

Chromebook FAQs

Why does the library have Chromebooks and for how long will they be available?

Chromebooks will be available December 3, 2012 – July 31, 2013 as part of a pilot program in partnership with the California State Library and Google Chrome. The program may be ongoing depending on funding, usage, and availability.

How many Chromebooks are available?

15 Chromebooks at the Main Branch for Porterville, other SJVLS libraries are also using Chromebooks.

Who can check out a Chromebook, how often and how long?

Patrons 18 years and up with a full use library card in good standing and a Borrower Agreement on file will be able to borrow once per day for approximately 2 hours (one full charge).

What if a patron owes fines?

The Chromebook is an electronic resource and falls under our fee policy which prohibits any patron with \$20.00 or more in fines from using our electronic resources.

Do patrons need to have their library card present to checkout a Chromebook?

Do to the high cost of Chromebooks and the level of responsibility, for both the Library's and the patron's protection, borrowers need to have their library card present in order to check out a Chromebook.

What about the Borrower Agreement?

A Borrower Agreement needs to be signed when checked out by first time users. Repeat patrons do not need to sign another Borrower Agreement. Staff will note on the record that the patron has a Borrower's Agreement on file. "BORROWER AGREEMENT ON FILE."

Can a patron put a Chromebook on hold or renew it?

They are available on a first-come, first-served basis. This means no requests/holds & no renewals are possible. Patrons returning Chromebooks must wait until the next business day before checking out another Chromebook.

Why do we have limits on Chromebook usage?

We have a limited number of Chromebooks, just like we have a limited number of PC's – limitations allow a fair use to all patrons; additionally the pilot project is designed to expose more borrowers to Chromebooks.

Where do patrons return their Chromebook?

Chromebooks must be returned to a staff member at the Front Desk of the Library.

When do patrons have to return their Chromebook?

Chromebooks must be returned by the end of the library's business day or be considered lost/stolen. After that, the patron will be charged the full cost of replacement. Chromebook - \$500.

Can patrons take the Chromebook home or outside?

No, Chromebook checkout is for In-House use only.

What if a Chromebook is damaged?

Staff will assess for damage and supervisors will review problem situations. Patrons will be responsible for any damages incurred while checked out on their library card.

Who should complete a survey?

All patrons that use a Chromebook are encouraged to fill out the survey either online or at the Library.

How do Chromebooks connect to the Internet?

Chromebooks are enabled for Wi-Fi or 3G. The library is now a Wi-Fi hotspot.

Where can a patron get more technical support?

Have questions about your Chromebook? Use these resources to get support. Find answers to commonly asked questions and see info on using your Chromebook to surf the web.

www.support.google.com/chromeos

Connect with fellow Chromebook users to share tips or post a question.

www.chromebook.com/community

Our Ninjas are Chrome experts who can provide additional support if you run into any issues. You can contact a Ninja by visiting the URL below or going to the Chrome OS Help Center and choosing Fix a Problem > Get additional support > Get support for your Chromebook.

www.goo.gl/ZwxBz