

# The Digital Toolbox

LENDING MOBILE HOTSPOTS & LAPTOPS

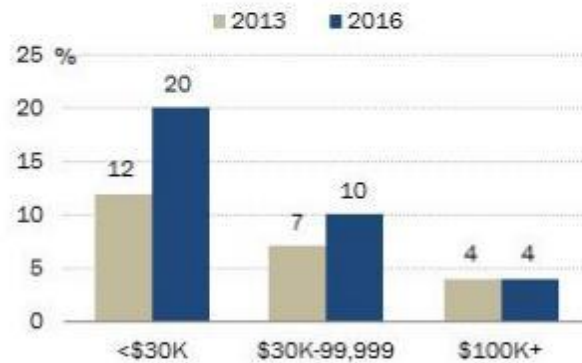
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# Why should we lend hotspots and laptops?

## Growing share of low-income Americans are smartphone-online internet users

### Growing share of low-income Americans are smartphone-only internet users

*% of U.S. adults who have a smartphone but no broadband at home, by annual household income*



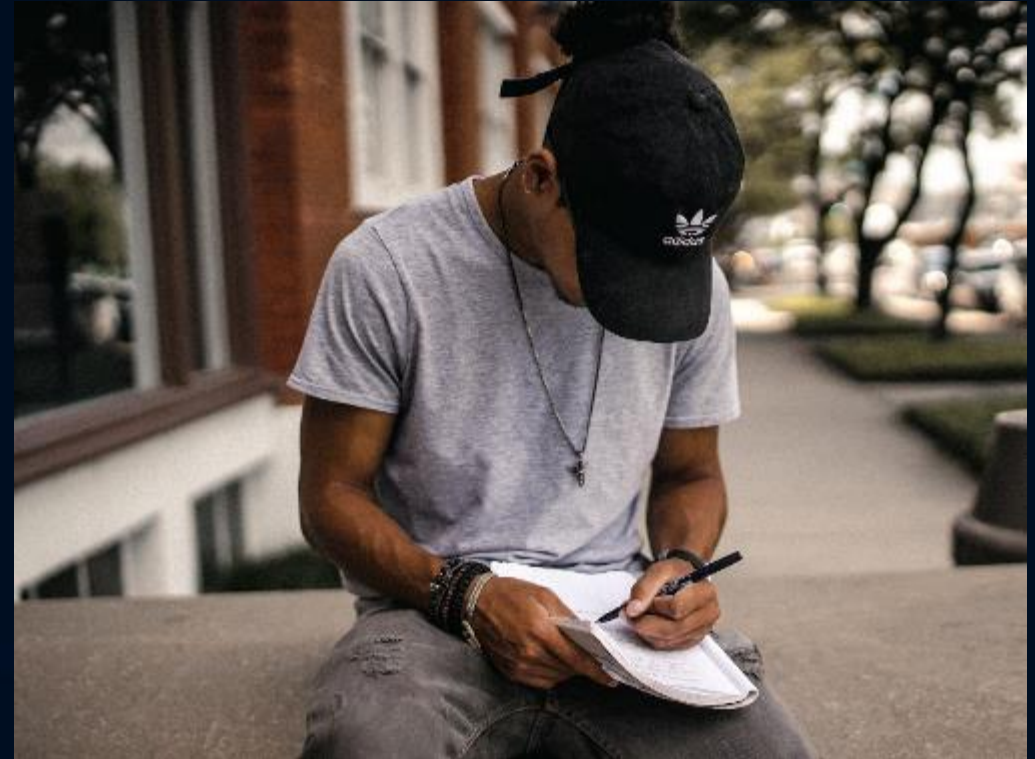
Source: Survey conducted Sept. 29-Nov. 6, 2016. Trend data from previous Pew Research Center surveys.

PEW RESEARCH CENTER

- The digital divide has not closed. It is persistent (Anderson, 2017).
- 30% of adults with household income below \$30,000 don't own a smartphone.
- In 2016, 20% of adults living in households making less than \$30,000 were "smartphone-only" internet users.

