



## borrowing a mobile hotspot

- Access unlimited Internet anywhere on your personal computer, tablet, mobile phone, or other Wi-Fi enabled device.
- Anyone aged 18 or older with a Middlesex County Library card in good standing can borrow a hotspot.
- Hotspots are loaned for 7 days. If there are no holds on the hotspot, it can be renewed once.
- Hotspots are available from 10 Middlesex County branches: Coldstream, Delaware, Dorchester, Glencoe, Lucan, Melbourne, Newbury, Parkhill, Strathroy, and Wardsville. 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 adapter, 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 using our online catalogue. 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, email or job boards, to browse the web, use video conferencing software, or download eBooks: our mobile hotspots offer unlimited data with some restrictions.
- Access the library’s digital collections: CloudLibrary, Axis 360, Hoopla, Kanopy, Creativebug, Udemy for Business, and more!
- Video streaming sites (Netflix, Disney+ etc.), non-educational games, and adult content cannot be accessed are restricted. YouTube is available but some adult content may be unavailable.
- Note: Hotspots are inactive every night between 2-7am.

## additional help

- Contact the loaning [library branch](#) directly.
- Email us at [librarian@middlesex.ca](mailto:librarian@middlesex.ca)
- Call 519-245-8237 and leave a message.