

Policy Title	Laptop Borrowing Policy
Responsible University Office	One-Stop Services
Policy Owner	Libraries and Learning Technologies
Pertinent Dates	September 2022

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## I. PURPOSE OF POLICY

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The purpose of the Laptop Borrowing Policy (hereunder referred to as the “Policy”) is for providing a working primary laptop device, and not about upgrading an existing device, or obtaining a second one, to ensure helping those who are most in need. This Policy provides guidelines for the borrower regarding the length of the borrowing period, the liabilities that he/she has to know while using, till returning, the laptop.

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## II. SCOPE OF POLICY

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The scope of this Policy is to facilitate the usage of technology, and to enhance learning, teaching, and working for full-time students, faculty, and staff of the American University in Cairo (hereunder referred to as the “University” or “AUC”).

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## III. RESPONSIBILITIES

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Approved by: LLT School Council, LLT Dean, and AUC Legal Office

Managed by: LLT Associate Dean, Associate Director of One-Stop Services

Processed by: One-Stop Services Staff, who are responsible for applying this Policy, and handling the laptop borrowing and returning procedures

Applies to: Full-time AUC students, faculty, and staff, who are responsible for abiding by this Policy, and are held accountable of the borrowed laptop and its charger/accessories

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## IV. POLICY STANDARDS AND PROCEDURES

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### Eligibility:

- Laptops can be borrowed by current full-time AUC students, faculty, and staff, with a valid ID card, and who maintain a valid Library account in good standing.
- Laptops shall be borrowed by an eligible student, faculty, or staff, member for himself/herself, and should not be borrowed on behalf of anyone else.
- The borrower’s ID card must be presented to the Library Service Staff at the One-Stop Services Desk each time a laptop is borrowed.
- Those eligible to borrow a laptop are allowed only one laptop and are not permitted to borrow a laptop for another individual.

- This Policy and the Laptop Borrowing Declaration Form must be read and acknowledged each time a laptop is borrowed.
- If a student withdraws, takes a leave of absence, graduates, or is disqualified, he/she shall return the borrowed laptop by/before the day of submitting the Clearance Form.
- If a faculty member is on long sick leave, leave without pay, sabbatical leave, professional development leave, maternity leave, and/or leaves AUC for any reason, he/she shall return the borrowed laptop by/before the day of submitting the Clearance Form.
- If a staff member resigns, or his/her contract ends or is terminated, he/she shall return the borrowed laptop by/before the day of submitting the Clearance Form.

**Availability:**

- Laptops cannot be reserved and are provided on a first-come, first-served basis.
- As quantities are limited, laptop availability is not guaranteed.
- Available laptops are:
  - MacBook
  - Dell
- Due to the limited number available, the priority for borrowing MacBook will be for Arts Department and Architecture Department students and faculty members.

**Limitations of Use:**

- The Library One-Stop Services Desk reserves the right to deny borrowing privileges, in case of any violation of this Policy.
- Borrowers shall not tamper with the hardware or software already installed on the laptop.
- Borrowers shall refer to the [Library's working hours](#) to know when to return the borrowed laptops to avoid late fines. (IV.J. Fines and Charges)
- Borrowers shall pick up and return the laptop on/before the due date, between 9:00, am – 3:00 pm, Sundays to Thursdays, excluding official holidays, at the Library's One-Stop Services Desk, after checking the Library's working hours.
- Students and faculty members borrowing laptops shall return the laptop at the library's One-Stop Services Desk, no later than the last day of exams of the semester on which the laptop is borrowed.
- Laptops are subject to return within 24 hours, once the borrower is emailed to return the laptop for an audit inspection requirement; otherwise, the borrower shall be charged the applicable governmental fees, as per Egyptian Law.
- Laptops are subject to return within 24 hours, once the borrower is emailed to return the laptop for an emergency recall; otherwise, the laptop shall be considered lost and the full cost shall be charged.
- Borrowed laptops shall be used only for learning, teaching, and/or working and shall not be used for any work which is personal in nature.

**Borrowing Periods:**

- Laptops can be borrowed for a maximum of 30 days.

**Borrowing Renewal:**

- Laptop borrowing renewals are not allowed for equal borrowing opportunities.

**Laptop Borrowing Procedure:**

- Borrowers who borrow laptops shall be responsible for any malfunction, damage, or loss to the laptop and its charger/accessories while in their possession.

