12:51:13 From PLA Webinars to Everyone:
    Welcome! Feel free to introduce yourself here in the chat window by sending a message to "Everyone" to let us know where you're joining from today. Other attendees can't see your message if you don't send it to "Everyone."
12:51:27 From Charlotte A Dunaief to Everyone:
    HI All,
12:51:35 From Charlotte A Dunaief to Everyone:
    Charlotte form COrnwall
12:51:58 From Elena Rosenfeld to Everyone:
    Hello from Greeley, CO
12:51:58 From Gwen Haviland to Everyone:
    Gwen from MCLS Lansing, Michigan
12:52:15 From Sarah Voels to Everyone:
    Sarah from Cedar Rapids, IA.
12:52:15 From Wendi Rottweiler to Everyone:
    Hey! Wendi Rottweiler from Woodbridge PL in NJ
12:52:16 From Mark DeSantis to Everyone:
    Ello', Mark from Cheyney, PA
12:52:16 From Mohammed Ahmed to Everyone:
    Hi, I am Mohammed from Kansas city Public Library
12:52:25 From Thanusa Sribalan to Everyone:
    Hello, Thanusa from Toronto, ON Canada
12:52:25 From Toni Mersch to Hosts and panelists:
    Hi all
12:53:01 From Lisa Tissari to Everyone:
    Good afternoon! My name is Lisa Tissari and I am an online MLIS student at the University of Denver. I live in Orono, Maine. I am taking a library information systems class this quarter and this webinar looked like it will fit in with the course content so here I am!
12:53:09 From Jackie Kropp to Everyone:
    Jackie Kropp, Oklahoma Department of Libraries
12:54:29 From Mohammed Ahmed to Everyone:
    is this webinar recorded? My teammate asks.
12:54:50 From Gail Marsh to Everyone:
    Gail Marsh from Davidson County Public Library System in Lexington N.C.
12:55:13 From PLA Webinars to Everyone:
    Today's webinar is being recorded and will be freely available, typically within 1-3 business days.
12:55:24 From Mohammed Ahmed to Everyone:
    Thanks
12:56:58 From PLA Webinars to Everyone:
    Welcome! Feel free to introduce yourself here in the chat window by sending a message to "Everyone" to let us know where you're joining from today. Other attendees can't see your message if you don't send it to "Everyone."
12:57:39 From Ariel Caldwell to Everyone:
    Hello from Vancouver, BC!
12:58:05 From Lori Forrest to Everyone:
    Good Afternoon! My name is Lori Forrest. I'm a Public Library Director from Northwest Tn!
12:58:05 From Sue Pontel to Everyone:
    HI from Sue, Miami, AZ!

13:00:58 From Lisa Tissari to Everyone:
      Hi, Kate! I was born and raised on the Cape!
13:01:16 From Vanessa Lee to Everyone:
      Hello from Ontario, Canada
13:01:17 From Sarah Sawicki to Hosts and panelists:
      Hi from Columbia, SC!
13:01:49 From Karen Pickard-Four to Everyone:
      HI FROM LAPL!
13:01:55 From Kim Tubbs-Nelson to Everyone:
      Hi from Carlsbad, California.
13:02:00 From PLA Webinars to Everyone:
      Need technical assistance with the webinar? Contact me using the
Q&A window and I'll respond a.s.a.p. Thanks!
13:02:01 From Christopher Larsen to Everyone:
      Hello from Richmond, CA (in the East Bay).
13:02:12 From Rachel Hayes to Everyone:
      Hi Froom Philly, Free Library of Philadelphia
13:02:14 From Estella Terrazas to Everyone:

