

# HOT SPOT PROGRAM SUMMARY

Hot Spot Program Summary

Urban - Rural Use

Use Details

Library Policies

User Feedback

Montana Internet Access

## Program Participation

**916**

hot spots in circulation

**89**

libraries actively lending

**52**

counties with library hot spots

## Hot Spot Use

**3.14M**

total lifetime GB data used

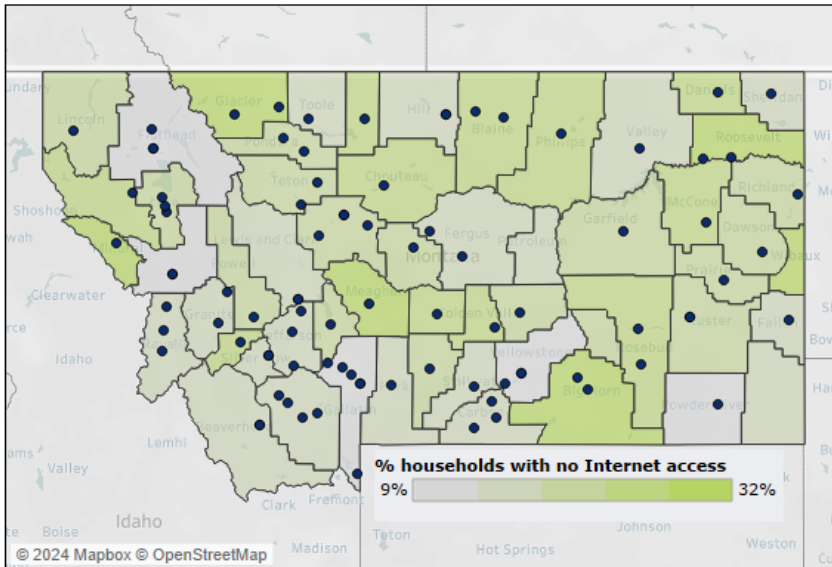
**72,091**

fiscal YTD GB data used

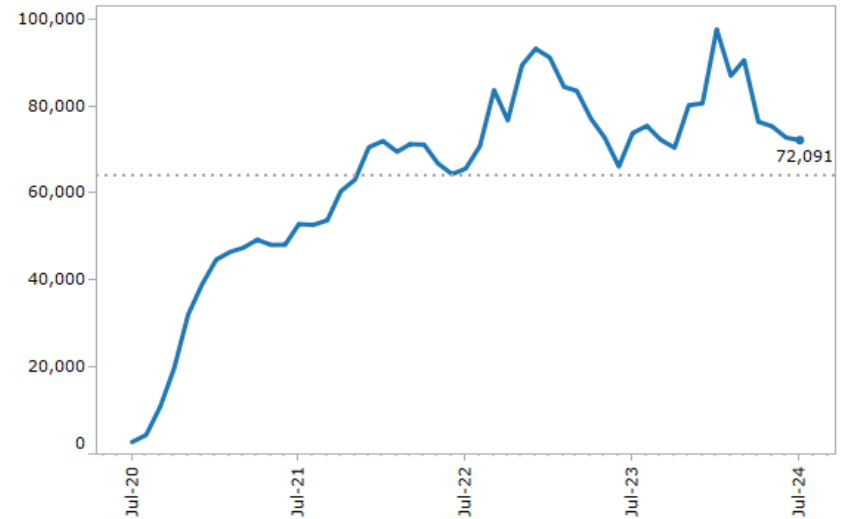
**-2% ▼**

change in use from previous fiscal YTD

## Participating Libraries



## Hot Spot Use (GB)



Data source: U.S. Census Bureau, Presence and type of internet subscriptions in households (B28002), 2015-2019 American Community Survey 5-year estimates. Retrieved from <https://data.census.gov/cedsci/table?q=b28002&tid=ACSDT5Y2019.B28002>

Select Chart

Hot Spot Use Trend

County

All

Library

All

\*Libraries that previously participated but are no longer actively lending hot spots.

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# HOT SPOT URBAN - RURAL USE

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Hot spot lending at public libraries in urban or rural areas as defined by the 2020 Census. The Census Bureau delineates urban areas after each decennial census. To eliminate population overlap, this dashboard focuses on public libraries. However, hot spots are also available to students at some academic and school libraries.

