

Mobile Hotspot FAQ

What is a hotspot?

A hotspot is a device that provides wireless internet (Wi-Fi) and connects with devices that have Wi-Fi capability, such as phones, tablets, and laptops.

How long is the checkout period?

The maximum checkout duration is three months. Talk to the coordinator at your location to determine how long your checkout period will be.

Who is the program coordinator I talk to about checking out a device?

For Reconciliation Services, get in touch with Kim Stafford.

For Jewish Family Services, get in touch with Rachel Ohlhausen.

Can hotspots be renewed?

No. However, you can place yourself on a list to check one out again.

Where can hotspots be picked up?

Hotspots can be picked up from the offices of Reconciliation Services or Jewish Family Services. If you would like to discuss other pick-up methods, reach out to your program coordinator directly.

How should they be returned?

Hotspots should be returned to the program coordinator at the location where you first picked them up. If you would like to discuss other drop-off methods, reach out to your program coordinator directly.

What comes with the hotspot?

The kit includes a hotspot wireless internet device, a charging cord, instructions, and the case. Please make sure that all materials are returned.

How many devices can I connect to a hotspot?

It depends on what kind of activities you may be using the hotspot for. One hotspot can support up to 10 devices for basic web surfing or up to two to three devices for streaming. They run at 4G/LTE speeds, like the speed of cellphone internet.

Do I need to pay for internet service?

No, the Library pays for the internet service, so it is completely free for patrons.

What happens if I lose or damage the device or anything that comes with it?

The cost for a replacement hotspot device is \$60 dollars.

What if I have a problem using a hotspot?

If you have any questions, call Megan, Tech Access Coordinator, at 816-701-3664. You can also send an email to meganmcaughton@kclibrary.org.