



Edge Assessment Report for

Oshkosh Public Library

Your assessment has been completed! Congratulations on taking this exciting step toward strengthening your library's public access technology and contributing to your community's goals!

The results you find in this report, coupled with the Edge tools and training, will help you strengthen your library as well as shape your story and share the value your library offers to the community.

About this report: The following pages showcase your library's responses and results to the Edge assessment. As you review the results, remember that Edge is designed to help you set a path for continuous improvement. No matter what opportunities or challenges your library faces, Edge is a tool to use for making strategic, informed decisions about your resources and planning.

Understanding results: Results for your library are presented by three areas, and eleven benchmarks. Your results report outlines how many points your library achieved in each area based on your responses, along with a total number of points possible.

Understanding the overall score: The Edge benchmarks represent a comprehensive set of best practices from leading libraries around the country, of all sizes, related to public access technology. They are aspirational in nature, and are designed to encourage libraries to reach new levels of service. These assessment results are provided so that you can set priorities for your library that will improve the technology services you provide to your patrons. Priorities are individual to each library, and so while the maximum number of points available on the assessment is 1,000 no library is expected to achieve this score. We expect to see a wide range of scores. Whether your library scored 250 or 650, use these results to identify improvement opportunities for your library that are anchored in your library's and your community's strategic goals, a framework which may not require achievement in every benchmark.

Future reports: Following the national launch of the Edge Initiative in Spring 2014, Edge will release library comparison information along with these reports. This new release of comparative information will provide additional context for libraries, including scores in each benchmark for similar libraries, based on the population of your library service area.

Results for Oshkosh Public Library

	Benchmark	Points Achieved	Points Possible
Community Value	1. Digital literacy	50	75
	2. Digital tools and resources	80	105
	3. Meeting key community needs	80	130
	Total	210	310
Engaging the Community	4. Strategy and evaluation	95	155
	5. Strategic partnerships	5	75
	6. Sharing best practices	25	65
	Total	125	295
Organizational Management	7. Planning and policies	25	50
	8. Staff expertise	35	80
	9. Devices and bandwidth	70	135
	10. Technology management	50	90
	11. Technology inclusiveness	20	40
	Total	200	395

Your library achieved:
 50% of Level 1 Attributes
 30% of Level 2 Attributes
 10% of Level 3 Attributes

Benchmark 1

Libraries provide assistance and training with the goal of increasing the level of digital literacy in the community

1.1 The library has curricula for and provides regularly scheduled digital literacy training.

Level	Indicator	Library response	Points achieved	Points possible
1-3	Curricula and in-person classes are available in at least one library location in the following topics: Basic computer skills	Yes	15	15
	Office productivity software	Yes		
	Internet searching	Yes		
	Privacy and security	No, but plan to do so in the next year		
	Library resources	No, but plan to do so in the next year		
	Social media	Yes		
	Multi-media (e.g. photo, video, audio)	No, but plan to do so in the next year		
2	In-person training classes are available for patron-owned devices (e.g., eReaders, iPods, tablets, smartphones) in at least one library location	Yes	5	5
3	In-person technology classes are available in languages other than English in at least one library location	No, we have no plans to do so at this time	0	5

Total Points: 20 / 25 pts

1.2 The library provides individual assistance for digital literacy at all locations.

Level	Indicator	Library response	Points achieved	Points possible
1	One-on-one technology help for patrons is available on-demand for at least 10 minute sessions at all library locations	Yes	20	20
2	One-on-one technology help is available for patrons on-demand or by appointment for at least 30 minute sessions at all library locations	No, would like to but cannot at this time	0	15
2	One-on-one help is available on-demand or by appointment for patron-owned devices (e.g., eReaders, tablets, iPods, smartphones) in at least one library location	Yes	10	10
3	One-on-one help is available in languages other than English in at least one library location	No, we have no plans to do so at this time	0	5

Total Points: 30 / 50 pts

Benchmark 2

Libraries provide access to relevant digital content and enable community members to create their own digital content

2.1 The library supports the creation of digital content on public access computers.

Level	Indicator	Library response	Points achieved	Points possible
1	Patrons have the ability to retrieve data from and store data to portable devices (e.g., thumb drives, external hard drives, PDAs) while using public computers at all library locations	Yes	10	10
1	Office productivity software (e.g., word processing, spreadsheets, presentations) available at all library locations	Yes	10	10
2	Photo editing software (e.g., Photoshop, GIMP) is available in at least 50% of library locations	No, but plan to do so in the next year	0	10
3	Video/audio recording and editing software is available in at least one library location	No, but plan to do so in the next year	0	5
3	Web development software (e.g. Dreamweaver, CoffeeCup) is available in at least one library location	No, we have no plans to do so at this time	0	5

