

# Public library feedback: Technology Infrastructure

On February 4, SRLAAW is holding a retreat to discuss public library system services. This retreat is part of a larger process that will lead to recommendations and action steps to address concerns about and barriers to system reconfigurations, along with addressing how systems remain effective in meeting member library needs into the future. In order to develop these recommendations and action steps, we're looking for feedback from public libraries around the state on the value of system services and what makes a strong public library system.

This is one of six surveys developed to get your feedback. This survey focuses on **technology infrastructure**, which includes system-wide technology services (networks, email, wireless, web hosting, file hosting, PC support, etc.), the components needed to support these services (PCs, servers, bandwidth/internet access), and the related support & training. Your time in completing these surveys is greatly appreciated! Please complete the surveys no later than January 25th.

## 1. Library name:

**Note: library names will not be included in the presented results, and will only be used to determine demographic qualities of the libraries responding to the survey: size of library, library system, etc.**

If not listed above, please specify your library below:

# Public library feedback: Technology Infrastructure

**2. For each of the following items, please indicate how important the system-level service is to you and your library. In some cases, your public library system may not provide that service. Please indicate your *perceived importance* of the service, whether or not your library system provides the service at this time.**

	Very important *Critical*	Moderately important	Slightly important	Not at all important
Implementing & supporting wi-fi services at individual libraries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provisioning of adequate bandwidth/internet access for libraries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing & supporting patron authentication for databases and e-content.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing technical support for PCs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assisting with accessibility of public workstations and library websites.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing general consulting and training on system technology services/PCs/networks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing & supporting website hosting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing & supporting email services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing & supporting virus protection.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing & supporting technology for internal communication: virtual meeting platforms, videoconferencing, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing assistance on purchasing of technology and replacement planning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing reports & statistics on the use of computers, wireless, and other technology services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a system for computer session reservations and management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Thinking of technology infrastructure services that your system provides well, what are one or two attributes that make these successful services?**

**4. What are one or two changes that you would make that would significantly improve the quality of technology infrastructure services from your system?**

# Public library feedback: Technology Infrastructure

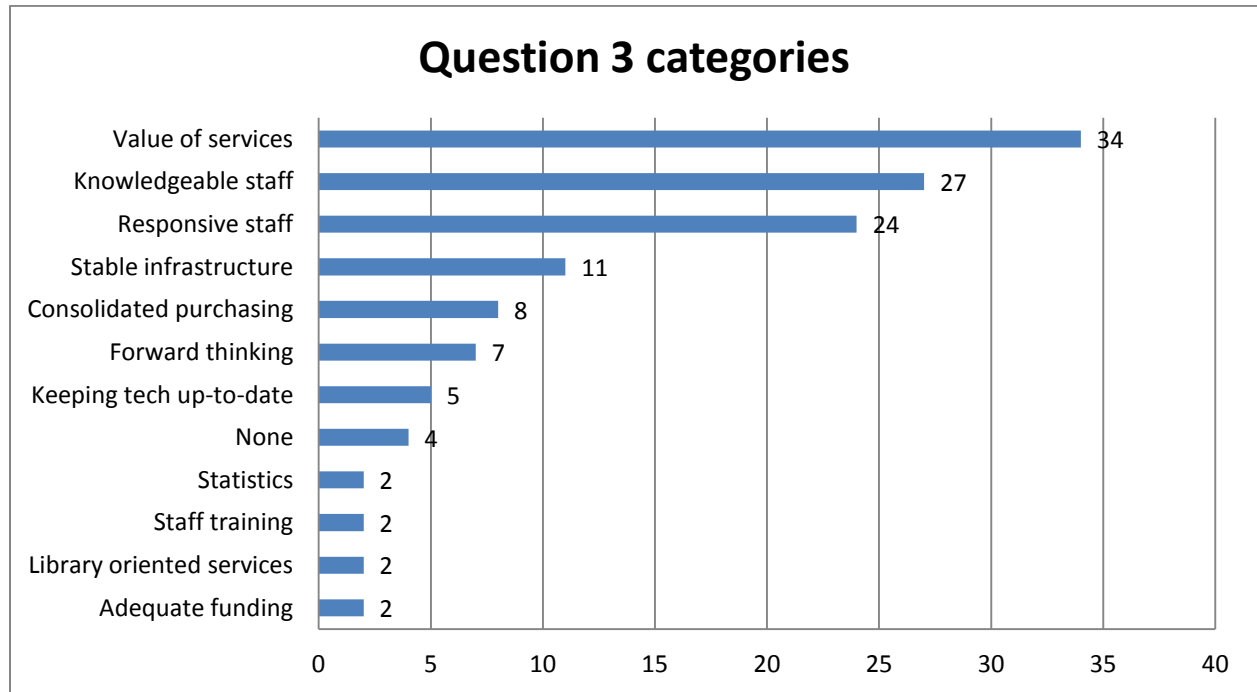
For each of the following items, please indicate how important the system-level service is to you and your library. In some cases, your public library system may not provide that service. Please indicate your perceived importance of the service, whether or not your library system provides the service at this time.

	Very important*Critical*	Moderately important	Slightly important	Not at all important	RatingCount
Implementing & supporting wi-fi services at individual libraries.	<b>73.3% (110)</b>	11.3% (17)	10.0% (15)	5.3% (8)	150
Provisioning of adequate bandwidth/internet access for libraries.	<b>90.7% (136)</b>	4.0% (6)	2.0% (3)	3.3% (5)	150
Implementing & supporting patron authentication for databases and e-content.	<b>78.1% (118)</b>	19.2% (29)	2.6% (4)	0.0% (0)	151
Providing technical support for PCs.	<b>64.2% (97)</b>	20.5% (31)	9.3% (14)	6.0% (9)	151
Assisting with accessibility of public workstations and library websites.	<b>49.3% (74)</b>	31.3% (47)	13.3% (20)	6.0% (9)	150
Providing general consulting and training on system technology services/PCs/networks.	<b>59.6% (90)</b>	27.2% (41)	7.9% (12)	5.3% (8)	151
Implementing & supporting website hosting.	<b>56.3% (85)</b>	23.8% (36)	13.2% (20)	6.6% (10)	151
Implementing & supporting email services.	<b>64.2% (97)</b>	13.9% (21)	14.6% (22)	7.3% (11)	151
Implementing & supporting virus protection.	<b>72.0% (108)</b>	13.3% (20)	10.0% (15)	4.7% (7)	150
Implementing & supporting technology for internal communication: virtual meeting platforms, videoconferencing, etc.	<b>47.7% (72)</b>	35.1% (53)	11.9% (18)	5.3% (8)	151
Providing assistance on purchasing					

of technology and replacement planning.	<b>60.9% (92)</b>	25.2% (38)	8.6% (13)	5.3% (8)	151
Providing reports & statistics on the use of computers, wireless, and other technology services.	<b>61.1% (91)</b>	28.2% (42)	7.4% (11)	3.4% (5)	149
Providing a system for computer session reservations and management.	<b>48.0% (71)</b>	20.9% (31)	21.6% (32)	9.5% (14)	148
<b>AnsweredQuestion</b>					<b>151</b>
<b>SkippedQuestion</b>					<b>1</b>

## Technology infrastructure Summary of Question 3 and Question 4

Question 3: Thinking of technology infrastructure services that your system provides well, what are one or two attributes that make these successful services?



### Descriptions of categories:

**Adequate funding:** System has enough funding to provide services

**Consolidated purchasing:** Purchasing hardware/software centrally

**Forward thinking:** Looking ahead to the next thing in technology; helping libraries to plan

**Keeping tech up-to-date:** Applying patches, updating software/hardware, etc.

**Knowledgeable staff:** Having informed and well-trained staff

**Library-oriented services:** System makes an effort to determine what the needs are of the libraries and develops services for the common good

**None:** Respondent specifically mentions that no services are applicable

**Responsive staff:** Providing timely responses to issues libraries report

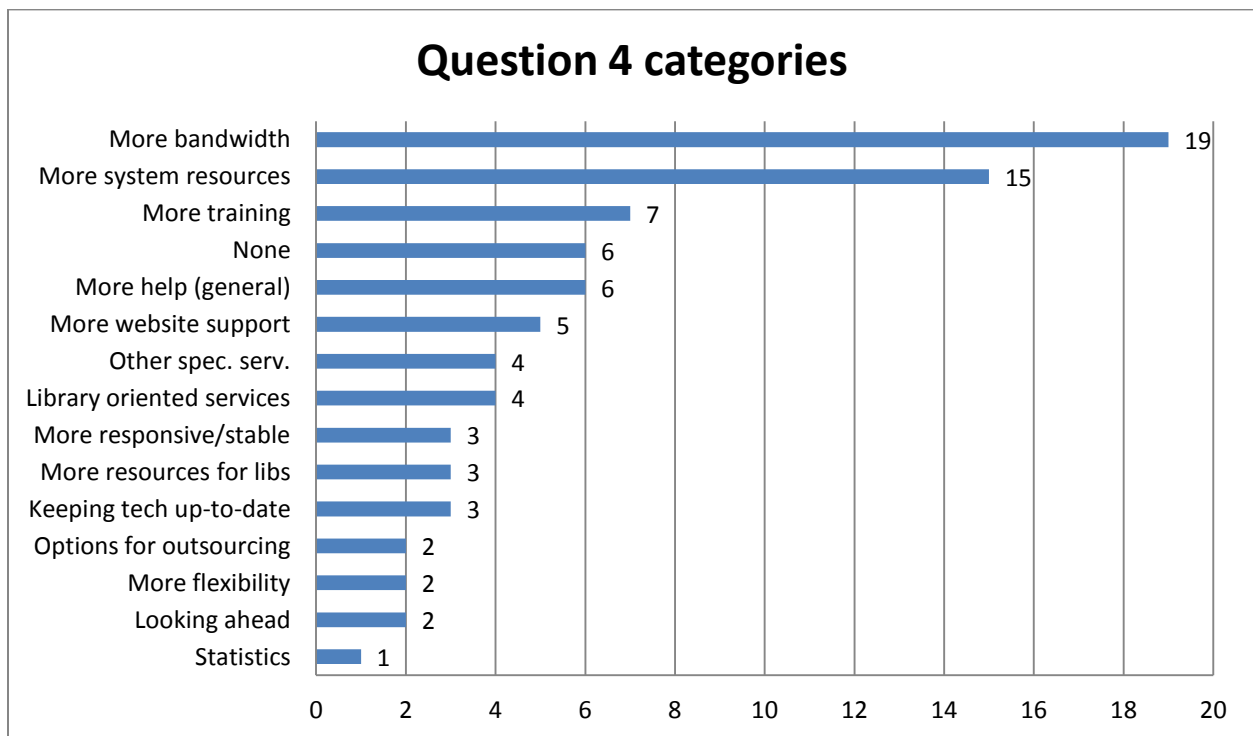
**Stable infrastructure:** Respondent stressed the importance of the network support and stability

