The Survey of Library Use of Open Source Software

Description:
This 125+ page report looks closely at how public, academic and special libraries are using open source solutions for email, integrated library systems, word processing and spreadsheets, the library website, server management, and content management and digital preservation software, among other applications. The study looks at which libraries use open source and which use commercial software and why.

The study helps librarians and library information technology staff to answer questions such as:

- what are the most popular open source applications?
- How much of an IT or software support staff must a library have to succeed with open source alternatives?
- How much do libraries spend in supporting open source solutions in both funding and staff time?
- How much does the use of open source software save them?
- What areas of library operations have been most impacted by open source?
- How many open source solutions are libraries of different size staffs and different types using?
- How many have started with an open source solutions in a given area and then abandoned it?
- How do libraries evaluate their own success or failure with open source?
- What are the open source solutions they are most anxious to try in the future?
- Which outside services do they recommend to support open source alternatives?
- Which information sources about open source do they find most useful?

Just a few of the study's major findings include:

- Nearly 91% of respondents said that they had never experienced any downtime using open source email alternatives
- More than two-thirds of the libraries sampled have ever replaced a commercial software system with an open source alternative
- Nearly 43% of the academic libraries in the sample use an open source alternative for content management software
- Public libraries in the sample spent a mean of 960 staff hours per year in adjusting or maintaining open source software systems

The questionnaire for the report was largely designed by Frederick Zarndt, consultant to Digital Divide Data, Content Conversion Specialists, DL Consulting and Chair, Newspaper Section, International Federation of Libraries and Associations.

Contents:
Survey Participants
The Questionnaire
Characteristics of the Sample
Summary of Main Findings

Chapter 1. Library Staff
Table 1.1 How much experience with open source software does your library have?
Table 1.2 How much experience with open source software does your library have? Broken out by Type of Library
Table 1.3 How much experience with open source software does your library have? Broken out by Total Number of FTE Employees
Table 1.4 How much experience with open source software does your library have? Broken out by Size of IT and Software Development Staff
Table 2.1 How much experience with open source software do you personally have?
Table 2.2 How much experience with open source software do you personally have? Broken out by Type of Library
Table 2.3 How much experience with open source software do you personally have? Broken out by Total Number of FTE Employees
Table 2.4 How much experience with open source software do you personally have? Broken out by Size of IT and Software Development Staff
Table 3.1 How much total staff time in hours (with about 1,900 the average yearly output for one worker full time) does your library expend in adjusting and maintaining open source software at your library?

Table 3.2 How much total staff time in hours (with about 1,900 the average yearly output for one worker full time) does your library expend in adjusting and maintaining open source software at your library? Broken out by Type of Library

Table 3.3 How much total staff time in hours (with about 1,900 the average yearly output for one worker full time) does your library expend in adjusting and maintaining open source software at your library? Broken out by Total Number of FTE Employees

Table 3.4 How much total staff time in hours (with about 1,900 the average yearly output for one worker full time) does your library expend in adjusting and maintaining open source software at your library? Broken out by Size of IT and Software Development Staff

Chapter 2. Commercial Software versus Open Source Software

Table 4 Below is a list of common library software systems (the list may not include all software systems used by your library). Please indicate if your library uses commercial software (COTS), open source software (OSS), or if system is not used at your library (NA) Note that the listed examples are not intended to be a comprehensive list

Table 4.1.1 Type of software used for office software for word processing, spreadsheets, email clients

Table 4.1.2 Type of software used for office software for word processing, spreadsheets, email clients

Broken out by Type of Library

Table 4.1.3 Type of software used for office software for word processing, spreadsheets, email clients

Broken out by Total Number of FTE Employees

Table 4.1.4 Type of software used for office software for word processing, spreadsheets, email clients

Broken out by Size of IT and Software Development Staff

Table 4.2.1 Type of software used for email server and management software (MAIL)

Table 4.2.2 Type of software used for email server and management software (MAIL) Broken out by Type of Library

Table 4.2.3 Type of software used for email server and management software (MAIL) Broken out by Total Number of FTE Employees

Table 4.2.4 Type of software used for email server and management software (MAIL) Broken out by Size of IT and Software Development Staff

