

An Evaluation of the Services Provided by NSW.net

A report of the survey of recipients of NSW.net services

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- J20893 July 2003



Background...

- In 1993 the World Wide Web became generally available to all and actively used globally to provide access to information and services. This development changed forever the way that we seek, share and use information in our daily lives, however, not everybody could be part of this revolution without access to telecommunications and technology.

- 1997 it was evident that high speed Internet access in parts of NSW was non existent and in general beyond the means of many individuals and organisations. These communities were excluded from the growing number of services provided online by governments and business and from the emerging information economy. Many communities were facing an economic as more and more services such as banks withdrew their presence. Libraries as the information providers to their communities recognised the need for access to high speed Internet connections and free access to Internet terminals for all, to ensure digital inclusion for their citizens.

- In the late 1990's to support communities across NSW to gain equal access to telecommunications and technology, the State Library of New South Wales initiated the NSW.net Project and was funded by the NSW Government's *connect.nsw* program. The objectives of NSW.net were to:
 - Increase community access to online services across the whole of NSW
 - Support the development of a statewide communications infrastructure to allow libraries and councils high speed and efficient access to the Internet
 - Promote access, use and sharing of information at both a local government and community level to enhance the lives of all

Background...(Cont.)

During the years 1999 to 2003 the achievements of the NSW.net project were :

- The provision of an 'always on' high speed connection to the Internet for a set cost per year for numerous councils and libraries across the state. Some areas that were poorly serviced by the telecommunications industry now have access to broadband services as a direct result of the NSW.net project.
- The distribution of over 700 PCs to be used as public access Internet terminals in public libraries addressing digital inclusion for the people of NSW.
- The provision of access to two online databases free to all public libraries and their communities in NSW, ensuring access to quality electronic resources.

As the project phase of NSW.net concluded in June 2003 and the service is to move to recurrent funding it was considered timely to **evaluate** satisfaction with the services provided, to review achievements, assess the positive impact and identify outstanding or emerging needs with the two key stakeholder groups:

- Library Managers – who use NSW.net services to support library services to their communities, and;
- IT Managers – who deal with NSW.net services through their local councils.

Objectives Of The Research

- Provide an evaluation by IT Managers of the Internet connectivity services provided by NSW.net, including the impact of the subsidy
- Provide an evaluation by Library Managers of the impact of the Public Access Internet Terminals provided by NSW.net
- Provide an evaluation by Library Managers of the NSW.net free access online databases including the effectiveness of the training and support
- Provide an evaluation by IT and Library Managers about the effectiveness of the communication by the NSW.net team with their customers
- Measure Library and IT Manager's satisfaction and identify attitudes towards the NSW.net Service

Research Methodology

This research was conducted in two stages...

- **Stage One:** A total of six in-depth telephone conversations with a mix of Library and IT Managers were conducted. The purpose of these consultations was to pilot the quantitative questionnaire used in stage two of the research, while also qualitatively identifying the attitudes of these individuals.
- **Stage Two:** A quantitative online survey using TNS' 'Confirm' software was conducted...
 - Library Managers and IT Managers were invited to participate by an email that contained a unique link to the online survey.
 - A total of 60 IT Managers and 99 Library Managers were invited to take part in this survey.
 - Surveys were sent to stakeholders on the 12 May 2003. Respondents were given approximately three weeks within which to complete the survey.
 - The questionnaire took approximately 15 minutes to complete.
 - A total of 61 Library Managers and 44 IT Managers completed the survey. This was a very positive response rate.
- This report will draw on the findings of both stages of research.

IT Managers:

An evaluation of the Internet connectivity services provided by NSW.net



What type of connectivity provided by NSW.net is currently used by Councils and Libraries across NSW?

(Include branch libraries and a city/country split.. What difference has this made over past 4 years of the

NSW.net project? What was available in 1999? Are there still libraries excluded from ISDN and broadband services?

Base: All IT Managers	Your local council? n=44 %	Your main library? n=44 % Yes
64k ISDN	25	39
128K ISDN	18	21
256K ISDN	9	5
ADSL	32	21
DDS	14	11
Satellite	2	2
Dial up	0	2

% branch libraries supplied by NSW.net

What is a typical network setup?

- Council networks generally consist of the main site and a number of remote sites connecting to the main site for the sharing of computing applications. These remote sites can and do include a number of public libraries, depots, and other sites. Currently, Internet connectivity in most councils is provided by a single high speed connection for use by the entire organisation and while other councils use multiple Internet connections to service the council, the library/s and/or any remote sites. NSW.net provides one subsidised Internet connection per local government area with the main objective to benefit the libraries within that council. The current provision may mean that some branch libraries are still without a high speed connection.

■ What has changed during the NSW.net Project?

- NSW.net ensured the provision of telecommunications services in localities where they did not previously exist
- The range of technology options for Internet connectivity has changed extensively. Initially only managed ISDN options were available but now newer technologies such as ADSL that are easier to manage are offered.
- The price for new options is more competitive than the managed ISDN option. ISDN at 256Kbps costs about 3 times as much as a 1.5Mbps ADSL service.
- The speed of the new options has increased to broadband speeds. Previously, the maximum speed for ISDN connectivity was 256Kbps but now we can offer in excess of 1Mbps speeds with these new options
- The Rural Link commenced and provides one-way satellite and ISDN Internet connectivity at cost effective prices to small towns in regional NSW

What are requirements in the next 12 months and what are the emerging issues?

Overall, the NSW.net service was praised by many Library Managers as making a very positive difference to the levels of connectivity available to their library service, but there were some issues raised:

Please keep lobbying for better cheaper/affordable broadband options in rural areas (any area outside of capital cities). Small libraries are the essential in small communities and telecommunications authorities are not interested in providing decent, affordable services to these locations. Many city folk have no idea how backward communications are in the country.

YES bandwidth issues are becoming restrictive need to source always on affordable solutions'

Branch library does not yet have high speed internet access and this reduces the demand" If branch connectivity speeds were better there may well be higher demand. Slow Internet has driven some branch users to the central library"

Generally we would like to get the smaller libraries onto a faster connection at some point

Yes, likely to increase connectivity speed. We currently have the one 512K connection which is then distributed to the library via wireless connection and the sub branches via 128K ISDN connections

We currently have a single 128K line which serves the Council and the 3 libraries (dial back to Council). The connection is slow and we are installing ADSL to improve speed

We would like to have an ADSL connection when it becomes available in our area

24% increase in indoor staff over a year has added to bandwidth. Operation of Radio link has added another 3 users onto network. Website hosting and email running thru one box also adds to congestion. This may change to a DSL solution early next financial year.

What is the impact of the NSW.net subsidy – does it make a difference?

Would current connectivity levels be able to be sustained without NSW.net subsidy?

In terms of whether current connectivity levels could indeed be sustained without the existence of a NSW.net subsidy, it seems that IT Managers were split on the issue. About four in ten believed that connectivity levels could be sustained, and a similar proportion believed that they couldn't.

“We (council) would still fund the Internet connections, but we may reduce the number of PCs hooked up” (IT Manager)

“Make sure the subsidy will continue ... maybe push towards providing a similar service federally?” (Library Manager)

Summary: *IT Managers & Connectivity*

- This survey suggests that the majority of councils have faster internet (most likely to be ADSL connections) connections than their corresponding main library (most likely to be 64K ISDN connections).
- For just over half of councils, the internet connection they used was provided by NSW.net. This proportion was greater when looking at main libraries, with three in four internet connections provided to them by NSW.net.
- Two thirds of IT Managers were using managed connections. Only 18% of IT Managers anticipated that this would be likely to change in the future.
- About one half of IT Managers felt 'fairly well informed' about the NSW.net subsidy, and pleasingly relatively few felt not very or 'not at all' well-informed (12%).
- In terms of whether current connectivity levels could indeed be sustained without the existence of a NSW.net subsidy, it seems that IT Managers were split on the issue. About four in ten believed that connectivity levels could be sustained, and a similar proportion believed that they couldn't.
- A greater level of overall satisfaction existed for WorldCom support (51%) compared to satisfaction with Fujitsu's service (32%).

Library Managers:

**An evaluation of the impact of the Public Access
Internet Terminals provided by NSW.net**



Public Internet Access PCs – reach PIE charts? And total % of all PCs

An audit of Main Libraries

- Average number of Public Internet Access PCs available at Main Library: 11
- Average number of Public Internet Access PCs supplied to Main Library by NSW.net: 5

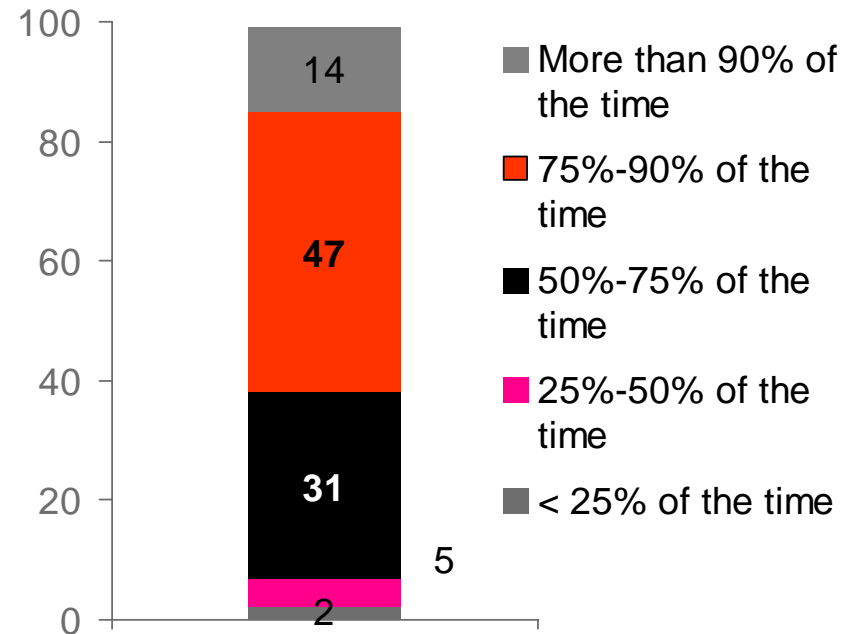
An audit of Branch Libraries

- Average number of Public Internet Access PCs available at Branch Libraries: 4
- Average number of Public Internet Access PCs available at Branch Libraries: 2

Base: Library Managers who had PA PCs to comment on (n=57)

What is the proportion of time in use?

