

Sutton Free Public Library

Hotspot Policy

Hotspots are provided according to availability. Hotspots are available at the Circulation Desk on a first-come, first-served basis. The library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning materials. Any resident from a municipality certified in the State Aid to Public Libraries program by the Massachusetts Board of Library Commissioners is eligible to borrow a hotspot. A valid CW MARS library card in good standing is required. Hotspot borrowers must be 18 years old. Only one hotspot is allowed per household. Each hotspot will support up to 10 connected devices.

Hotspots circulate for 1 week with no renewals. Hotspots are filtered by default using T-mobile's content filtering for education. Borrowers may request that hotspot filtering be disabled when borrowing a device. The Library will not ask for a stated reason. The hotspot comes in a case with a power cord, an instruction card with the SSID and password, and the hotspot itself. All of these parts must be returned.

Hotspots are to be returned inside the library at the circulation desk, not in the book drop. Patrons will be held responsible for damage to the item if it is returned in the book drop. Hot spots must be kept in a temperature controlled environment (not left in vehicles or in extreme temperature environments).

The borrower assumes full responsibility for the cost of repair or replacement in the event that the hotspot is lost, stolen or damaged. If the hotspot is not returned, its wireless service will be discontinued and the hotspot will be unusable. If the hotspot is damaged or not working, please return it to the circulation desk and report the nature of the damage to the library staff.

The Library is not responsible for information accessed using this device or for personal information that is shared over the internet. Hotspot users are encouraged to follow safe internet practices. The Library will have no liability for direct, indirect, or consequential damages related to the use of the mobile hotspots, including loss of data, or privacy invasions. Those who use the hotspots do so at their own risk and assume full liability for their actions. The Library cannot guarantee the consistency or quality of the Wi-Fi hotspot service. Service is subject to carrier coverage and outages. The unit may not function in all areas or at all times. Hotspot users are accessing the internet through the T-Mobile network, not the Library's network. Any attempt to alter the configuration of the hotspot is strictly prohibited and may result in loss of borrowing privileges.

Approved by the Board of Trustees August 11, 2021