

Memorandum



CITY OF DALLAS

DATE February 21, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Public Library Mobile Wi-Fi Hotspots Available March 2**

The 900 mobile wi-fi hotspots approved as part of the budget process in September will be available at 10 Dallas Public Libraries beginning on March 2. The hotspots will allow for easy connectivity to laptops and mobile devices. This project is the library's latest effort to expand access and remove barriers to service.

Hotspots must be checked out in-person at one of the following pilot locations: Dallas West, Martin Luther King, Jr., Highland Hills, Arcadia Park, Bachman Lake, Paul Laurence Dunbar Lancaster-Kiest, Pleasant Grove, Polk-Wisdom, Prairie Creek and Skyline Branch Libraries.

Cardholders may get on a waiting list for the hotspots by placing a request with their library card like they do for books. They can be checked out for 30 days with no option to renew. Past due devices will be turned off, and the price of the hotspot and a replacement fee will be charged to the cardholder account until it is returned. Other frequently asked questions are posted at www.dallaslibrary.org

A press release was distributed by PAO on February 20, and Dallas Public Library posted the announcement on its social media accounts. Additional promotional efforts will target specific neighborhoods and populations. Each participating branch library will have large signage promoting the availability of the new devices. The library posted an announcement on NextDoor in the target neighborhoods. All cardholders with email addresses on file at the pilot locations were contacted (36,106 cardholders) and were also provided with bilingual materials for their use. Library staff will promote the hotspots at community events and other outreach opportunities, especially when visiting schools. PAO will assist with additional pitches to minority media outlets and staff is developing a social media graphic for Council use and outreach about the program.

If you have questions, please contact me or Jo Giudice, Dallas Public Library Director.



Joey Zapata
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney (Interim)
Mark Swann, City Auditor
Biliera Johnson, City Secretary
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M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

MANTÉNENGA SE CONECTADO...

...HASTA EN CASA

No tienes internet en casa? ¡No hay problema!
Puntos de acceso móviles les dan el acceso necesario para hacer la tarea, aplicar a un trabajo o acceder sitios de web de aprendizaje.

Puntos de acceso móviles están disponibles de préstamo en elegibles sucursales de la biblioteca.



dallaspubliclibrary

STAY CONNECTED...

...EVEN AT HOME

No internet at home? No problem! Mobile hotspots provide the internet access you need to do homework, apply for a job or even access learning and educational websites.

Hotspots are now available for checkout from select Dallas Public Library branches.



 **dallaspubliclibrary**



Public Affairs and Outreach
DallasCityNews.net

PRESS RELEASE

For Immediate Release

Feb. 20, 2020

For More Information Contact

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Dallas Public Library allowing residents to take internet home with hotspot lending

Dallas, Texas – The Dallas Public Library is making it possible for more Dallas homes to have internet access at home by having hotspots available for check out at 10 branches starting March 2.

“The neighborhoods with the largest digital divide were identified for this pilot project,” said Library Director Jo Giudice. “This is very much an issue of equity, so much of daily life depends on internet access – applying for a job, completing school work, contacting customer service about a bill, etc. When you don’t have the ability to get online, it is yet another hurdle to overcome.”

The new program will provide 900 mobile hotspots at the identified library locations to give residents the opportunity to access online resources for up to 30 days at home. More than 42% of Dallas residents do not have a fixed internet connection in their home, according to the 2016 American Communities Survey.

Beginning February 20, hotspots can be placed on request just like a library book and it must be checked out at the designated location. Hotspots must be checked out in-person with no option to renew at one of the Dallas Public Library locations listed below.

Hotspots are available at the following branches:

Skyline Branch

Pleasant Grove Branch

Prairie Creek Branch

Dallas West Branch

Martin Luther King Branch

Highland Hills Branch

Arcadia Park Branch

Bachman Lake Branch

Paul Laurence Dunbar Lancaster-Kiest Branch
Polk Wisdom Branch

Dallas City Council approved the purchase of the hotspots during the budget adoption process in September.

