



Hotspot Use Policy

Pembroke Public Library

General Principles and Purpose

In keeping with the Pembroke Public Library mission to provide our community with access to resources, ideas, information, and experiences, the Pembroke Public Library provides mobile hotspot devices for use with a patron's own devices.

Conditions

A "hotspot" consists of the mobile wireless hotspot device itself, as well as its charger, case, cord, and all other associated pieces. By using a hotspot, the patron acknowledges that they are subject to and agree to abide by the Library's Computer Use Policy (*approved by the Board of Trustees March 19, 2025*) and the following conditions:

Eligibility & Loan Period: Patron must be a Pembroke resident, over 18 years old. The lending period for hotspots is 7 or 14 days, depending on the device reserved, with no grace period and no renewals. First priority of use of the mobile hotspot is given to Library staff, Town Committees or Boards, or groups using the library's meeting rooms. The device may be reserved by these groups. If the device is not needed by the individuals or groups listed above, patrons are welcome to borrow the device. To promote the equitable use of the hotspots, hotspots are limited to one per household at any given time. Patrons may borrow one hotspot per 30 day period.

Checkout, Returns, & Lost/Damage Fines: To check out a hotspot, patrons must present their library card, in good standing, and a photo ID. The hotspot must be picked up by the person under whose name the reservation was placed, and the device will be checked out on the library card presented. The Hotspot Lending Agreement must be signed each time a hotspot is borrowed. The Library may cancel the remainder of a reservation if the hotspot is not checked out by the third day of the reservation. Hotspots must be returned to the staff at the main desk at the Pembroke Public Library. Hotspots may not be returned to other SAILS network libraries, nor left in the indoor or outdoor bookdrops. Overdue hotspots will be assessed a fine of \$5 per day overdue. Patrons are responsible for the device, and any damage or loss will be charged for full replacement cost.

Internet, Device, & Information Use/Misuse: This policy prohibits abusive, offensive, and illegal activities while using the Library's hotspot device. To use a hotspot, library patrons will need to provide their own Wi-Fi-enabled equipment. The Library staff is not permitted to configure or troubleshoot problems related to the patron's hardware, software, or configurations. Library

staff is not permitted to handle patrons' laptops, tablets, smart phones, or other personal devices. Please note that the Library cannot guarantee a particular device will work with the Library's mobile hotspot. Patrons use this service at their own risk. The Library does not guarantee that the wireless network will be available and the Library is not responsible for outages and/or connectivity issues.

Liability: The Library is not responsible for any personal or financial information that is compromised or for any damages, alterations, or interferences with patron's device or data files resulting from use of the wireless network. The Library is not liable for any consequences of wireless network access including: loss of data, transmission of computer viruses, and the interception of sensitive data. Patrons are responsible for virus and security protection on their laptops and other wireless devices.

Privacy: Patron's internet usage is not tracked by the Library or the Internet service provider. The Library does not have access to or collect specific usage data. The Library does not provide patron information to the service provider. The only data the Library collects about the hotspots are the following: the total amount of data transmitted and received by each device during a billing cycle, and anonymous circulation data related to the number of checkouts of each device. The Library and the Internet service provider do not monitor or track the websites that a user visits or the information a user enters and/or submits online (i.e. user names, passwords, credit card information, etc.).

Loss of Privilege: A hotspot will be DEACTIVATED if not returned on its date due. Abuse of this policy may result in temporary or long-term loss of hotspot privileges. The first time a hotspot is returned after its due date, a patron will be warned and reminded of our hotspot policy. The second time a hotspot is returned after its due date, the patron will incur a 3 month ban from reserving or borrowing a hotspot. The third time a hotspot is returned after its due date, the patron will incur a 6 month ban from reserving or borrowing a hotspot. Subsequent offenses may result in a 12 month or permanent ban from reserving or borrowing a hotspot.

The Library reserves the right to discontinue use by an individual due to policy violation or abuse.

Approved by the Pembroke Library Trustees on December 8, 2016. Revised and approved on February 16, 2017. Revised and approved on March 19, 2025.