Some service providers throttle internet speeds once a certain amount of data has been used in a billing cycle. When this happens internet speeds become slower and can take longer to complete tasks on the internet. Libraries are encouraged to try and find an internet provider that has no data limits.

Staff Skill Level Needed to Set Up Solution

Staff who select the cellular service provider need to understand specific terminology to select the plan and service provider s that best meets the programmatic goals. When selecting a provider these terms will be used in describing the terms of services of a cellular agreement: data limits throttling bandwidth roaming 5 GHz 2.4 GHz and LTE. The selector should also understand the basics of how cellular technology works and what physical barriers e.g. tall buildings thick walls dense vegetation could impact cellular signal coverage and strength.

After the contract is signed additional terminology will be used that aids in tracking and troubleshooting hotspot issues. Those terms include: MBD Mobile Equipment Identifier MDN Mobile Directory Number and SM Subscriber Identity Module.

Staff who set up the program and/or those identified to troubleshoot connectivity issues need to understand these unique issues to determine if the hotspot is working correctly

Activation initial configuration costs taxes shipping charges and other reasonable fees incurred with the purchase of the eligible equipment and services are eligible for support under the EOF program.

GPA Compliance

The American Library Association created <u>The Emergency Connectivity Fund E-rate and CIPA</u> <u>Compliance</u> scenarios to help libraries determine if their ECF request needs to be compliant

Inventory Requirements

The EOF program requires libraries who receive funds from this program document eligible services and equipment.

Device and Service Inventory

Requirements to ensure their documentation is compliant with the program rules.

Libraries must retain their records to demonstrate compliance with all the EOF program rules for at least 0 years from the last date of service or delivery of equipment.

Certification of Need

The EOF requires that the user sign an acceptable use policy AUP that states the EOF equipment or service is intended only for patrons who do not have internet access sufficient to meet their needs. A library may enable this certification for instance via a splash page that opens when an end user logs in via their device.

How to Set Up the Program

For assistance in selecting a service provider see the guide <u>Selecting the Right Cellular Service</u> <u>Provider.</u>

The number of hotspots needed will depend on various factors. These questions will help determine the number of hotspots needed:

How many bookmobiles or other vehicles are available for this purpose?

How many locations does each vehicle visit?

How many people are likely to be at each location?

How are people likely to use the internet service? Will they browse the internet or check email which uses a small amount of data or will they be attending video conference meetings or streaming media which requires more bandwidth?

How long does it take to get from one location to the next?

How often will the bookmobile visit each location once a week two times a week every day?

How long will the bookmobile stay at each location?

End user access

The EOF requires a user to agree to an acceptable use policy AUP that states the EOF equipment or service is intended only for people who do not have internet access sufficient to meet their needs.

Can anyone access the Wi-Fi or library card holders only? Students only?

Option 1: Enterprise-Level Hotspot (Super Hotspot)

An enterprise-

to accept the terms of service they are granted Witerms of service they will not have access to the Wi-Fi.

Option 2: Consumer Hotspot

Consumer hotspots can broadcast a Wi-Fi signal up to 30 feet depending on the location and signal strength. Depending on the solution selected up to 0-5 devices can wirelessly connect to the hotspot via Wi-Fi at one time. The more devices connected the slower the internet speed. If the hotspot is in a low traffic location this solution could meet their needs and is the easier of the two options to set up. For assistance in selecting a service provider see the guide Selecting the Right Cellular Service Provider.

- . Select the service provider and hotspot. Be sure to explain how this service will be used to ensure that the plan supports the program goals.
 - a. Note: Some wireless service providers can route the internet traffic through a GPA-compliant filter. See The Emergency Connectivity Fund E-rate and GPA Compliance for information about whether this is needed for your program.
- 2. Identify a power source for the hotspot. Hotspot charges can last between 6- 0 hours depending on the model and how much it is used.
- Install and secure the hotspot. Select a location that can receive and send data signals but also in a place staff can access the hotspot to troubleshoot hardware issues.
- 4. Create a public Wi-Fi network. Will the network be open or will you require a password?
- 5. Enable web encrhr 0 0 72.024 602.74 Tm0 g0 Gg0 g0 geG[C3 om -3 p -4 lian -5 c3 e]0.000009 2 0

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

End-user survey: could be a pop-up window before they connect to the Wi-Fi device or a paper survey. 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/ ul6ipVyb9KqOUVUSB5Jc.l2RB8igltY8L/view Kansas Public Libraries MiFi Pilot Survey Questions starts on page https://kslib.info/DocumentCenter/View/4842/MiFi-Pilot---Project-report---Kansas-Public-Libraries-20 5- 2?bidld=

Possible Funding Sources

In addition to the EOF program other funding may be available to support and sustain your hotspot program including:

IMLS

State Library grants

State or local funding provided to government entities through the American Recovery Act Plan

Private funding sources such as grants and foundations

Library Friends group or Foundation

Other Considerations

Patrons may need additional services or support when they use the hotspot. As you develop the hotspot program look for ways to promote and integrate these services:

Homework help both in person and online

Digital skills coaching

Job searching

Entrepreneurship and small business development opportunities

Library Examples

Boonslick Regional Library BRLMobile2GO

http://www.boonslickregionallibrary.com/outreach/

Madison Public Library Dream Bus

https://www.madisonpublidibrary.org/locations/dream-bus

Rock Island Public Library Library2Go

https://rockislandlibrary.org/RlLibrary/files/f3/f3acb738-07c4-4b85-a433-3b8c e5a2 76.pdf

Additional Resources

BKLYNCONNECT Playbook: A Resource for Researching Designing an