Tohono O'odham Nation
IMLS Native American Library Services Enhancement Grant FY2020

Laptop and Wi-Fi hotspot Lending Project

1. STATEMENT OF NEED

Computer use and free internet access is provided to library customers who come to the Venito Garcia Library, located in Sells. Arizona. For many community members and library customers who are unable to come to the library to use these services have unmet need. Our project proposal is to provide laptops with a mobile Wi-Fi hotspot for any community members to check out for a period of two weeks. The project will help to address unmet computational needs from students, parents and anyone who needs a laptop and with internet access at their convenience without having to come to the library for that service. This project will support the Institute of Museum and Library Services (IMLS) goal to Increase Public Access, Tools technology, and training enabling discovery and use of collections and resources by all.

This project will address the Tohono O'odham Nation's need to provide mobile technology for library customers, community and students. This project will provide technology of 15 laptops and 15 Wi-Fi hotspot devices. This project will purchase 15 laptops, installed with Windows 10 or most updated Operating System, Microsoft Office Suite Programs, Deep Freeze application, antivirus, wireless mouse, laptop bags, storage/charging unit for laptops and Wi-Fi hotspots for each laptop. The total cost to purchase hardware, software and 12 months of Wi-Fi hotspot service for this project, for a grand total of $37,768.53.

As we all respond and adjust in service delivery during the COVID-19 Pandemic, it is evident that our customers' biggest need is technology and internet access and connectivity. More than ever, we need technology and internet access to deliver and receive information, to teach and learn. Currently, there are no existing lending technology of hardware or mobile internet hotspot devices for our library customers, community and students. Laptops and mobile Wi-Fi hotspots will provide the tools, technology and internet access for our library customers, community and students. Currently, there are individuals and families who are using alternative ways to receive and access information which can help them to respond and plan during this COVID-19 Pandemic.

There are plenty of libraries, even a few tribal libraries who currently have laptop lending programs. Some lending programs are for specific groups of users, such as GED students or those seeking employment. There are rural libraries in Arizona who have deployed Wi-Fi hotspot lending programs. This project is similar to other projects for library customers who need access mobile Wi-Fi hotspots and a mobile computer. There libraries who also have in-house short-term laptop lending programs. Venito Garcia Library has never had a lending program of mobile devices.

From the 2014-2018 American Community Survey 5-year Narrative Profile, US Census, Types of Computers, 2014-2018.
Table 1. Comparative table between Tohono O'odham Nation and United States on Types of Computers.

Types of Computers, 2014-2018	Tohono O'odham Nation %	U.S. National %
Desktop or laptop	37.8%	77.9%
Smartphone	50.8%	75.9%
Tablet or other portable wireless compute	31.7%	57.2%
Other computer	1.9%	4.3%

From the 2014-2018 American Community Survey 5-year Narrative Profile, US Census, Types of Internet Subscriptions, 2014-2018.
Table 2. Comparative table between Tohono O'odham Nation and United States on Types of Internet Subscriptions.

Types of Internet Subscriptions, 2014-2018	Tohono O'odham Nation %	U.S. National %
Cellular data plan	35.7%	57.8%
Broadband such as cable, fiber optic or DSL	20.0%	67.9%
Satellite	3.9%	5.9%
Dial-up alone	0.6%	0.5%
Other service alone	1.7%	0.2%

According to Table 1, a large majority of the Tohono O'odham Nation's members and residents are accessing the internet via smartphone. The same table shows the twice the percentage of computer use by Desktop or laptop used by Americans than by those living on the Tohono O'odham Nation. Ease of viewing online information, filling in forms, scanning and printing are significant challenges when using a smartphone compared to using a desktop or laptop. In times when libraries are closed, especially during prolonged time periods such as during the COVID-19 pandemic, there is an increased need to access the internet for business, school and basic internet needs from their homes. This project will directly address that need for Nation's members and community members to have access to laptops and internet access via a hotspot.

Table 2 shows there is a significant disparity between Broadband type of internet service between the U.S. National percentage and that used by members and residents on the Tohono O'odham Nation. Broadband is more reliable and secure internet connection than using a cellular data plan. The long range goal is to establish broadband internet service ready for consumer use throughout the Tohono O'odham Nation. This is an overall infrastructure improvement plan for the Tohono O'odham Nation. Infrastructure development for any government can be lengthy require long-range planning for communities.

