

Take-Home Chromebook Loan Agreement

1. The Take-Home Chromebook Loan Agreement must be filled each time a borrower checks out a Take-Home Chromebook from the Pleasanton Library.
2. The borrower's library account must be in good standing (no unpaid fees or overdue items) in order to borrow a Take-Home Laptop from Pleasanton Library.
3. Borrowers must be 18 years of age or older to check out a Take-Home Chromebook.
4. Borrowers are responsible for verifying that the Take-Home Chromebook is in working order during checkout. Damaged or non-working laptops must be reported before leaving the premises.
5. Borrowers may check out only one Take-Home Chromebook at a time.
6. Take-Home Chromebooks may be checked out for 3 weeks and must be returned by their due date.
7. Take-Home Chromebooks must be returned to a library staff member directly during library open hours. Do not return the Chromebooks to a book drop or leave the Chromebooks on a table or countertop.

Usage

The City of Pleasanton is not responsible for any erased, lost, damaged, stolen, or irrecoverable data. If the Take-Home Chromebook shuts down or restarts, all data will be erased. To avoid losing data, borrowers are advised to frequently save their work to an external drive, USB stick, or on a virtual drive, like Google Drive or Microsoft Office.

The City of Pleasanton makes every effort to ensure that Take-Home Laptops have basic security measures, including secure browser settings and up-to-date versions and patches applied, at the time of checkout. However, once a laptop is in the borrower's possession, the responsibility for maintaining its cyber security falls to the borrower. This includes any actions against the device that may have compromised its security. Borrowers are advised to exercise caution and adhere to best practices for online security. Specific responsibilities include, but are not limited to, the following:

- **Ongoing Vigilance:** Regularly check and apply software updates and security patches during the loan period.
- **Secure Browsing:** Utilize secure, encrypted connections for online activities, and refrain from visiting potentially malicious or suspicious websites.
- **Download Caution:** Avoid downloading files, applications, or software from untrusted sources, as these may contain harmful malware.
- **Personal Information Protection:** Be cautious when entering personal information online and ensure that such sensitive data is not stored on the device.

Enhanced Cybersecurity Best Practices

- **Data Backup:** Continuously back up your data not only to external drives or USB sticks but also to secure cloud storage services to mitigate data loss

- **Secure Internet Use:** Utilize VPN services when connecting to public or unsecured Wi-Fi networks to encrypt your internet traffic.
- **Phishing and Scams:** Be vigilant about phishing attacks and suspicious emails or messages. Do not click on links or open attachments from unknown sources.
- **Sensitive Information:** Avoid storing sensitive personal information on the device whenever possible. If necessary, ensure it is securely deleted before returning the laptop.

Device Management and Privacy

1. Device Administration

- The City of Pleasanton IT Department manages the Chromebooks through secure, monitored administrative access. This management ensures that all devices are up-to-date, secure, and functioning optimally. When you sign in to the Chromebook, you may see a notification stating, "Your Chromebook is managed by cityofpleasantonca.gov."

2. Privacy and Monitoring

- As part of our commitment to ensuring the best possible user experience and to maintain the integrity of the device, the following information may be monitored:
 - **User Access Logs:** Records of who has used the device and when. This is used solely for operational and security purposes.
 - **Networking Information:** IP addresses, interface configurations, and connection quality. This helps troubleshoot connectivity issues and improve network services.

Please be assured that this data is collected strictly for administrative and operational purposes and not for personal surveillance or profit.

3. Installed Extension

- For enhanced functionality, the Adobe PDF Viewer Extension is pre-installed. This extension is selected to improve your productivity and web experience. Notification that "cityofpleasantonca.gov has installed extensions" is standard and confirms that these tools are available.
 - **Data Access by Extensions:** Some extensions might have access to limited data on the websites you visit while using them. This access is restricted to what is necessary for the extension's functionality (e.g., viewing PDFs directly in your browser) and is governed by strict privacy standards.

4. Data Security and Confidentiality

- The City of Pleasanton takes your privacy and data security seriously. No personal data is accessed or used by the city beyond the minimum required for device management and operational purposes. All data handling follows established privacy laws and city policies designed to protect your information.

- **Device Reset and Data Purge:** Upon return to the library, each Chromebook is thoroughly reset and purged of all data. This process ensures that no personal information or browsing history is retained on the device, safeguarding your privacy.

Borrowers shall not use Take-Home Laptops for illegal purposes, attempt to alter or damage laptop hardware or software, make unauthorized entry into other networks or systems, invade the privacy of others or sending threatening or harassing messages, view or disseminate illegal images, or make unauthorized copies of copyrights or licensed software or data.

Lost and/or Damaged Fees

Borrowers are responsible for loss, damage, and theft of the Take-Home Laptop while it is checked out to their library account. Upon check-in, laptops and accessories will be inspected by library staff for damage and to ensure proper working order.

- The replacement cost for a Take-Home Laptop Equipment Package is \$650.

In accordance with the library's Borrower's Guidelines, Take-Home Laptops more than 30 days late will be charged for the full replacement cost of the item. Replacement costs are non-negotiable and will not be waived under any circumstance. Purchasing a replacement item to eliminate the lost/damage cost is not accepted.

Required to answer. Single choice.

- I have read, understand, and agree to the above loan terms and conditions. Upon checkout of the Take-Home Laptop, I have verified that it is in proper working order. By filling in my name, library barcode number, and date below, I take responsibility for the replacement cost of the Take-Home Laptop and/or accessories (the equipment) that I am borrowing.
- I acknowledge and accept the risk associated with internet-connected devices. This includes the potential for unauthorized access, data loss, or exposure to malicious software when using the equipment.
- I understand and agree that the City of Pleasanton, its officers, employees, agents and volunteers are not responsible for any damages that may be caused by use of the equipment.

2.Full Name - Required.

3.Library Barcode Number - Required.

4.Today's Date - Required.
