

KANSAS PUBLIC LIBRARIES MIFI PILOT (BORROW THE INTERNET @ YOUR LIBRARY)

A PROJECT OF THE STATE LIBRARY OF KANSAS
IN PARTNERSHIP WITH THE NEW YORK PUBLIC LIBRARY AND THE KNIGHT FOUNDATION

PROJECT PERSONNEL:

Jo Budler, State Librarian
Jeff Hixon, Director, Statewide Services
Candace Leduc, Communications Coordinator (through July 2015)
Alexandra Lockwood, Resource Sharing Specialist
Alan Pine, Library Services Technician

BACKGROUND:

The New York Public Library (NYPL) launched a pilot project in Spring 2014 intended to provide Internet access at home for low-income library users with limited broadband access by means of lending a portable Internet WiFi device (which use cellular networks to create a personal broadband Internet hotspot), thereby providing broadband Internet access to the families of students in NYPL's educational programming during hours when NYPL is closed.

In an effort to expand broadband access for its users, thereby meeting a critical need of its users and in many cases helping to bridge the "digital divide" between lower income individuals and families and access to digital information, NYPL decided to expand the "Hot Spot" lending pilot project. The State Library of Kansas (SLK) has received a sub grant as part of the NYPL pilot expansion.

The scope of work was modified in Kansas to provide MiFi router devices to a small number of Kansas public libraries for loan to library users in order to determine the effectiveness of this program within a more rural setting.

Although NYPL had committed to Sprint as service provider for the initial project, it was agreed that Kansas would obtain service and devices through Verizon Wireless, due to the level of coverage in the state and the existence of a state contract.

BY THE NUMBERS (AS OF DECEMBER 31, 2015)

Participating Libraries:	18
Active devices:	95
Patron survey forms processed:	1010
Devices circulated:	2758 (since December 2014)

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	Population	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	TOTAL
Atchison	10,771	8	13	13	9	9	6	10	7	6	4	7	5	97
Carbondale	1,405	0	2	10	12	11	14	10						59
Clearwater	2,531	7	14	11	12	14	14	6	15	11	13	12	8	137
Coffeyville	9,876	7	23	27	27	19	25	27	22	22	26	25	23	273
Effingham	526	20	18	18	25	20	25	23	19	11	9	10	15	213
Goodland	4,554	6	11	14	16	16	10	11	11	20	23	17	25	180
Great Bend	15,840	6	12	13	9	11	9	9	13	11	5	8	8	114
Hamilton County (Syracuse)	2,603	0	0	6	9	17	14	27	19	13	27	34	27	193
Haysville	11,112	0	9	21	32	29	32	35	31	28	30	25	29	301
Independence	13,102	16	28	26	20	17	20	15	18	7	11	7		185
Jay Johnson (Quinter)	960	9	9	9	11	10	9	13	13	9	13	12	15	132
Jetmore	864	0		14	3	2	12	16	8	16				71
Leavenworth	36,000	9	19	12	12	10	6	6	5	10	10	7	7	113
Lyndon	1,496	0		2	2									4
Mary Cotton (Sabetha)	2,564	17	19	15	17	14	12	16	12	15	16	12	13	178
Meriden-Ozawkie	4,474	10	15	10	16	16	15	11	8	8	9	4	8	130
Silver Lake	2,020	4	8	6	5	4	6	7	5	5	4	5	4	63
Stanton County (Johnson)	2,111	0		6	21	23	24	32	24	20	20	28	21	219
Wetmore	366	6	7	7	7	8	8	9	8	8	10	9	9	96
TOTAL	123,175	125	207	240	265	250	261	283	238	220	230	222	217	2758

HOW IT WORKED:

Libraries were recommended for invitation to participate by the seven regional library systems that serve the state. Invitees committed to participate by signing a [Memorandum of Understanding](#) (Appendix A). The Memorandum outlined responsibilities of the State Library and the participating library. Once approved, pilot libraries submitted a request for the initial number of devices desired. As funds permitted, libraries could request and be approved for more devices if demand was high.

Devices were ordered through and delivered to SLK, where they were inventoried, labelled and entered into the device management portal. Once deployed, devices/accounts could be suspended / deactivated / reactivated remotely, in accordance with policy or in the case of technical difficulties.

With input from NYPL, SLK staff developed an initial set of policies and device management procedures, so libraries could move quickly and so there would be a minimal level of standardization statewide. Although these remained open for discussion and review, SLK had the final word for the course of the pilot. Best practices arising out of hands-on experience were developed largely through monthly online meetings, and applied at the library's discretion.

KANSAS PUBLIC LIBRARIES MiFi PILOT (BORROW THE INTERNET @ YOUR LIBRARY)

HOW WE BUILT KNOWLEDGE AND EXPERIENCE:

The [MiFi Pilot project page](#) served as our knowledge base, where pilot libraries access and share information about

- Pilot-wide Circulation Policies
 - Check out period- 7 days
 - Borrower must be 18+ years of age
 - Holds- Yes, if possible
 - Renewals- No
 - Overdue Fines- \$1/day (library retains)
 - Lost/stolen/damaged devices: Follow local policies to retrieve. Replacement Fee - \$50 (library retains)
- Best Practices
- Device Management
- Device Documentation
- Reporting (Promotion and Publicity, Patron Surveys, Circulation Statistics)

All participant libraries were expected to participate in a monthly online meeting, where updates were provided, topics of concern discussed, and best practices / policies / procedures reviewed and revised as needed. Beginning in April, Verizon Wireless, service provider for the pilot, participated in the calls.

CHALLENGES

Following an initial orientation webinar in December 2014, lending got underway and was an immediate success. There were many questions to be dealt with, from basic device operation to the need for a MARC record so devices could be added to local library catalogs. Procedures for dealing with lost / stolen / damaged devices were refined, and aside from an anticipated steep learning curve, the first two months could be called a hard-working success.

The most difficult issues to be faced became apparent as usage grew. We encountered some frustration due to:

Problems tracking usage – a number of devices reported by libraries as being in use, either checked out or in testing, were not showing up in usage reports. At a time when we were actively monitoring in order to ensure all sites were underway, this gave us an unfair and inaccurate snapshot of usage patterns and activity. It also made it more difficult to address the second obstacle (data throttling, below).

Although a handful of instances were solved by resetting or replacing devices, ultimately our troubles uncovered a problem in Verizon's tracking / reporting system, and numbers became much more reliable.

Signal availability – while it became clear as months went on that there are locations where no signal or inadequate signal is available, this was much less common across the state than we feared it might be. It should be noted that Verizon, while clearly proud of the coverage extent, was proactive in making it known that there are always patches beyond the reach of signal.

Throttling – the most challenging difficulty for us was learning about and dealing with Verizon’s method of managing bandwidth. While the effects were easy to spot as more patrons used the devices for high-demand services such as video streaming, coming to understand how management is implemented was difficult and time consuming.

Initially we believed that slowdowns were directly tied to certain sites being blocked or restricted. Through many discussions with Verizon, we eventually learned that it is a complicated blend of factors that triggers each instance (most importantly, current aggregate demand at the connecting tower). It also was not clear immediately that the slowdown is temporary, and resets with each billing cycle.

Because the loan period was one week across all pilot libraries, the connections could remain substandard for up to three borrowers after the slowdown is triggered. Though no changes in the practice were made, librarians came to understand it, could explain it, and by the pilot’s end it didn’t appear to have significantly reduced usage.

Verizon indicated that libraries who continue to buy data plans once the grant funding is exhausted will be under a new and different contract, not susceptible to throttling.

LOOKING AHEAD

The lending of the Internet throughout the state through the cooperative effort of the State Library and participating libraries was a great success, and library participation and promotion of this project greatly appreciated. The funding provided by the NYPL/Knight Foundation was exhausted around the first of November; however, SLK made the decision to provide funding for the extension of this data plan funding through December 31, 2015.

Participating libraries had the opportunity to complete and return a continuation form on or before October 15, 2015 if wishing to continue this service and desiring State Library help in arranging for the transition with Verizon. On December 31, 2015, all devices not transferred in accordance with a continuation form will be deactivated. Devices will remain property of the public library, and replaced with new accounts and devices.

13 of 18 participating libraries committed to continuing, with a projected combined inventory of 47 devices – a 50% retention rate.

Appendix A: Memorandum of Understanding

Memorandum of Understanding

Between
State Library of Kansas
and

<Individual KS public library>

Project Title

Kansas MiFi Pilot Project: Borrow the Internet @ your library

This Memorandum of Understanding (MOU), while not a legally binding document, does indicate a voluntary agreement to assist in the implementation plans of a grant funded collaborative project. The agreement is between the lead agency, the State Library of Kansas (SLK), and <individual KS public library>. It generally defines the overall program goals and describes the collaborative nature and relationship between the identified project and the MOU-referenced participant. The document sets forth the terms and understanding between the SLK and the partner <individual KS public library> as part of- Kansas MiFi Pilot Project: Borrow the Internet @ your library

Background

The New York Public Library (NYPL) launched a pilot project in Spring 2014 intended to provide Internet access at home for low-income library users with limited broadband access by means of lending a portable Internet WiFi device (which use cellular networks to create a personal broadband Internet hotspot), thereby providing broadband Internet access to the families of students in NYPL's educational programming during hours when NYPL is closed.