Total Points: 20 / 40 pts

2.2 The library monitors its service delivery of online content.

Level	Indicator	Library response	Points achieved	Points possible
1	Website links are checked and content is updated at least monthly	Yes	10	10
2	Library website analytics (number of website visitors, traffic types, popular pages) are reviewed at least quarterly	Yes	10	10
2	Subscription content (e.g., Ebsco databases, Freegal, Learning Express, Lynda) usage reports are reviewed at least quarterly	Yes	5	5
3	A content inventory of the library's website is performed at least annually	Yes	5	5

Total Points: 30 / 30 pts

2.3 The library provides access to information resources through its website.

Level	Indicator	Library response	Points achieved	Points possible
1	eBooks can be downloaded through the library's website	Yes	10	10
1	Audio books can be downloaded through the library's website	Yes	10	10
2	The library selects and organizes online resources to help patrons learn digital literacy skills (e.g., how-to-guides and videos, tutorials, practice activities)	Yes	5	5
2	The library offers access to online interactive language learning tools through its website (e.g. Mango, Livemocha) and/or language learning software (e.g. Rosetta Stone, Auralog)	Yes	5	5
3	The library provides real-time reference services (through short message services, instant messaging, Skype, Twitter, texting, or other interactive applications)	No, we have no plans to do so at this time	0	5

Total Points: 30 / 35 pts

Benchmark 3**Libraries provide technology resources to help patrons meet important needs related to personal goals and community priorities****3.1 The library supports use of public technology for workforce development and entrepreneurship.**

Level	Indicator	Library response	Points achieved	Points possible
1	The library selects and organizes online resources for job seeking, employment skill-building, or professional certification	Yes	10	10
1	The library selects and organizes online resources for small business development	Yes	10	10
2	The library offers access to online career testing preparation tools through its website and/or through career testing software	Yes	5	5
3	A library-organized or -hosted class for patrons on using online job-seeking, career development, and small business development resources is held at least quarterly	No, would like to but cannot at this time	0	5

Total Points: 25 / 30 pts**3.2 The library supports use of public technology for eGovernment or legal purposes.**

Level	Indicator	Library response	Points achieved	Points possible
1	The library selects and organizes online links to local, state, and federal eGovernment resources	Yes	10	10
1	The library selects and organizes online guides and instructions for identifying, finding, and using online eGovernment resources	No, would like to but cannot at this time	0	10
2	The library offers access to electronic legal and law-related research information and services through its website	No, would like to but cannot at this time	0	5
3	A library-organized or -hosted class for patrons on navigating online government resources is held at least quarterly	No, would like to but cannot at this time	0	5

Total Points: 10 / 30 pts

3.3 The library supports use of public technology for patrons pursuing educational opportunities.

Level	Indicator	Library response	Points achieved	Points possible
1	Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website	Yes	10	10
1	The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students	Yes	10	10
2	The library selects, organizes, and maintains online resources about college selection and financial aid	No, but plan to do so in the next year	0	5
2	The library offers access to education testing preparation (e.g., SAT, GRE, GMAT, TOEFL) through its website and/or educational testing software	Yes	5	5
3	The library provides proctoring of exams for online learners	No, we have no plans to do so at this time	0	5
3	A library-organized or -hosted class for patrons on using or navigating educational resources is held at least quarterly	No, would like to but cannot at this time	0	5

Total Points: 25 / 40 pts

3.4 The library supports use of public technology for health and wellness purposes.

Level	Indicator	Library response	Points achieved	Points possible
2	The library selects and organizes online resources for learning about medical conditions, procedures, prescription drugs, and healthcare providers	Yes	10	10
2	The library offers access to medical databases through its website	Yes	10	10
3	The library is a designated community access point for health and human services information assistance (211 service)	No, we have no plans to do so at this time	0	5
3	A library-organized or -hosted class for patrons on using or navigating health and wellness resources is held at least quarterly	No, would like to but cannot at this time	0	5

