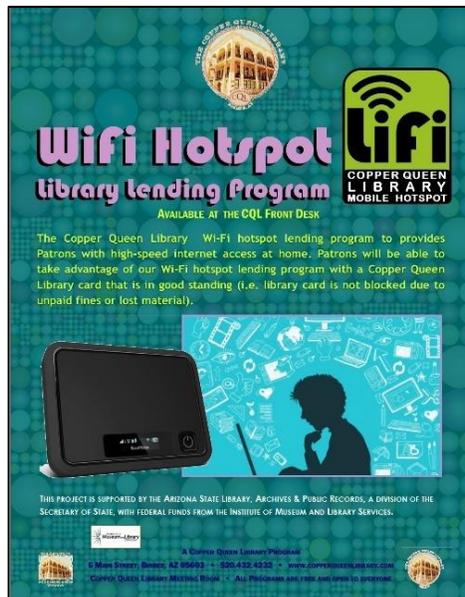


# Wi-Fi Hotspot Lending Program Description

## *Libraries Bridging the Digital Divide*



A **wi-fi hotspot** is a small, portable device with a cell phone data plan that can connect laptops and other devices to the internet.

### Why lend wi-fi hotspots?

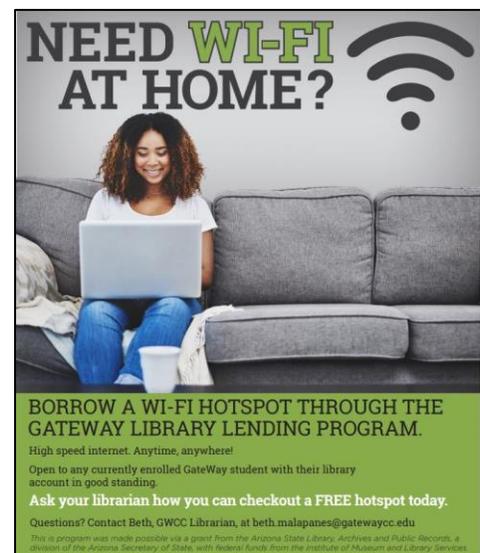
Participation in today's society relies on the ability to access and use the internet effectively, yet 22% of Arizona households do not have internet access.<sup>1</sup>

Wi-fi hotspot lending programs can help libraries to bridge the digital divide by providing internet service to patrons who may not have access due to availability or affordability barriers. Hotspots can be checked out like any other resource in the library's collections. Because the devices are portable and require little maintenance, they are well-suited to library lending. Hotspots can be offered as general circulation items, or used to support targeted programming such as:

- Closing the homework gap for families with school-aged children who cannot afford internet at home
- Allowing patrons to participate in online courses such as GED classes
- Supporting workforce development and job skills training
- Supporting digital literacy skills training for beginning computer users

The following are comments from Arizona library staff:

*"This program is invaluable to our patrons... Our survey and comments have validated the need for individuals in this community to have Wi-Fi hotspots to check out and use at home for homework, job searching, access to resources and entertainment. The positive comments are a mile long and continue to come in."*



<sup>1</sup> <https://www.census.gov/content/dam/Census/library/publications/2017/acs/acs-37.pdf>

*“The patrons were wildly enthusiastic! We also issued more library cards after implementing the lending program. Folks who were not currently patrons heard about the program and came in to get a library card so they could borrow a hotspot. They learned about other programs we offer and got a chance to see our collection and then began to frequent the library even when a hotspot was not available. This was a tremendous resource to our little town. Internet is not widely available here and the two companies that do offer it charge high monthly rates and require a very large deposit for the equipment. Most folks here cannot afford it.”*

## Project Overview

Selected awardees will receive \$4,000.00 towards the purchase of hotspot devices and data service for the purpose of starting a mobile hotspot lending program.

The library is responsible for selecting the vendor and determining the scope and length of loan for the lending program. A hotspot lending program can be implemented to support programming for a specific population or as general circulation items.