# The problem of the homework gap

- Approximately 5 million households with school-age children do not have broadband internet connection at home.
- Black and Hispanic households make up a disproportionate share of that number.
- Lack of home internet access creates an uneven playing field in the classroom.



# Public libraries facilitate equitable access to information resources a.k.a. the internet.

## IT'S PART OF OUR MISSION.

- “Libraries are innately subversive institutions born of the radical notion that every single member of society deserves free, high quality access to knowledge and culture.”

- Dr. Matt Finch

## IT'S PART OF OUR VALUES.

- “All information resources that are provided directly or indirectly by the library, regardless of technology, format, or methods of delivery, should be readily, equally, and equitably accessible to all library users.”

- [ALA Core Values](#)

# Hotspot and laptop lending teaches digital literacy, which is a gateway to opportunity.

- What is digital literacy?
- Digital literacy is the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.



# Kentucky Work Ready Communities



- [KY Work Ready](#) demonstrates a community's workforce quality.
- The criterion includes internet availability.

## How did it all get started at MCLIB?

- I attended an ALA '15 session on mobile hotspot lending.
- It was hosted by New York Public Library and Chicago Public Library.
- I was inspired to start something similar in Paducah.
- We began looking for funding options and affordable mobile hotspots.



# Our partnership with Paducah Bank



*MEMBER FDIC*

- They donate to nonprofits and public service organizations.
- They previously funded our Chromebook acquisition.
- The Chromebooks are available for in-library use.
- They also funded our purchase of mobile hotspots.
- We received additional funds from the Friends of the Library.



# Ordering the hotspots

- We ordered our hotspots from Mobile Beacon via TechSoup.
- You need to set up an account with [TechSoup for Libraries](#).
- We opted for 10 hotspots.
- The cost of service for each hotspot was \$120.
- With admin fee included, total cost was about \$1300.



# About Mobile Beacon



- Mobile Beacon provides affordable internet access to nonprofits and libraries.
- Internet service is provided on Sprint's 4G LTE network.
- Service contracts start at the beginning of the fiscal year.
- You want to start lending in July or as close to it as possible!

# What can we expect from a ZTE Warp Connect hotspot?



- It can support up to ten Wi-Fi connected devices.
- It offers unlimited 4G LTE internet with download speeds of up to 6-8 mbps.
- The hotspot uses WPA2-PSK for security purposes.
- The battery lasts for up to ten hours of use.

# How to connect to the ZTE Warp Connect

- Power on the hotspot.
- Press the FUNC key left of the POWER button.
- Press the FUNC key to scroll down to DEVICE INFO.
- Press the POWER button to display the hotspot network name and password.
- Locate the network in your device's Wi-Fi settings and enter the password to connect.



# The ZTE Warp Connect packaging



# What else is inside a “digital toolbox?”

- Each digital toolbox contains:
- A ZTE Warp Connect Mobile Hotspot from Mobile Beacon
- A Lenovo Ideapad 110 running Windows 10 OS
- A wired mouse
- An 8GB flash drive
- All bundled in a carrying case



