Hotspots work in areas where a T-Mobile wireless signal is available.

All Hotspots check out for 10 days. If the hotspot reaches 24 hours past due, it will be deactivated, rendering the device nonworking.

Patrons must be a resident cardholder in good standing at least 18 years of age. “Good standing” is defined as a library card account with no outstanding fines. The cardholder must have a current verified address and a working email address on file in their library record profile.

The borrower is responsible for the costs associated with damage or loss of the hotspot and all accessories due to neglect or abuse. Replacement costs are as follows (*plus a $25.00 processing fee*):

*Hotspot Device - $100 Case - $15 Power Cord - $20 Sim Card (installed) - $25 Instruction sheet - $5*

Patrons will be held responsible for all applicable replacement costs and processing fees, hotspot and/or accessories if lost, stolen or damaged while checked out. The library cannot accept replacement hotspots or accessories purchased by the customer.

Proper Care and Use

• Do not leave the hotspot outside, in a hot vehicle, or expose it to moisture.

• Do not remove the SIM card for any reason.

• If the hotspot prompts you to update its software, you may accept.

• We recommend charging the hotspot when needed. Do not keep it plugged in continually, as this will shorten the life of the rechargeable battery.

Frequently asked questions (FAQ):

Q. How long can I keep the Hotspot?

A. All Hotspots check out for 10 days. Hotspots can be reserved for next in line use. Overdue Hotspots will have Internet access deactivated within 24 hours beyond their due dates.

Q. Can I use the Hotspot outside of the U.S.?

A. No, the Hotspots only work in the U.S.

Q. How do I return it?

A. The Hotspot device, case, and charger, and instruction pages should all be returned together, to the Greenfield Public Library.

Q. How much does it cost?

A. Borrowing and using the device is free! If the device is lost or damaged beyond repair you may be charged for the replacement cost of the Hotspot, case, charger, and instruction sheets.

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

A. Your Internet usage is not tracked by the Library or by the service provider. The Library does not have access to, nor does it collect specific usage data. The Library does not provide patron information to the service provider. The only data about the hotspot that may be collected is (a) the total amount of data transmitted and received by each device during use cycle, (b) anonymous circulation data related to checkouts of the devices, and (c) data that patrons choose to submit to us anonymously

Greenfield Public Library is not responsible for the internet usage on the Hotspot devices.

A picture containing diagram

Description automatically generatedThanks to the Greater Greenfield Community Foundation for their support.