



Mobile Wireless Hotspot Lending Policy

As part of our mission to offer access to information and educational resources, the Durham Public Library (DPL) is pleased to offer patrons mobile wireless hotspot service external to our physical building. Patrons can access a wireless network with up to 15 different Wi-Fi-enabled electronic devices. All library wireless users must agree to abide by this policy, the DPL Public Computer Acceptable Use Policy, and all Library behavior guidelines.

Limits and Availability

- Patrons must be 18 years of age or older and have a Durham Public Library Card with less than \$20.00 in fines owed to borrow a mobile wireless hotspot.
- Mobile wireless hotspots may be reserved and will be held for a period of (48) hours only. Patrons will be notified by email and/or telephone when a reserved hotspot becomes available. If the hotspot is not picked up within 48 hours of placing a reserve, the reserve will be canceled, and the hotspot will move to the next patron. Reservations will be extended in the event the Library is closed or has adjusted open hours.
- Patrons may not tamper with the mobile wireless hotspot or otherwise change its existing configuration in anyway.
- The successful use of a mobile wireless hotspot is dependent on access to a stable internet connection. The Library is not responsible for providing internet connection outside of the physical Library building.
- **By borrowing and initiating use of the Library's mobile wireless hotspot, the patron agrees to abide by the Library's policies and rules and agrees to hold the Library and its agents harmless from 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.**
- Parents/guardians are solely responsible for the use of the mobile wireless hotspot by minors.
- Unlawful use of the internet with the Library's mobile wireless hotspot is prohibited.
- Wireless mobile hotspots will be reset upon return and do not retain any personally identifiable information.

Loan Period

- *Mobile wireless hotspots are available for checkout to patrons for up to (1) week. Overdue hotspots will be deactivated at closing on the day the hotspot is due. Wireless hotspots more than (48) hours overdue will be reported as stolen.*
- *Mobile wireless hotspots may be renewed for an additional (1) week if there are no other patrons waiting*

Checkout Procedure

- Patrons must request a mobile wireless hotspot for use, present a photo ID, which will be photocopied and returned upon successful check-in, and complete a Wireless Mobile Hotspot User Agreement.
- Patrons may not checkout a mobile wireless hotspot and then loan to another user. Patrons caught engaging in this activity will have their mobile wireless hotspot privileges suspended for one month.
- At the time of checkout, a staff member will inspect the mobile hotspot to make sure it is intact and powers on. The borrower will then initial the mobile wireless hotspot checklist in front of the staff member and provide a photo ID to be photocopied and attached to the user agreement in exchange for the mobile wireless hotspot.
- *Caution: Hotspots must not be exposed to extreme temperatures or damage may ensue.*

Check-in Procedure

- Patrons are prohibited from returning the hotspot to the Library's book drop. Hotspots must be returned directly to a Library staff member. The hotspot will not be considered returned until all components of the hotspot are returned.
- When returning the mobile wireless hotspot, the borrower must allow at least 5 minutes for a staff member to check the equipment.
- The staff member will verify that the hotspot, cords, and case are present, and in working order.
- The mobile wireless hotspot will be powered on to ensure functionality upon return.
- The borrower will sign and date the checklist to complete the transaction and their photo ID photocopy will be returned.

Fines and Liability

- A patron's privilege to check out a mobile wireless hotspot may be removed for one month if the patron fails to return the mobile wireless hotspot at the due time or leaves before the check-in procedure is complete.
- Mobile wireless hotspots are equipped with tracking software for theft detection.
- Under no circumstances should a borrower leave a mobile wireless hotspot unattended. The library will not be responsible for a stolen mobile wireless hotspot even when it is used within the Library's property.

Charges for Lost and Damaged equipment are as follows:	
T9 Mobile Hotspot	\$90.00
Battery pack	\$10.00
Micro-USB Charger	\$15.00
Case	\$15.00

Mobile Wireless Hotspot User Agreement

My signature below indicates that I am at least 18 years of age and have read the Mobile Wireless Hotspot Lending Policy and that I agree to abide by the conditions of use when checking out a mobile wireless hotspot from the Durham Public Library.

Library staff will check the mobile wireless hotspot and accessories to ensure that it is complete and working prior to checkout. Materials are expected to be returned in the same condition they were in at checkout.

I agree to accept full responsibility for the mobile wireless hotspot while it is checked out to me.

I will not place the mobile wireless hotspot in any of the book drops but will return it and all accessories to the Library's Circulation Desk. I understand that I will be charged for damage incurred by placing the mobile wireless hotspot in the library book drop.

If it is found that an accessory is missing or damaged, I accept full financial liability for the mobile wireless hotspot and accessories while in my possession. I agree to pay all cost associated with damage to, loss of, or theft of the mobile wireless hotspot while it is checked out to me.

I agree that the Library may use any appropriate means to collect the amount owed for fees, damage, loss, or theft of the mobile wireless hotspot.

I acknowledge that failure to pay any amount owed will be considered an outstanding debt to the Durham Public Library and will be added to my library record.

I accept that the library is not responsible for damages incurred to personal property, or personal injury, while using the mobile wireless hotspot.

I agree that failure to comply with any of these rules and guidelines will result in the loss of the privilege of borrowing a mobile wireless hotspot.

Patron Name _____

Patron Card # _____

Patron Signature _____

Date _____ Staff Initials _____

Date returned _____ Checked in by (staff initials) _____

Checklist:

Check-out	Patron Initials
T9 Mobile Hotspot	
Battery pack	
Micro-USB Charger	
Case	
Photocopy ID Attached	

Check-in	Patron Initials	Staff Initials
T9 Mobile Hotspot		
Battery pack		
Micro-USB Charger		
Case		
Photocopy ID Returned		