



Whitehall Public Library  
100 Borough Park Drive  
Pittsburgh, PA 15236 412-882-6622  
[www.whitehallpubliclibrary.org](http://www.whitehallpubliclibrary.org)

## Whitehall Public Library Mobile Hotspot Guidelines and Procedures

The Whitehall Library has established a mobile hotspot-lending program to provide patrons with high-speed internet access.

- Patrons must be 16 or older to reserve a hotspot, with a library account in good standing. Patrons may request the hotspot in person, by phone, or email only.
- There are currently 8 mobile hotspots in the collection. Patrons may reserve one by adding their name to a written waiting list.
- Patrons will be notified when a hotspot becomes available for pick-up. Once notified, they have 1 week to pick up their device. After notification, the hotspot will be put on hold and placed on the holdshelf for pick-up.
- Upon checkout, patrons must read and sign the **Circulating Mobile Hotspot Borrowing Agreement** that acknowledges financial responsibility for lost or damaged equipment. Staff must check and sign-off on the hotspot and peripherals.
- The hotspot will circulate for one week. If there is no waiting list, hotspots may be renewed twice. After the second renewal, hotspots must be returned to the library so that others may find them available. Library patrons must wait one week to re-request another hot spot.
- Patrons should promptly notify the library if there are any technical issues with the hotspot.
- Overdue fees are \$1/day. Patrons may be held responsible for up to \$100 in replacement costs if the hotspot is lost, damaged, or stolen. The library will not accept replacement hotspots or accessories purchased by the customer. The library's IT librarians may assess technological issues and charge the borrower, accordingly.
- The hotspot must be picked up and returned, *in-person*, to the front desk at the Whitehall Public Library. A fee of \$25.00, in addition to any other accumulated fees/fines, will be charged for hotspots returned in a book drop or anywhere except directly to library staff at the Whitehall Public Library Circulation Desk.