

12:47:17 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. Other attendees won't see your message unless you send it to "Everyone."

12:48:05 From Monica Martinez-Guaracha to Everyone:  
Good morning, all! Monica with the Monterey County Free Libraries on the beautiful CA Central Coast - Marina, CA.

12:49:01 From Kate Prociuous to Everyone:  
Good afternoon, all! Kate from Western, NY for the Pittsford Community Library.

12:52:48 From PLA Webinars to Everyone:  
If you've just joined us, 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.

12:53:22 From Kevin Barker to Everyone:  
Hello from the Cherryvale Public Library.

12:53:30 From ann harper to Everyone:  
Ann Harper, Babcock Library, Ashford, CT

12:53:47 From Amy Willis to Everyone:  
Hello from Queens Public Library, NY!

12:53:51 From Michael McEvoy to Everyone:  
Michael McEvoy, from Northville, MI!

12:53:54 From Alyson Mahn to Everyone:  
Hello from Indiana

12:54:07 From Susan Murphy to Everyone:  
Hi all! Susan from Kanawha County Public Library in Charleston, WV.

12:54:09 From Rebecca Randall to Everyone:  
Hello from Southbury, CT!

12:54:12 From Tiffany Fowler to Everyone:  
Hello everyone from ARVRLS in Arkansas

12:54:51 From Teresa Hathaway to Everyone:  
Hello from Warner, New Hampshire

12:55:47 From Jerianne Thompson (she/her) to Everyone:  
Hi everyone! Thanks for joining us today!

12:57:14 From Laura Morrison to Everyone:  
Hello from Spartanburg County Public Libraries in Spartanburg South Carolina.

12:57:55 From sandra miller to Everyone:  
Hello from the Free Library of Philadelphia

12:58:07 From Jessica Duong to Everyone:  
Hello from Fresno County Public Library

12:58:08 From Christine Ostberg to Everyone:  
Hello from Grant County Library in John Day, OR

12:58:16 From Melissa Gregory to Everyone:  
Hello from Tennessee

12:58:27 From Michelle Beutel to Everyone:  
Hello from Albany, NY!

12:58:31 From Laura Naugle to Everyone:  
Hello from IL

12:58:31 From Lalita Dileep to Everyone:  
Hi from Somerset County Library, NJ

12:58:51 From Valerie Johnson to Everyone:

Hi all! -McBride Memorial in Berwick, PA  
12:58:54 From Michelle Muller to Everyone:  
Hello from the Ramapo Catskill Library System In Hudson Valley NY  
12:59:01 From Audrey Clary to Everyone:  
Hello, Fulton County Library- Atlanta, Ga  
12:59:12 From Kate Deadder to Everyone:  
Hello from Sonoma County Library, Sonoma, CA  
12:59:27 From Beth Caras to Everyone:  
hello from Richmond, VA!  
12:59:36 From Joy Butler to Everyone:  
Hello from Kentucky!  
12:59:38 From Lauren Noel to Everyone:  
Hello from Cook Memorial Public Library District in Illinois!  
12:59:38 From Leverne McBeth to Everyone:  
Hello from the Middle Tyger Library (Spartanburg County Public  
Libraries), Lyman SC.  
12:59:41 From Tami Miller to Everyone:  
Hello from Aurora Public Library in Aurora, CO!  
12:59:46 From Tricia Karlin to Everyone:  
Hello from Lawrence, KS!  
13:00:00 From Thad Stelter to Everyone:  
Hello from Pueblo City-County Library District. Pueblo, CO.  
13:00:06 From Chad Clark to Everyone:  
Hello from Lake Forest, IL!  
13:00:08 From Amy Crepeau to Everyone:  
Hello from Huntington Beach Public Library,, CA  
13:00:08 From Kim Bolan to Everyone:  
KB  
Good afternoon from Allen County Public Library (IN)!  
13:00:13 From Clayton Cheever to Everyone:  
greetings from Norwood, MA  
13:00:13 From Shauna Beulah to Everyone:  
Hello from Maryland's Eastern Shore, Talbot County.  
13:00:19 From Christine Oania to Everyone:  
Hello from Maplewood, NJ!  
13:00:20 From Michelle Fisher to Everyone:  
Hello from Madison, WI!  
13:00:22 From Jessica Keyser to Everyone:  
Hello from Grosse Pointe, MI!  
13:00:31 From Anna Szczepanski to Everyone:  
Greetings from Winter Park, Colorado  
13:00:35 From Laura Lee Wilson to Everyone:  
Good afternoon from Huron County Community Library in Ohio  
13:00:39 From holly whelan to Everyone:  
Hello from Arapahoe Libraries in Colorado  
13:00:40 From Robin Warnke to Everyone:  
Hi, I'm from Lone Tree, Colorado  
13:00:41 From Susanna Kahn to Everyone:  
Hi from Charlotte, Vermont!  
13:00:46 From Patrick Phalantwa to Everyone:  
Mr Phalantwa from Republic of Botswana!  
13:00:51 From Michele Fenton to Everyone:  
Hi from Indianapolis, Indiana  
13:00:56 From Rebecca Teasdale to Everyone:

Good afternoon from Chicago!

