



# Heritage Public Library

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October 25, 2017

In the Matter of:  
Wireline Competition Bureau Seeking  
Comments on E-rate Category Two

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WC Docket No. 13-184

We are pleased to be able to provide input on the impact of having access to secure and sufficient funding for our library's WiFi and internal connections.

Our regional system consists of two counties that are rural and truly illustrate the challenges of the "last mile." Our patrons depend on the library to get internet access, period. Because access at home is lacking, they often come to rely on devices other than the traditional desktop computer for online tasks. This is why WiFi is especially important to offer our community.

WiFi is a technology equalizer. Regardless of whether the patron needs to update apps on their phone, use a Windows OS laptop for work or is downloading from Zinio to their iPad, the WiFi works. We can only offer patron machines formatted one way for their use, but they are unlimited in how they can operate with our WiFi and their own devices. Moreover, they can use it when the library is closed by parking near a branch. Our patrons can truly say their library is a 24-7 resource.

My system includes a county that was the very last in the state to have a public library. We are underfunded and struggling to stay visible and relevant to the decision-makers that can help us grow. WiFi is one service that is used by nearly everyone who enters our branches. It is not just a public service; it draws people in to whom we can promote our literacy mission. It helps keep us relevant and visible.

Without Category 2 funding, we could not deliver our WiFi connectivity to our community. Please maintain secure funding through the full five year budget period as adopted during the 2014 Modernization.

Sincerely,

Chandra McPherson, Director  
Heritage Public Library