12:54:44 From rebecca cohan To Everyone:
    will this session be recorded and emailed to registrants?
12:54:48 From PLA Webinars To Everyone:
    Welcome! Feel free to introduce yourself here in the chat window by sending a message to "Everyone" to let us know where you're joining from today.
12:54:57 From Roy Davis To Everyone:
    Roy from Fannie Brown Booth Memorial Library, Center, TX is here
12:55:14 From PLA Webinars To Everyone:
    The recording of today's webinar should be available within 1-3 business days.
12:55:21 From Lic. Eustoquio Figueroa M. To Everyone:
    Hi, Every one
12:55:50 From Lic. Eustoquio Figueroa M. To Everyone:
    From Mexico City
12:55:55 From Tim Whisenhunt To Everyone:
    Tim from Metropolitan Library System, Oklahoma City, Oklahoma
12:56:39 From Angela Turner To Everyone:
    Angela from Clark County Public Library in KY
12:57:00 From Kayla Taylor To Everyone:
    Kayla Taylor IT Support Specialist for the First Regional Library System
12:57:00 From Steve Alcalde To Everyone:
    Hi, I'm Steve Alcalde , Head of Computer and Technology Services at Rogers Memorial Library in Southampton, NY
12:57:26 From PLA Webinars To Everyone:
    Remember to send your chat messages to "Everyone." Other attendees won't see your message unless you send it to "Everyone." Thanks!
12:57:31 From Michelle East To Everyone:
    Michelle from Norman Smith Memorial Library- Hinton (Oklahoma)
12:57:42 From Jeannie Flores To Everyone:
    yes
12:57:55 From Jimi Rider To Everyone:
    Hello. This is Jimi from New Hanover County Public Library in Wilmington, NC.
12:58:02 From Kayla Taylor To Everyone:
    👍
12:58:26 From Steve Alcalde To Everyone:
    Hi, this is Steve Alcalde, Head of Computer and Technology Services at Rogers Memorial Library in Southampton, NY
12:58:50 From Elizabeth Razo To Everyone:
    Hi I'm Liz, Technology Services Manager from Way Public Library in Perrysburg, OH
12:59:16 From elizabeth fraser To Everyone:
    I'm Elizabeth Fraser from Kanawha County Public Library in Charleston WV. I'm head of reference and working on digitizing
12:59:52 From Matt Fields To Everyone:
    Hi, I'm Matt Fields, Systems Technician at East Lake Community Library in Palm Harbor, Florida.
12:59:56 From Nicholas Sluka To Everyone:
    Nick, Network Administrator, from Wood County Library in Bowling Green, OH, checking in!
13:00:16 From PLA Webinars To Everyone:

Remember, everyone, to send your chat messages to "Everyone." Other attendees won't see your message unless you send it to "Everyone." Thanks!

13:00:18 From Peggy Parrish To Everyone:
I'm Peggy, Director at Leander Public Library near Austin, TX

13:00:37 From Michelle East To Everyone:
Thanks, I changed mine 🙂

13:00:39 From Caitlyn Baker To Everyone:
Hi, I'm Caitlyn, Assistant Director of Miami Public Library in Miami, Oklahoma.

13:01:15 From Michelle East To Everyone:
Michelle from Norman Smith Memorial- Hinton (Oklahoma)

13:01:19 From Ernestine Daniels To Everyone:
Ernestine from Roddenbery Memorial Library, Cairo, GA

13:01:26 From Chris Tolin To Everyone:
Hi, I'm Chris, Technology Coordinator @ Kent Free Library, Kent OH.

13:01:31 From Laurie Cavanaugh To Everyone:
I'm Laurie, Assistant Director at Thayer Public Library in Braintree, Mass.

13:01:32 From Kayla Taylor To Everyone:
I can

13:01:32 From Caitlyn Baker To Everyone:
Yes, we can

13:01:35 From Jeannie Flores To Everyone:
yes

13:01:35 From Sara Severn To Everyone:
👍

13:01:36 From Michelle Baker To Everyone:
Yes, can hear you

13:02:25 From Rachel Ballenger To Everyone:
Rachel, Director of the Towanda District Library

13:02:49 From John Klima To Everyone:
John, Technology Manager at the Waukesha Public Library (near Milwaukee)

13:02:52 From PLA Webinars To Everyone:
👍

13:02:54 From Sandra Stewart To Everyone:
😀

13:02:57 From Lisa Grover To Everyone:
Lisa, Director of Stonington Township Library

13:03:11 From PLA Webinars To Everyone:
Need technical assistance with the webinar? Contact me using the Q&A window and I'll respond a.s.a.p.

