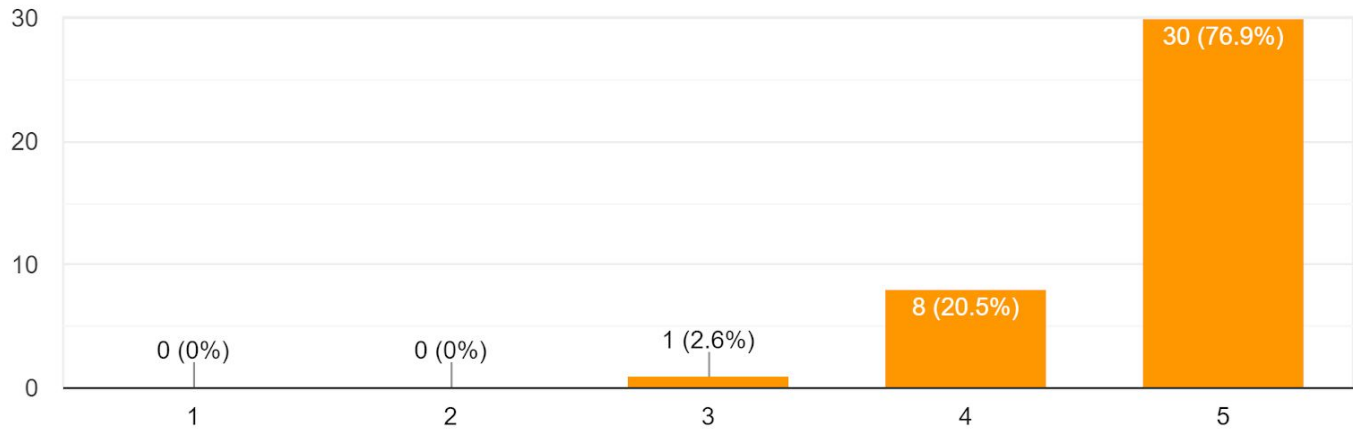


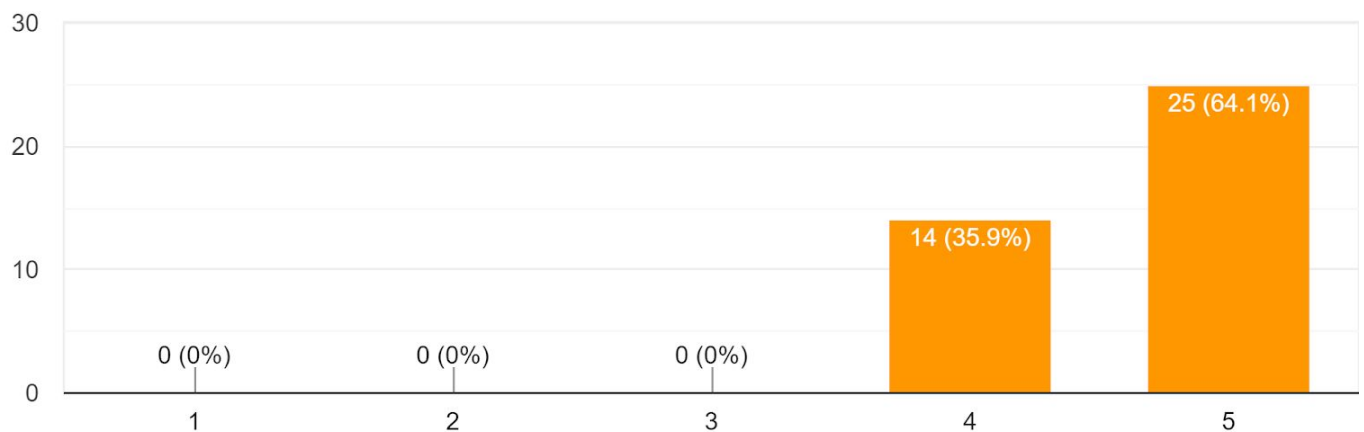
How would you rate your overall experience with the pilot program?

