# Hotspot Policy

## 1. Purpose

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

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

To borrow a hotspot, patrons must be at least 18 years old with an active OWWL library card that has been valid for at least 30 days and has no more than $5 in fees. Patrons may only use their own account or one where they are an authorized user. Patrons may be asked to show ID.

Only one hotspot can be borrowed at a time for 7 days, with no renewals. Returned devices may require at least 12 hours for processing before becoming available for checkout again. After returning a hotspot, patrons may check out another hotspot after at least one full business day. Exceptions may be made at staff discretion.

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, chronic failure to return the hotspot on time, or general failure to comply with this policy.

## 3. Checkout Procedure

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

Upon patron request, staff may provide brief training on the included devices. Additional computer help is available by appointment, which 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 the hotspot is 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 |
| **Hotspot Case** | $15 |

*Fees are subject to change

## 6. Appropriate Use

Patrons are expected to use the devices responsibly and minimize 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, or for any liability, damages, or expenses resulting from the use of the hotspot.

**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, 7/31/2024, 9/25/2024
**Reviewed by the Policy Review Committee:** 7/11/2024, 9/12/2024

# 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:** _____

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**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 Kit |
|---|---|
| ☐ Hotspot (including battery & SIM card) | ☐ Hotspot (including battery & SIM card) |
| ☐ Hotspot charger | ☐ Hotspot charger |
| ☐ Carrying case | ☐ 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:**