

12:47:19 From James Balletta : hi all  
12:47:50 From Travis Olivera to All panelists : hello from central new york!  
12:48:01 From Wendy Davis to All panelists : Good Afternoon from Earl Park Indiana. I am Wendy Davis  
12:48:04 From PLA Webinars : Welcome James and the crew at Half Hollow Hills Community Library!  
12:49:37 From Travis Olivera : OK Hello from central new york to all panelists AND attendees!  
12:50:01 From PLA Webinars : Welcome Travis!  
12:50:30 From Michele Briggs : Hello from Underwood Memorial Library in Fayette, ME  
12:50:42 From PLA Webinars : Welcome Michele!  
12:50:46 From Celine Cooper : Hello from the Boulder Public Library!  
12:51:01 From PLA Webinars : Welcome Celine and Boulder!  
12:51:01 From Sarah Potwin to All panelists : Hallu from Niagara Falls Public Library, NY!  
12:51:13 From PLA Webinars : Welcome Sarah and Niagara Falls!  
12:51:15 From Bethany Beebe to All panelists : Hi, from the Calef Memorial Library in Washington Vermont.  
12:51:26 From PLA Webinars : Welcome Bethany and Calef Memorial  
12:51:33 From Jeff Seebold : Hello from the Public Library for Union County in Lewisburg, Pa  
12:51:35 From S Whitt to All panelists : Greetings from Volusia County Public Library in Daytona Beach  
12:52:16 From PLA Webinars : Welcome everyone!  
12:52:28 From Travis Olivera : Shoutout to everyone else that arrived an hour ago because they find timezones confusing (like me)  
12:52:42 From PLA Webinars : Oops. ;-)  
12:52:51 From Caroline Heyworth to All panelists : nice music  
12:53:16 From Cindy Karasinski : Hello from the Cobleigh Public Library in Lyndonville, VT!  
12:53:17 From PLA Webinars : Ma Vlast, JB 1:112: No. 2, Vltava (The Moldau)  
12:53:35 From Caroline Heyworth : Hello and nice music  
12:54:04 From PLA Webinars : Janacek Philharmonic Orchestra  
12:54:33 From Linda Poortenga : Hello from Rensselaer  
12:54:37 From Susan Nimersheim to All panelists : Dr. Zivago...Lara's Theme??  
12:54:47 From Margaret Petty to All panelists : Hello from Shelbyville, Tennessee  
12:54:52 From PLA Webinars : Ma Vlast, JB 1:112: No. 2, Vltava (The Moldau)  
12:55:08 From PLA Webinars : Welcome attendees! The webinar will begin in about 5 minutes.  
12:57:08 From Dorothy Steelman to All panelists : HELLO FROM PLEASANTON TEXAS  
12:59:56 From Wendy Davis : Good Afternoon from Earl Park Indiana and Earl Park - Richland Township Public Library.  
13:01:07 From John Klima to All panelists : good afternoon from Waukesha, WI  
13:01:39 From Elaine Braithwaite to All panelists : Elaine Braithwaite from Bridgeport Public Library  
13:02:27 From Robin Fosnaugh : Greetings from Indiana

