

Millis Public Library

Hotspot Lending Policy

Policy Statement

The Hotspot Program supports the Millis Public Library's vision of "connecting people with up-to-date information and technology" as well as Objective 4.3 from the Library's Strategic Plan to increase access to relevant, up-to-date technology.

Additionally, this Hotspot Program supports the Massachusetts Board of Library Commissioners' (MBLC) 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?

Anyone with Millis/Minuteman library card is eligible to borrow a hotspot.

Hotspot borrowers must be 17 years old (as per MBLC requirements) with a library card account that is in good standing.

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

See the Library's Borrowing Policy, available at <http://www.millislibrary.org/policies/>, for more details.

For How Long?

Hotspots may be borrowed for two weeks

Up to two renewals are permitted. After two renewals, 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 not be charged overdue fines.

Loss or Damage.

Patrons may be charged up to \$25 for loss or damage and borrowing privileges may be affected.

Acceptable Use

Borrowers will adhere to the Library's Computer and Public Internet Use Policy when using the mobile hotspot. This policy can be found at <http://www.millislibrary.org/policies/>

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

Hotspots may be reserved for pickup --just like a book-- through the online catalog (https://find.minilib.net/iii/encore/record/C__Rb4030109), through the Minuteman app, or by calling the Library at 508-376-8282 during normal business hours. Hotspots must be picked up at the Millis Public Library.

Hotspots are filtered by default using T-Mobile's content filtering for education. Borrowers may request that hotspot filtering be disabled when borrowing a device. The library will not ask for a stated reason.

The hotspot should be picked up within 7 days, or it will be set aside for the next user.

Hotspots should be returned to a 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.

If the hotspot is not returned within 3 days 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**. You may also contact the Library at 508-376-8282.

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.

Approved by the Board of Trustees September 13, 2021