

013. HOTSPOT LENDING POLICY

Hotspot Lending Policy: Seekonk Public Library

Who Can Borrow a Hotspot?

To borrow a hotspot, you must have a **valid Seekonk library card** and be in good standing with the Seekonk Public Library.

- Only **one hotspot** is allowed per household.
 - Each hotspot can support up to **10 connected devices**.
 - Staff will not place holds on hotspots for non-Seekonk cardholders
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Loan Period

- Hotspots can be borrowed for **14 days**.
 - **No renewals** are permitted.
 - Hotspots must be **picked up from and returned to the Seekonk Public Library's Customer Service Desk**.
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Fines & Fees

- **Overdue Fines:** Hotspots accrue a fine of **\$2.00 per day**, up to a maximum of **\$10.00**.
 - **Loss or Damage:** While patrons will not be held monetarily responsible for loss or damage, your borrowing privileges may be affected.
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Late Penalties

In addition to daily overdue fines, the following penalties will be incurred when hotspots are returned late:

- **1st Offense:** 30-day suspension of hotspot borrowing privileges.
 - **2nd Offense:** 60-day suspension of hotspot borrowing privileges.
 - **3rd Offense:** Revocation of hotspot borrowing privileges.
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Acceptable Use & Borrower Responsibility

When using a mobile hotspot, you must adhere to the library's **internet acceptable use policy**.

- The hotspot remains the **responsibility of the borrower** while checked out.
- Please **do not lend the device** to friends or associates.
- Any attempt to **alter the hotspot's configuration is strictly prohibited** and may result in the loss of borrowing privileges.

- If the hotspot is not returned within **3 days after its due date**, the service will be turned off, rendering the hotspot unusable.
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How to Get and Return a Hotspot

- **Availability:** Hotspots can be **reserved** just like a book, either through the SAILS system or by calling the library service desk at 508-336-8230 during normal business hours.
 - **Pickup:** Reserved hotspots should be picked up within **7 days**, or they will be made available to the next user.
 - **Returns:** Hotspots must be **returned to the Customer Service Desk**. Please **do not place them in the outside book drop**.
 - **Condition:** Hotspots should be returned with the **power cord, SIM card, battery, and case** in the same good working condition as when they were checked out.
 - **Damaged or Non-Working Hotspot:** If the hotspot is damaged or not working, return it to the library desk and report the nature of the damage to a staff member.
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Technical Support

For direct borrower technical support, please contact T-Mobile at **(844) 341-4834**.

Appeals

If your hotspot borrowing privileges are revoked, you may appeal the decision by submitting a written request to the Library Director.

Disclaimers

- The Library is **not responsible** for any files, data, or personal information accessed or 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.
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