

Mobile Hotspot General Policy and Procedures

1. Borrowers assume custodianship of the mobile hotspot until it is handed to Thayer Memorial Library staff. Use good judgment when using the mobile hotspot since you are responsible for its care while it is checked out to you. All damages sustained by the user are strictly their responsibility. This includes, but is not limited to, loss of your data or privacy invasions. Those who use mobile hotspots do so at their own risk and assume total liability for their actions.
2. The mobile hotspot is durable but not indestructible. Think of it like you would your mobile device or laptop computer. Keep it safe and free of harm.
3. Keep mobile hotspot dry and out of direct sunlight.
4. Keep mobile hotspot away from animals.
5. Keep the mobile hotspot together and do not disassemble the device or accessories or attempt to alter the configuration. These sorts of things are strictly prohibited and may result in loss of borrowing privileges.
6. Mobile hotspots are not guaranteed to work or receive a cellular signal.
7. Borrowers assume custodianship of the device until it is handed to Thayer Memorial Library staff. The borrower is responsible for whoever uses the network and what they view. Do not lose control of the device by lending it to friends or associates.
8. Borrowers will adhere to the Thayer Memorial Library's Public Use of the Internet and Computers Policy when using the mobile hotspot.
9. Mobile hotspot users access the internet through the T-Mobile network, not the Thayer Memorial Library's network.
10. Illegal acts involving Thayer Memorial Library equipment or services may be subject to prosecution.
11. If a mobile hotspot is damaged or not working upon checkout, return it immediately to the Thayer Memorial Library staff. Report the nature of the damage to a staff person.
12. Mobile hotspots must be returned with the power cord, SIM card, battery, and case to the Thayer Memorial Library in the same good working condition as when checked out.
The mobile hotspot must be returned inside. Do not return it in the book drop.
13. Problems? T-Mobile provides direct borrower technical support to hotspot borrowers at (844) 341-4834.
14. For all other questions, please call the Library 978-368-8928 x 2