

Jacob Edwards Library



Hotspot Lending Policy

Approved by Board of Trustees: September 2021

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 who is at least 17 years old and in good standing with the library is eligible to borrow a hotspot. Patron registration in the library system may be required. Only one hotspot is allowed per household. Each hotspot will support up to 10 connected devices.

For How Long?

Hotspots may be borrowed for 1 week. Renewals are not permitted. Hotspots must be returned to the library and may not be checked out again for at least a 24-hour period.

Fines & Fees

Hotspot borrowers will be fined \$1 per day, up to \$10.

Loss or Damage

Patrons will not be held monetarily responsible for loss or damage, though borrowing privileges may be affected.

Acceptable Use

Borrowers will adhere to the library's internet acceptable use policy when using the mobile hotspot. While checked out, the hotspot remains the responsibility of the borrower. Borrowers should not lend the device 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

Hotspots may be reserved through the [library catalog](#) or by calling the library service desk at (508) 764-5426 during normal business hours.

If the reserved hotspot is not picked up within 2 days, it will be set aside for the next user.

Hotspots should be returned to the 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. The date due can be found on the receipt given to you at checkout or by checking your account online.

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 library desk. Report the nature of the damage to a staff person.

Problems? Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at (844) 341-4834.

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 and will assume 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