



In 2022 on behalf of the LEAN WI partnership WVLS was awarded Emergency Connect Fund (ECF) support for mobile hotspots and services to help ensure the underserved populations of Northern Wisconsin are able to access the internet and internet-based resources. The examples guidelines borrow heavily from the Boston Public Library's published policies and information related to its implementation of similar ECF supported mobile hotspot lending.

### **Eligible Use Policy (EUP) [template]:**

Each site will need to operate this program with an appropriate eligible usage policy. The following EUP may be used verbatim, or the site may modify it to include additional information. All information in this EUP template must be included in the site's EUP.

*These devices are intended for adult library patrons in good standing who do not otherwise have access to equipment or services sufficient to meet their educational needs. Funding for these devices is supported by the Emergency Connectivity Fund Program which stipulates that patrons certify their lack of access. The library is required to maintain records to show the usage of these devices for reporting and audit purposes but will not include a patron's personal information in those records. By obtaining a device, you are confirming you do not have access to sufficient equipment or services to meet your educational needs.*

### **FAQ:**

#### **Where can a WiFi hotspot be borrowed?**

##### **Libraries:**

Libraries in the MORE, NWLN, VCAT consortia will be able to host devices for lending. The initial ECF supported project allows for two devices per site within the consortia.

##### **Patrons:**

You can borrow a WiFi hotspot at one of the many public library locations in Northern Wisconsin participating in this hotspot lending project. If your location does not have a hotspot currently available,



you may be able to place a request to hold a hotspot just like other borrowable materials from the library. Hold options and lending periods may vary from library to library.

**What is the coverage area of the WiFi hotspot?**

The WiFi hotspots are primarily served by Verizon Wireless. Some devices are served by AT&T Wireless and will be available to sites as we work to determine best coverage/service distribution.

**Can I place a hold on a WiFi hotspot?**

Though most sites use common rules and lending periods, each participating site maintains its own specific policies related to borrowing options. Please contact your local library for more information.

**Are there any restrictions on data or internet use with the WiFi hotspots?**

Data usage is unlimited, but content does have some limited filtering applied per the service level utilized to support this program. Some filters can be disabled upon requests per device/usage period.

**Can I use the WiFi hotspot outside of the State of Wisconsin? Outside of the U.S.?**

Only Wisconsin residents within the IFLS, NWLS, or WVLS member counties are eligible to borrow devices within this program, though devices can be used throughout the State or the U.S. You can only use the hotspot inside the continental U.S. There is no international data or roaming.