

Jacob Edwards Library



Hotspot Policy

Approved by Board of Trustees August 2026

Eligibility

Mobile hotspots are available to permanent library cardholders who:

- Are 18 years of age or older.
- Have a valid CWMARS library card with SOUTHBRIDGE as their HOME library.
- Have current contact information and a current address on file.
- Have no outstanding library fines exceeding \$10.00.
- Minor library cards and temporary library cards are **not eligible** to borrow hotspots.

Hotspots are funded through a Digital Equity Grant for Southbridge residents. A patron's HOME library is determined by CW MARS based on their physical address.

Borrowing

- One hotspot is allowed per household. Each hotspot supports up to 10 connected devices.
- Hotspots circulate for one week and will automatically renew for one additional week. No further renewals are permitted.
- Borrowing and returning must be completed in person at the Circulation Desk at Jacob Edwards Library.
- Hotspots may **not** be returned in the book drop or at another library.
- If a hotspot is overdue, service may be disconnected at the Library's discretion.
- Hotspots will not work outside the continental United States.

Reservations

- Hotspots may be reserved through the library catalog or by contacting the Information Desk during normal library hours.
- The hotspot should be picked up by closing on the day of the reservation, or it will be returned to availability.

Returns

Hotspots must be returned with all original components, including the carrying case, charging cord, SIM card, battery, and any other accompanying materials. All items should be returned in the same good working condition in which they were checked out. If the hotspot is damaged or not working, borrowers should return it promptly to the Information Desk and report the nature of the problem to a staff member.

Fines and Fees

- Overdue fee: \$5.00 per day.
- Not returned: \$100.
- Returned in the book drop or at another library: \$10.00.
- Lost or damaged charger: \$15.00.
- Lost or damaged carrying case: \$10.00.

Borrowers accept full financial responsibility for loss, theft, damage, or neglect of the hotspot and its accessories while the equipment is checked out to them and agree to pay any applicable repair or replacement costs.

Acceptable Use

Borrowers must comply with the Jacob Edwards Library Internet Acceptable Use Policy. While checked out, the hotspot remains the responsibility of the borrower. Borrowers should not lose control of the device by lending it to friends or associates.

Borrowers agree to:

- Use proper care when handling the hotspot and its components.
- Read and follow all instructions provided with the hotspot.
- Not tamper with, alter, or modify the hotspot or its accessories.
- Immediately notify library staff of any problems, including broken or missing parts, cosmetic damage, technical issues, or lost accessories.
- Promptly return the hotspot if problems occur.

Any attempt to alter the configuration of the hotspot is strictly prohibited and may result in loss of borrowing privileges. A revocation of hotspot borrowing privileges may be appealed by written request to the Adult Services Librarian..

Disclaimers

- Internet access is provided through the cellular network, not the Library's network.
- The Library is **not** responsible for any files, data, or personal information accessed, stored, or transmitted while using the hotspot.
- The Library will have **no** liability for direct, indirect, or consequential damages related to the use of the mobile hotspot, including loss of data, privacy invasions, bodily injury, or other damages resulting from use or misuse of the equipment. Those who use the hotspot do so at their own risk and assume full responsibility for their actions.
- Illegal acts involving Library equipment or services may result in suspension of borrowing privileges and may also be subject to prosecution.
- The Library reserves the right to refuse service or revoke hotspot borrowing privileges for failure to comply with this policy, repeated late returns, abuse of equipment, or other misuse.

Hotspot Borrower Agreement
Approved by Board of Trustees August 2026

My signature below indicates that I have read, understand, and agree to comply with the Jacob Edwards Library Hotspot Lending Policy.

I certify that:

- I am 18 years of age or older.
- I have a valid Jacob Edwards Library card in good standing with a current address and phone number on file and no outstanding fines exceeding \$10.00.
- I accept full responsibility for the hotspot and all accessories while they are checked out to me, including equipment used by my child (17 years of age or younger).
- I will return the hotspot and all accessories on time and in good condition.
- I accept financial responsibility for any loss, theft, damage, or neglect of the hotspot and its accessories.
- I understand that failure to comply with this policy may result in suspension or revocation of my borrowing privileges.
- I understand that I will have to renew this borrowing agreement annually or if the process changes.

Borrower's Name: _____

Library Card Number: _____

Borrower's Signature: _____

Date: _____

STAFF SECTION - VERIFIED:

CURRENT PHONE _____ CURRENT ADDRESS _____ HOME LIB _____

ADDED NOTE TO CW MARS ACCOUNT _____