

# Frequently Asked Questions

## 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:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<a href="#">Arcadia Park</a>	7:45 - 8	7:45 - 8	7:45 - 5	7:45 - 5	7:45 - 5	10 - 5	—
<a href="#">Bachman Lake</a>	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
<a href="#">Dallas West</a>	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
<a href="#">Highland Hills</a>	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	10 - 6	—
<a href="#">Martin Luther King</a>	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	10 - 6	—
<a href="#">Paul Laurence Dunbar Lancaster-Kiest</a>	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
<a href="#">Pleasant Grove</a>	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
<a href="#">Polk-Wisdom</a>	10 - 6	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	1 - 5
<a href="#">Prairie Creek</a>	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	10 - 6	—
<a href="#">Skyline</a>	10 - 8	10 - 8	10 - 8	10 - 6	10 - 6	10 - 6	—

## 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