Apply at: <https://azlibrary.gov/libdev/funding/lsta>

**LSTA 2020 Wi-Fi Hotspot Mini-Grant applications must be electronically submitted and the signed Certification of Application postmarked by March 6, 2020.**

## Project Guidance

### **Service**

Funding for awarded libraries becomes available in May 2020. Regardless of when data service starts, **data service must end on September 30, 2021**. This means that the lending program supported by this mini-grant may run for less than one year depending on how long it takes for a library to request funds, order devices from the vendor, and establish the program.

### **Checking out and checking in**

A template user agreement (English and Spanish versions) is provided and may be adapted to fit the lending periods and terms of service determined for the library. Generally, user agreements must be signed by someone over the age of 18.

Initially, expect the checkout process for the hotspot devices to take longer than for other materials. Patrons, especially first-time hotspot borrowers, will need to be told how to turn the device on,

recharge it, use the password, and what the data restrictions are. Preparing an instructional handout with this basic information or including the instructions from the vendor will be useful.

The purchase of storage containers for the hotspots, charging cables, and guides is an allowable expense. These containers help with storage at the library and for keeping all items together.

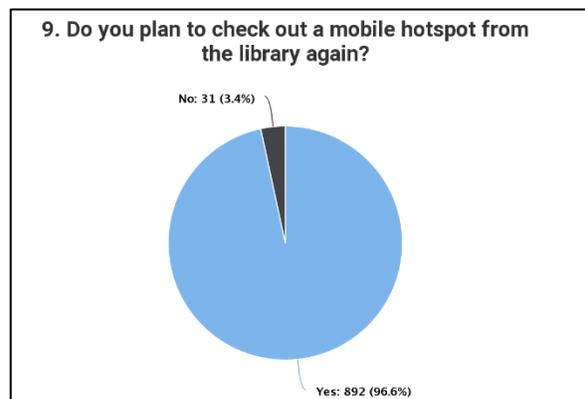
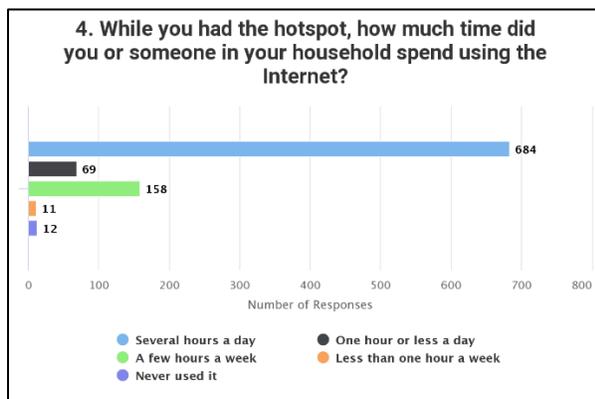


*Examples of hotspot storage cases*

#### **Data collection & Reporting requirements**

At the end of the project, libraries will report the sum total of data usage (in GB) and circulation rates each month. At the time of purchase, the library will request a monthly report from the vendor point of contact or by using the online management portal. The project manager will be asked to complete a short survey regarding implementation of the lending program.

Libraries are also expected to administer anonymous user surveys to borrowers regarding their experience using the hotspot. Additional questions may be added to the survey to capture information on local needs and experience. However, to keep data consistent across all libraries, please keep the original questions in addition to any added questions.



*User survey feedback from the 2018 Wi-Fi Hotspot Lending libraries (n=923)*

**CIPA compliance**

Hotspot devices must be configured to ensure compliance with the Children’s Internet Protection Act (“CIPA”), which requires a filtering provision to block access to visual depictions deemed obscene, child pornography, or harmful to minors. Requests for CIPA filters should be made to the vendor at the time of order.

