**Mobile Hotspot Lending Policy of the Pepin Public Library**

**A. Objectives**

The Pepin Public Library lends mobile wireless Hotspots to library patrons to provide internet access. Mobile WiFi Hotspots are portable routers that allow users to connect their wi-fi enabled devices to the internet, regardless of location or existing internet access. A Hotspot can provide internet access for multiple devices. With this program, students can use the internet for help with homework and projects, employees can travel with reliable internet access to meetings and presentations and patrons can have home access to the library’s digital resources.

**B. Guidelines to Borrow a Hotspot**

Patrons must be 18 years of age or older and have a valid MORE library card. The borrower must have a MORE library account in good standing and not owe any money to the library. At the time of checkout, the borrowing patron must present their library card and a government issued photo ID. The patron is responsible for costs associated with loss, theft, or damage of the electronic device and/or peripherals. The device should be kept in a temperature-controlled environment: **Do not** leave it in your car.

**C. Loan Period**

Hotspots are checked out for a 7-day period with no renewals. Hotspots check out is limited to one per household. When the hotspot is returned, there is a 24-hour waiting period to check out another hotspot device by that household. The hotspots must be checked out and returned to the Pepin Public Library; hotspots owned by the Pepin Public Library cannot be returned to any other library. Hotspot components and condition will be verified before being checked out by staff and card holder. Hotspots are available on a first-come, first-served basis. They are not holdable nor renewable. If the Hotspot is not returned within 7 days of the due date, the library will shut down the connection, which will make the device unusable. Patrons will be responsible for a replacement fee for the device and all associated costs, including but not limited to a reactivation fee. The replacement fee will not be pro-rated if only portions of the Hotspot are returned, but the entire fee will be charged.

**D. Returns**

Hotspots must be returned **inside** the Pepin Public Library only. Hotspots may **not** be returned in the Book Drop and must be returned to a staff member at the circulation desk who will verify that all components of the Hotspot are accounted for before checking it in from the borrowing patron’s account. Returning a Hotspot in the book drop will result in a **$25.00** fee.

**E. Internet Use and Privacy**

Internet service relies on cell tower technology and coverage. Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower. User experience can vary based on location. The Pepin Public Library is not responsible for information accessed using this device or for personal information shared over the internet. The library is not responsible for any liability, damages, or expense resulting from the use of the Hotspot. Hotspot users are encouraged to use safe internet practices. Parents/guardians are responsible for the use of the Hotspot by minors. Patron information is not tracked by the library or the service provider. The only data about the hotspot the library collects is the total amount of data transmitted and received by each device (not user) during a billing cycle and anonymous circulation data related to checkout of the devices.

**F. Certification of Use**

Funding for these devices is supported by the Emergency Connectivity Fund Program which stipulates that patrons certify their lack of access. The library is required to maintain records to show the usage of these devices for reporting and audit purposes, but will not include a patron’s personal information in those records. By obtaining a device, you are confirming you do not have access to sufficient equipment or services to meet your needs. The patron must fill out the ECF certification before a hotspot can be checked out. ECF certifications will be retained by the library as long as deemed necessary by the Emergency Connectivity Fund Program, up to 10 years.

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ECF Certification

The equipment and services funded by the federal Emergency Connectivity Fund (ECF) can only be provided to patrons who declare they do not have access to the equipment or services sufficient to access the internet. By initialing this statement, I declare neither I nor my children or anyone in my household have access to such equipment or services. Hotspot components and condition will be verified before being checked out by staff and card holder.

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Library Card Number – Last 5 Digits

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Initials Date

Must be kept for 10 years. Destroy on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Policy adopted – August 16, 2022