

Connecting the Community: DIGITAL INCLUSION

DIANNE CONNERY



About Pottsboro

- Population: 2,360
- Approximately 90 minutes north of Dallas
- Library budget FY19-20
City - \$33,500, County \$2,280

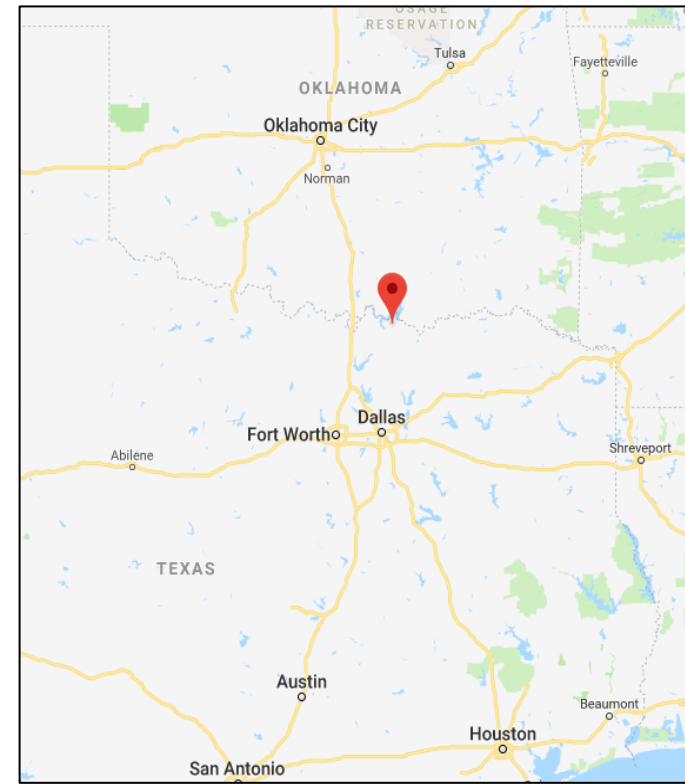


Photo: courtesy Pottsboro Public Library



Photo: courtesy Pottsboro Public Library




Photos: courtesy Pottsboro Public Library

How many people in your community do not have broadband access, either due to lack of infrastructure or financial reasons? Where do they live?



Photo: courtesy Pottsboro Public Library

**Pottsboro Library**

Published by Dianne Connery [?] · April 4 at 10:45 AM · 🌐


In search of businesses or organizations that have WiFi open for public use from cars. Special need is on 289 north of Georgetown Rd. Please message or contact the library if your organization would like to be included.


Internet access is critical for school work, health care and government benefits. Many people in Pottsboro do not have access.


Currently available for public use:

Pottsboro Library - PottsboroLibraryOutside
Brookshire's Brookshire's
Georgetown Baptist Church - Guest Georgetown Baptist Church in Pottsboro, TX
Pottsboro Chamber of Commerce - Chamber Guest WiFi
pw=welcome! Pottsboro Area Chamber of Commerce

If you would like to make your internet available but need access points to make it available in a parking lot, a national non-profit Disaster Technology Resource Center has agreed to come to Pottsboro at no cost to provide labor and hardware.

 PING ms

 DOWNLOAD Mbps

 UPLOAD Mbps

14

14.72


16.14

980

132



Boost Post

People ReachedEngagements

**Pottsboro Library**

Published by Dianne Connery [?] · April 2 at 3:06 PM · 🌐

Please welcome our new outdoor wireless gear! TekWave just installed a new wireless access point outside to improve our 24/7 internet in our parking lot to help meet the needs of our community. IMLS provides critical funding so that we can provide connectivity when Pottsboro needs it most. When you pull up, please connect to the 'Pottsboro Library Outside' network. TekWav Institute of Museum and Library Services