In an effort to expand broadband access for its users, thereby meeting a critical need of its users and in many cases helping to bridge the "digital divide" between lower income individuals and families and access to digital information, NYPL has determined to expand the "Hot Spot" lending pilot project. The State Library of Kansas has received a subgrant as part of the NYPL pilot expansion. The SLK scope of work will involve providing MiFi router devices to a small number of Kansas public libraries so they may be lent out to library users in order to determine the effectiveness of this program within a more rural setting.

Purpose

This MOU will outline the responsibilities of SLK and the participating Kansas libraries. The goal of this pilot project is to expand the reach and benefits of library Internet access by allowing patrons to borrow portable WiFi Hotspot routers from their local library. Intended library users will not be limited based on financial status or connected specifically with a library program.

The above goals will be accomplished by undertaking the following activities:

The State Library of Kansas will provide to <individual KS public library>:

- 1) An agreed upon number of MiFi devices at no cost;
- 2) Unlimited data plan for a trial period of 12 months for each device;
- 3) Evaluation forms to be completed by library users who check out the routers;
- 4) Guidelines for compiling and reporting the required statistics of usage by library users
- 5) Signage and displays informing library users of service and funding source.

<individual KS public library> will:

- 1) Track each MiFi device and report any damage or loss to the SLK as soon as this is discovered and cancel the data plan, if necessary. Lost or damaged routers may not be replaced;
- 2) Optional- Continue the data plan after the pilot is over (cost of plan is approximately \$41/month/unit);
- 3) Require library users who check out the MiFi routers to complete the provided evaluation form;
- 4) Submit data and ongoing evaluation of the program to SLK on a monthly basis and attend monthly online meetings with SLK staff to share information and provide updates.
- 5) Display provided signage informing library users of service and funding source.

Reporting

The State Library of Kansas will host monthly online meetings for all of the Kansas Public Libraries within this pilot project. Each monthly online meeting will include the discussion of monthly statistics, best practices and other topics relevant for collaborative learning. Each month, statistics are to be submitted to SLK by each participating library using the online form provided.

Funding

This project is funded by a subgrant provided to the State Library of Kansas by The New York Public Library. During the pilot, these grant funds will be used for the unlimited data plan associated with each MiFi device. After this pilot project has ended, <individual KS public library> will have the option to continue the data plans for each MiFi device after the pilot is over.

Duration

This MOU is at-will and may be modified by mutual consent of authorized officials from the State Library of Kansas. This MOU shall become effective upon signature by the authorized officials from the State Library of Kansas and <individual KS public library> and will remain in effect until modified or terminated by any one of the partners by mutual consent. At the end of 12-month pilot, MiFi device(s) will become the property of the individual library. However, if library withdraws from pilot before 12-month pilot is completed, the device(s) are to be returned to State Library of Kansas.

The number of MiFi devices requested by <individual KS public library> is <number>.

Contact Information

State Library of Kansas
Jo Budler, State Librarian
300 SW 10th Ave, Rm 312N
Topeka, KS 66612
785-296-3296
Jo.Budler@library.ks.gov

<Individual KS public library>
Partner representative, Position
Address
Telephone
Email

Date: _____
(Partner signature)
Jo Budler, State Library of Kansas, State Librarian

Date: _____
(Partner signature)
(Partner representative, <individual KS public library>, position)

Appendix B: Best Practices

Prior to check-out

For ease of use, place information on a label to bottom of device - similar to this:



Add devices to your online catalog. Here is a template provided by Heather Braum, Northeast Kansas Library System:

- Here's what our libraries are using, that is easily adaptable to another system. I kept it very, very simple. Other libraries might want the record to have more information.

This link will download a MARC record that can be imported into another system; it does include an item record line, in the 952 field; a non-Koha library won't need that information.

<https://catalog.nexpresslibrary.org/cgi-bin/koha/opac-export.pl?op=export&bib=683734&format=utf8>

At check-out

- Verify that patron holds a card at your library. Out-of-district patrons with reciprocal borrowing privileges are not eligible, as library demographics were taken into account during the NYPL approval process.
- Always check out a charger and charging cord with the device

While checked out

- Borrowers who experience any problems with the hotspot should return it immediately to the lending library. Borrowers should not attempt to repair the device.
- If device is not returned in a timely way, follow the circulation policies and device management procedures on the [main project page](#).

At check-in

- Verify the device's SIM card has not been changed or removed by checking the SIM number when it is returned to the library.
- Verify the device label above is intact, unaltered, and matches your records.
- If you return a damaged or inoperative device directly to Verizon, be sure to keep tracking information on the shipment. Loss in shipment could incur a \$199 charge.

General – Grant compliance

- Please make your best possible effort to participate in the monthly calls. If you can't be available, try to arrange for an alternate, and be sure to provide the meeting link. Even if you are represented, reviewing the meeting archive is always recommended.

Appendix C: Local Press Release

IMMEDIATE RELEASE: Date

For more information, contact:

Candace LeDuc, 785-291-3230

Check Out the Internet at Library Name

Topeka, KS, — Starting [Insert Date], [Library Name] will begin lending portable WiFi Hotspot devices to library patrons wishing to expand the library's Internet access. Wifi Hotspot lending will be part of a pilot project initiated by the State Library of Kansas, in partnership with New York Public Library and the Knight Foundation.

“Many Kansas residents rely on library Internet for job searching, homework help, and e-government so when the doors close, so does their connection,” said State Librarian Jo Budler. “Too many Kansas households do not have Internet access and this pilot project has the potential to provide 24/7 quality access to those limited to the library's operating hours.”

Patrons can check out Wifi Hotspot devices through November 2015 for a lending period of seven days by visiting [Library Name], located at [Address] and open [Hours of Operation]. Borrowers are required to fill out a customer survey to help the State Library determine possibilities of expanding the program to more libraries.

The State Library provides quality library services and resources through your local library, including downloadable ebooks (for adults and children), audiobooks, and online databases. To learn more visit www.kslib.info.

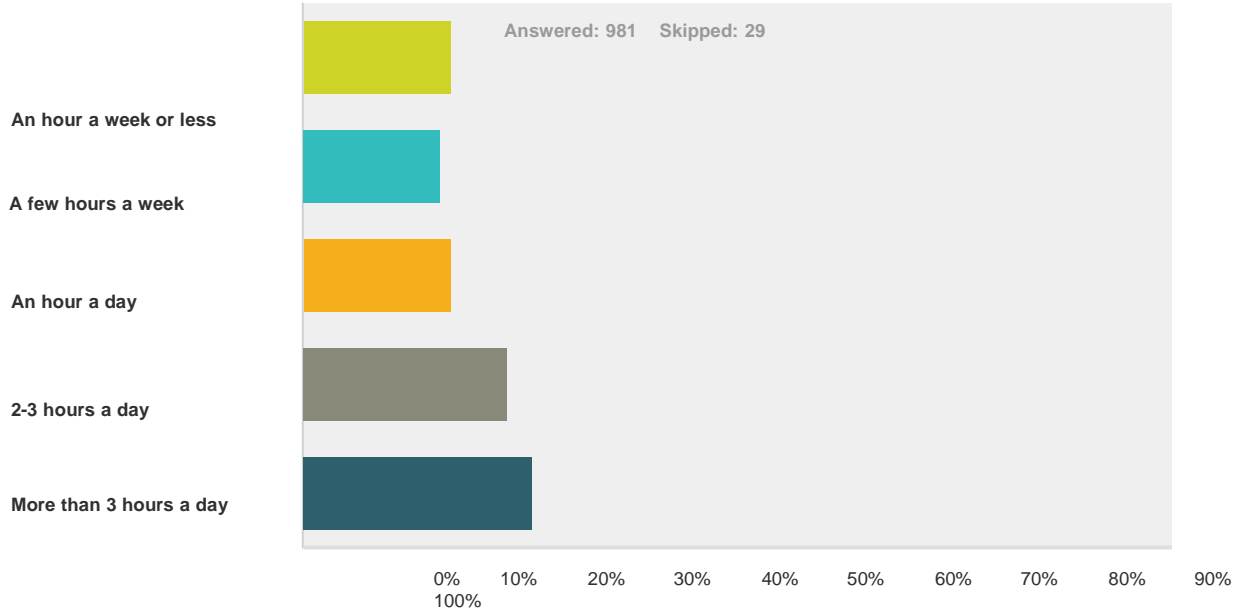
XXX

Appendix D: Patron Information Card

Borrow the Internet @ your library Informational Patron Card

- Check out period is 7 days
- A short patron survey is required upon return of device
- WiFi network/password is displayed on device screen
- Unlimited data usage (Device may not support streaming video)
- Range of signal is approximately 30 feet
- DO NOT PLACE IN BOOK DROP
- Please recharge the device before returning
- Return device on time so others may enjoy the service and you may check out the device again in the future. After 7 days overdue, the device will be turned off
- Overdue Fines- \$1/day
- Replacement Fee- \$50 for lost/stolen/broken devices

