

---

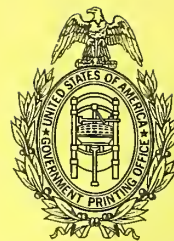
# Electronic Capabilities of Federal Depository Libraries, Summer 1994

---



U.S. Government Printing Office  
Library Programs Service  
Washington, DC 20401

U.S. Government Printing Office  
Michael F. DiMario, Public Printer



Library Programs Service  
Jay Young, Director

---

---

# Electronic Capabilities of Federal Depository Libraries, Summer 1994

---



U.S. Government Printing Office  
Library Programs Service  
Washington, DC 20401  
February 1995

Prepared by Marian W. MacGilvray  
and John M. Walters

---

Any use of trade, product, or firm names in this publication is for descriptive purposes only and does not imply endorsement by the U.S. Government.

---

# Table of Contents

List of Graphs . . . . .	iv
List of Abbreviations and Conventions Used . . . . .	v
I. Background . . . . .	1
II. Methodology . . . . .	1
III. Response Rate . . . . .	2
IV. Survey Results . . . . .	6
Conclusion . . . . .	41
Appendix A - Survey Questions and Answer Sheet . . . . .	42
Appendix B - Comments . . . . .	50
Appendix C - Questions Left Blank . . . . .	59

# List of Graphs

Graph A.	Response Rate . . . . .	2
Graph B.	Depositories by Percentage . . . . .	4
Graph C.	Respondents by Percentage . . . . .	4
Graph D.	Participation Rate by Type . . . . .	5
Graph 1.	A 1. PCs for Public Use . . . . .	9
Graph 2.	A 4. Purchase 486s for Public Use . . . . .	10
Graph 3.	A 6. Dedicated PCs . . . . .	13
Graph 4.	A 7. Daily Use of Electronic Products . . . . .	14
Graph 5.	A 9. Assistive Technologies . . . . .	16
Graph 6.	A 10. Public-Use Apple Macs . . . . .	17
Graph 7.	D 1. CD-ROM Drives for Public Use . . . . .	24
Graph 8.	D 4. CDROM Drives on Network . . . . .	26
Graph 9.	E 6. Telnet, FTP for Staff Use . . . . .	29
Graph 10.	E 8. Internet Access for the Public . . . . .	31
Graph 11.	E 9. Participate in GOVDOC-L . . . . .	32
Graph 12.	F 3. CD-ROM Version of Monthly Catalog . . . . .	37
Graph 13.	F 4. Monthly Catalog in OPAC . . . . .	38
Graph 14.	G 2. Expert Available to Assist . . . . .	40
Table 1.	Depository Libraries and Survey Respondents by Type . . . . .	3

# List of Abbreviations and Conventions Used

Acad.	Academic
Comm.	Community
GPO	Government Printing Office
LPS	Library Programs Service

Library     A depository library in the Federal Depository Library Program

Regional     A depository library that receives close to 100% of all depository materials and assumes certain responsibilities for the selective depositories in its region.

Selective     A depository library that selects which depository materials it will receive.

Academic     General libraries

Depository libraries in 4-year colleges and universities

Service     Academy libraries

Libraries of the military service schools: West Point, Air Force Academy, etc.

Special     libraries

Libraries of institutions that do not fall under any of the other categories of depository libraries, such as the American Antiquarian Society.





---

# Electronic Capabilities of Federal Depository Libraries, Summer 1994

---

## **I. Background**

The Library Programs Service (LPS) of the U.S. Government Printing Office (GPO) conducted an Electronic Capabilities Survey of Federal depository libraries during July and August, 1994. LPS distributes U.S. Government publications to designated libraries through the Federal Depository Library Program, authorized by Title 44, United States Code.

The purpose of the survey was to assess the computer equipment environment existing in the 1391 depository libraries. A secondary goal was to determine the capacity of depository libraries to take advantage of the increasing numbers of Federal publications in electronic formats that will be issued in the future.

The survey covered the basic system elements, associated software, and networking in depository libraries. The questions dealt only with equipment accessible to the depository staff and to public depository patrons. Equipment limited to specific library users, such as students, faculty, etc., was not surveyed.

## **II. Methodology**

The survey consisted of a booklet explaining the survey and containing the survey questions, and an answer sheet. These are reproduced in Appendix A.

The survey was designed to be compiled by fax into a computer system. Answer sheets that were mailed in or that did not transmit correctly into the automated system were collected and input separately. Duplicate returns were identified and excluded.

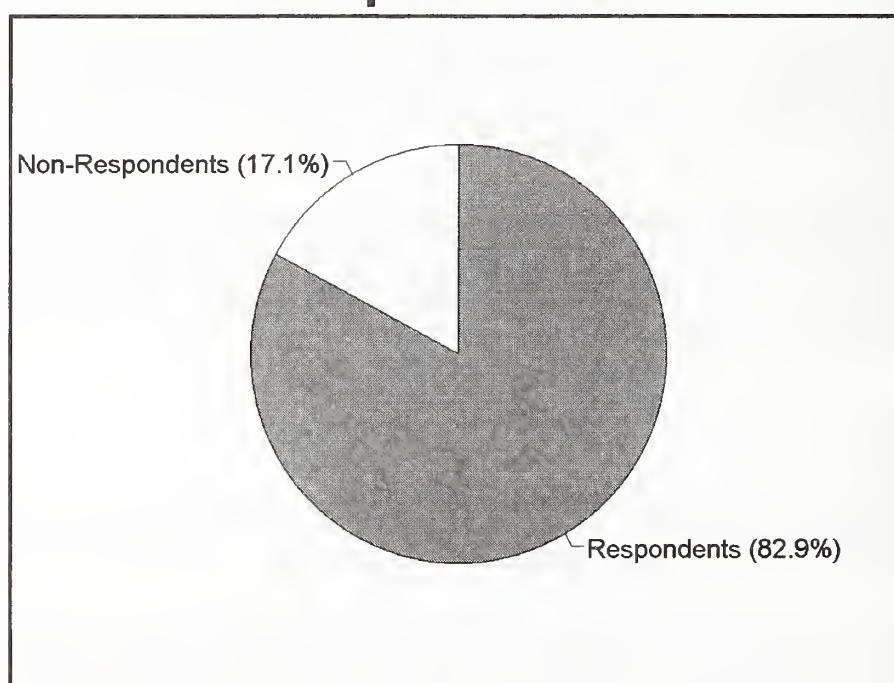
The survey was designed to elicit a positive response to every question. For many questions, answers of "0" or "unknown" were on the answer sheet. However, many questions had no answer marked. Libraries may have left answers unmarked for several reasons: they may not have understood the question; they may not have known how to arrive at the correct answer, the appropriate answer may not have been provided as an option, or there may have been some other cause. A table showing the questions left blank and in what number appears in Appendix C. Questions with a high rate of non-response are presumably the most problematical. These questions are noted in the Survey Results section.

Libraries were asked to return answer sheets by August 31, 1994. In actuality, responses were accepted until September 26, 1994, in order to include responses from all 53 regional depository libraries. Regional depository libraries receive all materials distributed through the Program, with few exceptions, and also serve as leaders and mentors to the selective depositories in the region. Selective depositories are permitted to select which materials they receive.

This report will serve to communicate survey information to the depository libraries and to agency publishers planning new electronic products or services. LPS will also use information from the survey to update its Recommended Minimum Technical Guidelines for depository computer equipment.

### III. Response Rate

#### Response Rate



Graph A

1153 answer sheets were returned from a total of 1391 depository libraries surveyed, giving a response rate of 83%. 238 libraries either did not return an answer sheet or returned it after the final cut-off date.

The table below shows the number of libraries and percentage of each type in the Federal Depository Library Program, the number of returns from each type, and the percentage of that type responding. Percentages are rounded to the nearest tenth of a percent.

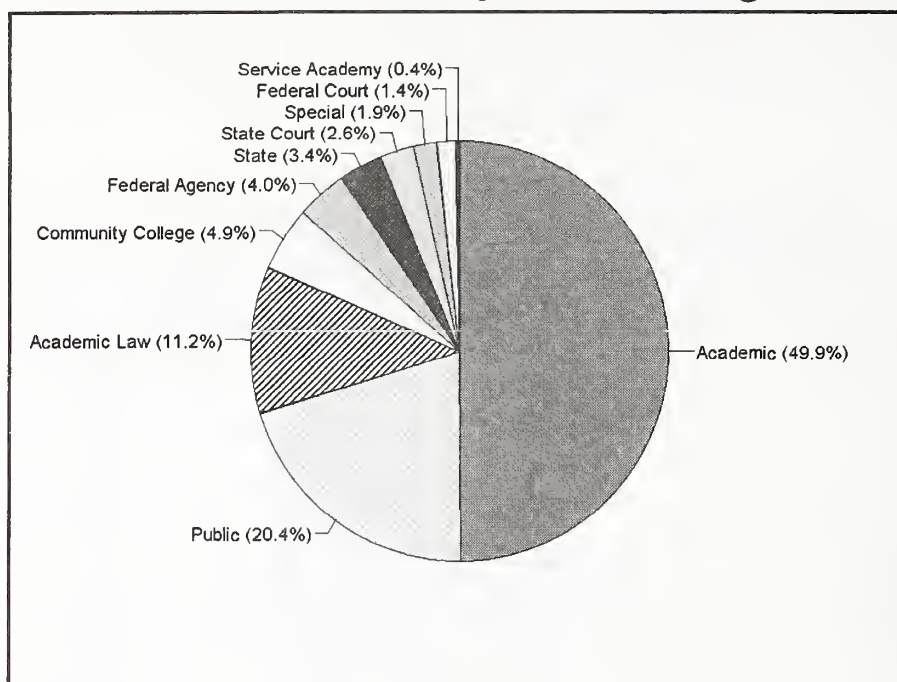
Depository Libraries and Survey Respondents by Type				
Library Type	No. in Program	Percent of Total	No. of Respondents	% of Type Responding
Academic General	694	49.9%	600	86.5%
Public	284	20.4%	231	81.3%
Academic Law	156	11.2%	128	82.1%
Community College	68	4.9%	51	75.0%
Federal Agency	55	4.0%	33	60.0%
State	47	3.4%	44	93.6%
State Court	36	2.6%	31	86.1%
Special	26	1.9%	13	49.2%
Federal Court	20	1.4%	13	65.0%
Service Academy	5	0.4%	4	80.0%
<b>TOTAL</b>	<b>1391</b>		<b>1153</b>	
Regionals	53	3.8	53	100.0
Selectives	1338	96.2	1100	79.1

Table 1

All 53 regional libraries, which make up nearly 4% of the 1391 depository libraries, responded to the survey. Regional libraries are not a separate type, however. 33 are university or college (Academic General) libraries, 14 are State libraries, 5 are large public libraries, and one is a special library. Regional libraries are therefore included in figures for these types of libraries. Regional library results are also shown separately.

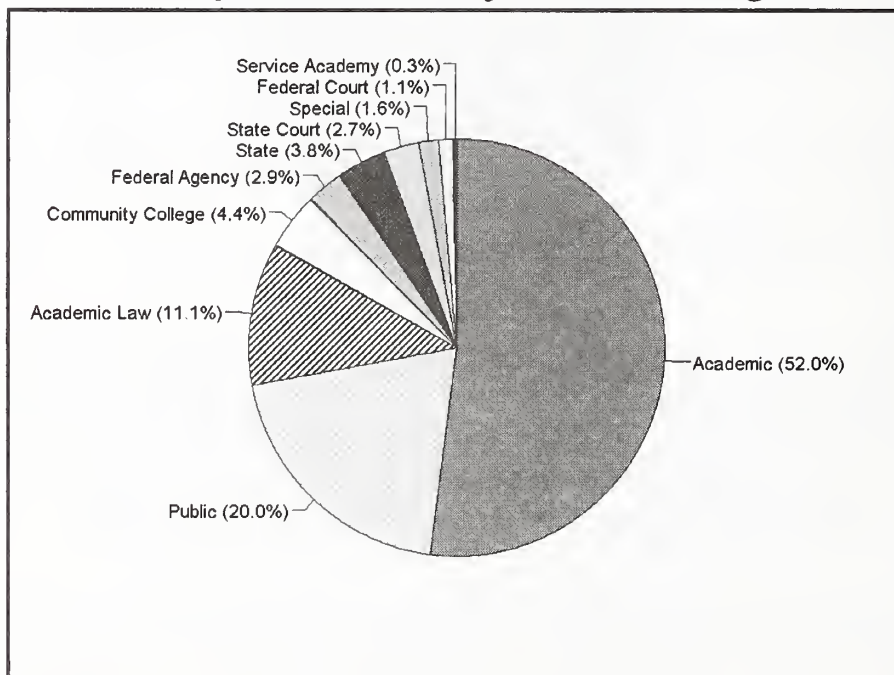


## Depositories by Percentage

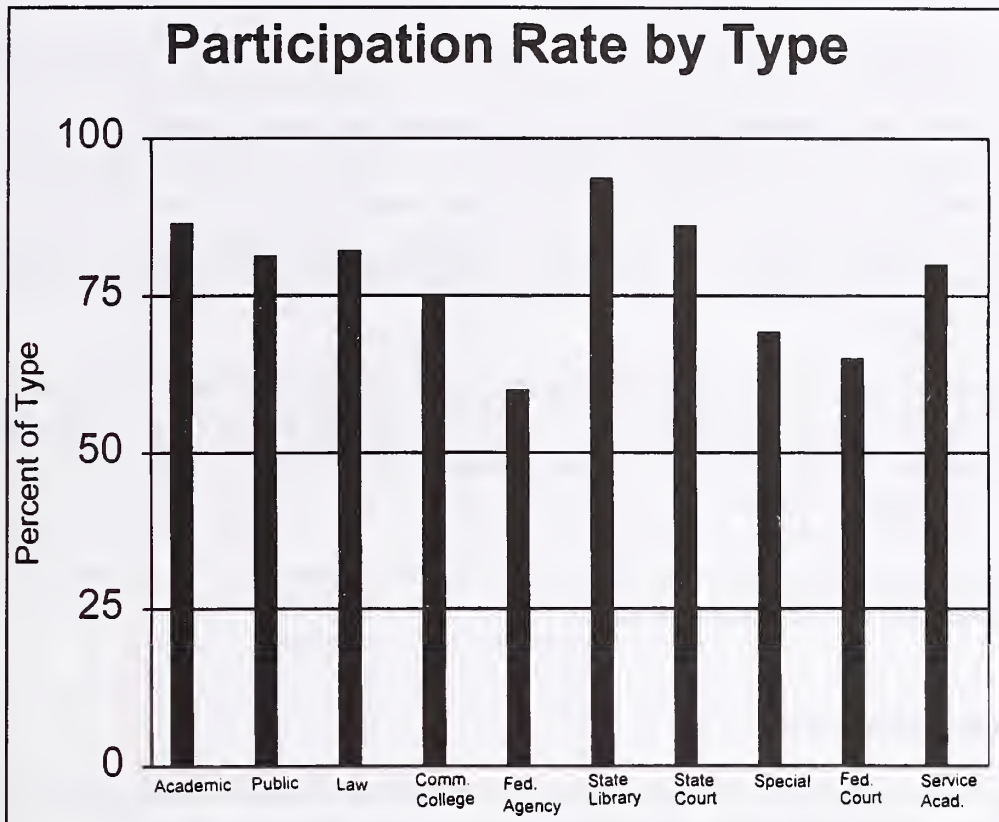


Graph B

## Respondents by Percentage



Graph C



Graph D

All ten types of libraries responded to the survey, roughly in proportion to their representation in the Program. Only Federal agency libraries, Federal court libraries, and special libraries responded at a rate lower than 75%. The high rate of return and the proportionate response by all types of libraries lead us to conclude that the data are valid and representative of the electronic capabilities of depository libraries.

## IV. Survey Results

The survey results follow the organization of the answer sheet. The text of the question appears first, followed by the tabular data which are shown in two sections. The first section contains figures for all respondents, all regional respondents, and all selective respondents. The second section contains figures for each of the 10 types of depository library. Each column is totalled, and each total is shown as a percentage of all respondents in that category. For example, in question A 1, 205 selectives said they had XTs. 205 is 18.6% of the 1100 selective respondents (see Table 1). All percentages are rounded to the nearest tenth of one percent.

A text section follows the data, highlighting the results for all libraries, for regionals, for academic general, and for public libraries. Regionals are emphasized because of their leadership role in the Program, and academic general and public because together they make up 70% of all depositories and 72% of all respondents.

The answer sheet included "0" as an option for almost all questions. This choice has been omitted in the data on the following pages.

### A. Computer System Units

This section was designed to collect information on computer systems available for depository patron use or staff administrative functions.

