Patron FAQs

What do I need to know?

- **How do I check out the device?**
  Stop by your branch or use your Library card to place a hold and check it out just like any other item. (And remember, wireless access is available at no charge at most Library locations.)

- **Who can check out this device?**
  Most patrons with a valid Library card can borrow a hotspot. Don't have a Library card? Apply [online](#).

- **How long can I keep the hotspot?**
  You can borrow it for 7 days. Overdue hotspots will have Internet access deactivated after their due date. There will be a late fee charge of $0.25 per day.

- **Can I reserve a hotspot to check out at a particular time?**
  Hotspots can be requested like other Library materials. When you place a hold, you will be placed on a waiting list to receive the next available hotspot. Requests can be suspended or "paused" to help control when an item becomes ready for pickup.

- **Can I use the hotspot outside of the U.S.?**
  No, the hotspots only work in the U.S.

- **What if I live in a rural area?**
  It is possible hotspot coverage may not be available in some areas.

- **Can I use the device to send text messages?**
  No. Texting/SMS messaging is not available.

- **How many devices may connect to the hotspot?**
  10 devices at a time.

- **How do I return it?**
  You can return the hotspot inside the Library, or in a bookdrop. You must return the

device with all the original packaging and accessories. Please fully charge the battery before you return the device.

- **How much does it cost?**
Borrowing and using the device is free! If the device is lost or damaged beyond repair, a $100 fee will be charged to your Library account.
    Fees for unreturned parts of the hotspot package are:
        Case - $10
        Cord - $10
        Charger - $10
        SIM Card - $10

- **What information about my Internet usage, if any, is tracked by the Library or the service provider?**
Your Internet usage is not tracked by the Library or the service provider.

The Library maintains records of which patrons have checked out Library materials for the duration of the checkout period and may use that data to maintain proper operation of the Library in accordance with our Privacy policy. We eliminate personally identifiable information from those records as soon as the items are returned and processed.

The Library does not have access to or collect specific usage data. The Library does not provide patron information to the service provider. The only data about the HotSpot program that the Library collects is the total amount of data transmitted and received by each device during a billing cycle and anonymous circulation data related to checkouts of the hotspot devices.

- **How can I learn how to use additional features on the hotspot?**
You can access full documentation for the ZTE Falcon Z-917 hotspot at T-Mobile's [website](). If you have problems using the device, follow instructions for resetting the device; or, remove and reinsert the battery.

- **Other questions?**
Please contact your local library.