Venito Garcia Library leads the development, programming and promotion of literacy programs for all ages, from children to elders. Venito Garcia staff plans and conducts an annual literacy program "Love of Reading" during March and April of each of the 11 Districts of the Tohono O'odham Nation. There are guest readers ranging from local youth leaders, Legislative Council members, District and Tribal Government Officials, teachers, school administrators and student peers who all read or talk about the importance of reading. Library staff also coordinate and invite information presentations by other organizations such as the Arizona-Sonora Desert

Museum and Kitt Peak Observatory. Each month, Venito Garcia staff visit the Archie Hendricks Sr. Skilled Nursing Facility to read and give presentations to the Nation's members who reside at the facility. They also bring a collection of books and magazines for borrowing circulation. Staff also take advantage to provide outreach information about library services and products when they participate in community and district fairs and department events.

Venito Garcia Library's Vision statement is to serve, enrich and enhance the lives of the Tohono O'odham Nation members. The Library's Goal is to promote reading and provide access to print and electronic resources, such as books, magazines, newspapers and computer/internet access. We pay for cable news so we can have television to view news channels during the day in the common area of the library.

Venito Garcia Library is open five days per week, Monday through Friday, from 8am to 5pm. There are two full-time library staff who are the Librarian and Library Specialist. Print resources in all formats have 10,261 titles. There are 3,200 registered patrons in the Integrated Library System. There are 10 desktop computers which have internet access for use by everyone. This service of providing computers and internet access is the most popular and valued service we provide, as we have at least 10,886 sign-ins for computer usage each year. Another popular service is providing Wi-Fi to the public. Unfortunately, we have not gathered or compiled usage data on this service. Most of these daily services to restricted to the library building as most services are limited to within the physical building.

The project proposes to provide any library customer with a laptop and internet access through a Wi-Fi hotspot. Customers can now get internet access from home, as well as customers who are seeking employment and students needing the internet for assignments or projects. Library customers can have the opportunity and flexibility to use a laptop at home as well as have access to the internet.

This project proposal is extremely timely. During the COVID-19 pandemic, schools transitioned from in-classroom to remote/online classes. For many families and students who didn't have a laptop and a good connection to the internet, they were at a severe disadvantage to progress in school. According to the 2014-2018 American Community Survey 5-year Narrative Profile, US Census, Types of Computers, 50.8% of those living on the Tohono O'odham Nation were using a smartphone. Students trying to use a smartphone to complete their homework is challenging, which is compounded by the using cellular data plans.

35.7% of those living on the Tohono O'odham Nation use cellular data according to the 2014-2018 American Community Survey 5-year Narrative Profile, US Census, Types of Internet Subscriptions, 2014-2018. Families' cellular data plans have been stretched to its limits as everyone has had to use data for basic communication, homework, assignment and videoconferences. Tohono O'odham Nation's members, students and library customers have the same needs.

As we continue in current uncertain time and challenges, it is very timely for Venito Garcia to have a project proposal to address to mitigate basic computer and internet needs for library

customers and their families. This proposal can address a significant barrier for anyone ordered to Stay-At-Home, to slow the spread of a deadly virus such as COVID-19.

2. PROJECT DESIGN
Goal
The project goal is to improve the quality of life outcomes for library customers by providing access to laptops and mobile access to internet for their informational needs.
Measures will extend to the following:
The library will have implemented 15 laptops and 15 hotspot devices for circulation for library customers by May 2021.
The library will create a lending policy for laptops and hotspot devices by December 2020.
The library will implement the circulation of laptops and hotspot devices by January 2021.
The library will implement a sustainability plan to provide a circulation of laptops with a hotspot device by July 2021.

- **September 2020 – October 2020, Quotation Preparation:** Librarian and library specialist will work with the Tohono O'odham Nation Department of Information and Technology (DoIT) Purchasing Agent to refresh the quotations to purchase the following-
  Hardware:
  15 quantity of laptops, wireless mice, laptop bags and Wi-Fi hotspot devices. 1 charging/storage laptop case for security and power surge strip.
  Software:
  15 copies of Microsoft Office Suite, Deep Freeze, and Antivirus software.
  Services:
  12 months of hotspot service.
  Library staff will continue to work to finalize draft policies of the following-
     1. Laptop and Hotspot Circulation Policy
        - Circulation: criteria and borrowing rules
        - Returning all pieces
        - Signing agreement to return all pieces
     2. Internal Process to reimage laptops when returned
        - Training on how to reimage a laptop
     3. Promotion of new library service
        - Flyer, radio and presentation at outreach opportunities
     4. Sustainability Plan for hotspot service beyond September 2021 and refresh cycle plan of the laptops and hotspot devices.
- **October 2020 – November 2020, Purchase all hardware and software:**
  Librarian and library specialist will submit requisitions to purchase hardware, software and service for Laptop and Hotspot Circulation Project. Librarian and staff will also submit finalized policy for Laptop and Hotspot Lending Program for official adoption to Tohono O'odham Nation Executive Office for approval.
  Librarian and staff will follow up, coordinate to create a schedule with Tohono O'odham Nation's DoIT project manager for the installation of software. Library staff will also develop an internal process on how the check-in process steps are to account for all the hardware pieces, and reimaging the laptops when they are returned from library customers. Library staff and DoIT staff will coordinate and finalize the best plan to prepare laptops to be