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     Hello from Tulsa, OK
13:04:18 From  Susan Jones  to  Everyone:
     Greetings from Long Beach CA
13:04:21 From  Elizabeth Tomev  to  Everyone:
     Hello from Madison, WI.
13:04:28 From  PLA Webinars  to  Everyone:
     https://librarybenchmark.org/
13:04:30 From  Jane Fisher  to  Everyone:
     Hello from Wallingford, CT!
13:04:50 From  Larra Clark  to  Everyone:
     MEAC (Me-ack), again, is PLA's Measurement, Evaluation, and
Assessment Committee!
13:05:59 From  Sara Goek (PLA)  to  Everyone:
     Email: plabenchmark@ala.org
13:06:18 From  Valerie Hawkins  to  Everyone:
     Hello from Homewood, IL!
13:10:00 From  Valerie Hawkins  to  Everyone:
     (waves to Larra Clark)
13:11:10 From  Larra Clark  to  Everyone:
     (waves furiously back to Val!)
13:12:48 From  Jennifer Griswold  to  Everyone:
     Hello from Pflugerville, TX!
13:14:24 From  Kristin Baer  to  Everyone:
     Hello from Fresno, CA! :)
13:14:50 From  Garrett Kuramoto  to  Everyone:
     good morning/afternoon from San Mateo County, CA!
13:21:06 From  Malani LaCoste  to  Everyone:
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Here's info on how peer groups were formed, how many their are, etc: https://librarybenchmark.org/Resources
13:25:16 From Bob Kosovsky to Everyone:
      Thanks for the response Sara Goek: In these days of transparency and open access, I strongly suggest that PLA make this available for any staff member to examine. If you want more people to be involved, allow more people access to the information.
13:25:26 From Linda Hofschire to Everyone:
      @Karen - you can create your own custom peer group
13:25:41 From Melanie Huggins to Everyone:
      Under Interpreting the Data…But I don't know the answer @Malani LaCoste's quesiton
13:26:01 From Edwin Rodarte Rodarte to Everyone:
      Is data being checked so that 0 values don't skew some of the comparative numbers?
13:26:04 From Kristi Bell to Everyone:
      Too fast?
13:26:05 From Sara Goek (PLA) to Everyone:
      @Bob, if you want everyone to have access, you can share the account information with staff at your library. It's up to each library how they choose to manage that
13:26:15 From Daniel Burniston to Everyone:
      Is it possible to get something like a 30-day trial to the subscription version so we can try it out before purchasing?
13:26:39 From Sara Goek (PLA) to Everyone:
      Subscription details can be found on the PLA website - https://www.ala.org/pla/data/benchmark - and in the "Getting Started" resource in Benchmark
13:26:51 From Paul Negron to Everyone:
      Thank you!
13:27:08 From Heather Shockey to Everyone:
      Hi, Melanie, what was the document you referred to that showed impacts made by SC Libraries? Is that online somewhere?
13:27:11 From Linda Hofschire to Everyone:
      @Garrett - 63 peer groups, avg size 140 libraries, median 130
13:27:16 From Jackie Kropp to Everyone:
      Ten libraries? That's interesting.
13:27:55 From Garrett Kuramoto to Everyone:
      t0 G〔)]TJf7 26>BDC q0.00000912 0 612 792 reW*nBT/F1 10.56 Tf1 0 0 1 75.024 259