Total Points: 20 / 30 pts

Benchmark 4

Libraries make strategic decisions based on community priorities for digital inclusion and innovation

4.1 The library has leaders who maintain on-going relationships with community leaders.

Level	Indicator	Library response	Points achieved	Points possible
1	Library leaders attend regular meetings of local elected governing bodies (e.g., city council, county boards of supervisors, town council) that exist within their legal service area at least annually	Yes	10	10
1	A list of local media contacts is maintained and updated at least annually	Yes	5	5
2	Outreach to local media is conducted at least quarterly through one-on-one meetings, press releases, op-eds, or media events at the library	Yes	5	5
2	A presentation about library technology is made to a community group at least annually (e.g., Kiwanis, Chamber of Commerce)	Yes	5	5
2	At least one leader from a community-based organization serves on a library committee or governing board	Yes	5	5
3	At least one library representative sits on a key community board (e.g., community planning)	Yes	5	5
3	The library places information about library technology and/or digital inclusion in local media outlets at least quarterly (e.g., news or feature story, blog post, radio or TV interview)	Yes	5	5
3	The library maintains its own or participates in an ongoing community advisory body whose responsibilities include helping to develop community digital inclusion and technology plans	No, would like to but cannot at this time	0	5

Total Points: 40 / 45 pts

4.2 The library gathers feedback from the community about its public technology needs.

Level	Indicator	Library response	Points achieved	Points possible
1	An analysis of the social and economic conditions of the community is conducted as part of information gathering for strategic planning and decision making	Yes	10	10
2-3	Questions about community technology are included in a library-sponsored needs assessment survey	No, would like to but cannot at this time	0	10
	Community technology-related questions are included in a local government survey	No, we have no plans to do so at this time		
2-3	The library conducts community-representative focus groups on the community's technology needs	No, would like to but cannot at this time	0	10
	The library holds advertised forums on the community's technology needs	No, we have no plans to do so at this time		
3	The library conducts a community needs assessment for technology resources in languages other than English	No, would like to but cannot at this time	0	5
3	The library conducts a community needs assessment for technology resources for people with disabilities	No, but plan to do so in the next year	0	5

Total Points: 10 / 40 pts

4.3 The library surveys its patrons about technology use in strategic purpose areas.

Level	Indicator	Library response	Points achieved	Points possible
1-3	The library surveys patrons annually about public technology use and outcomes in the following purpose areas: Workforce development	No, would like to but cannot at this time	0	20
	eGovernment	No, would like to but cannot at this time		
	Education	No, would like to but cannot at this time		
	Health & wellness	No, would like to but cannot at this time		

Total Points: 0 / 20 pts

4.4 The library evaluates its technology programs and services.

Level	Indicator	Library response	Points achieved	Points possible
1	The effectiveness of digital literacy programs and services is evaluated annually	Yes	10	10
2	Web analytics are used to evaluate the use of online library resources annually	Yes	5	5
3	The effectiveness of outreach activities is evaluated annually	Yes	5	5
3	The effectiveness of partnerships is evaluated biennially	No, would like to but cannot at this time	0	5

Total Points: 20 / 25 pts

4.5 The library makes strategic decisions based on information about community needs and priorities.

Level	Indicator	Library response	Points achieved	Points possible
1	Digital inclusion and technology innovation goals are included in the strategic plan	Yes	10	10
2	Technology-related goals in the strategic plan are reviewed and updated annually	Yes	5	5
3	Staffing plans reflect community needs related to digital inclusion	Yes	5	5
3	Technology resources and services are aligned with community needs	Yes	5	5

Total Points: 25 / 25 pts

Benchmark 5

Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community

5.1 The library develops and maintains partnerships that amplify the library's reach, avoid duplication of effort, aid the library in planning or advocacy, or are otherwise mutually beneficial.

