UAlbany Loaner Laptop - Manager Procedures for Contacting Students

The current process for notifying students of their assigned laptop involves an email message from Brian T. Stephenson - Dean of Student's (DoS) office - addressed to the student w/ a copy to circulation@albany.edu indicating the terms of loan. Copying the message to the Circulation department email will create a LibAnswers ticket and in effect notify the rest of Access Services Management of a pending laptop pickup that will need to be coordinated. The Library will need to prepare the assigned laptop by locating it through the assigned serial number in the email from DoS and writing the student's name on a post-it note. We will then reach out to student via LibAnswers with the link to the appointment calendar on LibCal to set up their curbside pickup appointment. After 4 days of no response from the student, we will contact DoS for follow-up. We will close the tickets generated after the laptop pick-up has been completed or when the laptop terms of loan have been cancelled (due to non-response from the student). Steps are detailed below:

Message from DoS to student & copy to circulation email

Subject: Laptop Loan (Student Name)

Dear (Student):

Due the unprecedented COVID-19 pandemic and your documented extraordinary circumstance, the University at Albany has agreed to lend you a University owned computer to assist with your academic needs for the Fall 2020 semester.

Borrower Information
(Student Name)
(Student ID Number)
Student Email Address
Student Phone Number
Student Mail Code

University Staff Member Authorizing Loan

Brian T. Stephenson
Associate Dean of Students
bstephenson@albany.edu
518-442-5501

Computer/Accessories Loaned ("computer")

Computer Serial Number: XXXXXX
Computer Model: Dell Latitude 5500 (with integrated web camera)
1 Power Cord
All Packaging & documentation (i.e. Box/bag, sleeve, user guide)

Click here for access to Microsoft Office
Click here for other software from ITS
Click here to contact ITS for assistance with the computer or software

Computer Loan Terms and Conditions

By accepting receipt of the above computer, the borrower (you) agrees to abide by the below terms and conditions of the loan.

Computer Pick-Up:

The borrower will pick-up at loaned computer at the University Library. Please email Library Access Services at circulation@albany.edu to schedule an appointment to pick up the computer.
Loan Period and Computer Return:
The computer and accessories must be returned to the University Library no later than December 14, 2020, or when the student no longer requires the use of the computer, whichever is earlier. To return the computer please email Library Access Services at circulation@albany.edu to schedule a return appointment. Failure to return computer and accessories on time will result in the borrower being responsible for replacement costs, which will be billed to the student's University account.

ITS Policies

UAlbany IT policies must be adhered to at all times (http://www.albany.edu/its/its_policies.htm). Failure to abide by these terms may result in a student conduct referral, future ineligibility for this service, and immediate revocation of the loaned computer.

Loss and Damage Responsibility

The borrower is solely responsible for the computer and accessories during the loan period. The borrower will return each item associated with the computer and takes full responsibility for each item's condition. Lost or damaged pieces may not be replaced with substitutes. Damage caused by misuse will result in a bill for replacement; billing will proceed immediately. Borrower is liable for replacement costs if computer is stolen/damaged. Failure to pay University invoices may result in referral to the New York State Attorney General's Office for collection.

Feel free to contact the above University Staff Member with any questions or concerns.

![Broken image]

Brian T. Stephenson
Associate Dean of Students

Office of the Dean of Students | University at Albany
Campus Center 137 | 1400 Washington Avenue | Albany, NY 12222
518-442-5501 | bstephenson@albany.edu

Locate the Laptop & Label with Student's Name

1. Locate the assigned laptop via the email from DoS.
2. Write in the student's name on the affixed sticky note: (Carlos Zamora to Insert Photo on 19 Nov 2020)
3. Transfer the laptop to one of the top 2 drawers for quick access by staff.

Create a ticket on LibAnswers and message the student to initiate pickup

1. Create a new ticket
2. Fill out the fields with the following information:
   a. Queue is “Access Services”
   b. For Question Field, fill out: "(Student Name) - Laptop Pick-up"
   c. Question Details, type out: "Ticket created to initiate laptop pickup via curbside service."
   d. Asked by (name), enter: "(Student Name)"
   e. Asked by (email), enter: "(Student's Email)"
   f. UAlbany status, default: UAlbany Undergraduate
   g. I have a question about..., select "Other"
   h. Click Create Ticket
On the newly created ticket, create a reply by copying and pasting the following message:

Hi (Student),

Glad to hear you were assigned a laptop in support of your studies at UAlbany.

We're providing the laptop via our Library's Curbside pickup system. Please visit our appointment calendar and select a time that works best for you.

https://albany.libcal.com/calendar/ulib-pickup

Best,

(Staff Name)

Click “Submit as Open” to message the student.

Close the ticket after laptop has been picked up.