39 responses



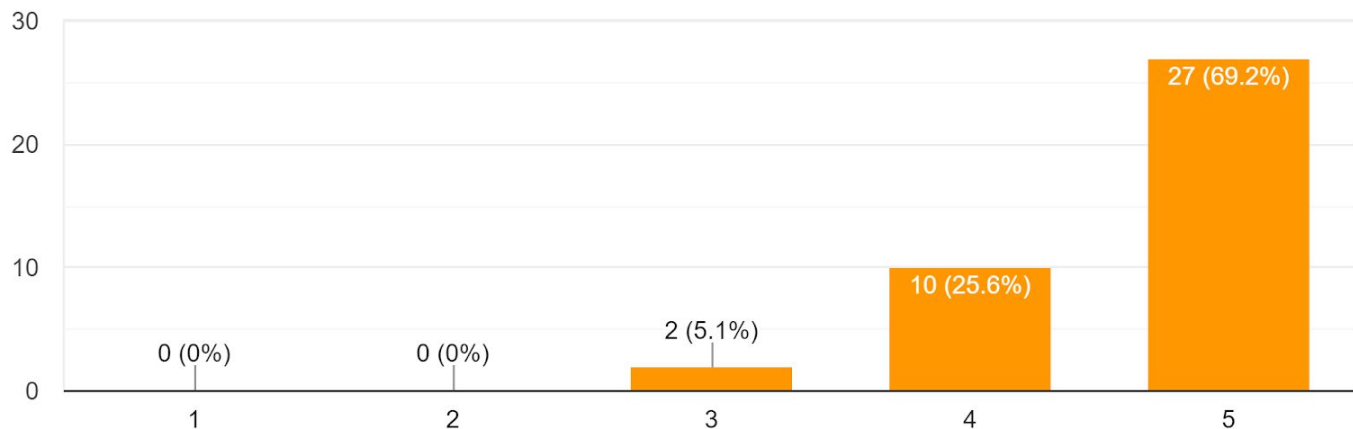
How would you rate the process, i.e. use of Technical Advisor and Toolkit workbook, for the pilot?

39 responses



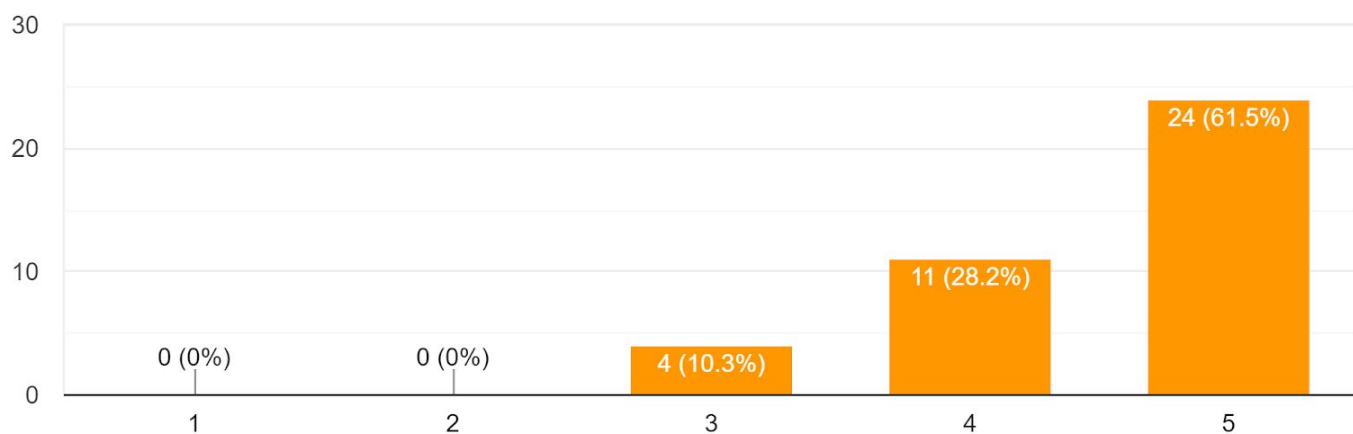
How would you rate the materials used in the pilot, i.e., Intake Survey, Toolkit, Broadband Improvement Plan

