

Lending Chromebook Kits – Overview and FAQs

Do you need a laptop and internet access at home? The Buffalo & Erie County Public Library (B&ECPL) can help!

Check out a Chromebook Kit for free!

Each kit contains a Chromebook laptop and a Wi-Fi hotspot, so you can get online anywhere, anytime.

B&ECPL Chromebook Kits Lending Overview:

- A Chromebook Kit includes a laptop and hotspot, cases for each, power adapters and cords, and a mouse.
- A kit can be checked out by cardholders in good standing. Children under 17 require a library card with internet permission and a waiver signed by a parent or guardian.
- Library card holders can check out one (1) Chromebook kit at a time.
- The loan period is 7 days.
- You may renew up to 2 times, if no one is waiting.
- A request can be placed from the catalog or by calling the library.
- A kit must be picked up from and returned to the checkout library.
- **Devices will be deactivated if not returned by the due date.**
- Kits must be returned to a staff member; please report any missing pieces or damage.
- Patrons are financially responsible for lost or damaged kits.
- Please help us by filling out [this survey](#).

What is a Chromebook?

A Chromebook is a laptop that does not run Windows. Instead, it uses the Chrome Operating System, which is similar to the Google Chrome web browser. Use a Chromebook to do anything you regularly would online! It has cloud storage and built-in Google apps. A Chromebook is best used with a reliable Wi-Fi connection.

What is a Hotspot?

A hotspot is a portable Wi-Fi device you can use to connect the Chromebook (or other laptop, smartphone, or tablet) to the internet. They provide access to the internet wherever you are - at home, in the park or on the bus. The hotspots include unlimited high-speed LTE service and can be connected to up to 10 devices simultaneously.

Where can I check out a Chromebook Kit?

Chromebook kits are available at 37 all [B&ECPL locations](#).

What's in a Chromebook Kit?

- Chromebook laptop and power supply/cord in a case
- Portable wireless hotspot with power supply in a case
- Mouse (available in some kits)
- Quick start guide

What can I do with a Chromebook Kit?

Use the Chromebook and Wi-Fi hotspot to:

- Browse the internet and check email; you can browse as a guest or sign in with a Gmail account.
- Use the Google suite of productivity tools, including Docs, Sheets and Slides.
- Use the hotspot to put up to 10 Wi-Fi enabled devices online simultaneously.
- Access or save files on a USB drive.
- Access or save files to your Google, Microsoft, iCloud or other online account.
- Search the Library's catalog, place holds and access My Account.
- Download and read or listen to eBooks, music or videos.
- Attend or participate in online events.

Can I request a Chromebook Kit?

Yes. Requests for Chromebook kits can be made by checking the online catalog. You can also call a library offering the service to arrange checkout, if kits are available. Requests can only be placed and picked up at libraries offering the service.

How long can I keep a Chromebook Kit?

A kit can be borrowed for 7 days. If no other patrons are on the waiting list, the kit will be autorenewed up to 2 times.

The library reserves the right to disable all equipment. The Chromebook will be disabled and the wireless service on the hotspot will be turned off if it is not returned by the due date. If you don't return a kit on time, your borrowing privileges may be suspended. Others will be waiting to borrow a Chromebook Kit, so please return the kit on time.

How do I return a Chromebook Kit?

A Chromebook Kit must be returned in person only to the library from which it was checked out. It cannot be returned in a drop box. Staff will check the Kit to confirm that all items have been returned and the Kit is in good condition. If something is missing or damaged, please inform staff.

Will I be charged if the Chromebook is damaged while in my possession? How much?

Yes, fees will be assessed if you lose or damage the Chromebook Kit or its individual pieces. Full kit replacement value is \$410. Replacement fee for kits with a mouse is \$420. A processing fee of \$5.00 may also be assessed.

Will my documents stay on the Chromebook after I return it?

All documents are deleted once the Chromebook is powered down. This will happen even during your 7 day checkout period. We advise you to back up your documents on a flash drive or in Google Docs if you are working on something you want to keep.

Will I receive any instructions?

A basic instruction sheet will be included in the Kit explaining how to turn on and connect the equipment. If you have further questions, please contact the library where you checked out the Kit.

Are Library staff able to help me use the Chromebook or answer technical questions?

Library staff is able to provide basic help, including how to turn on the Chromebook, connect the wireless hotspot, setup a Gmail account or locate programs.

What is the coverage area of the of the Wi-Fi hotspot?

The Wi-Fi hotspots use the T-Mobile coverage area. The Chromebook Kit will not work in Canada.

Are there any restrictions on data or internet use with the Wi-Fi hotspot?

Data usage is unlimited, but the content is filtered to prevent access to information harmful to minors or offensive to adults. This requirement, which is outlined in the B&ECPL's Internet Safety and Acceptable Use policy, keeps the Library compliant with the Children's Internet Protection Act (CIPA).