



# Norton Public Library

L.G. and Mildred Balfour Memorial  
68 E. Main Street, Norton MA 02766, (508) 285-0265

## Hotspot Policy and User Agreement

The Norton Public Library now offers free T-Mobile WiFi Hotspots for loan as an extension of its commitment to public access to technology and information in all forms.

*The hotspot program is brought to you by the Massachusetts Board of Library Commissioners and the Norton Public Library. Funded through the Institute of Museum and Library Services (IMLS) from the American Rescue Plan Act (ARPA), the hotspot lending program focuses on IMLS' primary goal for these funds, digital inclusion.*

### **In signing this agreement, the library user agrees to the following:**

- Any Massachusetts resident 18 years of age and older with a SAILS library card in good standing may borrow a hotspot. Only one hotspot is allowed per household; each hotspot will support multiple computers or tablets. Borrowers are responsible for checked-out hotspots and should not lend them to friends or associates.
- Hotspots can be borrowed for up to one week; renewals are not permitted. Hotspots must be returned to the library and may not be checked out again for at least 24 hours. Late charges are \$1.00 per day. If the hotspot is not returned within 72 hours after the due date, service will be turned off and the hotspot will become unusable.
- The hotspot and accessories should be returned to the circulation desk in the same working condition as it was when checked out. Do NOT place the hotspot in the book or media drop or return it to any library other than the Norton Public Library; doing so may result in a fine.
- Devices must be returned in the same condition they were when borrowed. The borrower is responsible for any repair or replacement charges incurred for damage or loss that result from accident, theft, misuse or neglect. This includes the hotspot as well as its accessories while it is checked out to you. The total replacement cost is \$35.
- Any attempt to alter the hotspot settings is strictly prohibited and may result in the loss of borrowing privileges. Altering includes, but is not limited to, adding, removing, or manipulating device settings.
- Direct T-Mobile technical support for borrowers is provided at: (844) 341-4834. Or, contact the library at (508) 285-0265. If the hotspot malfunctions, stops working, or needs updating please contact the library immediately.
- The hotspot may block access to some websites or internet services. Borrowers can request content blocking be turned off at checkout, or by contacting the library during the borrowing period. (Please note that this change will not take effect immediately.)
- By signing this user agreement, borrowers agree to comply with the library's Computer/Internet Use Policy.

### **Disclaimer**

- 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.
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I have visually inspected the hotspot and brought any damages to the attention of the staff person checking it out to me. I will return it in the condition in which I borrowed it. I understand that failure to comply with the above terms may result in fines or loss of borrowing privileges.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Staff initials

\_\_\_\_\_  
Library ID

*This Hotspot Program supports the Massachusetts Board of Library Commissioners' goal to Advance Equitable Access to Resources by promoting "excellent connectivity and technology infrastructure, training, and support frameworks to equitably meet the needs of library users in Massachusetts" and the Institute of Museum and Library Services' American Rescue Plan Act Objective 1.1 to advance digital inclusion.*