Lending iPads 101: Steps to Loan from Your Library

Julie A DeCesare, Providence College
Hailie Posey, Providence College
Christopher Bellotti, Providence College

Available at: https://works.bepress.com/julie_decesare/14/
Lending iPads 101: Steps to Loan from your Library

Chris Bellotti
Commons Technology Specialist

Julie DeCesare
Assistant Professor
Head of Research & Education

Hailie Posey
Coordinator of Digital Publishing Services

theLibrary
@Providence College
Do you own an iPad or iPad Mini?

Does your library have an iPad lending program?
Do you own an iPhone?
Getting Started
Resources


How much will it cost?

Hardest question to answer!

Depends largely on budget and institution.

Bare minimums:

One 16GB iPad 2 = $399
or
One 16GB iPad Mini = $325

Looking for the latest and greatest?
One 16GB iPad with Retina Display = $499
# How much will it cost?

Building a basic 10 iPad loaner pool:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 iPad 2s</td>
<td>$3790* - $3990</td>
</tr>
<tr>
<td>Protective cases</td>
<td>$100 - $500</td>
</tr>
<tr>
<td>Carry bags and labels</td>
<td>$10 - $120</td>
</tr>
<tr>
<td>Feeling lucky? – 10 AppleCare+ plans</td>
<td>$0 - $990</td>
</tr>
<tr>
<td>Mac Mini + monitor</td>
<td>$600 - $1000</td>
</tr>
<tr>
<td>SyncTray to sync, charge and store</td>
<td>$250 - $1000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$4750 - $7600</strong></td>
</tr>
</tbody>
</table>

*BG701LL/A – Apple Education discount price for a 10 pack of iPad 2s*
And because $\text{time} = \text{money}$, how much time will this take?

Our experiences so far:
Initial R & D and pilot leading to full program $\approx 1.5 \text{ years}$
Initial staff training – a few hours per employee
Loan system setup – days/week+ to iron out in ILS
Purchase, shipping and setup time – 1-3 months

Ongoing:
Patron outreach - surveys, hands-on programs
Documentation – needs regular revision for updates
Safe iPad lending – all about tradeoffs

Damage is inevitable - Plan for it!

Budget for repairs replacements

Most iOS devices cannot be repaired easily, so prepare for replacements before damage occurs.

Adventurous? www.iFixit.com is a good source for DIY repair guides, replacement parts and handy tools.

Either way, damage mitigation will cost money which should be planned into initial and/or yearly budgets.
ALL patrons sign statement of responsibility that outlines expectations and replacement costs.

PROVIDENCE COLLEGE PHILLIPS MEMORIAL LIBRARY TECHNOLOGY CHECKOUT AGREEMENT

Name (Last, First): ____________________________
Library Barcode: 25125

Status (circle one):  
- PC Undergraduate  
- PC Graduate  
- PC SCE  
- PC Faculty/Staff

THIS TECHNOLOGY EQUIPMENT ("EQUIPMENT") IS A LIBRARY LOAN AND THE PROPERTY OF PROVIDENCE COLLEGE. FAILURE TO COMPLY WITH LOAN TERMS WILL RESULT IN SUSPENSION OF BORROWING PRIVILEGES.

THIS APPLICATION IS IN EFFECT FOR THE DURATION OF YOUR AFFILIATION WITH PROVIDENCE COLLEGE. A COPY OF THIS SIGNED AGREEMENT WILL BE ON FILE AT THE CIRCULATION DESK AND THE BORROWER MAY REQUEST A PHOTOCOPY OF THIS AGREEMENT AT ANY TIME.

LOAN TERMS – PLEASE REVIEW TERMS CAREFULLY. YOUR SIGNATURE INDICATES YOUR UNDERSTANDING AND AGREEMENT WITH LOAN TERMS.

<table>
<thead>
<tr>
<th>DEVICE TYPE</th>
<th>LOAN PERIOD</th>
<th>MAY TAKE DEVICE OUT OF LIBRARY</th>
<th>REPLACEMENT/REPAIR COSTS*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculators</td>
<td>4 HOURS and 1 Renewal</td>
<td>YES</td>
<td>$50</td>
</tr>
<tr>
<td>Headphones</td>
<td>4 HOURS and 1 Renewal</td>
<td>NO</td>
<td>$20</td>
</tr>
<tr>
<td>iPod Touch - IPAD</td>
<td>7 DAYS AND 1 RENEWAL</td>
<td>YES</td>
<td>$500</td>
</tr>
<tr>
<td>iPod Touch - IPod</td>
<td>7 DAYS AND 1 RENEWAL</td>
<td>YES</td>
<td>$300</td>
</tr>
<tr>
<td>Laptop</td>
<td>4 HOURS</td>
<td>NO</td>
<td>$1000</td>
</tr>
<tr>
<td>MacBook Chargers</td>
<td>4 HOURS AND 1 RENEWAL</td>
<td>YES</td>
<td>$100</td>
</tr>
<tr>
<td>Phone Chargers</td>
<td>4 HOURS</td>
<td>YES</td>
<td>$60</td>
</tr>
</tbody>
</table>

*These replacement/repair costs are estimates. Actual replacement/repair costs will be determined at the time the damage is reported.

- I have received and accept custody of Providence College Phillips Memorial Library equipment, and agree it is in good condition.
- I agree to protect this equipment from theft and/or damage. I will provide security for the equipment and will not leave it unattended or unsecured.
Prevent what you can

Protective Cases

AppleCare+ Protection Plan
Plan for the worst

iPad 2 replacement without AppleCare+ = $249
(Newer iPads scale up based on purchase price)

With $99 AppleCare+ purchase, up to two replacement claims allowed due to damage for $49 each

Main decision to make:
Does your budget allow for out of warranty replacement, or is $49 per claim easier to pay?

If you have an IT department, reach out to them for help before (and after) the inevitable!
Cases and Peripherals

Even if you have AppleCare+, a good case can go a long way.

Basic cases are as little as $10
Durable folios = $50
Bluetooth keyboard case = $60-80

Get a variety of peripherals to allow flexibility.
Apps
App Guide
http://providence.libguides.com/AppGuide

Google Earth
Hold the world in the palm of your hand. With Google Earth for iPhone, iPad, and iPod touch, you can fly to far corners of the planet with just the swipe of a finger. Explore the same global satellite and aerial imagery available in the desktop version of Google Earth, including high-resolution imagery for over half of the world’s population and a third of the world’s land mass.

HistoryMaps
"History: Maps of World" is a fun and educational collection of high-resolution historical maps. Check it out to keep up with your history, learn something about history.

Maps
Find your way from here to there and back again. Using GPS or a known Wi-Fi hotspot and a digital compass, Maps on iPad shows you where you are.

Museum Planet
Museum Planet provides comprehensive narrated photo tours/guides to historic sites in New York City and Venice, Italy, Spain and other locations. The Tours
Did you use the library's App Guide?

- Yes: 27%
- No: 73%

Did you find the organization of the app folders helpful?

- Yes: 84%
- No: 16%
Next Step

The Apple Volume Purchase Program

The Volume Purchase Program allows educational institutions to purchase iOS apps and books in volume and distribute them to students, teachers, administrators, and employees.*

How to Enroll

It’s quick and easy to set up your organization for volume purchasing. First, designate yourself or someone else in your organization as the Program Manager. Then you can sign up Program Facilitators, which will allow them to make purchases.

If your institution is tax exempt, you will not be charged sales tax. The program also allows app developers to offer special pricing for purchases of 20 apps or more.

Enroll Now ▶ Frequently Asked Questions ▶

Next Step: Volume Purchase Program

How many of you would share your iPad with a complete stranger?

A small problem opportunity:

Apple has designed iOS devices to be used by a single end-user, connected to one Apple ID.

But we want to lend iPads out to different patrons in an efficient way…

How do you get around this limitation feature?
iPad Syncing
iPad Syncing
iPad Syncing

Bretford Sync Tray for iPad
iPad Syncing – Is there a better way?
Next Step: Apple Configurator

Apple Configurator makes it easy for anyone to mass configure and deploy iPhone, iPad, and iPod touch in a school, business, or institution.

Three simple workflows let you prepare new iOS devices for immediate distribution.

What's New in Version 1.2.1
Apple Configurator 1.2.1 improves stability and the experience upgrading from version 1.1.2.
Patron Response

Frequent “on the spot” training opportunities at the time of Checkout.

Many patrons take out iPads to evaluate possible purchase

Prepare for and counteract students who “work the system”

Prepare for other departments on campus to request use of iPads – sometimes in large quantities!

Bonus: high demand can provide leverage for future purchases
Anecdotal reports are helpful, but they are not enough to gauge effectiveness of the program.
Patron Assessment

iPad Survey

Please take a few minutes to complete this survey. It will help us to improve and expand the iPad loaning service provided by the library. We thank you for your time!

* Required

I am a *
- PC Undergraduate Student
- PC Graduate Student
- PC SCE Student
- PC Faculty
- PC Staff
- Other:

Where did you use the iPad?
Please check all that apply
- Classroom
- Library
- Social space on campus
- Dorm
- Off-campus
- Other:

How did you use the iPad?
- Research
- Coursework
- Internet browsing
- for specific apps
- Entertainment (media, music, etc.)
- Other:

What apps do you use most?
Types of Use

- Internet Browsing
- Coursework
- Entertainment
- Research
- for Specific Apps
- Other
**Programming**

**Faculty Open House**

Need a break from grading midterms? Join us and enjoy wine & cheese, a chance to win prizes, and learn more about what the library has to offer including:

- How to set up & start using your RefWorks
- Getting started with SelectedWorks
- Information on our iPad Loaning program
- Set up regular New Title Alerts to be sent daily
- Streaming Video resources for use in the classroom
- Information on Open Access Publishing

**When:** Oct. 25, 3-6pm  
**Where:** Phillips Memorial Library

---

**Need help getting organized?**

Join the Library & OAS for **Apps & Appetizers**

**Thursday, February 21**  
5:00-6:00 pm  
OAS Classroom

**FREE FOOD!!!**  
BYOD or use one of our iPads
Future Plans for the Program
Questions?
Please email us with any questions

Chris Bellotti:
cbellott AT providence DOT edu

Julie DeCesare:
jdecesa1 AT providence DOT edu

Hailie Posey:
hposey AT providence DOT edu

This presentation leaves copyright of the content to the presenters. Unless otherwise noted in the materials, uploaded content carries the Creative Commons Attribution-NonCommercial-ShareAlike license, (CC-BY-NC-SA) which grants usage to the general public with the stipulated criteria.