

Mobile Wireless Hotspot Lending Policy

Purpose

In fulfilling the Library's mission to provide access to information and educational resources, Alfred Box of Books Library lends mobile wireless hotspots to Library patrons.

Terms and Conditions

A "hotspot" consists of the mobile wireless hotspot device itself, as well as its charger and case. 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 *Computer Use and Internet 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 a Southern Tier Library Systems card in good standing (no fines or overdue items). At the time of checkout, the borrowing patron must present their library card and photo 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 7 days with no grace period and 1 renewal. *The library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning materials.*

The Library will accept holds on the hotspot for Alfred Box of Books Library card holders. Patrons will be notified by phone only when their hold is ready for pick-up. Patrons will have 48 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 \$5.00 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, 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.

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.

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.

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, as he or she will be responsible for paying the actual replacement cost of a damaged or lost hotspot device or accessories. If the Library is able to replace the lost or damaged hotspot and/or accessories

at no charge to the Library, patron will be charged \$5.00 per day (up to the full retail cost of the item) until replacement device and/or accessories are placed into service for the next borrower.

Hotspots must be kept in a temperature-controlled environment (not left in vehicles or in extreme temperatures).

Parents/guardians are responsible for the use of the Hotspot by minors.

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

For assistance in the operation of the Library's Hotspots, borrowers may call the Library during normal operating hours.

Procedure

I understand I must present my Library card and photo identification to the Circulation Desk.

Once a hotspot is checked out to me, it becomes my responsibility. (Any changes in condition or content while in my care will be my responsibility. I am responsible for damage, loss, or theft. I should have a basic working knowledge of the device on checkout. If any technical problems are encountered, I should return the device immediately to the Circulation Desk.

I understand devices must be returned to the Circulation Desk at least a half hour before the Library closes, and should never be returned in the book drop or to another Library. Devices returned in the book drop will result in a \$25 fine. The hotspot will be examined to ensure it has not been tampered with. If damage to the device is discovered by Library staff, appropriate costs will be added to my account. A returned hotspot must remain available in the Library for 48 hours before I or someone in my household may check it out again.

I understand and I agree that an overdue charge of \$5.00 per day up to the full replacement cost of \$200 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. If I fail to pay the replacement cost for a lost device, my borrowing privileges at the library will be canceled. If devices are not returned in a timely manner, civil and criminal action will be taken. Two (2) late returns for any device checkout will result in being permanently banned from borrowing all devices.

Internet Use

Alfred Box of Books Library is not responsible for any information accessed or action taken by a patron while using a Wi-Fi Hotspot. Hotspot users are encouraged to use safe Internet practices. Using the hotspot to access any online content determined to be illegal or obscene according to federal, state, or municipal law will result in revocation of hotspot borrowing privileges and potentially criminal prosecution.

Signature: _____

Date: _____

Acknowledgement of Wi-Fi Hotspot Policy & Replacement Cost

I _____ (print full name), understand and agree to these rules of use. By signing this agreement, I accept the above loan policy and am stating that I am responsible to return this equipment to Alfred Box of Books Library in good working condition and free from damage. I understand that if the hotspot is not returned its wireless service will be discontinued. The hotspot will be unusable. Hotspots are checked-out for a period of 7 days. Overdue charges are \$5.00 per day. I acknowledge that a Wi-Fi

Hotspot is NOT to be returned in the outside book drop, but must be returned to Circulation Desk at least a half hour before the Library closes. Devices returned in the book drop will result in a \$25.00 fine.

Please fill out the following fields:

Library Card Number: _____

First Name: _____

Last Name: _____

Email Address: _____

Phone: _____

Signature: _____

Date: _____

Library Staff Only

___ Checked Library card and Photo Identification.

___ Reviewed policy, due date and fines assessed.

___ Checked that device included hotspot, cord, instructions, and case.

___ Device #

Approved by the Board of Trustees of Alfred Box of Books Library November 9, 2020