To: MSL Network Advisory Council

Date: February 23, 2012

Re: MSL Broadband Technology Opportunities Program (BTOP) Public Computing
Center Grant (PCC) Update

a. **Broadband:** Philips County, Preston Hot Springs, Red Lodge Carnegie, Livingston-Park County, Parmly Billings, and Carnegie libraries upgraded their broadband speeds with BTOP funding this last quarter. The most significant upgrade was Parmly Billings, which increased to a burstable download speed of 100 mbps. They also received customer premises and network equipment to improve performance. The remaining libraries with a high need to upgrade their broadband are primarily aligning their upgrades with the filing and acceptance of their E-rate forms, which will take place over the next quarter. BTOP has hired an outside consultant to assist with E-rate filing, and BTOP staff continue to make on-site visits to assist.

Measure	Baseline	Current	Goal (6/30/2013)
% With Download Speeds > 1.5 mbps	76%	93%	86%
Average Statewide Download Speed	3.5 mbps	13.88 mbps	21 mbps

b. **BTOP Technology Training:** The BTOP Technology trainer has offered 12 technology-related webinars in the last three months. The webinars were viewed by 214 people, 53 of which viewed archived recordings. In addition, a live workshop on Freedom Scientific blind patron software was provided to 13 librarians. The BTOP technology trainer also presented to 16 people at the Teton County Extension Agency on digital media. She will facilitate a session on Twitter and Blogs at the Offline conference and is scheduled to present two workshops at the Montana Library Association conference (*Teaching with E's* and *Now That You Have Public Computers, What Do You Do With Them*?).

c. **Blog:** Mid-November, BTOP launched a training blog as a means to communicate technology training resources to libraries. Archived webinars are also posted to the blog. The site has seen roughly 1,000 visitors, with increased hits after webinars.

Views By Month	
November 2011	237
December	157
January	154
February	378

d. **Twitter:** The BTOP Technology Trainer also launched a Twitter account, @mtlibrarynext. She has posted 68 tweets, has followed 105 other twitter accounts, and is followed by 29 accounts. This account is a pilot

account to model how Twitter can be used by libraries. We expect to see more libraries with Twitter accounts after workshops are provided on Twitter.

e. **Launch Page:** MSL has reviewed the analytics from the first 3 months of the www.mtlibrarynext.org launch page. Approximately 2,100 people have viewed the site. The "Resources" and "Locations" links are the most used by the public. The most popular resources have been: book clubs and employment resources. Lewis & Clark Library posted a link to the website on their homepage, which was one of the most popular ways people are getting to the site. We saw a spike in views in early November (when we launched), followed by a spike between Christmas and New Year's Day. The site is currently undergoing changes to make the most popularly-sought information more accessible.

f. **Feasibility Study**: MSL is currently seeking responses to a limited solicitation titled "Feasibility Study and Recommendations to Sustain Montana Public Library Technology Services, and optionally, Montana School Technology Services." The final report will outline three models for sustaining public computer centers (hardware, software, broadband, staffing). Research will include the feasibility of an opt-in E-rate consortium. The final report and recommendations will be presented to the commission in August.

g. **Workstations & Wait Times**: BTOP libraries currently have 749 workstations available to the public, which exceeds our goal. This is up from 439, an increase of 310 computers. This has cut wait times in half, from 10 minutes to five.

h. **User Statistics:** Trend data shows an increase number of statewide computer users, while low numbers occur during winter months.