

Glendale Public Library Mobile Hotspots FAQ

Need Wi-Fi access at home? Check out a Mobile Beacon 4G hotspot! The library provides both the hotspot device and the internet service for free.

What is a hotspot and how does it work?

A hotspot is a mobile device that allows access to the internet on your Wi-Fi-equipped smart phones, laptops, computers, tablets, etc. Each hotspot has its own unique user ID and password. Free internet service is provided on T-Mobile's 4G LTE network anywhere a cell phone signal can be received. The signal reaches about 20 feet and up to 15 devices can be connected. The device comes with 15-20 GB of high-speed data; once this limit is reached, speeds may drop to 600 kbps.

Please note that if T-Mobile coverage is not available, the hotspot will not work effectively. Visit the T-Mobile website to view their coverage map.

Why would I want to use a hotspot?

The library already provides free Wi-Fi access inside our buildings. However, if you don't have access to Wi-Fi at home, or if your smart phone lacks an unlimited data plan, a hotspot will bring free high-speed internet to you.

How can I borrow a hotspot?

Hotspots are available for checkout at the Library Public Service Desk.

- **You need a Glendale Public Library card in good standing.** Your card is considered to be in good standing if the library has a current address on file for your account and **you do not have fines or fees of \$10 or more.** You do not need to be a Glendale resident to obtain a free library card.
- **You must be at least 18 years of age, with a valid photo I.D. that shows your date of birth.** The name on your photo I.D. and library card must match; you are not permitted to check out a hotspot on behalf of another person even if you have their library card with you.
- **You must sign a Wi-Fi Hotspot Checkout Agreement Form.** Available in both English and Spanish, this form acknowledges limitations and appropriate use of the device.
- **You may check out only one hotspot per household at any given time.** This rule applies regardless of how many family members have library cards.

Can I place a hold on a hotspot?

You may place a hold on a hotspot through our online catalog. You must use the same library card to place the hold and to check out the hotspot device.

How long can I keep a hotspot?

Hotspots check out for **three weeks** and **cannot be renewed.**

What are the rules for using a hotspot?

- The hotspot should be kept in a temperature-controlled environment. Please do not leave a hotspot in your car or permanent damage may result.
- The hotspot should be unplugged when it is done charging. Please do not leave it plugged in continuously.
- Hotspots are for use in the continental U.S. only, where T-Mobile 4G LTE coverage is available. Devices are not equipped to roam and are not covered in Extended LTE, LTE Roaming, or Off-network Roaming areas.
- Your internet usage is not tracked by the library or the service provider. The library does not provide patron information to the service provider. The only hotspot information collected by the library is the total amount of data transmitted and received by each device during a billing cycle.
- Internet filtering is provided through CIPA (Children's Internet Protection Act) and borrowers are responsible for monitoring what their children/other users access via the hotspot. Visit the CIPA website for more information.
- Any use of the device for illegal purposes, unauthorized copying of copyright-protected material in any format or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited.
- The library is not responsible for any liabilities, damage or expense resulting from use or misuse of the device, connection of the device to other electronic devices or any loss of data resulting from use of device.

Where should I return the hotspot?

Please return the hotspot to the Public Service Desk inside any one of our four library locations, where you will be asked to complete a brief user survey. Hotspot devices may not be returned through the book drops under any circumstances.

What if I don't return the hotspot on time, or it gets damaged?

Late fees are **\$1 per day**, with a **\$5 maximum per hotspot**. Internet access will be deactivated on overdue hotspots. Failure to return a hotspot to the Glendale Public Library in good working condition, and free from damage, with all included parts and in the original packaging, will result in an **\$80 replacement fee**.

Can someone at the library help me learn to use the hotspot?

Library staff can offer only very limited technical assistance with a hotspot. Please refer to our Quick Start Guide, the Franklin T10 Hotspot User Manual, and the Franklin T9 Hotspot User Manual for more information.

What if I have more questions?

If you need further assistance, please call the Glendale Public Library at **623-930-3600** or email elibrarian@glendaleaz.com.



www.glendaleazlibrary.com • 623-930-3600

Glendale Public Library is a division of the City of Glendale Community Services Department.