

### Terms and Conditions of use

- Laptops must be returned during staffed hours to the library information desk from which it was borrowed.
- The borrower is solely responsible for saving their work to an external storage.
- The University is not liable for any work that is lost or corrupted whilst using a loaned laptop.
- All use must comply with the University's [Acceptable use of Information Technology Policy](#)
- Borrowers are reminded of the [ANU Student Code of Conduct](#)
- Borrowers are responsible for the laptop for the duration of the loan period.

### Fines and charges

- Users are responsible for the laptop and accessories for the duration of the loan period.
- Fines and charges may apply to laptops which are lost or returned past their due date, [in line with Library policy](#).
- If a laptop appears to be damaged or does not operate correctly when borrowed, the borrower must immediately report the damage to Library staff.
- Costs for replacement or repair of a lost or damaged laptop may be up to the full cost of replacing the item [as advised by ANU ITS in accordance with [Commonwealth Information Infrastructure and Services Rule 2020, 4.34](#)], and an additional non-refundable administration fee of \$110 may be charged for lost or destroyed items.
- If a lost item is returned to the Library, the replacement cost may be refunded.
- These amounts for repair or replacement may include a GST component and charges for lost and destroyed items in addition to other fines accrued.

### Technical

- Laptops available for loan meet [outlined learning system requirements](#)
- Laptops provide a [Standard Information Commons Operating Environment](#)
- This includes:
  - Basic Operating system and Microsoft Office suite and Web browser
  - Wireless access
- Exclusions – Any Nonstandard Information Commons software/applications.
- Any variations to the Standard Information Commons Operating Environment should immediately be raised with the ANU Service Desk.
- The University recommends using OneDrive for storage.

### Availability

- Available to all currently enrolled ANU students – not available for visitors, external borrowers, alumni, or staff.
- Laptops are only available to be checked-out during [Library staffed hours](#). Please check [SuperSearch](#) by searching 'ANU laptop' to determine laptop availability and location.
- Laptops must be returned during staffed hours to the Information Desk of the branch from which you borrowed it.
- Loan period of 7 days (no renewals).

**Support**

Please direct any troubleshooting or operation questions to the [ANU Service Desk](#) which provides support for all IT requests.

**Online assistance** log into the [ANU Service Desk](#) using your ANU ID and HORUS password and submit your IT support request.

**Phone support** +61 612 54321, 8am-5pm, Monday-Friday.

**Face-to-face support** at the ITS Shopfront - [Joplin Lane 1.26 \(below the Chifley Library\)](#). Available by appointment only, 9am-4pm, Monday-Friday. To book, visit [quicklink.anu.edu.au/ITS-in-person](https://quicklink.anu.edu.au/ITS-in-person) or scan the below QR code.

