

SYRACUSE PUBLIC LIBRARY MOBILE HOTSPOT POLICY 2023

CONDITIONS

Persons wishing to check out a hotspot must have a Syracuse Public Library card and be at least 18 years of age. They must be in good standing with the library, with a current address on file and no fines above \$10.

LIMITATIONS

- *There is a limit of 1 hotspot per family.
 - *Hotspots check out for two weeks. There are no renewals.
 - *The hotspot must be checked out at the library by the person whose name is on the library card. Hotspots cannot be “picked up” by any other person.
 - *We reserve the right to refuse service to patrons who abuse equipment or have a history of late returns.
 - *Internet service relies on cell tower technology and coverage and user experience can vary based on location.
- Service is only available in the US.**
- *Syracuse Public Library is not responsible for liability, damage, or loss from the use or misuse of Hotspots.

PATRON RESPONSIBILITY

- *The Mobile Hotspot can provide Wi-Fi Internet access for up to 5 devices. The user agrees to follow the Syracuse Public Library’s **Internet Access Policy** while using the library’s hotspot.
- *Internet content filtering is NOT provided through the Hotspot. Parents/Guardians are responsible for supervising minor children.
- *Hotspots must be returned with the Hotspot, charger, instruction card, and case to the Syracuse Public Library circulation desk. **DO NOT return the Hotspot in the book drop.**

LATE RETURNS

- *Overdue Mobile Hotspots will be deactivated (suspended) within 24 hours of the due date.
- *There will be a fine of \$2.00 per day that the hotspot is overdue. There is no grace period.
- *If a hotspot is returned late 3 times in a 12-month period, their hotspot use will be suspended for 2 months.

LOST OR NON-RETURNED HOTSPOTS

Hotspots not returned within 21 days of the due date will be considered lost and the patron will be charged the full replacement cost of the Hotspot and accessories. Items returned with missing parts will incur charges. Past due accounts may be referred to collections and incur additional charges. If the Library refers a patron’s account for collections, the patron will be responsible for attorney, court and collections costs associated with the referral.

Replacement charges:

Hotspot device: \$199.00
Power cord: \$4.00
Case: \$6.00

Fines:

Overdue charges per day: \$2.00
Returning in the book drop: \$5.00

PRIVACY

The Library does not have access to or collect specific usage data. No patron information will be provided to the hotspot service provider.

The Internet service provider for the Hotspot program does not monitor or track the websites that Hotspot users visit or the information that users submit (such as user names, passwords, credit card information). Only the total amount of data transmitted and received by each device during a billing cycle will be collected, along with anonymous hotspot device circulation data.

Updated by the Library Board of Trustees on November 20, 2023