**Chromebook Basics for CKO at Hart**

1. Chromebooks and Wi-Fi Hot Spots will be stored in the Circulation Department.
2. Customer approaches staff and asks to check one out.
3. Staff scans *RPL library card* and ensures the account is in good standing:

* Not barred or blocked, and customer must not be blocked due to abusing device checkout previously.
* must be 18 years of age or older,
* fees must be below $5.00.
* Only RPL cardholders including paid RPL Non-Resident Cardholders allowed. The field in WorkFlows called Profile Name must say **RESIDENT** OR **NONRESIDENT only**. Not RECIPROCAL OR RESTEMP.

1. Staff retrieves 7 Day **or** 90 day Chromebook from the storage unit nearby depending on availability. There are no holds on these devices.
2. For Chromebooks, turn it on and verify no previous user account besides Rockford Public Library is displayed.
   1. If a personal user account is present, this Chromebook **cannot be checked out** and you must email [itsupport@rockfordpubliclibrary.org](mailto:itsupport@rockfordpubliclibrary.org) with the Sirsi item ID barcode for the Chromebook with a subject line of **“Customer Data Present.”** Assist the customer with another Chromebook if one is present or wait until IT can clear the Chromebook.
3. **BEFORE** scanning the Chromebook barcode into WorkFlows, staff and customer *together* inventory all pieces based on the Inventory Placard.
4. This includes the laptop, carrying case, charging cord, instruction pack, and the inventory placard itself. All pieces must be present and undamaged.
5. Staff reviews the information on the Lending Agreement with the customer. Staff places specific device information on the Lending Agreement and adds their initials and date. **Now, the customer signs Lending Agreement** and understands they are responsible for loss or damage to any of the items they are checking out. Staff communicates that the device must be returned back to Hart at the Circulation Desk to a staff member and never in the bookdrop. *Staff will make a copy of the lending agreement to give to the customer.*
6. **Staff now scan the Chromebook barcode into WorkFlows**, officially checking the device out to the customer. Staff gives customer the checkout receipt and *noting the return date* and that the device cannot be renewed.
7. Each Chromebook will have a mentor name label on it in the keyboard area. Staff helps the customer to understand that this is the person they should ask for if they need assistance when they need help at home. When they call, route the call to the mentor. If that mentor is not available, then whoever is present should assist the customer during normal business hours.
8. Before the customer leaves, make them aware that Staff in the Adult Services department can provide a more in-depth tutorial on how to operate the device if the customer needs it. More tutorial help can be found at <https://edu.gcfglobal.org/en/topics/googleapps/>
9. After the customer leaves, staff will file the original, signed Lending Agreement in the Circulation Department where it will remain on file.

**Chromebook Basics for CKI at Hart**

1. Chromebooks and Hot Spots checked out from Hart Circulation Department will be returned at the Circulation Desk.
2. **BEFORE** scanning the barcode tocheck in the device, Staff and Customer will use the Inventory Placard attached to the Chromebook carrying case to do an inventory **together** to ensure all items are returned in undamaged, proper working order. Check to see that:
3. Chromebook powers up normally or if it’s a Wi-Fi Hot Spot, it must show the RPL username and password. If those are not present it means the Wi-Fi Hot Spot has been locked because it was overdue. **IT Must Remotely Unlock the Hot Spot Before It Is Able To Be Checked Out Again.** See next section for procedure.
4. All contents are present including Instruction Packs.
5. No cables are cut, frayed, chewed, or have exposed wires.
6. No connectors are bent, no ports are damaged, and have no objects obstructing them.
7. There are no cracks in the screen or breakage on the exterior of the device.
8. All keys on keyboard are present.
9. **If all is normal,** undamaged, and all pieces are present; scan the barcode in WorkFlows to officially discharge the device off the customer’s account. Retrieve the signed Lending Agreement and use a **RETURN CONDITION LOG** to add the checkin date, Staff initials, and the condition of the device, then staple it to the original Lending Agreement for filing.

**Next,** once the customer has left, **check the device out to the ITSHARE user account in WorkFlows.** IT Staff will get an automated email at the end of the day to let them know to wipe the devices of user data. **Have the Chromebooks plugged in, open, and on so this process can take place.** Once IT completes this user wipe process, they will send an email back to the entire department so whoever is present can place that laptop back into service.

**IF YOU HAVE A CUSTOMER WANTING TO CHECK THE DEVICE OUT** *before* IT does the user wipe, email [itsupport@rockfordpubliclibrary.org](mailto:itsupport@rockfordpubliclibrary.org) with the Sirsi item ID barcode for the returned Chromebook with a subject line of **“Wipe Return”** to remove user data. This email part does not apply to Wi-Fi Hot Spots.

* 1. Ensure item is powered on and plugged in.
  2. Ensure item **does not** **circulate** until given clearance from IT.
  3. Once cleared from IT, place the Chromebook in the storage area for its next checkout.

1. **What to do when damage, loss, a need for extra cleaning occurs, or a locked overdue Hot Spot is returned:**
   1. *A customer may not checkout RPL devices again until any associated damaged, lost/stolen, or cleaning fees are paid in full.* If any items are damaged, missing, or have food or stains on them:
      1. Inform the customer that by checking this item out they agreed to reimburse the Library should any damage, loss, or extra cleaning needs occur. Let them know we will be charging their account based on the issue and then do so in the account from steps 2 and 3 below. Retrieve the original signed Lending Agreement and use a **RETURN CONDITION LOG** to add the checkin date, Staff initials, and record whatever issue occurred. Staple this to the original Lending Agreement and continue to keep on file.
      2. After the customer is gone, email [itsupport@rockfordpubliclibrary.org](mailto:itsupport@rockfordpubliclibrary.org) with the Sirsi item ID barcode for the returned Chromebook or Hot Spot with a subject line of **“Damaged Return”** and detail which items are damaged and in what way.
      3. If the entire set as detailed by the Inventory Placard is gone (stolen/lost) then the item may be marked as damaged in Sirsi

which will charge for the full item replacement, for example, $438 for Chromebooks.

* + 1. If a Wi-Fi Hot Spot is returned and it does not show the *RPL username and password* during the return inspection, email [itsupport@rockfordpubliclibrary.org](mailto:itsupport@rockfordpubliclibrary.org) with the Sirsi ID Barcode for the Hot Spot with a subject line of **“Unlock Overdue Hot Spot.”** Place the Hot Spot out of service and do not checkout until IT gives clearance.
    2. Individual damage or lost parts will need to be charged for each component via fines as follows:

**Chromebook Replacement Costs:**

Chromebook - $345

Charging cord - $51

Carrying case - $27

Inventory Placard - $5

Instruction Pack - $10

Overdue - $5 per day

Cleaning (food, stains, other) - $5

**Wi-Fi Hot Spot Replacement Costs:**

Wi-Fi Hot Spot - $120

Charging cord - $60

Protective case - $15

Inventory Placard - $5

Instruction Pack - $10

Overdue - $5 per day

Cleaning (food, stains, other) - $5

1. If no damage, proceed to wipe down the Chromebook and/or Hot Spot equipment.
   1. All items should be wiped down with a **damp cloth (water only)** every time.
      1. If this does not clean the device, charge the cleaning fee and email [itsupport@rockfordpubliclibrary.org](mailto:itsupport@rockfordpubliclibrary.org) with the Sirsi item ID barcode for the returned Chromebook or Hotspot with a subject line of **“Deep Clean.”**