PIE chart rather than bar.
Proportion of time in use?
For the 700 provided
Used Av 18 hours per week x700
655,200 hours per year
93,600 days
13,371 weeks
Time used is the equivalent of
257.14 years



Demand For Public Internet Access Terminals: Some Qualitative Views From Library Managers

At Main Branch?

- A number of different themes emerged here:

- Demand was being met comfortably..

“Public demand is being very well catered for in the main branch”

“The service is well used and has brought many new clients, especially young men in their late teens/early-mid 20s”

- Demand was being met for the most part, but suffered at peak times of the day e.g after school, on Saturday mornings: *“We could use more PCs. During busy periods many customers have to wait to access the Internet”*
- Demand was only being met as best it could, however a lack of space meant that adding new terminals was not possible: *“We do currently have space restrictions”*
- Demand was not being met...

“We don't meet demand - we have to limit the time or turn users away”

“Unfortunately the demand is not being fully met...we often have problems fitting everyone in”

“Not able to meet full demand. Have capacity to install 4-5 additional NSW.net computers”

Demand For Public Internet Access Terminals: Some Qualitative Views From Library Managers

At Branch Libraries?

- Similar themes emerged with regards to branch libraries. Among some of the issues faced were:
 - More were needed here as well...
 - “At our busier branches we could use more Internet PCs. We have received (sic) comments from customers about the need for more Internet PCs”*
 - “The branches could use 1 more each now”*
 - “More PCs are required, as demand is high at the branches, particularly Wentworthville, which is being extended this year. Users are being referred to Merrylands Central, if there are no bookings available at the branches. Library budget cannot accommodate the purchase of further PCs”*
 - Even if some branches had access, the poor quality of access led to poor demand levels...
 - “Branch library does not yet have high speed internet access and this reduces the demand”*
 - “If branch connectivity speeds were better there may well be higher demand. Slow Internet has driven some branch users to the central library”*
 - “Bombala Branch ... attachments can't be downloaded as there is no complementary software”*

What Difference Have NSW.net Public Internet Access PCs Made To Libraries?

- Libraries are able to be more customer-focused:

“Greater client satisfaction with minimal waiting time to access a PC”

“They have made access much more convenient for the public”

- They have provided training opportunities to the public: *“They have given us the opportunity to set up 4 PCs for Internet training classes which are held during business hours”*
- Less stress has been induced on staff due to minimal resources in some cases: *“less stress for staff in apportioning users to particular machines - we used to have three different set-ups, and everyone developed their favourites”*
- Those who would not normally have access to the Internet now have opportunities to be connected:
 - “Huge difference ... low socio-economic free access, especially useful to children with no access at home”*
 - “These terminals have made it easier for speakers of LOTE to use the Internet in the Library”*
 - “The NSW. net terminals have made the Internet accessible to many more people than we could have managed with our own resources”*
 - “Without the NSW.net PCs, our branch libraries would not have any Internet public access available at all. So, these have made a huge impact on our service to the community”*
 - “Before the NSW.net pcs arrived council was charging for public access to the internet and we had very few terminals dedicated to internet use...now we have the NSW.net pcs as dedicated internet terminals (no charge)”*

Summary: *Library Managers & Public Internet Access PCs*

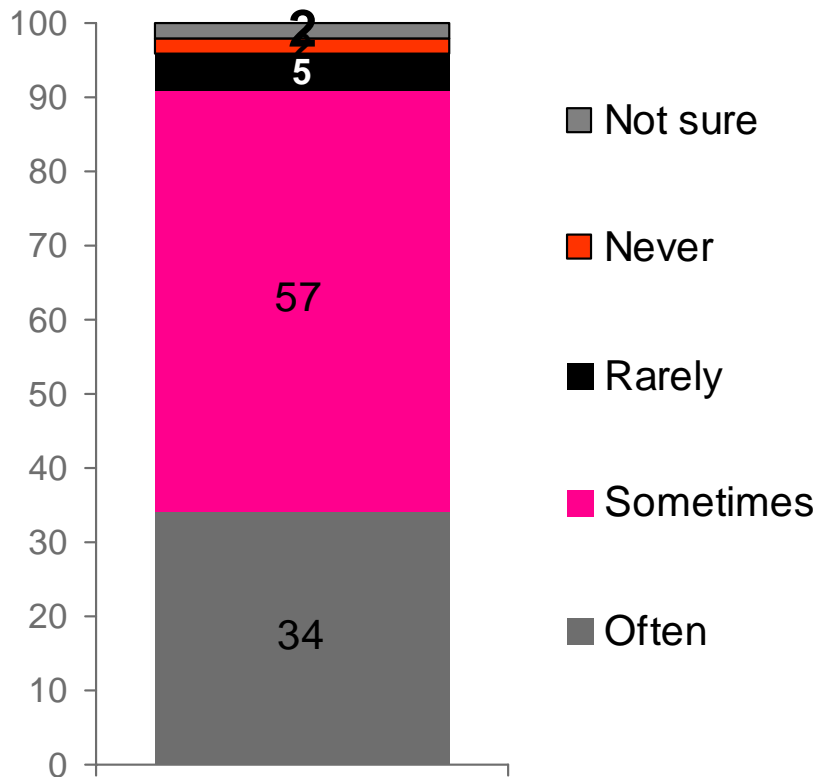
- Libraries across NSW that were a part of this study certainly appeared to be making very good use of public internet access PCs, with six in ten Library Managers saying that these PCs were in use more than “75% of the time”.
- Adding a greater proportion of these PCs to libraries (both main and branch libraries) was perceived to be an option for some, though space restrictions for some meant that any extra PCs could not be accommodated for.
- While the situation was fairly similar among both main and branch libraries, the speed of connection in some branch libraries was said to be so slow that this led to demand for such PCs being quite low.
- Of Librarians who had access to the *ZoomText* function on NSW.net provided PCs, over one third reported this function being used ‘rarely’. More often used were the fonts in languages other than English - 21% of Library Managers said these were ‘often’ in use.

Library Managers:

An evaluation of the NSW.net provided free access online databases including the effectiveness of training and support

Use of free access online databases...do as a statement or pie?

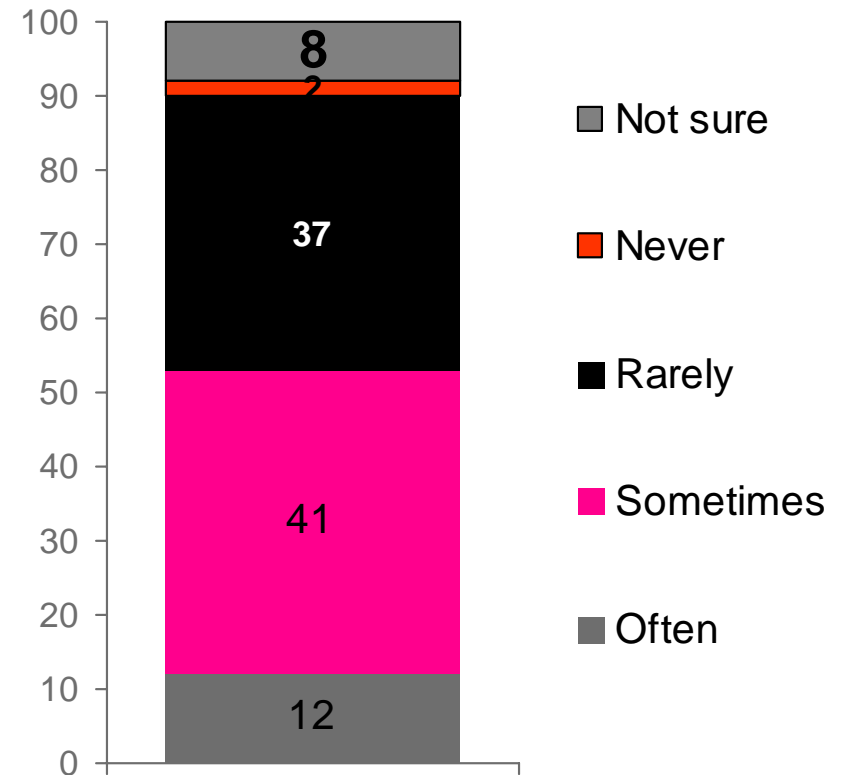
Q: How often do library staff use electronic databases in everyday reference services provided to your customers?



Base: Library Managers who had databases to comment on (n=57)



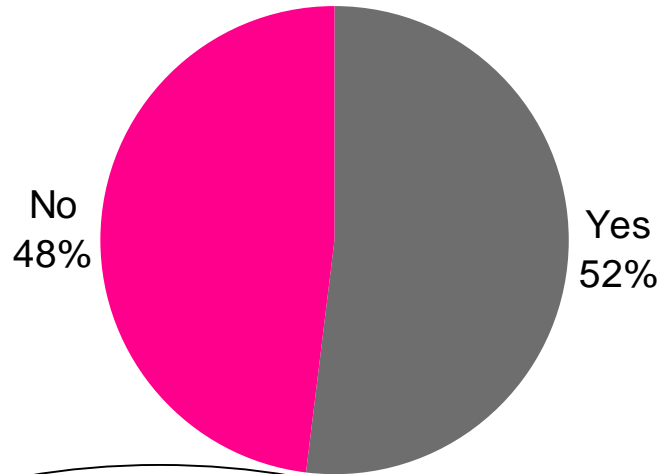
Q: How often do your library patrons use the online databases in the Library?



“They get used quite a bit...without NSW.net, we wouldn’t be able to sustain such a large range of databases”

Base: Library Managers who had databases to comment on (n=57)

Is access to the online databases offered to your library patrons for use at home?