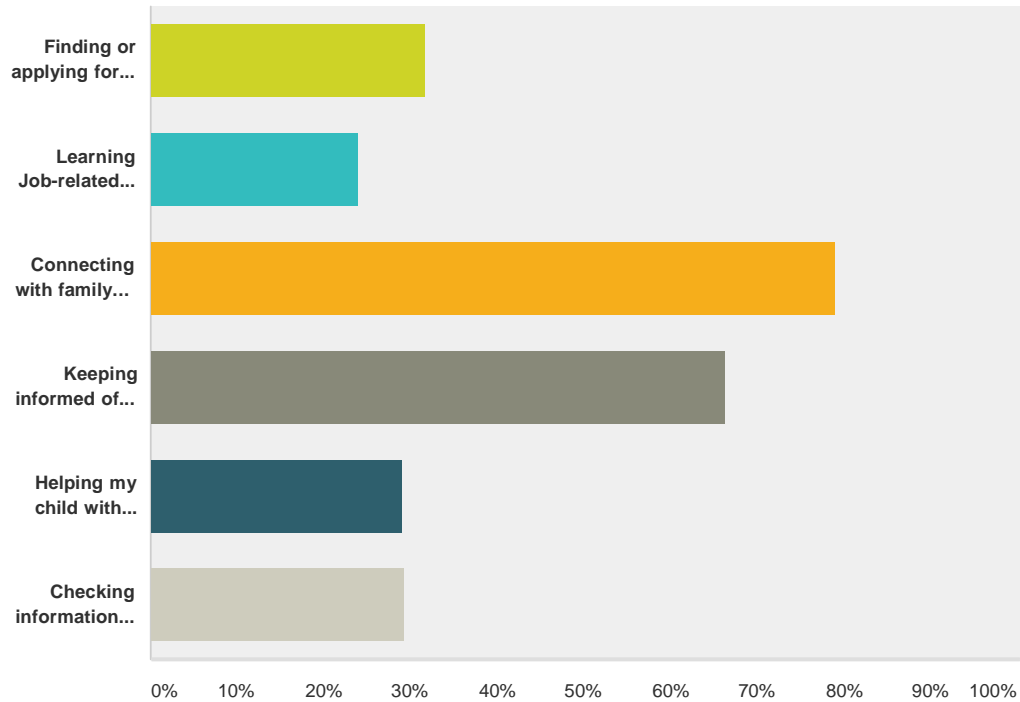
Q1 In the past two months, about how often have you used the Internet at home?



Answer Choices	Responses	Count
An hour a week or less	17.13%	168
A few hours a week	15.80%	155
An hour a day	17.02%	167
2-3 hours a day	23.55%	231
More than 3 hours a day	26.61%	261
Total Respondents: 981		

Q2 In the past two months, have you used the Internet at home for any of the following reasons? Select all that apply.

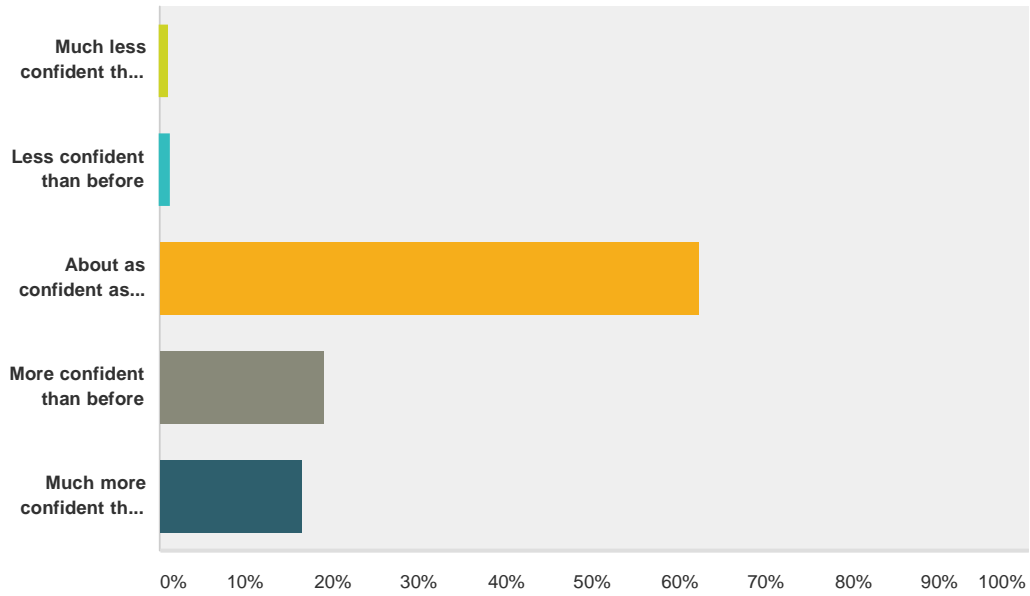
Answered: 947 Skipped: 63



Answer Choices	Responses
Finding or applying for a job	31.68% 300
Learning Job-related skills (e.g. certifications)	23.97% 227
Connecting with family and friends (e.g. Skype, Facebook)	78.88% 747
Keeping informed of current events	66.10% 626
Helping my child with his/her schoolwork	28.93% 274
Checking information about my children's school	29.14% 276
Total Respondents: 947	

Q3 Since checking out a MiFi router, how confident are you in your own ability to use the Internet?

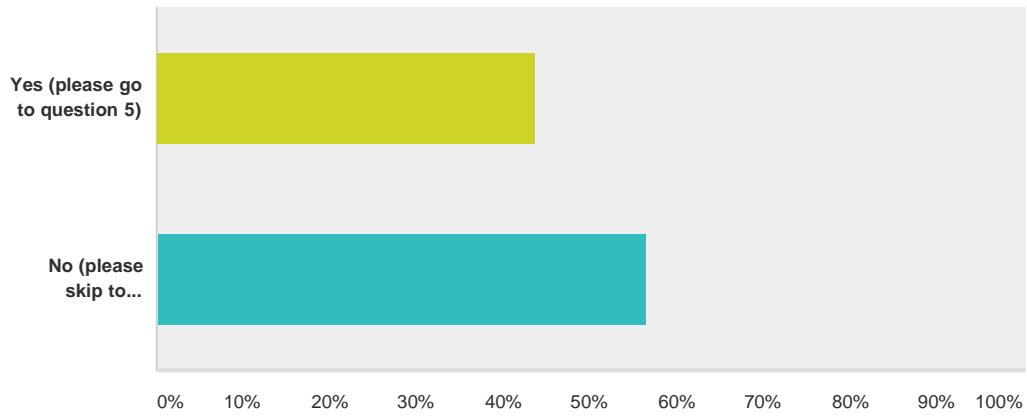
Answered: 997 Skipped: 13



Answer Choices	Responses
Much less confident than before	1.00% 10
Less confident than before	1.20% 12
About as confident as before	62.29% 621
More confident than before	19.06% 190
Much more confident than before	16.45% 164
Total Respondents: 997	

Q4 Do you have a child at home using the MiFi router checked out from the library?

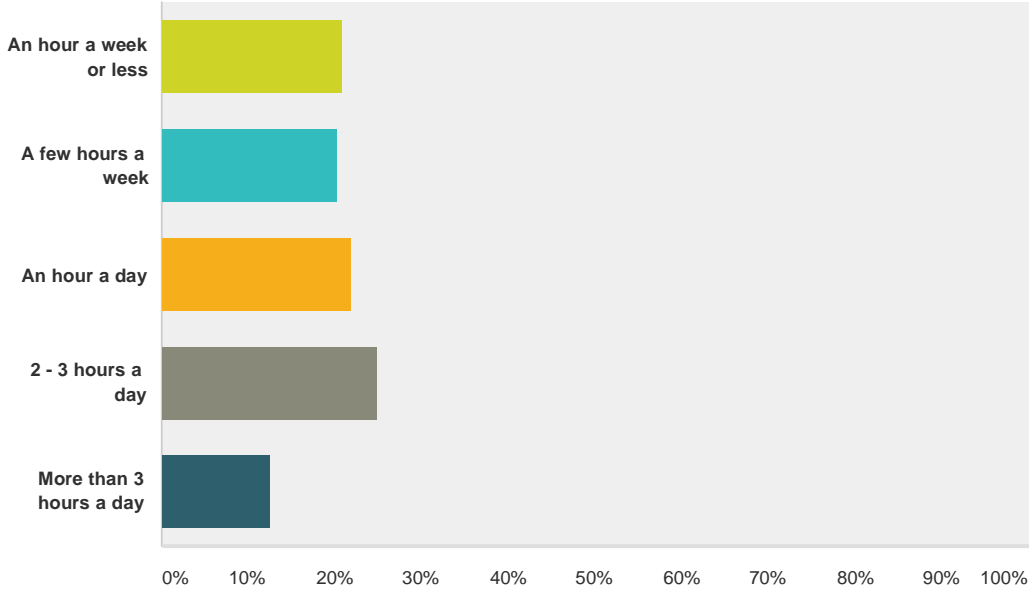
Answered: 987 Skipped: 23



Answer Choices	Responses	
Yes (please go to question 5)	43.57%	430
No (please skip to question 8)	56.43%	557
Total Respondents: 987		

Q5 In the past two months, about how often has your child used the Internet at home?