13:00:59 From Sarah Schroeder to Everyone:  
Hello from SC State Library!

13:01:02 From kendal smith to Everyone:  
Norwood, Colorado :)

13:01:17 From Allison Midgley to Everyone:  
Hello from Westchester Library System in New York!

13:01:29 From Tracy Vreeke to Everyone:  
Hello from Door County Wisconsin!

13:01:31 From Nicole Vukcevic to Everyone:  
Hello from Southern Oregon!

13:01:34 From Charles Hill to Everyone:  
Hello From Orlando

13:01:44 From Lisa Motschke to Everyone:  
Hello from St. Paul MN

13:01:48 From Jae Bass to Everyone:  
Hello from St. Augustine, Florida :)

13:01:53 From Adam Huff to Everyone:  
Hi from Atlanta!

13:01:58 From Chris Sprague to Everyone:  
Hello from Merrill, WI

13:02:00 From Randall Polasek to Everyone:  
Good afternoon from San Antonio, Texas!

13:02:08 From Jodi Smiley to Everyone:  
Hi from Boulder, MT

13:02:13 From Christal Bruner to Everyone:  
Hello from Missouri

13:02:16 From Lora Short to Everyone:  
Hello From Lee County Public Library, Beattyville, KY

13:02:20 From Rondi Downs to Everyone:  
Hi from central Washington State, Yakima Valley Libraries.

13:02:32 From Chad Eller to Everyone:  
North Carolina reporting in.

13:02:43 From Lesley Rose to Everyone:  
Good afternoon from Joliet, Illinois

13:02:48 From Kate Dunphy to Everyone:  
Hello from rainy Bellingham, WA!

13:02:48 From Melissa Mannon to Everyone:  
Hello from New Hampshire!

13:02:56 From Barbara Steltz to Everyone:  
Hello from Petersburg, Alaska

13:03:02 From Jennifer Boudreau to Everyone:  
Hello from Pittsburgh, PA!

13:03:05 From Jess Shaykett to Everyone:  
Hello from Hennepin County Library in Minnesota!

13:03:05 From charlene tretyak to Everyone:  
Hello from North collins, NY

13:03:09 From Jessica Ieremia to Everyone:  
Hello from Sitka,AK!

13:03:54 From Nick Fuchs to Everyone:  
Hello from Sno-Isle Libraries in Washington State! :)

13:04:22 From Anne Hiller Clark to Everyone:  
Hello from Delaware Division of Libraries!

13:04:35 From racheal sylvester to Everyone:

Joining in from Maine

13:04:39 From Rupangi Bakshi to Everyone:  
Hello from Aurora Public Library District Aurora IL

13:04:59 From Megan Mehmert to Everyone:  
Hello from Missouri River Regional Library in Jefferson City, MO

13:05:24 From Monique Phillips to Everyone:  
Hello from White Tank Library in Waddell, AZ.

13:06:04 From Keith Gillette to Everyone:  
👋 Boston Public Library

13:06:35 From Genevievre Gray to Everyone:  
Hello from Richmond Public Library in VA.

13:06:55 From Katina Jones (she/her) | PLA to Everyone:  
PLA Surveys and Data Page <https://www.ala.org/pla/data/plasurveys>

13:06:59 From Kohnee Harmon to Everyone:  
Hi from Cumberland County Public Library in Fayetteville, NC

13:07:14 From Shayna Ross to Everyone:  
Hello from Carnegie Library of Pittsburgh!

13:07:28 From Katina Jones (she/her) | PLA to Everyone:  
PLA Surveys and Data Page <https://www.ala.org/pla/data/plasurveys>

13:07:55 From Traci Ward to Everyone:  
Hello from Allen County Public Library in Fort Wayne, IN!

13:08:21 From Jacki Green to Everyone:  
hello from Evans City Library In PA

13:08:44 From Nicole Vukcevic to Everyone:  
hi from Jackson County Library District in Southern Oregon!

