

# Mobile Hotspot Lending Policy

## Mobile Wireless Hotspot Lending Policy

### Purpose

In fulfilling the Library's mission to provide access to information and educational resources, Alpena County George N. Fletcher Public Library lends mobile wireless hotspots to library card-holding patrons in good standing.

### Terms and Conditions

A "hotspot" consists of the mobile wireless hotspot device itself, battery, sim card, as well as its charger. When a patron borrows a mobile hotspot, the patron's use of the equipment is available under the following terms and conditions. These terms and conditions are in addition to the standard Library policies (notably the Library's Internet Use Policy) and other terms and conditions described below for which the user is responsible.

In order to borrow a hotspot, patrons must be:

- 18 years of age or older and
- Have an Alpena County George N. Fletcher Public Library card in good standing issued to patron checking out the hotspot.
- At the time of checkout, the borrowing patron must present his/her library card and picture ID.
- Upon checkout, Library staff will confirm, in the presence of the borrowing patron, that all items are present in the hotspot kit.
- The patron must sign the Library's Hotspot Agreement before a hotspot can be checked out.
- Only one hotspot may be borrowed on a patron's account at any one time.
- The loan period for the hotspot is 14 days with no grace period and no renewals.

The Library will accept holds on the hotspot. Patrons will be notified by phone only when their hold is ready for pick-up. Patrons will have 72 hours from the time of this notification call to check out the hotspot, after such time it will be released to another patron. This hold period may be extended, at the discretion of the Library, due to Library hours of operation.

Overdue hotspots will be deactivated at closing on the day the hotspot is due. Overdue fines will accrue at \$2.50 per day up to the maximum replacement cost of the hotspot. Patrons are not permitted to return the hotspot to the Library's book drop. Rather, hotspots must be returned directly to a Library staff member at the Service Desk, 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.

Accounts owing more than \$25.00 may be sent to collections if the item is not returned or paid for after 90 days from the billing date. Accounts sent to collections are subject to an additional referral fee. This information is NOT reported to credit bureaus.

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 or modifying the configuration of Library-owned equipment is strictly prohibited.

Internet service relies on cell tower technology and coverage. Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower. User experience can vary based on location. 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. A hotspot can provide internet access for up to 10 devices.

**The borrowing patron will be responsible for:**

1. Lost or damaged hotspots and accessories (includes theft thereof). Patrons must be mindful of current replacement costs of mobile hotspots and accessories before borrowing, as he or she will be responsible for paying the actual replacement cost of a damaged or lost hotspot device or accessories (\$35 for hotspot and \$15 for charging cord).
2. Hotspots must be kept in a temperature-controlled environment (not left in vehicles or in extreme temperatures).
3. Parents/guardians are responsible for the use of the Hotspot by minors.
4. Returning all hotspot equipment undamaged and in good working condition and is responsible for loss or theft of the items. The hotspot will not be considered returned until all pieces are returned. If the hotspot equipment is not returned, the patron will be responsible for a \$2.50 overdue charge per day up to the replacement cost of \$35. The replacement cost for the charging cord/plug-wall charger is \$15 each.
5. Returning the hotspot to the Service Desk. Any damage that occurs as a result of returning the hotspot to the book drop will be the responsibility of the patron.

Unlawful use of the internet or use that violates the Library's Internet Use 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.

For assistance in the operation of the Library's Hotspots, borrowers may call the Technology Specialist or the Service Desk during normal business hours.

## Mobile Hotspot Lending Agreement

Library patrons may borrow Alpena County George N. Fletcher Public Library Wi-Fi Hotspot equipment, subject to the following criteria:

- The patron must be age 18+ with a library card (in good standing)
- The patron must present his/her library card and state-issued ID to fill out this lending agreement form to complete the checkout process.
- The hotspot equipment may be borrowed for 14 days.
- The hotspot equipment must be returned in person to the Service Desk where it was borrowed. Any damage that occurs as a result of returning the hotspot to the book drop will be the responsibility of the patron.
- The patron is responsible for returning all hotspot equipment undamaged and in good working condition and is responsible for loss or theft of the items. The hotspot will not be considered returned until all pieces are returned. If the hotspot equipment is not returned, the patron will be responsible for a \$2.50 overdue charge per day up to the replacement cost of \$35. The replacement cost for the charging cord/plug-wall charger is \$15 each.
- The library is not responsible for any liability, damages, or expenses resulting from the use or misuse of hotspot equipment, its connection to other electronic devices, or data loss resulting from its use.
- The hotspot must be returned with a minimal battery charge for the check-in inspection.

I have read, understand, and agree to comply with the Internet Use Policy and the Mobile Hotspot Lending Policy. I further understand any infraction of the agreement will result in the loss of privileges. I agree to hold Alpena County George N. Fletcher Public Library and its representatives harmless for any and all loss, problem, or damage resulting from my use of Library mobile hotspots. Further, I agree to indemnify Alpena County George N. Fletcher Public Library for any loss or liability that may incur as a result of any violation of the Computer Use Policy and Mobile Hotspot Lending Policy (stated or unstated) by me.

By signing below, I understand and agree to the terms in the Alpena County George N. Fletcher Public Library Mobile Hotspot Lending Agreement.

Patron Name \_\_\_\_\_ Phone \_\_\_\_\_

Patron Signature \_\_\_\_\_ Date \_\_\_\_\_

Library use only

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Library Card Number \_\_\_\_\_ Hotspot Number \_\_\_\_\_ Due Date \_\_\_\_\_