



Unicoi County Public Library Hotspot Loan Policy

UCPL's hotspots allow library card holders to access high speed internet within the carrier service area. This means that a library hotspot will allow patrons to connect their devices (up to 15 at a time including desktops, laptops, tablets, smartphones, etc.) to the internet.

Library hotspots are checked out for predetermined time, with **no renewals**. They can be reserved through the library online public access catalog (OPAC) the same way that library materials are placed on reserve. The library has a limited number of hotspots available, so reservations will be filled in the order they are made.

While hotspots are paid for by a grant, there is no rental fee. To continue to offer this service after the grant period ends, there will be a rental fee assessed. The rental time frames and costs are as follows:

	Cost (FREE through Sept. 30, 2023, while grant funding is available)
Rental Time Frame	Fee Schedule (AFTER grant funds are no longer available)
Patrons may set a rental duration	\$2.00 per day
2 Days (Minimum)	\$4.00
14 Days (Maximum)	\$28.00
<i>*Note: There is no refund for early hotspot device return.</i>	

Library Hotspot Loan Circulation Rules

In order to borrow a mobile hotspot from UCPL, a library patron must:

- Be age 18 or older
- Have a valid library card in good standing, for a minimum of 90 days with less than \$5.00 in fines or fees owed to the Unicoi County Public Library
- Agree to the Unicoi County Public Library's Internet Use Policy, which prohibits pirating, illegal downloads, viewing child pornography, etc.

If the library hotspot or related equipment is not returned within 24 hours after the due date, the internet service will be disconnected, and the borrowing patron's account will be assessed

an additional two-dollar (\$2.00) per day overdue charge for each day the device remains out. The maximum additional fine is \$50.00.

In addition, patrons are responsible for all materials associated with the library hotspot and will be charged for the loss or damage to the device/components. These materials include:

- T-Mobile Hotspot Device
- Charger/Cord
- Case
- SIM Card

Patrons will be charged a replacement fee or service fee –

- For the return of a broken hotspot device or for the return of a Hotspot device missing any parts, such as the SIM card, battery, or battery case
- For the loss of a hotspot device
- For returning a hotspot device or component in a condition that is not suitable for circulation

Lending Procedures

Eligibility: Adults 18 and older with a UCPL library card that has been valid for at least 90 days and a current government issued photo ID

Loss of Privilege: Users who've been disconnected 3 times for not returning the device by its due date, will lose the privilege of using the device for 6 months. If a patron continues to return items past its due date, the circulation supervisor may institute a longer loss of privilege.

If a patron is assessed a cleaning fee more than twice, they will lose privilege of use for 6 months. The circulation supervisor may assess a longer loss of privilege based on the condition of the returned item or if the item continues to be returned in a condition that requires cleaning.

Loan Period: 2 to 14 Days/\$2 per day (fees waived while grant funding is available)

Check-in: Equipment must be returned to Unicoi County Public Library circulation desk, to a staff member (no outside book drop returns – \$5 fine will be assessed if placed in outside book drop)

Borrowing Limit: 1 per household, with a 24-hour waiting period for a second adult cardholder within the same household

Adopted by the Unicoi County Public Library Board of Directors on November 17, 2022

Geographic Limitations: Hotspot devices may only be used in the continental United States and are **subject to cellular reception**.

Renewals: No

Holds: Yes

Late Charges: \$2.00 on day one with internet immediately disconnected and \$2.00 per day until device is returned with a maximum charge of \$50.00.

Lost/Damaged Replacement fees:

- Library hotspot device (including all parts, such as the SIM card, battery, or battery case): \$50.00
- Charger/Cord: \$10.00
- Case: 10.00
- SIM Card: \$10.00
- Cleaning Fee \$5.00

What to do if device does not work

If you need any assistance in troubleshooting your device, please contact the UCPL Circulation department at (423) 743-6533. Instructions are provided in writing at the time equipment is received. Circulation department staff will provide face-to-face support at the time of rental.

Please return any non-working devices within 24 hours of the rental date (or next day) the library is open.

Any exception to this Policy shall only be made with the permission of the library director, circulation supervisor or their designees.