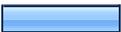


1. Please give an indication of where you are with Evergreen.

		Response Percent	Response Count
Skeptic - explicitly unsure of open source development methodology, support models, open source ILS in general, or Evergreen specifically		0.0%	0
Potential User - Evaluating or considering moving to Evergreen		21.4%	9
Planned Migration - Planning a migration to Evergreen		19.0%	8
Migration - Migration in Progress to Evergreen		0.0%	0
Production - Currently have production Evergreen systems		50.0%	21
Multiple - I work with more than one type of system		9.5%	4
answered question			42
skipped question			0

2. Is your current or potential Evergreen instance a			
		Response Percent	Response Count
Standalone system with a single library used by a single library organization		10.0%	4
Standalone system used by a single multi branch library		27.5%	11
Consortium with multiple library organizations on the same Evergreen instance		45.0%	18
Statewide consortium		12.5%	5
Other (please describe)		5.0%	2
answered question			40
skipped question			2

3. Is your library a			
		Response Percent	Response Count
Public Library		62.5%	25
School (K - 12)		2.5%	1
College or University Affiliate		17.5%	7
Other Institution		17.5%	7
answered question			40
skipped question			2

4. What roles do you play on your Evergreen project? (check all that apply)

		Response Percent	Response Count
Install and Maintain Evergreen		29.7%	11
Administer Evergreen system settings		51.4%	19
Support Evergreen End Users		70.3%	26
Develop Evergreen		32.4%	12
Extend Evergreen by integrating with other products		35.1%	13
Train Evergreen End Users		67.6%	25
Train Evergreen System Administrators		18.9%	7
Document Evergreen processes		45.9%	17
Translate Evergreen client and documentation into other languages		2.7%	1
Make Evergreen software, documentation and web site accessible to as many users as possible.		24.3%	9
Provide Evergreen related services to one or more organizations		21.6%	8
Manage Evergreen related projects		37.8%	14
Other (please describe)		18.9%	7
answered question			37
skipped question			5

5. Do you participate in any of the following Evergreen related lists (check all that apply)

		Response Percent	Response Count
General Discussion List		97.1%	34
Documentation Discussion List		37.1%	13
Technical Discussion List		48.6%	17
Evergreen SVN Commit List		8.6%	3
OpenSRF SVN Commit List		8.6%	3
Evergreen IRC		37.1%	13
		answered question	35
		skipped question	7

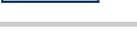
6. Have you ever contributed to evergreen-ils.org?

		Response Percent	Response Count
Yes		26.3%	10
No		73.7%	28
		answered question	38
		skipped question	4

7. If yes, what type of content?

		Response Count
		10
		answered question
		10
		skipped question
		32

8. If no, why not?	
	Response Count
	19
answered question	19
skipped question	23

9. Which areas of evergreen-ils.org do you most frequently access (check all that apply)?			
		Response Percent	Response Count
About Us		8.6%	3
FAQs		34.3%	12
Official Documentation		62.9%	22
Process Documentation		31.4%	11
Informal Documentation (Wiki)		60.0%	21
Mailing Lists		62.9%	22
Chat		28.6%	10
Calendar		20.0%	7
Official Blog		40.0%	14
Community Blogs (Planet Evergreen)		37.1%	13
Committees and Working Groups		14.3%	5
Report Bugs (Launchpad)		20.0%	7
Develop Code (code repositories)		20.0%	7
Downloads		60.0%	21
Search		34.3%	12
		Any comments?	3

answered question	35
skipped question	7

10. What is easy to find on evergreen-ils.org?	
	Response Count
	19
answered question	19
skipped question	23

11. Is there anything you're looking for that you couldn't find? What was it?	
	Response Count
	14
answered question	14
skipped question	28