#### A 1 How many IBM compatible computers of each model type listed are available for use by public depository patrons?

PCXT	All	Regionals	Selectives
1	115	4	111
2-4	69	5	64
5-10	25	1	24
11-20	7	1	6
21-40	0	0	0
>40	0	0	0
Totals	216	11	205
% of Respondents	18.7	20.8	18.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	63	13	7	3	1	20	1	0	3	4
2-4	38	6	6	1	1	9	0	4	2	2
5-10	12	7	1	0	0	5	0	0	0	0
11-205	0	0	0	0	1	0	0	1	0	
21-400	0	0	0	0	0	0	0	0	0	
>40	0	0	0	0	0	0	0	0	0	0
Totals	118	26	14	4	2	35	1	4	6	6
% of Respondents	19.7	20.3	27.5	12.1	15.4	15.2	25.0	22.2	19.4	13.6

<b>AT286</b>	<b>All</b>	<b>Regionals</b>	<b>Selectives</b>
1	222	17	205
2-4	138	9	129
5-10	27	0	27
11-20	9	0	9
21-40	3	1	2
>40	2	0	2
<b>Totals</b>	<b>401</b>	<b>27</b>	<b>374</b>
<b>% of Respondents</b>	<b>34.8</b>	<b>50.9</b>	<b>34.0</b>

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	120	26	11	1	1	47	0	1	4	11
2-4	79	6	11	6	0	22	0	2	3	9
5-10	18	1	0	1	0	7	0	0	0	0
11-20	7	1	0	0	0	0	0	0	1	0
21-40	3	0	0	0	0	0	0	0	0	0
>40	1	0	0	0	0	1	0	0	0	0
<b>Totals</b>	<b>228</b>	<b>34</b>	<b>22</b>	<b>8</b>	<b>1</b>	<b>77</b>	<b>0</b>	<b>3</b>	<b>8</b>	<b>20</b>
<b>% of Respondents</b>	<b>38.0</b>	<b>26.6</b>	<b>43.1</b>	<b>24.2</b>	<b>7.7</b>	<b>33.3</b>	<b>0.0</b>	<b>16.7</b>	<b>25.8</b>	<b>45.5</b>

<b>AT386</b>	<b>All</b>	<b>Regionals</b>	<b>Selectives</b>
1	227	12	215
2-4	229	20	209
5-10	83	5	78
11-20	24	2	22
21-40	12	1	11
>40	6	0	6
<b>Totals</b>	<b>581</b>	<b>40</b>	<b>541</b>
<b>% of Respondents</b>	<b>50.4</b>	<b>75.5</b>	<b>49.2</b>

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	127	22	10	4	4	46	1	1	2	10
2-4	128	15	11	9	0	47	1	2	5	11
5-10	55	6	2	3	0	10	0	2	0	5
11-20	13	2	3	0	0	4	1	1	0	0
21-40	9	0	1	1	0	1	0	0	0	0
>40	5	0	0	0	0	0	0	0	1	0
<b>Totals</b>	<b>337</b>	<b>45</b>	<b>27</b>	<b>17</b>	<b>4</b>	<b>108</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>26</b>
<b>% of Respondents</b>	<b>56.2</b>	<b>35.2</b>	<b>52.9</b>	<b>51.5</b>	<b>30.8</b>	<b>46.8</b>	<b>75.0</b>	<b>33.3</b>	<b>25.8</b>	<b>59.1</b>

<b>AT486</b>	<b>All</b>	<b>Regionals</b>	<b>Selectives</b>
1	249	13	236
2-4	212	17	195
5-10	79	8	71
11-20	25	1	24
21-40	16	0	16
>40	11	1	10
<b>Totals</b>	<b>592</b>	<b>40</b>	<b>552</b>
<b>% of Respondents</b>	<b>51.3</b>	<b>75.5</b>	<b>50.2</b>

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	137	23	11	9	2	48	0	3	5	11
2-4	138	9	5	8	0	40	1	0	2	9
5-10	47	10	7	1	0	12	0	1	0	1
11-20	18	2	0	1	0	2	0	0	1	1
21-40	15	1	0	0	0	0	0	0	0	0
>40	6	1	0	0	0	2	0	1	1	0
Totals	361	46	23	19	2	104	1	5	9	22
% of Respondents	60.2	35.9	45.1	57.6	15.4	45.0	25.0	27.8	29.0	50.0

Unknown	All	Regionals	Selectives
1	11	0	11
2-4	11	0	11
5-10	4	0	4
11-20	3	1	2
21-40	0	0	0
>40	0	0	0
Totals	29	1	28
% of Respondents	2.5	1.9	2.5

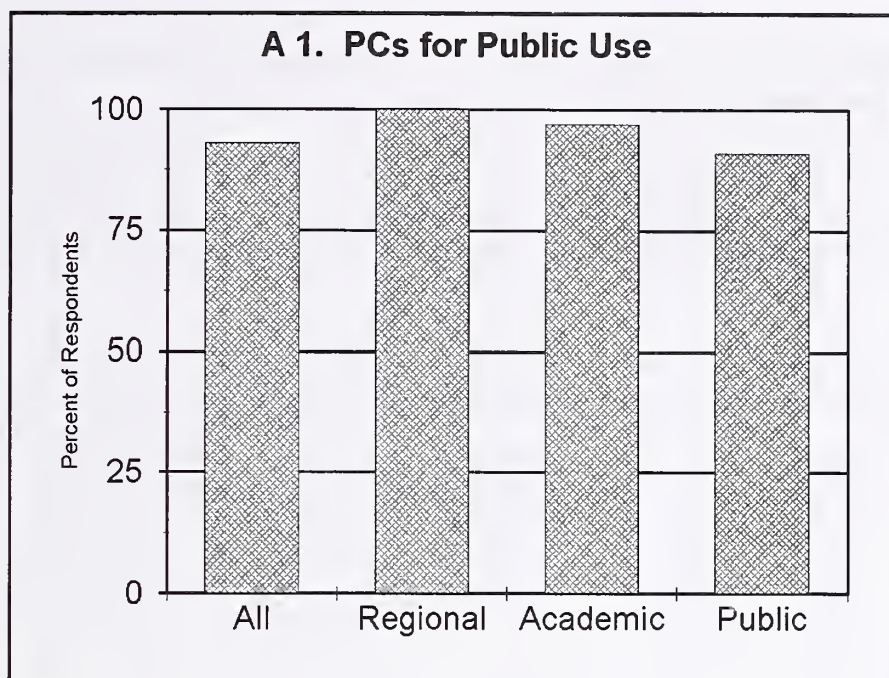
By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	4	0	0	0	0	6	0	0	0	1
2-4	5	0	2	0	0	3	0	1	0	0
5-10	2	0	1	0	0	1	0	0	0	0
11-20	1	0	0	1	0	0	0	1	0	0
21-40	0	0	0	0	0	0	0	0	0	0
>40	0	0	0	0	0	0	0	0	0	0
Totals	12	0	3	1	0	10	0	2	0	1
% of Respondents	2.0	0.0	5.9	3.0	0.0	4.3	0.0	11.1	0.0	2.3

Libraries were presented with four types of PC. 617 libraries have older, low-capacity XTs and 286s. 581 libraries have the 386. 592 have the higher capacity 486 or better models. 29 libraries reported that they had PCs of an unknown type available to the public. Only 77 libraries, 7% of the respondents, said they had no publicly-available PCs. Most libraries probably have a variety of models, and keep older models in use while upgrading to more advanced models.

40 regional libraries, 361 academic general, and 104 public libraries reported having 486s for public use.

93.3% of all the responding libraries, 100% of the regionals, 97.3 of the academic general, and 90.9% of the public libraries reported having some type of PC for public use.





Graph 1

Phone calls from depository staff revealed that some libraries had difficulty answering this question, because of different styles of library organization. The depository may be a sub-unit of the parent library, or depository responsibilities and materials, including computers, may be distributed throughout the library. Which computers belong to the depository may not be readily apparent in those libraries where depository responsibilities, staff, and equipment are not located in a discrete unit.

Different libraries may have answered this first question according to strict or loose interpretations. In the case of strict interpretation, the computers counted would be those which are considered part of the depository resources only and utilized for government supplied electronic products. This would result in a limited number of computers being counted.

The loose interpretation would count all computers that could theoretically be made available to the depository patron, whatever their location and function within the institution. This interpretation would obviously result in a much larger count. Responses to question A 1 were probably made using both types of interpretation.

**A 2 What is the **maximum** amount of RAM installed on IBM compatible computers available to **public depository patrons**?**

	All	Percent	Regionals	Percent	Selectives	Percent
<640K	55	4.8	2	3.8	53	4.8
640K-2Mb	290	25.2	10	18.9	280	25.5
4Mb-8Mb	512	44.4	23	43.4	489	44.5
>8<16Mb	60	5.2	9	17.0	51	4.6
>=16Mb	62	5.4	7	13.2	55	5.0
Unknown	50	4.3	0	0.0	50	4.5
No IBMs	93	8.1	0	0.0	93	8.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
<640K	33	4	4	4	0	8	1	0	0	1
640K-2Mb	150	31	10	6	4	62	1	3	9	14
4Mb-8Mb	288	48	22	12	4	104	1	6	8	19
>8<16Mb	41	2	3	1	0	9	0	0	1	3
>=16Mb	37	9	2	3	0	6	1	1	0	3
Unknown	17	8	4	4	1	9	0	4	0	3
No IBMs	17	22	5	2	2	31	0	3	10	1

55 libraries reported maximums of less than 640k, 290 reported between 640k and 2Mb, 512 reported between 4 and 8Mb, 60 reported greater than 8 and up to 16Mb, and 62 reported greater than 16Mb. On the high end, 16 regionals, 78 academic general, and 15 public libraries reported more than 8Mb of RAM.

Phone calls received on this question revealed some confusion about the term RAM, which was not defined. Callers sometimes confused RAM with hard disk drive capacity. Some librarians were not aware of any way to determine the amount of RAM in their computers, or they may have misinterpreted the amount given by DOS. However, the data indicate a general proportion that is consistent with the responses to question A 1.

**A 3 Are any advanced IBM compatible microcomputers, known as "professional workstations," available to **public depository patrons**?**

	All	Percent	Regionals	Percent	Selectives	Percent
YES	129	11.2	6	11.3	123	11.2
NO	899	78.0	44	83.0	855	77.7
Unknown	104	9.0	3	5.7	101	9.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	81	10	4	4	1	14	0	4	6	5
NO	448	106	44	26	11	190	4	13	23	34
Unknown	62	7	3	3	1	22	0	0	1	5

129 libraries indicated that they had professional workstations available to the public. Of these, 6 were regionals, 81 were academic general, and 14 were public libraries.

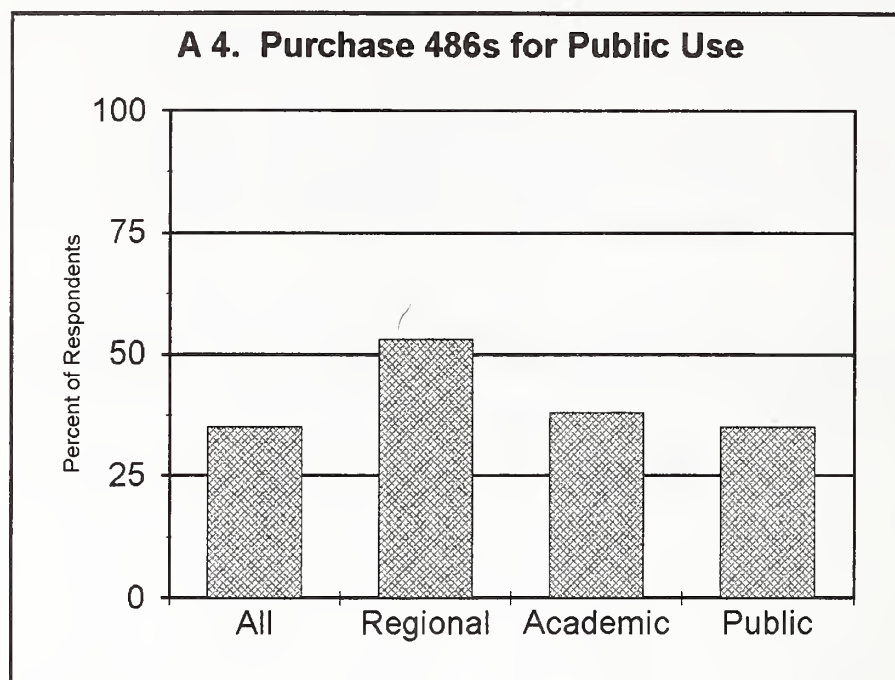
This question may also have been a source of confusion for depository librarians, since the term "professional workstation" was not defined. Also, there may be a technical problem with the question since while IBM does manufacture professional workstations, they are not considered "IBM compatible" as in "PC compatible." The leading manufacturers of workstations are DEC, Sun Microsystems and Hewlett Packard, not IBM. Workstations are powered by RISC processors and operate with an advanced operating system such as UNIX or Windows NT. In response to question F 2, 69 libraries reported using UNIX.

A 4 How many IBM compatible computers based on the 80486 or faster processor (Pentium) does your library plan to purchase within the next 12 months for use primarily by **public depository patrons**?

	All	Regionals	Selectives
1	216	8	208
2-4	124	11	113
5-10	36	4	32
11-20	10	1	9
21-40	7	2	5
>40	5	2	3
Totals	398	28	370
% of Respondents	34.5	52.8	33.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	122	22	8	1	2	47	1	2	5	6
2-4	68	13	3	6	0	22	0	0	5	7
5-10	24	2	1	1	0	8	0	0	0	0
11-20	5	1	0	2	0	2	0	0	0	0
21-40	6	0	0	0	0	0	0	0	0	1
>40	2	0	0	0	0	1	0	1	0	1
Totals	227	38	12	10	2	80	1	3	10	15
% of Respondents	37.8	29.7	23.5	30.3	15.4	34.6	25.0	16.7	32.3	34.1

398 libraries indicated that they planned purchasing anywhere from 1 to over 40 486 or faster computers for public use. Of these, 28 were regionals, 227 were academic general, and 80 were public libraries.



Graph 2

**A 5 How many IBM compatible computers based on the 80486 or faster processor (Pentium) does your library plan to purchase within the next 12 months for use primarily by depository staff?**

	All	Regionals	Selectives
1	239	8	231
2-4	119	9	110
5-10	13	0	13
11-20	6	1	5
21-40	5	1	4
>40	1	1	0
Totals	383	20	363
% of Respondents	33.2	37.7	33.0

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	112	32	8	4	5	56	1	3	10	8
2-4	68	18	3	5	1	11	0	3	4	6
5-10	6	1	0	1	0	3	0	1	1	0
11-20	2	1	0	3	0	0	0	0	0	0
21-40	2	0	0	1	0	1	0	0	0	1
>40	0	0	0	0	0	0	0	0	0	1
Totals	190	52	11	14	6	71	1	7	15	16
% of Respondents	31.7	40.6	21.6	42.4	46.2	30.7	25.0	38.9	48.4	36.4



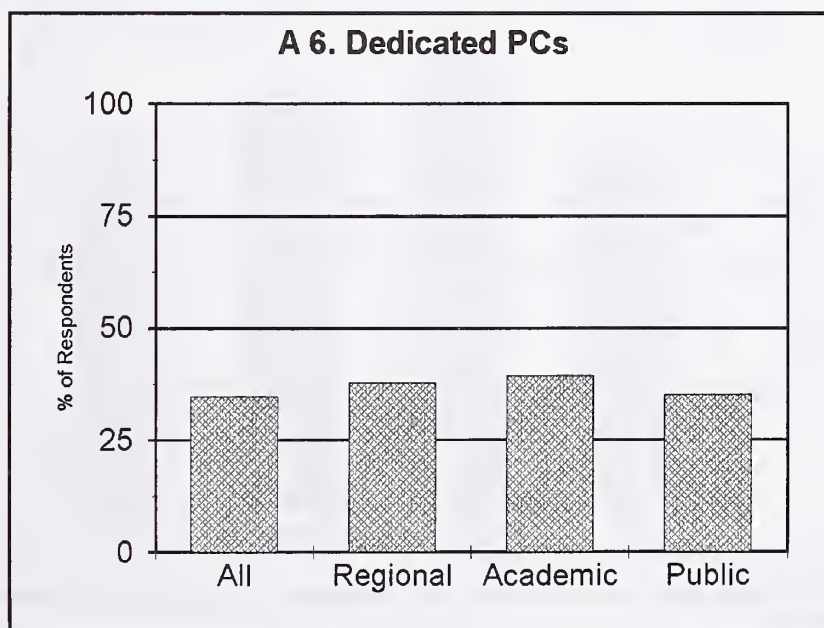
383 libraries indicated that they planned purchasing anywhere from 1 to over 40 486 or faster computers for staff use. Of these, 20 were regionals, 190 were academic general, and 71 were public libraries.

A 6 How many IBM compatible computers available to **public depository patrons** are dedicated to a sole information product or service and are not available for any other use?

	All	Regionals	Selectives
1	214	13	201
2	71	6	65
3	34	0	34
4	24	0	24
>4	57	1	56
Totals	400	20	380
% of Respondents	34.7	37.7	34.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	131	21	5	2	0	42	1	1	1	10
2	39	3	5	0	0	17	1	1	1	4
3	20	2	4	0	0	7	0	0	0	1
4	13	2	0	1	0	7	0	0	1	0
>4	33	10	2	2	0	8	0	1	1	0
Totals	236	38	16	5	0	81	2	3	4	15
% of Respondents	39.3	29.7	31.4	15.2	0	35.1	50	16.7	12.9	34.1

400 libraries reported having dedicated PCs, in numbers ranging from 1 to more than 4. Of these, 20 were regionals, 236 were academic general, and 81 were public libraries.



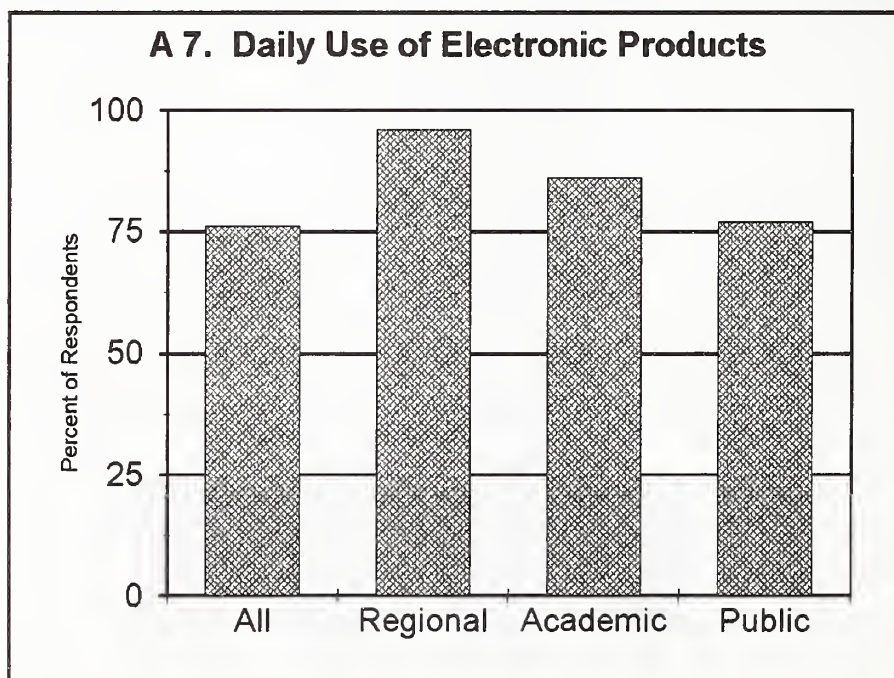
Graph 3

A 7 On average, how many people (both patrons and staff) would you estimate use depository electronic products at the library daily?

