



Hotspot Policy

1. Purpose

The Geneva Public Library (“the Library”) provides mobile hotspot units and Chromebooks for patron borrowing. The Library maintains the hotspot collection to help provide equal access to information and educational resources available through the Internet.

Hotspots are available to borrow either bundled collectively with a Chromebook as Hotspot Kits, or by themselves. A Hotspot Kit consists of one mobile wireless hotspot device, one Chromebook, chargers for each device, a carrying case, and instruction manuals. The standalone hotspot is lent out along with a charger for the device, a carrying case, and instruction manuals. Throughout this policy, the term “hotspot” stands for both Hotspot Kits and standalone hotspots.

A patron’s use of a Library hotspot must meet the following terms and conditions. These terms and conditions are in addition to the Library’s [Circulation](#) and [Computer & Internet Use](#) policies.

2. Terms and Conditions

In order to borrow a hotspot, patrons must have a library card from the OWWL Library System (OWWL). The card must be active, with less than \$5.00 in fees.

Patrons under age 18 are not permitted to borrow a hotspot.

The name on the card being used to borrow the hotspot must be the borrower’s own card or the patron must be listed as an authorized user on the account of the card being used. The Executive Director and Reference and Technology Librarian reserve the right to make exceptions.

Patrons may borrow only one hotspot at a time. Hotspots must be picked up and returned to the Geneva Public Library Reference Desk.

The loan period for the hotspot is 7 days with one renewal. Patrons are prohibited from returning the hotspot and then immediately checking one out again. Patrons must wait 24 hours before checking out a hotspot again. Patrons may request to have their loan period extended for special circumstances at the discretion of Library staff.

The Library reserves the right to:

- Deactivate a device for reasons including but not limited to: overdue status, misuse, and necessary maintenance.
- Recall hotspots before their due dates for necessary maintenance.
- Reduce or forgive fees for damaged or missing items.
- Prohibit individual patrons from borrowing hotspots due to misuse, damage, habitual failure to return the hotspot on time, or general failure to comply with this policy.

3. Checkout Procedure

Upon checkout, Library staff will confirm, in the presence of the borrowing patron, that all items related to the hotspot are present. Patrons must sign the Library's Hotspot Lending Agreement (*Appendix A*) each time they check out a hotspot.

Upon patron request, staff may provide a brief training on the devices included. Additional computer help is available by appointment and can be scheduled in person, by phone, or on the Library's website.

4. Return Procedure

Hotspots must only be returned to the Geneva Public Library Reference Desk while a staff member is present. Hotspots may not be returned in the book drop. If the Reference Desk is unattended, patrons must find a staff member to assist them before returning the hotspot.

Hotspots returned to an unattended desk are not considered to be formally returned and may affect future borrowing privileges.

A hotspot will not be considered returned until all components are returned. Patrons must sign the Hotspot Lending Agreement in the presence of a Library employee to confirm that all hotspot components are present and undamaged before it will be checked in and removed from the patron's account.

5. Fees

The patron will be charged replacement fees for any items not returned, or for items returned damaged. The replacement costs are as follows:

Item	Cost*
Hotspot Device	\$20
Hotspot Charger	\$10
Chromebook Device	\$300
Chromebook Charger	\$30
Hotspot Kit Backpack	\$75
Standalone Hotspot Case	\$15

*Fees subject to change

6. Appropriate Use

Patrons are expected to utilize the devices in a way that minimizes the likelihood of damage, loss, and theft. 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.

By borrowing and using a Library hotspot, the patron agrees to abide by the Library's policies and rules, and agrees to hold the Library and its agents harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the Library's hotspot and internet access provided by the Library. Deliberate altering of any files or modifying the configuration of Library-owned equipment is strictly prohibited.

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

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 expenses resulting from the use of the hotspot.

Parents/guardians are responsible for the use of the hotspot by minors.

7. Chromebook Content

A Chromebook is not the same as a Windows or Mac laptop. Chromebooks use an alternative operating system called Chrome OS. Programs that users can typically install on a Windows or Mac operating system may not be compatible with a Chromebook. The Chromebooks utilize the Google Chrome Internet browser as well as a suite of other Google web applications, which allow users to create and share documents, edit photos, listen to music, and more.

The Chromebooks are configured using management licenses, which enable the Library to lock and reset the devices remotely and to utilize the web filters present on public computers within the Library. The Chromebooks will not retain any saved files or customization once they shut down. Users are encouraged to save work on individual web accounts, or when possible, on an external drive.

The Library employs the use of filtering software to assist in prohibiting access to material that is obscene, contains child pornography, or is harmful to minors and to comply with federal law. However, patrons should be aware that the nature of the Internet precludes any filtering software from being fully effective.

Adopted by the Board of Trustees: December 19, 2018

Amended by the Board of Trustees: 1/30/2019, 3/7/2019, 3/27/2019, 4/29/2019, 1/29/2020, 11/18/2020, 2/24/2021, 10/27/2021, 11/17/2021, 11/30/2022, 12/21/2022, 3/29/2023, 9/27/2023, 12/20/2023, 3/27/2024

Reviewed by the Policy Review Committee: 3/11/2024

Appendix A

Hotspot Lending Agreement



Hotspot Lending Agreement

By signing below, I attest that:

1. I have had the opportunity to read the Geneva Public Library Hotspot Policy.
2. I agree to the terms of the Geneva Public Library Hotspot Policy.
3. I have had the opportunity to assess the Hotspot Kit or solo Hotspot I am about to borrow for cosmetic damage and missing parts, and confirm that all parts are present and in good condition.
4. I can be reached at the phone number or email address provided below.

Patron Name (print): _____

Patron Signature: _____

Phone or Email Address: _____

Date: _____

STAFF USE ONLY

CHECKOUT

Library Card Number: _____

Hotspot Kit or Solo Hotspot Number: _____

Please check off each item present and undamaged at checkout.

Solo Hotspot

- Hotspot (including battery & SIM card)
- Hotspot charger
- Carrying case

Hotspot Kit

- Hotspot (including battery & SIM card)
- Hotspot charger
- Chromebook
- Chromebook charger
- Backpack
- Folder with user guides and policy

Staff Initials: _____

Patron Initials: _____

Date: _____

Notes on any cosmetic defects:

STAFF USE ONLY

CHECKIN

Hotspot Kit or Solo Hotspot Number: _____

Please check off each item present and undamaged at check-in.

Solo Hotspot

- Hotspot (including battery & SIM card)
- Hotspot charger
- Carrying case

Hotspot Kit

- Hotspot (including battery & SIM card)
- Hotspot charger
- Chromebook
- Chromebook charger
- Backpack
- Folder with user guides and policy

Staff Initials: _____ **Patron Initials:** _____ **Date:** _____

Notes on missing/damaged items: