

701. 1 Mobile Hotspot Lending Policy

Date Policy Approved: February 24, 2022 by DeSoto Parish Library Board of Control

The DeSoto Parish Library has established a Wi-Fi hotspot lending program to provide patrons in our community with temporary and portable high-speed internet access from anywhere that receives the carrier's cellular signal.

BASIC RULES & LIMITATIONS:

- Internet usage is not tracked by the Library or the service provider
- Hotspots only work in the U.S. Coverage area defined by the carrier
- Do not remove the sim card for any reason. Do not disassemble or remove the battery from the hotspot. If you are having any technical issues, please contact the Library.
- If the Hotspot prompts you to update its software you may accept. The software update should only take a few minutes.
- If your device displays a message that says, "Data Limit Reached," try turning the device off for a few minutes and then restart. Periodically, there will be heavy network congestion and you might have to wait until the congestion period is over before the device works properly.
- 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.
- The Mobile Hotspot should be kept in a temperature-controlled environment; DO NOT leave it in your car. Do not expose the hotspot to moisture, open flames, or abrasives (i.e. sand). Do not drop hotspot.

TO PLACE ON HOLD:

- **BECAUSE OF PUBLIC DEMAND, HOTSPOTS CANNOT BE RENEWED OR PLACED ON HOLD.**

TO CHECK OUT:

- Have current DeSoto Parish Library card in good standing (fines under \$5.00)
- Check out in-person at the Circulation Desk
- Complete/sign a Wireless Hotspot Borrowing Agreement to have on file at DeSoto Parish Library
- May check out for 14 days. **IF A PATRON HAS JUST RETURNED A HOTSPOT, THEY MUST WAIT ONE WEEK BEFORE CHECKING ONE OUT AGAIN.**

CHECK-OUT RESTRICTIONS:

- Reciprocal borrowers or temporary card holders will not be allowed to checkout a hotspot at this time.
- 1 hotspot per household at a time
- The Library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning electronic devices

TO RENEW:

- **MAY NOT BE RENEWED; ONE-WEEK REST APPLIES TO ENSURE ACCESS BY OTHERS**

TO RETURN:

- Return to the location borrowed from
- If damage to the device is discovered by Library staff, these costs will be added to the patron's account.

FAILURE TO RETURN ON TIME:

- Service will be turned off to the device the day after it is due and fines will accrue until device is returned
- Device is not considered returned until all cords and accessories are returned. The replacement schedule is:
 - Hotspot \$100.00
 - Charger \$15.00
 - Case \$20.00
- All fines, fees, and policies apply
- The late fee for the item is \$10.00 per day up to the full cost of the item (\$100). The borrower will be charged the replacement costs for each part not returned (possible \$135 total). Failure to pay the charges may result in civil and criminal action.
- Account balances over a certain amount may be referred to a Collection Agency with a Service Fee added to the account; borrowing privileges may be suspended.

NOTE TO PARENTS/GUARDIANS:

Internet Content filtering is provided through the Wireless Hotspot but does not guarantee all inappropriate content will be filtered out. Parents/Guardians are responsible for monitoring what their children access via the Wireless Hotspot. Parents or legal guardians may check out a Hotspot for those under 18.

LIBRARY IS NOT RESPONSIBLE FOR:

- Liability, damages or expense resulting from use or misuse of the device, connection of the device to other electronic devices, or data loss resulting from use of device.
- Any use of the device for illegal purposes, unauthorized copying of copyright-protected material in any format, or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited