



Lending Out the Internet

Circulating Mobile Hotspots & Other Tech

Dylan Baker & Adam Day



Objectives

- Policies/Procedure Examples
- How to Start a Hotspot Lending Program
- Hardware setup and management
- Additional/Complimentary Hardware
 - Chrome devices
 - Apple devices

Policies/Procedure Examples



Things to consider...

- Holds or no holds
- Duration of checkout
- Household checkout limit
- Renewals or no renewals
- Number of total devices
- Cost recovery
- Age considerations
- Patron Privacy
- Checkout waiver
- Patron liability statement



Circulation & Policies

- Caldwell Public Library Mobile Hotspot FAQ
 - <https://www.caldwellpubliclibrary.org/library-mobile-wifi>
- Eagle Public Library Mobile Hotspots Policy
 - <http://eaglepubliclibrary.org/about-us/policies/mobile-hotspots-policy/>
- Twin Falls Public Library Lending Policy & Loan Agreement
 - [Hotspot Lending Policy and Loan Agreement](https://bit.ly/2GuhbGs) (https://bit.ly/2GuhbGs)
- Valley of the Tetons Library Internet Hotspot Policy
 - <http://valleyofthetetonslibrary.org/internet-hotspot-policy/>

How to Start a Hotspot Lending Program

OpenSignal

OpenSignal creates free cellular coverage maps using data crowdsourced from millions of users

To view the free coverage maps, you must download OpenSignal's free Android or iOS apps



OpenSignal



Possible Vendors

Mobile Beacon

AT&T

T-Mobile/Sprint

Verizon



AT&T



Sprint[®]

T-Mobile · **verizon**[✓]



TechSoup

If the following are true:

- Your location has good Sprint coverage
- You are a public library or 501(c)(3) nonprofit

TechSoup's Mobile Beacon Donation Program is very cost-effective to purchase up to 11 hotspots per year

- Mobile Beacon devices cost \$15 each
- Unlimited 4G LTE for Mobile Beacon devices costs \$120 per year per device, paid annually



What if you can't TechSoup?

Ask cellular providers in your area for quotes

Questions to ask:

- Can they provide a demo unit you can try?
- Is the service shut off or throttled (slowed down) after exceeding a certain amount of usage in a month?

More questions to ask:

- Is content filtering available? Can it be configured and/or disabled as needed?
- What are the device replacement costs?
- What is the process to disable a device if it goes missing or overdue?



~Costs

\$80-\$100 per device

\$15-\$45 device/month

You may also consider looking at the Statewide Purchasing Contracts under the Cellular/Wireless Services section to determine what the statewide contract pricing is.

<https://purchasing.idaho.gov/statewide-contracts>

Hardware setup and management

WiFi Device Configuration

- SSID Naming Convention
 - TFPL-01
- Secure the WiFi network
 - WPA2/AES/TKIP
- Change the admin password.
 - Don't use a simple password.
- Configure maximum device connections
- Device Isolation

Configuration Example

<Hotspot-Demo-01>

Wi-Fi Name *	<input type="text" value="Hotspot-Demo-01"/>	Also known as SSID.
Wi-Fi Password *	<input type="password" value="....."/>	8-63 ASCII characters.
	<input type="checkbox"/> Display Password	
Display Wi-Fi name	<input checked="" type="radio"/> ON <input type="radio"/> OFF	Allows Wi-Fi name to display on the device.
Display Wi-Fi Password	<input checked="" type="radio"/> ON <input type="radio"/> OFF	Allows Wi-Fi password to display on the device.
Hide SSID	<input type="radio"/> ON <input checked="" type="radio"/> OFF	OFF allows Wi-Fi Name to be broadcast.
Authentication Method	WPA2-PSK <input type="text"/>	
Encryption Method	AES+TKIP <input type="text"/>	
Wi-Fi Isolation	<input checked="" type="radio"/> ON <input type="radio"/> OFF	Turning ON will prevent connected devices from communicating with each other.

Maximum Connections

Maximum Connections	10 <input type="text"/>	Select the maximum number of devices allowed to connect to the hotspot.
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Maximum number of devices allowed to connect to each network can be assigned. The total number of devices cannot exceed the maximum connections allowed.



Catalog Recommendations

Capture the following metadata for each device:

- Device phone number
- Serial Number
- MEID Number
- Manufacture
- Model Number
- Barcode
- Device cost
- Assigned SSID

Consider having your own spreadsheet or document outside of your ILS that has this information as well and provides instructions to staff on what to do to restore device or replace it

Device Management

- If able save device configurations.
- Establish a workflow for enabling/disabling devices.
- Establish a quick troubleshooting guide for staff.
 - What to try
 - Who to contact
- If able have additional hardware for hot swap.
 - Batteries/Charges/Cables

Backup and Restore

Backup your device settings and preferences to your computer.

