Town of Glastonbury – Welles-Turner Memorial Library

# Laptop Lending Program Policy – Special Program

**2026-2031**

The Laptop Lending Program, a partnership between the Connecticut State Library, DEEP, and Welles-Turner Memorial Library (WTML or "the Library") is a short-term, Special Program with the state-wide goal of expanding equitable access to technology. To meet the requirements of the State program while serving the residents of the Glastonbury community, a Special Program Policy has been created. The policy is intended to ensure that all eligible members of the public are provided with consistent and equitable services from the Library and that patrons understand their rights and responsibilities as library cardholders.

## General Information

The Welles-Turner Memorial Library (WTML or "the Library") provides laptops through the Laptop ConneCT Program (Laptop Lending Program) to help expand equitable access to technology for Glastonbury residents who face barriers to obtaining a suitable computer for use at home. The Laptop Lending Program is intended to provide qualified residents with access to a laptop for education, employment, workforce development, telehealth, essential services, and other personal or household needs.

Laptops provided through the Laptop ConneCT Program remain the property of the Connecticut State Library through December 31, 2031, and are designated for public use through participating public libraries. The Welles-Turner Memorial Library serves as the local custodian of the devices and is responsible for their day-to-day lending, care, inventory control, and appropriate use.

## Eligibility

To participate in the Laptop Lending Program, an individual must:

- Be at least 18 years of age;
- Be a resident of Glastonbury;
- Have a valid, unrestricted Welles-Turner Memorial Library card in good standing;
- Meet the eligibility requirements established by the Laptop ConneCT Program; and
- Be confirmed as eligible through the Town of Glastonbury Social Services Department.

Laptop ConneCT eligibility requirements include participation in a qualifying state or federal assistance program and an attestation that the applicant does not have access to a sufficient personal computer at home. An adult may receive a device on behalf of a minor in their household. No household may receive more than one laptop at a time.

The Town of Glastonbury Social Services Department will be responsible for confirming an applicant's eligibility for the program. The Library will not require applicants to provide documentation of qualifying benefits directly to Library staff when eligibility has been confirmed through Social Services.

## Library Card Requirement

All Laptop Lending Program participants must have a valid Welles-Turner Memorial Library card. Individuals who do not already have a Welles-Turner Memorial Library card may obtain one at the Library. Library cards will be issued in accordance with the Library's established policies and procedures.

The Library card must remain valid for the duration of the laptop loan. Participants are responsible for maintaining current contact and registration information with the Library.

## Loan Period

Eligible participants may borrow one Laptop ConneCT device per household.

The specific due date will be established at the time the laptop is checked out.

Laptop loans may be renewed or extended when no other eligible participant is waiting for a device. Renewals are not guaranteed and are subject to the availability of devices and the needs of the program.

The Library may adjust the loan period for laptops during the course of the program when necessary to ensure equitable access to available devices. Changes to the loan period will not affect laptops already checked out; those devices will retain their existing due dates. The revised loan period will apply to new checkouts and to any laptops renewed after the change takes effect. The Library may also decline to renew a laptop when necessary to ensure equitable access to available devices.

## Checkout and Distribution

The Laptop ConneCT Program requires participating libraries to provide an eligibility/intake session and a skills training/device distribution session for each resident receiving a device. Participants must complete required training before receiving a device.

At checkout, Library staff will record the device and any accompanying equipment in the Library's circulation and/or inventory system and will provide the participant with information regarding:

- The laptop's due date;
- Proper care and use of the device;
- Procedures for returning the laptop;
- Renewal procedures;

- Technical support;
- Lost, stolen, or damaged equipment; and
- The participant's responsibilities under this policy.

## Use of Laptops

Laptop ConneCT devices are provided for lawful personal, educational, employment, workforce development, telehealth, and other legitimate purposes. Participants are responsible for using the laptop in accordance with all applicable laws and Library policies. Laptops may not be used for unlawful activity or in a manner that violates the rights of others.

The Library does not monitor, control, or guarantee the content accessed by participants while using a laptop. Participants are responsible for their own online activity, files, accounts, passwords, and personal information. Participants should not leave a laptop unattended in a public or unsecured location.

## Technical Support

Participants are responsible for contacting the device supplier directly for technical support, warranty claims, or hardware issues. The Laptop ConneCT program guidance specifies that participating libraries are not responsible for providing hardware troubleshooting or repair services. The Library may assist participants in accessing available support information but cannot guarantee technical support beyond the assistance specifically provided by the Library.

