

## **Sanger Public Library Hotspot Checkout Policy** revised 5/24/23

A hotspot is a device used to connect other wireless devices, such as smartphones, tablets or laptops, to the Internet. Internet service relies on cell tower technology and coverage, which may be limited in more rural areas. User experience can vary greatly based on location.

Each loan of a hotspot will consist of the mobile hotspot device itself, as well as its power adapter and case. When library patrons borrow a mobile hotspot, their use of the equipment is available under the following terms and conditions:

- To borrow a hotspot, patrons must be 18 years of age or older, have a Sanger Public Library card for a minimum of three (3) months, and not have outstanding library fines of more than \$5.00.
- At the time of checkout, the borrowing patrons must present their library card and/or a valid government issued photo ID.
- The patron must sign the Library's Hotspot Patron Agreement Form before a hotspot can be checked out.
- Upon checkout, Library staff will confirm, in the presence of the borrowing patron, that all items are present in the hotspot kit.
- Only one hotspot per household may be borrowed at a time. The loan period for the hotspot is 14 days. Patrons are eligible for one renewal, provided no other patrons are waiting for a hotspot. After max renewals have been reached, patrons must wait 14 days before checking out a hotspot regardless of the waiting list or availability of hotspots.
- Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower.
- The Library will accept holds on hotspots. Patrons will be notified by their preferred contact method when their hold is ready for pick-up. Patrons will have 72 hours from the time of this notification contact to check out the hotspot. Afterwards, it will be released to the next patron. This hold period may be extended at the discretion of the library.

Library Board Approved, 7/28/22; CM approved; Revised Library Board Approved 05/24/23,

CM Approved 6/16/23

- Late fines are \$1.00 per day. There will be a grace period of three (3) days before fines accrue. If the hotspot is not returned within four (4) days of its due date, fines will be retroactively applied. The maximum fine per checkout is \$50.00.
- Hotspots must be kept in a temperature-controlled environment (not left in vehicles or in extreme temperatures).
- Patrons are not permitted to return the hotspot to the Library's book drop. 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. The borrower assumes full responsibility for the cost of repair or replacement if the hotspot is lost, stolen or damaged.
- Replacement Costs:  
Hotspot - \$90  
Power adapter - \$10  
Case - \$10
- The service for overdue hotspots will be turned off.
- Borrowers who are late in returning hotspots multiple times, damage the equipment, or return the hotspots to the book drop instead of a staff member may lose borrowing privileges.
- By borrowing and using the library's hotspot, the user agrees to hold the library and its staff 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. The Library is not responsible for information accessed using this device or for personal information shared over the Internet. Hotspot users are encouraged to follow safe Internet practices. Deliberate altering of any files or modifying the configuration of library-owned equipment is strictly prohibited.
- Unlawful use of the Internet or use that violates the library's public computer policy is prohibited and may result in the loss of privileges.
- For assistance in the operation of the library's hotspots, borrowers may call the library during normal business hours or the customer support number included with the hotspot.

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