**Staff training:** Providing training on technology to library staff

**Statistics:** Providing libraries with statistics on how services are used

**Value of services:** This question garnered a lot of “I couldn’t do it without it” and other general statements about the importance of these services

**Question 4:** What are one or two changes that you would make that would significantly improve the quality of technology infrastructure services from your system?



**Descriptions of categories:**

**Keeping tech up-to-date:** Applying patches, updating software/hardware, etc.

**Library-oriented services:** Making an effort to determine what the needs are of the libraries and develops services for the common good

**Looking ahead:** Keeping system staff up-to-date on trends; planning ahead and helping libraries to plan ahead

**More bandwidth:** Acquiring and providing more bandwidth centrally or helping libraries to acquire it locally

**More flexibility:** Allowing libraries more local customization of services

**More help (general):** Providing additional general support to libraries

**More resources for libs:** Having more funds/staff for technology at the local level

**More responsive/stable:** Providing support in a timelier manner; ensuring that systems are stable before deployment

**More system resources:** Providing additional staff or money to systems

**More training:** Providing additional training for library staff

**More website support:** Providing additional assistance with website design and maintenance

**None:** Respondent specifically mentions that they have no ideas or is not applicable

**Options for outsourcing:** Assisting libraries with finding outsourced support/assistance

**Other spec. serv.:** A variety of services were mentioned by only 1-2 respondents, so these responses are collected in this category

**Statistics:** Collecting, interpreting, and presenting data about technology services

**Q1. Thinking of technology infrastructure services that your system provides well, what are one or two attributes that make these successful services?**

1	All of these services are very important to us as a little tiny library our patrons have come to depend on our WI-FI and internet, especially in these hard economic times. [Stable infrastructure]	Jan 25, 2013 3:46 PM
2	- Very good computer support. - Strong technical staff that works well together and effectively manages many projects simultaneously. [Responsive staff] [Value of services]	Jan 25, 2013 1:58 PM
3	No opinion	Jan 25, 2013 1:56 PM
4	Accurate and detailed reporting of technology service [Statistics]	Jan 25, 2013 1:48 PM
5	knowledgeable staff funding [Knowledgeable staff] [Adequate Funding]	Jan 25, 2013 11:11 AM
6	I don't have to deal with web hosting issues, I have someone who undertands libraries able to provide tech support. [Value of services]	Jan 24, 2013 10:14 PM
7	Timing software is good because it works most of the time, and offers easily found stats [Value of services] [Statistics]	Jan 24, 2013 9:55 PM
8	Knowledgeable staff providing technology support and help. [Knowledgeable staff]	Jan 24, 2013 7:02 PM
9	Capable Staff [Knowledgeable staff]	Jan 24, 2013 6:50 PM
10	The services have a direct, positive impact on staff's ability to assist the public. The staff are better able to learn new technology and thus better serve the public. [Value of services]	Jan 24, 2013 6:30 PM
11	At this time we do not receive any technology infrastructure services from our system. [None]	Jan 24, 2013 4:38 PM
12	Really none - we facilitate locally with cooperation from our municipal IT Department. [None]	Jan 24, 2013 4:36 PM
13	GREAT IT people. [Knowledgeable staff]	Jan 24, 2013 4:00 PM
14	Once again as a small library with a Director that could not possibly have the qualified staff, enough time, or money to have the library that we do have without all the help the system provides in our technology infrastructure services. [Value of services]	Jan 24, 2013 3:57 PM
15	Dependable; Unflappable; Patient; Knowledgeable; Innovative [Responsive staff] [Knowledgeable staff] [forward thinking]	Jan 24, 2013 3:40 PM
16	Continually updating & keeping current with all technologies. [forward thinking] [Keeping tech up-to-date]	Jan 24, 2013 2:28 PM
17	System technology infrastructure is vital to all aspects of the library services we provide from circulating materials to providing online & wireless connections. [Stable infrastructure]	Jan 24, 2013 2:17 PM
18	We have two excellent and responsive technicians who have set up systems to	Jan 24, 2013 1:26 PM