- Borrowers shall adhere to the following instructions once they borrow a laptop and its charger/accessories:
  - Come in person and show a valid AUC ID to the Library Service Staff member; otherwise the request shall be denied.
  - Allow 15-30 minutes for the return process and for testing the functionality and the condition of the borrowed laptop and charger/accessories, and that they are in good working order.
  - Visit the Library One-Stop Services Desk, after checking the [Library's working hours](#), between 9:00 am – 3:00 pm, Sundays to Thursdays, excluding official holidays.
  - Test the operation and the condition of the borrowed laptop and charger/accessories the presence of a Library Service Staff member to make sure it is intact and running properly.
  - Do not accept the laptop and its charger/accessories in case of any existing defect including but not limited to: a malfunctioning issue, a broken or scratched screen, broken ports, broken or scratched front/back covers, malfunctioning keyboard keys, and/or broken charger.
  - Confirm receiving the laptop and its charger in good working condition and functionality by consenting on the Laptop Borrowing Declaration Form in the presence of a Library Service Staff member.

**Laptop Returning Procedure:**

- The borrower is responsible for returning the laptop and for saving his/her data before returning the laptop because all data and additional software shall be wiped upon return.
- The borrower shall adhere to the following instructions upon returning the borrowed laptop:
  - Return the laptop and its charger/accessories to the Library One-Stop Services Desk on/before the due date of return, in the same condition as when received, otherwise overdue fines and repair/replacement costs shall apply (IV.J. Fines and Charges).
  - Take the laptop and its charger/accessories to the Library One-Stop Services Desk, after checking the [Library's working hours](#), between the hours of 9:00 am – 3:00 pm, Sundays to Thursdays, excluding official holidays.
  - Hand the laptop to a Library Service staff directly and never just leave it on the Library One-Stop Services Desk, even if the Library Service Staff is present but assisting another borrower.
  - Allow 15-30 minutes for the returning process, and for a Library Service Staff member to boot and check the operation and the condition of the returned laptop, and to verify that all parts are present and the laptop and its charger/accessories are in good working order.
  - Confirm with the Library Service Staff the quick maintenance review of the laptop and its charger/accessories during the returning process to be notified initially of visible malfunctions, damages, losses, or late charges.
- Further in-depth inspection shall be done within 10 business days after the laptop is returned and the borrower shall be notified of and held accountable for any repair/replacement costs.

**Liability:**

- By borrowing the laptop, the borrower shall be held financially responsible in cases of malfunctioning, damage, loss, or theft of the borrowed laptop, and its charger/accessories.
- The Policy is governed by the [Financial Hold Policy](#) which manages the settlements of student's financial obligations.
- The borrower shall be responsible for the safety and security of the laptop, its charger/accessories, and its safe return in good condition.

- The borrower shall be responsible for noting the date and time that the laptop is due and shall ensure the safe and prompt return of the borrowed laptop and its charger/accessories.
- Calling or emailing a Library Service Staff for late laptop returns shall not prevent fines from accruing, as long as it is past the return due date.
- Laptops returned without their accompanying charger/accessories shall not be accepted until all parts are returned.
- The borrower shall be held liable for any late fees, malfunctioning, damages, or inappropriate returns of the borrowed laptop, and its charger/accessories.
- Violating any term or condition within this Policy shall result in the suspension of the borrower's laptop borrowing privileges. These violations include but are not limited to, the following:
  - Returning the borrowed laptop through drop boxes.
  - Leaving the borrowed laptop unattended in/outside the Library.
  - Causing any damage to, or the loss of the borrowed laptop and its charger/accessories.
  - Failure to return the borrowed laptop and its charger/accessories on/before the due date.

**Fines and Charges:**

- If the borrowed laptop and its charger/accessories are not returned to the Library One-Stop Services Desk on/before the due date, a fine of Five Hundred Egyptian Pounds (500 EGP) per day or part of a day, shall apply, with a maximum of Five Thousand Egyptian Pounds (5,000 EGP) for 10 days.
- If the laptop is not returned within 10 days past the return due date, the Library shall report the laptop as lost and shall charge the full replacement cost of the laptop and its charger/accessories to the borrower's Library account.
- The repair cost of any damages or breakdown shall be based on the average market price of the actual repair costs of a laptop similar (in brand and specifications) to the borrowed laptop and its charger/accessories (or the equivalent in EGP as per the exchange rate on the date of payment) plus a service charge of Five Hundred Egyptian Pounds (500 EGP), which shall be charged to the borrower's Library account.
- The replacement cost of a damaged, lost, or stolen laptop and/or its charger/accessories is the average market price of a laptop similar (in brand and specifications) to the borrowed laptop and its charger/accessories (or the equivalent in EGP as per the exchange rate on the date of payment) plus a service charge of Five Hundred Egyptian Pounds (500 EGP), which shall be charged to the borrower's Library account.

