

## Appendix E

### Focus Group/Interview Topics

#### **Goal 1: CONNECTIVITY- Connecting Alaskans to the World Wide Web.**

*Ensure that all Alaskan residents have affordable access to the telecommunications infrastructure for the delivery of information.*

Examples of services or programs funded with LSTA or State Library matching funds: SLED, Internet connection grants, E-rate assistance.

#### **Discussion on connectivity in the community:**

- How do you connect to the Internet?
- Do families in the community have connectivity?
- Is the current level of connectivity meeting the needs of the patrons?
- How does the library connectivity compare to that of the community/school?  
(Note: speed, downtime, and equipment)
- What connectivity needs are still not met?

#### **Goal 2: INFORMATION – Access to resources through the World Wide Web.**

*Ensure that all Alaskan residents have access to the wealth of cultural, and scientific information available in print, recorded, electronic text, multimedia and emerging formats.*

Examples of services or programs funded with LSTA or State Library matching funds: Databases for Alaskans, 800# Reference Backup and ILL, cataloging special collections

#### **Discussion on Information:**

- What Internet resources are used most often?
- Do they compliment or supplant the print resources in the library?
- Has the availability of resources on the web changed the reason that patrons come to the library? How?
- How has the availability of these resources impacted your budget?
- What information needs have still not been met?

#### **Goal 3: PARTNERSHIPS - Develop regional and multi-jurisdictional service strategies.**

*Explore the potential role of community partnerships and networks in the delivery of information services and encourage innovative and multidisciplinary/multi-jurisdictional approaches to meet the informational and educational needs of Alaskan residents.*

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Examples of services or programs funded with LSTA or State Library matching funds: Network Planning grants, DRA Alliance/Other Cooperative Circulation Systems and Public Access Catalogs

**Discussion on partnership:**

- Are there opportunities for partnerships in your community? What are they? Have you taken advantage of them?
- What could the State Library or LSTA do to help develop these partnerships?
- Are there other partnerships that would be valuable to the library community?

**Goal 4: SERVICE - Improve library services to the underserved.**

*Improve library services to Alaskan residents living in urban and rural communities.*

Examples of services or programs funded with LSTA or State Library matching funds: Regional Services (the Books by Mail program)

**Discussion on underserved populations:**

- Who are the “underserved” in your community?
- What services would benefit your underserved population?
- Are there additional services that you would like to see provided to the underserved patrons

**Goal 5: ACCESSIBILITY - Services to Alaskans with special needs.**

*Improve the delivery of library services to Alaskans with special needs*

Examples of services or programs funded with LSTA or State Library matching funds: Grants for adaptive equipment such as the Aladdin reader.

**Discussion on special needs populations:**

- Have you identified community members with special needs?
- Are their library-service needs being met?
- Are additional resources needed to accommodate these patrons?

## Appendix F

### Comments from Library Surveys and Interviews

#### Connectivity - SLED

*It is a service that I am educating patrons daily. They are very pleased with it. Most are unaware of SLED.*

*Underwrote line charges - helped with support.*

*Elim does not have connectivity in the community. Library and School have the only Internet access.*

*More patrons come to the library now that it is a community school library.*

*Distance students - connectivity for more people. Ability to serve more people.*

*Card catalog online - Alaska workplace - Access has sky rocketed.*

*Sheer numbers of computers. 1 to 9 almost always in use.*

*Delivery of full text online articles.*

*Provided Internet access to all patrons.*

*From CD ROM to on-line - distance is a problem - access from where they work, no need to come to the library.*

*I don't use it.*

*Links to state economic facts/organizations are very convenient for economic students.*

*Support from staff at State Library to access information. Completing required documentation offering Internet to patrons, which is used at times more often than our books.*

*Because people can get info from their home computers - the size of the library is not important.*

*The librarian can access the public library catalog and check on the availability of a book for her teachers and sometimes for the students.*

*There is a need to broaden the number of databases and add more research databases for students to use that include biographies and photo databases.*

*This is a good tool for teaching online the searching of databases. It is also an excellent source of full text professional articles.*