Table 4.3.1 Type of software used for library website (WEB)

Table 4.3.2 Type of software used for library website (WEB) Broken out by Type of Library

Table 4.3.3 Type of software used for library website (WEB) Broken out by Total Number of FTE Employees

Table 4.3.4 Type of software used for library website (WEB) Broken out by Size of IT and Software Development Staff

Table 4.4.1 Type of software used for library website content (HTML editor)

Table 4.4.2 Type of software used for library website content (HTML editor) Broken out by Type of Library

Table 4.4.3 Type of software used for library website content (HTML editor) Broken out by Total Number of FTE Employees

Table 4.4.4 Type of software used for library website content (HTML editor) Broken out by Size of IT and Software Development Staff

Table 4.5.1 Type of software used for library blog

Table 4.5.2 Type of software used for library blog Broken out by Type of Library

Table 4.5.3 Type of software used for library blog Broken out by Total Number of FTE Employees

Table 4.5.4 Type of software used for library blog Broken out by Size of IT and Software Development Staff

Table 4.6.1 Type of software used for integrated library system (ILS) for catalog, acquisition, circulation, etc.

Table 4.6.2 Type of software used for integrated library system (ILS) for catalog, acquisition, circulation, etc.

Broken out by Type of Library

Table 4.6.3 Type of software used for integrated library system (ILS) for catalog, acquisition, circulation, etc.

Broken out by Total Number of FTE Employees

Table 4.6.4 Type of software used for integrated library system (ILS) Broken out by Size of IT and Software Development Staff

Table 4.7.1 Type of software used for content management software (CMS)

Table 4.7.2 Type of software used for content management software (CMS) Broken out by Type of Library

Table 4.7.3 Type of software used for content management software (CMS) Broken out by Total Number of FTE Employees

Table 4.7.4 Type of software used for content management software (CMS) Broken out by Size of IT and Software Development Staff

Table 4.8.1 Type of software used for digital preservation software (DPS)

Table 4.8.2 Type of software used for digital preservation software (DPS) Broken out by Type of Library

Table 4.8.3 Type of software used for digital preservation software (DPS) Broken out by Total Number of FTE Employees

Table 4.8.4 Type of software used for digital preservation software (DPS) Broken out by Size of IT and Software Development Staff

Chapter 3. Software Acquisition Budget
Table 5.1 Approximate budget for software acquisition and maintenance for the current fiscal year.
Table 5.2 Approximately how big is your library's software acquisition and maintenance budget for the current fiscal year? Broken out by Type of Library.
Table 5.3 Approximately how big is your library's software acquisition and maintenance budget for the current fiscal year? Broken out by Total Number of FTE Employees.
Table 5.4 Approximately how big is your library's software acquisition and maintenance budget for the current fiscal year? Broken out by Size of IT and Software Development Staff.

Table 6.1 Did this budget increase, decrease, or stay the same compared to the previous fiscal year?
Table 6.2 Did this budget increase, decrease, or stay the same compared to the previous fiscal year? Broken out by Type of Library.
Table 6.3 Did this budget increase, decrease, or stay the same compared to the previous fiscal year? Broken out by Total Number of FTE Employees.
Table 6.4 Did this budget increase, decrease, or stay the same compared to the previous fiscal year? Broken out by Size of IT and Software Development Staff.

Table 7.1 How many open source software systems has your library successfully implemented in the past? Note "successfully implemented" means that the open source system is still in use or has been replaced by another open source system.
Table 7.2 How many open source software systems has your library successfully implemented in the past? Note "successfully implemented" means that the open source system is still in use or has been replaced by another open source system. Broken out by Type of Library.
Table 7.3 How many open source software systems has your library successfully implemented in the past? Note "successfully implemented" means that the open source system is still in use or has been replaced by another open source system. Broken out by Total Number of FTE Employees.
Table 7.4 How many open source software systems has your library successfully implemented in the past? Note "successfully implemented" means that the open source system is still in use or has been replaced by another open source system. Broken out by Size of IT and Software Development Staff.

