Chromebooks and Hotspots Checkout

How they will work:

Hotspots:

- Hotspots are holdable in the ILS and will be able to move between locations.
- Hotspots have a 3-week loan period.
- Hotspots overdue fines are $.50 per day up to a maximum of $30.
- Hotspots are packaged in a CD case.
- Hotspots that are available for checkout should be held behind a service desk or in a staff area. Any hotspots which have not checked out during the day should be placed in a secure location similar to the staff-use Chromebooks and iPads.
- Hotspots are not renewable.
- Hotspots will be deactivated when they are 3 or more days overdue.

Procedures:

- When a hold is for pickup at another location, please treat it like a magazine and place the item with the hold label attached to it in a routing envelope and send it through the interoffice mail to the pickup location. This will help to decrease the opportunities for the case to open and have pieces go missing in the delivery process.
- When a hold arrives at a location for pickup, please treat it like an ILL and keep the hold behind the desk for the guest to pick up. This will help to decrease the opportunities for that hold to go missing from the hold shelf.
- There are two ways staff can handle checking in a hotspot. Each location will determine which works best for their workflow.
    - Check in the hotspot as normal. Be aware of a 'charge/discharge' note. If the item fills a hold and there is a 'charge/discharge' note, see the next bullet point for steps on how to proceed.
    - Check in all returned hotspots as 'damaged'. If a 'charge/discharge' note comes up, follow the steps in the next bulleted section. If a 'charge/discharge' note does not come up, please check in the item again to show that it is 'on shelf' if it is at the owning location, 'in transit' if it needs to be sent back to the owning location or fill a hold.
- If a hotspot has its service disconnected to it, IT places a 'charge/discharge' note on the item. Please be on the lookout for these notes when checking them in. If your location has a sorter and the hotspot is turned in through the sorter it will go to the exception bin whether it has a hold on it or not.
    - If the item has a 'charge/discharge' note it should be set aside for a designated person to contact IT so that IT can have the service turned back on.
    - If the hotspot does not have service, its location should be changed to 'BKR' until the service has been restored. This way it will not show available to customers or other staff members.
    - If the hotspot does not have service and it fills a hold, you should put the guest back on the top of the hold list. If the hold is for pickup at the location, it is turned in at, staff will need to contact the guest to let them know that the hotspot is not actually

available as the service is not currently active on the device and that the hold will be filled as soon as we are able to do so.
  - o The hotspot should then be placed in a designated space until IT has notified staff that the hotspot is back in service again. Once notified the location should be switched back to 'HOT' and checked in.

Chromebooks:
- Chromebooks will be a first come, first served item, similar to Experience Passes. They are available at the following locations: Belle Isle, Bethany, Capitol Hill, Choctaw, Del City, Downtown, Edmond, Midwest City, Ralph Ellison, Southern Oaks, Village, and Warr Acres. (Almonte's Chromebooks will continue to be for in-library use only and will not checkout for use outside of the library.) Each location has a different number of Chromebooks available.
- Chromebooks should be returned to the location that they were checked out at, please tell guests this when they are checked out. The reason for this is that we do not have a good way to transport the Chromebooks between locations without the risk of damage to the Chromebook. If you do have a Chromebook that is returned at your location and not owned by your location, please ensure that your supervisor team is aware of its return. The supervisor team will figure out the best way to get the Chromebook back to the owning location without sending it through the delivery.
- Chromebooks have a 3-week loan period.
- Chromebooks overdue fines are $1 per day up to a maximum of $30.
- Chromebooks that are available for checkout should be held behind a service desk or in a staff area. Any Chromebooks which have not checked out during the day should be placed in a secure location similar to the staff-use Chromebooks and iPads.
- Chromebooks are not renewable.
- If a Chromebook is returned and the guest would like to check it back out again right away this should be handled on a case-by-case basis. If you have other Chromebooks available to checkout then the guest should be able to check out the item again right away. If you have no other Chromebooks available and they are asked for frequently at your location, you might ask the guest to come back the next day to see if it is still available so that other guests get the opportunity to check it out.
- IT purchased a kit of 10 Chromebooks for Outreach and Engagement Services as a system kit for programming in 2020.
- Each location that was part of the Google grant can set aside some of their Chromebooks to continue their programming efforts. These Chromebooks need to have their location code changed to 'BPR' (Branch Professional Reference) or they can be checked out on one of the system cards so that they will not show up as available for customers in the catalog.
- Chromebooks will be deactivated when they are 3 or more days overdue.

Procedures:
- If a Chromebook has its service disconnected to it, IT places a 'charge/discharge' note on the item. Please be on the lookout for these notes when checking them in.
  - o If the item has a 'charge/discharge' note it should be set aside for a designated person to contact IT so that IT can have the service turned back on.

Things to remember when checking out:

- Ask the guest to return the item (whether it is a hotspot or a Chromebook) to the service desk and not in the book drop. Also ask them to return it to the location that they checked it out at.
- Let the guest know that they may need to charge the item.
- Ask the guest to let us know if they experience any trouble with the item.
- Show the guest the device and associated accessories (charging cord and/or mouse) that will be checked out with the device. Let the guest know that all parts must be returned, or there will be a replacement cost for the missing items.

Things to remember when returned/checking in:

- Ask the guest if they had any problems with the item.
- Check to make sure that all parts are with the item.
  - Hotspot: the hotspot and charging cord
  - Chromebook: the Chromebook, charging cord and carrying case/tote (if your location has a mouse that circulates with the Chromebook check for that as well)
- Check to make sure that the Chromebook is working.
- Be aware of the 'charge/discharge' notes on the items checking in so that any device that has had service shut off can have it restored before another customer checks it out.
- Look for damage.

Replacement costs:

- Hotspot power cord: $15
- Hotspot replacement: $75
- Chromebook power cord: $20
- Chromebook carrying case: $15
- Chromebook replacement: $350
- Mouse replacement: $7

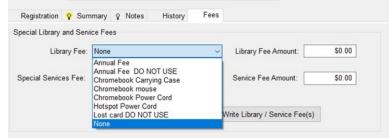Contact the following departments for replacement pieces:

- Chromebooks power cords, contact Information Technology.
- Hotspots power cords, order through the Collection Processing supplies on the Intranet.
- Mice, contact Information Technology.
- Replacement of Chromebook carrying case is through your location's supply budget (budget line 5312). The RDs have a limited number of replacement cases and will replace them when asked until they are all gone, please contact the RDs if you need one.

How to charge a replacement cost:

If a guest does not return a power cord or mouse and you need to add a fee to the account, please follow these steps:

In the patron information screen, select the 'Fees' tab:

Click on the 'Library Fee' option and select the appropriate lost item:

Once the appropriate fee is selected, click on the 'Write Library/Service Fee(s)' at the bottom: