Frequently Asked Questions

The library will provide 900 mobile hotspots at 10 library locations to give residents without home broadband the opportunity to access online resources for up to 30 days without needing to come to the library for free internet.

Where can I check out a hotspot?

Hotspots must be checked out at the following locations:

Skyline Branch Library
Pleasant Grove Branch Library
Prairie Creek Branch Library
Dallas West Branch Library
Martin Luther King Branch Library
Highland Hills Branch Library
Arcadia Park Branch Library
Bachman Lake Branch Library
Paul Laurence Dunbar Lancaster-Kiest Branch Library
Polk Wisdom Branch Library

Open hours for all locations with hotspots:

<table>
<thead>
<tr>
<th>Location</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
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<tr>
<td>Arcadia Park</td>
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Who can check out a hotspot?
Card holders who live in the city of Dallas, students who attend public schools in Dallas, public school teachers within the city of Dallas, and city of Dallas employees.

Can I have the hotspot sent to my home branch?
No, hotspots must be checked out at the location it belongs to. But a hotspot can be returned anywhere.

How long can I have it?
Hotspots check out for 30 days and will not be renewed.

Do I need multiple hotspots for everyone in my home to use it?
No! Multiple devices can be connected to the hotspot at one time.

Can I check out more than one Hotspot on one library card?
No, only one device can be checked out per card.

What happens if I don’t turn it in on time?
One day after the initial due date, the price of the hotspot and a replacement fee will be charged to your account and the hotspot will be disabled. All charges will clear when the hotspot is returned.

How much is the replacement fee?
$107.90 total: $79.90 for the replacement cost plus a $28.00 processing fee.

Can I return it the same way I return books?
Yes! Hotspots can be placed in return boxes or turned in to circulation desks just like any other item.

Can I use the hotspot to view anything online?
Content accessed through the hotspots is filtered to comply with the Children’s Internet Protection Act (CIPA). For more information on CIPA, visit: https://www.fcc.gov/consumers/guides/childrens-internet-protection-act

Can I put a hotspot on hold or put in a request if all the hotspots are checked out?
Yes, hotspots can be placed on hold like any other item. You can place a hold from the library’s online catalog or with a staff member. Items will be put on hold for the next person in line as they become available.

How to use the devices:

To Turn On:

- Press and hold the power button on the bottom right until the screen reads "Welcome"

To Connect:

- Search for the network and input the password, as directed on the inside of the hotspot case.

To Turn Off:

- Press and hold the power button until the screen reads "Goodbye"

To Charge:

- Connect the charging cord to the Hotspot and plug the power cord into a standard outlet. When charging, the power button will light up red. When fully charged the icon will turn green.
- Hotspot can be used while charging.

To Return:

- Make sure the device and charging cord are put back in the box.
- Return to the desk at location it was checked out