

Q 1-summary) Which ILS does your library use?

	Open Source			Ever- green	Pro- prietary	Other /na
	Total	Sub total	Koha			
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
Custom/Local	4 1.1	- -	- -	- -	- -	4 100.0
Evergreen	119 32.6	119 51.3	- -	119 100.0	- -	- -
Koha	113 31.0	113 48.7	113 100.0	- -	- -	- -
Proprietary	129 35.3	- -	- -	- -	129 100.0	- -

Q 1) Which ILS does your library use?

	Open Source			Ever- green	Pro- prietary	Other /na
	Total	Sub total	Koha			
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
AGent/Verso (Auto-Graphics)	1 0.3	- -	- -	- -	1 0.8	- -
ANGKASA (Silicon Communications)	1 0.3	- -	- -	- -	1 0.8	- -
Advance (Geac)	1 0.3	- -	- -	- -	1 0.8	- -
Advanced Rapid Library	1 0.3	- -	- -	- -	1 0.8	- -
Aleph 500 (Ex Libris)	14 3.8	- -	- -	- -	14 10.9	- -
Alexandria (COMPanion)	2 0.5	- -	- -	- -	2 1.6	- -
Alice (Softlink)	1 0.3	- -	- -	- -	1 0.8	- -
Athena (Sagebrush)	3 0.8	- -	- -	- -	3 2.3	- -
Athenaeum Pro (Sumware)	1 0.3	- -	- -	- -	1 0.8	- -
Bibliotech Pro (Inmagic)	1 0.3	- -	- -	- -	1 0.8	- -
CDS/ISIS	1 0.3	- -	- -	- -	1 0.8	- -
Circulation Plus (Follett)	5 1.4	- -	- -	- -	5 3.9	- -

Q 1) Which ILS does your library use? (continued)

	Open Source			Pro- prietary	Other /na
	Sub total	Koha	Ever- green		
	=====	=====	=====	=====	=====
Custom/Local	3 0.8	- -	- -	- -	3 75.0
Destiny (Follett)	3 0.8	- -	- -	3 2.3	- -
Dynix (SirsiDynix)	2 0.5	- -	- -	2 1.6	- -
EOS e-Library Service	1 0.3	- -	- -	1 0.8	- -
EOS.Web	3 0.8	- -	- -	3 2.3	- -
Evergreen	119 32.6	119 51.3	- -	119 100.0	- -
Horizon (SirsiDynix)	15 4.1	- -	- -	15 11.6	- -
Infocentre (Sagebrush)	2 0.5	- -	- -	2 1.6	- -
Innopac (Innovative Interfaces)	6 1.6	- -	- -	6 4.7	- -
Koha	113 31.0	113 48.7	113 100.0	- -	- -
LibSys (Jiangsu Huiwen)	1 0.3	- -	- -	1 0.8	- -
Liberty3 (SoftLink)	5 1.4	- -	- -	5 3.9	- -
Library World (Caspr)	2 0.5	- -	- -	2 1.6	- -
Library.Solution (TLC)	6 1.6	- -	- -	6 4.7	- -
LibrarySoft (New Generation)	1 0.3	- -	- -	1 0.8	- -
Mandarin M3	1 0.3	- -	- -	1 0.8	- -
Millennium (Innovative Interfaces)	9 2.5	- -	- -	9 7.0	- -
Polaris	4 1.1	- -	- -	4 3.1	- -
Porbase 5	1 0.3	- -	- -	1 0.8	- -
Portfolio (IsacSoft)	1 0.3	- -	- -	1 0.8	- -
SOUL (INFLIBNET)	1 0.3	- -	- -	1 0.8	- -
TechLibPlus (Open Text)	1 0.3	- -	- -	1 0.8	- -

Q 1) Which ILS does your library use? (continued)

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Unicorn (SirsiDynix)	21 5.8	-	-	-	21 16.3	-
Virtua (VTLS)	1 0.3	-	-	-	1 0.8	-
Voyager (Ex Libris)	6 1.6	-	-	-	6 4.7	-
Voyager/ Hungarian version	1 0.3	-	-	-	1 0.8	-
Vubis Smart (Geac)	1 0.3	-	-	-	1 0.8	-
Winnebago Spectrum (Sagebrush)	2 0.5	-	-	-	2 1.6	-
iSPEKTRA (developed in-house)	1 0.3	-	-	-	-	1 25.0

Q 2) How would you rate your satisfaction with your ILS overall?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
5 - very satisfied	149 40.8	103 44.4	55 48.7	48 40.3	45 34.9	1 25.0
4 - somewhat satisfied	144 39.5	94 40.5	45 39.8	49 41.2	48 37.2	2 50.0
3 - neither satisfied nor dissatisfied	16 4.4	6 2.6	4 3.5	2 1.7	9 7.0	1 25.0
2 - somewhat dissatisfied	38 10.4	15 6.5	5 4.4	10 8.4	23 17.8	-
1 - very dissatisfied	11 3.0	10 4.3	4 3.5	6 5.0	1 0.8	-
Don't know/no answer	7 1.9	4 1.7	-	4 3.4	3 2.3	-
Median	4.0	4.0	4.0	4.0	4.0	4.0
Mean	4.1	4.2	4.3	4.1	3.9	4.0

Q 3) Before your ILS was selected, did the selector(s) analyze costs and benefits of ILS alternatives?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Yes, this ILS was selected as most cost-effective.	123 49.8	78 68.4	77 68.1	1 100.0	45 34.9	-
No.	18 7.3	7 6.1	7 6.2	-	11 8.5	-
Yes, but this ILS was selected for other reasons.	71 28.7	26 22.8	26 23.0	-	41 31.8	4 100.0
Don't know/no answer	35 14.2	3 2.6	3 2.7	-	32 24.8	-

Evergreen response represents a state consortium of 265 libraries.

Q 4) Please rank in order the top 5 reasons your library chose this ILS. Choose "1" for most important, "2" for second most important, etc.

Desirable features/functionality

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	53 21.5	11 9.6	11 9.7	-	42 32.6	-
2nd most important	42 17.0	21 18.4	21 18.6	-	19 14.7	2 50.0
3rd most important	37 15.0	24 21.1	24 21.2	-	13 10.1	-
4th most important	28 11.3	15 13.2	15 13.3	-	13 10.1	-
5th most important	12 4.9	8 7.0	8 7.1	-	4 3.1	-
Not given as a reason	75 30.4	35 30.7	34 30.1	1 100.0	38 29.5	2 50.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

Affordable price

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Most important	61	44	44	-	16	1
	24.7	38.6	38.9	-	12.4	25.0
2nd most important	26	11	11	-	15	-
	10.5	9.6	9.7	-	11.6	-
3rd most important	31	15	15	-	16	-
	12.6	13.2	13.3	-	12.4	-
4th most important	17	5	5	-	12	-
	6.9	4.4	4.4	-	9.3	-
5th most important	15	11	11	-	4	-
	6.1	9.6	9.7	-	3.1	-
Not given as a reason	97	28	27	1	66	3
	39.3	24.6	23.9	100.0	51.2	75.0

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Choose "1" for most important, "2" for second most important, etc.

Ease of use

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Most important	12	3	3	-	9	-
	4.9	2.6	2.7	-	7.0	-
2nd most important	27	11	11	-	16	-
	10.9	9.6	9.7	-	12.4	-
3rd most important	29	13	13	-	16	-
	11.7	11.4	11.5	-	12.4	-
4th most important	31	15	15	-	16	-
	12.6	13.2	13.3	-	12.4	-
5th most important	22	11	10	1	11	-
	8.9	9.6	8.8	100.0	8.5	-
Not given as a reason	126	61	61	-	61	4
	51.0	53.5	54.0	-	47.3	100.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
 Choose "1" for most important, "2" for second most important, etc.

Good technical support

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Most important	6	1	1	-	5	-
	2.4	0.9	0.9	-	3.9	-
2nd most important	20	7	7	-	13	-
	8.1	6.1	6.2	-	10.1	-
3rd most important	26	6	6	-	18	2
	10.5	5.3	5.3	-	14.0	50.0
4th most important	31	14	13	1	16	1
	12.6	12.3	11.5	100.0	12.4	25.0
5th most important	18	7	7	-	11	-
	7.3	6.1	6.2	-	8.5	-
Not given as a reason	146	79	79	-	66	1
	59.1	69.3	69.9	-	51.2	25.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
 Choose "1" for most important, "2" for second most important, etc.

Trusted brand name

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Most important	10	2	2	-	8	-
	4.0	1.8	1.8	-	6.2	-
2nd most important	11	2	2	-	9	-
	4.5	1.8	1.8	-	7.0	-
3rd most important	13	3	3	-	10	-
	5.3	2.6	2.7	-	7.8	-
4th most important	13	2	2	-	11	-
	5.3	1.8	1.8	-	8.5	-
5th most important	15	6	6	-	9	-
	6.1	5.3	5.3	-	7.0	-
Not given as a reason	185	99	98	1	82	4
	74.9	86.8	86.7	100.0	63.6	100.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

We used this ILS or vendor before

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	12 4.9	3 2.6	3 2.7	- -	9 7.0	- -
2nd most important	9 3.6	1 0.9	1 0.9	- -	8 6.2	- -
3rd most important	7 2.8	1 0.9	1 0.9	- -	6 4.7	- -
4th most important	4 1.6	1 0.9	1 0.9	- -	3 2.3	- -
5th most important	12 4.9	4 3.5	4 3.5	- -	8 6.2	- -
Not given as a reason	203 82.2	104 91.2	103 91.2	1 100.0	95 73.6	4 100.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

Combined with other incentives

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	5 2.0	- -	- -	- -	5 3.9	- -
2nd most important	7 2.8	3 2.6	3 2.7	- -	4 3.1	- -
3rd most important	5 2.0	- -	- -	- -	5 3.9	- -
4th most important	3 1.2	1 0.9	1 0.9	- -	2 1.6	- -
5th most important	8 3.2	1 0.9	1 0.9	- -	6 4.7	1 25.0
Not given as a reason	219 88.7	109 95.6	108 95.6	1 100.0	107 82.9	3 75.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

Customizability

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	20 8.1	15 13.2	15 13.3	- -	3 2.3	2 50.0
2nd most important	33 13.4	22 19.3	21 18.6	1 100.0	11 8.5	- -
3rd most important	25 10.1	18 15.8	18 15.9	- -	7 5.4	- -
4th most important	25 10.1	15 13.2	15 13.3	- -	10 7.8	- -
5th most important	21 8.5	8 7.0	8 7.1	- -	13 10.1	- -
Not given as a reason	123 49.8	36 31.6	36 31.9	- -	85 65.9	2 50.0

Evergreen response represents a state consortium of 265 libraries.

Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

Freedom from vendor lock-in

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	21 8.5	20 17.5	20 17.7	- -	1 0.8	- -
2nd most important	17 6.9	16 14.0	16 14.2	- -	1 0.8	- -
3rd most important	9 3.6	7 6.1	7 6.2	- -	1 0.8	1 25.0
4th most important	14 5.7	11 9.6	11 9.7	- -	2 1.6	1 25.0
5th most important	17 6.9	12 10.5	12 10.6	- -	4 3.1	1 25.0
Not given as a reason	169 68.4	48 42.1	47 41.6	1 100.0	120 93.0	1 25.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

Security

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	5 2.0	2 1.8	2 1.8	- -	3 2.3	- -
2nd most important	10 4.0	5 4.4	5 4.4	- -	4 3.1	1 25.0
3rd most important	7 2.8	3 2.6	2 1.8	1 100.0	4 3.1	- -
4th most important	7 2.8	3 2.6	3 2.7	- -	3 2.3	1 25.0
5th most important	14 5.7	9 7.9	9 8.0	- -	5 3.9	- -
Not given as a reason	204 82.6	92 80.7	92 81.4	- -	110 85.3	2 50.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

Portability

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	3 1.2	2 1.8	2 1.8	- -	1 0.8	- -
2nd most important	3 1.2	2 1.8	2 1.8	- -	1 0.8	- -
3rd most important	5 2.0	4 3.5	4 3.5	- -	1 0.8	- -
4th most important	13 5.3	10 8.8	10 8.8	- -	3 2.3	- -
5th most important	7 2.8	4 3.5	4 3.5	- -	3 2.3	- -
Not given as a reason	216 87.4	92 80.7	91 80.5	1 100.0	120 93.0	4 100.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

Scalability

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	3 1.2	2 1.8	1 0.9	1 100.0	1 0.8	- -
2nd most important	9 3.6	4 3.5	4 3.5	- -	5 3.9	- -
3rd most important	13 5.3	7 6.1	7 6.2	- -	6 4.7	- -
4th most important	10 4.0	5 4.4	5 4.4	- -	5 3.9	- -
5th most important	17 6.9	6 5.3	6 5.3	- -	11 8.5	- -
Not given as a reason	195 78.9	90 78.9	90 79.6	- -	101 78.3	4 100.0

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Q 4) Please rank in order the top 5 reasons your library chose this ILS.
Choose "1" for most important, "2" for second most important, etc.

Other

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Most important	9 3.6	5 4.4	5 4.4	- -	4 3.1	- -
2nd most important	2 0.8	2 1.8	2 1.8	- -	- -	- -
3rd most important	3 1.2	2 1.8	2 1.8	- -	1 0.8	- -
4th most important	4 1.6	2 1.8	2 1.8	- -	2 1.6	- -
5th most important	9 3.6	5 4.4	5 4.4	- -	4 3.1	- -
Not given as a reason	220 89.1	98 86.0	97 85.8	1 100.0	118 91.5	4 100.0

Evergreen response represents a state consortium of 265 libraries.

Q 4.1) Most important reason your library chose this ILS

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Affordable price	61 24.7	44 38.6	44 38.9	- -	16 12.4	1 25.0
Desirable features/functionality	53 21.5	11 9.6	11 9.7	- -	42 32.6	- -
Freedom from vendor lock-in	21 8.5	20 17.5	20 17.7	- -	1 0.8	- -
Customizability	20 8.1	15 13.2	15 13.3	- -	3 2.3	2 50.0
We used this ILS or vendor before	12 4.9	3 2.6	3 2.7	- -	9 7.0	- -
Ease of use	12 4.9	3 2.6	3 2.7	- -	9 7.0	- -
Trusted brand name	10 4.0	2 1.8	2 1.8	- -	8 6.2	- -
Other	9 3.6	5 4.4	5 4.4	- -	4 3.1	- -
Good technical support	6 2.4	1 0.9	1 0.9	- -	5 3.9	- -
Combined with other incentives	5 2.0	- -	- -	- -	5 3.9	- -
Security	5 2.0	2 1.8	2 1.8	- -	3 2.3	- -
Scalability	3 1.2	2 1.8	1 0.9	1 100.0	1 0.8	- -
Portability	3 1.2	2 1.8	2 1.8	- -	1 0.8	- -
Don't know/no answer	27 10.9	4 3.5	4 3.5	- -	22 17.1	1 25.0

Evergreen response represents a state consortium of 265 libraries.

Q 4.2) Second most important reason your library chose this ILS

	Open Source				Pro- prie tary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Desirable features/functionality	42 17.0	21 18.4	21 18.6	- -	19 14.7	2 50.0
Customizability	33 13.4	22 19.3	21 18.6	1 100.0	11 8.5	- -
Ease of use	27 10.9	11 9.6	11 9.7	- -	16 12.4	- -
Affordable price	26 10.5	11 9.6	11 9.7	- -	15 11.6	- -
Good technical support	20 8.1	7 6.1	7 6.2	- -	13 10.1	- -
Freedom from vendor lock-in	17 6.9	16 14.0	16 14.2	- -	1 0.8	- -
Trusted brand name	11 4.5	2 1.8	2 1.8	- -	9 7.0	- -
Security	10 4.0	5 4.4	5 4.4	- -	4 3.1	1 25.0
We used this ILS or vendor before	9 3.6	1 0.9	1 0.9	- -	8 6.2	- -
Scalability	9 3.6	4 3.5	4 3.5	- -	5 3.9	- -
Combined with other incentives	7 2.8	3 2.6	3 2.7	- -	4 3.1	- -
Portability	3 1.2	2 1.8	2 1.8	- -	1 0.8	- -
Other	2 0.8	2 1.8	2 1.8	- -	- -	- -
Don't know/no answer	31 12.6	7 6.1	7 6.2	- -	23 17.8	1 25.0

Evergreen response represents a state consortium of 265 libraries.

Q 4.3) Third most important reason your library chose this ILS

	Open Source				Pro- prie- tary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Desirable features/functionality	37 15.0	24 21.1	24 21.2	- -	13 10.1	- -
Affordable price	31 12.6	15 13.2	15 13.3	- -	16 12.4	- -
Ease of use	29 11.7	13 11.4	13 11.5	- -	16 12.4	- -
Good technical support	26 10.5	6 5.3	6 5.3	- -	18 14.0	2 50.0
Customizability	25 10.1	18 15.8	18 15.9	- -	7 5.4	- -
Trusted brand name	13 5.3	3 2.6	3 2.7	- -	10 7.8	- -
Scalability	13 5.3	7 6.1	7 6.2	- -	6 4.7	- -
Freedom from vendor lock-in	9 3.6	7 6.1	7 6.2	- -	1 0.8	1 25.0
We used this ILS or vendor before	7 2.8	1 0.9	1 0.9	- -	6 4.7	- -
Security	7 2.8	3 2.6	2 1.8	1 100.0	4 3.1	- -
Combined with other incentives	5 2.0	- -	- -	- -	5 3.9	- -
Portability	5 2.0	4 3.5	4 3.5	- -	1 0.8	- -
Other	3 1.2	2 1.8	2 1.8	- -	1 0.8	- -
Don't know/no answer	37 15.0	11 9.6	11 9.7	- -	25 19.4	1 25.0

Evergreen response represents a state consortium of 265 libraries.

Q 4.4) Fourth most important reason your library chose this ILS

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Good technical support	31 12.6	14 12.3	13 11.5	1 100.0	16 12.4	1 25.0
Ease of use	31 12.6	15 13.2	15 13.3	-	16 12.4	-
Desirable features/functionality	28 11.3	15 13.2	15 13.3	-	13 10.1	-
Customizability	25 10.1	15 13.2	15 13.3	-	10 7.8	-
Affordable price	17 6.9	5 4.4	5 4.4	-	12 9.3	-
Freedom from vendor lock-in	14 5.7	11 9.6	11 9.7	-	2 1.6	1 25.0
Trusted brand name	13 5.3	2 1.8	2 1.8	-	11 8.5	-
Portability	13 5.3	10 8.8	10 8.8	-	3 2.3	-
Scalability	10 4.0	5 4.4	5 4.4	-	5 3.9	-
Security	7 2.8	3 2.6	3 2.7	-	3 2.3	1 25.0
We used this ILS or vendor before	4 1.6	1 0.9	1 0.9	-	3 2.3	-
Other	4 1.6	2 1.8	2 1.8	-	2 1.6	-
Combined with other incentives	3 1.2	1 0.9	1 0.9	-	2 1.6	-
Don't know/no answer	47 19.0	15 13.2	15 13.3	-	31 24.0	1 25.0

Evergreen response represents a state consortium of 265 libraries.

Q 4.5) Fifth most important reason your library chose this ILS

	Open Source				Pro- prie- tary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Ease of use	22 8.9	11 9.6	10 8.8	1 100.0	11 8.5	-
Customizability	21 8.5	8 7.0	8 7.1	-	13 10.1	-
Good technical support	18 7.3	7 6.1	7 6.2	-	11 8.5	-
Freedom from vendor lock-in	17 6.9	12 10.5	12 10.6	-	4 3.1	1 25.0
Scalability	17 6.9	6 5.3	6 5.3	-	11 8.5	-
Trusted brand name	15 6.1	6 5.3	6 5.3	-	9 7.0	-
Affordable price	15 6.1	11 9.6	11 9.7	-	4 3.1	-
Security	14 5.7	9 7.9	9 8.0	-	5 3.9	-
We used this ILS or vendor before	12 4.9	4 3.5	4 3.5	-	8 6.2	-
Desirable features/functionality	12 4.9	8 7.0	8 7.1	-	4 3.1	-
Other	9 3.6	5 4.4	5 4.4	-	4 3.1	-
Combined with other incentives	8 3.2	1 0.9	1 0.9	-	6 4.7	1 25.0
Portability	7 2.8	4 3.5	4 3.5	-	3 2.3	-
Don't know/no answer	60 24.3	22 19.3	22 19.5	-	36 27.9	2 50.0

Evergreen response represents a state consortium of 265 libraries.