	All	Regionals	Selectives
1	194	2	192
2-4	287	7	280
5-10	198	11	187
11-20	117	19	98
21-40	54	8	46
>40	29	4	25
Totals	879	51	828
% of Respondents	76.2	96.2	75.3

By Library Type	Acad.c General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	96	23	11	11	3	33	1	4	7	5
2-4	170	24	12	9	0	53	0	2	4	13
5-10	115	7	6	5	0	52	2	0	1	10
11-20	86	2	2	1	0	18	1	0	1	6
21-40	32	2	0	0	0	14	0	1	1	4
>40	18	1	0	0	0	9	0	0	1	0
Totals	517	59	31	26	3	179	4	7	15	38
% of Respondents	86.2	46.1	60.8	78.8	23.1	77.5	100.0	38.9	48.4	86.4

879 libraries reported daily use, by at least one and up to more than 40 people. 51 of the regionals, 517 academic general, and 179 public libraries reported daily use of depository electronic products.



Graph 4

A 8 On average, how many hours would you estimate the depository electronic products are used daily?

	All	Percent	Regionals	Percent	Selectives	Percent
<30MIN	445	38.6	0	0.0	445	40.5
30-59MIN	195	16.9	10	18.9	185	16.8
1-1.5HRS.	176	15.3	9	17.0	167	15.2
>1.5HRS.	275	23.9	32	60.4	243	22.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
<30MIN	170	88	34	20	10	81	1	11	20	10
30-59MIN	113	12	9	4	1	37	2	2	5	10
1-1.5HRS.	106	10	3	6	0	37	0	2	2	10
>1.5HRS.	185	6	1	2	1	65	1	1	1	12

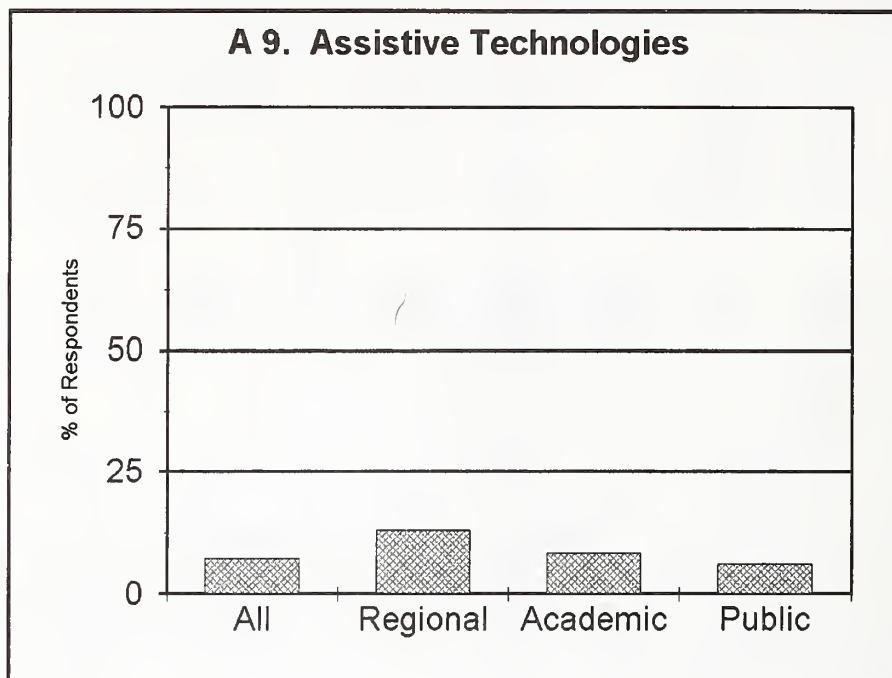
445 libraries reported less than 30 minutes daily use of depository electronic products; 195 libraries reported between 30 and 59 minutes use; 176 reported between 1 and 1.5 hours use; and 275 reported greater than 1.5 hours use. 32 regionals reported greater than 1.5 hours use; 185 academic general reported greater than 1.5 hours use; and 65 public libraries reported greater than 1.5 hours use.

A 9 How many IBM compatible computers available to **public depository patrons** are equipped with "assistive technologies" for the use of visually impaired persons?

	All	Regionals	Selectives
1	62	5	57
2-4	15	1	14
5-10	4	0	4
11-20	1	0	1
21-40	0	0	0
>40	2	1	1
Totals	84	7	77
% of Respondents	7.3	13.2	7.0

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	37	7	4	1	0	10	0	1	0	2
2-4	10	0	1	1	0	2	0	0	0	1
5-10	1	2	0	0	0	1	0	0	0	0
11-20	0	0	0	0	0	1	0	0	0	0
21-40	0	0	0	0	0	0	0	0	0	0
>40	2	0	0	0	0	0	0	0	0	0
Totals	50	9	5	2	0	14	0	1	0	3
% of Respondents	8.3	7.0	9.8	6.1	0.0	6.1	0.0	5.6	0.0	6.8

84 libraries reported varying numbers of PCs equipped with "assistive technologies" for the use of visually impaired persons. 7 regionals, 50 academic, and 14 public libraries reported having PCs with these "assistive technologies."



Graph 5

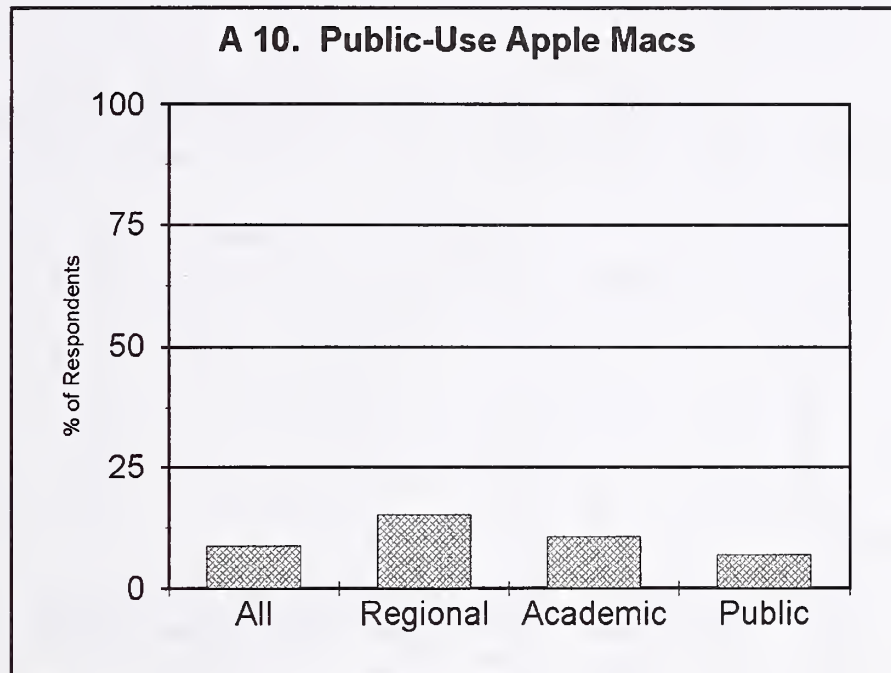
**A 10 How many Apple Macintosh computers are available for use by public depository patrons?**

	All	Regionals	Selectives
1	44	4	40
2-4	25	1	24
5-10	15	0	15
11-20	11	2	9
21-40	6	1	5
>40	1	0	1
Totals	102	8	94
% of Respondents	8.8	15.1	8.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	24	4	0	1	0	10	0	1	0	4
2-4	16	2	2	2	0	2	0	1	0	0
5-10	11	2	1	0	0	1	0	0	0	0
11-20	7	1	1	0	0	1	0	1	0	0
21-40	5	0	0	0	0	1	0	0	0	0
>40	0	0	0	0	0	1	0	0	0	0
Totals	63	9	4	3	0	16	0	3	0	4
% of Respondents	10.5	7.0	7.8	9.1	0.0	6.9	0.0	16.7	0.0	9.1



102 libraries reported having varying numbers of Apple Macintosh computers for public use. 8 regionals, 63 academic general, and 16 public libraries reported having public-use Apple Macintosh computers.



Graph 6

**B, C, & D.** The questions on hard disk drives, floppy disk drives, and CD-ROM drives are limited to IBM compatible computers. **Do not include Apple Macintosh computers** when answering these questions.

## B. Hard Disk Drives

**B 1** How many IBM compatible computers available to **either depository patrons or staff** have hard disk drives installed, and what is their capacity in megabytes? Show how many units have each capacity range. Do not consider effects of disk partitioning or use of compression software in answering this question.

	All	Regionals	Selectives
<b>&lt;50Meg</b>			
1	192	4	188
2-4	272	23	249
5-10	101	7	94
11-20	31	0	31
21-40	15	2	13
>40	4	0	4
Unknown	62	1	61
Totals	677	37	640
% of Respondents	58.7	69.8	58.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	100	19	8	4	2	46	0	0	4	9
2-4	137	30	15	8	3	53	2	7	7	10
5-10	59	7	3	3	0	22	0	2	1	4
11-20	18	3	2	1	0	6	0	0	0	1
21-40	10	1	1	2	0	0	0	1	0	0
>40	2	1	0	1	0	0	0	0	0	0
Unknown	26	8	2	4	2	13	0	2	3	2
Totals	352	69	31	23	7	140	2	12	15	26
% of Respondents	58.7	53.9	60.8	69.7	53.8	60.6	50.0	66.7	48.4	59.1

51-100	All	Regionals	Selectives
1	161	4	157
2-4	161	12	149
5-10	51	5	46
11-20	8	0	8
21-40	10	1	9
>40	6	2	4
Unknown	47	1	46
Totals	444	25	419
% of Respondents	38.5	47.2	38.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	87	12	10	2	3	37	0	2	1	7
2-4	105	14	6	2	2	19	1	1	2	9
5-10	28	8	3	3	0	5	0	1	1	2
11-20	6	0	0	0	0	2	0	0	0	0
21-40	6	1	0	2	0	0	0	1	0	0
>40	4	0	0	0	0	1	0	0	0	1
Unknown	24	6	0	2	2	8	0	2	2	1
Totals	260	41	19	11	7	72	1	7	6	20
% of Respondents	43.3	32.0	37.3	33.3	53.8	31.2	25.0	38.9	19.4	45.5

101-200	All	Regionals	Selectives
1	177	10	167
2-4	167	14	153
5-10	53	5	48
11-20	22	1	21
21-40	9	0	9
>40	6	1	5
Unknown	43	1	42
Totals	477	32	445
% of Respondents	41.4	60.4	40.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	96	17	4	1	6	40	0	0	7	6
2-4	89	14	7	3	1	33	1	1	5	13
5-10	31	7	2	2	0	7	0	3	1	0
11-20	12	4	2	0	0	2	1	1	0	0
21-40	6	2	0	0	0	0	0	0	1	0
>40	2	1	0	0	0	1	0	0	1	1
Unknown	22	6	0	1	2	7	0	2	2	1
Totals	258	51	15	7	9	90	2	7	17	21
% of Respondents	43.0	39.8	29.4	21.2	69.2	39.0	50.0	38.9	54.8	47.7

<b>201-300</b>	All	Regionals	Selectives
1	108	6	102
2-4	82	7	75
5-10	24	4	20
11-20	12	2	10
21-40	3	1	2
>40	2	0	2
Unknown	44	1	43
Totals	275	21	254
% of Respondents	23.9	39.6	23.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	55	7	3	3	0	25	1	4	4	6
2-4	55	5	2	3	0	13	0	0	0	4
5-10	15	1	2	0	0	4	0	1	1	0
11-20	7	0	0	1	1	2	0	0	1	0
21-40	3	0	0	0	0	0	0	0	0	0
>40	2	0	0	0	0	0	0	0	0	0
Unknown	20	7	0	2	2	8	0	2	2	1
Totals	157	20	7	9	3	52	1	7	8	11
% of Respondents	26.2	15.6	13.7	27.3	23.1	22.5	25.0	38.9	25.8	25.0

<b>&gt;300</b>	All	Regionals	Selectives
1	84	9	75
2-4	54	7	47
5-10	16	0	16
11-20	8	1	7
21-40	1	0	1
>40	1	0	1
Unknown	46	1	45
Totals	210	18	192
% of Respondents	18.2	34.0	17.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	45	12	1	0	0	19	1	0	2	4
2-4	33	4	2	0	0	7	0	1	3	4
5-10	10	1	1	1	0	3	0	0	0	0
11-20	1	2	0	3	0	0	0	0	0	2
21-40	1	0	0	0	0	0	0	0	0	0
>40	0	0	0	1	0	0	0	0	0	0
Unknown	21	6	0	2	2	10	0	2	2	1
Totals	111	25	4	7	2	39	1	3	7	11
% of Respondents	18.5	19.5	7.8	21.2	15.4	16.9	25.0	16.7	22.6	25.0

677 libraries reported PCs with less than 50 Mb of hard drive capacity, 444 reported between 51 and 100 Mb, 477 reported between 101 and 200 Mb, 275 reported between 201 and 300 Mb, and 210 reported over 300 Mb. 18 regionals, 111 academic general, and 39 public libraries reported over 300 Mb. These totals include those libraries answering "unknown." We are presuming that they did know they had PCs of the capacity in question, but did not know how many. However, they may have been uncertain whether or not they had PCs of the specified capacity, and therefore answered "unknown" instead of "0."

Phone calls indicated that the capacity of hard drives was confused with RAM memory in some cases. Some libraries had difficulty determining the capacity, and in general it can be difficult to determine. Some libraries may have reported the remaining amount rather than the total amount.

Large percentages of the responding libraries, ranging from 31% to 62.9%, left the different parts of this question blank. This further indication of uncertainty suggests that the answers received may be of minimal value.

## B 2 What is the average amount of free hard disk space in these IBM compatible computers?

	All	Percent	Regionals	Percent	Selectives	Percent
<50 Mb	449	38.9	16	30.2	433	39.4
51-100 Mb	248	21.5	19	35.8	229	20.8
101-200 Mb	116	10.1	7	13.2	109	9.9
201-300 Mb	31	2.7	2	3.8	29	2.6
>300 Mb	20	1.7	0	0.0	20	1.8
Unknown	221	19.2	8	15.1	213	19.4

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
<50 Mb	246	41	19	15	5	91	1	7	8	16
51-100 Mb	136	20	12	6	2	47	0	1	10	14
101-200 Mb	66	11	2	2	0	28	1	2	0	4
201-300 Mb	20	3	1	0	1	5	0	0	1	0
>300 Mb	6	4	2	1	0	6	0	0	0	1
Unknown	95	36	12	8	5	40	2	7	9	7

The same ranges in megabytes were presented as in the previous question. 449 libraries reported less than 50 Mb of free hard disk space, 248 reported between 51 and 100 Mb, 116 reported between 101 and 200 Mb, 31 reported between 201 and 300 Mb, and 20 reported over 300 Mb. No regionals, 6 academic general, and 6 public libraries reported over 300 Mb.

### C. Floppy Disk Drives

C 1 How many IBM compatible computers for **either depository patrons or staff** have both 5.25" and 3.5" floppy disk drives installed?

	All	Regionals	Selectives
1	300	11	289
2-4	382	21	361
5-10	134	12	122
11-20	46	1	45
21-40	23	1	22
>40	12	1	11
Totals	897	47	850
% of Respondents	77.8	88.7	77.3

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	154	33	14	4	6	65	0	4	9	11
2-4	188	39	12	14	4	92	2	7	7	17
5-10	84	14	10	4	1	13	1	1	1	5
11-20	30	4	0	5	0	3	1	1	0	2
21-40	14	6	0	0	0	3	0	0	0	0
>40	5	1	0	3	0	0	0	1	2	0
Totals	475	97	36	30	11	176	4	14	19	35
% of Respondents	79.2	75.8	70.6	90.9	84.6	76.2	100.0	77.8	61.3	79.5

897 libraries reported having both size floppy disks on their PCs. 47 regionals, 475 academic general, and 176 public libraries had both.

C 2 How many of each of the floppy disk sizes listed are installed on IBM compatible computers for **either depository patrons or staff**?