39 responses



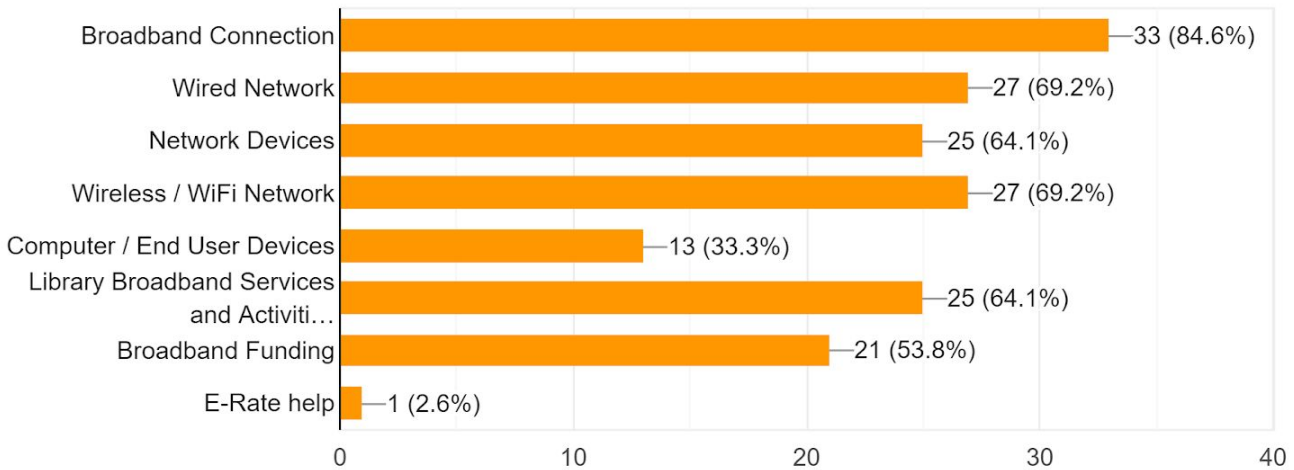
How did your participation in the pilot affect your technical understanding of your broadband information technology environment?

39 responses



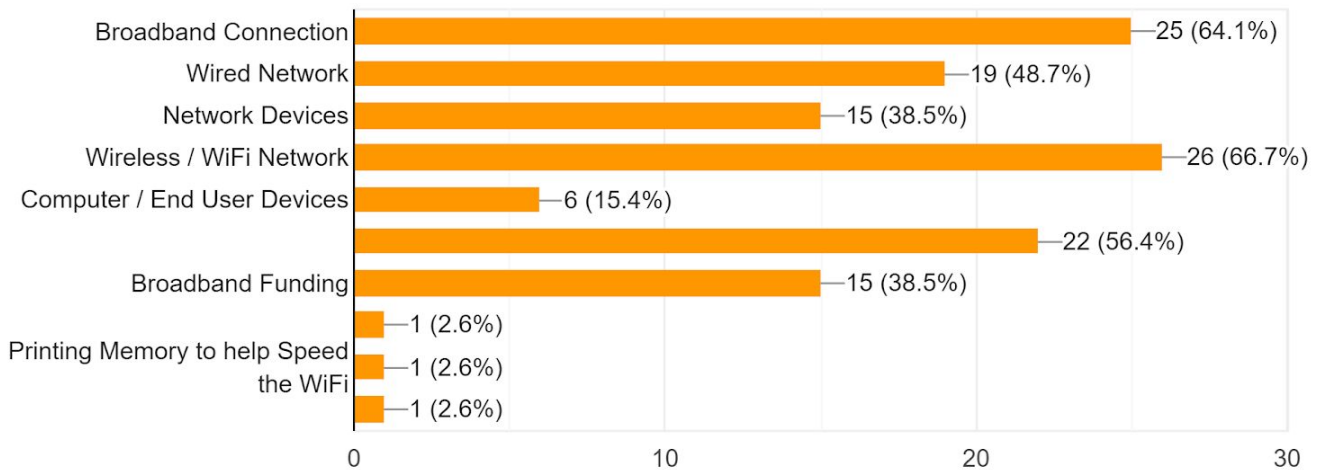
In what areas, specifically, did your knowledge increase? Choose all that apply.