**Vendor selection**

The two major considerations for selecting a vendor are network coverage and cost of service. The hotspots will only work within the service areas with a solid cell phone signal. Be sure to check the coverage maps provided by each vendor and to ask your community for on-the-ground feedback about service. If there are issues with connectivity or coverage across your library’s communities, a hotspot lending program may not be feasible until those infrastructure issues are addressed.



Network	Verizon 4G (Devices from other major carrier are also available)	T-Mobile 3/4G	Sprint 3/4G LTE
Data	Unlimited	Unlimited	Unlimited
Will allow payment upfront	Yes (required)	Yes	Yes (required)
CIPA compliant filtering	Yes	Yes, request at time of order	Yes, available at no cost. Request at time of order
Device management & support	Manage devices/data, filtered web browsing, and report user data usage	Online portal managed by library staff	Designated point of contact at Mobile Beacon
Point of Contact	Charles Panagopoulos Account Manager 703-574-0733 <a href="mailto:cpanagopoulos@kajeet.com">cpanagopoulos@kajeet.com</a>	Erik Jolly Government Account Manager 480-329-4832 <a href="mailto:erik.jolly@t-mobile.com">erik.jolly@t-mobile.com</a>	Rick Lindholm Sales Manager 401-934-0500 <a href="mailto:rick@mobilebeacon.org">rick@mobilebeacon.org</a>

The Arizona State Library does not endorse the use of any one hotspot vendor. The library self-selects the vendor. Many other vendors are available in addition to the ones listed here. Other vendors may be used if the library can certify that CIPA-compliant filtering is applied to the devices.

For a list of internet service providers in the area, go to <https://broadbandnow.com/>.

**Pricing Estimates**

The following pricing estimates are based on quotes provided by vendor contacts for new devices, shipping, and data service to maximize the grant award of \$4,000.00. Depending on how long it takes for an awarded library to request funds and order devices, the lending program may occur for less than a one-year service period. Quotes for 9 months and 12 months of data service are provided to serve as estimates only. Please contact the vendors for specific quotes.



**Mobile Beacon (Sprint Network) - 9 months of service**

Item	Unit Price	Quantity	Mos.	Item total	Subtotal
Franklin R85 or similar	\$70.00	24		\$1680.00	
Shipping	\$4.95	24		\$118.80	
					\$1798.00
Unlimited 4G LTE data service	\$10.00	24	9	\$2160.00	
					\$2160.00
<b>TOTAL</b>					<b>\$3,958.80</b>

**Mobile Beacon (Sprint Network) - 12 months of service**

Item	Unit Price	Quantity	Mos.	Item total	Subtotal
Franklin R85 or similar	\$70.00	24		\$1680.00	
Shipping	\$4.95	24		\$118.80	
					\$1798.00
Unlimited 4G LTE data service	\$10.00	24	9	\$2160.00	
					\$2160.00
<b>TOTAL</b>					<b>\$3,958.80</b>



**T-Mobile – 9 and 12 months of service**

<p><b>9 Month Option</b> with CIPA compliant filtering</p> <p>Service: \$29.75 per month</p> <p>Static IP/ CIPA Filtering: \$2.00 per month</p> <p>Equipment: \$84 per unit</p> <p>Hotspot case included at no cost</p> <p>Covers 10 devices for 9 months</p> <p>9 Month Total: \$3,697.50</p>
<p><b>12 Month Option</b> with CIPA compliant filtering</p> <p>Service: \$29.75 per month</p> <p>Equipment: \$84 per unit</p> <p>Static IP/ CIPA Filtering: \$2.00 per month</p> <p>Hotspot case included at no cost</p> <p>Covers 8 devices for 12 months</p> <p>12 Month Total: \$3,720</p>



