

# MOBILE HOTSPOT POLICY

## Who can check out a Mobile HotSpot?

Wyckoff cardholders age 18 or older in good-standing (fines not exceeding \$10) are eligible to check out our Mobile HotSpots. Juvenile cardholders are **not** eligible to check out Mobile HotSpots. Only one HotSpot may be borrowed by a household at a time. The 10 HotSpots are lent out on a first come, first served basis.

## How much does it cost?

There is no charge to check out the HotSpot. However, for each day that the HotSpot is late, you will be charged \$5.00. Additionally, if the device is lost or damaged beyond repair, you will be charged for the full replacement cost (\$50.00) of the Hotspot, case, and charger.

## How long can I keep the Mobile HotSpot?

HotSpots circulate for two weeks (14 days). At this time, the HotSpots **cannot** be renewed.

## May I return the Mobile HotSpot to another library?

No. The HotSpot must be returned, in-person, to the Wyckoff Library. It may **not** be returned to any other BCCLS library.

## May I return the Mobile HotSpot in the book drop?

No. The HotSpot must be returned, in-person, to the Wyckoff Library Circulation Desk. Putting the device in the book drop could cause damage for which the patron would be responsible.

## What happens if the Mobile HotSpot becomes overdue?

For each day that the HotSpot is late, you will be charged \$5.00. Additionally, if a HotSpot is three (3) or more days overdue, service to the HotSpot will be cut off.

### **What if I break or lose the Mobile HotSpot or any of its associated content?**

If you lose or break the HotSpot, you will be charged for the full replacement cost which is **\$50.00**. If you lose or break any of the associated content (such as the charging cable), you will be charged **\$15.00**.

### **Does the device have content filtering?**

No. Internet content filtering is **not** provided through the HotSpot. Parents and/or Guardians are responsible for monitoring what their children access through the HotSpot.

### **Will the hotspot work everywhere?**

The HotSpot works wherever there is a T-Mobile cell signal which is just about everywhere!

### **How many devices can I connect to the Mobile HotSpot?**

You can connect up to 15 Wi-Fi capable devices to the Mobile HotSpot.

### **How will I know when I need to charge the Mobile HotSpot?**

When the battery icon flashes red, the Mobile HotSpot needs to be charged.

### **How long does it take to charge the Mobile HotSpot?**

It takes three hours to fully charge the Mobile HotSpot using the adapter. It takes four hours to fully charge the Mobile HotSpot using a USB cable.

### **Who do I contact if I have questions or a problem with the Mobile HotSpot?**

You may contact the Library with problems or questions at 201-891-4866. For best results please return a defective HotSpot to the Library as soon as you notice any problem.

You may also contact T-Mobile if you encounter a problem with the HotSpot. You may call 1-800-866-2453 and pick the option for Mobile Internet. You will be asked to provide the phone number associated with the device (located on the back of the device) and the name on the account (Wyckoff Public Library).

### **What information about my Internet usage, if any, is tracked by the library or the service provider?**

No information about your internet usage is tracked either by the Library or by T-Mobile. The only data about the Hotspot program that the Library collects is the following:

- Total amount of data transmitted and received by each device during a billing cycle
- Anonymous circulation data related to checkouts of the Hotspot devices

### **Internet Use**

The Wyckoff Public Library is not responsible for information accessed using this device or for personal information shared over the Internet. HotSpot users are encouraged to use safe Internet practices. Using the hotspot to access any online content determined to be illegal or obscene according to federal, state, or municipal law will result in revocation of hotspot borrowing privileges and potentially criminal prosecution.

The Wyckoff Public Library does not guarantee the security of the Wi-Fi network.

Approved by Wyckoff Library Board of Trustees September, 6, 2017.