

**Mobile Wi-Fi Technology Policy****PURPOSE**

The Seguin Public Library provides resources for information, education and recreation in appropriate print and non-print formats to enrich and enhance the lives and minds of users of all ages. In response to the needs of our dynamic community, the library aims to provide access to a broad range of resources. To meet the connectivity needs in the community, the Seguin Public Library has established a mobile Wi-Fi technology lending program to provide customers with off-site Internet access. Mobile Wi-Fi technology borrowers must abide by this policy and the Library Technology and Internet Access Policy.

**GUIDELINES**

Mobile Wi-Fi technology provides access to the internet away from the library. Mobile Wi-Fi devices are portable and are used to connect a mobile-enabled device, such as a laptop, smartphone, or tablet to the Internet. Mobile Wi-Fi devices rely on cell tower technology and coverage. User experience can vary based on location. Users are encouraged to use safe Internet practices. The library provides hotspots and tablets/laptops with cellular connectivity built-in that will allow up to 5 devices to be connected.

- I. Devices may be borrowed by Seguin Public Library cardholders that meet the following criteria:
  - a. Cardholder must be present and 18 years of age or older.
  - b. Cardholder must present a valid government issued photo ID. School ID's are not accepted.
  - c. Library card must be in good standing (fines under \$10.00, no damage/lost fees, and no items overdue more than 30 days).
  - d. Patron must have been an active cardholder for three consecutive months.
  - e. TexShare cardholders from other libraries are not allowed to check Mobile Wi-Fi devices.
  - f. Each time a device is borrowed by a cardholder, a Device Borrowing Agreement (Attachment A) must be completed and submitted prior to checkout.

- II. Mobile device checkout is limited to one device per household in any given 30-day loan period. The mobile Wi-Fi devices loan period is 30 days. The devices have unlimited data allowance per day. However, the service provider may intermittently reduce speed or limit the amount of data in areas with network congestion. This experience is due to data prioritization practice, which prioritizes customers who use more than 50GB of data in a single bill cycle after other customers. This practice helps to optimize overall network performance and maintain a quality service experience for as many customers as possible.
- III. When the checkout period has expired, the device will be deactivated, rendering it unusable.
- IV. Mobile Wi-Fi devices may not be renewed or reserved. They are checked out on a first come, first-serve basis.
- V. Mobile Wi-Fi devices may only be checked out at and returned to the first-floor service desk. Returning devices in the book returns is prohibited. A fee will be assessed if returned in the book returns. Borrowers, along with a library staff member, will verify that all accessories are present and in good condition at the time of checkout and check-in using the Checkout/Check-In device checklist (Attachment A).
- VI. Devices are filtered to comply with the Children's Internet Protection Act (CIPA). To address the special concerns raised by access to the Internet by minors, the Seguin Public Library established the Children's Internet Safety policy as part of the Library Technology and Internet Access Policy.
- VII. Borrowers may connect 5 devices per borrowed equipment.

### **CUSTOMER RESPONSIBILITIES**

Once a device is checked out to a patron, it becomes the responsibility of that patron. Use of the library's mobile Wi-Fi devices constitutes the customer's acceptance and agreement of both the Mobile Wi-Fi Technology Policy and Library Technology and Internet Access Policy.

- I. Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower. The patron is responsible for damage, loss, theft and/or International Roaming charges accrued due to data usage outside of the United States.
- II. Any changes in condition or content while in the patron's care will be the patron's responsibility. If damage to the device is discovered by library staff, these costs will be added to the patron's account.
- III. The overdue fine is \$3.00 per day for a maximum of the replacement cost of the device kit.
- IV. The borrower is responsible for any costs associated with damage or loss of the device and all accessories while in the borrower's possession. The library will not accept devices or accessories bought by customers to replace lost or damaged devices.
- V. The borrower will be charged the replacement cost of the device if the security seal on the device has been tampered with and/or removed while in the borrower's possession.
- VI. By borrowing and initiating use of library's devices, the user agrees to hold the library and its agents harmless from all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the library's devices and internet access provided by the library. Deliberate altering of any files or modifying the configuration of library-owned equipment is strictly prohibited.
- VII. To avoid damage to devices, borrowers must follow the library's Use and Care Instructions (Attachment B).
- VIII. Legal Responsibilities: Mobile Wi-Fi devices may not be used for any illegal purposes. Violations will result in immediate deactivation of the device and loss of mobile Wi-Fi technology borrowing privileges. Unlawful activities will be dealt with in an appropriate manner, including notification of law enforcement authorities. Examples of illegal use include, but are not limited to the following:
  - a. Circumventing, filtering, or blocking software, or other security measures to access visual depictions deemed (a) obscene, or (b) child pornography, or (c)

harmful to minors, as defined in the Children’s Internet Protection Act (CIPA ~ Public Law 106-554).

- b. Using any mobile Wi-Fi device for any illegal or criminal purpose.
  - c. Violating copyright laws or software licensing agreements in their use of mobile Wi-Fi devices.
  - d. Violation of copyright or communication laws. U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of fair use. Any responsibility for any consequences of copyright infringement lies with the user. The library expressly disclaims any liability or responsibility resulting from such use.
  - e. Attempting to alter or damage computer equipment, software configurations, or files belonging to Seguin Public Library or the City of Seguin, other users, or external networks.
  - f. Attempting unauthorized entry to the City of Seguin’s computer network or external networks.
  - g. Libeling, slandering, cyberbullying or otherwise harassing others.
  - h. Intentional propagation of computer viruses.
- IX. Ethical Responsibilities: Mobile Wi-Fi devices must not be used in an unethical manner. Examples of unethical use (some of which may also have legal consequences) include, but are not limited to the following:
- a. Hacking (breaking into or out of any system) and violation of computer system security.
  - b. Attempting to evade security measures to cause damage or interfere with Internet use of others.
  - c. Intentional violation of another customer’s privacy.
  - d. Obtrusively displaying information with the intent of being disruptive or offensive to others.

- e. Engaging in any activity that is deliberately and maliciously offensive, libelous, slanderous, harassing or threatening.
- f. Circumventing mobile Wi-Fi devices time management and data allowance software or procedures.
- g. Using mobile Wi-Fi devices to gain access to the library's networks or computer systems or to any other network or computer system.
- h. Obstructing other people's work by consuming large amounts of system resources or by deliberately crashing any library computer system, attempting to alter software configurations and cause degradation of system performance, or accessing peer to peer (P2P), torrent, or other file sharing sites.

#### **STAFF RESPONSIBILITIES**

- I. Staff members are trained and expected to respond appropriately to basic software and hardware questions.
- II. The library is not responsible for personal information shared over the Internet or for information or websites accessed with mobile Wi-Fi devices. The library is not responsible for any liability, damages, or expense resulting from the use of mobile Wi-Fi devices.
- III. The library is not responsible for any information a user accesses and encounters using a mobile Wi-Fi device or any actions a user takes while online.
- IV. Library customers have the right to confidentiality. The Seguin Public Library will not release information on the use of specific Internet resources by members of the public except as required by law or as necessary for the proper operation of the library.

#### **SANCTIONS**

It is the customer's responsibility to become familiar with the Library Technology and Internet Access Policy. Copies of the Library Technology and Internet Access Policy are available for public viewing at the service desks or upon request.

- I. The library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning electronic devices.
- II. Using mobile Wi-Fi devices to access any online content determined to be illegal or obscene according to federal, state, or municipal law will result in the revocation of mobile Wi-Fi technology borrowing privileges and potentially criminal prosecution. The user will not tamper with the devices (hardware and software), or attempt to open, repair, or modify the devices in any way.

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