

## Hotspot Lending Policy

### I. Purpose

In fulfilling the Library's mission to provide practical access to all forms of media, and recognizing that digital inclusion is an important component of that mission, the Deckerville Public Library will make available mobile wireless hotspots to patrons.

### II. Terms and Conditions

- A. A "hotspot" consists of the mobile wireless hotspot device itself, as well as its charger and case.
- B. By borrowing and initiating use of the Library's hotspot, the user agrees to abide by the Library's policies and rules, and agrees to hold the Library and its agents harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the Library's hotspot and internet access provided by the Library. Deliberate altering of any files or modifying the configuration of Library-owned equipment is strictly prohibited.
- C. Internet service relies on cell tower technology and coverage. Service outside the continental United States is prohibited. User experience can vary based on location.
- D. The Library is not responsible for personal information shared over the internet or for information or websites accessed. The Library is not responsible for any liability, damages, or expense resulting from the use of the hotspot.
- E. The borrowing patron will be responsible for lost or damaged hotspots and accessories (includes theft thereof). Patrons must be mindful of current replacement costs of mobile hotspots and accessories before borrowing. The account may be sent to collections if deemed appropriate under Library Services Policy Section III-I
- F. Unlawful use of the internet or use that violates the Library's *Computer and Internet Policy* is prohibited and may result in the loss of privileges. The Library prohibits the use of its devices for the display or downloading of pornographic or obscene materials.
- G. The hotspot has filters in effect to prohibit illegal activities and protect the user from some known dangers. If an adult patron wishes to disable the filter, they must contact the library. It may take several hours to have the filter removed. This time is not added to the loan period.
- H. Due to the nature of these items, they will not be shared via delivery with the other libraries.

### III. Borrowing Protocols

- A. In order to borrow a hotspot, patrons must be 18 years of age or older and have a Deckerville Library card in good standing.

- B. New cardholders must establish a borrowing history of three (3) months with at least five (5) check outs and returns, or be in verified good standing with another library, to be eligible for hotspot lending.
- C. The Library will accept holds on the hotspot. Patrons will have two (2) library business days from the time of the notification call to check out the hotspot, after such time it will be released to another patron.
- D. Library staff will confirm, in the presence of the borrowing patron, that all items are present in the hotspot kit.
- E. The patron must sign the Library's Hotspot Lending Agreement before a hotspot can be checked out.
- F. Only one hotspot may be borrowed on a patron's account at any one time.
- G. The loan period for the hotspot is seven (7) days with no grace period and no renewals.
- H. A returned hotspot must remain at the library for one (1) full business day before it may be checked out by a member of the same household.
- I. Hotspots must be returned directly to a Library staff member, who will verify that all components of the hotspot are accounted for before checking it in from the borrowing patron's account. The hotspot will not be considered returned until all components of the hotspot are returned.
- J. Patrons are not permitted to return the hotspot to the Library's book drop. Hotspots returned to the book drop will incur a \$5.00 fine or the cost of repair/replacement, whichever is greater.
- K. Overdue hotspots will be deactivated 15 minutes prior to closing on the day the hotspot is due.
- L. Overdue fines will accrue at \$2.00 per library business day.
- M. The device will be considered lost and subject to a fine of the full replacement cost if it is one week overdue and there has been no communication with the Library by phone or email.
- N. Replacement cost may be found on a label on the device case.
- O. Three (3) late returns for any device checkout will result in being permanently banned from borrowing all devices.
- P. Hotspots must be kept in a temperature-controlled environment (not left in vehicles or in extreme temperatures).
- Q. Parents/guardians are responsible for the use of the Hotspot by minors.
- R. For assistance in the operation of the Library's Hotspots, borrowers may call the Library during normal business hours.
- S. There is a monthly maximum data cap on this device and may be reduced to fit within budgetary considerations.