

### Terms and Conditions of use

- The borrower is solely responsible for saving their work to an external storage.
- The University is not be liable for any work that is lost whilst using a laptop.
- All use must comply with the University's Acceptable use of Information Technology Policy [https://policies.anu.edu.au/ppl/document/ANUP\\_001222](https://policies.anu.edu.au/ppl/document/ANUP_001222)
- Borrowers are reminded of the ANU Student Code of Conduct [https://policies.anu.edu.au/ppl/document/ANUP\\_6097481](https://policies.anu.edu.au/ppl/document/ANUP_6097481)
- Borrowers are responsible for the laptop for the duration of the loan period.

### Fines and charges

- Fines and charges may apply to damaged or lost laptops in line with Library policy <https://anulib.anu.edu.au/using-library/borrow/fines-charges>
- 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 lost or damaged laptops be up to the cost of replacing the item [as advised by ANU ITS], and a non-refundable administration fee of \$110 will be charged for lost and destroyed items.
- If a lost item is returned to the Library, the replacement cost will be refunded.
- These amounts include a GST component. These charges for lost and destroyed items may be in addition to other fines accrued.

### Technical

- Laptops available for loan meet outlined learning system requirements <https://www.anu.edu.au/students/learning-platforms/recommended-student-system-requirements>
- Laptops provide a Standard Information Commons Operating Environment <https://services.anu.edu.au/information-technology/software-systems/information-commons>
- This includes:
  - Basic Operating system and Microsoft Office suite and Web browser
  - Wireless access
- Exclusions – Any Nonstandard Information Commons software/applications.
- The University recommends using OneDrive for storage.

### Availability

- Available to all currently enrolled ANU Students – not available for visitor, external borrower, alumni, or staff.
- Five devices available to be loaned from Chifley during Library staffed hours.
- Laptops must be returned during staffed hours to the Information Desk.
- Loan period of 7 days (no renewals).

## Support

For all Troubleshooting and operation questions please refer to ANU Service Desk  
<https://services.anu.edu.au/information-technology/help-support/accessing-help-support>.

### Over-the-Phone support

+61 612 54321

The ANU Service Desk provides support for all IT requests, including immediate assistance with problems encountered while teaching and can be reached at Ext 54321. Core hours of support for teaching venues is available from 8am-5pm, Monday-Friday. For **urgent assistance with lecture rooms, select option 1 after calling Ext 54321.**

Over-the-phone support is available from 8am-5pm, Monday-Friday.

### Face-to-face support



IT Consultants are located at the ITS Shopfront - [Joplin Lane 1.26](#).

Face-to-face support is available between 9am and 4pm, Monday-Friday.\*

In-person support is available by appointment only. To book an appointment, scan the QR code to the left.

Or book via the URL below:

[quicklink.anu.edu.au/ITS-in-person](https://quicklink.anu.edu.au/ITS-in-person)