

## East Providence Public Library iPad Mini Lending Policy and Procedures

### **I. Guidelines for Borrowing and Use**

- Borrow time is 3 weeks (21 days).
- iPad Minis cannot be renewed under any circumstances.
- Holds may not be placed on the iPad Minis.
- iPad Minis will be checked out from the Welcome Desk at the Weaver Library. They must be returned to the Welcome Desk. They cannot be returned in the book drop, at the Riverside branch library, or a library in another community. They cannot be sent through the delivery.
- Borrowers must:
  - i. Be 18 years old or older.
  - ii. Read, understand, and sign the East Providence Public Library iPad Mini Borrower Agreement **every time** s/he checks out an iPad Mini (The signed agreement must be given to Catherine Damiani).
  - iii. Present their valid State Photo ID (may not expire within 3 week loan period).
  - iv. Present their valid physical Ocean State Libraries library card (including East Providence Local Use Only cards).
  - v. Have a valid address on file.
  - vi. Have a valid phone number on file.
  - vii. Have no outstanding fines over \$5.
- Patrons may not return then immediately check-out the same iPad Mini. They must check-out a different iPad Mini. If the iPad Mini the patron returns has been put back into service, the patron may return to check-out that iPad after a 24-hour period.

### **II. Fines and Liability**

- The overdue fine is \$10 per day. The maximum fine is \$60 (6 days overdue) and on the 7<sup>th</sup> day the entirety of the iPad Mini kit (\$450) will be billed to the patron's record. If the iPad Mini kit is returned missing pieces, the fine will be \$5 per item per day with a maximum fine of \$60. Once the fine reaches \$60, the patron's record will be billed for the missing pieces
- There will be a \$10 charge to the patron's account if the device is returned anywhere other than the Weaver Library Welcome Desk (i.e. the book drop). If this happens to be at another library, the fine will then accrue at \$10 per day until the borrower has returned the

iPad Mini in-person to the Weaver Library.

- Under no circumstances may fines or charges accrued as a result of loss/damage/late return be waived for any patron including senior citizens.
- The borrower is responsible for costs associated with damage, loss, and/or late return of the iPad Mini and/or the kit while s/he is in possession of the iPad Mini. The replacement costs are as follows:
  - i. \$329 – iPad Mini with Apple Care and Laser Etching
  - ii. \$24 – Kensington Portofolio Soft Folio Case
  - iii. \$10 – Canvas Tote Bag
  - iv. \$19 – Lightning to USB Cable
  - v. \$19 – Apple 5W USB Power Adaptor
  - vi. \$5 – Screen Protector
- If the entire kit is lost, the patron will be charged a total of \$450, this includes the processing and shipping fees that may be added to the actual replacement cost. A \$450 charge to the patron's record will result in an immediate referral to the library's collection agency.
- If the iPad Mini screen is cracked, this will result in a \$250 fine which covers Apple's replacement of the device, laser etching, shipping, and staff time to re-program the device. A \$250 charge to the patron's record will result in an immediate referral to the library's collection agency.
- The library will not accept replacement iPads or accessories purchased by the patron.
- The software and settings may not be altered and nothing can be added or removed from the iPad Mini's internal storage.
- If the iPad Mini is not returned in the condition it was loaned to the patron in, the patron is responsible for any associated cost for repair or maintenance, including, but not limited to, a cracked screen or dented/cracked casing.
- In the event that the iPad Mini is not returned in a timely manner, East Providence Public Library reserves the right to track the device and request assistance from the East Providence Police Department to ensure the device's return.

### **III. iPad Mini Information**

- The East Providence Public Library currently has 18 iPad Mini devices.
- Twelve of the devices will have eBook titles purchased from Amazon preloaded on the

Kindle app. These titles are selected by the East Providence Public Library based on an agreed upon set of criteria including but not limited to the following:

- i. Items not available in Overdrive.
  - ii. Items that have an excessive amount of holds in Overdrive.
  - iii. Popular, newly released titles that may not be offered on Overdrive.
  - iv. Print items listed as high-demand holds in Sierra.
- Each iPad Mini is preloaded with the Overdrive app as well as the Kindle app.
  - Each iPad Mini has the ability to access the internet via WiFi or Hotspot when in the presence of either. The iPad Mini devices do not have cellular data service, which would allow them to connect to the internet without WiFi service.
  - Each iPad Mini has several restrictions applied by the library limiting downloading and purchasing rights.

#### **IV. iPad Mini in the Catalog**

- Each iPad Mini will have its own record in the OPAC. They are titled “East Providence iPad Mini [then the number of the device]”. Example: East Providence iPad Mini #1.
- eBooks will be catalogued in Ocean State Libraries’ OPAC, but apps will not be catalogued. A list of current titles will be kept at the iPad Mini Display with the corresponding iPad Mini.