1,001

215

Boost Post

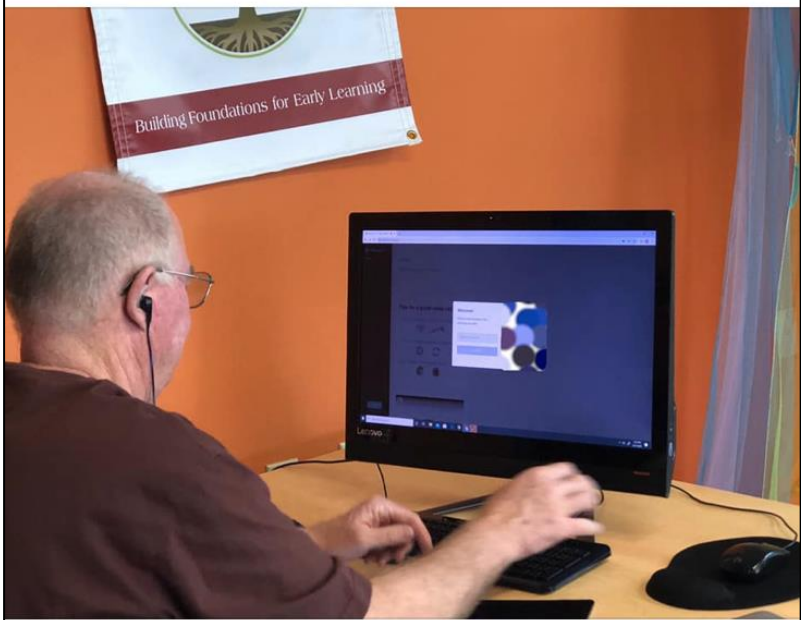
People ReachedEngagements

**Pottsboro Library**

Published by Lindy Meiser [?] · March 31 at 7:35 PM · 🌐

Telemedicine is now more beneficial than ever. Although we are still not fully open for all services, we would be happy to schedule you a computer appointment for your Telehealth visits. Our high speed internet and frequently sanitized computers will provide you a convenient, safer alternative to a doctor's visit (for non emergent care) during this crisis. Please call us at 903-786-8274 and we will make sure to have a computer available during your appointment time.

