**LIBRARY BROADBAND IMPROVEMENT PLAN**

**Purpose of this Document:**

* Identify immediate (performed during Toolkit Assessment) and short-term (0-3 months) actions   
  library can take to improve broadband and related IT performance and operations.
* Identify longer term (3-12 months) actions library can take to improve broadband and related IT performance and operations.
* The technical consultant will work with the library on this plan during the site visit and the library   
  will submit it to the project team in order to track trends in action items, and identify other means   
  of support for action items, if available.
* “Sample” action items anticipated by the project are listed below.

**Directions:**

Review Toolkit Assessment workbook to identify any gaps or issues uncovered, including any recommended mitigation strategies, to help populate this Improvement Plan. Some of the potential “fixes” or mitigation strategies are identified in the Toolkit, depending on how the question was answered. Try to identify at least two short and long term actions.

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| **SHORT TERM ACTION PLAN** (0-3 MONTHS) | | | |
| **Action** | **Intended Result** | **Resources Required** | **Timeline** |
| Move WiFi router from back of library to central part | Improve throughput in library, reduce dead spots | Additional LAN cabling | One month |
| Obtain information on contract with broadband service provider, including speeds, SLAs, contract time, costs, etc. | Understand what speeds library should be seeing, calculate cost per Mbps, understand if there is recourse for missed speeds. | Name of service provider and billing name/information. | One week |

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| **LONG TERM ACTION PLAN** (3-12 MONTHS) | | | |
| **Action** | **Intended Result** | **Resources Required** | **Timeline** |
| Contract with an additional area broadband service provider and bond/combine with existing broadband capacity | Increase broadband capacity at library | Additional broadband connection and equipment to combine connection | 6 months |
| Install WiFi repeaters | Reduce dead spots, increase access to WiFi outside of library for off-hour use | WiFi repeaters | 5 months |
| Participate in E-Rate program | Obtain a subsidy for the broadband connection and inside wiring to improve broadband connections and connectivity | Support from State Library, E-Rate consultant (possibly) | 12 months |