



Hotspot Lending Policy

The Lenox Library ("the Library") strives to enhance the quality of life in our community by maintaining collections and resources that support life-long learning. In advancement of this goal, the Library lends Wi-Fi mobile hotspots to support library users and members of the community with insecure access to Wi-Fi and the Internet.

Hotspot lending 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."

By borrowing a hotspot from Lenox Library, the borrower agrees to abide by the following guidelines.

Hotspot Guidelines & Acceptable Use

The use of hotspots shall be in accordance with the policies and procedures set by the Board of Trustees of the Lenox Library. The Board of Trustees of the Lenox Library delegates authority to the Library Director or designee over hotspot usage. The Library Director or designee reserves the right to apply and modify the policies outlined below in any way that is consistent with the mission of the Library.

- Hotspots shall be made available on an equitable basis but occasionally may be unavailable for patron borrowing in support of library programming or outreach.
- 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.
- Hotspot users are accessing the internet through the T-Mobile network, not Lenox Library's network.
- The Library is not responsible for any files, data, or personal information accessed/transmitted using the hotspot.
- The Library will have no liability for direct, indirect, or consequential damage 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.
- Illegal acts involving Lenox Library equipment or services may also be subject to prosecution.
- 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.
- Lenox Library reserves the right to terminate the use of Library hotspots by any group, program, or individual any time deemed necessary by the Director. Such termination may be based on violation of these policies or any other policies of Lenox Library and the Town of Lenox.

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

Borrowing Requirements

- Any C/W MARS 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 supports multiple computers or tablets.
- Hotspots may be borrowed for one week with one renewal permitted.
- Hotspots must be returned to the **Main Desk or Information Desk inside** the Lenox Library, and the borrower must wait one business day before checking out another hotspot.
- Lenox Library hotspots may only be borrowed from and returned to the Lenox Library.
- 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.

Borrowing Procedures

Reserving a Hotspot

Hotspots may be reserved through the library catalog 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. The hotspot request will be cancelled if not picked up within 7 days.

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.

- DO NOT place the hotspot in the book drop
- DO NOT return a Lenox Library hotspot to another C/W MARS library

Overdue Hotspots

If the hotspot is not returned by the due date, service will be turned off, and the hotspot will become unusable. A **\$50 fine** will be assessed on the borrowers account but will be immediately removed upon the safe return of the hotspot to the Library.

Damage or Loss

Checked out hotspots are the responsibility of the borrower. A hotspot that is seriously damaged or lost will incur a fee of **no less than \$50**.

Repeated failure to abide by lending times may result in the loss of hotspot borrowing privileges for a period of three to six months.

More than one instance of a loss of a hotspot, and/or repeated failure to adhere to the hotspot lending guidelines, shall result in a permanent loss of hotspot borrowing privileges.

The Library retains the option of disciplinary measures that may include loss of library privileges and/or the reporting of property theft to the Lenox Police Department.

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 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.