Q 5) How would you rate your satisfaction with your ILS on technical support?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	365	232	113	119	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very satisfied	109	72	23	49	34	3
	29.9	31.0	20.4	41.2	26.4	75.0
4 - somewhat satisfied	116	61	33	28	54	1
	31.8	26.3	29.2	23.5	41.9	25.0
3 - neither satisfied nor dissatisfied	44	34	21	13	10	-
	12.1	14.7	18.6	10.9	7.8	-
2 - somewhat dissatisfied	51	33	18	15	18	-
	14.0	14.2	15.9	12.6	14.0	-
1 - very dissatisfied	28	17	11	6	11	-
	7.7	7.3	9.7	5.0	8.5	-
Don't know/no answer	17	15	7	8	2	-
	4.7	6.5	6.2	6.7	1.6	-
=====						
Median	4.0	4.0	4.0	4.0	4.0	5.0
Mean	3.7	3.6	3.4	3.9	3.6	4.8

Q 5) How would you rate your satisfaction with your ILS on ease of use?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	365	232	113	119	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very satisfied	126	90	41	49	35	1
	34.5	38.8	36.3	41.2	27.1	25.0
4 - somewhat satisfied	140	84	43	41	54	2
	38.4	36.2	38.1	34.5	41.9	50.0
3 - neither satisfied nor dissatisfied	37	21	12	9	16	-
	10.1	9.1	10.6	7.6	12.4	-
2 - somewhat dissatisfied	41	21	14	7	19	1
	11.2	9.1	12.4	5.9	14.7	25.0
1 - very dissatisfied	16	12	2	10	4	-
	4.4	5.2	1.8	8.4	3.1	-
Don't know/no answer	5	4	1	3	1	-
	1.4	1.7	0.9	2.5	0.8	-
=====						
Median	4.0	4.0	4.0	4.0	4.0	4.0
Mean	3.9	4.0	4.0	4.0	3.8	3.8

Q 5) How would you rate your satisfaction with your ILS on security?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	365	232	113	119	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very satisfied	146	95	36	59	49	2
	40.0	40.9	31.9	49.6	38.0	50.0
4 - somewhat satisfied	92	58	29	29	32	2
	25.2	25.0	25.7	24.4	24.8	50.0
3 - neither satisfied nor dissatisfied	67	48	32	16	19	-
	18.4	20.7	28.3	13.4	14.7	-
2 - somewhat dissatisfied	15	3	2	1	12	-
	4.1	1.3	1.8	0.8	9.3	-
1 - very dissatisfied	3	1	-	1	2	-
	0.8	0.4	-	0.8	1.6	-
Don't know/no answer	42	27	14	13	15	-
	11.5	11.6	12.4	10.9	11.6	-
=====						
Median	4.0	4.0	4.0	5.0	4.0	4.5
Mean	4.1	4.2	4.0	4.4	4.0	4.5

Q 5) How would you rate your satisfaction with your ILS on features/functionality?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	365	232	113	119	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very satisfied	123	85	45	40	37	1
	33.7	36.6	39.8	33.6	28.7	25.0
4 - somewhat satisfied	150	103	52	51	45	2
	41.1	44.4	46.0	42.9	34.9	50.0
3 - neither satisfied nor dissatisfied	34	16	7	9	18	-
	9.3	6.9	6.2	7.6	14.0	-
2 - somewhat dissatisfied	43	18	6	12	24	1
	11.8	7.8	5.3	10.1	18.6	25.0
1 - very dissatisfied	9	5	2	3	4	-
	2.5	2.2	1.8	2.5	3.1	-
Don't know/no answer	6	5	1	4	1	-
	1.6	2.2	0.9	3.4	0.8	-
=====						
Median	4.0	4.0	4.0	4.0	4.0	4.0
Mean	3.9	4.1	4.2	4.0	3.7	3.8

Q 5) How would you rate your satisfaction with your ILS on portability?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
5 - very satisfied	94 25.8	71 30.6	39 34.5	32 26.9	23 17.8	- -
4 - somewhat satisfied	70 19.2	51 22.0	27 23.9	24 20.2	19 14.7	- -
3 - neither satisfied nor dissatisfied	74 20.3	42 18.1	20 17.7	22 18.5	30 23.3	2 50.0
2 - somewhat dissatisfied	21 5.8	8 3.4	3 2.7	5 4.2	13 10.1	- -
1 - very dissatisfied	9 2.5	4 1.7	- -	4 3.4	4 3.1	1 25.0
Don't know/no answer	97 26.6	56 24.1	24 21.2	32 26.9	40 31.0	1 25.0
=====						
Median	4.0	4.0	4.0	4.0	3.0	3.0
Mean	3.8	4.0	4.1	3.9	3.5	2.3

Q 5) How would you rate your satisfaction with your ILS on customizability?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
5 - very satisfied	118 32.3	89 38.4	54 47.8	35 29.4	26 20.2	3 75.0
4 - somewhat satisfied	124 34.0	76 32.8	37 32.7	39 32.8	48 37.2	- -
3 - neither satisfied nor dissatisfied	42 11.5	28 12.1	11 9.7	17 14.3	14 10.9	- -
2 - somewhat dissatisfied	50 13.7	21 9.1	6 5.3	15 12.6	28 21.7	1 25.0
1 - very dissatisfied	14 3.8	5 2.2	1 0.9	4 3.4	9 7.0	- -
Don't know/no answer	17 4.7	13 5.6	4 3.5	9 7.6	4 3.1	- -
=====						
Median	4.0	4.0	4.0	4.0	4.0	5.0
Mean	3.8	4.0	4.3	3.8	3.4	4.3

Q 5) How would you rate your satisfaction with your ILS on scalability?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
5 - very satisfied	75 30.4	39 34.2	38 33.6	1 100.0	36 27.9	- -
4 - somewhat satisfied	65 26.3	35 30.7	35 31.0	- -	27 20.9	3 75.0
3 - neither satisfied nor dissatisfied	38 15.4	10 8.8	10 8.8	- -	28 21.7	- -
2 - somewhat dissatisfied	12 4.9	3 2.6	3 2.7	- -	8 6.2	1 25.0
1 - very dissatisfied	3 1.2	- -	- -	- -	3 2.3	- -
Don't know/no answer	54 21.9	27 23.7	27 23.9	- -	27 20.9	- -

Median	4.0	4.0	4.0	5.0	4.0	4.0
Mean	4.0	4.3	4.3	5.0	3.8	3.5

Evergreen response represents a state consortium of 265 libraries.

Q 5) How would you rate your satisfaction with your ILS on affordability?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
5 - very satisfied	112 45.3	80 70.2	80 70.8	- -	31 24.0	1 25.0
4 - somewhat satisfied	58 23.5	20 17.5	19 16.8	1 100.0	36 27.9	2 50.0
3 - neither satisfied nor dissatisfied	32 13.0	4 3.5	4 3.5	- -	28 21.7	- -
2 - somewhat dissatisfied	21 8.5	1 0.9	1 0.9	- -	20 15.5	- -
1 - very dissatisfied	7 2.8	2 1.8	2 1.8	- -	5 3.9	- -
Don't know/no answer	17 6.9	7 6.1	7 6.2	- -	9 7.0	1 25.0

Median	4.0	5.0	5.0	4.0	4.0	4.0
Mean	4.1	4.6	4.6	4.0	3.6	4.3

Evergreen response represents a state consortium of 265 libraries.

Q 5) How would you rate your satisfaction with your ILS on interoperability?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
5 - very satisfied	84 23.0	69 29.7	37 32.7	32 26.9	14 10.9	1 25.0
4 - somewhat satisfied	108 29.6	68 29.3	36 31.9	32 26.9	38 29.5	2 50.0
3 - neither satisfied nor dissatisfied	66 18.1	38 16.4	20 17.7	18 15.1	28 21.7	- -
2 - somewhat dissatisfied	27 7.4	12 5.2	6 5.3	6 5.0	14 10.9	1 25.0
1 - very dissatisfied	7 1.9	5 2.2	1 0.9	4 3.4	2 1.6	- -
Don't know/no answer	73 20.0	40 17.2	13 11.5	27 22.7	33 25.6	- -
=====						
Median	4.0	4.0	4.0	4.0	4.0	4.0
Mean	3.8	4.0	4.0	3.9	3.5	3.8

Q 6) Is your ILS hosted on site at your institution or off site?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
On site/parent site	190	96	95	1	90	4
	76.9	84.2	84.1	100.0	69.8	100.0
Off site/service provider	51	14	14	-	37	-
	20.6	12.3	12.4	-	28.7	-
Don't know/no answer	6	4	4	-	2	-
	2.4	3.5	3.5	-	1.6	-

Evergreen response represents a state consortium of 265 libraries.

Q 7) Who provides the installation for your ILS?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Internal staff	127	68	67	1	55	4
	51.4	59.6	59.3	100.0	42.6	100.0
External contractor	68	33	33	-	35	-
	27.5	28.9	29.2	-	27.1	-
Both	48	13	13	-	35	-
	19.4	11.4	11.5	-	27.1	-
Don't know/no answer	4	-	-	-	4	-
	1.6	-	-	-	3.1	-

Evergreen response represents a state consortium of 265 libraries.

Q 7) Who provides the documentation for your ILS?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Internal staff	102	65	64	1	34	3
	41.3	57.0	56.6	100.0	26.4	75.0
External contractor	72	23	23	-	49	-
	29.1	20.2	20.4	-	38.0	-
Both	53	16	16	-	37	-
	21.5	14.0	14.2	-	28.7	-
Don't know/no answer	20	10	10	-	9	1
	8.1	8.8	8.8	-	7.0	25.0

Evergreen response represents a state consortium of 265 libraries.

Q 7) Who provides the training for your ILS?

	Open Source				Pro- prie tary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Internal staff	128 51.8	76 66.7	75 66.4	1 100.0	48 37.2	4 100.0
External contractor	46 18.6	19 16.7	19 16.8	- -	27 20.9	- -
Both	67 27.1	16 14.0	16 14.2	- -	51 39.5	- -
Don't know/no answer	6 2.4	3 2.6	3 2.7	- -	3 2.3	- -

Evergreen response represents a state consortium of 265 libraries.

Q 7) Who provides the support for your ILS?

	Open Source				Pro- prie tary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Internal staff	95 38.5	67 58.8	66 58.4	1 100.0	24 18.6	4 100.0
External contractor	75 30.4	26 22.8	26 23.0	- -	49 38.0	- -
Both	72 29.1	20 17.5	20 17.7	- -	52 40.3	- -
Don't know/no answer	5 2.0	1 0.9	1 0.9	- -	4 3.1	- -

Evergreen response represents a state consortium of 265 libraries.

