



Central Library Mobile Hotspot Policy

1. Purpose

Through its role as the Central Library for the OWWL Library System, the Geneva Public Library (“the Central Library”) provides a mobile hotspot library. The Central Library maintains the hotspot collection to help provide equal access to information available through the Internet.

A hotspot is lent out along with a charger for the device, a carrying case, and instruction manuals.

A patron’s use of a Library hotspot must meet the following terms and conditions. These terms and conditions are in addition to the Central 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) for at least 30 days. The card must be active, have less than \$5.00 in fees, and be in good standing. 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.

Patrons under age 18 may not borrow a hotspot with their library card. Administrators of OWWL Library System member libraries, or their designee, reserve the right to make exceptions to this restriction.

Patrons may borrow only one hotspot at a time.

Central Library Hotspots can be placed on hold and may be borrowed for a seven-day loan period. There are no renewals. Patrons are prohibited from returning the hotspot and immediately putting it on hold again, but they may request to have their loan period extended for special circumstances at the discretion of Central Library staff.

The Library reserves the right to:

- Deactivate a device for reasons including but not limited to: overdue status, misuse, and necessary maintenance.
- Prohibit individual patrons from borrowing hotspots due to misuse, damage, 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 Central 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 Central Library's website.

4. Return Procedure

Hotspots must only be returned to the same OWWL Library where the hotspot was checked out from. Hotspots must be returned to the circulation desk while a staff member is present. Hotspots may not be returned in the book drop. If the circulation 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	\$80
Hotspot Charger	\$10
Standalone Hotspot Case	\$15

*Fees subject to change with costs of replacement items

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 Central 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 Central Library's policies and rules, and agrees to hold the Central Library and its agents harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the Central Library's hotspot and internet access provided by the Central Library. Deliberate altering of any files or modifying the configuration of Central 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 Central Library is not responsible for personal information shared over the internet or for information or websites accessed. The Central 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.

Adopted by the Central Library Board of Trustees: 3/27/24

Amended by the Board of Trustees: 4/30/25

Reviewed by the Policy Review Committee: 4/10/2025

Appendix A

Hotspot Lending Agreement

(example)



Central Library Hotspot Lending Agreement

By signing below, I acknowledge that:

1. I have had the opportunity to read the Central Library Hotspot Policy.
2. I agree to the terms of the Central Library Hotspot Policy, including paying replacement costs.
3. I have had the opportunity to assess the 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 understand keeping the Hotspot past the due date will deactivate data and prevent internet access.
5. I agree to NOT access any of the settings on the device.
6. I am aware that I must return the device to the desk at this library and NOT in the book drop.
7. 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 Number: _____

Please check off each item present and undamaged at checkout.

Hotspot

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

Staff Initials: _____ Patron Initials: _____ Date: _____

Notes on any cosmetic defects:

STAFF USE ONLY

CHECKIN

Hotspot Number: _____

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

Hotspot

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

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

Notes on missing/damaged items:

If there are missing or damaged items, please call the Geneva Library Reference Librarian at 315-789-5303 or email genevaref@owwl.org.