*patient's personal info has been blurred for privacy



280

15

Boost Post

People ReachedEngagements

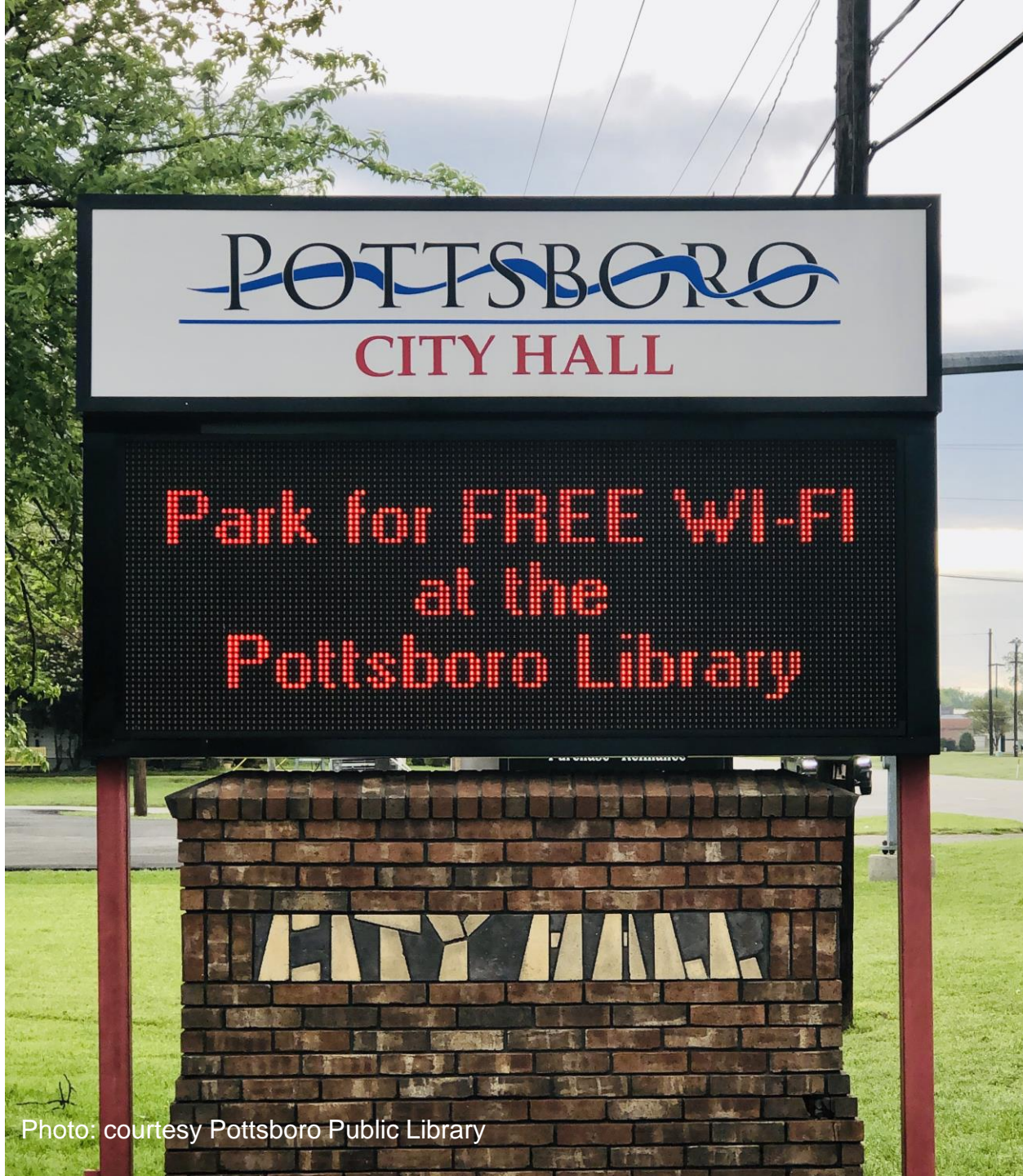


Photo: courtesy Pottsboro Public Library

POTTSBORO LIBRARY STATUS UPDATE

As schools and universities close, programs and events are canceled, and we are asked to distance ourselves to help mitigate the spread of coronavirus, our library is rising to the challenge. We are demonstrating strength, dedication and resourcefulness, and the essential role we play during this time of community need.

This is how we are responding:

- **Desktop computers**-usage by appointment, typically only one person using a computer per day. Sanitized after each usage. Patrons filing for unemployment benefits*, doctor appointments, prescription refills, homework, job applications, telehealth.
- **Faxing**-wills, medical and legal documents, EOL directives.
- **Scanning/printing**-Homework, scholarship and National Honor Society applications, Affadavits of Unemployment.
- **Notarizing**- Library Manager notarizes legal documents, such as wills, Affadavits of Unemployment.
- **3D printer**-creating face shields, hands-free door openers, ear-guards for masks. Interviews with KXII and KTEN.
- **Library of Things**-checking out sewing machines, rotary cutters, self-healing mats for individuals making masks.**
- **Library cards**-over the last 4 weeks have issued 286 ecards, mostly to students.
- **WiFi**-1)Working with PISD to provide connectivity for students/teachers. Students with library ecards can check out tablets. Provided 3 hot spots to PISD teachers without home internet(also working with teacher/assignments to determine publisher copyright issues. Purchased 10 new hot spots. 2)Installed outdoor wireless access point. 3)Coordinating connectivity increases with a broadband specific non-profit which aids rural and underserved communities.***
- **Esports/Gaming**-held 2 "social distancing in your car" gaming nights in library parking lot. Generated world-wide publicity.
- **Food insecurity**-Library of Seeds(donated by seed companies). Flower and vegetable seeds offered free to any patron.
- **ZOOM**-ZOOM subscription to provide virtual meeting rooms for community.
- **Publicity**-Requests for Pottsboro Library response to COVID-19 from: CBS News; Robbin Bass, District Director, John Ratcliffe; Deputy Director, Advocacy Communications, American Library Association; Library Journal; Central Texas Library System; Senior Editor Consumer Reports; Schools, Health and Broadband Coalition; KXII gaming nights interview.

*assisted a patron with applying for unemployment benefits via computer. He had never turned



A family was busy working on their projects this morning at the hot spot. 🥰 They gave consent to use their picture.

One was in the car studying for his GED!

itdrc.org



University of Oklahoma student doing accounting homework this morning. He gave his permission to use on Facebook 🌈



ITDRC is actively responding to the COVID-19 pandemic. Learn more about our projectConnect initiative for rural and underserved communities [here](https://itdrc.org/projectconnect).



Photos: courtesy Pottsboro Public Library

Libraries and Schools Are Bridging the Digital Divide During the Coronavirus Pandemic

By James K. Willcox
April 29, 2020



The library in Pottsboro, Tex., got a disaster-relief organization to put a hot-spot trailer in a hotel parking lot for residents who lack home internet.

PHOTO: DIANNE CONNERY



- Stay-at-home policies have made the web critical for tasks such as schoolwork, applying for unemployment benefits, and consulting with doctors.
- But millions of Americans lack reliable broadband access.
- Libraries, schools, and businesses are taking creative steps to expand WiFi networks in underserved neighborhoods.
- These measures are effective but temporary, and can't serve everyone in need of internet access, advocates say.



Contact:

Dianne Connery

903-786-8274

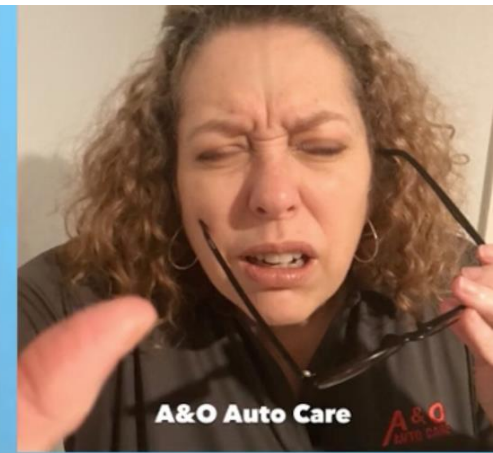
www.Pottsborolibrary.com

Address:

104 North Main

Pottsboro, TX 75076

LEARN. ENGAGE. ENRICH



VIRTUAL HEALTH ROOM



Photo: courtesy Pottsboro Public Library

TELEHEALTH

Check out telehealth at your local library!