39 responses



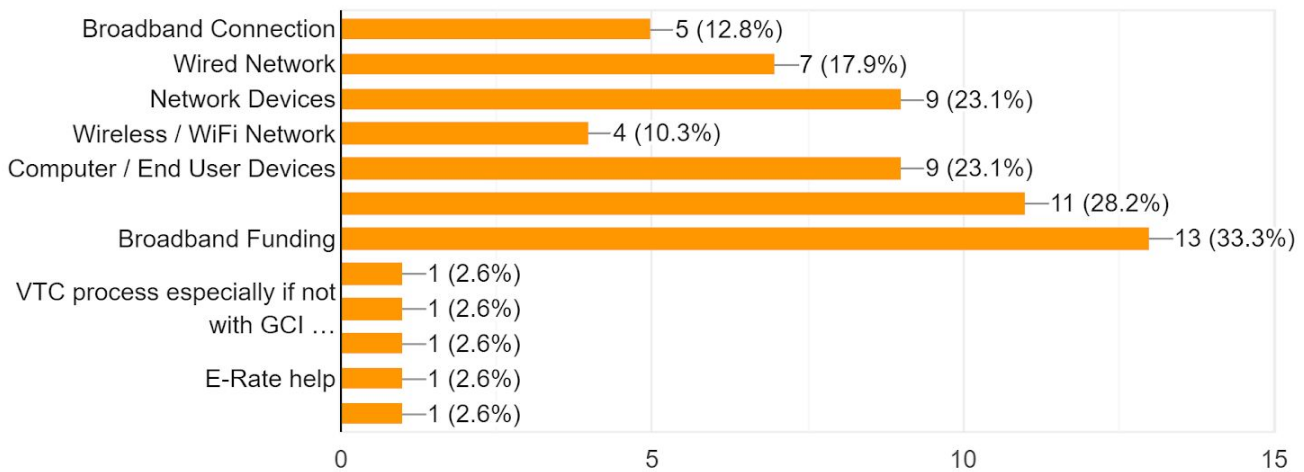
Which area(s) did you find most valuable? Choose all that apply.

39 responses



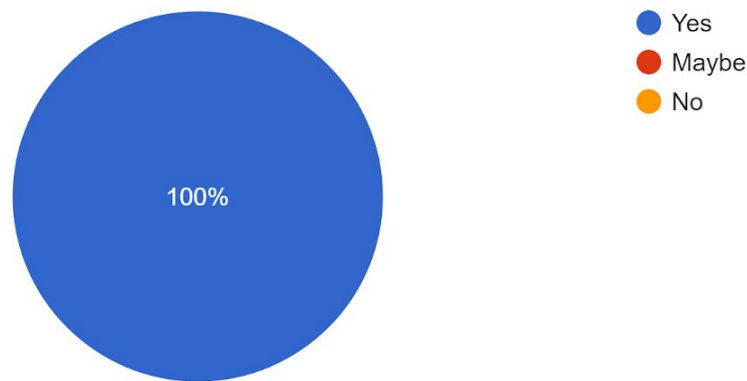
For which area(s) would you like more information or training? Choose all that apply.

39 responses



Would you recommend this pilot process to other libraries?

39 responses



What other feedback, areas for improvement, etc. do you have to make this process and its components, i.e., Toolkit, more effective?

18 responses

Some of the information was a little hard for me to grasp, because of my lack of knowledge. I was grateful for my assistant who had more training in some of the areas.

N/A

This was so much more than I expected! Learned a lot and appreciate the time spent. I think there needs to be a few questions in the toolkit about electrical situation of building and possible updating as many libraries are housed in old buildings.

None at this time.

Differentiate between reliability and quality. They are different components, but some of the questions combined them, making them seem like the same thing and that was confusing.

It was very useful.

It was a very good program.

Help with terminology for a novice like me. For example, one reason I didn't fill out the survey as soon as I read the email at home, is that I couldn't competently respond to questions 6 and 7 of this survey without reviewing the Toolkit (which I had left at the library). Without referring to the Toolkit, I couldn't define several of the 7 terms used in those questions. Like I knew I wanted to comment on learning more about the router, but I didn't know until I reviewed the Toolkit that a router its under the category "Network Devices."

