On July 16, 2021, the American Library Association (ALA), the National Digital Inclusion Alliance (NDIA) and the Schools, Health & Libraries Broadband (SHLB) Coalition hosted an open forum for libraries with questions about the Emergency Connectivity Fund program.

Below is the chat transcript from that call. You may view the accompanying recording here.

14:07:54 From Adam Echelman: Thrilled to see what’s transpired here :)
14:11:26 From Catherine Ingram (Cedar Park): Marijke - you just gave a big list of stuff. Can you share that somehow?
14:12:27 From Christine Carr: can you put that link in the chat?
14:12:38 From Alicja Johnson, SHLB: I believe this is the ALA link: https://www.ala.org/advocacy/ECF
14:13:03 From Lauren Abner: Alicja is correct about the link
14:14:29 From Kathleen Sullivan (Washington State Library, OSOS): USAC office hours and training about ECF: https://www.emergencyconnectivityfund.org/training/live-sessions/
14:14:52 From Marijke Visser -ALA: USAC ECF page https://www.emergencyconnectivityfund.org/
14:15:02 From Marijke Visser -ALA: link to their office hours https://www.emergencyconnectivityfund.org/training/
14:16:20 From Lauren Abner: The FCC's Emergency Connectivity Fund FAQs are helpful, as well: https://www.fcc.gov/emergency-connectivity-fund-faqs
14:17:56 From Marijke Visser -ALA: ALA summary which on p3 has the educational purposes def https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/telecom/erate/ALA%20Summary%20of%20ECF%20Order_5.19.21.pdf
14:19:23 From Nathaniel Rasmussen - Schlow Centre Region Library: Connecting the dots (and maybe I’m getting ahead of the speakers), but does this mean, for a needs assessment for a build to an area with no internet, we simply need to identify library patrons living in these areas?
14:20:07 From Nathaniel Rasmussen - Schlow Centre Region Library: (As well as prove the area has no internet).
14:20:21 From Chris Verthein: Are the libraries required to provide CIPA compliant connectivity like the School Districts?
14:21:13 From Marijke Visser -ALA: ” This means that ECF-supported
equipment or services, like internet access, can be used for any service the library offers. In this respect it is important for libraries to take an expansive view of “educational purpose” and not limit it in the narrower context of school classroom education. The equipment and services can be used for other purposes when not needed for educational purposes. There is no requirement to monitor how the equipment or service is being used.

14:22:17 From Lauren Abner: @Chris Verthein--CIPA is about library-owned computers with internet access. CIPA compliance entails that all library-owned computers are filtered in some way, but that doesn't necessarily mean filtering the internet source (fiber, mobile broadband, etc.). As a note, CIPA does NOT require patron-owned devices to be filtered.

14:22:59 From Win Himsworth: Bob,

14:23:14 From Marijke Visser -ALA: CIPA cheat sheet

14:23:22 From Kelsey Baird: Can we talk more about content filtering in this meeting? We have specific questions about software requirements on devices checked out and taken off site.

14:23:23 From Pam Hickson-Stevenson: But I think CIPA compliance is required on devices reimbursed with ECF dollars.

14:24:43 From Chris Verthein: Pam that is my understanding as well.

14:24:49 From Win Himsworth: Maybe the best way to think about this is: Any use of a library patron in a library is equally ECF eligible to a library patron outside the library?

14:26:33 From Janet: Does a Library need to have a document signed by the patron saying they don't have any other access to the internet.

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14:26:55 From Christine Carr: And how do you prove that?

