

12:51:13 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 can't see your message if you don't send it to "Everyone."

12:51:27 From Charlotte A Dunaief to Everyone:
HI All,

12:51:35 From Charlotte A Dunaief to Everyone:
Charlotte form Cornwall

12:51:58 From Elena Rosenfeld to Everyone:
Hello from Greeley, CO

12:51:58 From Gwen Haviland to Everyone:
Gwen from MCLS Lansing, Michigan

12:52:15 From Sarah Voels to Everyone:
Sarah from Cedar Rapids, IA.

12:52:15 From Wendi Rottweiler to Everyone:
Hey! Wendi Rottweiler from Woodbridge PL in NJ

12:52:16 From Mark DeSantis to Everyone:
Ello', Mark from Cheyney, PA

12:52:16 From Mohammed Ahmed to Everyone:
Hi, I am Mohammed from Kansas city Public Library

12:52:25 From Thanusa Sribalan to Everyone:
Hello, Thanusa from Toronto, ON Canada

12:52:25 From Toni Mersch to Hosts and panelists:
Hi all

12:53:01 From Lisa Tissari to Everyone:
Good afternoon! My name is Lisa Tissari and I am an online MLIS student at the University of Denver. I live in Orono, Maine. I am taking a library information systems class this quarter and this webinar looked like it will fit in with the course content so here I am!

12:53:09 From Jackie Kropp to Everyone:
Jackie Kropp, Oklahoma Department of Libraries

12:54:29 From Mohammed Ahmed to Everyone:
is this webinar recorded? My teammate asks.

12:54:50 From Gail Marsh to Everyone:
Gail Marsh from Davidson County Public Library System in Lexington N.C.

12:55:13 From PLA Webinars to Everyone:
Today's webinar is being recorded and will be freely available, typically within 1-3 business days.

12:55:24 From Mohammed Ahmed to Everyone:
Thanks

12:56:58 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 can't see your message if you don't send it to "Everyone."

12:57:39 From Ariel Caldwell to Everyone:
Hello from Vancouver, BC!

12:58:05 From Lori Forrest to Everyone:
Good Afternoon! My name is Lori Forrest. I'm a Public Library Director from Northwest Tn!

12:58:05 From Sue Pontel to Everyone:
HI from Sue, Miami, AZ!

12:58:25 From Karen Noyes to Everyone:
Good morning from Norwalk, CA!

12:58:32 From Marjorie Wesley to Everyone:
Hello from Marjorie in DeRidder, Louisiana

12:58:49 From Denise Davis to Everyone:
Hello from Allen County IN

12:58:56 From Miriam Lytle to Everyone:
It's a beautiful day in Elgin IL. Hi everyone!

12:58:57 From Cindy Yell to Everyone:
Hello from Brazoria County, Texas! (South of Houston)

12:59:17 From Lynn Holt to Everyone:
Howdy y'all, from Fort Worth!

12:59:24 From Marci Rossi to Everyone:
Hi Lynn!

12:59:26 From narinder sufi to Everyone:
Hello from Butte County, CA

12:59:41 From Lynn Holt to Everyone:
Marci!

12:59:42 From Joan Serpico to Everyone:
Hello from Joan in Moorestown, NJ

12:59:44 From Whitney Hyde to Everyone:
Greetings from Midland, TX

12:59:52 From Karen Pundsack to Everyone:
Hello from St. Cloud MN!

12:59:54 From joleen jin to Hosts and panelists:
Hi from Missoula, MT

12:59:59 From Joyce Johnson to Everyone:
Hello from Denver!

13:00:04 From Alanood to Hosts and panelists:
Hello from Oman

13:00:06 From Eric Gomez to Everyone:
Hello from Fort Lauderdale, FL

13:00:19 From Kelly Jordan to Everyone:
Hi from El Dorado County CA

13:00:19 From Bernadette Hugan to Everyone:
Bernadette from Nashville, TN

13:00:20 From Kara Cleveland to Everyone:
Hello from Indianapolis, IN

13:00:24 From Naomi Van Caillie to Hosts and panelists:
Hello from British Columbia Canada

13:00:26 From Collette Brangman to Everyone:
Hello from Bermuda

13:00:26 From Kasia Kowalska to Everyone:
Hello from New York!