360 K	All	Regionals	Selectives
1	140	6	134
2-4	133	10	123
5-10	42	2	40
11-20	16	2	14
21-40	6	0	6
>40	0	0	0
Totals	337	20	317
% of Respondents	29.2	37.7	28.8



By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	74	16	10	2	1	25	0	1	4	7
2-4	71	16	6	7	0	19	2	3	2	7
5-10	24	2	4	2	0	9	0	0	1	0
11-20	8	4	0	1	1	0	0	1	0	1
21-40	3	2	0	0	0	1	0	0	0	0
>40	0	0	0	0	0	0	0	0	0	0
Totals	180	40	20	12	2	54	2	5	7	15
% of Respondents	30.0	31.3	39.2	36.4	15.4	23.4	50.0	27.8	22.6	34.1

1.2 Mb	All	Regionals	Selectives
1	183	4	179
2-4	308	24	284
5-10	81	8	73
11-20	33	2	31
21-40	18	0	18
>40	9	1	8
Totals	632	39	593
% of Respondents	54.8	73.6	53.9

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	104	19	9	3	1	39	0	1	3	4
2-4	154	25	10	5	6	79	1	5	9	14
5-10	49	6	3	3	0	17	0	1	0	2
11-20	22	2	1	5	0	1	0	1	0	1
21-40	7	6	0	1	0	2	0	1	1	0
>40	5	0	0	2	0	0	0	1	1	0
Totals	341	58	23	19	7	138	1	10	14	21
% of Respondents	56.8	45.3	45.1	57.6	53.8	59.7	25.0	55.6	45.2	47.7

720 K	All	Regionals	Selectives
1	102	4	98
2-4	94	6	88
5-10	38	2	36
11-20	13	1	12
21-40	5	0	5
>40	1	0	1
Totals	253	13	240
% of Respondents	21.9	24.5	21.8

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	63	12	3	1	0	16	0	0	3	4
2-4	56	9	7	1	0	16	1	1	2	1
5-10	24	2	3	1	0	6	0	0	2	0
11-20	9	2	0	1	0	0	1	0	0	0
21-40	3	1	0	0	0	1	0	0	0	0
>40	1	0	0	0	0	0	0	0	0	0
Totals	156	26	13	4	0	39	2	1	7	5
% of Respondents	26.0	20.3	25.5	12.1	0.0	16.9	50.0	5.6	22.6	11.4

1.44 Mb	All	Regionals	Selectives
1	179	4	175
2-4	369	20	349
5-10	172	15	157
11-20	66	6	60
21-40	40	0	40
>40	19	2	17
Totals	845	47	798
% of Respondents	73.3	88.7	72.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	89	20	7	2	1	46	0	1	6	7
2-4	182	44	15	10	4	81	2	4	10	17
5-10	107	13	7	3	0	27	0	4	4	7
11-20	45	7	3	4	0	3	1	0	0	3
21-40	25	8	0	1	0	4	0	1	1	0
>40	14	1	0	1	0	1	0	1	1	0
Totals	462	93	32	21	5	162	3	11	22	34
% of Respondents	77.0	72.7	62.7	63.6	38.5	70.1	75.0	61.1	71.0	77.3

337 libraries had 360 K drives; 632 had 1.2 Mb drives; 253 had 720 K drives; and 845 had 1.44 Mb drives. 47 regionals, 462 academic general, and 162 public libraries had 1.44 Mb drives.

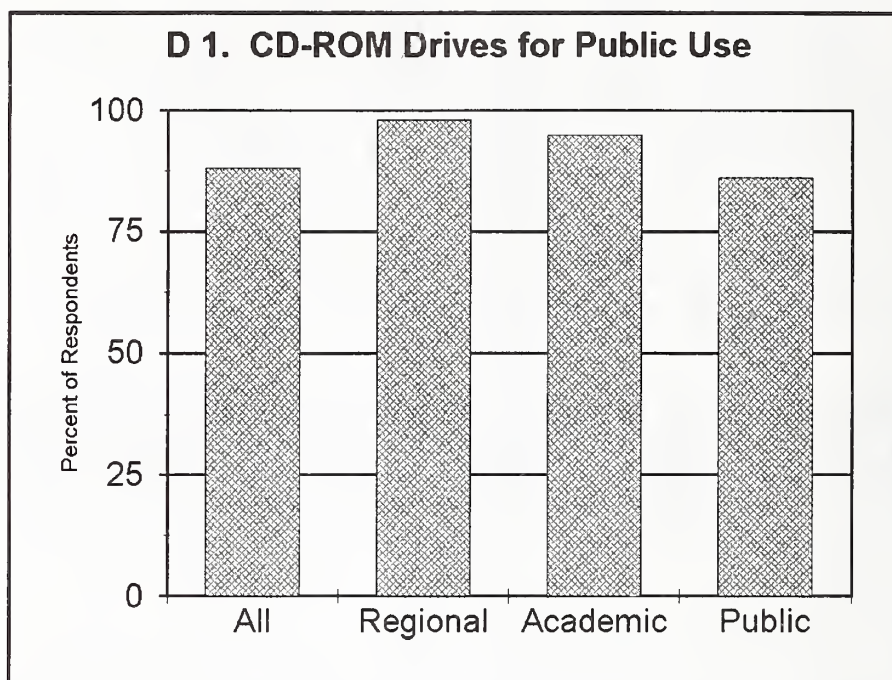
#### D. CD-ROM

D 1 How many drives are attached to IBM compatible computers available to **public depository patrons**? Include computers attached to networked CD-ROM drives.

	All	Regionals	Selectives
1	190	2	188
2-4	317	11	306
5-10	258	17	241
11-20	136	10	126
21-40	67	5	62
>40	41	7	34
Totals	1009	52	957
% of Respondents	87.5	98.1	87.0

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	97	28	9	4	4	36	0	3	5	4
2-4	174	33	14	8	2	60	1	2	9	14
5-10	148	19	9	7	1	58	0	3	4	9
11-20	74	9	9	5	0	29	0	1	0	9
21-40	47	2	0	1	0	11	3	0	1	2
>40	28	2	0	3	0	4	0	1	1	2
Totals	568	93	41	28	7	198	4	10	20	40
% of Respondents	94.7	72.7	80.4	84.8	53.8	85.7	100.0	55.6	64.5	90.9

1009 libraries reported having varying numbers of CD-ROM drives attached to PCs available to the public. 52 regionals, 568 academic general, and 198 public libraries reported having them. The overwhelming majority of depositories do make CD-ROM drives available to the public. CD-ROM technology has obviously entered the mainstream and become a routine source of information.



Graph 7

D 2 Are any CD-ROM drives designated as 2X (double speed), 3X (triple speed) etc., available to **public depository patrons** on IBM compatible computers? Indicate the fastest one.

	All	Percent	Regionals	Percent	Selectives	Percent
2X	304	26.4	21	39.6	283	25.7
3X	36	3.1	2	3.8	34	3.1
4X	48	4.2	1	1.9	47	4.3
No	572	49.6	20	37.7	552	50.2
Unknown	152	13.2	7	13.2	145	13.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
2X	169	33	10	11	1	49	0	5	6	20
3X	17	4	0	1	1	6	0	1	4	2
4X	34	0	4	0	0	9	1	0	0	0
No	284	72	28	16	8	124	1	8	16	15
Unknown	75	14	7	5	2	35	2	4	4	4



304 libraries reported having 2X CD-ROM drives; 36 reported having 3X CD-ROM drives; 48 reported having 4X CD-ROM drives. 1 regional, 34 academic general, and 9 public libraries reported having 4X CD-ROM drives.

**D 3 Are any of the IBM compatible computer systems available to either depository patrons or staff equipped for Multi-Media support?**

	All	Percent	Regionals	Percent	Selectives	Percent
YES	207	18.0	9	17.0	198	18.0
NO	871	75.5	44	83.0	827	75.2
Unknown	49	4.2	0	0.0	49	4.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	113	18	13	11	2	39	0	2	2	7
NO	450	100	34	21	11	179	3	12	25	36
Unknown	24	6	3	1	0	7	1	3	3	1

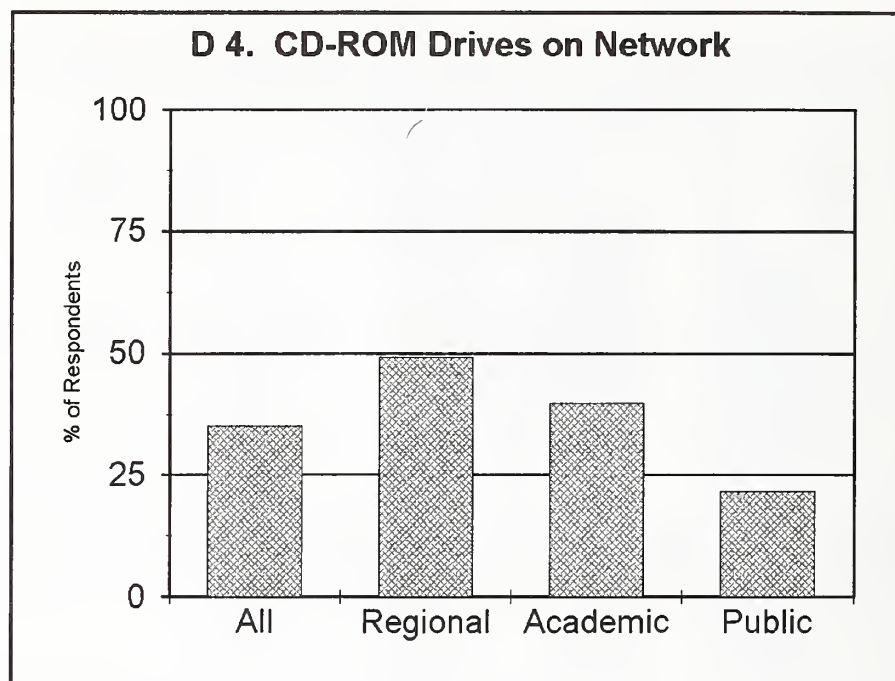
207 libraries reported PCs equipped for Multi-Media support. 9 regionals, 113 academic general, and 39 public libraries reported this capability.

**D 4 How many IBM compatible computers available to either depository patrons or staff access CD-ROM drives via a network?**

	All	Regionals	Selectives
1	61	1	60
2-4	120	9	111
5-10	101	5	96
11-20	63	6	57
21-40	30	2	28
>40	30	3	27
Totals	405	26	379
% of Respondents	35.1	49.1	34.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	32	7	3	2	2	8	0	1	5	1
2-4	62	18	3	3	6	19	2	1	1	5
5-10	60	8	6	0	0	19	0	3	0	5
11-20	42	6	5	5	0	2	1	0	0	2
21-40	22	1	0	2	0	1	0	1	2	1
>40	20	2	1	2	1	1	0	1	1	1
Totals	238	42	18	14	9	50	3	7	9	15
% of Respondents	39.7	32.8	35.3	42.4	69.2	21.6	75.0	38.9	29.0	34.1

405 libraries reported varying numbers of PCs accessing CD-ROM drives via a network. 26 regionals, 238 academic general, and 50 public libraries reported having network access for CD-ROM.



Graph 8

## E. Networks and Telecommunications

This section covers depository computer connections to other computer systems or services.

### E 1 Are depository computers connected by a LAN (Local Area Network)?

For Patrons	All	Percent	Regionals	Percent	Selectives	Percent
YES	353	30.6	23	43.4	330	30.0
NO	770	66.8	29	54.7	741	67.4

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	210	33	18	16	2	43	2	6	9	14
NO	377	89	32	17	10	182	2	11	21	29

For Staff	All	Percent	Regionals	Percent	Selectives	Percent
YES	473	41.0	26	49.1	447	40.6
NO	614	53.3	24	45.3	590	53.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	256	72	21	23	9	51	2	9	11	19
NO	316	46	28	9	3	165	1	7	16	23

353 libraries reported LANs on PCs available to patrons. 23 regionals, 210 academic general, and 43 public libraries reported having them.

473 libraries reported LANs on PCs available to staff. 26 regionals, 256 academic general, and 51 public libraries reported having LANs on staff PCs.

## E 2 Which network software is in use for the LAN?

	All	Percent	Regionals	Percent	Selectives	Percent
Banyan VINES	20	1.7	2	3.8	18	1.6
Novell Network	376	32.6	20	37.7	356	32.4
LAN Manager	15	1.3	2	3.8	13	1.2
Lantastic	27	2.3	1	1.9	26	2.4
Multiple Software	10	0.9	1	1.9	9	0.8
Other	106	9.2	3	5.7	103	9.4
Unknown	202	17.5	5	9.4	197	17.9

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Banyan VINES	9	3	0	3	0	2	1	0	1	1
Novell Network	207	60	15	18	8	37	2	7	9	13
LAN Manager	8	3	0	0	0	0	0	0	2	2
Lantastic	13	1	2	0	0	11	0	0	0	0
Multiple Software	9	0	0	0	0	1	0	0	0	0
Other	64	6	5	4	1	18	0	1	2	5
Unknown	80	29	10	2	1	55	0	5	9	11

Of the network software listed, by far the most used is Novell Network, with 376 library users. The next highest choice is "other," marked by 106 libraries. 20 regionals, 207 academic general, and 37 public libraries use Novell Network.

## E 3 Are terminal emulation hardware and software used to connect depository computers to a mainframe?

	All	Percent	Regionals	Percent	Selectives	Percent
YES	400	34.7	24	45.3	376	34.2
NO	651	56.5	27	50.9	624	56.7
Unknown	57	4.9	2	3.8	55	5.0

By Library Type	Acad General	Acad Law	Comm College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	249	57	15	12	0	37	1	6	10	13
NO	306	56	33	18	6	176	3	10	17	26
Unknown	23	11	2	2	6	8	0	0	2	3

400 libraries reported having PCs connected to a mainframe computer. 24 regionals, 249 academic general, and 37 public libraries had mainframe connections.

**E 4 Are depository computers hard-wired (directly and continuously connected) to the Internet?**

	All	Percent	Regionals	Percent	Selectives	Percent
YES	346	30.0	25	47.2	321	29.2
NO	750	65.0	27	50.9	723	65.7
Unknown	18	1.6	1	1.9	17	1.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	243	51	10	6	1	16	1	3	1	14
NO	331	71	39	25	11	201	3	14	27	28
Unknown	10	1	1	2	0	2	0	0	1	1

346 libraries reported having a direct Internet connection. 25 regionals, 243 academic general, and 16 public libraries reported having one.

**E 5 Are Internet programs such as Telnet and FTP accessible on computers available to public depository patrons?**

	All	Percent	Regionals	Percent	Selectives	Percent
YES	336	29.1	18	34.0	318	28.9
NO	766	66.4	34	64.2	732	66.5
Unknown	13	1.1	0	0.0	13	1.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	242	31	14	4	1	28	1	3	0	12
NO	339	92	34	27	10	192	3	12	26	31
Unknown	5	1	2	2	0	0	0	1	2	0

336 libraries reported having Telnet and FTP available to the public. 18 regionals, 242 academic general, and 28 public libraries reported that they provide this access to the public. (See responses to question E 8 for public access to Internet in general, not specifically to Telnet and FTP.)

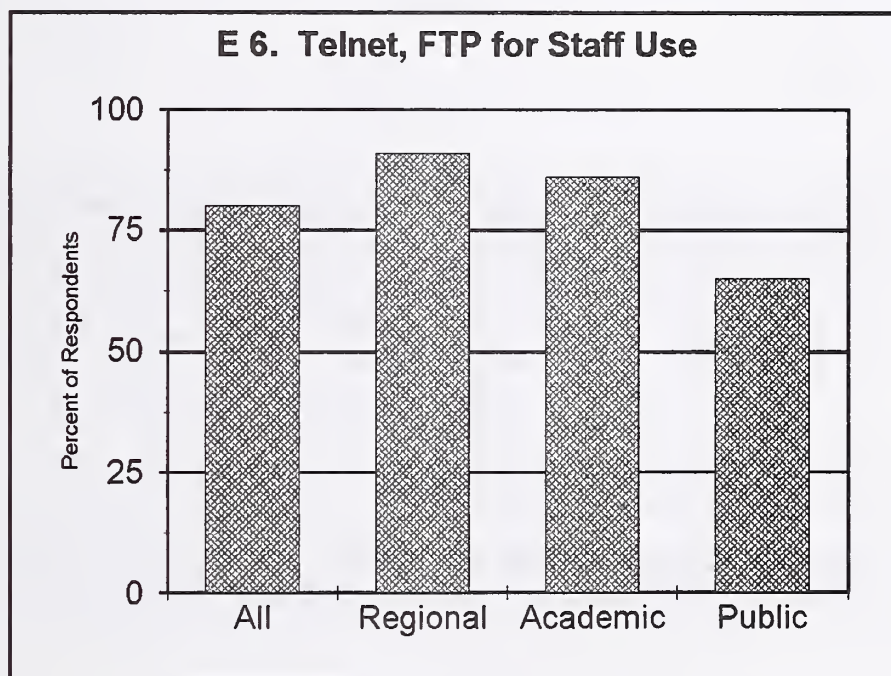


**E 6 Are Internet programs such as Telnet and FTP accessible on computers available to depository staff?**

	All	Percent	Regionals	Percent	Selectives	Percent
YES	920	79.8	48	90.6	872	79.3
NO	195	16.9	4	7.5	191	17.4
Unknown	8	0.7	1	1.9	7	0.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	518	117	37	25	6	151	4	9	15	38
NO	66	5	12	8	6	72	0	8	13	5
Unknown	3	1	1	0	0	2	0	0	1	0

920 libraries reported having Telnet and FTP accessible on computers available to depository staff. 48 regionals, 518 academic general, and 151 public libraries provide this access to staff.



Graph 9

**E 7 Is part-time access to the Internet available on depository computers through modem dial-up of a communications provider?**

	All	Percent	Regionals	Percent	Selectives	Percent
YES	369	32.0	24	45.3	345	31.4
NO	702	60.9	27	50.9	675	61.4
Unknown	36	3.1	2	3.8	34	3.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	158	31	14	8	7	108	1	6	15	21
NO	402	85	33	23	5	111	3	10	10	20
Unknown	20	6	2	0	0	4	0	0	3	1

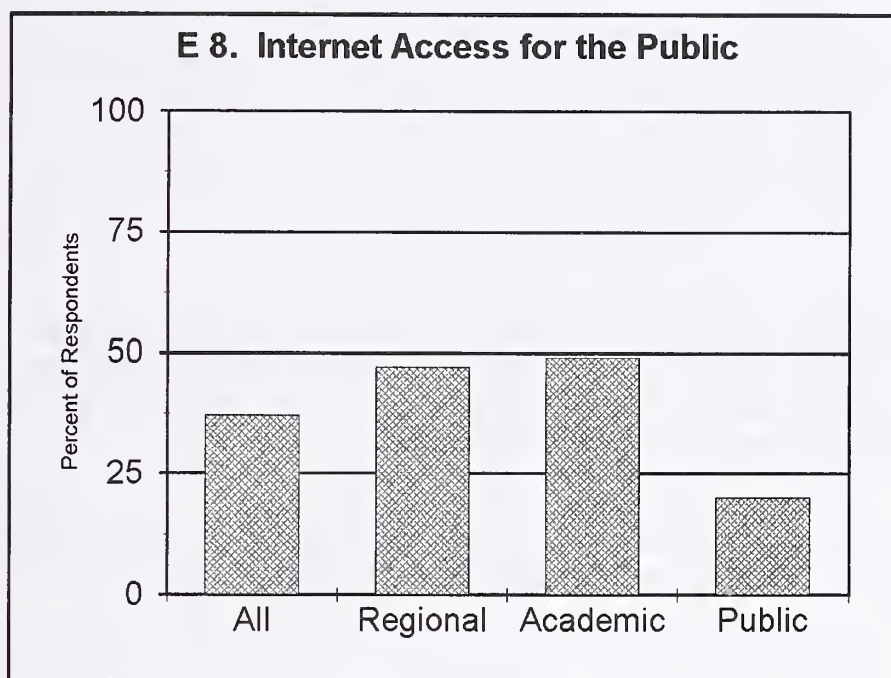
369 libraries indicated that they connected to the Internet via modem dial-up of a communications provider. 24 regionals, 158 academic general, and 108 public libraries reported providing Internet access via modem.

