

Q: Can I check out a mobile hotspot?

A: You must be over the age of 18, have a valid library card in good standing, and present a current photo ID. You must also sign a borrowing agreement each time you check out a hotspot.

Q: What is a mobile hotspot?

A: A mobile hotspot provides internet access by creating a Wi-Fi network using the same cellular signal as a smartphone.

Q: What devices can I use with a mobile hotspot?

A: You can use nearly any Wi-Fi capable device with the mobile hotspots. Up to fifteen (15) devices can be connected simultaneously.

Q: Where can I use a mobile hotspot?

A: Nearly anywhere! We generally have good 4G coverage in our area and the built-in battery removes the need for power access.

Q: Is my information secure when using a mobile hotspot?

A: The Wi-Fi network created by the hotspot is encrypted, so your information can generally be considered safe. Please note that we cannot guarantee the security of your information, and that you should always exercise caution on the internet, especially when accessing it wirelessly.

Q: How long do hotspots check out for?

A: Mobile hotspots check out for one week.

Q: Can I reserve a hotspot?

A: You can place a hold on a hotspot just like a book, but you cannot specify a certain date to pick up a hotspot.

Q: Do mobile hotspots need to be plugged in to a power outlet?

A: Mobile hotspots have built-in batteries so that you can use them nearly anywhere. They do need to be periodically charged just like a cell phone.

Q: What do I do if I experience problems using a mobile hotspot from the Howard Miller Library?

A: First, look at the resources available on our website and follow the directions for troubleshooting. Do not attempt to open the device or modify it in any way. If you are still experiencing problems, call us at (616) 772 0874.