

5.16 Mobile Wi-Fi Hotspot Lending Policy

The Richland Community Library loans mobile Wi-Fi hotspots for the purpose of providing patrons the ability to connect Wi-Fi enabled devices to the internet. Hotspots provide internet access to smartphones, tablets, and other wireless enabled devices through the cellular network. Service is dependent on the availability of the various cellular networks where the hotspot is being used.

Guidelines for Borrowing and Use

- Patrons must present a valid Richland Community Library card in their name at time of check out.
- Patrons must be a Richland resident, have a valid Educator Card or have a paid membership.
- Patrons must be in good standing with the library, with a current address on file, no overdue items and no more than \$5.00 in fines/fees.
- Because one mobile hotspot can provide Wi-Fi Internet access to multiple devices at once, only one patron per household may borrow a hotspot at a time.
- Borrowers cannot loan a hotspot to another person.
- Mobile hotspots may only be checked out from and returned to the Circulation Desk at the Richland Community Library. Hotspots may not be returned to a book drop.
- Mobile hotspots may be checked out for 14 days with one renewal unless it is on reserve for another patron.
- Hotspots that are two weeks overdue will be turned off, and the patron's account will be blocked until the device is returned, unless arrangements are made with the library.
- RCL 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.
- Borrowers, along with a library staff member, will verify that all accessories are present at the time of checkout and check-in (case, device, power adapter, instructions).
- RCL reserves the right to refuse service to anyone who abuses equipment, returns a hotspot late more than three times, or knowingly returns a hotspot in the book drop.

Fines and Liability

- Patrons will return hotspots directly to the circulation desk. Hotspots may not be returned in a book drop.
- The patron is responsible for the costs associated with damage or loss of the hotspot and all accessories due to neglect or abuse. The complete replacement cost for the hotspot is current replacement price from our vendor at time of damage or loss.
- A patron's account will be blocked, and the full replacement cost will be added to their account for not returning a hotspot.

Proper Care and Use

- 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.
- Hotspot access includes unlimited data. 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.

Internet, Device, and Information Use/Misuse

- RCL 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.
- RCL 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.
- Patrons 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.
- RCL does not collect or have access to specific usage data.
- RCL does not provide customer 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.
- RCL 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.).