



Agawam Hotspot Borrower Policy

Who Can Borrow a Hotspot?

Any CW Mars card holder 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 up to 10 devices.

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 x4 during normal business hours.

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. However, the lost or damaged hotspot replacement fee is \$35.00

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

Restart hotspot, if it does not boot up or you are unable to connect to it, please return the non-working hotspots to the Information desk. Report the nature of the problem to a staff person.

Damage or Loss

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

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.

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