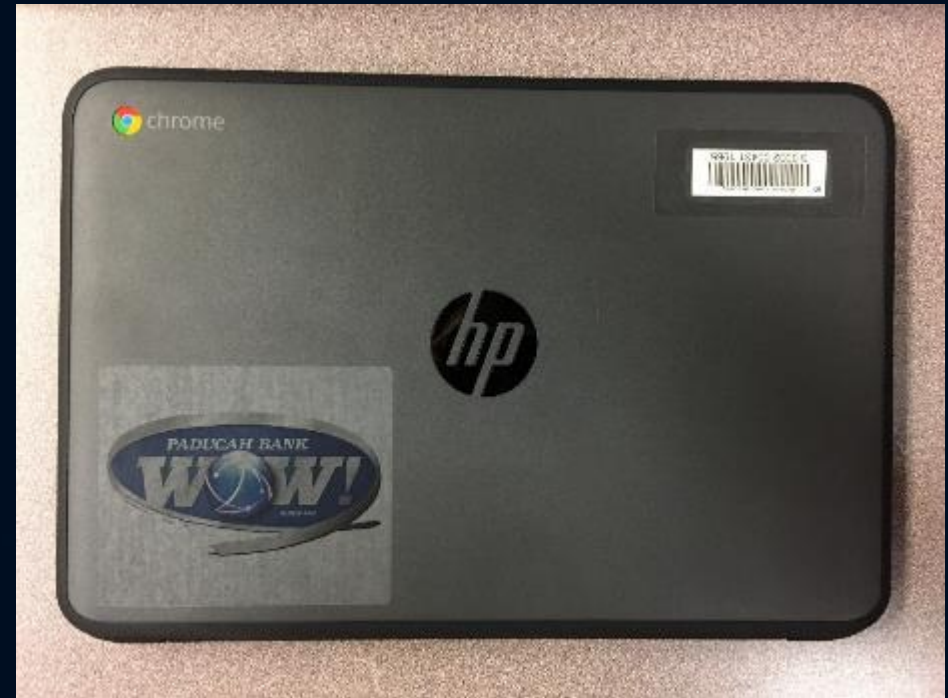
# What laptop software do you use?



- We include the Microsoft Office Suite 2013 on each laptop.
- We also install iTunes, Adobe Acrobat Reader, Google Chrome, and Mozilla Firefox.
- For security purposes we use Faronics Deep Freeze.
- This is why we included the 8GB flash drive.
- Absolute DDS for tracking purposes.

# Why not include Chromebooks?

- Chromebooks require internet access for Google apps.
- If the hotspot didn't work, the Chromebook wouldn't either.
- Without internet, borrowers still have a computer and office.
- Chrome OS not used in many business settings.
- We were familiar with setting up Windows machines.
- Chromebooks are used in-house.





# Who was the target audience for the toolboxes?

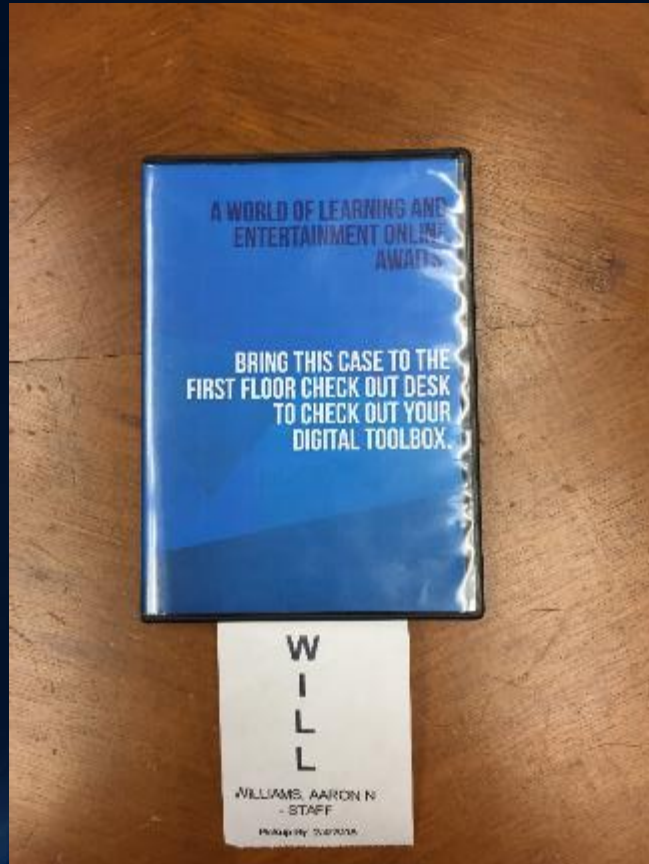
- Families with school-aged children
- Low income adults transitioning careers
- Nontraditional students continuing their education
- Previously incarcerated individuals needing to reintegrate into society

# What is your circulation policy?

- Toolboxes check out for 90 days and are limited to one per household.
- Patrons must be 18 years or older and complete a brief tutorial with staff.
- Holds may be placed and do not affect the lending period.
- Patrons can keep the flash drive!



