

Mobile Wi-Fi Hotspot Lending Policy

The Woodward Public Library (WPL) has established a mobile Wi-Fi hotspot lending program to provide individuals in our community with high-speed internet access. With this program, hotspot users can use the Internet for help with homework, employees can travel with reliable internet access to meetings, and individuals can have home access to the Internet.

Borrower Qualifications

Hotspots shall only be borrowed by library card holders:

- who are 18 years or older
- who are in good standing (i.e., current library card, no overdue library material, no outstanding fine of more than \$5.00)
- who have had a library card for 30 days
- THERE ARE NO EXCEPTIONS TO THESE CRITERIA.

Limits and Availability

- Hotspots are checked out on a first-come, first-serve basis from the time of opening until 15 minutes prior to closing.
- A current library card and a current Oklahoma driver's license or ID must be present at the time of checkout.
- Only one user per household may borrow a hotspot at a time.
- Borrowers cannot loan a hotspot to another person.
- Hotspots are checked out for seven days and are NOT renewable.
- When a hotspot is returned, there is a 24-hour waiting period before another hotspot may be checked out by the same household.
- WPL staff will verify the hotspot is in good working order at the time of checkout.
- Once a hotspot is checked out, it becomes the responsibility of the borrower until returned to the library staff.
- Hotspots must be returned to a staff member at the front desk no later than 30 minutes before closing.
- Do not place the hotspot in the book drop or leave it unattended at the front desk.
- Borrowers will be charged for any missing component if not present when the item is returned.
- All components (hotspot, charger with cord, instruction manual, case) must be present upon return or the borrower will be charged for missing items.
- Hotspots that are one day overdue will be turned off, and the borrower's account will be blocked until the device is returned.
- WPL staff may be available to provide limited assistance and general directions for basic start up procedures.
- The hotspot should be returned to the library as soon as possible if any technical problems are encountered.
- Range of signal is approximately 30 feet.
- Hotspots are portable and can connect to ten devices to the Internet anywhere service is covered by the AT&T network within the United States.
- The use of the library's hotspot is a privilege, not a right. Policy violations, such as returning a hotspot late or providing incorrect information, will result in the suspension of privileges.
 - One month suspension for three violations
 - Six-month suspension for four violations
 - One year suspension for five times
- WPL reserves the right to deny service to individuals who mistreats equipment, provides inaccurate information, return a hotspot more than twice late, without all of its accessories, or in the book drop.

Fines & Fees

- Late fees are assessed at \$2.00 per day.
- A borrower will be charged \$5.00 for returning a hotspot in the book drop.
- A borrower's account will be blocked, and full replacement cost will be added to their account for not returning a hotspot.
- Hotspot users are responsible for damage, loss, theft, and/or International Roaming charges accrued due to data usage outside of the United States.

Item	Replacement Cost
Unite Express 2 Hotspot Device	\$210.00
Battery	\$ 15.00
SIM card	\$ 5.00
USB Charging Cable	\$ 10.00
AC Adapter	\$ 15.00
Instructional Manual	\$ 2.00
Carrying Case	\$ 15.00
Mobile Hotspot Kit	\$272.00

Internet, Device, and Information Use/Misuse

- WPL is not responsible for any liability, damages, or expenses resulting from use or misuse of the hotspot, connection of the device to other electronic devices, or data loss resulting from use of the device.
- WPL is not responsible for information accessed using the hotspot or for personal information shared over the Internet.
- Any use of the hotspot for illegal purposes, unauthorized copying of copyright-protected material in any format or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited and will result in loss of borrowing privileges and possible notification to law enforcement.
- Internet filtering is provided through CIPA (Children's Internet Protection Act), and borrowers are responsible for monitoring what their children/other users access via the hotspot.
- The user acknowledges and accepts all risks associated with the use of the mobile hotspot.
- There is no warranty, express or otherwise.
- Wireless security is not implied.

Privacy Policy

- User internet usage is not tracked by the library or the service provider.
- WPL does not collect or have access to specific usage data.
- WPL does not provide borrower information to the service provider.
- The only data the library collects about the hotspots are the following:
 - total amount of data transmitted and received by each device during a billing cycle, and
 - anonymous circulation data related to the number of checkouts of each device.
- WPL and the Internet service provider do not monitor or track the websites that a user visits or the information that a user enters and/or submits online (i.e., usernames, passwords, credit card information, etc.).

Proper Care and Use

- Hotspots shall only be used with provided AC adapter and USB charging cable. Note: Using other equipment may damage the device or its accessories.
- Do not leave the hotspot in a hot vehicle for an extended period.
- Do not expose the hotspot to liquid.
- Do not remove the SIM card for any reason.
- If the hotspot prompts you to update its software, you may accept.

- If the hotspot displays a message that says, “Data Limit Reached,” try turning the device off for a few minutes and then restart. This may resolve the issue when it is reactivated.
- Do not leave the hotspot plugged in. Once it is fully charged, unplug it, and let the battery run down before charging again. Please return the hotspot fully charged.

The Mobile Wi-Fi Hotspot Lending Program is provided by the Digital Inclusion Grant from the Oklahoma Department of Libraries, courtesy of the Institute of Museum and Library Services and the CARE Act.

Amendments

The Woodward Public Library with the support of its board of directors is authorized to amend or revise this policy as deemed necessary. *Adopted 2021*

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