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14:27:57 From Pam Hickson-Stevenson: Lauren Thanks.
From Marijke Visser -ALA: Yes re need patrons self certify through an AUP for example
From Lauren Abner: @Janet -- if your library loans a hotspot and/or laptop/tablet supported by ECF funds, you must have patrons sign a statement of need
From Kelsey Baird: We are approaching in a way that folks who do not have "adequate" home internet to meet their needs can check out hotspots via ECG- is this wrong?
From Marijke Visser -ALA: see a sample AUP
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From Nathaniel Rasmussen - Schlow Centre Region Library: Thank you.
From Pam Hickson-Stevenson: So in a "wealthier" community we should not provide ECF devices for borrowing?
From Catherine Ingram (Cedar Park): Sorry to beat a point into the ground. So a person who wants to check out a wifi hotspot or a laptop or whatever would need to sign paperwork that says they can't afford access or they don't have a local provider?
From Lauren Abner: @Kelsey Baird - you're correct. The patron has need if their access to services or equipment isn't sufficient. Here's the certification libraries make on the ECF application: The library or library consortium listed on the FCC Form 471 application is only seeking support for eligible equipment and/or services provided to library patrons who have signed and returned a statement that the library patron would otherwise lack access to equipment or services sufficient to meet the patron's educational needs if not for the use of the equipment or service being provided by the library.
From John Mollway: "Need" must be reasonable and supportable. Justification must be documented and retained for 10 years.
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14:39:16  From Ashley Schweitzer, Hennepin County (she/hers): the link Chris shared was the NTIA map, it includes other data along with ACS

14:40:14  From Jerome Browning: Office Hours


14:40:28  From Lauren Abner: @Pat Hickson-Stevenson - Libraries will have to make the certification about getting patron statements of need on the Form 471, which is due August 13th. The library should start collecting patron statements of need as soon as they start loaning ECF-funded hotspots and laptops/tablets on/after July 1, 2021.

14:40:59  From Alicja Johnson, SHLB to John Windhausen(Direct Message): just fyi, Kelsey baird has hand raised

14:41:01  From Marijke Visser -ALA: here's the FCC FAQ again

https://www.fcc.gov/emergency-connectivity-fund-faqs

14:41:07  From Jerome Browning: Hotspots up to $250

14:41:28  From Chris Verthein: $250 cap for Hot spot

14:41:32  From Marijke Visser -ALA: yes up to $250 non hotspots and $400 on laptops/tablets

14:41:56  From Lauren Abner: Hotspot hardware up to $250/device unless you get a waiver for a more robust & expensive device for a library bookmobile or something similar. There's no specific cap on the cost of monthly cellular data for the devices.
14:42:03 From chris.peters: For chrome books >> https://chrome.google.com/webstore/detail/chromeguard/mjgebmfioicljihlfniilblflfiaf?hl=en
14:42:10 From Alicja Johnson, SHLB: Thanks to everyone who has their organization in their Zoom screen name - it really helps us get to know each other!
14:42:14 From chris.peters: You can add extension for cipa compliance
14:42:42 From Rick: Mobile Beacon hotspots include content filtering free of charge and $10.00 per month unlimited!
14:42:44 From Sheryl Mase: My understanding is that devices and hotspots do not need to be filtered unless the applicant is receiving E-rate for IA or C2. Am I wrong?
14:43:14 From chris.martinez: Major MiFi providers will offer CIPA bundled in. If requested.
14:43:43 From Sheryl Mase: But we do not have to filter the hotspots under this program, correct?
14:43:44 From Lisa Motschke (she/her): We have heard from ECF/USAC that filtering the hotspot when bundled with a laptop/Chromebook is not sufficient. The device itself (laptop/Chromebook) must be filtered directly.
14:43:46 From Kerri Dillon - E-Rate Central: Good afternoon! Here is the link to register for USAC's Office Hours. They are usually held on Wednesdays at 3pm Eastern: https://www.emergencyconnectivityfund.org/training/live-sessions/
14:43:58 From Ashley Schweitzer, Hennepin County (she/hers): I thought CIPA only applied for library-owned devices, not hotspots on their own. Can we revisit this and confirm?
14:44:21 From Lauren Abner (KY Dept. for Libraries & Archives): @Sheryl Mase. CIPA isn't required if: the library isn't receiving E-rate or ECF for internet and isn't receiving E-rate Cat2.
14:45:23 From John Mollway: USAC says hotspots do not need filtering. Library owned laptops and tablets must be filtered (if CIPA compliance is required.)
14:45:33 From Lauren Abner (KY Dept. for Libraries & Archives): @Sheryl Mase - you don’t necessarily have to filter the hotspots. If you're getting ECF for the monthly data service, you need to make sure your library is compliant by filtering all library-owned computers with internet access: PACs, staff computers, etc
14:45:43 From UETN, Jerome Browning: Windows is a operating system..
14:46:18 From Lisa Motschke (she/her): What (affordable) solutions are available to filter laptops directly? We don't currently manage our public internet stations in that way.
14:46:21 From Christine Carr: Windows 10 will soon be obsolete
From Lauren Abner (KY Dept. for Libraries & Archives) : @John Mollway - all library-owned computers with internet access would have to be filtered, not just the ECF-funded laptops/tablets.