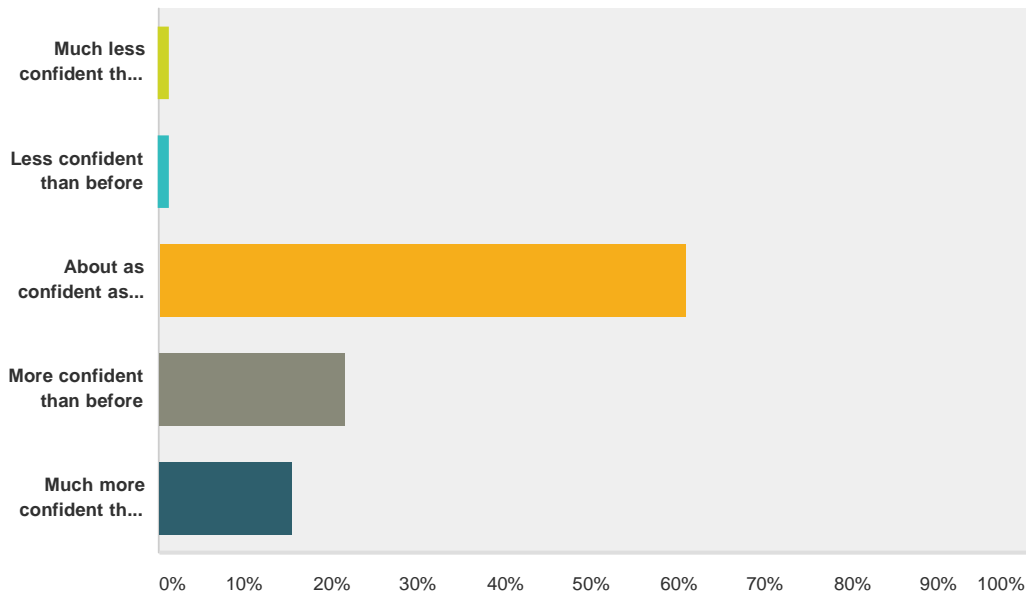
Answered: 476 Skipped: 534



Answer Choices	Responses
An hour a week or less	20.80% 99
A few hours a week	20.17% 96
An hour a day	21.85% 104
2 - 3 hours a day	24.79% 118
More than 3 hours a day	12.61% 60
Total Respondents: 476	

Q6 Since checking out a MiFi router, how confident are you in your child's ability to use the Internet?

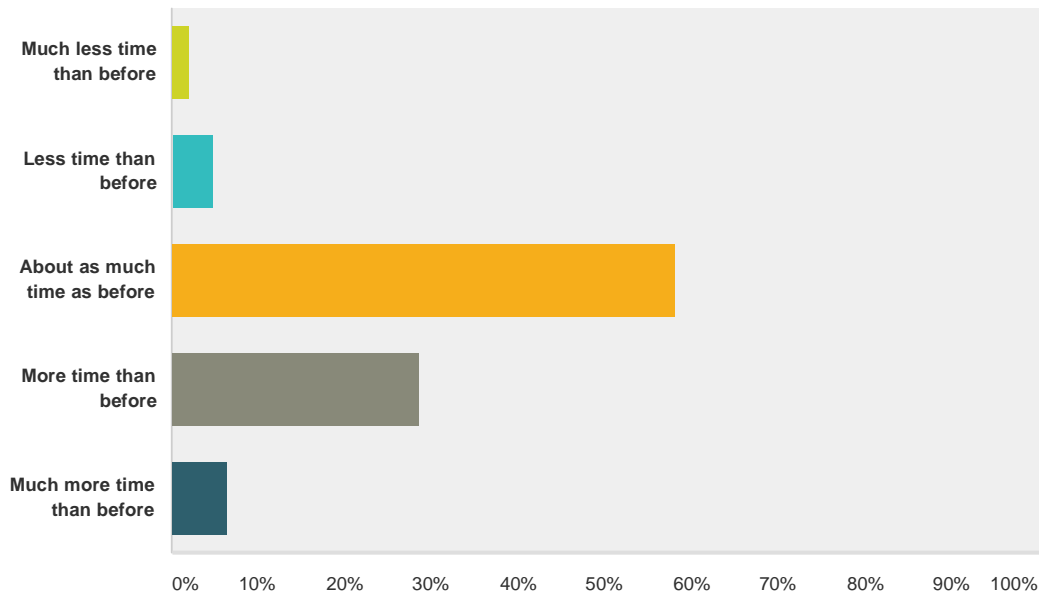
Answered: 482 Skipped: 528



Answer Choices	Responses
Much less confident than before	1.24% 6
Less confident than before	1.24% 6
About as confident as before	60.79% 293
More confident than before	21.58% 104
Much more confident than before	15.35% 74
Total Respondents: 482	

Q7 Since checking out a MiFi router, how much time has your child been spending on school-related work?

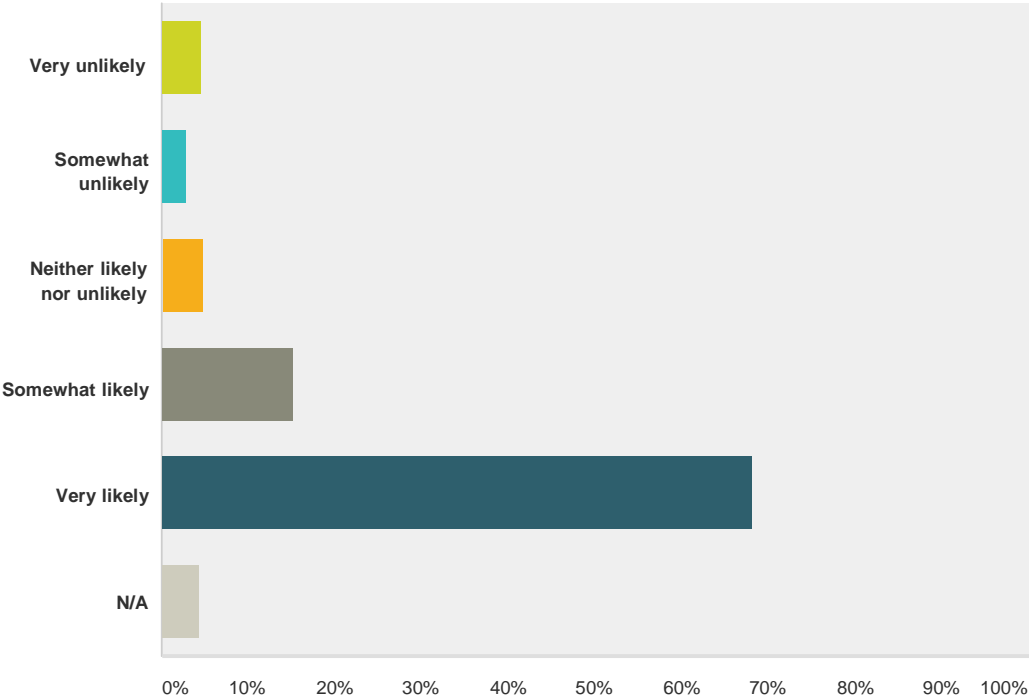
Answered: 471 Skipped: 539



Answer Choices	Responses
Much less time than before	2.12% 10
Less time than before	4.88% 23
About as much time as before	57.96% 273
More time than before	28.66% 135
Much more time than before	6.37% 30
Total Respondents: 471	

Q8 How likely is it that you will renew your device after the current loan period ends?

Answered: 993 Skipped: 17



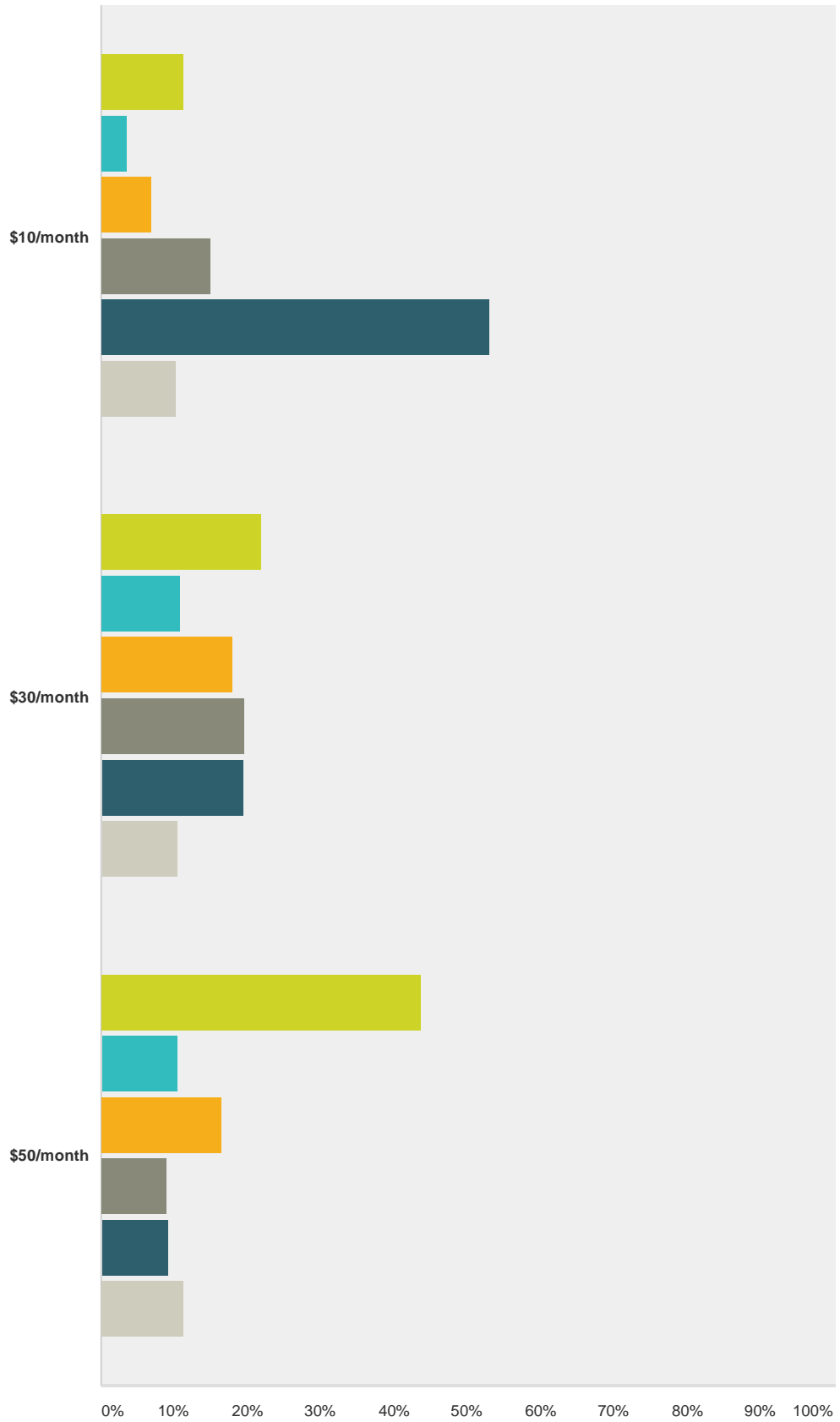
Answer Choices	Responses	Count
Very unlikely	4.53%	45
Somewhat unlikely	3.02%	30
Neither likely nor unlikely	4.83%	48
Somewhat likely	15.21%	151
Very likely	67.98%	675
N/A	4.43%	44
Total Respondents: 993		