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*Please excuse me, but as a new librarian, I am not aware of the above services. I have heard of SLED as a research tool, but did not know it provides Internet access free.*

*Most of my patrons do not access SLED.*

*There are a few people who use SLED, but not too many.*

*The cataloging and ILL resources are very beneficial. It is important to our library that interlibrary loan be as painless as possible because of the lack of staffing.*

*This is probably only used at the school. There is no Internet yet at the library.*

*SLED is so important that I made it the home page after other forms of Internet access became available to us.*

*There is better access to information.*

*It makes it quick and easy for us to access a variety of sites. My students can easily remember the address and use it to get to the statewide databases at home.*

*SLED has significantly improved library service in Anchorage and especially, in rural areas of Alaska by offering free, convenient, and equitable access to online electronic information resources and a portal to the Internet. This service has markedly improved the ability of the average Alaskan to gain information from libraries, government agencies, and local communities 27/7; it has saved taxpayer funds. SLED has also gained a statewide reputation for reliability and as a "safe harbor" for information age neophytes.*

*Not too many of our homes have Internet connectivity.*

*Students have access to more information that is timely and relevant. Searching is probably the most used resource in the library.*

*It is a starting place for all users.*

*Teachers at the school use SLED.*

*It is not used very much.*

*This has provided us access and ease of selection of sites and resources.*

*Students have access to more info that is credible.*

*Our students use SLED to access journal and magazine articles that are otherwise not available.*

*Used as a reference tool.*

*I operate an Elementary school library and have not used SLED much. I am aware of it and need to familiarize myself with it better so I can refer teachers and students to it.*

*Research is faster.*

*Dial-up Internet doesn't work in our village, but recently for \$50 per month plus installation costs. GCI is offering satellite connection.*

*We just got connected to the Internet and have not used SLED yet.*

*We just started using SLED for the Science Fair that the school hosted this year. Everyone was satisfied with what they found on Alaska.*

*SLED was our first connection and experience with the Internet. It has been the baseline on which all the rest was built.*

*I don't know, but we sure use it in the school library. Teachers use it to get information for continuing education classes.*

*SLED really is not used in the school at this time.*

*Not sure elementary students know about SLED. Half time classes too short to teach them*

*This makes the work easy.*

*We have used SLED for its content but do not rely upon it for Internet access.*

*It offers organized access to the catalog and related resources.*

*Patients at Alaska Native Medical Center (ANMC) are able to search for consumer health information and print the full text documents identified.*

*In our remote area our library and reference resources are small. SLED has opened doors to many resources for us.*

*It has opened up research capabilities for my upper elementary students.*

*Several years ago it was our only access. Now we use the site as a good start off reference point.*

*This ability for students to access databases in research is an opportunity they wouldn't have otherwise. My ability to access Books in Print and other helpful aids is invaluable.*

*In an isolated community, access to online journals is an absolute necessity - especially in a high school library.*

*We received Internet service at the end of November.*

*In earlier years (1994-1998) many members of our community used SLED's dial-up access. Now we have more reliable ISP's and this aspect is not as crucial. However, we do have several students who take correspondence and other distance education courses, and those in smaller communities still make use of SLED for this function.*

*I use SLED to access the information that I need.*

*This provides easy access to reliable websites and databases.*

*Curriculum support and community access.*

*Many valuable Alaska resources and links!*

*Students sometimes use it for school projects. It is the only way library users have access to magazine and journal articles.*

*It is difficult to access the full impact of SLED, particularly the dial-up access made. I personally use it almost daily. I've taught to all my classes for the past 5 years.*

*Budget has closed our school library.*

*Good Alaska Resource.*

*We do not refer our patrons to SLED very often on the other hand, databases for Alaskan is used every day.*

*These resources are more accessible to more users.*

*We are a small library with limited funds. SLED allows our students to explore and research more sources.*

*Fast and easy access to electronic resources and Alaskan Information.*

*I would personally like a link or two to more sophisticated search tools like: Ask Jeeves or better yet, refdesk.com.*

*We are adding a link to our web page.*

*Makes getting to statewide databases quicker and easier.*

*We have started to train 4th and 5th grade students in database use, information analysis, etc.*