**Urban-Rural**

- Rural
- Urban

**Rural Public Libraries**

**6.000 GB**

Data use per capita

Montanans served: **222,856**  
Total hotspots: **367**  
Total data use: **1,337,070 GB**

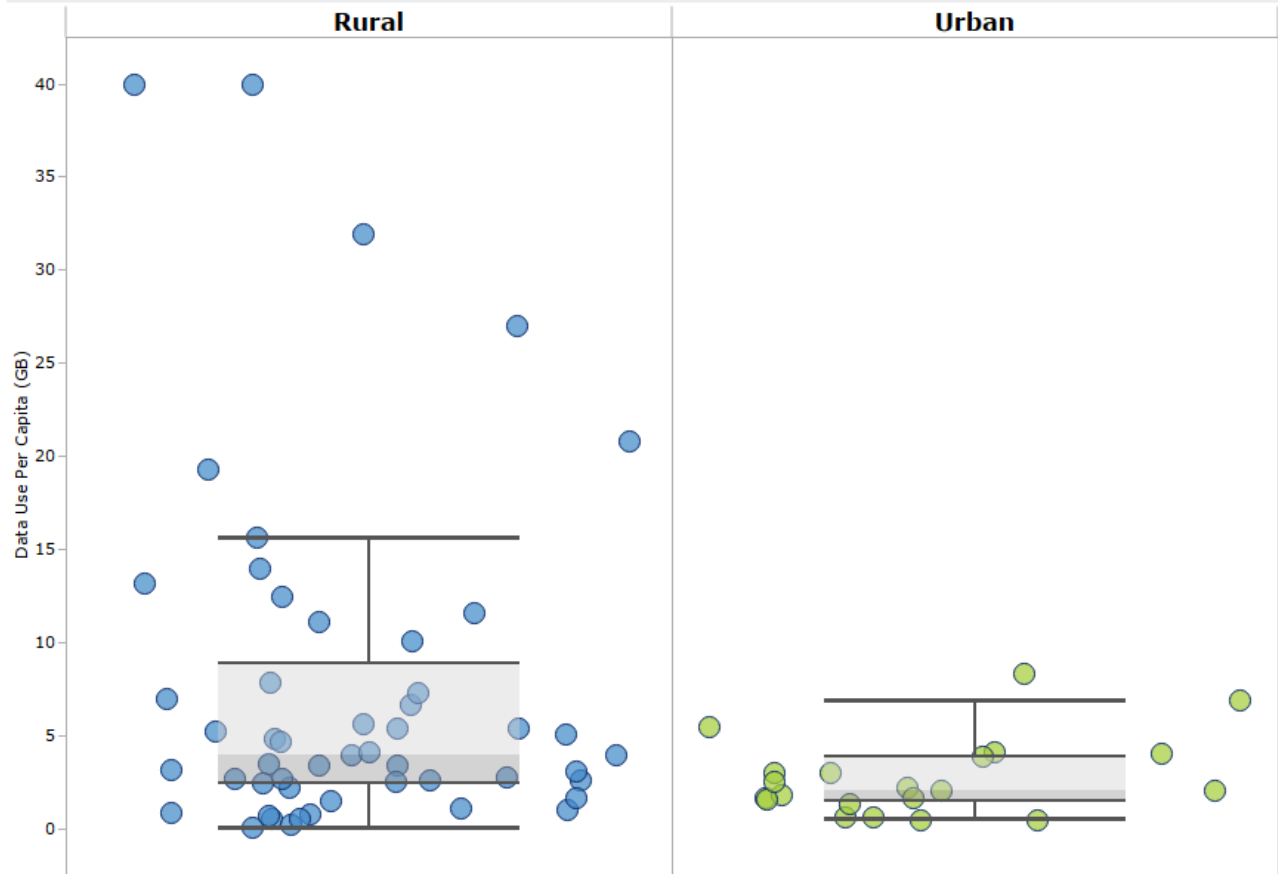
**Urban Public Libraries**

**1.629 GB**

Data use per capita

Montanans served: **831,299**  
Total hotspots: **384**  
Total data use: **1,354,176 GB**