## Care of Equipment

Participants are responsible for taking reasonable care of the laptop and all equipment provided with it.

Laptops must be returned with all Library-issued equipment and accessories, including, as applicable:

- Laptop computer;
- Power adapter and charging cable;
- Protective carrying case; and
- Any additional accessories issued with the device.

Participants should not attempt to repair, alter, disassemble, or modify the laptop or its components.

## Lost, Stolen, or Damaged Equipment

Participants are responsible for the laptop and accompanying equipment while it is checked out to them.

A lost or stolen laptop must be reported to the Library as soon as possible. Damage to a laptop or its accessories must also be reported promptly. The Library will evaluate reports of lost, stolen, or damaged equipment on a case-by-case basis and may take appropriate action consistent with Laptop ConneCT Program requirements and Library policy.

The Laptop ConneCT Program does not guarantee replacement of lost, stolen, or damaged devices. Decisions regarding replacement are made on a case-by-case basis by the loaning library and are subject to device availability.

Participants may be responsible for the cost of replacing lost or damaged equipment, consistent with the Library's Lending Policy and applicable Laptop ConneCT requirements.

## Return of Equipment

Laptops and all accompanying equipment must be returned directly to the Welles-Turner Memorial Library. Laptops and other program equipment should **not** be returned through the Library's exterior book drop or other unattended return locations.

The participant remains responsible for the laptop and all accompanying equipment until it has been safely returned to and accepted by Library staff. Upon return, Library staff will inspect the equipment and update the Library's circulation and inventory records.

## Overdue Equipment

Laptop Lending Program participants are responsible for returning equipment by the established due date.

Because the devices are limited in number and intended to provide equitable access to qualified residents, participants who fail to return a laptop when due may have their borrowing privileges suspended until the device is returned or the matter is otherwise resolved.

A laptop that is not returned may be considered lost in accordance with Library procedures.

## Renewal and Reissuance

A laptop may be renewed or reissued to the current borrower when no other eligible participant is waiting for a device. If another eligible participant is waiting for a laptop, the current borrower must return the device at the end of the established loan period.

The Library may establish a waiting list when demand exceeds the number of available devices. Devices will be distributed from the waiting list in accordance with procedures established by the Library.

## Inventory and Program Records

The Library will maintain records necessary to track Laptop ConneCT devices, including device identification information, current status, checkout and return information, and other information required for program administration and reporting.

The Library may be required to provide the Connecticut State Library with aggregated program information, including the number of devices distributed, utilization information, and other program data. Routine program reporting will not include personally identifiable information about individual laptop borrowers.

## Confidentiality

The Library will maintain the confidentiality of patron records in accordance with Connecticut law and the Library's Lending Policy.

Applicants' income, benefit, and other financial eligibility documentation will be submitted directly to the Town of Glastonbury Social Services Department. The Library will not request, collect, review, or retain such documentation. Social Services will communicate eligibility determinations to the Library through a list or letter of approved borrowers.

The Library will maintain only the information necessary to administer the Laptop Lending Program, including information needed to establish the borrower's Library account, document the loan of a laptop, track the device, and meet applicable program reporting requirements.

## Suspension or Termination of Laptop Lending Privileges

The Library may suspend or terminate a participant's Laptop Lending Program privileges for reasons including, but not limited to:

- Failure to return a laptop or accompanying equipment;
- Loss, theft, or damage resulting from failure to exercise reasonable care;
- Use of the laptop for unlawful purposes;
- Violation of this policy or other applicable Library policies;
- Providing false or misleading information in connection with participation in the program; or
- Failure to maintain a valid Welles-Turner Memorial Library card.

Suspension or termination of Laptop Lending Program privileges does not necessarily affect a participant's general eligibility to use other Library services.

## Exceptions

The Library Director may authorize reasonable exceptions to this policy when circumstances warrant, provided that such exceptions are consistent with Laptop ConneCT Program requirements, applicable law, and the Library's commitment to equitable access.

## Relationship to the Welles-Turner Memorial Library Lending Policy

Except where specifically addressed by this Laptop Lending Program Policy, the provisions of the Welles-Turner Memorial Library Lending Policy apply to Laptop ConneCT devices and program participants.