

Lowell Library Hotspot Lending Agreement

The Lowell Library is participating in a Hotspot Lending Program funded by ARPA [The American Rescue Plan Act] to provide equitable access to the Internet for all Massachusetts residents.

Rules

Who Can Borrow a Hotspot?

Any resident from a municipality certified in the State Aid to Public Libraries program by the Massachusetts Board of Library Commissioners is eligible to borrow a Hotspot. Patron registration in the library system is required. To get a library card, look [here](#).

Hotspot borrowers must be 17 years old or older and in good standing with the library.

Only one Hotspot is allowed per household. Each hotspot will support up to 10 connected devices.

For How Long?

Hotspots may be borrowed for 3 weeks.

Renewals are not permitted. Hotspots must be returned to the library and may not be checked out again for at least a 24-hour period.

Fines & Fees

Hotspot borrowers will be fined \$.05 per day, up to \$3.00, if they return the Hotspot after the due date.

Loss Or Damage.

Loss of a hotspot will incur a \$ 35.00 fee.

Acceptable Use

Borrowers will adhere to the library's internet [acceptable use policy](#) when using the mobile hotspot.

While checked out, the hotspot remains the responsibility of the borrower. Borrowers should not lose control of the device by lending to friends or associates.

Any attempt to alter the configuration of the hotspot is strictly prohibited and may result in loss of borrowing privileges.

Procedures

Hotspot Availability

Hotspots will be available on a "first-come, first-served" basis, and may not be reserved ahead of time.

Hotspots are [filtered by default](#) using T-Mobile's content filtering for education. Borrowers may request that hotspot filtering be disabled when borrowing a device. The library will not ask for a stated reason.

Hotspots should be returned to a library service desk. Do NOT place the hotspot in the book drop.

Hotspots should be returned with the power cord, SIM card, battery and case to the Library in the same good working condition as it was when it was checked out.

If the hotspot is not returned within 3 days after the due date, service will be turned off and the Hotspot will become unusable.

If the hotspot is damaged or not working, return it to the library desk. Report the nature of the damage to a staff person.

Problems? Direct borrower technical support is provided by T-Mobile to library hotspot borrowers at: **(844) 341-4834**.

Guidelines

A revocation of Hotspot borrowing privileges may be appealed by written request to the Library Director.

Disclaimers

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