*SLED's organized access to Alaska-specific topics has been very helpful to teachers and students doing Alaska-related research.*

*In a small community our research facilities are limited and SLED opened up many venues for students to more quickly to find information.*

*We use computer service thru school.*

*Most of our libraries could not afford these databases if they had to pay out of their budgets.*

*Easy URL to remember. User-friendly - wealth of resources. Easy access to AK databases. I constantly remind my students to start their research with SLED - an authoritative site.*

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*Most of our students are very familiar with the Internet and already use other access providers - they must be encouraged to use SLED, and usually fall back to other, more familiar sources.*

*I'm sure the public libraries use it more.*

*Provides easy access to a vast range of reliable information.*

*Quicker and easier access to much vital information for our patrons.*

*It is used as a portal for finding information about Alaska and library services.*

*Before we had the Databases for Alaskans, SLED provided important access to good sites.*

*My patrons do not use it very much.*

*Some of our patrons do not have access to University funded databases and SLED gives them free access to information resources.*

*SLED continues to be an excellent guide to Alaskan resources and Internet searching in general.*

*It is just great to go to SLED and have the needed info fast.*

*Often my patrons tell me they go through SLED to get to magazines, newspapers and more. They like using SLED in general.*

*This provides greater access to local and state resources.*

*SLED has provided a great variety of pertinent information to the staff and library patrons. We use it as a jump off point to search other databases, look in other library holdings, find information more quickly than we would otherwise be able to do, find information about Alaska in general, and more specifically state departments and current information.*

*This has provided quick a quick connection to OCLC for catalog information.*

*More Alaska information, library catalogs and OCLC online.*

*Information is powerful when you do not have it, you are not a part of the larger world community.*

*Dial-up access is not used but the SLED interface is very helpful.*

*Makes research and easy access much better - especially databases.*

*It provides a valuable research service for both staff and patrons.*

*Older students and parents use as a gateway to access information.*

*We used it at college and it was more reliable.*

*Information available on SLED is phenomenal. Links provided are very helpful at the reference desk.*

*SLED is an all-inclusive database of anything Alaskan. The information is easy to find for patrons. They're always surprised and delighted to find such a resource.*

*SLED is not used very much.*

*Students and parents have access to databases in their homes and in the school. This is a great homework helper.*

*Adults have used to apply for jobs online. Employment search.*

*Librarian and volunteers us it to help patrons.*

*Improved ILL service, new web catalog with online request option.*

*More teens use the library.*

*Children's programs use web for ideas, downloads of materials (such as coloring pages, especially seasonal.) It is hard for us to get quickly as there are no stores here.*

*Students have more speedy delivery of ILL materials electronically with equipment funded through State Library grants.*

*I can supplement my print collection with on-line use - HUGE help on limited budget.*

### **Connectivity – E-rate**

*It helps out in paying the bills.*

*USF - can now afford to use fax for ILLs.*

*The support from Della Matthis is outstanding. Her information is precise and professionally presented. She knows all the answers. Outstanding! Terrific! Marvelous!*

*Actually, Isabelle in the District office is in charge of that.*

*Della has spent innumerable hours helping us untangle the E-rate application.*

*It would be difficult perhaps impossible to provide our current level of Internet access without E-rate. Any assistance is helpful.*

*Because of our special status as a public library managed by a college, we were given misinformation by the state library. They failed to champion our case with the FCC or request assistance from Alaska senators. They allowed us to fill out our form incorrectly. We did not receive funding the first year and have not applied since. We will try again this year.*

*Perhaps Karl Kowalski has received assistance or information. He does not communicate with the library staff. (He is the District technology coordinator.)*

*Without E-rate, Internet connectivity would not be available.*

*I was told that it was for K-12 and that as a post-secondary institution, we did not qualify for this program.*

*Assistance with this complicated process is extremely helpful.*

*The State Library has provided valuable information relating to filing dated, changes from year to year, specific information about potentially tricky parts of the applications, answers to questions which are complex or baffling and provides all-around help with the process each year. It boosts one's confidence to be able to ask questions of Della, Aja etc.*

