Lendable Laptop Survey January 2010

There were 15 responses to the survey. The universities which provided an answer were:

University responding and contact name	**Does your library provide laptops for students to borrow?**
Auckland University of Technology Andrew Stewart	Yes
Curtin University Library Peter Green	No
Flinders University Miranda Morfey miranda.morfey@flinders.edu.au	No
Macquarie University Jenny Peasley	No
Monash University Janette Burke, Director Central Services 03 9903 2672 Janette.Burke@lib.monash.edu.au	No
Murdoch University Library Mike Hawley 08 9360 2272 m.hawley@murdoch.edu.au	No
University of Canberra Kathryn Ginn	No
University of New England, Armidale	No
University of NSW Howard Amos Deputy University Librarian	Yes
University of South Australia Irene Doskatsch Deputy Director	Yes
University of Tasmania Mark Byrne (03) 6324 3990 Mark.Byrne@utas.edu.au	No
University of Technology, Sydney	No
University of Western Sydney Robyn Benjamin or Meg Boness (Associate Librarians)	Yes
University of Wollongong Helen Mandl, Associate Librarian, Client Services	Yes
Victoria University (Melb)	Yes

Three of the universities which do lend laptops provided substantial information on their practices and policies:

UNSW	20 [laptops] [have been providing for] 2 years [No charge for lending laptops] [Hardware] DELL Latitude E6500 [Would you buy again?] Yes - have been very reliable [How is laptop hardware maintained, including replacement cycle?] Updates of malware checking software as required. Monthly re-build of machines [Are they tested and tagged?] Yes [Software] MS Office, IE, Firefox, Windows media player , Quicktime player, Scifinder Scholar, Endnote. Wireless access to printing also provided. [How is hardware purchased and maintenance funded?] leased + standard h/w warranty. In house maintenance [How is the laptop software maintained and who performs the maintenance?] Monthly re-builds/updates. In house maintained [Borrowing periods and conditions] 2hr loan - renewable if no other bookings. 2 Photo IDs (Student card + one other) required. Can book ahead only for 1 week. Can only be used in the library [Process and penalty applied if laptop is not returned, or returned damaged?] Fines for late returns - $30. Repair and replacement fees (if lost) also apply [Comment on demand/take-up/usage of laptops] Strong demand in 2008/2009. Tapered off after renovations increased the number of power outlets in public areas. Significant numbers of students now bring their own laptops, such that we have decided not to increase numbers of laptops available for loan - this will be reviewed mid 2010 [Effect, if any on client satisfaction with in-library PC provision] Has proved particularly popular with students coming from their workplace to study. There are still some students for whom access to any computer is necessary as they can't afford one.
University of Western Sydney	We have 7 libraries, and the number for loan varies depending on the size of the student population. Minimum number of laptops is 15. We include the guidelines/policy within our standard Loans Policy. Began S1, 2007 [No charge for lending laptops] Began with LG, changing over to Lenovo (UWS IT policy) Lenovo appear more robust that LG. All hardware is purchased via IT, and replaced on a standard, rolling cycle. [Are they tested and tagged?] No. As they're turned over every 2 years, this would be overkill. [Software] Office, IE. Students can connect to their University doc store via wireless. [How is hardware purchased and maintenance funded?] Library systems budget. [How is the laptop software maintained and who performs the maintenance?] Library Systems. [Borrowing periods and conditions] 3 hours, no overnight. Can use anywhere.