# Staff procedures for check out



- Ask to see the patron's ID.
- Ask them to read and sign the lending agreement.
- Retrieve the toolbox.
- Confirm its components are all inside.
- Check the toolbox out.
- Ask if they'd like an appointment.

# Staff procedures for check in

- Do NOT immediately scan the toolbox in.
- Confirm all components are present.
- Ask the patron to fill out our usage survey.
- Take the toolbox to a library technology staff member.



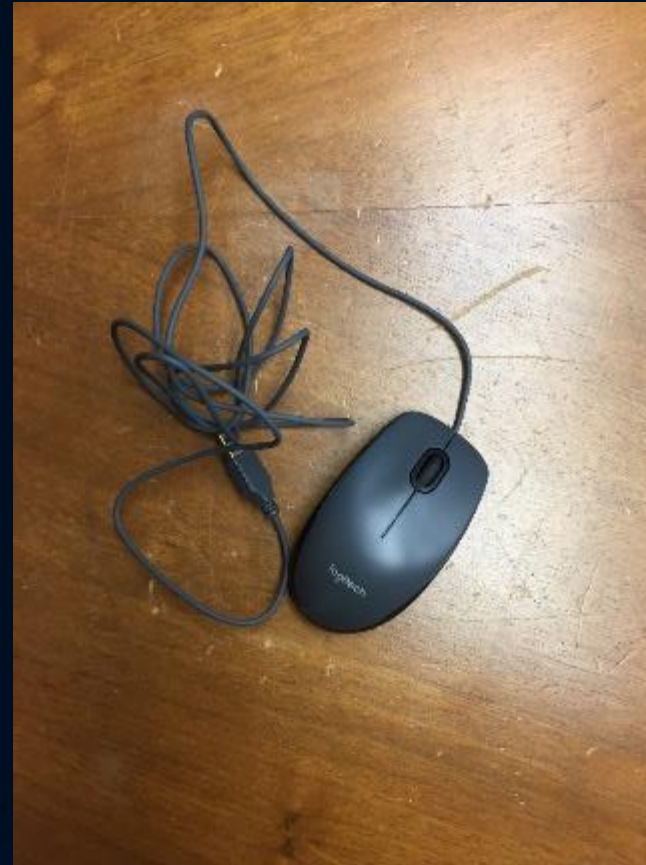
# Library Technology Staff Procedures



- Confirm all components are inside the toolbox.
- Thaw Deep Freeze
- Update Chrome, Firefox, Acrobat, iTunes
- Run Windows Updates
- Check the item in. Backdate.
- Store the toolbox securely.

# What about late fees, lost items, and damages?

- Toolboxes do not accrue fines.
- After seven days of being overdue, the hotspot will be deactivated.
- Also after seven days of being overdue, the toolbox will be billed to the patron.
- Patrons who return the items will have their bills waived.



# What additional support do you provide?



- Borrowers can schedule an appointment with library tech staff to learn more.
- We call this service Tech @ Night.
- Appointments generally last one hour.
- We teach digital literacy, online privacy and security, and more.

