

## Laptop Loan Policy

The Laptop Loan Program was developed initially under the Milwaukee Public Library’s “Connecting Milwaukee Communities” Broadband Technology Opportunities Program, and funded for three years as part of the American Recovery and Reinvestment Act awarded in 2010 by the Department of Commerce. The program was launched in six branch locations and was expanded to all locations by 2014, when the positions were shifted to the City’s positions ordinance as part of the Library’s budget. The program continues to operate according to the policies set forth as listed below.

- Laptops are checked out for in-library use only.
- Patrons are required to have their photo included on their library record in Sierra in order to participate. In addition, patrons are required to have an electronic signature on file and fees below the \$5.01 threshold.
- Patrons must complete a loan agreement form the first time they check out a laptop, or they may opt-in to the program at the time of library card registration by signing an electronic agreement.
- The loan period for laptops is three hours in Sierra, with a single two-hour SAM session. This gives people a chance to get settled, have a full two-hour session, and return the laptop without incurring fines.
- Laptops may be checked out by patrons 8 years old and older. For patrons under 18, the parent or legal guardian must be present the first time to complete and sign the loan agreement form and the parent or legal guardian must have their own photo and signature in their record. There will be a separate loan agreement form for patrons under 18 years old. The child must also have a photo and signature on their record, for future checkouts without the parent present.
  - Patrons who do not have their library card in hand may use a photo ID for staff-assisted laptop checkout. LibraryNOW cardholders may use their student ID number for staff-assisted checkout. Students may be asked for additional information to verify identity.
  - All patrons may type in their library barcode or student ID number to checkout a laptop from any MPL laptop kiosk.
- Laptops may *not* be checked out by patrons using Books2Go, SAM Visitor, Business/Day Care/Institutional, Teacher, or Temporary Residency card types.
- Fines and fees accrue on laptops as follow:
  - \$2/hour fine after 3 hours—and \$2 each hour up to \$10 for 5 hours overdue.
  - \$1500 replacement fee – if missing for more than 8 hours or at closing time after all patrons have exited.
- After six hours, patrons are over the \$5.01 threshold and will be blocked from checking out library materials and logging on to the Internet. As with other materials, they must pay fines down to \$5 or less to restore borrowing privileges.
- Laptops are not to be taken into the restrooms or beyond the security gates, except for use in the Community or Conference Rooms.
- Laptops should **always** be returned directly to the staff (at a desk or at a cart). It is not acceptable for patrons to simply leave the laptop on top of the service desk and then walk away.

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- Laptops should never be left unattended. Patrons are allowed one occasion where a laptop is left unattended. If they leave a laptop unattended for the second time, patron will be excluded from the laptop program according to the following terms:
  - 6 months – 2<sup>nd</sup> occurrence
  - 1 year – 3<sup>rd</sup> occurrence
  - Permanent exclusion – after 3<sup>rd</sup> occurrence
    - Patron may appeal this exclusion after one year via a written request to the Library Director. Ban may be lifted at the discretion of the Library Director.