**Kajeet (Verizon Network) – 9 months of service**

Product	Product Code	List Price	Sales Price	Quantity	Total Price
Complete Unlimited Plan	KJCPLTUNL	\$29.97	\$29.97	90.00	\$2,697.30
Kajeet SmartSpot® 900 w/case, power cable, instruction manual (purchase)	KJSSV900	\$99.97	\$99.97	10.00	\$999.70
Network: Verizon	KNETVZW	\$0.00	\$0.00	10.00	\$0.00
Sales Tax	SALESTAX	\$0.00	\$86.00	1.00	\$86.00
	Subtotal				\$3,783.00
	Telecom Admin Fees				\$186.11
	Quote Shipping				\$25.00
	Quote Grand Total				\$3,994.11

## Kajeet (Verizon Network) – 12 months of service

Product	Product Code	List Price	Sales Price	Quantity	Total Price
Complete Unlimited Plan	KJCPLTUNL	\$29.97	\$29.97	96.00	\$2,877.12
Kajeet SmartSpot® 900 w/case, power cable, instruction manual (purchase)	KJSSV900	\$99.97	\$99.97	8.00	\$799.76
Network: Verizon	KNETVZW	\$0.00	\$0.00	8.00	\$0.00
Sales Tax	SALESTAX	\$0.00	\$68.78	1.00	\$68.78
Subtotal					\$3,745.66
Telecom Admin Fees					\$198.52
Quote Shipping					\$25.00
Quote Grand Total					\$3,969.18

## Frequently Asked Questions

### **How many devices can one hotspot support?**

The number of devices depends on the hotspot model. Some allow up to 15 devices at a time while others support a maximum of 5. Refer to the device's User Guide to see how many devices can be connected at once.

### **How far does the hotspot signal reach?**

The hotspot creates a wireless area of about 20 feet.

### **Is it truly unlimited? What about throttling?**

Service rates remain the same even if high amounts of data are used. Typically, unlimited plans allow for high-speed broadband service for up to 15-20 GB of usage per month. After the threshold has been met for the billing cycle, service is de-prioritized and data speed will be reduced to up to 600 Kbps (depending on the vendor) for the rest of the cycle.

Throttling is a major consideration for libraries that chose to lend out hotspots for short periods of time (1 to 2 weeks). To ensure that all library patrons have equal access, libraries may need to monitor and check remaining data usage before checking a hotspot out.

### ***How to Estimate Data Usage***

Email (text only) = 10 KB
Web Page Lookup = 2 MB
Online Gaming = 40 MB/hr
Audio Streaming = 40 MB/hr
SD Video Streaming = 660 MB/hr
HD Video Streaming = 1.6 GB/hr
Digital Photo (download/upload) = 5 MB
CloudCam Video = 150 MB/hour

**1 MB = 1,024 KB**  
**1 GB = 1,024 MB**

### **What happens if a device is lost or stolen?**

Data service on lost or stolen devices can be easily disabled remotely either through the device management portal or by service request to the vendor point of contact. The funding award does not cover replacement devices.

**What happens if a patron takes a device outside of the service area (including Mexico)? Will the library be responsible for additional roaming fees?**

Hotspots will only work within the cell tower service area and will not work outside of the service area or internationally. Roaming fees are determined by the provider. Service in Mexico and Canada are included in T-Mobile rates.

## Recommended Resources

*Starting a Wi-Fi Hotspot Lending Program at Your Library*

Nicole Umayam, Arizona State Library, Archives and Public Records

<https://youtu.be/xTpIFMmMEhg>

*WiFi Hotspots Available for Checkout*

LibGuide created by GateWay Community College Library

<https://libguides.gatewaycc.edu/WiFiHotspots>

*Starting a Mobile Hotspot Lending Program*

<http://sites.utexas.edu/imlsedgesgrant/files/2017/02/How-to-Hotspot.pdf>

*Questions Asked When Trying to Start a Hotspot Lending Program*

Nicole Umayam, Arizona State Library, Archives and Public Records

<https://www.digitalinclusion.org/blog/2017/06/15/questions-asked-when-trying-to-start-a-hotspot-lending-program/>