Q9 For each of the given price points below, how likely is it that you would purchase broadband Internet service for your household in the next six months?

Answered: 995 Skipped: 15

	Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely	N/A	Total Respondents
\$10/month	11.34% 108	3.57% 34	6.83% 65	15.13% 144	52.94% 504	10.29% 98	952
\$30/month	21.86% 188	10.81% 93	18.02% 155	19.53% 168	19.42% 167	10.35% 89	860
\$50/month	43.73% 373	10.43% 89	16.41% 140	9.03% 77	9.14% 78	11.25% 96	853

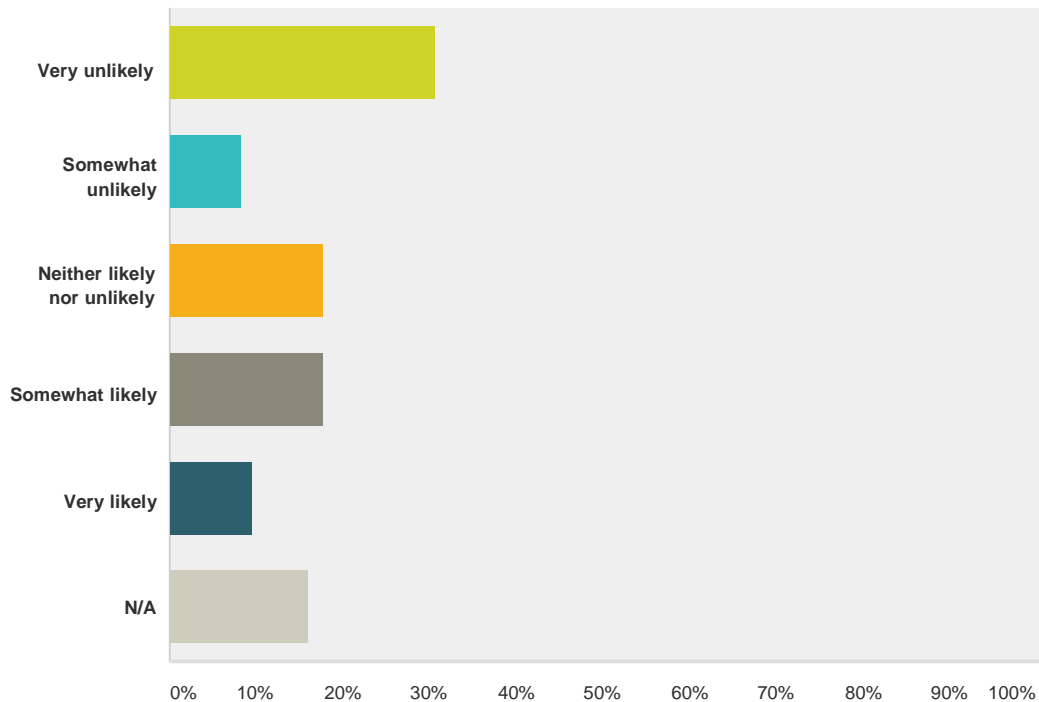
KANSAS PUBLIC LIBRARIES MiFi PILOT (BORROW THE INTERNET @ YOUR LIBRARY)



Very unlikely Somewhat unlikely Neither likely nor unlikely Somewhat likely
Very likely N/A

Q10 How likely is it that you will purchase a computer for your household in the next six months?

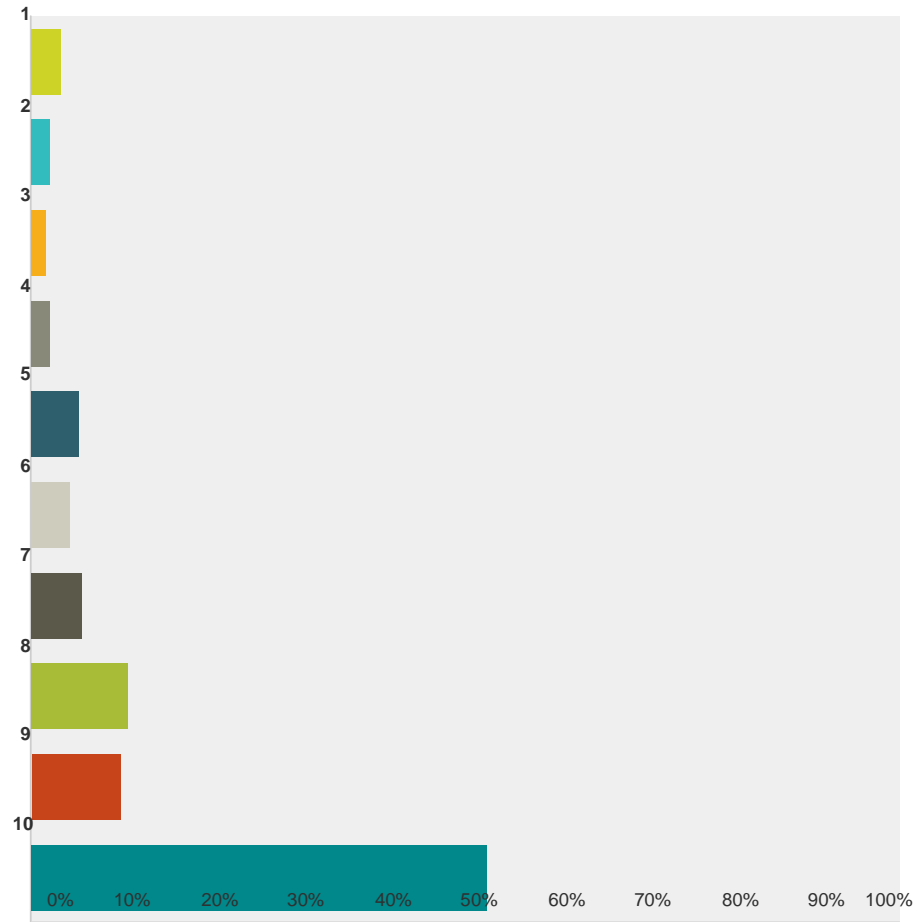
Answered: 992 Skipped: 18



Answer Choices	Responses
Very unlikely	30.75% 305
Somewhat unlikely	8.27% 82
Neither likely nor unlikely	17.64% 175
Somewhat likely	17.64% 175
Very likely	9.58% 95
N/A	16.13% 160
Total Respondents: 992	

Q11 Overall, how satisfied are you with the MiFi router? 1=very dissatisfied; 10=very satisfied.

