



Mobile Wi-Fi Hotspot Lending Policy

The Livonia Public Library has established a mobile Wi-Fi hotspot lending program to provide individuals in our community with high-speed internet access. With this program, hotspot users can use the Internet for help with homework, employees can travel with reliable internet access to meetings, and individuals can have home access to the Internet.

Borrower Qualifications

Hotspots shall only be borrowed by library cardholders, no exceptions:

- who are 18 years of age or older,
- who are in good standing (i.e., current library card, no overdue library material, no outstanding fines), and
- who have had a library card for at least 30 days.

Limits and Availability

- Hotspots are checked out on a first-come, first-served basis during normal library hours.
- A current library card and a current driver's license or photo ID must be present at the time of checkout.
- Borrowers cannot loan a hotspot to another person.
- Hotspots are checked out for seven days and are NOT renewable.
- Library staff will verify the hotspot is in good working order at the time of checkout.
- Once a hotspot is checked out, it becomes the responsibility of the patron until returned to the library.
- **Hotspots must be returned to a staff member at the front desk during normal library hours.**
- All components (hotspot, charger with cord, instruction manual, case) must be present upon return for the library to consider the item checked in.
- **Hotspots that are one day overdue will be turned off, and the customer's account will be blocked until the device is returned.**
- Library staff may be available to provide limited assistance and general directions for basic start-up procedures.
- The hotspot should be returned to the library as soon as possible if any technical problems are encountered.
- Hotspots are portable and can connect ten devices to the Internet anywhere service is covered by the T-Mobile or Verizon network within the United States.
- The library reserves the right to refuse service to anyone who abuse equipment, returns a hotspot late more than twice, or returns a hotspot in the book drop.
- Customers that return a hotspot late 3 times will have their hotspot borrowing privileges revoked for one month. If a hotspot is returned late 4 times, the customer will have their hotspot borrowing privileges revoked for six months. If the customer returns a hotspot late 5 times, they will no longer be able to check out a hotspot.



Fines & Fees

- A customer's account may be blocked, and full replacement cost will be added to their account for not returning a hotspot.
- Hotspot users are responsible for damage, loss, theft, and/or International Roaming charges accrued due to data usage outside of the United States.

Item	Replacement Cost
Unite Express 2 Hotspot Device	\$145.00
Battery	\$15.00
SIM Card	\$5.00
USB Charging Cable	\$10.00
AC Adapter	\$15.00
Carrying Case	\$15.00
Mobile Hotspot Kit Total Replacement Cost	\$205.00

Internet, Device, and Information Use/Misuse

- Livonia Public Library is not responsible for any liability, damage, or expenses resulting from use or misuse of the hotspot, connection of the device to other electronic devices, or data loss resulting from use of the device.
- Livonia Public Library is not responsible for information accessed using the hotspot or for personal information shared over the Internet.
- Any use of the hotspot for illegal purposes, unauthorized copying of copyright-protected material in any format or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited and will result in loss of borrowing privileges and possible notification to law enforcement.
- Customers are responsible for monitoring what their children/other users access via the hotspot.
- The user acknowledges and accepts all risks associated with the use of the mobile hotspot.
- There is no warranty, express or otherwise
- Wireless security is not implied.



Privacy Policy

- User internet usage is not tracked by the library or the service provider.
- The library does not collect or have access to specific usage data.
- The library does not provide customer information to the service provider.
- The only data the library collects about the hotspots are the following:
 - Total amount of data transmitted and received by each device during a billing cycle, and
 - Anonymous circulation data related to the number of checkouts of each device.
- The library and the internet service provider do not monitor or track the websites that a user visits or the information that a user enters and/or submits online (i.e., usernames, passwords, credit card information, etc.).

Proper Care and Use

- Do not leave the hotspot in a hot vehicle for an extended period.
- Do not expose the hotspot to liquid.
- If the hotspot prompts you to update its software, you may accept.
- If the hotspot displays a message that says, "Data Limit Reached," try turning the device off for a few minutes and then restart. This may resolve the issue when it is reactivated.
- Do not leave the hotspot plugged in. Once it is fully charged, unplug it, and let the battery run down before charging again. Please return the hotspot fully charged.

Adopted by Board of Trustees: February 11, 2025