

INTERNET HOTSPOTS

Adopted by Board Action 4/19/2022

1. Only residents of West Des Moines or contract communities who are library cardholders or holders of group cards in good standing and active at least 30 days may borrow a hotspot.
2. Only one (1) hotspot per cardholder may be checked out at any given time.
3. The cardholder must be 18 years of age or older to check out a hotspot.
4. The cardholder must present a photo ID and a valid WDM library card number to check out a hotspot. The ID can be a Driver's License, state ID, Military ID, Student ID and/or Passport which contain the cardholder's name and an identifiable photo.
5. The cardholder must have a current, working email address and/or current phone number on file in their library record in order to check out a hotspot.
6. Hotspots are available at the second floor Adult Services desk.
7. Hotspot loan periods are for up to 14 calendar days and can be renewed up to twice if there are no current holds. Only two (2) renewals are allowed before the equipment must be returned for inspection by staff. Adult Services staff must approve renewals – via phone, email or in-person.
8. Hotspots should be physically returned in person to the Adult Services desk by their due date. The cardholder should remain present until all equipment has been checked to ensure that all pieces are accounted for, checked in and cleared from the cardholder's card, and that the Borrower Agreement is signed and dated signifying a proper return. Hotspot returns via the book drop are allowed, however hotspots returned in a book drop may be assessed charges for any damage.
9. Overdue fees will be charged for hotspots not returned by their due date in the amount of \$10.00 per day. Maximum fine is \$40.00. This maximum fine does not include any and all equipment replacement costs, which are billed separately.
10. If a hotspot is not returned by the due date, the library will deactivate it remotely and seek to recover it.
 - a. Within three (3) days past its due date, the library will send an overdue notice via electronic mail to the email address listed in the borrower's account.
 - b. The library will send a second notice—again via email— seven (7) days past the due date if the hotspot remains unreturned.
 - c. If a hotspot is not returned within ten (10) days past the due date, the borrower's account will be charged the replacement fee of the device and a FINAL NOTICE will be emailed. Borrowers are responsible for monitoring their email accounts and the library cannot guarantee the receipt of emails by borrowers.
 - d. If a hotspot is not returned within three (3) days of the date of the FINAL NOTICE, the library will begin efforts to recover the hotspot. After 30 days, an unrecovered hotspot will be referred to the West Des Moines Police Department as a theft under Iowa Code 714.5 and West Des Moines City Code 5-2-3.
11. The Hotspot Borrowing Agreement must be completed with each checkout, acknowledging financial responsibility for lost, stolen or damaged equipment.
12. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$230.00 for the hotspot and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement hotspots or accessories purchased by the customer. The minimum replacement cost of a hotspot is \$150.00.