

Patron Name/Account (or duplicate) Holder: _____ Card No.: _____

For STAFF USE ONLY: Patron received copy of Internet Safety Information: _____
Staff Initials

Carl and Mary Welhausen Library Hotspot Lending Policy, Acknowledgment, and Agreement to follow ALL policies/guidelines

Portable hotspots allow library card holders who do not have internet capability to easily gain FREE temporary online access from any location using a wifi enabled device such as a phone, tablet, or laptop. These hotspots provide internet access through the T-Mobile network; therefore, there must be a signal from this carrier in order to use a hotspot device. Use of the hotspot devices are subject to T-Mobile's Acceptable Use Policy, Privacy Policy, and Terms of Use, all of which are available on T-Mobile's website (currently located at <https://www.t-mobile.com/responsibility/legal/terms-and-conditions>). The device remains the property of the Carl and Mary Welhausen Library/City of Yoakum at all times.

Items included when checking out a mobile hotspot is:

- Mobile Hotspot
- Carrying Case
- Power Adapter
- Power Cord
- Instruction Cards

Guidelines for borrowing:

1. Hotspots are only available to be checked out at the front desk by a library card holder that is 18 years of age or above and has a VALID library card free from all fines or fees that have a reputable checkout history (no blocks on the account, a reliable return history, fines paid on time, not having been to court for non-return/damage of items, etc.).
2. Individuals checking out the hotspots MUST provide a VALID Texas DL or ID AND proof of address EACH time a device is checked out (such as a recent utility bill, gas bill, etc. – see Section 6 of the library's policies and procedures).
3. An acknowledgement of the hotspot lending policies MUST be read and signed EACH time a device is checked out.
4. Only one hotspot may be checked out per household as they provide access for up to 10 devices depending on the amount of bandwidth the devices are using. Do not let someone else borrow the device.
5. The checkout period for hotspots is 7 days (1 week). NO EXCEPTIONS and NO RENEWALS. Hotspots may be checked out again after a 14-day waiting period, due to limited availability of devices. Certain exceptions may apply, but must be addressed at the time of checkout and approved by the library director/staff prior to checkout. Devices should be returned fully operable, without damages or removal of any parts. Hotspots are subject to staff inspection at any time.
6. Late fees for portable hotspots are \$2.00 per day that the device is overdue. Hotspots will be deactivated on day 8 from check out, at which time an additional \$5.00 will be assessed for deactivation. Once a device is deactivated, it is no longer usable. If not returned within 14 days of the check-out date; patron will be charged in full for the deactivation fee, hotspot device, and all accessories, and a bill will be sent to the address provided by the patron. If costs are not paid, an official complaint will be filed with law enforcement, which leads to additional costs, including, but not limited to restitution and court costs.

Replacement Costs are as follows:

a. Portable Hotspot Unit	\$200.00
b. Power Adapter	\$15.00
c. Power Cord	\$15.00
d. Case	\$25.00
e. Instruction Cards	\$5.00
Total Replacement	\$260.00

7. Hotspots should be returned to the front desk where they were checked out from by giving them to a staff member. PLEASE DO NOT RETURN THEM TO THE DROP BOX because the weather may damage

the device. The patron account will be assessed a minimal fee of \$25.00 in the event the device is returned in the drop box. If other damage occurs, patron/account holder will be responsible for the cost associated with the damages.

8. To protect the device and you becoming responsible for replacement costs, the following safety measures are recommended:
 - a. Keep the device and all accessories in a temperature-controlled environment. Do NOT leave in your vehicle, places of excessive temperature, or an extremely cold area.
 - b. Do not expose the device and accessories to liquids or moisture of any kind.
 - c. Do not expose the device and accessories to lit candles, cigarettes, open flames, etc.
 - d. Do not drop, throw, or try to bend the hotspot. Rough treatment may cause damage.
 - e. Do not attempt to disassemble the hotspot.
 - f. Do not attempt to fix the hotspot yourself; please contact library staff immediately if there is an issue.
 - g. Do not leave a charging hotspot unattended as it could cause an electrical issue and/or fire.
 - h. Keep the hotspot and all accessories from pets, small children, etc.
 - i. STOP using the hotspot and turn it off if it appears damaged, is too hot to touch, or has a “funny” smell. Contact the library immediately if this happens and be prepared to come in to address the issue.
 - j. Do not operate the hotspot in areas where blasting is in progress, where explosive atmospheres may be present, near medical equipment, near life support equipment, of any equipment which may be susceptible to any form of radio interference.
 - k. The driver or operator of any vehicle should not operate the hotspot while in control of a vehicle. Doing so may distract the driver from control of the vehicle.
9. The patron/account holder is responsible for any costs associated with loss or damage to the hotspot and/or peripherals/accessories. If the mobile hotspot is not returned within 30 days from the date it was checked out, the individual will be responsible for paying the full replacement amount. If costs are not paid, an official complaint will be filed with law enforcement, which leads to additional costs.
10. Internet content filtering is not provided. It is the account holder’s responsibility to monitor and determine which websites and content is appropriate for themselves and any users accessing the hotspot service. No laws shall be broken using the device; borrowers are legally responsible should this occur. While using the library’s hotspot you are expected to follow the same guidelines as other library computer and wi-fi users (see Section 8 of the library’s policies and procedures).
11. Violation of any of these guidelines set forth may revoke any or all library privileges.
12. The Carl and Mary Welhausen Library, City of Yoakum, its funders, and other third parties selected by the Library may use any and all information collected about the usage of the device that has been borrowed to research, track and analyze the results and effectiveness of the hotspot lending program. Patrons may be asked to complete a voluntary survey to better understand the program; they may also be contacted about use and experience while utilizing the device.

Policy approved by the Yoakum City Council at their meeting of May 11, 2021 - Approved by the Library Board at their meeting of April 21, 2021 for consideration to the City Council

Patron/Account Holder/Duplicate Account Holder (Printed)

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Date