Q 7) Who provides the maintenance for your ILS?

	Open Source				Pro- prie tary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Internal staff	118 47.8	75 65.8	74 65.5	1 100.0	39 30.2	4 100.0
External contractor	57 23.1	21 18.4	21 18.6	- -	36 27.9	- -
Both	68 27.5	18 15.8	18 15.9	- -	50 38.8	- -
Don't know/no answer	4 1.6	- -	- -	- -	4 3.1	- -

Evergreen response represents a state consortium of 265 libraries.

Q 8) Has your library customized (or sponsored customization of) the ILS source code?

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Yes	96	59	58	1	33	4
	38.9	51.8	51.3	100.0	25.6	100.0
No	128	47	47	-	81	-
	51.8	41.2	41.6	-	62.8	-
Don't know/no answer	23	8	8	-	15	-
	9.3	7.0	7.1	-	11.6	-

Evergreen response represents a state consortium of 265 libraries.

Q 9) Were your customizations ...

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
A) Non-source code modifications	10	-	-	-	10	-
	4.0	-	-	-	7.8	-
B) Source code modifications	40	27	26	1	9	4
	16.2	23.7	23.0	100.0	7.0	100.0
C) Other	9	-	-	-	9	-
	3.6	-	-	-	7.0	-
Don't know/no answer	188	87	87	-	101	-
	76.1	76.3	77.0	-	78.3	-

Evergreen response represents a state consortium of 265 libraries.

Q 8 and 9) Has your library customized (or sponsored customization of) the ILS source code?

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Yes, source code modifications	40	27	26	1	9	4
	16.2	23.7	23.0	100.0	7.0	100.0
No	138	47	47	-	91	-
	55.9	41.2	41.6	-	70.5	-
Other/don't know/no answer	69	40	40	-	29	-
	27.9	35.1	35.4	-	22.5	-

Evergreen response represents a state consortium of 265 libraries.

Q 11) Were you involved in the installation of your ILS, either directly (installing it yourself) or indirectly (having others install it)?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Yes	190	103	102	1	84	3
	76.9	90.4	90.3	100.0	65.1	75.0
No	55	11	11	-	43	1
	22.3	9.6	9.7	-	33.3	25.0
Don't know/no answer	2	-	-	-	2	-
	0.8	-	-	-	1.6	-

Evergreen response represents a state consortium of 265 libraries.

Q 12) How smoothly did the installation of your ILS go? (The process of ILS installation includes configuration of ILS catalog format and circulation policies, and migration or data entry of the catalog and user accounts.)

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	190	103	102	1	84	3
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very smoothly	37	13	12	1	22	2
	19.5	12.6	11.8	100.0	26.2	66.7
4 - somewhat smoothly	56	22	22	-	33	1
	29.5	21.4	21.6	-	39.3	33.3
3 - neither smoothly nor with difficulty	22	18	18	-	4	-
	11.6	17.5	17.6	-	4.8	-
2 - with some difficulty	54	39	39	-	15	-
	28.4	37.9	38.2	-	17.9	-
1 - with extreme difficulty	12	9	9	-	3	-
	6.3	8.7	8.8	-	3.6	-
Don't know/no answer	9	2	2	-	7	-
	4.7	1.9	2.0	-	8.3	-
=====						
Median	4.0	3.0	3.0	5.0	4.0	5.0
Mean	3.3	2.9	2.9	5.0	3.7	4.7

Evergreen response represents a state consortium of 265 libraries.

Q 14) How acceptable to you was the amount of time it took to install the ILS?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	190 100.0	103 100.0	102 100.0	1 100.0	84 100.0	3 100.0
5 - very acceptable	81 42.6	37 35.9	36 35.3	1 100.0	42 50.0	2 66.7
4 - somewhat acceptable	42 22.1	24 23.3	24 23.5	- -	18 21.4	- -
3 - neither acceptable nor unacceptable	26 13.7	16 15.5	16 15.7	- -	9 10.7	1 33.3
2 - somewhat unacceptable	25 13.2	18 17.5	18 17.6	- -	7 8.3	- -
1 - very unacceptable	7 3.7	5 4.9	5 4.9	- -	2 2.4	- -
Don't know/no answer	9 4.7	3 2.9	3 2.9	- -	6 7.1	- -
=====						
Median	4.0	4.0	4.0	5.0	5.0	5.0
Mean	3.9	3.7	3.7	5.0	4.2	4.3

Evergreen response represents a state consortium of 265 libraries.

Q 16) The Online Public Access Catalog (OPAC) contains a search engine to the catalog. Are you familiar with your ILS's OPAC?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
Yes	344 94.2	221 95.3	107 94.7	114 95.8	119 92.2	4 100.0
No	12 3.3	8 3.4	4 3.5	4 3.4	4 3.1	- -
Don't know/no answer	9 2.5	3 1.3	2 1.8	1 0.8	6 4.7	- -

Q 17) Regarding the ILS's OPAC search engine, how would you rate its ease of use?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	344 100.0	221 100.0	107 100.0	114 100.0	119 100.0	4 100.0
5 - very easy to use	139 40.4	100 45.2	60 56.1	40 35.1	37 31.1	2 50.0
4 - somewhat easy to use	118 34.3	72 32.6	31 29.0	41 36.0	44 37.0	2 50.0
3 - neither easy nor hard	41 11.9	18 8.1	9 8.4	9 7.9	23 19.3	- -
2 - somewhat hard to use	36 10.5	25 11.3	7 6.5	18 15.8	11 9.2	- -
1 - very hard to use	7 2.0	4 1.8	- -	4 3.5	3 2.5	- -
Don't know/no answer	3 0.9	2 0.9	- -	2 1.8	1 0.8	- -
=====						
Median	4.0	4.0	5.0	4.0	4.0	4.5
Mean	4.0	4.1	4.3	3.8	3.9	4.5

Q 18) How would you rate the OPAC search engine's completeness of features?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	344 100.0	221 100.0	107 100.0	114 100.0	119 100.0	4 100.0
5 - has all features we need	48 14.0	33 14.9	23 21.5	10 8.8	15 12.6	-
4 - has most features we need	175 50.9	128 57.9	56 52.3	72 63.2	45 37.8	2 50.0
3 - has some but lacks some	106 30.8	52 23.5	25 23.4	27 23.7	52 43.7	2 50.0
2 - lacks most features we need	10 2.9	5 2.3	3 2.8	2 1.8	5 4.2	-
1 - lacks all features we need	2 0.6	1 0.5	-	1 0.9	1 0.8	-
Don't know/no answer	3 0.9	2 0.9	-	2 1.8	1 0.8	-
=====						
Median	4.0	4.0	4.0	4.0	4.0	3.5
Mean	3.8	3.9	3.9	3.8	3.6	3.5

Q 19) What is your perception of how easy it is for patrons to make self-service requests online for renewals and holds?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	344 100.0	221 100.0	107 100.0	114 100.0	119 100.0	4 100.0
5 - very easy	90 26.2	64 29.0	29 27.1	35 30.7	25 21.0	1 25.0
4 - somewhat easy	107 31.1	76 34.4	34 31.8	42 36.8	31 26.1	-
3 - neither easy nor hard	55 16.0	30 13.6	17 15.9	13 11.4	25 21.0	-
2 - somewhat hard	38 11.0	20 9.0	5 4.7	15 13.2	17 14.3	1 25.0
1 - very hard	14 4.1	7 3.2	3 2.8	4 3.5	7 5.9	-
Don't know/no answer	40 11.6	24 10.9	19 17.8	5 4.4	14 11.8	2 50.0
=====						
Median	4.0	4.0	4.0	4.0	4.0	3.5
Mean	3.7	3.9	3.9	3.8	3.5	3.5

Q 20) The circulation and patron accounts modules may be used to process book loans, returns, renewals, holds, to enter new patron accounts, resolve fines, or edit patron information. Are you familiar with your ILS's circulation and patron accounts modules?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	365	232	113	119	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Yes.	308	199	87	112	106	3
	84.4	85.8	77.0	94.1	82.2	75.0
No, I use them on average less than two hours per week.	34	19	12	7	14	1
	9.3	8.2	10.6	5.9	10.9	25.0
No, our ILS does not have circulation and patron accounts modules.	3	3	3	-	-	-
	0.8	1.3	2.7	-	-	-
No, our library is noncirculating.	9	8	8	-	1	-
	2.5	3.4	7.1	-	0.8	-
Don't know/no answer	11	3	3	-	8	-
	3.0	1.3	2.7	-	6.2	-

Q 21) How would you rate the ease of use of the circulation and patron accounts modules?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	308	199	87	112	106	3
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very easy to use	127	93	46	47	33	1
	41.2	46.7	52.9	42.0	31.1	33.3
4 - somewhat easy to use	123	77	30	47	44	2
	39.9	38.7	34.5	42.0	41.5	66.7
3 - neither easy nor hard	34	17	8	9	17	-
	11.0	8.5	9.2	8.0	16.0	-
2 - somewhat hard to use	16	8	2	6	8	-
	5.2	4.0	2.3	5.4	7.5	-
1 - very hard to use	3	1	-	1	2	-
	1.0	0.5	-	0.9	1.9	-
Don't know/no answer	5	3	1	2	2	-
	1.6	1.5	1.1	1.8	1.9	-
=====						
Median	4.0	4.0	5.0	4.0	4.0	4.0
Mean	4.2	4.3	4.4	4.2	3.9	4.3

Q 22) How would you rate the completeness of features of the circulation and patron accounts modules?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	308 100.0	199 100.0	87 100.0	112 100.0	106 100.0	3 100.0
5 - has all features we need	57 18.5	35 17.6	23 26.4	12 10.7	21 19.8	1 33.3
4 - has most features we need	170 55.2	114 57.3	47 54.0	67 59.8	55 51.9	1 33.3
3 - has some but lacks some	70 22.7	43 21.6	15 17.2	28 25.0	26 24.5	1 33.3
2 - lacks most features we need	6 1.9	4 2.0	1 1.1	3 2.7	2 1.9	- -
1 - lacks all features we need	1 0.3	- -	- -	- -	1 0.9	- -
Don't know/no answer	4 1.3	3 1.5	1 1.1	2 1.8	1 0.9	- -
=====						
Median	4.0	4.0	4.0	4.0	4.0	4.0
Mean	3.9	3.9	4.1	3.8	3.9	4.0

