

# Balsam Lake Public Library

## Policies: Circulation of Library Materials

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### MOBILE HOTSPOT LENDING POLICY

Mobile hotspots are portable devices that provide wireless Internet (WiFi) access on many devices (laptop, smartphone, MP3 player, tablet, etc.) Hotspots typically use mobile broadband service from cellular providers for high speed Internet access.

### BORROWING

1. Borrowers 18 years of age or older must present a valid library card to check out a mobile hotspot from Balsam Lake Public Library.
2. Balsam Lake Public Library hotspots are not available for transit to other libraries or for interlibrary loan.
3. Borrowers must agree to a terms of use agreement and the devices must be checked out and returned at the circulation desk.
4. 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 it is in their care.
  - a. Borrower is responsible for damaged and/or missing pieces of the lent items.
  - b. Patron agrees to cover the cost of damage and/or replacement costs, as determined by the library and listed on the carrying case.
5. 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 failure.
  - a. Library staff will make every effort to document any existing damage, however if a borrower discovers any pre-existing damage to the hotspot checked out, the borrower should notify library staff as soon as possible.
  - b. Failure to notify the library of existing damage limits the borrower's ability to dispute charges for a damaged device or equipment.
6. The lending period is fourteen (14) days and may not be renewed.
  - a. Balsam Lake Public Library mobile hotspots may not be returned to other libraries.
  - b. Balsam Lake Public Library requires that hotspots be returned inside the library and **not** to any book drop.
7. The hotspot is not considered returned until all items associated with it, including (but not limited to) AC adapter, USB cord, instructions, and carrying case, have been returned to the library in good condition.
  - a. If any items are missing upon return, the Library reserves the right to refuse acceptance of the equipment until all items are returned.

- b. Alternatively, if an item is returned at the Library via book drop or other means, the Library may notify the patron that the item will not be cleared from their account until all items are returned.
  - c. These refusals/notifications do not waive any late fees.
- 8. Performance of the hotspot will vary depending on location and coverage in the area. Hotspots are an open wireless connection and the Library is not responsible for information access using this device or for personal information shared over the Internet. Hotspot users are encouraged to follow safe Internet practices. Hotspot users agree to refrain from online activity that violates federal, state, or local laws.
- 9. A \$5.00 per day late fee per mobile hotspot with a maximum fine of \$25.00.
- 10. The Library reserves the right to deny the use of mobile hotspots to any borrower who repeatedly loses or returns equipment late.
- 11. Borrowers agree to abide by the Library policy and procedures.