From Malinda Tozer : Will device admin fees be covered for hotspots? We use TechSoup.org a non-profit base that only charges admin fees and Mobile beacon as service.

From Adam Echelman, Libraries Without Borders : How do they define schools and libraries? Could non-profit orgs be considered as libraries?

From Sheryl Mase : When does a device need to be filtered? If the library does not get E-rate for IA or C2…?

From Sheryl Mase : TOO CONFUSING!

From Lauren Abner (KY Dept. for Libraries & Archives) : @Adam Echelman - to qualify as libraries for E-rate or ECF, the library has to meet the definition set by the relevant state library. I don’t think a nonprofit would qualify. Maybe you can partner with a local library, instead?

From Sheryl Mase : Rural libraries don’t have the time or patience for this! No techs at hand.

From Marijke Visser -ALA : @Adam the definition of a library for ECF is the same as it is for E-rate.

From Sabrina Roach, NDIA (she/her) : @Sheryl Mase, can we get you some support?

From Catherine Ingram (Cedar Park PL, TX) : so if they take a library owned laptop to their home and use their own internet access - how would it be filtered? we filter via a firewall in the building.

From UETN, Jerome Browning : If the laptop or tablet is owned by the library its Internet access should be CIPA compliant. Doesn't matter if it is the library hotspot or Starbucks…Is that a correct statement Bob?

From Lauren Abner (KY Dept. for Libraries & Archives) : @Sheryl Mase - what state are you in? Maybe the state coordinator can assist you.

From chris.martinez : We will be using either Google Forms or MS Forms to collect the data. As for a signature it is our understanding that a check mark with an "I Agree" will suffice in stead of a signature.

From Lauren Abner (KY Dept. for Libraries & Archives) : @Catherine Ingram - in that scenario, the library would likely need to install filtering software on the laptop loaned to the patron. Some firewalls have end-point support for mobile devices. The rules/virus definitions update when the laptop is connected to the in-building internet again.

From Catherine Ingram (Cedar Park PL, TX) : THANK YOU for this session.

From Kelsey Baird- City of San Diego (She/her) : @Catherine Ingram that is what we are struggling with. We are looking at software but it cost is outside the scope of this
funding. Unless bundled with the device. However, they just said in the meeting that if a patron checks out a hotspot at the same time then the hotspot can provide the filtering.

14:54:15 From James Walker (Informative): Tech Support Follow-up: If I as a consultant provide digital navigation (tech support) and bundle that quote with a device order, would my invoice be covered by ECF?

14:54:43 From Lauren Abner (KY Dept. for Libraries & Archives): @UETN, Jerome Browning - the laptop/tablet owned by the library would need to have filtered internet in some way. It could involve filtering a hotspot if you loan them together. It could involve installing filtering software on the laptop itself.

14:54:59 From Sabrina Roach, NDIA (she/her): If you'd like to join the same National Digital Inclusion Alliance where this specific discussion gained momentum this week… we welcome you to join us: https://www.digitalinclusion.org/join/

14:55:35 From Liz Gabbitas USL: Electronic is allowed

14:55:41 From Angie: In many instances the ILS takes care of document storage

14:55:51 From Alicja Johnson, SHLB: If you don't know NDIA, they rock!

