

BORROWING POLICIES (MOBILE WIRELESS INTERNET HOTSPOT)

1. Only residents of West Des Moines who are library cardholders in good standing may borrow a hotspot. "Cardholder" is defined as a resident having a library card for a minimum of 30 days. "Good standing" is defined as a library card account and any custodial children/guardians' accounts having fines and fees of less than \$5.00.
2. The cardholder must be **18 years of age** or older to check out a hotspot.
3. The cardholder must present his/her actual library card in order to check out a hotspot.
4. In addition, a photo ID will be required. The ID can be a Driver's License, state ID, Military ID, Student ID and/or Passport photo which contain the cardholder's name and an identifiable photo. If the address on the photo ID and the address on record with the library do not match, patrons must provide a piece of recent mail with the correct address on it for verification purposes.
5. Only one (1) hotspot per household may be checked out at any given time.
6. Hotspot loan periods are for up to 7 (seven) calendar days. 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.**
7. Hotspots must be returned to library staff **no later than 1 (one) hour** before the library closes. The cardholder must 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 the Hotspot Borrower Agreement is signed and dated signifying a proper return.
8. Hotspots should be returned to the Reference Desk. Equipment may not be placed in any book return at any time for any reason. A fee of \$25.00, in addition to any other accumulated fees or fines, will be charged for this type of return.
9. If a hotspot is not returned by the due date, the library will deactivate the unit remotely and seek to recover it. The library will attempt to notify the cardholder via their primary notification method.
10. Patrons with overdue hotspots may be referred to a collections agency and/or 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 \$150.00 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.**