Arkansas State Library

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October 24, 2019

The Honorable Ajit Pai, Chairman

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

*Re: In the Matter of: Nomination for Universal Service Administrative Company Board*

*of Directors, CC Docket Nos. 97-21 and 96-45*

Dear Chairman Pai:

The Arkansas State Library, a Division of the Arkansas Department of Education, supports the nomination of Amber Gregory to the Universal Service Administrative Company (USAC) Board of Directors as the representative for libraries. Ms. Gregory has held the position of Manager of E-Rate Services at the Arkansas State Library since 2010. Ms. Gregory provides vital and direct E-rate assistance to the public libraries of Arkansas by providing statewide training, filing aid from application submission through invoicing, and support with post-commitment proceedings. Ms. Gregory is a member of the Library Development department at the Arkansas State Library, where she also works on statewide library projects that include youth and technology, digital inclusion, and guidance on the Children’s Internet Protection Act and state library laws.

With Ms. Gregory’s assistance Arkansas’s public libraries have reaped the rewards of more robust connections, as evidenced by the growth of funding requests from $357,000 to $1 million and participation levels that have increased from 47% up to a high of 66%.

In addition to offering statewide E-rate support, Ms. Gregory chairs the American Library Association’s E-Rate Task Force, on which she has served since 2014. Working directly with public libraries allows Ms. Gregory to communicate the applicant experience to other state E-rate coordinators and partner organizations with the goal of ensuring applicants have positive experiences and funding outcomes.

Ms. Gregory’s direct experience with libraries and the E-rate program makes her an ideal candidate for the position of library representative on the Universal Service Administrative Company Board of Directors.

Sincerely,



Carolyn Ashcraft

State Librarian