**Q1. Thinking of technology infrastructure services that your system provides well, what are one or two attributes that make these successful services?**

	help us manage our public and staff networks well. [Responsive staff]	
19	Resource library's willingness to assist member library [Responsive staff]	Jan 24, 2013 1:21 PM
20	Skilled staff and a willing attitude. [Responsive staff] [Knowledgeable staff]	Jan 24, 2013 12:50 PM
21	All technical services are needed and appreciated [Value of services]	Jan 24, 2013 12:48 PM
22	Having HIEU and STEVE on staff [Value of services]	Jan 24, 2013 12:45 PM
23	Our technology has been very stable. We have been provided with alternatives to our bandwidth problems and the alternatives are working well. System provided negotiation with vendors. Yeah! [Consolidated purchasing] [Stable infrastructure]	Jan 24, 2013 12:40 PM
24	Tech support for outr PCs and hosting web pages and email. [Value of services]	Jan 24, 2013 12:14 PM
25	Provides consistency for all libraries in the system, regardless of local funding issues. Great for customer service. [Responsive staff] [Value of services]	Jan 24, 2013 12:02 PM
26	NWLS does an excellent job in helping member libraries with computer repair, replacement and use. [Value of services]	Jan 24, 2013 12:02 PM
27	They are things we would have trouble doing/supporting/affording by ourselves, like the system shared databases. [Consolidated purchasing]	Jan 24, 2013 11:54 AM
28	low costs and expert staff [Knowledgeable staff]	Jan 24, 2013 11:53 AM
29	We have Envisionware and pay for that software for computer reservations, otherwise these services are critical! Bandwidth and computer support especially. [Value of services] [Stable infrastructure]	Jan 24, 2013 11:52 AM
30	Provide email services.	Jan 24, 2013 11:44 AM
31	The IT people are skilled and intelligent. [Knowledgeable staff]	Jan 24, 2013 11:38 AM
32	Patron authentication has generally worked smoothly.	Jan 24, 2013 11:29 AM
33	A successful system service would be include personnel that has the latest in technological knowledge and ability to implement the hardware products. [Knowledgeable staff]	Jan 24, 2013 10:06 AM
34	Small libraries could not keep up without the help our system. They are priceless!! [Value of services]	Jan 24, 2013 9:59 AM
35	As a new library, we purchased and installed all our technology at one time. The system was great about helping us get that done in addition to their normal workload. PC Reservation/database authentication- they have qualified staff to do this so I don't have to hire dedicated IT staff. [Knowledgeable staff] [Value of services]	Jan 24, 2013 9:55 AM
36	Enterprise wireless has been most successful.	Jan 24, 2013 9:31 AM

**Q1. Thinking of technology infrastructure services that your system provides well, what are one or two attributes that make these successful services?**

37	Provides expertise and service to members without resources to do on their own. [Knowledgeable staff] [Value of services]	Jan 24, 2013 12:52 AM
38	supporting the internet access by balancing the needs of the larger libraries with the budget limitations of the smaller libraries. [Consolidated purchasing]	Jan 23, 2013 6:58 PM
39	technology is changing everyday and our system is on top of it, giving us the information that we need. [forward thinking]	Jan 23, 2013 6:08 PM
40	Innovative, keep up with trends to meet patron needs [Knowledgeable staff] [forward thinking]	Jan 23, 2013 5:25 PM
41	Immediate access when in need of support [Responsive staff]	Jan 23, 2013 12:59 PM
42	As stated in last question...system IT staff are very available and attentive to individual library needs. MUCH APPRECIATED! [Responsive staff]	Jan 22, 2013 4:38 PM
43	Technology support is crucial to the everyday workings of a library. Having available support and training makes everything we do possible. Having the system provide these services is the most cost and time-effective. [Value of services] [Staff Training]	Jan 22, 2013 3:28 PM
44	Good support when problems arise. Our system accesses public PCs remotely to run updates when the library is closed which saves us a lot of time. Good communication on upcoming trends/concerns. [forward thinking] [Keeping tech up-to-date] [Value of services]	Jan 22, 2013 3:23 PM
45	Generally instant or just about instant technical support for PC's. [Responsive staff]	Jan 22, 2013 2:50 PM
46	Technology support is critical to the operation of our library. Computer and network support is not available locally and the system is the provider of such services for our library. [Value of services] [Stable infrastructure]	Jan 22, 2013 2:40 PM
47	Very responsive and knowledgeable staff. Software program that allows system staff to fix many technology problems remotely. [Responsive staff] [Knowledgeable staff]	Jan 22, 2013 1:46 PM
48	system techs have good communication skills to relate well with library staff knowledgeable and patient system staff [Knowledgeable staff] [Value of services]	Jan 22, 2013 1:05 PM
49	Knowledgeable system staff who can implement and maintain the technology infrastructure and train local staff. [Knowledgeable staff] [Staff Training] [Stable infrastructure]	Jan 22, 2013 1:04 PM
50	Virus Protection High Speed Internet [Stable infrastructure]	Jan 22, 2013 12:06 PM
51	If we are having problems, they provide someone who can fix it. [Responsive staff]	Jan 22, 2013 11:42 AM
52	We do much of our own technology rather than relying on the system to provide these services. That is reflected in our answers above where many of the services are vital and important, but we do not avail ourselves of the system's	Jan 21, 2013 11:04 AM