"We offer them, but demand for them still needs to grow. The concept is very useful"
(Library Manager)

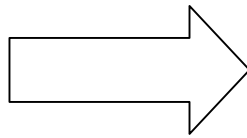
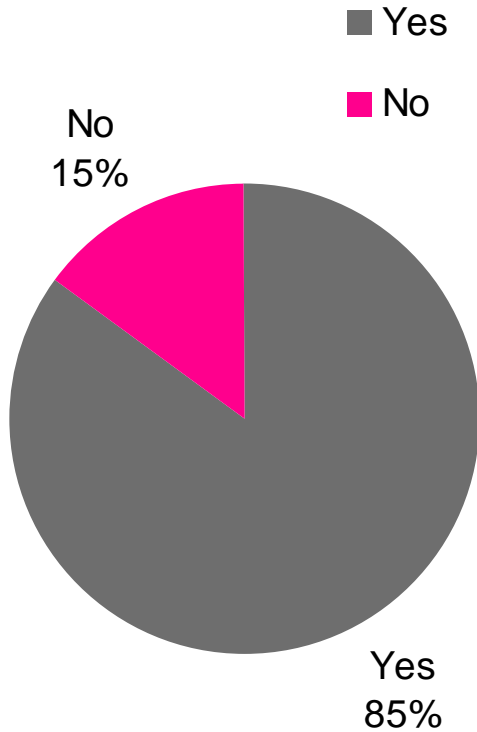
"We first need to resolve connectivity, technical, security and library management system issues"
(Library Manager)

Why are online databases not provided to library patrons at home? (n=17* Library Managers)

- Insufficient IT capabilities/Software: 24%
- Do not have proper web presence/Do not have a website: 24%
- In the process of initiating the service : 24%
- It may be provided in the future: 24%
- There is no demand recognised: 18%
- Not a priority: 12%

Awareness & understanding of the Content Evaluation Working Party

Awareness of the CEWP



Q: What do you understand the role of the CEWP to be?

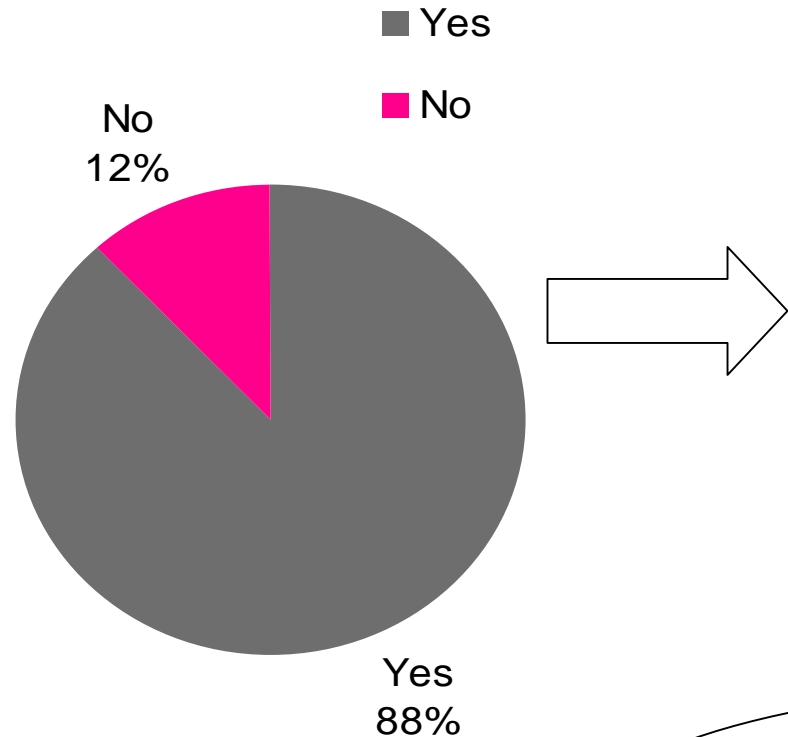
Base: All Library Managers aware of CEWP n=51

	%
Evaluate appropriate databases (content, price, etc.)	61
Make recommendations for possible inclusion in NSW.net service	24
Actively seek databases/resources	24
Liase with libraries/Act as a feedback system	20
Negotiate consortia purchasing/deals/discounts/free access	18
Monitor use of existing services/databases (cost, quality, relevance)	14
Evaluate online products	10

Base: Library Managers (n=60)

Attitudes towards the selections made by the Content Evaluation Working Party

Are online databases selected by this group suitable to your requirements?



Base: Library Managers (n=60)

Why are they felt to be unsuitable?

- *“Some obviously are but there are still gaps for potential client groups”*
- *“Not much relevance to country library clients”*
- *“We are unable to afford them. The 2 free databases are good to have. Unfortunately I'm not sure how to effectively evaluate their use ... this is a bit of a chicken and egg situation. I can't afford the databases and I'm too nervous to purchase if I can't guarantee extensive use”*

“Not every need can be anticipated. Not every source can be accessed in full-text. Not every database compiler has a living concept of public demand” (Library Manager)

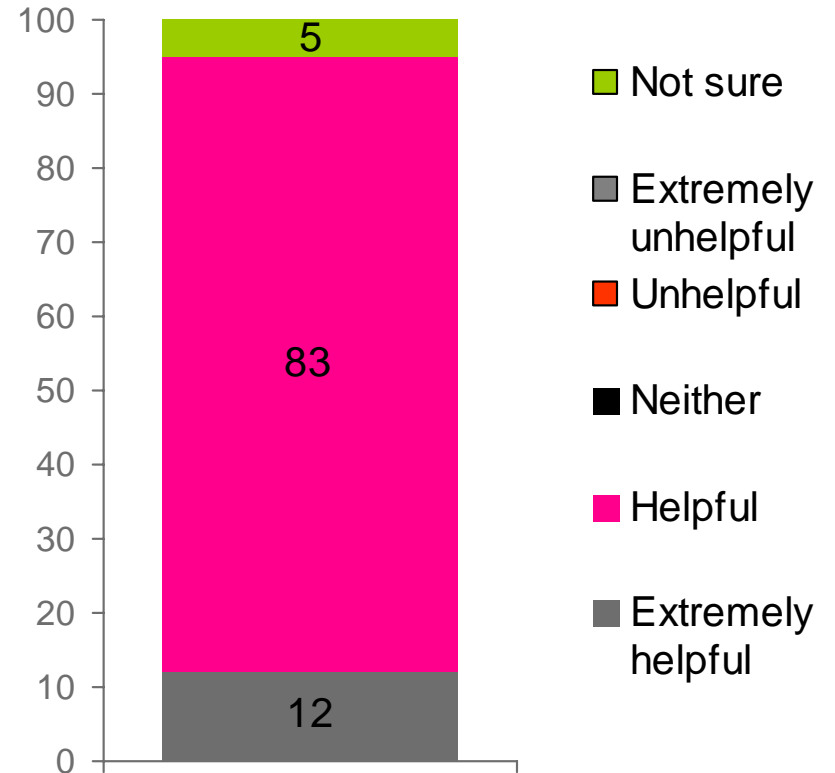
Summary: *NSW.net provided free access online databases and Content Evaluation Working Party*

- About one third of Library Managers said that their staff 'often' used them, with a further 57% saying that they 'sometimes' used these databases.
- In terms of the proportion of patrons reported as using these online databases in local libraries, 53% of Library Managers said that patrons used these 'often' or 'sometimes'.
- Quite a high number of Library Managers said that their service also provided access to these online databases at home (52%).
- Just over half of Library Managers said that their staff provided training in the use of online databases, however for those that did not offer such a service, a lack of time, resources and even staff expertise were hindrances here.
- Three in four libraries were accessing these databases via the NSW.net website, while one in three libraries also accessed these databases via their library website.
- Awareness of the Content Evaluation Working Party was very strong, with only 15% of Library Managers surveyed unaware of the group. High praise was given with regards to the database selected by the group, with only 12% of Library Managers displaying some dissatisfaction at the choice of databases selected by the group.

Are database training sessions: Helpful? Pie chart?

- Of all Library Managers taking part in this study, the vast majority (92%) were aware of database training sessions run by NSW.net at the State Library of NSW.
- Of those Library Managers aware of such sessions, three in four (75%) had attended a session themselves (or some of their staff had done so).

*“Staff have found them useful in explaining more fully the capabilities of different databases”
(Library Manager)*



Base: Library Managers who had attended training themselves/staff had done so (n=41)

Database training sessions: General feedback from Library Managers

- Feedback from interested Library Managers (n=31) was overall very positive...
 - A valuable service/Useful/Helpful/Informative 48%
 - Good/great service/opportunity 32%
 - Held at convenient venue 13%
 - Well run/Resourced/Presented/knowledgeable trainers 13%
 - Relevant 10%
 - Our staff's response quite positive 10%
 - Inadequate trainer knowledge 6%

Summary: *Library Managers' Views On Database Training Sessions*

- Three out of four Library Managers had themselves attended NSW.net run database training sessions, or had had staff who had done so.
- These sessions net were felt to be helpful - 12% of Library Managers felt they were 'very' helpful and 83% felt they were 'helpful'. The challenge for the NSW.net service therefore lies in changing the conviction with which Librarians feel such sessions add value to their roles.
- In terms of the improvements suggested by Librarians for these training sessions, 41% of those who had attended them said that the sessions were 'fine' as they were. There were some calls for these sessions to be held in more regional locations, and offering advanced sessions supplemented by detailed notes.

Library and IT Managers:

**An evaluation of the effectiveness of NSW.net's
communication with their customers**



Feedback on the *DotNetNews*...

Is *DotNetNews* Involving Readers?

Base: All readers of DotNetNews	Library Managers n=61 %	IT Managers n=44 %
Informative	45	30
Relevant	39	33
Useful	39	27
Helpful	34	24
I pay little attention to it	5	16
Boring	0	3

- Suggestions from Librarians and IT Managers to improve/ass to the *DotNetNews* publication were few, with the vast majority of those aware of the publication citing that “nothing” needed to be done, as content was “fine” as it was (39% of Library Managers and 43% of IT Managers).
- However there were some calls from both stakeholder groups to include ‘technical tips’ to the publication, as well as...