14:57:18 From Sabrina Roach, NDIA (she/her): I'd love to hear your ideas on additional “office hours” for ECF application support: Sabrina@digitalinclusion.org

14:57:31 From Lauren Abner (KY Dept. for Libraries & Archives): @James Walker - not sure about that. Tech support isn't ECF eligible, but MAYBE it could get funded if the price is bundled with no separately identifiable cost? Maybe you should contact the ECF Client Services Center: 1-800-234-9781

14:57:43 From Marijke Visser -ALA: FCC on patron data

14:57:46 From Marijke Visser -ALA: *8.1 Q: Do I need to modify my library inventory system to track all of the required recordkeeping data in a single report?

A: No. While a library is responsible for retaining all of the information required by the Commission’s rules, it does not need to be managed or maintained in a particular format. Libraries can determine how they format, extract and save the required data. For example, if a library separately tracks its inventory, circulation history and patron data, and collectively all required information is retained for the requisite period of time, no modifications to the library’s recordkeeping system would be needed. In requiring libraries to collect and document this information, we commit to ensuring that if the Commission or USAC staff need to access this information (e.g., for audit purposes), they will request and safeguard the information in accordance with the applicable privacy laws and guidance, including using de-identified and anonymized information whenever possible.

14:57:56 From James Walker (Informative): Thanks @Lauren!
14:58:31 From Alicja Johnson, SHLB: We'll be sending out the recording of this call and an aggregation of the links shared on Monday (hopefully). You can sign up to receive that email here: https://www.shlb.org/news/signup

14:59:30 From James Walker (Informative): Thank you, Alicja!

14:59:51 From UETN, Jerome Browning: Must be on Library inventory..

15:00:01 From UETN, Jerome Browning: yes

15:00:26 From Kathleen Sullivan (Washington State Library, OSOS): @Alicja. If we're already on the SHLB listserv, do you need us to sign up to get this recording?

15:00:43 From Nikki Scarpitti: We are intending to loan for 3 years, with our thinking being that loaning out for 2 weeks isn't a long term solution for people who can't afford devices

15:01:08 From Alicja Johnson, SHLB: @Kathleen if you already receive our emails, you should be all set. And I expect that ALA and NDIA will also distribute to their contacts (we didn't get a chance to discuss in advance)

15:02:53 From UETN, Jerome Browning: EBB only allows $110 for the laptop/tablet through the service provider... correct?

15:03:12 From Sabrina Roach, NDIA (she/her): Yes, $100


15:05:16 From Alicja Johnson, SHLB: @Marijke and @Lauren Abner - you're both rockstars with all the resources!

15:05:49 From chris.martinez: Because of the number of devices we're ordering we've secured a special pin and phone number for people having issues to call when having issues. Provided by the vendor.

15:07:47 From Sheryl Mase: A consultant is not a vendor

15:08:06 From Sheryl Mase: Of equipment and services for ECF, right?

15:08:28 From John Mollway: Examples of ineligible costs include:

• Administrative costs, e.g., personnel expenses, consultant fees, payroll, training, customer service, project management, records management, etc

15:08:32 From Fred Josephs: very helpful. Thank you

15:08:35 From Pam Hickson-Stevenson: Thank you.

15:08:37 From Kelsey Baird- City of San Diego (She/her): Thank you everyone! Super helpful for me.

15:08:43 From Catherine Ingram (Cedar Park PL, TX): THANK YOU! :-)

15:08:45 From Megan LeMaster_HCPL(TX): Thank you! Very helpful.
From James Walker (Informative): We refurbish as well, so this is helpful to know how to approach Libraries.

From Kathleen Sullivan (Washington State Library, OSOS): Big thanks to ALA, NDIA and SHLB for putting this together.

