

Holyoke Public Library Wi-Fi Hotspot Lending Program Policy and Borrowing Procedures

Purpose

The Holyoke Public Library has established a Wi-Fi Hotspot Lending Program to assist patrons needing Internet access for a limited time. The hotspots are available to Library patrons who are 18 years of age or older and Holyoke residents. The intention of the program is to provide Internet access for the following uses:

- For remote learning, schoolwork, tutors, and projects.
- To search and apply for jobs, housing, telehealth, and other online services.
- For remote access to the library's electronic resources such as databases, eBooks, online courses, and professional development classes.
- To attend internet meetings and presentations.

The Wi-Fi hotspot lending program is not intended to provide a substitute for continual Internet access for any one household.

Terms and Conditions

A "Wi-Fi Hotspot Kit" consists of a mobile wireless hotspot device, as well as its cable, charger, and case. A hotspot device can provide internet access for up to **5 electronic devices**. When a patron borrows a hotspot kit, the patron's use of the equipment is available under the following conditions in addition to the Library's *Internet and Electronic Information Use Policy*:

To borrow a hotspot kit, patrons must be 18 years of age or older and be a Holyoke resident with a library card in good standing (i.e., library card is not blocked due to unpaid fines or lost material). Only one hotspot kit may be borrowed on a patron's account/per household at any given time. The loan period for the hotspot kit is 14 days with no grace period. A hotspot kit will be deactivated at the end of the day it is due.

Hotspot kits must be returned directly to a Holyoke Public Library staff member, not to another library or to the Library's book drop. The hotspot kit will not be considered returned until all components are returned.

By borrowing the Library's hotspot device, the user agrees to abide by the Library's policies and agrees to hold the Library harmless from all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the Library's hotspot device and Internet access provided by the Library. Deliberate altering of any files or modifying the configuration of Library-owned equipment is strictly prohibited.

The Library is not responsible for personal information shared over the Internet or for information or websites accessed.

The borrowing patron will be responsible for lost, stolen or damaged hotspots and accessories.

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

Unlawful use of the internet or use that violates the Library's *Internet and Electronic Information Use 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 help operating the Library's hotspot devices, borrowers may call the Library's Computer Room during normal business hours.

Use and Availability

To ensure the availability of hotspot kits, the following policies have been adopted.

- Hotspot kits may be checked out by patrons 18 years older or older, resident in Holyoke, with an account clear of fines and fees.
- Hotspot kits may be checked out for fourteen (14) days.
- Hotspot devices are deactivated at the end of 14 days.
- Borrowing privileges will be suspended for six months for patrons who have overdue hotspot kit charges on their account.
- A fine will be charged for hotspot kits returned in the book drop.
- Hotspot kit must be returned with the hotspot device, charger, cable, policy and instruction card, and case. Items returned with missing parts will incur charges, according to the schedule below.
- Only one hotspot kit may be checked out or placed on hold for a single household.

Borrowing Procedures

- At the time of checkout, the borrowing patron must present their library card.
- 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 and agree to this Policy before a hotspot kit may be checked out.
- When returning the hotspot, a Library staff member will verify that all components of the kit are accounted for before checking it in from the borrowing patron's account.
- After returning the hotspot kit, the patron will need to wait one week before borrowing a hotspot device again.
- Overdue fines will accrue at **\$2.50 per day up to the maximum replacement cost of the hotspot.**

Fine/Fee Schedule for Replacement or Damage

- Overdue Hotspot kit — \$2.50/day
- Damaged or Never Returned Hotspot device — \$80.00
- Hotspot Cable/Charger — \$20.00
- Hotspot Battery — \$25.00
- Hotspot Case — \$15.00
- Instruction Card — \$1.00

- Hotspot kits Returned in Book Drop — \$2.00

Proper Care and Use

- As with any electronic device, do not leave the hotspot device in a vehicle or in extreme temperatures for an extended time.
- **Do not remove the sim card or battery for any reason.**
- If the hotspot device prompts you to update its software, you may accept. The software update should only take a few minutes.
- If the hotspot device displays a message that says, “Data Limit Reached,” try turning the hotspot device off for a few minutes and then restart. Periodically, there will be heavy network congestion and you may have to wait until the congestion period is over before the hotspot device works properly.
- Do not leave the hotspot device plugged in. Once it is fully charged, unplug it, and let the battery run down before charging again. Please return the hotspot device fully charged.
- Hotspot kits can only be checked out and returned to the Holyoke Public Library Information/Circulation desk. **DO NOT USE THE BOOK DROP.**

I understand and agree to these rules and policies of use of a Holyoke Public Library Wi-Fi Hotspot kit. By signing this agreement, I accept the above loan policy and agree that I am responsible for returning this equipment to the Holyoke Public Library in good working condition and free from damage and that I will assume all costs associated with loss or damage to the hotspot. Violation of any of the above policies may result in the suspension of hotspot borrowing privileges as determined by Library Director.

Printed Name _____

Date _____

Signature _____

Staff Initials & Date of Check out: _____

Staff Initials & Date of Check in: _____

WIFI HOTSPOT # _____

Due date: _____

Patron name: _____

Library card #: _____

Street address: _____

Email address: _____

Phone number: _____

Checkout: Due date: _____

Please check off to indicate that all pieces of equipment are present at time of check-out. Note device # above

- Wi-Fi Hotspot _____
- Instruction Sheet _____
- Charging Cable _____
- Charging Block _____
- Carrying Case _____
- Patron ID Copied _____

Staff initial and date _____

Check-in: Returned date: _____

Please check off to indicate that all pieces of equipment are present at time of check-in.

- Wi-Fi Hotspot _____
- Instruction Sheet _____
- Charging Cable _____
- Charging Block _____
- Carrying Case _____
- Patron ID Copied _____

Staff initial and date _____