- Call to schedule your appointment
- Complete your pre-visit check-in electronically
- Show up at the library for your appointment!

Starting January 20 21, Pottsboro Area Library will offer a dedicated, private appointment space for community members to connect with healthcare providers from HSC Health, the clinical practice of the University of North Texas Health Science Center at Fort Worth.

Our providers can help manage chronic conditions, such as diabetes or high blood pressure, conduct wellness screenings and offer acute visits for issues such as allergies, sinus infections, and other illnesses and minor injuries.

📞 817-735-7675

🌐 unthsc.edu/patient-care
pottsborolibrary.com

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THE UNIVERSITY OF NORTH TEXAS
MD Anderson
Cancer Center

Pottsboro Library teaming with UNT medical school for telemedicine program



The next time you need a doctor, you might be making a trip to a library. (KXII)

By [Meredith McCown](#)

Published: Dec. 22, 2020 at 6:15 PM CST | Updated: 12 hours ago



POTTSBORO, Texas (KXII) - The next time you need a doctor, you might be making a trip to a library.

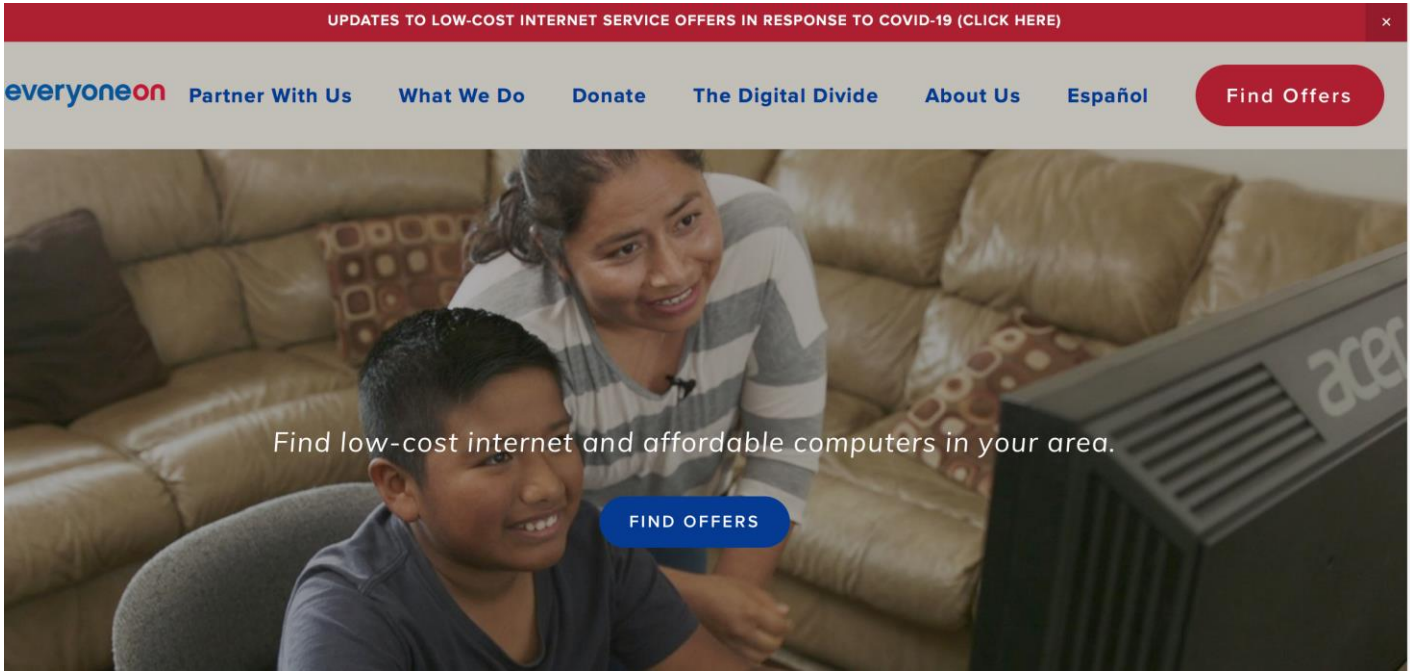
The Pottsboro Library is partnering with the University of North Texas Health Science Center to connect health care providers with people in rural areas.

"Virtual health or telehealth brings it where the people are," said Jessica Maack Rangel, the Vice Provost of Academic Innovation at the UNT Health Science Center in Fort Worth.