Table 8.1 Has your library ever replaced a COTS software system with an open source software system?
Table 8.2 Has your library ever replaced a COTS software system with an open source software system? Broken out by Type of Library.
Table 8.3 Has your library ever replaced a COTS software system with an open source software system? Broken out by Total Number of FTE Employees.
Table 8.4 Has your library ever replaced a COTS software system with an open source software system? Broken out by Size of IT and Software Development Staff.

Table 9.1 Has your library ever replaced an open source software system with a COTS software system?
Table 9.2 Has your library ever replaced an open source software system with a COTS software system? Broken out by Type of Library.
Table 9.3 Has your library ever replaced an open source software system with a COTS software system? Broken out by Total Number of FTE Employees.
Table 9.4 Has your library ever replaced an open source software system with a COTS software system? Broken out by Size of IT and Software Development Staff.

Table 10.1 How much do you feel that your library saves (if anything) per year by using open source software vs. commercial or entirely home grown alternatives (in USD)?
Table 10.2 How much do you feel that your library saves (if anything) per year by using open source software vs. commercial or entirely home grown alternatives (in USD)? Broken out by Type of Library.
Table 10.3 How much do you feel that your library saves (if anything) per year by using open source software vs. commercial or entirely home grown alternatives? Broken out by Total Number of FTE Employees.
Table 10.4 How much do you feel that your library saves (if anything) per year by using open source software vs. commercial or entirely home grown alternatives? Broken out by Size of IT and Software Development Staff.

Table 11 Please estimate the amount spent (in USD) on implementation of your library's open source software systems.
Table 11.1.1 Amount spent on implementation of email server and management software (MAIL).
Table 11.1.2 Amount spent on implementation of email server and management software (MAIL) Broken out by Type of Library.
Table 11.1.3 Amount spent on implementation of email server and management software (MAIL) Broken out by Size of IT and Software Development Staff.
by Total Number of FTE Employees
Table 11.1.4 Amount spent on implementation of email server and management software (MAIL) Broken out by Size of IT and Software Development Staff
Table 11.2.1 Amount spent on implementation of web server and management system (WEB) Broken out by Type of Library
Table 11.2.4 Amount spent on implementation of web server and management system (WEB) Broken out by Size of IT and Software Development Staff
Table 11.3.1 Amount spent on implementation of integrated library system (ILS) Broken out by Total Number of FTE Employees
Table 11.3.3 Amount spent on implementation of integrated library system (ILS) Broken out by Type of Library
Table 11.3.4 Amount spent on implementation of integrated library system (ILS) Broken out by Size of IT and Software Development Staff
Table 11.4.1 Amount spent on implementation of content management software (CMS) Broken out by Type of Library
Table 11.4.2 Amount spent on implementation of content management software (CMS) Broken out by Size of IT and Software Development Staff
Table 11.4.4 Amount spent on implementation of content management software (CMS) Broken out by Total Number of FTE Employees
Table 11.5.1 Amount spent on implementation of digital preservation software system (DPS) Broken out by Type of Library
Table 11.5.2 Amount spent on implementation of digital preservation software system (DPS) Broken out by Size of IT and Software Development Staff
Table 11.5.3 Amount spent on implementation of digital preservation software system (DPS) Broken out by Total Number of FTE Employees

Chapter 5. Installation and Maintenance of Open Source Software Systems
Table 18.4.1 Amount spent on annual maintenance of content management system (CMS)
Table 18.4.2 Amount spent on annual maintenance of content management system (CMS) Broken out by Type of Library
Table 18.4.3 Amount spent on annual maintenance of content management system (CMS) Broken out by Total Number of FTE Employees
Table 18.5.2 Amount spent on annual maintenance of digital preservation software system (DPS) Broken out by Type of Library
Table 18.5.3 Amount spent on annual maintenance of digital preservation software system (DPS) Broken out by Total Number of FTE Employees

