

WIRELESS HOTSPOTS

Frequently Asked Questions

Overview

In order to promote equitable access to the Internet and online resources, the William P. Faust Public Library of Westland offers wireless hotspots as a part of its circulating collection. A wireless hotspot is a device that can be used anywhere to create a wireless network so patrons can connect any Wi-Fi-enabled mobile device, laptop, smart phone, tablet, printer, digital camera, SmartTV or gaming device.

Hotspots have unlimited data, and Westland Public Library will not slow down or shut off access due to the amount of usage. However, using multiple devices simultaneously can slow down overall Internet speeds. If you are having trouble acquiring a T-Mobile signal in your house try placing the device in, or near a window.

1. How do I check out a hotspot?

- Any Westland resident who is 18 years of age and older and has a card in good standing may checkout a wireless hotspot from the library's Circulation Desk.
 - Wireless Hotspots may only be checked out from and returned to the Circulation Desk at the Westland Public Library.
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- Patrons must sign the Wireless Hotspot policy prior to checking out a device.

2. How often can I check out a hotspot?

- Cardholders may check out one (1) hotspot per library card.
- Hotspots checkout for 7 days.
- Patron may place holds on hotspots in the library's catalog. No renewals are permitted.

3. What checks out with the hotspot?

The hotspot checks out in a case containing the following items:

1. Wireless hotspot
2. Micro-USB cord
3. AC charger with USB port
4. Instructions
5. Westland Public Library's Wireless Hotspot policy

4. What happens if the hotspot becomes overdue?

Overdue hotspots will be deactivated within 24 hours of the due date. A \$5 overdue fine will apply each day the device is not returned.

5. What happens if the hotspot is lost or damaged?

Library patrons are responsible for loss or damage to the wireless hotspot or any of its contents, and will be assessed the following fee(s) based on the cost(s) to replace the damaged or lost item(s).

- Overdue fine: **\$5.00 per day**
- Replacement Costs:
 - Wireless Hotspot Unit: **\$85.00**
 - SIM Card: **\$20.00**
 - Battery: **\$15.00**
 - Power Adapter: **\$10.00**
 - Replacement Case: **\$10.00**
 - Power Cord: **\$5.00**

6. Where do I return the hotspot?

Hotspots must be returned inside the Library at the Circulation Desk. You will be responsible for any damage if the hotspot is returned in a book drop or to another library.

7. Is any data stored on the wireless hotspot?

No usage data is stored on the library's wireless hotspot.

8. Does the device have content filtering?

Internet content filtering **is NOT provided** through the hotspot. Parents/Guardians are responsible for monitoring what their children access via the hotspot.

9. Can I get help setting it up?

The Library's reference staff will be happy to assist you in setting up your wireless hotspot. Please email us at questions@westlandlibrary.org or call us at (734) 326-6123.