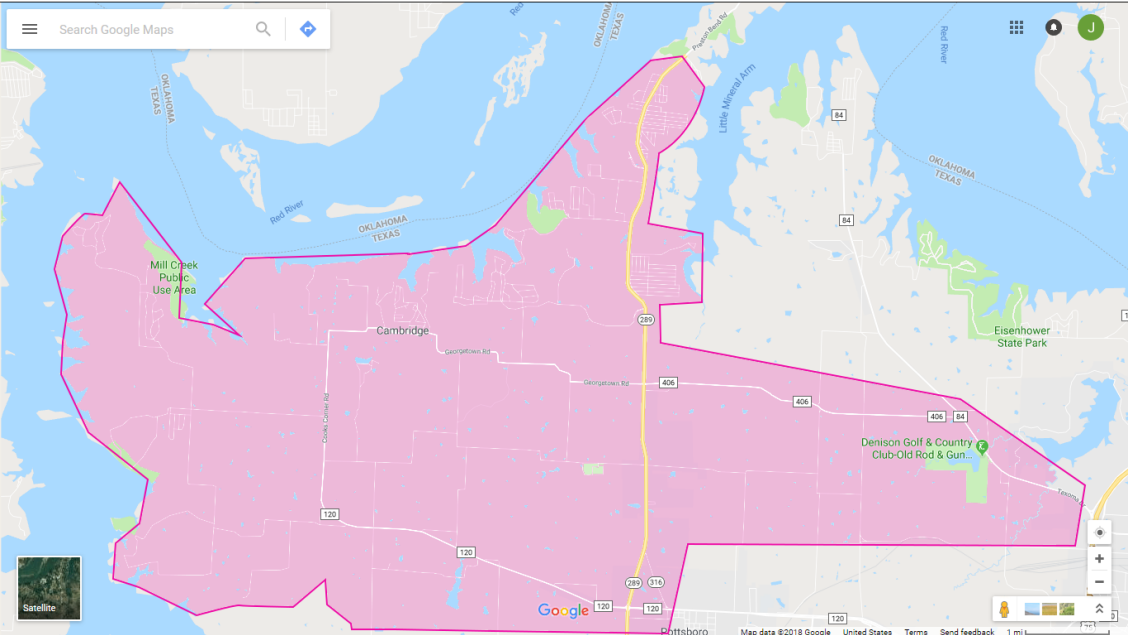
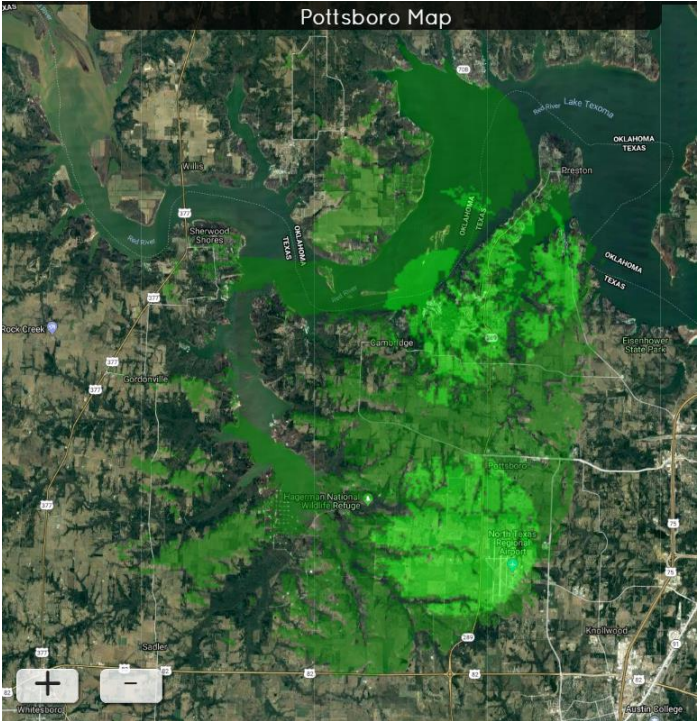
They heard about the [library's telemedicine program](#) through the [National Library of Medicine](#).