“Some more hands-on stuff - what people have done in other areas or a profile of what community groups have done with PIA PCs...information on the implementation of some of NSW.net’s activities”

(Library Manager)

“May need more graphic excitement within each page...little variation in font and general appearance”...if anyone has time, include hyperlinks to interesting items on technological databases/advances”

(Library Manager)

Feedback on the NSW.net Website...

How Involving Is the NSW.net Website?

Base: All NSW.net website visitors	Library Managers n=57 %	IT Managers n=35 %
Informative	45	30
Relevant	39	32
Useful	39	27
Helpful	34	24
I pay little attention to it	5	16

■ Suggestions on additional information for inclusion on the NSW.net website from interested stakeholders were as follows...

- Offering easier access to databases
- Having direct/easy links to other websites
- Information on options available re: bandwidth / connection types
- Technical hints

■ Overall however, 38% of Library Managers and 29% of IT Managers said that the website was “fine” in it’s current form.

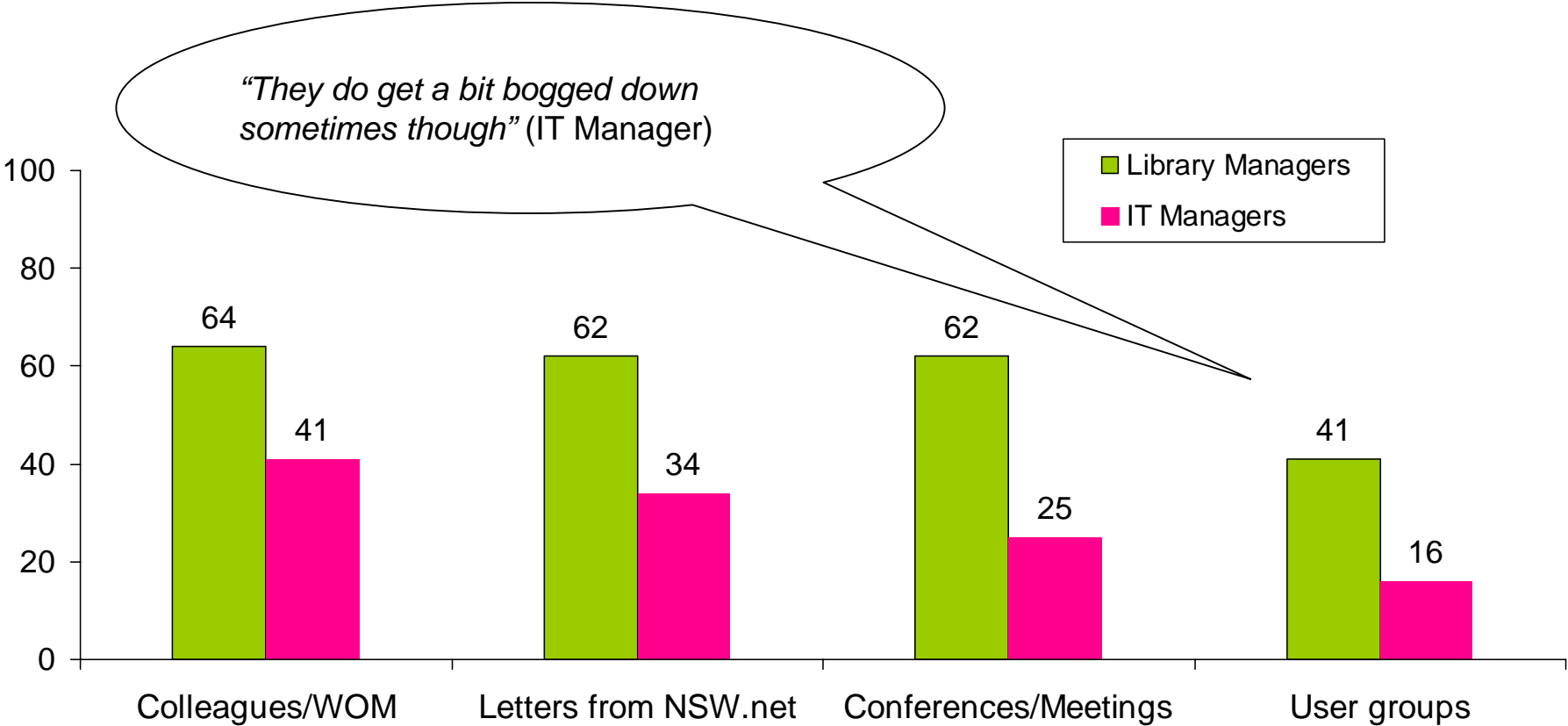
“More about what is happening”

“News about subsidised ADSL enabling in rural towns”

“FAQs are way out of date”

*“I’d like to see big picture integration stuff for public libraries...even global news”
(Library Manager)*

What other information sources are NSW.net customers using?



Base: All Library Managers (n=61) and IT Managers (n=44)

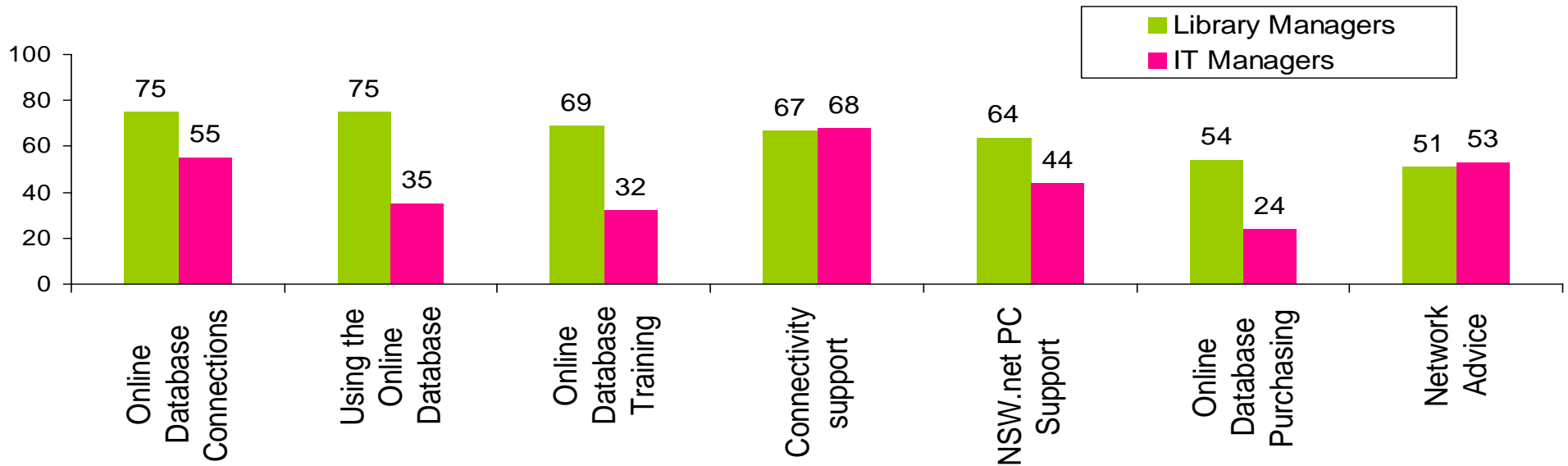
Summary: *The effectiveness of NSW.net's communication with its customers*

- *DotNetNews* is certainly a newsletter that is being read by a reasonably large proportion of Library Managers, with 61% of these stakeholders reading it “every month”, while about four in ten IT Managers reported reading it this frequently.
- Of the few who were not reading *DotNetNews* at all, a lack of time or simply being unaware of its existence were reasons why this was so.
- Almost one half of Library Managers and about one third of IT Managers reading this newsletter felt it was ‘informative’.
- In order to improve the perceived usefulness of the publication, suggestions included allowing *DotNetNews* to become more of a reference guide for IT Managers in particular (e.g. technical tips), as well as offering examples to readers of the positive steps forward libraries and councils have made, as a result of the NSW.net subsidy.
- This research suggests that the NSW.net website is certainly a communications portal useful to librarians, more so than IT Managers, with one in five IT Managers ‘never’ having used the NSW.net website.
- Similarly, alternative communication channels like letters from NSW.net, user groups, meetings/conferences appear to be well used by Librarians and less so by IT Managers.

Library and IT Managers :
**Satisfaction and overall attitudes towards the
NSW.net services**

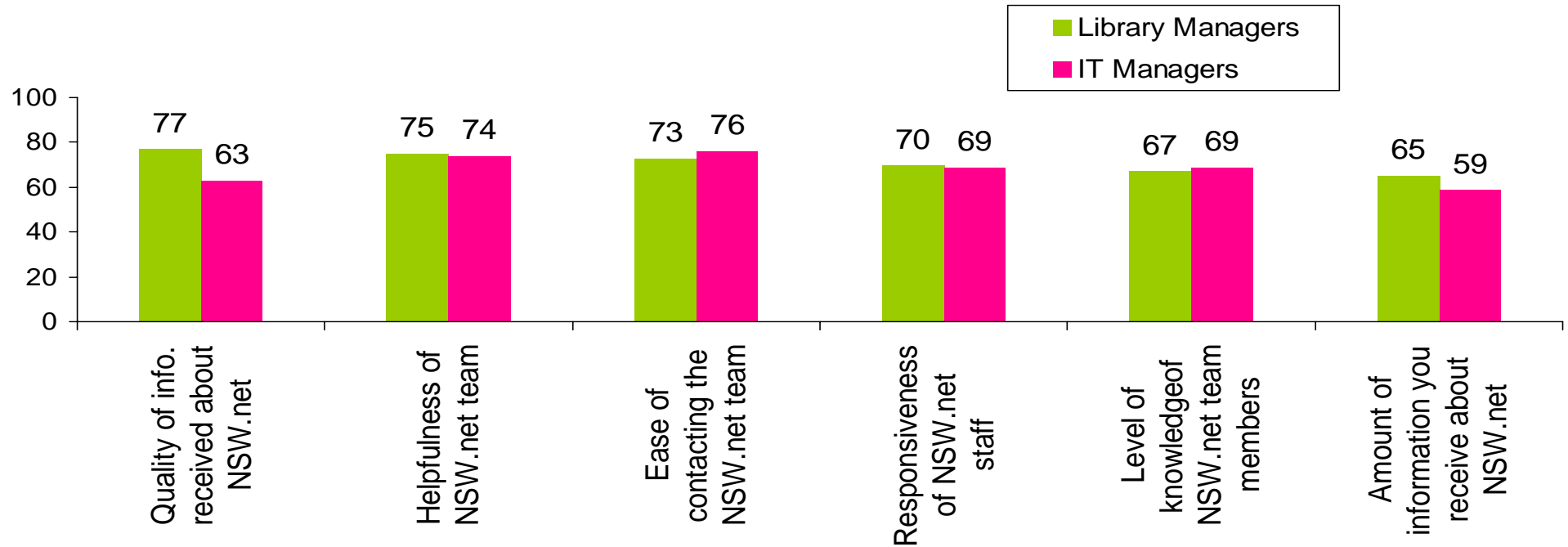
Satisfaction amongst Library and IT Managers with...