Chapter 6. Quality of Experience Using Open Source Software Systems
Table 19 Please rate your library's experience with open source software systems
Table 19.1.1 Quality of experience using email server and management software (MAIL)
Table 19.1.2 Quality of experience using email server and management software (MAIL) Broken out by Type of Library
Table 19.1.3 Quality of experience using email server and management software (MAIL) Broken out by Total Number of FTE Employees
Table 19.1.4 Quality of experience using email server and management software (MAIL) Broken out by Size of IT and Software Development Staff
Table 19.2.1 Quality of experience using web server and management system (WEB)
Table 19.2.2 Quality of experience using web server and management system (WEB) Broken out by Type of Library
Table 19.2.3 Quality of experience using web server and management system (WEB) Broken out by Total Number of FTE Employees
Table 19.2.4 Quality of experience using web server and management system (WEB) Broken out by Size of IT and Software Development Staff
Table 19.3.1 Quality of experience using integrated library system (ILS)
Table 19.3.2 Quality of experience using integrated library system (ILS) Broken out by Type of Library
Table 19.3.3 Quality of experience using integrated library system (ILS) Broken out by Total Number of FTE Employees
Table 19.3.4 Quality of experience using integrated library system (ILS) Broken out by Size of IT and Software Development Staff
Table 19.4.1 Quality of experience using content management system (CMS)
Table 19.4.2 Quality of experience using content management system (CMS) Broken out by Type of Library
Table 19.4.3 Quality of experience using content management system (CMS) Broken out by Total Number of FTE Employees
Table 19.4.4 Quality of experience using content management system (CMS) Broken out by Size of IT and
Software Development Staff
Table 19.5.1 Quality of experience using digital preservation software system (DPS)
Table 19.5.2 Quality of experience using digital preservation software system (DPS) Broken out by Type of Library
Table 19.5.3 Quality of experience using digital preservation software system (DPS) Broken out by Total Number of FTE Employees
Table 19.5.4 Quality of experience using digital preservation software system (DPS) Broken out by Size of IT and Software Development Staff

Table 20 Please estimate the reliability of your library’s open source software systems
Table 20.1.1 Reliability of email server and management software (MAIL)
Table 20.1.2 Reliability of email server and management software (MAIL) Broken out by Type of Library
Table 20.1.3 Reliability of email server and management software (MAIL) Broken out by Total Number of FTE Employees
Table 20.1.4 Reliability of email server and management software (MAIL) MAIL Broken out by Size of IT and Software Development Staff
Table 20.2.1 Reliability of web server and management system (WEB)
Table 20.2.2 Reliability of web server and management system (WEB) Broken out by Type of Library
Table 20.2.4 Reliability of web server and management system (WEB) Broken out by Size of IT and Software Development Staff
Table 20.3.1 Reliability of integrated library system (ILS)
Table 20.3.3 Reliability of integrated library system (ILS) Broken out by Total Number of FTE Employees
Table 20.3.4 Reliability of integrated library system (ILS) Broken out by Size of IT and Software Development Staff
Table 20.4.2 Reliability of content management system (CMS) Broken out by Type of Library
Table 20.4.3 Reliability of content management system (CMS) Broken out by Total Number of FTE Employees
Table 20.5.1 Reliability of digital preservation software system (DPS)
Table 20.5.2 Reliability of digital preservation software system (DPS) Broken out by Type of Library
Table 20.5.3 Reliability of digital preservation software system (DPS) Broken out by Total Number of FTE Employees

