



## **Borrowing a Wireless Hotspot from Springfield City Library**

Welcome to borrowing a wireless hotspot from Springfield City Library!

*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.*

Any resident from a municipality certified in the State Aid to Public Libraries program by the Massachusetts Board of Library Commissioners is eligible to borrow a hotspot. Patron registration in the library system may be required.

**Here are a few things to know before you borrow a hotspot:**

Hotspot borrowers must be 18 years old and in good standing with the library.

Only one hotspot is allowed per household. Each hotspot will support up to 10 connected devices.

Hotspots may be borrowed for 14 days. If the hotspot is not returned within 3 days after the due date, service will be turned off and the hotspot will become unusable. Renewals are not permitted.

Hotspots must be borrowed from and returned to the library circulation desk. Please return device in person to a staff member at the same library location where you borrowed it so they can clear it from your library card and get it ready for the next person. Do NOT place the hotspot in the book drop.

Hotspots should be returned with the power cord, instructions, and carrying case to the Library in the same good working condition as they were when checked out. Please return the hotspot fully charged.

While checked out, the hotspot remains the responsibility of the borrower. Borrowers will adhere to the library's internet acceptable use policy when using the



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

Hotspots are filtered by default using T-Mobile's content filtering for education. Borrowers may request that hotspot filtering be disabled when borrowing a device. The Library will not ask for a reason for disabling the filter.

If the hotspot is damaged, or not working, return it to the library circulation desk and report the nature of the damage to a staff person.

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

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

#### Using the Hotspot:

- Turn on the hotspot by pressing the power button on the side of the hotspot.
- The read out window will display a welcome message to indicate that it is on
- Follow the prompts to access the library network name and password
- Locate the network on your device and select it – when prompted, enter password
- When not in use, turn off the hotspot by pressing, and holding, the power button

*Remember to charge the hotspot to ensure that it is available for you when you want to access your devices. To charge the hotspot, plug the power adapter into the hotspot and plug into an outlet. The readout window will indicate the battery charge amount.*

Problems? Technical support is provided by T-Mobile at: (844) 341-4834.



**Staff Use**

Due date: \_\_\_\_\_

Borrower Name: \_\_\_\_\_ Phone # \_\_\_\_\_

Borrower Library Card Number: \_\_\_\_\_

Borrower Email Address: \_\_\_\_\_

Borrower Address: \_\_\_\_\_

Borrower received **Hotspot #** \_\_\_\_\_ with barcode #: \_\_\_\_\_

Filter disabled \_\_\_\_\_

Borrower Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Checked out date \_\_\_\_\_ Staff Initials \_\_\_\_\_

Checked in date \_\_\_\_\_ Staff Initials \_\_\_\_\_