Satisfied includes 'Very' Satisfied or 'Satisfied'



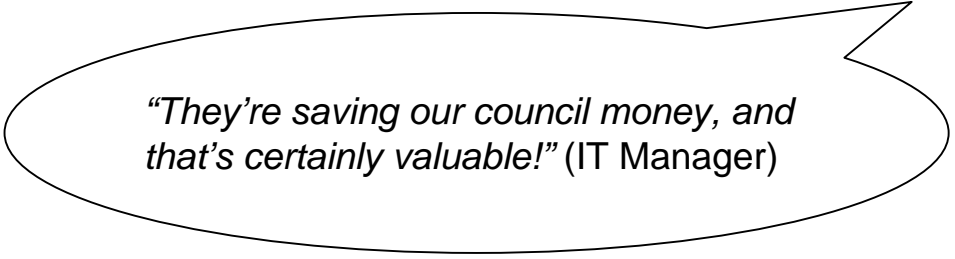
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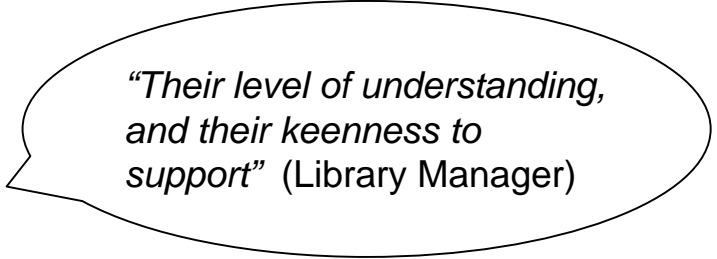


What do stakeholders value most about the NSW.net service? – priority & performance matrix

- The list of factors which both Library and IT Managers found valuable about the NSW.net service was fairly lengthy and diverse, and included mention of the following service elements...
 - Excellent/quality service
 - Staff (friendly, ease of contact, responsive, competence)
 - NSW.net empathy with our requirements
 - Reliability
 - Connectivity
 - High speed connection
 - Support/Technical support
 - The subsidy
 - Free PCs
 - Free online databases
 - Online databases
 - Access to internet/online databases at affordable prices



“They’re saving our council money, and that’s certainly valuable!” (IT Manager)



“Their level of understanding, and their keenness to support” (Library Manager)

General feedback from stakeholders

Positive feedback

- *“Keep up the good work”*
- *“Management of NSW.net has improved in recent months, following a long period with no real focus”*
- *“DotNews continues to improve. Doing a good job”*
- *“Things ARE getting better - I'm very happy with the project, what it has to offer for my library, and I am impressed with the staff. Keep up the good work :) “*
- *“Thanks for everything”*
- *“We appreciate being given the computers and assistance with the line costs “*
- *“The staff are friendly”*

General feedback from stakeholders

Constructive Feedback

- *“We have not found any of the online databases to be of any relevance to our clients... Our clients are more interested in fast access than online databases”*
- *“The World Com help desk leaves a lot to be desired. Their first response always seems to deny any problem is occurring at their end. It can be quite a painful process to find out that we don't need to look for the problem at our end”*
- *“Change in membership/makeup of the CEWP to get a broader range of opinions”*
- *“Get the name of the appropriate contact person and send all NSW net related communications to that person rather than to Library Manager or IT Manager”*
- *“Need to know more about other library's NSW.net setups - what others are doing better, how many PCs, how much download etc”*
- *“Good ideas suggested at the last User group meeting should be followed up”*

“I know the NSW.net team are very small and under-resourced...but some more technical support from them would be good” (IT Manager)

“It would be nice to here all about the grant opportunities available through the NSW.net service ... an online bulletin board would be good” (IT Manager)

Summary: *Satisfaction and overall attitudes towards the NSW.net Service*

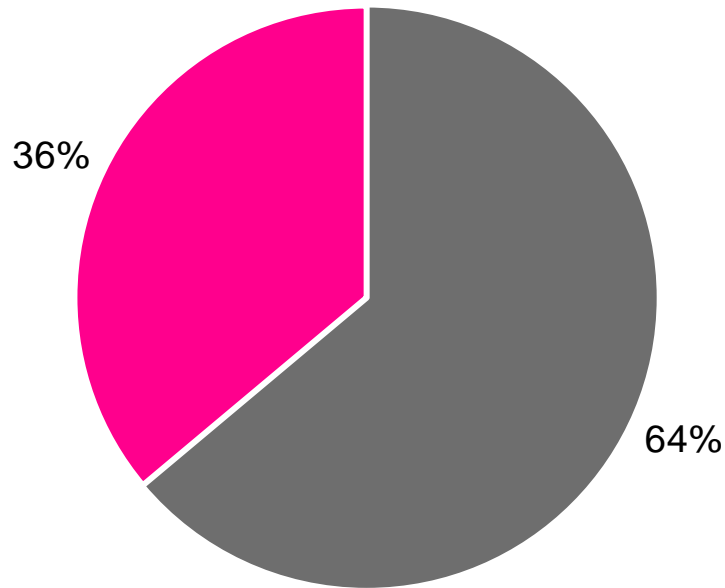
- For the most part, Library Managers were relatively satisfied with the NSW.net service, particularly with regards to the level of service offered to them by NSW.net and staff, as well as the information they are provided with. For most elements of the service, satisfaction levels among Library Managers were above 60%, which is pleasing and leaves only some opportunities for improvement.
- Service elements which could be more satisfying for stakeholders and which NSW.net may need to focus on include providing 'network advice' to them – 51% of Library Managers and 53% of IT Managers were satisfied with this element of the NSW.net service.
- There also may be opportunities to provide more detailed information to stakeholders on the NSW.net services, with 65% and 59% of Librarians and IT Managers satisfied here respectively.
- Overall, much praise for NSW.net service emerged from this research, as well as some interesting, constructive feedback that the NSW.net team may be interested in taking on board in the future.

Recommendations:

- NSW.net, as a priority, continue to broker affordable broadband options for branch and small libraries particularly in rural areas
- NSW.net provide 'network advice' to councils and libraries
- NSW.net continue to provide a subsidy to councils/libraries for connectivity
- NSW.net seek further funding to provision additional Public Access Terminals in libraries
- NSW.net continue to provide access to online databases, including training and support
- NSW.net provide more detailed information to stakeholders about the NSW.net services

Understanding Connectivity...

Type of Connection?

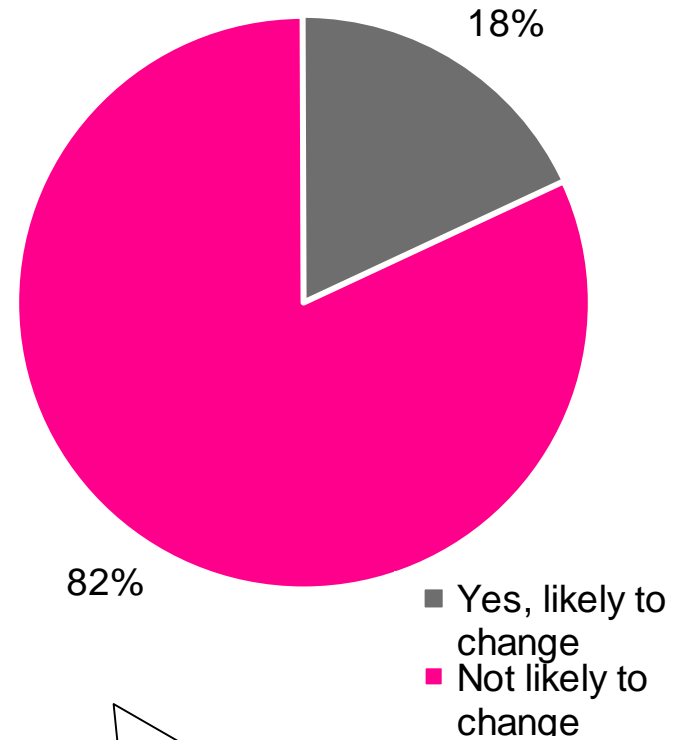


- Managed Internet Connection
- Unmanaged Internet Connection



Base: All IT Managers (n=44)

Likely to change in the future?

