

MLC Technology Lending Terms of Use Agreement 2017-18

Our goal at the Miller Learning Center (MLC) is to provide students at the University of Georgia **free access** to functional, high quality technology. This service is made possible via the direct collaboration of the UGA Libraries and Enterprise Technology Information Services (EITS). Due to the exceptional and costly nature of our technology collection, students must understand and agree to the terms that follow when they borrow equipment from the Miller Learning Center. **Understanding these terms will decrease the likelihood that borrowers will accrue service fees.**

Please review the following terms and guidelines and select "Next" after each section. A short assessment and confirmation of your agreement will follow. **Students will need to refer to their UGA ID card to complete the agreement.** Questions, comments, or requests for clarification may be directed to mlctechinfo@uga.edu.

Equipment is available on a first-come, first-served basis to currently enrolled University of Georgia students. There are no reservations. Students need their UGA ID or other photo identification to initiate a loan after completing this assessment and accepting the terms of use. **Faculty and staff are not eligible borrowers.**

Location: The technology lending desk is located on the east side of the 3rd floor of the MLC. The technology desk is **NOT** open 24/7. Borrowers should educate themselves about service hours, including exceptions. Regular desk hours will be posted at <http://mlc.uga.edu/technology/lending>.

ALL transactions must take place at this desk.

Please note that the following actions WILL result in service fees:

- Returning an item after the due date and/or time.
- Leaving equipment unattended for any length of time.
- Returning equipment to another library or ANY desk other than the 3rd floor East service desk.
- Failure to return ALL components included with your borrowed equipment.
- Obvious neglect or mistreatment of equipment.

Borrowers may request an inventory checklist for equipment with multiple components, and must wait for item inspection to be completed at both check out and return. Borrowing

equipment will always be free IF items are returned **on time, complete**, and in **good working condition**. **Borrowers will owe service fees for items kept past due, only partially returned, or in damaged condition.**

Cameras, camcorders, tripods, microphones, digital recorders, projectors, and other audiovisual equipment may be borrowed for up to five (5) days. Items must be returned before the daily lending deadline on the fifth day; exact date and time will be established at checkout and indicated on your library account

- Borrowers agree to provide their own storage media for devices without internal memory. To protect patron privacy, internal data will be cleared on return.
- Items kept past five days will accrue a service fee of **\$30.00 per day**. A subset of accessory items (such as lens filters and miniature tripods) will accrue a service fee of **\$15.00 per day**. Note: any increment of a day counts as the full day.
- Items left unattended or at unstaffed desks will accrue a **\$50.00 mishandling fee**.
- Incomplete items missing small components or accessories will accrue a **\$10.00 processing fee**.
- Items returned without charging accessories or large accessories will incur a list price charge for component replacement.
- Loss, theft, or negligent care for equipment that renders it unusable will result in a charge for full replacement. **Borrowers pay the full replacement cost for lost or broken equipment**. A list of replacement costs is available at <http://mlc.uga.edu/technology/lending>.

Laptops, iPads, charging cables, and other personal computing accessories may be borrowed for up to 12 hours OR until the daily lending deadline. This is typically one (1) hour before the lending desk closes, and the time will be indicated at check out.

- Items returned after the lending deadline will accrue a **service fee of \$10.00 per hour past due**.
- Items left unattended or at unstaffed desks will accrue a **\$50.00 mishandling fee**.
- Incomplete items missing small components or accessories will accrue a **\$10.00 processing fee**.

- Items returned without charging accessories or large accessories will incur a list price charge for component replacement.
 - Loss, theft, or negligent care for equipment that renders it unusable will result in a charge for full replacement. **Borrower must pay the full replacement cost for lost or broken equipment.** A list of replacement costs is available at <http://mlc.uga.edu/technology/lending>.
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Special Note for Laptop Borrowers: Students will log into devices at checkout.

During their loan, students should **NOT**:

- Log out
- Shut down
- Restart
- Allow the battery die

If a student becomes logged out, they must return to the lending desk during service hours to reinstate device access.

Note: Sleep mode **WILL allow** users to remain logged in.

Overnight Laptop Loans: For our borrowers' convenience, we allow overnight laptop checkout after 8:00pm Sunday - Thursday. **Borrowers must request overnight loans.** These items will be due 12 hours from check out time.