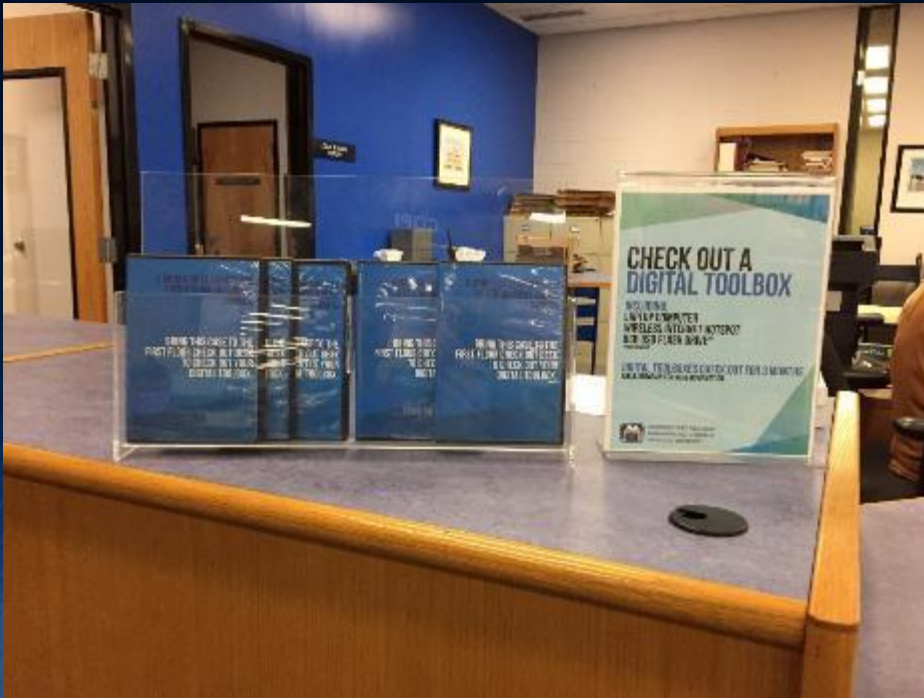
# How do you measure success?

- We use a survey modeled after PLA's [Project Outcome](#).
- Are you a little better at a task than you were before?
- Did you learn something new or different?
- Did you use another library service or resource?
- How many people used the devices?





# What challenges have you encountered so far?



- High demand
- Longish waiting period
- Network coverage
- Kids and teens placing holds
- Multiple household members placing holds
- No damaged, missing, or stolen items. Fingers crossed!

# Solutions and time commitments

- I monitor the holds list and work with our technical services manager.
- Updating the laptops can take some time.
- Expect 3-4 hours of downtime to run updates and reconfigure as necessary.
- If you don't have this kind of staff time available, you may want to lend Chromebooks instead.
- Make sure you can maintain administrative control over what you lend.

# This sounds great, but how do we afford it?

- Find funding partners!
- Local banks may have community giving programs.
- The Walmart Foundation has a community giving program.
- You may also look for support from your Friends of the Library.
- Mobile Beacon has a Wi-Fly Lending Launch Kit grant, but it is very competitive.



**WI-FLY**  
**LENDING LAUNCH KIT**  
*Digital Inclusion Grant Program*

Apply to receive donated mobile hotspots, laptops, and FREE internet service.

# What's next for the digital toolbox program?



- We need more toolboxes and hotspots!
- We are seeking additional grant dollars.
- We need to develop a digital toolbox curriculum.
- We may incorporate toolboxes into our developing partnership with KCC and Adult Education.

# Questions?

- Keep up with the McCracken County Public Library on social media!
- [www.facebook.com/mclibdotnet](https://www.facebook.com/mclibdotnet)
- [www.instagram.com/mclibdotnet](https://www.instagram.com/mclibdotnet)
- [www.twitter.com/mclibdotnet](https://www.twitter.com/mclibdotnet)



# Contact Information

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- Twitter: [@cybraaron](https://twitter.com/cybraaron)



**Wrap-Up**

# IMLS research

- **At the Edges of the National Digital Platform**

- <http://sites.utexas.edu/imlsedgesgrant/>
- Blog for project funded by the Institute of Museum and Library Services; includes staff from University of Texas at Austin, Oklahoma State University, and Simmons College
- Includes case studies for rural hotspot lending and articles by the researchers

