



IT Services

Laptop Loan Policy

IT Services maintains a small inventory of laptop computers for short-term loan to Okanagan College employees. These units are not intended to replace primary work site computers. They are available to employees that:

1. Need a temporary replacement while their assigned laptop is with IT Services for repair. In this case, sections A, B and C of this policy do not apply.
2. Do not have a laptop and need one for use at meetings, conferences, or symposia to take minutes or notes or make presentations requiring visual digital demonstrations.

IT Services cannot guarantee that a laptop will be available. Laptops are provided on a first come, first serve basis.

A. Loan Procedure

Reservations for laptops must be placed in advance by completing a Computer Loan Service Request available on myOkanagan. This is necessary in order to adequately schedule the distribution of laptops and IT staff time. Information that you must provide in your Computer Loan Request form includes:

- Number required
- The return date
- Intended use.
- Account code (FOAPAL) for charging any associated costs (see below)
- Name of budget manager / supervisor

Employees are required to report any problems experienced with the laptop during their loan period. If a laptop is not returned by the predetermined deadline additional monthly fees will be charged.

B. Loan Costs

All fees collected as a result of the loaner program are used to offset the cost of maintaining the inventory of spare laptops. IT Services will collect, by Journal Entry, all fees at the start of the loan period.

Fees apply to each laptop and are based on the following:

Loan period	Loan fee
Up to two weeks	No charge
Up to one month	\$50
Additional month (or part thereof)	\$50

C. Late Costs

IT Services will attempt to contact the employee if a laptop is not returned on the due date. If this does not result in recovery of the laptop, IT Services will notify the appropriate Dean or Director and initiate a \$50 charge for each month that the laptop remains on loan. IT Services expects that the Dean or Director will assist in securing recovery of the laptop as soon as possible after the due date.

D. Hours and Contact Information

Laptops are to be picked up and dropped off during regular business hours at IT Services (next to Print Services on the ground floor of the KLO Library building). If other arrangements need to be made for pickup and drop off, IT Services must be given at least 48 hours notice.

The working condition of the laptop will be assessed upon its return. Please allow sufficient time for this assessment to take place.

E. Laptop Computers Supported

In order to provide consistent service, adequate user support, and to ensure network compatibility, Okanagan College offers and supports only the following models of laptop computer:

- IBM / Lenovo T-series Thinkpad

All units provided by IT Services for employee use are pre-configured with the following software:

- Microsoft Internet Explorer
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Macromedia Flash, Shockwave, and QuickTime plug-ins
- RealPlayer
- Adobe Acrobat Reader

IT Services strongly discourages any users from installing additional software or hardware to the laptop units. Any additional software installed must not disable or alter the functionality of the pre-included software or hardware and must be virus-free. Any software or hardware components added to the system are the responsibility of the individual and the supplying vendor.

Unauthorized copying of software is a violation of Okanagan College's acceptable computer use policy. It is also illegal as software is protected by copyright law.

F. Maintenance

Okanagan College laptops are covered under the manufacturer's limited warranty. Damage not covered by warranty or IT Services includes:

- Accident.
- Unreasonable use, abuse, neglect, and alterations.
- Improper service, improper installation, and improper connections with peripherals.
- Other causes not arising out of defects in materials or workmanship.
- Any service or repair provided outside the scope of the limited warranty.
- Damage to or loss of any programs, data, or removable storage media, whether it occurs during warranty repair or other repair service.

Any attempts to dismantle or repair the laptop unit oneself will invalidate the manufacturer's warranty and may result in additional charges.

Employees using the laptop loan service may contact the help desk at local 4444 for standard system support or in order to notify IT Services of any problems encountered during their loan period.

G. Security

Users are responsible for damage to and/or loss or theft of loaned laptop units. In order to minimize the chance of loss or theft, please follow these guidelines:

- Airports: Never leave the laptop unattended. Do not check the laptop as baggage. Exercise diligence in watching the laptop as it is passed through any x-ray devices.
- Cars: Keep the car locked and the laptop out of view. Ensure that the laptop is securely stored so that it does not slide while driving. Avoid storage of the laptop in a car during very hot or very cold weather.

If the laptop is lost or stolen, IT Services must be notified within 24 hours and notice given to the appropriate police authorities. If a laptop is lost, damaged, or stolen, the employee's department is responsible for the associated costs of replacement or repair.

Users are responsible for performing their own data backups. IT Services is not responsible for any files left on any laptop or for loss of, or damage to, a user's files during the loan period. IT Services is also not responsible for any computer viruses transferred to, or from, a user's own storage device (e.g. USB memory stick) while using the laptop.