



The Library Network

Libraries Working Together

MOBILE LAB POLICY

As of January 3rd, 2014

TLN has two (2) mobile labs that consisting of eight (8) laptops, one (1) projector and one (1) wireless router. TLN also has one (1) SmartBoard touch screen with interactive markers for instructional use as an optional addition to your mobile lab reservation, subject to availability. Requests for the SmartBoard must be specified during the registration process. The two (2) mobile labs are now labeled as Mobile Lab Red and Mobile Lab Blue. Both Red & Blue labs use the Microsoft Windows 7 operating system and Microsoft Office 2010.

All TLN member libraries are welcome to reserve one (1) mobile lab and the optional SmartBoard (based on availability) for onsite programs and training. There is a two (2) week limit on all mobile lab reservations. This limit includes the date of delivery and date of return with the maximum of fourteen (14) days. Back to back reservations of different mobile labs are not permitted.

To reserve the mobile lab, please create a ticket using the TLN Helpdesk located at <http://helpdesk.tln.lib.mi.us/>. Please do not change the username assigned to your library. For category, select Mobile Lab from the drop down box. For sub-category, select Reservation from the drop down box. In the message box, please indicate your name, email address, start date of reservation (date you would like the lab delivered), end date of reservation (date you will be placing the lab in delivery after you're finished using it) – Please be sure these dates correspond with your TLN delivery schedule. Also specify if you would also like to reserve the SmartBoard (not delivered unless requested). Please include some detail on what the mobile lab will be used for, (Basic Computer Training with the General Public, Advanced Training with a specific organization, etc.) It is recommended that you review the Mobile Lab calendar prior to requesting a reservation to ensure the required dates are available. The Mobile Lab calendar is located at <https://webmail.merit.edu/home/tln/calendar@tln.lib.mi.us/Mobile%20Lab%20Calendar.html>

NOTE: The Mobile lab is delivered on Monday through Friday only. Please be aware of your individual library delivery schedule when requesting the lab.

After the reservation is received, TLN will email the requestor with a reservation confirmation. The confirmed reservation will be placed on the Mobile Lab calendar.

The TLN delivery department will ensure delivery of the mobile lab to the lab requestor on the requested delivery date around your normal delivery time. The mobile lab will then be picked up by the delivery department on the reservation end date at your normal delivery time. It is critical that all mobile lab equipment be placed in the delivery pick-up area on the scheduled end date. If there are any delivery issues, please contact TLN at 248.536.3100 x134.

Mobile lab users are responsible for ensuring that the mobile lab is returned with all equipment and cables. A checklist of all equipment is included with the lab to help verify that all the equipment is being returned. Please be sure to create a Helpdesk incident if there are any problems with the equipment so TLN staff can schedule maintenance to address the problem. TLN technicians will ensure the laptops are updated with the latest patches on a quarterly basis.