Laptop and Hotspot Lending at LPL

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Sunday, May 5th | Pre-Conference
Monday, May 6th – Wednesday, May 8th | Main Conference

London Public Library

- Population:
  - London City   383,822
  - Metropolitan area 494,069
- Active patrons: 165,000
- Libraries/branches: 16

- Annual Circ: 3.52 million
  - 788,000 eMaterials
- Volumes: 851,000
- eMaterials Titles: 26,584

Laptops and Hotspots, oh my!

London Public Library

Power connection
VGA
USB port

Power Button
USB port
Headphone port

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Phoenix, AZ

Laptops and Hotspots, oh my!

- Grants
  - Improving Library Digital Services Grant supported part of project
  - Private donor for more Hotspots
- Public Library Best Practices
  - Kitchener   Hotspot
  - Edmonton   Hotspot
  - Rodman   Hotspot
  - Toronto   Laptop in library only, hotspot (6 mo. loan)
  - San Francisco   Laptop and hotspot together
  - Omaha   Chromebook with hotspot together
- Training
  - Lending Staff
  - Customer Service Staff

London Public Library

Marketing and Publicity

Borrow A Laptop!

Many of us have moved to smartphones and tablets as our main digital tools, but sometimes a laptop can be just what you need for completing a project. Working on the larger screen and using an actual keyboard are obvious advantages for typing cover letters and other documents, putting together a PowerPoint presentation, or expressing yourself creatively with Paint 3D.

Borrow a laptop computer from the Library for seven days and open up a great selection of software that's downloaded and ready to use, including Microsoft Office, web browsers Google Chrome and Firefox, Windows Media Player, Paint 3D, Skype, and more.

Whether you're job searching, typing a research paper for school, or creating a slideshow for your family reunion, having access to a laptop and free software can help with the task at hand. Learn more on our website or ask staff at your local library branch.

www.lpl.ca/laptop-lending

Practice the Basics on a Library Laptop
Do you feel a little left behind in the digital world, but don't know where to start to catch up? The Library offers classes that start with the basics, including how to use a mouse and keyboard, an introduction to using computers, and getting started on the internet. Why not take a class and then borrow a Library laptop for a week to practice what you've learned?

Digital Essentials: Classes to Help You Get Started
The Library's Digital Essentials classes provide introductions to everything from using your smartphone or tablet to searching online, creating accounts and learning basic apps. See pages 38 and 39 for our list of classes.

SUMMER AT THE LIBRARY!

WIFI HOTSPOTS & LAPTOPS
BORROW FROM YOUR LIBRARY

Starting June 1, the Library is loaning out WiFi hotspots and laptop computers. People are used to coming to their local library to use internet computers and WiFi, but this new service allows our community to borrow the internet to take with them.

The Library wants to address the digital divide that can exclude so many from full participation in our community. Everything has moved online — government information, forms and services, educational and training resources, businesses — making internet access and computers essential for many everyday tasks like sending resumes, downloading forms, or researching and submitting assignments for school.

Being able to take the internet and a computer home gives a job searcher extended time to pursue online employment opportunities and to work on resumes using a laptop. It means a student can do research and write a paper for school at home instead of traveling to a library branch and working on an assignment in small chunks of time.

Lisa Manax Skikos, Children & Youth Services Coordinator, talks about the challenges of not having internet access, "Families are really busy and having to physically go somewhere to use a computer every evening for a child to do school work can be a real barrier."

She points out that learning to use online resources and developing digital literacy are essential skills for future success and are now part of the school curriculum, "Kids coming to libraries for help with their assignments are required to use reputable online sources as well as books. Children who don't have the internet at home have limited options to get that work done."

This new service is another way that the Library removes barriers and ensures everyone in our community has access to essential resources. The loan period for WiFi hotspots is three weeks. One may be borrowed per adult or teen library card. Holds can be placed on hotspots. Laptops are available for seven days with a limit of one per adult card. Laptops must be returned to the same location where they are borrowed. Holds are not available for laptops.

