

Town of Clayton Policy & Procedure Statement

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| Policy Number | LIBRARY 2021-01 |
| Department | Library |
| Subject | IT Lending Policy (Wi-Fi Hotspot & Laptop Kits) |
| Approved By | Town Council – Resolution #2021-41 |
| Effective Date | September 20, 2021 |
| Revision Date(s) | |

Purpose:

Create guidelines and policies for lending of technology equipment.

Clayton Library Tech Hub:

The Hocutt-Ellington Memorial Library is dedicated to connecting our citizens with innovative technology and access to meet their personal and professional needs. There is no charge to borrow equipment; however, fees/costs will be charged for late, damaged, lost, or stolen equipment.

Upon checkout, the borrower assumes full responsibility for the Wi-Fi Hotspot, Laptop, and any accessories included in the Wi-Fi Hotspot or Laptop Device Kit. This includes financial responsibility for replacing an item if lost or stolen and/or for repair costs of damaged items.

Guidelines for Borrowing and Use of Wi-Fi Hotspot and Laptop Kits (“Device Kits”)

1. Borrowers must be at least **18 years old**.
2. A valid Hocutt-Ellington Memorial Library card with current address information and no outstanding fines above \$25.00.
3. A valid government-issued ID with Clayton, NC area address must be presented. The address on the ID and the library account must be the same.
4. Wi-Fi Hotspot and Laptop Kits (“Device Kits”) must be checked out and signed for at the main circulation desk in the adult room of the Clayton Library and must be returned to and signed back in at that same desk. **They CANNOT be returned in the afterhours book drop or at the children’s desk.** Device Kits must be returned to staff by the due date/time, in good working condition, and with all accessories. The Device Kit will not be considered returned until all components are present.
5. Borrowers are required to read, understand, and sign this agreement at the circulation desk in presence of a library staff member before each checkout. First-time borrowers will receive HEML Internet Safety Guidelines and a walk-through of the Quick-Start Guide.
6. Borrowers will confirm with library staff that all components of the device kit are present at the time of checkout.
7. The borrower must return the technology to a library staff member who will confirm all parts and accessories in the Device Kit are present and in good condition.

Time Limits and availability

- Each household may borrow only one **Device Kit** at a time.
- Hotspots and Laptops can be borrowed for one 3-week (21-day) interval at a time. They are not renewable and must be turned in before another device is checked out.
- If a patron/household has a Device Kit checked out, they cannot put one on hold until the first kit is checked in.
- Patrons borrowing Chromebooks for in-house use may borrow only one Device Kit at a time, for up to 10 hours, depending on the building's hours of service. Device kits are due 30 minutes before closing on the date they are checked out. They cannot leave the building.

Fees and Costs

Library staff will review the contents of the device kits with borrowers upon return. Staff will notify borrowers if any part of the kit is missing and/or damaged.

- Lost or Damaged Technology or accessories: Patron will be charged cost of item (see itemized checklist).
- The Device Kits CANNOT be returned in the afterhours book drop. Doing so will result in a \$10.00 fee, plus the cost of any damages to the device. If items are returned a second time to the book drop, device checkout privileges will be lost.
- If the Device Kit is not returned by the due date/time, Wi-Fi service will be disconnected, and the device in that kit will no longer be usable.
- Devices that are not returned in person by their due date will be subject to an extended-use rental charge of \$5/day, up to a maximum overdue fine of \$25.
- If the Device Kit is not returned within seven (7) days of the due date, it will be considered lost, and full replacement charges will be incurred.
- In-House Laptop Kits not returned by building closure will be considered lost, and full replacement charges will be incurred.
- The borrower is solely responsible for the Device Kit and agrees to pay for repair or replacement costs associated with damage or loss of devices and/or accessories sustained while checked out.
- The borrower holds responsibility to protect against loss.

