Shorewood-Troy Public Library

Technology Device Lending Policy

Approved 6/9/2022

The Shorewood-Troy Public Library, at its discretion, will make various technology devices available for patron use inside the library as well as available for check-out. Use of these devices indicates agreement to the terms of this lending policy.

Hotspots

The Shorewood-Troy Public Library, at its discretion, will make portable hotspots available for patron use.

Eligibility

The borrower must be 18 years of age or older and must have a valid Shorewood-Troy Public Library card in good standing.

Loan Period / Availability

The lending period is 14 days.
Borrowers can obtain the hotspots from the Circulation Desk.
Holds and renewals are permitted.

Limitations

- Hotspots must be returned to a Shorewood-Troy Public Library staff member at the Circulation Desk.
- Hotspots may not be returned to other libraries or returned to the book drop.
- The library is not responsible for sites patrons encounter while using these hotspots. Parents or guardians of minors assume responsibility for a minor's use of these devices.
- The library is not responsible for any consequences incurred when patrons' personal information is shared over the internet.
- Unlawful use is prohibited and may result in removal of hotspot privileges.
- The library assumes no responsibility for any damage to library users' personal devices. Tampering with library equipment or attempting to access or modify library equipment is prohibited.
- Cardholders assume responsibility for the cost of repair or replacement in the event that the hotspot and/or its accessories are lost, stolen or damaged.

- Signal strength may vary by location and the library cannot guarantee connectivity. Fines and Liability
- The hotspot is not considered returned until all items within the case have been returned to the library in working condition. Late fees are charged, in addition to any charges for hotspot devices and components not returned in original working condition.

Fines and Liability

- The hotspot is not considered returned until all items within the case have been returned to the library in working condition. Late fees are charged, in addition to any charges for hotspot devices and components not returned in original working condition.
- There is a $1.00 per day late fee per hotspot device. Hotspot data will be disabled if the device is overdue.
- Borrowers will be charged a $25.00 fee for returns to the book drop or other libraries, in addition to the replacement cost for any damage incurred.
- The borrower is responsible for proper return of the device and components.

Current replacement/damage charges include:

Late fee (per day)	$1.00
Hotspot returned in book drop or at another library	$25.00 + Repair Costs
Hotspot	$140.00
Case	$10.00
Wall Charger	$20.00
Damaged Hotspot	Repair/Replacement cost

Troubleshooting

If patrons experience problems with the hotspot device or have questions, they should ask for assistance at the reference desk. Library staff may not always be available to provide technical support.

The borrower will be financially responsible for any damages if she/he tries to troubleshoot problems and damages occur.

Disclaimer

The library is not responsible for any loss of data that may occur due to malfunctioning hardware or software.

The Library assumes no responsibility for any damage to library users' personal device or equipment. Tampering with library equipment or attempting to access or modify the system is prohibited.

In House Laptops & Chromebooks

The library's laptops may only be used in the library. Removal of a library laptop from the library will be considered theft. All applicable laws will apply.

Eligibility

The borrower must be 13 years of age or older and have a valid library card. To check out a laptop, the borrower must present one of the following: A) their library card; B) a school ID; or C) a valid Illinois driver's license or state ID. The ID will be held at the circulation desk until the laptop with all pieces in working order is returned to library staff.

Loan Period/Availability

- Laptops are available on a first-come, first-served basis and may not be reserved.
- Borrowers may check out only one laptop per day.
- Laptops can be checked out from the circulation desk for 90 minutes. The session may be extended if no other patrons are waiting to use a laptop.
- Laptop lending will end one hour before the library closes. The laptop must be returned no later than 30 minutes before closing.
- Laptops must be returned to the circulation desk in person, and must be turned on for inspection purposes. Do not return the laptops to the book drops or leave them on the counter. Borrowers should be prepared for a brief wait while staff verifies that all items have been returned in working condition.
- A patron's privilege to check out a laptop may be suspended if the patron fails to return loaned equipment on time. Laptops not returned by library closing time will be considered stolen. The police department will be notified and an investigation may be initiated.

Limitations

- Each laptop is equipped with operating software and built in Wi-Fi. Use within the library does not require an access code. No additional software may be installed or downloaded.
- Audio or video files must be played with headphones. Skype and similar video communications must be done within the study room.
- Wireless printing is available.

