

Langley-Adams Library Hotspot Lending Policy

Policy Statement

Langley-Adams Library offers hotspots to Library patrons. As part of the Library's Strategic Plan (Fiscal Years 2021-2025), the Library intends to keep an up-to-date materials collection of both physical and digital items. An increased need for digital access across the United States shows that hotspots will help remedy this need.

Rules

Who can borrow a hotspot?

Any resident from a municipality certified in the State Aid to Public Libraries program by the Massachusetts Board of Library Commissioners is eligible to borrow a hotspot. Patron registration in the library system may be required.

Hotspot borrowers must be 18 years old and in good standing with the library.

Only one hotspot is allowed per household. Each hotspot will support up to 10 connected devices.

Borrowing

Hotspots may be borrowed for 2 weeks.

Renewals are not permitted. Hotspots must be returned to the library and may not be checked out again for at least a 24-hour period.

Fines & Fees

Hotspot borrowers will not be charged fees or fines for overdue hotspots. However, the Library may opt to turn off the Wi-Fi connection on an overdue hotspot.

Loss or Damage

If a hotspot is lost or damaged, the patron will be responsible for paying a \$57 replacement fee.

Use of Hotspots

Patrons should adhere to the Library's Borrower's Agreement Policy when using the mobile hotspot.

While checked out, the hotspot remains the responsibility of the borrower. Borrowers should not lose control of the device by lending to friends or associates.

Any attempt to alter the configuration of the hotspot is strictly prohibited and may result in loss of borrowing privileges.

Procedures

Hotspot Availability

Hotspots are available on a first-come, first-served basis and may not be reserved ahead of time.

Hotspots should be returned at the library circulation desk. Do NOT place returned hotspots in the book drop.

Hotspots should be returned with the power cord, SIM card, battery and case to the Library in the same good working condition as it was when it was checked out.

If the hotspot is not returned within 3 days after the due date, service will be turned off and the hotspot will become unusable. The due date can be found on the receipt given to the user at check-out.

If the hotspot is damaged or not working, return it to the library desk. Report the nature of the damage to a staff person.

Problems? Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: **(844) 341-4834**.

Guidelines

Revocation of hotspot borrowing privileges may be appealed by a written request to the Library Director.

Disclaimer

The Library is not responsible for any files, data or personal information accessed/transmitted using the hotspot.

The Library will have no liability for direct, indirect or consequential damages related to the use of the mobile hotspots, including loss of data, or privacy invasions. Those who use the hotspots do so at their own risk and assume full liability for their actions.

Hotspot users are accessing the internet through the T-Mobile network, not the Library's network.

Illegal acts involving Library equipment or services may also be subject to prosecution.

Patron Signature _____

Date _____

Revised and Adopted by the Board of Trustees on November 9, 2022