ready for the next customer. If necessary, DoIT will provide training on how to reimage a laptop.

Librarian and Project Director will review project progress during the weekly check-in. This project timeline will be entered into Office 365 workbook as a project which will be monitored on a weekly interval for progress and deadlines. This monitoring will continue until

- **November 2020 – January 2021: Prepare all hardware and software:**
  Librarian and library specialist will complete the procurement process and order all hardware and software, according to the Tohono O'odham Nation's policy for the laptops, hotspot devices and mobile internet service. When all laptop and hotspot property has been received, the Tohono O'odham Nation's Property and Supply's procurement process will place property tags for accession on all hardware. Library staff will complete additional labeling, cataloguing and preparation for circulation of hardware. DoIT Technicians will install all software, Deep Freeze and antivirus. Technicians and Librarian will coordinate installation of additional software such as browsers and establish a format for all laptops.
  Library staff will finalize all policies and plans to be used by the lending program.

- **January 2021 – February 2021: Circulation Implementation:**
  Library staff will implement the promotion plan to advertise the new lending laptop and hotspot program. The start date the new lending laptop and hotspot program will be January 25, 2021.

- **February 2021 – May 2021: Monitor and review circulation:**
  Library staff will review policies for possible adjustments. Circulation statistics reports prepared by Library staff will include laptops and hotspot devices. May 17, 2021 will be the day for a public celebration of the new program.

- **June 2021 – August 2021: Final Report and Assessment:**
  Project Director and Librarian will prepare the final report to IMLS. Librarian will create and implement an assessment of lending laptop and hotspot program for library customers to submit. The Librarian and Project Director will create a user survey to ask about customer needs for laptops and hotspot device to determine if an expansion of the project is necessary in the future. A needs assessment will be a part of this assessment, to determine if customers need to borrow other types of technology. This assessment will provide direction for the library for future projects. Library staff will implement the survey. Librarian and Project Director will analyze data to make adjustments or look at new service possibilities.

3. IMPACT

The primary intended outcome of the project is for Tohono O'odham members and library customers to connect to needed information by providing a laptop and Wi-Fi hotspot. The goal to provide a lending laptop and Wi-Fi hotspot to the intended customers is best solution for mobile access. Specifically, this project directly addresses the Library's goal, "Promote reading and provide access to print and electronic resources, such as books, magazines, newspapers and computer/internet access" by providing access to electronic resources, such as "computer/ internet access."

One outcome for library customers is increased access of their informational needs to conduct personal business, school and connect through email, social media and viewing the news. Library customers will have ease of viewing information on a larger screen than a smartphone,

making it easier to fill in, manipulate and complete online forms, and easier and faster communication using a laptop.

Another outcome is having as hotspot device with internet access devoted for one laptop. This allows for faster internet connection without having to deplete the customer's personal phone data plan restrictions. Internet connection without worrying about exceeding mobile phone's data plan is especially beneficial to families who have multiple children who need internet access for homework and projects. For students, laptops and internet using a hotspot can reduce homework gap so students have the tools they need to complete homework and projects.

Library staff and Project Director will meet weekly to review and monitor progress of this project from October 2020 to May 2021. The two individuals are scheduled to meet weekly as a check-in for reports and discussions on library issues and events as a standard. This project weekly update will be included in the weekly review between the librarian and project director to follow the Schedule of Completion and activities to keep on track. If there are any adjustments to be made, then it will be adjusted in the schedule and activities.

The only risk is a possible delay in receiving once the hardware has been ordered. During the beginning of the recent COVID-19 pandemic, there was an overwhelming demand for laptops as a large majority of conducting business and education transitioned to online interaction. Those who needed a laptop had to order or their orders were delayed to fulfill the demand for laptop hardware. The Schedule of Completion allows for up to a one-month delay in receiving ordered hardware.