Q 23) How easy is it for staff to process loans and returns in the ILS?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	308 100.0	199 100.0	87 100.0	112 100.0	106 100.0	3 100.0
5 - very easy	187 60.7	122 61.3	63 72.4	59 52.7	63 59.4	2 66.7
4 - somewhat easy	76 24.7	47 23.6	15 17.2	32 28.6	28 26.4	1 33.3
3 - neither easy nor hard	21 6.8	14 7.0	6 6.9	8 7.1	7 6.6	- -
2 - somewhat hard	10 3.2	6 3.0	- -	6 5.4	4 3.8	- -
1 - very hard	2 0.6	1 0.5	- -	1 0.9	1 0.9	- -
Don't know/no answer	12 3.9	9 4.5	3 3.4	6 5.4	3 2.8	- -
=====						
Median	5.0	5.0	5.0	5.0	5.0	5.0
Mean	4.5	4.5	4.7	4.3	4.4	4.7

Q 24) How easy is it for staff to process requests for renewals and holds in the ILS?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	308	199	87	112	106	3
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very easy	139	95	43	52	42	2
	45.1	47.7	49.4	46.4	39.6	66.7
4 - somewhat easy	104	65	26	39	38	1
	33.8	32.7	29.9	34.8	35.8	33.3
3 - neither easy nor hard	33	18	10	8	15	-
	10.7	9.0	11.5	7.1	14.2	-
2 - somewhat hard	18	12	3	9	6	-
	5.8	6.0	3.4	8.0	5.7	-
1 - very hard	2	1	-	1	1	-
	0.6	0.5	-	0.9	0.9	-
Don't know/no answer	12	8	5	3	4	-
	3.9	4.0	5.7	2.7	3.8	-
=====						
Median	4.0	4.0	5.0	4.0	4.0	5.0
Mean	4.2	4.3	4.3	4.2	4.1	4.7

Q 25) How easy is it for staff to do tasks such as adding a new patron account, resolving a fine, or updating a patron's address in the ILS?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	308	199	87	112	106	3
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very easy	154	104	47	57	48	2
	50.0	52.3	54.0	50.9	45.3	66.7
4 - somewhat easy	95	60	28	32	35	-
	30.8	30.2	32.2	28.6	33.0	-
3 - neither easy nor hard	31	16	8	8	14	1
	10.1	8.0	9.2	7.1	13.2	33.3
2 - somewhat hard	19	12	2	10	7	-
	6.2	6.0	2.3	8.9	6.6	-
1 - very hard	3	2	-	2	1	-
	1.0	1.0	-	1.8	0.9	-
Don't know/no answer	6	5	2	3	1	-
	1.9	2.5	2.3	2.7	0.9	-
=====						
Median	5.0	5.0	5.0	5.0	4.0	5.0
Mean	4.3	4.3	4.4	4.2	4.2	4.3

Q 26) Are you familiar with your ILS's cataloging module?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	365	232	113	119	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
Yes.	236	135	97	38	98	3
	64.7	58.2	85.8	31.9	76.0	75.0
No, I use it on average less than two hours per week.	113	90	11	79	22	1
	31.0	38.8	9.7	66.4	17.1	25.0
No, our ILS does not have a cataloging module.	2	1	1	-	1	-
	0.5	0.4	0.9	-	0.8	-
Don't know/no answer	14	6	4	2	8	-
	3.8	2.6	3.5	1.7	6.2	-

Q 27) How would you rate the ease of use of the cataloging module?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	236	135	97	38	98	3
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very easy to use	87	48	34	14	38	1
	36.9	35.6	35.1	36.8	38.8	33.3
4 - somewhat easy to use	87	48	36	12	37	2
	36.9	35.6	37.1	31.6	37.8	66.7
3 - neither easy nor hard	24	12	9	3	12	-
	10.2	8.9	9.3	7.9	12.2	-
2 - somewhat hard to use	31	23	17	6	8	-
	13.1	17.0	17.5	15.8	8.2	-
1 - very hard to use	2	2	1	1	-	-
	0.8	1.5	1.0	2.6	-	-
Don't know/no answer	5	2	-	2	3	-
	2.1	1.5	-	5.3	3.1	-
=====						
Median	4.0	4.0	4.0	4.0	4.0	4.0
Mean	4.0	3.9	3.9	3.9	4.1	4.3

Q 28) How would you rate the completeness of features of the cataloging module?

	Open Source					Pro- prie tary /na	Other /na
	Total	Sub total	Koha	Ever- green			
Total	236 100.0	135 100.0	97 100.0	38 100.0	98 100.0	3 100.0	
5 - has all features we need	63 26.7	42 31.1	39 40.2	3 7.9	21 21.4	-	-
4 - has most features we need	113 47.9	55 40.7	39 40.2	16 42.1	56 57.1	2 66.7	
3 - has some but lacks some	47 19.9	30 22.2	17 17.5	13 34.2	16 16.3	1 33.3	
2 - lacks most features we need	7 3.0	4 3.0	1 1.0	3 7.9	3 3.1	-	-
1 - lacks all features we need	1 0.4	-	-	-	1 1.0	-	-
Don't know/no answer	5 2.1	4 3.0	1 1.0	3 7.9	1 1.0	-	-
=====							
Median	4.0	4.0	4.0	4.0	4.0	4.0	4.0
Mean	4.0	4.0	4.2	3.5	4.0	3.7	

Q 29) How easy is it to add original catalog records from scratch in the ILS?

	Open Source					Pro- prie tary /na	Other /na
	Total	Sub total	Koha	Ever- green			
Total	236 100.0	135 100.0	97 100.0	38 100.0	98 100.0	3 100.0	
5 - very easy	74 31.4	38 28.1	34 35.1	4 10.5	34 34.7	2 66.7	
4 - somewhat easy	68 28.8	33 24.4	24 24.7	9 23.7	35 35.7	-	-
3 - neither easy nor hard	33 14.0	18 13.3	15 15.5	3 7.9	15 15.3	-	-
2 - somewhat hard	27 11.4	21 15.6	17 17.5	4 10.5	6 6.1	-	-
1 - very hard	4 1.7	4 3.0	3 3.1	1 2.6	-	-	-
Don't know/no answer	30 12.7	21 15.6	4 4.1	17 44.7	8 8.2	1 33.3	
=====							
Median	4.0	4.0	4.0	4.0	4.0	5.0	
Mean	3.9	3.7	3.7	3.5	4.1	5.0	

Q 30) How easy is it to do copy cataloging in the ILS, that is, to do tasks such as retrieving catalog records from OCLC or Library of Congress and adding local holdings information?

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	236 100.0	135 100.0	97 100.0	38 100.0	98 100.0	3 100.0
5 - very easy	109 46.2	63 46.7	47 48.5	16 42.1	45 45.9	1 33.3
4 - somewhat easy	57 24.2	30 22.2	20 20.6	10 26.3	27 27.6	- -
3 - neither easy nor hard	19 8.1	9 6.7	6 6.2	3 7.9	10 10.2	- -
2 - somewhat hard	27 11.4	20 14.8	15 15.5	5 13.2	7 7.1	- -
1 - very hard	3 1.3	1 0.7	1 1.0	- -	1 1.0	1 33.3
Don't know/no answer	21 8.9	12 8.9	8 8.2	4 10.5	8 8.2	1 33.3
Median	5.0	5.0	5.0	4.0	4.5	3.0
Mean	4.1	4.1	4.1	4.1	4.2	3.0

Q 31) The serials module may be used to manage journal or magazine subscriptions. Are you familiar with your ILS's serials module?

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Yes.	96 38.9	39 34.2	39 34.5	- -	55 42.6	2 50.0
No, I use them on average less than two hours per week.	79 32.0	41 36.0	41 36.3	- -	38 29.5	- -
No, our ILS does not have a serials module.	58 23.5	30 26.3	29 25.7	1 100.0	26 20.2	2 50.0
Don't know/no answer	14 5.7	4 3.5	4 3.5	- -	10 7.8	- -

Evergreen response represents a state consortium of 265 libraries.

Q 32) How would you rate the ease of use of the serials module?

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	96 100.0	39 100.0	39 100.0	0 100.0	55 100.0	2 100.0
5 - very easy to use	10 10.4	5 12.8	5 12.8	- -	5 9.1	- -
4 - somewhat easy to use	31 32.3	15 38.5	15 38.5	- -	16 29.1	- -
3 - neither easy nor hard	20 20.8	9 23.1	9 23.1	- -	9 16.4	2 100.0
2 - somewhat hard to use	26 27.1	7 17.9	7 17.9	- -	19 34.5	- -
1 - very hard to use	5 5.2	2 5.1	2 5.1	- -	3 5.5	- -
Don't know/no answer	4 4.2	1 2.6	1 2.6	- -	3 5.5	- -
=====						
Median	3.0	4.0	4.0	0.0	3.0	3.0
Mean	3.2	3.4	3.4	-	3.0	3.0

Evergreen response represents a state consortium of 265 libraries.

Q 33) How would you rate the completeness of features of the serials module?

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	96 100.0	39 100.0	39 100.0	0 100.0	55 100.0	2 100.0
5 - has all features we need	17 17.7	6 15.4	6 15.4	- -	11 20.0	- -
4 - has most features we need	27 28.1	11 28.2	11 28.2	- -	16 29.1	- -
3 - has some but lacks some	38 39.6	15 38.5	15 38.5	- -	21 38.2	2 100.0
2 - lacks most features we need	8 8.3	4 10.3	4 10.3	- -	4 7.3	- -
1 - lacks all features we need	4 4.2	2 5.1	2 5.1	- -	2 3.6	- -
Don't know/no answer	2 2.1	1 2.6	1 2.6	- -	1 1.8	- -
=====						
Median	3.0	3.0	3.0	0.0	3.5	3.0
Mean	3.5	3.4	3.4	-	3.6	3.0

Evergreen response represents a state consortium of 265 libraries.

Q 34) The acquisitions module may be used to manage book or materials orders.
Are you familiar with your ILS's acquisitions module?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	1 100.0	129 100.0	4 100.0
Yes.	85 34.4	35 30.7	35 31.0	- -	49 38.0	1 25.0
No, I use them on average less than two hours per week.	89 36.0	54 47.4	54 47.8	- -	34 26.4	1 25.0
No, our ILS does not have an acquisitions module.	58 23.5	20 17.5	19 16.8	1 100.0	36 27.9	2 50.0
Don't know/no answer	15 6.1	5 4.4	5 4.4	- -	10 7.8	- -

Evergreen response represents a state consortium of 265 libraries.

