

# Ending the mobile hotspot pilot project

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## What happens when the hotspot pilot programs end?

1. Survey data will be shared with member libraries
2. SCLS will stop hotspot service at the end of each pilot
  - a. **Staff hotspots** – service will be stopped on **December 23, 2016**
  - b. **Patron hotspots** – service will be stopped on **February 23, 2017**
3. Libraries will return the hotspots to SCLS

## What vendors did SCLS use for the pilot?

SCLS ordered hotspots from Verizon, Sprint, and AT&T through the state contract. Unlimited data service for each of these hotspots was around \$40/month. For our pilot, Verizon hotspots were included for free, Sprint hotspots were included for free with an order of 5 or more, and AT&T charged \$240 for its hotspot. US Cellular was not included in the pilot because they did not offer an unlimited data plan.

## Contact information for vendors used by SCLS for the pilot

When setting up service, libraries will need to establish their own accounts (separate from SCLS).

### Verizon

Aaron Midthun  
Business Account Manager - Non-Profit  
Central and South West Wisconsin  
M 608.630.1846  
[Aaron.Midthun2@VerizonWireless.com](mailto:Aaron.Midthun2@VerizonWireless.com)

### Sprint

John Menzies  
Sprint Public Sector  
C 262-510-6454  
[John.A.Menzies@sprint.com](mailto:John.A.Menzies@sprint.com)

John's notes: "When ordering 5 or more units, the devices are Free. The rate plan is Unlimited data for \$37.99 month each. No throttling of the data (we don't slow it down when you use a certain GB) and no contracts. 1 free month of service for each unit ordered in Oct "

## Things to consider when selecting a vendor and plan

- **Unlimited data for patron hotspots** - If circulating the hotspot to patrons, it's best to opt for an unlimited data plan (otherwise, the first patron to use it in a billing cycle may use all the data and the next patron to borrow it will be left with nothing)
- **How much data do staff hotspots need?** – If using the hotspot for staff outreach, consider how frequently you'll use it and how much data you'll require. If you don't require a lot of data, you

may be able to select a cheaper, limited-data plan. Alternative options like Mobile Beacon, KarmaGo, and other pre-paid options exist, but these come with carrier and data limitations.

- **Coverage** – Some of the most affordable plans may only be available using a certain vendor. Make sure that a vendor has good coverage in your area before committing to any contracts or investing a lot of money.
- **Erate** – If loaning hotspots to patrons, Erate libraries should limit hotspot loans to adults to meet CIPA filtering requirements.

## How will SCLS help libraries with hotspots after the pilot?

### Configuration instructions/recommendations

After the pilot, libraries interested in continuing to use hotspots will need to subscribe to and pay for hotspot service from their preferred provider. Libraries will be responsible for configuring and supporting their own hotspots.

SCLS will provide the documents used to configure the models of hotspots used during the pilot. If a library subscribes to service and receives a different hotspot model than was used during the pilot, the library can send the hotspot to SCLS. SCLS will draft configuration recommendations for that model and share the document with member libraries.

### Mobile circulation kits

SCLS will continue to provide 2 mobile circulation kits (containing Verizon hotspots) for libraries to borrow for staff use through the end of 2017.