

Cañada College Library Technology Loan Program Rules and Borrower Responsibilities

Purpose

Cañada College Library technology is a shared student resource intended to support currently enrolled Cañada College students who need access to equipment for coursework and academic success. Because the supply of technology is limited and demand is high, all borrowers are expected to return equipment on time, in complete condition, and in working order so that the equipment can be maintained and made available to other students.

Borrowing technology from the Cañada College Library is a privilege connected to student enrollment, borrower responsibility, and compliance with these rules. Failure to follow these rules may result in replacement charges, suspension of technology borrowing privileges, holds or charges on the borrower's library or student account, and/or referral to the appropriate college administrator for resolution.

Eligibility

Technology borrowing is limited to students currently enrolled in at least one academic Cañada College course. For the purpose of this policy, an academic course is a course that requires use of Canvas, online course materials, Google Workspace, discipline-specific software, internet access, or other technology needed to complete course requirements.

Students must provide valid photo identification and proof of current enrollment when requested. Eligibility must be verified each semester.

Students who are enrolled only at Skyline College or College of San Mateo should request technology from the library at the campus where they are enrolled. Community members, alumni, and students who are not currently enrolled in eligible coursework are not eligible for Cañada College Library technology loans.

If a borrower drops all Cañada College classes, the equipment must be returned immediately.

Checkout requirements

Before borrowing technology, students must:

1. Verify current eligibility with library staff.
2. Complete and submit the current Cañada College Library Technology Loan Agreement.
3. Present valid photo identification.
4. Review and accept all lending rules and borrower responsibilities.
5. Confirm that all listed equipment and accessories are present at checkout.

Borrowers are responsible for reviewing the equipment and accessories at the time of checkout. Missing accessories, damage, or other issues must be reported to the library within two calendar days of checkout. If the borrower does not report an issue within that timeframe, the borrower may be held responsible for missing, damaged, or incomplete equipment.

Available equipment

Technology available for loan may include Chromebooks, PC laptops, mobile hotspots, graphing calculators, chargers, cables, carrying cases, adapters, and other peripherals. Equipment availability is not guaranteed and may vary by semester, inventory, condition, funding source, and program demand.

The library may limit the type or number of devices borrowed by an individual student. Students may not borrow duplicate technology items from Cañada College Library or across SMCCCD campuses, including but not limited to multiple laptops, multiple hotspots, or multiple calculators.

Loan period and due dates

Technology is generally loaned for the semester and must be returned by the official due date set by the library. Due dates may differ from the last day of instruction, Finals week, campus closures, or other academic calendar dates.

Technology cannot be borrowed or kept between semesters unless the library has explicitly approved a written exception in advance. Enrollment in a future semester does not automatically authorize a borrower to keep technology beyond the current due date.

Borrowers are responsible for tracking due dates by checking their library account, student email, and any communication sent by library staff.

Borrower responsibilities

Borrowers are responsible for:

1. Returning all equipment and accessories by the due date.
2. Keeping equipment secure and protected from loss, theft, damage, excessive soiling, weather, food, liquids, pets, pests, and unsafe storage conditions.
3. Using only the chargers, cables, cases, and accessories provided or approved by the library.
4. Keeping equipment in the protective case provided.
5. Reporting damage, loss, theft, malfunction, or missing accessories immediately.
6. Checking student email regularly for library notices.
7. Responding to library communication in a timely manner.
8. Backing up all personal data before returning equipment.
9. Returning equipment directly to Cañada College Library staff during approved return times unless the library provides alternate written instructions.

Borrowers remain responsible for equipment until it is returned to and checked in by Cañada College Library staff.

Prohibited actions

Borrowers may not:

1. Return technology to another campus department, office, employee, classroom, or non-library staff member.
2. Leave technology unattended outside the library, at another service desk, in a book drop, or with another person unless written instructions are provided by library staff.
3. Remove, cover, alter, or damage property labels, barcodes, asset tags, or identifying stickers.
4. Factory reset, wipe, reformat, update, jailbreak, alter, or attempt to repair equipment.
5. Install unauthorized software, change administrative settings, or bypass security controls.
6. Loan, sell, transfer, or give the equipment to another person.
7. Use hotspots for excessive non-academic streaming, gaming, or household-wide internet use that prevents academic use or causes throttling.
8. Keep equipment after dropping all eligible courses.
9. Keep equipment after a recall notice has been issued.

Violation of these expectations may result in immediate suspension of technology borrowing privileges and assessment of repair or replacement charges.

Extensions

Short extensions may be considered only when the borrower contacts the library in advance and receives written approval from library staff.

Extension requests must be submitted by email to canlibrary@smccd.edu no later than the week before Finals week. Requests submitted after this deadline may be denied. Submitting a request does not guarantee approval.

