

**Amy Grasmick**  
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**Working Group Testimony – Technology (5/20/22)**

Kimball Public Library has participated in VTLIB's internet WAN, FiberConnect, from its conception in 2010, to going live in 2013, to today. FiberConnect has provided incredibly reliable and stable internet access for the Randolph / Braintree community, at a low cost. Thanks to E-Rate discounts managed by VTLIB, Kimball Library receives a nearly 75% reduction on our internet bill (from \$3,060 to \$796 annually), but does not have to filter access as required by the Children's Internet Protection Act. If we contracted for internet service independently, we would likely be forced to choose a much lower level of service than the 100 mbps we have enjoyed for almost a decade: Filtering internet access is counter to our ethical commitment to free access to information. Without a discount, cost would likely force us to choose a less-expensive speed, thus limiting performance.

The original hardware specified in 2010 by the then-Department of Information and Innovation (now Agency of Digital Services) - router, switch, patch panel, wireless access points - continues to serve, although well past its lifespan. This is certainly a concern, as we have heard from other FiberConnect libraries that finding replacements is difficult if not impossible. Troubleshooting connectivity issues is often challenging, and can require intervention by ADS, particularly when vendors like econtent providers or our ILS support company are involved. It's a complex dance to try to figure out how to solve problems or to offer new functionality to our patrons. However, all in all, FiberConnect has been a huge boon to the Library and the community.

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