The 50 laptops for this program were purchased with an Improving Library Digital Services grant from the Ontario Ministry of Tourism, Culture and Sport. The grant also provided funding for 46 new computers for public use in library.

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Laptops and Hotspots Initial Decisions

- What!
- Number per branch
- Carrying cases and containers
- Labels and engraving
  - Barcoded device and case
  - Location label on device and case
  - Instruction label to open laptop case
  - Engraved Laptop and Case
- Lending details
- Procedures and Public Lending Instructions
- June 1, 2018 launch

LAPTOPS 'oh my'!

London Public Library

Return to London Public Library

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Laptops, WHAT!

- Lenovo x240
- Intel core i7 processor
- 2.10 GHz
- 8 GB memory
- 128 GB SSD drive
- Windows 10
- Deep Freeze
- Hard case
- Power supply
- Removable power cord (extras)
- Removable battery
- 2 laminated instruction cards

Managed with Prey System
(GPS tracking & locking)

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Laptop Software

- *Storage:*
  - Dropbox, Onedrive, iCloud
- *Browsers:*
  - Firefox
  - Chrome
  - Edge
- *Office 2010*
  - Word
  - PowerPoint
  - Excel
  - Publisher
- Adobe Reader and DE

- Open Office
- *Images & Graphics*
  - The Gimp (image editor)
  - Irfanview
  - MS Paint
  - Paint 3d
- *Media Players*
  - VLC
  - Windows

- *Flash Player*
- iTunes
- Netflix (patron acct)
- Shockwave (games)
- Skype
- Genutax
- OverDrive
- Print to PDF
- Calculator

Laptop Case - HARD

Laptop Lending Information

- Not holdable
- Suppressed from catalogue
- 7 day loan
- Not renewable
- No fines
- Replacement bill 1st day overdue
- Internet disabled if overdue
- For adult patrons with full library cards
- Only 1 per account
- Hand deliver to staff at branch where borrowed

Laptops in Sierra – The Bib

MARC Leader			##### n r m 22 ##### i 4 5 0 0
LOCATIONS			be ,bk ,by ,ca ,ce ,cy ,cr ,ea ,ja ,lh ,la ,ma ,po ,sh ,st
MARC	008		180517 s 2018 o 0 00 0 eng d
MARC	040		CaOL|beng|erda|zAD
TITLE	245	0 0	Laptop for Public Lending
ADD TITLE	246	3 3	Lap top for Public Lending
DESCRIPT	300		1 laptop with case, power cord and plug
NOTE	505	1	|g Windows 10, including Firefox, Chrome and Edge browsers, Microsoft Office 2010, Skype, Adobe Digital Editions, VLC Media Player, Irfanview, Gimp, iCloud, Google Drive, iTunes, Genutax and links to LPL's digital resources.
NOTE	505	1	Contents include Laptop, Case and a Power cord and Plug.
NOTE	690		New May 2018

Bib Status = Suppressed

Mat'l Type = Equipment

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Laptops in Sierra: Item Fixed Fields

COPY #	2	LCHKIN	12-02-2019 05:04PM	LOUTDATE	05-02-2019 09:00AM
ICODE1	0	INVDA	- - :	LOCATION	beaeq Beacock Equipment
ICODE2	n SUPPRESSION	IN LOC	101	LOANRULE	1
I TYPE	59 Laptops	# RENEWALS	0	STATUS	n BILLED
PRICE	$550.00	# OVERDUE	3	INTL USE	0
OUT DATE	14-02-2019 01:10PM	ODUE DATE	03-04-2019	COPY USE	0
OUT LOC	101	IUSE3	0	IMESSAGE	- NO MESSAGE
DUE DATE	21-02-2019	RECAL DATE	- -	SHELF	
PATRON#		TOT CHKOUT	25	YTDCIRC	3
LPATRON		TOT RENEW	0	LYRCIRC	22

