

Frequently Asked Questions

How can I borrow a laptop?

Follow the on-screen instructions. These instructions include reading and accepting the Loaner Laptop Terms of Use.

How long can I borrow a laptop?

The time limit is 2 weeks (14 days).

Do I have to sign a laptop use form?

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

Do you restrict where I can take the laptop?

No.

Do you have laptop bags available?

Yes. You can check one out at the Scribner Library Circulation Desk.

How do I charge the laptop battery while I'm using it?

You can check out a charging cable at the Scribner Library Circulation Desk. Portable charging blocks are also available for 3-hour loan if you need a place to plug in for a short time.

Is there a receipt for borrowing?

Yes, you will receive a receipt via email. Please check the email account associated with your library account and be sure to check your junk or spam folder if you do not see the message promptly. Whether or not you see your receipt, you are responsible for returning the laptop on time.

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

Return the laptop to the Circulation Desk as soon as you realize there is a problem with it.

Is there a late fee and how much is it?

There is a late fee of \$5.00 per day.

What happens if I lose or damage the laptop?

You are responsible for the loss or damage up to the total cost of the laptop per the Loaner Laptop Terms of Use you accepted when borrowing a laptop. The replacement cost is currently set at \$2,000.

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

The kiosk performs functions such as deleting the previous patron's data and recharging the battery. This takes 6 minutes and during that time the laptop cannot be borrowed.

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

A laptop cannot be borrowed while it is in charging mode or if one was reported 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?

The laptop will automatically connect to Skidmore wifi.

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

Laptops are wiped clean of data when they are shut down or restarted. Shut down your laptop before returning to ensure that your data is removed.

What if I get an electronic virus?

All equipment provided is guaranteed to be 100% virus free when delivered to you. If you get a virus while using the laptop simply reboot the unit and that will eliminate the virus. Be careful to save anything that you've created on the machine as that will also be erased.

Can I store data on the laptop hard drive temporarily?

Yes, however we recommend that you use an external storage device and save your work frequently that way. If the laptop reboots or runs out of power anytime during the allotted borrowing period all data is lost. The laptop will automatically reboot at 4:00 am daily.