



**CITY OF SANTA BARBARA**  
**LIBRARY BOARD REPORT**

**AGENDA DATE:** September 3, 2020  
**TO:** Library Board  
**FROM:** Administration Division, Library Department  
**SUBJECT:** Laptop Lending Policy

**RECOMMENDATION:**  
That the Library Board approve the updated Laptop Lending Policy.

**DISCUSSION:**  
In response to numerous patron requests for Library computer use while the Library's building is closed due to COVID-19, the existing Laptop Lending policy was updated to include guidelines for acceptable use as well as responsibility for lost and/or damaged laptops loaned to patrons for use outside the library. The laptop lending policy includes:

- 1) Borrowing eligibility
- 2) Equipment Details
- 3) Guidelines for use
- 4) Lost/Damaged Fees
- 5) Disclaimer

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**SUBMITTED BY:** Molly Wetta, Library Services Manager  
**APPROVED BY:** Jessica Cadiente, Library Director





## **CITY OF SANTA BARBARA Santa Barbara Public Library**

### **Laptop Lending Policy**

The Santa Barbara Public Library has laptops available for use inside the Library and for external checkout outside the Library for users of all ages. It is not required, but recommended that laptop borrowers under the age of 18 be supervised by a parent or guardian. Laptops for external checkout must be placed on hold and can then be checked out for use outside the library for a 7day loan period. Availability of both are on a first come, first service basis. . Use of the laptops indicates agreement to the terms of the Laptop Lending Policy.

#### **Eligibility**

The borrower must have a valid full membership Library card in good standing. To check out a laptop, the borrower must present their Library card or a valid photo ID to library staff.

#### **Guidelines**

1. Borrowers may check out only one laptop at a time.
2. Laptops can be checked out for 7 days for external checkout or a maximum of 2 hours for inside the Library use. . Those times may be extended if no other patrons are waiting to use a laptop.
3. Laptop lending for use inside the Library will end 1 hour before the Library closes. All laptops must be returned no later than 30 minutes before closing.
4. Laptops must be returned to a library staff member in person. Do not return the laptop to a book drop, self-return machine, or leave them on tables or counter tops or on tables outside the library for return. Borrowers should be prepared for a brief wait while staff verifies that all items have been returned in working condition.
5. 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 the Library's closing time (for use inside the Library) or to the Library within two days of their due date if checked out externally will be considered lost. Under no circumstances should a borrower leave a laptop unattended when checked out. The Library is not responsible for a lost or stolen laptop once in the borrower's possession.

#### **Equipment**

Each laptop is equipped with built-in WiFi. Some may be checked out with Hotspots depending on availability. Use of laptops does not require an access code. No additional software may be installed or downloaded to a laptop.

#### **Usage**

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.

The borrower must never leave a laptop unattended when using inside the Library. If an unattended laptop is retrieved by a staff member, the patron's laptop-borrowing privileges will be suspended.

The laptops may not be used to engage in illegal activities or to disturb other patrons. Failure to comply may result in loss of library privileges.

Do not duplicate, remove, or install any software from/on a laptop. Using a laptop to tamper with Library equipment or attempting to access or modify the operating system or any other software or programming, including bypassing security functions, is prohibited.

**Lost and/or Damaged Fees**

Should the laptop be damaged, lost, or stolen during the period it is checked out, the borrower assumes full responsibility for all costs associated with the laptop or its associated equipment.

Current replacement/damage charges include:

Laptop	\$600
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The lost and/or damaged fees noted are only an estimate. The Library reserves the right to adjust charges according to the damaged equipment make and model.

**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. Laptops use anti-virus software and/or mobile device management, but that 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, personal cloud-based accounts, and/or equipment.

*Revised September 2020, approved by Library Board September 2, 2020*