



Unicoi County Public Library Technology Loan Policy

UCPL offers hotspots, Chromebooks, ereaders and tablets to library card holders, providing access to high-speed internet, productivity tools, and digital resources. These devices enable patrons to stay connected, complete tasks, and explore new technologies.

Library Device Loan Circulation Rules

To borrow a hotspot, Chromebook, e-reader or tablet from UCPL, a patron must:

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

Loan Periods and Late Fees

- Hotspots: Loan period of 2 to 14 days, with a \$2/day overdue fine.
- Chromebooks/Ereaders/Tablets: Loan period of 2 to 14 days, with a \$5/day overdue fine.
- Internet service for hotspots or chromebook/tablet functionality will be disconnected 24 hours after the due date if the device is not returned.

Note: There is no fee for checking out these devices.

Device Components and Replacement Fees

Patrons are responsible for returning all components in good condition.

Replacement fees apply for lost or damaged items:

Hotspots

- Device (including all parts, such as SIM card, battery, or battery case): \$50.00
- Charger/Cord: \$10.00
- Case: \$10.00

- SIM Card: \$10.00

Chromebooks/Ereaders/Tablets

Chromebook: \$600

Tablet: \$380 or cost of device

Ereader: \$110

Charger/Cord: \$30.00

Case: \$35.00

Cleaning Fee for Any Device: \$5.00

Borrowing and Returns

- **Eligibility:** Adults 18 and older with a UCPL library card valid for at least 90 days and a current government-issued photo ID. Homebound patrons are permitted to check out devices without a current ID, as long as they have a library card in good standing for at least 90 days with approval from the homebound coordinator.
- **Borrowing Limit:** One hotspot and one Chromebook/Ereader/Tablet per household. Additional devices for special circumstances must be approved by the circulation manager or the director.
- **Check-In:** Devices must be returned to the UCPL circulation desk directly to a staff member. Devices returned in the outdoor book drop will incur a \$25 fine.

Loss of Privileges

- If a patron is disconnected 3 times for late returns, they lose borrowing privileges for 6 months.
- If a patron incurs cleaning fees more than twice, privileges are suspended for 6 months.

Geographic Limitations

- **Hotspots:** Usage is limited to the continental United States and is subject to cellular reception.
- **Chromebooks/Tablets:** May be used without geographic restrictions.

Renewals and Holds

- **Renewals:** There are no renewals on these devices. Devices may be checked out again in person, as long as another patron does not have a hold on the device.

- Holds are available and can be placed by calling the library at 423-743-6533 or by using our online catalog.

What to Do if a Device Does Not Work

If you experience issues:

Contact the UCPL Circulation Department at (423) 743-6533 for assistance.

Written instructions are provided at checkout, and staff can offer face-to-face support.

Return non-working devices within 24 hours or on the next library business day.

Exceptions to Policy

Any exceptions to this policy must be approved by the library director, circulation coordinator, or their designees.

Adopted: 11/17/22 as Hotspot Policy

Revised: 1/23/25 as Technology Policy