

LAPTOPS TO GO

Frequently Asked Questions

How can I borrow a laptop?

Please see the on-screen instructions. They will guide you through the process. In order to borrow a laptop, you will need to have your library card in hand and you will need to know your library account password.

How long can I borrow a laptop?

The time limit is three days. The check-out cannot be renewed. Please see the Lending Services Desk if you would also like to check out a laptop case and charger.

Do I have to sign a laptop use form?

No written signature is required, but you must read and electronically accept the “Loaner Laptop Terms of Use” each time you borrow a laptop.

Is there an age limit?

Yes. Patrons must be at least 18 years old to borrow a laptop.

Do you restrict where I can take the kiosk device?

No.

Is there a receipt for borrowing?

No. Therefore, you should take note of your checkout time so that you'll know when you need to return the laptop. If you have questions, the Lending Services Desk can help.

What do I do if the laptop is not functioning properly when I first borrow it?

If you return the laptop within a few minutes, the kiosk will ask you why it was returned so soon. Please indicate the reason so that we'll know if a laptop needs repair. You may then check out another laptop, assuming one is available. If you return the problematic laptop more than a few minutes after the initial checkout, please return it to lending services (instead of to the kiosk) and inform us of the problem.

Is there a late fee and how much is it?

There is a late fee of \$5.00 per day. This will be charged to your library account.

What happens if I lose or damage the laptop?

You are responsible for costs associated with the loss or damage of the laptop, up to the total cost of the laptop. This is stipulated in the "Loaner Laptop Terms of Use" that you'll see when borrowing a laptop.

Why can't I borrow a laptop someone else just returned?

The kiosk performs a battery check after each laptop is returned. This process takes at least 5 minutes and temporarily prevents the laptop from being borrowed.

Why are some of the laptops not able to be borrowed?

A laptop cannot be borrowed if it is being charged or if it is reported as damaged. Charging laptops will show up as yellow on the kiosk screen. Damaged devices will show up as yellow with a wrench icon. Damaged devices will be repaired and replaced as soon as possible.

How do I connect to the wireless network?

If you use the laptop at the Farmington Library, it will automatically connect to the wireless network. If you bring your laptop elsewhere, you will need to configure the laptop to connect to WiFi each time it boots up. If you need internet access at home, please ask about our wireless hotspots.

When I return the laptop, what happens to any data I have left on it?

Each time the laptop is rebooted, it removes user data. To ensure that your data will be removed from the computer, please shut down the computer instead of just closing the lid.

What if I get an electronic virus?

After each reboot, the laptop will be free of viruses. If the laptop downloads a virus while you are using it, please remove and discard any external USB drives. Then reboot the computer. Rebooting not only removes old user data, but it also removes viruses.

Can I store data on the laptop hard drive temporarily?

Yes. However, we recommend that you save data to an external USB storage device instead of to the C: drive on the laptop. If the laptop reboots or runs out of power, any data saved to the C: drive will be lost forever.