

# Lenox Library Hotspot Lending Policy & Procedures

## Purpose

The Lenox Library will institute a pilot Hotspot Lending Program during FY22 to support library users and members of the community with little or no access to Wi-Fi and the Internet. This Hotspot Lending Program supports the Lenox Library's Strategic Planning goal to "maintain collections and resources that support life-long learning in the community." It also supports:

- The Massachusetts Board of Library Commissioners' goal to [Advance Equitable Access to Resources](#) by promoting "excellent connectivity and technology infrastructure, training, and support frameworks to equitably meet the needs of library users in Massachusetts"
- The Institute of Museum and Library Services' American Rescue Plan Act Objective 1.1 to [advance digital inclusion](#).

## Policies

Any CWMars library cardholder may borrow a Lenox Library hotspot. Hotspot borrowers must be 18 years old and in good standing with the library.

Only one hotspot is allowed per household. Each hotspot will support multiple computers or tablets.

Hotspots may be borrowed for 1 week with 1 renewal permitted.

Hotspots must be returned to the **Main Desk or Information Desk inside** the Lenox Library, and the patron must wait 1 business day before checking out another hotspot.

Lenox Library hotspots may only be borrowed from and returned to the Lenox Library.

The Lenox Library is happy to be a fines free library. There are no fines for the late return of hotspots, but please be aware that the hotspot will be turned off (and therefore be unusable), if not returned by the due date.

There is a **\$50 replacement cost** for lost devices and borrowing privileges may be affected.

While checked out, the hotspot remains the responsibility of the borrower. Borrowers should not lose control of the device by lending to friends or associates.

## Procedures

### Reserving a Hotspot

Hotspots may be reserved --just like a book-- through the library catalog [<https://bark.cwmars.org/eg/staff/cat/catalog/record/4582235>], or by calling the Lenox Library at (413)637-0197 during normal business hours.

To ensure access to all users, the requested hotspot should be picked up as soon as possible.

Hotspots are filtered by default using T-Mobile's content filtering for education. Borrowers may request that hotspot filtering be disabled when borrowing a device. The library will not ask for a stated reason.

## Returning a Hotspot

All components, including the hotspot, charger, and case, should be returned to the Main Desk or Information Desk INSIDE the Lenox Library in the same good working condition as when they were checked out.

Lenox Library hotspots may only be borrowed from and returned to the Lenox Library.

- DO NOT place the hotspot in the book drop
- DO NOT return a Lenox Library hotspot to another CWMars library

## Overdue Hotspots

If the hotspot is not returned by the due date, service will be turned off and the hotspot will become unusable. The due date can be found on the receipt given to the borrower at checkout, or by checking the Items Out list in the borrower's online account.

## Hotspot Not Working

Direct technical support is provided by T-Mobile to library hotspot borrowers at: **(844) 341-4834**.

Borrowers may also call the Lenox Library Information Desk at (413)637-0197 or email [ccordova@lenoxlib.org](mailto:ccordova@lenoxlib.org) during normal business hours.

If the hotspot is damaged or not working, return it to the Information Desk at the Lenox Library. Report the nature of the damage to a staff person.

## Damage or Loss

A hotspot that is seriously damaged or lost will incur a **\$50 fee**. Borrowing privileges may be affected.

Checked out hotspots are the responsibility of the borrower. Borrowers should not lend to friends or associates.

## Guidelines & Acceptable Use

Borrowers will adhere to the library's internet acceptable use policy when using the mobile hotspot.

Any attempt to alter the configuration of the hotspot is strictly prohibited and may result in loss of borrowing privileges.

A revocation of hotspot borrowing privileges may be appealed by written request to the Library Director.

## Disclaimers

The Lenox Library is not responsible for any files, data or personal information accessed/transmitted using the hotspot.

The Lenox Library will have no liability for direct, indirect, or consequential damages related to the use of the mobile hotspots, including loss of data, or privacy invasions. Those who use the hotspots do so at their own risk and assume full liability for their actions.

Hotspot users are accessing the internet through the T-Mobile network, not the Lenox Library's network.

Illegal acts involving Lenox Library equipment or services may also be subject to prosecution.

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