Fines and Liability

Under no circumstances should a borrower leave the laptop unattended -- the library is not responsible for a lost or stolen laptop once in the borrower's possession. Should the laptop be damaged, lost, or stolen during the period it is checked out, the borrower assumes full responsibility and fiscal liability for all costs associated with damage to the laptop or its associated equipment.

Current replacement/damage charges include:

Late fee (for each hour or fraction thereof that the laptop is overdue - there is no grace period or maximum fine)	$5.00
Battery	$75.00
RAM	$100.00
Hard Drive	$300.00
CD-RW/DVD Drive	$200.00
AC adapter/power cord	Replacement cost
Damaged laptop	Repair/Replacement cost
Lost or stolen laptop (if laptop is stolen, the borrower is responsible for submitting a police report to the library director)	Replacement cost

Usage

- The library's Internet Use policy applies to laptop use.
- The borrower is responsible for verifying the current physical condition of the laptop and that it is in working order when it is checked out. Please report damage, non-working laptops, and laptops with any objectionable material downloaded on them immediately. Unreported issues will become the responsibility of the current borrower.

- The borrower must NEVER leave the laptop unattended. If a borrower must leave for a short time, the laptop may be left with a staff member at the circulation desk with the understanding that the laptop's check-in time remains the same. If an unattended laptop is retrieved by a staff member, the borrower's laptop-borrowing privileges will be suspended.
- The laptops may not be used to engage in illegal activities or to disturb other patrons. If asked to refrain, the user must comply immediately. Failure to comply may result in loss of computer privileges.
- No filter (blocking software) is used on these computers.
- Do not duplicate, remove, or install any software from/on the laptop.

Troubleshooting problems and questions

Borrowers are expected to be self-directed in the use of the laptop. If patrons experience problems with laptop hardware or applications or have questions, they should ask for assistance at the reference desk. Library staff may not always be available to provide technical support.
The borrower will be financially responsible for any damage to a laptop if he/she tries to troubleshoot problems and damage occurs.

Disclaimer

- The library is not responsible for damage to any removable drive (e.g. USB drive or CD) or loss of data that may occur due to malfunctioning hardware or software. Users wishing to save files they have created must save them externally. All created files will be wiped clean after a session ends. The library is not responsible for any computer viruses that may be transferred to or from user storage devices. The library laptop is using current anti-virus software, but it cannot guarantee protection against all viruses. The library does not assume responsibility for lost or corrupted files for any reason, such as hardware failure or network interruptions.
- The library assumes no responsibility for any damage to library users' personal devices, software, files, and/or equipment. Tampering with library equipment or attempting to access or modify the operating system or any other software or programming, including bypassing security functions is prohibited.

Job Seeker Kits

The Shorewood-Troy Public Library, at its discretion, will make Job Seeker Kits available for patron use. The following is included in a Job Seeker Kit:
- Laptop
- Charging Cable for Laptop
- Hotspot
- Charging Cable for Hotspot
- Wireless Mouse

- Case containing the aforementioned items

Eligibility

The borrower must be 18 years of age or older and must have a valid Shorewood-Troy Public Library card in good standing.

A credit card authorization will be required for circulating Job Seeker Kits. Upon return of all equipment in good condition, the authorization form will be returned to the borrower or shredded. Shorewood-Troy Public Library will accept the use of debit cards but cannot guarantee immediate release of funds should a reimbursement take place once materials are returned. Patrons are responsible for returning all equipment directly to circulation staff on time and in good condition. Items will be checked in after a thorough inspection for condition. Credit Card Authorization Form can be seen on page 9 of the Technology Device Lending Policy.

Loan Period/Availability

- The lending period is 14 days. Limit of one (1) Job Seeker Kit checked out per card.
- Borrowers can obtain the Job Seeker Kit from the Circulation Desk.
- Holds and renewals are permitted. Limit of one (1) hold on card at a time.