**E 8 How many computer terminals give Internet access to public depository patrons?**

	All	Regionals	Selectives
1	163	4	159
2-4	122	10	112
5-10	61	3	58
11-20	34	3	31
21-40	25	1	24
>40	23	4	19
Totals	428	25	403
% of Respondents	37.1	47.2	36.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
1	95	15	7	3	1	29	2	3	3	5
2-4	90	7	5	2	0	10	0	0	1	7
5-10	40	9	6	0	0	3	0	1	0	2
11-20	27	2	1	0	0	3	0	0	0	1
21-40	22	2	0	0	0	1	0	0	0	0
>40	20	1	0	0	0	1	0	1	0	0
Totals	294	36	19	5	1	47	2	5	4	15
% of Respondents	49.0	28.1	37.3	15.2	7.7	20.3	50.0	27.8	12.9	34.1

428 libraries reported giving Internet access to the public. 25 regionals, 294 academic general, and 47 public libraries reported that they provide public Internet access.



Graph 10

The lower rate of Internet access by public libraries is understandable, since public libraries were not commonly members of the research institutions for which the Internet was originally created. The fact that nearly two thirds of the public library depositories do have Internet access now, at least for staff, is encouraging. We know that the number of depository libraries with Internet is growing constantly. For example, 1993 Biennial Survey figures showed that 53% of all depositories had Internet and FTP access in the fall and winter of 1993. A year later that figure had grown to 80%.

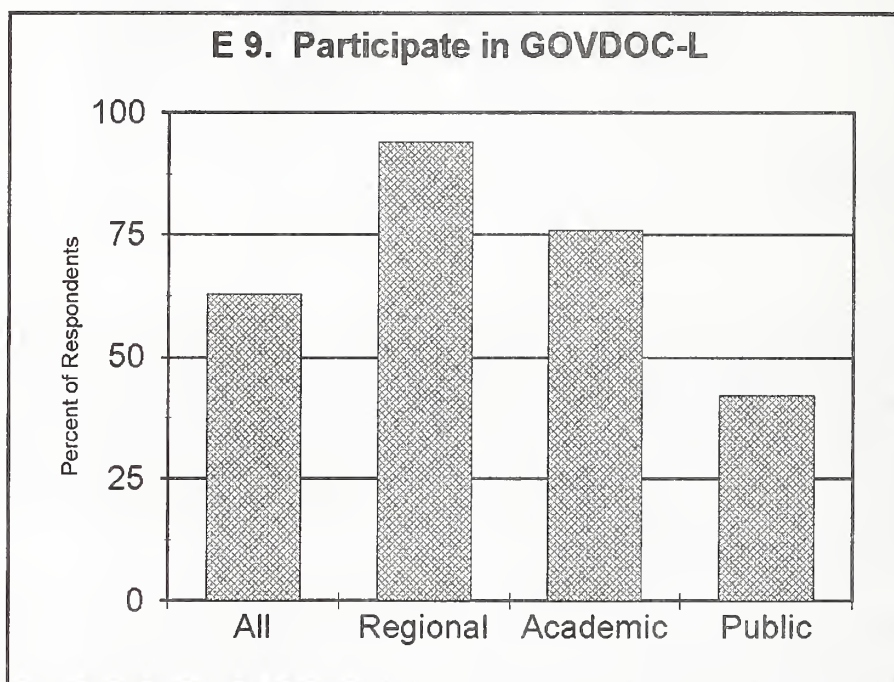
LPS is also finding online communications of increasing importance, especially using the Internet for administrative purposes. A major avenue of online communication for LPS has become the listserv, GOVDOC-L. Since LPS is putting more announcements on GOVDOC-L, including the contents of each issue of Administrative Notes and its Technical Supplement, we asked how many depository libraries participate in GOVDOC-L.

**E 9 Which online discussion groups do **depository staff** participate in? Indicate all that apply.**

	All	Percent	Regionals	Percent	Selectives	Percent
GOVDOC-L	730	63.3	50	94.3	680	61.8
MAPS-L	147	12.7	23	43.4	124	11.3
LAW-LIB	141	12.2	6	11.3	135	12.3
Other	364	31.6	32	60.4	332	30.2
None	334	29.0	3	5.7	331	30.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
GOVDOC-L	457	93	18	12	4	98	3	8	7	30
MAPS-L	117	3	1	2	0	16	0	1	0	7
LAW-LIB	18	87	0	3	6	8	0	4	11	4
Other	215	48	9	12	0	51	1	5	4	19
None	114	16	29	16	5	121	1	8	14	10

Of the choices listed, GOVDOC-L received the greatest number of responses, 730. 50 regionals, 457 academic general, and 98 public libraries reported participating in GOVDOC-L. Interestingly, the number of GOVDOC-L participants is significantly less than the number of libraries that report staff access to the Internet.



Graph 11

A scenario that occurred during the summer of 1994 illustrates the importance to depository libraries of monitoring GOVDOC-L. When the Depository Distribution Division found that it had excess copies of assorted volumes of the Bound Congressional Record, we listed them on a special offer and placed it in shipment boxes on July 22. On that same day we uploaded the special offer to GOVDOC-L. Immediately, librarians who had seen the GOVDOC-L notice flooded LPS with requests for the material. Requests from libraries responding to the print notice arrived a week or more later. For many volumes, the stock was already exhausted by then. This is just one small example of electronic access giving a library a real advantage.



E 10 Which on-line services are available on depository computers? Indicate all that apply.

	All	Percent	Regionals	Percent	Selectives	Percent				
AT&T Mail	44	3.8	3	5.7	41	3.7				
MCI Mail	5	0.4	0	0.0	5	0.5				
Delphi	9	0.8	0	0.0	9	0.8				
GENie	0	0.0	0	0.0	0	0.0				
CompuServe	34	2.9	3	5.7	31	2.8				
America Online	8	0.7	1	1.9	7	0.6				
Prodigy	4	0.3	0	0.0	4	0.4				
Dow Jones	46	4.0	2	3.8	44	4.0				
OCLC	460	39.9	28	52.8	432	39.3				
Dialog	414	35.9	30	56.6	384	34.9				
Other	296	25.7	19	35.8	277	25.2				
None	473	41.0	14	26.4	459	41.7				

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
AT&T Mail	15	6	2	1	2	14	0	0	2	2
MCI Mail	0	2	0	0	0	1	0	0	1	1
Delphi	3	1	0	0	1	3	0	0	1	0
GENie	0	0	0	0	0	0	0	0	0	0
CompuServe	9	6	4	1	1	7	0	0	2	4
America Online	2	0	0	0	0	4	0	0	0	2
Prodigy	1	0	0	0	0	2	0	0	0	1
Dow Jones	20	8	1	3	1	9	0	0	1	3
OCLC	264	39	18	18	7	70	2	6	10	26
Dialog	213	30	12	17	7	93	2	6	4	30
Other	141	35	6	16	6	54	2	6	11	19
None	239	64	28	15	4	93	1	6	13	10

460 libraries reported using OCLC and 414 reported using Dialog. OCLC use was reported by 28 regionals, 264 academic general, and 70 public libraries. Dialog use was reported by 30 regionals, 213 academic general, and 93 public libraries.

The responses to this question reveal some possible anomalies. The number of libraries that indicated AT&T Mail (44) is high compared with the MCI Mail competitor (5). Since MCI is associated with Dow Jones service, and that service is indicated 46 times, a higher number of users of MCI Mail would seem reasonable. There is a possibility that some respondents may have confused the AT&T Mail service with AT&T long distance phone service.

Some questions also rise concerning the number of users of the CompuServe information service. This service is indicated less frequently than Dow Jones, even though it offers a broader range of information. And responses to question E 11 indicate that the CompuServe PDN network is used more than twice as many times (77) as the information service is indicated on this question (34).

It is true that CompuServe PDN can be used to connect to information services other than CompuServe itself, but it still seems unlikely that twice as many libraries use the PDN without more subscribing to the service. It is possible that some libraries confused questions E 10 and E 11 and indicated the PDN when they meant the service.

E 11 Which PDN (public data network) services are available on depository computers? (OCLC, for example, is generally available via PDN.) Indicate all that apply.

	All	Percent	Regionals	Percent	Selectives	Percent
Tymnet	214	18.6	11	20.8	203	18.5
Sprintnet	143	12.4	12	22.6	131	11.9
MCInet	3	0.3	0	0.0	3	0.3
CompuServe	77	6.7	3	5.7	74	6.7
Other	190	16.5	8	15.1	182	16.5
None	700	60.7	34	64.2	666	60.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Tymnet	90	26	6	12	3	50	3	5	6	13
Sprintnet	54	24	6	6	3	23	2	5	4	16
MCInet	1	2	0	0	0	0	0	0	0	0
CompuServe	26	17	3	1	3	15	0	0	4	8
Other	92	20	6	9	2	35	0	6	8	12
None	389	80	37	14	6	132	1	7	14	20

Tymnet and Sprintnet were the most heavily used services among those listed, with 214 libraries reporting Tymnet use and 143 libraries reporting Sprintnet use. Tymnet use was reported by 11 regionals, 90 academic general, and 50 public libraries. Sprintnet use was reported by 12 regionals, 54 academic general, and 23 public libraries.

E 12 Which communications programs are available to **either public depository patrons or staff**? Indicate all that apply.

	All	Percent	Regionals	Percent	Selectives	Percent
ProComm	639	55.4	40	75.5	599	54.5
CrossTalk	95	8.2	5	9.4	90	8.2
SmartCom	127	11.0	11	20.8	116	10.5
HyperAccess	4	0.3	1	1.9	3	0.3
Other	368	31.9	19	35.8	349	31.7
Unknown	169	14.7	2	3.8	167	15.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
ProComm	310	75	20	22	5	145	4	8	18	32
CrossTalk	40	7	1	8	2	28	1	1	2	5
SmartCom	62	5	4	6	0	33	0	5	2	10
HyperAccess	3	0	0	0	0	0	0	0	0	1
Other	214	44	12	12	3	50	1	10	8	14
Unknown	91	19	15	0	3	33	0	1	6	1

639 libraries reported using ProComm. This was the most prevalent communications program among those listed for all the types of libraries. 40 regionals, 310 academic general, and 145 public libraries reported using ProComm.

## F. Other Applications

F 1 What software packages are available to **public depository patrons**? Indicate all that apply.

	All	Percent	Regionals	Percent	Selectives	Percent
WordPerfect	283	24.5	14	26.4	269	24.5
Microsoft Word	96	8.3	7	13.2	89	8.1
Ami Pro	11	1.0	2	3.8	9	0.8
dBASE III	84	7.3	8	15.1	76	6.9
dBASE IV	80	6.9	11	20.8	69	6.3
FoxPro	12	1.0	2	3.8	10	0.9
Lotus Approach	2	0.2	0	0.0	2	0.2
Borland Paradox	35	3.0	1	1.9	34	3.1
Microsoft Access	14	1.2	1	1.9	13	1.2
Lotus 1-2-3	116	10.1	9	17.0	107	9.7
Microsoft Excel	54	4.7	4	7.5	50	4.5
Quattro Pro	52	4.5	3	5.7	49	4.5
GIS Software	70	6.1	17	32.1	53	4.8
Adobe Acrobat	60	5.2	9	17.0	51	4.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
WordPerfect	148	28	26	10	0	55	0	4	7	5
Microsoft Word	60	7	5	2	0	16	1	3	1	1
Ami Pro	8	1	1	0	0	0	0	1	0	0
dBASE III	62	2	6	2	0	9	0	0	0	3
dBASE IV	58	2	8	1	0	7	0	1	0	3
FoxPro	9	1	0	1	0	1	0	0	0	0
Lotus Approach	0	0	1	0	0	0	0	1	0	0
Borland Paradox	26	1	3	1	0	4	0	0	0	0
Microsoft Access	9	1	0	2	0	0	0	0	1	1
Lotus 1-2-3	65	4	13	5	0	22	0	3	2	2
Microsoft Excel	38	3	4	0	0	4	0	3	1	1
Quattro Pro	39	1	4	0	0	7	0	1	0	0
GIS Software	60	0	0	0	0	8	0	1	0	1
Adobe Acrobat	44	2	0	1	0	10	0	0	1	2

14 software packages of various types were listed. Among all libraries, the most popular were WordPerfect (283 libraries), Lotus 1-2-3 (116 libraries), and Microsoft Word (96 libraries). Among regionals, the most popular were WordPerfect (14 libraries), GIS software (17 libraries) and dBASE IV (11 libraries). Among academic general libraries, the most popular were WordPerfect (148 libraries), Lotus 1-2-3 (65 libraries) and dBASE III (62 libraries). Among public libraries, the most popular were WordPerfect (55 libraries), Lotus 1-2-3 (22 libraries), and Microsoft Word (16 libraries).

The number of libraries that did not respond to this question, 703, is one of the highest in the entire survey. The lack of an "other" category as a response may have led to the high number of non-responses. Another possibility is that general application software may not generally be available in depositories for patrons. Those libraries that did respond indicate a high incidence of word processors and spread sheets, with much less emphasis on database programs. Word processors are probably not especially helpful in connection with government distributed electronic products. While spreadsheets would be of some help, they lack the necessary power to handle the very large data sets associated with some government products.

**F 2 What operating systems or environments are installed on IBM compatible computers available to **either public depository patrons or staff**? Indicate all that apply.**

	All	Percent	Regionals	Percent	Selectives	Percent
DOS v.2.0-3.1	99	8.6	6	11.3	93	8.5
DOS v.3.3	297	25.8	28	52.8	269	24.5
DOS v.4.0	119	10.3	6	11.3	113	10.3
DOS v.5.0	644	55.9	35	66.0	609	55.4
DOS v.6.0-6.2	637	55.2	36	67.9	601	54.6
IBM OS/2 2.0	9	0.8	0	0.0	9	0.8
IBM OS/2 2.1	14	1.2	2	3.8	12	1.1
UNIX/XENIX/AIX	69	6.0	3	5.7	66	6.0
Windows 3.0	112	9.7	6	11.3	106	9.6
Windows 3.1	579	50.2	37	69.8	542	49.3
DESQview	5	0.4	0	0.0	5	0.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
DOS v.2.0-3.1	46	15	3	3	0	23	0	3	2	4
DOS v.3.3	174	23	13	5	0	52	0	6	6	18
DOS v.4.0	79	12	8	0	0	15	0	2	1	2
DOS v.5.0	349	66	24	18	11	119	3	11	13	30
DOS v.6.0-6.2	357	71	27	13	3	118	2	11	16	19
IBM OS/2 2.0	3	2	0	1	0	2	0	1	0	0
IBM OS/2 2.1	8	0	1	1	0	0	0	2	0	2
UNIX/XENIX/AIX	42	9	2	2	0	3	0	4	2	5
Windows 3.0	62	11	5	4	0	19	1	3	3	4
Windows 3.1	322	58	21	13	9	103	2	10	14	27
DESQview	1	1	0	0	0	1	0	1	0	1

DOS 5.0, DOS 6.0-6.2, and Windows 3.1 were the most prevalent operating systems reported by all the libraries. DOS 5.0 use was reported by 644 libraries, including 35 regionals, 349 academic general, and 119 public libraries. DOS 6.0-6.2 use was reported by 637 libraries, including 36 regionals, 357 academic general, and 118 public libraries. Windows 3.1 use was reported by 579 libraries, including 37 regionals, 322 academic general, and 103 public libraries.



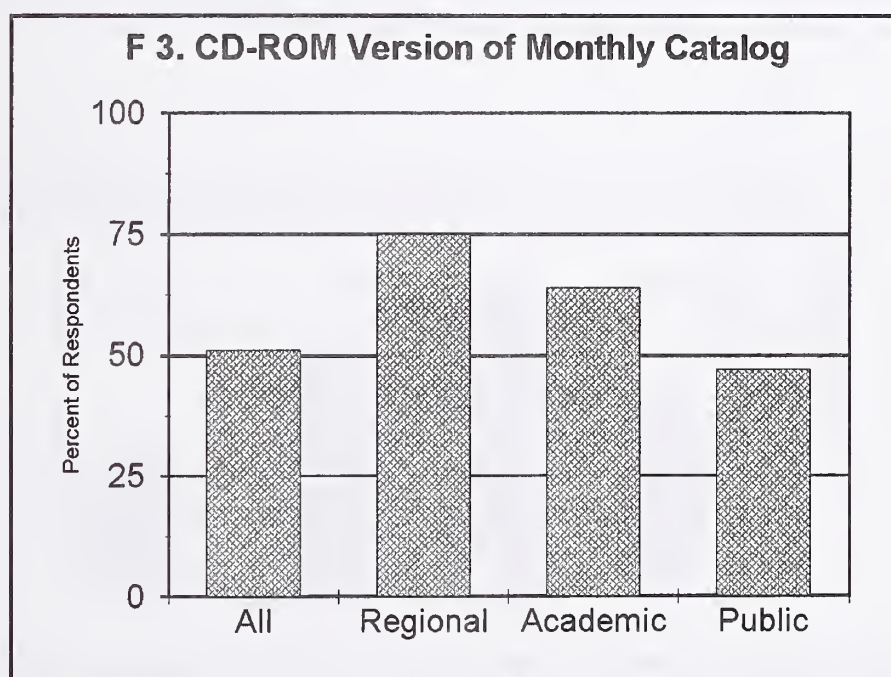
### F 3 Does your library subscribe to or purchase a commercial CD-ROM version of the GPO Monthly Catalog?

