

Mobile Hotspot Lending Policy and Agreement

Approved by the Pittsburg Public Library Board November 10, 2020, revised June 14, 2023

Purpose

In fulfilling the Library's mission to provide free access to information, educational and recreational resources, the Pittsburg Public Library lends mobile wireless Hotspots to Library patrons to provide internet access.

Terms and Conditions

A Wi-Fi Hotspot is a portable device that you can use to connect a mobile-enabled device, such as a laptop, smartphone, or tablet, to the internet. A Hotspot kit consists of the mobile wireless Hotspot device itself as well as its charger and case. A Hotspot can provide internet access for multiple devices.

In order to borrow a Hotspot:

- Patrons must be eighteen years of age or older.
- Must be a Pittsburg Public Library card holder in good standing (no charges on account).
- Must be an active card holder for at least 30 days before eligible to check out a Hotspot.
- At the time of checkout, the borrowing patron must present their library card and a government issued photo ID.
- Upon checkout, Library staff will confirm, in the presence of the borrowing patron, that all items are present in the Hotspot kit.
- The patron must sign the Library's Hotspot Agreement before a Hotspot can be checked out.
- Only one Hotspot may be borrowed by a household at any one time.
- Holds may be placed on Hotspots.
- The loan period for the Hotspot is two weeks with no renewals.
- **Please DO NOT return in book drop.** Hotspots must be returned directly to a Library Computer Lab Assistant who will verify that all components of the Hotspot are accounted for before checking it in from the borrowing patron's account.

Overdue Hotspots and Replacement fees:

- Overdue Hotspots will be turned off and unable to connect to service.
- Overdue Hotspots will be charged a \$1/day overdue fee.
- **After 30 days overdue, the Hotspot will be considered lost and patron will be billed.**
- Patrons who experience any problems with the Hotspot should return it immediately to the library. Borrowers should not attempt to repair the device.
- The borrowing patron will be responsible for lost or damaged Hotspots and accessories (includes theft thereof).
- The cost to replace the Library Hotspot device is \$65.00, the charger is \$10.00, the cord \$5.00 and the case is \$20. Total replacement cost is \$100.00.

Hotspot Service:

Internet service relies on cell tower technology and coverage. Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower. User experience can vary based on location.

Hotspots are equipped with a content filter that keeps the Library in compliance with Federal regulations and Library policy.

Parents/guardians are responsible for the use of the Hotspot by minors. Unlawful use of the internet or use that violates the Library's Computer and Internet Use policy is prohibited and may result in the loss of privileges. 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.

Patron information is not tracked by the library or the service provider.

Late return of Hotspots and/or failure to comply with Mobile Hotspot Agreement may result in loss of Hotspot borrowing privileges. I have read the Mobile Hotspot Lending Policy and I agreed to abide by this lending agreement.

Print Name:

Signature:

Library Card Number:

Verified Address:

Phone Number: _____ Email address: _____

Photo ID Type and #:

I agree that the Mobile Hotspot is in working order upon checkout. _____ Patron initials

Hotspot # _____

Patron Initials _____ Staff Initials _____ Date _____

Return Date: _____ Successful check-in _____ Staff initials _____