Limitations

- Borrower must complete a Credit Card Authorization Form prior to check out.
- Job Seeker Kits must be returned to a Shorewood-Troy Public Library staff member at the Circulation Desk.
- Job Seeker Kits may not be returned to other libraries or returned to the book drop.
- Each Job Seeker Kit is preloaded with selected programs and content, in accordance with library collection policies. Borrowers may not delete any programs from the laptop device included in the kit.
- The library is not responsible for any costs incurred while borrowers use the equipment.
- The library is not responsible for sites patrons encounter while using this device. Parents or guardians of minors assume responsibility for a minor's use of these devices.
- The library is not responsible for any consequences incurred when patrons' personal information is shared over the internet.
- Unlawful use is prohibited and may result in removal of Job Seeker Kit privileges.
- The library assumes no responsibility for any damage to library users' personal devices.
- Tampering with library equipment or attempting to access or modify library equipment is prohibited.
- Cardholders assume responsibility for the cost of repair or replacement in the event that the Job Seeker Kit and/or its accessories are lost, stolen or damaged.

Fines and Liability

- Under no circumstances should a borrower leave the Job Seeker Kit and the included items within the kit unattended -- the library is not responsible for lost or stolen items once in the borrower's possession. Should the items be damaged, lost, or stolen during the period it is checked out, the borrower assumes full responsibility and fiscal liability for all costs associated with damage to the items or its associated equipment.
- The Job Seeker Kit is not considered returned until all items within the case have been returned to the library in working condition. Late fees are charged, in addition to any charges for hotspot devices and components not returned in original working condition.
- There is a $1.00 per day late fee per Job Seeker Kit. After 5 days, hotspot and laptop access will be disabled.
- Borrowers will be charged a $25.00 fee for returns to the book drop or other libraries, in addition to the replacement cost for any damage incurred.
- The borrower is responsible for proper return of the device and components.

Current replacement/damage charges include:

Late fee (per day)	$1.00
Job Seeker Kit returned in book drop or at another library	$25.00 + Repair Costs
Laptop Computer	$500.00
Battery	$75.00
RAM	$100.00
Hard Drive	$300.00
CD-RW/DVD Drive	$200.00
AC adapter/power cord	$20.00
Hotspot	$140.00
Hotspot Charger	$20.00
Wireless Mouse	$22.00
Case	$25.00
Damaged laptop, hotspot, or mouse	Repair/Replacement cost
Lost or stolen laptop, hotspot, or mouse (if	Replacement cost

laptop is stolen, the borrower is responsible for submitting a police report to the library director)	
Complete Kit Replacement Charge	**$727.00**

If the Job Seeker Kit or any items within the kit are more than 30 days overdue, the Complete Kit replacement charge of $727.00 will be charged to the credit/debit card provided on the Credit Card Authorization Form. Should the items be returned after the 30 days, a partial refund will be issued.

Usage

- The library's Internet Use policy applies to Job Seeker Kit use.
- The borrower is responsible for verifying the current physical condition of the items within the Job Seeker Kit and that it is in working order when it is checked out. Please report damage, nonworking laptops, non-working hotspots, non-working mice, and laptops with any objectionable material downloaded on them immediately. Unreported issues will become the responsibility of the current borrower.
- The borrower must NEVER leave the Job Seeker Kit or the items within the kit unattended. If an unattended Job Seeker Kit or items within the kit are retrieved by a staff member, the borrower's laptop-borrowing and Job Seeker Kit-borrowing privileges will be suspended.
- The Job Seeker Kits and items within the kit may not be used to engage in illegal activities or to disturb other patrons. If asked to refrain, the user must comply immediately. Failure to comply may result in loss of computer privileges.
- No filter (blocking software) is used on these computers.
- Do not duplicate, remove, or install any software from/on the laptop.

Troubleshooting

- If patrons experience problems with the Job Seeker Kit or have questions, they should ask for assistance at the reference desk. Library staff may not always be available to provide technical support.
- The borrower will be financially responsible for any damages if she/he tries to troubleshoot problems and damages occur.

