Library Staff Electronic Device Borrowing Programs

As part of the Library's commitment to provide staff with mobile computing tools to support their work, two technology circulation programs, supported through library technology funding, are available to library staff. While the programs are focused on laptops, tablets, and projectors, other devices (e.g. clickers and other tools) can be added if there is sufficient demand. The programs include both long-term loans (14-day) and short-term loans (4-hour). See the Library Staff Only Equipment Lending LibGuide for more information.

The Staff Electronic Devices Agreement form must be signed every year electronically or in-person at Main Circulation prior to checking out a device. Once the agreement is signed, an Alma internal note, "Library Staff Electronic Devices eligible," will be added to the patron record.

Short-Term (4-Hour) Loan:

The short-term loan program is for library staff, excluding student library employees, needing short-term access to devices for teaching, events, and off-site reference. The program includes five Dell laptops (with power cord, Ethernet cable, mouse, and bag), five projectors (with power cord, VGA cable, remote, and bag), four portable power banks, five Mini DisplayPort to HDMI/VGA/DVI adapter cables, and four HDMI cables.

Library staff may reserve the devices online via UC Library Search or come to Main Circulation at time of need. For more information on how to reserve an item, see "How to Reserve" below. Devices may be renewed online once, if there are no holds.

Devices must be picked up, checked out, and returned to the Main Circulation Desk during regular operating hours. Cal1 ID card will be required at time of checkout. Staff should inform circulation desk staff that they are requesting a short-term loan device.

Long-Term (14-Day) Loan:

The long-term loan program is open to all library staff, excluding student library employees. The program includes 15 Dell laptops (with power cord, Ethernet cable, mouse, and bag), 14 MacBook Air laptops (with power cord, mouse, and bag), seven iPads (with power cord and bag), four portable power banks, and two Sony IC digital recorders.

Library staff may reserve the devices online via UC Library Search or come to Main Circulation at time of need. For more information on how to reserve an item, see "How to Reserve" below. Devices may be renewed online once, if there are no holds.

Devices must be picked up, checked out, and returned to the Main Circulation Desk during regular operating hours. Cal1 ID card will be required at time of checkout. Staff should inform circulation desk staff that they are requesting a long-term loan device.

Library staff will be responsible for loss, theft, or damage, which equates to being charged the replacement fee. The default replacement costs are $2,000 for laptops, $1,200 for iPads, and $500 for projectors (no billing/processing fee will be assessed). There are no overdue fines associated with this program. More information on replacement costs can be found at lib.berkeley.edu/using-the-libraries/fines.

How to Reserve:

Both short-term and long-term devices may be put on hold. To reserve a device, go to search.library.berkeley.edu and sign in (via CalNet) to your UC Library Search account in the upper righthand corner.

- To search for available short-term devices, key in "Dell Latitude," "NEC projector," "Epson projector," "ViewSonic HD Widescreen projector," "ChargeTech portable AC power bank," "Kinps Mini DisplayPort to HDMI/VGA/DVI adapter video cable," or "AmazonBasics high-speed HDMI cable." Click on the request button and select the device you wish to reserve. Short-term devices will be indicated in UC Library Search with an OPAC note: "4-hour loan."

- To search for available long-term devices, key in "Dell Latitude," "MacBook Air," "Apple iPad," "ChargeTech portable AC power bank," or "digital recorder." Click on the request button and select the device you wish to reserve.

When reserving a device online, please indicate the date and time the device is needed by using the optional hold note field before submitting your request. You will be notified by email when your hold is ready for pickup. ***Holds on short-term devices will be cancelled if not picked up within one day. Holds on long-term devices will be cancelled if not picked up within two days.***

If a device is needed before Main Circulation opens, staff may contact Library IT - ESS unit to borrow a device at helpbox@library.berkeley.edu.

Multi-device Lending/Special Configuration/Setup:

If special software configuration or setup is not needed for your program/event, library staff can reserve in advance laptops and projectors via UC Library Search. There is no need to send requests to LIT unless you need assistance setting up the equipment, in which case you should reserve the equipment through UC Library Search and submit a Help Desk ticket to LIT for setup.