**Public Library Per Capita Data Use**

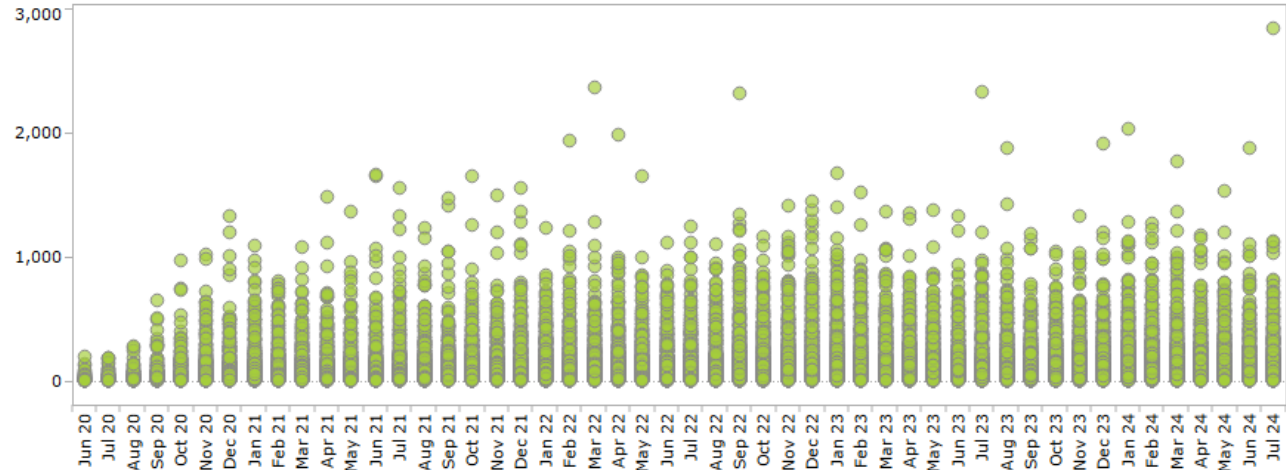


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# HOT SPOT USE DETAILS

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**Hot Spot Use (GB) by Device**



Select a library from the crosstab below to update the chart. To select multiple libraries, hold down ctrl or shift. To view an entire county, use the drop-down filter.

County  
All

**Hot Spot Use (GB) by Library**

	Grand Total	Jul-24	Jun-24	May-24	Apr-24	Mar-24	Feb-24	Jan-24	De
Rosebud County Library	224,532	5,425	4,286	4,710	3,719	7,055	7,180	7,258	
Missoula Public Library	211,617	2,566	4,069	2,677	2,951	4,815	4,537	5,767	
Mineral County Public Library	181,156	6,358	5,773	5,756	3,950	6,916	6,032	6,033	
Great Falls Public Library	174,117	4,463	4,968	5,321	5,532	5,756	5,388	5,703	
Big Horn County Public Library	151,241	2,537	1,352	1,362	1,460	1,434	1,561	1,777	
ImagineIF Kalispell	145,336	1,968	1,390	2,424	2,421	3,843	3,025	2,944	
Lincoln County Library	107,586	424	620	782	815	145			
Sidney-Richland County Library	78,755	2,673	2,204	2,034	1,911	2,671	1,985	2,168	
Bitterroot Public Library	70,336	991	685	448	614	786	1,007	1,642	

\*Libraries that previously participated but are no longer actively lending hot spots.

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## Commercial Use Policy

**100%** of libraries verified that any commercial use is consistent with library policy.

89 out of 89 libraries reporting. Library survey completed.

- Library policies set rules regarding checkout length, renewals, and overdue fines that patrons must follow.
- Some libraries additionally require patrons to sign a user agreement (see the example from Whitefish Community Library below).
- Libraries can suspend the device through the service provider if use is not in compliance with library policy (i.e., when the device becomes overdue).
- Hot spots require patrons to enter a password to connect.

### Checkout Length

7 days	<b>10% of libraries</b>
14 days	<b>72% of libraries</b>
21 days	<b>2% of libraries</b>
28 days	<b>7% of libraries</b>
Other	<b>9% of libraries</b>

