

## Appendix R

### Hotspots



- To borrow a mobile hotspot, users must be at least 18 years of age. Users must have a library card in good standing with all fines paid. Users must sign the Acknowledgement of Wi-Fi Hotspot Policy. Funding for these devices is supported by the Emergency Connectivity Fund Program which stipulates that users certify their lack of access to sufficient equipment or services. By signing the acknowledgement, users are agreeing to this. The library is required to maintain records of the hotspot usage for reporting and auditing purposes.
- Hotspots can be checked out for 14 days. They can be renewed if there is no one on the waiting list. Users can check out one device per person and per household at any time. Due to high demand, holds can be placed but they will need to be picked up within 3 business days of the notification call. If it is not picked up within that timeframe, it will be released to another patron.
- A \$1 per day late fine will be charged for each hotspot. Once the hotspot is overdue, the library will shut down the service to it making it unusable. After 45 days overdue the hotspot will be considered lost, and the patron will be charged the replacement cost.
- If the hotspot or any accessories are damaged or lost, the borrower is responsible for the cost of repair or replacement. If the user experiences any problems with the hotspot, the user should not try to repair it and it should be immediately returned to the library. Hotspots must be returned to the circulation desk and not in the book drop or the patron will be assessed a \$5 fine. Hotspots should be kept in a temperature-controlled environment and not left in vehicles or in extreme temperatures.
- The performance of the hotspot will vary depending on the location and coverage in your area. Data usage is unlimited, but the content is filtered to not allow web access to adult content (pornography) or malware. The library does not track internet usage. The library is not responsible for information accessed while using the device or for personal information shared over the internet. Users are encouraged to follow safe internet practices and agree to refrain from online activity that violates federal, state, or local laws.
- The library reserves the right to deny the use of mobile hotspots to any user. Borrowers agree to abide by the library's policy and procedures.

## Acknowledgement of Wi-Fi Hotspot Policy

I \_\_\_\_\_, understand and agree to these rules of use. I have received the library's hotspot policy. Once a hotspot is checked out to me, it becomes my responsibility. Any changes in conditions or content while in my care will be my responsibility. I am responsible for damage, loss, or theft. I have a basic working knowledge of the device on checkout (see instructions within box). If any technical problems are encountered, I will return the device immediately. If damage to the device is discovered by library staff, appropriate costs will be added to my account.

I understand and agree that an overdue charge of \$1 per day up to the full replacement cost will be charged for a hotspot that is not returned. I further understand and agree that I am responsible for full replacement cost if the device or any parts are lost, stolen, damaged, or otherwise not returned.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Patron #: \_\_\_\_\_

Phone #: \_\_\_\_\_