

Wi-Fi Hotspot Lending

Community Agency Information

Toronto Public Library plays an important role in supporting our city with access to technology and internet connectivity across our network of 100 branches. The TPL Hotspot lending (HSL) program helps to bridge the gap for vulnerable residents of the city who lack internet connectivity at home.

Next session of Hotspot Lending: Coming Summer 2026

Referral checkouts will begin in June 2026.

More details in **Referral Instructions** below.

Target Demographic

- Individuals living in low-income households that do not have internet access at home.
- Participants are recruited with the assistance of community partners (like you!) or self-identify as needing the service at lending branches.

Who Can Apply?

- Participants should have **no internet access** in their home.
- Participants must have **TPL library card** with a full-service or access membership.
- The service is aimed at customers who **live in Toronto** -- non-residents who do not work, go to school, or own property in Toronto are ineligible.
- Participation is **open to all ages**. Children and teens may be eligible to participate in the program, but must receive consent from their parent/guardian. A parent/guardian must sign the loan agreement and pick up the hotspot.
- Hotspots are limited to **one unit per household**.
- Hotspots are **not meant for agency use**, for use by agency employees or, for shared use among many clients.

What will participants receive as part of the program?

Participants selected for the program will receive the following:

- MiFi X PRO Model 5G Unit with USB cable and charger
- Unlimited data for the duration of the loan
- User Guide, with setup instructions

Participants will be **required** to complete a survey prior to receiving the hotspot. Due date for units will be January 6, 2027.

Participating Branches TPL Branches

TPL has designated 38 branches across Toronto as Hotspot Lending (HSL) pickup locations. For a complete list of branches, please visit: tpl.ca/hotspot

Referral Instructions

- Contact your client's preferred participating HSL branch **beginning in May 2026** to have them placed on the branch's Referral List. You will need to provide your client's:
 - First and last name
 - Library Card number
 - Phone number
- Branch staff will contact your client and provide them with a pickup date.
- **Please ensure your client can pick up their hotspot by July 6, 2026.**
- Staff will release all unclaimed hotspots for walk-in customers as of July 7, 2026.

Questions?

Contact us and we will be happy to help you!

- Call or visit your local HSL library.
- Call Toronto Public Library Answerline at **416-397-5981**
- Email hotspotlending@tpl.ca