**Q1. Thinking of technology infrastructure services that your system provides well, what are one or two attributes that make these successful services?**

	services to real those goals. [None]	
53	The MORE catalog is a well-known brand that library customers and community members understand. [Value of services]	Jan 18, 2013 11:45 AM
54	Excellent network support. [Stable infrastructure]	Jan 17, 2013 3:47 PM
55	stability, responsiveness [Responsive staff] [Stable infrastructure]	Jan 17, 2013 12:39 PM
56	We would not be able to implement & support the above without system assistance. [Value of services]	Jan 17, 2013 12:34 PM
57	A tech department that is organized and knows what it is doing. [Knowledgeable staff] [Value of services]	Jan 16, 2013 8:24 PM
58	We can usually get the help needed quickly. Their experience is an important resource and help. [Responsive staff] [Knowledgeable staff]	Jan 16, 2013 6:18 PM
59	OWLS offers services to all member libraries. OWLS is open to requests for information and treats member libraries well with A)respect B) a fast return time in responding [Responsive staff] [Library oriented services]	Jan 16, 2013 5:27 PM
60	Tech support for PCs - when we have a problem, someone is available to help out pretty quickly and can log in remotely to fix it. [Responsive staff]	Jan 16, 2013 3:38 PM
61	provide adequate bandwidth and infrastructure for is essential [Stable infrastructure]	Jan 16, 2013 2:16 PM
62	These services seem to happen without fail and without any great activity on our part. Rarely do we have an issue with connectivity nor with other upsets. [Value of services]	Jan 16, 2013 10:51 AM
63	Having the trained staff and funding to support these services. [Knowledgeable staff] [Adequate Funding]	Jan 16, 2013 10:30 AM
64	Our Tech support is amazing. [Value of services]	Jan 16, 2013 9:20 AM
65	We are the only wi-fi hotspot in this town. I couldn't supply this service without far more education in technology than I have. I also wouldn't have the clout to ensure enough bandwidth to run the ILS without the System. We need that consolidation of resources. [Knowledgeable staff] [Consolidated purchasing]	Jan 15, 2013 6:31 PM
66	assistance by phone from our system to correct immediate computer technical problems [Responsive staff]	Jan 15, 2013 2:42 PM
67	Forward thinking - Services anticipate the needs of our staff and patrons Collaborative - System provision of services helps foster communication and collaboration with other libraries and systems. [forward thinking] [Value of services]	Jan 15, 2013 1:46 PM
68	The level of knowledge, and understanding of library needs, of the techs. [Knowledgeable staff] [Library oriented services]	Jan 15, 2013 1:00 PM

**Q1. Thinking of technology infrastructure services that your system provides well, what are one or two attributes that make these successful services?**

69	Email accounts. Merging WI-FI and T-1 to expand bandwidth. Group purchases. [Consolidated purchasing]	Jan 15, 2013 11:59 AM
70	I don't know what makes them successful. To be honest, I don't want to know. I just want it to work.	Jan 15, 2013 11:46 AM
71	Having 2 staff members providing technical support means that member libraries can almost always talk to someone in technical support when they need assistance. Providing assistance on purchasing of technology and replacement planning. [Responsive staff] [forward thinking]	Jan 14, 2013 5:14 PM
72	Ease of communication with staff to fix problems Continual updating of resources, etc. [Responsive staff] [Keeping tech up-to-date]	Jan 14, 2013 4:17 PM
73	Adequate staff [Value of services]	Jan 14, 2013 3:43 PM
74	The professionalism and knowledge of the staff. [Knowledgeable staff]	Jan 14, 2013 3:17 PM
75	The library system does this stuff so I don't have to. [Value of services]	Jan 14, 2013 2:53 PM
76	SCLS technology team [Value of services]	Jan 14, 2013 2:30 PM
77	support services for the ILS	Jan 14, 2013 1:23 PM
78	Knowledgeable and creative system staff [Knowledgeable staff]	Jan 14, 2013 1:19 PM
79	There is NO way our library could function or serve our patrons without the technology infrastructure and support provided by the system. [Value of services]	Jan 14, 2013 1:06 PM
80	Top level IT knowledge is the most critical component to success in our technology infrastructure. It is absolutely essential and we are fortunate to have some outstanding people in place. [Knowledgeable staff]	Jan 14, 2013 10:28 AM
81	System allows individual libraries to work cooperatively to purchase access to needed resources and services. [Consolidated purchasing]	Jan 14, 2013 10:01 AM
82	It would be really easy for a small library to fall behind in current tech. Our system won't let that happen. :-) Which I very much appreciate. [Keeping tech up-to-date]	Jan 14, 2013 9:25 AM
83	None. We seem to have assumed that we should pitch to the lowest common denominator, waste state/system money on aspects that should be undertaken independently by libraries. [None]	Jan 14, 2013 8:44 AM
84	The technology staff provided by the ESLS is what makes our technology infrastructure great! [Value of services]	Jan 14, 2013 8:27 AM
85	availability of help! [Value of services]	Jan 13, 2013 7:42 PM
86	They are the experts, without the system we would go back to being just a reading room without technology. [Knowledgeable staff]	Jan 13, 2013 6:12 PM
87	Helping to keep us up to date on technology infrastructure services. It's	Jan 13, 2013 11:22 AM