12. What do you feel is important content for the site?

	Very Important	Important	Nice to Have	Extraneous	Response Count
How to access the IRC	26.9% (7)	38.5% (10)	34.6% (9)	0.0% (0)	26
How to sign up for Evergreen related mailing lists	34.5% (10)	55.2% (16)	10.3% (3)	0.0% (0)	29
Evergreen News and developments	48.3% (14)	44.8% (13)	6.9% (2)	0.0% (0)	29
Categorized collection of Evergreen-related resources	44.8% (13)	44.8% (13)	10.3% (3)	0.0% (0)	29
Evergreen Service Providers	21.4% (6)	46.4% (13)	28.6% (8)	3.6% (1)	28
Evergreen libraries	20.7% (6)	44.8% (13)	34.5% (10)	0.0% (0)	29
Individuals in the Evergreen Community	6.9% (2)	31.0% (9)	58.6% (17)	3.4% (1)	29
Individuals willing to be contacted about Evergreen related topics (i.e. new users, documentation, system administration)	17.9% (5)	46.4% (13)	32.1% (9)	3.6% (1)	28
Information about where to go for assistance	58.6% (17)	34.5% (10)	6.9% (2)	0.0% (0)	29
A form to submit questions which is emailed to Evergreen community members/mentors for answering	17.2% (5)	37.9% (11)	37.9% (11)	6.9% (2)	29
A one-pager offering a high-level overview of both Evergreen software and the Evergreen community	27.6% (8)	48.3% (14)	24.1% (7)	0.0% (0)	29
A guided introduction to Evergreen resources for those considering Evergreen.	34.5% (10)	41.4% (12)	24.1% (7)	0.0% (0)	29
Links to a demo "sandbox" implementation of Evergreen	37.9% (11)	41.4% (12)	20.7% (6)	0.0% (0)	29
A form requesting an organization be added to the list of Evergreen service providers.	10.7% (3)	35.7% (10)	42.9% (12)	10.7% (3)	28

Information on Evergreen software repositories and how to use them	17.9% (5)	64.3% (18)	17.9% (5)	0.0% (0)	28
Downloadable test MARC, copy, and user data	37.0% (10)	33.3% (9)	29.6% (8)	0.0% (0)	27
Links to on-site and off-site (Launchpad) discussion, specs, or documentation describing features	25.0% (7)	64.3% (18)	10.7% (3)	0.0% (0)	28
Links to Documentation Interest Group (DIG) maintained information on how to build, rebuild, and update Evergreen	28.6% (8)	53.6% (15)	17.9% (5)	0.0% (0)	28
Links to on-site and off-site information, discussion, and examples of ways to configure Evergreen	39.3% (11)	46.4% (13)	14.3% (4)	0.0% (0)	28
General information about open source software	0.0% (0)	17.9% (5)	50.0% (14)	32.1% (9)	28
Differences between Evergreen and Koha	7.1% (2)	25.0% (7)	60.7% (17)	7.1% (2)	28
Case studies of successful Evergreen migration and implementation projects	14.3% (4)	35.7% (10)	50.0% (14)	0.0% (0)	28
Procedures on submitting code to the the community	7.1% (2)	67.9% (19)	25.0% (7)	0.0% (0)	28
Documentation and tutorials on Evergreen system architecture	42.9% (12)	50.0% (14)	10.7% (3)	0.0% (0)	28
Information about working groups and committees describing people, organizations, teams, and processes involved	14.3% (4)	50.0% (14)	35.7% (10)	0.0% (0)	28
Information about Evergreen development projects and future enhancements.	60.7% (17)	32.1% (9)	7.1% (2)	0.0% (0)	28
Other (please describe)					3
answered question					29
skipped question					13