Table 21 Rate the extent to which the following library operations or services have been impacted by open source software deployed at your library
Table 21.1.1 Impact of open source software on Administration
Table 21.1.2 Impact of open source software on Administration Broken out by Type of Library
Table 21.1.3 Impact of open source software on Administration Broken out by Total Number of FTE Employees
Table 21.1.4 Impact of open source software on Administration Broken out by Size of IT and Software Development Staff
Table 21.2.1 Impact of open source software on Special Collections
Table 21.2.2 Impact of open source software on Special Collections Broken out by Type of Library
Table 21.2.3 Impact of open source software on Special Collections Broken out by Total Number of FTE Employees
Table 21.2.4 Impact of open source software on Special Collections Broken out by Size of IT and Software Development Staff
Table 21.3.1 Impact of open source software on Server Management
Table 21.3.3 Impact of open source software on Server Management Broken out by Total Number of FTE Employees
Table 21.3.4 Impact of open source software on Server Management Broken out by Size of IT and Software Development Staff
Table 21.4.1 Impact of open source software on Email Productivity
Table 21.4.2 Impact of open source software on Email Productivity Broken out by Type of Library
Table 21.5.1 Impact of open source software on Circulation
Table 21.5.2 Impact of open source software on Circulation Broken out by Type of Library
Table 21.5.3 Impact of open source software on Circulation Broken out by Total Number of FTE Employees
Table 21.5.4 Impact of open source software on Circulation Broken out by Size of IT and Software Development Staff
Table 21.6.2 Impact of open source software on Book Check Out Broken out by Type of Library
Table 21.6.3 Impact of open source software on Book Check Out Broken out by Total Number of FTE Employees
Table 21.6.4 Impact of open source software on Book Check Out Broken out by Size of IT and Software Development Staff
Table 21.7.1 Impact of open source software on Integrated Library System (ILS)
Table 21.7.3 Impact of open source software on Integrated Library System (ILS) Broken out by Total Number of FTE Employees
Table 21.7.4 Impact of open source software on Integrated Library System (ILS) Integrated Library System Broken out by Size of IT and Software Development Staff
Table 21.8.1 Impact of open source software on Content Management (CMS)
Table 21.8.2 Impact of open source software on Content Management (CMS) Broken out by Type of Library
Table 21.8.3 Impact of open source software on Content Management (CMS) Broken out by Total Number of FTE Employees
Table 21.8.4 Impact of open source software on Content Management (CMS) Broken out by Size of IT and Software Development Staff
Table 21.9.1 Impact of open source software on Library Blogs
Table 21.9.2 Impact of open source software on Library Blogs Broken out by Type of Library
Table 21.9.3 Impact of open source software on Library Blogs Broken out by Total Number of FTE Employees
Table 21.9.4 Impact of open source software on Library Blogs Broken out by Size of IT and Software Development Staff
Table 21.10.1 Impact of open source software on Library Website
Table 21.10.2 Impact of open source software on Library Website Broken out by Type of Library
Table 21.10.3 Impact of open source software on Library Website Broken out by Total Number of FTE Employees
Table 21.10.4 Impact of open source software on Library Website Broken out by Size of IT and Software Development Staff
Table 21.11.1 Impact of open source software on Cataloging
Table 21.11.2 Impact of open source software on Cataloging Broken out by Total Number of FTE Employees
Table 21.11.3 Impact of open source software on Cataloging Broken out by Size of IT and Software Development Staff
Table 21.12.1 Impact of open source software on Acquisitions and Collection Development
Table 21.12.2 Impact of open source software on Acquisitions and Collection Development Broken out by Type of Library
Table 21.12.3 Impact of open source software on Acquisitions and Collection Development Broken out by Total Number of FTE Employees
Table 21.12.4 Impact of open source software on Acquisitions and Collection Development Broken out by Size of IT and Software Development Staff
Table 21.13.1 Impact of open source software on Content Filtering
Table 21.13.2 Impact of open source software on Content Filtering Broken out by Type of Library
Table 21.13.3 Impact of open source software on Content Filtering Broken out by Total Number of FTE Employees
Table 21.13.4 Impact of open source software on Content Filtering Broken out by Size of IT and Software Development Staff
Table 21.14.2 Impact of open source software on Spreadsheets, Word Processing Broken out by Type of Library
Table 21.14.3 Impact of open source software on Spreadsheets, Word Processing Broken out by Total Number of FTE Employees
Table 21.14.4 Impact of open source software on Spreadsheets, Word Processing Broken out by Size of IT and Software Development Staff
Table 21.15.1 Impact of open source software on Image Editing and Warehousing
Table 21.15.2 Impact of open source software on Image Editing and Warehousing Broken out by Total Number of FTE Employees
Table 21.15.3 Impact of open source software on Image Editing and Warehousing Broken out by Size of IT and Software Development Staff
Table 21.16.1 Impact of open source software on Library Building Management
Table 21.16.2 Impact of open source software on Library Building Management Broken out by Type of Library
Table 21.16.3 Impact of open source software on Library Building Management Broken out by Total Number of FTE Employees
Table 21.16.4 Impact of open source software on Library Building Management Broken out by Size of IT and Software Development Staff
Table 21.17.1 Impact of open source software on Finance, Accounts and Budgeting
Table 21.17.2 Impact of open source software on Finance, Accounts and Budgeting Broken out by Type of Library
Table 21.17.3 Impact of open source software on Finance, Accounts and Budgeting Broken out by Total Number of FTE Employees
Table 21.17.4 Impact of open source software on Finance, Accounts and Budgeting Broken out by Size of IT and Software Development Staff

