The Patty Walsh-Cassidy Lending Library serves as a living reminder of the legacy of long-time CCATT staff member Patty Walsh- Cassidy. Patty’s family, friends, and colleagues came together to create this library to honor her career and visionary spirit, and make her dream of a lending library come true. The library serves as a vehicle for outreach and education for families, professionals, districts, and communities. The PWC Lending Library helps open doors to possibility for those with disabilities by offering users and families a chance to see for themselves a range of available resources and to determine which tools best match their needs. Support for the PWC Lending Library has been provided those who knew Patty and her work, as well as by generous donations from assistive technology companies and others.
DEVICE LOAN GENERAL INSTRUCTIONS

Please read, complete and sign the three forms included in this packet:

1. Loan Request Form (pages 9-10)
2. Borrower Responsibility and Liability Statement (page 11)
3. Release of Liability (page 11)

Please complete and mail these forms to PWC Library, Collaborative for Educational Services, 228 Pleasant Street, Northampton, MA 01060, or email them to pwclibrary@collaborative.org. These forms are also available on our website: www.pwclibrary.org. Once your signed forms are received your loan request will be initiated.

Borrower’s General Responsibility and Liability

The person who is accepting FINANCIAL RESPONSIBILITY for this equipment should sign all forms. That person should also be listed as the person borrowing the device(s) and/or materials. (See item 1 on the Loan Request Form.) If the forms were e-mailed, the borrowing person will need to sign for the forms at the CES Special Education Department office when picking up the loan.

Please note that you must IMMEDIATELY report any missing or damaged items in order to minimize your financial responsibility for replacement of missing or damaged items. To report missing or damaged items, please call Alla Bodner at 413-584-1664 x101.

Returning Borrowed Device(s)

Device(s) and/or materials loaned from the PWC Assistive Technology Lending Library must be returned to the Collaborative for Educational Services at the address below on or before the due date listed in the Borrower Responsibility and Liability Statement. Items must be returned clean, complete, and in original operating condition. A fee may be charged for cleaning, repairs and/or replacement parts or full replacement if damaged equipment is returned. All fees will be based on restoring the equipment to the pre-borrowed condition, based on current replacement value.

Collaborative for Educational Services (CES)
Special Education Department
ATTN: PWC Assistive Technology Lending Library
228 Pleasant Street
Northampton, MA 01060
(413) 584-1664 x 101

To arrange to drop off of loaned device(s) and/or materials, please call Alla Bodner at the number above.
The Patty Walsh-Cassidy Assistive Technology Lending Library was created as a vehicle for outreach and education for families, professionals, districts, and local communities. Patty’s family, friends, and colleagues came together to create this library to honor her career and visionary spirit and to make her dream of a lending library come true.

The PWC Lending Library is located at the Collaborative for Educational Services Special Education Department office in Northampton, MA and is supported by the Collaborative Center for Assistive Technology and Training (CCATT). It was made possible through generous donations from assistive technology companies, and Patty’s family, friends, and colleagues.

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FORMS

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1. INTRODUCTION

The purpose of the PWC Assistive Technology Lending Library is to provide short-term loans of assistive technology devices and materials to individuals, employers, public agencies, or others seeking to meet the needs of individuals with disabilities. The purpose of these short term loans is to assist in decision-making relative to the acquisition of a particular device or assistive technology materials, for self-education by a consumer or professional, and/or for training.

2. DEFINITIONS

2a. PWC Assistive Technology Lending Library: A Lending Library that provides assistive technology devices, software and educational materials, and equipment loans to members of the community.

2b. Borrower: An individual or organization may be a Borrower. Any person with a need for assistive technology who will utilize device(s)/materials loaned through the PWC Assistive Technology Lending Library is eligible for the loan program. The Borrower may also be a school district or a provider of services, such as a special education teacher, therapist, employer, etc. (See 2k for details about financial responsibility.)

2c. Borrower in good standing is one who has returned all previous devices and/or materials in good condition, in a timely manner, and has fulfilled all of the Borrower's previous responsibilities to the PWC Assistive Technology Lending Library.

2d. Contact Person: The PWC Assistive Technology Lending Library staff who will provide information about the program and assist the Borrower in filling out the application for the device/equipment.

2e. Credit Card Hold: The Borrower’s credit card number will be held on file, in a confidential and secure location, as a guarantee for the return of all items in the Loan Package. The Borrower’s credit card number will be returned to the Borrower or destroyed upon return of the complete Loan Package. The Borrower’s credit card number will not be charged unless items are returned damaged or are not returned to the PWC Lending Library on time.

2f. Device: An inclusive term referring to the device plus its components (cords, adapters, instruction manuals) that do not have separate inventory numbers.

2g. Item: A Loan Package may include items that are used in conjunction with a device (such as switches, mounting arms, software). These have an inventory number and replacement cost associated with them.