From Katherine Trujillo: Thank you! Very informative!

From Ada Maduakor-Quintillion-Alaska: Thank you!

From Alicja Johnson, SHLB: https://www.shlb.org/news/signup

From Chris Verthein: Thank you

From James Walker (Informative): Thank you for sharing your advice

From Pam Hickson-Stevenson: Will the recording include the chat?

From Bob Bocher - ALA: In the Order Para 93 says no Consultant costs are eligible

From Nathaniel Rasmussen - Schlow Centre Region Library: I’m so grateful for everyone’s expertise and knowledge sharing—thank you to SHLB, ALA, and NDIA!

From James Walker (Informative): Thank you @Bob

From Marijke Visser -ALA: I think we can put it on the ALA webpage

From Alicja Johnson, SHLB: Here's that SHLB link: https://www.shlb.org/news/signup

From David Keyes: Thanks NDIA, SHLB, ALA and all for contributing!

From Alicja Johnson, SHLB: NDIA newsletter: https://digitalinclusion.us15.list-manage.com/subscribe?u=b96b5494acc9e7df869067fc9&id=8b767c4465

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From Marijke Visser -ALA: Yes re need patrons self certify through an AUP for example

From Pam Hickson-Stevenson: see a sample AUP https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/telecom/broadband/ALA_ECF_AUP_CertofNeed_Sample_06252021.pdf

From Heidi Ziemer: @Janet - but the law, as stated here, is not saying the E-rate is only for people in libraries who don't have their own connection...

From Kelsey Baird: We are approaching in a way that folks who do not have "adequate" home internet to meet their needs can check out hotspots via ECG- is this wrong?

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14:43:44 From Lisa Motschke (she/her) : We have heard from ECF/USAC that filtering the hotspot when bundled with a laptop/Chromebook is not sufficient. The device itself (laptop/Chromebook) must be filtered directly.
14:43:46 From Kerri Dillon - E-Rate Central : Good afternoon! Here is the link to register for USAC's Office Hours. They are usually held on Wednesdays at 3pm Eastern:
https://www.emergencyconnectivityfund.org/training/live-sessions/
14:43:58 From Ashley Schweitzer, Hennepin County (she/hers) : I thought CIPA only applied for library-owned devices, not hotspots on their own. Can we revisit this and confirm?
14:44:21 From Lauren Abner (KY Dept. for Libraries & Archives) : @Sheryl Mase. CIPA isn't required if: the library isn't receiving E-rate or ECF for internet and isn't receiving E-rate Cat2
14:45:23 From John Mollway : USAC says hotspots do not need filtering. Library owned laptops and tablets must be filtered (if CIPA compliance is required.)
14:45:33 From Lauren Abner (KY Dept. for Libraries & Archives) : @Sheryl Mase - you don't necessarily have to filter the hotspots. If you're getting ECF for the monthly data service, you need to make sure your library is compliant by filtering all library-owned computers with internet access: PACs, staff computers, etc
14:45:43 From UETN, Jerome Browning : Windows is a operating system..
14:46:18 From Lisa Motschke (she/her) : What (affordable) solutions are available to filter laptops directly? We don't currently manage our public internet stations in that way.
14:46:21 From Christine Carr : Windows 10 will soon be obsolete
14:46:40 From Lauren Abner (KY Dept. for Libraries & Archives) : @John Mollway - all library-owned computers with internet access would have to be filtered, not just the ECF-funded laptops/tablets
14:47:25 From Malinda Tozer : Will device admin fees be covered for hotspots? We use TechSoup.org a non-profit base that only charges admin fees and Mobile beacon as service.
14:47:25 From Adam Echelman, Libraries Without Borders : How do they define schools and libraries? Could non-profit orgs be considered as libraries?
14:47:37 From Sheryl Mase : When does a device need to be filtered? If the library does not get E-rate for IA or C2…?
14:48:14 From Sheryl Mase : TOO CONFUSING!
14:48:45 From Lauren Abner (KY Dept. for Libraries & Archives) : @Adam Echelman - to qualify as libraries for E-rate or ECF, the library has to meet the definition set by the relevant state library. I don't think a nonprofit would qualify. Maybe you can partner with a local library, instead?
14:49:00 From Sheryl Mase : Rural libraries don’t have the time or patience for this! No techs at hand.
14:49:43 From Marijke Visser -ALA : @Adam the definition of a library for ECF is the same as it is for E-rate
14:50:04 From Sabrina Roach, NDIA (she/her) : @Sheryl Mase, can we get you some support?
From Catherine Ingram (Cedar Park PL, TX): so if they take a library owned laptop to their home and use their own internet access - how would it be filtered? we filter via a firewall in the building.