Extensions are based on program capacity, inventory needs, maintenance schedules, student demand, staffing capacity, and borrower history. The library may deny an extension if the equipment is needed for maintenance, redeployment, inventory review, audit, repair, or another student request.

Verbal statements, informal conversations, or approval from non-library staff do not constitute an approved extension.

Recalls

The library and/or ITS may recall technology at any time for maintenance, inventory review, replacement, security, software updates, funding-source requirements, or operational need.

If technology is recalled, the borrower must return it immediately by the deadline provided in the recall notice. A recall overrides any previous extension or informal arrangement, including any extension discussed or granted outside the library's official process.

Failure to return recalled technology may result in the item being marked lost, replacement charges being added to the borrower's account, and suspension of technology borrowing privileges.

Returns and inspection

All technology must be returned directly to Cañada College Library by the official due date. Technology from other campuses must be returned to the respective campus library or lending department.

Initial acceptance of returned technology does not mean the borrower has been cleared of responsibility. Library staff must complete a full inspection after return. The inspection may include checking for missing accessories, damage, excessive soiling, device functionality, labels, chargers, cases, data/security concerns, and other issues.

If damage, missing parts, cleaning needs, or other concerns are found after inspection, library staff will contact the borrower through their student email. Borrowers are responsible for responding in a timely manner. Failure to respond may result in charges being added to the borrower's account.

Late, lost, damaged, stolen, or incomplete equipment

Technology not returned by the official due date may be considered overdue and may result in suspension of borrowing privileges.

Technology that remains unreturned after library notice may be considered lost, and replacement charges may be added to the borrower's student or library account.

Borrowers may be held financially responsible for:

1. Lost equipment.
2. Stolen equipment.
3. Damaged equipment.
4. Missing chargers, cables, adapters, cases, batteries, or accessories.
5. Excessive soiling or contamination requiring cleaning, repair, or replacement.
6. Equipment returned in a condition that prevents safe or reliable redeployment.
7. Equipment that has been wiped, reset, altered, or had identifying labels removed.
8. Equipment returned to the wrong location or left with non-library staff and later lost or damaged.

A police report, theft report, or explanation of circumstances does not automatically remove borrower responsibility. The library may request documentation, but documentation does not guarantee waiver of charges.

Replacement costs

Replacement costs may include the cost of the device, accessories, case, processing, repair, cleaning, licensing, or other costs needed to restore the item for student use.

Item	Replacement charge
Mobile hotspot	Up to \$200
Chromebook	Up to \$520
PC laptop	Up to \$3,000 depending on model and owning department
Graphing calculator	Up to \$150
Charger, adapter, cable, case, or other peripheral	Up to \$75 per item
Non-library equipment loaned through the library on behalf of another department	May be higher depending on owning department

Suspension of borrowing privileges

The library may suspend technology borrowing privileges for borrowers who:

1. Return technology late.
2. Fail to return technology.
3. Return damaged, incomplete, or excessively soiled equipment.
4. Remove labels or alter equipment.
5. Fail to respond to library communication.
6. Violate checkout rules or borrower responsibilities.
7. Have unpaid replacement charges or unresolved technology issues.
8. Repeatedly request exceptions or return equipment late.
9. Attempt to bypass library procedures through other departments or administrators.

Suspension may remain in place until equipment is returned, charges are resolved, the item is repaired or replaced, and/or the library determines that the borrower is eligible to borrow again.

Students returning technology late from a previous instructional session may be required to wait at least one week from the date of return before borrowing again. This allows staff time to inspect, clean, repair, update, and redeploy equipment.

Communication

The library will communicate primarily through the borrower's student email. Borrowers are responsible for checking their student email regularly.

By submitting the Technology Loan Agreement, borrowers acknowledge that the library may contact them by student email, phone, text, mailed notice, or other available contact method if needed to resolve overdue, lost, damaged, incomplete, or recalled technology.

Failure to see, open, or respond to library messages does not remove borrower responsibility.

Administrative exceptions and program integrity

To protect student access, staff capacity, inventory accuracy, and responsible stewardship of college equipment, exceptions to this policy must follow the library's official process.

Any exception requested by an administrator, department, program, or non-library employee must be submitted in writing to the library before the due date whenever possible. The written request must identify:

1. The student borrower.
2. The equipment involved.
3. The reason for the exception.
4. The requested extension or action.
5. The funding source or department responsible for replacement costs if equipment is lost, damaged, not returned, or unavailable for redeployment.
6. The operational impact on library staff, inventory, maintenance, and other students waiting for equipment.

Library staff are not responsible for honoring verbal exceptions, informal approvals, or after-the-fact requests that bypass the established technology loan process.

When an exception creates additional work, delays redeployment, prevents scheduled maintenance, or increases risk of loss or damage, the library may deny the exception or escalate it for written administrative review. Exceptions should not compromise student access, staff workload, program sustainability, inventory accountability, or the library's ability to apply rules consistently.