13:00:27 From Bob Kosovsky to Everyone:
Hello from New York City

13:00:33 From Kate Spalding to Everyone:
Hello from Waltham, MA!

13:00:45 From Rita Shacklett to Hosts and panelists:
Rita Shacklett from Murfreesboro, TN

13:00:50 From Cesar Villa to Everyone:
Hello from Eagle Pass, Texas

13:00:54 From Chris Markley to Everyone:
Hello from Kingsport TN

13:00:58 From Lisa Tissari to Everyone:
Hi, Kate! I was born and raised on the Cape!

13:01:16 From Vanessa Lee to Everyone:
Hello from Ontario, Canada

13:01:17 From Sarah Sawicki to Hosts and panelists:
Hi from Columbia, SC!

13:01:49 From Karen Pickard-Four to Everyone:
HI FROM LAPL!

13:01:55 From Kim Tubbs-Nelson to Everyone:
Hi from Carlsbad, California.

13:02:00 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. Thanks!

13:02:01 From Christopher Larsen to Everyone:
Hello from Richmond, CA (in the East Bay).

13:02:12 From Rachel Hayes to Everyone:
Hi from Philly, Free Library of Philadelphia

13:02:14 From Estella Terrazas to Everyone:
Hello from Jackson, Wyoming!

13:02:28 From Liza Purdy to Everyone:
Hello from Santa Clarita, CA!

13:02:40 From Lynn Harris to Everyone:
Hello from Santa Clara County in California!

13:02:50 From Jenn Johnson to Everyone:
Hello from Carlsbad, CA!

13:02:51 From Celeste Moore to Everyone:
Hello from Syracuse, NY.

13:02:55 From Carolyn Oldt to Everyone:
Hi from New Jersey!

13:02:55 From Max Wirestone to Everyone:
Greetings from Tonganoxie, Kansas!

13:02:57 From Malani LaCoste to Everyone:
Hello from Irving, Texas!

13:02:57 From Nancy Levin to Everyone:
Greetings from beautiful Cleveland Ohio.

13:03:00 From Larra Clark to Everyone:
Hello from Chicago.

13:03:02 From Cindy Fesemyer to Everyone:
Hi from Madison, WI!

13:03:13 From Gretchen Pruettt to Everyone:
Hello from New Braunfels Texas - home of Wurstfest!

13:03:23 From Amy Phillips to Everyone:
Hello from Loveland, CO

13:03:24 From Edwin Rodarte Rodarte to Everyone:
Hi from Los Angeles

13:03:33 From Zahir Mammadzada to Everyone:
Good morning from San Francisco Public Library!

13:03:43 From Bethany Lanphere to Everyone:
Hello from Berthoud, CO

13:03:50 From Gordana LATINOVIC-RAUSKI to Everyone:
Good Morning from Vancouver, BC, Canada

13:03:54 From Janine Miller to Everyone:
Hello from Little Rock, AR

13:04:04 From Rebekah Cowan to Everyone:

Hello from Tulsa, OK

13:04:18 From Susan Jones to Everyone:
Greetings from Long Beach CA

13:04:21 From Elizabeth Tomev to Everyone:
Hello from Madison, WI.

13:04:28 From PLA Webinars to Everyone:
<https://librarybenchmark.org/>

13:04:30 From Jane Fisher to Everyone:
Hello from Wallingford, CT!

13:04:50 From Larra Clark to Everyone:
MEAC (Me-ack), again, is PLA's Measurement, Evaluation, and Assessment Committee!

13:05:59 From Sara Goek (PLA) to Everyone:
Email: plabenchmark@ala.org

13:06:18 From Valerie Hawkins to Everyone:
Hello from Homewood, IL!

13:10:00 From Valerie Hawkins to Everyone:
(waves to Larra Clark)

13:11:10 From Larra Clark to Everyone:
(waves furiously back to Val!)

13:12:48 From Jennifer Griswold to Everyone:
Hello from Pflugerville, TX!

13:14:24 From Kristin Baer to Everyone:
Hello from Fresno, CA! :)

13:14:50 From Garrett Kuramoto to Everyone:
good morning/afternoon from San Mateo County, CA!

13:21:06 From Malani LaCoste to Everyone:
How do we see which libraries are in our peer group?

