

# Pearle L. Crawford Memorial Library

## Hotspot Lending Agreement

### Policy Statement

This Hotspot Program supports the Massachusetts Board of Library Commissioners' goal to advance equitable access to resources by promoting "excellent connectivity and technology infrastructure, training, and support frameworks to equitably meet the needs of library users in Massachusetts" and the Institute of Museum and Library Services' American Rescue Plan Act Objective 1.1 to advance digital inclusion.

### 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. The patron must have a valid library card in good standing.

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

Only one hotspot is allowed per household. If you already have a hotspot from another CWMars Library, it must be returned before borrowing one from the PLCML. Each hotspot will support up to 10 connected devices.

### For How Long?

Hotspots may be borrowed for one week with one renewal.

Hotspots must be returned inside the library (not in the outside book drop) and may not be checked out again for at least a 48-hour period.

### Loss Or Damage.

Borrowing privileges will be revoked and a replacement cost of \$100 will be assessed.

### Acceptable Use

Borrowers must adhere to the library's internet acceptable use policy when using the mobile hotspot. The policy can be found at <https://crawfordlibrary.org/policyinternet.asp>

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 first come first served. They may not be reserved in advance.

Hotspots must be returned to the Pearle L. Crawford Library service desk. Do NOT place the hotspot 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 one day after the due date, service will be turned off and the hotspot will become unusable. A late fee of \$5.00 will be charged per day until the hotspot is returned. There is a \$100 charge for lost a lost device.**

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? Technical support is provided by Mobile Beacon to library hotspot borrowers at: **(833)-431-5019**.

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 Mobile Beacon network, not the Library's network.

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

**I have read and agreed to the library's hotspot lending policy**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_