13:02:30 From Terri Foster to All panelists : When in doubt,  
reboot!  
13:02:39 From Virginia Johnson to All panelists : Ginny from  
hanover, MA  
13:02:41 From Jennifer Johnson-Spence to All panelists : Greetings  
from Texas.  
13:02:43 From Jennifer Spofford to All panelists : hello from  
Maine  
13:02:44 From Claudia Depkin : Hello from Haverstraw, NY!  
13:02:48 From Beth Smilack to All panelists : Hello from Illinois.  
13:02:51 From Mary Markwalter to All panelists : Hello from Mason  
City, Iowa  
13:02:53 From Caroline Fraley : Hello from South Carolina!  
13:02:58 From Kim Kroll to All panelists : Hi Ya'll from Belton,  
Texas  
13:02:59 From Heather Lowe to All panelists : Hello from Kentucky!  
13:03:03 From Todd Schlitt to All panelists : Hey Claudia!!!  
13:03:04 From Tammie Edwards to All panelists : Hello from  
Tennessee  
13:03:04 From Kathleen Loudon : Hello from Bucks County, PA!  
13:03:04 From Kamiryn Scalesi : Hi from Tennessee!  
13:03:05 From Tiffany Reynolds to All panelists :  
Caroline!!!!!!!!!!!!  
13:03:06 From Nate Krieger : Hello from Cleveland, Ohio!  
13:03:06 From Benjamin Blight to All panelists : Hello from Santa  
Clara City  
13:03:08 From Karen O'Brien : Greetings from Boston :)  
13:03:13 From Cassandra Arnold to All panelists : Hello from  
Carlsbad, New Mexico  
13:03:13 From Avery Koch to All panelists : Howdy from Dallas, TX!  
13:03:15 From Valerie Edgeworth : Hello from Kentucky!  
13:03:16 From Lauren Piszczor to All panelists : Hello from North  
Carolina!  
13:03:22 From Debby Emerson : Hi Claudia and greetings everyone,  
from Geneseo, NY!  
13:03:24 From Jane Norling to All panelists : It is a great day in  
South Dakota  
13:03:27 From Brittany Overton to All panelists : Hello from  
Bristol, NH!  
13:03:29 From Sarah McIntyre : Hello from Madera County, California  
13:03:31 From Andrew Harrison to All panelists : Greetings from  
Oregon!  
13:03:31 From Janet Wilson to All panelists : Hi from Rangeley  
Maine  
13:03:35 From Denis Shannon to All panelists : Hello from Beacon,  
NY  
13:03:37 From James Balletta : HHHLIBRARY loves PLA  
13:03:38 From Claudia Depkin : Hi Debby Emerson!!  
13:03:38 From Cindy Killian : Hello from Thomaston CT  
13:03:39 From Tiffany Reynolds to All panelists : What's the  
chances of seeing you in this webinar. Hope all is well in Spartanburg,  
SC  
13:03:41 From Terri Foster to All panelists : Hi from Southwestern  
Pennsylvania!

13:03:47 From smcelhone to All panelists : Hello from Newton,NC  
13:03:49 From JEAN Alexander : From McKenzie Memorial Library  
McKenzie, Tennessee  
13:03:50 From Adrian Whicker to All panelists : Hello from Roanoke  
County, VA  
13:03:51 From Mare Parker-otoole to All panelists : Greetings from  
Newton!  
13:04:00 From Bonnie Gardner to All panelists : Hello from Idaho  
13:04:12 From James Nicholson to All panelists : hello James from  
Minneapolis  
13:04:20 From Heather Bonney to All panelists : Hi From NC!!  
13:04:24 From Deborah Duke to All panelists : Hello from Fort  
Worth!  
13:04:29 From beth helstien to All panelists : Hi, Beth at San  
Juan Island Library, Washington  
13:04:30 From Sarah Bills to All panelists : Hello from Southeast  
Indiana! :)  
13:04:32 From Pam Rose to All panelists : Hello from Ohio  
13:04:39 From Sarah Bills : Hello from Southeast Indiana! :)13:04:48  
From Sylvia Rowe : Hello from Jackson, Tennessee!  
13:04:58 From Erin Kolb to All panelists : Hi from Washington!  
13:05:11 From Susan Nimersheim : Hello from Grant County Kentucky  
13:05:12 From Linda Landi to All panelists : <waving> from  
Vancouver, Washington  
13:05:13 From Tiffany Reynolds : Hello Caroline!! What's the chances  
of seeing you in this webinar. Hope all is well in Spartanburg, SC.  
13:05:21 From Tiffany Reynolds : Hello from Kentucky!  
13:05:29 From Caroline Fraley : Tiffany! I miss you! So funny.  
13:05:29 From Lisa Mynatt to All panelists : Hello from London, KY  
13:05:30 From Deborah Duke : Hi from Fort Worth!  
13:05:43 From Edna Sherron : Hello from Humboldt Public Library:)  
13:05:45 From Nathan Vosburg : Nathan Vosburg and Mary Leal from  
Coalinga Huron Library District in California  
13:05:49 From Emi Johnson to All panelists : Hello from Austin  
Public Library, Austin Texas  
13:06:01 From Kenneth Miller to All panelists : Hello from  
Copiague, Long Island!  
13:06:06 From Kimberly Jackson to All panelists : Hello from  
Jeffersonville, Indiana ;-)  
13:06:15 From Mary Etter : Hi from South Windsor, CT!  
13:06:20 From Angie McKenna to All panelists : hello from union,  
maine  
13:06:22 From Elaine Braithwaite : Hi laine Braithwaite from  
Bridgeport Public Library  
13:06:30 From John Brock : Hello from Merrillville, IN  
13:06:41 From Shawn Andary : Hello from Marquette Michigan  
13:06:41 From Mike Selby to All panelists : Hi Mike from  
Cranbrook, British Columbia  
13:06:52 From Eleni Galanos : Hello from Watertown, CT.  
13:07:15 From Alisa Burch to All panelists : Alisa Burch just  
arrived.  
13:07:17 From Cynthia King, MLIS to All panelists : Do not ~  
Upshur County Library, Gilmer TX