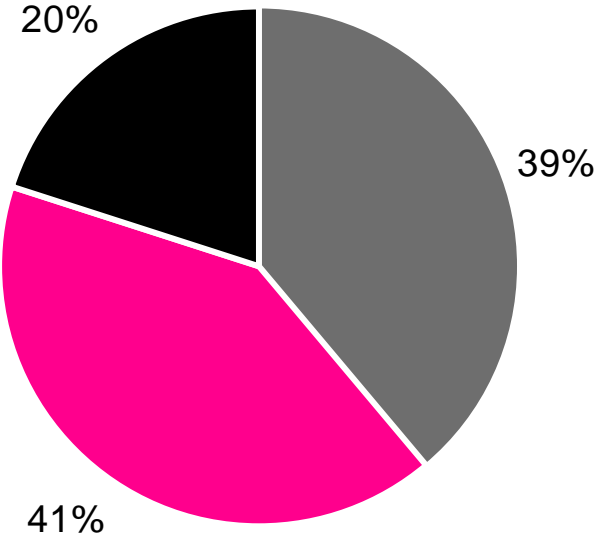


- Yes, likely to change
- Not likely to change

"Shift to a faster connection (eg ADSL or similar) when (if) it becomes available. Will need to examine managed/un-managed options when an alternative becomes available" (IT Manager)

Base: All IT Managers (n=44)

Internet Connectivity & The NSW.net Subsidy



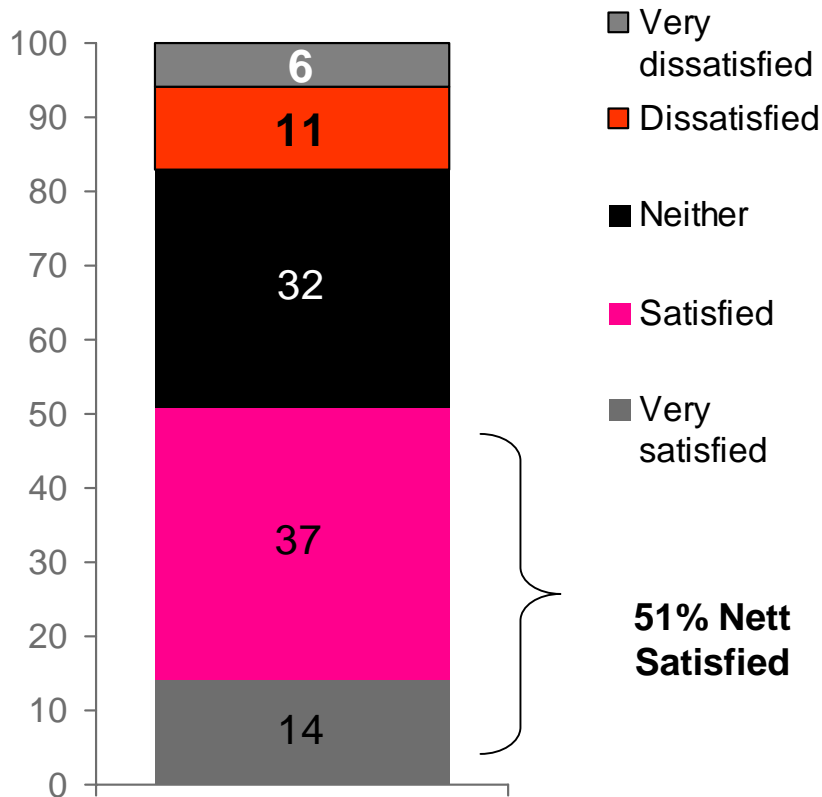
■ Yes ■ No ■ Don't know

Base: All IT Managers (n=44)



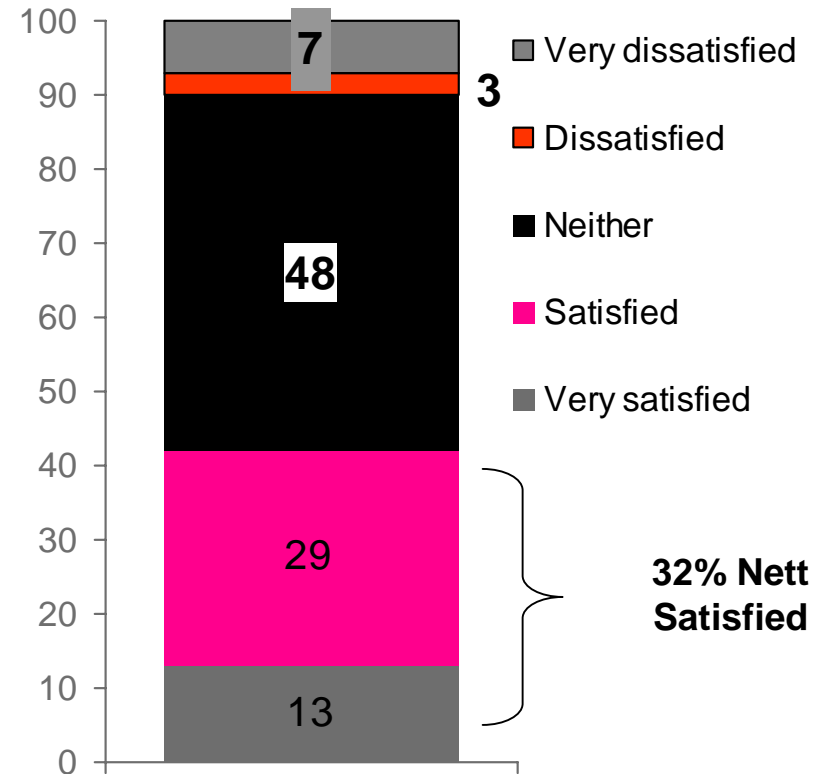
IT Managers & Their Satisfaction With...

WorldCom?



Base: All IT Managers for whom question was applicable (n=35)

Fujitsu?

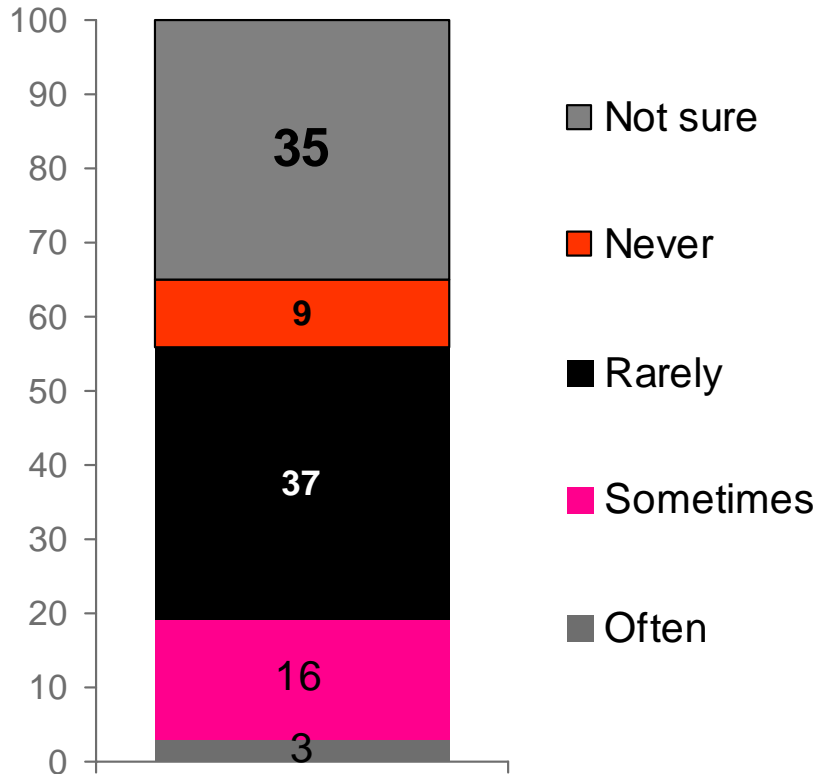


Base: All IT Managers for whom question was applicable (n=31)

Frequency Of Use Of...

ZoomText?

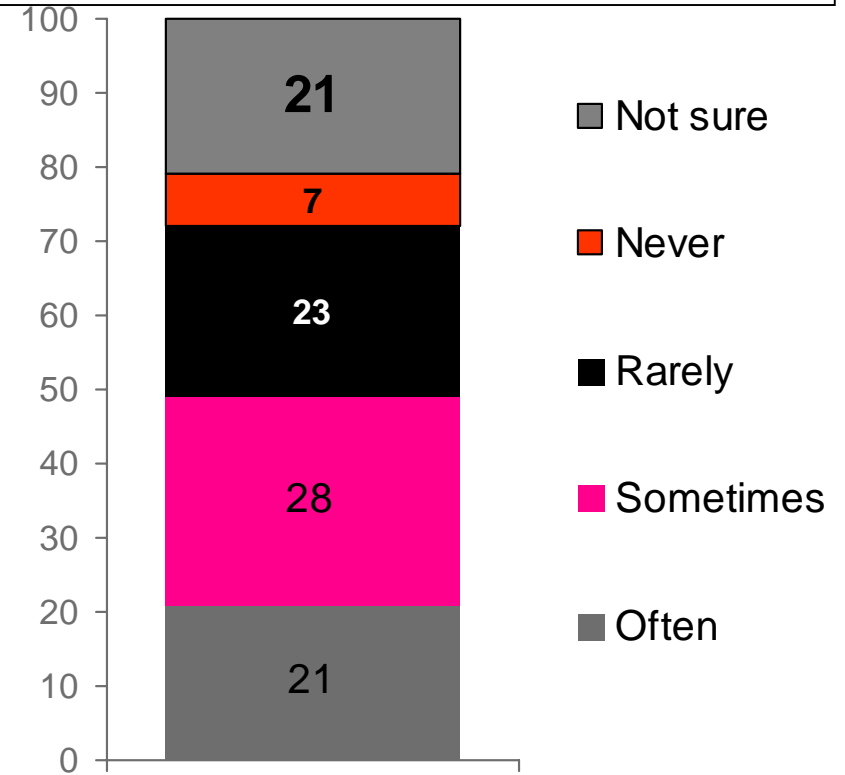
19% used Zoomtext sometimes or above



Base: Library Managers who had PA PCs to comment on (n=57)

Fonts in different languages?