### Checkout Renewals

No renewals	<b>49% of libraries</b>
Renewals	<b>51% of libraries</b>

### Checkout Overdue Fines

No fines	<b>71% of libraries</b>
Fines	<b>29% of libraries</b>

### Example Hot Spot User Agreement

WCL\_HotSpotUserAgreement.pdf 1 / 1

**WHITEFISH COMMUNITY LIBRARY MOBILE DEVICE USER AGREEMENT**

1. You must be 18 years of age and a WCL card holder *[not temporary]* in good standing.
2. Hotspots, iPads or laptops can be checked out for 2 weeks (14 days). All devices, cables and original packaging must be returned to the Circulation Desk inside the library at 9 Spokane Ave., Whitefish, MT. In the case of overdue hotspots, data service will be suspended, and future device use may be barred (see #11).
3. I understand that Whitefish Community Library has no control over and cannot guarantee the availability of hotspot service or continuous service or speed of connection.
4. I understand that I am responsible for monitoring what my children and other minors access or view while using WCL devices.
5. I understand that I must agree to all Whitefish Community Library policies regarding Internet use, including 2023-Use of Library Computers, 2026-Website Access Policy (on WCL webpage)

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Hot Spot Program Summary	Urban - Rural Use	Use Details	Library Policies	<b>User Feedback</b>	Montana Internet Access
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**Library**  
All

## Education and Job Search Tasks

# 49%

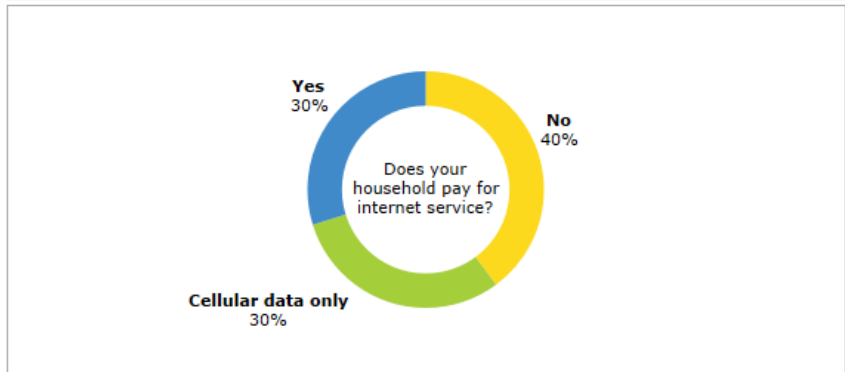
of hot spot users report using the device for work or school tasks such as completing homework, checking school information, searching for employment, or applying for jobs. Additional users report informal educational uses like researching a topic of interest or learning a new skill.

### Percent of Users Reporting Online Activities

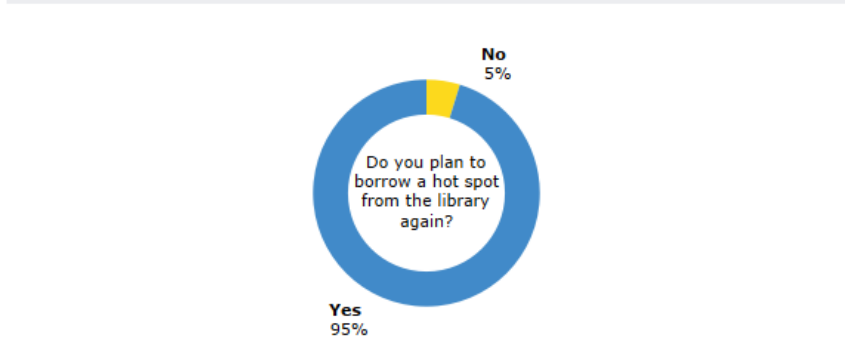
Keep informed of current events	52%
Research a topic of interest	50%
Connect with family and friends	45%
View entertainment	44%
Use social media	42%
Access online health or telehealth services	41%
Fill out forms (social services, taxes, etc.)	38%
Purchase items online	34%
Look up directions or transportation information	33%
Complete homework	30%
Check information about schools	25%
Look for/apply to jobs	24%
Learn a new skill	23%
Play computer games	21%
Enroll in or attend an educational class	15%
Other	12%

Data collected from Hot Spot User Survey. 899 responses to date.