Answered: 952 Skipped: 58

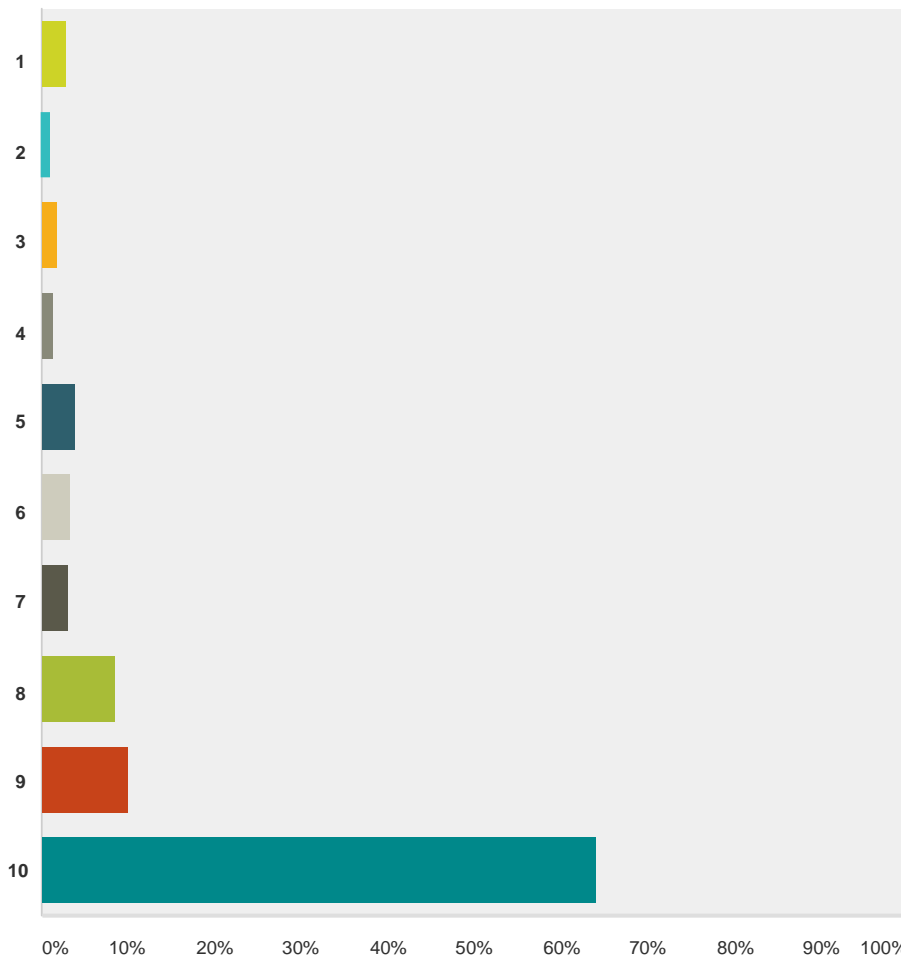


Answer Choices	Responses
1	3.57% 34
2	2.21% 21
3	1.89% 18
4	2.21% 21
5	5.67% 54
6	4.62% 44
7	5.99% 57
8	11.24% 107
9	10.40% 99
10	52.63% 501

Total Respondents: 952

Q12 How likely is it that you would recommend checking out the library’s MiFi router, to a friend or colleague? 1=highly unlikely; 10=very likely.

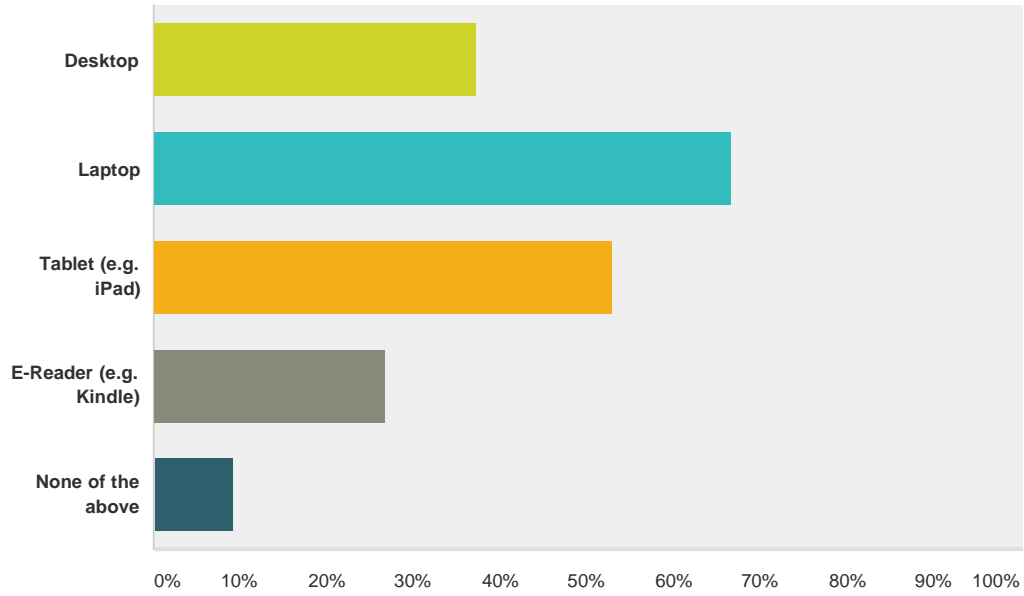
Answered: 951 Skipped: 59



Answer Choices	Responses	
1	2.94%	28
2	1.05%	10
3	1.79%	17
4	1.47%	14
5	3.89%	37
6	3.26%	31
7	3.05%	29
8	8.52%	81
9	10.09%	96
10	63.93%	608
Total Respondents: 951		

Q13 Prior to checking out the MiFi router, did you have any of the following devices at home? Please select all that apply.

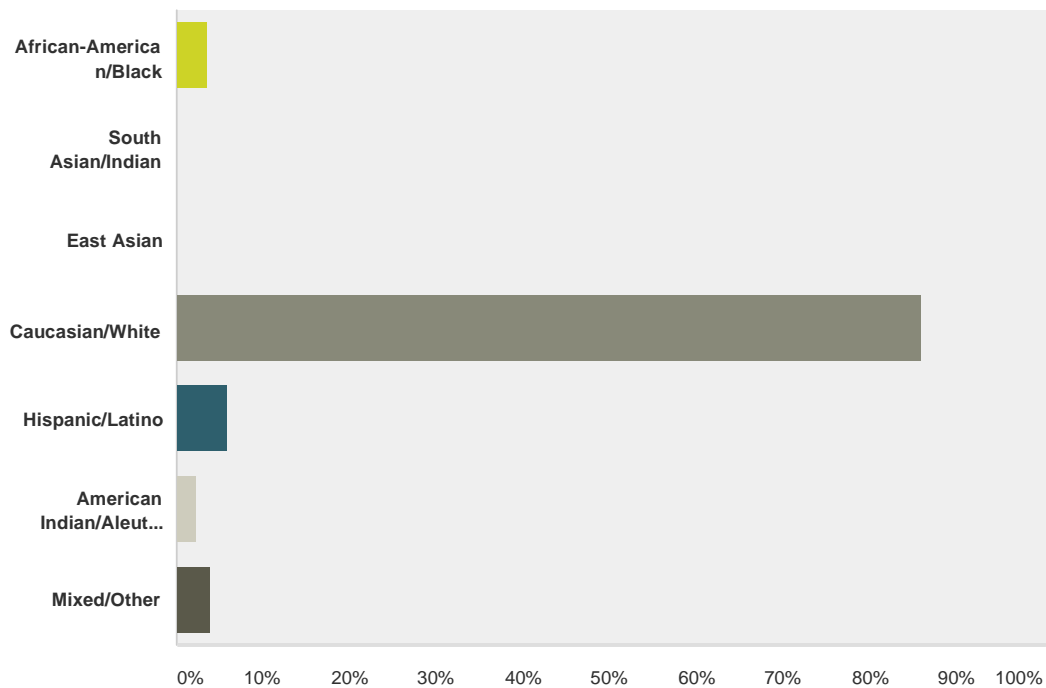
Answered: 954 Skipped: 56



Answer Choices	Responses	Count
Desktop	37.11%	354
Laptop	66.56%	635
Tablet (e.g. iPad)	52.83%	504
E-Reader (e.g. Kindle)	26.73%	255
None of the above	9.22%	88
Total Respondents: 954		

Q14 What is your ethnicity?

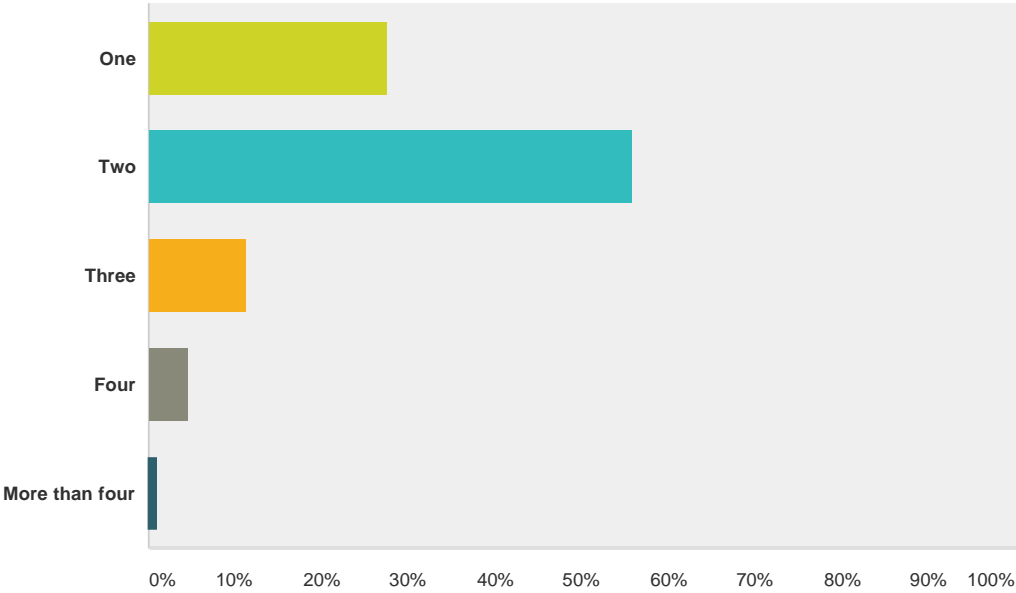
Answered: 963 Skipped: 47



Answer Choices	Responses
African-American/Black	3.53% 34
South Asian/Indian	0.10% 1
East Asian	0.00% 0
Caucasian/White	85.88% 827
Hispanic/Latino	5.92% 57
American Indian/Aleut/Eskimo	2.39% 23
Mixed/Other	4.05% 39
Total Respondents: 963	

Q15 Including yourself, how many adults live in your household?