Laptops in Sierra: Item Variable Fields

BARCODE	32104043222829
MESSAGE	Laptop is overdue and has been disabled. Contact HelpDesk when item is returned mm/circ feb 26/19
MESSAGE	Contains: 1 laptop, 1 hard case, 1 power supply, 1 removable power cord, 1 removable battery, 2 laminated instruction cards
MESSAGE	Upon return, power the laptop up and be sure it is in working order. Report any problems to IT Helpdesk
INT NOTE	IT Fixed Tamper Switch
INT NOTE	LPLPubLoan019
INT NOTE	Wifi: E8:2A:EA:57:40:BD
INT NOTE	Ethernet: 28:D2:44:8C:0E:66
INT NOTE	BT MAC Address: E8:2A:EA:57:40:C1
INT NOTE	Serial# PB02JN1D
INT NOTE	Lenovo Thinkpad Model X240, Type: 20AM-S31G03
INT NOTE	ad/cs

Laptops Staff Instruction

- Laptops and cases are barcoded and come with charge cord
- Item will stop working when it is overdue.
- Replacement Item cost is $550.00
- Verify patron address before checking out
- When signing out to the patron, review contents and instruction pages
- Ask patron to open up and test laptop before leaving the library
- Before checking item back in, do a brief visual inspection and power up the laptop to be sure it is working
- If laptop has a problem, do not check it in
- Laptops and Hotspots will need to be in locked cabinets even when on hold for patron.

Laptop Lending Public Instructions

Critical Points

When borrowing a laptop:

- Ensure the laptop is in working order BEFORE you leave the library
- Return the laptop, case, power supply and cable, battery to a library staff member at the library branch where you borrowed it
- Be sure to return the laptop on time. If you are late in returning the laptop, it will be immediately billed.
- Do not leave the laptop unattended
- Read the instructions and advice on the printed pages included with the laptop
- Keep away from food and drink

Laptop Lending Public Instructions

Before leaving library with laptop:

- Ensure you are familiar with the equipment and it works correctly

Saving your Data

- The laptop will clear any personal user data, passwords, settings, browsing history, etc. when shut off or rebooted
- Closing the lid will put the computer in "sleep" mode, you may lose data in sleep mode
- To save any data or documents please use a USB drive or on-line (cloud) storage service

Borrowing the laptop:

- Laptop loan cannot be renewed
- Return laptop promptly
- The laptop will be rendered unusable if not returned by the due date
- Ensure all equipment and case are returned to library staff at the library from which it was borrowed during operational hours
- Lost or damaged items may result in a significant monetary charge
- Do not leave laptop unattended in public spaces

Laptop Lending Public Instructions

I Agree
- ❖ The Library is a public place.
- ❖ Privacy for computer users is not guaranteed.

- ❖ Therefore:
- ❖ I will respect the rights of other library users when using computers and the Internet, including my own device.
- ❖ I will not display content that others would find offensive or unsuitable for children and teens.
- ❖ I will not use the Internet for any illegal activity such as viewing obscenity or child pornography, inciting hate, cyberbullying or copyright violation.
- ❖ I understand that the police will be called when illegal activity occurs.

Consequences
- ❖ Library staff can ask me to close content if it is offensive to others.
- ❖ If I do not follow the direction of staff, I may lose my library privileges.

Laptop Lending Public Instructions

Computer Use Policy
http://www.londonpubliclibrary.ca/sites/default/files/ComputerUse.pdf

