El Paso Public Library
Hotspot Program FAQ

1. **What is the eligibility for checking out a hotspot?**
   The eligibility requirements are as follows:
   - Have a valid El Paso Public Library membership card or a virtual library card.
   - Have no household internet access
   - Attend a City of El Paso school or need to search for jobs, pay bills, apply for government resources or search information

2. **How do I apply for a library card?**
   Go to elpasolibrary.org, click "Using the Library", select the "Coronavirus borrowing measures" tab and click on the link "Temporary Library Cards". Fill out and submit the online registration form. Your application will be processed in 2-3 business days, and if it is approved, you will be sent your library card number.

3. **How do I borrow a hotspot?**
   Here are the steps:
   a. Go to the library website elpasolibrary.org, search the catalog for "Wifi hotspot" and place a hold on a copy. You may also call the library to request one. Refer to the curbside services page to know the hours and phone numbers of the pickup locations.
   b. Submit a signed checkout agreement form when you pick up the hotspot. You may print a copy of the form from the website in advance or fill one out when you come for your hotspot at curbside. Borrowers under age 18 must have their parent/guardian sign the Unfiltered Internet Access agreement on the checkout form.

4. **How long can I keep the hotspot?**
   You may keep it for six (6) months. To renew it, call the library.

5. **How much does it cost?**
   The program is free. There are no fees for the device or service. If the device is lost or not returned, the fine is $83.00 and your library card will be blocked until the device is returned or the fine is paid.

6. **What should I do if I need help?**
   If you need help connecting the Library hotspot to the internet or experience technical difficulties, call the library where you borrowed your device or email by clicking ***Ask a Librarian*** on the website. Additionally, you may call T-Mobile at 1-877-746-0909.