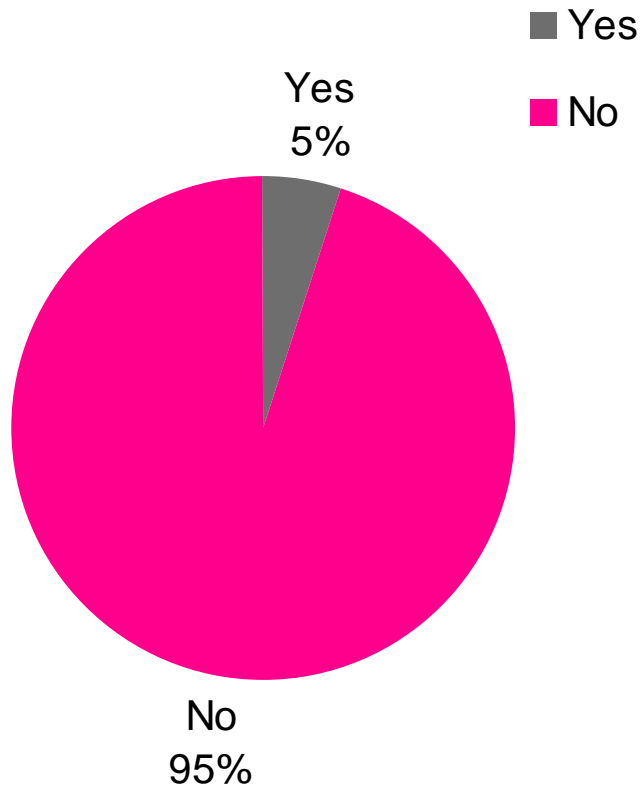
28% used language fonts sometimes or above



Base: Library Managers who had PA PCs to comment on (n=57)

Awareness Of...

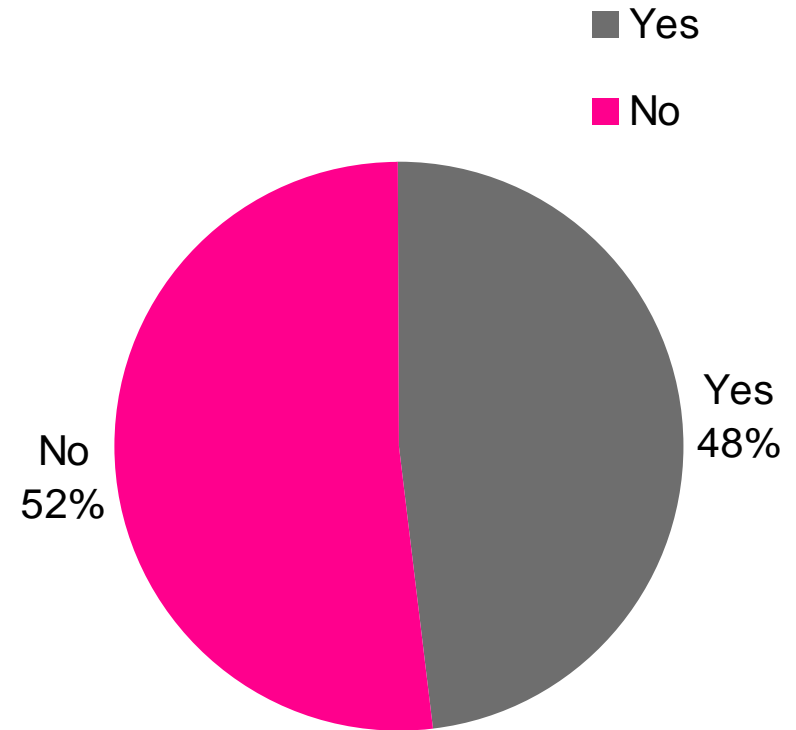
PC Replacement Policy?



Base: Library Managers who had PA PCs to comment on (n=57)



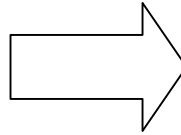
Warranty of hardware expiration after 3 years?



Base: Library Managers who had PA PCs to comment on (n=57)

Free Access To Databases Provided By NSW.net

- Mean number of Libraries in Local Council area/Regional Library Service: 3.95
- Mean number of Libraries with free access to databases provided by NSW.net: 3.48



Why do some libraries have no access to these databases provided by NSW.net?

- Only one library provided a sufficient answer to this question:

“Our Internet connect is dial up”

Library Managers: Attitudes towards NSW.net database training services



IT Managers & Their Satisfaction With...

WorldCom?

51% satisfied or above

Fujitsu?

32% satisfied or above

Frequency Of Use Of...

ZoomText?

19% used Zoomtext sometimes or above

Fonts in different languages?

28% used language fonts sometimes or above

Awareness Of...

PC Replacement Policy?

95% are not aware if the library has a replacement policy

Warranty of hardware expiration after 3 years?

52% are not aware that the warranty expires after 3 years

Will connectivity requirements change in Next 12 Months?

Base: All IT Managers

n=44

%

Not anticipated to change

25

Moving to ADSL

14

Possible increase in bandwidth

11

Need an affordable solution/Have funding issues

11

An increase in bandwidth

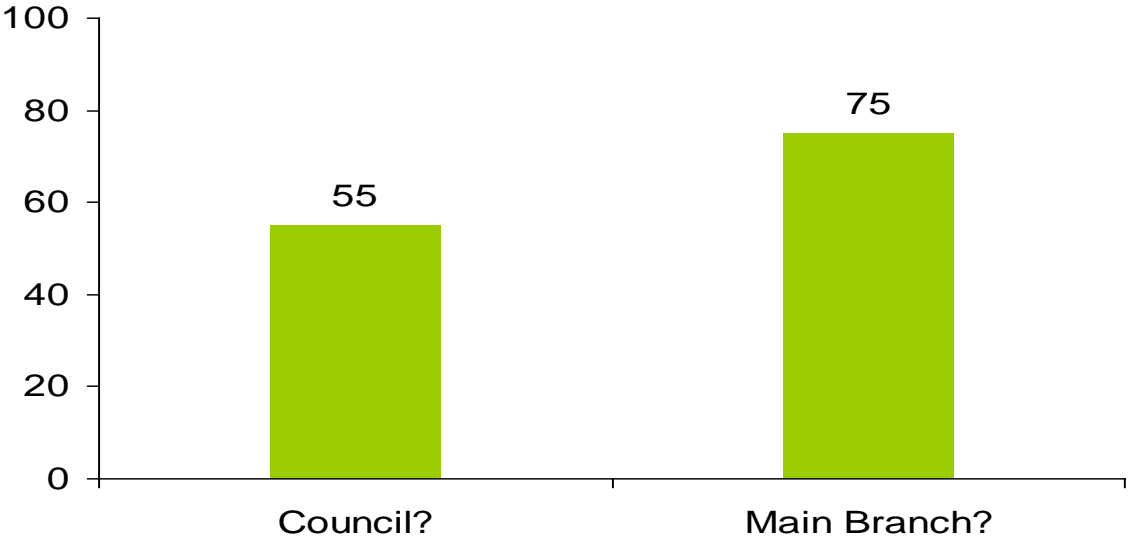
7

“Yes, bandwidth issues are becoming restrictive need to source always on affordable solutions” (IT Manager)

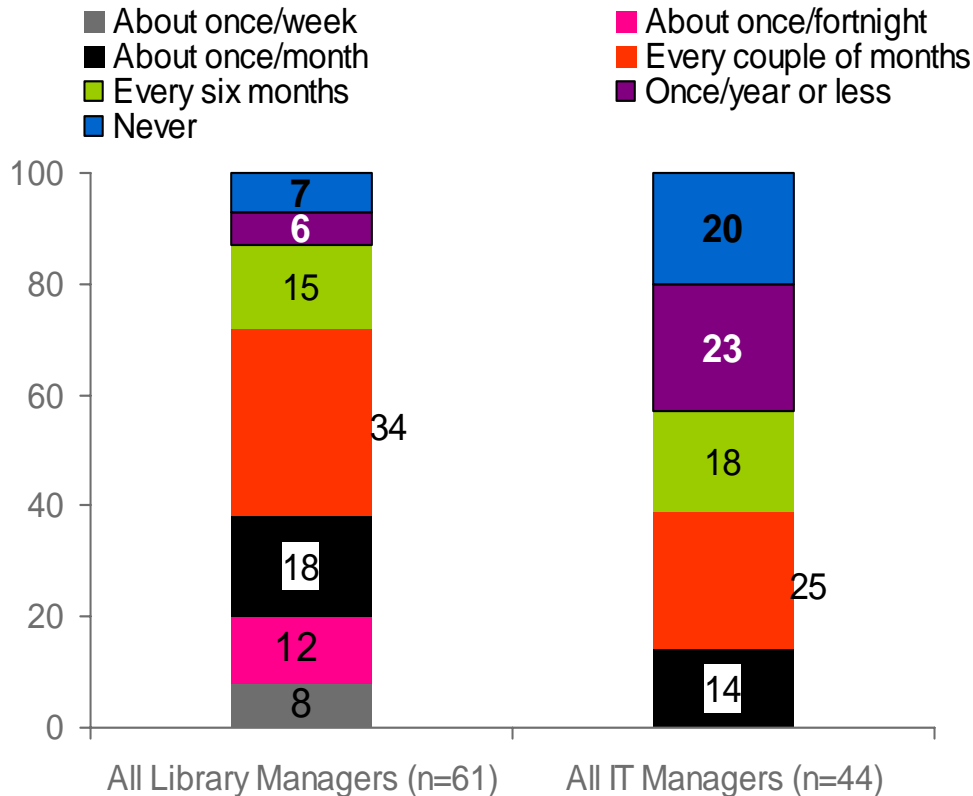
“We have already had to install a satellite dish to speed up the connection” (IT Manager)

How many PCs are connected to NSW.net connectivity services?

- Average number of Council PCs using this Internet connection: 169
- Average number of Main Library PCs using this Internet connection: 33



How Frequently Is The NSW.net Website Accessed?



"IT tend not to use the website...we view it as more relevant for the Librarians" (IT Manager)

"I don't really need to access it. Maybe I should, but then it's a time issue" (IT Manager)

There are clear differences between Library Managers and IT Managers in terms of how frequently the NSW.net website is being accessed. While 20% of Library Managers accessed the website once a week/fortnight, no IT Managers accessed the website this frequently.