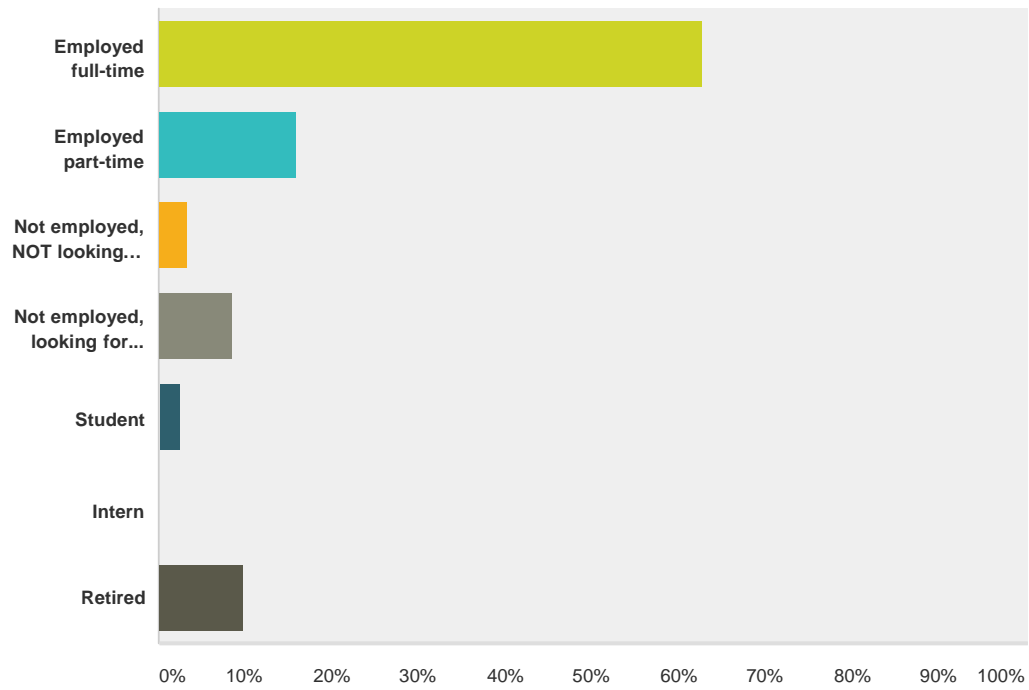
Answered: 964 Skipped: 46



Answer Choices	Responses	
One	27.59%	266
Two	55.71%	537
Three	11.20%	108
Four	4.56%	44
More than four	1.04%	10
Total Respondents: 964		

Q16 What is the employment status of the head of your household?

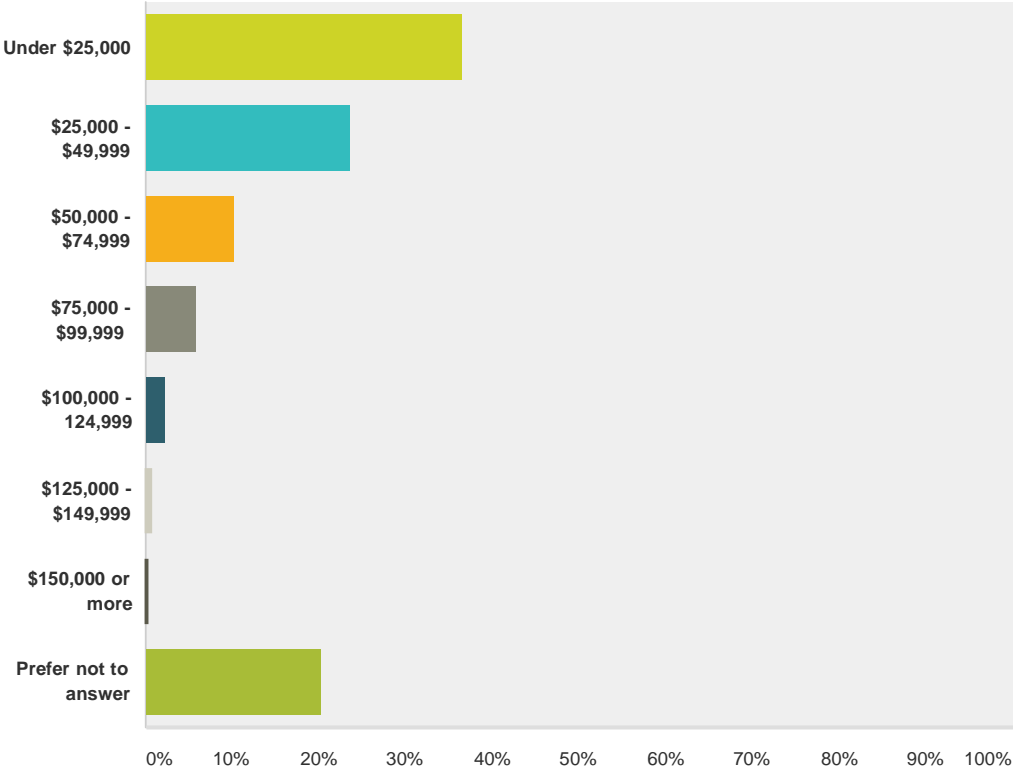
Answered: 957 Skipped: 53



Answer Choices	Responses
Employed full-time	62.59% 599
Employed part-time	15.78% 151
Not employed, NOT looking for work	3.24% 31
Not employed, looking for work	8.46% 81
Student	2.51% 24
Intern	0.00% 0
Retired	9.72% 93
Total Respondents: 957	

Q17 What is your annual household income?

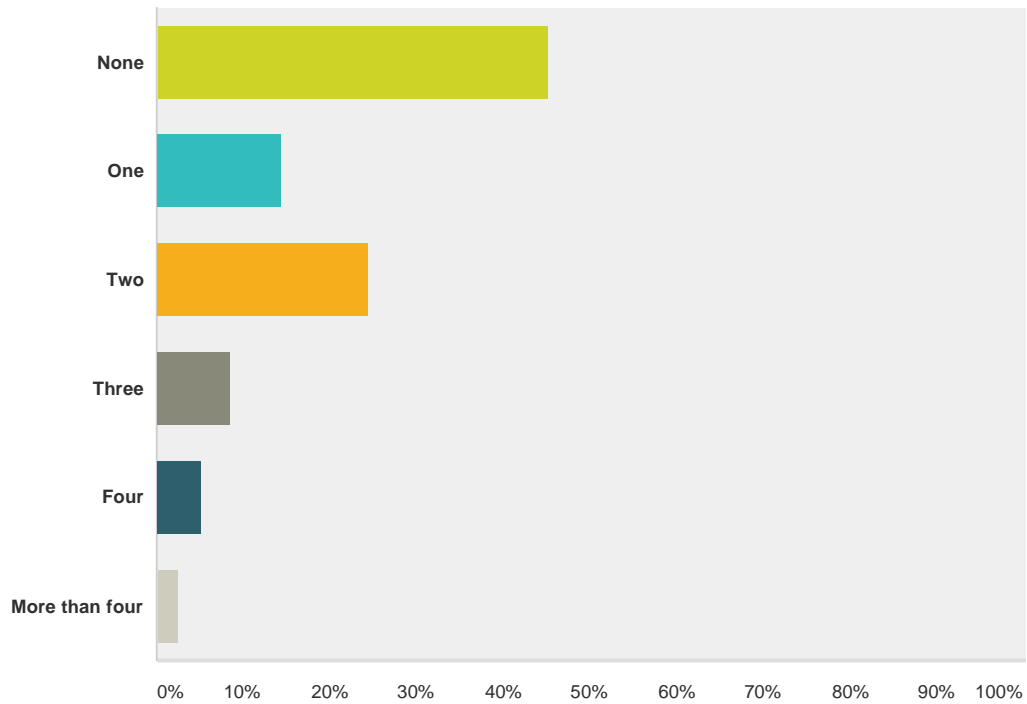
Answered: 965 Skipped: 45



Answer Choices	Responses
Under \$25,000	36.48% 352
\$25,000 - \$49,999	23.63% 228
\$50,000 - \$74,999	10.26% 99
\$75,000 - \$99,999	5.80% 56
\$100,000 - 124,999	2.38% 23
\$125,000 - \$149,999	0.83% 8
\$150,000 or more	0.52% 5
Prefer not to answer	20.31% 196
Total Respondents: 965	

Q18 How many children (over the age of five) live in your household?