Level	Indicator	Library response	Points achieved	Points possible
1	The library has strategies for strengthening existing partnerships and developing new partnerships to advance digital inclusion and innovation goals	No, would like to but cannot at this time	0	10
2-3	The library engages in resource-sharing partnerships benefitting the library (with expertise, in-kind contributions, programming, or workspace) with some/all of the following: A workforce development organization	No, would like to but cannot at this time	5	10
	A local government or social service organization	Yes		
	An educational organization (K-12, community college, university)	No, would like to but cannot at this time		
	A local health & wellness organization, hospital, or other healthcare provider	No, would like to but cannot at this time		
3	Devices or space are loaned to community organizations for technology-related training classes in the library	No, we have no plans to do so at this time	0	10
3	Mobile training equipment is maintained to support library-sponsored technology training located in partner facilities	No, we have no plans to do so at this time	0	5
3	The library collaborates on grant or other funding opportunities with a community organization	No, we have no plans to do so at this time	0	10

Total Points: 5 / 45 pts

5.2 The library engages in technology outreach activities.

Level	Indicator	Library response	Points achieved	Points possible
1	A list of community organizations is maintained to help distribute materials about library technology services	No, would like to but cannot at this time	0	10
1	A list of community organizations that offer technology services and resources is maintained to easily refer community members in the event additional services are needed	No, would like to but cannot at this time	0	10
2	The library tracks emerging technology trends and applications in the community (e.g., new eGovernment portals, community technology centers, technology programs, etc.)	No, would like to but cannot at this time	0	5
3	The library maintains a plan to provide technology services to the community in the event of a disaster or other emergency	No, would like to but cannot at this time	0	5

Total Points: 0 / 30 pts

Benchmark 6

Libraries support continuous improvement in public access technology services by sharing expertise & best practices with other digital inclusion organizations

6.1 The library participates in a community of practice and shares public access technology knowledge, resources, and other tools.

Level	Indicator	Library response	Points achieved	Points possible
1	Existing resources are used to help improve library technology management and public services (e.g., TechSoup, WebJunction, Edge)	Yes	10	10
1	The library participates in peer learning through technology programs sponsored by a state library, consortium, library association, or other organization	Yes	10	10
2-3	Training resources and curricula are shared with other libraries or community-based organizations	No, would like to but cannot at this time	0	10
	Network management policies and practices are shared with other libraries or community-based organizations	No, would like to but cannot at this time		
3	At least one technology-related presentation is made by library staff at formal professional gatherings (in-services, conferences, webinars) annually	No, would like to but cannot at this time	0	5
3	The library participates in or facilitates a technology mentorship program that pairs library staff with more experienced or knowledgeable mentors involved in managing library technology and public technology access	No, we have no plans to do so at this time	0	5
3	The library has a collection of technology devices that it loans out for staff development and programming purposes	Yes	5	5
	The library hosts a dedicated development environment to allow library staff to experiment with new applications and online environments	No, but plan to do so in the next year		

Total Points: 25 / 45 pts

6.2 The library conducts surveys to gather feedback about library technology.

Level	Indicator	Library response	Points achieved	Points possible
1	The following questions are included in an annual survey: Patron satisfaction with library technology	No, would like to but cannot at this time	0	10
2	Personal importance of library technology	No, would like to but cannot at this time	0	5
3	Importance of library technology to others in the community	No, would like to but cannot at this time	0	5

Total Points: 0 / 20 pts

Benchmark 7**Libraries integrate public access technology into planning and policies****7.1 The library maintains technology and patron data management policies.**

Level	Indicator	Library response	Points achieved	Points possible
1	The library has a hardware replacement plan with a 3-5 year refresh cycle	Yes	10	10
1	The library has a software upgrade plan with a 3-5 year refresh cycle	No, but plan to do so in the next year	0	10
1	Practices for updating to current versions of Internet browsers, web applications, and plug-ins (e.g., Java, PDF, Flash, Shockwave, Windows Media Player) are included in a technology management plan	No, but plan to do so in the next year	0	10
1	Practices to ensure the security of patron data, including at least clearing online session data from public computers and procedures for handling sensitive information, are included in a patron privacy plan	Yes	10	10
2	Network security practices for timely application of updates and patches are included in a technology management plan	No, but plan to do so in the next year	0	5
2	Processes for system recovery are included in a technology management plan to ensure continuity of services in the event of catastrophic technology failure	Yes	5	5

Total Points: 25 / 50 pts

Benchmark 8

Libraries have sufficient staff with technology expertise to help patrons achieve their goals

8.1 The library provides staff with work time to engage in technology related learning activities.

Level	Indicator	Library response	Points achieved	Points possible
1	All public services staff are allowed work time to engage in technology-related learning activities such as webinars, online tutorials, or classes	Yes	10	10
1	All public services staff are allowed work time for hands-on learning with new devices, software, or other technology	Yes	10	10
2-3	All staff are provided the opportunity to attend annual training during work time from experts in the following areas: Workforce development	Yes	5	5
	eGovernment	Yes		
	Education	Yes		
	Health & wellness	Yes		
2	Key staff are cross-trained to perform technology-related duties	No, but plan to do so in the next year	0	5
3	Key staff are provided the opportunity to attend training in the creation of digital content during work time	No, but plan to do so in the next year	0	5
3	Key staff are provided the opportunity to attend training in instructional design and techniques during work time	No, but plan to do so in the next year	0	5