#### **V. iPad Mini Display**

- The boxes that the iPad Minis originally were packaged in will be displayed in the Audio-Visual area. Each box will be empty but labeled with which iPad Mini it represents. Only iPad Minis that are currently in the Library and that are available for borrowing will be displayed in this area.
- Borrowers will take the empty display box to the Welcome Desk and the empty box will be placed in the iPad cart to signify that it is checked-out
- A list of eBook titles available on the devices will be posted on the display case.

#### **VI. Checking Out an iPad Mini**

- The patron will bring the empty iPad Mini display box to the Welcome Desk. If a staff member is not comfortable checking-out the iPad Mini they may defer to a librarian or staff member who is comfortable.
- The patron must present their State Photo ID and valid Ocean State Libraries library card for these purposes:

- i. To confirm the borrower is 18 years old or older.
  - ii. Have a valid Ocean State Libraries library card with no outstanding fines over \$5.
  - iii. Verify current address by looking at the patron's license and asking if the address is current. The license must not expire within the 3 week iPad Mini loan period.  
*License or ID number must be placed in the License # field (u) within the patron's library record in Sierra.*
  - iv. Verify phone number on file.
- The Welcome Desk staff will make a copy of the State Photo ID.
  - Place the numbered iPad Mini display box in the iPad Mini cart and retrieve the corresponding iPad Mini.
  - The patron must complete the EPPL Borrower Agreement each time they check-out an iPad Mini and the above personal information (age, address, phone number, fines) must be checked each time.
  - Check out the device to the patron for 3 weeks (21 days) by scanning the barcode on the back of the iPad Mini.
  - Place the iPad Mini in the case and go over all of the contents of the kit:
    - i. Outlet plug and USB charging cord. Note that they can be separated.
    - ii. iPad Mini with case and screen projector
    - iii. Canvas bag
  - If the patron wishes to have a staff member demonstrate how the iPad works, the Welcome Desk staff member will call upon a trained staff member to show the patron.
    - i. Demonstrate how to turn on the device and move within the screens; how to plug the USB charging cord into the device; where the volume controls and headphone jack is located; and how to return to the home screen from an app.
    - ii. Open the Kindle App and show them how to access the books.
      - 1. How to zoom text, change background brightness and how to return to the list of books.
    - iii. The librarian will show the patron how to change the Accessibility Features: Settings, General, Scroll down to Accessibility, make appropriate changes.
    - iv. Overdrive should be self-explanatory once in the app. If they ask about Overdrive be sure they know that they can only do EPUB eBooks. Patrons will need to login with their own Overdrive accounts.

## **VII. Returning the iPad Mini**

- Anyone assigned to the Welcome Desk may accept the device from a patron.
- The staff member will remove all contents from the bag and verify that the following are present:
  - iPad Mini
  - Outlet plug
  - USB charging cord
  - Case on the iPad Mini
  - Canvas bag
  - Screen Protector
- If all contents are not present let the patron know what needs to be returned. The device will remain on the patron's record until all items are returned (accruing fines, \$5 per day which may not be waived). The patron must leave what was returned at the library while retrieving the remaining parts.
- Turn on the iPad Mini to verify that it is in working order. If there is no charge left, the device will not turn on. This is ok.
- Check the iPad Mini for any cracks or scratches.
- If all is well, the device can be checked in/removed from the patron's record.
- Place the iPad Mini kit on Catherine's desk for a staff member to restore it. The box will be returned to the shelf after the iPad Mini has been restored.
- If the iPad Mini is late , staff members will need to manually adjust the fines from \$5 to \$10 per day.

The iPad Mini cannot be checked out again until an approved staff member has restored it to its previous condition.

## **VIII. Restoration Process**

- This process is to be performed by an approved staff member, not at the Welcome Desk using Apple Configurator.
- The iPad Mini that needs to be restored will be plugged into the library's Mac computer and Apple Configurator opened.
- Once plugged in go to the "Supervise" tab, the Mac will recognize the iPad and will display

an option to “Restore from Backup.” The backup selected should correspond with the iPad Mini’s given number. For example “EPL iPad Mini 1” will be restored to the “Mini One” backup.

- The process should take less than 10 minutes. After completion, check to make sure apps and restrictions have been applied.
- The iPad Mini will then need to be fully-charged if not already.
- Once the restoration process and charging are completed, the iPad Mini can be placed back in the cart and the box may be returned to the shelf in the Audio-Visual area.