



Chapter 10

E-rate Services at Indiana State Library and the Public Library Internet Consortium

Federal and state funding for Internet services is available to public libraries and schools in Indiana. The federal funding is from the FCC E-rate program and state funding is from the Build Indiana Fund allocated during the biennial budget session of the state legislature. The public library consultant supports the statewide service associated with the Public Library Consortium for Internet Connectivity.

To provide E-rate services, a federal program, the ISL hires a broadband vendor/consultant and an E-rate application consultant. The broadband vendor/consultant and E-rate application consultant are selected through state procurement process. The ISL works with the procurement personnel at the Indiana Department of Administration (<https://www.in.gov/idoa/2928.htm>). The public library consultant is part of the team that reviews proposals. In addition, the broadband vendor is also selected with the FCC E-rate requirement to post the 470 form. The contracts are for 3 years, and the procurement is every three years. Copies of the contracts are filed in the Administrative Office.

There are two types of technology services eligible for E-rate funding: internet and internal connections. The ISL Consortium supports only internet connectivity and not filing for internal connections. Internet connectivity is known as Category 1 service. Category 1 service no longer requires a technology plan, though the ISL requires technology service responses to be included in the Long Range Plan according to 590 Indiana Administrative Code Rule 6.

Each library in the consortium has a Billed Entity Number (BEN). For new members, AdTec will obtain a BEN number. AdTec may need the public library consultant to provide the FSCS number for the Indiana library; please contact Library Development Office if you don't know your FSCS number.

Timeline for the support services

FCC program defines the E-rate year as beginning July 1 and ending on June 30. The public library consultant handles three years of the program at any given time: the year ending, the current year, and planning for the next year. Most consultant duties are associated with the planning that begins in June and ends in late February with the application for funding for E-rate services.

I. Planning for the Next Year Begins in Late July

E-rate packets are prepared for all public libraries in Indiana in July. A packet is sent to all libraries, members and non-members alike, to notify all public libraries about the opportunity to continue or join Consortium with the notification of forms and timeline for application.

Packet

The annual packet emailed in July includes an email message from the Library Development Office E-rate Coordinator at the Indiana State Library. The letter declares the end of past E-rate year, start of current E-rate year, and the planning for the next year. Also included with the letter are the new forms for planning year in order for public libraries to file for E-rate; the forms allow the E-rate consultant to file for consortium members with reference to the State Master Contract 470. Included in the packet are the following new forms:

Form 479 to certify that you are in compliance with the Children's Internet Protection Act (CIPA)

Letter of Agency to give authority to AdTec to file E-rate forms on behalf of your library for the upcoming year

Board Resolution to join or continue in the consortium

Timeline for the E-rate year

Forms and information may also be found on the E-rate page of the Indiana State Library's website <https://www.in.gov/library/erate.htm>

Please consider needs as outlined in the library's long range plan and select service requirements on Request for Services Form. Service requirements may be affected by proposed new Public Library Standards. Please consider the need for additional broadband capacity whether that entails additional T1 lines or a switch to fiber.

Each year a representative from the State Library will attend the State Budget Committee meeting, usually in August. Data on funding the State Technology Grant is released at that time. Public Libraries are required to budget the full non-eRate portion of Internet and Internet related services.

Completion of Forms Consortium libraries have from July until October to meet with their library board and complete the documents. Even if library completed forms the year before, new ones are completed and copies filed with Indiana State Library for the new E-rate year.

1. new **Form 479** to certify that library is in compliance with the Children's Internet Protection Act (CIPA)
2. new **Letter of Agency** to give authority to AdTec to file E-rate forms on behalf of your library for the upcoming year
3. new **Board Resolution** to join or continue in the consortium

Signed documents one through three are returned to E-rate consultant in the Library Development Office in mid-October. The libraries retain copies for audit purposes.

4. Letter and data sheet from AdTec

The library assesses broadband capacity for current year and determines if additional service capacity needs to be ordered. The data sheet obtained from AdTec is completed and sent by the end of November to AdTec in Centerville, IN.

5. Request for Services Form

Document five is completed after meeting with broadband consultant, selected through state procurement process; library fills in the data.

6. Tentative timeline for your E-rate Year 2021-2022

Document six is informational with deadlines for submitting the documents.

The tentative dates for planning year 2021-2022 are:

**Timeline for Your E-Rate Year 24
(July 1, 2021-June 30, 2022)**

10/19/2020	Board Resolution to Join the Indiana State Library Consortium for Public Library Internet Access— <i>Signed document must be received in ISL by this date</i> Form 479 (CIPA compliance)— <i>Signed document must be received in ISL by this date</i> Letter of Agency— <i>Signed document must be received in ISL by this date</i>
11/30/2020	Deadline for the AdTec Data Sheet (including budget pages) for current Consortium members. Individual emails with attachment to current Consortium members will be sent out by AdTec in September. <i>Submit completed document to AdTec offices in Centerville and not to Indiana State Library.</i>
1/31/2021	Service Level Checklist Form— <i>Document is handled on or before this date by eRate service provider</i>
12/2021-2/2021	Target window for Form 471 (Description of Services Ordered and Certification Form)—The exact dates are announced by USAC by the New Year.
7/01/2021	Service year begins
7/2021-10/2021	Target window for Form 486 (Receipt of Services Confirmation)
6/30/2022	Service Year ends

II. Current E-rate Year

Concurrent with the receipt of completed documents for planning year, the Public Library Consultant calculates the reimbursement from State Technology Grant Fund to be deposited (EFT) into Consortium libraries accounts by end of calendar year. Reimbursement is for the full E-rate year of non-E-rate portion paid out of pocket by Consortium member(s). The reimbursement is based on a school lunch discount in library district and the balance of money in the State Technology Grant Fund for distribution. The distribution also pays the Adtec E-rate consultant fee.

