CONTRA COSTA COUNTY LIBRARY COMMISSION
AGENDA ATTACHMENT 2

MEETING DATE: Thursday, November 19, 2015
AGENDA ITEM #: 9
ITEM: CORRESPONDANCE

RECOMMENDED ACTION:

No action recommended.
Hello,

We're sorry that you were unsatisfied with the internet speeds at the Contra Costa County Library. Every computer and wireless user in a given library location shares the same internet connection, so the speeds you experience will vary depending upon the number of concurrent users at any given time. We completed a major overhaul of our internet infrastructure in May of 2014, increasing our internet bandwidth by 600 percent, but the rapidly increasing demands of new internet technologies have already begun to fill that new expanded capacity. We are working on more upgrades to further increase the available bandwidth at all of our locations. Unfortunately, this is a slow process, and we do not currently have an estimate as to when this work will be completed.

Thank you,
Jessica

Jessica A. Hudson
County Librarian

-----Original Message-----
From: [redacted]
Sent: Sunday, September 20, 2015 11:23 PM
To: Library Commission<ccclibcommission@ccclib.org>
Subject: Commission mail, Extremely Slow Library Speeds

This message was submitted to the Library Commission.

eemailmessage: This message was submitted to the Library Commission.

subject: Commission mail, Extremely Slow Library Speeds
to: ccclibcommission@ccclib.org

comments: Compared to all other libraries I have been to in the bay area and the nation, the internet speeds provided by all of the Contra Costa Libraries are well below par. Why is this? Are there any plans to improve it in the near future? According to numerous articles online about Public Internet throughput speeds, Contra Costa Library is well below par. What steps are being taken to improve this?

Name: Please follow up
eemailaddress: [redacted]
spambegone: Library
phone: 
This message was submitted to the Library Commission.

emailmessage: This message was submitted to the Library Commission.

subject: Commission mail,

to: ccclibcommission@cclibrary.org

comments: I like to complain about a librarian in Martinez who told me I could not use computer 45 since she gave me a hours and I have complained multiple times and nothing has been done about this I have received several complaints about employees in this library

Name: eli domingo

eMailaddress: [Redacted]

spambegone: library

phone: [Redacted]
This message was submitted to the Library Commission.

eemailmessage:  This message was submitted to the Library Commission.

subject:  Commission mail,

to:  ccclibcommission@ccclib.org

comments:  i like to complain bout a librarian in Martinez who told me I could not use computer 45 since she gave me a hours and I have complained multiple times and nothing has been done about this I have received several complaint about employees in this library and several in the administration and nothing has been done to correct this behavior

Name:  eli domingo

eemailaddress:  

spambegone:  library

phone:  

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