

Bushnell-Sage Library Hotspot Lending Policy

Rules

Who Can Borrow a Hotspot?

Bushnell-Sage Library cardholders and Sheffield residents with a CW MARS card are eligible to borrow a hotspot. Hotspot borrowers must be 18 years old and in good standing with the library.

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

For How Long?

Hotspots may be borrowed for **3 weeks**. Renewals are **not** permitted. Hotspots must be returned to the library and **may not be checked out again to the same household** for at least a 24-hour period.

Fines & Fees

Overdue hotspot borrowers will be fined \$5 per day, up to \$15 max.

Loss or Damage.

Lost or damaged hotspots will incur a \$135 replacement fee.

Acceptable Use

Borrowers will adhere to the library's internet acceptable 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.

Procedures

Hotspot Reservations and Availability

Hotspots are available on a first come, first served basis. Hotspots may be reserved for a period of **30 minutes** by calling the library service desk at 413-229-7004 during normal business hours.

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. The due date can be found stamped on the slip attached to the hotspot case.

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.**

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.