



## Chester County Library Laptop Lending Procedures and Guidelines:

The Chester County and Henrietta Hankin Branch Libraries will provide laptop computers for borrowing on library grounds. Removal of a library laptop from the library premises is prohibited.

### Eligibility:

- Patrons with an active Chester County Library System card in good standing
- All borrowers must accept the Library's Internet Acceptable Policy and the Technology Equipment Usage Policy

### Loan Period/Availability:

- Reservation is required to borrow a laptop
- Patrons must reserve a laptop 24 hours in advance by contacting the John W. Jacobs Technology Center at 610-344-4395 or [ccljtc@ccls.org](mailto:ccljtc@ccls.org). A staff member will contact you whether your reservation is accepted or declined.
- Lending hours:  
10:00 a.m. to 4:00 p.m. – Monday, Wednesday, and Friday  
10:00 a.m. to 8:00 p.m. – Tuesday and Thursday
- All laptops must be picked up no later than 10 minutes of your reservation time
- Failure to pick up reserved laptops will be considered no shows
- Limited to one laptop for a maximum of one 90-minute reservation per day, per patron
- Laptops are checked out to patrons' library accounts upon borrowing
- Call 610-466-5339 upon arrival
- Present your active Chester County Library System card upon borrowing

### No shows

- 1<sup>st</sup> No Show – new reservations are blocked for 15 days
- 2<sup>nd</sup> No Show – new reservations are blocked for 30 days
- 3<sup>rd</sup> No show – new reservations are block for 45 days

### Troubleshooting Technology Issues and Questions:

Remote assistance is available

- Printing is accessible through laptops
  - Money owed for print jobs will be charged to the borrower's library account and can be paid online
  - **Please use print preview** before printing to ensure all pages are printed correctly
  - When sending a large print job (40 pages or more), please contact 610-466-5339
- All personal files and documents created by the borrower will need to be saved to the borrower's personal USB drive or cloud-based account
- Any data or information saved on the laptops will be deleted after each use.

### Fines and Liability:

- Borrowers are responsible for loss, damage, and theft of the laptop while in their possession
- Damaged laptops will result in **fines of up to \$750** and/or in the suspension of library privileges.
- In order to ensure the safety of all patrons, laptops will be thoroughly cleaned before and after each use
- The library assumes no responsibility for any damage to borrowers' personal devices, software, files, and/or equipment

**Due to the library's Wi-Fi signal strength, please use the laptop close to the building. Thank you.**