III. Closing Out the Previous Year

Retention Schedule for E-rate Documents

Schools and libraries shall retain all documents related to the application for, receipt, and delivery of discounted telecommunications and other supported services for at least 10 years after the last day of service delivered in a particular Funding Year. Any other document that demonstrates compliance with the statutory or regulatory requirements for the schools and libraries mechanism shall be retained as well. Schools and libraries shall maintain assets and inventory records of equipment purchased as components of supported internal connections services sufficient to verify the actual location of such equipment for a period of five years after purchase.

Consider Category 2 Application in 2021/2022

Consider applying for Category 2 in the coming year to upgrade your broadband internal connections for broadband connectivity with the library. Support is limited to the internal connections necessary to bring broadband into, and provide it throughout the library; these are broadband connections within the library. It includes maintenance of these connections, as well as services that manage and operate owned or leased broadband internal connections (e.g. managed internal broadband services or managed Wi-Fi). Further details are provided below:

Eligible Broadband Internal Connections

- Antennas, connectors, and related components used for internal broadband connections
- Cabling
- Caching
- Firewall services and firewall components separate from basic firewall protection provided as a standard component of a vendor's Internet access service
- Racks
- Routers
- Switches
- Uninterruptible Power Supply (UPS)/Battery Backup
- Access points used in a local area network (LAN) or wireless local area network (WLAN) environment (such as wireless access points)
- Wireless controller systems
- Software supporting the components on this list used to distribute high-speed broadband throughout school buildings and libraries (applicants should request software in the same category as the associated service being obtained or installed)

Notes: (1) Functionalities listed above that can be virtualized in the cloud, and equipment that combines eligible functionalities, like routing and switching, are also eligible.

(2) A manufacturer's multi-year warranty for a period up to three years that is provided as an integral part of an eligible component, without a separately identifiable cost, may be included in the cost of the component.

(3) Caching is defined as a method that stores recently accessed information. Caching stores information locally so that the information is accessible more quickly than if transmitted across a network from a distance. A caching service or equipment that provides caching, including servers necessary for the provision of caching, is eligible for funding.

Eligible Managed Internal Broadband Services

- Services provided by a third party for the operation, management, and monitoring of eligible broadband internal connections are eligible managed internal broadband services (e.g., managed Wi-Fi).
- E-rate support is limited to eligible expenses or portions of expenses that directly support and are necessary for the broadband connectivity within schools and libraries. Eligible expenses include the management and operation of the LAN/WLAN, including installation, activation and initial configuration of eligible components, and on-site training on the use of eligible equipment.
- In some eligible managed internal broadband services models, the third-party manager owns and installs the equipment and school and library applicants lease the equipment as part of the managed services contract. In other cases, the school or library may own the equipment, but have a third party manage it for them.

Basic Maintenance of Eligible Broadband Internal Connections

E-rate support is available for basic maintenance and technical support appropriate to maintain reliable operation when provided for eligible broadband internal connections.

The following basic maintenance services are eligible:

- Repair and upkeep of eligible hardware
- Wire and cable maintenance
- Configuration changes
- Basic technical support including online and telephone-based technical support
- Software upgrades and patches including bug fixes and security patches

Take the future into consideration to plan and prepare your application when thinking about Category 2 applications. ENA and AdTec are available to consult you.

Children's Internet Protection Act As of July 1, 2004, public libraries must comply with the Children's Internet Protection Act, or CIPA, to be eligible for the Internet access discount. This is done by filing an annual form 479 with the State Library. CIPA has three requirements:

1. The library must have an Internet safety policy adopted by the board. It must address the following issues:
 - a. Access by minors to inappropriate matter on the Internet and World Wide Web;
 - b. The safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications;
 - c. Unauthorized access, including so-called "hacking," and other unlawful activities by minors online;
 - d. Unauthorized disclosure, use, and dissemination of personal information regarding minors; and
 - e. Measures restricting minors' access to materials harmful to them.
2. The policy must include a technology protection measure (filter) that protects against Internet access by both adults and minors to visual depictions that are obscene, child pornography, or, with respect to use of the computers by minors, harmful to minors. The filter must be present on ALL library computers, including staff computers, connected to the Internet, but must be disabled on request for adults engaged in bona fide research or for other lawful purposes. This includes staff computers.
3. The library shall hold at least one (1) public hearing or meeting and provide reasonable public notice for that hearing.

Please contact Hayley Trefun at the Library Development Office at 1-800-451-6028 for assistance

Resources

Bandwidth utilization reports for each Indiana State Library consortium members are available from ENA site at <https://www.ena.com/myena/>. Call customer support to obtain username and password.

Universal Service Administrative Corporation <https://www.usac.org/e-rate/>

- To receive notice of weekly funding commitments from E-rate subscribe to USAC listserv for wave notifications
- Training in the fall and spring, conference is gratis but you have to pay travel/lodging
- Reference Area
- Data Retrieval Tool

American Library Association Office of Public Policy and Advocacy
<http://www.ala.org/aboutala/offices/ppa>