- ***Starting a Mobile Hotspot Lending Program***

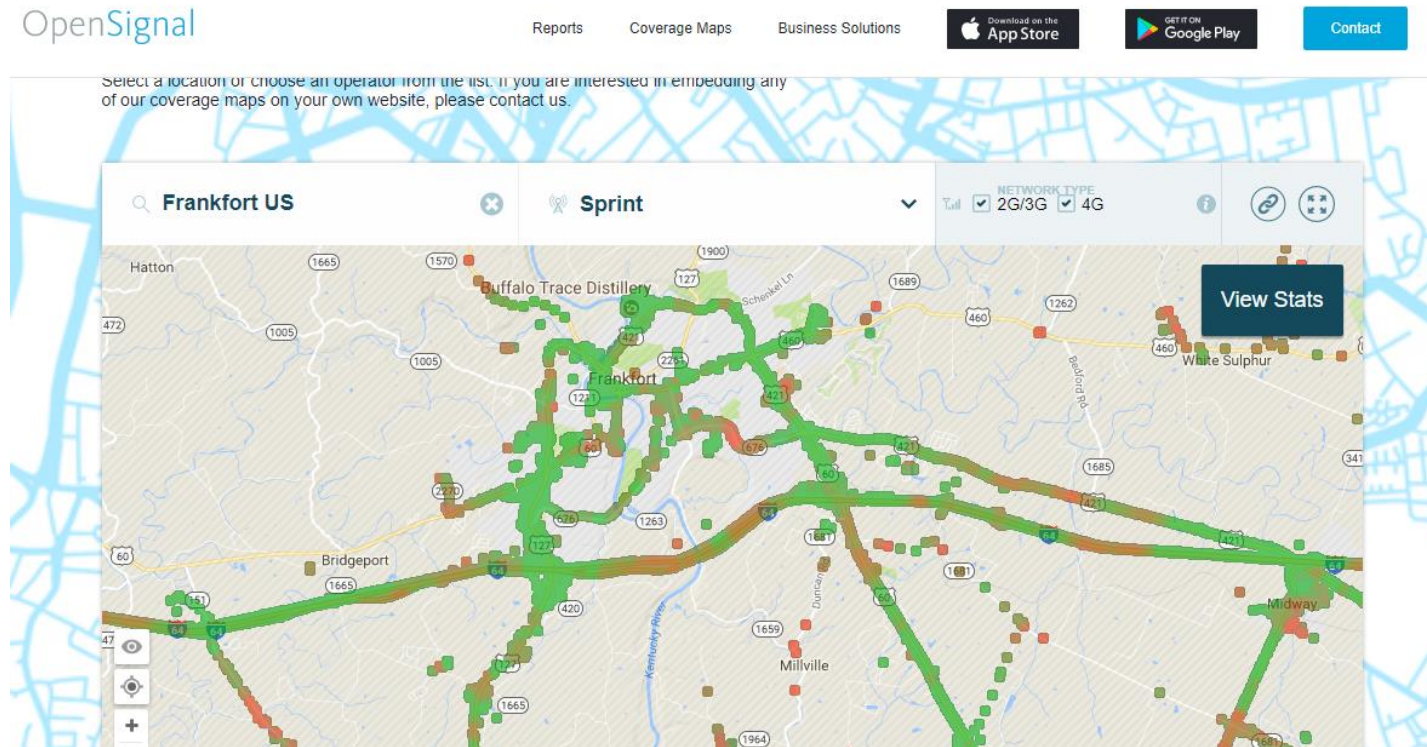
- <http://sites.utexas.edu/imlsedgesgrant/files/2017/02/How-to-Hotspot.pdf>
- Introductory guide written by IMLS-funded research team

- ***Rural Library Hotspot Lending Programs***

- <http://www.oklibs.org/default.asp?page=OLA2017Day03Rural>
- Presentation for libraries in Oklahoma; includes survey data and examples of packaging, promotional materials, and policies from case studies in KS and ME