13:21:32 From Karen Pundsack to Everyone:
When I log into our account, we are grouped with a peer group that does not seem applicable. We are clearly an outlier when looking at the benchmarks. Is there a way to adjust our peer group?

13:22:34 From Heather Shockey to Everyone:
Is this open to any library staff, or only library directors?

13:22:38 From Garrett Kuramoto to Everyone:
how many different peer groups have been identified and what's the average number of libraries in each group?

13:22:52 From Bob Kosovsky to Everyone:
+1 to Heather Shockey's question

13:22:55 From Azra Basic to Everyone:
Hi Tommy!

13:23:24 From Sara Goek (PLA) to Everyone:
Each library has a single account at the administrative entity level, but multiple people can be added as contacts

13:23:35 From Tatiana Tilly to Everyone:
I am an PNLA association member and represent a mid-sized library in Alberta, Canada. I find PNLA conferences very helpful for our library since I can relate to the same size libraries issues, and problems. I am wondering if we can have an access to the peer libraries data from Pacific Northwest for us, in Alberta, Canada to compare data? Thank you!

13:24:23 From Paul Negron to Everyone:
Thanks for the overview. How much will the subscriptions be?

13:24:24 From Melanie Huggins to Everyone:

Here's info on how peer groups were formed, how many their are, etc: <https://librarybenchmark.org/Resources>

13:25:16 From Bob Kosovsky to Everyone:

Thanks for the response Sara Goek: In these days of transparency and open access, I strongly suggest that PLA make this available for any staff member to examine. If you want more people to be involved, allow more people access to the information.

13:25:26 From Linda Hofschire to Everyone:

@Karen - you can create your own custom peer group

13:25:41 From Melanie Huggins to Everyone:

Under Interpreting the Data...But I don't know the answer @Malani LaCoste's quesiton

13:26:01 From Edwin Rodarte Rodarte to Everyone:

Is data being checked so that 0 values don't skew some of the comparative numbers?

13:26:04 From Kristi Bell to Everyone:

Too fast?

13:26:05 From Sara Goek (PLA) to Everyone:

@Bob, if you want everyone to have access, you can share the account information with staff at your library. It's up to each library how they choose to manage that

13:26:15 From Daniel Burniston to Everyone:

Is it possible to get something like a 30-day trial to the subscription version so we can try it out before purchasing?

13:26:39 From Sara Goek (PLA) to Everyone:

Subscription details can be found on the PLA website - <https://www.ala.org/pla/data/benchmark> - and in the "Getting Started" resource in Benchmark

13:26:51 From Paul Negron to Everyone:

Thank you!

13:27:08 From Heather Shockey to Everyone:

Hi, Melanie, what was the document you referred to that showed impacts made by SC Libraries? Is that online somewhere?

13:27:11 From Linda Hofschire to Everyone:

@Garrett - 63 peer groups, avg size 140 libraries, median 130

13:27:16 From Jackie Kropp to Everyone:

Ten libraries? That's interesting.

13:27:55 From Garrett Kuramoto to Everyone:

thanks, linda!

13:28:20 From Melanie Huggins to Everyone:

@HeatherShockey Email me and I'll send it to you: mhuggins@richlandlibrary.com We do that "brief" every year for our Legislators...

13:28:23 From Tommy Hamby to Azra Basic and all panelists:

Hi Azra!!!

13:28:26 From Kristen Northrup to Everyone:

Could you clarify the pricing for state library agencies? Is it really the consortium level \$3,000 per year for just the one library?

13:28:56 From Heather Shockey to Everyone:

@Melanie Huggins - thanks, will do!

13:29:02 From Buzzy Nielsen (he/him) - State Library of OR to Everyone:

PLS data has a lot of inherent limitations/problems. Did PLA take this into account when building this tool? For example: reference

statistics are collected using different methods at different libraries, so it's a challenging to compare across institutions.

13:30:18 From Sara Goek (PLA) to Everyone:

@Kristen: The consortia/group pricing is when a consortia purchases subscriptions for multiple libraries in their organization, so \$3000 covers up to 10 library subscriptions with reduced rates for additional libraries

13:30:45 From Angela Pierpaoli to Everyone:

Can you go over subscription costs again, and what is covered under subscriptions that you don't get with free access?

