

Hotspot Policy

The Greenfield Public Library offers hotspots for checkout to meet the Internet needs of patrons. Hotspots work in areas where a T-Mobile wireless signal is available.

- Patrons must be a resident cardholder in good standing at least 18 years of age. “Good standing” is defined as a library card account with no outstanding fines. The cardholder must have a current verified address and a working email address on file in their library record profile.
- Hotspots check out for two (2) weeks or three (3) days. Checkout length is indicated on each device and its case.
- If the hotspot reaches 24 hours past due, it will be deactivated, rendering the device nonfunctioning.
- Hotspots can only be renewed in person at the library after library staff ensures working status of the device and that no waitlist exists.
- Hotspots only work in the United States.
- Borrowing the device is free. The borrower is responsible for the costs associated with damage or loss of the hotspot and all accessories due to neglect or abuse. Replacement costs are as follows (plus a \$25.00 processing fee): hotspot device, \$100; case, \$15’ power cord, \$20; SIM card (installed), \$25; instruction sheet, \$5
- Patrons will be held responsible for all applicable replacement costs and processing fees, hotspot and/or accessories if lost, stolen or damaged while checked out. The library cannot accept replacement hotspots or accessories purchased by the customer.
- The Hotspot device, case, and charger, and instruction pages should all be returned together, to the Greenfield Public Library.

Proper Care and Use

- Do not leave the hotspot outside, in a hot vehicle, or expose it to moisture.
- Do not remove the SIM card for any reason.
- If the hotspot prompts you to update its software, you may accept.
- We recommend charging the hotspot when needed. Do not keep it plugged in continually, as this will shorten the life of the rechargeable battery.

Data Collected

Your Internet usage is not tracked by the Library or by the service provider. The Library does not have access to, nor does it collect specific usage data. The Library does not provide patron information to the service provider. The only data about the hotspot that may be collected is:

- a. The total amount of data transmitted and received by each device during use cycle
- b. Anonymous circulation data related to checkouts of the devices
- c. Data that patrons choose to submit to us anonymously

Greenfield Public Library is not responsible for internet usage on the Hotspot devices.

Approved

Reviewed and amended September 11, 2024

Reviewed and amended April 8, 2025