Care and Use Information:

- I understand that Device Kits (including Wi-Fi Hotspots and Laptops) must be kept in a temperature-controlled environment and must not be left in extreme temperatures, including vehicles.
- I understand that the hotspot or laptop devices in the Device Kits run on the Verizon network and that the speed and availability of the connection will be dependent on the service area of Verizon towers. *Service connection is not guaranteed in all areas. Hotspots and Laptops have access to 25 GB of data per billing cycle. After the 25 GB threshold is exceeded, service may slow down during periods of high usage. Up to five devices may be connected to the hotspot.*
- I understand there will be Internet filtering on the hotspots in compliance with the Children's Internet Protection Act (CIPA) and the Hocutt-Ellington Memorial Library

Technology Policy. Parents and guardians are responsible for the use of the hotspot by minors.

- I understand that library staff may provide limited instructions and troubleshooting for the use of the hotspot device and cannot provide technical support for connected devices. Borrowers may call 1-800-922-0204 for assistance or to report non-functioning devices.

Disclaimers:

1. The Library is not responsible for information accessed using these devices or for personal information that is shared over the Internet.
2. It is the responsibility of parents/guardians/caregivers, not the Library, to determine what is appropriate for their minor children. Parents/guardians/caregivers are responsible for any information accessed or observed by their minor children while using library devices.
3. Internet access and the quality of access are subject to the availability of cell tower coverage or wireless access through and Internet provider over which the Library has no control.
4. The Library is not responsible for any liability, damages, or expense resulting from use or misuse of the device, connection to other electronic devices, or data loss resulting from use of a hotspot. Wireless security is not implied.
5. 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.
6. Patrons must abide by the Hocutt-Ellington Memorial Library Internet Acceptable Use Policy and the guidelines for Use of Computers and the Wireless Network and are encouraged to follow safe Internet practices.
7. The Hocutt-Ellington Memorial Library reserves the right to make changes to this policy as needed and to refuse/limit checkouts at the discretion of management.
8. The Library is not responsible for personal data left by the user on the device. It is the borrower's responsibility to ensure no personal data has been left on the device.

Policy:

This policy shall remain in effect until such time as amended by the Town Council.

HEML Technology Lending Agreement

***Keep first use agreement on file.**

NAME: _____

Card Number: _____

I agree:

- To abide by all of the Hocutt-Ellington Memorial Library Technology Lending guidelines.
- To abide by the library’s Internet Acceptable Use Agreement, attached.
- To pay any fees as detailed in the lending guidelines if the equipment is returned late or improperly to the book drop.
- To ensure the safety and security of all equipment and accessories while in my care, including to pay all repair and/or replacement costs should the equipment or components/accessories be stolen, lost, not returned, or damaged while checked out.

Wi-Fi Hotspot, Laptop, and Accessories Checklist and Pricing

Item:

| | |
|------------------------------|--|
| WiFi HOTSPOT KIT# | |
| LAPTOP CHECKOUT KIT # | |
| IN-HOUSE LAPTOP KIT # | |

STAFF INITIALS

| OUT | IN | ITEM | Cost |
|------------|-----------|---|-------------|
| | | Wi-fi Hotspot Kit | |
| | | Wi-Fi Hotspot: Verizon Orbic Speed Mobile Hotspot | \$79.99 |
| | | Wi-Fi Hotspot Carrying Case | \$16.00 |
| | | Wi-Fi Hotspot charging cable and wall outlet | \$10.00 |
| | | Hotspot Kit Bag | \$2.00 |
| | | Quick-start Guide | (\$0) |
| | | Laptop Checkout Kit | |
| | | Laptop: Chromebook | \$400.00 |
| | | Laptop Carrying Case | \$20.00 |
| | | Computer Charging Cable | \$20.00 |
| | | Quick-start Guide | (\$0) |
| | | In-House Laptop Kit | |
| | | In-House Laptop: Chromebook | \$400.00 |
| | | Quick-Start Guide | (\$0) |

By my signature below, I agree that all of my questions have been answered and I agree to abide by all parts of this agreement.

(Printed name)

(Signature)

(Date)

Date Returned: _____

Staff Initials (Upon Return) _____