

Mobile Device & Technology Use Policy

Ottawa Library

Approved November 23rd, 2020

MOBILE DEVICES

A limited number of mobile devices provided by a grant through the City of Ottawa are available for patron use. These devices must be requested by the patron. The borrower must have an Ottawa Library card in good standing AND must have an Ottawa address.

A patron requesting a mobile device must be 18 years or older and will be required to present their library card along with a government issued photo identification card at the time of the request. The borrower must fill out and sign a mobile device agreement form that will be kept on file, each time a device is borrowed. ONLY ONE (1) mobile device per library card may be checked out at any one time.

Mobile devices will be loaned out as a set containing one mobile device, one power converter, one power cord, and one carrying case. Mobile devices are managed by the Ottawa Library staff. Borrowers will be granted a standard user account to access the device. Devices that are not returned by the end of the due date will be locked by the Admin account, rendering it unusable until it is returned to the Library.

Mobile devices are checked out for three weeks and are not subject to renewal. Borrowers must wait seven (7) days from their previous mobile device checkout before checking out another. Devices are to be returned to a staff member at the Circulation Desk only on or by the due date at least 30 minutes prior to closing. They are not to be returned through the outside drop boxes as doing so could cause damage to the device. Late devices will accrue fines of \$10.00 per day and library privileges will be revoked until fines are paid. Devices not returned 2 days after the due date will be treated as a theft and appropriate legal action may be taken.

Mobile devices must be returned in prime (clean) condition. They cannot be dirty, scratched, have residue from spills, or missing parts. Borrowers bear the responsibility for damage to the mobile device and accompanying property due to neglect, abuse, loss, theft, or physical damage. All damages will be assessed at \$25.00 per occurrence. (As an example, two tears on the case would count as two occurrences and a sticky residue on the device would be one occurrence.) If the mobile device or accompanying property is lost, damaged, or stolen, borrowers are responsible for the replacement cost of the item plus any overdue fines based on the replacement costs outlined below:

- Mobile device \$1,250
- Carrying case \$45
- Power cord / adapter \$60

Mobile devices can connect to the internet utilizing wireless access points at home or anywhere free or paid wireless access is available. Free access points are located at the Ottawa Library, City Hall, City Park, and Forest Park. Borrowers must provide their own accessories (e.g. mouse, headphones, and/or USB drive).

SOFTWARE & HARDWARE

Mobile device borrowers may not alter, delete, or copy any software preloaded on to the devices, or otherwise change its existing software or hardware configurations. Failure to comply with these instructions may result in loss of device privileges, and the borrower will be responsible for any and all cost for restoring the device to its original configuration.

Ottawa Library cannot guarantee installation of any software or hardware initiated by the Borrower. If administrative approval is needed for an installation, an appointment may be made with Ottawa Library's IT Specialist.

Mobile device borrowers are prohibited from attempting any alterations, modifications, or repairs on library devices. Borrowers are prohibited from using library devices for any illegal activities.

Ottawa Library is not responsible for any loss of information or damage that may occur, either directly or indirectly, to any personal equipment or data.