13:30:46 From Amy Phillips to Everyone:

Is there an opportunity to do a trial of the subscriptions before we pay for the whole package?

13:30:50 From Malani LaCoste to Everyone:

Will the survey results be displayed at the individual library level? We have some concerns about privacy and anonymity.

13:32:54 From Richard Mott to Everyone:

I can't think of specific examples off the top of my head, but it seems like there were metrics in the PLDS that are not included in the IMLS data. Is this true? Are there plans for retaining these "lost" metrics? Or were they all determined to be obsolete? Thanks!

13:33:52 From PLA Webinars to Everyone:

Have a question for our presenters? Post it here in the chat window to "Everyone." We'll address all your questions later in the webinar.

13:33:57 From Kristen Northrup to Everyone:

What would the price be to a state library agency?

13:34:53 From Brenda McKinley to Everyone:

What is the calculated critical mass of subscribing participants to enable statistical reliability of the benchmarking? Will statistical reliability data be given with the results?

13:36:18 From Dina Hussein to Everyone:

what is the link for Academic Libraries benchmark event

13:36:19 From John Dunsdon to Hosts and panelists:

Where would I find my library's benchmark survey?

13:36:41 From Daniel Slife to Hosts and panelists:

Will this replace the PLDS, or will some form of national collection for IMLS be reintroduced by PLA?

13:37:26 From Tommy Hamby to Everyone:

@Angela P. - Subscription costs: \$400 for public libraries (with up to 20% discount for completing the survey AND being an organizational PLA member). For Consortium / State Library Agency / Group: \$3000/year for up to 10 libraries, and \$200 for each additional library (10% discount for PLA org members). Corporate membership: \$1,800/year (10% discount for PLA org members).

13:38:05 From Elena Rosenfeld to Everyone:

@Dina: https://ala-events.zoom.us/webinar/register/WN_KIigXGfFT8e84XsX-0NHZQ

13:38:16 From Dina Hussein to Everyone:

Much appreciated

13:38:38 From Elena Rosenfeld to Everyone:

Glad to help! :-)

13:39:43 From Shirley Taylor to Everyone:

Do need to be a subscriber to create your own peer group?

13:39:50 From Shanshan Ming to Hosts and panelists:

Is there a way for us to see who is in the same peer group with us?

13:40:31 From STEPHEN COFFMAN to Everyone:

Are the data for the peer groups primarily derived from the IMLS data ... and if so, is there any thought of trying to make that more up to date since the IMLS data is generally at least two years old.

13:40:32 From Seana O'Grady to Hosts and panelists:

We need to know who our peers actually are

13:40:32 From Tracy Cole to Everyone:

how does benchmark differ from gale analytics?

13:40:35 From Melanie Huggins to Everyone:

To clarify: You can not see a list of the libraries assigned to your peer group as present.

13:40:48 From Gretchen Pruett to Everyone:

It would be great to know how many libraries are in each state in the peer group - funding changes dramatically from state to state

13:40:49 From Malani LaCoste to Everyone:

Thanks! I did see the peer group information in the resource tab.

13:41:10 From Ann Schoenenberger to Hosts and panelists:

Will this be a tool to help our field become more representative (instead of 87% White)? Any chance individual subscriptions are available for those who may be outside institutions?

13:41:13 From Zahir Mammadzada to Everyone:

It would be so great and useful if we could see the libraries in our peer group!

13:41:14 From Danielle Reynolds to Everyone:

I think it would be great to know whose in the peer group

13:41:24 From Karen Pundsack to Everyone:

An example of why our peer group isn't helpful - it says the total paid FTE employees for our library is 172, the peer group is 2 and the median is 4. If we can help in any way to make this make more sense, feel free to reach out to our library system.

13:41:38 From Richard Mott to Everyone:

I vote to know the libraries in the peer groups! We may want to contact each other to learn more or work together or do other research to understand differences.

13:41:41 From Cindy Fesemyer to Everyone:

Can consultants who provide strategic planning services to libraries get a login?

13:41:43 From Malani LaCoste to Everyone:

Thanks, that is reassuring about privacy.

13:42:14 From Melanie Huggins to Cindy Fesemyer and all panelists:

Always working, grl. :)

13:42:42 From Seana O'Grady to Everyone:

Will the subscription data be available in csv/Excel format for export to other analytical tools?