	All	Percent	Regionals	Percent	Selectives	Percent
YES	587	50.9	40	75.5	547	49.7
NO	503	43.6	10	18.9	493	44.8
Unknown	1	0.1	0	0.0	1	0.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	384	34	16	7	0	109	3	3	3	28
NO	184	87	31	23	12	111	1	13	26	15
Unknown	0	0	0	0	0	1	0	0	0	0

587 libraries reported using a CD-ROM version of the GPO Monthly Catalog. 40 regionals, 384 academic general, and 109 public libraries reported using one of these commercial products.

This question has implications for the sale of a GPO CD-ROM version of the Monthly Catalog.



Graph 12



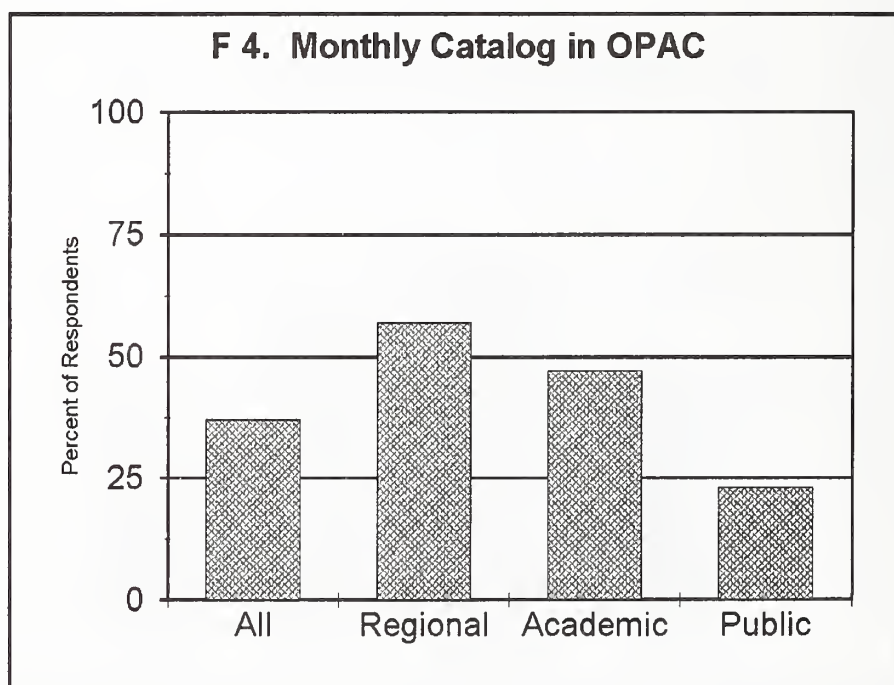
**F 4 Does your library load GPO-originated cataloging records into an Online Public Access Catalog (OPAC)?**

	All	Percent	Regionals	Percent	Selectives	Percent
YES	432	37.5	30	56.6	402	36.5
NO	642	55.7	19	35.8	623	56.6
Unknown	11	1.0	1	1.9	10	0.9

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	281	47	13	8	0	53	2	6	4	18
NO	279	72	34	22	12	162	2	9	25	25
Unknown	6	1	0	0	0	4	0	0	0	0

432 libraries reported loading the GPO cataloging records into an OPAC. 30 of the regionals, 281 of the academic general, and 53 of the public libraries reported loading these records into an OPAC. Libraries have reported double or triple, or even greater, usage of Federal depository documents after they loaded these records.



Graph 13

## G. User Support

G 1 Is there a technical expert available to assist **either public depository patrons or staff** in the operation or installation of library computer equipment?

	All	Percent	Regionals	Percent	Selectives	Percent				
YES	981	85.1	48	90.6	933	84.8				
NO	139	12.1	4	7.5	135	12.3				
Unknown	11	1.0	1	1.9	10	0.9				

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	532	112	42	26	10	177	4	15	24	39
NO	53	13	8	5	3	47	0	2	5	3
Unknown	5	0	0	2	0	2	0	0	1	1

981 libraries reported having a technical expert available to assist patrons and staff in the operation or installation of library computer equipment. 48 regionals, 532 academic general, and 177 public libraries reported access to such a person.

The availability of expert help may be key to the successful use of government electronic products and on-line databases. The term "technical expert" was left open to definition by each depository, and no doubt was interpreted differently at different institutions.

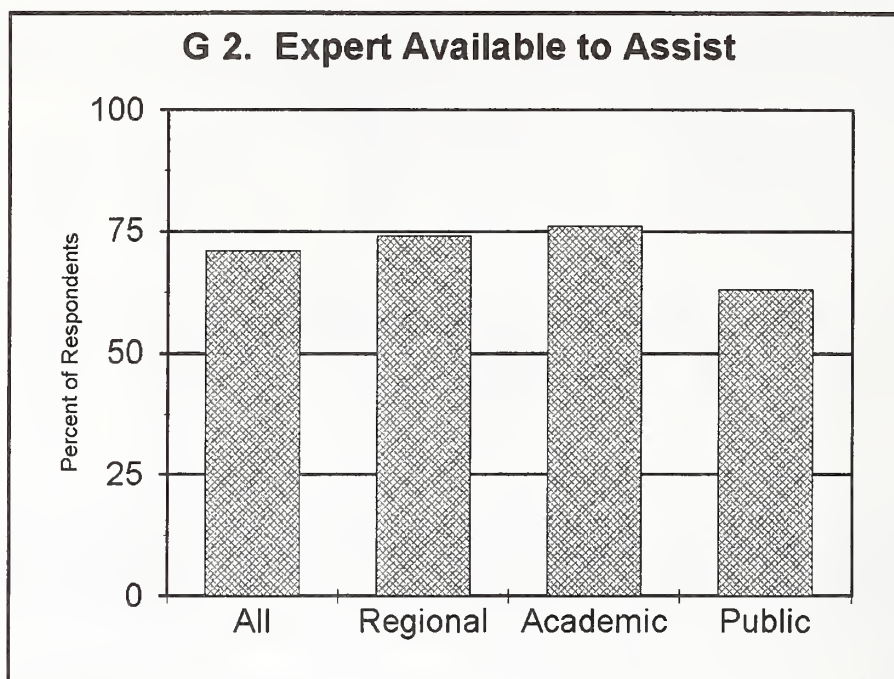
G 2 Is there a technical expert available to assist **either public depository patrons or staff** in the use of depository products or services?

	All	Percent	Regionals	Percent	Selectives	Percent				
YES	820	71.1	39	73.6	781	71.0				
NO	285	24.7	13	24.5	272	24.7				
Unknown	24	2.1	1	1.9	23	2.1				

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
YES	456	90	36	21	5	146	4	11	18	33
NO	128	32	12	8	7	74	0	4	11	9
Unknown	6	3	2	3	0	6	0	2	1	1

820 libraries reported having a technical expert available to assist patrons and staff in the use of depository products or services. 39 regionals, 456 academic general, and 146 public libraries reported access to a technical expert.



Graph 14

G 3 How many hours per week is technical help available to **public depository patrons** in the use of depository products or services?

	All	Percent	Regionals	Percent	Selectives	Percent
<2 HRS.	285	24.7	9	17.0	276	25.1
2-6 HRS.	46	4.0	3	5.7	43	3.9
7-10 HRS.	25	2.2	0	0.0	25	2.3
11-20 HRS.	37	3.2	2	3.8	35	3.2
21-40 HRS.	365	31.7	19	35.8	346	31.5
>40 HRS.	337	29.2	18	34.0	319	29.0

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
<2 HRS.	113	46	12	11	6	69	0	8	10	10
2-6 HRS.	28	6	1	1	0	5	0	1	2	2
7-10 HRS.	11	2	2	3	0	3	1	0	3	0
11-20 HRS.	22	2	4	0	1	6	0	1	1	0
21-40 HRS.	194	40	22	10	3	64	1	2	8	21
>40 HRS.	208	28	8	6	1	69	2	5	2	8

337 libraries indicated that technical help is available to the public for more than 40 hours a week. 18 regionals, 208 academic general, and 69 public libraries reported that technical help is available to the public more than 40 hours a week.

## **Conclusion**

One of the principle reasons for conducting the Electronic Capabilities Survey was to assess how depositories are coping with the transition from print to electronics. Based on these results, it is clear that depositories have heard the message and acted on it. Depository libraries have made enormous progress in positioning themselves to serve the public with electronic Government information. Access issues are overtaking ownership throughout the library field, and increasingly, access to information is how the successful depository will be measured. Not on what is in the collection, but on what the library can get for the public. And not only the public who comes in person to the library, but the public sitting at their PC at home or at the office.





---

# **Appendix A**

## **Survey Questions and Answer Sheet**

---





# **Electronic Capabilities Survey**

## **LIBRARY PROGRAMS SERVICE**

**July 1994**

**RETURN ANSWER SHEETS BY AUGUST 31**

### **Purpose**

The Library Programs Service (LPS) is conducting this survey to assess the computer equipment environment currently existing in depository libraries. The survey covers **only** equipment accessible to the **depository staff and to public depository patrons**. Do not include equipment limited to the library's primary users, such as students, faculty, etc.

LPS will communicate information from the survey to agency publishers planning new electronic products or services, and will use information from the survey to update the technical guidelines for depository computer equipment. Therefore, both your library and LPS should benefit from the results of this survey.

### **Contents**

The survey consists of this booklet and the answer sheet. The survey questions cover the basic system elements and associated software and networking in your depository.

### **Filling Out the Answer Sheet**

Please use a black ink pen or marker (not a pencil) when filling out the answer sheet. It is important that your answers be as accurate as possible. **Fill in a bubble for every question, including "0" if the answer is zero.**

### **Returning the Answer Sheet**

The survey is designed to be compiled by fax into a computer system.

**Fax answer sheets to:**  
**(202) 512-1625**  
**(Do NOT use any other number!)**

Or mail to:  
Electronic Survey  
Library Programs Service (Stop SLL)  
U.S. Government Printing Office  
Washington, DC 20401

The coding at the top of each answer sheet contains your library's depository number in machine-readable form. If you need a new answer sheet, please contact LPS at (202) 512-1002, fax (202) 512-1432 or e-mail <manage@access.digex.net>. **DO NOT** use a copy provided by another depository!

*Electronic Capabilities Survey - July 1994*

---

**A. Computer System Units**

This section is designed to collect information on computer systems available for depository patron use or staff administrative functions.

- A 1      How many IBM compatible computers of each model type listed are available for use by **public depository patrons**?
- A 2      What is the **maximum** amount of RAM installed on IBM compatible computers available to **public depository patrons**?
- A 3      Are any advanced IBM compatible microcomputers, known as "professional workstations." available to **public depository patrons**?
- A 4      How many IBM compatible computers based on the 80486 or faster processor (Pentium) does your library plan to purchase within the next 12 months for use primarily by **public depository patrons**?
- A 5      How many IBM compatible computers based on the 80486 or faster processor (Pentium) does your library plan to purchase within the next 12 months for use primarily by **depository staff**?
- A 6      How many IBM compatible computers available to **public depository patrons** are dedicated to a sole information product or service and are not available for any other use?
- A 7      On average, how many people (both patrons and staff) would you estimate use depository electronic products at the library daily?
- A 8      On average, how many hours would you estimate the depository electronic products are used daily?
- A 9      How many IBM compatible computers available to **public depository patrons** are equipped with "assistive technologies" for the use of visually impaired persons?
- A 10     How many Apple Macintosh computers are available for use by **public depository patrons**?

**B, C, & D.** The questions on hard disk drives, floppy disk drives, and CD-ROM drives are limited to IBM compatible computers. **Do not include Apple Macintosh computers** when answering these questions.

#### **B. Hard Disk Drives**

- B 1      How many IBM compatible computers available to **either depository patrons or staff** have hard disk drives installed, and what is their capacity in megabytes? Show how many units have each capacity range. Do not consider effects of disk partitioning or use of compression software in answering this question.
- B 2      What is the average amount of free hard disk space in these IBM compatible computers?

#### **C. Floppy Disk Drives**

- C 1      How many IBM compatible computers for **either depository patrons or staff** have both 5.25" and 3.5" floppy disk drives installed?
- C 2      How many of each of the floppy disk sizes listed are installed on IBM compatible computers for **either depository patrons or staff**?

#### **D. CD-ROM**

- D 1      How many drives are attached to IBM compatible computers available to **public depository patrons**? Include computers attached to networked CD-ROM drives.
- D 2      Are any CD-ROM drives designated as 2X (double speed), 3X (triple speed) etc., available to **public depository patrons** on IBM compatible computers? Indicate the fastest one.
- D 3      Are any of the IBM compatible computer systems available to **either depository patrons or staff** equipped for Multi-Media support?
- D 4      How many IBM compatible computers available to **either depository patrons or staff** access CD-ROM drives via a network?



*Electronic Capabilities Survey - July 1994*

---

## **E. Networks and Telecommunications**

This section covers depository computer connections to other computer systems or services.

- E 1      Are depository computers connected by a LAN (Local Area Network)?
- E 2      Which network software is in use for the LAN?
- E 3      Are terminal emulation hardware and software used to connect depository computers to a mainframe?
- E 4      Are depository computers hard-wired (directly and continuously connected) to the Internet?
- E 5      Are Internet programs such as Telnet and FTP accessible on computers available to **public depository patrons**?
- E 6      Are Internet programs such as Telnet and FTP accessible on computers available to **depository staff**?
- E 7      Is part-time access to the Internet available on depository computers through modem dial-up of a communications provider?
- E 8      How many computer terminals give Internet access to **public depository patrons**?
- E 9      Which online discussion groups do **depository staff** participate in? Indicate all that apply.
- E 10     Which on-line services are available on depository computers? Indicate all that apply.
- E 11     Which PDN (public data network) services are available on depository computers? (OCLC, for example, is generally available via PDN.) Indicate all that apply.
- E 12     Which communications programs are available to **either public depository patrons or staff**? Indicate all that apply.

**F. Other Applications**

- F 1      What software packages are available to **public depository patrons**?  
Indicate all that apply.
- F 2      What operating systems or environments are installed on IBM compatible  
computers available to **either public depository patrons or staff**? Indicate  
all that apply.
- F 3      Does your library subscribe to or purchase a commercial CD-ROM version of  
the GPO Monthly Catalog?
- F 4      Does your library load GPO-originated cataloging records into an Online  
Public Access Catalog (OPAC)?

**G. User Support**

- G 1      Is there a technical expert available to assist **either public depository  
patrons or staff** in the operation or installation of library computer  
equipment?
- G 2      Is there a technical expert available to assist **either public depository  
patrons or staff** in the use of depository products or services?
- G 3      How many hours per week is technical help available to **public depository  
patrons** in the use of depository products or services?



6062



# 1994 Electronic Capabilities Survey

Library Programs Service  
Federal Depository Library Program

--	--	--	--	--

Please Use Black Ink Pen or  
Marker to Answer Questions

- A 1. PC/XT    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40  
 AT286    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40  
 AT386    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40  
 AT486 or better   ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40  
 Unknown   ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- A 2.    ☐ < 640k  
          ☐ 640k-2Mb  
          ☐ 4Mb-8Mb  
          ☐ > 8 < 16Mb  
          ☐ >= 16Mb  
          ☐ Unknown  
          ☐ No IBMs

- A 3.    ☐ Yes   ☐ No   ☐ Unknown

- A 4.    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- A 5.    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- A 6.    ☐ 0   ☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ >4

- A 7.    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- A 8.    ☐ < 30min    ☐ 1-1.5hrs  
          ☐ 30-59min   ☐ > 1.5hrs

- A 9.    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- A 10.   ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- B 1. <50 Mb    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40   ☐ Unknown  
 51-100 Mb   ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40   ☐ Unknown  
 101-200 Mb   ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40   ☐ Unknown  
 201-300 Mb   ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40   ☐ Unknown  
 >300 Mb    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40   ☐ Unknown

- B 2.    ☐ < 50Mb  
          ☐ 51-100Mb  
          ☐ 101-200Mb  
          ☐ 201-300Mb  
          ☐ > 300Mb  
          ☐ Unknown

- C 1.    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- C 2.    360k    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40  
          1.2Mb   ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40  
          720k    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40  
          1.44Mb   ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- D 1.    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- D 2.    ☐ 2X

- D 3.    ☐ Yes   ☐ No   ☐ Unknown

- ☐ 3X

- ☐ 4X

- D 4.    ☐ 0   ☐ 1   ☐ 2-4   ☐ 5-10   ☐ 11-20   ☐ 21-40   ☐ >40

- ☐ No

- ☐ Unknown

If Possible, Respond by Fax Machine to:

**(202) 512-1625**

By August 31, 1994

Or Return by Mail to this Address:

Electronic Survey  
Library Programs Service (Stop SLL)  
U.S. Government Printing Office,  
Washington, DC 20401

--	--	--	--	--



6062



## Electronic Capabilities Survey Page 2

E 1. For Patrons ☐ Yes ☐ No  
For Staff ☐ Yes ☐ No

E 2. ☐ Banyan VINES ☐ Lantastic  
☐ Novell Network ☐ Multiple Software Used  
☐ Microsoft LAN Manager ☐ Other  
☐ Unknown

E 3. ☐ Yes ☐ No ☐ Unknown

E 4. ☐ Yes ☐ No ☐ Unknown

E 5. ☐ Yes ☐ No ☐ Unknown

E 6. ☐ Yes ☐ No ☐ Unknown

E 7. ☐ Yes ☐ No ☐ Unknown

E 8. ☐ 0 ☐ 1 ☐ 2-4 ☐ 5-10 ☐ 11-20 ☐ 21-40 ☐ >40

E 9. ☐ GOVDOC-L ☐ Other  
☐ MAPS-L ☐ None  
☐ LAW-LIB

E 10. ☐ AT&T Mail ☐ GENie ☐ Prodigy ☐ Dialog  
☐ MCI Mail ☐ CompuServe ☐ Dow Jones ☐ Other  
☐ Delphi ☐ America Online ☐ OCLC ☐ None

E 11. ☐ Tymnet ☐ Sprintnet ☐ MCInet ☐ CompuServe ☐ Other ☐ None

E 12. ☐ ProComm ☐ CrossTalk ☐ SmartCom ☐ HyperAccess ☐ Other ☐ Unknown

F 1. ☐ WordPerfect 5.1 or 6.0 ☐ Borland Paradox  
☐ Microsoft Word ☐ Microsoft Access  
☐ Lotus Ami Pro ☐ Lotus 1-2-3 vers. 2.3 /higher  
☐ dBASE III Plus ☐ Microsoft Excel  
☐ dBASE IV ☐ Borland Quattro Pro  
☐ FoxPro ☐ GIS Software  
☐ Lotus Approach ☐ Adobe Acrobat

F 2. ☐ MS-DOS ver 2.0 to 3.1  
☐ MS-DOS ver 3.3  
☐ MS-DOS ver 4.0  
☐ MS-DOS ver 5.0  
☐ MS-DOS ver 6.0 to 6.2  
☐ Quarterdeck DESQview  
☐ IBM OS/2 2.0  
☐ IBM OS/2 2.1  
☐ UNIX/XENIX/AIX  
☐ Microsoft Windows 3.0  
☐ Microsoft Windows 3.1 >

F 3. ☐ Yes ☐ No ☐ Unknown

F 4. ☐ Yes ☐ No ☐ Unknown

G 1. ☐ Yes ☐ No ☐ Unknown

G 2. ☐ Yes ☐ No ☐ Unknown

G 3. ☐ <2hrs ☐ 2-6hrs ☐ 7-10hrs ☐ 11-20hrs ☐ 21-40hrs ☐ >40hrs

If Possible, Respond by Fax Machine to:

(202) 512-1625

By August 31, 1994

Or Return by Mail to this Address:

--	--	--	--	--

Electronic Survey  
Library Programs Service (SLL)  
U.S. Government Printing Office,  
Washington, DC 20401





---

## **Appendix B**

### **Comments**

---



## Comments

LPS collected comments on the survey from 23 libraries. The comments fall into 3 general categories: descriptions of problems with the survey itself or with the library's specific situation which made answering the questions accurately difficult; descriptions of future plans which may or may not have been reflected in answering the survey questions, and explanations of how specific answers were arrived at.

