



Allen Park Public Library Lending Guidelines LSTA CARES Act* Wi-Fi Hotspots



Guidelines for Borrowing and Use

- Borrowers must be 18 years or older and have an active library account from a TLN Library in good standing.
- Borrowers must understand and sign the accompanying agreement in the presence of library staff before a Hotspot can be checked out. Once signed, the agreement is kept on file for future checkouts.
- **Hotspots must be returned to a staff member at the Allen Park Public Library in the original packaging with all the cables and paperwork.**
 - ❖ *PLEASE DO NOT RETURN IN THE BOOK DROP. If the device is returned in the drop box, the patron will be charged \$10 and lose the privilege to borrow Wi-Fi Hotspots.*
 - ❖ *PLEASE DO NOT RETURN TO A NEIGHBORING LIBRARY. If the device is returned to another library, the patron will be charged \$25 and lose the privilege to borrow Wi-Fi Hotspots.*
- While internet content filtering is provided through the Hotspot, patrons are ultimately responsible for internet access performed by minors.
- At the time of checkout, a staff member will verify that the Hotspot is functioning properly.

Checkout Limits

- Hotspots may be borrowed for 14 days with no renewals. Patrons may check out the Hotspot again after a 48-hour period if no other patrons are on hold.
- Only one Hotspot may be checked out to a single family/address at a time.
- Hotspots can provide internet access for up to 10 devices.

Fines and Liability

- Hotspots will be deactivated if not returned by their due date and will no longer be usable.
- The Borrower is solely responsible for the Hotspot and will be billed for the replacement cost associated with damage or loss of the Hotspot and /or its components and accessories.
- If a Hotspot is more than 14 days overdue, it is considered lost and the borrower will be charged a \$10 processing fee, plus the replacement costs of all parts. The costs of all parts are listed on the agreement.
- Do not remove the SIM card or the Hotspot will be considered damaged and the entire replacement charge will be assessed.
- Hot spots must be returned in the case and in the same condition in which they were checked out.
- The Library has one week to inspect and check-in a Hotspot and assess any necessary fines for loss or damage.

Care and Operation

- Library patrons will need to provide their own Wi-Fi enabled equipment. The library cannot guarantee that a particular device will work with the Library's mobile hotspot and is not responsible for outages or connectivity issues. **DO NOT USE OR KEEP CHARGING CONSTANTLY. IF IT GETS HOT, TURN IT OFF.**
- The Hotspot may only be used and operated in compliance with Allen Park Public Library's policies and manufacturer's guidelines.

- Hotspots only work on T-Mobile’s wireless network. Check their map at <https://www.t-mobile.com/support/coverage>.
- Borrower shall not make any modifications or alterations to the Hotspot. If experiencing technical difficulties, return the device to the library. Do not attempt to open or repair the device.
- The Hotspot should be kept in a temperature-controlled environment. Do NOT leave it in your car.
- Do not remove the SIM card for any reason.
- If the software prompts you to update its software, you may do so.
- If download speeds slow significantly, try waiting a few minutes or powering off the Hotspot. Periodically, there may be heavy network congestion and you might have to wait until the congestion is over before the device works properly.

Disclaimer

- Library staff cannot troubleshoot problems related to a patron’s hardware, software, or configuration.
- The Allen Park Public Library is not responsible for information accessed using this device or for personal information that is shared over the internet.
- The Allen Park Public Library is not responsible for loss of data while using this equipment.
- Hotspots operate on the T-Mobile cellular network. T-Mobile reserves the right to slow connection speeds during high usage timeframes. The Library is not responsible for, and does not guarantee, Hotspots will always connect to the internet or download or upload at any specific speed.
- Hotspot users are encouraged to practice safe internet practices.
- Patrons are responsible for virus and security protection on their own devices and accepts all risks associated with the use of the Hotspot.
- Patrons must abide by the Allen Park Public Library’s Internet Policy (available upon request and online at <https://www.allenparklibrary.org/ckfinder/userfiles/files/COMPUTER%20USE%20POLICY.pdf>) and all state and federal laws when using the internet through the Hotspot.

Mobile Hotspot Schedule of Fees

Placing Hotspot in a Library Dropbox	\$10.00
Returning Hotspot to another Library	\$25.00
Replacement Cost of Hotspot	\$70.00
Cost of Carrying Case	\$15.00
Cost of Power Cord	\$10.00
Cost of SIM Card	\$10.00

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MOBILE HOTSPOT LENDING AGREEMENT

I agree to:

- Abide by the Allen Park Public Library's Mobile Hotspot Lending Guidelines as stated above.
- Pay full repair and/or replacement costs should the item or its components be stolen, lost, not returned, or damaged.
- **Hotspots must be returned to a staff member at the Allen Park Public Library in the original packaging with all the cables and paperwork.**

I have read this entire document and my signature below indicates my agreement with the above statements.

Patron Printed Name _____

Patron Signature _____

Library Card # _____ Date _____

FOR STAFF USE ONLY

Item ID (last 4 digits) _____

CHECKOUT: Check off all pieces present at checkout:

- ____ Hotspot
____ Instruction Sheet
____ Charging Cable
____ Case

STAFF INITIALS _____ DATE _____

CHECKIN: Check off all pieces present at checkin:

- ____ Hotspot
____ Instruction Sheet
____ Charging Cable
____ Case

STAFF INITIALS _____ DATE _____