

Mobile Hotspot Lending Policy & Agreement

Here is an updated **Mobile Hotspot Lending Policy & Agreement** for the DeSoto Parish Library that addresses the two main issues:

1. **Failure to Return Devices on Time** – Stricter penalties and enforcement for non-returned hotspots.
2. **Household Abuse of Checkouts** – A longer waiting period for families who check out hotspots back-to-back.
3. Adding ***Valid ID required before checkout*** to policy.

Key Policy Updates:

- Requires a valid photo ID for verification** but allows alternatives for those without a driver's license.
- Stronger penalties for late returns** (30-day ban for overdue returns).
- Enforced household waiting period** (14 days before another family member can check one out).
- Clear language on legal action for non-returned devices.**
- Explicit policy enforcement for back-to-back checkouts.**

This revision ensures that **ID verification is used solely for checkout purposes without storing or photocopying personal information**, minimizing privacy risks.

DeSoto Parish Library

Mobile Hotspot Lending Policy & Agreement

Library Board Approved:

The DeSoto Parish Library provides a **Wi-Fi hotspot lending program** to offer patrons temporary, portable high-speed internet access. The following rules and policies govern the use of library hotspots.

BASIC RULES & LIMITATIONS

- Internet usage is **not** tracked by the Library or the service provider.
- Hotspots function **only** in the U.S. within the carrier's coverage area.
- Patrons **must not** remove the SIM card, battery, or disassemble the device.
- Software updates should be accepted when prompted.
- Hotspots must be **fully charged** before returning.
- Devices must be kept in a **temperature-controlled environment. Do not leave in vehicles.**

CHECK-OUT POLICY

Patron Requirements:

- Must have a **DeSoto Parish Library card in good standing** (fines under \$5.00).
- Must present a **valid photo ID for verification** at time of checkout. **Accepted ID forms:**
 - Driver's License
 - State-Issued ID
 - Passport
 - Utility Bill (for address verification, if no photo ID is available)
- Must **check out in person** at the Circulation Desk.
- Must **complete and sign** the Wireless Hotspot Borrowing Agreement.
- The library **will not retain or photocopy** the ID but will visually verify it matches the patron's library card.

Loan Period:

- Hotspots may be checked out for **14 days**.
- If a patron **returns a hotspot late (beyond due date)**, they must wait **30 days** before they can check out another one.
- **Only one hotspot per household at a time.**

Restrictions to Prevent Abuse:

- A **single household may not check out hotspots back-to-back.**
- After returning a hotspot, **all members of that household must wait 14 days before checking out another one.**
- Library staff **may verify household information** to ensure compliance.
- The Library reserves the right to **deny checkout privileges** to patrons who repeatedly return devices late or violate the policy.

RETURN POLICY

- Hotspots **must be returned to the library location where they were checked out.**
- Patrons must **return all accessories** (charger, case, etc.).
- **Device is not considered returned until all components are returned.**

FAILURE TO RETURN ON TIME

- **Service will be disabled** the day after the due date.
- **Fines accrue at \$10 per day** (up to a maximum of \$100).
- **Replacement Costs:**
 - **Hotspot: \$100**
 - **Charger: \$15**
 - **Case: \$20**
 - **Total possible charge: \$135**
- Accounts with **overdue hotspots exceeding 14 days** may be:
 - Referred to a **collection agency** (with a service fee).
 - Subject to **civil or criminal action** for unreturned property.
 - **Barred from checking out library materials until all fees are paid.**

NOTE TO PARENTS/GUARDIANS

- Internet content filtering is applied but **does not guarantee complete protection from inappropriate content.**
- Parents/guardians are **responsible for monitoring** children's use of the device.
- Parents/legal guardians **must check out the hotspot for minors.**

MOBILE HOTSPOT LENDING AGREEMENT

Library Card #: _____

Asset #: _____

I agree:

- To abide by the DeSoto Parish Library's Hotspot Lending Policy.
- To return the hotspot **on time and in good condition**.
- To **pay all overdue fines and replacement costs** if the device is lost, stolen, or damaged.
- That failure to return the hotspot on time may result in **legal action and loss of library privileges**.
- That **my household may not check out hotspots back-to-back**.
- That if I violate this policy, my **borrowing privileges may be suspended**.
- To **present a valid photo ID at checkout** for identity verification.

Printed Name: _____

Signature: _____ Date: _____