Internet Service Policy

http://www.londonpubliclibrary.ca/sites/default/files/InternetServicePolicy.pdf

Computer Use Guidelines http://www.londonpubliclibrary.ca/node/329

Laptop Lending Public Instructions
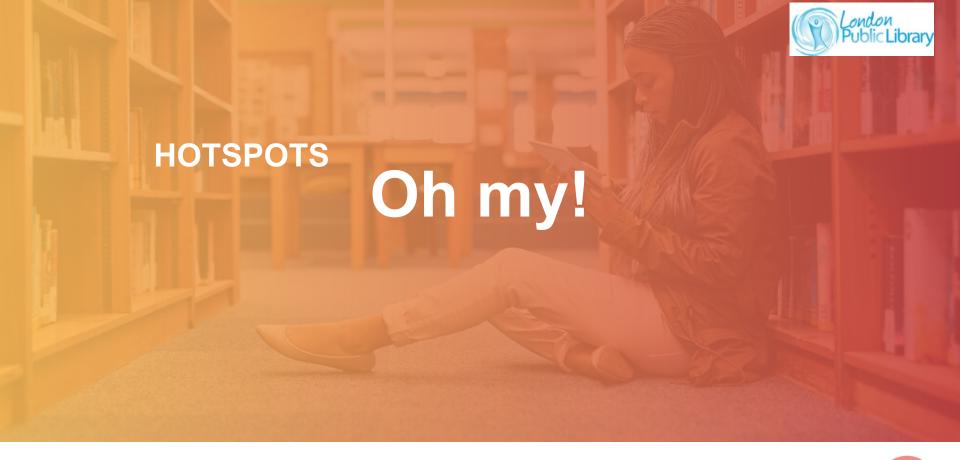
How to use the Laptop

- Open the carry case ensuring you can see the label that marks the top
- Lift under the latch with two hands
- Pull out on latch until lid releases
- Lift lid
- Make note of how laptop and power supply are stored (for return)
- Lift laptop and power supply out of case
- Place laptop on a solid and safe surface to avoid damage
- Position laptop with Lenovo logo nearest you

- Connect power supply to laptop on rear left hand side
- Connect other end of power supply to electrical outlet
- Do not run power cord in area that has foot traffic(doorway, across floor)
- Gently lift laptop lid
- Press and release power button on right hand side near the display
- You should see the screen display start up information
- The laptop will log in automatically
- If required use credentials with **LPL** user & password xxx

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HOTSPOTS

Oh my!

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Hotspots, WHAT!

- Novatel MiFi 7000 provisioned by Telus
- Rechargeable Li-Ion Battery (in device)
- Wall Charger
- USB Cable
- Information Sheet
- Plastic sandwich case
- Barcoded
- Labeled

- Connect up to 15 devices

Hotspots Lending Information

- Holdable
- Available in catalogue
- 21 day loan
- Renewable
- No fines
- Replacement bill 1st day overdue
- Internet disabled if overdue
- For adult or teen patrons only
- Only 1 per account

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Mat'l Type: Equipment

MARC Leader			##### n r m 2 2 ##### i 4 5 0 0
LOCATIONS			be ,bk ,by ,ca ,ce ,cy ,cr ,ea ,ja ,lh ,la ,ma ,po ,sh ,st
BIB UTIL#	001		b18036508
MARC	008		180523 s 2018 onc	00 r eng d
MARC	040		CaOL|beng|erda|zAD
TITLE	245	0 0	Internet Hotspot for Public Lending|h[equipment]
ADD TITLE	246	3 3	Internet Hot spot for Public Lending|h[equipment]
ADD TITLE	246	3 0	Hotspot for Public Lending|h[equipment]
ADD TITLE	246	3 3	Hot spot for Public Lending|h[equipment]
DESCRIPT	300		1 wifi hotspot
DESCRIPT	336		three-dimensionalform|2rdacontent
DESCRIPT	337		unmediated|2rdamedia
DESCRIPT	338		object|2rdacarrier
NOTE	690		New May 2018

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Hotspots in Sierra: Item Fixed Fields

COPY #	1	LCHKIN	02-04-2019 09:26AM	LOUTDATE	05-03-2019 02:50PM
ICODE1	0	INVDA	- - :	LOCATION	cyaeq Cherryhill Equipment
ICODE2	-	IN LOC	131	LOANRULE	60
I TYPE	60 Hotspots	# RENEWALS	0	STATUS	- DUE 30-04-2019
PRICE	$150.00	# OVERDUE	0	INTL USE	0
OUT DATE	09-04-2019 09:22AM	ODUE DATE	- -	COPY USE	0
OUT LOC	155	IUSE3	0	IMESSAGE	
DUE DATE	30-04-2019	RECAL DATE	- -	SHELF	
PATRON#		TOT CHKOUT	14	YTDCIRC	4
LPATRON		TOT RENEW	0	LYRCIRC	10

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Hotspots in Sierra: Item Variable Fields