statistics are collected using different methods at different libraries, so it's a challenging to compare across institutions.
13:30:18 From Sara Goek (PLA) to Everyone:
    @Kristen: The consortia/group pricing is when a consortia purchases subscriptions for multiple libraries in their organization, so $3000 covers up to 10 library subscriptions with reduced rates for additional libraries
13:30:45 From Angela Pierpaoli to Everyone:
    Can you go over subscription costs again, and what is covered under subscriptions that you don't get with free access?
13:30:46 From Amy Phillips to Everyone:
    Is there an opportunity to do a trial of the subscriptions before we pay for the whole package?
13:30:50 From Malani LaCoste to Everyone:
    Will the survey results be displayed at the individual library level? We have some concerns about privacy and anonymity.
13:32:54 From Richard Mott to Everyone:
    I can't think of specific examples off the top of my head, but it seems like there were metrics in the PLDS that are not included in the IMLS data. Is this true? Are there plans for retaining these "lost" metrics? Or were they all determined to be obsolete? Thanks!
13:33:52 From PLA Webinars to Everyone:
    Have a question for our presenters? Post it here in the chat window to "Everyone." We'll address all your questions later in the webinar.
13:33:57 From Kristen Northrup to Everyone:
    What would the price be to a state library agency?
13:34:53 From Brenda McKinley to Everyone:
    What is the calculated critical mass of subscribing participants to enable statistical reliability of the benchmarking? Will statistical reliability data be given with the results?
13:36:18 From Dina Hussein to Everyone:
    what is the link for Academic Libraries benchmark event
13:36:19 From John Dunsdon to Hosts and panelists:
    Where would I find my library's benchmark survey?
13:36:41 From Daniel Slife to Hosts and panelists:
    Will this replace the PLDS, or will some form of national collection for IMLS be reintroduced by PLA?
13:37:26 From Tommy Hamby to Everyone:
    @Angela P. -

Is there a way for us to see who is in the same peer group with us?
13:40:31 From STEPHEN COFFMAN to Everyone:
    Are the data for the peer groups primarily derived from the IMLS data … and if so, is there any thought of trying to make that more up to date since the IMLS data is generally at least two years old.
13:40:32 From Seana O'Grady to Hosts and panelists:

Subscription details can be found on the PLA website – https://www.ala.org/pla/data/benchmark – and in the "Getting Started" resource in Benchmark

13:44:37 From Zahir Mammadzada to Everyone:
Why is it that peer group list is not shared publicly with the libraries?

13:44:43 From Brigitte Lindner to Everyone:
If we wanted to create our custom peer group based on other criteria than the ones used for the general peer groups, e.g. based on income, does the Benchmark app support that, e.g. a place where we could enter min/max of a selection criterium or a % +/- range allowed to deviate from our library to flow into our custom peer group?

13:45:33 From Kasia Kowalska to Everyone:
will we still be able to get (downloadable) access to at least some of the usage etc. data at the library level?

13:45:36 From Daniel Burniston to Everyone:
Is a limited time free trial option going to be available before purchasing a subscription? The website does not mention either way.

13:45:50 From PLA Webinars to Everyone:
https://www.ala.org/pla/data/benchmark

Is there a way to easily export the charts so a library could make their own dashboard to highlight selected key stats. Or can one be made within Benchmark?
13:57:45 From Melanie Huggins to Everyone:
    https://librarybenchmark.org/Resources
13:57:49 From Linda Hofschire to Everyone:
    https://www.ala.org/pla/data/benchmarkbriefings
13:57:52 From Sara Goek (PLA) to Everyone:
    The other resource Katina mentioned is
https://www.ala.org/pla/data/benchmarkbriefings
13:57:58 From Tracy Cole to Everyone:
    what is the cost of benchmark?
13:58:07 From Tracy Cole to Everyone:
    or who can we talk to about that?
13:58:22 From Seana O'Grady to Hosts and panelists:
    In addition to needing to know who our peers are, it might be nice to have a separate webinar for us extreme outlier libraries in our official peer groups. I get that it was created in a statistically valid way, but there's no way I can present it for decision-making with us as such an outlier. I'm from Denver Public Library (peer group 9). I would like to be able to advocate for using our peer group, but at this point I

14:00:10 From Jennifer Griswold to Everyone:
      Thank you!
14:00:19 From Cynthia Fuerst to Hosts and panelists:
      Thank you for your work on this project.
14:00:25 From Elena Rosenfeld to Everyone:
      @Kristi - I'm wondering if the census references is why the focus
on non-Hispanic.
14:00:26 From Valerie Hawkins to Everyone:
      Thank you all! Wonderful needed new product!
14:00:30 From Elena Rosenfeld to Everyone:
      Thanks everyone!
14:00:58 From Valerie Hawkins to Everyone:
      Difficult enough to get all these sources working together.