Wilmington Library is offering our community hotspot devices for checkout.

We have Aclatel 8" tablet devices that acts as a tablet and a hotspot device.

A hotspot is a device you can use to connect a wireless enabled device, such as a laptop, smartphone, or tablet, to the internet. Hotspots are portable, so you can connect your device to the internet almost anywhere you are, like at home, on the bus, or in the park. The hotspot device works in any service area covered by T-Mobile.

Guidelines for Borrowing and Use:

- 18 years or older to check out a hotspot
- Wilmington/North Wilmington, adult, residential Library Card in good standing. You must live in the Wilmington or North Wilmington Library service area. **Or non-profit organization serving those in need.
- Borrower will read and agree to brief User Agreement. See below.
- Borrower is limited to checking out one (1) hotspot device at a time
- Borrower will agree to return the hotspot, *in person*, to the Circulation desk at the Wilmington, or North Wilmington Library. Devices cannot be returned via the book drops or to other area libraries.

Library has 20 hotspot/tablet combination kits for family check out.   Includes:

- 1 – 8" Alcatel Joy android tablet with hotspot capabilities. 4G LTE. Unlimited data and 11GB of tethering. * This tablet allows one to connect other user own devices such as computers, laptops or cell phones to the internet. Pairs up to five (5) devices.
- 1 micro USB cable
- 1 wall charger
- 1 case with instructions

- **HOW Do I Use My Tablet to Access the Internet?**
  You should not have to do anything, but turn on the device.   It comes already accessing the internet via a wi-fi signal.
- **How Do I Connect My Personal Devices to the tablet as a hotspot?**
  The Tablet can pair up to five (5) devices.
  1.) Turn on the Alcatel Tablet.
  2.) Click on the black "Settings" icon.
  3.) Click on "Network & Internet."
  4.) Click on "Tethering and Mobile HotSpot."
  5.) Turn on "Mobil HotSpot"
  6.) Enter in the password: Wilmpublib
  7.) Turn on your personal device.
  8.) Go to Settings (Usually a cogwheel icon.)
  9.) Click on Wi-Fi.
  10.) Click on Alcatel JOY TAB and put in the password: Wilmpublib

How can I check out a hotspot kit?
Hotspots are available on a walk-in basis.   Please call ahead to inquire if one is available or you can inquire at the Circulation Desk.

Can I place a hold on a hotspot device?
Not at this time. You must call, come in person, or email your request to check out a hotspot. Currently hotspot requests will be filled on a first come, first served basis.   Once all the hotspots have been checked out, new hotspot requests will not be able to be filled until return by another patron.

How long can I borrow a hotspot kit?
One can borrow a hotspot kit for three (3) weeks (21 days). Hotspot devices may not be renewed. Once a hotspot is returned, it cannot be checked out for 24 hours.

Where should I return a hotspot kit?
A hotspot kit must be returned *in person* to the circulation desk of the Wilmington or North Wilmington Branch Library location. Hotspots may not be returned in a book drop or at a different New Castle County Library.

What if I return a hotspot kit late or lose it?
Customers are responsible for costs associated with loss of the hotspots and/or cords, adapters, cases, etc. The overdue fines for a hotspot are $1 per day with a maximum fine of $10. Please report any damage so that it can be remedied before next user has it. The wireless service on the hotspot can be turned off if the hotspot is not returned on the due date.

If individual parts of the kit are lost, the following replacement costs will be the responsibility of the borrower.

- Hotspot device replacement fee: $50
- Charger cord replacement: $5
- USB adapter replacement: $5
- Case replacement: $20

If the entire hotspot kit is lost or damaged, please contact the location where you checked it out immediately. The total kit replacement fee is $80.

Can I use the hotspot device outside the U.S.?
No, the hotspot device only functions in the United States and where a T-Mobile signal is available.

Can I download apps? What about printing?
No, you cannot download new applications to the devices.   If you think an app would be beneficial for many users, you can request an app be downloaded. Please include your reasons for why the application should be added.   Email: renee.odonnell@lib.de.us
Current apps include: Chrome, Adobe reader, Overdrive, Hoopla, Libby, and PrinterOn.
PrinterOn allows you to send print jobs to a library to be printed. (Library system holds print requests in queue for 4 hours. You must be present for a job to be paid for, and released.)

What if I need help connecting my device to the hotspot?
Try these troubleshooting tricks:

- Before using the Hotspot, charge it for 3 hours. You may still use it while it is charging.

- In order to get a better wireless signal, move toward a window or exterior wall.
- The Wi-Fi network name and password are printed on the label of the Hotspot device.
- The Hotspot device works on most Wi-Fi enabled devices such as laptops, desktops, smart phones and tablets. To connect your device, find the Wi-Fi network name on your device and connect to it.
- The Hotspot battery will last between 8 to 24 hours depending on usage. To shut down or turn off the device completely, press and hold the power button.
- Check to see that the Wi-Fi connection on your personal device is turned on. This can be done in the settings menu on your device.
- Make sure the hotspot is not more than 30 feet away from your personal device. The connection strength will be weaker if your device is farther away from the hotspot.

We will have limited Technical Support while the Libraries are closed to the public. If you need help connecting your personal device to the hotspot, please email the renee: renee.odonnell@lib.de.us or call 302-571-7400 ext. 2401   You can also call the Circulation Desk at: 302-571-7400.

User Agreement:

- User agrees to the Delaware Libraries Internet Acceptable Use Policy. https://lib.de.us/files/2015/12/DLCAcceptableUse.pdf
- Use of the library hotspot for illegal purposes is expressly forbidden, in accordance with applicable legal statutes.
- Use of the hotspot to access material that is obscene as defined under Delaware law, child pornography as defined under federal or state law, and material that is "harmful to minors" is not allowed.
- Wilmington Institute Library is not responsible for any liability, damages or expenses resulting from use or misuse of a library hotspot, connection of the hotspot to other electronic devices, or data loss resulting from use of a library hotspot.
- Wilmington Institute Library is not responsible for the breach or interception of confidential information resulting from the malicious activity of another internet user.
- The internet contains images and content that may be offensive or harmful to some. Wilmington Institute Library is released from all liabilities associated with the viewing, use, or exposure to any images and content patrons may encounter while using this wireless connection.
- Patrons create, use and store personal data, including all files, folders and media, on their own computer or other device at their own risk. Wilmington Institute Library is not responsible for the loss of any personal data, including all files, folders and media.
- Reconfiguring the hotspot is not allowed.
- Patrons must return the hotspot in person to the Circulation Desk. Patrons may not return the hotspot in the book drop or to another branch.

*The Hotspot policy and user agreement is subject to change. 6/11/20

The wireless hotspots are supported with funds from the Delaware Division of Libraries.