13:08:50 From Monica Martinez-Guaracha to Everyone:  
Yay, Cali!!!

13:08:56 From Rebecca Randall to Everyone:  
What was the response of new England states?

13:09:14 From Carol Coffey to Everyone:  
Hi there, from Central Arkansas Library System in Little Rock

13:09:18 From Melissa Aro to Everyone:  
Greetings from the Wisconsin DPI - Division for Libraries and Technology

13:09:43 From Jess McAlister to Everyone:  
Hello from Jefferson County, Indiana!

13:09:59 From Lisa Frank to Everyone:  
Hello from Delaware!

13:10:44 From Audrey Lilley to Everyone:  
Hello from Lancaster, Pennsylvania! 📖

13:11:06 From Emily Villafranco to Everyone:  
Hello from Texas!

13:11:19 From Olga Kroutikova to Everyone:  
Hello from Mercer Library, NJ

13:13:03 From Katina Jones (she/her) | PLA to Rebecca RandallAnd all panelists:  
Hi Rebecca - there were 166 libraries in New England that completed the survey (13.1% response rate) - but the survey responses are weighted, so the report data are representative of all libraries.

13:14:31 From adrienne burke to Everyone:  
Montclair Public Library, NJ

13:16:14 From Tiffany Fowler to Everyone:  
would informal be more of a one on one training vs a formal being a program format?

13:16:32 From Katina Jones (she/her) | PLA to Everyone:  
Tiffany - that is correct

13:16:40 From Tiffany Fowler to Everyone:  
Thank you

13:17:46 From Nicole Vukcevic to Everyone:  
are the libraries that do not meet that speed minimum in rural communities?

13:18:24 From Tamara Sipes to Everyone:  
I would imagine many of the rural libraries are under that as there's not a lot of infrastructure to support internet speeds.

13:18:27 From Katina Jones (she/her) | PLA to Everyone:  
Hi Nicole - not always, unfortunately.

13:19:01 From Magdalena Holler to Everyone:  
for IT staff, do we mean a dedicated staff member to support the public or to support the library?

13:19:03 From Micah Followay to Everyone:  
My library there are only 12 staff and half are part time. Most the front-line workers are the IT.

13:19:31 From Kathleen Sullivan to Everyone:  
100mbps is the threshold for being "broadband" ...aren't community anchor institutions supposed to be at 1Gig ideally?

13:19:36 From Laura Sutton to Everyone:  
These staff roles numbers, are they all roles within the IT departments?

13:20:05 From Jerianne Thompson (she/her) to Everyone:  
Re: IT staff - Staff dedicated to the responsibility of maintaining the information technology services and resources available at the library or assisting library patrons with using these products. May include staff who are contracted through the city/county or support staff assigned to the whole library or several branch locations

13:20:34 From Magdalena Holler to Everyone:  
thank you!

13:20:39 From Jerianne Thompson (she/her) to Everyone:  
No, staff roles are not all exclusively within IT departments.

13:20:46 From Laura Sutton to Everyone:  
Got it, thanks

13:20:49 From racheal sylvester to Everyone:  
I was excited to learn about AI generated coloring pages as we sometimes have specific requests from our youth patrons. So much hello kitty and unicorns

13:24:16 From Lalita Dileep to Everyone:  
+

13:24:44 From Angela Pierpaoli to Everyone:  
Is there a link to the new standards?

13:24:44 From Jerianne Thompson (she/her) to Everyone:  
Q: How do you differentiate between suburban and town libraries?

13:24:59 From Jerianne Thompson (she/her) to Everyone:  
This distinction comes from IMLS, based on administrative entitites

13:25:04 From Terry Blauvelt to Everyone:  
There's Locale Codes

13:25:17 From PLA Webinars to Everyone:  
Have a question for our panelists? Post it here in the chat window to "Everyone." We'll address questions later in the webinar.