General Feedback From Stakeholders

Constructive Feedback (Cont.)

- *“Sometimes processes seem a little slow. I know a number of companies who would like to have 'done business' with”*
- *“I think that the website itself could be made more attractive”*
- *“We have had problems with the speed of the Internet and we have asked NSW.Net for assistance in getting it checked but to no avail”*

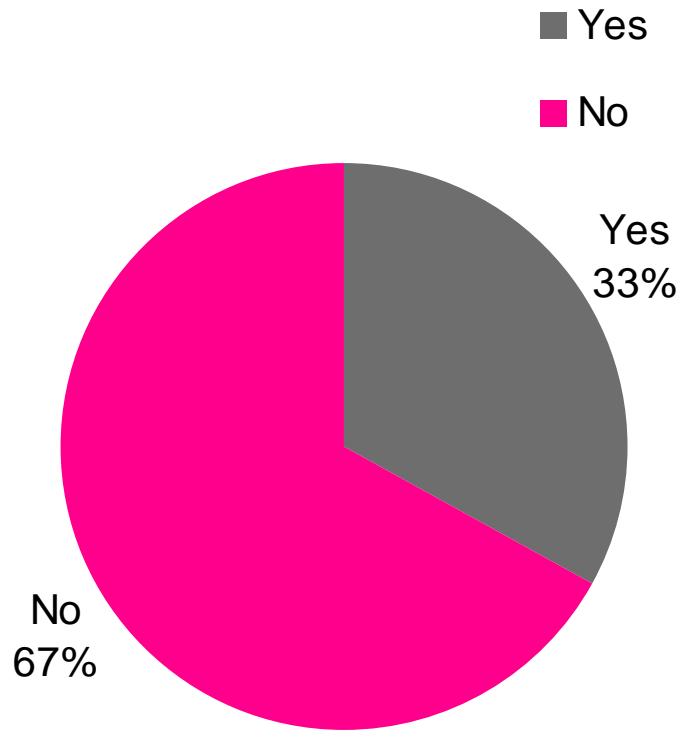
*“Make sure the subsidy will continue ... maybe push towards providing a similar service federally?”
(Library Manager)*

Background and Research Methodology



Free access online databases ...

Q: Do you provide access to NSW.net online databases via your own library website?



As shown from the qualitative comments from Librarians on the previous slide, a very similar proportion of those libraries not accessing free online databases via the online databases page (24%) were providing access to these databases via their own website (33%).

Base: Library Managers who provide access to free online databases via the 'online database' page (n=45)

Improvements To Online Database Training Sessions...

Base: Library Managers who had attended training themselves/staff had done so (n=41)

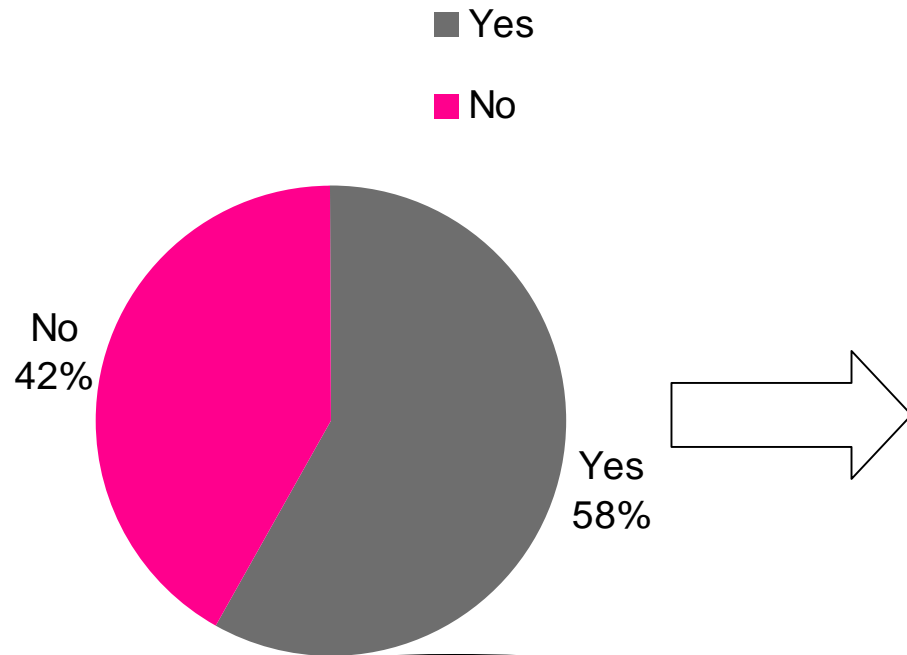
	n=41
	%
No improvements/Fine as is	41
Availability of training in regional areas/country towns	12
Advanced sessions/Sessions run as a series/in the interim	12
Online tutorials/Training	10
Crib sheets/training notes/Reference material	10
More hands on experience/approach	5
Not sure	5

"We'd like to have more local training...it's expensive to send staff out to Sydney for a four hour training session" (Library Manager)

"The content wasn't all that good...it looked cobbled together and looked like it was put together at the last minute. Some rigorous training notes would be good" (Library Manager)

"Slightly tighter structure, maybe with compulsory exercises – pre-investigated so that maximum awareness of the databases' quirks and capabilities are drawn out" (Library Manager)

Is Training Offered To Library Patrons In Using The Online Databases?



“Some of our staff are tentatively coming to grips with technology. They’re rather pick up the information they need in a reference book...this may be hindering our patrons” (Library Manager)

Q: Why is training not provided?

Base: Library Managers

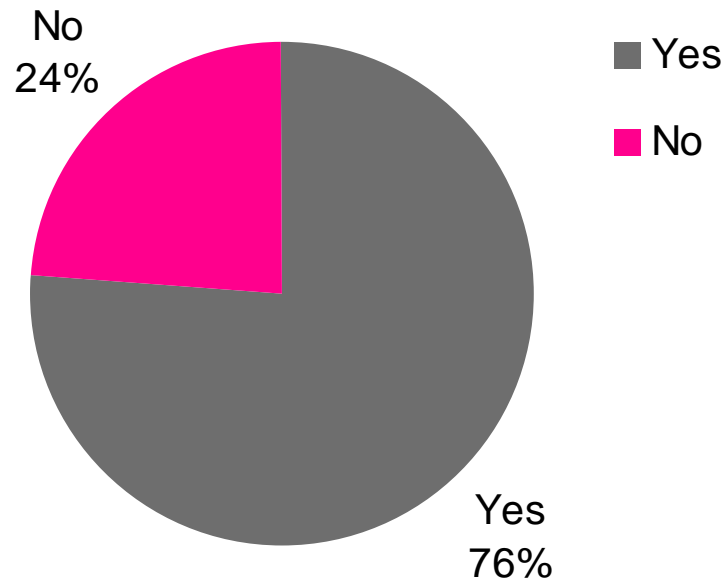
n=24

	%
Will provide individual tuition if requested/required	42
Lack of time	33
Lack staff resources	25
Lack of staff expertise/Staff still in training	25
Lack of demand/interest	21
It should/will happen in the future	21
Lack of resources	13

“We will help them to use the databases, but we don’t have sufficient staff time available for formal training” (Library Manager)

Do you access to the Online Databases via the NSW.net website?

Q: Do you access the free online databases via the “Online Databases” page on the NSW.net website?



Why are these free online databases not accessed via this page?

- The vast majority of explanations here were based around the fact that the local Library's own website provided these links itself...

“We have our own Library Homepage which provides access to a range of services available via the public PCs... most people (including staff) access databases this way”

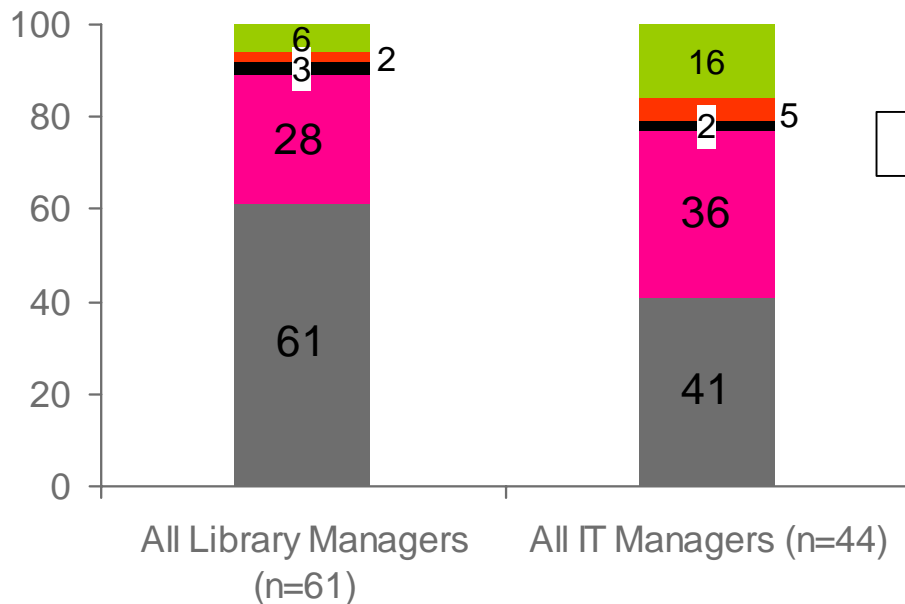
“We have our own homepage with all the services and relevant links including the database access”

“They are set up on our own web page. We are trying to encourage use of our web site - it makes no sense to direct customers to other sites”

- Other rationales were that...
 - This was generally “not requested by customers”
 - The Librarian “didn't know it existed”

How Frequently Is *DotNetNews* Read?

- Never
- Less than once a year
- Once every six months
- Every couple of months or so
- Every month



"It keeps me up to date with what's happening, if there's anything new I need to know about" (Library Manager)

"It keeps me and my network administrator up to speed...it's good because Library staff are always asking us questions about the service" (IT Manager)

Those not reading the publication (a total of 11 respondents) cited being unaware of the publication or simply not having time to do so