

**Randall Library – Stow, MA**  
**100-00013 – Rev 01 – January 2022**  
**Hotspot Lending Policy**

## **Randall Library Hotspot Lending Policy**

### **Policy Statement**

The Randall Library recognizes the importance of connectivity for all patrons. Providing access to WiFi fulfills goals both locally and at the state level.

Goal 2 of the Randall Library's Long Range Plan (2019-2024) states "in order to better serve the public, improvements to the Library's technology services must be provided both on-site and remotely."

This Hotspot Program supports the Massachusetts Board of Library Commissioners' goal to Advance Equitable Access to Resources by promoting "excellent connectivity and technology infrastructure, training, and support frameworks to equitably meet the needs of library users in Massachusetts" and the Institute of Museum and Library Services' American Rescue Plan Act Objective 1.1 to advance digital inclusion.

### **Rules**

#### **Who Can Borrow a Hotspot?**

Any resident from a municipality certified in the State Aid to Public Libraries program by the Massachusetts Board of Library Commissioners is eligible to borrow a hotspot. Patron registration in the library system may be required.

Hotspot borrowers must be 18 years old and in good standing with the library.

Only one hotspot is allowed per household. Each hotspot will support up to 10 connected devices.

Massachusetts residents may apply for registration at the Circulation Desk and should bring ID and proof of residency (a current driver's license with a Massachusetts address is sufficient).

#### **For How Long?**

Hotspots may be borrowed for 3 weeks. Automatic renewals are not permitted. Hotspots must be returned to the library and may be checked out again after a 24-hour waiting period.

#### **Fines & Fees**

There are no fines or fees associated with a late return of hotspots; however, service will be shut off after 3 days past the due date.

#### **Loss Or Damage.**

Patrons will responsible for a replacement cost of \$35 due to loss or damage, and borrowing privileges may be affected. Service will be shut off to the lost or damaged hotspot.

**Randall Library – Stow, MA**  
**100-00013 – Rev 01 – January 2022**  
**Hotspot Lending Policy**

### Acceptable Use

Borrowers will adhere to the library's internet acceptable use policy when using the mobile hotspot.

You may view the internet policy here: [https://www.stow-ma.gov/sites/g/files/vyhlf1286f/uploads/computer\\_and\\_internet\\_use\\_policy.pdf](https://www.stow-ma.gov/sites/g/files/vyhlf1286f/uploads/computer_and_internet_use_policy.pdf)

While checked out, the hotspot remains the responsibility of the borrower. Borrowers should not lose control of the device by lending to friends or associates.

Any attempt to alter the configuration of the hotspot is strictly prohibited and may result in loss of borrowing privileges.

### Procedures

#### Hotspot Availability

Hotspots may be reserved by calling the library service desk at: 978.897.8572 during normal business hours. There are 5 hotspots available for reserve and 5 available on a first come / first served basis.

Hotspots are filtered by default using T-Mobile's content filtering for education. Borrowers may request that hotspot filtering be disabled when borrowing a device. The library will not ask for a stated reason.

<https://mbhc.state.ma.us/programs-and-support/arpa-cares/hotspots/files/t-mobile-webtitan.pdf>

The hotspot should be picked up within 2 business days, or it will be set aside for the next user.

Hotspots should be returned to a library service desk. Do NOT place the hotspot in the book drop.

Hotspots should be returned with the power cord, SIM card, battery and case to the Library in the same good working condition as it was when it was checked out.

If the hotspot is not returned within 3 days after the due date, service will be turned off and the hotspot will become unusable.

If the hotspot is damaged or not working, return it to the library desk. Report the nature of the damage to a staff person.

Problems? Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: **(844) 341-4834**.

### Guidelines

A revocation of hotspot borrowing privileges may be appealed by request to the Library Director.

**Randall Library – Stow, MA**  
**100-00013 – Rev 01 – January 2022**  
**Hotspot Lending Policy**

**Disclaimers**

The Library is not responsible for any files, data or personal information accessed/transmitted using the hotspot.

The Library will have no liability for direct, indirect or consequential damages related to the use of the mobile hotspots, including loss of data, or privacy invasions. Those who use the hotspots do so at their own risk and assume full liability for their actions.

Hotspot users are accessing the internet through the T-Mobile network, not the Library's network.

Illegal acts involving Library equipment or services may also be subject to prosecution.

*Adopted on: January 4, 2022*