

WHITE LAKE COMMUNITY LIBRARY MOBILE HOTSPOT and LAPTOP FAQ

Who can borrow a hotspot or laptop?

- Patrons must be 18 years of age or older and have a valid WLCL library card to check-out or place a hold on a hotspot. The card must be in good standing (fines/fee under \$10.00). Patrons must present a current photo ID each time a hotspot is checked out and must read and sign a user agreement once a year. If you are a MADL patron (yellow card), please contact your branch to check out a hotspot.

What comes with the hotspot?

- The hotspot comes in a carrying case that contains the following items: hotspot device, USB power cable, USB wall charger adapter, and instruction card.

What comes with the laptop?

- The laptop comes in a soft-sided bag containing a mouse and charging cord. PLEASE NOTE: You will NOT be able to save any documents or information on the laptop. You will need to save your work to the cloud or a flash drive. Flash drives are available for purchase from the library.

How long can the hotspot or laptop be checked out?

- The loan period is 7 days. They can be renewed if there is no one on the waiting list. Users are limited to one hotspot and one laptop at a time.

Can I reserve a hotspot or laptop?

- You may place a hold, but you cannot specify a certain date to pick up a hotspot. You can place a hold by accessing your account at www.wlclib.org, calling the library at 231-894-9531, or coming in and speaking with a librarian at the circulation desk.

Where do I return the hotspot or laptop?

- The hotspot or laptop and all of its components must be returned **in person** to the circulation desk at the White Lake Community Library and **not in the book drop or at another library**. If the device is returned to the book drop or to another library, a \$5.00 fee will be placed on your card.

What happens if the hotspot or laptop is overdue?

- The hotspot will be deactivated as soon as it is overdue
- If the device is more than 30 days overdue, you will be charged the full replacement cost for the item and may also be charged an additional \$8.95 if your account is forwarded to a collection agency.

What happens if the hotspot or laptop is lost or damaged?

- The patron is responsible for loss or damage to the device or any components and will be assessed a fee based on the replacement cost for each item. See the User's Agreement for complete details.

What is a hotspot?

- A hotspot device provides internet access by creating a Wi-Fi network using the same cellular signal as a smartphone.

What devices can I use with a hotspot?

- You can use nearly any Wi-Fi capable device with a hotspot, including phones, tablets, and most laptops.

Where can I use a hotspot?

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- Nearly anywhere there is T-Mobile coverage. WLCL does not guarantee coverage and you may need to try the hotspot in several places to find the best coverage. The hotspot **cannot** be used internationally.

Do Hotspots need to be plugged in to a power outlet?

- Like a mobile phone, they have a built-in rechargeable battery. Plug them in to charge when the battery is getting low, but **do not leave them plugged in all the time** as that may cause permanent damage to the battery.

Is my information secure when using a mobile hotspot?

- The Wi-Fi network created by the hotspot is encrypted, so your information can generally be considered safe. Please note that we cannot guarantee the security of your information, and that you should always exercise caution on the internet, especially when accessing it wirelessly.

What if the hotspot won't turn on?

- **Press the 'on/off' button for 3 seconds to turn on the device.**
- Check that the charging indicator lights up when you're charging the hotspot. A completely depleted battery may need some time to indicate it is charging.
- Plug the hotspot into the charger, and then plug the charger into a wall outlet. If the device shows that it is charging, try to power it on. If the device won't charge or turn on, return it to the library.

What if I can't connect to the hotspot?

- Turn off the hotspot
- Wait 5 seconds and then turn on the hotspot
- Try connecting to the hotspot again.

What if I have internet or data issues while I'm using the hotspot?

- **Check the following:**
 - Are you in an area with T-Mobile coverage?
 - Is your hotspot turned on and getting a signal? If it doesn't have a signal, you may need to move to another location just like a cell phone.
 - Do you have any programs running in the background? Apps running in the background can cause slow browsing, especially if they use an internet connection.
 - Are there multiple devices connected to the hotspot? If so, check for browsing issues on the other connected devices. If only one device has browsing issues, then the issue isn't with the hotspot.
 - Have you tried multiple websites? If you can access a different website or app, then your hotspot is working as expected. Clearing the browser history may help.
 - If you can't access a different website or app, turn off your hotspot and restart your computer or other device. Wait 5 seconds and turn on the hotspot. Connect to the hotspot.
 - If you are still experiencing problems, call the library at 231-894-9531 or return the device to the library and explain your problem to one of the librarians.