13:03:29 From PLA Webinars To Everyone:
Remember to post your questions for our panelists here in the chat window to "Everyone." We'll address questions later in the webinar.

13:03:37 From Penny Ramirez To Everyone:
Penny, Head of Technical & Automation Services, Crystal Lake PL in IL

13:03:56 From Sara Goek (PLA) To Everyone:
We have a technology-savvy audience here today 😀 You're all very welcome!

13:04:10 From Jodi Grebinoski To Everyone:

Jodi Grebinoski Virginia Public Library (MN)
13:04:23 From Lic. Eustoquio Figueroa M. To Everyone:
     Thanks... Iam working in Chemistry Faculty ... UNAM. Mexico
13:04:32 From Linda Andersen To Everyone:
     Linda Andersen West Iron District Library Upper Peninsula
13:08:12 From Sara Goek (PLA) To Everyone:
     PLA annual surveys and reports:
https://www.ala.org/pla/data/plasurveys
13:08:34 From Sara Goek (PLA) To Everyone:
     US public libraries are invited to participate in the survey at
https://librarybenchmark.org/
13:13:07 From Larra Clark, PLA, she/her To Everyone:
     https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/t
elecom/broadband/Libraries_Connect_Communities_ALA_020421.pdf
13:15:13 From Larra Clark, PLA, she/her To Everyone:
     https://www.fox19.com/2023/10/10/cincinnati-libraries-front-lines-
homelessness/
13:15:20 From Jill Pifer To Everyone:
     Erate funds to cover hotspot lending fees would be very helpful.
13:15:42 From Sara Goek (PLA) To Everyone:
     https://www.govtech.com/biz/data/how-small-town-libraries-are-
working-to-close-the-steam-gap
13:15:46 From Linda Andersen To Everyone:
     I agree
13:19:24 From Larra Clark, PLA, she/her To Everyone:
     thanks @jill and @linda. I think we have a real opportunity to make
this happen. FCC Chairwoman Rosenworcel announced this proposal at the
ALA conference in June, and we expect the full Commission will consider a
proposal before the end of the year.
13:20:37 From Linda Andersen To Everyone:
     Great!
13:23:11 From Larra Clark, PLA, she/her To Everyone:
     Thanks @Julie!
13:24:03 From Larra Clark, PLA, she/her To Everyone:
     https://tscpl.org/level-2-tech-center
13:24:21 From Julie Walker To Everyone:
     Here's one way we use the data we collect with our legislators:
https://georgialibraries.org/statistics_files/GPLS-Quick-Look-
Infographic-FY22.pdf
13:25:19 From Debra Stombres To Everyone:
     hot spots didn't come back so we had to drop this. Too much theft.
13:25:57 From Margarita Olmos To Everyone:
     We have 65 hotspots and it is well used
13:26:03 From Linda Andersen To Everyone:
     yes
13:26:10 From Larra Clark, PLA, she/her To Everyone:
     love that "it's not really a weird thing!" It's so true that people
need to see this kind of evidence sometimes.
13:26:32 From PLA Webinars To Everyone:
     Remembe to send your chat messages to "Everyone." Other attendees
won't see your message unless you send it to "Everyone." Thanks!
13:26:33 From Larra Clark, PLA, she/her To Everyone:
     I'm sorry to hear that @Debra!
13:27:09 From Daniel Ogyiri To Everyone:

the loss and theft of hotspots really speak to free and wider broadband access.
13:27:14 From PLA Webinars To Everyone:
      There's a "To" option just above the box in which you type your chat message. Make sure that option is "Everyone."
13:27:29 From Matt Fields To Everyone:
      If you get hot spots from mobile beacon through tech soup, they have an easy interface to disable hotspots that haven' been returned. We had a couple lost ones get returned by doing that.
13:27:59 From Jill Pifer To Everyone:
      I'm at a library in Illinois. Our IL State Library is also doing a tech survey that is running concurrent with yours. They are essentially the same survey with the Illinois having some more questions and requirements. Please consider working with the Il State Library to get this word out as there is no reason that you should not have great turn out from IL libraries; they've already done the work.
13:28:17 From Sara Goek (PLA) To Everyone:
      Thank you so much, Larra, Julie, and David! Don't forget to put your questions for the presenters in the chat and we'll address them at the end
13:28:24 From Larra Clark, PLA, she/her To Everyone:
      good tip @Matt! https://www.techsoup.org/products/hotspot-for-mobile-beacon-4g-unlimited-internet-service-for-nonprofits-g-51472-?utm_term=techsoup%20mobile%20beacon&utm_campaign=US-SRC-MB-Refurbished-Hardware&utm_source=google&utm_medium=cpc&hsa_acc=9197892769&hsa_cam=8529785481&hsa_grp=138522351815&hsa_ad=606482370681&hsa_src=g&hsa_tgt=kwd-1644371230702&hsa_kw=techsoup%20mobile%20beacon&hsa_mt=e&hsa_net=adwords&hsa_ver=3&gad=1&gclid=Cj0KCQjwsp6pBhCfARIsAD3GZuZgG1f_u9-4PYB1FJDbqkAIsr7NggdQDZowBDEQmwVLJFVisLXZD-0aAiChEALw_wcB
13:28:43 From Beverly Pietlicki To Everyone:
      Hi Bobbi Slossar!
13:29:05 From Sara Goek (PLA) To Everyone:
      US public libraries are invited to participate in the survey at https://librarybenchmark.org/ If you need help with the survey or accessing your library's Benchmark account, email us at plabenchmark@ala.org
13:29:32 From Sara Goek (PLA) To Everyone:
      The PLA Benchmark team is on this webinar now, so if you send us an email we'll get back to you as soon as it's over!
13:32:00 From Larra Clark, PLA, she/her To Everyone:
      BONUS! Fewer questions! :)
13:36:14 From PLA Webinars To Larra Clark, PLA, she/her(Privately):
      The thoughtfulness and innovation Sara and Katina have brought to PLA's data program makes we proud to be part of PLA.
13:36:17 From Sara Goek (PLA) To Everyone:
      Internet speed test: https://speed.cloudflare.com/ (You don't necessarily have to use this one, there are other options out there.)
13:37:21 From Larra Clark, PLA, she/her To Everyone:
      Thanks @Jill. We know there may be some other overlap, and we are in conversation with state library agencies. Unfortunately, though, 50 states are likely asking questions in 50 different ways. So we also hope that it will be easier to complete the PLA survey plugging in answers from your state surveys where there is overlap....but ALSO give us

national data that is comparable across the country for all public libraries.
13:38:41 From Bonnie McKewon To Everyone:
    Were the emailed invitations sent to PLA members only?
13:38:41 From Larra Clark, PLA, she/her To PLA Webinars(Privately):
    100%! We have a great team all around, truly. I am so proud of all that we do and enable with our members.
13:39:13 From PLA Webinars To Larra Clark, PLA, she/her(Privately):
    👏👏👏👏👏
13:40:02 From Sara Goek (PLA) To Everyone:
    We sent emails to all contacts for all library directors and other contacts that we have on file in Benchmark. However, we don't know for sure that the information is up to date. If you need help accessing your library's account and survey, please just email us
13:40:13 From Sara Goek (PLA) To Everyone:
    Free Benchmark 101 webinar:
https://www.ala.org/pla/education/onlinelearning/webinars/benchmark101
13:40:14 From Larra Clark, PLA, she/her To PLA Webinars(Privately):
    And I'm always bragging on how great our webinars are because you make everything so smooth. Thanks for everything you do!
13:40:30 From PLA Webinars To Larra Clark, PLA, she/her(Privately):
    Aw shucks.
13:40:36 From PLA Webinars To Everyone:
    https://www.ala.org/pla/education/onlinelearning/webinars/benchmark
101
13:40:40 From Renee Patterson To Everyone:
    Was there an open place to download a copy of the survey and the glossary, or only if you're logged in? I'm not sure who I'm assigning this to, and seeing the questions would help determine.
13:42:09 From Linda Andersen To Everyone:
    Thank you very informative
13:42:10 From Laurie Cavanaugh To Everyone:
    What is the email address to contact for help in accessing our library's account and survey, please? We have had staff turnover since 2020.
13:42:19 From Sara Goek (PLA) To Everyone:
    Email plabenchmark@ala.org
13:42:43 From Larra Clark, PLA, she/her To Everyone:
    If only they let libraries run the world! :-)
13:44:51 From Sara Goek (PLA) To Everyone:
    But if you want to send US Girl Scout cookies… ;-)
13:44:51 From Linda Andersen To Everyone:
    HAHA
13:45:11 From Michelle East To Everyone:
    Cookies, you say?
13:45:26 From Larra Clark, PLA, she/her To Everyone:
    (maybe we all need a snack!)
13:45:56 From PLA Webinars To Everyone:
    https://www.ala.org/pla/education/onlinelearning/webinars/benchmark
101
13:46:41 From Larra Clark, PLA, she/her To Everyone:
    Thank you for making time for this. PLEASE reach out if you have questions.
13:46:42 From Matt Fields To Everyone:

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         Thank you!
13:46:46 From Samantha Yeung To Everyone:
         Thank you so much.
13:46:47 From Theresa Cuba To Everyone:
         Thank you
13:46:49 From Sarah Holmes To Everyone:
         Thank yoU!
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