13. How important do you consider the following functions on the site?

	Very Important	Important	Nice to Have	Extraneous	Response Count
Browse through all website content, organized by categories	30.0% (9)	56.7% (17)	13.3% (4)	0.0% (0)	30
Search all content on the website	63.3% (19)	33.3% (10)	6.7% (2)	0.0% (0)	30
Search for Evergreen user organization based on certain criteria	6.7% (2)	36.7% (11)	50.0% (15)	6.7% (2)	30
Search for service providers based on certain criteria	10.0% (3)	33.3% (10)	46.7% (14)	10.0% (3)	30
Search for individuals based on certain criteria	3.3% (1)	26.7% (8)	50.0% (15)	20.0% (6)	30
Add resources, including file attachments and/or third-party URLs, to an online resource directory available to other users	3.4% (1)	34.5% (10)	51.7% (15)	10.3% (3)	29
Participate in online forums based on specific Evergreen related topics (i.e. System Administration, Migration, Training)	13.3% (4)	53.3% (16)	30.0% (9)	3.3% (1)	30
Brainstorm and discuss Evergreen features in a "feature percolator" before optionally submitting to the official Launchpad system.	24.1% (7)	31.0% (9)	37.9% (11)	6.9% (2)	29
Report a Bug in Launchpad	35.7% (10)	57.1% (16)	7.1% (2)	0.0% (0)	28
Maintain official project documentation in a repository apart from the community Evergreen resource/contribution library	11.5% (3)	34.6% (9)	42.3% (11)	11.5% (3)	26
Webmasters can easily manage and update the website, including the ability to delegate permissions to other users	15.4% (4)	57.7% (15)	23.1% (6)	3.8% (1)	26
Webmasters can easily identify and purge outdated content	34.6% (9)	46.2% (12)	19.2% (5)	0.0% (0)	26

Authorized users can easily add and update content	26.9% (7)	57.7% (15)	15.4% (4)	0.0% (0)	26
Authorized users can easily generate a report of individual or organizational profiles.	14.8% (4)	22.2% (6)	44.4% (12)	18.5% (5)	27
Evergreen Feature Lookup	51.7% (15)	37.9% (11)	10.3% (3)	0.0% (0)	29
Evergreen Development and Enhancement project lookup	29.6% (8)	51.9% (14)	18.5% (5)	0.0% (0)	27
Other (please specify)					1
answered question					30
skipped question					12

Other (please describe)		
1	Support for multiple organizations and consortiums	Mar 2, 2011 1:37 PM
2	Vendor and community contributor.	Mar 2, 2011 10:14 PM

Other (please describe)		
1	I *am* an end user and use the Evergreen staff client every day in circulation and cataloging functions.	Mar 1, 2011 12:41 PM
2	CTO for the consortium	Mar 1, 2011 8:00 PM
3	We're not yet with Evergreen but looking into the possibility of migrating to Evergreen. I am the systems person at my library therefore will be doing most of the roles mentioned above.	Mar 3, 2011 12:20 PM
4	user	Mar 9, 2011 11:59 AM
5	Keep an eye out on Evergreen developments; lurk on listserv.	Mar 9, 2011 12:51 PM
6	I work on consortium committees as well. We are always trying to understand what the software will do and how it could solve some of our issues.	Mar 9, 2011 1:45 PM
7	Not currently on EG, but with the system used, I do all but install, develop, train SA, translate, provide, and manage.	Mar 9, 2011 4:09 PM

2. If yes, what type of content?		
Response Text		
1	Code, documentation, wiki, web site content, governance, support on mailing lists	Mar 1, 2011 10:35 AM
2	Responded to queries.	Mar 1, 2011 10:37 AM

2. If yes, what type of content?

Response Text		
3	Documentation - Host documentation site, write, edit, upload documentation submit bug reports and patches	Mar 1, 2011 10:43 AM
4	Wiki page contents	Mar 1, 2011 10:50 AM
5	Just added a direct link to download a beta Debian ISO, since without a direct link it was hard to find.	Mar 1, 2011 10:56 AM
6	Questions and answers to others' questions	Mar 1, 2011 2:17 PM
7	Mostly system administration and documentation.	Mar 1, 2011 3:41 PM
8	I fix spelling occasionally and add detail to installation notes when needed.	Mar 2, 2011 1:39 PM
9	Feature documentation; release notes	Mar 2, 2011 10:15 PM
10	Occasionally. Before migration I was trying to learn about other Evergreen implementations. For example, we operate a bookmobile and I was trying to understand whether other libraries with a bookmobile were able to operate online, if they could upload batches, if they could generate stop statistics as we could with our legacy ILS. Another issue I needed to know about was connectivity challenges we might face with Evergreen. It requires huge bandwidth compared to our legacy ILS and required a total upgrade of the cellular service on our bookmobile. I'd really like to see a more open dialogue about the Evergreen warts. If we are not open about them, no one will fix them.	Mar 9, 2011 1:51 PM

