

## Hotspot Policy

Hubbard Memorial Library's mission is to bring people together for the purpose of lifelong learning and free access to resources. In providing wi-fi hotspots, we aim to bridge the digital divide by offering opportunities to use technology, online resources, and internet access as pathways to success. The hotspots will ensure that patrons can access our resources wherever they are.

### Rules:

#### Who can borrow a hotspot?

Hotspot borrowers must be 18 years or older, a Massachusetts resident, and have a CWMARS library card in good standing. One hotspot is allowed per household at any one time.

#### For how long?

You can have a hotspot for 1 week. You can renew the hotspot one time.

#### Fines and fees:

No late fees, but if you do not return it on time, the service will be shut off.

#### Loss or damage:

Loss or damage of a hotspot will incur a replacement fee.

#### Acceptable use

Borrowers will adhere to the library's internet use and Wireless Network Access policies 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 it 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

You may see if hotspots are available by searching in the CWMARS catalog. You may also call 413-583-3408 ext. 0 to check for availability. Hotspots cannot be placed on hold. They are checked out on a first come, first serve basis.

Hotspots should be returned to the Circulation Desk. Do NOT place the hotspot in the book drop. You will be held responsible for any damage if the hotspot is returned in the book drop. Hotspots should be returned with the power cord, SIM card, battery, and case to Hubbard Memorial Library in the same good working condition as it was when it was checked out. If the hotspot is not returned within 1 day after the due date, service will be turned off and the hotspot will become unusable. If the hotspot is damaged or not working, return it to the Circulation Desk and inform a staff member immediately.

Problems? Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: 1-877-746-0909.

Failure to follow the rules and procedures can result in a loss of borrowing privileges. A revocation of hotspot borrowing privileges may be appealed by written request to the Library Director.

**Disclaimers:**

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.

## Hotspot Lending Policy Acknowledgement

I \_\_\_\_\_ acknowledge that I have read and accept the conditions of Hubbard Memorial Library's Hotspot Lending Policy on this day\_\_\_\_\_.