

North Madison County Hotspot Lending Policy

The North Madison County Public Library System circulates hotspots for patrons needing Internet access for a limited period of time. The intention of the hotspot lending program is to provide access for patrons who are experiencing outages, needing to complete a project assignment, or going to a location where the Internet is not freely available. The hotspot lending program is not intended to provide a subsidy for continual Internet access for any one household.

To ensure the availability of hotspots, the following parameters have been adopted.

Library hotspots are loaned to patrons within the following parameters:

- You must be a cardholding member of the North Madison County Public Library System.
- You must be at least 18 years old to check out a hotspot.
- We must have a valid method of contacting you (text or voicemail) while the Hotspot is checked out to you.
- Hotspots may be checked out by any patron with an account clear of fines and fees.
- Hotspots may be checked out for seven days.
- Hotspots may be placed on hold.
- Hotspots may be renewed one time, provided there are no holds.
- Overdue hotspots will be deactivated by library staff and a \$2.00 per day late fee will be added to the patron's account up to \$14.
- If the hotspot is returned after it is seven days overdue, the patron will be charged the replacement cost. If the hotspot is returned undamaged within six months, the replacement cost will be forgiven. The late fee will need to be paid before the patron can check out another hotspot.
- Hotspot borrowing privileges will be suspended for six months for patrons who have three overdue hotspot charges on their account. Patrons will be contacted by library staff once they have two overdue hotspots. If hotspot borrowing privileges are lost, the patron will be notified in writing. If circumstances warrant, the Library reserves the right to suspend hotspot borrowing privileges to any individual.
- A fine will be charged for hotspots returned in the book drop.
- Hotspots must be returned with the hotspot, charger, instruction card, and case. Items returned with missing parts will incur charges, according to the schedule below.
- Holds may not be placed when a hotspot is currently checked out to any individual in the same household.

Fine/Fee Schedule for Lost, Damaged or Never Returned Items

Overdue Hotspot	\$2.00/day
Damaged or Never Returned Hotspot	Total of Replacement, Shipping and Processing Cost to be no more than -\$80.00
Hotspot Charger	\$10.00
Hotspot Battery	\$10.00
Hotspot Case	\$10.00
Hotspot Returned in Book Drop	\$10.00

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