



BERKSHIRE ATHENAEUM

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Pittsfield's Public Library Since 1872

TECHNOLOGY LENDING PROGRAM COMPUTER SERVICES POLICY

1. **INTRODUCTION:** The Berkshire Athenaeum strives to provide the Pittsfield community with the finest literary, informational and recreational resources. Supporting this vision, the Athenaeum offers patrons through its Technology Lending Program (TLP) a collection of devices that may be borrowed from the Children's Library and the Reference Department.
2. **EQUIPMENT DESCRIPTION:**
 - 2.1. Available items include a variety of laptops and tablet computers. The TLP collection will be periodically refreshed with new purchases. Older items may be removed from service.
 - 2.2. Devices are made available for three levels of use and are labeled as such:
 - **New Devices:** Recently acquired for the TLP and must be used in designated areas. Children's Library new TLP devices must be used in that department. Reference Department new TLP devices are used at the long white tables in the one-hour computer area.
 - **Library Use Devices:** After a period of time New Devices are generally transitioned into Library Use Devices which are available for use anywhere within the library building or on the reading terraces.
 - **Take Home Devices:** After a period of time Library Use Devices are generally transitioned into Take Home Devices which may be borrowed for home use.
3. **BORROWING REQUIREMENTS:**
 - 3.1. Patrons may borrow a TLP device by presenting their full serve C/W MARS library cards. Only library cardholders whose accounts are current and in good standing may check out a device.
 - 3.2. Patrons access the TLP service in the Children's Library and at the Reference Desk. Devices available in the Children's Library are intended for those who are age 10 or under.
 - 3.3. Adult patrons with accounts not in good standing will be referred to the Circulation Department for resolution. Children with accounts not in good standing will be assisted by Children's Library staff.
4. **BORROWING PROCESS:**
 - 4.1. New and Library Use Devices are available on a first come, first served basis without renewals or reserves. Take Home Devices are eligible for reserves.
 - 4.2. Children's Library New and Library Use Devices are lent for one-half hour. Reference Department New and Library Use Devices are lent for two hours. Take Home Devices are lent for one week.
 - 4.3. Library staff will ensure that all parts and accessories are lent with and returned with the device.

- 4.4. The countdown for the borrower starts the moment the staff member checks out the equipment through the automated circulation system. The staff member will mark the "Due Back" time on the lending slip that accompanies each device.
- 4.5. Staff will remind borrowers at the time of each check out that the device must not be left unattended.
- 4.6. The borrower is liable for the device while it is checked out to them. Devices must be returned to the same desk from which they were borrowed.

5. HEADSETS: Headsets are available for two-hour loan from the Adult Circulation Desk and Children's Library Desk. They are not eligible for reserves but may be renewed once. Headsets may be used anywhere in the library or on the reading terraces. Patrons who return headsets late will be fined \$1 per hour or partial hour.

6. DEVICE CONTENT: To provide an authentic experience of the mobile environment, the library encourages patrons to install free apps on library devices through the associated app store. The library creates and maintains institutional cloud-based accounts for this purpose. Library staff will also accept recommendations for paid apps in the department from which the device was borrowed. Library apps will be cultivated for a variety of uses and audiences. When an app is acquired, it is affiliated with a cloud-based account. All library apps are available for download onto library devices from the Cloud. When the library acquires a new app, it will be featured on at least one device and available for download onto compatible devices. Library staff may periodically remove installed apps, including patron sponsored apps, to free space on a device for new content.

7. PATRON SPONSORED APPS:

- 7.1. The library accepts gift cards for paid app donations and will redeem gift cards using the institution's accounts. The library is unable to reimburse any difference between the cost of an app and the value of the gift card provided for its purchase.
- 7.2. Due to the rights and limitations of apps and mobile platforms, the library is unable to accept apps that patrons have previously purchased for use on their own devices.
- 7.3. App donations that support ongoing learning, creativity and enjoyment are welcome. The library will not accept paid app donations that pose a risk to the overall performance of the device.