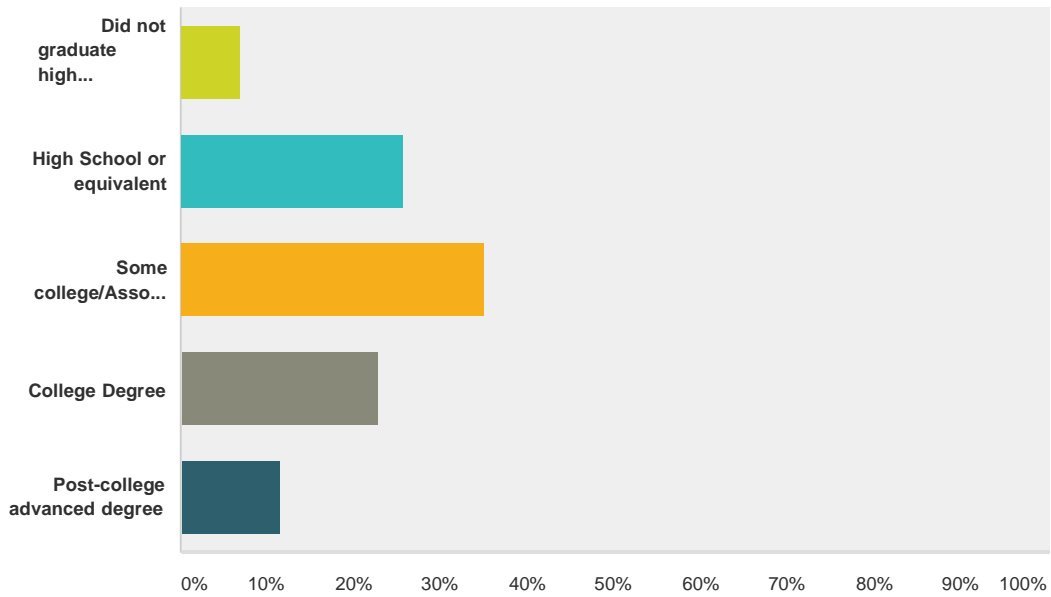
Answered: 978 Skipped: 32



Answer Choices	Responses
None	44.99% 440
One	14.42% 141
Two	24.44% 239
Three	8.49% 83
Four	5.21% 51
More than four	2.45% 24
Total Respondents: 978	

Q19 What is the highest level of education of any adult in your household?

Answered: 976 Skipped: 34



Answer Choices	Responses
Did not graduate high school	6.86% 67
High School or equivalent	25.61% 250
Some college/Associate's degree	35.14% 343
College Degree	22.85% 223
Post-college advanced degree	11.58% 113
Total Respondents: 976	

Q20 Comments

Answered: 56 Skipped: 954

#	Responses	Date
1	slows down when it reaches 5BG of data	12/15/2015 11:58 AM
2	the internet strength wasn't sufficient for me to use at my home so I only had it for 24 hours.	12/8/2015 11:37 AM
3	Didn't use it, didn't understand how to get code	11/17/2015 8:16 AM
4	16. disabled	10/13/2015 11:42 AM
5	16. disabled	10/13/2015 11:32 AM
6	speed drops off when 5GB is reached	9/15/2015 11:55 AM
7	didn't work- would not connect to devices and would not power off	9/15/2015 11:50 AM
8	16. disabled	9/15/2015 11:49 AM
9	16. disabled	9/4/2015 10:30 AM
10	16. disabled	9/4/2015 10:28 AM
11	16. disabled	9/4/2015 10:25 AM
12	used on vacation	9/4/2015 10:21 AM
13	16. disabled	9/4/2015 9:48 AM
14	16. Disabled	8/28/2015 8:25 AM
15	Router throttles down once 5GB is reached. Speed so slow it will not even load a page.	8/18/2015 12:11 PM
16	Didn't work for me.	8/18/2015 12:08 PM
17	16. disabled	8/11/2015 12:07 PM
18	It did not work.	8/11/2015 11:53 AM
19	Thank you for this program! I used the MiFi router to build a website for a 501c3 Charity(Great Bend Zoo Society. Could not of done it without this program!	6/19/2015 3:48 PM
20	slow speed after 5GB	6/19/2015 3:42 PM
21	16- disabled	6/8/2015 4:31 PM
22	16- disable	6/8/2015 4:26 PM
23	1- no internet at home	5/21/2015 1:37 PM
24	2- college school work	5/21/2015 1:33 PM
25	11- speed too slow to load pages	5/21/2015 1:19 PM
26	5- grandchildren	5/21/2015 1:17 PM
27	11- out of data by the time we got it	5/21/2015 12:42 PM
28	1- have no internet 16- disabled	5/21/2015 12:39 PM
29	We live in the country, only 1 bar, slow	5/20/2015 2:49 PM
30	Having the much faster speed when using the Wifi router has been extremely helpful with work and school.	4/16/2015 3:22 PM
31	Question #2 - Work	4/16/2015 11:19 AM
32	Question #2 - Gaming	4/16/2015 10:47 AM
33	Question #8 - "Not #1. Tell them I don't want it." Question #12 - "As long as it not number 1"	4/15/2015 3:43 PM
34	Having the much faster speed when using the Wifi router has been extremely helpful with work and school.	4/15/2015 3:39 PM

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35	Questions 1 & 2 - "Don't have internet at home" Question 4 - "Don't have children" Question 10 - "Have a laptop" Question 13 - "Couldn't use them at home"	4/15/2015 3:25 PM
36	MiFi is too slow - limits what can be done on the internet.	4/15/2015 12:36 PM
37	Question #8 - "Depends on cost"	4/15/2015 11:28 AM
38	Internet got very slow after a few days, even with one device on it.	4/10/2015 2:58 PM
39	On a scale of 1-10 with 1=very dissatisfied and 10=very satisfied, MiFi satisfaction rates: 1 for Netflix, 3 for some sites, 7 for most sites, and 10 for app games	4/10/2015 2:28 PM
40	More than two devices slows unit way down	4/10/2015 12:25 PM
41	Question #9 - It doesn't seem like much money, but when you have very little that is a lot. Question #12 - I already have. Comments at the end- Thank you so much for this program. I had the flu and was able to work from home online using it. This is a really great program. Internet access is just out of reach for those at the margins of poverty. Thank you so much.	4/10/2015 10:43 AM
42	Disabled, not retired	4/10/2015 9:06 AM
43	MiFi is 10x faster than our current satellite provider. The device was helpful this past week, At our 4H club meeting in an area with usually poor internet connection, we were able to view easily online and make important club decisions, thanks to MiFi. We had no service connection between Robinson, KS and Elwood, KS on 36 Hwy as we traveled to St. Joseph, MO. Service resumed as usual in St. Joe. Thanks for this opportunity! It was greatly appreciated.	4/9/2015 4:57 PM
44	No computer at home. Borrowed one.	4/9/2015 3:26 PM
45	1. No home internet	4/9/2015 3:26 PM
46	Blockers over blocked	4/9/2015 3:05 PM
47	Disabled, not retired - we took the MiFi on a trip to Washington state and the MiFi worked awesome even in the valley and the mountains. When the radio didn't get any reception the MiFi did. Being able to check out the MiFi has been really good. I live on a fixed income which doesn't leave any extra.	4/9/2015 2:51 PM
48	Question #2 - "Checking information about my school"	4/9/2015 1:54 PM
49	Had marked out the word "child" and inserted "student" on some questions	4/9/2015 11:04 AM
50	Usage was 8.5 GB . . . Kim reset the SimCard and cleaned the battery connections and it was working at the library - will test offsite.	4/9/2015 10:38 AM
51	11. Extremely slow	4/9/2015 10:34 AM
52	We didn't have a chance to try it. I am going to check it out again after Christmas.	4/9/2015 8:54 AM
53	The MiFi was not holding a charge.	4/9/2015 8:50 AM
54	device not fully charged after plugged in all day. Had to unplug/plug jetpack & hit arrow few x. Happened 2x during my 7day ckout period. Maybe has short?	4/7/2015 4:29 PM
55	Problems with pages not responding at times and slow to load. Problem with signing out of FB,e-mails etc	4/7/2015 4:08 PM
56	Really enjoyed being able to have internet at home after not having it for about 2 yrs. Mobile hotspots are awesome. Even worked in a rural area of Severy KS	4/7/2015 3:50 PM

Q21 Library Name

Answered: 1,010 Skipped: 0

Answer Choices	Responses	
Atchison Public Library	7.52%	76
Carbondale City Library	4.75%	48
Clearwater Public Library	13.37%	135
Coffeyville Public Library	6.63%	67
Effingham Public Library	5.25%	53
Goodland Public Library	8.91%	90
Great Bend Public Library	3.96%	40
Hamilton County Library (Syracuse)	0.59%	6
Haysville Public Library	6.44%	65
Independence Public Library	3.47%	35
Jay Johnson Public Library (Quinter)	0.00%	0
Jetmore City Library	0.20%	2
Leavenworth Public Library	4.95%	50
Lyndon Carnegie Library	0.00%	0
Mary Cotton Public Library (Sabetha)	11.19%	113
Meriden-Ozawkie Public Library	8.91%	90
Silver Lake Public Library	5.64%	57
Stanton County Public Library (Johnson)	3.17%	32
Wetmore Public Library	5.05%	51
Total		1,010

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