	[Process and penalty applied if laptop is not returned, or returned damaged?] $10/hour late return. Reserve the right to charge up to actual replacement cost for significant damage/s. [Comment on demand/take-up/usage of laptops] Massive takeup. Hugely popular service. Increasing numbers at specific libraries as funds permit. [Effect, if any on client satisfaction with in-library PC provision] Hard to quantify. Certainly popular and a good way of enhancing access. [Other comments] Ensure your wireless network is robust, effective and most importantly easy to access. Watch the power packs and associated cables - our experience is that is where most of the damage occurs.
University of Wollongong	We have 30 laptops available for loan. We used to have very strict provisions where students had to sign for them but this proved to be a barrier to borrowing. We now loan them simply as a short loan item. [have been providing for] 3 years [No charge for lending laptops] We have 20 Dell Latitude D620's and 10 Dell Latitude 5400's. Both have proven very reliable. The Library Technology Services team maintains the laptops. The laptops were purchased and the 620's are now around 7 years old. Maintenance is basically a once a year update process where the laptops are checked, software updated to the current library packages/image and wireless networking tested. We only do maintenance through the year if students report problems. We used to try and recharge laptops after each loan, now we simply check that the bag which we loan has the laptop, power adapter and mouse and that these are returned. We expect the student to find a powered desk within the Library. [Are they tested and tagged?] Yes The same software as provided on the standard computers within the Library. The greatest use would be internet searching and the Office suite. The laptops are purchased from within the Library's technology budget. Library Technology services team updates any software at the beginning of each year at the same time as they do the Library's other computers. The borrowing period is 3 hours and in-library use only. The fines are $10 per hour if not returned within the 3 hour borrowing period. If the laptop is not returned at all a $1,500 replacement cost is applied to the students borrowing record. We've only had one laptop damaged when it was dropped. The casing broke but we are still using it. Students have tended to be careful when they are informed about the fines and replacement cost when they borrow the item. We originally introduced laptop loans to ameliorate the disturbances in 2007 due to a building extension and renovation program occurring in the main Library. We had 15 laptops which were loaned 932 times in 2007. In February 2008 we opened the extension and the 15 laptops were loaned 3,623 times during that year. We are seeing many days when all of the Library's standard computers are occupied, many more students are bringing in their own laptops but our laptops are also in heavy demand. In 2009 we increased the number and our 30 laptops were loaned 9,463 times. We are installing more power to desks at the moment and generally see laptops as a more flexible way of providing computing services to clients. It allows some of our spaces to not be always occupied by a desktop computer. In our last InSync survey we still got the perennial comment "not enough computers".

	We have built a linking corridor to the main university student computer lab facility next door, however students like working in the Library and expect to get access to a computer even in the peak periods. The laptops have assisted us in providing more access and the usage stats provide the evidence. [Other comments] Don't make it too difficult or you'll put students off borrowing them. Treat them as any other loan as long as students are aware of the increased replacement cost. We've found most students are very responsible and any fears about usage have been unfounded.

Comments from libraries:

University responding and contact name	**Lends laptops**	**Comments**
Auckland University of Technology Andrew Stewart	Yes	
Curtin University Library, Peter Green	No	
Flinders University Miranda Morfey miranda.morfey@flinders.edu.au	No	Have a large pool of 450 student computers available across the libraries to meet demand. Also have wireless and charging facilities for personal laptops.
Macquarie University Jenny Peasley	No	No; we have considered but are currently seeking clarification from the university on whether it is expected that students provide their own laptops We intend to review once the university provides clarification on whether it expects students to provide their own laptops and expect to provide laptop loans when our new library opens in 2011.
Monash University Janette Burke, Director Central Services 03 9903 2672 Janette.Burke@lib.monash.edu.au	No	We are about to trial the lending of tablets to a specific cohort of students in one branch library in 2010. I will be able to provide details on the program later in 2010 once we have implemented the program
Murdoch University Library Mike Hawley 08 9360 2272 m.hawley@murdoch.edu.au	No	Not seen as the Library core business and the cost would be prohibitive as we would need to comply with the Universities enterprise SOE. Many students have their own laptops.
University of Canberra Kathryn Ginn	No	budgetary restrictions Experience in lending laptops from a high school library - intensive staff management required; would recommend that laptops are only issued for use within library

University responding and contact name	**Lends laptops**	**Comments**
University of New England, Armidale	No	Actually we are about to launch into lending laptops. Previously security and quality issues have prevented us but now we can 'deep freeze' the contents we can assure service quality. The majority of our students live at a distance and come to campus for visits or for Intensive Schools. Many would appreciate having laptops. Laptops will also allow us to meet the increased need for computers at our busiest Intensive Schools without having to provide year-round stations.
University of NSW Howard Amos Deputy University Librarian	Yes	See above
University of South Australia Irene Doskatsch Deputy Director	Yes	
University of Tasmania	No	We are currently looking at this topic and working out the best strategy for our organisation

