

Acushnet Public Library
232 Middle Road
Acushnet, MA 02743
508-998-0270 www.acupl.org

Hotspot Lending Policy

Purpose

The Acushnet Public Library strives to develop collections and services that meet the informational, educational, recreational and intellectual needs of the community. It is within this context that the Library offers access to the Internet, and hotspots will provide Internet access to patrons while at home or when traveling.

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.

Guidelines for Use

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. Hotspot borrowers must be 18 years old and have a valid SAILS library card with fines or charges not in excess of \$10.

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

For How Long?

Hotspots may be borrowed for one week.

Renewals are not permitted. Hotspots must be returned to the Acushnet Public Library Information Desk and may not be checked out again for at least a 24-hour period.

Acceptable Use

Borrowers should refer to the Library's Public Computer Use Policy 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.

Fines & Fees

Hotspot borrowers may be fined \$1 per day, up to \$10 and with a 3 day grace period. If the hotspot is not returned within the grace period, service will be turned off and the hotspot will become unusable. The due date can be found on the receipt given to the borrower at checkout.

Loss or Damage

Loss of, or damage to, a hotspot will incur a \$35 fee.

Procedures

Hotspots are available on a first-come, first-served basis and may not be reserved ahead of time.

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. <https://mblc.state.ma.us/programs-and-support/arpa-cares/hotspots/files/t-mobile-webtitan.pdf>

Hotspots should be returned inside the Library at the Information 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 damaged or not working, report the nature of the damage to library staff immediately.

Problems? Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: **(844) 341-4834**. Borrowers may also contact the Library at 508-998-0270 or by emailing acupl@sailsinc.org for assistance with basic questions.

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 Library Board of Trustees, 9/7/2021