*How to Hot Spot*

Christina Vercelletto, Library Journal

<http://lj.libraryjournal.com/2017/09/lj-in-print/hot-spot-techknowledge/#>

### **Questions? Contact:**

Nicole Umayam, Digital Inclusion Librarian  
Arizona State Library, Archives and Public Records  
602-542-6271  
[numayam@azlibrary.gov](mailto:numayam@azlibrary.gov)

**[Library]**  
**Wi-Fi Hotspot Checkout Agreement**

Use of a library hotspot is subject to the term and conditions set forth in this Checkout Agreement, and by checking out the hotspot, you agree to the following:

1. I understand that the hotspot can only be checked out by a **[Library] cardholder** who is at least 18 years of age, **[and who has a library card in good standing]**.
2. I understand that the hotspot can be checked out for **[checkout length]** It must be returned to a staff member inside the **[Library]** by the due date, with all included cables and in the original packaging, or a late fee of **[\$1 per day]** will be charged to my account. The hotspot may NOT be returned to the bookdrop. If the hotspot has not been returned on its due date, the service to it will be terminated and it will become unusable.
3. I understand that the **[Library]** has no control over and cannot guarantee the availability of hotspot service or continuous service or speed of the connection.
4. If I do not return the hotspot to the **[Library]** in good working condition, and free from damage, with all included parts and in the original packaging, I will be charged a **[\$100 replacement fee]**.
5. I understand that the hotspot has filtering software in compliance with the Children's Internet Protection Act (CIPA), and that I am responsible for monitoring what my children and other minors access or view while using the hotspot.
6. I understand that I must comply with the Service Providers Acceptable Use Policy, Privacy Policy and Terms of Use, as well as **[Library's]** Internet Use Policy. It is my responsibility to read and abide by these policies and to comply with all Federal and State Laws.
7. I understand that open, unsecured wireless network "Hotspots" are freely and easily accessible and are unsecure. I understand that the Service Provider, **[Tribe], [Library]**, and their officials and employees are not responsible for, and I will not hold them responsible for any files, data, confidential or personal information accessed, transmitted, lost or damaged as a result of using the hotspot.

By signing below, I acknowledge that I have read the above terms and conditions and agree to abide by them.

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Printed Name Date

**Staff Use Only:**

I have verified the patron's address and phone number on their account.

I have verified that they are at least 18 years of age.

Staff Initials: \_\_\_\_\_

**[Biblioteca]**

**Acuerdo De Retiro De Punto De Acceso Wi-Fi**

El uso de un punto de acceso de la biblioteca está sujeto al término y a las condiciones establecidas en el acuerdo de retiro y, al retirar el punto de acceso, usted acepta lo siguiente:

1. Entiendo que el punto de acceso solo puede ser retirado por un titular de la [biblioteca] que tenga como mínimo 18 años de edad, [y que tenga una tarjeta en buen pie de la biblioteca].
2. Entiendo que el punto de acceso puede ser retirado por [1 semana y puede renovarse hasta 4 veces.] Debe devolverse a un miembro del personal dentro de la [Biblioteca] en la fecha de vencimiento, con todos los cables incluidos y en el el embalaje original, o un recargo por retraso de [\$1 por día] se cargará a mi cuenta. El punto de acceso NO puede ser devuelto al buzón. Si el punto de acceso no se ha devuelto en su fecha de vencimiento, su servicio será terminado y quedará inutilizable.
3. Entiendo que la [Biblioteca] no tiene control sobre y no puede garantizar la disponibilidad del servicio de punto de acceso o el servicio continuo o la velocidad de la conexión.
4. Si no devuelvo el punto de acceso a la [Biblioteca] en buenas condiciones de funcionamiento y sin daños, con todas las piezas incluidas y en el embalaje original, se me cobrará una [tarifa de reemplazo de \$100].
5. Entiendo que el punto de acceso tiene un filtro de software que cumple con la Ley de Protección de Internet para Niños (CIPA) y que soy responsable de controlar lo que mis hijos y otros menores acceden o ven mientras usan el punto de acceso.
6. Entiendo que debo cumplir con la Política de Uso Aceptable de Proveedores de Servicios, Política de Privacidad y Términos de Uso, así como con la Política de Uso de Internet de [Biblioteca]. Es mi responsabilidad leer y soportar estas políticas y cumplir con todas las leyes Federales y Estatales.
7. Entiendo que redes inalámbricas abiertas sin seguridad, "Puntos de Acceso" son de acceso libre y fácil y no son seguros. Entiendo que el Proveedor de Servicios, [Biblioteca], y sus funcionarios y empleados no son responsables, y no los voy a responsabilizar por los archivos, datos, información confidencial o personal a la que se haya accedido, transmitido, perdido o dañado como un resultado del uso del punto de acceso.