What areas have coverage?

everyoneon.org



Coverage Map– TekWav Internet Provider



Coverage Map - Broken-O Internet Provider

Public/Private Partnership:

Government

- Pottsboro Library
- Pottsboro ISD

Nonprofits


- Gigabit Libraries Network
- ITDRC

Private Business:


- TekWav Internet Provider
- Preston Center Convenience
- Reel & Tackle Convenience

Pottsboro Internet


PISD Students with no Internet Service

 All items


ITDRC

 ITDRC Access


Library

 Library


Preston Volunteer Emergency Services

 Neighborhood Access Station

Preston Center Convenience Store

 Neighborhood Access Station

Cambridge Shores Fire Station

 Neighborhood Access Station

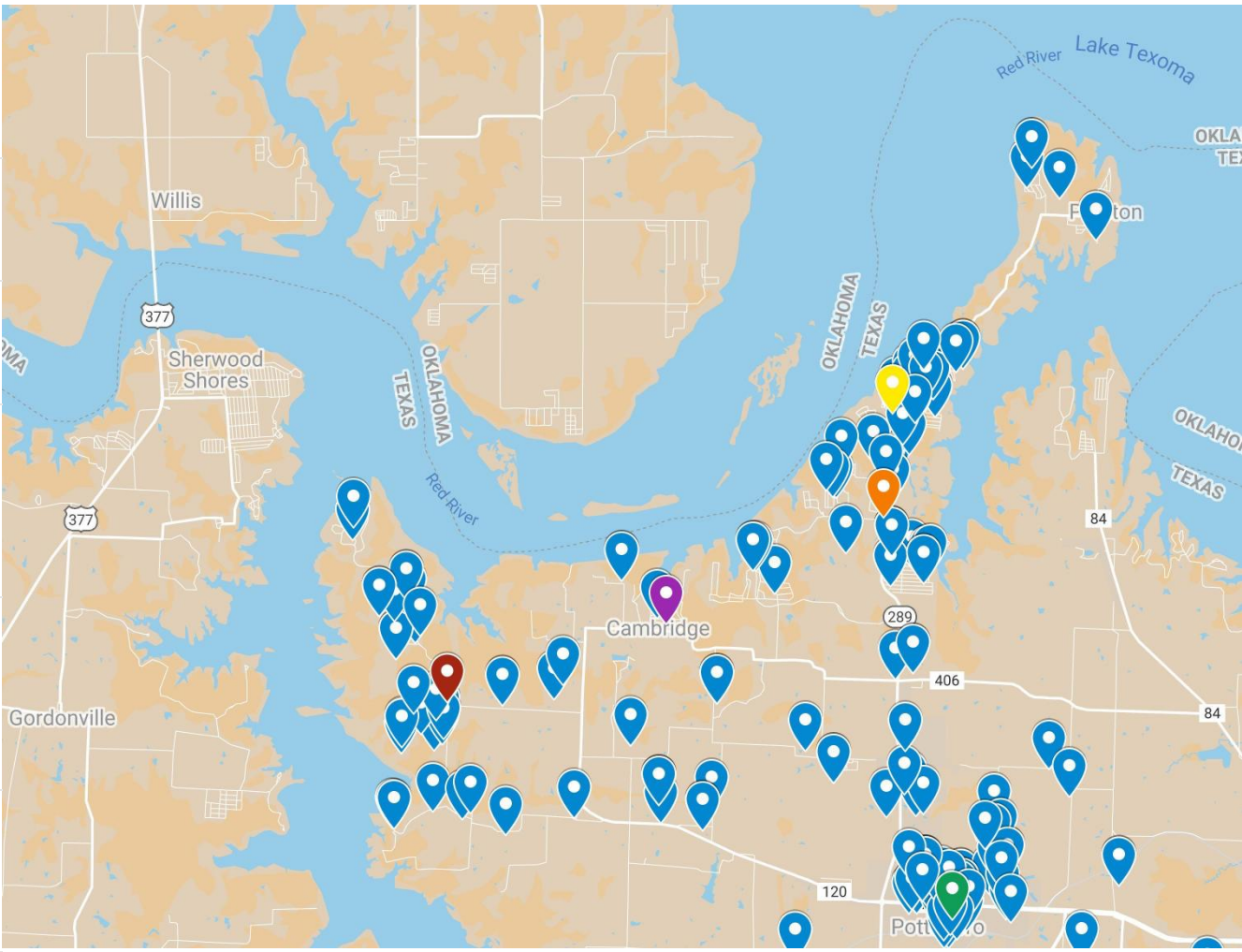


Photo: courtesy Pottsboro Public Library

Analysis

- **Common Problems**

- Remote work and school
- Inaccessibility is more potent

- **Diverging Narratives**

- Outdated infrastructure
- No providers
- High cost
- Physical barriers

- **Help from Pottsboro Library**

- Continued access through Covid
- Hotspot and tablet rental
- Resource Tutorial

“Nobody will service us”