*This helped keep us within the guidelines to be successful and receive maximum funding.*

*E-rate decision making is not conducted by the school librarians in the Sitka School District. The technology director for the district makes all of those decisions.*

*At the present time we have Internet access through the school.*

*Della spent a number of hours of her time explaining E-rate basics for us. It has been extremely useful.*

*Della Matthis is a godsend. Without her very few people would have made it through all of the paperwork.*

*The E-rate forms are time consuming and difficult. I am very glad that Aja Razumny assisted me with filling out the forms.*

*We have received outstanding help from Aja Razumny and Della Matthis.*

*This does not apply to us because we are federal.*

*The school provides everything for us.*

*I doubt we could have received E-rate discounts without State Library assistance.*

*Although the E-rate is somewhat hard to file, it was a success! With this we were able to afford Internet use for the community.*

*I would not have survived without their assistance.*

*The E-rate listserv maintained by Della Matthis is a superb tool for keeping us informed on latest issues.*

*Someone has to decipher all the rules and regulation and the state Library staff does it.*

*Della and other staff are always available to clearly explain these very complicated and often cumbersome procedures.*

*Our actual E-rate application is done by our computer specialist who has additional information sources.*

*Assistance helps make it possible to provide more online resources to our students and staff.*

*The E-rate is handled by the District technology person.*

*Della is incredibly helpful in simplifying the E-rate application process and her work on the waiver has paid off in big ways for "bush" communities.*

*At the District level.*

*The E-rate process is the most aggravating arcane paperwork I've ever dealt with. Help is crucial.*

*It is a big time saver. Prevents many mistakes (probably costly.) Relieves much stress on a little library staff.*

*I don't think that I could interpret the rules and regulations and a very complex format of E-rate applications and process. (2-3 years of forms going on at the same time.)*

*Couldn't have done it without Della of State Library*

*Always helpful. Answer any question. Sometime all the information (e-mails) is overwhelming for a small library.*

*Have received E-rate to help offset cost of services.*

*Information very useful considering the complex application process. We have not applied for e-rate discounts, but information has made the process understandable.*

*The E-rate process is too time consuming and difficult for a small library to handle.*

### **Access to Information - Databases for Alaskans**

*Teachers have access to general and specialized information.*

*Community has more access to more timely information. Local government has access to more in depth information.*

*Databases for Alaskans. Individual libraries could not afford this.*

*Databases for Alaskans - small schools benefited.*

*Databases for Alaska - In special libraries this is a critical resource.*

*Internet - electronic card catalog, computers - books and materials on computer.*

*Statewide databases makes a big difference - getting service statewide frees up the schools funds to pay for other needed services.*

*Databases for Alaskans freed \$\$\$ for other services.*

*Teachers have more access to resources.*

*What a godsend for doing research in the high school setting.*

*Librarians have significant additional resources to use in assisting patrons with information requests.*

*Folks find e-mail to be a great way to keep in touch with family and friends. Their letter arrives right away and doesn't cost a stamp or a phone bill.*

*Teachers have more access to general and professional information.*

*Library is able to stockpile fewer back issues.*

*Teachers have more information to help with course preparation and their own continuing studies, also, our patrons love the full-text aspect of these databases.*

*Helps support the curriculum our teachers are trying to use!*

*Better access to information current.*

*Locate, find job out of Sand Point before leaving.*

*Provided index to our journal collection.*

### **Access to Information - 800 Number Reference and ILL**

*Fantastic Service. I use this service weekly.*

*We provide our own ILL service and almost never use those funded by the state grant. We are also quite capable of providing quality reference service.*

*ILL has made the greatest impact.*

*800 service in Anchorage is used a lot as well as Patent information from AML.*

*We do not use the 800 Reference Back-up or ILL service.*

*I am unaware of the service.*

*We do most of our ILL's between our school libraries.*

*The community asked less frequently to pay for ILL within the state.*

*Access to children's programs on the network.*

*We cannot afford a new subscription to LaserCat each year so the 800# fills in the gaps.*