8. PERSONAL CONTENT: Patrons wishing to save data may do so on compatible media that they provide and may inquire at the Reference Desk regarding the availability of media for sale. Patrons are encouraged to save content to personal cloud-based storage accounts. The library does not provide patrons with cloud-based accounts for storage of personal data on library devices.

9. GENERAL CONSIDERATIONS:

- 9.1. Patrons who bring a TLP device into the Local History Department are required to sign in and sign out at that department's service desk.
- 9.2. Circulating TLP devices may be unavailable when a library computer training session is scheduled.
- 9.3. The Internet and wireless policies of the Berkshire Athenaeum apply to both patron-owned and library-owned devices used in the library.

- 9.4. Persons violating the terms of library policy may have their privilege of using TLP devices and other library computers suspended.

10. OVERDUE AND UNRETURNED DEVICES:

- 10.1. The circulation system will assess fines on an overdue device once the loan period has elapsed. Borrowers who return Children's Library New or Library Use devices late will be fine \$1.00 per hour or portion thereof. Borrowers who return Reference Department New or Library Use devices late will be fined \$5.00 per hour or portion thereof.
- 10.2. Borrowers will be charged the full replacement cost for any TLP device and its accessory parts (typically device cover, power cord, and/or adapter) not returned. The borrower will be charged for a device returned in a damaged condition, which may include repairable damage requiring cleaning, reapplication of property labels, and reinstallation of software. Borrowers who routinely return devices with evidence of excessive wear or misuse may have their TLP borrowing privileges suspended.
- 10.3. Borrowers who engage in unauthorized removal and/or failure to return TLP devices will be subject to disciplinary measures that may include indefinite banishment from the library.
- 10.4. The library will report unauthorized removal from the library and/or failure to return TLP device to the Pittsfield Police Department as a property theft, with full borrower identifying and contact information provided.

11. STAFF RESPONSIBILITIES:

- 11.1. When not in use, TLP devices are kept in the Children's Library office and Reference Department office. To the extent practical, library staff will keep devices fully charged.
- 11.2. To maximize fair access to Take Home Devices for all library patrons, library staff will limit repeat loans to the same individual and individuals within the same household.
- 11.3. To optimize circulation of Take Home Devices, patrons will be notified when their reserved device is ready; and it will be held for three library days. If not checked out by the reserving patron, the device will be made available to the next waiting patron.
- 11.4. For Take Home devices a one day refresh period will be observed between loans to allow staff an opportunity to perform routine maintenance and evaluate the condition and integrity of the device.
- 11.5. When there is evidence that a device has been used to access inappropriate sites, library staff will review the browser history of a returned TLP device to facilitate library policy enforcement.

12. STOLEN DEVICES:

- 12.1. **Staff Response:** Library staff will suspect theft of a device when it becomes overdue by more than 30 minutes; when the patron who checked out the device cannot be located in the library; when a device case or parts are found separated from the device.
- 12.2. **Incident Report:** When a device appears to be stolen, staff will immediately retrieve the registration record of the patron who checked out the device. If the registration record includes a phone number, staff will call and make inquiry. The staff member that handled the transaction, if available, will be interviewed by senior staff on duty for recollection of

details or any irregularities. An incident report will be created as soon as possible and shared with library staff generally, via email, capturing transaction details and recovery steps taken. The incident report will be updated as necessary, attaching updates to the initial report in a single email thread.

- 12.3. **Software Recovery Systems:** Most devices are managed with cloud-based or app-based tracking or recovery. Senior staff on duty will promptly activate these functions.
- 12.4. **Police Report:** The Department Supervisor or designee will file a theft report with the Pittsfield Police Department using the PPD online reporting function. This report prompts for device serial number and market value, which should be included, and can be obtained from the Technical Services Supervisor. PPD acknowledges a filed report with an immediately responding email message that assigns a Tracking Number. Within ten business days the report is approved and assigned a permanent case number, with a PDF of the report sent by attachment.