



HOTSPOTS LOAN POLICY

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.

LOAN POLICY:

- Hotspots circulate for 7 days.
- Hotspots may be placed on hold locally through the catalog.
- 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.
- Hotspots may not be renewed.
- Hotspots must be checked-out and checked-in at the Information Services Desk.
- Patrons must be 18 years of age or older to check out a Hotspot.
- Only one hotspot is allowed per household. Each hotspot will support up to 10 connected devices.
- Acceptable UseBorrowers will adhere to the library’s Internet Access Policy when using the mobile hotspot. <https://westfordlibrary.org/wp-content/uploads/2019/10/INTERNETACCESSPOLICY-7.9.18.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.
- Hotspots are filtered by default using T-1 Mobile’s content filtering for education. A borrower may request that the filtering be turned off. The Library will not ask for a reason.–More information about T-1 Mobiles filtering can be found here: <https://mblc.state.ma.us/programs-and-support/arpa-cares/hotspots/files/t-mobile-webtitan.pdf>
- Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: (844) 341-4834.



- Patrons will pay all replacement costs associated with damage, loss or theft of a Hotspot.
- Replacement cost is \$100.00
- Information Services staff will conduct a physical inspection of each Hotspot when it is checked back in to ensure that it is intact, has all of its accessories and is functioning properly.

Hotspot physical parts include:

- Case
- Hotspot
- Power Cord
- Battery

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.

APPROVED BY THE BOARD OF LIBRARY TRUSTEES: 11/1/21.