4. COMMUNICATIONS PLAN

The communication plan includes starting with informing the library customers, the Nation's members and community. Library staff will post notices on each library computer desktop background to promote the new lending laptop and hotspot service. The librarian will create a Public Service Announcement (PSA) email and the librarian will send the email to all three branches of the Tohono O'odham Nation government employees. The PSA will also be shared with the local radio KOHN station to announce the new service.   The next step is for the librarian to inform the local paper that the library is starting a new service available to everyone.

This lending project can be a model for Tohono O'odham Nation Districts (local governments) on how they can also start similar lending projects for their local constituents. The Library will share the details of stakeholders, product selection and circulation process was created for the Venito Garcia Library which they can replicate on the library's webpage.

The Librarian and Library Specialists are directly responsible for outreach, promotion and dissemination of the project details. Librarian and Library Specialist have the majority of responsibilities to complete for outreach, promotion and dissemination of information regarding this project.

5. SUSTAINABILITY

The laptop and hotspot lending program will become a part of circulation of library materials or property. The annual service of the hotspot devices and annual cost to renew the Deep Freeze

service and Antivirus will be absorbed into the operational cost of the library. The average lifecycle of a laptop is between three and five years. Programs such as Deep Freeze to reboot to restore software applications and operating systems will be installed to lengthen the life of these laptops. The cost to refresh 15 computers in five years will be part of the library's long range operational plan to replace the laptops so this program will continue for library's customers and community.

Laptop and internet connection is not a luxury but a necessity. This program can provide laptops and mobile internet connection for library customers and any community member. Connectivity to information, job skills development, lessening the homework gap can be provided to financially disadvantaged library customers and community members.

Laptop and Wi-Fi Hotspot Lending

Company:	Tohono O'odham Nation
Project Manager:	Venito Garcia Librarian
Start Date:	09/01/20
Days Grouped	30

WBS	Tasks	Who	Hours	Start	End
1	Planning Phase		96.0	9/1	10/1
1.1	Refresh quotes for hardware	Librarian	10.0	9/1	9/4
1.2	Refresh quotes for software	Librarian	10.0	9/4	9/7
1.3	Finalize draft policies for lending program	Librarian	60.0	9/7	1/1
1.4	Weekly check-ins to monitor progress	Librarian, Project Director	16.0	9/1	1/30
2	Purchase hardware and software		100.0	10/1	11/1
2.1	Submit requisitions for hardware	Librarian	10.0	10/1	10/4
2.2	Submit requisitions for software & service	Librarian	10.0	10/4	10/7
2.3	Create a schedule for installation and prep	Librarian, Project Manager	20.0	10/7	10/10
2.4	Develop internal process to reimage laptops	Librarian, Project Manager	40.0	10/10	10/13
2.5	Develop training for internal process.	Librarian, Project Manager	20.0	10/13	10/16
3	Prep hardware and install software		90.0	11/1	1/15
3.1	Monitor hardware delivery	Librarian	10.0	11/1	11/4
3.2	Hardware property tag labels and accession	Property and Supply	15.0	11/15	12/30
3.3	Prep labels for cataloguing and circulation	Librarian	20.0	12/1	12/30
3.4	Installation of software and services	DoIT Technicians	45.0	12/1	1/15
4	Circulation Implementation		38.0	1/1	1/25
4.1	Start Promotion Plan of new service	Librarian	30.0	1/1	1/20
4.2	Start circulation of laptops and Wi-Fi hotspots	Library staff	8.0	1/25	1/25
5	Monitor & review circulation		54.0	2/1	5/1
5.1	Review policies for possible adjustments	Librarian	16.0	2/1	5/30
5.2	Review circulation reports of laptops & hotspo	Librarian	30.0	1/25	7/30
5.3	Public celebration of new service	Everyone, Librarian	8.0	4/17	4/17
6	Final Report and Assessment		100.0	6/1	8/30
6.1	Prepare final report	Project Director, Librarian	20.0	7/30	8/30
6.2	Create assessment for users of lending progra	Librarian	40.0	6/15	7/30
6.3	Analysis of assessment, use data to create nev	Librarian, Project Director	40.0	7/30	8/30

Timeline columns: 9/1 10/1 10/31 11/30 12/30 1/29 2/28 3/30 4/29 5/29 6/28 7/28 8/27