



**Broadband Survey for Libraries in Lincoln County  
March 2014**

In May of 2013, the Lincoln County's Commissioners applied for and were awarded a competitive broadband planning grant from the Washington State Broadband Office (WSBO). The purpose of the WSBO grant program is to advance broadband deployment and adoption in Washington State, especially in rural areas. Lincoln County's award is being used to study the current service environment; to identify the services and infrastructure still needed; and then determine the smartest way to bridge the two – and we need your help. Libraries provide critical access and assistance regarding broadband.

**The goal of this assessment is to determine current use as well as barriers needing to be addressed in order to fully use broadband (high speed internet) service at your library.**

A team member from the Lincoln County Local Technology Planning Team (LCLTPT) will contact you to set a time to secure your answers to these questions. The information you provide will be kept confidential and will only be shared in summary form to reveal needs, trends, opportunities and challenges. This interview should take approximately 30 minutes. It can take place in-person; you can answer the questions during a phone call or by simply completing the survey and returning it to the Lincoln County EDC at edcmargie@centurylink.net or mail to PO Box 1304, Davenport, WA 99122.

1. How many computers does the library have available for internet use?  
For staff \_\_\_\_\_ For patrons \_\_\_\_\_

2. Is wi-fi available for use by staff and patrons while at the library?

- Yes  
 No  
 Don't know

3. How secure is your wi-fi?

- Secure  
 Not secure  
 Don't know

4. Is your wi-fi password protected?

- Yes  
 No  
 Don't know

5. When is wi-fi available to patrons?

- When library is open  
 24/7  
 Other (Please explain.) \_\_\_\_\_

6. What percent of patrons use the internet while at the library? \_\_\_\_\_

7. What do patrons use the internet for while at the library (Please select all that apply.)

- Business operations/activities
- Communications with family, friends, etc.
- Gaming
- Government or social services
- Homework
- Job search
- Online learning/distance education
- Paying bills/banking
- Purchase/sell items
- Research
- Other (Please explain.) \_\_\_\_\_

8. What does library staff use the internet for while at the work? (Please select all that apply.)

- Assisting individual patrons with computer and Internet use
- Checking books in/out
- Communications (email, social media, etc.)
- Cataloguing
- Professional development
- Research
- Training patrons
- Other (Please describe.) \_\_\_\_\_

9. What Washington State Library (WSL) resources have staff and patrons taken advantage of or plan to use? (Please select all that apply.)

- Continuing education opportunities (First Tuesday, ALA offerings, DigitalU webinars, etc.)
- Gadget Menagerie
- Grants for equipment or other services
- Microsoft IT Academy
- Technical assistance
- WSL Updates (newsletter, emails, etc.)
- Other (Please list.) \_\_\_\_\_

10. Please describe your level of satisfaction with WSL resources and identify any barriers to taking advantage of WSL resources.

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11. Was your library a recipient of ARRA funded fiber (NoaNet)?

- Yes
- No (If no, please skip to Q #15.)
- Don't know

12. Is the NoaNet fiber in use at your library?

- Yes
- No
- Don't know

13. Did you receive a Washington State Library grant to help purchase necessary equipment to use the NoaNet fiber?

- Yes
- No (If no, please explain.) \_\_\_\_\_
- Don't know

14. What is prohibiting you from using the NoaNet fiber? (Please select all that apply.)

- Nothing, our library is connected and using the NoaNet fiber. (Please skip to Q #16.)
- Lack information about what is needed to activate it
- Need funding for installation of the service
- Need funding for equipment needed to use the service (Please list needed equipment.) \_\_\_\_\_
- Need funding to pay for ongoing, monthly service
- No provider is available to support the service
- Other (Please explain.) \_\_\_\_\_

Comments:

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15. What would change if you could connect to the NoaNet fiber or another broadband service?

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16. If additional support/funding was available to increase broadband service or for other needs at your library, what would be your priorities?

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17. Would your library benefit from a county or regional library district?

- Yes
- No
- Don't know

Please explain your answer.

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18. Who is the current broadband provider for this library?

- Air-Pipe
- Asisna
- AT&T Wireless
- CenturyLink
- HughesNet
- Inland Cellular
- Odessa Office
- RitzCom
- Spectrum Online Services
- StarBand Communications
- Verizon Wireless
- Wild Blue
- Other \_\_\_\_\_

19. What type of internet connection do you use at this library?

- Dial up
- DSL
- Fiber
- Satellite
- T1
- Wireless – Cellular
- Wireless – Fixed (microwave)
- Don't know
- Other \_\_\_\_\_

20. What challenges do you have with your current internet service? (Please select all that apply.)

- Internet connection not available
- Too slow
- Unreliable
- Too expensive
- Lack of computers to use it
- Internet benefits not clear/not interested
- Other (Please specify.) \_\_\_\_\_

21. What is the speed you subscribe to? This is the speed your provider states you receive.

- Less than 768 Kbps
- Over 768 Kbps to <1.5 Mbps
- Over 1.5Mbps to <3.0 Mbps
- Over 3.0 Mbps to < 5.0 Mbps
- Over 5 Mbps to < 10 Mbps
- Over 10.0 Mbps < 50 Mbps
- Over 50.0 Mbps
- Don't know

22. To determine the broadband speed of library computers that are directly connected to the internet please go to the Washington State Broadband Office's website and take a speed test.

<http://wabroadbandmapping.org/SpeedTest.aspx>

Record both your download speed and your upload speed.

Download speed \_\_\_\_\_ Upload speed \_\_\_\_\_

23. If wi-fi service is available in your library, please use a laptop or tablet and go to the Washington State Broadband Office's website to take a speed test.

<http://wabroadbandmapping.org/SpeedTest.aspx>

Record both your download speed and your upload speed.

Download speed \_\_\_\_\_ Upload speed \_\_\_\_\_

24. How satisfied are you with your current internet service?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. How much do you pay per month for internet service?

- Less than \$50
- Between \$50 and \$100
- Between \$101 and \$200
- Over \$200
- Other \_\_\_\_\_
- Don't know

26. Do you receive e-rate funding assistance?

- Yes (If yes, how much per month.) \_\_\_\_\_
- No (If no, please explain.) \_\_\_\_\_
- Don't know

27. Have you attended an e-rate workshop?

- Yes
- Yes, but I need a refresher
- No
- No, but I would like to attend one

28. Please share any additional comments.

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Please provide your contact information in the event that staff has questions or need additional information about your responses.

Name \_\_\_\_\_

Title/role \_\_\_\_\_

Library \_\_\_\_\_

Email \_\_\_\_\_

Telephone \_\_\_\_\_

Thank you for your time and participation in this important project!