

15) What year did you purchase of the eGranary?

As might be expected, after the eGranary’s creation in 2004, the number of units sold per year increased in each successive year. It is assumed that data collection occurred sometime in 2009, as respondents from 2009 are much less than the trend would indicate. That being noted, the largest number of respondents purchased their eGranary systems in 2008.

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

Ordering Process Satisfaction	frequency	percentage
Very satisfied	25	29.76%
Somewhat satisfied	18	21.43%
neither satisfied nor dissatisfied	4	4.76%
somewhat dissatisfied	1	1.19%
very dissatisfied	1	1.19%
I was NOT a part of the ordering process	26	30.95%
no answers	8	9.52%

Those who were satisfied and those you were not a part of the ordering process had nearly identical numbers.

17) What version of the eGranary Digital Library does your institution have?

eGranary Version	Respondents selecting answer	Percentage of all respondents
120 gb	3	3.57%
250 gb	3	3.57%
250 gb server	4	4.76%
750 gb	27	32.14%
750 gb server	31	36.90%
not sure	15	17.86%

The majority of respondents use the 750 GB server, although many use the 750 GB server as well. Seventy-three respondents had one machine, five had 2 machines, none had more, but five respondents indicated no machines.

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

Working Electricity?	frequency	percentage
All day, every day	28	33.33%
> 16 hours per day	18	21.43%
7-16 hours per day	15	17.86%
1-6 hours per day	14	16.67%
no answer	8	9.52%

One-third of respondents have no issues with their electricity.

19) How often are there breaks in the electrical service in your institution?

Power Outages	frequency	percentage
never	10	11.90%
monthly	16	19.05%
weekly	18	21.43%
daily	29	34.52%
no answer	10	11.90%

20) Approximately how many printed books are in you institution’s library?

The vast majority of institutions have fewer than 50,000 volumes in their libraries. Some have many more. Respondent #43 has 3,000,000 volumes, accounting for the most.

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

Do You Allow Outside Access?	frequency	percentage
yes	27	32.14%
no	39	46.43%
not sure	9	10.71%
no answer	8	9.52%

22) How comfortable are your patrons using digital documents, audio/visual resources, and books?

Comfort with digital documents, a/v resources, and books

	Digital Documents			Audio/Visual Resources			Books	
	<i>frequencies</i>	<i>percentages</i>		<i>frequencies</i>	<i>percentages</i>		<i>frequencies</i>	<i>percentages</i>
1	6	7.14%		6	7.14%		0	0.00%
2	4	4.76%		5	5.95%		2	2.38%
3	5	5.95%		4	4.76%		0	0.00%
4	6	7.14%		8	9.52%		4	4.76%
5	9	10.71%		13	15.48%		5	5.95%
6	3	3.57%		7	8.33%		6	7.14%
7	8	9.52%		8	9.52%		14	16.67%
8	11	13.10%		5	5.95%		13	15.48%
9	3	3.57%		3	3.57%		6	7.14%
10	9	10.71%		6	7.14%		18	21.43%
N/A or no answer	19	22.62%		18	21.43%		15	17.86%

Comfort with digital documents is well dispersed. However, more respondents chose N/A or no answer than any of the other options. The same phenomenon occurred in relation to a/v

resources. The statistics provide no insight as to why this might be the case. Books, on the other hand, included the most respondents with a very high level of comfort (10= most comfortable), and the smallest percentage of N/A or no answer.

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

Please turn to Appendix A to see a complete breakdown of user data. For the most part, none of the selected user types represented a large population of the overall users. Of the populations listed, teachers used the system most often.

24)

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

For the vast majority of respondents (77 of 83), fewer than one hundred people have been trained on the eGranary. Without statistics on the size of various institution populations, this data is somewhat misleading.

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

Only one respondent (#81) has trained more than 150 people on the integration of digital resources in their work.

27) Is the eGranary in your area currently working?

Is the eGranary currently working?	Frequency	Percentage
Yes	47	55.95%
No	16	19.05%
Not Sure	17	16.67%
No Resp.	4	4.76%

Over half of eGranary systems are currently working. However, failure rates are at 19.05 percent.

28)

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

Installation difficulties	# of respondents choosing this answer	percentage of total respondents
I did NOT install	27	32.14%
I did NOT have problems	29	34.52%
Incompatible. OS	6	7.14%
Computer could not read drive	6	7.14%
Power cord	4	4.76%
USB cord	0	0.00%
Instructions were unclear	8	9.52%
Other	7	8.33%

Most respondents did not have problems, but almost the same number of respondents did not install the system. Most respondents chose only one answer, no one chose more than three.

30) How many times have you personally contacted the WiderNet project for support?

Contacted for support?	frequency	%
Never	37	44.58%
Once or Twice	22	26.19%
3-9 times	17	20.24%
More than 10 times	2	2.38%
No Answer	5	5.95%

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

Opinion of support?	frequency	percentage
I have never contacted WiderNet	25	30.12%
Very satisfied	22	26.51%
Somewhat satisfied	14	16.87%
Neither satisfied no dissatisfied	4	4.82%
Somewhat satisfied	1	1.20%
Very dissatisfied	1	1.20%
No resp.	16	19.28%

Many (30.12%) people have never contacted WiderNet. Of those that have, most were very satisfied. Almost twenty percent of respondents did not answer this question.

32, 33, 34) Reliability Questions:

How would you rate the reliability of your Internet connection?

How would you rate the reliability of your eGranary?

How important is reliability to you?