13:07:17 From Jennifer Johnson-Spence : We just got a grant to do it!

13:07:17 From Christine Filippelli to All panelists : Hi from Schenectady NY!

13:07:28 From Sylvia Polk to All panelists : Fort Worth East Regional

13:07:34 From Nykia Eaddy : Hello, Nykia from Bridgeport, CT!

13:07:34 From Denise Duck to All panelists : Denise Duck Hello from Mosheim, TN

13:07:41 From Rachel Johnson : @Jennifer - I'd love to hear more about the grant!

13:07:47 From Sue Dowdell : Hello. Sue from Springfield VT

13:08:12 From Lauren Abner to All panelists : The Kentucky Department for Libraries & Archives has informally tracked hotspot lending, and we're currently aware of 12 Kentucky public libraries circulating 319 hotspots.

13:08:19 From Jennifer Johnson-Spence : @Rachel A local electric coop gave us the funds.

13:08:37 From Rachel Johnson : That's great - congrats! (I'll have to look into something similar in my area) :)

13:08:47 From PLA Webinars : about 5 minutes.Be sure to send your chat messages to "All panelists and attendees" so your colleagues and read them and respond. Thanks!

13:09:04 From Jennifer Johnson-Spence : @Rachel yes do. It's amazing how much they want to give back to local community.

13:09:33 From Kim Kroll : Will we get a copy of the slides?

13:10:14 From PLA Webinars : We typically include a PDF version of the slideshow along with the webinar recording.

13:10:19 From Suzanne Reymer : I wonder what will happen to Sprint hotspot lending programs with the T-Mobile merger.

13:10:59 From Jennifer Johnson-Spence : @ Suzanne that's why I haven't purchased the device yet after getting the money last week. I think I need to see what happens next.

13:11:13 From Terri Foster : Mobile Beacon doesn't cover our rural area -- I already looked into it. I missed if you said there was another possible provider.

13:11:21 From Ida Gonzalez-Garza to All panelists : are we going to receive the slides to share with our library staff

13:11:35 From James Balletta : if we already use tmobile directly how would mobile beacon affect our tmobile portal with all our current devices?

13:11:41 From Beth Smilack : We don't have Sprint access here in our area either :-(

13:11:46 From Sarah McIntyre : Same here. We only have Verizon

13:12:01 From Terri Foster : We have Verizon and AT&T. I haven't found any programs from them.

13:12:24 From Lisa Shaw : Sprint typically doesn't cover rural areas, which is frustrating for this initiative.

13:12:27 From PLA Webinars : We typically include a PDF version of the slideshow along with the webinar recording.

13:12:38 From Lisa Shaw : rural\*

13:13:12 From Jennifer Johnson-Spence : I get emails from T-Mobile government people all the time. Could you see if At &T or Verizon has that department?

13:13:26 From Beth Smilack : So, am I to understand that only rural areas that have Sprint coverage can offer hotspots for patrons?

13:13:31 From Nate Krieger : If you read any of the FCC discussion of the T-Mobile/Sprint merger, you will supposedly see more rural access resultant from that.

13:14:18 From Lisa Shaw : Nate, I sure hope so, but T-Mobile's coverage here is pretty limited as well.

13:14:49 From Terri Foster : Neither Sprint nor T-Mobile cover our area, except at some of the very fringes

13:15:00 From Nate Krieger : That's what they told the FCC to get them to approve the merger. Whether it happens or not it's hard to say.

13:15:30 From James Balletta : please send link to map..

13:16:35 From Mike Selby to All panelists : Was there a direct link to obesity and broadband?

