Sanger Public Library
Hotspot Checkout Policy

A hotspot connects wireless devices like smartphones, tablets, or laptops to the internet using cellular network coverage. Because service relies on cell towers, connection speeds and stability can vary by location and may be limited in rural areas.

Purpose:

Library hotspots are intended for short-term or temporary use—such as travel, temporary relocation, or home internet outages—rather than as a permanent replacement for residential internet service.

1. **Eligibility to Borrow Hotspot Devices**

1.1 Sanger Public Library patrons only, lending to other consortium library patrons is not permitted.

1.2 Patrons must be 18 years of age or older, have a Sanger Public Library Card for a minimum of three (3) months, and not have any outstanding library fines of more than $5.00.

1.3 Borrowers must present a driver's license or other official government-issued ID at before signing the Library's Hotspot Patron Agreement.

1.4 Patrons must sign the Library's Hotspot Patron Agreement Form before checking out a hotspot for the first time. Only the patron who has signed the agreement can checkout a hotspot.

1.5 The lending period is 14 days. Patrons must wait 7 days after returning a borrowed hotspot to be eligible to checkout a hotspot again.

1.6 Only one hotspot per household may be borrowed at a time.

1.7 Hotspot devices are available on a first-come, first-served basis and cannot be reserved or renewed.

2. **Responsibility**

Library Board Approved – 7/28/22, CM Approved; Revised Library Board Approved 5/24/23, CM Approved 6/16/23, Revised 10/22/26

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2.1 **Return Requirements**

2.a **Location:** Hotspots must be returned directly to a staff member at the Circulation Desk during regular operating hours. Hotspots cannot be returned to another consortium library, or in the book drop.

2.b **Book Drop Penalty: Do not use the book drop.** Devices returned in the book drop will incur a $10.00 fee.

3.b **Check-In & Components:** Staff will inspect the hotspot upon return. The device remains checked out to your account until all components are accounted for.

3.c **Fees & Liability:** Borrowers are fully responsible for the repair or replacement costs of lost, stolen, or damaged equipment.

3.c.1. Hotspot - $90

3.c.2. Power Adapter - $10

3.c.3. Case - $10

2.2 The borrower is responsible for the hotspot if they allow someone else to use it.

2.3 Hotspot service is restricted to the continental United States. Borrowers assume full financial responsibility for any charges incurred outside this region.

2.4 Keep hotspots in a temperature-controlled environment and do not leave them in vehicles or extreme temperatures.

3. **Late and Overdue Hotspots**

3.1 Late fines are $1.00 per day up to a maximum of $50.00. While there is a 3-day grace period, hotspots returned 4 or more days past due will incur daily fines retroactively starting from the original due date.

3.2 The service for overdue hotspots will be turned off.

3.3 After 14 days, the hotspot will be marked lost and the borrower will be charged the full replacement cost. The borrower's card will be blocked until the hotspot is returned. Once returned in good condition the replacement cost will be forgiven, but the borrower is responsible for any late fees.

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3.4 Borrowing privileges may be revoked for patrons who consistently return hotspots past their due date, return devices via the book drop, or cause damage to equipment.

4. **Disclaimer**

4.1 Borrowers accept full responsibility for their use of the hotspot and agree to hold the library and staff harmless from any resulting liability or damages. The Library does not monitor or take responsibility for information accessed or shared using the device, and users should practice good internet safety. Modifying the device's files, software, or system configuration is strictly forbidden.

4.2 Unlawful internet use or violations of the Library's Public Computer Policy are strictly prohibited and may result in the loss of borrowing privileges.

4.3 For assistance in the operation of the library's hotspots, borrowers may call the library during normal business hours, or the customer support number included with the hotspot.

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