Al firmar a continuación, reconozco que he leído los términos y condiciones anteriores y acepto soportarlos.

\_\_\_\_\_  
Firma Fecha

\_\_\_\_\_  
Nombre Imprimido Fecha

Uso del personal solamente:  
He verificado la dirección y el número de teléfono del usuario en su cuenta.  
He verificado que tiene al menos 18 años de edad.  
Iniciales del personal: \_\_\_\_\_  
\_\_\_\_\_

## Hotspot User Survey

*Completion of this survey is required when you return the hotspot device. The survey results are anonymous. Data collected in this survey will be used to support the continuation of this program.*

**1. How many people live in your household? Circle one.**

1	4	7 or more
2	5	
3	6	

**2. How many Internet-capable devices (e.g. smart phone, computer, tablet) do you have in your household? Circle one.**

1	3	5
2	4	6 or more

**3. Does your household currently pay for Internet service? Circle one.**

Yes                  Yes (cellular data only)                  No

**4. While you had the hotspot, how much time did you or someone in your household spend using the Internet? Circle one.**

Several hours a day	A few hours a week	Never used it
One hour or less a day	Less than one hour a week	

**5. What online activities were you or someone in your household able to do using the mobile hotspot? Check all that apply.**

<input type="checkbox"/> Find or apply for a job	<input type="checkbox"/> Check information about my children's school
<input type="checkbox"/> Fill out an electronic form (e.g. social services, taxes)	<input type="checkbox"/> Enroll in an educational class (e.g. GED)
<input type="checkbox"/> Learn a new skill (e.g. job certifications, how-to videos)	<input type="checkbox"/> Look up directions or transportation
<input type="checkbox"/> Connect with family and friends (e.g. Skype, Facebook)	<input type="checkbox"/> Access telehealth services or other online health information
<input type="checkbox"/> Keep informed of current events	<input type="checkbox"/> Research a topic of interest to me
<input type="checkbox"/> Complete homework	<input type="checkbox"/> Entertainment (e.g. Netflix, Hulu)
	<input type="checkbox"/> Purchase items online
	<input type="checkbox"/> Other: _____

**6. Where did you use the hotspot? Check all that apply.**

- |  |   |                                       |
|--|---|---------------------------------------|
| <input type="checkbox"/> At home         | <input type="checkbox"/> In a public space              | <input type="checkbox"/> At school    |
| <input type="checkbox"/> While commuting | <input type="checkbox"/> At a friend or relative's home | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> At work         |   |                                       |

**7. Without the mobile hotspot, where do you access the Internet? Check all that apply.**

- |   |  |                                       |
|---|--|---------------------------------------|
| <input type="checkbox"/> I pay for Internet at home | <input type="checkbox"/> At a business (Starbucks, McDonald's) | <input type="checkbox"/> At work      |
| <input type="checkbox"/> At school                  | <input type="checkbox"/> At a friend or relative's home        | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> At the library             |  | <input type="checkbox"/> N/A          |

**8. Did you have any issues using the hotspot?**

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**9. Do you plan to check out a mobile hotspot from the library again? Circle one.**

Yes                  No

**10. Any comments you'd like to share?**

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## Encuesta de Usuario de Punto de Acceso

La finalización de esta encuesta se requiere cuando se devuelve el dispositivo Punto de Acceso. Los resultados de la encuesta son anónimos. Los datos recogidos en esta encuesta serán utilizados para apoyar la continuación de este programa.

