



Henrietta Hankin Branch 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 must have 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:

- A reservation is required to borrow a laptop.
- Patrons must reserve a laptop 24 hours in advance by contacting the Henrietta Hankin Branch Reference Desk at 610-344-4196 or hreference@ccls.org. You will need your library card number to make the reservation. 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, Tuesday, and Friday
10:00 a.m. to 7:00 p.m. – Wednesday and Thursday
- All laptops must be picked up no later than 10 minutes after the beginning 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 610-344-4196 upon arrival.
- Present your active Chester County Library System card upon borrowing.

No shows

- 1st No Show – new reservations are blocked for 15 days
- 2nd No Show – new reservations are blocked for 30 days
- 3rd 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 610-344-9146
- 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.