



## Hotspot Borrower 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](#).*

### Who Can Borrow a Hotspot?

Any resident with a library card from a certified Massachusetts library is eligible to borrow a hotspot. Registration in the library system is required if a patron does not have a [current library card](#).

Hotspot borrowers must be 17 years or older 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 (2) weeks. No renewals are permitted.

### Returns

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. Hotspots should be returned to the Main Circulation Desk (upstairs). Do NOT place the hotspot in the book drop.

If the hotspot is not returned within 3 days after the due date, service will be turned off and the hotspot will become unusable.

If the hotspot is damaged or not working, bring it to the Main Circulation Desk. Report the nature of the damage to a staff person.

### Loss or Damage

Patrons will not be held monetarily responsible for loss or damage, though borrowing privileges may be affected. A revocation of hotspot borrowing privileges may be appealed by request to the Library Director.

**OVER—>**

## Acceptable Use

Borrowers will adhere to the library's [Internet and Electronic Resources Access Policy](#) when using the mobile hotspot. The Internet and Electronic Resources Access Policy is available on our Library Policies page at [ewmlibrary.org/library-policies/](http://ewmlibrary.org/library-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 may result in loss of borrowing privileges.

## Hotspot Availability

Hotspots may be checked out at any time if available. You may reserve a hotspot for same-day pickup by calling the library during normal business hours: (413) 527-1031.

## Content Filtering

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

## Problems?

Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: (844) 341-4834, or by calling the Main Circulation Desk at: (413) 527-1031 or emailing the library at <mailto:champton@cwmmars.org>

## 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 signing, I acknowledge that I have read and agree to abide by the Hotspot Borrower Policy.*

Sign: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Date: \_\_\_\_\_