

Sample Frequently Asked Questions

Adapted from Black Gold Cooperative Library System

What technology devices are available for loan?

The XX library lends laptop computers, tablets and mobile Wi-Fi units.

Who can check out the tech devices?

Patrons 18 years or older who have a valid Library card can borrow a device.

How long can I keep the device?

You can borrow each device for 7 days. Overdue devices will be deactivated.

Can I reserve a device to check out at a particular time?

Devices can be requested like other Library materials. When you place a hold, you will be placed on a waiting list to receive the next available device. Requests can be suspended or "paused" to help control when an item becomes ready for pickup.

How much does it cost?

Borrowing and using the device is free! If the device is lost or damaged beyond repair, a fee for replacement will be charged to your account.

How do I return the device?

You can return the Wi-Fi unit to the Library. Please do not return any device in a bookdrop. You must return the device with all the original packaging and accessories. Please fully charge the battery before you return the device.

What should I do if I break or damage the device?

Please return the device to the library as soon as possible if it is damaged. The library will determine if the device can be repaired and may charge a replacement fee to your account if appropriate.

What information about my Internet usage, if any, is tracked by the Library or the service provider?

Your Internet usage is not tracked by the Library or the service provider.

The Library maintains records of which patrons have checked out Library materials for the duration of the checkout period and may use that data to maintain proper operation of the Library in accordance with our Privacy policy. We eliminate personally identifiable information from those records as soon as the items are returned and processed.

The Library does not have access to or collect specific usage data. The Library does not provide patron information to the service provider. The only data that the Library collects is the total

amount of data transmitted and received by Wi-Fi unit during a billing cycle and anonymous circulation data related to checkouts of the hotspot devices.

Wi-Fi Units

Can I use Wi-Fi outside of the U.S.?

No, the hotspots only work in the U.S.

If I live in a rural area, will a mobile Wi-Fi unit work?

Because of the geographic nature of our region, it is possible that Wi-Fi units will not work, especially in areas where there is no cell phone signal.

How many devices may connect to the Wi-Fi unit?

The devices we offer allow eight (8) devices to be connected at any one time.

Other questions?

Please contact your local library.