
Date

Last Name, First Name

Case Memorial Library

Mobile Hotspot Lending Policy and Agreement

Purpose

In fulfilling the library's mission to provide free access to information, educational and recreational resources, the Case Memorial Library lends mobile wireless hotspots to library patrons in order to provide internet access.

Terms and Conditions

A Wi-Fi hotspot is a portable device that can be used to connect to the internet with mobile-enabled devices, such as a laptop, smartphone, or tablet. A Hotspot Kit consists of the mobile wireless hotspot device itself as well as its charger and case. A hotspot can provide internet access for multiple devices.

In order to borrow a hotspot:

- Patrons must be eighteen years of age or older.
- Patrons must have a library card from a public library in Connecticut.
- Patrons must have an active account, in good standing with the Case Memorial Library for at least 30 days to be eligible to check out a hotspot.
- At the time of checkout, the borrowing patrons must present their library card and a government-issued photo ID.
- Upon checkout, library staff will confirm, in the presence of the borrowing patron, that all items are present in the Hotspot Kit.
- The patron must sign the library's Hotspot Agreement before a hotspot can be checked out.
- Only one Hotspot Kit may be borrowed by a household at any one time.
- The loan period for the Hotspot Kit is 7 days with no renewals. **The hotspot will be deactivated at the end of 7 days.**
- After the Hotspot Kit is returned, patrons may borrow the hotspot again after one library business day.

Returned	Borrow again
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Saturday
Friday	Monday
Saturday	Tuesday

- **DO NOT return the hotspot in the book drop.** The hotspot must be returned directly to a library staff member at the Circulation or Reference desk, who will verify that all components of the hotspot are included before checking it in.

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Overdue hotspots and replacement fees:

- Overdue hotspots will be turned off and unable to connect to the service.
- Overdue hotspots will be charged a \$2/day overdue fee with a maximum of \$26.00.
- After 30 days overdue, the hotspot will be considered lost and the patron will be billed for the replacement cost.
- Patrons who experience any problems with the hotspot should return it immediately to the library. **Borrowers must not attempt to repair the device.**
- The borrowing patron will be responsible for the cost of lost or damaged Hotspot Kits (including theft thereof).
- The cost to replace the library hotspot device is dependent on the model checked out.

Hotspot Service:

Internet service relies on cell tower technology and coverage. **Service outside the continental United States is prohibited; any fees associated with use outside of the United States will be the responsibility of the borrower.** User experience can vary based on location.

Hotspots are equipped with a content filter that keeps the library in compliance with Federal regulations and library policy.

The borrowers are responsible for any and all use of the hotspot while it is in their possession. Unlawful use of the internet or use that violates the library's Computer and Internet Use Policy is prohibited and may result in the loss of privileges. The library is not responsible for personal information shared over the internet or for information or websites accessed. The library is not responsible for any liability, damages, or expense resulting from the use of the hotspot.

Late return of a hotspot and/or failure to comply with the Mobile Hotspot Agreement may result in loss of hotspot borrowing privileges. **The hotspot will be deactivated at the end of the loan period.** I have read the Mobile Hotspot Lending Policy and I agree to abide by this lending agreement.

Print Name: _____

Signature: _____

Phone Number: _____ Email address: _____

Verified Address: _____ ☐

Staff use only

Library Card Number: _____

Photo ID Type & No.: _____

Approved by the Library Commission May 22, 2025

Date

Last Name, First Name

I agree that the mobile hotspot is in working order upon checkout.

Hotspot # _____ Patron initials _____ Staff initials _____ Date _____

Return Date: _____ Successful check-in _____ Staff initials _____

Hotspot # _____ Patron initials _____ Staff initials _____ Date _____

Return Date: _____ Successful check-in _____ Staff initials _____

Hotspot # _____ Patron initials _____ Staff initials _____ Date _____

Return Date: _____ Successful check-in _____ Staff initials _____

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