13:16:40 From Caroline Fraley : Yes please, I couldn't see a URL

13:17:03 From Leighann Wood : yes, links will be available at the end of the webinar and in the follow up email.

13:17:08 From James Balletta : TY!

13:17:32 From Lisa Shaw : [https://www.fcc.gov/reports-research/maps/connect2health/#ll=40,-95&z=4&t=insights&inb=in\\_bb\\_access&inh=in\\_diabetes\\_rate&dmf=none&inc=none&slb=90,100&slh=10,22](https://www.fcc.gov/reports-research/maps/connect2health/#ll=40,-95&z=4&t=insights&inb=in_bb_access&inh=in_diabetes_rate&dmf=none&inc=none&slb=90,100&slh=10,22)

13:18:46 From Terri Foster : Verizon!

13:20:06 From Virginia Johnson to All panelists : I'd love to see copies of user agreements!

13:21:58 From Alisa Burch : How long can they keep the device?

13:22:21 From S Whitt : What is your process on turning off the Hotspots when they are not returned?

13:22:24 From Kirsten Woodin : Is the filtering built in to the device or was that a decision the library made?

13:22:33 From Mary Anne Mendola Franco : About how long do the devices last? Are they sturdy enough?

13:23:22 From Nate Krieger : The Franklin Wireless R850 was a piece of junk. We've only been circulating the Coolpad for a couple months, so I don't know yet about those.

13:23:25 From Lisa Shaw : I had good luck in the past getting grant funding to circulate hotspots from NNLM.

13:23:38 From Edna Sherron : We have a 7 day lending period at our library, with a 2 week wait before patron can borrow the hotspot again

13:23:48 From Lisa Shaw : We used Verizon and US Cellular.

13:24:02 From Lauren Abner to All panelists : To S Whitt - various providers have an admin dashboard where the library can turn data on or off for a particular device once it's overdue. Generally the hotspot is returned after that. Anecdotally, few KY libraries have reported problems with loss.

13:24:42 From S Whitt : How many H.S. do you have for circulation?

13:25:06 From Edna Sherron : 3

13:25:28 From Nate Krieger : 900

13:26:04 From Rob Liste : Yes, exact same issues we had as well.

13:26:33 From smcelhone to All panelists : We offer the Sprint (mobile beacon) hotspots for Catawba County NC. We lend for two weeks (allowed once a month).

13:26:55 From John Klima : We lose about 50% of our hotspots

13:27:21 From Rob Liste : we lost half of ours and replaced the ones we lost this year

13:27:27 From Beth Smilack : How much data is acceptable for regular use?

13:27:29 From Mary Kay Bullard : what happens when a patrons hits the data cap?

13:27:30 From S Whitt : How do you limit the data. Is it controlled through the carrier?

13:27:36 From Nate Krieger : We do rolling replacements of lost/stolen devices.

13:27:41 From Lauren Abner to All panelists : Average # of hotspots for Kentucky public libraries that circulate them is 26. The low end is 5, and the high end is 84 (!?!).

13:27:51 From Pamela Kource : Thank you--very informative

13:28:48 From Mare Parker-otoole : Can a user use the hot spot if they travel outside of the library area? I.e. if they go on vacation to another place?

13:28:50 From Lisa Shaw : When we loaned, the carriers set the limit through negotiations. So Verizon was unlimited at \$40 per month per device, and US Cellular was \$20 per month at 10 MB per device per month.

13:29:21 From Alisa Burch : I had to take a phone call and missed part of the last presentation. Is this being recorded?

13:29:34 From Lisa Shaw : Yes, Alisa.

13:29:34 From Jennifer Johnson-Spence : @Alissa yes

13:29:56 From Ida Gonzalez-Garza to All panelists : We are using three hot spots from ATT and I took mine to Washington DC & it worked. no problems.

13:30:11 From Beth Smilack : Do you have to pay the monthly fee even if the hotspot is not checked out?

13:30:14 From Lauren Abner to All panelists : To Lisa Shaw: Does Verizon limit the amount of 4G/LTE data per month and then throttles the device down to 3G?

13:30:25 From PLA Webinars : All registrants will receive a follow-up email with a link to the archived recording and list of resources from today's panelists. This is typically sent within 1-3 business day.

