

Wi-Fi Hotspot Policy

Introduction

A hotspot is a portable device that can be used to connect a mobile-enabled device, such as a laptop, smartphone, or tablet, to the Internet. The Library's hotspots have unlimited data but can only be used within the continental United States. The Walter E. Olson Memorial Library makes hotspots available to OML card holders to support the library's mission to provide access to information and technology resources.

Eligibility

- The Library has received funding from the federal Emergency Connectivity Fund (ECF) for our circulating Wi-Fi hotspots. Any ECF supported equipment and services can only be provided to patrons who declare they do not have access to the equipment or services sufficient to access the internet.
- In order to borrow a hotspot, patrons must be 18 years of age or older and have a Northern Waters Library Service card in good standing (i.e. current and fine-free).
- Patrons must sign the Library's Hotspot Lending Agreement/ECF Certification Statement before a hotspot can be checked out.
- A library card or state-issued photo ID must be presented at checkout.

Availability

- Only one hotspot per household may be checked out/on hold at a time.
- Hotspots are checked out for a 14-day period with no renewals. Patrons who return a hotspot must wait at least 24 hours before checking out a hotspot again.
- Hotspots are not available for interlibrary loan/delivery to other libraries.
- Reservations for hotspots will be accepted on a first come, first served basis. Reservations may be made by phone, email, or in person at the Library. Hotspots cannot be put on hold through the library catalog.

Limitations and Liabilities

- Internet service relies on cell tower technology and coverage. User experience is based on location.
- Hotspots must be picked up at and returned to the Walter E. Olson Memorial Library. Returning hotspots to other NWLS libraries may result in the loss of hotspot borrowing privileges.
- If not returned on time, the hotspot will be deactivated, and the patron may be charged a \$5 reactivation fee.
- Hotspots must be kept in a temperature-controlled environment (not left in vehicles or in extreme temperatures).
- Deliberate altering of the filtering or modifying the configuration of Library-owned equipment is strictly prohibited.

- If the hotspot or any of its accompanying accessories are lost or returned damaged, the replacement costs are \$100 for the mobile hotspot, \$10 for the USB wall charger, \$15 for the USB-C charging cable, and \$10 for the storage case.
- Abuse of the mobile hotspot program will result in a loss of borrowing privileges.
- By borrowing and initiating use of the library's hotspot, the user agrees to abide by the library's policies and rules and agrees to hold the library and its agents harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the library's hotspot and internet access provided by the library.
- Hotspots provided by ECF funding may include content filtering. The Library has no control over the filter parameters and cannot guarantee the nature of content blocked. The library is not responsible for information accessed using this device or for personal information shared over the internet.
- In the event of an emergency where the Library is without wireless internet, the Library reserves the right to cancel reservations or recall hotspots in order to provide wireless service at the Library for public use.

Privacy

- The Library does not have access to track or collect patron usage data, nor does the Library does not provide patron information to hotspot service providers. The only data about the hotspot program that the Library collects is the following:
 - Total amount of data used by each device (not user) during a billing cycle.
 - Anonymous circulation data related to checkout of the hotspot devices.
- The library is required to retain records showing the usage of ECF-funded devices for ten (10) years, but no personally identifiable information of borrowers will be included in those records.