Q 35) How would you rate the ease of use of the acquisitions module?

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	85 100.0	35 100.0	35 100.0	0 100.0	49 100.0	1 100.0
5 - very easy to use	14 16.5	8 22.9	8 22.9	- -	6 12.2	- -
4 - somewhat easy to use	31 36.5	11 31.4	11 31.4	- -	20 40.8	- -
3 - neither easy nor hard	20 23.5	13 37.1	13 37.1	- -	7 14.3	- -
2 - somewhat hard to use	17 20.0	3 8.6	3 8.6	- -	13 26.5	1 100.0
1 - very hard to use	1 1.2	- -	- -	- -	1 2.0	- -
Don't know/no answer	2 2.4	- -	- -	- -	2 4.1	- -
=====						
Median	4.0	4.0	4.0	0.0	4.0	2.0
Mean	3.5	3.7	3.7	-	3.4	2.0

Evergreen response represents a state consortium of 265 libraries.

Q 36) How would you rate the completeness of features of the acquisitions module?

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	85 100.0	35 100.0	35 100.0	0 100.0	49 100.0	1 100.0
5 - has all features we need	13 15.3	9 25.7	9 25.7	- -	4 8.2	- -
4 - has most features we need	33 38.8	11 31.4	11 31.4	- -	22 44.9	- -
3 - has some but lacks some	29 34.1	11 31.4	11 31.4	- -	18 36.7	- -
2 - lacks most features we need	8 9.4	4 11.4	4 11.4	- -	3 6.1	1 100.0
1 - lacks all features we need	2 2.4	- -	- -	- -	2 4.1	- -
=====						
Median	4.0	4.0	4.0	0.0	4.0	2.0
Mean	3.6	3.7	3.7	-	3.5	2.0

Evergreen response represents a state consortium of 265 libraries.

Q 37) ILS documentation may include manuals, documents, or help menus in your ILS. Have you read any of your ILS documentation?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
Yes	282 77.3	171 73.7	85 75.2	86 72.3	111 86.0	-
No	66 18.1	54 23.3	25 22.1	29 24.4	8 6.2	4 100.0
Don't know/no answer	17 4.7	7 3.0	3 2.7	4 3.4	10 7.8	-

Q 38) How would you rate your satisfaction with your ILS documentation (which may include manuals, documents, or help menus)?

	Open Source					
	Total	Sub total	Koha	Ever-green	Pro-prietary	Other /na
Total	282 100.0	171 100.0	85 100.0	86 100.0	111 100.0	0 100.0
5 - very satisfied	23 8.2	15 8.8	3 3.5	12 14.0	8 7.2	-
4 - somewhat satisfied	110 39.0	61 35.7	32 37.6	29 33.7	49 44.1	-
3 - neither satisfied nor dissatisfied	44 15.6	31 18.1	20 23.5	11 12.8	13 11.7	-
2 - somewhat dissatisfied	77 27.3	46 26.9	24 28.2	22 25.6	31 27.9	-
1 - very dissatisfied	23 8.2	15 8.8	4 4.7	11 12.8	8 7.2	-
Don't know/no answer	5 1.8	3 1.8	2 2.4	1 1.2	2 1.8	-
Median	3.0	3.0	3.0	3.0	4.0	0.0
Mean	3.1	3.1	3.1	3.1	3.2	-

Q 39) How would you rate the completeness of your ILS documentation?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	282	171	85	86	111	0
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very complete	21	9	1	8	12	-
	7.4	5.3	1.2	9.3	10.8	-
4 - somewhat complete	114	60	29	31	54	-
	40.4	35.1	34.1	36.0	48.6	-
3 - neither complete nor incomplete	32	20	9	11	12	-
	11.3	11.7	10.6	12.8	10.8	-
2 - somewhat incomplete	74	51	32	19	23	-
	26.2	29.8	37.6	22.1	20.7	-
1 - very incomplete	33	27	11	16	6	-
	11.7	15.8	12.9	18.6	5.4	-
Don't know/no answer	8	4	3	1	4	-
	2.8	2.3	3.5	1.2	3.6	-
=====						
Median	3.0	3.0	2.0	3.0	4.0	0.0
Mean	3.1	2.8	2.7	3.0	3.4	-

Q 41) Support refers to the help you need when you are troubleshooting or seeking clarification on how to use a feature that is new to you. How would you rate your satisfaction with your ILS support?

	Open Source					Other /na
	Total	Sub total	Koha	Ever-green	Pro-prietary	
Total	365	232	113	119	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very satisfied	96	65	26	39	29	2
	26.3	28.0	23.0	32.8	22.5	50.0
4 - somewhat satisfied	116	63	28	35	51	2
	31.8	27.2	24.8	29.4	39.5	50.0
3 - neither satisfied nor dissatisfied	47	39	24	15	8	-
	12.9	16.8	21.2	12.6	6.2	-
2 - somewhat dissatisfied	39	22	11	11	17	-
	10.7	9.5	9.7	9.2	13.2	-
1 - very dissatisfied	20	16	8	8	4	-
	5.5	6.9	7.1	6.7	3.1	-
Have not received support/dk/na	47	27	16	11	20	-
	12.9	11.6	14.2	9.2	15.5	-
=====						
Median	4.0	4.0	4.0	4.0	4.0	4.5
Mean	3.7	3.7	3.5	3.8	3.8	4.5

Q 43) Maintenance refers to periodic backups, patches, and upgrades.
How would you rate your satisfaction with your ILS maintenance?

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	247	114	113	1	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very satisfied	62	28	27	1	33	1
	25.1	24.6	23.9	100.0	25.6	25.0
4 - somewhat satisfied	83	41	41	-	39	3
	33.6	36.0	36.3	-	30.2	75.0
3 - neither satisfied nor dissatisfied	31	16	16	-	15	-
	12.6	14.0	14.2	-	11.6	-
2 - somewhat dissatisfied	21	7	7	-	14	-
	8.5	6.1	6.2	-	10.9	-
1 - very dissatisfied	7	2	2	-	5	-
	2.8	1.8	1.8	-	3.9	-
Don't know/no answer	43	20	20	-	23	-
	17.4	17.5	17.7	-	17.8	-
=====						
Median	4.0	4.0	4.0	5.0	4.0	4.0
Mean	3.8	3.9	3.9	5.0	3.8	4.3

Evergreen response represents a state consortium of 265 libraries.

Q 44) How would you rate your satisfaction with your ILS in terms of reliable, trouble-free operation?

	Open Source					
	Total	Sub total	Koha	Evergreen	Pro-prietary	Other /na
Total	365	232	113	119	129	4
	100.0	100.0	100.0	100.0	100.0	100.0
5 - very satisfied	123	73	43	30	48	2
	33.7	31.5	38.1	25.2	37.2	50.0
4 - somewhat satisfied	132	87	35	52	44	1
	36.2	37.5	31.0	43.7	34.1	25.0
3 - neither satisfied nor dissatisfied	36	28	16	12	8	-
	9.9	12.1	14.2	10.1	6.2	-
2 - somewhat dissatisfied	30	18	5	13	11	1
	8.2	7.8	4.4	10.9	8.5	25.0
1 - very dissatisfied	14	11	5	6	3	-
	3.8	4.7	4.4	5.0	2.3	-
Don't know/no answer	30	15	9	6	15	-
	8.2	6.5	8.0	5.0	11.6	-
=====						
Median	4.0	4.0	4.0	4.0	4.0	4.5
Mean	4.0	3.9	4.0	3.8	4.1	4.0

Q 45) Have you had any problems, such as software bugs, with your ILS?

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
Yes, we have had some ILS problems.	192 52.6	124 53.4	52 46.0	72 60.5	64 49.6	4 100.0
Yes, but not sure if the problem was due to something else.	75 20.5	53 22.8	22 19.5	31 26.1	22 17.1	- -
No, we have had no ILS problems.	74 20.3	44 19.0	33 29.2	11 9.2	30 23.3	- -
Don't know/no answer	24 6.6	11 4.7	6 5.3	5 4.2	13 10.1	- -

Q 46) What types of ILS problems have you had (not including problems caused by underlying components such as network failure?) Select all that apply.

	Open Source					Other /na
	Total	Sub total	Koha	Ever- green	Pro- prietary	
Total	267 100.0	177 100.0	74 100.0	103 100.0	86 100.0	4 100.0
Security breach	6 2.2	3 1.7	3 4.1	- -	3 3.5	- -
Problems with serials module	30 11.2	12 6.8	12 16.2	- -	17 19.8	1 25.0
Problems with acquisitions module	33 12.4	13 7.3	13 17.6	- -	20 23.3	- -
Data loss	47 17.6	32 18.1	13 17.6	19 18.4	14 16.3	1 25.0
Other problems	58 21.7	35 19.8	24 32.4	11 10.7	22 25.6	1 25.0
Problems with cataloging module	96 36.0	61 34.5	39 52.7	22 21.4	32 37.2	3 75.0
Lapse in service	97 36.3	75 42.4	11 14.9	64 62.1	20 23.3	2 50.0
Problems with OPAC/search engine	120 44.9	80 45.2	25 33.8	55 53.4	37 43.0	3 75.0
Problems with circulation module	126 47.2	87 49.2	21 28.4	66 64.1	37 43.0	2 50.0
Don't know/no answer	9 3.4	4 2.3	1 1.4	3 2.9	5 5.8	- -

Q 47) How many books and serial volumes are in your library's collection?
Your best estimate is fine.

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	265 100.0	129 100.0	4 100.0
< 1,000	9 3.6	8 7.0	8 7.1	- -	1 0.8	- -
>= 1,000 and < 10,000	54 21.9	46 40.4	46 40.7	- -	7 5.4	1 25.0
>= 10,000 and < 25,000	37 15.0	22 19.3	22 19.5	- -	15 11.6	- -
>= 25,000 and < 50,000	21 8.5	7 6.1	7 6.2	265 100.0	14 10.9	- -
>= 50,000 and < 100,000	32 13.0	10 8.8	10 8.8	- -	20 15.5	2 50.0
>= 100,000 and < 1,000,000	51 20.6	13 11.4	13 11.5	- -	37 28.7	1 25.0
>= 1,000,000	17 6.9	1 0.9	- -	- -	16 12.4	- -
Don't know/no answer	26 10.5	7 6.1	7 6.2	- -	19 14.7	- -

The size questions were not asked of individual Evergreen libraries.

