

# Hot Spot Device Policy

## Nappanee Public Library

Hotspots are available to Nappanee resident library card holders 18 years old and older in good standing. Customers must present their card upon checkout.

Devices may be checked out for 14 days. Overdue devices will have Internet access deactivated within 24 hours beyond their due date.

Customers can place a device on hold. Devices will be held for 24 hours. If the device is not picked up by the end of the 24-hour period, the hold will be cancelled and the device will move to the next person in line.

Only one Hotspot per household can be checked out at a time. There are no renewals. The library reserves the right to cancel a hold if a hotspot has been loaned to a customer's household (customers with the same address on file) more than once in a 28-day period.

Customers should have a basic working knowledge of the device on checkout. If any technical problems are encountered, customers should return the device immediately to the NPL Public Service Desk.

### **DAMAGED OR LOST DEVICES**

Once a device is checked out to a customer, it becomes the responsibility of that customer.

Any changes in condition while in the customer's care will be the customer's responsibility.

Customers are responsible for costs associated with damage, loss, or theft of the device and its accessories.

Upon check-in, the device will be examined to ensure it has not been tampered with. If damage to the device is discovered by Library staff, these costs will be added to the customer's account.

If the device is lost, the customer will reimburse the Library for the damage to, or loss of, any of these items:

\$ 225.00     Sprint Hotspot

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#### **NPL – Hot Spot Device Policy**

Approved by the Library Board of Trustees – August 24, 2017

Revised – December 17, 2020

- \$ 5.00 Protective Case
- \$ 15.00 Power Adapter
- \$ 10.00 Processing Fee + Any Shipping Costs

### **OVERDUE DEVICES**

Overdue hotspots will be turned off and charged a \$5.00 a day fee until returned.

If the Nappanee Public Library refers a customer's account for collections, the customer will be responsible for attorney, court and collections costs associated with the referral. Past due accounts may be referred to collections and incur additional charges.

### **RIGHT OF REFUSAL**

The Library reserves the right to refuse service to customers who abuse equipment or who have a history of returning items late.