Download Backup

Download a copy of your device settings so you can restore it later.

Backup now

Restore from backup

Upload settings from a previously saved backup file.

No file selected... **Select File** Restore now

Restore device to factory defaults

Restores your device to its factory default settings.

Restore factory defaults



Filtering

Options to consider:

- Restrict circulation of hotspots to ages 18+
- Check with the provider for built-in content filtering (may be an additional cost)
 - Mobile Beacon provides Sprint's free content filtering tool (you just have to ask)

3rd Party Vendors

- CleanBrowsing
 - cleanbrowsing.org
- OpenDNS
 - opendns.com
- SafeDNS
 - safedns.com



Additional Resources

- ICfL's Circulating Mobile Hotspots Technology Guide
 - <https://libraries.idaho.gov/broadband/circulating-mobile-hotspots/>
- Starting a Mobile Hotspot Lending Program
 - <http://sites.utexas.edu/imlsedgesgrant/files/2018/06/How-to-Hotspot.pdf>
- Library Journal - How to Hotspot
 - <https://www.libraryjournal.com/?detailStory=hot-spot-techknowledge>

Additional/Complimentary Hardware



Google Chrome OS





Chrome OS Hardware

- Chrome OS Tablets
- 2-in-1 Chromebooks
- Traditional Laptop style Chromebook (optional touch screen)
- Some devices have built in WAN hardware (3G/4G).



cloudready

Turn older systems into Chrome devices!

<https://guide.neverware.com/supported-devices/>



Chrome OS Management

- Google G Suite

<https://gsuite.google.com/pricing.html>

- **Basic (~\$6)**
- Business (~\$12)
- Enterprise (~\$25)
- Register and confirm your domain

- Domain Management

- Chrome Annual License
- Chrome Perpetual License (~\$125)
- Chrome Enterprise Management ([vendors](#))

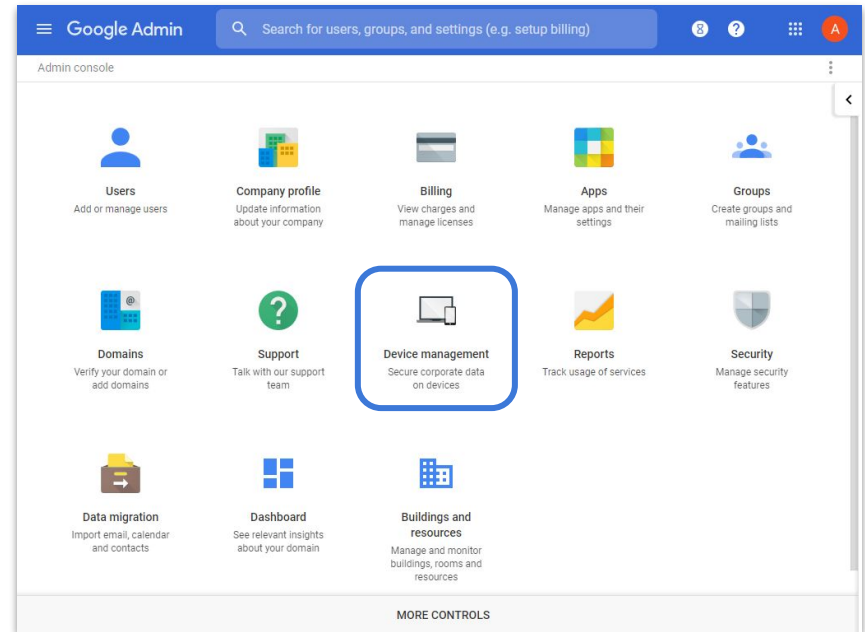
- CloudReady

- Turn systems into a Chrome devices.
- Home Edition
 - Free
 - Limited device management
- Enterprise
 - \$50 per device per year
 - Requires Chrome Management License for Enterprise features (\$15/\$125)
 - Fully Chrome Enterprise Compatible

Chrome OS Management

- *Configure with patron privacy in mind.
 - Device does not retain user data between logins.
- Easy PowerWash option
- Simple OS recovery process

* Requires Google Chrome Management License





Apple iOS





Apple iOS Management

Mobile Device Management Solution Providers

- Jamf Now
- Okta
- SimpleMDM

- Device Supervision is required to fully lock down the device.
- Purchase devices directly from Apple or you'll need to side load the MDM which requires an Apple system running OSX and Configurator2.



Additional Resources

- ICfL's Broadband Toolkit Improvement Program
 - <https://libraries.idaho.gov/broadband/btip/>
- Asset Recovery
 - <https://www.stoptheft.com/>

Do we dare do a live demo?