The reported sizes for Evergreen libraries were derived by dividing the total consortium size by the number of libraries (256) in the Georgia PINES consortium.

Q 48) What is the population of your library's service area?
Your best estimate is fine.

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	247 100.0	114 100.0	113 100.0	265 100.0	129 100.0	4 100.0
< 100	15 6.1	14 12.3	14 12.4	- -	1 0.8	- -
>= 100 and < 500	41 16.6	32 28.1	32 28.3	- -	8 6.2	1 25.0
>= 500 and < 1,000	30 12.1	16 14.0	16 14.2	- -	14 10.9	- -
>= 1,000 and < 10,000	52 21.1	27 23.7	27 23.9	265 100.0	23 17.8	2 50.0
>= 10,000 and < 25,000	24 9.7	6 5.3	6 5.3	- -	18 14.0	- -
>= 25,000 and < 50,000	25 10.1	7 6.1	7 6.2	- -	18 14.0	- -
>= 50,000 and < 100,000	13 5.3	1 0.9	1 0.9	- -	11 8.5	1 25.0
>= 100,000 and < 1,000,000	18 7.3	1 0.9	1 0.9	- -	17 13.2	- -
>= 1,000,000	3 1.2	1 0.9	- -	- -	2 1.6	- -
Don't know/no answer	26 10.5	9 7.9	9 8.0	- -	17 13.2	- -

These figures represent average sizes for individual Evergreen libraries.

The Evergreen data for print volumes and registered patrons as of October 2007 were provided by Diana Very, Director of Statistics and Research, GPLS.

See also Table 2, "Library Size", p. 39, of thesis.

Q 49) What was the cost of any new hardware, software, or network equipment required before installing your ILS?

	Open Source			Ever- green	Pro- prietary	Other /na
	Total	Sub total	Koha			
Total	247 100.0	114 100.0	113 100.0	265 100.0	129 100.0	4 100.0
\$0 - \$500 USD	54 21.9	44 38.6	44 38.9	-	9 7.0	1 25.0
\$501 - \$1,000 USD	15 6.1	11 9.6	11 9.7	265 100.0	4 3.1	-
\$1,001 - \$2,500 USD	17 6.9	9 7.9	9 8.0	-	7 5.4	1 25.0
\$2,501 - \$5,000 USD	12 4.9	9 7.9	9 8.0	-	3 2.3	-
\$5,001 - \$7,500 USD	9 3.6	4 3.5	4 3.5	-	4 3.1	1 25.0
\$7,501 - \$10,000 USD	8 3.2	5 4.4	5 4.4	-	3 2.3	-
\$10,001 - \$25,000 USD	9 3.6	-	-	-	9 7.0	-
\$25,001 - \$50,000 USD	6 2.4	1 0.9	1 0.9	-	5 3.9	-
\$50,001 - \$75,000 USD	6 2.4	-	-	-	6 4.7	-
\$75,001 - \$100,000 USD	4 1.6	-	-	-	4 3.1	-
\$100,001 - \$500,000 USD	6 2.4	1 0.9	-	-	5 3.9	-
\$500,001 - \$1,000,000 USD	-	-	-	-	-	-
\$1,000,001 - \$5,000,000 USD	1 0.4	-	-	-	1 0.8	-
\$5,000,001 - \$10,000,000 USD	-	-	-	-	-	-
Over \$10,000,000 USD	-	-	-	-	-	-
Included in cost of ILS	1 0.4	-	-	-	1 0.8	-
Don't know/no answer	99 40.1	30 26.3	30 26.5	-	68 52.7	1 25.0
Median	1750	250	250	-	13125	1750
Mean	41723	5655	2108	566	94167	2750

The cost questions were not asked of individual Evergreen libraries. The reported costs for Evergreen libraries were derived by dividing the total consortium costs by the number of libraries (265) in the Georgia PINES consortium. These figures represent average costs for individual Evergreen libraries.

Q 50) The initial cost of the ILS may include the software, license fees, installation, configuration, migration of data from previous ILS, documentation, and training. What was the initial cost of your ILS?

	Open Source			Ever- green	Pro- prietary	Other /na
	Total	Sub total	Koha			
Total	237 100.0	113 100.0	112 100.0	265 100.0	120 100.0	4 100.0
\$0 - \$500 USD	27 11.4	24 21.2	24 21.4	- -	3 2.5	- -
\$501 - \$1,000 USD	13 5.5	10 8.8	10 8.9	265 100.0	3 2.5	- -
\$1,001 - \$2,500 USD	15 6.3	10 8.8	10 8.9	- -	4 3.3	1 25.0
\$2,501 - \$5,000 USD	20 8.4	15 13.3	15 13.4	- -	4 3.3	1 25.0
\$5,001 - \$7,500 USD	9 3.8	7 6.2	7 6.3	- -	2 1.7	- -
\$7,501 - \$10,000 USD	6 2.5	3 2.7	3 2.7	- -	3 2.5	- -
\$10,001 - \$25,000 USD	8 3.4	5 4.4	5 4.5	- -	2 1.7	1 25.0
\$25,001 - \$50,000 USD	9 3.8	2 1.8	2 1.8	- -	7 5.8	- -
\$50,001 - \$75,000 USD	5 2.1	1 0.9	1 0.9	- -	4 3.3	- -
\$75,001 - \$100,000 USD	7 3.0	1 0.9	1 0.9	- -	6 5.0	- -
\$100,001 - \$500,000 USD	13 5.5	1 0.9	- -	- -	12 10.0	- -
\$500,001 - \$1,000,000 USD	3 1.3	- -	- -	- -	3 2.5	- -
\$1,000,001 - \$5,000,000 USD	- -	- -	- -	- -	- -	- -
\$5,000,001 - \$10,000,000 USD	- -	- -	- -	- -	- -	- -
Over \$10,000,000 USD	- -	- -	- -	- -	- -	- -
Don't know/no answer	102 43.0	34 30.1	34 30.4	- -	67 55.8	1 25.0
Median	3750	1750	1750	-	37500	3750
Mean	57622	9744	6022	953	131816	7667

The cost questions were not asked of individual Evergreen libraries. The reported costs for Evergreen libraries were derived by dividing the total consortium costs by the number of libraries (265) in the Georgia PINES consortium. These figures represent average costs for individual Evergreen libraries.

Q 51) The perpetual costs of the ILS may include support contracts, maintenance, and license fees. What is the annual cost of your ILS?

	Open Source			Ever- green	Pro- prietary	Other /na
	Total	Sub total	Koha			
Total	247 100.0	114 100.0	113 100.0	265 100.0	129 100.0	4 100.0
\$0 - \$500 USD	59 23.9	50 43.9	50 44.2	-	9 7.0	-
\$501 - \$1,000 USD	18 7.3	13 11.4	13 11.5	-	4 3.1	1 25.0
\$1,001 - \$2,500 USD	11 4.5	6 5.3	6 5.3	265 100.0	5 3.9	-
\$2,501 - \$5,000 USD	5 2.0	1 0.9	1 0.9	-	4 3.1	-
\$5,001 - \$7,500 USD	10 4.0	3 2.6	3 2.7	-	6 4.7	1 25.0
\$7,501 - \$10,000 USD	7 2.8	3 2.6	3 2.7	-	4 3.1	-
\$10,001 - \$25,000 USD	16 6.5	1 0.9	1 0.9	-	15 11.6	-
\$25,001 - \$50,000 USD	19 7.7	1 0.9	1 0.9	-	18 14.0	-
\$50,001 - \$75,000 USD	2 0.8	-	-	-	2 1.6	-
\$75,001 - \$100,000 USD	3 1.2	-	-	-	3 2.3	-
\$100,001 - \$500,000 USD	3 1.2	1 0.9	-	-	2 1.6	-
\$500,001 - \$1,000,000 USD	-	-	-	-	-	-
\$1,000,001 - \$5,000,000 USD	-	-	-	-	-	-
\$5,000,001 - \$10,000,000 USD	-	-	-	-	-	-
Over \$10,000,000 USD	-	-	-	-	-	-
Don't know/no answer	94 38.1	35 30.7	35 31.0	-	57 44.2	2 50.0
Median	750	250	250	-	17500	3500
Mean	16144	5525	1750	1698	28146	3500

The cost questions were not asked of individual Evergreen libraries. The reported costs for Evergreen libraries were derived by dividing the total consortium costs by the number of libraries (265) in the Georgia PINES consortium. These figures represent average costs for individual Evergreen libraries.

Q 52) The initial materials cost may include software, documentation, and license fees. Can you please estimate the initial materials cost of your ILS?

	Open Source			Ever- green	Pro- prietary	Other /na
	Total	Sub total	Koha			
Total	237 100.0	113 100.0	112 100.0	265 100.0	120 100.0	4 100.0
\$0 - \$500 USD	79 33.3	70 61.9	69 61.6	265 100.0	8 6.7	1 25.0
\$501 - \$1,000 USD	6 2.5	4 3.5	4 3.6	- -	2 1.7	- -
\$1,001 - \$2,500 USD	7 3.0	2 1.8	2 1.8	- -	3 2.5	2 50.0
\$2,501 - \$5,000 USD	2 0.8	- -	- -	- -	2 1.7	- -
\$5,001 - \$7,500 USD	1 0.4	- -	- -	- -	1 0.8	- -
\$7,501 - \$10,000 USD	3 1.3	1 0.9	1 0.9	- -	2 1.7	- -
\$10,001 - \$25,000 USD	2 0.8	- -	- -	- -	2 1.7	- -
\$25,001 - \$50,000 USD	1 0.4	- -	- -	- -	1 0.8	- -
\$50,001 - \$75,000 USD	5 2.1	- -	- -	- -	5 4.2	- -
\$75,001 - \$100,000 USD	3 1.3	- -	- -	- -	3 2.5	- -
\$100,001 - \$500,000 USD	1 0.4	- -	- -	- -	1 0.8	- -
\$500,001 - \$1,000,000 USD	- -	- -	- -	- -	- -	- -
\$1,000,001 - \$5,000,000 USD	- -	- -	- -	- -	- -	- -
\$5,000,001 - \$10,000,000 USD	- -	- -	- -	- -	- -	- -
Over \$10,000,000 USD	- -	- -	- -	- -	- -	- -
Don't know/no answer	127 53.6	36 31.9	36 32.1	- -	90 75.0	1 25.0
Median	250	250	250	250	5000	1750
Mean	9309	425	428	250	32917	1250

The cost questions were not asked of individual Evergreen libraries. The reported costs for Evergreen libraries were derived by dividing the total consortium costs by the number of libraries (265) in the Georgia PINES consortium. These figures represent average costs for individual Evergreen libraries.

