

Hotspot Borrowing Policy (taken from NPL Borrowing Policy 9/17/25)

- Borrower must be 18+ years of age.
- Checkout period is up to 2 weeks, limited to one per household
- Unlimited data usage.
- Overdue fine \$10.00/day. Replacement cost: \$125.00 for device, \$30 for charger and/or cord, and \$15 for case.
- No renewals.
- Must be picked up and returned at NPL.
- Reservations can be made through the NPL Stuffbrary website. Reservations are not valid until approved and confirmed by an NPL staff person.
- Borrowing is limited to Norfolk residents
- Device, charger, charger cable, instructions, and pouch must be returned to a librarian at the Circulation Desk.
- DO NOT return device in the Book Drop. There is a \$5 fine for devices returned in the book drop. If the unit is damaged a replacement fee will be charged.
- Due to high demand, patrons who fail to return a device on-time will be prohibited from checking out a device for a 30-day period.
- Patrons who fail to notify the library of a cancelled reservation on two occasions will have device reservation privileges revoked for not more than six months. These patrons and members of their household will, however, only be permitted to borrow a device based on walk-in availability.
- Data will be shut off if not returned by close of Library business on due date.