

T-Mobile Hotspots Questions & Answers

The Muhlenberg Community Library now has a limited number of T-Mobile Hotspots available for check out to our patrons 18 and over. Hotspots are portable, easy-to-use, and can connect multiple Wi-Fi-enabled devices to the Internet.

What do I need to know?

Visit the T-Mobile Coverage Map for your area to confirm coverage.

How do I check out the device?

Call the Muhlenberg Community Library or use your Library card to place a hold and check it out just like any other item.

Who can check out it out?

Adult cardholders with a valid Berks County Public Library card can borrow a T-Mobile Hotspot. Only one hotspot may be checked out at a time.

How long can I borrow it?

You can borrow the device for 28 days. Overdue hotspots will have Internet access deactivated within 24 hours beyond their due date.

How many can I check out at one time?

You can borrow one hotspot per account at a time.

Can I reserve a hotspot to check out for a particular date and time?

No. You can place holds on the hotspots, but we cannot guarantee their availability for a specific date or time. Hotspots are available on a first-come/first-served basis like all our Library materials.

Can I use the hotspot outside of the U.S.?

No. The hotspots only work in the U.S.

How do I return it?

You can return the hotspot to the Muhlenberg Community Library circulation desk. You must return the device with all the original packaging and accessories. Please do not put in the book drop.

Can hotspots be renewed?

One renewal is available provided there are no holds. After that, the hotspot must be returned to the library. If a patron still wishes to use a hotspot, they may place a hold for one and we will call when one is available for pick-up. Patrons may not check another one out the same day they return a hotspot.

How much does it cost?

Borrowing and using the device is free! It is a \$.50 per day late fee. If the device is lost or damaged beyond repair, a \$100 fee and a \$5 administrative fee will be charged to your Library account.

What if I do not return the device?

Failure to return the device after one week will result in being billed for the cost to replace the device, any late fees, and administrative costs.