2h. Equipment Inventory: The PWC Assistive Technology Lending Library Equipment Inventory consists of assistive technology devices, computers with AT software, as well as lite technology materials such as manual communication books, adapted books, and similar tools and materials that are available for lending to a Borrower.
2i. **Loan Package**: The requested device/materials, its components, associated items, and instructions. All Loan Packages will include a packing list that provides information about what is being loaned as well as replacement costs of each item.

2j. **Provisional Purchase Order (P.O.)**: A Provisional P.O. is a Purchase Order provided by the Responsible Party (school district, agency, or organization) and is held as a guarantee for the return of all items in the Loan Package. The Provisional Purchase Order will be returned to the Responsible Party or destroyed upon return of the complete Loan Package. The Provisional P.O. will not be charged unless items are returned damaged or are not returned to the PWC Lending Library.

2k. **Responsible Party**: The individual, school district, agency, or organization that accepts the financial responsibility for the loaned device/materials.

### 3. THE REQUEST PROCESS

3a. **Who May Request Loans**: Requests for device loans can be made by the individual, a family member, advocate, school system or someone who will serve as a support person to the individual in need of the loan device during the period of time of the loan. Service providers may also make a request for devices for demonstration or self-education purposes. The individual, school district, or agency making the request will be considered the Borrower and the Responsible Party for the return of the device.

3b. **Completing the Request Form**: The Contact Person at the PWC Assistive Technology Lending Library may assist the potential Borrower in completing the request form. The Contact Person is responsible for explaining to the potential Borrower their responsibilities and reviewing with the Borrower the value of the item being borrowed.

All items on the request form must be filled in. There should be no blanks on a request form. If a section is not applicable, N/A (not applicable) should be written to indicate that the item was not overlooked. Request forms are available from the Collaborative for Educational Services Special Education Department office or at [pwclibrary.org](http://pwclibrary.org). Incomplete forms will be returned to requestor for completion.

3c. **What Can an Individual Borrow?** *Individuals may borrow one (1) item from list A, and a maximum of three (3) items from list B at any one time.*

For current lists, please check the PWC Library website at [pwclibrary.org](http://pwclibrary.org) or contact our office at: [pwclibrary@collaborative.org](mailto:pwclibrary@collaborative.org) (email) or 413.584.1664 x101 (phone).

Additional items will not be loaned without a new and completed request form.

For a Borrower in good standing, there will be no limit to the number of times that a loan may be requested. A Borrower in good standing is defined as a Borrower who has returned all previous items in a timely manner, in good condition, and has fulfilled all of the Borrower's previous responsibilities to the PWC Lending Library.
3d. **Processing Request Forms:** An individual may start the request process with the PWC Assistive Technology Lending Library over the phone, email or by fax. Items will not be loaned unless there is a completed **signed** request form on file.

When the request form is received, it will be reviewed by the Contact Person to insure the form is complete. If the request form is incomplete, the potential Borrower will be contacted to request the additional information.

Once the request form is completed and is received, the Contact Person will confirm the receipt of the request by email or by phone. At that time the Contact Person will make arrangements with the Borrower to obtain the devices or materials. The Borrower must sign the PWC Assistive Technology Lending Library Loan Program’s Borrower Responsibility and Liability Statement form in order to take receipt of borrowed item(s). A Credit Card or Provisional PO will be required at this time. The PWC Assistive Technology Lending Library will keep the original **signed** copy of any form.

If an item is not available as it is already on loan, the request will be placed on the Waiting List. Requests are processed in the order that they are received.

Any discussion or questions of the status of a request should be directed to the PWC Assistive Technology Lending Library Contact Person.

4. **PICK-UP AND RETURN**

Borrowers are responsible for pick-up/return of items to reduce the costs of delivery for the program. Devices/materials can be picked up or returned at the Collaborative for Educational Services, Special Education Office, at 228 Pleasant Street, Northampton, MA 01060, Monday through Friday, between the hours of 9:00 AM to 3:30 PM. Special arrangements may be made at the discretion of the Library. Please be sure to call ahead so that devices/materials will be ready for pick-up. Summer hours may vary.

If the Borrower chooses to return items via mail, the items MUST be well packaged and insured for the full retail amount of the items.

5. **THE LOAN PACKAGE**

When the Loan Package is provided to the Borrower it will include:

- the device/materials, associated components, and instructions;
- an inventory sheet listing all of the items included in the Loan Package;
- information about how to contact the PWC Assistive Technology Lending Library in case of any problems and/or questions about the device/materials;
- a notice with the date when the device/materials should be returned;
- customer satisfaction survey

The PWC Assistive Technology Lending Library Contact Person will review with the Borrower the contents of the Loan Package upon its pick up and return to confirm the contents. In the event that the
loan is returned by mail, the PWC Contact Person will review the inventory immediately upon receipt and contact the Borrower if there are any discrepancies.

