



WiFi Hotspot Program FAQ

1. What is the eligibility for checking out a hotspot?

The eligibility requirements are as follows:

- A valid El Paso Public Library membership card
- No household internet access
- Attend a City of El Paso school or need to search for jobs, do remote work, pay bills, apply for government services and search for information

2. How do I apply for a library card?

Go to www.elpasolibrary.org, click "Using the Library", select "Get a Card" and apply for a full-service card. Your application will be processed in 3 business days, and if approved, you may pick it up at the branch. If you want an enhanced library card (ELC), you must apply in person, and if your application is approved, the card will be issued immediately.

3. How do I borrow a hotspot?

- a. Go to www.elpasolibrary.org, search the catalog for "Verizon hotspot" or "WiFi hotspot" and place a hold on a copy. You may also call the library to request one.
- b. Sign the electronic hotspot checkout agreement form when you pick up the hotspot.
- c. Borrowers under age 18 must have their parent/guardian sign the Unfiltered Internet Access agreement on the hotspot checkout agreement form.

4. How long can I keep the hotspot?

You may keep it for six (6) months. To renew the hotspot, bring it to the library.

5. How much does it cost?

The program is free. There are no fees for the device or service. If the hotspot is not returned on time, the late fee is \$0.15/day, the service will be suspended and your card will be blocked until the device is returned and the fine is paid. If the device is lost or not returned, the replacement fee is \$85.00.

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 call Verizon customer service at 1-800-922-0204.