CALL #	092			Novatel MiFi Network SSID: LPLhotspot2018029
BARCODE				32104042942294
MESSAGE				Contains: MiFi Hotspot device, removable Li/ion battery (weighs), removable SIM card, removable back case, Novatel USB Charger, USBC Charging Cable, Hard Case, Instruction booklet
MESSAGE				Check for all parts, including SIM card. Press and hold to be sure it turns on and check battery%, check that you get service signal. Report any problems to IT Helpdesk
MESSAGE				If SIM is missing, a mesage "No SIM" will appear shortly after you power it up. Patron is responsible for entire hotspot if SIM is missing.
INT NOTE				Novatel MiFi 7000 provisioned by Telus (service provider)
INT NOTE				IMEI#: 014911005003498
INT NOTE				MAC Address: 0015FFF7C9D9
INT NOTE				Username: LPLMiFi029
INT NOTE				SIM#: 8912230100167056736 Telus
INT NOTE				Phone #: 519-495-1772

Hotspots Staff Instruction

- Verify patron address before checking out
- Replacement Item cost is $150.00
- Hotspots will come in a durable case and a charge cord will be included – each piece will have the barcode on it.
- When checking in the item please do a brief visual inspection
- No need to charge it
- Laptops and Hotspots will need to be in locked cabinets even when on hold for patron.

Hotspot Public Lending Instructions

By borrowing this device, you are agreeing to the London Public Library's terms of use for the wireless network. Please refer to http://www.londonpubliclibrary.ca/sites/default/files/InternetServicePolicy.pdf

The MiFi Hotspot will be disabled from use after the due date. The Hotspot may be renewed prior to the due date if there are no holds for other people on the Hotspot.

Hotspot Public Lending Instructions

- **The Hotspot may require charging before initial use. Please see "How to charge the Hotspot"**
- Lightly Press and hold the power button for 4 seconds to power on the Hotspot. The power button is on the top of the right hand side.
- The display screen animation will play while the Hotspot initializes
- After initialization the main information screen will display
- **Access information can be displayed by selecting WiFi Name/Password on the Hotspot**
- **To access the internet with the Hotspot select LPLhotspot ###### with the correct password**
- Select the appropriate network on your device and enter the password when prompted
- The Hotspot should operate while the battery is charged or connected to the charger
- Lightly Press and hold the power button for 4 seconds to power off the Hotspot

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Hotspot Public Lending Instructions

How to Charge the MiFi Hotspot

- Insert the larger end (USB- A) of the charging cable into the charger
- When oriented correctly the charging cable should easily connect to the wall charger
- Connect the charger to an appropriate electrical outlet
- Connect the other end (USB-C) of the charging cable to the Hotspot just below the MiFi logo
- The charging cable to the Hotspot does not require specific orientation
- After successful connection the Hotspot will provide a visual indication that it is charging
- Please check all connections if charging does not appear to be successful

Hotspot Public Lending FAQs

- Borrower will be charged for replacement if the Hotspot is not returned, or is lost or stolen
- The borrower assumes responsibility for the care, operation and return of the Hotspot
- The borrower assumes any and all risks associated with the use of the Hotspot
- London Public Library reserves the right to disable the Hotspot at its discretion
- London Public Library in some instances may electronically access the location of the Hotspot
- London Public Library does not monitor or filter Internet traffic on the Hotspot

Hotspot Public Lending FAQs

- Best performance will be achieved using devices in close proximity to the Hotspot
- Factors such as concrete, walls or other structures may impede the function of the Hotspot
- Lightly press and release power button to check Hotspot status
- The Hotspot can only be used with devices that have WiFi capability (ethernet is not available)
- Up to 15 devices can connect to the Hotspot simultaneously
- Internet access will be impacted with more devices connected to the Hotspot

Hotspot Public Lending FAQ

- Do not expose the Hotspot to water, moisture or other liquid
- Do not allow children to play with the Hotspot
- Do not place in direct sunlight

NOTE:

The security of the hotspots would equate to using a data connection on a cell phone. The wifi function is encrypted by use of password to access the hotspot, similar to how a home based wireless/wifi system would work connected to an ISP

Oh my!
How's it going?