Q 52 alt) The initial materials cost may include software, documentation, and license fees. Can you please estimate the initial materials cost of your ILS?

(Assuming exactly \$0 USD for open source users who selected range \$0 - \$500 USD.)

	Open Source			Ever- green	Pro- prietary	Other /na
	Total	Sub total	Koha			
Total	237 100.0	113 100.0	112 100.0	265 100.0	120 100.0	4 100.0
\$0 - \$500 USD	79 33.3	70 61.9	69 61.6	265 100.0	8 6.7	1 25.0
\$501 - \$1,000 USD	6 2.5	4 3.5	4 3.6	- -	2 1.7	- -
\$1,001 - \$2,500 USD	7 3.0	2 1.8	2 1.8	- -	3 2.5	2 50.0
\$2,501 - \$5,000 USD	2 0.8	- -	- -	- -	2 1.7	- -
\$5,001 - \$7,500 USD	1 0.4	- -	- -	- -	1 0.8	- -
\$7,501 - \$10,000 USD	3 1.3	1 0.9	1 0.9	- -	2 1.7	- -
\$10,001 - \$25,000 USD	2 0.8	- -	- -	- -	2 1.7	- -
\$25,001 - \$50,000 USD	1 0.4	- -	- -	- -	1 0.8	- -
\$50,001 - \$75,000 USD	5 2.1	- -	- -	- -	5 4.2	- -
\$75,001 - \$100,000 USD	3 1.3	- -	- -	- -	3 2.5	- -
\$100,001 - \$500,000 USD	1 0.4	- -	- -	- -	1 0.8	- -
\$500,001 - \$1,000,000 USD	- -	- -	- -	- -	- -	- -
\$1,000,001 - \$5,000,000 USD	- -	- -	- -	- -	- -	- -
\$5,000,001 - \$10,000,000 USD	- -	- -	- -	- -	- -	- -
Over \$10,000,000 USD	- -	- -	- -	- -	- -	- -
Don't know/no answer	127 53.6	36 31.9	36 32.1	- -	90 75.0	1 25.0
Median	0	0	0	0	5000	1750
Mean	9150	198	201	0	32917	1250

The cost questions were not asked of individual Evergreen libraries. The reported costs for Evergreen libraries were derived by dividing the total consortium costs by the number of libraries (265) in the Georgia PINES consortium. These figures represent average costs for individual Evergreen libraries.

Q 53) The initial labor cost may include installation, support, and training. Can you please estimate the initial labor cost of your ILS?

	Open Source			Ever- green	Pro- prietary	Other /na
	Total	Sub total	Koha			
Total	237 100.0	113 100.0	112 100.0	265 100.0	120 100.0	4 100.0
\$0 - \$500 USD	39 16.5	28 24.8	28 25.0	- -	11 9.2	- -
\$501 - \$1,000 USD	16 6.8	13 11.5	13 11.6	265 100.0	2 1.7	1 25.0
\$1,001 - \$2,500 USD	14 5.9	11 9.7	11 9.8	- -	2 1.7	1 25.0
\$2,501 - \$5,000 USD	13 5.5	12 10.6	12 10.7	- -	1 0.8	- -
\$5,001 - \$7,500 USD	3 1.3	3 2.7	3 2.7	- -	- -	- -
\$7,501 - \$10,000 USD	5 2.1	4 3.5	4 3.6	- -	1 0.8	- -
\$10,001 - \$25,000 USD	10 4.2	4 3.5	4 3.6	- -	5 4.2	1 25.0
\$25,001 - \$50,000 USD	5 2.1	2 1.8	2 1.8	- -	3 2.5	- -
\$50,001 - \$75,000 USD	1 0.4	- -	- -	- -	1 0.8	- -
\$75,001 - \$100,000 USD	3 1.3	1 0.9	1 0.9	- -	2 1.7	- -
\$100,001 - \$500,000 USD	3 1.3	1 0.9	- -	- -	2 1.7	- -
\$500,001 - \$1,000,000 USD	- -	- -	- -	- -	- -	- -
\$1,000,001 - \$5,000,000 USD	- -	- -	- -	- -	- -	- -
\$5,000,001 - \$10,000,000 USD	- -	- -	- -	- -	- -	- -
Over \$10,000,000 USD	- -	- -	- -	- -	- -	- -
Don't know/no answer	125 52.7	34 30.1	34 30.4	- -	90 75.0	1 25.0
Median	1750	750	750	-	2750	1750
Mean	15580	8446	4708	953	35258	6667

The cost questions were not asked of individual Evergreen libraries. The reported costs for Evergreen libraries were derived by dividing the total consortium costs by the number of libraries (265) in the Georgia PINES consortium. These figures represent average costs for individual Evergreen libraries.

Q 55) What type is your library?

	Open Source				Pro- prie tary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
Public	172 47.1	133 57.3	14 12.4	119 100.0	39 30.2	- -
Academic	71 19.5	37 15.9	37 32.7	-	32 24.8	2 50.0
Special	65 17.8	35 15.1	35 31.0	-	28 21.7	2 50.0
School	27 7.4	17 7.3	17 15.0	-	10 7.8	-
Home	2 0.5	2 0.9	2 1.8	-	-	-
Don't know/no answer	28 7.7	8 3.4	8 7.1	-	20 15.5	-

Q 56-continent) Where is your library located?

	Open Source				Pro- prie tary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
Africa	7 1.9	6 2.6	6 5.3	-	1 0.8	-
Asia	20 5.5	11 4.7	11 9.7	-	6 4.7	3 75.0
Europe	32 8.8	23 9.9	23 20.4	-	9 7.0	-
North America	244 66.8	165 71.1	46 40.7	119 100.0	79 61.2	-
Oceania	17 4.7	12 5.2	12 10.6	-	5 3.9	-
South America	8 2.2	7 3.0	7 6.2	-	1 0.8	-
Don't know/no answer	37 10.1	8 3.4	8 7.1	-	28 21.7	1 25.0

Q 56-country) Where is your library located?

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
Afghanistan	1 0.3	1 0.4	1 0.9	- -	- -	- -
Argentina	3 0.8	3 1.3	3 2.7	- -	- -	- -
Australia	8 2.2	3 1.3	3 2.7	- -	5 3.9	- -
Belgium	2 0.5	1 0.4	1 0.9	- -	1 0.8	- -
Canada	15 4.1	9 3.9	9 8.0	- -	6 4.7	- -
Costa Rica	1 0.3	1 0.4	1 0.9	- -	- -	- -
Cyprus	1 0.3	1 0.4	1 0.9	- -	- -	- -
Czech Republic	2 0.5	- -	- -	- -	2 1.6	- -
Ecuador	1 0.3	1 0.4	1 0.9	- -	- -	- -
Ethiopia	1 0.3	1 0.4	1 0.9	- -	- -	- -
France	8 2.2	7 3.0	7 6.2	- -	1 0.8	- -
Germany	1 0.3	- -	- -	- -	1 0.8	- -
Ghana	1 0.3	1 0.4	1 0.9	- -	- -	- -
Hungary	1 0.3	- -	- -	- -	1 0.8	- -
India	7 1.9	4 1.7	4 3.5	- -	3 2.3	- -
Indonesia	1 0.3	- -	- -	- -	- -	1 25.0
Israel	2 0.5	- -	- -	- -	2 1.6	- -
Italy	1 0.3	1 0.4	1 0.9	- -	- -	- -
Japan	1 0.3	1 0.4	1 0.9	- -	- -	- -
Kenya	2 0.5	2 0.9	2 1.8	- -	- -	- -
Lebanon	1 0.3	- -	- -	- -	1 0.8	- -

Q 56-country) Where is your library located? (continued)

	Open Source			Pro- prietary	Other /na
	Total	Sub total	Koha		
Malawi	1 0.3	1 0.4	1 0.9	- -	- -
Malaysia	1 0.3	- -	- -	- -	1 0.8
Netherlands	2 0.5	1 0.4	1 0.9	- -	1 0.8
New Caledonia	2 0.5	2 0.9	2 1.8	- -	- -
New Zealand	5 1.4	5 2.2	5 4.4	- -	- -
Nigeria	2 0.5	1 0.4	1 0.9	- -	1 0.8
Northern Marianas	1 0.3	- -	- -	- -	1 0.8
Pakistan	2 0.5	- -	- -	- -	2 50.0
Papua New Guinea	1 0.3	1 0.4	1 0.9	- -	- -
Peru	1 0.3	- -	- -	- -	1 0.8
Philippines	1 0.3	1 0.4	1 0.9	- -	- -
Poland	2 0.5	2 0.9	2 1.8	- -	- -
Portugal	2 0.5	2 0.9	2 1.8	- -	- -
Romania	1 0.3	1 0.4	1 0.9	- -	- -
Samoa	1 0.3	1 0.4	1 0.9	- -	- -
South Korea	1 0.3	- -	- -	- -	1 0.8
Spain	2 0.5	2 0.9	2 1.8	- -	- -
Sri Lanka	1 0.3	1 0.4	1 0.9	- -	- -
Sweden	1 0.3	1 0.4	1 0.9	- -	- -
Switzerland	1 0.3	1 0.4	1 0.9	- -	- -
Taiwan	1 0.3	1 0.4	1 0.9	- -	- -

Q 56-country) Where is your library located? (continued)

	Open Source				Pro- prietary	Other /na
	Total	Sub total	Koha	Ever- green		
Total	365 100.0	232 100.0	113 100.0	119 100.0	129 100.0	4 100.0
Turkey	1 0.3	1 0.4	1 0.9	- -	- -	- -
United Kingdom	6 1.6	4 1.7	4 3.5	- -	2 1.6	- -
United States	228 62.5	155 66.8	36 31.9	119 100.0	73 56.6	- -
Uruguay	1 0.3	1 0.4	1 0.9	- -	- -	- -
Venezuela	2 0.5	2 0.9	2 1.8	- -	- -	- -
Don't know/no answer	34 9.3	8 3.4	8 7.1	- -	25 19.4	1 25.0