Chapter 8. Other Concerns
Table 22 What are your library's favorite information sources -- websites, blogs, listservs, conferences, books, videos, magazines, ezines, newsletters, etc. -- about open source software for libraries?
Table 23 Describe the open source consulting, support or advisory services that you have used
Table 24 How would you advise your peers on the proper use of open source software for libraries?
Table 25 Which library departments in your view in your institution have used open source solutions most effectively?

Ordering:
Order by Fax - using the form below
Order by Post - print the order form below and send to

Research and Markets,
Guinness Centre,
Taylors Lane,
Dublin 8,
Ireland.
Fax Order Form
To place an order via fax simply print this form, fill in the information below and fax the completed form to 646-607-1907 (from USA) or +353-1-481-1716 (from Rest of World). If you have any questions please visit http://www.researchandmarkets.com/contact/

Order Information
Please verify that the product information is correct and select the format(s) you require.

<table>
<thead>
<tr>
<th>Product Name:</th>
<th>The Survey of Library Use of Open Source Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Address:</td>
<td><a href="http://www.researchandmarkets.com/reports/2559970/">http://www.researchandmarkets.com/reports/2559970/</a></td>
</tr>
<tr>
<td>Office Code:</td>
<td>SCD23H47</td>
</tr>
</tbody>
</table>

Product Formats
Please select the product formats and quantity you require:

<table>
<thead>
<tr>
<th>Quantity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard Copy:</td>
<td>USD 95 + USD 29 Shipping/Handling</td>
</tr>
<tr>
<td>Electronic (PDF) -</td>
<td>USD 95</td>
</tr>
<tr>
<td>Single User:</td>
<td></td>
</tr>
<tr>
<td>Electronic (PDF) -</td>
<td>USD 219</td>
</tr>
<tr>
<td>Enterprisewide:</td>
<td></td>
</tr>
</tbody>
</table>

* Shipping/Handling is only charged once per order.

Contact Information
Please enter all the information below in BLOCK CAPITALS

<table>
<thead>
<tr>
<th>Title:</th>
<th>Mr ☐ Mrs ☐ Dr ☐ Miss ☐ Ms ☐ Prof ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td></td>
</tr>
<tr>
<td>Last Name:</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td>*</td>
</tr>
<tr>
<td>Job Title:</td>
<td></td>
</tr>
<tr>
<td>Organisation:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>Postal / Zip Code:</td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td></td>
</tr>
<tr>
<td>Phone Number:</td>
<td></td>
</tr>
<tr>
<td>Fax Number:</td>
<td></td>
</tr>
</tbody>
</table>

* Please refrain from using free email accounts when ordering (e.g. Yahoo, Hotmail, AOL)
Payment Information

Please indicate the payment method you would like to use by selecting the appropriate box.

☐ Pay by credit card: You will receive an email with a link to a secure webpage to enter your credit card details.

☐ Pay by check: Please post the check, accompanied by this form, to:
Research and Markets,
Guinness Center,
Taylors Lane,
Dublin 8,
Ireland.

☐ Pay by wire transfer: Please transfer funds to:
Account number 833 130 83
Sort code 98-53-30
Swift code ULSBIE2D
IBAN number IE78ULSB98533083313083
Bank Address Ulster Bank,
27-35 Main Street,
Blackrock,
Co. Dublin,
Ireland.

If you have a Marketing Code please enter it below:

Marketing Code: _______________________

Please note that by ordering from Research and Markets you are agreeing to our Terms and Conditions at http://www.researchandmarkets.com/info/terms.asp

Please fax this form to:
(646) 607-1907 or (646) 964-6609 - From USA
+353-1-481-1716 or +353-1-653-1571 - From Rest of World