

**TEMISKAMING SHORES PUBLIC LIBRARY
CIRCULATION POLICY**

SUBJECT: Mobile Wifi Hotspot Loans
APPROVAL DATE: January 20, 2021
NEXY REVIEW DATE: 4th quarter, 2025

POLICY NO: Circ-9
MOTION NO: 2021-7

Internet access has become an essential part of today's society. Public libraries play a vital role in providing internet access to their communities, with a number of community members coming in daily to use the computers and WiFi. People who do not have internet access at home are at a disadvantage, and the library has a role in helping to close the digital divide. The library can address the needs of those who do not have access to high-speed internet services at home by providing mobile hotspots.

Content and Usage: Use of the device is subject to the Temiskaming Shores Public Library's Internet Access Policy and Computer Use Policy. The patron must sign the Mobile Wi-Fi Hotspot Agreement.

Service Coverage: Service is available anywhere in Canada within the cellular network coverage area. International service is not available.

Circulation: Mobile Hotspots may be checked out for twenty-one days. Patrons must be 18 years or older and must sign an agreement form. Holds may be placed. Renewals are allowed if there is no waiting list. Hotspots must be picked up within 5 days of notification at the Circulation Desk.

Mobile Hotspots must be returned to the Circulation Desk of the library during open hours. Patrons will be charged repair/replacement fees for devices returned through the library book drops. A quick visual inspection of the hotspot is done at check-in, but patrons will remain responsible for the device until a more thorough inspection by IT staff is completed. If there is an issue with the returned hotspot, you will be contacted and charged a repair/replacement fee if the device was returned damaged. Users are responsible for any loss or damages that happen during their lending period. The fee for repairs or replacement is up to \$200 for the hotspot and \$50 for accessories.

Overdue fees: There is a \$1/day fine for the first five (5) days overdue, and on the sixth day overdue a \$20 overdue fine will be charged. The maximum fine is \$25.00 after which the patron's account will be blocked. The Mobile Hotspot will be deactivated if the device becomes overdue or lost.

Privacy: The Temiskaming Shores Public Library does not monitor or store any data related to users' Internet activity

Care of Device: Mobile Hotspots should be kept in a temperature controlled environment; do not leave it in a car.

Replacement Cost: Replacement cost if the Hotspot is damaged is \$200.00. Accessories such as the charger and cord will be charged according to replacement prices, typically \$50.

(January 20, 2021)

Mobile Hotspot Agreement

Mobile Wi-Fi hotspots allow access to the Internet through internet enabled devices such as smart phones, tablets and laptops. Service will be dependent where the hotspot is being used and the availability of the appropriate cellular network. There are no usage fees and data is provided by the library. The Mobile Hotspot can provide Wi-fi Internet access for up to 15 devices. The service is available within Ontario. There is no roaming access.

Users must agree to the following condition:

NO EXCEPTIONS WILL BE MADE TO THESE RULES.

1. Patrons must be 18 years or older (Photo ID/proof of age may be requested), have a library membership and be in good standing with the library.
2. Returns must be made to the Circulation Desk of the library. Patrons will be charged repair/replacement fees for devices returned through the library book drop. A quick visual inspection of the hotspot is done at check-in, but Patrons will remain responsible for the device until a more thorough inspection is done.
3. Replacement cost if the Hotspot is damaged is \$200.00. Accessories such as the charger and cord will be charged according to replacement prices, typically \$50.
4. Hotspots may be checked out for a three (3) week period. There is a \$1/day fine for the first five (5) days overdue, and on the sixth day overdue a \$20 overdue fine will be charged, after which the library account will be blocked. Internet will be suspended the day after the Hotspot is due to be returned.
5. Hotspots may be renewed up to two times as long as there is no hold placed on the device.
6. The Temiskaming Shores Public Library does not monitor or store any data related to user's internet activity. Use of the device is subject to the Library's Internet Access and Computer Use Policy. Users violating this policy will have their computer usage terminated, or be prohibited from borrowing Hotspots.

Patron Name: _____ Phone # _____

My signature below acknowledges that I have read, understand, and agree to all of the terms and conditions. I assume full responsibility and cost incurred due to fines or replacement fees.

Signature

Date

Program Evaluation Survey

Temiskaming Shores Public Library Hotspot Loaning Program

How many people in your household connected to this device? _____

What is the connection speed you are receiving with this device?

Download Speed

Upload Speed

Where do you live: _____

Please circle the answer.

Where do you access your internet? Work Home Phone(Data) Library

Do you have high speed internet at home? **Y** **N**

Will you be borrowing this device again? **Y** **N**

What is the reason for borrowing the Hotspot?

Social media Homework/school Surfing the Web Email Streaming movies

Did you find this device easy to connect to? **Y** **N**

Please make any further comments below.