

Mobile Hotspot Lending Policy

To increase digital access for area residents, mobile hotspots are available to borrow from the Sturgis Public Library. Mobile hotspots help to provide a digital access point, fulfilling the library's mission to provide access to informational, educational and cultural resources. A "hotspot" consists of the mobile wireless hotspot device itself as well as its charger, charging cord and case. Borrowers are responsible for the safe-keeping and return of these items to the library in good working order and **assume liability** for the equipment while in their care. The patron must sign the library's Hotspot Agreement the first time a hotspot is checked out and when significant changes are made to the policy. When a patron borrows a mobile hotspot, the patron's use of the equipment is available under the following terms and conditions. By borrowing a 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 claims, losses, damages, obligations, or liabilities directly or indirectly, relating to the use of the library's hotspot and the internet access provided by the library.

Circulation

- Hotspots may be loaned to registered patrons, 18 years of age or older, in good standing and children with a guarantor on their card. New patrons must have completed their 8-week probationary period before they can check out a hotspot. Good standing is defined as an account with a current address and phone number, and no outstanding fines or fees.
- Due to the popularity of our hotspots, lending rules will apply to households rather than patrons. For this policy, household is defined as containing all patrons living at the same address.
- The lending period will be 7 days. Households must wait 7 days before checking out another hotspot. Extensions may be granted at staff discretion.
- Borrowers are responsible for any loss or damage to equipment. The Library Director will determine the cost to the borrower for loss or damage.
- Borrowers are asked to inform the library staff if the physical quality of the equipment is not satisfactory.
- The overdue fine for hotspots will be \$5.00 per day, up to the replacement cost of the item (currently \$200.00). A one-day grace period will be allowed before this charge is enforced. Users who return hotspots late may lose further hotspot borrowing privileges for one month. Failure to abide by the terms of this policy may result in permanent loss of borrowing privileges.
- Reservations may be made for mobile hotspots. Reservations will be filled in the order in which they are received; patrons will be notified when their hold is ready for pick up.

- Reservations not picked up within 2 business days (48 hours) of the requested pickup date will be cancelled.
- Hotspots must be returned to the library circulation desk during regular business hours. Hotspots may not be returned in the library's book drop.
- If the mobile hotspot is lost or not returned by the due date, wireless service will be terminated, and the hotspot will become unusable. Patrons will be blocked after notification that items are overdue.
- It is the patron's responsibility to know the due date for the mobile hotspot to be returned.
- Mobile hotspots will not be considered returned until ALL items associated with it (hotspot, charging cable, and case) have been returned to the library.
- If the hotspot is lost, stolen, or damaged, borrower agrees to notify the Sturgis Public Library.
- The library reserves the right to temporarily take a hotspot out of regular circulation to make it available for a specific community event or meeting.
- The library reserves the right to refuse to lend equipment at its discretion.
- The library reserves the right to update this lending agreement at any time.

Usage

- Parents are responsible for monitoring a minor's use of the internet while using the mobile hotspot. Users are responsible for practicing basic online safety and protecting their personal information. The library reserves the right to restrict inappropriate use and any sites deemed graphic or dangerous; and may block access to streaming services or other sites as needed to provide intended services to patrons.
- Use of the mobile hotspot is subject to the Service Provider's Acceptable Use (Technology) Policy, Privacy Policy, and Terms and Use.
- The library or service provider is not responsible for any files, data, or personal information accessed, transmitted, lost and/or damaged while accessing the internet via the mobile hotspot.
- Hotspot checkouts are limited to one device per household.
- Deliberate altering or modifying of the configuration of library-owned equipment is strictly prohibited.
- Performance of the hotspot will vary depending on location and coverage in the area, and the device(s) connected to the hotspot.

- Hotspots must be kept in a temperature-controlled environment (not left in extreme temperatures).
- The library does its best to provide clean, secure, and fully functional equipment, but is not responsible for charging the device or unforeseen hardware or software issues.
- Users who experience issues with their use of the hotspot should contact the circulation desk (605-347-2624). In the event an immediate solution cannot be found, the device should be returned, and the patron will be placed at the front of the reservation list.

By signing below, I acknowledge that I have read the above terms and conditions and agree to abide by them.

Library Card #: _____

Date: _____

Signature: _____

Guarantor Signature (if needed): _____

Print Name: _____

Email & Phone _____

Staff Use Only: I have verified patron's phone number and address on library account. If changes were needed (yes / no), I have submitted a Change of Patron Information.

Staff Initial: _____

Adopted: 9/16/2020

Updated: 9/27/23

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