3. If no, why not?

Response Text		
1	Don't feel proficient enough yet to contribute.	Mar 1, 2011 10:47 AM
2	Not yet involved enough; migration is happening outside of my control	Mar 1, 2011 11:41 AM
3	Still trying to learn about Evergreen.	Mar 1, 2011 11:43 AM
4	Too many other projects, and budgetary concerns derailed development of our Evergreen migration. It's back on track now, so I'm looking forward to working with Evergreen again!	Mar 1, 2011 12:29 PM
5	I'm not a programmer.	Mar 1, 2011 12:42 PM
6	Have nothing positive to say.	Mar 1, 2011 12:43 PM
7	We've only been with Evergreen a few months, and nothing has come up such that I would post it to evergreen-ils.org.	Mar 1, 2011 2:11 PM
8	We don't yet know enough about Evergreen to contribute.	Mar 1, 2011 5:27 PM
9	At this point, we have nothing of value to contribute.	Mar 1, 2011 8:01 PM
10	We're too new.	Mar 2, 2011 8:27 PM
11	We are not yet with Evergreen and I am evaluating the software.	Mar 3, 2011 12:21 PM
12	Only recently migrated and am still leaning the system.	Mar 9, 2011 11:42 AM
13	only an end user, not a tech	Mar 9, 2011 12:00 PM
14	Simply don't know enough.	Mar 9, 2011 12:51 PM
15	Just getting comfortable with the "atmosphere" first.	Mar 9, 2011 1:08 PM
16	Sometimes I don't bother because I've asked questions and no one has answered. Other times, I know I won't get a real answer but one that has been made glossy for public consumption so I don't bother. A bit of a cynic aren't I?	Mar 9, 2011 1:51 PM

3. If no, why not?

Response Text

17	Since we're only thinking of migrating to EG, I just look at the postings.	Mar 9, 2011 4:10 PM
18	Most of what we read or need to know is done at the state level by GPLS.	Mar 9, 2011 4:19 PM
19	Not sure how to go about doing it.	Mar 17, 2011 8:13 AM

Any comments?

1	I wish I knew how to only search the IRC logs. I am a huge fan of using MarkMail to search information on all the EG mailing lists. Though it is no longer linked from the mailing list section of the evergreen-ils.org site.	Mar 1, 2011 10:58 AM
2	lots and lots of search ;-)	Mar 2, 2011 1:40 PM
3	I find it difficult to locate what I want so I use the search quite a bit.	Mar 9, 2011 1:52 PM

1. What is easy to find on evergreen-ils.org?

Response Text

1	Most things seem easy to find. Using the site search box is a good to get answers if needed.	Mar 1, 2011 10:45 AM
2	The conference website link.	Mar 1, 2011 10:51 AM
3	I'm usually looking for documentation, either official or in the list archives, and am usually able to find what I need rather quickly!	Mar 1, 2011 10:54 AM
4	It is easy to find links for official documentation, mailing list, IRC	Mar 1, 2011 11:00 AM
5	Downloads	Mar 1, 2011 11:41 AM
6	documentation.	Mar 1, 2011 11:45 AM
7	History of the project, who's there now	Mar 1, 2011 12:30 PM
8	Documentation (thank god!) Mailing List info	Mar 1, 2011 12:44 PM
9	Evergreen member libraries, demo system, official documentation, download	Mar 1, 2011 2:15 PM
10	Downloads, some documentation	Mar 1, 2011 2:19 PM
11	I depend heavily on the main search (not as much the dokuwiki search)	Mar 1, 2011 3:43 PM
12	It isn't a hard site to navigate. It just doesn't have what we need.	Mar 1, 2011 8:05 PM
13	download page	Mar 2, 2011 1:41 PM
14	Downloads; IRC logs; mailing list info	Mar 2, 2011 10:20 PM
15	I usually find what I need when I search for it.	Mar 9, 2011 11:31 AM
16	Download client	Mar 9, 2011 11:43 AM
17	downloads	Mar 9, 2011 12:01 PM
18	Download page and documentation.	Mar 9, 2011 1:13 PM
19	Downloads of current versions.	Mar 17, 2011 8:15 AM

2. Is there anything you're looking for that you couldn't find? What was it?

Response Text

1	I was able to find it, but it was hard to find - the Communication/Web team page linked from "Contribute -> Join committees" says it has been superseded, and then links to another page that says it, in turn, has been superseded, and then that links to the page that seems to be the actual home.	Mar 1, 2011 10:39 AM
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2. Is there anything you're looking for that you couldn't find? What was it?