Other comments may have been written directly on the answer sheets, but they were not seen if the answer sheets were correctly faxed to the telefax system and the automatic data input occurred successfully.

All of the written comments that came to our attention are reproduced in full below, with information identifying the individual libraries omitted. Each bullet (•) represents comments from one library.

---

## Problems with Survey

- Our automation librarian and I have tried to be as accurate as possible in answering the survey, but frankly, in some cases the questions are confusing; we can't decide what you are really asking. Also, I suspect that libraries without stand-alone documents departments are going to have some of the problems we have had--we have no staff that is exclusively documents, and no computer hardware that is used exclusively for documents products, so the waters (and answers) get murky.

I especially want to caution you about our answers to questions E4-E5 and G1-G3. In the E questions, you specify "hard wired," so we have answered NO; however, we do have continuous connection to the Internet, as the University is a registered Internet site. Library patrons have access to the Internet in that we offer some products via the Internet (FirstSearch, access to other library catalogs, etc.), but the means of connection is hidden from them; they pick a product off the menu, but don't enter the address themselves. We don't offer them FTP in the Library, although they can use it in computer labs around campus.

With regard to the G questions, we have a technical staff member who can mount the electronic products, but there is nobody on staff at the moment who has the time or job assignment to become intimately familiar with the products and serve as a resource person for effective use of them. We just help each other as much as we can.

I'm not sure how you devised the survey. I'd suggest the next time around that you get together five or six documents librarians from libraries of different sizes and types, tell them what you want to know, and let them come up with a draft of the questions. They might be clearer.

- We have filled this survey out as completely as possible, but I do not personally guarantee the accuracy of it. Our systems librarian left us in January and has not been replaced. The person who was our best source for electronic resources, after the systems librarian left, has just left us this past month. The position of assistant dean, who was in charge of inventory, was eliminated in a campus reorganization effective July 1. That duty (and many others) has not been reassigned. That leaves us with a cataloging technician and an electronic repair person who are doing their best to "do what needs to be done." They have, of course, relinquished none of their other duties in order to assimilate these additional ones. In many cases in this survey, we are uncertain whether you are referring to CD-ROM terminals or OPAC terminals, but answered as best we could. We currently have one CD-ROM set up for documents plus another which we share with another program. There is a Monthly Catalog file on our OPAC as an external file which is available from all OPAC and staff terminals. All staff are connected to the system from their offices. As our whole library administration has been reorganized as of July 1, we have no idea what WILL be ordered in the future. This is the best we can do.
- Why are we being asked to complete one more survey in the summer months? During this time of the year, reference departments are swamped with surveys from professional organizations, students, and their own library administrations.

Question 3 - What is a professional workstation? At any rate, there is disagreement as to exactly what this term means. If it means that a patron can access the Internet, search bibliographic databases, and use software packages such as FOXPRO, then I guess that we have greater than 40 "professional workstations."

What does the term "public depository patron" mean in an academic library? In response to questions F1 and F2, only ... University students, faculty, and staff are permitted to use all resources available on the network. Members of the general public may use only GPO (Marcive) or depository CDs such as, NTDB or Census disks.

- Enclosed is the electronic survey for our library. It was very difficult to answer because we are in the process of converting to a LAN and some of our products will be loaded.
- I found this a fairly difficult survey to complete and for several questions I was not sure what you were asking. Some questions were difficult to answer since in the ... Library the U.S. Government documents (or any other documents) are cataloged and added to the collection and treated the same as other library material. Because there is no separate Government Documents section, the Public Service Dept. provides Reference and Circulation services for government information as part of the general collection. Therefore, all our patrons are potential public depository patrons.

## Section A

- A1 Available for use was taken to mean that the computer workstations (hereafter referred to as a Reference workstation) either has U.S. Government information

- software/databases installed on them, or the software/databases could be installed on them. Not included are Reference workstations which have commercial proprietary software/databases installed on them. Although U.S. Government information software/databases could be installed on them, the proprietary software menus prevent patron use without help from (experienced) library staff.
- A2 Maximum amount of RAM was figured by determining the RAM available for each Reference workstation (not an easy task) and adding them all together. If your question wanted to know the largest amount of RAM available on any one of the Reference workstations the answer is 4Mb. Also, I wasn't sure about the amount of RAM available on some of the Reference workstations (and had no way of finding out), so I guessed.
- A3 I have never heard of a "professional workstation." What makes it different from a 80486 coprocessor with Windows, mouse, office applications and graphic capabilities?
- A6 A sole information product/service was taken to mean a government information product (distributed by either the U.S. Government or by a commercial vendor). If your question also included product/services for non-government information, then the answer would be 3 Reference workstations.
- A7-8 Weekly use, not daily use would give a more realistic count for our library (maybe 1-2/week).
- D1 Do you wish to know about drive heads or drive-slots? I counted the CD changers as 1, since there is one drive head (with 6 drive slots for a 6 CD capacity).
- E1 Soon, if funding is approved (includes request for 1-3 additional 80486 workstations). Much later, if no funding appears.
- E2 The only remotely applicable response is "unknown." but I know the proper response is "None."
- E4 Not yet, but one will be within 6 months. Internet access will be a menu choice.
- E8 One will be soon. See Comment E4.
- F1 What do you mean by available? None of these applications are installed on Reference workstations, but can be checked out for use on the patron's own computer (appropriate copyright restrictions information is included).
- G2 I think that I am the de facto "expert," but it takes me a long time to figure out how to install & use the depository products. Although most products are not hard to "install," having them work with our menu program and CD changers (not towers) often presents problems.



G3 What do you mean by technical help--installation or use? For only about 50 of the 77 hours that the Library is open would there be staff (either professionals & para-professionals) available that could install depository products (otherwise we're on call). Since most of the depository products are not permanently installed, the Library staff themselves have not had time to train in the use of the depository products to help the patrons. Although all of the depository products are "available," many are hard to use since they have to be installed for each use. The proposed Library LAN will make the depository products fully "available" and the staff can be trained in the use of the products to help patrons.

- The lack of definition of terms and opportunity for comment makes this survey extremely difficult to answer fully & accurately. Significant policy decisions should not be derived from results.

### **Future Plans & Explanations of Answers**

- E 4 - The computer used for depository information is expected to be connected to Internet in 6 months.

E 6 - Expected to be available in 6 months.

E 8 - 2 are expected to do so in 6 months.

- Goal is to shortly have a 2nd CD-ROM computer available for use by depository patrons.

Re questions A4 and A5, goal is to upgrade at least one or both computers to 80486 or faster.

- Below is information that elaborates on answers that alone might be misleading concerning our electronic capabilities.

[We have] six 486 PCs connected to a LAN. We expect to add two more PCs to this LAN and to expand access to computers attached to other LANs across campus this year. A Todd Access 16 drive CD tower is also on the LAN, soon to be expanded by seven more Hitachi CDR-6750 drives. These drives are not all dedicated to government documents products; however, we currently have eight discs from GPO loaded. These will be available to all users; access will not be limited to the LAN terminals in the library. I believe these Hitachi CDR6750 drives are equivalent to a double-speed drive. Their access time is 245 ms.

We have ten dumb terminals connected to mainframe systems at the University. Five of these provide public service access directly to the NOTIS system which our patrons use to locate SuDoc numbers for documents in our collection. [The library] loads the GPO-

OCLC tapes. We are planning very soon to add government documents records to our own OPAC.

In the government documents librarian's office is a very old, very slow PC and CD-ROM drive, and in the staff workroom is a 486 PC with Kermit and a modem to access the mainframe and the Internet. We also have six PCs in a computer study where patrons can use WordPerfect, BASIC computer programming, and CAIs.

- Sometime this fall we will have a LAN in the ... Library with 90 drop spots (not all used at first) linking our PCs to five CD-ROM products including the Autographics Government Documents Catalog.

We have e-mail and Internet access directly on our staff dumb terminal linked up to the library's mainframe--the terminals that access our online catalog and circulating system. We dial up this system also from our public use PC via modem. There was no way of explaining this on the Survey.

- We are currently in the process of a large-scale renovation that will greatly enhance our electronic capabilities. Therefore, the responses we provided reflect our situation as of January 1995.

In the meantime, we are referring interested users to the full depository at the ... General Library, about 300 yards away, for access to GPO electronic formats.

The enclosed survey describes only our particular library, which has a partial depository collection, so the results will be limited.

- Thank you for permitting us to respond to your survey. As a small, rural, full-service community college we do our absolute best to provide access for Government documents to our various constituencies. However, while we have made a commitment to support the government documents area, it has always been difficult to express the need to support the depository to college administrators. The survey helps us justify improvements in service and therefore is very much appreciated.

Currently we do not have any PCs dedicated to supporting Government documents. We do have PCs that we can use for GODocs inquiries, and our environment is rapidly changing. This fall we will have full access to the Internet, but at this time (i.e. when the survey was completed) we do not have access. What we do provide, as of the completion of this survey, is OCLC FirstSearch access to the GPO database free of charge to all library users. We have found this to be very helpful and far more efficient than the paper tracking that predates FirstSearch.

This fall semester we are also cooperating with the Learning & Career Services Department on the acquisition of both equipment and software to support CD-ROM databases. These machines will be shared between the regular Reference and Government Documents Reference to support both programs. It is my feeling that by sharing we will have more machines available to meet peak demands for GoDocs than if

we simply set one machine aside for the exclusive use of GoDocs. Further, since the Reference desk has full responsibility for GoDocs access, this will enhance our abilities with meeting patron inquiries.

While the survey does not reflect the training aspects of our mission to our community, you may be interested to know that as soon as we have the equipment and software loaded and operational we will include GoDocs access in our bibliographic instruction program and will conduct workshops on the availability and means of access for the five public libraries in our district, the four public libraries outside of our district who regularly attend our workshops and use our resources, and the 200 plus elementary, middle/junior high, and high school libraries in the region. We are also developing posters for each of the workshop attendees to display in their libraries. These posters will be designed to indicate our hours and how to contact us, and will permit us to use GoDocs fliers and visual aids to "advertise" our collection.

- For question A4, our library will, in the next 12 months, install an information center containing 25 LANed PCs. Some depository products will be available on this LAN; however, these 25 PCs will not be totally devoted to depository products and services.
- ... Library is planning to have Internet available to patrons on the OPAC in the near future and has access through the PAC for staff so that we can learn to use it to show the patrons. The Internet committee is working on policy re FTP for OPACs.

We have no computers available to the public for word processing etc. They all must be used with electronic products (CD-ROMs or floppy media).

As to user support: The depository librarian and the business desk staff do our best to be able to use the media, and are available at all times the library is open to assist patrons. However, none of us is by any stretch of the imagination "expert."

- Our library does have more computer and Internet access than would appear on this survey. The discrepancy arises with the use of the term "depository library patron." As a private institution of higher learning, we grant patrons different levels of access.

Everyone is permitted in-house access (at no charge) to the depository document collection and to the depository CD-ROM products. However, non-university affiliates must purchase a university ID with library validation if they wish to use other library facilities and have access to Internet.

- All depository material available on CD-ROM has been networked on the library LAN. "Depository patrons" use the same computers as the general public.
- We have 2 IBM compatible computers in the depository area but 3 IBM and 2 Apple Macs in a computer lab on a different floor.

An IBM compatible 486 DX purchase is planned in the near future.



We have 1 386 IBM compatible computer with 6 stack CD-ROM running census STFS; this station accounts for the majority of depository usage at present.

We have a LAN network which includes Monthly Catalog on CD; none of the terminals/workstations allow more than reading the CD.

A mainframe connection may be forthcoming. ... Library is switching to a DRA system with a target date of April 1995. GPO cataloging record load is planned at present.

We do have a communications terminal in the Depository area for both Dialog and FirstSearch.

- The responses given are for the Documents Service Center, the main location for depository materials on this campus, only. The equipment and staff available in the other units mentioned below were not included in the responses on the questionnaire.

This unit is physically located within a larger, social sciences library, which also has micro-computer facilities available for use by public depository patrons.

Some depository materials, including a significant number of CD-ROMs, are sent to other library units on campus, which provide them to public depository patrons on equipment in those units.

- We have five IBM compatible computers in our department that are "stand alones." They all are used for CD-ROM depository disc searching. In addition, there are 12 (9 public and 3 staff only) computers which are part of the system-wide public access catalog including access to a CD-ROM tower. GDCS, ... Census 3A, NTDB, and NESE are all mounted in this WAN accessible at the Main Library and three regionals. Free access to the Internet is also available in the 32 branches of the county system through the ... Free-Net. When answering this questionnaire we only considered the computers located in the Government Documents Department and some of the answers apply to the 5 stand-alones, others to 12 terminals on the WAN.

One of our answers to F2 (What operating systems or environments are installed on IBM compatible computers available to either public depository patrons or staff? Indicate all that apply.) is MS-DOS ver. 3.2, which is not one of the choices.

- Some questions (e.g. E 3 and E 4) seem contradictory because different computers are configured and connected differently.
- A 7 and A 8 - We are in a period of transition. We have a new computer to be used for depository staff and patrons which we anticipate placing out for public use in September, when staff have become familiar with its workings. Thus we have no answers for these two questions.

F 1 - Our software is Microsoft Works: an integrated software package for word processor, spreadsheet and database.

- Following your instructions for the electronic capabilities survey, I considered **only** equipment accessible to the depository library staff and to the public depository patrons.

However, in the library we have a 150+ workstation computer lab for faculty, staff, and student use. Many of the machines are state-of-the-art PC clones and Macs. It is conceivable that special arrangements can be made to let non-college users of government documents have access to the computer lab.

- I included only the free computers that have Docs info. All the other computers in our library are also available for use by the public but are either rental or contain a commercial electronic product. There are two additional single-use 486s that can be used for free but have commercial products.

F 1 - We have 4 rental computers (2 IBM 486s, 1 MacIntosh, and 1 Apple) that have WordPerfect 5.1, Microsoft Word, dBase III+, Lotus 1-2-3, and Microsoft Excel.



---

# **Appendix C**

## **Questions Left Blank**

---



## Survey Questions Left Blank by Respondents

A 1 How many IBM compatible computers of each model type listed are available for use by public depository patrons?

<b>PCXT</b>	All	Regionals	Selectives
Left Blank	558	30	528
% of Respondents	48.4	56.6	48.0

By Library Type	Acad.	Acad.	Comm.	Federal	Federal	Public	Service	Special	State	
State	General	Law	College	Agency	Court		Academy		Court	Library
Left Blank	315	55	19	22	3	107	2	3	8	24
% of Respondents	52.5	43.0	37.3	66.7	23.1	46.3	50.0	16.7	25.8	54.5

<b>AT286</b>	All	Regionals	Selectives
Left Blank	472	24	448
% of Respondents	40.9	45.3	40.7

By Library Type	Acad.	Acad.	Comm.	Federal	Federal	Public	Service	Special	State	
State	General	Law	College	Agency	Court		Academy		Court	Library
Left Blank	263	52	15	18	4	88	3	5	8	16
% of Respondents	43.8	40.6	29.4	54.5	30.8	38.1	75.0	27.8	25.8	36.4

<b>AT386</b>	All	Regionals	Selectives
Left Blank	350	12	338
% of Respondents	30.4	22.6	30.7

By Library Type	Acad.	Acad.	Comm.	Federal	Federal	Public	Service	Special	State	
State	General	Law	College	Agency	Court		Academy		Court	Library
Left Blank	185	48	13	12	1	68	1	2	8	12
% of Respondents	30.8	37.5	25.5	36.4	7.7	29.4	25.0	11.1	25.8	27.3

<b>AT486</b>	All	Regionals	Selectives
Left Blank	316	11	305
% of Respondents	27.4	20.8	27.7

By Library Type	Acad.	Acad.	Comm.	Federal	Federal	Public	Service	Special	State	
State	General	Law	College	Agency	Court		Academy		Court	Library
Left Blank	148	42	16	9	3	68	2	5	9	14
% of Respondents	24.7	32.8	31.4	27.3	23.1	29.4	50.0	27.8	29.0	31.8

<b>Unknown</b>	All	Regionals	Selectives
Left Blank	817	40	777

% of Respondents	70.9	75.5	70.6
------------------	------	------	------

By Library Type	Acad.	Acad.	Comm.	Federal	Federal	Public	Service	Special	State	
State	General	Law	College	Agency	Court		Academy		Court	Library
Left Blank	442	92	33	25	7	156	3	10	18	31
% of Respondents	73.7	71.9	64.7	75.8	53.8	67.5	75.0	55.6	58.1	70.5

A 2 What is the maximum amount of RAM installed on IBM compatible computers available to public depository patrons.

