

Harlan Community Library

Circulating Internet Hotspots Policy

(Approved by the Board of Trustees on (09/12/2022)

To help bridge the digital gap in our community, the Harlan Community Library will circulate internet hotspots to patrons for checkout. The mobile internet hotspot service is provided by Verizon.

Circulation

- Patron must have an account that is in good standing. Good standing is defined as no overdue materials and fines/fees of less than \$5.00
- Patron must be **18 years of age** or older to check out a hotspot.
- Patron **MUST** present his/her actual library card to check out a hotspot.
- In addition, a photo ID will be required. The ID must contain the patron's name and an identifiable photo. If the address on the photo ID and the address on record with the library do not match, patrons must provide a piece of recent mail with the correct address on it for verification purposes.
- The cardholder must have a current, working email address on file in their library card record in order to check out a hotspot.
- Only 1 hotspot per household may be checked out at a given time.
- A hotspot can be checked out for 7(seven) calendar days and cannot be renewed. A patron must wait until the next business day before checking out another hotspot. Overdue fees will be charged for hotspots not returned by their due date in the amount of \$5.00 per day. Maximum fine is not to exceed the replacement cost of the device.
- The hotspot Borrowing Agreement must be completed with each checkout, acknowledging financial responsibility for lost, stolen or damaged equipment. The library staff and patron will confirm that all items are present in the hotspot kit.
- Hotspots must be returned to staff no later than 1(one) hour before the library closes. The patron must remain present until ALL equipment has been checked to ensure that all pieces are accounted for, checked in and cleared from the patron's account.
- Hotspots **MAY NOT** be placed in the book return at any time for any reason. A fee of \$5.00, in addition to any other accumulated fees or fines, will be charged for this type of return.

Devices Not Returned When Due

- If a hotspot is not returned by the due date, the library will deactivate the device remotely and seek to recover it.
 - Within **2(two) days** past its due date, the library will send an overdue notice via electronic mail to the email address listed in the borrower's account.
 - The library will attempt to contact the patron via phone – **3(three) days** past the due date if the hotspot remains unreturned.
 - If a hotspot is not returned within **4 (four) days** past the due date, the library will attempt to collect the device in person from the patron.
 - If the library has to collect a hotspot from the same household 2 times within a 6-month time period, the household will be blocked from borrowing hotspots for the following 6 months.

- Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$200.00 for the hotspot and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement hotspots or accessories purchased by the customer. **The minimum replacement cost of a hotspot is \$150.00, protective case \$15.00, charging cord \$15.00, processing fee \$20.00.**

Additional Information

- User experience can vary based on location. The Library is not responsible for personal information shared over the internet or for information or websites accessed. The Library is not responsible for any liability, damages, or expense resulting from the use of the hotspot.
- By borrowing and initiating use of the Library's hotspot, the user agrees to abide by the Library's policies and rules, and agrees to hold the Library and its agents harmless from any and 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. Deliberate altering of any files or modifying the configuration of Library-owned equipment is strictly prohibited.