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Frequently Asked Questions

Where can I check out a hotspot?

Hotspots must be checked out at the following locations:

Skyline Branch Library

Pleasant Grove Branch Library

Prairie Creek Branch Library

Dallas West Branch Library

Martin Luther King Branch Library

Highland Hills Branch Library

Arcadia Park Branch Library

Bachman Lake Branch Library

Paul Laurence Dunbar Lancaster-Kiest Branch Library

Polk Wisdom Branch Library

Open hours for all locations with hotspots:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Arcadia Park	7:45 - 8	7:45 - 5	7:45 - 5	7:45 - 5	7:45 - 5	10 - 5	—
Bachman Lake	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
Dallas West	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
Highland Hills	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	10 - 6	—
Martin Luther King	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	10 - 6	—
Paul Laurence Dunbar Lancaster-Kiest	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
Pleasant Grove	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
Polk-Wisdom	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
Prairie Creek	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	10 - 6	—
Skyline	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	10 - 6	—

Who can check out a hotspot?

Card holders who live in the city of Dallas, students who attend public schools in Dallas, public school teachers within the city of Dallas, and city of Dallas employees.

Can I have the hotspot sent to my home branch?

No, hotspots must be checked out at the location it belongs to. But a hotspot can be returned anywhere.

How long can I have it?

Hotspots check out for 30 days and will not be renewed.

Do I need multiple hotspots for everyone in my home to use it?

No! Multiple devices can be connected to the hotspot at one time.

Can I check out more than one Hotspot on one library card?

No, only one device can be checked out per card.

What happens if I don't turn it in on time?

One day after the initial due date, the price of the hotspot and a replacement fee will be charged to your account and the hotspot will be disabled. All charges will clear when the hotspot is returned.

How much is the replacement fee?

\$107.90 total: \$79.90 for the replacement cost plus a \$28.00 processing fee.

Can I return it the same way I return books?

Yes! Hotspots can be placed in return boxes or turned in to circulation desks just like any other item.

Can I use the hotspot to view anything online?

Content accessed through the hotspots is filtered to comply with the Children's Internet Protection Act (CIPA). For more information on CIPA, visit: <https://www.fcc.gov/consumers/guides/childrens-internet-protection-act>

Can I put a hotspot on hold or put in a request if all the hotspots are checked out?

Yes, hotspots can be placed on hold like any other item. You can place a hold from the library's online catalog or with a staff member. Items will be put on hold for the next person in line as they become available.

How to use the devices:

To Turn On:

- Press and hold the power button on the bottom right until the screen reads "Welcome"

To Connect:

- Search for the network and input the password, as directed on the inside of the hotspot case.

To Turn Off:

- Press and hold the power button until the screen reads "Goodbye"

To Charge:

- Connect the charging cord to the Hotspot and plug the power cord into a standard outlet. When charging, the power button will light up red. When fully charged the icon will turn green.
- Hotspot can be used while charging.

To Return:

- Make sure the device and charging cord are put back in the box.
- Return to the desk at location it was checked out

Preguntas Frecuentes

¿Dónde puedo alquilar un Hotspot?

Los Hotspots se pueden alquilar en las siguientes bibliotecas:

Skyline Branch Library

Pleasant Grove Branch Library

Prairie Creek Branch Library

Dallas West Branch Library

Martin Luther King Branch Library

Highland Hills Branch Library

Arcadia Park Branch Library

Bachman Lake Branch Library

Paul Laurence Dunbar Lancaster-Kiest Branch Library

Polk Wisdom Branch Library

Horarios de bibliotecas con Hotspots:

	LUNES	MARTES	MIÉRCOLES	JUEVES	VIERNES	SÁBADO	DOMINGO
Arcadia Park	7:45-8	7:45-8	7:45-8	7:45-8	7:45-8	10-5	—
Bachman Lake	10-6	10-8	10-8	10-8	10-6	10-6	1-5
Dallas West	10-6	10-8	10-8	10-8	10-6	10-6	1-5
Highland Hills	10-8	10-8	10-8	10-6	10-6	10-6	—
Martin Luther King	10-8	10-8	10-8	10-6	10-6	10-6	—
Paul Laurence Dunbar Lancaster-Kiest	10-6	10-8	10-8	10-8	10-6	10-6	1-5
Pleasant Grove	10-6	10-8	10-8	10-8	10-6	10-6	1-5
Polk-Wisdom	10-6	10-8	10-8	10-8	10-6	10-6	1-5
Prairie Creek	10-8	10-8	10-8	10-6	10-6	10-6	—
Skyline	10-8	10-8	10-8	10-6	10-6	10-6	—

¿Quién puede alquilar un Hotspot?

Residentes de Dallas, con tarjeta de la biblioteca, estudiantes de escuela en Dallas, maestros de escuelas publicas dentro de la ciudad de Dallas y empleados de la Ciudad de Dallas.

¿Puedo pedir que el Hotspot sea enviado a mi biblioteca local?

No, los Hotspots solo pueden ser alquilados en la biblioteca donde pertenecen. Pero si puede regérsalo a cualquier biblioteca de Dallas.

¿Por cuánto tiempo puedo alquilar el Hotspot?

30 días y no puede ser renovado.

¿Necesité múltiples Hotspots para todos los dispositivos en mi casa?

No, múltiples dispositivos pueden ser conectados a una sola vez.

¿Puedo alquilar más de un Hotspot con mi tarjeta de biblioteca?

No, solo un dispositivo puede alquilar por tarjeta.

¿Qué pasa si no regresé el Hotspots a tiempo?

Un día después de la fecha de vencimiento, un cargo del precio del Hotspot y costo de replacé será aplicada a su cuenta y el Hotspot será desactivado. Todos los cargos serán removidos cuando el Hotspot se ha regresado.

¿Cuánto es el cargo para reemplazar el Hotspot?

Total \$107.90: \$79.90 para el replacé mas \$28.00 de cuota de procesamiento.

¿Puedo regresar el Hotspot en la misma manera en que regreso un libro?

Si, los Hotspots pueden ser regresados usando el buzón o ser entregado al escritorio de circulación.

¿Puedo usar el Hotspot para ver cualquier cosa en línea?

El contenido al que se accede a través de los Hotspot será filtrado para cumplir con el Children's Internet Protection Act (CIPA). Para más información de CIPA visite:

<https://www.fcc.gov/consumers/guides/childrens-internet-protection-act>

¿Puedo reservar un Hotspot o hacer una solicitud si todos los Hotspots están prestados?

Sí, el Hotspot se puede reservar como cualquier otro artículo. Puede hacer una solicitud desde el catálogo en línea de la biblioteca o con un miembro del personal. Los artículos se pondrán en espera para la siguiente persona en línea a medida que estén disponibles.

Usando El Hotspot

Enciende el equipo:

Presiona y sujeta el botón de encendido que se encuentra al lado derecho hasta que el equipo muestre "Welcome"

Para conectar:

- Busque la red e ingrese la contraseña, como se indica en el interior de la caja del Hotspot.

Apagando el equipo:

Presiona y sujeta el botón de encendido hasta que el equipo muestre "Goodbye"

Cargo de batería:

Enchufa el cable USB al equipo y enchufa el orto extremo del cable al adaptador eléctrico y enchufa el adaptador a un tomacorriente.

Cuando este cargando, el botón de encendido encenderá color rojo. Cuando el equipo este completamente cargado encenderá color verde.

El Hotspot se puede usar mientras este cargando.

Regreso del equipo:

Hay que asegurar que el Hotspot y el cargador estén dentro de la caja.

Regrese el equipo a la misma biblioteca donde fue alquilado.