

# Libraries respond to COVID-19

Connecting communities during a critical time and ready to aid in economic recovery

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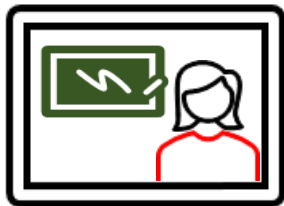
## Libraries *continue* to deliver essential services in challenging times



The Public Library Association surveyed libraries about their responses to COVID-19, including connecting people to critical broadband services:

- **93% of public libraries provide** (or plan to provide) **free Wi-Fi access** on their grounds even when their buildings are closed to the public
- **44% of public libraries** have moved **routers outdoors to improve public access**
- **23% of libraries surveyed also provide Wi-Fi hotspots** for patrons to check out and use at home

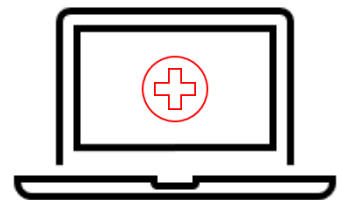
Almost all libraries have limited services available but they continue to provide critical access to the internet during this pandemic.



Students are borrowing hotspots from the library to continue learning as it becomes virtual



Library devices are helping patrons - especially older adults connect with family and friends while being physically distanced



Library-loaned equipment allows users to access healthcare online from the safety of their homes

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## Libraries will be integral to recovery

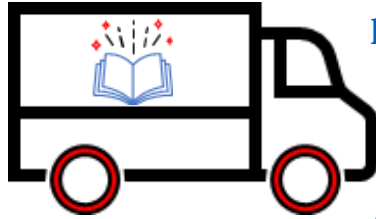
Libraries are essential partners in economic recovery, workforce and small business development, student success, and digital inclusion. Demand for library services **increases during economic downturns**. During the COVID-19 recovery, libraries anticipate **demand for computers and internet access, helping students make up for lost ground, and application support for government services and employment.**



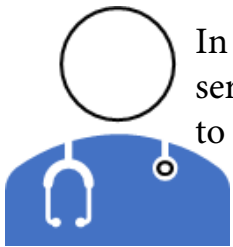
## America's libraries in action

Libraries across the country see growing demand for hotspots and other devices even as communities cautiously re-open. As learning, work, and all aspects of daily life pivot to virtual, libraries stand ready to provide internet access in innovative ways.

Kansas' Topeka and Shawnee Public Library turned two bookmobiles into Wi-Fi hotspots, parking them in areas where residents lack internet access at home.



35% of Malvern-Hot Spring County, Arkansas is **without any internet access and relies on Wi-Fi and hotspots from the library** to keep them connected.



In Kentucky, a woman with a serious medical condition was able to **check out a laptop and hotspot** from the McCracken County Public Library to **learn more about her health and consult doctors online.**

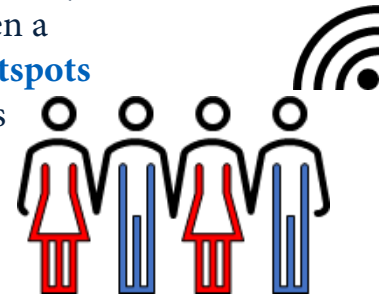
A public school teacher in rural Pennsylvania **used a local library hotspot to communicate with her students** to conduct online classes.



**50% of surveyed Utah libraries said they would provide hotspots if they had more funding.** 35% identified connectivity as one of their patrons' most pressing needs.



The Burnsville Public Library in West Virginia has seen a **growing waitlist for hotspots during the pandemic** as options for home internet service are far and few between.



Library systems from Mississippi to Maine have **made maps of available Wi-Fi library parking lots.**

The Main Library in South Peoria, Arizona is located in a socio-economically challenged area. **Patrons check out hotspots to use at home for homework and job searching.**

