



Watkins Glen Public Library
610 S Decatur Street
Watkins Glen, NY 14891
(607) 535-2346

WGPL Telehealth Kit Lending Agreement

Please read carefully and sign.

Guidelines for Borrowing

- Borrowers must be at least 18 years of age and have a valid library card in the Southern Tier Library System (STLS) that is older than 30 days.
- Accounts must have a valid address and phone number on file.
- Accounts must be in good standing with no outstanding fines or bills over \$10.00.
- Borrowers should present a form of photo identification at checkout.
- Borrowers must read, understand, and sign the Telehealth Kit Lending Agreement.
- Returning borrowers may re-use the original agreement as long as dates are updated by staff. You may be asked to fill out a new agreement periodically.
- The Telehealth Kit is available for a loan period of seven (7) days or one week.
- **Telehealth Kits are not eligible for renewal.** They must be available to other patrons for *at least 7 days* before the same household can check one out again.
- Borrowers and the present staff member will verify that all accessories are present at the time of both checkout and check-in. This may include the carrying case, power adapter, hotspot, computer, and headset.
- **Do not return the device to the outside drop box or to other libraries.** All devices must be returned directly to a staff member. If the library is operating in a curbside-only capacity, please contact the library to set up a time for drop off. If the library is closed due to inclement weather or other emergency reasons, you will not be charged a late fee.
- Please fill out the survey that comes with the kit. This will help us evaluate the service.

Fines & Liabilities

- Patrons will be fined \$5.00 per day, up to the full replacement cost of \$350.00, will be charged for an unreturned device. Mobile Hotspots will be deactivated if not returned.
- Patrons are responsible for the full replacement cost if the device or any parts are lost, stolen, damaged, or otherwise not returned to the library.
- The complete replacement cost is as follows:
 1. Chromebook: \$200.00
 2. Headset with Mic: \$20.00
 3. Computer Mouse: \$10.00
 4. Hotspot Device: \$80.00
 5. Carrying Case: \$30.00
 6. USB Power Cord: \$10.00
- Patrons may keep writing utensils, notepads, and medical information provided in the kit. The library will replace these items regularly.

Proper Care & Device Use

- As with any electronic device, do not leave the Computer or Hotspot in a hot or cold vehicle for an extended period. Please store in a controlled environment.
- Do not remove the Hotspot SIM card for any reason.
- If the device prompts an update of software, you may accept. The software update should take no more than a few minutes.
- If your Hotspot device displays a message that says, "Data Limit Reached," try turning the device off for 2-3 minutes and restarting. There may be heavy network congestion and you might have to wait until the congestion period is over before the device works properly.
- Do not leave the Hotspot plugged in. Once it is fully charged, unplug and let the battery run down before charging again. Please return the device fully charged.
- Residents of Schuyler County should have access to the Internet via the Hotspot but the library cannot guarantee that it will work in every location. Please let us know if there are any issues and we will try our best to resolve them.

Disclaimer: The Library is not responsible for information accessed using this device or for personal information shared over the Internet. Users are encouraged to follow safe Internet practices. Please be aware that the mobile hotspot has no filters or virus protection. Users must install virus protection on personal devices. The user is responsible for all Internet access on the devices, including access by minors. The Library is not responsible for any computer viruses that may be transferred to user storage devices. Tampering with library equipment, including bypassing security functions is prohibited.

By signing below, I understand and agree to the terms of the Watkins Glen Public Library's Telehealth Kit Lending Agreement.

Borrower's Name (Print): _____

Borrower's Signature: _____

Today's Date: _____ Phone Number: _____

STAFF USE ONLY:

Borrower's Library Card #: _____

Hotspot #: _____

Due Date: _____

Staff Initials: _____