June 27, 2018

Waiver Request 02-6

To Whom This May Concern:

My Name is Heather Maes, I am the Director of Library Services for Woodruff Memorial Library BEN: 142343. I am writing to ask for a waiver for the FCC Form 471, I missed the March deadline and did not discover this until June 19, 2018, at which point I did fill out and submit the FCC Form 471.

I thought the deadline was later in the year for some reason. I successfully submitted the FCC Form 470 and on March 26, 2018 accepted a three year contract with our current Internet Service Provider. I was for some reason waiting for an email letting me know that it was OK to move to the next step with E-rate. I then had multiple things that kept me very busy at the library and forgot about E-rate for a moment. When I logged into my account and thought I would try to figure out what the next step was is when I discovered the deadline had passed. I quickly called the help line and spoke to a gentleman that said I may file a waiver.

I have been the director here for the last three years and have been doing the E-rate filing for those years. I find it very confusing and make many phone calls to the help line each year. We are a small public library in a rural area with a population of just under 7000 people that has a high poverty rate. We have about 4600 patrons and I would say that half of them rely on us for their internet usage to contact family, fill out job applications etc. This is very important for us to be able to receive E-rate funding to help be able to afford that for them. Our school district has a student count of 1300 and 993 of them are on the National School Lunch Program and receive free lunches, which in turn qualify us for a 90% discount rate for Category One.

In the three years that I have filled E-rate I have never asked for a waiver or extension of any sorts and to my knowledge neither has any of the previous directors.

I appreciate your time in reading this, please let me know if there is anything else that I may need to provide for you.

Thank You

Heather Maes

Director of Library Services

Woodruff Memorial Library

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