

# Great Barrington Libraries Hotspot Lending Policy

## Policy Statement

The Great Barrington Libraries strive to provide our community with access to technology and to fill gaps in the digital divide. Thanks to a grant from the Massachusetts Board of Library Commissioners, we are able to offer ten (10) Hotspots at Mason and Ramsdell to provide wireless internet service to our patrons.

A Hotspot is a physical location where people may obtain Internet access, typically using Wi-Fi technology, via a wireless local-area network (WLAN) using a router connected to an Internet service provider. Our Hotspots use the T-Mobile cellular network to provide Internet access.

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.

## Procedures

### Hotspot Availability

Hotspots may be reserved --just like a book-- through the library catalog: <https://gblibraries.org/books-media/catalog/>, or by calling the library circulation desk at: (413)-528-2403 for Mason and (413)-274-3738 for Ramsdell during normal business hours.

Hotspots are filtered by default using T-Mobile's content filtering for education. Borrowers may request that hotspot filtering be disabled when reserving a device. The library will not ask for a stated reason.

*More information on the filtering provided by T-Mobile can be found at:*

<https://mblc.state.ma.us/programs-and-support/arpa-cares/hotspots/files/t-mobile-webtitan.pdf>

The hotspot should be picked up within 2 days, or it will be set aside for the next user.

Hotspots should be returned to a library circulation desk. Do NOT place the hotspot in the book drop.

Hotspots should be returned with the power cord, SIM card, battery and case to the Library in the same good working condition as it was when it was checked out.

If the hotspot is not returned within 3 days after the due date, service will be turned off and the hotspot will become unusable. The due date can be found on the receipt given the user at checkout.

If the hotspot is damaged or not working, return it to the library desk. Report the nature of the damage to a staff person.

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Problems? Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: **(844) 341-4834**. Alternatively, contact the circulation desks at either Mason or Ramsdell.

### Rules

#### Who Can Borrow a Hotspot?

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. Patron registration in the library system may be required. Patron registration information can be found here:

<https://gblibraries.org/front-desk/get-a-library-card/>

Hotspot borrowers must be 18 years old and in good standing with the library.

Only one hotspot is allowed per household. Each hotspot will support up to 10 connected devices.

#### For How Long?

Hotspots may be borrowed for two weeks.

One renewal is permitted. Hotspots must be returned to the library and may not be checked out again for at least a 24-hour period.

#### Fines & Fees

Due to the grant conditions, hotspot borrowers will not be charged an overdue fine at this time.

If the item is not returned, data to the hotspot will be turned off until it is returned.

If the Great Barrington Libraries continues the program past September 2022, there will be overdue fines incurred at that point.

#### Loss Or Damage.

Due to the grant conditions, patrons will not be held monetarily responsible for loss or damage, however borrowing privileges may be affected.

If the Great Barrington Libraries continues the program past September 2022, there will be fees for lost or damaged equipment.

#### Acceptable Use

Borrowers will adhere to the library's internet acceptable use policy when using the mobile hotspot. Information on the libraries' internet policy can be found here: <https://gblibraries.org/front-desk/policies/>

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 will result in loss of borrowing privileges.

### Guidelines

A revocation of hotspot borrowing privileges may be appealed by written request to the Library Director.

## 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 by the police.

I understand the terms and responsibilities outlined above.

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Print Name

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Signature

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Date

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**\*\*FOR STAFF USE\*\***

\_\_\_\_ Checked equipment

\_\_\_\_ Went over how to use

\_\_\_\_ Went over due date

\_\_\_\_\_ Staff Initial and Date