

Laptop Recovery Process

- This process applies to all devices \$500 or more. At this time, those devices are Laptops.
- Updated borrowing agreement:

BORROWING AGREEMENT: I am a Pueblo County resident, 18 years of age or older, hold a valid PCCLD Library card in good standing, and present a valid picture ID. I understand that the Pueblo City-county Library district will retain an image/copy of my valid picture ID. I agree to comply with all state and federal laws concerning use of the Internet and all library policies concerning the use of borrowed materials and equipment. I have sufficient knowledge to operate the laptop I am borrowing. I understand that I am responsible for the return of the laptop to designated library staff when it is due. I understand that when the loan period expires, I do not have the right to extend the loan period and my authorization to use the laptop ends. I understand that I must return the laptop at least one hour before the library closes regardless of the remaining loan time.

I have read and I understand the terms of the laptop's loan period, late fees, and replacement costs. I understand that if I do not return the laptop, I will be responsible for the full replacement cost even if the laptop is stolen from me. I also understand that if I fail to return the laptop, I can be held criminally responsible for theft under Colorado Statute 24-90-117 and the Code of Ordinances for the City of Pueblo, Section 11-1-407. I understand that when my loan period expires, my authorization to use the laptop ends and any further use of the laptop by me will be considered to be with the intent to permanently deprive PCCLD of the use of the laptop.

I agree to be responsible for this borrowed laptop, its safety and its timely return.

At Checkout

- Users should be: County residents only (no non-resident users) and should have In-state driver's license, in-state issued ID or military ID (no out of state, passport etc)
- Require an agreement to be signed by every user at checkout
- Verbally verify/update address.
- Verify and scan photo ID.
- Save paperwork in laptop cabinet until laptop is returned. If photo ID is retained, save this with the paperwork in the laptop cabinet until laptop is returned
- When laptop is returned, after functionality is verified, shred agreement. Return ID if it was retained.

In the event of a laptop not returned on time

All managers should receive daily reports of late and lost laptops. All staff related functions will happen on business days (M-F). Automatic functions are processed by Sirsi, according to the schedules set-up in the ILS. Important to note – we will report theft to PPD and PCSO 30 days after successfully serving the notice. Weekends or difficulty in serving the notice may adjust the timeline. This timeline will be tracked centrally.

- 1 day overdue – Customer is notified via automatic notification systems. Location Manager should contact the user, and document the contact in a Sirsi note. When the item is returned the note should be removed. The Manager should alert the person who will be filing the theft report if the item is unreturned, so they can be aware.
- 5 days overdue – Customer is also billed for the replacement cost plus processing fee of the device and a Final Bill is mailed. This is accomplished automatically in Sirsi.

Mon-Fri (Day 5 or the next business day) Serve notice via PCSO utilizing the wording provided by Nick Gradisar (see below). The cost will be \$40 plus mileage ([will range from \\$45-\\$68 based on zip code](#)). The cost to serve the notice will be added to the customer's bills. Notices will be served within 24 hours. Location Manager sends ID scan and agreement to central staff member to file theft report if device is not returned within 30 days. Marilyn and Janina will create a process to manage this centrally.

Your authorization to use the device that was checked out has expired and you have not returned the item to PCCLD. Unless the item is returned not later than 30 days after the service of this notice upon you, this matter will be referred to the Pueblo Police Department or the Pueblo County Sheriff for criminal prosecution. Once the matter is referred to law enforcement authorities PCCLD intends to cooperate fully in the criminal prosecution.

In 2015 we had 25 customers who would have been served notices – a little bit more than 2 per month. This could total \$20,000 in loss. This process will cost \$1,125 to \$1,700.

- 11 days overdue – Customer account is referred to collections, \$10 bill is added to the customer's bills. This is accomplished automatically in Sirsi.
- 30 days after PCSO successful serving of notice – since 30 days have lapsed since the notice was served, if the notice was served successfully, theft report is filed with the PCSO or PPD. If the notice was not served successfully, no other action can be taken. Customer is suspended from the library for 6 months and the suspension process is completed.