Total Points: 25 / 40 pts

8.2 Library staff assigned to assist patrons are responsible for maintaining technology competencies.

Level	Indicator	Library response	Points achieved	Points possible
1	Job descriptions for public services staff contain technology competencies and responsibilities	No, but plan to do so in the next year	0	10
2	Annual evaluations for public services staff include review of technology related performance	Yes	5	5
3	Annual goal setting for public services staff includes expectations for technology performance	Yes	5	5

Total Points: 10 / 20 pts

8.3 Staff assigned to assist patrons are able to answer patrons' technology questions.

Level	Indicator	Library response	Points achieved	Points possible
1	100% of public services staff are able to assist patrons with basic technology questions	No, but plan to do so in the next year	0	10
2	25% of public services staff in each location are able to assist patrons with intermediate technology questions	No, but plan to do so in the next year	0	5
3	10% of public services staff in each location are able to assist patrons with advanced technology questions	No, but plan to do so in the next year	0	5

Total Points: 0 / 20 pts

Benchmark 9

Libraries have sufficient devices and bandwidth to accommodate user demand

9.1 The library has a sufficient number of device hours available on a per capita basis.

Level	Indicator	Library response	Points achieved	Points possible
1-3	Device hours available per capita	1.35 device hours per capita	0	30

Total Points: 0 / 30 pts

9.2 The library meets or exceeds the minimum bandwidth capacity necessary to support public user demand.

Level	Indicator	Library response	Points achieved	Points possible
1-3	Bandwidth capacity	Level 3	30	30

Total Points: 30 / 30 pts

9.3 The library assures adequate time for patrons to complete tasks.

Level	Indicator	Library response	Points achieved	Points possible
1	Library has session management software	Yes	5	5
1	Library staff are empowered to extend public access sessions	Yes	10	10
1	The wireless network signal extends to all public areas of the library at all locations	No, but plan to do so in the next year	0	10
2-3	Some public access terminals are designated with extended session periods	No, we have no plans to do so at this time	0	5
	Internet-enabled devices with extended session periods are loaned within the library	No, but plan to do so in the next year		
3	Internet-enabled devices are loaned for use outside the library	No, we have no plans to do so at this time	0	5

Total Points: 15 / 35 pts

9.4 The library provides peripheral equipment that enables patrons to complete tasks.

Level	Indicator	Library response	Points achieved	Points possible
1	Headphones are available to loan to patrons	Yes	10	10
1-3	Patron needs for privacy while conducting sensitive transactions are accommodated through at least one of the following: Installing privacy screens for computer monitors	No, we have no plans to do so at this time	0	5
	Placing computer monitors so they can't be viewed by other patrons	No, we have no plans to do so at this time		
	Installing partitions between workstations	No, we have no plans to do so at this time		
	Having public computers in private rooms	No, we have no plans to do so at this time		
2	Patrons are able to scan documents into digital formats	No, but plan to do so in the next year	0	5
2	Wireless-enabled printers are available for patron owned devices	Yes	5	5
3	Video conferencing equipment is available for public use	No, we have no plans to do so at this time	0	5
3	Presentation equipment (e.g., projector, microphone, etc.) is available for public use	Yes	5	5
3	Multimedia production equipment (e.g. digital cameras, audio recorders, video cameras) is available for public use	Yes	5	5

Total Points: 25 / 40 pts

Benchmark 10

Libraries manage their technology resources to maximize quality

10.1 The library actively manages Internet connectivity.

Level	Indicator	Library response	Points achieved	Points possible
1	The library knows the maximum available bandwidth speed available at each location	Yes	5	5
1	Speed tests are performed on public computers to compare advertised and actual bandwidth speed	No, we have no plans to do so at this time	0	5
1	Alerts about connectivity problems are received in real time	No, we have no plans to do so at this time	0	5
2	Connectivity (up/down/ping) is continuously monitored at the network level for all locations	No, we have no plans to do so at this time	0	5
2	Network traffic is monitored by packet type and volume	No, we have no plans to do so at this time	0	5
3	Library allocates bandwidth for library staff functions and public Internet access through separate data circuits or through hardware/software mechanisms to prioritize network traffic	Yes	5	5
3	Network bandwidth is shaped for quality of service	No, we have no plans to do so at this time	0	5

