

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 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.