From UETN, Jerome Browning: If the laptop or tablet is owned by the library its Internet access should be CIPA compliant. Doesn't matter if it is the library hotspot or Starbucks...Is that a correct statement Bob?

From Lauren Abner (KY Dept. for Libraries & Archives): @Sheryl Mase - what state are you in? Maybe the state coordinator can assist you

From Chris Martinez: We will be using either Google Forms or MS Forms to collect the data. As for a signature it is our understanding that a check mark with an "I Agree" will suffice in stead of a signature.

From Lauren Abner (KY Dept. for Libraries & Archives): @Catherine Ingram - in that scenario, the library would likely need to install filtering software on the laptop loaned to the patron. Some firewalls have end-point support for mobile devices. The rules/virus definitions update when the laptop is connected to the in-building internet again

From Catherine Ingram (Cedar Park PL, TX): THANK YOU for this session.

From Kelsey Baird- City of San Diego (She/her): @Catherine Ingram that is what we are struggling with. We are looking at software but it cost is outside the scope of this funding.- unless bundled with the device. However they just said in the meeting that if a patron checks out a hotspot at the same time then the hotspot can provide the filtering.

From James Walker (Informative): Tech Support Follow-up: If I as a consultant provide digital navigation (tech support) and bundle that quote with a device order, would my invoice be covered by ECF?

From Lauren Abner (KY Dept. for Libraries & Archives): @UETN, Jerome Browning - the laptop/tablet owned by the library would need to have filtered internet in some way. It could involve filtering a hotspot if you loan them together. It could involve installing filtering software on the laptop itself.

From Sabrina Roach, NDIA (She/her): If you’d like to join the same National Digital Inclusion Alliance where this specific discussion gained momentum this week… we welcome you to join us: https://www.digitalinclusion.org/join/

From Liz Gabbitas USL: Electronic is allowed

From Angie: In many instances the ILS takes care of document storage

From Alicja Johnson, SHLB: If you don’t know NDIA, they rock!

From Sabrina Roach, NDIA (She/her): I’d love to hear your ideas on additional “office hours” for ECF application support: Sabrina@digitalinclusion.org

From Lauren Abner (KY Dept. for Libraries & Archives): @James Walker - not sure about that. Tech support isn’t ECF eligible, but MAYBE it could get funded if the price is
bundled with no separately identifiable cost? Maybe you should contact the ECF Client Services Center: 1-800-234-9781

14:57:43 From Marijke Visser -ALA : FCC on patron data
14:57:46 From Marijke Visser -ALA : *8.1 Q: Do I need to modify my library inventory system to track all of the required recordkeeping data in a single report?

A: No. While a library is responsible for retaining all of the information required by the Commission's rules, it does not need to be managed or maintained in a particular format. Libraries can determine how they format, extract and save the required data. For example, if a library separately tracks its inventory, circulation history and patron data, and collectively all required information is retained for the requisite period of time, no modifications to the library's recordkeeping system would be needed. In requiring libraries to collect and document this information, we commit to ensuring that if the Commission or USAC staff need to access this information (e.g., for audit purposes), they will request and safeguard the information in accordance with the applicable privacy laws and guidance, including using de-identified and anonymized information whenever possible.

