

# Lanesborough Public Library

## Hotspot Lending Policy

### Policy Statement

In our ongoing effort to serve our community and afford equitable access to information, the Lanesborough Public Library is providing hotspots to the community. This Hotspot Program supports our and 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".

### 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 17 years old and in good standing with the library.

**Patrons must show their library card or photo ID in order to borrow a hotspot.**

Only one hotspot is allowed per household. Each hotspot will support up to 15 connected devices.

#### For How Long?

Hotspots may be borrowed for 14 days with 1 automatic renewal for another 14 days.

**Hotspots must be returned inside the Lanesborough Library (not the drop box or at another library) and may not be checked out again for at least a 24-hour period to allow hotspot access to all patrons.**

## Fines & Fees

There will be no late fees assessed to the borrower for late returns. However, the hotspot will be disabled if not returned within 3 days of the due date and borrowing privileges may be revoked.

## Loss or Damage.

Patrons will be charged up to \$50, at the discretion of the director, for the replacement of a lost or damaged hotspot.

## Acceptable Use

Borrowers will adhere to the library's internet acceptable use policy when using the mobile hotspot.

([https://lanesboroughlibrary.weebly.com/uploads/6/5/8/9/65898793/2006\\_II\\_access\\_to\\_internet.pdf](https://lanesboroughlibrary.weebly.com/uploads/6/5/8/9/65898793/2006_II_access_to_internet.pdf))

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.

## Procedures

### Hotspot Availability

Holds cannot be placed on hotspots. However, patrons can call the library at 413-442-0222 and reserve a hotspot for same day pick up.

The hotspot should be picked up on the same day, or it will be set aside for the next user.

Patrons must show their library card or photo ID in order to borrow a hotspot. Patron registration in the library system is required.

Hotspots are not filtered. It is the responsibility of the patron to monitor children's computer activity and which websites they choose to view when using the internet provided by the hotspot.

Hotspots should be returned to a Lanesborough Public Library service desk. Do NOT place the hotspot in the book drop or return it to a different library.

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

If the hotspot is not returned within 3 days of the due date, service will be turned off and the hotspot will become unusable.

The due date can be found on the receipt given to the user at checkout and in the patron's online account.

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 at **844-341-4834**.

## Guidelines

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.

This policy may be modified at the discretion of the Library Director  
Approved by Lanesborough Public Library Trustees, 9/6/2022