Faster internet

I thought it was very effective. I most appreciated the visual diagram which pictured how internet service works, and the different steps it goes through before it gets to a computer.

I found the meeting extremely helpful. Henry and Carson were a perfect balance between friendly/causal and focused/informative. They were able to help us clear up many of our issues, especially with internet speed and services that have been negatively impacting our patrons. So far the packet seems very clear and straightforward and Ana and I are both going through it together. I also have a much better idea of which direction to go to troubleshoot and solve the remaining issues on our own. Thank you so much for taking the time to help our library.

I can't think of anything Henry and Carson were very helpful in every way. They did

not think anything we asked was stupid.

None! You guys nailed it!

I wasn't sure at first where to put my answers on the Toolkit.

No feedback on this at this time

I appreciate the action plan specifics.

I look forward to the changes in the toolkit, that Carson explained to me in our visit. I am glad this project is a work in progress.

We had done the SD Broadband project about 5 years ago so were fairly up to date on this. Had we just started this would be an ideal way to go through the system and prioritize our plan. It was still very helpful for us to update our technology plan.

Any Other Thoughts / Comments

18 responses

James and Dylan were amazing and explained everything in a way I could understand it. Thank you, you're doing great work.

I think the toolkit will be very beneficial for many libraries.

I found the onsite visit helpful, to go over our system components. I like the category breakdown in the toolkit. It will make it easier to use. I also like, and will use, the planning document.

Very professional

This survey has a technical error - On the question above, "For which areas would you like more information or training?" the instructions say to check all that apply, but the site will only allow you to select one choice.

I found the process to be very educational and helpful. I feel that I learned a huge amount about our broadband (and local network) in going through the process, and I expect to learn even more as I read through the materials you left with me. I also really appreciate having the physical printouts and sheets to refer back to and use as a reference.

I understand our broadband needs better.

Having increased bandwidth to 5 mb vs 1 mb download would be helpful for our patrons to utilize the online library features.

James and Daniel were helpful and easy to work with. Thank you!

- 1) Daniel Cornwall is an excellent instructor in that he can both explain/instruct clearly to a novice like me, AND also teach and keep it interesting for the more experienced students (we had one person at our training who has a lot of IT experience).
- 2) An unexpected benefit of the visit is that it created an opportunity for me to further develop relationships with 2 community members who volunteer at the library, and 1 co-worker who works in the City of Aniak's administrative office. I invited these 3 people to the training; it was a positive learning experience for us all and I think these 3 people are now even more motivated champions of our library.
- 3) I really liked learning about getting into our router to view usage and alter priority levels. The router seems like a very useful device that I'd like to learn more about. I'm forcing myself to get more familiar with it -- I've logged in several times since last week's toolkit training with Daniel.
- 4) It seems like using the router to designate one of our computer as "highest priority" seems to have made a positive difference. It's early to tell definitely at this point (just 8 days after we made the change), but I am monitoring the use.
- 5) I like having a hard copy of the Toolkit. I referred to it today and learned a little more. Low bandwidth libraries like mine still really need hard copies. I'll refer to it again.
- 6) Thank you for selecting our library to receive this service!

Maria and Wendy and the CEN intern whose name I can't recall were quite excellent, and explained our Internet options very well.

Carson and Cindy were very helpful assessing on spot how our service could be easily improved, and communicating it in terms that I understand. I am looking forward to utilizing the improvement plan packet, especially taking it to our city manager and council to get the necessary updates implemented!

I really can't think of a way to make the meeting have gone better than it did.
Can we keep Carson and Henry forever.

Thanks- you gentlemen were very professional, prepared and helpful!

Going through the Toolkit helped me understand my library's broadband infrastructure better and feel more confident talking about it with others.

Thank you for all your help

I also appreciated the time and patience with my basic questions. There was no attempt to make me feel "inferior" or "illiterate" in computer networking and that was very kind! The facilitator did an excellent job of making me comfortable with the process.

I was very happy to have Carson work with me and take the time to explain things over again when I explained I did not understand some of the technology.

Optional: Name and Library

21 responses