University responding and contact name	Lends laptops	Comments
University of Technology, Sydney	No	The Library was involved in trialling lending laptops from the Library's Lending desk in the City Campus a few years ago. This was done in conjunction with the University's IT Division. The trial was successful and the University's IT Division now lends a small number of laptops to students through the ITD Help Desks. The University Library already provides access to over 300 publicly accessible computers in addition to an extensive wireless facility. We also recently launched an online service which readily identifies the location in the Library of available public computers to further assist Library clients looking for a computer. We believe that these services, in additon to the computing labs provided by the University's central IT Division, are sufficient for now in meeting the needs of the Library's clients. Issues which should be considered in lending laptops to students include: - support and maintenance for these laptops - determining the range of software available - whether to consider in-Library only use or lending for use outside the Library - insurance issues especially if computers are taken offsite - what penalties apply for late, non-return or damage to laptops while with the borrower - the level of support to the borrowers to be provided if Lending desk staff are to provide these - facility for keeping the laptop charged and ready for use when borrowed - budget implications if computers are purchased or leased - secure storage for computers - whether or not to support file storage within the laptop; if yes, procedure for culling/deleting personal files, etc. - authentication issues
University of Western Sydney Robyn Benjamin or Meg Boness (Associate Librarians)	Yes	See above
University of Wollongong Helen Mandl, Associate Librarian, Client Services	Yes	See above
Victoria University (Melb)	Yes	

1. Please enter the name of your University, and a contact for the survey		
		Response Count
		15
	answered question	**15**
	skipped question	**0**

2. Does your library provide laptops for students to borrow?			
		Response Percent	Response Count
Yes		40.0%	6
No		**60.0%**	**9**
	answered question		**15**
	skipped question		**0**

3. How many laptops do you provide & do you have policy/guidelines for laptop provision ?		
		Response Count
		3
	answered question	**3**
	skipped question	**12**

4. How long have you been providing laptops for students to borrow?		
		Response Count
		3
	answered question	**3**
	skipped question	**12**

5. Do you charge students a fee for borrowing laptops?

	Response Percent	Response Count
Yes	0.0%	0
No	**100.0%**	**3**
If YES how much ?		0
	answered question	**3**
	skipped question	**12**

6. What is the hardware? (makes and models)

	Response Count
	3
answered question	**3**
skipped question	**12**

7. Could you comment on reliability - would you buy again?

	Response Count
	3
answered question	**3**
skipped question	**12**

8. How is laptop hardware maintained, including replacement cycle?

	Response Count
	3
answered question	**3**
skipped question	**12**

9. Are the laptops "Test & Tagged" on a regular basis to ensure compliance with OH&S standards ?

	Response Percent	Response Count
Yes	**66.7%**	**2**
No	33.3%	1
	Your Comments	1
	answered question	**3**
	skipped question	**12**

10. What software is provided on each laptop?

	Response Count
	3
answered question	**3**
skipped question	**12**

11. How is hardware purchase and maintenance funded?

	Response Count
	3
answered question	**3**
skipped question	**12**

12. How is the laptop software maintained and who performs the maintenance?

	Response Count
	3
answered question	**3**
skipped question	**12**

13. What are the borrowing periods and conditions? eg. 2hr; 4 hour; 1 day; in-library use only?		
		Response Count
		3
	answered question	**3**
	skipped question	**12**

14. What process and penalty is applied if laptop is not returned or returned damaged?		
		Response Count
		3
	answered question	**3**
	skipped question	**12**

15. Could you comment on demand/take-up/usage of the laptops?		
		Response Count
		3
	answered question	**3**
	skipped question	**12**

16. What effect, if any, has the provision of laptops had on Client satisfaction with the in-library PC provision?		
		Response Count
		3
	answered question	**3**
	skipped question	**12**

17. Any other comments on providing laptops for borrowing?

		Response Count
		2
	answered question	**2**
	skipped question	**13**

18. Who is your library's contact person responsible for laptop policy and procedure?

		Response Count
		3
	answered question	**3**
	skipped question	**12**

19. Do you wish to make any other comments ?

		Response Percent	Response Count
Yes		0.0%	0
No		**100.0%**	**3**
	answered question		**3**
	skipped question		**12**

20. Do you have reasons for not providing laptops for students to borrow?

		Response Count
		8
	answered question	**8**
	skipped question	**7**

21. Please enter any other comments or observations on lending laptops here.

		Response Count
		4
	answered question	**4**
	skipped question	**11**