

# HONG KONG METROPOLITAN UNIVERSITY LIBRARY

## Student Notebook Computer Loan Service Service Guidelines

To borrow the notebooks, students must meet the criteria and observe the guidelines below:

### Students eligible for the service

- Active HKMU students or LiPACE students taking eligible programmes.
- The students must have normal borrowing privileges.

### Notebook configuration

#### *Hardware*

- HP Elitebook 840 G8
- Intel Core i7
- 16GB RAM
- 14" screen

#### *Software*

- MS Windows 10
- MS Office 2019
- Internet browsers (MS Edge, Firefox and Chrome)
- Adobe Reader
- Anti-Virus application
- HKMU E-Library plug-in and software
- Q9

### Loan period

From 30 minutes after the Library opens till the library closes.

### Borrowing

- Borrowers can check out the notebooks at the Service Counter of the Stanley Ho Library on the Main Campus or the Ho Sik Yee Library on the Jockey Club Campus in person with valid student card.
- Only 1 notebook can be checked out by each borrower.
- The availability of notebooks can be checked from the [LibSearch](#).
- The service is on a first-come-first-served basis. Advance booking and renewal are not available.
- Borrowers are required to read and sign an **Agreement for Student Notebook Computer Loan Service** for each loan.
- Each notebook comes with accessories, including a power cord and a carrying bag. Borrowers are required to check the notebooks and report defects or malfunctions, if any, before counter staff proceeds to the check-out procedures.
- The check-out process may take 5 to 10 minutes.

## **Returning**

- Borrowers are required to return the notebook to the Service Counter of the Library from which they borrowed in person with valid student card ***on or before the due date/time***.
- The check-in process may take 5 to 10 minutes.
- Borrowers should keep the notebook's power on for counter staff's checking before proceeding to the check-in procedures.
- If the notebook is reported lost or returned with damages, the borrower will be required to sign a ***Report of Lost/Damaged Library Material/Notebook Computer*** form.
- Notebook overdue for 2 days will be assumed lost; the borrower will be responsible for replacement cost and his/her borrowing privileges for all library materials will be suspended.

## **Borrower responsibilities**

- Borrowers bear the FULL responsibility of the notebook, including the hardware, the software and the consequence of using the notebook during the loan period.
- Notebooks are the property of the University and borrowers will be responsible for loss and damage to any components of the notebook. Any malfunction, damage or loss of any computer components must be reported to the Library staff immediately. Borrowers may be required to pay the full value plus the handling fees for any replacements. Lost or damaged components will continue to be the property of the University even if the replacement charge has been paid.
- Borrowers should not turn off the anti-virus application or firewall.
- Only licensed and certified software can be applied to the notebook.
- Borrowers are responsible for the data and any personal data inside the notebook. Borrowers are suggested to save data onto their personal storage devices frequently. The Library and the HKMU will not be responsible for any loss of borrowers' data. All borrowers' data and additional software will be erased from time to time.
- The Library reserves the right to refuse the loan request if "misuse" is found, or, for some other undetermined reason(s).

## **Enquiry**

- Loan service:  
Email: [libwww@hkmu.edu.hk](mailto:libwww@hkmu.edu.hk) or Tel.: 2768 6777
- IT support and WiFi print setup:  
Email: [itohelp@hkmu.edu.hk](mailto:itohelp@hkmu.edu.hk) or Tel.: 2711 2100
- Technical support for operating system and software application are not available. Borrowers are required to search help from online resources.

## **Disclaimer**

- The Library and the HKMU cannot be held responsible for damage to files, data loss, or infringing use of the notebook whilst it is on loan.
- The Library may update or revise the above guidelines at any time without further notice.