

Hotspot Lending Policy

A hotspot is a wifi device that can be used to connect a mobile-enabled device, (i.e. a laptop, smartphone or tablet) to the Internet. Hotspots are portable and our service vendor is Verizon. The hotspot does have unlimited data but can only be utilized in the continental United States. Rusk County Community Library has made these hotspots available to aid in research, networking, recreation, documentation, or presentation production needs.

Rules and Regulations

- 1.) Rusk County Community Library lends hotspot devices to Rusk County Community Library cardholders. Borrowers must have cards that are in good standing, meaning that the account is not blocked due to charges for lost or damaged materials. Borrowers must have held a Library card for at least 90 days.
- 2.) Hotspots are provided per the federal Emergency Connectivity Fund (ECF) and can only be provided to borrowers who declare that they do not have access to the equipment or services sufficient to access the internet. Use of the hotspot will require a signed certification stating such a declaration. The Library is required to maintain records to show the usage of these devices for reporting and audit purposes, but all personal information of hotspot borrowers will not be included in said records.
- 3.) Borrowers must sign Mobile Hotspot Lending Agreement and ECF Certification form previous to being able to borrow hotspots.
- 4.) Borrowers who are 16-18 years of age and older must read, understand, and sign the Mobile Hotspot Lending Agreement **in addition** to a parental signature.
- 5.) Borrowers under the age of 18 **MUST** have a signature from a parent/guardian to check out a device.
- 6.) Hotspots checkout is limited to one per household. When the hotspot has been returned, there will be a 24-hour waiting period to borrow another hotspot device by that household. The 24-hour waiting period is to allow other patrons to have a chance to use hotspots and is at staff discretion.
- 7.) The loan period is two weeks and cannot be renewed. Holds can be placed on hotspots but if hold is filled, it must be picked up within 24 hours of hold notice.
- 8.) Hotspots are to be returned to the circulation desk at the Library. Hotspots are not to be returned in either the outside or inside book drop. Patrons will be fined \$25 if hotspot is found to have been returned in a book drop.
- 9.) Hotspots must be kept in temperature-controlled environments. Devices must not be left in vehicles or in other extreme temperature environments.
- 10.) The borrower assumes full responsibility for the cost of repair or replacement in the event that the hotspot is lost, stolen, damaged or returned with missing components. Library staff will assess damage and are able to charge the borrower accordingly. Missing parts will result in the following charges:
 - a. Hotspot: \$100
 - b. USB cable: \$20
 - c. USB-C Charging Cable: \$25
 - d. Case: \$20
 - e. Startup guide: \$5
- 11.) If a hotspot is not returned, its wireless service will be discontinued and the hotspot will be unusable. All fees will be charged to the borrower's account. Hotspot internet service will be suspended at the close of business (6pm) on the day that it is due if it has not been returned.

- 12.) A hotspot will start accruing charges after 10 days of being overdue and will be charged full replacement cost for the device and all of its component parts. Return of the item (if no damage has occurred to the hotspot or its components) can result in removal of these fees only after the item has been assessed by library staff.
- 13.) Two late returns for any device checkout will result in being permanently banned from borrowing all hotspot devices.
- 14.) The Library is not held responsible for any liability, damages, or expense resulting from use or misuse of the device, connection of the device to other electronic devices, or data loss resulting from use of the device.
- 15.) The Library is not responsible for information accessed whilst using this device or personal information that is shared over the internet. Hotspot users are encouraged to follow safe internet practices and parents are encouraged to monitor children while using devices.
- 16.) The following behaviors can result in the suspension of hotspot privileges and/or criminal prosecution:
 - a. Viewing, displaying, or disseminating materials that are judged in accordance with current legal definitions as being obscene.
 - b. Use of the internet in any way that violates federal, state, or municipal laws.
 - c. Failure to return devices in a timely manner.

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