*In the Anchorage community, the joint LEXICON catalog has enabled students K-12 college and university students, and the public to gain much better access to books,*

*serials, and other materials. LEXICON has been an aid in locating materials that otherwise would have been requested through ILL.*

*Our students use interlibrary loan for leisure reading.*

*I would rather develop statewide ILL procedures and availability.*

*As one of the larger libraries, we don't use the 800 reference number very much and don't find it to be very well publicized - but maybe information about it is targeted to smaller communities???*

*Glad it's available.*

*Local patrons have access to lib materials statewide - many smaller libraries to regionally located larger libraries after frustration in working w/AML.*

*We use this service only as a back-up for items we can't secure on our own. This service is VERY important to communities that don't have LaserCat.*

### **Partnerships**

*Database evaluation, Cooperative buying power. ILL direct impact.*

*Automation alliance - this has had the most impact.*

*DRA and Alliance very slow implementation. Still waiting for software!*

*LSTA grant automated and connected 12 locations and some in underserved areas.*

*Public Catalog - cooperating with the University and the public library. It has made the greatest difference in her 20 years as librarian.*

*Capital City Libraries - State Library and University Cooperative. DRA opens the door for more people to participate. Barriers reduced.*

*The Haines cooperative catalog on the web.*

*DRA Initiative - training of staff - bring in specialist to help in training.*

*Ability to have access to catalogs around the state - MARC records in ILL - summer reading programs.*

*Capital City Libraries - State library and University Cooperative DRA opens the door for more people to participate. Barriers reduced.*

### **Access for patrons with Special Needs**

*We use the special tapes for Battle of the Books.*

*Utilize the audio library in Anchorage for talking books and equipment.*

*We use Library for the Blind. Assistive funds are local.*

*No suggestions - Maybe ADA needs.*

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**Training for Connectivity, Access to Information, and Service to the Underserved**

*I was able to attend SLIM and a conference through grants. It has improved my skills in the library and the patrons have benefited.*

*This provides a better understanding of all a library has to offer.*

*DirLead has given me the opportunity to have a voice in librarianship statewide.*

*There is no opportunity for training.*

*The long-range planning has become more visionary and less reactive.*

*The computer skills help with cataloging and help patrons on the computer.*

*ILL - Aja's workshop on Databases for Alaskans. The training was valuable to the librarian.*

*New books.*

*Reference and technology training need to be available to more than Anchorage, Fairbanks, and Juneau.*

*Programs like DirLead and others, promote cooperation between types of libraries.*

*Library weeding - improved book collection.*

*A staff member was sponsored to the Stanford Institute for the 21st Century librarianship.*

*Our staff participated in the summer reading program.*

*I attended the AKLA workshops.*

*I wish there were training opportunities for school librarians.*

*There are inservices held by the district.*

*Technology training by Tracy Swain has been very helpful.*

*Attending the AkLA Conference.*

*Training about automation and library weeding.*

**Other areas where LSTA funds should be directed**

*SLIM and SLICE continued.*

*Major funding for technology. Easy to get money for equipment - not easy to get money for electricity. No construction funds! (Infrastructure)*

*DRA is too expensive to allow anyone but the largest libraries to join. Although the DRA/Alliance can serve as a clearing house, mid to small sized libraries need more support.*

*Funds to support small community libraries. Pay retired people.*

*Use grants to revitalized services and resources (collections) that declined due to decreased funding.*

*Delivery of information - digitizing existing information - example: fishery data branching out to special programs or requests.*

*Summer Programs for kids.*

*More funds to develop libraries in native villages with no libraries.*

*Need funds for remodel and new construction.*

### **Administration of LSTA funds**

*Thank You- Thank You.*

*Doing a good job - fair.*

*State Library is doing a fine job.*

*Generally well run. 98% well done.*

*Great job - great effort to do what is best for the state.*

*Handles very well - assists a broad scope of libraries. We are very happy.*

*It has been useful to my library.*

*Doing a great job!*

*Doing a good job.*

*Excellent job - for libraries of all size.*

*In general, they have handled the funds very well and disbursed them equally. Recognized special projects and provided opportunities.*

## Appendix G

Alaska Technology Associates  
3835 Helvetia Drive  
Anchorage, Alaska 99508

November 25, 2001

Dear Library Colleague:

The Alaska State Library has contracted with Alaska Technology Associates to assess the progress Alaska has made toward meeting the goals of the Library Services and Technology Act (LSTA) program. These goals are outlined in the Alaska State Plan 1998-2002. Part of this assessment is a Patron Survey.