**Q1. Thinking of technology infrastructure services that your system provides well, what are one or two attributes that make these successful services?**

	impossible for small libraries to do on their own. [Keeping tech up-to-date]	
88	quick response to questions [Responsive staff]	Jan 12, 2013 7:53 PM
89	I think Tech Infrastructure does a great job. I cant think of any improvements really. Well....it would be nice to be able to download easier....but I understand the reasonings... [Value of services]	Jan 11, 2013 6:52 PM
90	All the above is important. We rely on the system's tech support and have been grateful for all the services they provide. A small library does not have a tech staff...and having help and support with computer problems is critical to us. [Value of services]	Jan 11, 2013 5:01 PM
91	We have great access to PC support. Questions are always answered promptly and well. Ordering new computers and other technology is very easy. The staff is very knowledgeable. I don't feel that I have to worry about our computers or internet access even though I don't know a lot about technology. The system provides all of that knowledge. [Responsive staff] [Knowledgeable staff]	Jan 11, 2013 4:38 PM
92	I wrote in support of this infrastructure in the last one also. These are all critical for our library and the system is working hard in this area. Library demands can doubtless be overwhelming with the rapid changes happening in both the technical and political world. Knowledgeable and service oriented staff are a key to success [Responsive staff] [Knowledgeable staff]	Jan 11, 2013 4:34 PM
93	We have excellent technology support for our automation program, e-resources, and network. [Value of services]	Jan 11, 2013 4:16 PM
94	The attributes that make these successful -- having knowledgeable system staff to make decisions on what to purchase,etc. AND the system being able to purchase in a quantity large enough to make the price very good. But all of these things could be done by something other than the library system and for some libraries, they are provided by some other agency. [Knowledgeable staff] [Consolidated purchasing]	Jan 11, 2013 3:58 PM
95	Providing technical support for PCs Implementing and supporting website hosting	Jan 11, 2013 3:53 PM
96	Quick and accurate help from system staff. [Responsive staff]	Jan 11, 2013 3:44 PM
97	Providing the bandwidth and internet access has been important to our library. Having a technology person on system staff to advise, assist and trouble shoot computers and networks has been valuable. [Value of services]	Jan 11, 2013 3:42 PM
98	Fast and efficient help with technology problems, cooperative technology services throughout the system. [Responsive staff] [Consolidated purchasing]	Jan 11, 2013 3:36 PM
99	Our system is very responsive to our technology needs and is very good at following-up on issues. [Responsive staff]	Jan 11, 2013 3:31 PM
100	just barely sufficient WAN and Internet bandwidth. [Stable infrastructure]	Jan 11, 2013 3:18 PM

**Q1. What are one or two changes that you would make that would significantly improve the quality of technology infrastructure services from your system?**

1	Once again I feel money is a factor in the preservation of these services. [More system resources]	Jan 25, 2013 3:46 PM
2	Quick, easy access to ILS statistics for improved collection management. [Statistics]	Jan 25, 2013 1:58 PM
3	Again, sufficient funding to afford quality tech personnel. [More system resources]	Jan 25, 2013 1:56 PM
4	More accessible email services [Other spec. serv.]	Jan 25, 2013 1:48 PM
5	Hiring and keeping capable IT staff. Enough IT staff to handle needs of the system libraries with instruction and support for issues that library staff can troubleshoot. [More system resources]	Jan 25, 2013 11:56 AM
6	Increased bandwidth [More bandwidth]	Jan 25, 2013 11:11 AM
7	we need our own tech team--have been understaffed for WAY too long. they need to be savvy about new tech, such as desktop production tools. [More resources for libs] [Looking ahead]	Jan 24, 2013 10:14 PM
8	Technical support for local pcs expanded; updates more reliable [Keeping tech up-to-date] [More help (general)]	Jan 24, 2013 9:55 PM
9	None [None]	Jan 24, 2013 7:02 PM
10	They do a great job. I could use more bandwidth, but who couldn't. [More bandwidth]	Jan 24, 2013 6:50 PM
11	Provide updated schedule on computer and software replacement needs before the library's annual budget is due to the City or County. [Library oriented services]	Jan 24, 2013 6:30 PM
12	Wider bandwidth. [More bandwidth]	Jan 24, 2013 5:30 PM
13	None. System assistance is not needed. [None]	Jan 24, 2013 4:36 PM
14	I would like to have a little more freedom with updating and designing our website -- however, this is not something that I've inquired about yet so its possible that it could be arranged. As library services change and a focus on locally created content seems to be emerging, I wish that we had more server space to add things like local music, scanned local historic newspapers, etc. to our website. [More flexibility] [Other spec. serv.]	Jan 24, 2013 4:00 PM
15	Bandwidth to support continued growth. [More bandwidth]	Jan 24, 2013 2:17 PM
16	We need the system we share our ILS with to hire technical support for their own libraries, rather than rely solely on own IT professionals. I wait for the day when we will have a perfect library world in WI - one shared ILS, one library card for all library users in the state. [More system resources]	Jan 24, 2013 1:26 PM
17	Share tech support [More help (general)]	Jan 24, 2013 1:21 PM

