

Hotspot: Rules of Use

Hotspots may be borrowed by RCPL patrons 18 and older who live within Roanoke County. Patrons must have and use a library card to check out hotspots.

The loan period for hotspots is 28 days, at which time the device deactivates and must be returned to the library branch from which it was checked out. Please return the hotspot to the library service desk, during open hours. If hotspots are available, you can check out another after the one you are returning is checked in.

One hotspot may be checked out per library card at a time.

Borrowers will be liable to pay for the unit if lost or damaged.

- o Lost hotspot charge: \$100 + \$5 processing fee
- o Lost cable charge: \$15 + \$5 processing fee
- o Lost case charge: \$16 + \$5 processing fee
- o Fees will be assessed for removing or damaging barcodes, rule cards, instruction booklets, etc.

Wi-Fi hotspots may be borrowed by Roanoke County Library card holders ages 18 and older who live within County limits providing library cards are in good standing (i.e. library card is not blocked due to unpaid fines or lost material). The Library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning electronic devices. The Library is not responsible for any liability, damages or expense resulting from use or misuse of the device, connection of the device to other electronic devices, or data loss resulting from use of device. Any use of the device for illegal purposes or unauthorized copying of copyright-protected material in any format is strictly prohibited. Any unauthorized or illegal use will result in forfeiture of the right to borrow a hotspot, in addition to any other legal or administrative penalties authorized by law.

Internet service for hotspots relies on cell tower technology and coverage. Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower. User experience can vary based on location. The Library is not responsible for personal information shared over the internet or for information or websites accessed. The Library is not responsible for any liability, damages, or expense resulting from the use of the hotspot. A hotspot can provide internet access for up to 15 devices.

Parents/guardians are responsible for the use of the Hotspot by minors.