13:30:53 From Lisa Shaw : @Beth: we did, but the hotspots were never NOT checked out.

13:31:18 From Beth Smilack : Thanks Lisa

13:31:40 From Nate Krieger : @Beth I think you'll find that demand exceeds supply no matter how many hotspots you have.

13:31:46 From sarah sewell : how do you handle hotspots on hold when the system has more than one building? are they transported between buildings to fulfill holds, or do patrons have to check them out from owning location?

13:32:14 From Lisa LINDSAY : for those with 50% loss rate -- do borrowers get charged if lost? Or how is that part working (or not working)?

13:32:56 From Linda Landi to All panelists : Does it impact your erate if your hotspots are not filtered?

13:33:35 From Richard Landreth : Do we also get a copy of this very informative chat stream?

13:33:55 From Nate Krieger : I have a lot lower attrition rate. Ours is more like 1/10 circs ends up not being returned. We do bill the patron to replace the device.

13:34:11 From PLA Webinars : I'll include a transcript of the chat window along with the recording and resources. Thanks!

13:34:24 From Jennifer Johnson-Spence : Thank you

13:34:25 From Rob Liste : Yes we turn them off, bill the patron \$100 and then we never see them again. It's a shame.

13:34:38 From smcelhone : We are a 7 branch system. We do circulate hotspots amongst all locations, but ask patrons to return to the same location they borrowed from.

13:34:52 From Lisa Shaw : Our particular library wasn't part of a branch system. We never lost a device but the carriers also told us that the actual hardware was only worth pennies and that they could be inexpensively replaced.

13:35:08 From Ida Gonzalez-Garza to All panelists : We are charged monthly for our three hot spots. Each hot spot is UNLIMITED and the cost for each is about \$38.00/month

13:35:37 From Nate Krieger : We have 27 branches, but we have an existing shipping/logistics infrastructure which enables us to let our patrons return the units to any branch.

13:35:48 From Beth Smilack : Can I ask the libraries who have hotspots ... are you all in areas where your patrons have good access to a signal?

13:35:53 From Laura England-Biggs : We have Verizon and as long as we report them as lost, we can get replacements. Don't remember if it's free replacements or low-cost. I tend to think it's free.

13:36:21 From smcelhone : We turn ours off day one overdue and send a written notification. This seems to help with retention.

13:36:40 From Lisa Shaw : The worst things that happened is that one patron managed to contact the carrier directly and have the cap removed so that we got billed for over \$1000 for that one device for one month. We contacted the carrier and they removed the charge, because we had a PIN and password security protocol in place with the carrier to [supposedly] keep that from happening.

13:37:00 From Nate Krieger : @Lisa that's so scary!

13:37:01 From Rob Liste : Yes, we have excellent service coverage from many different providers, but we have a high population of disadvantaged.

13:37:08 From Laura England-Biggs : @Lisa - whoa!!

13:37:33 From Theresa Stroisch : Not sure if anyone asked, but hoping the chat thread can also be shared - so much great info!

13:37:37 From Lisa Shaw : @Laura - the carrier was very good about reversing the charge.

13:37:48 From Lauren Abner to All panelists : @Lisa Shaw - I'm both horrified and impressed with the ingenuity of your patron :P

13:38:01 From PLA Webinars : I'll include a transcript of the chat window along with the recording and resources. Thanks!

13:38:32 From Nathan Vosburg : Anyone have information on Targeting Specific Audiences and info related to it

13:39:31 From S Whitt : We have a waiting list of 250

13:39:34 From Janet Wilson : When a patron puts a hold on a hotspot, can they choose a particular date they would like it, or do they just have to take it when it comes available like a book on hold?

13:39:49 From Lisa Shaw : US Cellular had the best coverage in our area, and Verizon was pretty decent, but the internet carriers (e.g.

Time-Warner/Spectrum, etc.) had VERY limited reach and would want to charge \$3000 to run a cable up a road.

13:39:50 From Judith Goodrich to All panelists : Will the slides be available to print?

13:40:22 From Lisa Shaw : So some was lack of cost access, and much was lack of infrastructure access.

13:40:34 From Cindy Karasinski : Are libraries able to apply to E-rate for hot spot support?

13:40:52 From Ida Gonzalez-Garza to All panelists : yes to hot spots

13:41:29 From cathy deberry : are the hotspots put on hold through the library's catalog? is that best practice?