**Q1. What are one or two changes that you would make that would significantly improve the quality of technology infrastructure services from your system?**

18	More empathy for the day-to-day operations. [Library oriented services]	Jan 24, 2013 12:50 PM
19	More assistance in making a web site using the Drupal accounts provided us. [More website support]	Jan 24, 2013 12:48 PM
20	more FUNDING! [More system resources]	Jan 24, 2013 12:45 PM
21	A number of the above services are not provided as part of our system support. We can request and pay extra for the services. Personally, I think there would be an advantage for all system libraries to have websites with help from the system. [More website support]	Jan 24, 2013 12:40 PM
22	More bandwidth. [More bandwidth]	Jan 24, 2013 12:02 PM
23	Continued support for wireless to allow for upgrades, and more PC support at no cost at the local level. [Keeping tech up-to-date] [More help (general)]	Jan 24, 2013 11:56 AM
24	Perhaps more website help. [More website support]	Jan 24, 2013 11:54 AM
25	more money [More system resources]	Jan 24, 2013 11:53 AM
26	Fast turnaround on technical support. [More responsive/stable]	Jan 24, 2013 11:44 AM
27	The IT people could be at work from 9 to 5 each day. [More responsive/stable]	Jan 24, 2013 11:38 AM
28	Webpage design assistance would be nice. Training on new versions of software would be nice as well. [More training] [More website support]	Jan 24, 2013 11:29 AM
29	A larger pool of staff with this knowledge and a larger pool of libraries to share the costs of maintaining the technology infrastructure. [More system resources]	Jan 24, 2013 10:06 AM
30	I do wish they would trust my electronic services librarian to do more- I know they have to assume that nobody knows how to do anything, but she's very good at troubleshooting and wastes a lot of time going through the "yes I turned it off and back on again". [Library oriented services]	Jan 24, 2013 9:55 AM
31	Provide equitable support for Milwaukee's needs [Library oriented services]	Jan 24, 2013 12:52 AM
32	able to afford the hardware and access lines for internet access only to our system [More resources for libs]	Jan 23, 2013 6:58 PM
33	none at this time [None]	Jan 23, 2013 6:08 PM
34	faster response time or larger bandwidth [More bandwidth]	Jan 23, 2013 12:59 PM
35	More bandwidth!!!! [More bandwidth]	Jan 22, 2013 3:28 PM
36	More web site support, and in a timely manner. [More website support]	Jan 22, 2013 2:50 PM
37	If money were no object, the system could use more personnel to support these issues at member libraries. [More system resources]	Jan 22, 2013 2:40 PM
38	Implementing fiber data lines for some libraries [More bandwidth]	Jan 22, 2013 1:46 PM



**Q1. What are one or two changes that you would make that would significantly improve the quality of technology infrastructure services from your system?**

39	More network support More tech support for individual libraries [More help (general)]	Jan 22, 2013 12:06 PM
40	More training on new devices that are coming out such as ereaders, iPads, etc. [More training]	Jan 22, 2013 11:42 AM
41	System staff with expertise in computer programming and app development. [Other spec. serv.]	Jan 21, 2013 11:04 AM
42	The migration in 2012 to a beta version of the Innovative Sierra ILS hurt the MORE catalog brand because while it was advertised as an upgrade, the system was slower for a long period and there were numerous problems that continue into 2013 that cause staff and customers to question the reliability or integrity of the new software. More quality assurance testing on the system's end may help result in a faster resolution to some of the problems we've experienced after patches and upgrades are applied. More initial input from frontline managers may have reduced some of the problems we experienced when we migrated to Sierra. [More responsive/stable]	Jan 18, 2013 11:45 AM
43	better staff training [More training]	Jan 17, 2013 12:39 PM
44	Systems could always use more staff for training and assisting web services, etc. System people are generally overworked. [More system resources]	Jan 16, 2013 8:24 PM
45	Add another IT person, so the work load can be divided. [More system resources]	Jan 16, 2013 6:18 PM
46	Virtual meetings for director's council meetings. This is currently not used (or was used once last year for a special meeting) - many small libraries do not have the budget to support mileage reimbursement for 6 meetings per year, nor the extra staff to lose the director for half of a day. Increased bandwidth - there are times when our computers are crawling. [More bandwidth] [Other spec. serv.]	Jan 16, 2013 3:38 PM
47	There really aren't any matters which need "signifcant" improvement. Many of our apparent problems with the system seem to fall under the category of "operator error." So training staff to communicate any problems more clearly and effectively to the system staff would be the need-to-improve item. [More training]	Jan 16, 2013 10:51 AM
48	No changes. [None]	Jan 16, 2013 10:30 AM
49	I would provide more instruction on how technology functions, its dangers, and its advantages. However, our IT staff is overworked just providing the basics.We need to teach the public that their taxes pay for their internet. [More training]	Jan 15, 2013 6:31 PM
50	probably updating of current technology [Keeping tech up-to-date]	Jan 15, 2013 2:42 PM
51	More involvement in local library's technology and equipment/software selection [More help (general)]	Jan 15, 2013 11:59 AM
52	Email support is unnecessary in today's world. The general consulting and assistance in purchasing equipment is nice and they do a good job to some degree, but their is a limit to what they will support and we are stuck with Dells.	Jan 15, 2013 11:46 AM



