San Mateo
Public Library

Tech Lending & State Parks Collection
Borrowing Policy

[Revision Adopted by the Library Board of Trustees 11-27-2023]

The San Mateo Public Library lends non-traditional library resources as part of the effort to bridge the resource divide in the community. Because items in these collections (the "Equipment") are a limited resource, availability is regulated by these policies to ensure equitable and fair access.

- Equipment may be borrowed for a loan period of 3 weeks.
- Equipment cannot be renewed nor placed on hold.
- Equipment must be returned to the Accounts Desk of the San Mateo Public Library location (Main, Marina, Hillsdale) where it was originally checked out. Equipment cannot be returned in book drops. If Equipment is returned to a location other than a San Mateo Public Library location, the borrower will be responsible for and assessed any applicable late/lost/damage fees that occur to the Equipment while in transit to the San Mateo Public Library.
- Borrower is solely responsible for all Equipment on their account and will be billed for reasonable costs associated with damage or loss of Equipment and/or peripherals. Replacement costs for Equipment are viewable on the attached form, of which copies can be found online on the San Mateo Public Library website or obtainable at the Accounts Desks of any San Mateo Public Library location. Equipment returned unclean and/or soiled may incur a $10 cleaning fee per piece of equipment.
- By borrowing any Equipment, the borrower agrees to review the specifications of the Equipment and will be aware of its limitations and uses before use. The borrower also agrees to be solely responsible for injuries or any type of damage sustained during use of the Equipment.

The following policies are specific to the Technology Lending+ collection:

- Equipment in the Technology Lending+ Collection is available to City of San Mateo and Town of Hillsborough residents who are San Mateo Public Library cardholders (cards starting with 29047...) in good standing. Temporary/Non-resident status accounts do not qualify.
- A signed user agreement must be on file. User agreements for patrons 17 years of age and under must also have the signature of a parent or guardian.
- Only one piece of Equipment of the same type is allowed on the same library account. The exception to this policy is the Playaway Launchpads, of which a maximum of three are allowed on the same library account.
- A 24-hour wait period is required before cardholder can borrow the same type of Equipment again at any of the San Mateo Public Library locations.
- Equipment that is returned late will be charged an overdue fine of $1.00 per day.
- Borrower shall not make changes to the security and/or operating system settings on any of the Equipment.
- Data and device connectivity will be terminated remotely by Library staff after the due date.
- Library is not responsible for data outages, errors, or network downtime. The loan period will not be extended due to outages, errors, or downtime.

- Failure to observe any of the guidelines set forth either in these policies, or in verbal instruction provided by staff, may result in the suspension of library borrowing privileges.
- Library may update these policies at any time.