How long do the devices check out for?
1 week.

Can they be renewed?
No.

Can I just check it out again?
No, but if there is another one available, you may check that one out; otherwise you will have to come back another day.

How many can I check out at once?
Each person may check out one of each type of device (i.e. one hotspot, one Chromebook).

Can my child check out a Chromebook or hotspot?
Only adults may check out Chromebooks and hotspots.

Do I need to be a Daly City resident?
No, any adult PLS cardholder with an account in good standing and not in temporary status may check one out.

What happens if I lose or damage the device?
Just like a book or other library item, borrowers will be charged replacement costs for lost or damaged items checked out to them; overdue devices will be deactivated.

Can I place a hold on a device?
Online holds are not permitted, but if you call and there is a device available, staff will set it aside for you until the close of the next day.

How do I return the device?
Chromebooks and WIFI hotspots must be returned to the same library from which they were checked out. Please do not use the bookdrop; hand the device directly to staff at the desk.

Is there a data cap for the WIFI hotspots?
No.

How many devices can I connect to the hotspot?
Up to 10.

What network do the WIFI hotspots use?
Sprint.

What about privacy/security?
For the hotspots, visit sprint.com to review their terms of use; for the Chromebooks, visit support.google.com to read their terms of use and learn how to adjust your privacy settings.

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