

## DALY CITY PUBLIC LIBRARY DEVICE CHECKOUT FAQ

### **How long do the devices check out for?**

3 weeks

### **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 card-holder 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 to pick up within two hours.

### **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?**

T-Mobile

### **What about privacy/security?**

For the hotspots, visit [t-mobile.com](http://t-mobile.com) to review their terms of use; for the Chromebooks, visit [support.google.com](http://support.google.com) to read their terms of use and learn how to adjust your privacy settings.