13:42:53 From PLA Webinars to Everyone:

Question from Tracy Cole: how does benchmark differ from gale analytics?

13:43:15 From Cindy Fesemyer to Hosts and panelists:

@Melanie: you know it! Good to "see" you today. :-)

13:43:17 From Sara Goek (PLA) to Everyone:

@Cindy: yes, please email us

13:43:34 From Sara Goek (PLA) to Everyone:

Subscription details can be found on the PLA website - <https://www.ala.org/pla/data/benchmark> - and in the "Getting Started" resource in Benchmark

13:44:37 From Zahir Mammadzada to Everyone:

Why is it that peer group list is not shared publicly with the libraries?

13:44:43 From Brigitte Lindner to Everyone:

If we wanted to create our custom peer group based on other criteria than the ones used for the general peer groups, e.g. based on income, does the Benchmark app support that, e.g. a place where we could enter min/max of a selection criterium or a % +/- range allowed to deviate from our library to flow into our custom peer group?

13:45:33 From Kasia Kowalska to Everyone:

will we still be able to get (downloadable) access to at least some of the usage etc. data at the library level?

13:45:36 From Daniel Burniston to Everyone:

Is a limited time free trial option going to be available before purchasing a subscription? The website does not mention either way.

13:45:50 From PLA Webinars to Everyone:

<https://www.ala.org/pla/data/benchmark>

13:46:20 From Kimberly Bunner to Everyone:

Should we have already received login information?

13:46:35 From Richard Mott to Everyone:

My #1 preference for PLDS over PLS is how much more quickly data came out -- seems like a year and a half faster at least -- How soon (for example) will we be able to see FY21 data?

13:46:46 From Jensen Adams to Everyone:

Any sustainability metrics? Energy, waste, water, gardens, alt fuel fleet?

13:46:49 From Harry Glass to Everyone:

for peer groups do you list the members?

13:47:12 From Kristi Bell to Everyone:

The white non-Hispanic parameter is concerning, as it seems likely to perpetuate racially driven differences, rather than give across the board comparisons that would allow a true view of what those problem areas might be.

13:47:22 From Kasia Kowalska to Everyone:

But not library-specific? (Downloading data, without the PII-sensitive parts?)

13:47:40 From Clayton Cheever to Everyone:

Is Project Outcome continuing? How is this intersecting with that work?

13:47:47 From Linda Hofschire to Everyone:

@Tracey - Gale Analytics provides information to an individual library about its community - characteristics of the people who are and aren't using the library, based on credit bureau data. The purpose of Benchmark is to compare your library to other libraries, based on the data from various surveys.

13:47:52 From Melanie Huggins to Everyone:

No @Harry. Just the criteria for how peer groups are formed. See peer groups here: <https://librarybenchmark.org/Resources>

13:49:18 From Harry Glass to Everyone:

thanks, Melanie

13:49:31 From Denise Davis to Everyone:

How are you addressing the multiple reporting periods in the comparison?

13:49:41 From Brenda McKinley to Everyone:

Thanks!

13:49:51 From Buzzy Nielsen (he/him) - State Library of OR to Everyone:

@Melanie That link requires login. Is there a way to see criteria for the peer groups without logging in?

13:50:17 From Clayton Cheever to Hosts and panelists:

thanks, that was a helpful and succinct explanation

13:51:04 From Melanie Huggins to Everyone:

So sorry @Buzzy! I'm logged in with our free login right now. If you don't have it yet, reach out to Sara.

13:51:04 From Denise Davis to Everyone:

Thank you!

13:52:04 From Tracy Cole to Everyone:

how does this differ from the IMLS data catalog

<https://www.imls.gov/research-tools/data-collection> (which is FREE?)

13:52:56 From Angela Pierpaoli to Everyone:

Just email plabenchmark@ala.org if I didn't receive a login?

13:53:15 From Sara Goek (PLA) to Everyone:

@Angela, yes, thanks!

13:54:01 From Elena Rosenfeld to Everyone:

Do you anticipate benchmark measures changing in the next 5 or so years? I'm wondering about different trends in defining success. thanks!