13:25:29 From Katina Jones (she/her) | PLA to Everyone:

PLA Surveys and Data Page <https://www.ala.org/pla/data/plasurveys>  
13:26:16 From Katina Jones (she/her) | PLA to Everyone:  
Benchmark Login Page <https://librarybenchmark.org>  
13:26:20 From Terry Blauvelt to Everyone:  
<https://galecia.com/reference/data/census-locale-codes#:~:text=Our%20Library%20Data%20Finder%20tool%20uses%20data%20from,based%20on%20the%20library%20administrative%20entity%27s%20street%20addresses.>  
13:27:24 From Arlene Weible to Everyone:  
Good info about Internet Speeds at FCC:  
<https://www.fcc.gov/consumers/guides/broadband-speed-guide>  
13:28:13 From Katina Jones (she/her) | PLA to Everyone:  
ALA Press Release re: FCC Vote:  
<https://www.ala.org/news/2024/07/ala-praises-fcc-vote-make-wi-fi-hotspots-eligible-e-rate-funding>  
13:28:29 From Chris Sprague to Everyone:  
We use Mobile Beacon for our hotspots. You can get a discount through Tech Soup. It is much more cost effective than going directly through a provider such as AT&T or T-Mobile.  
13:30:05 From Jean Hurst to Everyone:  
are you going to be sharing these links from the chat?  
13:30:21 From Jerianne Thompson (she/her) to Everyone:  
Shared via Q&A: How do you account for the reasons for the large increase in the circulation of hotspots? We did not ask for reasons why libraries added hotspots, but I think a primary reason was in response to service access interruptions during the height of the COVID pandemic.  
13:30:27 From Sara Goek (she/her) | PLA to Everyone:  
Yes, we'll make all the links and slides available with the recording  
13:30:49 From Lalita Dileep to Everyone:  
` Thanks  
13:35:57 From Kathleen Sullivan to Everyone:  
Hearing about these examples is helpful – thanks  
13:36:08 From Nicole Vukcevic to Everyone:  
as a digital services specialist at my library, I whole heartedly agree with all of these statements and comments, and I see them everyday in my patron interactions.  
13:37:04 From Micah Followay to Everyone:  
I'm not familiar with the "digital navigator." Perhaps it is something I do already at my library but interested in further training for my current employer.  
13:38:11 From Jerianne Thompson (she/her) to Everyone:  
Find more info about digital navigators here:  
<https://www.digitalinclusion.org/digital-navigator-model/>  
13:38:44 From Jerianne Thompson (she/her) to Everyone:  
Urban Libraries Council also has a digital navigators toolkit:  
<https://www.urbanlibraries.org/initiatives/racial-equity/digital-navigators>  
13:40:15 From Jerianne Thompson (she/her) to Everyone:  
Digital skills training: <https://digitalllearn.org>  
13:40:25 From Jerianne Thompson (she/her) to Everyone:  
[ps://partnerships.edx.org/verizon](https://partnerships.edx.org/verizon)  
13:40:37 From Jerianne Thompson (she/her) to Everyone:

<https://grow.google/applied-digital-skills/>

13:40:41 From Katina Jones (she/her) | PLA to Everyone:  
Benchmark Login Page <https://librarybenchmark.org>

13:40:47 From Jerianne Thompson (she/her) to Everyone:  
<https://partnerships.edx.org/verizon>

13:41:05 From Jerianne Thompson (she/her) to Everyone:  
Info on state digital equity planning:

13:41:07 From Jerianne Thompson (she/her) to Everyone:  
<https://www.ala.org/advocacy/broadband>

13:41:09 From Samantha Lopez to Everyone:  
Also check out PLA's digital literacy incentives that just opened -  
<https://www.ala.org/pla/initiatives/digitalliteracy/incentive>. There is a  
new pilot incentive specifically for libraries with digital navigators.

13:41:27 From Jerianne Thompson (she/her) to Everyone:  
Benchmark is a different tool than Project Outcome.

13:42:08 From Carolyn McIntyre to Everyone:  
Last link is broken

13:42:25 From Jerianne Thompson (she/her) to Everyone:  
This one?  
<https://www.ala.org/pla/initiatives/digitalliteracy/incentive>

13:42:49 From Karen Pundsack to Everyone:  
Does it allow systems to split out the individual branches from the  
report for comparison with like-sized communities

13:43:25 From Carolyn McIntyre to Everyone:  
That works. Thanks!

13:43:52 From Sara Goek (she/her) | PLA to Everyone:  
@Karen, not at this time as most data collected nationally  
(including IMLS and PLA surveys) is at the administrative entity level,  
not the branch level

13:44:13 From Sara Goek (she/her) | PLA to Everyone:  
That may change in the future. Stay tuned!

13:44:16 From Karen Pundsack to Everyone:  
Thanks.

13:45:23 From creed kidd to Everyone:  
We've found this service (Benchmark) -- beyond the basic free  
information -- to be too expensive locally.

13:45:30 From Karen Pundsack to Everyone:  
Does the tool allow us to benchmark against aggregated census data  
across multiple municipalities or jurisdictions?