14:57:56 From James Walker (Informative) : Thanks @Lauren!
14:58:31 From Alicja Johnson, SHLB : We'll be sending out the recording of this call and an aggregation of the links shared on Monday (hopefully). You can sign up to receive that email here: https://www.shlb.org/news/signup
14:59:30 From James Walker (Informative) : Thank you, Alicja!
14:59:51 From UETN, Jerome Browning : Must be on Library inventory..
15:00:01 From UETN, Jerome Browning : yes
15:00:26 From Kathleen Sullivan (Washington State Library, OSOS) : @Alicja. If we're already on the SHLB listserv, do you need us to sign up to get this recording?
15:00:43 From Lisa Motschke (she/her) : A bit of semantics :)
15:01:08 From Nikki Scarpitti : We are intending to loan for 3 years, with our thinking being that loaning out for 2 weeks isn't a long term solution for people who can't afford devices
15:01:18 From Alicja Johnson, SHLB : @Kathleen if you already receive our emails, you should be all set. And I expect that ALA and NDIA will also distribute to their contacts (we didn't get a chance to discuss in advance)
15:02:53 From UETN, Jerome Browning : EBB only allows $110 for the laptop/tablet through the service provider... correct?
15:02:57 From UETN, Jerome Browning : 100$
15:03:12 From Sabrina Roach, NDIA (she/her) : Yes, $100
15:03:56 From Marijke Visser -ALA : EBB fact sheet
https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/telecom/broadband/ALA_EBB_fact%20sheet.pdf
15:05:16  From Alicja Johnson, SHLB: @Marijke and @Lauren Abner - you're both rockstars with all the resources!
15:05:49  From chris.martinez: Because of the number of devices we're ordering we've secured a special pin and phone number for people having issues to call when having issues. Provided by the vendor.
15:07:47  From Sheryl Mase: A consultant is not a vendor
15:08:06  From Sheryl Mase: Of equipment and services for ECF, right?
15:08:28  From John Mollway: Examples of ineligible costs include:
   • Administrative costs, e.g., personnel expenses, consultant fees, payroll, training, customer service, project management, records management, etc
15:08:32  From Fred Josephs: very helpful. Thank you
15:08:35  From Pam Hickson-Stevenson: Thank you.
15:08:37  From Kelsey Baird-City of San Diego (She/her): Thank you everyone! Super helpful for me.
15:08:43  From Catherine Ingram (Cedar Park PL, TX): THANK YOU! :-)
15:08:45  From Megan LeMaster_HCPL(TX): Thank you! Very helpful.
15:08:46  From James Walker (Informative): We refurbish as well, so this is helpful to know how to approach Libraries
15:08:48  From Kathleen Sullivan (Washington State Library, OSOS): Big thanks to ALA, NDIA and SHLB for putting this together.
15:08:50  From Katherine Trujillo: Thank you! Very informative!
15:08:56  From Ada Maduakor-Quintillion-Alaska: Thank you!
15:09:00  From Chris Verthein: Thank you
15:09:03  From James Walker (Informative): Thank you for sharing your advice
15:09:10  From Pam Hickson-Stevenson: Will the recording include the chat?
15:09:14  From Bob Bocher - ALA: In the Order Para 93 says no Consultant costs are eligible
15:09:33  From Nathaniel Rasmussen - Schlow Centre Region Library: I’m so grateful for everyone’s expertise and knowledge sharing—thank you to SHLB, ALA, and NDIA!
15:09:34  From James Walker (Informative): Thank you @Bob
15:09:54  From Marijke Visser - ALA: I think we can put it on the ALA webpage
15:10:41  From David Keyes: Thanks NDIA, SHLB, ALA and all for contributing!
15:11:01  From Alicja Johnson, SHLB: NDIA newsletter: https://digitalinclusion.us15.list-manage.com/subscribe?u=b96b5494acc9e7df869067fc9&id=8b767c4465