The City of
SAN DIEGO

LIBRARY HOTSPOT LENDING PROGRAM UPDATE – APRIL 2025

What is the Library Hotspot Lending Program?

As part of the City of San Diego's Access 4 All initiative, the Library Hotspot Lending Program provides mobile Wi-Fi hotspots for San Diego Public Library (SDPL) patrons to check out and use no-cost internet access for up to three months at a time.

From **April 1 – June 30, 2025**, the Library Hotspot Lending Program will be temporarily paused to reconfigure or replace all hotspot devices currently in circulation. This process is necessary to ensure all devices meet federal E-Rate program requirements. Hotspot lending will resume on **July 1, 2025**.

What is the Federal E-Rate Program?

The Federal Communications Commission (FCC) created the E-Rate program to provide discounts and reimbursements that make telecommunications and information services — including the Library Hotspot Lending Program — more affordable for schools and libraries. In addition to helping institutions provide no-cost internet access to their communities, E-Rate funding can provide program funding sustainability.

How will upgrades affect mobile Wi-Fi hotspots?

During the pause, SDPL will collect and deliver all compatible hotspot devices to the service provider (AT&T), who will upgrade devices and work to enhance device security and overall user experience. These enhancements are designed to foster a safer and more responsible browsing experience, meeting diverse needs while prioritizing privacy and user choice.

Internet Access Resources

Free Public Wi-Fi will continue to be accessible at all library branches and at over 300 sites across the city. Residents can find their nearest location at sandiego.gov/sdaccess. Library staff are available to offer additional information upon request.

Additionally, City of San Diego Digital Navigators will be available during the pause to assist residents in finding affordable home internet plans. Navigators can be reached through a toll-free helpline at 1-800-350-6945 or in-person at City libraries and recreation centers. Program information can be found at sandiego.gov/digital-navigator-program.