# OpenSignal – Network Coverage Map



Research coverage from major carriers:

<https://opensignal.com/networks>

# From our friends at state libraries

- **Nebraska State Library Commission**

- NCompass Live: Circulating the Internet: How to Loan WiFi Hotspots
  - <https://nlc.nebraska.gov/scripts/calendar/eventshow.asp?ProgID=15688>
  - Example policy and instructional documents from Norfolk Public Library – specific to Verizon Jetpack hotspots

- **Texas State Library & Archives Commission**

- Lending WiFi Hotspot Devices to Patrons
  - <https://onlinetraining.tsl.texas.gov/course/view.php?id=311>
  - Includes links to example policies and procedures from Keller Public Library
- Lending Wi-Fi Hotspots in Urban and Rural Communities
  - <https://onlinetraining.tsl.texas.gov/course/view.php?id=339>
- “Everything You Wanted to Know About WiFi Hotspot Lending But Were Afraid To Ask” – comprehensive blog post
  - <https://www.tsl.texas.gov/ld/librarydevelopments/?p=21014>

# Sign up for KYTECH LISTSERV®

- **For Library Technology Support Staff:**
  - KYTECH is a monitored discussion list devoted to those who work with technology for their library. By using this LISTSERV®, individuals from around the state will have the chance to ask questions, share ideas, voice concerns, and make valuable contacts all through their e-mail.
  - TO SUBSCRIBE: Send a blank message to: [join-kytech@listserv.ky.gov](mailto:join-kytech@listserv.ky.gov) or contact Lauren Abner ([lauren.abner@ky.gov](mailto:lauren.abner@ky.gov)) or (502) 564-1728

# Archived Recording

In the next week, the recording of this presentation will be posted on the KDLA Archived Webinars page:  
<https://kdl.ky.gov/librarians/staffdevelopment/Pages/KDLAArchivedWebinars.aspx>



The screenshot shows the website for the Kentucky Department for Libraries and Archives. The page title is "KDLA Archived Webinars" and the specific article is "Receiving Credit". The page includes a navigation menu with categories like Librarians, Archivists, Researchers, State Employees, and Records Management. A sidebar on the right contains a list of links: Home, KDLA Catalog, Kentucky State Digital Archives, Ask a Librarian, Public Library Directory, Job List, Records Retention Schedules, and Kentucky Talking Book Library. The main content area provides information about CE credit for webinars and lists two steps for receiving credit: filling out a Learning Activity Report (LAR) and writing a short summary. Below this, there are sections for "Categories" with various service links, "Administration" with a budgeting article, and "Webinar Ideas" with a call to action for submitting ideas.

Kentucky Department for Libraries and Archives

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## KDLA Archived Webinars

### Receiving Credit

KDLA Archived Webinars can be viewed for CE credit. No certificate will be given for viewing KDLA Archived Webinars. The following steps must be followed to receive credit for an archived Webinar:

1. Fill out a [Learning Activity Report \(LAR\)](#).
2. Write a short summary about what you learned at the bottom of the LAR. This summary should not exceed 250 words.

### Categories

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### Administration

[Adding It Up: Budgeting for Public Libraries](#)

Don't let numbers get you down. Learn what you need for a library budget and how to stay on track so that you, your Board, and your community don't have too many money worries! (12/8/2017) [Slides](#) (PDF)

[Basics of Kentucky Public Library Certification \(Revised for 2017\)](#)

Just when you thought it was safe to go into the certification waters, we go and change things! There's no need to fear! Join KDLA's CE Consultants for this webinar where we'll make it safe to go swimming again and give you the

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### Captioning

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### Webinar Ideas

Would you like to present a webinar with KDLA? Let us know! Submit your great idea [here](#) and we'll contact you about it!

# Thank you for attending!

Please complete our brief survey. Your responses help us to improve training and are used for KDLA's grant reporting:

<https://www.surveymonkey.com/r/thedigitaltoolbox>

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