Outdated infrastructures hindering housekeeping and working needs

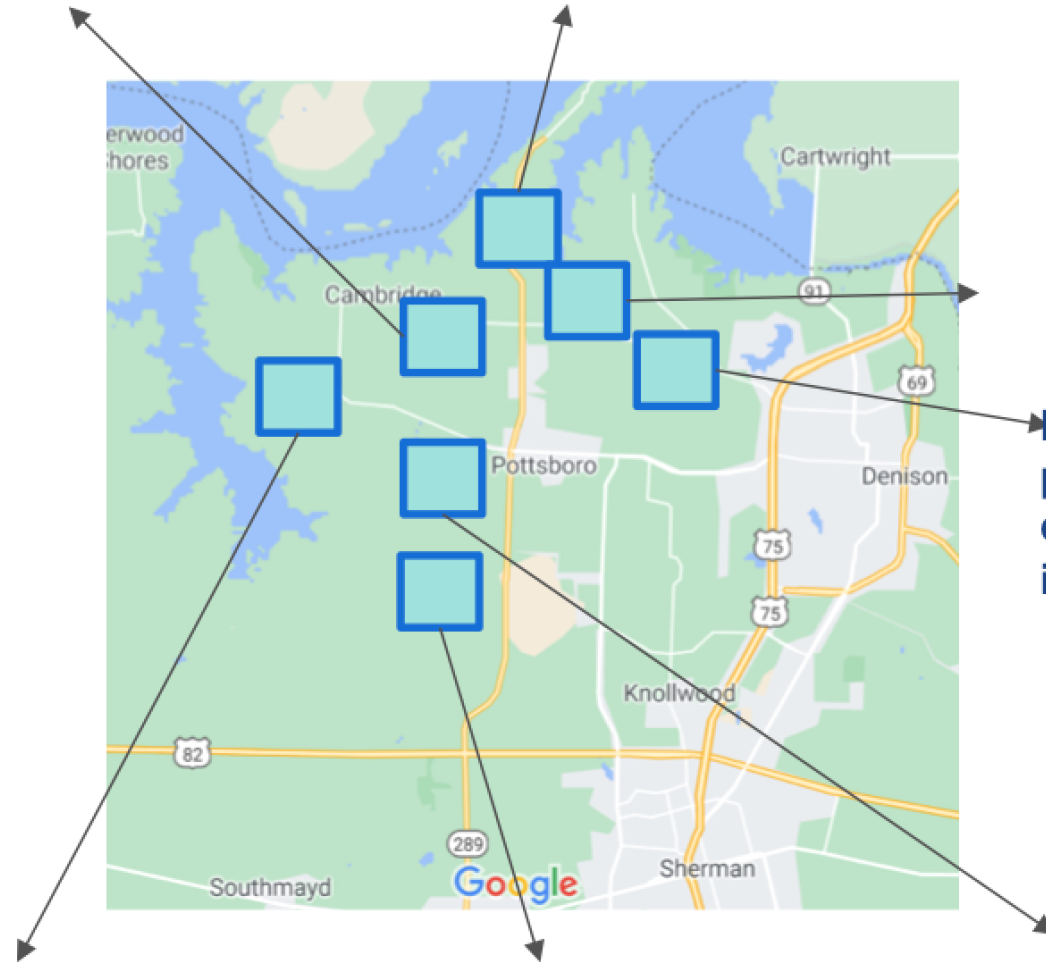
Service from either TX nor OK work

Not all retired people enjoy disconnection in rural areas

“Not for me”

