



HOTSPOT and CHROMEBOOK CHECKOUT and RETURN POLICY

I. PURPOSE

- a) To establish a policy for checking out and returning Hotspots and Chromebooks.
- b) To establish a policy for Hotspots and Chromebooks when they are returned overdue, damaged, or lost.
- c) To establish a policy for check out limits for new patron accounts.

II. POLICY

Only Alamogordo Public Library cardholders, with the exception of *Non-Resident, Interlibrary Loan* and *Internet Use Only* accounts and patrons under the age of 18, may check out the library's Hotspots and Chromebooks. These items may be checked out or returned during the library's open hours or via curbside service hours up to (15) minutes prior to the closing time.

New patron accounts will be eligible to check out Hotspots and Chromebooks after 6 (six) months from the date of when the account was established.

Criteria

The following is a list of the criteria for checking out and returning Hotspots and/or Chromebooks. Failure to comply will result in either overdue fines, damage fees, loss of privileges, or all three.

- A patron must use their own up to date Alamogordo Public Library card to check out and will be required to sign a "*Borrower's Agreement*" at the time of checkout.
- Only one (1) Hotspot and/or Chromebook may be checked out on a patron's account at any time.
- All existing fees/fines on the patron's account and accounts that the patron is responsible for must be paid prior to checkout.

- Without exception, the return of these items must be hand delivered to a Reference Librarian. Therefore, they may not be returned via the inside or outside book drops.
- Patrons must return items on time and without any damage to the device(s), the charging cables, and storage containers to avoid overdue fines, damage fees, and potential loss of privileges.
- Patrons will be responsible for reading the safety information booklet for proper care and use of items and will take full responsibility for their online activities.

Check Out Time

A Hotspot or Chromebook may be checked out for twenty-one (21) days. Renewals are not permitted. There is a minimum twenty-four (24) hour wait period between the check in date and the patron's next check out request.

Overdue, Damaged, Lost Items

Overdue – Overdue fees are \$1.00 per day through the tenth day. Item(s) not returned after the tenth day will result in a status of lost and replacement charges will be assessed on the patron's account.

Lost – Items not returned after ten (10) days from the due date will be considered lost and a letter will be sent to the patron from the library stating that they have 15 days to return the item(s) and pay the fees. Items that are not returned and fees that are not paid within that time will be turned over to the City's Legal Department or a designated Collections process. For lost items, the patron will pay the original retail price, plus the governmental gross receipts tax and a \$5.00 processing fee.

Damaged – Items returned with damage to any part of the unit will be assessed a damaged fee. Damage fees must be paid within ten (10) days of assessment, otherwise, the status changes to a lost item and replacement charges will be assessed to the patrons account and will then be turned over to the City's Legal Department or a designated Collections process.

Violation of "Borrowers Agreement"

Violation of the "***Borrowers Agreement***" will constitute a loss of privileges.

1st Offense – six months.

2nd Offense – one year.

3rd Offense – permanent loss of checkout privileges.