

BERKELEY HEIGHTS PUBLIC LIBRARY

POLICY FOR THE LOAN OF MOBILE WI-FI HOTSPOTS

adopted: September 11, 2017, revised: February 23, 2022

In order to promote access to online resources, the Berkeley Heights Public Library (BHPL) is circulating mobile Wi-Fi hotspots. This service is not meant to replace home internet service, but to provide access away from home or during unexpected power outages. Hotspots can be used anywhere in the continental United States that is serviced by T-Mobile.

- Hotspots will be loaned to BHPL cardholders in good standing (card is not blocked due to fines, fees or overdue materials) and 18 years of age and older.
- Hotspots are available at the Circulation Desk on a first-come, first-served basis from the time of opening until 15 minutes before closing.
- A patron must present their BHPL card and a current, valid, government issued photo identification to the Circulation Desk staff to checkout a hotspot.
- The loan period is 14 days and hotspots cannot be renewed. A returned hotspot must remain available in the Library for 24 hours before the same patron, or another person living in the same household, may check it out again.
- An overdue charge of \$ 0.25 per day will be charged. When the hotspot reaches one day overdue it will be deactivated, rendering the device unusable.
- Hotspot checkout is limited to one per household.

IMPORTANT: Hotspots are fragile and **must be returned at the Circulation Desk** and not in the book drop. Devices returned in book drop will result in a \$10 fine plus any damages which might occur. The patron is responsible for any changes in condition while the device is in the patron's care. Charges for lost, damaged or stolen hotspots:

\$ 100.00 for hot spot
\$ 15.00 for micro-USB charger
\$ 4.00 for case/bag
\$ 1.00 for Get Started Guide
\$ 120.00 Total

PLEASE NOTE: The Library reserves the right to refuse lending these devices to patrons who have lost or damaged equipment or who are repeatedly late in returning devices. The Library is not responsible for any liability, damages, or expenses resulting from use or misuse of these devices, connection of the device to other electronic devices or networks, or data loss resulting from use of these devices. The Library is not responsible for information accessed using this device or for personal information shared over the Internet. Engaging in any behavior meant to harm another person, such as cyber bullying, or use of a hot spot to access websites which are illegal or contain illegal content when using the hotspot will result in loss of borrowing privileges.

Getting Started:

- Read the Get Started Guide
- When hotspot is turned on, select the network name (SSID) provided from the networks listed
- Enter the password provided
- **Do not** select a different network or change the password

Proper Care and Use

- Do not leave the hotspot in a hot vehicle for an extended period of time.
- Do not remove the sim or card or battery for any reason.
- If the hotspot prompts you to update its software you may accept.
- If your device 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 hot spot plugged in. Once it is fully charged, unplug it and let the battery run down before charging again. Please return the hot spot fully charged.
- T-Mobile Technical Support – 1-877-746-0909

• Patron Name: _____ Phone # _____

• Patron Email Address _____

• Patron Address: _____

• I have received Hotspot with barcode #: _____

• **Patron Signature:** _____ **Date:** _____

Staff use only

• Patron Library Card Number: _____

• Photo ID checked against patron record: _____ Staff Initials: _____

• Checked out _____ Due date: _____

• Checked in _____ Staff Initials: _____