

# Athol Public Library Hotspot Lending Policy

## 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.

## Rules

### 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 is eligible to borrow a hotspot. Patron registration in the library system is required.

Hotspot borrowers must be 18 years old and in good standing with the library.

**Only one hotspot is allowed per household.** Each hotspot will support up to 10 connected devices.

### For How Long?

Hotspots may be borrowed for 3 weeks.

Once the hotspot is returned, there is a **one week waiting period** before the patron may borrow another.

### Fines & Fees

There is a **\$1 per day overdue fine**, as with other equipment.

If the hotspot is lost or damaged, the borrower will be charged the **replacement fee of \$85**.

If the hotspot is not returned within 3 days after the due date, service will be turned off and the hotspot will become unusable. The patron's borrowing privileges will also be suspended.

### Returns

Hotspots should be returned with the power cord, SIM card, battery, rain cover, and case to the library in the same good working condition as it was when it was checked out.

Hotspots should be returned to a library service desk. Do NOT place the hotspot in the book drop.

Problems? Call the Athol Public Library at **978-249-9515** during normal business hours to ask for assistance. Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: **(844) 341-4834**.

### Acceptable Use

Borrowers will adhere to the library's Computer Use Policy, which can be found on the library's website, 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 to friends or associates.

Any attempt to alter the configuration of the hotspot is strictly prohibited and may result in loss of borrowing privileges.

## Reserving a Hotspot

Hotspots may be reserved by calling the library at 978-249-9515 during normal business hours.

Hotspots are filtered by default using T-Mobile's content filtering for education. Borrowers may request that hotspot filtering be disabled when borrowing or reserving a device. The library will not ask for a stated reason. (*MBLC requires that patrons first request filtering to be disabled, and that, if requested, filtering must be turned off. \*\*\*MBLC Requirement\*\*\**)

The hotspot should be picked up within 3 days, or it will be set aside for the next user.

## 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.

Approved by the Athol Public Library Board of Trustees, October 20, 2021.

Revised and approved by the Athol Public Library Board of Trustees - November 2022.