

Agawam Hotspot Borrower Policy



Introduction: The Massachusetts Board of Library Commissioners (MBLC) has initiated a Wi-Fi hotspot program for libraries to circulate to their patrons.

According to the MBLC, the hotspots have the following rules they ask libraries to follow: • the borrower needs to be 17 years or older; • **filtering is enabled by default, but should be disabled upon request by someone 17 years or older (no stated reason required)**; and, • hotspots are available to users from any municipality certified for State Aid; they can't be reserved for local users only.

Who Can Borrow a Hotspot?

Any Massachusetts resident may borrow a hotspot. Hotspot borrowers must be at least 17 years old and in good standing with the library.

Only one hotspot is allowed per household. Each hotspot will support multiple computers or tablets.

Hotspots may be borrowed for **2 weeks** with 1 renewal.

Hotspots must be returned to the **Agawam Public Library** and may not be checked out again for at least a 24-hour period.

Reserving a Hotspot

Hotspots may be reserved --just like a book-- through the [library catalog](#), or by calling the library at: 413-789-1550 x1 during normal business hours.

Borrowers may request that hotspot filtering be disabled [either] when borrowing [or reserving] a device. The library will not ask for a stated reason. The disabling of the filter may take up to 1 day to complete.

Reserved hotspots must be picked up within **7 days** of notification.

Returning a Hotspot

The hotspot, including the AC adapter and case, should be returned to the library service desk in the same good working condition as it was when it was checked out. **Do NOT place the hotspot in the book drop.**

Overdue Hotspots

There are no fines or fees associated with borrowing or returning a hotspot.

If the hotspot is not returned within 3 days after the due date, service will be turned off and the hotspot will become unusable.

Hotspot Not Working

Direct T-Mobile technical support for borrowers is provided at: **(844) 341-4834**.

Or, call the library information desk at: **413-789-1550 x 2** or emailing the library at libstaff@agawamlibrary.org.

Return non-working hotspots to the circulation desk. Report the nature of the damage to a staff person.

Damage or Loss

A hotspot that is seriously damaged or lost will incur a **\$35.00** fee.

Checked-out hotspots are the responsibility of the borrower. Borrowers should not lend hotspots to friends or associates.

Acceptable Use

Borrowers will adhere to the library's internet [acceptable use policy](#).

Any attempt to alter the hotspot settings is strictly prohibited and may result in the loss of borrowing privileges.

Content Filtering

Hotspots are filtered by default using T-Mobile's content filtering for education. The hotspot may block access to some websites or internet services. Borrowers should contact the library at 413-789-1550 x1 or email:

libstaff@agawamlibrary.org to request content blocking be turned off.

Disclaimer

The Library is not responsible for any files, data or personal information accessed/transmitted using the hotspot.

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.

Hotspot users are accessing the internet through the T-Mobile network, not the Library's network.

Illegal acts involving Library equipment or services may also be subject to prosecution.

Credits

This Hotspot Program supports the Massachusetts Board of Library Commissioners' goal to [Advance Equitable Access to Resources](#) by promoting "excellent connectivity and technology infrastructure, training, and support frameworks to equitably meet the needs of library users in Massachusetts" and the Institute of Museum and Library Services' American Rescue Plan Act Objective 1.1 to [advance digital inclusion](#).