PLEASE NOTE: The MLC laptops are not configured for long term loan. They will restart themselves to reset software and settings between 2am-6am each night. If the computer is in sleep mode during this event, students should still be able to log in after the restart. If the computer is active when the restart occurs, the user will **NOT** be able to log in.

Kindle e-readers may be borrowed for up to fourteen (14) days. Kindles must be returned before the daily lending deadline on the fourteenth day; exact date and time will be established at checkout and indicated on your library account.

- Items kept past fourteen (14) days will accrue a service fee of **\$15.00 per day.**
- Incomplete items missing components or accessories will accrue a **\$10.00 processing fee.**

- Items left unattended or at unstaffed desks will accrue a **\$50.00 mishandling fee**.
 - Loss, theft, or negligent care for equipment that renders it unusable will result in a charge for full replacement. **Borrowers pay the full replacement cost for lost or broken equipment.** A list of replacement costs is available at <http://mlc.uga.edu/technology/lending>.
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Renewals may only be granted if a comparable item is available. All renewals must be processed in-person, during service hours, and with complete item present. Renewals are never guaranteed.

Students may not borrow or renew any equipment if they have more than \$15.00 in outstanding fees. A hold may be placed on borrowers' student records after seven (7) days of non-payment. Fees must be paid by appointment to guarantee same day hold removal.

Outstanding fees for MLC equipment **MUST** be paid at the Miller Learning Center administrative offices, room 373, M - F, 8am - 5pm. **Fee payments cannot be accepted at other library locations.**

By using the program, student borrowers also agree to the following terms:

Duplicate items may not be checked out to the same individual without prior approval by the MLC Service Desk Coordinator. Requests may be submitted to mlctechinfo@uga.edu.

- **Borrowers must contact the 3 East Lending Desk (706-542-4673)** as soon as possible if a borrowed item is incomplete or not in good working condition. Outside of service hours, borrowers should email mlctechinfo@uga.edu. **Returning incomplete or damaged equipment without prior notice will result in fees.**
- Borrowers **use all equipment at their own risk**; the University of Georgia will not be liable for any damage to personal equipment used in tandem with borrowed items.
- **Borrowers agree to file a police report if an item is lost or stolen while in their possession.** A police report will be filed by the MLC for items that are more than seven (7) days overdue.
- The MLC reserves the right to revoke borrowing privileges for excessive lateness, negligence, or other abuse of the program.
- **No exceptions to lending policy will be made without express permission of Germaine Cahoon, MLC Service Desk Coordinator.** Special requests and inquiries for

information should be sent to mlctechinfo@uga.edu; borrowers will typically receive a response within 24 hours (excluding weekends).

- Borrowers with emergencies or damaged equipment should call the lending desk ASAP at 706-542-4673 during service hours, or email mlctechinfo@uga.edu outside of service hours.

Assessment

1) Borrowers may reserve equipment.

True

False

2) Borrowers should contact the technology lending desk (during service hours) or mlctechinfo@uga.edu (outside of service hours) as soon as possible if an item is incomplete or damaged.

True

False

3) It is always possible to renew equipment loans.

True

False

4) What is the hourly service fee for laptops kept past due?

\$10.00

\$30.00

\$1.00

5) How long may students borrow cameras, and what is the daily service fee for late returns?

12 hours ; \$10.00

5 days ; \$10.00

5 days ; \$30.00

6) Where can students pay outstanding fees?

Main Library Access Desk

Miller Learning Center Administrative Offices (MLC Room 373)

Student Account

Congratulations! You've successfully completed the assessment. Please select "Next" and enter the requested information to confirm your agreement to these terms.

Personal Information

Please provide the following information and then select "Next" to confirm your agreement. *Personal information will only be used for the internal purposes of this program. Borrowers may receive critical program updates via email. The MLC may invite borrowers to participate in a user satisfaction survey once per year.*

What your 16 digit UGA ID barcode number? This number is located on the back of your UGA ID card.

First Name:

Middle Name:

Last Name:

Phone Number:

Preferred Email Address:

Please note: Automated courtesy reminders and fee notices will always be sent to the UGA email address on file with the UGA Libraries. We will attempt to use your preferred address for direct communication.