13:54:14 From Tracy Cole to Everyone:

ty ! hello Linda. And also how does it differ from Gale Analytics?

13:54:47 From Carly Delsigne to Everyone:

Does that census information include census designated places (a much more detailed level) or just the high level census data?

13:55:14 From Linda Hofschire to Everyone:

@Tracy - Gale Analytics provides information to an individual library about its community - characteristics of the people who are and aren't using the library, based on credit bureau data. The purpose of Benchmark is to compare your library to other libraries, based on the data from various surveys.

13:55:33 From Kristi Bell to Everyone:

No one has addressed the white non-Hispanic parameter, I am deeply concerned that this is perpetuating of racial differences. Can someone address this?

13:55:39 From Tracy Cole to Everyone:

it is exciting but for small libraries getting the funding is the challenge

13:55:41 From Malani LaCoste to Everyone:

The Community: Demographics chart is confusing. Is there more information on how to read that?

13:55:51 From Cindy Fesemyer to Everyone:

Will there be future webinars showing us how to navigate the dashboard and use it to make library decisions?

13:55:52 From Jenn Johnson to Everyone:

@Kristi Thanks for bringing this up!

13:57:30 From Daniel Burniston to Everyone:

Is there a way to easily export the charts so a library could make their own dashboard to highlight selected key stats. Or can one be made within Benchmark?

13:57:45 From Melanie Huggins to Everyone:
<https://librarybenchmark.org/Resources>

13:57:49 From Linda Hofschire to Everyone:
<https://www.ala.org/pla/data/benchmarkbriefings>

13:57:52 From Sara Goek (PLA) to Everyone:
The other resource Katina mentioned is
<https://www.ala.org/pla/data/benchmarkbriefings>

13:57:58 From Tracy Cole to Everyone:
what is the cost of benchmark?

13:58:07 From Tracy Cole to Everyone:
or who can we talk to about that?

13:58:22 From Seana O'Grady to Hosts and panelists:

In addition to needing to know who our peers are, it might be nice to have a separate webinar for us extreme outlier libraries in our official peer groups. I get that it was created in a statistically valid way, but there's no way I can present it for decision-making with us as such an outlier. I'm from Denver Public Library (peer group 9). I would like to be able to advocate for using our peer group, but at this point I can't see it being useful. Just a suggestion.

13:58:48 From Linda Hofschire to Everyone:

@Tracy - you can find subscription information on this page:
<https://www.ala.org/pla/data/benchmark>

13:59:17 From Kristi Bell to Everyone:

It's impossible to recognize differences that are driven by race if you are only comparing yourself to similarly racial libraries...

13:59:29 From Shirley Taylor to Everyone:

Does the subscription versus compared to the EDGE survey?

13:59:30 From claudia holland to Everyone:

Thanks very much!

13:59:38 From Melanie Huggins to Everyone:

Is no one going to address Kristi

13:59:42 From Jennifer Johnson-Spence to Hosts and panelists:

Thanks.

13:59:47 From PLA Webinars to Everyone:

Benchmark: Library Metrics and Trends

<https://librarybenchmark.org/>

13:59:54 From PLA Webinars to Everyone:

Just in case the post-webinar evaluation doesn't open in a browser window when you leave the webinar, here's the link:

<https://www.surveymonkey.com/r/R9RBV89>

13:59:57 From Buzzy Nielsen (he/him) - State Library of OR to Everyone:

Thank you!

13:59:58 From Ben Carter to Everyone:

Thank y'all!

13:59:59 From Gwen Haviland to Everyone:

Thank you!

14:00:01 From Dustin Goforth to Everyone:

Thank you

14:00:10 From Sara Goek (PLA) to Hosts and panelists:

Thank you all!

14:00:10 From Jennifer Griswold to Everyone:
Thank you!

14:00:19 From Cynthia Fuerst to Hosts and panelists:
Thank you for your work on this project.

14:00:25 From Elena Rosenfeld to Everyone:
@Kristi - I'm wondering if the census references is why the focus
on non-Hispanic.

14:00:26 From Valerie Hawkins to Everyone:
Thank you all! Wonderful needed new product!

14:00:30 From Elena Rosenfeld to Everyone:
Thanks everyone!

14:00:58 From Valerie Hawkins to Everyone:
Difficult enough to get all these sources working together.