Within the past 5 years, your library received a grant to upgrade computer equipment and/or Internet connections. To help us evaluate the overall success of these grants we need to know how your patrons perceive the impact of this grant. To do this we have developed a short patron survey and need your assistance to distribute and collect it.

This assessment is designed to be a “random sample” of the patrons who use your library. Random sampling is a basic technique where you select individuals to take the survey based on a repeatable pattern and entirely by chance.

Example: Your library has about 60 patrons a week. To get a sample of 20 patrons, you would ask every 3<sup>rd</sup> patron to take the survey. You must be completely impartial about who is given the survey. It must be every third person that walks in the door. (**NOT the first 20 people to come to the library that week.**)

Please help us by distributing the surveys in your library and return them to us by **December 15, 2001**. Your participation will help us get a complete picture of the impact LSTA funds in Alaska and assist the State Library in planning for the future. A self addressed stamped envelope has been provided for your convenience.

Thank you very much for your assistance.

Sincerely,

Mary Jennings  
Alaska Technology Associates

# Patron Survey

*Number of responses precedes each question.*

<p><b>137</b> 1. Your library received a grant to purchase or upgrade computer equipment and Internet service. Do you use the Internet in the Library?</p> <p><b>110</b> a. Yes</p> <p><b>25</b> b. No</p> <p><b>2</b> c. Not sure</p> <p><i>If answer is b or c, skip to question 5.</i></p>
<p><b>108</b> 2. To what degree has this equipment and/or Internet connection improved the services at your library?</p> <p><b>80</b> a. Significantly Improved</p> <p><b>15</b> b. Somewhat Improved</p> <p><b>3</b> c. About the Same</p> <p>d. Somewhat Diminished</p> <p>e. Significantly Diminished</p> <p><b>10</b> f. Not Sure</p>
<p><b>106</b> 3. For what purposes do you use the Internet in the library? Circle all that apply.</p> <p><b>28</b> Assistance with homework</p> <p><b>35</b> Legal or health research</p> <p>50 Consumer research</p> <p><b>16</b> Keeping up with technology</p> <p><b>69</b> Email</p> <p><b>9</b> Investing and finances</p> <p><b>33</b> Shopping</p> <p><b>17</b> Games</p> <p><b>21</b> Other:</p>

<p><b>108</b> 4. How often do you come to the library to use the Internet?</p> <p><b>18</b> Once a day</p> <p><b>43</b> Twice a week</p> <p><b>18</b> Every two weeks</p> <p><b>8</b> Once a month</p> <p><b>16</b> Less than once a month</p> <p><b>5</b> Once a week</p>
<p><b>123</b> 5. In the last five years, a number of resources have become available online. Circle any of the online resources you have used from <b>home or at the library?</b></p> <p><b>52</b> Database for Alaskans – Magazines, Newspapers</p> <p><b>40</b> Library Catalogs</p> <p><b>34</b> Encyclopedia</p> <p><b>26</b> Dictionaries</p> <p><b>11</b> Genealogy Indexes</p> <p><b>62</b> Health Information</p> <p><b>49</b> Government Information</p> <p><b>23</b> Public Records</p> <p><b>19</b> Legislative Information</p> <p><b>50</b> Maps</p> <p><b>46</b> Directories</p> <p><b>29</b> Games</p> <p><b>51</b> News Services</p> <p><b>17</b> Other:</p>

<p><b>129</b> 6. To what degree do you feel access to these resources has improved library service in your community?</p> <p><b>94</b> a. Significantly Improved</p> <p><b>21</b> b. Somewhat Improved</p> <p><b>2</b> c. About the Same</p> <p>d. Somewhat Diminished</p> <p>e. Significantly Diminished</p> <p><b>12</b> f. Not Sure</p>
<p><b>44</b> Comments:</p>          

