

## borrowing internet hotspots

- Access the internet anywhere on your personal computer, tablet, mobile phone, or Wi-Fi enabled device.
- Anyone ages 18 or older with a Middlesex County Library card in good standing can borrow a hotspot.
- Hotspots will be loaned for 7 days. If there are no holds on the hotspot, it can be renewed once.
- Hotspots are available from 5 Middlesex County branches: Dorchester, Glencoe, Lucan, Parkhill and Strathroy. Hotspots are not currently available at any other Middlesex County Library branches and cannot be sent to a different branch.
- The units come in a protective case, with a charging cable and power adaptor, and a card with instructions on how to connect.
- Please return your hotspot to the same library branch it was borrowed from. Hotspots can be returned to the drop box.
- Hotspots can be placed on hold. You will have 3 business days to pickup your hold once you are notified that your hotspot is ready for pickup.
- Overdue hotspots will have internet access deactivated.
- Borrowers are responsible for any lost or damaged hotspots and accessories. The replacement cost is \$165 + \$25 processing fee.



## connecting to a hotspot

- Power on the device by holding down the power button until you see "WELCOME" on the screen.
- Press the menu button to bring up the device menu.
- Press the menu button a second time until you see "2.4 GHz WIFI IINFO." Press the power button.
- Note the Wi-Fi network name (ex. Kajeet SmartSpot1234) next to the Wi-Fi symbol 
- Note the Wi-Fi password (ex. smartspot1234) next to the lock symbol 
- On your computer, tablet, mobile phone, or other Wi-Fi enabled device find the hotspot network name you noted above and enter the password. You should now be connected to the internet.

## what can be accessed on a hotspot?

- Use the hotspot to access social media, job boards, browse the web, downloading eBooks and more.
- Video streaming sites (Hoopla, Kanopy, Netflix, Disney+ etc..), non-education games, or adult content cannot be accessed when connected to a hotspot.
- Each hotspot has a limited amount of data for a 7-day loan. The data limit resets when renewed. Note: Data limit increases can take up to 1 business day to reset upon renewal of a hotspot.
- There is a daily data limit for each device. This limit resets at 6AM everyday until the weekly limit is reached.

## additional help

- Contact [librarian@middlesex.ca](mailto:librarian@middlesex.ca) or call 519-245-8237 and leave a message for further assistance.

## get internet access anywhere!

