



Mobile Hotspot Lending Policy Agreement

Patrons must read and sign the Library's Hotspot Lending Policy the first time a hotspot is checked out. When borrowing a hotspot, the borrower agrees to abide by the Library's policies and agrees to hold the Library and its agents harmless from any claims, losses, damages, obligations, or liabilities directly or indirectly related to the use of the hotspot and the internet access it provides.

Purpose: The Madison Public Library provides mobile hotspots to expand access to online resources for education, employment, healthcare, communication, and community life. Because these devices are in high demand and the Library continues to pay for service whether a hotspot is in use or overdue, timely return ensures fair access for all residents and responsible stewardship of public funds.

1. Mobile hotspots may be checked out by a resident of Lake County who is 18 years old or older with an active Madison Public Library card in good standing. "Good standing" is defined as an account with a current address and telephone number and fines/fees of less than \$5.00. Hotspot checkouts are limited to one device per household.
2. Hotspots are loaned for 7 days and may not be renewed. A hotspot may be renewed one (1) time if there are no holds.
3. Hotspots must be returned to the library's circulation desk during regular business hours. They may not be returned in the outdoor book or media drop.
4. It is the patron's responsibility to know the due date for the hotspot. Hotspots with missing components that are brought back to the library will not be checked in until all items associated with it have been returned.
5. If a hotspot is lost or is not returned by the due date, wireless service will be terminated, and the hotspot will be unusable.
6. For each day that a hotspot is overdue, a fine of \$1.00 per day will be charged to the borrower's account up to \$50.00 in late fees.
 - a) Communication can erase late fees:
 - i. If a borrower calls or emails the Library before the hotspot is returned to let staff know it will be late, overdue fines may be waived only if the hotspot is returned on the next day the Library is open after the borrower contacts the Library.
(Communication can undue fines, if the item is returned on that next open day.)
 - ii. If the hotspot is not returned the next day, overdue fines continue to accrue from the original due date until the hotspot is returned, up to the \$50.00 limit.



- iii. Borrowers are encouraged to notify the Library as soon as they are aware the item will be late, so staff can plan for ongoing availability and ensure equitable access for others. A courtesy call does not reset or extend the due date.

- 7. The borrower is responsible for damaged, missing and/or lost pieces of the borrowed hotspot and agrees to pay any replacement costs as determined by the Library.

- 8. The borrower is responsible for any roaming charges incurred while the hotspot is in his/her possession.

- 9. Parents are responsible for monitoring their children’s use of the internet while using the hotspot. Internet content filtering is not provided through the hotspot.

- 10. The Library and/or Internet Service Provider is not responsible for any files, data, or personal information accessed, transmitted, lost, or damaged while using a mobile hotspot.

- 11. Holds for hotspots will be accepted and filled in the order in which they are received. Patrons will be notified when their hold is ready to pick up. Holds that are not picked up within 2 business days of notification may be cancelled.

- 12. Use of the hotspot is subject to the Internet Service Provider’s Acceptable Use Policy, Privacy Policy, and Terms of Use.

- 13. Deliberate altering or modifying of the configuration of library-owned equipment is prohibited.

Failure to abide by the terms of this policy may result in the loss of borrowing privileges.

The Library reserves the right to refuse to lend equipment at its discretion.

The Library reserves the right to update this policy at its discretion.

By signing below, I acknowledge that I have read the above terms and conditions and agree to abide by them.

Signature:

Date:

Printed Name: _____