

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 Library may deactivate the device and the device must be returned to the service desk of the library branch from which it was checked out during open hours. You may call a branch and ask staff to place a hold on hotspots. A returned hotspot must be checked by Library staff before it can be checked out again. The Library reserves the right to refuse service to patrons who abuse equipment, or who are repeatedly late in returning electronic devices, or cause the Library to disconnect service to the device. If a patron is late in returning a device three times resulting in the Library having to deactivate the device in order to have it returned, and/or the patron fails to return the device within a month of the due date resulting in a service disconnect, they will lose hotspot borrowing privileges.

One hotspot may be checked out per library card at a time with a limit of two per household.

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

- Lost hotspot charge: price varies by device + \$5 processing fee.
- Lost cable charge: \$15 + \$5 processing fee.
- Lost case charge: \$16 + \$5 processing fee.
- Loss of battery: \$20 + \$5 processing fee.
- Loss of entire package: price varies by device + 5 processing fee.
- A fee of \$5 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 lost material or prior damage to hotspots or abuse of hotspot borrowing privileges). 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. The Library is not responsible for slow service and/or interruptions. 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 multiple devices.

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

By checking out a hotspot, I acknowledge that I have read, understand, and agree to abide by this policy. I understand that violation of these rules will result in the loss of future borrowing privileges and that I will be liable for any damages incurred to the device or accessories provided. I also acknowledge that the device was issued to me in working condition, in a case, with an attached barcode, property markings, applicable information sheets, a cord and a wall charger with a library marking. If any of these are missing upon return, I will be charged a replacement fee and in repeat circumstances could lose borrowing privileges.