Laptops: Problems

- Prey Anti-theft gives us ability to suspend internet use
- Auto Repair message
  - Solution: disable WinRE
- Bottom Cover Tamper Detection Sensor error causing login prompt
  - Solution: Change Bios security setting (Tamper Switch)
- Faulty keyboards/keys and Display screens
- Barcode/labels removed
- Speaker problems (reset)
- Overheating
- Not charging
- Missing Case
- Case returned, Missing Laptop

Laptops: Problems

- Water spill keyboard
- Crashing (re-image/config)
- SMOKE, ASHES, ODOUR, FOOD PARTICLES

"Smells like cigarette smoke. The patron also admitted that he coughed when he had food in his mouth. There are visible food particles on the keyboard and ash from cigarettes."

THEFT!!!

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Laptops: Status and Statistics

June 1, 2018 = 50 Laptops / **May 1, 2019 = 13 Laptops remaining**

Status	Oct 01/18	Jan 01/19	May 01/19	Total
Billed	9	10	10	**29**
Stolen	1			**1**
Lost			2	**2**
In Repair	1	1	3	**5**
SUBTOTAL	**11**	**11**	**15**	**37**
Out			1	**1**
Returned			12	**12**

LAPTOPS: Statistics (7 day loan)

Branch	#	Checkouts	YTD	LYR	Branch	#	Checkouts	YTD	LYR
TOTAL	**50**	**935**	**215**	**720**	East London	3	48	2	46
Beacock	4	77	9	68	Jalna	5	106	31	75
Bostwick	5	93	35	58	Lambeth	1	22	5	17
Byron	3	64	32	42	Landon	3	83	24	59
Carson	1	8	0	8	Masonville	3	53	11	42
Central	4	40	0	40	Pond Mills	4	43	2	41
Crouch	4	57	1	56	Sherwood	3	95	36	59
Cherryhill	4	68	9	59	Stoney Creek	3	78	28	50

*Average: 19 Loans per Laptop = 133 lending days
= 6,650 lending days in total for 50 laptops*

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LAPTOP LENDING CEASES

LAPTOP LENDING

5 April 2019 – 3:24 pm

Please be aware that laptops are no longer available to borrow from London Public Library. The laptop lending initiative was a pilot project. After careful evaluation, the decision has been made to focus our resources on lending WiFi hotspots to our community.

Hotspots: Problems

- Ability to suspend internet access taken away (have to phone Telus)
- Patrons return disabled hotspots quickly
- Receiving personal texts (phone# re-assignment)
  - Solution: Disable text feature for each account
- Unexpected Guests appearing (apartments)
- Returned without SIM card (billed)
- Damaged SIM
- Hotspot screen in constantly flickering, looping when rebooting
- Connectivity

Hotspots: Status and Statistics

Status	Oct 01/19	Jan 01/19	May 01/19	Total
Billed		1	4	5
Stolen			1	1
Missing			1	1
In Repair		2	3	5
SUBTOTAL		**3**	**9**	**12**
Checked Out			58	58

GREAT SUCCESS! Purchased another 24 in Feb/2019

Hotspots: Statistics (21 day loan)

174 Holds

Branch	#	Checkouts	YTD	LYR
ALL	**74**	**649**	**256**	**393**
Beacock	7	44	17	27
Bostwick	5	42	14	28
Byron	5	49	19	30
Carson	1	13	4	9
Central	8	58	26	32
Cherryhill	5	41	13	28
Crouch	6	57	23	34

Branch	#	Checkouts	YTD	LYR
East London	5	44	18	26
Jalna	7	70	27	43
Lambeth	1	10	2	8
Landon	5	47	21	26
Masonville	4	37	16	21
Pond Mills	5	58	20	36
Sherwood	5	40	17	23
StoneyCreek	5	39	17	22

Average: 12+ Loans per Hotspot = 252 lending days
= 12,600 lending days in total for 50 hotspots

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SUCCESS?

Hotspots = Yes!

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Thank You!

Questions?

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