13:41:37 From Linda Landi to All panelists : And to hop on Cindy's question... how does filtering or not impact the e-rate?

13:42:03 From Linda Landi to All panelists : For hotspots as well as in-house internet.

13:42:16 From Tiffany Reynolds : I don't believe E-rate can be used for hotspots. It usually covers anything that's inside the library-- nothing that can be taken out or mobile.

13:42:18 From cathy deberry : and can someone explain the filters that can be used?

13:42:21 From Laura England-Biggs : @cathy - that's how we do it, (placing holds through the ILS) I don't know if it's best practice.

13:42:44 From beth helstien : community foundation supported our launch of hothotspot lending with a grantspot kending

13:43:06 From Lauren Abner to All panelists : @Cindy K - Hotspots for patron lending programs are not E-rate eligible. Libraries with eligible bookmobiles can request discounts on hotspot service for use on the bookmobile, which is considered library property and whose internet access can't be provided by a wired connection

13:43:19 From Lisa Shaw : @Cindy, not sure if federal e-rate is there yet. In Maine, our state legislature just made hotspots eligible for Technology Education Access Funding but unfortunately didn't add any \$\$ to that fund for it. :P

13:43:37 From Nate Krieger : We offer them first come, first served right now, but we are still in the first year of the program. We are working on moving to a hold system, but patrons will need to speak with a staff member who will place the hold for them.

13:44:00 From Jo Giudice : Check with your local bank for funding - all banks must support their community due to Community Reinvestment Act and they get extra 'points' when it support low and middle income folks

13:44:05 From Nate Krieger : Mobile Beacon will never charger you for international roaming.

13:44:08 From Cindy Karasinski : Thanks, Lisa

13:44:22 From Lisa Shaw : T-Mobile doesn't "care" if you ping off a Canadian tower, so that's one advantage to them.

13:44:24 From Linda Landi to All panelists : Thanks Tiffany. If the hotspots are not filtered can e-rate \$\$ libraries receive be in danger?

13:44:39 From Nate Krieger : Mobile Beacon hotspots are on the Educational Broadband Spectrum and won't operate outside the continental US.

13:45:02 From James Balletta : we susped the device over three days and turn off international access vi T-mobile porta



13:45:41 From Cassandra Arnold : How are devices warranted by carrier?

13:46:21 From Nate Krieger : Mobile Beacon offers a 1 year manufacturer warranty on each device which covers defects and swollen batteries, but not physical damage to the device.

13:46:26 From S Whitt : Alcatel Linkzone can use 15 device at one time

13:47:18 From Beth Carpenter : I'm assuming you can't control streaming on hotspots, so is it simply self-controlled because users hit the data limit if they don't comply to the user agreement?

13:47:45 From Lisa Shaw : @Cassandra, to add to what @Nate said, it depends on the carrier, but we were informed that the hardware itself was a sort of "loss leader" - very cheap to replace.

13:47:52 From Olivia Moreno to All panelists : Is Sprint/T-Mobile merger going to change the Sprint program?

13:48:04 From Mimi Herrington to All panelists : If we're using Mobile Beacon, can we use a different provider than Sprint? Sprint has terrible coverage in our area.

13:48:22 From PLA Webinars : [www.coalitions.digitalinclusion.org](http://www.coalitions.digitalinclusion.org)

13:48:43 From S Whitt : What would be a reason not to include international access?

13:48:46 From PLA Webinars : [www.publiclibraryadvocacy.org](http://www.publiclibraryadvocacy.org)

13:49:03 From Sylvia Rowe : International access can be expensive

13:49:43 From cathy deberry : one of the panelists mentioned filtering, that home depot couldn't be accessed, can someone explain the filtering?

13:50:14 From PLA Webinars : These resource links will be included with the webinar recording.

13:50:19 From Rob Liste : We use Alcatel Linkzone as well. Very happy with the hotspots. They get used and abused but hold up well.

13:50:24 From Jolene Lescio : Our library lends them out for 21 days

13:50:28 From Leslie Hayes : International access = \$\$\$\$\$\$\$

13:50:31 From Cindy Karasinski : How do you determine who does not have access to the Internet? How do you gather that information?

13:50:35 From Nate Krieger : I'm glad that we don't have to manage a blacklist.