**Q1. What are one or two changes that you would make that would significantly improve the quality of technology infrastructure services from your system?**

A Mac/PC environment is possible in our school district, as it is in many, I don't see why this should be so difficult. Also, looking ahead strategically to plan for the extinction of the desktop computer would be good planning. Helping libraries get to roving reference help in the stacks with tablets, and roving circulation or self-checks would be welcomed for infrastructure assistance. OR just allowing it and being prepared to support it would be good enough. I think many libraries can figure out the logistics of how to do it, but need the tech support from the system to really achieve it. [More flexibility] [Looking ahead]

53	Provide more bandwidth for individual libraries [More bandwidth]	Jan 14, 2013 5:14 PM
54	Bandwidth? [More bandwidth]	Jan 14, 2013 4:17 PM
55	More system staff to provide these services. More bandwidth from the state to provide these services. [More bandwidth] [More system resources]	Jan 14, 2013 3:17 PM
56	Give the library system more money! [More system resources]	Jan 14, 2013 2:53 PM
57	additional staff [More system resources]	Jan 14, 2013 2:30 PM
58	Listing technology providers and costs for technology services. [Options for outsourcing]	Jan 14, 2013 1:23 PM
59	More bandwidth, faster and more reliable [More bandwidth]	Jan 14, 2013 1:19 PM
60	We need to get additional personnel in place so that our system tech people can share the load. We don't have enough IT staff and haven't for a long time. [More system resources]	Jan 14, 2013 10:28 AM
61	Find a better way to provide adequate bandwidth. We could not obtain adequate bandwidth through the system or state, even when we could afford to pay for it. We were able to obtain 10 times more bandwidth at a lower total per month cost than we could even begin to discuss through the system and state using e-rate. [More bandwidth]	Jan 14, 2013 10:01 AM
62	Staff trainings on tech could be pushed more. [More training]	Jan 14, 2013 9:25 AM
63	We should stop assuming that just by adding services, systems will become relevant. They aren't. And many of the above that is done are funded by charge backs to member libraries, not paid out of system funds. I would love to see the % of the state funds going to systems that are being used to pay for system salaries and benefits.	Jan 14, 2013 8:44 AM
64	They do a good job. [None]	Jan 13, 2013 6:12 PM
65	Need more help with technology. [More help (general)]	Jan 13, 2013 11:22 AM
66	hire another tech person at consortium level [More system resources]	Jan 12, 2013 7:53 PM
67	Nothing, they are WONDERFUL! [None]	Jan 11, 2013 5:01 PM
68	More technology training would be helpful. PC maintenance, how networking works, what does a hub do etc. [More training]	Jan 11, 2013 4:38 PM

**Q1. What are one or two changes that you would make that would significantly improve the quality of technology infrastructure services from your system?**

69	Funding for libraries in a system to all be able to update equipment to keep up with endless changes, updates and new demands - know not possible. More money invested in this area, also not likely with reduced budgets and many varied demands, but at least continued support [More resources for libs]	Jan 11, 2013 4:34 PM
70	Library system does not offer many of these services. In many cases, they outsource the services, which actually works very well. [Options for outsourcing]	Jan 11, 2013 3:58 PM
71	I would increase bandwidth for all public libraries and schools in Wisconsin. [More bandwidth]	Jan 11, 2013 3:53 PM
72	Greater bandwidth to member libraries at an affordable price. [More bandwidth]	Jan 11, 2013 3:42 PM
73	Greater bandwidth solutions for our location - limited options. [More bandwidth]	Jan 11, 2013 3:36 PM
74	Continue to communicate with the state about our need for faster internet service. [More bandwidth]	Jan 11, 2013 3:31 PM
75	significantly increase WAN and Internet bandwidth. [More bandwidth]	Jan 11, 2013 3:18 PM