

HEML Technology Lending Policy

Town of Clayton Policy & Procedure Statement

	
Policy Number	LIBRARY 2024-06
Department	Library
Subject	Technology Lending Policy
Approved By	Town Council – Resolution #2021-41; #2024-100
Effective Date	September 20, 2021
Revision Date(s)	October 7, 2024

Purpose:

Create guidelines and policies for lending of technology equipment.

Clayton Library Technology

The Hocutt-Ellington Memorial Library (“the 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 technology device and any accessories included in the 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 Technology (“Device Kit”)

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 must be presented at time of checkout.
4. Device Kits must be checked out and signed for at the circulation desk and must be returned to and signed back in at that same desk. **They CANNOT be returned in the afterhours book drop.** 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 and acknowledge the policy and sign the agreement at the circulation desk in the presence of a library staff member before each checkout.
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 Device Kit to a library staff member who will confirm all parts and accessories in the Device Kit are present and in good condition. Device Kits will be held by staff for up to 48 hours upon return for cleaning and equipment maintenance.

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Time Limits and Availability

- Each household may borrow only one Device Kit at a time.
- Device Kits 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 Device Kits 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 Device Kits or accessories: Patron will be charged cost of item. The borrower holds responsibility to protect against loss.
- 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 damage 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, Mobile Wi-Fi service will be disconnected on applicable technology, 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 Device Kits not returned by building closure will be considered lost, and full replacement charges will be incurred. Returning Device Kits undamaged and with all the pieces will remove replacement fees.

Care and Use Information

- Device Kits must be kept in a temperature-controlled environment and must not be left in extreme temperatures, including vehicles.
- Applicable Device Kits run on the Verizon network and 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.*
- There will be internet filtering on applicable Device Kit in compliance with the Children's Internet Protection Act (CIPA) and the Hocutt-Ellington Memorial Library Technology Policy. Caregivers are responsible for minors' use of devices.

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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 caregivers, not the Library, to determine what is appropriate for their minor children. Caregivers are responsible for any information accessed or observed by their minor children while using library devices.
3. 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 device. Wireless security is not implied.
4. The Library is not responsible for any computer viruses that may be transferred to user storage devices.
5. Tampering with Library device kits, including bypassing security functions, is prohibited.
6. Patrons must abide by the Library's Internet Use Policy and are encouraged to follow safe internet practices.
7. The 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.