

Emergency Connectivity Fund Solution: Hotspots Around Town

Creating hotspot zones is one way that libraries and schools connect their communities to the internet. A Wi-Fi hotspot zone is a location with publicly accessible internet service (e.g., in a park, at a farmer's market, at a

2. Purchase an antenna and router that is compatible with the use case. It should be rated for outdoor use. Work with the service provider to ensure the equipment is compatible with their service.
3. Identify the power source for the equipment.
4. Identify a way to secure and protect the hardware from the weather and from unauthorized people accessing the device.
5. Install the equipment in a location that can receive and send unobstructed data signals but also in a place staff can access the hotspot to troubleshoot hardware issues. Work with the service provider to ensure the equipment is installed with an unobstructed connection.
6. Create a public Wi-Fi network. Will the network be open, or will you require a password?
7. Enable web encryption to add an extra layer of security.
8. Set up an authorized use page that states the Wi-Fi internet connection is intended for users who do not have internet access sufficient to meet their needs. When users click to accept the terms of service, they are granted Wi-Fi access. If they don't accept the terms of service, they will not have access to the Wi-Fi.

Assessment

How will the library assess this service to ensure it is meeting the project goals and documents the benefits to the funder and the community? When launching a new service, you should identify both quantitative and qualitative data to gather.

Examples of data to gather at each location:

Number of sessions

Total and average time a device utilized the location's network

Average length of session

Data use statistics, including amount of data used, max data used, and average data use

Time of day and weekly usage trends

End-user survey. Could be a pop-up window before they connect to the hotspot device.

The following surveys were used in hotspot lending programs but could be adopted to fit this use case:

Immediate User Survey

<https://drive.google.com/file/d/1uI6ipVyb9KqOUVUSB5JcJ2RB8igItY8L/view>

Kansas Public Libraries MiFi Pilot Survey Questions (starts on page 11)

<https://kslib.info/DocumentCenter/View/4842/MiFi-Pilot---Project-report---Kansas-Public-Libraries-2015-12?bidId=>

