* Required Information

page 1

* 1. What is the official name of your library?

_____
_____

2. What is the physical address of your building?

* (a) Street Address

_____
_____

* (b) City/Town

_____
_____

* (c) Zip Code

_____
_____

3. Who is completing this survey and what is your contact information?

* (a) First Name

_____
_____

* (b) Last Name

_____
_____

* (c) Title

_____
_____

* (d) Direct Telephone #

_____
_____

* (e) Email address

_____
_____

* (f) Best way to contact you (phone or email)

_____
_____

* (g) Best day(s) and time(s) to contact you

_____
_____

4. What is your four (4) digit numerical FSCS code, if known? (Enter a value between 1 and 9999)

_____
_____

5. What is your Library Branch Code – 3 digits (if applicable and if known). For example, PA0222-333. 0222 is the main library code, and 333 is the branch code.

_____
_____

page 2

* 6. Is your library connected to a LIBRARY SYSTEM wide area network (WAN)? A wide area network is a data communications network that interconnects libraries to one another and allows them to share Internet access service.

(Select one option)	
○ Yes	Go to Page No. 3
○ No	Go to Page No. 4
○ No, but we are connected to a different regional WAN.	Go to Page No. 5

page 3

* 7. To which library system WAN is your library connected? (Select one option)

○ Adams County Library System

○ Allegheny County Library Association

○ Beaver County Library System

○ Bedford County Federated Library System

○ Berks County Public Libraries

○ Blair County Library System

○ Bradford County Library System

○ Bucks County Public Libraries

○ Butler County Federated Lib System

○ Cambria County Library System

○ Centre County Federation of Pub Libraries

○ Chester County Library System

○ Clarion County Library System

○ Crawford County Federated Library System

○ Cumberland County Library System

○ Dauphin County Library System

○ Delaware County Library System

○ Franklin County Library System

○ Free Library of Philadelphia

○ Greene County Library System

○ Lackawanna County Library System

○ Lawrence County Federated Library System

○ Lebanon County Library System

○ Lancaster County Library System

○ Luzerne County Library System

○ Lycoming County Library System

○ Montgomery County Library Network

○ Potter-Tioga County Library System

○ Schuylkill County Library System

○ Somerset County Federated Library System

○ Union County Library System

○ Washington County Library System

○ Wayne Library Authority

○ Westmoreland County Federated Library System

○ York County Library System

Branching Instructions

Follow the branching rules in the sequence given below. Jump to the page as specified in the branching rule if all the conditions specified in the rule are satisfied.

page 4

* 8. Why is your library system not connected to a library system WAN? (Select one option)

○ There is no network available.

○ The cost of participating in our library system WAN is too high.

○ The minimum amount of Internet that we could purchase from our library system is more than the amount we need.

○ Other (please specify) _____

Branching Instructions

Follow the branching rules in the sequence given below. Jump to the page as specified in the branching rule if all the conditions specified in the rule are satisfied.

Rule 1

page 5

9. Please tell us more about the WAN to which your library is connected (list UNSURE if you don't know the answer).

* (a) What is the name of the WAN to which your library is connected?
_____
_____

* (b) Who is the service provider for the WAN?
_____
_____

* (c) What is the monthly recurring charge that you pay to connect to the WAN (prior to E-rate discounts)?
_____
_____

* (d) Who is the service provider for Internet access service?
_____
_____

* (e) What is the monthly recurring charge for Internet access service (prior to E-rate discounts)?
_____
_____

page 6

* 10. How does your library connect to the Internet? (You may select multiple answers if you have more than one source of Internet access service).

☐ Dial up service   ☐ Satellite service

☐ DSL service   ☐ Microwave service

☐ ISDN service   ☐ Fiber service

☐ T-1 line   ☐ I'm not sure

☐ Cable modem

☐ Other (please specify) _____

* 11. What is the total monthly recurring charge for the Internet access service (prior to E-rate discounts)?

_____
_____

* 12. What company provides your Internet access service? Check all that apply if you use more than one company.

☐ Armstrong Cable   ☐ DQE Communications

☐ AT&T   ☐ Level 3

☐ Atlantic Broadband   ☐ Line Systems

☐ CenturyLink (Embarq)   ☐ PenTeleData

☐ ChescoNet   ☐ Sunesys

☐ Choice One   ☐ Velocity Networks

☐ Comcast   ☐ Verizon

☐ Consolidated Communications ☐ Windstream

☐ CTSI (Commonwealth)   ☐ XO Communications

☐ Other (please specify) _____

* 13. How much Internet bandwidth do you receive? (Select one option)

○ 200 kbps   ○ = or > 50 mbps and < 100 mbps

○ = or > 200 kbps and < 768 kbps   ○ = or > 100 mbps and < 200 mbps

○ = or > 768 kbps and < 1.5 mbps   ○ = or > 200 mbps and < 300 mbps

○ = or > 1.5 mbps and < 3 mbps   ○ = or > 300 mbps and < 400 mbps

○ = or > 3 mbps and < 10 mbps   ○ = or > 400 mbps and < 500 mbps

○ = or > 10 mbps and < 25 mbps   ○ = or > 500 mbps and < 1Gbps

○ = or > 25 mbps and < 50 mbps   ○ = or > 1 Gbps

○ Other (please specify) _____

```
page 7
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* 14. Do you offer Internet access service to library patrons? (Select one option)

○ Yes   Go to Page No. 8

○ No   Go to Page No. 12

```
page 8
```

* 15. How many public computer workstations are available to patrons for Internet access service?

_____
_____

* 16. During a typical day, does your library have people waiting to use its public Internet computer workstations? (Select one option)

○ Yes

○ No

○ Yes, but only during peak hours

* 17. Is your library the only free-of-charge public computer and Internet access venue in your library's serving area? (Select one option)

○ Yes

○ No

○ I'm not sure

* 18. Is there WIRELESS Internet access service available to patrons to use with their own computers/devices? (Select one option)

○ Yes

○ No

page 9

19. How many patrons use the library's WIRELESS Internet access service in a typical week? (Put an X if you do not track this information.)

(a) # of Patrons

_____
_____

page 10

* 20. Does your library loan laptop computers to patrons? (Select one option)

○ Yes

○ No

page 11

* 21. How many laptops are available for loan to patrons?

_____
_____

* 22. Does the library also loan mobile air cards with the loaned laptops so the patron has access to the Internet? (Select one option)

○ Yes

○ No

page 12

* 23. Does your library apply for E-rate discounts? (Select one option)

○ Yes

○ No

page 13

* 24. In what public school district is your library building located?

_____
_____

page 14

* 25. What is your library's E-rate discount percentage?

_____
_____

* 26. For which of the following services does your library request E-rate **funding? (Check all that apply)**

☐ Local and long distance voice phone service

☐ Cellular service

☐ WAN/Internet connectivity

☐ Webhosting service

☐ Priority 2 internal connections equipment and/or services

page 15

* 27. Would you like to receive more E-rate training? (Select one option)

○ Yes

○ No

page 16

28. In what areas would you like to receive more E-rate training? (Check all that **apply)**.

☐ Eligible services

☐ Competitive bidding

☐ Completion of forms

☐ Invoicing

☐ Document Retention and/or Audits

☐ Other (please specify) _____

page 17

29. We realize that each library may have a unique arrangement to access the Internet that is not specifically addressed in these survey questions. If that applies to your library, please describe your Internet arrangement.

_____
_____

page 18

30. Please feel free to share any broadband/Internet connectivity comments with State Librarian Stacey Aldrich

_____
_____