Disclaimer

- The library is not responsible for damage to any removable drive (e.g. USB drive or CD) or loss of data that may occur due to malfunctioning hardware or software.
- ***Users wishing to save files they have created must save them externally. All created files will be wiped clean after a session ends.***

- The library is not responsible for any computer viruses that may be transferred to or from user storage devices. The library laptop is using current anti-virus software, but it cannot guarantee protection against all viruses. The library does not assume responsibility for lost or corrupted files for any reason, such as hardware failure or network interruptions.
- The library assumes no responsibility for any damage to library users' personal devices, software, files, and/or equipment. Tampering with library equipment or attempting to access or modify the operating system or any other software or programming, including bypassing security functions is prohibited.
- The library is not responsible for any loss of data that may occur due to malfunctioning hardware or software.

Credit Authorization Form

Please complete all fields. This authorization will remain in effect until all items within the Job Seeker Kit are returned to the Shorewood-Troy Public Library or after a Complete Kit Replacement Fee has been charged to the below account.

Credit/Debit Card Information
Card Type: ● MasterCard ● VISA ● Discover ● AMEX ● Other_____
Cardholder Name (as shown on card):
Card Number:
Expiration Date (mm/yyyy):
Cardholder ZIP Code (from credit card billing address):
CVV (3 digit code on back of card):

I, _____, authorize the Shorewood-Troy Public Library to charge my credit/debit card above for agreed upon replacement/repair purchases from my loan of the Job Seeker Kit from the Shorewood-Troy Public Library.

I have read and agree to all terms within the Technology Device Lending Policy at ShorewoodTroy Public Library.

I understand that my information will be saved until the Job Seeker Kit and all items within the kit are returned to the Shorewood-Troy Public Library.

Patron Signature: _____ Date: _____

Rokus

The Shorewood-Troy Public Library, at its discretion, will make Roku devices available for patron use.

Eligibility

The borrower must be 18 years of age or older and must have a valid Shorewood-Troy Public Library card in good standing.

Loan Period / Availability

- The lending period is 14 days. Limit of one (1) Roku checked out per card.
- Borrowers can obtain the Roku from the Circulation Desk.
- Holds and renewals are permitted. Limit of one (1) hold on card at a time.

Limitations

- Rokus must be returned to a Shorewood-Troy Public Library staff member at the Circulation Desk.
- Rokus may not be returned to other libraries or returned to the book drop.
- Each Roku is preloaded with selected accounts and content, in accordance with library collection policies. Borrowers may not download or delete any titles, accounts, or content from the Roku device.
- The library is not responsible for any costs incurred while borrowers use the equipment.
- Please note that a WIFI connection is required to use a Roku device. Since the Roku streams content through the internet, it will not function if not connected to the internet.
- The library is not responsible for sites patrons encounter while using this device. Parents or guardians of minors assume responsibility for a minor's use of these devices.
- The library is not responsible for any consequences incurred when patrons' personal information is shared over the internet.
- Unlawful use is prohibited and may result in removal of Roku privileges.
- The library assumes no responsibility for any damage to library users' personal devices.
- Tampering with library equipment or attempting to access or modify library equipment is prohibited.
- Cardholders assume responsibility for the cost of repair or replacement in the event that the Roku and/or its accessories are lost, stolen or damaged.

Fines and Liability

- The Roku device is not considered returned until all items within the case have been returned to the library in working condition. Late fees are charged, in addition to any charges for Roku devices and components not returned in original working condition.
- There is a $1.00 per day late fee per Roku device. After 5 days, access will be disabled.
- Borrowers will be charged a $25.00 fee for returns to the book drop or other libraries, in addition to the replacement cost for any damage incurred.
- The borrower is responsible for proper return of the device and components.

Current replacement/damage charges include:

Late fee (per day)	$1.00
Roku returned in book drop or at another library	$25.00 + Repair Costs
Roku Ultra	$100.00
Case	$20.00
Remote	$10.00
Power Cord	$10.00
HDMI Cable	$10.00
Damaged Roku Ultra	Replacement cost

Troubleshooting

If patrons experience problems with the Roku device or have questions, they should ask for assistance at the reference desk. Library staff may not always be available to provide technical support.

The borrower will be financially responsible for any damages if she/he tries to troubleshoot problems and damages occur.

Disclaimer

The library is not responsible for any loss of data that may occur due to malfunctioning hardware or software.

The Library assumes no responsibility for any damage to library users' personal device or equipment. Tampering with library equipment or attempting to access or modify the system is prohibited.