



MOBILE HOT SPOT POLICY

POLICY STATEMENT:

In order to provide access to online resources and enhance its existing collection in size and depth, the Rock Island Public Library offers mobile hotspots as part of its circulating collection.

PROCEDURES:

- Hotspots are shelved behind the public service desk.
- Patrons ask to check out a Hotspot from the Circulation staff.
- Staff will verify that the patron does not already have a Hotspot checked out.
- Staff will fill out the Hotspot paperwork, initial, then have the patron read through the rules and sign the paperwork.
- Paperwork will be stored in the same place where the Hotspot is stored, in place of the Hotspot case.
- When the Hotspot is returned, staff will check that it is in full working condition and that all components are included.
 - If so, the item will be checked in, and the paperwork will be shredded within 48 hours of return.
 - If not, the item will be sent to Technical Services.
- Upon return, staff will charge the unit, if necessary.
- Library staff will immediately disconnect service on the first day Hotspot is overdue.
- If Hotspot is more than 30 days overdue, the Director of Circulation, or designee, will file a police report.

REGULATIONS:

Hotspots:

- Are available for checkout to patrons 18 and older.
- Circulate for 7 days.
- Patrons are limited to having one hotspot checked out to their account at any one time.
- Hotspots may be placed on hold by Rock Island Public Library cardholders.
- Cannot be renewed.
- Can only be circulated to one individual/household at a time.
- Hotspots must be returned to the Rock Island Public Library location and public service desk from which it was checked out, or a fee will be assessed for improper return.

Patrons must wait 2 business days before checking out another Hotspot.

Daily late fees are \$5.00 per day.

There is up to a \$200 fee for damaged/lost Hotspots. If a hotspot becomes two months overdue, the patron will be responsible for full replacement costs even if the hotspot is returned at a later time.

Full Hotspot Kit replacement costs are included in the Circulation Policy Fee Appendix.

Patrons may not remove the back cover of the Hotspot for any reason.

Defacing a Hotspot may result in a permanent ban from future Hotspot checkouts.

Patrons may be permanently banned, with cause, from Hotspot checkouts at the discretion of any member of the library management team.

Disclaimers: The Library is not responsible for any loss of data that may occur due to Library users' hardware or software. The Library assumes no responsibility for any damage to Library users' personal devices or property. Tampering with Library equipment or attempting to access or modify the system is prohibited.

GUIDELINES:

Reactivation and/or replacement costs will be billed to patron of record.

Individuals returning a Hotspot for another patron cannot immediately check it out at return.

Library staff will gladly answer questions regarding the Hotspots, but cannot hook up a Hotspot on a patron's personal property/device.

The Library cannot be held liable for any damage incurred to people, property, or personal devices when using a circulating Mobile Hotspot.

BOARD APPROVED: 6/20/2017

REVISED & APPROVED: 8/15/2017

REVISED: 7/22/2019; APPROVED: 8/20/2019

REVISED & APPROVED: 7/20/2021

REVISED & APPROVED: 9/19/2023



HOTSPOT PATRON AGREEMENT FORM

HOTSPOT # _____ DATE DUE: _____ DATE RETURNED: _____

LIBRARY CARD NUMBER: _____ HOTSPOT KIT BARCODE: _____

MOBILE HOTSPOT RULES OF USE:

Hotspots

- Are available for checkout to patrons 18 and older.
- Circulate for 7 days.
- Cannot be renewed.
- Can only be circulated to one individual/household at a time.
- Mobile Hotspots must be returned to a staff member at the public service desk of the Rock Island Public Library building which it was originally checked out.
- A \$10.00 fee will be assessed if the Hotspot is returned in a outside or inside book drop; or left on a public service desk.
- Item may not be returned in an outside or inside book drop, or left on the desk.
- Patrons is responsible for full replacement cost of the hotspot after 2 months of being overdue.

Patrons must wait 2 complete business days before checking out again.

Daily late fees are \$5.00 per day.

There is up to a \$200 fee for damaged/lost Hotspots.

Full Hotspot Kit replacement costs are included in the Circulation Policy Fee Appendix.

Patrons may not remove the back cover of the Hotspot for any reason.

Defacing a Hotspot may result in a permanent ban from future Hotspot checkouts.

Patrons may be permanently banned, with cause, from Hotspot checkouts at the discretion of any member of the library management team.

I understand and agree to these rules of use. _____
initials

By signing this form you are stating that you are responsible for returning ALL items associated with the circulating Mobile Hotspot. If items are not returned, you are responsible for payment of all items.

Name (please print) _____

Signature _____

Pieces inspected/check-out _____
staff initials

Pieces inspected/check-in _____
staff initials