**1. ¿Cuántas personas viven en su hogar?** *Circule uno.*

1	4	7 o más
2	5	
3	6	

**2. ¿Cuántos dispositivos con capacidad para Internet (por ejemplo, teléfono inteligente, computadora, tableta) tiene en su hogar?** *Circule uno.*

1	3	5
2	4	6 o más

**3. ¿Su hogar actualmente paga por el servicio de Internet?** *Circule uno.*

Si                      No

**4. Mientras que usted tuvo el punto de acceso, ¿cuánto tiempo usted o alguien en su hogar pasó usando el Internet?** *Circule uno.*

Varias horas al día	Unas pocas horas a la semana	Nunca lo usamos
Una hora o menos al día	Menos de una hora a la semana	

**5. ¿Qué actividades en línea fueron usted o alguien en su hogar capaz de hacer usando el Punto de Acceso móvil?** *Marque todos los que apliquen.*

<p><input type="checkbox"/> Buscar o solicitar un empleo</p> <p><input type="checkbox"/> Llenar un formulario electrónico (por ejemplo, servicios sociales, impuestos)</p> <p><input type="checkbox"/> Aprender una nueva habilidad (por ejemplo, certificaciones de trabajo, videos de cómo hacerlo)</p> <p><input type="checkbox"/> Conéctar con familiares y amigos (por ejemplo, Skype, Facebook)</p> <p><input type="checkbox"/> Mantenerse informado de los eventos actuales</p> <p><input type="checkbox"/> Completar tarea</p>	<p><input type="checkbox"/> Consultar información sobre la escuela de mis hijos</p> <p><input type="checkbox"/> Inscribirse en una clase educativa (por ejemplo, GED)</p> <p><input type="checkbox"/> Buscar direcciones o transporte</p> <p><input type="checkbox"/> Accesar servicios de telesalud u otra información de salud en línea</p> <p><input type="checkbox"/> Investigar un tema de interés para mí</p> <p><input type="checkbox"/> Entretenimiento (por ejemplo, Netflix, Hulu)</p> <p><input type="checkbox"/> Comprar artículos en línea</p> <p><input type="checkbox"/> Otros: _____</p>
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**6. ¿Dónde usó el punto de acceso?** *Marque todos los que apliquen.*

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> En casa             | <input type="checkbox"/> En un espacio público                | <input type="checkbox"/> En la escuela |
| <input type="checkbox"/> Durante el trayecto | <input type="checkbox"/> En la casa de un amigo o<br>pariente | <input type="checkbox"/> Otros: _____  |
| <input type="checkbox"/> En el trabajo       |   |  |

**7. Sin el punto de acceso móvil, ¿a dónde accedes a Internet?** *Marque todos los que apliquen.*

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Pago por Internet en casa | <input type="checkbox"/> En un negocio (Starbucks,<br>McDonald's) | <input type="checkbox"/> En el trabajo |
| <input type="checkbox"/> En la escuela             | <input type="checkbox"/> En la casa de un amigo o<br>pariente     | <input type="checkbox"/> Otros: _____  |
| <input type="checkbox"/> En la biblioteca          |   | <input type="checkbox"/> N/A           |

**8. ¿Tuviste algún problema con el punto de acceso?**

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**9. ¿Piensas retirar un punto de acceso móvil de la biblioteca de nuevo?** *Circule uno.*

Si                      No

**10. ¿Tienes algún comentario que quieras compartir?**

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