13:51:09 From Kelly McBride Delph to All panelists : I asked my local cable provider where they couldn't give service.

13:51:30 From John Klima : It's like magic!

13:51:30 From beth helstien : we fine \$5 per day, and call people the day before it is due to remind them

13:51:36 From Peg Pelletier : We don't have IT dept. and most staff are pt clerks - can we manage a hotspot loan program or is it too complex? Comments welcome.

13:51:38 From S Whitt : So you request the turn off through mobile beacon/

13:51:38 From Jolene Lescio : We call patron after one day overdue, turn them off after 3 days and bill patron

13:51:42 From Nate Krieger : We are 100% fine free!

13:52:26 From Linda Poortenga : we started out using the same password for all devices. Recently ran into problems with limit of 10 devices, as people in apartments were having trouble accessing as others in the building who had previously had devices automatically wre

connecting. Now we have changed so that each device has it's own password.

13:52:29 From beth helstien : how many of you who loan are collecting data from patrons about their use and experience now?

13:52:31 From Nate Krieger : @S Whitt Mobile Beacon provides a website with a list of your devices and you can submit requests to get them turned on and off.

13:52:50 From Nate Krieger : @Beth I am just wrapping up a patron use survey.

13:52:54 From cathy deberry : would you want to intentionally block certain websites?

13:53:18 From Leslie Hayes : Depending on your funding, you may need to block certain sites.

13:53:19 From Linda Poortenga : it is amazing how dirty some are when they are returned!

13:53:41 From James Nicholson to All panelists : do you enforce Library useage standards and filtering for these devices when used outside of the library

13:53:42 From Nate Krieger : @Linda I have a bowl of alcohol wipes on my desk! :)

13:53:47 From Jolene Lescio : @beth we started including a survey with each hotspot

13:54:01 From Lauren Abner : @cathy - Some libraries may have to filter for CIPA compliance if they loan the hotspot along with a library-owned laptop.

13:54:18 From Rob Liste : We transport them between buildings for holds, we have 5 locations

13:54:42 From cathy deberry : you could treat them like museum passes, we expect the patron to pick up and return the museum pass at the same branch

13:55:31 From John Klima : @Jolene would kind of questions do you ask in your survey?

13:55:37 From Wendy Knapp to All panelists : YOu can't get erate on teh hot spots

13:55:39 From Daniel Wetterstrom to All panelists : Do you have issues with Peer to peer application use?

13:55:48 From Wendy Knapp to All panelists : only elgible for library computers

13:55:50 From Elizabeth Davis to All panelists : Are the hotspots elligible for eRate discounts?

13:56:13 From Claudia Depkin : How long did it take for the lending program take to get traction? Did people snap them up right away?

13:56:17 From Beth Smilack : Anyone have issues with coverage areas ... our town is very sketchy with internet.

13:56:29 From Jolene Lescio : @beth what age groups used hotspot, how was it used, how did they learn about the program, how likely are you to check one out again and if they have completed the survey before

13:56:37 From Cindy Church to All panelists : No hot spots are not eligible for E Rate Discounts

13:56:51 From Vince Giordano to All panelists : do you just go off of your budget for how many to buy? we have 10 and usually a 5-15 person wait. how do you find that number so that people are not waiting and waiting?

13:56:55 From Nate Krieger : @Claudia We launched the program with 600 units and they were all checked out within two weeks.

13:57:14 From Naveed Khan to All panelists : Can hotspots be returned via book drop boxes?

13:57:19 From beth helstien : @claudia our program just started in March. We aserve about 7000 patrons, have about 30 holds at all times.

13:57:29 From Jennifer Johnson-Spence : This was very informative! Thanks for offering this webinar.

13:57:30 From Linda Poortenga : Immediate success!

13:57:58 From Nate Krieger : This has been great, thanks for offering the webinar.

13:58:10 From Hannah Tracy : @beth I used to have net10 personally and it was the best coverage I have ever had, including in a rural area.

13:58:21 From Avery Koch : Thank you all very much for this - it was very informative!