Reliability Questions	<i>internet reliability</i>		<i>eGranary reliability</i>		<i>reliability importance</i>	
	frequency	percentage	frequency	percentage		percentage
1	4	4.82%	1	1.20%	0	0.00%
2	5	6.02%	2	2.41%	0	0.00%
3	6	7.23%	2	2.41%	0	0.00%
4	8	9.64%	3	3.61%	0	0.00%
5	10	12.05%	8	9.64%	4	4.82%
6	0	0.00%	13	15.66%	1	1.20%
7	8	9.64%	8	9.64%	4	4.82%
8	9	10.84%	7	8.43%	6	7.23%
9	9	10.84%	13	15.66%	13	15.66%
10	6	7.23%	18	21.69%	50	60.24%
no resp.	5	6.02%	8	9.64%	5	6.02%
N/A	13	15.66%				

The largest percentage of answers for this question was “N/A”, most likely meaning that they do not have internet services. Reliability of eGranary was mostly positive, while the importance of reliability is predictably high.

35, 36, 37) Speed Questions:

How would you rate the speed of your Internet?

How would you rate the speed of your eGranary?

How important is speed to you?

Speed Questions	<i>internet speed</i>		<i>eGranary speed</i>		<i>speed importance</i>	
	frequency	percentage	frequency	percentage	frequency	percentage
1	4	4.82%	1	1.20%	1	1.20%
2	3	3.61%	1	1.20%	0	0.00%
3	9	10.84%	0	0.00%	2	2.41%
4	6	7.23%	4	4.82%	0	0.00%
5	13	15.66%	4	4.82%	3	3.61%
6	10	12.05%	10	12.05%	0	0.00%
7	4	4.82%	6	7.23%	6	7.23%
8	11	13.25%	18	21.69%	7	8.43%
9	5	6.02%	18	21.69%	11	13.25%
10	2	2.41%	11	13.25%	48	57.83%
N/A	11	13.25%				
no resp.	5	6.02%	10	12.05%	5	6.02%

Similar to reliability, internet speed was not applicable to several respondents. However, the plurality of responses centered around the mean. eGranary's speed was much better. Speed was similarly important to users.

38, 39, 40) Freshness Questions:

How would you rate the freshness of the information you have found on the Internet?

How would you rate the freshness of the information you have found on the eGranary?

How important is freshness to you?

Freshness Questions	<i>freshness</i>		<i>eGranary Freshness</i>		<i>fresh importance</i>	
	frequency	percentage	freq	percentage	freq	percentage
1	0	0.00%	1	1.20%	1	1.20%
2	0	0.00%	0	0.00%	0	0.00%
3	0	0.00%	4	4.82%	1	1.20%
4	0	0.00%	9	10.84%	4	4.82%
5	4	4.82%	14	16.87%	2	2.41%
6	0	0.00%	14	16.87%	1	1.20%
7	6	7.23%	18	21.69%	9	10.84%
8	21	25.30%	11	13.25%	12	14.46%
9	20	24.10%	2	2.41%	9	10.84%
10	21	25.30%	1	1.20%	39	46.99%
N/A	0	0.00%				
no resp.	11	13.25%	9	10.84%	5	6.02%

No respondents chose N/A as an answer concerning internet freshness. This is likely due to respondents having at least some access or time with Internet service at some time. Freshness is overwhelmingly positive, meaning that most internet resources have been fresh. eGranary freshness is markedly lower, but is not generally thought to be very low. Responses are generally mid-range. Freshness is important, but not as important as speed or reliability.

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

Old Resources	freq	percentage
never	6	7.23%
rarely	25	30.12%
sometimes	30	36.14%
often	11	13.25%
too often	1	1.20%
no resp.	10	12.05%

Resources too old to use are not exceptionally common, but it does occasionally happen. 66.26 percent of respondents answered “rarely” or “sometimes”.

42)

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

Satisfaction	frequency	percentage
very satisfied	22	26.51%
somewhat satisfied	36	43.37%
Neither satisfied no dissatisfied	11	13.25%
Somewhat dissatisfied	5	6.02%
Very dissatisfied	0	0.00%
No resp.	9	10.84%

While the majority of respondents (69.88%) were either very satisfied or somewhat satisfied, most of those respondents were only somewhat satisfied. No respondents were very dissatisfied, but nine respondents did not answer the question.

44, 45)

Summary of Analysis

The first noticeable characteristic of respondent answers was the continuously high “no response” instance per question. This negatively affects the accuracy of answers. Understanding why so many questions went unanswered would be a good step toward more effective service.

By way of better service, it is also important that survey forms are clear and concise. There are a couple instances of unclear question and exclusionary answers that affect the overall legitimacy of the survey and skew answers.

Third, there are indicators that the survey-taker is unable or unprepared to answer all the questions posed in the survey. This is a potential explanation for many of the “no response” issues. However, this development can create other issues. Questions about administrative processes and expenses may not be appropriate for IT staff to answer, and vice versa. The target for this survey should be considered carefully, and questions tailored appropriately.

As for the quantitative data, response to the eGranary system is overall very positive. There are several areas respondents would like to see improvements. Some of these, such as access to electricity or training of users, are beyond the control of WiderNet. Others are opportunities for WiderNet to improve. This might include the ease and clarity of installation instructions, and compatibility issues, update frequency, and fixing malfunctions.

Other specifics found among respondents are not necessarily performance or maintenance related. These primarily include pricing issues and effective technical assistance.

These potential areas of improvement are important, but should not overshadow the generally positive reaction to the eGranary library. The system stability seems acceptable to clients and their functionality is reasonable.