

# TAKE HOME TABLETS FOR THE PUBLIC

## Borrowing Rules

- Cardholders may only check out one tablet on their card.
- Tablets can be checked out for 6 months.
- Tablets do count towards the limit of total items out at a time.
- All card types except for Temporary and Computer Access cards can borrow tablets. Cardholders must be in good standing.
- Cardholders under age 18 must have a parent or guardian sign the checkout agreement before borrowing a tablet.
- Tablets cannot be renewed.
- Tablets can be returned to any of our 15 Library locations.
- Tablets must be returned during the Library's regular hours of operation. Tablets cannot be placed in the book drop.
- When tablets are returned without a keyboard, borrowers will be charged a \$25 fee.
- When tablets are 24 hours overdue, the data for the tablet will be turned off making the device unusable.
- When tablets are 90 days overdue, borrowers will be charged a \$50 replacement fee and the \$5 processing fee. This fee cannot be waived unless the tablet is returned.

## About Take Home Tablets

Providing Take Home Tablets supports the pillar of Open Doors from the New Orleans Public Library's 10-Year Strategic Plan, Creating a Library Lifestyle.

These tablets were purchased through a grant from the Federal Communications Commission (FCC)'s Emergency Connectivity Fund (ECF) to provide internet access and devices to Library patrons.



Take Home Tablets are Samsung A7 Lite tablets which come with a keyboard case, charger, and two cables in container. Cases incorporate a stand and Bluetooth keyboard, which can be removed from the case and repositioned. The keyboard and tablet use different USB cables to charge, so two charging cables (Micro-USB and USB-C) are provided. Cases have a sticker with T-Mobile support number on the back for technical assistance.

Take Home Tablets come with an unlimited data plan from T-Mobile. They can also be used as a Mobile Hotspot, serving as a Wi-Fi access point for up to 10 other devices. All tablets come preloaded with popular education and entertainment apps. Apps cannot be added to the tablets.

These tablets have software installed to allow the Library to manage the tablets remotely. This software has disabled some of the tablets' settings.

### **Borrowing Take Home Tablets**

Tablets will be available for check out at Library locations and at outreach events in the community. To borrow a tablet, the Patron's account must be in good standing with less than \$20 in fines and fees. Borrowers cannot have the patron code Temporary or Computer Access.

Additionally, borrowers must sign the Take Home Tablet Checkout Agreement. By signing the Checkout Agreement, borrowers agree that the tablet will be used for educational purposes, acknowledge that the tablets are filtered, and agree to the Library's Prohibited Internet Uses policy. Cardholders under age 18 must have a parent or guardian sign the Checkout Agreement before borrowing a tablet.

### **Getting Started with Take Home Tablets**

To help patrons get started with their borrowed tablet, the Library is providing one-page getting started guides describing basic tablet functions. Tablets also come with a How-to video for using the tablet which can be accessed by tapping the Internet icon and then tapping How-to video.



Library staff can answer basic tech help questions — such as “how do I turn it on?” or “how do I get to the internet” — and explain Library resources. For all technical support, patrons will be able to call the T-Mobile support line. Each tablet has a support sticker on the back of the case with the T-Mobile customer care number for that device. If patrons lose the charger or cables, the Library will not be providing replacement to patrons.

## **Returning Take Home Tablets**

Take Home Tablets can be returned to any Library location during the Library’s regular hours of operation. Tablets cannot be placed in the book drop. All user data will be erased when the tablet is returned to protect patron privacy. Once they are overdue, tablets will be suspended which means the device will be unusable and only display a message explaining the suspension.

There is a charge for tablets returned damaged or missing the keyboard case. For lost or damaged tablets, the borrower will be charged a \$50 replacement fee and the \$5 processing fee. When Take Home Tablets are returned without a keyboard or case, a \$25 damaged charge will be added to the account.

## **FAQs**

### ***How did the Library pay for the tablets?***

These tablets were purchased through a grant with FCC’s Emergency Connectivity Fund.

### ***What can I use a Take Home Tablet for?***

Take Home tablets are intended for educational purposes according to the grant. These tablets are intended for Library patrons who do not otherwise have access to equipment or services sufficient to meet their educational needs.

### ***Where can I find a tablet?***

A limited supply of tablets will be available for checkout at Library locations on a first come, first served basis. Tablets will also be available at events throughout the community.



***Can I place a hold on a tablet?***

No, tablets are available first come, first served.

***Do I have to keep the tablet for 6 months?***

No, you do not have to keep the tablets out. Tablets can be returned earlier if you want.

***Can I access the internet on the tablet?***

Yes, each tablet comes with an unlimited data plan. They can also function as a hotspot for your other devices.

***Who can I contact if I have problems with the tablet?***

Call the T-Mobile customer care number on the support sticker going on the back of the case. That phone number is unique to the device you borrowed.

***Can I take the tablet with me out of the country?***

The tablet will work in any of T-Mobile's Simple Global International areas.

***What kind of data plan do tablets have?***

The tablets have an unlimited data plan.

***What if I lose the charger?***

The Library does not provide replacement chargers. The tablet uses a regular USB-C charging cable to charge, and the keyboard case uses a Micro-USB cable to charge.