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**V. FORMS/INSTRUCTIONS (if applicable)**

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**Laptop Borrowing Declaration Form**

Every time a borrower borrows a laptop, he/she shall agree to the following:

1. I have fully read AUC Laptop Borrowing Policy and I unconditionally agree to abide by it and I also declare that I hold the laptop and its charger/accessories in trust.
2. I confirm that I've tested the laptop and its charger/accessories, and received them in good working condition; and that they have no issues including but not limited to: a malfunctioning issue, a broken or scratched screen, broken ports, broken or scratched front/back covers, malfunctioning keyboard keys, and/or broken charger.

3. I confirm that by borrowing the laptop and its charger/accessories without reporting any suspected issue before borrowing, I agree to be held fully responsible for any scratch, malfunction, and/or damage, to the laptop and/or its charger/accessories while in my possession, and I shall pay any required repair and/or replacement cost without dispute.
4. I shall report immediately the damage, loss, or theft of the borrowed laptop and its charger/accessories to the Library One-Stop Service Desk.
5. I understand that it is my responsibility to back up my data before returning the laptop since any data and/or additional software shall be wiped upon return.
6. I understand that AUC is not responsible for any damage to my data storage device(s), or loss of data caused by software, hardware, battery failure, or computer viruses.
7. I shall return the laptop within 24 hours, once emailed to return the laptop for an audit inspection requirement or for any other reasons given by the Library One-Stop Service; otherwise, I shall be charged the applicable governmental fees, as per Egyptian Law.
8. I shall return the laptop and its charger/accessories within 24 hours, once emailed to return the laptop for an emergency recall; otherwise, the laptop and its charger/accessories shall be considered lost and I shall be charged full cost.
9. I understand that I shall return the laptop and its charger/accessories on/before the due date, between 9:00 am – 3:00 pm, Sundays to Thursdays, excluding official holidays, at the Library's One-Stop Services Desk -no later than the last day of exams of the semester in which the laptop is borrowed, for students and faculty.
10. I shall check the Library's working days and hours as per the Library's website and I shall allow 15-30 minutes for a Library Service Staff to boot and check the operation and the condition of the returned laptop and its charger/accessories upon return.
11. I understand that the laptop and its charger/accessories shall be subject to quick maintenance review upon return and I shall be notified of any initially visible malfunctions, damages, losses, or late charges.
12. I understand that further in-depth inspection shall be done within 10 business days after the laptop is returned and I shall be notified and held accountable for any repair/replacement costs.
13. I understand that my right to borrow a laptop may be revoked in the future if I delay the return of the laptop and its charger/accessories and/or I do not comply with the policies governing its use.
14. I understand that the Policy is governed by the [Financial Hold Policy](#) which manages the settlements of student's financial obligations. Student Accounts Office will activate financial hold on students who have outstanding balances equivalent to the price of the Egyptian undergraduate ONE credit hour rate on Banner record, which prevents registration, transcripts, and enrollment certificates. For students who have fewer amounts due, different types of financial hold will be activated onto the student Banner record, allowing registration but preventing transcripts and enrollment certificates. Only students who have zero balance will receive transcripts, receive graduation certificates, or enrollment certificates.

15. I agree that the Library shall impose fines and/or any other charges resulting from my failure to comply with the terms of this Form or AUC Laptop Borrowing Policy. The fines and charges, which may be imposed, shall be as follows:

15.1 If the borrowed laptop and its charger/accessories are not returned to the Library One-Stop Services Desk on/before the due date, a fine of Five Hundred Egyptian Pounds (500 EGP) per day or part of a day, shall apply, with a maximum of Five Thousand Egyptian Pounds (5,000 EGP) for 10 days.

15.2 If the laptop is not returned within 10 days past the return due date, the Library shall report the laptop as lost and shall charge the full replacement cost of the laptop and its charger/accessories to the borrower's Library account.

15.3 The repair cost of any damages or breakdown shall be based on the average market price of the actual repair costs of a laptop similar (in brand and specifications) to the borrowed laptop and its charger/accessories (or the equivalent in EGP as per the exchange rate on the date of payment) plus a service charge of Five Hundred Egyptian Pounds (500 EGP), which shall be charged to the borrower's Library account.

15.4 The replacement cost of a damaged, lost, or stolen laptop and/or its charger/accessories is the average market price of a laptop similar (in brand and specifications) to the borrowed laptop and its charger/accessories (or the equivalent in EGP as per the exchange rate on the date of payment) plus a service charge of Five Hundred Egyptian Pounds (500 EGP), which shall be charged to the borrower's Library account.

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## VI. CONTACT INFORMATION

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Library One-Stop Service Department  
E-mail: [libserv.laptop@aucegypt.edu](mailto:libserv.laptop@aucegypt.edu)  
Phone: +202-2615-4827/4826