

## WiFi Hotspot Lending Policy

### Eligibility:

- Hotspot borrowing is limited to patrons who are residents of the Town of Ayer or who are students of ASRSD.
- Patrons must be 18 years or older with a CWMARS library card in good standing (No late fees or lost items). New cardholders are not eligible to borrow hotspots until they have held the card for at least 60 days.
- Temporary and institutional card holders may not check-out hotspots.
- Borrowing is limited to one hotspot per household. Exceptions for patrons with special circumstances may be granted at the discretion of library staff.
- The library reserves the right to deny access to a hotspot for violations of library policies.

### Loan Period:

- Hotspots may be borrowed for 3 weeks with no renewals.
- Eligible patrons with special circumstances may request extended loan periods . Special circumstances include but are not limited to temporary loss of housing, long-term illness, educational requirements, and low income (50% or below the Area Mean Income (AMI) eligibility following Federal HUD guidelines. Please contact a library staff member to apply for an extended loan period.
- Hotspots will have a 2-day grace period after the due date before the device is turned off. Repeated failure to return a hotspot on or before its due date may result in the loss of hotspot borrowing privileges.
- Hotspot devices will be considered lost if not returned within two weeks of the due date. In such a circumstance the full replacement fee will be applied to the borrower's library card until the hotspot is returned.

### Handling and Care:

- The hotspot must be returned to a staff member at the Library's Main Desk.
- **DO NOT PUT HOTSPOTS IN BOOK DROP** - any device returned to the book drop will result in the borrower's forfeiture of the ability to borrow a hotspot in the future.
- Do not attempt to repair or otherwise alter the hotspot.
- Any issues found at the time of check out to be reported to the library staff prior to leaving the library.

### Loss or Damage:

- The borrower is responsible for theft, loss, and/or damage to the hotspot. Replacement costs are as follows: Hotspot-\$160 / Cords-\$20 / Case-\$20 Total - \$200
- The Library will make purchases of replacement equipment and parts.
- The Library reserves the right to take appropriate legal measures to collect the amount owed for damages, loss or theft.

**Disclaimers:**

- The Library assumes no responsibility for loss or harm suffered by the borrower as a result of using a hotspot device to connect to the internet.
- The Library assumes no responsibility for loss or damage suffered by the borrower should the hotspot device fail to connect to the internet. The Library cannot guarantee that the hotspot device will work as intended at all times in all locations.