13:58:24 From beth helstien : we have a big banner at our checkout desk that says ask me about borrrinw a wifi hotspot

13:58:30 From Lauren Abner : If a library has to comply with CIPA for E-rate or LSTA purposes, then all library-owned computers have to have filtered internet access. If patrons are using their own devices at home, then you probably don't have to filter the hotspot because it's not connecting to a library-owned computer. If the library loans a laptop with the hotspot, then the internet access has to be filtered. This isn't legal advice, of course :)

13:58:33 From Beth Smilack : We also do not have an IT department and limited part time staff ... are these difficult for individuals who are not tech saavy to set up and use in their homes?

13:58:46 From cathy deberry : what is the size of the population that Liz's library serves?

13:58:59 From Linda Landi to All panelists : Thanks Lauren!

13:59:03 From Cindy Karasinski : Yes, thank you very much! Great presentations!

13:59:33 From Mary Cohrs to All panelists : Thanks - very informative!

13:59:34 From Claudia Depkin : Thank you!!!

13:59:34 From Lisa Shaw : @Beth, we were the same: no IT staff and mostly PT staff, and people were able to figure it out pretty well.

13:59:36 From Leslie Hayes : Thanks for the information!

13:59:43 From Mike Selby to All panelists : This was the greatest! Thank-you

13:59:45 From Caroline Heyworth : Thanks!

13:59:46 From Melissa Wallace to All panelists : Thank you.

13:59:47 From Travis Olivera : Thank you!

13:59:49 From Peg Pelletier : Thank you, this was great!

13:59:49 From Alicia Stuart to All panelists : Thank you great presentation Alicia Stuart

13:59:51 From Elizabeth Kelly : Thank you!

13:59:52 From Alisa Burch : Thank you

13:59:52 From Christine Filippelli : Thank you! Really good information

13:59:52 From Kelly Currie : thank you!

13:59:53 From Lisa Shaw : Thank you for this!

13:59:54 From Lisa Mynatt : Thank you for a great session.

13:59:55 From Robin Fosnaugh : Thank you!

13:59:55 From Rick Ward : Thank you!  
13:59:56 From Susan Nimersheim : thank you for the information  
13:59:57 From James Nicholson to All panelists : Thank you  
13:59:58 From Tammie Edwards to All panelists : Thank you Tammie  
Edwards from TN  
13:59:58 From Karen O'Brien : Well done, thank you  
13:59:58 From Terri Foster : Thank you!  
14:00:00 From beth helstien : thanks  
14:00:02 From Rob Liste : Thanks!  
14:00:03 From Nykia Eaddy : Thank you! Very informative webinar.  
14:00:04 From Beth Smilack : Thank you Lisa for your info on no IT  
14:00:04 From Linda Landi to All panelists : Thank you for the  
information!  
14:00:05 From Chris Jelley : THank You for the info!  
14:00:07 From Sylvia Rowe : Very informative. Thank you!  
14:00:07 From Lynette Barnett : From: Lynette Barnett: Thank you!  
14:00:08 From John Brock : Thanks!  
14:00:10 From Clara Gerner : Thank you, this was very helpful  
14:00:12 From Judy Schulz : Thank you!  
14:00:17 From John Skrtic to All panelists : Thank you.  
14:00:18 From James Balletta : if we already use tmobile directly  
how would mobile beacon affect our tmobile portal with all our current  
devices? 14:00:18 From Bethany Beebe : thank you for the information  
14:00:18 From Alisa Burch : Thank you  
14:00:21 From Linda Poortenga : Thank you!  
14:00:22 From K.C. Pritchard : Thanks!!  
14:00:22 From placedia miller to All panelists : Thank you!  
14:00:22 From Brittany Overton : Thank you!  
14:00:23 From Jennifer Marks : thank you  
14:00:24 From Jennifer Spofford to All panelists : thank you  
14:00:26 From Sarah McIntyre : Thank you!  
14:00:26 From Caroline Fraley : Thank you all! This was very  
informative and helpful. Lots of information, so I look forward to  
getting the slides and recording.  
14:00:27 From Tara Montini : Thank you!  
14:00:34 From Diah Seccareccia : Thank you!  
14:00:34 From Beth Smilack : Thank you!  
14:00:37 From Edna Sherron : Thanks!  
14:00:39 From Dorothy Steelman to All panelists : bye  
14:00:42 From Andrew Harrison : Thanks!  
14:00:45 From Laura Mitkos to All panelists : Thank you!  
14:00:54 From Sharon Shanley : Thanks!