### PURPOSE
Provide internet access to students, faculty, or staff enrolled in or working at UNC system universities who have internet connectivity challenges.

### HOW
UNC Charlotte, as the lead institution, provided grant administration, established device inventory, created marketing templates, and developed an assessment strategy. Partners determined how to catalog and loan devices as well as market device availability.

### WHAT
- Secure $49,414 in LSTA grant funding
- Purchase 180 Verizon Hotspots & 12 months of service
- Distribute hotspots to partners
- Assess ongoing supply/demand at quarterly meetings and redistribute devices as needed

### BENEFITS OF AN INTER-INSTITUTIONAL LENDING MODEL
- Allows time to assess supply and demand before committing long-term funds
- More bargaining power/leverage with vendors to secure cost-effective solutions
- Collective problem solving
- Shared expertise and labor minimizes duplication of work

### SUSTAINABILITY BEYOND GRANT
- Establish flexible contracts with vendors.
- Plan ahead to make room in your own institutional budget.
- Assess to determine supply/demand needs.
- Transfer responsibility of service to project partners.

### INTER-INSTITUTIONAL MOBILE HOTSPOTS LENDING PROGRAM:
A PARTNERSHIP BETWEEN SEVEN UNC SYSTEM UNIVERSITIES

Randy Conover
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East Carolina University

Winston-Salem State University

### TOP REASONS PATRONS BORROWED A MOBILE HOTSPOT DEVICE

- I'm traveling to a location without reliable internet access: 46%
- I need internet access in my home but it's not reliable: 35%
- I need internet access to work from home: 14%
- I need internet access to complete my work: 8%
- Internet access is not available in my geographic location: 7%

### ASSESSMENT STRATEGIES

- Surveys
- Circulation
- Verizon

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### PROJECT PARTNERS

**WORDS FROM OUR BORROWERS**
The library’s mobile hotspot lending program has ...  

- "Allowed me to access all my course work and attend class meetings I otherwise would have missed since I do not have wifi at my location."

- "For the first time since I can remember, all members of the household are able to access the internet for school and work without us having to shuffle each other off the network and schedule our usage."

If I did not have access to a hotspot ...  

- "Without the hotspot, I was trying to identify coffee shops / libraries / parking lots along my travel route where I would be able to have strong enough internet to conduct Zoom calls. In certain locations, this can be very challenging logistically."

- "I likely would have had to walk to campus and hop on a library computer, which would be over an hour of walking just to do my work. This may not sound like much to those with a car or who live closer to [the library], but walking over 30 minutes there and over 30 minutes back just to do schoolwork can be taxing, particularly if it’s not the first or second time you’ve made that trek in a day."

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