Total Points: 10 / 35 pts

10.2 The library minimizes out-of-service devices.

Level	Indicator	Library response	Points achieved	Points possible
1	Library staff have access to a troubleshooting guide for network devices and peripherals, including call numbers and service provider information	Yes	5	5
1	A lockdown software program (e.g. Deepfreeze) is installed on public computers	Yes	5	5
1	The library uses a master image deployment and recovery (e.g. Clonezilla, Ghost) system for public computers	No, we have no plans to do so at this time	0	5
2	Cold spares are available to switch out downed devices with fresh hardware within a business day	Yes	5	5
2	The library has access to personnel with sufficient IT expertise to maintain the library's network and public technology systems	Yes	5	5
3	The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems	Yes	5	5

Total Points: 25 / 30 pts

10.3 The library tracks key measures about public technology services for planning purposes.

Level	Indicator	Library response	Points achieved	Points possible
1	The following metrics are tracked on an on-going basis: Number of hours public devices are in use by patrons	Yes	5	5
1	Number of attendees in technology classes	Yes	5	5
1	Average wait times for public devices	No, we have no plans to do so at this time	0	5
2	Number of wireless sessions	Yes	5	5
3	Number of requests for one-on-one technology help	No, but plan to do so in the next year	0	5

Total Points: 15 / 25 pts

Benchmark 11**Libraries ensure participation in digital technology for people with disabilities****11.1 The library accommodates users with disabilities.**

Level	Indicator	Library response	Points achieved	Points possible
1	At least one public terminal with assistive technology that enable use by persons with visual impairments (e.g., screen readers, magnification, high contrast keyboards and displays) is available at all locations	No, but plan to do so in the next year	0	10
1	At least one public terminal that can be converted with assistive technology to facilitate usage by people with motor and dexterity impairments (e.g., touch screens, trackballs, switches, voice-recognition software) is available at all locations	No, but plan to do so in the next year	0	5
1	The library has at least one workstation in each location that can accommodate a wheelchair or mobility vehicle	Yes	10	10
2	The library website is compliant with World Wide Web Consortium (W3C) disability standards as evidenced by the use of an online validation service	Yes	5	5
3	Specific accessibility goals are included in the strategic plan	Yes	5	5
3	Staff are provided with training at least annually for recognizing and serving patrons with disabilities	No, would like to but cannot at this time	0	5

Total Points: 20 / 40 pts

LOCATION DETAILS

This section provides details about your library's results for Benchmark 9.1 and Benchmark 9.2. It contains calculations based on the information you provided for each of your library locations in the assessment.

Benchmark 9.1: Device Hours Per Capita, was calculated using the number of hours and public computers or laptops available at each location and the total population of your legal service area. This article provides more detail about how device hours per capita are calculated.

Benchmark 9.2: Bandwidth, was calculated using the number of public computers or laptops available and wireless availability. Scores for each location were rolled up into an overall score for the library system. This article provides more detail about how bandwidth calculations are made.

This report also provides the results from the speed tests you performed at each location as part of the assessment. As recommended in Benchmark 10.1, you should carefully compare the advertised vs. actual download and upload speeds in this report. If the two measures differ drastically, you may want to contact your ISP to discuss ways in which they can improve your connectivity and reduce the difference between promised and actual download and upload speeds.

* Values are calculated using ISP advertised speeds only.

Location		Hours Open	Public Computers		Internet	Bandwidth (Mbps)		Calculated Device Hours & Bandwidth		
Location Name	Weekdays / Weekend	Weekdays / Weekend	Desktops	Laptops / Tablets	Is Wireless Available?	Download / Upload Speed (ISP)	Download / Upload Speed (Speedtest)	Device Hours	Bandwidth Level*	Kbps / user*
OSHKOSH PUBLIC LIBRARY	60.00 / 12.00	29	0	Yes	100.00 / 60.00	94.00 / 58.00	108,576	3	2,716	

Total Device Hours: 108,576

9.1 Device Hours per Capita: 1.35 / Level 0

9.2 Bandwidth: Level 3