Library staff needing multiple devices with special software configuration for a special program/event must email Sophie Rainer (sophierainer@berkeley.edu) and helpbox@library.berkeley.edu 30 days in advance of the event to have devices configured and reserved. Please include software needed, name of the program/event, library staff contact information, and date and time of the program/event. Devices will be sent to Library IT – ESS unit for configuration. Although the Library continues to make its best effort to support these requests, due to limited resources we may not always be able to support these requests. Once configured, devices will be placed on hold at Main Circulation for pickup. The borrower will receive an email message when devices are ready for pickup. Devices will be on hold for two days. If the device is not picked up, the hold will be canceled and the device re-imaged and made available to other borrowers.

Installed Software and Use Guidelines:

- Standard software applications, such as Microsoft Office, Adobe CS6, and Microsoft Endpoint will be installed. In addition, the laptops will include Chrome, Citrix Receiver, Cisco VPN, and Deep Freeze (Deep Freeze is disabled on long-term loan devices).

- The tablets will include productivity and entertainment type apps.

- Users will have all administrative rights to install software, but the presence of Deep Freeze on short-term loan devices will mean that any time a laptop is rebooted it will not retain these installed programs.

- Users are responsible for their data. Users must store documents on a shared network, cloud service (e.g. bDrive), or USB drive. Devices will be re-imaged upon return. Data stored on the device will not be saved.

- No login required to access the desktop. However, staff will need to authenticate with a CalNet login to access eduroam for on-campus wireless Internet service.

Deep Freeze on Short-Term Loan Devices and Saving Your Work:

In order to help secure and maintain the laptops, we have installed Deep Freeze on short-term loan devices, which is software that cleans the laptop every time the computer is restarted or shut down. So, what does that mean and how does that affect you?

What is Deep Freeze?

Deep Freeze is software that is installed on computers that are used in a public environment. After every restart or shut down, it erases the data and applications that the previous user may have left on the hard drive, returning the laptop to the same state that it was in when it was checked out. This eliminates the chances of personal/work data being seen by others. This also means that if you save your work on the laptop then restart it, your work will be erased.

So, if I check out a laptop, what should I do?

Any work that needs to be saved must be saved to a USB drive or network/cloud drive such as Google Drive. It's fine if you want to save it on the laptop, just don't restart it or shut it down. You can close the laptop and the laptop will go to sleep. This is OK… it will NOT erase your work when you close the laptop.

Can I install applications?

Yes and No. You can install applications on a laptop with Deep Freeze as long as the installation does not require you to restart the laptop. A restart will erase the application.

We understand that if you need to install applications Deep Freeze can hinder you from doing work. In this case LIT can disable Deep Freeze or you can check out an LIT laptop directly from LIT that does not have Deep Freeze installed and that we manually clean out and service regularly. If you check out a laptop from Main Circulation and need Deep Freeze disabled, open a ticket in ServiceNow to send a request to LIT to disable Deep Freeze.

Long-term loan laptops do not have Deep Freeze, so you should not encounter any issues with installations. There is also no administrative password required to install programs, so if prompted you may click "OK" without entering a password for the installation to begin.

If I have a laptop with Deep Freeze disabled, who'll make sure it's clear of my personal data?

As the user of the laptop you should make sure all of your data is removed. However, LIT will inspect the laptop, re-image if needed, and re-enable Deep Freeze. Just return the laptop to the Main Circulation Desk. LIT will then get the laptop to perform the necessary work to clean and secure the laptop.

Wireless Connectivity:

eduroam and CalVisitor are the wireless networks available to users on campus. If you are having trouble connecting to eduroam, check to make certain you are using the current key. Go to "Manage My Keys" at wifi-keys.berkeley.edu and log in to verify your key. Be aware that it may take up to a minute to connect if the signal strength is weak.

Instructions for connecting to eduroam can be found at: technology.berkeley.edu/wi-fi.

Please note that wireless connections (such as eduroam and CalVisitor) may be unavailable due to your location, an intermittent connection, or the Wi-Fi network being down. Please try a different network.

Wired Connectivity:

There are Ethernet cables in the bags for home and off-campus use. The cables will not be of use with campus ports due to security settings.