

Ossining Public Library WiFi Hotspot Lending Program: Information and Guidelines

About

A WiFi hotspot is a device that can be used to connect devices such as laptops, smartphones, and tablets to the internet. WiFi hotspots are portable and use cellular networks to connect to the internet.

The Ossining Public Library offers WiFi hotspots that can be checked out, free of charge, by Ossining patrons who are Ossining Public Library cardholders in good standing. Patrons wishing to check out WiFi hotspots must read and sign the User Agreement provided by the library.

The WiFi hotspots have content filters in place and are compliant with the Children's Internet Protection Act (CIPA).

Borrowing Eligibility

- Hotspots are available to Ossining Public Library cardholders in good standing who do not have access to the equipment or services sufficient to access the Internet either in their residence or while traveling. Patrons who do not meet these requirements are ineligible to borrow a hotspot.
- Hotspots are available for the use of Ossining Public Library cardholders and others who reside in their household. Hotspots may not be borrowed by an Ossining Public Library cardholder for the use of another person who resides outside of the cardholder's household. Patrons who borrow a hotspot and lend it to an ineligible person forfeit their eligibility to borrow a hotspot in the future.
- Patrons must be at least 18 years of age to borrow a hotspot.
- The User Agreement must be completed in person at the Front Desk.
- Patrons who do not meet the eligibility requirement of the Emergency Connectivity Fund Certification Statement or who refuse to sign any part of the User Agreement are ineligible to borrow a hotspot.

Borrowing Information

- Patrons may borrow one hotspot, per household, at a time. Patrons found to be in violation of this rule will have their hotspot borrowing privileges suspended.
- Hotspots may be borrowed for up to either 21 days or three (3) months at a time with the opportunity for one renewal. If a hotspot is not returned by the due date, it will be overdue.
- Overdue hotspots will accrue late fees and the hotspot service will be deactivated remotely.

Checkout

- Hotspots will be checked out at the Circulation Desk. Hotspots and their accompanying accessories will be provided in a box to form a hotspot "kit."
- All items will be inspected by staff and the borrowing patron at the time of checkout to ensure that all items are present and in acceptable condition.
- A complete hotspot "kit" consists of the following items contained within the provided box:
 - Hotspot
 - Charging Cord and Wall Adapter
 - Information Sheets

Check In

- Hotspots must be returned within their provided cases and all accessories to the Circulation Desk or to a staff member as coordinated through the Curbside Pickup process.
- All items will be inspected at time of check in to ensure that all items are present and in acceptable condition.

Lost or Damaged Items

- Patrons are responsible for any damage or loss of hotspots or accessories while they are checked out.
- Lost or damaged items will be charged to the patron according to the following:
 - Hotspot: \$62
 - Charging Cord: \$5
 - Wall Adapter: \$5

Late Fees

- If a hotspot is kept beyond its due date, the patron will accrue fines on their account at the rate of \$1 per day.

FAQ

- **Why isn't the hotspot working?** Hotspots must be turned on to work. If the hotspot is not turning on, it may need to be charged before use. The hotspot may be used while plugged in. Turning it off when it is not in use will save battery life.
- **How do I connect to the hotspot?** Please see the "Quick Start Guide," located in the hotspot box.
- **I want to keep my hotspot longer, why isn't it working anymore?** The hotspot service is disabled if it is kept past its due date. Please return the hotspot even if it is past due and the service is disabled.
- **What is the WiFi name?** The WiFi name is located on the back/underside of the hotspot device.
- **What is the password?** Passwords are located on the back/underside of the hotspot device. Please type this password exactly as it is shown.
- **Can my friends or family connect to the hotspot?** Yes, up to 10 devices may be connected to the hotspot at one time.
- **Can I renew my hotspot?** Yes. Hotspots may be renewed once after checking out for the initial checkout period. After the first renewal, the hotspot cannot be renewed and must be returned. After returning the hotspot, a patron may checkout a hotspot again after 48 hours.
- **Where can I use the hotspot?** The hotspot service is provided by T-Mobile and will only work within T-Mobile coverage areas in the U.S. Ossining is within an area fully covered by T-Mobile.
- **If a hotspot is prompted to update software or firmware, what should I do?** The hotspot will periodically receive updates from the service provider. You can accept the update.
- **A Note on Content:** The hotspots have content filtering in place to be in compliance with the Children's Internet Protection Act (CIPA). However, while this filter should prevent most pornographic and inappropriate material from being loaded on your device, the Ossining Public Library cannot guarantee that all inappropriate material will be blocked. Additionally, there is no guarantee that this device cannot be detected and used by outside parties.