**Please return this survey to your Librarian.**

Alaska LSTA Evaluation  
Alaska Technology Associates  
3835 Helvetia Drive  
Anchorage, AK 99508

## Appendix H

### Patron Survey Comments

**Connectivity** – Other uses of Internet in the library.

*Building Tips*

*Small business and development research*

*Research*

*Travel Information*

*Business*

*Job Search*

*Technology - IT*

*Books from other libraries*

*Research*

*News, government forms*

*Use it when out of town.*

*Assistance with lessons*

*Assist with lesson plans and purchasing school supplies*

*Chat*

*Just to learn how to use it.*

*Business*

*Library catalog*

*Research*

*Search for work materials*

*Educational material for prevention program.*

*Resources for families*

**Access to Information** – Other online resources:

*Financial Services*

*Travel information*

*Recipes*

*Email, baseball card pricing*

*Email, shopping - Amazon.com*

*General research*

*Avalanche training*

*Catalogs*

*Shopping, research*

*ARLIS*

*Pet care information*

*Shopping*

*Curriculum*

*Education sites*

*Forums*

*Videos for education*

*Resources*

**Comments:**

*The computers are heavily used at the library. A much needed service...needs to be increased.*

*I can not afford a computer so this helps a lot. The staff at the library taught me how to use the computer.*

*The iMac is not user friendly.*

*Would rather have another IBM/Windows machine for Internet use than the Mac.*

*Very good library overall.*

*Our computers are wonderful though in need of upgrading. Having access to these computers has helped me immensely in the establishment of my business. It is a wonderful resource. Thank you.*

*The library staff and volunteers do a wonderful job and are always very helpful with the computers and all the other library services.*

*The library provides a very necessary service with it's computers. Keep up the good works.*

*I intend to learn to use the computer.*

*In an isolated rural location technology is critical.*

*Thank You!*

*I will learn to use the computer. The librarian is doing a very good job.*

*Internet access has provided information we needed that would have been unavailable without it.*

*Thanks for supporting the library.*

*I think they are very, very helpful here with whatever you may need to know.*

*Keep the money flowing.*

*Sometimes sees heavy use.*

*Internet service is a major contribution to information access in our rural community.*

*It is much appreciated.*

*I use the Internet at home, but would use it at the library if I didn't have a connection.*

*Appreciate equipment and library personnel.*

*We live in a computer world and it is GREAT to have children and adults learn to use the computer so they are better able to succeed.*

*MORE!*

*The ways Internet service in this Bush community are infinite and key to continuing prosperity and economic diversity in this changing landscape.*

*New to area.*

*Gustavus has many Park employees here for 3 months to 2 years that are the main users of the library Internet. We use it for ILL requests.*

*Thanks!*

*Absolutely appreciate the service and Nate's classes on the Internet.*

*The big drawback at our library with Internet service is the inordinate amount of time our precious library volunteers and staff time is taken up with fixing, upgrading and dealing with technical problems and processing the e-rate paperwork. The leftover time for programming, book processing and purchasing, etc. is very small in comparison.*

*Please buy more books - that is what we come to the library for. Most people can access computers/Internet from home or work.*

*Since my own classroom is networked to the Internet, I use it there. All my students, however, use the Internet in the library.*

*It has been a great step forward - Hooray!!*

*My classroom has Internet service to my personal computer so I personally don't need to use the library computer.*

*I like to be able to come in sit and read, use the computer and watch movies.*

*It helps people out a lot.*

*It's all good.*

*The availability of the computer is very important to me.*

*Great Library!*

*The Internet has been in place since the end of November 2001. We are very grateful!*

*Our library is wonderful!!*

*The best service in the village.*

*I like the fact that new movies are being offered. The service is very good!*

*Great Staff!*

*I liked it better when we looked up tapes with smaller numbers.*

*Excellent resources available for professionals and for families.*

*I use the Internet at home but have not used it in the library.*