



Frequently Asked Questions

How do I check out a device? Hotspots are available for checkout at the Alexander and Aliante Libraries. As the libraries are currently closed to the public, you must call or email to place a hotspot on hold. The staff will let you know if there is a hotspot available or if you will be added to the waiting list. Email: nlvrefdesk@cityofnorthlasvegas.com. Phone: Alexander Library 702.633.2880 or Aliante Library 702.839.2980.

Who can check out a device? North Las Vegas residents with a valid library card and fines under \$10. (*Patrons under 18 will need to have a parent or legal guardian present to check out a hotspot.*)

How long can I keep a hotspot? You can borrow a hotspot for three weeks. Renewal is possible if no one is waiting. Overdue hotspots will have internet access deactivated within 24 hours after their due date.

Where can I return a hotspot? Hotspots must be returned to the library location where it was checked out and given to a staff member. When you arrive at the library, call the curbside phone number posted outside and a staff member will come out to accept the return. **Hotspots may *not* be returned in the book drops.** You must return the device with all the original packaging and accessories. Please fully charge the battery before you return the device.

How do I renew it? Hotspots are renewable, if no one is on the waiting list. You may renew through your online library account or you may call the library to renew.

How much does it cost? Borrowing and using the device is free! However, check out our overdue and lost policy below.

What if I lose or return a hotspot late? Overdue fines for the hotspot are \$0.25 per day, with a maximum fine of \$4. If the hotspot is lost, please contact the location where you checked it out immediately. The replacement fee is \$82 (\$72 hotspot kit + \$10 processing fee).

What if I need help with a hotspot? If you need help using a hotspot, contact the library branch where it was checked out or email the library at nlvrefdesk@cityofnorthlasvegas.com.

Can I place a hold on a hotspot? Yes. Holds can be placed by email or phone. Please call the branch where you will be picking up/dropping off the device and have your library card number ready. Email: nlvrefdesk@cityofnorthlasvegas.com. Phone: Alexander Library **702.633.2880** or Aliante Library **702.839.2980**. You may only have one hotspot on hold at a time.

Can I use the hotspot when I travel outside the United States? No, the hotspots only work in the U.S.

Is there any data limit? In general there is no data limit; however, the service provider may lower speed or limit the amount of data that its network can handle for a short time.

If the hotspot prompts me to update software or firmware, what should I do? Hotspots periodically receive software updates from the service provider. You can accept the update, which may take a few minutes.

Is information about my Internet usage tracked by the Library or the service provider? The NLVLD does not have access to or collect specific usage data; in addition, the library does not provide patron information to the service provider.

Will I be asked for my personal information when I browse the Internet using the hotspot? The NLVLD will not ask you for any information when you browse the Internet using the hotspot.

How do I connect my mobile hotspot to my device? Turn on your mobile hotspot and your Wi-Fi enabled device. Open the Wi-Fi application or controls on your device and find the Wi-Fi name. When prompted, enter your Wi-Fi password to connect to the Internet. (Having trouble finding the Wi-Fi name or password? It's listed on the case the hotspot came in.)

My device will not connect to the hotspot/will not stay connected. Hotspots connect to nearby cellular towers, just like a smartphone does, and then wirelessly shares its data connection with nearby Wi-Fi-enabled devices, like a laptop. Your hotspot device needs to connect to a T-Mobile cell tower in order to function. Signal strength will vary based on the physical location of your hotspot.

How many devices can be connected to the hotspot? Up to 10 devices can be connected at one time.