



Laptop Lending Program Q & A

Who can borrow laptops?

- Students who are:
 - Registered in JIBC Certificate/Diploma/Degree Programs
 - Actively taking courses
 - In good standing with the JIBC Library (no outstanding items or invoices)
- Instructors who are:
 - Actively teaching courses
 - In good standing with the JIBC Library (no outstanding items or invoices)

What is the loan period?

- Students:
 - For one day
 - Must be returned by closing the following day
- Instructors:
 - May borrow for one-week at a time (7 consecutive days)

Can I borrow or return a laptop from any JIBC Campus?

- Laptops must be picked up and returned to the JIBC Library, located at the New Westminster Campus.
- Library staff must receive laptops, **do not drop off on the counter or in the Library Drop Box.**

Can I reserve a Laptop?

- Students:
 - First come, first serve – no reservations.
- Instructors:
 - May reserve laptops through Library staff

Can I renew a laptop?

- Yes, as long as there are other laptops available for borrowing.

What if I return the laptop damaged?

- You are **responsible** for any damage incurred while the laptop is checked out to you.
- The damage will be evaluated at the time of return to determine costs.
- *Do not leave the computer unattended!*
 - *Lost or stolen laptops and accessories are your responsibility.*
 - *Unresolved laptop issues will result in the suspension of the following: library borrowing privileges, registration for JIBC courses, and issuing of transcripts.*

Can I print from the laptop?

- No, you need to save what you want to print on a USB Flash Drive then use one of the Library computers to print (Cost \$.10 per page).
- Or alternatively, email the document to yourself.



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Can I access the internet?

- Yes, onsite, at any JIBC Campus, you will be automatically connected to the Student wireless. Offsite, you will connect to the wireless network provided at your current location, according to their local criteria.

Can I save my work to the laptops hard drive?

- NO – you can only save to a USB.

What if I need help?

- Immediately report all hardware problems to Library staff.
- For assistance using library databases or resources, please contact one of the Reference Librarians.

What software is loaded on to the laptop?

- These Windows 7 laptops (HP EliteBook 8470p) include:
 - Adobe CC Suite - including Dreamweaver, Illustrator, InDesign, Photoshop, as well as Adobe Digital Editions
 - Google Chrome
 - Internet Explorer
 - McAfee
 - Microsoft Office 2010 – including Access, Excel, OneNote, PowerPoint, and Word
 - Sophos Endpoint Security and Control
 - Skype
 - Windows DVD Player
 - Windows Media Player
- Defaults to run on the JIBC's wireless student network

What hardware components?

- The laptop comes equipped with the following:
 - Battery
 - DVD/CD-ROM drive
 - Sound card with built in speakers
 - Peripheral devices include:
 - Mouse
 - Wireless network card
 - Power adapter
 - Power cable
 - Case
- Upon return, a check will be made to ensure that all components are returned.