Response Text		
2	I work at an Evergreen Indiana library, which is still using 1.6.0.0. While this client version is still available if you have a direct link, it's not listed on the download page or the archive. That's irritating.	Mar 1, 2011 10:44 AM
3	N/A	Mar 1, 2011 10:51 AM
4	I could not find a link for MarkMail recently, it had been pulled from the mailing list page it seems.	Mar 1, 2011 11:00 AM
5	Meaning of contents in database tables.	Mar 1, 2011 11:45 AM
6	Evergreen Roadmap	Mar 1, 2011 12:44 PM
7	I wanted to find how to use different features of Evergreen- I don't know if that's even something that would be on this website. I looked on Sitka and Indiana's documentation also. I would give feedback- though I haven't looked into how yet- about bookings, it doesn't seem to work with circulation; you either check out an item OR book it, you can't do both, they don't communicate with each other.	Mar 1, 2011 2:15 PM
8	More in-depth documentation, listing of issues/known bugs for each release	Mar 1, 2011 2:19 PM
9	Documentation. The current state of it (even including the things contributed from other consortiums) is very, very, very poor and inadequate, both on the front end user side and the back end (internal script commenting, a database map that actually explains what the purpose of each table and field is), a complete listing of all the scripts and other code that explains their purposes, inputs, and outputs. Etc. etc. This is the major reason that I have started recommending Koha to other groups that are interested in open source ILS software. We would love to have a complete image of a full Evergreen installation (program, PERL modules, database, operating system, everything) that could be loaded onto a computer, so people can more easily evaluate the whole system and jump right into it. I'm not really sure why nobody has done this yet, since it's such an easy thing to do.	Mar 1, 2011 8:05 PM
10	detailed documentation explaining the use of MARC 901 and 852 fields in system migrations	Mar 2, 2011 1:41 PM
11	The wiki is a mess and I use it a lot. There was never a good blueprint for the structure and it has grown into a beast. I know that's not a specific example but it's endemic to everything I search for on the wiki.	Mar 2, 2011 10:20 PM
12	It is a little more challenging to find what is new or newly proposed. A feed with new blogposts, upcoming changes or news/highlights would be nice.	Mar 9, 2011 1:13 PM
13	I'm always trying to locate what is possible with the software from a non-technical perspective especially as things pertain to consortiums. For example, can sites in a consortium have a different view of org. units (site A logs in and sees site A sites at the top of list).	Mar 9, 2011 3:17 PM
14	Introductory material for developers, overall system architecture, how OpenSRF works.	Mar 17, 2011 8:15 AM

Other (please describe)

1	Mmm, I found this page of the survey overwhelming. Maybe a "rank the top 3 or 5 areas that you feel need to be improved" would have been easier to work with.	Mar 1, 2011 10:42 AM
2	We need a post (clean) installation configuration/set up guide somewhere.	Mar 1, 2011 11:05 AM

Other (please describe)

3	It's very difficult to be all things to all people. Info about open source software in general is easy to find on the web so I wouldn't bother. I'd suggest for libraries or	Mar 9, 2011 3:26 PM
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Other (please specify)

- 1 Similar to the last question, a "rank the top 3 or 5 most important areas of the site" would be easier to deal with. I also don't know what some of these things even mean: "an online resource directory available to other users" -- is that a wiki? And "Maintain official project documentation in a repository apart from the community Evergreen resource/contribution library" sounds completely weird - what is "the community Evergreen resource/contribution library"? Does "repository" mean a "source code repository", or does it mean "Web site"?

Mar 1, 2011 10:52 AM

It's also strange to see a mix of content questions with content management system questions. There's no "Evergreen community can easily reproduce the complete web site, including all data and functionality" question, or "View the revision history of every page on the web site to determine who changed it, how it was changed, and why for transparency purposes", for example.