	All	Regionals	Selectives
Left Blank	31	2	29
% of Respondents	2.7	3.8	2.6

By Library Type	Acad.	Acad.	Comm.	Federal	Federal	Public	Service	Special	State	State
General	General	Law	College	Agency	Court		Academy		Court	Library
Left Blank	17	4	1	1	2	2	0	1	3	0
% of Respondents	2.8	3.1	2.0	3.0	15.4	0.9	0.0	5.6	9.7	0.0

A 3 Are any advanced IBM compatible microcomputers, known as "professional workstations," available to public depository patrons?

	All	Regionals	Selectives
Left Blank	21	0	21
% of Respondents	1.8	0.0	1.9

By Library Type	Acad.	Acad.	Comm.	Federal	Federal	Public	Service	Special	State	State
General	Law	College	Agency	Court		Academy		Court	Library	
Left Blank	9	5	0	0	0	5	0	1	1	0
% of Respondents	1.5	3.9	0.0	0.0	0.0	2.2	0.0	5.6	3.2	0.0

A 4 How many IBM compatible computers based on the 80486 or faster processor (Pentium) does your library plan to purchase within the next 12 months for use primarily by public depository patrons?

	All	Regionals	Selectives
Left Blank	35	0	35
% of Respondents	3.0	0.0	3.2

By Library Type	Acad.	Acad.	Comm.	Federal	Federal	Public	Service	Special	State	State
General	General	Law	College	Agency	Court		Academy		Court	Library
Left Blank	18	7	1	0	0	5	0	2	2	0
% of Respondents	3.0	5.5	2.0	0.0	0.0	2.2	0.0	11.1	6.5	0.0

A 5 How many IBM compatible computers based on the 80486 or faster processor (Pentium) does your library plan to purchase within the next 12 months for use primarily by depository staff?

	All	Regionals			Selectives					
Left Blank	29	1			28					
% of Respondents	2.5	1.9			2.5					
By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	17	5	0	1	0	4	0	2	0	0
% of Respondents	2.8	3.9	0.0	3.0	0.0	1.7	0.0	11.1	0.0	0.0

A 6 How many IBM compatible computers available to public depository patrons are dedicated to a sole information product or service and are not available for any other use?

	All	Regionals			Selectives					
Left Blank	39	0			39					
% of Respondents	3.4	0.0			3.5					
By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	17	8	1	1	2	6	0	3	1	0
% of Respondents	2.8	6.3	2.0	3.0	15.4	2.6	0.0	16.7	3.2	0.0

A 7 On average, how many people (both patrons and staff) would you estimate use depository electronic products at the library daily?

	All	Regionals			Selectives					
Left Blank	37	2			35					
% of Respondents	3.2	3.8			3.2					
By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	19	6	2	1	0	7	0	2	0	0
% of Respondents	3.2	4.7	3.9	3.0	0.0	3.0	0.0	11.1	0.0	0.0

A 8 On average, how many hours would you estimate the depository electronic products are used daily?

	All	Regionals			Selectives					
Left Blank	62	2			60					
% of Respondents	5.4	3.8			5.5					
By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	26	12	4	1	1	11	0	2	3	2
% of Respondents	4.3	9.4	7.8	3.0	7.7	4.8	0.0	11.1	9.7	4.5



**A 9 How many IBM compatible computers available to public depository patrons are equipped with "assistive technologies" for the use of visually impaired persons?**

	All	Regionals	Selectives
Left Blank	22	0	22
% of Respondents	1.9	0.0	2.0

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	7	4	1	0	1	6	0	2	1	0
% of Respondents	1.2	3.1	2.0	0.0	7.7	2.6	0.0	11.1	3.2	0.0

**A 10 How many Apple Macintosh computers are available for use by public depository patrons?**

	All	Regionals	Selectives
Left Blank	52	1	51
% of Respondents	4.5	1.9	4.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	27	8	1	2	0	10	0	2	2	0
% of Respondents	4.5	6.3	2.0	6.1	0.0	4.3	0.0	11.1	6.5	0.0

**B 1 How many IBM compatible computers available to either depository patrons or staff have hard disk drives installed, and what is their capacity in megabytes? Show how many units have each capacity range. Do not consider effects of disk partitioning or use of compression software in answering this question.**

<50Meg	All	Regionals	Selectives
Left Blank	357	14	343
% of Respondents	31.0	26.4	31.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	190	42	14	9	6	64	2	4	11	15
% of Respondents	31.7	32.8	27.5	27.3	46.2	27.7	50.0	22.2	35.5	34.1

51-100	All	Regionals	Selectives
Left Blank	539	25	514
% of Respondents	46.7	47.2	46.7

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	254	67	25	19	6	124	2	5	19	18
% of Respondents	42.3	52.3	49.0	57.6	46.2	53.7	50.0	27.8	61.3	40.9

<b>101-200</b>	All	Regionals	Selectives
Left Blank	523	21	502
% of Respondents	45.4	39.6	45.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	266	63	28	22	4	104	2	5	9	20
% of Respondents	44.3	49.2	54.9	66.7	30.8	45.0	50.0	27.8	29.0	45.5

<b>201-300</b>	All	Regionals	Selectives
Left Blank	676	26	650
% of Respondents	58.6	49.1	59.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	335	88	33	20	10	136	2	7	18	27
% of Respondents	55.8	68.8	64.7	60.6	76.9	58.9	50.0	38.9	58.1	61.4

<b>&gt;300</b>	All	Regionals	Selectives
Left Blank	725	30	695
% of Respondents	62.9	56.6	63.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	375	85	36	22	11	143	2	9	17	25
% of Respondents	62.5	66.4	70.6	66.7	84.6	61.9	50.0	50.0	54.8	56.8

**B 2 What is the average amount of free hard disk space in these IBM compatible computers?**

	All	Regionals	Selectives
Left Blank	68	1	67
% of Respondents	5.9	1.9	6.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	31	13	3	1	0	14	0	1	3	2
% of Respondents	5.2	10.2	5.9	3.0	0.0	6.1	0.0	5.6	9.7	4.5

**C 1 How many IBM compatible computers for either depository patrons or staff have both 5.25" and 3.5" floppy disk drives installed?**

	All	Regionals	Selectives
Left Blank	14	0	14
% of Respondents	1.2	0.0	1.3

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	4	3	1	0	0	4	0	1	1	0
% of Respondents	0.7	2.3	2.0	0.0	0.0	1.7	0.0	5.6	3.2	0.0

**C 2 How many of each of the floppy disk sizes listed are installed on IBM compatible computers for either depository patrons or staff?**

<b>360 K</b>	All	Regionals	Selectives
Left Blank	580	24	556
% of Respondents	50.3	45.3	50.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	307	60	20	17	9	123	1	9	16	18
% of Respondents	51.2	46.9	39.2	51.5	69.2	53.2	25.0	50.0	51.6	40.9

<b>1.2 MMb</b>	All	Regionals	Selectives
Left Blank	389	13	376
% of Respondents	33.7	24.5	34.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	194	54	20	11	5	66	2	6	12	19
% of Respondents	32.3	42.2	39.2	33.3	38.5	28.6	50.0	33.3	38.7	43.2

<b>720 K</b>	All	Regionals	Selectives
Left Blank	642	28	614
% of Respondents	55.7	52.8	55.8

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Acad.	Special	State Court	State Library
Left Blank	314	73	25	26	11	139	1	11	16	26
% of Respondents	52.3	57.0	49.0	78.8	84.6	60.2	25.0	61.1	51.6	59.1

<b>1.44 Mb</b>	All	Regionals	Selectives
Left Blank	217	4	213
% of Respondents	18.8	7.5	19.4

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Acad.	Special	State Court	State Library
Left Blank	103	25	11	11	6	46	1	4	4	6
% of Respondents	17.2	19.5	21.6	33.3	46.2	19.9	25.0	22.2	12.9	13.6

**D 1 How many drives are attached to IBM compatible computers available to public depository patrons? Include computers attached to networked CD-ROM drives.**

	All	Regionals	Selectives
Left Blank	18	0	18
% of Respondents	1.6	0.0	1.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	10	3	1	0	0	3	0	1	0	0
% of Respondents	1.7	2.3	2.0	0.0	0.0	1.3	0.0	5.6	0.0	0.0

**D 2** Are any CD-ROM drives designated as 2X (double speed), 3X (triple speed) etc., available to public depository patrons on IBM compatible computers? Indicate the fastest one.

	All	Regionals	Selectives
Left Blank	40	2	38
% of Respondents	3.5	3.8	3.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	21	5	2	0	1	7	0	0	1	3
% of Respondents	3.5	3.9	3.9	0.0	7.7	3.0	0.0	0.0	3.2	6.8

**D 3** Are any of the IBM compatible computer systems available to either depository patrons or staff equipped for Multi-Media support?

	All	Regionals	Selectives
Left Blank	26	0	26
% of Respondents	2.3	0.0	2.4

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	13	4	1	0	0	6	0	1	1	0
% of Respondents	2.2	3.1	2.0	0.0	0.0	2.6	0.0	5.6	3.2	0.0

**D 4** How many IBM compatible computers available to either depository patrons or staff access CD-ROM drives via a network?

	All	Regionals	Selectives
Left Blank	18	0	18
% of Respondents	1.6	0.0	1.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	10	3	1	0	0	4	0	0	0	0
% of Respondents	1.7	2.3	2.0	0.0	0.0	1.7	0.0	0.0	0.0	0.0

**E 1** Are depository computers connected by a LAN (Local Area Network)?

Patrons	All	Regionals	Selectives
Left Blank	30	1	29
% of Respondents	2.6	1.9	2.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	13	6	1	0	1	6	0	1	1	1
% of Respondents	2.2	4.7	2.0	0.0	7.7	2.6	0.0	5.6	3.2	2.3

Staff	All	Regionals	Selectives
-------	-----	-----------	------------



Left Blank	66	3	63
% of Respondents	5.7	5.7	5.7

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	28	10	2	1	1	15	1	2	4	2
% of Respondents	4.7	7.8	3.9	3.0	7.7	6.5	25.0	11.1	12.9	4.5

## E 2 Which network software is in use for the LAN?

	All	Regionals	Selectives
Left Blank	397	19	378
% of Respondents	34.4	35.8	34.4

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	210	26	19	6	3	107	1	5	8	12
% of Respondents	35.0	20.3	37.3	18.2	23.1	46.3	25.0	27.8	25.8	27.3

## E 3 Are terminal emulation hardware and software used to connect depository computers to a mainframe?

	All	Regionals	Selectives
Left Blank	45	0	45
% of Respondents	3.9	0.0	4.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	22	4	1	1	1	10	0	2	2	2
% of Respondents	3.7	3.1	2.0	3.0	7.7	4.3	0.0	11.1	6.5	4.5

## E 4 Are depository computers hard-wired (directly and continuously connected) to the internet?

	All	Regionals	Selectives
Left Blank	39	0	39
% of Respondents	3.4	0.0	3.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	16	5	1	0	1	12	0	1	2	1
% of Respondents	2.7	3.9	2.0	0.0	7.7	5.2	0.0	5.6	6.5	2.3

## E 5 Are Internet programs such as Telnet and FTP accessible on computers available to public depository patrons?

	All	Regionals	Selectives
Left Blank	38	1	37
% of Respondents	3.3	1.9	3.4



By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	14	4	1	0	2	11	0	2	3	1
% of Respondents	2.3	3.1	2.0	0.0	15.4	4.8	0.0	11.1	9.7	2.3

**E 6 Are Internet programs such as Telnet and FTP accessible on computers available to depository staff?**

	All	Regionals	Selectives
Left Blank	30	0	30
% of Respondents	2.6	0.0	2.7

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	13	5	1	0	1	6	0	1	2	1
% of Respondents	2.2	3.9	2.0	0.0	7.7	2.6	0.0	5.6	6.5	2.3

**E 7 Is part-time access to the Internet available on depository computers through modem dial-up of a communications provider?**

	All	Regionals	Selectives
Left Blank	46	0	46
% of Respondents	4.0	0.0	4.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	20	6	2	2	1	8	0	2	3	2
% of Respondents	3.3	4.7	3.9	6.1	7.7	3.5	0.0	11.1	9.7	4.5

**E 8 How many computer terminals give Internet access to public depository patrons?**

	All	Regionals	Selectives
Left Blank	34	0	34
% of Respondents	2.9	0.0	3.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	16	4	1	1	1	7	0	1	2	1
% of Respondents	2.7	3.1	2.0	3.0	7.7	3.0	0.0	5.6	6.5	2.3

**E 9 Which online discussion groups do depository staff participate in? Indicate all that apply.**

	All	Regionals	Selectives
Left Blank	34	0	34
% of Respondents	2.9	0.0	3.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	13	5	2	0	1	6	0	1	4	2

% of Respondents	2.2	3.9	3.9	0.0	7.7	2.6	0.0	5.6	12.9	4.5
------------------	-----	-----	-----	-----	-----	-----	-----	-----	------	-----

E 10 Which on-line services are available on depository computers. Indicate all that apply.

	All	Regionals	Selectives
Left Blank	41	1	40
% of Respondents	3.6	1.9	3.6

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	20	8	1	0	1	7	0	1	1	2
% of Respondents	3.3	6.3	2.0	0.0	7.7	3.0	0.0	5.6	3.2	4.5

E 11 Which PDN (public data network) services are available on depository computers? (OCLC, for example, is generally available via PDN.) Indicate all that apply.

	All	Regionals	Selectives
Left Blank	46	0	46
% of Respondents	4.0	0.0	4.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	22	6	1	1	2	9	0	1	3	1
% of Respondents	3.7	4.7	2.0	3.0	15.4	3.9	0.0	5.6	9.7	2.3

E 12 Which communications programs are available to either public depository patrons or staff? Indicate all that apply.

	All	Regionals	Selectives
Left Blank	82	1	81
% of Respondents	7.1	1.9	7.4

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	47	6	6	1	1	16	0	2	1	2
% of Respondents	7.8	4.7	11.8	3.0	7.7	6.9	0.0	11.1	3.2	4.5

F 1 What software packages are available to public depository patrons? Indicate all that apply.

	All	Regionals	Selectives
Left Blank	703	19	684
% of Respondents	61.0	35.8	62.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	328	96	24	19	13	153	3	13	21	33
% of Respondents	54.7	75.0	47.1	57.6	100.0	66.2	75.0	72.2	67.7	75.0

**F 2 What operating systems or environments are installed on IBM compatible computers available to either public depository patrons or staff? Indicate all that apply.**

	All	Regionals	Selectives
Left Blank	53	3	50
% of Respondents	4.6	5.7	4.5

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	21	7	5	1	0	12	0	2	4	1
% of Respondents	3.5	5.5	9.8	3.0	0.0	5.2	0.0	11.1	12.9	2.3

**F 3 Does your library subscribe to or purchase a commercial CD-ROM version of the GPO Monthly Catalog?**

	All	Regionals	Selectives
Left Blank	62	3	59
% of Respondents	5.4	5.7	5.4

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	32	7	4	3	1	10	0	2	2	1
% of Respondents	5.3	5.5	7.8	9.1	7.7	4.3	0.0	11.1	6.5	2.3

**F 4 Does your library load GPO-originated cataloging records into an Online Public Access Catalog (OPAC)?**

	All	Regionals	Selectives
Left Blank	68	3	65
% of Respondents	5.9	5.7	5.9

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	34	8	4	3	1	12	0	3	2	1
% of Respondents	5.7	6.3	7.8	9.1	7.7	5.2	0.0	16.7	6.5	2.3

**G 1 Is there a technical expert available to assist either public depository patrons or staff in the operation or installation of library computer equipment?**

	All	Regionals	Selectives
Left Blank	22	0	22
% of Respondents	1.9	0.0	2.0

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	10	3	1	0	0	5	0	1	1	1
% of Respondents	1.7	2.3	2.0	0.0	0.0	2.2	0.0	5.6	3.2	2.3

G 2 Is there a technical expert available to assist either public depository patrons or staff in the use of depository products or services?

	All	Regionals	Selectives
Left Blank	24	0	24
% of Respondents	2.1	0.0	2.2

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	10	3	1	1	1	5	0	1	1	1
% of Respondents	1.7	2.3	2.0	3.0	7.7	2.2	0.0	5.6	3.2	2.3

G 3 How many hours per week is technical help available to public depository patrons in the use of depository products or services?

	All	Regionals	Selectives
Left Blank	58	2	56
% of Respondents	5.0	3.8	5.1

By Library Type	Acad. General	Acad. Law	Comm. College	Federal Agency	Federal Court	Public	Service Academy	Special	State Court	State Library
Left Blank	24	4	2	2	2	15	0	1	5	3
% of Respondents	4.0	3.1	3.9	6.1	15.4	6.5	0.0	5.6	16.1	6.8









