

BORROWING POLICY INTERNET HOTSPOTS

Adopted 5/19/2022

The Marshalltown Public Library provides mobile internet hotspots as a means to offer patrons in our service area additional internet access.

1. Only residents of Marshalltown, rural Marshall County, Haverhill, and Ferguson who are library cardholders in good standing may borrow a hotspot. “Cardholder” is defined as a resident having a library card for a minimum of 30 days. “Good standing” is defined as a library card account and any custodial children/guardians’ accounts having fines or fees of less than \$10.00. Cardholders who have “Temporary” cards are not eligible to borrow hotspots.
2. The cardholder must be **18 years of age or older** to check out a hotspot.
3. The cardholder must present their actual library card in order to check out a hotspot.
4. In addition, a photo ID will be required. The ID can be a driver’s license, state ID, military ID, student ID and/or a passport photo which contain the cardholder’s name and an identifiable photo. If the address on the photo ID and the address on record with the library do not match, patrons must provide a piece of mail dated within the last two weeks with their name and correct address on it for verification purposes.
5. The cardholder must have a current, working email address on file in their library record in order to check out a hotspot.
6. Only one hotspot per household can be checked out at any given time.
7. Hotspot loan periods are for up to 7 (seven) calendar days and can be renewed up to twice if there are no holds on the item. Overdue fines will be charged for hotspots not returned by their due date in the amount of \$5.00 per day with a maximum fine of \$50.00. **This maximum fine does not include any and all equipment replacement costs, which will be billed separately.**
8. Hotspots should be returned to the library’s Information Desk. Hotspots may not be placed in any book return at any time for any reason. **Hotspots which are returned to a library drop box will be assessed a fine of \$10.00 and assessed fines for any damage, once inspected by staff.**
9. Hotspots must be returned no later than 30 minutes before the library closes. The cardholder must remain present until all equipment has been checked to ensure that all pieces are accounted for, checked in, and cleared from the cardholder’s card, and the Borrower’s agreement is signed and dated signifying a proper return.
10. If a hotspot is not returned by its due date, the library will deactivate it remotely and seek to recover it.

- a. Within 3 days past its due date, the library will send an overdue notice via email to the email address listed in the borrower's account.
- b. The library will send a second notice—again via email—7 days past the due date if the hotspot remains unreturned.
- c. If a hotspot is not returned within 10 days past the due date, the borrower will be called and given one final warning.
- c. If a hotspot is not returned within 30 days past the due date, the borrower's account will be charged the replacement fee for the device and a FINAL NOTICE will be mailed to them.
- d. If a hotspot is not returned within a week of the date of the FINAL NOTICE, the library will begin efforts to recover the hotspot. The account will be added to collection through the state offset program and can be sent to the Marshalltown Police Department for theft according to *Iowa Code 714.5*.

11. The hotspot borrowing agreement must be completed with each checkout, acknowledging financial responsibility for lost, stolen, or damaged equipment.

12. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$150.00 for the hotspot and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement hotspots or accessories purchased by the customer. **The minimum replacement cost of a hotspot is \$150.00.**

13. If a cardholder is found to continually return overdue hotspots, requiring extra staff time to follow-up on data services and phone calls, that cardholder will lose hotspot borrowing privileges per the Library Director's discretion.