ECF Hotspot

Check Out | Timeline: ~5 days

User Journey

I need internet access for myself and/or my family.

Where to begin?
(Who has the library not reached?)

I would like to check out a device at the library.

Touch Points | On Stage

Face to Face:
Staff mentions service to customer at branch or over the phone

Word of Mouth:
Customer to Customer, Organizations, Community Members

Webpage

Outreach

Partnerships:
Organizations, Non-Profits, Businesses, etc.

Social Workers

Phase 1: (Preferred Method)
Customer speaks to staff in person (Branch or Outreach)

Phase 1:
Customer calls Questline

Phase 2:
Customer goes to website

Does the customer have a library card?

NO → Register customer for library card
(No wait time – Temp Cards can check out devices)

YES → Has the customer completed the form?

NO → Customer completes form

YES

Back Stage

Staff checks customer's account in Sierra.
Is it noted?

NO → Customer completes form

YES

Staff makes a note in the customer's account.

Staff checks for the availability of devices.

Phase 1: (Preferred Method)
Device on hand. Staff check out device directly to customer. (Branch or Outreach)

Phase 1:
Staff place device on hold for pick-up at branch. Staff note where customer will pick-up device.

Phase 2:
Staff place device on hold for home delivery.

Special Services looks at pick-up location note on customer's account.
Special Services check out device before sending to branch.

On Account | Timeline: ~30 Days

User Journey

I attempt to log into the device at home.

I use the service.

I encountered an issue.

I contact support for assistance.

Touch Points | On Stage

Phase 1:
Customer collects device from staff at branch or outreach.

Phase 2:
Device is delivered to customer's home.

Device Returned and Processed | Timeline: ~5 days

User Journey

My due date has been reached or I no longer need the device.

My device is past the due date.

My device is lost or broken.

Touch Points | On Stage

Customer brings device back to branch or outreach.

Has the customer brought back the device?

NO → Customer contacts staff.

YES

Customer contacts staff.

Back Stage

Tech Services changes the password and adds a message to the item record.
(3-5 days buffer after due date)

After 30 days device (item) is marked unavailable (billed).

Staff note device is lost or damaged in the customer's account.

The device (item) is gone. Run report for unavailable (billed, damaged, lost).

Contact T-Mobile to deactivate device.

Brought to branch staff. They scan and check in device.

Brough to outreach. Coordinator/staff bring device to branch where it can be scanned and checked in.

Was the item returned after the due date?

NO → Ready for check out.

YES

Staff put device in a bin for 1 day. (This ensures that the password has been reset, no additional checking from branch staff needed.)

By 9am the next day, Tech Services fixes the password and removes item message (if needed).