6. LOAN PERIOD

The standard loan period is two (2) weeks. A Borrower may request an extension to his/her loan period. The extension period begins at the time the original loan period ends. Extensions will be granted as long as there is no one on the waiting list for the device/materials.

A Borrower requesting an extension to the loan period needs to contact the PWC Assistive Technology Lending Library prior to the scheduled return date. The Contact Person will determine whether or not the device/materials will be available for the time of the requested extension, and then will contact the Borrower. It is the Borrower’s responsibility to get the loan returned on time if an extension is not possible.

7. BORROWER’S RESPONSIBILITIES AND LIABILITY

The Borrower and Contact Person will review the contents of the Loan Package upon return to verify that all the contents identified on the checklist are included.

If the Borrower does not return all of the components of the device/materials and/or notify the PWC Assistive Technology Lending Library of problems when the item is returned, he/she is financially responsible for the replacement value of the device/materials or any missing components. The Provisional P.O. or Credit Card will be charged for the amount of missing or damaged components.

In the case of loss of a device/materials, the Borrower will be held financially liable. The Borrower must contact the PWC Assistive Technology Lending Library immediately.

It is illegal to copy any software that is the property of the PWC Assistive Technology Lending Library or of a vendor. The Borrower is responsible for the software loaned to him/her as part of the Loan Package.

Failure to comply with these policies will result in the Borrower's loss of privileges to use the PWC Assistive Technology Lending Library Loan Program in the future.

The Borrower will receive a Customer Satisfaction Survey with every loan. The completed survey should be returned with the Loan Package.

8. WAITING LIST

If a potential Borrower's request has been placed on the waiting list and has been there for more than (30) days, the Borrower may want to call the Contact Person to check on the status of their request. The Contact Person can provide information regarding a projected date when the device/materials should be available and will confirm that the Borrower wishes to remain on the waiting list.

In an effort to provide a consumer-friendly program, waiting lists will be reviewed on a regular
basis to identify items that frequently appear, letting the PWC Assistive Technology Lending Library know that more units should be ordered when funds are available.

9. MANAGEMENT OF LOST AND DAMAGED ITEMS

9a. Missing items: When a Loan Package is returned in person, and there are missing components, a grace period of three (3) business days will be provided to return the missing item(s). After this period, the Borrower will be charged replacement costs.

When a Loan Package with missing component(s) is returned by mail, the Contact Person will immediately contact the Borrower to inform him/her of the missing components and any associated replacement cost(s). A letter will be sent to the Borrower if the Contact Person is unable to reach the Borrower after two (2) contact attempts (phone or e-mail), and the Borrower loses access to the loan program until the situation is resolved. If items are not returned within five (5) business days of the date of the letter, the Provisional P.O. or Credit Card will be charged for the amount of the loaned item that was not returned. All packages returned via mail must be insured.

The PWC Assistive Technology Lending Library will log all attempts to contact the Borrower. The Borrower is financially responsible for repair/replacement costs for missing or damaged items.

9b. Damaged Items: If an item is returned to the library damaged, the Borrower’s Provisional P.O. or Credit Card will be charged for repair or replacements costs.

9c. Devices that are not returned when loan is due: If a Loan Package is not returned when it is due, the PWC Assistive Technology Lending Library Contact Person will immediately contact the Borrower to inform him/her that the Loan Package was not received. If the Contact Person is unable to reach the Borrower after two (2) contact attempts (phone or email), then a letter will be sent to the Borrower. The Borrower loses access to the loan program until the situation is resolved. If items are not returned within five (5) business days of the posting of the letter, the Provisional P.O. or Credit Card will be charged for the amount of the loaned item that was not returned.

The PWC Assistive Technology Lending Library will log all attempts to contact the Borrower. The Borrower is financially responsible for repair/replacement costs for missing or damaged items.

For additional information, contact:

Collaborative for Educational Services
ATTN: PWC Assistive Technology Lending Library
228 Pleasant Street
Northampton, MA 01060
(413) 584-1664 x 101

We are grateful to MassMATCH at the United Cerebral Palsy Assistive Technology Regional Center in Pittsfield for allowing us to use their forms as a template for the information and forms developed for the PWC Assistive Technology Lending Library.
PWC Assistive Technology Lending Library
LOAN PROGRAM

LOAN REQUEST FORM

1. Borrower information:

Name: ________________________________________________

Organization/Agency: ________________________________

Mailing Address: ______________________________________

City: __________________ State: _______ Zip: ________

Daytime Phone/TTY: __________________ Email: __________

Date of Birth: ___________________ Gender: □ Male □ Female

Disability Classification: check one that best applies to the Borrower:

☐ Speech ☐ Vision ☐ Hearing ☐ Autism ☐ Intellectual Disability

☐ Neurological/Physical ☐ Learning Disability ☐ Not Applicable

Have you borrowed an item from the Device Loan Program in the past? □ Yes □ No

Comments:

2. Borrower is a/an (check the one that best applies)

<table>
<thead>
<tr>
<th>Individual with Disability</th>
<th>Family member or authorized representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational Professional</td>
<td>Employment Professional</td>
</tr>
<tr>
<td>Health Professional</td>
<td>Community Living Professional</td>
</tr>
<tr>
<td>Technology Professional</td>
<td>Other</td>
</tr>
</tbody>
</table>


3. Purpose of the Device Loan (choose one)

<table>
<thead>
<tr>
<th>Purpose of the Device Loan</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Assist in Decision Making (Device Trial or Evaluation)</td>
<td></td>
</tr>
<tr>
<td>Self Education or Training</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

4. Primary Purpose for Assistive Technology Device (choose one)

<table>
<thead>
<tr>
<th>Primary Purpose for Assistive Technology Device</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Meet an Educational need</td>
<td></td>
</tr>
<tr>
<td>Meet an Employment need</td>
<td></td>
</tr>
<tr>
<td>Meet a Communication need</td>
<td></td>
</tr>
<tr>
<td>Meet a Community Living need</td>
<td></td>
</tr>
</tbody>
</table>

5. Equipment Requested: (Please note that this request does not assure that the equipment is available. Our staff will contact you regarding any potential equipment waiting list.)

6. Loan Start Date Requested: ____________________________

7. Please note that the Loan Package must be picked up by the Borrower from the PWC Library, at the address listed below.

Are you able to arrange the return of the Loan Package to the address listed below?

☐ Yes   ☐ No. I will return the Loan Package by mail.

If items are to be mailed back, they should be sent by Priority Mail at least 3 days before the due date, and insured for the replacement value.

Collaborative for Educational Services
PWC Assistive Technology Lending Library
228 Pleasant Street
Northampton, MA 01060

Signature of Borrower: ____________________________ Date: ____________________
BORROWER RESPONSIBILITY AND LIABILITY STATEMENT

I understand and agree that I am responsible for proper handling and use of the borrowed device(s)/materials. I am responsible for returning all components to the Collaborative for Educational Services in a timely manner and in accordance with agreed upon arrangements. If I find that any components listed on the inventory sheet are missing when I take delivery, I must inform the Contact Person at PWC Lending Library immediately and before acceptance of the device/materials so that I will not be held financially liable for the missing components.

Items Borrowed:

<table>
<thead>
<tr>
<th>Inventory #</th>
<th>Item Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

The total replacement value of the item(s) I am borrowing is: $______________________________

- I understand that I am financially responsible for the return of all components in the Loan Package and all items must be in original, clean, working order.
- I understand that the Provisional Purchase Order or Credit Card are used as a guarantee for the return of the Loan Package and no charges will be incurred if I return all items as specified.
- I understand that it is illegal to copy or distribute any software that is installed on PWC Lending Library/Collaborative for Educational Services equipment.
- Failure to comply with these responsibilities will result in loss of future access to the PWC Assistive Technology Lending Library Loan Program in addition to applicable financial responsibility.
- I have read and agree with the Policies and Procedures of the PWC Assistive Technology Lending Library.

Name of Borrower (please print) ____________________________ Signature of Borrower ____________________________ Date ____________

Responsible Party (if different from borrower) ____________________________ Signature of Responsible Party (if different from borrower) ____________________________ Date ____________

Borrower—Contact Number ____________________________ Responsible Party (if applicable)—Contact Number ____________________________

Borrower—Second Contact ____________________________ Responsible Party (if applicable) Borrower—Email Address ____________________________

Borrower—Email Address ____________________________ Signature of PWC Contact Person ____________________________ Date ____________

Date Out: ____________________________ Date Due Back: ____________________________
PWC Assistive Technology Lending Library
LOAN PROGRAM

RELEASE OF LIABILITY

I agree to indemnify and hold harmless the Collaborative for Educational Services and any and all employees, agents or representatives of the same, from damages to property or injuries (including death) to myself and/or any person, and any other losses, damages, expenses, claims, demands, suits, and actions by any party against Collaborative for Educational Services and any/all employees, agents or representatives of same in connection with loan(s) from the PWC Assistive Technology Lending Library Device Loan Program.

<table>
<thead>
<tr>
<th>Name of Borrower (please print)</th>
<th>Signature of Borrower</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible Party (if different from borrower)</td>
<td>Signature of Responsible Party (if different from borrower)</td>
<td>Date</td>
</tr>
<tr>
<td>Borrower—Contact Number</td>
<td>Responsible Party (if applicable)—Contact Number</td>
<td></td>
</tr>
</tbody>
</table>