



MOBILE WI-FI HOTSPOT LENDING POLICY

I. Introduction.

The Galesburg Charleston Memorial District Library (“GCMDL” or “Library”) loans mobile Wi-Fi hotspots to patrons for the ability to connect Wi-Fi enabled devices to the internet. Providing internet access via circulating Wi-Fi hotspots is an extension of the Library’s mission to increase public access to technology. Hotspots provide internet access to smartphones, tablets, and other wireless enabled devices through a cellular network. Service is dependent on the availability of the various cellular networks where the hotspot is being used.

II. Guidelines for Borrowing

- A. Patron must be a resident of either the City of Galesburg or Charleston Township, be 18 years of age or older and have an active GCMDL account at time of check out. Patron’s account must have no overdue items and less than \$5.00 in fines.
- B. Patron must present a current ID at checkout (name must match library account).
- C. Hotspots are available on a first-come, first served basis. Holds may not be placed.
- D. Only one patron per household may borrow a hotspot at any one time.
- E. Hotspots may be checked out for one week. Hotspots may not be renewed and must be available to others for at least 48 hours before the same household can check them out.
- F. Hot spots may only be used in the continental United States.
- G. The borrowing patron, along with a library staff member, will verify that all accessories (case, device, power adapter, instructions) are present and working at the time of checkout and check-in.
- H. The hotspot should be returned to the library as soon as possible if any technical problems are encountered.
- I. Hotspots must be returned directly to the Circulation Desk. Hotspots may not be returned in a book drop. A fine of \$5.00 will be assessed on any hotspot placed in a book drop.
- J. Patrons are responsible for returning the device fully charged.
- K. An overdue fine of \$10/day will be charged until the unit and all accessories are returned.
- L. Overdue hotspots will be deactivated within 24 hours of the due date. The patron’s account will be blocked until the device is returned.
- M. GCMDL reserves the right to refuse service to anyone who abuses equipment, returns a hotspot late more than twice, or knowingly returns a hotspot in the book drop.

III. Fines and Liability

- A. The borrowing patron is responsible for all costs associated with damage or loss of the hotspot and all accessories, due to neglect or abuse.
- B. A fine of \$5.00 will be assessed on any hotspot placed in a book drop.
- C. An overdue fine of \$10/day will be charged until the unit and all accessories are returned.
- D. The patron's account will be blocked, and the full replacement cost will be added to their account for any hotspot not returned.
- E. Replacement costs: hotspot (or any part thereof, including SIM card, battery, or batter cover) - \$200; micro-USB wall charger - \$20; storage case - \$30; instructions- \$5.

IV. Internet, Device, and Information Use/Misuse.

- A. The patron acknowledges and accepts all risks associated with the use of the mobile hotspot. The Library is not responsible for any liability, damages, or expenses resulting from use or misuse of the hotspot.
- B. The borrowing patron is responsible for verifying network coverage.
- C. The Library is not responsible for information accessed using the hotspot or for personal information shared over the Internet.
- D. Any use of the hotspot for illegal purposes 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.
- E. Patrons are responsible for monitoring what their children and other users access via the hotspot.
- F. There is no warranty, express or otherwise.
- G. Wireless security is not implied.

V. Privacy Policy.

- A. The Library does not provide patron information to the service provider.
- B. Neither the library nor the Internet service provider monitors or tracks 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.).
- C. The only data the library collects about the hotspots are:
 - 1. The total amount of data transmitted and received by each device during a billing cycle.
 - 2. Anonymous circulation data related to the number of checkouts of each device.

Adopted: January 21, 2025