

TEMISKAMING SHORES PUBLIC LIBRARY CIRCULATION POLICY

SUBJECT: Mobile Wifi Hotspot Loans
REVIEW DATE: November 26, 2025
NEXT REVIEW DATE: 4th quarter, 2029

POLICY NO: Circ-9
MOTION NO: 2025-41

Internet access has become an essential part of today's society. Public libraries play a vital role in providing internet access to their communities, with a number of community members coming in daily to use the computers and WiFi. People who do not have internet access at home are at a disadvantage, and the library has a role in helping to close the digital divide. The library can address the needs of those who do not have access to high-speed internet services at home by providing mobile hotspots.

Content and Usage: Use of the device is subject to the Temiskaming Shores Public Library's Internet Access Policy and Computer Use Policy. The patron must sign the Mobile Wi-Fi Hotspot Agreement.

Service Coverage: Service is available anywhere in Canada within the cellular network coverage area. International service is not available.

Circulation: Mobile Hotspots may be checked out for twenty-one days. Patrons must be 18 years or older and must sign an agreement form. Holds may be placed. Renewals are allowed if there is no waiting list. Hotspots must be picked up within 7 days of notification at the Reference Desk.

Mobile Hotspots must be returned to a service desk of the library during open hours. Devices should not be returned through the library book drop. A quick visual inspection of the hotspot is done at check-in, but patrons will remain responsible for the device until a more thorough inspection by IT staff is completed. If there is an issue with the returned hotspot, the patron will be contacted and charged a repair/replacement fee. Users are responsible for any loss or damages that happen during their lending period including the loss of the charging block and cord. The fee for repairs or replacement is current replacement cost of the device or \$50 for accessories.

Overdue fees: There is a \$1/day fine for the first five (5) days overdue, and on the sixth day a \$20 fine will be charged. The maximum fine is \$25.00 after which the patron's account will be blocked. The Mobile Hotspot will be deactivated (data turned off) if the device becomes overdue or lost.

Privacy: The Temiskaming Shores Public Library does not monitor or store any data related to users' Internet activity.

Care of Device: Mobile Hotspots should be kept in a temperature controlled environment; for example, do not leave it in a hot or cold car.

Replacement Cost: Replacement cost of the Hotspot is based on the current replacement cost of a device. Accessories such as the charger and cord will be charged according to replacement prices, typically \$50.

Mobile Hotspot Agreement

Mobile Wi-Fi hotspots allow access to the Internet through internet enabled devices such as smart phones, tablets and laptops. Service will be dependent on where the hotspot is being used and the availability of the appropriate cellular network. There are no usage fees and data is provided by the library. Data will be turned off on devices that are kept past the due date. The service is available within Ontario. There is no roaming access.

Users must agree to the following conditions:

NO EXCEPTIONS WILL BE MADE TO THESE RULES.

1. Patrons must be 18 years or older (Photo ID/proof of age may be requested), have a library membership and be in good standing with the library.
2. Returns must be made to the Reference Desk of the library. Patrons will be charged repair/replacement fees for devices returned through the library book drop if damaged. A quick visual inspection of the hotspot is done at check-in, but Patrons will remain responsible for the device until a more thorough inspection is done.
3. If the Hotspot is damaged, replacement cost will be billed to the library patron's account at the current replacement cost of a device. Accessories such as the charger and cord will be charged according to replacement prices, typically \$50.
4. Hotspots may be checked out for a three (3) week period. There is a \$1/day fine for the first five (5) days overdue, and on the sixth day a \$20 fine will be charged, after which the library account will be blocked. Internet/data will be suspended (tuned off) the day after the Hotspot is due to be returned.
5. Hotspots may be renewed up to two times as long as there is no hold placed on the device.
6. The Temiskaming Shores Public Library does not monitor or store any data related to user's internet activity. Use of the device is subject to the Library's Internet Access and Computer Use Policy. Users violating this policy will have their computer usage terminated, or be prohibited from borrowing Hotspots.

Patron Name: _____ Phone # _____

My signature below acknowledges that I have read, understand, and agree to all of the terms and conditions. I assume full responsibility and cost incurred due to fines or replacement fees.

Signature

Date