Feeling ripped off by providers

One hotspot for whole family work and education when paying for cable



The Stay At Home Mom

Profile

Age: 30s or 40s

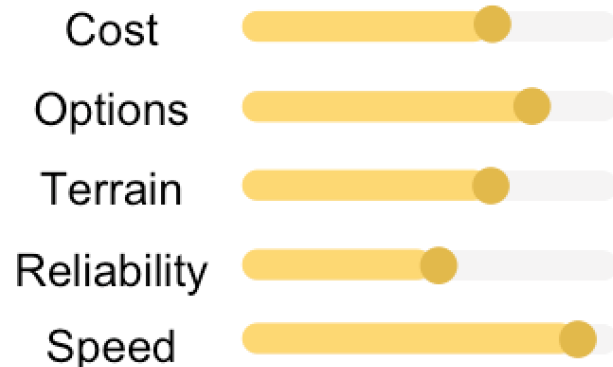
Status: Married

Location: Hagerman Area

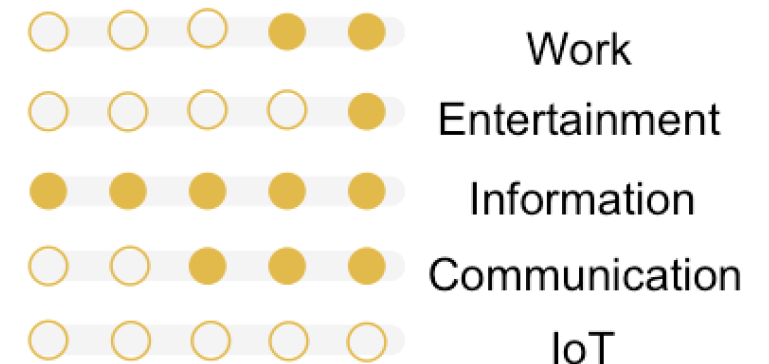
Occupation

Job: Stay Home Mom
Income Range: Lower Class

Frustrations



Usage

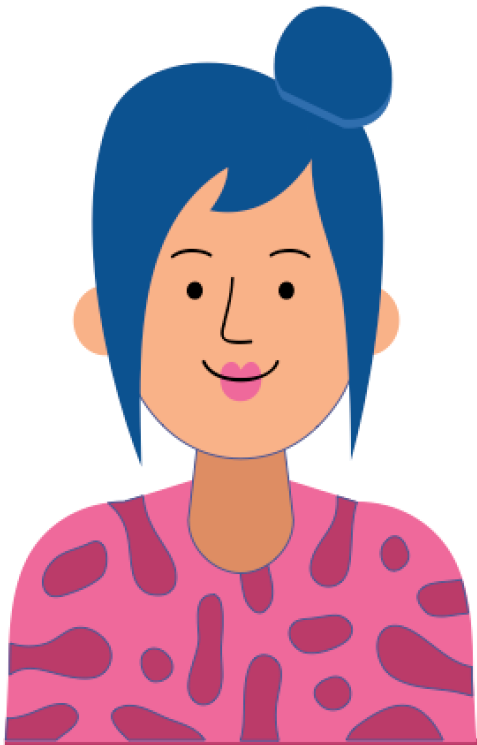


Takeaway Quotes

The stay at home mom, is married with several children. They live outside the city limits about 15 minutes from Downtown Pottsville. Although the family struggles financially, internet is a must have resource thus they make do with the most affordable options available on the market.

“You cannot survive today without the internet. So if you can't afford it, I mean, we wanted to be isolated, but we never thought it would mean, holding back our children from being able to simply grow and keep up with their counterparts.”

- Despite the options available few are affordable for a low income family
- Internet has become more of important resource during Covid-19
- The opportunities provided by the internet are an important lifeline for rural community members when they need to access resources, find work, or attend school



The Teacher

Profile

Age: 30s

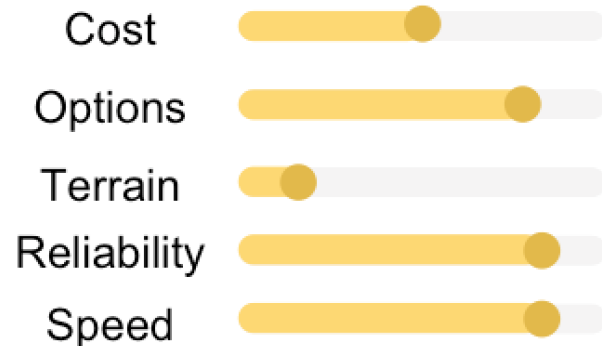
Status: Married

Location: Lake Area

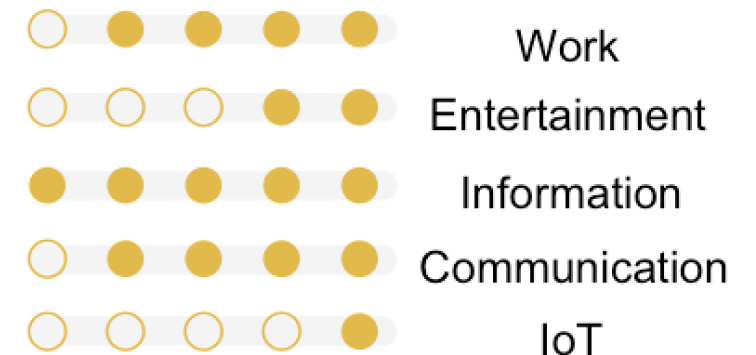
Occupation

Job: Special Education
Income Range: Middle Class

Frustrations



Usage



Takeaway Quotes

A Special Ed teacher researching afterschool programs for students with autism and to eventually establish an afterschool center of their own. Her family lives on the lakeside of Pottsville away from the center of town and rely on a single hotspot connection for internet, but even that is only reliable half of the time.

“Nobody will service us out here”

- Some service providers do operate in the area, but they don't cover all parts of town, especially those away from the central area of Pottsville.
- The lack of a reliable connection severely limits the effectiveness of online use.
- Often has to go to other locations to acquire a reliable connection.



Drive-In Gaming



Photo: courtesy Pottsboro Public Library

**Look at how a single
candle can both
defy and define the
darkness.**

Anne Frank



Dianne Connery

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(903) 786-8274

Pottsboro Library

Pottsboro, TX

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Facebook.com/pottsborolibrary

pottsboro
AREA LIBRARY

*connect
here.*