



Hotspot Policy

1. Purpose

The Geneva Public Library (“the Library”) provides mobile hotspot units and Chromebooks. Hotspots are available to borrow either bundled collectively with a Chromebook as Hotspot Kits, or by themselves. The Library maintains the hotspot collection to help provide equal access to information and educational resources available through the Internet.

A Hotspot Kit consists of one mobile wireless hotspot device, one Chromebook, chargers for each device, a carrying case, and instruction manuals. The standalone hotspot is lent out along with a charger for the device, a carrying case, and instruction manuals.

A patron’s use of a Hotspot Kit or hotspot must meet the following terms and conditions. These terms and conditions are in addition to the [Library Circulation](#) and [Computer & Internet Use](#) policies.

2. Terms and Conditions

In order to borrow a Hotspot Kit or hotspot, patrons must have an OWWL library card in good standing. Youth patrons under age 11 are unable to place a hold on or borrow an item with their library card, unless they are accompanied by the parent/guardian listed on their Evergreen account.

The kits or hotspots may be placed on hold by any patron with an OWWL library card; however, they must be picked up at the Geneva Public Library.

Only one Hotspot Kit or hotspot may be borrowed on a patron’s account at any one time.

The loan period for the Hotspot Kit or hotspot is 28 days. Patrons are prohibited from returning an item and then immediately checking it out again, but may request to have their loan period extended for special circumstances at the discretion of Library staff.

Upon checkout, Library staff will confirm, in the presence of the borrowing patron, that all items related to the kit or hotspot are present. Upon patron request, staff may provide a brief training on the devices included. Additional computer help is available by appointment and can be scheduled in person, by phone, or on the Library’s website.

The Library Director reserves the right to:

- Deactivate a device for reasons including but not limited to: overdue status, misuse, and necessary maintenance.
- Recall kits or hotspots before their due dates for necessary maintenance.
- Reduce or forgive fees for overdue items.
- Prohibit individual patrons from borrowing Hotspot Kits or hotspots due to misuse, damage, habitual failure to return kits on time, or general failure to comply with this policy.

3. Return Procedure

Hotspot Kits and hotspots must be handed to a staff member at the Reference Desk so that a staff member can verify that all components of the device(s) are accounted for before checking it in from the borrowing patron's account. They may not be left at the desk if it is unattended. If a desk is unattended, patrons must find a staff member to assist them before returning the device.

- Hotspot Kits or hotspots returned to an unattended desk are not considered to be formally returned and may be subject to additional fees or replacement charges.
- Hotspot Kits or hotspots may not be returned in the book drop.
- Hotspot Kits or hotspots must be returned to the Geneva Public Library only, and may not be returned to any other library.

A Hotspot Kit or hotspot will not be considered returned until all components are returned.

4. Fees

Overdue fines for hotspot kits or hotspots are \$1.00 a day up to a maximum of \$36.00, and start from 1st day overdue. The patron will be charged replacement fees for any items not returned, or for items returned damaged. The replacement costs are as follows:

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| Entire Hotspot Kit | \$400 |
| Standalone Hotspot w/Case | \$100 |
| Hotspot Device | \$75 |
| Hotspot Charger | \$10 |
| Chromebook Device | \$300 |
| Chromebook Charger | \$30 |
| Hotspot Kit Backpack | \$75 |
| Standalone Hotspot Case | \$15 |

5. Appropriate Use

Borrowers are expected to utilize the devices in a way that minimizes the likelihood of damage, loss, and theft. By borrowing and initiating use of a Library's Hotspot Kit or hotspot, the user agrees to abide by the Library's policies and rules, and agree to hold the Library and its agents harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the Library's hotspot and internet access provided by the Library. Deliberate altering of any files or modifying the configuration of Library-owned equipment is strictly prohibited.

Internet service relies on cell tower technology and coverage. Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower. User experience can vary based on location. The Library is not responsible for personal information shared over the internet or for information or websites accessed. The Library is not responsible for any liability, damages, or expenses resulting from the use of the Hotspot Kit or hotspot. A hotspot can provide internet access for up to two devices at a time.

Parents/guardians are responsible for the use of the Hotspot Kit or hotspot by minors. Unlawful use of the Internet or use that violates the Library's [Computer and Internet Use Policy](#) is prohibited and may result in the loss of privileges. The Library employs the use of filtering software to assist in prohibiting access to material that is obscene, contains child pornography, or is harmful to minors and to comply with federal law. However, users should be aware that the nature of the Internet precludes any filtering software from being fully effective.

6. Chromebook Content

A Chromebook is not the same as a Windows or Mac laptop. Chromebooks use an alternative operating system called Chrome OS. Programs users can typically install on Windows or Mac operating systems may not be compatible with a Chromebook. The Chromebooks utilize the Google Chrome Internet browser as well as a suite of other Google web applications, which allow users to create and share documents, edit photos, listen to music, and more.

The borrowable Chromebooks are configured using management licenses, which enable the Library to lock and reset the devices remotely and to utilize the web filters present on public computers within the Library. The Chromebooks will not retain any saved files or customization once they shut down. Users are encouraged to save work on individual web accounts, or when possible, on an external drive.

For assistance in the operation of the Library's Hotspot Kits or hotspot, borrowers may call the Library during normal business hours.

Adopted by the Board of Trustees: December 19, 2018

Amended by the Board of Trustees: 1/30/2019, 3/7/2019, 3/27/2019, 4/29/2019, 1/29/2020, 11/18/2020, 2/24/2021