13:46:03 From Sara Goek (she/her) | PLA to Everyone:  
@Karen, yes, peer comparisons are available for census data

13:47:16 From Katina Jones (she/her) | PLA to Everyone:  
Benchmark Subscription Information  
<https://www.ala.org/pla/data/benchmark>

13:48:16 From Julie Clinefelter to Everyone:  
How do you access the free information on Benchmark?

13:48:36 From Katina Jones (she/her) | PLA to Everyone:  
Benchmark Tutorial Videos: <https://vimeo.com/showcase/10468218>

13:49:16 From Jerianne Thompson (she/her) to Everyone:  
Q: please can you share the presentations with us through our  
provided email address? Yes, the recording and links to the report  
and resources will be shared out.

13:49:22 From Arlene Weible to Everyone:

Some state libraries also have some data dashboards that can help with benchmarking.

13:50:45 From Rupangi Bakshi to Everyone:

Thank you for the informative presentation. I will have to leave to cover the desk.

13:51:04 From Katina Jones (she/her) | PLA to Everyone:

PLA Surveys and Data Page <https://www.ala.org/pla/data/plasurveys>

13:51:13 From Candy McAdams to Everyone:

Enjoyed this informative webinar.

13:51:17 From Allison Midgley to Everyone:

Very helpful webinar today! Thanks!

13:51:46 From Sarah Nardi to Everyone:

Thank you so much for today's presentation!

13:51:47 From Tamara Sipes to Everyone:

Will all of these links be provided in an email after the recording?

13:51:51 From Tamara Sipes to Everyone:

I learned a lot!

13:52:07 From Katina Jones (she/her) | PLA to Everyone:

Today's webinar page:

<https://www.ala.org/pla/education/onlinelearning/webinars/2023techresults>

13:52:37 From Katina Jones (she/her) | PLA to Everyone:

the webinar recording and slides will be on this page within the day

13:52:56 From Jacki Green to Everyone:

Thank you for such an interesting webinar.

13:53:56 From Allison Midgley to Everyone:

Libraries having existing hotspot lending models to follow has really helped implementation

13:53:59 From Jessica Framson to Everyone:

CENIC is 1 gig I believe

13:54:09 From Chris Sprague to Everyone:

Our hotspots are such high demand items I only see our lending going up.

13:54:13 From Shauna Beulah to Everyone:

Thank you for the presentation and the links. very interesting info.

13:54:28 From Nicole Vukcevic to Everyone:

about 1,024 mb = to 1 gb approximately. That might not cover a lot of data use for the average user

13:54:33 From Arlene Weible to Everyone:

1 GB is the standard in NTIA funding for community anchors.

13:54:34 From Rondi Downs to Everyone:

Thank you. Lots to think about and plan.

13:54:41 From Kevin Barker to Everyone:

Thank you

13:54:41 From Monica Martinez-Guaracha to Everyone:

Thank you for this important information!

13:54:48 From Christine Ostberg to Everyone:

thank you everyone good information.

13:54:54 From Robyn Langston to Everyone:

Thank you, great info.

13:54:57 From Mona Reynolds to Everyone:

Thank you, this was great info!

13:55:01 From Amy Willis to Everyone:  
Thank you all! This was super informative! Can't wait to see the next survey and what might have changed or evolved.

13:55:02 From Katina Jones (she/her) | PLA to Everyone:  
Contact us by email at [plabenchmark@ala.org](mailto:plabenchmark@ala.org)

13:55:03 From Nicole Vukcevic to Everyone:  
Thanks so much for an informative and engaging webinar!

13:55:05 From Kate Deadder to Everyone:  
This has been so informative! Thank you!

13:55:10 From Nancy Allen to Everyone:  
Very valuable information!

13:55:10 From Norma Martinez to Everyone:  
Thank you, great info!

13:55:13 From Stacy Tomaszewski to Everyone:  
Thank you so much!

13:55:13 From Suzanne Phillips to Everyone:  
Thank you!

13:55:19 From Patricia Moore to Everyone:  
quite an informative webinar - lots of ideas to follow up on...  
thank you for all the links/resources

13:55:19 From Monique Phillips to Everyone:  
Thank you for this information.

13:55:21 From Heidi Fendrick to Everyone:  
Thank you!

13:55:21 From Shayna Ross to Everyone:  
Thank you so much!

13:55:22 From Jennifer Winter to Everyone:  
Thank you!

13:55:26 From Olga Kroutikova to Everyone:  
Thank you

13:55:28 From Michele Fenton to Everyone:  
Thanks!