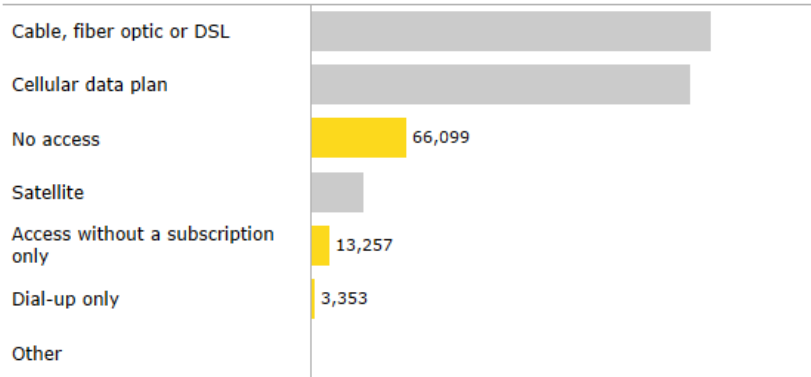
## Internet Service



## Return Borrowers

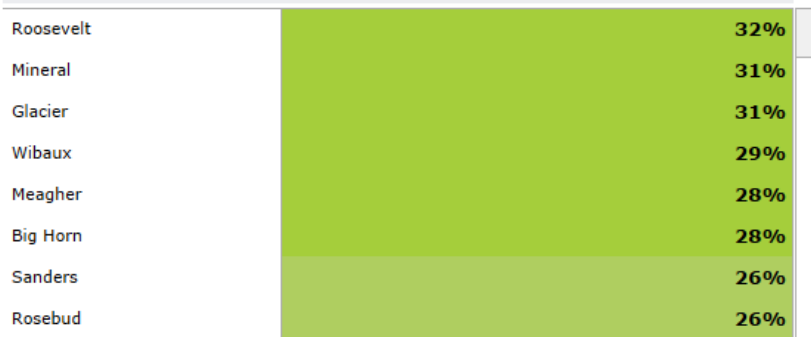


## Internet Access Type by Total MT Households



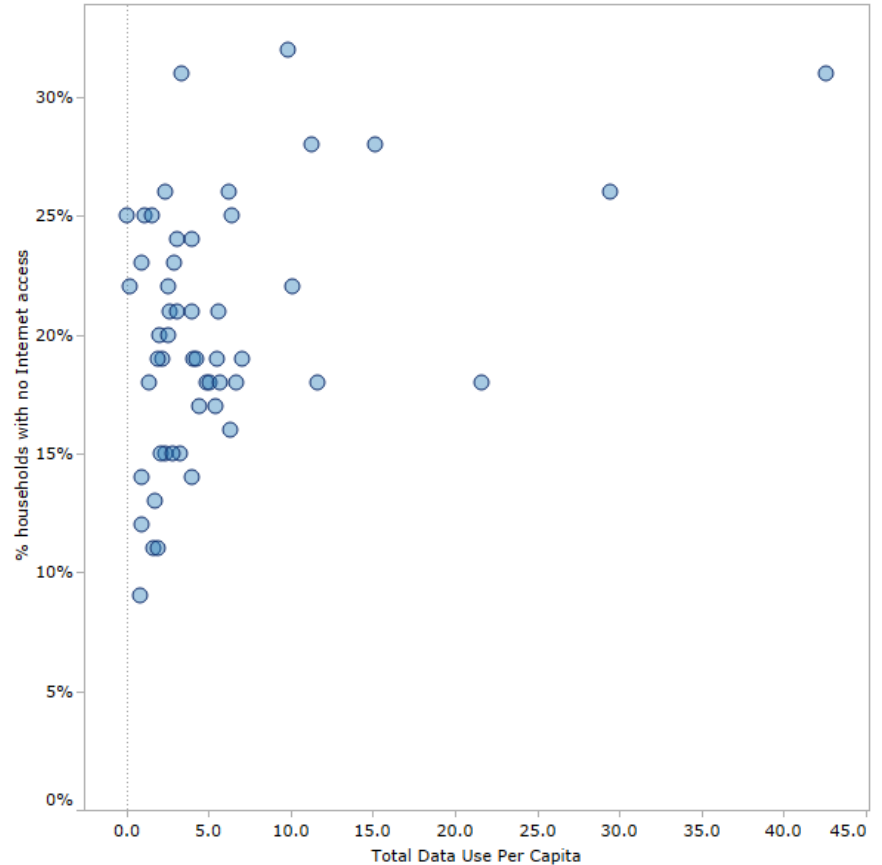
Some households may have multiple types of connection.

## % Households without Internet



Data source: U.S. Census Bureau, Presence and type of internet subscriptions in households (B28002), 2015-2019 American Community Survey 5-year estimates. Retrieved from <https://data.census.gov/cedsci/table?q=b28002&tid=ACSDT5Y2019.B28002>

## Per Capita Hot Spot Use



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