



WiFi Hotspot Lending Policy

The Norwalk Public Library System lends WiFi Hotspots with laptop, cables and case (complete kit) to adults, age 18 and older, with library cards in the Norwalk Public Library system that are in good standing. Hotspots cannot be reserved. They are available at the adult Circulation desks on a **walk-in basis only** and checkout is limited to **one (1) per household**. Borrowers will be asked to provide additional ID along with their library card (e.g. driver's license, state photo ID, etc.). The lending period is one (1) week, non-renewable.

At one week overdue, the patron will automatically be charged the FULL replacement cost of \$200 for hotspots and \$280 for hotspot kits which include a Chromebook. **Returning hotspot kits late more than twice** will result in the loss of borrowing these kits for six (6) months.

HOTSPOT KITS MUST BE RETURNED IN PERSON AT AN ADULT CIRCULATION DESK DURING BUSINESS HOURS.

We respectfully ask that kits not be returned at closing time. Staff need time to check kits to ensure all items are accounted for and functioning for the next borrower. This can take five (5) to 10 minutes.

Borrowers are advised to wait during this time in case there are any concerns. Borrowers are responsible for the FULL replacement cost of the kit if the device or any parts are missing or damaged. **Kits will not be returned if there are missing or damaged parts.**

Devices should never be returned in the book drop, or to another library. Returning the device in the book drop, or to another library will result in a \$10.00 fee and losing the privilege of borrowing Hotspots for six (6) months.

Due to limited availability of these kits, **patrons and all members of a single household** are asked to wait two (2) business days before requesting to borrow another kit.

My signature below confirms I have read and agree to the conditions of this WiFi Hotspot Lending Policy and that all parts are included in the kit.

Signature _____ Date _____

Name _____ Phone _____

Address _____ City _____ State _____ Zip _____

OFFICE USE ONLY

Patron Barcode _____ Hotspot Barcode _____

ID Type _____ ID # _____

ID Expiration _____ Staff Initials _____ Date _____